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OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

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Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A38E[redacted]
Owner Or Fleet	[redacted], Detroit, MI, [redacted] ?		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	9/20/2018	Incident Date	N/A
Mileage	57,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/20/2018 11:07:00 AM	CUSTOMER STATES: ORIGINAL OWNER; NO; NO; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER AND OIL CHANGE LOCAL SHOP; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: HORN IS NOT WORKING; AIRBAG LIGHT WAS ON; GOT RECALL DONE; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT DEALER 402806 JULY 27TH; | | | | CUSTOMER SEEKS: WHY ISN'T CLOCK SPRING COVERED | | | | CO REVIEWED WITH EM DANIELLE | | | | CO ADVISED: RECALL IS SPECIFICALLY FOR AIRBAG; ALTHOUGH PARTS ARE NEARBY IT IS SOLELY FOR AIRBAG INFLATOR AND THAT IS WHY DEALER IS ASKING FOR POP REPAIR | | | | NO FURTHER ACTION; CO TO CLOSE
9/20/2018 11:23:00 AM	EM ADVISED: THE TAKATA AIRBAG RECALL IS FOR THE SDI DRIVER FRONTAL AIRBAG INFLATOR AND ONLY THAT COMPONENT; DOES NOT COVER THE STEERING WHEEL CLOCK SPRING;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32DC[redacted]
Owner Or Fleet	[redacted] HUNTSVILLE, AL, [redacted] ?		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	9/20/2018	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/20/2018 5:55:00 PM	CUSTOMER STATES: PUT AN AFTERMARKET RADIO AND SOUND SYSTEM IN THE VEHICLE; AFTER INSTALLING THE AIRBAG LIGHT CAME ON; IS THE VEHICLE AFFECTED BY THE AIRBAG RECALL; | | CUSTOMER SEEKS: IS VEHICLE AFFECTED BY THE AIRBAG RECALL; | | | | CO ADVISED: THE AIRBAG RECALL DOES NOT HAVE ANY SYMPTOMS; IF THE LIGHT CAME ON AFTER INSTALLING THE AFTERMARKET ITEMS THE DEALER COULD DIAGNOSE AND SEE WHY THAT LIGHT CAME ON; THERE IS AN AIRBAG RECALL ON THE VEHICLE BUT WOULD LIKE TO DO FURTHER RESEARCH TO VERIFY IS THE RECALL WAS COMPLETED; WILL FOLLOW UP BY COB 9-24-18; | | | | CO TO RESEARCH FURTHER
9/21/2018 12:56:00 PM	SUP ADVISED: PLEASE CONTACT THE CUSTOMER AND ASSIST HIM IN MAKING A DEALERSHIP APPOINTMENT; THE DEALERSHIP WILL DETERMINE NEXT STEPS BASED ON IF THIS LIGHT BEING ON IS CAUSED BY AN OUTSIDE INFLUENCE OR THE ACTUAL AIRBAG.
9/21/2018 3:33:00 PM	CO CALLED TO ADVISE: THE TAKATA AIRBAG RECALL IS CLOSED OUT; THERE ARE NO OPEN RECALLS ON THE VEHICLE; CUSTOMER WOULD JUST NEED TO HAVE THE VEHICLE DIAGNOSED TO SEE IF THE LIGHT WAS TRIGGERED FAULTY BY THE AFTERMARKET INSTALLATION OR IF THERE IS AN ACTUAL ISSUE OCCURRING WITH THE AIRBAG; | | | | NO FURTHER ACTION
9/21/2018 4:27:00 PM	CUSTOMER STATES: WASN'T ABLE TO HEAR THE VOICEMAIL MESSAGE THAT WAS LEFT FOR HIM AND WAS CALLING IN TO GET CLARIFICATION ON WHAT HE SHOULD DO WITH HIS VEHICLE | | | CA ADVISED: CUSTOMER THAT THERE ARE NO OPEN RECALLS ON HIS VEHICLE, THEREFORE CUSTOMER WOULD NEED TO BRING VEHICLE INTO THE DLR TO GET VEHICLE EXAMINED AND SEE WHAT EXACTLY TRIGGERED THE AIRBAG LIGHT TO COME ON. | | | CUSTOMER UNDERSTOOD | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD17AJ1EM[redacted]
Owner Or Fleet	[redacted] Jacksonville, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	9/21/2018	Incident Date	N/A
Mileage	100,119		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/21/2018 1:27:00 PM	CUSTOMER OWNS 2014 JETTA; AIRBAG LIGHT ON; DEALER ADVISED AIRBAG CONTROL MODULE NEEDS REPLACEMENT BUT THAT REPAIR MAY NOT FIX THE ISSUE; MAY ALSO NEED TO REPLACE SEAT SENSOR; $500 FOR EACH REPAIR; CUSTOMER WANTS DEALER TO RESOLVE ISSUE WITH ONLY 1 REPAIR; WANTS TO FILE DEALER COMPLAINT; WHY CAN'T DEALER CORRECTLY DIAGNOSE THE ISSUE; CAN CUSTOMER CARE CENTER PROVIDE DEALER TECHNICAL ASSISTANCE SO CUSTOMER ONLY HAS TO MAKE THE CORRECT REPAIR? | | | CUSTOMER SEEKS DIAGNOSIS FOLLOW UP, DEALER COMPLAINT, TECHNICAL ASSISTANCE | | | CO ADVISED OF ESCALATION TO RCM FOR DIAGNOSIS FOLLOW UP AND COMPLAINTS; RCM TO CALL CUSTOMER BY COB 9/24/18 | | | CO TO ESCALATE
9/21/2018 1:28:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / WARNING LIGHT;
9/21/2018 1:29:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | SINCERELY, | | | | SHAYNA S | CUSTOMER CARE ADVOCATE |
9/21/2018 1:30:00 PM	CUSTOMER STATES AIRBAG WARNING LIGHT IS ON; DEALER ADVISED AIRBAG CONTROL MODULE NEEDS REPLACEMENT; MAY NOT FIX THE ISSUE; MAY ALSO NEED TO REPLACE SEAT SENSOR TO REPAIR THE ISSUE; $500 FOR EACH REPAIR; WANTS DEALER TO RESOLVE ISSUE ONLY 1 REPAIR; SEEKS CUSTOMER CARE CENTER TO PROVIDE DEALER TECHNICAL ASSISTANCE, DIAGNOSIS FOLLOW UP, DEALER COMPLAINT FOR COST AND LACK OF PRODUCT KNOWLEDGE THAT DEALER CANNOT STATE SINGLE REPAIR NEEDED; CO DID NOT ADVISED VW WOULD BE ABLE TO NARROW IT DOWN, ONLY THAT CUSTOMER CARE CENTER CAN FILE COMPLAINTS AND ATTEMPT TO PROVIDE TECHNICAL ASSISTANCE. | | | RCM TO CONTACT DEALER 405036, CUSTOMER [redacted] BY COB 9/24/18
9/24/2018 1:22:00 PM	HELLO SARAH , MR. [redacted] CAR NEED A R/F SEAT MODULE AS A FIRST STEP . THE PART IS $150.00 AND LABOR IS # 112.50 . IT IS A 2014 JETTA WITH 100,119 MILES . NO SERVICE HISTORY FOR THE PAST 50,000 MILES . THANKS DIDIER | | | RCM REPLIED: | | THANK YOU, HOW LIKELY IS THIS GOING TO TAKE CARE OF THE CONCERN? I GUESS THAT IS THERE MAIN ISSUE | | | SERVICE MANAGER STATES: | | VERY LIKELY IT WILL BE THE ONLY ISSUE. DIDIER | | | RCM TO CALL CUSTOMER
9/24/2018 1:51:00 PM	[redacted] | | | RCM CALLED CUSTOMER TO FOLLOW UP; PROVIDED FEEDBACK FROM DEALER THAT THEY FEEL REPLACING THE SEAT CONTROL MODULE WOULD BE THE BEST PLACE TO START; DEALER DOES NOT FEEL THAT ANYTHING ELSE WOULD BE NEEDED AFTER THAT BUT CANNOT PROVIDE A 100%N GUARANTEE ON THAT; OCCASIONALLY WHEN DEALER MAKES A REPAIR THERE WILL BE OTHER REPAIRS NEEDED; CUSTOMER STATES THAT HE WILL END UP BEING RESPONSIBLE FOR 2 REPAIRS; DEALER TOLD HIM THE AIRBAG MODULE SHOULD BE REPLACED FIRST; SERVICE ADVISOR TOLD HIM TO CALL CUSTOMER CARE CENTER FOR ASSISTANCE; DOES NOT TRUST THE VEHICLE; THINKS BUYING A VW WAS A BAD IDEA; RCM APOLOGIZED AND ADVISED THAT WILL ADDRESS WITH SERVICE MANAGER ABOUT INFORMATION FROM SERVICE ADVISOR; CUSTOMER CARE CENTER IS NOT A TECHNICAL RESOURCE FOR DEALER; CUSTOMER CARE CENTER RELIES ON DEALER FOR THAT; CUSTOMER ACKNOWLEDGE; RCM TO CLOSE; NO FURTHER ACTIONS | | | |
9/24/2018 2:07:00 PM	HEY DIDIER, | | ALSO WANT TO MAKE YOU AWARE THAT THE CUSTOMER TOLD ME THAT HIS SERVICE ADVISOR TOLD HIM TO CALL CUSTOMER CARE CENTER FOR TECHNICAL ASSISTANCE. IF YOU CAN REMIND THAT WE DO NOT PROVIDE TECHNICAL ASSISTANCE I WOULD APPRECIATE IT ┬┐ | | | RCM TO CLOSE; NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A3XC[redacted]
Owner Or Fleet	[redacted], Danvers, MA, [redacted] ?		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	9/21/2018	Incident Date	N/A
Mileage	93,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/21/2018 5:14:00 PM	CUSTOMER STATES: I GOT A CLOCK SPRING RECALL FIXED 1/2017 WITHIN 3 DAYS I HAD NOHORN OR AIR BAG AGAIN. 6/17 THEY TOLD ME WOULD BE $1200 IT WAS STEERING WHEEL CONTROL MODULE. SPOKE WITH VP OF VW THEY WOULD NOT ASSIST. NEVER HAD REPAIRED AND NOW BEING TOLD IS CLOCK SPRING WHICH WAS ON THE ORIGINAL RECALL. I DROVE AROUNDFOR ALMOST 2 YEARS WITHOUT AIR BAG AND HORN WHEN IT SHOULD HAVE BEEN COVERED. KELLY VW NEEDS AUTHORIZATION TO REFIX RECALL; WORKING WITH DAVE P AT DEALER; | | | CO ADVISED: WHAT I CAN DO IS ESCALATE THIS UP TO ONE OF OUR REGION CASE MANAGER'S (RCM). THEY WORK CLOSELY WITH OUR DEALER'S. THEY WILL REACH OUT TO YOUR DEALER TO GAIN CLARITY OF THEIR FINDINGS, [redacted] I CAN THEN HAVE AN RCM FOLLOW UP WITH YOU ON MONDAY WITH ANY INFORMATION THEY ARE ABLE TO WORK UP. YOUR CASE NUMBER IS [redacted] | | | CUSTOMER ACKNOWELDGED; | | | CO TO ESCALATE
9/21/2018 5:20:00 PM	RCM TO REACH OUT TO DEALER 401016 REGARDING DIAGNOSIS ON AIRBAG LIGHT; RECALL WAS COMPLETED LAST YEAR FOR CLOCKSPRING; RCM TO FOLLOW UP WITH CUSTOMER
9/21/2018 5:20:00 PM	MEDIA ATTACHED IN DOC CENTER
9/21/2018 5:40:00 PM	ASSIGNED FOR HANDLING.
9/24/2018 2:44:00 PM	RCM LVMM FOR OWNER ADVISING CONCERN IS BEING RESEARCHED. RCM TO WAIT DEALER CALL.
9/24/2018 4:33:00 PM	FROM: [redacted]] | | SENT: FRIDAY, SEPTEMBER 21, 2018 4:37 PM | | TO: VWOA CUSTOMER CARE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | MY CAR HAS YET TO BE FIXED AND WENT I TODAY FOR A DIFFERENT RECALL AND NOW THEY ARE SAYING THAT THE PROBLEM IS CLOCKSPRING THE SAME RECALL I HAD FIXED 1.5 YEARS AGO AND BROKE 3 DAYS LATER. I HAVE DROVE AROUND ALL THIS TIME BECAUSE YOU GUYS TOLD ME ON 6/2/17 THAT IT WAS STEERING WHEEL CONTROL MODULE AND IT┬┐S NOT AGAIN IT┬┐S THE CLOCK SPRING. THIS NEEDS TO GET RESOLVED AT UR EXPENSE. I HAVE THE VIDEO OF THE GUY TODAY CONFIRMING IT WAS THE CLOCK SPRING. PLEASE REAPING | [redacted], RN | | SENT FROM MY IPHONE 8 PLUS | |
9/24/2018 9:48:00 AM	RCM LVMM FOR SM SEEKING CALL BACK TO DISCUSS CUSTOMER'S CONCERN. RCM TO WAIT DEALER CALL.
9/25/2018 1:52:00 PM	RCM ADVISED SERVICE MANAGER THERE IS A RECORD OF CUSTOMER RAISING CONCERN SHORTLY AFTER CLOCK SPRING REPAIR WHEN CONSULTED WAS ADVISED CONCERN WAS UNRELATED TO CLOCK SPRING, AND WAS STEERING WHEEL MODULE. RCM SERVICE MANAGER SINCE CURRENT DIAGNOSIS FOR SAME SYMPTOMS IS FOR CLOCK SPRING, FEEL WE SHOULD AGREE TO ASSIST. RCM ADVISED IF AFTER CLOCK SPRING IS REPAIRED AND STEERING CONTROL MODULE STILL NEEDS TO BE REPLACED, WE WOULD BE UNABLE TO ASSIST. SERVICE MANAGER NICK AGREES AND STATES COST OF REPAIR IS $225 PARTS AND $225 LABOR. RCM TO DOCUMENT GOODWILL GESTURE.
9/25/2018 1:58:00 PM	RCM AND SM NICK, APPROVE ASSISTANCE TOWARDSAIRBAG CLOCK SPRNG REPAIR. 100% OF TOTAL PARTS $225, 100% OF TOTAL LABOR $225. RCM TO CALL CUSTOMER.
9/25/2018 12:02:00 PM	RCM LEFT VOICE MAIL MESSAGE FOR SERVICE MANAGER REQUESTING CALL BACK TO DISCUSS CUSTOMER'S CONCERN. RCM TO WAIT DEALER CALL.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A3XC[redacted]
Owner Or Fleet	[redacted], Danvers, MA, [redacted] ?		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	9/21/2018	Incident Date	N/A
Mileage	93,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

9/25/2018 4:01:00 PM	RCM ADVISED CUSTOMER DEALER 401016 WAS CONTACTED AND CONCERN DISCUSSED WITH SM. RCM ADVISED CUSTOMER DUE TO FACT CUSTOMER HAD RAISED CONCERN SHORTLY AFTER CLOCK SPRING RECALL WAS REPLACED, AND WAS DENIED DUE TO DIAGNOSIS POINTING TO CONTROL MODULE AS THE FAULTY PART, NOW THAT DIAGNOSIS CONFIRMS CLOCK SPRING NEEDS TO BE REPLACED, SUPPORT FULL ASSISTANCE AS A GOODWILL GESTURE. RCM ADVISED CUSTOMER IF AFTER REPAIR TO CLOCK SPRING THERE IS STILL A FAULT FOR THE STEERING CONTROL MODULE, NO FURTHER ASSISTANCE WILL BE PROVIDED. NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX8BW[redacted]
Owner Or Fleet	[redacted], Wimberley, TX, [redacted] ?		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	9/24/2018	Incident Date	N/A
Mileage	95,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/24/2018 4:26:00 PM	CUSTOMER STATES VEHICLE WAS TAKEN TO DEALER DUE TO AIRBAG LIGHT COMING ON; DEALER STATES VEHICLE CONCERN IS DUE TO STEERING WHEEL CLOCK SPRING | | | | CUSTOMER SEEKING VW TO COVER COST OF REPAIR DUE TO PREVIOUS RECALL | | | | CO ADVISED CUSTOMER THAT CASE WILL BE ESCALATED TO RCM SO THEY CAN GATHER MORE DETAILS ABOUT THE CONCERN YOU ARE EXPERIENCING WITH YOUR VEHICLE.┬á THEY WILL BE IN CONTACT WITH YOU BY COB 9/25/18 TO DISCUSS THIS FURTHER WITH YOU. | | | | CO TO ESCALATE TO RCM
9/24/2018 4:33:00 PM	CUSTOMER STATES VEHICLE WAS TAKEN TO DEALER FOR AIRBAG LIGHT AFTER 69L2 RECALL WAS PERFORMED; RCM TO FOLLOW UP ON DIAGNOSIS | | | | RCM TO CONTACT DEALER 425158, CUSTOMER [redacted] BY COB 9/25/18 | | | |
9/24/2018 4:35:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | SINCERELY, | | | | | CUSTOMER CARE ADVOCATE |
9/24/2018 6:08:00 PM	DELIVERY HAS FAILED TO THESE RECIPIENTS OR GROUPS: | [redacted] | | THE RECIPIENT'S E-MAIL ADDRESS ISN'T CORRECT. PLEASE CHECK THE E-MAIL ADDRESS AND TRY TO RESEND THE MESSAGE. IF THE PROBLEM CONTINUES, CONTACT YOUR HELPDESK. | | THE FOLLOWING ORGANIZATION REJECTED YOUR MESSAGE: [redacted] | |
9/26/2018 10:10:00 AM	NO DATE IN CASE WHEN ASSIGNED; RCM TO CONTACT DEALER
9/26/2018 4:13:00 PM	[redacted] | | | | RCM CONTACTED CUSTOMER AND ADVISED WORKING WITH DEALER AND WILL FOLLOW-UP BEFORE COB 09/27/2018 | | | | RCM TO CONTACT DEALER
9/27/2018 5:36:00 PM	RCM LVMM AND ADVISED RCM WILL FOLLOW-UP BEFORE COB 08/28/18
9/28/2018 11:01:00 AM	WISE DECLINED THE CLAIM; RCM ADVISED WILL COVER 100% AUTH IS [redacted]
9/28/2018 11:03:00 AM	[redacted] | | | | RCM LVMM AND ADVISED REPAIRS WILL BE COVERED 100% RCM WILL FOLLOW UP BEFORE COB 10/02/18 AND REPAIRS SHOULD BE DONE BY TODAY | | | | RCM TO CONTACT DEALER
9/28/2018 11:03:00 AM	MEDIA ATTACHED IN DOC CENTER
10/2/2018 1:29:00 PM	[redacted] | | | | RCM CONTACTED CUSTOMER AND ADVISED THAT VW COVERED REPAIRS 100% AND SEEKING TO KNOW HOW VEHICLE IS RUNING; CUSTOMER ADVISED IT IS DOING GOOD; | | | | RCM TO CLOSE
10/2/2018 11:26:00 AM	REPAIRS ARE DONE | | | | RCM TO CONTACT CUSTOMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX7CW[redacted]
Owner Or Fleet	[redacted], Statesboro, GA, [redacted] ?		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	9/25/2018	Incident Date	N/A
Mileage	90,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/25/2018 9:11:00 AM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED NOV 2017 AT MILEAGE 85K; VEHICLE PURCHASED FROM MACON VW DEALER; YES, THIS IS A CPO; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: CLICKING IN THE STEERING WHEEL; AIRBAG LIGHT ON; NO STEERING CONTROLS OR HORN WORKING; READ ABOUT CLOCK SPRING RECALL; DOES VEHICLE HAVE RECALL; IF IT HAD IT WOULD THE WORK BE COVERED | | | | CUSTOMER SEEKING: INFO ON CLOCK SPRING RECALL | | | | CO ADVISED: NO OPEN RECALLS: CLOCKSPRING RECALL WAS CLOSED IN 2015; PARTS WERE COVERED FOR 1YR OR 12K MILES WOF; ANY REPAIRS BEYOND THAT IS AT OWNERS EXPENSE; COVERAGE FOR INTAKE MANIFOLD, FUEL INJECTOR AND INJECTION PUMP UNTIL 2/2022 OR 120K MILES WOF | | | | CO TO CLOSE
9/25/2018 9:13:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON ;
9/25/2018 9:13:00 AM	CATEGORY SELECTION : STEERING / NOISE / CLICKING NOISE; ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ8CM[redacted]
Owner Or Fleet	[redacted], Saint Louis, MO, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	9/25/2018	Incident Date	N/A
Mileage	51,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/25/2018 1:39:00 PM	CUSTOMER STATES: ORIGINAL OWNER; EXTENDED SERVICE PLAN WAS PURCHASED; TERMS OF EXTENDED WARRANTY:; VEHICLE WAS PURCHASED; VEHICLE IS FINANCED THROUGH VCI; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT ON; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT 9/25; DEALER STATES: NEEDS NEW AIRBAG IGNITER FOR $90; NOT COVERED UNDER EXT WARRANTY; REFERRED TO CUSTOMER CARE CENTER; WORKING WITH SERVICE ADVISOR ANTHONY AT DEALER; CUSTOMER SEEKING: FINANCIAL ASSISTANCE | | | CO ADVISED EXT WARRANTY THROUGH 3RD PARTY COMPANY; UNABLE TO ASSIST WITH THAT; NO RECALLS FOR CURRENT CONCERN; COVERED UNDER NVLW FOR 3 YEARS OR 36K MILES WOF; UNABLE TO ASSIST DUE TO VEHICLE BEING OUTSIDE OF WARRANTY | | | | | NO FURTHER ACTION | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN6DE[redacted]
Owner Or Fleet	[redacted], NAPLES, FL, [redacted] ?		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	9/25/2018	Incident Date	N/A
Mileage	92,059		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/25/2018 3:49:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED 12-2015 AT MILEAGE 50K; VEHICLE PURCHASED FROM 405013 VW DEALER; YES, THIS IS A CPO; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW OWNER; MAINTAINED AT VW DEALER; ISSUE LAST OCCURRED ON 9-14-16; PREVIOUS REPAIRS WERE COMPLETED AT 405024 AND REPAIRS WERE CLOCK SPRING REPLACED; VEHICLE EXPERIENCING CLOCK SPRING CABLES ARE TORN AND NEED TO BE REPLACED AGAIN; VEHICLE WAS MAKING A RUBBING SOUND WHEN TURNING AND AIR BAG LIGHT APPEARED; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT 405024 | | | CUSTOMER SEEKING FINANCIAL ASSISTANCE | | | FACE TO FACE WITH ANE T. ADVISED CAN ESCALATE TO RCM TO REVIEW FURTHER SINCE CUSTOMER PREVIOUSLY HAD 69L2 PERFORMED | | | CO ADVISED CUSTOMER WILL ESCALATE TO RCM REGARDING VEHICLE CONCERN; RCM WILL CONTACT DEALER THEN CUSTOMER BEFORE COB TOMORROW 9-26 | | | CUSTOMER ACKNOWLEDGED | | | CO TO ESCALATE
9/25/2018 3:53:00 PM	EM ADVISED CAN ESCALATE TO RCM TO REVIEW FURTHER SINCE CUSTOMER PREVIOUSLY HAD 69L2 PERFORMED
9/25/2018 4:03:00 PM	RCM TO CONTACT DEALER THEN CUSTOMER BEFORE COB TOMORROW 9-26
9/26/2018 1:26:00 PM	SM NOT AVAILABLE; RCM TO EMAIL; HOWEVER, THE TICKET IS STILL OPEN AND THE VEHICLE IS NO LONGER HERE
9/26/2018 1:29:00 PM	HELLO, | | | [redacted] | | WVWBP7AN6DE[redacted] | | 2013 CC | | 92K | | | CUSTOMER CONCERNS: HAD 69L2 RECALL PERFORMED, WAS ADVISED THE STEERING WHEEL CLOCK SPRING NEEDED TO BE REPLACED. PLEASE FOLLOW THE BELOW STEPS TO SUBMIT CLAIM FOR POSSIBLE ASSISTANCE WITH REPAIRS UNDER THE CLOSED RECALL. | | | ┬┐TEAM, | | | PLEASE FOLLOW THE PROCESS BELOW FOR ANY CUSTOMER CONTACTING CARE STATING THEY┬┐VE HAD THE 69L2 RECALL PERFORMED AND NOW THE AIRBAG LIGHT IS ILLUMINATED (WHETHER IT BE ON IMMEDIATELY FOLLOWING THE RECALL OR LATER). | | | ADVOCATE PROCESS | | 1. CREATE A CASE IN LISTEN | | 2. VERIFY IN ELSAPRO THAT 69L2 HAS BEEN COMPLETED | | A. NOTE, A RECALL CLOSURE WILL NOT BE IMMEDIATELY VISIBLE IN ELSA PRO IF THE LIGHT CAME ON IMMEDIATELY FOLLOWING THE REPAIR FOR THE RECALL AND THE CUSTOMER CALLS WHILE STILL AT THE DEALER | | 3. CONFIRM THAT THE AIRBAG LIGHT IS ON | | 4. VERIFY THAT THE CUSTOMER HAS HAD A DEALER DIAGNOSIS REGARDING THIS CONCERN WITHIN THE PAST 30 DAYS | | A. IF NOT, ASSIST THE CUSTOMER WITH SCHEDULING A DEALER APPOINTMENT | | 5. ESCALATE THE CASE TO THE RCM TEAM FOR FURTHER HANDLING | | | RCM PROCESS | | 1. REACH OUT TO THE DEALER AND ADVISE THEM TO FILL OUT A CAMPAIGN AUTHORIZATION FORM (AS OUTLINED ON PAGE 100 OF THE WARRANTY P&P) ONCE YOU HAVE VERIFIED THAT 69L2 HAS BEEN COMPLETED PRIOR TO THE AIRBAG LIGHT ILLUMINATING | | 2. ADVISE THE DEALER OF THE FOLLOWING: | | A. CAMPAIGN TEAM WILL THEN APPROVE OR DENY THE REQUEST ONCE THE DEALER FILLS OUT THE FORM | | I. IF THE REQUEST HAS BEEN APPROVED, THE CAMPAIGN TEAM WILL THEN PROVIDE ADDITIONAL STEPS INCLUDING CLAIMING INSTRUCTIONS IN SAGA FOR THIS TO BE DONE AS CONSEQUENTIAL TO THE 69L2 RECALL┬┐ | |
9/26/2018 1:31:00 PM	[redacted] | | | | RCM LEFT VOICE MAIL MESSAGE AND ADVISED RCM IS WORKING WITH DEALER 405024; RCM IS WORKING WITH INTERNAL WARRANTY DEPARTMENT TO REVIEW POSSIBLE ASSISTANCE WITH NEEDED REPAIRS; RCM ADVISED TURNAROUND TIME OF 2-3 BUSINESS DAYS RCM WILL FOLLOW-UP BEFORE COB 10/01/2018; RCM LEFT EXT 43613 | | | RCM TO CONTACT DEALER
9/28/2018 8:33:00 AM	GOOD MORNING, | | | | I WOULD LIKE TO SEE IF YOU CAN SHARE UPDATES ON THE BELOW CASES? | | | | THANK YOU | |
10/1/2018 12:25:00 PM	WHILE IT WAS CLOSED SOME TIME AGO, BUT SINCE IT WAS ISSUED FOR HIS VIN YOU SHOULD BE ABLE TO FOLLOW THE PROCESS AND RECEIVE WITHER AN APPROVAL OR DENIAL.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN6DE[redacted]
Owner Or Fleet	[redacted], NAPLES, FL, [redacted] ?		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	9/25/2018	Incident Date	N/A
Mileage	92,059		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/1/2018 12:25:00 PM	THE STEERING CLOCK SPRING RECALL WAS NOT RECENTLY DONE SO THIS WOULD NOT APPLY. ALSO THE CLOCK SPRING WAS REPLACED UNDER CPO 9/14/16. CUSTOMER IS LOOKING FOR ASSISTANCE SEEING THE REPAIR NEEDS TO BE DONE 2 YEARS AFTER REPLACEMENT.
10/1/2018 2:37:00 PM	[redacted] | | | | RCM LVMM AND SHARED RCM IS FOLLOWING UP IN REGARDS TO 2013 CC AND STEERING WHEEL CLOCK SPRING CONCERN, RCM LEFT EXT 43613 | | | | RCM TO SEND EMAIL
10/1/2018 2:41:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH YOUR CC. | | I┬┐VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. AT YOUR EARLIEST CONVENIENCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL (43613). YOU CAN ALSO REPLY TO THIS EMAIL. | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | SINCERELY, | | | | TASHA B | REGION CASE MANAGER |
10/5/2018 11:24:00 AM	SENT: FRIDAY, OCTOBER 05, 2018 11:19 AM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | MORNING TASHA, | | THANKS FOR REACHING OUT TO ME┬┐ HAVE YOU AND THE LOCAL VW DEALERSHIP REACHED AN AGREEMENT. WE HAVE HAD NUMEROUS ISSUES WITH OUR VW AND MADE THE NOW NEEDED REPAIRS TO THE VEHICLE TWO YEARS AGO. WE┬┐D TRULY APPRECIATE YOUR HELP, AND LOOK FORWARD TO YOUR COMMUNICATIONS. | | TAKE CARE, | |
10/8/2018 1:14:00 PM	EDITED: APPROVED | | | | REFERENCE # [redacted] | | | | DEAR MR. [redacted] | | | | THANK YOU FOR REPLYING TO MY EMAIL. | | | | I WILL NEED TO BEGIN WORKING WITH VOLKSWAGEN OF NAPLES AGAIN TO REVIEW THE NEEDED REPAIRS AND ANY POSSIBLE COVERAGE. THE REVIEW WAS HALTED AS I WAS UNABLE TO GET IN CONTACT WITH YOU. | | | IF YOU HAVE ANY OTHER QUESTIONS, PLEASE FEEL FREE TO EMAIL US AGAIN. | | | SINCERELY, | | | | | | | TASHA B. | | REGION CASE MANAGER | | EXTENSION 43613 | |
10/8/2018 1:17:00 PM	CLAIM WAS DECLINED.
10/8/2018 1:23:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANK YOU FOR REPLYING TO MY EMAIL. | | I WILL NEED TO BEGIN WORKING WITH VOLKSWAGEN OF NAPLES AGAIN TO REVIEW THE NEEDED REPAIRS AND ANY POSSIBLE COVERAGE; THE REVIEW WAS HALTED DUE TO LACK OF COMMUNICATION. | | IF YOU HAVE ANY OTHER QUESTIONS, PLEASE FEEL FREE TO EMAIL US AGAIN. | | SINCERELY, | | | TASHA B. | REGION CASE MANAGER | EXTENSION 43613 | | |
10/8/2018 9:14:00 AM	GOOD MORNING MIKE, | | | MR. [redacted] REACHED BACK OUT TO CUSTOMER CARE DID YOU SUBMIT THE CLAIM TO WARRANTY SO IT CAN BE DETERMINED IF THE NEEDED REPAIRS WOULD BE COVERED? | |
10/8/2018 9:17:00 AM	RCM SUBMITTED EMAIL FOR REVIEW
10/11/2018 4:25:00 PM	MEDIA ATTACHED IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN6DE[redacted]
Owner Or Fleet	[redacted], NAPLES, FL, [redacted] ?		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	9/25/2018	Incident Date	N/A
Mileage	92,059		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/12/2018 9:48:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | SORRY FOR THE DELAY IN MY RESPONSE AND THANK YOU FOR REPLYING TO MY EMAIL AND FOR ALLOWING US THE OPPORTUNITY TO LOOK INTO YOUR REQUEST. WE APPRECIATE THAT YOU TOOK THE TIME TO REACH OUT TO US AND WE┬┐RE SORRY THAT YOU HAVE BEEN FACED WITH A REPAIR COST OUTSIDE OF WARRANTY. | | WHEN CONSIDERING REQUESTS FOR REPAIR ASSISTANCE OUTSIDE OF WARRANTY, WE CONSIDER A NUMBER OF FACTORS AND SINCERELY LOOK FOR EVERY OPPORTUNITY TO HELP. IN YOUR CASE, I SEE YOUR CC IS NOW 36 MONTHS AND 56K MILES OUTSIDE OF WARRANTY. I ALSO UNDERSTAND THAT VOLKSWAGEN ISSUED THE 69L2 RECALL FOR THE STEERING WHEEL CLOCK SPRING. THIS HOWEVER, WAS COMPLETED AND CLOSED ON YOUR VIN. | | AFTER TAKING THESE IMPORTANT FACTORS INTO CONSIDERATION, WE WILL NOT BE ABLE TO ASSIST WITH THE COST OF THIS REPAIR DUE TO THE AMOUNT OF TIME AND MILEAGE OUTSIDE OF WARRANTY. | | I UNDERSTAND THIS DECISION MAY BE DISAPPOINTING. IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, PLEASE DO NOT HESITATE TO GIVE ME A CALL. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL (43613). YOU CAN ALSO REPLY TO THIS EMAIL. | | SINCERELY, | | | | TASHA B | REGIONAL CASE MANAGER | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX7BW[redacted]
Owner Or Fleet	[redacted], FOREST HILLS, NY, [redacted] ?		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	9/25/2018	Incident Date	N/A
Mileage	101,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/25/2018 5:18:00 PM	CUSTOMER STATES: PRE-OWNED; VEHICLE PURCHASED LAST YEAR AT MILEAGE 80K; VEHICLE PURCHASED FROM NON-VW DEALER; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT ON; READ ON NHTSA WEBSITE THE VEHICLE HAS RECALL | | | CUSTOMER SEEKS: RECALL INFO | | | CO ADVISED: NO OPEN RECALLS | | | CUSTOMER STATES: I DON┬┐T BELIEVE YOU CAUSE THE WEBSITE SAID SO; WOMEN ARE INCAPABLE OF DOING THEIR JOBS | | | CO ADVISED: THAT┬┐S AN OFFENSIVE THING TO SAY | | | CUSTOMER STATES: I DON┬┐T CARE: COST $18 TO TAKE LOCAL DEALER TO SMALL CLAIMS COURT AND THAT┬┐S WHAT I┬┐LL DO; HAVE DONE IT BEFORE; ILL WIN; CALLING BACK TOMORROW TO SPEAK TO YOU MANAGER CAUSE YOU ARE POINTLESS AND NO HELP | | | CO ADVISED SORRY YOU FEEL THAT WAY BUT THE I HOPE YOU HAVE A GREAT DAY | | | CUSTOMER: I HOPE YOU DON┬┐T; YOU'RE A (SWEARWORD) AND I HOPE YOU DIE TONIGHT | | | CO DISCONNECTED | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWML7AN2AE[redacted]
Owner Or Fleet	[redacted], MARY ESTHER, FL, [redacted] ?		
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	9/25/2018	Incident Date	N/A
Mileage	84,146		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	3C0953549AJ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/25/2018 5:53:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED 03/2016 AT MILEAGE 52K; VEHICLE PURCHASED FROM NON-VW DEALER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; BRAND LOYAL CUSTOMER; HAS OWNED ABOUT 6 VWS BUT DOES NOT HAVE VIN; CAN PROVIDE VIN FOR 2012 PASSAT TDI LATER ON; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG WARNING LIGHT ON; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT DEALER 405025 ON 9/25; CUSTOMER TOOK VEHICLE IN FOR THE TAKATA AIRBAG RECALL AND AFTER HAVING IT COMPLETED THE AIRBAG WARNING LIGHT CAME ON; DEALER STATES: AIRBAG CONTROL MODULE NEEDS REPLACED FOR ABOUT $2,270; CUSTOMER WAS WORKING WITH MARVIN, MARK AND JEFF; | | | CUSTOMER SEEKING: GOODWILL ASSISTANCE; | | | CO ADVISED: DUE TO THE EXTENT THAT VEHICLE IS OUTSIDE OF NVLW (3YRS OR 36K MILES WOF), VWOA WOULD NOT BE IN A POSITION TO PROVIDE FINANCIAL ASSISTANCE; IN ORDER TO ACKNOWLEDGED CUSTS LOYALTY, VW WOULD LIKE TO OFFER A $1,000 VOUCHER TOWARD THE LEASE OR PURCHASE OF A NEW VW; | | | CUSTOMER STATES: ALREADY OWNS 2 VWS SO LOYALTY VOUCHER DOES NOT HELP; | | | CO ADVISED: UNDERSTANDS CUSTS FRUSTRATION WITH DECISION BEING PROVIDED; IF CUSTOMER CHANGES THEIR MIND THE OFFER FOR LOYALTY VOUCHER IS VALID FOR 30 DAYS AND CUSTOMER CAN REACH OUT TO CC TO MAKE THEM AWARE; | | | CUSTOMER ACKNOWLEDGED; | | | CO TO CLOSE.
9/25/2018 5:56:00 PM	SUPERVISOR ADVISED CAN OFFER $1000 LOYALTY VOUCHER TOWARDS A NEW PURCHASE OR LEASE. CO TO RETURN TO CUSTOMER.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX9DW[redacted]
Owner Or Fleet	[redacted], SAN FRANCISCO, CA, [redacted] ?		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	9/25/2018	Incident Date	N/A
Mileage	54,693		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/25/2018 8:19:00 PM	CUSTOMER STATES: HORN ON VEHICLE IS NOT WORKING AND AIRBAG LIGHT CAME ON; CUSTOMER SPOKE TO INDEPENDENT DEALER THAT IS SAYING IT┬┐S THE WIRING IN STEERING WHEEL; | | | | CUSTOMER SEEKING: TO SEE IF THERE ARE ANY OPEN RECALL OR WARRANTY EXTENSIONS ON VEHICLE; | | | | CO ADVISED: THAT THERE ARE NO OPEN RECALLS ON VEHICLE OR WARRANTY EXTENSIONS; THAT THE WARRANTY ON VEHICLE IS OUT DUE TO MILEAGE AND FOR TIME; CUSTOMER WOULD WANT TO REACH OUT TO VW DEALER TO HAVE DIAGNOSIS DONE ON VEHICLE; IF CUSTOMER HAS ANY FURTHER CONCERNS CUSTOMER CAN REACH OUT TO VW CUSTOMER CARE CENTER; | | | | CUSTOMER ACKNOWLEDGED: | | | | CO TO CLOSE..

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A36G[redacted]
Owner Or Fleet	[redacted], Panama City, FL, [redacted] ?		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	9/26/2018	Incident Date	N/A
Mileage	39,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/26/2018 9:16:00 AM	CUSTOMER STATES: ORIGINAL OWNER; VEHICLE WAS PURCHASED; VEHICLE IS FINANCED THROUGH VCI; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG ERROR, AIRBAG LIGHT ON ; HORN DOES NOT WORK AND SMALL WRENCH ICON IN THE SCREEN ;; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT <DEALER 405065 9/25/18; DEALER STATED IT WOULD BE AROUND $500 ; KNOWS VEHICLE IS STILL WITHIN WARRANTY BY AGE JUST OUTSIDE BY MILEAGE ; WENT IN FOR THE 40K MAINTENANCE YESTERDAY ; | | | CUSTOMER SEEKING: REPLACED UNDER WARRANTY ; ASSISTANCE | | | CO ADVISED VEHICLE HAS A ECM SOFTWARE SERVICE ACTION ; ENGAGE OUR RCM TEAM TO CONTACT DEALER 405065 DIRECTLY AND FOLLOW UP ON DIAGNOSIS AND LOOK INTO CUSTOMER REQUEST FOR ASSISTANCE ; RCM WILL BE FOLLOWING UP WITH CUSTOMER BY COB 9/27; | | | CUSTOMER ACKNOWLEDGED ; | | | CO TO RCM
9/26/2018 9:24:00 AM	RCM TO CONTACT DEALER 405065 AND FOLLOW UP ON DIAGNOSIS THAT WAS DONE ON 9/25 AND LOOK INTO ASSISTANCE ; | | | | RCM TO FOLLOW UP WITH CUSTOMER BY COB 9/27 | | | RCM TO REVIEW
9/27/2018 2:12:00 PM	CUSTOMER CALLED DEALER AND CONFIRMED $500 SEEMED HIGH FOR A CLOCK SPRING REPAIR; DOES NOT HAVE REPAIR ORDER IN SYSTEM SO THEY CAN'T CONFIRM WHAT WAS RECOMMENDED; BRANDON THE OTHER SERVICE ADVISOR IS OFF TODAY; DEALER WILL CALL BRANDON TO TOUCH BASE; ASKED RCM TO CALL DEALER BACK FOR AN UPDATE; UNDERSTANDS VW WANTING TO HELP WITH REPAIRS BUT UNDERSTANDS THAT THE CUSTOMER IS OUTSIDE OF ALL WARRANTIES FOR CLOCK SPRING IF IT IS INDEED THE REPAIR NEEDED | | | RCM TO CALL DEALER BACK
9/28/2018 5:05:00 PM	RCM LEFT VOICE MAIL MESSAGE FOR DEALER TO SPEAK ABOUT CASE | | RCM TO CALL CUSTOMER
9/28/2018 5:07:00 PM	[redacted] | | | RCM ATTEMPTED TO CALL CUSTOMER; NO VOICE MAIL MESSAGE SET UP | | RCM TO CALL CUSTOMER BY COB 10/1
10/1/2018 1:22:00 PM	RCM CALLED DEALER AND THEY HAVE NO RECORD OF VISIT | | RCM TO CALL CUSTOMER TO CONFIRM DEALER
10/1/2018 3:33:00 PM	[redacted] | | | RCM LEFT VOICE MAIL MESSAGE FOR CUSTOMER TO SPEAK ABOUT CASE; PROVIDED EXTENSION 43208 | | RCM TO EMAIL NO CONTACT MESSAGE TO CUSTOMER BY COB 10/3 PENDING CUSTOMER CONTACT
10/3/2018 11:15:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH YOUR PASSAT. | | I┬┐VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. AT YOUR EARLIEST CONVENIENCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL (43208). YOU CAN ALSO REPLY TO THIS EMAIL. | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | SINCERELY, | | | MELODY P | REGION CASE MANAGER |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4A7AJXDM[redacted]
Owner Or Fleet	[redacted] Stratford, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	9/26/2018	Incident Date	N/A
Mileage	78,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/26/2018 4:10:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED 06/02/2014; VEHICLE PURCHASED FROM VW DEALER 408062; YES, THIS IS A CPO; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; BRAND LOYAL CUSTOMER (HAS HAD SEVERAL); MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIR BAG LIGHT CAME ON; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT DEALER 408083 ON 09/26/2018; QUOTED AROUND $1000 TO REPAIR ISSUE OR REPLACE FAULTY AIRBAG COMPONENT | | | CUSTOMER SEEKING: COVER REPAIRS AT NO COST TO CUSTOMER SINCE THIS IS A VW SAFETY ISSUE; | | | FACE TO FACE WITH EM HANNAH | EM ADVISED: SINCE THE STEERING WHEEL CLOCK SPRING RECALL WAS COMPLETED FOR THE VEHICLE THE CASE CAN BE ESCALATED TO A RCM; CO TO RETURN TO CUSTOMER | | | CO ADVISED PER DATABASE CUSTOMER HAD STEERING WHEEL CLOCK SPRING WORK DONE IN THE PAST; PER GUIDELINES, ESCALATING TO RCM; RCM WILL REACH OUT TO DEALER 408083 TO CONFIRM DIAGNOSIS; RCM TO FOLLOW UP WITH CUSTOMER BY COB 9/27 TO DISCUSS FINANCIAL ASSISTANCE OPTIONS FOR REPAIR | | | CO TO RCM
9/26/2018 4:13:00 PM	EM ADVISED: SINCE THE STEERING WHEEL CLOCK SPRING RECALL WAS COMPLETED FOR THE VEHICLE THE CASE CAN BE ESCALATED TO A RCM; CO TO RETURN TO CUSTOMER
9/26/2018 4:20:00 PM	RCM WILL REACH OUT TO DEALER 408083 TO CONFIRM DIAGNOSIS; RCM TO FOLLOW UP WITH CUSTOMER BY COB 9/27 TO DISCUSS FINANCIAL ASSISTANCE OPTIONS FOR REPAIR | | | RCM TO REVIEW
9/26/2018 4:22:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / CLOCK SPRING;
9/27/2018 2:58:00 PM	RCM LEFT A VOICE MAIL FOR THE DIAGNOSIS ON THE VEHICLE. RCM TO CONTACT CUSTOMER.
9/27/2018 3:03:00 PM	RCM LEFT A VOICE MAIL CONTINUING TO LOOK INTO CONCERN WITH THE REPAIR; WILL FOLLOW UP 9-28. RCM TO CONTACT DEALER.
9/27/2018 9:05:00 AM	GOOD MORNING, | | | THIS CUSTOMER CONTACTED US REQUESTING ASSISTANCE WITH REPAIRS RELATED TO THE AIRBAG???. IN ORDER TO LOOK FURTHER INTO THE CUSTOMER┬┐S REQUEST, I NEED THE FOLLOWING INFORMATION: | | | ┬┐ CURRENT DIAGNOSIS | | ┬┐ PART AND LABOR BREAK DOWN (AT WARRANTY RATES) | | ┬┐ VEHICLE MILEAGE | | ┬┐ CUSTOMER┬┐S LOYALTY TO DEALER | | ┬┐ YOUR RECOMMENDATION FOR ASSISTANCE, IF ANY | | | | | DOLORES WILDER | REGION CASE MANAGER | TO WAIT DEALER'S EMAIL
9/28/2018 1:02:00 PM	RCM ADVISED THE CUSTOMER WE WOULD NEED A RECENT RO; DEALER HAS ADVISED THEY DON'T HAVE AN RO FOR AIRBAG; THE LAST THING THEY HAVE IS 9-11-18 FOR A MANIFOLD REPAIR. CUSTOMER STATES HE DOESN'T KNOW AS HIS WIFE IS THE ONE THAT TOOK IT THERE; STATES WILL SCHEDULE AN APPOINTMENT TO TAKE IT IN. RCM ADVISED WOULD FOLLOW UP ON APPOINTMENT ON 10-2-. RCM TO CONTACT CUSTOMER.
9/28/2018 10:43:00 AM	CUSTOMER STATES RECEIVED CALL FROM RCM 9/27/2018; RETURNING PHONE CALL | | | CUSTOMER SEEKING TO SPEAK WITH RCM; EMAIL OF CASE NUMBER | | | RCM UNAVAILABLE; CUSTOMER ADVOCATE ADVISED RCM UNAVAILABLE; ADVISED RCM WILL FOLLOW UP WITH CUSTOMER COB 9/28/2018; ADVISED WILL EMAIL CASE NUMBER | | | RCM TO REVIEW
9/28/2018 10:44:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | SINCERELY, | | | KELLY B | CUSTOMER CARE ADVOCATE |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4A7AJXDM[redacted]
Owner Or Fleet	[redacted], Stratford, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	9/26/2018	Incident Date	N/A
Mileage	78,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

9/28/2018 9:18:00 AM	SERVICE ADVISOR STATES THE VEHICLE HASN'T BEEN DIAGNOSED FOR THE AIRBAG; STATES THE LAST TIME SHOWING WAS 9-11-18 FOR MANIFOLD; STATES PERFORMED THE RECALL FOR 69L2; REPLACED THE COVER; THE AIRBAG LIGHT WASN'T ON AT THAT TIME. RCM TO CONTACT THE CUSTOMER.
10/2/2018 2:29:00 PM	CUSTOMER STATES A CONCERN WITH THE AIRBAG LIGHT BEING ON HAS BEEN SCHEDULED FOR 10-5; INQUIRED IF IT WOULD BE COVERED. RCM ADVISED WOULD NEED A DIAGNOSIS AND THEN WOULD BE ABLE TO RESPOND TO HIS QUESTION. RCM ADVISED WOULD CONTACT THE CUSTOMER AND DEALER AND FOLLOW UP 10-5. RCM TO CONTACT DEALER.
10/5/2018 11:59:00 AM	SERVICE ADVISOR STATES VEHICLE HASN'T BEEN DIAGNOSED YET. RCM TO CONTACT DEALER.
10/5/2018 3:56:00 PM	SERVICE ADVISOR STATES THE CLOCK SPRING DOES NEED TO BE REPLACED; STATES THE PART IS $300 AND LABOR IS CUSTOMER'S RESPONSIBILITY. RCM TO CONTACT THE CUSTOMER.
10/5/2018 4:01:00 PM	RCM ADVISE THE CUSTOMER THE CLOCK SPRING $300 AND CUSTOMER WOULD BE RESPONSIBLE FOR THE LABOR; 3-2016. CUSTOMER HE WILL CONTACT DEALER. RCM TO DOCUMENT NOTE TO USER.
10/5/2018 4:07:00 PM	RCM COVERED $300 FOR PART AND CUSTOMER RESPONSIBLE FOR LABOR. NO FURTHER ACTION.
10/5/2018 8:14:00 AM	GOOD MORNING, | | | PLEASE PROVIDE DIAGNOSIS ON THE VEHICLE. | | | IF THE DIAGNOSIS IS FOR THE AIRBAG CLOCK SPRING, I DO SEE THAT IT WAS PERFORMED ON 3-23-16. PLEASE CONTACT RECALL WARRANTY LINE TO SEE IF IT WOULD BE COVERED. | | | THANK YOU, | | | | | DOLORES WILDER | | REGION CASE MANAGER | | TO WAIT DEALER'S EMAIL.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32C[redacted]
Owner Or Fleet	[redacted], Raleigh, NC, [redacted] ?		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	9/26/2018	Incident Date	N/A
Mileage	58,052		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/26/2018 4:20:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED MAY 2017 AT 30,000 MILES; VEHICLE PURCHASED FROM NON-VW DEALER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER AND LOCAL SHOP; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: STEERING WHEEL CLOCK SPRING NEEDS REPAIR; AIRBAG ERROR; HORN DOES NOT WORK; STEERING WHEEL OPTIONS DO NOT WORK; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT DEALER TODAY 9/26; | | | CUSTOMER SEEKING: DEALER REFERRED TO CARE; ASSISTANCE | | | CO REVIEWED WITH EM KELLY | | | CO ADVISED: WILL ESCALATE CASE TO RCM FOR CLARIFICATION FROM DEALER AND LOOK INTO CONCERNS FURTHER; RCM WILL FOLLOW UP COB 9/27; WILL EMAIL CASE REFERENCE NUMBER | | | CO TO ESCALATE TO RCM
9/26/2018 4:28:00 PM	AGREE WITH CO; ESCALATE TO RCM DUE TO RECALL 69L2 BEING CLOSED AND CUSTOMER AIRBAG LIGHT ON.
9/26/2018 4:33:00 PM	CATEGORY SELECTION : STEERING / INEFFECTIVE - 1 / HORN AND STEERING CONTROLS NOT WORKING ;
9/26/2018 4:35:00 PM	RCM TO GET CLARIFICATION AND LOOK INTO VEHICLE CONCERNS AND FOLLOW UP WITH MS. [redacted] COB 9/27 @ [redacted]
9/26/2018 4:36:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | SINCERELY, | | | KATIE N. | CUSTOMER CARE ADVOCATE |
9/27/2018 1:43:00 PM	SM STATES HE WILL SUBMIT A WISE CLAIM | | | RCM TO CALL CUSTOMER
9/27/2018 4:17:00 PM	RCM LVMM THAT DEALER IS SUBMITING CLAIM FOR COVERAGE ON REPAIRS, USUALLY TAKES 1-2 BUSINESS DAYS FOR A DECISION, RCM WILL FOLLOW UP AGAIN MONDAY 10/1 | | | RCM TO CALL DEALER
10/1/2018 1:08:00 PM	CUSTOMER ADVOCATE REACHED OUT TO CUSTOMER TO UPDATE; LEFT VOICEMAIL MESSAGE INDICATING THAT DEALER PERSONNEL IS IN THE PROCESS OF SENDING IN NECESSARY INFORMATION THROUGH THEIR CHANNELS TO COVER THE CLOCK SPRING WORK UNDER WARRANTY IF POSSIBLE; RCM WILL FOLLOW UP BY COB 10/3; CUSTOMER CAN CONTACT CARE AND REFERENCE CASE NUMBER WITH ANY ADDITIONAL QUESTIONS OR CONCERNS | | | RCM TO REVIEW
10/1/2018 9:57:00 AM	SM STATES WARRANTY ADMIN IS STILL WORKING ON GETTING CLAIM SUBMITTED | | | RCM TO CALL CUSTOMER
10/3/2018 1:31:00 PM	RCM ADVISED DO NOT SEE SUBMISSION IN WISE, SM STATES HE WILL SPEKA WITH HIS WARRANTY ADMIN; | | | RCM TO CALL CUSTOMER
10/3/2018 3:26:00 PM	RCM LVMM ADVISING THAT WITH EAD OF MONTH DEALER WAS UNABLE TO SUBMIT CLAIM, SM IS MAKING SURE CLAIM GETS SUBMITTED AND RCM WILL FOLLOW UP BY FRIDAY | | | RCM TO CALL DEALER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32C[redacted]
Owner Or Fleet	[redacted], Raleigh, NC, [redacted] ?		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	9/26/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/4/2018 4:21:00 PM	RCM REACHED OUT TO CUSTOMER; UPDATED CUSTOMER AND INFORMED THAT RCM CHRIS WAS ABLE TO REACH DEALER TODAY; DEALER INFORMED RCM THAT REQUEST WAS SUBMITTED BY WARRANTY DEPARTMENT AND HAS TO BE PROCESSED; RCM WILL FOLLOW UP BY COB 10/5 | | | RCM TO REVIEW
10/4/2018 9:21:00 AM	SM STATES THAT WARRANTY ADMIN IS SUBMITTING TODAY | | | RCM TO WAIT WISE CLAIM
10/8/2018 10:35:00 AM	SM STATES THAT REPAIRS IS APPROVED JUST NEED TO SCHEDULE CUSTOMER BACK IN | | | RCM TO CALL CUSTOMER
10/8/2018 2:20:00 PM	RCM DGE LVMM ADVISING; CUSTOMERS CLOCK SPRING REPAIRS ARE APPROVED, WE CAN ASSIST IN SCHEDULING OR CUSTOMER IS FREE TO SCHEDULE HERSELF IT IS EASIER. RCM TO REVIEW.
10/9/2018 1:40:00 PM	[redacted]; | | | CALLING ON BEHALF OF RCM CHRIS IN REGARDS TO UPCOMING APPOINTMENT AT DEALER 409221; PLEASE CALL BACK FOR FURTHER DISCUSSION AT: 800.822.8987 X43849; | | | RCM TO WAIT CUSTOMER CALL.
10/9/2018 10:52:00 AM	RCM STATES THAT CUSTOMERS APPOINTMENT IS ON THE 18TH | | | RCM TO CALL CUSTOMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A38C[redacted]
Owner Or Fleet	[redacted], Lansdale, PA, [redacted] [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	9/26/2018	Incident Date	N/A
Mileage	105,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/26/2018 7:17:00 PM	CUSTOMER STATES: ORIGINAL OWNER; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: STEERING WHEEL MAKES A CLICKING NOISE AND THEN THE AIRBAG LIGHT CAME ON; NOT TAKEN YET; | | | CUSTOMER SEEKING: GOODWILL ASSISTANCE WITH CLOCK SPRING REPAIR; | | | FACE TO FACE WITH EM ALYSSA; ADVISED SINCE VEHS SPARE PARTS WARRANTY HAS EXPIRED, VW WOULD NOT BE IN A POSITION TO PROVIDE FINANCIAL ASSISTANCE; | | | CO ADVISED: SINCE VEHS SPARE PARTS WARRANTY HAS EXPIRED, VW WOULD NOT BE IN A POSITION TO PROVIDE FINANCIAL ASSISTANCE; | | | FACE TO FACE WITH SUPERVISOR SHARON; ADVISED DUE TO THE VEHICLE BEING OUTSIDE THE APPLICABLE WARRANTIES VWOA WOULD NOT ASSIST; | | | CO TO ESCALATE TO TEAM LEAD.
9/26/2018 7:20:00 PM	EM AGREES WITH CO THAT SINCE VEHS SPARE PARTS WARRANTY HAS EXPIRED, VW WOULD NOT BE IN A POSITION TO PROVIDE FINANCIAL ASSISTANCE.
9/26/2018 7:47:00 PM	FOLLOW UP WITH THE CUSTOMER BY THE COB 09/27 TO FURTHER DISCUS THE DECISION THAT WAS PROVIDED BY VWOA;
9/27/2018 2:19:00 PM	CUSTOMER STATES: DISSASTISFIED WITH DECISION PROVIDED YESTERDAY; ONLY TWO MONTHS OUTSIDE OF WARRANTY FOR SPARE PARTS; NEED A DIFFERENT ANSWER AND SUPERVISOR TO CALL ME; | | | CA ADVISED: WHEN WE LOOK AT ASSISTANCE WE DO LOOK AT THE WARRANTIES. SINCE YOUR PASSAT HAS SURPASSED THE SPARE PARTS WARRANTY, WHICH IS FOR 12 MONTHS OR 12K MILES, WHICHEVER OCCURS FIRST, AS WELL AS THE NEW VEHICLE LIMITED WARRANTY FOR 3 YRS OR 36K MILES WHICHEVER OCCURS FIRST, VW WILL NOT BE OFFERING ASSISTANCE WITH THE REPAIR COSTS. I'M TRULY SORRY VW WAS NOT ABLE TO PROVIDE A MORE FAVORABLE OUTCOME AS I CAN UNDERSTAND HOW FRUSTRATING VEHICLE REPAIRS CAN BE. I DO WANT TO NOTE, WE ARE EMPOWERED TO MAKE THESE DECISIONS ON BEHALF OF VOLKSWAGEN. THIS WAS REVIEWING WITH OUR LEADERSHIP TEAM. A MEMBER FROM OUR LEADERSHIP TEAM WILL BE CALLING YOU BUT IT WILL BE TO EXPLAIN THE POSITION WE HAVE PROVIDED. | | | CUSTOMER ACKNOWLEDGED; | | | CO TO REVIEW | | |
9/27/2018 2:23:00 PM	TEAM LEAD LEFT VOICE MAIL MESSAGE FOR CUSTOMER; TEAM LEAD TO WAIT CUSTOMER CALL | | | | | | | **** LEVEL 1 IF CUSTOMER CALLS PLEASE ADVISE IF CUSTOMER SCHEDULES APPOINTMENT TO HAVE VEHICLE DIAGNOSED AND THE CONCERN IS RELATED TO THE CLOCK SPRING RCM CAN REVIEW FOR ASSISTANCE; CUSTOMER WOULD BE RESPONSIBLE FOR DIAGNOSIS
9/27/2018 2:26:00 PM	MEDIA ATTACHED IN DOC CENTER
9/28/2018 1:58:00 PM	TEAM LEAD LEFT VOICE MAIL MESSAGE FOR CUSTOMER; TEAM LEAD TO WAIT CUSTOMER CALL | | | | | | | **** LEVEL 1 IF CUSTOMER CALLS PLEASE ADVISE IF CUSTOMER SCHEDULES APPOINTMENT TO HAVE VEHICLE DIAGNOSED AND THE CONCERN IS RELATED TO THE CLOCK SPRING RCM CAN REVIEW FOR ASSISTANCE; CUSTOMER WOULD BE RESPONSIBLE FOR DIAGNOSIS
10/2/2018 11:15:00 AM	TEAM LEAD LEFT VOICE MAIL MESSAGE FOR CUSTOMER; TEAM LEAD TO WAIT CUSTOMER CALL | | | | | | | **** LEVEL 1 IF CUSTOMER CALLS PLEASE ADVISE IF CUSTOMER SCHEDULES APPOINTMENT TO HAVE VEHICLE DIAGNOSED AND THE CONCERN IS RELATED TO THE CLOCK SPRING RCM CAN REVIEW FOR ASSISTANCE; CUSTOMER WOULD BE RESPONSIBLE FOR DIAGNOSIS
10/4/2018 8:55:00 AM	DEAR MS. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH YOUR PASSAT. | | I'VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. AT YOUR EARLIEST CONVENIENCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987. YOU CAN ALSO REPLY TO THIS EMAIL. | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | SINCERELY, | | | | JULIE A | | CUSTOMER CARE LEADERSHIP TEAM | | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A38C[redacted]
Owner Or Fleet	[redacted], Lansdale, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	9/26/2018	Incident Date	N/A
Mileage	105,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/26/2018 10:38:00 AM	MORNING RAHLONDA, | | | | THE VEHICLE CAME IN YESTERDAY, I COVERED THE DIAGNOSIS AND WE ORDERED A REPLACEMENT CLOCK SPRING FOR THE VEHICLE. | | | | WE ALSO WENT THROUGH THE CAMPAIGN AUTH REQUEST AND THEY DECLINED IT. THIS REPAIR IS JUST OUTSIDE PARTS WARRANTY AND I STILL HAVE A BBB CASE OPENED AGAINST US FOR THIS PART FAILING AGAIN. CAN YOU HELP ME OUT ON THIS WITH GOODWILL IF I COVER THE LABOR?? | | | | | PARTS: $292.35 LABOR: $129.64 | | | | RCM REPLIED: SO SORRY JORGE I GUESS I COMPLETELY OVERLOOKED THIS EMAIL. YES I CAN HELP. VW CCC COVER PART AND DEALER COVER THE LABOR? | | | | RCM TO WAIT DEALER EMAIL
10/26/2018 10:55:00 AM	NO WORRIES, THANKS RAHLONDA WE WILL COVER THE LABOR ON THIS FOR THE CUSTOMER. CAN YOU PLEASE SEND ME AN AUTH CODE FOR THE PART? | | | | RCM REPLIED: AUTH #[redacted]
10/26/2018 11:03:00 AM	CLOCK SPRING REPLACEMENT NEEDED RCM TO COVER PARTS DEALER TO COVER LABOR PARTS: $292.35 LABOR: $129.64

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX8EW[redacted]
Owner Or Fleet	[redacted], PORTLAND, OR, [redacted] ?		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	9/27/2018	Incident Date	N/A
Mileage	40,769		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/27/2018 3:54:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED 10/2016 AT MILEAGE 11K; VEHICLE PURCHASED FROM DICK HANNAH VW DEALER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; BRAND LOYAL CUSTOMER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT ON, STEERING WHEEL CONTROLS DONE WORK AND CLICKING NOISE FROM STEERING WHEEL; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. CUSTOMER CALLED DEALER 423069 WHO ADVISED NO RECALLS; CUSTOMER SEEKING: RECALL/ FINANCIAL ASSISTANCE; | | | | CO ADVISED NO RECALLS; WILL FURTHER REVIEW AND CALL CUSTOMER BACK | | | | CO TO REVIEW
9/27/2018 3:55:00 PM	CATEGORY SELECTION : ELECTRICAL / INOPERABLE - 1 / CONTORL ON STEERING WHEEL DONT WORK; STEERING / NOISE / CLICKING NOISE FROM STEERING WHEEL; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;
9/27/2018 4:10:00 PM	CO ADVISED VEHICLE DOESN┬┐T HAVE RECALL; BUT IF CUSTOMER TAKES VEH TO DEALER FOR DIAGNOSIS CAN ESCALATE TO RCM TO REVIEW FOR FINANCIAL ASSISTANCE; CAN┬┐T GUARANTEE IF WE WOULD BE ABLE TO ASSIST OR IF SO HOW MUCH | | | | CUSTOMER AGREED | | | | CO SCHEDULED APPOINTMENT FOR 10/1 AT 7AM WITH DEALER 423069 VIA XTIME X04288YEKS; RCM WILL CALL CUSTOMER BY COB 10/2 | | | | CO TO ESCALATE TO REGIONAL COORDINATOR M | |
9/27/2018 4:15:00 PM	RCM TO CONTACT DEALER 423069 REGARDING DIAGNOSIS AND NEEDED REPAIR; RCM TO REVIEW FOR FINANCIAL ASSISTANCE AND CALL CUSTOMER BY COB 10/2
9/27/2018 4:15:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | SINCERELY, | | | | ANE T | CUSTOMER CARE ADVOCATE |
9/27/2018 4:21:00 PM	DELIVERY HAS FAILED TO THESE RECIPIENTS OR GROUPS: | [redacted] | | THE E-MAIL ADDRESS YOU ENTERED COULDN'T BE FOUND. PLEASE CHECK THE RECIPIENT'S E-MAIL ADDRESS AND TRY TO RESEND THE MESSAGE. IF THE PROBLEM CONTINUES, PLEASE CONTACT YOUR HELPDESK. | | THE FOLLOWING ORGANIZATION REJECTED YOUR MESSAGE: GMAIL-SMTP-IN.L.GOOGLE.COM. | | | |
10/2/2018 3:09:00 PM	VERIFIED THE AIRBAG LIGHT IS ILLUMINATED. TESTED AND FOUND THE STEERING WHEEL CONTROLS ARE INOP AND DO NOT OPERATE THE MULTI-FUNCTION DISPLAY (MFD). SCANNED VEHICLE FOR FAULTS, VAG00588 - DRIVER SIDE AIRBAG IGNITER UPPER LIMIT EXCEEDED - STATIC, STORED IN THE AIRBAG FAULT MEMORY. FAULT U108E00 - CONTROL UNIT IN STEERING WHEEL NO COMMUNICATION - STATIC, STORED IN THE STEERING WHEEL ELECTRONICS CONTROL MODULE. REMOVED THE DRIVER SIDE AIRBAG UNIT. INSPECTED ALL WIRING AND FOUND ALL CONNECTIONS TO BE TIGHT AND SECURE. CHECKED ALL PIN TENSIONS AND FOUND ALL TO BE TIGHT AND CORRECT. INSPECTED FURTHER AND FOUND THE INTERNAL RIBBON OF THE AIRBAG CLOCK SPRING TO HAVE INTERNALLY FAILED CAUSING FAULTS AND CONCERNS TO BE PRESENT. AIRBAG CLOCK SPRING HAS FAILED.
10/2/2018 3:10:00 PM	SERVICE MANAGER ADVISED: WARRANTY PRICING IS PART PRICE $290.07; LABOR IS 1.7HR $232.56 | | RCM ADVISED: WILL COVER 75% OF THE REPAIRS; WILL EMAIL THE AUTHORIZATION NUMBER TO DEALER | | | RCM TO EMAIL DEALER | |
10/2/2018 3:14:00 PM	HEY DAVID, | | I WILL CALL 75% OF THE REPAIRS; THE AUTHORIZATION NUMBER IS [redacted] PLEASE SUBMIT A GOODWILL CLAIM; LET ME KNOW IF YOU HAVE ANY QUESTIONS. | |
10/2/2018 5:48:00 PM	RCM ADVISED: REACHED OUT TO DEALER ; WILL BE ABLE TO COVER 75% OF THE REPAIRS, | | CUSTOMER THANKED RCM | | RCM ADVISED: CUSTOMER SHOULD CONTINUE TO WORK WITH DEALER. | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2CW[redacted]
Owner Or Fleet	[redacted], Chicago, IL, [redacted] ?		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	9/27/2018	Incident Date	N/A
Mileage	45,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/27/2018 10:10:00 PM	CUSTOMER STATES: AIR BAG LIGHT TURNED ON FOR NO REASON AND DISPLAY THAT SAYS ERROR | | | CUSTOMER SEEKING: WILL THIS BE COVERED | | | CUSTOMER ADVOCATE ADVISED: I DID CHECK TO SEE IF THE VEHICLE ANY RECALLS, WARRANTY EXTENSIONS OR SERVICE ACTIONS IN WHICH I DID NOT SEE ANYTHING AT THIS MOMENT; IN WHICH THE COST OF THE DIAGNOSIS AND REPAIR WOULD BE UPON THE CUSTOMER RESPONSIBILITY | | | NO FURTHER ACTION
9/27/2018 10:21:00 PM	MEDIA ATTACHED IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A36DC[redacted]
Owner Or Fleet	[redacted] Montgomery, AL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	9/28/2018	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/28/2018 9:34:00 AM	CUSTOMER STATES: WIFE HAS HAD VEHICLE WITH VEHICLE SINCE PURCHASE; YESTERDAY THE CUSTOMER WAS HEARING A LOUD CLICKING NOISE BY STEERING WHEEL; THE AIRBAG LIGHT CAME ON; CUSTOMER CALLED DEALER; THE EARLIER APPOINTMENT AT THE DEALER IS MONDAY; DEALER 405418 DIDN┬┐T SEEM TO BE WORRIED ABOUT THE SAFETY OF THE CUSTOMER | | | CUSTOMER SEEKS: IS THIS COVERED UNDER A RECALL OR WARRANTY EXTENSIONS? | | | CO ADVISED: VW CANNOT SPEAK TO IF OR WHEN A VEHICLE WILL HAVE AN ISSUE; WE DO HAVE OUR WARRANTIES TO PROTECT OUR CUSTOMERS; WE BASE THOSE OFF THE INDUSTRY STANDARDS; POWERTRAIN 5/60 WOF; CUSTOMER VEHICLE CONCERNS HAVE BEEN DOCUMENTED; ADVISED VEHICLE ARE REPORTED TO NHTSA; SHOULD THERE BE A FUTURE RECALL OR EXTENDED WARRANTY CONSISTENT WITH REPAIR; KEEP REPAIR ORDER AND POP; CUSTOMER CAN SUBMIT FOR REIMBURSEMENT AND VW WILL REVIEW; | | | NO FURTHER ACTION.
9/28/2018 9:40:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A3XD[redacted]
Owner Or Fleet	[redacted], Hamden, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	9/28/2018	Incident Date	N/A
Mileage	75,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/28/2018 10:05:00 AM	CUSTOMER STATES: ORIGINAL OWNER; EXTENDED SERVICE PLAN WAS PURCHASED; TERMS OF EXTENDED WARRANTY: THIRD PARTY; VEHICLE WAS PURCHASED; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING:; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP.; CUSTOMER STATES CALLED DEALER DUE TO VEHICLE HORN NOT WORKING AND AIRBAG LIGHT ON; DEALER ADVISED SOUNDS LIKE STEERING WHEEL CLOCK SPRING AND IS GOING TO COST AROUND $450; CUSTOMER STATES 2ND VW; CUSTOMER HAS TO TRAVEL TO NC FRIDAY OCT 12TH; CUSTOMER STATES HEARD POPPING SOUND THEN ALL ISSUES PRESENTED THEMSELVES AFTER; | | | CUSTOMER SEEKING: VW TO COVER REPAIR; | | | CO REVIEWED WITH EM DANIELLE | | | CO ADVISED: CAN ENGAGE RCM TO LOOK INTO FURTHER; CO ADVISED WOULD NEED DIAGNOSIS FROM DEALER WITHIN THE LAST 30 DAYS; CO ADVISED GOING TO SEND EMAIL WHERE HE CAN REPLY WITH APPOINTMENT DETAILS, ONCE APPOINTMENT HAS BEEN SCHEDULED RCM GOING TO REACH OUT WITHIN A BUSINESS DAY; | | | CO TO WAIT FOR CUSTOMER APPOINTMENT DETAILS;
9/28/2018 10:10:00 AM	EM ADVISED: CUSTOMER MUST HAVE THE VEHICLE DIAGNOSED WITHIN THE LAST 30 DAYS; CAN ESCALATE TO RCM TO FOLLOW UP ON DIAGNOSIS SINCE RECALL WAS PERFORMED AND AIRBAG LIGHT IS ON;
9/28/2018 10:20:00 AM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / HORN; AIRBAGS / WARNING LIGHT ON / STEERING WHEEL CLOCK SPRING;
9/28/2018 10:22:00 AM	***** EMAIL TO[redacted] ***** | | REFERENCE #[redacted] | | DEAR MS.[redacted] | | THANKS FOR SPEAKING WITH ME TODAY. | | AS WE DISCUSSED, YOU CAN REPLY TO THIS EMAIL ONCE YOU┬┐VE SCHEDULED YOUR APPOINTMENT. | | WHEN WE HAVE THE DATE AND DEALER NAME, YOUR CASE WILL BE ASSIGNED TO A REGION CASE MANAGER. WE┬┐LL ALSO SEND YOU AN EMAIL LETTING YOU KNOW WHEN YOUR FOLLOW-UP DATE WILL BE. | | I LOOK FORWARD TO YOUR REPLY. | | SINCERELY, | | | | MALINALI R | CUSTOMER CARE ADVOCATE |
10/2/2018 11:13:00 AM	FROM:[redacted]] | | SENT: TUESDAY, OCTOBER 02, 2018 11:00 AM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE[redacted] | | | HI I WANTED TO LET YOU KNOW THEY HAVE MY CAR AND IT IS THE NEXT IN LINE TO BE LOOKED AT. SORRY IT TOOK ME TILL NOW TO GET BACK WITH YOU. | | | |
10/2/2018 11:22:00 AM	RCM TO LOOK INTO STEERING WHEEL LOCK ISSUES AND POSSIBLE ASSISTANCE FOR REPAIRS; VEHICLE CURRENTLY AT DEALER; RCM TO FOLLOW UP WITH CUSTOMER BY COB 10/03/18; RCM TO CONTACT[redacted] | | | RCM TO REVIEW | |
10/2/2018 12:54:00 PM	CUSTOMER TOOK VEHICLE TO DEALER 403200 WHO DIAGNOSED THE ISSUE AS THE STEERING WHEEL CLOCK SPRING; CUSTOMER SEEKING TO KNOW IF VW IS ASSISTING WITH THE REPAIR ON THE STEERING WHEEL CLOCK SPRING | | | CUSTOMER ADVOCATE ADVISED THAT RCM HAS BEEN ASSIGNED TO THIS CASE AND WILL BE FOLLOWING UP WITH DEALER AND THEN CALLING CUSTOMER BACK BY COB 10/3/18.
10/3/2018 2:51:00 PM	[redacted] | | | | RCM ADVISES: CALLING ON BEHALF OF RCM NATASHA AS WE DID RECEIVE INFORMATION FROM DEALER 403200 SERVICE MANAGER THAT STEERING WHEEL CLOCK SPRING DOES NEED REPLACING; WILL FOLLOW-UP BY COB 10.05.2018 AS REQUEST FOR FINANCIAL ASSISTANCE WILL TAKE APPROXIMATELY 1-2 BUSINESS DAYS; | | | CUSTOMER STATES: ACKNOWLEDGED; FRUSTRATED WITH EXPERIENCE; HOPES TO HAVE THIS EXPEDITED; | | | RCM ADVISES: WILL NOTATE REQUEST; HOWEVER, THIS IS THE REQUIRED TIMEFRAME; APOLOGIZES FOR EXPERIENCE; | | | RCM TO REVIEW AND CALL CUSTOMER BY COB 10.05.2018. | | | |
10/3/2018 3:05:00 PM	I HAVE FILLED OUT A CAMPAIGN AUTHORIZATION FORM IN WISE FOR VIN # 1VWBP7A3XD[redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A3XD[redacted]
Owner Or Fleet	[redacted] Hamden, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	9/28/2018	Incident Date	N/A
Mileage	75,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/3/2018 9:14:00 AM	VEHICLE IS HERE NOW AND IT DOES NEED THE STEERING WHEEL CLOCK SPRING- RCM ADVISED WILL EMAIL PROCESS TO SUBMIT A CLAIM FOR POSSIBLE COVERAGE. | | | RCM TO EMAIL DEALER
10/3/2018 9:33:00 AM	FOR MS[redacted] - 1VWBP7A3XDC[redacted] | | | ┬┐TEAM, | | | PLEASE FOLLOW THE PROCESS BELOW FOR ANY CUSTOMER CONTACTING CARE STATING THEY┬┐VE HAD THE 69L2 RECALL PERFORMED AND NOW THE AIRBAG LIGHT IS ILLUMINATED (WHETHER IT BE ON IMMEDIATELY FOLLOWING THE RECALL OR LATER). | | | ADVOCATE PROCESS | | 1. CREATE A CASE IN LISTEN | | 2. VERIFY IN ELSAPRO THAT 69L2 HAS BEEN COMPLETED | | A. NOTE, A RECALL CLOSURE WILL NOT BE IMMEDIATELY VISIBLE IN ELSA PRO IF THE LIGHT CAME ON IMMEDIATELY FOLLOWING THE REPAIR FOR THE RECALL AND THE CUSTOMER CALLS WHILE STILL AT THE DEALER | | 3. CONFIRM THAT THE AIRBAG LIGHT IS ON | | 4. VERIFY THAT THE CUSTOMER HAS HAD A DEALER DIAGNOSIS REGARDING THIS CONCERN WITHIN THE PAST 30 DAYS | | A. IF NOT, ASSIST THE CUSTOMER WITH SCHEDULING A DEALER APPOINTMENT | | 5. ESCALATE THE CASE TO THE RCM TEAM FOR FURTHER HANDLING | | | RCM PROCESS | | 1. REACH OUT TO THE DEALER AND ADVISE THEM TO FILL OUT A CAMPAIGN AUTHORIZATION FORM (AS OUTLINED ON PAGE 100 OF THE WARRANTY P&P) ONCE YOU HAVE VERIFIED THAT 69L2 HAS BEEN COMPLETED PRIOR TO THE AIRBAG LIGHT ILLUMINATING | | 2. ADVISE THE DEALER OF THE FOLLOWING: | | A. CAMPAIGN TEAM WILL THEN APPROVE OR DENY THE REQUEST ONCE THE DEALER FILLS OUT THE FORM | | I. IF THE REQUEST HAS BEEN APPROVED, THE CAMPAIGN TEAM WILL THEN PROVIDE ADDITIONAL STEPS INCLUDING CLAIMING INSTRUCTIONS IN SAGA FOR THIS TO BE DONE AS CONSEQUENTIAL TO THE 69L2 RECALL┬┐ | | | | | THANK YOU IN ADVANCE. | |
10/5/2018 1:55:00 PM	RCM CALLED ATTEMPTING TO FOLLOW UP ON REPAIRS, CUSTOMERS VOICEMAIL IS FULL | | | RCM TO CLOSE
10/5/2018 12:01:00 PM	SM STATES IT WAS APPROVED BY WISE AND VEHICLE IS GONE NOW | | | | | RCM TO CALL CUSTOMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A35DC[redacted]
Owner Or Fleet	[redacted], SARATOGA SPRINGS, UT, [redacted] ?		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	9/28/2018	Incident Date	N/A
Mileage	21,500		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/28/2018 12:28:00 PM	CUSTOMER STATES: PURCHASED VEHICLE AT INDEPENDENT ABOUT A MONTH AGO; VEHICLE 9/27 STARTED HAVING ISSUES; THE HORN/STEERING CONTROLS ARE DISABLED AND THE AIRBAG LIGHT IS ON; WOULD LIKE TO SEE IF VEHICLE COULD BE PUT ON THE STEERING WHEEL CLOCK SPRING RECALL; | | | CUSTOMER SEEKS: FOR VEHICLE TO BE PUT ON RECALL; | | | CO ADVISED: RECALLS ARE ISSUED BY THE NHTSA AND IF IT ANYTHING RECALL RELATED HAPPENS WITH THE VEHICLE, YOU WILL BE NOTIFIED VIA POSTAL MAIL TO THE ADDRESS ON THE REGISTRATION; THE VEHICLE ITSELF HAS PREVIOUSLY HAD THE RECALL REPAIRED IN 2016; IF WE CAN SET UP A DEALER APPOINTMENT FOR YOU, YOU MAY BE RESPONSIBLE FOR A DIAGNOSIS FEE BUT WE WILL LOOK INTO ASSISTING WITH THE REPAIR AND THE FEE AS WELL IF WE CAN; | | | CUSTOMER STATES: WOULD LIKE TO WORK WITH DEALER 419419 | | DEALER STATES: HAVE CUSTOMER INFORMATION AND HAVE SET UP THE APPOINTMENT FOR 10/3 AT 3PM; | | CUSTOMER THANKED; | | | CO TO ESCALATE TO RCM FOR REVIEW; RCM WILL FOLLOW UP BY EOB 10/4;
9/28/2018 12:30:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON; ELECTRICAL / INOPERABLE - 1 / CLOCK SPRING; HORN/STEERING CONTROLS DISABLED;
9/28/2018 12:47:00 PM	RCM TO FOLLOW UP WITH DEALER DIAGNOSIS ON 10/3 AT 3PM; ISSUES CUSTOMER BELIEVES ARE REGARDING STEERING WHEEL CLOCK SPRING RECALL; HORN, STEERING CONTROLS DISABLED, AND AIRBAG LIGHT IS ON; RCM TO LOOK INTO ASSISTANCE VIA RESOURCE CENTER; RCM TO FOLLOW UP BY EOB 10/4;
9/28/2018 12:49:00 PM	***** EMAIL TO[redacted] ***** | | REFERENCE #[redacted] | | DEAR MR.[redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | SINCERELY, | | | ARTHUR G | | CUSTOMER CARE ADVOCATE |
10/4/2018 3:02:00 PM	[redacted], 2013 PASSAT, 1VWBP7A35DC[redacted]; PURCHASED VEHICLE AT INDEPENDENT ABOUT A MONTH AGO; VEHICLE STARTED HAVING ISSUES; THE HORN/STEERING CONTROLS ARE DISABLED AND THE AIRBAG LIGHT IS ON; WOULD LIKE TO SEE IF VEHICLE COULD BE PUT ON THE STEERING WHEEL CLOCK SPRING RECALL; THE CUSTOMER HAD AN APPOINTMENT YESTERDAY; DID THE CUSTOMER SHOW UP FOR THE APPOINTMENT? WERE YOU ABLE TO DETERMINE ANYTHING CONCERNING THE AIR BAG CLOCK SPRING? | | PLEASE FOLLOW UP WITH ME AT YOUR EARLIEST CONVENIENCE, THANKS | |
10/4/2018 7:32:00 PM	RCM CALLED 801-368-4195 | | RCM LVMM: FOLLOWING UP ON CASE; RCM IS CURRENTLY WAITING ON INFORMATION FROM THE DEALER; RCM WILL FOLLOW UP WITH CUSTOMER BY COB TOMORROW WITH ANY AVAILABLE UPDATES; PROVIDED DIRECT EXTENSION, 43440. | | | RCM TO REVIEW AND FOLLOW UP WITH CUSTOMER BY COB TOMORROW (10/5)
10/5/2018 1:39:00 PM	RCM ADVISED: FOLLOWING UP ON CASE; RCM IS CURRENTLY WAITING ON INFORMATION FROM THE DEALER; RCM WILL FOLLOW UP WITH CUSTOMER BY COB LATER TODAY WITH ANY AVAILABLE UPDATES. | | | RCM TO CALL DEALER
10/5/2018 5:08:00 PM	RCM LEFT VOICE MAIL MESSAGE; ADVISED CUSTOMER SERVICE MANAGER TO CALL RCM | | | RCM TO WAIT DEALER CALL
10/5/2018 8:13:00 PM	RCM LVMM: FOLLOWING UP ON CASE; RCM IS CURRENTLY WAITING ON INFORMATION FROM THE DEALER; RCM WILL FOLLOW UP WITH CUSTOMER BY COB MONDAY WITH ANY AVAILABLE UPDATES; PROVIDED DIRECT EXTENSION, 43440. | | | RCM TO REVIEW AND FOLLOW UP WITH CUSTOMER BY COB MONDAY (10/8)

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A35DC[redacted]
Owner Or Fleet	[redacted], SARATOGA SPRINGS, UT, [redacted] ?		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	9/28/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/8/2018 3:04:00 PM	[redacted], 2013 PASSAT, 1VWBP7A35DC[redacted]; PURCHASED VEHICLE AT INDEPENDENT ABOUT A MONTH AGO; VEHICLE STARTED HAVING ISSUES; THE HORN/STEERING CONTROLS ARE DISABLED AND THE AIRBAG LIGHT IS ON; WOULD LIKE TO SEE IF VEHICLE COULD BE PUT ON THE STEERING WHEEL CLOCK SPRING RECALL; THE CUSTOMER HAD AN APPOINTMENT YESTERDAY; DID THE CUSTOMER SHOW UP FOR THE APPOINTMENT? WERE YOU ABLE TO DETERMINE ANYTHING CONCERNING THE AIR BAG CLOCK SPRING? | | PLEASE FOLLOW UP WITH ME AT YOUR EARLIEST CONVENIENCE, THANKS | |
10/8/2018 6:49:00 PM	[redacted] BROUGHT IN HIS VEHICLE IN ON OCT 3RD AND WE TOLD HIM WE NEEDED MORE TIME DIAGNOSING HIS VEHICLE SO HE BROUGHT IT IN FOR A SECOND TIME ON OCT 5TH AND IT DID NEED A CLOCK SPRING. THE WORK IS COVERED UNDER WARRANTY.
10/8/2018 7:09:00 PM	RCM ADVISED: REACHED OUT TO THE DEALER; REPAIRS ARE BEING COVERED UNDER WARRANTY; CUSTOMER SHOULD CONTINUE TO WORK WITH THE DEALER. | | CUSTOMER THANKED RCM | | RCM ADVISED CUSTOMER OF SURVEY | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AXXEW[redacted]
Owner Or Fleet	[redacted], Richmond, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	9/28/2018	Incident Date	N/A
Mileage	54,618		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/28/2018 12:47:00 PM	CUSTOMER STATES: CUSTOMERS ENGINE WASN'T TURNING ON AND GOT AN ERROR MESSAGE FOR THAT THE AIRBAG LIGHT WAS ON | | | | CUSTOMER SEEKING: TO KNOW WHAT HE SHOULD DO WITH HIS VEHICLE | | | | CO ADVISED: CUSTOMER THAT HE WILL HAVE TO TAKE THE VEHICLE INTO A VW DLR TO GET THIS ISSUE DIAGNOSED BY OUR TRAINED TECHNICIANS TO FIX THIS VEHICLE CONCERN THAT THE CUSTOMER IS FACING. RECOMMENDED TWO CLOSEST DLR TO CUSTOMER | | | | CUSTOMER WAS THANKFUL | | | | NO FURTHER ACTION
9/28/2018 12:55:00 PM	CATEGORY SELECTION : ESC / INEFFECTIVE - 1 / ENGINE ISN'T TURNING OVER;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN0CE[redacted]
Owner Or Fleet	[redacted], Kingston, RI, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	9/28/2018	Incident Date	N/A
Mileage	82,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/28/2018 3:58:00 PM	CUSTOMER STATES: TOOK TO DEALER FOR CLOCK SPRING RECALL (69L2), LATER THE CLOCK SPRING FAILED AND NEEDS A NEW CLOCK SPRING REPAIR; | | 2ND OWNER; BRAND LOYAL CUSTOMER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: CLOCK SPRING FAILURE; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT SPEED CRAFT VOLKSWAGEN / MAY 2018; CUSTOMER IS UNSURE IF THE WARNING LIGHT WAS ON BEFORE BUT WARNING LIGHTS ARE ON NOW; | | | SEEKING ASSISTANCE FROM VW, DOES NOT FEEL THAT THE RECALL WAS DONE CORRECTLY (69L2) | | | FACE TO FACE: DEBBIE G. | | | CO ADVISED: SINCE IT HAS BEEN SO LONG SINCE THE LAST DIAGNOSIS, VW WILL NEED A CURRENT DIAGNOSIS TO MOVE FORWARD; CO RECOMMENDED TO HAVE THE VEHICLE APPOINTMENT FOR A DIAGNOSIS; CUSTOMER WOULD HAVE TO AUTHORIZE THE DIAGNOSIS FOR VEHICLE; CO PROVIDED CASE NUMBER; CO TO EMAIL CASE NUMBER; | | | CO TO WAIT FOR APPOINTMENT
9/28/2018 4:04:00 PM	TEAM LEAD ADVISED: DUE TO REPEAT WITH CLOCK SPRING, IF AIRBAG LIGHT IS ON, CONFIRM DIAGNOSIS AND ESCALATE TO RCM FOR FOLLOW UP THE NEXT BUSINESS DAY; IF AIRBAG LIGHT IS NOT ON, VW DOES RECOMMEND HAVING ANY CONCERN ADDRESSED AT A DEALERSHIP; CO TO ADVISE
9/28/2018 4:17:00 PM	***** EMAIL TO[redacted] ***** | | REFERENCE #[redacted] | | DEAR MR.[redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | SINCERELY, | | | CARLOS V | CUSTOMER CARE ADVOCATE |
10/8/2018 12:55:00 PM	CO CALLED CUSTOMER FOR AN UPDATE ON APPOINTMENT; | | | CUSTOMER STATES: CLOCK SPRING WAS INSPECTED NOT REPLACES | | | CO ADVISED: CO EXPLAINED THAT ONCE THE CUSTOMER TAKES THE VEHICLE TO THE DEALER THEN VW WILL BE ABLE TO FOLLOW UP WITH THE DEALER AND MAKE SURE REPAIRS ARE BEING DONE CORRECTLY; | | | LEVEL 1 ABLE TO ESCALATE
10/16/2018 10:47:00 AM	ASM CALLED SEEKING HOW TO PROCEED WITH THE CLOCK SPRING RECALL PREVIOUS REPAIR WAS A HAVING THE COVER INSTALLED; | | | RCM ADVISED TO SUBMIT TO CAMPAGIN AUTHORIZATION FOR ASSISTANCE WITH THE REPAIRS | | | ASM ACKNOWLEDGED | |
10/16/2018 10:57:00 AM	FROM:[redacted]] | | SENT: MONDAY, OCTOBER 15, 2018 3:40 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE[redacted] | | | I HAVE AN APPOINTMENT WITH BALISE VW IN WARWICK TODAY AND THEY SHOULD BE GETTING BACK TO YOU SHORTLY WITH AN UPDATE ON THIS. THANK YOU | |
10/16/2018 4:52:00 PM	CUSTOMER STATES: TOOK THE VEHICLE TO DEALER 401900 TO BE DIAGNOSED; WILL BE PICKING THE VEHICLE UP TONIGHT; IF THE RCM NEEDS THE VEHICLE TO GO BACK, WILL TAKE THE VEHICLE BACK; | | CUSTOMER SEEKS: TO PROVIDE UPDATE; | | | CUSTOMER ADVOCATE ADVISED: WILL DOCUMENT THE UPDATE; CASE IS GOING TO BE ESCALATE TO THE RCM; RCM WILL FOLLOW UP BY COB 10-17-18 AFTER FOLLOWING UP WITH THE DEALER; | | | CUSTOMER ADVOCATE TO ESCALATE TO RCM
10/16/2018 4:55:00 PM	CUSTOMER STATES: TOOK VEHICLE TO DEALER 401900 TO HAVE THE VEHICLE DIAGNOSED; RECALL REPAIRS WERE COMPLETED AT DEALER 401207 ON 2-26-16; CUSTOMER FEELS THE CLOCK SPRING RECALL WAS NOT PROPERLY REPAIRED; AFTER THE RECALL WAS COMPLETED CUSTOMER NOTICED WARNING LIGHTS ON THE DASHBOARD; CUSTOMER SEEKS TO VERIFY CLOCK SPRING WAS PROPERLY REPAIRED; | | | RCM TO FOLLOW UP WITH DEALER 401900, CUSTOMER 860-961-0240 BY COB 10-17-18
10/17/2018 2:11:00 PM	RCM LEFT VOICE MAIL MESSAGE ADVISING SEEKING TO SPEAK WITH CUSTOMER FURTHER ABOUT THEIR CASE; FOLLOW UP 10/18 RCM LEFT DIRECT EXTENSION IN MESSAGE (43238); | | | RCM TO WAIT CUSTOMER CALL
10/17/2018 8:57:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN0CE[redacted]
Owner Or Fleet	[redacted] Kingston, RI, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	9/28/2018	Incident Date	N/A
Mileage	82,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/17/2018 9:04:00 AM	RCM CALLED SEEKING UPDATE ON THE CAMPAIGN AUTHORIZATION | | | | RCM TO WAIT DEALER CALL
10/17/2018 9:06:00 AM	ASM RETURNED RCM; ADVISED THAT SHE WAS ABLE TO GET APPROVAL FOR THE REPAIRS THROUGH CAMPAIGN AUTHORIZATION; CUSTOMER VEHICLE TO BE COMPLETED TODAY; | | | | RCM ACKNOWLEDGED | | | | RCM TO CALL CUSTOMER
10/18/2018 4:44:00 PM	[redacted] | | | | RCM LEFT VOICE MAIL MESSAGE ON BEHALF OF RCM MIKE : FOLLOWING UP ON REPAIRS ADVISED CUSTOMER TO CALL VWCC IF THERE ARE MORE QUESTIONS OR CONCERNS | | | | RCM TO REVIEW
10/18/2018 5:23:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH YOUR CC. | | I┬┐VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. AT YOUR EARLIEST CONVENIENCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL (43238). YOU CAN ALSO REPLY TO THIS EMAIL. | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | SINCERELY, | | | | MICHAEL M | REGION CASE MANAGER |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30C[redacted]
Owner Or Fleet	[redacted] FAYETTEVILLE, TN, [redacted] ?		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	9/28/2018	Incident Date	N/A
Mileage	111,043		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/28/2018 6:13:00 PM	CUSTOMER STATES: ORIGINAL OWNER; VEHICLE WAS PURCHASED; VEHICLE IS FINANCED THROUGH VCI; FIRST TIME VW/AUDI OWNER; VEHICLE EXPERIENCING: ORDERS PART FOR AIRBAG; INSTALLED AND STILL DIDN┬┐T WORK; REACHED OUT TO DEALER WHO ADVISED TO BRING IN FOR RECALL REPAIR: USED THE PART THE CUSTOMER PAID FOR TO PERFORM RECALL WORK; DEALER COULDN┬┐T REFUND PART CAUSE IT WOULD SHOW UP IN THE SYSTEM; SUGGESTED TO GIVE US A CALL FOR REIMBURSEMENT OF PART UNDER RECALL WORK: WORKED WITH SHELBY AT DEALER | | | | CUSTOMER SEEKING: TO BE REIMBURSED | | | | FACE TO FACE WITH EM KIM AND SUPERVISOR KRISTA ADVISED; CUSTOMER CAN SEND IN DOCS TO BE REVIEWED | | | | CO ADVISED: CAN SUBMIT THE DOCS FOR REVIEW; EMAIL THEM IN: WILL FOLLOW UP WHEN THEY ARE RECEIVED: UP TO 120 BUSINESS DAYS FOR REVIEW PROCESS | | | | CO TO WAIT FOR DOCS
9/28/2018 6:20:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | SINCERELY, | | | | JAMELLIA G | CUSTOMER CARE ADVOCATE |
10/1/2018 3:19:00 PM	MEDIA ATTACHED IN DOC CENTER
10/3/2018 4:47:00 PM	FROM: [redacted]] | | SENT: WEDNESDAY, OCTOBER 03, 2018 4:40 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | I JUST WANTED TO MAKE SURE YOU RECEIVED MY EMAIL WITH THE INVOICES. | | | |
10/4/2018 5:49:00 PM	TEAM TO REVIEW FOR REIMBURSEMENT ON PART USED PAID PART USED DURING RECALL WORK
10/4/2018 5:50:00 PM	CO ADVISED: CALLING TO INFORM THAT THE PAPERWORK WAS RECEIVED AND I HAVE TURNED THEM OVER TO THE REVIEW TEAM; PROCESS TAKES UP TO 120 BUSINESS DAYS AND WILL BE NOTIFIED BY MAIL
10/15/2018 1:29:00 PM	CUST PRE-PAID FOR STEERING WHEEL CLOCK SPRING; DLR PERFORMED REPAIRS UNDER RECALL AND USED PART THAT THE CUSTOMER PURCHASED; DLR WAS UNABLE TO REIMBURSE FOR PART; VW TO REIMBURSE PART UNDER RECALL 69L2; VW TO REIMBURSE TOTAL: $331.98. | | | SP TO GENERATE CHECK REQUEST.
10/15/2018 1:31:00 PM	1VWBP7A30C[redacted]; HARRIS; VW TO REIMBURSE RECALL 69L2; TOTAL: $331.98. | | | GENERATED CHECK REQUEST.
10/24/2018 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 331.98 MAILED ON 10/23/2018

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AXXEW[redacted]
Owner Or Fleet	[redacted] Novato, CA, [redacted] ?		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	9/28/2018	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/28/2018 6:22:00 PM	CUSTOMER STATES ORIGINAL OWNER; PURCHASED VW FROM DEALER 426004; BRAND LOYAL CUSTOMER 2ND VW; MAINTAINED AT LOCAL SHOP AND DEALER; VEHICLE EXPERIENCING: AIRBAG LIGHT ON; HORN NOT WORKING; CUSTOMER STATES HAD VEHICLE TAKEN TO INDEPENDENT; INDEPENDENT DIAGNOSED STEERING WHEEL CLOCK SPRING; CUSTOMER CONTACTED VW DEALER 426097; DEALER ADVISED DUE TO CUSTOMER OUTSIDE OF WARRANTY, QUOTED $700 | | | CUSTOMER SEEKING VW ASSISTANCE TO HAVE STEERING WHEEL CLOCK SPRING REPAIRED | | | CO ADVISED STEERING WHEEL CLOCK SPRING IS COVERED UNDER NVLW 3YEARS/36K WOF; DUE TO TIME AND MILEAGE OUTSIDE OF APPLICABLE WARRANTY; VW WILL NOT ASSIST WITH REPAIRS TO THE STEERING WHEEL CLOCK SPRING; SHOULD CUSTOMER HAVE REPAIR COMPLETED, KEEP REPAIR ORDER AND POP; SHOULD CUSTOMER RECEIVE RECALL/WARRANTY EXTENSION CONSISTENT WITH REPAIR; CUSTOMER CAN SUBMIT FOR REIMBURSEMENT AND VW WILL REVIEW SHOULD THAT TIME COME. | | | NO FURTHER ACTION
9/28/2018 6:28:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | SINCERELY, | | | | KELLY B | CUSTOMER CARE ADVOCATE |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWLX7AJ0BM[redacted]
Owner Or Fleet	[redacted], Ocala, FL [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	10/1/2018	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/1/2018 1:56:00 PM	CUSTOMER STATES : HIS AIRBAG LIGHT CAME ON AND WOULD LIKE TO KNOW IF THERE ARE ANY RECALLS OR HAS BEEN ANY RECALLS FOR THE AIRBAG ON THIS JETTA | | | | CUSTOMER SEEKING : AIRBAG RECALL INFORMATION | | | | CO ADVISED : THERE ARE NO OPEN RECALLS FOR THE AIRBAG ON THE JETTA NOR HAS THERE EVER BEEN. I WOULD RECOMMEND VISITING A VW DEALERSHIP TO RUN DIAGNOSIS; OFFERED TO LOCATE THE NEAREST VW DEALERSHIP AND HE DECLINED | | | | CO TO CLOSE NO FURTHER ACTION
10/1/2018 3:24:00 PM	MEDIA ATTACHED IN DOC CENTER
10/1/2018 3:24:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / WARNING LIGHT;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBN7AN2DE[redacted]
Owner Or Fleet	[redacted] Saint Louis, MO, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	10/1/2018	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/1/2018 3:30:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED _03/11/2013__ AT MILEAGE 26000; VEHICLE PURCHASED FROM DEAN TEAM VW DEALER; YES, THIS IS A CPO; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; VEHICLE IS FINANCED THROUGH VCI; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: HORN NOT WORKING AND AIRBAG LIGHT ON AS WELL AND FEELS IT MAY BE IN RELATION TO THE CLOCK SPRING RECALL THAT WAS DONE 05/2016; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT DEAN TEAM VW 09/25 TO HAVE A SECOND CLOCK SPRING REPLACEMENT; | | | CUSTOMER SEEKING: REIMBURSEMENT FOR THE REPAIRS; | | | FACE TO FACE WITH MARIA; ADVISED ASK CUSTOMER TO SEND IN REPAIR ORDER AND POP FOR REVIEW UNDER RECALL FOR STEERING WHEEL CLOCK SPRING; CO TO ASSIGN TO TEAM LEAD FOR REVIEW; | | | CO ADVISED: CUSTOMER TO SEND IN REPAIR ORDER AND POP FOR REVIEW UNDER RECALL FOR STEERING WHEEL CLOCK SPRING; PROVIDED CUSTOMER CARE CENTER FAX NUMBER AND THE CASE NUMBER; | | | CUSTOMER ACKNOWLEDGED; | | | CO TO WAIT CUSTOMER CORRESPONDENCE.
10/1/2018 3:35:00 PM	EM ADVISED: CO MAY ASK CUSTOMER TO SEND IN REPAIR ORDER AND POP FOR REVIEW UNDER RECALL FOR STEERING WHEEL CLOCK SPRING; CO TO ASSIGN TO TEAM LEAD FOR REVIEW
10/1/2018 4:49:00 PM	MEDIA ATTACHED IN DOC CENTER
10/1/2018 7:55:00 PM	TL TO REVIEW FOR POSSIBLE REIMBURSMENT;
10/2/2018 2:50:00 PM	CO LEFT VOICE MAIL MESSAGE ADVISING; VWOA WILL BE REIMBURSING THE COST OF $705.29 AND THE CO WANTED TO VERIFY THE CORRECT ADDRESS TO SEND THE CHECK OUT TO SO PLEASE GIVE US A CALL BACK AT THE CUSTOMERS EARLIEST CONVENIENCE;
10/2/2018 9:54:00 AM	CO TO CALL CUSTOMER AND ADVISE VW WILL REIMBURSE 705.29; CO TO VERIFY MAILING ADDRESS
10/3/2018 4:05:00 PM	CUSTOMER SEEKING IF WE RECEIVED THE DOCUMENTS THAT WERE FAXED IN | | | CUSTOMER ADVOCATE ADVISED CUSTOMER WE DID INDEED RECEIVE DOCUMENTS AND THEY HAVE REVIEWED VWOA WILL BE REIMBURSING THE COST OF $705.29 AND WOULD LIKE TO VERIFY THE CORRECT ADDRESS TO SEND THE CHECK OUT; CHECK WILL ARRIVE IN ABOUT 4-6 WEEKS | | | CUSTOMER VERIFIED ADDRESS AS [redacted] SAINT LOUIS, MO, [redacted] | | | CHECK TO BE GENERATED
10/4/2018 12:53:00 PM	VW WILL REIMBURSE $705.29;
10/5/2018 8:24:00 AM	REASSIGNED.
10/5/2018 8:26:00 AM	REASSIGNED.
10/5/2018 8:26:00 AM	RC GENERATED THE FOLLOWING CHECK REQUEST: | | | WVWBN7AN2DE[redacted], DESCHLER, VW TO REIMBURSE THE CUSTOMER FOR A CLOCK SPRING REPAIR. TOTAL = $705.29

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBN7AN2DE[redacted]
Owner Or Fleet	[redacted] Saint Louis, MO, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	10/1/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/13/2018 CHECK # [redacted] FOR AMOUNT $ 705.29 MAILED ON 10/12/2018
4:00:00 AM

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AXXDW[redacted]
Owner Or Fleet	[redacted], Monument, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	10/1/2018	Incident Date	N/A
Mileage	100,063		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/1/2018 6:45:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED 07-30-15AT MILEAGE 45186; VEHICLE PURCHASED FROM NON-VW DEALER; NOT A CPO; NO COVERAGE PROVIDED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; BRAND LOYAL CUSTOMER NOW HAS 4 VW; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT ON; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT 10-01; CUSTOMER SEEKING: ASSISTANCE IN GETTING CLOCK SPRING REPLACED IN VEHICLE $500; SPEAKING WITH ALEXANDRA D SERVICE CONSULTANT; | | | CUSTOMER SEEKING: ASSISTANCE IN COVER $500 REPAIR TO VEHICLE; | | | CO REVIEWED WITH MENTOR HANNAH WHO ADVISED: PER HANDLING GUIDELINES FOR THE RECALL 69L2 CO SHOULD ESCALATE TO A RCM FOR CLARIFICATION; | | | CO ADVISED: DUE TO CUSTOMER CONCERNS WITH REPAIR OF COMPLETED RECALL 69L2 STEERING WHEEL CLOCK SPRING THIS CASE WILL BE ESCALATED TO A RCM; THE RCM WILL REACH OUT TO DEALER REGARDING DIAGNOSIS PERFORMED ON VEHICLE 10-01; THEN REACH OUT TO CUSTOMER BY THE COB 10-02; | | | CUSTOMER ACKNOWLEDGED: | | | RCM TO REVIEW.
10/1/2018 6:51:00 PM	EM ADVISED: PER HANDLING GUIDELINES FOR THE RECALL 69L2 CO SHOULD ESCALATE TO A RCM FOR CLARIFICATION; CO TO RETURN TO CUSTOMER
10/1/2018 7:00:00 PM	RCM TO REACH OUT TO DEALER 420149 REGARDING STEERING WHEEL CLOCK SPRING ON VEHICLE; RECALL COMPLETED ON 11-16; RCM TO THEN REACH OUT TO CUSTOMER BY THE COB 10-02 REGARDING DIAGNOSIS AND ASSISTANCE IN COVERING $500 COST OF REPAIR;
10/1/2018 7:02:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / CLOCK SPRING REPLACEMENT;
10/2/2018 1:49:00 PM	ES ADVISED HOW HIS RCM IS LOOKING INTO THE CONCERNS WITH THE AIRBAG CLOCK SPRING, WE SHOULD HAVE AN UPDATE BY THURSDAY. CUSTOMER IS TAKING THE CAR BACK FRIDAY, IN HIS OPINION THE RECALL WITH THE COVER, HAS BEEN DETERMINED TO BE POINTLESS, THE REAL ISSUE IS THE CLOCK SPRING, HE WILL WAIT TO HEAR FROM US THURSDAY. RCM WAIT DEALER EMAIL.
10/2/2018 11:36:00 AM	HI KEITH, | | | MR.[redacted] | WVGBV7AXXDW[redacted] | 2013 TIGUAN | 100K | | | CUSTOMER CONCERN: STEERING WHEEL CLOCK SPRING NEEDS TO BE REPLACED | CUSTOMER SEEKING: REPAIRS TO BE COVERED BY VW. | | | KEITH CAN YOU PLEASE FOLLOW THE BELOW PROCESS TO SUBMIT THE CLAIM THROUGH WARRANTY FOR REVIEW FOR POSSIBLE COVERAGE? | | | | RCM PROCESS | 1. REACH OUT TO THE DEALER AND ADVISE THEM TO FILL OUT A CAMPAIGN AUTHORIZATION FORM (AS OUTLINED ON PAGE 100 OF THE WARRANTY P&P) ONCE YOU HAVE VERIFIED THAT 69L2 HAS BEEN COMPLETED PRIOR TO THE AIRBAG LIGHT ILLUMINATING | 2. ADVISE THE DEALER OF THE FOLLOWING: | A. CAMPAIGN TEAM WILL THEN APPROVE OR DENY THE REQUEST ONCE THE DEALER FILLS OUT THE FORM | I. IF THE REQUEST HAS BEEN APPROVED, THE CAMPAIGN TEAM WILL THEN PROVIDE ADDITIONAL STEPS INCLUDING CLAIMING INSTRUCTIONS IN SAGA FOR THIS TO BE DONE AS CONSEQUENTIAL TO THE 69L2 RECALL┬┐ | |
10/3/2018 11:33:00 AM	RECALL HAS BEEN COMPLETED 2 YEARS AGO, CLOCK SPRING BROKEN NOW, PLEASE ADVISE. KEITH
10/3/2018 11:34:00 AM	HEY, | | | IF YOU FOLLOW THE BELOW PROCESS TO SUBMIT THE CLAIM THROUGH WARRANTY AS CONSEQUENTIAL DAMAGE, THEY WILL DO THE RESET TO EITHER APPROVE OR DENY IT. RCM PROCESS | 1. REACH OUT TO THE DEALER AND ADVISE THEM TO FILL OUT A CAMPAIGN AUTHORIZATION FORM (AS OUTLINED ON PAGE 100 OF THE WARRANTY P&P) ONCE YOU HAVE VERIFIED THAT 69L2 HAS BEEN COMPLETED PRIOR TO THE AIRBAG LIGHT ILLUMINATING | 2. ADVISE THE DEALER OF THE FOLLOWING: | A. CAMPAIGN TEAM WILL THEN APPROVE OR DENY THE REQUEST ONCE THE DEALER FILLS OUT THE FORM | I. IF THE REQUEST HAS BEEN APPROVED, THE CAMPAIGN TEAM WILL THEN PROVIDE ADDITIONAL STEPS INCLUDING CLAIMING INSTRUCTIONS IN SAGA FOR THIS TO BE DONE AS CONSEQUENTIAL TO THE 69L2 RECALL┬┐ | | | THANK YOU | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AXXDW[redacted]
Owner Or Fleet	[redacted], Monument, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	10/1/2018	Incident Date	N/A
Mileage	100,063		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/4/2018 11:22:00 AM	RCM LVMM TO DISCUSS CASE
10/4/2018 3:59:00 PM	SM ADVISED NOT SURE WHAT HE WOULD BE DOING, HE WANTS TO MAKE SURE HE GETS PAID FOR THE REPAIRS, RCM EXPLAINED PROCESS AND SM ADVISED WILL SUBMIT | | | | RCM TO CONTACT CUSTOMER
10/4/2018 4:09:00 PM	[redacted] | | | | RCM CONTACTED CUSTOMER AND ADVISED RCM WILL FOLLOW-UP BEFORE COB 10/08/2018, CUSTOMER ADVISED WILL VW REIMBURSE AS THE APPOINTMENT FOR THE REPAIRS IS SET FOR TOMORROW. RCM ADVISED WE CAN LOOK INTO REIMBURSEMENT; RCM WILL FOLLOW-UP BE COB 10/08/2018 | | | | RCM TO CONTACT DEALER
10/8/2018 11:36:00 AM	HEY KEITH, GOOD MORNING. | | | | | | | | AND FOR MARTER- DID THE CLAIM APPROVE THE REPAIRS? | | | | THANK YOU IN ADVANCE? | |
10/8/2018 3:29:00 PM	[redacted] | | | | RCM LVMM AND SHARED RCM IS WAITING FOR FEEDBACK FROM DEALER ON THE STATUS OF THE REPAIRS AND THE CLAIM SUBMITTED FRO VEHICLE REPAIRS, RCM WILL FOLLOW-UP BEFORE COB 10/09/2018. RCM LEFT EXT 43613 | | | | RCM TO CONTACT DEALER
10/9/2018 4:17:00 PM	HEY KEITH, GOOD MORNING. | | | | | | | | AND FOR MARTER- DID THE CLAIM APPROVE THE REPAIRS? | | | | THANK YOU IN ADVANCE?
10/9/2018 4:55:00 PM	RCM DGE ADVISED; WAITING FOR FEEDBACK FROM DEALER ON CLAIM, INQUIRING IF CUSTOMER RECEIVED UPDATE FROM DEALER AND IF HE HAS VEHICLE BACK. | | | | CUST ADVISED; HAS VEHICLE BACK WITH THE OLD PART. WORKING FINE, BUT FEELS THAT HE SHOULDN'T HAVE TO PAY FOR ANY REPAIRS. THANKED FOR CALL AND LOOKS FORWARD TO FUTURE UPDATES. RCM TO REVIEW.
10/10/2018 10:47:00 AM	DEALER ADVISED: CUSTOMER PAID FOR THE CLOCK SPRING; DID NOT OPEN UP A CLAIM; CUSTOMER TOLD DEALER THEY WOULD PAY AND TAKE IT UP WITH VOLKSWAGEN. RCM ADVISED: THE CLAIM MUST BE SUBMITTED WHILE THE VEHICLE IS IN SERVICE AND THE REPAIR ORDER IS OPEN; NOT A DECISION THAT IS MADE HERE, IT IS WITH WARRANTY; | | | | RCM TO CALL CUSTOMER AND ADVISE VW UNABLE TO ASSIST WITH THE COST OF THE REPAIRS;
10/10/2018 4:08:00 PM	[redacted] | | | | RCM LVMM AND SHARED RCM IS LOOKING TO REVIEW THE REIMBUREMENT WITH CUSTOMER; RCM ASKED CUSTOMER TO SEND PROOF OF PAYMENT AND RO; RCM WILL SEND EMAIL CUSTOMER CAN REPLY BACK TO; RCM LEFT ETX 43613; AND WILL CONTACT CUSTOMER BEFORE COB 10/11/2018 | | | | RCM TO SEND EMAIL
10/10/2018 4:12:00 PM	BENMAN, TASHA 4:04 PM | | I HAVE A QUICK QUESTION, IF A CUSTOMER HAD THE STEERING WHEEL CLOCK SPRING GO OUT AND THEY HAD THE RECALL AND I KNOW WE ARE TO HAVE THE DEALER FOLLOW THE PROCESS, BUT IF THE DEALER DIDNT FOLLOW THE PORCESS AND THE CUSTOMER PAID FOR REPAIRS WHAT DO WE DO FROM THERE? | | AUSTERMANN, PRESTON 4:05 PM | | UMMM GOOD QUESTION | | BENMAN, TASHA 4:05 PM | | LOL IKR | | AUSTERMANN, PRESTON 4:05 PM | | IN THAT SCENARIO WE WOULD RELY HEAVILY ON THE DEALERSHIPS FEEDBACK AND IF THEY FEEL SUB SEQUENTIAL DAMAGE PLAYED A ROLE | | I WOULD LEAN MORE TOWARDS ASSISTING THE CUSTOMER I.E. 75% PARTS AND LABOR | |
10/10/2018 4:12:00 PM	***** EMAIL TO[redacted] ***** | | REFERENCE #[redacted] | | DEAR MR.[redacted] | | I AM SORRY I MISSED YOU TODAY. | | CUSTOMER CARE IS AVAILABLE BY EMAIL AT VWCUSTOMERCARE@VW.COM. YOU CAN ALSO FAX ANY IMPORTANT DOCUMENTS TO US AT 248-754-6504. | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS IN THE MEANTIME, PLEASE DO NOT HESITATE TO GIVE ME A CALL. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┤9┬┤ AND DIAL (43613). YOU CAN ALSO REPLY TO THIS EMAIL. | | SINCERELY, | | | | TASHA B | REGION CASE MANAGER |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AXXDW[redacted]
Owner Or Fleet	[redacted], Monument, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	10/1/2018	Incident Date	N/A
Mileage	100,063		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/10/2018 6:38:00 PM	MEDIA ATTACHED IN DOC CENTER
10/11/2018 4:31:00 PM	RCM CALLED CUSTOMER; ADVISED RECEIVED DOCS; REVIEWING FOR REIMBURSEMENT; RCM TO FOLLOW UP BY COB 10/16 | | | | RCM TO CALL CUSTOMER
10/16/2018 4:06:00 PM	[redacted] | | | | RCM CONTACTED CUSTOMER AND ADVISED VW WILL REIMBURSE 100% OF THE PARTS ONLY TOTALING $390.44, CUSTOMER WAS HAPPY; RCM ADVISED OF 3-4 WEEKS TIMEFRAMETO RECIEVE | | | | RCM TO SEND CEHCK
10/17/2018 2:27:00 PM	WVGBV7AXXDW[redacted], PLEASE SEND CHECK IN THE AMOUNT OF $390.44
10/17/2018 2:29:00 PM	REASSIGNED.
10/17/2018 2:31:00 PM	RC GENERATED THE FOLLOWING CHECK REQUEST: | | | | WVGBV7AXXDW[redacted], VW TO REIMBURSE THE CUSTOMER THE PART COST OF A CLOCK SPRING REPAIR. TOTAL REIMBURSEMENT = $390.44
10/25/2018 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 390.44 MAILED ON 10/24/2018

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN2AE[redacted]
Owner Or Fleet	[redacted], BOCA RATON, FL, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	10/2/2018	Incident Date	N/A
Mileage	112,722		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/2/2018 10:18:00 AM	MEDIA ATTACHED IN DOC CENTER
1/8/2019 1:10:00 PM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER 69L2 RECALL; SUBMITTED RO AND POP FROM INDEPENDENT; SHOWS REPLACEMENT OF CLOCK SPRING; RO DATE IS 03/19/2018; LAST VALID DATE FOR RECALL IS 12/21/2015; VEHICLE ALSO HAS CLOCK SPRING WARRANTY EXTENSION; CAN REIMBURSE UNDER WARRANTY EXTENSION; MISSING PART ID BUT PART PRICE MATCHES REIMBURSEMENT GUIDELINES FOR 69L2 RECALL WARRANTY EXTENSION; ALL AMOUNTS UNDER REIMBURSEMENT GUIDELINES SO CAN REIMBURSE FULL RO; TOTAL: $553.74. | | | SP TO GENERATE CHECK REQUEST
1/8/2019 1:19:00 PM	WVWMP7AN2AE[redacted] VW TO REIMBURSE UNDER WECI WARRANTY EXTENSION; TOTAL: $553.74. | | | SP GENERATED CHECK REQUEST
1/11/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 553.74 MAILED ON 01/10/2019
2/22/2019 10:25:00 AM	RECEIVED RETURNED MAIL AND CHECK #[redacted] IN THE AMOUNT OF $553.74 WAS ENCLOSED. CUSTOMER NEEDS TO BE CONTACTED AND ADDRESS VERIFIED. PLEASE E-MAIL GCRCHECKREQUEST@VW.COM WITH CORRECT FULL ADDRESS INCLUDED IN THE E-MAIL AND WE WILL RESEND THE CHECK TO THE UPDATED ADDRESS. | | (STOP/VOID/REISSUE FORM NOT TO BE USED FOR THIS). | |
2/25/2019 12:49:00 PM	CHECK CAN BE RESENT TO [redacted] BOCA RATON, FL [redacted]
2/25/2019 2:32:00 PM	RETURNED CHECK #[redacted] SENT TO UPDATED ADDRESS: [redacted] BOCA RATON, FL [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW467AJXDM[redacted]
Owner Or Fleet	[redacted] Vienna, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	10/2/2018	Incident Date	N/A
Mileage	53,451		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/2/2018 12:04:00 PM	G20181002015 | | | CUSTOMER COMPLAINT: CUSTOMER STATES AIRBAG LIGHT IS ON, CHECK AND ADVI | SE. | | CAUSE / REPAIR PERFORMED: FOUND CLOCK SPRING TO BE INTERNALLY SHORTED. | | CLAIM REASON: COMPONENT FAILURE | | GOODWILL JUSTIFICATION | | PLEASE CONFIRM THAT YOU AGREE WITH THE FOLLOWING STATEMENTS: | | | REPAIR IS NOT COVERED BY A PURCHASED EXTENDED SERVICE CONTRACT? AGREED | | REQUEST IS NOT THE RESULT OF A DENIED WARRANTY CLAIM? AGREED | | ARE THERE PREVIOUS RELATED REPAIRS? NO | | HAS THE CUSTOMER HAD A GOOD OVERALL OWNERSHIP EXPERIENCE? YES | | IS THE CUSTOMER NEW TO VW? NO | | IS THIS A REPEAT VW PURCHASER ? YES | | IS THE CUSTOMER LOYAL TO YOUR DEALER? YES | | HAS THE VEHICLE BEEN PROPERLY MAINTAINED? YES | | IS THE VEHICLE IN GOOD OVERALL CONDITION? YES | | IS THE CUSTOMER THE ORIGINAL OWNER? NO | | USED PURCHASE DATE (IF KNOWN): 11/23/2015 | | USED PURCHASE MILEAGE (IF KNOWN) 0 | | PLEASE PROVIDE A DETAILED EXPLANATION FOR OFFERING A GOODWILL EXCEPTION FOR THIS CUSTOMER: | | CUSTOMER IS BRAND LOYAL, CURRENTLY OWNS 2 VOLKSWAG | | ENS, AND HAS OWNED VOLKSWAGENS IN THE PAST. CUSTO | | MER IS LOYAL TO THE DEALERSHIP WITH SERVICING BOTH | | VOLKSWAGENS. | | | | LABOR: $106.90 | | PARTS: $290.22
10/2/2018 12:07:00 PM	I WANTED TO GIVE YOU A QUICK HEADS UP THAT YOU MAY HEAR FROM 409415 REGARDING A CLOCK SPRING DENIAL AS GOODWILL. IF THEY DO REACH OUT TO YOU, PLEASE CONTACT ME PRIOR TO APPROVING THE REPAIR. THERE IS SOME BACK STORY ON THIS ONE, VIN IS 3VW467AJXDM[redacted] IF YOU HAVE ANY QUESTIONS FEEL FREE TO REACH OUT. THANK YOU.
10/2/2018 12:07:00 PM	WITH THE VEHICLE BEING OUTSIDE OF NVLW BY 32 MONTHS, VW CANNOT ASSIST WITH THIS REPAIR. | | | DEALER CONTACTED GOODWILL TEAM FOR ASSISTANCE WITH OUT OF WARRANTY REPAIR. CONSIDERING THE INFORMATION PROVIDED, THE REQUEST WAS NOT APPROVED. | | IF THE CUSTOMER REACHES OUT TO CARE AND PROVIDES INFORMATION THAT WOULD MERIT ADDITIONAL CONSIDERATION, PLEASE REVIEW WITH AN RCM AND/OR A MEMBER OF YOUR LEADERSHIP TEAM. IF NO NEW INFORMATION IS PROVIDED BY THE CUSTOMER, DENIAL CAN BE SUPPORTED. ESCALATION IS NOT REQUIRED. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A31DC[redacted]
Owner Or Fleet	[redacted]		Arlington, TX, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	10/2/2018	Incident Date	N/A
Mileage	75,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/2/2018 1:58:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED 2017 AT MILEAGE 60K; VEHICLE PURCHASED FROM NON-VW DEALER; NO COVERAGE PROVIDED; VEHICLE WAS PURCHASED; FIRST TIME VW/AUDI OWNER; MAINTAINED AT LOCAL BUSINESS (NON-VW); FIRST TIME EXPERIENCING THIS ISSUE STARTING A COUPLE WEEKS AGO; VEHICLE EXPERIENCING: LOSS OF ELECTRICAL CONNECTION IN THE STEERING WHEEL, STATES HORNS DO NOT WORK; DEALER STATES THAT CUSTOMER ONLY HAS 69Q9 OPEN ON VEHICLE; | | | CUSTOMER SEEKING: TO HAVE RECALL PLACED ON VEHICLE; | | | FACE TO FACE WITH RCM KYLE B ADVISED: CO TO CONFIRM IS THE AIRBAG LIGHT IS ON, IF SO THEN CUSTOMER WOULD NEED TO AUTHORIZE A DIAGNOSIS WITH A VW DEALER; THEN CO CAN ESCALATE TO RCM TO VERIFY ALL RESOURCES ARE USED TO RESOLVE THE VEHICLE CONCERN; | | | CO ADVISED CUSTOMER ONLY HAS OPEN 69Q9, IN ORDER TO LOOK INTO ASSISTANCE CUSTOMER WOULD NEED TO AUTHORIZE A DIAGNOSIS WITH A VW DEALER; THEN CO CAN ESCALATE TO RCM TO VERIFY ALL RESOURCES ARE USED TO RESOLVE THE VEHICLE CONCERN; | | | CUSTOMER STATES WOULD THERE BE A CHARGE | | | CO ADVISED YES DEALER DIAGNOSIS IS AT CUSTOMER EXPENSE, CAN REACH OUT TO DEALER TO SEE IF THEY CAN GET A DIAGNOSIS | | | CUSTOMER CONFIRMED TO SEE ABOUT THE CHARGE | | | CO REACHED OUT TO DEALER 425145, CO ADVISED DEALER IS ON THE PHONE DEALER STATED 135 DOLLAR DIAGNOSIS THAT WOULD BE WAIVED IF CUSTOMER DECIDES TO DO ANY REPAIR WORK | | | CUSTOMER STATES NO DOES NOT WANT TO SCHEDULE | | | CO TO CLOSE
10/2/2018 2:05:00 PM	RCM ADVISED: CO TO CONFIRM IS THE AIRBAG LIGHT IS ON, IF SO THEN CUSTOMER WOULD NEED TO AUTHORIZE A DIAGNOSIS WITH A VW DEALER; THEN CO CAN ESCALATE TO RCM TO VERIFY ALL RESOURCES ARE USED TO RESOLVE THE VEHICLE CONCERN;
10/22/2018 2:27:00 PM	CUSTOMER STATES SON COMPLETED RECALL 69L2 STEERING WHEEL CLOCK SPRING ON 5/20/2016; VEHICLE CURRENTLY EXPERIENCING AIRBAG LIGHT ON; CUSTOMER SCHEDULED DEALER DIAGNOSIS, APPROXIMATELY 2 WEEKS AGO; DEALER 425145 DIAGNOSED VEHICLE AS AIRBAG CLOCK SPRING FAILURE; CUSTOMER WORKING WITH MOE AT DEALER; | | | CUSTOMER SEEKING VW ASSISTANCE TO HAVE AIRBAG CLOCK SPRING | | | CUSTOMER ADVOCATE ADVISED WILL ESCALATE TO RCM TO FOLLOW UP WITH DEALER 425145 REGARDING RECENT DIAGNOSIS REGARDING AIRBAG CLOCK SPRING; RCM TO FOLLOW UP WITH CUSTOMER COB 10/23/2018 REGARDING POSSIBLE ASSISTANCE WITH AIRBAG CLOCK SPRING | | | CUSTOMER ADVOCATE TO ESCALATE TO RCM
10/22/2018 2:38:00 PM	RCM TO FOLLOW UP WITH DEALER 425145 REGARDING RECENT DIAGNOSIS REGARDING AIRBAG CLOCK SPRING; RCM TO FOLLOW UP WITH CUSTOMER COB 10/23/2018 REGARDING POSSIBLE ASSISTANCE WITH AIRBAG CLOCK SPRING 713-560-7501
10/23/2018 11:29:00 AM	[redacted]1VWBH7A31DC[redacted] THIS CUSTOMER CONTACTED US WITH A COMPLAINT THAT HIS AIRBAG LIGHT CAME ON, AND HIS STEERING WHEEL CONTROLS DO NOT WORK AFTER HAVING THE 69L2 RECALL PERFORMED. IF THE CLOCK SPRING DOES NEED REPLACEMENT FOR POSSIBLE COVERAGE PLEASE FILL OUT A CAMPAIGN AUTHORIZATION FORM (AS OUTLINED ON PAGE 100 OF THE WARRANTY P&P). THE CAMPAIGN TEAM WILL THEN APPROVE OR DENY THE REQUEST ONCE THE FORM IS FILLED OUT. IF THE REQUEST HAS BEEN APPROVED, THE CAMPAIGN TEAM WILL THEN PROVIDE YOU WITH ADDITIONAL STEPS INCLUDING CLAIMING INSTRUCTIONS IN SAGA FOR THIS TO BE DONE AS CONSEQUENTIAL TO THE 69L2 RECALL. | | | RCM TO WAIT DEALER EMAIL
10/23/2018 4:40:00 PM	RCM ADVISED THAT RCM IS WORKING WITH DEALER FOR POSSIBLE COVERAGE ON THE CLOCK SPRING, MOVED FOLLOW UP TO FRIDAY | | | RCM TO EMAIL DEALER
10/24/2018 12:40:00 PM	GOOD MORNING, | | | DO YOU HAVE ANY UPDATE ON THIS CUSTOMERS CASE? | | | RCM TO WAIT DEALER EMAIL
10/25/2018 12:06:00 PM	GOOD MORNING STEVE | | | I┬┐M IN A MEETING FROM 12-1:30. I WILL HAVE MY LAPTOP WITH ME DURING THE MEETING SO FEEL FREE TO EMAIL ME WITH ANY UPDATES. | | | RCM TO WAT DEALER EMAIL

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A31DC[redacted]
Owner Or Fleet	[redacted] Arlington, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	10/2/2018	Incident Date	N/A
Mileage	75,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/26/2018 1:07:00 PM	RCM LVMM SEEKING FEEDBACK ON DEALER SUBMITTING CLAIM TO WISE | | | | RCM TO WAIT DEALER CALL
10/26/2018 5:33:00 PM	RCM LVMM RCM IS STILL WORKING WITH THE DEALER AND WILL FOLLOW UP 10/30; RCM CAN BE REACHED AT X43849 | | | | RCM TO CONTACT DEALER
10/29/2018 1:33:00 PM	[redacted]1VWBH7A31DC[redacted] HAS HE ALREADY PAID FOR THE WORK OR NO. IF HE HAS NOT PLEASE FOLLOW THE CONSEQUENTIAL DAMAGE CLAIM PROCESS OUTLINED ON P100 IN THE WARRANTY P&P, IF YES PLEASE SEND ME HOW MUCH HE PAID TO HAVE HIS CLOCK SPRING REPLACED. THANK YOU, | | | | RCM TO WAIT DEALER EMAIL
10/30/2018 1:30:00 PM	GOOD AFTERNOON | | | | PLEASE SEND OVER THE REQUESTED RO┬┬S AND REVIEW MR. [redacted]┬┐S CASE FOR SUBMISSION TO WISE WITH MY INSTRUCTIONS BELOW AND GET BACK TO ME. WE NEED TO GET THESE CASES SETTLED. | | | | THANK YOU, | | | | RCM TO WAIT DEALER EMAIL
10/30/2018 1:53:00 PM	RCM ADVISED: LOOKING FOR CLAIM TO BE SENT TO WARRANTY | | | | DEALER STATED: CUSTOMER HAS NEVER HAD CONCERN DIAGNOSED; A WARRANTY CLAIM CAN'T BE SUBMITTED WITHOUT IT; CUSTOMER HAS TO RETURN TO DEALER AND AUTHORIZE DIAGNOSIS. | | | | RCM TO CALL CUSTOMER
10/30/2018 4:21:00 PM	RCM ADVISED THAT DEALER DOES NOT HAVE RECORD OF DIAGNOSIS, WOULD NEED CUSTOMER TO RETURN TO DEALER FOR DIAGNOSIS, CUSTOMER STATES HE WILL TLAK WITH HIS FATHER, REQUESTED CALL BACK TOMORROW | | | | RCM TO CALL CUSTOMER
10/31/2018 2:39:00 PM	RCM LVMM SEEKING TO KNOW IF CUSTOMER WAS PLANNING ON GOING IN DIAGNOSIS TO CALL RCM BACK AT X43849 WITH DATE, TIME, AND DEALER INFORMATION | | | | RCM TO WAIT CUSTOMER CALL
11/7/2018 9:31:00 AM	RCM TO CLOSE PENDING CUSTOMER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBN7AN1DE[redacted]
Owner Or Fleet	[redacted] Boise, ID, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	10/2/2018	Incident Date	N/A
Mileage	45,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/2/2018 5:51:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED _06_/2014____ AT MILEAGE 10K; VEHICLE PURCHASED FROM A PRIVATE OWNER; BRAND LOYAL CUSTOMER; MAINTAINED AT VW DLR 419127 MAINTAINED AT LOCAL BUSINESS (NON-VW); FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. | | | CUSTOMER SEEKING: VW TO FINANCIALLY ASSIST WITH THIS REPAIR; | | | FACE TO FACE WITH HANNAH: PER 69L2 GUIDELINES CO SHOULD ESCALATE TO A RCM; ADVISED THAT SHOULD MAKE SURE THAT THE VEHICLE HAS BEEN DIAGNOSED WITHIN THE PAST 30 DAYS; CO TO RETURN TO CUSTOMER; | | | CO ADVISED: CUST OF OPEN RECALLS A-RECALL - TAKATA SDI DRIVER FRONTAL AIRBAG INFLATOR AND A-RECALL - FUEL PUMP CONTROL MODULE ; CO ALSO ADVISED CUST TO GO TO VW DLR AND GET A DIAGNOSIS OF VEH, AFTER THAT TO CONTACT CCC TO HAVE THIS ESCALATED TO RCM. | | | WAITING FOR CUST CONTACT.
10/2/2018 5:57:00 PM	EM ADVISED: PER 69L2 GUIDELINES CO SHOULD ESCALATE TO A RCM; ADVISED THAT SHOULD MAKE SURE THAT THE VEHICLE HAS BEEN DIAGNOSED WITHIN THE PAST 30 DAYS; CO TO RETURN TO CUSTOMER;
10/9/2018 3:40:00 PM	CO CALLED TO FOLLOW UP WITH CUSTOMER; | | | CUSTOMER STATES SHE'LL BE GETTING VEHICLE IN DEALER THIS WEEKEND. | | | CO OFFERED TO SCHEDULE APPOINTMENT FOR CUSTOMER; CO CONTACTED DEALER TO SCHEDULE APPOINTMENT SET FOR OCTOBER 22 AT 7:30AM. | | | WAITING CUSTOMER CONTACT.
10/23/2018 11:32:00 AM	RCM TO REVIEW CASE NOTES; | | | CUSTOMER IS SEEKING FINANCIAL ASSISTANCE; CUSTOMER FEELS THAT THE CLOCK SPRING DIDN'T GO WRONG UNTIL THE RECALL WAS PERFORMED, THE DLR IS CLAIMING THAT IT IS THE CUSTOMER'S FAULT, AND QUOTING $1,000.00 FOR THE COST OF REPAIRS. | | FOLLOW UP WITH DLR 419127, AND CUSTOMER BY COB 10/24
10/23/2018 9:56:00 AM	CUSTOMER STATES: DLR DID THE SECOND RECALL YESTERDAY, TRIED TO CONTACT CARE BUT THE WAIT WAS TOO LONG. | | | $1,000.00 FOR PART REPAIR; DLR MADE CUSTOMER PAID FOR THE $75.00 DIAGNOSIS FEE (THE FIRST TIME); CUSTOMER TOLD DLR THIS SECOND TIME THAT SHE WILL NOT PAY DIAGNOSIS FEE. | | | CUSTOMER SEEKING: DLR NEEDS TO REPLACE THE CLOCK SPRING SINCE FIXING THE RECALL WAS THE CAUSE OF THIS ISSUE. | | | [redacted] CELL # | | | CA ADVISED: WILL ESCALATE CASE TO RCM; RCM WILL FOLLOW UP WITH CUSTOMER BY COB 10/24 TO DISCUSS CASE FURTHER. | | | CA TO ESCALATE CASE TO RCM.
10/24/2018 2:30:00 PM	GOOD AFTERNOON RICK, | | I HAVE 1 CASE FOR YOU TODAY: | | 1.[redacted] 2013 CC, WVWBN7AN1DE[redacted] THE CUSTOMER IS SEEKING VW TO ASSIST WITH THE CLOCK SPRING REPAIRS; CAN YOU PLEASE FORWARD ME THE DIAGNOSIS INFORMATION AND THE WARRANTY PRICING FOR THE RECOMMENDED REPAIRS? | | | PLEASE FOLLOW UP WITH ME AT YOUR EARLIEST CONVENIENCE, THANKS | |
10/24/2018 7:25:00 PM	DIAGNOSIS, THE CAR CAME IN WITH AN AIRBAG LIGHT ON, WE DETERMINED THE HORN AS WELL AS OTHER STEERING WHEEL CONTROLS ARE INOPERATIVE. MY TECH DIAGNOSED IT AS A DEFECTIVE CLOCK SPRING. | | REPLACEMENT | | LABOR- 120TU (APPROX DEPENDING ON GFF TIME) =$128.16 \| \| PARTS-$ 410.38 | | | TOTAL $538.54 | |
10/24/2018 7:26:00 PM	SORRY ABOUT THE LATE NOTICE, I WILL COVER 100% OF THE CLOCK SPRING REPAIRS; THE AUTHORIZATION NUMBER IS [redacted] LET TIME KNOW IF YOU HAVE ANY QUESTIONS.
10/24/2018 7:51:00 PM	RCM ADVISED: WILL COVER THE REPAIRS 100%; DEALER IS AWARE OF THE OFFER; CUSTOMER SHOULD REACH OUT TO THE DEALER AND SCHEDULE AN APPOINTMENT | | CUSTOMER UNDERSTOOD; THANKED RCM | | RCM ADVISED CUSTOMER OF SURVEY | | | NO FURTHER ACTION
10/24/2018 7:56:00 PM	RCM OFFERED TO COVER 100% OF THE CLOCK SPRING

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX5CW[redacted]
Owner Or Fleet	[redacted] CULPEPER, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	10/2/2018	Incident Date	N/A
Mileage	58,214		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/2/2018 6:13:00 PM	CUSTOMER STATES AIRBAG LIGHT WENT ON; DEALER 409432 SUGGESTED TO CONTACT CUSTOMER CARE CENTER BECAUSE OF THE RELATION TO THE RECALL 69L2; | | | CUSTOMER SEEKS REPAIR COVERED DUE TO ISSUE RELATED TO 69L2 | | | CO REVIEWED WITH EM MARIA WHO ADVISED: MAY ASSIGN TO RCM TO CONFIRM DIAGNOSIS AND NEEDED REPAIR IN RELATION TO RECALL 69L2 | | | CO ADVISED CUSTOMER RCM CAN CONTACT DEALER TO CONFIRM DIAGNOSIS ON AIRBAG IS THE RECALL 69L2 AND FOLLOW UP WITH CUSTOMER BY COB 10/3/18 | | | CO TO ESCALATE TO RCM
10/2/2018 6:22:00 PM	EM ADVISED: MAY ASSIGN TO RCM TO CONFIRM DIAG AND NEEDED REPAIR IN REALTION TO RECALL 69L2
10/2/2018 6:39:00 PM	MEDIA ATTACHED IN DOC CENTER
10/2/2018 6:39:00 PM	RCM CAN CONTACT DEALER 409432 TO CONFIRM DIAGNOSIS ON AIRBAG IS RELATED TO RECALL 69L2 AND FOLLOW UP WITH CUSTOMER BY COB 10/3/18 @[redacted] | | | RCM TO REVIEW
10/3/2018 1:42:00 PM	RCM ADVISED: FOLLOWING UP ON THE CUSTOMER CONCERNS IN RELATION TO THE 69L2 STEERING WHEEL CLOCK SPRING RECALL; WAS THE AIRBAG LIGHT ON WHEN THE VEHICLE CAME INTO THE DEALER; WHAT ARE THE DLRS FINDINGS; | | | SERVICE MANAGER: CUSTOMER HAD COME INTO THE DEALER YESTERDAY WITH AN AIRBAG LIGHT ON; THE VEHICLE NEEDS A STEERING WHEEL CLOCK SPRING; THE CUSTOMER HUSBAND YELLED AT DEALER OVER THE PHONE; THE VEHICLE HAS NOT BEEN INTO THE DEALER SINCE THE 69L2 STEERING WHEEL CLOCK SPRING RECALL WAS COMPLETE 12/31/2016; WOULD NOT CONSIDER CUSTOMER A GOOD CANDIDATE FOR GOODWILL; IF CUSTOMER MAINTAINED AND SERVICED WITH DEALER, THEN DEALER WOULD CONSIDER; WHEN THE RECALL WAS COMPLETED THE CLOCK SPRING REPLACED, AS IT WAS A $200.00 PLUS PART; | | | RCM ACKNOWLEDGED; UNDERSTANDS DEALER POSITION; VW HOWEVER DOES NEED THE DEALER TO FILL OUT A CAMPAIGN AUTHORIZATION FORM (AS OUTLINED ON PAGE 100 OF THE WARRANTY P&P), THEN THE CAMPAIGN TEAM WILL THEN APPROVE OR DENY THE REQUEST ONCE THE DEALER FILLS OUT THE FORM; RCM WILL FOLLOW UP WITH CUSTOMER; | | | SERVICE MANAGER ACKNOWLEDGED; RCM TO CALL CUSTOMER; | |
10/3/2018 1:53:00 PM	[redacted](BUSY SIGNAL),[redacted] | | | RCM LEFT VOICE MAIL MESSAGE ADVISING: FOLLOWING UP ON THE VEHICLE CONCERNS, IN RELATION TO 69L2 RECALL; HAS SPOKEN WITH DEALER AND RCM IS LOOKING FURTHER INTO THE CONCERN, WITH INTERNAL RESOURCES; WILL FOLLOW UP WITH CUSTOMER BY COB 10/10 OR SOONER; PROVIDED EXT. 43650; | | | RCM TO CALL DEALER 10/05;
10/5/2018 1:18:00 PM	RCM ADVISED: FOLLOWING UP ON THE STEERING WHEEL CLOCK SPRING REPAIR CONCERN; IN WISE SHOWS THE CLAIM WAS DENIED; RCM WILL UPDATE THE CUSTOMER AND INFORM THEM THAT THE REPAIR WOULD BE AT CUSTOMER EXPENSE; | | | SERVICE ADVISOR STATES: THE SERVICE MANAGER JOSH IS OOO AT THE MOMENT, WILL PASS ALONG THE MESSAGE; | | | RCM WILL ALSO SEND SERVICE MANAGER AN EMAIL AS WELL; | | | RCM TO EMAIL DEALER AND CALL CUSTOMER;
10/5/2018 1:26:00 PM	HELLO JOSH, | | | MS.[redacted]//2012 TIGUAN // WVGAV7AX5CW[redacted] | | | I HOPE ALL IS WELL. I HAD CHECKED WISE AND UNDER THE CAMPAIGNS TAB, THE CLAIM WAS DENIED FOR THE STEERING WHEEL CLOCK SPRING. I THANK YOU FOR SUBMITTING THE CLAIM. I WILL BE UPDATING THE CUSTOMER TODAY AND ADVISING, THAT THE REPAIR WOULD BE AT A CUSTOMER EXPENSE. IF YOU HAVE ANY OTHER QUESTIONS OR OTHER INFORMATION, I LOOK FORWARD TO HEARING BACK FROM YOU. THANK YOU. | |
10/5/2018 1:27:00 PM	[redacted] | | | RCM LEFT VOICE MAIL MESSAGE ADVISING: FOLLOWING UP ON THE VEHICLE CONCERNS, IN RELATION TO 69L2 RECALL; HAS AN UPDATE ON THE CASE; WILL FOLLOW UP WITH CUSTOMER BY COB 10/08; PROVIDED EXT. 43650; | | | RCM TO CALL CUSTOMER 10/08;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX5CW[redacted]
Owner Or Fleet	[redacted] CULPEPER, VA,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	10/2/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Mileage	58,214

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/5/2018 12:58:00 PM	PER WISE CAMPAIGN AUTHORIZATION, #409432; THE REQUESTED WAS DENIED(10/03), DUE TO THE STEERING WHEEL CLOCK SPRING BEING REPLACED DURING THE RECALL REPAIR; | | | RCM TO CALL DEALER;
10/8/2018 9:48:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | | DEAR MS.[redacted] | | THANKS FOR YOUR PATIENCE WHILE I WORK WITH FLOW VOLKSWAGEN OF CHARLOTTESVILLE. | | I JUST WANTED TO LET YOU KNOW THAT I AM WAITING ON AN UPDATE, AND I WILL FOLLOW UP WITH YOU BY TOMORROW. | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS IN THE MEANTIME, PLEASE DO NOT HESITATE TO GIVE ME A CALL. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43650. YOU CAN ALSO REPLY TO THIS EMAIL. | | SINCERELY, | | | KYLE B | REGION CASE MANAGER |
10/9/2018 3:41:00 PM	[redacted] | | | RCM ADVISED: FOLLOWING UP ON THE CASE; THE DEALER 409432 HAD SUBMITTED A CLAIM TO VW TO LOOK INTO THE CONCERN FURTHER FOR FINANCIAL ASSISTANCE; AND BASED ON THE REVIEW OF THE CLAIM; THE REQUEST WAS DENIED(10/03), DUE TO THE STEERING WHEEL CLOCK SPRING BEING REPLACED DURING THE RECALL REPAIR; 69L2 STEERING WHEEL CLOCK SPRING(12/31/2016); | | | CUSTOMER STATES: IS CONFUSED BECAUSE THE SERVICE ADVISOR JUSTIN ADVISED: THE DUST COVER WAS PLACED ON THE VEHICLE DURING THE RECALL REPAIR, AND THE STEERING WHEEL CLOCK SPRING WAS NOT REPLACED; AND FOR THE PART TO FAIL AFTER SO LITTLE MILES OUT ON THE VEHICLE; APPRECIATES RCM FOLLOWING UP AND ALSO FOUND INFORMATION ONLINE ABOUT THIS PART FAILING MULTIPLE TIMES; | | | RCM ACKNOWLEDGE, CAN FOLLOW UP WITH DEALER FOR FURTHER CLARIFICATION ON WHAT WAS ADVISED, FROM DEALER SERVICE ADVISOR; RCM WILL FOLLOW UP WITH CUSTOMER BY COB 10/10; | | | RCM TO CALL DEALER 10/10; | | |
10/10/2018 1:35:00 PM	ACTION REQUIRED: SERVICE EXPERIENCE | | | HELLO! THE FOLLOWING CUSTOMER HAS CONTACTED CUSTOMER CARE REGARDING FEEDBACK WITH THEIR SERVICE EXPERIENCE. PLEASE REVIEW THE DETAILS BELOW: | | | CUSTOMER NAME: MS.[redacted] | | | MODEL YEAR/MODEL: 2012 TIGUAN | | | VIN: WVGAV7AX5CW[redacted] | | | CUSTOMER CONCERN: MS. [redacted] WAS INFORMED THAT BASED ON A REVIEW OF THE CAMPAIGN CLAIM, DUE TO THE STEERING WHEEL CLOCK SPRING BEING REPLACED AT THE TIME OF THE RECALL AND THE VEHICLE BEING OUTSIDE OF THE APPLICABLE WARRANTIES, VOLKSWAGEN WOUOLD NOT BE IN A POSITION TO ASSIST WITH THE REPAIR COST. THE CUSTOMER STATED: IS CONFUSED BECAUSE THE SERVICE ADVISOR JUSTIN ADVISED: THE DUST COVER WAS PLACED ON THE VEHICLE DURING THE RECALL REPAIR, AND THE STEERING WHEEL CLOCK SPRING WAS NOT REPLACED. | | | THE CUSTOMER IS SEEKING THE FOLLOWING: DEALER COMPLAINT FOR MIS-PROVIDED INFORMATION | | | | | PLEASE RESPOND AFTER YOU HAVE THE CHANCE TO REVIEW THIS INFORMATION. PLEASE SELECT REPLY TO ALL, SO MY TEAM AND I BOTH RECEIVE YOUR RESPONSE. | | | | | THANK YOU IN ADVANCE FOR YOUR HELP. | | | |
10/10/2018 1:45:00 PM	JUSTIN NO LONGER WORKS HERE. FOR PROVIDING INCORRECT INFORMATION TO SEVERAL CUSTOMERS. I TALKED TO BOTH CUSTOMERS AND TOLD THEM THAT THE CLOCK SPRING WAS REPLACED WHEN THEY WERE IN FOR SERVICE. I TOOK THIS AWAY FROM JUSTIN FOR THIS REASON. I MADE IT VERY CLEAR WHAT WAS DONE. | | | RCM ACKNOWLEDGED AND REPLIED: THANK YOU┬┐ I APPRECIATE THE FEEDBACK, AS I MENTIONED, THE CUSTOMER HAS BEEN INFORMED THE COST OF THE REPAIR WOULD BE AT CUSTOMER PAY FOR THE STEERING WHEEL CLOCK SPRING REPAIR. | | | RCM TO CALL CUST;
10/10/2018 4:52:00 PM	[redacted] | | | RCM LEFT VOICE MAIL MESSAGE ADVISING: FOLLOWING UP ON THE CASE; THE DEALER SERVICE MANAGER DID CONFIRM THE STEERING WHEEL CLOCK SPRING WAS REPLACED DURING THE RECALL; THE SERVICE ADVISOR WHO PROVIDED CUSTOMER THE INFORMATION, IS NO LONGER WITH THE DEALER; ANY OTHER QUESTIONS CAN CONTACT RCM; PROVIDED EXT. 43650; | | | RCM TO CALL CUSTOMER 10/11;
10/11/2018 1:40:00 PM	[redacted] | | | RCM LEFT VOICE MAIL MESSAGE ADVISING: FOLLOWING UP ON THE CASE; THE DEALER SERVICE MANAGER DID CONFIRM THE STEERING WHEEL CLOCK SPRING WAS REPLACED DURING THE RECALL; THE SERVICE ADVISOR WHO PROVIDED CUSTOMER THE INFORMATION, IS NO LONGER WITH THE DEALER; ANY OTHER QUESTIONS CAN CONTACT RCM; PROVIDED EXT. 43650; | | | RCM TO EMAIL CUSTOMER AND WAIT CUSTOMER CONTACT; THEN CLOSE CASE, IF NO CONTACT IS MADE;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX5CW[redacted]
Owner Or Fleet	[redacted] CULPEPER, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	10/2/2018	Incident Date	N/A
Mileage	58,214		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/11/2018 1:43:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH YOUR TIGUAN. | | I┬┐VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. AT YOUR EARLIEST CONVENIENCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43650. YOU CAN ALSO REPLY TO THIS EMAIL. | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | SINCERELY, | | | | KYLE B | REGION CASE MANAGER |
10/19/2018 8:57:00 AM	FROM: [redacted] | | SENT: FRIDAY, OCTOBER 19, 2018 8:50 AM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | KYLE-STILL TRYING TO GET IN CONTACT WITH YOU REGARDING MY TIGUAN AND WHAT FURTHER STEPS I NEED TO TAKE. | [redacted] OR EMAIL. | | THANKS. | | |
10/22/2018 1:18:00 PM	[redacted] | | | | RCM ADVISED: FOLLOWING UP ON THE CASE AND CUSTS VM AND EMAIL; AS WAS PREVIOUSLY ADVISED: THE DEALER HAD SUBMITTED A CLAIM TO VW TO LOOK INTO THE VEHICLE ISSUE FOR POSSIBLE ASSISTANCE; AND PER WISE CAMPAIGN AUTHORIZATION, #409432; THE REQUESTED WAS DENIED(10/03), DUE TO THE STEERING WHEEL CLOCK SPRING BEING REPLACED DURING THE RECALL REPAIR; THERE IS NO ONE AT VW THAT WOULD BE ABLE CHANGE THAT DECISION; CUSTOMER CAN SEEK RESOURCES OUTSIDE OF VW; | | | CUSTOMER ACKNOWLEDGED; WILL TAKE FURTHER STEPS OUTSIDE OF VW AND WILL CONTACT THE NSTB AND WOULD LIKE VW TO REVIEW WITH ARBITRATION TO BUYBACK THE VEHICLE; | | | RCM ACKNOWLEDGED; RCM TO EMAIL CRR; RCM WILL FOLLOW UP WITH CUSTOMER BY COB 10/26;
10/22/2018 1:42:00 PM	HELLO KIM, | | | THE CUSTOMER HAS REQUESTED A BUYBACK OF THEIR VEHICLE. PLEASE LET ME KNOW IF REPAIR ORDERS ARE NEEDED IN THIS CASE. | | | ┬┐ CUSTOMER INFORMATION: MS. [redacted] | ┬┐ VEHICLE INFORMATION (MAKE, MODEL, YEAR, MILEAGE) 2012 TIGUAN, WVGAV7AX5CW[redacted] WITH 58,214 MILES | ┬┐ ANY PERTINENT VEHICLE INFORMATION (REPEAT REPAIRS, PREVIOUS CASES, ETC.): CUSTOMER HAD THE 69L2 STEERING WHEEL CLOCK SPRING RECALL, COMPLETED 12/31/2016, THE ACTUAL PART WAS REPLACED AT THE TIME OF THE RECALL. CURRENTLY THE PART HAS FAILED OUTSIDE OF SPARE PARTS WARRANTY, THE DEALERSHIP HAD SUBMITTED A CAMPAIGN AUTHORIZATION CLAIM, AND PER WISE CAMPAIGN AUTHORIZATION, #409432; THE REQUESTED WAS DENIED(10/03), DUE TO THE STEERING WHEEL CLOCK SPRING BEING REPLACED DURING THE RECALL REPAIR. | | ┬┐ WHAT THE CUSTOMER IS SEEKING: ARBITRATION(BUYBACK) REVIEW OF THE VEHICLE DUE TO THE REPEAT CONCERN. | | ┬┐ STATE THE VEHICLE IS REGISTERED IN: VIRGINIA | |
10/25/2018 4:15:00 PM	HI KYLE, | | | PLEASE LET MS. [redacted] KNOW THAT WE ARE NOT ABLE TO MEET HER REQUEST. | | | THANKS, | | | | KIM L. | | SPECIALIST | | CUSTOMER RESOLUTION AND RETENTION | |
10/26/2018 1:08:00 PM	[redacted] | | | RCM ATTEMPTED TO CONTACT CUSTOMER; THE PHONE RANG FOR APPROX. 2 MINUTES; NO VOICE MAIL MESSAGE PROMPT CAM ON; | | | RCM TO CALL CUSTOMER BY COB 10/29; | | | **RCM TO ADVISE: VW WOULD NOT BE ABLE TO MEET CUSTOMER BUYBACK REQUEST.
10/29/2018 12:38:00 PM	[redacted] | | | RCM ADVISED: FOLLOWING UP ON THE BUYBACK REQUEST OF THE VEHICLE; BASED ON THE REVIEW OF THE REQUEST: VW WOULD NOT BE ABLE TO MEET CUSTOMER BUYBACK REQUEST; | | | CUSTOMER STATES: ACKNOWLEDGED, HUSBAND WOULD KNOW MORE ABOUT THE REQUEST; WILL HAVE HIM CALL RCM BACK, IF HE HAS FURTHER QUESTIONS; | | | RCM ACKNOWLEDGED; RCM TO WAIT CUSTOMER CONTACT;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX4FW[redacted]
Owner Or Fleet	[redacted] South Jordan, UT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	10/2/2018	Incident Date	N/A
Mileage	29,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/2/2018 6:23:00 PM	CUSTOMER STATES ORIGINAL OWNER; MAINTAINED AT VW DEALER; BRAND LOYAL CUSTOMER MANY BEETLES PRIOR; VEHICLE EXPERIENCING: AIRBAG LIGHT ON; HORN STOPPED WORKING; CUSTOMER TOOK VEHICLE INTO DEALER 419419, 10/2/2018; DEALER DIAGNOSED CLOCK SPRING FAILURE; DEALER 419419 QUOTED $650 FOR REPAIRS; CUSTOMER STATES RESEARCHED ONLINE OPEN RECALLS ON VEHICLE; CUSTOMER WAS ABLE TO LOCATE CLOCK SPRING RECALL; CUSTOMER STATES WORKING WITH DYLAN AT DEALER 419419 | | | CUSTOMER SEEKING OPEN RECALLS ON VEHICLE; VW ASSISTANCE TO HAVE STEERING CLOCK SPRING REPAIRED | | | CO ADVISED NO OPEN RECALLS ON VEHICLE; RECALLS ARE VIN SPECIFIC; RECALLS ARE DETERMINED WHERE AND WHEN A VEHICLE IS MANUFACTURED; ADVISED WILL ESCALATE TO RCM TO FOLLOW UP WITH DEALER 419419 REGARDING RECENT DIAGNOSIS AND REPAIRS NEEDED ON VEHICLE; RCM TO FOLLOW UP CUSTOMER COB 10/3/2018 REGARDING POSSIBLE ASSISTANCE TO THE CLOCK SPRING; | | | CO TO ESCALATE TO RCM
10/2/2018 6:28:00 PM	RCM TO FOLLOW UP WITH DEALER 419419 REGARDING RECENT DIAGNOSIS AND REPAIRS NEEDED ON VEHICLE; RCM TO FOLLOW UP CUSTOMER COB 10/3/2018 REGARDING POSSIBLE ASSISTANCE TO THE CLOCK SPRING; 801-707-7930
10/3/2018 2:00:00 PM	[redacted] 2015 TIGUAN, WVGAV7AX4FW[redacted] VEHICLE EXPERIENCING: AIRBAG LIGHT ON; HORN STOPPED WORKING; CUSTOMER TOOK VEHICLE INTO YOUR DEALERSHIP ON 10/2; DEALER DIAGNOSED CLOCK SPRING FAILURE; QUOTED $650 FOR REPAIRS; CUSTOMER STATES RESEARCHED ONLINE OPEN RECALLS ON VEHICLE; HAVE YOU SUBMITTED A WISE REQUEST FOR THESE REPAIRS? CAN YOU PLACE FORWARD THE WARRANTY PRYING FOR THE REPAIRS? | | PLEASE FOLLOW UP WITH ME AT YOUR EARLIEST CONVENIENCE, THANKS | |
10/3/2018 7:53:00 PM	RCM ADVSIED: FOLLOWING UP ON CASE; RCM IS CURRENTLY WAITING ON INFORMATION FROM THE DEALER; RCM WILL FOLLOW UP WITH CUSTOMER BY COB TOMORROW WITH ANY AVAILABLE UPDATES. | | | RCM TO REVIEW AND FOLLOW UP WITH CUSTOMER BY COB TOMORROW (10/4)
10/4/2018 3:02:00 PM	[redacted] 2015 TIGUAN, WVGAV7AX4FW[redacted] VEHICLE EXPERIENCING: AIRBAG LIGHT ON; HORN STOPPED WORKING; CUSTOMER TOOK VEHICLE INTO YOUR DEALERSHIP ON 10/2; DEALER DIAGNOSED CLOCK SPRING FAILURE; QUOTED $650 FOR REPAIRS; CUSTOMER STATES RESEARCHED ONLINE OPEN RECALLS ON VEHICLE; HAVE YOU SUBMITTED A WISE REQUEST FOR THESE REPAIRS? CAN YOU PLEASE FORWARD THE WARRANTY PRICING FOR THE REPAIRS? | | PLEASE FOLLOW UP WITH ME AT YOUR EARLIEST CONVENIENCE, THANKS | |
10/4/2018 7:35:00 PM	RCM LVMM: FOLLOWING UP ON CASE; RCM IS CURRENTLY WAITING ON INFORMATION FROM THE DEALER; RCM WILL FOLLOW UP WITH CUSTOMER BY COB TOMORROW WITH ANY AVAILABLE UPDATES; PROVIDED DIRECT EXTENSION, 43440. | | | RCM TO REVIEW AND FOLLOW UP WITH CUSTOMER BY COB TOMORROW (10/5)
10/5/2018 5:09:00 PM	RCM LEFT VOICE MAIL MESSAGE; ADVISED CUSTOMER SERVICE MANAGER TO CALL RCM | | | RCM TO WAIT DEALER CALL
10/5/2018 8:00:00 PM	RCM LVMM: FOLLOWING UP ON CASE; RCM IS CURRENTLY WAITING ON INFORMATION FROM THE DEALER; RCM WILL FOLLOW UP WITH CUSTOMER BY COB MONDAY WITH ANY AVAILABLE UPDATES; PROVIDED DIRECT EXTENSION, 43440. | | | RCM TO REVIEW AND FOLLOW UP WITH CUSTOMER BY COB MONDAY (10/8)
10/8/2018 3:01:00 PM	[redacted] 2015 TIGUAN, WVGAV7AX4FW[redacted] VEHICLE EXPERIENCING: AIRBAG LIGHT ON; HORN STOPPED WORKING; CUSTOMER TOOK VEHICLE INTO YOUR DEALERSHIP ON 10/2; DEALER DIAGNOSED CLOCK SPRING FAILURE; QUOTED $650 FOR REPAIRS; CUSTOMER STATES RESEARCHED ONLINE OPEN RECALLS ON VEHICLE; HAVE YOU SUBMITTED A WISE REQUEST FOR THESE REPAIRS? CAN YOU PLEASE FORWARD THE WARRANTY PRICING FOR THE REPAIRS? | | PLEASE FOLLOW UP WITH ME AT YOUR EARLIEST CONVENIENCE, THANKS | |
10/8/2018 6:51:00 PM	THE VEHICLE HAS 29,000 MILES ON IT AND DOES NOT HAVE ANY OPEN RECALLS. UNFORTUNATELY THE CLOCK SPRING IS NOT COVERED UNDER WARRANTY. THE ADVISOR WHO IS WORKING ON THE VEHICLE IS OUT OF THE OFFICE TODAY, BUT I WILL REQUEST THE PRICING FOR THE REPAIRS AND SEND THEM TO YOU TOMORROW. | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX4FW[redacted]
Owner Or Fleet	[redacted] South Jordan, UT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	10/2/2018	Incident Date	N/A
Mileage	29,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/8/2018 7:15:00 PM	RCM ADVSIED: FOLLOWING UP ON CASE; RCM IS CURRENTLY WAITING ON INFORMATION FROM THE DEALER; RCM WILL FOLLOW UP WITH CUSTOMER BY COB TOMORROW WITH ANY AVAILABLE UPDATES. | | | RCM TO REVIEW AND FOLLOW UP WITH CUSTOMER BY COB TOMORROW (10/9)
10/9/2018 11:44:00 AM	[redacted] 2015 TIGUAN, WVGAV7AX4FW[redacted]; LOOKS LIKE THE CUSTOMER NEEDS AN AIR BAG CLOCK REPLACEMENT; DO YOU HAVE WARRANTY PRICING AND DIAGNOSIS INFORMATION YET? | | PLEASE FOLLOW UP WITH ME AT YOUR EARLIEST CONVENIENCE, THANKS | |
10/9/2018 4:15:00 PM	DYLAN IS STILL OUT TODAY, I WILL SEND UPDATES AS SOON AS I SEE HIM. | | | |
10/9/2018 5:12:00 PM	RCM ADVSIED: FOLLOWING UP ON CASE; RCM IS CURRENTLY WAITING ON INFORMATION FROM THE DEALER; RCM WILL FOLLOW UP WITH CUSTOMER BY COB TOMORROW WITH ANY AVAILABLE UPDATES. | | | RCM TO REVIEW AND FOLLOW UP WITH CUSTOMER BY COB TOMORROW (10/10)
10/10/2018 3:30:00 PM	[redacted] 2015 TIGUAN, WVGAV7AX4FW[redacted] DO YOU HAVE WARRANTY PRICING FOR THE CLOCK SPRING REPAIRS? | | PLEASE FOLLOW UP WITH ME AT YOUR EARLIEST CONVENIENCE, THANKS | |
10/10/2018 6:38:00 PM	I WILL BE COVERED 100% OF THE AIR BAG CLOCK SPRING REPAIRS; THE AUTHORIZATION NUMBER IS 181278513; PLEASE SUBMIT A GOODWILL CLAIM AND WORK WITH THE CUSTOMER TO SCHEDULE AN APPOINTMENT. | | | RCM TO CALL CUSTOMER | |
10/10/2018 7:19:00 PM	RCM CALLED 801-707-7930 | | RCM LVMM: FOLLOWING UP ON CASE; ADVISED CUSTOMER TO CALL RCM; PROVIDED DIRECT EXTENSION, 43440. | | | RCM TO REVIEW AND FOLLOW UP WITH CUSTOMER BY COB TOMORROW (10/11)
10/11/2018 5:56:00 PM	RCM CALLED 801-707-7930 | | RCM LVMM: FOLLOWING UP ON CASE; ADVISED CUSTOMER TO CALL RCM; PROVIDED DIRECT EXTENSION, 43440. | | | RCM TO REVIEW AND FOLLOW UP WITH CUSTOMER BY COB TOMORROW (10/12)
10/11/2018 7:19:00 PM	RCM ADVISED: WILL BE COVERING 100% OF THE CLOCK SPRING REPAIRS; CUSTOMER WOULD NEED TO CONTINUE TO WORK WITH THE DEALER; CUSTOMER SHOULD SCHEDULE AND APPOINTMENT. | | CUSTOMER THANKED RCM; WOULD LIKE RCM TO FOLLOW UP WITH THE CUSTOMER WHEN THE REPAIRS ARE COMPLETED. | | | RCM TO CALL DEALER NEXT WEEK TO CHECK ON THE STATUS OF THE REPAIRS.
10/18/2018 2:09:00 PM	[redacted] 2015 TIGUAN, WVGAV7AX4FW[redacted] WHAT IS THE STATUS OF THE CLOCK SPRING REPAIRS? | | PLEASE FOLLOW UP WITH ME AT YOUR EARLIEST CONVENIENCE, THANKS | |
10/19/2018 2:19:00 PM	VEHICLE HAS BEEN DONE SINCE MONDAY. | | | | RCM TO CALL CUSTOMER
10/19/2018 7:03:00 PM	CUSTOMER STATES; REPAIRS ARE DONE; APPRECIATES THE ASSISTANCE. | | RCM ADVISED CUSTOMER OF SURVEY | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX0EW[redacted]
Owner Or Fleet	[redacted], LAS VEGAS, NV, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	10/2/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/2/2018 7:43:00 PM	CUSTOMER STATES: AIRBAG WARNING LIGHT CAME ON IN VEHICLE; CUSTOMER BELIEVES IT MAY BE ASSOCIATED TO THE STEERING WHEEL CLOCK SPRING; HAS NOT HAD VEHICLE DIAGNOSED YET; SAW INFORMATION ONLINE THAT IT IS A COMMON CONCERN; | | | | CUSTOMER SEEKING: IS VEHICLE EFFECTED BY RECALL ON THE STEERING WHEEL CLOCK SPRING; | | | | CO ADVISED: VEHICLE IS NOT CURRENTLY EFFECTED BY RECALL; WOULD RECOMMEND CUSTOMER HAVE VEHICLE DIAGNOSED AT A VW DEALER; | | | | CUSTOMER ACKNOWLEDGED; | | | | CO TO CLOSE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBN7AN0DE[redacted]
Owner Or Fleet	[redacted] New Port Richey, FL, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	10/4/2018	Incident Date	N/A
Mileage	58,700		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/4/2018 4:25:00 PM	CUSTOMER STATES: ORIGINAL OWNER; EXTENDED SERVICE PLAN WAS PURCHASED; TERMS OF EXTENDED WARRANTY:75K MILES; VEHICLE WAS PURCHASED; VEHICLE IS FINANCED THROUGH VCI; BRAND LOYAL CUSTOMER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT ON; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT DEALER 405022 10/3; DEALER STATES: AIRBAG CLOCK SPRING REPAIR FOR $655; REFERRED TO CUSTOMER CARE CENTER; WORKING WITH ROXANNE CURRAL AT DEALER; | | | CUSTOMER SEEKING: FINANCIAL ASSISTANCE; | | | CO ADVISED PART WAS COVERED UNDER NVLW FOR 3 YEARS OR 36K MILES WOF; CUSTOMER OUTSIDE OF WARRANTY BUT WOULD LIKE TO FURTHER REVIEW AND CALL CUSTOMER BACK BY COB 10/5 | | | CUSTOMER REQUESTED MESSAGE TO BE LEFT | | | CO ADVISED CAN SEND EMAIL IF THAT┬┐S BETTER | | | CUSTOMER AGREED | | | CO TO REVIEW
10/4/2018 4:26:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON FOR AIRBAG CLOCK SPRING;
10/5/2018 2:13:00 PM	FROM: TAYLOR, ANE | | SENT: FRIDAY, OCTOBER 05, 2018 2:14 PM | | TO: 'WEBCORR@VW.COM' | | SUBJECT: CASE # [redacted] | | | HELLO WEBCORR! | | | I HAVE A HIGH PRIORITY CASE. PLEASE SEE THE INFORMATION BELOW. | | | CASE #[redacted] | FOLLOW-UP DATE | | CUSTOMER NAME AND SALUTATION MS. [redacted] | DOCUMENT TYPE | | | IF A VOUCHER, TYPE OF VOUCHER AND AMOUNT | | DOCUMENT DESTINATION [redacted] | DOCUMENT SENDER ANE T | | BRIEF DETAIL OF CASE | | ANY ADDED PERSONALIZATION PLEASE EMAIL CUST ADVISING CUST TO SEND IN RO AND POP FOR FURTHER REVIEW OF REIMBURSEMENT | | | | | | | | ANE TAYLOR | | VWOA CUSTOMER CARE CENTER | | WRITTEN COMMUNICATIONS ADVOCATE | | | |
10/5/2018 2:14:00 PM	PLEASE EMAIL CUSTOMER ADVISING CUSTOMER TO SEND IN RO AND POP FOR FURTHER REVIEW OF REIMBURSEMENT | | | | CUSTOMER PREFER EMAIL INSTEAD OF CALL BACK AS DISCUSSED IN ORIGINAL CALL
10/5/2018 4:14:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | | AS REQUESTED, I AM FOLLOWING UP WITH YOU BY EMAIL. | | | | IF YOU HAVE ALREADY PAID FOR REPAIRS, PLEASE REPLY TO THIS EMAIL WITH A COPY OF YOUR REPAIR ORDER AND PROOF OF PAYMENT IN ORDER TO REVIEW YOUR REIMBURSEMENT REQUEST. | | | IF YOU HAVE ANY OTHER QUESTIONS, PLEASE FEEL FREE TO LET ME KNOW OR CALL US AT 800-822-8987. | | | SINCERELY, | | | | | | | ANE T. | | CUSTOMER CARE ADVOCATE | |
10/5/2018 4:15:00 PM	CO TO REVIEW.
10/8/2018 10:20:00 AM	MEDIA ATTACHED IN DOC CENTER
10/9/2018 1:30:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | | | DEAR MR[redacted] | | | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME TODAY. | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE WITHIN 1 WEEK. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | | SINCERELY, | | | | | | ANE T | | CUSTOMER CARE ADVOCATE | | | | | | | | CO TO REVIEW
10/9/2018 1:31:00 PM	TL TO REVIEW FOR POSSIBLE REIMBURSEMENT AS GOODWILL GESTURE; CUSTOMER ONLY 1 MONTH OUTSIDE OF GOODWILL GUIDELINES

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBN7AN0DE[redacted]
Owner Or Fleet	[redacted] New Port Richey, FL, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	10/4/2018	Incident Date	N/A
Mileage	58,700		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/12/2018 3:03:00 PM	TEAM LEAD STATES: VEHICLE IS CURRENTLY 25 MONTHS AND 22,700 MILES OUTSIDE OF NVLW; DUE TO AGE/MILEAGE, VW WOULD NOT BE ABLE TO PROVIDE FINANCIAL ASSISTANCE. CO TO FOLLOW UP WITH CUSTOMER.
10/16/2018 4:09:00 PM	SUPERVISOR ADVISED CAN GOODWILL REIMBURSE CUSTOMER FOR REPAIR AT 100% FOR CLOCK SPRING
10/16/2018 4:37:00 PM	CO LEFT VOICE MAIL MESSAGE ADVISING WANTED TO FURTHER DISCUS CASE; WILL SEND EMAIL TOMORROW; PROVIDED CASE NUMBER AND CUSTOMER CARE CENTER PHONE NUMBER | | | CO TO ESCALATE TO TEAM 5
10/17/2018 1:32:00 PM	PLEASE EMAIL CUSTOMER ADVISING VW WILL BE REIMBURSING CUSTOMER 100% FOR REPAIRS; TOTAL OF $655.20; WILL RECEIVE CHECK TO NEW PORT RICHEY, FL ADDRESS WITHIN 3-4 WEEKS
10/19/2018 1:39:00 PM	FROM: [redacted] | | SENT: FRIDAY, OCTOBER 19, 2018 1:36 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | GOOD EVENING, | | I RECEIVED A MESSAGE, BUT COULDN'T CALL BACK. SHE SAID I WOULD GET AN EMAIL WITH MORE DETAILS REGARDING MY CASE! I HAVE NOT GOTTEN A NEW EMAIL YET! | | THANKS | |[redacted]| |
10/24/2018 8:43:00 AM	FROM: [redacted] | | SENT: TUESDAY, OCTOBER 23, 2018 10:02 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted]| | | REFERENCE #[redacted] | | GOOD EVENING, | | PLEASE LET ME KNOW THE STATUS ON MY CASE! I HAVE NOT HEARD ANYTHING YET! THANKS | |[redacted]| |
10/25/2018 5:02:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | | DEAR MRS. [redacted] | I APOLOGIZE FOR MY DELAYED RESPONSE, BUT I HAVE AN UPDATE FOR YOU ON YOUR CASE REGARDING YOUR REIMBURSEMENT REQUEST FOR THE AIRBAG CLOCK SPRING REPAIR ON YOUR 2013 CC. | | VOLKSWAGEN WILL BE REIMBURSING YOU FOR 100% OF REPAIRS FOR A TOTAL OF $655.20. ON OCTOBER 17TH, A CHECK WAS MAILED, AND YOU SHOULD BE RECEIVING THIS CHECK IN 2-3 WEEKS. THE CHECK WAS SENT TO YOUR ADDRESS IN NEW PORT RICHEY FLORIDA. | | IF YOU HAVE ANY OTHER QUESTIONS, PLEASE FEEL FREE TO EMAIL ME AGAIN. I AM ALWAYS HERE TO HELP. I HOPE YOU HAVE A GREAT WEEKEND MRS.[redacted]| | SINCERELY, | | | ANE T. | CUSTOMER CARE ADVOCATE | | |
10/25/2018 5:08:00 PM	VOLKSWAGEN WILL BE REIMBURSING YOU FOR 100% OF REPAIRS FOR A TOTAL OF $655.20. | | | CHECKS TO USE ADDRESS IN CUSTOMER PROFILE
10/26/2018 4:15:00 PM	FROM: [redacted]| | SENT: FRIDAY, OCTOBER 26, 2018 9:58 AM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted]| | | THANK YOU VERY MUCH. I APPRECIATE IT. | |[redacted]| |
10/26/2018 9:13:00 AM	REASSIGNED.
10/26/2018 9:15:00 AM	RC GENERATED THE FOLLOWING CHECK REQUEST: | | | WVWBN7AN0DE[redacted][redacted]VW TO REIMBURSE THE CUSTOMER FOR AN AIRBAG CLOCK SPRING REPAIR. TOTAL = $655.20
11/3/2018 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 655.20 MAILED ON 11/02/2018

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2BW[redacted]
Owner Or Fleet	[redacted] DUMONT, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	10/4/2018	Incident Date	N/A
Mileage	41,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/4/2018 8:00:00 PM	PLEASE REFERENCE CASE [redacted] | | | | CUSTOMER STATES THAT THE AIRBAG LIGHT, AND THE HORN IS NOT WORKING FOR THE VEHICLE; STATES THAT HAS NOT TAKEN TO A VW DEALER YET SINCE THE DEALER IS ADVISING THEY WILL NEED $125 TO DIAGNOSE THE VEHICLE; STATES KNOWS IT IS THE STEERING WHEEL CLOCK SPRING THAT NEEDS TO BE REPLACED SO DOES NOT FEEL THE CUSTOMER WOULD NEED TO PAY THE FEE FOR THE DIAGNOSIS; | | | CUSTOMER SEEKING FOR DIAGNOSTIC TO BE WAIVED; | | | | CO ADVISED THAT THE DEALER DOES HAVE TO DIAGNOSE THE VEHICLE IN ORDER TO MAKE SURE THE VEHICLE DOES NEED THE STEERING WHEEL CLOCK SPRING REPLACED ADVISED THAT CO CAN HAVE A RCM FOLLOW UP WITH THE CUSTOMER AND THE DEALER AFTER THE APPOINTMENT IS SET; | | | | CUSTOMER STATES WOULD LIKE A GUARANTEE THAT VW WILL COVER THIS; | | | | CO ADVISED THAT CANNOT GUARANTEE THAT VW WILL BE COVERING THE REPLACEMENT OF THE PART; ADVISED THAT CAN GUARANTEE THAT THE RCM WILL BE LOOKING AT EVERY AVENUE AND EVERY OPPORTUNITY THAT CUSTOMER CARE CENTER HAS TO SEE IF THIS IS SOMETHING VW CAN ASSIST WITH; ADVISED ONCE AN APPOINTMENT IS SET RECOMMENDS THE CUSTOMER REACHES OUT TO CUSTOMER CARE CENTER SO WE MAY ESCALATE THE CASE; | | | | CUSTOMER THANKED; | | | | PENDING CUSTOMER CONTACT
10/4/2018 8:17:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / STEERING WHEEL CLOCK SPRING ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A33FC[redacted]
Owner Or Fleet	[redacted] MADISON, OH, [redacted] ?		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	10/5/2018	Incident Date	N/A
Mileage	44,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/5/2018 10:41:00 AM	CUSTOMER PURCHASED USED IN NOVEMBER OR DECEMBER OF 2017 FROM INDEPENDENT; STATES CONTROLS ON STEERING WHEEL DON┬┐T WORK, HORN DOESN┬┐T WORK AND AIR BAG LIGHT ON; HAS AN APPOINTMENT WITH DEALER 403155 AT 3PM; CUSTOMER SEEKING IF COVERED UNDER RECALL | | | | CO ADVISED NO RECALL THAT WOULD COVER CLOCK SPRING AT THIS TIME | | | | CUSTOMER STATES VEHICLE SHOULD NOT BE HAVING CONCERNS; | | | | CO ADVISED IF RECALL ISSUED IN THE FUTURE WILL RECEIVE NOTIFICATION WITH INSTRUCTIONS ON HOW TO SUBMIT FOR REIMBURSEMENT; WAS PREVIOUSLY COVERED UNDER WARRANTY FOR 3 YEARS OR 36K MILES WOF | | | | NO FURTHER ACTION | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A31CC[redacted]
Owner Or Fleet	[redacted], Apple Valley, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/5/2018	Incident Date	N/A
Mileage	83,001		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/5/2018 11:31:00 AM	MEDIA ATTACHED IN DOC CENTER
10/10/2018 1:35:00 PM	CO REVIEWED WITH SUP ROSS; AS PREVIOUS CASE [redacted] CLOSE 10/03 AND CUSTOMER EMAILED IN 10/04, CO TO ESCALATE TO RCM MICHAEL B FOR HANDLING
10/10/2018 1:37:00 PM	RCM TO REVIEW CUSTOMER EMAIL IN DOC CENTER AND HANDLE APPROPRIATELY
10/11/2018 7:42:00 PM	RCM REACHED OUT TO CUSTOMER AND ADVISED PICTURE FOR REIMBURSEMENT WAS VERY BLURRY AND INQUIRED IF CUSTOMER COULD SEND ANOTHER AND WOULD FOLLOW UP WITH CUSTOMER BY COB 10/12 | | | RCM TO WAIT FOR CUSTOMER MAIL
10/11/2018 7:42:00 PM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | | THANKS FOR YOUR PATIENCE WHILE I WORK ON YOUR CASE. | | | | TO MAKE THINGS EASIER, I WANTED TO PROVIDE MY DIRECT EXTENSION SO THAT YOU CAN CONTACT ME ANYTIME. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┤9├┬ AND DIAL (43791). | | | | IF I AM ASSISTING OTHER CUSTOMERS WHEN YOU CALL, FEEL FREE TO LEAVE A VOICEMAIL. | | | | YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | | | I LOOK FORWARD TO SPEAKING WITH YOU SOON! | | | SINCERELY, | | | | | | | | MICHAEL B | | REGION CASE MANAGER | |
10/11/2018 9:58:00 PM	MEDIA ATTACHED IN DOC CENTER
10/12/2018 4:10:00 PM	OK TO REIMBURSE RENTAL CHARGE OF 115.54.
10/12/2018 4:30:00 PM	RCM REACHED OUT TO CUSTOMER AND ADVISED REVIEWED RECEIPT AND WOULD BE ABLE TO REIMBURSE FOR THE $115.54 OF RENTAL; CAN EXPECT CHECK IN 3-4 WEEKS | | | RCM TO ESCALATE
10/12/2018 7:42:00 PM	1VWBP7A31CC[redacted] VW REIMBURSING CUSTOMER FOR RENTAL CHARGE ACCRUED DUE TO NEW PROCESS DELAYING VEHICLE REPAIR FOR STEERING WHEEL CLOCK SPRING, TOTAL 115.54
10/15/2018 8:33:00 AM	REASSIGNED.
10/15/2018 8:37:00 AM	RC GENERATED THE FOLLOWING CHECK REQUEST: | | | 1VWBP7A31CC[redacted], VW TO REIMBURSE THE CUSTOMER FOR RENTAL. TOTAL = $115.54
10/15/2018 8:37:00 AM	REASSIGNED.
10/24/2018 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 115.54 MAILED ON 10/23/2018

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX5DW[redacted]
Owner Or Fleet	[redacted] HOUSTON, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	10/5/2018	Incident Date	N/A
Mileage	68,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/5/2018 11:44:00 AM	CUSTOMER STATES: DEALER WAS DOING RESEARCH AND SAID MAY BE ABLE TO FIND INFORMATION SOONER BY REACHING OUT TO CARE; WONDERING IF AIRBAG LIGHT IS ASSOCIATED WITH RECALL FIX | | | CUSTOMER SEEKS: IF RECALL HAS TO DO WITH AIRBAG LIGHT | | | CO ADVISED: PROBLEM DESCRIPTION FOR AIRBAG LIGHT STATES: HAIR OR OTHER FIBERS MAY CONTAMINATE THE AIRBAG CLOCK SPRING (A SPIRAL WOUND, FLAT CABLE THAT KEEPS THE AIRBAG POWERED WHILE THE STEERING WHEEL IS BEING TURNED). THIS CONTAMINATION MAY TEAR THE CABLE AND RESULT IN A LOSS OF ELECTRICAL CONNECTION TO THE DRIVER'S FRONTAL AIRBAG. A LOSS OF ELECTRICAL CONNECTION TO THE DRIVER'S FRONTAL AIRBAG WILL PREVENT THE AIRBAG FROM DEPLOYING IN THE EVENT OF A VEHICLE CRASH, INCREASING THE RISK OF INJURY; IF THE AIRBAG LIGHT IN THE VEHICLE COMES ON OR IF THE AIRBAG LIGHT IS CURRENTLY ON, CUSTOMERS ARE ADVISED TO CONTACT THE NEAREST VOLKSWAGEN DEALER OR QUALIFIED WORKSHOP TO HAVE THE VEHICLE INSPECTED/REPAIRED WITHOUT DELAY. CUSTOMERS ARE ADVISED TO SEE THE VEHICLE OWNER┬┐S MANUAL FOR MORE INFORMATION ABOUT THE AIRBAG SYSTEM; INSTALL A PROTECTIVE COVER OVER THE STEERING WHEEL CLOCK SPRING IF THE VEHICLE DOES NOT HAVE AN AIRBAG LIGHT ON; INSTALL A NEW STEERING WHEEL CLOCK SPRING IF THE VEHICLE HAS AN AIRBAG LIGHT ON (AND DIAGNOSIS CONFIRMS THE STEERING WHEEL CLOCK SPRING REQUIRES REPLACEMENT); SHOULD CONTACT DEALER AND LET THEM KNOW SPOKE WITH CARE; RECALL STATES SHOULD FIX AIRBAG LIGHT | | | CUSTOMER THANKS | | | NO FURTHER ACTION; CO TO CLOSE
10/5/2018 11:51:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32CC[redacted]
Owner Or Fleet	[redacted] MILLTOWN, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/7/2018	Incident Date	N/A
Mileage	62,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/7/2018 7:34:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUST STATES THAT THE HORN/STEERING WHEEL CONTROLS STOPPED WORKING AND THE AIRBAG LIGHT CAME ON; THE STEERING WHEEL MAKES A AWKWARD NOISE WHEN IT IS IN USE(TURNING) ON HIS PASSAT; FIRST CAR AND FIRST VW; CONCERNED PASSAT IS INCLUDED IN CLOCK SPRING RECALL; CONCERNED WITH SAFETY OF HIS ONE YEAR OLD IN THE CAR; FINANCED THROUGH VCI; TAKES PASSAT FROM REGULAR MAINTENANCE AT DLR 408209; | | | CUST IS SEEKING FINANCIAL ASSISTANCE WITH REPAIR OF STEERING WHEEL CONTROLS AND AIRBAG | | | CO ADVISED AN WE MAY LOOK INTO FURTHER ASSISTANCE AFTER A DIAGNOSIS IS MADE ON VEH; NO OPEN RECALLS OR CAMPAIGNS ON VIN; EMAIL WILL BE SENT FOR CUST TO REPLY WITH MORE INFORMATION AFTER THE DIAGNOSIS IS MADE | | | CO TO SEND EMAIL TO CUST
10/7/2018 8:07:00 PM	FROM: VW CUSTOMER CHAT | | SENT: SUNDAY, OCTOBER 07, 2018 7:58 PM | | TO: [redacted] | | SUBJECT: VW CUSTOMER CARE REF #[redacted] | | | HELLO [redacted] | | | | THANK YOU FOR GIVING ME AN OPPORTUNITY TO BE INVOLVED IN YOUR CASE. YOUR CASE REFERENCE NUMBER IS [redacted] YOU MAY REPLY TO THIS EMAIL WHEN YOU HAVE MORE INFORMATION ABOUT YOUR PASSAT DIAGNOSIS FROM REYDEL VOLKSWAGEN. ATTACHED IS THE TRANSCRIPT FROM OUR CONVERSATION TONIGHT. | | | | | THANK YOU! | | | HEATHER P. | | VOLKSWAGEN CUSTOMER CARE | |
10/8/2018 10:41:00 AM	CUSTOMER STATES: CONTACTED CUSTOMER CARE CENTER; CUSTOMER CARE CENTER STATED CLOCK SPRING NOT COVERED BY OPEN RECALL; RECOMMENDED CUSTOMER GO TO THE DEALER FOR DIAGNOSIS; UNHAPPY WITH WANT CUSTOMER CARE CENTER ADVISED; STATES DEALER STATES $130 FOR DIAGNOSTIC; CAN┬┐T GET IN FOR A WEEK; DEALER DOESN┬┐T HAVE PART ANYWAY; | | | FACE TO FACE WITH KIM W:THE CUSTOMER IS EXHIBITING SYMPTOMS, LIKE THE STEERING WHEEL CLOCK SPRING; THE VEHICLE IS OUTSIDE OF THE NVLW & CPO WARRANTY; HE IS RESPONSIBLE TO AUTHORIZED THE DIAGNOSIS FEE; ONCE WE HAVE A DEALER APPOINTMENT, WILL FORWARD TO A RCM TO CONTACT THE CUSTOMER 1 BUSINESS DAY AFTER THE APPOINTMENT. | | | CUSTOMER ADVOCATE ADVISED: HE CUSTOMER IS EXHIBITING SYMPTOMS, LIKE THE STEERING WHEEL CLOCK SPRING; THE VEHICLE IS OUTSIDE OF THE NVLW & CPO WARRANTY; HE IS RESPONSIBLE TO AUTHORIZED THE DIAGNOSIS FEE; ONCE WE HAVE A DEALER APPOINTMENT, WILL FORWARD TO A RCM TO LOOK INTO POSSIBLE ASSISTANCE OPTIONS; | | | CUSTOMER STATES: AGREED TO DIAGNOSIS FOR LOOKING INTO ASSISTANCE; INQUIRED THE BEST ROUTE FOR ASSISTANCE REVIEW; AND ABOUT PARTS EFFECTED RATIO. | | | CUSTOMER ADVOCATE ADVISED: WHICHEVER EVER ROUTE IS MORE CONVENIENT FOR THE CUSTOMER; RCM REVIEW DURING REPAIR PROCESS; OR GET REPAIR COMPLETED AND SUBMIT REPAIR ORDER AND PROOF OF PAYMENT FOR REVIEW; ADVISED CUSTOMER DID HAVE A-RECALL - STEERING WHEEL CLOCK SPRING WAS CLOSED 01-12-2016; BUT DUE TO CUSTOMER EXHIBITING SYMPTOMS, LIKE THE STEERING WHEEL CLOCK SPRING; THE VEHICLE IS OUTSIDE OF THE NVLW & CPO WARRANTY; HE IS RESPONSIBLE TO AUTHORIZED THE DIAGNOSIS FEE; ONCE WE HAVE A DEALER APPOINTMENT, WILL FORWARD TO A RCM TO LOOK INTO POSSIBLE ASSISTANCE OPTIONS; | | | CUSTOMER AGREED AND ASKED FOR EMAIL ABOUT TODAY┬┐S DISCUSSION: | | | CUSTOMER ADVOCATE TO EMAIL CUSTOMER.
10/8/2018 10:51:00 AM	FACE-FACE WITH CO | | | EA ADVISED: THE CUSTOMER IS EXHIBITING SYMPTOMS, LIKE THE STEERING WHEEL CLOCK SPRING; THE VEHICLE IS OUTSIDE OF THE NVLW & CPO WARRANTY; HE IS RESPONSIBLE TO AUTHORIZED THE DIAGNOSIS FEE; ONCE WE HAVE A DEALER APPOINTMENT, WILL FORWARD TO A RCM TO CONTACT THE CUSOTMER 1 BUSINESS DAY AFTER THE APPOINTMENT | | | | NOTE: WHEN CUSTOMER PROVIDES THE APPOINTMENT DATE AND DEALER NAME; CO/CA MAY ESCALATE TO A RCM FOR RESEARCH | | | | | |
10/8/2018 11:39:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | | DEAR MR. [redacted] | | THANKS FOR SPEAKING WITH ME TODAY. | | AS WE DISCUSSED, YOU CAN REPLY TO THIS EMAIL ONCE YOU┬┐VE SCHEDULED YOUR APPOINTMENT. | | WHEN WE HAVE THE DATE AND DEALER NAME, YOUR CASE WILL BE ASSIGNED TO A REGION CASE MANAGER. WE┬┐LL ALSO SEND YOU AN EMAIL LETTING YOU KNOW WHEN YOUR FOLLOW-UP DATE WILL BE. | | I LOOK FORWARD TO YOUR REPLY. | | SINCERELY, | | | STACIE M. | CUSTOMER CARE ADVOCATE |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32C[redacted]		
Owner Or Fleet	[redacted] MILLTOWN, NJ, [redacted]				
Make, Model, Model Year	Volkswagen, Passat (USA), 2012				
Report Date	10/7/2018	Incident Date	N/A	Mileage	62,000
Clock Spring Manufacturer	Valeo				
Clock Spring Part Number	5K0953569H				

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/15/2018 10:24:00 AM	CUST STATES CALLING FROM VW DLR 408209; CUSTOMER HAS OPEN CASE WITH CCC; VEH EXPERIENCING: AIRBAG LIGHT ON; HORN NOT WORKING; CUSTOMER CURRENTLY WAITING DIAGNOSIS FROM DLR. | | | | CUST SEEKING VW ASSISTANCE TO HAVE AIRBAG CLOCK SPRING REPLACED | | | | CA ADVISED WILL ESCALATE TO RCM TO FOLLOW UP WITH DLR 408209 REGARDING RECENT DIAGNOSIS; RCM WILL FOLLOW UP WITH CUSTOMER COB 10/16/2018; | | | | CUST STATES NOT AVAILABLE AFTER 2PM EASTERN STANDARD TIME. | | | | CO TO ESCALATE TO RCM | |
10/15/2018 10:28:00 AM	RCM TO FOLLOW UP WITH DEALER 408209 REGARDING RECENT DIAGNOSIS; RCM WILL FOLLOW UP WITH CUSTOMER COB 10/16/2018; CUSTOMER NOT AVAILABLE AFTER 2PM; [redacted]
10/15/2018 11:51:00 AM	REYDEL FIXED AT NO COST AS WARRANTY REPLACEMENT.
10/15/2018 9:23:00 AM	FROM: [redacted] | | SENT: MONDAY, OCTOBER 15, 2018 9:02 AM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | MY APPT IS AT 945AM TODAY 10/15/18 AT REYDEL VW IN EDISON NJ. | | | | COULD A REP PLEASE CALL ME ASAP AS I'D LIKE TO DISCUSS THIS MATTER A BIT FURTHER. AT FIRST I THOUGHT MY VEHICLE WASN'T COVERED UNDER A RECALL FOR A CLOCK SPRING, IN MY LAST CALL TO VW OF A I WAS INFORMED THAT IT WAS FIXED AT SOME POINT LESS THAN 2 YEARS AGO. I AM HAVING A DIAGNOSIS DONE AS PER YOUR REQUIREMENT TODAY BUT GIVEN THE FACT THAT IT WAS REPLACED AND HAS FAILED SO SOON AFTER, I WOULD LIKE TO KNOW IF THE REPLACEMENT COULD BE COVERED BY VW. THE REPLACEMENT PART SHOULD BE IN STOCK. PLEASE CONTACT ME. THANK YOU. | | [redacted] | | [redacted] | |
10/16/2018 11:20:00 AM	RCM REACHED OUT TO CUSTOMER ADVISED SORRY FOR CONCERN; CASE WAS ESCALATED; BEFORE REACHING OUT TO DEALER: RCM GOT EMAIL STATING DEALER TOOK CARE OF EVERYTHING; CUSTOMER IS VERY SATISFIED; RCM ADVISED GREAT AND IF CUSTOMER EVER HAS CONCERNS; PLEASE CALL RCM BACK; CUSTOMER AGREED; | | | | RCM TO CLOSE;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A31DC[redacted]
Owner Or Fleet	[redacted] Houston, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	10/8/2018	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/8/2018 8:52:00 AM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED 2015 AT MILEAGE 42K; VEHICLE PURCHASED FROM NON-VW DEALER; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; MAINTAINED AT VW DEALER 425038 MOVED OUT TO TN BUT MOVING BACK TO TX ; ISSUE LAST OCCURRED ON 2016; PREVIOUS REPAIRS WERE COMPLETED AT 425038, MILEAGE WAS UNKNOWN AND REPAIRS WERE CLOCK SPRING RECALL ; VEHICLE EXPERIENCING: HORN AND AIRBAG LIGHT IS ON ; EXACT SAME SYMPTOMS FROM LAST TIME ; VEHICLE IS CURRENTLY AT VW DEALERSHIP; DEALER STATES; WORKING WITH GERALD CHRISTIAN AT DEALER; | | | | CUSTOMER SEEKING: COVERAGE UNDER THE 69L2 RECALL | | | | CO ADVISED WILL ENGAGE OUR RCM TEAM TO CONTACT DEALER 407437 AND FOLLOW UP ON DIAGNOSIS; RCM WILL FOLLOW UP WITH CUSTOMER BY COB 10/9, WILL GIVE RCM THE OPPORTUNITY DEALER AND FOLLOW UP ON STATUS OF VEHICLE AND SEE WHAT THE NEXT COURSE OF ACTION WOULD BE ; | | | | CO TO RCM
10/8/2018 9:04:00 AM	RCM TO CONTACT DEALER 407437 AND FOLLOW UP ON DIAGNOSIS FOR 69L2 RECALL / AIR BAG LIGHT ON AGAIN ; | | | | RCM TO FOLLOW UP WITH CUSTOMER BY COB 10/9 | | | | RCM TO REVIEW
10/9/2018 1:00:00 PM	DEALER 407437 PLEASE FILL OUT A CAMPAIGN AUTHORIZATION FORM (AS OUTLINED ON PAGE 100 OF THE WARRANTY P&P) ONCE YOU HAVE VERIFIED THAT 69L2 HAS BEEN COMPLETED PRIOR TO THE AIRBAG LIGHT ILLUMINATING | | 2.ADVISE THE DEALER OF THE FOLLOWING: | | 1.CAMPAIGN TEAM WILL THEN APPROVE OR DENY THE REQUEST ONCE THE DEALER FILLS OUT THE FORM | | 1.IF THE REQUEST HAS BEEN APPROVED, THE CAMPAIGN TEAM WILL THEN PROVIDE ADDITIONAL STEPS INCLUDING CLAIMING INSTRUCTIONS IN SAGA FOR THIS TO BE DONE AS CONSEQUENTIAL TO THE 69L2 RECALL | | | | NOTE: THE CAMPAIGN FORM IS LOCATED IN WISE UNDER THE 'OPERATIONS' TAB, AND UNDER 'CAMPAIGN AUTHORIZATION,' AS SHOWN BELOW. | | | | | I WILL FOLLOW UP TOMORROW. | | | |
10/9/2018 3:44:00 PM	CUSTOMER WAITING FOR CALL. CA ADVISED RCM DOES PLAN TO CALL HER BY COB TODAY, BUT WILL SEE IF AVAILABLE. CA TO TRANSFER TO RCM | | | | TRANSFERRED TO RCM TO CONTINUE WITH CUSTOMER.
10/9/2018 3:46:00 PM	RCM APOLOGIZED FOR THE ISSUE WITH THE STEERING WHEEL CLOCK SPRING; ADVISED RCM HAD REACHED OUT TO DEALER 407437 TO SEE IF THERE WAS ANYTHING WE CAN DO, ADVISED THAT THE VEHICLE IS OUTSIDE OF THE NVLW BY MILEAGE AND TIME, RCM CAN'S SET ANY EXPECTATIONS, ADVISED RCM WOULD LIKE TO FOLLOW UP WITH HER ON OR BEFORE THURSDAY, 10/11/2018, RCM VERIFIED THE EMAIL ADDRESS ON FILE; [redacted] ADVISED RCM WILL SEND HER AN EMAIL WITH RCM'S CONTACT INFORMATION, CUSTOMER STATED SHE PURCHASED THE VEHICLE IN 2015. | | CUSTOMER ACKNOWLEDGED. | | | | RCM TO SEND EMAIL TO CUSTOMER.
10/9/2018 3:51:00 PM	***** EMAIL TO [redacted]***** | | REFERENCE # [redacted] | | DEAR MS.[redacted] | | THANKS FOR SPEAKING WITH ME TODAY. | | CUSTOMER CARE IS AVAILABLE BY EMAIL AT VWCUSTOMERCARE@VW.COM. YOU CAN ALSO FAX ANY IMPORTANT DOCUMENTS TO US AT 248-754-6504. | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS IN THE MEANTIME, PLEASE DO NOT HESITATE TO GIVE ME A CALL. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL (43422). YOU CAN ALSO REPLY TO THIS EMAIL. | | SINCERELY, | | | | ALETTA S. | REGION CASE MANAGER | | | | | | RCM TO CALL DEALER 407434
10/10/2018 1:21:00 PM	SM IS OUT TODAY. | | RCM INQUIRED IF THE REQUEST HAD BEEN PLACED AS RCM HAD SHARED. | | SA STATED YES, STATED WARRANTY STATED THE RECALL HAD BEEN PERFORMED OVER A YEAR AGO. | | | | | | RCM TO CALL CUSTOMER.
10/10/2018 1:25:00 PM	RCM CALLED 832-260-2980 | | RCM APOLOGIZED FOR THE ISSUE WITH THE STEERING WHEEL CLOCK SPRING; ADVISED THAT RCM HAD REACHED OUT TO DEALER 407437 FOR INFORMATION TO INQUIRE IF WE WOULD BE ABLE TO OFFER ANY COST ASSISTANCE; ADVISED AT THIS TIME WE WOULD NOT BE ABLE TO OFFER COST ASSISTANCE; ADVISED THAT THE RECALL WAS PERFORMED OVER TWO YEARS AGO, IT IS OUTSIDE OF THE LIMITED PARTS AND ACCESSORIES WARRANTY ALSO THE NVLW BY OVER TWO YEARS, IT WAS ALSO OUTSIDE OF THE NVLW WHEN THE VEHICLE WAS PURCHASED, RCM ADVISED THAT IF SHE HAD OTHER OPTIONS, SHE WOULD OF SHARED THEM WITH HER, RCM VERIFIED THE EMAIL ADDRESS ON FILE; [redacted] | | CUSTOMER ACKNOWLEDGED. | | | | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A31DC[redacted]
Owner Or Fleet	[redacted] Houston, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	10/8/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/10/2018 12:00:00 PM	HERE IS THE DECLINED ANSWER FOR THE REQUEST FOR THE CLOCK SPRING REPLACEMENT FOR | | VIN 1VWBP7A31DC[redacted] [redacted] PLEASE CALL ME IF YOU HAVE QUESTIONS. | | THANKS, | | MIKE | | | | RCM TO CALL DEALER 407437

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBA7AH4AV[redacted]
Owner Or Fleet	[redacted] MT ZION, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	10/8/2018	Incident Date	N/A
Mileage	56,129		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/8/2018 12:01:00 PM	CUSTOMER STATES: STEERING WHEEL CLOCK SPRING RECALL 69L2 PERFORMED 12/16/2015 AT 29,906 MILES; STATES ON 10/5/18 STEERING WHEEL FUNCTIONS STOPPED WORKING, AIRBAG LIGHT CAME ON, AND HORN STOPPED WORKING; STATES BROUGHT VEHICLE TO DEALER 10/5/18; DEALER ADVISED CLOCK SPRING FAILURE; STATES DEALER DID NOT HAVE PART AND BROUGHT VEHICLE HOME 1 HOUR AWAY; STATES IS CURRENTLY AT DEALER HAVING ISSUE REPAIRED AGAIN; STATES DEALER ADVISED COST IS $728.46 | | | CUSTOMER SEEKING: TO HAVE COST OF SERVICE COVERED UNDER RECALL | | | FACE TO FACE WITH DEBBIE: ADVISED SINCE RECALL WAS PERFORMED AND AIRBAG LIGHT HAS RETURNED ESCALATE TO RCM FOR REVIEW | | | CO ADVISED: WILL ESCALATE TO RCM; ADVISED OF RCM PROCESS; ADVISED RCM WOULD FOLLOW UP BY COB 10/9 BY PHONE; PROVIDED CASE NUMBER | | | CUSTOMER STATES: DEALER WANTS PAYMENT CURRENTLY AND NEEDS VEHICLE REPAIRED; STATES WOULD VW REIMBURSE IF REPAIR IS PERFORMED AND FOUND TO BE RELATED TO RECALL | | | CO ADVISED: VW WOULD REIMBURSE IF REPAIRS ARE DETERMINED TO BE RELATED TO PREVIOUSLY PERFORMED RECALL; ADVISED CUSTOMER CAN SPEAK TO RCM REGARDING THIS WHEN THEY CALL TOMORROW | | | CUSTOMER DID NOT RESPOND | | | CO TO ESCALATE TO RCM
10/8/2018 12:11:00 PM	TEAM LEAD AGREED WITH CO; ESCALATE TO RCM TO CONTACT BY COB 10.9.18; AIRBAG LIGHT IS ON AND CLOCK SPRING NEEDS TO BE REPLACED AFTER RECALL WAS COMPLETED; CO TO ADVISE
10/8/2018 12:33:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 2 / FEATURES ON STEERING WHEEL NOT FUNCTIONING; ELECTRICAL / INEFFECTIVE - 1 / HORN NOT FUNCTIONING; AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT ON;
10/8/2018 12:33:00 PM	CUSTOMER STATES: STEERING WHEEL CLOCK SPRING RECALL 69L2 PERFORMED 12/16/2015 AT 29,906 MILES; STATES ON 10/5/18 STEERING WHEEL FUNCTIONS STOPPED WORKING, AIRBAG LIGHT CAME ON, AND HORN STOPPED WORKING; STATES BROUGHT VEHICLE TO DEALER 10/5/18; DEALER ADVISED CLOCK SPRING FAILURE; STATES DEALER DID NOT HAVE PART AND BROUGHT VEHICLE HOME 1 HOUR AWAY; STATES IS CURRENTLY AT DEALER HAVING ISSUE REPAIRED AGAIN; STATES DEALER ADVISED COST IS $728.46; STATES IS HAVING SERVICE PERFORMED TODAY AND WOULD LIKE TO KNOW IF VW WILL REIMBURSE | | | CUSTOMER SEEKING: TO HAVE COST OF SERVICE COVERED UNDER RECALL | | | RCM TO FOLLOW UP BY COB 10/8 AT [redacted]
10/8/2018 12:33:00 PM	MEDIA ATTACHED IN DOC CENTER
10/9/2018 10:22:00 AM	GOOD MORNING, | | | MS. [redacted] REACHED OUT TO CARE STATING THAT THE AIRBAG LIGHT CAME ON, HORN INOP, AND STEERING WHEEL CONTROLS INOP. THE CUSTOMER BROUGHT THE VEHICLE IN TO YOUR DEALERSHIP AND WAS TOLD SHE NEEDS A CLOCK SPRING REPLACED. CUSTOMER HAD THE 69L2 RECALL PERFORMED IN 12/2015. THE CUSTOMER IS SEEKING VW TO REIMBURSE FOR THIS REPAIR. | | | ┬┐ CAN YOU PLEASE ADVISE IF THE VEHICLE IS STILL IN FOR SERVICE? | ┬┐ WAS THE CLOCK SPRING REPLACED UNDER THE RECALL? OR WAS THE COVER PUT ON? | | | THANK YOU! | | | LISA | | RCM TO WAIT DEALER EMAIL.
10/9/2018 11:37:00 AM	HELLO LISA, | | | THE VEHICLE IS NOT HERE, SHE WAS IN YESTERDAY. THE COVER WAS THE ONLY PART REPLACED AS PART OF THE RECALL. | | | THANKS, | | | | | MATT | | RCM TO EMAIL DEALER. | |
10/9/2018 11:38:00 AM	HI MATT, | | | CAN YOU PLEASE SEND ME THE RO FROM WHEN THE RECALL WAS PERFORMED AND THE RO FROM YESTERDAY? | | | THANK YOU! | | LISA | | RCM TO WAIT DEALER EMAIL.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBA7AH4AV[redacted]
Owner Or Fleet	[redacted] [redacted] MT ZION, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	10/8/2018	Incident Date	N/A
Mileage	56,129		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/9/2018 4:00:00 PM	[redacted] | | RCM HAS REACHED OUT TO DEALER 402170 SERVICE ADVISOR MATT AND REQUESTED REPAIR ORDER FROM WHEN THE RECALL WAS COMPLETED AND THE MOST CURRENT REPAIR ORDER. CUSTOMER STATES: SHE HAS THE VEHICLE NOW AND PAID FOR THE REPAIR; DEALER DIAGNOSED VEHICLE LAST FRIDAY; THEY DID NOT HAVE THE PART IN STOCK; UNDER THE RECALL THEY PUT A COVER ON IT; LIVES AN HOUR AWAY FROM THE DEALER; DEALER WOULDN┬┐T CONTACT VW; ALMOST IN AN ACCIDENT BECAUSE THE HORN WAS NOT WORKING; REPLACED TAKATA AIRBAG IN FEBRUARY 2018; FEELS IT COULD BE RELATED; WAITING ON 69Q9 PART TO COME IN. RCM ADVISED: THE SPW FOR REPLACEMENT PARTS AT OUR DEALERS IS FOR 12/12; ADVISED IF THE CLOCK SPRING WAS REPLACED UNDER THE RECALL, IT WOULD HAVE BEEN COVERED FOR 12/12; SINCE IT WAS NOT REPLACED; WILL LOOK INTO THE POSSIBILITY OF REIMBURSEMENT AND FOLLOW UP IN 1-2 BUSINESS DAYS. | | RCM TO WAIT DEALER EMAIL.
10/10/2018 11:30:00 AM	HI MATT, | | | | THE LINKS THAT YOU┬┐VE SENT AREN┬┐T WORKING. WOULD YOU MIND EMAILING A COPY OF THE TWO REPAIR ORDERS FOR MRS. [redacted] PLEASE? THANK YOU! | | | | LISA | | WAIT DLR EMAIL.
10/11/2018 4:35:00 PM	HI MATT, | | | | CAN YOU PLEASE SEND ME THE RO FROM WHEN THE RECALL WAS PERFORMED AND THE RO FROM YESTERDAY? | | | | THANK YOU! | | LISA | | RCM TO CALL CUSTOMER.
10/11/2018 4:37:00 PM	[redacted] | | RCM ADVISED; WAITING ON THE REPAIR ORDER'S FROM DEALER 402170; WILL FOLLOW UP IN 1-2 BUSINESS DAYS. | | RCM TO WAIT DEALER EMAIL.
10/12/2018 8:34:00 AM	HELLO LISA, DID YOU NOT RECEIVE THEM YESTERDAY? | | | | THANKS, MATT | | | | EMAIL TO DEALER: I DID NOT. CAN YOU PLEASE RE-SEND? | | | | RCM TO WAIT DEALER EMAIL. | |
10/15/2018 1:00:00 PM	RCM ADVISED OF 69L2 THAT WAS PREVIOUSLY PERFORMED IN 2015 AND A COVER WAS INSTALLED; ASKED WARRANTY IF THE DEALER SHOULD OPEN A CAMPAIGN AUTHORIZATION AS THE REPAIR HAS BEEN COMPLETED AND CUSTOMER PAID FOR IT OUT OF POCKET. WARRANTY ADVISED: DEALER WOULD NOT NEED TO SUBMIT A REQUEST; BECAUSE ITS 12/12 OUTSIDE OF WARRANTY, VW WOULD NOT COVER IT. | | RCM TO CALL CUSTOMER.
10/15/2018 10:20:00 AM	GOOD MORNING, | | | | HOPE YOU HAD A NICE WEEKEND┬┐ | | | | CAN YOU PLEASE SEND OVER THE TWO RO┬┐S FOR MS. [redacted] RELATING TO THE CLOCK SPRING RECALL AND THE CLOCK SPRING REPAIR SHE PAID FOR? IF YOU PREFER TO FAX, PLEASE SEND IT TO 248-754-6504 ATTENTION TO REFERENCE NUMBER [redacted] | | | | THANK YOU! | | LISA | | RCM TO WAIT DEALER EMAIL.
10/15/2018 12:54:00 PM	MEDIA ATTACHED IN DOC CENTER
10/15/2018 4:42:00 PM	RCM DGE LVMM SEEKING TO DISCUSS UPDATE ON CASE. RCM TO WAIT CUST CALL.
10/15/2018 7:19:00 PM	CUSTOMER STATES RECEIVED A VOICEMAIL EARLIER FROM RCM; IN REGARDS TO CASE | | | | CUSTOMER SEEKING IF RCM IS AVAILABLE | | | | CUSTOMER ADVOCATE ADVISED CUSTOMER RCM IS OOO AND WILL RETURN TOMORROW 10/16; CUSTOMER CAN LEAVE A VOICEMAIL AND RCM WILL GET BACK TO CUSTOMER AS SOON AS POSSIBLE TOMORROW; BUT WILL ALSO NOTATE THE CUSTOMER CALL AS WELL | | | RCM TO REVIEW
10/16/2018 4:09:00 PM	RCM DGE LVMM ADVISING THAT THERE IS AN UPDATE ON CLOCK SPRING REPAIR REQUEST WE'D LIKE TO DISCUSS. RCM TO CALL CUST.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBA7AH4AV[redacted]
Owner Or Fleet	[redacted] MT ZION, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	10/8/2018	Incident Date	N/A
Mileage	56,129		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/16/2018 5:15:00 PM	TIFFANY TALK/ SHANNON TEXT | | | CUSTOMER STATES: HAS CALLED IN AND CANNOT GET A HOLD OF RCM | | | CUSTOMER SEEKS: GETTING HOLD OF RCM | | | FACE TO FACE WITH RCM TEAM LEAD PRESTON A WHO ADVISED CAN INFORM CUSTOMER THAT WE ARE STILL LOOKING INTO FURTHER ASSISTANCE, WE HAVE BEEN ABLE TO DETERMINE THAT THIS IS NOT ABLE TO BE COVERED UNDER WARRANTY BUT ARE STILL CURRENTLY LOOKING INTO CUSTOMER REQUEST | | | CUSTOMER ADVOCATE ADVISED: RCM IS CURRENTLY UNAVAILABLE, CAN LEAVE A 3 HOUR TIME FRAME THAT IS BEST FOR CUSTOMER TO BE IN CONTACT WITH RCM, CANNOT GUARANTEE THAT THE CUSTOMER WILL RECEIVE THE CALLBACK AT THAT TIME, WE ARE STILL LOOKING INTO FURTHER ASSISTANCE, WE HAVE BEEN ABLE TO DETERMINE THAT THIS IS NOT ABLE TO BE COVERED UNDER WARRANTY BUT ARE STILL CURRENTLY LOOKING INTO CUSTOMER REQUEST | | | CUSTOMER STATES: ANY TIME BEFORE 3 IS A GOOD TIME TO CALL | | | CUSTOMER ADVOCATE ACKNOWLEDGE | | | RCM TO REVIEW
10/16/2018 9:18:00 AM	CUSTOMER ASKED FOR CALL BACK @[redacted] | | RCM TO CALL CUSTOMER.
10/17/2018 1:34:00 PM	[redacted]| | | | RCM CALLED CUSTOMER ON BEHALF OF RCM LISA TO ADVISE: RCM DID REVIEW THE REPAIR ORDERS FROM THE DEALER REGARDING THE CLOCK SPRING RECALL AND RECENT CLOCK SPRING REPLACEMENT; CHECKED WITH OUR CAMPAIGNS DEPT. AND CONFIRMED THAT THE CLOCK SPRING REPAIR WOULD NOT BE COVERED UNDER THE RECALL; WE ARE UNABLE TO MEET REIMBURSEMENT REQUEST | | | CUSTOMER STATES: WILL FILE COMPLAINT WITH NHTSA; CUSTOMER DISCONNECTED CALL | | | RCM TO REVIEW
10/17/2018 2:25:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR A CLOCK SPRING REPAIR; RCM REVIEWED REPAIR ORDER'S AND CONTACTED WARRANTY HELPLINE; ADVISED CUSTOMER THAT THE RECENT REPAIR WOULD NOT HAVE BEEN COVERED UNDER THE RECALL AND WE ARE UNABLE TO OFFER REIMBURSEMENT.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A33C[redacted]
Owner Or Fleet	[redacted] Petaluma, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/8/2018	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/8/2018 2:49:00 PM	CUSTOMER STATES : THE STEERING WHEEL CLOCK SPRING IS BROKEN AGAIN AND WOULD LIKE TO KNOW IF THIS WOULD BE COVERED UNDER THE RECALL FOR THIS PART | | | CUSTOMER SEEKING : COVERAGE FOR THIS PART UNDER RECALL THAT WAS ALREADY COMPLETED | | | CO ADVISED : DUE TO THIS RECALL REPAIR BEING COMPLETED ALREADY, THE CURRENT REPAIR WOULD NOT BE COVERED UNDER THE RECALL; OFFERED TO GO OVER WARRANTY INFORMATION AND CUSTOMER DISCONNECTED. | | | CO TO CLOSE NO FURTHER ACTION
10/8/2018 2:56:00 PM	CATEGORY SELECTION : AIRBAGS / INOPERABLE - 1 / CLOCK SPRING;
10/8/2018 3:05:00 PM	MEDIA ATTACHED IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A33CC[redacted]
Owner Or Fleet	[redacted] Petaluma, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/8/2018	Incident Date	N/A
Mileage	78,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/8/2018 4:15:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED _05/05/2015__ AT MILEAGE 32000; VEHICLE PURCHASED FROM HANSEL VW DEALER; YES, THIS IS A CPO; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; ISSUE LAST OCCURRED ON SEPTEMBER 2ND 2015; RECALL REPAIRS FOR THE STEERING WHEEL CLOCK SPRING; VEHICLE EXPERIENCING: AIR BAG LIGHT ON THE HORN DOES NOT WORK; VEHICLE IS CURRENTLY AT VW DEALERSHIP; DEALER STATES: CLOCK SPRING IS BROKEN; WORKING WITH KRISTEN KOHL SERVICE ADVISOR AT DEALER 426047; VEHICLE IN FOR AN OVERNIGHT REPAIR; | | | CUSTOMER SEEKING: ASSISTANCE WITH COST OF CLOCK SPRING REPAIRS; | | | FACE TO FACE WITH EM HANNAH; ADVISED TO ESCALATE TO AN RCM TO LOOK INTO POSSIBLE ASSISTANCE; | | | CO ADVISED: GOING TO ESCALATE TO AN RCM TO REVIEW FOR POSSIBLE ASSISTANCE WITH THE COST OF THE REPAIRS; RCM TO FOLLOW UP BY THE COB 10/9; | | | CUSTOMER ACKNOWLEDGED; | | | CO TO ESCALATE TO AN RCM.
10/8/2018 4:18:00 PM	EM ADVISED: PER 69L2 GUIDELINES CO SHOULD ESCALATE TO A RCM; CO TO RETURN TO CUSTOMER
10/8/2018 4:31:00 PM	RCM TO REVIEW FOR POSSIBLE ASSISTANCE WITH THE COST OF THE REPAIRS; RCM TO FOLLOW UP BY THE COB 10/9; | |
10/9/2018 5:17:00 PM	RCM ADVISED: | | | SERVICE ADVISOR STATES: CANNOT FIND THE VEHICLE IN THE DEALER SYSTEM AND DOES NOT HAVE A SERVICE ADVISOR KRISTEN KOHL WORKING AT THE DEALER 426047; WILL LOOK INTO THIS AND CONTACT RCM BACK; | | | RCM ACKNOWLEDGED; WILL CONTACT DEALER 426004, AS THAT IS WHERE THE VEHICLE WAS PURCHASED BY THE CUSTOMER; | | | RCM TO CALL DEALER 426004;
10/9/2018 5:28:00 PM	RCM ADVISED: CUSTOMER CONTACTED VW FOR VEHICLE CONCERNS AND THE DEALER ADVISING: THE STEERING WHEEL CLOCK SPRING NEEDS REPLACED; IF THE RECALL WAS COMPLETED AND THE AIRBAG LIGHT WAS ON AT THE TIME; VW WOULD NEED THE DEALER TO FILL OUT A CAMPAIGN AUTHORIZATION FORM (AS OUTLINED ON PAGE 100 OF THE WARRANTY P&P); THE CAMPAIGN TEAM WILL THEN APPROVE OR DENY THE REQUEST ONCE THE DEALER FILLS OUT THE FORM; IF THE REQUEST HAS BEEN APPROVED, THE CAMPAIGN TEAM WILL THEN PROVIDE ADDITIONAL STEPS INCLUDING CLAIMING INSTRUCTIONS IN SAGA FOR THIS TO BE DONE AS CONSEQUENTIAL TO THE 69L2 RECALL; | | | SERVICE MANAGER STATES: THE RECALL WAS WRITTEN UP ON 09/02/2015 AND FILED AS WARRANTY CLAIM(DUE TO MIX UP IN ELSA); THE VEHICLE CAME IN WITH AIRBAG LIGHT ON, THERE WAS A STEERING WHEEL CLICKING NOISE, HORN DOES NOT WORK; THE DEALER REPLACED THE STEERING WHEEL CLOCK SPRING PER THE RECALL INSTRUCTIONS; CURRENTLY: THE VEHICLE IS EXPERIENCING THE SAME ISSUES AND DEALER IS ADVISING THE VEHICLE NEEDS A STEERING WHEEL CLOCK SPRING; THE CUSTOMER STATED: VW AUTHORIZED DEALER TO ORDER THE PARTS, DEALER HAS ALREADY ORDERED THE PARTS AND THEY SHOULD ARRIVE TOMORROW; | | | RCM ACKNOWLEDGED; RCM WILL FOLLOW UP WITH DEALER 10/12 AND ALSO CHECK FOR UPDATES ON THE CLAIM SUBMISSION FROM DEALER IN WISE;
10/9/2018 5:48:00 PM	HELLO GEORGE, | | | MR. [redacted] // 2012 PASSAT // 1VWBP7A33CC[redacted] | | | I HAD SPOKEN WITH SA KRISTEN AT HANSEL VOLKSWAGEN OF SANTA ROSA. THE VEHICLE IS THERE AND NEEDS A STEERING WHEEL CLOCK SPRING. THERE IS NO NEED TO LOOK FURTHER INTO THE CONCERN, SINCE THE VEHICLE IS AT ANOTHER VW DEALERSHIP. | | | THANK YOU FOR YOUR TIME. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A33C[redacted]
Owner Or Fleet	[redacted] Petaluma, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/8/2018	Incident Date	N/A
Mileage	78,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/9/2018 5:49:00 PM	[redacted] | | | RCM ADVISED: FOLLOWING UP ON THE VEHICLE CONCERNS; HAD SPOKEN WITH DEALER SERVICE ADVISOR WHO ADVISED: THE DEALER REPLACED THE STEERING WHEEL CLOCK SPRING PER THE RECALL INSTRUCTIONS(09/03/2015); CURRENTLY: THE VEHICLE IS EXPERIENCING THE SAME ISSUES AND DEALER IS ADVISING THE VEHICLE NEEDS A STEERING WHEEL CLOCK SPRING; THE CUSTOMER STATED: VW AUTHORIZED DEALER TO ORDER THE PARTS, DEALER HAS ALREADY ORDERED THE PARTS AND THEY SHOULD ARRIVE TOMORROW; RCM HAD THE DEALER SUBMIT A CAMPAIGN AUTHORIZATION FORM TO SEE IF THE REPAIR WOULD POSSIBLY BE COVERED AS CONSEQUENTIAL DAMAGE TO THE 69L2 RECALL; RCM WILL FOLLOW UP WITH CUSTOMER BY COB 10/12; PROVIDED EXT. 43650; | | | CUSTOMER STATES: WHEN SPEAKING WITH ADVOCATE ALEXIS YESTERDAY, THE ADVOCATE ADVISED: CUSTOMER SHOULD HAVE THE DEALER ORDER THE PARTS; THE STEERING WHEEL CLOCK SPRING BROKE BEFORE THE RECALL WAS ISSUED; CUSTOMER DAUGHTER USES THE VEHICLE FOR COLLEGE AND MAY NEED A LOANER VEHICLE; THE REPAIR WAS COMPLETED A FEW DAYS BEFORE THE RECALL WAS ISSUED AND HAS READ IN NHTSA THAT THEY ARE RE-REVIEWING THE RECALL(69L2) TO SEE IF THERE IS A FINALIZED REPAIR THAT NEEDS TO BE ISSUED; | | | RCM ACKNOWLEDGED, CAN ONLY SPEAK TO WHAT IS OR HAS BEEN ISSUED TO THE VEHICLE, VIN SPECIFIC; RCM IS HAVING THIS LOOKED INTO FURTHER AND WILL FOLLOW UP WITH CUSTOMER BY COB 10/12;
10/9/2018 6:16:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANKS FOR YOUR PATIENCE WHILE I WORK ON YOUR CASE. | | TO MAKE THINGS EASIER, I WANTED TO PROVIDE MY DIRECT EXTENSION SO THAT YOU CAN CONTACT ME ANYTIME. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43650.┬á | | IF I AM ASSISTING OTHER CUSTOMERS WHEN YOU CALL, FEEL FREE TO LEAVE A VOICEMAIL. | | YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | I LOOK FORWARD TO SPEAKING WITH YOU SOON! | | SINCERELY, | | | KYLE B | REGION CASE MANAGER | |
10/10/2018 7:06:00 AM	FROM: [redacted] | | SENT: TUESDAY, OCTOBER 09, 2018 6:26 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | HI KYLE, | | I WAS GOING THROUGH THE PAPERWORK FOR THE FIRST REPAIR OF THE CLOCK SPRING ON OUR 2012 PASSAT AND NOTICED THAT IT WAS A CPO WARRANTY REPAIR NOT A RECALL REPAIR. AS I STATED, I WAS TOLD IT WAS TO BE A TEMPORARY FIX UNTIL VOLKSWAGEN HAD A PERMANENT FIX AND I WOULD THEN BE SENT A RECALL NOTICE. I HAVE ALL SUPPORTING DOCUMENTATION TOO SHOW IT WAS A WARRANTY REPAIR AND NOT A RECALL REPAIR IF THAT WOULD HELP IN RESOLVING THIS ISSUE. | | | THANK YOU, KEN | |
10/11/2018 6:28:00 PM	PER CAMPAIGN AUTHORIZATION #426004, DECLINED; CAMPAIGN HAS BEEN COMPLETED AND CLOCK SPRING HAS BEEN REPLACED. VEHICLE IS OUTSIDE PARTS WARRANTY COVERAGE. | | | RCM TO CALL DLR;
10/11/2018 6:33:00 PM	RCM ADVISED: FOLLOWING UP ON THE VEHICLE CONCERN; THE WISE CAMPAIGN AUTHORIZATION CLAIM # [redacted] DECLINED; CAMPAIGN HAS BEEN COMPLETED AND CLOCK SPRING HAS BEEN REPLACED. VEHICLE IS OUTSIDE PARTS WARRANTY COVERAGE; RCM WILL INFORM CUSTOMER THE REPAIR WOULD BE AT CUSTOMER EXPENSE; | | | DEALER PERSONNEL: ACKNOWLEDGED AND WILL PASS ALONG THE INFORMATION TO SERVICE ADVISOR; | | | RCM TO CALL CUSTOMER;
10/11/2018 8:44:00 PM	[redacted] | | | RCM ADVISED: FOLLOWING UP ON THE CASE AND HAS RECEIVED CUSTOMER EMAIL; BASED ON THE REVIEW OF THE CLAIM; DUE TO THE RECALL BEING COMPLETED AND CLOCK SPRING HAS BEEN REPLACED, AS WELL AS THE VEHICLE IS OUTSIDE PARTS WARRANTY COVERAGE; VW WOULD NOT BE IN A POSITION TO OFFER FINANCIAL ASSISTANCE FOR THE REPAIR; | | | CUSTOMER ACKNOWLEDGED; THIS IS BAD BUSINESS THAT VW IS NOT WILLING TO OFFER ANYTHING; | | | RCM APOLOGIZES FOR THE VEHICLE ISSUES AND OUTCOME; RCM TO CLOSE;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBM7A36CC[redacted]
Owner Or Fleet	[redacted], Memphis, TN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/9/2018	Incident Date	N/A
Mileage	90,102		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/9/2018 9:43:00 AM	G20181009006 | | | CUSTOMER COMPLAINT: CLIENT CAME IN 02/17/18 @ 85,301 MILES FOR CAMPAIG | N 69L2, WE REPLACED THE COVER. CLIENT RETURNED 06/ | 06/18 @ 90,102 MILES WITH AIR BAG LIGHT ON, FAILED | CLOCK SPRING RELATED TO CAMPAIGN 69L2. | CAUSE / REPAIR PERFORMED: REPLACED CLOCK SPRING | CLAIM REASON: COMPONENT FAILURE | GOODWILL JUSTIFICATION | PLEASE CONFIRM THAT YOU AGREE WITH THE FOLLOWING STATEMENTS: | | | REPAIR IS NOT COVERED BY A PURCHASED EXTENDED SERVICE CONTRACT? AGREED | REQUEST IS NOT THE RESULT OF A DENIED WARRANTY CLAIM? AGREED | ARE THERE PREVIOUS RELATED REPAIRS? NO | HAS THE CUSTOMER HAD A GOOD OVERALL OWNERSHIP EXPERIENCE? YES | IS THE CUSTOMER NEW TO VW? NO | IS THIS A REPEAT VW PURCHASER ? UNKNOWN | IS THE CUSTOMER LOYAL TO YOUR DEALER? YES | HAS THE VEHICLE BEEN PROPERLY MAINTAINED? YES | IS THE VEHICLE IN GOOD OVERALL CONDITION? YES | IS THE CUSTOMER THE ORIGINAL OWNER? UNKNOWN | PLEASE PROVIDE A DETAILED EXPLANATION FOR OFFERING A GOODWILL EXCEPTION FOR THIS CUSTOMER: | REPAIR IS RELATED TO ORIGINAL CAMPAIGN 69L2, DAMAG | E MAY HAVE ALREADY BEEN UNDERLYING AND ATTEMPTING | TO CONVINCE CLIENT TO PAY FOR A REPAIR AFTER 3 MON | THS AND 5,000 MILES WOULD MAKE FOR A UNSATISFACTOR | Y EXPERIENCE AND LOSS OF BRAND LOYALTY. | | | LABOR: $113.80 | PARTS: $290.07
10/9/2018 9:44:00 AM	WITH THE VEHICLE BEING OUTSIDE OF NVLW BY 42 MONTHS AND 54,102 MILES, AND THE CUSTOMER BEING A SUBSEQUENT OWNER PURCHASED USED NON CERTIFIED, VW CANNOT ASSIST WITH THIS REPAIR. | | | PLEASE NOTE: GOODWILL CONSIDERATION IS BASED ON TIME AND MILEAGE OUTSIDE EITHER THE NEW VEHICLE LIMITED OR APPLICABLE POWERTRAIN WARRANTIES ONLY. | | | DEALER CONTACTED GOODWILL TEAM FOR ASSISTANCE WITH OUT OF WARRANTY REPAIR. CONSIDERING THE INFORMATION PROVIDED, THE REQUEST WAS NOT APPROVED. | IF THE CUSTOMER REACHES OUT TO CARE AND PROVIDES INFORMATION THAT WOULD MERIT ADDITIONAL CONSIDERATION, PLEASE REVIEW WITH AN RCM AND/OR A MEMBER OF YOUR LEADERSHIP TEAM. IF NO NEW INFORMATION IS PROVIDED BY THE CUSTOMER, DENIAL CAN BE SUPPORTED. ESCALATION IS NOT REQUIRED. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A37CC[redacted]
Owner Or Fleet	[redacted], FRESNO, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/9/2018	Incident Date	N/A
Mileage	64,683		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/9/2018 8:51:00 PM	CUSTOMER STATES: HAD STEERING WHEEL CLOCK SPRING RECALL COMPLETED ON VEHICLE ON 4/23/16; NOW THE STEERING WHEEL IS MAKING NOISES AND THE CONTROLS DO NOT WORK AND THE AIRBAG WARNING LIGHT IS ON; CUSTOMER CALLED DEALER 426118 AND DEALER ADVISED THAT THE STEERING WHEEL CLOCK SPRING PROBABLY NEEDS REPLACED AND THAT IT WOULD BE ABOUT $700 FOR THE REPAIR; VEHICLE HAS NOT BEEN TO VEHICLE DEALER SINCE 03/2018; | | | CUSTOMER SEEKING: GOODWILL ASSISTANCE; | | | CO ADVISED: VW WOULD BE ABLE TO LOOK INTO POSSIBLE FINANCIAL ASSISTANCE BUT VEHICLE WILL NEED TO HAVE A CURRENT DIAGNOSIS MADE AT A VW DEALER; CAN ASSIST IN SCHEDULING A DEALER APPOINTMENT; | | | CUSTOMER STATES: WOULD LIKE APPOINTMENT SCHEDULED AT DEALER 426118; | | | CO ADVISED: APPOINTMENT HAS BEEN SCHEDULED FOR 8AM ON 10/12 AT DEALER 426118; WILL ESCALATE INFORMATION TO A RCM WHO WILL CONTACT DEALER 426118 IN REGARDS TO VEHICLE DIAGNOSIS AND LOOK INTO POSSIBLE FINANCIAL ASSISTANCE FOR NECESSARY REPAIRS; RCM WILL CONTACT CUSTOMER BY COB 10/15; | | | CUSTOMER ACKNOWLEDGED; | | | CO TO ESCALATE TO A RCM.
10/9/2018 8:57:00 PM	RCM TO CONTACT DEALER 426118 IN REGARDS TO VEHICLE DIAGNOSIS AND LOOK INTO POSSIBLE FINANCIAL ASSISTANCE FOR NECESSARY REPAIRS; RCM WILL CONTACT CUSTOMER BY COB 10/15;
10/12/2018 11:45:00 AM	SA ADVISED THAT VEHICLE HAS NOT COME IN; DEALER ADVISED THAT CLOCK WAS REPALCED DURING RECALL; CUSTOMER HAS NOT COME TO THE DEALER; RCM ADVISED TO CONTACT CAMPAIGN; CUSTOMER MISSED APPOINTMENT; RCM TO CALL CUSTOMER
10/12/2018 11:47:00 AM	[redacted] | | RCM LVMMTRMC [redacted] | | RCM SEEKING TO DISCUSS CASE ;RCM TO CALL CUSTOMER ON MONDAY
10/12/2018 12:39:00 PM	CUSTOMER IS GOING BRING THE VEHICLE TO THE DEALER TOMORROW; RCM TO CALL DEALER ON MONDAY
10/15/2018 11:50:00 AM	SERVICE MANAGER ADVISED THAT CUSTOMER DID NOT COME IN TODAY; RCM TO CALL CUSTOMER
10/15/2018 12:55:00 PM	[redacted] | | | CUSTOMER IS BRINGING THE VEHICLE IN ON WED; RCM TO CALL DEALER ON THURSDAY
10/18/2018 12:11:00 PM	SERVICE ADVISOR ADVISED THAT CAMPAIGNS DECLINED REPAIR; CUSTOMER FOUND PART AND WOULD LIKE TO BRING IN FOR REPAIR; RCM TO CALL CUSTOMER
10/18/2018 12:12:00 PM	[redacted] | RCM LVMMTRMC | | RCM SEEKING TO DISCUSS CASE ;RCM TO CALL CUSTOMER TOMORROW THE 19TH
10/18/2018 12:40:00 PM	CUSTOMER CALLING; RCM ADVISED THAT CAMPAIGNS DENIED REPAIR; CUSTOMER PURCHASED PART AND IS GOING TO WORK WITH THE DEALER; NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32DC[redacted]
Owner Or Fleet	[redacted] Dover, DE, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	10/10/2018	Incident Date	N/A
Mileage	74,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/10/2018 12:19:00 PM	CUST STATES ORIGINAL OWNER; BRAND LOYAL CUSTOMER 3RD; MAINTAINED AT DLR; VEH EXPERIENCING: AIRBAG LIGHT ON; NOISE COMING FROM STEERING WHEEL COLOM; HORN NOT WORKING; VEH TAKEN TO DLR 406106; DLR DIAGNOSISED AIRBAG CLOCK SPRING; RECALL WAS PERFORMED LESS THEN 1 YEAR AGO; DLR QUOTED $655.00 FOR REPAIR; CUSTOMER WORKING WITH LES AT DLR. | | | CUST SEEKING VW ASSISTANCE TO HAVE CLOCK SPRING REPLACED | | | CO ADVISED WILL ESCALATE TO RCM DUE TO RECALL ALREADY BEING PERFORMED ON 12/2017; ADVISED RCM WILL FOLLOW UP WITH DLR 406106 REGARDING RECENT DIAGNOSIS; RCM WILL FOLLOW UP WITH CUSTOMER COB 10/11/2018 REGARDING RECENT DIAGNOSIS AND TO REVIEW POSSIBLE REPAIR. | | | CO TO ESCALATE TO RCM | |
10/10/2018 12:25:00 PM	RCM DUE TO RECALL ALREADY BEING PERFORMED ON 12/2017; ADVISED RCM WILL FOLLOW UP WITH DLR 406106 REGARDING RECENT DIAGNOSIS; RCM WILL FOLLOW UP WITH CUSTOMER COB 10/11/2018 REGARDING RECENT DIAGNOSIS AND TO REVIEW POSSIBLE REPAIR. [redacted]
10/11/2018 11:55:00 AM	CUSTOMER STATES WAS SEEKING AN UPDATE ON CASE, WAS NOT SURE IF THEY WILL GET A CALL | | | CUSTOMER SEEKING CURRENT CASE INFORMATION | | | CUSTOMER ADVOCATE ADVISED I CAN SEE YOUR CASE WAS ESCALATE TO A RCM, RCM TO FOLLOW UP WITH CUSTOMER BY COB 10/11/18, RCM DOES HAVE TO HAVE TIME TO LOOK INTO CUSTOMER CONCERNS, CAN TRY TO REACH OUT TO RCM TO SEE IF THEY HAVE ANY INFORMATION | | | CUSTOMER STATES NO THAT IS OK JUST WAS UNSURE OF THE PROCESS | | | CUSTOMER ADVOCATE ADVISED WILL UPDATE CASE TO REFLECT HE CALLED IN | | | RCM TO REVIEW | | |
10/11/2018 3:29:00 PM	[redacted] | | | RCM ADVISE: WAITING ON DEALER FEEDBACK WILL FOLLOW UP BY 10/12 | | | CUSTOMER ACKNOWLEDGED
10/11/2018 8:30:00 AM	CUSTOMER CONCERN: AIRBAG LIGHT ON; NOISE COMING FROM STEERING WHEEL COLUMN; HORN NOT WORKING; 69L2 RECALL WAS PERFORMED LESS THAN 1 YEAR AGO | | PLEASE SUBMIT A CAMPAIGN AUTHORIZATION FORM TO DETERMINE COVERAGE | | | RCM TO WAIT DEALER EMAIL
10/12/2018 11:46:00 AM	I WILL SUBMIT CAMPAIGN AUTHORIZATION TODAY. CUSTOMER IS IN ONE OF OUR LOANER VEHICLES CURRENTLY. | | | RCM TO WAIT FOR UPDATE/CHECK WISE
10/12/2018 2:27:00 PM	[redacted] | | | RCM ADVISE: WAITING ON DEALER FEEDBACK WILL FOLLOW UP BY 10/15 | | | CUSTOMER ACKNOWLEDGED
10/12/2018 8:30:00 AM	GOOD MORNING, | | | MAY I HAVE FEEDBACK ON THE CONCERNS BELOW? | | | RCM TO WAIT DEALER EMAIL
10/15/2018 2:21:00 PM	CAMPAIGN AUTHORIZATION WAS SUBMITTED LAST WEEK. I AM WAITING ON DECISION. | | | RCM TO REVIEW
10/15/2018 3:52:00 PM	[redacted] | | | RCM ADVISE: SM REACHED OUT TO WARRANTY WAITING ON FEEDBACK WILL FOLLOW UP BY COB 10/16 | | | CUST ACKNOWLEDGED | | | RCM TO WAIT DEALER EMAIL
10/15/2018 9:56:00 AM	GOOD MORNING, | | | WERE YOU ABLE TO SUBMIT A CAMPAIGN AUTHORIZATION FOR 1VWBP7A32DC[redacted] | | | RCM TO WAIT DEALER EMAIL

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32DC[redacted]
Owner Or Fleet	[redacted] Dover, DE, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	10/10/2018	Incident Date	N/A
Mileage	74,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/16/2018 2:43:00 PM	HI BRETT, CAMPAIGN AUTHORIZATION WAS SUBMITTED THROUGH WISE FOR 1VWBP7A32DC[redacted] I AM NOT SEEING IT AS PENDING | | | | RCM TO WAIT DEALER EMAIL
10/16/2018 3:36:00 PM	YES ON FRIDAY. | | | | RCM TO WAIT FOR UPDATE
10/16/2018 3:37:00 PM	[redacted] | | | | RCM ADVISE: SERVICE MANAGER REACHED OUT TO WARRANTY WAITING ON FEEDBACK WILL FOLLOW UP BY COB 10/17 | | | | CUSTOMER ACKNOWLEDGED | | | | RCM TO WAIT DEALER EMAIL
10/17/2018 2:25:00 PM	HI BRETT, | | | | MY GOODWILL TEAM ISN┬┤T SEEING ANYTHING ON THIS, IS THERE A TRACKING NUMBER YOU WERE PROVIDED? IF NOT IT WOULD NEED TO BE RE-SUBMITTED | | | | RCM TO WAIT DEALER EMAIL
10/17/2018 3:44:00 PM	[redacted] | | | | RCM ADVISE: SERVICE MANAGER REACHED OUT TO WARRANTY WAITING ON FEEDBACK WILL FOLLOW UP BY COB 10/18 | | | | CUSTOMER ACKNOWLEDGED; SAFETY CONCERN; NO USE OF HORN, AIRBAG, AND OTHER ISSUES; GOING ON A WEEK GOING ABOUT THIS THE WRONG WAY WOULD LIKE TO SPEAK WITH SOMEONE HIGHER UP | | | | RCM REVIEW WITH LAUREN | | | | RCM ADVISE: I DID HAVE A CHANCE TO REVIEW YOUR REQUEST WITH LEADERSHIP, I WANTED TO MAKE SURE THAT I DID NOT MISS ANYTHING. VW UNDERSTANDS IT┬┤S FRUSTRATING THAT CUSTOMER IS WAITING FURTHER FOR DETERMINATION; HOWEVER, TO MAKE SURE THAT WE ARE REVIEWING TO SEE IF ANYTHING CAN BE DONE, THIS SPECIFIC PROCESS, PER HIS TYPE OF CONCERN, DOES NEED TO BE FOLLOWED | | | | CUSTOMER STATE: WANTS THIS REPLACED; VW SHOULD HAVE TAKEN CARE OF REPAIRS AND WORRIED ABOUT THE BACK END LATER | | | | RCM ADVISE NOT PROCESS WHEN OUTSIDE OF WARRANTY | | | | CUSTOMER ACKNOWLEDGED | | | | RCM TO FOLLOW UP 10/18
10/17/2018 3:53:00 PM	TEAM LEAD SHARED THAT IT IS FRUSTRATING THAT CUSTOMER IS WAITING FURTHER FOR DETERMINATION; HOWEVER, TO MAKE SURE THAT WE ARE REVIEWING TO SEE IF ANYTHING CAN BE DONE, THIS SPECIFIC PROCESS, PER HIS TYPE OF CONCERN, DOES NEED TO BE FOLLOWED. | | | | RCM TO RETURN TO CUSTOMER.
10/18/2018 11:08:00 AM	GOOD MORNING BRETT, | | | | ARE YOU ABLE TO PROVIDE A TRACKING NUMBER YOU WERE PROVIDED? IF NOT IT WOULD NEED TO BE RE-SUBMITTED | | | | RCM TO WAIT DEALER EMAIL
10/18/2018 12:56:00 PM	I WILL RESUBMIT. C20181018009 IS THE TRACKING NUMBER FOR CLOCK SPRING CONCERN VEHICLE. | | | | RCM TO CHECK WISE
10/18/2018 3:09:00 PM	HEY BRETT, SOMETHING MUST HAVE WENT WRONG WITH THE 1ST CLAIM. THIS ONE HAS BEEN APPROVED. PLEASE LET ME KNOW OF AN ETA. MR. [redacted] BECAME IRRITATED DUE TO TIME LAPSED SO I WOULD LIKE TO HAVE THAT INFORMATION FOR HIM ON TODAY┬┤S CALL. | | RCM TO WAIT DEALER EMAIL
10/18/2018 3:58:00 PM	[redacted] | | | | RCM ADVISE: CLAIM WAS APPROVED; WAITING ON ESTIMATED TIME OF ARRIVAL FOR REPAIRS WILL FOLLOW UP 10/19 | | | | CUSTOMER ACCEPTED
10/19/2018 1:36:00 PM	HEY BRETT, SOMETHING MUST HAVE WENT WRONG WITH THE 1ST CLAIM. THIS ONE HAS BEEN APPROVED. PLEASE LET ME KNOW OF AN ETA. MR. [redacted] BECAME IRRITATED DUE TO TIME LAPSED SO I WOULD LIKE TO HAVE THAT INFORMATION FOR HIM ON TODAY┬┤S CALL. | | | | RCM TO WAIT DEALER EMAIL
10/19/2018 3:21:00 PM	VEHICLE WILL BE READY TODAY. | | | | RCM TO CALL CUSTOMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32DC[redacted]
Owner Or Fleet	[redacted] Dover, DE, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	10/10/2018	Incident Date	N/A
Mileage	74,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/19/2018 3:22:00 PM	RCM LVMM INFORMING PER SM VEHICLE WILL BE READY TODAY. RCM OFFERED FOLLOW UP 10/22; PROVIDED EXTENSION 43802
10/22/2018 11:26:00 AM	RCM ADVISE: CALLING TO DETERMINE IF VEHICLE WAS PICKED UP AS EXPECTED | | | | CUSTOMER STATE: PICKED UP EARLY FRIDAY AFTERNOON WENT WELL THANKED RCM | | | | RCM TO CLOSE CASE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX7CW[redacted]
Owner Or Fleet	[redacted] Lawrence, KS, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	10/10/2018	Incident Date	N/A
Mileage	77,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/10/2018 3:09:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES ISSUE WITH AIRBAG; AIRBAG WARNING LIGHT IS NOW ON, AND STEERING WHEEL CLICKS WHEN TURNING; | CUSTOMER IS AWARE OF CLOCK SPRING RECALL; | | | CUSTOMER SEEKING TO GET ISSUE REPAIRED UNDER RECALL; | | | CO ADVISED VW IS INTERESTED IN ISSUES POST 69L2; ADVISED CAN LOOK FURTHER IF CUSTOMER HAS APPOINTMENT; CO OFFERED TO SCHEDULE APPOINTMENT; CUSTOMER ACCEPTED; | CO SCHEDULED APPOINTMENT FOR CROWN VW 424329 FOR 11:15 AM - SATURDAY OCT 13, 2018, CONFIRMATION CODE X08G482B6P; | CO ADVISED RCM WILL FOLLOW UP BY COB MONDAY 10/15, CUSTOMER ACKNOWLEDGED; | | | CO TO ESCALATE.
10/10/2018 3:10:00 PM	RCM TO FOLLOW UP WITH DIAGNOSIS FOR ISSUE POST 69L2; CONTACT CUSTOMER BY COB MONDAY 10/15.
10/15/2018 11:34:00 AM	CATEGORY SELECTION : STEERING / NOISE / STEERING WHEEL MAKES NOISE WHILE TURNING;
10/15/2018 11:35:00 AM	RCM ADVISED: FOLLOWING UP ON CUSTOMER'S APPOINTMENT TO SEE IF THE DIAGNOSIS IS AVAILABLE; CUSTOMER STATES STEERING WHEEL IS CLICKING WHILE TURNING AND AIRBAG LIGHT IS ON; RCM REQUESTED THAT SERVICE MANAGER RETURN RCM CALL. | | | RCM TO WAIT FOR DEALER CONTACT
10/15/2018 6:05:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | DEAR MS. [redacted] | | THANKS FOR YOUR PATIENCE WHILE I WORK WITH CROWN VOLKSWAGEN. | | I JUST WANTED TO LET YOU KNOW THAT I AM WAITING ON AN UPDATE, AND I WILL FOLLOW UP WITH YOU BY CLOSE OF BUSINESS HOURS TOMORROW. | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS IN THE MEANTIME, PLEASE DO NOT HESITATE TO GIVE ME A CALL. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43086. YOU CAN ALSO REPLY TO THIS EMAIL. | | SINCERELY, | | | EVELYN F | REGION CASE MANAGER |
10/16/2018 3:22:00 PM	RCM ADVISED: FOLLOWING UP ON CUSTOMER'S APPOINTMENT 10/13/18 TO SEE IF THE DIAGNOSIS IS AVAILABLE; CUSTOMER STATES STEERING WHEEL IS CLICKING WHILE TURNING AND AIRBAG LIGHT IS ON; RCM REQUESTED THAT SERVICE MANAGER RETURN RCM CALL. | | | DEALER STATED: THE CUSTOMER HAS NOT BEEN IN | | | RCM TO CALL CUSTOMER
10/16/2018 3:30:00 PM	[redacted] | | | RCM ADVISED: RCM FOLLOWED UP WITH CROWN VW WHO STATED THAT CUSTOMER HAD NOT BEEN BACK TO THE DEALER; RCM CALLING TO OFFER ASSISTANCE WITH SCHEDULING A DEALER APPOINTMENT TO LOOK FURTHER INTO CONCERNS TO SEE IF THEY ARE RELATED TO THE PREVIOUS RECALL PERFORMED; RCM PROVIDED DIRECT CONTACT INFORMATION SHOULD CUSTOMER NEED ASSISTANCE. | | | NO FURTHER ACTION PENDING CUSTOMER CONTACT
10/17/2018 2:27:00 PM	CUSTOMER STATED: APPOINTMENT IS 10/17/18 AT 7AM. | | | RCM TO CALL CUSTOMER
10/17/2018 4:51:00 PM	[redacted] | | | RCM LEFT VOICE MAIL MESSAGE FOR CUSTOMER TO FOLLOW UP ON DEALER APPOINTMENT; X43086 | | | RCM TO FOLLOW UP BY COB 10/18
10/18/2018 12:03:00 PM	RCM ADVISED: CUSTOMER STATES SHE NEEDS A NEW CLOCK SPRING AND SHE WANTS IT REPAIRED UNDER THE CLOCK SPRING RECALL; CAN DEALER PLEASE RETURN RCM CALL TO DISCUSS DIAGOSIS AND REPAIR AVENUE. | | | RCM TO WAIT FOR DEALER CALL
10/18/2018 4:10:00 PM	RCM ADVISED: CUSTOMER LOOKING FOR ASSISTANCE WITH CLOCK SPRING REPAIR | | | DEALER STATED: HE DOESN'T SUGGEST GOODWILL; NOT DEALER LOYAL; 10/9/15 RECALL WAS DONE; SHE PURCHASED ON 10/22/15; ONE YEAR OUTSIDE CPO BY TIME; 4K OUTSIDE CPO BY MILES; OUTSIDE NVLW BY 41K MILES; DIAGNOSIS WAS PROVIDED AT NO COST TO CUSTOMER. | | | RCM TO CALL CUSTOMER | | | RCM TO ADVISE: RCM FOLLOWING UP ON CUSTOMER REQUEST FOR FINANCIAL ASSISTANCE FOR CLOCK SPRING REPAIR; VW UNABLE TO PROVIDE GOODWILL ASSISTANCE AS THE AMOUNT OF TIME OUTSIDE WARRANTY PARAMETERS.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX7CW[redacted]
Owner Or Fleet	[redacted] Lawrence, KS, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	10/10/2018	Incident Date	N/A
Mileage	77,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/18/2018 5:03:00 PM	RCM CALLED CUSTOMER; LEFT VOICE MAIL MESSAGE STATING THERE IS AN UPDATE ON CASE; PROVIDED CONTACT INFO AND RCM EVELYN X-43086; RCM TO FOLLOW UP BY COB 10/19 | | | RCM TO REVIEW
10/19/2018 5:18:00 PM	[redacted] | | | RCM ADVISED: RCM CALLING TO DISCUSS CASE; RCM WILL FOLLOW UP 10/22/18. | | | RCM TO CALL CUSTOMER
10/22/2018 2:49:00 PM	RCM LEFT VOICE MAIL MESSAGE AT: 785.550.3464: | | | CALLING ON BEHALF OF RCM EVELYN AS CASE UPDATE AVAILABLE; MAY REACH OUT AT: 800.822.8987 X43086 FOR FURTHER DISCUSSION; | | | RCM TO EMAIL CUSTOMER.
10/22/2018 7:13:00 PM	CUSTOMER STATED: HE WOULD LIKE TO LEAVE HIS WIFE'S WORK NUMBER [redacted] THIS NUMBER IS BEST WAY OF REACHING THEM TODAY ABOUT THEIR CASE; HE WILL BE OFF WORK ALL DAY ON 10/23/18 AND WILL BE AVAILABLE ON HIS CELL PHONE. | | | RCM TO CALL CUSTOMER
10/23/2018 4:30:00 PM	CUSTOMER STATED; HE'S SORRY HE'S BEEN MISSING RCM CALLS, PLEASE CALL HIM BACK AT [redacted] OR HIS WIFE AT [redacted]. | | | RCM TO CALL CUSTOMER
10/23/2018 4:33:00 PM	[redacted] | | | RCM ADVISED: CALLING TO DISCUSS CUSTOMER'S CLOCK SPRING CONCERN; CLOCK SPRING RECALL WASN'T FOR THE CLOCK SPRING, IT WAS FOR A DUST COVER FOR THE CLOCK SPRING; THAT WAS PERFORMED 10/2015 JUST A COUPLE OF WEEKS BEFORE THEY BOUGHT THE CAR; AT THE TIME OF THE RECALL IF THE CLOCK SPRING WAS BAD, IT WAS REPLACED BUT IF THE CLOCK SPRING WAS OPERATING TO SPECIFICATIONS, IT WAS NOT REPLACED; THEREFORE, HIS CURRENT CLOCK SPRING REPAIR CAN'T BE COVERED UNDER THE RECALL; THE CLOCK SPRING ITSELF IS COVERED UNDER THE NVLW WHICH HAS BEEN SURPASSED BY MILES AND TIME AND VW IS NOT ABLE TO OFFER GOODWILL ASSISTANCE DUE TO THE AMOUNT OF TIME AND MILES SURPASSED; RCM SORRY RCM IS UNABLE TO PROVIDE A MORE BENEFICIAL OUTCOME AND WELCOMED CUSTOMER TO CALL IN THE FUTURE IF ASSISTANCE IS NEEDED AS ASSISTANCE IS REVIEWED ON A CASE BY CASE BASIS. | | | CUSTOMER UNDERSTOOD AND HAD NO OTHER QUESTIONS.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A3XEC[redacted]
Owner Or Fleet	[redacted] Boise, ID, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	10/10/2018	Incident Date	N/A
Mileage	82,860		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/10/2018 4:22:00 PM	CUSTOMER STATES: SECOND OWNER; HAD AIRBAG RECALL REPLACED ON VEHICLE BACK IN 2017; AIRBAG LIGHT HAS BEEN ON SINCE VEHICLE WAS PURCHASED: TAKING VEHICLE TO DEALER 419127; CONCERNED IF THERE┬┐S ANYTHING THAT CAN BE DONE | | | CUSTOMER SEEKING: FINANCIAL ASSISTANCE | | | CO ADVISED: I KNOW THE AIRBAG LIGHT BEING ON IN THE VEHICLE IS NOT RELATED TO THE RECALL. HOWEVER, IT MAY BE ANOTHER ISSUE IN WHICH I AM SURE THE DEALERSHIP IS GOING TO DO EVERYTHING THEY CAN TO LOCATE THIS FOR YOU. IN WHICH MOST COMPONENTS RELATING TO THE AIRBAG WOULD FALL UNDER THE NEW VEHICLE LIMITED WARRANTY WHICH IS FOR 3 YEARS OR 36,000 MILES FOR THE IN-SERVICE DATE. IN WHICH IT LOOKS LIKE THE VEHICLE WOULD BE OUTSIDE OF THAT WARRANTY BY TIME AND MILEAGE BUT I CAN CERTAINLY FOLLOW UP WITH YOU TO SEE HOW THE APPOINTMENT GOES FOR YOU BY THE CLOSE OF BUSINESS TOMORROW | | | CO TO FOLLOW UP ON APPOINTMENT
10/10/2018 4:50:00 PM	MEDIA ATTACHED IN DOC CENTER
10/11/2018 5:37:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU THE OTHER DAY! | | I JUST WANTED TO BE SURE TO FOLLOW UP IN REGARDS TO YOUR APPOINTMENT TO SEE IF THE DEALERSHIP WAS ABLE TO PROVIDE FURTHER DETAILS IN REGARDS TO YOUR AIRBAG LIGHT CONCERN. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | QUE M | VW CHAT ADVOCATE |
11/6/2018 7:55:00 AM	CUSTOMER STATES CARNET WAS NEVER SET UP PROPERLY, AND IT DIDN┬┐T WORK WHILE I HAD THE TRIAL ACTIVATED
11/6/2018 7:56:00 AM	CUSTOMER STATES MY CAR HAS AN AIRBAG LIGHT ON, IT┬┐S BEEN ON SINCE I GOT THE CAR

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A37EC[redacted]
Owner Or Fleet	[redacted] unknown, unknown, UN, 000000, ?		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	10/10/2018	Incident Date	N/A
Mileage	81,640		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/10/2018 4:22:00 PM	G20181010047 | | | | | CUSTOMER COMPLAINT: AIR BAG LIGHT ON-HORN DOES NOT WORKAND STEERING WH | | EEL FUNCTIONS INOP | | CAUSE / REPAIR PERFORMED: DEFECTIVE CLOCK SPRING | | CLAIM REASON: COMPONENT FAILURE | | | | | | | GOODWILL JUSTIFICATION | | | | | | | | PLEASE CONFIRM THAT YOU AGREE WITH THE FOLLOWING STATEMENTS: | | | | REPAIR IS NOT COVERED BY A PURCHASED EXTENDED SERVICE CONTRACT? AGREED | | REQUEST IS NOT THE RESULT OF A DENIED WARRANTY CLAIM? AGREED | | ARE THERE PREVIOUS RELATED REPAIRS? NO | | HAS THE CUSTOMER HAD A GOOD OVERALL OWNERSHIP EXPERIENCE? YES | | IS THE CUSTOMER NEW TO VW? NO | | IS THIS A REPEAT VW PURCHASER ? YES | | IS THE CUSTOMER LOYAL TO YOUR DEALER? YES | | HAS THE VEHICLE BEEN PROPERLY MAINTAINED? YES | | IS THE VEHICLE IN GOOD OVERALL CONDITION? YES | | IS THE CUSTOMER THE ORIGINAL OWNER? YES | | | | PLEASE PROVIDE A DETAILED EXPLANATION FOR OFFERING A GOODWILL EXCEPTION FOR THIS CUSTOMER: | | SAFETY ISSUE-CUSTOMER SATISFACTION | | | | LABOR 220.91 | | PART 290.07 | | | |
10/10/2018 4:23:00 PM	WITH THE VEHICLE BEING 45,640 MILES AND 20 MONTHS OUTSIDE OF NVLW, VW CANNOT OFFER ASSISTANCE WITH THE REPAIRS. | | | | DEALER CONTACTED GOODWILL TEAM FOR ASSISTANCE WITH OUT OF WARRANTY REPAIR. CONSIDERING THE INFORMATION PROVIDED, THE REQUEST WAS NOT APPROVED. | | IF THE CUSTOMER REACHES OUT TO CARE AND PROVIDES INFORMATION THAT WOULD MERIT ADDITIONAL CONSIDERATION, PLEASE REVIEW WITH AN RCM AND/OR A MEMBER IF YOUR LEADERSHIP TEAM. IF NO NEW INFORMATION IS PROVIDED BY THE CUSTOMER, DENIAL CAN BE SUPPORTED. ESCALATION IS NOT REQUIRED. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBM7A3XC[redacted]
Owner Or Fleet	[redacted], Santa Barbara, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/10/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/10/2018 4:53:00 PM	CUSTOMER STATES: ORIGINAL OWNER; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; VEHICLE IS FINANCED THROUGH VCI; BRAND LOYAL CUSTOMER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: WHEN TURNED CRUNCHING NOISE IN STEERING COLUMN THEN AIRBAG LIGHT CAME ON;; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT 422602 FOR REPAIR 09-21; | | | | CUSTOMER SEEKING: REIMBURSEMENT OF THE COST OF REPAIR 734.63; | | | | CO REVIEWED WITH MENTOR WHO ADVISED: DUE TO AGE AND MILEAGE OUTSIDE THE APPLICABLE WARRANTY FOR THE CLOCK SPRING AND BEING OUTSIDE OF SPARE PARTS VWOA WOULD NOT BE MEETING CUSTOMER REQUEST FOR ASSISTANCE; | | | | CO ADVISED: THAT AFTER LOOKING INTO ALL INFORMATION ON VEHICLE; DUE TO THE VEHICLE BEING OUTSIDE OF THE PARTS WARRANTY 1Y 12,000 MILES; VW WOULD NOT BE ABLE TO ASSISTANCE IN COVERING THE COST OF THE REPAIRS; | | | | CUSTOMER ACKNOWLEDGED: | | | | CO TO CLOSE.
10/10/2018 4:54:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / BROKEN STEERING COLUMN;
10/10/2018 4:59:00 PM	EM AGREED WITH CO DUE TO AGE AND MILEAGE OUTSIDE THE APPLICABLE WARRANTY FOR THE CLOCK SPRING AND BEING OUTSIDE OF SPARE PARTS VWOA WOULD NOT BE MEETING CUSTOMER REQUEST FOR ASSISTANCE ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX7DW[redacted]
Owner Or Fleet	[redacted] Manchester, CT,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	10/10/2018	Incident Date	N/A
Mileage	55,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/10/2018 6:12:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED 2 YEARS AGO AT 18K MILES; VEHICLE PURCHASED FROM VW DEALER408099; YES, THIS IS A CPO; EXPIRED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; VEHICLE IS FINANCED THROUGH VCI; BRAND LOYAL CUSTOMER; MAINTAINED AT VW DEALER; 6 MONTHS INTO PURCHASE PUT CLOCK SPRING IN AND 8 MONTHS AFTER THAT REPAIR AND THEN 3 MONTHS AFTER THAT THEN 2 MONTHS AFTER THAT; PREVIOUS REPAIRS WERE COMPLETED AT DEALER 408099; KEEP REPLACING STEERING WHEEL CLOCK SPRING AND REPAIRS; VEHICLE EXPERIENCING: STEERING WHEEL LOSES ITS FEATURES; AIRBAG LIGHT ON; HORN NOT WORKING; VEHICLE IS CURRENTLY AT VW DEALERSHIP; DEALER STATES: DO NOT KNOW HOW TO FIX; CAN TRY ANOTHER SPIRAL SPRING; HELPLINE IS AWARE OF ISSUE; WORKING WITH SERVICE ADVISOR TROY AT DEALER; VEHICLE IN FOR AN OVERNIGHT REPAIR; | | | | CUSTOMER SEEKING: IF VEHICLE CAN BE REPAIRED | | | | CO REVIEWED WITH EM PAUL | | | | CO ADVISED: WILL ESCALATE CASE TO RCM TO LOOK INTO VEHICLE CONCERNS AND FOLLOW UP COB 10/11 | | | | CO TO ESCALATE TO RCM
10/10/2018 6:13:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBGA LIGHT ON ;
10/10/2018 6:20:00 PM	CATEGORY SELECTION : STEERING / INEFFECTIVE - 1 / STEERING WHEEL FEATURES NOT WORKING ;
10/10/2018 6:20:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / HORN NOT WORKING ;
10/10/2018 6:22:00 PM	CA ADVISED BECAUSE AIRBAG LIGHT IS ON AFTER RECALL 69L2 WAS DONE, CO TO ESCALATE TO AN RCM TO FOLLOW-UP WITH DLR ON REPEAT CONCERN
10/10/2018 6:25:00 PM	RCM TO LOOK INTO VEHICLE CONCERNS AND FOLLOW UP WITH DLR AND FOLLOW UP WITH MR.[redacted]COB 10/11 @[redacted]
10/10/2018 6:26:00 PM	***** EMAIL TO[redacted]***** | | REFERENCE #[redacted] | | DEAR MR.[redacted]| | IT WAS NICE TALKING TO YOU TODAY. | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON[redacted]| | SINCERELY, | | | | KATIE N. | CUSTOMER CARE ADVOCATE |
10/11/2018 1:09:00 PM	RCM LEFT VOICE MAIL MESSAGE ADVISING SEEKING TO SPEAK WITH CUSTOMER FURTHER ABOUT THEIR CASE; FOLLOW UP 10/12 RCM LEFT DIRECT EXTENSION IN MESSAGE (43238); | | | | RCM TO WAIT CUSTOMER CALL
10/11/2018 11:03:00 AM	RCM CALLED SEEKING UPDATE ON THE DIAGNOSIS | | | | SERVICE MANAGER ADVISED THAT THE CUSTOMER IS AN EX-EMPLOYEE; SERVICE MANAGER REQUESTING TO FOR CUSTOMER TO GO TO ANOTHER DEALERSHIP; MAY HAVE WENT GENE LANGAN PREVIOUS FOR SERVICE; NO DIAGNOSIS OR APPOINTMENT SCHEDULED FOR THE CUSTOMER | | | | RCM TO CALL THE CUSTOMER
10/11/2018 6:40:00 AM	ASSIGNED FOR HANDLING.
10/12/2018 2:00:00 PM	RCM LEFT VOICE MAIL MESSAGE ADVISING SEEKING TO SPEAK WITH CUSTOMER FURTHER ABOUT THEIR CASE; RCM LEFT DIRECT EXTENSION IN MESSAGE (43238); | | | | RCM TO SEND NO CONTACT EMAIL

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX7DW[redacted]
Owner Or Fleet	[redacted], Manchester, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	10/10/2018	Incident Date	N/A
Mileage	55,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/12/2018 2:05:00 PM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH YOUR 2013 TIGUAN. | | | I┬┐VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. AT YOUR EARLIEST CONVENIENCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL (43238). YOU CAN ALSO REPLY TO THIS EMAIL. | | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | | SINCERELY, | | | | | | | MIKE M. | | REGION CASE MANAGER | |
10/12/2018 5:38:00 PM	CUSTOMER STATES: RETURNING THE CALL FROM THE RCM FROM EARLIER TODAY; | | | CUSTOMER SEEKING: IF HE WOULD BE ABLE TO SPEAK WITH THE RCM; | | | CUSTOMER ADVOCATE ADVISED: REACHED OUT TO THE RCM WHO IS CURRENTLY ASSISTING OTHER CUSTOMERS; RCM DUE TO FOLLOW BY THE COB 10/15 AND CUSTOMER ADVOCATE WILL LET RCM THAT THE CUSTOMER HAS RETURNED THE CALL; | | | CUSTOMER ACKNOWLEDGED; | | | RCM TO REVIEW.
10/15/2018 2:51:00 PM	RCM CALLED TO CLARIFY ON WHAT DEALER CUSTOMER WAS AT; | | | CUSTOMER ADVISED THAT THE 7TH REPAIR ON THE CLOCK SPRING; LAST ONE REPLACED UNDER 1 YEAR AGO; | | | RCM TO CALL DEALER
10/15/2018 7:45:00 AM	FROM: [redacted] | | SENT: FRIDAY, OCTOBER 12, 2018 5:29 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: [redacted] | | | HI MIKE. I TRIED CALLING BACK BUT I GOT OUT ON A WAITING LIST. I CHECKED MY MISSED CALLS AND DON┬┐T SEE ANYTHING FROM YOU. JUST TO MAKE SURE YOU GOT THE CORRECT NUMBER IT┬┐S [redacted] | | | |
10/16/2018 10:03:00 AM	RCM LEFT VOICE MAIL MESSAGE SEEKING UPDATE ON THE DIAGNOSIS | | | RCM TO WAIT FOR DEALER CALL
10/16/2018 5:43:00 PM	RCM CALLED TO ADVISE WAITING ON FEEDBACK FROM THE DEALER; | | | CUSTOMER ACKNOWLEDGED | | | RCM TO CALL DEALER
10/17/2018 10:56:00 AM	RCM CALLED SEEKING UPDATE ON VEHICLE | | | SERVICE MANAGER ADVISED VTA WAS CONTACTED 2385746; VTA ADVISED TO TAKE APART THE SPIRAL SPRING; HAD HAIR IN IT AND THE TURBO WASTE GATE SHIFTED; SERVICE MANAGER CONTACTING QTM; | | | RCM TO CALL CUSTOMER
10/17/2018 4:00:00 PM	RCM CALLED TO ADVISE THAT THE DEALER IS WORKING WITH VTA FOUND HAIR IN THE CLOCK SPRING AND THE TURBO ISSUE; DEALER ADVISED WILL REPAIR NO COST TO CUSTOMER; | | | CUSTOMER ADVISED FEELS SAFETY COMPROMISE WITH THE VEHICLE; INTERESTED IN NEW VEHICLE; | | | RCM ADVISED CAN REVIEW TO SEE ID VW CAN REPLACE THE VEHICLE; 7-10 BUSINESS DAY REVIEW; | | | CUSTOMER ACCEPTED | | | RCM TO EMAIL BOTH GENE LANGAN AND LANGAN VOLKSWAGEN
10/18/2018 10:29:00 AM	THIS CUSTOMER MR. [redacted] HAS REQUESTED A BUYBACK OF THEIR VEHICLE. PLEASE REPLY WITH ALL CUSTOMER COPIES OF ANY REPAIR ORDERS YOU HAVE FOR THIS CUSTOMER. IF YOU CURRENTLY HAVE A WORK ORDER OPEN ON THIS CUSTOMER PLEASE INCLUDE IT AS WELL. PLEASE USE THE ELSA SERVICE HISTORY BELOW FOR A GUIDE.
10/18/2018 10:33:00 AM	THIS CUSTOMER HAS REQUESTED THE VEHICLE TO BE REPURCHASED OR REPLACED. | | ┬┐ CUSTOMER INFORMATION: [redacted] | ┬┐ VEHICLE INFORMATION: 2013 TIGUAN 55K - WVGBV7AX7DW[redacted] | ┬┐ PERTINENT INFORMATION: CUSTOMER WAS FOREMAN AT LANGAN VOLKSWAGEN; CUSTOMER HAD HAD TO REPLACE THE CLOCK SPRING 5 TIMES BUT ALSO HAD ACCESS TO PREVIOUS HISTORY AND SAW THAT BEFORE HE OWNED THE VEHICLE THE CLOCK SPRING WAS REPLACED 2 PRIOR | | ┬┐ WHAT CUSTOMER IS SEEKING: CUSTOMER SEEKING REPLACEMENT | | ┬┐ STATE VEHICLE IS REGISTERED IN: CT | |
10/18/2018 3:51:00 PM	RCM LEFT VOICE MAIL MESSAGE ADVISING THAT THE BUYBACK REVIEW BEGINS TODAY; RCM TO FOLLOW UP WITH CUSTOMER AND DEALER 10/19

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX7DW[redacted]
Owner Or Fleet	[redacted] Manchester, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	10/10/2018	Incident Date	N/A
Mileage	55,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/19/2018 2:26:00 PM	RCM LEFT VOICE MAIL MESSAGE ADVISING SEEKING TO SPEAK WITH CUSTOMER FURTHER ABOUT THEIR CASE; FOLLOW UP AFTER THE DECISION FOR THE BUYBACK RCM LEFT DIRECT EXTENSION IN MESSAGE (43238); | | | RCM TO WAIT CUSTOMER CALL
10/19/2018 9:58:00 AM	RCM CALLED SEEKING UPDATE ON THE VEHICLE | | | SERVICE ADVISOR ADVISED THAT THE VEHICLE IS BEING WORKED ON SHOULD BE READY TODAY; | | | RCM TO CALL CUSTOMER
10/24/2018 10:30:00 AM	WE ARE UNABLE TO MEET CUSTOMER┬┐S REQUEST.
10/24/2018 10:33:00 AM	RCM LEFT VOICE MAIL MESSAGE SEEKING CLARIFICATION ON THE VEHICLE STATUS | | | RCM TO WAIT DEALER CALL
10/24/2018 5:03:00 PM	RCM CALLED TO FOLLOW UP WITH THE CUSTOMER; | | | CUST ADVISED PICKED UP THE VEHICLE HAD IT FOR A COUPLE DAYS ALL GOING WELL; | | | RCM ADVISED WILL BW ABL TO FOLLOW UP WITH CUST BY COB 10/25 WITH FEEDBACK ON REQUEST
10/25/2018 6:15:00 PM	RCM LEFT VOICE MAIL MESSAGE ADVISING SEEKING TO SPEAK WITH CUSTOMER FURTHER ABOUT THEIR CASE; FOLLOW UP 10/26 RCM LEFT DIRECT EXTENSION IN MESSAGE (43238); | | | RCM TO WAIT CUSTOMER CALL
10/26/2018 10:11:00 AM	ES AGREED TO A LOYALTY VOUCHER FOR $1500 TO HELP THE CUSTOMER INTO A NEW VW.
10/26/2018 3:42:00 PM	RCM LEFT VOICE MAIL MESSAGE ADVISING SEEKING TO SPEAK WITH CUSTOMER FURTHER ABOUT THEIR CASE; FOLLOW UP 10/29 RCM LEFT DIRECT EXTENSION IN MESSAGE (43238); | | | RCM TO WAIT CUSTOMER CALL
10/29/2018 9:57:00 AM	| | | REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH YOUR 2013 TIGUAN. | | | I┬┐VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. AT YOUR EARLIEST CONVENIENCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL (43238). YOU CAN ALSO REPLY TO THIS EMAIL. | | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | | SINCERELY, | | | | | | | MIKE M. | | REGION CASE MANAGER | |
11/8/2018 1:58:00 PM	CUSTOMER CALLED SEEKING UPDATE ON CASE; | | | RCM ADVISED AT THIS TIME WE HAVE BEEN ABLE TO REVIEW YOUR REQUEST TO BE TAKEN OUT OF YOUR VEHICLE. IT IS NOT A REVIEW WE TAKE LIGHTLY, BUT AT THIS TIME WE ARE NOT ABLE TO MEET YOUR REQUEST AND WILL CONTINUE TO OPERATE UNDER THE TERMS OF THE WARRANTY; CAN OFFER A LOYALTY VOUCHER FOR $1500; | | | CUSTOMER ACCEPTED | | | RCM ADVISED WILL EMAIL TO CUSTOMER BY COB 11/08
11/9/2018 4:34:00 PM	RCM LEFT VOICE MAIL MESSAGE ADVISING SEEKING TO SPEAK WITH CUSTOMER FURTHER ABOUT THEIR CASE; FOLLOW UP 11/12 RCM LEFT DIRECT EXTENSION IN MESSAGE (43238); NEED TO CONFIRM THE MAILING ADDRESS; HAVE TO MAIL OUT THE LOYALTY VOUCHER OR FAX TO THE DEALER; | | | RCM TO WAIT CUSTOMER CALL
11/12/2018 1:49:00 PM	RCM CALLED TO ADVISE THAT THE VOUCHER WOULD HAVE TO BE MAILED OUT; | | | CUSTOMER ADVISED SPOKE WITH THE DEALER; OUT OF PRICE RANGE; | | | RCM ADVISED CUSTOMER DOES HAVE 6 MONTHS TO USE IN CONJUNCTIONS WITH ANY CURRENT DEALS; WOULD NEED CUSTOMER TO CONFIRM THE MAILING ADDRESS | | | CUSTOMER CONFIRMED MAILING ADDRESS ON FILE; | | | | RCM TO PROCESS LOYALTY VOUCHER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX7DW[redacted]
Owner Or Fleet	[redacted], Manchester, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	10/10/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

11/13/2018 10:21:00 AM	RCM REQUESTED A $1500 LOYALY VOUCHER BE MAILED TO CUSTOMER AT ADDRESS ON FILE
11/16/2018 2:26:00 PM	CA GENERATED AND MAILED CERTIFICATE LETTER. LETTER CAN BE VIEWED IN DOC CENTER. CA TO REASSIGN.
11/16/2018 2:27:00 PM	VOUCHER MAILED; RCM TO HANDLE CASE AS NECESSARY

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A31FC[redacted]
Owner Or Fleet	[redacted] DANVILLE, KY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	10/11/2018	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/11/2018 12:03:00 PM	CUSTOMER STATES: STEERING WHEEL MADE A POPPING NOISE THEN THE AIRBAG LIGHT CAME ON AND THE STEERING WHEEL FEATURES STOPPED WORKING AS A RESULT OF THIS; HEARD ABOUT A RECALL FOR THIS ISSUE AND WONDERING IF THE VEHICLE IS AFFECTED ALSO WONDERING WHAT WARRANTY REMAINS ON THE VEHICLE; | | | CUSTOMER SEEKING: IF THE VEHICLE HAS THE AIRBAG CLOCK SPRING RECALL AND WHAT WARRANTIES REMAIN ON THE VEHICLE; | | | CO ADVISED: THE VEHICLE IS STILL COVERED UNDER LONG TERM FEDERAL EMISSIONS WARRANTY FOR 8 YEARS OR 80000 MILES WCF THIS COVERS THE VEHICLE FOR PERFORMANCE RELATED PROBLEMS AND MANUFACTURES SHORTCOMINGS IN MATERIALS AND WORKMANSHIP FOR THE CATALYTIC CONVERTER, DIESEL PARTICULAR FILTER, ECM, AND OBD; ALSO COVERED UNDER THE LIMITED WARRANTY AGAINST CORROSION THIS COVERS RUST THROUGH CONDITIONS ON THE BODY SHEET METAL PANELS THE RUST MUST BE FROM THE INSIDE TO THE OUTSIDE WITH AN ACTUAL PERFORATION THIS FOR 12 YEARS UNLIMITED MILES; THERE IS A SERVICE ACTION FOR THE ECM SOFTWARE WHICH CAN DONE AT ANY VW DEALER AT NO COST TO THE CUSTOMER; THIS VEHICLE IS NOT AFFECTED BY THE RECALL FOR THE AIRBAG CLOCK SPRING IF IT BECOMES AFFECTED LATER THE CUSTOMER CAN SUBMIT FOR REIMBURSEMENT USING THE REPAIR ORDER AND PROOF OF PAYMENT; | | | CUSTOMER ACKNOWLEDGED; | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A34CC[redacted]
Owner Or Fleet	[redacted] EDMOND, OK, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/11/2018	Incident Date	N/A
Mileage	94,138		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/11/2018 4:42:00 PM	CUSTOMER STATES: 2ND OWNER; PURCHASED AT 95K AT OKLAHOMA CITY VW; NOT FINANCED THROUGH VCI; CUSTOMER HAS BEEN WORKING WITH BRIAN SMITH AT DEALER 425436; CUSTOMER PURCHASED VEHICLE 40 DAYS AGO; VEHICLE'S CLOCK SPRING FAILED; CUSTOMER KNOWS THAT CLOCK SPRING RECALL WAS DONE ON VEHICLE PREVIOUSLY; | | | CUSTOMER SEEKING: REPAIRS TO BE COVERED BY VW | | | FACE TO FACE WITH EM MARIA AND SHE SUGGESTED THAT DUE TO CUSTOMER BUYING VEHICLE 40 DAYS AGO, AND AIRBAG LIGHT GOING OFF, CASE SHOULD BE ESCALATED TO RCM FOR FUTHER REVIEW | | | CO ADVISED: CASE WILL BE ESCALATED TO RCM TO FOLLOW UP WITH DEALER REGARDING CLOCK SPRING REPAIR COSTS; RCM WILL CONTACT CUSTOMER BY COB 10/12 | | | CO TO ESCALATE TO RCM | | |
10/11/2018 4:52:00 PM	EM ADVISED: VEHICLE HAD RECALL COMPLETED 02/18/2016; CAN ASSIGN TO RCM FOR REVIEW OF CONCERNS
10/11/2018 5:06:00 PM	RCM TO FOLLOW UP WITH DEALER REGARDING CLOCK SPRING REPAIR COSTS; PREVIOUS RECALL REPAIRS WERE COMPLETED ON 2/18/16; RCM WILL CONTACT CUSTOMER BY COB 10/12 AT [redacted] |
10/12/2018 1:45:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANKS FOR YOUR PATIENCE WHILE I WORK WITH OKLAHOMA DEALERSHIP. | | I JUST WANTED TO LET YOU KNOW THAT I AM WAITING ON AN UPDATE, AND I WILL FOLLOW UP WITH YOU BY MONDAY. | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS IN THE MEANTIME, PLEASE DO NOT HESITATE TO GIVE ME A CALL. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL (43471). YOU CAN ALSO REPLY TO THIS EMAIL. | | SINCERELY, | | | | ALEJANDRA E | REGION CASE MANAGER |
10/12/2018 2:02:00 PM	FROM: [redacted] | | SENT: FRIDAY, OCTOBER 12, 2018 2:00 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | HELLO ALEJANDRA! | | I APPRECIATE YOU TAKING THE TIME TO LOOK INTO OUR ISSUE. THIS AS YOU KNOW WAS A RECALL AND WE JUST BOUGHT THE CAR ABOUT 40 DAYS AGO. WE LOVE VOLKSWAGEN AND HAVE ALWAYS HAD GREAT CUSTOMER SERVICE. OUR FAMILY PROVIDES CUSTOMERS FOR VOLKSWAGEN AND I HOPE TO CONTINUE TO RECEIVE THE BEST CARE AS I KNOW YOU WILL. MY ONLY WORRY WITH THIS ISSUE TODAY IS THAT MY SON WHO DRIVES THIS CAR WORKS. THE CAR IS CURRENTLY IN THE SHOP AT OKLAHOMA CITY VOLKSWAGEN. HE WILL NEED THIS CAR BY THE END OF TODAY IF POSSIBLE. HE IS EXTREMELY STRESSED DO TO HAVING THIS ISSUE SO FAST INTO JUST PURCHASING THIS CAR. IF THERE IS ANY WAY POSSIBLE TO RESOLVE THIS TODAY THAT WOULD BE WONDERFUL! I KNOW YOU ARE WORKING HARD AND WE DO APPRECIATE YOUR TIME. WE ARE JUST UNDER A LOT OF ADDITIONAL STRESS BY JUST LOOSING MY DAD, MY SONS GRANDFATHER. I THANK YOUR TEAM FOR BEING SO KIND TO US THROUGH THIS TIME. THANK YOU FOR GETTING BACK WITH ME AND I LOOK FORWARD TO CONTINUING BUSINESS WITH VOLKSWAGEN. PLEASE LET ME KNOW WHEN YOU HAVE A CHANCE. HAVE A WONDERFUL BLESSED DAY! | |
10/12/2018 2:42:00 PM	VW WISE | | AUTHORIZED USER: RIBANT, KEVIN | | AUTHORIZED ON: 10/12/2018 | | PHONE: | | E-MAIL ADDRESS: EXTERN.KEVIN.RIBANT@VW.COM | | | AUTHORIZATION DECISION: DECLINED | | DETAILS /COMMENTS: | | (LIST MODIFICATION APPROVED OR REASON DECLINED): CLOCK SPRING HAS ALREADY BEEN REPLACED AND VEHICLE IS OUTSIDE OF PARTS WARRANTY PARAMETERS. | | WHL CONTACT # : SD1023776 | | LEVEL 2 REQUIRED: NO | | | | | | THE REQUEST WAS DECLINED BECAUSE THE VEHICLE IS OUTSIDE OF 12/12 PARTS WARRANTY. | | | | RCM TO EMAIL DLR
10/12/2018 2:43:00 PM	WHEN WAS THE RECALL DONE AND THE MILEAGE, AND WHAT ARE THE MILEAGE NOW PLEASE? | | | | RCM TO WAIT DLR
10/12/2018 3:25:00 PM	CURRENT MILEAGE 94138 ATTACHED IS A PICTURE OF THE RECALL FROM SERVICE HISTORY IN ELSA; REPAIR WAS PERFOMED 02/18/2016 AT 55,795 MILES. | | | | RCM TO CALL CUST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A34CC[redacted]
Owner Or Fleet	[redacted] EDMOND, OK, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/11/2018	Incident Date	N/A
Mileage	94,138		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/12/2018 3:28:00 PM	RCM ADVISED; ACCORDING TO THE DEALER THE RECALL REPAIR WAS PERFORMED 02/18/2016 AT 55,795 MILES. RCM ADVISED DUE TO THE AGE AND MILES OF THE VEHICLE VW WILL NOT BE ABLE TO COVER THE REPAIR; CUSTOMER SEEKING TO KNOW IF RCM CAN REVIEW FOR MAYBE EVEN 50%, JUST PURCHASED THE VEHICLE AND THIS HAPPENED; RCM ADVISED CAN GIVE THE CUSTOMER A $100 GIFT CARD; CUSTOMER WOULD LIKE TO HAVE THE RCM REVIEW THE REQUEST; RCM ADVISED WILL REVIEW WITH SUPERVISOR AND CALL CUSTOMER BACK BY MONDAY. CUSTOMER ADVISED HER SON NEEDS THE VEHICLE TODAY; RCM ADVISED HAVE TO REVIEW BUT WILL HAVE AN ANSWER BY MONDAY. | | | RCM TO REVIEW
10/12/2018 9:22:00 AM	ROBERT, HAPPY FRIDAY. | | NEW CASE FOR TODAY. | | MR.[redacted]/1VWBH7A34CC[redacted] | CUSTOMER ADVISED: CUSTOMER HAS BEEN WORKING WITH BRIAN SMITH AT DEALER 425436; CUSTOMER PURCHASED VEHICLE 40 DAYS AGO; VEHICLE'S CLOCK SPRING FAILED; CUSTOMER KNOWS THAT CLOCK SPRING RECALL WAS DONE ON VEHICLE PREVIOUSLY; | | | CUSTOMER SEEKING: REPAIRS TO BE COVERED BY VW | | | WHAT I┬┐M SEEKING FOR: COULD YOU REACH OUT TO CAMPAIGN PLEASE TO SEE IF THIS IS COVER PLEASE? | | | | RCM TO WAIT DLR
10/15/2018 1:13:00 PM	PARTS: $295.95 | | 5K0-953-569-AL (1) $290.07 | | N-905-845-02 (2) $3.60 | | N-907-991-02 (1) $2.28 | | LABOR: $127.20 | | 6955 1999 (90 TU) $95.40 | | 6955 2599 (30 TU) $31.80 | | TOTAL REPLACEMENT: $423.15 | | | RCM TO EMAIL DLR
10/15/2018 1:15:00 PM	YAY! OK, YOU CAN USE AUTHORIZATION [redacted] FOR 50% OF THE TOTAL COST. PLEASE IF YOU CAN CALL THE CUSTOMER AND LET HIM KNOW | | | RCM TO CALL CUST
10/15/2018 12:24:00 PM	TEAM LEAD ADVISED SUPPORT STEPS RCM HAS CURRENTLY TAKEN TO MAKE SURE DEALER FOLLOWED PROCESS FOR CONSEQUENTIAL DAMAGE REVIEW UNDER 69L2; GIVEN CONSEQUENTIAL DAMAGE HAS NOT PLAYED A ROLE IN THE CURRENT REPAIR ACCORDING TO RESEARCH DONE SO FAR WE WOULD TYPICALLY NOT ASSIST WITH REPAIRS OUTSIDE OF CAMPAIGN, SP WARRANTY AND NVLW; TEAM LEAD RECOMMENDS TO CONTACT FIELD TO SEE IF ANY ASSISTANCE CAN BE CONSIDERED;
10/15/2018 12:35:00 PM	HI ROBERT, HAPPY MONDAY. | | SO I SPOKE WITH THE MOTHER OF MR.[redacted] WHAT DO YOU THINK ABOUT ME HELPING WITH 50% OF THE REPAIR? WE KNOW THAT CLOCK SPRING ARE AN ISSUE┬┐.. DO YOU HAVE THE BREAKDOWN AT WARR RATES? | | | | | RCM TO WAIT DLR
10/15/2018 3:29:00 PM	RCM ADVISED THE DEALER AND VW WILL BE HELPING CUSTOMER WITH 50% TOTAL COST OF THE REPAIR. CUSTOMER CAN REACH OUT TO DEALER TO CONTINUE TO WORK WITH THEM AND THE ESTIMATED TIME OF ARRIVAL ON THE REPAIRS. | | | RCM TO WAIT DEALER
10/15/2018 3:40:00 PM	RCM TO ASSIST 50% ON THE REPAIRS TO THE CLOCK SPRING. | | PARTS: $295.95 | | 5K0-953-569-AL (1) $290.07 | | N-905-845-02 (2) $3.60 | | N-907-991-02 (1) $2.28 | | LABOR: $127.20 | | 6955 1999 (90 TU) $95.40 | | 6955 2599 (30 TU) $31.80 | | TOTAL REPLACEMENT: $423.15

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A38C[redacted]
Owner Or Fleet	[redacted] SUNNYVALE, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/11/2018	Incident Date	N/A
Mileage	94,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/11/2018 6:10:00 PM	CUSTOMER STATES: I HAD MY CAR SERVICED IN APRIL 2016 FOR THE CLOCK SPRING RECALL. A COUPLE DAYS AGO, THE CLOCK SPRING FAILED. I TOOK IT INTO A VW DEALERSHIP, THEY CONFIRMED IT WAS THE CLOCK SPRING, BUT SAID THAT THEY CONTACTED VW AND WARRANTY REPAIR WAS DENIED. THE PERSON THAT I WORKED WITH SAID THAT I COULD SUBMIT SOME TYPE OF CLAIM OR COMPLAINT ABOUT THIS. AIRBAG LIGHT WAS ON AND STEERING WHEEL CLICKED AND BUTTONS STOPPED WORKING; | | | | CO ADVISED: WHAT I CAN DO IS ESCALATE THIS UP TO ONE OF OUR REGION CASE MANAGER'S (RCM). THEY WORK CLOSELY WITH OUR DEALER'S. THEY WILL REACH OUT TO YOUR DEALER TO GAIN CLARITY OF THE NEEDED REPAIRS. THE RCM CAN THEN FOLLOW UP TOMORROW. YOUR CASE NUMBER IS[redacted] | | | CUSTOMER ACKNOWLEDGED; | | | | CO TO ESCALATE
10/11/2018 6:21:00 PM	MEDIA ATTACHED IN DOC CENTER
10/11/2018 6:21:00 PM	RCM TO REACH OUT TO DEALER 426101 REGARDING CLOCKSPRING FAILING; RCM TO FOLLOW UP WITH CUSTOMER;
10/12/2018 4:59:00 PM	DID COMPLIMENTRY DIAGNOSIS; PART WAS NOT REPLACED FOR RECALL, ONLY COVER INSTALLED 2 YEARS AGO @50K MILES ;; REQUEST FOR COVERAGE WAS DECLINED ; RCM ADVISED WOULD SUPPORT DENIAL | | | | RCM TO CALL CUSTOMER
10/12/2018 7:49:00 PM	RCM LVMM SEEKING IF WHEN SM SAID HE CONTACTED WARRANTY IF DEALER HAD CONTACTED CAMPAIGNS | | | | RCM TO WAIT FOR CLARIFICATION | | | 1.REACH OUT TO THE DEALER AND ADVISE THEM TO FILL OUT A CAMPAIGN AUTHORIZATION FORM (AS OUTLINED ON PAGE 100 OF THE WARRANTY P&P) ONCE YOU HAVE VERIFIED THAT 69L2 HAS BEEN COMPLETED PRIOR TO THE AIRBAG LIGHT ILLUMINATING | | 2.ADVISE THE DEALER OF THE FOLLOWING: | | 1.CAMPAIGN TEAM WILL THEN APPROVE OR DENY THE REQUEST ONCE THE DEALER FILLS OUT THE FORM | | 1.IF THE REQUEST HAS BEEN APPROVED, THE CAMPAIGN TEAM WILL THEN PROVIDE ADDITIONAL STEPS INCLUDING CLAIMING INSTRUCTIONS IN SAGA FOR THIS TO BE DONE AS CONSEQUENTIAL TO THE 69L2 RECALL | | | | NOTE: THE CAMPAIGN FORM IS LOCATED IN WISE UNDER THE 'OPERATIONS' | |
10/12/2018 7:52:00 PM	RCM CALLED[redacted] | | | | RCM ADVISED RESEARCHING FURTHER WILL FOLLOW UP BY COB 10/15 | | CUSTOMER ACCEPTED | | RCM TO CONTACT DEALER
10/15/2018 5:01:00 PM	RCM AVISED; | | 1. FILL OUT A CAMPAIGN AUTHORIZATION FORM (AS OUTLINED ON PAGE 100 OF THE WARRANTY P&P) ONCE YOU HAVE VERIFIED THAT 69L2 HAS BEEN COMPLETED PRIOR TO THE AIRBAG LIGHT ILLUMINATING | | 2.ADVISE THE DEALER OF THE FOLLOWING: | | 1.CAMPAIGN TEAM WILL THEN APPROVE OR DENY THE REQUEST ONCE THE DEALER FILLS OUT THE FORM | | 1.IF THE REQUEST HAS BEEN APPROVED, THE CAMPAIGN TEAM WILL THEN PROVIDE ADDITIONAL STEPS INCLUDING CLAIMING INSTRUCTIONS IN SAGA FOR THIS TO BE DONE AS CONSEQUENTIAL TO THE 69L2 RECALL | | | | NOTE: THE CAMPAIGN FORM IS LOCATED IN WISE UNDER THE 'OPERATIONS' | | | | | SM ADVISED FOLLOW UP TOMORROW WILL SUBMIT TO CAMPAIGNS | | | | RCM TO MOVE FOLLOW UP
10/15/2018 8:29:00 PM	RCM CALLED[redacted] | | | RCM ADVISED DEALER LOOKING INTO SITUATION FURTHER WILL FOLLOW UP BY COB 10/16 | | CUSTOMER ACCEPTED | | RCM TO CONTACT DEALER
10/16/2018 5:35:00 PM	SD ADVISED WILL CALL RCM BACK ONCE DONE WITH MEETING | | RCM TO WAIT FOR DEALER CONTACT
10/16/2018 6:11:00 PM	SD ADVISED WILL CONFIRM WITH SM CAMPAIN AUTHORIZATION GETS SUBMITTED SINCE RCM DOES NOT REFLECT ON AS PENDING OR DECIDED | | | | RCM TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A38CC[redacted]
Owner Or Fleet	[redacted] SUNNYVALE, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/11/2018	Incident Date	N/A
Mileage	94,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/16/2018 7:26:00 PM	RCM CALLED [redacted] | | RCM ADVISED WILL FOLLOW UP BY COB 10/17 | | CUSTOMER ACCEPTED | | RCM TO CONTACT DEALER
10/16/2018 7:30:00 PM	PLEASE DON┬┐T FORGET TO SUBMIT A CAMPAIGN AUTH FORM UNDER WISE OPERATIONS ON TRIDAS 1VWBP7A38CC[redacted] | | RCM TO REVIEW
10/17/2018 3:54:00 PM	SD ADVISED WILL MAKE SURE SM COMPLETES FORM DONE TODAY | | RCM TO REVIEW | |
10/17/2018 7:41:00 PM	RCM CALLED [redacted] | RCM ADVISED INFORMATION ON REPAIRS NEEDED STILL BEING REVIEWED; ANTICIPATED REVIEW TO DAY LONGER BUT WILL FOLLOW UP DAILY | | | CUSTOMER ACCEPTED | | RCM TO REVIEW
10/18/2018 11:48:00 AM	SD ADVISED CAMPAIGN AUTH WAS SUMBITTED YESTERDAY THREE TIMES, DID NOT PROVIDE AUTO CONFIRMATION BUT SHOWED IN PENDING; TODAY IT IS NOT SHOWING AS PENDING OR DECIDED; WILL RESUBMIT. | | | RCM TO WATI FOR DEALER
10/18/2018 9:10:00 PM	RCM CALLED [redacted] | | RCM ADVISED INFORMATION ON REPAIRS NEEDED STILL BEING REVIEWED; | | | | CUSTOMER ACCEPTED | | RCM TO REVIEW
10/19/2018 2:02:00 PM	RCM ADVISED CLAIM WAS DECLINED DUE TO BEING INCOMPLETE | | | SD ADVSIED RESUBMITED | | RCM TO WAIT FOR REVIEW
10/19/2018 7:51:00 PM	| | DEALER NUMBER: 426101 | | DEALER NAME: SUNNYVALE VOLKSWAGEN | | DEALER CONTACT PERSON: VOLLERS, JOHN | | PHONE: | | E-MAIL ADDRESS:[redacted] | | AREA: 5F | | REGION: PAR | | | | TRACKING NUMBER: [redacted] | | REQUEST DATE: 10/19/2018 | | | | CLAIM RECEPTION DATE: 10/18/2018 | | REPAIR ORDER NUMBER: [redacted] | | SERVICE NUMBER: 69L2 | | MILEAGE: 93,997 | | VIN: 1VWBP7A38CC[redacted] | | VEHICLE IN-SERVICE DATE: 03/12/2012 | | DESCRIPTION OF CONCERN*: | | (DETAILED) AIR BAG LIGHT ON, WE NEED TO REPLACE THE CLOCK SPRING AND GET THAT COVERED UNDER WARRANTY. THANK YOU | | ON-SITE INSPECTION BY VW REPRESENTATIVE?: NO | | PHOTOS ATTACHED?: NO | | | | | | AUTHORIZATION | | | | AUTHORIZED USER: RIBANT, KEVIN | | AUTHORIZED ON: 10/19/2018 | | PHONE: | | E-MAIL ADDRESS: [redacted] | AUTHORIZATION DECISION: APPROVED | | DETAILS /COMMENTS: | | (LIST MODIFICATION APPROVED OR REASON DECLINED): APPROVE CLOCK SPRING AND UP TO 120TU. PLEASE UPLOAD ALL DOCUMENTS (ACCOUNTING INVOICE WITH PRICING, PARTS ORDERING INVOICE AS APPLICABLE, LABELED PUNCH TIMES, AND IF APPLICABLE THE ELSA SCREEN PRINT SHOWING ACTION OPEN ON THE DAY OF REPAIR) TO DOC-IT, WHICH IS LOCATED IN WISE UNDER OPERATIONS. MAKE SURE TO TYPE CAMPAIGNS IN CLAIM NUMBER SECTION FOR SPEEDY REIMBURSEMENT. COVER PAGE MUST INCLUDE DEALER ID, CONTACT INFORMATION, CLAIM INFORMATION, AND AUTH # AS APPLICABLE FOR EFT PAYMENT | | WHL CONTACT # : SD1025788 | | LEVEL 2 REQUIRED: NO | | | |
10/19/2018 7:53:00 PM	RCM EMAILED COPY OF APPROVAL ; INQUIRED ABOUT IF PARTS NEED TO BE ORDERED | | RCM TO REVIEW
10/19/2018 7:53:00 PM	RCM CALLED 7274636227 | | | | RCM ADVISED CLAIM WAS APPROVED; WAITING ON PART CONFIRMATION WILL FOLLOW UP BY COB 10/22 | | | | CUSTOMER HAPPY | | | | RCM TO CONTACT DEALER
10/22/2018 11:38:00 AM	SD: NOPE WE HAVE TWO IN STOCK. | | | | RCM : HAS ANYONE GIVEN HER A CALL TO SCHEDULE AN APPOINTMENT? I TOLD HER IT WAS APPROVED AND WE ARE LOOKING INTO PART AVAILABILITY | | | | RCM TO WAIT FOR DEALER CONTACT | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A38CC[redacted]
Owner Or Fleet	[redacted] SUNNYVALE, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/11/2018	Incident Date	N/A
Mileage	94,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/22/2018 3:55:00 PM	SD ADVISED UNLESS IT WAS SCHEDULED TODAY ; APPOINTMENT HAS NOT BEEN SCHEDULED | | RCM TO CONTACT CUSTOMER
10/22/2018 5:33:00 PM	RCM LEFT VOICE MAIL MESSAGE AT: [redacted] | | | | CALLING ON BEHALF OF RCM CASSANDRA AS DEALER 426101 HAS ADVISED THAT PARTS ARE AVAILABLE; PLEASE REACH BACK OUT AT: 800.822.8987 X43453 TO BOOK REPAIR APPOINTMENT; | | | | RCM TO CALL CUSTOMER 10.23.2018.
10/23/2018 3:15:00 PM	[redacted] | | | RCM LVMM FOR CUST TO RETURN CALL SO WE CAN VEH SCHEDULED FOR APPT AT THE DLR TO HAVE REPAIRS TO THE CLOCK SPRING PERFORMED; 43453 | | | | RCM TO REVIEW
10/24/2018 6:38:00 PM	PLEASE MAIL UNABLE TO CONTACT LETTER
10/29/2018 10:50:00 AM	CA GENERATED AND MAILED LETTER. LETTER CAN BE VIEWED IN DOC CENTER. CA TO REASSIGN.
10/29/2018 10:50:00 AM	LETTER MAILED; RCM TO HANDLE CASE AS NECESSARY

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCH7A39DC[redacted]
Owner Or Fleet	[redacted]		FINDLAY, OH, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	10/12/2018	Incident Date	N/A
Mileage	78,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/12/2018 6:02:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED 7/27/2018 AT MILEAGE 74K; VEHICLE PURCHASED FROM NON-VW DEALER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; ; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG WARNING LIGHT IS ON; VEHICLE IS CURRENTLY AT VW DEALERSHIP; DEALER STATES: STEERING WHEEL CLOCK SPRING NEEDS REPLACED; | | | | CUSTOMER SEEKING: GOODWILL ASSISTANCE; | | | | CO ADVISED: WILL ESCALATE INFORMATION TO A RCM WHO WILL CONTACT DEALER 403141 IN REGARDS TO VEHICLE DIAGNOSIS; RCM WILL FOLLOW UP WITH CUSTOMER BY COB 10/15; | | | | CUSTOMER ACKNOWLEDGED; | | | | CO TO CLOSE.
10/12/2018 6:09:00 PM	RCM TO CONTACT DEALER 403141 IN REGARDS TO VEHICLE DIAGNOSIS; RCM TO CONTACT CUSTOMER BY COB 10/15.
10/15/2018 1:31:00 PM	[redacted] | | | CUSTOMER ADVOCATE ATTEMPTED TO CONTACT CUSTOMER; | | | | VOICE MAIL MESSAGE BOX FULL AND CANNOT ACCEPT MESSAGES AT THIS TIME; | | | | RCM TO CALL CUSTOMER 10/16
10/15/2018 12:04:00 PM	FOM ADVISED REPAIRS WERE PERFORMED BY ANOTHER DEALER 2.5 YEARS AGO, DO NOT THINK THAT DEALER 403141 NEEDS TO SUBMIT THE CLAIM, RCM ADVISED THAT READING OVER PROCESS, CUSTOMER DID NOT INDICATE THAT THE 69L2 RECALL WAS COMPLETED, SO PROCESS WOULD NOT APPLY; RCM WILL CALL CUSTOMER AND DENY ASSISTANCE; | | | | RCM TO CALL CUSTOMER
10/15/2018 12:27:00 PM	HEY PHIL, | | | | PER OUR DISCUSSION, I CALLED CHRIS FOR CLARIFICATION. SINCE IT APPEARS THAT THE CLOCKSPRING WAS REPLACED PREVIOUSLY (DEALER 403196, 3/17/2016, R.O. [redacted], IT WILL NOT BE NECESSARY TO SUBMIT A CAMPAIGN AUTHORIZATION FORM. CHRIS WILL FOLLOW UP WITH THE CUSTOMER. | | | | RCM TO CALL CUSTOMER
10/15/2018 5:51:00 PM	CUSTOMER STATES THAT WAS SUPPOSED TO GET A CALL TODAY BUT NEVER GOT THE CALL; STATES THAT PICKED UP VEHICLE TODAY AND WAS TOLD BY THE DEALER THAT THERE IS NOTHING THAT THEY CAN DO AND PAID OUT OF POCKET; STATES THAT WORKED WITH THE CONSULTANT GAGE AND THE SERVICE MANAGER; STATES THAT THE SERVICE MANAGER WAS VERY RUDE AND FELT THAT THE SERVICE MANAGER WAS TALKING DOWN TO THE CUSTOMER; STATES WOULD LIKE TO KNOW WHY THIS NEEDED TO BE REPLACED; | | | | CUSTOMER SEEKING UPDATE ON CASE; | | | | CUSTOMER ADVOCATE ATTEMPTED TO REACH OUT TO THE RCM BUT THE RCM WAS NOT AVAILABLE; | | | | CUSTOMER ADVOCATE ADVISED ATTEMPTED TO REACH OUT TO THE RCM BUT THE RCM WAS NOT ABLE TO TAKE THE CALL LIVE; ADVISED THAT THE RCM WILL BE FOLLOWING UP NO LATER THAN COB 10/16 WITH MORE INFORMATION REGARDING THE REPAIR NEEDED FOR THE VEHICLE; | | | | RCM TO REVIEW | | | |
10/15/2018 9:42:00 AM	GOOD MORNING PHIL | | | | THIS CUSTOMER CONTACTED US WITH A COMPLAINT THAT HIS AIRBAG LIGHT CAME ON, AND STEERING WHEEL CONTROLS DO NOT WORK. THIS VEHICLE HAS HAS THE 69L2 RECALL PERFORMED. IF THE CLOCK SPRING DOES NEED REPLACEMENT FOR POSSIBLE COVERAGE PLEASE FILL OUT A CAMPAIGN AUTHORIZATION FORM (AS OUTLINED ON PAGE 100 OF THE WARRANTY P&P). THE CAMPAIGN TEAM WILL THEN APPROVE OR DENY THE REQUEST ONCE THE FORM IS FILLED OUT. IF THE REQUEST HAS BEEN APPROVED, THE CAMPAIGN TEAM WILL THEN PROVIDE YOU WITH ADDITIONAL STEPS INCLUDING CLAIMING INSTRUCTIONS IN SAGA FOR THIS TO BE DONE AS CONSEQUENTIAL TO THE 69L2 RECALL. | | | | THANK YOU. | | | | RCM TO WAIT DEALER EMAIL
10/16/2018 3:35:00 PM	RCM LVMM SEEKING TO DISCUSS CASE AT X43849 | | | | RCM TO EMAIL DEALER
10/17/2018 12:16:00 PM	GOOD AFTERNOON, | | | | WHEN WE SPOKE TO THE CUSTOMER HE LET US KNOW HE WAS NOT HAPPY WITH HOW THE DENIAL WAS PRESENTED TO HIM AND WOULD LIKE TO KNOW WHY THE CLOCK SPRING NEEDED TO BE REPLACED. I SEE THAT HE HAD A FAULT FOR THE DRIVER AIRBAG IGNITER RESISTANCE TOO HIGH BUT COULD YOU EXPLAIN TO ME HOW THE CLOCK SPRING FAILS TO PRESENT THIS FAULT? | | | | RCM TO WAIT DEALER EMAIL

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCH7A39DC[redacted]
Owner Or Fleet	[redacted]		FINDLAY, OH, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	10/12/2018	Incident Date	N/A
Mileage	78,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/17/2018 3:58:00 PM	HIGH IGNITER RESISTANCE FAULT OCCURS WHEN CLOCK SPRING FAILS AS THE AIR BAG SYSTEM DOES NOT SEE A PROPER RETURN VOLTAGE | | | | RCM TO CALL CUSTOMER
10/17/2018 3:59:00 PM	RCM LVMM SEEKING TO DISCUSS CASE AT X43849 | | | | RCM TO EMAIL CUSTOMER
10/17/2018 5:30:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MR. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH YOUR PASSAT. | | I┬┐VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. AT YOUR EARLIEST CONVENIENCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL (43849). YOU CAN ALSO REPLY TO THIS EMAIL. | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | SINCERELY, | | | | CHRIS M | REGION CASE MANAGER |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAA7A36JC[redacted]
Owner Or Fleet	[redacted]		TWENTYNINE PALMS, CA, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	10/12/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/12/2018 6:36:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES: PULLING INTO MY DRIVEWAY TONIGHT MY AIRBAG LIGHT TURNED ON AND IT SAYS AIRBAG ERROR | | | CUSTOMER SEEKING: WHY THIS IS HAPPENING | | | CO ADVISED: I APOLOGIZE ABOUT THIS; APPOINTMENT HAS BEEN SET AT RIVERSIDE VOLKSWAGEN FOR 10/12/18 IN WHICH I AM SURE THE DEALERSHIP WOULD BE GLAD TO LOOK INTO THIS FOR YOU; IF I CAN BE OF FURTHER HELP PLEASE FEEL FREE TO CHAT BACK IN WITH US. | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX1DW[redacted]
Owner Or Fleet	[redacted] CHICAGO, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	10/14/2018	Incident Date	N/A
Mileage	98,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/14/2018 3:47:00 PM	CUSTOMER STATES HEARD SOME CLICKING COMING FROM THE STEERING WHEEL AND THEN THE AIRBAG ERROR SIGNAL CAME ON AS WELL AS THE LIGHT ON THE DASHBOARD. CUSTOMER STATES THE HORN AND BUTTONS DON'T WORK EITHER. CUSTOMER STATES WAS DOING RESEARCH ON THE ISSUE AND BELIEVES IT TO BE THE CLOCK SPRING; NOTICED THAT THERE WAS A RECALL FOR THE VEHICLE FROM THE MODEL YEARS 2011-2014. | | | CUSTOMER SEEKING IF VEHICLE WOULD QUALIFY FOR ASSISTANCE ON FIXING THE ISSUE. | | | CO ADVISED: WAS ABLE TO PULL UP THE VEHICLE'S INFORMATION AND CHECK FOR ANY OPEN RECALLS, SERVICE ACTIONS OR CAMPAIGNS THAT MAY BE RELATED TO THE VEHICLE CONCERNS YOU'RE EXPERIENCING. CURRENTLY THERE ARE NONE. IN ADDITION, CHECKED FOR ANY EXTENDED WARRANTIES THAT MAY BE RELATED TO THE SYMPTOMS. THERE ARE ALSO CURRENTLY NO EXTENDED WARRANTIES. WHEN IT COMES TO RECALLS, THEY ARE ALWAYS VIN SPECIFIC. CO ASKED IF CUSTOMER HAS TAKEN THE VEHICLE TO A VW DEALERSHIP FOR A DIAGNOSIS. | | | CUSTOMER STATES HAS NOT AS SHE IS CURRENTLY RESIDES WITH HER MOTHER WHO IS NOT CLOSE TO A VW DEALER. STATES HER VEHICLE MAY NOT BE COVERED UNDER WARRANTY BUT ASKED IF THIS SHOULD IMPACT THE LIFE OF THE CLOCK SPRING. | | | CO ADVISED WE RELY ON OUR VW DEALERSHIPS TO BE OUR TECHNICAL RESOURCES SINCE WE DON'T HAVE ANY TRAINED TECHNICIANS ON SITE WITHIN VW CARE. THEY WOULD NEED TO ADVISE REGARDING ANY TECHNICAL QUESTIONS ON THE LIFE EXPECTANCY FOR THE CLOCK SPRING. | | | CUSTOMER ASKED IF THE VERIFICATION FROM THE DEALERSHIP WOULD COST ANYTHING. | | | CO ADVISED I DO SEE THAT ALTHOUGH YOU CURRENTLY HAVE NO OPEN RECALLS, THERE WAS A COMPLETED RECALL FOR THE STEERING WHEEL CLOCK SPRING. VW CARE DOES NOT MAINTAIN REPAIR HISTORY, HOWEVER, I AM ABLE TO SEE THAT THIS RECALL WAS COMPLETED. BECAUSE OF THIS, I WOULD LIKE TO NOT ONLY DOCUMENT YOUR VEHICLE CONCERNS, BUT ALSO ESCALATE YOUR CASE TO OUR REGION CASE MANAGER TEAM TO REVIEW FURTHER INTO THIS. HOWEVER, IN ORDER TO DO SO, WE WILL NEED TO HAVE A CURRENT DIAGNOSIS OF YOUR VEHICLE, WHICH REGRETFULLY, YOU
10/14/2018 5:38:00 PM	CONTINUED COMMENT: WOULD BE RESPONSIBLE FOR THE DIAGNOSIS FEE. ONCE THE DEALERSHIP IS ABLE TO DIAGNOSIS THE CONCERNS YOU'RE HAVING, THE REGION CASE MANAGER WILL BE ABLE TO FOLLOW UP WITH THE DEALERSHIP AND GET CLARIFICATION REGARDING IT. CO OFFERED TO CHECK FOR ONLINE SCHEDULING WITH VW DEALER. | | | CUSTOMER ASKED FOR PRICE OF DIAGNOSIS AND WHAT IT MEANT FOR THE RECALL TO BE COMPLETED. | | | CO ADVISED ALL OF OUR DEALERSHIPS ARE INDEPENDENTLY OWNED AND ARE EMPOWERED TO SET THEIR OWN LABOR AND DIAGNOSTIC PRICES BASED ON THEIR LOCAL MARKET NEEDS. BECAUSE OF THIS, REGRETFULLY, I AM UNABLE TO PROVIDE YOU WITH THE COST OF THE DIAGNOSIS. | | | CUSTOMER ASKED IF THE DIAGNOSIS FEE SHOWS THAT THE CLOCK SPRING NEEDS TO BE REPLACED IF VW HELP WITH THE REPAIR COSTS. | | | CO ADVISED THE RECALL COMPLETED MEANS THERE WAS AN OPEN RECALL ON YOUR VEHICLE FOR THE STEERING WHEEL CLOCK SPRING. HOWEVER, THE REPAIR WAS MADE AND IT IS NOW COMPLETED/CLOSED. ONCE THE DIAGNOSIS IS COMPLETED AND OUR REGION CASE MANAGER TEAM CAN FOLLOW UP ON THE DIAGNOSIS, THEY WOULD BE ABLE TO PROVIDE FURTHER INFORMATION REGARDING THE NEXT COURSE OF ACTION. CO ADVISED REGARDING THE COST FOR REPAIRS, A DIAGNOSIS WOULD NEED TO MADE IN ORDER TO DETERMINE WHY YOUR VEHICLE IS CURRENTLY HAVING THESE CONCERNS. | | | CUSTOMER ASKED IF THIS COULD BE VERIFIED THROUGH A LOCAL AUTOZONE. | | | CO ADVISED I CAN ONLY RECOMMEND TO HAVE THE DIAGNOSIS PERFORMED AT A VW DEALERSHIP IN ORDER FOR VW CARE TO LOOK FURTHER INTO THIS FOR YOU. | | | CUSTOMER ASKED HOW THE RCM WOULD FOLLOW UP. | | | CO ADVISED I HAVE DOCUMENTED THE CONCERNS THAT YOU PROVIDED TODAY. ONCE THE DIAGNOSIS HAS BEEN COMPLETED, THE REGION CASE MANAGER WOULD BE ABLE TO FOLLOW UP WITH YOU BY THE FOLLOWING BUSINESS DAY OF THE APPOINTMENT. | | | CUSTOMER ADVISED THERE IS NO GUARANTEE THAT IF THE ISSUE IS THE CLOCK SPRING YOUR REGION MANAGER WILL HELP ME FIX THE ISSUE. | | | CO ADVISE THAT IS CORRECT. WE CAN'T GUARANTEE ANY COVERAGE AS A DIAGNOSIS
10/14/2018 5:48:00 PM	CONTINUED COMMENT: | | | CO ADVISED: I HAVE DOCUMENTED YOUR CONCERNS THAT YOU PROVIDED TODAY. IF TODAY IS NOT A GOOD DAY TO SCHEDULE AN APPOINTMENT, YOU ARE ALWAYS WELCOME TO REACH BACK OUT TO VW CARE ONCE YOU ARE ABLE TO SCHEDULE A DIAGNOSIS APPOINTMENT AND REFERENCE THE CASE NUMBER. FROM THERE, WE CAN SET UP THE CALL FOR THE REGION CASE MANAGER TO REACH OUT TO THE DEALERSHIP ACCORDINGLY. | | | CUSTOMER ASKED IF SHE CAN GET DIAGNOSIS AT LOCAL INDEPENDENT DEALER. | | | CO ADVISED YOU ARE WELCOME TO GET A DIAGNOSIS COMPLETED AT A LOCAL MECHANIC, BUT IN ORDER FOR VW CARE TO BE INVOLVED FURTHER, THE DIAGNOSIS WOULD NEED TO BE COMPLETED AT A VW DEALERSHIP. | | | CUSTOMER LEFT CONVERSATION. | | | NO FURTHER ACTION PENDING DEALER APPOINTMENT.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX1DW[redacted]
Owner Or Fleet	[redacted] CHICAGO, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	10/14/2018	Incident Date	N/A
Mileage	98,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/14/2018 6:04:00 PM	MEDIA ATTACHED IN DOC CENTER
10/14/2018 6:13:00 PM	CATEGORY SELECTION : STEERING / NOISE / CLICKING NOISE COMING FROM STEERING WHEEL; ELECTRICAL / INOPERABLE - 1 / HORN DOESN'T WORK; AIRBAGS / OTHER SYMPTOM - 1 / AIRBAG ERROR SIGNAL CAME ON; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT CAME ON;
10/17/2018 4:24:00 PM	OCT 14, 2018 5:05 PM | | MY VW TIGUAN WAS RECALLED AND THE RECALL WAS MARKED COMPLETED, YET THREE YEARS LATER THE AIRBAG SIGNAL COMES ON AGAIN. | | PID_TWITTER_[redacted] | | | OCT 14, 2018 5:07 PM | | I SPOKE TO VW ┬┐CARES┬┐ AND THEY ADVISED ME TO DRIVE MY TIGUAN 40 MILES TO THE NEAREST VW DEALERSHIP IN ORDER TO GET A VW DIAGNOSIS DONE. THAT┬┐S 80 MILES ROUND TRIP DRIVING A CAR WITH AN AIRBAG THAT WON┬┐T DEPLOY IF SOMEONE WHERE TO HIT ME. HOW COULD A COMPANY KNOWINGLY PRODUCE CARS THAT AREN┬┐T CONDUCIVE TO SAFETY? | | PID_TWITTER_[redacted] | | | OCT 14, 2018 5:08 PM | | DISHEARTENING AND VERY DISAPPOINTED IN THE LACK OF RESOURCES FOR CUSTOMERS DEALING WITH THIS ISSUE CAUSED BY THE PRODUCER. | | PID_TWITTER_[redacted] | | | | OCT 15, 2018 10:54 AM | | HI [redacted] THANKS FOR GETTING IN TOUCH, AND WE'RE SORRY TO HEAR ABOUT THE CONCERNS YOU'RE HAVING WITH YOUR TIGUAN. I KNOW THAT A WARNING LIGHT CAN BE FRUSTRATING, ESPECIALLY WHEN IT RELATES TO YOUR AIRBAG SYSTEM. I'D LIKE TO LOOK INTO THIS FURTHER, SO WOULD YOU SEND OVER YOUR VIN AND EMAIL ADDRESS? THIS WILL ALSO ME TO LOOK UP THE RECALL AND GATHER MORE INFO. -SW | | | OCT 17, 2018 1:15 PM | | HI [redacted] I HAVEN'T HEARD FROM YOU. IF YOU'RE STILL HAVING CONCERNS AND WOULD LIKE TO TELL US MORE, FEEL FREE TO GET BACK IN TOUCH. YOU'RE WELCOME TO SEND US ANOTHER DM OR FIND US AT [redacted] | | WHERE WE HAVE PHONE AND LIVE CHAT OPTIONS. -SW
10/17/2018 4:26:00 PM	OCT 17, 2018 3:11 PM | | I┬┐VE ALREADY SPOKEN TO SOMEONE ON LIVE CHAT | | PID_TWITTER_5_[redacted] | | | | OCT 17, 2018 3:12 PM | | SHE TOLD ME THERE┬┐S NOTHING VW CAN DO FOR ME. SHE ADVISED ME TO DRIVE 80 MILES ROUND TRIP TO GET THE TRUCK DIAGNOSED AT A VW DEALERSHIP. ALTHOUGH VW TIGUANS ARE KNOWN FOR THEIR FAULTY CLOCKSPRING. | | PID_TWITTER_[redacted] | | | OCT 17, 2018 3:14 PM | | MY VW TIGUAN WAS RECALLED AND THE WORK WAS DONE THREE YEARS AGO AND THE CLOCKSPRING IS MALFUNCTIONING AGAIN. THERE IS AN AIRBAG SYMBOL ON AS WELL AS THE BUTTONS THE THE WHEEL INCLUDING THE HORN DON┬┐T WORK EITHER. I┬┐VE GOOGLED THIS ISSUE AND THOUSANDS OF VW CUSTOMERS HAVE ALREADY COMPLAINED ABOUT THE ISSUE AND THE COMPANY IS EVEN BEING INVESTIGATED FOR THEIR NEGLECTFUL BEHAVIOR TOWARDS THE ISSUE. DEVASTATING THAT THIS 400-600$ REPAIR WILL BE A THREE YEAR OCCURRENCE IT SEEMS | | PID_TWITTER_[redacted] | | | OCT 17, 2018 3:18 PM | | SHE INFORMED ME THAT AFTER COMPLETING A DIAGNOSTIC EXAM AT A VW DEALERSHIP OUT OF POCKET I WOULD THEN BE CALLED BY A REGION MANAGER. WHY SHOULD THE COST OF DIAGNOSING THE CLOCKSPRING PROBLEM BE ON THE CONSUMER WHEN THE VEHICLE WAS RECALLED PREVIOUSLY? | | PID_TWITTER_[redacted] | |
10/17/2018 4:39:00 PM	THANKS FOR GETTING BACK WITH ME, JULISA. AFTER RESEARCHING, I DO SEE YOUR CHAT WITH NATALIE, AND I APOLOGIZE WE WEREN'T ABLE TO MEET YOUR EXPECTATIONS. WE RELY ON OUR DEALERSHIPS AS OUR TECHNICAL RESOURCES, SO A DIAGNOSIS AT A VW DEALERSHIP WOULD BE THE FIRST STEP IN CONFIRMING IF YOUR CLOCK SPRING NEEDS TO BE REPLACED. | | | BECAUSE THERE'S LABOR TIME INVOLVED IN DIAGNOSING A VEHICLE, DEALERS WILL OFTEN ASK THAT YOU AUTHORIZE A DIAGNOSIS FEE UP FRONT. THIS IS YOU AGREEING TO COVER THE COST OF THE DIAGNOSIS IF WE FIND WE ARE UNABLE TO ASSIST WITH THE COST OF THE REPAIR. | | | I KNOW THAT THAT WASN'T THE OUTCOME YOU WERE HOPING FOR, AND I'M SORRY THAT I WASN'T ABLE TO PROVIDE YOU WITH A MORE FAVORABLE ONE. WE'RE HAPPY TO LOOK INTO THIS FURTHER FOR YOU, BUT UNTIL A VW DEALERSHIP PERFORMS A DIAGNOSIS WE'RE UNABLE TO DO SO. IF YOU HAVE ANY ADDITIONAL QUESTIONS, YOU'RE WELCOME TO LET US KNOW. YOU CAN USE YOUR CASE NUMBER AS A REFERENCE, WHICH IS [redacted] -SW | | | CO TO REVIEW
10/17/2018 7:29:00 PM	OCT 17, 2018 5:53 PM | | WHAT IS THE DIAGNOSTIC TEST GOING TO CONCLUDE FROM THE CAR? | | | PID_TWITTER_[redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX1DW[redacted]
Owner Or Fleet	[redacted] CHICAGO, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	10/14/2018	Incident Date	N/A
Mileage	98,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/17/2018 7:31:00 PM	OCT 17, 2018 7:29 PM | | HEY [redacted] A VEHICLE DIAGNOSIS WOULD BE A SERVICE COMPLETED BY OUR AUTHORIZED DEALERSHIPS TO CONFIRM EXACTLY HOW THOSE ISSUES ARE OCCURRING AND TO CONFIRM IF THE CLOCK SPRING DOES NEED TO BE REPLACED. | | | | IF YOU DO NEED HELP WITH SETTING UP AN APPOINTMENT, PLEASE LET US KNOW. | | | YOU CAN ALSO FIND THE DEALERSHIPS IN YOUR AREA AT THIS LINK: [redacted]
10/18/2018 10:07:00 PM	OCT 18, 2018 2:58 PM | | | WHERE WOULD I BE ABLE TO GET VERIFICATION THAT THE RECALL WAS COMPLETED? | | SENT TO@VW | | ID: PID_TWITTER[redacted] | | | OCT 18, 2018 2:58 PM | | | IN 2016 | | SENT TO@VW | | ID: PID_TWITTER_[redacted] | | | OCT 18, 2018 6:04 PM | | | [redacted] OUR RECORDS CONFIRM THAT THE CLOCK SPRING RECALL REPAIR WAS COMPLETED ON THE TIGUAN ON 5/25/2016. -BB | | SENT TO@WZARDDDDDD | | ID: PID_TWITTER_[redacted] | | | OCT 18, 2018 6:42 PM | | | AT WHAT VW MECHANIC? | | SENT TO@VW | | ID: PID_TWITTER_[redacted] | | | OCT 18, 2018 6:42 PM | | | I'D LIKE TO KNOW WHERE IT WAS COMPLETED | | SENT TO@VW | | ID: PID_TWITTER_[redacted] | | | OCT 18, 2018 8:07 PM | | | HI [redacted] THAT RECALL REPAIR WAS PERFORMED AT SUBURBAN VW IN TROY, MI ON 5/25/2016. AGAIN, IF YOU'RE ABLE TO MAKE AN APPOINTMENT AT A DEALER AND AUTHORIZE THE DIAGNOSIS, A REPEAT REPAIR ON A CLOCK SPRING IS A SITUATION THAT WE'D LIKE TO LOOK INTO. WE WOULD GET A REGION CASE MANAGER (RCM) INVOLVED TO SEE HOW WE MIGHT HELP. -BB | | SENT TO@WZARDDDDDD | | ID: PID_TWITTER_[redacted] | | | OCT 18, 2018 8:10 PM | | | ALRIGHT THANK YOU I WILL LOOK INTO IT AND GET IT DIAGNOSED AS QUICK AS POSSIBLE | | SENT TO@VW | | ID: PID_TWITTER[redacted] | | | CO TO REVIEW.
10/18/2018 10:19:00 PM	CO TO REVIEW. | |
10/19/2018 12:34:00 PM	NO FURTHER ACTION PENDING DEALER APPOINTMENT
11/3/2018 10:36:00 AM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / STEERING WHEEL BUTTON CONCERNS;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A39G[redacted]
Owner Or Fleet	[redacted] WAUKEE, IA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	10/15/2018	Incident Date	N/A
Mileage	54,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/15/2018 4:17:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED 2/2018 AT MILEAGE 34,000; VEHICLE PURCHASED FROM NON-VW DEALER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; BRAND LOYAL CUSTOMER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; AIRBAG LIGHT IS ON; VEHICLE IS CURRENTLY AT VW DEALERSHIP; DEALER STATES: BROKEN CLOCK SPRING; WORKING WITH AT DEALER; VEHICLE IN FOR AN OVERNIGHT REPAIR; | | | | CUSTOMER SEEKING: SEEING IF CLOCK SPRING IS A WARRANTY ISSUE; | | | CO ADVISED THAT REPAIR FALLS UNDER NVLW WARRANTY; CUSTOMER IS OUTSIDE OF WARRANTY BY MILEAGE; INFORMATION PROVIDED IS DOCUMENTED; IF PART COMES UP FOR RECALL CUSTOMER CAN SUBMIT FOR REIMBURSEMENT REVIEW; | | | CUSTOMER STATES CAN VW LOOK INTO SOME KIND OF ASSISTANCE WITH REPAIR; CLOCK SPRING IS A KNOWN ISSUE WITH VW VEHICLES; FEELS THERE SHOULD BE A WARRANTY TO COVER PART; ESPECIALLY ON A TWO YEAR OLD VEHICLE; | | | CO FACE TO FACE WITH EM MARIA; | | ADVISED: CAN ASSIGN TO RCM TO REVIEW REQUEST DUE TO VEHICLE IS OUTSIDE OF WARRANTY BY 18K MILES WOF NVLW | | | CO ADVISED THAT CASE WILL BE ESCALATED TO RCM; RCM WILL REACH OUT TO DEALER REGARDING DIAGNOSIS; RCM WILL CONTACT CUSTOMER BY COB 10/16; | | | | CO TO RCM; | |
10/15/2018 4:26:00 PM	EM ADVISED: CAN ASSIGN TO RCM TO REVIEW REQUEST DUE TO VEH IS OUTSIDE OF WARRANTY BY 18K MILES IOF NVLW
10/15/2018 4:58:00 PM	RCM TO CONTACT DEALER REGARDING DIAGNOSIS; RCM TO CONTACT CUSTOMER BY COB 10/16;
10/16/2018 4:06:00 PM	RCM REQUESTED DEALER RETURN RCM CALL TO DISCUSS CUSTOMER CONCERNS. | | | RCM TO WAIT FOR DEALER CALL
10/16/2018 4:23:00 PM	[redacted] | | | RCM ADVISED: WAITING ON INFORMATION FROM LITHIA VOLKSWAGEN TO ADDRESS CUSTOMER'S CONCERN WITH FINANCIAL ASSISTANCE FOR REPAIR; RCM WILL REACH OUT TO THEM AGAIN 10/17/18 AND FOLLOW UP WITH CUSTOMER | | | | RCM TO EMAIL DEALER
10/17/2018 3:21:00 PM	RCM ADVISED: RCM IS WAITING FOR DEALER TO CALL SO THAT CUSTOMER'S REQUEST FOR GOODWILL ASSISTANCE CAN BE ADDRESSED; RCM REQUESTED DLR RETURN RCM CALL. | | | RCM TO WAIT FOR DEALER CALL
10/17/2018 3:46:00 PM	CUSTOMER STATES: CUSTOMER CALLED IN A FEW DAYS AGO REGARDING REIMBURSEMENT OF A CLOCK SPRING; CUSTOMER STATES THAT HE WAS SUPPOSED TO BE CONTACTED BY RCM AND NEVER WAS; CUSTOMER WANTS TO KNOW IF HE SHOULD PURCHASE CLOCK SPRING AND THEN BE REIMBURSED | | | CUSTOMER SEEKING: RESOLUTION FROM RCM | | | CA ADVISED: CA WILL REACH OUT TO CUSTOMER'S RCM AND LET HER KNOW CUSTOMER CALLED FOR DIRECTION; CO EMAILED RCM EVELYN FIORDELIS | | | RCM TO REVIEW
10/17/2018 5:25:00 PM	RCM ADVISED: DOES CUSTOMER┬┐S CLOCK SPRING HAVE ANYTHING TO DO WITH PREVIOUS RECALLS. | | | DEALER STATED: NO HE DOESN'T HAVE A HISTORY FOR CLOCK SPRING RECALL | | | RCM TO CALL CUSTOMER
10/17/2018 5:27:00 PM	RCM CALLING TO DISCUSS CLOCK SPRING REPAIR; RCM WILL FOLLOW UP 10/18/18; PROVIDED DIRECT CONTACT INFORMATION FOR EXT 43086. | | | RCM TO CALL CUSTOMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A39GC[redacted]
Owner Or Fleet	[redacted] WAUKEE, IA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	10/15/2018	Incident Date	N/A
Mileage	54,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/18/2018 3:50:00 PM	CUSTOMER STATED: HE REALIZES HE DOESN'T HAVE COVERAGE BUT HE'S A MULTIPLE VW OWNER AND FOR A CLOCK SPRING TO FAIL AT 2 YEARS OF OWNERSHIP AND LESS THAN 20K OUTSIDE THE NVLW IS HARD FOR HIM TO UNDERSTAND. | | | RCM ADVISED: RCM IS WILLING TO PROVIDE 50% OF PARTS AND LABOR FOR REPAIR; CUSTOMER WILL HAVE TO CALL DEALER AND APPROVE HIS PORTION OF REPAIRS | | | CUSTOMER STATED: HE GAVE PERMISSION FOR RCM TO TELL DEALER THAT HE APPROVES HIS PORTION OF REPAIRS. | | | RCM TO CALL DEALER AND CIRCLE BACK TO CUSTOMER AFTER REPAIRS HAVE BEEN COMPLETED TO GAUGE SATISFACTION. | | |
10/18/2018 7:16:00 AM	RCM TO DISCUSS GOODWILL ASSISTANCE WITH DEALER. | | | RCM TO CALL DEALER
10/18/2018 8:31:00 AM	CUSTOMER STATED: HE WOULD LIKE A VOICEMAIL MESSAGE WITH VW'S DETERMINATION FOR GOODWILL ASSISTANCE REGARDING HIS CLOCK SPRING REPAIR. | | | RCM TO CALL DEALER THEN CUSTOMER
10/18/2018 8:45:00 AM	RCM ADVISED: CALLING EARLY TO LET DEALER KNOW THAT WE HAVE SEVERAL CASES TO GO OVER; REQUESTED SERVICE MANAGER RETURN RCM CALL | | | RCM TO WAIT FOR DEALER CALL
10/19/2018 1:05:00 PM	RCM ADVISED: VW WILL PROVIDE 50% PARTS AND LABOR FOR AIRBAG CLOCK SPRING REPAIR; RCM REQUESTED WARRANTY RATES FOR PARTS AND LABOR; RCM PROVIDED AUTHORIZATION NUMBER 181650531; ETA ON REPAIR IS THE END OF THE DAY. | | | RCM TO CALL CUSTOMER | | | RCM TO ADVISE: DEALER STATED REPAIR WILL BE COMPLETED TODAY; RCM WILL FOLLOW UP 10/22/18 TO ENSURE REPAIR RESOLVED CONCERNS.
10/19/2018 12:53:00 PM	| |
10/19/2018 4:42:00 PM	RCM CALLED CUSTOMER; RCM ADVISED DEALER STATED REPAIR WILL BE COMPLETED TODAY; RCM WILL FOLLOW UP 10/22/18 TO ENSURE REPAIR RESOLVED CONCERNS | | | RCM TO CALL CUSTOMER
10/22/2018 5:20:00 PM	[redacted] | | | RCM ADVISED: FOLLOWING UP ON CUSTOMER'S REPAIRS TO ENSURE THEY RESOLVED CUSTOMER'S CONCERNS; IF CUSTOMER REQUIRES FURTHER ASSISTANCE, RCM REQUESTED THAT CUSTOMER ALL RCM; PROVIDED DIRECTIONS TO CALL EXT 43086. | | | |
10/23/2018 3:08:00 PM	RCM ADVISED; CALLING TO FOLLOW UP ON REPAIRS; IF CUSTOMER REQUIRES FURTHER ASSISTANCE, PLEASE CALL RCM; PROVIDED DIRECT CONTACT INFORMATION TO EXT 43086. | | | NO FURTHER ACTION PENDING CUSTOMER CONTACT | |
10/23/2018 3:11:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / CUSOTMER STATED HE NEEDS A NEW CLOCK SPRING;
10/23/2018 7:48:00 PM	CUSTOMER STATED: HE'S THRILLED THAT HIS VEHICLE IS BACK TO NORMAL; HE'S GOOD TO GO AND HAS NO FURTHER CONCERNS. | | | NO FURTHER ACTION REQUIRED

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX7DW[redacted]
Owner Or Fleet	[redacted] TUSTIN, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	10/15/2018	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/15/2018 4:29:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED _05/2016__ AT MILEAGE 55000; VEHICLE PURCHASED FROM NEFTIN VW DEALER; YES, THIS IS A CPO; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; VEHICLE IS FINANCED THROUGH VCI; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT IS ON AND STEERING WHEEL CONTROLS DO NOT WORK; PROBLEM JUST STARTED TODAY; | | | CUSTOMER SEEKING: GOODWILL ASSISTANCE WITH THE REPAIRS; | | | FACE TO FACE WITH EM MARIA; ADVISED VEHICLE IS OUTSIDE OF CPO AND NVLW, VWOA UNABLE TO ASSIST; | | | CO ADVISED: THE VEHICLE CURRENTLY HAS NO RECALL OR WARRANTY EXTENSIONS ACTIVE; DUE TO THE VEHICLE BEING OUTSIDE BY TIME AND MILEAGE BOTH THE NVLW AND CPO WARRANTY VW WOULD NOT ASSIST; | | | CUSTOMER ACKNOWLEDGED; | | | NO FURTHER ACTION.
10/15/2018 4:31:00 PM	EM ADVISED: VEH IS OUTSIDE OF CPO AND NVLW, VWOA UNABLE TO ASSIST
10/15/2018 4:42:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / LIGHT IS ON AND HORN DOES NOT WORK;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGTV7AX0HK[redacted]
Owner Or Fleet	[redacted] Wendell, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	10/16/2018	Incident Date	N/A
Mileage	54,379		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/16/2018 2:42:00 PM	CUSTOMER STATES: ORIGINAL OWNER; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE IS LEASED; VEHICLE IS FINANCED THROUGH VCI; BRAND LOYAL CUSTOMER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT ON; STEERING WHEEL NOISE; VEHICLE IS CURRENTLY AT VW DEALERSHIP; DEALER STATES: AIRBAG CLOCK SPRING FAILURE; DEALER QUOTED $612.00; WORKING WITH ADAM AT DEALER; | | | CUSTOMER SEEKING: VW ASSISTANCE TO HAVE CLOCK SPRING REPLACED; RECALLS ON VEHICLE; | | | FACE TO FACE WITH DEBBIE ADVISED TO ESCALATE TO RCM TO REVIEW FOR POSSIBLE ASSISTANCE DUE TO FAMILY LOYALTY (GRANDMA PROFILE [redacted] / GRANDPA PROFILE [redacted] | | | CO ADVISED WILL ESCALATE TO RCM TO FOLLOW UP WITH DEALER 409221 REGARDING RECENT DIAGNOSIS; RCM TO FOLLOW UP WITH CUSTOMER COB 10/17/2018;REGUARDING REVIEW FOR POSSIBLE ASSISTANCE FOR CLOCK SPRING REPAIR | | | CO TO ESCALATE TO RCM
10/16/2018 2:48:00 PM	TEAM LEAD ADVISED: DUE TO FAMILY LOYALTY; ESCALATE TO RCM TO EXPLORE REQUEST; RCM WILL CONTACT BY COB 10.17.18; CO TO ADVISE
10/16/2018 3:07:00 PM	RCM TO FOLLOW UP WITH DEALER 409221 REGARDING RECENT DIAGNOSIS; RCM TO FOLLOW UP WITH CUSTOMER COB 10/17/2018;REGUARDING REVIEW FOR POSSIBLE ASSISTANCE FOR CLOCK SPRING REPAIR [redacted] | |
10/17/2018 1:55:00 PM	SA TOOK MESSAGE FOR SM TO CALL RCM ONCE HE COMES BACK FROM LUNCH | | | RCM TO WAIT DEALER CALL
10/17/2018 4:49:00 PM	CUSTOMER ALREADY PAID, THEY PAID $553.66 WITH TAX, WARRANTY PAY WOULD HAVE BEEN $469.27, RCM ASKED IF SM IS OKAY WITH RCM REIMBURSING WHAT THEY WOULD HAVE PAID FOR WARRANTY RATES, SM STATES HE IS; RCM ADVISED WILL SEND CUSTOMER A CHECK FOR $469.27 | | | RCM TO CALL CUSTOMER | |
10/17/2018 5:05:00 PM	PHONE NUBMER ON FILE IS NOT IN SERVICE | | | RCM TO EMAIL CUSTOMER
10/17/2018 6:19:00 PM	CUSTOMER STATES: NEVER RECEIVED CALL TODAY FROM PERSON HANDLING CASE; LOOKING FOR AN UPDATE; | | | CUSTOMER ADVOCATE ADVISED: TRIED TO REACH OUT TO CUSTOMER, PHONE NUMBER ON FILE IS INCORRECT; VERIFIED AND UPDATED CORRECT NUMBER; CUSTOMER IS SCHEDULED TO RECEIVE A CALL BACK TOMORROW BY THE COB 10-18; | | | CUSTOMER ACKNOWLEDGED: | | | RCM TO REVIEW.
10/18/2018 1:21:00 PM	[redacted] | | | RCM ADVISE: RCM CHRIS TRIED CALLING HAD WRONG PHONE NUMBER BASED ON CUSTOMER LOYALTY VW WOULD LIKE TO REIMBURSE 100% WOULD BE REIMBURSED VIA CHECK CUSTOMER WILL RECEIVE IT WITHIN 4-6 WEEKS | | | CUSTOMER ACCEPTED | | | RCM UPDATED ADDRESS TO [redacted] WENDELL NC [redacted]
10/18/2018 1:28:00 PM	SP TO ISSUSE CHECK IN THE AMOUNT OF 553.66 FOR CLOCK SPRING REIMBURSEMENT TO ADDRESS ON FILE [redacted] WENDELL NC [redacted]
10/18/2018 1:58:00 PM	RC GENERATED THE FOLLOWING CHECK REQUEST: | | | WVGTV7AX0HK[redacted] VW TO REIMBURSE THE CUSTOMER FOR A CLOCK SPRING REPAIR. TOTAL = $553.66

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGTV7AX0HK[redacted]
Owner Or Fleet	[redacted] Wendell, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	10/16/2018	Incident Date	N/A
Mileage	54,379		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/18/2018 10:26:00 AM	GRANDFATHER CALLING ON BEHALF OF GRANDDAUGHTER; WAS SUPPOSED TO RECEIVE A PHONE CALL FROM RCM; HAVEN'T HEARD ANYTHING REGARDING CASE. | | | CUSTOMER SEEKING: UPDATE ON CASE. | | | | | CA CALLED RCM, GOT VOICEMAIL. CA IS UNABLE TO LYNC RCM DUE TO BEING OFFLINE | | | | | CA ADVISED: UNABLE TO REACH RCM WHO IS UNAVAILABLE AT THIS TIME, RCM IS STILL ACTIVELY INVOLVED IN CASE; SET TO FOLLOW UP WITH CUSTOMER BY COB TODAY. WILL SEND AN EMAIL TO RCM ON CUSTOMER'S BEHALF, LETTING THEM KNOW THAT YOU ARE SEEKING AN UPDATE. | | | BEST CONTACT NUMBER; [redacted] | | | | | RCM TO REVIEW.
10/18/2018 10:29:00 AM	CONTACTED RCM TO SEE IF THEY WERE AVAILABLE TO TAKE PHONE CALL PER CUSTOMER'S REQUEST. GOT VOICEMAIL. | | | |
10/18/2018 10:38:00 AM	HELLO, | | | | CUSTOMER┬┐S GRANDFATHER CALLED TO SPEAK WITH YOU REGARDING AN UPDATE ON CASE. ACCORDING TO CASE NOTES, IT SAYS THAT CUSTOMER WILL BE GETTING A PHONE CALL BY COB TODAY. I TOLD CUSTOMER THAT I WOULD EMAIL YOU ON HIS BEHALF. PLEASE REACH OUT TO CUSTOMER WHEN YOU ARE AVAIALABLE . | | | GRANDFATHER┬┐S BEST CONTACT NUMBER: [redacted] | | | THANK YOU, | | | | JAMISHA KEYS | | CUSTOMER CARE PHONE ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | | | | | |
10/25/2018 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 553.66 MAILED ON 10/24/2018

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHN7AN1AE[redacted]
Owner Or Fleet	[redacted] SILVERTON, ID, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	10/16/2018	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501BG		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/16/2018 6:49:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED 2016 AT MILEAGE 64,000; VEHICLE PURCHASED FROM NON-VW DEALER; NOT A CPO; VEHICLE WAS PURCHASED; FIRST TIME VW/AUDI OWNER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT IS ON AFTER TAKATA RECALL WAS PERFORMED; VEHICLE IS CURRENTLY AT VW DEALERSHIP; DEALER STATES: REQUIRING DIAGNOSIS TO DETERMINE WHY LIGHT IS ON; VEHICLE IN FOR AN OVERNIGHT REPAIR; CUSTOMER STATES IS GOING HUNTING AND MIGHT LOSE CO; INQUIRED IF CO CAN CALL BACK COB 10/17/18 | | | CUSTOMER SEEKING: DOESN'T WANT TO PAY DIAGNOSIS FEE; FEELS LIGHT IS ON DUE TO DEALER PERFORMING RECALL; | | | CO: REVIEWED WITH SUPERVISOR KRISTOPHER P ADVISED CUSTOMER WOULD BE RESPONSIBLE FOR DIAGNOSIS FEE; ONCE DIAGNOSIS IS COMPLETE RCM CAN FOLLOW UP ON DIAGNOSIS | | | CO TO ADVISE CUSTOMER WOULD BE RESPONSIBLE FOR DIAGNOSIS FEE; ONCE DIAGNOSIS IS COMPLETE RCM CAN FOLLOW UP ON DIAGNOSIS | | | CO TO CALL CUSTOMER BY COB 10/17/18
10/16/2018 6:53:00 PM	VW WOULD NOT WAIVE DIAG; WE CAN ESCALATE TO RCM TO FOLLOW UP ON DIAG THOUGH
10/17/2018 1:24:00 PM	CO ATTEMPTED TO REACH CUSTOMER; CUSTOMER ANSWERED AND ADVISED THERE IS NO ONE THERE BY THAT NAME | | | CO TO EMAIL CUSTOMER
10/17/2018 1:28:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MR. [redacted] | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH US. | | I'VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. AT YOUR EARLIEST CONVENIENCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987. | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | SINCERELY, | | | KAREN P | CUSTOMER CARE ADVOCATE | |
10/18/2018 4:19:00 PM	CUSTOMER STATES: HAS ONGOING CASE; | | | CUSTOMER SEEKING: STATUS | | | CUSTOMER ADVOCATE ADVISED: VWOA WOULD NOT BE ABLE TO COVER THE DIAGNOSIS FEE; | | | CO TO REVIEW AND CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A32CC[redacted]
Owner Or Fleet	[redacted] Chicago, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/17/2018	Incident Date	N/A
Mileage	43,410		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/17/2018 3:32:00 PM	CUSTOMER STATES: ORIGINAL OWNER; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: STEERING WHEEL FUNCTIONS, HORN IS INOPERABLE AND AIRBAG LIGHT IS ON; PROBLEM STARTED HAPPENING IN A MONTH AGO; DEALER QUOTED $700-$800; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT JENNINGS VW ON 5/10/2018; | | | CUSTOMER SEEKING: VW FINANCIAL ASSISTANCE; ; | | | FACE TO FACE WITH MARIA: EM ADVISED: CO TO MAKE A DEALER APPOINTMENT FOR DIAGNOSIS AND THEN ESCALATE TO RCM FOR REVIEW OF DIAGNOSIS TO SEE IF CONCERNS ARE RELATED TO 69L2 RECALL FIR STEERING WHEEL CLOCK SPRING | | | CO ADVISED: CO TO MAKE A DEALER APPOINTMENT FOR DIAGNOSIS AND THEN ESCALATE TO RCM FOR REVIEW OF DIAGNOSIS TO SEE IF CONCERNS ARE RELATED TO 69L2 RECALL FIR STEERING WHEEL CLOCK SPRING | | | CUSTOMER WANTS CO TO CALL TOMORROW AND LET HER FATHER KNOW, BECAUSE FATHER WOULD BE ABLE TO GIVE MORE INFORMATION. | | | CO TO FOLLOW UP WITH CUSTOMER BY COB 10/18
10/17/2018 3:36:00 PM	EM ADVISED: CO TO MAKE A DEALER APPOINTMENT FOR DIAGNOSIS AND THEN ESCALATE TO RCM FOR REVIEW OF DIAGNOSIS TO SEE IF CONCERNS ARE RELATED TO 69L2 RECALL FIR STEERING WHEEL CLOCK SPRING
10/18/2018 12:23:00 PM	CO CALLED CUSTOMER; CUSTOMER UNAVAILABLE; CO LEFT MESSAGE; CO PROVIDED CASE AND CUSTOMER CARE CENTER PHONE #; | | | LVL 1 TO ADVISE: BECAUSE CUSTOMER HAS AIRBAG WARNING LIGHT ON AFTER CUSTOMER HAD 69L2 STEERING WHEEL CLOCK SPRING CAMPAIGN DONE WE DO ADVISE CUSTOMER TAKES VEHICLE TO VW DEALER; CUSTOMER ADVOCATE TO MAKE A DEALER APPOINTMENT FOR DIAGNOSIS AND THEN ESCALATE TO RCM FOR REVIEW OF DIAGNOSIS TO SEE IF CONCERNS ARE RELATED TO 69L2 RECALL FIR STEERING WHEEL CLOCK SPRING | | | CO TO FOLLOW UP WITH CUSTOMER BY COB 10/19
10/18/2018 2:06:00 PM	CUSTOMER STATES: ISSUES WITH STEERING WHEEL CONTROLS AS WELL AS AIRBAG LIGHT BEING ON; CUSTOMER STATES VEHICLE WAS LOOKED AT IN JULY; CUSTOMER STATES DAUGHTERS LIFE IS IN DANGER; | | | CUSTOMER SEEKING: ASSISTANCE | | | CUSTOMER ADVOCATE ADVISED: CASE WAS REVIEWED AND VWOA DOES WANT TO LOOK INTO REQUEST FURTHER HOWEVER WOULD NEED A CURRENT DIAGNOSIS; CUSTOMER ADVOCATE ASSISTED SETTING UP DEALER APPOINTMENT USING X-TIME FOR 10:00 AM - MONDAY OCT 22, 2018 WITH SERVICE ADVISOR MAYJORIO P; CUSTOMER ADVOCATE ADVISED WOULD HAVE TO AUTHORIZE CHARGE FOR DIAGNOSIS AND WOULD BE COVERED BY VW IF WE ASSIST WITH REPAIRS; | | | CUSTOMER ADVOCATE TO ASSIGN TO RCM FOR REVIEW
10/18/2018 2:54:00 PM	RCM TO LOOK INTO DIAGNOSIS, STEERING WHEEL CLOCK SPRING CONCERNS AND FINANCIAL ASSISTANCE WITH REPAIRS; RCM TO FOLLOW UP WITH CUST BY COB 10/23; | | | RCM TO REVIEW
10/23/2018 10:33:00 AM	SERVICE MANAGER ADVISED REPAIRED YESTERDAY COVERED UNDER CAMPAIGN EXCEPTION, REPLACED CLOCK SPRING ; | | | RCM TO CALL CUSTOMER ;
10/23/2018 10:35:00 AM	[redacted] | | | RCM ADVISED REPAIR ON CLOCK SPRING WAS COVERED UNDER CAMPAIGN ; | | | CUSTOMER STATES THE DEALER WAS TRYING TO DENY THE REPAIR BUT THEN IT WAS COVERED ; | | | RCM ADVISED APOLOGIES ABOUT TREATMENT ; WILL LOG COMPLAINT HERE AT CARE ; | | | NO FURTHER ACTION ;
10/23/2018 10:37:00 AM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / CLOCK SPRING;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A32CC[redacted]
Owner Or Fleet	[redacted] Chicago, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/17/2018	Incident Date	N/A
Mileage	43,410		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/23/2018 8:47:00 AM	GOOD MORNING, | | | MS. [redacted] CALLED INTO CARE STATING THAT THE AIRBAG LIGHT IS ON AND THEY PREVIOUSLY HAD THE 69L2 RECALL. I'M LOOKING FOR SOME INFORMATION: | | | WHAT IS THE DIAGNSOIS/RECOMMENDED REPAIR? | | ARE THESE REPAIRS RELATED IN ANY WAY TO THE PREVIOUS RECALL? | | IF SO, HAS A CAMPAIGN AUTHORIZATION BEEN OPENED FOR THE CURRENT REPAIRS? | | IF NOT, ARE THESE COMPLETELY SEPARATE PARTS FROM THE RECALL? | | WHAT IS THE MILEAGE OF THE VEHICLE? | | ANY OTHER PERTINENT INFORMATION? | | | THANK YOU, | | | | KEVIN SCOTT | | REGION CASE MANAGER | | VOLKSWAGEN CUSTOMER CARE | | | | VOLKSWAGEN OF AMERICA, INC. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN3CE[redacted]
Owner Or Fleet	[redacted] Morro Bay, CA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	10/17/2018	Incident Date	N/A
Mileage	78,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/17/2018 5:08:00 PM	CUSTOMER STATES: PRE OWNED; VEHICLE PURCHASED 2014 AT MILEAGE 20K; YES, THIS IS A CPO; VEHICLE EXPERIENCING: AT DEALER SHIP WITH A CLOCK SPRING CONCERN; WOULD LIKE TO KNOW IF COVERED UNDER THE RECALL SHE READ ABOUT | | | | CUSTOMER SEEKING: TO KNOW IF RECALL APPLIED TO VEHICLE | | | | CO RETURNED TO CUST WHO WAS SPEAKING TO THE DEALER AND DISCONNECTED | | | | CO RETURNED CALL AND DEALER HAD EXPLAINED THE CLOCK SPRING WOULDN┬┐T BE COVERED; CO EXPLAINED THE 1 YR. OR 12K MILES WOF FIRST WARRANTY THE PART WOULD┬┐VE HAD ; WARRANTY EXT. COVERAGE FOR 120K MILES OR UNTIL 4/28/2021 FOR INTAKE MANIFOLD, FUEL INJECTORS AND INJECTION PUMP; 100K MILES OR 4/28/2021 WOF FOR TIMING CHAIN | | | | CO THANKS FOR RETURN CALL | | | | CO TO CLOSE
10/17/2018 5:10:00 PM	CATEGORY SELECTION : AIRBAGS / SYMPTOM NOT SPECIFIED - 1 / NEED CLOCK SPRING REPLACE;
10/17/2018 5:21:00 PM	CO RETURNED CALL AND DEALER HAD EXPLAINED THE CLOCK SPRING WOULDN┬┐T BE COVERED; CO EXPLAINED THE 1 YR. OR 12K MILES WOF FIRST WARRANTY THE PART WOULD┬┐VE HAD ; WARRANTY EXT. COVERAGE FOR 120K MILES OR UNTIL 4/28/2021 FOR INTAKE MANIFOLD, FUEL INJECTORS AND INJECTION PUMP; 100K MILES OR 4/28/2021 WOF FOR TIMING CHAIN | | | | CO THANKS FOR RETURN CALL | | | | CO TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW8AHXD[redacted]
Owner Or Fleet	[redacted] Evansville, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2013		
Report Date	10/17/2018	Incident Date	N/A
Mileage	100,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/17/2018 6:06:00 PM	CUSTOMER STATES THAT WENT INTO THE DEALER ORIGINALLY TO THE DEALER FOR THE RECALL 69M9 AND A WATER LEAK IN THE VEHICLE; STATES THAT AFTER THE RECALL WAS COMPLETED THE AIRBAG LIGHT WAS ON, THE HORN DID NOT WORK, AND THE STEERING WHEEL FUNCTIONS WOULD NOT WORK; STATES THAT WAS TOLD THERE WAS NO RECALLS FOR THE VEHICLE SO JUST PAID OUT OF POCKET FOR THE REPAIR; STATES THAT NOW IS SEEING THAT THERE IS A RECALL OPEN FOR THE CLOCK SPRING AND WOULD LIKE TO SUBMIT FOR REIMBURSEMENT; STATES ALSO DOES NOT TRUST THE RECALL WORK DONE ON THE VEHICLE DUE TO PREVIOUS CONCERNS WITH WORKMANSHIP FROM THE DEALER AND DOES NOT FEEL CONFIDENT IN THEIR WORK; | | | CUSTOMER SEEKING TO SUBMIT FOR REIMBURSEMENT; | | | FACE TO FACE WITH ROSS: | | | CO ADVISED THAT CASE WILL BE ESCALATED TO A RCM TO VERIFY WORK COMPLETED AND TO GET THE REPAIR ORDER FROM THE DEALER; ADVISED THAT THE CUSTOMER WOULD NEED TO SUBMIT THEIR POP FOR THE REPAIR IN ORDER TO LOOK INTO REIMBURSEMENT; | | | CUSTOMER THANKED; | | | CO TO ESCALATE TO A RCM
10/17/2018 6:35:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / CLOCK SPRING FAILURE; STRUCTURE / HISTORICAL CONCERN / WATER LEAKED INTO THE VEH ;
10/17/2018 6:36:00 PM	CUSTOMER STATES THAT AFTER THE RECALL 69M9 WAS COMPLETED THE AIRBAG LIGHT WAS ON, THE HORN DID NOT WORK, AND THE STEERING WHEEL FUNCTIONS WOULD NOT WORK; STATES THAT WAS TOLD THERE WAS NO RECALLS FOR THE VEHICLE SO JUST PAID OUT OF POCKET FOR THE REPAIR; STATES THAT NOW IS SEEING THAT THERE IS A RECALL OPEN FOR THE CLOCK SPRING AND WOULD LIKE TO SUBMIT FOR REIMBURSEMENT; STATES ALSO DOES NOT TRUST THE RECALL WORK DONE ON THE VEHICLE DUE TO PREVIOUS CONCERNS WITH WORKMANSHIP FROM THE DEALER AND DOES NOT FEEL CONFIDENT IN THEIR WORK; | | | CUSTOMER SEEKING TO SUBMIT FOR REIMBURSEMENT AND GET REPAIR ORDER FROM DEALER FOR REIMBURSEMENT; | | | RCM TO FOLLOW UP WITH THE CUSTOMER BY COB 10/18 AT [redacted] TO VERIFY WORK COMPLETED AND OBTAIN REPAIR ORDER FOR THE REPAIR;
10/17/2018 6:36:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE AND I HAVE INCLUDED THE LINK FOR OUR MEDIA SITE BELOW. | [redacted] | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | HANNAH W | CUSTOMER CARE ADVOCATE |
10/18/2018 1:52:00 PM	MEDIA ATTACHED IN DOC CENTER
10/18/2018 11:52:00 AM	MEDIA ATTACHED IN DOC CENTER
10/18/2018 5:34:00 PM	CUSTOMER STATES: CAME OUT THE CLOCK SPRING WAS BROKE; DEALER SAID IT HAPPENS; ITS BROKE AND ITS CUSTOMER PAY; SERVICE MANAGER WAS RUDE AND SAID IT┬┐S NOT IMPORTANT/YOU DON┬┐T HAVE TO FIX IT; HORN WAS NOT WORKING; TO GET HER VEHICLE BACK, SHE HAD TO PAY FOR IT; TUBE IN A PILLAR IT WAS LEAKING DURING THE RAIN; CLOCK SPRING BROKE AFTER THEY SPRAYED THE AIR IN THE PILLAR; FOUND A RECALL FOR THE CLOCK SPRING; DOES NOT TRUST THE DEALER; GOING ON THE 29TH FOR THE TAKATA RECALL 69Q9; WORKS WITH SERVICE ADVISOR BRAD AND SERVICE ADVISOR BEN-HAS NOT HAD GOOD EXPERIENCE WITH THEM. RCM ADVISED: WILL DOCUMENT HER FEEDBACK REGARDING THE DEALER; ADVISED WE WOULD NOT REIMBURSE FOR THE CLOCK SPRING AS ITS OUTSIDE OF NVLW; WHEN THE RECALL WAS DONE, THE COVER WAS REPLACED AND THERE WOULD BE NO OTHER COVERAGE FOR THE CLOCK SPRING. RCM WILL KEEP CASE OPEN UNTIL HER TAKATA RECALL IS DONE; WILL FOLLOW UP BY COB TUESDAY 10/30. | | RCM TO CONTACT DEALER. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW8AHXDV[redacted]
Owner Or Fleet	[redacted] Evansville, IN,[redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2013		
Report Date	10/17/2018	Incident Date	N/A
Mileage	100,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/18/2018 9:42:00 AM	GOOD MORNING ALL, | | | | MS. [redacted]CONTACTED CARE STATING AFTER THE RECALL 69M9 WAS COMPLETED THE AIRBAG LIGHT WAS ON, THE HORN DID NOT WORK, AND THE STEERING WHEEL FUNCTIONS WOULD NOT WORK. CUSTOMER STATES SHE WAS TOLD THERE WAS NO RECALLS FOR THE VEHICLE SO SHE PAID OUT OF POCKET FOR THE REPAIR. SHE STATES AFTER SHE PAID FOR THE REPAIR SHE REALIZED THERE IS A RECALL FOR THE CLOCK SPRING AND WOULD LIKE TO SUBMIT FOR REIMBURSEMENT. CUSTOMER STATES SHE DOES NOT TRUST THE RECALL WORK DONE ON THE VEHICLE DUE TO PREVIOUS CONCERNS WITH WORKMANSHIP FROM THE DEALER AND DOES NOT FEEL CONFIDENT IN THEIR WORK. | | | THE CUSTOMER IS SEEKING TO SUBMIT FOR REIMBURSEMENT AND GET REPAIR ORDER FROM DEALER FOR REIMBURSEMENT. CAN YOU PLEASE PROVIDE ANY FEEDBACK REGARDING THE CUSTOMER'S CONCERNS? | | | CAN YOU SEND THE REPAIR ORDERS FOR THE MOST RECENT REPAIR AND CLOCK SPRING RECALL? | | | | | THANK YOU, | | | | LISA HAVNERAAS | | | RCM TO WAIT DEALER EMAIL | |
10/30/2018 3:11:00 PM	RCM FOLLOWING UP AFTER LATEST SERVICE APPOINTMENT WITH DEALER 403300 FOR TAKATA RECALL. CUSTOMER STATES: SHE DID GO IN FOR HER APPOINTMENT AND IT WAS A BETTER EXPERIENCE THAN BEFORE; NO OTHER QUESTIONS OR CONCERNS. | | NO FURTHER ACTION.
10/30/2018 3:13:00 PM	CUSTOMER CONTACTED CUSTOMER CARE CENTER SEEKING REIMBURSEMENT FOR CLOCK SPRING REPAIR; RCM REVIEWED AND ADVISED CUSTOMER THAT DUE TO THE AGE/MILEAGE, WE WOULD NOT REIMBURSE FOR THE CLOCK SPRING; RCM FOLLOW UP AFTER CUSTOMER'S DEALER 403300 APPOINTMENT FOR TAKATA RECALL.
10/30/2018 9:54:00 AM	HI BRIAN, | | | DID MS. [redacted]BRING HER VEHICLE IN YESTERDAY FOR THE TAKATA RECALL? IF SO, IS HER VEHICLE DONE AND GONE? | | | THANK YOU! | | LISA | | RCM TO WAIT DEALER EMAIL.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30DC[redacted]
Owner Or Fleet	[redacted]		HANAHAN, SC, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	10/18/2018	Incident Date	N/A
Mileage	41,546		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/18/2018 8:19:00 AM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED MAY 2018 AT MILEAGE 34K; VEHICLE PURCHASED FROM NON-VW DEALER; NO COVERAGE PROVIDED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT LOCAL BUSINESS (NON-VW); MAINTENANCE RECORDS ARE AVAILABLE; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG WARNING LIGHT; VEHICLE IS CURRENTLY AT VW DEALERSHIP 407325; DEALER STATES: CLOCK SPRING, $400; WORKING WITH SHAUN AT DEALER; DLR REFERED CUST TO CCC | | CUSTOMER SEEKING: FINANCIAL ASSISTANCE; | | | CO ADVISED FILING COMPLAINT IN CASE OF FUTURE RECALL OR WARRANTY EXTENSION; VEHICLE IS SIGNIFICANTLY OUTSIDE NVLW, CUSTOMER CARE CENTER CANNOT ASSIST; | | | | CO TO CLOSE.
10/18/2018 8:19:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT;
10/18/2018 8:22:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | SHAYNA S | CUSTOMER CARE ADVOCATE |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30DC[redacted]
Owner Or Fleet	[redacted]		HANAHAN, SC, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	10/18/2018	Incident Date	N/A
Mileage	41,546		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/18/2018 9:39:00 AM	WITH THE VEHICLE BEING OUTSIDE OF NVLW BY 25 MONTHS AND THE CUSTOMER BEING A SUBSEQUENT OWNER PURCHASED USED NON CERTIFIED, VW CANNOT ASSIST WITH THIS REPAIR. | | | | PLEASE NOTE: CUSTOMER HAS ALREADY CONTACTED CUSTOMER CARE AND HAS BEEN PROVIDED VW'S POSITION. REFERENCE CASE [redacted] | | | | DEALER CONTACTED GOODWILL TEAM FOR ASSISTANCE WITH OUT OF WARRANTY REPAIR. CONSIDERING THE INFORMATION PROVIDED, THE REQUEST WAS NOT APPROVED. | | IF THE CUSTOMER REACHES OUT TO CARE AND PROVIDES INFORMATION THAT WOULD MERIT ADDITIONAL CONSIDERATION, PLEASE REVIEW WITH AN RCM AND/OR A MEMBER OF YOUR LEADERSHIP TEAM. IF NO NEW INFORMATION IS PROVIDED BY THE CUSTOMER, DENIAL CAN BE SUPPORTED. ESCALATION IS NOT REQUIRED. | |
10/18/2018 9:39:00 AM	G20181018005 | | | | CUSTOMER COMPLAINT: CUSTOMER STATES AIR BAG LIGHT AND STEERING CONTROL | | S AND HORN STOPPED WORKING AT THE SAME TIME. | | CAUSE / REPAIR PERFORMED: VERIFIED ISSUE AND FOUND FAULTY STEERING CLOCK SPR | | ING. REPLACE CLOCK SPRING FOR REPAIR | | CLAIM REASON: COMPONENT FAILURE | | GOODWILL JUSTIFICATION | | PLEASE CONFIRM THAT YOU AGREE WITH THE FOLLOWING STATEMENTS: | | | | REPAIR IS NOT COVERED BY A PURCHASED EXTENDED SERVICE CONTRACT? AGREED | | REQUEST IS NOT THE RESULT OF A DENIED WARRANTY CLAIM? AGREED | | ARE THERE PREVIOUS RELATED REPAIRS? NO | | HAS THE CUSTOMER HAD A GOOD OVERALL OWNERSHIP EXPERIENCE? YES | | IS THE CUSTOMER NEW TO VW? NO | | IS THIS A REPEAT VW PURCHASER ? UNKNOWN | | IS THE CUSTOMER LOYAL TO YOUR DEALER? UNKNOWN | | HAS THE VEHICLE BEEN PROPERLY MAINTAINED? YES | | IS THE VEHICLE IN GOOD OVERALL CONDITION? YES | | IS THE CUSTOMER THE ORIGINAL OWNER? UNKNOWN | | PLEASE PROVIDE A DETAILED EXPLANATION FOR OFFERING A GOODWILL EXCEPTION FOR THIS CUSTOMER: | | CUSTOMER IS NEW TO VW AND IS EXCITED TO OWN ONE BU | | T NOW HAS A FAILURE OF A SAFETY COMPONENT. CUSTOME | | R HAS SEEN INFORMATION ABOUT RECALLS FOR THE CLOCK | | SPRINGS AND IS UPSET THAT THEIRS ISNT LISTED FOR | | COVERAGE WHEN IT HAD THE SAME FAILURE. REQUESTING | | ASSISTANCE | | | | LABOR: $118.00 | | PARTS: $290.07

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A31CC[redacted]
Owner Or Fleet	[redacted] Middle River, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/19/2018	Incident Date	N/A
Mileage	148,950		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/19/2018 5:49:00 PM	CUSTOMER STATES: BACK IN 2015 THERE WAS AN OPEN RECALL ON THE STEERING WHEEL CLOCK SPRING, CUSTOMER TOOK VEHICLE TO DLR 409103 TO HAVE THE RECALL PERFORMED AND WAS TOLD THAT THE PART WAS NOT AVAILABLE; SO THE DLR PUT THE DEFECTIVE PART BACK IN, SENT CUSTOMER ON THEIR WAY. THE DEFECTIVE PART BROKE AGAIN 6 MONTHS LATER; VEHICLE WAS SITTING IN GARAGE. MARCH 2018, CUSTOMER TOOK VEH TO DLR 409117 TO HAVE THE TAKATA RECALL PERFORMED, CUSTOMER ASKED DLR TO REPAIR THE STEERING WHEEL CLOCK SPRING, AND WAS TOLD THAT THEY COULDN'T DUE TO DLR 409103 ALREADY REPAIRING THE RECALL IN THE SYSTEM. $412.00 TO HAVE THE VEHICLE REPAIRED . | | | | CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED NOVEMBER 9TH, 2013 AT MILEAGE 42-44K; VEHICLE PURCHASED FROM NON-VW DEALER (NATIONAL MOTORS); NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN WAS PURCHASED; TERMS OF EXTENDED WARRANTY: BUMPER TO BUMPER (409103); VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; ISSUE LAST OCCURRED ON; ONGOING ISSUE; NO PREVIOUS REPAIRS FOR THIS ISSUE; VEHICLE EXPERIENCING:DRIVING AROUND WITH NO HORN, AIRBAG LIGHT IS ON, SWITCHES IS ON THE STEERING WHEEL (RADIO, PHONE, INFORMATION CLUSTER) CAN'T CONNECT PHONE HANDS FREE; REVERSE CAMERA DOESN'T WORK; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT DLR 409117 ON MARCH 14TH 2018; | | | | CUSTOMER SEEKING: TO HAVE THE VEHICLE REPAIRED; CUSTOMER FEELS THAT HE SHOULDN'T PAY FOR THE COST THAT WAS DEFECTIVE; DLR NEVER REPAIRED THE RECALL, THEY JUST PUT THE DEFECTIVE PART BACK IN. | | | | FACE TO FACE WITH: SUP TRACY | | | | CO ADVISED: BASED ON THE NATURE OF YOUR CONCERNS, I WOULD LIKE TO ESCALATE YOUR CASE TO A REGION CASE MANAGER. REGION CASE MANAGERS ARE RESPONSIBLE FOR WORKING WITH AN ASSIGNED GROUP OF DEALERS TO RESOLVE CUSTOMER QUESTIONS/CONCERNS. I WILL ASSIGN THE CASE TODAY, AND THEY WILL BE IN TOUCH WITH YOU BY THE COB 10/22. | | | | CO TO ESCALATE TO RCM | | | | | |
10/19/2018 6:10:00 PM	SUP ADVISED: ESCALATE TO AN RCM TO FOLLOW-UP ON NEEDED REPAIR FOR THE STEERING WHEEL CLOCK SPRING.
10/19/2018 6:27:00 PM	CATEGORY SELECTION : BACKOVERPREVENTION / OTHER SYMPTOM - 1 / BACK UP CAMERA ; STEERING / OTHER SYMPTOM - 1 / SWITCHES ON STEERING WHEEL ; ELECTRICAL / OTHER SYMPTOM - 1 / HORN DOESN'T WORK; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;
10/19/2018 6:44:00 PM	RCM TO REVIEW CASE NOTES. | | | | COMPLAINT WITH DLR 409103 | | DLR 409117 COULDN'T PERFORM RECALL (69LD) BECAUSE DLR 409103 PUT IN THE SYSTEM THAT IT WAS ALREADY PERFORMED; DLR 409103 PUT THE DEFECTIVE PART BACK INTO CUSTOMER'S CAR; NEVER FIXED THE RECALL | | CUSTOMER SEEKING ASSISTANCE IN THE COST OF REPAIRS. | | | | FOLLOW UP WITH CUSTOMER BY COB 10/22
10/22/2018 11:58:00 AM	CONTACTING CUSTOMER TO SCHEDULE APPOINTMENT WITH DLR | | | | HELLO, MR. [redacted] THIS IS MISHA FROM VWCCC, REACHING OUT TO YOU REGARDING CASE. THIS CALL MAY BE MONITORED OR RECORDED FOR QUALITY ASSURANCE PURPOSES. IN ORDER FOR VW TO LOOK FURTHER INTO CUSTOMER'S REQUEST A FORMAL DIAGNOSIS HAS TO BE DONE. | | | | CA SCHEDULED APPOINTMENT VIA XTIME: 10:30 AM - WEDNESDAY OCT 24, 2018 WITH DLR 409117 | | | | CA ADVISED: RCM WILL FOLLOW UP WITH CUSTOMER BY COB 10/25 AFTER DIAGNOSIS HAS BEEN COMPLETED. | | | | CUSTOMER UNDERSTOOD. | | | | RCM TO REVIEW.
10/24/2018 5:06:00 PM	CUSTOMER STATED DEALER TREATED HIM A BIT HOSTILE, STATED THAT DEALER DID NOT RECEIVE ANY COMMUNICATIONS FROM CUSTOMER CARE CENTER, BECKY FROM DEALER STATED CUSTOMER WOULD HAVE TO CONTINUE TO COMMUNICATE WITH CUSTOMER CARE CENTER, CUSTOMER STATES DEALER INSPECTED VEHICLE COULD NOT TELL IF PART WAS REPLACEMENT PART OR NOT, FELT WAS BEING CHALLENGED BY THE DEALER STATED PART WENT FROM 480 DOLLARS TO 660, CUSTOMER GOT A COPY FROM WHEN REPAIR WAS DONE, CUSTOMER STATES RECALL PART WAS SENT OUT TO DEALER 409117 ON 12/10/2015, STATED DEALER 409103 RECEIVED THE PART ON 9/30/2015, CUSTOMER BELIEVES DEALER 409103 PUT IN A DEFECTIVE PART INTO VEHICLE | | | | CUSTOMER SEEKING TO HAVE RCM LOOK INTO THE ORIGINAL DATE THAT DEALER 409103 RECEIVED RECALL PARTS | | | | CUSTOMER ADVOCATE ADVISED CURRENTLY RCM IS UNAVAILABLE CAN UPDATE CASE TO REFLECT CUSTOMER CURRENT CONCERNS, RCM TO CONTACT CUSTOMER BY COB 10/25/18 | | | | RCM TO REVIEW | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A31CC[redacted]
Owner Or Fleet	[redacted], Middle River, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/19/2018	Incident Date	N/A
Mileage	148,950		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/25/2018 10:07:00 AM	ACTION REQUIRED: SERVICE EXPERIENCE | | | GOOD MORNING, | | | THE FOLLOWING CUSTOMER HAS CONTACTED CUSTOMER CARE REGARDING FEEDBACK WITH THEIR SERVICE EXPERIENCE. PLEASE REVIEW THE DETAILS BELOW: | | | CUSTOMER NAME: MR. [redacted] | | MODEL YEAR/MODEL: 2012 PASSAT | | VIN: 1VWBP7A31CC[redacted] | | | CUSTOMER CONCERN: BACK IN 2015 THERE WAS AN OPEN RECALL ON THE STEERING WHEEL CLOCK SPRING, CUSTOMER TOOK VEHICLE TO THE DEALER TO HAVE THE RECALL PERFORMED AND WAS TOLD THAT THE PART WAS NOT AVAILABLE. THE DEALER PUT THE DEFECTIVE PART BACK IN AND THE CUSTOMER LEFT. THE DEFECTIVE PART BROKE AGAIN 6 MONTHS LATER, DRIVING AROUND WITH NO HORN, AIRBAG LIGHT IS ON, SWITCHES DO NOT WORK ON THE STEERING WHEEL. IN MARCH 2018, CUSTOMER TOOK THE VEHICLE TO DEALER FOR THE TAKATA RECALL AND ASKED THE DEALER TO REPAIR THE STEERING WHEEL CLOCK SPRING, WAS TOLD THAT THEY COULD NOT DUE TO IT ALREADY SHOWING REPAIRED IN THE SYSTEM. MR. [redacted] HAD AN APPOINTMENT YESTERDAY AT YOUR DEALER AND STATES BECKY ADVISED HE WOULD NEED TO CONTINUE TO WORK WITH CARE. THE DEALER ADVISED THEY COULD NOT TELL IF THE PART WAS A REPLACEMENT PART OR NOT. | | | THE CUSTOMER IS SEEKING THE FOLLOWING: FINANCIAL ASSISTANCE FOR STEERING WHEEL CLOCK SPRING REPAIR. | | | WHAT I AM SEEKING: | | - TO FORWARD THE DEALER COMPLAINT | | - THE CURRENT DIAGNOSIS | | - YOUR FEEDBACK | | | IF THE CLOCK SPRING DOES NEED REPLACEMENT FOR POSSIBLE COVERAGE PLEASE FILL OUT A CAMPAIGN AUTHORIZATION FORM (AS OUTLINED ON PAGE 100 OF THE WARRANTY P&P). THE CAMPAIGN TEAM WILL THEN APPROVE OR DENY THE REQUEST ONCE THE FORM IS FILLED OUT. IF THE REQUEST HAS BEEN APPROVED, THE CAMPAIGN TEAM WILL THEN PROVIDE YOU WITH ADDITIONAL STEPS INCLUDING CLAIMING INSTRUCTIONS IN SAGA FOR THIS TO BE DONE AS CONSEQUENTIAL TO THE 69L2 RECALL. | | | THANK YOU IN ADVANCE, | | | | | | RCM TO WAIT DEALER EMAIL;
10/25/2018 11:10:00 AM	DEALER LEFT VOICE MAIL MESSAGE RETURNING CALL: CUSTOMER WAS THERE YESTERDAY; DID LOOK AT CLOCK SPRING; IT IS THE UPDATED PART THAT IS IN THERE. NOT SURE WHAT TO DO AT THIS POINT; VEHICLE HAS 149498 MILES; NOT DEALER LOYAL | | | | 4108027000 | | | RCM TO RETURN DEALER CALL
10/25/2018 11:13:00 AM	DEALER ADVISED: PULLED CLOCK SPRING OUT AND SAW THAT IT WAS THE UPDATED PART; | | | RCM ADVISED: TO FOLLOW PROPER POLICY I NEED YOU TO SUBMIT IT TO OUR CAMPAIGN TEAM WHERE THEY WILL APPROVE OR DENY IT; | | | DEALER ADVISED: WILL DO; | | | RCM TO FOLLOW UP WITH DEALER AND CUSTOMER NO LATER THAN COB 10/29 AS WE HAVE TO WAIT FOR CAMPAIGN TEAM; | | | RCM TO CALL CUSTOMER AND ADVISE: SPOKE WITH SERVICE MANAGER AT COOK VW; I AM SORRY ABOUT THE EXPERIENCE YOU HAD WITH THE DEALERSHIP; WE ARE TAKING THE NEXT STEP TO SEE HOW WE CAN ASSIST WITH THIS AS I UNDERSTAND YOU FEEL THE RECALL WAS NOT PERFORMED CORRECTLY BACK IN OCTOBER 2015. I ADVISED THE DEALER TO SUBMIT A CAMPAIGN AUTHORIZATION FORM TO OUR INTERNAL CAMPAIGN TEAM WHERE IT WILL BE APPROVED OR DENIED COVERAGE; MOVE FOLLOW UP TO 10/29 AS WE HAVE TO WAIT FOR INTERNAL DEPARTMENT TO REVIEW; | | |
10/25/2018 5:42:00 PM	[redacted] | | | RCM ADVISED: SPOKE WITH SERVICE MANAGER AT COOK VW; I AM SORRY ABOUT THE EXPERIENCE YOU HAD WITH THE DEALERSHIP; WE ARE TAKING THE NEXT STEP TO SEE HOW WE CAN ASSIST WITH THIS AS I UNDERSTAND YOU FEEL THE RECALL WAS NOT PERFORMED CORRECTLY BACK IN OCTOBER 2015. I ADVISED THE DEALER TO SUBMIT A CAMPAIGN AUTHORIZATION FORM TO OUR INTERNAL CAMPAIGN TEAM WHERE IT WILL BE APPROVED OR DENIED COVERAGE; MOVE FOLLOW UP TO 10/29 AS WE HAVE TO WAIT FOR INTERNAL DEPARTMENT TO REVIEW; | | | CUSTOMER STATES: DOES NOT UNDERSTAND HOW THAT RECALL WAS DONE IF THE PROBLEM IS STILL GOING ON; APPRECIATES RCM LOOKING INTO IT FURTHER | | | RCM ADVISED: TO HELP CORRECT THIS DEFECT, DEALERS WILL: INSTALL A PROTECTIVE COVER OVER THE STEERING WHEEL CLOCK SPRING IF THE VEHICLE DOES NOT HAVE AN AIRBAG LIGHT ON -OR- INSTALL A NEW STEERING WHEEL CLOCK SPRING IF THE VEHICLE HAS AN AIRBAG LIGHT ON (AND DIAGNOSIS CONFIRMS THE STEERING WHEEL CLOCK SPRING REQUIRES REPLACEMENT). THIS WAS WHAT THE RECALL CALLED FOR; WILL FOLLOW UP WITH YOU NO LATER THAN COB 10/29 | | | CUSTOMER THANKS; | | | RCM TO FOLLOW UP WITH DEALER TO ENSURE CAMPAIGN AUTHORIZATION WAS SUBMITTED;
10/25/2018 5:53:00 PM	HEY BECKY, | | | JUST WANTED TO FOLLOW UP ON OUR CONVERSATION EARLIER TO SEE IF YOU WERE ABLE TO GET THAT CAMPAIGN AUTHORIZATION FORM STARTED. I TOLD MR. [redacted] I WOULD FOLLOW UP WITH HIM ON MONDAY. | | | THANK YOU, | | | RCM TO WAIT DEALER EMAIL ABOUT CAMPAIGN AUTHORIZATION FOR STEERING WHEEL CLOCKSPRING;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A31CC[redacted]
Owner Or Fleet	[redacted] Middle River, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/19/2018	Incident Date	N/A
Mileage	148,950		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/26/2018 11:26:00 AM	DEALER ADVISED SAGA WAS DOWN YESTERDAY; GOING TO SUBMIT THE CLAIM SHORTLY. | | | RCM TO FOLLOW UP WITH DEALER 409117 ON SAGA CLAIM NO LATER THAN COB 10/29
10/26/2018 12:15:00 PM	ADAM STALLINGS WILL BE IN TOUCH WITH YOU TODAY ABOUT THIS | | | BECKY | |
10/29/2018 11:16:00 AM	DEALER ADVISED: HIS ALREADY REPLACED WITH PART NUMBER; WOULD WE STILL REPLACE IT AGAIN; | | | RCM ADVISED: WILL LOOK INTO IT AND GIVE YOU A CALL RIGHT BACK;
10/29/2018 11:21:00 AM	DEALER ADVISED: REPLACING THE CLOCK SPRING WITH THE SAME PART WILL NOT FIX PROBLEM; DOES NOT SEE ANY ADDITIONAL INFORMATION OTHER THAN IT BEING IN THE WARRANTY KEY; WOULD APPRECIATE IT IF RCM CAN LOOK INTO THIS AS WELL; | | | RCM TO CONTACT WARRANTY;
10/29/2018 2:11:00 PM	RCM CONTACTED DEALER AFTER SPEAKING WITH ALEX IN WARRANTY; RCM ADVISED: STILL WAITING TO HEAR ABOUT THAT WARRANTY EXTENSION; NOT SUPPOSED TO GO LIVE UNTIL TOMORROW; WILL TELL CUSTOMER WE ARE STILL LOOKING INTO THIS AND WILL FOLLOW UP NO LATER THAN COB 10/31 | | | RCM TO FOLLOW UP WITH DEALER 10/31
10/29/2018 4:32:00 PM	RCM ADVISED: BECAUSE CUSTOMER HAD THE STEERING WHEEL CLOCK SPRING RECALL CONTROL UNIT REPLACED IN 2015 AT 92,100 MILES IT IS OUTSIDE OF ANY APPLICABLE MANUFACTURER WARRANTY AND BECAUSE THE RECALL WAS PERFORMED IT CANNOT BE PERFORMED AGAIN; | | | RCM TO CALL CUSTOMER
10/29/2018 4:38:00 PM	RCM ADVISED: DID HAVE A CHANCE TO LOOK INTO THIS HERE AND DID CONTACT WARRANTY AND WORKED WITH BECKY OVER AT COOK VW; BECAUSE THE VEHICLE HAD THE STEERING WHEEL CONTROL UNIT REPLACED IN SEPTEMBER 2015 VW UNABLE TO CONSIDER THIS CONSEQUENTIAL DAMAGE; | | | CUSTOMER STATES: VEHICLE WAS NEVER AT THE DEALER ON 9-30-2015; WOULD LIKE TO SEE THE REPAIR ORDER WITH SIGNATURE; | | | RCM ADVISED: WILL REACH OUT TO DEALER AND GET REPAIR ORDER AND FOLLOW UP NO LATER THAN COB 10/31 | | | RCM TO EMAIL DEALER;
10/29/2018 4:45:00 PM	HEY DAN, | | | CAN YOU TAKE A LOOK AT THIS FOR ME. THIS CUSTOMER IS STATING THAT HE WAS NEVER AT YOUR DEALERSHIP IN SEPTEMBER AND IT SHOWS THAT HE HAD 69L2 PERFORMED IN 2015. CAN YOU PLEASE SEND ME THE REPAIR ORDER WITH THE CUSTOMERS SIGNATURE PLEASE! | | | NAME: [redacted] | VIN: 1VWBP7A31CC[redacted] | | | | RCM TO WAIT DEALER EMAIL
10/29/2018 9:58:00 AM	RCM LEFT VOICEMAIL ASKING DEALER SERVICE MANAGER PLEASE RETURN CALL | | | RCM TO ADVISE: NEW WARRANTY EXTENSION FOR STEERING WHEEL CLOCK SPRING; U37-CLOCK SPRING EXTENSION 15YR US ONLY; ASK IF DEALER WOULD LIKE RCM TO HAVE CUSTOMER CALL TO SCHEDULE APPOINTMENT OR HOW TO PROCEED;
10/30/2018 10:33:00 AM	THIS REPAIR WAS NOT DONE HERE I HAVE NO ACCESS TO THESE RECORDS IN MY SYSTEM .
10/30/2018 11:18:00 AM	WARRANTY ADVISED: GOODWILL CLAIM 210 TOOK CARE OF RECALL; RECALL WAS MANUALLY CLOSED. THE PART NUMBER IN RECALL IS THE SAME PART THAT WAS PUT INTO THE VEHICLE ON SEPTEMBER 2015. (4 DIFFFERENT PART OPTIONS THAT COULD HAVE BEEN USED - AL WAS ONE OF THEM WHICH IS WHAT THE DEALER USED)
10/30/2018 11:25:00 AM	DID YOU SAY THERE WAS NOT A WAY THAT YOU CAN SEND ME THE REPAIR ORDER FOR THAT GOODWILL CLAIM FOR MR. [redacted] FROM 2015 | | | WARRANTY CONFIRMED THAT GOODWILL CLAIM MANUALLY CLOSED OUT THE RECALL. | | | THANK YOU | |
10/30/2018 12:11:00 PM	WHAT IS THE RO NUMBER? | | | RCM REPLIED: 642713A OR 42713

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A31CC[redacted]
Owner Or Fleet	[redacted], Middle River, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/19/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/30/2018 12:12:00 PM	I CAN┬┐T PRINT RO#[redacted]
10/30/2018 12:13:00 PM	CAN YOU ATTACH IT AS A PDF?
10/30/2018 2:59:00 PM	RCM TO ADVISE: HAVE EXPLORED ALL AVENUES; I SEE THAT ON SEPTEMBER 30, 2015 AT HERITAGE VOLKSWAGEN PARKSVILLE AT 92,100 MILES THE DEALER REPLACED THE AIR BAG CLOCK SPRING AND COVERED THE COST OF THE REPAIR; THE RECALL IS SHOWING CLOSED ON 10-12-2015; I REACHED OUT TO THE DEALER AND THEY WERE UNABLE TO PROVIDE ME THAT REPAIR ORDER. SO I CONTACTED OUR WARRANTY/CAMPAIGNS INTERNAL DEPARTMENT TO GET FURTHER CLARIFICATION ON THIS RECALL BEING CLOSED OUT ON YOUR VEHICLE; OUR CAPAIGN TEAM ADVISED: WARRANTY ADVISED: GOODWILL CLAIM 210 TOOK CARE OF RECALL; RECALL WAS MANUALLY CLOSED AS THE REPAIRS PERFORMED ON 9/30 WERE SUFFICIENT TO SATISFY THE RECALL; THE PART NUMBER IN THIS RECALL IS THE SAME PART THAT WAS PUT INTO THE VEHICLE IN SEPTEMBER 2015. (4 DIFFFERENT PART OPTIONS THAT COULD HAVE BEEN USED - AL WAS ONE OF THEM WHICH IS WHAT THE DEALER USED)
10/30/2018 3:10:00 PM	RCM ADVISED: HAVE EXPLORED ALL AVENUES; I SEE THAT ON SEPTEMBER 30, 2015 AT HERITAGE VOLKSWAGEN PARKSVILLE AT 92,100 MILES THE DEALER REPLACED THE AIR BAG CLOCK SPRING AND COVERED THE COST OF THE REPAIR; THE RECALL IS SHOWING CLOSED ON 10-12-2015; I REACHED OUT TO THE DEALER AND THEY WERE UNABLE TO PROVIDE ME THAT REPAIR ORDER. SO I CONTACTED OUR WARRANTY/CAMPAIGNS INTERNAL DEPARTMENT TO GET FURTHER CLARIFICATION ON THIS RECALL BEING CLOSED OUT ON YOUR VEHICLE; OUR CAMPAIGN TEAM ADVISED: WARRANTY ADVISED: GOODWILL CLAIM 210 TOOK CARE OF RECALL; RECALL WAS MANUALLY CLOSED AS THE REPAIRS PERFORMED ON 9/30 WERE SUFFICIENT TO SATISFY THE RECALL; THE PART NUMBER IN THIS RECALL IS THE SAME PART THAT WAS PUT INTO THE VEHICLE IN SEPTEMBER 2015. (4 DIFFERENT PART OPTIONS THAT COULD HAVE BEEN USED - AL WAS ONE OF THEM WHICH IS WHAT THE DEALER USED) | | | CUSTOMER STATES: FEELS CHEATED OUT OF THE REPAIR; NOT DOING THIS FOR HIM; DOING THIS BECAUSE VW ISSUED A DEFECTIVE RECALL; WAITING FOR SOMEONE TO ACKNOWLEDGE THAT HE HAS BEEN WRONGED THE ENTIRE TIME BY THE DEALERSHIP; IN ORDER FOR THE DEALER TO GET PAID FOR THE RECALL THE CUSTOMER MUST SIGN FOR THE WORK; DOES NOT UNDERSTAND THE DEALER CANNOT TRACK DOWN; WHEN DID THE PART BECOME AVAILABLE; WHEN WAS THE ACTUAL RECALL PART AVAILABLE; | | | RCM ADVISED: WILL SEE IF I CAN CONTINUE TO TRY TO GET THE REPAIR RECORD FROM THE DEALER AND SEE IF I AM ABLE TO OBTAIN THE INFORMATION ON WHEN THE RECALL PART WAS AVAILABLE TO THE DEALER AND FOLLOW UP NO LATER THAN COB 11/1
10/30/2018 9:38:00 AM	RCM LEFT VOICE MAIL MESSAGE FOR SERVICE MANAGER FOLLOWING UP ON CASE; REQUESTED DEALER RETURN CALL;
10/30/2018 9:40:00 AM	HEY DAN, | | | I KNOW YOU ARE VERY BUSY. LET ME KNOW IF YOU HAVE A MINUTE TO SEND THIS OVER TO ME! | | | THANKS | | | RCM TO WAIT DEALER CONTACT;
10/31/2018 10:04:00 AM	RCM TO CALL DEALER; | | | A TORN STEERING WHEEL CLOCK SPRING DEMONSTRATED BY EITHER FAULT CODE B100001 (DRIVER AIRBAG IGNITER: RESISTANCE TOO HIGH) OR VAG00588 (DRIVER SIDE AIRBAG IGNITER: UPPER LIMIT EXCEEDED) MUST BE PRESENT IN THE TECHNICIAN┬┐S GUIDED FAULT FINDINGS LOG FOR THE WARRANTY EXTENSION TO APPLY.
10/31/2018 10:35:00 AM	RCM LEFT VOICE MAIL MESSAGE: WANTED TO FOLLOW UP ON A COUPLE OF CASES;
10/31/2018 10:38:00 AM	DLR ADVISED: WILL PULL CUSTOMERS DIAGNOSIS AND SEE IF FAULT CODES WERE PRESENT | | | RCM TO WAIT DEALER CALL;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A31CC[redacted]
Owner Or Fleet	[redacted], Middle River, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/19/2018	Incident Date	N/A
Mileage	148,950		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/31/2018 11:16:00 AM	DEALER ADVISED: HAVE CUSTOMER GIVE US A CALL TO SET UP AN APPOINTMENT AND WE WILL RUN GFS LOG; TO SEE IF IT CAN BE COVERED UNDER THE WARRANTY EXTENSION; | | | | RCM TO CALL CUSTOMER
11/1/2018 3:22:00 PM	RCM ADVISED: RECENT WARRANTY EXTENSION OUT ON VEHICLE FOR THIS COMPONENT; NEED TO GET THE VEHICLE TO THE DEALERSHIP WHERE IF CONFIRMED AS A FAULTY STEERING WHEEL CLOCK SPRING THIS WILL BE PERFORMED AT NO COST TO YOU; DEALER IS SCHEDULING FOR NEXT WEEK; WOULD NEED TO GIVE BECKY A CALL TO SET SOMETHING UP; | | | | CUSTOMER THANKS | | | | NO FURTHER ACTION; RCM TO CLOSE.
11/1/2018 3:25:00 PM	CUSTOMER STATES: DISSATISFIED; FEELS RECALL WAS NOT PERFORMED; WARRANTY EXTENSION FOR STEERING WHEEL CLOCK SPRING JUST RELEASED; RCM ADVISED HAVE BEEN IN CONTACT WITH DEALER AND DEALER ADVISED CUSTOMER SHOULD SET UP AN APPOINTMENT TO HAVE DIAGNOSED IF CONFIRMED DUE TO FAULTY STEERING WHEEL CLOCK SPRING REPAIRS WILL BE AT NO COST TO CUSTOMER;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX6CW[redacted]
Owner Or Fleet	[redacted] Virginia Beach, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	10/22/2018	Incident Date	N/A
Mileage	53,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/22/2018 10:07:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MR. [redacted] | | THANKS FOR SPEAKING WITH ME TODAY. | | AS WE DISCUSSED, YOU CAN REPLY TO THIS EMAIL ONCE YOU┬┐VE SCHEDULED YOUR APPOINTMENT. | | WHEN WE HAVE THE DATE AND DEALER NAME, YOUR CASE WILL BE ASSIGNED TO A REGION CASE MANAGER. WE┬┐LL ALSO SEND YOU AN EMAIL LETTING YOU KNOW WHEN YOUR FOLLOW-UP DATE WILL BE. | | I LOOK FORWARD TO YOUR REPLY. | | SINCERELY, | | | | INDIA B | CUSTOMER CARE ADVOCATE |
10/22/2018 9:56:00 AM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED 8/9/2015 AT MILEAGE 48K; VEHICLE PURCHASED FROM 409412 VW DEALER; YES, THIS IS A CPO; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT WAS ON; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT 409412 9/2018; | | | CUSTOMER SEEKING: AIRBAG LIGHT CUT OFF; | | | | CO ADVISED CUSTOMER TO SCHEDULE DEALER APPOINTMENT SO THAT VEHICLE CAN BE DIAGNOSED; ONCE CUSTOMER HAS AN APPOINTMENT CASE CAN BE ESCALATED TO RCM FOR FURTHER REVIEW OF DIAGNOSIS | | | CO TO WAIT FOR DEALER APPOINTMENT
10/25/2018 2:58:00 PM	CO REACHED OUT TO CUSTOMER TO SEE IF CUSTOMER MADE A DEALER APPOINTMENT | | | CUSTOMER STATES NO LONGER HAS CONCERN WITH AIRBAG LIGHT ON | | | NO FURTHER ACTION | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A31EC[redacted]
Owner Or Fleet	[redacted] North Palm Beach, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	10/22/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/22/2018 10:16:00 AM	CUSTOMER OWNS 2014 PASSAT; HEARD STRANGE NOISE FROM STEERING WHEEL WHILE TURNING; AIRBAG LIGHT IS ON, STEERING WHEEL CONTROLS DON'T WORK; THINKS CLOCK SPRING FAILED; HORN FAILED AS WELL; IS IT PART OF RECALL? | | CUSTOMER SEEKS VEHICLE INFORMATION | | | CO ADVISED NO OPEN RECALLS; VEHICLE UNINVOLVED WITH CLOCK SPRING RECALL; WILL FILE COMPLAINT IN CASE OF RECALL; CUSTOMER SHOULD RETAIN ALL PAPERWORK IN CASE OF REIMBURSEMENT; | | | CO TO CLOSE.
10/22/2018 10:19:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | SHAYNA S | CUSTOMER CARE ADVOCATE |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A38EC[redacted]
Owner Or Fleet	[redacted] HAWTHORNE, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	10/22/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/22/2018 2:55:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED 2017; VEHICLE PURCHASED FROM A PRIVATE OWNER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: HORN STOPPED WORKING; LIGHT FOR AIRBAG CAME ON; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT 405015; TOKE VEHICLE INTO DEALER; DEALER STATED THAT NEED A CLOCK SPRING REPAIR; 500.00 REPAIR COST; VEHICLE ISN┬┐T PART OF RECALL; DOESN┬┐T UNDERSTAND WHY ISN┬┐T APART OF THE RECALL; | | | | CUSTOMER SEEKING: VW TO COVER COST OF REPAIR; | | | | CO FACE TO FACE WITH EM SARAH | | ADVISED DUE AGE/MILEAGE OUTSIDE OF NVLW AND THAT CUSTOMER PURCHASED OUTSIDE NVLW, VW CANNOT ASSIST WITH REPAIR COSTS | | | | | | CO ADVISED THAT DUE TO VEHICLE BEING PURCHASED OUTSIDE OF WARRANTY; THE REPAIR FALL UNDER NVLW; WHICH CUSTOMER IS OUT BY TIME/MILEAGE; VW WOULD NOT ASSIST WILL REPAIR COST; | | | | CUSTOMER STATES WILL ADVERTISE VW'S DECISION AND DISCONNECTED THE CALL; | | | | NO FURTHER ACTION | | | |
10/22/2018 3:05:00 PM	EM ADVISED DUE AGE/MILEAGE OUTSIDE OF NVLW AND THAT CUSTOMER PURCHASED OUTSIDE NVLW, VW CANNOT ASSIST WITH REPAIR COSTS
10/25/2018 6:38:00 PM	CUSTOMER STATES NOW THE VEHICLE DOES NOT HAVE ANY CRUISE CONTROL | | | | CUSTOMER SEEKING TO LET VW KNOW HOW UNHAPPY CUSTOMER IS | | | | CUSTOMER ADVOCATE ADVISED WOULD LOOK INTO CUSTOMER CONCERN; PHONE CALL DROPPED; CUSTOMER ADVOCATE CALLED BACK AND CUSTOMER DISCONNECTED CALL | | | | CO TO REVIEW AND CLOSE
10/25/2018 6:56:00 PM	CUST STATES: WANTED TO COMPLAIN ABOUT DISSATISFACTION OF VW DECISION; WANTS MAILING ADDRESS TO EXPRESS DISSATISFACTION | | | | CUST SEEKS: VW MAILING ADDRESS; DOCUMENTATION OF DISSATISFACTION WITH VW DECISION | | | | CA ADVISED: DOCUMENTING DISSATISFACTION; ADVISED MAILING ADDRESS | | | | CO TO REVIEW AND CLOSE
10/26/2018 2:11:00 PM	CUSTOMER STATES: 39 MILES CLOCK SPRING REPLACED; LAST NIGHT CRUISE CONTROL WENT OUT; TODAY TRAVELING AND SEATBELT ALARM; IF VW WILL NOT HELP WILL TAKE LEGAL ACTION; NEEDS DIAGNOSIS PAID FOR | | | | CUSTOMER SEEKS: DIAGNOSIS FOR VEHICLE PAID FOR | | | | CUSTOMER ADVOCATE ADVISED: DIAGNOSIS WOULD HAVE TO BE AT YOUR EXPENSE DUE TO OUR DLRS BEING INDEPENDENT OWNED | | | | CUSTOMER DISCONNECTED | | | | CO TO REVIEW AND CLOSE
11/1/2018 10:39:00 AM	SPOKEN AND TYPED BY ALEXIS R | | | | CUSTOMER STATES VEHICLE IS HAVING ISSUES WITH CLOCK SPRING; INQUIRING WHY VEHICLE VIN IS NOT INCLUDED IN CLOCK SPRING RECALL OR WARRANTY EXTENSION; DOES NOT WANT TO GO TO VW DEALER DUE TO DIAGNOSIS FEE; CUSTOMER IS DISSATISFIED WITH VW NOT ASSISTING | | | | CO ADVISED; RECALLS ARE VIN SPECIFIC; CAN BE RELATED TO SPECIFIC DEFECTIVE PARTS; WHERE THE VEHICLE WAS MANUFACTURED OR WHO INSTALLED THE PART; OFFERED TO RESEARCH VIN FOR RECALLS OR EXTENSIONS; | | | | CUSTOMER DECLINED. | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWDM7AJ1CW[redacted]
Owner Or Fleet	[redacted] Durham, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2012		
Report Date	10/23/2018	Incident Date	N/A
Mileage	124,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/23/2018 2:50:00 PM	CUSTOMER STATES: SECOND OWNER; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; BRAND LOYAL CUSTOMER; ISSUE LAST OCCURRED ON JUNE 2017; PREVIOUS REPAIRS WERE COMPLETED AT , MILEAGE WAS 17K, AND REPAIRS WERE REPLACES CLOCK SPRING; VEHICLE EXPERIENCING: 3 WEEKS AGO THE CLOCK SPRING FAILED, STEERING WHEEL CONTROLS. AIRBAG LIGHT ON; VEHICLE IS CURRENTLY AT VW DEALERSHIP; DEALER STATES: NOT IN WARRANTY, $500 COST; WORKING WITH SERVICE ADVISOR BOBBY AT DEALER; VEHICLE AT DEALER FOR SAME DAY REPAIR; | | | | CUSTOMER SEEKING: DOES NOT WANT TO PAY FOR REPEAT REPAIR ON CLOCK SPRING; | | | | FACE TO FACE: SARAH | | | | CO ADVISED: CO WILL ESCALATE TO RCM FOR FURTHER REVIEW; RCM WILL GET IN CONTACT WITH DEALERSHIP AND FOLLOW UP WITH UPDATE TO CUSTOMER BY COB (10/24/2018) CUSTOMER DID NOT WANT TO PAY FOR PART BUT SINCE CUSTOMER FEELS STRONGLY ABOUT THE SAFETY OF THE VEHICLE CO RECOMMENDED TO PAY FOR REPAIR AND VW WILL BE ABLE TO REVIEW FOR REIMBURSEMENT; | | | | CO TO ESCALATE TO RCM
10/23/2018 3:03:00 PM	EM ADVISED PER RESOURCE CENTER PROCESS, AS CUSTOMER HAD STEERING WHEEL CLOCK SPRING RECALL AND AIRBAG LIGHT IS CURRENTLY ON, CAN ESCALATE TO RCM TO REVIEW CONCERNS FURTHER
10/23/2018 3:14:00 PM	CATEGORY SELECTION : STEERING / HISTORICAL CONCERN / CLOCK SPRING FAILURE; STEERING / INEFFECTIVE - 1 / CLOCK SPRING FAILURE;
10/23/2018 3:17:00 PM	CUSTOMER HAD CLOCK SPRING REPLACED IN JUNE 2017, CUSTOMER CLOCK SPRING FAILED AGAIN; DEALER CHARGING $500 TO REPLACE CLOCK SPRING; | | | | RCM TO REVIEW CASE AND FOLLOW UP BY COB (10/24/2018)
10/23/2018 3:20:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | SINCERELY, | | | | CARLOS V. | CUSTOMER CARE ADVOCATE |
10/24/2018 11:32:00 AM	RCM LEFT VOICE MAIL MESSAGE SEEKING TO DISCUSS DIAGNOSIS AND PROCESS FOR FILING INFORMATION WITH CAMPAIGN FOR REPAIR, IF APPLICABLE. RCM PROVIDED DIRECT LINE. | | | | RCM TO WAIT DEALER CALL
10/24/2018 4:48:00 PM	G20181024044 | | | | CUSTOMER COMPLAINT: CUSTOMER STATES AIR BAG LIGHT IS ON AND MAKES A SO | | UND WHEN TURINGIN STEERING WHEEL | | CAUSE / REPAIR PERFORMED: FOUND CODES FOR CLOCK SPRING NEEDS CLOCK SPRING RE | | PLACED | | CLAIM REASON: COMPONENT FAILURE | | GOODWILL JUSTIFICATION | | PLEASE CONFIRM THAT YOU AGREE WITH THE FOLLOWING STATEMENTS: | | | | REPAIR IS NOT COVERED BY A PURCHASED EXTENDED SERVICE CONTRACT? | | REQUEST IS NOT THE RESULT OF A DENIED WARRANTY CLAIM? AGREED | | ARE THERE PREVIOUS RELATED REPAIRS? YES | | HAS THE CUSTOMER HAD A GOOD OVERALL OWNERSHIP EXPERIENCE? YES | | IS THE CUSTOMER NEW TO VW? NO | | IS THIS A REPEAT VW PURCHASER ? UNKNOWN | | IS THE CUSTOMER LOYAL TO YOUR DEALER? YES | | HAS THE VEHICLE BEEN PROPERLY MAINTAINED? YES | | IS THE VEHICLE IN GOOD OVERALL CONDITION? YES | | IS THE CUSTOMER THE ORIGINAL OWNER? UNKNOWN | | PLEASE PROVIDE A DETAILED EXPLANATION FOR OFFERING A GOODWILL EXCEPTION FOR THIS CUSTOMER: | | CUSTOMER HAS MAINTAINED VEHICL E | | | | LABOR: $122.00 | | PARTS: $596.72
10/24/2018 5:16:00 PM	GOODWILL STATES THAT HE WILL SPEAK TO THE DEALERSHIP TO SEE IF THE DEALER WANTS TO PARTICIPATE; STATES THAT THE ACTUAL CLOCK SPRING WAS REPLACED DURING THE RECALL AND NOT THE COVER ONLY, SO THIS WOULD NOT FALL WITHIN THE CAMPAIGN COVERAGE; WILL LET RCM KNOW WHAT WE WILL OFFER ONCE HE SPEAKS WITH THE DEALERSHIP. | | | | RCM TO WAIT UPDATE
10/24/2018 5:23:00 PM	RCM LEFT VOICE MAIL MESSAGE ADVISING THAT WE REACHED OUT TO DEALER 409220 AND WE ARE WAITING ON ADDITIONAL DETAILS; WILL FOLLOW UP AGAIN TOMORROW 10/25 AND PROVIDED DIRECT EXTENSION 43320. | | | | RCM TO WAIT GOODWILL.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWDM7AJ1CW[redacted]
Owner Or Fleet	[redacted]		Durham, NC, [redacted]
Make, Model, Model Year	Volkswagen, Golf, 2012		
Report Date	10/23/2018	Incident Date	N/A
Mileage	124,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/24/2018 5:32:00 PM	ADVISED DEALER THAT AFTER LOOKING OVER THE CASE AND SPEAKING WITH RCM NINA, WOULD LIKE TO PROPOSE 40% VW PARTICIPATION, WITH 10% DEALER CONTRIBUTION AND 50% CUSTOMER PAY. | | | WA ADVISED WILL RUN BY SM TOMORROW, HE HAS LEFT FOR THE DAY TODAY. WILL CALL GW BACK WITH DECISION.
10/24/2018 6:43:00 PM	CUSTOMER STATES: MISSED CALL FROM RCM; CLOCK SPRING FAILED; | | | CUSTOMER SEEKS: UPDATE ON CASE; | | | CUSTOMER ADVOCATE ADVISED: NO UPDATE ON CASE; RCM WILL FOLLOW UP WITH CUSTOMER BY COB 10/25/18; | | | CUST STATES: WOULD LIKE A CALL BACK TOMORROW AFTER 11:30 | | | RCM TO REVIEW;
10/25/2018 10:00:00 AM	DEALER ADVISED WILL AGREE TO 40/10/50 SPLIT WITH VW COVERING 40%, DEALER COVERING 10%, AND CUSTOMER COVERING 50% OF REPAIR. | | | RCM TO REVIEW.
10/25/2018 10:05:00 AM	HEY ALEX, | | | THANKS FOR THE INFORMATION. | | | NICOLE, | | | DO YOU ALL WANT TO LET THE CUSTOMER KNOW FIRST, AND LET ME KNOW, OR DO YOU WANT ME TO CALL THEM? I WILL STILL NEED TO FOLLOW UP TODAY WITH THEM, BUT WANT TO GIVE YOU TIME TO LET THEM KNOW. THANKS. | | | NINA A. | | SOUTHEAST REGION CASE MANAGER | | VOLKSWAGEN CUSTOMER CARE | | | | RCM TO WAIT DEALER E-MAIL
10/25/2018 10:23:00 AM	PLEASE NOTE: PER PHONE CONVERSATION, WISE TRACKING NUMBER PROVIDED FOR 40% ASSISTANCE TOWARDS PARTS AND LABOR AT WARRANTY RATES, WITH 10% DEALER PARTICIPATION AND 50% CUSTOMER CONTRIBUTION. WITH THE VEHICLE BEING OUTSIDE OF NVLW BY 84,468 MILES VW CANNOT PROVIDE FULL ASSISTANCE. REFERENCE #[redacted] | | | RCM TO REVIEW.
10/25/2018 3:40:00 PM	RCM ADVISED THAT AFTER REVIEW, BETWEEN VOLKSWAGEN AND DEALER 409220, WE WOULD LIKE TO OFFER TO COVER 50% OF THE REPAIR COST. CUSTOMER STATES THAT SHE DOES NOT FEEL SHE SHOULD PAY ANYTHING SINCE THIS IS NOT AN ISSUE SHE CAUSED. RCM EXPLAINED THAT WITH THE VEHICLE BEING SIGNIFICANTLY OUTSIDE OF THE FACTORY WARRANTY, AND ALSO THE SPARE PARTS WARRANTY, THIS IS THE MOST WE WOULD OFFER. CUSTOMER STATES WILL NEED TO THINK ABOUT IT, AND SPEAK WITH SOME PEOPLE ON THIS, AND WOULD LIKE THE INFORMATION SENT TO HER IN AN E-MAIL. RCM ADVISED WILL SEND E-MAIL WHICH WILL HAVE RCM'S CONTACT INFORMATION AS WELL; WILL E-MAIL CUSTOMER BY THE CLOSE OF BUSINESS TOMORROW 10/26. RCM ADVISED OFFER IS GOOD FOR 30 DAYS. | | | RCM TO E-MAIL CUSTOMER
10/26/2018 1:59:00 PM	RCM SUBMITTED E-MAIL FOR REVIEW
10/26/2018 2:13:00 PM	CASE #[redacted] | | | DEAR MS. [redacted] | | | I HOPE YOU┬┐RE DOING WELL TODAY. | | | I AM WRITING TO YOU TO PROVIDED VOLKSWAGEN POSITION REGARDING YOUR REQUEST FOR FINANCIAL ASSISTANCE OUTSIDE OF WARRANTY, AS WE DISCUSSED. AFTER SPEAKING WITH THE SERVICE ADVISOR, NICOLE, AT LEITH VOLKSWAGEN, WE WERE ADVISED THAT THE NEEDED REPAIR FOR YOUR 2012 GOLF TDI WAS THE STEERING WHEEL CLOCK SPRING. THIS PART WAS REPLACED, UNDER RECALL, BACK ON JUNE 1ST, 2017, AND 102,964 MILES. THIS PART CAME WITH A SPARE PART WARRANTY OF 12 MONTHS, OR 12,000 MILES, WHICHEVER CAME FIRST, FROM THE DATE OF THAT REPAIR. YOUR GOLF IS NOW OUTSIDE OF THIS WARRANTY COVERAGE BY 4 MONTHS, AND 21,036 MILES. I KNOW THAT HAVING A REPEAT CONCERN IS INCREDIBLY FRUSTRATING, AND BECAUSE OF THIS, VOLKSWAGEN IS OFFERING TO COVER 50% OF THE TOTAL REPAIR COSTS. | | | IF YOU WOULD LIKE TO ACCEPT THIS OFFER, PLEASE LET LEITH VOLKSWAGEN KNOW, AS YOU WILL NEED TO AUTHORIZE THE REMAINING 50% OF THE REPAIR BEFORE THEY CAN MOVE FORWARD IN ORDERING PARTS OR REPAIRING YOUR GOLF. THIS OFFER WILL BE GOOD FOR 30 DAYS FROM TODAY, HOWEVER WE ENCOURAGE YOU TO REPAIR YOUR GOLF AS SOON AS POSSIBLE TO PREVENT ANY FURTHER DAMAGE OR CONCERNS WITH THIS PART. IF YOU HAVE ANY ADDITIONAL QUESTIONS, PLEASE FEEL FREE TO LET ME KNOW. I CAN BE REACHED BY DIALING 1-800-822-8987, SELECTING OPTION 9, AND THEN ENTERING EXTENSION 43320. YOU CAN ALSO REPLY TO THIS E-MAIL. | | | SINCERELY, | | | NINA A. | | SOUTHEAST REGION CASE MANAGER | | VOLKSWAGEN CUSTOMER CARE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWDM7AJ1CW[redacted]		
Owner Or Fleet	[redacted]	Durham, NC, [redacted]			
Make, Model, Model Year	Volkswagen, Golf, 2012				
Report Date	10/23/2018	Incident Date	N/A	Mileage	124,000
Clock Spring Manufacturer	Valeo				
Clock Spring Part Number	5K0953569E				

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/26/2018 3:02:00 PM	CASE #[redacted] | | | DEAR MS. [redacted] | | | | I HOPE YOU RE DOING WELL TODAY. | | | | I AM WRITING TO YOU TO PROVIDED VOLKSWAGEN POSITION REGARDING YOUR REQUEST FOR FINANCIAL ASSISTANCE OUTSIDE OF WARRANTY, AS WE DISCUSSED. AFTER SPEAKING WITH THE SERVICE ADVISOR, NICOLE, AT LEITH VOLKSWAGEN, WE WERE ADVISED THAT THE NEEDED REPAIR FOR YOUR 2012 GOLF TDI WAS THE STEERING WHEEL CLOCK SPRING. THIS PART WAS REPLACED, UNDER RECALL, BACK ON JUNE 1ST, 2017, AND 102,964 MILES. THIS PART CAME WITH A SPARE PART WARRANTY OF 12 MONTHS, OR 12,000 MILES, WHICHEVER CAME FIRST, FROM THE DATE OF THAT REPAIR. YOUR GOLF IS NOW OUTSIDE OF THIS WARRANTY COVERAGE BY 4 MONTHS, AND 21,036 MILES. I KNOW THAT HAVING A REPEAT CONCERN IS INCREDIBLY FRUSTRATING, AND BECAUSE OF THIS, VOLKSWAGEN IS OFFERING TO COVER 50% OF THE TOTAL REPAIR COSTS. | | | IF YOU WOULD LIKE TO ACCEPT THIS OFFER, PLEASE LET LEITH VOLKSWAGEN KNOW, AS YOU WILL NEED TO AUTHORIZE THE REMAINING 50% OF THE REPAIR BEFORE THEY CAN MOVE FORWARD IN ORDERING PARTS OR REPAIRING YOUR GOLF. THIS OFFER WILL BE GOOD FOR 30 DAYS FROM TODAY, HOWEVER WE ENCOURAGE YOU TO REPAIR YOUR GOLF AS SOON AS POSSIBLE TO PREVENT ANY FURTHER DAMAGE OR CONCERNS WITH THIS PART. IF YOU HAVE ANY ADDITIONAL QUESTIONS, PLEASE FEEL FREE TO LET ME KNOW. I CAN BE REACHED BY DIALING 1-800-822-8987, SELECTING OPTION 9, AND THEN ENTERING EXTENSION 43320. YOU CAN ALSO REPLY TO THIS E-MAIL. | | | SINCERELY, | | | NINA A. | SOUTHEAST REGION CASE MANAGER | VOLKSWAGEN CUSTOMER CARE | | | RCM TO WAIT CUSTOMER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A3XCC[redacted]
Owner Or Fleet	[redacted] Kila, MT, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/23/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/23/2018 3:51:00 PM	CUSTOMER STATES VEHICLE HAS AIRBAG LIGHT ON AN BELIEVE IT ITS RELATED TO RECALL | | | CUSTOMER SEEKING IF VEHICLE HAS OPEN RECALLS | | | CO ADVISED CUSTOMER THAT VEHICLE HAS NO OPEN RECALLS; CO DID ADVISED THAT ALL RECALLS ARE CLOSED BUT CUSTOMER SHOULD SCHEDULE A DEALER APPOINTMENT TO HAVE VEHICLE DIAGNOSES; | | | CO TO WAIT FOR CUSTOMER EMAIL ABOUT DEALER APPOINTMENT
10/23/2018 3:58:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | INDIA B | CUSTOMER CARE ADVOCATE |
10/29/2018 1:37:00 PM	CO REACHED OUT TO CHECK IF CUSTOMER SCHEDULED DEALER APPOINTMENT | | | CUSTOMER STATES TOOK VEHICLE TO DEALER AND EVERYTHING WAS TAKEN CARE OF | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A38EC[redacted]
Owner Or Fleet	[redacted] Charlotte, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	10/23/2018	Incident Date	N/A
Mileage	48,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/23/2018 6:59:00 PM	CUSTOMER STATES THE VEHICLE HAS AN AIRBAG LIGHT ON; WANTS TO KNOW IF THERE IS ANY RECALLS ON THE VEHICLE | | | | CUSTOMER SEEKING RECALLS | | | | CO ADVISED CUSTOMER THAT THERE IS NO RECALLS ON THE VEHICLE; HIGHLY RECOMMENDED TAKING THE VEHICLE TO A LOCAL VW DEALER; TO HAVE A DIAGNOSIS PERFORMED AT CUSTOMER EXPENSE ; CUSTOMER UNDERSTOOD AND THANKED | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A39CC[redacted]
Owner Or Fleet	[redacted], Connellsville, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/24/2018	Incident Date	N/A
Mileage	84,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/24/2018 11:03:00 AM	CUSTOMER STATES IS 2ND OWNER; USED CAR DEALER; AIR BAG LIGHT IS ON AND STEERING WHEEL CONTROLS DO NOT WORK; CUSTOMER ORDERED PART FROM DEALER 406520 WHO ADVISED SINCE RECALL 69L2 IS CLOSED VW WOULD NOT COVER THE REPAIR UNDER RECALL 69L2 | | | CUSTOMER SEEKING TO KNOW IF THE REPAIR WOULD BE COVERED UNDER THE RECALL | | | CO ADVISED CUSTOMER WOULD NEED TO SCHEDULE APPOINTMENT AND HAVE VEHICLE DIAGNOSED AT A VW DEALER THEN CO CAN ESCALATE TO RCM; RCM WILL REVIEW DIAGNOSIS AND FOLLOW UP WITH CUSTOMER BY COB THE NEXT BUSINESS DAY AFTER THE APPOINTMENT; CO SCHEDULED APPOINTMENT FOR 10/27/2018 AT 9AM WITH DEALER 406520 VIA XTIME X08DQE2N4T; RCM WILL FOLLOW UP WITH CUSTOMER BY COB 10/27/2018 | | | CO TO ESCALATE TO RCM
10/24/2018 11:17:00 AM	RCM TO REVIEW DIAGNOSIS AT DEALER 406520 REGARDING STEERING WHEEL CLOCK SPRING RELATED VEHICLE PROBLEM; RCM TO REVIEW FOR ASSISTANCE WITH THE COST OF THE REPAIR RELATED TO THE RECALL; RCM TO FOLLOW UP WITH CUSTOMER BY COB 10/29/2018 AT[redacted] | | | RCM TO REVIEW
10/29/2018 10:03:00 AM	GOOD MORNING, | | | MR.[redacted] CONTACTED CARE STATING THAT HIS AIRBAG LIGHT IS ON AND HIS CONTROLS ON THE STEERING WHEEL DO NOT WORK. HE STATES THAT HE HAD AN APPOINTMENT AT YOUR DEALERSHIP FOR THE CONCERNS. CAN YOU PROVIDE ME WITH THE DIAGNOSIS INFORMATION? | | | THANKS | | | TYLER | | | RCM TO WAIT FOR DEALER EMAIL
10/29/2018 3:25:00 PM	RCM CONTACTED CUSTOMER AD ADVISED THAT WE ARE WAITING FOR FEEDBACK FORM THE DEALERSHIP | | | CUSTOMER STATES THAT HIS APPOINTMENT WAS CANCELLED; STATES THEY ONLY DO OIL CHANGES ON SATURDAYS AND DON'T HAVE THE AIRBAG | | | RCM ACKNOWLEDGED AND ADVISED A CALL BY COB 10/31 | | | CUSTOMER ACKNOWLEDGED | | | RCM TO EMAIL DEALER
10/30/2018 12:51:00 PM	GOOD AFTERNOON, | | | JUST FOLLOWING BACK UP ON THIS CASE. | | | MR.[redacted] CONTACTED CARE STATING THAT HIS AIRBAG LIGHT IS ON AND HIS CONTROLS ON THE STEERING WHEEL DO NOT WORK. HE STATES THAT HE HAD AN APPOINTMENT AT YOUR DEALERSHIP FOR THE CONCERNS. CAN YOU PROVIDE ME WITH THE DIAGNOSIS INFORMATION? | | | THANKS | | | RCM TO WAIT FOR DEALER EMAIL
10/31/2018 1:28:00 PM	SERVICE ADVISOR ADVISED THAT THE CUSTOMER DID NOT HAVE A DIAGNOSIS; DOES HAVE THE AIRBAG AND THE CLOCK SPRING HAS BEEN ORDERED AS WELL | | | RCM ADVISED THAT THE VEHICLE HAD THE RECALL PERFORMED AND THEY SHOULD FILL OUT A CAMPAIGN AUTHORIZATION FORM | | | RCM TO CALL CUSTOMER
10/31/2018 4:49:00 PM	RCM ADVISED CUSTOMER THAT THE PARTS ARE IN | | | CUSTOMER ACKNOWLEDGED STATES THAT HE HAS AN APPOINTMENT ON MONDAY | | | RCM ADVISED A CALL BY COB 11/6 | | | RCM TO CALL CUSTOMER
11/6/2018 3:43:00 PM	RCM CONTACTED CUSTOMER TO SEE HOW VEHICLE WAS GOING | | | CUSTOMER STATES THAT HE GOT THE VEHICLE BACK IT IS FIXED AND ALL IS WELL | | | RCM ACKNOWLEDGED | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX6DW[redacted]
Owner Or Fleet	[redacted] Palmetto, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	10/25/2018	Incident Date	N/A
Mileage	98,037		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/25/2018 2:16:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES; TRYING TO HAVE RECALL COMPLETED ON VEHICLE; BECAUSE AIRBAG LIGHT IS ON IN VEHICLE; DEALERSHIP SAID RECALL WAS COMPLETED IN 2016 AND REFUSED TO COMPLETE RECALL; DEALER TOLD CUSTOMER TO REACH OUT TO VW TO SEE IF YOU WILL APPROVE THEM TO COMPLETE THE RECALL WORK NOW THAT THAT ACTUAL RECALL PROBLEM IS HAPPENING TO MY VEHICLE, AS CUSTOMER DOES NOT HAVE $700+ DOLLARS TO FIX THE VEHICLE; DEALERSHIP STATES AIRBAG LIGHT WAS NOT ON IN VEHICLE PRIOR TO RECALL | | | CUSTOMER SEEKING: HOW TO GET THIS CORRECTED | | | | CO ADVISED: I WOULD LIKE TO DO IS ESCALATE THIS CASE OF TO THE REGION CASE MANAGER TO FOLLOW UP WITH BOB BOAST VW DIRECTLY TO SEE IF THERE IS ANYTHING FURTHER THAT CAN BE DONE. THE REGION CASE MANAGER WILL THEN GIVE YOU CALL BY THE CLOSE OF BUSINESS TOMORROW IN REGARDS TO THIS AT [redacted] | | | ESCALATE TO RCM | | | RCM TO FOLLOW UP BY COB 10/26/18 AT [redacted]
10/25/2018 2:25:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES; TRYING TO HAVE RECALL COMPLETED ON VEHICLE; BECAUSE AIRBAG LIGHT IS ON IN VEHICLE; DEALERSHIP SAID RECALL WAS COMPLETED IN 2016 AND REFUSED TO COMPLETE RECALL; DEALER TOLD CUSTOMER TO REACH OUT TO VW TO SEE IF YOU WILL APPROVE THEM TO COMPLETE THE RECALL WORK | | | RCM TO FOLLOW UP BY COB 10/26/18 AT [redacted]
10/25/2018 2:27:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ;
10/25/2018 2:27:00 PM	CATEGORY SELECTION : STEERING / INEFFECTIVE - 1 / CONTROLS NOT WORKING ;
10/26/2018 1:02:00 PM	HI DANIELLE, | | THIS IS WHERE WE ARE CONFUSED. THE 69L2 CAMPAIGN IS A CLOCK SPRING COVER CAMPAIGN NOT A CLOCK SPRING CAMPAIGN. IF THE AIR BAG LAMP IS ON DURING CAMPAIGN COMPLETION IT WOULD BE ELIGIBLE TO REPLACE THE CLOCK SPRING AS CONSEQUENTIAL DAMAGE. THIS VEHICLE HAD A 69L2 CAMPAIGN WITH A CRITERIA 01 WHICH IS THE CLOCK SPRING COVER. WE CANNOT COMPLETE AN AUTHORIZATION FORM FOR CONSEQUENTIAL DAMAGE AFTER THE REPAIR GIVEN THE TIME AND MILEAGE BETWEEN COMPLETION. | |
10/26/2018 12:26:00 PM	GOOD MORNING DANIELLE, | | I TOOK A MOMENT TO REVIEW THE REPAIR ORDER FOR MS.[redacted] # VIN WVGAV3AX6DW[redacted] WE PROVIDED HER WITH A ESTIMATE FOR THE CLOCK SPRING REPLACEMENT ON 9/13/18, REPAIR ORDER [redacted] WITH 96,572 MILES. LOOKING AT THE HISTORY OF THE VEHICLE, THE 69L2 WAS PERFORMED 1/15/16 @ 50889 MILEAGE. IT CAN BE IDENTIFIED AT THE TIME OF REPAIRS IF THE WARNING LAMP IS ON THE CLOCK SPRING REPLACEMENT WOULD BE ELIGIBLE. THE PREVIOUS REPAIR ORDER ONLY SHOWS THE COVER REPLACEMENT ONLY AT THE TIME. IF THE AIRBAG LAMP COMES ON 45683 MILES AFTER THE CAMPAIGN HAS BEEN COMPLETED THIS IS NOT CONSIDERED CONSEQUENTIAL DAMAGE. | | | IF YOU WOULD LIKE TO CONSIDER FINANCIAL ASSISTANCE LET US KNOW AND I CAN GET YOU WARRANTY PRICES. WITH THE CURRENT MILES AND AGE OF THE VEHICLE WE WOULD THINK THIS WOULD BE OUT OF THE GUIDELINES FOR ASSISTANCE BUT BEING IT IS DEALING WITH DIRECT SAFETY AND AIRBAG RELATED THERE MAY BE AN EXCEPTION. LET ME KNOW. | | | THANK YOU, | |
10/26/2018 12:30:00 PM	STEVE, | | | THIS IS NOT SOMETHING I WOULD CONSIDER FINANCIAL ASSISTANCE FOR BECAUSE THE VEHICLE IS SIGNIFICANTLY OUTSIDE OF WARRANTY. BECAUSE THERE IS THE CAMPAIGN FOR THE STEERING WHEEL CLOCK SPRING IT WOULD BE BEST TO KNOW IF THE CAMPAIGN TEAM WOULD APPROVE OR DENY THIS. | | | LET ME KNOW WHAT YOU THINK, | | | THANK YOU, | | | RCM TO WAIT DEALER EMAIL;
10/26/2018 2:57:00 PM	CUSTOMER STATES: FEELS AS IF THE AIRBAG LIGHT WAS NOT IN ONCE THEY DID THE RECALL; WAS HIT BECAUSE THE HORN DID NOT WORK; | | | RCM ADVISED: WANT TO CONTINUE TO LOOK INTO THIS TO SEE IF IT CAN BE CAUSED AS CONSEQUENTIAL DAMAGE FROM WHEN THAT RECALL WAS PERFORMED; WILL FOLLOW UP WITH YOU NO LATER THAN COB 10/29 | | | RCM TO REVIEW WITH CAMPAIGN/WARRANTY;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX6DW[redacted]
Owner Or Fleet	[redacted]		Palmetto, FL, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	10/25/2018	Incident Date	N/A
Mileage	98,037		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/26/2018 9:28:00 AM	ACTION REQUIRED: SERVICE EXPERIENCE | | | GOOD MORNING, | | | THE FOLLOWING CUSTOMER HAS CONTACTED CUSTOMER CARE REGARDING FEEDBACK WITH THEIR SERVICE EXPERIENCE. PLEASE REVIEW THE DETAILS BELOW: | | | CUSTOMER NAME: MS. [redacted] | MODEL YEAR/MODEL: 2013 TIGUAN | VIN: WVGAV3AX6DW[redacted] | | | CUSTOMER CONCERN: TRYING TO HAVE STEERING WHEEL CLOCK SPRING RECALL COMPETE BECAUSE AIRBAG LIGHT IS ON AND THE DEALER IS ADVISING THE RECALL WAS COMPLETED IN 2016. THE DEALER TOLD CUSTOMER TO REACH OUT TO VW TO SEE IF THEY WILL APPROVE THE REPAIRS. | | | THE CUSTOMER IS SEEKING THE FOLLOWING: FINANCIAL ASSISTANCE FOR STEERING WHEEL CLOCK SPRING REPAIR. | | | WHAT I AM SEEKING: | | - TO FORWARD THE DEALER COMPLAINT | | - THE CURRENT DIAGNOSIS | | - YOUR FEEDBACK | | | IF THE CLOCK SPRING DOES NEED REPLACEMENT FOR POSSIBLE COVERAGE PLEASE FILL OUT A CAMPAIGN AUTHORIZATION FORM (AS OUTLINED ON PAGE 100 OF THE WARRANTY P&P). THE CAMPAIGN TEAM WILL THEN APPROVE OR DENY THE REQUEST ONCE THE FORM IS FILLED OUT. IF THE REQUEST HAS BEEN APPROVED, THE CAMPAIGN TEAM WILL THEN PROVIDE YOU WITH ADDITIONAL STEPS INCLUDING CLAIMING INSTRUCTIONS IN SAGA FOR THIS TO BE DONE AS CONSEQUENTIAL TO THE 69L2 RECALL. | | | THANK YOU IN ADVANCE, | | | | | | RCM TO WAIT DEALER EMAIL;
10/29/2018 2:31:00 PM	RCM ADVISED: STILL WORKING ON CASE AND LOOKING FOR ANY OPPORTUNITY TO ASSIST; REVIEWING WITH WARRANTY; WILL FOLLOW UP NO LATER THAN COB 10/31 IF NOT BEFORE; | | | CUSTOMER THANKS; | | | RCM ADVISED WE NOW HAVE TEXTING; WOULD YOU LIKE TO COMMUNICATE UPDATES BY TEXT; | | | CUSTOMER STATES: THAT WOULD BE GREAT; | | | RCM TO SEND OPT-IN | | | RCM TO WAIT TO HEAR BACK FROM ALEX REPP ABOUT THE NEW WARRANTY EXTENSION;
10/29/2018 3:37:00 PM	THIS VEHICLE DOES QUALIFY; HAVE DEALER SUBMIT THROUGH CAMPAIGN AUTH IN WISE; | | | ADVISED: CAMPAIGNS - ANYTHING THAT IS FROM TODAY OR PRIOR IS FOLLOWING THE STAND | | | CRITERIA THAT NEEDED TO BE MET, 69L2 PERFORMED PREVIOUSLY, CLOCKSPRING COVER HAD TO BE PUT ON | AND WARNING LIGHT ON; | | | CAMPAIGN AUTH IN WISE. | | | TO CHECK: | | | GO TO SERVICE HISTORY IN ELSA | - CAMPAIGN 69L2 | TO QUALIFY IT MUST SAY CUP (FOR REVIOUS REPLACEMENT) | -AIRBAG LIGHT MUST BE ON; | | | RCM TO HAVE DLR SUBMIT CAMPAIGN AUTH THROUGH WISE
10/29/2018 9:30:00 AM	RCM HAS A CLOCK SPRING EXTENSION; WARRANTY KEY CALLED U-37; THERE IS AN EXTENSION ON THE CLOCK SPRING AS OF FRIDAY; 15 YEAR EXTENSION; | | | | | | | |
10/29/2018 9:41:00 AM	RCM CONTACTED DEALERSHIP TO ADVISE WARRANTY KEY CALLED U-37; THERE IS AN EXTENSION ON THE CLOCK SPRING AS OF FRIDAY; 15 YEAR EXTENSION | | | DEALER STATES: PLEASE CALL CUSTOMER AND ADVISE THAT A WARRANTY EXTENSION FOR THE CLOCK SPRING WENT INTO EFFECT FRIDAY, CUSTOMER SHOULD CONTACT DEALER TO SET UP APPOINTMENT; | | | RCM TO RESEARCH AND CALL CUSTOMER AFTER HEARING BACK FROM ALEX REPP IN WARRANTY; | | |
10/30/2018 1:01:00 PM	RCM TO ADVISE: DEALER STATES: PLEASE CALL CUSTOMER AND ADVISE THAT A WARRANTY EXTENSION FOR THE CLOCK SPRING WENT INTO EFFECT FRIDAY, CUSTOMER SHOULD CONTACT DEALER TO SET UP APPOINTMENT;
10/31/2018 1:28:00 PM	RCM ADVISED: THERE IS A WARRANTY EXTENSION RECENTLY ISSUED FOR THIS COMPONENT ON THE VEHICLE; WOULD JUST NEED TO GET AN APPOINTMENT SET UP AND IF THE DEALER GETS THE FAULTS CODES THAT ARE CONSISTENT WITH THE WARRANTY EXTENSION THIS WILL BE AT NO COST TO YOU; DEALER IS AWARE AND I WILL FOLLOW UP WITH YOU NEXT WEEK TO ENSURE EVERYTHING IS GOING ALRIGHT; | | | CUSTOMER THANKS | | | RCM TO TEXT MS. [redacted] 11/7 TO ENSURE APPOINTMENT WAS MADE;
10/31/2018 11:09:00 AM	SESSION STARTED WITH [redacted] AT WEDNESDAY, OCTOBER 31, 2018 10:57 AM | | | 10:46 : DANIELLE P - HEY [redacted] ITS DANIELLE, YOUR REGION CASE MANAGER WITH VOLKSWAGEN CARE. | | | 10:51 : [redacted] - HELLO DANIELLE | | | 10:52 : DANIELLE P - I HAVE AN UPDATE ON YOUR CASE, IS THERE A GOOD TIME TO CALL YOU TODAY? | | | 10:54 : [redacted] - YES ANYTIME WOULD BE GREAT. FREE ALL DAY | | | 10:56 : DANIELLE P - WONDERFUL, I WILL GIVE YOU A CALL SHORTLY! ALSO, DO YOU HAVE AN EMAIL YOU WOULD LIKE TO PUT ON YOUR PROFILE? | | | 10:57 : [redacted] SURE, [redacted] | | | RCM TO CALL CUSTOMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX6DW[redacted]
Owner Or Fleet	[redacted]		Palmetto, FL,[redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	10/25/2018	Incident Date	N/A
Mileage	98,037		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

11/7/2018 11:38:00 AM	CATEGORY SELECTION : VISIBILITY / INEFFECTIVE - 1 / FAN BROKEN;
11/7/2018 11:38:00 AM	CUSTOMER CONTACTED CARE WITH STEERING WHEEL CLOCK SPRING CONCERNS; COVERED UNDER NEW WARRANTY EXTENSION; CUSTOMER SATISFIED DEALER PERFORMED REPAIRS UNDER WARRANTY EXTENSION;
11/7/2018 9:50:00 AM	SESSION STARTED WITH [redacted] AT WEDNESDAY, NOVEMBER 7, 2018 11:36 AM | | | 09:50 : DANIELLE P - GOOD MORNING, ITS DANIELLE, YOUR REGION CASE MANAGER AT VOLKSWAGEN CARE! | | | 09:50 : DANIELLE P - HOW DID YOUR APPOINTMENT WITH BOB BOAST VOLKSWAGEN GO? | | | 10:15 : [redacted] GREAT! THANK YOU SO MUCH. EVERYTHING WAS FIXED. ONLY SUCKY THING IS THEY FOUND I HAVE AN AUXILIARY FAN ABOUT TO GO OUT AND IT WILL COST ME $850 TO GET FIXED BUT | | | 10:15 : [redacted] - AT LEAST THE RECALL ISSUE WAS COMPLETE AND THAT'S ALL WORKING NOW. I APPRECIATE ALL YOUR HELP SO MUCH! | | | 11:00 : DANIELLE P - I AM GLAD THEY WERE ABLE TO COMPLETE THE RECALL CONCERN AND I AM SO SORRY YOU ARE LOOKING AT ANOTHER REPAIR. | | | 11:00 : DANIELLE P - I KNOW THIS HAS BEEN A FRUSTRATING EXPERIENCE FOR YOU, AND I AM SO SORRY THAT THIS HAS HAPPENED. | | | 11:04 : DANIELLE P - THANK YOU FOR YOUR TIME AND PATIENCE WHILE WE WORKED ON YOUR CASE! | | | 11:35 : DANIELLE P - I ALSO WOULD LIKE TO LET YOU KNOW THAT YOU MAY RECEIVE AN EMAIL SURVEY FROM US HERE AT CUSTOMER CARE. THE SURVEY IS STRICTLY BASED ON YOUR INTERACTION WITH ME. IF YOU HAVE ANY FEEDBACK, IT WOULD BE GREATLY APPRECIATED AND I CANNOT WAIT TO READ YOUR COMMENTS. HAVE A GREAT DAY! | | | 11:37 [redacted] - THANK YOU I WILL MAKE SURE TO FILL THAT OUT, YOU WERE VERY HELPFUL | | | SESSION ENDED AT WEDNESDAY, NOVEMBER 7, 2018 11:35 AM

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A30DC[redacted]
Owner Or Fleet	[redacted] Eagle Pass, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	10/25/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/25/2018 2:32:00 PM	CUSTOMER STATES HAD TAKATA AIRBAG RECALL PERFORMED; THEN AIRBAG LIGHT CAME ON AND STEERING WHEEL CONTROLS STOPPED WORKING; DEALER ADVISED VEHICLE NEEDS A NEW STEERING WHEEL CLOCKING | | | CUSTOMER SEEKING TO KNOW IF CLOCK SPRING IS RELATED TO TAKATA AIRBAG RECALL | | | CO ADVISED STEERING WHEEL CLOCK SPRING IS NOT RELATED TO TAKATA AIRBAG RECALL AND IS COVERED UNDER NVLW; VEHICLE PROBLEM IS REPORTED TO NHTSA AND IF PROBLEM BECOMES A RECALL CUSTOMER WILL BE NOTIFIED | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW8AH1EV[redacted]
Owner Or Fleet	[redacted]unknown, unknown, UN, 000000, ?		
Make, Model, Model Year	Volkswagen, Eos, 2014		
Report Date	10/25/2018	Incident Date	N/A	Mileage	50,416
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/25/2018 4:35:00 PM	G20181025048 | | | CUSTOMER COMPLAINT: AIRBAG LIGHT IS ON | | CAUSE / REPAIR PERFORMED: DEFECTIVE CLOCK SPRING | | CLAIM REASON: COMPONENT FAILURE | | GOODWILL JUSTIFICATION | | PLEASE CONFIRM THAT YOU AGREE WITH THE FOLLOWING STATEMENTS: | | | REPAIR IS NOT COVERED BY A PURCHASED EXTENDED SERVICE CONTRACT? AGREED | | REQUEST IS NOT THE RESULT OF A DENIED WARRANTY CLAIM? AGREED | | ARE THERE PREVIOUS RELATED REPAIRS? NO | | HAS THE CUSTOMER HAD A GOOD OVERALL OWNERSHIP EXPERIENCE? YES | | IS THE CUSTOMER NEW TO VW? NO | | IS THIS A REPEAT VW PURCHASER ? YES | | IS THE CUSTOMER LOYAL TO YOUR DEALER? YES | | HAS THE VEHICLE BEEN PROPERLY MAINTAINED? YES | | IS THE VEHICLE IN GOOD OVERALL CONDITION? YES | | IS THE CUSTOMER THE ORIGINAL OWNER? YES | | PLEASE PROVIDE A DETAILED EXPLANATION FOR OFFERING A GOODWILL EXCEPTION FOR THIS CUSTOMER: | | CUSTOMER IS PLANNING TO BUY ADDITONAL VW IN FUTURE | | | | LABOR: $180.00 | | PARTS: $290.07
10/25/2018 4:37:00 PM	WISE TRACKING NUMBER PROVIDED FOR 50% PARTS AND LABOR AT WARRANTY RATES. WITH THE VEHICLE BEING OUTSIDE OF NVLW BY 22 MONTHS AND THE CUSTOMER BEING A SUBSEQUENT OWNER PURCHASED USED NON CERTIFIED, VW CANNOT PROVIDE FULL ASSISTANCE. | | | | DEALER CONTACTED GOODWILL TEAM FOR ASSISTANCE WITH OUT OF WARRANTY REPAIR. CONSIDERING THE INFORMATION PROVIDED, THE REQUEST WAS APPROVED FOR 50% PARTS AND LABOR. | | IF THE CUSTOMER REACHES OUT TO CARE AND PROVIDES INFORMATION THAT WOULD MERIT ADDITIONAL CONSIDERATION, PLEASE REVIEW WITH AN RCM AND/OR A MEMBER IF YOUR LEADERSHIP TEAM. IF NO NEW INFORMATION IS PROVIDED BY THE CUSTOMER, THIS OFFER CAN BE SUPPORTED. ESCALATION IS NOT REQUIRED. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN3CE[redacted]
Owner Or Fleet	[redacted] Morro Bay, CA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	10/25/2018	Incident Date	N/A
Mileage	78,500		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/25/2018 5:13:00 PM	TL ADVISED ESCALATE TO RCM DUE TO DEALER NOT FOLLOWING UP; DEALER ADVISED WOULD PROVIDE PART NUMBER INFORMATION BY EMAIL
10/25/2018 7:20:00 PM	| | CUSTOMER STATES THAT AFTER HAVING RECALLS COMPLETED ON VEHICLE AIRBAG ERROR LIGHT CAME ON; DEALER ADVISED CUSTOMER THAT AIRBAG LIGHT WAS CAUSED BY CLOCK SPRING; CUSTOMER STATES THAT┬┐S DEALER ADVISED THAT PART NUMBERS WOULD BE EMAILED TO CUSTOMER; CUSTOMER STATES THIS WAS ALMOST 4 DAYS AGO; CUSTOMER FEELS LIKE SHE┬┐S GETTING THE RUN AROUND. | | | FACE TO FACE WITH ROSS: ADVISED ESCALATE TO RCM DUE TO DEALER NOT FOLLOWING UP; DEALER ADVISED WOULD PROVIDE PART NUMBER INFORMATION BY EMAIL | | | CO ADVISED CUSTOMER DUE TO DEALER NOT SENDING EMAIL CASE WILL BE ESCALATED TO RCM WHO WILL REACH OUT TO THE DEALER AND CLARIFY DIAGNOSIS AND THE DELAY AND RCM WILL FOLLOW UP WITH CUSTOMER BY COB 10/26/18. | | | CUSTOMER ALSO SEEKING TO KNOW IF THE RECALLS BEING COMPLETED ON VEHICLE HAD ANYTHING TO DO WITH THE CLOCK SPRING. | | | CO TO ESCALATE TO RCM.
10/25/2018 7:21:00 PM	RCM TO REACH OUT TO THE DEALER AND CLARIFY DIAGNOSIS AND CUSTOMER REQUEST; RCM WILL FOLLOW UP WITH CUSTOMER BY COB 10/26/18.
10/26/2018 10:21:00 AM	GOOD MORNING I┬┐M HELPING BILL WITH HIS CASES TODAY. PLEASE REPLY TO ALL WITH INFORMATION. | | | MS. [redacted] WVWMN7AN3CE[redacted] | CUSTOMER ADVISED: THAT AFTER HAVING RECALLS COMPLETED ON VEHICLE AIRBAG ERROR LIGHT CAME ON; DEALER ADVISED CUSTOMER THAT AIRBAG LIGHT WAS CAUSED BY CLOCK SPRING; CUSTOMER STATES THAT┬┐S DEALER ADVISED THAT PART NUMBERS WOULD BE EMAILED TO CUSTOMER; CUSTOMER STATES THIS WAS ALMOST 4 DAYS AGO; CUSTOMER FEELS LIKE SHE┬┐S GETTING THE RUN AROUND. | | | CUSTOMER SEEKING: FOR THE INFORMATION THAT THE DEALER PROMISED, AND IF THIS IS RELATED TO THE RECALL? | | | WHAT I┬┐M SEEKING FOR: | | WHO IS SENDING HER THE INFORMATION? | | WHAT RECALL WAS PERFORMED? | | IS IT ANYWAY RELATED? | | | RCM TO WAIT DLR
10/26/2018 5:29:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | THANKS FOR YOUR PATIENCE WHILE I WORK WITH COMMUNITY VOLKSWAGEN. | | | I JUST WANTED TO LET YOU KNOW THAT I AM WAITING ON AN UPDATE, AND I WILL FOLLOW UP WITH YOU BY MONDAY. | | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS IN THE MEANTIME, PLEASE DO NOT HESITATE TO GIVE ME A CALL. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL (43276). YOU CAN ALSO REPLY TO THIS EMAIL. | | | SINCERELY, | | | | | | | WILLIAM S | | REGION CASE MANAGER | | | RCM TO EMAIL DLR
10/29/2018 4:17:00 PM	SERVICE MANAGER ADVISED THAT HE WILL SPEAK WITH WARRANTY DEPARTMENT ON CLOCK SPRING AND THE WARRANTY EXTENION ON THE CLOCK SPRING; | | | RCM TO CALL CUSTOMER
10/29/2018 4:21:00 PM	[redacted] | RCM LVMMTRMC | | RCM SEEKING TO ADVISE THAT DEALER IS SPEAKING WITH WARRANTY ON THE VEHICLE; RCM TO CALL DEALER TOMORROW THE 30TH
10/29/2018 9:56:00 AM	GOOD MORNING HOPE ALL IS WELL TODAY. | | | SEEKING ANY FEEDBACK ON THIS CASE PLEASE. | | CUSTOMER SEEKING: FOR THE INFORMATION THAT THE DEALER PROMISED, AND IF THIS IS RELATED TO THE RECALL? | | | WHAT I┬┐M SEEKING FOR: | | WHO IS SENDING HER THE INFORMATION? | | WHAT RECALL WAS PERFORMED? | | IS IT ANYWAY RELATED? | | | RCM TO WAIT DLR
10/30/2018 1:44:00 PM	[redacted] | | RCM LVMMTRMC | | RCM ADVISED THAT VEHICLE HAS WARRANTY EXTENTION ON CLOCK SPRING; RCM WAITING ON FEEDBACK TO SEE IF THIS WILL BE COVERED; RCM TO FOLLOW UP BY END OF WEEK; RCM TO CALL DEALER ON THURSDAY
10/30/2018 11:01:00 AM	GOOD MORNING JOSH, | | | ANY UPDATE ON THIS VEHICLE? THIS IS THE ONE I ADVISED YOU TO CONTACT CAMPAIGNS OR WARRANTY ON TO SEE IF THE CLOCK SPRING WILL BE COVERED. | | | LET ME KNOW WHAT YOU FIND, | | | WILLIAM SETTLE | | REGION CASE MANAGER | | RCM TO WAIT DEALER EMAIL

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN3CE[redacted]
Owner Or Fleet	[redacted] Morro Bay, CA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	10/25/2018	Incident Date	N/A
Mileage	78,500		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

11/1/2018 11:02:00 AM	GOOD MORNING JOSH, | | | | ANY UPDATE ON THIS CASE? | | RCM TO WAIT DEALER EMAIL
11/1/2018 4:58:00 PM	SERVICE MANAGER ADVISED THAT APPOINTMENT COORDINATOR CONTACTED CUSTOMER TODAY; RCM TO CALL CUSTOMER
11/1/2018 5:12:00 PM	[redacted] | | | RCM CALLING TO ADVISE THAT DEALER WILL BE CALLING TO DAY; RCM TO CALL DEALER TOMORROW TO SEE WHEN APPOINTMENT IS
11/2/2018 10:32:00 AM	GOOD MORNING JOSH, | | | | ANY UPDATE ON THE CUSTOMERS APPOINTMENT DATE? | | RCM TO WAIT DEALER EMAIL
11/2/2018 5:32:00 PM	WE ARE TRYING TO VERIFY WE HAVE ALL THE PARTS SO I HAVEN┬┐T CALLED THE CUSTOMER YET | | RCM TO CALL CUSTOMER
11/2/2018 5:33:00 PM	[redacted] | | | RCM ADVISED THAT DEALER IS CHECKING ON PARTS; CUSTOMER CAN GET TO THE DEALER ON A WED OR THURSDAY IN THE AFTERNOON; RCM TO CALL DEALER
11/6/2018 3:30:00 PM	RCM LVMMTRMC | | RCM SEEKING TO DISCUSS CASE; RCM TO WAIT DEALER CALL
11/6/2018 3:32:00 PM	[redacted] | | | RCM CALLING TO ADVISE THAT I AM WAITING ON FEEDBACK; CUSTOMER STATES DEALER IS ASKING CUSTOMER IS SHE NEEDS THE WIRING FOR THE CLOCKSPIRING; CUSTOMER IS NOT A MECHANIC; RCM APOLOGIZED; RCM TO CALL DEALER TOMORROW THE 7TH
11/7/2018 11:22:00 AM	GOOD MORNING JOSH, | | | | ANY UPDATE ON THIS CASE? | | RCM TO WAIT DEALER EMAIL
11/7/2018 2:19:00 PM	I CONTACTED THE CLIENT AND INFORMED HER THAT THE CLOCK SPRING WOULD BE COVERED UNDER WARRANTY AND THAT WE HAD IT IN STOCK. THE DIAGNOSIS ALSO STATED SHE NEEDS THE AIRBAG HARNESS/REPAIR KIT WHICH I CHECKED IS NOT COVERED UNDER THE WARRANTY EXTENSION OR ANY WARRANTY. THE DIFFERENCE IS $583.50 AND SHE SAID SHE WOULD GET BACK TO ME BY WEEKS END ON HER DECISION. | | | RCM TO CALL CUSTOMER
11/7/2018 2:32:00 PM	[redacted] | | | RCM CALLING TO ADVISE THAT THE CLOCK SPIRNG WILL BE COVERED; DEALER INFORMED THAT THERE ARE ADDITIONAL ISSUES;.CUSTOMER STATES ISSUE WAS DRIVEN FROM CAMPAIGN; CUSTOMER SEEKING IF IT CAN BE COVERED; RCM TO EMAIL DEALER
11/7/2018 2:35:00 PM	OSH, | | | | THE CUSTOMER STATES THAT THE AIRBAG LIGHT CAME ON DIRECTLY AFTER THE RECALL WAS PERFORMED. HAVE WE CONTACTED CAMPAIGNS TO SEE IF THERE WOULD BE SOMETHING THAT COULD BE COVERED THROUGH A CAMPAIGN ACCEPTANCE FORM? | | RCM TO CALL DELAER TOMORROW THE 8TH
11/8/2018 11:29:00 AM	JUST GOT APPROVAL, I ORDERED THE PART AND SET THE CLIENT UP WITH AN APPOINTMENT FOR WEDNESDAY THE 14TH AT 10:30AM, SHE WILL BE WAITING WHILE WE INSTALL. THANKS FOR THE ADVISE. | | | | RCM TO CALL CUSTOMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN3CE[redacted]
Owner Or Fleet	[redacted] Morro Bay, CA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	10/25/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

11/8/2018 12:10:00 PM	[redacted] | | RCM ADVISED THAT DEALER INFORMED THAT PART WILL BE COVERED; RCM ADVISED THAT I WILL FOLLOW UP WITH YOUR APPOINTMENT BY THURSDAY; RCM TO CALL DEALER ON THE 15TH
11/15/2018 11:22:00 AM	GOOD MORNING JOSH, | | | | ANY UPDATE ON THIS CASE TODAY? | | RCM TO WAIT DEALER EMAIL
11/15/2018 11:58:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIR BAG WARNING LIGHT ;
11/15/2018 11:58:00 AM	CAR ALL DONE AS OF YESTERDAY. | | | | RCM TO CALL CUSTOMER
11/15/2018 12:23:00 PM	[redacted] | | | CUSTOMER STATES THAT EVERYTHING IS DOING WELL NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBV7A37FC[redacted]
Owner Or Fleet	[redacted] unknown, unknown, UN, 000000, ?		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	10/26/2018	Incident Date	N/A
Mileage	26,979		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/26/2018 2:22:00 PM	G20181026035 | | | | | CUSTOMER COMPLAINT: C/S AIRBAG LIGHT IS ON AND STEERING FUNCTIONS ARE | | INOP. | | CAUSE / REPAIR PERFORMED: VERIFIED CONTROL AND STEERING WHEEL NOT WORKING AN | | D HORN IS INOP. FOUND FAULT IN STEERING WHEEL ELEC | | TRONICS FAULT CODE U108E00 NO COMMUNCATION TO STEE | | RING CONTROL UNIT. ALSO CAUSING AIRBAG LIGHT AIRBA | | G HAS TO MUCH RESISTANCE SO VEHICLE TURNS DRIVER S | | IDE AIRBAG OFF. NEED TO REPLACE CLOCK SPRING | | CLAIM REASON: | | | | | | | GOODWILL JUSTIFICATION | | | | | | | PLEASE CONFIRM THAT YOU AGREE WITH THE FOLLOWING STATEMENTS: | | | | REPAIR IS NOT COVERED BY A PURCHASED EXTENDED SERVICE CONTRACT? AGREED | | REQUEST IS NOT THE RESULT OF A DENIED WARRANTY CLAIM? AGREED | | ARE THERE PREVIOUS RELATED REPAIRS? NO | | HAS THE CUSTOMER HAD A GOOD OVERALL OWNERSHIP EXPERIENCE? UNKNOWN | | IS THE CUSTOMER NEW TO VW? NO | | IS THIS A REPEAT VW PURCHASER ? YES | | IS THE CUSTOMER LOYAL TO YOUR DEALER? UNKNOWN | | HAS THE VEHICLE BEEN PROPERLY MAINTAINED? UNKNOWN | | IS THE VEHICLE IN GOOD OVERALL CONDITION? UNKNOWN | | IS THE CUSTOMER THE ORIGINAL OWNER? UNKNOWN | | | PLEASE PROVIDE A DETAILED EXPLANATION FOR OFFERING A GOODWILL EXCEPTION FOR THIS CUSTOMER: | | CUSTOMER HAS SERVICE CONTRACT, HOWEVER THE SERVICE | | CONTRACT THEY HAVE DOES NOT COVER THE AIGBAG. OFF | | ERING GOODWILL TO CUSTOMER SINCE AIRBAG IS A SAFET | | Y ITEM. LOYAL TO THE VW BRAND. | | | | LABOR 161.00 | | PART 366.60 | | | |
10/26/2018 2:23:00 PM	TIER A DEALER WISE TRACKING NUMBER PROVIDED FOR 90% PARTS AND LABOR AT WARRANTY RATES. AS DEALER FEELS THIS IS A GOOD CANDIDATE FOR ASSISTANCE OUTSIDE OF WARRANTY, DEALER MAY ALSO WANT TO PARTICIPATE IN THE COST OF THE REPAIRS. | | | | DEALER CONTACTED GOODWILL TEAM FOR ASSISTANCE WITH OUT OF WARRANTY REPAIR. CONSIDERING THE INFORMATION PROVIDED, THE REQUEST WAS APPROVED FOR 90% PARTS AND LABOR. | | IF THE CUSTOMER REACHES OUT TO CARE AND PROVIDES INFORMATION THAT WOULD MERIT ADDITIONAL CONSIDERATION, PLEASE REVIEW WITH AN RCM AND/OR A MEMBER IF YOUR LEADERSHIP TEAM. IF NO NEW INFORMATION IS PROVIDED BY THE CUSTOMER, THIS OFFER CAN BE SUPPORTED. ESCALATION IS NOT REQUIRED. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WA1EFCFS7FR[redacted]
Owner Or Fleet	[redacted] Oak Park, IL, [redacted]		
Make, Model, Model Year	Audi, Q3, 2015		
Report Date	10/26/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	8X0953501H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/26/2018 3:54:00 PM	3:48:16 - EMAIL ADDRESS: [redacted] | | 3:48:16 - AN ONLINE ASSISTANT WILL BE WITH YOU SHORTLY. | | MATT R - 3:48:21 | | HELLO! MY NAME IS MATT R . HOW CAN I HELP YOU? | | [redacted] 3:48:46 | | HI I PURCHASED A CPO VEHICLE IN MAY AND MY AIRBAG LIGHT IS NOW ON, I WANTED TO KNOW HOW I GO ABOUT UTILIZING THE WARRANTY TO OBTAIN A REPAIR. | | MATT R - 3:50:28 | | THANK YOU FOR CHATTING IN. THE FIRST STEP YOU WOULD WANT TO TAKE IS HAVING THE LIGHT DIAGNOSED AT YOUR LOCAL AUDI DEALERSHIP. ONCE IT IS DETERMINED WHAT IS CAUSING THE LIGHT TO GO OFF COVERAGE IS DETERMINED. | | [redacted] 3:50:38 | | AM I CHARGED FOR THE DIAGNOSIS? | | MATT R - 3:51:27 | | DEPENDING ON THE CONCERN IT IS POSSIBLE. THE DEALERSHIP DOES DETERMINE THAT PRICING HOWEVER. YOU WOULD NEED TO CONFIRM WITH THEM. | | [redacted] 3:51:43 | | OK ILL GIVE THEM A CALL. THANKS FOR YOUR HELP | | 3:51:47 - HAS DISCONNECTED

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4A7AJ1CM[redacted]
Owner Or Fleet	[redacted], Salem, NH, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	10/29/2018	Incident Date	N/A
Mileage	108,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/29/2018 8:54:00 AM	CUSTOMER STATES: PURCHASED ON 11/2017, MILEAGE 97,000 AT NON-VW DEALER; VEHICLE EXPERIENCING: PROBLEMS STARTED LAST WEEK; STEERING WHEEL FUNCTIONS AND HORN DO NOT WORK; AIRBAG LIGHT IS ON; | | | CUSTOMER SEEKS: MORE INFORMATION AS TO WHY THIS IS HAPPENING; | | | FACE TO FACE WITH KELLY: AGREE WITH CO; ESCALATE TO RCM REGARDING RECALL 69L2 | | | CO ADVISED: WOULD LIKE TO ESCALATE CASE TO RCM BUT FIRST VEHICLE NEEDS TO BE DIAGNOSED; CO OFFERED TO SCHEDULE APPOINTMENT; CUSTOMER DECLINED; CO STATED WILL SEND CUSTOMER CASE # AND ONCE CUSTOMER SETS UP APPOINTMENT, CUSTOMER CAN REPLY BACK TO EMAIL AND THEN CASE WILL BE ESCALATED TO RCM; | | | CO TO WAIT FOR CUSTOMER EMAIL;
10/29/2018 8:57:00 AM	AGREE WITH CO; ESCALATE TO RCM REGARDING RECALL 69L2
10/29/2018 9:01:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | | DEAR MR [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | SINCERELY, | | | SAIDA H | CUSTOMER CARE ADVOCATE |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX0DW[redacted]
Owner Or Fleet	[redacted] Suwanee, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	10/29/2018	Incident Date	N/A
Mileage	75,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/29/2018 11:15:00 AM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED IN 2015 AT MILEAGE 32K; VEHICLE PURCHASED FROM NON-VW DEALER; BRAND LOYAL CUSTOMER; MAINTAINED AT VW DEALER; OIL CHANGES AND TIRE ROTATION DONE AT INDEPENDENT; ISSUE LAST OCCURRED ON 1-29-16 FOR A RECALL; VEHICLE EXPERIENCING: BUTTONS ON THE STEERING WHEEL STOPPED WORKING, THE AIRBAG LIGHT CAME ON; DEALER 407211 STATES: THE STEERING WHEEL CLOCK SPRING NEEDS TO BE REPLACED FOR ABOUT $580.00; WORKING WITH JOSEPH R. AT DEALER; VEHICLE WAS LAST AT THE DEALER IN AUGUST 2018; HAS A DEALER APPOINTMENT SCHEDULED FOR 10-29-18 AT DEALER 405146; | | CUSTOMER SEEKING: FINANCIAL ASSISTANCE; | | | FACE TO FACE WITH SARAH E: ADVISED: CAN ESCALATE TO RCM FOR FURTHER RESEARCH; | | | CO ADVISED: CASE WILL BE ESCALATED TO RCM FOR FURTHER RESEARCH; RCM WILL FOLLOW UP BY COB 10-30-18; | | | CO TO ESCALATE TO RCM
10/29/2018 11:21:00 AM	EM FOUND IN XTIME DIAGNOSIS WAS IN BEGINNING OF AUGUST; WOULD NEED NEW DIAGNOSIS AND THEN CAN ESCALATE TO RCM
10/29/2018 11:29:00 AM	CUSTOMER STATES: STEERING WHEEL CLOCK SPRING NEEDS TO BE REPLACED AGAIN; DEALER 407211 DIAGNOSED THE VEHICLE IN AUGUST 2018; THE VEHICLE IS GOING TO DEALER 405146 FOR A CURRENT DIAGNOSIS ON 10-29-18; THE RECALL WAS COMPLETED IN 2016; CUSTOMER SEEKS FINANCIAL ASSISTANCE; | | | RCM TO FOLLOW UP WITH DEALER 405146, CUSTOMER [redacted] BY COB 10-30-18
10/30/2018 1:58:00 PM	RCM ADVISED OF NAME AND LAST EIGHT OF THE VIN. | | SM STATED THAT IN ELSA PRO THERE IS AN WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING; STATED THAT THE REPAIRS ARE COVERED AS THE VEHICLE IS WITHIN THE MILEAGE AND TIME PARAMETERS. | | | | RCM TO CALL CUSTOMER.
10/30/2018 3:12:00 PM	RCM CALLED [redacted] | | RCM LEFT VOICE AN MESSAGE; ADVISED FOLLOWING UP REGARDING THE STEERING WHEEL CLOCK SPRING; ADVISED RCM SPOKE WITH THE SM-MATT AT DEALER 405146 WHO ADVISED THAT THE REPAIR WILL BE COVERED BY THE EXTENDED WARRANTY; ADVISED RCM WILL AGAIN ATTEMPT TO CONTACT HIM AGAIN ON WED, 10/31/2018; ADVISED HOW TO CONTACT RCM AT EXTENSION 43422; ADVISED IF CUSTOMER HAS TO LEAVE A VOICE MAIL FOR RCM TO PLEASE INCLUDE THEIR NAME, NUMBER AND THE BEST TIME OF DAY TO SPEAK WITH THEM. | | | | | RCM TO CALL CUSTOMER.
10/31/2018 5:46:00 PM	RCM CALLED [redacted] | RCM APOLOGIZED; ADVISED FOLLOWING UP REGARDING THE STEERING WHEEL CLOCK SPRING; ADVISED RCM SPOKE WITH THE SERVICE MANAGER-MATT AT DEALER 405146 WHO ADVISED THAT THE REPAIR WILL BE COVERED BY THE EXTENDED WARRANTY. RCM ADVISED THAT BOTH THE SERVICE MANAGER AT THE DEALER AND RCM CHECKED AND THERE IS AN EXTENDED WARRANTY FOR THIS ISSUE. RCM INQUIRED IF THE VEHICLE HAVE BEEN REPAIRED AND RETURNED TO HIM . CUSTOMER STATED YES AND THAT SO FAR EVERYTHING IS GOOD. RCM VERIFIED THE EMAIL ADDRESS ON FILE: [redacted] | | | | | NO FURTHER ACTION | |
10/31/2018 5:52:00 PM	CATEGORY SELECTION : ELECTRICAL / OTHER SYMPTOM - 1 / BUTTONS ON THE STEERING WHEEL ARE NOT WORKING; AIRBAGS / WARNING LIGHT ON / AIR BAG WARNING LIGHT IS ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX7CW[redacted]
Owner Or Fleet	[redacted], Redwood City, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	10/29/2018	Incident Date	N/A
Mileage	51,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/29/2018 3:34:00 PM	CUSTOMER STATES PURCHASED VEHICLE CPO, 1ST VW, SERVICES WITH VW. CUSTOMER STATES SINCE OWNING THE VEHICLE, THERE HAS BEEN A REPEAT ISSUE WITH THE PASSENGER SIDE AIRBAG INFLATOR. THE AIRBAG LIGHT HAS BEEN ON MULTIPLE TIMES(P00588). CUSTOMER HAS HAD THE AIRBAG, CENTRAL WIRING HARNESS, AIRBAG CONTROL MODULE AND AIRBAG IGNITER CABLE ALL REPLACED AND THE LIGHT STILL COMES ON. CUSTOMER HAS WORKED WITH DEALER 422531 IN THE PAST BUT EACH TIME THEY'VE HAD IT THEY SAY IT'S FIXED AND A FEW MONTHS LATER THE LIGHT COMES BACK ON. CUSTOMER NO LONGER HAS CONFIDENCE IN THE DEALER TO RESOLVE THE PROBLEM SO WILL BE TAKING THE VEHICLE TO DEALER 422563 ONE MORE TIME TO TRY AND RESOLVE THIS ISSUE. CUSTOMER REALLY LIKES THE VEHICLE AND ASIDE FROM THE WARNING LIGHT IT'S BEEN A GREAT VEHICLE FOR HER DAUGHTER WHO DRIVES BIT. HOWEVER, IF THIS ISSUE CAN'T BE RESOLVED SHE WILL HAVE NO OTHER OPTION BUT TO PURSUE LEMON LAW. CUSTOMER ISN'T YET SURE WHEN SHE'LL BRING THE VEHICLE IN BECAUSE SHE NEEDS TO FIND A TIME IN HER SCHEDULE AND IT WOULD LIKELY BE MID-NOVEMBER BEFORE SHE CAN BRING THE VEHICLE IN. | | | CO ADVISED WILL DOCUMENT WHAT SHE'S SHARED WITH VW ON THIS MATTER AND WILL EMAIL HER TO REPLY BACK WITH AN APPOINTMENT DATE. VW WILL AGREE TO ASSIGN AND RCM TO FOLLOW-UP WITH DEALER ON THIS CONCERN TO ENSURE ALL RESOURCES ARE BEING USED TO ADDRESS THE PROBLEM. | | | NO FURTHER ACTION PENDING DEALER APPOINTMENT.
10/29/2018 3:51:00 PM	***** EMAIL TO[redacted]***** | | REFERENCE #[redacted] | DEAR MRS. [redacted] | | THANKS FOR SPEAKING WITH ME TODAY. | | AS WE DISCUSSED, YOU CAN REPLY TO THIS EMAIL ONCE YOU┬┐VE SCHEDULED YOUR APPOINTMENT. | | WHEN WE HAVE THE DATE AND DEALER NAME, YOUR CASE WILL BE ASSIGNED TO A REGION CASE MANAGER. WE┬┐LL ALSO SEND YOU AN EMAIL LETTING YOU KNOW WHEN YOUR FOLLOW-UP DATE WILL BE. | | I LOOK FORWARD TO YOUR REPLY. | | SINCERELY, | | | | PAUL R | CUSTOMER CARE ADVOCATE |
10/29/2018 4:45:00 PM	FROM:[redacted] | | SENT: MONDAY, OCTOBER 29, 2018 4:42 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | HI PAUL, | | I HAVE AN APPOINTMENT WITH VOLKSWAGEN OF KEARNY MESA TO LOOK AT THE TIGUAN ON MONDAY, NOVEMBER 26TH AT 7:00 A.M. | | I HAVE LET THE DEALER KNOW THAT A REGIONAL CASE MANAGER WILL BE CALLING THAT DAY. | | THANKS, [redacted] |
10/31/2018 2:28:00 PM	RCM TO FOLLOW-UP WITH DLR ON DIAGNOSIS AND CALL CUSTOMER BACK BY COB 11/27/18. [redacted]
11/27/2018 12:13:00 PM	[redacted] 2012 TIGUAN, WVGAV7AX7CW[redacted] BROUGHT THE VEHICLE IN YESTERDAY TO ADDRESS REPEAT ISSUES WITH THE AIRBAG LIGHTS COMING ON; CUSTOMER FEELS THAT THE ISSUES ARE RELATED TO THE AIRBAG MODULE, WIRING HARNESS AND SENSOR; HAVE YOU BEEN ABLE TO DUPLICATE THE ISSUES AND RECOMMEND ANY REPAIRS? | | PLEASE FOLLOW UP WITH ME AT YOUR EARLIEST CONVENIENCE, THANKS | |
11/27/2018 4:28:00 PM	RCM CALLED 858-794-0428 | | RCM LVMM: FOLLOWING UP ON CASE; RCM IS CURRENTLY WAITING ON INFORMATION FROM THE DEALER; RCM WILL FOLLOW UP WITH CUSTOMER BY COB TOMORROW WITH ANY AVAILABLE UPDATES; PROVIDED DIRECT EXTENSION, 43440. | | | RCM TO REVIEW AND FOLLOW UP WITH CUSTOMER BY COB TOMORROW (11/28)
11/28/2018 1:31:00 PM	[redacted] 2012 TIGUAN, WVGAV7AX7CW[redacted] ┬┐AS PER TECH LINE, REPLACING CLOCK SPRING AND THEN WE WILL DRIVE MULTIPLE MILES TO MAKE SURE CAR IS FIXED PROPERLY. SHOULD BE DONE TOMORROW. | |
11/28/2018 4:24:00 PM	[redacted] 2012 TIGUAN, WVGAV7AX7CW[redacted] ┬┐THE CLOCK SPRING REPAIRS BEING COVERED UNDER THE EXTENDED WARRANTY RIGHT? | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX7CW[redacted]
Owner Or Fleet	[redacted], Redwood City, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	10/29/2018	Incident Date	N/A
Mileage	51,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

11/28/2018 7:30:00 PM	CUSTOMER STATES: DEALER ADVISED THAT THE CLOCK SPRING NEEDED TO BE REPLACED. | | RCM ADVISED: VERIFIED THAT WAS THE CORRECT RECOMMEND REPAIR. | | CUSTOMER STATES: WOULD LIKE TO INVESTIGATE POSSIBLE RETURNING OR REPLACING THE VHE IF THE AIR BAG LIGHT COMES BACK ON DUE TO SAFETY CONCERNS; WOULD LIKE O KNOW ABOUT THE LENGTH OF TIME THAT PROCESS TAKES. | | RCM ADVISED: THE PRELIMINARY REVIEW PROCESS WITH CRR TAKES ABOUT 7-10 BUSINESS DAYS ONCE THE REPAIR ORDER HISTORY IS RECEIVED; ANOTHER WEEK FOR REP TO FOLLOW UP AFTER THAT AND POSSIBLY A FEW WEEKS FOR PAPERWORK AND DOCUMENTATION TO BE EXCHANGED AND VERIFIED. | | CUSTOMER UNDERSTOOD; WOULD LIKE RCM TO FOLLOW UP ONCE THE VEHICLE HAS BEEN REPAIRED. | | | RCM TO CALL DEALER TOMORROW
11/29/2018 2:11:00 PM	3. [redacted] 2012 TIGUAN, WVGAV7AX7CW[redacted] ┬┐CLOCK SPRING COVERED UNDER WARRANTY EXTENSION
11/29/2018 2:56:00 PM	[redacted] 2012 TIGUAN, WVGAV7AX7CW[redacted], HAVE THE REPAIRS BEEN COMPLETED? | |
11/29/2018 6:16:00 PM	[redacted] 2012 TIGUAN, WVGAV7AX7CW[redacted] ┬┐CAR IS DONE AND CUSTOMERS BEEN CALLED. | | | RCM TO CALL CUSTOMER | |
11/29/2018 6:47:00 PM	RCM CALLED [redacted] | RCM LVMM: FOLLOWING UP ON CASE; ADVISED CUSTOMER TO CALL RCM; PROVIDED DIRECT EXTENSION, 43440. | | | RCM TO REVIEW AND FOLLOW UP WITH CUSTOMER BY COB MONDAY (12/3)
12/3/2018 7:09:00 PM	RCM CALLED [redacted] | RCM LVMM: FOLLOWING UP ON CASE; ADVISED CUSTOMER TO CALL RCM; PROVIDED DIRECT EXTENSION, 43440. | | | RCM TO EMAIL CUST
12/3/2018 7:11:00 PM	***** EMAIL TO[redacted]***** | | REFERENCE #[redacted]| | DEAR MR.[redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH YOUR TIGUAN. | | I┬┐VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. AT YOUR EARLIEST CONVENIENCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL (43440). YOU CAN ALSO REPLY TO THIS EMAIL. | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | SINCERELY, | | | PATRICK B | REGION CASE MANAGER |
12/4/2018 8:03:00 AM	FROM:[redacted]| | SENT: MONDAY, DECEMBER 03, 2018 7:45 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted]| | | HI PATRICK, | | THIS IS [redacted] NOT [redacted] PLEASE USE MY CELL PHONE FOR FURTHER CALLS:[redacted] | | THE OTHER NUMBER YOU HAVE BEEN USING IS OUR HOME PHONE AND IS RARELY USED. | | SO FAR THE AIRBAG LIGHT HAS REMAINED OFF SINCE THE CLOCKSPRING WAS REPLACED. YOU WILL BE THE FIRST TO KNOW IF THE AIRBAG ERROR LIGHT GOES OFF AGAIN. | | PLEASE CALL ME IF YOU HAVE ANY OTHER QUESTIONS. I TRULY APPRECIATE YOU FOLLOWING UP. I FOUND THE SERVICE AT VOLKSWAGEN OF KEARNY MESA TO BE VERY GOOD. | | | THANKS, [redacted] | | | | RCM TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AXXCW[redacted]
Owner Or Fleet	[redacted] Santa Barbara, CA,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	10/30/2018	Incident Date	N/A	Mileage	79,000
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/30/2018 12:10:00 PM	CUSTOMER STATES: HAS REPAIRED THE CLOCK SPRING AND THERE WAS A WARRANTY EXTENSION AFTER; | | | CUSTOMER SEEKING: REIMBURSEMENT | | | CO ADVISED: CO WILL SUBMIT FOR A REIMBURSEMENT CLAIM; VW NEEDS REPAIR ORDER AND POP; VW WILL REVIEW DOCUMENTS AND REVIEW TAKES UP TO 120 BUSINESS DAYS, WHEREIN CUSTOMER WILL GET DECISION IN MAIL; CO PROVIDED CASE NUMBER AND FAX (2487576504) | | | CO TO WAIT FOR DOCUMENTS
10/30/2018 2:03:00 PM	MEDIA ATTACHED IN DOC CENTER
11/7/2018 2:15:00 PM	CO ATTEMPTED TO CALL CUSTOMER; VOICEMAIL FULL | | | CO TO ESCALATE TO SP FOR REIMBURSEMENT REVIEW
11/7/2018 2:16:00 PM	SP TO REVIEW FOR CLOCK SPRING REIMBURSEMENT | |
11/8/2018 3:58:00 PM	CUSTOMER STATES: SUBMITTED DOCUMENTATION TO BE REVIEWED IN RELATION TO THE CLOCKSPRING WARRANTY EXTENSION; | | | CUSTOMER SEEKING: TO ENSURE DOCUMENTATION WAS RECEIVED; | | | CUSTOMER ADVOCATE ADVISED: DOCUMENTATION HAS BEEN RECEIVED AND SUBMITTED FOR REIMBURSEMENT; CUSTOMER WILL RECEIVE UPDATE WITHIN 120 DAYS; | | | CUSTOMER ACKNOWLEDGED; | | | SP TO REVIEW.
11/27/2018 6:17:00 PM	CUST SEEKING UPDATE ON HER REIMBURSEMENT REQUEST. | | | CO ADVISED INFORMATION WAS RECIEVED ON 10/30/18. NORMALLY, REIMBURSEMENT TAKES UP TO 60 DAYS TO RECEIVE A REPLY. THESE REQUESTS ARE CURRENTLY DELAYED. CO ADVISED TO PLEASE ALLOW AN ADDITIONAL 30 DAYS BEYOND THE NORMAL TIME FOR HANDLING. | | |
1/7/2019 5:15:00 PM	CUSTOMER STATES SENT IN REQUEST FOR REIMBURSEMENT FOR STEERING WHEEL CLOCK SPRING REPAIR | | | CUSTOMER SEEKING STATUS OF REQUEST | | | CUSTOMER ADVOCATE ADVISED RECEIVED REPAIR ORDER AND POP ON 10/30/2018; REVIEW IS TAKING UP TO 120 DAYS | | | CO TO REVIEW
1/9/2019 10:18:00 AM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEP; INDEP PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE PARTS $290.00; VW TO REIMBURSE LABOR $150.00; TAX $23.92; VW TO REIMBURSE TOTAL: $463.92. | | | SP TO GENERATE CHECK REQUEST.
1/9/2019 10:37:00 AM	WVGAV7AXXCW[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $463.92. | | | GENERATED CHECK REQUEST.
1/12/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 463.92 MAILED ON 01/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A38CC[redacted]
Owner Or Fleet	[redacted] Travelers Rest, SC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/30/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Mileage	66,000

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/30/2018 3:23:00 PM	CUSTOMER STATES SHE HAD VEHICLE CHECKED OUT AT DEALER 407322 AND WAS TOLD THERE IS ISSUE WITH CLOCK SPRING, COST TO REPLACE 500.00, HAD THIS EXACT PART REPLACED UNDER THE RECALL, STATES AIRBAG LIGHT CAME ON, HEARD CLICKING SOUND. | | | | CO VERIFIED THE RECALL FOR THE CLOCK SPRING WAS COMPLETE DIN 2015, ADVISED THERE IS A WARRANTY EXTENSION FOR THIS PART FOR 10/100K, WCF AND IF APPLICABLE TO WHAT NEEDS TO BE DONE ON VEHICLE DEALER SHOULD BE ABLE TO PULL UP THAT INFORMATION. CUSTOMER STATES WILL CALL DEALER IMMEDIATELY AND THANKED FOR INFORMATION. NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A36CC[redacted]
Owner Or Fleet	[redacted], BELLMORE, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/31/2018	Incident Date	N/A
Mileage	41,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/31/2018 1:54:00 PM	MEDIA ATTACHED IN DOC CENTER
10/31/2018 12:28:00 PM	CUSTOMER STATES SHE HAD TO HAVE HER CLOCK SPRING REPLACED AND FOUND OUT THERE WAS A WARRANTY EXTENSION SO SHE WANTED TO KNOW HOW TO BE REIMBURSED. | | | CO ADVISED TO SEND IN A COPY OF THE REPAIR ORDER/PROOF OF PAYMENT FOR THE REPAIR AND IT WILL BE REVIEWED FOR POSSIBLE REIMBURSEMENT. | | | NO FURTHER ACTION PENDING CUSTOMER CONTACT.
10/31/2018 12:37:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON; AIRBAGS / INOPERABLE - 1 / AIRBAG CLOCK SPRING FAILED;
10/31/2018 2:30:00 PM	SP TO REVIEW FOR CLOCK SPRING REIMBURSMENT.
1/7/2019 4:28:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; VW TO REIMBURSE TOTAL: $535.06. | | | SP TO GENERATE CHECK REQUEST.
1/7/2019 4:29:00 PM	1VWBP7A36CC[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $535.06. | | | GENERATED CHECK REQUEST.
1/10/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 535.06 MAILED ON 01/09/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCP7A33DC[redacted]
Owner Or Fleet	[redacted], Severn, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	10/31/2018	Incident Date	N/A
Mileage	39,302		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/31/2018 12:58:00 PM	G20181031025 | | | CUSTOMER COMPLAINT: C/S THE AIR BAG LIGHT IS ON AND THEY THINK IT IS R | ELATED TO RECALL PERFORMED DEC 2017 | CAUSE / REPAIR PERFORMED: TECH FOUND THE CLOCK SPRING IS FAILED | CLAIM REASON: COMPONENT FAILURE | GOODWILL JUSTIFICATION | PLEASE CONFIRM THAT YOU AGREE WITH THE FOLLOWING STATEMENTS: | | | REPAIR IS NOT COVERED BY A PURCHASED EXTENDED SERVICE CONTRACT? AGREED | REQUEST IS NOT THE RESULT OF A DENIED WARRANTY CLAIM? AGREED | ARE THERE PREVIOUS RELATED REPAIRS? NO | HAS THE CUSTOMER HAD A GOOD OVERALL OWNERSHIP EXPERIENCE? YES | IS THE CUSTOMER NEW TO VW? NO | IS THIS A REPEAT VW PURCHASER ? UNKNOWN | IS THE CUSTOMER LOYAL TO YOUR DEALER? YES | HAS THE VEHICLE BEEN PROPERLY MAINTAINED? YES | IS THE VEHICLE IN GOOD OVERALL CONDITION? YES | IS THE CUSTOMER THE ORIGINAL OWNER? YES | PLEASE PROVIDE A DETAILED EXPLANATION FOR OFFERING A GOODWILL EXCEPTION FOR THIS CUSTOMER: | AS THE VIN INQUIRY SHOWS U37 ACTIVE AND THE PART I | S COVERED WITH ACTIVE STATUS AND DATED OCT 26, 201 | 8 THE PART SHOULD BE COVERED BY THE WARRANTY EXTEN | SION BUT THE REPAIR RECETION DATE IS OCT 29, 2018 | | | LABOR: $107.86 | PARTS: $290.07
10/31/2018 12:59:00 PM	PLEASE NOTE: PER VWP-18-11, FAULT CODES B100001 OR VAG00588 MUST BE PRESENT FOR WARRANTY EXTENSION TO APPLY. AFTER REVIEWING GFF UPLOADED TO PAPERLESS 10/29, APPLICABLE FAULT IS NOT PRESENT. WITH THE VEHICLE BEING OUTSIDE OF NVLW BY 35 MONTHS, VW CANNOT ASSIST WITH THIS REPAIR. | | | DEALER CONTACTED GOODWILL TEAM FOR ASSISTANCE WITH OUT OF WARRANTY REPAIR. CONSIDERING THE INFORMATION PROVIDED, THE REQUEST WAS NOT APPROVED. | IF THE CUSTOMER REACHES OUT TO CARE AND PROVIDES INFORMATION THAT WOULD MERIT ADDITIONAL CONSIDERATION, PLEASE REVIEW WITH AN RCM AND/OR A MEMBER OF YOUR LEADERSHIP TEAM. IF NO NEW INFORMATION IS PROVIDED BY THE CUSTOMER, DENIAL CAN BE SUPPORTED. ESCALATION IS NOT REQUIRED. | |
11/1/2018 6:02:00 PM	HELLO JEN, | | | FIRST OF ALL, THANK YOU FOR HANDLING THIS WHILE ALEX IS OUT OF THE OFFICE. | | | SECOND, COULD YOU REACH OUT TO DONNA FROM 409113 AND GO OVER THIS ONE. CLOCK SPRING WARRANTY EXTENSION CAME OUT 10-30-18 AND THE REPAIR MADE TO THIS VEHICLE WAS 10-29-18. I WILL EMAIL DONNA BACK ADVISING THAT YOU WILL BE REACHING OUT TO HER ABOUT THIS. | | | THANK YOU AGAIN. | | | IF THERE IS ANYTHING ELSE I CAN HELP YOU WITH PLEASE LET ME KNOW, | | | KELSEY MOYER | VOLKSWAGEN WARRANTY SUPPORT SPECIALIST | QUALITY & TECHNICAL SERVICE | |
11/1/2018 6:03:00 PM	HI DONNA, | | | HOPE YOU ARE DOING WELL | | | AS THE U37 WARRANTY KEY WAS PREMATURELY ADDED TO ELSAPRO ON 10/26/18 AND THE WARRANTY EXTENSION DID NOT ACTUALLY GO LIVE UNTIL 10/30/18, WE WILL PROVIDE A ONE-TIME GOODWILL GESTURE FOR THIS CLOCK SPRING REPAIR W/ CLAIM RECEPTION DATE 10/29/18. | | | PLEASE USE AUTHORIZATION NUMBER [redacted] IN YOUR SAGA CLAIM COMMENTS FOR 100% PART AND LABOR AT WARRANTY RATES FOR THE CLOCK SPRING REPAIR, PLEASE ENTER AS A 210 CLAIM TYPE. | | | PLEASE LET ME KNOW IF YOU HAVE ANY QUESTIONS AND MY APOLOGIES FOR ANY INCONVENIENCE. | | | THANK YOU, | | JENNIFER | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A33DC[redacted]
Owner Or Fleet	[redacted] Denver, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	10/31/2018	Incident Date	N/A
Mileage	30,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/31/2018 5:02:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED 2013 AT MILEAGE 11K; VEHICLE PURCHASED FROM VW DEALER; YES, THIS IS A CPO; VEHICLE WAS PURCHASED; NON-VCI VEHICLE CASH PURCHASE; MAINTAINED AT LOCAL BUSINESS (NON-VW); VEHICLE EXPERIENCING: AIRBAG LIGHT ON, HORN DOESN┬┐T WORK, DRIVER DOOR DOESN┬┐T LOCK; DEALER SAID THERE WAS A RECALL BUT IT WAS CLOSED AND DOESN┬┐T APPLY ANY LONGER | | | | CUSTOMER SEEKS RECALL INFO | | | | CO ADVISED: VEHICLE DID HAVE THE CLOCK SPRING RECALL UNTIL 9/7/2017; HAD THE SPARE PARTS WARRANTY FOR 1 YRS 12K MILE WOF: THERE IS A CLOCK SPRING WARRANTY EXT FOR 999999K MILES OR 12/04/2027 WOF; WOULD HAVE TO TAKE IT TO THE DEALER AND AUTHORIZE THE DIAGNOSIS FEE IN ORDER TO DETERMINE IF THIS CONCERN WOULD BE COVERED UNDER THE WARRANTY | | | | CO TO CLOSE | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A34DC[redacted]
Owner Or Fleet	[redacted], Charlotte, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	11/1/2018	Incident Date	N/A
Mileage	90,582		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/1/2018 10:24:00 AM	CUSTOMER STATES: HAD ISSUE WITH THE STEERING WHEEL ON VEHICLE; TOOK VEHICLE TO DEALER TO HAVE THE RECALL 69Q9 COMPLETED; DEALER FIXED THE AIRBAG CLOCK SPRING CHARGED CUSTOMER $500; THEN REALIZED THAT THERE WAS A WARRANTY EXTENSION RELEASED ON VEHICLE SO CUSTOMER IS SEEKING: REIMBURSEMENT; | | | CUSTOMER SEEKING: REIMBURSEMENT; | | | CO ADVISED: THAT THE CUSTOMER CAN SUBMIT THE POP WITH THE VEHICLE REPAIR INVOICE TO VW FOR POSSIBLE REIMBURSEMENT; CUSTOMER CAN ATTACH THE POP TO EMAIL AND RETURN TO VW; THE PROCESS IS TAKING APPROXIMATELY 90-120 DAYS; | | | CUSTOMER ACKNOWLEDGED: | | | CO TO WAIT CORRESPONDENCE;
11/1/2018 10:33:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┤T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | DAWN L | CUSTOMER CARE ADVOCATE |
11/1/2018 12:59:00 PM	MEDIA ATTACHED IN DOC CENTER
11/2/2018 11:24:00 AM	MEDIA ATTACHED IN DOC CENTER
11/2/2018 2:01:00 PM	DOCUMENTATION RECEIVED; | | | SPECIAL PROJECTS TO REVIEW FOR WARRANTY EXTENSION CLOCK SPRING REIMBURSEMENT;
11/5/2018 4:50:00 PM	CUSTOMER STATES: SENT IN DOCUMENTS FOR REIMBURSEMENT AFTER PAID FOR HAVING RECALL PERFORMED; NEVER GOT A RESPONSE; KNOWS PROCESS WILL TAKE MONTHS TO REVIEW | | | CUSTOMER SEEKS: TO KNOW WHETHER DOCUMENTS WERE RECEIVED | | | CUSTOMER ADVOCATE ADVISED: HAVE RECEIVED DOCUMENTS; CLOCK SPRING HAS EXTENDED WARRANTY OF 15YR/999999 MILES WOF | | | CUSTOMER ADVOCATE HAS NO FURTHER ACTION
1/8/2019 5:09:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $472.96. | | | SP TO GENERATE CHECK REQUEST.
1/8/2019 5:10:00 PM	1VWAP7A34DC[redacted] VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $472.96. | | | GENERATED CHECK REQUEST.
1/11/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 472.96 MAILED ON 01/10/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AXXFW[redacted]
Owner Or Fleet	[redacted] DALLAS, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	11/1/2018	Incident Date	N/A
Mileage	50,800		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/1/2018 6:23:00 PM	CUSTOMER STATES VEHICLE HAD INITIAL REPAIRS PRIOR TO OPEN OR LIVE WARRANTY EXTENSION; RECEIVED A CALL FROM THE TECH THAT VW ISSUED A WARRANTY EXTENSION AND CAN BE REIMBURSED | | | CUSTOMER SEEKING IF THAT APPLIES TO HER VEHICLE AND IF SHE CAN SUBMIT FOR REIMBURSEMENT | | | CO ADVISED CUSTOMER THAT YES, SHE DOES HAVE THE AIRBAG CLOCK SPRING WARRANTY EXTENSION; AND THAT CO WILL EMAIL CASE NUMBER; CAN REPLY TO EMAIL WITH POP/REPAIR ORDER; TO SUBMIT FOR POSSIBLE REIMBURSEMENT; PROCESS DOES TAKE 120 DAYS FROM RECEIVED; CUSTOMER UNDERSTOOD AND WILL RECEIVE STATUS VIA POSTAL MAIL;3-4 WEEKS AFTER POSITION WAS DETERMINED; | | | CO TO EMAIL | | | CO TO WAIT CUSTOMER DOCUMENTS
11/1/2018 6:32:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted], | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | SINCERELY, | | | SAMANTHA C | CUSTOMER CARE ADVOCATE |
11/7/2018 11:08:00 AM	MEDIA ATTACHED IN DOC CENTER
11/7/2018 4:14:00 PM	***** EMAIL TO EMILY.[redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME LAST THURSDAY. | | THANK YOU FOR CONTACTING VOLKSWAGEN. | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | SINCERELY, | | | SAMANTHA C | CUSTOMER CARE ADVOCATE | |
11/7/2018 4:15:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME LAST THURSDAY. | | THANK YOU FOR CONTACTING VOLKSWAGEN. | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | SINCERELY, | | | SAMANTHA C | CUSTOMER CARE ADVOCATE | | | | | | | CA TO FORWARD TO SP
11/7/2018 4:16:00 PM	WAIT SP
1/8/2019 4:13:00 PM	CUST SEEKING REIMBURSEMENT FOR CLOCKSPRING WARRANTY EXTENSION; HAD REPAIRS TO CLOCKSPRING COMPLETED AT DLR PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; CUST PAID $583.99; TAX $28.38; VW TO REIMBURSE TOTAL: $612.39. | | | SP TO GENERATE CHECK REQUEST.
1/8/2019 4:16:00 PM	WVGAV7AXXFW[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $612.37. | | | GENERATED CHECK REQUEST.
1/11/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 612.37 MAILED ON 01/10/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBA7A30JC[redacted]
Owner Or Fleet	[redacted], Chicago, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	11/2/2018	Incident Date	N/A
Mileage	6,780		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/2/2018 11:03:00 AM	TRANSFER FROM JACK IN CAR-NET RESPONSE | | | CUSTOMER STATES: AIRBAG LIGHT IS CURRENTLY ON; STATES HER SEATBELT IS BUCKLED BUT THE LIGHT IS ON FOR SEATBELT | | | CUSTOMER SEEKING: WHY AIRBAG/SEATBELT LIGHTS ARE ON | | | CO ADVISED: WILL RESEARCH CONCERNS AND THEN CALL CUSTOMER BACK AS SHE WAS SPEAKING VIA CAR-NET MODULE | | | CO TO RETURN CALL | | | |
11/2/2018 11:09:00 AM	CO ADVISED: CUSTOMER WILL NEED TO TAKE VEHICLE TO DEALER FOR AIRBAG LIGHT CONCERN AND SEATBELT LIGHT CONCERNS; CO CALLED DEALER 402165 WHO ADVISED CUSTOMER CAN DROP OFF VEHICLE AND WILL BE UBERED BACK; DEALER WILL THEN CALL WHEN VEHICLE IS READY FOR PICK UP | | | CUSTOMER STATES: WORKS NIGHT SHIFT; WANTED CO TO CALL DEALER 402132 FOR AN APPOINTMENT ON 11/03 AFTER 10AM | | | CO CALLED DEALER 402132 AND ADVISED CAN ONLY MAKE AN APPOINTMENT DURING THE WEEK; ADVISED CUSTOMER APPOINTMENT IS NOW SET FOR 11/05 AT 10:30AM AT DEALER 402132 | | | NO FURTHER ACTION
11/2/2018 11:11:00 AM	CO ADVISED: HAS CUSTOMER ON BACKLINE WHO NEEDS AN APPOINTMENT DUE TO AIRBAG/SEATBELT LIGHT ARE ON; CUSTOMER SEEKS TO BRING IN VEHICLE TODAY 11/02 | | | SERVICE ADVISOR ADVISED: CAN HAVE CUSTOMER DROP OFF VEHICLE AND THEN CALL HER BACK WHEN IT IS DONE; UNSURE HOW LONG THIS MAY TAKE | | | CO TO RETURN TO CUSTOMER
11/2/2018 11:18:00 AM	CO ADVISED: HAS A CUSTOMER ON BACKLINE WHO NEEDS TO MAKE AN APPOINTMENT FOR VEHICLE; CUSTOMER HAS AN AIRBAG LIGHT ON AND SEATBELT LIGHT ON; CUSTOMER SEEKS AN APPOINTMENT FOR TOMORROW 11/03 AFTER 10AM; CUSTOMER STATED SHE CAN BRING IN VEHICLE DURING THE WEEK AFTER 10AM | | | SERVICE ADVISOR ADVISED: IS NOT ABLE TO SCHEDULE ON 11/03 AS SHORT OF STAFF AND CANNOT DIAGNOSIS VEHICLE; CAN SCHEDULE DURING THE WEEK ONLY; MADE AN APPOINTMENT FOR 11/05 AT 10:30AM | | | CO TO RETURN TO CUSTOMER AND CLOSE | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A30DC[redacted]
Owner Or Fleet	[redacted]		Georgetown, TX, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	11/2/2018	Incident Date	N/A
Mileage	86,173		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/2/2018 1:22:00 PM	MEDIA ATTACHED IN DOC CENTER | | | | | FROM: [redacted] | | SENT: FRIDAY, NOVEMBER 02, 2018 12:46 PM | | TO: VWOA CUSTOMER CARE | | CC: [redacted] | SUBJECT: [redacted] | | | PLEASE FIND THE ATTACHMENTS REQUESTED. | | | THANKS, | | | | | [redacted] | |
11/2/2018 12:47:00 PM	CUSTOMER STATES HE RECENTLY HAD TO HAVE HIS CLOCK SPRING REPLACED BUT FOUND THAT HE HAD A WARRANTY EXTENSION ISSUES A FEW DAYS AGO SO HE WANTED TO KNOW HOW TO BE REIMBURSED. | | | CO ADVISED TO SEND IN A COPY OF HIS REPAIR ORDER AND PROOF OF PAYMENT AND VW WOULD REVIEW FOR REIMBURSEMENT. | | | CUSTOMER ASKED TO BE NOTIFIED ONCE HE SENDS IN THE PAPERWORK ENSURE IT WAS RECEIVED. | | | NO FURTHER ACTION PENDING CUSTOMER DOCUMENTATION.
11/5/2018 2:00:00 PM	MEDIA ATTACHED IN DOC CENTER
11/6/2018 2:43:00 PM	CUSTOMER STATES: SENT IN INFORMATION TO BE REVIEWED FOR REIMBURSEMENT; NEVER RECEIVED AN UPDATE ON IF IT WAS RECEIVED; | | | CUSTOMER SEEKING: HAVE DOCUMENTS BEEN RECEIVED; | | | CUSTOMER ADVOCATE ADVISED: CC RECEIVED DOCUMENTS; CUSTOMER WILL ALSO NEED TO PROVIDE POP; | | | CUSTOMER ACKNOWLEDGED: WOULD LIKE A FOLLOW UP ONCE POP COPY IS RECEIVED; | | | CO TO REVIEW.
11/6/2018 4:06:00 PM	MEDIA ATTACHED IN DOC CENTER
11/9/2018 2:20:00 PM	CALL TO CUSTOMER, LEFT VOICE MAIL MESSAGE, CO ADVISED INFORMATION WAS RECEIVED AND WILL BE FORWARDED TO SP. PROCESS CAN TAKE UP TO 60 DAYS
11/9/2018 2:23:00 PM	SP TO REVIEW FOR CLOCK SPRING REIMBURSMENT.
11/28/2018 3:03:00 PM	CUSTOMER SEEKING STATUS OF REIMBURSEMENT | | | CO ADVISED CUSTOMER DOCUMENTS ARE STILL BEING REVIVED | | | | CUSTOMER ACKNOWLEDGED | | | SP TO REVIEW
1/8/2019 4:18:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCKSPRING; CUST PAID $485.65 FOR REPAIRS; TAX $25.14; VW TO REIMBURSE TOTAL: $510.79. | | | SP TO GENERATE CHECK REQUEST.
1/8/2019 4:21:00 PM	1VWBH7A30DC[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $510.79. | | | GENERATED CHECK REQUEST.
1/11/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 510.79 MAILED ON 01/10/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A33DC[redacted]
Owner Or Fleet	[redacted] La Puente, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	11/2/2018	Incident Date	N/A
Mileage	55,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/2/2018 6:54:00 PM	DURING CONVERSATION REGARDING HIS BUYBACK REQUEST, CUSTOMER MENTIONED THAT HE HAD TO PAY OUT OF POCKET FOR HIS CLOCK SPRING. CUSTOMER HAS THE AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 15 YEARS. | | | CO ADVISED TO SEND IN THE REPAIR ORDER AND PROOF OF PAYMENT AND VW WILL REVIEW FOR REIMBURSEMENT. | | | NO FURTHER ACTION PENDING CUSTOMER CONTACT.
11/5/2018 8:27:00 AM	MEDIA ATTACHED IN DOC CENTER
11/6/2018 2:00:00 PM	SP TO REVIEW FOR REIMBURSMENT OF CLOCK SPRING
11/13/2018 1:32:00 PM	CUSTOMER STATES SUBMITTED DOCUMENTS FOR REVIEW OF REIMBURSEMENT TOWARDS AIRBAG CLOCK SPRING WARRANTY EXTENSION | | | CUSTOMER SEEKING STATUS OF REIMBURSEMENT | | | CUSTOMER ADVOCATE ADVISED DUE TO THE HIGH VOLUME OF REIMBURSEMENT REQUESTS VW IS CURRENTLY RECEIVING, GENERAL TIME FRAME FOR REVIEW OF REIMBURSEMENT IS 120 DAYS FOR CUSTOMER TO RECEIVE A LETTER OR CHECK VIA MAIL | | | SP TO REVIEW
11/16/2018 11:02:00 AM	REASSIGNING BACK TO APPLICABLE TEAM AS MAIL WAS INCORRECTLY DROPPED IN CASE.
12/6/2018 7:12:00 PM	MEDIA ATTACHED IN DOC CENTER | | SP ADDED FULL RO THAT WAS SUBMITTED IN PREVIOUS CASE
12/6/2018 7:18:00 PM	CUSTOMER STATES: RECEIVED REIMBURSEMENT REQUEST FORM ALONG WITH AIRBAG CLOCK SPRING WARRANTY EXTENSION; HAS SENT IN FOR REIMBURSEMENT | | | CUSTOMER SEEKS: TO KNOW IF DOCUMENTS HAVE BEEN RECEIVED OR IF HE NEEDS TO SEND IN AGAIN | | | FACE TO FACE WITH SARAH S.: DOUBLE CHECKED WITH SP TO ENSURE ALL DOCUMENTS WERE IN ORDER; DOCUMENTS WERE FOUND TO BE IN ORDER | | | CUSTOMER ADVOCATE ADVISED: DOCUMENTS ALL IN ORDER; DO NOT NEED TO SEND IN FOR REIMBURSEMENT AGAIN | | | CO TO REVIEW
1/10/2019 2:19:00 PM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED MULTIPLE RO AND POP FROM DEALER; SHOW REPLACMENT OF CLOCK SPRING AND MANY OTHER UNRELATED REPAIRS; CLOCK SPRING ONLY COVERED UNDER WARRANTY EXTENSION; VW TO REIMBURSE FOR CLOCK SPRING REPAIRS; PARTS: 290.07, LABOR: 276.00, TAX: 21.03; TOTAL: $587.10. | | | SP TO GENERATE CHECK REQUEST
1/10/2019 2:24:00 PM	1VWBP7A33DC[redacted] VW TO REIMBURSE UNDER WECI WARRANTY EXTENSION; TOTAL: $587.10. | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 587.10 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV5B7AX0JM[redacted]
Owner Or Fleet	[redacted], Longwood, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	11/5/2018	Incident Date	N/A
Mileage	12,620		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507JF		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/5/2018 10:53:00 AM	CUSTOMER STATES AIRBAG LIGHT IS ON IN VEHICLE AND WASHER FLUID LOW MESSAGE IS COMING ON | | | | CUSTOMER SEEKING WHY LIGHTS ARE ON AND HOW TO RESET | | | | CO ADVISED CUSTOMER WOULD RECOMMEND TAKING VEHICLE IN TO DEALER TO ENSURE SETTINGS WERE RESET AFTER OIL CHANGE; AND DIAGNOSIS FOR AIRBAG LIGHT ON; CO ALSO ADVISED CUSTOMER THAT VEHICLE HAD OPEN CAMPAIGNS THAT NEED TO BE COMPLETED | | | | CUSTOMER DISCONNECTED | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX7DW[redacted]
Owner Or Fleet	[redacted], TUSTIN, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	11/5/2018	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/5/2018 11:47:00 AM	CUSTOMER STATES; HAD CLOCK SPRING REPLACED IN 2013 TIJUANA; DEALER TOLD CUSTOMER THAT THE TIJUANA WAS NOT PART OF RECALL AND TO CONTACT TO VW WITH ASSISTANCE | | | CUSTOMER SEEKING; ASSISTANCE WITH CLOCK SPRING REIMBURSEMENT | | | CO ADVISED; PART OF WARRANTY EXTENSION; EMAIL VW PROOF OF PAYMENT AND REPAIR
11/5/2018 11:57:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | DEAR MS [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | SINCERELY, | | | | DANIEL W | CUSTOMER CARE ADVOCATE |
11/5/2018 3:48:00 PM	MEDIA ATTACHED IN DOC CENTER
11/7/2018 2:04:00 PM	CO CALLED CUSTOMER AND ADVISED; VW WOULD NEED PROOF OF PAYMENT AS WELL | | | CUSTOMER ACKNOWLEDGED AND WILL SEND PROOF OF PAYMENT VIA EMAIL | | | CO WAITING ON EMAIL FROM CUSTOMER
11/7/2018 5:49:00 PM	MEDIA ATTACHED IN DOC CENTER
11/8/2018 1:14:00 PM	TL TO REVIEW FOR ASSISTANCE WITH CLOCK SPRING REIMBURSEMENT
11/8/2018 2:46:00 PM	SP TO REVIEW DOCUMENTATION FOR POSSIBLE REIMBURSEMENT
12/7/2018 8:41:00 AM	FROM:[redacted] | | SENT: THURSDAY, DECEMBER 06, 2018 4:32 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE[redacted] | | | HI DANIEL- | | IT'S BEEN ABOUT A MONTH. DO YOU KNOW IF I WILL BE ABLE TO GET REIMBURSED FOR THIS? THANKS SO MUCH! :) | | | | IN HIS STEPS, | [redacted]<>< | |
12/19/2018 11:33:00 AM	MEDIA ATTACHED IN DOC CENTER
1/10/2019 2:01:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $517.66. | | | SP TO GENERATE CHECK REQUEST.
1/10/2019 2:07:00 PM	WVGAV3AX7DW[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $517.66. | | | GENERATED CHECK REQUEST.
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 517.66 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A38FC[redacted]
Owner Or Fleet	[redacted], Londonderry, VT, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	11/5/2018	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/5/2018 2:17:00 PM	CUSTOMER STATES: ORIGINAL OWNER; VEHICLE WAS PURCHASED; BRAND LOYAL CUSTOMER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIR BAG LIGHT ON AND WHEEL BEARING; VEHICLE IS CURRENTLY AT VW DEALERSHIP; DEALER STATES: VEHICLE NEEDS NEW WHEEL BEARING AND STEERING WHEEL CLOCK SPRING; VEHICLE AT DEALER FOR SAME DAY REPAIR; | | | | CUSTOMER SEEKING: FOR VW TO ASSIST WITH THE COST OF EITHER REPAIR; CUSTOMER ALSO SEEKING TO KNOW IF THERE ARE ANY RECALLS; | | | | CO ADVISED THERE ARE NO OPEN RECALLS; THERE IS A WARRANTY EXTENSION FOR THE STEERING WHEEL CLOCK SPRING FOR 10 YRS. OR 120K MILES WOF; WHEEL BEARING WOULD NO LONGER BE COVERED UNDER WARRANTY BUT CUSTOMER CAN TAKE VEHICLE TO DEALER FOR DIAGNOSIS AND STEERING WHEEL CLOCK SPRING WARRANTY EXTENSION | | | | NO FURTHER ACTION | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A39DC[redacted]
Owner Or Fleet	[redacted] Saint Augustine, FL [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	11/5/2018	Incident Date	N/A
Mileage	40,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/5/2018 4:29:00 PM	CUSTOMER STATES: DOES NOT HAVE SUBSEQUENT OWNER; NON-CPO; VEHICLE WITH CUSTOMER; CURRENT MILEAGE - 40K; CURRENT CONCERN - THE AIRBAG LIGHT IS ON; SHE HAD A RECALL COMPLETED AT DEALER 405036 LAST YEAR AND THE AIRBAG LIGHT WAS STILL ON; SHE HAS SINCE HAD A CHILD, AND WANTS TO KNOW IF SHE STILL HAS A RECALL. | | | | | CUSTOMER SEEKING: TO KNOW IF SHE HAS ANY RECALLS FOR THE AIRBAG LIGHT | | | CO ADVISED: RECALLS ARE VIN SPECIFIC; WILL CONTACT THE DEALER FOR YOUR VIN AND RESEARCH; WILL PROVIDE AN UPDATE BY COB, TUESDAY, 11-6-2018 | | | | | CO TO CALL DEALER
11/5/2018 4:48:00 PM	CO ADVISED: CALLING FROM CUSTOMER CARE CENTER; SEEKING VIN FOR CUSTOMER | | | SERVICE ADVISOR STATES: PROVIDED VIN FOR MY2013 PASSAT; LAST TIME THEY SAW CUSTOMER WAS ON 5-22-2017; THEY REPLACED THE AIRBAG IGNITER - 69M9; THE CUSTOMER HAD THE AIRBAG LIGHT ON; THEY SAID SHE NEEDED BOTH CRASH SENSORS; THEY WOULD NEED TO COMPLETE A CURRENT DIAGNOSIS IF THE AIRBAG LIGHT IS STILL ON. | | | CO THANKED. | | | CO TO CALL CUSTOMER
11/6/2018 4:19:00 PM	LEVEL ONE MAY ADVISE | | | CO LVMM; CO LEFT DETAILED VOICE MAIL MESSAGE; ADVISED SHE HAS THE CLOCK SPRING WARRANTY EXTESION FOR 15 YEARS/UNLIMITED MILEAGE FROM THE ORIGINAL IN-SERVICE DATE OF 10-31-2013; THE VEHICLE MUST EXHIBIT BOTH SYMPTOMS,. WHICH IS AN AIRBAG LIGHT AND THE STEERING WHEEL FUNCTIONS ARE NOT WORKING; AN AUTHORIZE VW DEALER MUST COMPLETE A DIAGNOSIS; VW WILL PAY FOR THE DIAGNOSIS | | | CO TO SEND E-MAIL.
11/7/2018 10:50:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | THANK YOU FOR SPEAKING WITH ME ON MONDAY. | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | SINCERELY, | | | KIMBERLY W | CUSTOMER CARE ADVOCATE | | | | CO TO CLOSE AND NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A38DC[redacted]
Owner Or Fleet	[redacted] WASHINGTON, UT [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	11/6/2018	Incident Date	N/A
Mileage	100,893		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/6/2018 12:48:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE WAS PURCHASED; CUST PAID FOR AIR CLOCK SPRING REPAIR | | | CUSTOMER SEEKING: REIMBURSMENT FOR THE AIR BAG CLOCK SPRING REPAIR; | | | CO ADVISED CUST CAN SEND IN RO AND POP FOR REVIEW FOR REIMBURSMENT | | | CO TO EMAIL CUST
11/6/2018 12:52:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | KAREN P | CUSTOMER CARE ADVOCATE |
11/8/2018 11:30:00 AM	MEDIA ATTACHED IN DOC CENTER | | | | | FROM: [redacted] [MAILTO: [redacted] | | SENT: WEDNESDAY, NOVEMBER 07, 2018 7:53 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | KAREN, | | | | HERE IS MY DOCUMENTATION REGARDING THE DIAGNOSTIC/INSPECTION AND REPAIR OF THE STEERING WHEEL CLOCK SPRING ON MY 2013 VW PASSAT. I HAVE INCLUDED TWO REPAIR ORDERS: ONE FOR THE DIAGNOSTIC/INSPECTION AND ANOTHER REPAIR ORDER FOR THE REPAIR. I HAVE ALSO INCLUDED TWO CREDIT CARD STATEMENTS SHOWING PAYMENTS MADE TO FINDLAY VW IN ST. GEORGE UTAH WITH CHARGES CORRESPONDING WITH THE REPAIR ORDERS. PLEASE LET ME KNOW IF ANY FURTHER DOCUMENTATION IS NEEDED. THANK YOU. | |
11/13/2018 3:32:00 PM	SPECIAL PROJECTS TO REVIEW FOR REIMBURSEMENT UNDER WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING | | |
11/13/2018 3:32:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MR. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | KAREN P | CUSTOMER CARE ADVOCATE | |
1/10/2019 2:28:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE FOR DIAG AND REPAIRS; VW TO REIMBURSE TOTAL: $430.90. | | | SP TO GENERATE CHECK REQUEST.
1/10/2019 2:30:00 PM	1VWBP7A38DC[redacted] VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $430.90. | | | GENERATED CHECK REQUEST.
1/15/2019 10:00:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 430.90 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A34EC[redacted]
Owner Or Fleet	[redacted] Pataskala, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	11/6/2018	Incident Date	N/A
Mileage	88,994		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/6/2018 2:33:00 PM	CUSTOMER STATES; DEALER SAID TO CALL VWOA; 2014 PASSAT; AIR BAG, VIN IS NOT COMING UP AS A RECALL; AIR BAG LIGHT IS COMING ON ; LIGHT CAME ON 9 MONTHS AGO; DEALER SAID SHE IS NOT COVERED; DEALER DID A DIAGNOSIS ON NOVEMBER 2ND; CUSTOMER STATES SHE┬┐S NEVER HAD RECALL FIXED; DEALER STATED CUSTOMER WASN┬┐T QUALIFIED AND SHE HAD TO PAY FOR IT; DEALER STATED AFTER DOING DIAGNOSIS ON NOVEMBER 2ND THAT THE REASON WHY THE AIRBAG IS ON IS BECAUSE OF THE CLOCK SPRING; CUSTOMER STATES MULTI POINT INSPECTION WAS WRITTEN WRONG DEALER DIDN┬┐T PUT AIR BAG ON LIST BUT INSTEAD PUT HORN; WHICH IS NOT WORKING AT ALL; CUSTOMER GOT CARD IN A MAIL FOR RECALL A YEAR AGO AND THEN THE DEALERSHIP SAID SHE WASN┬┐T UNDER THAT RECALL FOR WHICH SHE STATED SHE IS NOT PAYING FOR RECALL; WORKING WITH DEALER 403200 BYERS IMPORTS, LLC | | | | CUSTOMER SEEKING TO SEE IF SHE VEHICLE IS COVERED BY THE RECALL AND IF NOT WHY IS HER AIRBAG LIGHT ON | | | | FACE TO FACE WITH TEAM LEAD JULIE A. | | | | CO ADVISED CUSTOMER THAT SHE DOES NOT HAVE ANY OPEN RECALLS; CO ADVISED CUSTOMER AIRBAG CLOCK SPRING EXTENDED WARRANTY; CO ADVISED CUSTOMER THAT I AM GOING TO ESCALATED TO A REGIONAL CASE MANAGER SO THEY CAN GATHER MORE DETAILS ABOUT THE CONCERN YOU ARE EXPERIENCING WITH YOUR VEHICLE. OUR REGION CASE MANAGERS DO WORK CLOSELY WITH THE DEALER; THEY WILL BE IN CONTACT WITH YOU BY COB ON TO DISCUSS THIS FURTHER WITH YOU BY 11-07-18; | | | | CO TO ASSIGN TO RCM | | | |
11/6/2018 2:41:00 PM	TEAM LEAD ADVISED TO ASSIGN CASE TO RCM; DEALER ADVISED CUSTOMER THAT THE REPAIR NEEDED IS DUE TO THE CLOCK SPRING AND ADVISED CUSTOMER TO CONTACT CUSTOMER CARE; VEHICLE HAS THE WARRANTY EXTENSION FOR THE CLOCK SPRING; CO TO RETURN TO CUSTOMER
11/6/2018 3:05:00 PM	RCM TO CONTACT CUSTOMER BY COB 11-07-18 ABOUT AIRBAG RECALL AND NOVEMBER 2ND DIAGNOSIS
11/7/2018 1:17:00 PM	RCM LVMM SEEKING WHY REPAIR IS NOT COVERED BY WARRANTY EXTENSION | | | | RCM TO WAIT DEALER CALL
11/7/2018 4:32:00 PM	SM LVMM THAT REPAIR WILL BE COVERED BY WARRANTY EXTENSION, THE ADVISOR MISSED IT WHEN HE CHECKED ELSA, HE WILL BE CALLIG THE CUSTOMER TO APOLOGIZE AND GET HER BACK TO THE DEALER | | | | RCM TO CALL CUSTOMER
11/7/2018 4:41:00 PM	RCM ADVISED THAT REPAIR WILL BE COVERED BY WARRANTY, SA IS GOING TO CALL CUSTOMER TO SET UP APPOINTMENT FOR REPAIRS | | | | RCM TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDZ7AJ3BM[redacted]
Owner Or Fleet	[redacted]		MURRIETA, CA, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	11/6/2018	Incident Date	N/A
Mileage	98,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/6/2018 7:24:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / LIGHT ON;
11/6/2018 7:29:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED 11-2017 AT MILEAGE 89000; VEHICLE PURCHASED FROM A PRIVATE OWNER; VEHICLE WAS PURCHASED; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT ON BOTH DASH SIDE BY SEAT; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT 422128 10-19 FOR DIAGNOSIS; | | | CUSTOMER SEEKING: WITH THE COST OF THE REPAIR TO THE AIRBAG IN SEAT POD CONTROL UNIT AI $1179.44; | | | CO REVIEWED WITH SUPERVISOR LORE: IS TOO FAR OUTSIDE OF WARRANTY TO CONSIDER ASSISTANCE; VW WILL NOT FINANCIALLY ASSIST WITH REPAIRS; | | | CO ADVISED: THAT DUE TO THE VEHICLE BEING OUTSIDE OF ALL APPLICABLE WARRANTIES THIS REPAIR WOULD NOT BE COVERED BY VW; CUSTOMER ADVOCATE LOOKED INTO ALL INFORMATION REGARDING THE VEHICLE; CUSTOMER CAN RECEIVE AN EMAIL LETTER STATING THAT VW DECLINED TO ASSIST IN THE COST OF THE REPAIR; | | | CUSTOMER ACKNOWLEDGED: | | | CO TO CLOSE.
11/6/2018 7:37:00 PM	TEAM LEAD SHARED THAT CUSTOMER IS TOO FAR OUTSIDE OF WARRANTY TO CONSIDER ASSISTANCE; VW WILL NOT FINANCIALLY ASSIST WITH REPAIRS. | | | CO TO REVIEW.
11/7/2018 1:52:00 PM	TEAM 5 ADVISED: THAT CUSTOMER WOULD LIKE TO RECEIVE DENIAL EMAIL REGARDING THE AIRBAG IN VEHICLE NOT BEING COVERED FOR REPAIR BY VW;
11/13/2018 1:46:00 PM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.
11/13/2018 1:47:00 PM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN8BE[redacted]
Owner Or Fleet	[redacted] Waddell, AZ, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2011		
Report Date	11/6/2018	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/6/2018 8:53:00 PM	REPAIR ORDER:[redacted];TYPE:SERVICE;CUSTOMER SCORE:43.03;DEAL NUM:
11/7/2018 7:21:00 PM	CUSTOMER ANSWERED AND ENDED CALL | | | | CO TO EMAIL CUSTOMER
11/7/2018 7:23:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MR. [redacted] | | THANK YOU FOR COMPLETING OUR SURVEY REGARDING YOUR SERVICE EXPERIENCE AT DEMONTROND AUTOMOTIVE GROUP INC.. | | FOR ANY VISIT TO ONE OF OUR DEALERS, WE EXPECT A SMOOTH AND POSITIVE EXPERIENCE SERVICING YOUR CC. WE RECEIVED YOUR REQUEST TO BE CONTACTED BY VOLKSWAGEN OF AMERICA, AND I APOLOGIZE THAT YOUR RECENT ENCOUNTER DID NOT MEET THESE EXPECTATIONS. | | WE WOULD LIKE TO DISCUSS YOUR VISIT FURTHER, SO PLEASE RESPOND TO THIS EMAIL OR GIVE US A CALL AT 800-822-8987. WE WILL BE HAPPY TO ASSIST IN ANY WAY POSSIBLE. | | I APPRECIATE YOUR TIME. | | SINCERELY, | | KAY C. | VOLKSWAGEN OF AMERICA | | | | NO FURTHER ACTION
11/7/2018 7:29:00 PM	CUSTOMER STATES: TOOK VEHICLE IN FOR TAKATA AIRBAG REPLACEMENT AND STEERING WHEEL CLOCK SPRING RECALL, AFTER GETTING VEHICLE BACK BUTTONS ON STEERING WHEEL DO NOT WORK NEITHER DOES THE HORN, WENT BACK TO DEALER AND VEHICLE WAS KEPT FOR A WEEK AND WAS ADVISED WOULD COST $600 FOR REPAIR; WORKED WITH JESSICA AND SERVICE MANAGER ANDREW; CUSTOMER STATES WAS NOT EXPERIENCING CONCERNS PRIOR TO GET BOTH RECALLS WERE PERFORMED; | | | CUSTOMER SEEKING: WHAT CAN BE DONE | | | CO REVIEWED SUPERVISOR SHELBY | | | CO ADVISED: CAN ENGAGE RCM TO GAIN CLARIFICATION ON DIAGNOSIS, HOWEVER IF REPAIRS NEEDED ARE NOT ASSOCIATED WITH RECALLS WOULD BE CUSTOMER EXPENSE DUE TO VEHICLE BEING OUTSIDE OF APPLICABLE WARRANTIES BY BOTH TIME AND MILEAGE; CO ADVISED RCM GOING TO GET IN CONTACT WITH DEALER AND FOLLOW UP WITH CUSTOMER BY COB 11/8; | | | CO TO ASSIGN TO RCM FOR REVIEW
11/7/2018 7:54:00 PM	RCM TO GAIN CLARIFICATION ON DIAGNOSIS THAT WAS DONE LAST WEEK, CUSTOMER STATES HAVING ISSUES WITH VEHICLE AFTER RECALLS WERE PERFORMED; RCM TO GET IN CONTACT WITH DEALER AND FOLLOW UP WITH CUSTOMER BY COB 11/8; | | | RCM TO REVIEW
11/7/2018 9:13:00 AM	CUSTOMER COMMENTS: AFTER AN AIRBAG FACTORY RECALL, THE SERVICE GROUP BROKE MY CAR. | | | THE STEERING WHEEL CONTROLS AND HORN NO LONGER WORKS. I TOOK IT IN AGAIN (2ND TIME) AND SERVICE KEPT MY CAR FOR A WEEK. DID NOT RESOLVE PROBLEM AND TOLD ME IT WOULD COST $600 TO REPAIR. | | | TALKED TO MANAGER HE SAID SAME THING. WOULD NOT FIX WHAT THEY BROKE. | | | HIGHLY DISAPPOINTED IN THE SERVICE QUALITY AND WAY THE SERVICE DEPARTMENT MADE MY CAR WORSE THAN BETTER. | | | PLEASE CONTACT ME TO MAKE THIS RIGHT. | | | [redacted] | [redacted]
11/8/2018 2:17:00 PM	THE CUSTOMER CAME IN AND HAD THE CLOCK SPRING COVER REPLACED. THE CLOCK SPRING THEN FAILED SHORTLY THEREAFTER WHICH WAS COVERED BY THE RECALL. HE THEN CALLED ME AND TOLD ME HIS BUTTONS NO LONGER WORK. I TOLD HIM THAT I WOULD LOOK INTO IT AND REVIEW MY FINDINGS WITH HIM AND IF THERE WAS ANY WARRANTY COVERAGE OR WORKMANSHIP ERROR I WOULD CERTAINLY PURSUE FIXING IT AT NO CHARGE TO HIM. I CONTACTED JASON SEEKING GOODWILL. NO GOODWILL WAS AVAILABLE DUE TO THE AGE OF THE VEHICLE AND NO DEALER LOYALTY. I INFORMED THE CUSTOMER. THAT BEING SAID, WOULD YOU STILL LIKE ME TO SUBMIT A CAMPAIGN AUTH REQUEST? | | | RCM REPLIED: DANIEL, WHAT IS THE DIAG ? AND MILES PLEASE. | | | RCM TO WAIT DLR
11/8/2018 3:21:00 PM	RCM CALLED CUSTOMER AND LEFT VOICE MAIL MESSAGE ADVISING THAT WAITING ON UPDATE FROM THE DEALER ON CUSTOMER CONCERN; WILL FOLLOW UP AGAIN BY COB TOMORROW; LEFT CALL BACK NUMBER, EXT. 43471; RCM TO WAIT DEALER
11/8/2018 3:21:00 PM	GOOD AFTERNOON EVERYONE | | | PLEASE DOUBLE CHECK THIS ONE TO SEE IF THERE IS AN EXT WARRANTY FROM THE RECALL THAT WOULD COVER TO BUTTON CONCERN. | | | THANKS | JASON | | | RCM TO CALL CUST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN8BE[redacted]
Owner Or Fleet	[redacted] Waddell, AZ, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2011		
Report Date	11/6/2018	Incident Date	N/A	Mileage	80,000
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

11/8/2018 9:35:00 AM	DANIEL, GOOD MORNING HOPE ALL IS WELL TODAY. | | | NEW CASE FOR TODAY. | | MR. [redacted] WVWMN7AN8BE[redacted] | | CUSTOMER ADVISED: TOOK VEHICLE IN FOR TAKATA AIRBAG REPLACEMENT AND STEERING WHEEL CLOCK SPRING RECALL, AFTER GETTING VEHICLE BACK BUTTONS ON STEERING WHEEL DO NOT WORK NEITHER DOES THE HORN, WENT BACK TO DEALER AND VEHICLE WAS KEPT FOR A WEEK AND WAS ADVISED WOULD COST $600 FOR REPAIR; WORKED WITH JESSICA AND SERVICE MANAGER ANDREW; CUSTOMER STATES WAS NOT EXPERIENCING CONCERNS PRIOR TO GET BOTH RECALLS WERE PERFORMED; | | | CUSTOMER SEEKING: WHAT CAN BE DONE | | | WHAT I┬┐M SEEKING FOR: HAVE YA┬┐LL SUBMIT TO CAMPAIGN FOR COVERAGE? | | | -FILL OUT A CAMPAIGN AUTHORIZATION FORM (AS OUTLINED ON PAGE 100 OF THE WARRANTY P&P) | -THE CAMPAIGN FORM IS LOCATED IN WISE UNDER THE `OPERATIONS┬┐ TAB, AND UNDER `CAMPAIGN AUTHORIZATION, | | | ┬┐┬┐ THE VEHICLE DIAGNOSIS | ┬┐ REPAIRS NEEDED (BREAKDOWN WARR RATES) | ┬┐ MILEAGE | ┬┐┬┐┬┐┬┐┬┐┬┐YOUR THOUGHTS ON ASSISTANCE? LOYALTY? | | | RCM TO WAIT DLR
11/9/2018 1:32:00 PM	I HAVE REVIEWED THE 69L2 CIRCULAR AND CANNOT FIND ANYTHING IN REGARDS TO BUTTON COVERAGE. IF I HAVE MISSED IT OR THE INFORMATION IS AVAILABLE ELSEWHERE, PLEASE LET ME KNOW. | | | RCM REPLIED: DANIEL, DID YOU REACH OUT TO WARR TO SEE IF IS COVERED UNDER THE EXT WARR AIRBAG CLOCK SPRING WARRANTY EXT 15Y | | | RCM TO WAIT DLR
11/9/2018 1:33:00 PM	[redacted] | | RCM ATTEMPTED TO CALL BUT THE CALL CANNOT BE COMPLETED AT THIS TIME. RCM TO CALL CUSTOMER ON MONDAY | | | RCM AND LEVEL 1 TO ADVISE THAT THE DEALER IS REVIEWING WITH WARRANTY TO SEE IF THIS IS COVERED UNDER THE EXT WARRANTY IF NOT THEN THIS IS CUSTOMER PAY REPAIR.
11/12/2018 10:45:00 AM	DANIEL, GOOD MORNING DID YOU SUBMITTED THIS TROUGH WISE OR WHAT IS THE VERDICT? | | | I┬┐M NOT ABLE TO HELP BASE ON THE VEH BEING 98 MONTHS IN SERVICE, WHAT IS THE MILEAGE?? | | | | | RCM TO WAIT DLR
11/12/2018 4:30:00 PM	AT THIS POINT WE ARE NOT MAKING A DECISION. DANIEL AND I SPOKE WITH JOEL AND THE HORN DOES NOT WORK AS WELL ON THIS VEHICLE SO IT APPEARS THAT WE WILL NEED FURTHER DIAGNOSIS (FIX THE CONTROLS BUT THE HORN STILL DOES NOT WORK THEN WE ARE BACK TO AN UPSET CUSTOMER). | | | WE WILL GOODWILL THE COST FOR FURTHER DIAG THEN JOEL AND I WILL MAKE A DECISION IF GOODWILL CAN BE OFFERED AND WE WILL KEEP EVERYONE POSTED. | | | THANKS | | RCM TO CALL CUST
11/12/2018 4:31:00 PM	RCM CALLED CUSTOMER AND LEFT VOICE MAIL MESSAGE ADVISING THAT WAITING ON UPDATE FROM THE DEALER ON CUSTOMER CONCERN; DLR IS WORKIGN WITH VTA AND FOM; RCM WILL FOLLOW UP AGAIN BY COB THE 14TH RCM IS OOO TOMORROW; LEFT CALL BACK NUMBER, EXT. 43471; RCM TO WAIT DEALER
11/14/2018 12:55:00 PM	I┬┐M WAITING TO TALK TO JASON AND JOEL ABOUT WE ARE IN THE REGIONAL MEETING RIGHT NOW. | | | RCM TO CALL CUSTOMER
11/14/2018 12:57:00 PM	RCM CALLED CUSTOMER ADVISING THAT WAITING ON UPDATE FROM THE DEALER ON CUSTOMER CONCERN; WILL FOLLOW UP AGAIN BY COB TOMORROW RCM ADVISED WE NOW HAVE THE SMS OPTION CUST ACCPETED TO BE ENROLLED; CUSTOMER ACCEPTED; RCM TO WAIT DEALER
11/14/2018 9:43:00 AM	DANIEL, | | JUST SEEKING UPDATE ON THIS CASE PLEASE? | | | | | RCM TO WAIT DLR
11/15/2018 1:44:00 PM	SESSION STARTED WITH [redacted] AT THURSDAY, NOVEMBER 15, 2018 1:36 PM | | | 01:36 : ALE E - MR. [redacted] I WANTED TO LET YOU KNOW THAT THE DEALERSHIP STILL WORKING WITH MY FIELD OPERATION MANAGER (FOM) AND VOLKSWAGEN TECHNICAL ASSISTANCE (VTA) ON THE REPAIRS NEEDED FOR YOUR VEHICLE. I WILL LIKE TO CONTINUE TO FOLLOW UP WITH DEALER AND THEN WITH YOU BY MONDAY, SINCE I WILL BE OUT OF THE OFFICE TOMORROW. THANK YOU FOR ALL YOUR TIME. YOU CAN ALSO CALL THE DEALER FOR ANY QUESTIONS. ALE :) | | | RCM TO WAIT DLR

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN8BE[redacted]
Owner Or Fleet	[redacted] Waddell, AZ, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2011		
Report Date	11/6/2018	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

11/15/2018 9:21:00 AM	MORNING DANIEL, | | DO YOU HAVE ANY UPDATE ON THIS CASE PLEASE? | | | | | RCM TO WAIT DLR
11/16/2018 11:46:00 AM	SESSION STARTED WITH [redacted] AT FRIDAY, NOVEMBER 16, 2018 11:45 AM | | | 11:40 : [redacted] - YES I HAVE A FEW QUESTIONS STILL.VOLKSWAGEN CREDIT SAID THEY HAD CANCELED THE EXTENDED WARRANTY FROM FIDELITY SO IF THEY CANCELED A WARRANTY FROM FIDELITY THEN THERE WAS A WARRANTY FROM THEM SO WHERE IS THE PAPERWORK AND WHAT IS THE CONTRACT NUMBER FOR THE WARRANTY FROM FIDELITY. PLEASE GIVE ME A CALL THANK YOU | | | 11:40 : WHISPER - TRANSFERRED FROM LEADERSHIP TO RCM CER BY SYSTEM | | | 11:40 : WHISPER - AUTO ASSIGNED TO ALE E@RCM CER | | | 11:45 : ALE E - MR. [redacted] GREG WILL BE IN THE BEST POSITION TO ASSIST WITH THIS QUESTIONS SINCE I HAVE NO ACCESS TO ANY SALES RELATED PAPERWORK. I WILL TOUCH BASE ON MONDAY TO MAKE SURE THAT GREG CALLED YOU. THANK YOU! ALE. | | | CUSTOMER TAGS [redacted] | | | SESSION TAGS [redacted]
11/16/2018 8:35:00 AM	DANIEL, ANYTHING ON THIS VEH PLEASE? MR. [redacted] WVWMN7AN8BE[redacted] | | | RCM TO WAIT DLR
11/19/2018 1:36:00 PM	SESSION STARTED WITH [redacted] AT MONDAY, NOVEMBER 19, 2018 1:36 PM | | | 01:32 : [redacted] - THANK YOU ALE. LOOKING FORWARD TO THE UPDATE. MUCH APPRECIATED! | | | 01:32 : WHISPER - TRANSFERRED FROM LEADERSHIP TO RCM CER BY SYSTEM | | | 01:32 : WHISPER - AUTO ASSIGNED TO ALE E@RCM CER | | | 12:30 : [redacted] JUST GOT A CALL FROM THE MANAGER. WE ARE GOOD TO GO THEY APPROVED THE REPAIR AT NO COST TO ME. | | | 01:35 : ALE E - YAY! THAT IS AWESOME, HE LIKES YOU BETTER I GUESS, BECAUSE I'M STILL WAITING FOR THAT GOOD NEWS :)PLEASE LET ME KNOW IF THERE IS ANYTHING ELSE THAT WE CAN DO :) | | | CUSTOMER TAGS [redacted] | | | SESSION TAGS [redacted] | | | RCM TO WAIT DLR THAN CLOSE CASE.
11/19/2018 10:58:00 AM	I HAVE NOT HEARD BACK FROM JASON YET. JOEL AND I SPOKE THURSDAY AND HE SAID HE WOULD LET JASON KNOW. I TRIED TO CALL JASON AND HAVE NOT HEARD BACK YET. I AM SURE I WILL SOON THOUGH. | | | THANK YOU, | | | DANIEL NATOLI | | VOLKSWAGEN SERVICE MANAGER | | | RCM TO WAIT DLR
11/19/2018 2:14:00 PM	SESSION STARTED WITH [redacted] AT MONDAY, NOVEMBER 19, 2018 2:15 PM | | | 01:49 : [redacted] - HE JUST GOT THE ANSWER THAT IT WOULD BE COVERED AND THEN CALLED ME. SO IT IS VERY FRESH NEWS. | | | 01:49 : WHISPER - TRANSFERRED FROM LEADERSHIP TO RCM CER BY SYSTEM | | | 01:49 : WHISPER - AUTO ASSIGNED TO ALE E@RCM CER | | | 01:49 : [redacted] THAN YOU FOR KEEPING ME UP TO DATE AS YOU KNOW IT N | | | 02:15 : ALE E - IS BEEN A PLEASURE! I WILL FOLLOW UP WITH YOU AFTER REPAIRS IF THAT IS OK WITH YOU? | | | CUSTOMER TAGS [redacted] | | | SESSION TAGS [redacted] | | | RCM TO WAIT DLR
11/19/2018 9:28:00 AM	EMAIL CAME IN FRIDAY EVEENING. | | | THERE IS AN INTERMEDIATE HARNESS INSIDE OF THE STEERING WHEEL AIRBAG THAT HAS A SHORT OR OPEN CIRCUIT. THE HARNESS IS AVAILABLE SEPARATELY FROM THE WHOLE AIR BAG. SPOKE TO JOEL AND SENT HIM PICTURES LAST NIGHT, NOW WAITING FOR AN ANSWER FROM JASON IF THERE WILL BE ASSISTANCE FOR HIM. | | | RCM TO EMAIL DLR
11/19/2018 9:29:00 AM	DANIEL, ALSO WHAT IS THE UPDATE ON THIS CASE PLEASE? ARE WE GOOD WILLING THIS? | | | RCM TO WAIT DLR
11/20/2018 9:29:00 AM	DANIEL, WHAT ARE WE DOING ON THIS CASE? ARE WE COVERING IT? | | | RCM TO WAIT DLR
11/21/2018 9:45:00 AM	EMAIL CAME IN YESTERDAY AFTER RCM WAS OOO. | | JASON HAS OK┐D TO GOODWILL THE HARNESS NECESSARY FOR REPAIR. I HAVE UPDATED MR. [redacted] AND HE IS VERY GRATEFUL THAT WE HAVE RESOLVED HIS ISSUE. VEHICLE SHOULD BE DONE TODAY IF THE HARNESS SHOWS UP ON THIS MORNING┐S FEDEX ORDER. | | | THANK YOU, | | | RCM TO EMAIL DLR

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN8BE[redacted]
Owner Or Fleet	[redacted], Waddell, AZ, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2011		
Report Date	11/6/2018	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

11/21/2018 9:48:00 AM	DANIEL, HOPE ALL IS WELL TODAY. | | HAPPY THANKSGIVING EVE ┐┌ | | | | JUST TOUCHING BASE ON THIS CASE AND THE ETA ON THE COMPLETION? | | | | | | RCM TO WAIT DLR
11/23/2018 11:56:00 AM	CAR IS FIXED AND DELIVERED TO THE CUSTOMER. | | | | THANK YOU, | | | | DANIEL NATOLI | | | | | | RCM TO CALL CUST
11/26/2018 10:41:00 AM	RCM LEFT VOICE MAIL MESSAGE SEEKING TO SEE HOW VEHICLE IS OPERATING SINCE HAS GOTTEN IT BACK; IF HAS FURTHER CONCERNS CAN REACH OUT; LEFT CALL BACK NUMBER, EXT. 43471; RCM TO CALL CUSTOMER
11/27/2018 10:21:00 AM	RCM SEEKING TO SEE HOW VEHICLE IS OPERATING SINCE HAS GOTTEN IT BACK; CUST ADVISED ALL IS GOOD NOW; RCM ADVISED LET ME KNOW IF ANYTHING COMES UP WE WILL BE GLAD TO LOOK INTO IT; CUSTOMER ACCEPTED. | | | NO FURTHER ACTION NEEDED.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX6GW[redacted]
Owner Or Fleet	[redacted] Denver, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	11/7/2018	Incident Date	N/A
Mileage	38,858		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/7/2018 11:00:00 AM	MEDIA ATTACHED IN DOC CENTER
11/7/2018 12:21:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER STEERING WHEEL CLOCK SPRING WARRANTY EXTENSION. SP TO REVIEW
11/7/2018 2:32:00 PM	CUSTOMER STATES THAT DOCUMENTS WERE FAXED IN | | | | CUSTOMER SEEKING IF DOCUMENTS WERE RECEIVED | | | | CUSTOMER ADVOCATE ADVISED CUSTOMER THAT DOCUMENTS WERE RECEIVED AND REVIEW PROCESS TAKES 60-120 DAYS | | | | SP TO REVIEW
11/7/2018 8:16:00 AM	CUSTOMER CALLING TO REQUEST REIMBURSEMENT FOR A RECALL SHE PAID FOR IN FEBRUARY. | | | | CO VERIFIED THE WARRANTY EXTENSION FOR STEERING WHEEL CLOCK SPRING, NO OPEN RECALLS, PROVIDED FAX AS CUSTOMER REQUESTED, CASE NUMBER, ADVISED TO SEND THE RO AND POP, IF PAID BY CREDIT CARD, COPY OF STATEMENT. | | | | NO FURTHER ACTION PENDING MAIL.
1/10/2019 4:45:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $465.56. | | | | SP TO GENERATE CHECK REQUEST.
1/10/2019 4:47:00 PM	WVGAV7AX6GW[redacted] HOLLADAY; VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $465.56. | | | | GENERATED CHECK REQUEST.
1/17/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 465.56 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWBP7AJ2CM[redacted]
Owner Or Fleet	[redacted]		SPRINGFIELD, VA, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	11/7/2018	Incident Date	N/A
Mileage	98,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/7/2018 10:07:00 AM	CO ADVISED: WOULD LIKE TO TRANSFER CUST WITH QUESTIONS ABOUT WHETHER WORK WOULD BE COVERED UNDER WARRANTY
11/7/2018 9:53:00 AM	CUSTOMER STATES: HEARD ABOUT CLOCK SPRING RECALL; HIGH AND LOW BEAM LIGHT CONTROLS NO LONGER WORKING; HORN DOES NOT WORK AT ALL; AIRBAG LIGHT WAS ON; BELIEVES AIRBAG WAS RESET DURING A REPAIR AT AN INDEPENDENT; CAN GET REPAIR ORDER FROM INDEPENDENT | | | CUSTOMER SEEKS: TO KNOW IF REPAIRS WOULD BE COVERED UNDER WARRANTY | | | FACE TO FACE WITH JANET: ADVISED THAT BOTH CONDITIONS - AIRBAG LIGHT AND STEERING WHEEL CONTROLS NOT FUNCTIONING - NEED TO BE PRESENT FOR DIAGNOSIS; ADVISE IF AIRBAG LIGHT COMES ON AGAIN, TAKE TO DEALER | | | CO ADVISED: AIRBAG LIGHT MUST BE ON AND STEERING WHEEL CONTROLS NONFUNCTIONAL TO QUALIFY FOR WARRANTY; IF AIRBAG LIGHT COMES ON AGAIN, TAKE TO DEALER | | | CUSTOMER STATES: HAS DEALER DIAGNOSIS WITH DEALER 409459 STATING IS CLOCK SPRING; DID NOT HAVE REPAIR WORK DONE BECAUSE DID NOT KNOW WAS COVERED UNDER EXTENDED WARRANTY | | | FACE TO FACE WITH TRACY: WOULD NEED TO SPEAK WITH DEALER REGARDING PREVIOUS DIAGNOSIS AND SYMPTOMS | | | CO ADVISED: WOULD NEED TO SPEAK WITH DEALER REGARDING PREVIOUS DIAGNOSIS AND WHETHER REPAIRS WOULD BE COVERED UNDER WARRANTY; CAN TRANSFER TO DEALER 409459; CUSTOMER ACCEPTS | | | NO FURTHER ACTION
11/7/2018 9:58:00 AM	EM ADVISED THAT STEERING WHEEL CONTROLS, INCLUDING THE HORN, NOT WORKING PROPERLY AND AN AIRBAG LIGHT THAT STAYS ON. BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER THIS WARRANTY EXTENSION ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A33D[redacted]
Owner Or Fleet	[redacted] SAINT PAUL, MN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	11/7/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/7/2018 1:15:00 PM	***** EMAIL TO [redacted] **** | | REFERENCE # [redacted] | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | KIMBERLY W | CUSTOMER CARE ADVOCATE | | | | | CO TO CLOSE AND NO FURTHER ACTION.
11/7/2018 12:50:00 PM	CUSTOMER STATES: DELAER REFERRED: SUBSEQUENT OWNER; NON-CPO; VEHICLE WITH CUSTOMER; CURRENT MILEAGE - 109K; CURRENT CONCERN - THE HORN IS NOT WORKING AND THE AIRBAG LIGHT IS ON; SHE WAS AT DEALER 402428 WEEKS AGO AND WAS TOLD SHE DOES NOT HAVE A RECALL; SHE CALLED TODAY, AND WAS TOLD IT WOULD COST $454.23, BUT TO CALL VW | | | CUSTOMER SEEKING: IF THERE IS A RECALL | | | | CO ADVISED: NO OPEN RECALLS, BUT SHE HAS A WARRANTY EXTENSION FOR THE CLOCK SPRING; VW WILL PAY FOR THE DIAGNOSIS AND IF IT IS THE CLOCK SPRING, THE REPAIR IS COVERED FREE OF CHARGE; IF IT IS NOT THE CLOCK SPRING, VW WILL STILL COVER THE DIAGNSIS; WILL CONTACT DEALER 402428 AND ADVISE. | | | | CO SPOKE WITH DO-LINYELL, EXPLAINED THE NEW WARRANTY EXTENSION; TRANSFERRED TO DEALER TO CONTINUE WITH CUSTOMER. | | | | | | CO TO SEND LEVEL 1 E-MAIL.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDP7AJ1CM[redacted]
Owner Or Fleet	[redacted], PALM BEACH GARDENS, FL,[redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	11/7/2018	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Mileage	42,000

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/7/2018 3:14:00 PM	CUSTOMER STATES: CUSTOMER HAS THE AIRBAG WARNING LIGHT, AND THE TCS WARNING LIGHT ON IN HER VEHICLE AND IS RECEIVING A SERVICE MESSAGE; CUSTOMER WANTS TO MAKE A DIAGNOSIS APPOINTMENT WITH THE DEALER | | | | CUSTOMER SEEKING: DEALER DIAGNOSIS APPOINTMENT | | | | CO ADVISED: CUSTOMER HAS NO OPEN RECALLS ON VEHICLE; CUSTOMER HAS THE SECONDARY AIR PRESSURE SENSOR WARRANTY EXTENSION AND THE AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 10YEARS/120K MILES WOF; CUSTOMER ALSO HAS THE STEERING WHEEL CLOCK SPRING WARRANTY EXTENSION FOR 10YEARS/100K MILES WOF; CO REACHED OUT TO DEALER 405242 AND TRANSFERRED CUSTOMER OVER TO MAKE AN APPOINTMENT | | | | NO FURTHER ACTION
11/7/2018 3:19:00 PM	CATEGORY SELECTION : AUTOMATICBRAKE / LIGHT ON / ESP WARNING LIGHT IS ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX4BW[redacted]
Owner Or Fleet	[redacted] Lewes, DE, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	11/7/2018	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/7/2018 3:33:00 PM	CUSTOMER CALLING ABOUT THE CLOCK SPRING SHE PAID FOR ABOUT YEAR OR SO AGO, IS SEEKING REIMBURSEMENT. | | | | CO ADVISED SHE CAN EMAIL THE RO AND POP FOR REVIEW, PROVIDED EMAIL ADDRESS, CASE NUMBER. NO FURTHER ACTION PENDING MAIL.
11/8/2018 12:51:00 PM	MEDIA ATTACHED IN DOC CENTER
11/12/2018 12:29:00 PM	CUSTOMER REQUESTING REIMBURSEMENT FOR WECY WAARRANTY EXTENSION. SP TO REVIEW
11/26/2018 4:02:00 PM	CUSTOMER PROVIDED CASE NUMBER; | | | | CUSTOMER SEEKING REIMBURSEMENT STATUS | | | | CUSTOMER ADVOCATE ADVISED CUSTOMER THAT IT COULD TAKE UP TO 120 BUSINESS DAYS FOR THE TEAM TO MAIL OUT CHECK OR LETTER; CUSTOMER ADVOCATE ADVISED CUSTOMER WE DO HAVE HER PAPERWORK; CUSTOMER ADVOCATE ADVISED THAT THE REIMBURSEMENT TEAM HASN$_{TI}$T SENT OUT ANYTHING YET | | | | CUSTOMER ACKNOWLEDGED | | | | NO FURTHER ACTION PENDING MAIL | | | |
1/10/2019 4:48:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $434.87. | | | | SP TO GENERATE CHECK REQUEST.
1/10/2019 4:49:00 PM	WVGBV7AX4BW[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $434.87. | | | | GENERATED CHECK REQUEST.
1/17/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 434.87 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGSV7AX3HK[redacted]
Owner Or Fleet	[redacted] MIDVALE, UT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	11/7/2018	Incident Date	N/A
Mileage	17,400		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/7/2018 6:20:00 PM	CUSTOMER STATES: ORIGINAL OWNER; VEHICLE WAS PURCHASED; VEHICLE IS FINANCED THROUGH VCI; FIRST TIME VW OWNER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING AIR BAG LIGHT COMING ON WHILE DRIVING; VEHICLE IS CURRENTLY AT VW DEALERSHIP; DEALER STATES: DUE TO OUTSIDE INFLUENCE; REPAIR WOULDN┬┤T BE COVERED UNDER WARRANTY; DEALER ADVISED CUSTOMER THAT A WATER BOTTLE WAS STUCK UNDER THE SEAT AND RIPPED WIRES; WORKING WITH MANAGER AT DEALER; | | | | CUSTOMER SEEKING: VW COVER REPAIR COST UNDER WARRANTY; | | | | FACE TO FACE WITH SHARAE: RCM AGREED WITH CO TO ESCALATE TO RCM TO GAIN CLARIFICATION OF DIAGNOSIS | | | | CO ADVISED CUSTOMER CASE WILL BE ESCALATED TO RCM WHO WILL CONTACT DEALER TO GAIN CLARIFICATION ON DIAGNOSIS AND FOLLOW UP WITH CUSTOMER BY COB 11/08/18; CO OFFERED TO EMAIL CASE NUMBER; CUSTOMER ACCEPTED; CUSTOMER WANTED TO KNOW IF IT WAS SAFE TO DRIVE VEHICLE WITH AIRBAG LIGHT ON; CO ADVISED CUSTOMER DEALER WOULD BE BEST TO ADVISE CUSTOMER IF DRIVING IS SAFE OR NOT. | | | | CO TO ESC TO RCM
11/7/2018 6:31:00 PM	RCM AGREED WITH CO TO ESCALATE TO RCM TO GAIN CLARIFICATION OF DIAGNOSIS | | | |
11/7/2018 6:39:00 PM	***** EMAIL TO [redacted] **** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┤T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | SINCERELY, | | | | CHRISTIAN E | CUSTOMER CARE ADVOCATE |
11/7/2018 6:39:00 PM	RCM TO CONTACT DEALER 419419 TO CLARIFY DIAGNOSIS; RCM TO FOLLOW UP WITH CUSTOMER BY COB 11/08/18 AT [redacted]
11/8/2018 12:31:00 PM	GOOD MORNING, | | | | WVGSV7AX3HK[redacted] CUSTOMER STATES THAT THE AIRBAG LIGHT CAME ON WHILE DRIVING, AND THAT HE IS BRING ADVISED THAT THE REPAIRS ARE NOT COVERED UNDER WARRANTY. CAN YOU PLEASE CONFIRM THE DIAGNOSIS? THANK YOU. | | | | RCM TO WAIT DEALER E-MAIL
11/8/2018 6:47:00 PM	RCM ADVISED THAT WE REACHED OUT TO DEALER 419419 AND WE ARE WAITING ON ADDITIONAL UPDATES AND WILL FOLLOW UP AGAIN TOMORROW 11/9, AND PROVIDED DIRECT EXTENSION OF 43320. | | | | RCM TO CALL DEALER
11/9/2018 2:22:00 PM	RCM LEFT VOICE MAIL MESSAGE SEEKING TO GET CLARIFICATION ON DIAGNOSIS, AND HOW DEALER DETERMINED THAT THE CAUSE IS OUTSIDE INFLUENCE. | | | | RCM TO WAIT DEALER CALL
11/9/2018 7:09:00 PM	RCM LEFT VOICE MAIL MESSAGE ADVISING THAT WE ARE STILL WORKING WITH DEALER 419419 AND WILL FOLLOW UP AGAIN 11/12. | | | | RCM TO CALL DEALER
11/12/2018 1:14:00 PM	CORRECT, THIS IS NOT COVERED UNDER WARRANTY. THE DIAG IS WATER BOTTLE LODGED UNDER THE SEAT AND PULLED THE MODULE AND WIRING OUT. DOES VW WANT TO GOOD WILL? PLEASE LET US KNOW. | | | | THANK YOU! | | | | RCM TO CALL DEALER
11/12/2018 12:03:00 PM	CUSTOMER LEFT VOICE MAIL MESSAGE SEEKING AN UPDATE | | | | RCM TO CALL DEALER
11/12/2018 2:54:00 PM	GOOD AFTERNOON, | | | | WVGSV7AX3HK[redacted] CAN YOU PROVIDE CLARIFICATION ON HOW THE WATER BOTTLE PULLED THE WIRES OUT, AND ALSO WHAT THE COST IS FOR PARTS AND LABOR AT WARRANTY RATES? IF YOU HAVE THE BREAKDOWN FOR IT, THAT WOULD BE HELPFUL. CAN YOU ALSO LET ME KNOW IF IT IS A GOOD CUSTOMER AND IF YOU THINK HE SHOULD RECEIVE ASSISTANCE? THANKS. | | | | RCM TO WAIT DEALER E-MAIL

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGSV7AX3HK[redacted]
Owner Or Fleet	[redacted]		MIDVALE, UT, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	11/7/2018	Incident Date	N/A
Mileage	17,400		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

11/12/2018 5:36:00 PM	SCOTT - THE WATER BOTTLE WAS UNDER THEIR PASSENGER SEAT AND WHEN THEY ADJUSTED THE SEAT IT BROKE THE TAB ON THE MODULE AND DISCONNECTED AND FRAYED THE WIRING. THIS IS THEIR ONLY VISIT SINCE THE VEHICLE HAD THE PDI COMPLETED 4/7/2017. AS FAR AS COST WE ONLY QUOTED THE COST TO TRY AND REPAIR THE WIRING WHICH WAS ABOUT $250.00 WHICH WE EXPLAINED WAS NOT A GUARANTEE. | | | | RCM TO CALL DEALER FOR FURTHER CLARIFICATION
11/12/2018 5:38:00 PM	RCM LEFT VOICE MAIL MESSAGE SEEKING A CALL BACK TO DISCUSS CASE. RCM WILL FOLLOW UP WITH DEALER ON CLARIFICATION OF REPAIRS TO RESOLVE CONCERN, AND ALSO SEEKING TO CONFIRM WHERE THE VEHICLE HAS BEEN SERVICED. RCM WILL FOLLOW UP 11/13, AND PROVIDED DIRECT EXTENSION OF 43320. | | | | RCM TO CALL DEALER
11/13/2018 1:24:00 PM	GOOD MORNING, | | | | WVGSV7AX3HK[redacted] I RECEIVED THE UPDATE FROM BRAD THAT THE TAB ON THE MODULE WAS BROKEN, AND THAT THE WIRING REPAIR WAS QUOTED AT $250, BUT IT WAS NOT A GUARANTEE. CAN YOU PROVIDE SOME CLARIFICATION ON IF YOU MEAN THE REPAIR NEEDED HAS NOT BEEN CONFIRMED YET, AS WELL AS THE PARTS AND LABOR BREAKDOWN AT WARRANTY RATES, AND IF YOU THINK YOU WOULD WANT TO OFFER ASSISTANCE FOR THIS CUSTOMER. THANKS. | | | | RCM TO WAIT DEALER E-MAIL
11/13/2018 3:53:00 PM	RCM ADVISED FIXED OPERATIONS MANAGER OF INFORMATION FROM DEALER. FIXED OPERATIONS MANAGER STATES WILL LOOK INTO THIS. | | | | RCM TO WAIT DEALER/ FIXED OPERATIONS MANAGER
11/13/2018 5:06:00 PM	CUSTOMER LEFT VOICE MAIL MESSAGE SEEKING AN UPDATE. | | | | RCM TO CALL CUSTOMER
11/13/2018 5:09:00 PM	RCM LEFT VOICE MAIL MESSAGE ADVISING THAT WE DID REACH OUT TO THE SERVICE MANAGER AT DEALER 419419, HOWEVER THERE ARE SOME QUESTIONS WE HAVE REGARDING THE DIAGNOSIS, AND WE ARE WORKING ON GETTING CLARIFICATION. RCM ADVISED THAT WE ALSO HAVE REACHED OUT TO THE FIXED OPERATIONS MANAGER WHO IS ALSO LOOKING INTO THIS, AND WE WILL FOLLOW UP AGAIN WITH ANY UPDATES TOMORROW 11/14. RCM PROVIDED DIRECT EXTENSION OF 43320. | | | | RCM TO CALL DEALER
11/14/2018 2:26:00 PM	RCM LEFT VOICE MAIL MESSAGE SEEKING TO DISCUSS DIAGNOSIS. | | | | RCM TO WAIT DEALER CALL
11/14/2018 7:17:00 PM	***** EMAIL TO [redacted] **** | | REFERENCE #[redacted] | | | DEAR MRS.[redacted] | | | | THANKS FOR YOUR PATIENCE WHILE I WORK WITH VOLKSWAGEN SOUTHTOWNE | | | | I JUST WANTED TO LET YOU KNOW THAT I AM WAITING ON AN UPDATE, AND I WILL FOLLOW UP WITH YOU BY THE CLOSE OF BUSINESS TOMORROW. | | | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS IN THE MEANTIME, PLEASE DO NOT HESITATE TO GIVE ME A CALL. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43320. YOU CAN ALSO REPLY TO THIS EMAIL. | | | | SINCERELY, | | | | | | | | NINA A | | REGION CASE MANAGER | |
11/14/2018 7:40:00 PM	CUSTOMER LEFT VOICE MAIL MESSAGE SEEKING A CALL BACK WITH AN UPDATE. | | | | RCM TO CALL DEALER
11/15/2018 2:53:00 PM	SERVICE MANAGER STATES THAT IT IS VERY CLEAR CUT THAT THE WATER BOTTLE THEY FOUND JAMMED UNDERNEATH RIPPED OUT WIRING, AND THE PROPER REPAIR WOULD BE TO REPLACE THE WIRING. $300.30 LABOR AND $117.25 PARTS. SERVICE MANAGER STATES THAT THIS IS JUST AN ESTIMATE BECAUSE THEY WOULD STILL NEED TO DO A COMPLETE TEAR DOWN. SERVICE MANAGER STATES THAT CUSTOMER HAS NOT SERVICE WITH THE DEALER SINCE SHE PURCHASED THE VEHICLE THERE. RCM ADVISED SINCE THE CUSTOMER IS THE ORIGINAL OWNER, AND THIS IS A FAIRLY NEW VEHICLE, WE CAN OFFER TO COVER 50% OF THE REPAIR. SERVICE MANAGER AGREED WITH DECISION AND ASKED RCM TO PROVIDE POSITION. SERVICE MANAGER STATES THAT THE DEALER WOULD NEED TO HAVE THE CUSTOMER COME IN ONCE THEY KNEW ABOUT PARTS ESTIMATED TIME OF ARRIVAL. | | | | RCM TO CALL CUSTOMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGSV7AX3HK[redacted]
Owner Or Fleet	[redacted]		MIDVALE, UT, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	11/7/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

11/15/2018 3:46:00 PM	RCM ADVISED THAT WE REACHED OUT TO DEALER 419419 WHO STATED THAT THE CORRECT REPAIR IS TO REPLACE THE WIRES WHICH WILL COST ROUGHLY $420. RCM ADVISED WOULD LIKE TO OFFER TO COVER 50% OF THE REPAIRS, EVEN THOUGH THE CAUSE IT OUTSIDE INFLUENCE. CUSTOMER STATES IS NOT HAPPY WITH THIS BECAUSE THE DEALERSHIP QUOTED HER $122 FOR THE REPAIR. RCM ADVISED THAT THE DEALER QUOTED FOR A REPAIR TO THE WIRES THAT WERE NOT PROMISED TO FIX THE ISSUE, AND THE CORRECT REPAIR BASED ON SPEAKING WITH THE SERVICE MANAGER IS A REPLACEMENT. RCM ADVISED CUSTOMER WILL NEED TO AUTHORIZE THE REMAINDER OF THE REPAIR, AND THAT THE DEALER CAN THEN PROVIDE THE TOTAL AND ORDER PARTS. CUSTOMER STATES WILL CALL DEALER NOW. RCM WILL FOLLOW UP TOMORROW 11/16 TO CONFIRM CUSTOMER GAVE AUTHORIZATION. | | | RCM TO CALL DEALER
11/16/2018 1:24:00 PM	GOOD MORNING, | | | WVGSV7AX3HK[redacted] LOOKING TO CONFIRM IF THE CUSTOMER CALLED AND AUTHORIZED THE REPAIRS. SHE WAS NOT HAPPY WITH THE 50% OFFER AS SHE STATES HER ORIGINAL QUOTE WAS FOR $122, AND THAT IT WAS NOT SPECIFIED AS TO ANY ADDITIONAL COST. I DID LET HER KNOW THIS WOULD BE THE MOST THAT WOULD BE COVERED. LET ME KNOW IF SHE HAS DECIDED TO MOVE FORWARD. THANK YOU. | | | RCM TO WAIT DEALER E-MAIL
11/16/2018 5:45:00 PM	RCM LEFT VOICE MAIL MESSAGE ADVISING HAT WE ARE WAITING ON ADDITIONAL UPDATES AND ARE ALSO SEEKING TO CONFIRM IF CUSTOMER AUTHORIZED REPAIRS. RCM WILL FOLLOW UP AGAIN MONDAY 11/19. | | | RCM TO CALL DEALER
11/19/2018 10:53:00 AM	WVGSV7AX3HK[redacted] LOOKING TO CONFIRM IF THE CUSTOMER CALLED AND AUTHORIZED THE REPAIRS. SHE WAS NOT HAPPY WITH THE 50% OFFER AS SHE STATES HER ORIGINAL QUOTE WAS FOR $122, AND THAT IT WAS NOT SPECIFIED AS TO ANY ADDITIONAL COST. NINA LET HER KNOW THIS WOULD BE THE MOST THAT WOULD BE COVERED. LET ME KNOW IF SHE HAS DECIDED TO MOVE FORWARD | | RCM TO REVIEW
11/19/2018 6:21:00 PM	[redacted] | | | RCM ADVISED: FOLLOWING UP ON CASE ON BEHALF OF RCM NINA; CALLING TO SEE IF THE CUSTOMER CONTACTED THE DEALER TO AUTHORIZE REPAIRS; | | | CUSTOMER STATES: HAS NOT CONTACTED DEALER YET AND NEEDS TOO; TRYING TO SEE IF THERE WAS ANOTHER AVENUE TO HAVE IT DONE AT LESS COST; WILL CONTACT IN NEXT FEW DAYS; | | | RCM ADVISED: WILL FOLLOW UP WITH CUSTOMER 11/23/2018 TO SEE WHAT THE STATUS IS OF CASE; | | | RCM TO CONTACT DEALER ON IF APPOINTMENT WAS MADE AND THEN FOLLOW UP WITH CUSTOMER 11/23/2018;
11/20/2018 3:30:00 PM	SCOTT: TO MY KNOWLEDGE OR THE ADVISOR THAT HELPED THEM BEFORE, WE HAVE NOT BEEN CONTACTED TO HAVE THIS REPAIR COMPLETED. | | RCM TO REVIEW
11/23/2018 1:02:00 PM	GOOD MORNING, | | | WVGSV7AX3HK[redacted] DID THIS CUSTOMER EVER REACH OUT TO AUTHORIZE THE REPAIRS? THANKS. | | | RCM TO WAIT DEALER E-MAIL
11/23/2018 5:14:00 PM	RCM LEFT VOICE MAIL MESSAGE SEEKING TO CONFIRM IF CUSTOMER AUTHORIZED REPAIRS. RCM WILL FOLLOW UP AGAIN 11/26 AND PROVIDED DIRECT EXTENSION OF 43320. | | | RCM TO CALL DEALER
11/26/2018 1:52:00 PM	THE CUSTOMER IS COMING IN THURSDAY. SHE HAD TO WAIT FOR A PAYCHECK. | | | RCM TO CALL CUSTOMER
11/26/2018 3:04:00 PM	RCM ADVISED THAT WE RECEIVED INFORMATION THAT THE CUSTOMER WAS COMING IN ON THURSDAY TO HAVE THE REPAIRS COMPLETED. CUSTOMER CONFIRMED, AND RCM OFFERED TO FOLLOW UP AFTER THE REPAIRS. CUSTOMER ACCEPTED OFFER, AND RCM WILL FOLLOW UP FRIDAY 11/30. | | | RCM TO CALL DEALER
11/26/2018 3:08:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / CUSTOMER STATES WARNING LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGSV7AX3HK[redacted]
Owner Or Fleet	[redacted], MIDVALE, UT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	11/7/2018	Incident Date	N/A
Mileage	17,400		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

11/30/2018 3:06:00 PM	HI NINA, | | | | WANTED TO LET YOU KNOW I HAVE A MEETING WITH BRAD AT 2PM MY TIME TO RESPOND TO THE CONCERNS. THANK YOU FOR YOUR PATIENCE. | | | | RCM TO WAIT DEALER UPDATES AFTER 4PM EST | |
11/30/2018 8:04:00 PM	***** EMAIL TO [redacted]***** | | REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | | THANKS FOR YOUR PATIENCE WHILE I WORK WITH VOLKSWAGEN SOUTHTOWNE. | | | I JUST WANTED TO LET YOU KNOW THAT I AM WAITING ON AN UPDATE, AND I WILL FOLLOW UP WITH YOU BY THE CLOSE OF BUSINESS MONDAY DECEMBER 3RD. | | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS IN THE MEANTIME, PLEASE DO NOT HESITATE TO GIVE ME A CALL. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43320. YOU CAN ALSO REPLY TO THIS EMAIL. | | | SINCERELY, | | | | | | | | NINA A | | REGION CASE MANAGER | | | | RCM TO CALL DEALER | |
11/30/2018 8:18:00 PM	NINA, | | | [redacted]CAME IN YESTERDAY AND HAD HER REPAIRS COMPLETED AND I DON'T BELIEVE THAT YOU HAVE SENT ME AN AUTHORIZATION NUMBER YET. | | | | THANKS | | BRAD NEILSON | | VW SOUTHTOWNE | | | | RCM TO E-MAIL DEALER
11/30/2018 8:20:00 PM	HEY BRAD, | | | | PLEASE SEE BELOW AUTHORIZATION NUMBER. IS THE VEHICLE PICKED UP? | | | | RCM TO WAIT DEALER E-MAIL
12/3/2018 2:55:00 PM	GOOD AFTERNOON, | | | | WVGSV7AX3HK[redacted] CAN YOU CONFIRM THAT THE CUSTOMER PICKED UP THE VEHICLE? THANK YOU. | | | | RCM TO WAIT DEALER E-MAIL
12/3/2018 7:51:00 PM	RCM LEFT VOICE MAIL MESSAGE ADVISING THAT WE ARE FOLLOWING UP AFTER REPAIRS WERE COMPLETED AT DEALER 419419, AND PROVIDED DIRECT EXTENSION OF 43320. | | | | RCM TO CALL DEALER
12/4/2018 10:27:00 AM	CRM STATED THAT CUSTOMER PICKED UP VEHICLE. | | | | RCM TO CALL CUSTOMER
12/4/2018 2:01:00 PM	RCM LEFT VOICE MAIL MESSAGE ADVISING THAT WE ARE FOLLOWING UP AFTER REPAIRS WERE COMPLETED, AND VEHICLE WAS PICKED UP FROM DEALER 419419. RCM PROVIDED DIRECT EXTENSION OF 43320. | | | | RCM TO WAIT CUSTOMER CALL AND CLOSE 12/5 IF NO RESPONSE
12/5/2018 2:39:00 PM	NO FURTHER ACTION PENDING CUSTOMER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN3AE[redacted]
Owner Or Fleet	[redacted] Fort Meade, FL[redacted]		
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	11/8/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/8/2018 10:16:00 AM	CUSTOMER STATES: FOUND A FAULT WITH THE AIRBAG CLOCK SPRING DUE TO THE AIRBAG LIGHT BEING ON AND STEERING WHEEL FUNCTIONS NOT OPERATING; LOCAL SHOP SUGGESTED TO GIVE VW A CALL ABOUT THE MATTER FOR NEXT STEPS POSSIBLE TO HAVE THIS RESOLVED; | | | | CUSTOMER SEEKING: HOW TO GO ABOUT HAVING THIS REPAIRED; | | | | CO ADVISED: THERE IS CURRENTLY A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING FOR 15 YEARS UNLIMITED MILEAGE AND THE REPAIRS WOULD NEED TO BE COMPLETED AT A VW DEALER IN ORDER TO HONOR THE WARRANTY EXTENSION; CO TO CALL DEALER 405248 TO SCHEDULE AN APPOINTMENT AND REQUEST A LOANER VEHICLE ON THE CUSTOMERS BEHALF; | | | | CUSTOMER ACKNOWLEDGED;
11/8/2018 10:20:00 AM	DEALER ADVISED THE VEHICLE WOULD NEED TO COME IN TO BE DIAGNOSED AND BE SCANNED IN ORDER TO KNOW IF THE PART IS AVAILABLE OR IF THE PART NEEDS TO BE ORDERED ONCE THE VEHICLE IS IN AND THE DEALER DETERMINES WHAT NEEDS TO HAPPEN THEN THEY CAN MAKE ARRANGEMENTS FOR ALTERNATE FORMS OF TRANSPORTATION FOR THE CUSTOMER IF NEEDED; APPOINTMENT IS SET FOR 11/12/2018 AT 9:45AM
11/8/2018 10:24:00 AM	CO LEFT VOICE MAIL MESSAGE; DEALER ADVISED THE VEHICLE WOULD NEED TO COME IN TO BE DIAGNOSED AND BE SCANNED IN ORDER TO KNOW IF THE PART IS AVAILABLE OR IF THE PART NEEDS TO BE ORDERED ONCE THE VEHICLE IS IN AND THE DEALER DETERMINES WHAT NEEDS TO HAPPEN THEN THEY CAN MAKE ARRANGEMENTS FOR ALTERNATE FORMS OF TRANSPORTATION FOR THE CUSTOMER IF NEEDED; APPOINTMENT IS SET FOR 11/12/2018 AT 9:45AM; PLEASE REACH BACK OUT TO CUSTOMER CARE CENTER IF THE CUSTOMER HAS ANY QUESTIONS OR CONCERNS AT 1-800-822-8987; | | | | CO TO CLOSE PENDING CUST CONTACT.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX3DW[redacted]
Owner Or Fleet	[redacted] Nashville, TN, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	11/8/2018	Incident Date	N/A
Mileage	82,592		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/8/2018 10:12:00 AM	CUSTOMER STATES: DEALER REFERRED; ORIGINAL OWNER; VEHICLE AT DEALER; DIDN'T PROVIDE ANY ADDITIONAL INFORMATION, OTHER THAN SHE PAID FOR THE AIR BAG CLOCK SPRING AT DEALER 407458 AND WANTS A REFUND ASAP (AS SOON AS POSSIBLE) | | | | CUSTOMER SEEKING: REIMBURSEMENT PROCESS AND WHEN DID VW NOTIFY CUSTOMERS | | | | | CO ADVISED: THE WARRANTY EXTENSION JUST BECAME ACTIVE AND HAS DIFFERENT TIMEFRAMES DEPENDING ON THE VEHICLE; FOR HER VEHICLE THE WARRANTY EXTENSION IS 15YEARS/UNLIMITED MILEAGE; SHE MAY SUBMIT THE INVOICE AND PROOF OF PAYMENT; PROVIDED E-MAIL ADDRESS WITH REFERENCE NUMBER; REIMBURSEMENT PROCESS TAKES UP TO 90-120 BUSINESS DAYS | | | | | WAIT CUSTOMER MAIL | |
11/8/2018 12:07:00 PM	MEDIA ATTACHED IN DOC CENTER | |
11/8/2018 12:07:00 PM	PLEASE NOTE: THIS EMAIL DID NOT CONTAIN ANY ATTACHMENTS AS STATED BY CUSTOMER.
11/12/2018 1:57:00 PM	LEVEL ONE MAY ADVISE | | | | | CO LEFT VOICE MAIL MESSAGE; CO ADVISED: CALLING FROM CUSTOMER CARE CENTER; WE RECEIVED A LETTER; HOWEVER, FOR THE DEPARTMENT TO RESEARCH POSSIBLE REIMBURSEMENT, WILL NEED A COPY OF THE REPAIR ORDER AND PROOF OF PAYMENT. | | | CO TO SEND E-MAIL.
11/12/2018 1:59:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | FAX: 248-754-6504 | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | KIMBERLY W | CUSTOMER CARE ADVOCATE | |
11/12/2018 4:10:00 PM	MEDIA ATTACHED IN DOC CENTER | | FROM: [redacted] | | SENT: MONDAY, NOVEMBER 12, 2018 2:52 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | HELLO AGAIN, | | | | I HAVE ATTACHED THE DOCUMENT AGAIN AND HAVE CHECKED IT TWICE TO ENSURE YOU SHOULD RECEIVED AND HAVE VIEW ABILITY WITH IT. LET ME KNOW THAT THIS WAS SUCCESSFUL. | | | | THANK YOU KINDLY! | | [redacted] |
11/13/2018 12:40:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | SINCERELY, | | | KIMBERLY W | CUSTOMER CARE ADVOCATE | | | | | | CO TO FORWARD TO SP
11/13/2018 12:40:00 PM	WAIT SP

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX3DW[redacted]
Owner Or Fleet	[redacted] Nashville, TN, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	11/8/2018	Incident Date	N/A
Mileage	82,592		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/3/2018 11:40:00 AM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER SEEKS UPDATE ON REIMBURSEMENT REQUEST | | | CUSTOMER ADVOCATE ADVISED WE HAVE RECEIVED PROOF OF PAYMENT AND REPAIR ORDER 11/12; CUSTOMER WILL RECEIVE A RESPONSE IN 120 DAYS BY MAIL | | | CUSTOMER IS HOPING TO RECEIVE PAYMENT SOONER | | | NO FURTHER ACTION TAKEN
1/10/2019 4:55:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; CUST PROVIDED PART AND PURCHASED BEFORE APPOINTMENT $200.61; VW TO REIMBURSE LABOR AT DLR $133.87; VW TO REIMBURSE TOTAL: $334.48. | | | SP TO GENERATE CHECK REQUEST.
1/10/2019 4:56:00 PM	WVGBV7AX3DW[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $334.48. | | | GENERATED CHECK REQUEST.
1/12/2019 12:00:00 PM	CUSTOMER STATES: CHECKING FOR UPDATES; | | | CA ADVISED: I DO SEE VW HAS REVIEWED YOUR REQUEST. I DO SEE VW IS REIMBURSING YOU FOR A TOTAL OF 334.48. I DO SEE WE HAVE GENERATED THE CHECK AND THAT SHOULD BE MAILED OUT SOON HERE | | | CUSTOMER ACKNOWELDGED; | | | CO TO REVIEW;
1/12/2019 12:11:00 PM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 334.48 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A33FC[redacted]
Owner Or Fleet	[redacted] SAUGUS, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	11/8/2018	Incident Date	N/A
Mileage	43,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/8/2018 1:30:00 PM	CUSTOMER STATES: SPOKE WITH SOMEONE ABOUT CONCERNS WITH VEHICLE; STATES SHE FORGOT TO ASK ABOUT A RENTAL VEHICLE | | | | CUSTOMER SEEKING: WILL VWOA COVER A RENTAL VEHICLE | | | | CUSTOMER ADVOCATE ADVISED: VWOA DOES NOT COVER ANY RENTAL OR LOANER AS THEY ARE PROPERTY OF THE DEALERSHIP; WOULD RECOMMEND FOR CUSTOMER TO SPEAK DIRECTLY WITH VW DEALER FOR A LOANER AND IF DEALER UNABLE TO PROVIDE CUSTOMER A LOANER, IT WILL BE HER RESPONSIBILITY TO PAY FOR A RENTAL | | | | CO TO REVIEW
11/8/2018 12:43:00 PM	CUSTOMER STATES: ORIGINAL OWNER 2015 PASSAT; STEERING WHEEL NOT WORKING PROPERLY, HORN NOT WORKING, BUTTONS ON STEERING WHEEL NOT WORKING, AIRBAG LIGHT ON; LAST AT DEALER 401016 A FEW MONTHS AGO AT 40K MILES; DEALER SAID IT WAS AIRBAG CLOCK SPRING BUT THAT WAS NOT COVERED UNDER WARRANTY; CUSTOMER PAID $200 FOR DIAGNOSIS | | | | CUSTOMER SEEKING: WHAT TO DO | | | | CO ADVISED: OPEN SERVICE ACTION FOR 24DR; VEHICLE DOES HAVE WARRANTY EXTENSION FOR AIR BAG CLOCK SPRING VALID FOR 10 YEARS FROM IN SERVICE DATE OR 120K MILES WOF; CUSTOMER SHOULD GET VEHICLE IN TO DEALER FOR DIAGNOSIS; AFTER DEALERS DIAGNOSIS, IF IT IS DETERMINED THAT THE ISSUES THE VEHICLE IS EXPERIENCING REGARDING THE STEERING WHEEL, HORN, BUTTONS OF STEERING WHEEL, AND AIR BAG LIGHT ARE BEING CAUSED BY THE AIR BAG CLOCK SPRING THEN THE DIAGNOSIS AND THE REPAIRS WOULD BE COVERED UNDER THIS WARRANTY EXTENSION; OFFERED TO SCHEDULE APPOINTMENT WITH DEALER | | | | CUSTOMER DECLINED OFFER TO MAKE APPOINTMENT WITH DEALER; CUSTOMER WILL TAKE VEHICLE TO DEALER NOW | | | | CO TO FOLLOW UP WITH CUSTOMER BY COB 11/14 | | | | | | |
11/14/2018 1:51:00 PM	CUSTOMER STATES: BROUGHT VEHICLE IN TO DEALER 401016; ISSUES WITH HORN, BUTTONS ON STEERING WHEEL, AND AIRBAG LIGHT WERE BEING CAUSED BY CLOCK SPRING; DEALER WAS ABLE TO FIX ISSUES AT NO COST; VEHICLE BACK WITH CUSTOMER | | | | CUSTOMER THANKED | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN2CE[redacted]
Owner Or Fleet	[redacted], DUNEDIN, FL, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	11/8/2018	Incident Date	N/A
Mileage	55,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/8/2018 2:33:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED A YEAR AGO AT MILEAGE 36K; VEHICLE PURCHASED FROM NON-VW DEALER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT ON AND NO POWER TO STEERING WHEEL CONTROLS; VEHICLE IS CURRENTLY AT VW DEALERSHIP; DEALER STATES: VEH NEEDS STEERIGN WHEEL CLOCK SPRING; NOT RELATED TO AIRBAG; WORKING WITH BRIAN AT DEALER; | | | CUSTOMER SEEKING: IF THERE IS A RECALL | | | CO ADVISED THERE WAS A STEERING WHEEL CLOCK SPRING RECALL; THERE IS NOW A WARR EXT UNTIL 2026 | | | CO CALLED DLR; SPOKE WITH BRIAN AND ADVISED OF WARR EXT; BRIAN CONFIRMED AND ADVISED WOULD COVER REPAIRS UNDER EXT | | | CO ADVISED CUST SPOKE WITH DLR WHO WILL WORK TO COVER REPAIRS UNDER WARR EXT | | | CO TO EMAIL CASE NUMBER
11/8/2018 2:56:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | ANE T | | CUSTOMER CARE ADVOCATE | | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ7BM[redacted]
Owner Or Fleet	[redacted] LAKELAND, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	11/8/2018	Incident Date	N/A
Mileage	120,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/8/2018 2:51:00 PM	CUSTOMER STATES: REQUIRING ABOUT ANY RECALLS ON THE VEHICLE; VEHICLE WAS HOOKED UP AT INDEPENDENT AND THE 2 CYLINDER HEAD IS BAD; AIRBAG LIGHT ON CUSTOMER THINKING A TAKATA ISSUE; | | | CUSTOMER SEEKING: RECALL INFORMATION ON VEHICLE; | | | CO ADVISED: THAT THERE ARE NO OPEN RECALLS ON THE VEHICLE; THERE IS AN WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING; THE EXTENSION HAS THE GUIDELINES OF 10 YEARS AND 120,000 MILES WHICH EVER OCCUR FIRST; IT THE CUSTOMER VEHICLE IS CLOSE TO THE GUIDELINES CUSTOMER WILL WANT TO GET APPOINTMENT SET FOR DIAGNOSIS TO SEE IF VEHICLE CONCERNS FALL UNDER THIS WARRANTY EXTENSION; | | | CUSTOMER ACKNOWLEDGED: | | | CO TO CLOSE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCH7A36CC[redacted]
Owner Or Fleet	[redacted] MONROE, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	11/8/2018	Incident Date	N/A
Mileage	115,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/8/2018 3:11:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUST STATES AIRBAG LIGHT IS ON, STEERING IS NOT FUNCTIONING PROPERLY; NO CPO AND NO EXTRA COVERAGE PURCHASE AT NON-VW DEALERSHIP; SUSPECTS CURRENT ISSUE IS THE RESULT OF RECALL WORK COMPLETED BEFORE HE PURCHASED IT | | | CUST SEEKS ADVICE ON NEXT STEPS ABOUT AIRBAG LIGHT | | | CO ADVISED VEH MUST BE DIAGNOSED BY A VW DEALERSHIP TO UNDERSTAND THE ISSUE AND DETERMINE IF THE AIRBAG CLOCKSPRING/FORMER RECALL WORK IS THE CONCERN; DEALERSHIP WILL CHARGE A DIAGNOSIS FEE; THIS CANNOT BE COVERED UNDER WARRANTY IF IT IS DIAGNOSED AND REPAIRED BY AN INDEPENDENT; | | | CO TO SEND EMAIL TO CUST AND WAIT FOR CONTACT | | |
11/8/2018 3:12:00 PM	FROM: VW CUSTOMER CHAT | | SENT: THURSDAY, NOVEMBER 08, 2018 3:11 PM | | TO: [redacted] | SUBJECT: VW CUSTOMER CARE REF#[redacted] | | | DEAR [redacted] | | | | THANK YOU FOR REACHING OUT TO ME TODAY. YOUR CASE REFERENCE NUMBER IS [redacted] IF YOU HAVE ANY OTHER QUESTIONS OR CONCERNS, PLEASE, REPLY TO THIS EMAIL. | | | | THANK YOU, | | | | HEATHER P. | | VOLKSWAGEN CUSTOMER CARE | |
11/9/2018 1:58:00 PM	FROM: VW CUSTOMER CHAT | | SENT: FRIDAY, NOVEMBER 09, 2018 1:58 PM | | TO: [redacted] | | SUBJECT: RE: VW CUSTOMER CARE REF#[redacted] | | | HI [redacted] | | | I AM HAPPY TO ASSIST YOU ANY WAY THAT I CAN! | | | | I HAVE FOUND THE NEAREST DEALERSHIP BY YOUR ZIP CODE WHICH IS CAROLINA VOLKSWAGEN ON EAST INDEPENDENCE BOULEVARD IN CHARLOTTE. THE PHONE NUMBER IS (704) 537-2336. HERE IS THE LINK TO THEIR WEBSITE: [redacted]SO THAT YOU MAY INQUIRE ABOUT AN APPOINTMENT. | | | AT THIS TIME, IT IS NOT KNOWN WHAT IS CAUSING THE AIRBAG LIGHT TO COME ON AND WHAT IS CAUSING YOUR STEERING ISSUES SO AS FAR AS AVAILABLE PARTS, WE WON┬┐T KNOW IF YOU WILL NEED TO LEAVE THE CAR AND IF THE PARTS ARE READILY AVAILABLE. I KNOW THAT IT CAN BE INCONVENIENT TO HAVE CAR REPAIRS. I┬┐M SORRY ABOUT THAT INCONVENIENCE. | | | I WANT TO LET YOU KNOW THAT IF THE ISSUE IS CAUSED BY THE AIRBAG CLOCK SPRING, THIS AND COMPONENTS RELATED TO THE AIRBAG CLOCK SPRING WILL BE COVERED. THE DEALERSHIP WILL INITIALLY CHARGE A DIAGNOSIS FEE BUT IT WILL BE WAIVED IF THE ISSUE IS COVERED UNDER THE EXTENDED WARRANTY. | | | THANK YOU! | | | HEATHER P. | | VOLKSWAGEN CUSTOMER CARE | | | FROM: [redacted] | SENT: FRIDAY, NOVEMBER 09, 2018 12:50 PM | | TO: VW CUSTOMER CHAT [redacted] | SUBJECT: RE: VW CUSTOMER CARE REF#[redacted] | | | THANKS FOR YPUR HELP YESTERDAY. I HAVE ANOTHER QUESTION. FIRST I NEED THE CLOSEST DEALERSHIP AND SECOND IWHEN I TAKE THE CAR THE FOR DIAGNOSIS WILL THEY HAVE THE PART IN STOCK SO WE DON'T HAVE TO LEAVE THE CAR. | | | THANK YOU | | SENT FROM YAHOO MAIL ON ANDROID | |
11/14/2018 2:05:00 PM	NO FURTHER ACTION REQUIRED | | | CO TO CLOSE CASE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A32EC[redacted]
Owner Or Fleet	[redacted] Thompsons Station, TN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	11/9/2018	Incident Date	N/A
Mileage	140,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/9/2018 2:37:00 PM	CUSTOMER STATES: WENT IN FOR AIRBAG LIGHT ON; DIAGNOSED FOR AIRBAG CLOCK SPRING AT 114K MILES; DID NOT DO REPAIR BECAUSE RECALL; DEALER REFERRED CUSTOMER TO CARE BECAUSE OF THEIR POSSIBLE MISTAKE; DOES NOT KNOW WHAT TO DO ABOUT REPAIR; DEALER DID NOT CATCH ORIGINAL REPAIR NEEDED; WORKS WITH BOB; LAST AT DEALER 407458 11/9/18; REPAIR ORDER NUMBER IS: [redacted] | | | CUSTOMER SEEKS: DEALER REFERRED TO CARE | | | | CO REVIEWED WITH EM HANNAH | | | | CO ADVISED: WILL ESCALATE CASE TO RCM FOR CLARIFICATION ON WHY THEY DID NOT DO INITIAL REPAIR AND IF IT IS STILL AN OPEN REPAIR ORDER; RCM WILL FOLLOW UP COB 11/12; NOT ESCALATING FOR ASSISTANCE; WANT TO GET CLARIFICATION FROM DEALER | | | | CO TO ESCALATE TO RCM
11/9/2018 2:54:00 PM	RCM TO GET CLARIFICATION FROM DEALER 407458 ON WHY REPAIR WAS NOT COMPLETED AND IF OPEN REPAIR ORDER AND FOLLOW UP WITH MR. [redacted]
11/9/2018 2:56:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;
11/12/2018 10:10:00 AM	2. 1VWBH7A32EC[redacted]┐┌ THE CUSTOMER STATES THEY NEEDED A CLOCK SPRING REPAIR AT 114K BUT DID NOT COMPLETE REPAIRS DUE TO RECALL AND WAS REFERRED TO CARE BECAUSE OF SERVICE┐┌S POSSIBLE MISTAKE
11/12/2018 5:28:00 PM	RCM CALLED DEALER TO SEE WHAT INFORMATION THEY HAVE IN REGARDS TO CASE; DEALER SAID IT'S THE OTHER ADVISOR AND WOULD RECOMMEND REACHING OUT TO THEM | | RCM TO CALL CUSTOMER
11/12/2018 5:30:00 PM	[redacted] | | | RCM CALLED CUSTOMER TO SPEAK ABOUT CASE | | CUSTOMER FEELS LIKE BECAUSE THE CONCERN WAS IDENTIFIED AT 114K AND WAS NOT REPAIRED THE CUSTOMER CONCERNS WITH THE CLOCK SPRING SHOULD BE COVERED; CUSTOMER AND WIFE HAVE HAD OVER 20 VW AND WOULD LIKE TO HAVE THIS COVERED | | | RCM ACCEPTED INFORMATION AND WILL ENGAGE DEALER SERVICE MANAGER AND FIXED OPERATIONS MANAGER TO GET UPDATE ON CASE | | CUSTOMER ACCEPTED | | | | RCM TO CALL DEALER; FIXED OPERATIONS MANAGER; AND CUSTOMER BY COB 11/13
11/13/2018 10:02:00 AM	[redacted]1VWBH7A32EC[redacted]┐┌ WHY DID THE VEHICLE NOT UNDERGO REPAIRS NEEDED WHILE IT WAS UNDER THE EXTENSION AS THE VEHICLE IS NOW OUTSIDE OF THE WARRANTY EXTENSION AND THE DIAGNOSIS OCCURRED AT 114K
11/13/2018 5:22:00 PM	[redacted] | | | RCM CALLED CUST TO SPEAK ABOUT CASE; CONFIRMED THERE ARE NO FURHTER UPDATES AT THIS TIME | | CUST ACCEPTED INFORMAITON AND CONFIRMED LAST TIME THEY SPOKE WITH DLR IT WAS LEFT AT VW WILL NEED TO APPROVE REPAIRS | | | | RCM ACCEPTED INFORMATION | | RCM TO CALL DLR AND CUST BY COB 11/14 | |
11/14/2018 2:21:00 PM	[redacted] | | | RCM CALLED CUSTOMER TO LET THEM KNOW THAT THE ONLY REPAIRS DEALER SAW FOR THE 114K SERVICE WERE A RECALL; OIL CHANGE; POLLEN FILTER | | CUSTOMER IS UPSET THAT THEIR REPAIR ORDER SHOWS ALL OF THAT INFORMATION AND STATES THAT DEALER SERVICE ADVISOR BOB WILL SEND RCM ALL THAT INFORMATION | | | RCM ACCEPTED AND WILL REACH OUT TO BOB DIRECTLY AND CIRCLE BACK TO NICK WITH THAT INFORMATION | | CUSTOMER ACCEPTED; IS UPSET THAT THEY FEEL LIKE THEY KEEP GOING IN CIRCLES | | | | RCM ACCEPTED INFORMATION AND WILL CALL CUSTOMER | | CUSTOMER DISCONNECTED CALL | | | | RCM TO CALL DEALER AND CUSTOMER BY COB 11/15
11/14/2018 9:28:00 AM	[redacted]VWBH7A32EC[redacted]┐┌ WHAT REPAIRS? ONLY THING PERFORMED AT 114K WAS 69M9, OIL CHANGE AND POLLEN FILTER.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A32EC[redacted]
Owner Or Fleet	[redacted] Thompsons Station, TN [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	11/9/2018	Incident Date	N/A
Mileage	140,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

11/14/2018 9:29:00 AM	[redacted]1VWBH7A32EC[redacted]┬┐ ACCORDING TO THE OWNER THE VEHICLE WENT IN FOR THE AIRBAG LIGHT BEING ON AND WAS RECOMMENDED THAT THEY NEEDED A CLOCK SPRING, AT THIS TIME IT WOULD HAVE BEEN COVERED UNDER THE EXTENSION BUT IS NOW OUTSIDE OF THE EXTENSION BY MILEAGE SO THE CUSTOMER WANTS TO KNOW WHY IT WAS NOT BROUGHT TO THEIR ATTENTION SOONER AND COMPLETED
11/15/2018 10:47:00 AM	[redacted]1VWBH7A32EC[redacted]┬┐ NOT SURE WHEN/WHERE THIS WAS DIAGNOSED. I HAVE ATTACHED THE 2 REPAIR ORDERS FOR THE MILEAGE IN QUESTION. WAS IT MAYBE OUR SISTER STORE 407455?
11/15/2018 10:48:00 AM	[redacted]┬┐ THE SECOND ONE AT 122K SOMETHING IT SAYS THE SA NOTICED THE AIR BAG LIGHT WAS ON BUT DOESN┬┐T MENTION IT ANYWHERE ELSE ON THE RO
11/15/2018 5:50:00 PM	[redacted] | | | RCM LEFT VOICE MAIL MESSAGE FOR CUSTOMER TO SPEAK ABOUT CASE; PROVIDED EXTENSION 43208 | | RCM TO CALL DEALER AND CUSTOMER BY COB 11/16
11/16/2018 10:21:00 AM	[redacted]┬┐ CORRECT, NO DIAG WAS SOLD AT THAT TIME AND I HAVE NO NOTES IN SYSTEM AS TO IT NEEDING A CLOCKSPRING?
11/16/2018 4:25:00 PM	[redacted] | | | RCM CALLED CUSTOMER AND ADVISED THEM THERE IS NO INFORMATION ON REPAIR ORDER THAT STATED THEY NEEDED A CLOCK SPRING AT THE TIME OF REPAIRS; VW WOULD NOT BE ABLE TO COVER REPAIR COSTS | | CUSTOMER STATES THE DEALER TOLD HIM THEY NEEDED THE REPAIR; LOOKED AT THE DOCUMENTS THEMSELF AND DID NOT SEE ANYTHING DIFFERENT LISTED ON THEIR END | | | RCM CONFIRMED CASE WILL BE CLOSED BUT CUSTOMER CAN REACH BACK OUT TO CARE WITH ANY CONCERNS | | CUSTOMER STATES THEY WILL NOT BE CALLING BACK AND DISCONNECTED | | | RCM TO CLOSE | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX5EW[redacted]
Owner Or Fleet	[redacted] unknown, unknown, UN, 000000, ?		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	11/9/2018	Incident Date	N/A
Mileage	58,418		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/9/2018 4:14:00 PM	WITH THE VEHICLE BEING OUTSIDE OF NVLW BY 23 MONTHS AND 22,418 MILES, AND THE CUSTOMER BEING A SUBSEQUENT OWNER PURCHASED USED NON CERTIFIED, VW CANNOT ASSIST WITH THIS REPAIR. | | | DEALER CONTACTED GOODWILL TEAM FOR ASSISTANCE WITH OUT OF WARRANTY REPAIR. CONSIDERING THE INFORMATION PROVIDED, THE REQUEST WAS NOT APPROVED. | | IF THE CUSTOMER REACHES OUT TO CARE AND PROVIDES INFORMATION THAT WOULD MERIT ADDITIONAL CONSIDERATION, PLEASE REVIEW WITH AN RCM AND/OR A MEMBER OF YOUR LEADERSHIP TEAM. IF NO NEW INFORMATION IS PROVIDED BY THE CUSTOMER, DENIAL CAN BE SUPPORTED. ESCALATION IS NOT REQUIRED. | |
11/9/2018 4:14:00 PM	G20181109042 | | | CUSTOMER COMPLAINT: C/S AIRBAG LIGHT ON DISPLAY MESSAGE ERROR AIRBAG | | CAUSE / REPAIR PERFORMED: OCCUPANT SEAT SENSOR INTERNAL FAILURE, REQUIRING R | | EPLACEMENT | | CLAIM REASON: COMPONENT FAILURE | | GOODWILL JUSTIFICATION | | PLEASE CONFIRM THAT YOU AGREE WITH THE FOLLOWING STATEMENTS: | | | REPAIR IS NOT COVERED BY A PURCHASED EXTENDED SERVICE CONTRACT? AGREED | | REQUEST IS NOT THE RESULT OF A DENIED WARRANTY CLAIM? AGREED | | ARE THERE PREVIOUS RELATED REPAIRS? NO | | HAS THE CUSTOMER HAD A GOOD OVERALL OWNERSHIP EXPERIENCE? YES | | IS THE CUSTOMER NEW TO VW? NO | | IS THIS A REPEAT VW PURCHASER ? UNKNOWN | | IS THE CUSTOMER LOYAL TO YOUR DEALER? YES | | HAS THE VEHICLE BEEN PROPERLY MAINTAINED? YES | | IS THE VEHICLE IN GOOD OVERALL CONDITION? YES | | IS THE CUSTOMER THE ORIGINAL OWNER? NO | | USED PURCHASE DATE (IF KNOWN): | | USED PURCHASE MILEAGE (IF KNOWN) 0 | | PLEASE PROVIDE A DETAILED EXPLANATION FOR OFFERING A GOODWILL EXCEPTION FOR THIS CUSTOMER: | | INTERNAL FAILURE NOT CONTROLLED BY CUSTOMER | | | LABOR: $284.00 | | PARTS: $1,866.00

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A37CC[redacted]
Owner Or Fleet	[redacted]		FRESNO, CA, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	11/13/2018	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/13/2018 11:27:00 AM	MEDIA ATTACHED IN DOC CENTER
11/21/2018 4:52:00 PM	CUSTOMER STATES HAD CLOCK SPRING REPAIRED IN MARCH 2016 UNDER THE ISSUED CAMPAIGN; IN SEPTEMBER 2018, HEARD A LOUD NOISE AND SAW A WARNING LIGHT APPEAR ON DASHBOARD; CUSTOMER CALLED CUSTOMER CARE CENTER AND CASE WAS ESCALATED TO RCM AFTER BRINGING VEHICLE TO DEALER ON OCTOBER 17TH, DEALER CONTACTED CAMPAIGNS AND WAS ADVISED WOULD BE UNABLE TO REPAIR; DEALER ADVISED THAT CUSTOMER WOULD BE RESPONSIBLE FOR $700 REPAIR COSTS; CUSTOMER IS AWARE OF 12/12K WARRANTY; | | | CUSTOMER IS ASKING FOR A GOODWILL REPAIR TO BE MADE TO VEHICLE; WILLING TO MEET HALFWAY AND PURCHASE THE PART IF VW WILL COVER LABOR; FEELS AS IF ENTIRE COST SHOULD BE COVERED;
11/21/2018 5:03:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | I UNDERSTAND YOUR FRUSTRATION SURROUNDING THIS CONCERN WITH YOUR CLOCK SPRING, AND I WOULD LIKE TO MENTION THAT I┬┐M GLAD YOU ARE OKAY AFTER LOSING FUNCTIONING IN THE STEERING WHEEL CONTROLS. | | | WE APPRECIATE YOUR MANY YEARS OF DEDICATION TO OUR BRAND, AND WE CERTAINLY HATE TO SEE YOU HAVING THIS EXPERIENCE WITH YOUR PASSAT. IT IS NEVER MY HOPE TO HEAR THAT YOU FEEL AS IF YOUR LIFE IS IN DANGER. WE WANT YOU TO FEEL CONFIDENT IN YOUR VEHICLE SO THAT YOU CAN ENJOY IT FOR MANY YEARS TO COME. I UNDERSTAND THE DILIGENCE IN SAVING UP FOR YOUR PASSAT, AND I SEE THAT YOU TAKE PRIDE IN YOUR VEHICLE. | | | I DID SOME RESEARCH ON MY END, AND I SEE THAT THE AIRBAG CLOCK SPRING WARRANTY EXTENSION IS AVAILABLE ON YOUR VEHICLE CURRENTLY. ITS EXPIRATION DATE IS NOVEMBER 29, 2026 AND THE MILEAGE PARAMETERS ARE 999,999 MILES. | | | SINCE YOU DID NOT HAVE THIS REPAIR COMPLETED, I WOULD DEFINITELY ENCOURAGE YOU TO REVISIT A VW DEALERSHIP AND HAVE THIS COMPONENT REPAIRED UNDER THE EXTENDED WARRANTY. | | | IF YOU PREFER TO MAKE YOUR OWN DEALERSHIP APPOINTMENT, PLEASE LET ME KNOW THE DATE, TIME, AND THE NAME OF THE DEALERSHIP, AND I CAN FOLLOW UP ON THAT APPOINTMENT TO SEE HOW IT WENT FOR YOU. IF YOU WOULD LIKE FOR ME TO CREATE THE APPOINTMENT, JUST SEND A LIST OF DATES AND TIMES, ALONG WITH PREFERRED DEALERS, AND I┬┐LL BE SURE TO MAKE THE APPOINTMENT FOR YOU. | | | I┬┐M LOOKING FORWARD TO YOUR REPLY. | | | SINCERELY, | | | | | | | RAVEN L. | | CUSTOMER CARE ADVOCATE | | | CO TO WAIT FOR CUSTOMER CONTACT
11/23/2018 5:03:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | | DEAR MS. [redacted] | | I WANTED TO FOLLOW UP WITH YOU TO SEE IF THIS INFORMATION FOUND YOU WELL. | | I UNDERSTAND THAT YOU WERE DISAPPOINTED IN THAT THE CLOCK SPRING MALFUNCTIONED, AND I RECOGNIZE YOUR DESIRE TO HAVE THIS REPAIRED. I┬┐M HOPEFUL THAT THE INFORMATION I SHARED REGARDING THE EXTENDED WARRANTY YOU NOW HAVE, PROMPTED YOU TO WANT TO REVISIT THE DEALERSHIP. | | IF YOU NEED ANY ASSISTANCE WITH SETTING UP THE APPOINTMENT, JUST EMAIL ME BACK A LIST OF DATES AND TIMES, ALONG WITH YOUR PREFERRED DEALERSHIP, AND I WILL BE SURE TO CREATE AN APPOINTMENT WITHIN THE GIVEN TIME FRAME. | | SINCERELY, | | | | RAVEN L. | CUSTOMER CARE ADVOCATE | | | | | | | CO TO CLOSE PENDING CUSTOMER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBA7AH3AV[redacted]
Owner Or Fleet	[redacted] Ponte Vedra Beach, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	11/13/2018	Incident Date	N/A
Mileage	86,885		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/13/2018 11:07:00 AM	MEDIA ATTACHED IN DOC CENTER
11/14/2018 11:06:00 AM	MEDIA ATTACHED IN DOC CENTER | | PLEASE NOTE: EMAIL DID NOT CONTAIN ANY ATTACHMENTS. | | | |
11/15/2018 9:39:00 AM	MEDIA ATTACHED IN DOC CENTER | | FROM: [redacted] | | SENT: THURSDAY, NOVEMBER 15, 2018 5:21 AM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE[redacted] | | | ATTACHED YOU WILL SEE THAT THE FILES ARE TOO BIG TO SEND TOGETHER. | |
11/20/2018 4:06:00 PM	REVIEWED ATTACHMENT ON 13TH: NOTHING WITHIN MESSAGE EXCEPT DOCUMENTS THAT COULD NOT BE OPENED | | | | REVIEWED ATTACHMENT ON 14TH: CONTAINS ONE EMAIL FROM AN ADVOCATE ABOUT NEAREST VW DEALER | | | | REVIEWED ATTACHMENT ON 15TH: REPAIR ORDER
11/20/2018 4:16:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | | DEAR MS. [redacted] | | THANK YOU SO MUCH FOR SENDING IN YOUR REPAIR ORDER. | | WE NOW HAVE EVERYTHING WE NEED TO BEGIN THE REVIEW. | | YOU SHOULD RECEIVE A NOTIFICATION BY MAIL WITHIN 120 DAYS FROM TODAY┬┐S DATE, NOVEMBER 20TH, 2018. WE GREATLY APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. AT THE END OF OUR REVIEW, YOU WILL EITHER RECEIVE A CHECK IN THE MAIL, OR A DENIAL LETTER AS TO WHY THE CLAIM WAS DENIED. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987 OR SIMPLY RESPOND BACK TO MY EMAIL. I HOPE YOU HAVE A GREAT DAY MS. [redacted] | | SINCERELY, | | | | TAYLOR W. | CUSTOMER CARE ADVOCATE | | |
11/20/2018 4:16:00 PM	HELLO SP | | | | PLEASE REVIEW THE DOCUMENTS IN THE DOC CENTER FOR REIMBURSEMENT UNDER STEERING WHEEL CLOCK SPRING WE | | | | THANK YOU
1/11/2019 10:19:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CONTROL UNIT; VW TO REIMBURSE UNDER WECY WARRANTY EXTENSION; CUSTOMER PAID $504.88; TAX: $30.29 TOTAL: $535.17 | | | | SP GENEERATE CHECK REQUEST
1/11/2019 10:26:00 AM	WVWBA7AH3AV[redacted]; VW TO REIMBURSE UNDER WECY WARR EXT.; TOTAL: $535.17 | | | | SP GENERATED CHECK REQUEST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV2B7AX9JM[redacted]
Owner Or Fleet	[redacted], Cornwall, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	11/13/2018	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/13/2018 5:38:00 PM	CUSTOMER STATES TWO WARNING LIGHTS ARE ON VEHICLE; AIRBAG LIGHT AND SEAT BELT LIGHT; HAVE AN APPOINTMENT FOR SATURDAY TO GET RECALL COMPLETED ON VEHICLE; | | | | CUSTOMER SEEKING WHAT TO DO REGARDING LIGHTS ON DASH; | | | | CO ADVISED THAT VEHICLE SHOULD BE TAKEN TO DEALER AS SOON AS POSSIBLE; CUSTOMER STATES CAN APPOINTMENT BE SCHEDULE FOR TOMORROW; ADVISED CUSTOMER THAT THERE IS NO AVAILABLE APPOINTMENT FOR DEALER UNTIL FRIDAY; CUSTOMER STATES WILL WAIT TILL SATURDAY TO BRING VEHICLE IN; | | | | NO FURTHER ACTION;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A36C[redacted]
Owner Or Fleet	[redacted] Clifton, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	11/14/2018	Incident Date	N/A
Mileage	48,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/14/2018 12:10:00 PM	CUSTOMER STATES: DEALER SAID TO REPLCE AGAIN CLOCK SPRING; DEALER STATED EXPENSE IS ON CUSTOMER $566 TO FIX; ORIGINAL OWNER; EXTENDED SERVICE PLAN NOT PURCHASED ; VEHICLE IS LEASED; NON-VCI VEHICLE; BRAND LOYAL CUSTOMER; MAINTAINED AT VW DEALER; ISSUE LAST OCCURRED IN 2016 CLOCK SPRING AIRBAG RECALL; PREVIOUS REPAIRS WERE COMPLETED WITH RECALL; VEHICLE EXPERIENCING: HORN IS NOT WORKING; CRUNCHING NOISE; AIRBAG LIGHT IS ON; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT 408203 A FEW WEEKS AGO; A WEEK PRIOR TO BRINGING IT IN IS WHEN CAR STARTED MESSING UP | | | | CUSTOMER SEEKING:WANTS PART EPLACED WITH NO EXPENSE; | | | | FACE TO FACE WITH EM JANET | | | | CO ADVISEED CUSTOMER THAT SHE HAS THE AIRBAG CLOCK SPRING EXTENDED WARRANTY FOR 15 YEARS; MILEAGE DOESNT EXPIRE; CO ADVISED CUTSOMER THAT I CAN SCHEDULE APPOINEMT VIA X-TIME; CO ADVSIED I WILL LEAVE A NOTE STATING CUSTOMER HAS EXTENDED WARRANTY; CO ADVSIED CUTSOMER SHE WILL RECEIVE A CONFIRMATION NUMBER FOR DRALER APPOINTMENT; CUSTOMER IA SCHEDULED; FOR 9:45 AM - TUESDAY NOV 20, 2018 ; | | | | CO TO FOLLOW UP WITH APPOINTMENT | |
11/14/2018 12:15:00 PM	EM ADVISED TO CALL DEALER AND LET DEALER KNOW ABOUT WARRANTY EXTENSION ; CUSTOMER DOES HAVE THE HORN NOT WORKING AND AIRBAG LIGHT IS ON ; CO TO SET UP APPOINTMENT ;
11/14/2018 12:35:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / HORN DOESNT WORK; LIGHT IS ON ;
11/15/2018 1:14:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / AIRBAG CLOCK SPRING;
11/15/2018 1:14:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / HORN ;
11/21/2018 11:36:00 AM	CO ADVISED CUSTOMER I WAS FOLLOWING UP WITH DEALER APPOINTMENT YESTERDAY 11/20; | | | | CUSTOMER STATES EVERYTHING WENT WELL DEALER FIXED ISSUE; CUSTOMER WAS HAPPY I WAS ABLE TO ASSIST; CO THANKED CUSTOMER FOR CALLING IN; | | | | CUSTOMER SATISFIED | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRX7AJ3AM[redacted]
Owner Or Fleet	[redacted] DAVENPORT, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	11/15/2018	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/15/2018 2:39:00 PM	CUSTOMER STATES: AIRBAG LIGHT ON IN VEHICLE; CUSTOMER SEEKING TO SET APPOINTMENT TO HAVE VEHICLE LOOKED AT FOR THE AIRBAG CLOCK SPRING EXTENDED WARRANTY; | | | CUSTOMER SEEKING: INFORMATION AND APPOINTMENT AT DEALER; | | | CO ADVISED: CUSTOMER CAN HAVE A DIAGNOSIS COMPLETED ON THE VEHICLE FOR THE WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING BUT CUSTOMER WOULD BE RESPONSIBLE FOR THE DIAGNOSIS ON THE VEHICLE UNTIL ITS PROVEN THAT THE VEHICLE WILL BE COVERED UNDER THE WARRANTY EXTENSION; CUSTOMER ADVOCATE CAN CONTACT THE DEALER FOR CUSTOMER TO SET THE APPOINTMENT; | | | CUSTOMER ACKNOWLEDGED: | | | CO CONTACTED THE DEALER IN ORDER TO SET THE APPOINTMENT DATE FOR THE DIAGNOSIS ON THE AIRBAG WARNING LIGHT; CUSTOMER TRANSFERRED TO THE DEALER FOR FURTHER ASSISTANCE; | | | CO TO CLOSE. | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX3DW[redacted]
Owner Or Fleet	[redacted], ITASCA, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	11/15/2018	Incident Date	N/A
Mileage	48,364		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/15/2018 6:37:00 PM	CUSTOMER STATES THAT WAS WORKING WITH DEALER 402130 IN 04/2018 FOR SOME ISSUES WITH THE VEHICLE; STATES THAT THE AIRBAG LIGHT IS ON FOR THE VEHICLE AND NONE OF THE STEERING WHEEL FUNCTIONS ARE WORKING; STATES THAT DID A DIAGNOSIS AND DEALER FOUND IT WAS FOR THE STEERING WHEEL CLOCK SPRING; STATES THAT AT THE TIME THE DEALER ADVISED THAT THERE WAS A RECALL BUT THE CUSTOMER WAS NOT A PART OF THAT RECALL; STATES NOT SURE IF THAT IS THE SAME SINCE THAT TIME AS THE CUSTOMER IS STILL HAVING THESE CONCERNS; | | | CUSTOMER SEEKING INFORMATION ABOUT STEERING WHEEL CLOCK SPRING RECALL; | | | CO ADVISED THAT CURRENTLY THERE IS NO RECALLS OPEN FOR THE VEHICLE; ADVISED THAT THERE IS AN EXTENDED WARRANTY FOR THE AIRBAG CLOCK SPRING (10/120K); ADVISED THAT THE VEHICLE DOES HAVE TO BE DIAGNOSED AT A VW DEALER BUT IF DEALER FINDS THAT THE COMPONENT THAT IS FAILING IS THE SAME THAT IS UNDER THE EXTENDED WARRANTY THE CUSTOMER WOULD BE COVERED UNDER THAT EXTENDED WARRANTY AND WORK WOULD BE FREE OF CHARGE; | | | CUSTOMER THANKED; | | | NO FURTHER ACTION
11/15/2018 6:42:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / AIRBAG CLOCK SPRING ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW467AJ8CM[redacted]
Owner Or Fleet	[redacted]		CHICAGO, IL, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	11/15/2018	Incident Date	N/A
Mileage	68,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/15/2018 8:01:00 PM	CUSTOMER STATES: 2ND OWNER; PURCHASED AN EXTENDED WARRANTY; TOOK TO AN INDEPENDENT BECAUSE THE STEERING WHEEL FUNCTIONS STOPPED WORKING; INDEPENDENT STATES: CLOCK SPRING FAILED AND CATALYTIC CONVERTER WAS SHOWING UP ON THE DIAGNOSIS AS WELL; CUSTOMER THEN TOOK VEHICLE TO VW DEALER 402157 AND DEALER STATED: CLOCK SPRING FAILED AND POST-MODULE BOX MIGHT HAVE FAILED BUT THERE IS NOTHING WRONG WITH THE CATALYTIC CONVERTER; | | | CUSTOMER SEEKS: IF CUSTOMER HAS AN AIRBAG CLOCK SPRING WARRANTY; WHAT CUSTOMER SHOULD DO IF INDEPENDENT IS STATING THERE MIGHT BE SOMETHING WRONG WITH THE CATALYTIC CONVERTER AND THE DEALER IS STATING THERE IS NO PROBLEM; | | | CO ADVISED: CO CONFIRMED AIRBAG CLOCK SPRING WARRANTY EXT 15Y; CO ADVISED CUSTOMER WE WOULD STAND BEHIND OUR DEALER DECISION ON DIAGNOSIS, HOWEVER IF CUSTOMER IS CONVINCED WITH DIAGNOSIS, CUSTOMER IS MORE THAN WELCOME TO VISIT ANOTHER VW DEALER FOR A SECOND OPINION; | | | NO FURTHER ACTION.
11/15/2018 8:13:00 PM	CATEGORY SELECTION : STEERING / INOPERABLE - 1 / STEERING WHEEL FUNCTIONS ARE INOPERABLE ;
11/16/2018 5:56:00 PM	CUST CALLING BACK BECAUSE SHE NEEDED CLAIRFIACTION ON WHAT THE DIAGNOSIS FEE SHOULD BE WHEN SHE BRINGS THE VEH IN FOR SERVICE. CUST STATES MOST MECHANICS WILL CHARGE BY THE HOUR BUT DLR 402157 SEEMS TO CHARGE PER EACH CONCERN AND WANTED TO KNOW IF THAT WAS NORMAL. | | | CA ADVISED DLR ARE INDEPENTENLY OWNED/OPERATED SO THEY MAY HAVE THEIR OWN BUISNESS MODEL WITH REGARDS TO DIAGNOSIS FEES. VW DOESN'T HAVE A SPECIFIC CRITIRIA THAT DLR HAVE TO FOLLOW WHEN IT COMES TO THIS. | | | CUST STATES SHE JUST WOULD HAVE APPREICATED IF THE DLR HAD EXPLAINED THIS BETTER BECAUSE THE RECALL WAS DONE AND THE OIL LEAK CONCERN WAS ADDRESSED UNDER HER EXTENDED WARRANTY BUT THE DLR DIDN'T MENTION A DIAGNOSIS FEE UNTIL AFTER THEY FINISHED LOOKING AT THE CAR AND SEEMED TO SEPERATE EVERYTHING THAT SHE BROUGHT HER CAR IN FOR. | | | CA ADVISED WILL DOCUMENT HER CONCERNS AND ASSIGN TO AN RCM TO PROVIDE FEEDBACK.
11/16/2018 6:04:00 PM	RCM TO FILE FYI FEEDBACK TO DLR REGARDING CUSOTMER EXPERIENCE.
11/16/2018 6:19:00 PM	CUSTOMER STATES POST MODULE BOX WOULD COST $2600 TO REPAIR; SAFETY ISSUE; AIRBAG LIGHT IS STILL CURRENTLY ON; | | | CUSTOMER SEEKING WOULD IT BE COVERED FOR GOOD WILL; | | | CA FACE TO FACE WITH SUP SHELBY: THAT SHE TOOK VEHICLE TO AN INDPEDENT WHO ADVISED SHE HAS A CLOCK SPRING ANDCATALYTIC CONVERTERCONCERN WITH HER VEHICLE; THEN TOOK VEHICLE TO VW DLR WHO ADVISED THAT SHE DOES HAVE A CLOCK SPRING AS WELL AS "POST MODULE BOX" CONCERN; NO CATALYTIC CONVERTER CONCERN DETECTED | | | CA ADVISED THAT CASE WILL BE ESCALATED TO RCM; RCM WILL CONTACT DLR REGARDING DIAG OF VEHICLE; RCM WILL LOOK INTO CUSTOMER'S REQUEST; RCM WILL CONTACT CUSTOMER BY COB 11/19; | | | RCM TO REVIEW; | | |
11/16/2018 6:38:00 PM	CUSTOMER ADVISED THAT SHE TOOK VEHICLE TO AN INDPEDENT WHO ADVISED SHE HAS A CLOCK SPRING ANDCATALYTIC CONVERTERCONCERN WITH HER VEHICLE; THEN TOOK VEHICLE TO VW DLR WHO ADVISED THAT SHE DOES HAVE A CLOCK SPRING AS WELL AS "POST MODULE BOX" CONCERN; NO CATALYTIC CONVERTER CONCERN DETECTED
11/19/2018 1:49:00 PM	[redacted] | | | RCM LEFT VOICE MAIL MESSAGE ADVISING SPOKE WITH SERVICE MANAGER JASON IN REGARDS TO VEHICLE CONCERNS AND WOULD LIKE TO SPEAK WITH THE CUSTOMER ; WILL FOLLOW UP BY COB 11/20/18 ; X43809 | | | RCM TO CALL CUSTOMER ;
11/19/2018 11:13:00 AM	SERVICE MANAGER ADVISED CUSTOMER SPILLED WATER ON THE SEAT ; CAME IN FOR OIL LEAK AND PODS MODULE AND DECLINED ; STEERING WHEEL AIRBAG LIGHT ON ; CLOCK SPRING FAILED AND PODS MODULE FAILED AND LOOKS LIKE MOISTURE ; RECOGNITION SENSOR ON WEIGHT FOR AIRBAG DEPLOYMENT ; CLOCK SPRING WAS COVERED UNDER EXTENDED WARRANTY ; | | | RCM TO CALL CUSTOMER ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW467AJ8CM[redacted]
Owner Or Fleet	[redacted]		CHICAGO, IL,[redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	11/15/2018	Incident Date	N/A
Mileage	68,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

11/19/2018 9:00:00 AM	CONTINUED CASE NOTES FROM 11/16. | | | CUSTOMER ADVISED THAT SHE TOOK VEHICLE TO AN INDPEDENT WHO ADVISED SHE HAS A CLOCK SPRING AND CATALYTIC CONVERTER CONCERN WITH HER VEHICLE; THEN TOOK VEHICLE TO VW DLR WHO ADVISED THAT SHE DOES HAVE A CLOCK SPRING AS WELL AS "POST MODULE BOX" CONCERN COSTING $2600; NO CATALYTIC CONVERTER CONCERN DETECTED. CUSTOMER SEEKING ASSISTANCE WITH POST MODULE BOX CONCERN; HAS NOT HAD CLOCK SPRING REPAIR COMPLETED. POST MODULE BOX DOES NOT EXIST AND IT IS UNCLEAR WHY CUSTOMER WOULD NOT HAVE CLOCK SPRING REPAIRED; CUSTOMER IS EXCESSIVELY OUTSIDE OF WARRANTY BY MILEAGE; BUT WE CAN ESCALATE THE CASE TO THE RCM TEAM FOR CLARIFICATION OF THE DIAGNOSIS.
11/20/2018 10:25:00 AM	[redacted] | | | RCM ADVISED SPOKE WITH SERVICE MANAGER JASON WHO ADVISED THAT THE DEALER REPLACED CLOCK SPRING IN THE VEHICLE AND ALSO REPAIRED AN OIL LEAK ; PODS MODULE IS DAMAGED AND MUST BE REPLACED ; THIS CAN BE CAUSED BY MOISTURE ; VW WILL NOT BE ABLE TO OFFER FINANCIAL ASSISTANCE DUE TO AGE/MILEAGE OUTSIDE OF THE WARRANTY ; | | | CUSTOMER STATES THE DESIGN OF THE VEHICLE SHOULD NOT HAVE THIS ISSUE ; NEEDS VW TO PAY FOR THIS REPAIR AS IT'S A SAFETY ISSUE ; | | | RCM ADVISED CANNOT SPEAK TO THE DESIGN OF THE VEHICLE HOWEVER DO NEED TO WORK WITHIN THE WARRANTIES OF THE VEHICLE ; VW IS UNABLE TO PROVIDE ANY FINANCIAL ASSISTANCE OUTSIDE OF THIS WARRANTY ; | | | CUSTOMER LEAVING BRAND ; | | | NO FURTHER ACTION ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A30DC[redacted]
Owner Or Fleet	[redacted] Eustis, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	11/16/2018	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/16/2018 10:09:00 AM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES AIRBAG LIGHT CAME ON, ALL POWER TO STEERING WHEEL IS OUT, NO HORN OR BUTTONS WORKING; | CUSTOMER BELIEVES THIS LINES UP WITH RECALL; | | | CUSTOMER SEEKING TO COMPLETE RECALL; | | | CO ADVISED 69L2 STEERING WHEEL CLOCK SPRING RECALL WAS PERFORMED ON 12/28/2015; ADVISED VEHICLE HAS AIRBAG CLOCK SPRING WARRANTY FOR 15 YEARS FROM IN-SERVICE DATE, UNLIMITED MILEAGE; ADVISED IF DEALER FINDS ISSUE RELATED TO CLOCK SPRING, REPAIR IS FREE; CO OFFERED TO SCHEDULE APPOINTMENT, CUSTOMER DECLINED; | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A36EC[redacted]
Owner Or Fleet	[redacted] Glen Allen, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	11/19/2018	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/19/2018 12:24:00 PM	CUSTOMER STATES THAT GOT EXTENDED WARRANTY NOTICE FOR THE AIRBAG CLOCK SPRING WARRANTY EXTENSION AND HAD PAID OUT OF POCKET FOR THIS REPAIR; STATES THAT ALSO HAD TO PAY A DIAGNOSIS FEE AT THE TIME OF THE REPAIR, IS THAT SOMETHING THAT VW WILL BE REIMBURSING FOR? | | | CUSTOMER SEEKING REIMBURSEMENT INFORMATION; | | | CO ADVISED THAT VW IS ALSO LOOKING INTO REIMBURSEMENT FOR THE DIAGNOSIS FEE AS WELL; OFFERED TO SEND EMAIL THAT THE CUSTOMER CAN REPLY TO WITH THE DOCUMENTS FOR REIMBURSEMENT; | | | CUSTOMER THANKED AND ACCEPTED; | | | CO TO EMAIL CUSTOMER; | | | PENDING CUSTOMER CORRESPONDENCE
11/19/2018 12:29:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / AIRBAG CLOCK SPRING FAILURE;
11/19/2018 12:30:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MRS. [redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | FAX: 248-754-6504 | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | HANNAH W | CUSTOMER CARE ADVOCATE | |
11/20/2018 10:16:00 AM	MEDIA ATTACHED IN DOC CENTER
11/20/2018 12:19:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MRS. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60-120 DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | HANNAH W | CUSTOMER CARE ADVOCATE | |
11/20/2018 12:19:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR THE STEERING WHEEL CLOCK SPRING; | | | REPAIR ORDER AND POP LOCATED IN THE DOC CENTER | | | SP TO REVIEW
1/4/2019 11:16:00 AM	CUSTOMER STATES; SUBMITTED PAPERWORK REGARDING RECALL REIMBURSEMENT. | | | CUSTOMER SEEKING: UPDATE ON CASE | | | CUSTOMER ADVOCATE ADVISED: THE DECISION IS STILL PENDING; WE DID RECEIVE DOCUMENTS 11/20; THERE HAS BEEN A HIGH VOLUME OF REIMBURSEMENT REQUESTS, WHICH THE PROCESS NOW TAKES UP TO 120 BUSINESS DAYS. VERY SORRY FOR DELAY; CUSTOMER'S PATIENCE IS VERY APPRECIATED. ONCE REVIEW PROCESS HAS BEEN COMPLETED, CUSTOMER WILL EITHER RECEIVE A LETTER OR CHECK IN THE MAIL. | | | SP TO REVIEW.
1/11/2019 10:41:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO; SP VERIFIED POP IN XTIME; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY EXT; CUSTOMER PAID: $575.99; TAX: $30.52; TOTAL:$606.52 | | | SP TO GENERATE CHECK REQUEST
1/11/2019 10:53:00 AM	1VWBN7A36EC[redacted] VW TO REIMBURSE UNDER WECY WARR EXT.; TOTAL:$606.52 | | | SP GENERATED CHECK REQUEST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A36EC[redacted]
Owner Or Fleet	[redacted]	Glen Allen, VA, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	11/19/2018	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/18/2019 CHECK # [redacted] FOR AMOUNT $ 606.52 MAILED ON 01/17/2019 4:00:00 AM

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX5DW[redacted]
Owner Or Fleet	[redacted], PHILADELPHIA, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	11/19/2018	Incident Date	N/A
Mileage	53,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/19/2018 2:07:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED 2015 AT MILEAGE 29K; VEHICLE PURCHASED FROM VW DEALER, UNION VW IN NJ; YES, THIS IS A CPO; EXTENDED SERVICE PLAN WAS PURCHASED; VEHICLE WAS PURCHASED; BRAND LOYAL CUSTOMER; MAINTAINED AT LOCAL BUSINESS (NON-VW); FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT ON; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT 406103 ON FRIDAY; CUSTOMER STATES WAS QUOTED $1800 FOR PART, WAS ADVISED BY DEALER IS PASSENGER SIDE MODULE AND IT IS NOT COMMON; | | | CUSTOMER SEEKING: FINANCIAL ASSISTANCE; | | | CO REVIEWED WITH TEAM LEAD ROSS | | | CO ADVISED: VEHICLE DOES NOT HAVE ANY OPEN RECALLS OR CAMPAIGNS PERTAINING TO CONCERNS AND PARTS NEEDED FOR THIS REPAIR; CO ADVISED COMPONENT WOULD BE COVERED UNDER NVLW WHICH IS 3 YR. 36K WOF; VEHICLE OUTSIDE OF WARRANTY BY BOTH TIME AND MILEAGE AND BECAUSE OF THAT VWOA WOULD NOT BE IN THE POSITION TO FINANCIALLY ASSIST WITH REPAIRS; | | | CUSTOMER REQUESTED SUPERVISOR; | | | CO REVIEWED WITH TEAM LEAD DEBBIE; | | | CO ADVISED: DID GET A CHANCE TO REVIEW WITH A MEMBER OF LEADERSHIP TO ENSURE NOTHING WAS MISSED WHEN REQUEST WAS REVIEWED, SUPERVISOR AGREES WITH DETERMINATION THAT WAS PROVIDED, VEHICLE OUTSIDE OF PARAMETERS BY 39 MONTHS AND 17K; VWOA WOULD NOT BE ABLE TO PARTICIPATE WITH REPAIRS; WAS REVIEWED CASE BY CASE, THIS IS VWOA DECISION; CO ADVISED WOULD HAVE TO SEEK AVENUES OUTSIDE OF VW; | | | NO FURTHER ACTION
11/19/2018 2:12:00 PM	TL ADVISED UNABLE TO ASSIST DUE TO TIME OUTSIDE OF WARRANTY
11/19/2018 2:22:00 PM	TEAM LEAD ADVISED: DUE TO TIME AND MILEAGE OUTSIDE APPLICABLE WARRANTY, VW WILL NOT BE MEETING REQUEST FOR ASSISTANCE; VEHICLE IS OUTSIDE WARRANTY BY 39 MONTHS AND 17K; CO TO ADVISE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX3DW[redacted]
Owner Or Fleet	[redacted] Guilford, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	11/19/2018	Incident Date	N/A
Mileage	71,750		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/19/2018 2:55:00 PM	CUSTOMER CALLING ABOUT LETTER RECEIVED FOR THE WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING, STATES SHE PAID FOR THIS IN PAST AT DEALER 408070, WONDERING ABOUT REIMBURSEMENT. | | | CO ADVISED CUSTOMER TO SEND, FAX, EMAIL THE RO AND POP WITH REIMBURSEMENT FORM, PROVIDED INFORMATION ON HOW TO DO THIS, WILL BE REVIEWED FOR POSSIBLE REIMBURSEMENT UPON RECEIPT. NO FURTHER ACTION PENDING MAIL.
11/30/2018 2:46:00 PM	MEDIA ATTACHED IN DOC CENTER
12/3/2018 7:56:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI SP TO REVIEW.
12/6/2018 9:58:00 AM	CUSTOMER RECEIVED LETTER FOR WARRANTY EXTENSION TOWARDS AIRBAG CLOCK SPRING; VEHICLE EXPERIENCED HORN NOT WORKING AND AIRBAG LIGHT ON; CUSTOMER STATES REPAIR WAS COMPLETED PRIOR AT VW DEALER 408070 | | | CUSTOMER SEEKING STATUS OF REIMBURSEMENT | | | CO ADVISED DUE TO THE HIGH VOLUME OF REIMBURSEMENT REQUESTS VW IS CURRENTLY RECEIVING, GENERAL TIME FRAME FOR REVIEW OF REIMBURSEMENT IS 120 DAYS FOR CUSTOMER TO RECEIVE A LETTER OR CHECK VIA MAIL; CO ADVISED ALTERNATE TRANSPORTATIONS IS NOT A PROVISION OF ANY WARRANTY/WARRANTY EXTENSION; RENTAL/LOANER VEHICLE REIMBURSEMENT WILL NOT BE REIMBURSED. | | | SP TO REVIEW
1/11/2019 11:18:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENION; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR. EXT.; CUSTOMER PAID: $599.66 TAX: $38.08 TOTAL: $637.74 | | | SP TO GENERATE CHECK
1/11/2019 11:38:00 AM	WVGBV3AX3DW[redacted] VW TO REIMBURSE UNDER WECY WARR EXT.; TOTAL: $637.74 | | | SP GENERATED CHECK REQUEST
1/16/2019 3:41:00 PM	CUSTOMER STATES THAT SHE SUBMITTED REIMBURSEMENT REQUEST FOR REPAIRS THAT WERE COMPLETED FOR THE CLOCK SPRING WARRANTY EXT.; CUSTOMER ALSO STATES THAT SHE HAS NOT HEARD AN UPDATE REGARDING CLAIM; | | | CUSTOMER SEEKING TO KNOW STATUS OF CLAIM AS WELL IF THIS REPAIR WOULD BE A BARREN ON VEHICLE; | | | CUSTOMER ADVOCATE ADVISED CUSTOMER SUBMITTED REPAIR ORDER AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARRANTY. EXT.; CUSTOMER PAID: $599.66 TAX: $38.08 TOTAL: $637.74; CUSTOMER ADVOCATE ALSO ADVISED CHECK HAS BEEN GENERATED AND CUSTOMER SHOULD RECEIVE WITHIN THE NEXT 3-4 WEEKS; | | | CUSTOMER STATES THAT IS AN OUTRAGEOUS AMOUNT OF TIME TO WAIT FOR A CHECK; CUSTOMER ALSO STATED THAT SHE SUBMITTED REIMBURSEMENT REQUEST FOR HAVING TO RENT A VEHICLE DUE TO PART NOT BEING AVAILABLE TO REPAIR VEHICLE AT THE TIME; | | | CUSTOMER ADVOCATE ADVISED THAT A RENTAL VEHICLE IS NOT A PROVISION OF THIS WARRANTY EXTENSION AND VW WOULD NOT BE ABLE TO REIMBURSE FOR RENTAL; | | | NO FURTHER ACTION;
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 637.74 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AXXHK[redacted]
Owner Or Fleet	[redacted]		Belleair Bluffs, FL, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	11/20/2018	Incident Date	N/A
Mileage	8,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	N/A		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/20/2018 9:39:00 AM	CUSTOMER STATES RECEIVED WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING ; SHOULD CUSTOMER GO GET IT REPLACED NOW ; NO CONCERNS RIGHT NOW | | | | CUSTOMER SEEKING WARRANTY EXTENSION INFORMATION | | | | CO ADVISED WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING IS VALID TILL 11/2027 OR 120K WOF ; IT┬┤S NOT A RECALL, CANNOT GO GET IT REPLACED IF IT┬┤S NOT FAILING ; SOME SYMPTOMS ARE AIRBAG LIGHT ON, HORN AND STEERING CONTROLS NOT WORKING; | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN8CE[redacted]
Owner Or Fleet	[redacted] Winston Salem, NC, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	11/20/2018	Incident Date	N/A
Mileage	120,129		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/20/2018 10:16:00 AM	CUSTOMER STATED AIRBAG LIGHT APPEARED KNOWS HE HAS OPEN RECALL FOR TAKATA SDI DRIVER FRONTAL AIRBAG | | | | CUSTOMER SEEKING TO SCHEDUEL RECALL REPAIR | | | CO ADVISED CUSTOMER HAD OPEN RECALL FOR TAKATA SDI DRIVER FRONTAL AIRBAG AND ALSO HAS WARRANTY EXT FOR AIRBAG CLOCK SPRING 05-2026 AND THAT COULD BE A RESULT OF THE AIRBAG LIGHT APPEARING; SCHEDULED APPOINTMENT AT DEALER 405072 FOR 8:20 AM - FRIDAY NOV 30, 2018 | | | CUSTOMER ACKNOWLEDGED | | | CO TO EMAIL CUSTOMER
11/20/2018 10:24:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | DEAR MR. [redacted] | THANKS FOR TAKING THE TIME TO SPEAK WITH ME. | | I SCHEDULED AN APPOINTMENT WITH TOM BUSH VOLKSWAGEN AND CONFIRMED YOUR APPOINTMENT DATE IS 8:20 AM - FRIDAY NOV 30, 2018. IF YOU NEED TO CHANGE THIS APPOINTMENT, PLEASE CALL THE DEALERSHIP DIRECTLY AT (904) 725-0911. | | IF I CAN BE OF FUTURE ASSISTANCE, DON'T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | SINCERELY, | | KADRIANNA C. | CUSTOMER CARE ADVOCATE | | | NO FURTHER ACTION
11/20/2018 10:25:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX7EW[redacted]
Owner Or Fleet	[redacted]	Fountain Hills, AZ,	[redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	11/20/2018	Incident Date	N/A
Mileage	62,614		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/20/2018 11:18:00 AM	MEDIA ATTACHED IN DOC CENTER
1/10/2019 3:07:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $1,276.48. | | | SP TO GENERATE CHECK REQUEST.
1/10/2019 3:09:00 PM	WVGAV3AX7EW[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $1,276.48. | | | GENERATED CHECK REQUEST.
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 1276.48 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD17AJ0EM[redacted]
Owner Or Fleet	[redacted] OAKLAND, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	11/20/2018	Incident Date	N/A
Mileage	37,974		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/20/2018 7:54:00 PM	NOV 19, 2018 7:53 PM | | MY AIRBAG LIGHT WENT ON IN MY CAR ON FRIDAY SO I HAD TO DROP IT OFF AT THE SHOP TODAY AND I JUST GOT A TEXT MESSAGE OF A VIDEO OF THE TECHNICIAN WALKING ME THROUGH EVERYTHING HE LEARNED ABOUT WHAT WAS WRONG WITH THE CAR. LIVING IN THE FUTURE OVER HERE ┬┐ | | [redacted] | PID_TWITTER[redacted] | | | NOV 19, 2018 8:17 PM | | SIGH. JUST GOT THE CALL. LOOKS LIKE I┬┐M GOING TO NEED ALMOST $5K WORTH OF WORK ON THE CAR, MUCH OF IT IN PARTS. THEY┬┐RE GOING TO SEE IF THEY CAN GET @VW | | TO HELP COVER ANY UNDER WARRANTY SINCE IT┬┐S A 2014 THAT I BOUGHT 15 MONTHS AGO. I STILL OWE $8K ON IT. | | [redacted] | PID_TWITTER_[redacted] | | | | NOV 20, 2018 9:21 AM | | @[redacted] | | HELLO, I KNOW THAT MUST BE FRUSTRATING TO HAVE THOSE REPAIR COSTS WHEN YOU ARE STILL FINANCING THE VEHICLE. IF YOU CAN SEND US A DM WITH YOUR VIN, EMAIL, CURRENT MILEAGE AND THE DEALERSHIP YOU ARE WORKING WITH, I CAN HAVE THAT REVIEWED MORE. -BR
11/21/2018 1:37:00 PM	CUSTOMER STATES/SEEKING: SUBSEQUENT OWNER; FIRST VW; PURCHASED USED IN 08/2017 AT UNKNOWN MILEAGE; TOOK VEHICLE TO DEALER 426084 FOR UNSPECIFIED SYMPTOMS; DEALER ADVISED PASSENGER OCCUPANCY DETECTION SYSTEM NEEDED TO BE REPLACED, ALONG WITH SEAT HEATER ELEMENT; QUOTED $5000 IN REPAIRS; DEALER ADVISED VEHICLE CAN BE DRIVEN, BUT AIRBAGS MAY NOT ACTIVATE IN THE EVENT OF A COLLISION; DEALER ADVISED SOME PARTS ARE ON BACKORDER; CUSTOMER SEEKING ASSISTANCE WITH REPAIRS. | | | RCM TO CONTACT DEALER 426084 AND FOLLOW UP WITH CUSTOMER BY COB 11/23/18. | | NOTE: CUSTOMER MESSAGE STATES PURCHASED VEHICLE WITH 113K MILES, BUT DEALER VERIFIED CURRENT MILEAGE AS 37,974.
11/21/2018 10:17:00 AM	CO ADVISED: CALLING FROM VW OF AMERICA; SEEKING TO VERIFY MILEAGE ON VEH. | | | DEALER SERVICE PERSONNEL CAROLYN ADVISED: MILEAGE LISTED AS 37,974. | | | CO TO RESPOND TO CUSTOMER.
11/21/2018 10:30:00 AM	THANKS, ACE. AT THIS TIME, I'D LIKE TO ESCALATE YOUR CASE TO A REGION CASE MANAGER. OUR CASE MANAGERS ACT AS LIAISONS BETWEEN OUR DEALERS AND DRIVERS, AND YOURS WILL CONTACT VW OF OAKLAND TO FOLLOW UP ON THE DIAGNOSIS AND SEE WHAT ASSISTANCE WE MAY BE ABLE TO OFFER TOWARDS YOUR REPAIRS. THEY'LL ALSO BE ABLE TO SEE WHICH PARTS ARE BACKORDERED AND WHAT WE CAN GET TO HAVE YOUR REPAIRS COMPLETED AS SOON AS POSSIBLE. | | | AFTER CONTACTING THE DEALERSHIP, YOUR CASE MANAGER WILL REACH OUT TO YOU BY THE CLOSE OF BUSINESS ON FRIDAY WITH MORE INFO ON THE NEXT STEPS. IN ORDER TO MAKE SURE THAT THEY'RE ABLE TO REACH YOU, WOULD YOU LET ME KNOW THE BEST PHONE NUMBER TO USE? -SW | | | WAIT RESPONSE
11/21/2018 7:03:00 PM	NOV 21, 2018 6:29 PM | | | THANK YOU SO MUCH, I REALLY APPRECIATE THIS!! I SWITCHED OVER FROM A LIFETIME OF HYUNDAIS TO MY VW LAST YEAR AND IT'S A GREAT CAR. THIS SERVICE HAS BEEN EXCEPTIONAL AND I'M SO GRATEFUL. I CAN BE REACHED AT [redacted] I HOPE Y'ALL HAVE A GOOD HOLIDAY! | | SENT TO@VW | | ID: PID_TWITTER_[redacted] | | | NOV 21, 2018 7:00 PM | | | THANKS FOR PROVIDING THAT PHONE NUMBER, ACE. I'LL PASS THAT ON TO THE REGION CASE MANAGER (RCM). ENJOY YOUR THANKSGIVING, TOO! -BB | | SENT TO@[redacted] | ID: PID_TWITTER_[redacted] | | | NOV 21, 2018 7:06 PM | | | APPRECIATE IT! | | SENT TO@VW | | ID: PID_TWITTER_[redacted] | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD17AJ0EM[redacted]
Owner Or Fleet	[redacted] OAKLAND, CA,[redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	11/20/2018	Incident Date	N/A
Mileage	37,974		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

11/21/2018 8:39:00 AM	MEDIA ATTACHED IN DOC CENTER | | NOV 20, 2018 1:01 PM | | HI THERE. THANK YOU SO MUCH FOR THIS LOVELY REPLY, I REALLY APPRECIATE IT. MY EMAIL IS [redacted] I┬┐M WORKING WITH THE VW ON BROADWAY IN OAKLAND, CA | | PID_TWITTER_[redacted] | | | NOV 20, 2018 1:01 PM | | AND THIS IS MY VIN | | ATTACHED IN DOC CENTER | | PID_TWITTER_[redacted] | | | NOV 20, 2018 1:02 PM | | I DON┬┐T HAVE MY CURRENT MILEAGE IN FRONT OF ME, I AM SO SORRY | | PID_TWITTER_[redacted] | | | NOV 20, 2018 1:27 PM | | THANKS FOR THAT! I DO WANT TO MAKE SURE YOUR PROFILE IS UP TO DATE, AS I SEE IT HASN'T BEEN UPDATED SINCE 2016. CAN YOU VERIFY THE FULL NAME AND MAILING ADDRESS LISTED ON THE REGISTRATION CURRENTLY? | | | WAS BROADWAY VW ABLE TO PROVIDE YOU WITH DETAILS ON WHAT PARTS NEED TO BE REPLACED? -BR | | | NOV 20, 2018 1:28 PM | | I┬┐M SORRY, I HAD MY NAME CHANGED EARLIER THIS YEAR AND NEED TO HAVE THE REGISTRATION CHANGED, TOO! MY NAME IS CURRENTLY LEGALLY [redacted] BUT IT WAS [redacted] THE REGISTRATION IS IN MY AND MY DAD┬┐S NAME - [redacted] THE REGISTRATION IS STILL UNDER [redacted] | | PID_TWITTER[redacted] | | | NOV 20, 2018 1:30 PM | | I AM WAITING TO HEAR BACK - BROADWAY SAYS THAT IT┬┐S THE PODS UNIT, AND SOMETHING ABOUT THE HEATING UNIT IN MY PASSENGER SEAT. IT SOUNDS LIKE SOME THINGS MAY BE COVERED BUT THERE IS A BACK ORDER ON PARTS. I AM TRYING TO FIGURE OUT NOW IF THE CAR IS SAFE TO DRIVE WHILE WE WAIT - I AM A WHEELCHAIR USER SO HAVING A CAR IS REALLY IMPORTANT AND NECESSARY FOR MY DAILY LIFE. THANKS SO MUCH FOR ALL YOUR HELP! | | PID_TWITTER_[redacted] | | | NOV 20, 2018 1:31 PM | | THEY ARE SAYING THAT IT IS DRIVEABLE BUT THAT THE PASSENGER AIR BAGS MAY NOT OPERATE PROPERLY IN AN ACCIDENT | | PID_TWITTER_[redacted] |
11/21/2018 8:47:00 AM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / AIRBAGS MAY NOT OPERATE;
11/21/2018 8:51:00 AM	NOV 20, 2018 3:25 PM | | THANKS FOR THAT, [redacted] IF YOU'D LIKE TO CONFIRM A GOOD MAILING ADDRESS TO HAVE ON FILE, I CAN MAKE SURE THAT IS LISTED AS WELL. | | | I WAS ABLE TO PULL UP YOUR DETAILS ON THE DEALERSHIP WEBSITE AS WELL AND SEE THAT THE MILEAGE IS LISTED AS AROUND 37,000 MILES. DO YOU HAPPEN TO KNOW THE MILEAGE IT WAS AT WHEN YOU PURCHASED IT? -BR | | PID_TWITTER_[redacted] | | | NOV 20, 2018 6:56 PM | | MAILING ADDRESS IS [redacted] OAKLAND CA[redacted] | | PID_TWITTER_[redacted] | | | NOV 20, 2018 6:57 PM | | I┬┐M SORRY, I┬┐M NOT SURE WHAT MILEAGE IT WAS PURCHASED AT! WHEN I GET HOME I WILL CHECK THE PAPERWORK | | PID_TWITTER_[redacted] | | | | NOV 20, 2018 8:02 PM | | THANKS FOR GETTING THIS OVER TO ME, [redacted] ONCE YOU HAVE A CHANCE TO CHECK THE MILEAGE, LET US KNOW, AND WE'LL BE ABLE TO DETERMINE THE NEXT STEP. I'LL KEEP AN EYE OUT FOR YOUR NEXT MESSAGE! -BR | | | NOV 20, 2018 8:32 PM | | WHEN THE CAR WAS PURCHASED ON 8/16/2017, THE ODOMETER READ 113,150 | | PID_TWITTER_[redacted] |
11/23/2018 3:55:00 PM	SA ADVISED; SEAT HEATING ELEMENT AND AIRBAG POD NEED TO BE REPLACED. NO ETA ON REPAIR. WAITING ON PARTS. COVERING AS GW. | | | | RCM THANKED AND ADVISED; WILL FOLLOW UP MONDAY 11/26 TO CHECK FOR ETA. RCM TO CALL CUST
11/23/2018 6:25:00 PM	RCM LVMM ADVISING; HAVE UPDATE REGARDING CONCERNS. PROVIDED EXTENSION.
11/26/2018 4:59:00 PM	RCM SEEKING UPDATE ON PARTS/REPAIRS. SA NOT AVAILABLE. RCM TO CALL CUST
11/26/2018 6:55:00 PM	RCM ADVISED; UNDERSTAND AIRBAG POD AND SEAT ELEMENT ARE BEING REPLACED GW BY DLR. NO ETA ON REPAIR BUT RCM WILL REMAIN ENGAGED. WILL FOLLOW UP 11/30. | | | | CUST THANKED AND ADVISED; IS IN LOANER. APPRECIATES UPDATES. RCM TO CALL DLR.
11/30/2018 4:59:00 PM	SD ADVISED; WAITING ON ONE MORE PART FOR SEAT. WILL HAVE UPDATE MONDAY

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD17AJ0EM[redacted]
Owner Or Fleet	[redacted] OAKLAND, CA [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	11/20/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

11/30/2018 7:01:00 PM	RCM ADVISED; CONFIRMED DLR IS WAITING ON ONE LAST PART FOR SEAT. WILL HAVE FURTHER UPDATE FROM DLR ON MONDAY. WILL FOLLOW UP WITH CUST AT ABSOLUTE LATEST BY COB 12/4. | | | | CUST THANKED AND ADVISED; LOVES LOANER PASSAT. APPRECIATES THE CARE VW HAS TAKEN ON THIS CONCERN. IS HAVING SURGERY TUES. FEEL FREE TO TALK TO ANYONE WHO PICKS UP PHONE. RCM TO CALL DLR
12/3/2018 1:28:00 PM	RCM SEEKING UPDATE ON SEAT PARTS. SD ADVISED; PART STILL ON ORDER ORDER NUMBER [redacted] PART NUMBER SC6881376N | | | | RCM TO RESEARCH
12/3/2018 1:31:00 PM	SUP. TO PLEASE RESEARCH PARTS INFO. ORDER NUMBER [redacted] PART NUMBER SC6881376N | |
12/4/2018 1:47:00 PM	PARTS ADVISED; I APOLOGIZE, AS I DO NOT HAVE AN ETA FOR THIS ORDER. CURRENTLY THIS IS PLACED AS A STOCK BACKORDER. PLEASE ADVISE THAT THE DEALER PLACE THIS ON A DAILY/RED ORDER IF THIS IS A CAR-DOWN AND PLACE CRITICAL ALERT ON THIS IN ORDER TO RECEIVE THE MOST UP TO DATE ETA INFORMATION ON THIS PART; RCM TO REVIEW
12/4/2018 1:47:00 PM	ASSIGNED FOR HANDLING
12/4/2018 11:36:00 AM	SUP SEEKING ASSISTANCE LOCATING AN ETA FOR THIS ORDER; WAIT PARTS | | | [redacted] PART NUMBER 5C6881376N
12/4/2018 4:18:00 PM	RCM LVMM TO DISCUSS PART ETA. RCM TO CALL CUST
12/4/2018 7:17:00 PM	RCM LVMM ADVISING; WORKING WITH DLR AND INTERNAL RESOURCES. CONFIRMED PART HAS NO ETA. WILL REMAIN ENGAGED WITH RESOURCES AND WILL CONTACT CUST BY COB FRIDAY 12/7 WITH UPDATES. PROVIDED EXT 43670. RCM TO CALL DLR.
12/5/2018 4:25:00 PM	RCM ADVISED; PLACE THIS PART ON A DAILY/RED ORDER IF THIS IS A CAR-DOWN AND PLACE CRITICAL ALERT ON THIS IN ORDER TO RECEIVE THE MOST UP TO DATE ETA INFORMATION ON THIS PART. SD THANKED AND NOTED. RCM TO CALL 12/7.
12/7/2018 6:00:00 PM	SEEKING ETA ON PART. RCM TO CALL CUST
12/7/2018 8:19:00 PM	RCM ADVISED; NO ETA ON PART. WILL CONTINUE TO STAY ENGAGED FOR UPDATES. WILL REACH BACK OUT 12/11, | | | | CUST THANKED FOR HELP.
12/10/2018 6:02:00 PM	SD ADVISED; NO UPDATES ON PARTS ETA
12/11/2018 8:59:00 PM	RCM ADVISED; WAITING ON PART. APPRECIATED CUST. PATIENCE. WILL REMAIN ENGAGED WITH PARTS/DLR AND RCM WILL FOLLOW UP 12/13 | | | | CUST THANKED AND APPRECIATED WORK RCM IS DOING.
12/13/2018 5:12:00 PM	NO ETA ON PART. RCM TO CALL CUST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD17AJ0EM[redacted]
Owner Or Fleet	[redacted]		OAKLAND, CA,[redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	11/20/2018	Incident Date	N/A
Mileage	37,974		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/13/2018 8:10:00 PM	RCM LVMM ADVISING; WORKING ON GATHERING ETA. WILL RECH OUT AGAIN 12.19
12/17/2018 11:57:00 AM	SUP TO PLEASE CHECK FOR PARTS ETA/UPDATE. ORDER NUMBER[redacted]PART NUMBER SC6881376N | |
12/18/2018 5:55:00 PM	SUPERVISOR SEEKING ASSISTANCE LOCATING AN ESTIMATED TIME OF ARRIVAL FOR THIS ORDER; WAIT PARTS | | | [redacted]PART NUMBER 5C6881376N
12/19/2018 5:06:00 PM	PARTS ADVISED; ETA CURRENTLY NOT AVAILABLE. PART IS IN ESCALATION; RCM TO REVIEW
12/19/2018 5:06:00 PM	ASSIGNED FOR HANDLING
12/19/2018 8:36:00 PM	RCM ADVISED; NO UPDATE ON PART ETA. APOLOGIZED. RCM WILL BE IN CONTACT AGAIN BY COB 12/26 | | | CUST ADVISED; IMNTERESTED IN GETTING NEWER JETTA OR PASSAT, INTERESTED IN KNOWING MODELS WITH CARNET. SEEKING IF RCM WOULD PROVIDE ANY ASSISTANCE ON NEW CAR SINCE HERS HAS BEEN DOWN SO LONG. | | | RCM AFDVISED; WILL LOOK INTO REQUEST FURTHER, COMPILE LIST OF CARS AND WILL CALL CUST BY COB 12/21. | | | CUST THANKED.
12/21/2018 7:34:00 PM	RCM LVMM ADVISING; SO VW CAN LOOK INTO REQUEST FOR TRADE ASISTANCE, RCM WOULD HAVE TO INITIATE BUYBACK REVIEW PROCESS. SEEKING TO KNOW IF CUST WANTS TO PROCEED. WILL ALSO COMPILE LIST OF NEWER CARS WITH CARNET.
12/27/2018 4:50:00 PM	HEY GUYS! I'M TRYING TO FIND OUT WHICH PASSATS AND JETTAS DON'T COME WITH CARNET SINCE 2016. IS THERE A BETTER WAY TO DO THIS THAN LOOKING AT EVERY YEAR/MODEL ON VEHICLE ORDER INFO? | | | SO FAR, I'VE CHECKED VINNIE, RC AND ASKE PRESTON. ANY INFO IS APPRECIATED!
12/27/2018 7:21:00 PM	RCM ADVISED; WAITING ON PARTS STILL. REGARDING REQUEST TO GET INTO NEW VEHICLE, MUST PERFORMF BUYBACK REQUEST REVIEW. RCM WILL BE GATHERING REPAIR INFO, ETA FROM DLR AND SUBMITTING TO CRR. RCM ALSO SEEKING MODEL YEARS CUST IS INTERESTED IN TO PUT TOGETHER LIST OF CARS WITH CARNET | | | CUST ADVISED. ANYTHING WITH CARPLAY. APPRECIATES RCM LOOKING INTO.
1/2/2019 4:47:00 PM	SUP TO PLEASE LOOK INTO ETA.[redacted]PART NUMBER 5C6881376N
1/3/2019 12:36:00 PM	SUPERVISOR SEEKING ASSISTANCE LOCATING AN ESTIMATED TIME OF ARRIVAL FOR THIS ORDER; WAIT PARTS
1/4/2019 1:43:00 PM	SUPERVISOR SEEKING ASSISTANCE LOCATING AN ESTIMATED TIME OF ARRIVAL FOR THIS ORDER; WAIT PARTS
1/7/2019 8:20:00 AM	PARTS ADVISED; ESCALATED WITH MGMT AND MEXICO. ETA NOT AVAILABLE AT THIS TIME; RCM TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD17AJ0EM[redacted]
Owner Or Fleet	[redacted]		OAKLAND, CA,[redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	11/20/2018	Incident Date	N/A
Mileage	37,974		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/7/2019 8:21:00 AM	ASSIGNED FOR HANDLING
1/11/2019 8:01:00 PM	RCM ADVISED; NO NEW ETA ON PART. WILL FOLLOW UP 1/16. | | | | CUST ADVISED; SEEKING FOR RCM TO LOOK INTO REPURCHASE/GETTNG CUST INTO NEWER CAR WITH CARNET DUE TO TIME WITHOUT CAR. | | | | RCM ACKNOWLEDGED. WILL CHECK WITH CRR TO SEE IF THAT'S APOSSIBILITY BEFORE PART ARRIVES/REPAIRS COMPOLETE. RCM WILL CHECK IN 1/16.
1/14/2019 4:25:00 PM	SUP TO PLEASE CHECK FOR PARTS ETA UPDATE. SALES ORDER NUMBER [redacted] PART NUMBER 5C6881376N
1/15/2019 2:38:00 PM	SUPERVISOR CHECKED THIS ORDER ON POC AND THE CURRENT STATUS SHOWS AN ESTIMATED TIME OF ARRIVAL FOR 5C6881376N - PADDING ON 1018321800 SHOWS AN ESTIMATED TIME OF ARRIVAL OF 02/08/2019 - ARRIVAL TIMES MAY VARY AS THIS IS AN ESTIMATE. (UPDATED 1/8/19); RCM TO REVIEW | | | | *SPECIAL NOTE THE SALES DOC I LOCATED ON POC HAS THIS CUSTOMER VIN BUT IS DIFFERENT THAN WHAT WAS PROVIDED, RECOMMEND TO DOUBLE CHECK SALES DOC WITH DEALER [redacted]
1/15/2019 2:40:00 PM	ASSIGNED FOR HANDLING
1/16/2019 4:59:00 PM	HELLO! SORRY FOR THE LATE EMAIL, I┬┐M RUNNING BEHIND TODAY. THIS CUSTOMER IS SEEKING TO GET OUT OF THEIR JETTA AND INTO A NEW CAR. THEY WANT A BUYBACK/TRADE KIND OF DEAL. I┬┐VE BEEN TOLD TO WAIT FOR RO┬┐S UNTIL REPAIRS HAVE BEEN DONE PREVIOUSLY WHEN CUSTOMERS ASK FOR BUYBACKS BUT FOUND OUT TODAY THAT WE CAN ESCALATE TO CR&R WHEN A PART IS ON BACK ORDER. THIS ONE IS ON BACK ORDER AND WONT ARRIVE UNTIL NEXT MONTH. CAN WE LOOK INTO A TRADE INTO A NEWER CAR? THANK YOU! | | | | JUSTIN NEUNER | |
1/16/2019 6:23:00 PM	VM FULL. | | | | IF CUST CALLS, LV 1 CAN SHARE THAT RCM IS WORKING WITH CR&R TO SEE IF BUYBACK/TRADE ASSISTANCE REQUEST CAN BE REVIEWED BEFORE RECEIVING PARTS FOR JETTA. RCM WILL FOLLOW UP 1/18 AT THE LATEST WITH UPDATES ON THAT.
1/17/2019 4:57:00 PM	JUSTIN, | | | | YOU WILL STILL NEED TO SEND AVAILABLE ROS. | | | | BRITTANY | |
1/17/2019 4:58:00 PM	HEY BRO! THIS CUSTOMER IS SEEKING A BUYBACK, CAN YOU PLEASE SEND ALL REPAIR ORDER HISTORY IN A REPLY? CUSTOMER OR ACCOUNTING COPIES AS USUAL. THANKS BRO! | | | | JUSTIN NEUNER | |
1/18/2019 1:25:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 6:57:00 PM	RCM ADVISED; GATHERIN REPAIR ORDERS FOR REPURCHSE REQUEST. ONCE RECIEVED, WILL ESCLATE TO REVIEW FOR BUYBACK/TRADE. WILL FOLLOW UP NEXT WEEK/ 1/23 | | | | CUST THANKED
1/21/2019 3:25:00 PM	HEY DAN! THIS CUSTOMER IS SEEKING A BUYBACK. CAN YOU PLEASE SEND THE REPAIR ORDER HISTORY, CUSTOMER OR ACCOUNTING COPIES? THANKS! | | | | JUSTIN NEUNER | |
1/21/2019 3:27:00 PM	HEY FERNANDO! THIS CUSTOMER IS SEEKING A BUYBACK. CAN I PLEASE GET THE REPAIR ORDER HISTORY, CUSTOMER OR ACCOUNTING COPIES? THANK YOU! | | | | JUSTIN NEUNER | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD17AJ0EM[redacted]
Owner Or Fleet	[redacted]		OAKLAND, CA, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	11/20/2018	Incident Date	N/A
Mileage	37,974		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/23/2019 3:42:00 PM	HELLO, | | | | THIS CUSTOMER HAS A BUYBACK REQUEST. | | | | CUSTOMER [redacted] | | ORIGINAL OWNER OR SUBSEQUENT OWNER SUBSUQUENT | | DATE OF PURCHASE UNKNOWN | | PLACE OF PURCHASE (DEALER/INDEP/PRIVATE) UNKNOWN | | VIN 3VWD17AJ0EM[redacted] | DEALERS WORKED WITH: SONNEN, ROYAL, VW OAKLAND | | REQUEST FOR INDEP RO┬┐S: YES | | IF INDEP RO┬┐S ARE NOT AVAILABLE/RECEIVED, PLEASE EXPLAIN: | | CURRENT VEHICLE LOCATION: VW OAKLAND | | STATE THE VEHICLE IS REGISTERED IN: CA | | | | | JUSTIN NEUNER | | VWOA CUSTOMER CARE CENTER | | VW CUSTOMER ADVOCATE | | | | VOLKSWAGEN OF AMERICA | | 3800 W. HAMLIN RD. | | AUBURN HILLS, MI 48326 | | | | TEL. 248 754-3670 | | EMAIL: EXTERN.JUSTIN.NEUNER@VW.COM | | | | VOLKSWAGEN VOW - WE VOW TO STRENGTHEN CUSTOMER RELATIONSHIPS WITH EACH AND EVERY CONTACT AND TO MAKE OWNING A VOLKSWAGEN SOMETHING TO SMILE ABOUT | | | | | |
1/23/2019 3:44:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 3:47:00 PM	PLEASE FILL THIS OUT COMPLETELY AND SEND IT OVER. WE NEED TO KNOW WHEN AND WHERE THE VEHICLE WAS PURCHASED.
1/23/2019 6:33:00 PM	CUSTOMER ADVOCATE CALLED CUSTOMER; INQUIRED THAT THE RCM JUST NEEDS TO KNOW WHERE THE VEHICLE WAS PURCHASED AND WHEN | | | | CUSTOMER STATES; JULY/AUGUST OF 2017 AT SAN RAFAEL, BMW (415) 482-2000, 1599 FRANCISCO BLVD E, SAN RAFAEL, CA 94901; JIM LEAVITT SOLD VEHICLE | | | | CUSTOMER ADVOCATE ADVISED; RCM WILL CONTACT BY COB 1/25 | | | | CUSTOMER THANKED
1/24/2019 3:15:00 PM	HEY HEATHER! SORRY ABOUT THAT, I┬┐VE FILLED IN THE MISSING INFO BELOW. THANK YOU! | | | | JUSTIN NEUNER | |
1/25/2019 3:25:00 PM	REPAIR ORDER'S UNDER PREVIOUS OWNER'S NAME
1/25/2019 3:34:00 PM	RECEIVED REPAIR ORDER'S UNDER PREVIOUS CUSTOMER NAME
1/25/2019 3:37:00 PM	RECEIVED OPEN REPAIR ORDER - PART HAS BEEN ON ORDER SINCE NOVEMBER 20TH, 2018┬┐WE EXPECT THE PART ABOUT FEBRUARY 7TH
1/25/2019 3:55:00 PM	I JUST NEED CLARIFICATION ON WHAT PART/PARTS ARE YOU WAITING ON AND HOW THIS IS GETTING PAID? IS IT CP/GW/EXTENDED WARRANTY OR UNDER SOME KIND OF VW WARRANTY - IF SO WHICH ONE?
1/25/2019 4:48:00 PM	CUSTOMER ADVOCATE CALLED CUSTOMER; VM IS FULL; COULDN'T LEAVE MESSAGE | | | | WILL FOLLOW UP BY 1/30 SINCE CRR IS REVIEWING BUYBACK REQUEST
1/25/2019 9:01:00 AM	426084 - I UNDERSTAND THE VEHICLE IS CURRENTLY AT VOLKSWAGEN OF OAKLAND. IF I CAN PLEASE GET AN OPEN RO, WITH THE PREVIOUS REPAIR HISTORY, AND ANY ETA ON WHEN WE CAN EXPECT THE FINAL RO I WOULD APPRECIATE IT. | | | | 426097; 426024
1/27/2019 4:26:00 PM	PART WAS OK┬┐D BY GOODWILL

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD17AJ0EM[redacted]
Owner Or Fleet	[redacted]		OAKLAND, CA, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	11/20/2018	Incident Date	N/A
Mileage	37,974		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/28/2019 11:48:00 AM	UPON REVIEW OF THE AVAILABLE REPAIR HISTORY VWOA IS NOT IN THE POSITION TO REPURCHASE/REPLACE THE VEHICLE AT THIS TIME.
1/30/2019 2:34:00 PM	REFERENCE #[redacted] | | | DEAR MRS. [redacted] | | | | THANKS SO MUCH FOR YOUR CONTINUED PATIENCE WHILE WE┬┐VE BEEN AWAITING PARTS FOR YOUR JETTA. I KNOW WE┬┐VE BEEN WAITING SOME TIME. I┬┐M FOLLOWING UP TO LET YOU KNOW THAT CARE IS CLOSED TODAY DUE TO POOR WEATHER, SO I┬┐LL BE CHECKING BACK IN WITH YOU BY 2/1 AT THE LATEST WITH UPDATES ON YOUR CASE. | | | | I REALLY APPRECIATE YOUR TIME AND PATIENCE WHILE I RESEARCH THIS FOR YOU. PLEASE ENJOY YOUR DAY IN THE MEANTIME. | | | | SINCERELY, | | | | | | | | JUSTIN N | | REGION CASE MANAGER | | |
1/31/2019 1:32:00 PM	FROM:[redacted] | | SENT: WEDNESDAY, JANUARY 30, 2019 8:47 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE[redacted] | | | HEY JUSTIN! | | | | THANKS FOR THE UPDATE. HOPE YOU CAN STAY IN AND AVOID THE NASTIEST OF THE WEATHER, PREFERABLY WITH A GOOD BOOK OR MOVIE AND A WARM BLANKET! CHAT ON THE FIRST | |
2/1/2019 5:32:00 PM	RCM ADVISED; VW UNABLE TO REPURCHASE VEHICLE. APOLOGIZED FOR CONCERNS. PARTS EXPECTED 2/7. RCM WILL FOLLOW UP 2/7. | | | | CUST ACKNOWLEDGED AND ADVISED; DISSATIFIED WITH LACK OF COMMUNICATION FROM DEALER. HAVE NOT HEARD ANYTHING FROM THEM | | | | RCM APOLOGIZED AND ADVISED; WILL REMAIN ENGAGED WITH DLR AND SHARE CONCERNS WITH THEM. CUST THANKED.
2/4/2019 1:47:00 PM	HEY PAUL! THIS CUSTOMER┬┐S PARTS ARE EXPECTED 2/7. I┬┐M JUST FOLLOWING UP TO LET YOU KNOW THAT I SPOKE WITH THE CUSTOMER ON FRIDAY ABOUT THE BUYBACK DENIAL AND THEY ARE UPSET WITH THE LACK OF COMMUNICATION FROM THE DEALER ABOUT PARTS/ETA UPDATES. THOUGHT I┬┐D KEEP YOU IN THE LOOP. I┬┐LL BE CHECKING IN AGAIN 2/7 ON THE PART. THANKS FOR ALL THE HARD WORK DAY IN DAY OUT. | | | | JUSTIN NEUNER | |
2/7/2019 2:47:00 PM	HEY PAUL AND BILLY! IS THIS CUSTOMER┬┐S PARTS IN TODAY? PLEASE LET ME KNOW ANY NEW INFO ON THE DIAGNOSIS/REPAIRS/ETA. THANKS! | | | | JUSTIN NEUNER | |
2/7/2019 6:54:00 PM	RCM ADVISED; WAITING TO HEAR FROM DEALER IF PARTS ARE IN . RCM WILL TOUCH BASE WITH CUSTOMER AGAIN 2/8. CUSTOMER THANKED.
2/8/2019 1:44:00 PM	HEY FRANK! I┬┐M WONDERING IF THIS CUSTOMER┬┐S PARTS ARE IN, AS THEY ARE SUPPOSED TO BE IN. ANY NEWS? THANKS FOR ALL OF YOUR AMAZING HELP. | | | | JUSTIN NEUNER | |
2/8/2019 4:50:00 PM	RCM LVMM ADVISING; WORIKING WITH SD PAUL ON PARTS ARRIVAL AND REPAIRS . PAUL JUST GOT BACK IN OFFICE. RCM WILL CHECK BACK IN BY 2/11
2/11/2019 2:58:00 PM	NO PARTS
2/11/2019 8:48:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR PART CONCERNS WITH YOUR JETTA. | | | | I┬┐VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. I┬┐VE BEEN WORKING WITH SERVICE AT VOLKSWAGEN OF OAKLAND ON THE PARTS AND HAVE BEEN ADVISED THEY HAVE NOT ARRIVED AS EXPECTED. I WILL SEE IF I CAN GET AN UPDATED ETA FOR YOU AND WILL LET YOU KNOW IF I FIND ANYTHING OUT. I ALSO RECOMMEND KEEPING POSTED WITH THE DEALER PERSONALLY FOR ANY UPDATES. THEY CAN BE REACHED AT 510-834-7711. YOU CAN FEEL FREE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43670. YOU CAN ALSO REPLY TO THIS EMAIL. | | | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | | | SINCERELY, | | | | | | | | JUSTIN N | | REGION CASE MANAGER | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD17AJ0EM[redacted]
Owner Or Fleet	[redacted], OAKLAND, CA,[redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	11/20/2018	Incident Date	N/A
Mileage	37,974		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/13/2019 8:39:00 AM	FROM: [redacted] | | SENT: TUESDAY, FEBRUARY 12, 2019 10:14 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: [redacted] | | | THANKS, JUSTIN. SORRY FOR THE MISSED CALLS, I┬┐VE BEEN VERY SICK. HAVE NOT HEARD FROM THE DEALERSHIP YET. | | | ACE | | | | | RCM TO REVIEW
2/14/2019 7:27:00 PM	REFERENCE # [redacted] | | | DEAR MS [redacted] | | | THANKS FOR FOLLOWING UP AND I┬┐M SO SORRY TO HEAR THAT YOU┬┐RE NOT FEELING WELL. I HOPE YOU GET BETTER AS SOON AS POSSIBLE! I┬┐M CURRENTLY WORKING ON GETTING AN UPDATED ETA FOR THE PARTS. I KNOW WE┬┐VE BEEN WAITING A LONG TIME AND THEY WERE SUPPOSED TO COME IN SEVERAL DAYS AGO. | | | THIS ISN┬┐T THE EXPERIENCE I WANT FOR YOU AND AM DOING EVERYTHING I CAN TO TRY AND REACH A RESOLUTION. I┬┐LL BE CHECKING BACK IN BY 2/22 WITH ANY NEWS AT THE LATEST. | | | SINCERELY, | | | | | | | JUSTIN N | | REGION CASE MANAGER | | EXT 43670 | |
2/20/2019 6:51:00 PM	ANY NEWS ON THIS PART? 5C6-881-376-N WAITING SINCE NOVEMBER 20TH 2018 | | | | THANKS, | |
2/21/2019 1:32:00 PM	LEADERSHIP TO PLEASE CHECK FOR UPDATED PART ETA, AS THERE IS NO NEW ETA SINCE PART DIDNT SHOW ON 2/8 AS EXPECTED. THANK YOU!
2/22/2019 6:37:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | I┬┐M JUST FOLLOWING UP TO LET YOU KNOW THAT THERE IS NO NEW ETA FOR THE PARTS BUT I┬┐M STILL WORKING WITH LEADERSHIP FOR ANY UPDATES. YOU┬┐VE BEEN VERY PATIENCE AND I CAN┬┐T THANK YOU ENOUGH. I┬┐LL KEEP DIGGING INTO THIS FOR YOU AND WILL REACH OUT AGAIN BY 3/1. PLEASE ENJOY YOUR WEEKEND IN THE MEANTIME. | | | SINCERELY, | | | | | | | JUSTIN N | | REGION CASE MANAGER | | 43670 | |
2/25/2019 7:02:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | THANKS SO MUCH FOR FOLLOWING UP AND THAT┬┐S A GOOD QUESTION ON THE TRADE IN/BUYBACK REQUEST. I WILL CHECK WITH THE CR&R TEAM TO SEE IF WE CAN REVISIT YOUR REPURCHASE REQUEST AND I┬┐LL CHECK BACK IN BY 2/27 WITH AN UPDATE ON THAT. | | | I FEEL REALLY BAD THAT YOU┬┐VE BEEN WITHOUT YOUR JETTA FOR THIS LONG AND IT┬┐S MY HOPE THE SITUATION CAN BE TURNED AROUND FOR YOU AS SOON AS POSSIBLE. PLEASE ENJOY YOUR DAY IN THE MEANTIME. I LOOK FORWARD TO COMMUNICATING WITH YOU FURTHER. | | | SINCERELY, | | | | | | | JUSTIN N | | REGION CASE MANAGER | | 43670 | |
2/25/2019 7:39:00 AM	FROM: [redacted] | | SENT: FRIDAY, FEBRUARY 22, 2019 6:39 PM | | TO: VW EXPERIENCE | | SUBJECT: RE [redacted] | | | HI JUSTIN, | | | THANKS. I KNOW THEY SHOT DOWN THE IDEA OF TRADING IN MY VEHICLE, BUT WE┬┐RE LITERALLY GOING INTO THE THIRD MONTH SANS VEHICLE THAT I┬┐M MAKING $200 PAYMENTS ON. AT WHAT POINT DOES IT BECOME LIKELY FOR THEM TO BE ABLE TO MOVE FORWARD WITH A TRADE-IN? | | | THANKS FOR EVERYTHING, HOPE YOU HAVE A NICE WEEKEND! | | | WARMLY, | | | ACE | | | | | SUPERVISOR TO REVIEW
2/26/2019 2:04:00 PM	HEY PAUL, BILLY! WE LOOKED INTO THIS FURTHER AND CHECKED PARTS ON COMMAND - [redacted] SHOWS THAT SALES ITEM WAS REJECTED; DID YOUR DEALER CANCEL THAT ORDER? | | | WE SEE ON SALES DOC [redacted] THE PADDING WAS UPGRADED TO RED ORDER WITH CRITICAL ALERTS; THIS PART 5C6881376N IS ALSO DEALER TO DEALER ELIGIBLE AND THERE APPEAR TO BE STOCK AT THE PARTS DEPOT AND OTHER VW DEALER; FROM HERE, PLEASE CONTACT YOUR PARTS SPECIALISTS TO EXHAUST THE DEALER TO DEALER OR CONFIRM WHY THE PART DIDN'T ARRIVE ON 2/8. | | | PLEASE KEEP ME POSTED! THANK YOU | | | JUSTIN NEUNER | |
2/26/2019 2:06:00 PM	THANK YOU!! SINCE THIS CUSTOMER┬┐S CAR IS STILL DOWN WAITING ON PARTS, THEY WANT US TO REVISIT THE BUYBACK. IS THIS SOMETHING WE CAN DO WITHOUT ANY ADDITIONAL REPAIRS? | | | JUSTIN NEUNER | |
2/26/2019 7:56:00 AM	FROM: [redacted] | | SENT: MONDAY, FEBRUARY 25, 2019 7:14 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: [redacted] | | | THANKS, JUSTIN! I APPRECIATE ALL YOUR HARD WORK FOR ME. YOU┬┐VE DONE A MUCH BETTER JOB COMMUNICATING THAN ANYONE AT THE DEALERSHIP, FROM WHOM I HAVE NOT HEARD WORD ONE SINCE JANUARY. | | | LOOKING FORWARD TO HEARING BACK. | | | WARMLY, | | | [redacted] | | | | | SUPERVISOR TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD17AJ0EM[redacted]
Owner Or Fleet	[redacted] OAKLAND, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	11/20/2018	Incident Date	N/A
Mileage	37,974		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/26/2019 8:38:00 AM	SUPERVISOR CHECKED POC AND [redacted] SHOW THAT SALES ITEM WAS REJECTED; DEALER MAY HAVE CANCELED THAT ORDER; | | | | HOWEVER I DO SEE ON SALES DOC [redacted] THE PADDING WAS UPGRADED TO RED ORDER WITH CRITICAL ALERTS; THIS PART 5C6881376N IS ALSO D2D ELIGIBLE AND THERE APPEAR TO BE STOCK AT THE PARTS DEPOT AND OTHER VW DEALER; RECOMMEND KINDLY ASKING DEALER TO CONTACT PARTS SPECIALISTS TO EXHAUST THE D2D OR CONFIRM WHY PART DIDN'T ARRIVE ON 2/8;
2/26/2019 8:44:00 AM	ASSIGNED FOR HANDLING
2/27/2019 2:22:00 PM	HEY GUYS GOOD MORNING! I┬┤M WONDERING IF YOU┬┤VE BEEN IN TOUCH WITH YOUR PARTS SPECIALISTS? ANY INFO ON MY LAST EMAIL WOULD BE APPRECIATED. | | | | JUSTIN NEUNER | |
2/27/2019 2:24:00 PM	HELLO! THE DEALER DOES NOT HAVE A REASON FOR THE PART NOT SHOWING UP ON 2/8 AS EXPECTED AND THERE IS NO CURRENT ETA ON THE PARTS. THE CUSTOMER IS SEEKING US TO LOOK BACK INTO THE REPURCHASE REQUEST. I MUST SPEAK WITH HER TODAY. WHAT CAN I TELL HER? | | | | JUSTIN NEUNER | |
2/27/2019 7:08:00 PM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | | THANK YOU SO MUCH FOR THE KIND WORDS. I JUST FEEL BAD THAT YOU┬┤VE HAD TO SPEND SO LONG WITHOUT YOUR JETTA WITH NO SIGNIFICANT UPDATES ON THE REPAIRS. I┬┤VE DISCOVERED THAT THERE ARE POSSIBLY SOME AVAILABLE PARTS AT ANOTHER DEALER IN THE COUNTRY, SO I┬┤M WORKING ON TRYING TO GET THOSE PARTS TO VOLKSWAGEN OF OAKLAND FOR YOU. | | | | IN THE MEANTIME, I┬┤VE ALSO HAD MY CR&R TEAM ENGAGED TO SEE IF WE CAN REVISIT THE REPURCHASE REQUEST. THEY ADVISED THAT WE MAY BE ABLE TO REVISIT THE REQUEST AFTER WE FIND OUT IF WE CAN GET THE PARTS FROM ANOTHER DEALER. I┬┤LL HAVE UPDATES ON THIS VERY SOON, HOPEFULLY BY THE CLOSE OF BUSINESS 3/1. THANKS SO MUCH FOR CONTINUING TO WORK WITH ME ON THIS AND I HOPE TO HAVE THIS RESOLVED SOON. PLEASE ENJOY YOUR DAY IN THE MEANTIME. | | | | SINCERELY, | | | | | | | | JUSTIN N | | REGION CASE MANAGER | | EXT 43670 | |
2/28/2019 6:54:00 PM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | | THANKS FOR CHECKING IN AND I┬┤M SO SORRY THAT THE HEADLIGHT SYMPTOMS WEREN┬┤T TAKEN CARE OF. WHILE I┬┤M GLAD THE POD UNIT HAS BEEN RESOLVED, THIS ISN┬┤T THE SERVICE EXPERIENCE WE┬┤VE EXPECTED FOR YOU. | | | | IF YOU┬┤D LIKE TO WORK WITH ANOTHER DEALERSHIP TO HAVE THE LIGHT TAKEN CARE OF, YOU┬┤RE WELCOME TO WORK WITH ANY DEALER IN YOUR AREA. I┬┤D BE HAPPY TO BOOK YOU A VISIT IF YOU PROVIDE ME WITH ANY DATES, TIMES AND LOCATIONS THAT WOULD BEST FOR YOU. YOU CAN SEE DEALER CONTACT INFO AT [redacted] | | | | IS THE REPURCHASE REQUEST STILL SOMETHING YOU WANT ME TO LOOK INTO FOR YOU? PLEASE LET ME KNOW. THANK YOU AND PLEASE ENJOY YOUR DAY IN THE MEANTIME. | | | | SINCERELY, | | | | | | | | JUSTIN N | | REGION CASE MANAGER | | EXT 43670 | |
2/28/2019 7:38:00 AM	FROM: [redacted] | | SENT: WEDNESDAY, FEBRUARY 27, 2019 7:10 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: [redacted] | | | JUSTIN! | | | | THEY RETURNED MY CAR TO ME YESTERDAY. UNFORTUNATELY, THEY DID NOT COMPLETE ALL THE REPAIRS I REQUESTED WHICH I ONLY REALIZED WHEN I GOT HOME. THEY DIDN┬┤T FIX MY BROKEN HEADLIGHT, BUT THEY FIXED THE POD UNIT, WHICH IS FABULOUS. | | | | ANY ADVICE ON GETTING THE HEADLIGHT FIXED? POSSIBLY WITHOUT WORKING WITH THIS VW DEALERSHIP? | | | | WARMLY, | | | [redacted] | | | | | RCM TO REVIEW
3/1/2019 1:20:00 PM	VCI ADVISED. AS NO NEW ISSUES PERSIST, POSAITIOIN WOULD REMAIN SAME.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD17AJ0EM[redacted]
Owner Or Fleet	[redacted]		OAKLAND, CA, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	11/20/2018	Incident Date	N/A
Mileage	37,974		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

3/1/2019 7:18:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | THANKS SO MUCH FOR FOLLOWING UP. I DID CHECK WITH MY TEAM ON REVISITING THE REPURCHASE REQUEST AT THIS POINT AND SINCE THERE AREN┬┐T ANY ADDITIONAL CONCERNS AND THE REPAIRS ARE DONE, OUR POSITION ON THE BUYBACK WOULD REMAIN THE SAME AT THIS POINT. IF YOU NOTICE ADDITIONAL SYMPTOMS OR BRING YOUR CAR IN FOR THE HEADLIGHT CONCERNS AND WANT US TO REVISIT THAT REQUEST, PLEASE LET ME KNOW, AS WE CAN CERTAINLY LOOK FURTHER INTO THAT FOR YOU. | | | IF I CAN HELP WITH BOOKING YOU AN APPOINTMENT TO GET THE LIGHT FIXED, PLEASE LET ME KNOW SOME DATES AND TIMES THAT WOULD WORK BEST FOR YOU. I┬┐M MORE THAN HAPPY TO HELP WITH THAT. PLEASE ENJOY YOUR WEEKEND IN THE MEANTIME! | | | SINCERELY, | | | | | | | JUSTIN N | | REGION CASE MANAGER | | 43670 | |
3/1/2019 7:50:00 AM	FROM: [redacted] | | SENT: THURSDAY, FEBRUARY 28, 2019 6:58 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: [redacted] | | | WITH THE RETURN ON MY VEHICLE HAVING BEEN COMPLETED, IS IT WORTH THE EFFORT OF LOOKING INTO THE REPURCHASE REQUEST? I DON┬┐T WANT TO MAKE YOU DO WORK THAT JUST SEEMS SILLY IF IT┬┐S NOT GOING TO GO ANYWHERE. | | | THANKS FOR THE LINK! I CAN TOTALLY HANDLE GETTING THAT TAKEN CARE OF ON MY END. I REALLY APPRECIATE IT! | | | YEAH, I WAS EXTREMELY FRUSTRATED WITH THE DEALERSHIP. THEY ASKED THAT I RETURN THE CAR HAVING BEEN DETAILED ON THE INSIDE, BUT THAT DEFINITELY WASN┬┐T THE WAY THEY RETURNED MY VEHICLE. THAT PLUS THE UNFIXED HEADLIGHT - TOTAL BUMMER! | | | THANKS FOR ALL YOUR HELP, JUSTIN, YOU┬┐VE BEEN FABULOUS. | | | [redacted] | | | | | RCM TO REVIEW
3/4/2019 6:15:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | | I┬┐M JUST FOLLOWING UP ON MY LAST MESSAGE TO THANK YOU FOR THE OPPORTUNITY TO WORK WITH YOU ON YOUR CASE. IF YOU HAVE ANY ADDITIONAL INQUIRIES, PLEASE DON┬┐T HESITATE TO LET ME KNOW, AS I┬┐M HAPPY TO HELP. | | | WHILE I CAN┬┐T APOLOGIZE ENOUGH FOR THE PARTS DELAY ON THE REPAIRS FOR YOUR JETTA, I WANT TO MENTION THAT YOU MAY RECEIVE A BRIEF EMAIL SURVEY BASED ON OUR INTERACTIONS AND MY PROFESSIONALISM. THE SURVEY IS NOT BASED ON THE PARTS DELAY OR ANY EXPERIENCES AT THE DEALERSHIP. I┬┐D REALLY APPRECIATE ANY FEEDBACK YOU HAVE. | | | THANK YOU SO MUCH FOR YOUR TIME AND PATIENCE ON THIS. PLEASE HAVE A FANTASTIC DAY! | | | SINCERELY, | | | | | | | JUSTIN N | | REGION CASE MANAGER | | 43670 | |
3/4/2019 6:17:00 PM	CATEGORY SELECTION : STRUCTURE / INOPERABLE - 2 / LIGHT BROKEN;
3/4/2019 6:17:00 PM	CATEGORY SELECTION : ELECTRICAL / INOPERABLE - 1 / LIGHT BROKEN;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWJX7AJ4AM[redacted]
Owner Or Fleet	[redacted] Lafayette, LA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	11/21/2018	Incident Date	N/A
Mileage	159,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/21/2018 9:25:00 AM	CUSTOMER STATES: ORIGINAL OWNER; VEHICLE WAS PURCHASED; MAINTAINED AT VW DEALER; VEHICLE EXPERIENCING: AIRBAG LIGHT WAS ON AND HORN STOPPED WORKING; TOOK TO DEALER IN AUGUST WHO FIXED THE AIRBAG CLOCK SPRING; JUST GOT A LETTER ABOUT AN AIRBAG CLOCK SPRING WARRANTY AND WOULD LIKE TO KNOW IF IT CAN BE REIMBURSED | | | CUSTOMER SEEKING: REIMBURSEMENT | | | CO ADVISED: CAN RESPOND TO EMAIL WITH THE DOCUMENTS TO BE REVIEWED; POSSIBLE REIMBURSEMENT IF IT QUALIFIES UNDER THE WARRANTY | | | CO TO WAIT FOR DOCS
11/21/2018 9:32:00 AM	CATEGORY SELECTION : ELECTRICAL / OTHER SYMPTOM - 1 / REPLACED AIRBAG CLOCK SPRING ;
11/21/2018 9:37:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┤T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | JAMELLIA G | CUSTOMER CARE ADVOCATE |
11/26/2018 11:26:00 AM	MEDIA ATTACHED IN DOC CENTER
11/27/2018 11:41:00 AM	CO LEFT VOICEMAIL ADVISING RECEIVED THE REPAIR ORDER BUT TO PLEASE SEND POP TO HELP ALONG THE PROCESS | | | CO TO ASSIGN TO SP FOR REVIEW
11/27/2018 11:43:00 AM	TEAM TO REVIEW FOR REIMBURSEMENT OF AIRBAG CLOCK SPRING
11/28/2018 10:19:00 AM	MEDIA ATTACHED IN DOC CENTER
12/10/2018 8:59:00 AM	FROM: [redacted] | | SENT: SUNDAY, DECEMBER 09, 2018 5:18 PM | | TO: VW EXPERIENCE | | SUBJECT: FOLLOW UP ON REFERENCE # [redacted] | | | HELLO MA'AM, | | | I AM FOLLOWING UP WITH YOU ON THE STATUS OF REFERENCE # [redacted] REGARDING THE WARRANTY ON THE CLOCK SPRING FOR THE 2010 VW JETTA. | | | THANKS, | | | TY G. MCKINNEY | | | | |
12/13/2018 10:52:00 AM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.
1/11/2019 10:38:00 AM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO CLOCK SPRING AT 151951 MILES; WECY WARRANTY EXTENSION IS ONLY VALID FOR 10 YEARS OR 120,000 MILES WOF; AS REPAIRS WERE COMPLETED OUTSIDE OF MILEAGE PARAMETERS VW WOULD NOT REIMBURSE. | | | SP TO SEND DENIAL LETTER.
1/11/2019 10:46:00 AM	SP MAILED DENIAL LETTER.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A37FC[redacted]
Owner Or Fleet	[redacted] Lanoka Harbor, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	11/21/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/21/2018 1:39:00 PM	MEDIA ATTACHED IN DOC CENTER
11/21/2018 10:01:00 AM	CUSTOMER STATES: RECEIVED EXTENDED WARRANTY NOTICE AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI; NO LONGER OWNS VEH, AS CUST TRADED VEH IN FOR A NEW 2018 PASSAT; | | | | CUSTOMER SEEKING: REIMBURSEMENT FOR AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI WORK DONE ON VEH 1/2/2018; | | | | CO ADVISED: WILL EMAIL CUSTOMER CASE NUMBER, ONCE CUSTOMERS RECEIVES THE EMAIL, RESPOND DIRECTLY BACK WITH REPAIR ORDER AND POP; ONCE DOCUMENTS ARE RECEIVED; WILL ESCALATE TO THE REVIEW FOR REIMBURSEMENT TEAM; GENERAL TIME FRAME FOR REVIEW OF REIMBURSEMENT IS 120 BUSINESS DAYS FOR CUSTOMER TO RECEIVE OUR DECISION IN THE MAIL; | | | | CO TO WAIT FOR CUST DOCUMENTS; *CALL CUST WHEN DOCUMENTS HAVE BEEN RECEIVED*
11/21/2018 10:05:00 AM	***** EMAIL TO [redacted] **** | | REFERENCE # [redacted] | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | SAIDA H | CUSTOMER CARE ADVOCATE |
11/28/2018 1:00:00 PM	SP TO REVIEW FOR POSSIBLE REIMBURSEMENT FOR CLOCKSPRINT EXTENDED WARRANTY;
11/28/2018 12:59:00 PM	CO CALLED CUSTOMER; CUSTOMER HAS NOT SET UP VOICEMAIL, NO WAY TO LEAVE VOICEMAIL; | | | | *LVL 1 ADVISE: CUSTOMERS DOCUMENTS HAVE BEEN RECEIVED, WILL BE ESCALATING TO THE REIMBURSEMENT TEAM TO REVIEW CASE AND AS TOLD BEFORE GENERAL TIME FRAME FOR REVIEW OF REIMBURSEMENT IS 120 BUSINESS DAYS FOR CUSTOMER TO RECEIVE OUR DECISION IN THE MAIL;*
1/11/2019 11:44:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR. EXT; CUSTOMER PAID: $644.08 TAX: $40.25 TOTAL: $684.34 | | | | SP TO GENERATE CHECK REQUEST
1/11/2019 11:48:00 AM	1VWAT7A37FC[redacted] VW TO REIMBURSE UNDER WECY WARR. EXT; TOTAL: $684.34 | | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 684.34 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A31EC[redacted]
Owner Or Fleet	[redacted], NEWPORT NEWS, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	11/21/2018	Incident Date	N/A
Mileage	100,880		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/21/2018 10:13:00 AM	CUSTOMER STATES HE HAD THE FUEL PUMP CONTROL MODULE REPLACED BEFORE THE RECALL AND WANTED TO KNOW HOW TO GET REIMBURSED. | | | CO ADVISED TO SEND IN A COPY OF THE REPAIR ORDER/PROOF OF PAYMENT AND VW CAN REVIEW FOR REIMBURSEMENT. | | | NO FURTHER ACTION PENDING CUSTOMER MAIL.
12/12/2018 12:44:00 PM	MEDIA ATTACHED IN DOC CENTER
12/13/2018 1:54:00 PM	SP TO REVIEW FOR AIRBAG CLOCK SPRING WARRANTY EXTENSION REIMBUREMENT.
1/11/2019 9:53:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DEALER; DEALER PERFORMED REPAIRS BEFORE 120K MILES; VW TO REIMBURSE TOTAL; TOTAL: $405.66 | | | SP TO GENERATE CHECK REQUEST
1/11/2019 9:55:00 AM	1VWBS7A31EC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $405.66 | | | SP GENERATED CHECK REQUEST
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 405.66 MAILED ON 01/16/2019
2/22/2019 10:49:00 AM	RECEIVED RETURNED MAIL AND CHECK # [redacted] IN THE AMOUNT OF $405.66 WAS ENCLOSED. CUSTOMER NEEDS TO BE CONTACTED AND ADDRESS VERIFIED. PLEASE E-MAIL GCRCHECKREQUEST@[redacted] WITH CORRECT FULL ADDRESS INCLUDED IN THE E-MAIL AND WE WILL RESEND THE CHECK TO THE UPDATED ADDRESS. | | (STOP/VOID/REISSUE FORM NOT TO BE USED FOR THIS). | |
2/25/2019 1:16:00 PM	CHECK CAN BE RSENT TO [redacted] WILLIAMSBURG, VA [redacted]
2/25/2019 2:37:00 PM	RETURNED CHECK # [redacted] SENT TO UPDATED ADDRESS: [redacted] WILLIAMSBURG, VA [redacted]
3/4/2019 4:10:00 PM	CUSTOMER SEEKING: IF THE REIMBURSEMENT IS BEING PROVIDED; | | | CUSTOMER ADVOCATE ADVISED: THE CHECK IS BEING ISSUED TO THE CUSTOMER VIA POSTAL MAIL; | | | CUSTOMER ACKNOWLEDGED;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A38DC[redacted]
Owner Or Fleet	[redacted]		WEST HARTFORD, CT, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	11/21/2018	Incident Date	N/A
Mileage	86,075		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	N/A		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/21/2018 10:22:00 AM	CUSTOMER STATES: VEHICLE IS PREOWNED; VEHICLE WAS PURCHASED; BRAND LOYAL CUSTOMER; VEHICLE EXPERIENCING: NO STEERING CONTROL; NO HORN; TOOK TO DEALER A FEW MONTH AGO AND HAD THE AIRBAG CLOCK SPRING FIXED OUT OF MY POCKET: GOT A LETTER ABOUT A RECALL NOW AND WOULD LIKE TO GET REIMBURSED | | | CUSTOMER SEEKING: REIMBURSEMENT INFORMATION | | | CO ADVISED: CAN REVIEW THE DOCS FOR REIMBURSEMENT; CAN RESPOND TO EMAIL WITH REPAIR ORDER AND POP; ALSO PROVIDED FAX IN EMAIL | | | CO TO WAIT FOR DOCS
11/21/2018 10:23:00 AM	CATEGORY SELECTION : ELECTRICAL / OTHER SYMPTOM - 1 / REPLACED AIRBAG CLOCK SPRING ;
11/21/2018 10:25:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANKS FOR TALKING WITH ME TODAY. | | IF I CAN BE OF FUTURE ASSISTANCE, FEEL FREE TO CONTACT ME AT 800-822-8987. | | CUSTOMER CARE IS ALSO AVAILABLE BY EMAIL AT [redacted] ┬á FEEL FREE TO EMAIL US ANYTIME!┬á | | YOU CAN ALSO FAX ANY DOCUMENTS TO US AT 248-754-6504.┬á OR IF YOU NEED TO MAIL US IMPORTANT PAPERWORK, PLEASE SEND THEM TO THE FOLLOWING ADDRESS: | VOLKSWAGEN CUSTOMER CARE | 3800 HAMLIN ROAD | AUBURN HILLS, MI 48326 | | IF YOU HAVE A QUICK QUESTION THAT WE CAN ANSWER, WE┬╖RE AVAILABLE AFTER HOURS AND ON WEEKENDS, BY CHAT, ON [redacted] | | SINCERELY, | | | JAMELLIA G | CUSTOMER CARE ADVOCATE |
11/28/2018 2:12:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | FAX: 248-754-6504 | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬╖T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | JAMELLIA G | CUSTOMER CARE ADVOCATE | |
12/12/2018 1:21:00 PM	MEDIA ATTACHED IN DOC CENTER
12/12/2018 11:11:00 AM	MEDIA ATTACHED IN DOC CENTER
12/12/2018 2:09:00 PM	TEAM TO REVIEW UNDER WARRANTY EXT.
1/11/2019 10:19:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT.; SUBMITTED RO AND POP FROM DEALER; DEALER PERFORMED REPAIRS BEFORE 120K MILES; VW TO REIMBURSE TOTAL; TOTAL: $564.03 | | | SP TO GENERATE CHECK REQUEST
1/11/2019 10:21:00 AM	1VWBP7A38DC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $564.03 | | | SP GENERATED CHECK REQUEST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A38DC[redacted]
Owner Or Fleet	[redacted]		WEST HARTFORD, CT, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	11/21/2018	Incident Date	N/A
Mileage	86,075		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	N/A		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/17/2019 CHECK # [redacted] FOR AMOUNT $ 564.03 MAILED ON 01/16/2019 4:00:00 AM

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AXXFW[redacted]
Owner Or Fleet	[redacted] Tampa, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	11/21/2018	Incident Date	N/A
Mileage	42,720		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/21/2018 11:24:00 AM	CUSTOMER STATES TOOK VEHICLE INTO DEALER OCT 27TH; TO HAVE CLOCK SPRING REPLACED; CUSTOMER STATES SHE HAD TO PAY A CPO DEDUCTIBLE FEE; CUSTOMER ALSO STATES SHE JUST RECEIVED A LETTER FOR A CLOCK SPRING WARRANTY EXT.; | | | CUSTOMER SEEKING TO KNOW IF DEDUCTIBLE CAN BE REIMBURSED; | | | REVIEWED W/ EM; EMPOWERED ADVOCATE ADVISED: CUSTOMER MAY SUBMIT REPAIR ORDER AND POP FOR WECY WARRANTY EXTENSION | | NOTE: VEHICLE REPAIR COVERED UNDER CPO; CUSTOMER PAID FOR DEDUCTIBLE | | | CO ADVISED CUSTOMER CAN SUBMIT REPAIR ORDER AND POP FOR REPAIR TO REVIEW FOR POSSIBLE REIMBURSEMENT; CO OFFERED TO EMAIL CASE NUMBER WHERE CUSTOMER CAN RESPOND WITH REPAIR ORDER AND POP; CUSTOMER ACCEPTED; | | | WAIT FOR CUSTOMER MAIL; | | | |
11/21/2018 11:29:00 AM	FACE-FACE WITH CO | | | EMPOWERED ADVOCATE ADVISED: CUSTOMER MAY SUBMIT REPAIR ORDER AND POP FOR WECY WARRANTY EXTENSION | | | | | | | NOTE: VEHICLE REPAIR COVERED UNDER CPO; CUSTOMER PAID FOR DEDUCTIBLE
11/21/2018 11:39:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | CHRISTIAN E | CUSTOMER CARE ADVOCATE |
11/21/2018 3:59:00 PM	MEDIA ATTACHED IN DOC CENTER
11/23/2018 2:35:00 PM	SP TO REVIEW FOR REIMBURSEMENT OF DEDUCTIBLE FEE.
11/23/2018 2:37:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | | DEAR MS. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | SINCERELY, | | | CUSTOMER CARE ADVOCATE | |
1/10/2019 4:29:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCKSPRING; CUST ONLY PAID DEDUCTIBLE; VW TO REIMBURSE TOTAL: $53.50. | | | SP TO GENERATE CHECK REQUEST.
1/10/2019 4:30:00 PM	WVGAV7AXXFW[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $53.50. | | | GENERATED CHECK REQUEST.
1/17/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 53.50 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30DC[redacted]
Owner Or Fleet	[redacted], Southbury, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	11/21/2018	Incident Date	N/A
Mileage	72,784		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/21/2018 1:21:00 PM	CUSTOMER STATES: RECEIVED THE LETTER FOR THE AIRBAG CLOCK SPRING EXTENDED WARRANTY; HAD TO PAY FOR THE REPAIR OUT OF POCKET 2 YEARS AGO; REPAIR WAS ABOUT $670; | | CUSTOMER SEEKS: REIMBURSEMENT; | | | FACE TO FACE WITH ROSS B: AGREED CUSTOMER CAN SUBMIT REPAIR ORDER AND POP TO REVIEW FOR REIMBURSEMENT; | | | CO ADVISED: CUSTOMER CAN SUBMIT REPAIR ORDER AND POP FOR VW TO REVIEW FOR REIMBURSEMENT; ONCE DOCUMENTS HAVE BEEN RECEIVED WILL FOLLOW UP WITH CUSTOMER TO ADVISE OF THE DOCUMENT ARRIVAL AND THE REVIEW PROCESS WOULD BE STARTING; | | | CO TO WAIT CUSTOMER MAIL
11/21/2018 1:25:00 PM	***** EMAIL TO [redacted]***** | | REFERENCE #[redacted]| | DEAR MRS.[redacted]| | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | SABRENA S | CUSTOMER CARE ADVOCATE |
11/21/2018 1:25:00 PM	TL ADVISED CUSTOMER CAN SEND IN REPAIR ORDER AND PROOF OF PAYMENT FOR REVIEW
11/21/2018 2:47:00 PM	FROM:[redacted]| | SENT: WEDNESDAY, NOVEMBER 21, 2018 2:14 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE[redacted]| | | THANK YOU SO MUCH. DID YOU SAY THERE WAS A FORM I CAN SUBMIT ONLINE? | | THANKS | | SENT FROM MY IPHONE | |
11/23/2018 11:51:00 AM	CO CALLED TO ADVISE CUSTOMER CAN REPLY DIRECTLY TO THE EMAIL WITH THE REPAIR ORDER AND POP; | | | CUSTOMER STATES: ENDED UP MAILING THE DOCUMENTS IN; | | | CO ADVISED: WILL WAIT TO RECEIVE DOCUMENTS; DUE TO THE HIGH VOLUME OF REIMBURSEMENTS, THE PROCESS WAS EXTENDED TO A MAX TIME OF 120 BUSINESS DAYS; | | | CO TO WAIT CUSTOMER MAIL
11/28/2018 2:54:00 PM	MEDIA ATTACHED IN DOC CENTER
11/29/2018 11:11:00 AM	CO CALLED TO ADVISE RECEIVED RO; WILL SUBMIT THE DOCUMENTS TO BEGIN THE REVIEW PROCESS; THE REVIEW PROCESS IS SET AT 90-120 BUSINESS DAY TURNAROUND TIME; | | | REVIEWED WITH TL DEBBIE; ADVISED TO SUBMIT TO SP; IF THERE IS AN ISSUE WITH THE POP CAN CONTACT THE DLR TO VERIFY; | | | CUST ACKNOWLEDGED;
11/29/2018 11:13:00 AM	CUSTOMER SEEKS REIMBURSEMENT; CUSTOMER VERIFIED SHE PAID IN CASH FOR THE REPAIR;
1/11/2019 11:52:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR. EXT; SUBMITTED RO; SP VERIFIED POP IN XTIME; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR EXT; CUSTOMER PAID: $596.67 TAX: $37.88 TOTAL: $634.56 | | | SP TO GENERATE CHECK REQUEST
1/11/2019 11:59:00 AM	1VWBP7A30DC[redacted] VW TO REIMBURSE UNDER WECY WARR. EXT; TOTAL: $634.56 | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 634.56 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A33EC[redacted]
Owner Or Fleet	[redacted] Marion, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	11/23/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/23/2018 3:09:00 PM	MEDIA ATTACHED IN DOC CENTER
1/11/2019 1:45:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WAR. EXT; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR. EXT; CUSTOMER PAID: $554.08; TAX: $34.63 TOTAL: $588.71 | | | SP TO GENERATE CHECK
1/11/2019 1:48:00 PM	1VWAT7A33EC[redacted] VW TO REIMBURSE UNDER WECY WARR. EXT.; TOTAL: $588.71 | | | SP GENERATED CHECK REQUEST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A39FC[redacted]
Owner Or Fleet	[redacted] SAN ANTONIO, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	11/23/2018	Incident Date	N/A
Mileage	41,171		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/23/2018 5:28:00 PM	CUSTOMER STATES THAT HE RECEIVED A LETTER REGARDING EXT. WARRANTY; CUSTOMER STATES: ORIGINAL OWNER; BRAND LOYAL CUSTOMER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT BLINKING; CONTROL ON STEERING WHEEL WERE DISCONNECTED; HORN DIDN┬┐T WORK; VEHICLE WAS REPAIRED AT DEALER INDEPENDENT 2 WEEKS AGO; REPAIRS REPLACING STEERING WHEEL CLOCK SPRING; | | | CUSTOMER SEEKING: REIMBURSEMENT FOR REPAIRS | | | REVIEWED W/ EM; ADVISED TO SEND IN A COPY OF THE REPAIR ORDER/PROOF OF PAYMENT FOR REVIEW | | | CO ADVISED CAN SUBMIT POP AS WELL AS REPAIR ORDER; CO ADVISED WILL SEND AN EMAIL WHERE CUSTOMER CAN RESPOND TO WITH REQUIRED DOCUMENTS; | | | NO FURTHER ACTION; | | | | | | |
11/23/2018 5:32:00 PM	CA ADVISED TO SEND IN A COPY OF THE RO/PROOF OF PAYMENT FOR REVIEW
11/23/2018 5:38:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | | DEAR MR.[redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | CHRISTIAN E | CUSTOMER CARE ADVOCATE |
11/26/2018 10:12:00 AM	MEDIA ATTACHED IN DOC CENTER
11/30/2018 12:19:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | | DEAR MR.[redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | CHRISTIAN E | CUSTOMER CARE ADVOCATE | |
11/30/2018 12:19:00 PM	SP TO REVIEW REIMBURSEMENT REQUEST FOR REPAIRS COVERED UNDER CLOCK SPRING WARRANTY EXT.
12/3/2018 11:36:00 AM	**SPANISH SPEAKING CUSTOMER** | | | | CUSTOMER STATES: WAS CALLING TO MAKE A DEALER APPOINTMENT FOR AIRBAG LIGHT ON AND EPC LIGHT; CUSTOMER STATES HE HAD PREVIOUSLY PAID FOR AN AIRBAG CLOCK SPRING REPAIR AND THEN SHORTLY AFTER RECEIVED A NOTICE FOR THE WARRANTY EXTENSION ON VEHICLE; CUSTOMER STATES THERE MIGHT TO BEEN AN ISSUE WITH THE REPAIR FOR AIRBAG CLOCK SPRING AS THE LIGHT STILL REMAINS ON | | | CUSTOMER SEEKING: DEALER APPOINTMENT FOR AIRBAG LIGHT/EPC LIGHT ON | | | CUSTOMER ADVOCATE ADVISED: WILL NOTATE IN APPOINTMENT THAT CUSTOMER HAS THE AIRBAG LIGHT ON AND EPC LIGHT; IF AIRBAG LIGHT IS ON DUE TO REPAIR FOR AIRBAG CLOCK SPRING, REPAIR CARRIES A 1YR/12K MILES WOF SPARE PARTS WARRANTY AND CUSTOMER IS STILL COVERED BY WARRANTY EXTENSION FOR 10YR/120K MILES WOF; CA ALSO ADVISED VEHICLE HAS THE SERVICE ACTION UPDATE FOR ECM THAT WILL BE ADDED INTO DEALER APPOINTMENT; CUSTOMER ADVOCATE MADE APPOINTMENT VIA X-TIME FOR 8:00 AM - FRIDAY DEC 7, 2018 WITH SERVICE ADVISOR STACEY; CUSTOMER ADVOCATE ADVISED CONFIRMATION EMAIL WILL BE SENT WITH APPOINTMENT DETAILS; CUSTOMER CAN CALL BACK IF HE HAS ANY ADDITIONAL QUESTIONS OR VEHICLE CONCERNS | | | SP TO REVIEW
12/3/2018 8:20:00 AM	FROM: [redacted] | | SENT: FRIDAY, NOVEMBER 30, 2018 9:35 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | HELLO CHRISTIAN! DO YOU THINK IS POSSIBLE FOR ME IF I TAKE MY CAR TO THE DEALER AND GET A RESET TO MY CARS COMPUTER DUE TO THE CHANGE OF THE STEERING WHEEL CLOCK SPRING? RIGHT NOW MY CAR IS CRAZY.. DO YOU THINK THE EXTENDED WARRANTY CAN COVER THIS? | | | THANK YOU SO MUCH.. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A39FC[redacted]
Owner Or Fleet	[redacted] SAN ANTONIO, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	11/23/2018	Incident Date	N/A
Mileage	41,171		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/11/2019 10:51:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RECEIPT FOR PURCHASE OF AIRBAG CLOCK SPRING FROM DEALER; NO RO WITH DIAGNOSIS OR MILEAGE SUBMITTED; VW UNABLE TO REIMBURSE UNTIL RO WITH DIAGNOSIS AND MILEAGE AT TIME OF REPAIR IS SUBMITTED | | | SP TO GENERATE INSUFFICIENT DOCUMENTS LETTER
1/11/2019 10:54:00 AM	SP MAILED INSUFFICIENT DOCUMENTS LETTER
1/28/2019 8:17:00 AM	FROM: [redacted] | | SENT: SUNDAY, JANUARY 27, 2019 6:34 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | HELLO.. I JUST RECEIVED AN E MAIL REGARDING A PROOF OF MY CAR┬┐S RAPAIR .. I ALREADY SENT IT TO YOU GUYS LIKE 2 MONTHS AGO.. WERE A PIC OF THE CLOCKSPRING PURSHASE AND A TICKET FROM ALEX TIRE SHOP ABOUT THE INSTALL OF THAT CAR PART.. DO I HAVE TO SEND THEM TO YOU AGAIN?? | | ON NOV 30, 2018, 11:19 AM -0600, VW EXPERIENCE <VWEXPERIENCE@VW.COM>, WROTE: | |
2/5/2019 10:35:00 AM	CUSTOMER EMAILED BACK ASKING IF HE NEEDED TO RESUBMIT DOCUMENTS | | | TEAM 5 TO RESPOND TEAM SAYING WE SENT A LETTER REQUESTING ADDITIONAL INFORMATION FOR HIS REIMBURSEMENT REQUEST - WE NEEDED A DIAG TO FULLY REVIEW HIS REQUEST - DID HE RECIEVE THE LETTER MAILED TO HIM AT 8211 GRISSOM GATE SAN ANTONIO, TX | |
2/7/2019 10:26:00 AM	REFERENCE # [redacted] | | | | DEAR MR. [redacted] | | | | I APPRECIATE YOU REACHING OUT. | | | | ACCORDING TO MY RESOURCES, WE┬┐VE RECEIVED A PART INVOICE FROM A DEALERSHIP AND PROOF OF PAYMENT OF HAVING THAT PART INSTALLED, FROM YOU. TO PROCEED, WE WOULD ALSO NEED A REPAIR ORDER FROM THE DEALERSHIP SHOWING THE VIN OF YOUR VEHICLE, DATE SERVICE WAS TAKEN, AND ANY DIAGNOSIS DETAILS FROM ALEX TIRE SHOP. | | | YOU MAY REACH OUT TO THE DEALERSHIP TO OBTAIN THIS INFORMATION. ONCE RECEIVED, YOU MAY REPLY TO THIS EMAIL WITH COPIES AND I WOULD MORE THAN HAPPY TO ESCALATE YOUR REIMBURSEMENT REQUEST FOR FURTHER REVIEW. IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, FEEL FREE TO INCLUDE THEM IN YOUR RESPONSE. | | | HAVE A WONDERFUL DAY | | | | | SINCERELY, | | | | | | | ZHANE S. | | CUSTOMER CARE ADVOCATE | | | | | | |
2/11/2019 1:56:00 PM	REFERENCE # [redacted] | | | | DEAR MR. [redacted] | | | | I HOPE YOU HAD A RELAXING WEEKEND. | | | | I SENT YOU AN EMAIL ON 02/07/2019 REGARDING YOUR REIMBURSEMENT REQUEST. WE RECEIVED A ┬┐PART INVOICE┬┐ AND PROOF OF PAYMENT FROM YOU ALREADY. TO PROCEED, WE WOULD ALSO NEED A REPAIR ORDER FROM THE DEALERSHIP SHOWING THE VIN OF YOUR VEHICLE, DATE SERVICE WAS TAKEN, AND ANY DIAGNOSIS DETAILS FROM ALEX TIRE SHOP. | | | YOU MAY REACH OUT TO THE DEALERSHIP TO OBTAIN THIS INFORMATION. ONCE RECEIVED, YOU MAY REPLY TO THIS EMAIL WITH COPIES AND I WOULD MORE THAN HAPPY TO ESCALATE YOUR REIMBURSEMENT REQUEST FOR FURTHER REVIEW. IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, FEEL FREE TO INCLUDE THEM IN YOUR RESPONSE. | | | KEEP IN MIND, IN THE NEXT DAY OR TWO, YOU MAY RECEIVE AN EMAIL SURVEY REGARDING OUR INTERACTION. PLEASE TAKE A MOMENT TO COMPLETE IT. YOUR FEEDBACK AND IDEAS ARE IMPORTANT IN UNDERSTANDING HOW WE CAN MAKE YOUR EXPERIENCES BETTER IN THE FUTURE. | | | HAVE A GREAT DAY. | | | SINCERELY, | | | | | | | ZHANE S. | | CUSTOMER CARE ADVOCATE | | | | | | |
2/12/2019 1:20:00 PM	MEDIA ATTACHED IN DOC CENTER
2/12/2019 5:14:00 PM	CUST SENT IN COPY OF RO FROM "ALEX TIRE SHOP" INCLUDING DESCRIPTION OF LABOR WITH VIN INCLUDED
2/15/2019 10:33:00 AM	FROM: [redacted] | | SENT: FRIDAY, FEBRUARY 15, 2019 8:21 AM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | THANK YOU! | | | | | CO TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A39FC[redacted]
Owner Or Fleet	[redacted] SAN ANTONIO, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	11/23/2018	Incident Date	N/A
Mileage	41,171		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/15/2019 8:02:00 AM	REFERENCE #[redacted] | | | | DEAR MR. [redacted] | | | | THANK YOU FOR SUBMITTING YOUR REPAIR ORDER, THOUGH I APOLOGIZE FOR THE DELAY IN MY REPLY. | | | AT THIS TIME I HAVE ALL THE DOCUMENTATION I NEED TO HAVE OUR CAMPAIGN TEAM RE-REVIEW YOUR REQUEST. YOU SHOULD RECEIVE THEIR DETERMINATION WITHIN 3-4 WEEKS BY MAIL. | | | | SHOULD YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO LET US KNOW. | | | | SINCERELY, | | | | | | | | ZHANE S. | | CUSTOMER CARE ADVOCATE | | | | | | | | CA TO ESCALATE BACK TO SP BOYNETI PER REVIEW
2/15/2019 8:03:00 AM	SP TO RE-REVIEW CUSTOMER REIMBURSMENT REQUEST; CUSTOMER SUBMITTED REQUESTED RO FROM INDEPENDENT SHOWING PART INSTALLATION AND DIAGNOSIS INFORMATION; NO MILEAGE ON RO BUT PER VDF CUSTOMER IS WITHIN MILEAGE PARAMETERS OF WECY WARRANTY EXTENSION
2/15/2019 8:28:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT AND RECEIPT FOR PURCHASE OF CLOCK SPRING FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; BOTH PARTS AND LABOR COSTS ARE BELOW CAP AMOUNTS; VW TO REIMBURSE WECY WARR EXT; PARTS: $208.85; LABOR: $125.00; TAX: $13.05; TOTAL: $346.90 | | | SP TO GENERATE CHECK REQUEST
2/15/2019 8:31:00 AM	1VWAT7A39FC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $346.90 | | | SP GENERATED CHECK REQUEST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX3BW[redacted]
Owner Or Fleet	[redacted] Charlotte, NC, 28277, ?		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	11/26/2018	Incident Date	N/A
Mileage	135,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/26/2018 2:21:00 PM	CO LEFT VOICE MAIL MESSAGE ADVISING EMAIL RETURNED ; PROVIDED EMAIL TO SEND IN DOCUMENTS AND REFERENCE CASE # ; | | | | CO TO WAIT FOR DOCUMENTS;
11/26/2018 8:35:00 AM	CUSTOMER STATES HAD THE CLOCK SPRING REPLACED AT 107,497K ; DEALER STATED CUSTOMER CAN SUBMIT DOCUMENTS FOR REIMBURSEMENT ; CLOCK SPRING BROKE AGAIN; | | | CUSTOMER SEEKING REIMBURSEMENT | | | CO ADVISED WOULD NEED INVOICE AND POP ; ONCE RECEIVING THEM IT TAKES 120 DAYS FOR DOCUMENTS TO BE REVIEWED AND CUSTOMER WILL RECEIVE A LETTER OR CHECK IN THE MAIL WITHIN THAT TIMEFRAME ; ADVISED NOW DUE TO MILEAGE OUTSIDE APPLICABLE WARRANTY CUSTOMER WOULD BE RESPONSIBLE FOR THE REPAIRS; | | | CO TO CLOSE PENDING CUSTOMER CONTACT ;
11/26/2018 8:38:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | HELLO, | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | FAX: 248-754-6504 | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON'T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | JANET V | CUSTOMER CARE ADVOCATE | |
11/26/2018 8:46:00 AM	DELIVERY HAS FAILED TO THESE RECIPIENTS OR GROUPS: | [redacted] | | THE RECIPIENT'S E-MAIL ADDRESS ISN'T CORRECT. PLEASE CHECK THE E-MAIL ADDRESS AND TRY TO RESEND THE MESSAGE. IF THE PROBLEM CONTINUES, CONTACT YOUR HELPDESK. | | THE FOLLOWING ORGANIZATION REJECTED YOUR MESSAGE: [redacted] |
11/27/2018 8:37:00 AM	CUSTOMER STATES: NEVER RECEIVED EMAIL THAT WAS GOING TO OUTLINE WHAT NEEDED TO BE SUBMITTED BY CUSTOMER; CORRECTED EMAIL ADDRESS; | | | CUSTOMER ADVOCATE ADVISED: WILL SEND EMAIL BACK OUT TO CUSTOMER; | | | | CUSTOMER ACKNOWLEDGED; | | | | CO TO REVIEW.
11/27/2018 8:37:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | FAX: 248-754-6504 | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON'T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | ALYSSA M | CUSTOMER CARE ADVOCATE | |
12/3/2018 1:48:00 PM	FROM: [redacted] | | SENT: MONDAY, DECEMBER 03, 2018 1:47 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | IT IS IN THE MAIL. OLAV NILENDER | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX3BW[redacted]
Owner Or Fleet	[redacted], Charlotte, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	11/26/2018	Incident Date	N/A
Mileage	135,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/3/2018 11:31:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | FAX: 248-754-6504 | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | JANET V | CUSTOMER CARE ADVOCATE | |
12/3/2018 11:31:00 AM	CO TO CLOSE PENDING CUSTOMER MAIL
12/5/2018 10:46:00 AM	CO TO CLOSE PENDING CUSTOMER MAIL ;
12/11/2018 2:35:00 PM	MEDIA ATTACHED IN DOC CENTER
12/12/2018 11:49:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | JANET V | CUSTOMER CARE ADVOCATE | |
12/12/2018 11:50:00 AM	SP TO REVIEW UNDER WECY FOR AIRBAG CLOCK SPRING
1/11/2019 10:54:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 107,497 MILES; REPAIR ORDER DATE IS 03/25/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; PARTS $336.48, LABOR $375.99; TAX $42.74; TOTAL $755.21. | | | SP TO GENERATE CHECK REQUEST.
1/11/2019 11:04:00 AM	GW-PROVIDED-OUT OF POCKET DATE
1/11/2019 11:05:00 AM	WVGAV7AX3BW[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $755.21. | | | SP GENERATED CHECK.
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 755.21 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX3BW[redacted]
Owner Or Fleet	[redacted], Charlotte, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	11/26/2018	Incident Date	N/A
Mileage	135,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

6/19/2019 9:38:00 AM	E-MAILED STOP PAYMENT, CHECK #[redacted]IN THE AMOUNT OF $755.21 TO ACCOUNTS PAYABLE; CUSTOMER NEVER RECEIVED. IF CHECK HAS NOT BEEN CASHED, AP WILL ISSUE A NEW CHECK. THE PROCESS NORMALLY TAKES 10-14 BUSINESS DAYS.
6/24/2019 10:08:00 AM	REISSUED CHECK #[redacted]IN THE AMOUNT OF $755.21 MAILED 6/24/19.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A37FC[redacted]
Owner Or Fleet	[redacted] Athens, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	11/26/2018	Incident Date	N/A
Mileage	45,313		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/26/2018 2:34:00 PM	REFERENCE CASE #[redacted] | | | CUSTOMER STATES HAVE NOT BEEN ABLE TO GET IN CONTACT WITH RCM ALETTA ; VEHICLE NOW HAS A RECALL FOR CLOCK SPRING ; | | | | CUSTOMER SEEKING REIMBURSEMENT; | | | | CO ADVISED THAT WOULD JUST NEED INVOICE AND POP FROM DEALER 407221 ; ADVISED REVIEW PROCESS CAN TAKE 120 DAYS; WITHIN THAT TIME CUSTOMER WILL RECEIVE A LETTER OR CHECK IN THE MAIL ; ADVISED AT THE TIME CUSTOMER DID NOT HAVE THE WARRANTY EXTENSION ; | | | | CO TO WAIT FOR CUSTOMER DOCUMENTS;
11/26/2018 2:44:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | JANET V | CUSTOMER CARE ADVOCATE |
11/26/2018 8:36:00 AM	FROM: [redacted] | | SENT: SUNDAY, NOVEMBER 25, 2018 5:44 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | HEY ALETTA! | | | | MY CAR, ONE MONTH LATER, IS NOW PART OF THE RECALL!!!!!!!!!!!!!! I JUST RECEIVED A LETTER IN THE MAIL WITH MY EXTENDED WARRANTY ON THE CLOCK-SPRING I HAD REPLACED LAST MONTH. | | | I'D LIKE YOU TO IMMEDIATELY INITIATE A REFUND FOR THE COST OF MY REPAIR! I HAVE A PHYSICAL COPY OF THE RECEIPT, AND VOLKSWAGEN OF ATHENS IN ATHENS, GA PERFORMED THE REPAIR, SO THEY TOO SHOULD BE ABLE TO PROVIDE YOU WITH THE SERVICE RECORD. | | | SHOOT, I CAN EVEN GO DOWN THERE IF THEY'D JUST LIKE TO REFUND ME DIRECTLY TO THE DEBIT CARD I PAID WITH! | | | PLEASE GIVE ME A CALL AT [redacted] I WILL CALL YOU IF I GET A CHANCE. | | | | | MY MAILING ADDRESS, IF YOU DON'T ALREADY HAVE IT: | | | MR. [redacted] | | [redacted] | ATHENS, GA [redacted] | | |
11/27/2018 3:34:00 PM	SP TO REVIEW UNDER AIRBAG CLOCK SPRING WARRANTY EXTENSION
11/27/2018 3:34:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | DEAR MR. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | JANET V | CUSTOMER CARE ADVOCATE | |
11/27/2018 9:36:00 AM	MEDIA ATTACHED IN DOC CENTER
1/11/2019 1:31:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR. EXT; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR. EXT; CUSTOMER PAID: $480.07; TAX: $11.60 TOTAL: $491.67 | | | SP TO GENERATE CHECK REQUEST
1/11/2019 1:39:00 PM	1VWAS7A37FC[redacted] VW TO REIMBURSE UNDER WECY WARR. EXT; TOTAL: $491.67 | | | SP GENERATED CHECK REQUEST
1/17/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 491.67 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW117AU7HM[redacted]
Owner Or Fleet	[redacted] Silver City, NM, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2017		
Report Date	11/26/2018	Incident Date	N/A
Mileage	38,800		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521K		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/26/2018 1:03:00 PM	TEAM 5 FOX TO EMAIL CUSTOMER REMAINING WARRANTIES ON VEHICLE | | | | WARRANTY START DATE: 10/31/16 | | AIRBAG CLOCK SPRING WARRANTY FOR 10YEARS/120K MILES WOF; POWERTRAIN LIMITED WARRANTY FOR 5YEARS/60K MILES WOF; LIMITED WARRANTY AGAINST CORROSION PERFORATION FOR 12YEARS/120K MILES WOF; FEDERAL EMISSIONS LONG TERM WARRANTY FOR 8YEARS/80K MILES WOF
11/26/2018 1:03:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / CLOCK SPRING BROKEN;
11/26/2018 12:57:00 PM	CUSTOMER STATES: CUSTOMER BELIEVES THAT HIS STEERING WHEEL CLOCK SPRING BROKE; CUSTOMER STATES THAT HE HAS NO STEERING WHEEL FUNCTIONS AND HIS AIRBAG LIGHT IS ON; CUSTOMER STATES THAT HE DID NOT RECEIVE A WARRANTY EXTENSION NOTICE IN THE MAIL | | | CUSTOMER SEEKING: TO KNOW IF HE HAS THE CLOCKSPRING WARRANTY EXTENSION ON VEHICLE | | | | CO ADVISED: CUSTOMER HAS THE CLOCKSPRING WARRANTY ON HIS VEHICLE FOR 10YEARS/120K MILES WOF FROM THE WARRANTY START DATE OF 10/31/16; CUSTOMER SHOULD TAKE VEHICLE INTO AN AUTHORIZED VW DEALERSHIP FOR A DIAGNOSIS, AND IF THE PROBLEMS ARE RELATED TO THE CLOCKSPRING, CUSTOMER SHOULD BE COVERED UNDER THE WARRANTY EXTENSION; CO WILL EMAIL CUSTOMER THE REMAINING WARRANTIES ON VEHICLE | | | CO TO ESCALATE TO TEAM 5 FOX
11/28/2018 11:22:00 AM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.
11/28/2018 11:23:00 AM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A39CC[redacted]
Owner Or Fleet	[redacted] Highland, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	11/26/2018	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/26/2018 2:19:00 PM	** SPANISH SPEAKING CUSTOMER ** | | | CUSTOMER STATES: VEHICLE EXPERIENCING ISSUES, AIRBAG LIGHT IS ON, STEERING WHEEL CONTROLS ARE NOT WORKING GIRLFRIENDS CAR; CUSTOMER STATES READ ONLINE THAT VEHICLE MAY HAVE RECALLS; | | | | CUSTOMER SEEKING: WHAT HE CAN DO; RECALLS; | | | CO ADVISED: VEHICLE HAS WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING TILL 04/01/2027; CO ADVISED WOULD HAVE TO TAKE TO VW DEALER FOR DIAGNOSIS; CO ADVISED IF NOT COVERED BY WARRANTY EXTENSION WOULD BE CUSTOMER EXPENSE; | | | CO CALLED DEALER 422140 AND SPOKE WITH YVETTE; PROVIDED CUSTOMER INFORMATION AND MADE APPOINTMENT FOR 11/30 AT 8AM; | | | CO TO EMAIL CUSTOMER APPOINTMENT INFORMATION;
11/26/2018 2:41:00 PM	TEAM 5 TO EMAIL CUST DEALER INFORMATION AND APPOINTMENT DETAILS; | | | APPOINTMENT AT DEALER FOR 11/30/2018 AT 8AM; DEALER IS MOSS BROS VW, ADDRESS 27750 EUCALYPTUS AVE IN MORENO VALLEY CA | | | TEAM 5 TO REVIEW;
11/28/2018 1:51:00 PM	REFERENCE #[redacted] | | | DEAR [redacted] AND MR. [redacted] | | | I AM FOLLOWING UP TO CONFIRM YOUR APPOINTMENT DETAILS. | | | MOSS BROS. VOLKSWAGEN OF MORENO VALLEY | | 27750 EUCALYPTUS AVE | | MORENO VALLEY, CA. 92555 | | APPOINTMENT: NOVEMBER 30, 2018 AT 8 A.M. | | | IF YOU HAVE ANY OTHER QUESTIONS, PLEASE FEEL FREE TO CONTACT US AGAIN. | | | SINCERELY, | | | | | | | MALI R. | | CUSTOMER CARE ADVOCATE | |
11/28/2018 1:51:00 PM	CO TO REVIEW.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWPL7AJ7EM[redacted]
Owner Or Fleet	[redacted]		Gig Harbor, WA, [redacted]
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2014		
Report Date	11/26/2018	Incident Date	N/A
Mileage	47,239		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/26/2018 2:43:00 PM	CUSTOMER STATES: AIRBAG LIGHT WAS ON AND STEERING WHEEL CONTROLS STOPPED WORKING; HAS HAPPENED TWICE; DEALER SAID CONTACT CARE FOR REIMBURSEMENT FOR FIRST TIME AS THERE IS A WARRANTY EXTENSION | | | CUSTOMER SEEKS: TO KNOW IF THERE IS A WARRANTY EXTENSION ON VEHICLE | | | CO ADVISED: IS WARRANTY EXTENSION ON AIRBAG CLOCK SPRING; SEND IN DOCUMENTS FOR REIMBURSEMENT REVIEW; WILL SEND EMAIL WITH INSTRUCTIONS ON HOW TO SEND IN DOCUMENTS; REVIEW WILL TAKE 120 DAYS | | | CUSTOMER ACCEPTS | | | CO TO WAIT CUSTOMER MAIL
11/26/2018 2:57:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | FAX: 248-754-6504 | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | STEFANI S | CUSTOMER CARE ADVOCATE | |
12/3/2018 3:57:00 PM	CO LEFT VOICE MAIL MESSAGE: CALLING BACK BECAUSE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW; CALL US AT 800-822-8987 AND REFERENCE CASE NUMBER [redacted] FOR FURTHER ASSISTANCE
12/3/2018 4:02:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | FAX: 248-754-6504 | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | STEFANI S | CUSTOMER CARE ADVOCATE | |
12/5/2018 8:31:00 AM	CATEGORY SELECTION : ELECTRICAL / HISTORICAL CONCERN / CLOCK SPRING REPAIR;
12/10/2018 12:25:00 PM	CO LEFT VOICE MAIL MESSAGE: CALLING BACK BECAUSE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW; CALL US AT 800-822-8987 AND REFERENCE CASE NUMBER [redacted] FOR FURTHER ASSISTANCE | | | CO TO CLOSE PENDING CUSTOMER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWPL7AJ7EM[redacted]
Owner Or Fleet	[redacted] Gig Harbor, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2014		
Report Date	11/26/2018	Incident Date	N/A
Mileage	47,239		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/10/2018 12:27:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH US. | | I TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. AT YOUR EARLIEST CONVENIENCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987. | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | SINCERELY, | | | | STEFANI S | CUSTOMER CARE ADVOCATE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AXXDW[redacted]
Owner Or Fleet	[redacted] PULASKI, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	11/26/2018	Incident Date	N/A
Mileage	100,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/26/2018 5:05:00 PM	CUSTOMER STATES: CUSTOMER IS HAVING VEHICLE CONCERNS; CUSTOMER'S AIRBAG LIGHT IS ON, CUSTOMER HAS LOSS OF STEERING WHEEL FUNCTIONS AND THERE IS A CLICKING NOISE WHEN CUSTOMER TURNS HIS STEERING WHEEL; CUSTOMER STATES HE CALLED A VW DEALER AND WAS TOLD HE HAS NO OPEN RECALLS ON VEHICLE; CUSTOMER WANTS TO KNOW IF HE HAS ANY OPEN RECALLS ON VEHICLE | | | CUSTOMER SEEKING: OPEN RECALLS ON VEHICLE | | | CO ADVISED: CUSTOMER HAS NO OPEN RECALLS ON VEHICLE; CUSTOMER HAS AN AIRBAG CLOCK SPRING WARRANTY ON VEHICLE, AND CUSTOMER'S VEHICLE CONCERNS LINE UP WITH WHAT THE WARRANTY EXTENSION COVERS; CO ADVISED: CUSTOMER NEEDS TO TAKE VEHICLE TO A VW DEALERSHIP TO GET DIAGNOSED, AND IF PROBLEMS ARE RELATED TO THE WARRANTY EXTENSION, THEY WOULD BE COVERED BY VW; CO LOCATED THE CLOSEST DEALERSHIP TO CUSTOMER; CO TO EMAIL CUSTOMER WARRANTY EXTENSION ON VEHICLE AND THE NEAREST DEALERSHIP'S NAME AND NUMBER | | | CO TO ESCALATE TO TEAM 5 FOX
11/26/2018 5:09:00 PM	TEAM 5 FOX TO EMAIL CUSTOMER THE AIRBAG CLOCK SPRING WARRANTY EXTENSION ON VEHICLE AND THE NEAREST DEALER'S NAME AND CONTACT INFORMATION | | | THE AIRBAG CLOCK SPRING WARRANTY EXTENSION: 15YEARS/UNLIMITED MILES FROM WARRANTY START DATE OF 12/31/12 | | | DEALER: BROADWAY VOLKSWAGEN-2700 S ASHLAND AVE, GREEN BAY, WI 54304 | | PHONE NUMBER: 920-498-6666
11/29/2018 8:44:00 AM	***ATTACHED WARRANTY EXTENSION | | | REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | ATTACHED, YOU WILL FIND THE CLOCK SPRING WARRANTY EXTENSION FOR YOUR TIGUAN. THIS WARRANTY STARTS FROM YOUR ORIGINAL IN-SERVICE DATE OF DECEMBER 31, 2012. | | | THE FOLLOWING IS THE CONTACT INFORMATION FOR THE CLOSEST DEALERSHIP IN YOUR AREA: | | | BROADWAY VOLKSWAGEN | | 2700 ASHLAND AVE | | GREEN BAY, WI. 54304 | | PHONE NUMBER: 920-498-6666 | | | IF YOU HAVE ANY OTHER QUESTIONS, PLEASE FEEL FREE TO CONTACT US AGAIN. | | | SINCERELY, | | | | | | | CIDNEY H. | | CUSTOMER CARE ADVOCATE | |
11/29/2018 8:45:00 AM	CO TO REVIEW.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX2EW[redacted]
Owner Or Fleet	[redacted] Charlestown, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	11/26/2018	Incident Date	N/A
Mileage	44,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/26/2018 6:30:00 PM	CUSTOMER STATES PAID OUT OF POCKET FOR AIRBAG CLOCK SPRING; SEEKING REIMBURSEMENT | | | CO ADVISED CUSTOMER TO SEND IN REPAIR ORDER AND POP; WILL EMAIL CUSTOMER CAN REPLY; PROCESS TAKES 120 DAYS | | | CO TO EMAIL
11/26/2018 6:31:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | ANE T | | CUSTOMER CARE ADVOCATE | | | CO TO WAIT CUSTOMER REPLY
12/3/2018 12:30:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | | DEAR MRS. [redacted] | | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | SINCERELY, | | | | | | ANE T | | CUSTOMER CARE ADVOCATE | | | | | | | NO FURTHER ACTION
12/4/2018 11:22:00 AM	MEDIA ATTACHED IN DOC CENTER
12/4/2018 11:53:00 AM	SP TO REVIEW FOR REIMBURSEMENT UNDER THE AIRBAG CLOCK SPRING WARRANTY EXT
12/4/2018 11:53:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | ANE T | | CUSTOMER CARE ADVOCATE | | | | | | | CO TO ESCALATE TO SP
1/3/2019 10:47:00 AM	| | FROM: [redacted] | | SENT: THURSDAY, JANUARY 03, 2019 10:47 AM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | HELLO, | | | REFERENCE # [redacted] | | | I AM REACHING OUT TODAY TO CHECK ON THE CURRENT STATUS OF MY REIMBURSEMENT REQUEST. PLEASE LET ME KNOW WHERE THINGS STAND IF ANY OTHER ACTION IS REQUIRED ON MY PART. | | | THANK YOU, | |
1/3/2019 11:00:00 AM	REF # [redacted] | | | DEAR MR. [redacted] | | | THANK YOU FOR REACHING OUT TO US INQUIRING ABOUT AN UPDATE ON YOUR REIMBURSEMENT REQUEST, AND I APPRECIATE THE CHANCE TO FOLLOW UP WITH YOU. | | | YOUR REPAIR INFORMATION WAS RECEIVED ON DECEMBER 4TH, 2018. AND HAS BEEN FORWARDED ON TO THE APPROPRIATE DEPARTMENT FOR FURTHER REVIEW. DUE TO UNUSUAL HIGH VOLUME, THIS PROCESS IS TAKING LONGER THAN EXPECTED, AND I APOLOGIZE FOR THE INCONVENIENCE. YOU SHOULD RECEIVE AN UPDATE WITHIN 120 DAYS FROM THE DATE WE RECEIVED YOUR REPAIR INVOICE. | | | YOUR PATIENCE WITH THIS IS MUCH APPRECIATED, AND IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE CONTACT US THROUGH OUR CUSTOMER CARE CENTER AT (800) 822-8987. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX2EW[redacted]
Owner Or Fleet	[redacted] Charlestown, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	11/26/2018	Incident Date	N/A
Mileage	44,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/11/2019 11:19:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED 2 REPAIR ORDER'S AND 2 POP'S FROM DEALER AND INDEPENDENT; DEALER PERFORMED DIAGNOSIS NEEDS NEW CLOCK SPRING CONTROL UNIT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 43,104 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $290.07; LABOR $311.90 (DEALER DIAGNOSIS AND INDEPENDENT LABOR); TAX $19.04; TOTAL $621.01. | | | | SP TO GENERATE CHECK REQUEST.
1/11/2019 11:37:00 AM	WVGBV3AX2EW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $621.01. | | | | SP GENERATED CHECK.
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 621.01 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX1EW[redacted]
Owner Or Fleet	[redacted] Riverside, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	11/26/2018	Incident Date	N/A	Mileage	0
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/26/2018 7:33:00 PM	CUSTOMER STATES: ABOUT 1Y AGO CUSTOMER TOOK VEHICLE DEALER 422597; ISSUE WAS DIAGNOSED AS CLOCK SPRING COVERED UNDER CPO WARRANTY; CUSTOMER PAID DEDUCTIBLE; | | | | CUSTOMER SEEKING; RECALL INFORMATION | | | | CO ADVISED: USED CO COMPUTER PROGRAM; BOTH CUSTOMER FACING TOOLS MEANING CUSTOMER CAN ACCESS THEM SHOULD THEY WANT TO LOOK UP THEIR OWN RECALLS IN THE FUTURE; NHTSA WEBSITE [redacted] AND [redacted] AND CLICKED ON RECALLS TAB TO LOOK UP ANY RECALLS ASSOCIATED TO CUSTOMER VIN; CO SEES NO OPEN RECALLS ASSOCIATED WITH CUSTOMER VEHICLE; CUSTOMER DOES HAVE THE EXTENDED WARRANTY FOR AIRBAG CLOCK SPRING; GOOD FOR 10Y/120K MI WCF FROM WARRANTY START DATE OF 2/27/2014; AS CUSTOMER HAS NOT RECEIVED EXTENDED WARRANTY LETTER; CO CAN SEND INFORMATION BY EMAIL; ALSO SENDING CASE NUMBER. | | | | CO TO ESCALATE TO TEAM 5.
11/26/2018 7:47:00 PM	***** EMAIL TO [redacted]*** | | REFERENCE #[redacted] | | DEAR MS.[redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | STACIE M | CUSTOMER CARE ADVOCATE |
11/26/2018 7:48:00 PM	HI TEAM 5! | | | | PLEASE SEND MS[redacted]HER EXTENDED WARRANTY INFORMATION ABOUT HER AIRBAG CLOCK SPRING; GOOD FOR 10Y/120KMI WCF FROM CUSTOMER WARRANTY START DATE OF 2/27/2014. | | | | TEAM 5 TO EMAIL CUSTOMER.
11/26/2018 8:17:00 PM	CUSTOMER STATES; ABOUT 1Y AGO CUSTOMER TOOK VEHICLE DEALER 422597; ISSUE WAS DIAGNOSED AS CLOCK SPRING COVERED UNDER CPO WARRANTY; CUSTOMER PAID DEDUCTIBLE $50; REALIZED THAT THERE WAS A RECENT RECALL WAS ISSUED | | | | CUSTOMER SEEKING; REIMBURSEMENT OF $50, SINCE IT WAS A RECALL WAS ISSUED LATER AFTER THE WARRANTY REPAIR | | | | CUSTOMER ADVOCATE ADVISED; WILL SEND EMAIL WITH CASE NUMBER; CUSTOMER TO REPLY WITH PROOF OF PURCHASE AND PROOF OF REPAIR FOR POSSIBLE REIMBURSEMENT; REIMBURSEMENTS CAN TAKE UP TO 120 BUSINESS DAYS | | | | CUSTOMER ACKNOWLEDGED AND THANKED
11/26/2018 8:33:00 PM	***** EMAIL TO [redacted]***** | | REFERENCE #[redacted] | DEAR MR.[redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | DANIEL W | CUSTOMER CARE ADVOCATE |
11/29/2018 9:50:00 AM	****ATTACHED WARRANTY EXTENSION | | | | REFERENCE # [redacted] | | | | DEAR MS.[redacted] | | | | ATTACHED, YOU WILL FIND THE WARRANTY EXTENSION LETTER FOR THE CLOCK SPRING IN YOUR TIGUAN. THIS COVERAGE STARTS FROM YOUR VEHICLE'S ORIGINAL IN-SERVICE DATE OF FEBRUARY 27, 2014. | | | | IF YOU HAVE ANY OTHER QUESTIONS, PLEASE FEEL FREE TO CONTACT US AGAIN. | | | | SINCERELY, | | | | | | | | STACIE M. | | CUSTOMER CARE ADVOCATE | |
11/29/2018 9:51:00 AM	CO TO REVIEW.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX1EW[redacted]
Owner Or Fleet	[redacted] Riverside, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	11/26/2018	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/7/2018 11:53:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MS. [redacted] | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | FAX: 248-754-6504 | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | STACIE M | CUSTOMER CARE ADVOCATE | |
12/11/2018 11:16:00 AM	CO TO CLOSE CASE PEDNING CUST CONTACT.
12/11/2018 4:15:00 PM	MEDIA ATTACHED IN DOC CENTER | | | | FROM: [redacted] | SENT: TUESDAY, DECEMBER 11, 2018 11:14 AM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | HI STACIE! | | | | SORRY FOR THE DELAYED RESPONSE, I'D BEEN WAITING TO HEAR BACK FROM CARDINALE WAY VW FOR A COPY OF THE ATTACHED DIAGNOSIS/REPAIR COST. I HAVE CONFIRMED WITH ERIC IN SERVICING THAT THIS WAS PAID IN CASH, AND HE STATED THE COPY HE WOULD BE PROVIDED WOULD ALSO REFLECT THAT, ALTHOUGH IT DOESN'T APPEAR TO, BUT MAYBE I AM MISSING IT. | | | | PLEASE LET ME KNOW IF YOU REQUIRE ANYTHING FURTHER, | | | [redacted]
12/13/2018 1:21:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MS. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | STACIE M | CUSTOMER CARE ADVOCATE | |
12/13/2018 1:22:00 PM	PLEASE REVIEW CUST CASE FOR POSSIBLE REIMBURSMENT UNDER AIRBAG CLOCK SPRING WARRANTY EXT
1/11/2019 1:57:00 PM	CUSTOMER SEEKING REIM BURSEMENT UNDER WECY WARR. EXT; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; CLOCK SPRING WAS PARTIALLY COVERED UNDER WARRANTY; CUSTOMER PAID: $ 50; TOTAL: $50 | | | SP TO GENERATE CHECK REQUEST
1/11/2019 2:04:00 PM	WVGAV3AX1EW[redacted] VW TO REIMBURSE UNDER WECY WARR. EXT.; TOTAL: $50 | | | SP GENERATED CHECK REQUEST
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 50.00 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX6BW[redacted]
Owner Or Fleet	[redacted] Windsor, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	11/27/2018	Incident Date	N/A
Mileage	120,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/27/2018 1:56:00 PM	MEDIA ATTACHED IN DOC CENTER | | | | | FROM: [redacted] | | SENT: TUESDAY, NOVEMBER 27, 2018 9:30 AM | | TO: VWOA CUSTOMER CARE | | SUBJECT: [redacted] REFERENCE NUMBER [redacted] | | | | PLEASE FIND ATTACHED THE COPIES OF THE CLOCK SPRING REPAIRS AND CONFIGURATION. | | | | KINDLY, | | | | [redacted] |
11/27/2018 9:04:00 AM	CUSTOMER STATES: SUBSEQUENT OWNER; VEHICLE PURCHASED FROM ORIGINAL OWNER (MOTHER-IN-LAW [redacted]; VEHICLE WITH CUSTOMER; CURRENT MILEAGE - OVER 120K; SHE CONTACTED CCC IN 4-2018 REGARDING AIRBAG LIGHT AND HORN NOT WORKING; IN JUNE-2018 SHE PAID AN INDEPENDENT TO REPLACE THE AIRBAG CLOCKSPRING; SHE RECEIVED A LETTER AND REIMBURSEMENT FORM | | | | CUSTOMER SEEKING: PROCESS FOR REIMBURSEMENT | | | | | | CO ADVISED: SHE MAY SUBMIT THE INVOICE AND PROOF OF PAYMENT; PROVIDED FAX NUMBER AND E-MAIL ADDRESS WITH REFERENCE NUMBER; REIMBURSEMENT PROCESS TAKES UP TO 60-120 BUSINESS DAYS | | | | | | WAIT MAIL
11/28/2018 3:37:00 PM	CO ADVISED: CALLING FROM VW; SEEKING TO ADVISED WE HAVE RECEIVED YOUR DOCUMENTATION AND PROOF OF PAYMENT; REIMBURSEMENT TIMEFRAME IS 60-120 DAYS; YOU WILL RECEIVE A LETTER OR A LETTER AND CHECK | | | | CO TO FORWARD TO SP
11/28/2018 3:38:00 PM	WAIT SP
1/11/2019 10:58:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; DEALER PERFORMED REPAIRS WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $596.70 | | | | SP TO GENERATE CHECK REQUEST
1/11/2019 11:00:00 AM	WVGAV7AX6BW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $596.70 | | | | SP GENERATED CHECK REQUEST
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 596.70 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN8CE[redacted]
Owner Or Fleet	[redacted] UNIVERSITY PARK, MD, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	11/27/2018	Incident Date	N/A
Mileage	114,228		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/27/2018 11:06:00 AM	CUSTOMER STATES RECEIVED WARRANTY EXTENSION IN THE MAIL FOR AIRBAG CLOCK SPRING; HAD PART REPLACED BACK IN JUNE 2018; WHEN TOKE VEHICLE INTO DEALER TO HAVE TAKATA RECALL COMPLETED; DEALER ADVISED THAT CLOCK SPRING NEEDED TO BE REPLACED; | | | | CUSTOMER SEEKING REIMBURSEMENT; | | | | CO FACE TO FACE WITH EM ALYSSA: | | | | CO ADVISED CUSTOMER THAT AN EMAIL WILL BE SENT WITH CASE NUMBER; CUSTOMER WOULD NEED TO RESPOND TO EMAIL WITH POP AND REPAIR ORDER'S; ONCE RECEIVED CO WILL CONTACT CUSTOMER TO CONFIRM ALL THE NECESSARY DOCUMENTS HAVE BEEN RECEIVED; CUSTOMER STATES CAN AN EMAIL BE SENT SAYING WHAT INFORMATION NEEDS TO BE SENT; | | | | CO TO TEAM 5
11/27/2018 11:08:00 AM	EM SUPPORTS CO DECISION TO ESCALATE CASE FOR REIMBURSEMENT REVIEW ONCE PROPER DOCUMENTATION HAS BEEN RECEIVED.
11/27/2018 11:18:00 AM	TEAM 5 TO SEND CUSTOMER AN EMAIL WITH INSTRUCTIONS TO SEND IN POP AND RO'S WITH PART ID'S TO SUBMIT FOR REIMBURSEMENT REVIEW; | | SEND EMAIL TO [redacted]
11/28/2018 3:54:00 PM	CUSTOMER STATES: SPOKE WITH SOMEONE REGARDING REIMBURSEMENT FOR REPAIR OF AIRBAG CLOCK SPRING; CUSTOMER STATES WAS SUPPOSED TO RECEIVE AN EMAIL FROM CO BUT HAS NOT RECEIVED ANYTHING | | | | CUSTOMER SEEKING: WHY EMAIL WAS NEVER SENT; VERIFY RIGHT EMAIL WAS ON FILE | | | | CUSTOMER ADVOCATE ADVISED: CAN SEE THAT CO WAS SENDING EMAIL TO CUSTOMER WITH INFORMATION NEEDED FOR REIMBURSEMENT; CUSTOMER WOULD NEED TO SEND IN REPAIR ORDER AND POP; REPAIR ORDER MUST HAVE THE BREAKDOWN OF PARTS AND LABOR AND POP MUST BE A BANK STATEMENT OR RECEIPT THAT SHOWS AMOUNT PAID; CUSTOMER ADVOCATE ADVISED EMAIL WAS GOING TO BE SENT FROM EMAIL TEAM WHICH TAKES ABOUT 1-2 BUSINESS DAYS TO SEND; CUSTOMER ADVOCATE WILL EMAIL CUSTOMER A CASE # AND CUSTOMER CAN RESPOND BACK WITH REPAIR ORDER AND POP; CUSTOMER VERIFIED EMAIL WAS RECEIVED | | | | CO TO REVIEW AND WAIT FOR REPAIR ORDER/POP | | | | |
11/28/2018 3:55:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┤T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | MARIA R | CUSTOMER CARE ADVOCATE |
11/28/2018 4:00:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / AIRBAG CLOCK SPRING REPAIR;
11/30/2018 3:15:00 PM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.
11/30/2018 3:16:00 PM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY
12/10/2018 1:07:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 BUSINESS DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┤T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | ANTONIO F | CUSTOMER CARE ADVOCATE | |
12/10/2018 1:08:00 PM	SP TO REVIEW CUSTOMER DOCUMENTS FOR POSSIBLE REIMBURSEMENT; CUSTOMER HAD PART PREVIOUS REPLACED ON VEHICLE; DEALER REFERRED CUSTOMER TO SEEK REIMBURSEMENT FOR PREVIOUS REPAIR;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN8CE[redacted]
Owner Or Fleet	[redacted], UNIVERSITY PARK, MD[redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	11/27/2018	Incident Date	N/A
Mileage	114,228		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/10/2018 12:47:00 PM	MEDIA ATTACHED IN DOC CENTER
1/11/2019 2:10:00 PM	CUSTOMER SEEKING REIMBURRSEMENT UNDER WECY WARR. EXT.; SUBMITTED RO AND POP: SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR. EXT; CUSTOMER PAID: $500 TOTAL: $500 | | | | SP TO GENERATE CHECK REQUEST
1/11/2019 2:18:00 PM	WVWMP7AN8CE[redacted] VW TO REIMBURSE UNDER WECY WARR. EXT.; TOTAL: $500 | | | | SP GENERATED CHECK REQUEST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX5DW[redacted]
Owner Or Fleet	[redacted], Tucson, AZ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	11/27/2018	Incident Date	N/A
Mileage	94,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/27/2018 12:03:00 PM	CUSTOMER STATES THAT VEHICLE CLOCK SPRING FAILED AND REPAIR WAS PERFORMED AT INDEPENDENT | | | CUSTOMER SEEKING TO BE REIMBURSED FOR REPAIR | | | CO ADVISED CUSTOMER TO EMAIL RO'S AND POP AND CO CAN SUBMIT DOCUMENTS TO BE REVIEWED FOR POSSIBLE REIMBURSEMENT; CO ADVISED REVIEW PROCESS CAN TAKE 60-120 DAYS FOR REVIEW | | | CO TO WAIT FOR DOCUMENTS
11/27/2018 12:06:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┤T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | INDIA B | CUSTOMER CARE ADVOCATE |
11/27/2018 5:52:00 PM	MEDIA ATTACHED IN DOC CENTER
11/29/2018 11:07:00 AM	CO REACHED OUT TO ADVISE CUSTOMER DOCUMENTS HAVE BEEN RECEIVED; CO WILL SUBMIT DOCUMENTS TO BE REVIEWED | | | CO TO ESCALATE TO SP
11/29/2018 11:09:00 AM	CUSTOMER STATES THAT AIRBAG CLOCK SPRING WAS REPAIRED; CUSTOMER IS SEEKING REIMBURSEMENT | | | PLEASE REVIEW
12/11/2018 5:25:00 PM	FROM: [redacted] | | SENT: TUESDAY, DECEMBER 11, 2018 5:24 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | INDIA, | | | WHERE CAN I TYPE IN THIS NUMBER TO CHECK ON THE STATUS OF MY REIMBURSEMENT? | | | THANK YOU, | [redacted] | |
12/12/2018 1:17:00 PM	CO LEFT VOICE MAIL MESSAGE IN REGARDS TO CUSTOMER EMAIL | | | LEVEL 1* CO ADVISED CUSTOMER THAT CASE NUMBER IS TO CALL IN REFERENCE BACK TO CASE FOR AN UPDATE; REVIEW PROCESS GENERALLY TAKES 60-120 DAY
1/11/2019 1:11:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 91,487; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $435.03 | | | SP TO GENERATE CHECK REQUEST.
1/11/2019 1:19:00 PM	WVGAV3AX5DW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $435.03. | | | SP GENERATED CHECK.
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 435.03 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A39CC[redacted]
Owner Or Fleet	[redacted] Wenatchee, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	11/27/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Mileage	42,547

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/27/2018 2:13:00 PM	CUSTOMER STATES: AIRBAG LIGHT CAME ON; VEHICLE WAS PURCHASES IN APRIL OF 2018; CUSTOMER STATES HE TOOK HIS VEHICLE TO LOCAL INDEPENDENT THAT PERFORMED A DIAGNOSIS AND CONFIRMED VEHICLE NEEDS A NEW AIRBAG CLOCK SPRING; CUSTOMER STATES HIS HORN IS NOT WORKING EITHER; NEAREST DEALER IS ABOUT T80 MILES AWAY; CUSTOMER STATES HE IS WORRIED ABOUT DRIVING HIS VEHICLE WITH THE AIRBAG LIGHT ON; CUSTOMER STATES IF HE IS ABLE TO HAVE THE RECALL PERFORMED LOCALLY RATHER THAN DRIVING TO DEALER | | | CUSTOMER SEEKING: HOW TO PROCEED WITH VEHICLE REPAIRS; | | | CO ADVISED: VEHICLE HAS THE AIRBAG CLOCK SPRING FOR 15YRS/UNLIMITED MILES WOF FROM 11/25/2011; CO ADVISED AIRBAG LIGHT MEANS THAT IN THE EVENT OF AN ACCIDENT THE AIRBAGS MAY NOT GO OFF; CO ADVISED THAT AIRBAGS DO NOT GO OFF IN ALL TYPES OF ACCIDENTS; IF THIS WERE TO OCCUR WHILE CUSTOMER IS DRIVING TO DEALER, HE WILL NEED TO CALL BACK FOR REVIEW PROCESS; CO ASSISTED WITH MAKING A DEALER APPOINTMENT FOR A DEALER DIAGNOSIS; APPOINTMENT WAS MADE VIA X-TIME FOR 1:00 PM - FRIDAY NOV 30, 2018 WITH SERVICE ADVISOR TRENT; IF DEALER VERIFIES NEEDED REPAIR, WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING WILL COVER THE DIAGNOSIS FEE PARTS AND LABOR; CO ADVISED CUSTOMER WOULD NEED TO CALL DEALER TO VERIFY IF THEY HAVE THE PARTS TO DIAGNOSIS AND REPAIR VEHICLE THE SAME DAY; CO ADVISED CUSTOMER WILL NOTATE ALL CONCERNS FOR INTERNAL REVIEW | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWDB7AJ1BW[redacted]
Owner Or Fleet	[redacted] NEWPORT NEWS, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2011		
Report Date	11/27/2018	Incident Date	N/A
Mileage	90,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5K0953507AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/27/2018 2:54:00 PM	CUSTOMER STATES AT DEALER NOW AND THEY ARE STATING THAT THE AIRBAG NEEDS TO BE REPLACED DUE TO AIRBAG LIGHT BEING ON ; | | | | CUSTOMER SEEKING OPEN RECALLS; | | | | CO ADVISED THAT VEHICLE HAS NO RECALLS ; HAS A WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING TILL 11/2021 OR 120K WOF ; BOTH STEERING CONTROLS AND AIRBAG LIGHT MUST BE PRESENT IN ORDER TO BE COVERED UNDER WARRANTY EXTENSION ; | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN6DE[redacted]
Owner Or Fleet	[redacted] Key Largo, FL, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	11/27/2018	Incident Date	N/A
Mileage	87,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/27/2018 3:16:00 PM	CUSTOMER STATES; RECEIVED A LETTER REGARDING A STEERING WHEEL CLOCK SPRING WARRANTY EXTENSION; CUSTOMER STATES THAT AIRBAG LIGHT COMES ON; CUSTOMER STATES THAT NEAREST VW DEALER IS ABOUT 150 MILES ROUNDTRIP AWAY FROM RESIDENCE; CUSTOMER STATES THAT HE'S OWNED VEHICLE FOR ABOUT 2 YEARS NOW; | | | CUSTOMER SEEKING TO KNOW CAUSE OF ISSUE; | | | | | CO ADVISED; CERTAIN VEHICLES MAY, OVER TIME, DEVELOP AN ISSUE WITH THE STEERING WHEEL CLOCK SPRING THAT CAUSES THE AIRBAG LIGHT TO COME ON; CO ALSO ADVISED CUSTOMER TO HAVE VEHICLE DIAGNOSED AT VW DEALER TO ENSURE THE CONCERN OF VEHICLE; BECAUSE THERE IS LABOR TIME INVOLVED IN DIAGNOSING A VEHICLE CONCERN, A DEALER MAY ASK YOU TO AUTHORIZE THE COST OF DIAGNOSIS UP FRONT. THIS IS YOU AGREEING TO COVER THE COST OF THE DIAGNOSIS IF THE DEALER FINDS THAT THE CONCERN ISN┬┐T THE RESULT OF A WARRANTABLE MANUFACTURERS SHORTCOMING. HOWEVER, IF THE DEALER FINDS THAT THE CONCERNS ARE COVERED UNDER WARRANTY, THE COST OF DIAGNOSIS WOULD BE ROLLED INTO THAT COVERAGE FOR YOU. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2FW[redacted]
Owner Or Fleet	[redacted] Pompano Beach, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	11/27/2018	Incident Date	N/A
Mileage	33,400		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/27/2018 3:32:00 PM	CUSTOMER STATES: ORIGINAL OWNER; VEHICLE IS LEASED AND FINANCED THROUGH VCI; BRAND LOYAL CUSTOMER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: THE AIRBAG LIGHT, ABS LIGHT, POWER STEERING LIGHT AND THE TPMS LIGHT INTERMITTENTLY GO ON AND OFF, WORKING WITH JONATHAN T. AT DEALER 405012; THE VEHICLE HAS A DIAGNOSTIC APPOINTMENT SCHEDULED FOR 11-30-18; DEALER ADVISED THE DIAGNOSTIC FEE IS $150; WOULD VW OFFER ANY FINANCIAL ASSISTANCE TOWARDS THE DIAGNOSTIC FEE AND REPAIR; | | CUSTOMER SEEKING: FINANCIAL ASSISTANCE; | | | CO ADVISED: WILL ESCALATE CASE TO A RCM TO REVIEW FOR POSSIBLE REIMBURSEMENT OPTIONS; THE RCM WILL FOLLOW UP BY COB 12-3-18, AFTER SPEAKING WITH THE RCM; WOULD NOT BE ABLE TO GUARANTEE WHAT OPTIONS WOULD BE AVAILABLE AND IF THE DIAGNOSIS WILL BE REFUNDED; | | | CO TO ESCALATE TO RCM
11/27/2018 3:51:00 PM	CUSTOMER STATES MULTIPLE WARNING LIGHT COME ON AND GO OFF INTERMITTENTLY; CUSTOMER STATES VEHICLE HAS A DIAGNOSTIC APPOINTMENT SCHEDULED FOR 11-30-18 AT DEALER 405012; DEALER CHARGES $150 FOR THE DIAGNOSTIC; CUSTOMER SEEKS FINANCIAL ASSISTANCE FOR THE DIAGNOSTIC AND REPAIRS; | | | RCM TO FOLLOW UP WITH DEALER 405012, CUSTOMER [redacted] BY COB 12-3-18
11/30/2018 12:17:00 PM	CUST STATES: SPOKE TO SABRINA A COUPLE DAYS AGO; A COMPONENT IN THE SAFETY SYSTEM IS CAUSING THE VEH TO SHUT DOWN; DLR DIAGNOSED VEH TODAY 11/30; DLR DID NOT CHARGE CUST DIAGNOSIS FEE BECUSE OF CUSTOMERS LOYALTY; DLR STATES: THE RIGHT REAR ABS SENSOR FAILED; DLR QUOTED $400 FOR REPAIRS + TAX; | | | CUST SEEKS: FINANCIAL ASSISTANCE; | | | CA ADVISED: CASE HAS BEEN ESCALATED TO RCM; WILL DOCUMENT CUSTOMERS CONCERNS, FOR RCM TO REVIEW; RCM WILL FOLLOW UP WITH DLR REGARDING VEH DIAGNOSIS AND POSSIBLE ASSISTANCE; RCM TO FOLLOW UP WITH CUST BY COB 12/3; | | | RCM TO REVIEW;
12/3/2018 1:46:00 PM	RCM WAS ADVISED THAT THE SD WILL BE AVAILABLE IN ONE HOUR. | | | RCM TO CALL DEALER 405012.
12/3/2018 1:57:00 PM	CUSTOMER STATES: CUSTOMER HAS NOT GOTTEN A CALL YET FROM THE RCM; WANTED TO PROVIDE CELL PHONE IN CASE SHE CANNOT REACH CUSTOMER AT HOME; | | | CUSTOMER SEEKING: SPEAK TO RCM; | | | CO ADVISED: RCM NOT AVAILABLE AT THE MOMENT BUT THERE IS A FOLLOW UP IN THE NOTES FOR TODAY; RCM WILL BE CALLING CUSTOMER AND CO UPDATED PHONE NUMBER SO RCM CAN TRY TO ACCOMMODATE CUSTOMER; CUSTOMER THANKED;
12/3/2018 5:55:00 PM	RCM CALL [redacted] | RCM APOLOGIZED OUR CUSTOMER FOR THE ISSUES WITH OUR 2015 TIGUAN; ADVISED HIS RCM IS OUT TODAY, RCM REACHED OUT TO DEALER 405012, HOWEVER RCM DID NOT SPEAK TO THE SM. CUSTOMER STATED THAT HE WAS IN MEETINGS ALL DAY, STATED THAT HE WAS WORKING WITH SA-JONATHAN WHO HAS BEEN VERY NICE NOT CHARGING HIM FOR THE DIAGNOSIS FEE. RCM ADVISED WE WILL REVIEW HIS REQUEST AND EITHER HIS RCM OR MYSELF WILL BE FOLLOWING UP WITH HIM ON TUESDAY, 12/04/2018, RCM INQUIRED ABOUT THE OTHER WARNING LIGHTS. CUSTOMER STATED HE WAS TOLD THAT THERE WAS ONLY ONE CODE AND THAT WAS FOR THE REAR RIGHT ABS SENSOR. RCM ADVISED WILL SEND AND EMAIL TO; [redacted] WITH BOTH HIS RCM AND MY CONTACT INFORMATION. | | | | RCM TO SEND EMAIL TO CUSTOMER.
12/3/2018 5:56:00 PM	CATEGORY SELECTION : TIRESRELATED / OTHER SYMPTOM - 1 / TPMS WARNING LIGHT WAS ON INTERMITTENTLY;
12/3/2018 5:59:00 PM	***** EMAIL TO [redacted] ***** | REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | THANKS FOR YOUR PATIENCE WHILE I WORK ON YOUR CASE/RESEARCH YOUR REQUEST. | | | TO MAKE THINGS EASIER, I WANTED TO PROVIDE MY DIRECT EXTENSION SO THAT YOU CAN CONTACT ME ANYTIME. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL (43422).┬á | | | IF I AM ASSISTING OTHER CUSTOMERS WHEN YOU CALL, FEEL FREE TO LEAVE A VOICEMAIL. | | | YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | I LOOK FORWARD TO SPEAKING WITH YOU SOON! | | | | SINCERELY, | | | | | | | ALETTA S. | | REGION CASE MANAGER | | | RCM TO CONTACT DEALER 405012/CUSTOMER. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2FW[redacted]
Owner Or Fleet	[redacted] Pompano Beach, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	11/27/2018	Incident Date	N/A
Mileage	33,400		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/4/2018 12:11:00 PM	RCM LEFT VOICE MAIL MESSAGE REQUESTING FOLLOW UP TO DISCUSS VEHICLE CONCERNS | | | RCM TO WAIT FOR DEALER CALL
12/4/2018 4:23:00 PM	RCM LEFT VOICE MAIL MESSAGE REQUESTING FOLLOW UP TO DISCUSS VEHICLE CONCERNS-FINANCIAL ASSISTANCE | | | RCM TO WAIT FOR DEALER CALL
12/4/2018 4:24:00 PM	RCM CALLED [redacted] | | | RCM LEFT VOICE MAIL MESSAGE FOLLOWING UP TO DISCUSS CASE; EXTENSION 43453; WILL FOLLOW UP BY COB 12/5 | | RCM TO WAIT CUSTOMER CALL
12/4/2018 5:07:00 PM	SD ADVISED DO NOT SEE WHERE CUSTOMER ARRIVED FOR APPOINTMENT | | | RCM TO REVIEW
12/5/2018 1:33:00 PM	RCM CALLED [redacted] | | | RCM LEFT VOICE MAIL MESSAGE FOLLOWING UP TO DISCUSS CASE; EXTENSION 43453; | | RCM TO WAIT CUSTOMER CALL
12/6/2018 11:17:00 AM	CUSTOMER LEFT VOICE MAIL MESSAGE RETURNING CALL REQUESTING CALL BACK | | RCM TO CALL CUSTOMER
12/6/2018 2:39:00 PM	CUSTOMER STATES WAS AT DEALER ON 11/30 ; WORKED WITH JONATHAN WAS NOT AWARE OF ANY APPOINTMENT AFTER; RECEIVED INVOICE #[redacted]OR MIGHT BE Q268338; DOES NOT HAVE CUSTOMER NAME LISTED SAYS CASH RETAIL; ALWAYS WORKS WITH JON TURK; ABS SENSOR IS CAUSING AIRBAG WARNING LIGHTS; DOES NOT FEEL SAFE DRIVING; | | | RCM SCHEDULED APPOINTENT FOR 12/7 AT 11AM | | | RCM ADVISED WILL FOLLWO UP BY COB 12/7 FRIDAY | | | RCM TO CONTACT DEALER
12/6/2018 2:49:00 PM	I SCHEDULED THE CUSTOMER TO COME BACK TOMORROW, BUT THEY SAID THAT THEY WERE IN ON 11/30 AND TOLD THE RIGHT REAR ABS SENSOR NEEDS TO BE REPLACED. | | | WHAT ARE YOUR THOUGHTS ON GW? | | WHAT ARE THE WARRANTY RATES? | | | | | CUSTOMER STATES WAS AT DEALER ON 11/30 ; WORKED WITH JONATHAN WAS NOT AWARE OF ANY APPOINTMENT AFTER; RECEIVED INVOICE #[redacted]OR MIGHT BE Q268338; DOES NOT HAVE CUSTOMER NAME LISTED SAYS CASH RETAIL; ALWAYS WORKS WITH JON TURK; ABS SENSOR IS CAUSING AIRBAG WARNING LIGHTS; DOES NOT FEEL SAFE DRIVING; QUOTED $205.06 FOR PARTS AND $210 FOR LABOR. | | RCM TO REVIEW
12/7/2018 10:53:00 AM	SD ADVISED CUSTOMER IS A LOYAL CUSTOMER TO DEALERSHIP. SUPPORTS 100% P/L ; REPAIRS SHOULD BE DONE TODAY, PARTS ARE IN STOCK | | PARTS 140 | | LABOR 200 | | TOTAL $310 | | | RCM AUTHORIZED | | | RCM TO FOLLOW UP WITH CUSTOMER AFTER APPOINTMENT -
12/7/2018 11:00:00 AM	100% PARTS & LABOR FOR ABS SENSOR | | PARTS 140 | | LABOR 200 | | TOTAL $310
12/7/2018 5:04:00 PM	RCM CALLED [redacted] | | | CUSTOMER STATES THANKFUL FOR ASSISTANCE ; SHOCKED AT HOW FAST DEALER REPAIRED AND WASHED; PRAISE TO THEM FOR THEIR EXCELLENCE, VERY PLEASED; JONATHEN TURK HAS ALWAYS TAKEN EXCELLENT CARE OF CUSTOMER, ALWAY GIVES 10S ON SURVEYS BECAUSE OF EXCELLENCE, ONCE HAD BAD SURVEY BECAUSE UNABLE TO SEE OUT OF WINDOWS AND DEALER FOLLOWED UP RIGHT AWAY; DEALER IS ON THE BALL; WILL CONTINUE TO BE LOYAL TO VW AND DLR | | | RCM TO FORWARD PRAISE; (FYI)

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2FW[redacted]
Owner Or Fleet	[redacted] Pompano Beach, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	11/27/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/10/2018 9:35:00 AM	| | [redacted] WVGAV7AX2FW[redacted] - FYI PRASE, FEEDBACK OPTIONAL. | | CUSTOMER WAS SHOCKED AT HOW FAST DEALER REPAIRED AND WASHED. THEY WISH FILE A FORMAL PRAISE FOR YOUR EXCELLENCE, THAT HE IS VERY PLEASED. JONATHAN TURK HAS ALWAYS TAKEN EXCELLENT CARE OF CUSTOMER, ALWAYS GIVES 10S ON SURVEYS BECAUSE OF EXCELLENCE, ONCE HAD BAD SURVEY BECAUSE UNABLE TO SEE OUT OF WINDOWS AND DEALER FOLLOWED UP RIGHT AWAY. THAT DEALER IS ON THE BALL; WILL CONTINUE TO BE LOYAL TO VW AND DLR | | | RCM TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4T7AU7FM[redacted]
Owner Or Fleet	[redacted] Rochester, MN, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2015		
Report Date	11/27/2018	Incident Date	N/A
Mileage	54,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521AT		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/27/2018 6:08:00 PM	CUSTOMER STATES: RECEIVED WARRANTY EXTENSION IN MAIL FOR AIRBAG CLOCK SPRING WITH REIMBURSEMENT INSTRUCTIONS; WONDERING IF | | | | CUSTOMER SEEKS: REIMBURSEMENT FOR AIRBAG CLOCK SPRING REPAIR | | | | CO ADVISED: COULD TAKE 90 BUSINESS DAYS TO REVIEW; WHEN RECEIVED DOCUMENTS WILL FOLLOW UP; REPLY BACK TO CASE REFERENCE NUMBER EMAIL WITH POP AND REPAIR ORDER | | | | CUSTOMER THANKS | | | | CO TO WAIT CUSTOMER MAIL
11/27/2018 6:13:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | KATIE N. | CUSTOMER CARE ADVOCATE |
11/29/2018 5:25:00 PM	MEDIA ATTACHED IN DOC CENTER
11/30/2018 3:21:00 PM	CO ADVISED: CALLING TO FOLLOW UP ON CASE; RECEIVED DOCUMENTS AND SUBMITTING FOR REVIEW AS OF TODAY 11/30; PROCESS MAY TAKE OVER 60 BUSINESS DAYS; DOCUMENTS LOOK GOOD | | | | CUSTOMER THANKS | | | | CO TO ASSIGN TO SP | |
11/30/2018 3:23:00 PM	SP TO REVIEW
12/16/2018 10:57:00 AM	FROM: [redacted] | | SENT: FRIDAY, DECEMBER 14, 2018 6:07 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | KATIE, | | | | JUST FOLLOWING UP ON THIS TO SEE WHERE IT'S AT. I HOPE YOU HAVE A GREAT WEEKEND. ┬┐ | | | | THANKS, | | [redacted] | | | | | |
12/18/2018 1:55:00 PM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.
1/11/2019 1:27:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 52,859; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $256.50; LABOR $335.85; TAX $17.63; TOTAL $609.98. | | | SP TO GENERATE CHECK REQUEST.
1/11/2019 1:32:00 PM	3VW4T7AU7FM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $609.98. | | | | SP GENERATED CHECK.
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 609.98 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A33EC[redacted]
Owner Or Fleet	[redacted]	Phoenix, AZ, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	11/27/2018	Incident Date	N/A
Mileage	88,339		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/27/2018 6:39:00 PM	CUSTOMER STATES: PREVIOUSLY PAID TO HAVE THE CLOCK SPRING REPLACED ON THE VEHICLE; | | | CUSTOMER SEEKING: TO BE REIMBURSED FOR THE REPAIR COST; | | | CO ADVISED: WILL SEND THE CUSTOMER AN E-MAIL TO WHICH THE CUSTOMER CAN REPLY WITH THE REPAIR ORDER AN PROOF OF PAYMENT FOR THE CLOCK SPRING REPAIR; THE DOCUMENTS WILL BE REVIEWED FOR ABOUT 90 BUSINESS DAYS FOR REIMBURSEMENT AND THE CUSTOMER WILL BE PROVIDED A LETTER VIA POSTAL MAIL WITH A DECISION; | | | CUSTOMER ACKNOWLEDGED; | | | CO TO WAIT CUSTOMER CORRESPONDENCE.
11/27/2018 6:40:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | ALEXIS Y | CUSTOMER CARE ADVOCATE |
11/28/2018 11:04:00 AM	MEDIA ATTACHED IN DOC CENTER
11/28/2018 11:20:00 AM	DOCUMENTS HAVE BEEN RECEIVED AND THEY ALL LOOK GOOD; THE CUSTOMER IS AWARE OF THE 90 BUSINESS DAY REVIEW PROCESS;
12/10/2018 12:52:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES: WOULD LIKE TO KNO WIF DOCUMNETS WERE RECIEVED | | | CUSTOMER SEEKS: CASE UPDATE | | | CA ADVISED: THANK YOU FOR FOLLOWING UP WITH US [redacted]) I TRULY APPRECIATE YOUR PATIENCE AND AGAIN WANT TO EXTEND MY APOLOGIES FOR THIS DELAY. WE DID RECEIVE YOUR DOCUMENTS ON 11/28/18 FROM THERE, WE ESCALATED YOUR CASE UP TO THE CORRECT DEPARTMENT FOR REVIEW. WE HAVE RECEIVED A LARGER THAN NORMAL REQUEST FOR REIMBURSEMENT. THIS HAS DELAYED OUR TEAM A LITTLE IN THE TYPICAL 60 DAY REVIEW PROCESS. WE HAVE RECENTLY EXTENDED THIS TIME FRAME TO 120 DAYS TO ALLOW THIS TEAM TO CATCH UP. PLEASE KNOW WE ARE REALLY PUSHING TO GET THESE REQUESTS OUT MUCH SOONER AS WE DON'T WANT TO KEEP OUR CUSTOMERS WAITING THIS LONG. YOU ARE ALWAYS WELCOME TO CHAT IN HERE AND REFERENCE CASE NUMBER [redacted] FOR UPDATES. | | | CO TO REVIEW
1/11/2019 1:38:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 88,339; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $290.07; LABOR $405.00; TAX $16.24; TOTAL $711.31. | | | SP TO GENERATE CHECK REQUEST.
1/11/2019 1:42:00 PM	1VWAS7A33EC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $711.31. | | | SP GENERATED CHECK.
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 711.31 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH1CV[redacted]
Owner Or Fleet	[redacted] EXMORE, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	11/28/2018	Incident Date	N/A
Mileage	96,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/28/2018 9:34:00 AM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED IN 2015 AT MILEAGE 36K; VEHICLE PURCHASED FROM VW DEALER 409135 AS A CPO; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT LOCAL BUSINESS (NON-VW) AND MAINTAINED AT VW DEALER; MAINTENANCE RECORDS ARE AVAILABLE; FIRST TIME EXPERIENCING THIS ISSUE; IN FEBRUARY 2018 HAD TO HAVE THE AIRBAG CLOCK SPRING REPLACED; REPAIR WAS COMPLETED AT AN INDEPENDENT FOR $353.18; | | CUSTOMER SEEKING: REIMBURSEMENT; | | | CO ADVISED: VERIFIED THE EXTENDED WARRANTY ON THE VEHICLE; CUSTOMER CAN SUBMIT THE REPAIR ORDER AND POP TO REVIEW FOR REIMBURSEMENT; DUE TO THE HIGH VOLUME OF REIMBURSEMENTS, THE PROCESS WAS EXTENDED FROM THE INITIAL 60 BUSINESS DAYS TO A MAX TIME OF 120 BUSINESS DAYS; | | | CO TO WAIT CUSTOMER MAIL
11/28/2018 9:35:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┤T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | SABRENA S | CUSTOMER CARE ADVOCATE |
12/3/2018 12:52:00 PM	CO CALLED TO VERIFY IF CUSTOMER HAS SUBMITTED DOCUMENTS; | | | CUSTOMER STATES: HAVE NOT SUBMITTED THE DOCUMENTS; WILL TRY TO SEND THEM TODAY; | | | CO TO WAIT CUSTOMER MAIL
12/4/2018 11:13:00 AM	MEDIA ATTACHED IN DOC CENTER
12/5/2018 1:16:00 PM	CO CALLED TO ADVISE RECEIVED THE DOCUMENTS; THERE IS AN UPDATE; IF CUSTOMER CAN CONTACT #800 TO FURTHER DISCUSS; | | | LEVEL 1 PLEASE ADVISE: LOOKS LIKE A PORTION OF THE REPAIR ORDER IS NOT SHOWING; WOULD ALSO NEED TO MAKE SURE THE PART NUMBERS ARE PROVIDED ON THE REPAIR ORDER; | | | CO TO CALL CUSTOMER
12/5/2018 6:31:00 PM	CUSTOMER STATES: RETURNING A CALL THAT WAS RECEIVED EARLIER IN REGARDS TO THE DOCUMENTATION SENT IN FOR REIMBURSEMENT REVIEW; | | | CUSTOMER SEEKING: WHAT INFORMATION IS NEEDED; | | | CUSTOMER ADVOCATE ADVISED: LOOKS LIKE A PORTION OF THE REPAIR ORDER IS NOT SHOWING; WOULD ALSO NEED TO MAKE SURE THE PART NUMBERS ARE PROVIDED ON THE REPAIR ORDER; THE CUSTOMER CAN TAKE ANOTHER PICTURE OR SCAN IN A COPY OF THE REPAIR ORDER AND ALSO MAKE SURE THE PART NUMBER IS INCLUDED; | | | CUSTOMER STATES: GOING TO SCAN A PICTURE OF THE REPAIR ORDER AND CALL THE SHOP FOR THE PART NUMBERS ASSOCIATED WITH THE REPAIRS; | | | CUSTOMER ADVOCATE ADVISED: WILL DOCUMENT THAT YOU WILL BE RESENDING THE DOCUMENTATION AS SOON AS POSSIBLE; | | | CUSTOMER ACKNOWLEDGED; | | | CO TO REVIEW.
12/7/2018 11:06:00 AM	MEDIA ATTACHED IN DOC CENTER
12/7/2018 12:17:00 PM	CO CALLED TO ADVISE RECEIVED THE REPAIR ORDER; WILL SUBMIT THE DOCUMENTS TO THE DEPARTMENT THAT REVIEWS FOR THE REIMBURSEMENT; DUE TO THE HIGH VOLUME THE TURNAROUND TIME IS BETWEEN 90-120 BUSINESS DAYS; | | | CUSTOMER STATES: APPRECIATE THE FOLLOW UP; | | | CO TO ESCALATE TO SP
12/7/2018 12:20:00 PM	CUSTOMER SEEKS REIMBURSEMENT FOR THE AIRBAG CLOCK SPRING;
1/11/2019 2:24:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR.EXT; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECI WARR. EXT; CUSTOMER PAID: $353.18; TAX: $10.25; TOTAL: $363.43 | | | SP TO GENERATE CHECK REQUEST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH1CV[redacted]
Owner Or Fleet	[redacted], EXMORE, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	11/28/2018	Incident Date	N/A
Mileage	96,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/11/2019 2:30:00 PM	WVWBW7AH1CV[redacted] VW TO REIMBURSE UNDER WECI WARR. EXT.; TOTAL: $363.43 | | | | SP GENERATED CHECK REQUEST
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 363.43 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX6CW[redacted]
Owner Or Fleet	[redacted] FLORENCE, KY,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	11/28/2018	Incident Date	N/A
Mileage	40,607		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/28/2018 12:53:00 PM	MEDIA ATTACHED IN DOC CENTER
1/7/2019 3:39:00 PM	CUSTOMER STATES: HAS NOT GOTTEN REPLY ON REIMBURSEMENT FOR AIRBAG CLOCK SPRING | | | CUSTOMER SEEKING: UPDATE ON CASE | | | CO ADVISED: REVIEW TAKES UP TO 120 BUSINESS DAYS, WHEREIN CUSTOMER WILL GET DECISION IN MAIL; CUSTOMER UNDERSTOOD | | | NO FURTHER ACTION
1/7/2019 3:43:00 PM	CATEGORY SELECTION : STEERING / HISTORICAL CONCERN / AIRBAG CLOCK SPRING FAILURE;
1/11/2019 2:08:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS ON CLOCK SPRING AT 40,607; RO DATE IS 10/14/2014; FIRST VALID OUT OF POCKET DATE IS 05/23/2018; AS GW GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $290.07; LABOR $189.90; TAX $18.08; TOTAL $498.05. | | | SP TO GENERATE CHECK REQUEST.
1/11/2019 2:16:00 PM	WVGAV7AX6CW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $498.05. | | | SP GENERATED CHECK.
1/17/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 498.05 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRZ7AJXAM[redacted]
Owner Or Fleet	[redacted] Honolulu, HI, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	11/28/2018	Incident Date	N/A
Mileage	25,025		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/28/2018 2:28:00 PM	MEDIA ATTACHED IN DOC CENTER
1/11/2019 11:48:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO FROM DEALER; POP VERIFIED IN XTIME; DEALER PERFORMED REPAIRS TO CLOCK SPRING AND MODULE BEFORE 120K MILES; RO IS DATED 8/25/2014; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CLOCK SPRING ONLY; TOTAL: PARTS: $207.02; LABOR: $248.04; TAX: $18.20; TOTAL: $473.26 | | | SP TO GENERATE CHECK REQUEST
1/11/2019 11:53:00 AM	GW-PROVIDED-OUT OF POCKET DATE
1/11/2019 11:54:00 AM	3VWRZ7AJXAM[redacted]VW TO REIMBURSE DUE TO DATE OF REPAIR; TOTAL: $473.26 | | | SP GENERATED CHECK REQUEST
1/17/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 473.26 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBV7A37FC[redacted]
Owner Or Fleet	[redacted] Charlotte, TN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	11/28/2018	Incident Date	N/A
Mileage	101,312		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/28/2018 2:35:00 PM	MEDIA ATTACHED IN DOC CENTER
1/11/2019 1:03:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO FROM DEALER AND RECEIPT FOR PURCHASE OF CLOCK SPRING; DEALER PERFORMED REPAIRS BEFORE 120K MILES; VW TO REIMBURSE PART COST; TOTAL: $206.21 | | | SP TO GENERATE CHECK REQUEST AND RENTAL CHARGE DENIAL LETTER
1/11/2019 1:07:00 PM	1VWBV7A37FC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $206.21 | | | SP GENERATED CHECK REQUEST
1/11/2019 1:09:00 PM	SP MAILED RENTAIL CHARGE DENIAL LETTER
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 206.21 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ8CM[redacted]
Owner Or Fleet	[redacted] Waconia, MN, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	11/28/2018	Incident Date	N/A
Mileage	64,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/28/2018 2:37:00 PM	CUSTOMER STATES THAT RECEIVED A WARRANTY EXTENSION NOTICE IN THE MAIL; STATES THAT THE HORN IS NOT CURRENTLY WORKING AND THE STEERING WHEEL IS MAKING AN ODD NOISE; STATES NOT SURE WHAT TO DO NOW; STATES THAT WOULD LIKE TO TAKE TO THE DEALER BUT DOES NOT TRUST THE DEALER AFTER PREVIOUS VISIT; | | | CUSTOMER SEEKING INFORMATION ABOUT WARRANTY EXTENSION; | | | CO ADVISED THAT THE VEHICLE SHOULD GO INTO A VW DEALER: ADVISED THAT CUSTOMER CAN ALSO WORK WITH ANOTHER VW DEALER IF CUSTOMER NO LONGER WANTS TO WORK WITH 402408; ADVISED THAT CAN ALSO SET UP AN APPOINTMENT AT THE DEALER FOR THE CUSTOMER AS WELL; | | | CUSTOMER STATES WILL JUST WORK WITH DEALER 402408; STATES WHAT WILL THE DEALER BE DOING; | | | CO ADVISED THAT DEALER WILL HAVE TO PERFORM A DIAGNOSIS; ADVISED THAT IF THE DEALER FINDS THE COMPONENT FAILING IS DUE TO THE AIRBAG CLOCK SPRING THAT DIAGNOSIS FEE WOULD BE REIMBURSED AND THE WORK BEING PERFORMED WOULD BE COVERED UNDER THE EXTENDED WARRANTY; | | | CUSTOMER THANKED; STATES NOT SURE WHEN THE CUSTOMER CAN COME INTO THE DEALER, CAN CO CALL THE CUSTOMER BACK TOMORROW? | | | CO ADVISED CAN DO SO; | | | CO TO CALL CUSTOMER BY COB 11/29
11/29/2018 3:42:00 PM	CUSTOMER SEEKING UPDATE | | | CUSTOMER ADVOCATE ADVISED CUSTOMER HAS A CALL BACK FOR 11/29/18 BY COB, CAN UPDATE CASE TO REFLECT THE PREFERRED TIME CUSTOMER WANTS HER APPOINTMENT FOR, | | | CUSTOMER STATES NEXT TUESDAY 12/4/18 IN THE MORNING | | | CO TO REVIEW
11/29/2018 4:32:00 PM	CO ADVISED IS CALLING REGARDING CASE; | | | CUSTOMER VERIFIED BEST TIME AND DATE; | | | CO ADVISED THAT APPOINTMENT IS SET FOR DEALER 402408 ON 12/04 AT 9:15AM FOR A DIAGNOSIS OF THE VEHICLE; | | | CUSTOMER STATES CAN CO CALL AND MAKE SURE THE DEALER HAS THE PARTS? STATES THAT LAST TIME THE CUSTOMER WENT THE DEALER DID NOT HAVE THE PARTS THERE AND HAD TO WAIT WEEKS WITHOUT A VEHICLE; | | | CO ADVISED CAN DO SO; | | | CO TO CALL DEALER AND THE CUSTOMER BY COB 11/30
11/30/2018 6:59:00 PM	CO LVMM REGARDING CASE; | | | CO TO CALL CUST BY COB 12/03 | | | ***CO CALLED TO DLR 402408 WHO ADVISED THEY DID HAVE THE CLOCK SPRING PART FOR THE VEH
12/3/2018 1:03:00 PM	CO ATTEMPTED TO CALL THE CUSTOMER BUT LINE RANG FOR 2 MINUTES AND WAS NOT PICKED UP OR SENT TO VOICEMAIL; | | | ***CO CALLED TO DEALER 402408 WHO ADVISED THEY DID HAVE THE CLOCK SPRING PART FOR THE VEHICLE | | | NO FURTHER ACTION | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCV7A35FC[redacted]
Owner Or Fleet	[redacted] Murphysboro, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	11/28/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/28/2018 2:36:00 PM	MEDIA ATTACHED IN DOC CENTER
1/11/2019 1:16:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; DEALER PERFORMED REPAIRS BEFORE 120K MILES; VW TO REIMBURSE TOTAL; TOTAL: $622.28 | | | SP TO GENERATE CHECK REQUEST
1/11/2019 1:21:00 PM	1VWCV7A35FC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $622.28 | | | SP GENERATED CHECK REQUEST
1/17/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 622.28 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A35DC[redacted]
Owner Or Fleet	[redacted] Kansas City, MO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	11/28/2018	Incident Date	N/A
Mileage	119,354		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/28/2018 2:43:00 PM	MEDIA ATTACHED IN DOC CENTER
1/11/2019 2:21:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 119,354; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $290.07; LABOR $300.00; TAX $12.25; TOTAL $602.32 | | | | SP TO GENERATE CHECK REQUEST.
1/11/2019 2:27:00 PM	1VWAH7A35DC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $602.32. | | | | SP GENERATED CHECK.
1/17/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 602.32 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX5EW[redacted]
Owner Or Fleet	[redacted] Maple Valley, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	11/28/2018	Incident Date	N/A
Mileage	64,630		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/28/2018 6:08:00 PM	CUSTOMER STATES: CUSTOMER HAD A CLOCKSPRING REPAIR IN JUNE 2018; CUSTOMER IS NOW AWARE THAT SHE HAS A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING AND WANTS TO KNOW HOW TO RECEIVE REIMBURSEMENT; CUSTOMER STATES THAT SHE ALSO HAD TO PAY FOR CARBON CLEANING AT 40K MILES, AND HER STARTER BUTTON FAILED AT 70K MILES; CUSTOMER WANTS TO KNOW IF SHE CAN RECEIVE REIMBURSMENT FOR THE STARTER AND CARBON CLEANING | | | | CUSTOMER SEEKING: REIMBURSEMENT INFORMATION | | | | CO ADVISED: CUSTOMER CAN SEND IN THE REPAIR ORDER AND PROOF OF PAYMENT FOR THE AIR BAG CLOCK SPRING; CO WILL EMAIL CASE NUMBER AND WAYS TO SEND IN DOCUMENTATION; CARBON BUILDUP CAN BE CAUSED BY A VARIETY OF OUTSIDE FACTORS SUCH AS REFUELING HABITS, DRIVING STYLE, ENVIRONMENTAL CONDITIONS, AND EVEN THE KIND OF FUEL THAT IS USED, AND DUE TO THIS, CARBON CLEANING IS NOT COVERED UNDER ANY OF OUR WARRANTIES; BECAUSE CARBON CLEANING IS A MAINTENANCE SERVICE, VW DOES NOT COVER THE COST OF THIS SERVICE FOR YOUR VEHICLE; CUSTOMER HAD STARTER BUTTON REPLACED WHEN VEHICLE WAS OUT OF WARRANTY, AND IT IS LIKELY CUSTOMER WILL NOT BE REIMBURSED FOR REPAIRS; CO WILL CALL CUSTOMER WHEN DOCUMENTATION IS RECEIVED; THE REVIEW PROCESS CAN TAKE UP TO 120 BUSINESS DAYS | | | | CO TO ESCALATE TO TEAM 5 FOX
11/28/2018 6:27:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 2 / CLOCK SPRING WAS REPLACED;
11/28/2018 6:28:00 PM	TEAM 5 FOX TO EMAIL CUSTOMER WAYS TO SEND IN REIMBURSMENT | | | | CUSTOMER NEEDS TO SEND IN PROOF OF PAYMENT AND REPAIR ORDER; CUSTOMER SHOULD PUT CASE NUMBER ON TOP OF DOCUMENTATION | | FAX: 248-754-6504 | | EMAIL: [redacted] | ADDRESS: 3800 W HAMLIN RD., AUBURN HILLS, MI 48326
11/28/2018 6:29:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON~~'~~T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | CIDNEY H | CUSTOMER CARE ADVOCATE |
11/29/2018 12:03:00 PM	MEDIA ATTACHED IN DOC CENTER
1/11/2019 1:26:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; DEALER PERFORMED REPAIRS BEFORE 120K MILES; VW TO REIMBURSE TOTAL; TOTAL: $713.38 | | | | SP TO GENERATE CHECK REQUEST
1/11/2019 1:27:00 PM	WVGBV3AX5EW[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $713.38 | | | | SP GENERATED CHECK REQUEST
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 713.38 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A38CC[redacted]
Owner Or Fleet	[redacted]		COCONUT CREEK, FL, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	11/28/2018	Incident Date	N/A
Mileage	49,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/28/2018 6:24:00 PM	CUSTOMER STATES: RECEIVED LETTER FOR STEERING WHEEL CLOCK SPRING; HAD REPAIR COMPLETED A COUPLE OF MONTHS BACK; HAD CLOCK SPRING ISSUE COSTING CUSTOMER $712 ; CUSTOMER FEELS VEHICLE IS STILL HAVING PROBLEM; AIRBAG LIGHT IS STILL ON; IF CUSTOMER WERE TO TAKE VEHICLE TO DEALER; WOULD IT BE COVERED UNDER CLOCK SPRING WARRANTY | | | | CUSTOMER SEEKS: INFORMATION ABOUT CLOCK SPRING WARRANTY EXTENSION | | | | CO ADVISED: CUSTOMER CAN SUBMIT DOCUMENTS FOR REVIEW CUSTOMER NEEDS TO SEND IN COPY OF LETTER; REPAIR ORDER AND POP; ONCE CO HAS DOCUMENTS CO WILL REACH OUT TO LET CUSTOMER KNOW EVERYTHING IS IN ORDER TO SEND TO INTERNAL REVIEW DEPARTMENT; REVIEW TIMELINE IS CURRENT UP TO 120 DAYS; CUSTOMER WILL RECEIVE DECISION BY MAIL, EITHER IN THE FORM OF LETTER OR CHECK; IF CUSTOMER HAS AIRBAG LIGHT ON AND TOOK VEHICLE TO DEALER; AND DEALER DIAGNOSED IT AS THE CLOCK SPRING; APPLICABLE REPAIRS WOULD BE COVERED UNDER WARRANTY. | | | | CO TO WAIT CUSTOMER DOCUMENTS.
11/28/2018 6:29:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | STACIE M | CUSTOMER CARE ADVOCATE |
12/5/2018 2:47:00 PM	CALL TO CUSTOMER | | | | CO ADVISED: STILL NOT HAVE RECEIVED CUSTOMER DOCUMENTS; CO WILL FOLLOW UP TOMORROW AFTER RECEIVING DOCUMENTS. | | | | CUSTOMER STATES: IS SCANNING AND SENDING THEM IN TODAY | | | | CO TO WAIT DOCUMENTS.
12/6/2018 5:55:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | FAX: 248-754-6504 | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | STACIE M | CUSTOMER CARE ADVOCATE | |
12/6/2018 5:55:00 PM	CO SENT DOCUMENTS NOT RECEIVED. | | | | CO TO CLOSE PENDING CUSTOMER CONTACT.
12/6/2018 5:58:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON;
12/7/2018 3:26:00 PM	MEDIA ATTACHED IN DOC CENTER
12/13/2018 1:33:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | STACIE M | CUSTOMER CARE ADVOCATE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A38C[redacted]
Owner Or Fleet	[redacted]		COCONUT CREEK, FL, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	11/28/2018	Incident Date	N/A
Mileage	49,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/13/2018 1:33:00 PM	SPECIAL PROJECTS TO REVIEW FOR POSSIBLE REIMBURSEMENT UNDER AIRBAG CLOCK SPRING WARRANTY EXTENSION. | | | | SP TO REVIEW.
1/10/2019 3:38:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE STEERING LOCK; WECI WARRANTY EXTENSION COVERS THE CLOCK SPRING; THE TWO PARTS ARE DIFFERENT; VW WOULD NOT MEET REQUEST FOR REIMBURSEMENT AS THE WECI CLOCK SPRING WARRANTY EXTENSION DOES NOT COVER THE STEERING LOCK. | | | | SP TO SEND DENIAL LETTER TO CUSTOMER.
1/10/2019 3:41:00 PM	SP MAILED DENIAL LETTER TO CUSTOMER.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A37EC[redacted]
Owner Or Fleet	[redacted] Malabar, FL,[redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	11/28/2018	Incident Date	N/A
Mileage	60,293		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/28/2018 6:51:00 PM	CUSTOMER STATES: (DAUGHTER DRIVES VEHICLE) ALREADY HAD HER AIRBAG CLOCK SPRING TAKEN CARE OF ON VEHICLE, RECEIVED WARRANTY REIMBURSMENT FORM IN THE MAIL | | | CUSTOMER SEEKING: TO BE REIMBURSED FOR PAYING OUT OF POCKET FOR AIRBAG CLOCK SPRING | | | CO ADVISED: CUSTOMER THAT EMAIL WOULD BE SENT THAT DAUGHTER CAN REPLY TO WITH RO AND POP, ONCE DOCUMENTS HAVE BEEN RECEIVED CUSTOMER WILL RECEIVE A CALL AND THEY WILL BE SENT TO OUR TEAM THAT HANDLES REIMBURMENT | | | CUSTOMER UNDERSTOOD | | | CO TO WAIT CUSTOMER MAIL
11/28/2018 6:52:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | DEAR MS.[redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | KRISTEN H | CUSTOMER CARE ADVOCATE |
11/29/2018 8:05:00 AM	FROM: [redacted] | | SENT: WEDNESDAY, NOVEMBER 28, 2018 6:59 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | HELLO MS.[redacted] | | | WILL THE RECEIPT (CUSTOMER COPY) BE SUFFICE AS PROOF OF PURCHASE? | | BEST, | |[redacted] | | | | | CO TO REVIEW
12/10/2018 4:42:00 PM	CO ADVISED: CUSTOMER THAT EMAIL HAS BEEN RECEIVED BUT NO DOCUMENTS WERE ATTACHED, CO REQUESTING THAT CUSTOMER RESEND EMAIL WITH DOCUMENTS SO THAT REVIEW PROCESS CAN BEGIN | | | CO TO WAIT CUSTOMER MAIL
12/14/2018 1:32:00 PM	MEDIA ATTACHED IN DOC CENTER
12/17/2018 2:28:00 PM	CO ADVISED: CUSTOMER THAT DOCUMENTATION WAS SENT IN AN EMAIL THAT STATES THE SPIRAL/STEERING COLUMN MODULE WAS REPLACED AND VW IS ONLY ACCEPTING TO REVIEW DOCUMENTS THAT ARE FOR THE SPECIFIC WARRANTY EXTENSION WHICH IS FOR THE AIRBAG CLOCK SPRING | | | CUSTOMER STATES: WHEN SHE WAS AT THE DLR THEY WERE TELLING HER IT WAS THE CLOCK SPRING THAT NEEDED TO BE REPLACED, CUSTOMER WILL CONTACT DLR AND REACH BACK OUT TO CARE WITH MORE INFORMATION | | | CUSTOMER UNDERSTOOD | | | NO FURTHER ACTION
12/18/2018 8:36:00 AM	CUSTOMER STATES SPOKE WITH DEALER WHO CONFIRMED REPAIR ORDER IS FOR CLOCK SPRING; DEALER ADVISED WITH CUSTOMER'S VEHICLE IT┬┐S ALL IN ONE SYSTEM | | | CA RESEARCHED PART NUMBER ON [redacted] AND IT STARTS "CLOCK PSRING. CONTROL UNIT" | | | CUSTOMER ADVOCATE ADVISED WILL ESCALATE FOR REVIEW; PROCESS CAN TAKE UP TO 120 DAYS; WILL RECEIVE NOTIFICATION VIA US POSTAL MAIL | | | CUSTOMER ADVOCATE TO ESCALATE
12/18/2018 8:40:00 AM	SP TO REVIEW FOR REIMBURSEMENT UNDER AIRBAG CLOCK SPRING WARRANTY EXT
1/11/2019 1:44:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; DEALER PERFORMED REPAIRS BEFORE 120K MILES; RO STATES EXTENDED WARRANTY COMPANY PAID FOR $465.95 AND CUSTOMER PAID $100.00 DEDUCTIBLE; VW TO REIMBURSE CUSTOMER PAY ONLY; TOTAL: $100.00 | | | SP TO GENERATE CHECK REQUEST
1/11/2019 1:45:00 PM	1VWAT7A37EC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $100.00 | | | SP GENERATED CHECK REQUEST
1/16/2019 6:18:00 PM	CUST CALLING TO INQUIRE ON THE STATUS OF HER REIMBURSEMENT. | | | CA ADVISED THAT CUSTOMER IS BEING REIMBURSED FOR THE DEDUCTIBLE OF $100 AND SHE SHOULD RECIEVE NOTICE WITHIN 2-3 WEEKS

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A37EC[redacted]
Owner Or Fleet	[redacted] Malabar, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	11/28/2018	Incident Date	N/A
Mileage	60,293		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/17/2019 CHECK #[redacted] FOR AMOUNT $ 100.00 MAILED ON 01/16/2019 4:00:00 AM

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCS7A38EC[redacted]
Owner Or Fleet	[redacted] Chester, SC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	11/29/2018	Incident Date	N/A
Mileage	48,986		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/29/2018 9:38:00 AM	MEDIA ATTACHED IN DOC CENTER
1/11/2019 2:54:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 48,986 MILES; CUSTOMER HAD WARRANTY COVERAGE ONLY PAID $419.31; REPAIR ORDER DATE IS 05/11/2016; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL $419.13. | | | | SP TO GENERATE CHECK REQUEST.
1/11/2019 3:37:00 PM	1VWCS7A38EC[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $419.13. | | | | SP GENERATED CHECK.
1/11/2019 3:44:00 PM	GW-PROVIDED-OUT OF POCKET DATE
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 419.13 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRA7AU4FM[redacted]
Owner Or Fleet	[redacted] Oregon, MO, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	11/29/2018	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521K		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/29/2018 9:56:00 AM	MEDIA ATTACHED IN DOC CENTER
1/11/2019 3:57:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER AND ONLINE AUTO PARTS STORE; DEALER PERFORMED REPAIRS ON STEERING COLUMN; AUTO PARTS STORE SHOWS SPRING CLOCK PART WAS PURCHASED; CLOCK SPRING ONLY COVERED UNDER WECY WARRANTY EXTENSION; REPAIR ORDER DATE IS 10/10/2019; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $232.36. | | | | SP TO GENERATE CHECK REQUEST AND MAIL REPAIRS NOT RELATED LETTER.
1/11/2019 4:06:00 PM	3VWRA7AU4FM[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $232.36. | | | | SP GENERATED CHECK.
1/11/2019 4:10:00 PM	SP MAILED REPAIRS NOT RELATED DENIAL LETTER
1/11/2019 4:21:00 PM	GW-PROVIDED-OUT OF POCKET DATE
1/17/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 232.36 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A34FC[redacted]
Owner Or Fleet	[redacted] RENTON, WA [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	11/29/2018	Incident Date	N/A
Mileage	74,832		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/29/2018 10:10:00 AM	MEDIA ATTACHED IN DOC CENTER
1/11/2019 4:24:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEP; INDEP PERFORMED REPAIRS ON CLOCK SPRING AT 74832 MILES; RO DATE IS 03/28/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; PARTS $290.07; LABOR $236.00 TAX $34.19; TOTAL $560.26. | | | | SP TO GENERATE CHECK REQUEST.
1/11/2019 4:28:00 PM	1VWBT7A34FC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $560.26. | | | | SP GENERATED CHECK.
1/11/2019 4:31:00 PM	GW-PROVIDED-OUT OF POCKET DATE
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 560.26 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A33EC[redacted]
Owner Or Fleet	[redacted]	New Braunfels, TX, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	11/29/2018	Incident Date	N/A
Mileage	50,155		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/29/2018 11:11:00 AM	MEDIA ATTACHED IN DOC CENTER
1/11/2019 4:34:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS ON CLOCK SPRING AT 50,155 MILES; RO DATE IS 08/10/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $309.98. | | | SP GENERATED CHECK REQUEST.
1/11/2019 4:36:00 PM	1VWBS7A33EC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $309.98. | | | | SP GENERATED CHECK.
1/11/2019 4:38:00 PM	GW-PROVIDED-OUT OF POCKET DATE
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 309.98 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A35EC[redacted]
Owner Or Fleet	[redacted] VANCOUVER, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	11/29/2018	Incident Date	N/A
Mileage	43,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/29/2018 11:25:00 AM	CUSTOMER STATES: KEPT THE CAR AND FIXED IT UP AFTER MY WIFE [redacted] PASSED AWAY; HAD TO PAY OUT OF POCKET FOR THE AIRBAG CLOCK SPRING AND JUST FOUND OUT FROM THE DEALER THERE IS A WARRANTY EXT FOR THE PART; WOULD LIKE TO BE SENT THE FORM TO SEND IN FOR THE REIMBURSEMENT | | | CUSTOMER SEEKS; REIMBURSEMENT | | | CO ADVISED: RECALL 69Q9 WHICH CUST HAS APPOINTMENT FOR NEXT WEEK; THE VEHICLE DOSE HAVE THE WARRANTY EXT UNTIL 11/26/23 OR 120 MILES WOF; CAN RESPOND TO THE EMAIL WITH A REPAIR ORDER AND POP; WILL CALL BACK ONCE THE DOCS ARE RECEIVED TO GO OVER THE PROCESS | | | CO TO WAIT FOR DOCS
11/29/2018 11:34:00 AM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / REPLACED CLOCK SPRING ;
11/29/2018 12:05:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | JAMELLIA G | CUSTOMER CARE ADVOCATE |
11/29/2018 5:48:00 PM	MEDIA ATTACHED IN DOC CENTER
12/3/2018 11:46:00 AM	CO LEFT VOICEMAIL ADVISING; RECEIVED THE DOCS AND ARE TURNING THEM OVER TO REVIEW TEAM; WILL BE NOTIFIED BY MAIL WHEN THE PROCESS IS COMPLETE; TO CALL AND REFERENCE CASE [redacted] WITH ANY QUESTIONS | | | CO TO ESCALATE TO SP
12/3/2018 11:49:00 AM	TEAM TO REVIEW REIMBURSEMENT UNDER AIR BAG CLOCK SPRING WARRANTY EXT.
1/14/2019 8:10:00 AM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS ON CLOCK SPRING AT 40106; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $339.38; LABOR $274.91; TAX $39.92; TOTAL $654.21. | | | SP TO GENERATE CHECK REQUEST.
1/14/2019 8:14:00 AM	1VWBN7A35EC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $654.21. | | | SP GENERATED CHECK.
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 654.21 MAILED ON 01/17/2019
1/23/2019 3:58:00 PM	CUSTOMER STATES: SUBMITTED REQUEST FOR AIRBAG CLOCK SPRING REIMBURSEMENT; | | | CUSTOMER SEEKING: STATUS | | | CUSTOMER ADVOCATE ADVISED: CHECK FOR 654.21 WAS SENT ON 1/17 SHOULD RECEIVE WITHIN 3-4 WEEKS; | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRZ7AJ9AM[redacted]
Owner Or Fleet	[redacted] Brick, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	11/29/2018	Incident Date	N/A
Mileage	63,108		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/29/2018 12:20:00 PM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 8:35:00 AM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS ON CLOCK SPRING AT 63108 MILES; RO DATE IS 08/20/2013; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; PARTS $155.00; LABOR $140.00; TAX $20.65; TOTAL $315.65. | | | | SP TO GENERATE CHECK REQUEST.
1/14/2019 8:40:00 AM	3VWRZ7AJ9AM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $315.65. | | | | SP GENERATED CHECK.
1/14/2019 9:31:00 AM	GW-PROVIDED-OUT OF POCKET DATE
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 315.65 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBA7AH9AV[redacted]
Owner Or Fleet	[redacted], SELBYVILLE, DE, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	11/29/2018	Incident Date	N/A
Mileage	44,163		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/29/2018 12:37:00 PM	MEDIA ATTACHED IN DOC CENTER
1/10/2019 4:17:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENISON; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; REPAIRS WERE COMPLETED PRIOR TO THE FIRST VALID OUT OF POCKET DATE; VW TO REIMBURSE AS GOODWILL BASED ON DATE OF REPAIR; VW TO REIMBURSE TOTAL: $692.36. | | | | SP TO GENERATE CHECK REQUEST.
1/10/2019 4:19:00 PM	WVWBA7AH9AV[redacted] VW TO REIMBURSE WECY WARRANTY EXT AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $692.36. | | | | GENERATED CHECK REQUEST.
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 692.36 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX6EW[redacted]
Owner Or Fleet	[redacted]	Norwalk, CT, [redacted]	
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	11/29/2018	Incident Date	N/A
Mileage	50,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/29/2018 3:26:00 PM	CUSTOMER STATES DAUGHTER OWNS 2014 TIGUAN; AIRBAG LIGHT WENT ON; VOLUME CONTROL AND STEERING WHEEL CONTROLS FAILED; THINKS IT MAY BE INVOLVED IN CLOCK SPRING RECALL | | CUSTOMER SEEKS RECALL INFORMATION | | | CO ADVISED VEHICLE ISN'T UNDER RECALL; HAS CLOCK SPRING WARRANTY EXTENSION; CUSTOMER WOULD NEED TO HAVE DEALER DIAGNOSE ISSUE TO DETERMINE COVERAGE; | | | CUSTOMER ASKED FOR INFORMATION TO BE EMAILED. | | | CO TO ESCALATE TO TEAM 5 | |
11/29/2018 3:30:00 PM	PLEASE EMAIL MR. [redacted] THEIR VEH HAS WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING FOR 120K OR 3/25/24, WOF.
11/30/2018 2:13:00 PM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | ATTACHED, YOU WILL FIND THE WARRANTY EXTENSION LETTER FOR THE CLOCK SPRING IN YOUR TIGUAN. THIS COVERAGE STARTS FROM YOUR VEHICLE┬┐S ORIGINAL IN-SERVICE DATE OF MARCH 25, 2014. | | | IF YOU HAVE ANY OTHER QUESTIONS, PLEASE FEEL FREE TO CONTACT US AGAIN. | | | SINCERELY, | | | | | | | SHAYNA S. | | CUSTOMER CARE ADVOCATE | |
11/30/2018 2:16:00 PM	CO TO REVIEW.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX0FW[redacted]
Owner Or Fleet	[redacted] Hampton, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	11/29/2018	Incident Date	N/A
Mileage	66,273		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/29/2018 3:52:00 PM	CUSTOMER STATES: GOT REPAIR FOR WARRANTY EXTENSION THAT WAS SENT TO HER IN MAIL BEFORE WARRANTY EXTENSION WENT OUT; | | | CUSTOMER SEEKING: GET MONEY BACK | | | CO ADVISED: VEHICLE HAS WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING TILL 03/27/2025, OR 120K WOF; CO ADVISED WOULD NEED TO SUBMIT REPAIR ORDER AND POP, GOING TO SEND EMAIL CONTAINING CASE NUMBER AND CAN REPLY WITH NEEDED DOCUMENTS, 120 BUSINESS DAY REVIEW; CO ADVISED WILL FOLLOW UP ONCE DOCUMENTS ARE RECEIVED; | | | CO TO WAIT FOR CUSTOMER MAIL;
11/29/2018 3:57:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┤T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | MALINALI R | CUSTOMER CARE ADVOCATE |
12/6/2018 12:14:00 PM	CO ADVISED: DOCUMENTS HAVE NOT BEEN RECEIVED; FOLLOWING UP; | | | CO TO CLOSE; PENDING CUSTOMER CONTACT;
12/13/2018 1:02:00 PM	SP TO REVIEW FOR REIMBURSMENT ON WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING; | | | SP TO REVIEW;
12/13/2018 11:09:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 8:29:00 AM	CUTSOMER SEEKING REIMBURSEMENT UNDER WECY WARR. EXT; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARR. EXT; CUSTOMER PAID $527.79 | | | SP TO GENERATE CHECK REQUEST
1/14/2019 8:43:00 AM	WVGBV7AX0FW[redacted] VW TO REIMBURSE UNDER WECY WARR. EXT: TOTAL: $527.79 | | | SP GENERATED CHECK REQUEST
1/15/2019 11:51:00 AM	CUSTOMER CALLED FOR STATUS UPDATE | | | CUSTOMER ADVOCATE ADVISED CHECK WAS REQUESTED FOR $527.79 1/14/19; CUSTOMER SHOULD RECEIVE CHECK IN SEVERAL WEEKS. | | | CUSTOMER ACCEPTED.
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 527.79 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A38DC[redacted]
Owner Or Fleet	Unknown Unknown, unknown, unknown, UN, 000000, ?		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	11/29/2018	Incident Date	N/A
Mileage	33,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/29/2018 4:36:00 PM	CUSTOMER STATES: RECEIVED A NOTICE FOR VEHICLE; CUSTOMER STATES HIS AIRBAG LIGHT IS CURRENTLY ON; JUST BOUGHT VEHICLE 5 MONTHS AGO | | | | CUSTOMER SEEKING: WHAT NOTICE IS FOR; WHAT TO DO WITH AIRBAG LIGHT | | | | CO ADVISED: VEHICLE HAS AIRBAG CLOCK SPRING COVERAGE FOR 15YRS/UNLIMITED MILES WOF; CO RECOMMENDS FOR VEHICLE TO BE TAKEN TO DEALER FOR DIAGNOSIS OF AIRBAG LIGHT; CUSTOMER WOULD NEED TO AUTHORIZE DIAGNOSIS FEE AS VEHICLE IS OUTSIDE OF NVLW 3YR/36K MILES AND POWER TRAIN; CO ADVISED IF CONCERNS FOUND ARE RELATED TO WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING, DIAGNOSIS FEE PARTS AND LABOR WILL BE COVERED; IF CONCERNS FOUND ARE NOT RELATED CUSTOMER WILL NEED TO PAY DIAGNOSIS FEE | | | | NO FURTHER ACTION
11/29/2018 4:42:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2BW[redacted]
Owner Or Fleet	[redacted] Dallas, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	11/29/2018	Incident Date	N/A
Mileage	59,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/29/2018 5:09:00 PM	CUSTOMER STATES: RECEIVED A NOTICE FOR AIRBAG CLOCK SPRING; CUSTOMER STATES HE PAID FOR REPAIRS ON VEHICLE; WILL BE SENDING IN DOCUMENTS BY MAIL FOR 2013 BUT NEEDS TO KNOW IF 2011 TIGUAN ALSO HAS THE WARRANTY EXTENSION | | | CUSTOMER SEEKING: WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING | | | CO ADVISED: 2011 HAS THE WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING FOR 15YRS/UNLIMITED MILES WOF; CO WILL SEND EMAIL WITH CASE # TO WHICH CUSTOMER CAN REPLY BACK TO AND SEND IN REPAIR ORDER AND POP; CO WILL FOLLOW UP WITH CUSTOMER BY PHONE OR EMAIL ONCE DOCUMENTS ARE RECEIVED | | | CO TO WAIT FOR REPAIR ORDER AND POP | |
11/29/2018 5:11:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | MARIA R | CUSTOMER CARE ADVOCATE |
11/30/2018 10:26:00 AM	MEDIA ATTACHED IN DOC CENTER
11/30/2018 3:07:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. . | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | MARIA R | CUSTOMER CARE ADVOCATE | |
11/30/2018 3:07:00 PM	SP TO REVIEW RO AND POP FOR REIMBURSEMENT FOR REPAIRS UNDER AIRBAG CLOCK SPRING WARRANTY EXTENSION
1/11/2019 2:16:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; DEALER PERFORMED REPAIRS TO CLOCK SPRING AND MAINTENENCE REPAIRS; CUSTOMER PAID $574.27 PLUS TAX; VW TO REIMBURSE CLOCK SPRING TOTAL; TOTAL: $574.27, TAX: $18.12; TOTAL: $592.39 | | | SP TO GENERATE CHECK REQUEST
1/11/2019 2:21:00 PM	WVGAV7AX2BW[redacted]VW TO REIMBURSE WECI WARR EXT; TOTAL: $592.39 | | | SP GENERATED CHECK REQUEST
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 592.39 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX0DW[redacted]
Owner Or Fleet	[redacted] Dallas, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	11/29/2018	Incident Date	N/A	Mileage	82,582
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/29/2018 5:11:00 PM	CUSTOMER STATES: RECEIVED NOTICE FOR AIRBAG CLOCK SPRING | | | CUSTOMER SEEKING: SEND IN DOCUMENTS FOR REIMBURSEMENT | | | CO ADVISED: WILL SEND EMAIL WITH CASE # TO WHICH CUSTOMER CAN REPLY BACK TO AND SEND IN REPAIR ORDER AND POP; CO WILL FOLLOW UP WITH CUSTOMER BY PHONE OR EMAIL ONCE DOCUMENTS ARE RECEIVED | | | CO TO WAIT FOR REPAIR ORDER AND POP | | |
11/29/2018 5:13:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | MARIA R | CUSTOMER CARE ADVOCATE |
11/30/2018 10:54:00 AM	MEDIA ATTACHED IN DOC CENTER
11/30/2018 3:09:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | | DEAR MR. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | MARIA R | CUSTOMER CARE ADVOCATE | |
11/30/2018 3:09:00 PM	SP TO REVIEW RO AND POP FOR REIMBURSEMENT FOR REPAIRS UNDER AIRBAG CLOCK SPRING WARRANTY EXTENSION
1/11/2019 2:28:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; DEALER PERFORMED REPAIRS WITHIN TIME FRAME; RO ALSO SHOWS BATTERY REPLACEMENT; VW TO REIMBURSE CLOCK SPRING TOTAL AND TAX; RO TOTAL: $574.27; TAX: $18.12; TOTAL: $592.39 | | | SP TO GENERATE CHECK REQUEST
1/11/2019 2:30:00 PM	WVGAV7AX0DW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $592.39 | | | SP GENERATED CHECK REQUEST
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 592.39 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A3XCC[redacted]
Owner Or Fleet	[redacted], HAYDEN, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	11/29/2018	Incident Date	N/A
Mileage	49,229		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/29/2018 5:32:00 PM	CUSTOMER STATES; RECEIVED A NOTICE TO BE REIMBURSED FOR CLOCK SPRING REPAIR AND WANTS TO KNOW IF SHE SHOULD SUBMIT OR NOT BECAUSE THE CUSTOMER HAD THE CLOCK SPRING REPLACED A YEAR AGO; | | | CUSTOMER SEEKING: TO CLARIFY THE NOTICE; | | | CO ADVISED: IF THE CUSTOMER HAS HAD THE CLOCK SPRING ITSELF REPLACED PREVIOUSLY THEN THE CUSTOMER IS ELIGIBLE TO SUBMIT FOR REIMBURSEMENT UNDER THE WARRANTY EXTENSION; CUSTOMER CAN FILL OUT THE FORM AND PROVIDE THE REPAIR ORDER AND PROOF OF PAYMENT FOR FURTHER REVIEW FOR REIMBURSEMENT; | | | CUSTOMER ACKNOWLEDGED; | | | NO FURTHER ACTION.
12/6/2018 3:13:00 PM	MEDIA ATTACHED IN DOC CENTER
12/7/2018 1:26:00 PM	DOCUMENTS HAVE BEEN RECEIVED EVERYTHING LOOKS GOOD; THE CUSTOMER IS AWARE OF THE TIME FRAME FOR THE REVIEW PROCESS;
12/10/2018 2:43:00 PM	CUSTOMER STATES: CALLING TO FOLLOW UP ON IF THE DOCS I SENT IN FOR REIMBURSEMENT HAS BEEN RECEIVED | | | CUSTOMER ADVOCATE ADVISED: DOES LOOK LIKE THE DOCS WERE RECEIVED AND WITH THE REVIEW TEAM SINCE 12/7; IT IS EXPECTED AT THIS TIME TO TAKE UP TO 120 DAYS FOR THE PROCESS TO BE COMPLETE | | | CUSTOMER ADVOCATE HAS NO ACTIONS
12/10/2018 2:49:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / REPLACED AIRBAG CLOCK SPRING PRIOR TO WARRANTY EXT;
12/18/2018 1:03:00 PM	CUSTOMER STATES: SUBMITTED FOR REIMBURSEMENT FOR THE CLOCK SPRING REPAIR UNDER THE WARRANTY EXTENSION AND WANTS TO SEE IF THERE IS AN UPDATE; | | | CUSTOMER SEEKING: UPDATE ON THE REIMBURSEMENT CLAIM; | | | CO ADVISED: THE REVIEW PROCESS IS ABOUT 90 BUSINESS DAYS CURRENTLY BUT WE ARE WORKING TO GET THAT TIME FRAME DOWN AS SOON AS POSSIBLE; THE CUSTOMER WILL BE PROVIDED THE DECSION BY POSTAL MAIL WITHIN THAT TIME FRAME; | | | CUSTOMER ACKNOWLEDGED; | | | SP TO REVIEW.
1/7/2019 4:33:00 PM	CUSTOMER STATES: HAS AN OPEN CASE; | | | CUSTOMER SEEKS: UPDATE ON CASE; | | | CA ADVISED: DOCUMENTS WERE RECEIVED ON 12/7/2018; CUST WAS ADVISED IT WOULD BE 90 DAYS BEFORE, HOWEVER BECAUSE OF THE HIGH CASE VOLUME WE HAVE BEEN RECEIVING FOR REIMBURSEMENT, THE GENERAL TIME FRAME FOR REVIEW OF REIMBURSEMENT IS 120 BUSINESS DAYS FOR CUSTOMER TO RECEIVE OUR DECISION IN THE MAIL; | | | SP TO REVIEW; | |
1/11/2019 2:36:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; DEALER PERFORMED REPAIRS WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $654.39 | | | SP TO GENERATE CHECK REQUEST
1/11/2019 2:38:00 PM	1VWAP7A3XCC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $654.39 | | | SP GENERATED CHECK REQUEST
1/17/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 654.39 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJM7AN9AE[redacted]
Owner Or Fleet	[redacted] Bettendorf, IA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	11/29/2018	Incident Date	N/A
Mileage	100,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/29/2018 5:57:00 PM	CUSTOMER STATES RECEIVED WARRANTY EXT. IN THE MAIL; HAD PART REPLACED TWO MONTHS; CAN INFORMATION BE SUBMITTED FOR REIMBURSEMENT; | | | CUSTOMER SEEKING REIMBURSEMENT; | | | CO FACE TO FACE WITH EM HANNA: AGREED WITH CO THAT CUSTOMER CAN SUBMIT THEIR REPAIR ORDER AND POP TO CUSTOMER CARE CENTER AND WE MAY REVIEW DOCUMENTS FOR POSSIBLE REIMBURSEMENT; CO TO RETURN TO CUSTOMER | | | CO ADVISED THAT AN EMAIL WITH BE SENT WITH CASE NUMBER; CUSTOMER WOULD NEED TO RESPOND TO EMAIL WITH REPAIR ORDER'S WITH PART ID AND POP; WHEN DOCUMENTS ARE RECEIVED WILL CONTACT CUSTOMER TO CONFIRM; | | | CO WAITING FOR CUSTOMER MAIL;
11/29/2018 6:02:00 PM	EM ADVISED: AGREED WITH CO THAT CUSTOMER CAN SUBMIT THEIR REPAIR ORDER AND POP TO CUSTOMER CARE CENTER AND WE MAY REVIEW DOCUMENTS FOR POSSIBLE REIMBURSEMENT; CO TO RETURN TO CUSTOMER
11/29/2018 6:04:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | ANTONIO F | CUSTOMER CARE ADVOCATE |
12/3/2018 11:43:00 AM	MEDIA ATTACHED IN DOC CENTER
12/3/2018 2:39:00 PM	CO ATTEMPTED TO CONTACT CUSTOMER; LINE WAS BUSY; | | | IF CUSTOMER IS TO CALL; LEVEL 1 TO ADVISED THAT VW WOULD NEED POP TO SUBMIT FOR REIMBURSEMENT REVIEW; | | | CLOSING PENDING CUSTOMER CONTACT;
12/3/2018 2:44:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | FAX: 248-754-6504 | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | RECEIVED YOUR REPAIR ORDER, WILL NEED PROOF OF PAYMENT TO SUBMIT FOR REIMBURSEMENT REVIEW, MR. [redacted] | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | ANTONIO F | CUSTOMER CARE ADVOCATE | |
12/4/2018 12:01:00 PM	MEDIA ATTACHED IN DOC CENTER
12/4/2018 5:07:00 PM	SP TO REVIEW CUSTOMER'S DOCUMENTS REGARDING REIMBURSEMENT FOR AIRBAG CLOCK SPRING;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJM7AN9AE[redacted]
Owner Or Fleet	[redacted] Bettendorf, IA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	11/29/2018	Incident Date	N/A
Mileage	100,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/4/2018 5:09:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 BUSINESS DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | ANTONIO F. | CUSTOMER CARE ADVOCATE | |
1/11/2019 2:43:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; DEALER PERFORMED REPAIRS WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $844.88 | | | SP TO GENERATE CHECK REQUEST
1/11/2019 2:44:00 PM	WVWJM7AN9AE[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $844.88 | | | SP GENERATED CHECK REQUEST
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 844.88 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX6GW[redacted]
Owner Or Fleet	[redacted] SPANISH FORK, UT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	11/29/2018	Incident Date	N/A
Mileage	6,800		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/29/2018 7:08:00 PM	CUSTOMER STATES: RECEIVED AIRBAG CLOCK SPRING WARRANTY EXTENSION; AIRBAG LIGHT ON; STEERING WHEEL NOISES WHEN CUSTOMER TURNS TO THE RIGHT; SEAT BELT MOTORS DO NOT WORK; 2 WEEKS AGO CUSTOMER HAD A FLAT TIRE AND TIRE WAS NOT REPAIRABLE; | | | CUSTOMER SEEKS: GUIDANCE WITH WARRANTY EXTENSION; | | | CO ADVISED: IF CUSTOMER IF EXPERIENCING PROBLEMS WITH THE AIRBAG CLOCK SPRING , CO ADVISED TO TAKE VEHICLE TO VW DEALER; DEALER WILL DIAGNOSE VEHICLE AND IF DEALER FIND THE STEERING WHEEL CLOCK SPRING FAILED, THEN IT WILL BE REPLACED UNDER WARRANTY EXT.;NEW VEHICLE LIMITED WARRANTY 3YRS/36,000MI WOF; COVERS MANUFACTURER SHORTCOMINGS IN MATERIALS AND WORKMANSHIP FOR EVERYTHING ON THE VEH EXCEPT TIRES; TOWING COVERAGE: TOWING TO THE NEAREST AUTHORIZED VW DEALERSHIP OR AUTHORIZED VW SERVICE FACILITY | | ┬┐ COLLISION TOWING | | ┬┐ BATTERY JUMP START | | ┬┐ FLAT TIRE SERVICE | | ┬┐ LOCK-OUT SERVICE | | ┬┐ FUEL DELIVERY SERVICE | | ┬┐ TRIP INTERRUPTION BENEFITS | | | NO FURTHER ACTION. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD17AJ8EM[redacted]
Owner Or Fleet	[redacted], Naperville, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	11/30/2018	Incident Date	N/A
Mileage	75,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/30/2018 8:57:00 AM	CUSTOMER STATES: RECEIVED NOTICE FOR AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI; AIRBAG LIGHT AND STEERING WHEEL LIGHT CAME ON EITHER 11/24 OR 11/25; | | | CUSTOMER SEEKS: GUIDANCE WITH AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI, BECAUSE CUSTOMER WANTS TO TAKE VEHICLE TO VW DEALER ; | | | CO ADVISED: VERIFIED WARRANTY EXTENSION; STEERING WHEEL CONTROLS NOT WORKING PROPERLY AND AN AIRBAG LIGHT THAT STAYS ON. BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER THIS WARRANTY EXTENSION. | | | CUSTOMER STATES: LAST YEAR CUSTOMER HAD A TRANSMISSION FLUID LEAK; (CASE#[redacted]; | | | CUSTOMER SEEKS: IF CUSTOMER CAN GET A REIMBURSEMENT FOR RECALL THAT WAS FOR OTHER 2014 JETTA'S WITH SIMILAR ISSUES; | | | CO ADVISED: RECALLS ARE VIN SPECIFIC AND VEHICLE WAS NOT INCLUDED IN THAT RECALL; VW WOULD NOT BE ABLE TO REIMBURSE FOR A RECALL CUSTOMER DOES NOT HAVE; | | | NO FURTHER ACTION.
11/30/2018 9:15:00 AM	CATEGORY SELECTION : POWERTRAIN / FLUID LEAK / CUSTOMER HAD FLUID LEAK BACK ON 1/2018;
11/30/2018 9:15:00 AM	CATEGORY SELECTION : ENGANDENGCOOLING / WARNING LIGHT ON / AIRBAG AND STEERING WHEEL LIGHT ON ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A36C[redacted]
Owner Or Fleet	[redacted]		Jacksonville, FL, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	11/30/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/30/2018 9:40:00 AM	CUSTOMER STATES: VEHICLE IS PRE OWNED; VEHICLE PURCHASED JAN 2015 AT MILEAGE 33K; VEHICLE PURCHASED FROM NON-VW DEALER; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; VEHICLE EXPERIENCING: AIRBAG LIGHT HAS BEEN ON SINCE HAVING THE RECALL DONE; WHEN DRIVING OVER BUMP THERE SOUND LIKE A TEARING NOISE FROM THE FRONT END; AND THE HEADLIGHTS ARE DIMMING OUT; DOESN┬┐T FEEL CONFIDENT IN THE DEALER AS THEY HAVEN┬┐T BEEN ABLE TO ID | | | | CUSTOMER SEEKING: INFORMATION FOR NEXT CLOSEST DEALER | | | | CO ADVISED: THE VEHICLE HAS NO OPEN RECALLS; THE WARRANTY EXT. WILL COVER THE AIRBAG CLOCK SPRING IF THE DEALER HAS DIAGNOSED IT AS THE CONCERN AND ARE ABLE TO COVER IT UNDER WARRANTY; PROVIDED INFORMATION FOR DEALER 405036 | | | | CUSTOMER THANKS | | | | CO TO CLOSE | | | |
11/30/2018 9:45:00 AM	CATEGORY SELECTION : EXTLIGHTING / BRIGHTNESS/ILLUMINATION / HEADLIGHTS DIMMING OUT; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON ; SUSPENSION / NOISE / TEARING NOISE FROM FRONT END ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A38EC[redacted]
Owner Or Fleet	[redacted] San Benito, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	11/30/2018	Incident Date	N/A
Mileage	57,398		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/30/2018 1:45:00 PM	MEDIA ATTACHED IN DOC CENTER
11/30/2018 10:14:00 AM	CUSTOMER SATED RECEIVED NOTIFICATION FOR AIRBAG CLOCK SPRING WARRANTY EXT; HAD THIS REPLACED A FEW MONTHS AGO AT DEALER; DOES NOT KNOW WHERE THE PAPER WORK FOR REPAIRS ARE BUT WAS DONE AT VW DEALER 425085 | | | CUSTOMER SEEKING REIMBURSEMENT FOR REPAIR | | | CO ADVISED SHOULD GET IN CONTACT WITH DEALER WHOM CAN POSSIBLY PROVIDE POP AND REPAIR ORDER FOR CUSTOMER SO VWGOA CAN LOOK INTO POSSIBLE REIMBURSEMENT; WILL EMAIL CUSTOMER CASE NUMBER REPLY ONCE DOCUMENTS HAVE BEEN RECEIVED | | | CUSTOMER ACKNOWLEDGED | | | CO TO EMAIL CUSTOMER
11/30/2018 10:22:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | KAY C. | CUSTOMER CARE ADVOCATE | | | | CO TO AWAIT DOCUMENTS
11/30/2018 12:04:00 PM	CUSTOMER STATES: HAS A COPY OF THE ORIGINAL REPAIR COMPLETED ON THE VEHICLE FOR THE REIMBURSEMENT FROM THE DEALER; DOUBLE CHECKING CORRECT WAY TO SEND DOCUMENTS IN; WOULD LIKE CONFORMATION EMAIL ONCE RECEIVED; | | | CUSTOMER SEEKING: INFORMATION; | | | CUSTOMER ADVOCATE ADVISED: THAT THE CUSTOMER WOULD NEED TO ATTACH THE DOCUMENTS TO THE ORIGINAL EMAIL AND RESEND INFORMATION IN WITH THE POP; THE CUSTOMER WILL RECEIVE AN EMAIL ONCE INFORMATION IS RECEIVED; | | | CUSTOMER ACKNOWLEDGED: | | | CO TO REVIEW.
12/3/2018 2:10:00 PM	CO LVM ADVISING CUSTOMER DOCUMENTS HAVE BEEN RECEIVED AND WE WILL NOW START THE PROCESS OF POSSIBLE REIMBURSEMENT | | | CO TO EMAIL CUSTOMER
12/3/2018 2:14:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 90 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | SINCERELY, | | | | KAY C. | | CUSTOMER CARE ADVOCATE | | | | CO TO ESCALATE TO SP
12/3/2018 2:15:00 PM	SP TO REVIEW
1/3/2019 6:38:00 PM	AMARIS TALK AND TYPE/ HANNAH LISTEN | | | CUSTOMER STATES WOULD LIKE TO RECEIVE UPDATE ON CASE. | | | CUSTOMER SEEKING UPDATE ON CASE | | | CUSTOMER ADVOCATE ADVISED THAT CASE HAS BEEN ESCALATED TO REIMBURSEMENT TEAM AND RESPOND WILL BE PROVIDED VIA MAIL WITHIN 90 DAYS. | | | CUSTOMER THANKED | | | SP TO REVIEW
1/14/2019 11:35:00 AM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; CUST ONLY PAID DEDUCTIBLE; VW TO REIMBURSE TOTAL: $100.00. | | | SP TO GENERATE CHECK REQUEST.
1/14/2019 11:41:00 AM	1VWAH7A38EC[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $100.00. | | | GENERATED CHECK REQUEST.
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 100.00 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHN7ANXBE[redacted]
Owner Or Fleet	[redacted] Detroit, MI, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2011		
Report Date	11/30/2018	Incident Date	N/A
Mileage	130,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/30/2018 11:07:00 AM	CUSTOMER STATES HAD THE AIRBAG WAS ON BUT NOW IT┬┐S OFF ; THE STEERING WHEEL YELLOW LIGHT WILL COME ON BUT DOES AWAY ; RECEIVED WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING ; UNKNOWN IF VEHICLE IS STILL WITHIN THE PERIMETER ; ALREADY HAVE APPOINTMENT FOR TAKATA AIRBAG AND FUEL PUMP CONTROL MODULE RECALL ; | | | | CUSTOMER SEEKING INFORMATION ON AIRBAG CLOCK SPRING ; TIMING CHAIN INFORMATION | | | | CO ADVISED THE WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING IS STEERING WHEEL CONTROLS NOT WORKING PROPERLY AND AN AIRBAG LIGHT THAT STAYS ON. BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER THIS WARRANTY EXTENSION ; NOW THE STEERING LIGHT COULD MEAN THAT THE STEERING COLUMN IS NOT LOCKED OR IS NOT UNLOCKED OR POWER STEERING ASSIST IS REDUCED ; IF THAT LIGHT KEEPS COMING ON WOULD RECOMMEND TAKING VEHICLE TO VW DEALER AND HAVE A DIAGNOSIS DONE, BUT THAT WOULD BE AT CUSTOMER EXPENSE SINCE OUTSIDE APPLICABLE WARRANTY ; IF CUSTOMER HAD WORK ON THE TIMING CHAIN BEFORE 100K CUSTOMER WOULD NEED TO WORK WITH THE TIMING CHAIN LITIGATION TEAM ; | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBV7A34FC[redacted]
Owner Or Fleet	[redacted]	Chesterfield, MO, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	11/30/2018	Incident Date	N/A
Mileage	58,328		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/30/2018 11:15:00 AM	MEDIA ATTACHED IN DOC CENTER
12/28/2018 11:57:00 AM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DEALER; SHOWS REPLACEMENT OF CLOCK SPRING; NO OTHER REPAIRS; VW TO REIMBURSE FULL RO; TOTAL: $447.37. | | | | SP TO GENERATE CHECK REQUEST
12/28/2018 11:59:00 AM	1VWBV7A34FC[redacted] VW TO REIMBURSE UNDER WECY WARRANTY EXTENSION; TOTAL: $447.37. | | | | SP GENERATED CHECK REQUEST
1/9/2019 2:56:00 PM	CHECK #[redacted] FOR AMOUNT $ 447.37 MAILED ON 01/03/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWTL7AJ9AM[redacted]
Owner Or Fleet	[redacted] Cocoa Beach, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2010		
Report Date	11/30/2018	Incident Date	N/A
Mileage	23,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549CF		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/30/2018 11:27:00 AM	CUSTOMER STATES: ORIGINAL OWNER; VEHICLE WITH CUSTOMER; ; A FEW WEEKS AGO, THE DEALER REPLACED THE BRAKES AND GLOW PLUG; MAINTAINS AT DEALER 405080; CURRENT MILEAGE - 23K; CURRENT CONCERN - THE ABS, DRL AND AIRBAG LIGHT IS ON; SHE RECEIVED A LETTER ABOUT AN AIRBAG CLOCK SPRING. | | | CO ADVISED: THE LETTER IS A WARRANTY EXTENSION, BUT YOU MUST HAVE 2 SYMPTOMS, WHICH IS THE AIRBAG LIGHT ON AND STEERING WHEEL FUNCTIONS NOT WORKING (I.E. HORN, STEERING WHEEL BUTTONS); WOULD RECOMMEND CONTACTED THE DEALER, DUE TO MULTIPLE LIGHTS ON THE DASH. | | | CUSTOMER STATES: SHE HAS AN EMERGENCY CALL AND HAS TO END THE CALL | | | CO ADVISED: RECOMMEND SHE CONTACT THE DEALER | | | | | NOTE: AEM COMPLETED 1-9-2018 | | | | | CO TO CLOSE AND NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A33CC[redacted]
Owner Or Fleet	[redacted] ROCHESTER, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	11/30/2018	Incident Date	N/A
Mileage	95,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/30/2018 11:40:00 AM	CUSTOMER STATES RECEIVED WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING ; VEHICLE HAS AIRBAG LIGHT ON ; DEALER 402197 DID THE TAKATA AIRBAG AND THE LIGHT CAME ON ; IT DIDN┬┐T FIX THE PROBLEM ; DEALER DIAGNOSIS VEHICLE AND WAS TOLD THAT IT┬┐S THE PASSENGER SEAT SENSOR THAT IS BAD AND IT WOULD BE $700 ; WENT TO INDEPENDENT AND STATED NOT FINDING A FAULT FOR A SENSOR ; FAMILY IS LOYAL TO BRAND ; MAINTAINED AT DEALER 402197 | | | CUSTOMER SEEKING INFORMATION ON WARRANTY EXTENSION | | | CO ADVISED CLOCK SPRING WARRANTY EXTENSION IS FOR 15Y/ UNLIMITED MILEAGE ; STEERING WHEEL CONTROLS NOT WORKING PROPERLY AND AN AIRBAG LIGHT THAT STAYS ON. BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER THIS WARRANTY EXTENSION AND REPAIRS ; MANY OTHER THINGS CAN CAUSE THE AIRBAG LIGHT TO COME ON ; IT IS CORRECT THAT IF THE AIRBAG LIGHT IS ON IT WILL CAUSE THE AIRBAG TO NOT DEPLOY ; THE TAKATA AIRBAG RECALL AND THE WARNING LIGHT IS NOT RELATED, TWO SEPARATE COMPONENTS ; CO ASKED IF CUSTOMER IS SEEKING ANYTHING, CUSTOMER JUST WANTED CLARIFICATION ; | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A3XFC[redacted]
Owner Or Fleet	[redacted] Fort Lauderdale, FL [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	11/30/2018	Incident Date	N/A
Mileage	33,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/30/2018 12:26:00 PM	CUSTOMER STATED LETTER IS SAYING HE HAS TO PAY FOR EXTENDED WARRANTY; CUSTOMER STATED AIR BAG LIGHT IS ON | | | | CUSTOMER SEEKING IF HE IS COVERED | | | | CO ADVISED CUSTOMER THAT HE IS COVERED UNDER THE AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI WOF; CO ADVISED CUSTOMER WE ARE NOT TRYING TO SELL HIM ANYTHING; CO ADVISED CUSTOMER TO TAKE VEHICLE TO DEALER; CO ADVISED CUSTOMER HE DID NOT HAVE TO PAY FOR THIS EXTENDED WARRANT; CO ADVISED WE GAVE HIM THE EXTENDED WARRANTY JUST IN CASE CUSTOMER HAS FUTURE ISSUES WITH AIRBAG CLOCK SPRING; CO ADVISED CUSTOMER HAS ENGINE CONTROL MODULE SOFTWARE UPDATE; CUSTOMER STATED HIS HORN IS WORKING; CO ADVISED I CAN SCHEDULE A DEALER APPOINTMENT; CO ADVISED CUSTOMER I WORK FOR CORPORATE; CO ADVISED CUSTOMER THAT ONLY THE DEALER SELLS EXTENDED WARRANTIES; CUSTOMER STATED HE WILL CONTACT DEALER; | | | | NO FURTHER ACTION | | | | | | | |
11/30/2018 12:39:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX4EW[redacted]
Owner Or Fleet	[redacted] Gibsonia, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	11/30/2018	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/30/2018 1:43:00 PM	CUSTOMER STATES: RECEIVED WARRANTY EXTENSION NOTICE IN MAIL; | | | | CUSTOMER SEEKING: WHAT ARE THE SYMPTOMS, HOW HE WOULD KNOW VEHICLE NEEDS REPAIR; | | | | CO ADVISED: AIRBAG LIGHT IS ON, STEERING WHEEL CONTROLS ARE NOT FUNCTIONING AS WELL AS HORN NOT WORKING; CO ADVISED WARRANTY EXTENSION IS TILL 02/03/2024 OR 120K WOF; | | | | CUSTOMER THANKED; NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A35FC[redacted]
Owner Or Fleet	[redacted] North Andover, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	11/30/2018	Incident Date	N/A
Mileage	56,913		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/30/2018 1:55:00 PM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 9:19:00 AM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS ON CLOCK SPRING AT 56,913; RO DATE IS 12/04/2017; FIRST VALID OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $290.07; LABOR $221.05; TAX $18.12; TOTAL $529.24. | | | | SP TO GENERATE CHECK REQUEST.
1/14/2019 9:24:00 AM	1VWAT7A35FC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $529.24. | | | | SP GENERATED CHECK.
1/14/2019 9:25:00 AM	GW-PROVIDED-OUT OF POCKET DATE
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 529.24 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A33DC[redacted]
Owner Or Fleet	[redacted] Hackettstown, NJ [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	11/30/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/30/2018 2:10:00 PM	CUSTOMER STATES: RECEIVED THE EXTENDED WARRANTY LETTER FOR THE AIRBAG CLOCK SPRING; HAD TO PAY OUT OF POCKET FOR THE REPAIR IN FEBRUARY 2015; HOW CAN DOCUMENTS BE SUBMITTED FOR REIMBURSEMENT; | | CUSTOMER SEEKS: REIMBURSEMENT; | | | | CO ADVISED: CUSTOMER CAN REPLY BACK TO THE EMAIL SENT WITH THE CASE NUMBER WITH A REPAIR ORDER AND POP; ONCE THE DOCUMENTS ARE RECEIVED CAN SUBMIT TO BEGIN THE REVIEW PROCESS; DUE TO HIGH VOLUME THE REVIEW PROCESS HAS BEEN EXTENDED FROM THE ORIGINAL 60 BUSINESS DAY TURN AROUND TO AN APPROXIMATE 90-120 BUSINESS DAYS; | | | CO TO WAIT CUSTOMER MAIL
11/30/2018 2:11:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | SABRENA S | CUSTOMER CARE ADVOCATE |
11/30/2018 4:06:00 PM	MEDIA ATTACHED IN DOC CENTER
12/3/2018 12:55:00 PM	CO CALLED TO ADVISE RECEIVED THE RO; ON THE RO SHOWS THE REPAIR WAS PAID BY CHECK; WOULD NEED CUST TO SUBMIT A RO SHOWING A BALANCE OF $0.00 OR A BANK STATEMENT AS POP; | | | CUST STATES: WILL CONTACT THE BANK TO GET A STATEMENT; | | | | CO TO WAIT CUST MAIL
12/3/2018 5:33:00 PM	MEDIA ATTACHED IN DOC CENTER
12/5/2018 1:01:00 PM	CUSTOMER SEEKS: REIMBURSEMENT FOR THE AIRBAG CLOCK SPRING
12/5/2018 12:59:00 PM	CO CALLED TO ADVISED RECEIVED THE POP; THE CASE WILL BEGIN THE REVIEW PROCESS; DUE TO THE HIGH VOLUME OF REIMBURSEMENTS, THE PROCESS WAS EXTENDED TO A MAX TIME OF 120 BUSINESS DAYS; VW IS WORKING DILIGENTLY TO PROVIDE A RESPONSE BEFORE THAT TIME; | | | CUSTOMER ACKNOWLEDGED; | | | CO TO ESCALATE TO SP
1/14/2019 9:42:00 AM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS ON CLOCK SPRING AT 41910 MILES; RO DATE IS 02/18/2015; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; PARTS 320.53; LABOR $360.00; TAX $47.63; TOTAL $728.16. | | | SP TO GENERATE CHECK REQUEST.
1/14/2019 9:45:00 AM	1VWBP7A33DC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $728.16. | | | SP GENERATED CHECK.
1/14/2019 9:48:00 AM	GW-PROVIDED-OUT OF POCKET DATE
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 728.16 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWLL7AJ9CM[redacted]
Owner Or Fleet	[redacted] Florissant, MO, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	11/30/2018	Incident Date	N/A
Mileage	88,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/30/2018 2:32:00 PM	CUSTOMER STATES: VEHICLE IS PRE-OWNED; VEHICLE PURCHASED A MONTH AGO; VEHICLE PURCHASED FROM BOMMARITO VW DEALER; NOT A CPO; VEHICLE WAS PURCHASED; FIRST TIME VW/AUDI OWNER; VEHICLE EXPERIENCING: AIRBAG LIGHT STAYS ON; JUST GOT THE WARRANTY EXT LETTER AND WOULD LIKE TO GET IT TAKEN CARE OF; | | | | CUSTOMER SEEKING: CLOCK SPRING WARRANTY EXT INFORMATION; | | | | CO ADVISED: THE WARRANTY EXT WILL COVER WHERE APPLICABLE ONCE DIAGNOSED BY A DEALER; ANY UNRELATED REPAIR WOULD BE AT YOUR EXPENSE ; MADE APPOINT WITH DEALER 424171 FOR TUES 12/11 @ 9AM; CONGRATULATIONS! THE APPOINTMENT HAS BEEN BOOKED WITH CONFIRMATION CODE X04PPH3CPP | | | | CO TO CLOSE | |
11/30/2018 2:32:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW567AJ9CM[redacted]
Owner Or Fleet	[redacted] Saint Louis, MO, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	11/30/2018	Incident Date	N/A
Mileage	62,480		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/30/2018 2:25:00 PM	MEDIA ATTACHED IN DOC CENTER
12/4/2018 6:58:00 PM	CUSTOMER SUMBITTED REIMBURSEMENT REQUEST FORM FOR WECX - STEERLOCK HOUSING WARRANTY; HOWEVER, DOCUMENTS ARE FOR THE WECY -AIR BAG CLOCK SPRING WARRANTY EXTENSION. | | | | | FORWARD TO UN-ASSIGNED.
1/14/2019 10:31:00 AM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS ON CLOCK SPRING AT ; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $550.50. | | | SP TO GENERATE CHECK REQUEST.
1/14/2019 10:32:00 AM	3VW567AJ9CM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $550.50. | | | SP GENERATED CHECK.
1/18/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 550.50 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A33FC[redacted]
Owner Or Fleet	[redacted] Cutler Bay, FL [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	11/30/2018	Incident Date	N/A
Mileage	56,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/30/2018 2:38:00 PM	CUSTOMER STATES ON 9/18 HAD THE CLOCK SPRING REPLACED CUSTOMER ENDED UP PAYING OUT OF POCKET ; JUST RECEIVED WARRANTY EXTENSION FOR THE CLOCK SPRING ; | | | CUSTOMER SEEKING REIMBURSEMENT ; | | | CO ADVISED WHEN CUSTOMER HAD THE WORK COMPLETED VEHICLE DID NOT HAVE WARRANTY EXTENSION ; THIS EXTENDED WARRANTY STARTED 10/30/18 ; CUSTOMER CAN SUBMIT DOCUMENTS FOR REIMBURSEMENT REVIEW; NEED INVOICE WITH PART # AND POP ; ONCE DOCUMENTS ARE RECEIVED REVIEW PROCESS IS 120 DAYS ; | | | CO TO WAIT FOR CUSTOMER MAIL
11/30/2018 2:40:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | FAX: 248-754-6504 | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┬T HESITATE TO CALL US AT 800-822-8987. | | SINCERELY, | | JANET V | CUSTOMER CARE ADVOCATE | |
12/3/2018 9:54:00 AM	MEDIA ATTACHED IN DOC CENTER
12/4/2018 11:57:00 AM	SP TO REVIEW REPAIR ORDER AND POP SENT FOR REIMBURSEMENT UNDER AIRBAG CLOCK SPRING WARRANTY EXTENSION
12/4/2018 11:57:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | THANK YOU FOR CONTACTING VOLKSWAGEN. | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┬T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | JANET V | CUSTOMER CARE ADVOCATE | |
12/28/2018 10:11:00 AM	CUSTOMER STATES: CUSTOMER SENT IN DOCUMENTATION FOR REIMBURSEMENT AND HAS NOT RECEIVED AN UPDATE; CUSTOMER WANTS TO KNOW IF HE NEEDS TO SEND IN ANY MORE DOCUMENTATION IN ORDER FOR HIS REIMBURSEMENT REVIEW TO BEGIN | | | CUSTOMER SEEKING: REIMBURSEMENT STATUS UPDATE | | | CO ADVISED: CUSTOMER'S DOCUMENTATION WAS RECEIVED ON 12/4/18; THE REIMBURSMENT REVIEW PROCESS HAS BEEN EXTENDED UP TO 120 BUSINESS DAYS; CUSTOMER'S DOCUMENTATION IS IN LINE TO BE REVIEWED; CUSTOMER WILL BE NOTIFIED VIA US POSTAL MAIL IF HE NEEDS TO SEND IN MORE DOCUMENTATION | | | SP TO REVIEW
1/14/2019 10:59:00 AM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS ON CLOCK SPRING AT 51418 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $365.48; LABOR $302.89; TAX $40.10; TOTAL $708.47. | | | SP TO GENERATE CHECK REQUEST.
1/14/2019 11:02:00 AM	1VWBS7A33FC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $708.47. | | | SP GENERATED CHECK.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A33FC[redacted]
Owner Or Fleet	[redacted]	Cutler Bay, FL, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	11/30/2018	Incident Date	N/A
Mileage	56,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/18/2019 CHECK # [redacted] FOR AMOUNT $ 708.47 MAILED ON 01/17/2019 4:00:00 AM

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX7BW[redacted]
Owner Or Fleet	[redacted] Mesa, AZ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	11/30/2018	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/30/2018 2:39:00 PM	CUSTOMER STATES: AIRBAG LIGHT CAME ON 2 WEEKS AGO; CUSTOMER STATES VEHICLE WAS NOT WORKING ABOUT 2 MONTHS AGO; CUSTOMER STATES TOOK TO LOCAL MECHANIC; CUSTOMER STATES THE STEERING WHEEL CONTROLS DO NOT WORK AND THE HORN DOES NOT WORK EITHER; CUSTOMER STATES SHE RECEIVED WARRANTY EXTENSION BUT WANTED TO CALL FIRST BEFORE TAKING VEHICLE TO DEALER FOR REPAIRS | | | | CUSTOMER SEEKING: WILL WARRANTY FOR AIRBAG CLOCK SPRING COVER REPAIR | | | | CO ADVISED: VEHICLE HAS THE AIRBAG CLOCK SPRING FOR 15YRS/UNLIMITED MILES; CO ADVISED CUSTOMER SHOULD MAKE A DEALER APPOINTMENT TO HAVE VEHICLE DIAGNOSED AT A VW DEALER; IF DEALER DETERMINES REPAIRS NEEDED ARE THE AIRBAG CLOCK SPRING, DIAGNOSIS PARTS/LABOR WILL BE COVERED BY THE WARRANTY EXTENSION; IF REPAIRS NEEDED ARE NOT RELATED TO WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING, CUSTOMER WOULD NEED TO PAY DEALER FOR DIAGNOSIS FEE; CO MADE AN APPOINTMENT VIA X-TIME FOR 10:00 AM - MONDAY DEC 3, 2018 WITH SERVICE ADVISOR JEREMY; CONFIRMATION EMAIL WILL BE SENT WITH APPOINTMENT DETAILS | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A39EC[redacted]
Owner Or Fleet	[redacted]	New Preston Marble Dale, CT,	[redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	11/30/2018	Incident Date	N/A
Mileage	132,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/30/2018 2:44:00 PM	REFER TO [redacted] | | | CUSTOMER STATED CONTACTED VW BEFORE REGARDING CLOCK SPRING FAILURE WAS DENIED FOR REPAIR AND HAP TO PAY OUT OF POCKET | | | CUSTOMER SEEKING REIMBURSEMENT FOR REPAIR | | | CO ADVISED CUSTOMER CAN TURN IN POP AND REPAIR ORDER FOR VW TO REVIEW DOCUMENTS FOR POSSIBLE REIMBURSEMENT | | | CUSTOMER ACKNOWLEDGED | | | CO TO EMAIL CUSTOMER
11/30/2018 2:50:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | KAY C. | CUSTOMER CARE ADVOCATE | | | CO TO AWAIT DOCUMENTS
11/30/2018 3:55:00 PM	MEDIA ATTACHED IN DOC CENTER
12/3/2018 2:18:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MR. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 90 DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | KAY C. | CUSTOMER CARE ADVOCATE | | | CO TO ESCALATE TO SP
12/3/2018 2:19:00 PM	SP TO REVIEW DOCUMENTS
1/14/2019 11:40:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 103101 MILES; REPAIR ORDER DATE IS 05/16/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; PARTS $301.67; LABOR $295.00; TAX $37.88; TOTAL $634.55. | | | SP TO GENERATE CHECK REQUEST.
1/14/2019 11:43:00 AM	1VWBN7A39EC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $634.55. | | | SP GENERATED CHECK.
1/14/2019 11:44:00 AM	GW-PROVIDED-OUT OF POCKET DATE
1/16/2019 12:28:00 PM	CUST INQUIRING ON STATUS OF REIMBURSEMENT. | | | CA ADVISED VW WILL BE REIMBURSING HIM FOR THE AIRBAG CLOCK SPRING AND IT WILL BE FOR $634.55. CHECKS TYPICALLY TAKE 2-3 WEEKS TO ARRIVE.
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 634.55 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCT7A36EC[redacted]
Owner Or Fleet	[redacted] Fallon, NV, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	11/30/2018	Incident Date	N/A
Mileage	69,972		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/30/2018 3:44:00 PM	CUSTOMER STATED CONTACT DEALER 422580 ABOUT CLOCK PART AVAILABLY AND SEEKING LABOR AND THINGS OF THAT NATURE; CUSTOMER PURCHASED PART AND REPLACED ON HIS OWN PART WAS $340 FROM SOUTH BAY; CUSTOMER TOOK VEHICLE TO DEALER TO GET $140 TO RESET COMPUTER SYSTEM WITHIN VEHICLE; DEALER ADVISED CUSTOMER HAS WARRANTY EXT ON VEHICLE FOR AIRBAG CLOCK SPRING AND COULD HAVE GOTTEN REPLACED UNDER WARRANTY FREE OF CHARGE; COULD NOT RETURN PART IS NON-REFUNDABLE | | | CUSTOMER SEEKING REIMBURSEMENT | | | CO ADVISED CUSTOMER CAN SEND IN REPAIR ORDER AND POP INCLUDING PART NUMBER FOR VW TO LOOK OVER DOCUMENTS FOR POSSIBLE REIMBURSEMENT; WILL EMAIL CASE NUMBER CUSTOMER CAN REPLY WITH DOCUMENTS | | | CUSTOMER ACKNOWLEDGED | | | CO TO EMAIL CUSTOMER
11/30/2018 3:49:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | KAY C. | CUSTOMER CARE ADVOCATE | | | CO TO AWAIT DOCUMENTS
11/30/2018 3:54:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / CLOCK SPRING;
12/3/2018 11:29:00 AM	MEDIA ATTACHED IN DOC CENTER
12/3/2018 2:22:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MR. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 90 DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | KAY C. | CUSTOMER CARE ADVOCATE | |
12/3/2018 2:22:00 PM	SP TO REVIEW DOCUMENTS
1/14/2019 8:58:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR. EXT.: SUBMITTED RO AND POP; SHOWS PURCHASE OF PART FROM DEALER; VW TO RIEMBURSE UNDER WECY WARR. EXT; CUSTOMER PAID: $347.99 | | | SP TO GENERATE CHECK REQUEST
1/14/2019 9:12:00 AM	1VWCT7A36EC[redacted] VW TO REIMBURSE NDER WECY WARR. EXT.; TOTAL: $347.99 | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 347.99 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX5DW[redacted]
Owner Or Fleet	[redacted], BIRMINGHAM, AL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	11/30/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/30/2018 3:57:00 PM	CUSTOMER STATES: GOTTEN WARRANTY EXTENSION LETTER IN THE MAIL; STATES THAT AIRBAG LIGHT IS ON; | | | | CUSTOMER SEEKING: APPOINTMENT FOR VEHICLE; | | | | CO ADVISED: CO CONFIRMED THE WARRANTY EXTENSION; CO EXPLAINED THAT CUSTOMER CAN TAKE VEHICLE TO DEALER DO DIAGNOSE FOR WARRANTY EXTENSION; CO CALLED DEALER FOR AN APPOINTMENT; CO TRANSFERRED TO DEALER FOR APPOINTMENT ON VEHICLE REPAIRS; | | | | NO FURTHER ACTION
11/30/2018 4:05:00 PM	CATEGORY SELECTION : ENGANDENGCOOLING / WARNING LIGHT ON / AIRBAG LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDP7AJ4CM[redacted]
Owner Or Fleet	[redacted] WICKLIFFE, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	11/30/2018	Incident Date	N/A
Mileage	88,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/30/2018 5:14:00 PM	CUSTOMER STATES RECEIVED LETTER FOR AIRBAG CLOCK SPRING CUSTOMER STATED AIRBAG CLOCK SPRING BROKE 3 MONTHS AGO; CUSTOMER STATES HAD AIR BAG LIGHT ISSUES; CUSTOMER STATED STEERING WHEEL FELL OFF; CUSTOMER STATED HORN HALF WORKS; CUSTOMER STATES ANOTHER PIECE MIGHT OF FELL OFF AGAIN; | | | | CO ADVISED CUSTOMER DOESN'T HAVE ANY OPEN RECALLS; CO ADVISED CUSTOMER THAT SHE DOES HAVE THE AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI ,SECODARY AIR PRESSURE SENSOR WARRANTY EXT 9-07-2021/ 120K MILES, STEERING WHEEL LOCK WARRANTY EXT 09-6-2021/ 100K MILES; CO ADVISED CUSTOMER THAT BASED ON HER CONCERNS IT WOULD BE BEST TO GET IT TAKEN INTO DEALER SO THEY CAN DIAGNOSIS IT; CO ADVISED NOT A TRAINED TECHNICIAN; CO ADVISED BASED ON SIGNS AND CONCERN SHOULD BE UNDER THE AIRBAG CLOCK SPRING; CUSTOMER STATED SHE WILL CALL DEALER TOMORROW; CO ADVISED IF CONCERNS FALL UNDER AIRBAG CLOCK SPRING WARRANTY CUSTOMER WILL BE COVERED; | | | | CUSTOMER ACKNOWLEDGED | | | | NO FURTHER ACTION
11/30/2018 5:31:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON ;
11/30/2018 5:32:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / HORN HALF WORKS;
11/30/2018 5:33:00 PM	CATEGORY SELECTION : STEERING / INEFFECTIVE - 1 / STEERING WHEEL IS FALLING APART;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A38CC[redacted]
Owner Or Fleet	[redacted] Robbinsville, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	11/30/2018	Incident Date	N/A
Mileage	57,248		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/30/2018 6:44:00 PM	CUSTOMER STATES: CUSTOMER RECEIVED NOTICE FOR THE AIRBAG CLOCK SPRING WARRANTY EXTENSION IN THE MAIL AND CUSTOMER REMEMBERS THAT SHE HAD THIS TAKEN CARE OF IN THE PAST AND HAD TO PAY OUT OF POCKET | | | CUSTOMER SEEKING: TO BE REIMBURSED FOR WHAT IS NOW A WARRANTY EXTENSION | | | CO ADVISED: CUSTOMER THAT EMAIL WOULD BE SENT THAT CUSTOMER CAN RESPOND TO WITH RO AND POP, ONCE DOCUMENTS HAVE BEEN RECEIVED CUSTOMER WILL RECEIVE A PHONE CALL AND DOCUMENTS WILL BE SENT TO CORRECT TEAM THAT HANDLES REIMBURSMENT | | | CUSTOMER WAS THANKFUL | | | CO TO WAIT CUSTOMER MAIL | |
11/30/2018 7:46:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┤T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | KRISTEN H | CUSTOMER CARE ADVOCATE |
12/14/2018 9:08:00 AM	MEDIA ATTACHED IN DOC CENTER
12/17/2018 2:38:00 PM	CO ADVISED: CUSTOMER THAT DOCUMENTATION HAS BEEN RECEIVED AND WILL BE SENT TO THE CORRECT TEAM THAT REVIEWS FOR POSSIBLE REIMBURSMENT, THE REVIEW PROCESS CAN TAKE UP TO 120 BUSINESS DAYS AND CUSTOMER CAN CONTACT CARE AT ANYTIME FOR STATUS UPDATES | | | CO TO ESCALATE
12/17/2018 2:40:00 PM	SP TO REVIEW CUSTOMERS DOCUMENTS THAT SHE PAID OUT OF POCKET FOR THE AIRBAG CLOCK SPRING WHICH IS NOW A WARRANTY EXTENSION ON VEHICLE, CUSTOMER SEEKING REIMBURSMENT
1/17/2019 8:28:00 AM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DEALER; SHOWS REPLACMENT OF CLOCK SPRING, COMPLETION OF 60K MAINTENANCE; RO DATE IS 12/22/2014; LAST VALID OUT OF POCKET DATE FOR WARRANTY EXTENSION IS 05/23/2018; VW TO GOODWILL REPAIR; CUSTOMER ONLY PAID DEDUCTIBLE PLUS TAX FOR CLOCK SPRING REPAIR; DEDUCTIBLE: 142.53, TAX: 9.98; TOTAL: $152.51. | | | SP TO GENERATE CHECK REQUEST | |
1/17/2019 8:33:00 AM	1VWCN7A38CC[redacted] VW TO REIMBURSE UNDER WECY WARRANTY EXTENSION AS GOODWILL DUE TO DATE OF REPAIR; TOTAL:$152.51. | | | SP GENERATED CHECK REQUEST
1/17/2019 8:33:00 AM	GW - PROVIDED- FIRST OUT OF POCKET DATE
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 152.51 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWBP7AJ2CM[redacted]
Owner Or Fleet	[redacted] SPRINGFIELD, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/3/2018	Incident Date	N/A
Mileage	94,694		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2018 9:00:00 AM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES: GOT RECALL NOTICE IN MAIL REGARDING AIRBAG CLOCKSPRING; PAID FOR DIAGNOSTIC AT DEALER 409459 | | | CUSTOMER SEEKING: REIMBURSEMENT FOR DIAGNOSTIC FEE | | | CO ADVISED: WOULD NEED PROOF OF PAYMENT AND REPAIR ORDER TO SUBMIT REQUEST | | | CUSTOMER STATES: HAS BANK STATEMENT, BUT NO RECEIPT FROM DEALER, WILL HAVE TO CALL THEM | | | CO ADVISED: CAN EMAIL CUSTOMER CASE NUMBER THAT THEY CAN REPLY TO WITH THE PROPER DOCUMENTATION | | | CUSTOMER THANKED | | | CO TO EMAIL CUSTOMER
12/3/2018 9:14:00 AM	HELLO [redacted] | | | IT WAS A PLEASURE SPEAKING WITH YOU TODAY! | | | YOUR CASE NUMBER IS PROVIDED IN THE SUBJECT LINE IF YOU NEED TO REACH BACK TO CARE. | | | HAVE A WONDERFUL REST OF YOUR DAY AND I LOOK FORWARD TO HEARING FROM YOU! | | | SHANNON G | | | CO TO WAIT FOR CUSTOMER MAIL
12/3/2018 9:32:00 AM	MEDIA ATTACHED IN DOC CENTER | | | BANK STATEMENT
12/3/2018 9:33:00 AM	THANK YOU FOR THE FAST REPLY, [redacted] | | | I WILL STANDBY FOR THE REPAIR ORDER FROM THE DEALERSHIP | | | SHANNON G | CHAT ADVOCATE | VOLKSWAGEN CUSTOMER CARE | | | -----ORIGINAL MESSAGE----- | FROM: [redacted] | SENT: MONDAY, DECEMBER 03, 2018 9:04 AM | TO: VW CUSTOMER CHAT | SUBJECT: BANK STATEMENT | | | THIS IS WHAT I HAD PAYED AT SHEEHY┬┐S VW DEALER. | |
12/4/2018 9:14:00 AM	MEDIA ATTACHED IN DOC CENTER | | | VW RECEIPT
12/10/2018 5:13:00 PM	SPECIAL PROJECTS CAN REVIEW FOR REIMBURSEMENT OF DIAGNOSIS OF CLOCKSPRING ISSUE SINCE VEHICLE HAS EXTENDED WARRANTY FOR COMPONENT; HOWEVER, SP REQUESTED REPAIR ORDER FROM WHEN CLOCKSPRING WAS SUBSEQUENTLY REPLACED UNDER WARRANTY EXTENSION SO THEY CAN REVIEW ENTIRE REPAIR HISTORY.
12/11/2018 4:09:00 PM	MEDIA ATTACHED IN DOC CENTER
12/11/2018 8:35:00 AM	HELLO, [redacted] | | | THANK YOU SO MUCH FOR SENDING OVER THE DOCUMENTS FOR ME TO REVIEW FOR YOUR REIMBURSEMENT! | | | DO YOU ALSO HAPPEN TO HAVE THE REPAIR ORDER FROM WHEN YOU ACTUALLY GOT YOUR CLOCKSPRING REPLACED? THAT WILL ENSURE THAT WE ARE COVERING EVERYTHING WE SHOULD BE. | | | I┬┐M SORRY, I DON┬┐T MEAN TO STALL YOUR CASE, JUST WANT TO MAKE SURE WE ARE COVERING ALL OUR BASES. | | | I LOOK FORWARD TO HEARING FROM YOU! | | | THANK YOU, | SHANNON G | CHAT ADVOCATE | VOLKSWAGEN CUSTOMER CARE | |
12/18/2018 10:01:00 AM	CO CAN ESCALATE CASE TO SPECIAL PROJECTS FOR REIMBURSEMENT REVIEW FOR CLOCK SPRING DIAGNOSIS; HAD REPAIR COMPLETED LATER.
12/18/2018 10:29:00 AM	HELLO [redacted] | | | THANK YOU SO MUCH FOR SENDING IN THE RECEIPT FOR THE CLOCKSPRING REPAIR YOU HAD DONE TO YOUR JETTA FOR ME TO REVIEW! | | | I HAVE SENT IN YOUR REQUEST TO OUR REIMBURSEMENT TEAM, AND IT CAN TAKE UP TO 120 DAYS TO RECEIVE BY EITHER CHECK OR DENIAL. I KNOW THIS IS A LONG WAIT, BUT WE HAVE HAD A RECENT INFLUX IN REIMBURSEMENT REQUESTS. ALTHOUGH WE DO THANK YOU FOR YOUR PATIENCE! | | | I HOPE YOU HAVE A GREAT DAY AND A WONDERFUL HOLIDAY SEASON! | | | THANK YOU, | SHANNON G | CHAT ADVOCATE | VOLKSWAGEN CUSTOMER CARE | |
1/15/2019 11:32:00 AM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; CUST PAID FOR DIAG THEN WENT AND HAD REPAIR COMPLETED ONCE THE WARRANTY EXTENSION WAS AVAILABLE; CUST PAID $131.79 FOR DIAG; VW TO REIMBURSE TOTAL: $131.79. | | | SP TO GENERATE CHECK REQUEST.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWBP7AJ2CM[redacted]
Owner Or Fleet	[redacted]SPRINGFIELD, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/3/2018	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/15/2019 11:34:00 AM	3VWBP7AJ2CM[redacted] VW TO REIMBURSE CUST FOR DIAG UNDER WECY WARR EXT; TOTAL: $131.79. | | | | GENERATED CHECK REQUEST.
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 131.79 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A30EC[redacted]
Owner Or Fleet	[redacted], Virginia Beach, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/3/2018	Incident Date	N/A
Mileage	200,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2018 10:51:00 AM	CUSTOMER STATES: ORIGINAL OWNER; EXTENDED SERVICE PLAN WAS PURCHASED; TERMS OF EXTENDED WARRANTY: POWERTRAIN; VEHICLE WAS PURCHASED; VEHICLE IS FINANCED THROUGH VCI; BRAND LOYAL CUSTOMER; MAINTAINED AT VW DEALER; ISSUE LAST OCCURRED ABOUT A YEAR AND A HALF AGO; PREVIOUS REPAIRS WERE COMPLETED AT CHECKERED FLAG VW, AND REPAIRS WERE CLOCK SPRING REPLACEMENT; VEHICLE EXPERIENCING: AIRBAG LIGHT WAS ON AND THE STEERING WHEEL FUNCTIONS WERE NOT WORKING; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT CHECKERED VW ON 10/2018; DAUGHTER WAS IN AN ACCIDENT IN THE VEHICLE AND THE AIRBAG DID NOT DEPLOY DUE TO A PREEXISTING CLOCK SPRING FAILURE; | | | | CUSTOMER SEEKING: ASSISTANCE WITH THE COST OF THE CLOCK SPRING; | | | | CALL WITH GREG P.; ADVISED DUE TO THE EXTENT OUTSIDE THE CLOCK SPRING WARRANTY EXTENSION AND WITH THE ISSUE EXISTING PRIOR TO THE ACCIDENT VWOA WOULD NOT BE IN THE POSITION TO ASSIST WITH THE COST OF THE CLOCK SPRING REPLACEMENT; | | | | CO ADVISED: DUE TO THE VEHICLE BEING SO GREATLY OUTSIDE THE MILEAGE PARAMETERS OF THE CLOCK SPRING WARRANTY EXTENSION 10 YEARS 120K MILES WCF BY ABOUT 80K MILES AND OUTSIDE THE SPARE PARTS WARRANTY 12 MONTHS 12K MILES BY TIME FROM THE PREVIOUS CLOCK SPRING REPAIR VW WOULD NOT BE IN THE POSITION TO OFFER ASSISTANCE WITH THE REPAIRS; | | | | CUSTOMER ACKNOWLEDGED; | | | | NO FURTHER ACTION.
12/3/2018 11:01:00 AM	CA STATES THE CUSTOMER'S DAUGHTER WAS RECENTLY IN A CRASH AND THE AIRBAGS DIDN'T DEPLOY. CA STATES THE CUSTOMER'S AIRBAG LIGHT HAD BEEN ON, PRIOR TO THE CRASH BUT THE CUSTOMER NEGLECTED TO GET IT FIXED. CA STATES THE CUSTOMER IS BEYOND THE WARRANTY EXTENSION FOR THE CLOCK SPRING. | | | | RC ADVISED THAT AS THE AIRBAG LIGHT BEING ON, PRIOR TO THE CRASH WOULD INDICATE THE POSSIBLITY THAT AIRBAGS MAY NOT DEPLOY IF ALL THE PROPER CRITERIA FOR A DEPLOYMENT IS MET. RC ADVISED THAT THIS WOULD BE CONSIDERED NEGLECT ON THE CUSTOMER'S BEHALF FOR NOT HAVING THE LIGHT ADDRESSED. RC ALSO CONFIRMED THAT VW WOULD NOT BE ABLE TO OFFER COST ASSITANCE TOWARD A CLOCK SPRING REPAIR, BEYOND ALL APPLICABLE CAMPAIGNS.
12/3/2018 12:23:00 PM	HELLO LARRY, | | | | ATTACHED IS AN AIRBAG REPORT, REGARDING A 2014 PASSAT, WITH OVER 200,000 MILES, IN VA. THERE WERE NO INJURIES. THE CUSTOMER ADMITTED TO HAVING NEGLECTED TO REPAIR AN EXISTING AIRBAG LIGHT CONCERN. HIS DAUGHTER WAS ALLEGEDLY IN A CRASH, A FEW DAYS AGO WHERE THE AIRBAG DIDN┬┐T DEPLOY. THE CUSTOMER SUSPECTS IT HAS SOMETHING TO DO WITH THE CLOCK SPRING AND HE WANTS US TO OFFER COST ASSISTANCE TOWARD A CLOCK SPRING REPAIR. | | | | WE DENIED HIS REQUEST FOR COST ASSISTANCE DUE TO THE AGE/MILEAGE BEYOND ALL APPLICABLE WARRANTIES. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A31FC[redacted]
Owner Or Fleet	[redacted] West Babylon, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/3/2018	Incident Date	N/A
Mileage	45,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2018 10:43:00 AM	CUSTOMER LEASING VEHICLE, HAD A 2013 PASSAT, HAS SAFETY ISSUE, HORN, CLOCK DO NOT WORK AND AIRBAG LIGHT IS ON, SOMETIMES SERVICES AT VW DEALER 408330. | | | CO ADVISED OF OPEN RECALL FOR THE ECM SOFTWARE AND WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING FOR 10/120, WCF WHICH MAY BE ISSUE FOR WHAT IS GOING ON WITH HIS VEHICLE, IS UP TO A VW DEALER TO INSPECT VEHICLE TO MAKE THAT DETERMINATION. | | | CUSTOMER STATES HE WENT FOR INSPECTION, DID NOT PASS DUE TO AIRBAG LIGHT AND WAS TOLD THERE IS BAD SENSOR, VEHICLE IS MISFIRING. CO ADVISED A VW DEALER CAN ADDRESS THIS AS WELL, ALSO HAS POWERTRAIN WARRANTY FOR 5/60, WCF. CUSTOMER STATES HE HAS A 4 YEAR LEASE AND WANTED A 3 YEAR LEASE. CO ADVISED SHE IS UNABLE TO ADDRESS LEASE ISSUES, CAN CONTACT VCI OR DEALER REGARDING LEASE AGREEMENT, OFFERED TO TRANSFER TO VCI. CUSTOMER STATES HE WILL CALL THEM WHEN HE HAS CHANCE. NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCP7A35CC[redacted]
Owner Or Fleet	[redacted] LEXINGTON, KY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/3/2018	Incident Date	N/A
Mileage	71,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2018 10:54:00 AM	CUSTOMER STATES VEHICLE EXPERIENCING: AIRBAG LIGHT ON, HORN NOT WORKING; CUSTOMER WAS ABLE TO RESEARCH ONLINE AND | | | | CUSTOMER SEEKING NEXT STEPS TO HAVE REPAIR; DIAGNOSIS FEE | | | | CO ADVISED 2 OPEN WARRANTY EXTENSIONS; SECONDARY AIR PRESSURE SENSOR GOOD TILL 12/21 OR 120K WOF; AIRBAG CLOCK SPRING GOOD TILL 12/26 OR UNLIMITED MILEAGE; NO OPEN RECALLS; OFFERED TO SCHEDULED APPOINTMENT WITH DEALER 403230 TO HAVE DIAGNOSIS COMPLETED; CUSTOMER ACCEPTED; CO ADVISED BECAUSE THERE IS LABOR TIME INVOLVED IN DIAGNOSING A VEHICLE CONCERN, A DEALER MAY ASK CUSTOMER TO AUTHORIZE THE COST OF DIAGNOSIS UP FRONT; THIS IS CUSTOMER AGREEING TO COVER THE COST OF THE DIAGNOSIS IF THE DEALER FINDS THAT THE CONCERN ISNT THE RESULT OF A WARRANTABLE MANUFACTURERS SHORTCOMING; HOWEVER, IF THE DEALER FINDS THAT THE CONCERNS ARE COVERED UNDER WARRANTY, THE COST OF DIAGNOSIS WOULD BE ROLLED INTO THAT COVERAGE; SCHEDULED 9:15 AM - FRIDAY DEC 7, 2018; CONFIRMATION CODE X03L38EDZ2 | | | | NO FURTHER ACTION | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX4DW[redacted]
Owner Or Fleet	[redacted] GROVE CITY, OH [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/3/2018	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2018 11:23:00 AM	CUSTOMER STATES RECEIVED WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING; IN JUNE OF 2018, VEHICLE EXPERIENCED AIRBAG LIGHT ON; VEHICLE WAS BROUGHT TO DEALER 403203; DEALER PERFORMED A GUIDED FAULT SCAN AND FOUND PASSENGER SIDE AIRBAG IGNITER FAULT; DEALER PERFORMED TEST PLAN AND FOUND THE IGNITER IS READING CORRECT; DEALER 403203 MONITORED THE MEASURED VALUES WHILE MOVING THE HARNESS AND CONNECTORS WITH NO CHANGE; FOUND IN THE AMBIENT CONDITION THE FAULT STORED 1 TIME, 7 DAYS AGO; DEALER CLEARED CODE AND ADVISED IF LIGHT RETURNS TO REPLACE PASSENGER SIDE FRONT AIRBAG; LIGHT NOT RETURNED; CHARGED CUSTOMER $33 FOR DIAGNOSIS | | | CUSTOMER SEEKING VW REIMBURSEMENT FOR DIAGNOSIS DUE TO AIRBAG LIGHT BEING ON | | | CO ADVISED WILL EMAIL CUSTOMER CASE NUMBER, ONCE CUSTOMERS RECEIVES THE EMAIL, RESPOND DIRECTLY BACK WITH REPAIR ORDER AND POP; ONCE DOCUMENTS ARE RECEIVED; WILL ESCALATE TO THE REVIEW FOR REIMBURSEMENT TEAM; GENERAL TIME FRAME FOR REVIEW OF REIMBURSEMENT IS 120 BUSINESS DAYS FOR CUSTOMER TO RECEIVE A LETTER OR CHECK VIA MAIL | | | CO TO EMAIL CASE NUMBER | | NO FURTHER ACTION
12/3/2018 11:37:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | KELLY B | CUSTOMER CARE ADVOCATE |
12/4/2018 11:04:00 AM	CUST STATES NEVER RECIEVED AN EMAIL, CUST STATES WAS SUPPOSE TO RESPOND BACK WITH DOCUMENTS | | | CUST SEEKING EMAIL TO RESPOND BACK WITH DOCUMENTS | | | CA APPOLOGIZED EMAIL WAS ENTERED INNCORECTLY, CA EMAIL CUST CASE NUMBER AT [redacted] | | | CO TO WAIT CUST CORRESPONDENECE
12/4/2018 11:05:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | KELLY B | CUSTOMER CARE ADVOCATE |
12/5/2018 3:24:00 PM	FROM: [redacted] | | SENT: WEDNESDAY, DECEMBER 05, 2018 2:58 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: REFERENCE # [redacted] | | | GOOD AFTERNOON, | | | | ATTACHED BELOW IS MY RECEIPT FROM MY VW AIR BAG LIGHT ISSUE IN JUNE REGARDING THE RECENT RECALL. PLEASE LET ME KNOW IF YOU NEED ANY ADDITIONAL INFORMATION FROM ME BY RESPONDING TO THIS EMAIL OR CALLING MY NUMBER AT [redacted] | | | REFERENCE # [redacted] | |
12/6/2018 11:20:00 AM	SP TO REVIEW FOR REIMBURSEMENT TOWARDS DIAGNOSIS THAT WAS COMPLETED DUE TO AIRBAG LIGHT ON; CUSTOMER HAS WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING.
12/6/2018 11:20:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | KELLY B | CUSTOMER CARE ADVOCATE | |
1/14/2019 10:47:00 AM	NO DOCUMENTS SUBMITTED; ATTACHMENT IN EMAIL CANNOT BE OPENED; SP VERIFIED THROUGH XTIME THAT DIAGNOSIS WAS PERFORMED FOR AIRBAG LIGHT; DEALER CHECK FAULTS AND RECOMMEND REPLACE AIRBAG IF LIGHT RETURNED; CLOCK SPRING WAS NOT RECOMMENDED FOR REPLACEMENT NOR REPLACED; VW UNABLE TO REIMBURSE | | | SP TO SEND DENIAL LETTER
1/14/2019 10:56:00 AM	SP SENT LETTER; CAN BE VIEWED IN DOC CENTER; NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A31DC[redacted]
Owner Or Fleet	[redacted] Walkertown, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/3/2018	Incident Date	N/A
Mileage	78,446		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2018 11:55:00 AM	CUSTOMER STATES RECEIVED NOTICE OF WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING; CUSTOMER HAD CLOCK SPRING REPLACED PREVIOUSLY | | | CUSTOMER SEEKING TO BE REIMBURSED FOR PREVIOUS REPAIRS | | | CO ADVISED CUSTOMER CAN SEND IN REPAIR ORDER AND POP FOR REVIEW FOR REIMBURSEMENT; CO PROVIDED CASE NUMBER AND FAX NUMBER | | | CO TO WAIT CUSTOMER MAIL
12/3/2018 12:13:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / LIGHT WENT ON PREVIOUSLY AND VEHICLE WAS REPAIRED; AIRBAGS / WARNING LIGHT ON / LIGHT WENT ON PREVIOUSLY AND VEHICLE WAS REPAIRED;
12/20/2018 4:06:00 PM	CUSTOMER STATES RECEIVED AIRBAG CLOCK SPRING WARRANTY EXT LETTER; WILL BE SENDING IN DOCUMENTS FOR REIMBURSEMENT; CUSTOMER SEEKING FAX | | | CUSTOMER ADVOCATE CONFIRMED [redacted] | | | CUSTOMER INQUIRED IF DEBIT CARD RECEIPT CAN BE USED AT POP | | | CUSTOMER ADVOCATE ADVISED YES | | | CO TO REVIEW
12/27/2018 3:16:00 PM	CO ATTEMPTED TO REACH CUSTOMER; PHONE PICKED UP AND DISCONNECTED | | | CO TO CLOSE PENDING CUSTOMER CONTACT
1/3/2019 6:51:00 PM	MEDIA ATTACHED IN DOC CENTER
1/7/2019 11:57:00 AM	CO ADVISED RECEIVED ROS BUT WILL NEED POP | | | CUSTOMER STATES WILL SEND POP | | | CO TO WAIT CUSTOMER MAIL
1/14/2019 8:42:00 AM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 12:54:00 PM	CO ADVISED RECEIVED DOCUMENTATION; REVIEW PROCESS TAKES 60 DAYS | | | CO TO ESCALATE TO SPECIAL PROJECTS
1/15/2019 12:55:00 PM	SPECIAL PROJECTS TO REVIEW FOR REIMBURSEMENT UNDER WARRANTY EXTENSION FOR THE STEERING WHEEL CLOCK SPRING | | |
1/17/2019 8:53:00 AM	CUTSOMER SEEKING REIMBURSEMENT UNDER WECI RECALL; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER RECALL; CUSTOMER PAID: $441.38 | | | SP TO GENERATE CHECK REQUEST
1/17/2019 8:58:00 AM	1VWBP7A31DC[redacted]VW TO REIMBURSE UNDER WECI RECALL; TOTAL: $441.38 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 441.38 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A34EC[redacted]
Owner Or Fleet	[redacted] Hampton, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/3/2018	Incident Date	N/A
Mileage	7,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2018 11:45:00 AM	CUSTOMER STATES RECEIVED WARRANTY EXTENSION REIMBURSEMENT REQUEST FORM; VEHICLE EXPERIENCING: AIRBAG LIGHT ON; | | | | CUSTOMER SEEKING INFORMATION REGARDING REIMBURSEMENT REQUEST FORM; | | | | CO ADVISED REIMBURSEMENT REQUEST FORM WOULD BE SHOULD CUSTOMER HAVE HAD REPAIRS COMPLETED PRIOR TO RECEIVING AIRBAG CLOCK SPRING WARRANTY GOOD EXTENSION; CUSTOMER COULD SUBMIT REPAIR ORDER AND POP; VW WOULD REVIEW FOR REIMBURSEMENT; WARRANTY EXTENSION GOOD TILL 2/24 OR 120K WOF; OFFERED TO SCHEDULE APPOINTMENT WITH DEALER 409422 ; CUSTOMER ACCEPTED; SCHEDULED 9:30 AM - FRIDAY DEC 7, 2018; CONFIRMATION CODE X08GCD4JJW | | | | NO FURTHER ACTION
12/3/2018 11:49:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A39CC[redacted]
Owner Or Fleet	[redacted] Jamestown, RI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/3/2018	Incident Date	N/A
Mileage	26,172		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2018 12:04:00 PM	MEDIA ATTACHED IN DOC CENTER
1/3/2019 4:48:00 PM	CUSTOMER STATES REQUIRED DOCUMENTS WERE SUBMITTED; HAVEN┬┐T HEARD ANYTHING SINCE REGARDING REIMBURSEMENT. | | | | CUSTOMER SEEKING AN UPDATE | | | | CUSTOMER ADVOCATE CONFIRMED REQUIRED DOCUMENTS WERE RECEIVED 009/18/2018; ADVISED DUE TO HIGH REIMBURSEMENT REQUEST VOLUME REVIEW PROCESS HAS BEEN INCREASED TO 60-120 BUSINESS DAYS FROM DATE WE RECEIVED DOCUMENTS; HOWEVER IT┬┐S VERY POSSIBLE TO RECEIVE A LETTER OR A CHECK VIA CORRESPONDENCE BEFORE. CUSTOMER ADVOCATE ALSO PROVIDED CASE NUMBER; | | | | CUSTOMER UNDERSTOOD. | | | | SP REVIEW.
1/14/2019 11:11:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $496.77 TAX: $18.12 TOTAL: $514.90 | | | | SP TO GENERATE CHECK REQUEST
1/14/2019 11:18:00 AM	1VWBP7A39CC[redacted] VW TO REIMBURSE UNDER WECI WARR. EXT.: TOTAL: $514.90 | | | | SP GENERATED CHECK REQUEST
1/14/2019 11:19:00 AM	SP SENT LETTER
1/18/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 514.90 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2BW[redacted]
Owner Or Fleet	[redacted] Albuquerque, NM, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/3/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2018 12:29:00 PM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 11:38:00 AM	CUSTOMER SEKKING REIMBURSEMENT UNDER WECY WARR. EXT.; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $515.30 | | | SP TO GENERATE CHECK REQUEST
1/14/2019 11:41:00 AM	WVGAV7AX2BW[redacted]VW TO REIMBURSE UNDER WECY WARR. EXT.;TOTAL: $515.30 | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 515.30 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A36C[redacted]
Owner Or Fleet	[redacted] ATLANTA, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/3/2018	Incident Date	N/A
Mileage	77,222		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2018 12:32:00 PM	CUSTOMER STATES: RECALL FOR 69Q 4-2017; CLICKING IN THE STEERING WHEEL OF THE VEHICLE; SATURDAY THE AIRBAG LIGHT ON NOTHING WORKING ON THE STEERING COLUMN; HORN NOT WORKING; DEALER SAYING THAT THERE IS A WARRANTY EXTENSION; | | | | CUSTOMER SEEKING: WARRANTY EXTENSION INFORMATION; | | | CO ADVISED: THAT THE CUSTOMER HAS A WARRANTY EXTENSION ON THE AIRBAG CLOCK SPRING; THE CUSTOMER WILL NEED TO CONTACT THE DEALER TO HAVE THE VEHICLE DIAGNOSED TO SEE IF THE VEHICLE AIRBAG CLOCK SPRING NEEDS TO BE REPLACED; ALL INFORMATION WILL BE DOCUMENTED; | | | CUSTOMER ACKNOWLEDGED: | | | CO TO CLOSE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A39DC[redacted]
Owner Or Fleet	[redacted] Toms River, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/3/2018	Incident Date	N/A
Mileage	58,411		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2018 12:50:00 PM	CUSTOMER STATES RECEIVED WARRANTY EXT LETTER FOR AIRBAG CLOCK SPRING; HAD REPAIR DONE 12/2017 AND PAID $100 FOR DEDUCTIBLE; CUSTOMER WAS UNDER THE IMPRESSION WARRANTY COVERED REPAIR | | | CO ADVISED CUSTOMER MAY HAVE PURCHASED EXT WARRANTY WHICH COVERED THE REPAIRS AT THAT TIME; MAYBE WHY CUSTOMER PAID DEDUCTIBLE; WARRANTY EXT WAS RECENTLY ISSUED; CUSTOMER CAN SEND IN REPAIR ORDER AND POP TO REVIEW FOR REIMBURSEMENT; WILL SEND EMAIL CUSTOMER CAN REPLY TO; PROCESS WILL TAKE 120 DAYS TO REVIEW; WILL FOLLOW UP VIA US POSTAL MAIL | | | CO TO EMAIL
12/3/2018 12:54:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | | SINCERELY, | | | | | | ANE T | | CUSTOMER CARE ADVOCATE | | | | | | | | CO TO WAIT CUSTOMER REPLY
12/10/2018 12:27:00 PM	SP TO REVIEW FOR REIMBURSEMENT UNDER THE AIRBAG CLOCK SPRING WARRANTY EXT
12/10/2018 12:27:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | ANE T | | CUSTOMER CARE ADVOCATE | | | | | | | | CO TO ESCALATE
12/10/2018 9:44:00 AM	MEDIA ATTACHED IN DOC CENTER
1/4/2019 5:14:00 PM	CUSTOMER STATES; HAS A REIMBURSEMENT CASE | | | CUSTOMER SEEKING; WHEN WILL CUSTOMER BE REIMBURSED | | | CUSTOMER ADVOCATE ADVISED; ON 12/10 CASE WAS ESCALATED TO SPECIAL PROJECTS; TYPICALLY TAKES 90 TO 120 BUSINESS DAYS; 90 BUSINESS DAYS FALLS ON 4/18; 120 BUSINESS DAYS FALLS ON 5/31 | | | CUSTOMER THANKED
1/14/2019 11:48:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI EXT.; SUBMITED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDRE WECI WARRANTY;CUSTOMER PAID: $100 | | | SP TO GENERATE CHECK
1/14/2019 11:56:00 AM	1VWBP7A39DC[redacted] VW TO REIMBURSE UNDER WECI WARR. EXT: $100 | | | SP GNEERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 100.00 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCH7A3XEC[redacted]
Owner Or Fleet	[redacted] Cortland, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/3/2018	Incident Date	N/A
Mileage	36,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	N/A		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2018 12:53:00 PM	CUSTOMER STATES VEHICLE EXPERIENCING: AIRBAG ERROR MESSAGE WILL COME UP QUICKLY AND THEN DISAPPEAR; HORN NOT WORKING; EXTENDED SERVICE CONTACT WAS PURCHASED; TERMS OF EXTENDED WARRANTY: UNKNOWN; BRAND LOYAL CUSTOMER 2ND VW; VEHICLE MAINTAINED AT LOCAL SHOP; 2ND OWNER AT 17K MILEAGE IN 2016; VEHICLE WAS PURCHASED FROM NON-VW DEALER; | | | CUSTOMER SEEKING COMPONENT COVERED UNDER WARRANTY | | | CO ADVISED CUSTOMER CURRENTLY 14 MONTHS OUTSIDE OF APPLICABLE WARRANTY NVLW; 3YEARS/36K WOF; DUE TO TIME OUTSIDE OF APPLICABLE WARRANTY; VW WILL NOT ASSIST WITH REPAIRS TO THE AIRBAG CLOCK SPRING; CO ADVISED CUSTOMER TO SCHEDULED VW DEALER APPOINTMENT TO DIAGNOSIS VEHICLE CONCERNS; DEALER TO WORK WITH EXTENDED SERVICE CONTRACT TO DETERMINE COVERAGE AND DIAGNOSIS; ADVISED CUSTOMER TO CONTINUE WORKING WITH EXTENDED SERVICE CONTRACT; NO OPEN RECALLS; NO EXTENDED WARRANTY; OFFERED TO SCHEDULE DEALER APPOINTMENT; CUSTOMER DECLINED. | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW1K7AJ5CM[redacted]
Owner Or Fleet	[redacted] CHICAGO, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/3/2018	Incident Date	N/A
Mileage	90,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2018 1:18:00 PM	CUSTOMER STATES: AIRBAG LIGHT ON SINCE YESTERDAY; HAVE NOT BEEN TO DEALER; PURCHASED USED; WOULD LIKE TO CHECK FOR ANY RECALLS OR EXTENSIONS; WOULD THEIR BE A CHARGE; | | | CO ADVISED: I APPRECIATE YOUR PATIENCE! I DON'T SEE ANY RECALLS BUT I DO SEE TWO WARRANTY EXTENSIONS. THESE EXTENSIONS EXTEND THE MANUFACTURE WARRANTY ON A SPECIFIC COMPONENT. THERE IS ONE FOR THE STEERING WHEEL LOCK THAT IS VALID UNTIL MARCH 8TH OF 2022 OR 100K MILES WHICHEVER OCCURS FIRST. THERE IS ALSO ONE FOR THE AIRBAG CLOCKSPRING. THIS IS VALID UNTIL MARCH 89H OF 2022 OR 120K MILES WHICHEVER OCCURS FIRST. A VW DEALER WILL BE ABLE TO DIAGNOSE THE LIGHT TO SEE IF ONE OF THESE EXTENSIONS WOULD APPLY TO THE NEEDED REPAIR. SINCE THERE IS LABOR BEHIND A DIAGNOSIS, THERE WOULD BE A FEE. PER MY ONLINE SCHEDULING TOOL THAT IS SHOWING ABOUT $100. HOWEVER, IF IT IS DETERMINED TO BE COVERED UNDER ONE OF THE EXTENDED WARRANTIES, THIS FEE WOULD THEN BE WAIVED. | | | CO OFFERED TO SCHEDULE AN APPOINTMENT THROUGH DEALER 402105 | | | CUSTOMER ACKNOWELDGED; | | | CO SET APPOINTMENT THROUGH XTIME: DAVID EVARIZ IS ADVSOR FOR 12/10 AT 5PM; CONFIRMATION CODE IS X08YTY7SZ6 | | | NO FURTHER ACTION;
12/3/2018 1:38:00 PM	MEDIA ATTACHED IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A33CC[redacted]
Owner Or Fleet	[redacted] Plainfield, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/3/2018	Incident Date	N/A
Mileage	75,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2018 1:40:00 PM	CUSTOMER STATES: RECEIVED A LETTER FOR THE CLOCK SPRING WARRANTY EXTENSION AND HAD THE CLOCK SPRING REPLACED PREVIOUSLY AND WANTS TO SEE IF THERE IS A WAY TO BE REIMBURSED FOR AT LEAST THE PART THAT WAS PURCHASED; | | | | CUSTOMER SEEKING: TO SUBMIT FOR REIMBURSEMENT; | | | | CO ADVISED: CO WILL E-MAIL THE CUSTOMER A CASE NUMBER AND THE CUSTOMER CAN REPLY TO THAT E-MAIL WITH A PICTURE OF THE REPAIR ORDER AND THE PROOF OF PAYMENT THIS MUST INCLUDE THE VIN NUMBER OF THE VEHICLE, PART ID FOR THE REPLACEMENT PART, WHAT REPAIRS WERE COMPLETED, AND THE TOTAL COST OF THE REPAIRS; ONCE THE DOCUMENTS ARE RECEIVED THEN THEY WILL BE REVIEWED FOR POSSIBLE REIMBURSEMENT WHICH WILL TAKE ABOUT 90 BUSINESS DAYS; | | | | CUSTOMER ACKNOWLEDGED; | | | | CO TO WAIT CUSTOMER CORRESPONDENCE.
12/3/2018 1:41:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted]. | | SINCERELY, | | | | ALEXIS Y | CUSTOMER CARE ADVOCATE |
12/6/2018 10:41:00 AM	MEDIA ATTACHED IN DOC CENTER
12/7/2018 1:21:00 PM	DOCUMENTS HAVE BEEN RECEIVED FOR REVIEW FOR REIMBURSEMENT; THE CUSTOMER IS AWARE OF THE TIME FRAME FOR THE PROCESS;
12/12/2018 11:13:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 12:06:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR. EXT; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $182.74 TAX: $11.42 TOTAL: $194.16 | | | | SP TO GENERATE CHECK | | | |
1/14/2019 12:10:00 PM	1VWBH7A33CC[redacted] VW TO REIMBURSE UNDER WECI WARR. EXT; TOTAL: $194.16 | | | | SP GENERATED CHECK
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 194.16 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A34DC[redacted]
Owner Or Fleet	[redacted]		MIAMI, FL[redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/3/2018	Incident Date	N/A
Mileage	90,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2018 1:44:00 PM	****SPANISH | | | CUSTOMER STATES AIRBAG LIGHT IS ON ; BUT STEERING CONTROLS ARE WORKING ; RECEIVED WARRANTY EXTENSION AND WONDERING WHAT THE NEXT STEP IS ; | | | CUSTOMER SEEKING INFORMATION ON WARRANTY EXTENSION | | | CO ADVISED VEHICLE HAS WARRANTY EXTENSION FOR 15Y/UNLIMITED MILEAGE FROM IN-SERVICE DATE ; ADVISED THAT STEERING WHEEL CONTROLS NOT WORKING | | PROPERLY AND AN AIRBAG LIGHT THAT STAYS ON AND THAT BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER THIS WARRANTY EXTENSION ; MANY OTHER FACTORS CAN CAUSE THE AIRBAG LIGHT COMING ON ; SINCE CUSTOMER DOES HAVE AIRBAG LIGHT ON WOULD RECOMMEND TAKING VEHICLE INTO DEALER TO DIAGNOSIS CONCERNS BUT WITH THE AGE AND MILEAGE IT┬┐S SOMETHING THAT CUSTOMER WOULD BE RESPONSIBLE FOR ; | | | CUSTOMER STATES WILL WAIT TO SEE IF THE CONTROLS STOP WORKING ; | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A38EC[redacted]
Owner Or Fleet	[redacted] Nappanee, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/3/2018	Incident Date	N/A
Mileage	93,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2018 2:10:00 PM	CUSTOMER STATES: STEERING WHEEL CONTROLS NOT WORKING, AIRBAG LIGHT ON AS WELL AS HORN NOT WORKING; TOOK TO DEALER 4 MONTHS AGO, PAID FOR DIAGNOSIS; | | | CUSTOMER SEEKING: CAN BE REIMBURSED FOR DIAGNOSIS | | | CO REVIEWED TEAM LEAD DEBBIE | | | CO ADVISED: CAN SEND IN REPAIR ORDER FOR DIAGNOSIS THAT WAS PAID TO BE REVIEWED FOR REIMBURSEMENT; GOING TO SEND EMAIL CONTAINING CASE NUMBER AND CAN REPLY WITH REPAIR ORDER AND POP; CO ADVISED CAN CONTACT DEALER TO SET UP APPOINTMENT; | | | CO CALLED DEALER 403311 AND SPOKE TO SERVICE ADVISOR BRANDON; PROVIDE LAST 8 OF VIN AND DID TRANSFER; | | | CO TO WAIT FOR CUSTOMER CORRESPONDENCE;
12/3/2018 2:12:00 PM	TEAM LEAD ADVISED: IF CUSTOMER HAD PREVIOUS WORK DONE FOR CLOCK SPRING AND THERE IS NOW A WARRANTY EXTENSION, CAN SUBMIT REPAIR ORDER FOR REVIEW; CO TO ADVISE
12/3/2018 2:25:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | MALI R | CUSTOMER CARE ADVOCATE |
12/3/2018 2:29:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / STEERING WHEEL CONTORLS NOT WORKING;
12/5/2018 4:15:00 PM	CUSTOMER CALLING ABOUT ISSUE HE IS HAVING WITH DEALER 403311,NOT HAPPY WITH THEM AND RESPONSE, AIRBAG LIGHT IS ON, STEERING WHEEL CONTROLS, HORN DOES NOT WORK AND THIS ALL HAPPENED AFTER HAVING THE AIRBAG RECALL COMPLETED, WAS DIAGNOSED ON 10-1, INVOICE ON 10-1 INDICATED DEALER PERFORMED GFF, FAULT WITH STEERING COLUMN CONTROL MODULE, CUSTOMER STATES THIS IS SAME PART AS THE CLOCK SPRING ACCORDING TO HIS RESEARCH, STATES DEALER SAID IS NOT SAME PART INVOLVED IN WARRANTY EXTENSION. CUSTOMER STATES HE WENT TO A JUNK YARD AND PURCHASED A PART FOR 60.00, TAKES 15 MINUTES TO OPEN THE CLOCK SPRING, WAS FROM A VERY JUNKY CAR SO IS NOT SURE ABOUT THE PART, ASKED IF VW CAN SEND HIM THE PART. | | | CO ADVISED WE ARE NOT RESOURCE FOR PARTS, DEALER IS. CUSTOMER ASKED IF HE COULD PURCHASE THE PART AND WOULD VW REIMBURSE HIM FOR THE DIAGNOSIS HE HAD ON 10-1. CO ADVISED VEHICLE IS OUTSIDE WARRANTY, WILL NOT REIMBURSE HIM FOR DIAGNOSIS, SUGGESTED CO ASSIGN TO A RCM TO VERIFY DIAGNOSIS WITH THE DEALER TO BE SURE PART THEY INDICATED ON INVOICE IS CORRECT, BUT SYMPTOMS HE IS DESCRIBING INDICATE THE CLOCK SPRING. CO ADVISE HE CAN EXPECT RETURN CALL BY COB TOMORROW, THE 5TH, ADVISED WARRANTY EXTENSIONS FOR AD BLUE HEATER, HEATER CORE AS WELL. CO TO ASSIGN TO RCM
12/5/2018 4:42:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;
12/5/2018 4:43:00 PM	CUSTOMER DISAGREES WITH DIAGNOSIS BY DEALER 403311 ON 10-1, AIRBAG LIGHT, HORN AND STEERING WHEEL CONTROLS DO NOT WORK, WAS TOLD BY DEALER THAT THE PART INVOLVED IS NOT PART FOR THE WARRANTY EXTENSION (WECY) BUT CUSTOMER DISAGREES. PLEASE VERIFY DEALERS DIAGNOSIS. CUSTOMER CAN BE REACHED AT [redacted] | | | RCM TO CONTACT DEALER.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A38E[redacted]
Owner Or Fleet	[redacted] Nappanee, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/3/2018	Incident Date	N/A
Mileage	93,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/6/2018 2:46:00 PM	CHRIS, | | | | I HOPE YOU ARE WELL. | | | | I HAVE ANEW CASE FOR YOU; 1VWBN7A38E[redacted] | | | CUSTOMER CALLING ABOUT ISSUE HE IS HAVING WITH DEALER 403311,NOT HAPPY WITH THEM AND RESPONSE, AIRBAG LIGHT IS ON, STEERING WHEEL CONTROLS, HORN DOES NOT WORK AND THIS ALL HAPPENED AFTER HAVING THE AIRBAG RECALL COMPLETED, WAS DIAGNOSED ON 10-1, INVOICE ON 10-1 INDICATED DEALER PERFORMED GFF, FAULT WITH STEERING COLUMN CONTROL MODULE, CUSTOMER STATES THIS IS SAME PART AS THE CLOCK SPRING ACCORDING TO HIS RESEARCH, STATES DEALER SAID IS NOT SAME PART INVOLVED IN WARRANTY EXTENSION. CUSTOMER STATES HE WENT TO A JUNK YARD AND PURCHASED A PART FOR 60.00, TAKES 15 MINUTES TO OPEN THE CLOCK SPRING, WAS FROM A VERY JUNKY CAR SO IS NOT SURE ABOUT THE PART, ASKED IF VW CAN SEND HIM THE PART. | | | | CUSTOMER DISAGREES WITH DIAGNOSIS BY DEALER 403311 ON 10-1, AIRBAG LIGHT, HORN AND STEERING WHEEL CONTROLS DO NOT WORK, WAS TOLD BY DEALER THAT THE PART INVOLVED IS NOT PART FOR THE WARRANTY EXTENSION (WECY) BUT CUSTOMER DISAGREES. | | | DO YOU HAVE ANY FEEDBACK FOR ME ON THIS? IS THIS THE SAME PART OR IS THIS NOT RELATED TO THE EXT WARR: | | | | PLEASE LET ME KNOW. | | | | THANKS | |
12/6/2018 4:15:00 PM	CATEGORY SELECTION : STEERING / OTHER SYMPTOM - 1 / CONTROL ON STEERING WHEEL ARE NOT WORKING;
12/6/2018 4:15:00 PM	RCM ADVISED SORRY HAVING CONCERNS WITH AIRBAG LIGHT; AND STEERING; RCM REACHED OUT TO GO GET FURTHER FEEDBACK FROM DEALER BUT HAS NOT HEARD BACK YET; WILL FOLLOW UP AGAIN AND CALL CUSTOMER COB 12/7 | | | | CUSTOMER AGREED; FEELS THAT ITS ONE PART; NOT 2 AND SHOULD BE COVERED; WENT ON INTERNET; AND DLR DID NOT FOLLOW UP WITH CUSTOMER: RCM APOLOGIZED; WILL FOLLOW UP WITH DEALER AND CUSTOMER COB 12/7
12/7/2018 12:22:00 PM	COLIN, | | I PULLED ALL THE INFORMATION ON THIS VEHICLE. THE AIRBAG RECALL WAS COMPLETED ON 5/02/18 AND HIS DRIVABILITY CONCERN WAS 10/01 AND 8,500 MILES LATER. I ALSO SPOKE WITH THE TECHNICIANS AND REPLACING THE AIRBAG WOULD NOT AFFECT THE STEERING COLUMN CONTROL MODULE. THE PART IN QUESTION IS A COMMON FAILED PART BUT HAS NOTHING TO DO WITH A REPAIR THAT WAS PERFORMED 5 MONTHS PRIOR TO THEIR CONCERN. THESE ARE NOT RELATED. | | | | RCM TO CALL CUST AND ADVISED PARTS NOT RELATED IN REGARDS TO EXT WARRANTY FOR CLOCK SPRING; | |
12/7/2018 4:53:00 PM	[redacted] | | | RCM CALLING TO ADVISE THAT PART IS NOT RELATED TO WARRANTY EXTENSION; CUSTOMER FEELS THAT THE ISSUE IS RELATED TO WARRANTY EXTENSION; CUSTOMER STATES THAT HE IS LOOKING ONLINE AND FOUND PART; CUSTOMER STATES THAT HE WENT TO JUNK YARD AND FOUND THE PART; CUSTOMER STATES THAT HE IS HAVING SYMPOMS LISTED IN EXTENDED WARRANTY; CUSTOMER SEEKING IF DEALER CAN SEND PART TO CUSTOMER; CUSTOMER DOES NOT WANT TO DEALER WITH DEALER; RCM TO CALL DEALER
12/10/2018 3:44:00 PM	SERVICE ADVISOR ADVISED THAT PART IS THE SAME AS WARRANTY EXTENSION | | | | RCM TO CALL CUSTOMER
12/10/2018 3:51:00 PM	[redacted] | | | RCM CALLING TO ADVISE THAT DEALER HAS INFORMED ME THAT PART IS THE SAME PART AS WARRANTY EXTENION; RCM SEEKING WHEN CUSTOMER CAN GET TO THE DEALER; RCM ADVISED THAT I WILL FOLLOW UP BY FRIDAY; RCM TO CALL CUSTOMER ON FRIDAY
12/14/2018 2:09:00 PM	[redacted] | | | RCM CALLING; CUSTOMER HAS APPOINTMENT FOR JAN 3RD; CUSTOMER SEEKING REIMBURSEMENT FOR PREVIOUS DIAGNOSIS; RCM TO SEND EMAIL TO CUSTOMER TO SEND IN DOCS; RCM TO EMAIL CUSTOMER
12/14/2018 2:12:00 PM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | THANKS FOR YOUR PATIENCE WHILE I WORK ON YOUR CASE. | | | | TO MAKE THINGS EASIER, I WANTED TO PROVIDE MY DIRECT EXTENSION SO THAT YOU CAN CONTACT ME ANYTIME. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL (43276). | | | | IF I AM ASSISTING OTHER CUSTOMERS WHEN YOU CALL, FEEL FREE TO LEAVE A VOICEMAIL. | | | | YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | | | I LOOK FORWARD TO SPEAKING WITH YOU SOON! | | | | SINCERELY, | | | | | | | | BILL S. | | REGION CASE MANAGER | | | | RCM TO WAIT CUSTOMER MAIL

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A38E[redacted]
Owner Or Fleet	[redacted] Nappanee, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/3/2018	Incident Date	N/A
Mileage	93,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN8BE[redacted]
Owner Or Fleet	[redacted]		Washington, DC, [redacted]
Make, Model, Model Year	Volkswagen, CC, 2011		
Report Date	12/3/2018	Incident Date	N/A
Mileage	114,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2018 3:03:00 PM	CUSTOMER STATES: CONTACTED DEALER 409416 TO PURCHASE A SECONDARY KEY; DEALER QUOTED $480; DEALER IS NOT WILLING TO GIVE A DISCOUNT; THE VEHICLE HAS AN APPOINTMENT AT THE DEALER FOR THE AIRBAG CLOCK SPRING ON 12-5-18; THE AIRBAG LIGHT IS ON AND THE HORN IS NOT WORKING; IS THERE ANY OTHER EXTENDED WARRANTIES ON THE VEHICLE; | | CUSTOMER SEEKS: ACTIVE EXTENDED WARRANTIES; DISCOUNT FOR A SECOND KEY; | | | | CO ADVISED: WOULDN'T BE ABLE TO FORCE THE DEALER TO OFFER A DISCOUNT, THAT IS UP TO THE DEALER; THERE EXTENDED WARRANTIES FOR THE INTAKE MANIFOLD AND THE FUEL INJECTOR; BOTH ARE ACTIVE UNTIL 10-27-2020 OR 120K MILES WOF; | | | | CO TO ESCALATE TO TEAM 5
12/3/2018 3:14:00 PM	PLEASE ADVISE MR. [redacted] WOLDU VIA EMAIL [redacted] | | | THE VEHICLE HAS EXTENDED WARRANTIES FOR THE FOLLOWING COMPONENTS: | | INTAKE MANIFOLD UNTIL 10-27-2020 OR 120K MILES WOF | | FUEL INJECTOR UNTIL 10-27-2020 OR 120K MILES WOF | | AIRBAG CLOCK SPRING UNTIL 10-28-2025 OR UNLIMITED MILES
12/6/2018 12:16:00 PM	CO TO REVIEW.
12/6/2018 12:16:00 PM	****ATTACHED WARRANTY EXTENSIONS | | | | REFERENCE # [redacted] | | | | DEAR MR. [redacted] | | | | ATTACHED, YOU WILL FIND THE WARRANTY EXTENSION LETTERS FOR YOUR CC. THESE WARRANTIES START FROM YOUR VEHICLE┬┐S ORIGINAL IN-SERVICE DATE OF OCTOBER 28, 2010. | | | | IF YOU HAVE ANY OTHER QUESTIONS, PLEASE FEEL FREE TO CONTACT US AGAIN. | | | | SINCERELY, | | | | | | | SABRENA S. | | CUSTOMER CARE ADVOCATE | |
12/6/2018 3:43:00 PM	CO REVIEWED; NO FURTHER ACTION
12/18/2018 1:52:00 PM	CUSTOMER STATES: RECEIVED NOTICE IN MAIL; ALSO WONDERING IF THERE IS A WARRANTY EXTENSION FOR GETTING OIL CHANGES; | | | | CUSTOMER SEEKING: INFORMATION; | | | | CO ADVISED: VEHICLE WARRANTY EXTENSION IS FOR AIRBAG CLOCK SPRING TILL10/27/2020 OR 120K WOF; CUSTOMER ADVOCATE ADVISED THERE IS NOT WARRANTY EXTENSION FOR OIL CHANGES, WOULD BE OUT OF POCKET EXPENSE FOR CUSTOMER; DO NOT HAVE INFORMATION ON PRICING, CO OFFERED CALLING DEALER THEN DOING TRANSFER SO CAN GET PRICING ON OIL CHANGES; CUSTOMER DECLINED AND STATES WILL CALL THEM HIMSELF; | | | | CO TO REVIEW AND CLOSE;
12/18/2018 2:31:00 PM	CO REVIEWED; NO FURTHER ACTION
12/21/2018 5:11:00 PM	CUSTOMER STATES; CONTACTED DEALER 409416 TO PURCHASE A SECONDARY KEY; DEALER QUOTED $480; DEALER IS NOT WILLING TO GIVE A DISCOUNT | | | | CUSTOMER SEEKING; KEY FOR VEHICLE | | | | CUSTOMER ADVOCATE ADVISED; WOULDN'T BE ABLE TO FORCE THE DEALER TO OFFER A DISCOUNT, THAT IS UP TO THE DEALER; GAVE OTHER DEAL PHONE NUMBERS; DEALER 409138 (301-808-7100) AND DEALER 409106 (202-537-3000) | | | | CUSTOMER THANKED | | | | CO TO CLOSE
12/24/2018 7:58:00 AM	NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWTT7AU1FM[redacted]
Owner Or Fleet	[redacted] YPSILANTI, MI, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2015		
Report Date	12/3/2018	Incident Date	N/A
Mileage	44,026		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2018 4:25:00 PM	CUSTOMER RECEIVED LETTER FOR AIRBAG CLOCKS SPRING WARRANTY EXT; HAD REPAIR DONE 6/18/2018 | | | CUSTOMER SEEKING REIMBURSEMENT | | | CO ADVISED CUSTOMER TO SEND IN REPAIR ORDER AND POP; WILL TAKE 120 DAYS AND WILL RECEIVE NOTIFICATION VIA US POSTAL MAIL | | | CO TO EMAIL
12/3/2018 4:29:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | SINCERELY, | | | | | | ANE T | | CUSTOMER CARE ADVOCATE | | | | | | | CO TO WAIT CUSTOMER REPLY
12/4/2018 12:20:00 PM	MEDIA ATTACHED IN DOC CENTER
12/5/2018 12:18:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | ANE T | | CUSTOMER CARE ADVOCATE | | | | CO TO ESCALATE
12/5/2018 12:19:00 PM	SP TO REVIEW FOR REIMBURSEMENT UNDER THE AIRBAG CLOCK SPRING WARR EXT
1/17/2019 10:59:00 AM	SP CALLED DEALER TO GET FULL RO; DEALER ADVISED WILL EMAIL
1/18/2019 10:39:00 AM	CUSTOMER SEEKING REIMBURSMENT UNDER WECI RECALL; SUBMITTED PARTIAL RO, STATING ONLY AN ESTIMATE AND MISSING RO; SP TO REQUEST MORE INFO | | | SP TO SEND INSUFFICIENT LETTER
1/18/2019 10:42:00 AM	SP SENT LETTER
2/27/2019 10:46:00 AM	TEAM 5 PLEASE EMAIL CUSTOMER [redacted] ADVISING WE SENT THE CUSTOMER A LETTER TO 1854 SAMER RD MILAN, MI REQUESTING PROOF OF PAYMENT FOR THE DIAGNOSIS COMPLETED ON THEIR GTI AT GERMAIN OF ANN ARBOR FOR THE AIR BAG CLOCK SPRING HOWEVER THE LETTER WAS RETURNED UNDELIVERABLE. IF THE CUSTOMER CAN PLEASE PROVIDE A POP AND CONFIRM THEIR ADDRESS WE ARE HAPPY TO FINALIZE THE REVIEW OF THEIR REIMBURSEMENT REQUEST. | | | REASSIGN TO MLYNARA IN WAIT FOR CUSTOMER MAIL.
3/4/2019 10:49:00 AM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWTT7AU1FM[redacted]
Owner Or Fleet	[redacted], YPSILANTI, MI, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2015		
Report Date	12/3/2018	Incident Date	N/A
Mileage	44,026		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

3/4/2019 10:50:00 AM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY
3/4/2019 11:40:00 AM	CUSTOMER STATES: RECEIVE E-MAIL ABOUT RETURNED MAIL; | | | CUSTOMER SEEKING FURTHER INSTRUCTIONS | | | FACE TO FACE WITH JULIE: ADVISED INFORM CUSTOMER TO PROVIDE PROOF OF PAYMENT EITHER CREDIT STATEMENT WITH EVERYTHING BLACKED OUT EXCEPT DEALER INFO OR RECEIPT FROM DEALER AND WE WILL UPDATE ADDRESS. | | | CUSTOMER ADVOCATE: ADVISED CUSTOMER TO PROVIDE PROOF OF PAYMENT EITHER CREDIT STATEMENT WITH EVERYTHING BLACKED OUT EXCEPT DEALER INFO OR RECEIPT FROM DEALER AND WE WILL UPDATE ADDRESS. | | | CO TO AWAIT CUSTOMER MAIL | | |
3/4/2019 5:12:00 PM	MEDIA ATTACHED IN DOC CENTER
3/5/2019 10:01:00 AM	CUST SUBMITTED THE REQUESTED POP; SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; REPAIRS WERE COMPLETED DURING THE REIMBURSEMENT PERIOD; VW TO REIMBURSE TOTAL: $532.10. | | | SP TO GENERATE CHECK REQUEST.
3/5/2019 10:12:00 AM	3VWTT7AU1FM[redacted]VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $532.10. | | | GENERATED CHECK REQUEST.
3/5/2019 2:50:00 PM	CUSTOMER STATES: GOT EMAIL REGARDING CLOCK SPRING SAYING INSUFFICIENT DOCUMENTS RECEIVED; EMAILED DOCUMENTS YESTERDAY | | | CUSTOMER SEEKING: STATUS OF CASE; IF DOCUMENTS WERE RECEIVED | | | CO ADVISED: DOCUMENTS WERE RECEIVED ON 3/4 AND CUSTOMER WILL BE REIMBURSED $532.10; CUSTOMER SHOULD RECEIVE CHECK IN MAIL | | | CUSTOMER THANKED | | | SP TO REVIEW
3/12/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 532.10 MAILED ON 03/11/2019
4/10/2019 2:05:00 PM	CUSTOMER STATES: SHE HAS NOT RECEIVED HER REIMBURSEMENT FOR THE AIRBAG AND ITS BEEN OVER THE 4-6 WEEKS | | | CUSTOMER ADVOCATE ADVISED: IT WAS MAILED OUT ON 3/11/2019 SO SHE SHOULD BE RECEIVING IT ANY DAY NOW OR IN THE NEXT 2 WEEKS; | | | CUSTOMER ACKNOWLEDGED | | | NO FURTHER ACTION
4/12/2019 2:05:00 PM	RECEIVED RETURNED MAIL AND CHECK # [redacted] IN THE AMOUNT OF $532.10 WAS ENCLOSED. CUSTOMER NEEDS TO BE CONTACTED AND ADDRESS VERIFIED. PLEASE E-MAIL [redacted] WITH CORRECT FULL ADDRESS INCLUDED IN THE E-MAIL AND WE WILL RESEND THE CHECK TO THE UPDATED ADDRESS.
4/25/2019 2:09:00 PM	CUSTOMER STATES: LOOKING FOR A REIMBURSMENT CHECK AND IT HAS BEEN A MONTH AND A HALF AND CUSTOMER IS CHECKING FOR THE STATUS | | | CUSTOMER SEEKING: TO BE REIMBURSED | | | CA ADVISED: CUSTOMER THAT THE CHECK WAS RETURNED, ADDRESS WAS VERIFIED BY CUSTOMER AND CA ADVISED CUSTOMER THAT TEAM THAT WILL SEND OUT CHECK TO CUSTOMER WILL BE EMAILED AND WHEN THE CHECK IS RELEASED CUSTOMER WILL BE NOTIFIED; ONCE CHECK HAS BEEN SENT OUT CUSTOMER SHOULD EXPECT TO SEE IT IN THE MAIL WITHIN 3-4 WEEKS | | | CUSTOMER WAS THANKFUL | | | CA TO FOLLOW UP
4/25/2019 2:12:00 PM	ADDRESS WAS CONFIRMED AND VERIFIED, PLEASE SEND THE CHECK AMOUNT OF $532.10 TO THE ADDRESS BELOW: | [redacted] YPSILANTI, MICHIGAN [redacted] | | | KRISTEN HARRIS | | CUSTOMER CARE PHONE ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | | | | VOLKSWAGEN OF AMERICA, INC. | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | | UNITED STATES OF AMERICA | | TEL. +1 248 754 XXXX | | FAX. +1 248 754 6504 | | EMAIL: EXTERN.KRISTEN.HARRIS@VW.COM | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWTT7AU1FM[redacted]
Owner Or Fleet	[redacted], YPSILANTI, MI, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2015		
Report Date	12/3/2018	Incident Date	N/A
Mileage	44,026		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

4/25/2019 2:22:00 PM RETURNED CHECK #[redacted] SENT TO UPDATED ADDRESS: [redacted] YPSILANTI, MI [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWJZ7AJ3AM[redacted]
Owner Or Fleet	[redacted] North Lewisburg, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/3/2018	Incident Date	N/A
Mileage	191,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2018 4:31:00 PM	CUSTOMER STATES RECEIVED NOTICE IN THE MAIL FOR WARRANTY EXT. FOR AIRBAG CLOCK SPRING; VEHICLE IS OUTSIDE OF WARRANTY; AIRBAG LIGHT IS CURRENTLY ON; IS THERE ANY RECALLS FOR AIRBAG; | | | CUSTOMER SEEKING IF THERE IS ANY OPEN RECALLS ON VEHICLE FOR AIRBAG; | | | CO ADVISED THAT VEHICLE CURRENTLY DOESN┬┐T HAVE ANY OPEN RECALLS ON VEHICLES; CUSTOMER STATES IF THERE IS ANY ASSISTANCE THAT CAN BE PROVIDED UNDER WARRANTY; | | | CO FACE TO FACE WITH TEAM LEAD ROSS:ADVISED UNABLE TO ASSIST DUE TO MILEAGE OUTSIDE OF WARRANTY | | | CO ADVISED CUSTOMER THAT DUE TO VEHICLE BEING OUTSIDE OF WARRANTY BY 71K MILES; VW WOULD NOT ASSIST WITH REPAIR COST; | | | NO FURTHER ACTION;
12/3/2018 4:49:00 PM	TL ADVISED UNABLE TO ASSIST DUE TO TIME OUTSIDE OF WARRANTY
12/3/2018 4:54:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A3XFC[redacted]
Owner Or Fleet	[redacted] Orlando, FL [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/3/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2018 4:48:00 PM	CUSTOMER STATES: RECEIVED A NOTICE FOR A WARRANTY EXTENSION ON VEHICLE | | | CUSTOMER SEEKING: WARRANTY INFORMATION | | | CO ADVISED: CO ADVISED WARRANTY EXTENSION IS FOR AIRBAG CLOCK SPRING 10YR/120K MILES WOF; CO ADVISED IF CUSTOMER HAS ISSUES WITH AIRBAG LIGHT IS ON, HORN IS NOT WORKING AND STEERING WHEEL CONTROLS DO NOT WORK, CUSTOMER SHOULD TAKE VEHICLE TO VW DEALER FOR DIAGNOSIS; IF DEALER CONFIRMS REPAIRS ARE AIRBAG CLOCK SPRING, VW WILL COVER THE DIAGNOSIS FEE, PARTS AND LABOR UNDER WARRANTY EXTENSION; CO ADVISED CUSTOMER CAN KEEP THE NOTICE OR DISREGARD AS THE WARRANTY EXTENSION CAN BE TRACKED BASED OFF OF VIN; CO ADVISED ANY EXTENDED WARRANTIES WOULD BE THROUGH THE DEALER AND NOT VWOA | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX6AW[redacted]
Owner Or Fleet	[redacted] Glens Falls, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2010		
Report Date	12/3/2018	Incident Date	N/A
Mileage	95,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549CH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2018 5:39:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED 8/2017; VEHICLE PURCHASED FROM NON-VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT ON; | | | CUSTOMER SEEKING: WILL THIS REPAIR BE COVERED UNDER WARRANTY EXTENSION; | | | CO ADVISED CUSTOMER IS INSIDE THE WARRANTY EXTENSION FOR THE AIR BAG CLOCK SPRING 120K OR 3/6/20 WOF, CUSTOMER WOULD HAVE TO WORK WITH VW DEALER TO DETERMINE IF ISSUE IS COVERED, CO ADVISED CUSTOMER THAT BOTH THE AIRBAG LIGHT AND THE STEERING CONTROLS NOT WORKING WOULD HAVE TO BE PRESENT IN ORDER FOR THE DIAGNOSIS TO BE FREE OF CHARGE, DEALER IS OUR TECHNICAL EXPERT, CLOSEST DEALER IS DEALER 408313, OFFERED TO EMAIL INFORMATION, CO TO EMAIL CASE NUMBER | | | NO FURTHER ACTION
12/3/2018 5:46:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | SINCERELY, | | | TIFFANY L | CUSTOMER CARE ADVOCATE |
12/4/2018 11:44:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | TIFFANY L | CUSTOMER CARE ADVOCATE |
12/4/2018 7:47:00 AM	DELIVERY HAS FAILED TO THESE RECIPIENTS OR GROUPS: | | | [redacted] | | THE E-MAIL ADDRESS YOU ENTERED COULDN'T BE FOUND. PLEASE CHECK THE RECIPIENT'S E-MAIL ADDRESS AND TRY TO RESEND THE MESSAGE. IF THE PROBLEM CONTINUES, PLEASE CONTACT YOUR HELPDESK. | | | | | THE FOLLOWING ORGANIZATION REJECTED YOUR MESSAGE: [redacted] | | | | | | | | | | | | | | | | | | | | | | | DIAGNOSTIC INFORMATION FOR ADMINISTRATORS: | | | | GENERATING SERVER: MG2.VWOA.NA.VWG | | | [redacted] THE EMAIL ACCOUNT THAT YOU TRIED TO REACH DOES NOT EXIST. PLEASE TRY> #SMTP# | | | | | CO TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A38EC[redacted]
Owner Or Fleet	[redacted] POMPANO BEACH, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/3/2018	Incident Date	N/A
Mileage	50,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2018 5:49:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES RECEIVED A NOTICE IN THE MAIL FOR HIS 2015 GTI REGARDING AN EXTENDED WARRANTY ON THE STEERING WHEEL CLOCK SPRING AND NOTICED IT STATED THIS APPLIES TO CERTAIN 2010-2018 MODEL YEAR VW VEHICLES. | | | CUSTOMER SEEKING IF THIS EXTENDED WARRANTY IS ALSO ACTIVE FOR HIS 2014 PASSAT. | | | CO ADVISED PULLED UP THE VEHICLE INFORMATION; THERE IS ONE EXTENDED WARRANTY: AIRBAG CLOCK SPRING, WHICH IS ACTIVE UNTIL 6/17/2024 OR 120,000 MILES, WOF. CHECKED FOR OPEN RECALLS OR SERVICE ACTIONS AS WELL. THERE IS ONE FOR THE ENGINE CONTROL MODULE (ECM) SOFTWARE SERVICE ACTION. NO PARTS ARE REQUIRED FOR THIS SOFTWARE UPDATE AND THIS CAN BE DONE FREE OF CHARGE TO CUSTOMER AT ANY VW DEALERSHIP. ALL EXTENDED WARRANTIES AND RECALLS ARE VIN SPECIFIC. | | | CUSTOMER STATES REPLACED CLOCK SPRING BACK IN APRIL. CUSTOMER SEEKING TO GET A COPY OF NOTIFICATION THAT WAS SENT OUT REGARDING EXTENDED WARRANTY. CUSTOMER ASKED WHERE TO SEND DOCUMENTS FOR REIMBURSEMENT REQUEST. | | | CO ADVISED ANY ADDRESSES THAT ARE PULLED TO SEND OUT DOCUMENTATION FOR ANY RECALLS, SERVICE ACTIONS OR EXTENDED WARRANTIES ARE PULLED FROM THE DMV. CO ADVISED DOES NOT HAVE COPY OF EXTENDED WARRANTY DOCUMENTATION, BUT CO CAN EMAIL COPY OF THE GENERIC DOCUMENTATION THAT WAS SENT TO CUSTOMER. CO ADVISED CAN EMAIL CASE NUMBER AND CUSTOMER CAN RESPOND WITH DOCUMENTS FOR REIMBURSEMENT RECALL, WHICH CO CAN FORWARD OVER TO APPROPRIATE DEPARTMENT. | | | CUSTOMER ACKNOWLEDGED AND ACCEPTED. | | | CO TO EMAIL CUSTOMER.
12/3/2018 9:05:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / CLOCK SPRING HAD TO BE REPLACED;
12/3/2018 9:06:00 PM	FROM: VW CUSTOMER CHAT | | SENT: MONDAY, DECEMBER 03, 2018 9:07 PM | | TO: [redacted] | SUBJECT: VW CHAT FOLLOW UP; REFERENCE NUMBER[redacted] | | | REFERENCE NUMBER[redacted] | | | HELLO[redacted] | | | IT WAS NICE CHATTING WITH YOU TODAY! AS PROMISED, YOUR CASE NUMBER CAN BE LOCATED AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. ATTACHED TO THE EMAIL YOU WILL FIND THE GENERIC EXTENDED WARRANTY LETTER AS WE DISCUSSED EARLIER. | | | YOU ARE WELCOME TO RESPOND TO THIS EMAIL WITH THE PROOF OF PAYMENT AND RECEIPT ORDER FOR THE REIMBURSEMENT REQUEST FOR THE CLOCK SPRING REPLACEMENT YOU HAD DONE IN APRIL. ONCE THE DOCUMENTS ARE RECEIVED, I CAN ATTACH THEM TO YOUR CASE AND FORWARD THEM OVER TO THE APPROPRIATE DEPARTMENT FOR REVIEW OF YOUR REIMBURSEMENT REQUEST. | | | SHOULD YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, PLEASE DON┬┐T HESITATE TO ASK. HAVE A GREAT DAY! | | | NATALIE N. | | CHAT ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | |
12/3/2018 9:07:00 PM	NO FURTHER ACTION PENDING CUSTOMER DOCUMENTS
12/6/2018 10:51:00 AM	MEDIA ATTACHED IN DOC CENTER | | | FROM: [redacted] | | SENT: WEDNESDAY, DECEMBER 05, 2018 11:33 AM | | TO: VW CUSTOMER CHAT | | SUBJECT: RE: VW CHAT FOLLOW UP; REFERENCE NUMBER[redacted] | | | | HI NATALIE, | | | | AS DISCUSSED ATTACHED IS THE INVOICE AND RECEIPT FOR THE WORK. | | | NAME: [redacted] | ADDRESS: [redacted] CORAL SPRINGS, FL[redacted] | VIN: 1VWAT7A38EC[redacted] | DESCRIPTION OF PROBLEM: THE CAR HORN STOPPED WORKING, THE AIRBAG LIGHT CAME ON, AND STEERING WHEEL CONTROLS STOPPED WORKING. TOOK IT TO RICK CASE VOLKSWAGEN OF WESTON AND THEY DIAGNOSED THE ISSUE AS THE CLOCK SPRING AND REPLACED IT. | | | WHAT IS THE NEXT STEP AND DO YOU NEED ANYTHING MORE FROM ME? HOW LONG WILL IT TAKE TO GET REIMBURSED? | | | REGARDS, | | | CARLOS RIVERA | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A38EC[redacted]
Owner Or Fleet	[redacted] POMPANO BEACH, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/3/2018	Incident Date	N/A
Mileage	50,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/6/2018 3:24:00 PM	FROM: VW CUSTOMER CHAT | | SENT: THURSDAY, DECEMBER 06, 2018 3:24 PM | | TO: [redacted] | | SUBJECT: RE: VW CHAT FOLLOW UP; REFERENCE NUMBER [redacted] | | | | REFERENCE NUMBER [redacted] | | | | HELLO [redacted] | | | | THANK YOU FOR PROVIDING THE PROOF OF PAYMENT AND RECEIPT ORDER, WHICH I HAVE ATTACHED TO YOUR CASE. I HAVE ESCALATED THIS OVER TO OUR PROCESSING DEPARTMENT WHO WILL REVIEW YOUR REIMBURSEMENT REQUEST. PLEASE NOTE THAT THE REVIEW PROCESS CAN TAKE UP TO 120 DAYS TO BE COMPLETED. ONCE THE REVIEW PROCESS IS COMPLETED FOR YOUR CASE, YOU WILL BE NOTIFIED VIA POSTAL MAIL OF THE DECISION. | | | | SHOULD YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, FEEL FREE TO REACH BACK OUT TO VW CUSTOMER CARE AT 1-800-822-8987 OR VISIT [redacted] TO CHAT BACK IN. | | | | HAVE A GREAT DAY! | | | | NATALIE N. | | CHAT ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | |
12/6/2018 3:25:00 PM	SP TO REVIEW REIMBURSEMENT REQUEST FOR AIRBAG CLOCK SPRING WARRANTY EXTENSION REPAIR. PROOF OF PAYMENT AND RECEIPT ORDER ATTACHED IN DOC CENTER.
1/22/2019 9:57:00 AM	CUSTOMER SEEKING REIMBURSMENET UNDER WECI RECALL; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER RECALL; CUSTOMER PAID: $734.66 | | | | SP TO GENERATE CHECK
1/22/2019 9:58:00 AM	1VWAT7A38EC[redacted] VW TO RIEMBURSE UNDER RECALL; TOTAL: $734.66 | | | | SP GENERATED CHECK REQUEST
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 734.66 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX5CW[redacted]
Owner Or Fleet	[redacted] Elmwood Park, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/3/2018	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2018 7:47:00 PM	*CUSTOMER STATES AIR BAG LIGHT IS ON; CUSTOMER STATES LETTER SAYS HAS TO BE 2 CONDITIONS; CUSTOMER STATES DOESN┬┐T HAVE CONTROLS ON VEHICLE | | | CUSTOMER SEEKING WILL HE BE COVERED IF AIRBAG LIGHT IS ON BUT NO CONTROLS ON STEERING WHEEL | | | CO ASKED IF CUSTOMER HAS TAKEN VEHICLE TO DEALER; CUSTOMER STATED NO; CO ASKED IF HE┬┐S TALKED TO DEALER RECENTLY ASKING THE SAME QUESTION; CUSTOMER STATED HE DOESN┬┐T WANT TO DRIVE TO DEALER FOR THEM TO TELL HIM NO; CO ADVISED CUSTOMER CAN CALL DEALER TO VERIFY AND TO TAKE VEHICLE IN FOR DIAGNOSIS; CO ADVISED CUSTOMER OF NO OPEN RECALLS AND THE AIRBAG CLOCK SPRING WARRANTY EXT 15Y UNLIMITED MILES WOF, CO ADVISED CUSTOMER HAS FOLLOWING WARRANTY EXTENSIONS AS WELL INJECTION PUMP WARRANTY EXT, FUEL INJECTOR WARRANTY EXT, INTAKE MANIFOLD WARRANTY EXT ALL THAT END ON DATE 2022-03-16 OR AT 120K MILES WOF; CUSTOMER STATED HE BEEN WAITING OVER A YEAR FOR DEALER TO CALL HIM BACK; | | | CUSTOMER ACKNOWLEDGED | | | NO FURTHER ACTION
12/3/2018 7:58:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / WARNING LIGHT IS ON ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A31EC[redacted]
Owner Or Fleet	[redacted], Oakdale, LA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/4/2018	Incident Date	N/A
Mileage	69,697		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 10:17:00 AM	MEDIA ATTACHED IN DOC CENTER
12/4/2018 12:22:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | ANE T | CUSTOMER CARE ADVOCATE | | | | | CO TO ESCALATE
12/4/2018 12:35:00 PM	SO TO REVIEW FOR REIMBURSEMENT UNDER AIRBAG CLOCK SPRING WARRANTY EXT
12/4/2018 9:39:00 AM	CUSTOMER STATES RECEIVED CLOCK SPRING WARRANTY ETX; HAD ISSUE PREVIOUSLY; UNABLE TO GET KEY IN VEHICLE; PAID FOR REPAIR AT VW DEALER; CUSTOMER SEEKING REIMBURSEMENT | | | CO ADVISED SHOWS VEHICLE HAS AIRBAG CLOCK SPRING WARRANTY EXT; COULD CAUSE DISCONNECTION IN AIRBAG IF PART IS TORN; SYMPTOMS: AIRBAG LIGHT, HORN NOT WORKING, BUTTONS ON STEERING WHEEL NOT WORKING; WOULD CAUSE ISSUE WITH STARTING VEHICLE; CUSTOMER CAN SEND IN REPAIR ORDER AND POP FOR REIMBURSEMENT REVIEW; PROVIDED FAX AND CASE NUMBER; ONCE RECEIVED WILL TAKE 120 DAYS | | | CO TO WAIT CUSTOMER REPLY
1/22/2019 10:37:00 AM	CUSTOMER SEEKING REIMBURSEMENT NUNDER WECI RECALL; SUBMITTED MUTLIPLE RO'S; SP VERIFIED POP IN XTIME; SHOWS REPLACEMENT OF CLOCK SPRING AND STEERLOCK; CLOCK SPRING ONLY COVERED UNDER RECALL; VW REIMBURSE UNDER RECALL; CUSTOMER PAID: $661.81 | | | SP TO GENERATE CHECK AND SEND DENIAL LETTER
1/22/2019 10:53:00 AM	1VWAT7A31EC[redacted] VW TO REIMBURSE UNDER WECI RECALL; TOTAL: $661.81 | | | SP GENERATED CHECK REQUEST
1/22/2019 10:56:00 AM	SP SENT LETTER
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 661.81 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A37DC[redacted]
Owner Or Fleet	[redacted]		Philadelphia, PA, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/4/2018	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 9:58:00 AM	CUSTOMER STATES: 2 YEARS AGO THERE WAS A RECALL FOR THE STEERING WHEEL CLOCK SPRING; ABOUT 1-2 MONTHS AFTER THE REPAIR THE AIRBAG LIGHT CAME BACK ON AND THE HORN STOPPED WORKING; NEVER TOOK THE VEHICLE BACK TO THE DEALER, BUT FEELS THIS IS A SAFETY HAZARD; WOULD VW ASSIST WITH THE REPAIR SINCE IT WAS ALREADY RECALLED; | | CUSTOMER SEEKS: FINANCIAL ASSISTANCE; | | | CO ADVISED: VERIFIED THE RECALL WAS COMPLETED 2 YEARS AGO; THE VEHICLE RECENTLY HAS ACQUIRED AN EXTENDED WARRANTY FOR THE AIRBAG CLOCK SPRING; THE EXTENDED WARRANTY IS ACTIVE UNTIL 8-29-2027; CUSTOMER WOULD NEED TO TAKE THE VEHICLE TO HAVE A DIAGNOSTIC COMPLETED BY A VW DEALER; IF DEALER VERIFIES THE AIRBAG CLOCK SPRING HAS FAILED THEY CAN PUT IN A CLAIM FOR WARRANTY; WILL FOLLOW UP WITH CUSTOMER AFTER APPOINTMENT TO VERIFY CUSTOMER IS SATISFIED; | | | CO CONTACTED DEALER 406529, SPOKE WITH YAMIN: SCHEDULED APPOINTMENT FOR 12-6-18 AT 8:30AM; | | | CO TO CALL CUSTOMER
12/7/2018 12:28:00 PM	CO CALLED TO FOLLOW UP ON DEALER APPOINTMENT; | | | CUSTOMER STATES: DEALER TRIED CHARGE FOR A DIAGNOSTIC FEE; AFTER THEY CONTACTED VW TO SEE THE VEHICLE HAD THE EXTENDED WARRANTY THERE WASN'T AN ISSUE; CURRENTLY WAITING FOR THE DEALER TO FINISH UP WITH THE VEHICLE SO IT CAN BE PICKED UP; | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A35CC[redacted]
Owner Or Fleet	[redacted]	Cartersville, GA, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/4/2018	Incident Date	N/A
Mileage	91,781		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 10:38:00 AM	CUSTOMER STATES: GOT A LETTER IN THE MAIL ABOUT 2012 VW PASSAT, EXTENDED WARRANTY COVERAGE, CUSTOMER HAS RECEIPT. THIS WAS DONE BACK IN MAY; CUSTOMER PAID $690.00 AT JIM ELLIS VW. | | | CUSTOMER SEEKING: REIMBURSEMENT | | | CO ADVISED: PLEASE SUBMIT PROOF OF PAYMENT, AS WELL AS REPAIR HISTORY, ONCE PAPERWORK IS RECEIVED, THE GENERAL TIME FRAME FOR REIMBURSEMENT REVIEW TAKES UP TO 120 BUSINESS DAYS CURRENTLY, DUE TO THE HIGH VOLUME OF REIMBURSEMENT REQUESTS WE ARE CURRENTLY RECEIVING; YOU WILL EITHER RECEIVE A LETTER OR CHECK IN THE MAIL ONCE REVIEW PROCESS HAS BEEN COMPLETED. WOULD LIKE TO FOLLOW UP WITH CUSTOMER A WEEK FROM TODAY, TO ENSURE THAT THE DOCUMENTS ARE LEGIBLE FOR REVIEWING OR IN THE CASE THAT WE HAVEN'T RECEIVED THEM. CO TO EMAIL CASE NUMBER. | | | CUSTOMER UNDERSTOOD; HUSBAND WILL BE EMAILING DOCUMENTS IN. | | | PENDING CUSTOMER DOCUMENTATION.
12/4/2018 10:49:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | JAMISHA K | CUSTOMER CARE ADVOCATE |
12/4/2018 3:55:00 PM	MEDIA ATTACHED IN DOC CENTER
12/10/2018 1:31:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 BUSINESS DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | JAMISHA K | CUSTOMER CARE ADVOCATE | |
12/10/2018 1:33:00 PM	SPECIAL PROJECTS- WORK CASE TO CLOSE.
12/10/2018 1:33:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MRS. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 BUSINESS DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | JAMISHA K | CUSTOMER CARE ADVOCATE | |
1/14/2019 9:34:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS OIL CHANGE AND CLOCK SPRING REPLACED; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $340.83; LABOR: $189.95; TAX: $13.63; TOTAL: $544.41 | | | SP TO GENERATE CHECK REQUEST
1/14/2019 9:36:00 AM	1VWAH7A35CC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $544.41 | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 544.41 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX6JK[redacted]
Owner Or Fleet	[redacted] Pompano Beach, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	12/4/2018	Incident Date	N/A
Mileage	1,073		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 11:05:00 AM	CUSTOMER STATES: ORIGINAL OWNER; VEHICLE IS LEASED; FIRST TIME VW/AUDI OWNER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT IS ON AND VEHICLE CONSUMES A LOT OF FUEL BECAUSE OF THE LARGE FUEL TANK; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP.; | | | CUSTOMER SEEKING: TO KNOW WHY CUSTOMER RECEIVED NOTICE FOR THE WARRANTY EXTENSION;; | | | CO ADVISED CUSTOMER RECEIVED WARRANTY EXTENSION FOR THE AIR BAG CLOCK SPRING FOR 10YRS OR 120K MILES WOF; THIS IS IF THE AIR BAG CLOCK SPRING WERE TO FAIL ONCE VEHICLE WAS OUTSIDE OF NVLW OF 6YRS OR 72K MILES WOF; SINCE CUSTOMER HAS NOT PAID FOR THE REPAIR CUSTOMER WOULD NOT NEED TO SEND IN ANY PAPERWORK TO VOLKSWAGEN; SINCE THE AIRBAG LIGHT IS ON CUSTOMER SHOULD TAKE VEHICLE TO DEALER; CO CAN SCHEDULE APPOINTMENT; CUSTOMER CAN ALSO SPEAK TO DEALER REGARDING FUEL CONSUMPTION AS WELL | | | CUSTOMER STATES IS GOING OUT OF TOWN AND WILL NOT BE DRIVING THE VEHICLE; CUSTOMER WILL CALL DEALER HERSELF WHEN SHE GETS BACK | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A39DC[redacted]
Owner Or Fleet	[redacted] Merrillville, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/4/2018	Incident Date	N/A
Mileage	136,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 11:00:00 AM	CUSTOMER STATES: VEHICLE IS PRE-OWNED; VEHICLE PURCHASED A YEAR AGO AT MILEAGE 112K; VEHICLE PURCHASED FROM NON-VW DEALER; VEHICLE IS PURCHASED; VEHICLE EXPERIENCING; AIRBAG LIGHT HAS BEEN ON SINCE THEY MADE THE REPAIR TO THE RECALL; I GOT THIS LETTER AND ASKED THEM ABOUT IT AND THEY SAID IF IT WASN┬┐T RELATED TO THIS THEY WOULD CHARGE ME FOR THE DIAGNOSIS; BUT THE LETTER SAYS ITS FREE; ARE THEY GIVING THE CORRECT INFORMATION | | | CUSTOMER SEEKING: TO HAVE INFORMATION ON THE DIAGNOSIS | | | CO ADVISED: ACCORDING TO THE LETTER JUST AIRBAG LIGHT DOESN┬┐T WARRANT A FREE DIAGNOSIS SO IF IT FOUND TO NOT BE RELATED TO THE WARRANTY EXT. OR RECALL REPAIR THE DEALER WOULD POSSIBLY ACCESS A DIAGNOSIS FEE | | | CO TO CLOSE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A31DC[redacted]
Owner Or Fleet	[redacted] New Port Richey, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/4/2018	Incident Date	N/A
Mileage	41,005		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 10:47:00 AM	CUSTOMER STATES THAT RECEIVED A LETTER ABOUT EXTENSION REIMBURSEMENT REQUEST FORM; ALREADY PAID TO HAVE THAT PART REPAIRED; STATES WILL SEND IT IN BY MAIL BUT MAY SEND IT IN BY FAX AS WELL; | | | CUSTOMER SEEKING INFORMATION ABOUT THE REIMBURSEMENT PROCESS; | | | CO ADVISED THAT CUSTOMER WILL NEED TO SEND IN THE REPAIR ORDER AND POP FOR THE REPAIR; ADVISED THAT ONCE DOCUMENTS HAVE BEEN RECEIVED CO WILL REACH OUT TO THE CUSTOMER AND CONFIRM RECEIPT AS WELL AS PROVIDE A TIME FRAME; PROVIDED FAX NUMBER AND CASE NUMBER; | | | CUSTOMER THANKED | | | PENDING CUSTOMER CORRESPONDENCE
12/4/2018 10:50:00 AM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / AIR BAG CLOCK SPRING ;
12/13/2018 12:42:00 PM	MEDIA ATTACHED IN DOC CENTER
12/13/2018 2:43:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | | DEAR MR. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60-120 DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | HANNAH W | CUSTOMER CARE ADVOCATE | |
12/13/2018 2:43:00 PM	SP TO REVIEW FOR REIMBURSEMENT UNDER THE STEERING WHEEL CLOCK SPRING EXTENDED WARRANTY; | | | REPAIR ORDER AND POP LOCATED IN DOC CENTER; | | | SP TO REVIEW
1/14/2019 9:40:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; DEALER PERFORMED REPAIRS TO CLOCK SPRING WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $623.13 | | | SP TO GENERATE CHECK REQUEST
1/14/2019 9:42:00 AM	1VWBH7A31DC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $623.13 | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 623.13 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCV7A34FC[redacted]
Owner Or Fleet	[redacted] Aiken, SC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/4/2018	Incident Date	N/A
Mileage	32,019		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 11:06:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 9:51:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS CLOCK SPRING REPLACED UNDER WARRANTY; CUSTOMER PAID $50.00 DEDUCTIBLE; RO IS DATED 4/14/2018; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CUSTOMER PAY AS GOODWILL; TOTAL: $50.00 | | | | SP TO GENERATE CHECK REQUEST
1/14/2019 9:53:00 AM	GW- PROVIDED- OUT OF POCKET DATE
1/14/2019 9:53:00 AM	1VWCV7A34FC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $50.00 | | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 50.00 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A35FC[redacted]
Owner Or Fleet	[redacted] RIDGEWAY, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/4/2018	Incident Date	N/A
Mileage	51,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 11:08:00 AM	CUSTOMER STATES: RECEIVED A WARRANTY EXTENSION NOTICE IN THE MAIL FOR THE AIRBAG CLOCK SPRING | | | | CUSTOMER SEEKING: TO GET MORE INFORMATION ON NOTICE | | | | CO ADVISED: CUSTOMER THAT THERE IS A WARRANTY EXTENSION ON VEHICLE FOR THE AIRBAG CLOCK SPRING THAT IS GOOD VALID UNTIL 10/21/2025 OR UNTIL 120,000 MILES WCF THERE ARE NO OPEN RECALLS ON VEHICLE, IF CUSTOMER EXPERIENCES HORN NOT WORKING, AIRBAG LIGHT IS ON AND STEERING WHEEL FUNCTIONS ARE NOT WORKING PROPERLY CUSTOMER SHOULD TAKE VEHICLE INTO A VW DLR TO HAVE ISSUE DIAGNOSED AND IF IT IS TO BE FOUND THAT IT IS THE AIR BAG CLOCK SPRING CUSTOMER WOULD BE ABLE TO HAVE THIS REPAIR TAKEN CARE OF UNDER WARRANTY | | | | CUSTOMER WAS THANKFUL

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGCV7AX7CW[redacted]
Owner Or Fleet	[redacted] Bay Shore, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/4/2018	Incident Date	N/A
Mileage	111,642		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 1:16:00 PM	CUSTOMER STATES: CUSTOMER IS GOING TO SEND IN DOCUMENTS FOR REIMBURSEMENT CLAIM; THE PAGES ARE KIND OF CRUMPLED UP AND WAS WORRIED THAT THEY WON┬┐T BE LEGIBLE; | | | | CUSTOMER SEEKING: HOW TO SEND INFORMATION TO VW; | | | | CUSTOMER ADVOCATE ADVISED: VW WILL NEED REPAIR ORDER AND PROOF OF PAYMENT; REVIEW TAKES UP TO 120 BUSINESS DAYS, WHEREIN CUSTOMER WILL GET DECISION IN MAIL; CUSTOMER DOES HAVE EMAIL WITH CASE NUMBER, CUSTOMER CAN REPLY TO THAT AND VW WILL REVIEW; | | | | CO TO REVIEW DOCUMENTS ONCE THEY COME IN;
12/4/2018 1:30:00 PM	CATEGORY SELECTION : ELECTRICAL / HISTORICAL CONCERN / CLOCK SPRING FAILURE;
12/4/2018 11:31:00 AM	CUSTOMER STATES; HAD TO TRADE THEIR VEHICLE IN BECAUSE THEY WERE HAVING SO MANY PROBLEMS WITH THE VEHICLE; WENT INTO THE DEALER WHO ADVISED THEM THEY WOULD NOT QUALIFY FOR THE REIMBURSEMENT BECAUSE THEY NO LONGER OWNED THE VEHICLE; | | | CUSTOMER SEEK; WANTS TO KNOW IF THEY CAN RECEIVE A REIMBURSEMENT FOR THE AIRBAG CLOCK SPRING REPAIR EVEN THOUGH THEY DONT OWNED THAT VEHICLE ANYMORE; | | | CO ADVISED; I WILL SEND AN EMAIL FOR THEM TO REPLY WITH THE PROPER DOCUMENTS FOR REVIEW AND POSSIBLE REIMBURSEMENT; THE PROCESS CAN TAKE UP TO 120 DAYS BECAUSE OF THE HIGH VOLUME OD REIMBURSEMENT REQUESTS; | | | NO FURTHER ACTION
12/4/2018 11:38:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | BRITTANY M | CUSTOMER CARE ADVOCATE |
12/14/2018 2:23:00 PM	MEDIA ATTACHED IN DOC CENTER
1/4/2019 5:31:00 PM	CUSTOMER STATES: SENT IN PAPERWORK FOR REIMBURSEMENT ON CLOCK SPRING; | | | | CUSTOMER SEEKING: STATUS | | | | CUSTOMER ADVOCATE ADVISED: DOCUMENTS WERE RECEIVED 12/14, CURRENTLY IN CORRECT DEPARTMENT FOR REVIEW; WILL RECEIVE CORRESPONDENCE ONCE DECISION HAS BEEN MADE; UNABLE TO EXPEDITE HER REQUEST, 120 BUSINESS DAYS; | | | | SP TO REVIEW;
1/11/2019 4:25:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; DEALER PERFORMED REPAIRS BEFORE 120K MILES AND BEFORE THE FIRST VALID OUT-OF-POCKET DATE; VW TO REIMBURSE WECY WARR EXT AS GOODWILL GESTURE; PARTS: $290.07; LABOR: $135.00; TAX: $17.00; TOTAL: $442.07 | | | | SP TO GENERATE CHECK REQUEST
1/11/2019 4:27:00 PM	GW- PROVIDED- OUT OF POCKET DATE
1/11/2019 4:28:00 PM	WVGCV7AX7CW[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL GESTURE; TOTAL: $442.07 | | | | SP GENERATED CHECK REQUEST
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 442.07 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A37FC[redacted]
Owner Or Fleet	[redacted] JOHNSTON, IA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/4/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 11:30:00 AM	MEDIA ATTACHED IN DOC CENTER
1/11/2019 4:17:00 PM	CUSTOMER SEEKING REIMBURSE UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; DELAER PERFORMED REPAIRS BEFORE 120K MILES; RO STATES THAT EXTENDED WARRANTY COMPANY PAID $353.24 AND CUSTOMER PAID $200.00 DEDUCTIBLE; VW TO REIMBURSE CUSTOMER PAY UNDER WECY WARR EXT; TOTAL: $200.00 | | | SP TO GENERATE CHECK REQUEST
1/11/2019 4:18:00 PM	1VWAT7A37FC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $200.00 | | | SP GENERATED CHECK REQUEST
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 200.00 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A31CC[redacted]
Owner Or Fleet	[redacted] New Britain, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/4/2018	Incident Date	N/A
Mileage	97,688		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 11:54:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 10:28:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS DEALER PERFORMED REPAIRS TO CLOCK SPRING WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $535.73 | | | SP TO GENERATE CHECK REQUEST
1/14/2019 10:29:00 AM	1VWBP7A31CC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $535.73 | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 535.73 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30DC[redacted]
Owner Or Fleet	[redacted] Southbury, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/4/2018	Incident Date	N/A
Mileage	50,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 1:18:00 PM	MEDIA ATTACHED IN DOC CENTER | | FROM: VW EXPERIENCE | | SENT: TUESDAY, DECEMBER 04, 2018 12:37 PM | | TO: VWOA CUSTOMER CARE | | SUBJECT: FW: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | | | FROM: [redacted] | | SENT: TUESDAY, DECEMBER 04, 2018 12:34 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | GOOD AFTERNOON STEFANI, | | | | ATTACHED IS THE INVOICE FROM DANBURY VW FOR THE CLOCK SPRING. THE RECEIPT OF PAYMENT IS AT THE BOTTOM OF PAGE 2 SCANNED WITH IT. IF YOU NEED AN ADDITIONAL STATEMENT FROM THE CREDIT CARD (AMEX) USED TO MAKE PAYMENT I CAN PROVIDE THAT AS WELL. THANK YOU FOR YOUR TIME AND ASSISTANCE WITH THIS MATTER. | | | KIND REGARDS, | | | [redacted]
12/4/2018 11:57:00 AM	CUSTOMER STATES: END OF MAY, HAD STEERING WHEEL CLOCK SPRING FAIL ON VEHICLE; PAID $500 OUT OF POCKET; RECEIVED WARRANTY EXTENSION NOTIFICATION | | | CUSTOMER SEEKS: INFORMATION ON HOW TO BE REIMBURSED | | | CO ADVISED: DOES HAVE WARRANTY EXTENSION FOR 15YR/999,999 MILES WOF; CAN SEND IN DOCUMENTS FOR REIMBURSEMENT; WILL SEND EMAIL WITH CONTACT METHODS TO SEND IN FOR WARRANTY REIMBURSEMENT | | | CUSTOMER STATES: IF DENIED, HOW CAN APPEAL? | | | CO ADVISED: IS NO APPEAL PROCESS | | | CO TO EMAIL CUSTOMER AND WAIT FOR CUSTOMER MAIL
12/4/2018 12:04:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | MAIL: VOLKSWAGEN OF AMERICA□3800 HAMLIN RD. □AUBURN HILLS, MI 48326 | FAX: 248-754-6504 | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | STEFANI S | CUSTOMER CARE ADVOCATE | |
12/7/2018 3:13:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | STEFANI S | CUSTOMER CARE ADVOCATE | |
12/7/2018 3:16:00 PM	SP TO REVIEW FOR REIMBURSEMENT
1/14/2019 10:45:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING DONE WITHIN TIME FRAME; RO SHOWS CUSTOMER WAS CHARGED FOR LABOR ONLY; PARTS WERE GOODWILLED; VW TO REIMBURSE TOTAL FOR CLOCK SPRING; LABOR: $354.00; TAX: $22.47; TOTAL: $379.47 | | | SP TO GENERATE CHECK REQUEST
1/14/2019 10:48:00 AM	1VWBP7A30DC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $379.47 | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 379.47 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWDM7AJ0CW[redacted]
Owner Or Fleet	[redacted] FAYETTE CITY, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2012		
Report Date	12/4/2018	Incident Date	N/A
Mileage	90,986		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 11:58:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 10:34:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING WITHIN TIME FRAME; RO ALSO SHOWS SWITCH, GAS BULB, BALLAST, TRANSMISSION SERVICE AND FUEL FILTER REPLACED; WECI COVERS CLOCK SPRING ONLY; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $290.07; LABOR: $180.00; TAX: $28.20; TOTAL: $498.27 | | | | SP TO GENERATE CHECK REQUEST AND REPAIRS NOT RELATED LETTER
1/14/2019 10:38:00 AM	WVWDM7AJ0CW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $498.27 | | | | SP GENERATED CHECK REQUEST
1/14/2019 10:39:00 AM	SP MAILED REPAIRS NOT RELATED LETTER
1/17/2019 11:32:00 AM	CUSTOMER STATES: TALKED TO GARAGE; SAID HORN AND STEERING WHEEL BUTTONS DID NOT WORK; SENT RECEIPT AND REPAIR ORDER IN; WAS WONDERING WHY CUSTOMER REIMBURSEMENT GOT TURNED | | | | CUSTOMER SEEKS: EXPIATION OF LETTER | | | | CUSTOMER ADVOCATE ADVISED: LETTER WAS JUST EXPLAIN OTHER REPAIRS CUSTOMER HAD DONE AT THE TIME OF CLOCK SPRING REPAIR WERE NOT RELATED AND WOULD NOT BE COVERED UNDER WARRANTY EXTENSION REIMBURSEMENT; CUSTOMER ADVOCATE APOLOGIZED REIMBURSEMENT INFORMATION WAS NOT IN LETTER BUT CUSTOMER ADVOCATE DOES SEE IN CASE WHERE CUSTOMER SHOULD BE RECEIVING CHECK FOR $498.27 FOR REPAIRS MADE TO CLOCK SPRING; CUSTOMER ADVOCATE CAN SEE CHECK HAS BEEN REQUESTED BUT HAS NOT BEEN MAILED OUT; CUSTOMER SHOULD BE SEEING REIMBURSEMENT CHECK SHORTLY. | | | | SP TO REVIEW
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 498.27 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHV7AJ9BW[redacted]
Owner Or Fleet	[redacted] SILOAM SPRINGS, AR [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2011		
Report Date	12/4/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 12:26:00 PM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 10:52:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING DONE WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $666.43 | | | | SP TO GENERATE CHECK REQUEST
1/14/2019 10:53:00 AM	WVWHV7AJ9BW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $666.43 | | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 666.43 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW637AJ5EM[redacted]
Owner Or Fleet	[redacted]		NORTH HOLLYWOOD, CA, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	12/4/2018	Incident Date	N/A
Mileage	85,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 1:01:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | STEFANI S | CUSTOMER CARE ADVOCATE |
12/4/2018 12:41:00 PM	CUSTOMER STATES: VEHICLE EXPERIENCING: PERSISTETN AIRBAG WARNING LIGHT; NO STEERING WHEEL CONTROLS WORK; DEALER 422507 STATES: NOT COVERED UNDER WARRANTY | | | | CUSTOMER SEEKING: FINANCIAL ASSITANCE WITH REPAIR | | | | CO OFFERED TO PUT CUST ON HOLD FOR RESEARCH; CUST ADVISED HAS APPOINTMENT; CO OFFERED TO CALL CUST ON 12/05/18; CUST ACCEPTS | | | | FACE TO FACE WITH DEBBIE: AGREED ESCALATE TO RCM | | | | CO TO ESCALATE TO RCM FOR POST-APPOINTMENT FOLLOW-UP; CO TO FOLLOW UP WITH CUST BY COB 12/05/18
12/4/2018 12:48:00 PM	TEAM LEAD AGREED WITH CO; ESCALATE TO RCM FOR FOLLOW UP AFTER APPOINTMENT; RCM TO CONTACT BY COB 12.7.18 FOR CLARIFICATION ON WARRANTY EXTENSION, CUSTOMER HAS CLOCK SPRING EXTENSION WITH SYMPTOMS, DEALER ADVISED THERE IS NO COVERAGE | | | | ** CO WILL FOLLOW UP BY COB 12.5.18 PER CONVERSATION WITH CUSTOMER
12/4/2018 12:57:00 PM	RCM TO ENSURE DEALER PERFORMED WARRANTABLE REPAIR TO AIRBAG CLOCK SPRING; CUSTOMER HAD BEEN TOLD BY DEALER THAT HIS VEHICLE WAS NOT COVERED UNDER EXTENDED WARRANTY; VEHICLE IS LISTED AS COVERED PER ELSAPRO; RCM TO FOLLOW UP WITH CUSTOMER ON COB 12/07/18 @ [redacted] | | | CO WILL FOLLOW UP WITH CUSTOMER ON 12/05/2018 PER CONVERSATION WITH CUSTOMER
12/5/2018 2:09:00 PM	RCM REACHED OUT TO SERVICE MANAGER WHO STATED WAS IN WARRANTY TRAINING AND WOULD CALL RCM BACK IN HALF AN HOUR | | | | RCM TO WAIT FOR DEALER CONTACT
12/5/2018 5:26:00 PM	CA ADVISED: FOLLOWING UP REGARDING CALL YESTERDAY; HAVE ESCALATED CASE TO RCM TO DETERMINE WHY CUST WAS TOLD VEH WAS NOT UNDER EXTENDED WARRANTY AS VEH IS UNDER EXTENDED WARRANTY; RCM WILL FOLLOW UP WITH CUST BY COB 12/07/18 | | | | RCM TO REVIEW
12/6/2018 1:12:00 PM	RCM REACHED OUT TO SERVICE MANAGER WHO STATED APOLOGIES FOR NOT CALLING STILL IN TRAINING BUT WOULD BE OUT 11AM PST | | | | RCM ADVISED WOULD CONTACT AROUND 12PM PST | | | | RCM TO CALL DEALER
12/6/2018 3:51:00 PM	RCM REACHED OUT TO SERVICE MANAGER REGARDING CUSTOMER DIAGNOSIS | | | | SERVICE MANAGER STATES: CAME IN TODAY AND DIAGNOSED AS CLOCK SPRING; CURRENTLY ON ORDER AND SHOULD BE WITHIN NEXT DAY OR TWO WEATHER PENDING | | | | RCM ADVISED CUSTOMER TOLD NOT COVERED INITIALLY | | | | SERVICE MANAGER STATES: POSSIBLE MISCOMMUNICATION OR MISS TIMING DUE TO RECENT INFORMATION OF EXTENSION APOLOGIZED | | | | RCM TO CALL CUSTOMER
12/6/2018 4:24:00 PM	RCM LEFT VOICEMAIL ADVISING SPOKE WITH SERVICE MANAGER NICK WHO ADVISED MUST HAVE BEEN MISCOMMUNICATION INITIALLY AS VERIFIED AIRBAG CLOCK SPRING WHICH IS COVERED UNDER WARRANTY EXTENSION AND HAS ORDERED PART ANTICIPATING DELIVERY WITHIN NEXT 1-2 DAYS PENDING WEATHER; PROVIDED EXTENSION 43791 AND ADVISED WOULD FOLLOW UP WITH TOMORROW | | | | RCM TO CALL CUSTOMER
12/7/2018 5:43:00 PM	RCM LEFT VOICEMAIL ADVISING WAS FOLLOWING UP ON PREVIOUS VOICEMAIL OF REPAIR BEING COVERED BY WARRANTY EXTENSION; PROVIDED EXTENSION 43791 | | | | RCM TO SEND UNABLE TO CONTACT EMAIL

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW637AJ5EM[redacted]
Owner Or Fleet	[redacted]	NORTH HOLLYWOOD, CA,	[redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	12/4/2018	Incident Date	N/A
Mileage	85,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/7/2018 5:46:00 PM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH YOUR JETTA HYBRID. | | | I┬┐VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. AT YOUR EARLIEST CONVENIENCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL (43791). YOU CAN ALSO REPLY TO THIS EMAIL. | | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | | SINCERELY, | | | | | | | MICHAEL B | | REGION CASE MANAGER | |
12/10/2018 12:42:00 PM	CUSTOMER LEFT VOICEMAIL ADVISING RETURNING RCM CALL | | | RCM TO CALL CUSTOMER
12/10/2018 5:46:00 PM	RCM REACHED OUT TO CUST AND ADVISED THANKED FOR RETURNING CALL AND VOICEMAIL MESSAGE | | | CUST STATES: DEALER ORDERED PART WHICH WAS SUPPOSED TO COME IN FRIDAY BUT CAME IN TODAY; HAS APPOINTMENT FOR 12/13 AT 8AM | | | RCM ADVISED HAPPY TO HEAR THIS; OFFERED FOLLOW UP | | | CUST STATES: DEALER SEEMS TO HAVE SITUATION HANDLED NOW; THANKED FOR RCM ASSISTANCE | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4A7AJ4DM[redacted]
Owner Or Fleet	[redacted] Idaho Falls, ID, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	12/4/2018	Incident Date	N/A
Mileage	88,121		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 12:49:00 PM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 11:00:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS AIR FILTER REPLACED AND REPAIRS TO CLOCK SPRING DONE WITHIN TIME FRAME; WECI COVERS CLOCK SPRING ONLY; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $270.00; LABOR: $193.00; TAX: $16.20; TOTAL: $479.20 | | | SP TO GENERATE CHECK REQUEST
1/14/2019 11:02:00 AM	3VW4A7AJ4DM[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $479.20 | | | SP TO GENERATE CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 479.20 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A33DC[redacted]
Owner Or Fleet	[redacted]		Reston, VA, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/4/2018	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 1:09:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / STEERING WHEEL CLOCK SPRING NEEDS TO BE REPLACED;
12/4/2018 12:47:00 PM	REFERENCE CASE [redacted] | | | | CUSTOMER STATES: CALLED 3 MONTHS AGO FOR A STEERING WHEEL CLOCK SPRING ISSUE; THE RECALL WAS ALREADY COMPLETED AND THE VEHICLE WAS HAVING THE SAME ISSUE; DEALER 409415 ADVISED THE REPAIR WOULD BE ABOUT $500; THE PREVIOUS ADVOCATE ADVISED THE DEALER NEEDED TO GO TO THE DEALER TO HAVE AN UPDATES DIAGNOSTIC AND A RCM WOULD FOLLOW UP; | | CUSTOMER SEEKS: CLARIFICATION; | | | | CO ADVISED: VW HAS RECENTLY RELEASED AN EXTENDED WARRANTY FOR THE AIRBAG CLOCK SPRING; CUSTOMER CAN TAKE THE VEHICLE TO THE DEALER TO HAVE A DIAGNOSTIC PERFORMED; ONCE DEALER VERIFIES THE CLOCK SPRING IS NEEDING TO BE REPLACED THE VEHICLE WOULD NOW HAVE WARRANTY COVERAGE; A RCM WOULD NO LONGER NEED TO FOLLOW UP; | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWXM7AN2AE[redacted]
Owner Or Fleet	[redacted] Escondido, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat Wagon (Germany), 2010		
Report Date	12/4/2018	Incident Date	N/A
Mileage	76,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 1:52:00 PM	CUSTOMER STATES: SINCE THE VEHICLE REACHED 52K MILES, THE AIRBAG LIGHT HAS BEEN ON; CUSTOMER PAID 3 TIMES TO HAVE THE DIAGNOSTIC CHECK AND EVERY TIME IT HAS BEEN RELATED TO THE AIR BAG CLOCK SPRING; CUSTOMER BELIEVES HE HAS HAD THE CLOCK SPRING REPLACED BEFORE, AND HIS AIRBAG LIGHT IS STILL ON; CUSTOMER RECEIVED THE AIRBAG CLOCK SPRING WARRANTY EXTENSION NOTICE YESTERDAY 12/5; CUSTOMER WANTS HIS CLOCK SPRING REPAIRED, AND DOES NOT WANT TO PAY FOR ANOTHER DIAGNOSIS | | | | CUSTOMER SEEKING: CLOCK SPRING REPAIRED; DEALER APPOINTMENT | | | CO ADVISED: CUSTOMER HAS THE AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 15 YEARS FROM THE WARRANTY START DATE OF 8/21/10; CUSTOMER ALSO HAS THE INTAKE MANIFOLD WARRANTY EXTENSION FOR 10YEARS/120K MILES WOF, THE FUEL INJECTOR WARRANTY FOR 10YEARS/120K MILES WOF, THE TIMING CHAIN WARRANTY EXTENSION FOR 10YEARS/100K MILES WOF; CO CALLED DEALER 422531 AND MADE AN APPOINTMENT FOR CUSTOMER ON 12/10 AT 9AM; CO EMAILED CUSTOMER THE APPOINTMENT DATE AND TIME | | | NO FURTHER ACTION
12/4/2018 2:49:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MR. [redacted] | | THANKS FOR TAKING THE TIME TO SPEAK WITH ME. | | I SCHEDULED AN APPOINTMENT WITH BOB BAKER VOLKSWAGEN, INC. AND CONFIRMED YOUR APPOINTMENT DATE IS DECEMBER 10, 2018. IF YOU NEED TO CHANGE THIS APPOINTMENT, PLEASE CALL THE DEALERSHIP DIRECTLY AT (760) 438-2200. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | CIDNEY H | CUSTOMER CARE ADVOCATE |
12/19/2018 1:41:00 PM	CUSTOMER STATES: ORIGINAL OWNER; MAINTAINS AT DEALER; VEHICLE PREVIOUSLY HAD AIRBAG LIGHT ON; PAID 3 TIMES FOR DIAGNOSIS AND FINALLY FIXED ISSUE; VEHICLE IS ON 3RD COOLANT PUMP; 2/3 TIMES OIL LEAKS; GASKETS FAILED; DEALER CANNOT EXPLAIN WHY UNLESS PAY DIAGNOSIS FEE PAID FOR $157; FOUND DEALER 422530 THAT HE TRUSTS WITH DIAGNOSIS; AWARE OF WARRANTY EXTENSIONS ON VEHICLE; REAR DOOR LOCK FELL OFF VEHICLE | | | CUSTOMER SEEKS: VW TO PAY FOR DIAGNOSIS; BUYBACK | | | CUSTOMER ADVOCATE ADVISED: BECAUSE DEALER IS INDEPENDENTLY OWNED VW CANNOT ASSIST WITH THE DIAGNOSIS; CAN SEND IN ROS AND WILL FOLLOW UP ONCE RECEIVED; CAN REPLY BACK TO CASE REFERENCE NUMBER EMAIL | | | | CUSTOMER ADVOCATE TO WAIT CUSTOMER MAIL | |
12/26/2018 2:47:00 PM	CO ADVISED: CALLING TO FOLLOW UP ON CASE; WONDERING IF STILL SENDING IN DOCUMENTS | | | CUSTOMER STATES: CAN SEND EMAIL AGAIN; PLANNING ON SENDING THEM IN SHORTLY; WONDERING HOW LONG REIMBURSEMENT REVIEW TAKES | | | CO ADVISED: REVIEW PROCESS DOES TAKE 60-120 BUSINESS DAYS; WILL RESEND EMAIL | | | CO TO CLOSE PENDING CUSTOMER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A36EC[redacted]
Owner Or Fleet	[redacted] Rocklin, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/4/2018	Incident Date	N/A
Mileage	111,900		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 2:00:00 PM	REFER TO [redacted] CUSTOMER CALLING WITH DEALER COMPLAINT, STATES SERVICE MANAGER AT DEALER 426111 CANCELLED HIS APPOINTMENT TO HAVE SOME ISSUES ADDRESSED, WAS TOLD SERVICE MANAGER WOULD CALL HIM BUT HAS NOT YET HEARD FROM HIM, ALSO THE AIRBAG LIGHT IS ON, CONTROLS ON STEERING WHEEL DO NOT WORK, IS SURE DEALER DID THIS BECAUSE OF ISSUES WITH INSURANCE COMPANY AND REPAIRS NOT COMPLETED FOR A VEHICLE FIRE HE HAD WITH THE 2014 PASSAT. CUSTOMER REQUESTED TO SPEAK WITH RCM THAT HANDLED CASE FOR FIRE. | | | CO ADVISED THE RCM AT THAT AT TIME IS NO LONGER AVAILABLE, BUT IF HE HAS DEALER COMPLAINT, CO WILL ASSIGN TO A RCM THAT WORKS WITH ROSEVILLE VW AND HE CAN EXPECT RETURN CALL BY COB TOMORROW, THE 5TH. CUSTOMER STATES ALSO HE WAS TOLD VEHICLE FALLS UNDER THE WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING FOR 10/120, WCF AND ISSUES HE IS HAVING FALL UNDER THAT WARRANTY EXTENSION. CO TO ASSIGN TO RCM
12/4/2018 2:59:00 PM	REFER TO [redacted] CUSTOMERS COMPLAINT IS WITH DEALER 426111 CANCELLING APPOINTMENT WITH NO EXPLANATION, WAS TOLD HE COULD EXPECT A CALL FROM THE SERVICE MANAGER. HAS ISSUES WITH AIRBAG LIGHT, STEERING WHEEL CONTROLS NOT WORKING, SUBSEQUENT OWNER, CAN BE REACHED AT [redacted] | | | | | RCM TO CONTACT DEALER.
12/5/2018 12:29:00 PM	ACTION REQUIRED: SERVICE EXPERIENCE | | | HELLO! THE FOLLOWING CUSTOMER HAS CONTACTED CUSTOMER CARE REGARDING FEEDBACK WITH THEIR SERVICE EXPERIENCE. PLEASE REVIEW THE DETAILS BELOW: | | | CUSTOMER NAME: [redacted] | | | MODEL YEAR/MODEL: 2014 PASSAT | | | VIN: 1VWAP7A36EC[redacted] | | | CUSTOMER CONCERN: MR. [redacted] REACHED OUT TO CARE REGARDING THEIR PASSAT┬┐S AIRBAG CLOCK SPRING CONCERNS, STATING THAT THE ROSEVILLE VOLKSWAGEN SERVICE DEPARTMENT CANCELLED THEIR MOST RECENT APPOINTMENT WITH NO EXPLANATION AND HAVE YET TO RECEIVE ANY FOLLOW-UP. | | | THE CUSTOMER IS SEEKING THE FOLLOWING: FILING FORMAL COMPLAINT; FOLLOW-UP FROM ROSEVILLE VOLKSWAGEN. | | | THANK YOU IN ADVANCE FOR YOUR HELP. | | | REGARDS, | | |
12/5/2018 2:07:00 PM	HELLO MICHELLE, | | | MR. [redacted]┬┐S VEHICLE WAS IN FOR AN ONGOING ISSUE WITH AN INSURANCE CLAIM FOR AN AC SYSTEM DAMAGED DURING AN ENGINE FIRE. AFTER SEVERAL ATTEMPTS TO REPAIR THE VEHICLE AND FINDING DIFFERENT COMPONENTS FAILING, WE DETERMINED THAT THE LOW AND HIGH SIDE ALUMINUM LINES HAD COLLAPSED INTERNALLY FROM THE HEAT. MR. [redacted] CONTINUOUSLY EXPRESSED HIS DISSATISFACTION WITH ROSEVILLE VW DURING EVERY VISIT WITH OUR FACILITY. HIS VEHICLE WAS HERE FOR A LONG TIME WHILE WE ATTEMPTED TO DEAL WITH HIS INSURANCE COMPANY. WE PROVIDED A LOANER FOR THE ENTIRE PERIOD HIS VEHICLE WAS HERE. HIS INSURANCE COMPANY DECLINED ANY FURTHER REPAIRS TO HIS VEHICLE FOR THIS CONCERN AND AFTER CONSIDERATION OF THE CONTINUOUS CONCERN MR. [redacted] HAD WITH HIS AC SYSTEM AND IN THE INTEREST OF CUSTOMER SATISFACTION WE DECIDED TO COMPLETE THE REPAIR AT NO COST TO HIM. WE COMPLETED HIS VEHICLE AND CONTACTED HIM THE VEHICLE WAS READY TO PICK UP. HE CAME IN A WEEK LATER AFTER SERVICE HOURS TO PICK UP HIS VEHICLE AND COMPLAINED HIS VEHICLE WAS DIRTY. HE WAS AGGRESSIVE WITH THE SALES MANAGER, DEMANDED THE LOANER CAR BACK AND THEN SLAMMED THE SALES DOOR ON HIS WAY OUT ALMOST BREAKING THE GLASS. HIS ACTIONS WERE REPORTED TO THE GENERAL MANAGER WHO DECIDED AT THAT POINT THAT MR. [redacted] AND HIS VEHICLES WERE NO LONGER WELCOME AT OUR FACILITY. | | I CONTACTED MR. [redacted] AND INFORMED HIM OF THIS DECISION YESTERDAY 12/4/18 AT AROUND 4 PM. | |
12/5/2018 2:18:00 PM	[redacted] | | | THANK YOU FOR THIS INFORMATION AND UPDATE. I AM SORRY THAT THIS WAS THE EXPERIENCE YOU HAVE HAD AND THIS HAD TO BE THE OUTCOME. I WILL ALSO REACH OUT TO MR. [redacted] TODAY FOR FOLLOW-UP. | | | LET ME KNOW IF YOU NEED ANYTHING FURTHER ON MY END. | | | BEST REGARDS, | | | MICHELLE | |
12/5/2018 4:15:00 PM	RCM LEFT VOICE MAIL MESSAGE AT: [redacted] | | | CALLING TO DISCUSS CASE; PROVIDED DIRECT EXT.; | | | RCM TO CALL CUSTOMER 12.06.2018.
12/6/2018 1:44:00 PM	CUSTOMER LEFT VOICE MAIL MESSAGE FOR RCM; | | | RCM TO CALL CUSTOMER.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A36EC[redacted]
Owner Or Fleet	[redacted] Rocklin, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/4/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/6/2018 2:00:00 PM	[redacted] | | | | RCM ADVISES: SPOKE WITH DLR 426111 ON CONCERNS; DLR DID ADVISE OF SITUATION WITH INSURANCE AND THAT CONCERNS WERE COVERED; DID CONFIRM THAT THEY WOULD NO LONGER BE ABLE TO WORK ON CUST VEH DUE TO PREVIOUS CIRCUMSTANCES; | | | | CUST STATES: FEELS THEY SHOULD WORK ON VEH AS CLOCK SPRING CONCERNS ARE A SAFETY ISSSUE; | | | | RCM ADVISES: UNDERSTANDS CONCERNS; CUST MAY HAVE RECALL WORK PERFORMED AT ANY AUTHORIZED VW DLR, CCC PARTNERS WITH DLR HOWEVER CANNOT FORCE A DLR TO ALTER BUSINESS DECISIONS GM HAS MADE AS THEY ARE AN INDEP-OWNED BUSINESS; | | | | CUST ACKNOWLEDGED, IS LEAVING BRAND; | | | | NO FURTHER ACTION PENDING CUST CONTACT.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX0CW[redacted]
Owner Or Fleet	[redacted] Winchester, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/4/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Mileage	41,228

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 2:04:00 PM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 11:13:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING DONE WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $742.22 | | | | SP TO GENERATE CHECK REQUEST
1/14/2019 11:14:00 AM	WVGBV7AX0CW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $742.22 | | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 742.22 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A30CC[redacted]
Owner Or Fleet	[redacted] Antioch, TN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/4/2018	Incident Date	N/A
Mileage	79,855		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 2:41:00 PM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 11:29:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING DONE WITHIN TIMEFRAME; VW TO REIMBURSE TOTAL; TOTAL: $749.37 | | | | SP TO GENERATE CHECK REQUEST
1/14/2019 11:30:00 AM	1VWBH7A30CC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $749.37 | | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 749.37 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJM7AN3AE[redacted]
Owner Or Fleet	[redacted], Syracuse, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	12/4/2018	Incident Date	N/A
Mileage	97,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 3:07:00 PM	CUSTOMER STATES: RECEIVED WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING; IS EXPERIENCING THOSE SYMPTOMS | | | CUSTOMER SEEKS: DEALER APPOINTMENT FOR DIAGNOSIS | | | CO ATTEMPTED TO SCHEDULE APPOINTMENT WITH DEALER 408148 ONLINE; DEALER DOES NOT ALLOW XTIME SCHEDULING | | | CO CONTACTED DEALER AND SPOKE WITH STEPHANIE; SCHEDULED APPOINTMENT FOR TUESDAY, DECEMBER 11, 2018 @ 1 P.M. | | | NO FURTHER ACTION
12/4/2018 3:25:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | | DEAR MS. [redacted] | | THANKS FOR TAKING THE TIME TO SPEAK WITH ME. | | I SCHEDULED AN APPOINTMENT WITH BURDICK VOLKSWAGEN AND CONFIRMED YOUR APPOINTMENT DATE IS TUESDAY, DECEMBER 11, 2018 AT 1:00 P.M. IF YOU NEED TO CHANGE THIS APPOINTMENT, PLEASE CALL THE DEALERSHIP DIRECTLY AT (315) 699-2661. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | STEFANI S | CUSTOMER CARE ADVOCATE |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A35EC[redacted]
Owner Or Fleet	[redacted]	CLEVELAND, OH, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/4/2018	Incident Date	N/A
Mileage	54,914		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 3:11:00 PM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 1:03:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING; RO IS DATED 4/10/2015; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $492.41 | | | | SP TO GENERATE CHECK REQUEST
1/14/2019 1:04:00 PM	GW- PROVIDED- FIRST OUT OF POCKET DATE
1/14/2019 1:05:00 PM	1VWBT7A35EC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $492.41 | | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 492.41 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A32GC[redacted]
Owner Or Fleet	[redacted] Bay Village, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	12/4/2018	Incident Date	N/A
Mileage	25,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 3:22:00 PM	CUSTOMER STATED AIRBAG LIGHT APPEARED AND CONTROLS ON STEERING WHEEL WENT OUT | | | CUSTOMER SEEKING IF THIS CONCERNS IS COVERED UNDER WARRANTY | | | CO ADVISED CUSTOMER VEHICLE HAS NVLW FOR 3Y, 36K WOF COVERS EVERYTHING ON VEHICLE ALSO HAS WARRANTY EXT FOR AIRBAG CLOCK SPRING FOR 10Y, 120K WOF; CONTACTED DEALER 403112 WHOM ADVISED CAN SCHEDULE APPOINTMENT FOR 12-13 AT 8:45AM WILL BE WORKING WITH GREG CARROL AND LOANER VEHICLE FOR CUSTOMER WILL BE PROVIDED | | | CUSTOMER ACKNOWLEDGED | | | CO TO EMAIL CUSTOMER
12/4/2018 3:43:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANKS FOR TAKING THE TIME TO SPEAK WITH ME. | | I SCHEDULED AN APPOINTMENT WITH GANLEY WESTSIDE VOLKSWAGEN AND CONFIRMED YOUR APPOINTMENT DATE IS DECEMBER 13, 2018 AT 8:45AM. IF YOU NEED TO CHANGE THIS APPOINTMENT, PLEASE CALL THE DEALERSHIP DIRECTLY AT (440) 734-2000. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | KADRIANNA C. | CUSTOMER CARE ADVOCATE | | | | | NO FURTHER ACTION
12/4/2018 3:45:00 PM	CATEGORY SELECTION : SUSPENSION / INEFFECTIVE - 1 / STEERING CONTROLS; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWBZ7AJ3BM[redacted]
Owner Or Fleet	[redacted] Easton, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	12/4/2018	Incident Date	N/A
Mileage	62,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 3:23:00 PM	CUSTOMER STATES: RECEIVED THE EXTENDED WARRANTY LETTER FOR THE STEERING WHEEL CLOCK SPRING; THE AIRBAG LIGHT WAS ON; TOOK THE VEHICLE TO AN INDEPENDENT TO DIAGNOSE; INDEPENDENT WAS UNABLE TO FIND ISSUE AND CLEARED THE CODE; INDEPENDENT ADVISED IF THE WARNING LIGHT COMES BACK ON TO BRING THE VEHICLE BACK; | | CUSTOMER SEEKS: EXTENDED | | | | CO ADVISED: AIRBAG CLOCK SPRING IS ACTIVE UNTIL 4-30-2021 OR 120K MILES WOF; THE VEHICLE WOULD ONLY NEED TO GO TO THE DEALER IF IT EXPERIENCED SOME OF THE COMMON SYMPTOMS SUCH AS THE STEERING CONTROLS STOP WORKING, THE HORN STOPS WORKING, OR THE AIRBAG LIGHT COMES ON; IF THE WARNING LIGHT COMES BACK ON CUSTOMER SHOULD TAKE THE VEHICLE TO A VW DEALER TO BE DIAGNOSED; | | | | NO FURTHER ACTION
12/4/2018 3:31:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A39EC[redacted]
Owner Or Fleet	[redacted] SAN ANTONIO, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/4/2018	Incident Date	N/A
Mileage	46,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 4:13:00 PM	CUSTOMER STATES: RECEIVED LETTER FOR THE AIRBAG CLOCK SPRING RECALL; HAVE ALREADY HAD REPAIRS COMPLETED AT A VW DEALER FOR THE CLOCK SPRING; AN AIRBAG LIGHT HAD COME ON BEFORE TAKING IT IN; | | | CUSTOMER SEEKS: TO SUBMIT FOR REIMBURSEMENT; | | | CO ADVISED: CUSTOMER WOULD NEED TO SEND IN ANY REPAIR ORDER WITH PROOF OF PAYMENT; PROCESS CAN TAKE TO 120 BUSINESS DAYS; | | | CUSTOMER THANKED; CO TO EMAIL CASE NUMBER FOR CUSTOMER TO REPLY WITH DOCUMENTATION; | | NO FURTHER ACTION PENDING DOCUMENTATION;
12/4/2018 4:18:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | ARTHUR G | CUSTOMER CARE ADVOCATE |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCH7A31DC[redacted]
Owner Or Fleet	[redacted] TEMPLE, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/4/2018	Incident Date	N/A
Mileage	55,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 4:06:00 PM	CUSTOMER SUBSEQUENT OWNER, AIRBAG LIGHT IS ON, STEERING WHEEL CONTROLS DO NOT WORK, CALLED DELAER 425163, WAS TOLD RECALL FOR THE CLOCK SPRING WAS COMPLETED AND THERE IS NOTHING THEY CAN DO AND THIS WAS IN EITHER AUGUST OR SEPTEMBER. | | | CO ADVISED THE RECALL WAS DONE IN 2016 MOST LIKELY BY FIRST OWNER, BUT THERE IS WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING FOR 10/100, WCF, IS MOST LIKELY DUE TO HER SYMPTOMS WHAT IS INVOLVED, SUGGESTED SHE ADDRESS AGAIN WITH DEALER, OFFERED TO TRANSFER TO DEALER AS CUSTOMER MENTIONED SHE WOULD LIKE TO DISCUSS WITH THEM. CO TO TRANSFER CUSTOMER | | | TRANSFERRED CUSTOMER TO DEALER 425163
12/4/2018 4:14:00 PM	CATEGORY SELECTION : ELECTRICAL / OTHER SYMPTOM - 1 / STEERING WHEEL CONTROLS NOT WORKING; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX1FW[redacted]
Owner Or Fleet	[redacted] Plano, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	12/4/2018	Incident Date	N/A
Mileage	50,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 4:14:00 PM	CUSTOMER STATES: CUSTOMER RECEIVED A WARRANTY EXTENSION REIMBURSEMENT FORM FOR THE AIR BAG CLOCK SPRING; CUSTOMER PREVIOUSLY REPLACED THE CLOCK SPRING IN 3/15/18; CUSTOMER WANTS TO KNOW HOW TO REQUEST REIMBURSEMENT | | | CUSTOMER SEEKING: REIMBURSEMENT FOR THE AIR BAG CLOCK SPRING | | | CO ADVISED: DOCUMENTATION CAN BE SENT VIA FAX, EMAIL, OR VIA US POSTAL MAIL; CUSTOMER NEEDS TO SEND IN PROOF OF PAYMENT AND REPAIR ORDER; CUSTOMER SHOULD PUT CASE NUMBER ON TOP OF DOCUMENTATION FAX: 248-754-6504, EMAIL: VWCUSTOMERCARE@VW.COM, ADDRESS: 3800 W HAMLIN RD., AUBURN HILLS, MI 48326; THE REIMBURSEMENT REVIEW PROCESS CAN TAKE UP TO 120 DAYS; CO TO EMAIL CASE NUMBER TO CUSTOMER; CO WILL EMAIL THE WAYS CUSTOMER CAN SEND IN REIMBURSEMENT; CO WILL CALL CUSTOMER WHEN DOCUMENTATION IS RECEIVED | | | CO TO ESCALATE TO TEAM 5 FOX
12/4/2018 4:40:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / CLOCK SPRING WAS REPLACED;
12/4/2018 4:40:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | CIDNEY H | CUSTOMER CARE ADVOCATE |
12/4/2018 4:41:00 PM	TEAM 5 FOX TO EMAIL CUSTOMER WAYS TO SEND IN REIMBURSMENT | | | CUSTOMER NEEDS TO SEND IN PROOF OF PAYMENT AND REPAIR ORDER; CUSTOMER SHOULD PUT CASE NUMBER ON TOP OF DOCUMENTATION | | FAX: 248-754-6504 | | EMAIL: VWCUSTOMERCARE@VW.COM | | ADDRESS: 3800 W HAMLIN RD., AUBURN HILLS, MI 48326
12/7/2018 9:20:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | | SINCERELY, | | | | | | CIDNEY H | | CUSTOMER CARE ADVOCATE | | | | | | | | CUSTOMER ADVOCATE TO REASSIGN
12/7/2018 9:21:00 AM	CO TO REVIEW AND HANDLE AS NECESSARY
12/10/2018 12:11:00 PM	CO LEFT A VOICEMAIL FOR CUSTOMER ADVISING CUSTOMER'S EMAIL WAS RECEIVED, AND AS OF YET, VWOA HAS NOT RECEIVED ANY INVOICES FROM THE DEALER; CO WILL KEEP CASE OPEN, AND CALL CUSTOMER WHEN DOCUMENTS HAVE BEEN RECEIVED; CUSTOMER CAN ALWAYS CALL CC WITH ANY QUESTIONS OR CONCERNS REGARDING CASE AT 800-822-8987 | | | CO TO WAIT FOR CUSTOMER MAIL

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX1FW[redacted]
Owner Or Fleet	[redacted] Plano, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	12/4/2018	Incident Date	N/A
Mileage	50,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/10/2018 4:22:00 PM	MEDIA ATTACHED IN DOC CENTER | | FROM: [redacted] | | SENT: WEDNESDAY, DECEMBER 05, 2018 9:30 PM | | TO: REIMBURSEMENT REQUEST <REIMBURSEMENT.REQUEST@VW.COM> | | CC: [redacted] | | SUBJECT: [redacted](ILLINOIS) - REIMBURSEMENT REQUEST FORM ATTACHED - STEERING WHEEL CLOCK SPRING ON OUR 2015 WOLKSWAGEN TIGUAN SE. | | | HELLO VW CUSTOMER PROTECTION, | | | SEE THE ATTACHED INVOICES FOR ($816.66 = $616.66+$200.00) 2 PART PAYMENT FOR THE OUT-OF-POCKET EXPENSES DIRECTLY RELATED TO "WARRANTY EXTENSION REIMBURSEMENT REQUEST FORM" FOR STEERING WHEEL CLOCK SPRING ON OUR 2015 WOLKSWAGEN TIGUAN SE. | | | PLEASE LET US KNOW YOU'VE RECEIVED OUR EMAIL. | | | THANKS, | [redacted] | | HOME ADDRESS: | [redacted] | | PLANO ILLINOIS [redacted] | PERSONAL CELL: [redacted] | EMAIL: [redacted] |
12/10/2018 7:57:00 AM	FROM: [redacted] | | SENT: FRIDAY, DECEMBER 07, 2018 8:44 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | HELLO CIDNEY, | | | I SENT ALL THE REQUESTED INVOICES IN TO VW AFTER I RECEIVED YOU FIRST EMAIL MESSAGE. CAN YOU LET ME KNOW IF VW RECEIVED IT? I RECEIVED A CONFIRMATION EMAIL FROM VW. | | | | | THANKS, | [redacted] | | HOME ADDRESS: | [redacted] | | PLANO ILLINOIS [redacted] | PERSONAL CELL: [redacted] | | EMAIL: [redacted] | | | | | CO TO REVIEW
12/11/2018 1:02:00 PM	CO LEFT A VOICEMAIL STATING CUSTOMER'S REIMBURSEMENT DOCUMENTATION HAS BEEN RECEIVED, AND CO WILL BE ESCALATING CASE TO THE TEAM THAT HANDLES THE REIMBURSEMENT REVIEW PROCESS; THE REVIEW PROCESS CAN TAKE UP TO 120 DAYS; CUSTOMER CAN FEEL FREE TO CALL CC BACK AT | | 800-822-8987 | | | CO TO ESCALATE TO SP
1/14/2019 1:14:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS DONE TO CLOCK SPRING; RO IS DATED 10/19/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $816.66 | | | SP TO GENERATE CHECK REQUEST
1/14/2019 1:16:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/14/2019 1:16:00 PM	WVGBV7AX1FW[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $816.66 | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 816.66 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCP7A32DC[redacted]
Owner Or Fleet	[redacted] South Padre Island, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/4/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 4:13:00 PM	CUSTOMER STATES RECEIVED LETTER REGARDING WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING; EXTENDED SERVICE CONTRACT WAS PURCHASED; TERMS OF EXTENDED WARRANTY: 2 YEARS REMAINING | | | CUSTOMER SEEKING INFORMATION REGARDING WARRANTY EXTENSION; COVERAGE OF EXTENDED WARRANTY | | | CO ADVISED 1 OPEN WARRANTY EXTENSION ON AIRBAG CLOCK SPRING; GOOD TILL 9/23 OR 120K WOF; ADVISED SHOULD CUSTOMER EXPERIENCE AIRBAG LIGHT ON OR HORN NOT WORKING; CUSTOMER TO SCHEDULE VW DEALER APPOINTMENT TO HAVE VEHICLE DIAGNOSED; CUSTOMER ACCEPTED; CO ADVISED ANY INFORMATION REGARDING EXTENDED SERVICE CONTRACT WOULD NOT BE AVAILABLE AT CUSTOMER CARE CENTER; CUSTOMER WOULD NEED TO CONTACT COMPANY CONTRACT WAS PURCHASED THROUGH; CO CONFIRMED WARRANTY EXTENSION PURCHASED THROUGH DRIVE EASY; OFFERED TO WARM TRANSFER TO DRIVE EASY; CUSTOMER ACCEPTED; | | | CO WARM TRANSFERRED TO DRIVE EASY | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A37DC[redacted]
Owner Or Fleet	[redacted]		STRATFORD, CT, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/4/2018	Incident Date	N/A
Mileage	120,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 4:43:00 PM	CUSTOMER STATES: TOOK VEHICLE INTO THE DLR AND PAID OUT OF POCKET FOR A DIAGNOSTIC ON VEHICLE DUE TO CUSTOMER THINKING AIRBAG LIGHT WAS ON FROM FAULTY AIRBAGS BUT WHEN CUSTOMER HAD DIAGNOSIS IT WAS PROVEN TO BE SOMETHING DIFFERENT AND NOW THERE IS A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING WHICH HAS BEEN DIAGNOSED BY DLR TO BE THE ISSUE. CUSTOMER WOULD DRIVE VEHICLE AND WHEN HE MADE A TURN THERE WAS A CLICKING NOISE AND THE STEERING WHEEL DIDN'T TURN CORRECTLY AND CUSTOMER CONTACTED LOCAL SHOP, OWNER TOLD CUSTOMER THAT IT WAS PROBABLY THE AIRBAG THAT WAS FAULTY INSIDE OF THE VEHICLE AND TOLD CUSTOMER THAT IF IT WAS NOT AN AIRBAG ISSUE CUSTOMER WOULD HAVE TO PAY OUT OF POCKET FOR THE DIAGNOSIS AND DUE TO IT BEING THE AIRBAG CLOCK SPRING WHICH IS NOW AN EXTENDED WARRANTY, CUSTOMER IS SEEKING REIMBURSMENT FOR PAYING FOR THE DIAGNOSTIC FEE. FIRST TIME WAS WITH PRESTIGE VW AND SECOND TIME WAS OVER THE PHONE WITH CURRAN VW | | | | CUSTOMER SEEKING: TO BE REIMBURSED FOR THE DIAGNOSTIC FEE | | | | CO REVIEWED WITH: BORRIS AND HE ADVISED THAT CASE CAN BE ESCALATED TO A RCM TO FOLLOW UP ON FOLLOW UP ON AIRBAG CLOCK SPRING REPAIRS AND TO REACH OUT TO DLR 408062 TO SEE IF CUSTOMER CAN BE REIMBURSED | | | | CO ADVISED: CUSTOMER THAT CASE CAN BE ESCALATED TO A RCM TO FOLLOW UP ON FOLLOW UP ON AIRBAG CLOCK SPRING REPAIRS AND TO REACH OUT TO DLR 408062 TO SEE IF CUSTOMER CAN BE REIMBURSED; RCM WILL FOLLOW UP WITH CUSTOMER BY COB 12/5 | | | | CUSTOMER WAS THANKFUL | | | | CO TO ESCALATE
12/4/2018 5:01:00 PM	EM ADVISED, VW WOULD NOT BE ABLE TO COVER ANY DIAGNOSTIC FEE ASSESSED BY INDEPENDENT SHOP; CUSTOMER WOULD BE ABLE TO HAVE CLOCK SPRING ISSUE REPAIRED UNDER WARRANTY EXTENSION IF DEALER DIAGNOSIS CONCURS WITH INDEP DIAGNOSIS.
12/4/2018 5:22:00 PM	RCM TO FOLLOW UP ON CUSTOMERS APPOINTMENT TO GET AIRBAG CLOCK SPRING REPLACED AND REACH OUT TO DLR 408062 TO SEE IF CUSTOMER CAN BE REIMBURSED FOR PAYING FOR DIAGNOSTIC OF WHAT HE THOUGHT WAS A TAKATA AIRBAG BUT WAS REALLY THE AIRBAG CLOCK SPRING | | | | RCM TO FOLLOW UP WITH CUSTOMER BY COB 12/5
12/5/2018 1:57:00 PM	I DO NOT HAVE ANY HISTORY OF THE VEHICLE BEING HERE FOR ANY AIRBAG CONCERN. | | ANDY | | | | RCM TO CONTACT THE CUSTOMER. | |
12/5/2018 2:00:00 PM	RCM ADVISED DEALER 408083 HAS STATED THEY DON'T HAVE ANY INFORMATION ON THE VEHICLE CONCERNING AN AIRBAG. CUSTOMER STATES IT WAS TAKEN TO DEALER 408062. RCM ADVISED WOULD NEED TO CONTACT THE CORRECT DEALER AND FOLLOWUP 12-6. CUSTOMER ACKNOWLEDGED. RCM TO CONTACT DEALER.
12/5/2018 8:27:00 AM	GOOD MORNING, | | | | CUSTOMER STATES HE PAID FOR AIRBAG ISSUE AND IT IS COVERED UNDER THE AIRBAG CLOCK SPRING BEING COVERED UNDER THE RECALL. PLEASE ADVISE IFYOU WOULD REIMBURSE THE CUSTOMER FOR THE DIAGNOSIS. | | | | THANK YOU, | | | | DOLORES WILDER | | REGION CASE MANAGER | |
12/5/2018 8:30:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / LIGHT ON; AIRBAGS / HISTORICAL CONCERN / LIGHT ON;
12/6/2018 11:30:00 AM	GOOD MORNING, | | | | CUSTOMER STATES HE PAID FOR AIRBAG ISSUE AND IT IS COVERED UNDER THE AIRBAG CLOCK SPRING BEING COVERED UNDER THE RECALL. PLEASE ADVISE IF YOU WOULD REIMBURSE THE CUSTOMER FOR THE DIAGNOSIS. | | | | THANK YOU, | | | | DOLORES WILDER | | REGION CASE MANAGER | | TO WAIT DEALER'S EMAIL.
12/6/2018 3:35:00 PM	RCM IS LOOKING INTO THE CONCERN WITH THE VEHICLE; WILL FOLLOW UP 12-7. RCM TO CONTACT DEALER.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A37DC[redacted]
Owner Or Fleet	[redacted] STRATFORD, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/4/2018	Incident Date	N/A
Mileage	120,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/7/2018 10:39:00 AM	RCM ADVISED THE CUSTOMER THE DEALER HAS ADVISED HE DOESN'T HAVE ANY DOCUMENTATION OF PAYMENT FOR AIRBAG; WOULD CUSTOMER PROVIDE COPY OF THE RO. CUSTOMER STATES HE DOESN'T KNOW IF HE HAS A COPY OF THE RO; STATES HE WILL CHECK WITH HIS BANK AND THEN SEND TO RCM. RCM ADVISED WOULD PROVIDE AN EMAIL TODAY THAT HE CAN ATTACH THE INFORMATION ONCE HE RECEIVES AND RCM WILL ACKNOWLEDGE RECEIPT OF IT ONCE IT IS RECEIVED. RCM TO SEND EMAIL.
12/7/2018 10:45:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANKS FOR SPEAKING WITH ME TODAY. | | CUSTOMER CARE IS AVAILABLE BY EMAIL AT VWCUSTOMERCARE@VW.COM. YOU CAN ALSO FAX ANY IMPORTANT DOCUMENTS TO US AT 248-754-6504. | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS IN THE MEANTIME, PLEASE DO NOT HESITATE TO GIVE ME A CALL. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43417. YOU CAN ALSO REPLY TO THIS EMAIL. | | SINCERELY, | | | | DOLORES W | REGION CASE MANAGER | | | | | TO WAIT CUSTOMER'S MAIL.
12/7/2018 12:26:00 PM	MEDIA ATTACHED IN DOC CENTER
12/7/2018 8:04:00 AM	GOOD MORNING, | | | | PLEASE PROVIDE FEEDBACK ON THE CUSTOMER┬┐S REQUEST BELOW. | | | | RCM TO WAIT DEALER'S EMAIL.
12/7/2018 9:22:00 AM	I DON┬┐T SEE ANY CUSTOMER PAY CAN YOU SEND ME A COPY | | | | RCM TO CONTACT THE CUSTOMER.
12/12/2018 1:28:00 PM	MEDIA ATTACHED IN DOC CENTER
12/12/2018 8:26:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MR. [redacted] | | I HOPE THIS EMAIL FINDS YOU WELL. | | I RECEIVED YOUR EMAIL. THE BANK STATEMENT WAS NOT ATTACHED TO THE EMAIL. PLEASE RESEND THE DOCUMENTATION. | | CUSTOMER CARE IS AVAILABLE BY EMAIL AT VWCUSTOMERCARE@VW.COM. YOU CAN ALSO FAX ANY IMPORTANT DOCUMENTS TO US AT 248-754-6504. | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS IN THE MEANTIME, PLEASE DO NOT HESITATE TO GIVE ME A CALL. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43417. YOU CAN ALSO REPLY TO THIS EMAIL. | | SINCERELY, | | | | DOLORES W | REGION CASE MANAGER | | | | | TO WAIT CUSTOMER'S MAIL
12/14/2018 8:02:00 AM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | | I HOPE THIS EMAIL FINDS YOU WELL. | | | | I RECEIVED YOUR EMAIL> THERE ISN┬┐T ANYTHING DISPLAYING YOUR BANK STATEMENT INFORMATION FOR THE DIAGNOSTIC FEE. | | | | CUSTOMER CARE IS AVAILABLE BY EMAIL AT VWCUSTOMERCARE@VW.COM. YOU CAN ALSO FAX ANY IMPORTANT DOCUMENTS TO US AT 248-754-6504. | | | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS IN THE MEANTIME, PLEASE DO NOT HESITATE TO GIVE ME A CALL. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43417. YOU CAN ALSO REPLY TO THIS EMAIL. | | | | SINCERELY, | | | | | | | | DOLORES W | | REGION CASE MANAGER | | TO WAIT CUSTOMER'S EMAIL.
12/20/2018 8:37:00 AM	CLOSED PENDING CUSTOMER'S MAIL. NO FURTHER ACTION.
12/24/2018 10:20:00 AM	MEDIA ATTACHED IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A37DC[redacted]
Owner Or Fleet	[redacted] STRATFORD, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/4/2018	Incident Date	N/A
Mileage	120,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/26/2018 10:09:00 AM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | I HOPE THIS EMAIL FINDS YOU WELL. | | | I RECEIVED YOUR EMAIL WITH THE DIAGNOSTIC FEE LISTED AS $76.96 IN JUNE OF 2018 FOR REIMBURSEMENT FOR YOUR 2013 PASSAT. I WILL HAVE TO SEND THIS TO PRESTIGE VOLKSWAGEN OF STAMFORD, SERVICE MANAGER, PETER WILHELM, TO LOOK INTO YOUR REQUEST FOR REIMBURSEMENT. I WILL FOLLOW UP WITH YOU NO LATER THAN DECEMBER 31, 2018. | | | CUSTOMER CARE IS AVAILABLE BY EMAIL AT VWCUSTOMERCARE@VW.COM. YOU CAN ALSO FAX ANY IMPORTANT DOCUMENTS TO US AT 248-754-6504. | | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS IN THE MEANTIME, PLEASE DO NOT HESITATE TO GIVE ME A CALL. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43417. YOU CAN ALSO REPLY TO THIS EMAIL. | | | SINCERELY, | | | | | | | | DOLORES W | | REGION CASE MANAGER | | TO SEND EMAIL TO DEALER
12/26/2018 10:14:00 AM	GOOD MORNING, | | | CUSTOMER IS REQUESTING REIMBURSEMENT FOR $76.96 FOR DIAGNOSIS OF THE AIRBAG LIGHT FOR THE AIR BAG CLOCK SPRING RECALL. PLEASE ADVISE IF THERE WAS A DIAGNOSIS FOR THE RECALL AND THE CUSTOMER WAS CHARGED THE ABOVE AMOUNT. PLEASE NOTE, THE CUSTOMER DOESN┬┐T HAVE A COPY OF THE RO. HE ONLY HAS A BANK STATEMENT WHERE HE PAID THE ABOVE AMOUNT. | | | PLEASE ADVISE IF YOU WOULD BE ABLE TO MEET THE CUSTOMER┬┐S REQUEST? | | | THANK YOU, | | | DOLORES WILDER | | REGION CASE MANAGER | | TO WAIT DEALER'S EMAIL.
12/27/2018 2:23:00 PM	GOOD AFTERNOON, | | | HAVE YOU HAD AN OPPORTUNITY TO LOOK INTO THIS REQUEST? | | RCM TO WAIT DEALER'S EMAIL.
12/28/2018 11:07:00 AM	RCM ATTEMPTED TO SPEAK WITH SERVICE MANAGER AND THE LINE CONTINUES TO RING; THEN GOES TO BUSY TONE. RCM TO SEND EMAIL.
12/28/2018 11:25:00 AM	GOOD MORNING, | | | I HAVE BEEN UNABLE TO GET THROUGH YOUR LINES TO DISCUSS THE FOLLOWING CUSTOMER. | | | [redacted]┬┐ 2013 PASSAT ┬┐ VIN: 1VWBP7A37DC[redacted]┬┐ CUSTOMER IS REQUESTING REIMBURSEMENT FOR DIAGNOSTIC FEE | | | PLEASE PROVIDE FEEDBACK CONCERNING THESE CUSTOMERS. | | | THANK YOU, | | | | | | | DOLORES WILDER | | REGION CASE MANAGER | | TO CONTACT CUSTOMER
12/28/2018 2:27:00 PM	SERVICE ADVISOR STATES THE CUSTOMER WAS CHARGED FOR 1/2 AN HOUR AND IT WAS FOR DIAGNOSIS OF THE AIRBAG LIGHT; WHICH WASN'T FOR THE TAKATA AIRBAG; WILL SEND THE RO TO RCM. RCM TO CONTACT THE CUSTOMER.
12/28/2018 3:53:00 PM	RCM LEFT A VOICE MAIL CONTINUING TO LOOK INTO REQUEST; DEALER WILL BE SENDING A COPY OF THE REPAIR ORDER TO RCM; WILL FOLLOW UP NO LATE THAN 1-3-19. RCM TO CONTACT DEALER.
12/31/2018 11:23:00 AM	DP ADVISED ONLY HAVE ONE SERVICE ADVISOR; PLEASE CALL BACK. RCM TO CONTACT DEALER.
12/31/2018 3:22:00 PM	SERVICE ADVISOR STATES THEY ARE CLOSING FOR THE DAY. RCM TO CONTACT DEALER.
1/2/2019 11:56:00 AM	SERVICE ADVISOR STATES SHE HAS GIVEN THE REQUEST TO THE ACTING SERVICE MANAGER. RCM TO CONTACT DEALER.
1/3/2019 3:51:00 PM	GOOD AFTERNOON, | | | THIS CUSTOMER IS REQUESTING REIMBURSEMENT OF $76.96. HE STATES HE WAS CHARGED FOR A RECALL DIAGNOSIS. PLEASE SEND A COPY OF THE RO. MEAGAN WAS ABLE TO LOCATE THE CHARGE, SHE STATED SHE WAS GOING TO SEND A COPY BUT I HAVEN┬┐T REXEIVED IT YET. SHE STAETS IT WAS FOR THE DIAGNOSIS OF THE AIRBAG LIGHT; WHICH WASN┬┐T FOR THE TAKATA AIRBAG. THIS HAPPENED AROUND JUNE 2018. SO I NEED A COPY OF THE RO TO EXPLAIN TO THE CUSTOMER WHY YOU ARE NOT REIMBURSING HIM. | | | THANK YOU, | | | | | DOLORES WILDER | | REGION CASE MANAGER | | TO CONTACT CUSTOMER.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A37DC[redacted]
Owner Or Fleet	[redacted] STRATFORD, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/4/2018	Incident Date	N/A
Mileage	120,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/3/2019 3:51:00 PM	RCM LEFT A VOICE MAIL FOR THE CUSTOMER CONTINUING TO LOOK INTO REQUEST; WAITING FOR RO; WILL FOLLOW UP NO LATER THAN 1-8. RCM TO CONTACT DEALER.
1/4/2019 2:05:00 PM	RCM LEFT A VOICE MAIL WAITING FOR THE RO. RCM TO CONTACT DEALER.
1/7/2019 11:06:00 AM	PLEASE PROVIDE A COPY OF THE REPAIR ORDER. | | | THANK YOU, | | | RCM TO WAIT DEALER'S EMAIL.
1/8/2019 11:58:00 AM	GOOD MORNING, | | | PLEASE PROVIDE FEEDBACK CONCERNING THE CUSTOMER┬┐S REQUEST OR PROVIDE THE RO. | | | RCM TO CONTACT THE CUSTOMER.
1/8/2019 4:09:00 PM	RCM LEFT A VOICE MAIL FOR THE CUSTOMER CONTINUING TO LOOK INTO REQUEST; WILL FOLLOW UP 1-11. RCM TO CONTACT DEALER.
1/9/2019 1:50:00 PM	SERVICE MANAGER STATES HE SENT REQUEST TO THE GM; WILL LOOK INTO IT. RCM ADVISED HAVE BEEN WAITING FOR SOME TIME NOW. RCM TO CONTACT DEALER.
1/10/2019 3:45:00 PM	RCM LEFT A VOICE MAIL FOR THE CUSTOMER TO CONTACT RCM; WILL FOLLOW 1-11. RCM TO CONTACT CUSTOMER.
1/11/2019 4:11:00 PM	RCM LEFT A VOICE MAIL FOR THE CUSTOMER TO CONTACT RCM; WILL FOLLOW 1-14. RCM TO CONTACT CUSTOMER.
1/14/2019 4:38:00 PM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH YOUR PASSAT. | | I┬┐VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. AT YOUR EARLIEST CONVENIENCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43417. YOU CAN ALSO REPLY TO THIS EMAIL. | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | SINCERELY, | | | DOLORES W | | REGION CASE MANAGER | | TO WAIT CUSTOMER'S CALL.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX5GW[redacted]
Owner Or Fleet	[redacted] TUCSON, AZ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	12/4/2018	Incident Date	N/A
Mileage	69,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 5:13:00 PM	CUST STATES: RECEIVED WARRANTY EXTENSION FROM VW; IS EXPERIENCING PERSISTENT AIRBAG LIGHT AND LOSS OF STEERING WHEEL CONTROL FUNCTION; WOULD LIKE TO KNOW HOW TO PURCHASE WARRANTY EXTENSIONS | | | CUST SEEKS: APPOINTMENT WITH DLR 422236 FOR AIRBAG CLOCK SPRING DIAGNOSIS; INFORMATION ON PURCHASING EXTENDED WARRANTIES | | | CO SCHEDUELD CUST FOR 10:30 AM - MONDAY DEC 10, 2018; ADVISED IF CUST WISHES TO PURCHASE EXTENDED WARRANTIES, TO SPEAK WITH DLR | | | NO FURTHER ACTION
12/4/2018 5:45:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | THANKS FOR TAKING THE TIME TO SPEAK WITH ME. | | I SCHEDULED AN APPOINTMENT WITH LARRY H. MILLER VOLKSWAGEN TUCSON AND CONFIRMED YOUR APPOINTMENT DATE IS MONDAY, DECEMBER 11, 2018 AT 10:30 A.M. IF YOU NEED TO CHANGE THIS APPOINTMENT, PLEASE CALL THE DEALERSHIP DIRECTLY AT (520) 888-0777. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | STEFANI S | CUSTOMER CARE ADVOCATE |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A30GC[redacted]
Owner Or Fleet	[redacted] SHAWANO, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	12/4/2018	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 5:36:00 PM	CUSTOMER STATES: CUSTOMER RECEIVED A RECALL NOTICE IN THE MAIL FOR THE ECM SOFTWARE UPDATE ON VEHICLE, ALSO NOTICED THAT HORN ISN'T WORKING ON VEHICLE, AIRBAG LIGHT IS ON AND STEERING WHEEL FUNCTIONS ARE NOT WORKING PROPERLY | | | | CUSTOMER SEEKING: TO GET HELP IN SETTING UP DLR APPOINTMENT, TO KNOW WHAT IS GOING ON WITH VEHICLE | | | | CO ADVISED: CUSTOMER THAT THERE IS AN OPEN RECALL FOR THE ECM SOFTWARE UPDATE THAT NEEDS TO BE TAKEN CARE OF AS WELL AS A WARRANTY EXTENSION ON VEHICLE FOR THE AIRBAG CLOCK SPRING, VEHICLE SYMPTOMS ARE THOSE SIMILAR TO THE EXTENSION, CO RECOMMENDED CUSTOMER TAKE VEHICLE INTO A VW DLR TO GET A DIAGNOSIS PERFORMED ON VEHICLE; CO CONTACTED DLR 402611 AND WAS ABLE TO SET CUSTOMER WITH AN APPOINTMENT FOR DECEMBER 13TH AT 11:30 | | | | CUSTOMER WAS THANKFUL | | | | NO FURTHER ACTION
12/4/2018 6:05:00 PM	***** EMAIL TO [redacted] **** | | REFERENCE #[redacted] | | DEAR MS.[redacted] | | THANKS FOR TAKING THE TIME TO SPEAK WITH ME. | | I SCHEDULED AN APPOINTMENT WITH VOLKSWAGEN APPLETON AND CONFIRMED YOUR APPOINTMENT DATE IS (DECEMBER 13TH AT 11:30AM). IF YOU NEED TO CHANGE THIS APPOINTMENT, PLEASE CALL THE DEALERSHIP DIRECTLY AT (920) 749-3232. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | KRISTEN H | CUSTOMER CARE ADVOCATE |
12/4/2018 6:32:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / HORN IS NOT WORKING ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX3DW[redacted]
Owner Or Fleet	[redacted] KENOSHA, WI,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/4/2018	Incident Date	N/A
Mileage	64,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 5:52:00 PM	CUSTOMER STATES: RECEIVED THE EXTENDED WARRANTY FOR THE STEERING WHEEL CLOCK; ON 9-20-18, DEALER 402648 REPLACED THE PART; HAD TO PAY OUT OF POCKET FOR THE REPAIR; | | CUSTOMER SEEKS: REIMBURSEMENT; | | | CO ADVISED: CUSTOMER CAN SUBMIT THE REPAIR ORDER AND POP; ONCE DOCUMENTS ARE RECEIVED WILL FOLLOW UP WITH CUSTOMER TO ADVISE THE REVIEW PROCESS IS STARTING; THE VEHICLE WOULD STILL HAVE THE COVERAGE UNTIL 7-20-2023 OR 120K MILES WOF; | | | CO TO WAIT CUSTOMER MAIL
12/4/2018 5:54:00 PM	***** EMAIL TO [redacted]***** | | REFERENCE #[redacted] | | DEAR MRS.[redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┤T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | SABRENA S | CUSTOMER CARE ADVOCATE |
12/5/2018 1:04:00 PM	CO CALLED TO ADVISE HAVE RECEIVED THE RO AND POP; THE CASE WILL BEGIN THE REVIEW PROCESS; DUE TO THE HIGH VOLUME OF REIMBURSEMENTS, THE PROCESS WAS EXTENDED TO A MAX TIME OF 120 BUSINESS DAYS; VW IS WORKING DILIGENTLY TO PROVIDE A RESPONSE BEFORE THAT TIME; | | | CO TO ESC TO SP
12/5/2018 1:05:00 PM	CUSTOMER SEEKS: REIMBURSEMENT FOR THE AIRBAG CLOCK SPRING
12/5/2018 9:10:00 AM	MEDIA ATTACHED IN DOC CENTER
12/12/2018 3:41:00 PM	FROM:[redacted] | | SENT: WEDNESDAY, DECEMBER 12, 2018 3:40 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: FWD: VOLKSWAGEN CUSTOMER CARE[redacted] | | | DEAR SABRENA, | | | I WAS JUST FOLLOWING UP TO OUR RECENT EMAIL WOULD YOU PLEASE LET ME KNOW WHAT THE STATUS IS AND IF I NEED TO DO ANYTHING ELSE. | |
12/21/2018 3:18:00 PM	CUSTOMER STATES: SENT PAPERWORK IN ON DECEMBER 4TH. | | | CUSTOMER SEEKING: UPDATE ON CASE. | | | CUSTOMER ADVOCATE ADVISED: WE RECEIVED YOUR PAPERWORK 12/05/2018; THANK YOU FOR SENDING YOUR PAPERWORK IN TO US. THE GENERAL TIME FRAME FOR REIMBURSEMENT REVIEW TAKES UP TO120 BUSINESS DAYS CURRENTLY, DUE TO THE HIGH VOLUME OF REIMBURSEMENT REQUESTS WE ARE CURRENTLY RECEIVING; YOU WILL EITHER RECEIVE A LETTER OR CHECK IN THE MAIL ONCE REVIEW PROCESS HAS BEEN COMPLETED. | | | NO FURTHER ACTION.
1/11/2019 12:39:00 PM	CUSTOMER STATES; THEY WERE JUST CALLING IN TO GET AN UPDATE ON THEIR CASE; | | | CUSTOMER SEEKS; IF THEIR REVIEW FOR REIMBURSEMENT CAN BE EXPEDITED; | | | CUSTOMER ADVOCATE ADVISED; THE GENERAL TIME FRAME FOR REIMBURSEMENT REVIEW TAKES UP TO120 BUSINESS DAYS CURRENTLY, DUE TO THE HIGH VOLUME OF REIMBURSEMENT REQUESTS WE ARE CURRENTLY RECEIVING; | | | NO FURTHER ACTION
1/14/2019 2:38:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; VW TO REIMBURSE TOTAL; TOTAL: $518.34 | | | SP TO GENERATE CHECK REQUEST
1/14/2019 2:42:00 PM	WVGBV3AX3DW[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $518.34 | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 518.34 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX3DW[redacted]
Owner Or Fleet	[redacted] KENOSHA, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/4/2018	Incident Date	N/A
Mileage	64,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

3/15/2019 1:40:00 PM	E-MAILED STOP PAYMENT, CHECK #[redacted] IN THE AMOUNT OF $518.34 TO ACCOUNTS PAYABLE; CUSTOMER NEVER RECEIVED. IF CHECK HAS NOT BEEN CASHED, AP WILL ISSUE A NEW CHECK. THE PROCESS NORMALLY TAKES 10-14 BUSINESS DAYS.
3/19/2019 1:55:00 PM	REISSUED CHECK #[redacted] IN THE AMOUNT OF $518.34 MAILED 3/19/19.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWLL7AJ8CM[redacted]
Owner Or Fleet	[redacted] Oxford, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/4/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 7:07:00 PM	CUSTOMER STATES: RECEIVED A NOTICE FOR WARRANTY EXTENSION | | | CUSTOMER SEEKING: INFORMATION ON WARRANTY EXTENSION | | | CO ADVISED: WARRANTY EXTENSION IS FOR AIRBAG CLOCK SPRING 10YR/120K MILES WOF; CO ADVISED IF CUSTOMER HAS ISSUES WITH AIRBAG LIGHT IS ON, HORN IS NOT WORKING AND STEERING WHEEL CONTROLS DO NOT WORK, CUSTOMER SHOULD TAKE VEHICLE TO VW DEALER FOR DIAGNOSIS; IF DEALER CONFIRMS REPAIRS ARE AIRBAG CLOCK SPRING, VW WILL COVER THE DIAGNOSIS FEE, PARTS AND LABOR UNDER WARRANTY EXTENSION; CO ADVISED CUSTOMER IS ABLE TO TAKE VEHICLE TO ANY VW DEALER FOR DIAGNOSIS OF CONCERNS; NO IMMEDIATE ACTION IS NEEDED IF CUSTOMER IS NOT CURRENTLY HAVING THE ISSUES | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWDT7A36HC[redacted]
Owner Or Fleet	[redacted] San Antonio, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	12/4/2018	Incident Date	N/A
Mileage	44,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 7:38:00 PM	CUSTOMER STATES: 12/3 TOOK IT FOR MAINTENANCE; ARRIVED YESTERDAY AT VW DEALER AND ASHLEY REVISED VEHICLE AND WENT INTO VEHICLE TO LOOK AT MILEAGE; CUSTOMER WAS ADVISED SERVICE WAS GOING TO TAKE A BIT LONGER BECAUSE OF THE MAINTENANCE THAT WAS BEING DONE ON VEHICLE; DEALER ADVISED THE AIRBAG LIGHT WAS ON; CUSTOMER TOLD VW DEALER THAT THE AIRBAG LIGHT WAS NOT ON WHEN CUSTOMER CAME INTO DEALER; DEALER RECOMMENDED TO CHECK THE AIRBAG LIGHT BUT IT WOULD TAKE 24-48 HOURS; CUSTOMER DECLINED BECAUSE CUSTOMER WAS SUPPOSED TO GO TO MEXICO THAT EVENING; CUSTOMER LEFT DEALER AND WHILE DRIVING, CUSTOMER NOTICED THE STEERING WHEEL FUNCTIONS DID NOT WORK AND WENT BACK TO DEALER; DEALER ADVISED: CAN CHECK VEHICLE THAT SAME DAY AND QUOTED CUSTOMER $540.00 DIAGNOSTIC FEE; CUSTOMER ACCEPTED; CUSTOMER CALLED A FRIEND THAT USED TO WORK AT THAT VW DEALER AND RECOMMENDED CUSTOMER TO TAKE VEHICLE OUT OF VW DEALER AND CALL US; CUSTOMER BROUGHT VEHICLE BACK HOME AND DID NOT DO A DIAGNOSIS ON VEHICLE; | | | CUSTOMER SEEKS: GOODWILL; | | | FACE TO FACE WITH KRISTOPHER: SCHEDULE DIAGNOSIS APPOINTMENT AND THEN ESCALATE TO RCM TO FOLLOW UP; | | | CO ADVISED: CUSTOMER HAS AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI WOF; WOULD LIKE TO SCHEDULE APPOINTMENT WITH VW DEALER FOR A DIAGNOSIS; CUSTOMER SCHEDULED AN APPOINTMENT FOR TOMORROW 12/5 AT 10:30AM; WILL BE ESCALATING CASE TO RCM; RCM TO FOLLOW UP WITH DEALER 425073 REGARDING VEHICLE DIAGNOSIS; RCM WILL FOLLOW UP WITH CUSTOMER BY COB 12/6 | | | CO TO ESCALATE TO RCM;
12/4/2018 7:56:00 PM	SCHEDULE DIAG APPOINTMENT AND THEN ESCALATE TO RCM TO FOLLOW UP
12/4/2018 8:08:00 PM	RCM TO FOLLOW UP WITH DEALER 425073 REGARDING VEHICLE DIAGNOSIS; RCM WILL FOLLOW UP WITH CUSTOMER BY COB 12/6 | | | | *CUST HAS AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI*
12/5/2018 5:50:00 PM	[redacted] | | | RCM CONTACTED SM WHO ADVISED THE CUSTOMER CAME IN AND IS OUTSIDE THE NVLW, RCM ADVISED THE CUSTOMER HAS A WARRANTY EXT FOR THE STEERING WHEEL CLOCK SPRING; SM ADVISED THE VEHICLE IS HERE AND REPAIRS WILL BE COVERED REPAIRS SHOULD BE DONE NO LATER THAN FRIDAY, BUT SHOULD BE DONE BY TOMORROW. | | | RCM TO CONTACT CUSTOMER
12/5/2018 6:26:00 PM	[redacted] | | | RCM LVMM AND ADVISED RCM WANTED TO DISCUSS CONCERNS WITH NEEDED REPAIRS; AFTER SPEAKING WITH DEALER, IT WAS CONFIRMED THE STEERING WHEEL CLOCK SPRING WILL BE OCVERED BY THE WARRANTY EXT ISSUED FOR VIN, RCM WAS ADVISED REPAIRS SHOULD BE DONE NO LATER THAN COB 12/07/2018, IF NOT SOONER, RCM WILL TOUCH BASE BY COB 12/10/2018; RCM LEFT EXT 43613 | | | RCM TO CONTACT DEALER
12/10/2018 3:47:00 PM	2 ND ATTEMPT | | | [redacted] | | | RCM LVMM AND ADVISED RCM WANTED TO DISCUSS CONCERNS WITH NEEDED REPAIRS; AFTER SPEAKING WITH DEALER, IT WAS CONFIRMED THE STEERING WHEEL CLOCK SPRING WILL BE OCVERED BY THE WARRANTY EXT ISSUED FOR VIN, RCM WAS ADVISED REPAIRS SHOULD BE DONE NO LATER THAN COB 12/07/2018, IF NOT SOONER, RCM SEEKING TO ENSURE THERE ARE NO OUTSTANDING VEHICLE CONCERNS, IF NEEDED CAN CONTACT RCM AT 43613 | | | RCM TO SEND EMAIL
12/10/2018 3:49:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANKS FOR CONTACTING VOLKSWAGEN REGARDING THE CONCERNS WITH YOUR PASSAT. | | I┬┐VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, AND I REGRET I HAVE NOT BEEN ABLE TO REACH YOU.┬á | | I WANTED TO FOLLOW UP WITH YOU TO ENSURE THE REPAIR PERFORMED BY VOLKSWAGEN OF ALAMO HEIGHTS HAS RESOLVED THE CONCERNS WITH YOU PASSAT. | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO ME.┬áPLEASE DON┬┐T HESITATE TO CONTACT ME AGAIN IF I CAN BE OF FURTHER ASSISTANCE. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL (43613).┬á YOU CAN ALSO EMAIL ME BACK BY REPLYING TO THIS MESSAGE OR BY CHATTING WITH US ON [redacted] | | LASTLY, YOU WILL GET AN EMAIL SURVEY, IN REGARDS, TO MY FOLLOW-UP WITH YOU AND I WOULD APPRECIATE YOUR FEEDBACK. | | SINCERELY, | | | TASHA B | REGION CASE MANAGER | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWDT7A36HC[redacted]
Owner Or Fleet	[redacted], San Antonio, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	12/4/2018	Incident Date	N/A
Mileage	44,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/14/2018 8:41:00 AM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / STEERING WHEEL FUNCTIONS ; ELECTRICAL / HISTORICAL CONCERN / HORN NOT WORKING ; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX3DW[redacted]
Owner Or Fleet	[redacted] Seattle, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/4/2018	Incident Date	N/A
Mileage	68,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 7:49:00 PM	CUSTOMER STATES SHE RECEIVED A NOTICE IN THE MAIL ABOUT THE AIRBAG CLOCK SPRING AND STATED SHE HAD TO GET HIS REPAIR DONE IN 4/18 AND WANTED TO KNOW HOW SHE COULD BE REIMBURSED. | | | CO CONFIRMED WARRANTY EXTENSION AND STATED SHE WOULD NEED TO SEND IN PROOF OF PAYMENT AND REPAIR ORDER TO VW FOR REVIEW. ONCE RECEIVED VW WILL REVIEW FOR REIMBURSEMENT AND IF APPROVED SHE WOULD RECEIVE A CHECK FROM VW VIA USPS. | | | NO FURTHER ACTION PENDING CUSTOMER MAIL.
12/5/2018 1:16:00 PM	MEDIA ATTACHED IN DOC CENTER
12/11/2018 2:09:00 PM	PLEASE REVIEW FOR STEERING WHEEL CLOCK SPRING REIMBURSEMENT.
1/14/2019 2:46:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING WITHIN TIME FRAME, LOWER CONTROL ARM BUSHINGS AND UPPER TIMING COVER REPLACED; RO STATES THAT EXTENDED WARRANTY COMPANY PAID FOR MAJORITY OF REPAIRS; CUSTOMER PAID $119.90; VW TO REIMBURSE CUSTOMER PAY; TOTAL: $119.90 | | | SP TO GENERATE CHECK REQUEST
1/14/2019 2:48:00 PM	WVGAV3AX3DW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $119.90 | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 119.90 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX5CW[redacted]
Owner Or Fleet	[redacted] Vernon Hills, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/4/2018	Incident Date	N/A
Mileage	82,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 7:54:00 PM	CUSTOMER STATES: REPAIR WAS MADE IN JULY 2015; AND CUSTOMER SPOKE TO CUSTOMER CARE CENTER IN 2016 ABOUT GETTING REIMBURSED FOR REPAIRS; SPENT A LOT OF TIME TALKING TO CUSTOMER CARE CENTER ON EXECUTIVE LEVEL AND VW OFFERED TO PAY A PORTION $757; CUSTOMER PAID $150.50 OUT OF POCKET; HAS ALREADY SENT IN PAPERWORK; DOES NOT WANT TO CONTACT DEALER FOR THE 4TH TIME REQUESTING PAPERWORK; | | | CUSTOMER SEEKS: HAS SENT IN PAPERWORK PREVIOUSLY DOES CUSTOMER HAVE TO DO IT AGAIN; | | | CO ADVISED: DOES SEE WHERE CUSTOMER SUBMITTED DOCUMENTS IN AN OLDER CASE; CUSTOMER DOES NOT NEED TO SEND IN DOCUMENTS AGAIN CO WILL SEND TO INTERNAL REVIEW TEAM FOR REIMBURSEMENT REVIEW; REIMBURSEMENT REVIEW IS CURRENTLY UP TO 120 DAYS; CUSTOMER WILL RECEIVE VW POSITION IN THE MAIL BY CHECK OR LETTER. | | | CO TO ESCALATE TO SP TO REVIEW.
12/4/2018 8:10:00 PM	MEDIA ATTACHED IN DOC CENTER
12/4/2018 8:19:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR DR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | STACIE M | CUSTOMER CARE ADVOCATE |
12/4/2018 8:20:00 PM	SP TO REVIEW CUSTOMER DOCUMENTS FOR POSSIBLE REIMBURSEMENT FOR PREVIOUS REPAIRS MADE TO AIRBAG CLOCK SPRING. | | | | | SO TO REVIEW.
12/5/2018 10:48:00 AM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / AIRBAG LIGHT ON; ELECTRICAL / HISTORICAL CONCERN / HORN DID NOT WORK;
12/5/2018 8:27:00 AM	FROM: [redacted] | | SENT: TUESDAY, DECEMBER 04, 2018 9:44 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | ITS [redacted] | DR. [redacted] SIGNED OFF AND HAS NO ASSOCIATION WITH THIS VEHICLE. PLEASE MAKE SURE ANY PAYMENT, NOTES ETC ARE MADE TOWARD MARK POSLUNS ONLY. | | | | | |
12/17/2018 7:33:00 PM	CUST SEEKING UPDATE ON CASE AND WANTS TO ENSURE THAT HIS FATHER IS NOT LISTED ON THE ACCOUNT ANYMORE AS HE IS THE SOLE OWNER NOW. | | | CO CONFIRMED CONTACT INFORMATION AND STATED CUST WILL RECIEVE CONTACT BACK WITHIN 60-90 DAYS.
1/8/2019 1:11:00 PM	CUSTOMER STATES CALL DISCONNECTED, IS UPSET THAT HE HAS TO WAIT 60 - 90 DAYS FOR REIMBURSEMENT, IS ONLY 150.00. | | | | CA APOLOGIZED FOR INCONVENIENCE, THERE IS A PROCESSE AND HIS MAIL WAS SENT TO PROPER DEPARTMENT FOR REVIEW. | | | | CUSTOMER CONTINUED TO STATE HE KNEW OF THIS PROBLEM 3 YEARS AGO. CA ADVISED OF WARRANTY EXTENSIONS AND IF HE PAID FOR THOSE HE CAN ALSO SEND THE ROS AND POPS FOR REVIEW AS WELL, PROVIDED EMAIL ADDRESS AND CASE NUMBER. CUSTOMER EXPRESSED FRUSTRATION, ENDED CALL. SP TO REVIEW.
1/8/2019 12:39:00 PM	CUSTOMER STATES: STATUS OF REIMBURSEMENT REQUEST; SUBMITTED 3 YEARS AGO AND VW DID NOT BELIEVE CUSTOMER; NOW SUBMITTED AGAIN | | | CUSTOMER SEEKING: STATUS OF CASE | | | CUSTOMER ADVOCATE ADVISED: RECEIVED DOCUMENTS ON 12/04/2018; CURRENT TIME FOR DECISION TO BE MADE IS 60-90 DAYS FROM 12/04/2018 | | | CUSTOMER HUNG UP | | | SP TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX5CW[redacted]
Owner Or Fleet	[redacted] Vernon Hills, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/4/2018	Incident Date	N/A
Mileage	82,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/15/2019 8:04:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS DONE TO CLOCK SPRING WITHIN TIME FRAME; RO STATES THAT CUSTOMER ONLY PAID DEDUCTIBLE OF 150.50; RO IS DATED 7/20/2015; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE DEDUCTIBLE AS GOODWILL; TOTAL: $150.50 | | | | SP TO GENERATE CHECK REQUEST
1/15/2019 8:07:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/15/2019 8:08:00 AM	WVGAV7AX5CW[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $150.50 | | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 150.50 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX9CW[redacted]
Owner Or Fleet	[redacted], Claremont, NH, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/5/2018	Incident Date	N/A
Mileage	49,516		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/5/2018 10:03:00 AM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES: NO LONGER OWNS VEHICLE BUT JUST GOT WARRANTY EXTENSION INFORMATION FOR NEW 2018 TIGUAN AND HAD SAME SYMPTOMS WITH PREVIOUS TIGUAN; WOULD LIKE TO BE REIMBURSED; HAD RECALL COMPLETED 2016 AND SEPTEMBER 2017 AIRBAG LIGHT CAME ON AND STEERING WHEEL STARTED MAKING NOISES; HAD TO PAY FOR REPAIR | | | CUSTOMER SEEKS: REIMBURSEMENT UNDER WARRANTY EXTENSION WECI | | | CO ADVISED: APOLOGIZED FOR VEHICLE FAILURE; CAMPAIGNS ARE VIN SPECIFIC AND CAMPAIGN WOULD NEED TO APPLY TO PREVIOUS VIN IN ORDER TO SEEK REIMBURSEMENT; CAN SEND IN POP AND REPAIR ORDER FOR REVIEW WHICH COULD TAKE UP TO 60 DAYS; REPAIR ORDER WILL NEED TO SHOW REPAIR FACILITY; VIN; DESCRIPTION OF NEEDED REPAIR AND PART INFORMATION USED FOR REPAIR; CUSTOMER CAN EMAIL INFORMATION TO VWCUSTOMERCHAT@VW.COM WITH CASE NUMBER INCLUDED IN SUBJECT LINES; CO WILL EMAIL CUSTOMER ONCE DOCUMENTS HAVE BEEN RECEIVED; CUSTOMER ACKNOWLEDGED | | | CO TO WAIT DOCUMENTS FOR REVIEW.
12/5/2018 11:03:00 AM	MEDIA ATTACHED IN DOC CENTER | | | ATTACHED IS THE INVOICE COPY FOR WHEN I HAD THE CLOCK SPRING REPAIRED ON MY 2012 TIGUAN. PLEASE LET ME KNOW IF THERE IS ANY ADDITIONAL INFORMATION REQUIRED. THANK YOU. | | | [redacted] | | | | | CO TO EMAIL CUST
12/5/2018 11:04:00 AM	HELLO [redacted] | | | THANK YOU VERY MUCH FOR SENDING IN THE REQUESTED DOCUMENTATION SO QUICKLY! I WILL BE ESCALATING YOUR INFORMATION FOR REVIEW, AND YOU WILL BE NOTIFIED BY POSTAL MAIL WITH A DECISION IN WRITING FROM THE REVIEWING PARTIES WITHIN 60 DAYS. I APOLOGIZE I FORGOT TO VERIFY YOUR MAILING ADDRESS ON OUR CHAT TODAY, MAY I PLEASE HAVE YOUR CURRENT MAILING ADDRESS TO ENSURE YOU ARE CONTACTED? I LOOK FORWARD TO YOUR REPLY! | | | BEST WISHES, | | LETRICE C. | | VW CUSTOMER CARE ADVOCATE | |
12/5/2018 11:17:00 AM	[redacted] | CLAREMONT, NH [redacted] | |
12/5/2018 11:19:00 AM	THANK YOU VERY MUCH [redacted]! I HAVE EVERYTHING I NEED TO HAVE YOUR REQUEST REVIEWED. WHILE I WAS ESCALATING YOUR CASE I WAS NOTICED THE REVIEW TIMELINE HAS BEEN EXTENDED, AS THE REVIEWING PARTIES HAVE RECEIVED SO MANY REQUEST FOR THIS CAMPAIGN. THE WAITING PERIOD IS ACTUALLY 120 DAYS FROM THE DATE THE INFORMATION WAS SENT UP. IT MAY NOT TAKE THAT LONG BUT I HAVE TO SET THE EXPECTATION PROVIDED, AND I APOLOGIZE FOR THIS NEWS. | | | IF YOU HAVE ANY OTHER QUESTIONS OR CONCERNS, PLEASE REPLY TO MY EMAIL OR CHAT WITH US AT [redacted] | | | BEST WISHES, | | LETRICE C. | | VW CUSTOMER CARE ADVOCATE | |
12/5/2018 11:21:00 AM	CUST SEEKING REIMBURSEMENT UNDER WARRANTY EXTENSION FOR CLOCK SPRING
1/15/2019 8:12:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS SWAY BAR END LINKS REPLACED AND REPAIRS TO CLOCK SPRING DONE WITHIN TIME FRAME; WECI COVERS CLOCK SPRING ONLY; VW TO REIMBURSE CLOCK SPRING TOTAL; TOTAL: $439.07 | | | SP TO GENERATE CHECK REQUEST
1/15/2019 8:15:00 AM	WVGBV7AX9CW[redacted]; VW TO REIMBURSE WECI WARR EXT; TOTAL: $439.07 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 439.07 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX8CW[redacted]
Owner Or Fleet	[redacted] LANSDALE, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/5/2018	Incident Date	N/A
Mileage	40,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/5/2018 9:52:00 AM	CUSTOMER STATES: RECEIVED NOTICE ABOUT EXTENDED WARRANTY COVERAGE. | | | | CUSTOMER SEEKING: CLARIFICATION, DOES THE VEHICLE HAVE TO GO IN FOR INSPECTION? | | | | CO ADVISED: THE LETTER WAS SENT OUT TO ADVISE CUSTOMERS THAT THEY HAVE THE WARRANTY EXTENSION ON THE VEHICLE AND ALSO IF THEY HAD A REPAIR FOR COMPONENT RELATING TO WARRANTY EXTENSION DONE AND PAID OUT OF POCKET THEY COULD SUBMIT FOR REIMBURSEMENT. THIS WARRANTY EXTENSION EXPIRES 4/13/2027; THE VEHICLE DOESN'T NEED TO GO IN FOR INSPECTION UNLESS THE STEERING WHEEL CONTROLS NOT WORKING PROPERLY AND AN AIRBAG LIGHT THAT STAYS ON. BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER THIS WARRANTY EXTENSION. CUSTOMER IS ADVISED TO KEEP LETTER FOR RECORDS. | | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7ANXBE[redacted]
Owner Or Fleet	[redacted] SARASOTA, FL, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2011		
Report Date	12/5/2018	Incident Date	N/A
Mileage	80,156		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/5/2018 10:27:00 AM	CUSTOMER STATES PREVIOUS VEHICLE REPAIRS, CUSTOMER STATES VEHICLE ISSUE WITH THE STEERING WHEEL HORN AND CONTROLS, CUSTOMER HAD VEHICLE DIAGNOSED AND THEN PAID FOR REPAIR AT DEALER 405234 | | | CUSTOMER SEEKING REIMBURSEMENT UNDER WARRANTY EXTENSION | | | CO ADVISED CAN EMAIL CUSTOMER AND CUSTOMER CAN RESPOND BACK TO THE EMAIL WITH POP AND REPAIR ORDER, THIS PROCESS DOES TAKE 120 BUSINESS DAYS FROM WHEN YOUR MAIL IS RECEIVED WILL EMAIL CUSTOMER ONCE CO HAS THE PAPERWORK, CUSTOMER WILL BE NOTIFY VIS MAIL ONCE A DECISION IS MADE | | | CO TO EMAIL CUSTOMER AND WAIT MAIL
12/5/2018 10:41:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | FAX: 248-754-6504 | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | TIFFANY L | CUSTOMER CARE ADVOCATE | |
12/7/2018 10:38:00 AM	MEDIA ATTACHED IN DOC CENTER
12/7/2018 11:01:00 AM	MEDIA ATTACHED IN DOC CENTER
12/7/2018 2:28:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | SINCERELY, | | | TIFFANY L | CUSTOMER CARE ADVOCATE | |
12/7/2018 2:29:00 PM	SPECIAL PROJECTS TO REVIEW FOR POSSIBLE REIMBURSEMENT UNDER WECY | | | SPECIAL PROJECTS TO REVIEW
1/15/2019 8:23:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED TWO RO AND POP FROM DEALER; ONE RO SHOWS DIAGNOSIS RECOMMENDING REPLACEMENT OF CLOCK SPRING; OTHER RO SHOWS REPAIRS TO CLOCK SPRING WITHIN TIME FRAME AND OIL CHANGE, TRANSMISSION SERVICE AND UPPER ENGINE RESEAL; WECI COVERS CLOCK SPRING ONLY; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $413.24; LABOR: $329.78; TAX: $44.58; TOTAL: $787.60 | | | SP TO GENERATE CHECK REQUEST
1/15/2019 8:27:00 AM	WVWMN7ANXBE[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $787.60 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 787.60 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWLZ7AJ4BM[redacted]
Owner Or Fleet	[redacted] HAMBURG, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	12/5/2018	Incident Date	N/A
Mileage	110,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/5/2018 10:37:00 AM	CUSTOMER STATES; AIRBAG LIGHT STAYS ON WHILE DRIVING AND ONLY GOES OFF WHEN THERE IS A PASSENGER RIDING AS WELL; CUSTOMER STATES THAT SPOUSE WENT TO DEALER 405145 WHO ADVISED CUSTOMER WOULD HAVE TO PAY FOR DIAGNOSIS; CUSTOMER FEELS PER LETTER SHE SHOULDN┬┐T HAVE TO PAY FOR DIAGNOSIS; CUSTOMER STATES THAT LETTER ADVISES AIRBAG LIGHT AND STEERING CONTROL ISSUES ARE TO BOTH BE PRESENT FOR FREE DIAGNOSIS; CUSTOMER ALSO STATES THAT WHILE SPOUSE WAS AT DEALER HE HAD A BAD EXPERIENCE AND DEALER 408145 WAS RUDE ABOUT SITUATION; | | | CUSTOMER SEEKING; TO KNOW PER LETTER STEERING WHEEL CONTROLS AS WELL AS AIRBAG LIGHT SHOULD BOTH BE PRESENT, HOW SHE WOULD KNOW IF IT IS PRESENT; | | | CO ADVISED CUSTOMER BECAUSE THERE IS LABOR TIME INVOLVED IN DIAGNOSING A VEHICLE CONCERN, A DEALER MAY ASK YOU TO AUTHORIZE THE COST OF DIAGNOSIS UP FRONT. THIS IS YOU AGREEING TO COVER THE COST OF THE DIAGNOSIS IF THE DEALER FINDS THAT THE CONCERN ISN┬┐T THE RESULT OF A WARRANTABLE MANUFACTURERS SHORTCOMING. HOWEVER, IF THE DEALER FINDS THAT THE CONCERNS ARE COVERED UNDER WARRANTY, THE COST OF DIAGNOSIS WOULD BE ROLLED INTO THAT COVERAGE FOR YOU. CO ALSO ADVISED CUSTOMER THAT THE DIAGNOSIS WOULD BE ABLE TO DETERMINE IF VEHICLE IS COVERED UNDER WARRANTY OR NOT; | | | NO FURTHER ACTION; | |
12/5/2018 10:38:00 AM	MENTOR ADVISED CO TO GATHER INFORMATION ON WHAT CUSTOMER IS SEEKING.
12/5/2018 11:00:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A33EC[redacted]
Owner Or Fleet	[redacted], EAST AMHERST, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/5/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/5/2018 11:41:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 1:28:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS DEALER PERFORMED REPAIRS BEFORE 120K MILES; VW TO REIMBURSE TOTAL; TOTAL: $527.51 | | | SP TO GENERATE CHECK REQUEST
1/14/2019 1:30:00 PM	1VWBS7A33EC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $527.51 | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 527.51 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRA7AU1FM[redacted]
Owner Or Fleet	[redacted] Wellington, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	12/5/2018	Incident Date	N/A
Mileage	38,132		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521K		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/5/2018 12:01:00 PM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 1:40:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS CLOCK SPRING REPLACED UNDER WARRANTY AT NO CHARGE TO CUSTOMER; RO SHOWS CUSTOMER PAID $200.00 DEDUCTIBLE; VW TO REIMBURSE DEDUCTIBLE; TOTAL: $200.00 | | | SP TO GENERATE CHECK REQUEST
1/14/2019 1:41:00 PM	3VWRA7AU1FM[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $200.00 | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 200.00 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A34DC[redacted]
Owner Or Fleet	[redacted] SYLVANIA, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/5/2018	Incident Date	N/A
Mileage	49,103		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/5/2018 12:15:00 PM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 2:09:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED TWO RO AND POP FROM DEALER; ONE RO SHOWS CLOCK SPRING REPLACED; OTHER RO SHOWS RIGHT REAR BRAKE CALIPER REPLACED; WECI COVERS CLOCK SPRING ONLY; VW TO REIMBURSE CLOCK SPRING ONLY; TOTAL: $569.35 | | | SP TO GENERATE CHECK REQUEST
1/14/2019 2:12:00 PM	1VWBH7A34DC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $569.35 | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 569.35 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX3BW[redacted]
Owner Or Fleet	[redacted], Denver, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/5/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Mileage	56,820

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/5/2018 12:16:00 PM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 2:17:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $682.76 | | | SP TO GENERATE CHECK REQUEST
1/14/2019 2:19:00 PM	WVGBV7AX3BW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $682.76 | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 682.76 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A38GC[redacted]
Owner Or Fleet	[redacted]		WINSTON SALEM, NC, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	12/5/2018	Incident Date	N/A
Mileage	66,845		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/5/2018 12:21:00 PM	MEDIA ATTACHED IN DOC CENTER
12/5/2018 2:01:00 PM	INFORMATION CAME IN UNDER TERESA STELLING BUT MAILING ADDRESS AND VIN MATCH
1/14/2019 2:23:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; VW TO REIMBURSE TOTAL; TOTAL: $510.68 | | | SP TO GENERATE CHECK REQUEST
1/14/2019 2:24:00 PM	1VWBS7A38GC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $510.68 | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 510.68 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX4CW[redacted]
Owner Or Fleet	[redacted] FAIRPORT, NY[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/5/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/5/2018 12:24:00 PM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 2:29:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME AND REAR SPRINGS AND TIRES REPLACED; WECI COVERS CLOCK SPRING ONLY; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $290.07; LABOR: $230.00; TAX: $20.80; TOTAL: $540.87 | | | | SP TO GENERATE CHECK REQUEST
1/14/2019 2:31:00 PM	WVGBV7AX4CW[redacted]/W TO REIMBURSE WECI WARR EXT; TOTAL: $540.87 | | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 540.87 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A31CC[redacted]
Owner Or Fleet	[redacted], Saint Louis, MO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/5/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/5/2018 12:32:00 PM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 2:55:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $544.29 | | | SP TO GENERATE CHECK REQUEST
1/14/2019 2:57:00 PM	1VWAH7A31CC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $544.29 | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 544.29 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34C[redacted]
Owner Or Fleet	[redacted] WILLIAMSPORT, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/5/2018	Incident Date	N/A
Mileage	103,735		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/5/2018 1:04:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / STEERINGWHEEL FUNCTIONS NOT WORKING; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;
12/5/2018 12:48:00 PM	CUSTOMER STATES: CUSTOMER WAS IN A SNOW STORM, THE AIRBAG DOES NOT WORK AND THE STEERING CONTROLS DO WORK; LAST TIME THAT THE CUSTOMER CALLED DEALER, WARRANTY EXTENSION WAS NOT AVAILABLE; | | | | CUSTOMER SEEKING: APPOINTMENT FOR THE VEHICLE REPAIRS; | | | | CO ADVISED: CO CONFIRMED THE WARRANTY EXTENSIONS ON VEHICLE; AIRBAG CLOCK SPRING WARRANTY EXT 15Y AND SECODARY AIR PRESSURE SENSOR WARRANTY EXT (120K MILES OR UNTIL 4/30/2022); CO OFFERED TO CONTACT DEALER (406502) FOR DIAGNOSIS; CO CALLED DEALER AND LEFT VOICEMAIL; CO PROVIDED DEALER PHONE NUMBER (5703688121) | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBA7AH7AV[redacted]
Owner Or Fleet	[redacted] Colchester, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	12/5/2018	Incident Date	N/A
Mileage	40,557		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/5/2018 12:47:00 PM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 3:16:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS OIL CHANGE AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $290.07; LABOR: $220.00; TAX: $32.38; TOTAL: $542.45 | | | SP TO GENERATE CHECK REQUEST
1/14/2019 3:18:00 PM	WVWBA7AH7AV[redacted]VW TO REIMBURSE WECI WARR EXT; TOTAL: $542.45 | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 542.45 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A32EC[redacted]
Owner Or Fleet	[redacted] Rigby, ID, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/5/2018	Incident Date	N/A
Mileage	55,430		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/5/2018 1:05:00 PM	CUSTOMER STATES HAD AIRBAG CLOCK SPRING REPLACED; WAS CHARGED $50.00; RECEIVED WARRANTY EXT. LETTER IN THE MAIL REGARDING AIRBAG CLOCK SPRING; | | STEERING WHEEL WAS MAKING NOISE WHEN TURNING THE WHEEL; AIRBAG WAS REPLACED DUE TO CLAMPS BEING DEMAGE BECAUSE OF THE AIRBAG CLOCK SPRING; | | | CUSTOMER SEEKING REIMBURSEMENT; | | | | CO FACE TO FACE WITH EM KIM: HAVE CUSTOMER SEND IN DOCUMENTS FOR REIMBURSEMENT REVIEW; | | | | CO ADVISED THAT AN EMAIL WILL BE SENT TO CUSTOMER WITH CASE NUMBER; CUSTOMER WOULD NEED TO RESPOND TO EMAIL WITH POP AND REPAIR ORDER'S; | | | | CO WAITING FOR CUSTOMER MAIL; | | | |
12/5/2018 1:10:00 PM	FACE-FACE WITH CO | | | | EA ADVISED: CUSTOMER MAY SEND IN INVOICE AND PROOF OF PAYMENT; VW WILL RESEARCH POSSIBLE REIMBURSMENT UNDER WECY WARRANTY EXTENSION. | |
12/5/2018 1:14:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | ANTONIO F | CUSTOMER CARE ADVOCATE |
12/5/2018 1:16:00 PM	CATEGORY SELECTION : STEERING / NOISE / STEERING WHEEL MADE NOISE WHILE TURNING;
12/5/2018 4:32:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / AIRBAG WARNING LIGHT; STEERING / HISTORICAL CONCERN / STEERING WHEEL MAKES NOISE WHEN TURNING;
12/6/2018 9:42:00 AM	MEDIA ATTACHED IN DOC CENTER
12/7/2018 12:05:00 PM	CO CONTACTED CUSTOMER REGARDING POP; LEFT VOICE MAIL MESSAGE STATING THAT REPAIR ORDERS WERE RECEIVED; DON┬┐T KNOW IF POP WAS SUBMITTED AS DOCUMENTS DON┬┐T REFLECT IS BALANCE HAD BEEN PAID; IF CUSTOMER HAS ADDITIONAL DOCUMENTS TO HAVE SUBMITTED TO VW; LEFT 800# AND CASE NUMBER IF CUSTOMER HAS ANY ADDITIONAL QUESTIONS; | | | | CLOSING PENDING CUSTOMER CONTACT;
12/10/2018 10:59:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 BUSINESS DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | ANTONIO F | CUSTOMER CARE ADVOCATE | |
12/10/2018 11:12:00 AM	SP TO REVIEW CASE FOR REIMBURSEMENT REGARDING AIRBAG CLOCK SPRING REPAIR COST; CUSTOMER HAS SENT IN RO AND POP;
12/10/2018 8:58:00 AM	FROM: [redacted] | | SENT: SUNDAY, DECEMBER 09, 2018 2:25 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: MS. [redacted] - LVL1 - CASE NUMBER | | | REFERENCE # [redacted] | | | I GOT A PHONE CALL SAYING YOU COULDN'T FIND HOW I PAID FOR THE SERVICE. IF YOU LOOK CLOSELY AT THE PAPERWORK THERE IS A BOX CLOSE TO THE TOP RIGHT THAT SAYS PAYMENT: CASH. I PAID IN CASH AND IT SAYS THAT ON BOTH PAGES. IF YOU COULD PLEASE LOOK AT THIS CASE AGAIN AND REIMBURSE ME OF MY PAYMENT I WOULD GREATLY APPRECIATE IT. | | | SINCERELY, | [redacted] | | | | | CO TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A32EC[redacted]
Owner Or Fleet	[redacted] Rigby, ID, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/5/2018	Incident Date	N/A
Mileage	55,430		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/17/2019 4:46:00 PM	CUSTOMER SEEKING REIMBURSMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARR.EXT.; CLOCK SPRING WAS PARTIALLY COVERED UNDER WAR; CUSTOMER PAID DEDUCTIBLE: $50 | | | | SP TO GENERATE CHECK
1/17/2019 4:48:00 PM	1VWBS7A32EC[redacted] VW TO REIMBURSE UNDER WARR.EST; TOTAL: $50 | | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 50.00 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX6FW[redacted]
Owner Or Fleet	[redacted] Van Nuys, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	12/5/2018	Incident Date	N/A
Mileage	46,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/5/2018 1:49:00 PM	CUSTOMER STATES: RECEIVED A LETTER FOR THE AIRBAG CLOCK SPRING WARRANTY EXTENSION AND THE CUSTOMER IS EXPERIENCING THE SYMPTOMS DESCRIBED IN THE NOTICES THE CONTINUOUS AIRBAG LIGHT AND THE STEERING CONTROLS ARE NOT FUNCTIONING AT ALL; WANTS TO KNOW IF THE CUSTOMER NEEDS TO GET INTO A DEALER FOR THE REPAIRS OR HAVE THE REPAIRS DONE AND SUBMIT FOR REIMBURSEMENT; | | | CUSTOMER SEEKING: HOW TO HAVE THIS CONCERN FIXED; | | | CO ADVISED: SCHEDULED A DEALER APPOINTMENT VIA X-TIME FOR 12/12 AT 8AM WORKING WITH SERVICE ADVISOR JOSE SOTO; | | | CUSTOMER ACKNOWLEDGED; | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX8HK[redacted]
Owner Or Fleet	[redacted]		Jupiter, FL[redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	12/5/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/5/2018 1:44:00 PM	CUSTOMER STATES: RECEIVED STEERING WHEEL CLOCK SPRING WARRANTY EXTENSION; WHEN VEHICLE IS IN MOTION, THE PASSENGER AIRBAG LIGHT COMES ON; | | | | CUSTOMER SEEKS: GUIDANCE WITH WARRANTY EXTENSION; | | | | CO ADVISED: IF CUSTOMER IF EXPERIENCING PROBLEMS WITH STEERING WHEEL, HORN OR AIRBAG LIGHT CONSTANTLY ON, CO ADVISED TO TAKE VEHICLE TO VW DEALER; DEALER WILL DIAGNOSE VEHICLE AND IF DEALER FIND THE STEERING WHEEL CLOCK SPRING FAILED, THEN IT WILL BE REPLACED UNDER WARRANTY EXT.; ADVISED CUSTOMER TO TAKE VEHICLE TO VW DEALER TO DIAGNOSE THE PASSENGER AIRBAG LIGHT ONLY COMING ON WHEN VEHICLE IS IN MOTION; | | | | NO FURTHER ACTION. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34DC[redacted]
Owner Or Fleet	[redacted] Reading, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/5/2018	Incident Date	N/A
Mileage	72,462		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/5/2018 2:10:00 PM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 2:11:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR. EXT; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLCOK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $575.50 | | | SP TO GNEERATE CHECK REQUEST
1/14/2019 2:14:00 PM	1VWBP7A34DC[redacted] VW TO REIMBURSE UNDER WECY WARR. EXT. AS GOODWILL DUE TO DATE OF REPAIR; .; TOTAL: $575.50 | | | SP GENERATED CHECK REQUEST
1/14/2019 2:18:00 PM	GW - PROVIDED - FIRST OUT OF POCKET DATE
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 575.50 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ4CM[redacted]
Owner Or Fleet	[redacted]		SUMMERVILLE, SC,[redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/5/2018	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/5/2018 2:11:00 PM	CUSTOMER STATES: CUSTOMER RECEIVED A NOTICE IN THE MAIL FOR A WARRANTY EXTENSION, CUSTOMERS ABS LIGHT AND AIRBAG LIGHTS ARE ON AND IGNITION IS LOCKING UP ON HIM, CUSTOMER STATES THAT STEERING WHEEL HAS TO GET JERKED SIDEWAYS FOR VEHICLE TO START | | | CUSTOMER SEEKING: TO KNOW WHERE CLOSEST VW DLR IS TO CUSTOMER | | | CO ADVISED CUSTOMER THAT THERE WAS TWO WARRANTY EXTENSIONS ON VEHICLE FOR THE STEERING WHEEL LOCK WARRANTY AND THE AIRBAG CLOCK SPRING THAT HAVE EXPIRED BY MILEAGE OF VEHCILE AND NO LONGER APPLY TO VEHICLE, CO WOULD RECOMMEND CUSTOMER TAKING VEHICLE INTO A VW DLR TO GET A DIAGNOSIS PERFORMED, CLOSEST DLR IN AREA IS DLR 407325 | | | NO FURTHER ACTION
12/5/2018 2:20:00 PM	CATEGORY SELECTION : STEERING / INEFFECTIVE - 1 / STEERING COLUMN;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32CC[redacted]
Owner Or Fleet	[redacted] GERMANTOWN, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/5/2018	Incident Date	N/A
Mileage	97,943		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/5/2018 2:56:00 PM	CUSTOMER STATES: CUSTOMER KNOWS HER VEHICLE HAS THE WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING; VEHICLE'S AIRBAG LIGHT IS ON, AND VEHICLE HAS A LOSS OF STEERING WHEEL FUNCTIONS; CUSTOMER WANTS TO KNOW THE STEPS SHE SHOULD BE TAKING TO GET VEHICLE CONCERNS RESOLVED; CUSTOMER WANTS TO GO TO A DEALER CLOSE TO HER JOB AND WOULD PREFER TO COME IN ANY DAY AFTER 1PM | | | | CUSTOMER SEEKING: DEALER APPOINTMENT FOR CLOCK SPRING REPAIRS | | | | CO ADVISED: CO VERIFIED CUSTOMER DOES HAVE AN EXTENDED WARRANTY FOR THE AIRBAG CLOCK SPRING; CO IDENTIFIED DEALER 409106 AS THE CLOSEST DEALER TO CUSTOMER'S JOB; CO MADE CUSTOMER AN APPOINTMENT FOR 2:00 PM - FRIDAY DEC 7, 2018; CO WILL EMAIL APPOINTMENT DETAILS AS WELL AS THE DEALER'S ADDRESS; | | | | NO FURTHER ACTION | | | |
12/5/2018 3:16:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON;
12/5/2018 3:22:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MS. [redacted] | | THANKS FOR TAKING THE TIME TO SPEAK WITH ME. | | I SCHEDULED AN APPOINTMENT WITH OURISMAN VOLKSWAGEN OF BETHESDA AND CONFIRMED YOUR APPOINTMENT DATE IS FOR 2:00 PM ON FRIDAY DECEMBER 7, 2018. IF YOU NEED TO CHANGE THIS APPOINTMENT, PLEASE CALL THE DEALERSHIP DIRECTLY AT (202) 537-3000. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | CIDNEY H | CUSTOMER CARE ADVOCATE |
12/5/2018 3:22:00 PM	CATEGORY SELECTION : STEERING / INEFFECTIVE - 1 / LOSS OF STEERING WHEEL FUNCTIONS;
12/6/2018 8:36:00 AM	| | FROM: [redacted] | | SENT: WEDNESDAY, DECEMBER 05, 2018 8:22 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | HI | | DISNEY SCHEDULED AN APPOINT FOR ME WITH VW DEALERSHIP IN BETHESDA, MD FOR FRIDAY DECEMBER 7 AT 2PM. I WANT TO CANCEL THAT APPOINTMENT AND SEE IF I COULD GET AN APPOINTMENT AT POHANKA VW LOCATED AT 1720 RITCHIE STATION CT CAPITOL HEIGHTS, MD 20743 ANY DAY AFTER 12PM. | | | | JOSSINTH WOOD | | | | | | CO TO REVIEW
12/6/2018 9:31:00 AM	CUSTOMER STATES: WOULD LIKE TO CANCEL APPOINTMENT WITH DEALER 409106 AND RESCHEDULE IT WITH DEALER 409138; | | | | CUSTOMER ADVOCATE REACHED OUT TO DEALER 409138 AND WAS ADVISED CUSTOMER CAN BRING VEHICLE IN ANYWHERE FROM 7AM-7PM BUT CUSTOMER SHOULD BE AT DEALER BY 4; HAS CANCELLED APPOINTMENT FOR DEALER 409106; | | | | CUSTOMER ACKNOWLEDGED; | | | | CO TO REVIEW. | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCP7A38CC[redacted]
Owner Or Fleet	[redacted]		Dallas, TX, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/5/2018	Incident Date	N/A
Mileage	57,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/5/2018 3:18:00 PM	CUSTOMER SUBSEQUENT OWNER, 1ST VW, BOUGHT IN GERMANY IN 2015, SERVICES AT THE DEALER, STATES HE PAID 400 FOR A REPAIR IN JANUARY, 2018 FOR WHAT IS HAPPENING AGAIN WITH VEHICLE, THAT IS STEERING WHEEL CONTROLS AND HORN DO NOT WORK, WANTS TO BE SURE HE DOES NOT HAVE TO PAY AGAIN FOR SAME REPAIR. | | | CO ADVISED THE RECALL FOR TAKATA AIRBAG WAS COMPLETED, MOST LIKELY BY PRIOR OWNER, VERIFIED WARRANTY EXTENSIONS FOR THE SECONDARY AIR PRESSURE SENSOR 10/120, WCF, AIRBAG CLOCK SPRING FOR 10/UNLIMITED MILEAGE, FROM WHAT CUSTOMER IS STATING, IS MOST LIKELY RELATED TO THE CLOCK SPRING WARRANTY EXTENSION BUT IS UP TO DEALER TO DETERMINE, ALSO THERE IS SPARE PARTS WARRANTY FOR 12/12, WCF. CUSTOMER STATES WILL ADDRESS WITH DEALER. AND THANKED FOR INFORMATION. CO TO FOLLOW UP WITH CUSTOMER ON MONDAY, 12-10
12/10/2018 4:04:00 PM	CUSTOMER STATES JUST LEFT DEALER 425030 AND THEY FOUND THE PART THEY REPLACED WAS DEFECTIVE, REPLACED CLOCK SPRING AT NO CHARGE, THANKED FOR FOLLOW UP CALL. NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A31DC[redacted]
Owner Or Fleet	[redacted] Evansville, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/5/2018	Incident Date	N/A
Mileage	39,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/5/2018 3:27:00 PM	CUSTOMER STATES RECEIVED AIRBAG CLOCK SPRING WARRANTY EXT LETTER; CALLED PREVIOUSLY BECAUSE AIRBAG CLOCK SPRING IS BROKEN; AIRBAG LIGHT ON AND CONTROLS ON STEERING DON┬┐T WORK; LETTERS STATES REIMBURSEMENT BUT CUSTOMER HASN┬┐T HAD ANY REPAIRS; CUSTOMER SEEKING COVERAGE FOR REPAIR | | | CO ADVISED WARRANTY EXT OFFERS REIMBURSEMENT FOR PREVIOUS CONCERNS, IT IS ALSO FOR CURRENT AND FUTURE REPAIRS; ACTIVE UNTIL 12/2027; RECOMMEND VISITING DEALER FOR DIAGNOSIS; IF DETERMINED RELATED TO WARRANTY EXT DIAGNOSIS AND REPAIR WOULD BE COVERED | | | CO SCHEDULED APPOINTMENT WITH DEALER 403300 FOR 12/10 AT 9:30AM VIA XTIME (X01O9JWONQ) | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJK7AN4AE[redacted]
Owner Or Fleet	[redacted] SYRACUSE, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	12/5/2018	Incident Date	N/A
Mileage	107,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/5/2018 5:22:00 PM	CUSTOMER STATES: VEHICLE IS PREOWNED; VEHICLE PURCHASED JUNE 2017 AT MILEAGE 96K; VEHICLE PURCHASED FROM A PRIVATE OWNER; VEHICLE EXPERIENCING: GOT A WARRANTY EXTENSION LETTER AND WOULD LIKE TO SUBMIT FOR REIMBURSEMENT AS I JUST REPLACED THE PART ABOUT 6 MONTHS AGO; | | | CUSTOMER SEEKING: HOW TO GET REIMBURSED FOR RELATED WARRANTY EXT. WORK | | | CO ADVISED: HAVE 2 OPEN RECALLS 20AE AND 69Q9; OFFERED TO SCHEDULE; THE WARRANTY EXT. IS GOOD UNTIL 1/31/2025; CAN SEND THE REPAIR ORDER AND POP TO BE REVIEWED FOR REIMBURSEMENT; WILL FOLLOW UP ONCE THE DOCS ARE RECEIVED TO SET PROCESS EXPECTATIONS | | | CUSTOMER STATES: HAS TO FIND TIME TO GET THE VEHICLE IN FOR THE VEHICLE AND WILL WORK WITH THE LOCAL DEALER | | | CO TO WAIT FOR DOCS
12/5/2018 5:23:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / REPLACED CLOCK SPRING PRIOR TO WARRANTY EXT ;
12/5/2018 5:35:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | SINCERELY, | | | JAMELLIA G | CUSTOMER CARE ADVOCATE |
12/12/2018 1:57:00 PM	CO TO CLOSE PENDING RECEIPT OF DOCS
12/12/2018 1:57:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MR [redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | FAX: 248-754-6504 | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A CALL. | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | JAMELLIA G | CUSTOMER CARE ADVOCATE | |
12/13/2018 1:28:00 PM	MEDIA ATTACHED IN DOC CENTER | | | FROM: THOMAS GROVER [MAILTO:[redacted] | | SENT: THURSDAY, DECEMBER 13, 2018 6:59 AM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | |
12/14/2018 11:24:00 AM	CO LEFT MESSAGE ADVISING TO SEND IN POP FOR THE REPAIR; WOULD LIEK TO GET THE REIMBURSEMENT STARTED | | | CO TO ASSIGN TO SP
12/14/2018 11:26:00 AM	REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | IN ORDER TO PROPERLY LOOK INTO YOUR REIMBURSEMENT REQUEST FURTHER, I AM MISSING SOME REQUIRED DETAILS. PLEASE REPLY BACK WITH THE FOLLOWING INFORMATION OR FAX IT TO 248-754-6504 WITH YOUR REFERENCE NUMBER INCLUDED: | | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | JAMELLIA G | | CUSTOMER CARE ADVOCATE | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJK7AN4AE[redacted]
Owner Or Fleet	[redacted] SYRACUSE, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	12/5/2018	Incident Date	N/A
Mileage	107,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/14/2018 11:27:00 AM	TEAM TO REVIEW UNDER AIRBAG CLOCK SPRING WARRANTY EXT.
12/17/2018 11:59:00 AM	CUSTOMER STATES: CALLED REGARDING VW PASSAT, GOT A PART FIXED, AND RECALL CAME OUT. SENT PAPERWORK IN THROUGH EMAIL, GOT ANOTHER MESSAGE SAYING THAT THEY DIDNT HAVE ALL THE INFORMATION NEEDED. | | | | CUSTOMER SEEKING: ARE DOCUMENTS THAT WAS SENT LEGIBLE? | | | | CO ADVISED: WE RECEIVED YOUR PAPERWORK 12/13/18; THANK YOU FOR SENDING YOUR PAPERWORK IN TO US. THE DOCUMENTS ARE LEGIBLE. THE GENERAL TIME FRAME FOR REIMBURSEMENT REVIEW TAKES UP TO120 BUSINESS DAYS CURRENTLY, DUE TO THE HIGH VOLUME OF REIMBURSEMENT REQUESTS WE ARE CURRENTLY RECEIVING; YOU WILL EITHER RECEIVE A LETTER OR CHECK IN THE MAIL ONCE REVIEW PROCESS HAS BEEN COMPLETED. | | | | | | SP- TO REVIEW.
1/14/2019 3:51:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARR. EXT; CUSTOMER PAID: $615.65 | | | | SP TO GENERATE CHECK REQUEST
1/14/2019 3:52:00 PM	WVWJK7AN4AE[redacted]VW TO REIMBURSE UNDER WECY WARR. EXT.; TOTAL: $615.65 | | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 615.65 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWLX7AJ2CM[redacted]
Owner Or Fleet	[redacted], KINGSTON, TN [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/5/2018	Incident Date	N/A
Mileage	160,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/5/2018 8:50:00 PM	CUSTOMER STATES; HAS LETTER FOR EXTENDED WARRANTY CLOCK SPRING | | | CUSTOMER SEEKING; INFORMATION ON CLOCK SPRING | | | CO ADVISED; AS LONG AS YOUR VEHICLE IS WITHIN THE TIME LIMIT OF THIS WARRANTY EXTENSION, AN AUTHORIZED VOLKSWAGEN DEALER WILL DIAGNOSE THE FOLLOWING FREE OF CHARGE: STEERING WHEEL CONTROLS NOT WORKING PROPERLY AND AN AIRBAG LIGHT THAT STAYS ON. BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER THIS WARRANTY EXTENSION; IF DIAGNOSIS CONFIRMS THAT THE ISSUE IS CAUSED BY A TORN STEERING WHEEL CLOCK SPRING, THE REPAIR WILL BE PERFORMED AT NO COST TO YOU; IF DIAGNOSIS REVEALS THAT YOUR VEHICLE HAS AN UNRELATED ISSUE(S), ANY NECESSARY REPAIRS WILL NOT BE COVERED UNDER THIS WARRANTY EXTENSION. YOUR DEALER WILL ADVISE YOU ON WHAT THE REPAIR COST(S) WILL BE; OPEN RECALL 42G8; CAN SCHEDULE AN APPOINTMENT FOR RECALL | | | CUSTOMER ACKNOWLEDGED AND WILL SCHEDULE FOR RECALL AT OWN CONVENIENCE | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCH7A33CC[redacted]
Owner Or Fleet	[redacted] Bonita Springs, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/6/2018	Incident Date	N/A
Mileage	87,678		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 8:23:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 3:36:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECI WARR. EXT.: TOTAL: $453.87; TAX: $27.23; TOTAL: $481.10 | | | | SP TO GENERATE CHECK AND SEND CAP AMOUNT LETTER
1/14/2019 3:42:00 PM	1VWCH7A33CC[redacted] VW TO REIMBURSE UNDER WECI WARR. EXT.; TOTAL: $481.10 | | | | SP GENERATED CHECK REQUEST
1/14/2019 3:44:00 PM	SP SENT LETTER
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 481.10 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDP7AJ8DM[redacted]
Owner Or Fleet	[redacted] Cincinnati, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	12/6/2018	Incident Date	N/A
Mileage	55,463		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 8:25:00 AM	CUSTOMER STATES BACK IN 8/10/18 WENT INTO DEALER 403139 SINCE KEY WAS GETTING DIFFICULT TO BE REMOVED ; DEALER REPLACED LOCK HOUSING AND CLOCK SPRING; RECEIVED WARRANTY EXTENSION FOR REIMBURSEMENT ; AT ONE POINT HAD OIL LIGHT ON AND IT WAS THE OIL FILTER THAT HAD COLLAPSED;; | | | CUSTOMER SEEKING REIMBURSEMENT | | | CO ADVISED WOULD NEED INVOICES FROM DEALER 403139 AND PROOF OF PAYMENT ; ONCE THE DOCUMENTS ARE RECEIVED THE REIMBURSEMENT REQUEST WILL BE BEING ; TIMEFRAME IS 120 DAYS WITHIN THAT TIMEFRAME CUSTOMER WILL RECEIVE A LETTER OR CHECK IN THE MAIL ; | | | | CUSTOMER STATES WILL MAIL IN COPIES ; | | | | CO TO CLOSE PENDING CUSTOMER MAIL
12/14/2018 12:33:00 PM	MEDIA ATTACHED IN DOC CENTER
1/8/2019 8:42:00 AM	CUSTOMER CALLING TO SEE IF TO SEE MAIL WAS RECEIVED. | | | | CA VERIFIED IT WAS SCANNED INTO SYSTEM ON 12/14, MAY TAKE UP TO 90 DAYS FOR REIMBURSEMENT REVIEW. | | | |
1/8/2019 8:52:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION. SP TO REVIEW.
1/14/2019 4:19:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY; CUSTOMER PAID: $342.13 | | | | SP TO GENERATE CHECK REQUEST
1/14/2019 4:21:00 PM	3VWDP7AJ8DM[redacted] VW TO REIMBURSE UNDER WECY WARR. EXT.; TOTAL: $342.13 | | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 342.13 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN7EE[redacted]
Owner Or Fleet	[redacted] Tucson, AZ, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2014		
Report Date	12/6/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AS		

Mileage	0

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 8:35:00 AM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 10:00:00 AM	WVWBP7AN7EE[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL: $325 | | | | SP GENERATED CHECK REQUEST
1/23/2019 9:58:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARR.EXT.; CUSTOMER PAID: $325 | | | | SP TO GENERATE LETTER
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 325.00 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBN7AN0DE[redacted]
Owner Or Fleet	[redacted] Vancleave, MS, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	12/6/2018	Incident Date	N/A
Mileage	70,669		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 8:43:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 4:08:00 PM	CUSTO,ER SEEKING REIMBURSEMENT UNDER WECI WARR; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARR; CUSTOMER PAID: $714.36 TAX: $50 TOTAL: $764.37 | | | | SP TO GENERATE CHECK REQUEST
1/14/2019 4:13:00 PM	WVWBN7AN0DE[redacted]VW TO REIMBURSE UNDER WECI WARR. EXT.; TOTAL: $764.37 | | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK #[redacted]OR AMOUNT $ 764.37 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AHXCV[redacted]
Owner Or Fleet	[redacted] LOWELL, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	12/6/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Mileage	41,069

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 9:16:00 AM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 12:05:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR; SUBMITTED RO AND POP; SHOW S REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $290.07 TAX: $18.12 TOTAL: $308.20 | | | | SP TO GENERATE CHECK REQUEST
1/15/2019 12:08:00 PM	WVWBW7AHXCV[redacted] VW TO REIMBURSE UNDER WECI WARR. EXT.; TOTAL: $308.20 | | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 308.20 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A37CC[redacted]
Owner Or Fleet	[redacted] Levittown, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/6/2018	Incident Date	N/A
Mileage	83,770		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 9:26:00 AM	MEDIA ATTACHED IN DOC CENTER
1/10/2019 3:06:00 PM	CUSTOMER STATES: SEEKING UPDATE FOR REIMBURSEMENT OF CLOCK SPRING REPLACED AT DEALER 408212 AND PARTS PURCHASED AT DEALER 48150 | | | | CO ADVISED: WE HAVE RECEIVED YOUR DOCUMENTATION AND PROOF OF PAYMENT; INITIALLY WE ADVISED OF A 60 DAY TIMEFRAME, I APOLOGIZE, BUT DUE TO HIGH VOLUME OF CORRESPONDENCE AND REQUESTS; THE TIMEFRAME IS 120 DAYS; YOU WILL RECEIVE A LETTER OR A LETTER AND CHECK | | | | | WAIT SP
1/23/2019 10:09:00 AM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED MULTIPLE RO AND POP; 1ST SHOWS PURCHASE OF CLOCK SPRING FROM RIVERHEAD BAY MOTORS; 2ND SHOWS REPLACEMENT OF LEAK DETECTION PUMP AT BURLINGTON IMPORTS; 3RD IS PARTIAL RO FROM PIAZZA VW OF LANGHORNE; JUST SHOWS TOTAL; CLOCK SPRING ONLY COVERED UNDER WARRANTY EXTENSION; PER XTIME SP VERIFIED THAT RO AT PIAZZA IS DIAGNOSIS FOR NEEDING CLOCKSPRING REPLACED; ADDED TO DOC CENTER; VW TO REIMBURSE FOR DIAGNOSIS AND PART; DIAGNOSIS: 166.39, PART: 208.85; TOTAL: $375.24. | | | SP TO GENERATE CHECK REQUEST AND SEND DENIAL LETTER
1/23/2019 10:40:00 AM	1VWAP7A37CC[redacted] VW TO REIMBURSE UNDER WECI WARRANTY EXTENSION; TOTAL: $375.24. | | | SP GENERATED CHECK REQUEST
1/23/2019 10:46:00 AM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 10:55:00 AM	SP SENT LETTER; CAN BE VIEWED IN DOC CENTER; NO FURTHER ACTION
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 375.24 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDP7AJ0CM[redacted]
Owner Or Fleet	[redacted] FORT MYERS, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/6/2018	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 6:32:00 PM	NOTE: CUSTOMER CALLED FOR MULTIPLE VEHICLES (I.E. WANTS TO PROVIDE LETTERS TO HIS CHILDREN, THAT DRIVE VEHICLES) | | | | PLEASE E-MAIL WARRANTY EXTENSION LETTERS; PLEASE PROVIDE MODEL YEAR 2012 JETTA WITH THE VIN 3VWDP7AJ0CM[redacted] ON THE CORRESPONDENCE | | | | 1. AIR BAG CLOCK SPRING WARRANTY ..... 10YEARS/120K WCF FROM THE ORIGINAL IN-SERVICE DATE OF 03/09/2012 FOR A MANUFACTURE SHORTCOMING | | 2. STEERING WHEEL LOCK .....10YEARS/100K WCF | | | | TEAM 5 TO SEND E-MAIL.
12/6/2018 9:43:00 AM	CUSTOMER SEEKING: INFORMATION ON WARRANTY EXTENSION; HAS MULTIPLE VEHICLES; HAS MOVED FROM NEW YORK TO FLORIDA | | | | | | CO ADVISED: EXPLAINED WECY, WARRANTY EXTENSION LETTER; VEHICLE MUST EXHIBIT BOTH SYMPTOMS, I.E. AIRBAG LIGHT IS ON AND THE STEERING CONTROLS DO NOT WORK; ALSO HAS STEER WHEEL LOCK HOUSING WARRANTY EXTENSION FOR 10/100K WCF FOR A MANUFACTURE SHORTCOMING | | | | | | CO TO SEND E-MAIL
12/10/2018 9:44:00 AM	* CLOCK SPRING AND STEERING COLUMN LOCK WARRANTY EXT LETTER ATTACHED* | | FROM: VWOA CUSTOMER CARE | | SENT: MONDAY, DECEMBER 10, 2018 9:42 AM | | TO: [redacted] | | SUBJECT: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | REFERENCE # [redacted] | | | | DEAR MR. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | | AS DISCUSSED, YOUR 2012 JETTA WITH VEHICLE IDENTIFICATION NUMBER (VIN) 3VWDP7AJ0CM[redacted] HAS TWO WARRANTY EXTENSIONS FOR THE AIRBAG CLOCK SPRING AND THE STEERING COLUMN LOCK HOUSING. FOR YOUR REFERENCE I┬┐VE ATTACHED A COPY OF WARRANTY EXTENSION LETTERS TO THIS EMAIL. | | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | SINCERELY, | | | | | | | | KIMBERLY W. | | CUSTOMER CARE ADVOCATE | | | | CUSTOMER ADVOCATE TO REASSIGN
12/10/2018 9:44:00 AM	MEDIA ATTACHED IN DOC CENTER
12/10/2018 9:45:00 AM	CO TO REVIEW AND HANDLE CASE AS NECESSARY
12/14/2018 10:42:00 AM	CO TO CLOSE AND NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX0DW[redacted]
Owner Or Fleet	[redacted] Davie, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/6/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 9:46:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 1:43:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS ON CLOCK SPRING AT 101483 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $602.60. | | | | SP TO GENERATE CHECK REQUEST.
1/14/2019 1:45:00 PM	WVGAV3AX0DW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $602.60. | | | | SP GENERATED CHECK.
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 602.60 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD17AJ9EM[redacted]
Owner Or Fleet	[redacted]		Ocala, FL, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	12/6/2018	Incident Date	N/A
Mileage	53,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 10:00:00 AM	CUST STATES: RECEIVED AIRBAG CLOCK SPRING WARRANTY NOTIFICATION; WOULD LIKE TO KNOW HOW TO PROCEED; PAID TO REPLACE ALTERNATOR; VEH WAS MAKING A LOT OF NOISE | | | CUST SEEKS: HOW TO PROCEED WITH AIRBAG CLOCK SPRING EXTENDED WARRANTY NOTIFICATION | | | CO ADVISED: AIRBAG CLOCK SPRING WARRANTY EXTENSION LASTS FOR 10 YEARS/120K MILES WOF; CUST DOES NOT NEED TO ACT ON EXTENDED WARRANTY UNLESS EXPERIENCING A PERSISTENT AIRBAG LIGHT SIMULTANEOUSLY WITH LOSS OF STEERING WHEEL CONTROL FUNCTIONS; VEH HAS SERVICE ACTION 24DR; WOULD BE PERFORMED FREE OF CHARGE; OFFERED TO SCHEDULE APPOINTMENT; PAID TO REPLACE ALTERNATOR BECAUSE WAS OUTSIDE OF APPLICABLE WARRANTY AT TIME OF REPAIR | | | CUST DECLINES; IS NOT PHYSICALLY WELL AND DOES NOT KNOW WHEN COULD BE ABLE TO TAKE TO DLR | | | NO FURTHER ACTION | | | ;LKFDSJ;LKASJF ;LDSAKJFDSA;LFDS FDSLFDSALKDSAFDSLKFDSALK DS FDSFDS;LK FDS FDSA FDS FDSLKJFDSLKJ F

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBA7AHXAV[redacted]
Owner Or Fleet	[redacted] Shady Side, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	12/6/2018	Incident Date	N/A	Mileage	52,243
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 10:06:00 AM	CUSTOMER STATES; CALLED INTO VW CARE A YEAR AGO FOR FINANCIAL ASSISTANCE WITH THE CLOCK SPRING AND WAS DENIED; REFERENCE TO CASE#[redacted] THEY JUST RECEIVED THE REIMBURSEMENT FORM FOR THE AIRBAG CLOCK SPRING; | | | CUSTOMER SEEKS; TO SEND IN ALL NECESSARY DOCUMENTS TO RECEIVE THE REIMBURSEMENT; | | | CO ADVISED; I WILL EMAIL THE CUSTOMER THEIR CASE NUMBER AND THEY CAN REPLY BACK TO THAT WITH THEIR DOCUMENTS FOR REVIEW ON POSSIBLE REIMBURSEMENT; CO ADVISED THAT IT CAN TAKE UP TO 120 DAYS FOR REVIEW; | | | CO TO WAIT FOR DOCUMENTS
12/6/2018 10:21:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┤T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | BRITTANY M | CUSTOMER CARE ADVOCATE |
12/6/2018 10:41:00 AM	FROM: [redacted] | | SENT: THURSDAY, DECEMBER 06, 2018 10:35 AM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | TOTAL FOR BOTH INVOICES WITH TAX SHOULD BE $1,255.49 | |
12/6/2018 10:43:00 AM	MEDIA ATTACHED IN DOC CENTER
12/6/2018 7:17:00 PM	CO ADVISED THE CUSTOMER THAT WE DID RECEIVE THEIR DOCUMENTS FOR THE POSSIBLE REIMBURSEMENT FOR THE AIRBAG CLOCK SPRING REPAIR; CO ALSO ADVISED THE CUSTOMER THEY HAD AN OPEN RECALL ON THE VEHICLE FOR THE 69Q9 TAKATA AIRBAG INFLATOR; CUSTOMER STATES THEY HAD THAT RECALL PERFORMED EARLY LAST YEAR; CO ADVISED CUSTOMER COULD THEY ALSO SEND THAT DOCUMENT AS WELL AS IT SHOWS IN OUR SYSTEM THAT IT IS STILL OPEN; CO TO FOLLOW UP WITH CUSTOMER BY COB 12/07/2018 TO ENSURE WE RECEIVE THAT DOCUMENT FOR THE 69Q9 RECALL; | | | | | | |
12/7/2018 11:27:00 AM	MEDIA ATTACHED IN DOC CENTER
12/11/2018 1:41:00 PM	CUSTOMER SENT IN REPAIR ORDER FROM DEALER 409150 FROM 8-31-2017; THE REPAIR ORDER[redacted] SHOWS THE WARRANTY WORK COMPLETED BY THE DEALER FOR THE INITIAL AIR BAG CLOCK SPRING RECALL AND THE TAKATA 69M9 | | | CUSTOMER WILL NEED TO PROVIDE PART NUMBERS FOR 8-9-2018 REPAIR COMPLETED AT EUROSPORT AUTO CARE OR ASK THE INDEPENDENT , TO PROVIDE THE NAME OF THE VW DEALER THAT (EUROSPORT) ORDERED THE PARTS FROM. | | | | | CO TO CALL CUSTOMER.
12/11/2018 6:43:00 PM	CUSTOMER STATES; THEY FEEL THEY SHOULDNT HAVE TO GO BACK TO THE INDEPENDANT TO TRY AND GET A PART NUMBER FROM A YEAR AGO; THEY REQUESTED THEY WANT A SUPERVISOR TO CALL THEM BACK BECAUSE THEY WANT SOMEONE TO BE ABLE TO TELL THEM THAT IF THEY DONT GET THE PART NUMBER FROM THE INDEPENDANT THAT VW WILL STILL REVIEW FOR POSSIBLE REIMBURSMENT ON THE AIRBAG CLOCK SPRING; | | | FACE TO FACE WITH PETER WHO ADVISED WE WOULD NEED A PART # TO CONFIRM A VW PART WAS USED; | | | CO ADVISED; WE WOULD NEED A PART # TO CONFIRM A VW PART WAS USED | | | CUSTOMER WANTS A SUPERVISOR TO CALL THEM BACK TO ENSURE THEM THEY WILL STILL BE ABLE GET THEIR REIMBURSMENT REVIEWED; | | | | |
12/11/2018 6:48:00 PM	SUPERVISOR ADVISED WE WOULD NEED A PART # TO CONFIRM A VW PART WAS USED.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBA7AHXAV[redacted]
Owner Or Fleet	[redacted] Shady Side, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	12/6/2018	Incident Date	N/A
Mileage	52,243		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/11/2018 7:18:00 PM	THE CUSTOMER FEELS THEY SHOULDNT HAVE TO GO BACK TO THE INDEPENDENT TO TRY AND GET A PART NUMBER FROM A YEAR AGO; THEY REQUESTED THEY WANT A SUPERVISOR TO CALL THEM BACK BECAUSE THEY WANT SOMEONE TO BE ABLE TO TELL THEM THAT IF THEY DONT GET THE PART NUMBER FROM THE INDEPENDENT THAT VW WILL STILL REVIEW FOR POSSIBLE REIMBURSEMENT ON THE AIRBAG CLOCK SPRING, AND THAT THEY WILL QUALIFY FOR THE REIMBURSEMENT WITHOUT THE PART NUMBER;
12/12/2018 4:39:00 PM	CUSTOMER STATES: WHEN HE TOOK VEHICLE IN LAST YEAR FOR STEERING WHEEL CLOCK SPRING AND AIR BAG RECALLS PERFORMED, CONTROLS ON STEERING WHEEL DID NOT WORK; DEALER ADVISED REPAIR WAS NOT COVERED UNDER WARRANTY AND WOULD ONLY BE COMPLETED AT CUSTOMER EXPENSE; CONTACTED CUSTOMER CARE CENTER AND RCM CONFIRMED THE REPAIR WAS OUTSIDE OF WARRANTY; COULD NOT AFFORD THE REPAIR SO TOOK VEHICLE TO INDEPENDENT, SHADY SIDE AUTO SERVICE; INDEPENDENT FOUND BROKEN CONNECTION; CUSTOMER FELT DEALER BROKE THE CONNECTION; INDEPENDENT REPLACED PARTS NEEDED, BUT WAS UNABLE TO PROGRAM, SO CUSTOMER HAD TO TAKE VEHICLE TO ANOTHER INDEPENDENT EUROSPORT AUTO CARE; RECEIVED NOTICE OF AIR BAG CLOCK SPRING WARRANTY EXTENSION, SO SUBMITTED DOCUMENTS FOR REIMBURSEMENT; WAS ADVISED DOCUMENTS MUST HAVE PART #'S; SPOKE WITH TECHNICIAN AT SHADY SIDE AUTO SERVICE WHO IS LOOKING FOR PART #'S THAT WERE REPLACED AND SHOULD GET BACK TO CUSTOMER BY SATURDAY. TEAM LEAD STATES: WILL FURTHER RESEARCH AND FOLLOW UP WITH CUSTOMER BY COB 12/17. TEAM LEAD TO REVIEW.
12/17/2018 4:38:00 PM	TEAM LEAD ATTEMPTED TO CALL CUSTOMER; LEFT VOICE MESSAGE INQUIRING IF PART #'S WERE FOUND; TEAM LEAD TO CONTACT CUSTOMER BY COB 1/19. | | | | PHONE ADVOCATE: IF CUSTOMER CALLS, PLEASE ATTEMPT TO CONTACT TEAM LEAD AT EXT. 43441; IF NOT AVAILABLE, PLEASE REQUEST BEST TIME OF DAY AND PHONE # TO REACH CUSTOMER.
12/19/2018 2:49:00 PM	TEAM LEAD ATTEMPTED TO CALL CUSTOMER; LEFT VOICE MESSAGE PROVIDING CASE # AND 800#; TEAM LEAD TO SEND UNABLE TO CONTACT E-MAIL. | | | | PHONE ADVOCATE: IF CUSTOMER CALLS, PLEASE ATTEMPT TO CONTACT TEAM LEAD AT EXT. 43441; IF NOT AVAILABLE, PLEASE REQUEST BEST TIME OF DAY AND PHONE # TO REACH CUSTOMER.
12/19/2018 2:58:00 PM	REFERENCE #[redacted] | | DEAR MR. [redacted] | | I TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. AT YOUR EARLIEST CONVENIENCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987 OR REPLY TO THIS E-MAIL WITH THE PART NUMBERS NEEDED FOR CUSTOMER CARE CENTER TO CONTINUE TO REVIEW YOUR REQUEST. | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | SINCERELY, | | | | NO FURTHER ACTION PENDING CUSTOMER CONTACT.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A34CC[redacted]
Owner Or Fleet	[redacted], Mount Prospect, IL [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/6/2018	Incident Date	N/A
Mileage	45,458		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 10:24:00 AM	MEDIA ATTACHED IN DOC CENTER
1/11/2019 3:41:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; DEALER PERFORMED REPAIRS WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $439.74 | | | | SP TO GENERATE CHECK REQUEST
1/11/2019 3:47:00 PM	1VWBH7A34CC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $439.74 | | | | SP GENERATED CHECK REQUEST
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 439.74 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A36CC[redacted]
Owner Or Fleet	[redacted] Parrish, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/6/2018	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 10:39:00 AM	CUSTOMER STATES: LOOKING AT A WARRANTY REIMBURSEMENT REQUEST FORM REGARDING CLOCK SPRING. HAD WORK DONE AT A VW DEALER AND SPENT OVER $300.00 FOR REPAIRS. | | | CUSTOMER SEEKING: REIMBURSEMENT | | | CO ADVISED: THE LETTER WAS SENT OUT TO ADVISE CUSTOMER IF THEY HAD A REPAIR FOR AIRBAG CLOCK SPRING DONE AND PAID OUT OF POCKET THEY COULD SUBMIT FOR REIMBURSEMENT. PLEASE SUBMIT PROOF OF PAYMENT, AS WELL AS REPAIR HISTORY, ONCE PAPERWORK IS RECEIVED, THE GENERAL TIME FRAME FOR REIMBURSEMENT REVIEW TAKES UP TO 120 BUSINESS DAYS; YOU WILL EITHER RECEIVE A LETTER OR CHECK IN THE MAIL; CO WILL FOLLOW UP WITH CUSTOMER A WEEK FROM TODAY, IN THE CASE THAT THE DOCUMENTS HAVEN'T BEEN RECEIVED. CO EMAILED CASE NUMBER, AND PROVIDED VW CARE FAX/EMAIL ADDRESS. | | | PENDING CUSTOMER DOCUMENTATION. | |
12/6/2018 10:43:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | JAMISHA K | CUSTOMER CARE ADVOCATE |
12/6/2018 2:46:00 PM	MEDIA ATTACHED IN DOC CENTER
12/10/2018 5:02:00 PM	SPECIAL PROJECTS- WORK CASE TO CLOSE.
12/10/2018 5:02:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 BUSINESS DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | JAMISHA K | CUSTOMER CARE ADVOCATE | |
1/14/2019 2:44:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 65,037 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $451.54. | | | | SP TO GENERATE CHECK REQUEST.
1/14/2019 2:49:00 PM	1VWBP7A36CC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $451.54. | | | | SP GENERATED CHECK.
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 451.54 MAILED ON 01/17/2019
1/24/2019 9:34:00 AM	CUSTOMER STATES WANTS TO CHECK ON REIMBURSEMENT CLAIM | | | CO ADVISED CHECK WAS MAILED ON 1/17; ADVISED IT MAY TAKE 2-3 WEEKS TO ARRIVE | | | SP TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A36FC[redacted]
Owner Or Fleet	[redacted] Palmetto Bay, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/6/2018	Incident Date	N/A
Mileage	42,600		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 10:42:00 AM	CUSTOMER STATES; CUSTOMER BROUGHT HIS VEHICLE INTO DEALER 405041 BECAUSE HE HAD A LOSS OF STEERING WHEEL FUNCTIONS; CUSTOMER HAS A VW EXTENDED SERVICE CONTRACT, AND HAD TO PAY A $50 DEDUCTIBLE TO GET REPAIRS TO HIS CLOCKSPRING; CUSTOMER RECEIVED THE WARRANTY EXTENSION NOTICE FOR THE AIR BAG CLOCK SPRING A COUPLE OF DAYS AFTER HE PAID FOR THE REPAIRS; CUSTOMER WANTS TO BE REIMBURSED FOR HIS OUT OF POCKET EXPENSES | | | CUSTOMER SEEKING: TO BE REIMBURSED FOR OUT OF POCKET EXPENSES FOR CLOCK SPRING | | | CO ADVISED: CUSTOMER HAS THE AIRBAG CLOCK SPRING WARRANTY EXTENSION ON VEHICLE FOR 10YEARS/120K MILES WOF; CUSTOMER CAN SUBMIT DOCUMENTATION FOR REIMBURSEMENT VIA EMAIL, FAX, OR BY US POSTAL MAIL; CUSTOMER WOULD NEED TO SUBMIT THE REPAIR ORDER, PROOF OF PAYMENT, AND PUT HIS CASE NUMBER ON TOP OF DOCUMENTATION; CO WILL EMAIL WAYS CUSTOMER CAN SEND DOCUMENTATION IN FOR REIMBURSMENT AS WELL AS THE CASE NUMBER | | | CO TO ESCALATE TO TEAM 5 FOX
12/6/2018 10:47:00 AM	TEAM 5 FOX TO EMAIL CUSTOMER WAYS TO SEND IN REIMBURSMENT | | | CUSTOMER NEEDS TO SEND IN PROOF OF PAYMENT AND REPAIR ORDER; CUSTOMER SHOULD PUT CASE NUMBER ON TOP OF DOCUMENTATION | | FAX: 248-754-6504 | | EMAIL: VWCUSTOMERCARE@VW.COM | | ADDRESS: 3800 W HAMLIN RD., AUBURN HILLS, MI 48326
12/6/2018 10:47:00 AM	CATEGORY SELECTION : STEERING / HISTORICAL CONCERN / LOSS OF STEERING WHEEL FUNCTIONS;
12/6/2018 10:48:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | CIDNEY H | CUSTOMER CARE ADVOCATE |
12/10/2018 10:15:00 AM	CO TO REVIEW.
12/10/2018 10:15:00 AM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | I AM FOLLOWING UP TO PROVIDE OUR CONTACT INFORMATION TO SEND YOUR REPAIR ORDER AND PROOF OF PAYMENT THROUGH ANY OF THE FOLLOWING METHODS: | | | ADDRESS: 3800 W HAMLIN RD., AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | EMAIL: VWCUSTOMERCARE@VW.COM | | | PLEASE ALSO INCLUDE YOUR REFERENCE NUMBER PROVIDED ABOVE WITH ANY DOCUMENTATION YOU SEND. IF YOU HAVE ANY OTHER QUESTIONS, PLEASE FEEL FREE TO CONTACT US AGAIN. | | | SINCERELY, | | | | | | | CIDNEY H. | | CUSTOMER CARE ADVOCATE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX1DW[redacted]
Owner Or Fleet	[redacted] Roselle, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/6/2018	Incident Date	N/A
Mileage	57,509		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 11:03:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 3:23:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS ON CLOCK SPRING AT 57509 MILES; RO DATE IS 11/20/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $644.26 | | | | SP TO GENERATE CHECK REQUEST.
1/14/2019 3:26:00 PM	WVGAV3AX1DW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $644.26. | | | | SP GENERATED CHECK.
1/14/2019 3:26:00 PM	GW-PROVIDED-OUT OF POCKET DATE
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 644.26 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A31FC[redacted]
Owner Or Fleet	[redacted] North Andover, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/6/2018	Incident Date	N/A
Mileage	61,945		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 11:15:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 3:48:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED 2 REPAIR ORDER'S AND 2 POP'S FROM DEALER; DEALER PERFORMED DIAGNOSIS OF WECY WARRANTY EXTENSION REPAIRS AND PERFORMED REPAIRS ON CLOCK SPRING AT 61,945 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $330.68; LABOR $383.00; TAX $20.66; TOTAL $734.34. | | | | SP TO GENERATE CHECK REQUEST.
1/14/2019 3:52:00 PM	1VWAT7A31FC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $734.34. | | | | SP GENERATED CHECK.
1/18/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 734.34 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW467AJ3CM[redacted]
Owner Or Fleet	[redacted]		CHARLOTTESVILLE, VA, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/6/2018	Incident Date	N/A
Mileage	100,516		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 11:09:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 3:29:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 100,516 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $313.28; LABOR $294.95; TAX $16.60; TOTAL $624.83. | | | | SP TO GENERATE CHECK REQUEST.
1/14/2019 3:33:00 PM	3VW467AJ3CM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $624.83. | | | | SP GENERATED CHECK.
1/18/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 624.83 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A34DC[redacted]
Owner Or Fleet	[redacted] PORT SULPHUR, LA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/6/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 11:12:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 3:39:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 57,509 MILES; CUSTOMER ONLY PAID $100.00 DEDUCTIBLE; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $100.00. | | | SP TO GENERATE CHECK REQUEST.
1/14/2019 3:41:00 PM	1VWBN7A34DC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $100.00. | | | SP GENERATED CHECK.
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 100.00 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7ANXCE[redacted]
Owner Or Fleet	[redacted] Clearwater, FL, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	12/6/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Mileage	46,357

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 11:19:00 AM	MEDIA ATTACHED IN DOC CENTER
1/3/2019 7:08:00 PM	CUSTOMER STATES: SENT IN PAPERWORK FOR REIMBURSEMENT ON STEERING WHEEL CLOCK SPRING; | | | | CUSTOMER SEEKING: IF DOCUMENTS WERE RECEIVED; | | | | CUSTOMER ADVOCATE ADVISED: DOCUMENTS WERE RECEIVED 12/06; 120 BUSINESS DAY REVIEW PROCESS; WILL RECEIVE CORRESPONDENCE VIA MAIL ONCE IT HAS BEEN REVIEWED; CUSTOMER ADVOCATE PROVIDED CASE NUMBER; | | | | SP TO REVIEW;
1/14/2019 4:22:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 46,357 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $714.55. | | | | SP TO GENERATE CHECK REQUEST.
1/14/2019 4:29:00 PM	WVWMN7ANXCE[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $714.55. | | | | SP GENERATED CHECK.
1/18/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 714.55 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBN7AN9EE[redacted]
Owner Or Fleet	[redacted] Paige, TX, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2014		
Report Date	12/6/2018	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 11:22:00 AM	CUSTOMER STATES: RECEIVED NOTICE IN MAIL FOR WARRANTY EXTENSION; | | | | CUSTOMER SEEKING: CLARIFICATION | | | | CO ADVISED: WARRANTY EXTENSION IF FOR AIRBAG CLOCK SPRING TILL 07/11/2024 OR 120K WOF; CO ADVISED SYMPTOMS WOULD BE STEERING WHEEL CONTROLS NOT WORKING AS WELL AS AIRBAG LIGHT BEING ON; CO ADVISED NO ACTION IS NEEDED FROM CUSTOMER; | | | | CUSTOMER THANKED; NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32DC[redacted]
Owner Or Fleet	[redacted] Denville, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/6/2018	Incident Date	N/A
Mileage	105,299		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 11:28:00 AM	MEDIA ATTACHED IN DOC CENTER
1/10/2019 3:53:00 PM	CUSTOMER STATES: CALLING TO CHECK ON STATUS ON WARRANTY COVERAGE OF THE STEERING WHEEL CLOCK SPRING, MAILED IN DOCUMENTS FOR REIMBURSEMENT. | | | CUSTOMER SEEKING: UPDATE ON CASE | | | CUSTOMER ADVOCATE ADVISED: WE RECEIVED YOUR PAPERWORK 12/06/2018; THANK YOU FOR SENDING YOUR PAPERWORK IN TO US. THE GENERAL TIME FRAME FOR REIMBURSEMENT REVIEW TAKES UP TO 120 DAYS CURRENTLY, DUE TO THE HIGH VOLUME OF REIMBURSEMENT REQUESTS WE ARE CURRENTLY RECEIVING; YOU WILL EITHER RECEIVE A LETTER OR CHECK IN THE MAIL ONCE REVIEW PROCESS HAS BEEN COMPLETED. | | | | CUSTOMER ADVOCATE TO ASSIGN CASE TO SPECIAL PROJECTS | |
1/10/2019 3:56:00 PM	SP-WORK CASE TO CLOSE.
1/15/2019 8:31:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 105,299 MILES ; VW TO REIMBURSE CAP AMOUNT FOR WECY WARRANTY EXTENSION; PARTS $290.07; LABOR $135.00; TAX $30.33; TOTAL $455.40. | | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 8:34:00 AM	1VWBP7A32DC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $455.40. | | | | SP GENERATED CHECK.
1/15/2019 8:37:00 AM	SP MAILED CAP AMOUNT LETTER.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 455.40 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A38CC[redacted]
Owner Or Fleet	[redacted], WAYNESBORO, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/6/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 11:31:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 3:30:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $422.97 | | | SP TO GENERATE CHECK REQUEST
1/14/2019 3:31:00 PM	1VWBH7A38CC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $422.97 | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 422.97 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A37F[redacted]
Owner Or Fleet	[redacted]		Arlington, VA, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/6/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 11:32:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 3:36:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED TWO RO AND POP FROM DEALER; ONE RO SHOWS DIAGNOSIS; OTHER RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; PARTS: $362.99; LABOR: $569.05; TAX: $19.23; TOTAL: $951.27 | | | SP TO GENERATE CHECK REQUEST
1/14/2019 3:40:00 PM	1VWAT7A37FC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $951.27 | | | SP GENERATED CHECK REQUEST
1/17/2019 10:39:00 AM	CUSTOMER STATES; HAD RECALL REPAIR PERFORMED ON VEHICLE BEFORE VW ISSUED A RECALL; SUBMITTED REPAIR ORDER AND POP BACK IN NOVEMBER | | | CUSTOMER SEEKING; IF CUSTOMER CARE CENTER HAS RECEIVED THE DOCUMENTS AND WHEN CUSTOMER WILL RECEIVE REIMBURSEMENT CHECK | | | CO ADVISED; CHECKED INTO CASE NOTES; VW RECEIVED THE DOCUMENTS 12-06-2018; AS STATED IN NOTES THE CHECK FOR $951.27 HAS BEEN GENERATED AS OF 1-14-2019 AND IT DOES TAKE ABOUT 4-6 WEEKS FOR CUSTOMER TO RECEIVE CHECK; CUSTOMER ACCEPTED | | | NO FURTHER ACTION
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 951.27 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWPL7AJ7DM[redacted]
Owner Or Fleet	[redacted] Morton Grove, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2013		
Report Date	12/6/2018	Incident Date	N/A
Mileage	49,323		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 11:34:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 3:43:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 2/20/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE WECY AS GOODWILL; TOTAL: $711.13 | | | SP TO GENERATE CHECK REQUEST
1/14/2019 3:49:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/14/2019 3:49:00 PM	3VWPL7AJ7DM[redacted]VW TO REIMBURSE WECY AS GOODWILL; TOTAL: $711.13 | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 711.13 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCM7A37DC[redacted]
Owner Or Fleet	[redacted] ROCHESTER, NH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/6/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 11:40:00 AM	MEDIA ATTACHED IN DOC CENTER
1/11/2019 1:30:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED DIAG; RO SHOWS THE CLOCKSPRING IS NEEDED; CUST DECLINED REPAIRS; AS THE RO STOWS THE CLOCK SPRING IS NEEDED; VW CAN REIMBURSE THE DIAG AT THE DLR. VW TO REIMBURSE TOTAL: $129.99. | | | SP TO GENERATE CHECK REQUEST.
1/11/2019 4:12:00 PM	1VWCM7A37DC[redacted] VW OT REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $129.99. | | | GENERATED CHECK REQUEST.
1/17/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 129.99 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWXK7AN3AE[redacted]
Owner Or Fleet	[redacted] Evanston, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat Wagon (Germany), 2010		
Report Date	12/6/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 11:41:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 4:05:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS DIAGNOSIS STATING THAT VEHICLE NEEDS NEW CLOCK SPRING; REPAIRS WERE NOT PERFORMED; VW TO REIMBURSE CUSTOMER PAY FOR WECI; TOTAL: $101.27 | | | SP TO GENERATE CHECK REQUEST
1/14/2019 4:06:00 PM	WVWXK7AN3AE[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $101.27 | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 101.27 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX2DW[redacted]
Owner Or Fleet	[redacted] Powell, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/6/2018	Incident Date	N/A
Mileage	84,957		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 11:42:00 AM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 8:35:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED TWO RO AND POP FROM DEALER; ONE RO DATED 12/2/2017 SHOWS DIAGNOSIS AND RECOMMENDATION THAT CLOCK SPRING BE REPLACED AND A CLOCK SPRING WAS ORDERED; OTHER RO DATED 12/9/2017 SHOWS REPLACEMENT OF CLOCK SPRING DONE BEFORE 120K MILES; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $672.32 | | | SP TO GENERATE CHECK REQUEST
1/15/2019 8:40:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/15/2019 8:41:00 AM	WVGBV3AX2DW[redacted] VW TO REIMBURSE WECY AS GOODWILL; TOTAL: $672.32 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK #[redacted]OR AMOUNT $ 672.32 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX0DW[redacted]
Owner Or Fleet	[redacted] Warren, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/6/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Mileage	74,612

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 11:45:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 4:18:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT AND RECEIPT FOR PURCHASE OF CLOCK SPRING; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $428.40 | | | SP TO GENERATE CHECK REQUEST
1/14/2019 4:21:00 PM	WVGBV7AX0DW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $428.40 | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK # [redacted] OR AMOUNT $ 428.40 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWJX7AJ8AM[redacted]
Owner Or Fleet	[redacted] Rock Hill, SC, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/6/2018	Incident Date	N/A
Mileage	109,582		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 11:45:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 4:24:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING BEFORE 120K MILES; VW TO REIMBURSE TOTAL; TOTAL: $467.99 | | | SP TO GENERATE CHECK REQUEST
1/14/2019 4:25:00 PM	3VWJX7AJ8AM[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $467.99 | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 467.99 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A35FC[redacted]
Owner Or Fleet	[redacted]		SOUTH JORDAN, UT, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/6/2018	Incident Date	N/A
Mileage	55,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 11:48:00 AM	CUSTOMER STATES: DID NOT RECEIVE A NOTICE FOR VEHICLE; AIRBAG LIGHT IS ON; STEERING WHEEL CONTROLS DONT WORK; CANT USE VOLUME BUTTONS ON STEERING WHEEL; IS THERE AN EXTENSION FOR THE CLOCKSPRING; | | | | CO ADVISED: I APPRECIATE YOUR PATIENCE AND WANT TO THANK YOU AND YOUR FAMILY FOR BEING LOYAL TO THE VW BRAND. :) YOUR WIFE'S PASSAT DOES HAVE A AIRBAG CLOCKSPRING WARRANTY EXTENSION. THIS IS VALID UNTIL JULY 31ST OF 2025 OR 120K MILES WHICHEVER OCCURS FIRST. IT SOUNDS LIKE THE SYMPTOMS ARE PRESENT SO I'D RECOMMEND GETTING IT INTO A DEALER. IF THE CLOCKSPRING IS DETERMINED AS FAILED DUE TO A MANUFACTURE SHORTCOMING, THIS WOULD BE COVERED! IT APPEARS WE HAD A PREVIOUS ADDRESS ON FILE SO I WENT AHEAD AND UPDATED THAT FOR YOU SINDCE YOU DID NOT RECEIVE THE NOTICE. | | | | CUSTOMER ACKNOWLEDGED; | | | | CO TO CLOSE
12/6/2018 11:52:00 AM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / STEERING WHEEL CONTROLS DON'T WORK; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;;
12/6/2018 11:53:00 AM	MEDIA ATTACHED IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A32CC[redacted]
Owner Or Fleet	[redacted] Philadelphia, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/6/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 11:55:00 AM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 8:47:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO FROM DEALER; POP VERIFIED IN XTIME; RO SHOWS BATTERY REPLACEMENT AND REPAIRS TO CLOCK SPRING DONE WITHIN TIME FRAME; WECI COVERS CLOCK SPRING ONLY; RO SHOWS THAT EXTENDED WARRANTY COMPANY COVERED THE COST OF THE CLOCK SPRING PART; VW TO REIMBURSE CUSTOMER PAY FOR CLOCK SPRING LABOR; TOTAL: $250.00 | | | SP TO GENERATE CHECK REQUEST
1/15/2019 8:51:00 AM	1VWAP7A32CC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $250.00 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 250.00 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX6FW[redacted]
Owner Or Fleet	[redacted] Lansdale, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	12/6/2018	Incident Date	N/A
Mileage	55,250		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 12:00:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 9:03:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS DONE TO CLOCK SPRING BEFORE 120K MILES; RO IS DATED 4//4/2018; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $610.94 | | | SP TO GENERATE CHECK REQUEST
1/15/2019 9:05:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/15/2019 9:05:00 AM	WVGAV7AX6FW[redacted]; VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $610.94 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 610.94 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN3AE[redacted]
Owner Or Fleet	[redacted]		Columbus, OH, [redacted]
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	12/6/2018	Incident Date	N/A
Mileage	107,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 12:07:00 PM	CUSTOMER STATES RECEIVED LETTER FOR WARRANTY EXTENSION ON AIRBAG CLOCK SPRING REIMBURSEMENT REQUEST FORM; VEH EXPERIENCING: AIRBAG LIGHT ON; | | | | CUSTOMER SEEKING NEXT STEPS TO HAVE WARRANTY EXTENSION; INFORMATION REGARDING DIAGNOSIS | | | | CO ADVISED CUSTOMER HAS OPEN WARRANTY EXTENSION GOOD TILL 1/26 OR UNLIMITED MILEAGE; DUE TO VEH CONCERNS; RECOMMEND SCHEDULING A DLR APPOINTMENT TO HAVE CONCERNS DIAGNOSISED; IF DLR TO DETERMINE CONCERNS RELATED TO WARRANTY EXTENSION; DLR TO REPAIR AT NO COST TO CUSTOMER; BECAUSE THERE IS LABOR TIME INVOLVED IN DIAGNOSING A VEHICLE CONCERN, A DEALER MAY ASK CUSTOMER TO AUTHORIZE THE COST OF DIAGNOSIS UP FRONT; THIS IS CUSTOMER AGREEING TO COVER THE COST OF THE DIAGNOSIS IF THE DEALER FINDS THAT THE CONCERN ISN┬┐T THE RESULT OF A WARRANTABLE MANUFACTURER┬┐S SHORTCOMING; HOWEVER, IF THE DEALER FINDS THAT THE CONCERNS ARE COVERED UNDER WARRANTY, THE COST OF DIAGNOSIS WOULD BE ROLLED INTO THAT COVERAGE; OFFERED TO SCEHDULE APPOINTMENT; CUSTOMER ACCEPTED; SCHEDULED 1:00 PM - WEDNESDAY DEC 19, 2018; CONFIRMATION CODE X03VO6PLT1; 1 OPEN RECALL 69Q9 TAKATA SDI DRIVER FRONTAL AIRBAG INFLATOR | | | | NO FURTHER ACTION | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A38FC[redacted]
Owner Or Fleet	[redacted] Hubert, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/6/2018	Incident Date	N/A
Mileage	33,400		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 12:08:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 9:16:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS DONE TO CLOCK SPRING BEFORE 120K MILES; PARTS AND LABOR COSTS ARE BELOW CAP AMOUNT FOR WECY WARR EXT; VW TO REIMBURSE TOTAL; TOTAL: $493.56 | | | SP TO GENERATE CHECK REQUEST
1/15/2019 9:18:00 AM	1VWBT7A38FC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $493.56 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 493.56 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX8DW[redacted]
Owner Or Fleet	[redacted] Groton, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/6/2018	Incident Date	N/A
Mileage	62,946		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 12:12:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 9:22:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 12/19/2016; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $743.48 | | | SP TO GENERATE CHECK REQUEST
1/15/2019 9:24:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/15/2019 9:24:00 AM	WVGBV3AX8DW[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $743.48 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 743.48 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW547AU5FM[redacted]
Owner Or Fleet	[redacted] JENSEN BEACH, FL, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2015		
Report Date	12/6/2018	Incident Date	N/A
Mileage	36,341		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521AT		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 12:13:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 9:37:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO STATES THAT VW COVERED PARTS COSTS; VW TO REIMBURSE CUSTOMER PAY FOR WECY WARR EXT; TOTAL: $278.25 | | | SP TO GENERATE CHECK REQUEST
1/15/2019 9:38:00 AM	3VW547AU5FM[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $278.25 | | | SP GENERATED CHECK REQUEST
1/21/2019 2:44:00 PM	CUSTOMER STATES: SINCE IN DOCUMENTS FOR REIMBURSEMENT ON CLOCK SPRING; | | | CUSTOMER SEEKING: STATUS; | | | CUSTOMER ADVOCATE ADVISED: 3-4 TO RECEIVE SOMETHING IN MAIL; VW IS GOING TO REIMBURSE $278.25; | | | NO ACTION NEEDED;
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 278.25 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX3DW[redacted]
Owner Or Fleet	[redacted] Tempe, AZ [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/6/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Mileage	31,111

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 12:33:00 PM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 4:03:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $525.28. | | | | SP TO GENERATE CHECK REQUEST.
1/14/2019 4:04:00 PM	WVGAV3AX3DW[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $525.28. | | | | GENERATED CHECK REQUEST.
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 525.28 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCP7A33DC[redacted]
Owner Or Fleet	[redacted] OLYMPIA, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/6/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 12:36:00 PM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 1:41:00 PM	CUSTOMER STATES THAT SENT IN DOCUMENTATION FOR A CLOCK SPRING REPAIR; STATES WOULD LIKE TO MAKE SURE VW RECEIVED THIS INFORMATION AND WOULD LIKE TO CHECK ON THE STATUS; | | | CUSTOMER SEEKING UPDATE ON CASE; | | | CUSTOMER ADVOCATE ADVISED THAT THE DOCUMENTS WERE RECEIVED AS OF 12/06/2018; ADVISED THAT CUSTOMER WILL RECEIVE A DECISION WITHIN 60-90 DAYS; | | | CUSTOMER THANKED; | | | SP TO REVIEW
1/14/2019 1:49:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / CLOCK SPRING FAILURE;
1/15/2019 10:17:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS DRIVER'S SIDE WINDOW SWITCH AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; WECI WARR EXT COVERS CLOCK SPRING ONLY; VW TO REIMBURSE CLOCK SPRING TOTAL; PARTS: $324.88; LABOR: $307.50; TAX: $41.10; TOTAL: $673.48 | | | SP TO GENERATE CHECK REQUEST
1/15/2019 10:21:00 AM	1VWCP7A33DC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $673.48 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 673.48 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A3XEC[redacted]
Owner Or Fleet	[redacted] Tomball, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/6/2018	Incident Date	N/A
Mileage	80,201		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 12:39:00 PM	MEDIA ATTACHED IN DOC CENTER
1/11/2019 4:31:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; DEALER PERFORMED REPAIRS BEFORE 120K MILES AND BEFORE FIRST VALID OUT-OF-POCKET DATE; VW TO REIMBURSE WECY WARR EXT AS GOODWILL GESTURE; TOTAL: $544.01 | | | | SP TO GENERATE CHECK REQUEST
1/11/2019 4:32:00 PM	GW- PROVIDED- OUT OF POCKET DATE | |
1/11/2019 4:32:00 PM	1VWAP7A3XEC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $544.01 | | | | SP GENERATED CHECK REQUEST
1/17/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 544.01 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX6BW[redacted]
Owner Or Fleet	[redacted] VESTAVIA, AL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/6/2018	Incident Date	N/A
Mileage	106,630		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 12:44:00 PM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 4:17:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEP; INDEP PERFORMED REPAIRS TO THE CLOCK SPRING AT 106,630 MILES; VW TO REIMBURSE MAX PARTS $290.07; VW TO REIMBURSE LABOR $105.00; TAX $16.40; VW TO REIMBURSE TOTAL: $411.47; REPAIRS WERE COMPLETE AFTER THE LAST OUT OF POCKET DATE; VW TO REIMBURSE AS GOODWILL. | | | SP TO GENERATE CHECK REQUEST.
1/14/2019 4:31:00 PM	WVGBV7AX6BW[redacted] VW TO REIMBURSE WECI WARRANTY EXT AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $411.47. | | | | GENERATED CHECK REQUEST.
1/14/2019 4:34:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 411.47 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ6DM[redacted]
Owner Or Fleet	[redacted]Houston, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	12/6/2018	Incident Date	N/A
Mileage	111,004		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 12:52:00 PM	CUSTOMER STATES: AIRBAG LIGHT IS ON; 2 WEEKS AGO VEHICLE WOULD NOT START AND CUSTOMER TOOK VEHICLE TO VW DEALER AND DID NOT FIND ANYTHING WRONG WITH VEHICLE; | | | CUSTOMER SEEKS: IF THE AIRBAG HAS ANYTHING TO DO WITH STEERING WHEEL CLOCK SPRING WARRANTY EXTENSION; | | | CO ADVISED: IF CUSTOMER IF EXPERIENCING PROBLEMS WITH STEERING WHEEL, HORN OR AIRBAG LIGHT CONSTANTLY ON, CO ADVISED TO TAKE VEHICLE TO VW DEALER; DEALER WILL DIAGNOSE VA; IF CUSTOMER DOES HAVE THE AIRBAG WARNING LIGHT ON RIGHT NOW, WOULD ADVISE TO TAKE VEHICLE TO VW DEALER TO HAVE VEHICLE DIAGNOSED; | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX8FW[redacted]
Owner Or Fleet	[redacted] Waverly, WV, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	12/6/2018	Incident Date	N/A
Mileage	49,493		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 1:00:00 PM	MEDIA ATTACHED IN DOC CENTER
1/3/2019 4:43:00 PM	CUSTOMER STATES: SENT IN THE DOCUMENTS TO BE REIMBURSED FOR A CLOCK SPRING REPAIR ABOUT 5 WEEKS AGO; | | | | CUSTOMER SEEKING: IF THE DOCUMENTS WERE RECEIVED AND WHAT WAS THE TIME FRAME TO BE REIMBURSED; | | | | CUSTOMER ADVOCATE ADVISED: THE DOCUMENTS WERE RECEIVED 12/06/2018 IT WILL TAKE ABOUT 90 BUSINESS DAYS TO BE REVIEWED AND THE CUSTOMER WILL RECEIVE THE DECISION IN A WRITTEN LETTER; | | | CUSTOMER ACKNOWLEDGED; | | | | SP TO REVIEW.
1/15/2019 10:52:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED TWO RO AND POP FROM DEALER; ONE RO SHOWS DIAGNOSIS AND PURCHASE OF CLOCK SPRING; OTHER RO SHOWS OIL CHANGE AND REPAIRS TO CLOCK SPRING DONE BEFORE 120K MILES; WECY WARR EXT COVERS CLOCK SPRING ONLY; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $336.55; LABOR: $198.00; TAX: $32.07; TOTAL: $566.62 | | | | SP TO GENERATE CHECK REQUEST
1/15/2019 11:01:00 AM	WVGBV7AX8FW[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $566.62 | | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 566.62 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDP7AJ1CM[redacted]
Owner Or Fleet	[redacted] LAKE WORTH, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/6/2018	Incident Date	N/A
Mileage	63,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 2:19:00 PM	CUSTOMER STATES: VEHICLE IS PRE OWNED; VEHICLE PURCHASED 2014 | | AT MILEAGE 19K; FIRST TIME VW/AUDI OWNER; VEH EXPERIENCING; HAS AN AIRBAG ABS AND CHECK ENGINE LIGHT ON; GOT A WARRANTY EXT. LETTER AND WOULD LIKE TO KNOW IF THE CONCERNS ARE RELATED; | | | CUSTOMER SEEKING: COVERAGE | | | CO ADVISED: THE WARRANTY EXT. COVERED THE AIRBAG CLOCK SPRING UNTIL 120K MILES OR 4/7/22 WOF; THERE IS ALSO A STEERING WHEEL LOCK WARRANTY EXT. UNTIL 100K MILES OR 4/6/22 WOF; IF A DIAGNOSIS CONFIRMS EITHER OF THESE CONCERNS IT WOULD BE COVERED UNDER THE EXT.; THE ISSUES YOU ARE HAVING THE DEALER WILL BE ABLE TO DIAGNOSIS AND LET YOU KNOW OF ASSOCIATED FEES: OFFERED TO ASSIST WITH SCHEDULING BUT CUSTOMER DECLINED | | | CO TO CLOSE
12/6/2018 2:20:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON ; AUTOMATICBRAKE / LIGHT ON / ABS LIGHT ON ; ENGANDENGCOOLING / WARNING LIGHT ON / CHECK ENGINE ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX8CW[redacted]
Owner Or Fleet	[redacted] Merrillville, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/6/2018	Incident Date	N/A
Mileage	142,692		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 1:54:00 PM	CUSTOMER STATES: RECEIVED AIRBAG CLOCK SPRING WARRANTY INFORMATION FROM VW; IS EXPERIENCING SYMPTOMS DESCRIBED; WILL VW COVER REPAIRS? | | | CUSTOMER SEEKS: TO KNOW IF VW WOULD COVER REPAIRS | | | CO ADVISED: VEHICLE IS STILL UNDER WARRANTY; WARRANTY ON VEHICLE IS FOR 15 YRS./UNLIMITED MILES; OFFERED TO SCHEDULE DEALER APPOINTMENT | | | CUSTOMER ACCEPTS | | | WHILE SETTING UP CUSTOMER PROFILE FOR DEALER 403328, LOST CONNECTION | | | CO TO CALL CUSTOMER BACK
12/6/2018 2:01:00 PM	CO ADVISED: CALLING BACK TO FINISH SCHEDULING VEHICLE | | | CO SCHEDULED CUSTOMER FOR MON DEC 10, 2018 AT 9:30 A.M. | | | NO FURTHER ACTION | | |
12/6/2018 2:21:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS PROMISED, HERE┬┐S THE INFORMATION FOR YOUR CLOSEST VW DEALERSHIP. | | HIGHLAND VOLKSWAGEN | 9601 INDIANAPOLIS BLVD, HIGHLAND, IN 46322 | (219) 237-2200 | [redacted] | | I HOPE THIS HELPS. IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY BACK TO THIS EMAIL OR CHAT WITH US ON [redacted] | SINCERELY, | | | STEFANI S | CUSTOMER CARE ADVOCATE |
12/6/2018 2:23:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MR. [redacted] | | THANKS FOR TAKING THE TIME TO SPEAK WITH ME. | | I SCHEDULED AN APPOINTMENT WITH HIGHLAND VOLKSWAGEN AND CONFIRMED YOUR APPOINTMENT DATE IS MONDAY, DECEMBER 10, 2018 AT 9:30 A.M. IF YOU NEED TO CHANGE THIS APPOINTMENT, PLEASE CALL THE DEALERSHIP DIRECTLY AT (219) 237-2200. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | SINCERELY, | | | STEFANI S | CUSTOMER CARE ADVOCATE |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX4DW[redacted]
Owner Or Fleet	[redacted] Lynchburg, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/6/2018	Incident Date	N/A
Mileage	46,702		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 2:03:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 11:04:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $458.15 | | | SP TO GENERATE CHECK REQUEST
1/15/2019 11:06:00 AM	WVGBV3AX4DW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $458.15 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 458.15 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHV7AJ8BW[redacted]
Owner Or Fleet	[redacted] SAN DIEGO, CA, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2011		
Report Date	12/6/2018	Incident Date	N/A
Mileage	95,864		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 2:10:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 11:09:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME, AIR FILTER, POLLEN FILTER AND SERPENTINE BELT REPLACED; WECI WARR EXT COVERS CLOCK SPRING ONLY; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $261.06; LABOR: $212.60; TAX: $18.92; TOTAL: $492.58 | | | SP TO GENERATE CHECK REQUEST
1/15/2019 11:12:00 AM	WVWHV7AJ8BW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $492.58 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 492.58 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW637AJ6DM[redacted]
Owner Or Fleet	[redacted] MISSOULA, MT, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	12/6/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 2:24:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 11:34:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE CAP AMOUNT FOR WECI WARR EXT; PARTS: $255.00; LABOR: $101.40; NO TAX IN MT; TOTAL: $356.40 | | | SP TO GENERATE CHECK REQUEST AND CAP REIMBURSEMENT LETTER
1/15/2019 11:38:00 AM	3VW637AJ6DM[redacted]VW TO REIMBURSE CAP AMOUNTS FOR WECI WARR EXT; TOTAL: $356.40 | | | SP GENERATED CHECK REQUEST
1/15/2019 11:39:00 AM	SP MAILED CAP REIMBURSEMENT LETTER
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 356.40 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A38EC[redacted]
Owner Or Fleet	[redacted] HAWTHORNE, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/6/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 2:29:00 PM	MEDIA ATTACHED IN DOC CENTER
1/8/2019 2:22:00 PM	CUSTOMER CALLING TO SEE IF MAIL WAS RECEIVED. CA ADVISED IT WAS SCANNED INTO SYSTEM ON 12/6. CUSTOMER ABRUPTLY ENDED CALL. SP TO REVIEW.
1/15/2019 8:44:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 39562 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $468.67. | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 8:47:00 AM	1VWBH7A38EC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $468.67. | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 468.67 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30DC[redacted]
Owner Or Fleet	[redacted] GREEN BROOK, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/6/2018	Incident Date	N/A
Mileage	59,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 2:57:00 PM	CUSTOMER STATES: GOT LETTER IN MAIL FOR WARRANTY EXTENSION FOR CLOCK SPRING; REPLACED CLOCK SPRING 1.5 YEARS AGO AND PAID FOR IT | | | CUSTOMER SEEKING: REIMBURSEMENT FOR CLOCK SPRING | | | CO REVIEWED WITH TEAM LEAD MJ: ADVISE CUSTOMER TO SUBMIT REPAIR ORDER AND PROOF OF PAYMENT; ONCE RECEIVED, REQUEST WILL BE REVIEWED FOR POSSIBLE REIMBURSEMENT. CO TO RETURN TO CUSTOMER. | | | CO ADVISED: CUSTOMER TO SUBMIT REPAIR ORDER AND PROOF OF PAYMENT; ONCE RECEIVED, REQUEST WILL BE REVIEWED FOR POSSIBLE REIMBURSEMENT. CO WILL SEND EMAIL TO CUSTOMER WITH INSTRUCTIONS | | | CUSTOMER THANKED | | | NO FURTHER ACTION
12/6/2018 3:02:00 PM	TEAM LEAD STATES: CO TO ADVISE CUSTOMER TO SUBMIT REPAIR ORDER AND PROOF OF PAYMENT; ONCE RECEIVED, REQUEST WILL BE REVIEWED FOR POSSIBLE REIMBURSEMENT. CO TO RETURN TO CUSTOMER. | |
12/6/2018 3:07:00 PM	CATEGORY SELECTION : ELECTRICAL / HISTORICAL CONCERN / CLOCK SPRING REPLACED;
12/6/2018 3:11:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MR. [redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | FAX: 248-754-6504 | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | MATTHEW W | CUSTOMER CARE ADVOCATE | |
12/13/2018 1:53:00 PM	CO VOICEMAIL TO CUSTOMER: HAVE NOT YET RECEIVED DOCUMENTS FOR REIMBURSEMENT REQUEST; CUSTOMER CAN REPLY TO CO EMAIL WITH DOCUMENTS ATTACHED OR FAX THEM IN OR POSTAL MAIL; PROVIDED CUSTOMER CARE CENTER NUMBER IF CUSTOMER HAS FURTHER QUESTIONS | | | CO TO WAIT CUSTOMER MAIL
12/13/2018 3:16:00 PM	CUSTOMER STATES: RECEIVED A CALL EARLIER FROM CO; CUSTOMER HAD THE CLOCK SPRING REPLACED AT OPEN ROAD VW DEALER 408221; | | | CUSTOMER SEEKS: UPDATE ON CASE; | | | CUSTOMER ADVOCATE ADVISED: CO HAS NOT RECEIVED ANY DOCUMENTS FROM CUSTOMER; | | | CUSTOMER STATES: MAILED DOCUMENTS, THEREFORE IT WILL TAKE A COUPLE DAYS; | | | CUSTOMER ADVOCATE ADVISED: CO WILL CALL CUSTOMER WHEN DOCUMENTS ARE RECEIVED AND THEN ESCALATE; | | | CO TO REVIEW AND WAIT FOR DOCUMENTS; | | | ****INTERNAL NOTE: CUSTOMER DOES NOT HAVE POP, CUSTOMER ADVOCATE ADVISED: WE CAN REACH OUT TO DEALER TO MAKE SURE CUSTOMER PAID**** | | ^ MAKE SURE TO INCLUDE THIS NOTE WHEN ESCALATING TO SP;
12/17/2018 8:06:00 AM	FROM: [redacted] | | SENT: SUNDAY, DECEMBER 16, 2018 1:27 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | DEAR MATHEW | | | | REFERENCE NUMBER [redacted] | | | | I SENT THE FIRST LETTER ON 12/11/2018 WITH OUT THE RECEIPT AND THE SECOND LETTER WITH MY RECEIPT OF PAYMENT ON 12/14/2018. | | IF YOU HAVE ANY QUESTION PLEASE CALL 908 400 8529 OR EMAIL ME. | |
12/21/2018 4:41:00 PM	MEDIA ATTACHED IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30DC[redacted]
Owner Or Fleet	[redacted] GREEN BROOK, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/6/2018	Incident Date	N/A
Mileage	59,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/26/2018 4:25:00 PM	CO VOICEMAIL TO CUSTOMER: RECEIVED EMAIL SAYING POP WAS SENT ON 12/14; HAVE RECEIVED REPAIR ORDER AS OF 12/21 STILL WAITING ON POP; WILL CONTACT CUSTOMER WHEN POP IS RECEIVED | | | CO TO WAIT CUSTOMER MAIL
1/3/2019 12:35:00 PM	CUSTOMER STATES: MAILED IN REIMBURSEMENT | | | CUSTOMER SEEKING: HAVE WE RECEIVED THE MAIL | | | CUSTOMER ADVOCATE ADVISED: HAVE RECEIVED THE REPAIR BUT WE NEED THE POP; USUALLY WENT INFORMATION IS MAILED IN ITS STATES AROUND 5 DAYS FOR IT TO APPEAR IN OUR SYSTEM ONCE IT ARRIVES; CAN ALSO EMAIL POP; ONCE RECEIVED CUSTOMER WILL BE IN CONTACT | | | CUSTOMER ADVOCATE TO EMAIL CUSTOMER CASE NUMBER | | | CO TO REVIEW
1/4/2019 5:09:00 PM	CO ADVISED: HAVE NOT YET RECEIVED POP; WONDERING IF CUSTOMER ADVOCATE SENT EMAIL TO CUSTOMER; | | | CUSTOMER STATES: DID RECEIVE EMAIL FROM CUSTOMER ADVOCATE BUT WAS NOT ABLE TO GET AROUND TO SENDING DOCUMENTS YESTERDAY; WILL SEND THEM VIA EMAIL TODAY WHEN CUSTOMER GETS HOME | | | CUSTOMER THANKED | | | CO TO WAIT CUSTOMER MAIL
1/7/2019 1:20:00 PM	MEDIA ATTACHED IN DOC CENTER
1/7/2019 8:27:00 AM	FROM: [redacted] | | SENT: FRIDAY, JANUARY 04, 2019 6:25 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | HI MATHEW | | I JUST EMAILED THE PICTURE OF THE PROOF OF PAYMENT. IF YOU HAVE ANY QUESTION PLEASE CALL ME THANKS. | | HAVE A GOOD WEEKEND | | REFERENCE NUMBER [redacted] | ROB VEGA | | | | | CO TO REVIEW
1/9/2019 2:38:00 PM	REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | SINCERELY, | | | MATTHEW W | | CUSTOMER CARE ADVOCATE | |
1/9/2019 2:41:00 PM	SP TO REVIEW
1/9/2019 6:03:00 PM	CUSTOMER WAS SEEKING AN UPDATE ON THE CASE TO SEE IF WE RECEIVED THEIR PAPERWORK; CUSTOMER ADVOCATE ADVISED THE CUSTOMER THAT WE SENT THEM AN EMAIL REGARDING THE ISSUE; CUSTOMER ADVOCATE ADVISED THE CUSTOMER THAT IT COULD TAKE UP TO 120 DAYS BEFORE THEY WOULD RECEIVE THEIR DECISION IN THE MAIL;
1/15/2019 9:48:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 39,681 MILES; REPAIR ORDER DATE IS 09/08/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; PARTS $346.34; LABOR 200.00; TAX $37.56; TOTAL $583.90. | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 9:51:00 AM	1VWBP7A30DC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $583.90. | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 583.90 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A30EC[redacted]
Owner Or Fleet	[redacted] Chicago, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/6/2018	Incident Date	N/A
Mileage	108,964		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 3:24:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 11:01:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 108,964 MILES; CUSTOMER PAID FOR PART ONLY; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $366.24. | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 11:03:00 AM	1VWBS7A30EC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $366.24. | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 366.24 MAILED ON 01/21/2019
1/29/2019 11:18:00 AM	CUSTOMER STATES: TRIED TO CASH REIMBURSEMENT CHECK AT CHASE BANK, BUT THEY WON'T LET HIM; CUSTOMER STATES THEY WILL ONLY DEPOSIT THE CHECK; CUSTOMER STATES CHASE BANK ADVISED HIM TO CALL CUSTOMER CARE CENTER BACK | | | CUSTOMER SEEKING: TO CASH CHECK | | | CUSTOMER ADVOCATE ADVISED: THAT IS TYPICALLY A BANKING DECISION, BUT YOU WOULD NORMALLY NEED TO FIRST DEPOSIT THE CHECK, WAIT FOR IT TO CLEAR, THEN WITHDRAW THE CASH AT THAT POINT; CUSTOMER THANKED | | | NO FURTHER ACTION*

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX5AW[redacted]
Owner Or Fleet	[redacted] Herndon, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2010		
Report Date	12/6/2018	Incident Date	N/A
Mileage	50,987		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549CH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 3:27:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 11:14:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 50,987 MILES; REPAIR ORDER DATE IS 04/21/2016; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; PARTS $170.20; LABOR $240.00; TAX $7.31; TOTAL $417.51. | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 11:17:00 AM	WVGBV7AX5AW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $417.51. | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 417.51 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32CC[redacted]
Owner Or Fleet	[redacted] Selbyville, DE, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/6/2018	Incident Date	N/A
Mileage	87,095		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 3:28:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 11:22:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 87095 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $348.08; LABOR $59.88; TAX $20.88; TOTAL $428.84. | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 11:26:00 AM	1VWBP7A32CC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $428.84. | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 428.84 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AXXDW[redacted]
Owner Or Fleet	[redacted], West Hartford, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/6/2018	Incident Date	N/A
Mileage	85,707		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 3:29:00 PM	MEDIA ATTACHED IN DOC CENTER
12/7/2018 8:00:00 AM	ASSIGNED FOR HANDLING.
1/15/2019 11:32:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 85,707 MILES; REPAIR ORDER DATE IS 05/10/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $589.83. | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 11:34:00 AM	WVGBV3AXXDW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $589.83. | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 589.83 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX7DW[redacted]
Owner Or Fleet	[redacted] Leverett, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/6/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 3:30:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 11:40:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 38,911MILES; REPAIR ORDER DATE IS 09/02/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; CUSTOMER WAS GOODWILL $250.00 ON 9/27/2017; VW TO REIMBURSE THE REMAINING AMOUNT FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; PARTS $292.25; LABOR $261.71; TAX $18.26; PREVIOUS GOODWILL AMOUNT $250.00; TOTAL $322.22 | | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 11:44:00 AM	WVGBV3AX7DW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $322.22. | | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 322.22 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX4DW[redacted]
Owner Or Fleet	[redacted], GAINESVILLE, FL,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/6/2018	Incident Date	N/A
Mileage	69,044		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 3:33:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 11:59:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED 2 REPAIR ORDER'S AND POP FROM DEALER; DEALER PERFORMED DIAGNOSIS FOR CLOCK SPRING REPAIRS; DEALER PERFORMED REPAIRS FOR CLOCK SPRING AT 69,044 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $377.99; LABOR $197.90; TAX $34.55; TOTAL $610.44. | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 12:02:00 PM	WVGBV3AX4DW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION AS GW GESTURE; TOTAL $610.44. | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 610.44 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32CC[redacted]
Owner Or Fleet	[redacted] Ellensburg, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/6/2018	Incident Date	N/A
Mileage	50,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 3:38:00 PM	CUST STATES: RECIEVED WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING; WONDERING WHAT IT IS FOR AND WHAT SHE SHOULD DO; AIRBAG LIGHT IS ON | | | CUST SEEKS: WHAT SHE SHOULD DO REGARDING WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING RECIEVED | | | CO ADVISED: WANT TO HAVE TAKEN TO VW DLR TO HAVE DIAGNOSED; IF DLR DIAGNOSES VEHICLE NEEDING REPAIR FOR THAT SPECIFIC COMPONENT YOU WILL MORE THAN LIKELY BE COVERED SINCE EXPIRES 6/2/27; DLR NOT ON X-TIME; WARM TRANSFERRED TO TIM | | | CUST THANKS | | | CO TO CLOSE
12/6/2018 3:55:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU8HM[redacted]
Owner Or Fleet	[redacted] BATH, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2017		
Report Date	12/6/2018	Incident Date	N/A
Mileage	10,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521AT		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 3:53:00 PM	CUSTOMER STATES: RECEIVED A NOTICE FOR AIRBAG CLOCK SPRING AND IS UNSURE WHAT TO DO WITH NOTICE; CUSTOMER STATES NOTICE WAS FORWARDED FROM PREVIOUS ADDRESS IN AZ | | | CUSTOMER SEEKING: INFORMATION ON NOTICE/UPDATE ADDRESS ON FILE | | | CO ADVISED: UPDATED ADDRESS; CO ADVISED WARRANTY EXTENSION IS FOR AIRBAG CLOCK SPRING 10YR/120K MILES WOF; CO ADVISED IF CUSTOMER HAS ISSUES WITH AIRBAG LIGHT IS ON, HORN IS NOT WORKING AND STEERING WHEEL CONTROLS DO NOT WORK, CUSTOMER SHOULD TAKE VEHICLE TO VW DEALER FOR DIAGNOSIS; IF DEALER CONFIRMS REPAIRS ARE AIRBAG CLOCK SPRING, VW WILL COVER THE DIAGNOSIS FEE, PARTS AND LABOR UNDER WARRANTY EXTENSION; NO IMMEDIATE ACTION NEEDED IF CUSTOMER IS NOT CURRENTLY HAVING THE ISSUES | | | NO FURTHER ACTION | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX0EW[redacted]
Owner Or Fleet	[redacted] Henderson, NV, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/6/2018	Incident Date	N/A
Mileage	56,280		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 3:57:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 1:09:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 56,280 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $722.11. | | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 1:15:00 PM	WVGAV3AX0EW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $722.11. | | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 722.11 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A35CC[redacted]
Owner Or Fleet	[redacted] Rexford, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/6/2018	Incident Date	N/A
Mileage	79,732		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 4:04:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 1:30:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 79,732 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $446.16. | | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 1:32:00 PM	1VWBP7A35CC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $446.16. | | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 446.16 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A3XGC[redacted]
Owner Or Fleet	[redacted] West Warwick, RI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	12/6/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 4:10:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 2:32:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 41,346 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $230.85; LABOR $246.55; TAX $16.15; TOTAL $493.55. | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 2:35:00 PM	1VWAT7A3XGC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $493.55. | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 493.55 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW637AJ1DM[redacted]
Owner Or Fleet	[redacted] Lansdale, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	12/6/2018	Incident Date	N/A
Mileage	45,875		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 4:12:00 PM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 10:04:00 AM	3VW637AJ1DM[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT.; TOTAL: $740.07 | | | | SP GENERATED CHECK REQUEST
1/17/2019 9:56:00 AM	CUSTOMER SEEKING REIMBURSMENT UNDER WECY WARR; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARR; CUSTOMER PAID: $705.31 TAX: $34.76 TOTAL: $740.07 | | | | SP TO GENERATE CHECK | |
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 740.07 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AXXCW[redacted]
Owner Or Fleet	[redacted] Chapel Hill, NC [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/6/2018	Incident Date	N/A
Mileage	78,215		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 4:23:00 PM	CUSTOMER STATES; THEY RECEIVED THE LETTER FOR THE EXTENDED WARRANTY FOR AIRBAG CLOCK SPRING; | | | | CUSTOMER SEEKS; REIMBURSEMENT FOR GETTING THE AIRBAG CLOCK SPRING REPAIRED BEFORE THE WARRANTY WAS GIVEN; | | | | CO ADVISED; THE EXTENDED WARRANTY IS FOR THE AIRBAG CLOCK SPRING 15YRS/UNLIMITED MILEAGE; CUSTOMER IS ALLOWED TO SEND IN REQUIRED DOCUMENTS FOR POSSIBLE REVIEW FOR REIMBURSEMENT; CO ADVISED THE CUSTOMER I WILL EMAIL THEM THE CASE NUMBER FOR THEM TO REPLY BACK TO WITH THE DOCUMENTS; | | | | NO FURTHER ACTION | | | |
12/6/2018 4:36:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | BRITTANY M | CUSTOMER CARE ADVOCATE |
1/2/2019 3:22:00 PM	MEDIA ATTACHED IN DOC CENTER
1/3/2019 4:51:00 PM	REFERENCE #[redacted] | | DEAR MS.[redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | BRITTANY M | | CUSTOMER CARE ADVOCATE | |
1/3/2019 4:52:00 PM	SPECIAL PROJECTS TO REVIEW FOR REIMBURSEMENT FOR THE AIRBAG CLOCK SPRING WARRANTY EXTENSION | | | | SPECIAL PROJECTS TO REVIEW
1/15/2019 11:50:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $625.38 | | | | SP TO GENERATE CHECK REQUEST
1/15/2019 11:51:00 AM	WVGBV7AXXCW[redacted]VW TO REIMBURSE UNDER WECI WARR EXT; TOTAL: $625.38 | | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 625.38 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A39EC[redacted]
Owner Or Fleet	[redacted] Raleigh, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/6/2018	Incident Date	N/A
Mileage	33,228		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 4:20:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 8:44:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR.; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLCOK SPRING; VW TO REIMBURSE UNDER WARR. EXT; CUSTOMER PAID: $455.98 TAX: $15.29 TOTAL: $471.27 | | | SP TO GENERATE CHECK
1/15/2019 8:49:00 AM	1VWAS7A39EC[redacted]VW TO REIMBURSE UNDER WECY WARR. EXT; TOTAL: $471.27 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 471.27 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDZ7AJ5BM[redacted]
Owner Or Fleet	[redacted] Alexandria, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	12/6/2018	Incident Date	N/A
Mileage	101,400		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 4:20:00 PM	REFERENCE CASE - [redacted] | | | | CUSTOMER STATES: SUBSEQUENT OWNER; NON-CPO; VEHICLE WITH CUSTOMER; CURRENT CONCERNS -AIRBAG LIGHT COMES ON & OFF; HE FOUND OUT THERE WAS A RECALL 69L2 AND 97V3; WHEN HE CONTACTED CUSTOMER CARE CENTER IN MAY-2018, HE WAS DRIVING WITH A FRIEND; THE WINDSHIELD WIPERS, RADIO, HORN, STEERING WHEEL BUTTONS WERE NOT WORKING; AFTER CUSTOMER CARE CENTER DENIED ASSISTANCE; HE TOOK THE VEHICLE TO DEALER 409446 AND WAS TOLD HE NEEDED THE AIRBAG CLOCK SPRING AND WAS GIVEN AN ESTIMATE OF $700.00; THE DEALER LABOR ARE HIGH, AND MAY GO HIGHER, IF OUR GOVERNMENT IMPOSES TARIFF WITH OTHER COUNTRIES; THE DEALER IS NOT HELPFUL AND OUT TO MAKE MONEY; THE MANUFACTURE DOESN'T WANT TO RECOGNIZE THERE IS STILL AN ISSUE WITH THE VEHICLE, EVEN IF THERE WAS A PREVIOUS RECALL | | | | | CUSTOMER STATES: TO COMPLAINT | | | | | CO ADVISED: THERE WAS A RECALL FOR THE 69L2, BUT YOUR VEHICLE WAS NOT PART OF THE RECALL; HOWEVER, YOU NOW HAVE A WARRANTY EXTENSION FOR THE AIR BAG CLOCK SPRING FOR 10/120K WCF; THE DIAGNOSIS IS COVERED FREE OF CHARGE; THE 97V3 RECALL HAS BEEN COMPLETED
12/6/2018 4:35:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANK YOU FOR SPEAKING WITH ME TODAY. | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | SINCERELY, | | | | KIMBERLY W | CUSTOMER CARE ADVOCATE | | | | | CO TO CLOSE AND NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A34DC[redacted]
Owner Or Fleet	[redacted] WILLIAMSTON, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/6/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 4:22:00 PM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 9:42:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI RECALL; SHOWS REPLACEMENT/ PROGRAM OF CLOCK SPRING; VW TO REIMBURSE UNDER RECALL; CUSTOMER PAID; $502.92 | | | | SP TO GENERATE CHECK
1/17/2019 9:45:00 AM	1VWBH7A34DC[redacted] VW TO REIMBURSE UNDER WECI RECALL; TOTAL: $502.92 | | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 502.92 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJK7AN1AE[redacted]
Owner Or Fleet	[redacted], COLUMBIA, MO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	12/6/2018	Incident Date	N/A
Mileage	113,492		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 4:24:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 9:05:00 AM	CUSTOMSER SEEKING REIMBURSEMENT UNDER WECY WARR; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING CODED CLOCK SPRING AS WELL; ONLY REPLACEMENT OF CLOCK SPRING COVERED UNDER WARR; VW TO REIMBURSE UNDER WARR. EXT; CUSTOMER PAID: $494 TAX: $20.87 TOTAL: $514.87 | | | SP TO GENERATE CHECK REQUEST AND SEND CAP AMOUNT LETTER | |
1/15/2019 9:27:00 AM	WVWJK7AN1AE[redacted] VW TO REIMBURSE UNDER WECY WARR. EXT.; TOTAL: $514.87 | | | SP GENERATED CHECK REQUEST
1/15/2019 9:28:00 AM	SP SENT LETTER
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 514.87 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A35DC[redacted]
Owner Or Fleet	[redacted] Peyton, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/6/2018	Incident Date	N/A
Mileage	41,691		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 4:25:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 11:07:00 AM	CUSTOMER SEEKING REIMBURSMENT UNDER WECY WARR; SUBMITTED RO AND POP; SHOWS REPLACEEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARR; CUSTOMER PAID: $584.25 | | | | SP TO GNERATE CHECK REQUEST
1/15/2019 11:11:00 AM	1VWAP7A35DC[redacted]VW TO REIMBURSE UNDER WECY WARR. EXT.; TOTAL: $584.25 | | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 584.25 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW5T7AJ2EM[redacted]
Owner Or Fleet	[redacted] Bristol, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	12/6/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 4:28:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 11:18:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; CLOCK SPRING WAS COVERED UNDER WARR. EXT; CUSTOMER PAID DEDUCTIBLE $53.18 | | | | SP TO GENERATE CHECK | |
1/15/2019 11:24:00 AM	3VW5T7AJ2EM[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT.; TOTAL: $53.18 | | | | SP GENERATED CHECK REQUEST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A37CC[redacted]
Owner Or Fleet	[redacted] Cordova, TN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/6/2018	Incident Date	N/A
Mileage	65,198		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 4:30:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 10:40:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARR; CUSTOMER PAID: $608.32 TAX: $42.58 TOTAL: $650.90 | | | | SP TO GENERATE CHECK REQUEST
1/15/2019 10:48:00 AM	1VWBH7A37CC[redacted] VW TO REIMBURSE UNDER WECI WARR. EXT.: TOTAL: $650.90 | | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 650.90 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7ANXDE[redacted]
Owner Or Fleet	[redacted] WAVERLY, VA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	12/6/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 4:32:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 9:38:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLCOK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $632.90 TAX: $23.79 TOTAL: $472.70 | | | | SP TO GENERATE CHECK
1/15/2019 9:46:00 AM	WVWBP7ANXDE[redacted] VW TO REIMBURSE UNDER WECI; $472.70 | | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 472.70 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAA7A30JC[redacted]
Owner Or Fleet	[redacted] LAND O LAKES, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	12/6/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 4:37:00 PM	CUSTOMER STATES RECEIVED LETTER FOR WARRANTY EXTENSION REIMBURSEMENT REQUEST FOR AIRBAG CLOCK SPRING | | | | CUSTOMER SEEKING INFORMATION REGARDING WARRANTY EXTENSION | | | | CO ADVISED 1 OPEN WARRANTY EXTENSION; AIRBAG CLOCK SPRING GOOD TILL 2/28 OR 120K WOF; SHOULD CUSTOMER EXPERIENCE AIRBAG LIGHT ON, HORN NOT WORKING; CUSTOMER TO SCHEDULE DEALER APPOINTMENT TO HAVE DIAGNOSIS COMPLETED; AT THAT TIME DEALER TO DETERMINE COVERAGE UNDER WARRANTY EXTENSION; ADVISED IF CUSTOMER HAD REPAIR COMPLETED IN THE PAST, CUSTOMER CAN SUBMIT FOR REVIEW OF REIMBURSEMENT | | | | CUSTOMER STATES LEAVING BRAND | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A32CC[redacted]
Owner Or Fleet	[redacted] Florence, KY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/6/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 4:41:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 1:06:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; PARTS AND LABOR COSTS ARE BOTH UNDER CAP AMOUNTS; VW TO REIMBURSE TOTAL; TOTAL: $417.76 | | | SP TO GENERATE CHECK REQUEST
1/15/2019 1:07:00 PM	1VWBH7A32CC[redacted]VW TO REIMBURSE WECI WARR EXT; TOTAL: $417.76 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 417.76 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN3AE[redacted]
Owner Or Fleet	[redacted] YUCCA VALLEY, CA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	12/6/2018	Incident Date	N/A
Mileage	149,528		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 5:36:00 PM	CUSTOMER STATES: AIRBAG LIGHT ON AND HORN NOT WORKING; WONDERING IF RELATES TO OPEN RECALLS OR WARRANTY EXTENSION ON VEHICLE | | | | CUSTOMER SEEKS: IF AIRBAG LIGHT ON OR HORN NOT WORKING RELATES TO VEHICLE ISSUE; WONDERING MORE INFORMATION ON HOW TO GO ABOUT THOSE REPAIRS; ALTERNATE TRANSPORTATION | | | | CO ADVISED: WANT TO HAVE RECALLS FOR 20AE AND 69Q9 CLOSED OUT AS SOON AS POSSIBLE AND DIAGNOSED; IF DEALER DIAGNOSES VEHICLE AS STEERING WHEEL CLOCK SPRING THEN MORE THAN LIKELY COVERED BECAUSE GOOD UNTIL 5/10/25; LOANER IS AT DEALER DISCRETION; WARM TRANSFERRED TO ALLEN FROM DEALER 422603; DEALER NOT ON XTIME | | | | CUSTOMER THANKS | | | | CO TO CLOSE
12/6/2018 5:52:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;
12/6/2018 5:52:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / HORN NOT WORKING ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A31FC[redacted]
Owner Or Fleet	[redacted] Aurora, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/6/2018	Incident Date	N/A
Mileage	57,544		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 6:21:00 PM	CUSTOMER STATES PAID FOR STEERING WHEEL CLOCK SPRING TO BE REPLACED | | | CUSTOMER SEEKING REIMBURSEMENT | | | CO ADVISED CAN SEND IN REPAIR ORDER AND POP FOR REIMBURSEMENT REVIEW; PROCESS TAKES 120 DAYS | | | CO TO EMAIL CUSTOMER
12/6/2018 6:23:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | KAREN P | CUSTOMER CARE ADVOCATE |
12/7/2018 10:34:00 AM	MEDIA ATTACHED IN DOC CENTER
12/13/2018 12:45:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | IN ORDER TO PROPERLY LOOK INTO YOUR REIMBURSEMENT REQUEST FURTHER, I AM MISSING SOME REQUIRED DETAILS. PLEASE REPLY BACK WITH THE FOLLOWING INFORMATION OR FAX IT TO 248-754-6504 WITH YOUR REFERENCE NUMBER INCLUDED: | | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | KAREN P | CUSTOMER CARE ADVOCATE | |
12/17/2018 11:24:00 AM	MEDIA ATTACHED IN DOC CENTER
12/18/2018 11:04:00 AM	MEDIA ATTACHED IN DOC CENTER | | FROM: VW EXPERIENCE | | SENT: TUESDAY, DECEMBER 18, 2018 7:24 AM | | TO: VWOA CUSTOMER CARE | | SUBJECT: FW: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | | | | FROM: [redacted] | | SENT: MONDAY, DECEMBER 17, 2018 6:19 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | |
12/18/2018 2:28:00 PM	CO ADVISED RECEIVED REPAIR ORDER AND POP; CUSTOMER CAN EXPECT CORRESPONDENCE IN THE MAIL IN 120 DAYS | | | CO TO ESCALATE TO SPECIAL PROJECTS
12/18/2018 2:32:00 PM	SPECIAL PROJECTS TO REVIEW FOR REIMBURSEMENT UNDER WARRANTY EXTENSION FOR THE AIR BAG CLOCK SPRING | | | |
1/15/2019 1:27:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 11/15/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $295.72 | | | SP TO GENERATE CHECK REQUEST
1/15/2019 1:29:00 PM	1VWAT7A31FC[redacted]VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $295.72 | | | SP GENERATED CHECK REQUEST
1/15/2019 1:29:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A31FC[redacted]
Owner Or Fleet	[redacted] Aurora, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/6/2018	Incident Date	N/A
Mileage	57,544		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/22/2019 CHECK # [redacted] FOR AMOUNT $ 295.72 MAILED ON 01/21/2019 4:00:00 AM

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ6BM[redacted]
Owner Or Fleet	[redacted] Milwaukee, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	12/6/2018	Incident Date	N/A
Mileage	108,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 6:51:00 PM	CUSTOMER STATES: RECEIVED A NOTICE ABOUT THE AIRBAG CLOCK SPRING AND AFTER READING THE LETTER FEELS IT MAY BE IN RELATION TO THE VEHICLES HORN NOT WORKING FOR THE LAST MONTH THERE IS NO AIRBAG LIGHT ILLUMINATING AT ALL IN THE VEHICLE AND THE CUSTOMER MADE AN APPOINTMENT FOR A DIAGNOSIS TO BE RUN BUT THE DEALER ADVISED IT WOULD BE AT COST TO THE CUSTOMER FOR A DIAGNOSIS TO BE PERFORMED; | | | CUSTOMER SEEKING: WHY WOULD THE CUSTOMER BE RESPONSIBLE FOR THE DIAGNOSIS FEE; | | | CO ADVISED: AS WRITTEN IN THE WARRANTY EXTENSION NOTICE BOTH THE AIRBAG LIGHT WOULD NEED TO BE PRESENT AS WELL AS THE STEERING WHEEL CONTROLS NOT FUNCTIONING IN ORDER FOR THE DIAGNOSIS TO BE COVERED UNDER THE WARRANTY EXTENSION; THE CUSTOMER WOULD NEED A DIAGNOSIS RUN BY TRAINED VW TECHNICIANS IN ORDER TO KNOW IF THE HORN NOT WORKING IS IN RELATION TO THE CLOCK SPRING BEING TORN; | | | CUSTOMER STATES: WANTS TO BE TRANSFERRED TO THE SPANISH VOICEMAIL TO SPEAK WITH A SPANISH SPEAKING ADVOCATE; | | | CO TRANSFERRED TO SPANISH VOICEMAIL; | | | CO TO CLOSE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A31DC[redacted]
Owner Or Fleet	[redacted] DOVER, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/6/2018	Incident Date	N/A
Mileage	43,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 6:49:00 PM	CUSTOMER STATES: RECEIVED AIRBAG CLOCK SPRING WARRANTY EXTENSION NOTICE; REPLACED AIRBAG CLOCK SPRING SEVERAL MONTHS AGO; WAS TOLD THAT AIRBAG CLOCK SPRING WAS NOT UNDER WARRANTY | | | CUSTOMER SEEKS: REIMBURSEMENT FOR AIRBAG CLOCK SPRING REPLACEMENT | | | CO ADVISED: WILL SEND EMAIL WITH INSTRUCTIONS FOR SEEKING REIMBURSEMENT; CAN REPLY DIRECTLY TO THAT EMAIL TO SUBMIT FOR REIMBURSEMENT | | | CUSTOMER ACCEPTS; CO TO WAIT CUSTOMER MAIL
12/6/2018 6:52:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MS. [redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | FAX: 248-754-6504 | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | STEFANI S | CUSTOMER CARE ADVOCATE | |
12/7/2018 2:23:00 PM	MEDIA ATTACHED IN DOC CENTER
12/10/2018 12:41:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MS. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | STEFANI S | CUSTOMER CARE ADVOCATE | |
12/10/2018 12:42:00 PM	SP TO REVIEW FOR REIMBURSEMENT
12/10/2018 2:09:00 PM	FROM: [redacted] | | SENT: MONDAY, DECEMBER 10, 2018 2:08 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | HI IS THERE ANY WAY TO SPEED UP THE PROCESS OR NO | |
1/10/2019 3:11:00 PM	CUSTOMER STATES: HAS A CLAIM FOR REIMBURSEMENT FOR THE AIRBAG CLOCK SPRING IN VEHICLE | | | CUSTOMER SEEKING: ESTIMATED TIME OF ARRIVAL ON REIMBURSEMENT REVIEW | | | CUSTOMER ADVOCATE ADVISED: ALL NECESSARY DOCUMENTS WERE RECEIVED ON 12/10/2018; CUSTOMER ADVOCATE ADVISED THAT REIMBURSEMENT REVIEW WOULD USUALLY TAKE UP TO 60 DAYS, BUT BECAUSE OF HIGH CALL VOLUME REGARDING THESE REQUESTS, SHE CAN EXPECT A RESOLUTION UP TO 120 DAYS FROM DOCUMENTS RECEIVED; CUSTOMER THANKED
1/15/2019 1:33:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO SHOWS THAT CUSTOMER WAS CHARGED FOR PART ONLY, NO LABOR CHARGE; RO IS DATED 3/27/2018; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $245.98 | | | SP TO GENERATE CHECK REQUEST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A31DC[redacted]
Owner Or Fleet	[redacted] DOVER, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/6/2018	Incident Date	N/A
Mileage	43,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/15/2019 1:34:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE | |
1/15/2019 1:35:00 PM	1VWAP7A31DC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $245.98 | | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 245.98 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A36DC[redacted]
Owner Or Fleet	[redacted] FORT HOOD, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/6/2018	Incident Date	N/A
Mileage	72,400		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2018 6:57:00 PM	CUSTOMER STATES: RECEIVED STEERING WHEEL CLOCK SPRING WARRANTY EXTENSION; 11/2018 TOOK TO VW DEALER 425117 AND HAD STEERING WHEEL REPLACED; HORN AND STEERING WHEEL FUNCTIONS WERE NOT WORKING AT THE TIME; | | | CUSTOMER SEEKS: REIMBURSEMENT ; | | | CO ADVISED: WILL EMAIL CUSTOMER CASE NUMBER, ONCE CUSTOMERS RECEIVES THE EMAIL, RESPOND DIRECTLY BACK WITH REPAIR ORDER AND POP; ONCE DOCUMENTS ARE RECEIVED; WILL ESCALATE TO THE REIMBURSEMENT TEAM; GENERAL TIME FRAME FOR REVIEW OF REIMBURSEMENT IS 120 BUSINESS DAYS FOR CUSTOMER TO RECEIVE OUR DECISION IN THE MAIL; | | | CO WILL FOLLOW UP WHEN WE RECEIVE DOCUMENTS; CO WILL FOLLOW UP 1 WEEK IF CUSTOMER HAS NOT SENT DOCUMENTS IN 12/13/2018; | | |
12/6/2018 7:04:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | | DEAR MR.[redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | SAIDA H | CUSTOMER CARE ADVOCATE |
12/6/2018 7:06:00 PM	CATEGORY SELECTION : STEERING / INEFFECTIVE - 1 / STEERING WHEEL DID NOT FUNCTION;
12/6/2018 7:07:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / HORN WAS NOT WORKING;
12/13/2018 12:32:00 PM	CO ADVISED: IT HAS BEEN A WEEK SINCE WE LAST SPOKE, FOLLOWING UP WITH CUSTOMER; | | | CUSTOMER STATES: HAS BEEN VERY BUSY BUT WILL TRY TO SEND DOCUMENTS IN TODAY; | | | CO ADVISED: WHEN CO RECEIVES DOCUMENTS; CO WILL BE IN CONTACT AGAIN WITH CUSTOMER; | | | NO FURTHER ACTION; PENDING CUSTOMER DOCUMENTATION;
12/18/2018 1:38:00 PM	MEDIA ATTACHED IN DOC CENTER
12/19/2018 2:10:00 PM	SP TO REVIEW UNDER AIRBOG CLOCK SPRING WARRANTY EXT
12/19/2018 2:10:00 PM	[redacted] | | | CO CALLED CUSTOMER; CUSTOMER UNAVAILABLE; CO UNABLE TO LEAVE MESSAGE BECAUSE MAILBOX WAS FULL; | | | *LVL1 ADVISED: DOCUMENTS HAVE BEEN RECEIVED; WILL ESCALATE TO THE REIMBURSEMENT TEAM; GENERAL TIME FRAME FOR REVIEW OF REIMBURSEMENT IS 120 BUSINESS DAYS FOR CUSTOMER TO RECEIVE OUR DECISION IN THE MAIL;* | | | CO TO ESCALATE TO SP;
12/19/2018 3:23:00 PM	CUSTOMER STATES: RECEIVED PHONE CALL FROM ONE OF THE AGENTS EARLIER. RETURNING CALL. SPOKE WITH SOMEONE ELSE IN REGARDS TO THE WARRANTY EXTENSION ON THE STEERING CLOCK SPRING. | | | CUSTOMER SEEKING: HOW LONG DOES THE PROCESS TAKE? | | | CUSTOMER ADVOCATE ADVISED: CASE HAS BEEN ASSIGNED TO OUR SPECIAL PROJECTS TEAM FOR FURTHER REVIEW; WE DID RECEIVE DOCUMENTS YESTERDAY. THE GENERAL TIME FRAME FOR REIMBURSEMENT REVIEW DOES TAKE UP TO 120 BUSINESS DAYS CURRENTLY DUE TO THE HIGH VOLUME OF REIMBURSEMENT REQUESTS THAT WE HAVE BEEN RECEIVING. ONCE THIS PROCESS HAS BEEN COMPLETED, CUSTOMER WILL EITHER RECEIVE A LETTER OR CHECK IN THE MAIL. CUSTOMER COULD RECEIVE NOTICE AROUND JUNE OF 2019, BUT CAN'T PROMISE EXACT 120 DAY MARK, EVERY CASE IS DIFFERENT. | | | SP TO REVIEW.
1/15/2019 1:40:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $537.00 | | | SP TO GENERATE CHECK REQUEST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A36DC[redacted]
Owner Or Fleet	[redacted] FORT HOOD, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/6/2018	Incident Date	N/A
Mileage	72,400		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/15/2019 1:42:00 PM	1VWBP7A36DC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $537.00 | | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 537.00 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A31EC[redacted]
Owner Or Fleet	[redacted] Denver, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/7/2018	Incident Date	N/A
Mileage	72,574		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/7/2018 8:25:00 AM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 1:58:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; PARTS AND LABOR COSTS ARE BOTH BELOW CAP AMOUNTS; VW TO REIMBURSE TOTAL; TOTAL: $394.66 | | | SP TO GENERATE CHECK REQUEST
1/15/2019 1:59:00 PM	1VWBT7A31EC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $394.66 | | | SP GENERATED CHECK REQUEST
1/15/2019 10:29:00 AM	CUSTOMER SEEKING IF VW RECEIVED REIMBURSEMENT REQUEST | | | CO ADVISED CUSTOMER VW DID RECEIVE DOCUMENTS WILL TAKE ABOUT 60-90 BUSINESS DAS FOR VW TO REVIEW AND RESPOND TO DOCUMENTS | | | CUSTOMER ACKNOWLEDGED | | | SP TO REVIEW
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 394.66 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX7DW[redacted]
Owner Or Fleet	[redacted] STATE COLLEGE, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/7/2018	Incident Date	N/A
Mileage	96,231		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/7/2018 9:00:00 AM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 2:08:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $703.88 | | | SP TO GENERATE CHECK REQUEST
1/15/2019 2:10:00 PM	WVGBV3AX7DW[redacted]VW TO REIMBURSE WECI WARR EXT; TOTAL: $703.88 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 703.88 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHP7AN6BE[redacted]
Owner Or Fleet	[redacted] Stafford, VA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2011		
Report Date	12/7/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/7/2018 9:04:00 AM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 2:14:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $763.64 | | | SP TO GENERATE CHECK REQUEST
1/15/2019 2:15:00 PM	WVWHP7AN6BE[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $763.64 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 763.64 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A34EC[redacted]
Owner Or Fleet	[redacted] FREEPORT, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/7/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Mileage	76,435

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/7/2018 9:14:00 AM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 2:33:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES AND PUSH START BUTTON REPLACED; WECY WARR EXT COVERS CLOCK SPRING; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $298.53; LABOR: $250.88; TAX: $18.65; TOTAL: $568.06 | | | | SP TO GENERATE CHECK REQUEST
1/15/2019 2:38:00 PM	1VWBS7A34EC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $568.06 | | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 568.06 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX7CW[redacted]
Owner Or Fleet	[redacted] HOUSTON, TX,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/7/2018	Incident Date	N/A
Mileage	74,290		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/7/2018 9:27:00 AM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 1:40:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 74,290 MILES; VW TO REIMBURSE CAP AMOUNT FOR WECI WARRANTY EXTENSION; PARTS #290.07; LABOR $248.04; TAX $27.22; TOTAL $565.33. | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 1:47:00 PM	WVGBV7AX7CW[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $565.33. | | | SP GENERATED CHECK.
1/15/2019 1:50:00 PM	SP MAILED CAP AMOUNT LETTER.
1/22/2019 4:00:00 AM	CHECK #[redacted]OR AMOUNT $ 565.33 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX3CW[redacted]
Owner Or Fleet	[redacted] Franklin, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/7/2018	Incident Date	N/A
Mileage	37,963		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/7/2018 9:32:00 AM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 2:42:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 37,963 MILES; REPAIR ORDER DATE IS 07/08/2015; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $522.63
1/15/2019 2:45:00 PM	WVGBV7AX3CW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $522.63. | | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 522.63 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AXXFW[redacted]
Owner Or Fleet	[redacted] Venice, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	12/7/2018	Incident Date	N/A
Mileage	27,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/7/2018 11:41:00 AM	CUSTOMER STATES: RECEIVED NOTICE FOR THE EXTENDED WARRANTY OF STEERING WHEEL CLOCK SPRING | | | | CUSTOMER SEEKING: INFORMATION ON EXTENDED WARRANTY | | | | CO ADVISED: WARRANTY EXTENSION IS FOR AIRBAG CLOCK SPRING 10YR/120K MILES WOF; CO ADVISED IF CUSTOMER HAS ISSUES WITH AIRBAG LIGHT IS ON, HORN IS NOT WORKING AND STEERING WHEEL CONTROLS DO NOT WORK, CUSTOMER SHOULD TAKE VEHICLE TO VW DEALER FOR DIAGNOSIS; IF DEALER CONFIRMS REPAIRS ARE AIRBAG CLOCK SPRING, VW WILL COVER THE DIAGNOSIS FEE, PARTS AND LABOR UNDER WARRANTY EXTENSION; CO ADVISED NO IMMEDIATE ACTION IS NEEDED UNLESS THE VEHICLE IS HAVING THE CONCERNS; WARRANTY EXTENSION HAS ALREADY BEEN APPLIED; CUSTOMER DOES NOT NEED TO SEND NOTICE BACK IN | | | | NO FURTHER ACTION | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX0DW[redacted]
Owner Or Fleet	[redacted] CORONA, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/7/2018	Incident Date	N/A
Mileage	119,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/7/2018 11:48:00 AM	CUSTOMER STATES: RECEIVED NOTICE IN MAIL, HORN IS NOT WORKING AS WELL AS AIRBAG LIGHT BEING ON; CUSTOMER STATES CALLED DEALER LAST WEEK AND WAS ADVISED THAT RECALL HAS ALREADY BEEN PERFORMED AND NOT GOING TO BE COVERED; | | | CUSTOMER SEEKING: CLARIFICATION | | | CO ADVISED: VEHICLE DOES HAVE WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING TILL 03/31/2028; CO ADVISED HAS SYMPTOMS NEEDED IN ORDER FOR DIAGNOSIS TO BE COVERED, OFFERED SCHEDULING APPOINTMENT CUSTOMER ADVISED WIFE VEHICLE AND GOING TO SPEAK TO HER FIRST; | | | NO FURTHER ACTION
12/7/2018 11:53:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / WARNING LIGHT IS ON; ELECTRICAL / INOPERABLE - 1 / HORN NOT WORKING;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDP7AJ0CM[redacted]
Owner Or Fleet	[redacted] Defiance, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/7/2018	Incident Date	N/A
Mileage	129,800		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/7/2018 12:16:00 PM	CUSTOMER STATES HE GOT THE NOTICE FOR THE AIRBAG CLOCK SPRING AND HIS AIRBAG LIGHT IS ON SO HE WANTED TO KNOW IF THIS WOULD BE COVERED UNDER THE WARRANTY EXTENSION. | | | CO EXPLAINED THAT WARRANTY EXTENSION WAS GOOD FOR 10 YEARS OR 120K MILES WOF. WITH HIS VEHICLE OUTSIDE OF THAT WARRANTY EXTENSION, IF THE CONCERN IS FOR THE STEERING WHEEL CLOCK SPRING, HE IS NOW OUTSIDE OF THAT BY 9K MILES. CO INQUIRED IF HIS HORN WORKED. CUSTOMER STATED THAT IT DID. | | CO EXPLAINED THAT IT'S POSSIBLE ONE OF THE SENSORS NEED TO BE REPLACED AND SUGGESTED HE CONTACT HIS LOCAL VW DEALER TO HAVE IT DIAGNOSED. | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX0CW[redacted]
Owner Or Fleet	[redacted] West Henrietta, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/7/2018	Incident Date	N/A
Mileage	75,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/7/2018 12:25:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED 2015; VEHICLE PURCHASED FROM VW DEALER; YES, THIS IS A CPO; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; CUSTOMER EXPERIENCING: JUST GOT THE WARRANTY EXT. LETTER FOR THE AIRBAG CLOCK SPRING AND HAD OUT OF POCKET EXPENSES TWICE: WOULD LIKE TO KNOW HOW TO BE REIMBURSED; | | | | CUSTOMER SEEKING: TO BE REIMBURSED FOR WARRANTY EXT | | | | CO ADVISED: NO OPEN RECALLS; WARRANTY EXT. FOR THE INTAKE MANIFOLD FUEL INJECTOR AND FUEL PUMP UNTIL 120K MILES OR 7/30/22 WOF; THE AIRBAG CLOCK SPRING WARRANTY EXT. IS GOOD UNTIL 7/31/2027; CAN RESPOND TO THE EMAIL WITH ANY POP AND REPAIR ORDER FOR REVIEW: WILL CALL ONCE THE DOCS ARE RECEIVED TO INFORM OF THE PROCESS EXPECTANCY | | | | CO TO WAIT FOR DOCS
12/7/2018 12:26:00 PM	CATEGORY SELECTION : AIRBAGS / OTHER SYMPTOM - 1 / REPLACED AIRBAG CLOCK SPRING ;
12/7/2018 12:27:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | JAMELLIA G | CUSTOMER CARE ADVOCATE |
12/10/2018 1:10:00 PM	CUSTOMER STATES: HAVE A CASE GOING AND I SENT THE PICTURES TO THE PHONE NUMBER; WANTED TO CALL TO SEE IF YOU RECEIVED THEM | | | | CO ADVISED: UNABLE TO SEND EMAIL TO A PHONE NUMBER; SUGGESTED TO UPLOAD PICTURES TO COMPUTER, DOWNLOAD EMAIL APP OR EMAIL PICTURES TO SELF THEM FORWARD | | | | CUSTOMER WILL TRY AS HE IS NOT VERY TECHNICAL | | | | CO ADVISED: CAN ALSO USE POSTAL MAIL; WILL CALL ONCE RECEIVED | | | | CO TO WAIT FOR DOCS
12/10/2018 4:04:00 PM	MEDIA ATTACHED IN DOC CENTER
12/11/2018 6:00:00 PM	CO ADVISED: CALLING TO FOLLOW UP; RECEIVED THE PAPERWORK YOU SENT AND WILL TURN IT OVER TO THE REVIEW TEAM; THE PROCESS IS AT THIS TIME EXPECTED TO TAKE UP TO 120 DAYS; AND YOU WILL RECEIVE SOMETHING IN THE MAIL | | | | CUSTOMER THANKS | | | | CO TO ASSIGN TO SP
12/11/2018 6:13:00 PM	TEAM TO REVIEW UNDER AIRBAG CLOCK SPRING WARRANTY EXT.
1/15/2019 2:50:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 69,955 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $290.07; LABOR $307.00; TAX $23.88; TOTAL $620.95. | | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 2:56:00 PM	WVGBV7AX0CW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $620.95. | | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 620.95 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN8BE[redacted]
Owner Or Fleet	[redacted] SUGAR LAND, TX, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2011		
Report Date	12/7/2018	Incident Date	N/A
Mileage	91,200		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/7/2018 1:34:00 PM	CUSTOMER STATES: NEEDS TO RESUBMIT DOCUMENTS FOR 20AE POSSIBLE REIMBURSEMENT; LAST WEEK HAD STEERING WHEEL CLOCK SPRING REPAIRED; WONDERING IF NEEDS TO DO ANYTHING FURTHER | | | | CUSTOMER SEEKS: REIMBURSEMENT FOR 20AE | | | | CO ADVISED: REPLY BACK TO CASE REFERENCE NUMBER EMAIL WITH POP AND DETAILED REPAIR ORDER; WILL RESUBMIT FOR 20AE REPAIR TO BE REVIEWED; CAN ALSO SUBMIT OR AIRBAG CLOCK SPRING; SINCE HAD REPAIR DOES NOT NEED TO GO BACK; WARRANTY EXTENSION FOR EXTRA COVERAGE FOR THAT COMPONENT GOOD UNTIL 6/24/26 | | | | CO TO WAIT CUSTOMER MAIL
12/7/2018 1:45:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR[redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | KATIE N. | CUSTOMER CARE ADVOCATE |
12/14/2018 12:46:00 PM	CO ADVISED: CALLING TO FOLLOW UP ON CASE; HAS NOT RECIEVED EMAIL WITH DOCUMENTS YET; WOMNDERING IF DID NOT RECIEVE EMAIL | | | | CUST STATES: HAS NOT RECIEVED EMAIL | | | | CO ADVISED: SENT CASE NUMBER EMAIL AGAIN; CONFIRMED CUSTOMER RECIEVED; WILL FOLLOW UP ONCE RO AND POP ARE IN CASE | | | | CUST THANKS | | | | CO TO WAIT CUST MAIL
12/17/2018 1:50:00 PM	CO ADVISED: RECEIVED DOCUMENTS; SUBMITTING TO SP; WILL RECEIVE MAIL WITHIN 90-120 BUSINESS DAYS; IF FURTHER QUESTIONS REACH OUT TO CARE | | | | CO TO SEND TO SP
12/17/2018 1:52:00 PM	SP TO REVIEW
12/17/2018 12:32:00 PM	MEDIA ATTACHED IN DOC CENTER
1/10/2019 3:13:00 PM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEPENDENT; SHOW REPLACEMENT OF CLOCK SPRING; RO DATE IS 11/20/2018; LAST VALID OUT OF POCKET DATE FOR WARRANTY EXTENSION IS 11/09/2018; VW TO REIMBURSE AS GOODWILL GESTURE USING CAP REIMBURSEMENT AMOUNTS; PARTS: 408.10, LABOR: 210.00, TAX: 33.67; TOTAL: $651.77. | | | | SP TO GENERATE CHECK REQUEST AND SEND CAP REIMBURSEMENT LETTER
1/10/2019 3:23:00 PM	WVWMP7AN8BE[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $651.77. | | | | SP GENERATED CHECK REQUEST
1/10/2019 3:23:00 PM	GW - PROVIDED- LAST OUT OF POCKET DATE
1/10/2019 3:33:00 PM	SP SENT LETTER; CAN BE VIEWED IN DOC CENTER; NO FURTHER ACTION
1/18/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 651.77 MAILED ON 01/17/2019
2/5/2019 1:58:00 PM	E-MAILED STOP PAYMENT, CHECK #[redacted]N THE AMOUNT OF $651.77 TO ACCOUNTS PAYABLE; INCORRECT ADDRESS. IF CHECK HAS NOT BEEN CASHED, AP WILL ISSUE A NEW CHECK. THE PROCESS NORMALLY TAKES 10-14 BUSINESS DAYS.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN8BE[redacted]
Owner Or Fleet	[redacted] SUGAR LAND, TX,[redacted]		
Make, Model, Model Year	Volkswagen, CC, 2011		
Report Date	12/7/2018	Incident Date	N/A
Mileage	91,200		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/5/2019 12:47:00 PM	CO CONTACTED CUSTOMER AND UPDATED ADDRESS; ADVISED NEW LETTER SHOULD ARRIVE IN 7 TO 10 BUSINESS DAYS AND CHECK SHOULD ARRIVE IN 3 TO 4 WEEKS
2/5/2019 12:55:00 PM	FROM: [redacted] | | SENT: TUESDAY, FEBRUARY 05, 2019 12:55 PM | | TO: GROUP CUSTOMER RELATIONS CHECK REQUEST ADMINISTRATION <GCRCHECKREQUEST@VW.COM> | | CC: MLYNAREK, ASHLEY <EXTERN.ASHLEY.MLYNAREK@VW.COM> | | SUBJECT: STOP/ REISSUE OR VOID CHECK REQUEST CASE [redacted] | | | HELLO, | | | LETTER IN SUBJECT LINE CASE WAS RETURNED UNDELIVERABLE, SO I'M SURE CHECK WILL RETURN SOON AS WELL. I HAVE AN UPDATED ADDRESS FOR CUSTOMER. | | | | | O CHECK ORIGIN CASE NUMBER- [redacted] | O AMOUNT- $651.77 | | O POSTING DATE (STATUS DATE)- 01/17/2019 | | O CHECK NUMBER- [redacted] | | O VIN- WVWMP7AN8BE[redacted] | | O CUSTOMER/ PAYEE NAME- MR. [redacted] | O REASON YOU ARE REQUESTING A STOP PAYMENT- WRONG ADDRESS | | O UPDATED CUSTOMER INFORMATION (NAME, ADDRESS, ETC.) | | [redacted] | | SUGAR LAND TX [redacted] | | | | | SARAH SCHADEGG | | WRITTEN COMMUNICATIONS ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | | | VOLKSWAGEN OF AMERICA, INC. | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | | UNITED STATES OF AMERICA | | TEL. +1 248 754 3197 | | FAX. +1 248 754 6504 | | EMAIL: EXTERN.SARAH.SCHADEGG@VW.COM | | | |
2/5/2019 6:41:00 AM	LETTER RETURNED UNDELIVERABLE; CO TO CONTACT CUSTOMER TO CONFIRM CORRECT ADDRESS
2/20/2019 1:33:00 PM	FROM: [redacted] | | SENT: WEDNESDAY, FEBRUARY 20, 2019 11:14 AM | | TO: SCHADEGG, SARAH <EXTERN.SARAH.SCHADEGG@VW.COM> | | SUBJECT: RE: CASE [redacted] | | | SARAH, | | THE REISSUED CHECK FOR MR. [redacted] WILL BE MAILED OUT TODAY FROM ACCOUNTING. | | PLEASE LET ME KNOW IF YOU HAVE ANY ADDITIONAL QUESTIONS. | | THANKS | | | | JAMIE MINTON | | CHECK ADMINISTRATOR | | CORRESPONDENCE DISTRIBUTION MANAGEMENT TEAM | |
2/21/2019 10:18:00 AM	REISSUED CHECK #[redacted] IN THE AMOUNT OF $651.77 MAILED 2/20/19.
2/22/2019 10:19:00 AM	RECEIVED RETURNED MAIL AND CHECK #[redacted] IN THE AMOUNT OF $651.77 WAS ENCLOSED. SENT CHECK TO ACCOUNTING IN IOM TO BE VOIDED. THERE WAS A PREVIOUS STOP/REISSUE DONE ON THIS CHECK.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX8EW[redacted]
Owner Or Fleet	[redacted] Baton Rouge, LA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/7/2018	Incident Date	N/A
Mileage	66,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/7/2018 7:11:00 PM	CUSTOMER; HAD A REPAIR DONE ON THE CLOCK SPRING ON 8/4/18; HALF WAS COVERED BY WARRANTY; OTHER WAS PAID BY CREDIT CARD | | | CUSTOMER SEEKING; REIMBURSEMENT FOR CLOCK SPRING | | | CO ADVISED; WILL SEND AN EMAIL; REPLY TO EMAIL WITH PROOF OF PAYMENT AND PROOF OF REPAIR; VW WILL LOOK INTO REIMBURSEMENT | | | CUSTOMER UNDERSTOOD | | |
12/7/2018 7:23:00 PM	***** EMAIL TO [redacted]***** | | REFERENCE #[redacted]| | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | DANIEL W | CUSTOMER CARE ADVOCATE |
12/13/2018 2:36:00 PM	CO CALLED CUSTOMER; LEFT VM STATING VW HAS NOT HEARD BACK; WILL SEND DOCUMENTS NOT RECEIVED
12/13/2018 2:43:00 PM	***** EMAIL TO [redacted]***** | | REFERENCE #[redacted]| | DEAR MR. [redacted]| | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | FAX: 248-754-6504 | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | GOODWILL REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE WITHIN 1 WEEK. | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | DANIEL W | CUSTOMER CARE ADVOCATE | |
12/14/2018 1:22:00 PM	SPECIAL PROJECT TO REVIEW FOR REIMBURSEMENT FOR CLOCK SPRING
12/14/2018 10:32:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 10:09:00 AM	FROM: [redacted] | | SENT: MONDAY, JANUARY 14, 2019 9:53 AM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | I SENT INFORMATION COUPLE OF WEEKS AGO. WHAT IS THE STATUS? THANKS | | | | | |
1/15/2019 3:50:00 PM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.
1/15/2019 4:18:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; CUST ONLY PAID PORTION OF REPAIR; VW TO REIMBURSE TOTAL CUSTOMER CHARGES; VW TO REIMBURSE TOTAL: $257.97. | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 4:19:00 PM	WVGAV3AX8EW[redacted] VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $257.97. | | | GENERATED CHECK REQUEST.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX8EW[redacted]
Owner Or Fleet	[redacted]	Baton Rouge, LA,	[redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/7/2018	Incident Date	N/A
Mileage	66,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/22/2019 CHECK # [redacted] FOR AMOUNT $ 257.97 MAILED ON 01/21/2019 4:00:00 AM

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A37DC[redacted]
Owner Or Fleet	[redacted] Winthrop, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/10/2018	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2018 11:19:00 AM	MEDIA ATTACHED IN DOC CENTER
12/10/2018 9:33:00 AM	CATEGORY SELECTION : AIRBAGS / OTHER SYMPTOM - 1 / REPLACED AIRBAG CLOCK SPRING ;
12/10/2018 9:33:00 AM	CUSTOMER STATES: VEH IS PRE OWNED; VEHICLE PURCHASED 2015; VEHICLE PURCHASED FROM KELLY VW DEALER; YES, THIS IS A CPO; VEHICLE WAS PURCHASED; BRAND LOYAL CUSTOMER; MAINTAINED AT VW DEALER; VEHICLE EXPERIENCING: GOT A WARRANTY EXT. LETTER FOR THE AIRBAG CLOCK SPRING AND HAS HAD THAT HAPPEN TWICE ALREADY WITH THE SYMPTOMS: FIRST TIME DEALER REPLACED THE CLOCK SORING IN 2017 AND THEN THE STEERING CONTROL MODULE EARLIER THIS YEAR; WOULD LIKE TO KNOW IF THE PAPERWORK IS ALL I NEED TO SEND TO GET REIMBURSED | | | CUSTOMER SEEKING: REIMBURSEMENT | | | CO ADVISED: THE VEHICLE IS COVERED UNDER THE WARRANTY EXT. UNTIL 120K MILES OR 10/25/22; IF YOU HAVE ANY CONCERNS TO VISIT A VW DEALER; CAN RESPOND TO THE EMAIL WITH THE REPAIR ORDER AND POP: WILL CALL ONCE RECEIVED AND DISCUSS THE PROCESS OF REIMBURSEMENT | | | CO TO WAIT FOR DOCS
12/10/2018 9:34:00 AM	CATEGORY SELECTION : ELECTRICAL / OTHER SYMPTOM - 1 / REPLACED STEERING CONTROL MODULE ;
12/10/2018 9:38:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | | DEAR MRS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | JAMELLIA G | CUSTOMER CARE ADVOCATE |
12/12/2018 2:29:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | | DEAR MRS. [redacted] | THANK YOU FOR CONTACTING VOLKSWAGEN. | | IN ORDER TO PROPERLY LOOK INTO YOUR REIMBURSEMENT REQUEST FURTHER, I AM MISSING SOME REQUIRED DETAILS. PLEASE REPLY BACK WITH THE FOLLOWING INFORMATION OR FAX IT TO 248-754-6504 WITH YOUR REFERENCE NUMBER INCLUDED: | | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A CALL. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | JAMELLIA G | CUSTOMER CARE ADVOCATE | |
12/13/2018 11:43:00 AM	CO ATTEMPTED TO CALL BOTH NUMBERS ON FILE; NEITHER PICKED UP AN ANSWERING SERVICE: WOULD LIKE TO INFORM CUSTOMER DOCS WERE SENT OVER TO TEAM FOR REVIEW AND THE PROCESS IS EXPECTED TO TAKE UP TO 120 DAYS
12/13/2018 11:46:00 AM	TEAM TO REVIEW UNDER AIRBAG CLOCK SPRING WARRANTY EXT.
12/26/2018 2:35:00 PM	MEDIA ATTACHED IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A37DC[redacted]
Owner Or Fleet	[redacted] Winthrop, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/10/2018	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/15/2019 4:01:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED 2 REPAIR ORDER'S AND 2 POP'S FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 41,952 MILES AND 56,345 MILES; REPAIR ORDER DATE IS 02/15/2017 AND 04/16/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; PARTS $555.43; LABOR $559.60; TAX $40.29; TOTAL $1,155.32. | | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 4:15:00 PM	1VWBP7A37DC[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $1,155.32. | | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 1155.32 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX6BW[redacted]
Owner Or Fleet	[redacted] Palmetto Bay, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/10/2018	Incident Date	N/A
Mileage	76,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2018 10:26:00 AM	REFERENCE CASE [redacted] | | | CUSTOMER STATES: RECEIVED THE EXTENDED WARRANTY LETTER FOR THE STEERING WHEEL CLOCK SPRING; CONTACTED VW FOR FINANCIAL ASSISTANCE WITH THE REPAIR; HAD TO PAY THE DEALER DIAGNOSTIC FEE AND VW ENDED UP DENYING ANY ASSISTANCE; TOOK THE VEHICLE TO AN INDEPENDENT, HAD TO PAY AN ADDITIONAL DIAGNOSTIC OF $120, TO HAVE THE VEHICLE REPAIRED; INDEPENDENT REPAIRED THE VEHICLE ON 10-19-18; | | CUSTOMER SEEKS: REIMBURSEMENT; | | | CO ADVISED: CUSTOMER CAN SUBMIT REPAIR ORDER AND POP; DUE TO THE HIGH VOLUME OF REIMBURSEMENT REQUESTS THE PROCESS IS SET BETWEEN 90 AND 120 DAYS FOR A TURNAROUND TIME; WILL VERIFY DOCUMENTATION BEFORE SUBMITTING FOR THE REVIEW PROCESS TO BEGIN; | | | CO TO WAIT CUSTOMER MAIL
12/10/2018 10:30:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MRS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | SABRENA S | CUSTOMER CARE ADVOCATE |
12/17/2018 12:55:00 PM	CO CALLED VERIFY IF CUSTOMER HAS MAILED IN REPAIR ORDER AND POP; | | | CUSTOMER ADVISED: HAD TO GET POP AND A REPAIR ORDER WITH THE PART NUMBERS ON IT FROM THE REPAIR SHOP; WILL BE SENDING THE DOCUMENTS THIS WEEK; | | | CO TO WAIT CUSTOMER MAIL
12/21/2018 11:42:00 AM	CO CALLED TO FOLLOW UP BEFORE THE HOLIDAY; STILL HAVEN'T RECEIVED CUSTOMER REPAIR ORDER AND POP; ANY QUESTIONS OR CONCERNS PLEASE CALL #800; | | | CO TO CALL CUSTOMER
12/24/2018 1:35:00 PM	MEDIA ATTACHED IN DOC CENTER | | | FROM: [redacted] | | SENT: FRIDAY, DECEMBER 21, 2018 1:33 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | HI SABRINA, | | | | | THANK YOU FOR FOLLOWING UP. ATTACHED IS THE INVOICE FOR THE REPAIR, WITH PART NUMBER WRITTEN IN, AS WELL AS THE COPY OF MY DAUGHTER, [redacted] ┬┐S RECEIPT FOR PAYMENT. LET ME KNOW WHAT ELSE YOU NEED | | | | THANKS, | [redacted] | [redacted] | |
12/24/2018 4:16:00 PM	FROM: [redacted] | | SENT: FRIDAY, DECEMBER 21, 2018 2:24 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | HI SABRINA, | | | | COULD YOU CONFIRM YOU GOT EVERYTHING? | | THANKS, | | OLIVIA | |
12/26/2018 2:48:00 PM	CO CALLED TO VERIFY DOCUMENTS WERE RECEIVED; WILL SEND THE INFORMATION TO THE DEPARTMENT THAT REVIEWS FOR THE REIMBURSEMENT; THE PROCESS IS SET BETWEEN 90 AND 120 DAYS FOR A TURNAROUND TIME; | | | CUSTOMER ACKNOWLEDGED; | | | CO TO ESCALATE TO SP
12/26/2018 2:51:00 PM	CUSTOMER IS SEEKING REIMBURSEMENT FOR THE STEERING WHEEL CLOCK SPRING; | | | SP TO REVIEW
12/26/2018 9:16:00 AM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 2:00:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 74,542 MILES; VW TO REIMBURSE CAP AMOUNT FOR WECI WARRANTY EXTENSION; PARTS $290.07; LABOR $248.04; TAX $50.27; TOTAL $588.38. | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 2:04:00 PM	WVGAV7AX6BW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $588.38. | | | SP GENERATED CHECK.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX6BW[redacted]
Owner Or Fleet	[redacted] Palmetto Bay, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/10/2018	Incident Date	N/A
Mileage	76,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/15/2019 2:08:00 PM	SP TO MAIL CAP AMOUNT LETTER.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 588.38 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDZ7AJ8BM[redacted]
Owner Or Fleet	[redacted] Little Elm, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	12/10/2018	Incident Date	N/A
Mileage	138,010		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2018 10:46:00 AM	CUSTOMER STATES RECEIVED NOTICE OF THE WARRANTY EXTENSION FOR THE AIR BAG CLOCK SPRING; VEHICLE HAS OVER THE 120K MILES; AIRBAG LIGHT IS ON | | | | CUSTOMER SEEKING FOR VW TO COVER THE COST OF THE REPAIRS | | | | CO ADVISED DUE TO THE MILEAGE OUTSIDE OF THE WARRANTY EXTENSION VW WOULD NOT ASSIST WITH THE COST OF THE REPAIR | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCM7A32CC[redacted]
Owner Or Fleet	[redacted] Macon, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/10/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2018 11:04:00 AM	CUSTOMER STATES: GOT LETTER ABOUT WARRANTY EXTENSION FOR CLOCK SPRING | | | CUSTOMER SEEKING: IS THIS A RECALL; WHAT IS THIS | | | CO ADVISED: NO OPEN RECALLS ON VEHICLE; WARRANTY EXTENSION IS NOT A RECALL; WARRANTY EXTENSION IS FOR THE AIR BAG CLOCK SPRING VALID UNTIL 12/30/2021 OR 120K MILES WOF; SYMPTOMS OF THIS COMPONENT FAILING WOULD BE BUTTONS ON STEERING WHEEL NOT WORKING, AIRBAG LIGHT COMING ON, OR HORN NOT WORKING | | | CUSTOMER ACKNOWLEDGED | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX3CW[redacted]
Owner Or Fleet	[redacted] Potomac, MD [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/10/2018	Incident Date	N/A
Mileage	29,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2018 11:04:00 AM	CUSTOMER STATES: RECEIVED LETTER REGARDING REIMBURSEMENT. HAD WORK DONE AND PAID OUT OF POCKET. | | | | CUSTOMER SEEKING: CLARIFICATION, REIMBURSEMENT | | | | CO ADVISED: THE LETTER WAS SENT OUT TO ADVISE CUSTOMERS THAT THEY HAVE THE WARRANTY EXTENSION ON THE VEHICLE AND ALSO IF THEY HAD A REPAIR FOR COMPONENT RELATING TO WARRANTY EXTENSION DONE AND PAID OUT OF POCKET THEY COULD SUBMIT FOR REIMBURSEMENT. THIS WARRANTY EXTENSION EXPIRES 2026-11-28. PLEASE SUBMIT PROOF OF PAYMENT, AS WELL AS REPAIR HISTORY, ONCE PAPERWORK IS RECEIVED, THE GENERAL TIME FRAME FOR REIMBURSEMENT REVIEW TAKES UP TO 120 BUSINESS DAYS CURRENTLY, DUE TO THE HIGH VOLUME OF REIMBURSEMENT REQUESTS WE ARE CURRENTLY RECEIVING; YOU WILL EITHER RECEIVE A LETTER OR CHECK IN THE MAIL ONCE REVIEW PROCESS HAS BEEN COMPLETED. CO TO EMAIL CASE NUMBER. | | | PENDING CUSTOMER DOCUMENTATION. | |
12/10/2018 11:10:00 AM	***** EMAIL TO[redacted]***** | | REFERENCE #[redacted] | | DEAR MS.[redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | FAX: 248-754-6504 | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 BUSINESS DAYS. | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | JAMISHA K | CUSTOMER CARE ADVOCATE | |
12/17/2018 3:11:00 PM	FOLLOWING UP WITH CUSTOMER; | | | | CUSTOMER STATES: STILL TRYING TO GATHER DOCUMENTS. | | | | CO WILL SEND EMAIL AGAIN.
12/24/2018 11:17:00 AM	FOLLOWING UP WITH CUSTOMER; | | | | CUSTOMER ADVISED: WILL BE SENDING DOCUMENTS IN. | | | | CO ADVISED: WILL RESEND EMAIL. | | | | PENDING CUSTOMER DOCUMENTATION. | | | |
12/24/2018 2:27:00 PM	CUSTOMER STATES FAX IS NOT GOING THROUGH. CA VERIFIED FAX IS ON LINE, SUGGESTED CUSTOMER REFAX OR EMAIL, PROVIDED EMAIL ADDRESS. CO WAIT CUSTOMER
12/24/2018 3:11:00 PM	MEDIA ATTACHED IN DOC CENTER
12/24/2018 3:47:00 PM	SPECIAL PROJECTS- WORK CASE TO CLOSE.
1/15/2019 4:22:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 24,757 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $374.99; LABOR $366.63; TAX $22.49; TOTAL $764.11. | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 4:25:00 PM	WVGAV7AX3CW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $764.11. | | | | SP GENERATED CHECK.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX3CW[redacted]
Owner Or Fleet	[redacted] Potomac, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/10/2018	Incident Date	N/A
Mileage	29,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/22/2019 CHECK #[redacted] FOR AMOUNT $ 764.11 MAILED ON 01/21/2019 4:00:00 AM

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A31C[redacted]
Owner Or Fleet	[redacted] NORTH MIAMI, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/10/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2018 11:14:00 AM	CUSTOMER GOT EXTENDED WARRANTY LETTER FOR STEERING WHEEL CLOCK SPRING; HAS AIRBAG LIGHT ON CURRENTLY; HAPPENED A MONTH AFTER PREVIOUS RECALL WAS DONE FOR AIRBAG WANTS APPOINTMENT FOR DIAGNOSIS. | | CUSTOMER SEEKS APPOINTMENT | | | | CO ADVISED OF SETTING APPOINTMENT AT DLR 405224 FOR DIAGNOSIS 12/17/18; IF ISSUE ISN'T CLOCK SPRING RELATED FEES WON'T BE COVERED BY WARRANTY. | | | | CO TO CLOSE.
12/10/2018 11:18:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | SINCERELY, | | | | SHAYNA S | CUSTOMER CARE ADVOCATE |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX1CW[redacted]
Owner Or Fleet	[redacted] Indialantic, FL,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/10/2018	Incident Date	N/A
Mileage	77,132		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2018 11:46:00 AM	CUSTOMER STATES THAT EX-HUSBAND GOT A LETTER IN THE MAIL FOR A STEERING WHEEL CLOCK SPRING EXTENDED WARRANTY; STATES THAT HAD TO HAVE THE CLOCK SPRING REPLACED BACK IN 2017; | | | | CUSTOMER SEEKING TO SUBMIT FOR REIMBURSEMENT; | | | | CO ADVISED THAT WILL NEED A COPY OF THE REPAIR ORDER AND POP; OFFERED TO SEND EMAIL THAT THE CUSTOMER CAN REPLY TO WITH THE DOCUMENTS; | | | | CUSTOMER THANKED; | | | | CO TO EMAIL CUSTOMER; | | | | PENDING CUSTOMER CORRESPONDENCE
12/10/2018 11:53:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | FAX: 248-754-6504 | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | HANNAH W | CUSTOMER CARE ADVOCATE | |
12/10/2018 11:53:00 AM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / CLOCK SPRING FAILURE;
12/14/2018 8:44:00 AM	MEDIA ATTACHED IN DOC CENTER
12/17/2018 12:46:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING; | | | | SP TO REVIEW
1/15/2019 4:30:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 77,132 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $333.58; LABOR $312.50; TAX $38.76; TOTAL $684.84. | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 4:34:00 PM	WVGAV7AX1CW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $684.84. | | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 684.84 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDP7AJ7DM[redacted]
Owner Or Fleet	[redacted]		HOUSTON, TX, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	12/10/2018	Incident Date	N/A
Mileage	75,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2018 1:02:00 PM	CUSTOMER STATES: RECEIVED A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING IN THE MAIL, ALSO AIRBAG LIGHT COMES ON SOMETIMES IN VEHICLE | | | | CUSTOMER SEEKING: TO GAIN MORE INFORMATION ON WARRANTY EXTENSION, TO KNOW IF VEHICLE SHOULD BE TAKEN TO A VW DLR TO GET A DIAGNOSIS | | | | CO ADVISED: CUSTOMER THAT THERE ARE TWO WARRANTY EXTENSIONS ON THIS VEHICLE, ONE FOR THE AIRBAG CLOCK SPRING AND THE OTHER FOR THE STEERING WHEEL LOCK WARRANTY. INFORMED CUSTOMER THAT THE STEERING WHEEL LOCK WARRANTY IS VALID ON VEHICLE UNTIL 1-10-2023 OR 100,000 MILES WCF ALSO THAT THE AIRBAG CLOCK SPRING WARRANTY IS VALID ON VEHICLE UNTIL 1-11-2023 OR UNTIL 120,000 MILES WCF INFORMED CUSTOMER THAT IF VEHICLE IS HAVING SYMPTOMS OF WHEN HORN IS NOT WORKING PROPERLY, AIRBAG LIGHT IS ON AND STEERING WHEEL FUNCTIONS ARE NOT WORKING CUSTOMER COULD TAKE VEH INTO A VW DLR TO HAVE ISSUE DIAGNOSED AND IF IT IS PROVEN TO BE THE AIRBAG CLOCK SPRING CUSTOMER CAN HAVE THIS TAKEN CARE OF UNDER WARRANTY; CO ALSO INFORMED CUSTOMER THAT IF AIRBAG LIGHT COMES ON AGAIN CUSTOMER SHOULD TAKE VEHICLE INTO A VW DLR TO HAVE A DIAGNOSIS PERFORMED ON VEHICLE | | | | CUSTOMER UNDERSTOOD | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCP7A38CC[redacted]
Owner Or Fleet	[redacted]	Rancho Cucamonga, CA,	[redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/10/2018	Incident Date	N/A
Mileage	39,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2018 2:20:00 PM	CUSTOMER STATES: 1-2 WEEKS AFTER HAVING THE AIRBAG RECALL COMPLETED THE AIRBAG LIGHT CAME ON; DEALER 422180 ADVISED IT WOULD BE $150 TO DIAGNOSE THE ISSUE; DIDN'T HAVE THE VEHICLE DIAGNOSED; NOW THE AIRBAG LIGHT AND THE CHECK ENGINE LIGHT IS ON; DEALER ADVISED IT IS $150 FOR EACH CONCERN; RECEIVED A LETTER FOR AN EXTENDED WARRANTY FOR THE STEERING WHEEL CLOCK SPRING AND 1 OF THE SYMPTOMS IS THE AIRBAG LIGHT BEING ON; THE DEALER IS PROBABLY GOING TO COME UP WITH SOMETHING ELSE JUST TO MAKE MONEY; | | CUSTOMER SEEKS: TO PAY $150 FOR DEALER TO DIAGNOSE BOTH ISSUES; | | | | CO ADVISED: THE DIAGNOSTIC FEES ARE SET BY THE DEALER; IF THE DIAGNOSTIC COMES BACK BEING THE AIRBAG CLOCK SPRING, CUSTOMER WOULDN┬┐T PAY A DIAGNOSTIC AS IT WOULD BE A WARRANTY REPAIR WHICH IS PAID BY VW; THE DIAGNOSTIC FEE IS NOT PAID UPFRONT; CUSTOMER WOULD HAVE TO AUTHORIZE WITH A SIGNATURE IF THE REPAIR IS NOT WARRANTY WORK THE DIAGNOSTIC WOULD BE PAID; IF CUSTOMER HAS THE REPAIRS COMPLETED AT THE DEALER THE DIAGNOSTIC FEE WOULD BE MINUS FROM THE REPAIR; IF THE REPAIRS ARE NOT COMPLETED AT THE DEALER AND NOT WARRANTY RELATED AT THAT TIME CUSTOMER IS RESPONSIBLE FOR THE DIAGNOSTIC FEE; | | | | | CO CONTACTED DEALER 422180, SPOKE WITH J.R.: ADVISED CUSTOMER WOULD AUTHORIZE THE DIAGNOSTIC WITH A SIGNATURE; IF WARRANTY RELATED CUSTOMER WOULDN'T PAY THE DIAGNOSTIC; IF THE REPAIR IS NOT WARRANTY WORK CUSTOMER WOULD PAY $149 FOR EACH CONCERN; | | | CUSTOMER ACKNOWLEDGED; WILL SCHEDULE AN APPOINTMENT TO TAKE THE VEHICLE; | | | NO FURTHER ACTION
12/10/2018 2:39:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | SINCERELY, | | | SABRENA S | CUSTOMER CARE ADVOCATE |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN3AE[redacted]
Owner Or Fleet	[redacted] Tuckahoe, NY, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	12/10/2018	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2018 2:48:00 PM	CUSTOMER STATED TOOK VEHICLE TO DEALER TO GET RECALL REPAIRED ON VEHICLE AND WENT TO PICK VEHICLE UP AIRBAG LIGHT WAS ON; CUSTOMER ADVISED DEALER OF THE LIGHT DEALER ACKNOWLEDGED AND ADVISED CUSTOMER WARNING LIGHT HAS NOTHING TO DO WITH RECALL; CAN TAKE VEHICLE HOME | | | CUSTOMER SEEKING TO GET AIRBAG LIGHT CONCERNS RESOLVED | | | | CUSTOMER STATED WOULD LIKE CO TO CONTACT AT A LATER TIME IS CURRENTLY BUSY | | | CO ADVISED CUSTOMER WILL CONTACT BEFORE COB TOMORROW 12-11 | | | CUSTOMER ACKNOWLEDGED | | | CO TO CONTACT CUSTOMER BEFORE COB TOMORROW 12-11
12/11/2018 4:20:00 PM	CO CONTACTED CUSTOMER ADVISING THAT DEALER REPAIRED RECALL DUE TO IT BEING OPEN ON VEHICLE AND DUE TO LABOR TIME BEING INVOLVED IN DIAGNOSING A VEHICLE CONCERN, A DEALER MAY ASK YOU TO AUTHORIZE THE COST OF DIAGNOSIS UP FRONT. THIS IS YOU AGREEING TO COVER THE COST OF THE DIAGNOSIS IF THE DEALER FINDS THAT THE CONCERN ISN┬┤T THE RESULT OF A WARRANTABLE MANUFACTURERS SHORTCOMING. HOWEVER, IF THE DEALER FINDS THAT THE CONCERNS ARE COVERED UNDER WARRANTY, THE COST OF DIAGNOSIS WOULD BE ROLLED INTO THAT COVERAGE FOR YOU | | | CUSTOMER ACKNOWLEDGED | | | | NO FURTHER ACTION
12/11/2018 4:24:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / AIRBAG LIGHT;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWLL7AJXEM[redacted]
Owner Or Fleet	[redacted]		Stokesdale, NC,[redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	12/10/2018	Incident Date	N/A
Mileage	39,658		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2018 3:11:00 PM	G20181210011 | | | CUSTOMER COMPLAINT: CUSTOMER STATES AIR BAG LIGHT IS ON | | CAUSE / REPAIR PERFORMED: TECH INSPECTED AND FOUND FAULT FOR THE SEAT OCCUPN | | ACY CONTROL MODULE NEEDS REPLACEMENT | | CLAIM REASON: COMPONENT FAILURE | | GOODWILL JUSTIFICATION | | PLEASE CONFIRM THAT YOU AGREE WITH THE FOLLOWING STATEMENTS: | | | | REPAIR IS NOT COVERED BY A PURCHASED EXTENDED SERVICE CONTRACT? AGREED | | REQUEST IS NOT THE RESULT OF A DENIED WARRANTY CLAIM? AGREED | | ARE THERE PREVIOUS RELATED REPAIRS? NO | | HAS THE CUSTOMER HAD A GOOD OVERALL OWNERSHIP EXPERIENCE? YES | | IS THE CUSTOMER NEW TO VW? NO | | IS THIS A REPEAT VW PURCHASER ? YES | | IS THE CUSTOMER LOYAL TO YOUR DEALER? YES | | HAS THE VEHICLE BEEN PROPERLY MAINTAINED? YES | | IS THE VEHICLE IN GOOD OVERALL CONDITION? YES | | IS THE CUSTOMER THE ORIGINAL OWNER? YES | | PLEASE PROVIDE A DETAILED EXPLANATION FOR OFFERING A GOODWILL EXCEPTION FOR THIS CUSTOMER: | | CUSTOMER HAS BEEN IN A COUPLE TIMES FOR SAME CONCE | | RN WE WERE NOT ABLE TO DUPLICATE CONCERN ON THIS V | | ISIT WE ARE ALBE TO FIND CODES FOR THE MODULE REQU | | ESTING GOODWILL ASSISTANCE VEHICLE OUT BY MILES IS | | LOYAL CUSTOMER | | | | LABOR: $300.00 | | PARTS: $1,762.00
12/10/2018 3:13:00 PM	CASE OPENED UNDER INCORRECT CUSTOMER. REF. CASE[redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWLL7AJXEM[redacted]
Owner Or Fleet	[redacted] Fairburn, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	12/10/2018	Incident Date	N/A
Mileage	39,658		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2018 3:14:00 PM	G20181210011 | | | CUSTOMER COMPLAINT: CUSTOMER STATES AIR BAG LIGHT IS ON | CAUSE / REPAIR PERFORMED: TECH INSPECTED AND FOUND FAULT FOR THE SEAT OCCUPN | ACY CONTROL MODULE NEEDS REPLACEMENT | CLAIM REASON: COMPONENT FAILURE | GOODWILL JUSTIFICATION | PLEASE CONFIRM THAT YOU AGREE WITH THE FOLLOWING STATEMENTS: | | | REPAIR IS NOT COVERED BY A PURCHASED EXTENDED SERVICE CONTRACT? AGREED | REQUEST IS NOT THE RESULT OF A DENIED WARRANTY CLAIM? AGREED | ARE THERE PREVIOUS RELATED REPAIRS? NO | HAS THE CUSTOMER HAD A GOOD OVERALL OWNERSHIP EXPERIENCE? YES | IS THE CUSTOMER NEW TO VW? NO | IS THIS A REPEAT VW PURCHASER ? YES | IS THE CUSTOMER LOYAL TO YOUR DEALER? YES | HAS THE VEHICLE BEEN PROPERLY MAINTAINED? YES | IS THE VEHICLE IN GOOD OVERALL CONDITION? YES | IS THE CUSTOMER THE ORIGINAL OWNER? YES | PLEASE PROVIDE A DETAILED EXPLANATION FOR OFFERING A GOODWILL EXCEPTION FOR THIS CUSTOMER: | CUSTOMER HAS BEEN IN A COUPLE TIMES FOR SAME CONCE | RN WE WERE NOT ABLE TO DUPLICATE CONCERN ON THIS V | ISIT WE ARE ALBE TO FIND CODES FOR THE MODULE REQU | ESTING GOODWILL ASSISTANCE VEHICLE OUT BY MILES IS | LOYAL CUSTOMER | | | LABOR: $300.00 | PARTS: $1,762.00
12/10/2018 3:15:00 PM	WISE TRACKING NUMBER PROVIDED FOR 50% PARTS AND LABOR AT WARRANTY RATES. WITH THE VEHICLE BEING OUTSIDE OF NVLW BY OVER 12 MONTHS, VW CANNOT PROVIDE FULL ASSISTANCE. | | | DEALER CONTACTED GOODWILL TEAM FOR ASSISTANCE WITH OUT OF WARRANTY REPAIR. CONSIDERING THE INFORMATION PROVIDED, THE REQUEST WAS APPROVED FOR 50% PARTS AND LABOR. | | IF THE CUSTOMER REACHES OUT TO CARE AND PROVIDES INFORMATION THAT WOULD MERIT ADDITIONAL CONSIDERATION, PLEASE REVIEW WITH AN RCM AND/OR A MEMBER IF YOUR LEADERSHIP TEAM. IF NO NEW INFORMATION IS PROVIDED BY THE CUSTOMER, THIS OFFER CAN BE SUPPORTED. ESCALATION IS NOT REQUIRED. | |
12/11/2018 10:47:00 AM	DEALER ADVISED PART 5N0881256AN MUST BE REPLACED. SEAT OCCUPIED SENSOR UNAVAILABLE SEPARATELY. | | | GW TO APPROVE 90%
12/11/2018 10:55:00 AM	WISE TRACKING NUMBER PROVIDED FOR 90% PARTS AND LABOR AT WARRANTY RATES. WITH THE VEHICLE BEING OUTSIDE OF NVLW BY 3,658 MILES, VW CANNOT PROVIDE FULL ASSISTANCE. | | | DEALER PARTICIPATION IS ENCOURAGED TOWARDS REMAINDER OF REPAIR DUE TO DEALER LOYALTY. THANK YOU FOR YOUR CONSIDERATION. | | | DEALER CONTACTED GOODWILL TEAM FOR ASSISTANCE WITH OUT OF WARRANTY REPAIR. CONSIDERING THE INFORMATION PROVIDED, THE REQUEST WAS APPROVED FOR 90% PARTS AND LABOR. | | IF THE CUSTOMER REACHES OUT TO CARE AND PROVIDES INFORMATION THAT WOULD MERIT ADDITIONAL CONSIDERATION, PLEASE REVIEW WITH AN RCM AND/OR A MEMBER IF YOUR LEADERSHIP TEAM. IF NO NEW INFORMATION IS PROVIDED BY THE CUSTOMER, THIS OFFER CAN BE SUPPORTED. ESCALATION IS NOT REQUIRED. | |
12/11/2018 9:15:00 AM	G20181211003 | | | CUSTOMER COMPLAINT: CUSTOMER STATES AIRBAG LIGHT IS ON | CAUSE / REPAIR PERFORMED: TECH FOUND FAULT FOR THE SEAT OCCUPANCY MODULE NEE | D REPLACEMENT | CLAIM REASON: COMPONENT FAILURE | GOODWILL JUSTIFICATION | PLEASE CONFIRM THAT YOU AGREE WITH THE FOLLOWING STATEMENTS: | | | REPAIR IS NOT COVERED BY A PURCHASED EXTENDED SERVICE CONTRACT? AGREED | REQUEST IS NOT THE RESULT OF A DENIED WARRANTY CLAIM? AGREED | ARE THERE PREVIOUS RELATED REPAIRS? NO | HAS THE CUSTOMER HAD A GOOD OVERALL OWNERSHIP EXPERIENCE? YES | IS THE CUSTOMER NEW TO VW? NO | IS THIS A REPEAT VW PURCHASER ? YES | IS THE CUSTOMER LOYAL TO YOUR DEALER? YES | HAS THE VEHICLE BEEN PROPERLY MAINTAINED? YES | IS THE VEHICLE IN GOOD OVERALL CONDITION? YES | IS THE CUSTOMER THE ORIGINAL OWNER? YES | PLEASE PROVIDE A DETAILED EXPLANATION FOR OFFERING A GOODWILL EXCEPTION FOR THIS CUSTOMER: | | CUSTOMER HAD PREVIOUS CONCERNS WITH THE ARIBAG LIG | HT BUT WE COULD NOT DUPLICATE JUST OUT OF WARRANTY | | NOW HAVE FAULT FOR THE SEAT OCCUPANCY I E | NTERED UNDER THE WRONG VIN NUMBER YESTERDAY I AM S | ORRY I ENTERED UNDER LAST SIX 403909 THIS IS THE C | ORRECT VIN NUMBER REQUESTING GOODWILL ASSI | STANCE FOR LOYAL CUSOTMER JUST OUT OF WARRANTY BY | MILES | | | LABOR: $300.00 | PARTS: $1,762.00
12/11/2018 9:42:00 AM	REQUESTED INFORMATION ON PARTS COST, SEEMS HIGH FOR SEAT-OCCUPIED SENSOR(S) | | | WAIT REPLY.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWGD7AJ5CW[redacted]
Owner Or Fleet	[redacted] Exeter, NH, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2012		
Report Date	12/10/2018	Incident Date	N/A
Mileage	115,921		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2018 3:36:00 PM	MEDIA ATTACHED IN DOC CENTER
1/13/2019 3:55:00 PM	CUSTOMER STATES: CHECKING ON A STATUS UPDATE; | | | | CA ADVISED: I TRULY APPRECIATE YOUR PATIENCE AND WANT TO EXTEND MY APOLOGIES FOR THIS DELAY. WE DID RECEIVE YOUR DOCUMENTS ON DECEMBER 10TH. FROM THERE, WE ESCALATED YOUR CASE UP TO THE CORRECT DEPARTMENT FOR REVIEW. WE HAVE RECEIVED A LARGER THAN NORMAL REQUEST FOR REIMBURSEMENT. THIS HAS DELAYED OUR TEAM A LITTLE IN THE TYPICAL 60 DAY REVIEW PROCESS. WE HAVE RECENTLY EXTENDED THIS TIME FRAME TO 120 DAYS TO ALLOW THIS TEAM TO CATCH UP. PLEASE KNOW WE ARE REALLY PUSHING TO GET THESE REQUESTS OUT MUCH SOONER AS WE DON'T WANT TO KEEP OUR CUSTOMERS WAITING THIS LONG. YOU ARE ALWAYS WELCOME TO CHAT IN HERE AND REFERENCE CASE NUMBER [redacted] FOR UPDATES. | | | | CUSTOMER ACNKOWLEDGED; | | | | CO TO REVIEW;
1/13/2019 4:00:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 11:40:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARR; CUSTOMER PAID: $620.01 | | | | SP TO GENERATE CHECK
1/15/2019 11:43:00 AM	WVWGD7AJ5CW[redacted] VW TO REIMBURSE UNDER WECI WARR. EXT; TOTAL: $620.01 | | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 620.01 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX9DW[redacted]
Owner Or Fleet	[redacted] Boulder, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/10/2018	Incident Date	N/A
Mileage	53,464		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2018 3:42:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 4:01:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR; SUBMITED RO AND POP: SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURS EUNDER WARRANTY; CUSTOMER PAID: $503.24 | | | | SP TO GENERATE CHECK
1/15/2019 4:02:00 PM	WVGBV3AX9DW[redacted] VW TO REIMBURSE UNDER WECI WARR.EXT.; TOTAL:$ 503.24 | | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK # [redacted] OR AMOUNT $ 503.24 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX6CW[redacted]
Owner Or Fleet	[redacted] Boston, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/10/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2018 3:47:00 PM	PLEASE NOTE: CUSTOMER'S EMAIL CONTAINS A CLOUD FILE LIKE THAT CANNOT BE OPENED DUE TO VW FIREWALL SETTINGS. RECOMMEND CUSTOMER SEND ACTUAL FILE. | | | FROM: [redacted] | | SENT: MONDAY, DECEMBER 03, 2018 2:23 PM | | TO: REIMBURSEMENT REQUEST <REIMBURSEMENT.REQUEST@VW.COM> | | SUBJECT: CLOCK SPRING WARRANTY | | | 1) VIN: WVGBV7AX6CW[redacted] | | | 2) NAME AND ADDRESS OF THE PERSON THAT PAID FOR THE REPAIR: | [redacted] | [redacted] | BOSTON, MA [redacted] | | | PLEASE SEE THE ATTACHED DOCUMENT FOR THE REPAIR SHEET AND INVOICES (PAGE 2) | | | [redacted] | | | NAME, ADDRESS, AND PHONE NUMBER OF THE DEALERSHIP THAT HANDLED THIS ISSUE: | | MINUTEMAN VOLKSWAGEN | | 39 NORTH RD, BEDFORD, MA 01730 | | (781) 275-8000 | | | | PLEASE LET ME KNOW IF THERE IS ANY OTHER INFORMATION I CAN PROVIDE. | | | | THANKS, | [redacted]
1/2/2019 4:13:00 PM	FROM: [redacted] | | SENT: WEDNESDAY, JANUARY 02, 2019 1:34 PM | | TO: REIMBURSEMENT REQUEST | | SUBJECT: FWD: CLOCK SPRING WARRANTY | | | | I AM STILL WAITING TO HEAR BACK FROM THIS REQUEST. PLEASE LET ME KNOW IF I NEED TO PROVIDE ANY ADDITIONAL INFORMATION. | | | |
1/10/2019 10:21:00 AM	SP CALLED DEALER TO GET RO; DEALER ADVISED WILL EMAIL
1/10/2019 10:36:00 AM	MEDIA ATTACHED IN DOC CENTER | | DEALER SENT RO; SHOWS COMPLETION OF STATE INSPECTION, REPLACEMENT OF CLOCK SPRING, AND OIL CHANGE; ONLY CLOCK SPRING COVERED UNDER WARRANTY EXTENSION; VW TO REIMBURSE CLOCK SPRING REPAIRS; PARTS: 361.56, LABOR: 260.00, TAX: 21.97; TOTAL: $643.53. | | | | SP GENERATED CHECK REQUEST
1/10/2019 10:51:00 AM	WVGBV7AX6CW[redacted] VW TO REIMBURE UNDER WECY WARRANTY EXTENSION; TOTAL: $643.53. | | | | SP GENERATED CHECK REQUEST
1/10/2019 7:20:00 AM	PER INFORMATION PROVIDED BY CUSTOMER IN EMAIL, SP FOUND RO FOR CUSTOMER IN XTIME; SP TO CONTACT DEALER TO TRY TO GET RO
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 643.53 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30CC[redacted]
Owner Or Fleet	[redacted] Northfield, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/10/2018	Incident Date	N/A
Mileage	63,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2018 3:59:00 PM	CUSTOMER STATES: RECEIVED WARRANTY EXTENSION REIMBURSEMENT INFORMATION AND WOULD LIKE TO SEND IN INFORMATION; | | | CUSTOMER SEEKING: REIMBURSEMENT INFORMATION; | | | CO ADVISED: THAT THE CUSTOMER CAN SUBMIT THE INFORMATION FOR THE POP AND THE INVOICE TO VW CUSTOMER CARE; THE PROCESS DOES TAKE APPROXIMATELY 120 BUSINESS DAYS FROM THE DATE INFORMATION WAS RECEIVED; | | | CUSTOMER ACKNOWLEDGED: | | | CO TO CLOSE PENDING MAIL.
12/10/2018 4:15:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | DEAR [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | DAWN L | CUSTOMER CARE ADVOCATE |
12/11/2018 10:36:00 AM	MEDIA ATTACHED IN DOC CENTER
12/12/2018 2:29:00 PM	SPECIAL PROJECTS TO LOOK INTO FOR POSSIBLE REIMBURSEMENT;
1/7/2019 3:39:00 PM	CUSTOMER STATES: SENT IN DOCUMENTS VIA E-MAIL ABOUT A MONTH AGO AND WANTED TO MAKE SURE THEY HAD ARRIVED; | | | CUSTOMER SEEKING: IF THE DOCUMENTS HAD ALL ARRIVED FOR REVIEW; | | | CUSTOMER ADVOCATE ADVISED: THE DOCUMENTS WERE RECEIVED AND ARE BEING REVIEWED ONCE A DECISION IS MADE THE CUSTOMER WILL RECEIVE THE DECISION VIA POSTAL MAIL; | | | CUSTOMER ACKNOWLEDGED; | | | SP TO REVIEW.
1/15/2019 1:05:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; CUST PAID $619.70 FOR REPAIRS; TAX $20.33; VW TO REIMBURSE TOTAL: $640.03. | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 1:22:00 PM	1VWBP7A30CC[redacted] VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $640.03. | | | GENERATED CHECK REQUEST.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 640.03 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A37EC[redacted]
Owner Or Fleet	[redacted], West Chester, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/10/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2018 4:05:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 1:25:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; DLR ASSISTED WITH PART OF REPAIR; VW TO REIMBURSE TOTAL: $269.79. | | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 1:28:00 PM	1VWAT7A37EC[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $269.79. | | | | GENERATED CHECK REQUEST.
2/8/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 269.79 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A35FC[redacted]
Owner Or Fleet	[redacted]		CONVERSE, TX, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/10/2018	Incident Date	N/A
Mileage	39,928		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2018 4:13:00 PM	CUSTOMER GOT A WARRANTY EXTENSION LETTER FOR STEERING WHEEL CLOCK SPRING; CUSTOMER PAID OUT OF POCKET ALREADY; HOW TO BE REIMBURSED? | | CUSTOMER SEEKS REIMBURSEMENT INFORMATION | | | CO ADVISED CUSTOMER CAN FAX, EMAIL, OR SNAIL MAIL REPAIR ORDER AND POP ; TAKES 120 DAYS FOR REVIEW; MADE APPOINTMENT FOR SERVICE ACTION AT DEALER 425159. | | | CO TO WAIT CUSTOMER MAIL.
12/10/2018 4:15:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | FAX: 248-754-6504 | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | SHAYNA S | CUSTOMER CARE ADVOCATE | |
12/11/2018 9:27:00 AM	MEDIA ATTACHED IN DOC CENTER
12/13/2018 10:14:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENT OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | FAX: 248-754-6504 | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | SHAYNA S | CUSTOMER CARE ADVOCATE | |
12/13/2018 4:22:00 PM	CUSTOMER STATES SENT IN DOCUMENTS FOR REIMBURSEMENT; RECEIVED AN EMAIL FROM REPRESENTATIVE WORKING WITH; NEEDING ADDITIONAL DOCUMENTS; SENT IN EVERYTHING REQUESTED; NOT SURE WHAT IS MISSING; | | | CUSTOMER SEEKING ADDITIONAL INFORMATION REGARDING DOCUMENTS NEEDED FOR REIMBURSEMENT; | | | CUSTOMER ADVOCATE ADVISED CUSTOMER THAT VW RECEIVED POP; WOULD STILL NEED REPAIR ORDER; CUSTOMER STATES SENT IN THE REPAIR ORDER; CURRENTLY DUE TO THE WINDS IN TEXAS; DON┬┐T HAVE INTERNET ACCESS; WHEN ACCESS COMES BACK WILL RESEND IN REPAIR ORDER; | | | CO TO REVIEW;
12/21/2018 4:17:00 PM	CUSTOMER STATES: SUBMITTED DOCUMENTS FOR REIMBURSEMENT; RECEIVED AN EMAIL STATING THERE WAS MISSING DOCUMENTS; RESENT THE DOCUMENTS; CALLING TO VERIFY IF DOCUMENTS HAVE BEEN RECEIVED; | | CUSTOMER SEEKS: VERIFY DOCUMENTS | | | | CUSTOMER ADVOCATE ADVISED: SEE THE ORIGINAL DOCUMENTS WERE RECEIVED; NOT SEEING ANY ADDITIONAL DOCUMENTS WERE SUBMITTED; WILL SEND CUSTOMER AN EMAIL WITH THE CASE NUMBER, REPLY DIRECTLY TO THE EMAIL WITH THE REPAIR ORDER; | | | | CUSTOMER STATES: RECEIVED THE EMAIL AND RESPONDED WITH THE DOCUMENTS; | | | CUSTOMER ADVOCATE ADVISED: EMAILS CAN TAKE A FEW HOURS TO A FULL DAY TO RECEIVE INTO THE CASE; WILL SCHEDULE CO SHAYNA TO FOLLOW UP ON 12-26-18; | | | | CO TO FOLLOW UP WITH CUSTOMER BY COB 12-26-18

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A35FC[redacted]
Owner Or Fleet	[redacted]		CONVERSE, TX, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/10/2018	Incident Date	N/A
Mileage	39,928		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/26/2018 2:33:00 PM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | SINCERELY, | | | | | | SHAYNA S | | CUSTOMER CARE ADVOCATE | | | |
12/26/2018 2:33:00 PM	PLEASE REVIEW FOR POSSIBLE REIMBURSEMENT
12/26/2018 9:42:00 AM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 9:28:00 AM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DEALER; SHOWS REPLACMENT OF CLOCK SPRING; NO OTHER REPAIRS; VW TO REIMBURSE FOR FULL RO; TOTAL: $569.41. | | | | SP TO GENERATE CHECK REQUEST | |
1/18/2019 9:29:00 AM	1VWBS7A35FC[redacted] VW TO REIMBURSE UNDER WECY WARRANTY EXTENSION; TOTAL: $569.41. | | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 569.41 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A33FC[redacted]
Owner Or Fleet	[redacted] Loyal, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/10/2018	Incident Date	N/A
Mileage	76,256		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2018 4:15:00 PM	MEDIA ATTACHED IN DOC CENTER | | FROM: [redacted] | | SENT: MONDAY, DECEMBER 03, 2018 6:13 PM | | TO: REIMBURSEMENT REQUEST <REIMBURSEMENT.REQUEST@VW.COM> | | SUBJECT: REIMBURSEMENT REQUEST | | | IF YOU HAVE PREVIOUSLY PAID FOR REPLACEMENT OF A FAULTY STEERING WHEEL CLOCK SPRING AS DESCRIBED IN THE LETTER YOU RECEIVED, YOU MAY SUBMIT A REQUEST FOR REIMBURSEMENT. | | | | | CUSTOMER NAME: [redacted] | | | | | STREET ADDRESS: [redacted] | | | | | CITY: SCHOFIELD | | | | | STATE/ZIP: WI [redacted] | | | | | VEHICLE IDENTIFICATION NUMBER (VIN)* 1VWAT7A33FC[redacted] | | | *PLEASE NOTE THAT THE VIN DOES NOT USE THE LETTERS ┬ O,┬ ┬ I,┬ OR ┬ Q.┬ | | | | | TO REVIEW FOR REIMBURSEMENT, PLEASE ATTACH COPIES OF THE FOLLOWING: | | 1. LEGIBLE REPAIR ORDERS AND/OR ITEMIZATION OF REPAIR THAT WAS COMPLETED | | 2. LEGIBLE COPIES OF PROOF OF PAYMENT (RECEIPTS, INVOICES, CANCELLED CHECKS, BANK/CREDIT STATEMENT) | | 3. THE NAME, ADDRESS AND PHONE NUMBER OF THE REPAIR FACILITY THAT PERFORMED THE WORK | | | | | PLEASE NOTE: | | ┬ YOUR CLAIM WILL BE ACTED UPON WITHIN 60 DAYS OF RECEIPT. IF YOUR CLAIM IS APPROVED, YOU WILL RECEIVE A CHECK FROM VOLKSWAGEN. REIMBURSEMENT MAY BE LIMITED TO THE AMOUNT THE REPAIR WOULD COST IF IT HAD BEEN COMPLETED BY A VOLKSWAGEN DEALER OR AUTHORIZED REPAIR FACILITY | | ┬ IF YOUR CLAIM IS INCOMPLETE, WE WILL CONTACT YOU AND REQUEST ANY ADDITIONAL REQUIRED INFORMATION TO SUPPORT YOUR CLAIM | | ┬ IF YOUR CLAIM IS DENIED, WE WILL CONTACT YOU WITH THE REASON(S) FOR DENIAL | | SENT FROM MAIL FOR WINDOWS 10 | | | |
1/15/2019 2:42:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARR; CUSTOMER PAID: $585.74 | | | SP TO GENERATE CHECK | |
1/15/2019 2:44:00 PM	1VWAT7A33FC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT.; TOTAL: $585.74 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 585.74 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A31DC[redacted]
Owner Or Fleet	[redacted] Sacramento, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/10/2018	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2018 4:18:00 PM	MEDIA ATTACHED IN DOC CENTER | | -----ORIGINAL MESSAGE----- | | FROM: [redacted] | | SENT: TUESDAY, DECEMBER 04, 2018 4:13 PM | | TO: REIMBURSEMENT REQUEST <REIMBURSEMENT.REQUEST@VW.COM> | | SUBJECT: REIMBURSEMENT REQUEST | | | IF YOU HAVE PREVIOUSLY PAID FOR REPLACEMENT OF A FAULTY STEERING WHEEL CLOCK SPRING AS DESCRIBED IN THE LETTER YOU RECEIVED, YOU MAY SUBMIT A REQUEST FOR REIMBURSEMENT. | | | | | CUSTOMER NAME: [redacted] | | | | | STREET ADDRESS: [redacted] | | | | | CITY: SACRAMENTO | | | | | STATE/ZIP: CA [redacted] | | | | VEHICLE IDENTIFICATION NUMBER (VIN)* 1VWAP7A31DC[redacted] |
1/17/2019 9:14:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI RECALL; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECI RECALL; CUSTOMER PAID: $623.05 | | | SP TO GENERATE CHECK
1/17/2019 9:25:00 AM	1VWAP7A31DC[redacted] VW TO REIMBURSE UNDER WECI RECALL; TOTAL: $623.05 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 623.05 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A36G[redacted]
Owner Or Fleet	[redacted]		HENDERSONVILLE, TN, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	12/10/2018	Incident Date	N/A
Mileage	55,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2018 4:25:00 PM	CUSTOMER STATES VEHICLE HAS AIRBAG LIGHT IS ON AND HORN ISN┬┐T WORKING | | | CUSTOMER SEEKING IF VEHICLE HAS OPEN RECALLS | | | CO ADVISED CUSTOMER HAS OPEN SERVICE ACTION, ECM SOFTWARE THAT NEEDS TO BE UPDATED; CO ALSO ADVISED THAT VEHICLE HAS WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING; CO OFFERED TO SCHEDULE DEALER APPOINTMENT, CUSTOMER ACCEPTED; SCHEDULED VIA XTIME | | | NO FURTHER ACTION
12/10/2018 4:31:00 PM	CATEGORY SELECTION : ELECTRICAL / INOPERABLE - 1 / NOT WORKING;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW1K7AJ1EM[redacted]
Owner Or Fleet	[redacted] OKLAHOMA CITY, OK, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	12/10/2018	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Mileage	0

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2018 4:28:00 PM	CUSTOMER STATES RECEIVED A NOTICE IN THE MAIL; AIRBAG CLOCK SPRING; DON┬┐T HAVE CURRENTLY MILEAGE; | | | | CUSTOMER SEEKING WHERE TO TAKE VEHICLE TOO; | | | | CO ADVISED THAT AIRBAG CLOCK SPRING WARRANTY NOTICE IS AN FYI NOTICE; PART ON VEHICLE IS COVERED UNDER WARRANTY IF FAIL VW WILL COVER COST OF REPAIR; CUSTOMER STATES THAT HORN ISN┬┐T WORKING ANYMORE; AIRBAG LIGHT COMES ON AND OFF; ADVISED CUSTOMER THAT VEHICLE ISSUE COULD BE RELATED TO AIRBAG CLOCK SPRING; WOULD BE BEST TO GET VEHICLE INTO DEALER; OFFERED TO SETUP DEALER APPOINTMENT; | | | | CO CONTACTED DEALER 425436; SPOKE WITH SERVICE DEPARTMENT; APPOINTMENT SCHEDULED FOR 12/14/18 AT 10:00AM; | | | | CO ADVISED CUSTOMER THAT DEALER APPOINTMENT IS SCHEDULED FOR 12/14/18 AT 10:00AM; WILL SEND CUSTOMER AN EMAIL WITH DEALER INFORMATION; | | | | CO TO EMAIL CUSTOMER;
12/10/2018 4:43:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS PROMISED, HERE┬┐S THE INFORMATION FOR YOUR CLOSEST VW DEALERSHIP. | | OKLAHOMA CITY VOLKSWAGEN | 4710 NW 39TH ST, OKLAHOMA CITY, OK 73122 | (405) 787-0433 | APPOINTMENT ON FRIDAY 12/14/18 AT 10:00AM | | I HOPE THIS HELPS. IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY BACK TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | ANTONIO F | CUSTOMER CARE ADVOCATE | | | | | | | NO FURTHER ACTION;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX1CW[redacted]
Owner Or Fleet	[redacted] DALLAS, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/10/2018	Incident Date	N/A
Mileage	57,058		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2018 4:30:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 2:15:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR.; SUBMITTED RO AND POP: SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARR; CUSTOMER PAID: $432.26 | | | | SP TO GENERATE CHECK
1/15/2019 2:17:00 PM	WVGBV7AX1CW[redacted]VW TO REIMBURSE UNDER WECI WARR.EXT.; TOTAL: $432.26 | | | | SP GENERATED CHECK REQUESTS
1/22/2019 4:00:00 AM	CHECK #[redacted]OR AMOUNT $ 432.26 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX4DW[redacted]
Owner Or Fleet	[redacted] Laredo, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/10/2018	Incident Date	N/A
Mileage	31,190		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2018 4:34:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 2:26:00 PM	CUSTOMER SEEKING REIMBURSE UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR; CUSTOMER PAID: $502.13 | | | SP TO GENERATE CHECK
1/15/2019 2:33:00 PM	WVGAV3AX4DW[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL: $502.13 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 502.13 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWJX7AJXAM[redacted]
Owner Or Fleet	[redacted] SANFORD, FL [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/10/2018	Incident Date	N/A
Mileage	86,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2018 4:44:00 PM	CUSTOMER STATES: AIRBAG LIGHT CAME ON DURING APRIL AND TOOK TO DEALER FOR REPAIR; DEALER STATES THAT THE CLOCK SPRING WAS BROKEN AND CUSTOMER WAS UNABLE TO PAY; CUSTOMER WANTED TO KNOW IF SHE NEEDED TO SUBMIT WARRANTY REIMBURSEMENT FORM | | | CUSTOMER SEEKING: APPOINTMENT FOR VEHICLE ISSUES AND QUESTIONS ON WARRANTY EXTENSION LETTER | | | CO ADVISED: CONFIRMED THE WARRANTY EXTENSION AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI; RECOMMENDED TO TAKE TO DEALER, DEALER WILL BE BEST ABLE TO DIAGNOSE IF WARRANTABLE REPAIR; CO OFFERED TO SET APPOINTMENT WITH DEALER, CUSTOMER AGREED; CO SET APPOINTMENT OVER XTIME 3:30 PM - WEDNESDAY DEC 12, 2018 WITH SERVICE ADVISOR DANIELLE BRIDGEWATER; CUSTOMER THANKED; | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX5CW[redacted]
Owner Or Fleet	[redacted] RUSTON, LA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/10/2018	Incident Date	N/A
Mileage	57,067		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2018 5:36:00 PM	CUSTOMER SEEKING PROCESS OF SUBMITTING FOR REIMBURSEMENT FOR CLOCK SPRING ON VEHICLE | | | | CO ADVISED CUSTOMER WARRANTY EXT FOR AIRBAG CLOCK SPRING 05-27 AND UNLIMITED MILEAGE WOF; CAN SEND IN POP AND REPAIR ORDER VIA EMAIL, FAX OR POSTAL MAIL FOR VW TO REVIEW DOCUMENTS | | | CUSTOMER STATED DEALER ADVISED DOES NOT NEED TO PROVIDE REPAIR ORDER DUE TO VW BEING CAPABLE OF PULLING UP INFORMATION | | | CO ADVISED CUSTOMER WOULD NEED TO SUBMIT DOCUMENTS; ADVISED DEALER CASE NUMBER AND RE REQUEST DOCUMENTS; APOLOGIZED FOR MISS COMMUNICATION | | | | CUSTOMER ACKNOWLEDGED | | | CO TO AWAIT CUSTOMER CONTACT
12/13/2018 1:16:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | FAX: 248-754-6504 | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | KAY C. | CUSTOMER CARE ADVOCATE | | | | | CO TO AWAIT CUST CONTACT
12/17/2018 1:00:00 PM	SP TO REVIEW DOCUMENTS
12/17/2018 10:09:00 AM	MEDIA ATTACHED IN DOC CENTER
12/24/2018 11:22:00 AM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / AIRBAG CLOCKSPRING ;
1/15/2019 3:44:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS STEERING COLUMN REPLACED AND REPAIRS TO CLOCK SPRING DONE WITHIN TIME FRAME; WECI WARR EXT COVERS CLOCK SPRING; RO IS DATED 11/24/2018; THE LAST VALID OUT-OF-POCKET DATE FOR WECI WARR EXT IS 11/16/2018; VW TO RIEMBURSE WECI WARR EXT AS GOODWILL DUE TO DATE OF REPAIR; PARTS: $321.59; LABOR: $171.00; TAX: $19.29; TOTAL: $511.88 | | | SP TO GENERATE CHECK REQUEST
1/15/2019 3:47:00 PM	GW-PROVIDED-LAST OUT OF POCKET DATE
1/15/2019 3:48:00 PM	WVGAV7AX5CW[redacted] VW TO REIMBURSE WECI WARR EXT AS GOODWILL; TOTAL: $511.88 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 511.88 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGRV7AX0HW[redacted]
Owner Or Fleet	[redacted] Los Angeles, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	12/10/2018	Incident Date	N/A
Mileage	9,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2018 7:00:00 PM	CUSTOMER STATES: RECEIVED STEERING WHEEL CLOCK SPRING WARRANTY EXTENSION; CUSTOMER WANTS TO KNOW WHICH VEHICLE THIS WARRANTY EXT IS FOR; AIRBAG LIGHT IS ON; | | | | CUSTOMER SEEKS: GUIDANCE WITH WARRANTY EXTENSION; | | | | CO ADVISED: IF CUSTOMER IF EXPERIENCING PROBLEMS WITH STEERING WHEEL FUNCTIONS , HORN OR AIRBAG LIGHT CONSTANTLY ON, CO ADVISED TO TAKE VEHICLE TO VW DEALER; DEALER WILL DIAGNOSE VEHICLE AND IF DEALER FIND THE STEERING WHEEL CLOCK SPRING FAILED, THEN IT WILL BE REPLACED UNDER WARRANTY EXT.; CO ONLY SEES 1 VEHICLE UNDER CUSTOMER INFORMATION AND THIS VEHICLE DOES HAVE THE WARRANTY EXT; BECAUSE AIRBAG LIGHT IS ON WOULD ADVISE CUSTOMER TO TAKE VEHICLE TO VW DEALER AND HAVE VEHICLE DIAGNOSED; | | | | NO FURTHER ACTION. | |
12/10/2018 7:07:00 PM	CATEGORY SELECTION : ENGANDENGCOOLING / WARNING LIGHT ON / AIRBAG LIGHT IS ON ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW637AJ7DM[redacted]
Owner Or Fleet	[redacted] VALLEY VILLAGE, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	12/11/2018	Incident Date	N/A
Mileage	55,589		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 10:23:00 AM	MEDIA ATTACHED IN DOC CENTER | | *ONE FILE IS PASSWORD PROTECTED CAN NOT MANIPULATE INTO PDF*
1/15/2019 3:52:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER AND RECEIPT FOR UBER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; VW TO REIMBURSE TOTAL FOR CLOCK SPRING ONLY; TOTAL: $716.56 | | | SP TO GENERATE CHECK REQUEST AND ALTERNATE TRANSPORTATION DENIAL LETTER
1/15/2019 3:54:00 PM	3VW637AJ7DM[redacted]VW TO REIMBURSE WECY WARR EXT; TOTAL: $716.56 | | | SP GENERATED CHECK REQUEST
1/15/2019 3:56:00 PM	SP MAILED ALTERNATE TRANSPORTATION DENIAL LETTER
1/22/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 716.56 MAILED ON 01/21/2019
2/8/2019 6:59:00 PM	CUSTOMER STATES: SENT IN PAPERWORK 60 DAYS AGO AND HAS NOT GOT ANYTHING; | | | CUSTOMER SEEKING: STATUS | | | CUSTOMER ADVOCATE ADVISED: CHECKED WAS MAILED ON 01/21; SHOULD RECEIVE SOON; | | | NO FURTHER ACTION
2/26/2019 3:17:00 PM	E-MAILED STOP PAYMENT, CHECK #[redacted]IN THE AMOUNT OF $716.56 TO ACCOUNTS PAYABLE; INCORRECT ADDRESS. IF CHECK HAS NOT BEEN CASHED, AP WILL ISSUE A NEW CHECK. THE PROCESS NORMALLY TAKES 10-14 BUSINESS DAYS.
2/28/2019 11:33:00 AM	REISSUED CHECK #[redacted]IN THE AMOUNT OF $716.56 MAILED 2/28/19.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCV7A31FC[redacted]
Owner Or Fleet	[redacted] Anderson, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/11/2018	Incident Date	N/A
Mileage	75,327		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 10:30:00 AM	MEDIA ATTACHED IN DOC CENTER
12/24/2018 3:15:00 PM	MAILER INFORMATION UNDER CUST NAME [redacted]
1/15/2019 4:03:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 2/13/2018; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $611.94 | | | SP TO GENERATE CHECK REQUEST
1/15/2019 4:04:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/15/2019 4:05:00 PM	1VWCV7A31FC[redacted]VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $611.94 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 611.94 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A32FC[redacted]
Owner Or Fleet	[redacted] San Diego, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/11/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 11:00:00 AM	CUSTOMER STATES RECEIVED WARRANTY EXT FOR CLOCK SPRING; AIRBAG LIGHT IS ON AND STEERING WHEEL CLICKING | | | | CUSTOMER SEEKING WHAT IT IS | | | | CO ADVISED EXTRA COVERAGE FOR COMPONENT UNTIL 120K MILES OR 8/2025 WOF; SHOULD VISIT VW DEALER FOR DIAGNOSIS SINCE LIGHT IS ON; MAY ALSO CAUSE CONTROLS ON STEERING NOT TO WORK | | | | CUSTOMER STATES HAS APPOINTMENT FRIDAY; CONTROL ARE NOT WORKING | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGCV3AX0DW[redacted]
Owner Or Fleet	[redacted] Everett, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/11/2018	Incident Date	N/A
Mileage	53,891		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 11:04:00 AM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 4:13:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 10/10/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $642.93 | | | SP TO GENERATE CHECK REQUEST
1/15/2019 4:15:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/15/2019 4:15:00 PM	WVGCV3AX0DW[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $642.93 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 642.93 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX8BW[redacted]
Owner Or Fleet	[redacted] Meridian, ID, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/11/2018	Incident Date	N/A
Mileage	71,701		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 11:06:00 AM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 4:20:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $623.22 | | | SP TO GENERATE CHECK REQUEST
1/15/2019 4:24:00 PM	WVGBV7AX8BW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $623.22 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 623.22 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A30EC[redacted]
Owner Or Fleet	[redacted] Houston, TX,[redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/11/2018	Incident Date	N/A
Mileage	91,777		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 11:10:00 AM	MEDIA ATTACHED IN DOC CENTER
12/28/2018 11:43:00 AM	CUSTOMER STATES: CUSTOMER SENT IN THE REIMBURSEMENT REQUEST FORM, BUT DID NOT SEND IN THE REPAIR ORDER | | | | CUSTOMER SEEKING: FAX NUMBER TO SEND IN REPAIR ORDER | | | | CO ADVISED: CUSTOMER NEEDS TO SEND IN PROOF OF PAYMENT AND REPAIR ORDER; CUSTOMER SHOULD PUT CASE NUMBER ON TOP OF DOCUMENTATION | | FAX: 248-754-6504, EMAIL: VWCUSTOMERCARE@VW.COM; CO WILL EMAIL CASE NUMBER, AND CUSTOMER CAN REPLY WITH DOCS; THE REIMBURSEMENT REVIEW PROCESS CAN TAKE UP TO 120 BUSINESS DAYS; CO WILL CALL CUSTOMER ONCE DOCS HAVE BEEN RECEIVED | | | | SP TO REVIEW | | | | |
12/28/2018 4:14:00 PM	MEDIA ATTACHED IN DOC CENTER
12/31/2018 10:06:00 AM	TALKED BY SABRENA TYPED BY ANGEL | | | | CUSTOMER STATES RECEIVED CALL REGARDING PAPERS EMAILED LAST WEEK FOR REIMBURSEMENT; | | | | CUSTOMER SEEKS UPDATE ON REIMBURSEMENT; | | | | CUSTOMER ADVOCATE ADVISED THE EMAIL WAS RECEIVED AND THE REVIEW PROCESS WILL TAKE UP TO 120 DAYS DUE TO THE HIGH VOLUME; | | | | SP TO REVIEW
12/31/2018 9:34:00 AM	CO LEFT A VOICEMAIL STATING CUSTOMER'S REPAIR ORDER AND PROOF OF PAYMENT HAVE BEEN RECEIVED; CO IS NOW ESCALATING CUSTOMER'S CASE TO THE TEAM THAT HANDLES THE REIMBURSEMENT REVIEW PROCESS; THE REVIEW PROCESS CAN TAKE UP TO 120 BUSINESS DAYS; IF CUSTOMER HAS ANY QUESTIONS, SHE CAN FEEL FREE TO CALL CARE AT 800-822-8987 | | | | CO TO ESCALATE TO SP FOR REVIEW
1/16/2019 2:13:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED INCOMPLETE RO AND POP FROM DEALER; RO DOES NOT HAVE A PAGE STATING THE TOTAL COST OF REPAIRS AND A DETAILED BREAKDOWN OF PARTS AND LABOR COSTS; VW UNABLE TO REIMBURSE UNTIL COMPLETE RO IS SUBMITTED | | | | SP TO GENERATE INSUFFICIENT DOCUMENTS LETTER
1/16/2019 2:14:00 PM	SP MAILED INSUFFICIENT DOCUMENTS LETTER
1/23/2019 9:21:00 AM	CUSTOMER STATES: EMAILED INVOICE A WHILE BACK REGARDING CLOCK SPRING REIMBURSEMENT. RECEIVED A LETTER ABOUT INSUFFICIENT DOCUMENTS. | | | | CUSTOMER SEEKING: CLARIFICATION | | | | CUSTOMER ADVOCATE ADVISED: WE NEED A COMPLETE, DETAILED AND LEGIBLE COPY OF INVOICE 72130 FROM VOLKSWAGEN OF THE WOODLANDS THAT SHOWS A DETAILED BREAKDOWN OF THE COSTS OF PARTS INSTALLED INTO THE VEHICLE AND LABOR ALONG WITH A TOTAL COST OF REPAIRS THAT MATCHES THE TOTAL ON THE PROOF OF PAYMENT SUBMITTED. ONCE PAPERWORK IS RECEIVED, THE GENERAL TIME FRAME FOR REIMBURSEMENT REVIEW TAKES UP TO 60 DAYS. | | | | CUSTOMER WILL BE SENDING IN THE REST OF THE DOCUMENTS TODAY. | | | | SP TO REVIEW. | | | | | | | |
1/24/2019 1:29:00 PM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 1:31:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES AND AN OIL CHANGE; WECY WARR EXT COVERS CLOCK SPRING; RO IS DATED 2/24/2018; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CLOCK SPRING ONLY AS GOODWILL; PARTS: $296.31; LABOR: $312.50; TAX: $18.51; TOTAL: $627.32 | | | | SP TO GENERATE CHECK REQUEST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A30EC[redacted]
Owner Or Fleet	[redacted] Houston, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/11/2018	Incident Date	N/A
Mileage	91,777		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/24/2019 1:35:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/24/2019 1:35:00 PM	1VWBS7A30EC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $627.32 | | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 627.32 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCS7A37EC[redacted]
Owner Or Fleet	[redacted] Falcon Heights, MN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/11/2018	Incident Date	N/A
Mileage	51,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 11:40:00 AM	CUSTOMER STATED; RECEIVED LETTER REGARDING THE AIRBAG CLOCK SPRING WARRANTY EXTENSION; CUSTOMER STATES NEVER PAID FOR WARRANTY EXT; UNABLE TO SET TIME ON CLOCK; RADIO RESPONDING IN POLISH; CUSTOMER BROUGHT VEHICLE TO DEALER REGARDING LANGUAGE CONCERN, HOWEVER DEALER UNABLE TO CORRECT | | | CUSTOMER SEEKING; ASSISTANCE WITH RESETTING LANGUAGE ON RADIO AS WELL AS THE TIME; INFORMATION REGARDING THE AIRBAG CLOCK SPRING WARRANTY | | | CO ADVISED; ONE OPEN CAMPAIGN 24DR ECM SOFTWARE UPDATE; EXTENDED WARRANTY FOR AIRBAG CLOCK SPRING GOOD TILL 2/24 OR 120K WOF; CO ADVISED WOULD NEED TO PLACE ON HOLD TO REVIEW HOW TO CORRECT LANGUAGE CONCERN' CUSTOMER STATES UNABLE TO HOLD DUE TO COMPANY BEING OVER; CO ADVISED WILL CALL BACK BY COB 12-12-18 WITH ASSISTANCE WITH RESETTING LANGUAGE AND CLOCK IN THE RADIO; CUSTOMER ACCEPTED | | | CO TO FOLLOW UP WITH CUSTOMER COB 12/12/2018 | |
12/12/2018 1:14:00 PM	CUSTOMER STATES SETTING TIME WAS SUCCESSFUL; | | | CO ADVISED CUSTOMER TO GO BACK TO SETTINGS; CHOOSE TIME; AND CHOOSE DAYLIGHT SAVINGS TIME. | | | CUSTOMER STATES STILL UNABLE TO CHANGE LANGUAGE; BY SELECTING SETTINGS; LANGUAGE; AND ENGLISH | | | CO ADVISED WOULD LIKE TO RESEARCH FURTHER WITH PS; WILL FOLLOW UP WITH CUSTOMER COB 12/13/2018 TO BE SURE NOTHING WAS MISSED; CUSTOMER ACCEPTED | | | CUSTOMER STATES AT TIME OF PURCHASING VEHICLE; REMOTE START NOT WORKING ON VEHICLE | | | CUSTOMER LOST CALL
12/12/2018 1:24:00 PM	CO ADVISED TO LOCK VEHICLE; PRESS CIRCLE X2 TWICE; CUSTOMER STATES NOT SUCCESSFUL; CO ADVISED WOULD NEED DEALER APPOINTMENT TO CONFIRM IF KEY FOB CONCERN OR SENSOR CONCERN; OFFERED TO SCHEDULE DEALER APPOINTMENT; CUSTOMER DECLINED. | | | CO TO FOLLOW UP WITH CUSTOMER COB 12/13/2018 REGARDING LANGUAGE CONCERNS
12/12/2018 12:50:00 PM	CO ADVISED ON THE INSTRUMENT CLUSTER; BUTTON FOR SETTING THE INSTRUMENT CLUSTER CLOCK, THE RADIO OR RADIO & NAVIGATION SYSTEM CLOCK; WITH THE IGNITION ON, PUSH THE DOUBLE RECTANGLE / PICTURE OF CLOCK BUTTON TO HIGHLIGHT THE HOUR OR THE MINUTES IN THE CLOCK DISPLAY; TO ADVANCE THE CLOCK, PUSH THE 0.0 / SET BUTTON; PRESS AND HOLD THE BUTTON TO FAST FORWARD; PUSH THE DOUBLE RECTANGLE / PICTURE OF CLOCK BUTTON AGAIN TO FINISH SETTING THE CLOCK; FOR LANGUAGE, SELECT SETTINGS; SELECT LANGUAGE; SELECT ENGLISH. | | | CUSTOMER STATES WHILE HOLDING DOWN THE 0.0/SET BUTTON; TIME WILL CHANGE HOWEVER WHILE APPROACHING THE TIME, CUSTOMER WILL RELEASE 0.0/SET BUTTON AND TIME WILL CONTINUE MOVING; TIME SEEMS TO ONLY STOP AT 4:30; 7; AND 6; CUSTOMER STATES WAS ABLE TO SELECT SETTINGS WITHIN INSTRUMENT CLUSTER; HOWEVER UNABLE TO LOCATE SETTINGS ON RADIO DUE TO ON PHONE WITH CUSTOMER CARE CENTER; | | | CO ADVISED TO DISCONNECT ATTEMPT TO SELECT MENU AND THEN SETTINGS ON RADIO; SELECT LANGUAGE; SELECT ENGLISH | | | CO TO FOLLOW UP WITH CUSTOMER.
12/13/2018 1:20:00 PM	CO ADVISED REVIEWED LANGUAGE CONCERNS FURTHER; DUE TO LANGUAGE NOT CHANGING WOULD NEED TO VISIT VW DEALER TO DIAGNOSIS; CUSTOMER OFFERED TO SCHEDULE APPOINTMENT AT DEALER 402402; CUSTOMER ACCEPTED; SCHEDULED 9:15 AM - MONDAY DEC 17, 2018; CONFIRMATION CODE X07TK0364L; CO ADVISED WILL FOLLOW UP WITH CUSTOMER COB 12/18 TO DETERMINE CONCERNS HAVE BEEN RESOLVED | | | CO TO FOLLOW UP WITH CUSTOMER COB 12/18
12/18/2018 2:42:00 PM	CO LEFT VOICE MESSAGE TO DETERMINE DEALER APPOINTMENT WAS COMPLETED AND NO ADDITIONAL CONCERNS REMAIN | | | CO TO FOLLOW UP WITH CUSTOMER COB 12/19
12/18/2018 4:37:00 PM	CUSTOMER STATES: WENT TO VW DEALER AND WAS CHARGED $149 FOR DIRECTION ON THE WHEEL THAT WAS BROKEN; CUSTOMER PAID $74.00 TO HAVE VEHICLE DIAGNOSES; DEALER FOUND A FLAW IN THE RADIO; | | | CUSTOMER SEEKS: TO SPEAK WITH KELLY; | | | CUSTOMER ADVOCATE ADVISED: CO WILL FOLLOW UP WITH CUSTOMER BY COB 12/19; | | | CO TO FOLLOW UP WITH CUSTOMER BY COB 12/19 | | | | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCS7A37EC[redacted]
Owner Or Fleet	[redacted] Falcon Heights, MN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/11/2018	Incident Date	N/A
Mileage	51,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/19/2018 1:13:00 PM	CUSTOMER STATES DEALER ADVISED RADIO HAD FLAW; DEALER CHARGED $149 FOR RADIO REPLACEMENT AND $78 FOR DIAGNOSIS; CUSTOMER STATES DEALER 402402 DID NOT CONTACT CUSTOMER PRIOR TO REPAIR BEING COMPLETED AND WHEN CUSTOMER ARRIVED TO PICK UP VEHICLE WAS NOTIFIED OF REPAIR; VEHICLE IS A CPO VEHICLE; PURCHASED FROM DEALER 402402 ON 10/2/2014; | | | CUSTOMER SEEKING RADIO COVERAGE UNDER CPO | | | CO ADVISED RADIO IS COVERED UNDER CPO WARRANTY FOR MANUFACTURE DEFECTS IN MATERIAL AND WORKMANSHIP; WILL ESCALATE TO RCM TO FOLLOW UP WITH DEALER 402402 ON CLARIFICATION OF CHARGES; RCM TO FOLLOW UP WITH CUSTOMER COB 12/20/2018 | | | CO TO ESCALATE TO RCM
12/19/2018 1:24:00 PM	RCM TO FOLLOW UP WITH DEALER 402402 ON CLARIFICATION OF CHARGES; RCM TO FOLLOW UP WITH CUSTOMER COB 12/20/2018 [redacted]
12/20/2018 1:00:00 PM	[redacted] | | | RCM ADVISED SPOKE WITH FOREMAN LANCE WHO ADVISED CUSTOMER WOULD BE REFUNDED FOR ENTIRE REPAIR MINUS $50 DEDUCTIBLE FOR UTILIZING CPO ; WILL FOLLOW UP WHEN DELIVERY OF REFUND HAS BEEN VERIFIED ; | | | CUSTOMER STATES THANK YOU ; KELLY AT CARE HAS BEEN WONDERFUL ; | | | RCM ADVISED WILL UPDATE NOTES AND LET THEIR SUPERVISOR KNOW | | | RCM TO EMAIL DEALER ;
12/20/2018 11:50:00 AM	WHAT WAS THE ISSUE WITH THE RADIO? - CUSTOMERS CONCERN WAS THAT HER SYSTEM WAS SPEAKING POLISH. | | WAS THE RADIO REPLACED OR A DIFFERENT REPAIR? - WE PERFORMED A SOFTWARE UPDATE PER TSB# 91-15-02 | | WAS THIS A CPO COMPONENT? THE RADIO IS A CPO COMPONENT, MY ADVISOR DID NOT REALIZE A SOFTWARE UPDATE WOULD BE COVERED DUE TO NOT HAVING AN ACTUAL FAILED PART. | | IF SO, CAN THE CUSTOMER BE REIMBURSED (IF THEY PAID ALREADY) FOR THE REPAIR AND GET IT COVERED UNDER CPO? - YES, I WILL HAVE HER REIMBURSED MINUS THE CPO DEDUCTIBLE. | | WHAT IS THE MILEAGE? - 51272 | | ANY OTHER PERTINENT INFORMATION? I DO NOT BELIEVE SO. | | | RCM ADVISED HOW WILL REFUND BE GIVEN? | | | RCM TO WAIT FOR DLR ;
12/20/2018 8:56:00 AM	GOOD MORNING AGAIN, | | | MS. [redacted] CALLED INTO CARE STATING THAT THE DEALERSHIP CHANGED THEIR RADIO AND CHARGED THEM FOR $149 FOR THE REPLACEMENT AND $78 FOR THE DIAGNOSIS, BUT SHE WAS NOT NOTIFIED OF THIS REPAIR UNTIL SHE WAS PICKING UP HER VEHICLE. THE VEHICLE IS COVERED UNDER CPO, SHE┬┐S LOOKING TO SEE WHY THIS REPAIR COULDN┬┐T BE COVERED UNDER CPO. | | | WHAT WAS THE ISSUE WITH THE RADIO? | | WAS THE RADIO REPLACED OR A DIFFERENT REPAIR? | | WAS THIS A CPO COMPONENT? | | IF SO, CAN THE CUSTOMER BE REIMBURSED (IF THEY PAID ALREADY) FOR THE REPAIR AND GET IT COVERED UNDER CPO? | | WHAT IS THE MILEAGE? | | ANY OTHER PERTINENT INFORMATION? | | | THANK YOU! | | | KEVIN SCOTT | | REGION CASE MANAGER | | VOLKSWAGEN CUSTOMER CARE | |
12/21/2018 1:09:00 PM	FOREMAND ADVISED ADVISOR JUST CALLED THE CUST EVERYTHING HAS BEEN HANDLED ; | | | RCM TO CALL CUST ;
12/21/2018 1:12:00 PM	[redacted] | | | RCM ADVISED DLR ADVISED CUST WAS CONTACTED IS THIS CORRECT? | | | CUST STATES YES, DLR CONTACTED ; WILL BE GETTING CUST BACK INTO THE DLR IN JANUARY FOR REPAIRS ; WHEN DOES CONTRACT EXPIRE? | | | RCM ADVISED CPO EXPIRES ON 2/7/19 ; IF CUST HAS ANY CONCERNS IN JANUARY OR LATER CAN ALWAYS CALL BACK INTO CARE ; | | | NO FURTHER ACTION ;
12/21/2018 8:07:00 AM	MY ADVISOR WANTS TO CALL AND APOLOGIZE PERSONALLY FOR OVERLOOKING THE CPO COVERAGE ON HER VEHICLE. BOTH CONCERNS SHE HAD WOULD BE COVERED. THE CUSTOMER WILL BE REFUNDED $199.90 AND THE PARTS TO REPAIR HER STEERING WHEEL CONTROLS WILL BE ORDERED.
12/21/2018 8:33:00 AM	GOOD MORNING, | | | SORRY TO BUG YOU ON THIS ONE, THE CUSTOMER WANTS TO KNOW HOW THE CUSTOMER WILL BE REIMBURSED. WOULD IT BE BY CHECK OR REFUNDED ON HER CARD? | | | THANKS, | | | KEVIN SCOTT | | REGION CASE MANAGER | | VOLKSWAGEN CUSTOMER CARE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A30DC[redacted]
Owner Or Fleet	[redacted] PAYSON, AZ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/11/2018	Incident Date	N/A
Mileage	93,305		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 11:24:00 AM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 8:11:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $562.68 | | | SP TO GENERATE CHECK REQUEST
1/16/2019 8:13:00 AM	1VWAP7A30DC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $562.68 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 562.68 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX1BW[redacted]
Owner Or Fleet	[redacted] PITTSFIELD, MA [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/11/2018	Incident Date	N/A
Mileage	58,101		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 11:33:00 AM	**SPANISH SPEAKING CUSTOMER** | | | CUSTOMER STATES: HAD A REPAIR DONE IN APRIL OF 2018; STATES AIRBAG LIGHT WAS ON AND THE STEERING WHEEL CONTROL FUNCTIONS WOULD NOT WORK; CUSTOMER STATES HE WAS TOLD THERE IS A RECALL ON VEHICLE FOR THE AIRBAG CLOCK SPRING | | | CUSTOMER SEEKING OPEN RECALL FOR CLOCK SPRING: HOW TO SUBMIT FOR REIMBURSEMENT FOR AIRBAG CLOCK SPRING | | | CO ADVISED: WARRANTY EXTENSION IS FOR AIRBAG CLOCK SPRING 15YRS/UNLIMITED MILES WOF; CO ADVISED IF CUSTOMER HAD A REPAIR DONE PRIOR TO THE EXTENSION OF THE WARRANTY, CUSTOMER WOULD BE ELIGIBLE TO SUBMIT FOR REIMBURSEMENT REVIEW; WILL NEED TO SEND IN REPAIR ORDER AND POP FOR REVIEW; CO WILL SEND EMAIL WITH INFORMATION NEEDED AND THE ADDRESS TO WHICH CUSTOMER CAN MAIL IN DOCUMENTS; CO ADVISED CUSTOMER TO ADD THE CASE # TO MAIL | | | CO TO WAIT FOR REPAIR ORDER AND POP
12/11/2018 11:37:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | FAX: 248-754-6504 | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | GOODWILL REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE WITHIN 1 WEEK. | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | MARIA R | CUSTOMER CARE ADVOCATE | |
12/17/2018 5:53:00 PM	MEDIA ATTACHED IN DOC CENTER
12/18/2018 11:06:00 AM	**SPANISH SPEAKING CUSTOMER** | | | CO LEFT VOICE MAIL MESSAGE TO ADVISE: RECEIVED REPAIR ORDER AND POP FROM CUSTOMER; WILL ASSIGN TO THE APPROPRIATE DEPARTMENT FOR REVIEW AND HANDLING; PROCESS TAKES 120 BUSINESS DAYS FOR REVIEW; CO PROVIDED 800-822-8987 AND CASE # | | | CO TO ASSIGN TO SP FOR REVIEW
12/18/2018 11:09:00 AM	SP TO REVIEW REPAIR ORDER AND POP FOR REIMBURSEMENT REVIEW UNDER WARRANTY EXTENSION OF THE AIRBAG CLOCK SPRING
1/18/2019 11:11:00 AM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEPENDENT; SHOWS REPLACMENT OF CLOCK SPRING AND OIL CHANGE; VW TO REIMBURSE USING CAP REIMBURSEMENT GUIDELINES; PARTS: 290.07, LABOR: 248.04, TAX: 18.13; TOTAL: $556.24. | | | SP TO GENERATE CHECK REQUEST AND SEND CAP REIMBURSEMENT LETTER
1/18/2019 11:15:00 AM	WVGBV7AX1BW[redacted] VW TO REIMBURSE UNDER WECI WARRANTY EXTENSION; TOTAL: $556.24. | | | SP GENERATED CHECK REQUEST
1/18/2019 11:21:00 AM	SP SENT LETTER; CAN BE VIEWED IN DOC CENTER; NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX1BW[redacted]
Owner Or Fleet	[redacted] PITTSFIELD, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/11/2018	Incident Date	N/A
Mileage	58,101		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 556.24 MAILED ON 01/23/2019
2/5/2019 6:46:00 AM	LETTER RETURNED UNDELIVERABLE; CO FOUND SECOND ADDRESS ON DOCUMENTS; CO TO RE-SEND LETTER AND PUT STOP PAYMENT/REISSUE ON CHECK
2/5/2019 6:54:00 AM	FROM: SCHADEGG, SARAH | | SENT: TUESDAY, FEBRUARY 05, 2019 6:54 AM | | TO: GROUP CUSTOMER RELATIONS CHECK REQUEST ADMINISTRATION <GCRCHECKREQUEST@VW.COM> | | CC: MLYNAREK, ASHLEY <EXTERN.ASHLEY.MLYNAREK@VW.COM> | | SUBJECT: STOP/ REISSUE OR VOID CHECK REQUEST CASE [redacted] | | | HELLO, | | | | LETTER IN SUBJECT LINE CASE WAS RETURNED UNDELIVERABLE, SO I'M SURE CHECK WILL RETURN SOON AS WELL. I HAVE AN UPDATED ADDRESS FOR CUSTOMER. | | | | | O CHECK ORIGIN CASE NUMBER- [redacted] | O AMOUNT- $556.24 | | O POSTING DATE (STATUS DATE)- 01/23/2019 | | O CHECK NUMBER- [redacted] | | O VIN- WVGBV7AX1BW[redacted] | | O CUSTOMER/ PAYEE NAME- MR. [redacted] | | O REASON YOU ARE REQUESTING A STOP PAYMENT- WRONG ADDRESS | | O UPDATED CUSTOMER INFORMATION (NAME, ADDRESS, ETC.) | | [redacted] | | PITTSFIELD, MA [redacted] | | | | | | SARAH SCHADEGG | | WRITTEN COMMUNICATIONS ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | | | | VOLKSWAGEN OF AMERICA, INC. | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | | UNITED STATES OF AMERICA | | TEL. +1 248 754 3197 | | FAX. +1 248 754 6504 | | EMAIL: EXTERN.SARAH.SCHADEGG@VW.COM | |
2/5/2019 7:43:00 AM	E-MAILED STOP PAYMENT, CHECK # [redacted] IN THE AMOUNT OF $556.24 TO ACCOUNTS PAYABLE; INCORRECT ADDRESS. IF CHECK HAS NOT BEEN CASHED, AP WILL ISSUE A NEW CHECK. THE PROCESS NORMALLY TAKES 10-14 BUSINESS DAYS.
2/6/2019 10:26:00 AM	REISSUED CHECK # [redacted] IN THE AMOUNT OF $556.24 MAILED 2/6/19
2/22/2019 11:11:00 AM	RECEIVED RETURNED MAIL AND CHECK # [redacted] IN THE AMOUNT OF $556.24 WAS ENCLOSED. SENT CHECK TO ACCOUNTING IN IOM TO BE VOIDED. THERE WAS A PREVIOUS STOP/REISSUE DONE ON THIS CHECK.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN9CE[redacted]
Owner Or Fleet	[redacted]ALISO VIEJO, CA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	12/11/2018	Incident Date	N/A
Mileage	104,932		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 11:40:00 AM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 8:54:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING DONE WITHIN TIME FRAME AND 100,000 MILE SERVICE DONE; WECI COVERS CLOCK SPRING ONLY; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $503.10; LABOR: $385.88; TAX: $36.47; TOTAL: $925.45 | | | SP TO GENERATE CHECK REQUEST
1/16/2019 8:57:00 AM	WVWMP7AN9CE[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $925.45 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 925.45 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A32EC[redacted]
Owner Or Fleet	[redacted] Mayfield, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/11/2018	Incident Date	N/A
Mileage	109,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 11:45:00 AM	CUSTOMER STATES: CUSTOMER RECEIVED INFORMATION FOR THE EXTENDED WARRANTY FOR THE AIRBAG CLOCK SPRING AND HAS ALL OF THE SYMPTOMS OF HORN NOT WORKING, AIRBAG LIGHT BEING ON AND STEERING WHEEL CONTROLS BEING DISABLED, DLR TOLD CUSTOMER THAT ISSUE WOULD COST CLOSE TO $600 TO REPAIR AND CUSTOMER WANTS TO MAKE SURE WARRANTY EXTENSION IS VALID ON VEHICLE BEFORE SCHEDULING APPOINTMENT | | | | CUSTOMER SEEKING: TO KNOW HOW LONG WARRANTY IS VALID ON VEHICLE | | | | CO ADVISED: CUSTOMER THAT THERE IS A WARRANTY EXTENSION ON VEHICLE FOR THE AIR BAG CLOCK SPRING THAT IS GOOD UNTIL 8-31-2024 OR 120,000 MILES WCF, INFORMED CUSTOMER THAT THERE IS ALSO AN OPEN RECALL ON VEHICLE FOR THE ECM SOFTWARE THAT NEEDS TO BE TAKEN CARE OF; CO OFFERED TO SCHEDULE CUSTOMER AN APPOINTMENT BUT CUSTOMER DECLINED | | | | CUSTOMER WAS THANKFUL | | | | NO FURTHER ACTION | |
12/11/2018 11:57:00 AM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / HORN NOT WORKING;
12/11/2018 11:58:00 AM	CATEGORY SELECTION : STEERING / INEFFECTIVE - 1 / STEERING WHEEL FUNCTIONS DISABLED;
12/11/2018 11:59:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR/MRS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┤T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | KRISTEN H | CUSTOMER CARE ADVOCATE |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A32EC[redacted]
Owner Or Fleet	[redacted] ZIMMERMAN, MN[redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/11/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 11:52:00 AM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 9:02:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES AND LEFT FRONT WHEEL BEARING REPLACED; WECY WARR EXT COVERS CLOCK SPRING ONLY; RO IS DATED 3/21/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE WECY WARR EXT AS GOODWILL; PARTS: $274.49; LABOR: $283.07; TAX: $18.87; TOTAL: $576.43 | | | | SP TO GENERATE CHECK REQUEST
1/16/2019 9:08:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/16/2019 9:10:00 AM	1VWBT7A32EC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $576.43 | | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 576.43 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX5CW[redacted]
Owner Or Fleet	[redacted] CULPEPER, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/11/2018	Incident Date	N/A
Mileage	58,975		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 11:56:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 6:13:00 PM	CUSTOMER STATES SUBMITTED DOCUMENTS REGARDING REIMBURSEMENT FOR CLOCK SPRING; | | | CUSTOMER SEEKING STATUS OF REIMBURSEMENT; | | | CUSTOMER ADVOCATE ADVISED CUSTOMER THAT VW RECEIVED DOCUMENTS ON DECEMBER 11, 2018; REIMBURSEMENT TIMEFRAME IS 60 BUSINESS DAYS; IN THAT TIMEFRAME CUSTOMER WILL RECEIVED A LETTER OR CHECK VIA MAIL; | | | SP TO REVIEW;
1/16/2019 9:23:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER AND RO AND POP FROM INDEPENDENT AND LETTER REQUESTING REIMBURSEMENT FOR MILEAGE DRIVEN TO DEALER; RO FROM DEALER SHOWS DIAGNOSIS AND RECOMMENDATION THAT CLOCK SPRING BE REPLACED; RO FROM INDEPENDENT SHOWS REPAIRS TO CLOCK SPRING DONE WITHIN TIME FRAME AND WIPERS REPLACED; WECI WARR EXT COVERS CLOCK SPRING ONLY; VW TO REIMBURSE WECI WARR EXT; PARTS: $290.07; LABOR: $227.45; TAX: $15.37; TOTAL: $532.89 | | | SP TO GENERATE CHECK REQUEST AND MILEAGE DRIVEN DENIAL LETTER
1/16/2019 9:27:00 AM	WVGAV7AX5CW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $532.89 | | | SP GENERATED CHECK REQUEST
1/16/2019 9:29:00 AM	SP MAILED MILEAGE DRIVEN DENIAL LETTER
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 532.89 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A37DC[redacted]
Owner Or Fleet	[redacted] SELDEN, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/11/2018	Incident Date	N/A
Mileage	34,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 11:58:00 AM	CUSTOMER STATES THAT HE RECEIVED A FORM IN REGARDS A WARRANTY EXT. AS WELL AS A REIMBURSEMENT REQUEST; CUSTOMER FILLED OUT AND SENT REIMBURSEMENT FORM IN REGARDS TO A REPAIR THAT WAS COMPLETED ABOUT 1-2 MONTHS AGO; CUSTOMER STATES HE SENT IN INFORMATION VIA REGULAR MAIL YESTERDAY; CUSTOMER WAS ADVISED BY POST OFFICE THAT VW WOULD RECEIVE INFORMATION BY THURSDAY; | | | | CUSTOMER SEEKING UPDATE | | | | CO ADVISED CUSTOMER DUE TO OUR HIGH MAIL VOLUME IT┬┐S POSSIBLE FOR VW TO RECEIVE MAIL THURSDAY (TOMORROW) HOWEVER DUE TO OUR HIGH MAIL VOLUME IT COULD TAKE TIME PUTTING INFORMATION INTO CASE; CO ADVISED CUSTOMER WHEN INFORMATION HAS BEEN RECEIVED CO WILL FOLLOW UP WITH CUSTOMER AND INFORM THEM OF UPDATE REGARDING CASE; | | | | WAIT CUSTOMER MAIL;
12/11/2018 12:08:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | CHRISTIAN E | CUSTOMER CARE ADVOCATE |
12/20/2018 2:49:00 PM	MEDIA ATTACHED IN DOC CENTER
12/21/2018 2:25:00 PM	SP TO REVIEW FOR POSSIBLE REIMBURSEMENT UNDER WARRANTY EXT.
12/21/2018 2:25:00 PM	REFERENCE #[redacted] | | DEAR MR. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | CHRISTIAN E | | CUSTOMER CARE ADVOCATE | |
1/16/2019 9:40:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS CAP AND BRACKET REPLACED, AN OIL CHANGE AND REPAIRS TO CLOCK SPRING DONE BEFORE 120K MILES; WECY WARR EXT COVERS CLOCK SPRING ONLY; VW TO REIMBURSE WECY WARR EXT; PARTS: $291.00; LABOR: $270.00; TAX: $22.44; TOTAL: $583.44 | | | | SP TO GENERATE CHECK REQUEST
1/16/2019 9:43:00 AM	1VWBP7A37DC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $583.44 | | | | SP GENERATED CHECK REQUEST
1/17/2019 4:09:00 PM	CUSTOMER STATES THAT HE SUBMITTED A REQUEST FOR REIMBURSEMENT UNDER THE CLOCK SPRING WARRANTY EXT.; | | | | CUSTOMER SEEKING AN UPDATE REGARDING THE STATUS OF REQUEST; | | | | CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT.; SUBMITTED REPAIR ORDER AND POP FROM DEALER; REPAIR ORDER SHOWS CAP AND BRACKET REPLACED, AN OIL CHANGE AND REPAIRS TO CLOCK SPRING DONE BEFORE 120K MILES; WECY WARR EXT COVERS CLOCK SPRING ONLY; VW TO REIMBURSE WECY WARR EXT; PARTS: $291.00; LABOR: $270.00; TAX: $22.44; TOTAL: $583.44; CO SHOULD RECEIVE CHECK WITHIN THE NEXT 3-4 WEEKS; | | | | CUSTOMER ACKNOWLEDGED; | | | | | |
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 583.44 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWJX7AJ7AM[redacted]
Owner Or Fleet	[redacted]Colorado Springs, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/11/2018	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 12:03:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 9:35:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS DIAGNOSIS AND RECOMMENDATION THAT CLOCK SPRING BE REPLACED; NO REPAIRS WERE DONE AT THIS TIME; RO IS DATED 5/10/2018; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $149.70 | | | | SP TO GENERATE CHECK REQUEST
1/16/2019 9:37:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/16/2019 9:37:00 AM	3VWJX7AJ7AM[redacted]VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $149.70 | | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 149.70 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDZ7AJ1BM[redacted]
Owner Or Fleet	[redacted] LOS ANGELES, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	12/11/2018	Incident Date	N/A
Mileage	100,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 12:07:00 PM	CUST STATES: RECEIVED NOTICE FOR THE WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING; AIRBAG LIGHT ON IN THE VEHICLE; | | | | CUST SEEKING: INFORMATION ON WARRANTY EXTENSION; | | | | CO ADVISED: THAT THE CUOSTMER WOULD NEED TO SET APPOINTMENT AT THE DEALER TO HAVE THE AIRBAG LIGHT ISSUE DIAGNOSIS COMPLETED TO SEE IF THE VEHICLE ISSUE WOULD BE COVERED UNDER THE WARRANTY EXTENSION; CUSOTMER WILL BE TRANSFERRED TO THE DEALER TO SET APPOINTMENT TO HAVE THE VEHICLE DIAGNOSIS; | | | | CUST ACKNOWLEDGED: | | | | CO TO CLOSE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A32EC[redacted]
Owner Or Fleet	[redacted] Sparks, NV, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/11/2018	Incident Date	N/A
Mileage	75,159		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 12:19:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 8:05:00 AM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEP; INDEP PERFORMED REPAIRS ON CLOCK SPRING AT 75,159 MILES; RO DATE IS 07/08/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE CAP AMOUNT FOR WECY WARRANTY EXTENSION AS GW GESTURE; PARTS $290.07; LABOR $248.04; TAX $23.97; TOTAL $562.08. | | | SP TO GENERATE CHECK REQUEST.
1/16/2019 8:10:00 AM	VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $562.08. | | | SP GENERATED CHECK.
1/16/2019 8:12:00 AM	SP MAILED CAP AMOUNT LETTER.
1/22/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 562.08 MAILED ON 01/21/2019
1/28/2019 12:31:00 PM	CUSTOMER CALLING ABOUT REIMBURSEMENT. | | | CA ADVISED IT APPEARS CHECK FOR 562.08 WAS GENERATED ON 1/22, SHOULD BE RECEIVED SHORTLY. CUSTOMER ACKNOWLEDGED.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWYT7AU9FM[redacted]
Owner Or Fleet	[redacted] Lynnwood, WA, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2015		
Report Date	12/11/2018	Incident Date	N/A
Mileage	26,308		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521K		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 12:28:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 8:26:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 26,308 MILES; REPAIR ORDER DATE IS 05/08/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; CUSTOMER PAID $50 FACTORY WARRANTY DEDUCTIBLE; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $50.00 | | | SP TO GENERATE CHECK REQUEST.
1/16/2019 8:29:00 AM	3VWYT7AU9FM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $50.00. | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 50.00 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A3XCC[redacted]
Owner Or Fleet	[redacted] KALAMAZOO, MI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/11/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 12:32:00 PM	MEDIA ATTACHED IN DOC CENTER
1/11/2019 4:25:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR. EXT.: SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $472.47; TAX: $17.40; TOTAL: $489.87 | | | | SP TO GENERATE CHECK
1/11/2019 4:29:00 PM	1VWBP7A3XCC[redacted] VW TO REIMBURSE UNDER WECY WARR. EXT.; TOTAL: $489.87 | | | | SP GENERATED CHECK REQUEST
1/17/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 489.87 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX8HW[redacted]
Owner Or Fleet	[redacted] College Station, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	12/11/2018	Incident Date	N/A
Mileage	42,872		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 12:33:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 10:27:00 AM	WVGAV7AX8HW[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $665.08 | | | | SP GENERATED CHECK REQUEST
1/16/2019 10:40:00 AM	LISTEN ERROR PREVENTING CHECK FROM BEING GENERATED
1/16/2019 9:59:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS 40,000 MILE SERVICE PERFORMED AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; VW TO REIMBURSE WECY WARR EXT; PARTS: $307.47; LABOR: $338.40; TAX: $19.21; TOTAL: $665.08 | | | | SP TO GENERATE CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 665.08 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A39DC[redacted]
Owner Or Fleet	[redacted] Avon Lake, OH [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/11/2018	Incident Date	N/A
Mileage	42,015		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 12:44:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 10:46:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED TWO RO AND POP FROM DEALER; RO DATED 3/5/2018 SHOWS DIAGNOSIS AND RECOMENDATION THAT CLOCK SPRING BE REPLACED; RO DATED 3/7/2018 SHOWS REPLACEMENT OF CLOCK SPRING; RO DATED 3/7/2018 STATES THAT VW HAS AGREED TO PAY FOR PART SO CUSTOMER WAS ONLY CHARGED FOR LABOR; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $239.80 | | | SP TO GENERATE CHECK REQUEST
1/16/2019 10:49:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/16/2019 10:49:00 AM	1VWAP7A39DC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $239.80 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 239.80 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWFA7AH7AV[redacted]
Owner Or Fleet	[redacted] Cumberland, RI, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	12/11/2018	Incident Date	N/A
Mileage	55,745		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 12:54:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 11:05:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING DONE WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $477.10 | | | | SP TO GENERATE CHECK REQUEST
1/16/2019 11:07:00 AM	WVWFA7AH7AV[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $477.10 | | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 477.10 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX7EW[redacted]
Owner Or Fleet	[redacted] Austin, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/11/2018	Incident Date	N/A
Mileage	45,180		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 12:59:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 1:57:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $668.53. | | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 2:00:00 PM	WVGAV3AX7EW[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $668.53. | | | | GENERATED CHECK REQUEST.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 668.53 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A37HC[redacted]
Owner Or Fleet	[redacted] Ramona, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	12/11/2018	Incident Date	N/A
Mileage	3,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 1:09:00 PM	CUSTOMER STATES: WOULD LIKE TO KNOW WHY SHE KEEPS GETTING NOTIFICATION OF SOMETHING WRONG WITH VEHICLE AIRBAG | | | | CUSTOMER SEEKS: INFORMATION ON WHAT THESE NOTICES ARE | | | CO ADVISED: IS AIRBAG CLOCK SPRING WARRANTY EXTENSION; CERTAIN VEHICLES MAY, OVER TIME, DEVELOP AN ISSUE WITH THE STEERING WHEEL CLOCK SPRING THAT CAUSES THE AIRBAG LIGHT TO COME ON. THIS IS DUE TO HAIR OR OTHER FIBERS THAT MAY CONTAMINATE THE AIRBAG CLOCK SPRING (A SPIRAL WOUND, FLAT CABLE THAT KEEPS THE AIRBAG POWERED WHILE THE STEERING WHEEL IS BEING TURNED). THIS CONTAMINATION MAY TEAR THE CLOCK SPRING AND RESULT IN A LOSS OF ELECTRICAL CONNECTION TO THE DRIVER'S FRONTAL AIRBAG. A LOSS OF ELECTRICAL CONNECTION TO THE DRIVER'S FRONTAL AIRBAG WILL PREVENT THE AIRBAG FROM DEPLOYING IN THE EVENT OF A VEHICLE CRASH, INCREASING THE RISK OF INJURY; WARRANTY EXTENSION IS FOR 10 YRS./120K MILE WOF | | | CUSTOMER STATES: WISHES IT WAS RECALL; DOES NOT FEEL COMFORTABLE WITH WARRANTY EXTENSION; WANTS NOTHING TO DO WITH VEHICLE | | | FACE TO FACE WITH MARIA R: AGREED CAN ESCALATE TO RCM FOR BUYBACK REVIEW | | | CO ADVISED: WILL ESCALATE TO RCM FOR BUYBACK REVIEW | | | CUSTOMER STATES: HAS SEVERAL QUESTIONS ABOUT PROCESS; HOW LONG WILL IT TAKE? WHAT WILL CUSTOMER GET FOR BUYBACK? | | | CO ADVISED: BEST PERSON TO ASK WOULD BE RCM; NEED TO KNOW ALL DEALER VEHICLE HAS BEEN SEEN AT | | | CUSTOMER STATES: DEALER 422134; IS NOW INACTIVE DEALER | | | CO TO ESCALATE TO RCM
12/11/2018 1:15:00 PM	EM AGREES TO ASSIGN TO RCM FOR BUYBACK
12/11/2018 1:18:00 PM	RCM TO LOOK INTO CUST REQUEST FOR REIMBURSEMENT; VEH HAS ONLY BEEN SEEN AT DLR 422134; CUST STATES HAS NOT HAD REPAIRS; VEH IS REGISTERED IN CA; VEH IS WITH CUST; CUST IS SEEKINB BUYBACK BECAUSE SHE IS UNCOMFORTABLE WITH VEH HAVING WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING INSTEAD OF RECALL; RCM TO FOLLOW UP WITH CUST BY COB 12/12/18 @[redacted] [redacted]
12/12/2018 1:17:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / LIGHT ON; AIRBAGS / HISTORICAL CONCERN / WARNING LIGHT;
12/12/2018 4:09:00 PM	GOOD AFTERNOON MIKE, | | I HAVE 1 CASE FOR YOU TODAY: | | 1.[redacted], 2017 PASSAT, 1VWBT7A37HC[redacted]; THE CUSTOMER WAS MADE AWARE OF THE AIR BAG CLOCK WARRANTY EXTENSION; THEY VEHICLE DOES NOT HAVE THE RECALL; DOES NOT FEEL COMFORTABLE WITH WARRANTY EXTENSION; WANTS NOTHING TO DO WITH VEHICLE AND WOULD LIKE A BUYBACK; WOULD YOU PLEASE EMAIL ME ANY CUSTOMER COPIES OF REPAIR ORDERS (COPIES WITH THE DATE-IN AND OUT WITH THE DEALER NAME AT THE TOP) THAT YOU MAY HAVE FOR THE CUSTOMER. IF THE VEHICLE IS STILL DOWN AT YOUR DEALERSHIP PLEASE INCLUDE THE CURRENT OPEN RO AND ANY UPDATED INFORMATION ABOUT THE DIAGNOSIS. | |
12/12/2018 7:12:00 PM	CUSTOMER STATES: WOULD LIKE THE VEHICLE REPURCHASED DUE TO THE AIR BAG CLOCK SPRING WARRANTY EXTENSION | | RCM ADVISED: WOULD BE ABLE TO REVIEW THE CUSTOMER REQUEST FOR A REPLACEMENT OR REPURCHASE; WILL OBTAIN THE ROS FROM THE DEALER AND REVIEW INTERNALLY WITH CRR TO DETERMINE IF VW WOULD NEED TO TAKE ACTION TO MEET THE CUSTOMER EXPECTATION; PRELIMINARY REVIEW USUALLY TAKES 10-12 BUSINESS DAYS ONCE CRR HAS THE ROS; WILL FOLLOW UP WITH CUSTOMER ON MONDAY (12/17) | | CUSTOMER UNDERSTOOD. | | | RCM TO EMAIL CRR
12/13/2018 9:31:00 PM	MEDIA ATTACHED IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A37HC[redacted]
Owner Or Fleet	[redacted] Ramona, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	12/11/2018	Incident Date	N/A
Mileage	3,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/13/2018 9:31:00 PM	GOOD MORNING ADAM, | | THIS CUSTOMER HAS REQUESTED THEIR VEHICLE TO BE REPURCHASED BY VW DUE TO THE AIR BAG CLOCK SPRING EXTENDED WARRANTY. I HAVE PROVIDED THE VEHICLE AND CUSTOMER INFORMATION. ALSO, I HAVE ATTACHED A COPY OF THE REPAIR ORDERS TO THIS EMAIL FOR YOUR REVIEW. | | CASE #: [redacted] | CUSTOMER NAME: [redacted] | ORIGINAL OWNER/USED/CPO: ORIGINAL OWNER | | VEHICLE: 2017 PASSAT | | VIN: 1VWBT7A37HC[redacted] | IN-SERVICE DATE: 4/23/2018 | | CURRENT MILEAGE: 3,000 MILES | | SERVICING DEALERSHIP: MOSSY VW | | NUMBER OF VWS OWNED: 1 VW | | REGISTRATION STATE: CA | | LIEN HOLDER (IF APPLICABLE): UNKNOWN | | WHAT CUSTOMER IS SEEKING: REPURCHASE/REPLACEMENT | | CASE SUMMARY: THE CUSTOMER RECEIVED THE LETTER OUTLINING THE AIR BAG CLOCK SPRING EXTENDED WARRANTY AND NOW FEELS THAT THE VEHICLE IS NOT SAFE; THE CUSTOMER HAS NOT HAD ANY ISSUES WITH THE AIRBAG AND NO REPAIRS THAT THEY CAN SPEAK OF. | | PLEASE ADVISE THE BEST DIRECTION TO GO HERE, THANK YOU | |
12/14/2018 9:02:00 PM	MEDIA ATTACHED IN DOC CENTER
12/14/2018 9:03:00 PM	GOOD AFTERNOON, | | THIS CUSTOMER HAS REQUESTED THEIR VEHICLE TO BE REPURCHASED BY VW DUE TO THE AIR BAG CLOCK SPRING EXTENDED WARRANTY. I HAVE PROVIDED THE VEHICLE AND CUSTOMER INFORMATION. ALSO, I HAVE ATTACHED A COPY OF THE REPAIR ORDERS TO THIS EMAIL FOR YOUR REVIEW. | | CASE #: [redacted] | | CUSTOMER NAME: [redacted] | ORIGINAL OWNER/USED/CPO: ORIGINAL OWNER | | VEHICLE: 2017 PASSAT | | VIN: 1VWBT7A37HC[redacted] | IN-SERVICE DATE: 4/23/2018 | | CURRENT MILEAGE: 3,000 MILES | | SERVICING DEALERSHIP: MOSSY VW | | NUMBER OF VWS OWNED: 1 VW | | REGISTRATION STATE: CA | | LIEN HOLDER (IF APPLICABLE): UNKNOWN | | WHAT CUSTOMER IS SEEKING: REPURCHASE/REPLACEMENT | | CASE SUMMARY: THE CUSTOMER RECEIVED THE LETTER OUTLINING THE AIR BAG CLOCK SPRING EXTENDED WARRANTY AND NOW FEELS THAT THE VEHICLE IS NOT SAFE; THE CUSTOMER HAS NOT HAD ANY ISSUES WITH THE AIRBAG AND NO REPAIRS THAT THEY CAN SPEAK OF. | | PLEASE ADVISE THE BEST DIRECTION TO GO HERE, THANK YOU | |
12/17/2018 6:04:00 PM	RCM ADVISED: FOLLOWING UP ON CASE; RCM IS CURRENTLY WAITING ON FEEDBACK CRR; RCM WILL FOLLOW UP WITH CUSTOMER BY COB WEDNESDAY (1/2) WITH ANY AVAILABLE UPDATES. | | | | RCM TO REVIEW AND FOLLOW UP WITH CUSTOMER BY COB WEDNESDAY (1/2)
12/29/2018 8:40:00 AM	PLEASE REVIEW RO & RO SUMMARY ATTACHED IN DOC CENTER
1/2/2019 3:56:00 PM	RCM ADVISED: FOLLOWING UP ON CASE; RCM IS CURRENTLY WAITING ON FEEDBACK CRR; RCM WILL FOLLOW UP WITH CUSTOMER BY COB WEDNESDAY (1/9) WITH ANY AVAILABLE UPDATES. | | | | RCM TO REVIEW AND FOLLOW UP WITH CUSTOMER BY COB WEDNESDAY (1/9)
1/3/2019 5:05:00 PM	RCM ADVISED: WOULD NOT BE ABLE TO MEET THE EXPECTATION OF A REPURCHASE OR A REPLACEMENT AT THIS TIME; WILL CONTINUE TO WORK WITHIN THE TERMS OF THE WARRANTIES ON THE VEHICLE. | | CUSTOMER UNDERSTOOD; WOULD LIKE TO KNOW WHAT THE WARRANTY EXTENSION COVERED. | | RCM ADVISED: THE WARRANTY EXTENSION COVERED THE AIR BAG CLOCK SPRING; THIS EXTENSION IS DESIGNED ADDRESS FAILURES RELATED TO COMPONENT IN THE STEERING WHEEL, LIKE THE HORN. | | CUSTOMER UNDERSTOOD | | | | NO FURTHER ACTION
1/3/2019 8:20:00 AM	REPAIR HISTORY REVIEWED; UNABLE TO MEET THE CUSTOMER'S EXPECTATIONS AT THIS TIME.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A33C[redacted]
Owner Or Fleet	[redacted] YPSILANTI, MI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/11/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 2:13:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 11:32:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $657.77 | | | SP TO GENERATE CHECK REQUEST
1/16/2019 11:33:00 AM	1VWBH7A33CC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $657.77 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 657.77 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV0B7AX7JM[redacted]
Owner Or Fleet	[redacted] Turbotville, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	12/11/2018	Incident Date	N/A
Mileage	57,541		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507GH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 2:21:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 8:47:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 57,541 MILES; REPAIR ORDER DATE IS 09/18/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; PARTS AND LABOR UNDER CAP AMOUNT; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; PARTS $290.07; LABOR $227.50; TAX $31.05; TOTAL $548.62. | | | | SP TO GENERATE CHECK REQUEST.
1/16/2019 8:52:00 AM	3VV0B7AX7JM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $548.62. | | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 548.62 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30DC[redacted]
Owner Or Fleet	[redacted] NASHVILLE, TN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/11/2018	Incident Date	N/A
Mileage	182,652		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 2:25:00 PM	MEDIA ATTACHED IN DOC CENTER
1/2/2019 8:44:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER SEEKS: CASE PROGRESS | | | CA ADVISED: WE DID RECEIVE YOUR DOCUMENTS ON 12/11/18. FROM THERE, WE ESCALATED YOUR CASE UP TO THE CORRECT DEPARTMENT FOR REVIEW. THIS RECALL WAS A VERY LARGELY ISSUED RECALL WITH MANY VEHICLE'S AFFECTED. DUE TO THAT, WE HAVE RECEIVED A LARGER THAN NORMAL REQUEST FOR REIMBURSEMENT. THIS HAS DELAYED OUR TEAM A LITTLE IN THE TYPICAL 60 DAY REVIEW PROCESS. WE HAVE RECENTLY EXTENDED THIS TIME FRAME TO 120 DAYS TO ALLOW THIS TEAM TO CATCH UP. PLEASE KNOW WE ARE REALLY PUSHING TO GET THESE REQUESTS OUT MUCH SOONER AS WE DON'T WANT TO KEEP OUR CUSTOMERS WAITING THIS LONG. YOU ARE ALWAYS WELCOME TO CHAT IN HERE AND REFERENCE CASE NUMBER [redacted] FOR UPDATES. | | | CUSTOMER AGREED | | | CO TO REVIEW
1/16/2019 8:58:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 182,652 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $665.39. | | | SP TO GENERATE CHECK REQUEST.
1/16/2019 9:00:00 AM	1VWBP7A30DC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $665.39. | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 665.39 MAILED ON 01/21/2019
2/5/2019 3:03:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES: HOW CAN THEY CHECK THE STATUS OF THEIR REIMBURSMENT REQUEST; | | | CUSTOMER SEEKS: UPDATE ON WARRANTY EXTENSION REIMBURSMENT CASE; | | | CA ADVISED: YOU ARE ABLE TO CONTACT US HERE AT CUSTOMER CARE VIA E-MAIL, PHONE OR CHAT, FOR UPDATES REGARDING THE STATUS OF YOUR RECALL REIMBURSEMENT. A CHECK WAS ISSUED TO YOU IN THE AMOUNT OF $665.39 FOR THE WARRANTY EXTENSION INVOLVING THE AIRBAG CLOCK SPRING. THE CHECK WAS MAILED ON 01/21/2019. IT TYPICALLY TAKE 3-4 WEEKS BEFORE IT IS RECEIVED. CA ADVISED THE CUSTOMER TO CONTACT US BACK IN THE EVENT THAT THEY DO NOT RECIEVE THE CHECK IN ABOUT 2 WEEKS, SO WE CAN LOOK FURTHER INTO THIS MATTER; | | | SP TO REVIEW AND CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AXXEW[redacted]
Owner Or Fleet	[redacted] Austin, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/11/2018	Incident Date	N/A
Mileage	39,815		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 2:28:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 9:09:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 39,815 MILES; REPAIR ORDER DATE IS 05/17/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; PARTS $304.57; LABOR $390.00; TAX $8.83; TOTAL $703.40. | | | SP TO GENERATE CHECK REQUEST.
1/16/2019 9:12:00 AM	WVGAV3AXXEW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $703.40. | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 703.40 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A35FC[redacted]
Owner Or Fleet	[redacted] New Orleans, LA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/11/2018	Incident Date	N/A
Mileage	89,265		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 2:32:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 4:46:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED DIAG PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; VW TO REIMBURSE THE DIAG FEE; VW TO REIMBURSE TOTAL: $135.00. | | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 4:48:00 PM	1VWAT7A35FC[redacted] VW TO REIMBURSE CUST FOR DIAG FEE FOR WECY WARR EXT; TOTAL: $135.00. | | | | GENERATED CHECK REQUEST.
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 135.00 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCM7A37DC[redacted]
Owner Or Fleet	[redacted] ISLAND LAKE, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/11/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 2:34:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 4:59:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $501.86. | | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 5:01:00 PM	1VWCM7A37DC[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $501.86. | | | | GENERATED CHECK REQUEST.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 501.86 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A31DC[redacted]
Owner Or Fleet	[redacted], BRIGHTWOOD, OR, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/11/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 2:38:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 5:08:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $558.57. VW TO REIMBURSE AS GOODWILL DUE TO THE DATE OF THE REPAIR. | | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 5:11:00 PM	1VWBN7A31DC[redacted]VW TO REIMBURSE WECY WARRANTY EXTENSION AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $558.57. | | | GENERATED CHECK REQUEST.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 558.57 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX2EW[redacted]
Owner Or Fleet	[redacted] Riverside, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/11/2018	Incident Date	N/A
Mileage	40,583		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 2:39:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 9:27:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 40,583 MILES; REPAIR ORDER DATE IS 06/29/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; VW ALREADY COVERED CUSTOMER REPAIRS FOR CLOCK SPRING ON 06/29/2017; VW TO REIMBURSE DIAGNOSIS FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; LABOR $129.00; TAX $8.19; TOTAL $137.19. | | | SP TO GENERATE CHECK REQUEST.
1/16/2019 9:32:00 AM	WVGBV3AX2EW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $137.19. | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 137.19 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBA7AH7AV[redacted]
Owner Or Fleet	[redacted] WOODBRIDGE, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	12/11/2018	Incident Date	N/A
Mileage	66,977		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 2:43:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 9:46:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED 2 REPAIR ORDER'S FROM DEALER; DEALER PERFORMED DIAGNOSIS CLOCK SPRING NEEDED TO BE REPLACED; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 66,977 MILES; POP VERIFIED IN X TIME; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $301.99; LABOR $250.00; TAX $35.05; TOTAL $587.04. | | | | SP TO GENERATE CHECK REQUEST.
1/16/2019 9:52:00 AM	WVWBA7AH7AV[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $587.04. | | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 587.04 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A35HC[redacted]
Owner Or Fleet	[redacted] East Kingston, NH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	12/11/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 2:44:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 10:27:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 49,332 MILES; REPAIR ORDER DATE IS 02/19/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; CUSTOMER POP ONLY SHOWS $100.00 WAS PAID FOR REPAIRS; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $100.00
1/16/2019 10:29:00 AM	1VWBT7A35HC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $100.00. | | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 100.00 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX3EW[redacted]
Owner Or Fleet	[redacted] AKRON, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/11/2018	Incident Date	N/A
Mileage	78,690		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 2:46:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 10:21:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 78,690 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $290.07; LABOR $248.04; TAX $30.94; TOTAL $569.06. | | | SP TO GENERATE CHECK REQUEST.
1/16/2019 10:25:00 AM	WVGBV3AX3EW[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $569.06. | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 569.06 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBA7AH8AV[redacted]
Owner Or Fleet	[redacted] Solon, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	12/11/2018	Incident Date	N/A
Mileage	58,885		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 2:50:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 3:54:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $436.84. | | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 4:00:00 PM	WVWBA7AH8AV[redacted] VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $436.84. | | | | GENERATED CHECK REQUEST.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 436.84 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A35EC[redacted]
Owner Or Fleet	[redacted] Santa Maria, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/11/2018	Incident Date	N/A
Mileage	98,235		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 3:06:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 4:10:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $523.81. | | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 4:11:00 PM	1VWAT7A35EC[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $523.81. | | | | GENERATED CHECK REQUEST.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 523.81 MAILED ON 01/21/2019

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Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A39C[redacted]
Owner Or Fleet	[redacted] Deer Park, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/11/2018	Incident Date	N/A
Mileage	59,202		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 3:20:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 3:29:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 59,202 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $623.59. | | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 3:31:00 PM	1VWBP7A39CC[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $623.59 | | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 623.59 MAILED ON 01/21/2019

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Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A36DC[redacted]
Owner Or Fleet	[redacted]	Albuquerque, NM,	[redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/11/2018	Incident Date	N/A
Mileage	48,270		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 3:23:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 3:36:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 48,270 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $646.42. | | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 3:38:00 PM	1VWAP7A36DC[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $646.42. | | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 646.42 MAILED ON 01/21/2019

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Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX1CW[redacted]
Owner Or Fleet	[redacted] Richmond, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/11/2018	Incident Date	N/A	Mileage	88,662
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 3:32:00 PM	MEDIA ATTACHED IN DOC CENTER
1/11/2019 8:09:00 AM	MEDIA ATTACHED IN DOC CENTER | | | FROM: [redacted] | | SENT: THURSDAY, JANUARY 10, 2019 5:48 PM | | TO: VW CUSTOMER CHAT <VWCUSTOMERCHAT@VW.COM> | | SUBJECT: FWD: REPAIR INVOICES | | | HELLO. | | | ABOUT A MONTH AGO, I RECEIVED MAIL SUGGESTING THAT THERE IS A CLOCKSPRING RECALL AND I WAS TO PROVIDE DOCUMENTATION TO VW BY MAIL SHOWING REPAIRS FOR MY 2012 TIGUAN CLOCKSPRING ISSUE. | | | I HAVE NOT HEAR ANYTHING AND WOULD LIKE TO KNOW THE STATUS OF MY REQUEST FOR REIMBURSEMENT. PLEASE SEE THE ATTACHED RECEIPTS THAT WERE SENT TO YOUR ORGANIZATION A YEAR AGO. AT THAT TIME, THERE WAS NOT A RECALL IN PLACE. | | | PLEASE HELP. | | | | DENELLE GRANT | |
1/15/2019 3:47:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED 3 REPAIR ORDER'S FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 88,662 MILES; POP VERIFIED IN XTIME; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $313.28; LABOR $339.95; TAX $16.60; TOTAL $669.83. | | | SP TO GENERATE CHECK REQUEST.
1/15/2019 3:54:00 PM	WVGAV7AX1CW[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $669.83. | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 669.83 MAILED ON 01/21/2019

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Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34DC[redacted]
Owner Or Fleet	[redacted] Salem, OR [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/11/2018	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 3:50:00 PM	AMARIS- TYPE | | | HANNAH - TALK | | | CUSTOMER STATES CALLING TO GET INFORMATION ABOUT A LETTER THAT CUSTOMER RECEIVED IN REGARDS TO AIRBAG CLOCK SPRING . CUSTOMER ALSO STATED THAT THE AIRBAG LIGHT FLASHES ON AND OFF . WOULD LIKE TO KNOW IF THEY ARE RELATED. CUSTOMER DIDN┬┐T KNOW MILEAGE. | | | CUSTOMER SEEKS INFORMATION ON WARRANTY AND WHETHER CUSTOMER SHOULD TAKE VEHICLE TO DEALER TO GET CHECKED. | | | CO ADVISED THAT EXTENDED WARRANTY IS FOR THE STEERING WHEEL/AIRBAG CLOCK SPRING; ADVISED THAT FOR THE CUSTOMER THE WARRANTY FOR THIS COMPONENT HAS BEEN EXTENDED TO 10/120K WOF; ADVISED THAT IF THE CUSTOMER BEGINS TO EXPERIENCE SYMPTOMS WITH THE VEHICLE SUCH AS THE FOLLOWING: AIRBAG LIGHT ON, THE HORN NOT WORKING, LOSS OF STEERING WHEEL FUNCTIONS, OR POSSIBLE NOISE COMING FROM THE STEERING WHEEL, THE CUSTOMER CAN TAKE TO ANY VW DEALER; ADVISED THAT THE DEALER WILL NEED TO PERFORM A DIAGNOSIS AND IF THE DEALER FINDS THAT COMPONENT IS THE ONE THAT IS CAUSING THE FAILURE, THAT REPAIR IS COVERED UNDER THE EXTENDED WARRANTY; CO ADVISED THAT VW RECOMMENDS TO TAKE THE VEHICLE TO DEALERSHIP AS SOON AS POSSIBLE TO HAVE DIAGNOSE. | | | CUSTOMER THANKS | | | NO FURTHER ACTION | | |
12/11/2018 4:07:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON ;

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Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ1CM[redacted]
Owner Or Fleet	[redacted] Saint Augustine, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/11/2018	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 3:49:00 PM	CUSTOMER SUBSEQUENT OWNER, PURCHASED FROM USED CAR LOT YEAR AGO, 1ST VW, CALLING ABOUT LETTER RECEIVED FOR THE CLOCK SPRING, HAS SOME SYMPTOMS INDICATED IN LETTER, SUCH AS STEERING WHEEL CONTROLS NOT WORKING. | | | |CO VERIFIED THE WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING FOR 10/120, WCF, LOCATED DEALER 405028 AS NEAREST, OFFERED TO SET APPOINTMENT, CUSTOMER STATES HE WILL CALL DEALER AS IS AT WORK, WAS ALSO ADVISED THERE ARE NO OPEN RECALLS. NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJM7AN0AE[redacted]
Owner Or Fleet	[redacted] Whittier, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	12/11/2018	Incident Date	N/A
Mileage	101,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 4:02:00 PM	CUSTOMER STATES: CUSTOMER RECEIVED A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING, BUT CUSTOMER PAID OUT OF POCKET FOR THIS WARRANTY EXTENSION, HAD THIS WORK COMPLETED ON VEHICLE 8/23/2018 | | | CUSTOMER SEEKING: REIMBURSMENT FOR PAYING OUT OF POCKET FOR WHAT IS NOW A WARRANTY EXTENSION | | | CO ADVISED: CUSTOMER THAT EMAIL HAS BEEN SENT THAT CUSTOMER CAN RESPOND TO WITH RO AND POP SHOWING THAT CUSTOMER PAID OUT OF POCKET FOR AIRBAG CLOCK SPRING WARRANTY, ONCE DOCUMENTS HAVE BEEN RECEIVED CUSTOMER WILL RECEIVE A CALL AND REVIEW PROCESS WILL BEGIN | | | CUSTOMER WAS THANKFUL | | | CO TO WAIT CUSTOMER MAIL
12/11/2018 4:07:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MR/MRS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | KRISTEN H | CUSTOMER CARE ADVOCATE |
12/11/2018 4:10:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MR/MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | KRISTEN H | CUSTOMER CARE ADVOCATE |
12/12/2018 10:34:00 AM	MEDIA ATTACHED IN DOC CENTER
12/18/2018 2:30:00 PM	CO ADVISED: CUSTOMER THAT DOCUMENTS HAVE BEEN RECEIVED BUT DO NOT SHOW POP, ADVISED THAT CUSTOMER SEND IN DOCUMENTATION STATING THAT REPAIR WAS PAID FOR | | | CO TO WAIT CUSTOMER MAIL
12/18/2018 5:22:00 PM	MEDIA ATTACHED IN DOC CENTER
12/19/2018 3:22:00 PM	MEDIA ATTACHED IN DOC CENTER
12/21/2018 3:13:00 PM	CO ADVISED: CUSTOMER THAT DOCUMENTATION HAS BEEN RECEIVED AND CASE WILL BE ESCALATED TO TEAM THAT REVIEWS FOR POSSIBLE REIMBURSMENT, REVIEW PROCESS CAN TAKE UP TO 120 BUSINESS DAYS AND CUSTOMER WILL BE NOTIFIED WITH DECISION PROVIDED | | | CUSTOMER WAS THANKFUL | | | CO TO ESCALATE
12/21/2018 3:16:00 PM	SPECIAL PROJECTS TO REVIEW DOCUMENTATION FOR CUSTOMER REQUESTING REIMBURSMENT FOR PAYING OUT OF POCKET FOR AIRBAG CLOCK SPRING WARRANTY
1/11/2019 3:53:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; DEALER PERFORMED CLOCK SPRING REPAIRS WITHIN TIME FRAME AND DID COOLANT TAN REPAIRS; VW TO REIMBURSE CLOCK SPRING TOTAL AND TAX; RO TOTAL: $791.01; TAX: $31.06; TOTAL: $822.07 | | | SP TO GENERATE CHECK REQUEST
1/11/2019 3:56:00 PM	WVWJM7AN0AE[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $822.07 | | | SP GENERATED CHECK REQUEST
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 822.07 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJM7AN0AE[redacted]
Owner Or Fleet	[redacted] Whittier, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	12/11/2018	Incident Date	N/A
Mileage	101,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A36EC[redacted]
Owner Or Fleet	[redacted] Belleville, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/11/2018	Incident Date	N/A
Mileage	79,725		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 4:02:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 10:50:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 79,725 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $290.07; LABOR $202.50; TAX $18.12; TOTAL $510.69. | | | SP TO GENERATE CHECK REQUEST.
1/16/2019 10:52:00 AM	1VWBH7A36EC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $510.69. | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 510.69 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A31DC[redacted]
Owner Or Fleet	[redacted] POINT PLEASANT BORO, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/11/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 4:06:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 10:56:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 82,741 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $260.41. | | | | SP TO GENERATE CHECK REQUEST.
1/16/2019 10:58:00 AM	1VWBN7A31DC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $260.41. | | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 260.41 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX6EW[redacted]
Owner Or Fleet	[redacted] FORT MILL, SC,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/11/2018	Incident Date	N/A
Mileage	25,867		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 4:08:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 11:04:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 25,867 MILES; ALL REPAIRS COMPLETED UNDER CAP AMOUNT; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $480.37 | | | SP TO GENERATE CHECK REQUEST.
1/16/2019 11:06:00 AM	WVGBV3AX6EW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $480.37. | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 480.37 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A35GC[redacted]
Owner Or Fleet	[redacted]	Marcellus, NY, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	12/11/2018	Incident Date	N/A
Mileage	46,010		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 4:12:00 PM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 4:23:00 PM	CUSTOMER STATES SUBMITTED DOCUMENTS FOR WARRANTY EXTENSION REIMBURSEMENT DUE TO CLOCK SPRING BEING REPLACED UNDER WARRANTY EXTENSION | | | CUSTOMER SEEKING UPDATE ON CASE | | | CUSTOMER ADVOCATE ADVISED THAT DOCUMENTS ARE BEING REVIEWED AND GENERALLY TAKES 60 BUSINESS DAYS FOR REVIEW; CORRESPONDENCE WILL COME BY MAIL; | | | CUSTOMER ACKNOWLEDGED | | | SP TO REVIEW | |
1/16/2019 11:10:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 46,010 MILES; REPAIR ORDER DATE IS 04/25/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $723.28. | | | SP TO GENERATE CHECK REQUEST.
1/16/2019 11:12:00 AM	1VWAT7A35GC[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $723.28. | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 723.28 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX5BW[redacted]
Owner Or Fleet	[redacted]Sunrise, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/11/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 4:22:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 11:45:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 120,145 MILES; VW TO REIMBURSE CAP AMOUNT FOR WECI WARRANTY EXTENSION; PARTS $290.07; LABOR $209.00; TAX $29.94; TOTAL $529.01. | | | SP TO GENERATE CHECK REQUEST.
1/16/2019 11:49:00 AM	WVGAV7AX5BW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $529.01. | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 529.01 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU6FM[redacted]
Owner Or Fleet	[redacted] LAUREL, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	12/11/2018	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 4:25:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 1:04:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 73,057 MILES; POP SHOWS CUSTOMER ONLY PAID $100.00 VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $100.00 | | | | SP TO GENERATE CHECK REQUEST.
1/16/2019 1:05:00 PM	3VW217AU6FM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $100.00. | | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 100.00 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30CC[redacted]
Owner Or Fleet	[redacted] Basking Ridge, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/11/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 4:31:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 1:19:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 131,465 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $168.82; LABOR $102.56; TAX $18.66; TOTAL $290.04. | | | SP TO GENERATE CHECK REQUEST.
1/16/2019 1:26:00 PM	1VWBP7A30CC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $290.04. | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 290.04 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A31EC[redacted]
Owner Or Fleet	[redacted] Moreno Valley, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/11/2018	Incident Date	N/A
Mileage	134,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 4:39:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED 2015 AT MILEAGE 18K MILES; VEHICLE PURCHASED FROM NON-VW DEALER; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; NO PREVIOUS REPAIRS FOR THIS ISSUE; VEHICLE EXPERIENCING: STEERING FUNCTIONS NOT WORKING; AIRBAG LIGHT IS ON; CLICKING NOISES WHEN TURNING; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT 12/2017 AT 422500; | | | | CUSTOMER SEEKING: VW ASSISTANCE IN COST OF REPAIR; | | | | CO FACE TO FACE WITH EM KIM: THE VEHICLE IS OUTSIDE OF THE WARRANTY EXTENSION BY MILEAGE; VW IS UNABLE TO PROVIDE COST ASSISTANCE. | | | | CO ADVISED THAT DUE TO CUSTOMER BEING OUTSIDE OF WARRANTY BY MILEAGE; VW WOULD NOT ASSIST WITH COST OF REPAIR; | | | | NO FURTHER ACTION;
12/11/2018 4:44:00 PM	FACE-FACE WITH CO | | | | EA ADVISED: THE VEHICLE IS OUTSIDE OF THE WARRANTY EXTENSION BY MILEAGE; VW IS UNABLE TO PROVIDE COST ASSISTANCE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A31EC[redacted]
Owner Or Fleet	[redacted] Carlisle, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/11/2018	Incident Date	N/A
Mileage	77,288		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 4:32:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 1:44:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 77,288 MILES; REPAIR ORDER DATE IS 12/12/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; PARTS $321.97; LABOR $190.00; TAX 30.72; TOTAL $542.69. | | | SP TO GENERATE CHECK REQUEST.
1/16/2019 1:48:00 PM	1VWAP7A31EC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $542.69. | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 542.69 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW637AJ2EM[redacted]
Owner Or Fleet	[redacted] Ranson, WV, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	12/11/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 4:33:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 1:53:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 111,998 MILES; REPAIR ORDER DATE IS 04/09/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $597.41. | | | SP TO GENERATE CHECK REQUEST.
1/16/2019 1:55:00 PM	3VW637AJ2EM[redacted]; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $597.41. | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 597.41 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A30G[redacted]
Owner Or Fleet	[redacted] Newark, DE, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	12/11/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 4:33:00 PM	MEDIA ATTACHED IN DOC CENTER
1/7/2019 12:12:00 PM	CUSTOMER STATES: SENT IN FOR REIMBURSEMENT REVIEW; WAS WONDERING HOW LONG REVIEW WOULD TAKE | | | | CUSTOMER SEEKS: HOW LONG REVIEW WOULD TAKE | | | | CUSTOMER ADVOCATE ADVISED: CURRENTLY TAKING 120 DAYS | | | | CO TO REVIEW
1/16/2019 1:05:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/16/2019 1:05:00 PM	1VWBT7A30G[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $585.78 | | | | SP GENERATED CHECK REQUEST
1/16/2019 1:07:00 PM	SP MAILED DENIAL LETTER
1/16/2019 11:56:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS SWITCH REPLACED AND REPAIRS TO CLOCK SPRING DONE BEFORE 120K MILES; WECY WARR EXT COVERS CLOCK SPRING; RO IS DATED 2/20/2018; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CLOCK SPRING ONLY AS GOODWILL; PARTS: $337.74; LABOR: $248.04; NO TAX IN DE; TOTAL: $585.78 | | | | SP TO GENERATE CHECK REQUEST AND DENIAL LETTER
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 585.78 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A39CC[redacted]
Owner Or Fleet	[redacted]		Louisville, KY, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/11/2018	Incident Date	N/A
Mileage	67,962		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 4:40:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 1:49:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $500.00 | | | SP TO GENERATE CHECK REQUEST
1/16/2019 1:50:00 PM	1VWAP7A39CC[redacted]VW TO REIMBURSE WECI WARR EXT; TOTAL: $500.00 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 500.00 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWFA7AH2AV[redacted]
Owner Or Fleet	[redacted] Gainesville, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	12/11/2018	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 4:40:00 PM	CUSTOMER STATED RECEIVED AN NOTIFICATION FOR TAKATA AND SEEKING TO GET REPAIRED DUE TO AIRBAG WARNING LIGHT | | | | CUSTOMER SEEKING TO SCHEDULE APPOINTMENT AT DEALER | | | CO ADVISED CUSTOMER SCHEDULED APPOINTMENT AT DEALER 405146 FOR 1:00 PM - FRIDAY DEC 14, 2018 | | | CUSTOMER ACKNOWLEDGED | | | CO TO EMAIL CUSTOMER
12/11/2018 4:53:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | | DEAR MR. [redacted] | | THANKS FOR TAKING THE TIME TO SPEAK WITH ME. | | I SCHEDULED AN APPOINTMENT WITH AUTONATION VW MALL OF GEORGIA AND CONFIRMED YOUR APPOINTMENT DATE 1:00 PM - FRIDAY DEC 14, 2018. IF YOU NEED TO CHANGE THIS APPOINTMENT, PLEASE CALL THE DEALERSHIP DIRECTLY AT (678) 745-9950. | | IF I CAN BE OF FUTURE ASSISTANCE, DON'T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | KAY C. | CUSTOMER CARE ADVOCATE | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX6EW[redacted]
Owner Or Fleet	[redacted] Albany, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/11/2018	Incident Date	N/A
Mileage	46,785		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 4:47:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 2:00:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO SHOWS THAT REPAIRS TO CLOCK SPRING WERE PERFORMED AT NO CHARGE TO CUSTOMER AND CUSTOMER ONLY PAID DEDUCTIBLE; RO IS DATED 9/5/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VE TO REIMBURSE DEDUCTIBLE AS GOODWILL; TOTAL: $54.00 | | | SP TO GENERATE CHECK REQUEST
1/16/2019 2:03:00 PM	WVGBV3AX6EW[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $54.00 | | | SP GENERATED CHECK REQUEST
1/16/2019 2:03:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 54.00 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN1DE[redacted]
Owner Or Fleet	[redacted] PHILADELPHIA, PA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	12/11/2018	Incident Date	N/A
Mileage	52,322		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 4:59:00 PM	MEDIA ATTACHED IN DOC CENTER
12/18/2018 2:45:00 PM	TALK DENNISHA, TYPE TIFFANY | | | | CUSTOMER STATES RECEIVED A LETTER FOR CLOCK SPRING, CUSTOMER HAD PREVIOUS REPAIRS AND SENT IN DOCUMENTS | | | | CUSTOMER SEEKING: UPDATE ON CASE | | | | CUSTOMER ADVOCATE ADVISED HAVE RECEIVED DOCUMENTS ON 12/11/18, CURRENTLY YOUR DOCUMENTS ARE IN THE PROCESS OF BEING REVIEWED, THIS PROCESS CAN TAKE UP TO 120 DAYS, ONCE A DECISION IS MADE CUSTOMER WILL BE NOTIFIED VIA MAIL BY CHECK OR DENIAL | | | | SPECIAL PROJECTS TO REVIEW
1/16/2019 2:29:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $712.35 | | | SP TO GENERATE CHECK REQUEST
1/16/2019 2:30:00 PM	WVWBP7AN1DE[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $712.35 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 712.35 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ9EM[redacted]
Owner Or Fleet	[redacted] STOCKTON, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	12/11/2018	Incident Date	N/A
Mileage	135,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 5:41:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / REPLACED AIRBAG CLOCK SPRING ;
12/11/2018 5:42:00 PM	CUSTOMER STATES: ORIGINAL OWNER; VEHICLE WAS PURCHASED; VEHICLE IS FINANCED THROUGH VCI; VEHICLE EXPERIENCING: REPLACED THE AIRBAG CLOCK SPRING ON 10/32/18; DRIVE THE CAR 150 MILES ROUND TRIP TO WORK EVERY DAY; UNSURE OF THE MILEAGE WHEN THE REPAIR WAS DONE; GOT THE WARRANTY EXT. REIMBURSEMENT FORM AND WOULD LIKE TO BE REIMBURSED | | | | CUSTOMER SEEKING: REIMBURSEMENT | | | | CO ADVISED: THE WARRANTY EXT. IS ONLY GOOD FOR 120K MILES OR 9/7/23 WOF; CAN RETURN THE FORM WITH THE REPAIR ORDER AND POP TO THE MAILING ADDRESS ON THE FORM; CAN PROVIDE A FAX OR MAIL ADDRESS TO SEND FORM TO; ONCE RECEIVED, WE CAN REVIEW TO SEE IF IT QUALIFIES FOR THE REIMBURSEMENT | | | | CUSTOMER STATES: WILL TRY TO GET THE OTHER PAPERWORK AND SEND IT BUT DON'T THINK I QUALIFY CAUSE I DRIVE SO MANY MILES | | | | CO TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX3EW[redacted]
Owner Or Fleet	[redacted] ALBANY, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/11/2018	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 6:09:00 PM	CUSTOMER STATES: VEHICLE RECENTLY HAD AIRBAG LIGHT COME ON AND THE STEERING WHEEL CONTROLS ARE DISABLED; CUSTOMER SEEKING DIRECTION ON HOW TO TAKE CARE OF THIS; | | | CUSTOMER SEEKS: DIRECTION; | | | CO ADVISED: CUSTOMER DOES HAVE AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI (2024-03-29 OR 120K MILES WCF); IT WOULD NEED A DIAGNOSIS TO CONFIRM; CO OFFERED TO CALL DEALER TO SET UP APPOINTMENT; CUSTOMER ACCEPTED; | | DEALER STATES: HAVE CUSTOMER INFORMATION SET UP AND CAN TRANSFER CUSTOMER TO FINALIZE DATE; | | CO WARM TRANSFERRED; CUSTOMER THANKED; NO FURTHER ACTION;
12/11/2018 6:30:00 PM	***** EMAIL TO [redacted] **** | | REFERENCE # [redacted] | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | ARTHUR G | CUSTOMER CARE ADVOCATE |
12/11/2018 6:50:00 PM	DELIVERY HAS FAILED TO THESE RECIPIENTS OR GROUPS: | [redacted] | | THE E-MAIL ADDRESS YOU ENTERED COULDN'T BE FOUND. PLEASE CHECK THE RECIPIENT'S E-MAIL ADDRESS AND TRY TO RESEND THE MESSAGE. IF THE PROBLEM CONTINUES, PLEASE CONTACT YOUR HELPDESK. | | THE FOLLOWING ORGANIZATION REJECTED YOUR MESSAGE: [redacted] | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A33EC[redacted]
Owner Or Fleet	[redacted] Woodland Hills, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/11/2018	Incident Date	N/A
Mileage	87,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 6:24:00 PM	CUSTOMER STATES: CUSTOMER IS TRYING TO SEND IN DOCUMENTATION FOR THE AIR BAG CLOCK SPRING WARRANTY EXTENSION REIMBURSEMENT; THE REPAIR ORDER HAS A PAID STAMP AND CUSTOMER ALSO HAS THE RECEIPT FOR THE REPAIR; CUSTOMER WANTS TO KNOW IF PROOF OF PAYMENT IS SUFFICIENT | | | | CUSTOMER SEEKING: TO KNOW IF HER PROOF OF PAYMENT IS SUFFICIENT | | | | CO ADVISED: CUSTOMER'S PROOF OF PAYMENT IS SUFFICIENT; CO PROVIDED CUSTOMER WITH CC EMAIL; CO WILL EMAIL WAYS CUSTOMER CAN SEND REIMBURSEMENT; CUSTOMER HAS THE 26K4 SERVICE ACTION ON VEHICLE; CUSTOMER HAS THE TDI WARRANTY EXTENSION ON VEHICLE FOR 10YEARS/120K MILES WOF, THE HEATER CORE WARRANTY EXTENSION FOR 10YEARS/120K MILES WOF, THE AD BLUE HEATER WARRANTY EXTENSION FOR 10YEARS/120K MILES WOF, AND THE AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 10YEARS/120K MILES WOF FROM IN SERVICE DATE OF 12/30/13; CO WILL EMAIL OPEN SERVICE ACTION AND WARRANTY EXTENSIONS ON VEHICLE; CO WILL CONTACT CUSTOMER WHEN REIMBURSEMENT DOCUMENTATION HAS BEEN RECEIVED; THE REVIEW PROCESS CAN TAKE UP TO 120 DAYS | | | | CO TO ESCALATE TO TEAM 5 FOX
12/11/2018 6:30:00 PM	TEAM 5 FOX TO EMAIL CUSTOMER ALL THE WAYS SHE CAN SEND REIMBURSEMENT DOCUMENTS IN, OPEN SERVICE ACTION ON VEHICLE, AND WARRANTY EXTENSIONS ON VEHICLE | | | | EMAIL: [redacted] | | | | CUTOMER HAS THE 26K4 SERVICE ACTION ON VEHICLE; CUSTOMER HAS THE TDI WARRANTY EXTENSION ON VEHICLE FOR 10YEARS/120K MILES WOF, THE HEATER CORE WARRANTY EXTENSION FOR 10YEARS/120K MILES WOF, THE ADBLUE HEATER WARRANTY EXTENSION FOR 10YEARS/120K MILES WOF, AND THE AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 10YEARS/120K MILES WOF FROM IN SERVICE DATE OF 12/30/13; | | | | CUSTOMER NEEDS TO SEND IN PROOF OF PAYMENT AND REPAIR ORDER; CUSTOMER SHOULD PUT CASE NUMBER ON TOP OF DOCUMENTATION | | FAX: 248-754-6504 | | EMAIL: VWCUSTOMERCARE@VW.COM | | ADDRESS: 3800 W HAMLIN RD., AUBURN HILLS, MI 48326
12/11/2018 6:33:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MRS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | CIDNEY H | CUSTOMER CARE ADVOCATE |
12/12/2018 11:23:00 AM	MEDIA ATTACHED IN DOC CENTER
12/12/2018 11:42:00 AM	CO ADVISED: DOCUMENTATION HAS BEEN RECEIVED; CASE WILL BE ESCALATED TO THE TEAM THAT REVIEWS FOR REIMBURSEMENT; IF CUSTOMER HAS ANY FURTHER QUESTIONS HE CAN FEEL FREE TO CALL CARE BACK AT 800-822-8987 | | | | CUSTOMER THANKED CO | | | | TEAM 5 FOX TO CONTINUE TO EMAIL CUSTOMER, AND CO WILL ESCALATE CASE TO SP
12/13/2018 3:02:00 PM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.
12/13/2018 3:02:00 PM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY
1/16/2019 2:34:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 8/2/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $510.00 | | | SP TO GENERATE CHECK REQUEST
1/16/2019 2:37:00 PM	1VWCN7A33EC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $510.00 | | | SP GENERATED CHECK REQUEST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A33EC[redacted]
Owner Or Fleet	[redacted]	Woodland Hills, CA, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/11/2018	Incident Date	N/A
Mileage	87,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/16/2019 2:37:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 510.00 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRZ7AJ0AM[redacted]
Owner Or Fleet	[redacted] Boulder Creek, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/11/2018	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 7:20:00 PM	CUSTOMER STATES RECEIVED A WARRANTY EXT. NOTICE IN THE MAIL; VEHICLE ISN┬┐T TEN YEARS OLD; BUT HAS 140K MILES; CURRENTLY THE AIRBAG LIGHT IS ON; | | | | CUSTOMER SEEKING IS VEHICLE NOT COVERED BY WARRANTY EXT.; | | | | CO ADVISED THAT DUE TO VEHICLE BEING OUTSIDE OF WARRANTY EXT. BY MILEAGE; WARRANTY EXT. WOULD NOT COVER COST OF REPAIR; THERE IS AN S-SERV_ACT - FUSE (PLUG-IN POSITION F16) ON VEHICLE CURRENTLY; SERVICE ACTION IS NO COST TO CUSTOMER TO HAVE COMPLETED; | | | | NO FURTHER ACTION;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRZ7AJ1AM[redacted]
Owner Or Fleet	[redacted]0000 Unknown, Unknown, UN, 000000, ?		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/11/2018	Incident Date	N/A
Mileage	88,892		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 7:25:00 PM	DEC 8, 2018 7:13 PM | | I JUST RECEIVED AN EXTENDED WARRANTY LETTER AND MY CAR DOES HAVE THE AIR BAG LIGHT ON. IT IS ABOUT 110 MILES TO MY CLOSEST VOLKSWAGEN DEALERSHIP SO I HAVE NOT HAD TIME TO MAKE IT THERE TO HAVE THIS LOOKED AT. IS THERE A LINE LIMIT TO GET THIS FIXED? | [redacted] | | | DEC 8, 2018 7:14 PM | | TIME LIMIT* | [redacted] | | | DEC 10, 2018 9:41 AM | | HI [redacted] THANKS FOR REACHING OUT, AND I'M SORRY TO HEAR THAT YOU'RE HAVING CONCERNS WITH YOUR VW AND YOUR AIRBAG LIGHT. WARRANTY EXTENSIONS DO HAVE TIME AND MILEAGE PARAMETERS, BUT IN ORDER TO CONFIRM FOR YOUR VW, I'D LIKE TO CHECK OUT THE EXTENSION. WOULD YOU SEND OVER YOUR VIN AND MILEAGE SO I CAN LOOK IT UP? | | | SARAH W. | | VW SOCIAL MEDIA ADVOCATE
12/11/2018 7:32:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;
12/11/2018 7:32:00 PM	DEC 11, 2018 7:21 PM | | MY VIN 3VWRZ7AJ1AM[redacted] MILEAGE 88892 | | [redacted]
12/11/2018 7:39:00 PM	THANKS FOR GETTING THIS OVER TO ME, [redacted] AFTER CHECKING OUT YOUR VIN, IT LOOKS LIKE YOU HAVE TWO DIFFERENT WARRANTY EXTENSIONS ON YOUR JETTA -- ONE FOR THE STEERING WHEEL AIR BAG CLOCK SPRING, AND ONE FOR THE SECONDARY AIR PRESSURE SENSOR. IT SOUNDS LIKE THE ONE YOU'RE TALKING ABOUT IS THE STEERING WHEEL AIR BAG CLOCK SPRING EXTENSION THOUGH. | | | WHILE WE DO RECOMMEND THAT YOU VISIT A DEALERSHIP AS SOON AS POSSIBLE, THE WARRANTY EXTENSION FOR YOUR AIR BAG CLOCK SPRING IS VALID UNTIL 05/09/2020 OR 120,000 MILES, WHICHEVER OCCURS FIRST. AS LONG AS YOU VISIT A DEALERSHIP WITHIN THAT TIME AND MILEAGE PARAMETER, MANUFACTURER'S DEFECTS IN WORKMANSHIP AND MATERIALS FOR THE AIR BAG CLOCK SPRING WILL BE COVERED. | | | FOR YOUR REFERENCE, THE SECONDARY AIR PRESSURE SENSOR EXTENSION IS VALID UNTIL 05/08/2020 OR 120,000 MILES, WHICHEVER OCCURS FIRST. | | | I HOPE THIS HELPS! CONTACT INFO FOR A DEALER NEAR YOU CAN BE FOUND AT [redacted]. IF YOU HAVE ANY OTHER QUESTIONS, FEEL FREE TO LET US KNOW. | | | SARAH W. | | VW SOCIAL MEDIA ADVOCATE | | | NO FURTHER ACTION PENDING CUSTOMER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDP7AJXCM[redacted]
Owner Or Fleet	[redacted]		FRESNO, CA, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/11/2018	Incident Date	N/A
Mileage	103,718		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2018 7:32:00 PM	CUSTOMER STATES; RECEIVED A LETTER; THEY HAVE BOUGHT THE VEHICLE LIKE 3 YEARS AGO; AIRBAG LIGHT HAS BEEN ON FOR THE PAST YEAR AND THE FUNCTIONS ON THE STEERING WHEEL ARE NOT WORKING AS WELL; | | | CUSTOMER SEEKS; A DEALER APPOINTMENT TO BE MADE FOR THE AIRBAG CLOCK SPRING TO BE REPAIRED; | | | CO ADVISED; I HAVE REACHED OUT TO THE DEALER 426093 AND SCHEDULED THE APPOINTMENT FOR 12/14/2018 @9:15 A.M.; CO ADVISED CUSTOMER THAT I WOULD ALSO EMAIL THEM THE CASE NUMBER SO IF THEY HAD ANY OTHER QUESTIONS OR CONCERNS THEY ARE MORE THAN WELCOME TO REACH BACK OUT AND REFERENCE BACK TO THAT CASE NUMBER; | | | NO FURTHER ACTION
12/11/2018 7:52:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MRS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | BRITTANY M | CUSTOMER CARE ADVOCATE |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRX7AJ1AM[redacted]
Owner Or Fleet	[redacted] WAPPINGERS FALLS, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/12/2018	Incident Date	N/A
Mileage	100,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 8:33:00 AM	CUSTOMER SUBSEQUENT OWNER, PURCHASED USED FROM BMW DEALER 4 YEARS AGO, SERVICES AT INDEPENDENT, CALLING ABOUT LETTER RECEIVED FOR THE AIRBAG CLOCK SPRING, WHICH MAY OR MAY NOT AFFECT HIM, STATES HAS ISSUES WITH SOME CONTROLS ON LEFT SIDE OF STEERING WHEEL NOT WORKING, BUT AIRBAG LIGHT IS NOT ON AND LETTER STATES WHAT MUST OCCUR FOR THIS PART TO BE REPLACED. | | | CO VERIFIED WARRANTY EXTENSION, ADVISED NO OPEN RECALLS. CO ADVISED HER SUGGESTION IS TO HAVE A VW DEALER CHECK OUT VEHICLE, AS HE STATED MAY OR MAY NOT BE RELATED TO THE WARRANTY EXTENSION, WOULD HAVE TO AUTHORIZE A DIAGNOSIS, LOCATED DEALER 408151. CUSTOMER STATES HE WILL CALL SERVICE AND DISCUSS FURTHER. NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCM7A3XDC[redacted]
Owner Or Fleet	[redacted] Swampscott, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/12/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 8:56:00 AM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 2:59:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED INTERNAL COPY OF RO FROM DEALER; POP VERIFIED IN XTIME; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; VW TO REIMBURSE TOTAL; TOTAL: $697.08 | | | | SP TO GENERATE CHECK REQUEST
1/16/2019 3:25:00 PM	1VWCM7A3XDC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $697.08 | | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 697.08 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX9EW[redacted]
Owner Or Fleet	[redacted] Vestavia Hills, AL,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/12/2018	Incident Date	N/A
Mileage	49,705		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 9:04:00 AM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 3:30:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS DONE TO CLOCK SPRING BEFORE 120K MILES; RO IS DATED 1/10/2018; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $547.02 | | | | SP TO GENERATE CHECK REQUEST
1/16/2019 3:32:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/16/2019 3:32:00 PM	WVGAV3AX9EW[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $547.02 | | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 547.02 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A39FC[redacted]
Owner Or Fleet	[redacted] Raeford, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/12/2018	Incident Date	N/A
Mileage	104,989		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 9:06:00 AM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 3:36:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; VW TO REIMBURSE TOTAL; TOTAL: $583.65 | | | | SP TO GENERATE CHECK REQUEST
1/16/2019 3:38:00 PM	1VWBT7A39FC[redacted]; VW TO REIMBURSE WECY WARR EXT; TOTAL: $583.65 | | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 583.65 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX3DW[redacted]
Owner Or Fleet	[redacted]KISSIMMEE, FL,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/12/2018	Incident Date	N/A
Mileage	37,025		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 9:09:00 AM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 3:48:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED TWO RO AND POP FROM DEALER; RO DATED 7/17/2017 SHOWS DIAGNOSIS THAT CLOCK SPRING AND CONTROL UNIT NEED TO BE REPLACED; RO DATED 7/24/2017 SHOW REPAIRS TO CONTROL UNIT AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; WECY WARR EXT COVERS CLOCK SPRING ONLY; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE WECY WARR EXT AS GOODWILL; PARTS: $336.48; LABOR: $403.05; TAX: $44.37; TOTAL: $783.90 | | | SP TO GENERATE CHECK REQUEST AND CONTROL UNIT DENIAL LETTER
1/16/2019 3:59:00 PM	WVGAV3AX3DW[redacted]VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $783.90 | | | SP GENERATED CHECK REQUEST
1/16/2019 3:59:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/16/2019 4:01:00 PM	SP MAILED CONTROL UNIT DENIAL LETTER
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 783.90 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX0BW[redacted]
Owner Or Fleet	[redacted], Albuquerque, NM, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/12/2018	Incident Date	N/A
Mileage	85,559		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 9:13:00 AM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 4:07:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING DONE WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $691.76 | | | | SP TO GENERATE CHECK REQUEST
1/16/2019 4:09:00 PM	WVGAV7AX0BW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $691.76 | | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 691.76 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ7CM[redacted]
Owner Or Fleet	[redacted] Litchfield Park, AZ, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/12/2018	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 9:20:00 AM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 4:23:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 8/1/2014; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $468.95 | | | SP TO GENERATE CHECK REQUEST
1/16/2019 4:25:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/16/2019 4:26:00 PM	3VW2K7AJ7CM[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $468.95 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 468.95 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A33CC[redacted]
Owner Or Fleet	[redacted] Petaluma, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/12/2018	Incident Date	N/A
Mileage	78,345		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 9:27:00 AM	MEDIA ATTACHED IN DOC CENTER
1/4/2019 10:59:00 AM	CUSTOMER STATES SUBMITTED DOCUMENTS FOR REVIEW OF REIMBURSEMENT TOWARDS EXTENDED WARRANTY FOR AIRBAG CLOCK SPRING | | | | CUSTOMER SEEKING STATUS OF REIMBURSEMENT | | | | CO ADVISED DOCUMENTS RECEIVED 12/12/2018; DUE TO THE HIGH VOLUME OF REIMBURSEMENT REQUESTS VW IS CURRENTLY RECEIVING, GENERAL TIME FRAME FOR REVIEW OF REIMBURSEMENT IS 120 DAYS FOR CUSTOMER TO RECEIVE A LETTER OR CHECK VIA MAIL | | | NO FURTHER ACTION
1/16/2019 2:31:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 78,345 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $309.27; LABOR 496.55; TAX $25.23; TOTAL $831.05. | | | | SP TO GENERATE CHECK REQUEST.
1/16/2019 2:34:00 PM	1VWBP7A33CC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $831.05. | | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 831.05 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX0CW[redacted]
Owner Or Fleet	[redacted] Overland Park, KS, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/12/2018	Incident Date	N/A
Mileage	64,972		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 9:28:00 AM	MEDIA ATTACHED IN DOC CENTER
1/8/2019 4:47:00 PM	CUSTOMER STATES A COUPLE MONTHS AGO RECEIVED A NOTICE IN THE MAIL REGARDING REIMBURSEMENT CAMPAIGN; SENT IN INFORMATION AND NOTICE DIDN┬┐T SEND IN THE FIRST PAGE OF THE REIMBURSEMENT CAMPAIGN NOTICE; WANTED TO MAKE SURE VW DID RECEIVE DOCUMENTS; | | | | CUSTOMER SEEKING IF VW RECEIVED MAIL; | | | | CUSTOMER ADVOCATE ADVISED CUSTOMER THAT VW DID RECEIVE MAIL REGARDING REIMBURSEMENT; CURRENTLY TIMEFRAME FOR REIMBURSEMENT IS 120 BUSINESS DAYS; IN THAT TIMEFRAME VW WILL SEND A LETTER OR CHECK VIA MAIL; | | | | SP TO REVIEW;
1/16/2019 2:40:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 64,972 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $499.98. | | | | SP TO GENERATE CHECK REQUEST.
1/16/2019 2:43:00 PM	WVGBV7AX0CW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $499.98. | | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 499.98 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX3DW[redacted]
Owner Or Fleet	[redacted] MIDDLETOWN, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/12/2018	Incident Date	N/A
Mileage	83,561		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 9:37:00 AM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 2:51:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 83,561 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $312.43; LABOR $324.69; TAX $9.06; TOTAL $646.18. | | | SP TO GENERATE CHECK REQUEST.
1/16/2019 2:53:00 PM	WVGBV3AX3DW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $646.18. | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 646.18 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34DC[redacted]
Owner Or Fleet	[redacted] Shelton, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/12/2018	Incident Date	N/A
Mileage	57,484		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 9:41:00 AM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 3:29:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 57,484 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $296.74; LABOR $313.50; TAX $38.75; TOTAL $648.99. | | | SP TO GENERATE CHECK REQUEST.
1/16/2019 3:31:00 PM	1VWBP7A34DC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $648.99. | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 648.99 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX4BW[redacted]
Owner Or Fleet	[redacted] BELLEFONTE, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/12/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 9:41:00 AM	MEDIA ATTACHED IN DOC CENTER
1/10/2019 4:33:00 PM	CUSTOMER STATES SENT IN REPAIR ORDER AND POP FOR REVIEW FOR REIMBURSEMENT | | | CUSTOMER SEEKING TO KNOW THE STATUS OF REQUEST | | | CUSTOMER ADVOCATE ADVISED DOCUMENTS WERE RECEIVED ON 12/12/2018; REVIEW PROCESS IS UP TO 120 DAYS | | | CO TO REVIEW | |
1/16/2019 3:39:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER AND INDEPENDENT; DEALER PERFORMED DIAGNOSIS THAT CLOCK SPRING NEEDED TO BE REPLACED, BUT THEY WERE UNABLE TO OBTAIN PART TO PERFORM REPAIRS; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 89,803 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $268.00; LABOR $320.00; TAX $35.28; TOTAL $623.28. | | | SP TO GENERATE CHECK REQUEST.
1/16/2019 3:44:00 PM	WVGBV7AX4BW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $623.28. | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 623.28 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWAL7AJ1AM[redacted]
Owner Or Fleet	[redacted] Cedar Park, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/12/2018	Incident Date	N/A
Mileage	114,424		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 9:50:00 AM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 4:16:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEP; INDEP PERFORMED REPAIRS ON CLOCK SPRING AT 114,424MILES; RO DATE IS 08/03/2015; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE CAP AMOUNT FOR WECY WARRANTY EXTENSION AS GW GESTURE; PARTS $148.33; LABOR $248.04; TAX $10.58; TOTAL $406.95. | | | | SP TO GENERATE CHECK REQUEST.
1/16/2019 4:21:00 PM	3VWAL7AJ1AM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $406.95. | | | | SP GENERATED CHECK.
1/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 406.95 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX5EW[redacted]
Owner Or Fleet	[redacted] Fletcher, NC [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/12/2018	Incident Date	N/A
Mileage	46,122		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 9:52:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 8:08:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 46,122 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $254.28; LABOR $190.74; TAX $13.77; TOTAL $458.79. | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 8:14:00 AM	WVGAV3AX5EW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $458.79. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 458.79 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCV7A37FC[redacted]
Owner Or Fleet	[redacted], ASHEVILLE, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/12/2018	Incident Date	N/A
Mileage	59,935		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 10:01:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 8:39:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 59,935 MILES; REPAIR ORDER DATE IS 08/04/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; PARTS $290.07; LABOR $259.90; TAX $48.23; TOTAL $598.20. | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 8:42:00 AM	1VWCV7A37FC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $598.20 | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 598.20 MAILED ON 01/23/2019
2/11/2019 1:55:00 PM	E-MAILED STOP PAYMENT, CHECK #[redacted] IN THE AMOUNT OF $598.20 TO ACCOUNTS PAYABLE; INCORRECT ADDRESS. IF CHECK HAS NOT BEEN CASHED, AP WILL ISSUE A NEW CHECK. THE PROCESS NORMALLY TAKES 10-14 BUSINESS DAYS.
2/21/2019 10:06:00 AM	REISSUED CHECK #[redacted] IN THE AMOUNT OF $598.20 MAILED 2/20/19.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32CC[redacted]
Owner Or Fleet	[redacted] SALISBURY, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/12/2018	Incident Date	N/A
Mileage	94,140		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 10:13:00 AM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 1:18:00 PM	1VWBP7A32CC[redacted]VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $541.27. | | | | GENERATED CHECK REQUEST.
1/16/2019 12:59:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $541.27. | | | | SP TO GENERATE CHECK REQUEST.
1/22/2019 10:42:00 AM	CUST CALLED IN AND ADVISED THE CHECK SHOULD BE SENT TO [redacted] HEBRON, MD [redacted]- SP UPDATED CHECK REQUEST AS IT IS STILL IN PENDING STATUS.
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 541.27 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30CC[redacted]
Owner Or Fleet	[redacted]ANNANDALE, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/12/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 10:18:00 AM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 12:20:00 PM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DEALER; SHOWS REPLACMENT OF CLOCK SPRING, WIPER SWITCH, AIRBAG MODULE, BRAKE PADS; CLOCK SPRING ONLY COVERED UNDER WARRANTY EXTENSION; VW TO REIMBURSE FOR CLOCK SPRING; PARTS: 290.07, LABOR: 248.04, TAX: 11.60; TOTAL: $549.71. | | | | SP TO GENERATE CHECK REQUEST AND SEND DENIAL LETTER
1/18/2019 12:29:00 PM	1VWBP7A30CC[redacted] VW TO REIMBURSE UNDER WECI WARRANTY EXTENSION; TOTAL: $549.71. | | | | SP GENERATED CHECK REQUEST
1/18/2019 12:36:00 PM	SP SENT LETTER; CAN BE VIEWED IN DOC CENTER; NO FURTHER ACTION
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 549.71 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A38DC[redacted]
Owner Or Fleet	[redacted] Florence, KY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/12/2018	Incident Date	N/A
Mileage	63,448		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 10:19:00 AM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 1:28:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $527.47. | | | | SP TO GENERATE CHECK REQUEST.
1/16/2019 1:30:00 PM	1VWBP7A38DC[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL $527.47. | | | | GENERATED CHECK REQUEST.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 527.47 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX3DW[redacted]
Owner Or Fleet	[redacted] Palm Coast, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/12/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 10:19:00 AM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 2:04:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING AND MAINTENANCE WORK; VW TO REIMBURSE CLOCK SPRING REPAIRS ONLY; CUST PAID $296.53; TAX $19.78; VW TO REIMBURSE TOTAL: $316.31. | | | SP TO GENERATE CHECK REQUEST.
1/16/2019 2:19:00 PM	WVGAV3AX3DW[redacted]VW TO REIMBURSE WECI WARRANTY EXT; TOTAL: $316.31. | | | GENERATED CHECK REQUEST.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 316.31 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX4BW[redacted]
Owner Or Fleet	[redacted] LEESBURG, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/12/2018	Incident Date	N/A
Mileage	29,726		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 10:22:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 8:16:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER AND RECEIPT FOR PURCHASE OF CLOCK SPRING FROM DEALER; RO SHOWS DIAGNOSIS STATING THAT CLOCK SPRING NEEDED TO BE REPLACED; RO IS DATED 12/18/2014; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS5/23/2018; VW TO REIMBURSE WECY WARR EXT AS GOODWILL; PARTS: $195.00; LABOR: $107.29; TAX: $18.13; TOTAL: $320.42 | | | SP TO GENERATE CHECK REQUEST
1/14/2019 8:21:00 AM	GW- PROVIDED- OUT OF POCKET DATE
1/14/2019 8:21:00 AM	WVGAV7AX4BW[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $320.42 | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 320.42 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRZ7AJ1AM[redacted]
Owner Or Fleet	[redacted] Pittsburgh, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/12/2018	Incident Date	N/A
Mileage	89,234		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 10:23:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 8:26:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED TWO RO AND POP FROM DEALER; ONE RO SHOWS DIAGNOSIS AND PURCHASE OF CLOCK SPRING; OTHER RO SHOWS CLOCK SPRING REPLACED; ONE RO IS DATED 8/31/2017; OTHER RO IS DATED 9/6/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY IS 5/23/2018; VW TO REIMBURSE WECY WARR EXT AS GOODWILL DUE TO DATE OF REPAIR; PARTS: $163.16; LABOR: $237.42; TAX: $24.03; TOTAL: $424.61 | | | | SP TO GENERATE CHECK REQUEST
1/14/2019 8:34:00 AM	GW- PROVIDED- OUT OF POCKET DATE
1/14/2019 8:34:00 AM	3VWRZ7AJ1AM[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $424.61 | | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 424.61 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX6BW[redacted]
Owner Or Fleet	[redacted] Poulsbo, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/12/2018	Incident Date	N/A
Mileage	67,254		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 10:24:00 AM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 12:42:00 PM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED 3 RO AND POP FROM DEALERS; 1ST SHOWS COMPLETION OF 69L2 RECALL; 2ND RO SHOWS DIAGNOSIS FOR NEEDING CLOCK SPRING REPLACED AND OTHER UNRELATED REPAIRS; 3RD RO SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE FOR DIAGNOSIS AND REPLACEMENT; DIAGNOSIS: 58.08, TAX: 3.77, TOTAL: 61.86; REPLACEMENT: CAN DO FULL RO AS NO OTHER REPAIRS; TOTAL: $641.17. | | | SP TO GENERATE CHECK REQUEST
1/18/2019 12:50:00 PM	WVGBV7AX6BW[redacted] VW TO REIMBURSE UNDER WECI WARRANTY EXTENSION; TOTAL: $641.17. | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 641.17 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A39EC[redacted]
Owner Or Fleet	[redacted], Genoa, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/12/2018	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 10:35:00 AM	CUSTOMER GOT LETTERS REGARDING WARRANTY EXTENSION; UNSURE WHAT THE PART IS; AIRBAG LIGHT IS ON, STEERING WHEEL BUTTONS AND HORN INOPERABLE. | | CUSTOMER SEEKS EXTENSION INFORMATION | | | | CO ADVISED CUSTOMER ISSUE MAY BE CLOCK SPRING RELATED; NEEDS TO BE DIAGNOSED AT DEALER; | | | | CO TO CLOSE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A35EC[redacted]
Owner Or Fleet	[redacted] HOUSTON, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/12/2018	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 10:39:00 AM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED 2017 AT MILEAGE 48K; VEHICLE PURCHASED FROM 425169 VW DEALER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT 425129 VW DEALER; ISSUE LAST OCCURRED ON 1/2018; NO PREVIOUS REPAIRS FOR THIS ISSUE; VEHICLE EXPERIENCING: CONTROLS NOT WORKING AND AIRBAG LIGHT IS ON; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT 425129 1/2018; | | | | CUSTOMER SEEKING: REPAIR COVERED UNDER WARRANTY EXTENSION; | | | | CO ADVISED CUSTOMER THAT VEHICLE HAS WARRANTY EXTENSION ON AIRBAG CLOCK SPRING WHICH IS 10Y/120K WCF; CO SCHEDULED DEALER APPOINTMENT VIA XTIME AND ADVISED CUSTOMER VEHICLE WILL BE DIAGNOSED AND IF DEALER FIND THAT THE ISSUES ARE RELATED TO WARRANTY EXTENSION REPAIR WILL BE COVERED | | | | NO FURTHER ACTION
12/12/2018 10:51:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | INDIA B | CUSTOMER CARE ADVOCATE |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDZ7AJ7BM[redacted]
Owner Or Fleet	[redacted], MACUNGIE, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	12/12/2018	Incident Date	N/A
Mileage	65,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 10:42:00 AM	CUSTOMER STATES 2ND OWNER; VEHICLE PURCHASED FROM VW DEALER; RECEIVED WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING; VEHICLE EXPERIENCING: AIRBAG LIGHT ON; HORN NOT WORKING; TIRE PRESSURE LIGHT GOING ON AND OFF FOR MONTHS | | | CUSTOMER SEEKING NEXT STEPS TO HAVE VEHICLE REPAIRED | | | CO ADVISED 2 OPEN WARRANTY EXTENSIONS; SECONDARY AIR PRESSURE SENSOR AND AIRBAG CLOCK SPRING GOOD TILL 12/20 OR 120K WOF; NO OPEN RECALLS; OFFERED TO SCHEDULE APPOINTMENT WITH DEALER 406434; CUSTOMER ACCEPTED; CO SCHEDULED APPOINTMENT 8:30AM ON 12/18/2018; CO PROVIDED DEALER PHONE NUMBER 610-797-6330 | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A33CC[redacted]
Owner Or Fleet	[redacted] Crystal Lake, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/12/2018	Incident Date	N/A
Mileage	107,063		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 11:04:00 AM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 2:32:00 PM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; SHOWS REPLACEMENT OF CLOCK SPRING; NO OTHER REPAIRS; VW TO REIMBURSE FOR FULL REPAIR ORDER; TOTAL: $456.35. | | | | SP TO GENERATE CHECK REQUEST
1/18/2019 2:33:00 PM	1VWBP7A33CC[redacted] VW TO REIMBURSE UNDER WECI WARRANTY EXTENSION; TOTAL: $462.55. | | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 462.55 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34EC[redacted]
Owner Or Fleet	[redacted] North Liberty, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/12/2018	Incident Date	N/A
Mileage	75,714		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 11:05:00 AM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 3:06:00 PM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEPENDENT; SHOWS REPLACMENT OF CLOCK SPRING; NO OTHER REPAIRS; VW TO REIMBURSE USING CAP REIMBURSEMENT GUIDELINES; PARTS: 290.70, LABOR: 224.00, TAX: 22.75; TOTAL: $537.45. | | | SP TO GENERATE CHECK REQUEST AND SEND CAP REIMBURSEMENT LETTER
1/18/2019 3:09:00 PM	1VWBP7A34EC[redacted]VW TO REIMBURSE UNDER WECY WARRANTY EXTENSION; TOTAL: $537.45. | | | SP GENERATED CHECK REQUEST
1/18/2019 3:17:00 PM	| | SP SENT LETTER; CAN BE VIEWED IN DOC CENTER; NO FURTHER ACTION
1/21/2019 1:06:00 PM	CUSTOMER STATES: SENT IN REIMBURSEMENT REQUEST FORM; WONDERING IF THERE IS AN UPDATE | | | CUSTOMER SEEKS: IF THERE IS AN UPDATE IN REIMBURSEMENT CASE | | | CUSTOMER ADVOCATE ADVISED: A CHECK IS BEING GENERATED AS OF 1/18; SHOULD RECEIVE IN THE AMOUNT OF $537.45; READ CUSTOMER LETTER BEING SENT; REIMBURSEMENT IS CAP AMOUNT SINCE REPAIR WAS DONE AT INDEPENDENT SHOP | | | CUSTOMER STATES: IS A LITTLE DISAPPOINTED WITH DECISION
1/24/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 537.45 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBM7A31CC[redacted]
Owner Or Fleet	[redacted] WILLIAMSTOWN, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/12/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 11:16:00 AM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 2:55:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $528.02. | | | | SP TO GENERATE CHECK REQUEST.
1/16/2019 2:57:00 PM	1VWBM7A31CC[redacted] VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $528.02. | | | | GENERATED CHECK REQUEST.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 528.02 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWAZ7AJ1AM[redacted]
Owner Or Fleet	[redacted] NEENAH, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/12/2018	Incident Date	N/A
Mileage	64,199		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 11:18:00 AM	MEDIA ATTACHED IN DOC CENTER
12/12/2018 3:45:00 PM	CUSTOMER WANTS TO ENSURE VW GOT POP AND RP | | | CO ADVISED OF RECEIVING POP AND REPAIR ORDER 12/12/18; DUE TO THE HIGH VOLUME OF REQUESTS VW IS CURRENTLY RECEIVING, REIMBURSEMENT REVIEW REQUESTS HAVE BEEN EXTENDED UP TO 120 DAYS TO COMPLETE | | | CUSTOMER ACCEPTED. | |
12/12/2018 3:47:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | SHAYNA S | CUSTOMER CARE ADVOCATE |
1/17/2019 8:33:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS OIL CHANGE, VACUUM PUMP REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 4/12/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE WECY WARR EXT AS GOODWILL; PARTS: $191.35; LABOR: $312.50; TAX: $10.71; TOTAL: $514.56 | | | SP TO GENERATE CHECK REQUEST
1/17/2019 8:37:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/17/2019 8:37:00 AM	3VWAZ7AJ1AM[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $514.56 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 514.56 MAILED ON 01/23/2019
1/28/2019 12:26:00 PM	CUSTOMER STATES; HAS A REIMBURSEMENT | | | CUSTOMER SEEKING; UPDATE ON REIMBURSEMENT | | | CUSTOMER ADVOCATE ADVISED; THE CHECK WAS MAILED ON 1/23 | | | CUSTOMER THANKED

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A35CC[redacted]
Owner Or Fleet	[redacted] ROME, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/12/2018	Incident Date	N/A
Mileage	107,223		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 11:21:00 AM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 3:47:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $654.87. | | | | SP TO GENERATE CHECK REQUEST.
1/16/2019 3:49:00 PM	1VWAH7A35CC[redacted] VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $654.87. | | | | GENERATED CHECK REQUEST.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 654.87 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWFW7AH7CV[redacted]
Owner Or Fleet	[redacted] Mount Vernon, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	12/12/2018	Incident Date	N/A
Mileage	58,396		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521AR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 11:26:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 8:51:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE CAP AMOUNTS UNDER WECI WARR EXT; PARTS: $290.07; LABOR: $176.40; TAX: $30.32; TOTAL: $496.79 | | | SP TO GENERATE CHECK REQUEST AND CAP REIMBURSEMENT LETTER
1/17/2019 8:56:00 AM	WVWFW7AH7CV[redacted] VW TO REIMBURSE CAP AMOUNT FOR WECI WARR EXT; TOTAL: $496.79 | | | SP GENERATED CHECK REQUEST
1/17/2019 8:58:00 AM	SP MAILED CAP REIMBURSEMENT LETTER
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 496.79 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30DC[redacted]
Owner Or Fleet	[redacted] WARWICK, RI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/12/2018	Incident Date	N/A
Mileage	101,960		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 11:36:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 9:45:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME AND RENTAL CHARGE; VW TO REIMBURSE CAP AMOUNTS FOR CLOCK SPRING ONLY; PARTS: $290.07; LABOR: $248.04; TAX: $20.30; TOTAL: $558.41 | | | | SP TO GENERATE CHECK REQUEST AND CAP REIMBURSEMENT LETTER
1/17/2019 9:48:00 AM	1VWBP7A30DC[redacted] VW TO REIMBURSE CAP AMOUNTS FOR WECI WARR EXT; TOTAL: $558.41 | | | | SP GENERATED CHECK REQUEST
1/17/2019 9:50:00 AM	SP MAILED CAP REIMBURSEMENT LETTER
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 558.41 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A36DC[redacted]
Owner Or Fleet	[redacted] Parkville, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/12/2018	Incident Date	N/A
Mileage	69,188		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 11:37:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 10:21:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; CUSTOMER HAS BEEN REIMBURSED FOR WECI WARR EXT IN 2017 FOR A PREVIOUS REPAIR; THIS RO IS DATED 8/10/2018; VW TO REIMBURSE FOR 2018 RO; TOTAL: $571.94 | | | | SP TO GENERATE CHECK REQUEST
1/17/2019 10:24:00 AM	1VWBP7A36DC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $571.94 | | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 571.94 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A34CC[redacted]
Owner Or Fleet	[redacted] Windham, NH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/12/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 11:39:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 10:15:00 AM	SP MAILED RENTAL CHARGE DENIAL LETTER
1/17/2019 9:56:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER AND LETTER REQUESTING RENTAL CHARGE REIMBURSEMENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; WECI WARR EXT DOES NOT COVER RENTAL CHARGES; VW TO REIMBURSE CLOCK SPRING TOTAL; TOTAL: $570.66 | | | | SP TO GENERATE CHECK REQUEST AND RENTAL CHARGE DENIAL LETTER
1/17/2019 9:58:00 AM	1VWCN7A34CC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $570.66 | | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 570.66 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A35CC[redacted]
Owner Or Fleet	[redacted] INDIAN ORCHARD, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/12/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 11:57:00 AM	CUSTOMER STATES: RECEIVED NOTIFICATION OF AIRBAG CLOCK SPRING WARRANTY EXTENSION; IS EXPERIENCING SYMPTOMS DESCRIBED; STEERING WHEEL CONTROLS DO NOT WORK AND HAS AN AIRBAG WARNING LIGHT; WOULD LIKE TO KNOW HOW TO PROCEED | | | CUSTOMER SEEKS: HOW TO PROCEED WITH AIRBAG CLOCK SPRING WARRANTY EXTENSION | | | CO ADVISED: EXTENSION IS FOR 15 YRS./UNLIMITED MILES; CAN MAKE APPOINTMENT WITH PREFERRED DEALER TO HAVE CONCERNS DIAGNOSED | | | CUSTOMER ACCEPTS; STATES USES DEALER 401078 | | | CO MADE APPOINTMENT WITH DEALER 401078 FOR 8:00 AM - FRIDAY DEC 14, 2018; OFFERED TO EMAIL CUSTOMER APPOINTMENT DETAILS | | | CUSTOMER ACCEPTS | | | CO TO EMAIL CUSTOMER APPOINTMENT DETAILS
12/12/2018 12:04:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | | DEAR MS. [redacted] | | THANKS FOR TAKING THE TIME TO SPEAK WITH ME. | | I SCHEDULED AN APPOINTMENT WITH FATHERS & SONS VOLKSWAGEN. AND CONFIRMED YOUR APPOINTMENT DATE IS FRIDAY, DECEMBER 14, 2018 AT 8:00 A.M. IF YOU NEED TO CHANGE THIS APPOINTMENT, PLEASE CALL THE DEALERSHIP DIRECTLY AT (413) 785-1631. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | STEFANI S | CUSTOMER CARE ADVOCATE | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWLZ7AJ2BM[redacted]
Owner Or Fleet	[redacted]	Charles Town, WV, [redacted]	
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	12/12/2018	Incident Date	N/A
Mileage	141,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 12:06:00 PM	CUSTOMER STATES: CUSTOMER RECEIVED A WARRANTY EXTENSION NOTICE FOR THE AIRBAG CLOCK SPRING; CUSTOMER ASKED WHAT THEY SHOULD BE DOING WITH VEHICLE IN REGARD TO WARRANTY EXTENSION; CUSTOMER'S AIRBAG LIGHT HAS BEEN ON FOR 2 WEEKS | | | | CUSTOMER SEEKING: WARRANTY EXTENSION CLARIFICATION; WHAT HE SHOULD DO REGARDING AIRBAG LIGHT BEING ON | | | CO ADVISED: VEHICLE HAS THE AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 10YEARS/120K MILES WOF FROM THE WARRANTY START DATE OF 7/2/11; SYMPTOMS OF A FAILED CLOCK SPRING INCLUDE THE AIRBAG LIGHT BEING ON, LOSS OF STEERING WHEEL FUNCTIONS AND A CLICKING NOISE COMING FROM THE STEERING COLUMN; IF CUSTOMER EXPERIENCES WARNING SIGNS, HE SHOULD TAKE VEHICLE TO A VW DEALER; CUSTOMER IS OUTSIDE OF THE AIRBAG CLOCKSPRING WARRANTY EXTENSION BY 21K MILES, IF THE CLOCK SPRING FAILED, REPAIRS WOULD MOST LIKELY BE AT CUSTOMER'S EXPENSE; CO GAVE CUSTOMER THE NUMBER TO DEALER 409436 | | | NO FURTHER ACTION
12/12/2018 12:13:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT IS ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX5CW[redacted]
Owner Or Fleet	[redacted], MORRISON, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/12/2018	Incident Date	N/A
Mileage	103,913		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 12:12:00 PM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 11:09:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO FROM DEALER; POP WAS VERIFIED IN XTIME; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $571.07 | | | | SP TO GENERATE CHECK REQUEST
1/17/2019 11:10:00 AM	WVGBV7AX5CW[redacted]VW TO REIMBURSE WECI WARR EXT; TOTAL: $571.07 | | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 571.07 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A38DC[redacted]
Owner Or Fleet	[redacted] West Chester, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/12/2018	Incident Date	N/A
Mileage	52,530		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 12:32:00 PM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 9:04:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 52,530 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $290.99; LABOR $150.00; TAX $26.45; TOTAL $467.44. | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 9:07:00 AM	1VWBP7A38DC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $467.44. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 467.44 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A36DC[redacted]
Owner Or Fleet	[redacted] Davenport, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/12/2018	Incident Date	N/A
Mileage	82,582		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 12:35:00 PM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 9:12:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 82,582 MILES; REPAIR ORDER DATE IS 11/27/2018; LAST OUT OF POCKET DATE IS 11/26/2018; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $751.27. | | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 9:15:00 AM	1VWBH7A36DC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION AS GW GESTURE; TOTAL $751.27. | | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 751.27 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A39F[redacted]
Owner Or Fleet	[redacted], ELK GROVE, CA [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/12/2018	Incident Date	N/A
Mileage	22,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 1:07:00 PM	CUSTOMER STATES; HAS A WARRANTY EXTENSION LETTER | | | CUSTOMER SEEKING; INFORMATION ABOUT THE LETTER | | | CO ADVISED; VEHICLE HAS AN OPEN RECALL 24DR; AS LONG AS YOUR VEHICLE IS WITHIN THE TIME LIMIT OF THIS WARRANTY EXTENSION, AN AUTHORIZED VOLKSWAGEN DEALER WILL DIAGNOSE THE FOLLOWING FREE OF CHARGE: STEERING WHEEL CONTROLS NOT WORKING PROPERLY AND AN AIRBAG LIGHT THAT STAYS ON. BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER THIS WARRANTY EXTENSION; | | | CUSTOMER THANKED | | | NO FURTHER ACTION | |
12/12/2018 1:16:00 PM	CO STATES; CAN SCHEDULE AN APPOINTMENT FOR RECALL | | | CUSTOMER ACKNOWLEDGED AND THANKED | | | CALL DISCONNECTED
12/12/2018 1:17:00 PM	CO CALLED CUSTOMER; CALL DID NOT GO THROUGH; COULD NOT LEAVE MESSAGE
12/12/2018 1:18:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH US. | | I TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. AT YOUR EARLIEST CONVENIENCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987. | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | SINCERELY, | | | | DANIEL W | CUSTOMER CARE ADVOCATE | |
12/12/2018 1:39:00 PM	CUSTOMER STATES CALL WAS DROPPED ; CO WAS SCHEDULING APPOINTMENT FOR CUSTOMER ; HAD PREVIOUSLY AIRBAG LIGHT BUT LIGHT WENT AWAY ; | | | CUSTOMER SEEKING APPOINTMENT FOR 24DR | | | CUSTOMER ADVOCATE ADVISED APPOINTMENT IS SET FOR 12/15/18 AT 10:30 USING X-TIME FOR DEALER 426026 ; X080C7BFJS ; | | | CO TO REVIEW AND CLOSE
12/12/2018 1:52:00 PM	FROM: [redacted] | | SENT: WEDNESDAY, DECEMBER 12, 2018 1:52 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | THANK YOU FOR THE RESPOND . UNFORTUNATELY MY PHONE WASNT WORKING . I CALLED BACK AND MADE APPOINTMENT. THANKS AGAIN AND LOOKING FORWARD RECEIVING SURVEY FROM YOU. THANKS AGAIN.... | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJXCM[redacted]
Owner Or Fleet	[redacted], BRONX, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/12/2018	Incident Date	N/A
Mileage	98,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 1:33:00 PM	SPANISH CUSTOMER | | CUSTOMER STATES: HAS GOTTEN WARRANTY EXTENSION LETTER; THE AIRBAG LIGHT IS ON CURRENTLY; | | | | CUSTOMER SEEKING: INFORMATION ON WARRANTY LETTER | | | | CO ADVISED: CO CONFIRMED AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI WOF; CUSTOMER WOULD BE RECOMMENDED TO TAKE TO DEALER FOR REPAIRS ON VEHICLE; DEALER WILL BE ABLE TO CHECK IF WARRANTABLE REPAIR; IF REPAIRS NOT RELATED TO PART IN QUESTION FOR MANUFACTURE DEFECTS OR WORKMANSHIP COMPLAINTS DEALER WILL BE ABLE TO ADVISE CUSTOMER WHAT IS WRONG WITH VEHICLE AND CUSTOMER WOULD BE RESPONSIBLE FOR DIAGNOSIS; CUSTOMER UNDERSTOOD; | | | | NO FURTHER ACTION
12/12/2018 1:41:00 PM	CATEGORY SELECTION : ENGANDENGCOOLING / WARNING LIGHT ON / AIRBAG LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AXXBW[redacted]
Owner Or Fleet	[redacted] Salem, OR, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/12/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Mileage	68,093

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 2:11:00 PM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 9:29:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 68,093 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $280.07; LABOR $273.50; TAX TOTAL $553.57. | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 9:32:00 AM	WVGBV7AXXBW[redacted] TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $553.57. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 553.57 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWPL7AJ8CM[redacted]
Owner Or Fleet	[redacted] Aptos, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2012		
Report Date	12/12/2018	Incident Date	N/A
Mileage	54,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 2:23:00 PM	CUSTOMER STATES; JUST PURCHASED 2012 JETTA WAGON IN SEPTEMBER 2018; AIRBAG LIGHT IS ON; THINKS IT'S THE CLOCK SPRING; HORN ISN'T WORKING; STEERING WHEEL CONTROL ARE NOT WORKING; NEVER RECEIVED ANYTHING ABOUT A WARRANTY EXTENSION | | | | CUSTOMER SEEKING: DOES SHE HAVE WARRANTY EXTENSION; | | | | CO ADVISED: HAS AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 15 YEARS/ UNLIMITED MILES WOF; CAN SCHEDULE DEALER APPOINTMENT | | | | CUSTOMER STATED: SHE HAS ONE FOR TOMORROW; WHAT WILL THEY BE FIXING | | | | CO ADVISED: WILL BE FIXING DEVICE IN STEERING WHEEL THAT CONTROLS THE STEERING WHEEL; CAN FOLLOW UP TOMORROW BY COB; WILL HAVE TO ADVISE DEALER TO DO DIAGNOSIS AND IF THE ISSUE DOESN┬┐T FALL UNDER WARRANTY EXTENSION; COST WILL BE AT CUSTOMER EXPENSE; | | | | CO TO FOLLOW UP 12/13 | | | | | | | | | | | | |
12/12/2018 2:42:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON ;
12/12/2018 2:43:00 PM	CATEGORY SELECTION : STEERING / INEFFECTIVE - 1 / STEERING WHEEL CONTROLS NOT WORKING;
12/12/2018 2:44:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / HORN DOES NOT WORK;
12/13/2018 2:54:00 PM	CO ADVISED: FOLLOWING UP ON DEALER APPOINTMENT WITH AIRBAG CLOCK SPRING; CAN CALL WITH ANY FEEDBACK AT 800-822-8987 WITH CASE NUMBER [redacted] HOPE EVERYTHING WENT WELL | | | | CO TO CLOSE PENDING CUSTOMER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX8DW[redacted]
Owner Or Fleet	[redacted] Wynnewood, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/12/2018	Incident Date	N/A
Mileage	28,979		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 2:37:00 PM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 9:51:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED 2 REPAIR ORDER'S AND 2 POP'S FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 28,979 MILES; REPAIR ORDER DATE IS 07/06/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; PARTS $297.70; LABOR $315.28; TAX $36.77; TOTAL $649.75. | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 9:55:00 AM	WVGBV3AX8DW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $649.75. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 649.75 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A33EC[redacted]
Owner Or Fleet	[redacted] Berlin, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/12/2018	Incident Date	N/A
Mileage	37,014		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 2:43:00 PM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 10:01:00 AM	1VWAP7A33EC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $491.37. | | | | SP GENERATED CHECK.
1/17/2019 9:59:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 37,014 MILES; REPAIRS COMPLETED UNDER CAP AMOUNT; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $491.37. | | | | SP TO GENERATE CHECK REQUEST.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 491.37 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ1DM[redacted]
Owner Or Fleet	[redacted] TUCSON, AZ, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	12/12/2018	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 3:00:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON ; ENGANDENGCOOLING / WARNING LIGHT ON / CHECK ENGINE LIGHT ;
12/12/2018 3:00:00 PM	CUSTOMER STATES: VEHICLE IS PREOWNED; VEHICLE PURCHASED 2016 AT MILEAGE 100K; VEHICLE PURCHASED FROM A PRIVATE OWNER; VEHICLE WAS PURCHASED; VEHICLE EXPERIENCING: CHECK ENGINE LIGHT AND AIRBAG LIGHT IS ON; GOT A WARRANTY EXT. LETTER BUT THEY SAID IT WASN┬┐T COVERED; WOULD LIKE TO GET HELP | | | | CUSTOMER SEEKING: COVERAGE | | | | CO ADVISED: CREATED PROFILE; THE AIRBAG CLOCK SORING WARRANTY EXT. WAS GOOD UNTIL 120K MILES OR 9/28/22 WOF: THE VEHICLE IS OUTSIDE OF THE WARRANTY PARAMETERS AND NO LONGER APPLY: THE DEALER WILL BE ABLE TO DIAGNOSE AND ADVISED: OF ANY COST RELATED REPAIRS | | | | CO TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A30DC[redacted]
Owner Or Fleet	[redacted] Western Springs, IL [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/12/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 3:03:00 PM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 10:44:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 82,579 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $308.05; LABOR $280.00; TAX $19.25; TOTAL $607.30. | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 10:46:00 AM	1VWBH7A30DC[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $607.30. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 607.30 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRZ7AJXAM[redacted]
Owner Or Fleet	[redacted] Boulder City, NV, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/12/2018	Incident Date	N/A
Mileage	36,648		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 3:09:00 PM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 11:00:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 36,648 MILES; REPAIR ORDER DATE IS 07/27/2015; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; PARTS $180.73; LABOR $290.00; TAX $12.38; TOTAL $483.11. | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 11:05:00 AM	3VWRZ7AJXAM[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $483.11. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 483.11 MAILED ON 01/23/2019
2/20/2019 12:26:00 PM	CUSTOMER SEEKING: WHEN SHE WILL GET REIMBURSEMENT CHECK | | | CUSTOMER ADVOCATE ADVISED: REIMBURSEMENT CHECK FOR $483.11 WAS MAILED ON 1/23/2019; CUSTOMER ADVOCATE CONFIRMED THAT ADDRESS IN OUR SYSTEM IS CURRENT; CUSTOMER ADVOCATE ADVISED CHECK TYPICALLY TAKES 4-6 WEEKS TO ARRIVE, AND CUSTOMER SHOULD BE RECEIVING IT WITHIN THE NEXT 2 WEEKS | | | NO FURTHER ACTION*
3/18/2019 7:36:00 AM	E-MAILED STOP PAYMENT, CHECK #[redacted]IN THE AMOUNT OF $483.11 TO ACCOUNTS PAYABLE; CUSTOMER NEVER RECEIVED. IF CHECK HAS NOT BEEN CASHED, AP WILL ISSUE A NEW CHECK. THE PROCESS NORMALLY TAKES 10-14 BUSINESS DAYS.
3/19/2019 1:49:00 PM	REISSUED CHECK #[redacted]IN THE AMOUNT OF $483.11 MAILED 3/19/19.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX8DW[redacted]
Owner Or Fleet	[redacted], MESA, AZ,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/12/2018	Incident Date	N/A
Mileage	69,946		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 3:15:00 PM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 11:12:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 69,946 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $240.05; LABOR $162.00; TAX $13.44; TOTAL $415.49. | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 11:16:00 AM	WVGAV7AX8DW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $415.49. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 415.49 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A33C[redacted]
Owner Or Fleet	[redacted] BALTIMORE, MD,[redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/12/2018	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 3:16:00 PM	CUSTOMER STATES: HAS GOTTEN WARRANTY LETTER IN THE MAIL; THINKS THAT THE AIRBAG LIGHT COMES ON | | | | CUSTOMER SEEKING: INFORMATION ON LETTER | | | | CO ADVISED: CO CONFIRMED THAT THE AIRBAG CLOCK SPRING WARRANTY EXT 15YEARS; IF CUSTOMER IS HAVING ISSUES WITH AIRBAG CLOCK SPRING RECOMMEND TO TAKE TO DEALER FOR DEALER TO DIAGNOSE IF WARRANTABLE REPAIR FOR MANUFACTURER DEFECT OR WORKMANSHIP CONCERN; NO NEED TO TAKE TO DEALER PROACTIVELY LIKE A RECALL; VEHICLE CURRENTLY WAS NO OPEN RECALLS CURRENTLY; CUSTOMER UNDERSTOOD | | | | NO FURTHER ACTION
12/12/2018 3:27:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT COMES ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU6FM[redacted]
Owner Or Fleet	[redacted] Madison, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	12/12/2018	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Mileage	39,374

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 3:18:00 PM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 11:21:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 39,374 MILES; REPAIR ORDER DATE IS 05/03/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; PARTS $353.40; LABOR $199.00; TAX $33.14; TOTAL $585.54. | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 11:25:00 AM	3VW217AU6FM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $585.54. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 585.54 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A33EC[redacted]
Owner Or Fleet	[redacted] WOLCOTT, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/12/2018	Incident Date	N/A
Mileage	86,867		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 3:24:00 PM	MEDIA ATTACHED IN DOC CENTER
12/26/2018 1:39:00 PM	CUSTOMER CALLING TO BE SURE MAIL WAS RECEIVED FOR CLOCK SPRING. | | | CO ADVISED MAIL WAS RECEIVED, SCANNED INTO SYSTEM ON 12/12, MAY TAKE UP TO 90 DAYS FOR REIMBURSEMENT. SP TO REVIEW
1/17/2019 11:29:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 81,184 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $218.43; LABOR $187.50; TAX 30.32; TOTAL $436.25. | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 11:31:00 AM	1VWAP7A33EC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $436.25. | | | SP GENERATED CHECK.
1/17/2019 5:46:00 PM	CUSTOMER STATES: GOT CLOCK SPRING FIXED ON VEHICLE. THEN RECALL CAME OUT. CUSTOMER SUBMITTED PAPERWORK FOR REIMBURSEMENT. | | | CUSTOMER SEEKING: UPDATE ON CASE | | | CUSTOMER ADVOCATE ADVISED: VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $218.43; LABOR $187.50; TAX 30.32; TOTAL $436.25. CHECK HAS BEEN GENERATED. ONCE PROCESSED, CUSTOMER WILL RECEIVE IT IN THE MAIL. | | | CUSTOMER STATES: THE WORK WASN'T DONE UNDER MOM'S VEHICLE, THE REPAIRS WERE DONE ON CUSTOMER'S 2013 PASSAT. | | | CUSTOMER ADVOCATE ADVISED: WOULD LIKE TO LOOK INTO THIS FURTHER. WILL CONTACT CUSTOMER ONCE THERE IS AN UPDATE. | | | CUSTOMER ADVOCATE TO EMAIL SP
1/17/2019 6:05:00 PM	HEY, | | | CUSTOMER CALLED IN TODAY SEEKING FOR AN UPDATE ON THIS CASE. IN THE CASE IT STATES THAT: DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 81,184 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $218.43; LABOR $187.50; TAX 30.32; TOTAL $436.25. THEN IT STATES, 1VWAP7A33EC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $436.25; SP GENERATED CHECK. | | | IN THE DOC CENTER, IT SHOWS THAT THE WORK WAS DONE ON THE DAUGHTER┬┐S VEHICLE, 1VWAP7A39DC[redacted] NOT THE 2014 PASSAT THAT THE CASE IS UNDER. THE CHECK WAS GENERATED UNDER THE WRONG CUSTOMER AND VIN. CAN YOU LOOK INTO THIS FURTHER FOR ME? CUSTOMER REQUESTED TO LEAVE IT THE SAME BECAUSE THEY LIVE IN THE SAME HOUSE. I TOLD THE CUSTOMER THAT I WOULD DOCUMENT THE REQUEST, BUT WOULD STILL MAKE THE TEAM AWARE OF THIS ISSUE. | | | THANK YOU, | | | JAMISHA KEYS | CUSTOMER CARE PHONE ADVOCATE | VOLKSWAGEN CUSTOMER CARE | | | VOLKSWAGEN OF AMERICA, INC. | 3800 HAMLIN ROAD | AUBURN HILLS, MI 48326 | UNITED STATES OF AMERICA | TEL. +1 248 754 3356 | FAX. +1 248 754 6504 | EMAIL: JAMISHA.KEYS@VW.COM | |
1/18/2019 6:47:00 AM	CUSTOMER SUBMITTED REIMBURSEMENT REQUEST UNDER VIN 1VWAP7A33EC[redacted] BUT RO IS FOR VIN 1VWAP7A39DC[redacted] SP TO PUT STOP PAYMENT ON CHECK, OPENED CASE [redacted] UNDER CORRECT VIN AND WILL PUT IN CHECK REQUEST UNDER THAT CASE
1/18/2019 7:01:00 AM	FROM: SCHADEGG, SARAH | | SENT: FRIDAY, JANUARY 18, 2019 7:01 AM | | TO: GROUP CUSTOMER RELATIONS CHECK REQUEST ADMINISTRATION <GCRCHECKREQUEST@VW.COM> | | SUBJECT: STOP/ REISSUE OR VOID CHECK REQUEST CASE [redacted] | | | HELLO, | | | IN CASE [redacted] CHECK WAS PUT IN UNDER WRONG VIN. CHECK IS STILL PENDING. | | | I HAVE STARTED A CASE UNDER CORRECT VIN, AND WILL BE PUTTING NEW CHECK REQUEST UNDER THAT CASE, [redacted] CHECK IN CASE [redacted] SHOULD BE VOIDED. | | | THANKS. | | | | | SARAH SCHADEGG | WRITTEN COMMUNICATIONS ADVOCATE | VOLKSWAGEN CUSTOMER CARE | | | VOLKSWAGEN OF AMERICA, INC. | 3800 HAMLIN ROAD | AUBURN HILLS, MI 48326 | UNITED STATES OF AMERICA | TEL. +1 248 754 3197 | FAX. +1 248 754 6504 | EMAIL: EXTERN.SARAH.SCHADEGG@VW.COM | |
1/18/2019 7:13:00 AM	VOIDED THE PENDING CHECK REQUEST FOR $436.25 PER S. SCHADEGG.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDP7AJ0DM[redacted]
Owner Or Fleet	[redacted] Antioch, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	12/12/2018	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 3:36:00 PM	CUSTOMER STATES RECEIVED A LETTER REGARDING CLOCK SPRING | | | CUSTOMER SEEKING TO CLARIFY INFORMATION REGARDING LETTER | | | CO ADVISED THAT LETTER IS JUST INFORMING CUSTOMER THAT THE MANUFACTURE WARRANTY FOR THE CLOCK SPRING HAS BEEN EXTENDED TO 10/120K WOF; CO ADVISED IF VEHICLE WERE TO HAVE ANY SYMPTOMS SUCH AS AIRBAG LIGHT, HORN NOT WORKING ETC. CUSTOMER WOULD BE ABLE TO TAKE VEHICLE TO VW DEALER TO HAVE VEHICLE DIAGNOSED; DIAGNOSIS WOULD DETERMINE IF VEHICLE REPAIR WOULD BE COVERED UNDER WARRANTY; | | | CUSTOMER STATES THAT AIRBAG LIGHT IS ON; | | | CO OFFERED TO SCHEDULE APPOINTMENT REGARDING AIRBAG LIGHT; CUSTOMER STATES SHE'LL CONTACT DEALER NEXT WEEK AFTER TALKING WITH DAUGHTER WHO DRIVES THE CAR TO SEE WHEN SHE WILL NOT BE DRIVING; | | | | | NO FURTHER ACTION;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW547AU0JM[redacted]
Owner Or Fleet	[redacted] Vienna, VA, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2018		
Report Date	12/12/2018	Incident Date	N/A
Mileage	13,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 4:16:00 PM	DEC 12, 2018 2:48 PM | | MY GTI IS A FUN CAR, BUT I'VE BEGUN TO BECOME VERY SOUR TOWARDS IT AFTER 5+ VISITS TO THE DEALER FROM ISSUES RANGING FROM CLOCK SPRING FAILURE, OIL PAN GASKET FAILURE, AND HEAD UNIT SCREEN FAILURE WITHIN 12,000 MILES OF BUYING @VWCARES | |[redacted]| | | DEC 12, 2018 3:04 PM | | @RESORT_DAVE | | HI [redacted] I'M SORRY TO HEAR THAT YOU ARE HAVING ISSUES WITH YOUR GTI. I WOULD LIKE TO LOOK INTO THIS FOR YOU, PLEASE SEND ME A DM WITH YOUR VIN, EMAIL, CURRENT MILEAGE, AND BEST PHONE NUMBER. -KT
12/12/2018 4:18:00 PM	DEC 12, 2018 3:14 PM | | HELLO AND THANK YOU FOR REACHING OUT. MY VIN IS 3VW547AU0JM[redacted] MY EMAIL IS [redacted] AND YOU CAN REACH ME AT [redacted] CURRENT MILEAGE IS A BIT UNDER 13,000. | | [redacted] | | | DEC 12, 2018 4:26 PM | | HI [redacted] YOU'RE WELCOME, I APPRECIATE YOU GETTING ME THAT INFORMATION. IS YOUR GTI CURRENTLY IN YOUR POSSESSION, OR IS IT STILL AT THE DEALERSHIP? ALSO, WHAT DEALERSHIP HAVE YOU BEEN WORKING WITH? I KNOW THAT YOU MENTIONED CLOCK SPRING FAILURE, I WAS ABLE TO TAKE A LOOK INTO YOUR VIN, AND I DID NOTICE THAT YOUR GTI WAS NOT EFFECTED BY THAT RECALL, DID YOU RECEIVE INFORMATION STATING OTHERWISE? ANY INFORMATION THAT YOU HAVE FOR ME WOULD BE GREATLY APPRECIATED. THANK YOU.-KT | | | DEC 12, 2018 4:31 PM | | SURE. I PURCHASED IT AT LINDSAY VW IN STERLING VA, RIGHT BY VW HQ. I MOVED IN AUGUST AND HAVE BEEN TAKING IT TO STOHLMAN VA IN TYSON'S CORNER. I'M ACTUALLY STANDING IN THE SERVICE DEPARTMENT NOW TO PICK UP THE CAR FROM THE LATEST WARRANTY WORK. I DID NOT RECEIVE ANY NOTICE FOR THE CLOCK SPRING FAILURE, IT FAILED ON ITS DOWN IN AUGUST AND THE HORN WOULD HONK WHEN I TURNED THE WHEEL. | |[redacted]| | | DEC 12, 2018 4:35 PM | | SO FAR, I'VE HAD AN ISSUE NEEDING TO TO BE ADDRESSED ONCE EVERY 2 MONTHS IT SEEMS. OIL PAN GASKET, SHIFT KNOB, HEAD UNIT SCREEN, CLOCK SPRING, SPEAKER, CLUTCH SQUEAK, LIGHTS FLICKERING. | |[redacted]| | | DEC 12, 2018 4:35 PM | | I SEE NO END IN SIGHT FOR HAVING TO VISIT THE DEALERSHIP EVERY MONTH OR SO TO HAVE THINGS REPLACED. | | [redacted] | | | DEC 12, 2018 4:36 PM | | THIS IS NOT THE "NEW CAR EXPERIENCE" I WANTED. THE SALES PROCESS WAS POOR AS WELL, BUT I DIDN'T MIND SINCE I KNEW WHAT I WANTED | |[redacted]| | |
12/12/2018 4:54:00 PM	DEC 12, 2018 4:47 PM | | THANK YOU FOR THAT, [redacted] I'M SORRY THAT YOU ARE HAVING THESE ISSUE, LIKE YOU SAID, THIS ISN'T THE NEW CAR EXPERIENCE WE WANT FOR OUR DRIVERS. I DEFINITELY WANT TO DO WHAT EVER I CAN TO TURN YOUR EXPERIENCE AROUND FOR YOU. WHAT WOULD BE YOUR IDEAL OUTCOME FROM OUR INTERACTION? -KT | | | DEC 12, 2018 4:56 PM | | I'M NOT ENTIRELY SURE. AS IT SITS, THERE ARE ONLY 2 MINOR ISSUES CURRENTLY AFFECTING THE CAR AFTER MY VISIT TODAY. I JUST HAVE ZERO CONFIDENCE IN THIS CAR TO GO ANOTHER 2 MONTHS WITHOUT ME HAVING TO TAKE IT BACK TO THE DEALERSHIP. I KNOW YOU CAN'T ENSURE ME THE CAR WILL BE PROBLEM FREE. |[redacted]| | | DEC 12, 2018 4:56 PM | | I HONESTLY DON'T KNOW WHAT I WANT OTHER THAN TO NOT HAVE TO TAKE THIS CAR BACK TO THE DEALER EVERY 6 WEEKS OR LESS. | | [redacted] | | | DEC 12, 2018 4:58 PM | | I HONESTLY HAVE IN MIND TO SWAP THIS OUT FOR A GOLF R IN THE FUTURE, BUT I DON'T THINK THAT'S IN THE CARDS CURRENTLY, NOR DOES MY SITUATION WARRANT THAT. | | [redacted] | | | DEC 12, 2018 4:58 PM | | MY FRIENDS HAVE MK7/7.5 GTIS INCLUDING MY ROOMMATES AND NON OF THEM HAVE HAD ANY ISSUES LIKE MINE HAS. | |[redacted]| | | | DEC 12, 2018 5:30 PM | | HI [redacted] WHAT I WOULD LIKE TO DO IS ESCALATE YOUR CASE TO ONE OF OUR REGION CASE MANAGERS (RCM). OUR CASE MANAGERS ACT AS A LIAISON BETWEEN OUR DEALERS AND OUR DRIVERS. YOUR RCM WILL REACH OUT TO STOHLMAN VW AND DISCUSS THE ISSUES THAT YOUR GTI HAS BEEN HAVING. ONCE THE RCM HAS CONSULTED WITH THE DEALERSHIP THEY WILL FOLLOW UP WITH YOU. YOU SHOULD BE RECEIVING A CALL FROM YOUR RCM BY CLOSE OF BUSINESS TOMORROW, 12/13. IN THE MEANTIME, IF YOU HAVE ANY OTHER QUESTIONS OR CONCERNS, PLEASE DON'T HESITATE TO ASK.-KT | | | DEC 12, 2018 5:32 PM | | THANK YOU! | | [redacted] | | | DEC 12, 2018 5:41 PM | | YOU'RE WELCOME, [redacted]
12/12/2018 5:06:00 PM	EM ADVISED, ESC TO RCM TO CONSULT WITH DEALER ON DIAGNOSIS AND FOLLOW UP WITH CUSTOMER BY COB 12/13.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW547AU0JM[redacted]
Owner Or Fleet	[redacted] Vienna, VA, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2018		
Report Date	12/12/2018	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/12/2018 5:34:00 PM	CO ESCALATE TO RCM TO CONTACT DEALER 409415 AND DISCUSS THE REPAIRS ON CUSTOMER GTI. FOLLOW UP WITH CUSTOMER AT [redacted] BY COB 12/13. CUSTOMER HAS BEEN IN AND OUT OF THE DEALER SINCE PURCHASE AND HAS HAD MANY ISSUES ON VEHICLE
12/12/2018 5:38:00 PM	CATEGORY SELECTION : FUELSYS / OTHER SYMPTOM - 1 / CLUTCH AND SHIFT KNOB ISSUES;
12/12/2018 5:39:00 PM	CATEGORY SELECTION : FUELSYS / OTHER SYMPTOM - 1 / OIL PAN; AIRBAGS / OTHER SYMPTOM - 1 / CLOCK SPRING REPAIR;
12/13/2018 10:28:00 AM	[redacted]// 3VW547AU0JM[redacted] | WHAT CAN YOU TELL ME REGARDING THIS CUSTOMERS CONCERNS. THEY MENTIONED THAT THEY HAVE BEEN IN NUMEROUS TIMES FOR CONCERNS SINCE PURCHASING. I HAVE A FEELING THAT THEY ARE ABOUT TO WHISPER THOSE TWO LITTLE WORDS (BUY BACK). | | | WHAT IS THE DIAGNOSIS/RECOMMENDED REPAIR? | | WAS A VTA OPENED? | | HAVE ANY OF THE PREVIOUS REPAIRS HAD ANY BEARING ON THIS DIAGNOSIS/REPAIR? | | IS THIS REPAIR COVERED UNDER NVLW/PT WARRANTY? | | DO WE HAVE AN ETA ON REPAIR COMPLETION? | | IS THE CUSTOMER IN A LOANER? | | WHAT IS THE MILEAGE OF THE VEHICLE? | | ANY OTHER PERTINENT INFORMATION? | |
12/13/2018 3:50:00 PM	RCM CALLED CUSTOMER; ADVISED THAT I AM THE RCM ASSIGNED TO HANDLE THE CUSTOMERS CASE AND HAVE REACHED OUT TO DEALER FOR DIAGNOSIS FEEDBACK FOR CUSTOMERS CONCERNS; | | | CUSTOMER STATED HAS TO TAKE VEHICLE IN FOR REPAIRS EVERY 6 WEEKS; ISSUES WITH THE CLOCK SPRING; OIL LEAK; RADIO SCREEN ISSUE; SPEAKER ISSUE; MAP LIGHTS FLICKERING; CUSTOMER WENT TO DEALER AND EXPLAINED THE DEAD PIXEL ISSUES BUT THE SERVICE ADVISOR USED INCORRECT INFORMATION SO DEALER WAS UNABLE TO FIND THE INITIAL CONCERN; CUSTOMER RE-ADDRESSED CONCERNS; DROVE WITH DAMAGED SCREEN FOR A MONTH WHILE WAITING FOR A LOANER; CAME IN ON 12/11 SINCE HE WAS TOLD HE COULD GET A LOANER; DEALER WAS UNAWARE THAT CUSTOMER WAS PROMISED A LOANER; CUSTOMER WAS TOLD BY SELLING DEALER (LINDSAY VW) THAT THEY WERE GOING TO REPLACE THE SPEAKER; THEY NEVER FOLLOWED UP WITH THE CUSTOMER WHEN SPEAKER CAME IN AND CUSTOMER MOVED; IT IS A VERY QUIET RATTLE (NEEDS TO BE TURNED UP) FOR IT TO BE NOTICED; CUSTOMER FEELS THAT DEALER DID NOT TAKE TIME TO PROPERLY DIAGNOSE THE VEHICLE; NO FOLLOW UP FROM PARTS OR SERVICE DEPARTMENT WHEN THE SCREEN CAME IN | | | CALL DROPPED
12/13/2018 4:01:00 PM	DIALED BACK | | | RCM ADVISED THAT RCM WANTS TO REACH BACK OUT TO DEALER AND WILL DISCUSS THE CONCERNS WITH DIAGNOSIS; FILING FORMAL COMPLAINT ON CUSTOMER BEHALF; RCM TO EMAIL DEALER ON 12/14 AND WILL FOLLOW UP WITH CUSTOMER WITH ANY ADDITIONAL FEEDBACK BY 12/17; CUSTOMER ACKNOWLEDGED; RCM TO EMAIL CONTACT INFO | | | RCM TO EMAIL DEALER
12/13/2018 4:03:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | THANKS FOR YOUR PATIENCE WHILE I WORK ON YOUR CASE AND RESEARCH YOUR REQUEST. | | | TO MAKE THINGS EASIER, I WANTED TO PROVIDE MY DIRECT EXTENSION SO THAT YOU CAN CONTACT ME ANYTIME. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL (43416).┬á | | | IF I AM ASSISTING OTHER CUSTOMERS WHEN YOU CALL, FEEL FREE TO LEAVE A VOICEMAIL. | | | YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | I LOOK FORWARD TO SPEAKING WITH YOU SOON! | | | SINCERELY, | | | | | | | CHAD S | | REGION CASE MANAGER | | |
12/13/2018 4:10:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / DEAD PIXELS IN RADIO SCREEN;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW547AU0JM[redacted]
Owner Or Fleet	[redacted] Vienna, VA, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2018		
Report Date	12/12/2018	Incident Date	N/A
Mileage	13,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/14/2018 10:58:00 AM	[redacted] 3VW547AU0JM[redacted] I RECEIVED YOU INITIAL FEEDBACK FROM THIS ONE BUT AM SENDING THIS EMAILED COMPLAINT BASED ON CUSTOMERS CONCERNS FROM THE CONVERSATION THE CUSTOMER AND I HAD. PLEASE LET ME KNOW IF THERE IS ANY OTHER FEEDBACK YOU WANT ME TO PROVIDE TO HIM. | | | | SERVICE EXPERIENCE FORMAL COMPLAINT | | | | HELLO! THE FOLLOWING CUSTOMER HAS CONTACTED CUSTOMER CARE REGARDING FEEDBACK WITH THEIR SERVICE EXPERIENCE. PLEASE REVIEW THE DETAILS BELOW: | | | | CUSTOMER NAME: MR. [redacted] | | | | MODEL YEAR/MODEL: 2018 GTI | | | | VIN: 3VW547AU0JM[redacted] | | | | CUSTOMER CONCERN: CUSTOMER STATED THAT HE HAS TO TAKE THE VEHICLE IN FOR REPAIRS EVERY 6 WEEKS. HE HAS HAD ISSUES WITH THE CLOCK SPRING, OIL LEAKS, RADIO SCREEN ISSUES, SPEAKER ISSUES AND FLICKERING MAP LIGHTS. THE CUSTOMER WENT TO YOUR SERVICE DEPARTMENT AND EXPLAINED THE DEAD PIXEL ISSUES BUT THE SERVICE ADVISOR USED INCORRECT INFORMATION SO YOUR TECH OVERLOOKED THE ACTUALLY CONCERN. THE CUSTOMER RE-ADDRESSED THE CONCERNS AND DROVE WITH A DAMAGED SCREEN FOR A MONTH WHILE WAITING FOR A LOANER. THE CUSTOMER CAME IN ON 12/11 SINCE HE WAS TOLD HE COULD GET A LOANER BY THE SERVICE ADVISOR THAT SCHEDULED HIS APPOINTMENT. WHEN HE ARRIVED, THE ON DUTY ADVISOR WAS UNAWARE THAT CUSTOMER WAS PROMISED A LOANER. THE CUSTOMER IS UNSURE WHY YOU ARE UNABLE TO NOTICE THE SPEAKER RATTLING UNLESS YOU DID NOT TURN IT UP. IT IS A FAIRLY SUBTLE RATTLE AND NEEDS TO BE TURNED UP FOR IT TO BE NOTICED. THE CUSTOMER FEELS THAT YOU DID NOT TAKE TIME TO ATTEMPT TO PROPERLY DIAGNOSE THE VEHICLE. LASTLY, THE CUSTOMER WAS UPSET THAT THERE WAS NO FOLLOW UP FROM PARTS OR SERVICE DEPARTMENT WHEN THE SCREEN CAME IN AND REPAIRS WERE ABLE TO BE COMPLETED. THE CUSTOMER FOUND OUT WHEN HE WAS IN FOR ADDITIONAL PART PICK UP, WHEN HE INQUIRED ON THE STATUS OF THE RADIO SCREEN | | | THE CUSTOMER IS SEEKING THE FOLLOWING: TO FILE A FORMAL COMPLAINT REGARDING THE CONCERNS WITH HIS POOR SERVICE EXPERIENCE AND TO HAVE THE SPEAKER CONCERN AD
12/17/2018 10:11:00 AM	ALSO, WAS THERE ANY ADDITIONAL FEEDBACK YOU WANTED TO PROVIDE REGARDING MR [redacted] I AM GOING TO BE REACHING OUT TO HIM AND ATTEMPTING TO CLOSE THE CASE. PLEASE LET ME KNOW. | | | THANKS, | | | CHAD SAMSON | |
12/17/2018 4:28:00 PM	I AM WAITING ON A RESPONSE FOR JOE ABOUT MR. [redacted] AND HIS SPEAKER, WE HAVE NEVER DUPLICATED THE CONCERN MR. [redacted] SAID THE DIAGNOSIS WAS PERFORMED AND CONFIRMED AT LINDSAY, GIVE ME SOME MORE TIME ON THIS ONE PLEASE.
12/17/2018 4:31:00 PM	RCM CALLED CUSTOMER AND ADVISED THAT RCM FILED COMPLAINT ON CUSTOMER BEHALF; ASM MIKE RESPONDED AND STATED THAT HE HAS REACHED OUT TO SERVICE MANAGER JOE TO SEE IF THEY CAN GET AUTHORIZATION TO WORK ON RATTLING SPEAKER CONCERN SINCE IT WAS DIAGNOSED AND CONFIRMED AT LINDSAY VW; RCM TO FOLLOW UP WITH CUSTOMER BY COB 12/19 ONCE SERVICE MANAGER HAS HAD A CHANCE TO GIVE FEEDBACK; CUSTOMER ACKNOWLEDGED | | | RCM TO WAIT DEALER EMAIL AND FOLLOW UP BY 12/19
12/19/2018 11:48:00 AM	RCM SPOKE WITH SERVICE ADVISOR MARIO; SEEKING UPDATES ON CUSTOMER CASE; | | | SERVICE ADVISOR ADVISED THAT DEALER SPOKE WITH CUSTOMER; ADVISED SPEAKER WILL NOT BE REPLACED; UNABLE TO AUTHORIZE REPLACEMENT OFF OF VIDEO; SHOP FOREMAN LOOKED IT OVER AND STATED UNABLE DUPLICATE WHEN VEHICLE WAS AT THE DEALER | | | RCM ADVISED WILL REACH OUT TO CUSTOMER | | | RCM TO CALL CUSTOMER | | |
12/19/2018 5:11:00 PM	RCM CALLED CUSTOMER; ADVISED THAT RCM SPOKE WITH SERVICE ADVISOR MARIO AND WAS ADVISED THAT DEALER REACHED OUT TO CUSTOMER ON 12/18; | | | CUSTOMER CONFIRMED AND STATED THAT DEALER SPOKE TO WHY WORK WAS NOT DONE IN PAST; DID NOT STATE THAT WORK WAS NOT GOING TO BE DONE; MAP LIGHT SEEMS TO BE FLICKERING MORE FREQUENTLY AS WELL SO HE NEEDS TO KNOW WHAT NEEDS TO BE DONE SINCE IT SHOULD BE ABLE TO BE DUPLICATED | | | RCM ADVISED WILL EMAIL SERVICE MANAGER AND ASM TOMORROW AND FOLLOW UP WITH CUSTOMER BY COB 12/21 TO SEE IF THIS WORK IS GOING TO BE COMPLETED; CUSTOMER ACKNOWLEDGED | | | RCM TO EMAIL DEALER
12/20/2018 10:41:00 AM	GOOD MORNING, MIKE. | | | CHECKING IN TO SEE IF YOU RECEIVED ANY ADDITIONAL FEEDBACK FROM JOE ON IF YOU GUYS WILL BE SWAPPING OUT THE SPEAKER FOR THE CUSTOMER THAT WAS PREVIOUSLY IDENTIFIED BY LINDSAY VW. ALSO, THE FLICKERING LIGHT CONCERN SEEMS TO HAVE RETURNED AND OCCURS MUCH MORE FREQUENTLY. HE WANTS TO SEE IF YOU GUYS CAN TAKE A LOOK AT IT TO ATTEMPT TO DIAGNOSE THE ISSUE. PLEASE LET ME KNOW HOW YOU GUYS WANT TO PROCEED. | | | THANKS, | | | CHAD SAMSON | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW547AU0JM[redacted]
Owner Or Fleet	[redacted] Vienna, VA [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2018		
Report Date	12/12/2018	Incident Date	N/A
Mileage	13,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/21/2018 5:27:00 PM	RCM CALLED CUSTOMER; ADVISED THAT ASM INFORMED RCM THAT WORK WILL NOT BE COMPLETED \PROACTIVELY UNDER WARRANTY WITHOUT DIAGNOSIS OR ADVISEMENT TO DO SO; CUSTOMER CAN BRING VEHICLE BACK IN AND DEALER WILL BE HAPPY TO RE-DIAGNOSE; RCM CAN SUGGEST VTA AND QTM ASSISTANCE IF NECESSARY FOR RETURNED VISIT; RCM WILL REMAIN ENGAGED AND FOLLOW UP WITH CUSTOMER BY COB 12/27 TO CHECK ON APPT STATUS; CUSTOMER ACKNOWLEDGED | | | RCM TO CALL CUSTOMER
12/21/2018 8:31:00 AM	ASM CALLED RCM; ASM ADVISED THAT THE DEALER WILL NOT BE PROACTIVELY CHANGING OUT SPEAKERS BASED ON FINDINGS BY ANOTHER DEALER WHEN THEY HAVE NOT BEEN ABLE TO REPLICATE THE CONCERNS THEMSELVES; CUSTOMER IS WELCOME TO BRING VEHICLE BACK TO DEALER AND HAVE IT RE-EVALUATED TO SEE IF THEY ARE ABLE TO FIND THE SAME CONCERNS AS DESCRIBED BY THE CUSTOMER; CUSTOMER CAN SCHEDULE AN APPOINTMENT AND DROP CAR OFF OVERNIGHT SHOULD HE CHOOSE TO DO SO | | | RCM TO CALL CUSTOMER
12/27/2018 12:53:00 PM	RCM CALLED CUSTOMER; LEFT VOICE MAIL MESSAGE CHECKING IN TO SEE IF CUSTOMER SET A FOLLOW UP APPT TO HAVE VEHICLE RE-DIAGNOSED AT DEALER 409415; PROVIDED CONTACT INFO AND EXT-43416; RCM TO FOLLOW UP BY COB 12/28 | | | RCM TO CALL CUSTOMER
12/28/2018 2:45:00 PM	[redacted] | | | CUSTOMER CONTACTED DEALER BEFORE THE HOLIDAYS FOR MARIO; CUSTOMER IS WAITING ON CALL BACK FROM DEALER; CUSTOMER IS GOING TO NEED A LONER; RCM TO FOLLOW UP BY FRIDAY THE 4TH
1/4/2019 11:41:00 AM	RCM CALLED ASM; LEFT VOICE MAIL MESSAGE ADVISING SEEKING UPDATE ON CASE; PROVIDED DIRECT CONTACT NUMBER AND REQUESTED A CALL BACK | | | RCM TO WAIT DEALER CONTACT
1/4/2019 4:02:00 PM	RCM RECEIVED CALL FROM ASM MIKE; ASM STATED THAT MARIO AND CUST HAVE BEEN SPEAKING BACK AND FORTH BUT VEH HAS NOT BEEN BROUGHT BACK IN; RCM TO FOLLOW UP WITH CUST BY COB 1/8 VIA EMAIL | | | RCM TO EMAIL CUST
1/9/2019 4:35:00 PM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | THANK YOU FOR REACHING OUT TO ME AND FOR ALLOWING ME THE OPPORTUNITY TO REVIEW YOUR CONCERNS WITH STOHLMAN VOLKSWAGEN AND YOUR 2018 GTI. | | | I WANTED TO LET YOU KNOW THAT I HAVE BEEN IN TOUCH WITH THE ASSISTANT SERVICE MANAGER, MIKE, AND HE ADVISED ME THAT YOU WERE STILL TRYING TO WORK WITH MARIO. I WANTED TO SEE IF ANYTHING NEW HAS BEEN DETERMINED AND IF YOU WILL BE TAKING YOUR VEHICLE BACK TO THE DEALERSHIP FOR SERVICE. PLEASE LET ME KNOW HOW YOU WISH TO PROCEED. | | | AGAIN, THANK YOU FOR REACHING OUT TO CUSTOMER CARE WITH YOUR CONCERNS. IT HAS BEEN A PLEASURE WORKING ON YOUR CASE. IF YOU HAVE ANY OTHER QUESTIONS, PLEASE FEEL FREE TO EMAIL US AGAIN OR CALL ME AT 800-822-8987; OPTION 9 AT THE VOICE PROMPTS; EXT 43416. | | | SINCERELY, | | | CHAD S. | REGION CASE MANAGER | | | RCM TO REVIEW.
1/9/2019 4:49:00 PM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | THANK YOU FOR REACHING OUT TO ME AND FOR ALLOWING ME THE OPPORTUNITY TO REVIEW YOUR CONCERNS WITH STOHLMAN VOLKSWAGEN AND YOUR 2018 GTI. | | | I WANTED TO LET YOU KNOW THAT I HAVE BEEN IN TOUCH WITH THE ASSISTANT SERVICE MANAGER, MIKE, AND HE ADVISED ME THAT YOU WERE STILL TRYING TO WORK WITH MARIO. I WANTED TO SEE IF ANYTHING NEW HAS BEEN DETERMINED AND IF YOU WILL BE TAKING YOUR VEHICLE BACK TO THE DEALERSHIP FOR SERVICE. PLEASE LET ME KNOW HOW YOU WISH TO PROCEED. | | | AGAIN, THANK YOU FOR REACHING OUT TO CUSTOMER CARE WITH YOUR CONCERNS. IT HAS BEEN A PLEASURE WORKING ON YOUR CASE. IF YOU HAVE ANY OTHER QUESTIONS, PLEASE FEEL FREE TO EMAIL US AGAIN OR CALL ME AT 800-822-8987; OPTION 9 AT THE VOICE PROMPTS; EXT 43416. | | | SINCERELY, | | | CHAD S. | REGION CASE MANAGER | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW547AU0JM[redacted]
Owner Or Fleet	[redacted] Vienna, VA [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2018		
Report Date	12/12/2018	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/10/2019 8:22:00 AM	FROM: [redacted] | | SENT: WEDNESDAY, JANUARY 09, 2019 5:17 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: REFERENCE #[redacted] | | | CHAD, | | | | I SPOKE TO MARIO LAST WEEK AND HE SAID I'D NEED TO BRING THE CAR IN, LEAVE IT OVERNIGHT, THEN COME BACK IN THE MORNING TO REPRODUCE THE MAP LIGHT ISSUE MYSELF. I'M NOT VERY HAPPY WITH THIS AS I'VE WASTED ENOUGH TIME WITH ALL OF THIS AS IT IS, BUT I AGREED TO IT. MARIO SAID HE'D CALL TUESDAY (1/8/12) TO SCHEDULE A COLD DAY WHERE I COULD LEAVE IT (ISSUE HAPPENS WHEN THE CAR IS COLD), AND TOLD ME TO CALL HIM IF I DIDN'T RECEIVE A CALL. I HAVEN'T HAD TIME TO CALL HIM BACK AFTER NOT RECEIVING A CALL FROM HIM, SO I PLAN TO CALL TONIGHT OR TOMORROW, TIME PERMITTING. | | | | I'VE BEEN TOLD IF I'M NOT ABLE TO REPRODUCE THAT MAP LIGHT ISSUE RIGHT THEN AND THERE THAT MORNING, THEN THERE'S NOTHING THEY CAN DO. I'M HONESTLY TIRED OF THE BACK AND FORTH HERE AND NOT VERY HAPPY ABOUT IT. IT'S BARELY WORTH THE EFFORT EXCEPT NOW, I WANT TO MAKE SURE THE CAR WORKS PROPERLY IN CASE I DECIDE TO SELL IT DUE AND AVOID VW AFTER MY FRUSTRATIONS. I APPRECIATE THE EFFORT FROM YOU AND YOUR TEAM SO FAR, BUT I FEEL LIKE NOTHING HAS ACTUALLY BEEN DONE BECAUSE I'M STILL IN THE SAME SPOT I WAS BEFORE WHERE THE BURDEN OF PROOF IS ON ME. I'VE OFFERED TO PROVIDE A VIDEO TO AT LEAST SHOW I'M NOT LYING AND GIVE THE TECHS REASON TO DIG, BUT I'M TOLD THAT'S NOT ALLOWED. | | | | THE EXPERIENCE WITH THIS CAR HAS BEEN HORRIBLE. | | | | - TAYLOR | | | | | | RCM TO REVIEW
1/16/2019 5:34:00 PM	APPROVED | | | | FROM: SAMSON, CHAD | | SENT: WEDNESDAY, JANUARY 16, 2019 5:01 PM | | TO: VWOA RCM EMAIL REVIEW | | SUBJECT: PLEASE REVIEW | | | | REFERENCE #[redacted] | | | | DEAR MR. [redacted] | | | | THANK YOU FOR REACHING OUT TO ME AND FOR ALLOWING ME THE OPPORTUNITY TO REVIEW YOUR CONCERNS WITH STOHLMAN VOLKSWAGEN AND YOUR 2018 GTI. | | | | I AM VERY SORRY THAT THE STAFF AT STOHLMAN HAS BEEN UNSUCCESSFUL AT DUPLICATING YOUR CONCERN. I UNDERSTAND THAT IT IS VERY FRUSTRATING FOR YOU AND I DO APOLOGIZE FOR THE OVERALL EXPERIENCE. ALTHOUGH THEY HAVE NOT BEEN ABLE TO RESOLVE YOUR CONCERN AS OF YET, PLEASE FEEL FREE TO REACH BACK OUT TO ME SHOULD YOU TAKE THE VEHICLE IN IF YOU WOULD LIKE ME TO REMAIN ENGAGED. | | | | AGAIN, THANK YOU FOR REACHING OUT TO CUSTOMER CARE WITH YOUR CONCERNS. IT HAS BEEN A PLEASURE WORKING ON YOUR CASE. IF YOU HAVE ANY OTHER QUESTIONS, PLEASE FEEL FREE TO EMAIL US AGAIN OR CALL ME AT 800-822-8987; OPTION 9 AT THE VOICE PROMPTS; EXT 43416. | | | | SINCERELY, | | | | CHAD S | | REGION CASE MANAGER | | RCM TO EMAIL CUSTOMER.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A36DC[redacted]
Owner Or Fleet	[redacted] Menlo Park, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/12/2018	Incident Date	N/A
Mileage	26,795		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 4:31:00 PM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 1:06:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 26,795 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $636.26. | | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 1:08:00 PM	1VWBP7A36DC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $636.26. | | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 636.26 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWAA7AH1AV[redacted]
Owner Or Fleet	[redacted] Riverside, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	12/12/2018	Incident Date	N/A
Mileage	28,803		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 4:42:00 PM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 1:34:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 28,803 MILES; REPAIR ORDER DATE IS 11/19/2018; LAST OUT OF POCKET DATE IS 11/16/2018; REPAIRS COMPLETED THREE DAYS AFTER LAST OUT OF POCKET DATE; AS GOODWILL GESTURE VW TO REIMBURSE CAP AMOUNT FOR PARTS AND LABOR; PARTS $290.07; LABOR $248.04; TAX $28.91; TOTAL $567.02. | | | SP TO GENERATE CHECK REQUEST AND SEND CAP AMOUNT LETTER.
1/17/2019 1:45:00 PM	WVWAA7AH1AV[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION AS GW GESTURE; TOTAL $567.02. | | | SP GENERATED CHECK.
1/17/2019 1:47:00 PM	SP MAILED CAP AMOUNT LETTER.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 567.02 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A3XDC[redacted]
Owner Or Fleet	[redacted] Sugar Land, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/12/2018	Incident Date	N/A
Mileage	33,885		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 4:47:00 PM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 1:54:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 33,885 MILES; REPAIRS COMPLETED UNDER CAP AMOUNT, SO VW TO REIMBURSE FULL REPAIRS FOR WECI WARRANTY EXTENSION; TOTAL $548.00. | | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 1:56:00 PM	1VWBH7A3XDC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $548.00. | | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 548.00 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWJZ7AJ9AM[redacted]
Owner Or Fleet	[redacted] Spring, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/12/2018	Incident Date	N/A
Mileage	106,002		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 4:52:00 PM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 2:03:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 106,002 MILES; REPAIR ORDER DATE IS 09/05/2016; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $500.00. | | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 2:05:00 PM	3VWJZ7AJ9AM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $500.00. | | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 500.00 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDZ7AJ1BM[redacted]
Owner Or Fleet	[redacted] Lewistown, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	12/12/2018	Incident Date	N/A
Mileage	121,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 5:01:00 PM	CUSTOMER STATES: HAD THE HORN AND THE AIRBAG LIGHT COME ON AT THE SAME; HAD TO HAVE THE HORN REPLACED TO PASS THE INSPECTION ON THE VEHICLE; RECEIVED A NOTICE FOR THE AIRBAG CLOCK SPRING IN THE VEHICLE; | | | CUSTOMER SEEKING: WARRANTY EXTENSION; | | | CO ADVISED: THAT THE CUSTOMER CAN LET THE DEALER KNOW THAT THERE IS AN WARRANTY EXTENSION OPEN FOR THE AIRBAG CLOCK SPRING ON THE VEHICLE BUT THE CUSTOMER IS OVER THE MILEAGE PERIMETER FOR THE WARRANTY GUIDELINES SO NOT SURE IF IT WOULD BE COVERED UNDER IT; | | | CUSTOMER ACKNOWLEDGED: | | | CO TO CLOSE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32DC[redacted]
Owner Or Fleet	[redacted]		WASHINGTON, UT[redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/12/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 5:18:00 PM	CUST STATES: LOOKING FOR INFORMATION ON THE RECALLS OR WARRANTY EXTENSIONS ON THE VEHICLE; VEHICLE AIRBAG AND STEERING WHEEL NOTHING WORKS; | | | | CUST SEEKING: INFORMATION ON THE RECALLS OR WARRANTY EXTENSIONS; | | | | CO ADVISED: THE THER EARE NO OPEN RECALLS ON THE VEHICLE; THERE IS AN OPEN WARRANTY EXTENSION ON THE VEHICLE FOR THE AIRBAG CLOCK SPRING; CUOSTMER WOULD NEED TO LET THE DEALER KNOW WHERE THE APPOINTMENT IS SET UP; | | | | CUST ACKNOWLEDGED: | | | | CO TO CLOSE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGSV7AX4HW[redacted]
Owner Or Fleet	[redacted] Long Island City, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	12/12/2018	Incident Date	N/A
Mileage	12,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 6:39:00 PM	CUSTOMER STATES: RECEIVED A NOTICE FOR AIRBAG CLOCK SPRING; CUSTOMER STATES THE AIRBAG LIGHT HAS ALWAYS BE ON SINCE CUSTOMER LEASED VEHICLE; CUSTOMER STATES HAS 10K MILES PER YEAR ON 3 YEAR LEASE ONLY HAS 12K MILES; WONDERS IF SHE WILL GET SOME DISCOUNT TOWARDS LEASE DUE TO LOW MILEAGE | | | | CUSTOMER SEEKING: INFORMATION ON WARRANTY EXTENSION; INFORMATION FOR LEASE; DEALER APPOINTMENT | | | | CO ADVISED: CUSTOMER WILL NEED TO SPEAK WITH VCI REGARDING LEASE OPTIONS; CO ADVISED CAN TRANSFER; CO ADVISED WARRANTY NOTICE WAS FOR THE AIRBAG CLOCK SPRING; CO ADVISED WARRANTY EXTENSION IS FOR AIRBAG CLOCK SPRING 10YR/120K MILES WOF; CO ADVISED IF CUSTOMER HAS ISSUES WITH AIRBAG LIGHT IS ON, HORN IS NOT WORKING AND STEERING WHEEL CONTROLS DO NOT WORK, CUSTOMER SHOULD TAKE VEHICLE TO VW DEALER FOR DIAGNOSIS; IF DEALER CONFIRMS REPAIRS ARE AIRBAG CLOCK SPRING, VW WILL COVER THE DIAGNOSIS FEE, PARTS AND LABOR UNDER WARRANTY EXTENSION; CO MADE AN APPOINTMENT VIA X-TIME FOR CO ADVISED WARRANTY EXTENSION IS FOR AIRBAG CLOCK SPRING 10YR/120K MILES WOF; CO ADVISED IF CUSTOMER HAS ISSUES WITH AIRBAG LIGHT IS ON, HORN IS NOT WORKING AND STEERING WHEEL CONTROLS DO NOT WORK, CUSTOMER SHOULD TAKE VEHICLE TO VW DEALER FOR DIAGNOSIS; IF DEALER CONFIRMS REPAIRS ARE AIRBAG CLOCK SPRING, VW WILL COVER THE DIAGNOSIS FEE, PARTS AND LABOR UNDER WARRANTY EXTENSION; CO ADVISED NO IMMEDIATE ACTION TO TAKE UNLESS VEHICLE IS HAVING CURRENT ISSUES WITH CLOCK SPRING WITH SERVICE ADVISOR HERMAN LEE; CO ADDED TIRE CHANGE; ADVISED EXTENDED WARRANTIES CANNOT BE VIEWED BY VWOA AS THEY ARE 3RD PARTY WARRANTIES; CONFIRMATION EMAIL WILL BE SENT WITH APPOINTMENT DETAILS | | | | CO TO CALL VCI FOR TRANSFER
12/12/2018 6:56:00 PM	CO TRANSFERRED; NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A38GC[redacted]
Owner Or Fleet	[redacted]Unknown, unknown, unknown, UN, 000000, ?		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	12/12/2018	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 7:47:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED MAY 2017; VEHICLE PURCHASED FROM A PRIVATE OWNER (ENTERPRISE); EXTENDED SERVICE PLAN WAS PURCHASED; A 1 YEAR PLAN; VEHICLE WAS PURCHASED; FIRST TIME VW/AUDI OWNER; MAINTAINED AT LOCAL BUSINESS (NON-VW); MAINTENANCE RECORDS ARE AVAILABLE; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT IS ON; MESSAGE SHOWING "COMPONENT PROTECTION IS ACTIVE'; AND THIS MESSAGE CAUSES THE RADIO TO RESTART EVERY MINUTE; ALSO, GETS A MESSAGE SAYING "AIRBAG FAILURE"; VEHICLE IN FOR AN OVERNIGHT REPAIR; CUSTOMER DOES NOT WANT TO HAVE TO PAY $250 FOR DIAGNOSTIC; | | | | CUSTOMER SEEKING: FINANCIAL ASSISTANCE WITH DIAGNOSIS OF THE VEHICLE/REPAIR OF THE VEHICLE; | | | | CO FACE-TO-FACE WITH SUPERVISOR SHELBY; SUPERVISOR REVIEWED CASE; ADVISED THAT IF CONCERN IS FOUND TO BE RELATED TO CLOCK SPRING WARRANTY EXTENSION, DIAGNOSIS FEE WOULD BE COVERED UNDER EXTENSION; VW CARE WOULD NOT BE ASSISTING FOR DIAGNOSIS CONCERN OTHERWISE. CUSTOMER IS 2ND OWNER; NO BRAND OR DEALER LOYALTY; VEHICLE MAINTAINED AT AN INDEPENDENT. | | | | CO ADVISED: SINCE YOUR VEHICLE IS NOT WITHIN WARRANTY, YOU WOULD BE RESPONSIBLE FOR THE DIAGNOSTIC FEE. HOWEVER, YOUR VEHICLE HAS A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRINT, WHICH EXPIRES ON 03/31/2026 OR AT 120K MILES, WHICHEVER OCCURS FIRST. IN THE EVENT, THAT THE ISSUE YOU ARE HAVING IS ASSOCIATED WITH THIS EXTENSION, THE DIAGNOSTIC WOULD BE WAIVED. IF THE CONCERN IS NOT ASSOCIATED, THE DIAGNOSTIC FEE WOULD BE AN OUT-OF-POCKET EXPENSE. CO INFORMED THE CUSTOMER ABOUT SERVICE ACTION FOR ECM SOFTWARE UPDATE ON THE VEHICLE; CO ADVISED CUSTOMER THAT THEIR VEHICLE CONCERNS HAVE BEEN DOCUMENTED INTERNALLY FOR VW, AND REPORTED TO NHTSA; | | | | NO FURTHER ACTION REQUIRED | | | | CO TO CLOSE | |
12/12/2018 8:01:00 PM	SUP REVIEWED CASE; ADVISED THAT IF CONCERN IS FOUND TO BE RELATED TO CLOCK SPRING WARRANTY EXTENSION, DIAGNOSIS FEE WOULD BE CONVERED UNDER EXTENSION; VW CARE WOULD NOT BE ASSISTING FOR DIAGNOSIS CONCERN OTHERWISE. CUSTOMER IS 2ND OWNER; NO BRAND OR DEALER LOYALTY; VEHICLE MAINTAINED AT AN INDEP.
12/12/2018 8:27:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / RADIO RESTARTS EVERY 1 MINUTE ; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON, MESSAGE SAYS AIRBAG FAILURE;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCM7A35CC[redacted]
Owner Or Fleet	[redacted] Bay City, MI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/13/2018	Incident Date	N/A
Mileage	50,360		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 8:28:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 1:48:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI RECALL; SUBMITTED MULTIPLE RO'S AND POP'S; SHOWS PURCHASE AND REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECI RECALL; CUSTOMER PAID; $609.37 | | | | SP TO GENERATE CHECK REQUEST
1/17/2019 1:52:00 PM	1VWCM7A35CC[redacted] VW TO REIMBURSE UNDER WECI RECALL; TOTAL: $609.37 | | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 609.37 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWDT7A32HC[redacted]
Owner Or Fleet	[redacted] Cedar Hill, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	12/13/2018	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 8:31:00 AM	CUSTOMER STATES VEHICLE HAS A LOT OF MILES, RECEIVED WARRANTY EXT LETTER FOR AIRBAG CLOCK SPRING; CUSTOMER WENT TO DEALER 425083 REGARDING AIRBAG LIGHT ON, HORN NOT WORKING, CLICKING NOISE WHEN STEERING, AND CONTROLS NOT WORKING ON STEERING WHEEL; DEALER ADVISED IT WAS A SENSOR ISSUE AND OVER $1K TO REPAIR; CUSTOMER SAVED MONEY FOR REPAIR AND WAS UNABLE TO MAKE CAR PAYMENT; PAYMENT OVER 30 DAYS LATE; RECEIVED WARRANTY EXT LETTER YESTERDAY FOR AIRBAG CLOCK SPRING; SAW ISSUE ONLINE A MONTH AGO; SHOULD HAVE BEEN A RECALL; CALLED DEALER BACK YESTERDAY AND THEY ADVISED IT WAS A SENSOR; CUSTOMER FEELS IT┬┐S THE CLOCK SPRING; ISSUE HAS IMPACTED CREDIT AND CUSTOMER BUYING A HOUSE; | | | | CUSTOMER SEEKING CREDIT TO BE RESOLVED AND TO SPEAK WITH LEADERSHIP | | | | TEAM LEAD MARY JO F ADVISED CUSTOMER CARE CENTER UNABLE TO AFFECT CREDIT; HANDLED THROUGH VCI; CAN FOLLOW UP ON LDR APPOINTMENT; CUSTOMER CAN VISIT ANY VW DEALER | | | | CO ADVISED CUSTOMER TEAM LEAD NOT AVAILABLE TO TAKE CALL LIVE; CUSTOMER CARE CENTER UNABLE TO AFFECT CREDIT; HANDLED THROUGH VCI; CAN FOLLOW UP ON DEALER APPOINTMENT; CUSTOMER CAN VISIT ANY VW DEALER; WILL FOLLOW UP TO ENSURE CLOCK SPRING WARRANTY EXT WASN┬┐T MISSED; CASE WOULD BE ESCALATED TO RCM | | | | CUSTOMER STATES WANTS TO SPEAK WITH SUPERVISOR | | | | SUPERVISOR PETER P ADVISED LEADERSHIP NOT ABLE TO AFFECT CREDIT; CAN ASSIST CUSTOMER IN GETTING VEHICLE TO DEALER | | | | CO ADVISED CUSTOMER NO LEADERSHIP AVAILABLE TO TAKE CALL; LEADERSHIP NOT ABLE TO AFFECT CREDIT; CAN ASSIST CUSTOMER IN GETTING VEHICLE TO DEALER | | | | CUSTOMER STATES HAS A CUSTOMER SERVICE ISSUE; THAT┬┐S WHY CUSTOMER WANTS TO SPEAK WITH LEADERSHIP; WILL CUSTOMER CALLED DEALER A MONTH AGO IT WAS NOT HANDLED PROPERLY; NOT CREDIT ISSUE; RECORDING CALL; WILL GO TO DEALER TO DAY "TO ACT A FOOL"; WILL CALL AN ATTORNEY; | | | | CO ADVISED DOESN┬┐T GIVE PERMISSION TO RECORD CALL; CAN FORWARD COMPLAINT TO DEALER REGARDING CONCERN; RCM WOULD FORWARD COMPLAINT; IF CUSTOMER OBTAINS AN ATTORNEY CUSTOMER CARE CENTER UNABL
12/13/2018 8:38:00 AM	(SUPERVISOR REVIEW) TEAM LEAD STATES: IF CUSTOMER SCHEDULES DEALER APPOINTMENT, CO TO ESCALATE TO RCM TO FOLLOW UP WITH DEALER REGARDING DIAGNOSIS; CO TO RETURN TO CUSTOMER. | | | |
12/13/2018 8:48:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | ANE T | CUSTOMER CARE ADVOCATE | | | | CO TO ESCALATE
12/13/2018 9:21:00 AM	CONTINUED COMMENT: TO SPEAK WITH CUSTOMER | | | | CUSTOMER REQUESTED CALL BACK FROM SUPERVISOR | | | | CO ADVISED TEAM LEAD WILL CALL CUSTOMER BY COB 12/14 | | | | CO TO ESCALATE
12/13/2018 9:51:00 AM	TEAM LEAD TO CALL CUSTOMER BY COB 12/14 REGARDING CUSTOMER CONCERNS WITH DEALER 425030 AND AIRBAG CLOCK SPRING WARRANTY EXT
12/14/2018 4:24:00 PM	CUSTOMER STATES SERVICE ADVISOR LLOYD AT 425030 HAD CUSTOMER COME INTO DEALER AND THEY REPLACED THE CLOCK SPRING REPLACED; CUSTOMER CALLED DEALER AND RECEPTIONIST GAVE WRONG INFORMATION ABOUT THE CLOCK SPRING BEING A SENSOR AND QUOTED $180 DIAGNOSIS AND OVER $1K IN REPAIRS; CUSTOMER GOT DIAGNOSIS AT INDEPENDENT BASED ON THIS TOO; SERVICE ADVISOR ADVISED THERE WAS A FEW PEOPLE THEIR RECEPTIONIST GAVE BAD INFORMATION TOO NOT GOING INTO WHAT ELSE HAPPENED TO DEALER YESTERDAY; | | | | SUPERVISOR ADVISED THAT I SUPPORT STEPS CO TOOK, AND WE CAN OFFER TO FILE A DEALER COMPLAINT FOR FALSE EXPECTATIONS SET BY DEALER 425030; CUSTOMER DECLINED AND WILL TAKE RECORDING OF CO AND PURSUE THIS OUTSIDE OF VW; DISCONNECTED; NO FURTHER ACTION
12/14/2018 4:29:00 PM	ASSIGNED FOR HANDLING; NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX9DW[redacted]
Owner Or Fleet	[redacted] Little Falls, MN, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/13/2018	Incident Date	N/A
Mileage	137,199		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 8:36:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 2:59:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI RECALL; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER RECALL; CUSTOMER PAID: $493.84 | | | SP TO GENERATE CHECK
1/17/2019 3:01:00 PM	WVGBV7AX9DW[redacted] VW TO REIMBURSE UNDER WECI RECALL; TOTAL: $493.84 | | | SP GNEERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 493.84 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A3XFC[redacted]
Owner Or Fleet	[redacted] EDMOND, OK, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/13/2018	Incident Date	N/A
Mileage	40,670		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 8:41:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 3:33:00 PM	CUSTOMER SEEKING REIMBURSMEENT UNDER WECY WARR.EXT.; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT; CUSTOMER PAID: $479.09 TAX: $13.05 TOTAL: $492.14 | | | | SP TO GENERATE CHECK
1/17/2019 3:40:00 PM	1VWBS7A3XFC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT.; TOTAL: $492.14 | | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 492.14 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A37CC[redacted]
Owner Or Fleet	[redacted] EDMOND, OK, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/13/2018	Incident Date	N/A
Mileage	39,923		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 8:57:00 AM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 9:48:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED MULTIPLE RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID; $773.13 | | | | SP TO GENERATE CHECK
1/25/2019 9:51:00 AM	GW - PROVIDED- FIRST OUT OF POCKET DATE
1/25/2019 9:54:00 AM	1VWBP7A37C[redacted]VW TO REIMBURSE UNDER WECY WARR.EXT AS GOODWILL DUE TO DATE OF REPAIR: TOTAL: $776.13 | | | | SP GENERATED CHECK REQUEST
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 776.13 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX2DW[redacted]
Owner Or Fleet	[redacted] Quincy, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/13/2018	Incident Date	N/A
Mileage	73,823		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 9:01:00 AM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 1:37:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI; SUBMITTED DIAGNOSIS FROM DEALER, REPAIRED AT INDEPENDENT WITHOUT RO, JUST POP; SHOWS PURCHASE OF CLOCK SPRING; VW TO REIMBURSE SOLELY PART UNDER WECI; CUSTOMER PAID: $328.85 | | | | SP TO GENERATE CHECK REQUEST
1/22/2019 1:44:00 PM	WVGBV7AX2DW[redacted] VW TO REIMBURSE UNDER WECI RECALL: TOTAL: $328.85 | | | | SP GENERATED CHECK REQUEST
1/26/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 328.85 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX8BW[redacted]
Owner Or Fleet	[redacted], Cicero, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/13/2018	Incident Date	N/A
Mileage	48,915		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 9:06:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 2:17:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID: $516.97 TAX: $24.42 TOTAL: $541.40 | | | | SP TO GENERATE CHECK REQUEST
1/17/2019 2:28:00 PM	GW - PROVIDED- FIRST OUT OF POCKET DATE
1/17/2019 2:29:00 PM	WVGBV7AX8BW[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT.; GW - PROVIDED- FIRST OUT OF POCKET DATE; TOTAL: $541.40 | | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 541.40 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A30EC[redacted]
Owner Or Fleet	[redacted] Auburn, AL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/13/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 9:08:00 AM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 2:03:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY RECALL; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $643.58 | | | SP TO GENERATE CHECK
1/22/2019 2:07:00 PM	1VWBN7A30EC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL: $643.58 | | | SP GENERATED CHECK REQUEST
1/26/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 643.58 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCH7A31CC[redacted]
Owner Or Fleet	[redacted]	AUBREY, TX, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/13/2018	Incident Date	N/A
Mileage	55,392		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 9:10:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 2:45:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI RECALL; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER RECALL; CUSTOMER PAID: $492.57 TAX: $18.12 TOTAL: $510.70 | | | SP TO GENERATE CHECK REQUEST
1/17/2019 2:49:00 PM	1VWCH7A31CC[redacted] VW TO REIMBURSE UNDER WECI RECALL; TOTAL: $510.70 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] OR AMOUNT $ 510.70 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWPL7AJ3CM[redacted]
Owner Or Fleet	[redacted] Bradenton, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2012		
Report Date	12/13/2018	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 9:18:00 AM	CUSTOMER STATES: VEHICLE IS PREOWNED; VEHICLE PURCHASED 2015 AT MILEAGE 30K; VEHICLE WAS PURCHASED; MAINTAINED AT VW DEALER; CUSTOMER EXPERIENCING: GOT WARRANTY EXT. LETTER AND WOULD LIKE TO KNOW IF I NEED TO SEND IT IN IF I HAVEN'T MADE ANY CHANGES: HAVE REPLACED THE CLOCK SPRING 3 TIMES | | | CUSTOMER SEEKING: WARRANTY EXT. INFORMATION | | | CO ADVISED: IF THERE IS NO CHANGE OR OUT OF POCKET EXPENSE THERE IS NO NEED ACTION TO TAKE; THE AIRBAG CLOCK SPRING WARRANTY IS GOOD UNTIL 120K MILES OR 2/20/22 WOF | | | CUSTOMER THANKS | | | CO TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WA1ECCFS3JR[redacted]
Owner Or Fleet	[redacted] Des Plaines, IL, [redacted]		
Make, Model, Model Year	Audi, Q3, 2018		
Report Date	12/13/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	8X0953501H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 9:12:00 AM	CUSTOMER STATED/SEEKS: I TOOK MY VEHICLE FOR CAR WASH; NO ONE CAME TO SAY HELLO; I HAD TO GO INSIDE TO FIND SOMEONE TO HELP; I NEVER HAD THIS PROBLEM WITH MERCEDES; THE SERVICE HAS NOT BEEN GOOD WITH THE DEALER; THE MEMORY IN THE COMPUTER IS ALMOST FULL EVEN THOUGH THE VEHICLE IS NEW; THE DEALER DID NOT REMOVE THE MEMORY FROM BEFORE WE PURCHASED THE VEHICLE; HOFFMAN ESTATES WHICH IS NOT WHERE WE PURCHASED; BUT THEY WOULD NOT WASH MY VEHICLE BECAUSE WE DID NOT PURCHASE THE VEHICLE FROM THERE; I WAS VERY SURPRISED; I NEVER HAD THIS PROBLEM BEFORE; I LIKED MY PREVIOUS AUDIS BUT I AM REGRETTING TRADING IN MY MERCEDES FOR THIS AUDI; WITH YOUR DEALER THE FLOOR MAT WAS WET AND THEY JUST PUT IT BACK; THAT WAS NOT PROFESSIONAL. CUSTOMER ADVOCATE ADVISED: I AM SORRY FOR YOUR EXPERIENCE MA'AM I WILL CERTAINLY MAKE A RECORD OF THIS HERE SO THAT WE CAN GET THIS FEEDBACK TO THE DEALER TO HELP THEM MAKE IMPROVEMENTS IN THE FUTURE. CUSTOMER STATED: WE SENT A MESSAGE TO THE DEALER AFTER THEY SENT A SURVEY; WE EXPRESSED OUR UNHAPPINESS AND THE PROBLEMS WITH THE VEHICLE; ONCE WE FINISHED PURCHASING THE VEHICLE; I HAD TO GO AND FIND THE KEYS AND NO CAME OUT SIDE TO HELP ME FIGURE OUT HOW TO OPERATE THE VEHICLE; ALSO THE VEHICLE WAS DIRTY AS WELL; THEY OFFERED TO WASH THE CAR, BUT AFTER A FEW MINUTES THEY BROUGHT THE VEHICLE BACK BUT IT WAS NOT REALLY CLEAN; THE SERVICE SHOULD NOT BE LIKE THAT; WE BUY EXPENSIVE CARS LIKE THIS FOR THE SERVICE; I DO NOT WANT TO HAVE PROBLEMS WITH THE DEALER JUST BECAUSE I DID NOT BUY IT THERE. CUSTOMER ADVOCATE ADVISED: I CAN UNDERSTAND YOUR CONCERNS MA'AM BUT THE CAR WASH IS DIFFERENT FROM A RECALL OR WARRANTY REPAIR; ANY DEALER WILL BE ABLE TO LOOK AT YOUR VEHICLE FOR THIS TYPE OF CONCERN; THE CAR WASH IS A COURTESY PROGRAM THAT HOFFMAN AUDI MIGHT NOT PARTICIPATE IN; BUT A CONCERN WITH YOUR AIRBAG LIGHT THEY WILL BE ABLE TO LOOK INTO FOR YOU. CUSTOMER STATED: OKAY I WILL GOT TO THE DEALER. CUSTOMER ADVOCATE ADVISED: I CAN CONNECT YOU WITH THE DEALER.
12/13/2018 9:42:00 AM	CONTINUED COMMENT: CUSTOMER STATED: NO. THANK YOU I WILL GO. CUSTOMER ADVOCATE TO CLOSE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCP7A34DC[redacted]
Owner Or Fleet	[redacted] Harriman, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/13/2018	Incident Date	N/A
Mileage	51,708		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 9:12:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 4:22:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI RECALL; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARR/RECALL; CUSTOMER PAID: $498.81 | | | | SP TO GENERATE CHECK REQUEST
1/17/2019 4:24:00 PM	1VWCP7A34DC[redacted] VW TO REIMBURSE UNDER WECI; TOTAL: $498.81 | | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 498.81 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX3EW[redacted]
Owner Or Fleet	[redacted] Clarkston, MI, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/13/2018	Incident Date	N/A
Mileage	31,007		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 9:13:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 4:33:00 PM	CUSTOMER SEKEING REIMBURSEMEMENT UNDER WECY WARR.EXT; SUBMITTED RO AND PO; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARR.EXT; CUSTOMER PAID :$390.31 | | | | SP TO GENERATE CHECK REQUEST
1/17/2019 4:35:00 PM	WVGAV3AX3EW[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL: $390.31 | | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 390.31 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX9CW[redacted]
Owner Or Fleet	[redacted] HOUSTON, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/13/2018	Incident Date	N/A
Mileage	68,085		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 9:20:00 AM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 12:01:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR; SUBMITTED RO; VERIFIED POP IN XTIME; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $677.95 TAX: $18.12 TOTAL: $696.08 | | | | SP TO GENERATE CHECK | | | |
1/18/2019 12:06:00 PM	WVGAV7AX9CW[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT.; TOTAL: $696.08 | | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 696.08 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH0BV[redacted]
Owner Or Fleet	[redacted] CALIFON, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2011		
Report Date	12/13/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Mileage	88,421

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 9:21:00 AM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 1:27:00 PM	CUSTOMER SEEKING REIMBURSMENT UNDER WECI RECALL; SUBMITTED RO AND POP: SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $398.85 | | | SP TO GENERATE CHECK
1/18/2019 1:29:00 PM	WVWBW7AH0BV[redacted] VW TO REIMBURSE UNDER WECI RECALL; TOTAL: $398.85 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 398.85 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX7DW[redacted]
Owner Or Fleet	[redacted] Phoenixville, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/13/2018	Incident Date	N/A
Mileage	40,455		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 9:24:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 11:30:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS OIL CHANGE, SAFETY INSPECTION AND REPAIRS DONE TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 12/14/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CLOCK SPRING ONLY AS GOODWILL; PARTS: $290.07; LABOR: $240.00; TAX: $31.80; TOTAL: $561.87 | | | SP TO GENERATE CHECK REQUEST
1/17/2019 11:33:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/17/2019 11:34:00 AM	WVGAV3AX7DW[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $561.87 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 561.87 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW1K7AJ3CM[redacted]
Owner Or Fleet	[redacted] Kitty Hawk, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/13/2018	Incident Date	N/A
Mileage	107,253		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 9:37:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 11:47:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING DONE BEFORE 120K MILES; RO IS DATED 08/16/2016; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/3018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $605.98 | | | SP TO GENERATE CHECK REQUEST
1/17/2019 11:48:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/17/2019 11:49:00 AM	3VW1K7AJ3CM[redacted]VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $605.98 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK #[redacted]OR AMOUNT $ 605.98 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4A7AJ5DM[redacted]
Owner Or Fleet	[redacted] ORLANDO, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	12/13/2018	Incident Date	N/A
Mileage	56,358		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 9:46:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 1:07:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; RO SHOWS THAT CUSTOMER WAS ONLY CHARGED FOR LABOR; VW TO REIMBURSE TOTAL; TOTAL: $237.23 | | | SP TO GENERATE CHECK REQUEST
1/17/2019 1:08:00 PM	3VW4A7AJ5DM[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $237.23 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 237.23 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A32EC[redacted]
Owner Or Fleet	[redacted] ROCKAWAY, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/13/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 10:15:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 1:52:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 10/07/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $618.31 | | | SP TO GENERATE CHECK REQUEST
1/17/2019 1:54:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/17/2019 1:54:00 PM	1VWBT7A32EC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $618.31 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 618.31 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCP7A31CC[redacted]
Owner Or Fleet	[redacted]	Bakersfield, CA, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/13/2018	Incident Date	N/A
Mileage	109,446		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 10:29:00 AM	MEDIA ATTACHED IN DOC CENTER
12/28/2018 10:57:00 AM	CUSTOMER STATES SENT IN REPAIR ORDER AND POP | | | CUSTOMER SEEKING TO KNOW IF PAPERWORK WAS RECEIVED BY VW | | | CUSTOMER ADVOCATE ADVISED REPAIR ORDER AND POP WERE RECEIVED ON 12/13/2018; REVIEW PROCESS NORMALLY TAKES 120 DAYS | | | CO TO REVIEW
1/17/2019 2:04:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $661.10 | | | SP TO GENERATE CHECK REQUEST
1/17/2019 2:05:00 PM	1VWCP7A31CC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $661.10 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 661.10 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW3L7AJ3CM[redacted]
Owner Or Fleet	[redacted] McMinnville, OR, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/13/2018	Incident Date	N/A
Mileage	65,352		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 10:57:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 2:29:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED TWO RO AND POP FROM DEALER; RO DATED 11/03/2017 SHOWS BATTERY REPLACEMENT AND DIAGNOSIS STATING THAT THE SPIRAL CABLE NEEDS TO BE REPLACED; RO DATED 11/10/2017 SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $486.00 | | | SP TO GENERATE CHECK REQUEST
1/17/2019 2:34:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/17/2019 2:35:00 PM	3VW3L7AJ3CM[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $486.00 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 486.00 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX2BW[redacted]
Owner Or Fleet	[redacted] LONDONDERRY, NH, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/13/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 11:02:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 3:18:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING WITHIN TIME FRAME; VW TO REIMBURSE CAP AMOUNTS FOR WECI WARR EXT; PARTS: $290.07; LABOR: $178.00; TAX: $18.12; TOTAL: $486.19 | | | SP TO GENERATE CHECK REQUEST AND CAP REIMBURSEMENT LETTER
1/17/2019 3:22:00 PM	WVGBV7AX2BW[redacted] VW TO REIMBURSE CAP AMOUNT FOR WECI WARR EXT; TOTAL: $486.19 | | | SP GENERATED CHECK REQUEST
1/17/2019 3:24:00 PM	SP MAILED CAP REIMBURSEMENT LETTER
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 486.19 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4T7AJ3EM[redacted]
Owner Or Fleet	[redacted] MEDIA, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	12/13/2018	Incident Date	N/A
Mileage	72,961		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 11:03:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 2:49:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS DONE TO CLOCK SPRING BEFORE 120K MILES; VW TO REIMBURSE TOTAL; TOTAL: $525.73 | | | | SP TO GENERATE CHECK REQUEST
1/17/2019 2:52:00 PM	3VW4T7AJ3EM[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $525.73 | | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 525.73 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32DC[redacted]
Owner Or Fleet	[redacted] La Mesa, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/13/2018	Incident Date	N/A
Mileage	45,068		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 11:06:00 AM	MEDIA ATTACHED IN DOC CENTER
1/4/2019 4:34:00 PM	CUSTOMER STATES: SENT IN DOCUMENTS FOR REIMBURSEMENT REVIEW LAST MONTH AND HAS NOT HEARD BACK; | | | | CUSTOMER SEEKING: AN UPDATE ON THE CLAIM; | | | | CUSTOMER ADVOCATE ADVISED: THE REVIEW PROCESS WILL TAKE UP TO 90 BUSINESS DAYS TO COMPLETE ONCE COMPLETED THE CUSTOMER WILL BE PROVIDED A WRITTEN DECISION VIA POSTAL MAIL; | | | | CUSTOMER ACKNOWLEDGED; | | | | SP TO REVIEW.
1/17/2019 3:50:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS BULB REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $348.08; LABOR: $181.25; TAX: $25.23; TOTAL: $554.56 | | | | SP TO GENERATE CHECK REQUEST
1/17/2019 3:53:00 PM	1VWBP7A32DC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $554.56 | | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 554.56 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A36CC[redacted]
Owner Or Fleet	[redacted] South Bend, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/13/2018	Incident Date	N/A
Mileage	108,901		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 11:11:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 2:15:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 180,901 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $261.07; LABOR $167.80; TAX $18.27; TOTAL $447.14. | | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 2:20:00 PM	1VWBP7A36CC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $447.14. | | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 447.14 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7ANXDE[redacted]
Owner Or Fleet	[redacted] NEWARK, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	12/13/2018	Incident Date	N/A
Mileage	82,957		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 11:11:00 AM	MEDIA ATTACHED IN DOC CENTER
12/18/2018 12:40:00 PM	CUSTOMER STATES: SUBMITTED DOCUMENTS FOR POSSIBLE REIMBURSEMENT; WONDERING UPDATE IN CASE; ALSO PAID $200 FOR DIAGNOSIS; EPC LIGHT PREVIOUSLY CAME UP FOR BUILDUP OF CARBON IN INJECTORS BY DEALER 408228; TOLD IT WAS FOR SOMETHING ELSE AND DEALER 408272 NEEDED TO REFUND | | | CUSTOMER SEEKS: UPDATE IN CASE | | | CUSTOMER ADVOCATE ADVISED: RECEIVED 12/13; SHOW STAMPED PAID CASH AND REPAIR ORDER; CURRENTLY IN LINE TO BE REVIEWED BY SP; WILL RECEIVE AN UPDATE IN THE MAIL WITHIN 90 BUSINESS DAYS; CAN REPLY BACK TO CASE REFERENCE EMAIL WITH PROOF OF DIAGNOSIS AMOUNT PAID; CAN FILE DEALER COMPLAINT FOR 408228; ULTIMATE RESOLUTION WILL COME FROM DEALER | | | CUSTOMER STATES: WILL WAIT FOR REIMBURSEMENT CASE TO BE CLOSED THEN WILL TAKE CARE OF ISSUE WITH DEALER | | | CUSTOMER THANKS | | | SP TO REVIEW
1/17/2019 12:23:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $544.90. | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 12:24:00 PM	WVWBP7ANXDE[redacted] VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $544.90. | | | GENERATED CHECK REQUEST.
1/22/2019 1:05:00 PM	CUSTOMER STATES; HAD REPAIR COMPLETED ON VEH FOR AIRBAG CLOCKSPRING FOR $544.90 | | | CUSTOMER SEEKING; AWAITING TO RECIEVE CHECK WITH REIMBURSMENT | | | CA ADVSIED; LOOKED INTO CUSTOMERS CASE NOTES AND HAS SEEN AS OF 1-17-2019 THE CHECK IS TO BE GENERATED WITH THE SPECIAL PROJECTS TEAM AND SHOULD TAKE ABOUT 3-4 WEEKS FOR CUSTOMER TO RECIEVE CHECK IN THE MAIL; CUSTOMER ACCEPTED AND EXPLAINED DISSATISFIED WITH PROCESS FOR REIMBURSEMENT; CO ADVISED WILL DOCUMENT CUSTOMERS CONCERNS; | | | CUSTOMER TO AWAIT TO RECIEVE CHECK FOR $544.90 | | | NO FURTHER ACTION
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 544.90 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A32EC[redacted]
Owner Or Fleet	[redacted] Williamsport, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/13/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 11:13:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 4:02:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; VW TO REIMBURSE TOTAL; TOTAL: $577.77 | | | | SP TO GENERATE CHECK REQUEST
1/17/2019 4:03:00 PM	1VWBT7A32EC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $577.77 | | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 577.77 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCH7A3XC[redacted]
Owner Or Fleet	[redacted] Mc Leansville, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/13/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 11:16:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 12:55:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; VW TO REIMBURSE AS GOODWILL DUE TO THE DATE OF THE REPAIR BEING BEFORE THE FIRST OUT OF POCKET DATE; VW TO REIMBURSE TOTAL: $609.43. | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 12:57:00 PM	1VWCH7A3XCC[redacted]VW TO REIMBURSE WECY WARRANTY EXTENSION AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $609.43. | | | GENERATED CHECK REQUEST.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 609.43 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A31DC[redacted]
Owner Or Fleet	[redacted], Minneapolis, MN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/13/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 11:19:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 2:36:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 44,409 MILES; REPAIR ORDER DATE IS 12/14/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE CAP AMOUNT FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; PARTS $290.07; LABOR $248.04; TAX $30.30; TOTAL $568.41. | | | SP TO GENERATE CHECK REQUEST AND MAIL CAP AMOUNT LABOR.
1/17/2019 2:40:00 PM	1VWBP7A31DC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $568.41. | | | SP GENERATED CHECK.
1/17/2019 2:43:00 PM	SP MAILED CAP AMOUNT LETTER.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 568.41 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBA7AH4AV[redacted]
Owner Or Fleet	[redacted] MT ZION, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	12/13/2018	Incident Date	N/A
Mileage	56,129		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 11:21:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 1:24:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $728.46. | | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 1:25:00 PM	WVWBA7AH4AV[redacted]VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $728.46. | | | | GENERATED CHECK REQUEST.
1/21/2019 1:23:00 PM	CUSTOMER STATES: SHE RECEIVED A WARRANTY EXTENSION LETTER; SHE PAID FOR THE CLOCK SPRING AND SUBMITTED HER DOCUMENTATION IN 11-2019 | | | | CUSTOMER SEEKING: UPDATE | | | | CUSTOMER ADVOCATE ADVISED: HER REIMBURSEMENT HAS BEEN PROCESSED; SHE WILL RECEIVE A CHECK IN THE AMOUNT OF $728.46 WITHIN 7-10 BUSINESS DAYS | | | | | WAIT CHECK
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 728.46 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A39C[redacted]
Owner Or Fleet	[redacted] Brady, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/13/2018	Incident Date	N/A
Mileage	118,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 11:29:00 AM	CUSTOMER STATES: USTOMER RECEIVED A WARRANTY EXTENSION NOTICE FOR THE AIRBAG CLOCK SPRING; CUSTOMER HAS HAD HIS CLOCK SPRING REPLACED AND HAS THE INVOICE FROM THE DEALER, BUT THE INVOICE DOES NOT STATE HOW BILL WAS PAID; CUSTOMER ASKS IF THE INVOICE WILL SUFFICE, OR IF HE NEEDS TO SEND IN MORE PAYMENT DOCUMENTATION | | | CUSTOMER SEEKING: TO KNOW WHAT HE SHOULD BE SENDING FOR POP | | | CO ADVISED: PROOF OF PAYMENT CAN BE IN THE FORM OF A COPY OF CREDIT CARD RECEIPT, CANCELLED CHECK, BANK OR CREDIT CARD STATEMENT, STATEMENT ON COMPANY LETTERHEAD FROM THE OWNER OF THE REPAIR FACILITY VERIFYING THAT REPAIRS WERE PAID IN CASH; CUSTOMER CAN MAIL, EMAIL, OR FAX IN DOCUMENTATION; CUSTOMER NEEDS TO SEND IN THE REPAIR ORDER AND PROOF OF PAYMENT; CO ADVISED CUSTOMER PUT CASE NUMBER ON TOP OF DOCUMENTATION; CO PROVIDED CUSTOMER WITH CASE NUMBER AND EMAIL TO SEND DOCUMENTATION; CO WILL EMAIL CASE NUMBER AND WAYS TO SEND DOCUMENTATION; CUSTOMER HAS WARRANTY EXTENSIONS FOR THE TDI WARRANTY EXTENSION, THE DIESEL HIGH PRESSURE FUEL PUMP, EXHAUSE FLAP, TDI TURBOCHARGER, ADBLUE HEATER; ALL OF THE MENTIONED WARRANTY EXTENSIONS ARE FOR 10YEARS/120K MILES WOF FROM IN SERVICE DATE OF 2/23/12; CUSTOMER ALSO HAS THE AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 15 YEARS; | | | CO TO ESCALATE TO TEAM 5 FOX | | |
12/13/2018 11:38:00 AM	TEAM 5 FOX TO EMAIL CUSTOMER WAYS TO SEND IN REIMBURSMENT | | | CUSTOMER NEEDS TO SEND IN PROOF OF PAYMENT AND REPAIR ORDER; CUSTOMER SHOULD PUT CASE NUMBER ON TOP OF DOCUMENTATION | | FAX: 248-754-6504 | | EMAIL: VWCUSTOMERCARE@VW.COM | | ADDRESS: 3800 W HAMLIN RD., AUBURN HILLS, MI 48326
12/13/2018 11:40:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┤T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | CIDNEY H | CUSTOMER CARE ADVOCATE |
12/13/2018 2:00:00 PM	MEDIA ATTACHED IN DOC CENTER
12/18/2018 8:12:00 AM	CO TO REVIEW CUSTOMER'S ATTACHMENT AND HANDLE CASE AS NECESSARY
12/19/2018 12:27:00 PM	CO ADVISED: CUSTOMER'S INVOICE AND PROOF OF PAYMENT HAS BEEN RECEIVED; CO WILL SEND THE DOCUMENTS TO THE REIMBURSEMENT TEAM SO THE REVIEW PROCESS CAN START | | | CUSTOMER STATES: CUSTOMER TOOK HIS VEHICLE INTO A VW DEALERSHIP, DUE TO A LOUD TICKING SOUND ON THE MOTOR; BECAUSE VEHICLE DOES NOT GIVE AN ENGINE CODE, THE DEALER WILL COVER 50% OF THE REPAIRS; CUSTOMER WANTS TO KNOW WHY ALL THE REPAIRS WILL NOT BE COVERED UNDER THE TDI WARRANTY EXTENSION | | | CO ADVISED: AN RCM CAN FOLLOW UP WITH THE DEALER TO GAIN CLARIFICATION--CUSTOMER DECLINED; CO OFFERED THE TDI SETTLEMENT NUMBER; | | | CUSTOMER ASKED CO TO EMAIL THE TDI SETTLEMENT TEAM | | | CO TO ESCALATE TO TEAM 5 FOX
12/19/2018 12:36:00 PM	TEAM 5 FOX TO EMAIL CUSTOMER THE TDI SETTLEMENT NUMBER | | | 844-982-5246
12/19/2018 12:40:00 PM	CATEGORY SELECTION : ENGANDENGCOOLING / NOISE / LOUD NOISES COMING FROM ENGINE;
12/19/2018 12:42:00 PM	REFERENCE #[redacted] | | DEAR MR. [redacted] | AS PROMISED, I WANTED TO PROVIDE YOU WITH THE PHONE NUMBER FOR THE TDI SETTLEMENT DEPARTMENT. THEY CAN BE REACHED AT 844-982-5246. | | I HOPE YOU HAVE A FANTASTIC AND SAFE HOLIDAY. IF YOU HAVE ANY OTHER QUESTIONS, PLEASE FEEL FREE TO EMAIL ME AGAIN. I AM HERE TO HELP IN ANY WAY THAT I CAN. | | SINCERELY, | | CIDNEY H. | | CUSTOMER CARE ADVOCATE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A39CC[redacted]
Owner Or Fleet	[redacted], Brady, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/13/2018	Incident Date	N/A
Mileage	118,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/17/2019 4:16:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 101,383 MILES; POP VERIFIED IN X TIME; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $290.07; LABOR $220.00; TAX $18.12; TOTAL $528.19. | | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 4:23:00 PM	1VWBN7A39CC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $528.19. | | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 528.19 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN5AE[redacted]
Owner Or Fleet	[redacted] Sherman, IL, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	12/13/2018	Incident Date	N/A
Mileage	134,848		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501BG		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 11:22:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 1:28:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; CUST PAID $627.61 FOR REPAIRS; TAX $37.06; VW TO REIMBURSE TOTAL: $664.67. | | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 1:31:00 PM	WVWMN7AN5AE[redacted] VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $664.67. | | | | GENERATED CHECK REQUEST.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 664.67 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2FW[redacted]
Owner Or Fleet	[redacted] Franklin, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	12/13/2018	Incident Date	N/A
Mileage	62,553		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 11:23:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 2:52:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 62,553 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $570.79. | | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 2:53:00 PM	WVGAV7AX2FW[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $570.79. | | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 570.79 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHN7AN1CE[redacted]
Owner Or Fleet	[redacted] New Orleans, LA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	12/13/2018	Incident Date	N/A
Mileage	106,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 11:33:00 AM	CUSTOMER STATES: ORIGINAL OWNER; VEHICLE WAS PURCHASED; CUSTOMER STATES: GOT THE WARRANTY EXT. LETTER FOR THE STEERING AIRBAG AND I TOOK MY CAR TO THE DEALER BUT THEY TOLD ME THE NOISE I HEAR WHEN TURNING THE STEERING WHEEL ISN┬┐T PART OF THAT; THEY AIR GOING TO DO THE AIRBAG AND FUEL PUMP RECALLS BUT SHE ALSO SAID THEY COULDN┬┐T DO THE STEERING LOCK RECALL FOR MY CAR WOULD LIKE TO KNOW WHY | | | CUSTOMER SEEKS; RECALL INFORMATION | | | CO ADVISED: THE WARRANTY EXT. APPLIES ONLY TO THE AIRBAG CLOCK SPRING UNTIL 3/17/2027 FOR ANY REPAIRS FOR THE AIRBAG CLOCK SPRING; RECALLS ARE VIN SPECIFIC; THE BEST WAY TO KNOW IF A RECALL APPLIES TO YOUR VEHICLE IS TO VISIT [redacted] RECALLS AND PUT THE VIN OR GIVE US A CALL; THE ONLY OPEN RECALLS ON THE VEHICLE IS BEING TAKEN CARE OF BY THE DEALER AND THEY CAN APPLY OR ADD ANY OTHERS; THEY CAN AT THE AUTHORIZATION OF YOUR EXPENSE PERFORM A DIAGNOSIS AND REPAIR THE VEHICLE | | | CO TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN7AE[redacted]
Owner Or Fleet	[redacted] FORT LAUDERDALE, FL, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	12/13/2018	Incident Date	N/A
Mileage	57,394		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 11:29:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 3:28:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 57,394 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $324.44; LABOR $72.00; TAX $23.78; TOTAL $420.22. | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 3:31:00 PM	WVWMN7AN7AE[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $420.22. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 420.22 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A31FC[redacted]
Owner Or Fleet	[redacted] Atwater, OH [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/13/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 11:32:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 3:45:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 58,773 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $597.87. | | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 3:47:00 PM	1VWAS7A31FC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $597.87. | | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 597.87 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A35CC[redacted]
Owner Or Fleet	[redacted] EUGENE, OR, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/13/2018	Incident Date	N/A
Mileage	64,664		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 11:31:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 3:37:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 64,664 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $307.83; LABOR $344.55; TOTAL $652.38. | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 3:40:00 PM	1VWAP7A35CC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $652.38. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 652.38 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH9CV[redacted]
Owner Or Fleet	[redacted] Westfield, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	12/13/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Mileage	64,689

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 11:34:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 3:58:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 64,689 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $278.60; LABOR $269.90; TAX $39.01; TOTAL $587.51. | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 4:01:00 PM	WVWBW7AH9CV[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $587.51. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 587.51 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A34DC[redacted]
Owner Or Fleet	[redacted] Dudley, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/13/2018	Incident Date	N/A
Mileage	100,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 11:38:00 AM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 8:36:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $433.75 | | | | SP TO GENERATE CHECK REQUEST
1/18/2019 8:37:00 AM	1VWAP7A34DC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $433.75 | | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 433.75 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A33DC[redacted]
Owner Or Fleet	[redacted] Stuart, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/13/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 11:40:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 4:28:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 37,899 MILES; REPAIR ORDER DATE IS 10/13/2016; FIRST OUT OF POCKET DATE IS 05/23/2018; CUSTOMER PAID FOR LABOR ONLY; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $255.99. | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 4:30:00 PM	1VWBH7A33DC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $255.99. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 255.99 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWLZ7AJ6BM[redacted]
Owner Or Fleet	[redacted] Fuquay Varina, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	12/13/2018	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 11:57:00 AM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 10:05:00 AM	RO SUBMITTED ONLY SHOWS LABOR, NO PART NUMBER; SP FOUND WHERE VEHICLE WAS DIAGNOSED AND PART ORDERED VIA XTIME; SP CALLED DEALER TO HAVE THEM SEND RO; DEALER ADVISED WOULD FAX
1/18/2019 10:37:00 AM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 11:18:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED 2 REPAIR ORDER'S AND 2 POP'S FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 113,149 MILES; REPAIR ORDER DATE IS 11/18/2016; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; PARTS $297.11; LABOR $286.16; TAX $14.11; TOTAL $597.38. | | | SP TO GENERATE CHECK REQUEST.
1/18/2019 11:23:00 AM	3VWLZ7AJ6BM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $597.38. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 597.38 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A36EC[redacted]
Owner Or Fleet	[redacted] Augusta, ME, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/13/2018	Incident Date	N/A
Mileage	47,259		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 11:59:00 AM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 3:07:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES/SEEKING: SENT IN DOCUMENTS FOR REIMBURSEMENT; REQUESTED STATUS OF CASE | | | CUSTOMER ADVOCATE ADVISED: DOCUMENTS WERE RECEIVED 12/13; ADVISED REVIEW PROCESS CAN TAKE UP TO 60 DAYS; ADVISED DECISION AND/OR CHECK WILL BE MAILED TO CUSTOMER AS SOON AS IT IS AVAILABLE; ADVISED CUSTOMER SHOULD REACH BACK OUT IF DECISION IS NOT RECEIVED BY THAT DATE; PROVIDED CASE NUMBER | | | CUSTOMER THANKED | | | SP TO REVIEW
1/18/2019 8:16:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 47,259 MILES; REPAIR ORDER DATE IS 10/28/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; PARTS $290.07; LABOR $145.50; TAX $15.95; TOTAL $451.52. | | | SP TO GENERATE CHECK REQUEST.
1/18/2019 8:22:00 AM	1VWBT7A36EC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $451.52. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 451.52 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW567AJ2CM[redacted]
Owner Or Fleet	[redacted] Wheaton, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/13/2018	Incident Date	N/A
Mileage	40,010		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 12:13:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 8:36:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 40,010 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $445.82. | | | | SP TO GENERATE CHECK REQUEST.
1/18/2019 8:38:00 AM	3VW567AJ2CM[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $445.82. | | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 445.82 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32DC[redacted]
Owner Or Fleet	[redacted]	Chicago, IL, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/13/2018	Incident Date	N/A
Mileage	54,981		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 12:32:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 8:58:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 54,981 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $342.74; LABOR $296.00; TAX $24.84; TOTAL $663.58. | | | SP TO GENERATE CHECK REQUEST.
1/18/2019 9:04:00 AM	1VWBP7A32DC[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $663.85. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 663.58 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJXBM[redacted]
Owner Or Fleet	[redacted] WYANDOTTE, MI, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	12/13/2018	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 12:35:00 PM	CUSTOMER STATES: CUSTOMER RECEIVED THE AIRBAG CLOCK SPRING WARRANTY EXTENSION NOTICE IN THE MAIL; | | | | CUSTOMER SEEKING: AIR BAG WARRANTY EXTENSION CLARIFICATION | | | | CO ADVISED: CUSTOMER HAD THE AIRBAG CLOCK SPRING WARRANTY EXTENSION ON VEHICLE FOR 10YEARS/120K MILES WOF; CUSTOMER IS OUTSIDE OF THE WARANTY PARAMETERS BY 26K MILES; THE REIMBURESMENT REQUEST FORM IS FOR CUSTOMERS WHO HAVE ALREADY HAD THE CLOCK SPRING REPLACED AND INCURRED OUT OF POCKET EXPENSES; | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX9DW[redacted]
Owner Or Fleet	[redacted] Duluth, MN, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/13/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 2:18:00 PM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 4:25:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; VW TO REIMBURSE TOTAL; TOTAL: $502.52 | | | | SP TO GENERATE CHECK REQUEST
1/17/2019 4:27:00 PM	WVGBV3AX9DW[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $502.52 | | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 502.52 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCH7A33CC[redacted]
Owner Or Fleet	[redacted] Apopka, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/13/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 2:20:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 8:27:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS FRONT CONTROL ARM BUSHINGS REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $391.59; LABOR: $255.50; TAX: $38.82; TOTAL: $685.91 | | | | SP TO GENERATE CHECK REQUEST
1/18/2019 8:29:00 AM	1VWCH7A33CC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $685.91 | | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 685.91 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX4DW[redacted]
Owner Or Fleet	[redacted] RIDGEFIELD, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/13/2018	Incident Date	N/A
Mileage	82,118		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 2:26:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 9:07:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 5/9/2018; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $688.37 | | | SP TO GENERATE CHECK REQUEST
1/18/2019 9:08:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/18/2019 9:09:00 AM	WVGAV3AX4DW[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $688.37 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 688.37 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34CC[redacted]
Owner Or Fleet	[redacted] Henderson, NV, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/13/2018	Incident Date	N/A
Mileage	84,524		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 2:38:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 9:45:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $613.35 | | | SP TO GENERATE CHECK REQUEST
1/18/2019 9:53:00 AM	1VWBP7A34CC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $613.35 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 613.35 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A37CC[redacted]
Owner Or Fleet	[redacted] Marysville, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/13/2018	Incident Date	N/A
Mileage	121,011		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 2:44:00 PM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 2:39:00 PM	CUST SEEKING REIMBUSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; WECI DOES NOT HAVE A MILEAGE RESTRICTION; VW TO REIMBURSE TOTAL: $774.58. | | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 2:40:00 PM	1VWBP7A37CC[redacted] VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $774.58. | | | | GENERATED CHECK REQUEST.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 774.58 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4A7AJ3CM[redacted]
Owner Or Fleet	[redacted] SANFORD, ME, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/13/2018	Incident Date	N/A
Mileage	41,536		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 2:51:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 10:36:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS OIL CHANGE AND PROGRAMMING OF CLOCK SPRING; RO IS DATED 11/21/2014; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CLOCK SPRING ONLY AS GOODWILL; PARTS: $195.00; LABOR: $107.30; NO TAX IN NEW HAMPSHIRE; TOTAL: $302.30 | | | | SP TO GENERATE CHECK REQUEST
1/18/2019 10:39:00 AM	3VW4A7AJ3CM[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $302.30 | | | | SP GENERATED CHECK REQUEST
1/18/2019 10:39:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 302.30 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWAB7AJ4BW[redacted]
Owner Or Fleet	[redacted] Bend, OR, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2011		
Report Date	12/13/2018	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5K0953549B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 2:58:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 10:21:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS 10,000 MILE SERVICE PERFORMED, CLOCK SPRING AND HARNESS REPLACED; WECY WARR EXT COVERS CLOCK SPRING ONLY; RO IS DATED 4/22/2016; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CLOCK SPRING ONLY AS GOODWILL; PARTS: $385.57; LABOR: $224.00; NO TAX IN OREGON; TOTAL: $609.57 | | | | SP TO GENERATE CHECK REQUEST AND REPAIRS NOT RELATED LETTER
1/18/2019 10:24:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/18/2019 10:25:00 AM	WVWAB7AJ4BW[redacted]VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $609.57 | | | | SP GENERATED CHECK REQUEST
1/18/2019 10:27:00 AM	SP MAILED REPAIRS NOT RELATED LETTER
1/24/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 609.57 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDZ7AJ2BM[redacted]
Owner Or Fleet	[redacted], Ridgecrest, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	12/13/2018	Incident Date	N/A
Mileage	119,561		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 4:06:00 PM	TALK TIFFANY / TYPE DENNISHA | | | CUSTOMER: STATES SHE RECEIVED A LETTER REGARDING EXTENDED WARRANTIES; CUSTOMER WANTS RECORD OF OLD RECALLS; CUSTOMER STATES SPEAKERS MAKE NOISE AND RADIO IS NOT WORKING, AIRBAG LIGHT ON, AND HORN NOT WORKING. | | | CUSTOMER SEEKING MORE INFORMATION ON EXTENDED WARRANTY AND RECORD OF OLD RECALLS. | | | CO ADVISED: WE DO NOT KEEP SERVICE HISTORY ON FILE; CO ADVISED A LETTER STATING THERE ARE NO OPEN RECALLS ON VEHICLE; CO ADVISED CUSTOMER THAT THEY CAN GO ON [redacted] TO SEE IF THEIR VEHICLE HAS ANY RECALLS; CO ADVISED CUSTOMER HAS AIRBAG CLOCK SPRING WARRANTY EXT 120K / 01/02/2021 WOF; IF CUSTOMER HAS SYMPTOMS OF RECALL LETTER, WOULD TAKE TO DEALER FOR DIAGNOSIS, CO0 OFFERED TO SCHEDULE APPOINTMENT FOR CUSTOMER AT NEAREST DEALER 422585, | | | CUSTOMER STATES WILL DO SO HER SELF | | | CO TO ESCALATE TO TEAM5 FOX TO SEND CUSTOMER LETTER STATING VEHICLE HAS NO OPEN RECALLS
12/13/2018 4:17:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS PROMISED, HERE┬┤S THE INFORMATION FOR YOUR CLOSEST VW DEALERSHIP. | | ANTELOPE VALLEY VOLKSWAGEN | 39050 CARRIAGE WAY | PALMDALE, CA 93551 | (661) 273-2500 | | I HOPE THIS HELPS. IF I CAN BE OF FUTURE ASSISTANCE, DON┬┤T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY BACK TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | TIFFANY L | CUSTOMER CARE ADVOCATE |
12/13/2018 4:18:00 PM	TEAM 5 FOX TO WRITE LETTER INFORMING CUST THAT VEH CURRENTLY HAS NO OPEN RECALLS AT [redacted] | | | | TEAM 5 FOX TO REVIEW | |
12/17/2018 2:28:00 PM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.
12/17/2018 2:29:00 PM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY
12/17/2018 3:42:00 PM	| | | | _____ | | FROM: MAIL DELIVERY SUBSYSTEM [MAILTO:MAILER-DAEMON@VW.COM] | | SENT: MONDAY, DECEMBER 17, 2018 2:36 PM | | TO: VWOA CUSTOMER CARE | | SUBJECT: UNDELIVERABLE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | | | DELIVERY HAS FAILED TO THESE RECIPIENTS OR GROUPS: | | | | [redacted] | THE RECIPIENT'S E-MAIL ADDRESS ISN'T CORRECT. PLEASE CHECK THE E-MAIL ADDRESS AND TRY TO RESEND THE MESSAGE. IF THE PROBLEM CONTINUES, CONTACT YOUR HELPDESK. | | | | | | THE FOLLOWING ORGANIZATION REJECTED YOUR MESSAGE: [redacted] | | | | | | | | | |
12/20/2018 3:53:00 PM	CO TRIED TO REACH OUT TO CUSTOMER TO GATHER CORRECT EMAIL, CUSTOMER VOICEMAIL BOX WAS FULL CO TO ATTEMPT CALL TOMORROW 12/21/18 | | | CO TO CALL CUSTOMER
12/21/2018 3:01:00 PM	CO ATTEMPTED TO CALL CUSTOMER, CUSTOMER VOICEMAIL BOX IS NOT SET UP | | | | CO TO CLOSE PENDING FURTHER CONTACT LVL CAN ADVISED EMAIL ADDRESS OF [redacted] IS UNABLE TO BE SENT MAIL, DO NEED A WORKING EMAIL ADDRESS

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX4GW[redacted]
Owner Or Fleet	[redacted] Doral, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	12/13/2018	Incident Date	N/A
Mileage	40,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 4:05:00 PM	CUSTOMER STATES: RECEIVED THE EXTENDED WARRANTY LETTER FOR THE STEERING WHEEL CLOCK SPRING; IN OCTOBER 2018 THE VEHICLE HAD IT REPLACED; PAID $650 OUT OF POCKET FROM DEALER 405013; | | CUSTOMER SEEKS: REIMBURSEMENT; | | | CO ADVISED: CUSTOMER CAN SUBMIT THE REPAIR ORDER AND POP TO REVIEW FOR REIMBURSEMENT; THE VEHICLE WOULD STILL HAVE THE STEERING WHEEL CLOCK SPRING COVERAGE UNTIL 3-31-2026 OR 120K MILES WOF; | | | CO TO WAIT MAIL
12/13/2018 4:06:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | SABRENA S | CUSTOMER CARE ADVOCATE |
12/13/2018 5:18:00 PM	MEDIA ATTACHED IN DOC CENTER
12/14/2018 11:44:00 AM	CO CALLED TO ADVISE: RECEIVED REPAIR ORDER AND POP; WILL SUBMIT THE DOCUMENTS TO BEGIN THE REVIEW PROCESS; CUSTOMER SHOULD RECEIVE A RESPONSE BETWEEN 90-120 BUSINESS DAYS; | | | CUSTOMER ACKNOWLEDGED; | | | CO TO ESCALATE TO SP
12/14/2018 11:46:00 AM	CUSTOMER SEEKS REIMBURSEMENT FOR THE STEERING WHEEL CLOCK SPRING; | | | SP TO REVIEW
1/17/2019 3:11:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $650.61. | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 3:14:00 PM	WVGAV7AX4GW[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $650.61. | | | GENERATED CHECK REQUEST.
1/23/2019 2:45:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 2:56:00 PM	CUSTOMER STATES: HASN'T HEARD ANYTHING ON THE POSSIBLE REIMBURSEMENT FOR THE WARRANTY EXTENSION WORK COMPLETED; | | | CUSTOMER ADVOCATE ADVISED: THAT THE CUSTOMER IS TO RECEIVE A CHECK IN 2-4 WEEKS FROM VW FOR THE REPAIRS TO THE VEHICLE; ALL INFORMATION VERIFIED; | | | CUSTOMER ACKNOWLEDGED: | | | CO TO REVIEW.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 650.61 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCP7A32CC[redacted]
Owner Or Fleet	[redacted] WASHINGTON, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/13/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 4:32:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 10:23:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 69,982 MILES; REPAIR ORDER DATE IS 01/19/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; REPAIRS COMPLETED UNDER CAP AMOUNT; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $426.72. | | | SP TO GENERATE CHECK REQUEST.
1/18/2019 10:25:00 AM	1VWCP7A32CC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $426.72. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK # [redacted] OR AMOUNT $ 426.72 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX8BW[redacted]
Owner Or Fleet	[redacted] Mechanicsburg, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/13/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 4:41:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 10:46:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 104,579 MILES; REPAIRS COMPLETED UNDER CAP AMOUNT; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $290.07; LABOR $150.00; TAX 26.40; TOTAL $466.47. | | | SP TO GENERATE CHECK REQUEST.
1/18/2019 10:49:00 AM	WVGBV7AX8BW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $466.47. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 466.47 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ8BM[redacted]
Owner Or Fleet	[redacted] Jacksonville, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	12/13/2018	Incident Date	N/A
Mileage	58,380		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 4:43:00 PM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 3:31:00 PM	CUST ([redacted] SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $522.91. | | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 3:33:00 PM	3VWDX7AJ8BM[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $522.91. | | | | GENERATED CHECK REQUEST.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 522.91 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBM7A3XCC[redacted]
Owner Or Fleet	[redacted] Santa Barbara, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/13/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 4:44:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 10:53:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 46,831 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $360.23; LABOR $308.77; TAX $27.92; TOTAL $693.92. | | | | SP TO GENERATE CHECK REQUEST.
1/18/2019 10:58:00 AM	1VWBM7A3XCC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $696.92. | | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 696.92 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN9AE[redacted]
Owner Or Fleet	[redacted] Fairhope, AL, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	12/13/2018	Incident Date	N/A
Mileage	66,652		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 4:45:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 11:08:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 66,652 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $408.10; LABOR $142.50; TAX $33.09; TOTAL $583.69. | | | SP TO GENERATE CHECK REQUEST.
1/18/2019 11:11:00 AM	WVWMN7AN9AE[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $583.69. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 583.69 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ6CM[redacted]
Owner Or Fleet	[redacted] Melbourne, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/13/2018	Incident Date	N/A
Mileage	88,735		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 4:48:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 11:45:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 88,735 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $655.30. | | | SP TO GENERATE CHECK REQUEST.
1/18/2019 11:46:00 AM	3VW2K7AJ6CM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $655.30. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 655.30 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX1BW[redacted]
Owner Or Fleet	[redacted] IPSWICH, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/13/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 4:52:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 11:58:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 61,827 MILES; REPAIR ORDER DATE IS 01/05/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; PARTS $290.07; LABOR $370.69; TAX $15.95; TOTAL $676.71. | | | SP TO GENERATE CHECK REQUEST.
1/18/2019 12:01:00 PM	WVGBV7AX1BW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $676.71. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 676.71 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWLL7AJ4CM[redacted]
Owner Or Fleet	[redacted] Annapolis, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/13/2018	Incident Date	N/A
Mileage	46,447		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 4:56:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 1:10:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 46,447 MILES; REPAIR ORDER DATE IS 04/20/20018; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; PARTS $319.08; LABOR $360.15; TAX $19.14; TOTAL $698.37. | | | SP TO GENERATE CHECK REQUEST.
1/18/2019 1:13:00 PM	3VWLL7AJ4CM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $698.37. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 698.37 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBA7A39JC[redacted]
Owner Or Fleet	[redacted]		Bakersfield, CA [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	12/13/2018	Incident Date	N/A
Mileage	7,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2018 7:43:00 PM	CUSTOMER STATES: RECEIVED REIMBURSEMENT REQUEST FORM; | | | CUSTOMER SEEKING: WHAT IS IT ASKING TO SEND IN? | | | CO ADVISED: HAS AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 10YRS? 120K MILES WOF; IF IN THE FUTURE STEERING WHEEL CONTROLS ARE NOT WORKING | | PROPERLY AND AN AIRBAG LIGHT THAT STAYS ON. BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER THIS WARRANTY EXTENSION; STEERING WHEEL CONTROLS AS IN HORN, CRUISE CONTROL; ADVISED IF PAID OUT OF POCKET FOR REPAIR CAN SEND IN DOCUMENTS FOR REIMBURSEMENT TO GET REVIEWED: VWOA SENT OUT THIS WARRANTY EXTENSION BECAUSE OF THE NUMBER OF CUSTOMER AFFECTED BY THE RECALL AS EXTRA PROTECTION IF THE AIRBAG CLOCK SPRING WERE TO BE COVERED IT WOULD; | | | CUSTOMER STATED: HAD ISSUE WITH INFOTAINMENT; COULDN'T USE CERTAIN FEATURES ON STEERING WHEEL; NOT HAVING ISSUE NOW | | | CO ADVISED: CAN ALWAYS SEND IN DOCUMENTS TO BE REVIEWED; | | | CUSTOMER STATED: HE DIDN'T HAVE TO PAY FOR IT | | | NO FURTHER ACTION
12/13/2018 8:01:00 PM	CATEGORY SELECTION : ELECTRICAL / HISTORICAL CONCERN / INFOTAINMENT WASNT WORKING IN THE PAST; NOW IS WORKING;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX2CW[redacted]
Owner Or Fleet	[redacted] Severna Park, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/14/2018	Incident Date	N/A
Mileage	41,289		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 8:13:00 AM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 1:31:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 41,289 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $309.08; LABOR $269.90; TAX $19.14; TOTAL $598.12. | | | SP TO GENERATE CHECK REQUEST.
1/18/2019 1:34:00 PM	WVGBV7AX2CW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $598.12. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 598.12 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX1CW[redacted]
Owner Or Fleet	[redacted] Philadelphia, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/14/2018	Incident Date	N/A
Mileage	100,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 8:15:00 AM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 1:38:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 100,00 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $227.54; LABOR $176.00; TAX $14.08; TOTAL $417.62. | | | | SP TO GENERATE CHECK REQUEST.
1/18/2019 1:42:00 PM	WVGBV7AX1CW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $417.62. | | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 417.62 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH4CV[redacted]
Owner Or Fleet	[redacted] West Hollywood, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	12/14/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 8:22:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 4:13:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; CUST ONLY PAID DEDUCTIBLE; VW TO REIMBURSE TOTAL: $50.00. | | | GENERATED CHECK REQUEST.
1/17/2019 4:14:00 PM	WVWBW7AH4CV[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $50.00. | | | GENERATED CHECK REQUEST.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 50.00 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJK7AN0AE[redacted]
Owner Or Fleet	[redacted], Arlington, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	12/14/2018	Incident Date	N/A
Mileage	124,662		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 8:24:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 4:18:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO NAD POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; WECI DOES NOT HAVE A MILEAGE RESTRICTION; VW TO REIMBURSE TOTAL: $690.80. | | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 4:22:00 PM	WVWJK7AN0AE[redacted] VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $690.80. | | | | GENERATED CHECK REQUEST.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 690.80 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2BW[redacted]
Owner Or Fleet	[redacted] BASTROP, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/14/2018	Incident Date	N/A
Mileage	66,083		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 8:42:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 4:27:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $597.48. | | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 4:30:00 PM	WVGAV7AX2BW[redacted] VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $597.48. | | | | GENERATED CHECK REQUEST.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 597.48 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A30C[redacted]
Owner Or Fleet	[redacted] Ontario, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/14/2018	Incident Date	N/A
Mileage	122,667		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 8:50:00 AM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 8:17:00 AM	CUSTOMER SEEKING REIMBURSMENT UNDER WECI RECALL;SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER RECALL; CUSTOMER PAID: $549.12 | | | | SP TO GENERATE CHECK REQUEST
1/18/2019 8:25:00 AM	1VWAP7A30C[redacted] VW TO REIMBURSE UNDER RECALL; TOTAL:$549.22 | | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 549.22 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX9EW[redacted]
Owner Or Fleet	[redacted] Belmont, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/14/2018	Incident Date	N/A
Mileage	56,003		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 8:54:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 3:53:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING VW TO REIMBURSE TOTAL: $740.71. | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 4:08:00 PM	WVGBV3AX9EW[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $740.71. | | | GENERATED CHECK REQUEST.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 740.71 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A30FC[redacted]
Owner Or Fleet	[redacted] Fairfax, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/14/2018	Incident Date	N/A
Mileage	66,812		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 9:40:00 AM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 11:26:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; GW - PROVIDED- FIRST OUT OF POCKET DATE;VW TO REIMBURSE FOR WECY WARR. EXT. AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID: $579.98 TAX: $16.95 TOTAL: $596.94 | | | | SP TO GENERATE CHECK
1/18/2019 11:38:00 AM	1VWAT7A30FC[redacted] VW TO REIMBURSE FOR WECY WARR. EXT. AS GOODWILL DUE TO DATE OF REPAIR; TOTAL:$ 596.94 | | | | SP GENERATED CHECK REQUEST
1/18/2019 11:42:00 AM	GW - PROVIDED- FIRST OUT OF POCKET DATE
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 596.94 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHP7AN0AE[redacted]
Owner Or Fleet	[redacted] HOPEDALE, MA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	12/14/2018	Incident Date	N/A
Mileage	94,152		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 10:01:00 AM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 1:37:00 PM	CUSTOMER SEEKING REIMBURSMEENT UNDER WECI RECALL; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER RECALL; CUSTOMER PAID: $749.98 TAX: $29.24 TOTAL: $779.23 | | | SP TO GENERATE CHECK REQUEST
1/18/2019 1:42:00 PM	WVWHP7AN0AE[redacted] VW TO REIMBURSE UNDER WECI RECALL; TOTAL: $779.23 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 779.23 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A34CC[redacted]
Owner Or Fleet	[redacted] PLANO, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/14/2018	Incident Date	N/A
Mileage	66,557		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 10:04:00 AM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 2:54:00 PM	CUSTOMER SEEKING REIMBURSEMNET UNDER WECI RECALL; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECI; CUSTOMER PAID: $405.34 | | | SP TO GENERATE CHECK
1/22/2019 2:56:00 PM	1VWBH7A34CC[redacted] VW TO REIMBURSE UNDER WECI RECALL; TOTAL: $405.34 | | | SP GENERATED CHECK REQUEST
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 405.34 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCP7A34DC[redacted]
Owner Or Fleet	[redacted], Lewisberry, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/14/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 10:06:00 AM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 2:10:00 PM	CUSTOMER SEEKING REIMBURSMENT UNDER WECI RECALL; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER RECALL; CUSTOMER PAID: $591.17 TAX: $35.47 TOTAL: $626.64 | | | SP TO GENERATE CHECK
1/18/2019 2:16:00 PM	1VWCP7A34DC[redacted] VW TO REIMBURSE UNDER WECI RECALL; TOTAL: $626.64 | | | SP GENERATED CHECK REQUEST | | | |
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 626.64 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A38EC[redacted]
Owner Or Fleet	[redacted] Lynnwood, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/14/2018	Incident Date	N/A
Mileage	96,588		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 10:09:00 AM	CUSTOMER STATES: HAS HAD STEERING WHEEL CLOCK SPRING REPLACED; RECEIVED NOTICE OF EXTENDED WARRANTY; WOULD LIKE TO SEND IN FOR REIMBURSEMENT; SENT IN FOR REIMBURSEMENT PREVIOUSLY AND IS WONDERING WHAT HAPPENED WITH THAT | | | | CO SEEKS: TO SEND IN DOCUMENTS FOR REIMBURSEMENT REVIEW; STATUS OF PREVIOUS REIMBURSEMENT REQUEST | | | | CUSTOMER STATES: PREVIOUS REIMBURSEMENT REQUEST WAS SENT IN AND REVIEWED FOR THE ADBLUE HEATER, WHICH IS LISTED AS OPEN RECALL 26K4 ON CUSTOMER ACCOUNT; AS HAS NOT HAD ADBLUE HEATER REPLACED, REQUEST WAS DENIED; WHEN LOOKING AT DOCUMENTS, SAW IN CASE [redacted] THAT REPAIR ORDER AND PROOF OF PAYMENT WAS FOR STEERING WHEEL CLOCK SPRING; CUSTOMER DOES NOT HAVE TO RE-SEND DOCUMENTS FOR REVIEW; REVIEW MAY TAKE 120 DAYS | | | | CO TO ESCALATE CASE TO SP
12/14/2018 10:41:00 AM	SP TO REVIEW FOR AIRBAG CLOCK SPRING REIMBURSEMENT | | | | SP PLEASE REFERENCE CASE #[redacted] FOR NECESSARY DOCUMENTS
12/14/2018 10:55:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 12:16:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; CUST PAID $508.08 FOR THE AIR BAG CLOCK SPRING; TAX $ VW TO REIMBURSE TOTAL: $48.26; VW TO REIMBURSE TOTAL: $556.34. | | | | SP TO GENERATE CHECK REQUEST.
1/14/2019 12:30:00 PM	1VWCN7A38EC[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $556.34. | | | | GENERATED CHECK REQUEST.
1/18/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 556.34 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBA7AH2AV[redacted]
Owner Or Fleet	[redacted] Miami, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	12/14/2018	Incident Date	N/A
Mileage	55,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 1:16:00 PM	**SPANISH SPEAKING CUSTOMER** | | | | CUSTOMER STATES; RECEIVED A RECALL NOTICE IN MAIL AND REIMBURSEMENT REQUEST FORM | | | | CUSTOMER SEEKING: MORE INFORMATION REGARDING NOTICE RECEIVED | | | | CO TO CALL CUSTOMER
12/14/2018 10:11:00 AM	**SPANISH VM | | | | CUSTOMER STATES HAVE AN EOS ; HAVE RECEIVED TAKATA RECALL NOTICE AND NOW A REIMBURSEMENT FORM ; | | | | CUSTOMER SEEKING CLARIFICATION | | | | CO TO CALL CUSTOMER BY COB 12/17
12/17/2018 3:20:00 PM	***SPANISH SPEAKING CUSTOMER ; | | | | CO ADVISED THAT RETURNING CONTACT; | | | | CUSTOMER SEEKING CLARIFICATION ON WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING ; | | | | CUSTOMER STATES AT THIS TIME ONLY HAVE AIRBAG LIGHT ON ; | | | | CO ADVISED THAT BOTH STEERING CONTROLS NOT WORKING PROPERLY AND AIRBAG LIGHT NOT BEING ON HAVE TO BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER WARRANTY EXTENSION ; IF CUSTOMER IS HAVING LIGHT ON, WOULD RECOMMEND TAKING VEHICLE INTO DEALER FOR A DIAGNOSIS BUT WOULD BE AT CUSTOMERS EXPENSE ; | | | | CUSTOMER ACKNOWLEDGED ; | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A38C[redacted]
Owner Or Fleet	[redacted]	Caledonia, WI, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/14/2018	Incident Date	N/A
Mileage	125,106		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 10:25:00 AM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 11:55:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS OIL CHANGE AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; RO SHOWS CUSTOMER PAID $100.00 DEDUCTIBLE FOR CLOCK SPRING REPAIRS; VW TO REIMBURSE DEDUCTIBLE ONLY; TOTAL: $100.00 | | | | SP TO GENERATE CHECK REQUEST
1/18/2019 11:56:00 AM	1VWBH7A38CC[redacted] VW TO REIMBURSE UNDER WECI WARR EXT; TOTAL: $100.00 | | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 100.00 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRA7AJ7AM[redacted]
Owner Or Fleet	[redacted] READING, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/14/2018	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Mileage	122,000

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 10:33:00 AM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED 2011/2012 AT MILEAGE 50K; VEHICLE PURCHASED FROM NON-VW DEALER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT LOCAL BUSINESS (NON-VW); FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING:; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. VEHICLE WAS DIAGNOSED BY INDE IN 5/2018 AT 116K MILES; | | | CUSTOMER SEEKING: REPAIR COVERAGE UNDER THE WARRANTY EXT; | | | CO ADVISED DUE TO VEHICLE BEING DIAGNOSED OVER 30 DAYS AGO AND BY AN INDEPENDENT VW UNABLE TO COVER UNDER WARRANTY EXT | | | CUSTOMER INQUIRED IF THERE WAS ANYONE ELSE AVAILABLE TO SPEAK WITH | | | FACE TO FACE WITH RCM SARAH G (LEADERSHIP WAS IN A MEETING); RCM ADVISED UNABLE TO MEET CUSTOMER REQUEST AS VEHICLE OUTSIDE OF WARRANTY EXT | | | CO ADVISED CUSTOMER LEADERSHIP WAS NOT AVAILABLE; HOWEVER DID REVIEW; ALTHOUGH VEHICLE WAS DIAGNOSED WITHIN WARRANTY WAS DIAGNOSED BY INDEPENDENT MORE THAN 30 DAYS AGO; VW UNABLE TO ASSIST | | | NO FURTHER ACTION
12/14/2018 10:34:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRL7AJ6AM[redacted]
Owner Or Fleet	[redacted] Powell, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/14/2018	Incident Date	N/A
Mileage	57,887		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 10:34:00 AM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 1:12:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 4/16/2016; THE FIRST VALID OUT-OF-POCKET DATE IS 5/23/2018; VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $377.53 | | | SP TO GENERATE CHECK REQUEST
1/18/2019 1:13:00 PM	3VWRL7AJ6AM[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $377.53 | | | SP GENERATED CHECK REQUEST
1/18/2019 1:13:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 377.53 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBM7A39CC[redacted]
Owner Or Fleet	[redacted] CAPE CORAL, FL [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/14/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 11:10:00 AM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 1:31:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR XT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS COOLING SYSTEM FLUID EXCHANGE, EXPANSION TANK REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; WECI WARR EXT COVERS CLOCK SPRING ONLY; VW TO REIMBURSE CLOCK SPRING TOTAL ONLY; PARTS: $350.98; LABOR: $404.88; TAX: $45.35; TOTAL: $801.21 | | | SP TO GENERATE CHECK REQUEST
1/18/2019 1:36:00 PM	1VWBM7A39CC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $801.21 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 801.21 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHV7AJ2DW[redacted]
Owner Or Fleet	[redacted] DELRAY BEACH, FL, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2013		
Report Date	12/14/2018	Incident Date	N/A
Mileage	77,386		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 11:16:00 AM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 1:43:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $568.50 | | | SP TO GENERATE CHECK REQUEST
1/18/2019 1:44:00 PM	WVWHV7AJ2DW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $568.50 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 568.50 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A38FC[redacted]
Owner Or Fleet	[redacted] TUSCALOOSA, AL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/14/2018	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 11:19:00 AM	CUSTOMER STATES: GOT LETTER IN THE MAIL FOR WARRANTY EXTENSION; BUTTONS ON STEERING WHEEL NOT WORKING; AIR BAG WARNING LIGHT ON; HORN NOT WORKING | | | CUSTOMER SEEKING: WHAT TO DO | | | CO ADVISED: WILL CALL DEALER 407129 TO SEE IF AIR BAG CLOCK SPRING PARTS ARE AVAILABLE SHOULD CUSTOMER NEED THE REPAIR | | | CO CALL TO DEALER 407129 PARTS DEPARTMENT (DAVID): DAVID ADVISED, PARTS NOT IN STOCK CURRENTLY FOR AIR BAG CLOCK SPRING; IF CUSTOMER DOES NEED REPAIR THEN DEALER WOULD HAVE TO ORDER PARTS AND THAT MAY TAKE 1-2 DAYS; CO TO RETURN TO CUSTOMER | | | CO ADVISED: CUSTOMER HAS WARRANTY EXTENSION FOR AIR BAG CLOCK SPRING VALID UNTIL 12/11/2024 OR 120K MILES WOF; IF VEHICLE IS DIAGNOSED AT VW DEALER AND IT IS FOUND THAT AIR BAG CLOCK SPRING HAS FAILED AND WAS NOT CAUSED BY OUTSIDE INFLUENCE AND VEHICLE IS STILL WITHIN WARRANTY EXTENSION PARAMETERS, THE REPAIR MAY BE COVERED UNDER THIS WARRANTY EXTENSION; SCHEDULED APPOINTMENT FOR DIAGNOSIS WITH DEALER 407129 FOR 12/17 AT 10:30AM; INFORMED CUSTOMER THAT IF IT IS FOUND THAT AIR BAG CLOCK SPRING IS CAUSING THE ISSUES THEN DEALER WILL HAVE TO ORDER THE COMPONENT AND THAT MAY TAKE 1-2 DAYS | | | CUSTOMER ACKNOWLEDGED | | | NO FURTHER ACTION | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A36FC[redacted]
Owner Or Fleet	[redacted]PALM CITY, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/14/2018	Incident Date	N/A
Mileage	43,607		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 11:20:00 AM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 1:48:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING BEFORE 120K MILES; VW TO REIMBURSE TOTAL; TOTAL: $623.50 | | | SP TO GENERATE CHECK REQUEST
1/18/2019 1:49:00 PM	1VWAT7A36FC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $623.50 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 623.50 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ3DM[redacted]
Owner Or Fleet	[redacted] Provo, UT, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	12/14/2018	Incident Date	N/A
Mileage	91,799		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 11:28:00 AM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 2:00:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; VW TO REIMBURSE TOTAL; TOTAL: $460.06 | | | SP TO GENERATE CHECK REQUEST
1/18/2019 2:01:00 PM	3VW2K7AJ3DM[redacted]VW TO REIMBURSE WECY WARR EXT; TOTAL: $460.06 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 460.06 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A31DC[redacted]
Owner Or Fleet	[redacted] Sammamish, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/14/2018	Incident Date	N/A
Mileage	35,224		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 11:55:00 AM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 2:15:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS OIL CHANGE AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $298.61; LABOR: $341.75; TAX: $64.03; TOTAL: $704.39 | | | SP TO GENERATE CHECK REQUEST
1/18/2019 2:17:00 PM	1VWBP7A31DC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $704.39 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 704.39 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30CC[redacted]
Owner Or Fleet	[redacted] River Vale, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/14/2018	Incident Date	N/A
Mileage	55,758		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 12:05:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 2:37:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $722.47 | | | SP TO GENERATE CHECK REQUEST
1/18/2019 2:38:00 PM	1VWBP7A30CC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $722.47 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 722.47 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A39GC[redacted]
Owner Or Fleet	[redacted] LAKE WORTH, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	12/14/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 12:20:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 2:46:00 PM	CUSTOMER SEEKING REIMBURSEMENT WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING BEFORE 120K MILES; VW TO REIMBURSE TOTAL; TOTAL: $500.00 | | | SP TO GENERATE CHECK REQUEST
1/18/2019 2:48:00 PM	1VWAT7A39GC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $500.00 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 500.00 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWFW7AH9CV[redacted]
Owner Or Fleet	[redacted] DAPHNE, AL,[redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	12/14/2018	Incident Date	N/A
Mileage	101,658		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 12:29:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 12:10:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; CUST PREPAID FOR PART; DLR ONLY CHARGED LABOR; VW TO REIMBURSE TOTAL: $182.00. | | | | SP TO GENERATE CHECK REQUEST.
1/18/2019 12:12:00 PM	WVWFW7AH9CV[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $182.00. | | | | GENERATED CHECK REQUEST.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 182.00 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRX7AJ9AM[redacted]
Owner Or Fleet	[redacted] Homewood, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/14/2018	Incident Date	N/A
Mileage	51,629		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 12:35:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 12:21:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; CUST ONLY HAD TO PAY FOR LABOR; VW TO REIMBURSE TOTAL: $312.50. | | | | SP TO GENERATE CHECK REQUEST.
1/18/2019 12:22:00 PM	3VWRX7AJ9AM[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $312.50. | | | | GENERATED CHECK REQUEST.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 312.50 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWDB7AJ1AW[redacted]
Owner Or Fleet	[redacted] Medford, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2010		
Report Date	12/14/2018	Incident Date	N/A
Mileage	78,850		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549CP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 12:36:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 12:27:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; CUST SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING IN 2013; REPAIRS WERE COMPLETED PRIOR TO THE FIRST OUT OF POCKET DATE; VW TO REIMBURSE AS GOODWILL; VW TO REIMBURSE TOTAL: $493.68. | | | SP TO GENERATE CHECK REQUEST.
1/18/2019 12:28:00 PM	WVWDB7AJ1AW[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $493.68. | | | GENERATED CHECK REQUEST.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 493.68 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX1BW[redacted]
Owner Or Fleet	[redacted] LAS VEGAS, NV, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/14/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 12:43:00 PM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 8:22:00 AM	CUTSOMER SEKEING REIMBURESMENT UNDER WECI; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $538.11 TAX: $19.86 TOTAL: $557.98 | | | | SP TO GENERATE CHECK AND SEND CAP AMOUNT LETTER
1/28/2019 8:27:00 AM	WVGAV7AX1BW[redacted] VW TO RIEMBURSE UNDER WARRA.ESXT; TOTAL: $557.98 | | | | SP GENERATED CHECK REQUEST
1/28/2019 9:57:00 AM	SP SENT LETTER
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 557.98 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A31DC[redacted]
Owner Or Fleet	[redacted] Southington, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/14/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Mileage	47,736

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 12:55:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 1:13:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $562.77. | | | | SP TO GENERATE CHECK REQUEST.
1/18/2019 1:17:00 PM	1VWBP7A31DC[redacted] VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $562.77. | | | | GENERATED CHECK REQUEST.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 562.77 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A34FC[redacted]
Owner Or Fleet	[redacted] Apopka, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/14/2018	Incident Date	N/A
Mileage	33,930		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 1:10:00 PM	CUSTOMER STATES: PREVIOUSLY PAID OUT OF POCKET FOR A RECALL FOR CLOCK SPRING; WONDERING IF ANYTHING CAN BE DONE | | | | CUSTOMER SEEKS: IF VW CAN DO ANYTHING | | | CO ADVISED: CLOCK SPRING IS A WARRANTY EXTENSION; GOOD ON THE VEHICLE FOR 120K MILES OR 3/30/25 WOF; EXTRA COVERAGE JUST IN CASE NEED REPAIR AGAIN; CAN REPLY TO CASE NUMBER EMAIL WITH DOCUMENTS SHOWING POP AND REPAIR ORDER FOR THAT REPAIR; WILL FOLLOW UP ONCE DOCUMENTS WERE RECEIVED | | | | CO TO WAIT CUSTOMER MAIL
12/21/2018 3:05:00 PM	CO LEFT AND VM ADVISED: FOLLOWING UP ON CASE; HAVE NOT RECEIVED DOCUMENTS; WILL SEND EMAIL TO REPLY BACK WITH REPAIR ORDER AND POP | | | | CO TO WAIT CUSTOMER DOCUMENTS | | | | CO TO CLOSE PENDING CUSTOMER CONTACT
1/8/2019 11:16:00 AM	MEDIA ATTACHED IN DOC CENTER
1/8/2019 2:46:00 PM	CO ADVISED: UNABLE TO ACCESS DOCUMENTS IN EMAIL RECEIVED; WILL RESEND CASE NUMBER EMAIL SO CAN SEND IN DOCUMENTS | | | | CO TO WAIT CUSTOMER MAIL
1/9/2019 1:00:00 PM	SP TO REVIEW
1/9/2019 12:34:00 PM	MEDIA ATTACHED IN DOC CENTER
1/9/2019 12:58:00 PM	CO ADVISED: RECIEVED DOCUMENTS; SENDING OVER TO SP FOR REIVEW; WILL HELP IF COULD SEND IN OTHER PAGE OF RO STATING CLOCK SPRING WAS REPAIRED | | | | CO TO SEND TO SP
1/24/2019 1:35:00 PM	SP CALLED DEALER TO GET FULL RO AS CUSTOMER ONLY SUBMITTED PARTIAL RO; DEALER ADVISED WILL EMAIL
1/24/2019 6:34:00 PM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 9:14:00 AM	CUSTOMER SEKEING REIMBURSEMENT UNDER WECY; CUSTOMER SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; CLOCK SPRING WAS MOSTLY COVERED; VW TO REIMBURSE UNDER WECY WARR.EXT.; CUSTOMER ONLY HAD TO PAY DEDUCTIBLE; CUSTOMER PAID: $160.00 | | | SP TO GENERATE CHECK REQUEST
1/25/2019 9:17:00 AM	1VWBS7A34FC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL: $160.00 | | | | SP GENERATED CHECK REQUEST
1/31/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 160.00 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A33DC[redacted]
Owner Or Fleet	[redacted] Winchester, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/14/2018	Incident Date	N/A
Mileage	39,874		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 1:38:00 PM	CUSTOMER STATES: GOT WARRANTY EXTENSION NOTICE IN MAIL, BACK IN SEPTEMBER HAD REPAIR DONE BECAUSE AIRBAG LIGHT WAS ON AND STEERING WHEEL CONTROLS WERE NOT WORKING; | | | CUSTOMER SEEKING: SUBMIT FOR REIMBURSEMENT; | | | CO ADVISED: GOING TO SEND EMAIL CONTAINING CASE NUMBER CAN REPLY WITH REPAIR ORDER AND POP, ONCE RECEIVED WILL FOLLOW UP; 120 BUSINESS DAY REVIEW PROCESS; CO PROVIDED CASE NUMBER; | | | CO TO WAIT FOR CUSTOMER MAIL; | |
12/14/2018 3:22:00 PM	MEDIA ATTACHED IN DOC CENTER
12/17/2018 3:37:00 PM	CO ADVISED: DOCUMENTS WERE RECEIVED, 120 BUSINESS DAY FOR REVIEW ASSIGNING TO PROPER TEAM; | | | LEVEL 1 TO ADVISE: DOCUMENTS HAVE BEEN RECEIVED, 120 BUSINESS DAYS; | | | CO TO ASSIGN TO SP;
12/17/2018 3:39:00 PM	SP TO REVIEW FOR WARRANTY EXTENSION ON AIRBAG CLOCK SPRING; | | | SP TO REVIEW;
1/22/2019 8:50:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING FROM INDEPENDENT; VW TO REIMBURSE UNDER WECY WARR.EXT; CUSTOMER PAID; $485.07 TAX :$15.37 TOTAL: $500.44 | | | SP TO GENERATE LETTER AND SEND CAP AMOUNT LETTER
1/22/2019 9:00:00 AM	1VWAP7A33DC[redacted]VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL: $500.44 | | | SP GENERATE CHECK REQUEST
1/22/2019 9:03:00 AM	SP SENT LETTER
1/26/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 500.44 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDP7AJ0DM[redacted]
Owner Or Fleet	[redacted] Antioch, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	12/14/2018	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 1:38:00 PM	CUSTOMER STATES: AIRBAG LIGHT ON FOR 2 WEEKS NOW; RECEIVED WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING; WONDERING WHAT TO DO BECAUSE WITHIN YEAR AND MILEAGE; BROUGHT IN DEALER TODAY; SENSOR IS CRACKED FOR AIRBAG; WONDERING HOW THAT CAN HAPPEN | | | | CUSTOMER SEEKS: HOW SENSOR WAS CRACKED | | | | CO ADVISED: NOT TECHNICALLY TRAINED AT CARE; RELY ON DEALER TO BE A TECHNICAL ADVISOR ON WHY REPAIRS ARE NEEDED; IF WERE TO NEED REPAIR FOR CLOCK SPRING HAVE COVERAGE FOR 120K MILES OR 2/25/23 WOF; ALSO HAVE WARRANTY EXTENSION FOR STEERING WHEEL LOCK GOOD FOR 100K MILES OR 2/24/23 WOF | | | | CUSTOMER STATES: HAS NOT SPOKEN TO DEALER YET; WILL CALL DEALER FOR MORE TECHNICAL EXPLANATION FOR REPAIR | | | | CO ADVISED: DOCUMENTED ISSUE WITH VEHICLE; IF MORE CUSTOMERS HAVE THIS ISSUE VW CAN TRACK CONCERN AND IF IT WERE TO BECOME A RECALL OR WARRANTY EXTENSION IN THE FUTURE YOU WOULD BE NOTIFIED | | | | CUSTOMER THANKS | | | | CO TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHV7AJ2CW[redacted]
Owner Or Fleet	[redacted] Moorestown, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2012		
Report Date	12/14/2018	Incident Date	N/A
Mileage	81,479		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 1:54:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 9:27:00 AM	CUSTOMER SEKEING REIMBURSEMENT UNDER WECI RECALL; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING;VW TO REIMBURSE UNDER WECI RECALL; CUSTOMER PAID: $614.44 | | | SP TO GENERATE CHECK
1/22/2019 9:31:00 AM	WVWHV7AJ2CW[redacted]VW TO REIMBURSE UNDER WECI RECALL; TOTAL: $614.44 | | | SP GENERATED CHECK REQUEST
1/26/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 614.44 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCH7A31CC[redacted]
Owner Or Fleet	[redacted] San Angelo, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/14/2018	Incident Date	N/A
Mileage	120,873		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 2:02:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 2:19:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 120,873 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $290.07; LABOR $248.04; TAX $18.12; TOTAL $556.23. | | | | SP TO GENERATE CHECK REQUEST.
1/18/2019 2:26:00 PM	1VWCH7A31CC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $556.23. | | | | SP GENERATED CHECK.
1/18/2019 2:28:00 PM	SP MAILED CAP AMOUNT LETTER.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 556.23 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW5T7AJ8EM[redacted]
Owner Or Fleet	[redacted]ODENTON, MD [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	12/14/2018	Incident Date	N/A
Mileage	53,791		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 2:05:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 2:34:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 53,791 MILES; REPAIR ORDER DATE IS 01/15/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; REPAIRS COMPLETED UNDER CAP AMOUNT; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $507.47. | | | SP TO GENERATE CHECK REQUEST.
1/18/2019 2:37:00 PM	3VW5T7AJ8EM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $507.47. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 507.47 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A34EC[redacted]
Owner Or Fleet	[redacted] Weslaco, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/14/2018	Incident Date	N/A
Mileage	51,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 2:10:00 PM	CUSTOMER STATES: RECEIVED A LETTER IN THE MAIL FOR AN EXTENDED WARRANTY FOR THE STEERING WHEEL CLOCK SPRING; THE VEHICLE CURRENTLY HAS THE AIRBAG LIGHT ON AND THE HORN STOPPED WORKING; WOULD LIKE ASSISTANCE SCHEDULING A DEALER APPOINTMENT TO HAVE IT DIAGNOSED AND REPAIRED; THE VEHICLE IS SHIFTING ERRATICALLY; AN INDEPENDENT HAS REPLACED THE THROTTLE VALVE AND AN AIR FILTER BUT THE ISSUE IS STILL HAPPENING; THE ISSUE STARTED AFTER DEALER 425161 DID RECALL 69M9 AND PERFORMED AN OIL CHANGE ON 9-11-17; NEVER TOOK THE VEHICLE BACK JUST HAD THE INDEPENDENT REPAIR IT; | | CUSTOMER SEEKS: DEALER APPOINTMENT; | | | | CO ADVISED: CAN ASSIST WITH SCHEDULING A DEALER APPOINTMENT; THE VEHICLE ALSO HAS AN OPEN SERVICE ACTION FOR THE ECM SOFTWARE UPDATE; CAN HAVE DEALER PERFORM THE SERVICE ACTION WHILE THE VEHICLE IS AT THE DEALER; APOLOGIZED FOR THE TROUBLES CUSTOMER HAD ON THE LAST VISITS AT THE DEALER; | | | | SCHEDULED APPOINTMENT FOR 12-20-18 AT 1PM VIA X-TIME; CONFIRMATION CODE X08WBQQ3XO; | | | | NO FURTHER ACTION
12/14/2018 4:20:00 PM	CATEGORY SELECTION : ELECTRICAL / INOPERABLE - 1 / HORN DOESN'T WORK;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A31DC[redacted]
Owner Or Fleet	[redacted] GREENVILLE, SC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/14/2018	Incident Date	N/A
Mileage	59,595		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 2:18:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 4:02:00 PM	CUSTOMER SEKEING REIMBURSMEENT UNDER WECY; SUBMITTED RO; SP VERIFIED POP IN XTIME; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID; $464.02 | | | | SP GENERATED CHECK REQUEST
1/22/2019 4:06:00 PM	GW - PROVIDED- FIRST OUT OF POCKET DATE
1/22/2019 4:07:00 PM	1VWBH7A31DC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT AS GOODWILL DUE TO DATE OF REPAIR: TOTAL: $464.02 | | | | SP GENERATED CHECK REQUEST
1/26/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 464.02 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AXXEW[redacted]
Owner Or Fleet	[redacted] Mesa, AZ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/14/2018	Incident Date	N/A
Mileage	57,973		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 2:19:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 2:48:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 57,973 MILES; REPAIR ORDER DATE IS 05/02/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; DEALER GOODWILL 75% PARTS AND 25% LABOR TO CUSTOMER FOR CUSTOMER SATISFACTORY/LOYALTY; CUSTOMER ONLY PAID 147.92; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $147.92. | | | SP TO GENERATE CHECK REQUEST.
1/18/2019 2:52:00 PM	WVGAV3AXXEW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $147.92. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 147.92 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX5CW[redacted]
Owner Or Fleet	[redacted] Santa Clara, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/14/2018	Incident Date	N/A
Mileage	68,541		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 2:29:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 3:18:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 68,541 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $290.07; LABOR $315.00; TAX $18.12; TOTAL $623.19. | | | | SP TO GENERATE CHECK REQUEST.
1/18/2019 3:21:00 PM	WVGAV7AX5CW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $623.19. | | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 623.19 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A38DC[redacted]
Owner Or Fleet	[redacted] FREDERICKSBURG, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/14/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 2:37:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 3:26:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 19,327 MILES; CUSTOMER ALSO SUBMITTED RECEIPT FOR CLOCK SPRING THAT WAS PURCHASED AT AN AUTO STORE AND INSTALLED BY CUSTOMER; NO REPAIR ORDER PRIOR TO CUSTOMER INSTALLING CLOCK SPRING SO VW UNABLE TO REIMBURSE FOR PART PURCHASED BY CUSTOMER; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $246.56; LABOR $240.00; TAX $13.06; TOTAL $499.62. | | | | SP TO GENERATE CHECK REQUEST.
1/18/2019 3:32:00 PM	1VWBP7A38DC[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $499.62. | | | | SP GENERATED CHECK.
1/18/2019 3:34:00 PM	SP MAILED DENIAL LETTER.
1/24/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 499.62 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD17AJ1EM[redacted]
Owner Or Fleet	[redacted] BROOKLYN, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	12/14/2018	Incident Date	N/A
Mileage	55,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 4:18:00 PM	CUSTOMER STATES; HAS AN EXTENDED WARRANTY CLOCK SPRING LETTER | | | CUSTOMER SEEKING; MORE INFORMATION ON LETTER | | | CO ADVISED; AS LONG AS YOUR VEHICLE IS WITHIN THE TIME LIMIT OF THIS WARRANTY EXTENSION, AN AUTHORIZED VOLKSWAGEN DEALER WILL DIAGNOSE THE FOLLOWING FREE OF CHARGE: STEERING WHEEL CONTROLS NOT WORKING PROPERLY AND AN AIRBAG LIGHT THAT STAYS ON. BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER THIS WARRANTY EXTENSION; EXPIRES 4/23/24 OR 120K WOF; 2 OPEN RECALLS; 37J2 AND 24DR; SCHEDULED APPOINTMENT AT 408308 ON 12/28 AT 1PM (X07PB77PJ4) | | | CUSTOMER THANKED | | | NO FURTHER ACTION | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A38CC[redacted]
Owner Or Fleet	[redacted] Berthoud, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/14/2018	Incident Date	N/A
Mileage	44,220		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 4:21:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 2:36:00 PM	CUSTOMER SEEKING REIMBURSMENT UNDER WECI RECALL; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; CLOCK SPRING WAS PARTIAL COVERED UNDER RECALL; CUSTOMER PAID DEDUCTIBLE: $50 | | | SP TO GENERATE CHECK
1/18/2019 2:40:00 PM	1VWAP7A38CC[redacted] VW TO REIMBURSE UNDER WECI RECALL; TOTAL: $50 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 50.00 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4A7AJ8CM[redacted]
Owner Or Fleet	[redacted] Bath, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/14/2018	Incident Date	N/A
Mileage	80,478		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 4:27:00 PM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 8:19:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 80,478 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $544.81. | | | | SP TO GENERATE CHECK REQUEST.
1/21/2019 8:22:00 AM	3VW4A7AJ8CM[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $544.81. | | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 544.81 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A37CC[redacted]
Owner Or Fleet	[redacted] DALLAS, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/14/2018	Incident Date	N/A
Mileage	42,465		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 4:29:00 PM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 8:32:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 42,465 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $704.53. | | | | SP TO GENERATE CHECK REQUEST.
1/21/2019 8:35:00 AM	1VWBH7A37CC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $704.53. | | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 704.53 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AUXHM[redacted]
Owner Or Fleet	[redacted], Bozeman, MT, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2017		
Report Date	12/14/2018	Incident Date	N/A
Mileage	14,665		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521AT		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 4:33:00 PM	RECEIVED RCM REVIEW REQUEST, CUSTOMER SEEKING REPURCHASE DUE TO TIME DOWN
12/14/2018 4:44:00 PM	REPURCHASE
12/14/2018 4:44:00 PM	30+ DAYS DOWN IN LL, ABS/TPMS/AIR BAG LIGHT ON 2X | | OPERATING AS DESIGNED = A/C NOT COOLING 1X | |
12/14/2018 4:45:00 PM	CATEGORY SELECTION : AUTOMATICBRAKE / LIGHT ON / ABS WARNING LIGHT ON;
12/14/2018 5:01:00 PM	HELLO MR.[redacted], | | | | I HOPE THIS EMAIL FINDS YOU WELL. MY NAME IS BRITTANY AND I WILL BE ASSISTING YOU WITH YOUR REQUEST TO BE RELIEVED OF YOUR VEHICLE. | | | | I HAVE ATTACHED A LENDER RELEASE FORM TO THIS EMAIL. WE WILL NEED YOUR LENDER INFORMATION TO PROVIDE YOU WITH OUR OFFER. PLEASE COMPETE THE FORM AND RETURN TO ME VIA EMAIL OR FAX. | | | | I WOULD ALSO LIKE TO SET UP A TIME TUESDAY OR WEDNESDAY TO DISCUSS YOUR CASE AND THE REQUESTED INFORMATION. IS THERE A TIME AND NUMBER THAT IS PREFERRED? | | | BEST REGARDS, | |
12/17/2018 8:58:00 AM	HELLO BRITTANY, | | | WE NEITHER LEASE NOR HAVE FINANCING ON OUR 2017 VW GOLF, WE PAID CASH FOR THE CAR AND OWN IT FREE AND CLEAR. | | | COULD WE SCHEDULE A CALL NEXT TUESDAY AT 9:00AM MST? IF THAT DOESN┬┐T WORK FOR YOU, PLEASE SUGGEST ANOTHER TIME ON TUESDAY. | | | [redacted] |
12/17/2018 9:04:00 AM	GOOD MORNING MR.[redacted] | | | | I APPRECIATE YOUR CLARIFICATION REGARDING OWNERSHIP! IT CERTAINLY HELPS POINT US IN THE RIGHT DIRECTION. | | | TUESDAY AT 9AM MST IS PERFECT AND I┬┐VE SCHEDULED YOU FOR A CALL AT THAT TIME. IF ANYTHING CHANGES WITH YOUR AVAILABILITY PLEASE LET ME KNOW AND WE CAN MAKE ADJUSTMENTS. | | | BEST REGARDS, | |
12/18/2018 11:32:00 AM	CALLED TO REVIEW GOLF, APOLOGIZED FOR CONCERNS/OFFERED TO REPURCHASE, EXPLAINED REPURCHASE UNDER LLM CUSTOMER ASKED ABOUT REPLACEMENT, ADVISED REPLACEMENT IS AN OPTION BUT DO NOT HAVE 18 INVENTORY THAT WOULD BE AVAILABLE/WOULD HAVE TO WAIT FOR 2019 TO BE RELEASED NEXT YEAR, CUSTOMER STATED DIDN'T WANT TO WAIT THAT LONG, ADVISED THAT MOVING FORWARD WITH REPURCHASE AND PURCHASING A 2018 DIRECTLY FROM DEALER MAY BE BEST OPTION FOR CUSTOMER, CUSTOMER STATED WOULD SEND IN PURCHASE DOCS AND WOULD REVIEW WITH DEALER PURCHASING A NEW 2018
12/18/2018 12:38:00 PM	HELLO CHRISTIAN, | | | PLEASURE SPEAKING WITH YOU TODAY! TO OVERVIEW WHAT WE TALKED ABOUT IN REGARD TO MR.[redacted] WE ARE IN A TIGHT SPOT. | | | MR.[redacted] WOULD LIKE TO GO INTO A 2018 GOLF SE. WE UNFORTUNATELY DON┬┐T HAVE GOLF SE INVENTORY AVAILABLE TO COMPLETE A REPLACEMENT TRANSACTION. TO REPLACE HIS VEHICLE WITH AN SE WE WOULD NEED TO WAIT FOR THE 2019 RELEASE WHICH MR.[redacted] IS NOT APT TO DO. | | | WE INSTEAD OFFERED TO REPURCHASE THE VEHICLE AND PROVIDE LOYALTY ASSISTANCE TOWARDS THE PURCHASE OF A NEW VEHICLE SO THAT IF MR.[redacted] WOULD LIKE TO PURCHASE A 2018 SE HE CAN DO SO. MY HOPE IS THAT THE LOYALTY ASSISTANCE WILL OFFSET ANY COST DIFFERENCE. | | | I ADVISED MR.[redacted] THAT THE REPURCHASE WILL BE THE FASTEST WAY TO GET HIM OUT OF THE CURRENT GOLF AND PUT HIM IN A POSITION WHERE HE CAN MOVE INTO A NEW VEHICLE. | | | MR.[redacted] HAD ADVISED ME THAT HE WAS GOING TO REVIEW VEHICLES WITH THE DEALERSHIP (VW OF BOZEMAN/STRONG VW). IF WE ARE ABLE TO FIND HIM A VEHICLE THAT IS GREAT. IF WE ARE NOT I WILL REVIEW FURTHER WITH HIM EITHER WAITING FOR A 2019 OR TAKING THE REPURCHASE AS IS. | | | PLEASE LET ME KNOW IF THERE IS ANY OTHER INFORMATION YOU MAY NEED FROM ME. | | | THANKS! | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AUXHM[redacted]
Owner Or Fleet	[redacted] Bozeman, MT, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2017		
Report Date	12/14/2018	Incident Date	N/A
Mileage	14,665		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521AT		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/19/2018 12:56:00 PM	BRITTANY, | | | | THANKS AGAIN FOR ALL YOUR ASSISTANCE. IF YOU ARE IN NEED OF ANY OTHER INFORMATION REGARDING OUR 2017 VOLKSWAGEN GOLF PLEASE LET US KNOW. | |
12/28/2018 12:25:00 PM	GOOD MORNING MS. AND MR. [redacted] | | | THANK YOU FOR SENDING IN THE PURCHASE AGREEMENT. I┬┐VE ASSEMBLED THE REPURCHASE OFFER AND ATTACHED IT TO THIS EMAIL. IN REVIEW OF YOUR CONTRACT I┬┐VE FOUND THAT THERE WAS NOT A CHARGE FOR SALE TAX. IF YOU DID PAY SALES TAX OUT OF POCKET PLEASE SEND ME A RECEIPT AND I WILL UPDATE THE OFFER TO INCLUDE THE TAX AS WELL. | | | IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING THE OFFER PLEASE LET ME KNOW. | | | BEST REGARDS, | |
1/4/2019 1:35:00 PM	HELLO BRITTANY, | | | I LEFT YOU A PHONE MESSAGE ON MONDAY, DECEMBER 31. IN CASE YOU DIDN┬┐T RECEIVE THAT, WE HAVE SEVERAL QUESTIONS TO ASK YOU. WHEN WOULD BE A GOOD TIME FOR A PHONE CALL? | |
1/4/2019 1:43:00 PM	HELLO MR. [redacted] | | | MY APOLOGIES FOR THE DELAY. WE ARE STILL CATCHING UP FROM WHEN THE OFFICE WAS CLOSED OVER THE HOLIDAYS. | | | I AM AVAILABLE ANYTIME ON MONDAY TO REVIEW. I WILL BE IN THE OFFICE UNTIL 1:30PM MST TIME. PLEASE SIMPLY LET ME KNOW A TIME THAT WILL WORK FOR YOU AND I WILL MAKE SURE IT┬┐S SCHEDULED. | | | BEST REGARDS, | |
1/8/2019 2:58:00 PM	CALLED TO REVIEW CUSTOMER CONCERNS, CUSTOMER WANTED TO KNOW WHY REPLACEMENT WASN'T AN OPTION, ADVISED AS PREVIOUSLY DISCUSSED DO NOT HAVE18 INVENTORY AVAILABLE AND IF REPLACING WOULD NEED TO WAIT FOR 19, CUSTOMER ASKED FOR EXPLANATION OF BREAKDOWN, EXPLAINED BREAKDOWN, CUSTOMER ASKED FOR USAGE TO BE WAIVED, ADVISED COULD LOWER TO FIRST TIME IN BUT WOULD NOT BE ABLE TO WAIVE ENTIRELY, CUSTOMER ASKED ABOUT REBATE, ADVSIED WOULD NOT BE ABLE TO BE ABLE TO REMOVE REBATE DEDUCTION FROM OFFER BUT WOULD PROVIDE LOYALTY ASSISTANCE TOWARDS PURCHASE OF NEW VEHICLE, ADVISED WOULD UPDATE OFFER AND EMAIL TO CUSTOMER TODAY
1/8/2019 3:08:00 PM	HELLO MR. [redacted] | | | ATTACHED IS THE UPDATED OFFER LETTER. ONCE COMPLETED AND RETURNED TO ME I WILL EMAIL YOU A COPY OF THE LOYALTY ASSISTANCE VOUCHER. | | | BEST REGARDS, | |
1/9/2019 4:50:00 PM	CALLED TO REVIEW VEHICLE SECURED FOR CUSTOMER, DEALER ASKED HOW TO CONSTRUCT SALE/HOW WOULD GET PAID BY VW, EXPLAINED CUSOTMER COMPLETING REPURCHASE AND PURCHASING VEHICLE VS DEALER GIVING VEHICLE TO US AND COMPLETING VEHICLE EXCHANGE, DEALER STATED WOULD RATHER GIVE VEHICLE TO VW/WILL LOSE TOO MUCH ON SALE, ADVISED WOULD EMAIL DEALER TO DAY/ONCE HAD CONFIRMATION FROM DEALER WOULD PUSH THROUGH TO GET MCO
1/9/2019 4:52:00 PM	HI TYLER, | | | REACHING OUT FOR CONFIRMATION ON VIN 3VWG17AU3JM[redacted] WILL YOU PLEASE CONFIRM THAT WE CAN HAVE THE VIN TO COMPLETE A REPLACEMENT? | | | ALSO, IF YOU HAVE ANY SHIPPING EXPENSES WITH SECURING THE VEHICLE PLEASE SEND ME ANY INVOICES AND I WILL MAKE SURE YOU┬┐RE REIMBURSED. | | | THANKS! | |
1/9/2019 4:55:00 PM	CALLED TO REVIEW DEALERSHIP CONVERSATION/EXPLAINED WOULD BE ABLE TO COMPLETE EVEN EXCHANGE, ADVISED WOULD NEED A COPY OF TITLE/REQUSTED CUSTOMER EMAIL OR FAX, CUSTOMER ADVISED WOULD SEND IT OVER VIA FAX
1/9/2019 5:05:00 PM	HELLO MR. [redacted] | | | I JUST SPOKE WITH YOUR WIFE BUT WANTED TO FOLLOW UP WITH YOU VIA EMAIL AS WELL. I SPOKE WITH THE DEALERSHIP AND WE WERE ABLE TO CLEAR THE AIR ON SOME ITEMS AND I HAVE SOME GREAT NEWS, THEY┬┐VE AGREED TO GIVE US THE VEHICLE. THIS MEANS THAT WE WILL BE ABLE TO REPLACE YOUR VEHICLE AT NO ADDITIONAL COST TO YOURSELF AND YOU WILL NOT NEED TO ARRANGE FOR ITS PURCHASE | | | I┬┐M WORKING TO PUSH THROUGH THE PAPERWORK ON MY END SO THAT WE CAN GET YOU INTO THE VEHICLE AS SOON AS POSSIBLE. THERE ARE A FEW THINGS I NEED THOUGH. | | 1. I HAVE ASKED MRS. [redacted] TO SEND ME A COPY OF THE TITLE. | | 2. I┬┐VE ALSO ATTACHED AN UPDATED REPLACEMENT OFFER TO THIS EMAIL. WILL BOTH YOURSELF AND MRS. [redacted] PLEASE SIGN THE OFFER AND RETURN TO ME? THIS COPY WILL NOT REQUIRE NOTARIZATION BUT WE WILL NEED IT ON FILE. | | | BEST REGARDS, | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AUXHM[redacted]
Owner Or Fleet	[redacted] Bozeman, MT, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2017		
Report Date	12/14/2018	Incident Date	N/A
Mileage	14,665		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521AT		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/9/2019 5:19:00 PM	BRITTANY, | | | | YES YOU CAN HAVE VIN 3VWG17AU3JM[redacted] | | | | THANK YOU FOR YOUR HELP! | |
1/9/2019 5:19:00 PM	RECEIVED TITLE
1/9/2019 5:23:00 PM	HELLO, | | | | CASE #[redacted] | | | | 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: | | | | MR.[redacted] | | [redacted] | | BOZEMAN, MT [redacted] | | | ORIGINAL VEHICLE: | | | | 2017 VOLKSWAGEN GOLF | | 3VW217AUXHM[redacted] | | | | REPLACEMENT VEHICLE: | | | | 2018 VOLKSWAGEN GOLF | | 3VWG17AU3JM[redacted] | | | ACCOUNTING: | | | PLEASE SEND MCO AND INVOICE TO BRITTANY SINK. PLEASE RUSH IF POSSIBLE. | | | | MCO SHOULD SHOW OWNER AS: | | | | [redacted] | | [redacted] | BOZEMAN, MT [redacted] | | | MCO SHOULD SHOW LIENHOLDER AS: | | | NONE | | | DISTRIBUTION/PORT: | | | PLEASE BILL 3VWG17AU3JM[redacted] TO 491/991 AND CREDIT TO DEALER 419/220. IN COMMENTS FIELD PUT "CR REPLACEMENT MR.[redacted]" | | | | THANK YOU, | |
1/14/2019 10:36:00 AM	THANKS FOR YOUR EMAIL, BRITTANY. THIS IS THE WAY THAT WE AND THE DEALERSHIP THOUGHT THIS WAS TO TAKE PLACE. MUCH SIMPLIFIED FOR US, AND HOPEFULLY FOR THEM. | | | | DIANA JUST FAXED A COPY OF THE TITLE AND IN A SEPARATE FAX SENT THE SIGNED REPLACEMENT CONTRACT. LET US KNOW WHEN YOU RECEIVE THEM PLEASE. | | | | DIANA SAID YOU LEARNED THAT OUR REPLACEMENT GOLF IS IN BOZEMAN (YEA!). AT WHAT POINT WILL WE BE ABLE TO FINALIZE GETTING IT AT THE DEALERSHIP? | | | | THANKS FOR YOUR ASSISTANCE. | |
1/14/2019 10:38:00 AM	GOOD MORNING MR.[redacted] | | | | I AM WAITING FOR ONE LAST DOCUMENT PERTAINING TO THE VEHICLE. ONCE I RECEIVE THE DOCUMENT OUR CLOSING COORDINATOR WILL TAKE OVER. SHE WILL ASSEMBLE FINAL PAPERWORK AND ONCE MAILED TO THE DEALERSHIP WILL CONTACT YOU DIRECTLY TO REVIEW THE FINAL STEPS. | | | | BEST REGARDS, | |
1/14/2019 4:13:00 PM	HI BRITTANY, | | | | IS THIS AN ADDITIONAL DOCUMENT YOU NEED FROM US? I WASN┬┐T CLEAR ABOUT THAT. | | | | WE LEAVE NEXT WEEK ON A LONG ROAD TRIP AND DO WANT TO HAVE OUR NEW CAR FOR THAT, RATHER THAN DRIVING THE DEALERSHIP┬┐S LOANER. CAN YOU EXPEDITE THIS PROCESS TO ACCOMMODATE THAT? | | [redacted] |
1/14/2019 4:13:00 PM	HELLO MR.[redacted] | | | | THE DOCUMENT I┬┐M WAITING ON IS AN INTERNAL DOCUMENT THAT IS REQUIRED TO COMPLETE THE TITLING WITH THE STATE. OUR ACCOUNTING DEPARTMENT IS WORKING ON COMPLETING THE DOCUMENT BUT AS OF YET I DO NOT HAVE IT. UNFORTUNATELY, IT IS IN THEIR CONTROL AND I DO HAVE TO WAIT FOR IT TO BE PROCESSED. | | | AS SOON AS I HAVE IT THE CASE WILL MOVE TO THE CLOSING TEAM. I REGRETTABLY CAN┬┐T MAKE A PROMISE REGARDING THE TIMELINE, HOWEVER, I WILL CERTAINLY DO MY BEST TO HAVE THE TRANSACTION COMPLETED BEFORE YOUR TRIP. | | | | BEST REGARDS, | |
1/14/2019 4:13:00 PM	HELLO, | | | | DO WE HAVE AN UPDATE ON THIS ONE? THE VEHICLE IS STILL SHOWING ASSIGNED TO 419220. | | | | THANKS, | |
1/15/2019 9:58:00 AM	GOOD MORNING MR.[redacted] | | | | WE RECEIVED AN UPDATE REGARDING THE DOCUMENT I REQUESTED FROM OUR ACCOUNTING DEPARTMENT. SINCE YOUR CURRENT VEHICLE IS PART OF YOUR LIVING TRUST WE NEED TO CLEAR UP A FEW ITEMS. | | | | WOULD YOU LIKE US TO INCORPORATE THE LIVING TRUST INTO THE TITLING OF THE REPLACEMENT VEHICLE? WHEN WE COMPLETE THE DOCUMENTS HERE WE NEED TO KNOW IF WE ARE TITLING THE VEHICLE IN SOLELY YOUR WIFE┬┐S NAME OR IN ASSOCIATION WITH THE LIVING TRUST. | | | | ADDITIONALLY, SINCE THE VEHICLE WAS PURCHASED BY YOURSELF AND IS INCLUDED IN THE LIVING TRUST I WILL NEED YOU TO SIGN THE REPLACEMENT OFFER. PLEASE SIGN THE OFFER AND RETURN TO ME ALONG WITH A COPY OF YOUR REGISTRATION. WE NEED TO VERIFY THE INFORMATION REFLECTED IN THE REGISTRATION AGAINST THE TITLE IN REFERENCE TO THE LIVING TRUST. | | | | BEST REGARDS, | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AUXHM[redacted]
Owner Or Fleet	[redacted] Bozeman, MT, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2017		
Report Date	12/14/2018	Incident Date	N/A
Mileage	14,665		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521AT		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/17/2019 12:28:00 PM	REPLACEMENT, NONCONFORMITY ABS/TPMS LIGHT ON, OWNED OUTRIGHT, NO VW CARE PLAN, NO CUSTOMER CONTRIBUTION, NO CHECK TO OWNER, DLR 419220 / VW OF BOZEMAN, DEALER CONTACT TYLER PATTERSON, [redacted] | | VEHICLE AT DEALER | |
1/21/2019 10:12:00 AM	CREATE CLOSING PACKAGE
1/21/2019 12:03:00 PM	3VW217AUXHM[redacted] REPLACEMENT, BRANDED TITLE FEE
1/21/2019 12:04:00 PM	CLOSING DOCUMENTS GENERATED | | | WAITING FOR POA TO BE SIGNED AND NOTARIZED
1/22/2019 8:32:00 AM	SENT CLOSING PACKAGE UPS / NDS
1/22/2019 9:05:00 AM	GOOD MORNING TYLER, | | | I HAVE A REPLACEMENT TO COMPLETE FOR MR. [redacted] S 2017 GOLF, 3VW217AUXHM[redacted] THE CLOSING PACKAGE WILL BE GOING OUT TODAY VIA UPS. YOU SHOULD RECEIVE IT TOMORROW (1/23). ONCE RECEIVED, PLEASE CONTACT MR. [redacted] AND SCHEDULE THE CLOSING. AT THE CLOSING, ASSIST THROUGH THE PAPERWORK AND DELIVER THE REPLACEMENT 2018 GOLF, 3VWG17AU3JM[redacted] ONCE THE CLOSING IS COMPLETED, PLEASE FAX OR EMAIL ALL CLOSING DOCUMENTS INCLUDING THE TITLE APPLICATION FOR THE REPLACEMENT VEHICLE. PLEASE RETURN THE CLOSING PACKAGE IN THE PROVIDED UPS ENVELOPE. | | | IF YOU HAVE ANY QUESTIONS, PLEASE DO NOT HESITATE TO CONTACT ME. | | | THANK YOU FOR ASSISTING. | |
1/22/2019 9:10:00 AM	GOOD MORNING MR. [redacted] | | | MY NAME IS LAURA AND I WORK WITH BRITTANY S. AT VOLKSWAGEN OF AMERICA. I┬┐LL BE HANDLING THE FINAL STEPS IN THE REPLACEMENT OF YOUR GOLF. | | | I WANTED TO PROVIDE YOU WITH A QUICK UPDATE REGARDING THE STATUS OF YOUR CASE. I SENT THE PAPERWORK OUT TO TYLER PATTERSON, THE SALES MANAGER AT VOLKSWAGEN OF BOZEMAN. HE SHOULD RECEIVE IT BY THURSDAY (1/24) AT THE LATEST. ONCE THE PAPERWORK IS AT YOUR DEALER, YOU WILL BE CONTACTED TO SCHEDULE THE CLOSING APPOINTMENT. IF YOU DON┬┐T HEAR FROM YOUR DEALER BY THE END OF THE WEEK, PLEASE LET ME KNOW AND I CAN FOLLOW UP WITH THEM. | | | REGARDING YOUR GOLF, PLEASE ENSURE ALL SETS OF KEYS AND MANUALS HAVE BEEN RETURNED TO THE DEALER. PLEASE BRING THE VEHICLE TITLE TO THE CLOSING. | | | FOR YOUR REFERENCE, THE VIN FOR YOUR NEW 2018 GOLF IS: 3VWG17AU3JM[redacted] PLEASE BRING PROOF OF INSURANCE TO THE CLOSING. | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO LET ME KNOW ┬┐ I┬┐M HAPPY TO HELP HOWEVER I CAN! | | | REGARDS, | | | ---------- | | WAIT FOR CLOSING
1/23/2019 9:28:00 AM	| | THIS IS CERTAINLY WELCOME NEWS. WE HAVE BEEN WITHOUT OUR OWN VEHICLE SINCE OCTOBER 4. IT WAS CONDEMNED BY VW ON NOVEMBER 29 AND BRITTANY S. BEGAN WORKING ON THIS ALMOST 6 WEEKS AGO. SO WE ARE LOOKING FORWARD TO FINALLY HAVE OUR NEW (REPLACEMENT) GOLF. | | | MAY I ASK HOW YOU SENT THE PAPERWORK TO TYLER? AS I MENTIONED TO BRITTANY 2 OR 3 WEEKS, WE LEAVE ON A LONG ROAD TRIP THE END OF THIS WEEK. WE┬┐D MUCH PREFER TO BE IN OUR OWN CAR THAN DRIVING VW BOZEMAN┬┐S LOANER VEHICLE. | | | I┬┐VE MADE NOTE OF THE ITEMS YOU SUGGESTED WE BRING TO THE CLOSING. BUT I┬┐M RELUCTANT TO SWITCH OUR INSURANCE COVERAGE FROM OUR 2017 GOLF TO THE NEW ONE UNTIL I KNOW WHEN THE CLOSING WILL BE. | | | THANK YOU, | [redacted] | |
1/23/2019 9:48:00 AM	GOOD MORNING, | | | THE PAPERWORK WAS SENT OUT VIA UPS. I JUST CHECKED THE TRACKING AND IT ACTUALLY HAS BEEN DELAYED. WE HAD FREEZING RAIN YESTERDAY AND THIS MORNING. I┬┐M HOPING THE PACKAGE WILL GET SENT OUT TODAY. THE TRACKING NUMBER IS [redacted] IF YOU WOULD LIKE TO MONITOR IT. I WILL EMAIL TYLER AND LET HIM KNOW THAT YOU WOULD LIKE TO COMPLETE THE REPLACEMENT BEFORE THE END OF THE WEEK. | | | YES, PLEASE KEEP INSURANCE ON YOUR 2017 GOLF UNTIL YOU HAVE SIGNED THE PAPERWORK AT THE DEALER. | | | BEST REGARDS, | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AUXHM[redacted]
Owner Or Fleet	[redacted] Bozeman, MT, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2017		
Report Date	12/14/2018	Incident Date	N/A
Mileage	14,665		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521AT		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/23/2019 9:52:00 AM	GOOD MORNING TYLER, | | | I WANTED TO LET YOU KNOW THAT THE CLOSING PACKAGE DIDN┬┐T GET SENT OUT YESTERDAY DUE TO FREEZING RAIN WE HAD HERE. I┬┐M HOPING THAT IT WILL BE SENT OUT TODAY. THE TRACKING NUMBER IS [redacted] IF YOU WOULD LIKE TO MONITOR IT. | | | I ALSO WANTED TO LET YOU KNOW THAT MR. [redacted] WOULD LIKE TO COMPLETE THE REPLACEMENT BEFORE THE END OF THE WEEK IF POSSIBLE. THEY ARE LEAVING FOR AN EXTENDED TRIP AND WOULD LIKE TO TAKE THE 2018 GOLF INSTEAD OF THE LOANER VEHICLE. | | | HOPE YOU HAVE A GREAT DAY! | | | ---------- | | WAIT FOR CLOSING
1/24/2019 4:25:00 PM	LVMMTRC
1/24/2019 4:38:00 PM	LVMMTRC
1/24/2019 9:21:00 AM	WED 1/23/2019 1:36 PM | | I JUST WENT ON THE UPS SITE TO TRACK THE PACKAGE. EXPECTED DELIVERY IS NEXT MONDAY, 1-28. YOU OBVIOUSLY DIDN┬┐T SEND IT OVERNIGHT DELIVERY. THIS IS UNACCEPTABLE. | | | BOZEMAN VW ADVISED US A COUPLE OF WEEKS AGO THAT AUBURN HILLS WOULD SEND THE PAPERS FED EX OVERNIGHT, GIVEN HOW LONG THIS HAS DRAGGED ON AND GIVEN THAT WE`VE HAD THIS WEEK┬┐S ROAD TRIP PLANNED AND TICKETS BOUGHT FOR 2 MONTHS. WE INFORMED BRITTANY OF THIS SOME TIME AGO. WE DIDN┬┐T THINK IT WAS TOO MUCH TO ASK. WHAT SEEMS TO BE THE PROBLEM WITH TRYING TO HELP YOUR CUSTOMERS OUT? | | | I SUGGEST YOU RESEND THE PAPERWORK PRONTO OVERNIGHT, SPECIAL DELIVERY, WHATEVER IT TAKES, TO GET IT HERE SATURDAY. THAT┬┐S OUR DEPARTURE DATE. | | | | | [redacted] | BOZEMAN, MT [redacted] | [redacted] |
1/24/2019 9:22:00 AM	WED 1/23/2019 2:01 PM | | MR. [redacted] | | | | I DID SEND IT OVERNIGHT. I BELIEVE WHEN YOU LOOKED AT THE TRACKING IT HAD NOT BEEN UPDATED YET DUE TO THE WEATHER DELAY. I JUST LOOKED AT THE TRACKING AND IT IS CURRENTLY IN TRANSIT VIA UPS NEXT DAY SERVICE. I EXPECT IT TO ARRIVE TOMORROW. | | | HAVE A GOOD DAY! | | | ---------- | | WAIT FOR CLOSING | |
1/25/2019 1:24:00 PM	SAM STATED REPLACEMENT TOOK PLACE YESTERDAY. REVIEWED WITH SAM WHAT DOCUMENTS NEEDED TO BE RETURNED. | | | | | |
1/25/2019 1:25:00 PM	SAM WANTED TO KNOW HOW THEY WOULD BE REIMBURSED FOR THE REPLACEMENT VEHICLE. | | | |
1/25/2019 1:27:00 PM	| | HI TYLER, | | | | THIS IS IN RESPONSE TO THE VOICEMAIL THAT YOU LEFT. WE HAVE ALREADY REQUESTED THAT VW OF BOZEMAN BE CREDITED FOR THE REPLACEMENT VEHICLE. DEPENDING ON YOUR DEALERSHIP IS SET UP, IT WILL BE AN EFT OR IT WILL SHOW UP ON YOUR FLOOR PLAN. | | | HAVE A GREAT WEEKEND! | | | ---------- | | WAIT FOR CLOSING DOCUMENTS
1/28/2019 10:56:00 AM	CHECK # [redacted] FOR AMOUNT $60.00 RECEIVED. | FORWARDED CHECK TO ADVOCATE FOR HANDLING
2/1/2019 4:21:00 PM	RECEIVED VEHICLE TITLE, POI, AVS, LPOA (2), ODO (2), TITLE APPLICATION | | | VEHICLE TO CLOSING | | EMAIL DIST | | FOLLOW UP WITH CUSTOMER
2/1/2019 4:47:00 PM	VEHICLE CLOSED WITH 13,772 MILES

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AUXHM[redacted]
Owner Or Fleet	[redacted] Bozeman, MT, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2017		
Report Date	12/14/2018	Incident Date	N/A
Mileage	14,665		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521AT		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/1/2019 4:52:00 PM	GOOD AFTERNOON,, | | | PLEASE PUT THE FOLLOWING VEHICLE IN SERVICE┬┐ | | | VIN: 3VWG17AU3JM[redacted] | | | ISD: 1/24/19 | | | OWNER: | | [redacted] | BOZEMAN, MT [redacted] |
2/4/2019 8:31:00 AM	DEAR MR.[redacted] | | | I AM REACHING OUT TO FIND OUT HOW THE CLOSING TRANSACTION WENT FOR YOU AT VOLKSWAGEN OF BOZEMAN. IT IS MY HOPE THAT IT WAS A POSITIVE EXPERIENCE FOR YOU AND THAT YOU ARE ENJOYING YOUR NEW 2018 GOLF. PLEASE DO NOT HESITATE TO RESPOND TO THIS EMAIL IF YOU HAVE ANY QUESTIONS OR CONCERNS. IF I AM NOT ABLE TO ANSWER THEM I WILL BE ABLE TO POINT YOU IN THE RIGHT DIRECTION. | | | IF YOU HAVE QUESTIONS ABOUT THE NEW VEHICLE FEATURES OR TECHNOLOGY, PLEASE CALL THE VW CUSTOMER CARE CENTER AT 800-822-8987. THE ADVOCATES WILL BE MORE THAN HAPPY TO ASSIST. | | | WE THANK YOU FOR YOUR PATIENCE IN THIS PROCESS. WE APPRECIATE YOUR LOYALTY AND FOR THE OPPORTUNITY TO RESTORE YOUR FAITH IN THE BRAND! | | | | | REGARDS, | |
2/4/2019 8:42:00 AM	GOOD MORNING TYLER, | | | THANK YOU FOR RETURNING THE OWNERSHIP DOCUMENTS FROM THIS REPLACEMENT. | | | I┬┐M STILL MISSING THE REPAIR DOCUMENTS (AUCTION CONSIGNMENT FORM, VEHICLE CONDITION REPORT, BUY BACK REPAIR PLAN, AND THE CORRECTION OF NON CONFORMITY). I WILL BE TRANSITIONING THIS CASE TO OUR AUCTION COORDINATOR, CAROLINE HITE. PLEASE EMAIL THE DOCUMENTS DIRECTLY TO CAROLINE. | | | THANK YOU, | | | ---------- | | ASSIGN TO AC
2/4/2019 8:43:00 AM	RECEIVED VEHICLE TITLE, POI, AVS, LPOA (2), ODO (2), TITLE APPLICATION | | | BRANDING CHECK IN FILE | | VEHICLE IS AT VW OF BOZEMAN (419220) | | WAITING FOR REPAIR DOCS FROM DLR; LAST REQUESTED 2/4/19.
2/6/2019 8:51:00 AM	3VWG17AU3JM[redacted] IS NOW ASSIGNED TO [redacted] | | | BEST REGARDS, | | | MATT BRISKER | | DISTRIBUTION ADVOCATE | |
2/25/2019 11:23:00 AM	RECEIVED CASE. | | | REVIEW CASE.FOLDER.
2/25/2019 11:23:00 AM	REVIEWED CASE. RECEIVED VEHICLE TITLE, POI, AVS, LPOA (2), ODO (2), TITLE APPLICATION | | BRANDING CHECK IN FILE | | VEHICLE IS AT VW OF BOZEMAN (419220) | | WAITING FOR REPAIR DOCS FROM DLR; LAST REQUESTED 2/4/19. | | | WAIT FOR REPAIR DOCS.
3/4/2019 1:28:00 PM	RECEIVED RERR. | | | WAIT FOR REPAIR DOCS.
4/1/2019 8:37:00 AM	GOOD MORNING [redacted] | | | MY NAME IS CAROLINE, I AM THE AUCTION COORDINATOR THAT IS HANDLING THE LAST PHASE OF THE BUYBACK FOR THIS VEHICLE 3VW217AUXHM[redacted] I DID RECEIVE THE REIMBURSEMENT FORM, BUT I AM STILL WAITING FOR THE FINAL REPAIR ORDER AND THE REPAIR DOCUMENTS FROM THE CLOSING, THOSE DOCUMENTS INCLUDE THE ACTION CONSIGNMENT FORM, CORRECTION OF THE NON-CONFORMITY, VEHICLE CONDITION REPORT AND THE BUY BACK REPAIR PLAN. I NEED THESE FORMS TO COMPLETE THE TRANSACTION. | | | I┬┐M HOPING YOU CAN ASSIST ME WITH OBTAINING THESE FORMS SO THAT I CAN REQUEST THE PAYMENT. | |
4/9/2019 9:24:00 AM	PREPARED BRANDED TITLE PAPERWORK. | | | MAIL BRANDED TITLE PAPERWORK TO NJ DMV. | |
4/9/2019 9:47:00 AM	GOOD MORNING [redacted] | | | HOPING ALL IS WELL WITH YOU THIS MORNING. I HAVE ATTACHED THE TWO FORMS THAT I NEED FILLED OUT. THESE FORMS ARE NOT ONES THAT WERE SENT IN TO BRITTANY S. | | I APPRECIATE YOUR ASSISTANCE WITH GETTING THEM TO THE CORRECT PERSON TO FILL THEM OUT. THEY CAN BE EMAILED BACK TO ME. | | I WILL THEN REQUEST THE REIMBURSEMENT FOR THIS CASE. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AUXHM[redacted]
Owner Or Fleet	[redacted] Bozeman, MT, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2017		
Report Date	12/14/2018	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521AT		

Crash	Property Damage	Injury	Fatality
No	No	0	0

4/11/2019 4:21:00 PM	MAIL BRANDED TITLE PAPERWORK TO NJ DMV. | | | | WAIT FOR BRANDED TITLE. | |
4/24/2019 12:31:00 PM	CAN YOU TELL ME IF YOU WERE THE ONE THAT WENT TO THE DMV AND TITLED AND REGISTERED THE NEW VEHICLE? IF SO I WILL NEED A COPY OF THE RECEIPT. | | | | | | | YES, IT WAS ME. PLEASE SEND ME YOUR FAX NUMBER SO I CAN SEND A COPY OF THE RECEIPT.
4/25/2019 11:46:00 AM	RECEIVED ACF AND VCR. | | | REQUEST VEHICLE TO AUCTION.
4/25/2019 11:49:00 AM	REQUESTED VEHICLE TO AUCTION. | | | WAIT FOR BRANDED TITLE.
4/25/2019 8:27:00 AM	RECEIVED RERR AND RECIEPT OF PAYMENT FROM CUSTOMER. | | | REQUEST CHECK.
4/25/2019 8:46:00 AM	3VW217AUXHM[redacted] TITLE AND REGISTRATION $376.68. CUSTOMER PAID AND PROVIDED RECEIPT. | |
4/25/2019 9:01:00 AM	GOOD MORNING CHRISTIAN, | | | HOPE ALL IS WELL WITH YOU. I AM WORKING ON THE CASE FOR VIN 3VW217AUXHM[redacted] I WOULD LIKE TO BE ABLE TO HAVE THE VEHICLE MOVED FROM YOUR LOT, BUT I HAVEN~~'~~T RECEIVED THE ATTACHED DOCUMENTS. IF YOU WOULD BE ABLE TO FILL THE TWO ATTACHED DOCUMENTS OUT OR GIVE THEM TO THE APPROPRIATE PERSON TO FILL OUT, I WILL HAVE THE VEHICLE PICKED UP. THEY CAN BE EMAILED TO ME. | | | WAIT FOR BRANDED TITLE.
4/30/2019 12:04:00 PM	CHECK #[redacted] FOR AMOUNT $376.68 RECEIVED. | FORWARDED CHECK TO ADVOCATE FOR HANDLING.
5/2/2019 7:03:00 AM	RECEIVED CUSTOMER REIMBURSEMENT CHECK. | | | MAIL CHECK.
5/2/2019 7:32:00 AM	MAILED REIMBURSEMENT CHECK. | | | WAIT FOR BRANDED TITLE.
5/23/2019 6:21:00 PM	RECEIVED BRANDED TITLE. | | | WAIT FOR DEALER EMAIL.
5/23/2019 6:30:00 PM	HI CHRISTIAN, | | | HOPE ALL IS WELL WITH YOU. CAN YOU PLEASE SEND ME RO[redacted] FOR THIS VIN 3VW217AUXHM[redacted] I APPRECIATE YOUR ASSISTANCE. | | | WAIT FOR RO.
12/9/2019 2:05:00 PM	REQUESTED VEHICLE CHECKED FOR FAULTS. | | | WAIT FOR MANHEIM.
12/9/2019 2:05:00 PM	MEDIA ATTACHED IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AUXHM[redacted]
Owner Or Fleet	[redacted], Bozeman, MT, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2017		
Report Date	12/14/2018	Incident Date	N/A
Mileage	14,665		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521AT		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/10/2019 11:03:00 AM	HI CAROLINE, | | | | ALWAYS HAPPY TO HELP. | | | | I READ THROUGH THE RO AND IT DOES SEEM THAT THE TECH LEADS YOU TO BELIEVE THAT THE WHEEL SPEED FAULT WAS STILL THERE. I TEST DROVE THE VEHICLE CHECKING ABS FUNCTION AND TRACTION CONTROL BOTH ARE WORKING CORRECTLY. I ALSO RAN A DIAGNOSTIC SCAN ON IT AS WELL AND NO CODES WERE STORED. CURRENTLY THERE IS NOT ANY ISSUES THAT I CAN TELL WITH THE ABS SYSTEM OR ANY OTHER SYSTEMS ON THE CAR. MAYBE THERE WAS ANOTHER RO THAT WAS NOT SUBMITTED. DO YOU WANT ME TO SUBMIT AN RO SHOWING THAT IT OPERATES CORRECTLY? | | | | | MARK PAGE | | TECHNICAL OPERATIONS SUPERVISOR | | MANHEIM SEATTLE | |
12/10/2019 11:05:00 AM	HI MARK, | | | | THANK YOU SO MUCH FOR CHECKING THIS FOR ME! I DO NEED A RO, IF YOU COULD SEND ME ONE THAT WOULD BE GREAT. | | | | BEST REGARDS, | | | | CAROLINE HITE | | AUCTION COORDINATOR | |
12/10/2019 2:15:00 PM	RECEIVED FINAL RO. | | | | GENERATE DISCLOSURE
12/18/2019 12:46:00 PM	GENERATED DISCLOSURE. TITLE COPY IN DISCLOSURE. | | | | FORWARD FOR REVIEW. | |
1/8/2020 2:53:00 PM	DISCLOSURE REVIEWED. SENDING TO AUCTION.
1/28/2020 8:56:00 AM	ATTACHED DISCLOSURE
1/28/2020 8:57:00 AM	SCANNED FOLDER
1/28/2020 9:03:00 AM	DISCLOSURE WAS READY FOR VCI TO PICKUP ON 1/10/20, THE SCANS BEING ADDED TO THE DOC CENTER IN THE CASE WERE MISSED AND THATS WHY THEY WERE ADDED TODAY.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX7CW[redacted]
Owner Or Fleet	[redacted] Bridgeport, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/14/2018	Incident Date	N/A
Mileage	99,551		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 4:39:00 PM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 9:06:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 99,551 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $590.49. | | | | SP TO GENERATE CHECK REQUEST.
1/21/2019 9:08:00 AM	WVGBV7AX7CW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $590.49. | | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 590.49 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX6GW[redacted]
Owner Or Fleet	[redacted] Saxon, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	12/14/2018	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/14/2018 7:26:00 PM	CUSTOMER STATES: RECEIVED NOTICE IN MAIL FOR WARRANTY EXTENSION, WONDERING WHEN IT EXPIRES; CUSTOMER UNSURE OF MILEAGE; CUSTOMER STATES STEERING WHEEL CONTROLS ARE NOT WORKING, NOR IS THE HORN AND AIRBAG LIGHT IS ON; | | | | CUSTOMER SEEKING: INFORMATION | | | | CO ADVISED: WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING TILL 02/21/2026 OR 120K WOF; CO ADVISED CAN BE TAKEN TO ANY VW DEALER FOR DIAGNOSIS AND IF WITHIN PARAMETERS WOULD BE COVERED; CO OFFERED CALLING DEALER TO MAKE APPOINTMENT, CUSTOMER DECLINED AND STATED WILL CALL TOMORROW; CO ADVISED THE CLOSEST DEALER TO ZIP CODE IS 402420; | | | | NO FURTHER ACTION | |
12/14/2018 7:38:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / HORN DOES NOT WORK; AIRBAGS / WARNING LIGHT ON / LIGHT IS ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW3L7AJ7BM[redacted]
Owner Or Fleet	[redacted] MORGANTON, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	12/16/2018	Incident Date	N/A
Mileage	163,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/16/2018 9:18:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES RECEIVED DOCUMENT FOR STEERING WHEEL CLOCK SPRING. CUSTOMER STATES AIRBAG LIGHT HAS COME ON AND HAS NOT BEEN TO A VW DEALERSHIP FOR DIAGNOSIS. | | | CUSTOMER SEEKING CLARIFICATION ON EXTENDED WARRANTY COVERAGE. | | | CO ADVISED IF EXTENDED WARRANTY HAS PARAMETERS LISTED FOR 10 YEARS AND 120,000 MILES, THIS MEANS THAT THIS COMPONENT FROM THE ORIGINAL MANUFACTURER'S WARRANTY IS COVERED FOR 10 YEARS OR 120,000 MILES, WHICHEVER OCCURS FIRST FROM THE IN-SERVICE DATE. CO ADVISED PULLED UP VEHICLE INFORMATION AND CHECKED FOR EXTENDED WARRANTY: THERE IS ONE FOR THE AIRBAG CLOCK SPRING WHICH WAS ACTIVE UNTIL 5/27/2021 OR 120,000 MILES, WHICHEVER OCCURS FIRST; CUSTOMER IS OUTSIDE OF THIS EXTENDED WARRANTY BY MILES, WHICH MEANS IT'S NO LONGER ACTIVE. CO ADVISED DOCUMENTED VEHICLE CONCERN, WHICH DOES GET REPORTED TO NHTSA. CO OFFERED TO SET APPOINTMENT. | | | CUSTOMER ACKNOWLEDGED AND DECLINED. | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN4DE[redacted]
Owner Or Fleet	[redacted]Orlando, FL, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	12/17/2018	Incident Date	N/A
Mileage	98,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2018 12:45:00 PM	CUSTOMER REQUESTING DEALER 405014 REIMBURSE HER FOR PART (CLOCK SPRING) SHE PURCHASED ON EBAY, 250 AND LABOR 150 TO HAVE PART INSTALLED BY INDEPENDENT MECHANIC, PURCHASED VEHICLE YEAR AGO, DOES NOT SERVICE AT VW DEALER, IS REQUESTING REIMBURSEMENT AS SHE WAS NOT INFORMED ABOUT THE WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING BY DEALER 405014, CAN BE REACHED AT[redacted] | | | RCM TO CONTACT DEALER.
12/17/2018 8:18:00 AM	CUSTOMER SUBSEQUENT OWNER, 1ST VW, PURCHASED IN JULY, 2018 FROM DODGE DEALER, GOES TO VALVOLINE FOR OIL CHANGES, AIRBAG LIGHT CAME ON, STEERING WHEEL CONTROLS DID NOT WORK, WENT TO DEALER 405014 FEW WEEKS AGO AND PAID 155 TO DIAGNOSE VEHICLE, WORKED WITH ROBERT P IN SERVICE WHO DID 2 RECALLS, TOLD HER IT WAS THE STEERING WHEEL CLOCK SPRING, REPAIR WOULD COST 897.00 SO SHE DECLINED REPAIR, WENT ON EBAY AND PURCHASED A CLOCKSPRING FOR 250 AND HAD A MECHANIC INSTALL IT FOR 150.00, STATES AFTER THIS WAS DONE THERE WERE ERROR MESSAGES, SO SHE WENT TO NAPLETONS VW 405021, WHO WANTED TO CHARGE HER 70.00 TO RESET LIGHTS PLUS A DIAGNOSTIC FEE, STATES SHE THEN CALLED DAVID MAUS, SPOKE WITH ROB, SERVICE MANAGER, WHO FINALLY AGREED TO SEE HER TODAY AT 9:30 TO RESET THE LIGHTS, BUT WOULD ONLY OFFER TO REFUND HER THE DIAGNOSIS FEE, STATES SHE IS REQUESTING TOTAL REIMBURSEMENT FOR THE DIAGNOSIS FEE, PART PURCHASED ON EBAY AND LABOR SHE PAID INDEPENDENT MECHANIC, AND A FACTORY CLOCK SPRING INSTALLED IN VEHICLE, WAS NOT HER FAULT WHOEVER SHE SPOKE WITH IN SERVICE DID NOT TELL HER ABOUT THE WARRANTY EXTENSION FOR THE CLOCKSPRING. | | | CO ADVISED SHE WILL ASSIGN COMPLAINT/REQUEST TO A RCM FOR FOLLOW UP WITH THE DEALER, ADVISED DEALERS ARE INDEPENDENT BUSINESSES, CAN MAKE THEM AWARE OF HER COMPLAINT BUT WILL MOST LIKELY BE BETWEEN HER AND THE DEALER. CO TO ASSIGN TO RCM
12/18/2018 1:28:00 PM	[redacted] | | | RCM CALLED CUSTOMER ADVISED THAT WAITING ON UPDATE FROM THE DEALER ON CUSTOMER CONCERN; WILL FOLLOW UP AGAIN BY COB 12/19/18; CUSTOMER ACCEPTED; RCM TO WAIT DEALER
12/18/2018 11:47:00 AM	ACTION REQUIRED: SERVICE EXPERIENCE | | HELLO! THE FOLLOWING CUSTOMER HAS CONTACTED CUSTOMER CARE REGARDING FEEDBACK WITH THEIR SERVICE EXPERIENCE. PLEASE REVIEW THE DETAILS BELOW: | | CUSTOMER NAME: MS.[redacted] | MODEL YEAR/MODEL: 2013 CC | | VIN: WVWBP7AN4DE[redacted] | CUSTOMER (CONCERN): MS.[redacted]REACHED OUT TO CARE ABOUT CONCERNS WITH HER RECENT SERVICE EXPERIENCE. SHE STATES SHE WAS AT YOUR DEALER A FEW WEEKS AGO WITH THE AIRBAG LIGHT ON AND STEERING WHEEL CONTROLS NOT WORKING. SHE WAS CHARGED A $155 DIAGNOSIS FEE AND WAS ADVISED THAT IT WAS THE STEERING WHEEL CLOCK SPRING. SHE STATES SHE WAS TOLD THE REPAIR WOULD BE $897 SO SHE DECLINED. SHE BOUGHT THE PART OF OFF EBAY AND HAD AN INDEPENDENT INSTALL IT. AFTER THAT, SHE HAD SOME ERROR MESSAGES AND RESET THE LIGHTS. SHE STATES SHE WAS OFFERED A REFUND ON THE DIAGNOSIS FEE BUT IS SEEKING FULL REIMBURSEMENT AS SHE WAS NOT TOLD THAT THERE WAS A WARRANTY EXTENSION FOR THE CLOCK SPRING ON HER CC. | | THE CUSTOMER IS SEEKING THE FOLLOWING: TO FILE A DEALER COMPLAINT. TO BE REFUNDED FOR THE PART, LABOR AND DIAGNOSIS FEE. | | I AM SEEKING: | | -TO FORWARD DEALER COMPLAINT | | -DEALER FEEDBACK | | PLEASE RESPOND AFTER YOU HAVE THE CHANCE TO REVIEW THIS INFORMATION. PLEASE SELECT REPLY TO ALL, SO MY TEAM AND I BOTH RECEIVE YOUR RESPONSE. | | | RCM TO WAIT DLR
12/19/2018 11:07:00 AM	SARAH, | | I HAVE SPOKEN TO THIS CUSTOMER SHE CAME IN YESTERDAY 12-17-2018 AND I GAINED ALL HER RECEIPTS I REFUNDED HER $525.00 DUE TO THE ADVISOR NOT NOTICING THE WARRANTY EXTENSION. THANKS, ROB | | ROBERT TOPPING | | | RCM TO WAIT DEALER | |
12/19/2018 2:34:00 PM	[redacted] | | |
12/19/2018 2:36:00 PM	[redacted] | | | RCM CALLED CUSTOMER TO FOLLOW UP; DEALER LET KNOW THAT THEY REFUNDED CUSTOMER THE COST FOR THE REPAIRS SINCE THEY MISSED THE EXTENSION; CUSTOMER ACKNOWLEDGED THAT THEY DID; WANTS TO ENSURE THAT DEALER GETS PROPER COACHING SO THAT THIS DOES NOT HAPPEN AGAIN; RCM ACKNOWLEDGED; THAT WAS SHARED WITH THE DEALER TO DO; RCM TO CLOSE; NO FURTHER ACTIONS

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRJ7AJ3AM[redacted]
Owner Or Fleet	[redacted] RICHTON PARK, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/17/2018	Incident Date	N/A
Mileage	87,500		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2018 10:18:00 AM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | STACIE M | | CUSTOMER CARE ADVOCATE | |
12/17/2018 10:20:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;
12/17/2018 10:20:00 AM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / RADIO DOES NOT WORK;
12/17/2018 10:21:00 AM	HI TEAM 5! | | | PLEASE SEND MS. [redacted] AN EMAIL WITH STEPS ON HOW TO GET TO DASH BOARD INDICATOR LIGHTS ON [redacted] CLICK ON OWNERS; THEN SERVICE ON THE LEFT SIDE; THEN DASH BOARD INDICATOR LIGHTS; IT WILL SHOW LIGHTS AND WHEN CLICKED ON A DROP DOWN WILL APPEAR DESCRIBING THEM; ALSO SEND CUST A LINK TO [redacted] NCASE CUST WOULD LIKE TO PURCHASE AN OWNERS MANUAL; | | | PLEASE SEND EXTENDED WARRANTIES LETTERS FOR THE FOLLOWING TO ADDRESS IN CUST PROFILE: INTAKE MANIFOLD 10Y/120K MI WCF; FUEL INJECTOR 10/120K MI WCF; TIMING CHAIN 10Y/100K MI WCF; AIRBAG CLOCKS SPRING 10Y/120K MI WCF; | | | TEAM 5 TO SEND MAIL AND EMAIL.
12/17/2018 9:44:00 AM	CUSTOMER STATES: PURCHASED AT NON-VW IN 9/2018; HAS AN EXTENDED WARRANTY FOR 1YEAR THROUGH SELLING DEALER; CUSTOMER HAS TAKEN VEHICLE IN; SELLING DEALER IS CURRENTLY WAITING ON PARTS FOR VEHICLE; CUSTOMER TOOK IN VEHICLE FOR OIL CHANGE; HAD TO ORDER NEW OIL PAN; CUSTOMER ASKED ABOUT RADIO; SELLING DEALER TOLD CUSTOMER TO CONTACT VW DEALER; CALLING REGARDING LETTER FOR DEFECT OR CALL BACK EXTENDED WARRANTY ABOUT VEHICLE CLOCK SPRING; SAYS AIRBAG LIGHT STAYS ON; RADIO DOES NOT WORK; HAS A LIGHT THAT COMES ON DASHBOARD; CUSTOMER DOES NOT KNOW WHAT LIGHT IT IS AS CUSTOMER DOES NOT HAVE OWNERS MANUAL | | | CUSTOMER SEEKS: INFORMATION ON EXTENDED WARRANTY | | | CO ADVISED: CUSTOMER HAS A 97AM S-SERV_ACT - FUSE (PLUG-IN POSITION F16) OPEN; CO CAN SET UP AN APPOINTMENT TO GET SERVICE ACTION COMPLETED; CUSTOMER HAS EXTENDED WARRANTIES FOR INTAKE MANIFOLD 10Y/120K MI WCF; FUEL INJECTOR 10/120K MI WCF; TIMING CHAIN 10Y/100K MI WCF; AIRBAG CLOCKS SPRING 10Y/120K MI WCF; CO CAN SET UP APPOINTMENT FOR CUSTOMER TO GET VEHICLE LOOKED AT ID DEALER WERE TO DIAGNOSE VEHICLE AS AIRBAG CLOCK SPRING REPAIRS WOULD BE AT NO COST TO CUSTOMER; IF DIAGNOSIS SHOWS REPAIRS ARE NOT RELATED THERE MAY BE A DIAGNOSIS FEE AND REPAIR COST THAT WOULD BE AT CUSTOMER EXPENSE; CO SET UP CUSTOMER APPOINTMENT FOR 9:30 AM - MONDAY JAN 7, 2019 USING XTIME CONFIRMATION CODE X049XCSKP1; CO TO FOLLOW UP ON APPOINTMENT 1/8/2018. | | | CO TO ESCALATE TO TEAM 5 TO SEND OUT INFORMATION.
12/19/2018 8:37:00 AM	HELLO MS. [redacted] | | | I HOPE YOU ARE HAVING A PLEASANT WEEK SO FAR! I AM FOLLOWING UP IN REGARDS TO OUR CONVERSATION ON 12/17/19. | | | YOUR VIN- 3VWRJ7AJ3AM[redacted] HAS WARRANTY EXTENSIONS ON THE INTAKE MANIFOLD, FUEL INJECTOR, AND AIRBAG CLOCK SPRING UNTIL 7/24/2020 OR ONCE THE VEHICLE REACHES 120,000 MILES WHICHEVER COMES FIRST. THERE IS ALSO A WARRANTY EXTENSION ON YOUR TIMING CHAIN UNTIL 7/24/2020 OR ONCE THE VEHICLE REACHES 100,000 MILES WHICHEVER COMES FIRST. IF YOUR VEHICLE IS HAVING ANY ISSUES YOU WOULD NEED TO HAVE A DIAGNOSIS BY A VW DEALERSHIP TO DETERMINE IF THE FAILURE IS DUE TO A MANUFACTURES DEFECT. | | | YOU ARE ABLE TO CHECK WARNING LIGHTS FOR MOST VW VEHICLES AT: [redacted] F YOU HAVE TROUBLE WITH THE LINK, YOU ARE MAY VISIT VW.COM AND ACCESSING THE WARNING LIGHTS BY CLICKING THE OWNERS TAB ON THE LEFT SIDE OF THE PAGE, ONCE ON THE OWNERS PAGE THERE WILL BE A SERVICE ICON ON THE LEFT SIDE, SELECT SERVICE. ON THE NEXT PAGE THERE WILL BE A LINK AT THE TOP FAR RIGHT THAT WILL READ (DASHBOARD INDICATOR LIGHTS). YOU ALSO MADE MENTION OF A OWNER┬┐S MANUAL FOR THE VEHICLE, HERE IS ANOTHER LINK WHERE THE MANUAL MAY BE LOCATED: [redacted] | | | IF YOU HAVE ANY OTHER QUESTIONS OR CONCERN PLEASE GIVE US A CALL AT 1800-822-8987. | | | SINCERELY, | STACIE M. | | VW CUSTOMER CARE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRJ7AJ3AM[redacted]
Owner Or Fleet	[redacted]		RICHTON PARK, IL, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/17/2018	Incident Date	N/A
Mileage	87,500		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/19/2018 9:14:00 AM	CO TO REVIEW AND FOLLOW-UP AS NEEDED.
1/8/2019 1:37:00 PM	CUSTOMER STATES: LOOKING FOR THE WOLFSBURG EDITION EXTRAS; | | | CUSTOMER SEEKING: WOLFSBURG EDITION EXTRAS; | | | CUSTOMER ADVOCATE ADVISED: WOB INCLUDES SE FEATURES PLUS: 2.0T 200 HP ENGINE WITH 6 SPEED MANUAL TRANSMISSION, WOLFSBURG EDITION BADGE ON THE FRONT RIGHT AND LEFT FENDERS 17 INCH ALLOY WHEELS SPORT SUSPENSION BLACK FRONT GRILLE; THIS INFORMATION CAN BE SENT TO THE CUSTOMER VIA EMAIL; GAVE THE CUSTOMER THE 8004234595 [redacted] | | | CUSTOMER ACKNOWLEDGED: | | | CO TO ESCALATE TO TEAM 5;
1/8/2019 12:24:00 PM	CALL TO CUSTOMER; | | | CO ADVISED; CALLING TO FOLLOW UP ON APPOINTMENT; CO CAN LOOK INTO INFORMATION REGARDING OWNER┬┐S MANUAL; COULD WORK WITH DEALER ABOUT PURCHASING OWNER┬┐S MANUAL; OR CAN GO TO WEBSITE [redacted] PROVIDED CALL BACK INFORMATION FOR CUSTOMER CARE CENTER; | | | CUSTOMER SAYS: DEALER DIDN┬┐T DO DIAGNOSTIC; LIGHT WAS FOR PASSENGER SIDE AIRBAG; LIGHT STAYS ON IF NO ONE IS SITTING ON THE PASSENGER SIDE; WAS TOLD ABOUT ONLINE OWNER┬┐S MANUAL; CUSTOMER WOULD LIKE HARD COPY; CAN CUSTOMER CARE CENTER SEND A COMPLIMENTARY COPY; IS IMPRESSED WITH VW SERVICE FROM BOTH VW CUSTOMER CARE CENTER AND DEALER.
1/8/2019 5:04:00 PM	PLEASE SEND CUSTOMER INFORMATION ON THE 2010 JETTA WOLFSBURG EDITION INFORMATION; WOB INCLUDES SE FEATURES PLUS: 2.0T 200 HP ENGINE WITH 6 SPEED MANUAL TRANSMISSION, WOLFSBURG EDITION BADGE ON THE FRONT RIGHT AND LEFT FENDERS, 17 INCH ALLOY WHEELS, SPORT SUSPENSION, BLACK FRONT GRILLE
1/10/2019 3:05:00 PM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY
1/10/2019 3:05:00 PM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted]. E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWAZ7AJ3AM[redacted]
Owner Or Fleet	[redacted] Schofield, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/17/2018	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2018 10:41:00 AM	CUSTOMER STATES: RECEIVED A LETTER FOR THE CLOCK SPRING WARRANTY EXTENSION AND WANTS TO KNOW THE NAME AND LOCATION OF THE CLOSEST VW DEALERS BECAUSE THE CUSTOMER HAS BEGUN TO EXPERIENCE THE SYMPTOMS ASSOCIATED WITH THE WARRANTY EXTENSION; | | | CUSTOMER SEEKING: HOW THE COVERAGE IS FOR AND WHERE IS THE CLOSEST DEALERS LOCATED; | | | CO ADVISED: THE VEHICLE HAS THE COVERAGE FOR THE CLOCK SPRING UNTIL 02/24/2020 OR 120K MILES WCF; THE CLOSEST DEALER ARE SCAFFIDI MOTORS IN STEVENS CREEK, WI ON STANLEY STREET AND KOCOUREK WAUSAU IMPORTS ON MORNING GLORY LANE IN WAUSAU, WI; | | | CUSTOMER ACKNOWLEDGED; | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A39EC[redacted]
Owner Or Fleet	[redacted] Whitefish, MT, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/17/2018	Incident Date	N/A
Mileage	50,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2018 11:21:00 AM	CUSTOMER STATES WAS AT DEALER 419222 THIS MORNING FOR AIRBAG LIGHT, STEERING WHEEL CONTROLS AND HORN NOT WORKING, REMEMBERS RECEIVING A LETTER FROM VW THAT HE DISCARDED, DEALER TOLD HIM PERSON TO WORK WITH WOULD NOT BE IN UNTIL TOMORROW, HAS OWNED SEVERAL VWS, ALL USED, SERVICES AT VW DEALER ONLY. | | | | CO ADVISED THERE IS WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING FOR 10/120, WCF, FROM DESCRIPTION OF SYMPTOMS, THIS MAY BE WHAT IS INVOLVED, ALSO HAS RECALL FOR ECM SOFTWARE UPDATE. CUSTOMER STATES HAS APPOINTMENT FOR THIS COMING WEDNESDAY, THANKED FOR INFORMATION. NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH9CV[redacted]
Owner Or Fleet	[redacted] TONEY, AL, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	12/17/2018	Incident Date	N/A
Mileage	120,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2018 12:13:00 PM	CUST STATES: RECEIVED THE LETTER FOR THE EXTENDED WARRANTY; THE VEH HAD THE STEERING WHEEL CLOCK SPRING REPAIRED AT DLR 407111 ON 10-20-17; THE ADDRESS ON THE RO IS INCORRECT; | | CUST SEEKS: REIMBURSEMENT; | | | CO ADVISED: VERIFIED CUST INFORMATION AND EXTENDED WARRANTY; CUST CAN SUBMIT RO AND POP FOR POSSIBLE REIMBUSREMENT; WILL REVIEW THE DOCUMTENTS BEFORE BEGINNING THE REVIEW PROCESS; | | | CO TO WAIT CUST MAIL
12/21/2018 11:38:00 AM	CO CALLED TO VERIFY IF CUSTOMER HAS SUBMITTED REPAIR ORDER AND POP; | | | CUSTOMER STATES: HAVEN'T SENT THE DOCUMENTS YET; NEEDED TO LOCATE THE DOCUMENTS; WILL ATTEMPT TO SUBMIT AFTER THE HOLIDAY; | | | CO TO WAIT CUSTOMER MAIL
12/27/2018 1:39:00 PM	MEDIA ATTACHED IN DOC CENTER
12/27/2018 11:00:00 AM	CO CALLED TO VERIFY IF CUSTOMER HAS HAD THE OPPORTUNITY TO SUBMIT THE DOCUMENTS; | | | CUSTOMER STATES: APPRECIATE THE FOLLOW UP; WILL SEND THE DOCUMENTS RIGHT AWAY; | | | CO TO WAIT CUSTOMER MAIL
12/28/2018 11:57:00 AM	CO CALLED TO ADVISED DOCUMENTS HAVE BEEN RECEIVED; WILL SUBMIT DOCUMENTS TO BEGIN THE REVIEW PROCESS; THE PROCESS IS SET BETWEEN 90-120 DAYS FOR A DECISION TO BE PROVIDED; | | | CUSTOMER ACKNOWLEDGED; | | | CO TO ESCALATE TO SP
12/28/2018 12:00:00 PM	CUSTOMER SEEKS: REIMBURSEMENT FOR THE AIRBAG CLOCK SPRING; | | | SP TO REVIEW
1/18/2019 3:36:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $564.22 | | | SP TO GENERATE CHECK REQUEST
1/18/2019 3:37:00 PM	WVWBW7AH9CV[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $564.22 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 564.22 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRX7AJ8AM[redacted]
Owner Or Fleet	[redacted], SKIATOOK, OK, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/17/2018	Incident Date	N/A
Mileage	142,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2018 12:15:00 PM	CUSTOMER STATES: RECEIVED STEERING WHEEL CLOCK SPRING WARRANTY EXTENSION; ALREADY HAD WORK DONE ON 11/19/2018 AT AN INDEPENDENT; | | | | CUSTOMER SEEKS: REIMBURSEMENT | | | | CO ADVISED: WILL EMAIL CUSTOMER CASE NUMBER, ONCE CUSTOMERS RECEIVES THE EMAIL, RESPOND DIRECTLY BACK WITH REPAIR ORDER AND POP; ONCE DOCUMENTS ARE RECEIVED; WILL ESCALATE TO THE REIMBURSEMENT TEAM; GENERAL TIME FRAME FOR REVIEW OF REIMBURSEMENT IS 120 BUSINESS DAYS FOR CUSTOMER TO RECEIVE OUR DECISION IN THE MAIL; CO SCHEDULED AN APPOINTMENT WITH VW DEALER 425435 FOR RECALL 97AM; 10:00 AM - THURSDAY DEC 20, 2018; CONFIRMATION CODE [redacted] | | | | CO TO WAIT FOR CUSTOMER CONTACT;
12/24/2018 11:47:00 AM	CO CALLED CUSTOMER; CUSTOMER UNAVAILABLE; CO PROVIDED CASE # AND CUSTOMER CARE CENTER #; | | | | NO FURTHER ACTION.
1/3/2019 1:56:00 PM	MEDIA ATTACHED IN DOC CENTER
1/4/2019 1:38:00 PM	CO CALLED CUSTOMER; CUSTOMER UNAVAILABLE; CO UNABLE TO LEAVE VM; | | | | CO TO ESCALATE TO TEAM 5 TO GENERATE EMAIL; | | | | *LVL1 ADVISE: CUSTOMER RECEIVED AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI WOF, CUSTOMER IS NO LONGER WITHIN THIS WARRANTY EXTENSION BY MILEAGE; THE REPAIR ORDER CUSTOMER SUBMITTED IS FOR THE STEERING LOCK HOUSING, WHICH HAS NOTHING TO DO WITH THE WARRANTY EXTENSION CUSTOMER RECEIVED;* | | | |
1/4/2019 1:39:00 PM	TEAM 5 TO PLEASE EMAIL CUSTOMER: | | | | CUSTOMER RECEIVED AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI WOF, CUSTOMER IS NO LONGER WITHIN THIS WARRANTY EXTENSION BY MILEAGE; THE REPAIR ORDER CUSTOMER SUBMITTED IS FOR THE STEERING LOCK HOUSING, WHICH HAS NOTHING TO DO WITH THE WARRANTY EXTENSION CUSTOMER RECEIVED; | |
1/7/2019 2:54:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / CLOCKSPRING HAS FAILED BEFORE;
1/8/2019 10:51:00 AM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.
1/8/2019 10:52:00 AM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A37GC[redacted]
Owner Or Fleet	[redacted] WEST PALM BEACH, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	12/17/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2018 12:28:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 3:42:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED INCOMPLETE RO FROM DEALER; RO AND POP WERE VERIFIED IN XTIME; RO SHOWS MAINTENANCE SERVICES AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $245.17; LABOR: $450.00; TAX: $41.71; TOTAL: $736.88 | | | | SP TO GENERATE CHECK REQUEST AND REPAIRS NOT RELATED LETTER
1/18/2019 3:45:00 PM	1VWAT7A37GC[redacted]VW TO REIMBURSE WECY WARR EXT; TOTAL: $736.88 | | | | SP GENERATED CHECK REQUEST
1/18/2019 3:46:00 PM	SP MAILED REPAIRS NOT RELATED LETTER
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 736.88 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX7CW[redacted]
Owner Or Fleet	[redacted] Redwood City, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/17/2018	Incident Date	N/A
Mileage	51,962		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2018 12:30:00 PM	FROM: [redacted] | | SENT: MONDAY, DECEMBER 17, 2018 12:26 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | HI PATRICK, | | THE ERROR LIGHT WENT OFF ON THE DRIVER'S SIDE AIRBAG OVER THE WEEKEND. I WOULD LIKE TO DISCUSS THE PROCESS OF HAVING VW BUY BACK THE CAR SINCE THIS HAS HAPPENED SEVERAL TIMES. I HAVE ALL WORK REPAIR RECEIPTS. PLEASE LET ME KNOW WHAT PAPERWORK I NEED TO FILL OUT TO START THE PROCESS. YOU AMY CALL ME AT [redacted] | | THANKS, [redacted] | |
12/20/2018 3:04:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT; AIRBAGS / HISTORICAL CONCERN / AIRBAG LIGHT;
12/20/2018 3:14:00 PM	REFERENCE # [redacted] | | | DEAR MRS. [redacted] | | | | I REGRET TO HEAR THE AIRBAG LIGHT IS ON AGAIN. MY NAME IS TAYLOR AND I AM REACHING OUT ON BEHALF OF YOUR RCM. I APPRECIATE THE OPPORTUNITY TO BECOME INVOLVED. | | | | I UNDERSTAND YOU ARE SEEKING FOR YOUR 2012 TIGUAN TO BE REPURCHASED. THIS IS SOMETHING I CAN ASSIST YOU WITH. | | | | IN ORDER FOR US TO REVIEW YOUR REQUEST, I NEED SOME ADDITIONAL INFORMATION. WHEN YOU HAVE SOME TIME, PLEASE RESPOND BACK WITH THE FOLLOWING: | | ┬┐ PLEASE SEND IN ALL REPAIR ORDERS (INCLUDING INDEPENDENT AND DEALERSHIP) | | ┬┐ CURRENT MILEAGE? | | | | DON┬┐T HESITATE TO REACH OUT TO ME IF YOU HAVE ANY QUESTIONS. | | | | I LOOK FORWARD TO HEARING FROM YOU. | | | | SINCERELY, | | | | | | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | | | | | |
12/20/2018 6:42:00 PM	CUSTOMER STATES: THE AIR BAG LIGHT IS STILL ON AND WOULD LIKE TO KNOW IF THEY NEED TO BRING THE VEHICLE BACK TO THE DEALER FOR A DIAGNOSIS. | | RCM ADVISED; THEY CUSTOMER WANTS THE CURRENT ISSUES TO BE INCLUDED IN THE REVIEW THEN THE VEHICLE WOULD HAVE TO COME BACK TO THE DEALER FOR A FORMAL DIAGNOSIS SO THAT REPAIR ORDER CAN BE PRODUCED AND SENT TO VW FOR REVIEW; IT WOULD BE UP TO THE CUSTOMER AT THIS POINT. | | CUSTOMER UNDERSTOOD; FEELS THAT THE CURRENT REPAIR ORDER HISTORY IS ENOUGH; WILL NOT BRING THE VEHICLE BACK TO THE DEALER UNTIL AFTER THE HOLIDAYS; THANKED RCM | | | | CO TO REVIEW.
12/21/2018 5:16:00 PM	FROM: [redacted] | | SENT: THURSDAY, DECEMBER 20, 2018 7:53 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | HI TAYLOR, | | | | THANKS FOR YOUR EMAIL. I ALSO SPOKE WITH PATRICK TODAY. ATTACHED IS A PDF FILE WITH ALL THE REPAIRS MADE TO THE 2012 TIGUAN REGARDING THE AIRBAG ERROR CODES. CURRENT MILEAGE AT THE TIME OF THIS EMAIL IS 51,975. THE AIRBAG ERROR LIGHT WENT ON ON 12/15/18 AFTER THE MOST RECENT REPAIR AT VOLKSWAGEN KEARNY MESA WHERE THE CLOCK SPRING WAS REPLACED. THIS IS THE CAR WE BOUGHT FOR OUR DAUGHTER AND, NOT KNOWING IF THE AIRBAG WOULD DEPLOY SAFELY IN THE EVENT OF AN ACCIDENT, I AM NOT COMFORTABLE HAVING HER DRIVE THE CAR. I APPRECIATE EVERYONE'S EFFORTS TO TRY TO FIX THE CAR, AND ALTHOUGH WE ENJOY DRIVING THE CAR, | | AT THIS POINT I WOULD LIKE TO ASK VW TO BUY THE CAR BACK. | | | PLEASE LET ME KNOW IF YOU ARE ABLE TO SUCCESSFULLY RETRIEVE THE FILE AND HOW TO PROCEED. | | | THANK YOU, | [redacted] | | CELL [redacted] | |
12/24/2018 11:00:00 AM	REFERENCE # [redacted] | | | DEAR MRS. [redacted] | | | | I APOLOGIZE FOR YOUR FRUSTRATION, AS I UNDERSTAND YOU BOUGHT THIS VEHICLE FOR YOUR DAUGHTER. I CAN ASSURE YOU THIS IS NOT WHAT WE ENVISION FOR OUR CUSTOMERS. | | | REGARDING YOUR REQUEST, I REGRETFULLY WAS NOT ABLE TO OPEN THE ATTACHMENTS WITH YOUR LAST EMAIL. MAY YOU PLEASE TRY AND RESEND THEM? | | | ONCE I RECEIVE THEM, I WILL GET YOUR DOCUMENTS TO THE CORRECT DEPARTMENT AND THEN WE WILL REVIEW YOUR REQUEST TO BE REMOVED FROM THE VEHICLE. | | | I HOPE YOU AND YOUR FAMILY HAVE A WONDERFUL HOLIDAY. | | | SINCERELY, | | | | | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | | | |
12/24/2018 11:15:00 AM	FROM: MAIL DELIVERY SUBSYSTEM [MAILTO:MAILER-DAEMON@VW.COM] | | SENT: MONDAY, DECEMBER 24, 2018 11:05 AM | | TO: VW EXPERIENCE | | SUBJECT: UNDELIVERABLE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | DELIVERY HAS FAILED TO THESE RECIPIENTS OR GROUPS: | [redacted] | THE E-MAIL ADDRESS YOU ENTERED COULDN'T BE FOUND. PLEASE CHECK THE RECIPIENT'S E-MAIL ADDRESS AND TRY TO RESEND THE MESSAGE. IF THE PROBLEM CONTINUES, PLEASE CONTACT YOUR HELPDESK. | | THE FOLLOWING ORGANIZATION REJECTED YOUR MESSAGE: [redacted] | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX7CW[redacted]
Owner Or Fleet	[redacted]	Redwood City, CA, [redacted]	
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/17/2018	Incident Date	N/A
Mileage	51,962		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/24/2018 12:18:00 PM	REFERENCE [redacted] | | | DEAR MRS. [redacted] | | | I APOLOGIZE FOR YOUR FRUSTRATION, AS I UNDERSTAND YOU BOUGHT THIS VEHICLE FOR YOUR DAUGHTER. I CAN ASSURE YOU THIS IS NOT WHAT WE ENVISION FOR OUR CUSTOMERS. | | | REGARDING YOUR REQUEST, I REGRETFULLY WAS NOT ABLE TO OPEN THE ATTACHMENTS WITH YOUR LAST EMAIL. MAY YOU PLEASE TRY AND RESEND THEM? | | | ONCE I RECEIVE THEM, I WILL GET YOUR DOCUMENTS TO THE CORRECT DEPARTMENT AND THEN WE WILL REVIEW YOUR REQUEST TO BE REMOVED FROM THE VEHICLE. | | | I HOPE YOU AND YOUR FAMILY HAVE A WONDERFUL HOLIDAY. | | | SINCERELY, | | | | | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | | | |
12/26/2018 9:12:00 AM	REFERENCE #[redacted] | | | DEAR MRS. [redacted] | | | I HOPE YOU HAD A WONDERFUL HOLIDAY. I AM FOLLOWING UP ON MY LAST EMAIL SENT ON DECEMBER 24TH. | | | I REGRETFULLY WAS NOT ABLE TO OPEN THE ATTACHMENTS WITH YOUR LAST EMAIL. MAY YOU PLEASE TRY AND RESEND THEM? | | | I WILL KEEP AN EYE OUT FOR YOUR RESPONSE. | | | SINCERELY, | | | | | | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | | | |
12/27/2018 1:48:00 PM	MEDIA ATTACHED IN DOC CENTER
12/28/2018 2:50:00 PM	FROM: [redacted] | SENT: FRIDAY, DECEMBER 28, 2018 2:07 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | THANK YOU TAYLOR. I WILL FOLLOW UP WITH YOU ON JANUARY 11TH. | | [redacted] |
12/28/2018 8:51:00 AM	CUSTOMER HAS RESENT ALL ROS;
12/28/2018 8:58:00 AM	FROM: WALLIS, TAYLOR | | SENT: FRIDAY, DECEMBER 28, 2018 8:58 AM | | TO: VWGOA MEDIATION/ARBITRATION MRC | | SUBJECT: BUYBACK REQUEST CASE | | | HELLO, | | | THIS CUSTOMER HAS A BUYBACK REQUEST. | | | CUSTOMER MR. [redacted] | ORIGINAL OWNER OR SUBSEQUENT OWNER CPO | | DATE OF PURCHASE 5/22/15 | | PLACE OF PURCHASE (DEALER/INDEP/PRIVATE) DLR 422531; 422580; 422521; 422540 | | VIN WVGAV7AX7CW[redacted] | DEALERS WORKED WITH: DLR 422563 | | REQUEST FOR INDEP RO┬┐S: SORRENTO VALLEY AUTOMOTIVE | | IF INDEP RO┬┐S ARE NOT AVAILABLE/RECEIVED, PLEASE EXPLAIN: | | CURRENT VEHICLE LOCATION: WITH CUST | | STATE THE VEHICLE IS REGISTERED IN: CA | | | |
12/28/2018 9:10:00 AM	REFERENCE #[redacted] | | | DEAR MRS. [redacted] | | | THANK YOU FOR RESENDING THOSE DOCUMENTS! I CAN SEE THEM CLEAR AS DAY. | | | I JUST SENT YOUR DOCUMENTS OVER TO THE CORRECT DEPARTMENT. USUALLY WE ADVISE A 10-14 DAY FOLLOW UP, BUT THIS DEPARTMENT IS OUT OF THE OFFICE UNTIL JANUARY 3RD. | | | WITH THAT BEING SAID, I WILL FOLLOW UP WITH YOU ON JANUARY 11TH. IF I RECEIVE ANY UPDATES BEFORE THAT DATE, I WILL GLADLY PROVIDE THEM TO YOU. ON JANUARY 11TH, I WILL REACH OUT TO THE CORRECT DEPARTMENT AND SEE IF OR WHEN THEY WILL HAVE THEIR DECISION. | | | THANK YOU FOR YOUR PATIENCE WHILE WE RESEARCH YOUR REQUEST TO BE REMOVED FROM THE VEHICLE. I HOPE YOU HAVE A WONDERFUL NEW YEAR! | | | | | KINDLY, | | | | | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | | | |
1/2/2019 12:31:00 PM	HAPPY 2019. WE DO NOT HAVE ANY RECORDS ON FILE RELATING TO THIS CUSTOMER.
1/2/2019 9:18:00 AM	[redacted]
1/3/2019 10:16:00 AM	I DO NOT SHOW ANY SERVICE RECORDS FOR THIS VIN.

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Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX7CW[redacted]
Owner Or Fleet	[redacted] Redwood City, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/17/2018	Incident Date	N/A
Mileage	51,962		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/3/2019 9:18:00 AM	RECEIVED REPAIR ORDER'S
1/7/2019 9:45:00 AM	FOLLOWING UP ON 2ND REQUEST FOR REPAIR ORDERS PLEASE.
1/9/2019 11:00:00 AM	RECEIVED REPAIR ORDER'S
1/11/2019 11:02:00 AM	PLEASE LET THE CUSTOMER KNOW THAT SOMEONE FROM CR&R WILL BE IN CONTACT WITHIN 10-14 BUSINESS DAYS. | | | YOU CAN CLOSE YOUR CASE ONCE THE CUSTOMER HAS BEEN CONTACTED. | |
1/11/2019 11:22:00 AM	REFERENCE # [redacted] | | | DEAR MRS. [redacted] | | | ACTUALLY, I JUST HEARD BACK FROM OUR MEDITATION/ARBITRATION DEPARTMENT. WITH THAT BEING SAID, PLEASE DISREGARD MY PREVIOUS EMAIL FROM THIS MORNING. | | | THIS DEPARTMENT WILL NOW BE TAKING OVER YOUR CASE. SOMEONE FROM THIS DEPARTMENT WILL BE CONTACTING YOUR WITHIN 10-14 BUSINESS DAYS. | | | IT WAS AN ABSOLUTELY PLEASURE WORKING WITH YOU MRS. [redacted] I WISH YOU THE BEST AND I HOPE EVERYTHING WORKS OUT. | | | SINCERELY, | | | TAYLOR W. | CUSTOMER CARE ADVOCATE | | | THANK YOU FOR YOUR TIME. IN THE NEXT DAY OR TWO, YOU MAY RECEIVE AN EMAIL SURVEY REGARDING OUR INTERACTION. PLEASE TAKE A MOMENT TO COMPLETE IT. YOUR FEEDBACK AND IDEAS ARE IMPORTANT IN UNDERSTANDING HOW WE CAN MAKE YOUR EXPERIENCES BETTER IN THE FUTURE. | | |
1/11/2019 9:31:00 AM	REFERENCE # [redacted] | | | DEAR MRS. [redacted] | | | THANK YOU FOR YOUR PATIENCE WHILE WE RESEARCH YOUR REQUEST TO BE REMOVED FROM THE VEHICLE. | | | BEING THAT THE DEPARTMENT THAT REVIEWS THESE REQUESTS WAS OUT OF OFFICE, I WANTED TO REACH OUT TO THE DEPARTMENT TO SEE IF OR WHEN THEY MAY HAVE THEIR DECISION. | | | WITH THAT BEING SAID, I WAS INFORMED THAT THEY ARE CURRENTLY WORKING ON YOUR CASE AND SHOULD HOPEFULLY HAVE THEIR DECISION NEXT WEEK. | | | THANK YOU FOR YOUR PATIENCE WHILE WE RESEARCH YOUR REQUEST. WHEN I RECEIVE AN UPDATE, I WILL BE SURE TO EMAIL YOU RIGHT AWAY. | | | I HOPE YOU HAVE A GREAT WEEKEND. | | | KINDLY, | | | | | | | TAYLOR W. | CUSTOMER CARE ADVOCATE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW3L7AJXCM[redacted]
Owner Or Fleet	[redacted] Magnolia, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/17/2018	Incident Date	N/A
Mileage	134,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2018 12:36:00 PM	CUSTOMER STATES: CUSTOMER RECEIVED A NOTICE IN THE MAIL REGARDING HIS STEERING WHEEL CLOCK SPRING; CUSTOMER IS OUTSIDE OF THE WARRANTY EXTENSION BY MILEAGE; CUSTOMER ASKS IF HIS BLUETOOTH SYSTEM IN VEHICLE IS NOT WORKING IS A SIGN OF A FAILED CLOCK SPRING; CUSTOMER'S 2007 BEETLE HAS THE AIRBAG LIGHT ON; CUSTOMER WANTS TO KNOW IF THE BEETLE ALSO HAS AN AIRBAG CLOCK SPRING WARRANTY EXTENSION | | | CUSTOMER SEEKING: CLOCK SPRING WARRANTY EXTENSION CLARIFICATION; DOES 2007 BEETLE HAVE THE AIRBAG CLOCK SPRING WARRANTY EXTENSION AS WELL | | | CO ADVISED: CUSTOMER IS OUTSIDE OF THE WARRANTY EXTENSION BY MILEAGE; SYMPTOMS OF A FAILED CLOCK SPRING INCLUDE THE AIRBAG LIGHT BEING ON, LOSS OF STEERING WHEEL FUNCTIONS AND A CLICKING NOISE COMING FROM THE STEERING COLUMN; CO ADVISED CUSTOMER CHECK TO SEE IF HIS HORN IS WORKING; EVEN THOUGH CUSTOMER IS OUTSIDE OF THE WARRANTY EXTENSION, CUSTOMER SHOULD STILL TAKE VEHICLE TO A VW DEALERSHIP FOR DIAGNOSIS; CUSTOMER'S BEETLE DOES NOT HAVE ANY WARRANTY EXTENSIONS | | | CUSTOMER STATES: CUSTOMER'S HORN IS NOT WORKING; | | | CO ADVISED: CUSTOMER'S CLOCK SPRING MAY HAVE FAILED; CUSTOMER SHOULD TAKE VEHICLE TO A DEALER FOR DIAGNOSIS | | | NO FURTHER ACTION
12/17/2018 12:48:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / HORN IS NOT WORKING; AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ6DM[redacted]
Owner Or Fleet	[redacted] REDONDO BEACH, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	12/17/2018	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2018 1:02:00 PM	RCM TO REVIEW OF AIRBAG CONTROL MODULE REPAIR AS CUSTOMER STATES AIRBAG LIGHT WAS ON AND NEVER WENT OFF WHEN REPAIR WAS COMPLETED; CUSTOMER SEEKS TO KNOW IF THE REPAIRS FOR THE CONTROL MODULE WERE IN RELATION TO THE AIRBAG CLOCK SPRING WARRANTY EXTENSION; RCM WILL FOLLOW UP WITH CUSTOMER BY COB 12/18; | |
12/17/2018 12:37:00 PM	CUSTOMER STATES: RECEIVED STEERING WHEEL LOCK WARRANTY EXTENSION; TOOK INTO VW AND THEY REPLACED THE STEERING WHEEL CLOCK SPRING; SHORTLY AFTER THAT, CUSTOMER WENT INTO VW DEALER AND ADVISED THEM THAT THE AIRBAG LIGHT WOULDN'T TURN OFF; DEALER QUOTED $737 AND HAD WORK DONE; 7/13/2018: CUSTOMER PAID $737 TO REPLACE THE AIRBAG MOTOR; VEHICLE HISTORY: CUSTOMER KEPT GETTING AN ERROR CODE ON VEHICLE; CHECK ENGINE LIGHT WAS ON; ENGINE WAS ROUGH TO START AND THERE NEEDED TO BE A SOFTWARE UPDATE THAT WAS DONE LAST WEEK; CUSTOMER WAS ADVISED: BECAUSE CUSTOMER PURCHASED VEHICLE IN LOUISIANA, MANUFACTURE WARRANTY WOULD NOT COVER THE SOFTWARE UPDATE AND CUSTOMER HAD TO PAY $250; | | | CUSTOMER SEEKS: CLARIFICATION IF THE AIRBAG MOTOR HAS ANY CORRELATION WITH THE AIRBAG CLOCK SPRING WARRANTY; | | | FACE TO FACE WITH MARIA: CO TO ASSIGN TO RCM FOR REVIEW OF AIRBAG CONTROL MODULE REPAIR AS CUSTOMER STATES AIRBAG LIGHT WAS ON AND NEVER WENT OFF WHEN REPAIR WAS COMPLETED; CUSTOMER SEEKS TO KNOW IF THE REPAIRS FOR THE CONTROL MODULE WERE IN RELATION TO THE AIRBAG CLOCK SPRING WARRANTY EXTENSION; | | | CO ADVISED: WILL BE ESCALATING CASE TO RCM; RCM TO REVIEW OF AIRBAG CONTROL MODULE REPAIR AS CUSTOMER STATES AIRBAG LIGHT WAS ON AND NEVER WENT OFF WHEN REPAIR WAS COMPLETED; CUSTOMER SEEKS TO KNOW IF THE REPAIRS FOR THE CONTROL MODULE WERE IN RELATION TO THE AIRBAG CLOCK SPRING WARRANTY EXTENSION; RCM WILL FOLLOW UP WITH CUSTOMER BY COB 12/18; | | | CO TO ESCALATE TO RCM;
12/17/2018 12:48:00 PM	EM ADVISED: CO TO ASSIGN TO RCM FOR REVIEW OF AIRBAG CONTROL MODULE REPAIR AS CUSTOMER STATES AIRBAG LIGHT WAS ON AND NEVER WENT OFF WHEN REPAIR WAS COMPLETED; CUSTOMER SEEKS TO KNOW IF THE REPAIRS FOR THE CONTROL MODULE WERE IN RELATION TO THE AIRBAG CLOCK SPRING WARRANTY EXTENSION
12/18/2018 12:27:00 PM	HEY CLARK! | | | MS. [redacted] REACHED OUT TO US IN REGARDS TO SOME WORK SHE HAD DONE BEFORE IN WHICH SHE STATES THAT SHE HAD HER STEERING WHEEL CLOCK SPRING REPLACED AND THEN THE AIRBAG LIGHT WOULDN'T TURN OFF SO SHE ENDED UP PAYING $737 FOR THE REPAIR. SHE IS SEEKING IF THIS HAD ANYTHING TO DO WITH THE WARRANTY EXTENSION NOW ON THAT COMPONENT, THERE WAS NO TIME FRAME SPECIFIED IN WHICH THIS ALL HAPPENED. | | | CAN YOU LOOK INTO THIS ONE FOR ME AND LET ME KNOW WHAT YOU FIND? IT ALMOST SOUNDS LIKE THIS ALL HAPPENED PRIOR TO THE WARRANTY EXTENSION BEING GRANTED. | | | ALL THE BEST | | -MIKE
12/18/2018 9:04:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | THANKS FOR YOUR PATIENCE WHILE I WORK ON YOUR CASE. | | | TO MAKE THINGS EASIER, I WANTED TO PROVIDE MY DIRECT EXTENSION SO THAT YOU CAN CONTACT ME ANYTIME. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL (43791). | | | IF I AM ASSISTING OTHER CUSTOMERS WHEN YOU CALL, FEEL FREE TO LEAVE A VOICEMAIL. | | | YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | I LOOK FORWARD TO SPEAKING WITH YOU SOON! | | | SINCERELY, | | | | | | | MICHAEL B | | REGION CASE MANAGER | | | | |
12/18/2018 9:05:00 PM	RCM REACHED OUT TO CUSTOMER IN REGARDS TO CONCERN ABOUT PREVIOUS REPAIR POSSIBLY BEING COVERED UNDER WARRANTY | | | CUSTOMER STATES: THINKS MAY HAVE BEEN ONGOING ISSUE BECAUSE HAD BEEN GOING ON AND OFF BUT RARELY HAS PASSENGERS; SISTER NOTICED LIGHT AND STATED SHOULD NOT BE ON WITH HER IN THE SEAT SO MAY HAVE BEEN GOING ON BEFORE, DURING OR AFTER; ALSO NOTED HAS INTERMITTENT ISSUES IN WHICH WILL JUMP WHILE SHIFTING BUT THEN WILL BE SMOOTH; TOOK TO DEALER AND WAS ADVISED MAY NEED SOFTWARE UPDATE BUT BECAUSE WAS PURCHASED IN LOUISIANA AND NOT CALIFORNIA, WOULD HAVE TO PAY FOR UPDATE SO CAME OUT OF POCKET FOR REPAIR | | | RCM ADVISED APOLOGIES FOR EXPERIENCE AND WOULD LIKE TO LOOK INTO THIS; ADVISED WOULD LIKE CUSTOMER TO RESPOND TO EMAIL WITH INVOICES OF WORK SO CAN RESEARCH AND REACH OUT TO CUSTOMER BY COB 12/21; | | | RCM TO CALL DEALER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ6DM[redacted]
Owner Or Fleet	[redacted]		REDONDO BEACH, CA, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	12/17/2018	Incident Date	N/A
Mileage	69,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/19/2018 11:26:00 AM	MEDIA ATTACHED IN DOC CENTER
12/19/2018 7:43:00 PM	SM OOO UNTIL 12/20
12/20/2018 11:08:00 AM	HEY CLARK! | | | I SPOKE WITH THE CUSTOMER LAST NIGHT AND SHE ALSO STATED THAT SHE REQUIRED SOME SORT OF UPDATE THAT SHE HAD TO COME OUT OF POCKET FOR BUT WAS TOLD THIS WAS BECAUSE SHE PURCHASED HER CAR IN LOUISIANA BUT WOULD HAVE BEEN COVERED IF IT HAD BEEN PURCHASED IN CALIFORNIA. COULD YOU LOOK INTO THIS ONE FOR ME AS WELL? | | | ALL THE BEST | | -MIKE | |
12/21/2018 1:25:00 PM	SORRY I MISSED THAT THE PRIOR (ATTACHED) FOR NOT A CLOCK SPRING REPAIR IT WAS A SEAT POD
12/21/2018 1:26:00 PM	MEDIA ATTACHED IN DOC CENTER
12/21/2018 10:26:00 AM	MAYBE PZEV BUT THIS VISIT WAS FOR THROTTLE BODY CLEANING
12/21/2018 10:29:00 AM	THANKS CLARK! | | | DID YOU HAVE A CHANCE TO LOOK INTO THAT AIRBAG LIGHT CONCERN AS WELL? WAS THAT UNRELATED TO THE STEERING WHEEL CLOCKSPRING RECALL AND WARRANTY EXTENSION? | | | ALL THE BEST | | -MIKE | |
12/21/2018 3:46:00 PM	RCM REACHED OUT TO CUSTOMER AND ADVISED THANKED FOR INFORMATION PROVIDED AND REVIEWED WITH SERVICE MANAGER CLARK WHO INFORMED AIRBAG LIGHT CONCERN WAS DUE TO SENSOR IN SEAT AND WARRANTY EXTENSION WAS FOR COMPONENTS IN STEERING WHEEL SO WOULD BE UNRELATED; WAS ALSO INFORMED THAT WARRANTY SPECIFIED WAS LIKELY PZEV BUT REPAIR DONE FOR SHIFTING CONCERN WAS THROTTLE BODY CLEANING WHICH IS CONSIDERED A MAINTENANCE ITEM | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX8EW[redacted]
Owner Or Fleet	[redacted] STATEN ISLAND, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/17/2018	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2018 1:14:00 PM	CUSTOMER STATES; AIRBAG LIGHT IS ON AND STEERING WHEEL CONTROLS ARE NOT WORKING; ALREADY SCHEDULED A DEALER APPOINTMENT FOR THE CLOCK SPRING REPAIR | | | CUSTOMER SEEKING; LET VW KNOW APPOINTMENT WAS SCHEDULED | | | CO ACKNOWLEDGED AND THANKED | | | NO FURTHER ACTION
12/19/2018 11:33:00 AM	CUSTOMER STATES RECEIVED NOTICE OF WARRANTY EXTENSION FOR THE AIR BAG CLOCK SPRING; AIR BAG LIGHT IS ON AND STEERING WHEEL CONTROLS AND HORN ARE NOT WORKING | | | CUSTOMER SEEKING TO KNOW WHAT TO DO NEXT | | | CUSTOMER ADVOCATE ADVISED CAN TAKE VEHICLE TO DEALER FOR DIAGNOSIS AND REPAIR; CUSTOMER ADVOCATE SCHEDULED APPOINTMENT AT DEALER 408317 ON 12/22/2018 AT 9AM VIA XTIME [redacted] | | | CO TO REVIEW AND CLOSE | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD17AJ0EM[redacted]
Owner Or Fleet	[redacted] Palmer, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	12/17/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2018 1:34:00 PM	CUSTOMER STATES: THE AIRBAG LIGHT HAS BEEN ON IN THE VEHICLE FOR A COUPLE MONTHS BUT THE STEERING CONTROL BUTTONS WORK AND THE HORN WORKS FINE AS WELL; ORIGINAL OWNER; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; BRAND LOYAL CUSTOMER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP; | | | | CUSTOMER SEEKING: HONORING THE WARRANTY EXTENSION ON THE CLOCK SPRING EVEN WITH THE CUSTOMER BEING OUTSIDE BY 500 MILES; | | | | FACE TO FACE WITH EM MARIA; ADVISED THAT DUE TO MILEAGE OF VEHICLE OUTSIDE OF WARRANTY EXTENSION VWOA WILL NOT ASSIST WITH REPAIRS ; | | | | CO ADVISED: THE WARRANTY EXTENSION IS A EXTENSION ON THE NVLW 3YEARS 36K MILES WCF THIS WAS EXTENDED FOR THE CLOCK SPRING BY 84K MILES WITH THE CUSTOMER BEING GREATLY BY MILEAGE OUTSIDE BOTH THE ORIGINAL AND EXTENDED WARRANTY VW WOULD NOT ASSIST WITH THE COAT OF THE REPAIRS; | | | | CUSTOMER ACKNOWLEDGED; | | | | NO FURTHER ACTION.
12/17/2018 1:39:00 PM	EM AGREES WITH CO THAT DUE TO MILEAGE OF VEHICLE OUTSIDE OF WARRANTY EXTENSION VWOA WILL NOT ASSIST WITH REPAIRS

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRA7AJ7AM[redacted]
Owner Or Fleet	[redacted] MARTINEZ, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/17/2018	Incident Date	N/A
Mileage	94,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2018 2:12:00 PM	CUSTOMER STATES: CALLING BECAUSE THE CUSTOMER RECEIVED TWO LETTERS FROM VWOA AND THEY ARE RELATED TO A RECALL AND WARRANTY EXTENSION; WARRANTY EXTENSION FOR THE CLOCK SPRING THE CUSTOMER HAD THE CLOCK SPRING REPLACED EARLIER THIS YEAR IN APRIL AT ABOUT 85K MILES AND PAID OUT OF POCKET FOR THOSE REPAIRS; THERE ARE ALSO IS AN OIL LEAK PRESENT AT THE TIMING CHAIN COVER AND VALVE COVER INSIDE THE VEHICLE AND THE CUSTOMER WANTS TO KNOW IF THIS IS COVERED UNDER THE TIMING CHAIN WARRANTY EXTENSION; WHEN USING THE KEY FOB IT ONLY LOCKS THE DRIVER SIDE AND NOT THE OTHER THREE DOORS AND THE DOORS CANNOT EVEN LOCK MANUALLY; | | | CUSTOMER SEEKING: TO BE REIMBURSED FOR THE REPAIR COST FOR THE CLOCK SPRING; TO SPEAK WITH SOMEONE ABOUT THE SPECIFICS OF THE TIMING CHAIN SETTLEMENT; TO REPORT THE LOCKING ISSUE WITH THE THREE PASSENGER DOORS; | | | CO ADVISED: THE CUSTOMER CAN SEND IN THE REPAIR ORDER AND THE PROOF OF PAYMENT FOR THE CLOCK SPRING REPLACEMENT TO VWCUSTOMERCARE@VW.COM INCLUDING THE CASE NUMBER FOR REVIEW FOR POSSIBLE REIMBURSEMENT UNDER THE WARRANTY EXTENSION THIS PROCESS MAY TAKE UP TO 90 BUSINESS DAYS TO BE COMPLETED; CO PROVIDED THE TIMING CHAIN TEAM NUMBER 1-855-206-9873 AND THE NUMBER TO NHTSA 1-800-424-9393 AND WWW.NHTSA.GOV; | | | CUSTOMER ACKNOWLEDGED; | | | CO TRANSFERRED TO TIMING CHAIN LITIGATION TEAM; | | | CO TO WAIT CUSTOMER CORRESPONDENCE. | | | CO ADVISED:
12/18/2018 12:59:00 PM	DOCUMENTS HAVE BEEN RECEIVED FOR REVIEW FOR REIMBURSEMENT FOR THE CLOCK SPRING WARRANTY EXTENSION; THE CUSTOMER IS AWARE OF THE 90 BUSINESS DAYS FOR THE PROCESS;
12/18/2018 9:21:00 AM	MEDIA ATTACHED IN DOC CENTER
12/27/2018 1:03:00 PM	CUSTOMER STATES: SENT IN DOCUMENTS AND WOULD LIKE TO BE SURE THEY HAVE BEEN RECEIVED; ALSO HAVE A LOT OF OUT OF POCKET EXPENSES WITH ENGINE RELATED THINGS THAT I WOULD LIKE TO BE REIMBURSED FOR UNDER THE TIMING CHAIN SETTLEMENT; WE ALSO HAVE THE THING WITH THE DOORS LOCKING | | | CUSTOMER ADVOCATE ADVISED: LOOKS LIKE THE DOCUMENTS HAVE BEEN RECEIVED AND TURNED OVER TO THE TEAM FOR REVIEW; THE PROCESS CAN TAKE UP TO 120 DAYS; REIMBURSEMENT FOR TIMING CHAIN RELATED CONCERNS CAN BE DIRECTED TO 1.855.206.9873; OFFERED TO TRANSFER: THE CONCERNS WITH THE DOOR HAVE BEEN PROPERLY DOCUMENTED BUT THERE LOOKS TO BE NO RECALL OR WARRANTY EXT. THAT WILL COVER THE REPAIRS | | | CUSTOMER ADVOCATE HAS NO FURTHER ACTION
12/28/2018 10:56:00 AM	| | FROM: [redacted] | | SENT: THURSDAY, DECEMBER 27, 2018 6:13 PM | | TO: VWOA CUSTOMER CARE | | SUBJECT: RE: CASE NUMBER: [redacted] | | | DEAR MS. JAMELLIA, | | | AS PER OUR CONVERSATION TODAY (DECEMBER 27, 2018), VW CUSTOMER CARE HAS RECEIVED MY PREVIOUS EMAIL DATED DECEMBER 17, 2018. THANK YOU FOR LETTING ME KNOW THAT MS. ALEXIS HAS LOOKED INTO MY REQUEST FOR REIMBURSEMENT (FOR 'CLOCK SPRING AND AIRBAG LIGHT ON'), AND SHE HAS MOVED THE PAPERWORK TO THE NEXT LEVEL FOR CONSIDERATION. | | | IN THE NEXT 3 TO 4 MONTHS, I WILL LOOK FORWARD TO RECEIVING THE CHECK FOR OUT-OF-POCKET EXPENSES INCURRED TOWARD THE REPAIR WORK FOR VW JETTA WOLFSBURG EDITION 2010. | | | THANKING YOU. | | | SINCERELY, | [redacted] |
1/14/2019 5:30:00 PM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 9:53:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 85,855 MILES; REPAIR ORDER DATE IS 04/16/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; PARTS $226.06; LABOR $240.00; TAX $9.04; TOTAL $475.10. | | | SP TO GENERATE CHECK REQUEST.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRA7AJ7AM[redacted]
Owner Or Fleet	[redacted] MARTINEZ, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/17/2018	Incident Date	N/A
Mileage	94,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/21/2019 9:57:00 AM	3VWRA7AJ7AM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $475.10. | | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 475.10 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN2DE[redacted]
Owner Or Fleet	[redacted] Dallas, PA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	12/17/2018	Incident Date	N/A
Mileage	62,893		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2018 2:06:00 PM	MEDIA ATTACHED IN DOC CENTER
12/20/2018 3:17:00 PM	CUSTOMER SENT IN REPAIR ORDER AND POP FOR WE STEERING WHEEL CLOCK SPRING; CUSTOMER SEEKING REIMBURSEMENT
12/20/2018 3:21:00 PM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | YOUR DOCUMENTS HAVE BEEN RECEIVED BY THE CORRECT DEPARTMENT, AND WE NOW HAVE EVERYTHING WE NEED TO BEGIN OUR REVIEW. | | | YOU SHOULD RECEIVE A NOTIFICATION BY MAIL WITHIN 120 DAYS FROM TODAY┬┐S DATE DECEMBER 20TH, 2018. WE GREATLY APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. AT THE END OF OUR REVIEW, YOU WILL EITHER RECEIVE A CHECK IN THE MAIL, OR A DENIAL LETTER AS TO WHY THE CLAIM WAS DENIED. | | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987 OR SIMPLY RESPOND BACK TO MY EMAIL. THANK YOU FOR YOUR TIME MR.[redacted] | | | SINCERELY, | | | | | | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | |
12/20/2018 3:24:00 PM	HELLO SP | | | PLEASE REVIEW DOCUMENTS IN THE DOC CENTER FOR REIMBURSEMENT REVIEW UNDER WE STEERING WHEEL LOCK | | | | THANK YOU
1/21/2019 2:33:00 PM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DEALER; SHOWS REPLACMENT OF CLOCK SPRING; NO OTHER REPAIRS; VW TO REIMBURSE FOR FULL RO; TOTAL: $581.32. | | | SP TO GENERATE CHECK REQUEST | |
1/21/2019 2:34:00 PM	WVWBP7AN2DE[redacted] VW TO REIMBURSE UNDER WECI WARRANTY EXTENSION; TOTAL: $581.32. | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 581.32 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRZ7AJ5AM[redacted]
Owner Or Fleet	[redacted] Hughson, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/17/2018	Incident Date	N/A
Mileage	89,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2018 2:26:00 PM	CUSTOMER STATES RECEIVED LETTER VIA MAIL REGARDING EXTENDED WARRANTY FOR AIRBAG CLOCK SPRING; CUSTOMER ALSO RECEIVED LETTER FROM DMV REGARDING DUE TO MAP SENSOR VEHICLE DID NOT PASS SMOG CHECK; CUSTOMER TO REPLACE/REPAIR MAP SENSOR; VEHICLE EXPERIENCING: AIRBAG LIGHT ON | | | CUSTOMER SEEKING OPEN RECALLS ON VEHICLE | | | CO ADVISED 2 OPEN EXTENDED WARRANTIES; SECONDARY AIR PRESSURE SENSOR AND AIRBAG CLOCK SPRING GOOD TILL 10/20 OR 120K WOF; 1 OPEN RECALL 97AM FUSE (PLUG-IN POSITION F16); DUE TO VEHICLE EXPERIENCING AIRBAG LIGHT ON; OFFERED TO SCHEDULE APPOINTMENT FOR DIAGNOSIS; CUSTOMER ACCEPTED; SCHEDULED WITH DEALER 426047; 10:00 AM - FRIDAY DEC 21, 2018; CONFIRMATION CODE [redacted] CO ADVISED CUSTOMER WOULD NEED TO CONTINUE TO WORKING WITH DEALER AND DMV REGARDING SMOG TESTING | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX1CW[redacted]
Owner Or Fleet	[redacted] Culver City, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/17/2018	Incident Date	N/A
Mileage	78,896		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2018 2:55:00 PM	CUST STATES: GOT CLOCKSPRING REPLACED ON VEH A YEAR AGO | | | | CUST SEEKING: REIMBURSEMENT | | | |
12/18/2018 10:36:00 AM	HELLO,[redacted] | | | | IT WAS A PLEASURE SPEAKING WITH YOU LAST NIGHT! | | | | THANK YOU FOR SENDING IN THE CLOCKSPRING DOCUMENTS FOR ME TO REVIEW! | | | | I WILL BE REACHING OUT TO YOU TOMORROW 12.19.18 WITH AN UPDATE TO YOUR CASE! | | | | THANK YOU, | | SHANNON G | | CHAT ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | |
12/19/2018 4:46:00 PM	CO CAN ESCALATE CASE TO SPECIAL PROJECTS - UNASSIGNED TO REVIEW REIMBURSEMENT REQUEST UNDER CLOCKSPRING WARRANTY EXTENSION; REVIEW CAN TAKE UP TO 120 DAYS, BUT CUSTOMER CAN CONTACT US BACK IN THE MEANTIME WITH ANY STATUS INQUIRIES.
12/19/2018 4:52:00 PM	SP TO REVIEW REIMBURSEMENT REQUEST FOR CUST ON THE AIRBAG CLOCKSPRING REPAIR THAT HAS ALREADY BEEN MADE A YEAR AGO
12/19/2018 4:54:00 PM	MEDIA ATTACHED IN DOC CENTER
12/19/2018 5:27:00 PM	HELLO,[redacted] | | | | THANK YOU SO MUCH FOR THE DOCUMENTS YOU SENT FOR ME TO REVIEW! | | | | I ESCALATED YOUR CASE TO ONE OF OUR TEAMS TO REVIEW YOUR REIMBURSEMENT REQUEST! THE PROCESS CAN TAKE UP TO 120 DAYS WITH A LETTER IN THE MAIL BY EITHER A CHECK OR DENIAL. I AM SO SORRY FOR THE LONG WAIT! WE HAD A RECENT INFLUX OF REQUESTS, BUT WE DO APPRECIATE THE PATIENCE! | | | | IF YOU HAVE ANY QUESTIONS OR WOULD LIKE TO KNOW THE STATUS OF YOUR CASE, FEEL FREE TO REACH BACK TO CARE! YOUR CASE NUMBER IS [redacted] | | | | HAVE A GREAT DAY AND A WONDERFUL HOLIDAY SEASON! | | | | THANK YOU, | | SHANNON G | | CHAT ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | | | | SP TO REVIEW
12/19/2018 9:58:00 AM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 2:42:00 PM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DEALER; SHOWS REPLACMENT OF CLOCK SPRING; NO OTHER REPAIRS; VW TO REIMBURSE FOR FULL RO; TOTAL: $664.80. | | | | SP TO GENERATE CHECK REQUEST
1/21/2019 2:42:00 PM	WVGBV7AX1CW[redacted] VW TO REIMBURSE UNDER WECI WARRANTY EXTENSION; TOTAL: $664.80. | | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 664.80 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ2BM[redacted]
Owner Or Fleet	[redacted] Hebron, KY, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	12/17/2018	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2018 3:08:00 PM	CUSTOMER STATES HORN HAS NOT WORKED FOR 2 TO 3 YEARS, IS CALLING ABOUT RECALL FOR THE AIRBAG CLOCK SPRING, THAT HER RESEARCH REVEALED THE 2011 JETTAS WERE AFFECTED BY, IS ORIGINAL OWNER. | | | CO ADVISED HER VEHICLE DOES NOT HAVE THIS WARRANTY EXTENSION, AS WITH RECALLS THEY ARE VIN SPECIFIC, NOT ALL YM ARE AFFECTED FOR SAME YEAR. | | | CUSTOMER MENTIONED WEBSITE FOR NHTSA AND ADVISED SHE WILL CONTACT THEM WITH COMPLAINT, ACKNOWLEDGED COS INFORMATION. NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX9FW[redacted]
Owner Or Fleet	[redacted] ARCATA, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	12/17/2018	Incident Date	N/A
Mileage	62,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2018 3:12:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES ISSUE WITH AIR BAG LIGHT AND STEERING WHEEL CONTROLS NO LONGER WORKING; | | | CUSTOMER SEEKING IF THERE ARE ANY OPEN RECALLS FOR ISSUE; | | | CO ADVISED OPEN WARRANTY EXTENSION FOR AIR BAG CLOCK SPRING FOR 120K OR 7/27/2025, WHICHEVER COMES FIRST; CO OFFERED TO SCHEDULE DEALER APPOINTMENT, CUSTOMER ACCEPTED; | | CO REACHED OUT TO LITHIA MEDFORD VW 423074; DEALER DID NOT PICK UP PHONE; CO LEFT NAME, PHONE NUMBER, AND DESIRED APPOINTMENT; CO ADVISED CUSTOMER TO CONTACT DEALER; CUSTOMER ACKNOWLEDGED; | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW567AJ8CM[redacted]
Owner Or Fleet	[redacted] Medford, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/17/2018	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2018 3:51:00 PM	MEDIA ATTACHED IN DOC CENTER
1/10/2019 5:04:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; CUST PAID $530.24; TAX $20.84; VW TO REIMBURSE TOTAL: $551.08. | | | SP TO GENERATE CHECK REQUEST.
1/10/2019 5:06:00 PM	3VW567AJ8CM[redacted] VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $551.08. | | | GENERATED CHECK REQUEST.
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 551.08 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX6DW[redacted]
Owner Or Fleet	[redacted] Ojai, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/17/2018	Incident Date	N/A
Mileage	50,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2018 4:09:00 PM	CUSTOMER STATES: CUSTOMER GAVE CO 2 VINS, AND WANTED CLARIFICATION REGARDING THE STEERING WHEEL CLOCK SPRING WARRANTY EXTENSION CLARIFICATION FOR BOTH VEHICLES; CUSTOMER'S 2013 TIGUAN HAS THE AIRBAG LIGHT ON, AND A CLICKING NOISE COMING FROM THE STEERING COLUMN; CUSTOMER WANTS TO MAKE A DEALER APPOINTMENT | | | CUSTOMER SEEKING: CLOCK SPRING WARRANTY EXTENSION CLARIFICATION; DEALER APPOINTMENT | | | CO ADVISED: 2013 TIGUAN HAS THE AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 15YEARS FROM THE WARRANTY START DATE OF 2/15/13; SYMPTOMS OF A FAILED CLOCK SPRING INCLUDE THE AIRBAG LIGHT BEING ON, LOSS OF STEERING WHEEL FUNCTIONS AND A CLICKING NOISE COMING FROM THE STEERING COLUMN; THE 2014 TIGUAN HAS THE AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 10YEARS/120K MILES WOF; CO MADE CUSTOMER AN APPOINTMENT WITH DEALER 422602 FOR 9:00 AM - TUESDAY DEC 18, 2018; CO GAVE CUSTOMER THE ADDRESS AND PHONE NUMBER TO THE DEALER | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A37DC[redacted]
Owner Or Fleet	[redacted] Salida, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/17/2018	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2018 4:19:00 PM	CUSTOMER STATES THAT BACK IN JUNE 2018 AIRBAG LIGHT WOULD NOT GO OFF CUSTOMER THEN TOOK VEHICLE TO DEALER 426086 WHO DIAGNOSED VEHICLE AND ADVISED CUSTOMER THAT THE ISSUE WAS RELATED TO THE CLOCK SPRING; CUSTOMER STATES THAT HE HAD TO AUTHORIZE A DIAGNOSIS FEE; CUSTOMER STATES THAT HE RECENTLY RECEIVED LETTER FOR CLOCK SPRING WARRANTY EXT. AND PER LETTER DIAGNOSIS AND REPAIR WILL BE COVERED UNDER WARRANTY EXT.; | | | CUSTOMER SEEKING TO HAVE DIAGNOSIS FEE REFUNDED; | | | REVIEWED W/ EM; ADVISED CAN REVIEW FOR REIMBURSEMENT OF JUST DIAGNOSIS IF AT VW DEALER AND IF REPAIR ORDER STATES RECOMMENDATION IS TO REPLACE WARRANTY EXTENSION PART | | | CO ADVISED CUSTOMER CAN SEND IN REPAIR ORDER & POP TO REVIEW FOR POSSIBLE REIMBURSEMENT; CO ALSO ADVISED THAT CO WILL SEND EMAIL WHERE CUSTOMER CAN RESPOND WITH REQUIRED DOCUMENTS; CUSTOMER ACCEPTED; CO ALSO ADVISED THAT REPAIR ORDER WOULD HAVE TO SAY "RECOMMENDED REPLACEMENT IS CLOCK SPRING" | | | | | WAIT FOR CUSTOMER MAIL;
12/17/2018 4:44:00 PM	ADVISED CAN REVIEW FOR REIMBURSEMENT OF JUST DIAGNOSIS IF AT VW DEALER AND IF RO STATES RECOMMENDATION IS TO REPLACE WARRANTY EXTENSION PART
12/17/2018 4:49:00 PM	REFERENCE #[redacted] | | DEAR MR[redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | CHRISTIAN E | | CUSTOMER CARE ADVOCATE | |
12/18/2018 10:59:00 AM	MEDIA ATTACHED IN DOC CENTER
12/21/2018 2:22:00 PM	REFERENCE #[redacted] | | DEAR MR. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | SINCERELY, | | | CHRISTIAN E | | CUSTOMER CARE ADVOCATE | |
12/21/2018 2:23:00 PM	SP TO REVIEW FOR POSSIBLE REIMBURSEMENT UNDER WARRANTY EXT.
1/22/2019 9:04:00 AM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSMEENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO FROM DEALER; SHOWS DIAGNOSIS FOR AIRBAG LIGHT; DEALER RECOMMENDED REPLACING CLOCK SPRING; SP CONFIRMED PAYMENT VIA XTIME; VW TO REIMBURSE; TOTAL: $130.00. | | | SP TO GENERATE CHECK REQUEST
1/22/2019 9:05:00 AM	1VWBP7A37DC[redacted] VW TO REIMBURSE UNDER WECY WARRANTY EXTENSION; TOTAL: $130.00. | | | SP GENERATED CHECK REQUEST
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 130.00 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A37DC[redacted]
Owner Or Fleet	[redacted] PEORIA, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/17/2018	Incident Date	N/A
Mileage	94,890		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2018 4:36:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 9:58:00 AM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DEALER; SHOWS REPLACMENT OF CLOCK SPRING; NO OTHER REPAIRS; VW TO REIMBURSE FOR FULL RO; TOTAL: $440.00. | | | | SP TO GENERATE CHECK REQUEST
1/22/2019 9:59:00 AM	1VWAH7A37DC[redacted]VW TO REIMBURSE UNDER WECI WARRANTY EXTENSION; TOTAL: $440.00. | | | | SP GENERATED CHECK REQUEST
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 440.00 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX4DW[redacted]
Owner Or Fleet	[redacted] RICHMOND, ME, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/17/2018	Incident Date	N/A
Mileage	85,886		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2018 4:46:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 11:52:00 AM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DEALER; SHOWS REPLACMENT OF CLOCK SPRING, SWAYBAR LINK, BRAKE PADS, TIRES AND AIR FILTER; CLOCK SPRING ONLY COVERED UNDER WARRANTY EXTENSION; VW TO REIMBURSE FOR CLOCK SPRING ONLY; PARTS: 290.07, LABOR: 247.50, TAX: 15.95; TOTAL: $553.52. | | | SP TO GENERATE CHECK REQUEST
1/22/2019 12:02:00 PM	WVGBV3AX4DW[redacted] VW TO REIMBURSE UNDER WECY WARRANTY EXTENSION; TOTAL: $553.52. | | | SP GENERATED CHECK REQUEST
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 553.52 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGCV7AX7DW[redacted]
Owner Or Fleet	[redacted] Tallahassee, FL,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/17/2018	Incident Date	N/A
Mileage	39,747		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2018 4:47:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 3:04:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; REPAIRS WERE COMPLETED PRIOR TO THE FIRST OUT OF POCKET DATE; VW TO REIMBURSE AS GOODWILL; VW TO REIMBURSE TOTAL: $542.78. | | | SP TO GENERATE CHECK REQUEST.
1/18/2019 3:06:00 PM	WVGCV7AX7DW[redacted] VW TO REIMBURSE UNDER WECY WARR EXT AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $542.78. | | | GENERATED CHECK REQUEST.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 542.78 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A39CC[redacted]
Owner Or Fleet	[redacted] Tulsa, OK, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/17/2018	Incident Date	N/A
Mileage	62,008		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2018 4:53:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 7:56:00 AM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO FROM DEALER; SHOWS REPLACEMENT OF CLOCK SPRING AND BULB; CLOCK SPRING ONLY COVERED UNDER WARRANTY EXTENSION; SP VERIFIED PAYMENT IN XTIME; RO DATE IS 04/11/2015; FIRST VALID DATE OF WARRANTY EXTENSION IS 05/23/2018; VW TO GOODWILL CLOCK SPRING; PARTS: 290.07, LABOR: 261.80, MISC: 10.17, TAX: 15.37; TOTAL: $577.41. | | | | SP TO GENERATE CHECK REQUEST | |
1/23/2019 7:57:00 AM	GW - PROVIDED- FIRST OUT OF POCKET DATE
1/23/2019 7:57:00 AM	1VWBP7A39CC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL DUE TO DATE OF REPAIRS; TOTAL: $577.41. | | | | SP GENERATED CHECK REQUEST | |
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 577.41 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX4BW[redacted]
Owner Or Fleet	[redacted] Carlisle, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/18/2018	Incident Date	N/A
Mileage	69,352		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 9:20:00 AM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 11:51:00 AM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED 2 RO AND 1 POP FROM INDEPENDENT/DEALER; INDEPENDENT RO SHOWS REPLACEMENT OF CLOCK SPRING; MISSING POP; DEALER RO SHOWS REPLACEMENT OF CLOCK SPRING; DEALER RO DATE IS 12/02/2014; FIRST VALID OUT OF POCKET DATE FOR WARRANTY EXTENSION IS 05/23/2018; VW TO GOODWILL DEALER CLOCK SPRING REPLACEMENT; TOTAL CUSTOMER PAY IS LESS THAN WHAT COSTS FOR CLOCK SPRING COSTS ADD UP TO; VW TO REIMBURSE CUSTOMER PAY BASED ON POP; TOTAL: $517.84. | | | SP TO GENERATE CHECK REQUEST AND SEND INSUFFICIENT DOCUMENTS LETTER
1/23/2019 11:59:00 AM	WVGAV7AX4BW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $517.84. | | | SP GENERATED CHECK REQUEST
1/23/2019 11:59:00 AM	| | GW - PROVIDED- FIRST OUT OF POCKET DATE
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 517.84 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCM7A35DC[redacted]
Owner Or Fleet	[redacted], Dublin, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/18/2018	Incident Date	N/A
Mileage	61,504		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 9:41:00 AM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 3:36:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $119.86. | | | | SP TO GENERATE CHECK REQUEST.
1/18/2019 3:37:00 PM	1VWCM7A35DC[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $119.86. | | | | GENERATED CHECK REQUEST.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 119.86 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRJ7AJ5AM[redacted]
Owner Or Fleet	[redacted] ERWIN, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/18/2018	Incident Date	N/A
Mileage	44,960		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 10:09:00 AM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 8:28:00 AM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DEALER; SHOWS REPLACMENT OF CLOCK SPRING AND AIRBAG HARNESS; CLOCK SPRING ONLY COVERED UNDER WARRANTY EXTENSION; VW TO REIMBURSE FOR CLOCK SPRING ONLY; PARTS: 170.58, LABOR: 240.00, TAX: 8.10; TOTAL: $418.68. | | | | SP TO GENERATE CHECK REQUEST AND SEND LETTER
1/24/2019 8:32:00 AM	3VWRJ7AJ5AM[redacted] VW TO REIMBURSE UNDER WECY WARRANTY EXTENSION; TOTAL: $418.68. | | | | SP GENERATED CHECK REQUEST
1/24/2019 8:38:00 AM	SP SENT LETTER; CAN BE VIEWED IN DOC CENTER; NO FURTHER ACTION
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 418.68 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX7CW[redacted]
Owner Or Fleet	[redacted], Statesboro, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/18/2018	Incident Date	N/A
Mileage	93,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 10:28:00 AM	CUSTOMER STATES: RECEIVED LETTER FOR DAUGHTERS 2012 TIGUAN FOR CLOCK SPRING; SAYS CLOCK SPRING HAD FAILED IN SEPTEMBER; CUSTOMER HAD PART REPLACED BY DEALER 405111; WOULD LIKE TO KNOW HOW TO GET REFUNDED FOR OUT OF POCKET EXPENSES | | | CUSTOMER SEEKS: TO GET REFUND FOR CLOCK SPRING REPAIR | | | CO ADVISED: CUSTOMER VEHICLE HAS A NUMBER OF WARRANTY EXTENSIONS INTAKE MANIFOLD 10Y/120K MI WCF FROM WARRANT START DATE 2/11/2012; FUEL INJECTOR 10/120K MI WCF; AIRBAG CLOCKS SPRING 15Y: CUSTOMER CAN REPLY TO CASE NUMBER EMAIL CO SENT; ALSO PROVIDED CUSTOMER CARE CENTER EMAIL VWCUSTOMERCARE@VW.COM INCASE CUSTOMER DO NOT RECEIVE EMAIL. | | | CO TO WAIT CUSTOMER DOCUMENTS.
12/18/2018 10:33:00 AM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | STACIE M | | CUSTOMER CARE ADVOCATE | |
12/26/2018 2:06:00 PM	REFERENCE # [redacted] | | | DEAR [redacted] | | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | - A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | | - PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | SINCERELY, | | | | | STACIE M | | CUSTOMER CARE ADVOCATE
12/27/2018 1:50:00 PM	MEDIA ATTACHED IN DOC CENTER
12/28/2018 12:27:00 PM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | STACIE M | | CUSTOMER CARE ADVOCATE
12/28/2018 12:28:00 PM	CONFIRMED CUST PAYMENT IN X-TIME.
12/28/2018 12:28:00 PM	SP TO REVIEW DOCUMENTS FOR REIMBURSEMENT UNDER AIRBAG CLOCK SPRING WARRANTY EXTENSION.
1/21/2019 9:28:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO FROM DEALER AND RECEIPT FOR RENTAL CHARGE; POP VERIFIED IN XTIME; RO SHOWS CLOCK SPRING REPLACED WITHIN TIME FRAME; VW TO REIMBURSE CLOCK SPRING TOTAL ONLY; TOTAL: $734.62 | | | SP TO GENERATE CHECK REQUEST AND RENTAL REIMBURSEMENT DENIAL LETTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX7CW[redacted]
Owner Or Fleet	[redacted] Statesboro, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/18/2018	Incident Date	N/A
Mileage	93,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/21/2019 9:29:00 AM	WVGAV7AX7CW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $734.62 | | | | SP GENERATED CHECK REQUEST
1/21/2019 9:31:00 AM	SP MAILED RENTAL REIMBURSEMENT DENIAL LETTER
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 734.62 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ5DM[redacted]
Owner Or Fleet	[redacted] JOLIET, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	12/18/2018	Incident Date	N/A
Mileage	59,280		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 11:31:00 AM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 9:38:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 7/22/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $533.69 | | | SP TO GENERATE CHECK REQUEST
1/21/2019 9:40:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/21/2019 9:41:00 AM	3VW2K7AJ5DM[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $533.69 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 533.69 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCP7A38CC[redacted]
Owner Or Fleet	[redacted] TRENTON, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/18/2018	Incident Date	N/A
Mileage	100,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 11:32:00 AM	CUSTOMER STATES: RECEIVED NOTICE ABOUT WARRANTY EXTENSION ON THE AIRBAG CLOCK SPRING AND REIMBURSEMENT REQUEST FORM. CUSTOMER HAD WORK DONE IN JUNE OF 2017; HUSBAND DID THE REPAIR, BUT THE DEALER DID THE RESETTING OF CODE. PART COST $230.00 RESETTING THE CODE COST $64.00. | | | | CUSTOMER SEEKING: REIMBURSEMENT | | | | CO ADVISED: THE LETTER WAS SENT OUT TO ADVISE CUSTOMERS THAT THEY HAVE THE WARRANTY EXTENSION ON THE VEHICLE AND ALSO IF THEY HAD A REPAIR FOR COMPONENT RELATING TO WARRANTY EXTENSION DONE AND PAID OUT OF POCKET THEY COULD SUBMIT FOR REIMBURSEMENT. THIS WARRANTY EXTENSION EXPIRES 1/16/2027; PLEASE SUBMIT PROOF OF PAYMENT, AS WELL AS REPAIR HISTORY, ONCE PAPERWORK IS RECEIVED, THE GENERAL TIME FRAME FOR REIMBURSEMENT REVIEW TAKES UP TO 120 BUSINESS DAYS CURRENTLY, DUE TO THE HIGH VOLUME OF REIMBURSEMENT REQUESTS WE ARE CURRENTLY RECEIVING; YOU WILL EITHER RECEIVE A LETTER OR CHECK IN THE MAIL ONCE REVIEW PROCESS HAS BEEN COMPLETED. WOULD LIKE TO FOLLOW UP WITH CUSTOMER ON 12/26 TO ENSURE THAT THE DOCUMENTS ARE LEGIBLE FOR REVIEWING OR IN THE CASE THAT WE HAVEN'T RECEIVED THEM. CO TO EMAIL CASE NUMBER. | | | | PENDING CUSTOMER DOCUMENTATION.
12/18/2018 12:04:00 PM	FROM: [redacted] | | SENT: TUESDAY, DECEMBER 18, 2018 12:04 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | THANK YOU JAMISHA. SAME TO YOU. | | I WILL EMAIL THE DOCUMENTS IN JUST A FEW MINUTES TO YOU | |
12/18/2018 3:32:00 PM	MEDIA ATTACHED IN DOC CENTER
12/18/2018 5:34:00 PM	SPECIAL PROJECTS- WORK CASE TO CLOSE.
1/21/2019 9:50:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER AND RECEIPT FOR PURCHASE OF CLOCK SPRING; RO SHOWS STEERING COLUMN MODULE CODED; CLOCK SPRING WAS PURCHASED WITHIN TIME FRAME; WECI WARR EXT DOES NOT COVER THE CODING OF THE STEERING COLUMN MODULE; VW TO REIMBURSE PART TOTAL ONLY; TOTAL: $223.21 | | | | SP TO GENERATE CHECK REQUEST AND DENIAL LETTER
1/21/2019 9:52:00 AM	1VWCP7A38CC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $223.21 | | | | SP GENERATED CHECK REQUEST
1/21/2019 9:56:00 AM	SP MAILED DENIAL LETTER
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 223.21 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A39DC[redacted]
Owner Or Fleet	[redacted] WILLIAMSPORT, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/18/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 11:38:00 AM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 9:46:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $479.45 | | | | SP TO GENERATE CHECK REQUEST
1/21/2019 9:47:00 AM	1VWAP7A39DC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $479.45 | | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 479.45 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWXM9AN9AE[redacted]
Owner Or Fleet	[redacted] SHIP BOTTOM, NJ [redacted]		
Make, Model, Model Year	Volkswagen, Passat Wagon (Germany), 2010		
Report Date	12/18/2018	Incident Date	N/A
Mileage	72,320		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 11:44:00 AM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 10:22:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; BOTH PARTS AND LABOR COSTS ARE BELOW CAP AMOUNTS; VW TO REIMBURSE TOTAL; TOTAL: $637.72 | | | SP TO GENERATE CHECK REQUEST
1/21/2019 10:23:00 AM	WVWXM9AN9AE[redacted]VW TO REIMBURSE WECI WARR EXT; TOTAL: $637.72 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 637.72 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBN7AN1DE[redacted]
Owner Or Fleet	[redacted], CHATTANOOGA, TN, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	12/18/2018	Incident Date	N/A
Mileage	92,741		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 11:47:00 AM	MEDIA ATTACHED IN DOC CENTER
1/3/2019 1:28:00 PM	CUSTOMER STATES: GOT EXTENDED WARRANTY NOTICE AND SUBMITTED REIMBURSEMENT REQUEST | | | CUSTOMER SEEKING: STATUS; IF CUSTOMER CARE CENTER GOT THE DOCUMENTS | | | FACE TO FACE WITH SP SARAH: SP CONFIRMED THAT ALL DOCUMENTS NECESSARY FOR REVIEW ARE PRESENT; CUSTOMER ADVOCATE TO RETURN TO CUSTOMER | | | CUSTOMER ADVOCATE ADVISED: ALL OF THE NECESSARY DOCUMENTS HAVE BEEN RECEIVED AS OF 12/18/2018; CUSTOMER WILL RECEIVE DECISION VIA MAIL WITHIN 60 TO 120 DAYS FROM 12/18/2018 | | | CUSTOMER THANKED | | | SP TO REVIEW
1/10/2019 4:01:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCKSPRING; VW TO REIMBURSE TOTAL: $825.40. | | | SP TO GENERATE CHECK REQUEST.
1/10/2019 4:05:00 PM	WVWBN7AN1DE[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $825.40. | | | GENERATED CHECK REQUEST.
1/17/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 825.40 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRX7AJXAM[redacted]
Owner Or Fleet	[redacted]		COLUMBIA, SC, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/18/2018	Incident Date	N/A
Mileage	147,554		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 11:57:00 AM	CUSTOMER STATES: CALLING ABOUT LETTER RECEIVED; LAST NIGHT POWER STEERING AIRBAG LIGHT CAME ON; CUSTOMER LOST CONTROL OF POWER STEERING; CALLED DEALER 407321; DEALER SAID COULD NOT SEE VEHICLE TILL TOMORROW; AND HAD NO LOANER TO PROVIDE; CUSTOMER WAS GOING TO HAVE VEHICLE TOWED TO SERVICE CENTER; CHECKED MAIL GOT CLOCK SPRING LETTER; WANTED TO KNOW IF ISSUES ARE RELATED; CHECKED STEERING WHEEL CONTROLS; SAYS BUTTONS AND HORN ARE WORKING AND LIGHT IS NOW OUT; CO CAN REACH OUT TO DEALER 407346 TO TRY AND MAKE CUSTOMER AN APPOINTMENT; CUSTOMER DENIED APPOINTMENT; CUSTOMER SAID WILL HAVE VEHICLE TOWED TO LOCAL SHOP INSTEAD OF DEALER. | | | CUSTOMER SEEKS: TO KNOW IF ISSUES ARE RELATED | | | CO ADVISED: HAS NOT HEARD OF POWER STEERING BEING AFFECTED BY CLOCK SPRING; CONFIRMED CLOCK SPRING WARRANTY EXTENSION; WENT OVER COMMON RELATED SYMPTOMS; CUSTOMER CAN STILL HAVE VEHICLE TAKEN TO DEALER TO GET LOOKED AT CO CAN ASSIST WITH SETTING UP APPOINTMENT; XTIME WAS NOT WORKING; CO CAN REACH OUT TO DEALER; CO CAN SEND CUSTOMER EMAIL WITH CASE NUMBER. | | | CO REACHED OUT TO DEALER 407346: DEALER SAID EARLIEST DEALER COULD SEE VEHICLE IS THURSDAY; THERE WOULD BE A $125 DIAGNOSTIC FEE; AND DEALER DOES NOT HAVE ANY LOANERS FOR CUSTOMER; | | | NO FURTHER ACTION.
12/18/2018 12:08:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | | IT WAS NICE TALKING TO YOU TODAY. | | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | STACIE M | | CUSTOMER CARE ADVOCATE | |
12/18/2018 12:20:00 PM	CATEGORY SELECTION : STEERING / RANGE/PLAY/FEEL / HAD NO POWER STEERING;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A35DC[redacted]
Owner Or Fleet	[redacted]	RIVERBANK, CA, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/18/2018	Incident Date	N/A
Mileage	65,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 11:59:00 AM	CUSTOMER STATES: THE VEHICLE IS CURRENTLY AT DEALER 426086 HAVING RECALL 69Q9 COMPLETED; RECEIVED A NOTICE FOR AN EXTENDED WARRANTY FOR THE STEERING WHEEL CLOCK SPRING; THE VEHICLE HAS THE AIRBAG LIGHT ON, THE HORN DOESN'T WORK, AND THE BUTTONS ON THE STEERING WHEEL ARE NOT WORKING; DEALER IS TRYING TO CHARGE $135 TO DIAGNOSE THE VEHICLE; | | CUSTOMER SEEKS: VEHICLE DIAGNOSED AT NO CHARGE; | | | | CO ADVISED: CUSTOMER WOULD HAVE TO AUTHORIZE THE DIAGNOSTIC; IF THE DIAGNOSTIC COMES BACK BEING THE AIRBAG CLOCK SPRING CUSTOMER WOULDN'T HAVE TO PAY THE DIAGNOSTIC BECAUSE IT WOULD BE COVERED UNDER WARRANTY; IF THE DIAGNOSTIC IF NOT THE CLOCK SPRING, CUSTOMER WOULD BE RESPONSIBLE FOR THE DIAGNOSTIC FEE; | | | | CUSTOMER STATES: WILL JUST SELL THE VEHICLE AS IS; | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN8DE[redacted]
Owner Or Fleet	[redacted] River Edge, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	12/18/2018	Incident Date	N/A
Mileage	53,282		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 12:04:00 PM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 10:39:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $869.12 | | | SP TO GENERATE CHECK REQUEST
1/21/2019 10:40:00 AM	WVWBP7AN8DE[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $869.12 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 869.12 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30DC[redacted]
Owner Or Fleet	[redacted] PERRIS, CA[redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/18/2018	Incident Date	N/A
Mileage	55,151		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 12:07:00 PM	CUSTOMER STATES: AIRBAG LIGHT IS ON, HORN IS NOT WORKING, AND FEATURES ON STEERING WHEEL ARE NOT WORKING; RECEIVED RECALL IN THE MAIL AND WONDERING IF WILL BE COVERED | | | CUSTOMER SEEKS: IF WILL BE COVERED | | | CO ADVISED: COVERED UNTIL 3/15/28 FOR SPECIFIC COMPONENT; WARRANTY EXTENSION AND NOT A RECALL; IF GO INTO VW DEALER AND DIAGNOSE AS THAT THEN WILL MORE THAN LIKELY BE COVERED IF STILL WITHIN THAT TIME | | | CUSTOMER THANKS | | | CO TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX9BW[redacted]
Owner Or Fleet	[redacted] COLUMBUS, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/18/2018	Incident Date	N/A
Mileage	35,154		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 2:06:00 PM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 11:32:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $542.09 | | | SP TO GENERATE CHECK REQUEST
1/21/2019 11:33:00 AM	WVGAV7AX9BW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $542.09 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 542.09 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGCV7AXXCW[redacted]
Owner Or Fleet	[redacted] Dublin, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/18/2018	Incident Date	N/A
Mileage	55,537		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569J		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 2:23:00 PM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 11:40:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; RO IS DATED 2/19/2015; THE FIRST VALID OUT-OF-POCKET DATE FOR WECI WARR EXT IS 12/22/2015; VW TO REIMBURSE WECI WARR EXT AS GOODWILL; TOTAL: $519.17 | | | SP TO GENERATE CHECK REQUEST
1/21/2019 11:42:00 AM	WVGCV7AXXCW[redacted]VW TO REIMBURSE WECI WARR EXT AS GOODWILL; TOTAL: $519.17 | | | SP GENERATED CHECK REQUEST
1/21/2019 11:42:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 519.17 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4T7AJ5EM[redacted]
Owner Or Fleet	[redacted] Warrendale, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	12/18/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 2:25:00 PM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 11:45:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 8/29/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $767.90 | | | SP TO GENERATE CHECK REQUEST
1/21/2019 11:48:00 AM	3VW4T7AJ5EM[redacted]VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $767.90 | | | SP GENERATED CHECK REQUEST
1/21/2019 11:48:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 767.90 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH1CV[redacted]
Owner Or Fleet	[redacted] Alexandria, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	12/18/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 2:35:00 PM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 10:43:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 38,079 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $693.60. | | | | SP TO GENERATE CHECK REQUEST.
1/21/2019 10:45:00 AM	WVWBW7AH1CV[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $693.60. | | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 693.60 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AXXFW[redacted]
Owner Or Fleet	[redacted] Tampa, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	12/18/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 2:37:00 PM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 10:57:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 30,038 MILES; CUSTOMER PAID $50.00 DEDUCTIBLE; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $53.50. | | | SP TO GENERATE CHECK REQUEST.
1/21/2019 10:58:00 AM	WVGAV7AXXFW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $53.50. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 53.50 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWFA7AH6BV[redacted]
Owner Or Fleet	[redacted] MERIDEN, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2011		
Report Date	12/18/2018	Incident Date	N/A
Mileage	110,592		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 2:41:00 PM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 11:02:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 110,592 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $290.07; LABOR $148.50; TAX $27.84; TOTAL $466.41. | | | | SP TO GENERATE CHECK REQUEST.
1/21/2019 11:05:00 AM	WVWFA7AH6BV[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $466.41. | | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted]OR AMOUNT $ 466.41 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBV7A36FC[redacted]
Owner Or Fleet	[redacted] SPENCER, OK, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/18/2018	Incident Date	N/A
Mileage	67,729		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 3:00:00 PM	MEDIA ATTACHED IN DOC CENTER
12/28/2018 9:38:00 AM	CUSTOMER STATES: HAS AN OPEN CASE; | | | CUSTOMER SEEKS: UPDATE ON CASE; | | | CA ADVISED: DOCUMENTS WERE RECEIVED ON 12/12/2018; CUST WAS ADVISED IT WOULD BE 60 DAYS BEFORE, HOWEVER BECAUSE OF THE HIGH CASE VOLUME WE HAVE BEEN RECEIVING FOR REIMBURSEMENT, THE GENERAL TIME FRAME FOR REVIEW OF REIMBURSEMENT IS 120 BUSINESS DAYS FOR CUSTOMER TO RECEIVE OUR DECISION IN THE MAIL; | | | SP TO CONTINUE REVIEWING; | |
1/21/2019 12:10:00 PM	SP CALLED DEALER TO GET FULL RO, AS CUSTOMER ONLY SUBMITTED PARTIAL; DEALER ADVISED WILL FAX
1/21/2019 3:21:00 PM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 3:36:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 67,729 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $311.69; LABOR $240.00; TAX $14.02; TOTAL $565.71. | | | SP TO GENERATE CHECK REQUEST.
1/21/2019 3:39:00 PM	1VWBV7A36FC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $565.71. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 565.71 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A33FC[redacted]
Owner Or Fleet	[redacted] Bradenton, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/18/2018	Incident Date	N/A
Mileage	43,312		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 3:20:00 PM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 11:29:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 43,312 MILES; REPAIR ORDER DATE IS 11/29/2016; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $434.02. | | | SP TO GENERATE CHECK REQUEST.
1/21/2019 11:31:00 AM	1VWAT7A33FC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $434.02. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 434.02 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2A7AU2FM[redacted]
Owner Or Fleet	[redacted] MANCELONA, MI, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	12/18/2018	Incident Date	N/A
Mileage	107,412		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521AT		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 3:28:00 PM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 11:36:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 107,412 MILES; REPAIR ORDER DATE IS 09/20/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; PARTS $376.36; LABOR $345.00; TAX $22.40; TOTAL $743.76. | | | SP TO GENERATE CHECK REQUEST.
1/21/2019 11:38:00 AM	3VW2A7AU2FM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $743.76. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 743.76 MAILED ON 01/23/2019
2/5/2019 12:42:00 PM	CUSTOMER CALLING FOR STATUS OF REIMBURSEMENT. | | | CA ADVISED CHECK WAS MAILED ON 1/23 IN AMOUNT OF 743.76 TO [redacted] MANCELONA, MI. CUSTOMER STATES HER CORRECT ADDRESS IS A[redacted] MANCELONA, MI [redacted] BUT SHE WILL CHECK WITH POST OFFICE AS THEY ARE HOLDING SOME MAIL FOR HER AND THIS MAY BE THE CHECK, WILL DO THIS SATURDAY, THE 9TH AND IF NOT RECEIVED WILL CALL BACK. NO FURTHER ACTION PENDING POSSIBLE CALL.
2/11/2019 1:40:00 PM	CUSTOMER STATES: VW MAILED CHECK OUT TO CUSTOMER; THE POST OFFICE SENT THE CHECK BACK ; THE CHECK WAS MAILED OUT ON THE 23RD OF JANUARY BUT IT WILL BE SENT BACK TO VW; | | | CUSTOMER SEEKING: TO LET VW KNOW THE CHECK WILL BE COMING BACK TO US AND IT NEEDS TO BE MAIL TO THE [redacted] | | | SP TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX2AW[redacted]
Owner Or Fleet	[redacted] OMAHA, NE, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2010		
Report Date	12/18/2018	Incident Date	N/A
Mileage	88,507		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549CH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 3:52:00 PM	CUSTOMER STATES VEHICLE IS AFFECTED BY STEERING WHEEL CLOCK SPRING WARRANTY EXTENSION; VEHICLE NEEDS TO HAVE THE CPM REPLACED; AIRBAG LIGHT IS ON; CUSTOMER IS TAKING VEHICLE TO DEALER TO HAVE $1000 TOMORROW | | | CUSTOMER SEEKING TO KNOW WHAT THE STEERING WHEEL CONTROLS ARE NOT WORKING MEANS; CUSTOMER ALSO SEEKING TO KNOW IF THE VEHICLE HAS ANY WARRANTY EXTENSIONS OR RECALLS | | | CO ADVISED THAT WOULD MEAN THE TOGGLE BUTTONS OR THE CRUISE CONTROL WOULD NOT BE WORKING; VEHICLE IS AFFECTED BY THE FUEL INJECTOR; INTAKE MANIFOLD WARRANTY EXTENSION FOR 10YRS OR 120K MILES WOF; TIMING CHAIN WARRANTY EXTENSION FOR 10 YRS. OR 100K MILES WOF; NO OPEN RECALLS | | | CO CAN SEND EMAIL TO CUSTOMER WITH WARRANTY EXTENSIONS | | | CO TO EMAIL CUSTOMER | | | | | | |
12/18/2018 4:56:00 PM	TEAM 5 TO SEND EMAIL WITH FUEL INJECTOR; INTAKE MANIFOLD WARRANTY EXTENSION FOR 10YRS OR 120K MILES WOF; TIMING CHAIN WARRANTY EXTENSION FOR 10 YRS. OR 100K MILES WOF; NO OPEN RECALLS | | | TEAM 5 TO REVIEW | |
12/19/2018 1:53:00 PM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.
12/19/2018 1:54:00 PM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY
12/19/2018 4:21:00 PM	| | | | _____ | | FROM: MAIL DELIVERY SUBSYSTEM [MAILTO:MAILER-DAEMON@VW.COM] | | SENT: WEDNESDAY, DECEMBER 19, 2018 1:57 PM | | TO: VWOA CUSTOMER CARE | | SUBJECT: UNDELIVERABLE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | | | DELIVERY HAS FAILED TO THESE RECIPIENTS OR GROUPS: | | | [redacted] | THE E-MAIL ADDRESS YOU ENTERED COULDN'T BE FOUND. PLEASE CHECK THE RECIPIENT'S E-MAIL ADDRESS AND TRY TO RESEND THE MESSAGE. IF THE PROBLEM CONTINUES, PLEASE CONTACT YOUR HELPDESK. | | | | | THE FOLLOWING ORGANIZATION REJECTED YOUR MESSAGE: [redacted] | | | | |
12/20/2018 2:15:00 PM	CO ATTEMPTED TO CONTACT CUSTOMER TO CORRECT EMAIL ADDRESS SINCE EMAIL WAS SENT BACK; PHONE IS NOT IN SERVICE | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A31FC[redacted]
Owner Or Fleet	[redacted] DANVILLE, KY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/18/2018	Incident Date	N/A
Mileage	73,133		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 4:10:00 PM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 1:15:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER AND INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 73,133 MILES; DEALER PERFORMED CODING FOR CLOCK SPRING CONTROL MODULE; CUSTOMER STATED THAT INDEPENDENT TOOK $150.00 OFF OF HER ORIGINAL REPAIR ORDER BECAUSE THEY WERE UNABLE TO CODE THE SPRING CLOCK CONTROL MODULE; VW TO REIMBURSE CAP AMOUNT FOR WECY WARRANTY EXTENSION; PARTS $290.07; LABOR $138.65; TAX $38.93; TOTAL $467.65. | | | SP TO GENERATE CHECK REQUEST.
1/21/2019 1:21:00 PM	1VWBT7A31FC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $467.65. | | | SP GENERATED CHECK.
1/21/2019 1:25:00 PM	SP MAILED CAP AMOUNT LETTER.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 467.65 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW637AJ9DM[redacted]
Owner Or Fleet	[redacted] Oxford, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	12/18/2018	Incident Date	N/A
Mileage	90,089		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 4:15:00 PM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 1:33:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 90,089 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $290.07; LABOR $240.00; TAX $33.95; TOTAL $564.02. | | | | SP TO GENERATE CHECK REQUEST.
1/21/2019 1:35:00 PM	3VW637AJ9DM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $564.02. | | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 564.02 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A3XEC[redacted]
Owner Or Fleet	[redacted] Columbus, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/18/2018	Incident Date	N/A
Mileage	73,920		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 4:33:00 PM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 1:54:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 73,920 MILES; REPAIR ORDER DATE IS 01/25/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $726.84. | | | SP TO GENERATE CHECK REQUEST.
1/21/2019 1:56:00 PM	1VWAT7A3XEC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $726.84. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 726.84 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX6EW[redacted]
Owner Or Fleet	[redacted] RALEIGH, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/18/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Mileage	62,946

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 4:42:00 PM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 2:27:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 62,946 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $321.98; LABOR $99.50; TAX $41.24; TOTAL $462.72. | | | SP TO GENERATE CHECK REQUEST.
1/21/2019 2:30:00 PM	WVGAV3AX6EW[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $462.72. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted]OR AMOUNT $ 462.72 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHP7AN1CE[redacted]
Owner Or Fleet	[redacted] SAN DIEGO, CA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	12/18/2018	Incident Date	N/A
Mileage	84,579		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 4:44:00 PM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 2:37:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 84,579 MILES; REPAIRS COMPLETED UNDER CAP AMOUNT; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $547.91. | | | | SP TO GENERATE CHECK REQUEST.
1/21/2019 2:38:00 PM	WVWHP7AN1CE[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $547.91. | | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 547.91 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBV7A37FC[redacted]
Owner Or Fleet	[redacted] Brookline, NH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/18/2018	Incident Date	N/A
Mileage	23,577		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 4:47:00 PM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 8:51:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT AND RECEIPT FOR PURCHASE OF CLOCK SPRING; RO SHOWS CUSTOMER REPLACED CLOCK SPRING HIMSELF AND HAD IT PROGRAMMED AT INDEPENDENT; VW TO REIMBURSE PART COST ONLY; TOTAL: $191.44 | | | | SP TO GENERATE CHECK REQUEST
1/14/2019 8:55:00 AM	1VWBV7A37FC[redacted]VW TO REIMBURSE UNDER WECY WARR EXT; TOTAL: $191.44 | | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 191.44 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHP7AN1BE[redacted]
Owner Or Fleet	[redacted] LOWELL, MA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2011		
Report Date	12/18/2018	Incident Date	N/A
Mileage	75,832		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 4:49:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 11:13:00 AM	CUSTOMER CALLED FOR STATUS UPDATE | | | CUSTOMER ADVOCATE ADVISED 12/18/18 DOCUMENTS WERE RECEIVED; TAKES 60 DAYS TO REVIEW FOR POSSIBLE REIMBURSEMENT; GOT BOTH POP AND REPAIR ORDER | | | CUSTOMER ACCEPTED.
1/21/2019 2:51:00 PM	SP CALLED DEALER AS CUSTOMER DID NOT SUBMIT FULL RO; DEALER ADVISED WOULD FAX RO
1/22/2019 11:27:00 AM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 11:32:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 75,832 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $348.10; LABOR $357.92; TAX $25.50; TOTAL $731.52. | | | SP TO GENERATE CHECK REQUEST.
1/22/2019 11:36:00 AM	WVWHP7AN1BE[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $731.52. | | | SP GENERATED CHECK.
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 731.52 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHD7AJ5CW[redacted]
Owner Or Fleet	[redacted] Old Saybrook, CT, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2012		
Report Date	12/18/2018	Incident Date	N/A
Mileage	105,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 5:07:00 PM	CUSTOMER STATES: REACHING OUT TO VW BECAUSE THEY HAVE ONE OF THE VEHICLES THAT HAVE CLOCK SPRING REPLACEMENT, JUST GOT NOTICE THAT THERE WAS A WARRANTY EXTENSION FOR THIS. CUSTOMER HAS BILLING FOR THE REPAIR THAT WAS DONE ON THE CLOCK SPRING ON 5/4/2018. VEHICLE IS CURRENTLY AT SHOP GETTING WORK DONE ON SOMETHING ELSE. | | | CUSTOMER SEEKING: REIMBURSEMENT | | | CO ADVISED: PLEASE SUBMIT PROOF OF PAYMENT, AS WELL AS REPAIR HISTORY, ONCE PAPERWORK IS RECEIVED, THE GENERAL TIME FRAME FOR REIMBURSEMENT REVIEW TAKES UP TO 120 BUSINESS DAYS CURRENTLY, DUE TO THE HIGH VOLUME OF REIMBURSEMENT REQUESTS WE ARE CURRENTLY RECEIVING; YOU WILL EITHER RECEIVE A LETTER OR CHECK IN THE MAIL ONCE REVIEW PROCESS HAS BEEN COMPLETED. WOULD LIKE TO FOLLOW UP WITH CUSTOMER A WEEK FROM TODAY, TO ENSURE THAT THE DOCUMENTS ARE LEGIBLE FOR REVIEWING OR IN THE CASE THAT WE HAVEN'T RECEIVED THEM. CO TO EMAIL CASE NUMBER. | | | PENDING CUSTOMER DOCUMENTATION.
12/21/2018 1:29:00 PM	SPECIAL PROJECTS- WORK CASE TO CLOSE.
12/21/2018 11:43:00 AM	JAMISHA K, | | | ATTACHED PLEASE FIND: | ┬ THE SIGNED WARRANTY EXTENSION REIMBURSEMENT FORM | ┬ VW NOTICE | ┬ BILLING FROM THE REPAIRER ┬ AUTO SERVICE OF OLD SAYBROOK, INC | ┬ CREDIT CARD STATEMENT WITH THE REPAIR CHARGES. | | | PLEASE MAKE NOTICE IF ADDITIONAL INFORMATION IS REQUIRED TO PROCESS THIS REIMBURSDEMENT. | | | THANK YOU, | | | [redacted] | |
12/21/2018 11:43:00 AM	FROM: [redacted] | SENT: THURSDAY, DECEMBER 20, 2018 4:35 PM | TO: VW EXPERIENCE | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | JAMISHA K, | | | ATTACHED PLEASE FIND: | ┬ THE SIGNED WARRANTY EXTENSION REIMBURSEMENT FORM | ┬ VW NOTICE | ┬ BILLING FROM THE REPAIRER ┬ AUTO SERVICE OF OLD SAYBROOK, INC | ┬ CREDIT CARD STATEMENT WITH THE REPAIR CHARGES. | | | PLEASE MAKE NOTICE IF ADDITIONAL INFORMATION IS REQUIRED TO PROCESS THIS REIMBURSDEMENT. | | | THANK YOU, | | | [redacted] |
12/21/2018 11:44:00 AM	MEDIA ATTACHED IN DOC CENTER
12/21/2018 11:45:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 9:08:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; VIN ON REIMBURSEMENT FORM IS DIFFERENT BUT BOTH VEHICLES HAVE WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS CLOCK SPRING REPLACED; VW TO REIMBURSE TOTAL; TOTAL: $512.47 | | | SP TO GENERATE CHECK REQUEST
1/14/2019 9:10:00 AM	WVWHD7AJ5CW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $512.47 | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 512.47 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A39EC[redacted]
Owner Or Fleet	[redacted] Henderson, NV, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/18/2018	Incident Date	N/A
Mileage	150,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2018 6:28:00 PM	CUSTOMER STATES THAT GOT A LETTER FOR A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING; STATES HAS BEEN HAVING CONCERNS WITH THE CLOCK SPRING FOR 2 YEARS NOW AND HAS HAD NO RESOLUTION; STATES THAT TOOK THE VEHICLE INTO THE DEALER ON 02/02/2016 AND THE DEALER OPENED A REPAIR ORDER ON THE VEHICLE; STATES THAT THE DEALER DID NOT PERFORM REPAIRS AS THE CUSTOMER WAS NOT IN A POSITION TO HAVE THE VEHICLE REPAIRED; STATES THAT NOT SURE IF THIS CAN BE COVERED AS THE VEHICLE WAS UNDER THE MILEAGE AT THAT TIME OF REPAIR; | | | CUSTOMER SEEKING POSSIBLE COVERAGE; | | | FACE TO FACE WITH KAREN; ADVISED THAT THE CUSTOMER WOULD NEED TO SEND IN COPY OF REPAIR ORDER AND CO CAN REVIEW WITH A MEMBER OF LEADERSHIP TO SEE IF THIS IS SOMETHING THAT VW CAN HAVE COVERED; | | | CO ADVISED THAT WILL NEED COPY OF THE REPAIR ORDER FROM THE TIME OF THE REPAIR; ADVISED THAT ONCE REPAIR ORDER IS RECEIVED THEN CO CAN REVIEW THE INFORMATION TO LOOK FOR POSSIBLE COVERAGE; | | | CUSTOMER STATES THAT HAS MOVED STATES AND NO LONGER HAS REPAIR ORDER; STATES COULD CO CALL THE DEALER AND GET THE REPAIR ORDER POSSIBLY? | | | CO ADVISED CAN DO SO; ADVISED THAT WILL FOLLOW UP BY COB 12/20 WITH MORE INFORMATION; | | | CO TO CALL DEALER AND CALL CUSTOMER BY COB 12/20
12/19/2018 2:56:00 PM	CO ADVISED IS CALLING REGARDING CASE; ADVISED THAT IS SEEKING REPAIR ORDER FROM 2016 FOR THE CLOCK SPRING DIAGNOSIS THAT WAS DONE; | | | DEALER ADVISED THAT DOES HAVE REPAIR ORDER AND CAN FAX THAT OVER TO CO; | | | CO THANKED; | | | CO TO WAIT DEALER FAX
12/19/2018 4:11:00 PM	MEDIA ATTACHED IN DOC CENTER
12/20/2018 1:14:00 PM	CO ATTEMPTED TO CALL CUSTOMER BUT WHEN REACHING THE CUSTOMER CO GOT LOUD BEEPING NOISE; | | | CO TO CALL CUSTOMER BY COB 12/21; | | | ***LVL 1 TO ADVISE: CO WAS ABLE TO GET THE FAX FROM DEALER 425168 FOR THE REPAIR; UPON REVIEWING THE REPAIR CO FOUND THAT DUE TO THE TIME PASSED SINCE THE DIAGNOSIS AND DUE TO THE VEHICLE BEING 30K OUTSIDE OF THE EXTENSION OF THE WARRANTY VW CANNOT ASSIST WITH THE COST OF THE REPAIRS;
12/21/2018 4:46:00 PM	CO ATTEMPTED TO CALL CUSTOMER BUT WHEN REACHING THE CUSTOMER CO GOT LOUD BEEPING NOISE; | | | CO TO EMAIL CUSTOMER BY COB 12/24; | | | ***LVL 1 TO ADVISE: CO WAS ABLE TO GET THE FAX FROM DEALER 425168 FOR THE REPAIR; UPON REVIEWING THE REPAIR CO FOUND THAT DUE TO THE TIME PASSED SINCE THE DIAGNOSIS AND DUE TO THE VEHICLE BEING 30K OUTSIDE OF THE EXTENSION OF THE WARRANTY VW CANNOT ASSIST WITH THE COST OF THE REPAIRS;
12/24/2018 10:46:00 AM	IF CUSTOMER CONTACTS CUSTOMER CARE CENTER PLEASE ADVISE: | | | ***LVL 1 TO ADVISE: CO WAS ABLE TO GET THE FAX FROM DEALER 425168 FOR THE REPAIR; UPON REVIEWING THE REPAIR CO FOUND THAT DUE TO THE TIME PASSED SINCE THE DIAGNOSIS AND DUE TO THE VEHICLE BEING 30K OUTSIDE OF THE EXTENSION OF THE WARRANTY VW CANNOT ASSIST WITH THE COST OF THE REPAIRS;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW5T7AU6GM[redacted]
Owner Or Fleet	[redacted] Merritt Island, FL, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2016		
Report Date	12/19/2018	Incident Date	N/A
Mileage	38,577		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521K		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 9:19:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 9:02:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS CLOCK SPRING REPLACED AS GOODWILL; CUSTOMER PAID $50.00 DEDUCTIBLE; RO IS DATED 5/22/2018; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CUSTOMER PAY AS GOODWILL; TOTAL: $50.00 | | | SP TO GENERATE CHECK REQUEST
1/14/2019 9:03:00 AM	GW- PROVIDED- OUT OF POCKET DATE
1/14/2019 9:04:00 AM	3VW5T7AU6GM[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $50.00 | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 50.00 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX3BW[redacted]
Owner Or Fleet	[redacted]		Lake Worth, FL,[redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/19/2018	Incident Date	N/A
Mileage	87,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 10:20:00 AM	CUSTOMER STATES: SUBSEQUENT OWNER; NON-CPO; PURCHASED ABOUT 4 YEARS AGO; VEHICLE WITH CUSTOMER; CURRENT MILEAGE - 87K; CURRENT CONCERN - THE AIRBAG LIGHT IS ON; THE HORN AND STEERING WHEEL BUTTONS ARE NOT WORKING; HE RECEIVED A LETTER; HE HAS NOT BEEN TO A DEALERSHIP | | | CUSTOMER SEEKING: TO KNOW THE NEXT STEPS TO HAVE THE VEHICLE REPAIRED | | | CO ADVISED: HE HAS 1 OPEN RECALL ON THE VEHICLE AND A SERVICE ACTION TO UPDATE THE ECM; BOTH WILL BE COMPLETED FREE OF CHARGE; PROVIDED DEALER LOCATIONS 405245, 405013, 405242 | | | CUSTOMER STATES: HE PREFERS DEALER 405245 | | | | | CO TO CALL DEALER 405245
12/19/2018 10:25:00 AM	CO ADVISED: CALLING FROM CCC; CUSTOMER HAS THE 69L2 RECALL AND SERVICE ACTION OPEN | | | | | CONFERENCE CALL WITH DP AND CUSTOMER: | | | DP STATES: THEY CAN SCHEDULED AN APPOINTMENT FOR TOMORROW FOR EI THER 9 OR 10:0AM | | | CO ADVISED; CUSTOMER IS EXHIBITING SYMPTOMS WITH THE AIRBAG LIGHT ON, HORN AND STEERING WHEEL BUTTONS NOT WORKING. | | | CUSTOMER STATES: HE WILL TAKE THE 9:00AM APPOINTMENT THURSDAY, (12-19) | | | | | CO TO SEND LEVEL 1 E-MAIL.
12/19/2018 10:32:00 AM	REFERENCE #[redacted]| | DEAR MR.[redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON[redacted] | | SINCERELY, | | | KIMBERLY W | | CUSTOMER CARE ADVOCATE | | | | | CO TO CLOSE AND NO FURTHRE ACTION | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A32EC[redacted]
Owner Or Fleet	[redacted] CHARLOTTE, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/19/2018	Incident Date	N/A
Mileage	61,566		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 10:16:00 AM	MEDIA ATTACHED IN DOC CENTER
1/10/2019 3:25:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARR EXT; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCKSPRING; VW AUTHORIZED 50/50 SPLIT ON REPAIRS FOR GOODWILL ASSISTANCEL CUST ONLY PAID $356.77; VW TO REIMBURSE THE AMOUNT THE CUSTOMER HAD TO PAY AS THERE IS NOW A WARRANTY EXTENSION FOR THE REPAIRS; VW TO REIMBURSE TOTAL: $356.77. | | | SP TO GENERATE CHECK REQUEST.
1/10/2019 3:29:00 PM	1VWBS7A32EC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $356.77. | | | GENERATED CHECK REQUEST.
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 356.77 MAILED ON 01/16/2019
1/27/2019 1:35:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES RECEIVED CHECK FROM WARRANTY EXTENSION; STATES SUBMITTED TWO REPAIR ORDER'S, ONE FOR 2017, AND ANOTHER FOR 2018; CUSTOMER WAS REIMBURSED FOR THE 2018 BUT NOT THE 2017; | | | CUSTOMER SEEKING WHY THEY WERE ONLY REIMBURSED FOR ONE; | | | CO ADVISED WILL CONSULT WITH SP TO SEE WHY THEY WERE NOT REIMBURSED FOR THE OLDER REPAIR; | | | CO TO EMAIL SP.
1/27/2019 3:47:00 PM	FROM: [redacted] | | SENT: SUNDAY, JANUARY 27, 2019 3:47 PM | | TO: MLYNAREK, ASHLEY <EXTERN.ASHLEY.MLYNAREK@VW.COM> | | SUBJECT: CASE # [redacted] | | | HEY ASHLEY, | | | CAN YOU ADVISE ON THIS? THIS CUSTOMER WAS ONLY REIMBURSED FOR THE LATEST REPAIR OF THE CLOCK SPRING ON OCTOBER 16TH, 2018. CUSTOMER WAS NOT REIMBURSED FOR THE REPAIR COMPLETED ON AUGUST 25TH, 2017. | | | [redacted] | | CUSTOMER CARE CHAT ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | |
1/29/2019 1:51:00 PM	CUST WAS ONLY REIMBURSED FOR REPAIRS COMPLETED IN 2018; CUST WAS NOT REIMBURSED FOR REPAIRS COMPLETED IN 2017; VW TO GOODWILL REPAIRS COMPLETED TO CLOCK SPRING; CUST PAID $616.53; TAX $46.23; VW TO GOODWILL TOTAL: $662.76. | | | SP TO GENERATE CHECK REQUEST.
1/29/2019 1:53:00 PM	1VWBS7A32EC[redacted] VW TO REIMBURSE CLOCK SPRING REPAIR IN 2017 AS GOODWILL; TOTAL: $662.76. | | | GENERATED CHECK REQUEST.
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 662.76 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW637AJ4EM[redacted]
Owner Or Fleet	[redacted] Port Jervis, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	12/19/2018	Incident Date	N/A
Mileage	110,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 10:36:00 AM	CUSTOMER STATES: RECEIVED A LETTER REGARDING THE SENSOR LIGHT FOR AIRBAG; AIRBAG LIGHT HAS BEEN ON FOR SOME TIME AND THE CHECK ENGINE LIGHT COMES ON WHEN REFUELING; | | | CUSTOMER SEEKING: CONCERNS TO BE DIAGNOSED; HOW WARRANTY EXTENSION WORKS; | | | CO ADVISED: CUSTOMER WOULD NEED TO HAVE CONCERNS DIAGNOSED AT A VW DEALER IN ORDER TO DETERMINE WHAT IS CAUSING THEM; IF DEALER DETERMINES THAT THE AIRBAG WARNING LIGHT IS ON DUE TO A CONCERN WITH THE AIRBAG CLOCK SPRING THEN IT WOULD BE COVERED UNDER THE WARRANTY EXTENSION; IF NOT, CUSTOMER WOULD BE RESPONSIBLE FOR REPAIR COST; CAN ASSIST WITH SCHEDULING A DEALER APPOINTMENT; | | | CUSTOMER STATES: WOULD LIKE APPOINTMENT SCHEDULED AT DEALER 408157; | | | CO TRANSFERRED CUSTOMER TO DEALER 408157 FOR ASSISTANCE SCHEDULING DEALER APPOINTMENT; | | | CUSTOMER ACKNOWLEDGED; | | | CO TO CLOSE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX8BW[redacted]
Owner Or Fleet	[redacted] PITTSBURGH, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/19/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 10:36:00 AM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 1:28:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE CAP AMOUNTS FOR WECI WARR EXT; PARTS: $290.07; LABOR: $207.08; TAX: $32.24; TOTAL: $529.39 | | | SP TO GENERATE CHECK REQUEST AND CAP REIMBURSEMENT LETTER
1/21/2019 1:33:00 PM	WVGBV7AX8BW[redacted] VW TO REIMBURSE CAP AMOUNT FOR WECI WARR EXT; TOTAL: $529.39 | | | SP GENERATED CHECK REQUEST
1/21/2019 1:35:00 PM	SP MAILED CAP REIMBURSEMENT LETTER
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 529.39 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW5A7AJ0DM[redacted]
Owner Or Fleet	[redacted], PERKASIE, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	12/19/2018	Incident Date	N/A
Mileage	56,694		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 10:53:00 AM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 1:39:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES UNDER WARRANTY AT NO COST TO CUSTOMER AND OTHER REPAIRS TO TIRES; RO STATES CUSTOMER PAID $100.00 DEDUCTIBLE FOR CLOCK SPRING REPAIRS; RO IS DATED 3/23/2018; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CUSTOMER PAY AS GOODWILL; TOTAL: $100.00 | | | SP TO GENERATE CHECK REQUEST
1/21/2019 1:43:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/21/2019 1:45:00 PM	3VW5A7AJ0DM[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $100.00 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 100.00 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW5S7AJ1EM[redacted]
Owner Or Fleet	[redacted] APPLETON, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	12/19/2018	Incident Date	N/A
Mileage	47,452		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 10:56:00 AM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 1:48:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 8/29/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CAP AMOUNT FOR WECY WARR EXT AS GOODWILL; PARTS: $290.07; LABOR: $196.20; TAX: $24.31; TOTAL: $510.58 | | | SP TO GENERATE CHECK REQUEST AND CAP REIMBURSEMENT LETTER
1/21/2019 1:51:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/21/2019 1:52:00 PM	3VW5S7AJ1EM[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $510.58 | | | SP GENERATED CHECK REQUEST
1/21/2019 1:54:00 PM	SP MAILED CAP REIMBURSEMENT LETTER
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 510.58 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX9CW[redacted]
Owner Or Fleet	[redacted]	MIDDLE VILLAGE, NY, [redacted]	
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/19/2018	Incident Date	N/A
Mileage	52,411		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 11:03:00 AM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 2:16:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE CAP AMOUNTS FOR WECI WARR EXT; PARTS: $290.00; LABOR: $248.04; TAX: $21.52; TOTAL: $559.56 | | | SP TO GENERATE CHECK REQUEST AND CAP REIMBURSEMENT LETTER
1/21/2019 2:18:00 PM	WVGBV7AX9CW[redacted]VW TO REIMBURSE CAP AMOUNTS FOR WECI WARR EXT; TOTAL: $559.56 | | | SP GENERATED CHECK REQUEST
1/21/2019 2:20:00 PM	SP MAILED CAP REIMBURSEMENT LETTER
1/24/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 559.56 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4A7AJ5CM[redacted]
Owner Or Fleet	[redacted] Fremont, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/19/2018	Incident Date	N/A
Mileage	91,931		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 11:05:00 AM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 2:30:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED TWO RO AND POP FROM DEALER AND RECEIPT FOR PURCHASE OF CLOCK SPRING; ONE RO SHOWS PROGRAMMING OF CLOCK SPRING; ONE RO SHOWS DIAGNOSIS RECOMMENDING THE CLOCK SPRING BE REPLACED; WECI WARR EXT COVERS CLOCK SPRING REPLACEMENT ONLY; VW TO REIMBURSE PART COST AND DIAGNOSIS; PARTS: $208.85; LABOR: $160.00; TAX: $15.14; TOTAL: $383.99 | | | SP TO GENERATE CHECK REQUEST AND DENIAL LETTER
1/21/2019 2:33:00 PM	3VW4A7AJ5CM[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $383.99 | | | SP GENERATED CHECK REQUEST
1/21/2019 2:34:00 PM	SP MAILED DENIAL LETTER
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 383.99 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX7CW[redacted]
Owner Or Fleet	[redacted], Knoxville, TN, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/19/2018	Incident Date	N/A
Mileage	59,941		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 11:14:00 AM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 2:54:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS OIL CHANGE AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $290.07; LABOR: $283.75; TAX: $40.16; TOTAL: $613.98 | | | SP TO GENERATE CHECK REQUEST
1/21/2019 2:56:00 PM	WVGBV7AX7CW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $613.98 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 613.98 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCT7A30EC[redacted]
Owner Or Fleet	[redacted] Wind Lake, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/19/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 11:27:00 AM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 3:41:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; VW TO REIMBURSE TOTAL; TOTAL: $550.19 | | | | SP TO GENERATE CHECK REQUEST
1/21/2019 3:42:00 PM	1VWCT7A30EC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $550.19 | | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 550.19 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A31EC[redacted]
Owner Or Fleet	[redacted] STATEN ISLAND, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/19/2018	Incident Date	N/A
Mileage	32,968		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 11:31:00 AM	MEDIA ATTACHED IN DOC CENTER
12/26/2018 9:36:00 AM	CUSTOMER STATES: RECEIVED LETTER ABOUT AN ISSUE WITH CUSTOMER 2014 PASSAT; AND IF CUSTOMER HAD MADE REPAIRS CUSTOMER COULD SUBMIT TO GET MONEY BACK; WOULD LIKE TO KNOW IF VW RECEIVED DOCUMENTS CUSTOMER SENT IN; CUSTOMER HAD VEHICLE REPAIRED AT VW DEALER; CUSTOMER SAID SENT IN DOCUMENTS ON 12/11/2018. | | | CUSTOMER SEEKS: TO KNOW IF DOCUMENTS WERE RECEIVED | | | CUSTOMER ADVOCATE ADVISED: CUSTOMER ADVOCATE CAN SEE WHERE CUSTOMER DOCUMENTS WERE RECEIVED ON 12/19/2018; CUSTOMER ADVOCATE CAN SEE REPAIR ORDER BUT DOES NOT SEE A PROOF OF PAYMENT; FOR CUSTOMER TO BE REIMBURSED CUSTOMER WOULD NEED TO SUBMIT PROOF OF PAYMENT AS WELL; THAT CAN BE A CANCELED CHECK; OR COPY OF STATEMENT; OR CUSTOMER CAN FAX IN PAPERWORK; PROVIDED FAX NUMBER; AND INSTRUCTED CUSTOMER TO PUT LAST NAME AND REFERENCE NUMBER IN RIGHT HAND CORNER. | | CUSTOMER ADVOCATE WILL SEND EMAIL WITH REFERENCE NUMBER; AND CUSTOMER CAN SUBMIT PROOF OF PAYMENT; | | | CUSTOMER ADVOCATE TO WAIT CUSTOMER MAIL
12/26/2018 9:42:00 AM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | STACIE M. | | CUSTOMER CARE ADVOCATE
1/9/2019 4:11:00 PM	MEDIA ATTACHED IN DOC CENTER
1/9/2019 9:39:00 AM	CUSTOMER STATES: HE IS SEEKING TO SEND IN HIS PROOF OF PAYMENT; WOULD LIKE OPTIONS TO SEND IN INFORMATION | | | CUSTOMER ADVOCATE ADVISED: PROVIDED E-MAIL ADDRESS (VWCUSTOMERCARE@VW.COM) AND FAX NUMBER; PROCESS TAKES 60-120 DAYS. | | | CUSTOMER ACKNOWLEDGED.
1/21/2019 3:54:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS OXYGEN SENSOR AND WIPER BLADES REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; WECY WARR EXT COVERS CLOCK SPRING; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $319.08; LABOR: $202.50; TAX: $20.86; TOTAL: $542.44 | | | SP TO GENERATE CHECK REQUEST AND REPAIRS NOT RELATED LETTER
1/21/2019 3:57:00 PM	1VWAT7A31EC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $542.44 | | | SP GENERATED CHECK REQUEST
1/21/2019 3:59:00 PM	SP MAILED REPAIRS NOT RELATED LETTER
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 542.44 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX8BW[redacted]
Owner Or Fleet	[redacted] Saint Louis, MO, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/19/2018	Incident Date	N/A
Mileage	89,048		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 11:45:00 AM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 4:18:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $446.43 | | | SP TO GENERATE CHECK REQUEST
1/21/2019 4:19:00 PM	WVGAV7AX8BW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $446.43 | | | SP GENERATED CHECK REQUEST
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 446.43 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBM7A38DC[redacted]
Owner Or Fleet	[redacted] LINTHICUM HEIGHTS, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/19/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 11:51:00 AM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 8:14:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS RF MARKER BULB AND TAIL LIGHT BULB REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $306.99; LABOR: $337.50; TAX: $18.41; TOTAL: $662.90 | | | SP TO GENERATE CHECK REQUEST
1/22/2019 8:17:00 AM	1VWBM7A38DC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $662.90 | | | SP GENERATED CHECK REQUEST
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 662.90 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBM7A37CC[redacted]
Owner Or Fleet	[redacted] BOWLING GREEN, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/19/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 11:54:00 AM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 8:25:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 4/3/2015; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $592.47 | | | SP TO GENERATE CHECK REQUEST
1/22/2019 8:26:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/22/2019 8:26:00 AM	1VWBM7A37CC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $592.47 | | | SP GENERATED CHECK REQUEST
1/26/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 592.47 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN4CE[redacted]
Owner Or Fleet	[redacted] O FALLON, MO, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	12/19/2018	Incident Date	N/A
Mileage	78,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 11:55:00 AM	CUSTOMER STATES: SUBSEQUENT OWNER; NON-CPO; PURCHASED AROUND 2014; VEHICLE WITH CUSTOMER; JUST PICKED UP VEHICLE FROM DEALER 424168 TO HAVE THE TAKATA AIRBAG AND FUEL PUMP CONTROL MODULE RECALLS COMPLETED ON THE VEHICLE; THE DEALER ALSO FOUND AN OIL LEAK AND THE WATER PUMP HAD TO BE REPLACED; HOWEVER, IN OCTOBER 2017 THEY ARE TO REPLACE SOMETHING WITH THE STEERING WHEEL, AND HE THINKS IT WAS THE CLOCK SPRING; HE RECEIVED A WARRANTY EXTENSION LETTER IN MAIL | | | CUSTOMER SEEKING: REIMBURSEMENT PROCESS | | | CO ADVISED: HE MAY SEND IN THE REPAIR ORDER FROM DEALER 424168 AND PROOF OF PAYMENT, FOR OUR INTERNAL DEPARTMENT TO RESEARCH POSSIBLE REIMBURSEMENT. | | | | | CO TO SEND E-MAIL
12/19/2018 12:12:00 PM	REFERENCE #[redacted] | | DEAR MR.[redacted] | | THANKS FOR TALKING WITH ME TODAY. | | CUSTOMER CARE IS ALSO AVAILABLE BY EMAIL AT VWCUSTOMERCARE@VW.COM. FEEL FREE TO EMAIL US ANYTIME! | | YOU CAN ALSO FAX ANY DOCUMENTS TO US AT 248-754-6504. OR IF YOU NEED TO MAIL US IMPORTANT PAPERWORK, PLEASE SEND THEM TO THE FOLLOWING ADDRESS: | | VOLKSWAGEN CUSTOMER CARE | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | | IF YOU HAVE A QUICK QUESTION THAT WE CAN ANSWER, WE┬┐RE AVAILABLE AFTER HOURS AND ON WEEKENDS, BY CHAT, ON [redacted] | | SINCERELY, | | | | KIMBERLY W | | CUSTOMER CARE ADVOCATE | | | | | | | WAIT MAIL
12/27/2018 1:29:00 PM	REFERENCE #[redacted] | | DEAR MR.[redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 - 120 DAYS. | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | KIMBERLY W | | CUSTOMER CARE ADVOCATE | | | CO TO CLOSE PENDING MAIL.
1/8/2019 10:04:00 AM	MEDIA ATTACHED IN DOC CENTER
1/9/2019 4:39:00 PM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60-120 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON[redacted] | | | | SINCERELY, | | | | | | KIMBERLY W | | CUSTOMER CARE ADVOCATE | | | |
1/9/2019 4:40:00 PM	WAIT SP
1/22/2019 8:55:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $803.35 | | | SP TO GENERATE CHECK REQUEST
1/22/2019 8:57:00 AM	WVWMP7AN4CE[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $803.35 | | | SP GENERATED CHECK REQUEST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN4CE[redacted]
Owner Or Fleet	[redacted] O FALLON, MO, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	12/19/2018	Incident Date	N/A
Mileage	78,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/26/2019 4:00:00 AM CHECK # [redacted] FOR AMOUNT $ 803.35 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX9CW[redacted]
Owner Or Fleet	[redacted] FALLSTON, MD [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/19/2018	Incident Date	N/A
Mileage	105,800		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 12:01:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 8:39:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $554.29 | | | SP TO GENERATE CHECK REQUEST
1/22/2019 8:40:00 AM	WVGBV7AX9CW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $554.29 | | | SP GENERATED CHECK REQUEST
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 554.29 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDP7AJ3DM[redacted]
Owner Or Fleet	[redacted] QUITMAN, MS, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	12/19/2018	Incident Date	N/A
Mileage	51,667		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 11:59:00 AM	CUSTOMER STATES: HAS INTERMITTENT AIRBAG WARNING LIGHT; ALSO HAS TPSM LIGHT; WOULD LIKE TO KNOW IF THOSE WOULD BE COVERED UNDER EXTENDED WARRANTY; IS NOT EXPERIENCING LOSS OF STEERING WHEEL CONTROL FUNCTION | | | CUSTOMER SEEKS: TO KNOW IF CONCERNS ARE COVERED UNDER WARRANTY | | | CO ADVISED: NOT COVERED UNDER WARRANTY, AS TPSM IS NOT COVERED AND AIRBAG CLOCK SPRING WOULD COME INTO EFFECT WITH BOTH PERSISTENT LIGHT AND LOSS OF STEERING WHEEL CONTROL FUNCTION; OFFERED TO MAKE DEALER APPOINTMENT | | | CUSTOMER DECLINES; WILL MAKE APPOINTMENT ON HER OWN | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A33EC[redacted]
Owner Or Fleet	[redacted] Riverside, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/19/2018	Incident Date	N/A
Mileage	94,726		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 12:08:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 8:50:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 5/19/2018; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $609.08 | | | SP TO GENERATE CHECK REQUEST
1/22/2019 8:51:00 AM	1VWAP7A33EC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $609.08 | | | SP GENERATED CHECK REQUEST
1/22/2019 8:51:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/26/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 609.08 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCH7A32CC[redacted]
Owner Or Fleet	[redacted] West Point, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/19/2018	Incident Date	N/A
Mileage	163,726		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 12:13:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 9:02:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS LEFT AND RIGHT LOWER CONTROL ARMS REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $290.00; LABOR: $168.00; TAX: $11.60; TOTAL: $469.60 | | | SP TO GENERATE CHECK REQUEST AND REPAIRS NOT RELATED LETTER
1/22/2019 9:04:00 AM	1VWCH7A32CC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $469.60 | | | SP GENERATED CHECK REQUEST
1/22/2019 9:06:00 AM	SP MAILED REPAIRS NOT RELATED LETTER
1/26/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 469.60 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW637AJ2DM[redacted]
Owner Or Fleet	[redacted]		Spring, TX, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	12/19/2018	Incident Date	N/A
Mileage	54,432		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 12:23:00 PM	MEDIA ATTACHED IN DOC CENTER
12/28/2018 11:31:00 AM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 9:27:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS LOWER OIL PAN REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 10/12/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CLOCK SPRING AS GOODWILL; PARTS: $290.07; LABOR: $408.00; TAX: $12.25; TOTAL: $710.32 | | | SP TO GENERATE CHECK REQUEST
1/22/2019 9:33:00 AM	3VW637AJ2DM[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $710.32 | | | SP GENERATED CHECK REQUEST
1/22/2019 9:33:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 710.32 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A33C[redacted]
Owner Or Fleet	[redacted] Chesterfield, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/19/2018	Incident Date	N/A
Mileage	116,811		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 12:25:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 9:43:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $464.68 | | | SP TO GENERATE CHECK REQUEST
1/22/2019 9:45:00 AM	1VWBP7A33C[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $464.68 | | | SP GENERATED CHECK REQUEST
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 464.68 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX3CW[redacted]
Owner Or Fleet	[redacted]		Middleton, WI, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/19/2018	Incident Date	N/A
Mileage	86,458		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 12:37:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 10:19:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO FROM DEALER; POP VERIFIED IN XTIME; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $489.58 | | | | SP TO GENERATE CHECK REQUEST
1/22/2019 10:20:00 AM	WVGBV7AX3CW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $489.58 | | | | SP GENERATED CHECK REQUEST
1/26/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 489.58 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4A7AJXDM[redacted]
Owner Or Fleet	[redacted] UPLAND, CA [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	12/19/2018	Incident Date	N/A
Mileage	49,241		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 2:18:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 10:38:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTD RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO STATES EXTENDED WARRANTY COMPANY PAID $195.60 AND CUSTOMER PAID $250.00; RO IS DATED 1/20/2015; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CUSTOMER PAY AS GOODWILL; TOTAL: $250.00 | | | | SP TO GENERATE CHECK REQUEST
1/22/2019 10:40:00 AM	3VW4A7AJXDM[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $250.00 | | | | SP GENERATED CHECK REQUEST
1/22/2019 10:40:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 250.00 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AXXDW[redacted]
Owner Or Fleet	[redacted] Nashville, TN, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/19/2018	Incident Date	N/A
Mileage	117,978		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 2:26:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 8:13:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 117,978 MILES; VW TO REIMBURSE CAP AMOUNT FOR WECI WARRANTY EXTENSION; PARTS $292.35; LABOR $248.04; TAX $59.63; TOTAL $600.02. | | | SP TO GENERATE CHECK REQUEST.
1/22/2019 8:18:00 AM	WVGBV7AXXDW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $600.02. | | | SP GENERATED CHECK.
1/22/2019 8:21:00 AM	SP MAILED CAP AMOUNT LETTER.
1/26/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 600.02 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHD7AJ2DW[redacted]
Owner Or Fleet	[redacted] Bellevue, WA, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2013		
Report Date	12/19/2018	Incident Date	N/A
Mileage	67,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 2:35:00 PM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 2:50:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 67,000 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $298.61; LABOR $341.75; TAX $64.03; TOTAL $704.39. | | | | SP TO GENERATE CHECK REQUEST.
1/21/2019 2:53:00 PM	WVWHD7AJ2DW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $704.39. | | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 704.39 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX3CW[redacted]
Owner Or Fleet	[redacted] Edmonds, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/19/2018	Incident Date	N/A
Mileage	61,201		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 2:41:00 PM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 2:58:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 61,201 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $295.07; LABOR $324.88; TAX $61.99; TOTAL $681.94. | | | SP TO GENERATE CHECK REQUEST.
1/21/2019 3:02:00 PM	WVGBV7AX3CW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $681.94. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 681.94 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX3DW[redacted]
Owner Or Fleet	[redacted] MANASSAS PARK, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/19/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 2:47:00 PM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 3:29:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 66,775 MILES; CUSTOMER ONLY PAID $100.00 DEDUCTIBLE FOR REPAIRS TO CLOCK SPRING; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $100.00. | | | | SP TO GENERATE CHECK REQUEST.
1/21/2019 3:32:00 PM	WVGBV3AX3DW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $100.00. | | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 100.00 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX3BW[redacted]
Owner Or Fleet	[redacted], Owego, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/19/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 2:51:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 8:28:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 98,292 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $330.68; LABOR $120.00; TAX $33.80; TOTAL $484.48. | | | | SP TO GENERATE CHECK REQUEST.
1/22/2019 8:35:00 AM	WVGBV7AX3BW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $484.48. | | | | SP GENERATED CHECK.
1/26/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 484.48 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34DC[redacted]
Owner Or Fleet	[redacted] PHILADELPHIA, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/19/2018	Incident Date	N/A
Mileage	103,578		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 3:49:00 PM	MEDIA ATTACHED IN DOC CENTER
12/28/2018 12:08:00 PM	CUSTOMER STATES SENT IN REPAIR ORDER AND POP FOR REVIEW FOR REIMBURSEMENT | | | CUSTOMER SEEKING TO KNOW IF VW RECEIVED REPAIR ORDER AND POP | | | CUSTOMER ADVOCATE ADVISED RECEIVED REPAIR ORDER AND CUSTOMER WILL RECEIVE CORRESPONDENCE IN 120 DAYS FROM 12/19/2018 | | | CO TO REVIEW
1/2/2019 9:13:00 AM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 4:08:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 103,578 MILES; REPAIR ORDER DATE IS 04/23/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; PARTS $348.08; LABOR $280.00; TAX $21.75; TOTAL $649.83. | | | SP TO GENERATE CHECK REQUEST.
1/21/2019 4:11:00 PM	1VWBP7A34DC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $649.83. | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 649.83 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGCV7AX3BW[redacted]
Owner Or Fleet	[redacted], Charlestown, RI, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/19/2018	Incident Date	N/A
Mileage	162,076		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569J		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 4:25:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 10:55:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS BOTH FRONT STRUTS WITH MOUNTS AND BEARINGS REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; WECY WARR EXT COVERS CLOCK SPRING; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $290.07; LABOR: $181.26; TAX: $20.30; TOTAL: $491.63 | | | | SP TO GENERATE CHECK REQUEST AND REPAIRS NOT RELATED LETTER
1/22/2019 10:57:00 AM	WVGCV7AX3BW[redacted]VW TO REIMBURSE WECI WARR EXT; TOTAL: $491.63 | | | | SP GENERATED CHECK REQUEST
1/22/2019 10:59:00 AM	SP MAILED REPAIRS NOT RELATED LETTER
1/26/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 491.63 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A31EC[redacted]
Owner Or Fleet	[redacted] Summerville, SC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/19/2018	Incident Date	N/A
Mileage	70,196		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 4:27:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 9:13:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 70,196 MILES; REPAIR ORDER DATE IS 12/27/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; CLOCK SPRING WAS UNDER WARRANTY CUSTOMER ONLY PAID FOR LABOR; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $177.00. | | | SP TO GENERATE CHECK REQUEST.
1/22/2019 9:15:00 AM	1VWBT7A31EC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $177.00. | | | SP GENERATED CHECK.
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 177.00 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRZ7AJ0AM[redacted]
Owner Or Fleet	[redacted], Weston, CT [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/19/2018	Incident Date	N/A
Mileage	112,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2018 8:51:00 PM	CUSTOMER STATES: AIRBAG LIGHT IS ON, HORN IS NOT WORKING SINCE LAST YEAR; CALLED DEALER BUT TOLD NOT COVERED UNDER RECALL; RECEIVED NOTICE FOR RECALL SO UNSURE WHY DEALER IS NOT ABLE TO DO RECALL; | | | | CUSTOMER SEEKING: CLARIFICATION; | | | | CO ADVISED: VEHICLE HAS WARRANTY EXTENSION ON AIRBAG CLOCK SPRING TILL 01/27/2020 OR 120K WOF; IF STEERING WHEEL CONTROLS ARE NOT WORKING AND AIRBAG LIGHT IS ON, DIAGNOSIS WOULD BE AT NO COST AND IF AIRBAG CLOCK SPRING IS FAULTY WOULD BE COVERED UNDER WARRANTY EXTENSION; CO OFFERED CALLING DEALER AND SETTING UP APPOINTMENT, CUSTOMER DECLINED; | | | | NO FURTHER ACTION
12/19/2018 8:58:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / HORN AND STEERING WHEEL CONTROLS NOT WORKING; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4A7AJ8CM[redacted]
Owner Or Fleet	[redacted] Merced, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/20/2018	Incident Date	N/A
Mileage	57,269		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/20/2018 9:02:00 AM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 11:32:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS OIL CHANGE, UPPER TIMING COVER AND GASKETS AND SEALS REPLACED, WIPER BLADES REPLACED, WATER PUMP REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; WECY WARR EXT COVERS CLOCK SPRING ONLY; RO IS DATED 10/09/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CLOCK SPRING ONLY AS GOODWILL; PARTS: $290.07; LABOR: $95.96; TAX: $21.03; TOTAL: $407.06 | | | | SP TO GENERATE CHECK REQUEST AND REPAIRS NOT RELATED LETTER
1/22/2019 11:36:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/22/2019 11:36:00 AM	3VW4A7AJ8CM[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $407.06 | | | | SP GENERATED CHECK REQUEST
1/22/2019 11:38:00 AM	SP MAILED REPAIRS NOT RELATED LETTER
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 407.06 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ6DM[redacted]
Owner Or Fleet	[redacted] Cary, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	12/20/2018	Incident Date	N/A
Mileage	28,248		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/20/2018 9:23:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON ;
12/20/2018 9:23:00 AM	CUSTOMER STATES: ORIGINAL OWNER; VEHICLE WAS PURCHASED; BRAND LOYAL CUSTOMER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: HAD AIRBAG LIGHT ON; PAID $181.3 TO REPLACE PODS MODULE; VEHICLE IS CURRENTLY AT VW DEALERSHIP; DEALER NOW STATES: $800 TO FIX OTHER PARTS; WORKING WITH TONY M. AT DEALER; NOT SURE WHAT THEY HAVE TO FIX OR WHY THE ORIGINAL PART DIDN'T CORRECT IT; WOULD; FOUND THIS NUMBER TO SEE IF YOU COULD HELP ME PAY FOR THIS OR TAKE THE COST DOWN | | | CUSTOMER SEEKING: FINANCIAL ASSISTANCE | | | CP ADVISED: NO OPEN RECALLS: WARRANTY EXT. FOR THE AIR BAG CLOCK SPRING UNTIL 3/28/24 OR 120K MILES WOF; WOULD LIKE TO ENGAGE A RCM FOR CLARIFICATION ON THE DIAGNOSIS AND LOOK INTO THE REQUEST FOR ASSISTANCE | | | CO TO ESCALATE | | |
12/20/2018 9:44:00 AM	RCM TO FOLLOW UP ON DIAGNOSIS; ASSIST IF APPLICABLE; FOLLOW UP WITH CUSTOMER BY COB 12/21
12/21/2018 11:55:00 AM	GOOD MORNING RUSTY, | | | 3VWDX7AJ6DM[redacted] CUSTOMER STATES THAT THEIR AIRBAG LIGHT CAME ON, AND THEY WERE TOLD THAT THEY PAID TO REPLACE THE PODS MODULE. THEY STATE THAT NOW THE DEALER IS ADVISING THERE ARE $800 WORTH OF OTHER REPAIRS NEEDED, BUT THE CUSTOMER IS UNSURE WHAT NEEDS REPLACED. SHE STATES THAT SHE IS WORKING WITH TONY M. AND THAT SHE DOES NOT UNDERSTAND WHY THE FIRST REPAIR DID NOT FIX THE ISSUE. CAN YOU LET ME KNOW WHAT THE DIAGNOSIS IS? THANKS. | | | RCM TO WAIT DEALER E-MAIL
12/21/2018 5:41:00 PM	CUSTOMER STATES THAT THE DEALERSHIP ADVISED THAT THERE WAS SOMETHING SPILLED AND DAMAGED THE SYSTEM; STATES THAT THERE WAS SUPPOSED TO BE A COVER PUT ON DURING THE RECALL. RCM ADVISED THAT WE HAVE REACHED OUT TO DEALER 409220 AND WE ARE WAITING ON ADDITIONAL DETAILS ON THE DIAGNOSIS, AND CANNOT SPEAK TO ANYTHING UNTIL WE HAVE THIS INFORMATION. CUSTOMER STATES THAT IT DOES NOT MAKE SENSE IF LIQUID IS SPILLED THAT IT WOULD CAUSE ANY DAMAGE TO ELECTRONICS. RCM ADVISED THAT THIS CAN HAPPEN IF SOMETHING IS SPILLED NEAR THE ELECTRONICS IN THE VEHICLE, BUT WE HAVE TO CONFIRM WITH THE DEALERSHIP. RCM WILL WE-MAIL CONTACT INFORMATION AND FOLLOW UP 12/26. | | | RCM TO E-MAIL CUSTOMER
12/21/2018 5:54:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | THANKS FOR YOUR PATIENCE WHILE I WORK ON YOUR CASE. | | | TO MAKE THINGS EASIER, I WANTED TO PROVIDE MY DIRECT EXTENSION SO THAT YOU CAN CONTACT ME ANYTIME. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┤9├┬┤ AND DIAL 43320. | | | IF I AM ASSISTING OTHER CUSTOMERS WHEN YOU CALL, FEEL FREE TO LEAVE A VOICEMAIL. | | | YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | I LOOK FORWARD TO SPEAKING WITH YOU SOON! | | | SINCERELY, | | | | | | | NINA A | REGION CASE MANAGER | | | | | RCM TO CALL DEALER
12/26/2018 12:39:00 PM	RCM LEFT VOICE MAIL MESSAGE SEEKING A CALL BACK TO DISCUSS CASE. | | | RCM TO WAIT DEALER CALL
12/26/2018 5:50:00 PM	RCM ADVISED THAT WE REACHED OUT TO DEALER 409220 AND WE ARE WAITING ON ADDITIONAL UPDATES; WILL FOLLOW UP AGAIN TOMORROW 12/27. | | | RCM TO CALL DEALER
12/27/2018 12:38:00 PM	RCM LEFT VOICE MAIL MESSAGE SEEKING TO DISCUSS DIAGNOSIS. | | | RCM TO WAIT DEALER CALL

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ6DM[redacted]
Owner Or Fleet	[redacted] Cary, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	12/20/2018	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/27/2018 4:47:00 PM	RCM ADVISED WAITING ON ADDITIONAL UPDATES AND WILL FOLLOW UP TOMORROW 12/28. | | | | RCM TO CALL DEALER
12/28/2018 1:19:00 PM	SERVICE MANAGER STATES THAT THE CONTACT STRIP THAT NEEDS TO BE REPLACED; STATES THAT THIS WAS NOT QUOTED IN THE ORIGINAL REPAIR; STATES THAT THE PODS MODULE DAMAGES THE STRIP BUT THE DEALERSHIP WAS NOT AWARE THIS WAS NEEDED IN THE ORIGINAL REPAIR; STATES THAT NEW REPAIR TOTAL IS $808.83; STATES WILL LOOK INTO THIS TO SEE WHAT THE COST IS AT WARRANTY RATES, AND IF THE DEALER WOULD LIKE TO ASSIST WILL SEND DETAILED INFORMATION VIA E-MAIL TO RCM. | | | | RCM TO WAIT DEALER E-MAIL
12/28/2018 5:14:00 PM	RCM ADVISED THAT WE SPOKE WITH THE ASM AT DEALER 409220, AND THAT HE STATED THAT THE PART THAT IS NEEDED IS A CONTACT STRIP THAT WAS DAMAGED FROM THE PODS MODULE; STATES THAT THIS SHOULD HAVE BEEN QUOTED WITH THE ORIGINAL REP[AIR, HOWEVER THE DEALERSHIP WAS NOT AWARE THAT THIS WAS DAMAGED AT THAT TIME. RCM ADVISED THAT WE ARE WORKING ON GETTING COST INFORMATION FOR THIS AND WILL FOLLOW-UP 1/2 AFTER WE RETURN FROM THE HOLIDAY. | | | | RCM TO CALL DEALER 12/31 AND CUSTOMER 1/2
12/31/2018 8:41:00 AM	GOOD MORNING BEN, | | | | 3VWDX7AJ6DM[redacted] CAN YOU PLEASE SEND OVER THE PARTS AND LABOR BREAKDOWN AT WARRANTY RATES, ALONG WITH WHAT YOU THINK YOU WOULD WANT TO ASSIST WITH FOR THIS CUSTOMER? THANK YOU. | | | | RCM TO WAIT DEALER E-MAIL
1/2/2019 12:23:00 PM	GOOD MORNING, AND HAPPY NEW YEAR! | | | | 3VWDX7AJ6DM[redacted] CAN YOU PLEASE SEND OVER THE PARTS AND LABOR BREAKDOWN AT WARRANTY RATES, ALONG WITH WHAT YOU THINK YOU WOULD WANT TO ASSIST WITH FOR THIS CUSTOMER? THANK YOU. | | | | RCM TO WAIT DEALER E-MAIL
1/2/2019 6:16:00 PM	RCM ADVISED THAT WE ARE WAITING ON ADDITIONAL UPDATES AND WILL FOLLOW UP AGAIN TOMORROW 1/3. | | | | RCM TO CALL FIXED OPERATIONS MANAGER
1/3/2019 12:05:00 PM	RCM LEFT VOICE MAIL MESSAGE SEEKING A CALL BACK TO DISCUSS CASE. | | | | RCM TO WAIT DEALER CALL
1/3/2019 12:13:00 PM	GOOD MORNING, | | | | I TRIED TO CALL BACK BUT IT LOOKS LIKE WE ARE PLAYING PHONE TAG. | | | | BECK- PARTS 571.66 AND LABOR 134.00 IS WHAT I RECEIVED. THAT WOULD BE A TOTAL OF $705.66. I AM OK WITH EITHER 50-75%. CAN YOU CONFIRM IF THERE IS DEALER LOYALTY AND WHAT YOU THINK WE SHOULD HELP WITH? THANKS. | | | | RCM TO WAIT DEALER E-MAIL
1/3/2019 2:45:00 PM	MS.[redacted] HAD ALL OF HER FREE MAINTENANCE DONE HERE AS WELL AS ONE CUSTOMER PAY SERVICE IN APRIL. SO LOOKS LIKE SHE IS LOYAL. IF YOU'RE OK WITH 75% GO WITH THAT. | | | | RCM TO E-MAIL DEALER
1/3/2019 2:48:00 PM	HEY RUSTY. | | | | BECK- I AM OK WITH 75%. AUTHORIZATION [redacted] I WILL LET HER KNOW, AND HAVE HER CALL THE DEALER IF SHE ACCEPTS TO AUTHORIZE THE REMAINDER OF THE REPAIR. | | | | | | RCM TO CALL CUSTOMER
1/3/2019 3:41:00 PM	RCM ADVISED THAT AFTER SPEAKING WITH THE SERVICE MANAGER AT DEALER 409220, WE WOULD LIKE TO COVER 75% OF THE REPAIR. CUSTOMER STATES THAT SHE RECEIVED A CALL STATING THE REPAIRS ARE COMPLETED, SINCE THE CUSTOMER HAD PREAUTHORIZED THE REPAIRS. RCM ADVISED THAT THE CUSTOMER SHOULD RECEIVE AN ADJUSTED BILL WHEN SHE PICKS UP THE VEHICLE. CUSTOMER STATES WILL TRY AND PICK IT UP TONIGHT. RCM WILL FOLLOW UP TOMORROW TO CONFIRM. | | | | RCM TO CALL DEALER
1/4/2019 11:56:00 AM	SERVICE MANAGER STATES THAT WHEN THE CUSTOMER WAS CALLED IT WAS FOR PARTS BEING IN, BUT THE REPAIR IS NOT FINISHED YET, AND SHOULD BE DONE EITHER TODAY OR MONDAY. | | | | RCM TO CALL CUSTOMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ6DM[redacted]
Owner Or Fleet	[redacted] Cary, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	12/20/2018	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/4/2019 3:14:00 PM	RCM ADVISED THAT WE SPOKE WITH THE SERVICE MANAGER AT DEALER 409220 WHO STATED THAT THE CALL TO THE CUSTOMER WAS TO INFORM HER THAT THE DEALER WAS WAITING ON PARTS, AND THAT THE REPAIRS ARE EXPECTED TO BE COMPLETED BY THE END OF BUSINESS ON MONDAY AT THE LATEST. RCM ADVISED WILL FOLLOW UP ON TUESDAY 1/8 TO CONFIRM COMPLETION. | | | RCM TO CALL DEALER
1/8/2019 12:34:00 PM	GOOD MORNING RUSTY, | | | 3VWDX7AJ6DM[redacted] CAN YOU CONFIRM WHAT THE STATUS IS ON THE REPAIRS? THANK YOU. | | | | RCM TO WAIT DEALER E-MAIL
1/8/2019 5:40:00 PM	COMPLETED AND CLOSED JANUARY 7. | | | RCM TO CALL CUSTOMER
1/8/2019 5:45:00 PM	RCM LEFT VOICE MAIL MESSAGE ADVISING THAT WE RECEIVED AN UPDATE FROM THE SERVICE MANAGER AT DEALER 409220 THAT THE VEHICLE WAS REPAIRED, AND PICKED UP, AND WE ARE SEEKING TO CONFIRM THAT THE ISSUES ARE RESOLVED. | | | RCM TO WAIT CUSTOMER CALL
1/9/2019 2:37:00 PM	NO FURTHER ACTION PENDING FURTHER CUSTOMER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A35EC[redacted]
Owner Or Fleet	[redacted] Junction City, OR, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/20/2018	Incident Date	N/A
Mileage	131,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/20/2018 10:18:00 AM	CUSTOMER STATES: CUSTOMER RECEIVED THE AIR BAG CLOCK SPRING WARRANTY EXTENSION NOTICE IN THE MAIL; CUSTOMER'S AIRBAG LIGHT IS ON, AND HER CRUISE CONTROL DOES NOT WORK; CUSTOMER IS OUTSIDE OF THE WARRANTY EXTENSION PARAMETERS BY 10K MILES; | | | | CUSTOMER SEEKING: AIRBAG CLOCK SPRING REPLACED UNDER WARRANTY EXTENSION | | | | CO ADVISED: THE AIRBAG CLOCK SPRING IS TYPICALLY COVERED UNDER THE NVLW FOR 3YEARS/36K MILES WOF; THE WARRANTY HAS ALREADY BEEN EXTENDED TO 10YEARS/120K MILES WOF; BECAUSE CUSTOMER IS OUTSIDE OF AN ALREADY EXTENDED WARRANTY, VWOA WILL NOT BE EXTENDING THE WARRANTY FURTHER AND REPAIR COSTS TO THE CLOCK SPRING WILL BE AT CUSTOMER'S EXPENSE; CUSTOMER HAS AN OPEN SERVICE ACTION FOR THE IMPROVED POST-AEM ENGINE CONTROL MODULE SOFTWARE, AND A TDI WARRANTY EXTENSION UNTIL THE VEHICLE REACHES 39K MILES OR UNTIL 9/21/2021 | | | | NO FURTHER ACTION | | | | NO FURTHER ACTION
12/20/2018 10:49:00 AM	CATEGORY SELECTION : FORWARDCOLLISION / INEFFECTIVE - 1 / CRUISE CONTROL DOES NOT WORK; AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCT7A30EC[redacted]
Owner Or Fleet	[redacted] Vancouver, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/20/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/20/2018 10:29:00 AM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 9:32:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 71,265 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $688.42. | | | SP TO GENERATE CHECK REQUEST.
1/22/2019 9:33:00 AM	1VWCT7A30EC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $688.42. | | | SP GENERATED CHECK.
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 688.42 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW817AU7FM[redacted]
Owner Or Fleet	[redacted] Palm Bay, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	12/20/2018	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/20/2018 11:08:00 AM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 11:55:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS DIAGNOSIS AND RECOMMENDATION THAT CLOCK SPRING BE REPLACED; VW TO REIMBURSE TOTAL; TOTAL: $133.75 | | | | SP TO GENERATE CHECK REQUEST
1/22/2019 11:57:00 AM	3VW817AU7FM[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $133.75 | | | | SP GENERATED CHECK REQUEST
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 133.75 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A37EC[redacted]
Owner Or Fleet	[redacted] Orlando, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/20/2018	Incident Date	N/A
Mileage	41,229		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/20/2018 11:11:00 AM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 1:01:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; VW TO REIMBURSE TOTAL; TOTAL: $751.27 | | | | SP TO GENERATE CHECK REQUEST
1/22/2019 1:02:00 PM	1VWAT7A37EC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $751.27 | | | | SP GENERATED CHECK REQUEST
1/26/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 751.27 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX8EW[redacted]
Owner Or Fleet	[redacted]		Eden, UT, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/20/2018	Incident Date	N/A
Mileage	58,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/20/2018 11:23:00 AM	CUSTOMER STATES RECEIVED A NOTICE IN THE MAIL; REGARDING THE AIRBAG LIGHT; ALSO THERE WAS A REIMBURSEMENT FORM; | | | | CUSTOMER SEEKING MORE INFORMATION REGARDING NOTICE; | | | | CO ADVISED CUSTOMER THAT NOTICE CUSTOMER RECEIVED WAS FOR THE AIRBAG CLOCK SPRING EXTENDED WARRANTY; PARTICULAR PART IS COVERED UNTIL 9/18/2023/120K MILES WCF; IF PART FAILS AND VEHICLE IS STILL WITHIN WARRANTY PARAMETERS; VW WILL COVER COST OF REPAIR; CUSTOMER STATES CURRENTLY HAVE AN AIRBAG LIGHT ON IN VEHICLE; OFFERED TO SETUP DEALER APPOINTMENT; APPOINTMENT SCHEDULED FOR 1/21/19 AT 8:00AM; WILL SEND CUSTOMER EMAIL WITH DEALER INFORMATION; | | | | NO FURTHER ACTION;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX8BW[redacted]
Owner Or Fleet	[redacted] PHOENIX, AZ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/20/2018	Incident Date	N/A
Mileage	74,643		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/20/2018 11:26:00 AM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 2:04:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; CUST PAID $534.56 FOR REPAIRS; TAX $26.72; VW TO REIMBURSE TOTAL: $561.28. | | | | SP TO GENERATE CHECK REQUEST
1/21/2019 2:06:00 PM	WVGAV7AX8BW[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $561.28. | | | | GENERATED CHECK REQUEST.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 561.28 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX8EW[redacted]
Owner Or Fleet	[redacted] TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/20/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/20/2018 1:00:00 PM	FROM: [redacted] | | SENT: THURSDAY, DECEMBER 20, 2018 1:00 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE[redacted] | | | HEY CHRISTIAN, | | | | I JUST GOT OFF THE PHONE WITH MY BANK. THEY WILL HAVE A COPY OF THE TRANSACTION UPLOADED TO MY BANK ACCOUNT PROFILE IN 1-2 BUSINESS DAYS IF YOU REQUIRE SOMETHING MORE SUBSTANTIAL FOR PROOF OF PAYMENT. | | | PLEASE CALL ME AND LET ME KNOW IF IT┬┐S NECESSARY. THANKS! | | | |
12/20/2018 12:11:00 PM	CUSTOMER STATES: ORIGINAL OWNER; FIRST TIME VW OWNER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT CAME ON; STEERING CONTROLS STOPPED WORKING AND THERE WAS A CRACKING WHEN TURNING THE STEERING WHEEL; DEALER STATES: DIAGNOSED AS A FAILED CLOCK SPRING; REPAIR COMPLETED AUG. 29, 2017; REPAIR COMPLETED AT ONION CREEK VW; | | | CUSTOMER SEEKING: REIMBURSEMENT FOR OUT OF POCKET EXPENSE; | | | REVIEWED W/ TL; ADVISED TO HAVE CUSTOMER SUBMIT REPAIR ORDER AND PROOF OF PAYMENT TO REVIEW FOR POSSIBLE REIMBURSEMENT. CO TO RETURN TO CUSTOMER. | | | | | CO ADVISED CUSTOMER TO SUBMIT REPAIR ORDER AND PROOF OF PAYMENT TO REVIEW FOR POSSIBLE REIMBURSEMENT. CO WILL SEND AN EMAIL TO CUST WHICH CUST CAN RESPOND TO WITH REQUIRED DOCUMENTS; | | | CUST STATES THAT POP DOENST SHOW A BALANCE OF ZERO HOWEVER THERE IS A TRANSACTION NUMBER; | | | CO ADVISED CUST TO SUBMIT INFORMATION AND CC WOULD BE ABLE TO DETERMINE IF INFORMATION CAN BE USED TO REVIEW; | | | WAIT FOR CUST MAIL;
12/20/2018 12:16:00 PM	TEAM LEAD STATES: ADVISED TO HAVE CUSTOMER SUBMIT REPAIR ORDER AND PROOF OF PAYMENT TO REVIEW FOR POSSIBLE REIMBURSEMENT. CO TO RETURN TO CUSTOMER.
12/20/2018 12:29:00 PM	REFERENCE #[redacted] | | DEAR MR.[redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | SINCERELY, | | | | CHRISTIAN E | | CUSTOMER CARE ADVOCATE | |
12/20/2018 12:32:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / FAILED CLOCK SPRING;
12/20/2018 4:07:00 PM	MEDIA ATTACHED IN DOC CENTER
12/27/2018 1:28:00 PM	CO LEFT VOICE MAIL MESSAGE ADVISING CUSTOMER VW DID RECEIVE DOCUMENTS TO REVIEW FOR REIMBURSEMENT; CO WILL SEND OVER AN EMAIL WITH MORE INFORMATION; CO ALSO PROVIDED CASE NUMBER;
12/27/2018 1:32:00 PM	REFERENCE #[redacted] | | DEAR MR. & MRS. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | CHRISTIAN E | | CUSTOMER CARE ADVOCATE | |
12/27/2018 1:32:00 PM	SP TO REVIEW FOR POSSIBLE REIMBURSEMENT;

Investigation Summary Report

Category	Consumer Complaints				
VW's File Number	[redacted]	VIN	WVGAV3AX8EW[redacted]		
Owner Or Fleet	[redacted] Kyle, TX, [redacted]				
Make, Model, Model Year	Volkswagen, Tiguan, 2014				
Report Date	12/20/2018	Incident Date	N/A	Mileage	65,000
Clock Spring Manufacturer	Valeo				
Clock Spring Part Number	5K0953569AL				

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/31/2018 7:39:00 AM	FROM: [redacted] | | SENT: FRIDAY, DECEMBER 28, 2018 9:54 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | 120 DAYS? | | | | I THINK I CAN SEND YOU THAT PROOF OF PAYMENT NOW. WILL THAT SPEED THINGS UP A BIT? | | | [redacted] | | [redacted] | | | |
1/11/2019 12:17:00 PM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 2:51:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENISON; CUSTOMER SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $658.57. | | | | SP TO GENERATE CHECK REQUEST.
1/21/2019 2:55:00 PM	WVGAV3AX8EW[redacted] VW TO REIMBURSE CUST UNDER WECI WARRANTY EXTENSION; TOTAL: $658.57. | | | | GENERATED CHECK REQUEST.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 658.57 MAILED ON 01/23/2019
1/28/2019 12:19:00 PM	PLEASE RESPOND TO EMAIL ADVISING WE RECEIVED THEIR DOCUMENTS AND GENERATED THEIR REIMBURSEMENT CHECK. THE CUSTOMER SHOULD RECEIVE THE CHECK VIA POSTAL MAIL WITHIN THE NEXT 10-14 DAYS. | | | | REASSIGN TO MLYNARA IN INACTIVE.
1/28/2019 9:41:00 AM	FROM: [redacted] | | SENT: FRIDAY, JANUARY 25, 2019 6:34 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | CC: [redacted] | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | GREETINGS! | | | | DID THE FILES I SENT ANSWER THE MAIL RE: PROOF OF PAYMENT FOR THE REIMBURSEMENT CLAIM? | | | | I HAVEN'T HEARD FROM YOU REGARDING CONFIRMATION, BUT A SURVEY WAS EMAILED TO ME TODAY AND I DIDN'T WANT TO ANSWER/PARTICIPATE UNTIL MY ISSUE WAS SETTLED. PLEASE ADVISE. | |
1/31/2019 1:43:00 PM	FROM: [redacted] | | SENT: WEDNESDAY, JANUARY 30, 2019 12:32 PM | | TO: VW EXPERIENCE | | CC: [redacted] | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | IS ANYONE PLANNING TO RESPOND TO MY EMAILS REGARDING THE LEGITIMACY OF OUR CLAIM, AND THE USEFULNESS OF MY LAST PROOF OF PAYMENT SUBMISSION? OR DO I JUST HAVE TO WAIT UNTIL APRIL 16 FOR A LETTER FROM VW REGARDING OUR REIMBURSEMENT? | | | | | [redacted] | | [redacted] OFFICE) | | [redacted] | | | | | |
1/31/2019 1:48:00 PM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.
1/31/2019 1:49:00 PM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWGU7AN6EE[redacted]
Owner Or Fleet	[redacted], UNIONTOWN, OH, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2014		
Report Date	12/20/2018	Incident Date	N/A
Mileage	32,015		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/20/2018 1:46:00 PM	CUSTOMER STATES: ORIGINAL OWNER; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; THE AIRBAG LIGHT IS ON AND THE BUTTONS ON THE STEERING WHEEL STOPPED WORKING; DEALER STATES: AIRBAG CLOCK SPRING NEEDS TO BE REPLACED; DEALER IS QUOTING OVER $1000 FOR THE REPAIR; ALL OVER THE INTERNET STATES IT IS A KNOWN ISSUE; | | CUSTOMER SEEKING: FINANCIAL ASSISTANCE; | | | | CO ADVISED: VERIFIED THE VEHICLE IS NOT AFFECTED BY THE RECALL OF EXTENDED WARRANTY; RECALLS AND EXTENDED WARRANTIES ARE VIN SPECIFIC; APPRECIATE CUSTOMER CALLING TO DOCUMENT AND REPORT THE ISSUE TO THE NHTSA; WILL ESCALATE TO A RCM TO FOLLOW UP WITH THE DEALER AND REVIEW FOR POSSIBLE FINANCIAL ASSISTANCE TOWARDS THE REPAIR; RCM WILL FOLLOW UP BY COB 12-21-18; | | | | CO CONTACTED DEALER 403125, SPOKE WITH BOB: ADVISED: CUSTOMER CAN KEEP THE LOANER UNTIL SPEAKING WITH THE RCM TO FIND OUT THE NEXT STEPS; | | | | CO TO ESCALATE TO RCM
12/20/2018 1:57:00 PM	VEHICLE IS CURRENTLY AT DEALER 403125 NEEDING THE STEERING WHEEL CLOCK SPRING REPLACED; VEHICLE IS NOT AFFECTED BY THE RECALL OR EXTENDED WARRANTY; CUSTOMER SEEKS FINANCIAL ASSISTANCE; | | | | RCM TO FOLLOW UP WITH DEALER 403125, CUSTOMER [redacted] BY COB 12-21-18
12/21/2018 11:28:00 AM	RCM LEFT VOICE MAIL MESSAGE FOR SERVICE MANAGER SEEKING CALL BACK TO DISCUSS CUSTOMER'S CONCERN. RCM TO WAIT DEALER CALL.
12/21/2018 2:38:00 PM	SERVICE MANAGER STATES CUSTOMER'S VEHICLE DOES NOT FALL UNDER WARRANTY EXTENSION, BUT AGREES WITH RCM DUE TO THE NATURE OF THE CONCERN ALONG WITH AGE AND MILEAGE FEEL FULL ASSISTANCE IS APPROPRIATE. SERVICE MANAGER STATES COST BREAKDOWN IS $408.10 PARTS AND $154.20. DEALER CAN PROVIDE OFFER AND RCM WILL FOLLOW UP BY COB. RCM TO DOCUMENT GOODWILL DECISION.
12/21/2018 2:45:00 PM	RCM AND SERVICE MANAGER MIKE APPROVED ASSISTANCE TOWARDS CLOCK SPRING REPAIR. 100% OF TOTAL PARTS $408.10, 100% OF TOTAL LABOR $154.20. RCM TO CALL CUSTOMER.
12/21/2018 4:39:00 PM	CUSTOMER STATES HE HAS SPOKEN TO OTHER MECHANICS AND RESEARCHED ON THE INTERNET AND HE BELIEVES THERE IS A DIRECT CONNECTION WITH THE CLOCK SPRING FAILING AFTER TAKATA RECALL WAS COMPLETED. RCM ADVISED CUSTOMER AT PRESENT THERE IS NO RECALL OR WARRANTY EXTENSION RELATED TO THE CLOCK SPRING APPLICABLE TO HIS VEHICLE AS THEY ARE VIN SPECIFIC. RCM ADVISED CUSTOMER THAT DEALER 403125 WAS CONTACTED, CONCERN DISCUSSED, AND ON BEHALF OF THE DEALER WOULD LIKE TO OFFER FULL ASSISTANCE TOWARDS REPAIR. CUSTOMER THANKED RCM. RCM PROVIDED CONTACT INFORMATION AND ADVISED WILL E-MAIL IT TOO. RCM ADVISED CUSTOMER WILL FOLLOW UP TO GAUGE SATISFACTION BY COB 12/27. RCM TO E-MAIL CUSTOMER.
12/21/2018 4:47:00 PM	REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANKS FOR SPEAKING WITH ME TODAY. | | CUSTOMER CARE IS AVAILABLE BY EMAIL AT VWCUSTOMERCARE@VW.COM. YOU CAN ALSO FAX ANY IMPORTANT DOCUMENTS TO US AT 248-754-6504. | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS IN THE MEANTIME, PLEASE DO NOT HESITATE TO GIVE ME A CALL. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43699. YOU CAN ALSO REPLY TO THIS EMAIL. | | SINCERELY, | | | | KENNETH S | | REGION CASE MANAGER | | RCM TO CALL CUSTOMER.
12/27/2018 12:44:00 PM	CUSTOMER CONFIRMED THAT HE IS COMPLETELY SATISFIED WITH RESOLUTION OF HIS CONCERN. NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJK7AN0AE[redacted]
Owner Or Fleet	[redacted] Lisbon, ME, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	12/20/2018	Incident Date	N/A
Mileage	155,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501BG		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/20/2018 2:00:00 PM	CUSTOMER STATES THAT HAS BEEN HAVING SOME CONCERNS WITH THE AIRBAG LIGHT AND THE HORN NOT WORKING FOR THE VEHICLE; STATES WAS WORKING WITH DEALER 405219 AND THEY MENTIONED SOMETHING ABOUT A WARRANTY EXTENSION; STATES THAT ALSO SAW ONLINE THAT THERE WAS A RECALL OUT FOR THIS ISSUE AS WELL BUT NOT SURE IF IT APPLIES TO THIS VEHICLE; | | | | CUSTOMER SEEKING INFORMATION ON RECALL 69L2; | | | | CO ADVISED THAT VEHICLE DID HAVE RECALL ON THE VEHICLE FOR 69L2 HOWEVER RECALL HAS ALREADY BEEN COMPLETED; ADVISED THAT THE VEHICLE DOES HAVE THE WARRANTY EXTENSION FOR THE CLOCK SPRING AS WELL FOR 15/UNLIMITED; ADVISED THAT THE CUSTOMER CAN TAKE THE VEHICLE INTO ANY VW DEALER AND HAVE THIS REPAIRED UNDER THE WARRANTY EXTENSION; ADVISED THAT AS THE CUSTOMER HAS ALREADY GONE TO THE DEALER CAN PROVIDE CASE NUMBER SO IF DEALER HAS ANY QUESTIONS THEY CAN ALWAYS REACH OUT TO CUSTOMER CARE CENTER; | | | | CUSTOMER THANKED; | | | | CO TO EMAIL CUSTOMER; | | | | NO FURTHER ACTION
12/20/2018 2:18:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / AIRBAG CLOCK SPRING ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A31EC[redacted]
Owner Or Fleet	[redacted] Severna Park, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/20/2018	Incident Date	N/A
Mileage	52,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/20/2018 2:42:00 PM	CUSTOMER STATES; HAD A CLOCK SPRING REPAIR DONE LAST YEAR | | | | CUSTOMER SEEKING; REIMBURSEMENT | | | | CO ADVISED; WILL SEND EMAIL; CUSTOMER TO REPLY TO EMAIL WITH PROOF OF PURCHASE AND PROOF OF REPAIR | | | | CUSTOMER ACKNOWLEDGED AND THANKED
12/24/2018 11:46:00 AM	MEDIA ATTACHED IN DOC CENTER | | | | FROM: [redacted] | | SENT: THURSDAY, DECEMBER 20, 2018 6:25 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | DANIEL THANK YOU SO MUCH FOR YOUR HELP TODAY. IF YOU NEED ANY OTHER INFORMATION PLEASE LET ME KNOW. | | | | THANKS! | | [redacted] | | | | | | SENT FROM MY IPHONE | |
1/21/2019 2:59:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; CUST ONLY PAID LABOR; VW TO REIMBURSE TOTAL: $337.50. | | | | SP TO GENERATE CHECK REQUEST.
1/21/2019 3:00:00 PM	1VWBP7A31EC[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $337.50. | | | | GENERATED CHECK REQUEST.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 337.50 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCS7A37FC[redacted]
Owner Or Fleet	[redacted] MONTEVALLO, AL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/20/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/20/2018 2:52:00 PM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 6:50:00 PM	CUSTOMER STATES: SENT INTO WARRANTY EXTENSION INFORMATION; | | | CUSTOMER SEEKING: DID WE RECEIVE IT THE INFORMATION | | | CUSTOMER ADVOCATE ADVISED: YES. WILL TAKE UP TO 60-120 DAYS TO RECEIVE A LETTER TO CHECK IN THE MAIL; ADVISED CAN CALL BACK IN A FEW WEEKS TO SEE IF ANYTHING HAS BEEN MAILED OUT; ADVISED ALL RECALLS WILL BE SENT VIA MAIL; NO RECALLS OPEN ON VEHICLE; PROVIDED CUSTOMER WITH OPEN WARRANTY EXT AND THE PARAMETER | | | NO FURTHER ACTION
1/22/2019 11:09:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 45,368 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $562.20. | | | SP TO GENERATE CHECK REQUEST.
1/22/2019 11:10:00 AM	1VWCS7A37FC[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $567.20. | | | SP GENERATED CHECK.
1/26/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 567.20 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4S7AJ6EM[redacted]
Owner Or Fleet	[redacted] ALLEN, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	12/20/2018	Incident Date	N/A
Mileage	41,094		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/20/2018 2:54:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 1:10:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER AND RECEIPT FOR PURCHASE OF CLOCK SPRING; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; VW TO REIMBURSE WECY WARR EXT; PARTS: $345.41; LABOR: $325.00; TAX INCLUDED IN PARTS TOTAL; TOTAL: $670.41 | | | SP TO GENERATE CHECK REQUEST
1/22/2019 1:13:00 PM	3VW4S7AJ6EM[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $670.41 | | | SP GENERATED CHECK REQUEST
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 670.41 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJK7AN0AE[redacted]
Owner Or Fleet	[redacted]		MALDEN, MA, [redacted]
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	12/20/2018	Incident Date	N/A
Mileage	110,813		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/20/2018 4:04:00 PM	MEDIA ATTACHED IN DOC CENTER
12/26/2018 1:58:00 PM	CUSTOMER RECEIVED WARRANTY EXTENSION; CUSTOMER WAS REIMBURSED 75% AND IS NOW SEEKING THE OTHER 25%; PREVIOUS CASE [redacted]
12/26/2018 2:00:00 PM	MEDIA ATTACHED IN DOC CENTER
12/26/2018 2:01:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / CLOCK SPRING;
12/26/2018 2:09:00 PM	CO PUT REPAIR ORDER AND POP INTO THIS CASE FROM OLD CASE
12/26/2018 2:28:00 PM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | I HOPE YOU HAD A WONDERFUL HOLIDAY! | | | I AM GOING TO GET YOUR DOCUMENTS TO OUR CAMPAIGN DEPARTMENT, AND WE WILL REVIEW THE DOCUMENTS FOR ADDITIONAL REIMBURSEMENT (25%). | | | YOU SHOULD RECEIVE A NOTIFICATION BY MAIL WITHIN THE NEXT 4-6 WEEKS FROM TODAY┬┐S DATE, DECEMBER 26, 2018. WE GREATLY APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. | | | AT THE END OF OUR REVIEW, YOU WILL EITHER RECEIVE A CHECK IN THE MAIL, OR A DENIAL LETTER AS TO WHY THE CLAIM WAS DENIED. | | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | |
12/26/2018 2:29:00 PM	SP TO REVIEW FOR THE LAST ADDITIONAL 25%; VW REIMBURSED CUSTOMER 75%; NOW THERE IS A WE; CO ADVISED CUSTOMER OF 4-6 WEEK PARAMETER | | | THANK YOU
12/26/2018 3:06:00 PM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DEALER; SHOWS REPLACEMENT OF CLOCK SPRING; PREVIOUSLY REIMBURSED 75% OF REPAIRS AS GOODWILL GESTURE IN CASE [redacted] VW TO REIMBURSE REMAINING 25% OF REPAIR COSTS; TOTAL: $189.04. | | | SP GENERATED CHECK REQUEST
12/26/2018 3:09:00 PM	WVWJK7AN0AE[redacted] VW TO REIMBURSE UNDER WECI WARRANTY EXTENSION; TOTAL: $189.04. | | | SP GENERATED CHECK REQUEST
1/9/2019 2:56:00 PM	CHECK #[redacted] FOR AMOUNT $ 189.04 MAILED ON 01/03/2019
7/29/2019 12:00:00 PM	E-MAILED STOP PAYMENT, CHECK #[redacted] IN THE AMOUNT OF $189.04 TO ACCOUNTS PAYABLE; CUSTOMER NEVER RECEIVED. IF CHECK HAS NOT BEEN CASHED, AP WILL ISSUE A NEW CHECK. THE PROCESS NORMALLY TAKES 10-14 BUSINESS DAYS.
8/2/2019 11:04:00 AM	REISSUED CHECK #[redacted] IN THE AMOUNT OF $189.04 MAILED 8/2/19.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2CW[redacted]
Owner Or Fleet	[redacted], Chico, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/20/2018	Incident Date	N/A
Mileage	76,943		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/20/2018 4:39:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 1:25:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 76,943 MILES; REPAIR ORDER DATE IS 03/05/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; DEALER ALSO PERFORMED REPAIRS ON DOOR LATCH AND BELT; CLOCK SPRING ONLY IS COVERED UNDER WECY WARRANTY EXTENSION; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION ON REPAIR ORDER DATED 11/20/2018 AS GOODWILL GESTURE; TOTAL $607.95. | | | SP TO GENERATE CHECK REQUEST AND DENIAL LETTER.
1/22/2019 1:29:00 PM	WVGAV7AX2CW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $607.95. | | | | SP GENERATED CHECK.
1/26/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 607.95 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A36DC[redacted]
Owner Or Fleet	[redacted] Maryland Heights, MO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/20/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/20/2018 4:43:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 2:10:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED 4 RO'S FROM DLR; DLR PERFORMED REPAIRS ON CLOCK SPRING AT 56,526 MILES AND 85,153 MILES; RO DATE IS 01/04/2017 AND 05/15/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GW GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION ON BOTH DATES 01/04/2017 AND 05/23/2018; PARTS $537.57; LABOR $430.37; TAX $22.71; TOTAL $990.65. | | | SP TO GENERATE CHECK REQUEST.
1/22/2019 2:29:00 PM	1VWBP7A36DC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $990.65. | | | SP GENERATED CHECK.
1/26/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 990.65 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWXM7AN6AE[redacted]
Owner Or Fleet	[redacted] Clarksville, TN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat Wagon (Germany), 2010		
Report Date	12/20/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/20/2018 4:47:00 PM	MEDIA ATTACHED IN DOC CENTER
1/5/2019 10:45:00 AM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES/SEEKING: SENT IN CAMPAIGN MAIL FOR AIRBAG CLOCK SPRING REIMBURSEMENT; STATES WOULD LIKE TO KNOW IF THERE IS A WAY TO CHECK STATUS OF CASE; CONFIRMED CURRENT CONTACT INFORMATION | | | CUSTOMER ADVOCATE ADVISED: CASE WAS STARTED 12/20 WHEN MAIL WAS RECEIVED; PROVIDED CASE NUMBER; ADVISED REVIEW CAN TAKE UP TO 120 DAYS BUT ADVISED CUSTOMER WOULD RECEIVED DECISION AND/OR CHECK IN MAIL AS SOON AS REVIEW IS COMPLETE; ADVISED IF CUSTOMER HAS NOT HEARD BACK WITHIN 120 DAYS PLEASE CONTACT CUSTOMER CARE CENTER FOR RESOLUTION | | | CUSTOMER THANKED | | | CO TO REVIEW
1/22/2019 1:06:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 72,130 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $404.02; LABOR $168.75; TAX $25.45; TOTAL $598.22. | | | SP TO GENERATE CHECK REQUEST.
1/22/2019 1:11:00 PM	WVWXM7AN6AE[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $598.22. | | | SP GENERATED CHECK.
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 598.22 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A32EC[redacted]
Owner Or Fleet	[redacted] San Diego, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/20/2018	Incident Date	N/A
Mileage	75,883		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/20/2018 4:54:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 2:14:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO FROM DEALER AND RECEIPT FOR PURCHASE OF CLOCK SPRING; RO SHOWS PROGRAMMING OF CLOCK SPRING; WECY WARR COVERS REPLACEMENT OF CLOCK SPRING ONLY; RO IS DATED 12/11/2018; THE LAST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 11/26/2018; VW TO REIMBURSE PART COST ONLY AS GOODWILL; TOTAL: $206.28 | | | SP TO GENERATE CHECK REQUEST AND DENIAL LETTER
1/22/2019 2:18:00 PM	GW-PROVIDED-LAST OUT OF POCKET DATE
1/22/2019 2:18:00 PM	1VWAP7A32EC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $206.28 | | | SP GENERATED CHECK REQUEST
1/22/2019 2:20:00 PM	SP MAILED DENIAL LETTER
1/26/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 206.28 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A33EC[redacted]
Owner Or Fleet	[redacted] KENT, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/20/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/20/2018 4:55:00 PM	MEDIA ATTACHED IN DOC CENTER
1/21/2019 4:17:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED DIAG $130.00 AND CUST WENT BACK FOR REPAIRS $557.78; VW TO REIMBURSE TOTAL: $687.78. | | | | SP TO GENERATE CHECK REQUEST.
1/21/2019 4:18:00 PM	1VWBH7A33EC[redacted]VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $687.78. | | | | GENERATED CHECK REQUEST.
1/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 687.78 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX0EW[redacted]
Owner Or Fleet	[redacted] Baltimore, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/21/2018	Incident Date	N/A
Mileage	43,312		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/21/2018 10:20:00 AM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 12:10:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; CUST ONLY PAID DEDUCTIBLE; VW TO REIMBURSE TOTAL: $50.00. | | | SP TO GENERATE CHECK REQUEST.
1/22/2019 12:11:00 PM	WVGAV3AX0EW[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $50.00. | | | GENERATED CHECK REQUEST.
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 50.00 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDP7AJ1DM[redacted]
Owner Or Fleet	[redacted] Chula Vista, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	12/21/2018	Incident Date	N/A
Mileage	94,453		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/21/2018 11:03:00 AM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 2:37:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 12/20/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $569.48 | | | SP TO GENERATE CHECK REQUEST
1/22/2019 2:39:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/22/2019 2:39:00 PM	3VWDP7AJ1DM[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $569.48 | | | SP GENERATED CHECK REQUEST
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 569.48 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWJZ7AJ6AM[redacted]
Owner Or Fleet	[redacted] East Northport, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/21/2018	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/21/2018 11:48:00 AM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 12:22:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEP; INDEP SHOWS REPAIRS TO THE CLOCK SPRING; RO DOES NOT SHOW MILEAGE; WECY HAS MILEAGE PARAMETER OF 120,000 MILES; VW WOULD NEED DOCUMENTED MILEAGE TO COMPLETE REVIEW. | | | | SP TO SEND LETTER TO CUSTOMER REQUESTING MILEAGE.
1/22/2019 12:25:00 PM	SP MAILED LETTER REQUESTING MILEAGE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDZ7AJ3BM[redacted]
Owner Or Fleet	[redacted] Columbia, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	12/21/2018	Incident Date	N/A
Mileage	91,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/21/2018 12:22:00 PM	CUSTOMER STATES: THERE IS AN AIRBAG LIGHT THAT WILL NOT GO OFF ILLUMINATING IN THE VEHICLE AND THE CUSTOMER SEEN WHERE THERE IS A RECALL OPEN FOR AIRBAGS AND WANTS TO KNOW IF THE VEHICLE IDS AFFECTED AND IF THAT IS THE CAUSE OF THE AIRBAG LIGHT; | | | CUSTOMER SEEKING: IF THERE ARE ANY OPEN AND APPLICABLE RECALLS OPEN ON THE VEHICLE; | | | CO ADVISED: THERE ARE CURRENTLY NO OPEN RECALLS ON THE VEHICLE BUT THERE IS A WARRANTY EXTENSION FOR THE STEERING CLOCK SPRING WHICH POWERS THE AIRBAG AND THE STEERING CONTROLS SUCH AS THE HORN IF THAT CLOCK SPRING IS TORN THE AIRBAG LIGHT WOULD ILLUMINATE AND THE HORN AND OTHER STEERING CONTROL BUTTONS WOULD NOT FUNCTION; THE CUSTOMER CAN HAVE A VW DEALER DIAGNOSE IF THOSE SYMPTOMS ARE PRESENT AND THE CLOCK SPRING IS TORN DUE TO A DEFECT THE REPAIR WOULD BE COVERED; CO SCHEDULED A DEALER APPOINTMENT AT DEALER 409113 ON 12/29 AT 11AM; | | | CUSTOMER ACKNOWLEDGED; | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN5DE[redacted]
Owner Or Fleet	[redacted] West Pittston, PA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	12/21/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Mileage	70,888

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/21/2018 2:58:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 12:33:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; CUST PURCHASED PART AND HAD PART INSTALLED AT DLR; VW TO REIMBURSE PARTS $295.86; VW TO REIMBURSE LABOR $100.70; VW TO REIMBURSE TOTAL: $396.56. | | | | SP TO GENERATE CHECK REQUEST
1/22/2019 12:41:00 PM	WVWBP7AN5DE[redacted] VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $396.56. | | | | GENERATED CHECK REQUEST.
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 396.56 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX7CW[redacted]
Owner Or Fleet	[redacted], Dallas, TX,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/21/2018	Incident Date	N/A
Mileage	63,699		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/21/2018 4:19:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 3:32:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $701.37 | | | SP TO GENERATE CHECK REQUEST
1/22/2019 3:33:00 PM	WVGBV7AX7CW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $701.37 | | | SP GENERATED CHECK REQUEST
1/26/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 701.37 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AXXDW[redacted]
Owner Or Fleet	[redacted] MANDEVILLE, LA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/21/2018	Incident Date	N/A
Mileage	122,136		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/21/2018 4:20:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 3:42:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS DRIVER SIDE FRONT WHEEL AND WIPER BLADES REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; WECI WARR EXT COVERS CLOCK SPRING; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $333.58; LABOR: $371.25; TAX: $35.24; TOTAL: $740.07 | | | SP TO GENERATE CHECK REQUEST
1/22/2019 3:44:00 PM	WVGAV7AXXDW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $740.07 | | | SP GENERATED CHECK REQUEST
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 740.07 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ7CM[redacted]
Owner Or Fleet	[redacted] TAMPA, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/21/2018	Incident Date	N/A
Mileage	86,929		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/21/2018 4:24:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 1:06:00 PM	CUSTOMER STATES: SUBMITTED DOCUMENTATION TO BE REVIEWED FOR POSSIBLE REIMBURSMENT AND HAS NOT HEARD ANYTHING BACK YET | | | | CUSTOMER SEEKING: A STATUS UPDATE | | | | CO ADVISED: CUSTOMER THAT DOCUMENTS HAVE BEEN RECEIVED AND ARE ACTIVELY BEING REVIEWED BY OUR TEAM, REVIEW PROCESS CAN TAKE UP TO 60 BUSINESS DAYS AND CUSTOMER WILL BE NOTIFIED WITH DECISION VIA U.S MAIL | | | | CUSTOMER WAS THANKFUL | | | | SP TO REVIEW
1/15/2019 1:06:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MRS/MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | KRISTEN H | CUSTOMER CARE ADVOCATE |
1/22/2019 3:48:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS OIL CHANGE, REPAIRS TO ENGINE, REPAIRS TO STEERING LOCK UNDER WARRANTY AT NO COST TO CUSTOMER AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $314.07; LABOR: $248.88; TAX: $33.77; TOTAL: $596.72 | | | | SP TO GENERATE CHECK REQUEST
1/22/2019 3:51:00 PM	3VWDX7AJ7CM[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $596.72 | | | | SP GENERATED CHECK REQUEST
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 596.72 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A31EC[redacted]
Owner Or Fleet	[redacted] Scottsdale, AZ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/21/2018	Incident Date	N/A
Mileage	58,856		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/21/2018 4:34:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 4:13:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO BRAKES AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 12/11/2018; THE LAST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 11/26/2018; VW TO REIMBURSE PART COST ONLY AS GOODWILL; TOTAL: $290.07 | | | SP TO GENERATE CHECK REQUEST AND CAP REIMBURSEMENT LETTER
1/22/2019 4:15:00 PM	GW-PROVIDED-LAST OUT OF POCKET DATE
1/22/2019 4:17:00 PM	1VWAP7A31EC[redacted] VW TO REIMBURSE PART COST FOR WECY WARR EXT AS GOODWILL; TOTAL: $290.07 | | | SP GENERATED CHECK REQUEST
1/22/2019 4:20:00 PM	SP MAILED CAP REIMBURSEMENT LETTER
1/26/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 290.07 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN0DE[redacted]
Owner Or Fleet	[redacted], Seattle, WA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	12/21/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/21/2018 4:37:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 4:23:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; VW TO REIMBURSE TOTAL; TOTAL: $900.23 | | | | SP TO GENERATE CHECK REQUEST
1/22/2019 4:24:00 PM	WVWBP7AN0DE[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $900.23 | | | | SP GENERATED CHECK REQUEST
1/26/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 900.23 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A3XFC[redacted]
Owner Or Fleet	[redacted] SAN BRUNO, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/21/2018	Incident Date	N/A
Mileage	37,618		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/21/2018 4:40:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 8:19:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS 40K MILE SERVICE PERFORMED AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 11/2/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CLOCK SPRING ONLY AS GOODWILL; PARTS: $304.57; LABOR: $487.50; TAX: $22.08; TOTAL: $814.15 | | | SP TO GENERATE CHECK REQUEST
1/23/2019 8:22:00 AM	1VWBT7A3XFC[redacted]VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $814.15 | | | SP GENERATED CHECK REQUEST
1/23/2019 8:22:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/29/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 814.15 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A37CC[redacted]
Owner Or Fleet	[redacted] ROCK ISLAND, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/21/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/21/2018 4:46:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 8:25:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS BRAKE PADS AND ROTORS, ENGINE VALVE COVER GASKETS, AIR FILTER AND SPARK PLUGS REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE CAP AMOUNTS FOR CLOCK SPRING ONLY; PARTS: $290.07; LABOR: $142.50; TAX: $25.95; TOTAL: $458.52 | | | SP TO GENERATE CHECK REQUEST
1/23/2019 8:28:00 AM	1VWAH7A37CC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $458.52 | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 458.52 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX6BW[redacted]
Owner Or Fleet	[redacted] Oakland, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/21/2018	Incident Date	N/A
Mileage	83,500		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/21/2018 5:18:00 PM	CUSTOMER STATES: RECEIVED NOTIFICATION OF AIRBAG CLOCK SPRING WARRANTY EXTENSION; IS EXPERIENCING THE SYMPTOMS STATED IN NOTIFICATION | | | CUSTOMER SEEKS: HOW TO PROCEED | | | CO OFFERED DRL APPOINTMENT; CUSTOMER ACCEPTS | | | CO MADE DEALER APPOINTMENT WITH DEALER 426084 AT 7:00 AM - FRIDAY DEC 28, 2018 | | | NO FURTHER ACTION
12/21/2018 5:20:00 PM	CATEGORY SELECTION :

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A38DC[redacted]
Owner Or Fleet	[redacted] South Glens Falls, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/24/2018	Incident Date	N/A
Mileage	53,673		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/24/2018 9:26:00 AM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 9:02:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO STATES THAT CLOCK SPRING HAS FAILED INTERNALLY BUT CUSTOMER DID NOT GET REPAIR DONE AT THIS TIME; VW TO REIMBURSE TOTAL; TOTAL: $139.05 | | | | SP TO GENERATE CHECK REQUEST
1/23/2019 9:06:00 AM	1VWBP7A38DC[redacted]; VW TO REIMBURSE WECY WARR EXT; TOTAL: $139.05 | | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 139.05 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX4DW[redacted]
Owner Or Fleet	[redacted] Fresh Meadows, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/24/2018	Incident Date	N/A
Mileage	40,226		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/24/2018 9:36:00 AM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 8:54:00 AM	CUSTOMER SEEKING REIMBURSMENT UNDER WECI; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID DEDUCTIBLE :$250 | | | SP TO GENERATE CHECK REQUEST
1/28/2019 8:56:00 AM	WVGBV7AX4DW[redacted]VW TO RIEMBURSE UNDER WARR.EXT; TOTAL: $250 | | | SP GENERATED CHECK REQUEST
2/6/2019 4:00:00 AM	CHECK # [redacted]FOR AMOUNT $ 250.00 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A3XCC[redacted]
Owner Or Fleet	[redacted] Round Lake, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/24/2018	Incident Date	N/A
Mileage	65,853		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/24/2018 9:40:00 AM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 4:35:00 PM	CUSTOMER SEKEING REIMBURSMENT UNDER WECI; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOSK SPRING; VW TO REIMBURSE UNDER WARR; CUSTOMER PAID: $710.50 | | | | SP TO GENERATE CHECK REQUEST
1/22/2019 4:36:00 PM	1VWAH7A3XCC[redacted] VW TO REIMBURSE UNDER WECI WARR.EXT; TOTAL: $710.50 | | | | SP GENERATED CHECK REQUEST
1/26/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 710.50 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A30CC[redacted]
Owner Or Fleet	[redacted] FOX RIVER GROVE, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/24/2018	Incident Date	N/A
Mileage	64,230		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/24/2018 9:47:00 AM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 9:19:00 AM	CUSTOMER SEEKING REIMBURSMENET UNDER WECI: SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING ;VW TO REIMBURSE UNDER WARR.EXT; CUSTOMER PAID :$659 | | | | SP TO GENERATE CHECK REQUEST
1/28/2019 9:21:00 AM	1VWBH7A30CC[redacted] VW TO REIMBURSE UNDER WARR.EXT;TOTAL: $659.94 | | | | SP GNEERATED CHECK REQUEST
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 659.94 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX1CW[redacted]
Owner Or Fleet	[redacted] CARROLLTON, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/24/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/24/2018 10:08:00 AM	MEDIA ATTACHED IN DOC CENTER
1/2/2019 5:09:00 PM	CUSTOMER STATES: SUBMITTED DOCUMENTATION FOR THE AIRBAG CLOCK SPRING TO BE REIMBURSED FOR PAYING OUT OF POCKET FOR ISSUE | | | | CUSTOMER SEEKING: TO KNOW IF VW HAS RECEIVED DOCUMENTATION | | | | CO ADVISED: CUSTOMER THAT DOCUMENTATION HAS BEEN RECEIVED AND WILL BE REVIEWED FOR POSSIBLE REIMBURSMENT, THE REVIEW PROCESS CAN TAKE UP 120 BUSINESS DAYS AND CUSTOMER WILL BE NOTIFIED VIA U.S MAIL WITH DECISION, CO PROVIDED CASE NUMBER TO CUSTOMER | | | CUSTOMER WAS THANKFUL | | | | SP TO REVIEW
1/31/2019 3:23:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION FOR THE CLOCK SPRING; SUBMITTED TOW REPAIR ORDER AND POP FROM REPAIRS COMPLETED OVERSEAS; CUSTOMER WAS STATIONED OVERSEAS AT RAMSTEIN AIR BASE IN GERMANY; BOTH REPAIRS WERE COMPLETED PRIOR TO THE FIRST OUT OF POCKET DATE; VW TO REIMBURSE AS GOODWILL DUE TO DATE OF REPAIR; FIRST REPAIR COMPLETED IN 2014 WAS 256.50 EUROS - CONVERTED VIA 2014 CONVERSION RATE $327.17 USD; CUSTOMER PAID 278.75 EURO IN 2017 - CONVERTED USING 2017 CONVERSION RATE $302.00; VW TO GOODWILL REIMBURSE $629.17. | | | | SP TO GENERATE CHECK REQUEST.
1/31/2019 3:33:00 PM	WVGAV7AX1CW[redacted]VW TO REIMBURSE WECY WARRANTY EXTENSION AS GOODWILL DUE TO DATE OF REPAIRS; TOTAL: $629.17. | | | | GENERATED CHECK REQUEST. | |
2/8/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 629.17 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX9EW[redacted]
Owner Or Fleet	[redacted] Pittsburgh, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/24/2018	Incident Date	N/A
Mileage	44,472		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/24/2018 11:22:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 3:02:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; CUST ONLY PAID DEDUCTIBLE; VW TO REIMBURSE TOTAL: $53.50. | | | SP TO GENERATE CHECK REQUEST.
1/17/2019 3:03:00 PM	WVGBV3AX9EW[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $53.50. | | | GENERATED CHECK REQUEST.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 53.50 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A37GC[redacted]
Owner Or Fleet	[redacted] Dequincy, LA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	12/24/2018	Incident Date	N/A
Mileage	62,471		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/24/2018 11:51:00 AM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 1:42:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR. EXT; SUBMITTED RO; SP VERIFIED POP IN XTIME; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT; CUSTOMER PAID: $255.67 | | | | SP TO GENERATE CHECK REQUEST
1/24/2019 1:44:00 PM	1VWAS7A37GC[redacted]VW TO REIMBURSE UNDER WECY WARR.EXT.; TOTAL $255.67 | | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 255.67 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX7BW[redacted]
Owner Or Fleet	[redacted] ALPHARETTA, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/24/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/24/2018 11:57:00 AM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 11:34:00 AM	CUSTOMER SEEKING REIMBURSMENT UNDER WECI; SUBMITTED RO AND POP; SHOWS REPLACMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECI WARR.EXT; CUSTOMER PAID: $416.85 TAX: $11.60 TOTAL: $428.45 | | | SP TO GENERATE CHECK
1/23/2019 11:38:00 AM	WVGAV7AX7BW[redacted] VW TO REIMBURSE UNDER WECI WARR.EXT.; TOTAL: $428.45 | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 428.45 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDP7AJ1CM[redacted]
Owner Or Fleet	[redacted] Baltimore, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/24/2018	Incident Date	N/A
Mileage	46,767		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/24/2018 12:14:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 1:30:00 PM	CUTSOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR ; CUSTOMER PAID :$100 | | | | SP TO GENERATE CHECK REQUEST
1/23/2019 1:34:00 PM	GW - PROVIDED- FIRST OUT OF POCKET DATE
1/23/2019 1:35:00 PM	3VWDP7AJ1CM[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $100 | | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 100.00 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH8BV[redacted]
Owner Or Fleet	[redacted], Kansas City, MO, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2011		
Report Date	12/24/2018	Incident Date	N/A
Mileage	86,302		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/24/2018 12:17:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 1:53:00 PM	CUSTOMER SEEKING REIMBURSMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR. CUSTOMER PAID; $581 TAX; $12.25 TOTAL: $593.26 | | | | SP TO GENERATE CHECK REQUEST
1/23/2019 2:02:00 PM	GW - PROVIDED- FIRST OUT OF POCKET DATE
1/23/2019 2:02:00 PM	WVWBW7AH8BV[redacted]VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $593.26 | | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 593.26 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34DC[redacted]
Owner Or Fleet	[redacted] HIXSON, TN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/24/2018	Incident Date	N/A
Mileage	79,958		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/24/2018 12:22:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 2:11:00 PM	CUSTOMER SEEKING REIMBURSMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT.; CUSTOMER PAID: $665.94 | | | | SP TO GENERATE CHECK REQUEST
1/23/2019 2:17:00 PM	1VWBP7A34DC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT.; TOTAL: $665.94 | | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 665.94 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX7FW[redacted]
Owner Or Fleet	[redacted] Alexandria, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	12/24/2018	Incident Date	N/A
Mileage	95,347		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/24/2018 1:27:00 PM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 10:16:00 AM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM VW DEALER IN GERMANY; STATIONED AS MILITARY IN GERMANY; SHOWS REPLACMENT OF CLOCK SPRING AND SOME ADDITIONAL PARTS SP WAS UNABLE TO VERIFY VIA VW PARTS SITE; ALSO THERE IS BATTERY CHARGE LABOR FEE; VW TO REIMBURSE FOR CLOCK SPRING ITSELF AND LABOR CHARGES; SP CONVERTED EUROS TO US DOLLARS; LABOR: 147.43, PARTS: 264.75, NO TAX; TOTAL: $412.18 | | | SP TO GENERATE CHECK REQUEST AND SEND LETTER
1/24/2019 10:32:00 AM	WVGBV7AX7FW[redacted]VW TO REIMBURSE UNDER WECI WARRANTY EXTENSION; TOTAL: $412.18. | | | SP GENERATED CHECK REQUEST
1/24/2019 10:42:00 AM	SP SENT LETTER; CAN BE VIEWED IN DOC CENTER; NO FURTHER ACTION
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 412.18 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4T7AJ6EM[redacted]
Owner Or Fleet	[redacted] San Rafael, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	12/24/2018	Incident Date	N/A
Mileage	43,700		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/24/2018 3:08:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 3:35:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 43,700 MILES; REPAIR ORDER DATE IS 12/26/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $517.55. | | | | SP TO GENERATE CHECK REQUEST.
1/22/2019 3:37:00 PM	3VW4T7AJ6EM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $517.55. | | | | SP GENERATED CHECK.
1/26/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 517.55 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX2BW[redacted]
Owner Or Fleet	[redacted] Cortland, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/24/2018	Incident Date	N/A
Mileage	45,709		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/24/2018 3:13:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 3:51:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 45,709 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $519.13. | | | | SP TO GENERATE CHECK REQUEST.
1/22/2019 3:52:00 PM	WVGBV7AX2BW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $519.13. | | | | SP GENERATED CHECK.
1/26/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 519.13 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A31EC[redacted]
Owner Or Fleet	[redacted] Sacramento, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/24/2018	Incident Date	N/A
Mileage	82,047		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/24/2018 3:18:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 3:56:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 82,047 MILES; REPAIR ORDER DATE IS 05/08/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; PARTS $290.07; LABOR $445.50; TAX $21.03; TOTAL $756.60. | | | SP TO GENERATE CHECK REQUEST.
1/22/2019 3:59:00 PM	1VWAT7A31EC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $756.60. | | | SP GENERATED CHECK.
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 756.60 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWAA7AH1AV[redacted]
Owner Or Fleet	[redacted] Yuba City, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	12/24/2018	Incident Date	N/A
Mileage	75,852		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/24/2018 3:20:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 4:03:00 PM	WVWAA7AH1AV[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION AS GW GESTURE; TOTAL $655.06. | | | | SP GENERATED CHECK.
1/22/2019 4:03:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 75,852 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $655.06. | | | | SP TO GENERATE CHECK REQUEST.
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 655.06 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX1DW[redacted]
Owner Or Fleet	[redacted]		WILLIAMSPORT, PA, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/24/2018	Incident Date	N/A
Mileage	43,675		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/24/2018 3:24:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 4:14:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER COMPLETED CLOCK SPRING REPAIRS AT 43,675 MILES UNDER WARRANTY; CUSTOMER PAID FOR DIAGNOSIS ONLY; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $90.10. | | | | SP TO GENERATE CHECK REQUEST.
1/22/2019 4:18:00 PM	WVGBV3AX1DW[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $90.10. | | | | SP GENERATED CHECK.
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 90.10 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2BW[redacted]
Owner Or Fleet	[redacted] Brentwood, TN, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/24/2018	Incident Date	N/A
Mileage	78,698		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/24/2018 3:28:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 4:49:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 78,698 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $319.99; LABOR $304.88; TAX $43.74; TOTAL $668.61. | | | | SP TO GENERATE CHECK REQUEST.
1/22/2019 4:51:00 PM	WVGAV7AX2BW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $668.61. | | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 668.61 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJM7AN8AE[redacted]
Owner Or Fleet	[redacted] Schenectady, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	12/24/2018	Incident Date	N/A
Mileage	62,437		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/24/2018 3:30:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 8:13:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 62,437 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $340.16; LABOR 129.60; TOTAL $469.76. | | | | SP TO GENERATE CHECK REQUEST.
1/23/2019 8:16:00 AM	WVWJM7AN8AE[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $469.76. | | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 469.76 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN9CE[redacted]
Owner Or Fleet	[redacted] Chico, CA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	12/24/2018	Incident Date	N/A
Mileage	78,219		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/24/2018 3:50:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 8:22:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER AND INDEPENDENT; DEALER PERFORMED DIAGNOSIS THAT CLOCK SPRING NEEDED REPAIRS; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 78,219 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $366.48; LABOR $169.00; TAX $27.49; TOTAL $562.97. | | | SP TO GENERATE CHECK REQUEST.
1/23/2019 8:26:00 AM	WVWMP7AN9CE[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $562.97. | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 562.97 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX0DW[redacted]
Owner Or Fleet	[redacted]	Middleburg, FL, [redacted]	
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/24/2018	Incident Date	N/A
Mileage	63,352		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/24/2018 4:16:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 9:14:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 63,352 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $612.40. | | | | SP TO GENERATE CHECK REQUEST.
1/23/2019 9:30:00 AM	WVGAV3AX0DW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $612.40. | | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 612.40 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX9CW[redacted]
Owner Or Fleet	[redacted] SEATTLE, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/24/2018	Incident Date	N/A
Mileage	98,904		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/24/2018 4:27:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 10:17:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 98,904 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $663.93. | | | SP TO GENERATE CHECK REQUEST.
1/23/2019 10:19:00 AM	WVGAV7AX9CW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $636.93. | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 636.93 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX9DW[redacted]
Owner Or Fleet	[redacted] Hendersonville, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/24/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/24/2018 5:05:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 4:25:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMEDR REPAIRS TO THE CLOCK SPRING; CUST ONLY PAID DEDUCTIBLE; VW TO REIMBURSE TOTAL: $100.00. | | | SP TO GENERATE CHECK REQUEST.
1/22/2019 4:28:00 PM	WVGBV3AX9DW[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $100.00. | | | GENERATED CHECK REQUEST.
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 100.00 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A36FC[redacted]
Owner Or Fleet	[redacted] BEDFORD, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/24/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/24/2018 5:55:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 9:49:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO SHOWS THAT EXTENDED WARRANTY COMPANY PAID FOR REPAIR BUT CUSTOMER PAID $108.00 DEDUCTIBLE; VW TO REIMBURSE CUSTOMER PAY; TOTAL: $108.00 | | | SP TO GENERATE CHECK REQUEST
1/23/2019 9:51:00 AM	1VWAT7A36FC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $108.00 | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 108.00 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCH7A32C[redacted]
Owner Or Fleet	[redacted] Jensen Beach, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/26/2018	Incident Date	N/A
Mileage	78,037		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 9:10:00 AM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 3:29:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEP; INDEP PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE PARTS $290.00; LABOR $133.00; TAX $26.71; VW TO REIMBURSE TOTAL: $449.71. | | | | SP TO GENERATE CHECK REQUEST.
1/22/2019 3:30:00 PM	1VWCH7A32CC[redacted] VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $449.71. | | | | GENERATED CHECK REQUEST.
1/22/2019 3:33:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 449.71 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW5A7AJ3DM[redacted]
Owner Or Fleet	[redacted] THROOP, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	12/26/2018	Incident Date	N/A
Mileage	98,461		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 9:32:00 AM	MEDIA ATTACHED IN DOC CENTER
1/9/2019 3:16:00 PM	CUSTOMER STATES SUBMITTED DOCUMENTS FOR REVIEW OF REIMBURSEMENT TOWARDS EXTENDED WARRANTY AIRBAG CLOCK SPRING | | | | CUSTOMER SEEKING STATUS OF REIMBURSEMENT | | | | CUSTOMER ADVOCATE ADVISED DOCUMENTS WERE RECEIVED 12/26/2018; DUE TO THE HIGH VOLUME OF REIMBURSEMENT REQUESTS VW IS CURRENTLY RECEIVING, GENERAL TIME FRAME FOR REVIEW OF REIMBURSEMENT IS 120 DAYS FOR CUSTOMER TO RECEIVE A LETTER OR CHECK VIA MAIL | | | SP TO REVIEW
1/23/2019 10:24:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS 10K MILE MAINTENANCE SERVICE PERFORMED, REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; WHEEL ALIGNMENT, FRONT BRAKE PADS AND ROTORS REPLACED, BRAKE FLUSH, POLLEN FILTER REPLACED AND L/R BUMPER COVER REFLECTOR REPLACED; WECI WARR EXT COVERS CLOCK SPRING; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $304.57; LABOR: $210.85; TAX: $30.92; TOTAL: $546.34 | | | SP TO GENERATE CHECK REQUEST AND REPAIRS NOT RELATED LETTER
1/23/2019 10:28:00 AM	3VW5A7AJ3DM[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $546.34 | | | SP GENERATED CHECK REQUEST
1/23/2019 10:29:00 AM	SP MAILED REPAIRS NOT RELATED LETTER
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 546.34 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU6FM[redacted]
Owner Or Fleet	[redacted] Hummelstown, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	12/26/2018	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 9:34:00 AM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 4:39:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; CUST PAID $455.53 FOR REPAIRS; TAX $27.33; VW TO REIMBURSE TOTAL: $482.86. | | | | SP TO GENERATE CHECK REQUEST.
1/22/2019 4:40:00 PM	3VW217AU6FM[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $482.86. | | | | GENERATED CHECK REQUEST.
1/26/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 482.86 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX8CW[redacted]
Owner Or Fleet	[redacted] Sarasota, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/26/2018	Incident Date	N/A
Mileage	152,304		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 9:42:00 AM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 10:52:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME, UPPER TIMING COVER GASKET REPLACED AND OIL CHANGE; WECI WARR EXT COVERS CLOCK SPRING ONLY; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $321.97; LABOR: $204.94; TAX: $31.61; TOTAL: $558.52 | | | SP TO GENERATE CHECK REQUEST AND REPAIRS NOT RELATED LETTER
1/23/2019 11:01:00 AM	WVGAV7AX8CW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $558.52 | | | SP GENERATED CHECK REQUEST
1/23/2019 11:09:00 AM	SP MAILED REPAIRS NOT RELATED LETTER
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 558.52 MAILED ON 01/28/2019
2/6/2019 1:41:00 PM	CUSTOMER STATES RECEIVED A DENIAL LETTER IN THE MAIL | | | CUSTOMER SEEKING EXPLANATION OF DENIAL | | | CUSTOMER ADVOCATE ADVISED CUSTOMER THAT VW REIMBURSED FOR CLOCK SPRING REPAIR AND MAILED A CHECK ON 1/28/2019 THE LETTER WAS REFERENCING THE OTHER REPAIRS THAT WERE UNRELATED. CUSTOMER ACKNOWLEDGED | | | SP TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHP7AN5AE[redacted]
Owner Or Fleet	[redacted] Trenton, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	12/26/2018	Incident Date	N/A
Mileage	79,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 10:02:00 AM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / CLOCK SPRING;
12/26/2018 10:09:00 AM	REFERENCE #[redacted] | | DEAR MS[redacted] | | JUST FOR YOUR KNOWLEDGE AND CONVENIENCE, I THOUGHT I WOULD PROVIDE YOU WITH YOUR REMAINING WARRANTIES. THESE WARRANTIES BEGIN FROM YOUR VEHICLE┬┐S IN-SERVICE DATE: MAY 13TH, 2010. IN ORDER FOR THE WARRANTIES TO BE VALID, YOU MUST BE WITHIN BOTH PARAMETERS. THESE TIME PARAMETERS ARE WHICHEVER COMES FIRST, AND ARE FOR MANUFACTURER DEFECTS OR SHORTCOMINGS. BELOW ARE YOUR REMAINING WARRANTIES AND THEIR PARAMETERS: | | LIMITED WARRANTY AGAINST CORROSION PERFORATION (12 YEARS OR UNLIMITED MILES) | | VOLKSWAGEN HAS ALSO EXTENDED THE WARRANTY FOR YOU AIRBAG CLOCK SPRING. THE PARAMETERS ARE FOR 15 YEARS AND UNLIMITED MILES. YOU ALSO HAVE AN EXTENSION FOR THE INTAKE MANIFOLD AND FUEL INJECTOR, BOTH COVERED FOR 10 YEARS AND/OR 120,000 MILES, WHICHEVER OCCURS FIRST. LASTLY, YOU HAVE AN EXTENSION ON YOUR TIMING CHAIN WARRANTY FOR 10 YEARS AND/OR 100,000 MILES, WHICHEVER OCCURS FIRST. IF A CONCERN ARISES, YOU WOULD HAVE TO BRING THE VEHICLE INTO A VW DEALER, AND AUTHORIZE A DIAGNOSIS. IF A VW DEALER DETERMINES IF THAT COMPONENT NEEDS REPLACEMENT, THE WORK WILL BE PERFORMED AT NO CHARGE AS LONG AS THE VEHICLE IS WITHIN THE WARRANTY EXTENSION PARAMETERS. THERE IS NO ACTION YOU NEED TO TAKE CURRENTLY REGARDING THE WARRANTY EXTENSION; IT IS SIMPLY TO PROVIDE EXTRA COVERAGE IF A CONCERN COMES UP IN THE FUTURE | | I HOPE YOU HAVE A FANTASTIC AND SAFE HOLIDAY. IF YOU HAVE ANY OTHER QUESTIONS, PLEASE FEEL FREE TO EMAIL ME AGAIN. I AM HERE TO HELP IN ANY WAY THAT I CAN. | | SINCERELY, | | KAY C. | | CUSTOMER CARE ADVOCATE | |
12/26/2018 11:35:00 AM	MEDIA ATTACHED IN DOC CENTER
12/26/2018 11:49:00 AM	REFERENCE #[redacted] | | | | DEAR MS. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 90 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | SINCERELY, | | | | KAY C. | | CUSTOMER CARE ADVOCATE | | | | CO TO ESCALATE TO SP
12/26/2018 11:50:00 AM	SP TO REVIEW DOCUMENTS
12/26/2018 9:45:00 AM	CUSTOMER STATED TOOK VEHICLE TO INDEPENDENT DUE TO CONCERNS WITH AIRBAG LIGHT A APPEARING AND CONTROLS IN STEERING WHEEL NO LONGER WORKING; CUSTOMER PAID OUT OF POCKET FOR REPAIR; CONTACTED LOCAL DEALER WHOM ADVISED HAS WARRANTY EXT ON VEHICLE AND CAN SUBMIT FOR REIMBURSEMENT; NEVER RECEIVED WARRANTY EXT LETTER | | | CUSTOMER SEEKING REIMBURSEMENT | | | CO ADVISED CUSTOMER CAN SUBMIT POP AND REPAIR ORDER FOR REIMBURSEMENT VIA EMAIL, MAIL OR FAX; CUSTOMER ALSO HAS WARRANTY EXT FOR FUEL INJECTOR , INTAKE MANIFOLD 05-2020 AND 120K WOF; TIMING CHAIN 02-2020 OR 100K WOF; AIRBAG CLOCK SPRING 05-25 UNLIMITED MILEAGE | | | CUSTOMER ACKNOWLEDGED | | | CO TO EMAIL CUSTOMER
12/26/2018 9:57:00 AM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | KAY C. | | CUSTOMER CARE ADVOCATE | | | CO TO EMAIL CUSTOMER WARRANTY
12/26/2018 9:58:00 AM	CUSTOMER ADVOCATE TO EMAIL CUSTOMER WARRANTY EXT FOR FUEL INJECTOR , INTAKE MANIFOLD 05-2020 AND 120K WOF; TIMING CHAIN 02-2020 OR 100K WOF; AIRBAG CLOCK SPRING 05-25 UNLIMITED MILEAGE | | | CO TO AWAIT CUSTOMER DOCUMENTS

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHP7AN5AE[redacted]
Owner Or Fleet	[redacted] Trenton, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	12/26/2018	Incident Date	N/A
Mileage	79,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/7/2019 9:50:00 AM	WE HAD A CUSTOMER BRING IN THEIR 2010 CC ON 12/29. THEY HAVE A REFERENCE# FROM VW - [redacted] CAN YOU LET ME KNOW WHAT WAS DISCUSSED?
1/7/2019 9:54:00 AM	THEY CALLED SEEKING REIMBURSEMENT FOR AN AIRBAG CLOCK SPRING REPAIR THAT WAS COMPLETED AT AN INDEPENDENT.
1/23/2019 11:04:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED AFTER LAST VALID OUT-OF-POCKET DATE; RO IS DATED 12/20/2018; THE LAST VALID OUT-OF-POCKET DATE FOR WECI WARR EXT IS 11/16/2018; VW TO REIMBURSE PARTS COST ONLY; PART: $408.10; TAX: $27.03; TOTAL: $435.13 | | | | SP TO GENERATE CHECK REQUEST AND CAP REIMBURSEMENT LETTER
1/23/2019 11:15:00 AM	WVWHP7AN5AE[redacted] VW TO REIMBURSE CAP AMOUNT FOR WECI WARR EXT; TOTAL: $435.13 | | | | SP GENERATED CHECK REQUEST
1/23/2019 11:17:00 AM	SP MAILED CAP REIMBURSEMENT LETTER
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 435.13 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX9BW[redacted]
Owner Or Fleet	[redacted] North Hollywood, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/26/2018	Incident Date	N/A
Mileage	45,015		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 11:43:00 AM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 11:34:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 12/15/2014; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $449.56 | | | SP TO GENERATE CHECK REQUEST
1/23/2019 11:36:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/23/2019 11:36:00 AM	WVGAV7AX9BW[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $449.56 | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 449.56 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX5DW[redacted]
Owner Or Fleet	[redacted] Bolton Landing, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/26/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 12:33:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 11:46:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED TWO RO AND POP FROM DEALER; RO VWCS46671 SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO VWCS55394 SHOWS OIL CHANGE AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO [redacted] IS DATED 8/29/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE RO [redacted] AS GOODWILL AND THE CLOCK SPRING PORTION OF RO [redacted] UNDER WECY WARR EXT; GOODWILL TOTAL: $426.68; WARR EXT PARTS: $290.07; WARR EXT LABOR: $120.00; WARR EXT TAX: $16.40; WARR EXT TOTAL: $426.47; GRAND TOTAL: $853.15 | | | | SP TO GENERATE CHECK REQUEST
1/23/2019 11:51:00 AM	WVGBV3AX5DW[redacted] VW TO REIMBURSE WECY WARR; TOTAL: $853.15 | | | | SP GENERATED CHECK REQUEST
1/23/2019 11:51:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 853.15 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4T7AU5GM[redacted]
Owner Or Fleet	[redacted] Miami, FL, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2016		
Report Date	12/26/2018	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521AT		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 12:32:00 PM	**SPANISH SPEAKING CUSTOMER** | | | | CUSTOMER STATES: ISSUES WITH VEHICLE | | | | CO TO CALL BY COB 12/27
12/27/2018 5:53:00 PM	**SPANISH SPEAKING CUSTOMER** | | | | CUSTOMER STATES: HAD A PREVIOUS ISSUE WITH WATER LEAK INTO VEHICLE THAT WAS COMPLETED A DEALER 405240; CUSTOMER STATES VEHICLE IS LEASED AND WILL BE TURNED IN NEXT YEAR AUGUST OF 2019; WATER LEAKED INTO VEHICLE ABOUT 1 FOOT; CUSTOMER STATES INSURANCE PAID FOR THE DAMAGES AND DEALER PROMISED THE VEHICLE WOULD NOT EXPERIENCE ANY ELECTRICAL ISSUES IN THE FUTURE; VEHICLE WAS LAST AT DEALER 12/24; CUSTOMER STATES SHE IS HAVING A LOT OF ELECTRICAL ISSUES WITH VEHICLE INCLUDING THE HORN AND RADIO BUTTONS; CUSTOMER STATES THE AIRBAG LIGHT COMES ON AND DEALER ADVISED IT WAS THE SENSOR; STATES RANDOM ERROR MESSAGE FOR THE TRANSMISSION; VEHICLE HAS SHUT OFF ON CUSTOMER WILL DRIVING; DEALER REFERRED TO CARE TO REPORT ISSUES WITH VEHICLE; CUSTOMER STATES NOTICES A SMELL IN VEHICLE DURING THE SUMMER TIME DUE TO WATER LEAK; CUSTOMER STATES SMELLS LIKE MOLD; DEALER IS NOT PROVIDING A RESOLUTION; CUSTOMER STATES FEELS UNSAFE IN VEHICLE | | | CUSTOMER SEEKING: FILE VEHICLE COMPLAINT; WHAT TO DO IF DEALER IS NOT ABLE TO ASSIST | | | CO ADVISED: WILL DOCUMENT THE VEHICLE CONCERNS FOR INTERNAL REVIEW AND WOULD LIKE TO ENGAGE RCM TO FOLLOW UP ON VEHICLE CONCERNS AND LAST VISIT TO VW DEALER ON 12/24; CO RECOMMENDED FOR CUSTOMER TO TAKE VEHICLE BACK TO VW DEALER FOR A CURRENT APPOINTMENT IF THERE IS A NEW OR ONGOING CONCERN; RCM WILL FOLLOW UP WITH CUSTOMER BY COB 12/28 | | | CO TO ASSIGN TO RCM FOR HANDLING | | | | |
12/27/2018 6:08:00 PM	**SPANISH SPEAKING CUSTOMER** | | | SPANISH RCM TO CALL SPOUSE [redacted] BY COB 12/28 AT [redacted] TO FOLLOW UP WITH DEALER DIAGNOSIS ON 12/24 AS CUSTOMER STATES IS HAVING MULTIPLE VEHICLE CONCERNS AND DEALER UNABLE TO ASSIST; WAS REFERRED BY DEALER TO CALL CARE
12/28/2018 11:11:00 AM	**DEALER COMPLAINT** | | | | | [redacted] | | 2016 GTI | | 3VW4T7AU5GM[redacted] | | | | | CUSTOMER STATES: HAD A PREVIOUS ISSUE WITH WATER LEAK INTO VEHICLE WHERE REPAIRS WERE COMPLETED AT DEALER 405240; CUSTOMER STATES VEHICLE IS LEASED AND WILL BE TURNED IN NEXT YEAR AUGUST OF 2019; WATER LEAKED INTO VEHICLE ABOUT 1 FOOT; CUSTOMER STATES INSURANCE PAID FOR THE DAMAGES AND DEALER SAID THE VEHICLE WOULD NOT EXPERIENCE ANY ELECTRICAL ISSUES IN THE FUTURE; VEHICLE WAS LAST AT DEALER 12/24; CUSTOMER STATES SHE IS HAVING A LOT OF ELECTRICAL ISSUES WITH VEHICLE INCLUDING THE HORN AND RADIO BUTTONS; CUSTOMER STATES THE AIRBAG LIGHT COMES ON AND DEALER ADVISED IT WAS THE SENSOR; STATES RANDOM ERROR MESSAGE FOR THE TRANSMISSION; VEHICLE HAS SHUT OFF ON CUSTOMER WILL DRIVING; DEALER REFERRED TO CARE TO REPORT ISSUES WITH VEHICLE; CUSTOMER STATES NOTICES A SMELL IN VEHICLE DURING THE SUMMER TIME DUE TO WATER LEAK; CUSTOMER STATES SMELLS LIKE MOLD; FEELS DEALER IS NOT PROVIDING A RESOLUTION; CUSTOMER STATES FEELS UNSAFE IN VEHICLE. | | | | | | | CUSTOMER SEEKING: DEALER COMPLAINT, | | | | | I AM SEEKING: | | ┬ LATEST DIAGNOSIS? | | ┬ CLARIFICATION IF ISSUES ARE CONSEQUENTIAL DAMAGE TO THE PREVIOUS WATER LEAK? | | ┬ REPAIRS NEEDED | | ┬ MILEAGE | | ┬ VTA OPENED? | | | RCM TO WAIT FOR DEALER EMAIL
12/28/2018 6:33:00 PM	THE GENTLEMAN CAME IN COMPLAINING THAT HE HAD NO HORN AND STEERING CONTROLS ARE NOT WORKING AND SAID HIS CAR WAS FLOODED 3 YEARS AGO AND HE HAS A LOT OF ELECTRICAL PROBLEMS. HE NEEDED A CLOCK SPRING WHICH | | USUALLY GOES BAD ON THE VW. THEN HE DEMANDED A LOANER TO GO TO ORLANDO. WE TOLD HIM WE WILL HAVE THE CAR REPAIRED IN ABOUT ONE AND A HALF HOUR AND HE COULD WAIT. HE WAS NOT TOO HAPPY ABOUT THE WAIT BUT HE DID | | AND WE HAD IT DONE IN A LITTLE LESS TIME. | | | RCM TO CONTACT CUSTOMER
12/28/2018 7:47:00 PM	REFERENCE #[redacted] | | DEAR MS.[redacted] | | THANKS FOR YOUR PATIENCE WHILE I WORK ON YOUR CASE. | | I JUST WANTED TO LET YOU KNOW THAT I AM WAITING ON AN UPDATE, AND I WILL FOLLOW UP WITH YOU BY MONDAY. | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS IN THE MEANTIME, PLEASE DO NOT HESITATE TO GIVE ME A CALL. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬9┬ AND DIAL 43719. YOU CAN ALSO REPLY TO THIS EMAIL. | | SINCERELY, | | | | ENDY L | | REGION CASE MANAGER | | | RCM TO CONTACT DEALER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4T7AU5GM[redacted]
Owner Or Fleet	[redacted] Miami, FL, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2016		
Report Date	12/26/2018	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521AT		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/31/2018 2:22:00 PM	RCM ADVSIED CALLING IN TO FOLLOW UP ON DEALER VISIT; PROVIDED EXT. 43719 | | | | | RCM TO WAIT FOR CUSTOMER CONTACT
1/2/2019 1:28:00 PM	RCM ADVSIED CALLING IN TO FOLLOW UP ON DEALER VISIT; PROVIDED EXT. 43719 | | | | | RCM TO CALL CUSTOMER
1/2/2019 12:42:00 PM	**SPANISH SPEAKING CUSTOMER** | | | CUSTOMER STATES: MISSED RCM CALL; MESSAGE WAS RETRIEVED VIA SPANISH VM | | | | CUSTOMER SEEKING: RCM CALL BACK | | | RCM TO REVIEW
1/3/2019 6:08:00 PM	RCM ADVSIED CALLING IN TO FOLLOW UP ON THE REPAIRS; | | | CUSTOMER STATES THE VEHICLE SMELLS LIKE MOLD; IS HAVING TO CONTINUOUSLY GO TO DEALER FOR REPEAT ISSUES; STEERING WHEEL CONTROLS ARE STILL NOT WORKING PROPERLY; THERE ARE ROACHES IN THE VEHICLE; IS CONSIDERING TALKING TO A LAWYER DUE TO THIS ISSUE; THERE IS ALSO A NOISE IN THE VEHICLE; WANTS THE VEHICLE BOUGHT BACK | | | RCM ADVISED WILL REVIEW CUSTOMER'S REQUEST; WILL EMAIL CUSTOMER TO REPLY WITH AN APPOINTMENT; RCM WILL FOLLOW UP ON APPOINTMENT; | | | RCM TO WAIT FOR DEALER CONTACT
1/3/2019 6:20:00 PM	REFERENCE #[redacted] | | DEAR MR. [redacted] | | THANKS FOR YOUR PATIENCE WHILE I WORK ON YOUR CASE. | | TO MAKE THINGS EASIER, I WANTED TO PROVIDE MY DIRECT EXTENSION SO THAT YOU CAN CONTACT ME ANYTIME. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43719. | | IF I AM ASSISTING OTHER CUSTOMERS WHEN YOU CALL, FEEL FREE TO LEAVE A VOICEMAIL. | | YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | I LOOK FORWARD TO SPEAKING WITH YOU SOON! | | SINCERELY, | | | ENDY L | | REGION CASE MANAGER | |
1/4/2019 9:52:00 AM	HELLO, | | | | CR&R CUSTOMER AND VEHICLE INFO | | | CUSTOMER NAME: [redacted] | | CASE NUMBER: [redacted] | | ORIGINAL OWNER/CPO/USED AS-IS: ORIGINAL | | VEHICLE: 2016 GTI | | VIN: 3VW4T7AU5GM[redacted] | | CURRENT MILEAGE: 28,000 | | MONTHS IN SERVICE: 40 | | STATE OF VEHICLE REGISTRATION: FL | | SERVICING DEALER: RICK CASE VOLKSWAGEN | | TOTAL VW┬┐S OWNED & OTHER PERTINENT LOYALTY INFO: ONLY VEHICLE ON FILE | | | CUSTOMER SEEKING: CUSTOMER IS LOOKING FOR VW TO BUYBACK THE CAR | | | CASE SUMMARY: THE CUSTOMER IS LOOKING FOR VW TO BUYBACK THE CAR DUE TO ISSUES THAT HAVE POSSIBLY STEMMED FROM A PREVIOUS WATER LEAK. THE CUSTOMER STATES HER STEERING WHEEL CONTROLS ARE NOT WORKING PROPERLY AFTER HAVING JUST BEEN TO RICK CASE VOLKSWAGEN TO ADDRESS THE ISSUE ON 12/24/2018. SHE ALSO SAYS DUE TO THE WATER LEAK SHE HAS BEEN EXPERIENCING MOLD AND COCKROACHES INSIDE HER VEHICLE WHICH SEEM TO BE MORE PROMINENT IN THE SUMMER MONTHS. SHE SHARED THIS IS THE LAST YEAR OF HER LEASE AND WANTS TO BE RELIEVED OF THE VEHICLE NOW. | | | PLEASE LET ME KNOW YOUR THOUGHTS. | | | THANK YOU, | | | RCM TO WAIT FOR REVIEW AND CUSTOMER CONTACT | |
1/10/2019 4:16:00 PM	RCM ADVISED CALLING IN TO FOLLOW UP ON CASE; ADVISED AT THIS TIME VW WOULD NOT BE ABLE TO MEET THE CUSTOMER'S REQUEST FOR BUYBACK OF THE VEHICLE; VW WOULD CONTINUE TO WORK UNDER THE REMAINING WARRANTIES OF THE VEHICLE; | | | CUSTOMER STATES WILL BE GOING TO THE DEALERSHIP NEXT WEEK; DOES NOT WANT TO BE RESPONSIBLE FOR ANY FEES FOR THE CONDITION OF THE VEHICLE WHEN THE LEASE IS RETURNED; WANTS TO BE PROVIDED A DOCUMENTATION SHOWING THIS IS AN ISSUE AND EVERYTHING HAS BEEN RESOLVED; | | | RCM ADVISED WOULD ONLY BE ABLE TO PROVIDE CUSTOMER WITH DECISION OF CASE IF REQUESTED; CUSTOMER WOULD HAVE TO TAKE THE VEHICLE TO THE DEALERSHIP TO ADDRESS ANY ISSUES THAT MAY BE PRESENT; | | | CUSTOMER STATES WILL GO BACK TO THE DEALERSHIP NEXT WEEK AND CALL BACK; | | | RCM TO CLOSE PENDING FURTHER CUSTOMER CONTACT
1/10/2019 8:49:00 AM	HELLO ENDY, | | | WE ARE UNABLE TO MEET THIS CUSTOMER┬┐S EXPECTATIONS AT THIS TIME. | | | KIND REGARDS, | | | RCM TO CALL CUSTOMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHN7AN1CE[redacted]
Owner Or Fleet	[redacted] LADONIA, TX, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	12/26/2018	Incident Date	N/A
Mileage	69,491		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 12:53:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 11:55:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME, DRIVER'S SIDE LICENSE PLATE BULB AND FRONT LOWER CONTROL ARM BEARINGS REPLACED; WECI WARR EXT COVERS CLOCK SPRING ONLY; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $416.99; LABOR: $352.59; TAX: $26.06; TOTAL: $795.64 | | | SP TO GENERATE CHECK REQUEST AND REPAIRS NOT RELATED LETTER
1/23/2019 11:57:00 AM	WVWHN7AN1CE[redacted]VW TO REIMBURSE WECI WARR EXT; TOTAL: $795.64 | | | SP GENERATED CHECK REQUEST
1/23/2019 12:00:00 PM	SP MAILED REPAIRS NOT RELATED LETTER
1/29/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 795.64 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ3EM[redacted]
Owner Or Fleet	[redacted] RICHMOND, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	12/26/2018	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 12:58:00 PM	CUSTOMER STATES: AIRBAG LIGHT ON; RECEIVED WARRANTY EXTENSION AND WONDERING WHAT TO DO | | | | CUSTOMER SEEKS: WHAT TO DO REGARDING AIRBAG LIGHT AND WARRANTY EXTENSION FOR CLOCK SPRING | | | | CO ADVISED: WARRANTY EXTENSION ISSUED OUT AS EXTRA COVERAGE SHOULD YOU NEED REPAIR FOR COMPONENT; GOOD UNTIL 120K MILES OR 11/6/23 WOF; IF THE AIRBAG LIGHT IS ON IT MAY BE THE AIRBAG CLOCK SPRING AS WELL AS HORN NOT WORKING; CANNOT GUARANTEE COVERAGE; DEALER WOULD HAVE TO DIAGNOSE AS CLOCK SPRING; CAN HELP SCHEDULE DEALER APPOINTMENT | | | | CUSTOMER STATES: DOES NOT KNOW DAUGHTER'S SCHEDULE; WILL CALL IF FURTHER QUESTIONS | | | | CO ADVISED: PROVIDED NEAREST DEALER ADDRESS AND PHONE | | | | CUSTOMER THANKS | | | | CO TO CLOSE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX9FW[redacted]
Owner Or Fleet	[redacted] KALAMAZOO, MI, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	12/26/2018	Incident Date	N/A
Mileage	82,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 1:41:00 PM	CUSTOMER STATES THAT GOT A NOTICE IN THE MAIL FOR THE STEERING WHEEL CLOCK SPRING; STATES THAT IS CURRENTLY HAVING CONCERNS WITH THE AIRBAG LIGHT COMING ON AND THE STEERING WHEEL CONTROLS NOT WORKING; STATES BELIEVES THAT FAILURES ARE BEING CAUSED BY THE CLOCK SPRING; STATES WOULD LIKE MORE INFORMATION ABOUT THE WARRANTY EXTENSION AND WHAT TO DO FROM HERE; | | | | CUSTOMER SEEKING INFORMATION; | | | | WHILE ON HOLD THE CUSTOMER'S LINE WAS DISCONNECTED; | | | | CO TO RETURN CUSTOMER CALL;
12/26/2018 1:45:00 PM	CO APOLOGIZED FOR THE DISCONNECTION; ADVISED THAT THE EXTENDED WARRANTY IS FOR THE STEERING WHEEL/AIRBAG CLOCK SPRING; ADVISED THAT FOR THE CUSTOMER THE WARRANTY FOR THIS COMPONENT HAS BEEN EXTENDED TO 10/120K WOF; ADVISED THAT IF THE CUSTOMER BEGINS TO EXPERIENCE SYMPTOMS WITH THE VEHICLE SUCH AS THE FOLLOWING: AIRBAG LIGHT ON, THE HORN NOT WORKING, LOSS OF STEERING WHEEL FUNCTIONS, OR POSSIBLE NOISE COMING FROM THE STEERING WHEEL, THE CUSTOMER CAN TAKE TO ANY VW DEALER; ADVISED THAT THE DEALER WILL NEED TO PERFORM A DIAGNOSIS AND IF THE DEALER FINDS THAT COMPONENT IS THE ONE THAT IS CAUSING THE FAILURE, THAT REPAIR IS COVERED UNDER THE EXTENDED WARRANTY; OFFERED TO SET UP AN APPOINTMENT FOR THE CUSTOMER; | | | | CUSTOMER THANKED AND ACCEPTED; | | | | CO ADVISED THAT THE APPOINTMENT IS SET FOR DEALER 403076 ON 12/31 AT 9AM FOR A DIAGNOSIS FOR THE VEHICLE [redacted] | | | | CUSTOMER THANKED; | | | | NO FURTHER ACTION
12/26/2018 1:56:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / CLOCK SPRING FAILURE;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A3XFC[redacted]
Owner Or Fleet	[redacted] Burrton, KS, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/26/2018	Incident Date	N/A
Mileage	115,146		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 2:31:00 PM	MEDIA ATTACHED IN DOC CENTER
1/10/2019 4:27:00 PM	CUSTOMER SENT IN REPAIR ORDER AND POP FOR POSSIBLE REIMBURSEMENT; WHAT IS THE STATUS | | | CUSTOMER ADVOCATE VERIFIED REPAIR ORDER AND POP ARRIVED, WILL TAKE APPROXIMATELY 120 DAYS TO REVIEW. | | | CUSTOMER ACCEPTED.
1/10/2019 4:28:00 PM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┬T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | | SHAYNA S | | CUSTOMER CARE ADVOCATE | |
1/23/2019 1:13:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 4/15/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $608.40 | | | SP TO GENERATE CHECK REQUEST
1/23/2019 1:15:00 PM	1VWBS7A3XFC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $608.40 | | | SP GENERATED CHECK REQUEST
1/23/2019 1:15:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 608.40 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX4GW[redacted]
Owner Or Fleet	[redacted]		Fleming Island, FL[redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	12/26/2018	Incident Date	N/A
Mileage	49,032		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 2:38:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 1:30:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; VW TO REIMBURSE TOTAL; TOTAL: $473.31 | | | | SP TO GENERATE CHECK REQUEST
1/23/2019 1:31:00 PM	WVGAV7AX4GW[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $473.31 | | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 473.31 MAILED ON 01/28/2019
2/8/2019 11:13:00 AM	MEDIA ATTACHED IN DOC CENTER | | | | CUSTOMER STATES SENT IN REIMBURSEMENT CLAIM FOR CLOCK SPRING WARRANTY EXTENSION IN EARLY DECEMBER; ON REQUEST, IT STATES THAT THEY SHOULD RECEIVE A RESPONSE IN SIX WEEKS; HAS NOT HEARD FROM VW; | | | | CUSTOMER SEEKING UPDATE ON CASE; | | | | CUSTOMER ADVOCATE ADVISED CHECK WAS SENT ON 1/28; ADVISED CUSTOMER SHOULD BE RECEIVING IT SOON; ADVISED CUSTOMER TO REACH BACK OUT IF THEY DON'T RECEIVE CHECK; CUSTOMER ACKNOWLEDGED; | | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX3BW[redacted]
Owner Or Fleet	[redacted] Fairport, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/26/2018	Incident Date	N/A
Mileage	88,862		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 2:52:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 1:56:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $742.58 | | | SP TO GENERATE CHECK REQUEST
1/23/2019 1:57:00 PM	WVGBV7AX3BW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $742.58 | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 742.58 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU4FM[redacted]
Owner Or Fleet	[redacted] Washington, DC, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	12/26/2018	Incident Date	N/A
Mileage	1,677		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 2:55:00 PM	MEDIA ATTACHED IN DOC CENTER
1/2/2019 6:06:00 PM	CUSTOMER STATES; SENT IN A REIMBURSEMENT | | | CUSTOMER SEEKING; DID VW RECEIVE THE PAPERWORK FOR THE REIMBURSEMENT | | | CUSTOMER ADVOCATE ADVISED; VW RECEIVED THE DOCUMENTS ON 12/26 | | | CUSTOMER THANKED
1/23/2019 2:04:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; VW TO REIMBURSE TOTAL; TOTAL: $781.11 | | | SP TO GENERATE CHECK REQUEST
1/23/2019 2:06:00 PM	3VW217AU4FM[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $781.11 | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 781.11 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4A7AJ0CM[redacted]
Owner Or Fleet	[redacted] San Diego, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/26/2018	Incident Date	N/A
Mileage	61,399		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 3:02:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 12:08:00 PM	CUSTOMER STATES: HAS AN OPEN CASE; | | | CUSTOMER SEEKS: UPDATE ON CASE; | | | CUSTOMER ADVOCATE ADVISED: DOCUMENTS WERE RECEIVED ON 12/26/2018; GENERAL TIME FRAME FOR REVIEW OF REIMBURSEMENT IS 60 BUSINESS DAYS FOR CUSTOMER TO RECEIVE OUR DECISION IN THE MAIL; | | | SP TO CONTINUE REVIEW;
1/23/2019 2:09:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $665.06 | | | SP TO GENERATE CHECK REQUEST
1/23/2019 2:10:00 PM	3VW4A7AJ0CM[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $665.06 | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 665.06 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A3XEC[redacted]
Owner Or Fleet	[redacted] Palm Springs, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/26/2018	Incident Date	N/A
Mileage	27,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 3:25:00 PM	SPANISH CUSTOMER | | | CUSTOMER STATES: HAS GOTTEN WARRANTY EXTENSION LETTER; VEHICLE IS HAVING ISSUES WITH AIRBAG LIGHT ON AND TPMS LIGHT ON; | | | CUSTOMER SEEKING: INFORMATION ON LETTER | | | CO ADVISED: CO CONFIRMED WARRANTY EXTENSION LETTER; CO ADVISED TO TAKE TO DEALER FOR APPOINTMENT AND DEALER WILL DIAGNOSE IF WARRANTABLE REPAIR; CUSTOMER UNDERSTOOD; CO OFFERRED TO SET APPOINTMENT FOR DIAGNOSIS; CO PROVIDED DEALER WITH CUSTOMER INFORMATION FOR APPOINTMENT ; APPOINTMENT SET FOR 01/03/2018 AT 10:00AM WITH SERVICE ADVISOR DARWIN; CUSTOMER THANKED | | | NO FURTHER ACTION
12/26/2018 4:38:00 PM	CATEGORY SELECTION : ENGANDENGCOOLING / WARNING LIGHT ON / TPMS LIGHT ON; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A39DC[redacted]
Owner Or Fleet	[redacted] Joint Base Mdl, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/26/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 3:57:00 PM	MEDIA ATTACHED IN DOC CENTER
1/8/2019 11:44:00 AM	CUSTOMER STATES SENT IN DOCUMENTS FOR AIRBAG CLOCK SPRING REIMBURSEMENT; BELIEVES VW RECEIVED THEM ON 12/13;CHECKING TO SEE IF ANYTHING ELSE IS NEEDED | | | | CUSTOMER SEEKS UPDATE ON REIMBURSEMENT | | | | CUSTOMER ADVOCATE ADVISE DOCUMENTS HAVE BEEN RECEIVED AT THIS TIME, NOTHING ELSE IS NEEDED; ADVISED DUE TO THE HOLIDAY IT MAY TAKE UP TO 120 DAYS FOR PROCESSING; INFORMATION WILL BE MAILED TO THE ADDRESS ON FILE
1/23/2019 10:42:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED 2 REPAIR ORDER'S AND 2 POP'S FROM DEALER; FIRST REPAIR ORDER DEALER PERFORMED DIAGNOSIS ON VEHICLE THAT CLOCK SPRING NEEDED TO BE REPLACED; SECOND REPAIR ORDER DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 85,691 MILES; REPAIR ORDER DATE IS 0509/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; PARTS $339.47; LABOR $250.00; TAX $20.12; TOTAL $609.59. | | | | SP TO GENERATE CHECK REQUEST.
1/23/2019 10:46:00 AM	1VWBP7A39DC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $609.59. | | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 609.59 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2A7AUXFM[redacted]
Owner Or Fleet	[redacted], Bel Air, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	12/26/2018	Incident Date	N/A
Mileage	58,228		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 3:59:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 10:52:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 58,228 MILES; REPAIR ORDER DATE IS 12/27/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; PARTS $393.82; LABOR $431.67; TAX $23.63; TOTAL $849.12 | | | SP TO GENERATE CHECK REQUEST.
1/23/2019 10:59:00 AM	3VW2A7AUXFM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $849.12. | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 849.12 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD07AJ9EM[redacted]
Owner Or Fleet	[redacted]		SANTA MONICA, CA, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	12/26/2018	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 4:01:00 PM	CUSTOMER STATES: CUSTOMER RECEIVED NOTICE ABOUT EXTENSION WARRANTY COVERAGE; WOULD LIKE TO KNOW MORE ABOUT WARRANTY; SAYS BUTTONS HAVE NOT WORKED PROPERLY SINCE CUSTOMER BOUGHT VEHICLE; HORN WAS NOT WORKING AT ONE POINT; DEALER FIXED THE HORN BUT NOT BUTTONS; RADIO GOES INTO A BEAT; CUSTOMER HAS PHOTOS AND VIDEO OF SOUND; CUSTOMER DOES NOT WANT TO TAKE VEHICLE IN TO GET ONE ISSUE FIXED | | | CUSTOMER SEEKS; INFORMATION ON CLOCK SPRING EXTENDED WARRANTY | | | CO ADVISED: CUSTOMER VEHICLE DOES HAVE CLOCK SPRING WARRANTY GOOD FOR 10Y/120K FROM WARRANTY START DATE; LETTER JUST WAS LETTING CUSTOMER KNOW VW WENT AHEAD AND PLACED AN EXTENDED WARRANTY ON CLOCK SPRING IN CUSTOMER VEHICLE; IF CUSTOMER WERE EXPERIENCING ANY OF THE SYMPTOMS LISTED IN LETTER THEN CUSTOMER SHOULD TAKE VEHICLE IN AND GET VEHICLE LOOKED AT; CUSTOMER NEEDS TO BE EXPERIENCING 2 SYMPTOMS AT ONCE TO HAVE IT DIAGNOSED AS CLOCK SPRING; CO CAN CERTAINLY MAKE AN APPOINTMENT TO GET CUSTOMER VEHICLE LOOKED AT; IF CUSTOMER NOTICING OTHER SYMPTOMS COMING ON AND TOOK VEHICLE DEALER AND IS DIAGNOSED AS CLOCK SPRING CUSTOMER WOULD HAVE COVERAGE; IF NOT CLOCK SPRING THERE WOULD BE NO ASSISTANCE FOR CUSTOMER; CO PROVIDED CASE NUMBER AS CUSTOMER DID NOT WANT TO GIVE EMAIL ADDRESS. | | | NO FURTHER ACTION.
12/26/2018 4:20:00 PM	CATEGORY SELECTION : ELECTRICAL / INOPERABLE - 1 / RADIO DOES NOT WORK CORRECTLY; ELECTRICAL / INEFFECTIVE - 1 / STEERING BUTTON HAVE NOT WORKED SINCE PURCHASING; ELECTRICAL / HISTORICAL CONCERN / HORN WAS REPLACED;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX5EW[redacted]
Owner Or Fleet	[redacted] Gorham, ME, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/26/2018	Incident Date	N/A
Mileage	48,884		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 4:05:00 PM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 9:32:00 AM	CUSTOMER STATES: SUBMITTED DOCUMENTS FOR AN EXTENDED WARRANTY REIMBURSEMENT; NOT SURE HOW LONG THE PROCESS TAKES; WERE THE DOCUMENTS RECEIVED; | | CUSTOMER SEEKS: CASE UPDATE; | | | CUSTOMER ADVOCATE ADVISED: THE DOCUMENTS WERE RECEIVED ON 12-26-18; THE REIMBURSEMENT REVIEW PROCESS IS SET BETWEEN 90-120 FOR A TURNAROUND TIME; THE DEPARTMENT IS WORKING DILIGENTLY TO RESPOND QUICKER; | | | SP TO REVIEW
1/23/2019 11:44:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 48,884 MILES; UNABLE TO LOCATE DEALER VALENTI VOLKSWAGEN; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $614.02. | | | SP TO GENERATE CHECK REQUEST.
1/23/2019 11:48:00 AM	WVGBV3AX5EW[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $614.02. | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 614.02 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A33EC[redacted]
Owner Or Fleet	[redacted] BATAVIA, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/26/2018	Incident Date	N/A
Mileage	82,002		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 4:20:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 1:12:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 82,002 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $555.67. | | | SP TO GENERATE CHECK REQUEST.
1/23/2019 1:13:00 PM	1VWAS7A33EC[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $555.67. | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 555.67 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX4DW[redacted]
Owner Or Fleet	[redacted]	Carlsbad, CA, [redacted]	
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/26/2018	Incident Date	N/A
Mileage	67,970		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 4:27:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 1:44:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 67,970 MILES; POP VERIFIED IN X TIME; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $662.55. | | | | SP TO GENERATE CHECK REQUEST.
1/23/2019 1:47:00 PM	WVGAV7AX4DW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $662.55. | | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 662.55 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A35EC[redacted]
Owner Or Fleet	[redacted], Newark, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/26/2018	Incident Date	N/A
Mileage	42,528		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 4:29:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 1:54:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 42,528 MILES; REPAIR ORDER DATE IS 08/20/2016; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $424.63. | | | SP TO GENERATE CHECK REQUEST.
1/23/2019 2:01:00 PM	1VWAT7A35EC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $424.63. | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 424.63 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AXXCW[redacted]
Owner Or Fleet	[redacted], Santa Rosa, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/26/2018	Incident Date	N/A
Mileage	85,295		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 4:34:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 2:13:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 85,295 MILES; DEALER ONLY CHARGED CUSTOMER FOR LABOR; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $284.20. | | | | SP TO GENERATE CHECK REQUEST.
1/23/2019 2:15:00 PM	WVGAV7AXXCW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $284.20. | | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 284.20 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30DC[redacted]
Owner Or Fleet	[redacted], Spanaway, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/26/2018	Incident Date	N/A
Mileage	59,100		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 4:37:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 2:50:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 59,100 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $677.07. | | | | SP TO GENERATE CHECK REQUEST.
1/23/2019 2:51:00 PM	1VWBP7A30DC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $677.07. | | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 677.07 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AXXDW[redacted]
Owner Or Fleet	[redacted] Winchester, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/26/2018	Incident Date	N/A
Mileage	49,055		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 4:38:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 3:16:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 49,055 MILES; REPAIR ORDER DATE IS 03/11/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; VERIFIED POP IN X TIME CUSTOMER ONLY PAID 25% OF REPAIR ORDER $69.00; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $69.00. | | | SP TO GENERATE CHECK REQUEST.
1/23/2019 3:19:00 PM	WVGBV3AXXDW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $69.00. | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 69.00 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A36CC[redacted]
Owner Or Fleet	[redacted] Albany, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/26/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 4:47:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 12:54:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $817.47. | | | | SP TO GENERATE CHECK REQUEST.
1/23/2019 12:55:00 PM	1VWBP7A36CC[redacted] VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $817.47. | | | | GENERATED CHECK REQUEST.
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 817.47 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4T7AJXEM[redacted]
Owner Or Fleet	[redacted] Bellingham, WA,[redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	12/26/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 4:55:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 3:18:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER AND RECEIPT FROM DEALER FOR PURCHASE OF CLOCK SPRING; RO STATES CUSTOMER REPLACED CLOCK SPRING HIMSELF AND GOT IT PROGRAMMED AT THE DEALER; WECY WARR EXT COVERS REPLACEMENT OF CLOCK SPRING ONLY; VW TO REIMBURSE CLOCK SPRING ONLY; TOTAL: $252.18 | | | SP TO GENERATE CHECK REQUEST AND REPAIRS NOT RELATED LETTER
1/23/2019 3:20:00 PM	3VW4T7AJXEM[redacted] VW TO REIMBURSE PART COST FOR WECY WARR EXT; TOTAL: $252.18 | | | SP GENERATED CHECK REQUEST
1/23/2019 3:22:00 PM	SP MAILED REPAIRS NOT RELATED LETTER
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 252.18 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX8CW[redacted]
Owner Or Fleet	[redacted], Columbus, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/26/2018	Incident Date	N/A
Mileage	81,453		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2018 5:15:00 PM	REFERENCE CASE [redacted] | | | NOTE: CUSTOMER CALL ABOUT NON-AIRBAG DEPLOYMENT AND MENTIONED PREVIOUS CLOCK SPRING CASE | | | CUSTOMER STATES: SHE HAS PAID TO HAVE THE CLOCK SPRING REPLACED TWICE AT A VW DEALER (DID NOT PROVIDE NAME). | | | CO ADVISED: WHEN SHE CONTACTED CUSTOMER CARE CENTER IN 2016 SHE DID NOT HAVE A RECALL OR WARRANTY EXTENSION FOR THE STEERING/AIR BAG CLOCK SPRING; HOWEVER, AS OF 11-2018; SHE HAS A WARRANTY EXTENSION, AS LONG AS HER DOCUMENTATION IS BEFORE THE VEHICLE WAS TOTALED; VW MAY RESEARCH POSSIBLE REIMBURSEMENT; WILL SEND AN E-MAIL WITH THE OPTIONS TO SEND IN DOCUMENTATION AND PROOF OF PAYMENT. | | | CO TO SEND E-MAIL | | | WAIT MAIL
12/26/2018 5:35:00 PM	REFERENCE #[redacted] | | DEAR MS.[redacted] | | THANKS FOR TALKING WITH ME TODAY. | | YOU MAY E-MAIL, FAX OR MAIL YOUR DOCUMENTS AND PROOF OF PAYMENT. | | CUSTOMER CARE IS ALSO AVAILABLE BY EMAIL AT VWCUSTOMERCARE@VW.COM. FEEL FREE TO EMAIL US ANYTIME! | | YOU CAN ALSO FAX ANY DOCUMENTS TO US AT 248-754-6504. OR IF YOU NEED TO MAIL US IMPORTANT PAPERWORK, PLEASE SEND THEM TO THE FOLLOWING ADDRESS: | | VOLKSWAGEN CUSTOMER CARE | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | | IF YOU HAVE A QUICK QUESTION THAT WE CAN ANSWER, WE┬┐RE AVAILABLE AFTER HOURS AND ON WEEKENDS, BY CHAT, ON [redacted] | | SINCERELY, | | | KIMBERLY W | | CUSTOMER CARE ADVOCATE | | | | WAIT MAIL.
1/2/2019 4:14:00 PM	[redacted] | | | CO LVMM; CO ADVISED PROVIDING A FOLLOW-UP CALL TO SEE IF SHE FOUND DOCUMENTATION TO THE STEERING WHEEL/AIR BAG CLOCK SPRING; SENT AN E-MAIL WITH OPTIONS TO FAX, E-MAIL OR MAIL IN DOCUMENTATION AND PROOF OF PAYMENT | | | | | NOTE: LEVEL 2 LEFT VOICE MAIL MESSAGE REGARDING HER OTHER CASE [redacted] | | | | CO TO REVIEW/CLOSE
1/3/2019 9:49:00 AM	MEDIA ATTACHED IN DOC CENTER
1/4/2019 11:56:00 AM	REFERENCE #[redacted] | | DEAR MS.[redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60-120 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | KIMBERLY W | | CUSTOMER CARE ADVOCATE | | |
1/4/2019 11:57:00 AM	WAIT SP
1/24/2019 8:05:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED TWO RO AND POP FROM DEALER; RO[redacted]IS DATED 12/14/2016 AND SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO[redacted]S DATED 8/25/2018 AND SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES AN OIL CHANGE, ENGINE PERFORMANCE SERVICE AND TIRE ROTATION; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE RO[redacted]AS GOODWILL AND ONLY THE CLOCK SPRING REPAIRS ON RO[redacted]WARR EXT PARTS: $391.59; WARR EXT LABOR: $241.99; WARR EXT TAX: $15.66; WARR EXT TOTAL: $649.24; GOODWILL TOTAL: $787.85; GRAND TOTAL: $1437.09 | | | SP TO GENERATE CHECK REQUEST
1/24/2019 8:14:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/24/2019 8:14:00 AM	WVGAV7AX8CW[redacted]VW TO REIMBURSE WECY WARR EXT; TOTAL: $1437.09 | | | SP GENERATED CHECK REQUEST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX8CW[redacted]
Owner Or Fleet	[redacted] Columbus, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/26/2018	Incident Date	N/A
Mileage	81,453		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/29/2019 CHECK # [redacted] FOR AMOUNT $ 1437.09 MAILED ON 01/28/2019 4:00:00 AM

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWPL7AJ7EM[redacted]
Owner Or Fleet	[redacted]		Gig Harbor, WA, [redacted]
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2014		
Report Date	12/27/2018	Incident Date	N/A
Mileage	38,947		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/27/2018 10:10:00 AM	MEDIA ATTACHED IN DOC CENTER
1/4/2019 12:06:00 PM	CUST SENT IN RO AND POP FOR REIMBURSMENT UNDER AIRBAG CLOCK SPRING WARRANTY EXT
1/4/2019 12:13:00 PM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | MY NAME IS ZHANE S, AND I┬┐M REACHING OUT ON BEHALF OF STEFANI. | | | THANK YOU FOR SENDING OVER YOUR REPAIR ORDER AND PROOF OF PAYMENT FOR YOUR AIRBAG CLOCK SPRING REPAIR. I WILL SUBMIT YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW UNDER THE AIRBAG CLOCK SPRING WARRANTY EXTENSION. THIS REVIEW PROCESS WILL TAKE ANYWHERE BETWEEN 60 TO 120 DAYS TO COMPLETE. | | | ONCE YOUR REVIEW IS COMPLETED, YOU WILL RECEIVE A NOTICE VIA US POSTAL MAIL REGARDING THE DETERMINATION. IF YOU HAVE ANY QUESTIONS OR CONCERNS IN THE MEANTIME, FEEL FREE TO REPLY TO THIS EMAIL. | | | I HOPE YOU HAVE A BEAUTIFUL NEW YEAR. | | | | | SINCERELY, | | | | | | | | ZHANE S. | | CUSTOMER CARE ADVOCATE | | | | | |
1/4/2019 12:14:00 PM	SP TO REVIEW FOR REIMBURSEMENT UNDER AIRBAG CLOCK SPRING WARRANTY EXT
1/23/2019 3:26:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS OIL CHANGE AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 2/24/2018; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $342.28; LABOR: $289.00; TAX: $41.03; TOTAL: $672.31 | | | SP TO GENERATE CHECK REQUEST
1/23/2019 3:29:00 PM	3VWPL7AJ7EM[redacted]VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $672.31 | | | SP GENERATED CHECK REQUEST
1/23/2019 3:29:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/29/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 672.31 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV0B7AX0JM[redacted]
Owner Or Fleet	[redacted] Rochester, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	12/27/2018	Incident Date	N/A
Mileage	5,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507GH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/27/2018 12:23:00 PM	CUSTOMER STATES TAKING VEHICLE INTO DEALER; RECEIVED A NOTICE IN THE MAIL REGARDING WARRANTY EXT. FOR CLOCK SPRING; CURRENTLY TAKING VEHICLE IN TO BE DIAGNOSIS REGARDING AIRBAG LIGHT THAT KEEPS BLINKING ON AND OFF; ALSO TO GET RECALLS COMPLETED; LOST NOTICE; CHECKED VIN AND ONLY SAW RECALLS; | | | CUSTOMER SEEKING INFORMATION REGARDING WARRANTY EXT. | | | CO ADVISED CUSTOMER THAT CLOCK SPRING WARRANTY EXT. IS CONNECTED TO VIN; DEALER WILL BE ABLE TO SEE THAT CUSTOMER HAS WARRANTY EXT. WHEN VIN IS LOOKED UP IN THEIR SYSTEM; CUSTOMER VEHICLE IS STILL WITHIN ALL APPLICABLE WARRANTIES CURRENTLY; | | | NO FURTHER ACTION;
12/27/2018 12:27:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT BLINKING ON AND OFF;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A36DC[redacted]
Owner Or Fleet	[redacted] Nekoosa, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/27/2018	Incident Date	N/A
Mileage	80,500		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/27/2018 12:37:00 PM	CUSTOMER STATES: 09/21/2016- HAD RECALL DONE (69L2). DEALER HAD COVER PUT ON IN JUNE OF THIS YEAR (DUST COULD GET IN THERE IN THE STEERING WHEEL). TWO MONTHS LATER, STEERING WHEEL CONTROLS STOPPED WORKING. CUSTOMER TOOK VEHICLE BACK TO DEALER TO INQUIRE IF IT HAD ANYTHING TO DO WITH PREVIOUS REPAIR. DEALER TOLD CUSTOMER THAT THE COVER HAD NOTHING TO DO WITH THE RECALL. DEALER WANTED $600.00; CUSTOMER THOUGHT THEY WOULD HAVE TO COME OUT OF POCKET FOR REPAIR COST SO CUSTOMER TOOK VEHICLE TO AN INDEPENDENT ($445.00) SEPTEMBER 7,2018. | | | NOW, CUSTOMER GOT A LETTER FOR AN EXTENDED WARRANTY EXTENSION COVERAGE FOR THE CLOCK SPRING. | | | CUSTOMER SEEKING: REIMBURSEMENT. | | | REVIEWED WITH: SUPERVISOR TRACY | | | CO ADVISED: THE LETTER WAS SENT OUT TO ADVISE CUSTOMERS THAT THEY HAVE THE WARRANTY EXTENSION ON THE VEHICLE AND ALSO IF THEY HAD A REPAIR FOR COMPONENT RELATING TO WARRANTY EXTENSION DONE AND PAID OUT OF POCKET THEY COULD SUBMIT FOR REIMBURSEMENT. THIS WARRANTY EXTENSION EXPIRES 2028-02-12 ; PLEASE SUBMIT PROOF OF PAYMENT, AS WELL AS REPAIR HISTORY, ONCE PAPERWORK IS RECEIVED, THE GENERAL TIME FRAME FOR REIMBURSEMENT REVIEW TAKES UP TO 120 BUSINESS DAYS CURRENTLY, DUE TO THE HIGH VOLUME OF REIMBURSEMENT REQUESTS WE ARE CURRENTLY RECEIVING; YOU WILL EITHER RECEIVE A LETTER OR CHECK IN THE MAIL ONCE REVIEW PROCESS HAS BEEN COMPLETED. WOULD LIKE TO FOLLOW UP WITH CUSTOMER A WEEK FROM TODAY, TO ENSURE THAT THE DOCUMENTS ARE LEGIBLE FOR REVIEWING OR IN THE CASE THAT WE HAVEN'T RECEIVED THEM. CO PROVIDED CASE NUMBER AND FAX NUMBER. | | | PENDING CUSTOMER DOCUMENTATION; CUSTOMER WILL FAX IN DOCS. | |
1/2/2019 12:29:00 PM	FOLLOWING UP WITH CUSTOMER; | | | CO ADVISED: DOCUMENTS FOR REIMBURSEMENT REVIEW HAVEN'T BEEN RECEIVED YET. | | | CUSTOMER STATES: WILL FAX DOCUMENTS IN TODAY. | | | STILL PENDING CUSTOMER DOCUMENTATION. | | | | | | |
1/2/2019 4:11:00 PM	MEDIA ATTACHED IN DOC CENTER
1/4/2019 11:55:00 AM	FOLLOWING UP WITH CUSTOMER, SPOKE WITH SPOUSE. | | | CO ADVISED: WE RECEIVED YOUR PAPERWORK 1/02/19; THANK YOU FOR SENDING YOUR PAPERWORK IN TO US. THE GENERAL TIME FRAME FOR REIMBURSEMENT REVIEW TAKES UP TO120 BUSINESS DAYS CURRENTLY, DUE TO THE HIGH VOLUME OF REIMBURSEMENT REQUESTS WE ARE CURRENTLY RECEIVING; YOU WILL EITHER RECEIVE A LETTER OR CHECK IN THE MAIL ONCE REVIEW PROCESS HAS BEEN COMPLETED. | | | CO TO ASSIGN TO SPECIAL PROJECTS. | |
1/4/2019 11:57:00 AM	SP-WORK CASE TO CLOSE.
1/23/2019 3:37:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $445.39 | | | SP TO GENERATE CHECK REQUEST
1/23/2019 3:40:00 PM	1VWAP7A36DC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $445.39 | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 445.39 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX7DW[redacted]
Owner Or Fleet	[redacted] Carlsbad, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/27/2018	Incident Date	N/A
Mileage	68,501		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/27/2018 1:14:00 PM	KURT TALKED AND TYPED* | | | CUSTOMER STATES: RECEIVED NOTICE ABOUT AIRBAG CLOCK SPRING WARRANTY EXTENSION; CUSTOMER STATES HAD REPAIRS DONE ON AIRBAG CLOCK SPRING IN AUGUST FOR $700 AT DEALER 422531 | | | CUSTOMER SEEKING: REIMBURSEMENT FOR REPAIRS DONE IN AUGUST AT VW DEALER 422531 | | | CO ADVISED: CUSTOMER HAS AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 10YRS/120K MI WOF; CO ADVISED IF CUSTOMER SEEKS REIMBURSEMENT SHE NEEDS TO SEND IN REPAIR ORDER AND POP FOR REVIEW; CO OFFERED CUSTOMER OPTION TO MAIL OR EMAIL, CUSTOMER WANTED TO SEND BY EMAIL; CO ADVISED WILL SEND CUSTOMER EMAIL WITH CASE NUMBER AND CUSTOMER CAN REPLY TO THAT EMAIL; CO ADVISED CUSTOMER OF CASE NUMBER | | | CO TO WAIT FOR CUSTOMER DOCUMENTS*
12/27/2018 1:23:00 PM	REFERENCE #[redacted] | | | DEAR [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | KURT O | | CUSTOMER CARE ADVOCATE | |
12/31/2018 12:43:00 PM	MEDIA ATTACHED IN DOC CENTER
1/3/2019 12:41:00 PM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. . | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | KURT O | | CUSTOMER CARE ADVOCATE | | |
1/3/2019 12:41:00 PM	SP TO REVIEW REPAIR ORDER AND POP SENT IN BY CUSTOMER FOR REIMBURSEMENT REVIEW UNDER WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING
1/23/2019 3:54:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS OIL CHANGE, REAR BRAKE PADS/ROTORS/CALIPER BOLTS REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; WECY WARR EXT COVERS CLOCK SPRING ONLY; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $330.00; LABOR: $387.50; TAX: $23.92; TOTAL: $741.42 | | | SP TO GENERATE CHECK REQUEST
1/23/2019 3:57:00 PM	WVGBV7AX7DW[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $741.42 | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 741.42 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDP7AJ5CM[redacted]
Owner Or Fleet	[redacted]		NEW CASTLE, PA, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	12/27/2018	Incident Date	N/A
Mileage	112,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/27/2018 3:15:00 PM	CUSTOMER STATES SHE PURCHASED VEHICLE USED IN 12/17 FROM INDEPENDENT, 1ST VW. CUSTOMER STATES THAT SHE GOT A NOTICE FOR THE AIR BAG CLOCK SPRING WARRANTY EXTENSION AND WANTED TO KNOW MORE ABOUT THAT. CUSTOMER STATES HER AIRBAG LIGHT IS ON SO SHE FELT IT MIGHT BE CONNECTED. CUSTOMER ALSO STATED THAT HER OIL LIGHT IS ON AND SHE'S HEARING A SQUEALING NOISE SOMETIMES WHEN SHE IS DRIVING. | | | CUSTOMER SEEKING TO KNOW IF THOSE CONCERNS WOULD BE CONNECTED TO THIS WARRANTY EXTENSION. CUSTOMER DOES HAVE A WARRANTY EXTENSION SHE BOUGHT WHEN SHE GOT THE CAR. | | | CO EXPLAINED THE CONCERNS REGARDING THE WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING AND SUGGESTED SHE VISIT HER LOCAL VW DEALER IF SHE IS EXPERIENCING THOSE PROBLEMS. CUSTOMER ALSO HAS A WARRANTY EXTENSION FOR THE INTAKE MANIFOLD AND FUEL INJECTORS UNTIL 11/25/2021 OR 120K MILES WOF. CUSTOMER ALSO HAS A RECALL FOR 69Q9. CO PROVIDED CONTACT INFORMATION FOR DEALER 403145 AND DEALER 406537. | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A3XCC[redacted]
Owner Or Fleet	[redacted] FREEPORT, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/27/2018	Incident Date	N/A
Mileage	84,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/27/2018 3:45:00 PM	TYPED AND SPOKEN BY ANGEL W. | | | CUSTOMER STATES SUBMITTED REIMBURSEMENTS DOCUMENTS BY MAIL 12/20/2018; ARE THEY UNDER REVIEWS | | | CUSTOMER SEEKS REVIEW STATUS | | | CO ADVISED HAS NOT BEEN RECEIVED; WILL FOLLOW UP BY COB 1/3/2019 AT [redacted] | | | CO TO FOLLOW UP BY COB 1/3/2019
12/31/2018 1:45:00 PM	CUSTOMER STATES: SENT IN PAPERWORK FOR REIMBURSEMENT ON CLOCK SPRING; | | | CUSTOMER SEEKING: IF WAS RECEIVED; | | | CUSTOMER ADVOCATE ADVISED: DOCUMENTS HAVE NOT BEEN RECEIVED, FOLLOW UP IS SCHEDULED BY COB 01/03 TO FOLLOW UP ON PAPERWORK; CUSTOMER ADVOCATE ADVISED CAN ALSO EMAIL PAPERWORK IN, CUSTOMER ADVOCATE PROVIDED CC EMAIL AND CASE NUMBER; | | | CO TO REVIEW;
1/3/2019 11:59:00 AM	CO CALLING TO ADVISE DOCUMENTS HAVEN'T ARRIVED; CUSTOMER CAN FAX OR EMAIL DOCUMENTS FOR A SPEEDIER RECEIPT; | | | | CUST STATES THEY WILL
1/3/2019 12:01:00 PM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | - A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | | - PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | SINCERELY, | | | | | SHAYNA S | | CUSTOMER CARE ADVOCATE | |
1/3/2019 6:18:00 PM	MEDIA ATTACHED IN DOC CENTER
1/4/2019 1:10:00 PM	CUSTOMER STATES: SHE RECEIVED AN E-MAIL REGARDING HER DOCUMENTATION; SHE RE-SENT THE INVOICE FROM DEALER 408156. | | | CUSTOMER ADVOCATE ADVISED: VW RECEIVED YOUR REPAIR ORDER; SEEKING TO KNOW HOW DID YOU PAY FOR THE REPAIR | | | CUSTOMER STATES: SHE PAID CASH; AND A PORTION MAY HAVE BEEN PUT ON HER DEBIT CARD (I.E. THEY HAD TO PRE-ORDER A KEY, PER HER REQUEST) | | | CUSTOMER ADVOCATE ADVISED: HER DOCUMENTS HAVE BEEN FORWARD TO DEPARTMENT TO RESEARCH POSSIBLE REIMBURSEMENT; PROCESS TAKES 60-120 DAYS ; REIMBURSEMENT IS IN THE FORM OF A CHECK. | | | CUSTOMER ADVOCATE TO FORWARD TO SP
1/4/2019 1:12:00 PM	NOTE: PER CUSTOMER PAID CASH; VERIFIED IN XTIME FOR DEALER 408156.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A3XCC[redacted]
Owner Or Fleet	[redacted] FREEPORT, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/27/2018	Incident Date	N/A
Mileage	84,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/4/2019 11:05:00 AM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | - PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | SINCERELY, | | | | | | SHAYNA S | | CUSTOMER CARE ADVOCATE | |
1/4/2019 12:57:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 4:37:00 PM	CUSTOMER STATES SENT IN DOCUMENTS FOR REIMBURSEMENT; | | | | CUSTOMER SEEKING STATUS OF REIMBURSEMENT; | | | | CUSTOMER ADVOCATE ADVISED CUSTOMER THAT VW RECEIVED CUSTOMER DOCUMENTS JANUARY 3RD; REIMBURSEMENT TIMEFRAME IS 60 BUSINESS DAYS; | | | | SP TO REVIEW;
1/23/2019 1:09:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; CUST PAID $471.00; TAX $40.03; VW TO REIMBURSE TOTAL: $511.03. | | | | SP TO GENERATE CHECK REQUEST.
1/23/2019 1:11:00 PM	1VWBP7A3XCC[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $511.03. | | | | GENERATED CHECK REQUEST.
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 511.03 MAILED ON 01/28/2019
1/31/2019 5:08:00 PM	CUSTOMER STATES: SUBMITTED FOR REIMBURSEMENT OF STEERING WHEEL CLOCK SPRING; | | | | CUSTOMER SEEKING: REIMBURSEMENT STATUS; | | | | CUSTOMER ADVOCATE ADVISED: CHECK FOR THE AMOUNT OF $511.03 WAS MAILED ON 1/28; | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A3XCC[redacted]
Owner Or Fleet	[redacted] Kings Park, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/27/2018	Incident Date	N/A
Mileage	56,568		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/27/2018 4:17:00 PM	CUSTOMER STATES: ORIGINAL OWNER; VEHICLE WAS PURCHASED; MAINTAINED AT VW DEALER; VEHICLE EXPERIENCING: HAS THE CONCERNS AS OUTLINED IN THE WARRANTY EXT. LETTER AND THE DEALER IS REPLACING THE AIR BAG CLOCK; ALSO REPLACED THIS $600 REPAIR OUT OF PICKET BACK IN 2015 AND WOULD LIKE TO KNOW IF THIS IS REIMBURSABLE | | | CUSTOMER SEEKING: REIMBURSEMENT | | | CO ADVISED: NO OPEN RECALLS; THE WARRANTY EXT. IS GOOD UNTIL 120K MIKES OR 6/16/2018; WE WOULD LIKE TO HAVE THE OPPORTUNITY TO REVIEW THE DOCS AND SEE IF THE REPAIR IS REIMBURSABLE; CAN RESPOND TO EMAIL WITH REPAIR ORDER AND POP ONCE RECEIVED WILL FOLLOW UP | | | CO TO WAIT FOR DOCS
12/27/2018 4:18:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / 2ND REPLACEMENT OF AIRBAG CLOCK SPRING ;
12/27/2018 4:30:00 PM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | JAMELLIA G | CUSTOMER CARE ADVOCATE | |
12/28/2018 1:16:00 PM	MEDIA ATTACHED IN DOC CENTER
12/31/2018 10:36:00 AM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 90 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | JAMELLIA G | CUSTOMER CARE ADVOCATE | | | |
12/31/2018 10:37:00 AM	TEAM TO REVIEW UNDER AIRBAG CLOCK SPRING WARRANTY EXT.
1/3/2019 4:21:00 PM	MEDIA ATTACHED IN DOC CENTER
1/7/2019 4:05:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 1:26:00 PM	CUSTOMER STATES: CHECKING ON STATUS OF REIMBURSEMENT CASE | | | CUSTOMER SEEKS: UPDATE IN CASE | | | CUSTOMER ADVOCATE ADVISED: WILL NEED POP; WILL RESEND CASE NUMBER EMAIL; CAN REPLY BACK AND WILL BE SUBMITTED TO SP FOR REVIEW | | | CUSTOMER THANKS | | | SP TO REVIEW
1/22/2019 7:22:00 AM	FROM: [redacted] | | SENT: MONDAY, JANUARY 21, 2019 4:15 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | VW, | | | ATTACHING INVOICE WITH PAYMENT ACKNOWLEDGEMENT FROM DEALERSHIP AS REQUESTED. | | | REGARDS, | | FRANK | | | | | SP TO REVIEW
1/22/2019 7:22:00 AM	MEDIA ATTACHED IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A3XC[redacted]
Owner Or Fleet	[redacted] Kings Park, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/27/2018	Incident Date	N/A
Mileage	56,568		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/23/2019 1:14:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; REPAIR WAS COMPLETED PRIOR TO THE FIRST OUT OF POCKET DATE; VW TO REIMBURSE AS GOODWILL; VW TO REIMBURSE TOTAL: $654.51. | | | SP TO GENERATE CHECK REQUEST.
1/23/2019 1:18:00 PM	1VWAP7A3XCC[redacted]VW TO REIMBURSE WECY WARRANTY EXTENSION AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $654.51. | | | GENERATED CHECK REQUEST.
1/29/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 654.51 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX5DW[redacted]
Owner Or Fleet	[redacted] Sachse, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/27/2018	Incident Date	N/A
Mileage	58,328		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/27/2018 5:48:00 PM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 3:40:00 PM	CUSTOMER STATES: WANTING TO CHECK TO MAKE SURE INFORMATION WAS RECEIVED; | | | CUSTOMER ADVOCATE ADVISED: THAT THE INFORMATION FOR THE REIMBURSEMENT WAS RECEIVED ON 12-27-2018 AND THE REIMBURSEMENT PROCESS TAKES 90-120 BUSINESS DAYS; | | | CUSTOMER ACKNOWLEDGED: | | | CO TO REVIEW.
1/23/2019 1:57:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $399.83. | | | SP TO GENERATE CHECK REQUEST.
1/23/2019 1:58:00 PM	WVGAV3AX5DW[redacted] VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $399.83. | | | GENERATED CHECK REQUEST.
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 399.83 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCP7A31CC[redacted]
Owner Or Fleet	[redacted]		MORGAN CITY, LA, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/27/2018	Incident Date	N/A
Mileage	51,705		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/27/2018 5:55:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 2:15:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS AT NO COST TO THE CUSTOMER UNDER RECALL 69L2; VW WOULD NOT MEET REQUEST FOR REIMBURSEMENT. | | | SP TO SEND DENIAL LETTER TO CUSTOMER.
1/23/2019 2:20:00 PM	SP MAILED DENIAL LETTER TO CUSTOMER.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX2DW[redacted]
Owner Or Fleet	[redacted] Orlando, FL [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/28/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/28/2018 8:28:00 AM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 4:01:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $645.38 | | | SP TO GENERATE CHECK REQUEST
1/23/2019 4:02:00 PM	WVGAV3AX2DW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $645.38 | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 645.38 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A33DC[redacted]
Owner Or Fleet	[redacted] Syosset, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/28/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/28/2018 8:30:00 AM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 4:05:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $681.70 | | | SP TO GENERATE CHECK REQUEST
1/23/2019 4:06:00 PM	1VWBP7A33DC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $681.70 | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 681.70 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH6CV[redacted]
Owner Or Fleet	[redacted] Newport Beach, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	12/28/2018	Incident Date	N/A
Mileage	39,772		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/28/2018 8:40:00 AM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 4:09:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $636.08 | | | SP TO GENERATE CHECK REQUEST
1/23/2019 4:11:00 PM	WVWBW7AH6CV[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $636.08 | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 636.08 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX2BW[redacted]
Owner Or Fleet	[redacted] Bryan, TX,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/28/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Mileage	63,994

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/28/2018 9:07:00 AM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 4:20:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME, WIPER BLADES, OIL FILTER AND FRONT LOWER ARM BUSHINGS REPLACED; WECI WARR EXT COVERS CLOCK SPRING ONLY; VW TO REIMBURSE CAP AMOUNTS FOR CLOCK SPRING ONLY; PARTS: $290.07; LABOR: $248.04; TAX: $18.12; TOTAL: $556.23 | | | SP TO GENERATE CHECK REQUEST, CAP REIMBURSEMENT AND REPAIRS NOT RELATED LETTERS
1/23/2019 4:23:00 PM	WVGBV7AX2BW[redacted] VW TO REIMBURSE CAP AMOUNT FOR WECI WARR EXT; TOTAL: $556.23 | | | SP GENERATED CHECK REQUEST
1/23/2019 4:25:00 PM	SP MAILED CAP REIMBURSEMENT AND REPAIRS NOT RELATED LETTERS
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 556.23 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU4FM[redacted]
Owner Or Fleet	[redacted] Irvine, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	12/28/2018	Incident Date	N/A
Mileage	51,996		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521AT		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/28/2018 9:50:00 AM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 9:00:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT AND RECEIPT FOR PURCHASE OF CLOCK SPRING FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 10/5/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CAP AMOUNTS FOR WECY WARR EXT AS GOODWILL; PARTS: $256.50; LABOR: $200.00; TAX: $18.59; TOTAL: $475.09 | | | SP TO GENERATE CHECK REQUEST AND CAP REIMBURSEMENT LETTER
1/24/2019 9:04:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/24/2019 9:05:00 AM	3VW217AU4FM[redacted] VW TO REIMBURSE CAP AMOUNTS FOR WECY WARR EXT AS GOODWILL; TOTAL: $475.09 | | | SP GENERATED CHECK REQUEST
1/24/2019 9:07:00 AM	SP MAILED CAP REIMBURSEMENT LETTER
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 475.09 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2CW[redacted]
Owner Or Fleet	[redacted] Basking Ridge, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/28/2018	Incident Date	N/A
Mileage	79,913		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/28/2018 9:52:00 AM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 9:11:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME AND PCV VALVE REPLACED; WECI WARR EXT COVERS CLOCK SPRING; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $304.26; LABOR: $234.00; TAX: $33.93; TOTAL: $572.19 | | | SP TO GENERATE CHECK REQUEST AND REPAIRS NOT RELATED LETTER
1/24/2019 9:16:00 AM	WVGAV7AX2CW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $572.19 | | | SP GENERATED CHECK REQUEST
1/24/2019 9:18:00 AM	SP MAILED REPAIRS NOT RELATED LETTER
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 572.19 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A36DC[redacted]
Owner Or Fleet	[redacted]	Concord, CA,	[redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/28/2018	Incident Date	N/A
Mileage	100,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/28/2018 9:58:00 AM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 9:42:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE CAP AMOUNTS FOR WECI WARR EXT; PARTS: $290.07; LABOR: $248.04; TAX: $21.03; TOTAL: $559.14 | | | SP TO GENERATE CHECK REQUEST AND CAP REIMBURSEMENT LETTER
1/24/2019 9:46:00 AM	1VWBP7A36DC[redacted] VW TO REIMBURSE CAP AMOUNTS FOR WECI WARR EXT; TOTAL: $559.14 | | | SP GENERATED CHECK REQUEST
1/24/2019 9:48:00 AM	SP MAILED CAP REIMBURSEMENT LETTER
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 559.14 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A3XEC[redacted]
Owner Or Fleet	[redacted] Fairport, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/28/2018	Incident Date	N/A
Mileage	88,584		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/28/2018 10:55:00 AM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 4:11:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 88,584 MILES; REPAIR ORDER DATE IS 06/08/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE CAP AMOUNT FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; PARTS $290.07; LABOR $165.00; TOTAL $.455.07. | | | | SP TO GENERATE CHECK REQUEST AND SEND CAP AMOUNT LETTER.
1/23/2019 4:14:00 PM	1VWBT7A3XEC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $455.07. | | | | SP GENERATED CHECK.
1/23/2019 4:17:00 PM	SP MAILED CAP AMOUNT LETTER.
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 455.07 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A38CC[redacted]
Owner Or Fleet	[redacted] FLEMING ISLAND, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/28/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/28/2018 11:04:00 AM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 4:21:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 137,691 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $773.55. | | | SP TO GENERATE CHECK REQUEST.
1/23/2019 4:22:00 PM	1VWBH7A38CC[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $773.55. | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 773.55 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRZ7AJ3AM[redacted]
Owner Or Fleet	[redacted] Elkton, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/28/2018	Incident Date	N/A
Mileage	66,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/28/2018 11:10:00 AM	CUSTOMER STATES: CUSTOMER RECEIVED A WARRANTY EXTENSION REIMBURSMENT REQUEST FORM, CUSTOMER HAD A REPAIR IN 2013 BY A VW DLR BUT DOES NOT HAVE THE BANK STATEMENT OR POP SHOWING THAT CUSTOMER PAID FOR THE AIRBAG CLOCK SPRING, CUSTOMER ONLY HAS RO FOR REPAIR | | | CUSTOMER SEEKING: TO BE REIMBURSED FOR PAYING OUT OF POCKET | | | CO ADVISED: CUSTOMER TO REPLY TO EMAIL THAT WILL BE SENT WITH RO AND POP TO BE REVIEWED FOR POSSIBLE REIMBURSMENT, CUSTOMER WILL BE CONTACTED ONCE DOCUMENTS HAVE BEEN RECEIVED AND CASE WILL BE ESCALATED TO TEAM THAT HANDLES REIMBURSMENT, ADVISED CUSTOMER THAT POP WOULD BE NEEDED TO REVIEW FOR REIMBURSMENT, ADVISED CUSTOMER TO GET A BANK STATEMENT OR CONTACT VW DLR TO OBTAIN INFORMATION | | | CUSTOMER WAS THANKFUL | | | CO TO WAIT CUSTOMER MAIL | |
12/28/2018 11:12:00 AM	***** EMAIL TO [redacted]***** | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | KRISTEN H | CUSTOMER CARE ADVOCATE |
12/31/2018 1:10:00 PM	MEDIA ATTACHED IN DOC CENTER
1/4/2019 12:12:00 PM	CO ADVISED: CUSTOMER THAT DOCUMENTS HAVE BEEN RECEIVED AND WILL BE SENT TO CORRECT TEAM THAT REVIEWS FOR POSSIBLE REIMBURSMENT, REVIEW PROCESS CAN TAKE UP TO 120 BUSINESS DAYS AND CUSTOMER IS MORE THAN WELCOME TO CALL CARE FOR STATUS UPDATES ON CASE WITH CASE NUMBER PROVIDED IN EMAIL | | | CO TO ESCALATE
1/4/2019 12:16:00 PM	SP TO REVIEW FOR POSSIBLE REIMBURSMENT FOR THE AIRBAG CLOCK SPRING
1/23/2019 4:33:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 39,385 MILES; REPAIR ORDER DATE IS 08/13/2015; FIRST OUT OF POCKET DATE IS 05/23/2018; VERIFIED POP IN X TIME, ONLY PAID $224 FOR LABOR VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $224.00. | | | SP TO GENERATE CHECK REQUEST.
1/23/2019 4:35:00 PM	3VWRZ7AJ3AM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $224.00 | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 224.00 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A36CC[redacted]
Owner Or Fleet	[redacted] Richmond, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/28/2018	Incident Date	N/A
Mileage	103,711		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/28/2018 11:16:00 AM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 8:10:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 103,711 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $490.00. | | | SP TO GENERATE CHECK REQUEST.
1/24/2019 8:11:00 AM	1VWBH7A36CC[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $490.00. | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 490.00 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX6DW[redacted]
Owner Or Fleet	[redacted] Meriden, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/28/2018	Incident Date	N/A
Mileage	71,106		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/28/2018 11:25:00 AM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 4:00:00 PM	CUSTOMER SEEKING REIMBURSMENT UNDER WECI; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER RECALL; CUSTOMER PAID: $394.05 | | | | SP TO GENERATE CHECK
1/23/2019 4:02:00 PM	WVGBV3AX6DW[redacted] VW TO REIMBURSE UNDER WECI RECALL; TOTAL: $394.05 | | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 394.05 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX8EW[redacted]
Owner Or Fleet	[redacted] LONG GROVE, IA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/28/2018	Incident Date	N/A
Mileage	46,901		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/28/2018 11:26:00 AM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 4:08:00 PM	CUSTOMER SEKEING REIMBURSEMNT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURS EUNDER WARR.EXT; CUSTOMER PAID: $601.73 | | | SP TO GENERATE CHECK REQUEST
1/23/2019 4:09:00 PM	WVGAV3AX8EW[redacted]VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL: $601.73 | | | SP GNERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 601.73 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX8CW[redacted]
Owner Or Fleet	[redacted] MUSTANG, OK, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/28/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Mileage	0

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/28/2018 11:37:00 AM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 4:29:00 PM	CUSTOMER SEEKING REIMBURSMENT UNDER WECI; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECI RECALL; CUSTOMER PAID: $601.21 | | | | SP TO GENERATE CHECK REQUEST
1/23/2019 4:31:00 PM	WVGBV7AX8CW[redacted] VW TO REIMBURSE UNDER WECI WARR.EXT; TOTAL: $601.21 | | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 601.21 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A37EC[redacted]
Owner Or Fleet	[redacted] Montgomery, AL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/28/2018	Incident Date	N/A
Mileage	116,034		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/28/2018 11:52:00 AM	CUSTOMER STATES VEHICLE HAS AIRBAG LIGHT ON AND THERE IS A FAINT SOUND TO THE HORN, CUSTOMER MADE AN APPOINTMENT AT THE DEALER BUT THE DEALER CUSTOMER WILL HAVE TO PAY THE DIAGNOSTIC FEE, DEALER STATES BELIEVES CUSTOMER HAS ANOTHER ISSUE, | | | CUSTOMER SEEKING TO KNOW WHY THERE IS A DIAGNOSTIC FEE IF HE HAS HIS AIRBAG LIGHT ON | | | CO ADVISED AS PER THE LETTER CUSTOMER RECEIVED BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER THIS WARRANTY EXTENSION, STEERING WHEEL CONTROLS NOT WORKING PROPERLY AND AN AIRBAG LIGHT THAT STAYS ON, IF CUSTOMER HORN IS STILL FUNCTIONING COULD BE WHY THERE IS A DIAGNOSTIC FEE, IF THE DEALER DIAGNOSES THE VEHICLE AND IT IS FOUND TO BE DUE TO THE AIRBAG CLOCK SPRING REPAIR WILL BE FREE OF CHARGE | | | NO FURTHER ACTION | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A39DC[redacted]
Owner Or Fleet	[redacted]	GLEN ALLEN, VA, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/28/2018	Incident Date	N/A
Mileage	59,049		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/28/2018 12:24:00 PM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 2:17:00 PM	CUSTOMER SEEKING REIMBURSMENT UNDER WECI RECALL; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECI RECALL/WARRANTY; CUSTOMER PAID: $570.19 | | | SP TO GENERATE CHECK REQUEST
1/24/2019 2:18:00 PM	1VWBP7A39DC[redacted] VW TO REIMBURSE UNDER WECI WARR.EXT.; TOTAL :$570.19 | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 570.19 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AXXBW[redacted]
Owner Or Fleet	[redacted] OMAHA, NE, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/28/2018	Incident Date	N/A
Mileage	40,125		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/28/2018 12:28:00 PM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 10:54:00 AM	CUSTOMER SEEKING REIMBURSMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMNT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID: $473.18 TAX: $15.95 TOTAL:$489.13 | | | | SP TO GENERATE CHECK REQUEST AND SEND CAP AMOUNT LETTER
1/28/2019 11:01:00 AM	GW - PROVIDED- FIRST OUT OF POCKET DATE
1/28/2019 11:03:00 AM	WVGBV7AXXBW[redacted] VW TO REIMBURSE UNDER WECY; SUBMITTED RO AND POP; TOTAL: $489.13 | | | | SP GENERATED CHECK REQUEST
1/28/2019 11:06:00 AM	SP SENT LETTER
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 489.13 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A31FC[redacted]
Owner Or Fleet	[redacted], Xenia, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/28/2018	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/28/2018 12:59:00 PM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 2:40:00 PM	CUSTOMER SEEKING REIMBURSMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT; CUSTOMER PAID: $449.41 | | | SP TO GENERATE CHECK REQUEST
1/24/2019 2:42:00 PM	1VWAT7A31FC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT.; TOTAL: $449.41 | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 449.41 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A37EC[redacted]
Owner Or Fleet	[redacted] Kannapolis, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/28/2018	Incident Date	N/A
Mileage	71,012		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/28/2018 2:44:00 PM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 2:53:00 PM	CUSTOMER SEKEING REIMBUSEMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.; CUSTOMER PAID: $443.95 TAX; $13.39 TOTAL: $457.34 | | | SP TO GENERATE CHECK REQUEST
1/24/2019 2:59:00 PM	1VWBN7A37EC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL: $457.34 | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 457.34 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A38CC[redacted]
Owner Or Fleet	[redacted] North Dartmouth, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/28/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/28/2018 2:47:00 PM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 3:25:00 PM	CUSTOMER SEEKING REIMBURSMENT UNDER WECI; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECI WARR; CUSTOMER PAID: $690 TAX: $18.75 TOTAL: $708.75 | | | | SP TO GENERATE CHECK REQUEST
1/24/2019 3:32:00 PM	1VWBP7A38CC[redacted]; VW TO REIMBURSE UNDER WECI WARR.EXT.; TOTAL: $708.75 | | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 708.75 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A36E[redacted]
Owner Or Fleet	[redacted]		Phoenix, AZ, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/28/2018	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/28/2018 3:19:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED AT MILEAGE 18K; VEHICLE PURCHASED FROM NON-VW DEALER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN WAS PURCHASED; TERMS OF EXTENDED WARRANTY: N/A; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT ON; HORN NOT WORKING; STEERING WHEEL FEATURES NOT WORKING; VEHICLE IS CURRENTLY AT VW DEALERSHIP CAMELBACK IN PHOENIX; DEALER STATES: $860 QUOTED; WORKING WITH SEAN AT DEALER; VEHICLE IN FOR AN OVERNIGHT REPAIR; | | | | CUSTOMER SEEKING: FINANCIAL ASSISTANCE WITH AIRBAG CLOCK SPRING REPAIR | | | | FACE TO FACE WITH SHARAE; RCM AGREES WITH CO; VW WILL NOT ASSIST WITH REPAIR AS VEHICLE IS OUTSIDE OF APPLICABLE WARRANTY | | | | CO ADVISED; VW WILL NOT ASSIST WITH REPAIR AS VEHICLE IS OUTSIDE OF APPLICABLE WARRANTY | | | | NO FURTHER ACTION
12/28/2018 3:22:00 PM	RCM AGREES WITH CO; VW WILL NOT ASSIST WITH REPAIR AS VEHICLE IS OUTSIDE OF APPLICABLE WARRANTY | | | | CO TO RETURN TO CUSTOMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRJ7AJ9AM[redacted]
Owner Or Fleet	[redacted]		Madison, MS,[redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/28/2018	Incident Date	N/A
Mileage	107,328		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/28/2018 3:16:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 1:09:00 PM	CUTSOMER SEEKING REIMBURSMENT UNDER WECY: SUBMITTED RO AND POP; SHOWS REPLACMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARRANTY; CUSTOMER PAID: $507.87 | | | | SP TO GENERATE CHECK
1/31/2019 1:12:00 PM	3VWRJ7AJ9AM[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL :$507.87 | | | | SP GENERATED CHECK REQUEST
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 507.87 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX7CW[redacted]
Owner Or Fleet	[redacted] STAFFORD, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/28/2018	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/28/2018 3:44:00 PM	CUSTOMER STATES: RECEIVED STEERING WHEEL CLOCK SPRING WARRANTY EXTENSION; AIRBAG LIGHT IS ON; | | | | CUSTOMER SEEKS: GUIDANCE WITH WARRANTY EXTENSION; | | | | CO ADVISED: CUSTOMER HAS AIRBAG CLOCK SPRING WARRANTY EXT 15Y; IF CUSTOMER IF EXPERIENCING PROBLEMS WITH STEERING WHEEL FUNCTIONS , HORN OR AIRBAG LIGHT CONSTANTLY ON, CO ADVISED TO TAKE VEHICLE TO VW DEALER; DEALER WILL DIAGNOSE VEHICLE AND IF DEALER FIND THE STEERING WHEEL CLOCK SPRING FAILED, THEN IT WILL BE REPLACED UNDER WARRANTY EXT.; 2 OPEN RECALLS ON VEHICLE; 24AX ECM SOFTWARE AND 69L2 STEERING WHEEL CLOCK SPRING; | | | | CUSTOMER SEEKS: REMAINING WARRANTIES ON VEHICLE; | | | | CO ADVISED: FEDERAL EMISSIONS WARRANTY 8YRS/80,000MI WOF: A FEDERALLY MANDATED WARRANTY, WHICH INCLUDES BOTH PERFORMANCE-RELATED PROBLEMS AND MANUFACTURERS SHORTCOMING IN MATERIALS AND WORKMANSHIP; LIMITED WARRANTY AGAINST CORROSION PERFORATION 12YRS/UNLIMITED: INCLUDES RUST THROUGH CONDITION ON THE BODY SHEET, THE RUST MUST BE FROM THE INSIDE TO THE OUTSIDE WITH AN ACTUAL PERFORATION. | | | | CUSTOMER SEEKS: INFORMATION TO BE SENT TO CUSTOMER VIA EMAIL; | | | | CO TO ESCALATE TO TEAM 5;
12/28/2018 3:59:00 PM	TEAM 5 TO PLEASE EMAIL CUST REMAINING WARRANTIES: | | | | FEDERAL EMISSIONS WARRANTY 8YRS/80,000MI WOF: A FEDERALLY MANDATED WARRANTY, WHICH INCLUDES BOTH PERFORMANCE-RELATED PROBLEMS AND MANUFACTURERS SHORTCOMING IN MATERIALS AND WORKMANSHIP; | | | | LIMITED WARRANTY AGAINST CORROSION PERFORATION 12YRS/UNLIMITED: INCLUDES RUST THROUGH CONDITION ON THE BODY SHEET, THE RUST MUST BE FROM THE INSIDE TO THE OUTSIDE WITH AN ACTUAL PERFORATION.
12/31/2018 1:50:00 PM	CUSTOMER ADVOCATE SENDING THIS BACK TO CO; VIN IS RED; TOATLED OR STOLEN; CUSTOMER NO LONGER HAS MANUFACTURER WARRANTIES OR WARRANTY EXTENSIONS; CUSTOMER CAN STILL HAVE 2 RECALLS COMPLETED; CUSTOMER WOULDN┬┐T BE ABLE TO HAVE WORK COMPLETED UNDER EXTENSIONS; CO TO HANDLE AND INFORM CUSTOMER;
12/31/2018 2:12:00 PM	[redacted] | | | | CO CALLED CUSTOMER; CUSTOMER UNAVAILABLE; CO PROVIDED CASE # AND CUSTOMER CARE CENTER #; | | | CO TO FOLLOW UP WITH CUSTOMER BY COB 1/3/2019 | | | | *LVL 1 TO ADVISE: VIN IS SHOWING IN OUR SYSTEM AS A TOTALED VIN, OR SALVAGED TITLE, INDICATES THAT THE VEHICLE WAS EITHER REPORTED AS TOTALED, DETERMINED A TOTAL LOSS, OR STOLEN. VW WARRANTIES DO NOT COVER VEHICLES DECLARED TO BE A TOTAL LOSS; CUSTOMER CAN STILL HAVE RECALLS COMPLETED BUT VEHICLE NO LONGER HAS MANUFACTURE WARRANTIES* | | | |
1/3/2019 1:47:00 PM	[redacted] | | | | CUSTOMER STATES: RECEIVED CO'S VOICEMAIL MESSAGE AND UNDERSTOOD; | | | | CO THANKED FOR CUSTOMERS TIME; | | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV0B7AXXJM[redacted]
Owner Or Fleet	[redacted] Monroe, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	12/28/2018	Incident Date	N/A
Mileage	15,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507GH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/28/2018 5:33:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES ISSUE WITH AIR BAG WARNING LIGHT AND DEALER PRESTIGE VW 408062; CUSTOMER TOOK VEHICLE IN PREVIOUSLY FOR AIR BAG LIGHT, DEALER ADVISED THAT IT WAS DUE TO CELL PHONE; | | TODAY, CUSTOMER TOOK VEHICLE IN AGAIN WITH WARNING LIGHT ON; DEALER ADVISED THAT THE LIGHT WAS OFF, AND THEY COULDN'T FIND A CODE FOR THE ISSUE; | | CUSTOMER CALLED DEALER FOUR HOURS PREVIOUS TO CHAT; DEALER WOULD NOT RETURN CALL, ADVISED IT WAS AN EMERGENCY; | | DEALER ALSO ADVISED THEY WOULD NOT BE ABLE TO TURN OFF HIS SERVICE REMINDER SENSOR SINCE VEHICLE DIDN'T GET OIL CHANGED; | | | CUSTOMER SEEKING WHAT TO DO; | | | CO ADVISED WILL ESCALATE CASE TO RCM; RCM WILL CONTACT CUSTOMER BY COB MONDAY 12/31; CUSTOMER ACKNOWLEDGED; | | | CO TO ESCALATE.
12/28/2018 5:36:00 PM	RCM TO FOLLOW UP WITH DEALER; DEALER UNABLE TO RESOLVE ISSUE, DEALER NOT ANSWERING PHONE, ADVISED OF AN EMERGENCY; CONTACT CUSTOMER BY COB MONDAY 12/31 AT [redacted]
12/31/2018 10:58:00 AM	GOOD MORNING, | | | CUSTOMER STATES ISSUE WITH AIR BAG WARNING LIGHT AND DEALER PRESTIGE VW 408062; CUSTOMER TOOK VEHICLE IN PREVIOUSLY FOR AIR BAG LIGHT, DEALER ADVISED THAT IT WAS DUE TO CELL PHONE. | | | CUSTOMER TOOK VEHICLE IN AGAIN WITH WARNING LIGHT ON; DEALER ADVISED THAT THE LIGHT WAS OFF, AND THEY COULDN'T FIND A CODE FOR THE ISSUE. | | | CUSTOMER CALLED DEALER FOUR HOURS PREVIOUS TO CHAT; DEALER WOULD NOT RETURN CALL, ADVISED IT WAS AN EMERGENCY; | | DEALER ALSO ADVISED THEY WOULD NOT BE ABLE TO TURN OFF HIS SERVICE REMINDER SENSOR SINCE VEHICLE DIDN'T GET OIL CHANGED. | | | PLEASE PROVIDE FEEDBACK CONCERNING THE CUSTOMER┬┐S COMPLAINT/REQUEST. | | | THANK YOU, | | | DOLORES WILDER | | REGION CASE MANAGER | | TO WAIT DEALER'S EMAIL
12/31/2018 3:08:00 PM	SERVICE ADVISOR STATES THEY ARE CLOSING FOR THE DAY. RCM TO CONTACT CUSTOMER.
12/31/2018 3:12:00 PM	RCM ADVISED THE CUSTOMER NO FEEDBACK CONCERNING THE VEHICLE. CUSTOMER STATES IT IS NOT SURPRISING; STATES WANTS TO GO TO ANOTHER DEALERSHIP. RCM ADVISED THAT IS NOT A PROBLEM. CUSTOMER STATES HE WOULD BE ABLE TO GO TO DEALER 408083; STATES DEALR 408062 WAS SUPPOSED TO ORDER A PART FOR THE GAS COVER; NEVER RECEIVED FOLLOW UP ON IT. RCM ADVISED THE CUSTOMER WOULD LIKE TO LOOK INTO THE PART ON HIS BEHALF AND FOLLOW UP ON WHAT HE WANTS TO DO ABOUT THE SENSOR BEING ON. RCM TO CONTACT DEALER 408062 PARTS.
1/2/2019 1:50:00 PM	RCM LEFT A VOICE MAIL THE PART HAS ARRIVED AT DEALER ON DECEMBER 29; WILL FOLLOW UP 1-3-19. RCM TO CONTACT THE CUSTOMER.
1/2/2019 6:50:00 PM	CUSTOMER STATES: RECEIVED A CALL FROM CUSTOMER CARE CENTER; CALLING BACK TO GET UPDATE ON CUSTOMER CASE; ANYTIME BETWEEN 1PM AND 4PM IS GOOD FOR CUSTOMER TO RECEIVE RCM CALL; | | | CUSTOMER SEEKS: UPDATE ON CASE; | | | CUSTOMER ADVOCATE REACHED OUT TO RCM; RCM UNAVAILABLE AS THEY WERE GONE FOR THE DAY; | | | CO ADVISED: ADVISED ACCORDING TO RCM VOICEMAIL NOTES; THE PART CUSTOMER NEEDED ARRIVED ON 12-29-2018; RCM DOES HAVE A FOLLOW UP SET FOR COB 1/3/2019; SO RCM WILL BE REACHING OUT TO CUSTOMER; CO ASKED FOR A GOOD TIME RCM TO CALL; CO TO UPDATE CUSTOMER CASE NOTES AND EMAIL RCM ABOUT PREFERRED CALLING TIME; CANNOT MAKE GUARANTEES BUT CAN LET RCM KNOW. | | | RCM TO REVIEW.
1/2/2019 8:04:00 AM	DP STATES THE ACTULATOR WAS ORDERED AND ARRIVED ON DECEMBER 29. RCM TO CONTACT THE CUSTOMER.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV0B7AXXJM[redacted]
Owner Or Fleet	[redacted] Monroe, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	12/28/2018	Incident Date	N/A
Mileage	15,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507GH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/3/2019 1:32:00 PM	RCM ADVISED THE CUSTOEMR THE PART ARRIVED ON DECEMBER 29. CUSTOMER STATES THE DEALER DIDN'T AND HASN'T CONTACTED HIM TO INFORM HIM THEY HAVE THE PART; STATES HIS SERVICE AND SALES EXPERIENCE HAS BEEN BAD; STATES HE WANTS TO FILE A COMPLAINT AGAINST DEALER 408062; STATES HE WANTS THE VEHICLE FIXED; STATES WILL TAKE THE VEHICLE TO DEALER 408083; CUSTOMER WANTS THE DEALER TO CHECK THE AIRBAG LIGHT BEING ON; CAP REPLACED; CUSTOMER REQUESTING A LOANER VEHICLE; WOULD BE AVAILABLE JANUARY 11, 14, 18 ANY MONDAY OR FRIDAY. RCM ADVISED WOULD CONTACT THE DEALER AND THEN FOLLOW UP WITH HIM ON 1-4-19. RCM TO CONTACT DEALER 408083 | |
1/4/2019 11:40:00 AM	RCM ADVISED THE CUSTOMER SERVICE ADVISOR PROVIDED 7:30AM ON JANUARY 25, 2019 WITH A LOANER; VEHICLE COMING IN FOR CHECK THE AIRBAG LIGHT BEING ON; CAP FOR FUEL DOOR. CUSTOMER INQUIRED IF THE DEALER WOULD BE EMAILING CONFIRMATION TO HIM. RCM ADVISED DON'T KNOW AS EACH DEALER HAS DIFFERENT PROCESS; I WOULD BE ABLE TO EMAIL THE INFORMATION I HAVE NO LATER THAN 1-7. CUSTOMER STATES THAT IS FINE. RCM TO SEND EMAIL TO CUSTOMER.
1/4/2019 9:22:00 AM	SERVICE ADVISOR PROVIDED 7:30AM ON JANUARY 25, 2019 WITH A LOANER. RCM TO CONTACT THE CUSTOMER IS COMING IN FOR CHECK THE AIRBAG LIGHT BEING ON; CAP FOR FUEL DOOR. RCM TO CONTACT THE CUSTOMER.
1/7/2019 8:46:00 AM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | | I HOPE THIS EMAIL FINDS YOU WELL. | | | | THE TIME AND DATE OF YOUR APPOINTMENT AT CURRAN VOLKSWAGEN IS JANUARY 25, 2019 AT 7:30 A.M. | | | | I WILL REACH OUT TO THE SERVICE MANAGER AND WILL FOLLOW UP WITH YOU BY THE CLOSE OF BUSINESS ON JANUARY 28, 2019. | | | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, IN THE MEANTIME, PLEASE DO NOT HESITATE TO GIVE ME A CALL. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43417. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | I LOOK FORWARD TO SPEAKING WITH YOU SOON. | | | | SINCERELY, | | | | | | | | DOLORES W | | REGION CASE MANAGER | |
1/7/2019 8:49:00 AM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | | I HOPE THIS EMAIL FINDS YOU WELL. | | | | THE TIME AND DATE OF YOUR APPOINTMENT AT CURRAN VOLKSWAGEN IS JANUARY 25, 2019 AT 7:30 A.M. | | | | I WILL REACH OUT TO THE SERVICE MANAGER AND WILL FOLLOW UP WITH YOU BY THE CLOSE OF BUSINESS ON JANUARY 28, 2019. | | | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, IN THE MEANTIME, PLEASE DO NOT HESITATE TO GIVE ME A CALL. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43417. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | I LOOK FORWARD TO SPEAKING WITH YOU SOON. | | | | SINCERELY, | | | | | | | | DOLORES W | | REGION CASE MANAGER | | | | TO WAIT APPOINTMENT.
1/28/2019 10:20:00 AM	ANDY, ALSO FOLLOWING UP ON THIS VEH MR. [redacted] /3VV0B7AXXJM[redacted] | | CUSTOMER HAD AN APPT ON THE 25TH. | | | | COULD YOU UPDATE ME PLEASE ON THE DIAG? AND THE MILEAGE? | | | | RCM TO WAIT DLR
1/28/2019 12:26:00 PM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | | THANKS FOR YOUR PATIENCE WHILE I WORK WITH CURRAN VOLKSWAGEN. | | | | I JUST WANTED TO LET YOU KNOW THAT I AM WAITING ON AN UPDATE, AND I WILL FOLLOW UP WITH YOU BY THE 30THE SINCE I WILL BE OUT OF THE OFFICE TOMORROW. | | | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS IN THE MEANTIME, PLEASE DO NOT HESITATE TO GIVE ME A CALL. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL (43417). YOU CAN ALSO REPLY TO THIS EMAIL. | | | | SINCERELY, | | | | | | | | DOLORES W | | REGION CASE MANAGER | | | | RCM TO EMAIL DLR
1/30/2019 8:23:00 AM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | | THANKS FOR YOUR PATIENCE WHILE I WORK WITH CURRAN VOLKSWAGEN. | | | | CUSTOMER CARE CENTER IS CLOSED TODAY, JANUARY 30, 2019 DUE TO THE WEATHER CONDITIONS IN OUR AREA. | | | | I APOLOGIZE FOR ANY INCONVENIENCE THIS CLOSURE MAY CAUSE YOU. I LOOK FORWARD TO COMMUNICATING WITH YOU ON JANUARY 31. | | | | I JUST WANTED TO LET YOU KNOW THAT I AM WAITING ON AN UPDATE, AND I WILL FOLLOW UP WITH YOU BY EMAIL TOMORROW. | | | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS IN THE MEANTIME, PLEASE DO NOT HESITATE TO GIVE ME A CALL. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43417. YOU CAN ALSO REPLY TO THIS EMAIL. | | | | SINCERELY, | | | | | | | | DOLORES W | | REGION CASE MANAGER | | | | TO CONTACT DEALER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV0B7AXXJM[redacted]
Owner Or Fleet	[redacted] Monroe, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	12/28/2018	Incident Date	N/A
Mileage	15,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507GH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/31/2019 11:21:00 AM	SERVICE ADVISOR STATES THE CUSTOMER RESCHEDULED FOR 2-1 FOR THE AIRBAG LIGHT AND FUEL DOOR MALFUNCTIONING. RCM TO CONTACT THE CUSTOMER.
1/31/2019 2:48:00 PM	RCM ADVISED THE CUSTOMER WANTED TO ENSURE HE RESCHEDULED HIS APPOINTMENT FOR 2-1. CUSTOMER STATES THAT IS CORRECT. RCM ADVISED WOULD FOLLOW UP 2-4. RCM TO CONTACT DEALER.
2/4/2019 1:53:00 PM	SERVICE ADVISOR STATES THE AIRBAG LIGHT WAS IN; REPLACED THE CONTROL MODULE; VEHICLE IS LEAKING COOLANT; ORDERED PARTS; ACCUATOR WAS BROKEN; REPLACING IT; CUSTOMER IS IN A LOANER; FOR RCM TO FOLLOW UP 2-7-19. RCM TO CONTACT THE CUSTOMER.
2/4/2019 2:34:00 PM	RCM LEFT A VOICE MAIL FOR THE CUSTOMER STATING PARTS HAVE BEEN ORDERED FOR THE VEHICLE; WAS INFORMED HE HAS BEEN PLACED IN ALTERNATIVE TRANSPORTATION; WILL FOLLOW UP 2-7. RCM TO CONTACT DEALER.
2/7/2019 11:55:00 AM	SERVICE ADVISOR STATES THE VEHICLE IS BEING DELIVERED TO THE CUSTOMER AS WE SPEAK. RCM TO CONTACT THE CUSTOMER..
2/7/2019 4:28:00 PM	RCM LEFT A VOICE MAIL FOR THE CUSTOMER INQUIRING IF HE HAS THE VEHICLE IN HIS POSSESSION. RCM TO CONTACT CUSTOMER.
2/8/2019 1:06:00 PM	RCM LEFT A VOICE MAIL FOR THE CUSTOMER INQUIRING IF HE HAS THE VEHICLE IN HIS POSSESSION. RCM TO SEND UNABLE TO CONTACT EMAIL ON 2-11.
2/11/2019 9:54:00 AM	REFERENCE #[redacted] | | | | DEAR MR. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH YOUR TIGUAN. | | I┬┐VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. AT YOUR EARLIEST CONVENIENCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43417. YOU CAN ALSO REPLY TO THIS EMAIL. | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | SINCERELY, | | | | DOLORES W | | REGION CASE MANAGER | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A36EC[redacted]
Owner Or Fleet	[redacted]		Phoenix, AZ, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/31/2018	Incident Date	N/A
Mileage	122,465		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/31/2018 8:39:00 AM	G20181228045 | | | CUSTOMER COMPLAINT: CUSTOMER STATES THAT THE AIR BAG LIGHT IS ON. | | CAUSE / REPAIR PERFORMED: CLOCKSPRING INTERNAL SHORTED. REPLACE CLOCKSPRING. | | CLAIM REASON: COMPONENT FAILURE | | GOODWILL JUSTIFICATION | | PLEASE CONFIRM THAT YOU AGREE WITH THE FOLLOWING STATEMENTS: | | | REPAIR IS NOT COVERED BY A PURCHASED EXTENDED SERVICE CONTRACT? AGREED | | REQUEST IS NOT THE RESULT OF A DENIED WARRANTY CLAIM? AGREED | | ARE THERE PREVIOUS RELATED REPAIRS? NO | | HAS THE CUSTOMER HAD A GOOD OVERALL OWNERSHIP EXPERIENCE? YES | | IS THE CUSTOMER NEW TO VW? NO | | IS THIS A REPEAT VW PURCHASER ? NO | | IS THE CUSTOMER LOYAL TO YOUR DEALER? YES | | HAS THE VEHICLE BEEN PROPERLY MAINTAINED? YES | | IS THE VEHICLE IN GOOD OVERALL CONDITION? YES | | IS THE CUSTOMER THE ORIGINAL OWNER? NO | | USED PURCHASE DATE (IF KNOWN): 01/08/2016 | | USED PURCHASE MILEAGE (IF KNOWN) 0 | | PLEASE PROVIDE A DETAILED EXPLANATION FOR OFFERING A GOODWILL EXCEPTION FOR THIS CUSTOMER: | | GOODWILL REQUEST FOR CUSTOMER LOYALTY, 100% FOR PARTS. | | | | LABOR: $415.80 | | PARTS: $290.07
12/31/2018 8:40:00 AM	AS VEHICLE IS OUTSIDE OF NVLW BY 86,465 MILES AND 19 MONTHS, VW IS UNABLE TO OFFER ASSISTANCE. | | | | DEALER CONTACTED GOODWILL TEAM FOR ASSISTANCE WITH OUT OF WARRANTY REPAIR. CONSIDERING THE INFORMATION PROVIDED, THE REQUEST WAS NOT APPROVED. | | IF THE CUSTOMER REACHES OUT TO CARE AND PROVIDES INFORMATION THAT WOULD MERIT ADDITIONAL CONSIDERATION, PLEASE REVIEW WITH AN RCM AND/OR A MEMBER IF YOUR LEADERSHIP TEAM. IF NO NEW INFORMATION IS PROVIDED BY THE CUSTOMER, DENIAL CAN BE SUPPORTED. ESCALATION IS NOT REQUIRED. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRX7AJ4AM[redacted]
Owner Or Fleet	[redacted] SIOUX FALLS, SD, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	12/31/2018	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/31/2018 10:44:00 AM	TALK/ TIFFANY, TYPE DENNISHA | | | CUSTOMER STATES: RECEIVED WARRANTY EXTENSION IN MAIL, AIRBAG LIGHT STAYS ON | | | CUSTOMER SEEKING: MORE INFORMATION AS TO IF HE HAS TO PAY IF AIRBAG LIGHT ON VEHICLE IS ON | | | CO ADVISED: DO SEE VIN AS POSSESSING A SALVAGED OR TOTALED TITLE; | | | CUSTOMER STATES: VEHICLE WAS REPAINTED DUE TO HAIL DAMAGE, BUT DID NOT KNOW THAT THE VEHICLE WAS CONSIDERED AS SALVAGED OR TOTALED. | | | CO ADVISED: IF CUSTOMER BELIEVES THE TITLE STATUS IS INCORRECT, THEY CAN CALL EXPERIAN AUTO CUSTOMER SERVICE AT 888-409-2204; IF VEHICLE STATUS IS CORRECT, CUSTOMER WOULD NOT HAVE WARRANTY EXTENSION COVERAGE. IN ORDER TO HAVE DIAGNOSIS PAID FOR, CUSTOMER NEEDS TO MEET BOTH PARAMETERS OF THE WARRANTY EXTENSION LETTER. DEALER DID NOT MISCOMMUNICATE WITH CUSTOMER THE PARAMETERS OF THE WARRANTY EXTENSION. | | | NO FURTHER ACTION. | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWPL7AJ3EM[redacted]
Owner Or Fleet	[redacted] NEWFIELD, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2014		
Report Date	12/31/2018	Incident Date	N/A
Mileage	82,494		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/31/2018 11:21:00 AM	CUSTOMER STATES: RECEIVED NOTICE FOR THE WARRANTY EXTENSION REIMBURSEMENT FOR THE AIRBAG CLOCK SPRING; WANTING TO KNOW HOW TO SEND IN INFORMATION; REPAIR COMPLETED AT 82,000 MILES | | | CUSTOMER SEEKING: REIMBURSEMENT INFORMATION; | | | CO ADVISED: THAT THE CUSTOMER CAN SUBMIT THE INFORMATION VIA EMAIL IF CUSTOMER CHOOSES; VW WILL SEND EMAIL TO CUSTOMER AND THE CUSTOMER CAN ATTACH POP AND INVOICE RETURN TO VW; ONCE INFORMATION IS RECEIVED THE PROCESS TAKES 90-120 BUSINESS DAYS; | | | CUSTOMER ACKNOWLEDGED: | | | CO TO WAIT CORRESPONDENCE;
12/31/2018 4:18:00 PM	MEDIA ATTACHED IN DOC CENTER
1/2/2019 2:43:00 PM	SPECIAL PROJECTS TO REVIEW FOR POSSIBLE REIMBURSEMENT ON THE REPAIR;
1/14/2019 10:30:00 AM	CUSTOMER STATES: CUSTOMER'S DAUGHTER HAS EMAILED DOCUMENTATION FOR REIMBURSEMENT REVIEW FOR THE STEERING WHEEL CLOCK SPRING WARRANTY EXTENSION; CUSTOMER IS ASKING IF THE DOCUMENTS HAVE BEEN RECEIVED | | | CUSTOMER SEEKING: TO KNOW IF REIMBURSEMENT DOCUMENTS HAVE BEEN RECEIVED | | | CA ADVISED: DOCUMENTS WERE RECEIVED ON 12/31; THE CASE IS CURRENTY IN THE HANDS OF THE REIMBURSEMENT REVIEW TEAM; THE REVIEW PROCESS CAN TAKE UP TO 120 BUSINESS DAYS; | | | SP TO REVIEW
1/24/2019 8:36:00 AM	CUTSOMER SEEKING REIMBURSEMNET UNDER WECY; SUBMITTED RO AND POP; SHOW SREPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID :$436.97 TAX :$30.04 TOTAL: $467.01 | | | SP TO GENERATE CHECK REQUEST
1/24/2019 8:41:00 AM	GW - PROVIDED- FIRST OUT OF POCKET DATE
1/24/2019 8:42:00 AM	3VWPL7AJ3EM[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $467.01 | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 467.01 MAILED ON 01/28/2019
1/29/2019 4:38:00 PM	CUSTOMER STATES SENT IN REPAIR ORDER AND POP FOR REIMBURSEMENT UNDER STEERING WHEEL CLOCK SPRING WARRANTY EXTENSION | | | CUSTOMER SEEKING STATUS | | | CUSTOMER ADVOCATE ADVISED RECEIVED DOCUMENTS ON 12/31/2018; REVIEW PROCESS TAKES 60 DAYS | | | CO TO REVIEW AND CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX3CW[redacted]
Owner Or Fleet	[redacted], WASHINGTON, DC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/31/2018	Incident Date	N/A
Mileage	25,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/31/2018 12:15:00 PM	CUSTOMER STATES THAT SHE RECEIVED A LETTER REGARDING THE AIR BAG CLOCK SPRING; CUSTOMER STATES THAT CURRENTLY HORN DOES NOT WORK AND AIRBAG LIGHT IS ON; | | | CUSTOMER SEEKING TO KNOW IF SHE WOULD HAVE TO TAKE VEHICLE TO A LOCAL VW DEALER, AND THE NEAREST DEALER; | | | CO ADVISED THAT CO ADVISED DUE TO CURRENT VEHICLE CONCERNS AS AIRBAG LIGHT, HORN NOT WORKING ETC. CUSTOMER WOULD NEED TO TAKE VEHICLE TO VW DEALER TO HAVE VEHICLE DIAGNOSED; DIAGNOSIS WOULD DETERMINE IF VEHICLE REPAIR WOULD BE COVERED UNDER WARRANTY; CO ALSO PROVIDED CUSTOMER WITH THE NEAREST DEALER 409106; CO ALSO ADVISED CUSTOMER OF OPEN CAMPAIGNS 24AX AS WELL AS 69L2; CO OFFERED TO SCHEDULE APPOINTMENT; | | | CUSTOMER STATES THAT SHE WILL REACH OUT TO DEALER AND SCHEDULE APPOINTMENT BUT APPRECIATIVE OF INFORMATION; | | | CO PROVIDED CUSTOMER WITH CONTACT INFORMATION AS WELL AS ADDRESS FOR DEALER; | | | NO FURTHER ACTION; | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX5FW[redacted]
Owner Or Fleet	[redacted] Springfield, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	12/31/2018	Incident Date	N/A
Mileage	37,123		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/31/2018 3:56:00 PM	CUSTOMER STATES: CUSTOMER GOT A NOTICE IN THE MAIL REGARDING THE STEERING WHEEL CLOCK SPRING WARRANTY EXTENSION; CUSTOMER ALREADY HAD HIS CLOCKSPRING REPLACED AND IT WAS COVERED UNDER THE CPO WARRANTY; CUSTOMER HAD TO PAY A $50 DEDUCTIBLE; CUSTOMER WANTS TO KNOW IF HE CAN BE REIMBURSED FOR HIS OUT OF POCKET EXPENSES | | | CUSTOMER SEEKING: REIMBURSEMENT | | | CO ADVISED: CUSTOMER NEEDS TO SEND IN PROOF OF PAYMENT AND REPAIR ORDER; CUSTOMER SHOULD PUT CASE NUMBER ON TOP OF DOCUMENTATION, THE EMAIL CUSTOMER SHOULD SEND DOCS TO IS: VWCUSTOMERCARE@VW.COM; CO EMAILED CASE NUMBER TO CUSTOMER, CUSTOMER CAN REPLY TO EMAIL; CO WILL NOTIFY CUSTOMER WHEN DOCS HAVE BEEN RECEIVED | | | WAIT FOR CUSTOMER MAIL
1/2/2019 1:24:00 PM	MEDIA ATTACHED IN DOC CENTER
1/2/2019 2:33:00 PM	CO ADVISED: REPAIR ORDER AND PROOF OF PAYMENT HAS BEEN RECEIVED; CASE WILL BE ESCALATED TO THE TEAM THAT REVIEWS FOR REIMBURSEMENT; THE REVIEW PROCESS CAN TAKE UP TO 120 BUSINESS DAYS; CUSTOMER CAN FEEL FREE TO CONTACT CARE WITH ANY OTHER QUESTIONS OR CONCENS | | | CUSTOMER THANKED CO | | | CO TO ESCALATE TO SP
1/24/2019 10:23:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES UNDER WARRANTY AT NO COST TO CUSTOMER; CUSTOMER PAID $50 DEDUCTIBLE; VW TO REIMBURSE DEDUCTIBLE; TOTAL: $50.00 | | | SP TO GENERATE CHECK REQUEST
1/24/2019 10:24:00 AM	WVGBV7AX5FW[redacted]VW TO REIMBURSE WECY WARR EXT; TOTAL: $50.00 | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 50.00 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX9EW[redacted]
Owner Or Fleet	[redacted]		Philadelphia, PA, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/31/2018	Incident Date	N/A
Mileage	35,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/31/2018 4:05:00 PM	CUSTOMER SUBSEQUENT OWNER, PURCHASED FROM INDEPENDENT DEALER, DAIRBAG LIGHT IS ON, VEHICLE IS HARD TO START, CALLLING TO SEE IF ANY RECALLS. | | | | CO ADVISED THERE ARE NO OPEN RECALLS, ONLY A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING WHICH IS COVERED FOR 10/120K, WCF FOR MANUFACTURERS SHORTCOMINGS. CO ADVISED ONE OF THE SYMPTOMS IS AIRBAG LIGHT, BUT BEST SUGGESTION IS TO HAVE A VW DEALER CHECK OUT VEHICLE, LOCATED DEALER 406529 AS NEAREST. CUSTOMER STATES SHE WILL CALL THEM WHEN ABLE TO GO THERE. NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2A7AU2FM[redacted]
Owner Or Fleet	[redacted] Walnut Creek, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	1/2/2019	Incident Date	N/A
Mileage	42,440		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 8:53:00 AM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 10:16:00 AM	3VW2A7AU2FM[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $100.00 | | | | SP GENERATED CHECK REQUEST
1/24/2019 9:59:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO STATES THAT EXTENDED WARRANTY COMPANY PAID $607.25 AND CUSTOMER PAID $100.00 DEDUCTIBLE; VW TO REIMBURSE CUSTOMER PAY; TOTAL: $100.00 | | | | SP TO GENERATE CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 100.00 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A32EC[redacted]
Owner Or Fleet	[redacted] Blue Jay, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/2/2019	Incident Date	N/A
Mileage	54,750		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 8:59:00 AM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 10:29:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; VW TO REIMBURSE TOTAL; TOTAL: $606.31 | | | | SP TO GENERATE CHECK REQUEST
1/24/2019 10:30:00 AM	1VWAT7A32EC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $606.31 | | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 606.31 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWGD7AJXCW[redacted]
Owner Or Fleet	[redacted]Fall River, MA, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2012		
Report Date	1/2/2019	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5K0953507BC		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 10:29:00 AM	CUSTOMER STATES: SON CALLED IN EARLIER; WOULD LIKE TO KNOW WHAT THE NEXT COURSE OF ACTION WOULD BE; VEHICLE IS EXPERIENCING SAME CONCERN WITH WARNING LIGHTS | | | | CUSTOMER ADVOCATE ADVISED: CC WOULD RECOMMEND HAVING VEHICLE DIAGNOSED AT VW DEALER TO RESOLVE CURRENT CONCERNS; | | | | CUSTOMER ACKNOWLEDGED; | | | | CO TO REVIEW.
1/2/2019 12:41:00 PM	CO REVIEWED AND CLOSED. NO FURTHER ACITON.
1/2/2019 9:02:00 AM	REFER TO [redacted] CUSTOMER CALLING ABOUT REPEATED ISSUES SINCE OWNING VEHICLE, HAS BEEN TO SPEEDCRAFT VW 6 OR 7 TIMES, IS A LONG DRIVE, IS INCONVENIENCED, VEHICLE IS NOT REPAIRED, HAS HAD 3 OR 4 COOLANT PUMPS, NOW THE WINDSHIELD WIPER FLUID LIGHT COMES ON, FILLED UP WITH FLUID, STILL ON, AIRBAG LIGHT IS ON, VEHICLE IS HARD TO START WHEN COLD, FEELS DEALER 401207 DOES NOT ADDRESS ISSUES THAT HAPPEN OVER AND OVER, FEELS VEHICLE IS FALLING APART. | | | | CO NOTED HIS REQUEST FOR BUYBACK WAS DENIED IN LATE DECEMBER, 2018, THE ONLY SUGGESTION CO CAN MAKE IS TO TAKE VEHICLE TO SPEEDCRAFT VW OR ANOTHER DEALER TO HAVE CHECKED OUT FOR THESE ISSUES HE IS CALLING ABOUT, LOCATED MATTIE VW 401059 AS CLOSE TO RESIDENCE, IF HE WISHES TO GO TO ANOTHER DEALER OR BACK TO SPEEDCRAFT. | | | CUSTOMER ASKED IF THE DEALER CAN GIVE HIM A BREAK AND CHECK OUT VEHICLE AT NO CHARGE. | | | CO ADVISED DEALERS ARE INDEPENDENT BUSINESSES AND VW CANNOT TELL THEM NOT TO CHARGE FOR A DIAGNOSIS, VEHICLE IS OUT OF FACTORY AND CPO WARRANTY, THERE ARE NO OPEN RECALLS, WARRANTY EXTENSIONS FOR THE INTAKE MANIFOLD, FUEL INJECTOR, INJECTION PUMP FOR 10/120, WCF, SUGGESTED CUSTOMER CALL IF HE DECIDES TO GO TO DEALER AND WHICH DEALER, CAN HAVE A RCM FOLLOW UP AT THAT TIME TO BE SURE ALL CONCERNS BE BEING ADDRESED, APOLOGIZED AGAIN FOR EXPERIENCE. NO FURTHER ACTION PENDING POSSIBLE RETURN CALL.
1/2/2019 9:58:00 AM	CATEGORY SELECTION : ENGANDENGCOOLING / HARD TO START / HARD TO START; VISIBILITY / OTHER SYMPTOM - 1 / WASHER FLUID LIGHT; AIRBAGS / WARNING LIGHT ON / WARNING LIGHT;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A33EC[redacted]
Owner Or Fleet	[redacted] American Canyon, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/2/2019	Incident Date	N/A
Mileage	49,827		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 9:09:00 AM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 3:50:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS TO THE CLOCK SPRING; REPAIRS WERE COMPLETED PRIOR TO THE FIRST OUT OF POCKET DATE; VW TO REIMBURSE AS GOODWILL; VW TO REIMBURSE TOTAL: $690.09. | | | SP TO GENERATE CHECK REQUEST.
1/23/2019 3:52:00 PM	1VWAT7A33EC[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $690.09. | | | GENERATED CHECK REQUEST.
1/29/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 690.09 MAILED ON 01/28/2019

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Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX1CW[redacted]
Owner Or Fleet	[redacted] GETTYSBURG, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/2/2019	Incident Date	N/A
Mileage	76,811		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 9:17:00 AM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 10:38:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSRE TOTAL; TOTAL: $407.47 | | | SP TO GENERATE CHECK REQUEST
1/24/2019 10:41:00 AM	WVGBV7AX1CW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $407.47 | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 407.47 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX4EW[redacted]
Owner Or Fleet	[redacted] Miami, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	1/2/2019	Incident Date	N/A
Mileage	48,739		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 9:27:00 AM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 10:56:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO STATES EXTENDED WARRANTY COMPANY PAID FOR MOST OF REPAIR AND CUSTOMER PAID DEDUCTIBLE OF $121.29; VW TO REIMBURSE CUSTOMER PAY ONLY; TOTAL: $121.29 | | | SP TO GENERATE CHECK REQUEST
1/24/2019 10:58:00 AM	WVGAV3AX4EW[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $121.29 | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 121.29 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A30EC[redacted]
Owner Or Fleet	[redacted] CLARKSVILLE, TN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/2/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 9:35:00 AM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 4:49:00 PM	1VWBT7A30EC[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $424.63. | | | | GENERATED CHECK REQUEST.
1/23/2019 4:49:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $424.63. | | | | SP TO GENERATE CHECK REQUEST.
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 424.63 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AXXEW[redacted]
Owner Or Fleet	[redacted], Newark, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	1/2/2019	Incident Date	N/A
Mileage	76,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 9:41:00 AM	CUSTOMER STATES: SAW INFORMATION ON COVERAGE FOR STEERING WHEEL; STEERING WHEEL CONTROLS AND HORN ARE NOT WORKING; | | | | CUSTOMER SEEKING: INFORMATION ON STEERING WHEEL CLOCK SPRING WARRANTY EXTENSION; | | | | CO ADVISED: VEHICLE HAS EXTENDED WARRANTY ON STEERING WHEEL CLOCK SPRING FOR 10 YEARS OR 120K MILES WOF; CUSTOMER CAN BRING VEHICLE TO VW DEALER FOR DIAGNOSIS; CAN ASSIST IN SCHEDULING A DEALER APPOINTMENT; | | | | CUSTOMER ACKNOWLEDGED: WILL SCHEDULE APPOINTMENT WITH DEALER; | | | | CO TO CLOSE. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN3CE[redacted]
Owner Or Fleet	[redacted], Morro Bay, CA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	1/2/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 9:42:00 AM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 4:51:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR DIAGNOSED VEHICLE AND CUSTOMER DECLINED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $134.00. | | | | SP TO GENERATE CHECK REQUEST.
1/23/2019 4:52:00 PM	WVWMN7AN3CE[redacted] VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $134.00. | | | | GENERATED CHECK REQUEST.
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 134.00 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH3CV[redacted]
Owner Or Fleet	[redacted] Aurora, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	1/2/2019	Incident Date	N/A
Mileage	26,994		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 10:08:00 AM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 11:29:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO FROM DEALER AND RECEIPT FOR PURCHASE OF CLOCK SPRING; RO SHOWS CUSTOMER WAS QUOTED FOR A CLOCK SPRING AND THE REPLACEMENT OF ONE; RO WAS NOT COMPLETE; RO WAS VERIFIED IN XTIME, WHICH SHOWED THAT CUSTOMER DID NOT PAY ANYTHING FOR DIAGNOSIS BECAUSE IT WAS PAID FOR BY EXTENDED WARRANTY COMPANY; VW TO REIMBURSE PART COST ONLY; TOTAL: $275.70 | | | SP TO GENERATE CHECK REQUEST
1/24/2019 11:32:00 AM	WVWBW7AH3CV[redacted]VW TO REIMBURSE WECI WARR EXT; TOTAL: $275.70 | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 275.70 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A30EC[redacted]
Owner Or Fleet	[redacted] Cambria Heights, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/2/2019	Incident Date	N/A
Mileage	47,864		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 10:32:00 AM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 8:49:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 47,864 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $290.07; LABOR $249.97; TAX $45.90; TOTAL $585.94. | | | | SP TO GENERATE CHECK REQUEST.
1/24/2019 8:55:00 AM	1VWAT7A30EC[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $585.94. | | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 585.94 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX6AW[redacted]
Owner Or Fleet	[redacted] Playa Del Rey, CA [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2010		
Report Date	1/2/2019	Incident Date	N/A
Mileage	62,473		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549CH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 10:37:00 AM	MEDIA ATTACHED IN DOC CENTER
1/11/2019 4:16:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR. EXT.; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $472.49; TAX: $13.87; TOTAL: $486.36 | | | | SP TO GENERATE CHECK
1/11/2019 4:20:00 PM	WVGAV7AX6AW[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT.; TOTAL: $486.36 | | | | SP GENERATED CHECK REQUEST
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 486.36 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX5BW[redacted]
Owner Or Fleet	[redacted] Chicago, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/2/2019	Incident Date	N/A
Mileage	71,940		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 10:47:00 AM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 9:07:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 71,940 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $319.08; LABOR $513.00; TAX $19.94; TOTAL $852.02. | | | SP TO GENERATE CHECK REQUEST.
1/24/2019 9:11:00 AM	WVGBV7AX5BW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $852.02. | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 852.02 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34DC[redacted]
Owner Or Fleet	[redacted] Aptos, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/2/2019	Incident Date	N/A
Mileage	109,354		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 10:56:00 AM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 9:24:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 109,354 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $313.27; LABOR $150.00; TAX $22.71; TOTAL $485.98. | | | | SP TO GENERATE CHECK REQUEST.
1/24/2019 9:28:00 AM	1VWBP7A34DC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $485.98. | | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK #[redacted]OR AMOUNT $ 485.98 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX9BW[redacted]
Owner Or Fleet	[redacted] Schaumburg, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/2/2019	Incident Date	N/A
Mileage	65,182		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 11:01:00 AM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 9:55:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 65,182 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $334.48; LABOR $320.00; TAX $20.90; TOTAL $675.38. | | | | SP TO GENERATE CHECK REQUEST.
1/24/2019 9:57:00 AM	WVGBV7AX9BW[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $675.38. | | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 675.38 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX1EW[redacted]
Owner Or Fleet	[redacted] COLLEYVILLE, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	1/2/2019	Incident Date	N/A
Mileage	65,900		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 11:07:00 AM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 10:20:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 65,900 MILES; REPAIR ORDER DATE IS 02/15/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; PARTS $290.07; LABOR $160.00; TAX $18.12; TOTAL $468.19. | | | SP TO GENERATE CHECK REQUEST.
1/24/2019 10:24:00 AM	WVGAV3AX1EW[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $468.19. | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 468.19 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A32DC[redacted]
Owner Or Fleet	[redacted] Benicia, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/2/2019	Incident Date	N/A
Mileage	64,307		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 11:09:00 AM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 10:28:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 64,307 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $466.09. | | | SP TO GENERATE CHECK REQUEST.
1/24/2019 10:29:00 AM	1VWCN7A32DC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $466.09. | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 466.09 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX1BW[redacted]
Owner Or Fleet	[redacted] Westford, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/2/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 11:22:00 AM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 10:46:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 101,010 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $631.24 | | | | SP TO GENERATE CHECK REQUEST.
1/24/2019 11:01:00 AM	WVGBV7AX1BW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $631.24. | | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 631.24 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4S7AJ9EM[redacted]
Owner Or Fleet	[redacted] Carrollton, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	1/2/2019	Incident Date	N/A
Mileage	49,500		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 11:24:00 AM	CUSTOMER STATES: RECEIVED THE LETTER FOR THE STEERING WHEEL CLOCK SPRING EXTENDED WARRANTY; HAD THE REPAIR COMPLETED ON 4-11-18; CONTACTED DEALER 425372, SPOKE WITH ANDREW LUPER; DEALER ADVISED VW WOULD CONTACT DEALER TO GET ANY NEEDED INFORMATION FOR THE REIMBURSEMENT; | | CUSTOMER SEEKS: REIMBURSEMENT; | | | | CO ADVISED: APOLOGIZED FOR ANY MISCOMMUNICATION; CUSTOMER WOULD NEED TO SUBMIT A REPAIR ORDER AND POP; ONCE DOCUMENTS ARE RECEIVED WOULD BE ABLE TO FORWARD THE INFORMATION TO THE DEPARTMENT THAT DOES THE REVIEW FOR POSSIBLE REIMBURSEMENT; | | | | CO TO WAIT CUSTOMER MAIL
1/2/2019 3:19:00 PM	MEDIA ATTACHED IN DOC CENTER
1/3/2019 1:59:00 PM	CO CALLED TO ADVISE DOCUMENTS WERE RECEIVED; WILL SUBMIT THE DOCUMENTS TO BEGIN THE REVIEW PROCESS; CURRENTLY THE TURNAROUND TIME IS SET BETWEEN 90-120 DAYS; | | | | CO TO ESCALATE TO SP
1/3/2019 2:01:00 PM	CUSTOMER SEEKS REIMBURSEMENT FOR THE STEERING WHEEL CLOCK SPRING; | | | | SP TO REVIEW
1/7/2019 2:04:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 10:49:00 AM	CUSTOMER SEEKING STATUS OF REIMBURSEMENT | | | | CUSTOMER ADVOCATE ADVISEE CUSTOMER VW HAS RECEIVED DOCUMENTS ON 1-2 FROM THAT DAY IT DOES TAKE ABOUT 60 BUSINESS DAY TO REVIEW AND RESPOND TO DOCUMENTS | | | | CUSTOMER SEEKING EMAIL THAT DOCUMENTS HAVE BEEN RECEIVED AND PROCESS OF RECEIVING RESPONSE | | | | CUSTOMER ADVOCATE ADVISED WILL SEND EMAIL | | | | CUSTOMER ACKNOWLEDGED | | | | SP TO REVIEW
1/16/2019 11:13:00 AM	REFERENCE # [redacted] | | | DEAR MR. AND MRS. [redacted] | | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON'T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | SINCERELY, | | | | KAY C. | | CUSTOMER CARE ADVOCATE | | |
1/24/2019 11:13:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 49,429 MILES; REPAIR ORDER DATE IS 04/10/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $536.66. | | | SP TO GENERATE CHECK REQUEST.
1/24/2019 11:14:00 AM	3VW4S7AJ9EM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $536.66. | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 536.66 MAILED ON 01/28/2019
3/7/2019 9:08:00 AM	E-MAILED STOP PAYMENT, CHECK # [redacted] IN THE AMOUNT OF $536.66 TO ACCOUNTS PAYABLE; INCORRECT ADDRESS. IF CHECK HAS NOT BEEN CASHED, AP WILL ISSUE A NEW CHECK. THE PROCESS NORMALLY TAKES 10-14 BUSINESS DAYS.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4S7AJ9EM[redacted]
Owner Or Fleet	[redacted] Carrollton, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	1/2/2019	Incident Date	N/A
Mileage	49,500		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

3/13/2019 9:02:00 AM	REISSUED CHECK #[redacted] IN THE AMOUNT OF $536.66 MAILED 3/13/19.
3/27/2019 1:25:00 PM	RECEIVED RETURNED MAIL AND CHECK #[redacted] IN THE AMOUNT OF $536.66 WAS ENCLOSED. SENT CHECK TO ACCOUNTING IN IOM TO BE VOIDED. THERE WAS A PREVIOUS STOP/REISSUE DONE ON THIS CHECK.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHN7AN4CE[redacted]
Owner Or Fleet	[redacted] MERIDIAN, ID, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	1/2/2019	Incident Date	N/A
Mileage	73,723		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 11:43:00 AM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 11:31:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 73,723 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $448.91; LABOR $285.00; TAX $26.96; TOTAL $760.87. | | | | SP TO GENERATE CHECK REQUEST.
1/24/2019 11:33:00 AM	WVWHN7AN4CE[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $760.87. | | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 760.87 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AXXFW[redacted]
Owner Or Fleet	[redacted] Gainesville, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	1/2/2019	Incident Date	N/A
Mileage	36,900		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 12:06:00 PM	CUSTOMER STATES AIRBAG LIGHT IS ON ; WONDERING IF VEHICLE HAS ANY WARRANTY EXTENSIONS FOR THE CLOCK SPRING ; | | | | CUSTOMER SEEKING IF VEHICLE HAS CLOCK SPRING WARRANTY | | | CO ADVISED THAT VEHICLE DOES HAVE CLOCK SPRING WARRANTY EXTENSION FOR 10Y/120K WOF FROM IN-SERVICE DATE ; ADVISED THAT STEERING WHEEL CONTROLS NOT WORKING PROPERLY AND AN AIRBAG LIGHT THAT STAYS ON. BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER THIS WARRANTY EXTENSION ; | | | | CUSTOMER STATES WILL CHECK CONTROLS ; HAVE APPOINTMENT TOMORROW WITH DEALER 405146 | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A3XDC[redacted]
Owner Or Fleet	[redacted] Hillsborough, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/2/2019	Incident Date	N/A
Mileage	73,110		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 12:24:00 PM	MEDIA ATTACHED IN DOC CENTER
1/23/2019 3:50:00 PM	CUSTOMER STATES: SENT IN PAPERWORK FOR REIMBURSEMENT ON WARRANTY EXTENSION ON STEERING WHEEL CLOCK SPRING; | | | | CUSTOMER SEEKING: STATUS; | | | CUSTOMER ADVOCATE ADVISED: DOCUMENTS WERE RECEIVED AND ATTACHED TO PROFILE 1/02; UP TO 60 BUSINESS DAYS FOR REVIEW; CUSTOMER ADVOCATE PROVIDED CASE NUMBER; | | | SP TO REVIEW;
1/24/2019 1:12:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 73,110 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $580.68. | | | | SP TO GENERATE CHECK REQUEST.
1/24/2019 1:16:00 PM	1VWBN7A3XDC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $580.68. | | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 580.68 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A31DC[redacted]
Owner Or Fleet	[redacted] SILVER SPRING, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/2/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality	Mileage
No	No	0	0	41,692

Date/Time	Case Comment
1/2/2019 12:36:00 PM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 1:44:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 4/13/2015; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $949.03 | | | SP TO GENERATE CHECK REQUEST
1/24/2019 1:47:00 PM	1VWBN7A31DC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $949.03 | | | SP GENERATED CHECK REQUEST
1/24/2019 1:47:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 949.03 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMM7AJXCW[redacted]
Owner Or Fleet	[redacted] SOUTH MIAMI, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2012		
Report Date	1/2/2019	Incident Date	N/A
Mileage	46,840		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5K0953507BC		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 1:09:00 PM	RCM TO CONTACT DEALER IN REGARD TO VEHICLE'S DIAGNOSIS, AND TO ENSURE CURRENT VEHICLE CONCERNS ARE NOT DUE TO A WORKMANSHIP ERROR FROM SEPTEMBER WHEN THE 69Q9 AIRBAG RECALL WAS PERFORMED; RCM TO FOLLOW UP WITH CUSTOMER BY THE COB 1/4 AT [redacted]
1/2/2019 1:12:00 PM	CATEGORY SELECTION : ESC / LIGHT ON / ESC WARNING LIGHT ON; AUTOMATICBRAKE / LIGHT ON / ABS WARNING LIGHT ON; AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT ON;
1/2/2019 12:48:00 PM	CUSTOMER STATES: CUSTOMER TOOK VEHICLE TO THE DEALER ON 9/27/18 FOR THE 69Q9 TAKATA AIRBAG RECALL; WHEN PICKING VEHICLE UP FROM DEALER, 4 OR 5 WARNING LIGHTS WERE LIT UP ON THE DASHBOARD; CUSTOMER ASKED THE DEALER WHY HIS LIGHTS WERE ON, AND THEY TOLD HIM HE NEEDED A RIGHT SENSOR REPLACED; CUSTOMER REPLACED SENSOR, AND NOW HIS AIRBAG LIGHT, THE ABS CONTROL LIGHT, AND THE ESP WARNING LIGHTS COME ON RANDOMLY; CUSTOMER BELIEVES HIS WARNING LIGHTS ARE DIRECTLY RELATED TO THE RECALL HE HAD PERFORMED ON VEHICLE; VEHICLE IS NOT CURRENTLY AT A DEALERSHIP AND HAS NOT BEEN DIAGNOSED | | | CUSTOMER SEEKING: WHAT SHOULD BE DONE REGARDING WARNING LIGHTS | | | FACE TO FACE WITH EM BARB AND SHE AGREED CASE SHOULD BE ESCALATED TO AN RCM | | | CO ADVISED: CASE WILL BE ESCALATED TO AN RCM; THE RCM WILL FOLLOW UP WITH THE VEHICLE'S DIAGNOSIS TO ENSURE THE WARNING LIGHTS ARE NOT DUE TO A WORKMANSHIP ERROR; THE DIAGNOSIS WILL BE AT CUSTOMER'S EXPENSE, AND IF IT IS DETERMINED THE DEALER HAD AN ERROR IN WORKMANSHIP, THE RESTITUTION WOULD COME FROM THE DEALER; CO MADE CUSTOMER AN APPOINTMENT WITH DEALER 405029 FOR 1/3 AT 11:15 AM; THE RCM WILL CONTACT CUSTOMER BY THE COB 1/4; CUSTOMER HAS A TDI WARRANTY EXTENSION FOR 10YEARS/120K MILES WOF AND A WARRANTY EXTENSION FOR THE DIESEL HIGH PRESSURE FUEL PUMP FOR 10YEARS/120K MILES WOF; | | | CO TO ESCALATE TO RCM
1/2/2019 12:55:00 PM	ADVISE CUSTOMER TO ADDRESS WITH THE VW DEALER THAT PERFORMED RECALL IN SEPTEMBER, BUT VEHICLE IS OUTSIDE WARRANTY, HE IS RESPONSIBLE FOR DIAGNOSIS, IF WORKMANSHIP ISSUE IS ULTIMATELY BETWEEN HIM AND DEALER BUT WE WILL BE GLAD TO FOLLOW UP WITH DEALER FOR HIM WHEN THERE. | | | CO TO RETURN TO CUSTOMER.
1/3/2019 12:18:00 PM	SERVICE MANAGER ADVISED THE CUSTOMER IS AT THE DEALERSHIP; WANTING TO KNOW WHAT THE ISSUE IS AND WHAT THE CUSTOMER WANTS; | | | RCM ADVISED BASED ON THE CASE NOTES THE CUSTOMER IS HAVING INTERMITTENT CONCERNS WITH THE AIRBAG LIGHT, THE ABS CONTROL LIGHT, AND THE ESP WARNING LIGHTS THAT COME ON RANDOMLY; THE CUSTOMER FEELS THE CONCERNS ARE WORKMANSHIP RELATED TO THE 69Q9 AIRBAG; | | | SERVICE MANAGER ADVISED THE ISSUE IS UNRELATED TO THE RECALL; THE SPEED SENSORS ARE LOCATED BEHIND EACH WHEEL; IS NOT INCLINED TO HELP THIS CUSTOMER WITH ANY REPAIRS SINCE HE IS NOT A GOOD CUSTOMER; WILL ADVISE THE CUSTOMER THE REPAIRS WILL NOT BE COVERED; | | | RCM ADVISED WILL CALL CUSTOMER TOMORROW AS WELL; | | | RCM TO CALL CUSTOMER
1/4/2019 3:28:00 PM	RCM ADVISED CALLING IN TO FOLLOW UP ON CASE; ADVISED DEALER SHARED THE CUSTOMER'S CURRENT CONCERNS WITH THE SPEED SENSORS ARE NOT RELATED TO THE CUSTOMER'S TAKATA AIRBAG REPLACEMENT THAT WAS PERFORMED BACK IN SEPTEMBER; AT THIS POINT THE CUSTOMER'S REPAIRS WOULD BE HIS RESPONSIBILITY; | | | CUSTOMER STATES FEELS THIS IS INCORRECT; WILL BE LEAVING BRAND; | | | RCM TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWJX7AJ5AM[redacted]
Owner Or Fleet	[redacted]		WASHINGTON, DC, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	1/2/2019	Incident Date	N/A
Mileage	72,418		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 12:42:00 PM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 1:51:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS TWO TIRES MOUNTED AND BALANCED, A TIRE ALIGNMENT, AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; WECY COVERS CLOCK SPRING; RO IS DATED 8/1/2014; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CLOCK SPRING ONLY AS GOODWILL; PARTS: $236.59; LABOR: $243.90; TAX: $14.19; TOTAL: $494.68 | | | SP TO GENERATE CHECK REQUEST
1/24/2019 1:55:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/24/2019 1:55:00 PM	3VWJX7AJ5AM[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $494.68 | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 494.68 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBV7A36FC[redacted]
Owner Or Fleet	[redacted] Billerica, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/2/2019	Incident Date	N/A
Mileage	40,040		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 12:44:00 PM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 2:02:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING; RO HAS HANDWRITTEN MILEAGE AND NO VIN OF VEHICLE LISTED; VW UNABLE TO REIMBURSE UNTIL UPDATED RO WITH MILEAGE STATED BY INDEPENDENT REPAIR SHOP AND VIN OF VEHICLE LISTED IS SUBMITTED | | | SP TO GENERATE INSUFFICIENT DOCUMENTS LETTER
1/24/2019 2:04:00 PM	SP MAILED INSUFFICIENT DOCUMENTS LETTER
1/29/2019 6:37:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 12:04:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES AND STEERING WHEEL CONTROL MODULE AND STEERING WHEEL STALK ASSEMBLY REPLACED; WECY WARR EXT COVERS CLOCK SPRING ONLY; VW TO REIMBURSE CAP AMOUNTS FOR CLOCK SPRING ONLY; PARTS: $290.00; LABOR: $248.04; TAX: $18.12; TOTAL: $556.16 | | | SP TO GENERATE CHECK REQUEST, CAP REIMBURSEMENT AND REPAIRS NOT RELATED LETTERS
1/31/2019 12:07:00 PM	1VWBV7A36FC[redacted] VW TO REIMBURSE CAP AMOUNTS FOR WECY WARR EXT; TOTAL: $556.16 | | | SP GENERATED CHECK REQUEST
1/31/2019 12:09:00 PM	SP MAILED CAP REIMBURSEMENT AND REPAIRS NOT RELATED LETTERS
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 556.16 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A34CC[redacted]
Owner Or Fleet	[redacted], NORTH DARTMOUTH, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/2/2019	Incident Date	N/A
Mileage	118,355		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 12:56:00 PM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 10:28:00 AM	CUSTOMER SEEKING THE STATUS OF REIMBURSEMENT | | | | CO ADVISED CUSTOMER DOCUMENTS WERE RECEIVED ON 1-2; FROM THAT DAY IT VW ABOUT 60 BUSINESS DAYS TO REVIEW AND RESPOND TO DOCUMENTS; LOOKING TO RECEIVE RESPONSE AROUND LAST WEEK OF MARCH | | | | CUSTOMER ACKNOWLEDGED | | | | SP TO REVIEW
1/24/2019 2:31:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS ALIGNMENT AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 7/23/2015; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CLOCK SPRING ONLY AS GOODWILL; TOTAL: $448.28 | | | | SP TO GENERATE CHECK REQUEST
1/24/2019 2:33:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/24/2019 2:33:00 PM	1VWAP7A34CC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $448.28 | | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 448.28 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRA7AU1FM[redacted]
Owner Or Fleet	[redacted] Marinette, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	1/2/2019	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521K		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 1:24:00 PM	CUSTOMER STATES AIRBAG LIGHT ON, CUSTOMER STATES LOSS OF FUNCTION IN THE STEERING WHEEL, CUSTOMER STATES RECEIVED LETTER ABOUT AIRBAG CLOCK SPRING WARRANTY | | | | CUSTOMER SEEKING IF WARRANTY EXTENSION WILL PAY FOR REPAIRS | | | | CO ADVISED CUSTOMER DOES HAVE WARRANTY EXTENSION 120K OR 10YR WOF, CUSTOMER MUST MEET BOTH OF THE OUTLINED VEHICLE ISSUES FOR THE DIAGNOSIS TO BE PAID FOR UNDER THE WARRANTY EXTENSION, ONCE THE VEHICLE IS DIAGNOSED DEALER WOULD BE ABLE TO TELL CUSTOMER WHAT THE REPAIRS ARE NEEDED, IF IT IS TO THE AIRBAG CLOCK SPRING IT SHOULD FALL UNDER THE WARRANTY EXTENSION BUT A DIAGNOSIS WOULD BE NEEDED, CO ADVISED CAN TRANSFER CUSTOMER TO SCHEDULE AN APPOINTMENT, CO ADVISED CUSTOMER OF DEALER PHONE NUMBER, | | | | CUSTOMER STATES WILL CALL ONCE HE HAS HIS AVAILABILITY | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A35CC[redacted]
Owner Or Fleet	[redacted], Nutley, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/2/2019	Incident Date	N/A
Mileage	96,576		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 1:35:00 PM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 2:42:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED TWO RO AND POP FROM DEALER; RO [redacted] SHOWS DIAGNOSIS AND RECOMMENDATION THAT CLOCK SPRING BE REPLACED WITHIN TIME FRAME; RO [redacted] ALSO SHOWS THAT PART WAS ORDERED BUT REPAIR WAS NOT DONE YET; RO [redacted] SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE BOTH RO TOTALS; RO [redacted] TOTAL: $473.50; RO [redacted] TOTAL: $277.23; GRAND TOTAL: $750.73 | | | SP TO GENERATE CHECK REQUEST
1/24/2019 2:45:00 PM	1VWAP7A35CC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $750.73 | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 750.73 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW817AU9FM[redacted]
Owner Or Fleet	[redacted]		CRYSTAL LAKE, IL, [redacted]
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	1/2/2019	Incident Date	N/A
Mileage	60,952		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521K		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 1:41:00 PM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 2:56:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS OIL CHANGE, REPLACEMENT OF TAIL LIGHT AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; WECY WARR EXT COVERS CLOCK SPRING ONLY; RO IS DATED 11/16/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CLOCK SPRING ONLY AS GOODWILL; PARTS: $399.00; LABOR: $140.00; TAX: $24.93; TOTAL: $563.93 | | | SP TO GENERATE CHECK REQUEST
1/24/2019 2:59:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/24/2019 2:59:00 PM	3VW817AU9FM[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $563.93 | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 563.93 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A35C[redacted]
Owner Or Fleet	[redacted] Zeeland, MI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/2/2019	Incident Date	N/A
Mileage	73,834		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 1:44:00 PM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 3:20:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; VW TO REIMBURSE TOTAL; TOTAL: $440.19 | | | SP TO GENERATE CHECK REQUEST
1/24/2019 3:21:00 PM	1VWBH7A35CC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $440.19 | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 440.19 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A36CC[redacted]
Owner Or Fleet	[redacted] North Scituate, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/2/2019	Incident Date	N/A
Mileage	90,556		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 2:27:00 PM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 8:24:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS TRANSMISSION SERVICE PERFORMED, LEFT SIDE LOWER CONTROL ARM BUSHINGS REPLACED, AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; WECI WARR EXT COVERS CLOCK SPRING ONLY; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $292.35; LABOR: $250.00; TAX: $18.27; TOTAL: $560.62 | | | SP TO GENERATE CHECK REQUEST
1/25/2019 8:27:00 AM	1VWBP7A36CC[redacted]/W TO REIMBURSE WECI WARR EXT; TOTAL: $560.62 | | | SP GENERATED CHECK REQUEST
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 560.62 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX6DW[redacted]
Owner Or Fleet	[redacted]		COVENTRY, CT, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/2/2019	Incident Date	N/A
Mileage	32,331		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 2:33:00 PM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 8:33:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO STATES TOTAL IS $620.07; CUSTOMER SUBMITTED NOTE SAYING THAT RO DOES NOT SHOW TAXES AND FEES AND THEY PAID $678.59; RO TOTAL PLUS TAXES AND FEES CALCULATED IS AROUND THE AMOUNT CUSTOMER PAID AND IS A REASONABLE AMOUNT FOR THE REPAIRS PERFORMED; RO IS DATED 8/30/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $678.59 | | | SP TO GENERATE CHECK REQUEST
1/25/2019 8:41:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/25/2019 8:41:00 AM	WVGBV3AX6DW[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $678.59 | | | SP GENERATED CHECK REQUEST
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 678.59 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A31CC[redacted]
Owner Or Fleet	[redacted] Berwyn, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/2/2019	Incident Date	N/A
Mileage	75,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 3:00:00 PM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 4:28:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS BULB REPLACEMENT AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; BOTH PARTS AND LABOR COSTS ARE BELOW CAP AMOUNTS; WECI WARR EXT COVERS CLOCK SPRING ONLY; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $290.00; LABOR: $95.00; TAX: $29.00; TOTAL: $414.00 | | | SP TO GENERATE CHECK REQUEST
1/24/2019 4:32:00 PM	1VWBH7A31CC[redacted]VW TO REIMBURSE WECI WARR EXT; TOTAL: $414.00 | | | SP GENERATED CHECK REQUEST
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 414.00 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCV7A34FC[redacted]
Owner Or Fleet	[redacted] Pembroke, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/2/2019	Incident Date	N/A
Mileage	114,209		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 3:03:00 PM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 8:05:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS FUEL FILTER, FUEL LINES, AND ADBLUE INJECTOR REPLACED, AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; WECY WARR EXT COVERS CLOCK SPRING ONLY; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $275.57; LABOR: $360.00; TAX: $17.22; TOTAL: $652.79 | | | | SP TO GENERATE CHECK REQUEST
1/25/2019 8:11:00 AM	1VWCV7A34FC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $652.79 | | | | SP GENERATED CHECK REQUEST
1/28/2019 1:08:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 652.79 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBV7A38FC[redacted]
Owner Or Fleet	[redacted] Broadalbin, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/2/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 3:16:00 PM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 8:52:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED TWO RO AND POP FROM DEALER; RO [redacted] SHOWS TIRE ROTATION, DUST AND POLLEN FILTER REPLACED, OIL CHANGE, ADBLUE CHECK, AND THE PURCHASE OF THE CLOCK SPRING; RO [redacted] STATES THAT THE CUSTOMER HAD PART REPLACED AT AN INDEPENDENT AND SHOWS THE PROGRAMMING OF THE CLOCK SPRING; WECY WARR EXT COVERS REPLACEMENT OF CLOCK SPRING ONLY; RO [redacted] IS DATED 5/19/2018; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE PART COST ONLY AS GOODWILL; PARTS: $304.57; TAX: $12.18; TOTAL: $316.75 | | | | SP TO GENERATE CHECK REQUEST AND PROGRAMMING DENIAL LETTER
1/25/2019 9:01:00 AM	1VWBV7A38FC[redacted] VW TO REIMBURSE PART COST FOR WECY WARR EXT AS GOODWILL; TOTAL: $316.75 | | | | SP GENERATED CHECK REQUEST
1/25/2019 9:01:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/25/2019 9:03:00 AM	SP MAILED PROGRAMMING DENIAL LETTER
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 316.75 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AXXDW[redacted]
Owner Or Fleet	[redacted] Lakewood, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/2/2019	Incident Date	N/A
Mileage	60,214		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 3:19:00 PM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 9:06:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS PARKING BRAKE SWITCH REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; WECI WARR EXT COVERS CLOCK SPRING; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $311.83; LABOR: $295.00; TAX: $39.44; TOTAL: $646.27 | | | | SP TO GENERATE CHECK REQUEST
1/25/2019 9:08:00 AM	WVGBV7AXXDW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $646.27 | | | | SP GENERATED CHECK REQUEST
1/31/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 646.27 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWML7AJ0CM[redacted]
Owner Or Fleet	[redacted] Monroe, NH, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2012		
Report Date	1/2/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 3:58:00 PM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 9:48:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED TWO RO AND POP FROM DEALER; RO VWCS[redacted] SHOWS DIAGNOSIS THAT CLOCK SPRING FAILED; RO VWCS [redacted] SHOWS REPAIRS TO CLOCK SPRING BEFORE 120K MILES; RO VWCS[redacted] IS DATED 7/15/2015; RO VWCS[redacted] IS DATED 7/17/2015; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE BOTH RO TOTALS AS GOODWILL; RO VWCS[redacted] TOTAL: $49.50; RO VWCS[redacted] TOTAL: $493.80; GRAND TOTAL: $543.30 | | | SP TO GENERATE CHECK REQUEST
1/25/2019 9:52:00 AM	3VWML7AJ0CM[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $543.30 | | | SP GENERATED CHECK REQUEST
1/25/2019 9:52:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 543.30 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX7CW[redacted]
Owner Or Fleet	[redacted] Folsom, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/2/2019	Incident Date	N/A
Mileage	51,234		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 4:01:00 PM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 1:56:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 51,234 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $290.07; LABOR $150.00; TAX $21.03; TOTAL $461.10. | | | | SP TO GENERATE CHECK REQUEST.
1/24/2019 1:58:00 PM	WVGBV7AX7CW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $461.10. | | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 461.10 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A35FC[redacted]
Owner Or Fleet	[redacted] PASADENA, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/2/2019	Incident Date	N/A
Mileage	79,558		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 4:17:00 PM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 2:57:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 79,558 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $290.07; 366.87; TAX $18.12; TOTAL $675.06. | | | | SP TO GENERATE CHECK REQUEST.
1/24/2019 3:00:00 PM	1VWAT7A35FC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $675.06. | | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK # [redacted] OR AMOUNT $ 675.06 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX2EW[redacted]
Owner Or Fleet	[redacted] NOVATO, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	1/2/2019	Incident Date	N/A
Mileage	35,784		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 4:21:00 PM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 3:20:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 35,784 MILES; REPAIR ORDER DATE IS 01/24/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $658.93. | | | SP TO GENERATE CHECK REQUEST.
1/24/2019 3:23:00 PM	WVGAV3AX2EW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $658.93. | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 658.93 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX2EW[redacted]
Owner Or Fleet	[redacted] Chattanooga, TN, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	1/2/2019	Incident Date	N/A
Mileage	50,361		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 4:25:00 PM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 3:33:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 50,361 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $541.52. | | | SP TO GENERATE CHECK REQUEST.
1/24/2019 3:35:00 PM	WVGBV3AX2EW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $541.52. | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 541.52 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX3BW[redacted]
Owner Or Fleet	[redacted] BEDMINSTER, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/2/2019	Incident Date	N/A
Mileage	76,161		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 4:26:00 PM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 3:43:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 76,161 MILES; CLOCK SPRING COVERED UNDER WARRANTY, CUSTOMER ONLY CHARGED FOR LABOR; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $388.50. | | | | SP TO GENERATE CHECK REQUEST.
1/24/2019 3:50:00 PM	WVGBV7AX3BW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $388.50. | | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK # [redacted] OR AMOUNT $ 388.50 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A38CC[redacted]
Owner Or Fleet	[redacted] TAYLORSVILLE, KY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/2/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 4:33:00 PM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 3:57:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 74,707 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $439.10. | | | | SP TO GENERATE CHECK REQUEST.
1/24/2019 3:59:00 PM	1VWBH7A38CC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $439.10. | | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 439.10 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A30CC[redacted]
Owner Or Fleet	[redacted] Charlotte, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/2/2019	Incident Date	N/A
Mileage	70,925		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 4:45:00 PM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 4:10:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 70,925 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $446.22. | | | | SP TO GENERATE CHECK REQUEST.
1/24/2019 4:11:00 PM	1VWBH7A30CC[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $446.22. | | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 446.22 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A32EC[redacted]
Owner Or Fleet	[redacted] Costa Mesa, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/2/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 4:50:00 PM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 4:21:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 30,684 MILES; REPAIR ORDER DATE IS 01/17/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $636.08. | | | SP TO GENERATE CHECK REQUEST.
1/24/2019 4:24:00 PM	1VWBT7A32EC[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $636.08. | | | SP GENERATED CHECK.
1/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 636.08 MAILED ON 01/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A38CC[redacted]
Owner Or Fleet	[redacted] Pataskala, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/2/2019	Incident Date	N/A
Mileage	118,679		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 5:14:00 PM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 8:13:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 118,679 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $400.71. | | | SP TO GENERATE CHECK REQUEST.
1/25/2019 8:15:00 AM	1VWAP7A38CC[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $400.71. | | | SP GENERATED CHECK.
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 400.71 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A39EC[redacted]
Owner Or Fleet	[redacted] Poughkeepsie, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/2/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 5:15:00 PM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 8:26:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 57,244 MILES; REPAIR ORDER DATE IS 11/13/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE CAP AMOUNT FOR WECY WARRANTY EXTENSION; PARTS $198.00; LABOR $248.04; TAX $39.59 TOTAL $485.63. | | | | SP TO GENERATE CHECK REQUEST AND SEND CAP AMOUNT LETTER..
1/25/2019 8:29:00 AM	1VWAP7A39EC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $485.63. | | | | SP GENERATED CHECK.
1/25/2019 8:32:00 AM	SP MAILED CAP AMOUNT LETTER.
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 485.63 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX6CW[redacted]
Owner Or Fleet	[redacted] New Berlin, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/2/2019	Incident Date	N/A
Mileage	53,828		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 5:55:00 PM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 8:39:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 53,828 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $299.35; LABOR $378.00; TAX $33.86; TOTAL $711.21. | | | SP TO GENERATE CHECK REQUEST.
1/25/2019 8:42:00 AM	WVGAV7AX6CW[redacted]LEIGH; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $711.21. | | | SP GENERATED CHECK.
1/31/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 711.21 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX4CW[redacted]
Owner Or Fleet	[redacted] DARLINGTON, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/2/2019	Incident Date	N/A
Mileage	102,791		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2019 5:58:00 PM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 8:48:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 102,791 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $333.58; LABOR $202.50; TAX $35.51; TOTAL $571.59. | | SP TO GENERATE CHECK REQUEST.
1/25/2019 8:51:00 AM	WVGBV7AX4CW[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $571.59. | | | | SP GENERATED CHECK.
1/31/2019 4:00:00 AM	CHECK # [redacted] OR AMOUNT $ 571.59 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A39FC[redacted]
Owner Or Fleet	[redacted] Scotch Plains, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/3/2019	Incident Date	N/A
Mileage	55,438		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 8:35:00 AM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 10:55:00 AM	CUSTOMER STATES REQUIRED DOCUMENTS WERE SUBMITTED; HAVEN'T HEARD ANYTHING SINCE REGARDING REIMBURSEMENT. | | | CUSTOMER SEEKING AN UPDATE | | | CUSTOMER ADVOCATE CONFIRMED REQUIRED DOCUMENTS WERE RECEIVED 01/03/2019; ADVISED REVIEW PROCESS IS ABOUT 60 BUSINESS DAYS FROM DATE WE RECEIVED DOCUMENTS; HOWEVER IT'S VERY POSSIBLE TO RECEIVE A LETTER OR A CHECK VIA CORRESPONDENCE BEFORE. CO ALSO EMAILED CUSTOMER CASE NUMBER; | | | CUSTOMER UNDERSTOOD. | | | SP REVIEW.
1/24/2019 10:59:00 AM	REFERENCE #[redacted] | | DEAR MRS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | | | CUSTOMER CARE ADVOCATE | |
1/28/2019 11:55:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACMENT OF CLPOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID :$369.07 TAX :$23.06 TOTAL: $392.14 | | | SP TO GENERATE CHECK
1/28/2019 11:58:00 AM	1VWBT7A39FC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL:$ 392.14 | | | SP GENERATED CHECK REQUEST
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 392.14 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDZ7AJ6BM[redacted]
Owner Or Fleet	[redacted]		OLD BRIDGE, NJ, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	1/3/2019	Incident Date	N/A
Mileage	74,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 8:41:00 AM	TALK AND TYPED BY ANGEL | | | CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED NOVEMBER 2018; VEHICLE PURCHASED FROM NON-VW DEALER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; NO PREVIOUS REPAIRS FOR THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT IS ON, RADIO NOT WORKING, BACK AND FRONT LIGHTS KEEP GOING OUT; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. | | | CUSTOMER SEEKING: FOR VEHICLE TO GET FIXED; | | | CO ADVISED WOULD LIKE TO PLACE CUSTOMER ON HOLD; CUSTOMER REQUESTED A CALL BACK | | | CO TO CALL CUSTOMER
1/3/2019 8:48:00 AM	TALK AND TYPED BY ANGEL | | | CO ADVISED STEERING WHEEL CONTROLS NOT WORKING PROPERLY AND AN AIRBAG LIGHT THAT STAYING ON; BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER THIS WARRANTY EXTENSION IF NOT THERE WILL BE A FEE ASSOCIATED WITH IT; PROVIDED CONTACT FOR LOCAL VW DEALER 408209; | | | CUSTOMER ACKNOWLEDGED | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX0CW[redacted]
Owner Or Fleet	[redacted] RIDGEWOOD, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/3/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 8:39:00 AM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 10:01:00 AM	WVGBV7AX0CW[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL: $476.85 | | | | SP GENERATED CHECK REQUEST
1/25/2019 9:59:00 AM	CUSTOMER SEEKING REIMBURSMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARR. CUSTOMER PAID :$476.85 | | | | SP TO GENERATE CHECK REQUEST
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 476.85 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGCV3AX5DW[redacted]
Owner Or Fleet	[redacted]		HAMILTON, VA, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/3/2019	Incident Date	N/A
Mileage	92,366		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 8:41:00 AM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 1:37:00 PM	CUTSOMER SEEKING REIMBURSMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $ 569.08 TAX: $12.76 TOTAL: $581.84 | | | | SP TO GENERATE CHECK REQUEST
1/28/2019 1:39:00 PM	WVGCV3AX5DW[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL:$ 581.74 | | | | SP GENERATED CHECK REQUEST
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 581.84 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A36FC[redacted]
Owner Or Fleet	[redacted] SANGER, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/3/2019	Incident Date	N/A
Mileage	40,476		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 8:45:00 AM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 1:50:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY: SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLCOK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID :$489.80 | | | | SP TO GENERATE CHECK REQUEST
1/28/2019 1:52:00 PM	1VWAT7A36FC[redacted]VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL:$489.80 | | | | SP GENERATED CHECK REQUEST
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 489.80 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A35DC[redacted]
Owner Or Fleet	[redacted] MOOSUP, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/3/2019	Incident Date	N/A
Mileage	67,145		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 8:52:00 AM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 1:56:00 PM	CUSTOMER SEEKING REIMBURSMENT UNDER WECI: SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $538.04 TAX: $34.16 TOTAL: $572.21 | | | | SP TO GENERATE CHECK AND SEND CAP AMOUNT LETTER
1/28/2019 1:58:00 PM	1VWBP7A35DC[redacted] VW TO REIMBURSE UNDER WECI WARR.EXT; TOTAL: $572.21 | | | | SP GNEERATED CHECK REQUEST
1/28/2019 2:00:00 PM	SP SENT LETTER
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 572.21 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDZ7AJ9BM[redacted]
Owner Or Fleet	[redacted] POTTSTOWN, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	1/3/2019	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 8:57:00 AM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 4:11:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID: $536.98 TAX: $32.21 TOTAL: $569.20 | | | | SP TO GENERATE CHECK REQUEST
1/25/2019 4:15:00 PM	3VWDZ7AJ9BM[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR :TOTAL:$569.20 | | | | SP GENERATED CHECK REQUEST
1/25/2019 4:15:00 PM	GW - PROVIDED- FIRST OUT OF POCKET DATE
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 569.20 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX6EW[redacted]
Owner Or Fleet	[redacted]		WHITEHOUSE, TX, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	1/3/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 9:00:00 AM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 9:42:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 41,655 MILES; REPAIR ORDER DATE IS 02/08/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $762.18. | | | SP TO GENERATE CHECK REQUEST.
1/25/2019 9:44:00 AM	WVGAV3AX6EW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $762.18. | | | SP GENERATED CHECK.
1/31/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 762.18 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX7CW[redacted]
Owner Or Fleet	[redacted] Minneapolis, MN, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/3/2019	Incident Date	N/A
Mileage	101,649		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 9:06:00 AM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 10:20:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 101,649 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $570.90. | | | SP TO GENERATE CHECK REQUEST.
1/25/2019 10:23:00 AM	WVGBV7AX7CW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $570.90. | | | SP GENERATED CHECK.
1/31/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 570.90 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWLL7AJ6CM[redacted]
Owner Or Fleet	[redacted]ANTHEM, AZ, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	1/3/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 9:09:00 AM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 10:32:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 103,990 MILES; REPAIR ORDER DATE IS 02/13/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $505.70. | | | | SP TO GENERATE CHECK REQUEST.
1/25/2019 10:34:00 AM	3VWLL7AJ6CM[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $505.70. | | | | SP GENERATED CHECK.
1/31/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 505.70 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A36EC[redacted]
Owner Or Fleet	[redacted] BURLINGTON, IA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/3/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 9:20:00 AM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 10:53:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 31,197 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $319.08; LABOR $202.50; TAX $31.29; TOTAL $552.87. | | | | SP TO GENERATE CHECK REQUEST.
1/25/2019 10:56:00 AM	1VWAP7A36EC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $552.87. | | | | SP GENERATED CHECK.
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 552.87 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWPL7AJ7EM[redacted]
Owner Or Fleet	[redacted] Colorado Springs, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2014		
Report Date	1/3/2019	Incident Date	N/A
Mileage	52,423		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 9:29:00 AM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 11:27:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED 2 REPAIR ORDER'S AND 2 POP'S FROM DEALER AND INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 52,423 MILES; DEALER CODED AND UPDATED CLOCK SPRING; REPAIR ORDER DATE IS 06/28/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE AMOUNT FOR WECY WARRANTY EXTENSION; PARTS $285.41; LABOR $346.07; TAX $33.92; TOTAL $665.40. | | | SP TO GENERATE CHECK REQUEST.
1/25/2019 11:35:00 AM	3VWPL7AJ7EM[redacted]; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $665.40. | | | SP GENERATED CHECK.
1/31/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 665.40 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW8AHXDV[redacted]
Owner Or Fleet	[redacted] NASHVILLE, TN, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2013		
Report Date	1/3/2019	Incident Date	N/A
Mileage	56,843		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 9:30:00 AM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 11:43:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED 2 REPAIR ORDER'S AND 2 POP'S FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 56,843 MILES; REPAIR ORDER DATE IS 02/26/2016; FIRST OUT OF POCKET DATE IS 05/23/2018; CUSTOMER PAID $50 DEDUCTIBLE DUE TO EXTENDED WARRANTY; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $50.00. | | | SP TO GENERATE CHECK REQUEST.
1/25/2019 11:46:00 AM	WVWBW8AHXDV[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $50.00. | | | SP GENERATED CHECK.
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 50.00 MAILED ON 01/30/2019
10/8/2019 3:31:00 PM	APARTMENT # WAS MISSING OFF THE ADDRESS THAT THE CHECK WAS MAILED TO. PER AP NOTICE OF UNCASHED CHECKS: UNCASHED CHECK #[redacted] | IN THE AMOUNT OF $50.00 WILL BE REISSUED TO [redacted] NASHVILLE, TN [redacted] EMAILED AP TO REISSUE CHECK. | | |
10/15/2019 2:53:00 PM	REISSUED CHECK #[redacted] N THE AMOUNT OF $50.00 MAILED 10/15/19.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A31FC[redacted]
Owner Or Fleet	[redacted] Durham, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/3/2019	Incident Date	N/A
Mileage	59,043		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 9:44:00 AM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 1:13:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 59,043 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $308.67; LABOR $279.20; TAX $58.78; TOTAL $646.65. | | | | SP TO GENERATE CHECK REQUEST.
1/25/2019 1:18:00 PM	1VWAT7A31FC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $646.65. | | | | SP GENERATED CHECK.
1/31/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 646.65 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX7GW[redacted]
Owner Or Fleet	[redacted] PALM HARBOR, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	1/3/2019	Incident Date	N/A
Mileage	42,483		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 9:46:00 AM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 1:35:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 42,483 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $313.27; LABOR $255.30; TAX $39.79; TOTAL $608.36. | | | | SP TO GENERATE CHECK REQUEST.
1/25/2019 1:42:00 PM	WVGAV7AX7GW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $608.36. | | | | SP GENERATED CHECK.
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 608.36 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX4BW[redacted]
Owner Or Fleet	[redacted] Buffalo, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/3/2019	Incident Date	N/A
Mileage	85,544		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 9:46:00 AM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 1:23:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 85,544 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $321.64; LABOR $260.00; TAX $50.89; TOTAL $632.53. | | | | SP TO GENERATE CHECK REQUEST.
1/25/2019 1:30:00 PM	WVGBV7AX4BW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $632.53. | | | | SP GENERATED CHECK.
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 632.53 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWLP7AJ5CM[redacted]
Owner Or Fleet	[redacted] Greenlawn, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	1/3/2019	Incident Date	N/A
Mileage	42,757		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 9:52:00 AM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 11:34:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED 2 REPAIR ORDER'S AND 1 POP FROM DEALER AND INDEPENDENT; FIRST REPAIR ORDER INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 11,795 MILES SECOND REPAIR ORDER DEALER PERFORMED REPAIRS ON CRANK SPEED SENSOR UNDER WARRANTY AND ENGINE HARNESS AND MOUNT AND BALANCE ONE NEW TIRE; CLOCK SPRING ONLY IS COVERED UNDER WECY WARRANTY EXTENSION; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $423.89. | | | SP TO GENERATE CHECK REQUEST AND DENIAL LETTER.
1/28/2019 11:42:00 AM	3VWLP7AJ5CM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $581.66. | | | SP GENERATED CHECK.
1/28/2019 11:51:00 AM	SP MAILED DENIAL LETTER.
1/31/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 423.89 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRZ7AJ2AM[redacted]
Owner Or Fleet	[redacted] FREDERICKSBURG, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	1/3/2019	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Mileage	40,737

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 10:31:00 AM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 2:38:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED 2 REPAIR ORDER'S AND 2 POP'S FROM DEALER; FIRST REPAIR ORDER SHOWS DEALER PERFORMED REPAIRS ON SPIRAL SPRING; SECOND REPAIR ORDER SHOWS DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 40,737 MILES; CLOCK SPRING ONLY IS COVERED UNDER WECY WARRANTY EXTENSION; REPAIR ORDER DATE IS 07/02/2014; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $177.44; LABOR $262.50; TAX $9.40; TOTAL $449.34. | | | SP TO GENERATE CHECK REQUEST AND SPIRAL SPRING DENIAL LETTER.
1/25/2019 2:45:00 PM	3VWRZ7AJ2AM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $449.34. | | | SP GENERATED CHECK.
1/25/2019 2:54:00 PM	SP MAILED SPIRAL SPRING DENIAL LETTER.
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 449.34 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCM7A34CC[redacted]
Owner Or Fleet	[redacted] Oak Lawn, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/3/2019	Incident Date	N/A
Mileage	111,770		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 10:39:00 AM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 2:57:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 111,770 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $784.35. | | | SP TO GENERATE CHECK REQUEST.
1/25/2019 2:58:00 PM	1VWCM7A34CC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $784.35. | | | SP GENERATED CHECK.
1/31/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 784.35 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4T7AU9FM[redacted]
Owner Or Fleet	[redacted] West Newton, MA, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2015		
Report Date	1/3/2019	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521AT		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 10:46:00 AM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 3:21:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 55,219 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $502.18. | | | SP TO GENERATE CHECK REQUEST.
1/25/2019 3:22:00 PM	3VW4T7AU9FM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $502.18. | | | SP GENERATED CHECK.
1/31/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 502.18 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH4CV[redacted]
Owner Or Fleet	[redacted] HENDERSON, NV, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	1/3/2019	Incident Date	N/A
Mileage	37,236		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 11:07:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 1:23:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS ON CLOCK SPRING AT 37236 MILES; RO DATE IS 11/30/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $748.11. | | | SP TO GENERATE CHECK REQUEST.
1/14/2019 1:26:00 PM	GW-PROVIDED-OUT OF POCKET DATE
1/14/2019 1:26:00 PM	WVWBW7AH4CV[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $748.11. | | | SP GENERATED CHECK.
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 748.11 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBA7AH1AV[redacted]
Owner Or Fleet	[redacted] Catonsville, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	1/3/2019	Incident Date	N/A
Mileage	79,219		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 11:16:00 AM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 4:01:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 79,219 MILES; REPAIR ORDER DATE IS 10/16/2013; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $260.00; LABOR $226.00; TAX $15.60; TOTAL $501.60. | | | SP TO GENERATE CHECK REQUEST.
1/25/2019 4:02:00 PM	WVWBA7AH1AV[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $501.60. | | | SP GENERATED CHECK.
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 501.60 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCT7A33EC[redacted]
Owner Or Fleet	[redacted]	Abingdon, MD, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/3/2019	Incident Date	N/A
Mileage	101,483		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 11:29:00 AM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 10:28:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED TWO RO AND POP FROM DEALER; RO [redacted]S DATED 9/29/2018 AND SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO [redacted]S DATED 2/10/2018 AND SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES AND UNDER WARRANTY AT NO COST TO CUSTOMER; RO [redacted]SHOWS CUSTOMER HAD DEDUCTIBLE OF $100.00; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE RO [redacted]UNDER WARR EXT AND RO [redacted]AS GOODWILL; WARR EXT TOTAL: $504.02; GOODWILL TOTAL: $100.00; GRAND TOTAL: $604.02 | | | SP TO GENERATE CHECK REQUEST
1/25/2019 10:42:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/25/2019 10:43:00 AM	1VWCT7A33EC[redacted]VW TO REIMBURSE WECY WARR EXT; TOTAL: $604.02 | | | SP GENERATED CHECK REQUEST
1/31/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 604.02 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX8EW[redacted]
Owner Or Fleet	[redacted] Attleboro Falls, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	1/3/2019	Incident Date	N/A
Mileage	45,864		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 11:48:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 7:15:00 PM	CUSTOMER STATES: MAKING SURE VW RECEIVED THE DOCUMENTS; | | | | CUSTOMER ADVOCATE ADVISED: THAT THE DOCUMENTS WHERE RECEIVED AND THE PROCESS IS TAKING APPROXIMATELY 60 BUSINESS DAYS; CUSTOMER WILL RECEIVE SOMETHING VIA MAIL; | | | | CUSTOMER ACKNOWLEDGED: | | | | CO TO REVIEW.
1/25/2019 10:54:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 6/23/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $550.00 | | | | SP TO GENERATE CHECK REQUEST
1/25/2019 10:55:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/25/2019 10:55:00 AM	WVGAV3AX8EW[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $550.00 | | | | SP GENERATED CHECK REQUEST
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 550.00 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX9CW[redacted]
Owner Or Fleet	[redacted] Austin, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/3/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Mileage	50,862

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 11:51:00 AM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 1:27:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME, WIPER BLADES, CONTROL ARM BUSHINGS AND FASTENERS AND AIR FILTER REPLACED, TIRE ALIGNMENT AND BRAKE FLUID EXCHANGE; WECI WARR EXT COVERS CLOCK SPRING ONLY; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $290.07; LABOR: $265.10; TAX: $18.12; TOTAL: $573.29 | | | | SP TO GENERATE CHECK REQUEST
1/25/2019 1:30:00 PM	WVGAV7AX9CW[redacted]VW TO REIMBURSE WECI WARR EXT; TOTAL: $573.29 | | | | SP GENERATED CHECK REQUEST
1/31/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 573.29 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX6CW[redacted]
Owner Or Fleet	[redacted] Austin, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/3/2019	Incident Date	N/A
Mileage	69,719		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 11:52:00 AM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 12:16:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS 70K MILE SERVICE PERFORMED AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $319.08; LABOR: $194.14; TAX: $19.94; TOTAL: $533.16 | | | SP TO GENERATE CHECK REQUEST
1/31/2019 12:18:00 PM	WVGAV7AX6CW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $533.16 | | | SP GENERATED CHECK REQUEST
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 533.16 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX8CW[redacted]
Owner Or Fleet	[redacted] Orinda, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/3/2019	Incident Date	N/A
Mileage	59,852		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 12:00:00 PM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 11:08:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REMIBURSE TOTAL; TOTAL: $593.22 | | | SP TO GENERATE CHECK REQUEST
1/25/2019 11:10:00 AM	WVGAV7AX8CW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $593.22 | | | SP GENERATED CHECK REQUEST
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 593.22 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A32CC[redacted]
Owner Or Fleet	[redacted] Concord, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/3/2019	Incident Date	N/A
Mileage	100,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 12:10:00 PM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 11:37:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; BOTH PARTS AND LABOR COSTS ARE BELOW CAP AMOUNTS; VW TO REIMBURSE TOTAL; TOTAL: $422.19 | | | SP TO GENERATE CHECK REQUEST
1/25/2019 11:38:00 AM	1VWAP7A32CC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $422.19 | | | SP GENERATED CHECK REQUEST
1/31/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 422.19 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A3XEC[redacted]
Owner Or Fleet	[redacted] Ventura, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/3/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 12:19:00 PM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 1:01:00 PM	SP MAILED PROGRAMMING DENIAL LETTER
1/25/2019 11:52:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT AND RO AND POP FROM DEALER; RO [redacted] FROM INDEPENDENT SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO [redacted] SHOWS PROGRAMMING OF CLOCK SPRING; WECY WARR EXT COVERS REPLACEMENT OF CLOCK SPRING ONLY; VW TO REIMBURSE CAP AMOUNTS FOR CLOCK SPRING ONLY; PARTS: $290.07; LABOR: $140.00; TAX: $21.03; TOTAL: $451.10 | | | SP TO GENERATE CHECK REQUEST AND PROGRAMMING DENIAL LETTER
1/25/2019 11:55:00 AM	1VWBP7A3XEC[redacted] VW TO REIMBURSE CAP AMOUNTS FOR WECY WARR EXT; TOTAL: $451.10 | | | SP GENERATED CHECK REQUEST
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 451.10 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRA7AU5FM[redacted]
Owner Or Fleet	[redacted] CHAPEL HILL, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	1/3/2019	Incident Date	N/A
Mileage	30,472		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521K		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 12:21:00 PM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 1:07:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; VW TO REIMBURSE TOTAL; TOTAL: $537.14 | | | | SP TO GENERATE CHECK REQUEST
1/25/2019 1:08:00 PM	3VWRA7AU5FM[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $537.14 | | | | SP GENERATED CHECK REQUEST
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 537.14 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN9AE[redacted]
Owner Or Fleet	[redacted] Arlington, VA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	1/3/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 12:22:00 PM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 1:18:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED TWO RO AND POP FROM DEALER; RO [redacted] SHOWS PASSENGER SIDE REAR BULB REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; RO [redacted] SHOWS DIAGNOSIS THAT CLOCK SPRING IS FAULTY BUT CUSTOMER WAS NOT CHARGED ANYTHING FOR IT; VW TO REIMBURSE CLOCK SPRING ONLY FOR RO [redacted] PARTS: $428.51; LABOR: $240.00; TAX: $44.28; TOTAL: $712.79 | | | SP TO GENERATE CHECK REQUEST
1/25/2019 1:21:00 PM	WVWMP7AN9AE[redacted]VW TO REIMBURSE WECI WARR EXT; TOTAL: $712.79 | | | SP GENERATED CHECK REQUEST
1/31/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 712.79 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32DC[redacted]
Owner Or Fleet	[redacted] Fairview Heights, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/3/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 12:37:00 PM	CUSTOMER STATES VEHICLE HAD AIRBAG CLOCK SPRING REPAIRED PREVIOUSLY AND IT FAILED AGAIN | | | | CUSTOMER SEEKING IF VEHICLE HAS OPEN RECALLS | | | | CO ADVISED CUSTOMER THAT VEHICLE HAS WARRANTY EXTENSION FOR 10Y/120K WCF AND ALSO CUSTOMER CAN SUBMIT DOCUMENTS FOR PREVIOUS REPAIRS; CO OFFERED TO SCHEDULE DEALER APPOINTMENT. | | | | CO TO WAIT FOR MAIL
1/8/2019 11:40:00 AM	CO LEFT VOICE MAIL MESSAGE IN REGARDS TO REPAIR ORDER'S, NOT RECEIVED | | | | CO TO WAIT FOR CUSTOMER MAIL
1/10/2019 12:18:00 PM	CO LEFT VOICE MAIL MESSAGE IN REGARDS TO REPAIR ORDER'S, NOT RECEIVED | | | | CO TO CLOSE PENDING CUSTOMER CONTACT
1/14/2019 5:35:00 PM	MEDIA ATTACHED IN DOC CENTER
1/15/2019 3:44:00 PM	CUSTOMER STATES HAS AIR BACK CLOCK SPRING REPLACED AND IS SEEKING REIMBURSEMENT; | | | | PLEASE REVIEW DOC CENTER
2/4/2019 2:31:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; SP CONFIRMED PAYMENT IN XTIME; VW TO REIMBURSE TOTAL: $270.00. | | | | SP TO GENERATE CHECK REQUEST.
2/4/2019 2:34:00 PM	1VWBP7A32DC[redacted]/W TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $270.00. | | | | GENERATED CHECK REQUEST.
2/8/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 270.00 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW637AJ8DM[redacted]
Owner Or Fleet	[redacted] Denver, CO,[redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	1/3/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 12:37:00 PM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 2:05:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO FROM DEALER; POP VERIFIED IN XTIME; RO SHOWS DIAGNOSIS THAT CLOCK SPRING FAILED; RO ALSO STATES THAT CUSTOMER DID NOT HAVE REPAIR PERFORMED AT THIS TIME; VW TO REIMBURSE TOTAL; TOTAL: $120.00 | | | SP TO GENERATE CHECK REQUEST
1/25/2019 2:10:00 PM	3VW637AJ8DM[redacted]VW TO REIMBURSE WECI WARR EXT; TOTAL: $120.00 | | | SP GENERATED CHECK REQUEST
1/31/2019 4:00:00 AM	CHECK # [redacted]FOR AMOUNT $ 120.00 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A35FC[redacted]
Owner Or Fleet	[redacted] Ashland, MO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/3/2019	Incident Date	N/A
Mileage	50,988		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 12:46:00 PM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 2:06:00 PM	CUSTOMER SEEKING REIMBURSMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WAR.EXT; CUSTOMER PAID: $551.66 | | | | SP TO GENERATE CHECK REQUEST
1/28/2019 2:09:00 PM	1VWAS7A35FC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL$ 551.66 | | | | SP GENERATED CHECK REQUEST
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 551.66 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBA7AJ7AW[redacted]
Owner Or Fleet	[redacted] Duluth, MN, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2010		
Report Date	1/3/2019	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549CP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 12:59:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 12:24:00 PM	CUSTOMER SEEKING REIMBURSMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $189.90 | | | | SP TO GENERATE CHECK REQUEST
1/31/2019 12:26:00 PM	WVWBA7AJ7AW[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL: $189.90 | | | | SP GENERATED CHECK REQUEST
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 189.90 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN2EE[redacted]
Owner Or Fleet	[redacted] Los Angeles, CA,[redacted]		
Make, Model, Model Year	Volkswagen, CC, 2014		
Report Date	1/3/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 1:45:00 PM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 11:27:00 AM	CUSTOMER SEEKING REIMBURSMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW COVERED ALL COSTS EXCEPT THE DEDUCTIBLE; CUSTOMER PAID: $50 | | | SP TO GENERATE CHECK
1/25/2019 11:42:00 AM	WVWBP7AN2EE[redacted]VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL: $50 | | | SP GENERATED CHECK REQUEST
1/31/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 50.00 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX1CW[redacted]
Owner Or Fleet	[redacted] Orinda, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/3/2019	Incident Date	N/A
Mileage	81,753		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 1:57:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 12:24:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER AND ORDER FOR CLOCK SPRING FROM DEALER; NO POP SUBMITTED FOR ORDER OF PART; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME AND LOWER CONTROL ARM BUSHINGS AND BRACKETS REPLACED; RO STATES EXTENDEND WARRANTY COMPANY COVERED THE COST OF THE REPLACEMENT OF THE LOWER CONTROL ARM BUSHINGS AND BRACKETS; CUSTOMER PAID FOR CLOCK SPRING ONLY; WECI WARR EXT COVERS CLOCK SPRING; VW TO REIMBURSE CLOCK SPRING ONLY; TOTAL: $651.91 | | | SP TO GENERATE CHECK REQUEST
1/31/2019 12:29:00 PM	WVGAV7AX1CW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $651.91 | | | SP GENERATED CHECK REQUEST
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 651.91 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A37CC[redacted]
Owner Or Fleet	[redacted] HAYWARD, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/3/2019	Incident Date	N/A
Mileage	83,399		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 2:00:00 PM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 2:39:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES AND AN OIL CHANGE; WECY WARR EXT COVERS CLOCK SPRING; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $290.07; LABOR: $400.00; TAX: $21.03; TOTAL: $711.10 | | | SP TO GENERATE CHECK REQUEST
1/25/2019 2:40:00 PM	1VWAP7A37CC[redacted]VW TO REIMBURSE WECY WARR EXT; TOTAL: $711.10 | | | SP GENERATED CHECK REQUEST
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 711.10 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A38CC[redacted]
Owner Or Fleet	[redacted] Carrollton, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/3/2019	Incident Date	N/A
Mileage	107,367		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 2:04:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 5:07:00 PM	CUSTOMER SEEKING: IF DOCUMENTS WERE RECEIVED | | | | CUSTOMER ADVOCATE ADVISED: DOCUMENTS WERE RECEIVED, AND ARE LEGIBLE; REIMBURSEMENT REQUEST IS CURRENTLY IN REVIEW, AND DECISION IS TYPICALLY REACHED WITHIN 60 BUSINESS DAYS, AT WHICH POINT CUSTOMER WILL BE NOTIFIED
1/31/2019 12:35:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; TOTAL COST ON RO IS DIFFEREN THAN TOTAL COST ON POP; VW TO REIMBURSE TOTAL COST AS SHOWN ON POP; TOTAL: $642.60 | | | | SP TO GENERATE CHECK REQUEST
1/31/2019 12:36:00 PM	1VWBH7A38CC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $642.60 | | | | SP GENERATED CHECK REQUEST
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 642.60 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBV7A38FC[redacted]
Owner Or Fleet	[redacted] Moorpark, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/3/2019	Incident Date	N/A
Mileage	59,732		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 2:07:00 PM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 3:16:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; ENGINE OIL, OIL FILTER, AIR FILTER, POLLEN FILTER, AND SPARK PLUGS REPLACED, A TIRE ROTATION, A TIRE ALIGNMENT, AND A BATTERY TEST; WECY WARR EXT COVERS CLOCK SPRING ONLY; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $290.07; LABOR: $240.00; TAX: $21.03; TOTAL: $551.10 | | | SP TO GENERATE CHECK REQUEST
1/25/2019 3:33:00 PM	1VWBV7A38FC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $551.10 | | | SP GENERATED CHECK REQUEST
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 551.10 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX1FW[redacted]
Owner Or Fleet	[redacted] ROCKLAND, ME,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	1/3/2019	Incident Date	N/A
Mileage	105,686		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 2:26:00 PM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 3:57:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING; NO MILEAGE IS LISTED ON RO; WECY WARR EXT HAS A MILEAGE RESTRICTION; VW UNABLE TO REIMBURSE UNTIL UPDATED RO WITH MILEAGE OF THE VEHICLE AT THE TIME OF REPAIR LISTED IS SUBMITTED | | | SP TO GENERATE INSUFFICIENT DOCUMENTS LETTER
1/25/2019 3:59:00 PM	SP MAILED INSUFFICIENT DOCUMENTS LETTER
2/5/2019 2:30:00 PM	CUSTOMER STATES: HAD CLOCK SPRING REPAIRED BEFORE WARRANTY EXTENSION WENT INTO EFFECT; RECEIVED LETTER SAYING VW NEEDED UPDATED DOCUMENTS; CALLING TO PROVIDE MILEAGE OF REPAIRS WHICH WAS AT MILEAGE 91,465MI; | | | CUSTOMER SEEKS: TO PROVIDE MILEAGE | | | FACE TO FACE WITH SARAH S:EM ADVISED WOULD NEED UPDATED REPAIR ORDER SHOWING MILEAGE AT TIME OF REPAIR, A DIFFERENT REPAIR ORDER AROUND SAME TIME SHOWING MILEAGE, OR PICTURE OF ODOMETER NOW IF IT IS STILL UNDER 120K | | | CALL WAS DISCONNECTED | | | CUSTOMER ADVOCATE REACHED BACK OUT TO CUSTOMER | | | CUSTOMER STATES: BELIEVES DAUGHTERS VEHICLE IS CURRENTLY AROUND 101K MI; CUSTOMER DAUGHTER IS TECHNOLOGY INCLINED; SO DAUGHTER WILL TAKE PICTURE OF ODOMETER AND EMAIL IT IN | | | CUSTOMER ADVOCATE ADVISED: CUSTOMER ADVOCATE WAS ABLE TO LOOK INTO CUSTOMER CASE FURTHER; ASKED WHAT MILEAGE CUSTOMER DAUGHTERS VEHICLE IS CURRENTLY AT; THEN CUSTOMER ADVOCATE ADVISED IF VEHICLE WAS NOT UNDER 120K MI.; CUSTOMER CARE CENTER WOULD NEED UPDATED REPAIR ORDER SHOWING MILEAGE AT TIME OF REPAIR, A DIFFERENT REPAIR ORDER AROUND SAME TIME SHOWING MILEAGE, OR SINCE CUSTOMER SAYS VEHICLE IS UNDER 120K MI CURRENTLY VW WOULD ALSO ACCEPT A PICTURE OF ODOMETER; ONCE CUSTOMER CARE CENTER HAS PHOTO INTERNAL REVIEW TEAM WILL BE ABLE TO RE-REVIEW POSSIBLE REIMBURSEMENT OPTIONS | | | CUSTOMER TO SEND PICTURE OF ODOMETER | |
2/5/2019 2:43:00 PM	EM ADVISED WOULD NEED UPDATED RO SHOWING MILEAGE AT TIME OF REPAIR, A DIFFERENT RO AROUND SAME TIME SHOWING MILEAGE, OR PICTURE OF ODOMETER NOW IF IT IS STILL UNDER 120K
2/5/2019 2:46:00 PM	[redacted]TIFFANY B NAME | [redacted] CUSTOMER CARE ADVOCATE TITLE | | ROCKLAND, ME [redacted] VOLKSWAGEN CUSTOMER CARE DEPARTMENT | | (800) 822-8987 PHONE | | | [redacted] | E-MAIL | | | RE: 2015 VOLKSWAGEN TIGUAN JANUARY 25, 2019 DATE | | CASE[redacted] | | VIN: WVGBV7AX1FW[redacted] | | | DEAR MS.[redacted] | | | | THANK YOU FOR BEING A MEMBER OF THE VOLKSWAGEN FAMILY. I RECEIVED YOUR REIMBURSEMENT CLAIM FORM FOR THE CLOCK SPRING WARRANTY EXTENSION. I HOPE YOU ARE ENJOYING YOUR TIGUAN AS THE UNIQUE DRIVING MACHINE IT WAS BUILT TO BE, AND I APPRECIATE THE OPPORTUNITY TO FOLLOW UP WITH YOU. | | | IN ORDER TO PROPERLY LOOK INTO YOUR REIMBURSEMENT REQUEST UNDER THE WARRANTY EXTENSION FURTHER, I AM MISSING SOME REQUIRED INFORMATION. PLEASE SEND THE FOLLOWING INFORMATION TO EITHER THE ABOVE ADDRESS, FAX IT TO (248) 754-6504 OR EMAIL A COPY TO VWCUSTOMERCARE@VW.COM: | | | - AN UPDATED, DETAILED AND LEGIBLE COPY OF INVOICE #[redacted] FROM EURO-K THAT LISTS THE MILEAGE OF THE VEHICLE AT THE TIME OF THE REPAIR | | | PLEASE UNDERSTAND THAT DECISIONS ARE MADE ON A CASE-BY-CASE BASIS, WHICH IS WHY SUCH A DETAILED LEVEL OF INFORMATION IS CRITICAL. ONCE THE REQUIRED INFORMATION IS RECEIVED, THEN I WILL BE ABLE TO EFFECTIVELY REVIEW YOUR REQUEST. | | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR CONCERNS ARE IMPORTANT TO US. TO CHECK FOR OPEN RECALLS ON YOUR VEHICLE, PLEASE VISIT [redacted] IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, PLEASE DON┬┤T HESITATE TO CONTACT CUSTOMER CARE AGAIN AT 800-822-8987. YOU CAN ALSO VISIT [redacted] FOR OTHER WAYS TO REACH US. | | | SINCERELY, | | | | | TIFFANY B | | CUSTOMER CARE ADVOCATE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX1FW[redacted]
Owner Or Fleet	[redacted] ROCKLAND, ME, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	1/3/2019	Incident Date	N/A
Mileage	105,686		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/5/2019 2:54:00 PM	ONCE CUSTOMER CARE CENTER RECEIVES PHOTO OF ODOMETER SHOWING VEHICLE IS UNDER 120KMI; SP TO RE-REVIEW FOR POSSIBLE REIMBURSEMENT | | | SP TO WAIT CUSTOMER DOCUMENTS
2/8/2019 11:30:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 11:38:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT AND PICTURE OF ODOMETER WITH CURRENT MILEAGE; CURRENT MILEAGE IS 105,686 MILES; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; BOTH PARTS AND LABOR COSTS ARE BELOW CAP AMOUNTS; VW TO REIMBURSE TOTAL; TOTAL: $509.86 | | | SP TO GENERATE CHECK REQUEST
2/8/2019 11:40:00 AM	WVGBV7AX1FW[redacted]VW TO REIMBURSE WECY WARR EXT; TOTAL: $509.86 | | | SP GENERATED CHECK REQUEST
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 509.86 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBM7A32CC[redacted]
Owner Or Fleet	[redacted]	Canton, OH,	[redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/3/2019	Incident Date	N/A
Mileage	77,219		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 2:33:00 PM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 4:06:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; RO STATES THAT EXTENDED WARRANTY COMPANY PAID MOST OF REPAIR; CUSTOMER PAID $100.00 DEDUCTIBLE; VW TO REIMBURSE CUSTOMER PAY; TOTAL: $100.00 | | | SP TO GENERATE CHECK REQUEST
1/25/2019 4:12:00 PM	1VWBM7A32CC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $100.00 | | | SP GENERATED CHECK REQUEST
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 100.00 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A34DC[redacted]
Owner Or Fleet	[redacted] Mukwonago, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/3/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 2:39:00 PM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 4:17:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $662.42 | | | SP TO GENERATE CHECK REQUEST
1/25/2019 4:19:00 PM	1VWAH7A34DC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $662.42 | | | SP GENERATED CHECK REQUEST
1/31/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 662.42 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBN7AN2DE[redacted]
Owner Or Fleet	[redacted] OAK LAWN, IL, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	1/3/2019	Incident Date	N/A
Mileage	69,692		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 2:41:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 1:00:00 PM	SP MAILED REPAIRS NOT RELATED LETTER
1/31/2019 12:56:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS FUEL PUMP REPLACED, REAR WHEEL BEARINGS REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; WECI WARR EXT COVERS CLOCK SPRING; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $408.99; LABOR: $280.00; TAX: $25.56; TOTAL: $714.55 | | | | SP TO GENERATE CHECK REQUEST AND REPAIRS NOT RELATED LETTER
1/31/2019 12:59:00 PM	WVWBN7AN2DE[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $714.55 | | | | SP GENERATED CHECK REQUEST
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 714.55 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A39EC[redacted]
Owner Or Fleet	[redacted] Jacksonville, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/3/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 2:56:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 1:34:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS OIL CHANGE, BRAKE FLUID EXCHANGE, AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; WECY WARR EXT COVERS CLOCK SPRING; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $339.12; LABOR: $194.93; TAX: $32.04; TOTAL: $566.09 | | | SP TO GENERATE CHECK REQUEST
1/31/2019 1:36:00 PM	1VWBN7A39EC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $566.09 | | | SP GENERATED CHECK REQUEST
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 566.09 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AHXBV[redacted]
Owner Or Fleet	[redacted] Falls Church, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2011		
Report Date	1/3/2019	Incident Date	N/A
Mileage	56,857		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 3:05:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 1:53:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED TWO RO AND POP FROM INDEPENDENT; RO #[redacted] SHOWS OIL CHANGE AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; RO #[redacted] SHOWS PROGRAMMING OF CLOCK SPRING; WECI WARR EXT COVERS REPLACEMENT OF CLOCK SPRING ONLY; VW TO REIMBURSE CAP AMOUNTS FOR CLOCK SPRING ONLY; PARTS: $290.07; LABOR: $248.04; TAX: $15.37; TOTAL: $553.48 | | | | SP TO GENERATE CHECK REQUEST, CAP REIMBURSEMENT AND PROGRAMMING DENIAL LETTERS
1/31/2019 1:56:00 PM	WVWBW7AHXBV[redacted] VW TO REIMBURSE CAP AMOUNTS FOR WECI WARR EXT; TOTAL: $553.48 | | | | SP GENERATED CHECK REQUEST
1/31/2019 1:57:00 PM	SP MAILED CAP REIMBURSEMENT AND PROGRAMMING DENIAL LETTERS
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 553.48 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWFW7AH1CV[redacted]
Owner Or Fleet	[redacted]MC LEAN, VA,[redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	1/3/2019	Incident Date	N/A
Mileage	54,456		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 3:09:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 2:06:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO FROM DEALER; POP VERIFIED IN XTIME; RO SHOWS OIL CHANGE AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; WECI WARR EXT COVERS CLOCK SPRING; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $319.98; LABOR: $325.00; TAX: $16.95; TOTAL: $661.93 | | | SP TO GENERATE CHECK REQUEST
1/31/2019 2:08:00 PM	WVWFW7AH1CV[redacted]VW TO REIMBURSE WECI WARR EXT; TOTAL: $661.93 | | | SP GENERATED CHECK REQUEST
1/31/2019 2:39:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 8:14:00 PM	CUSTOMER STATES: SUBMITTED A CLAIM A FEW MONTHS BACK FOR REIMBURSMENT AND HASN'T HEARD ANYTHING BACK YET | | | | CUSTOMER SEEKING: TO GET A STATUS UPDATE | | | CA ADVISED: CUSTOMER THAT A CHECK HAS BEEN GENERATED TO CUSTOMER FOR A TOTAL OF $661.93, CHECK SHOULD BE TO CUSTOMER IN 3-4 WEEKS | | | CUSTOMER UNDERSTOOD | | | NO FURTHER ACTION
2/6/2019 4:00:00 AM	CHECK # [redacted]FOR AMOUNT $ 661.93 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX9GW[redacted]
Owner Or Fleet	[redacted] Ocean, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	1/3/2019	Incident Date	N/A
Mileage	50,013		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 3:14:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 2:24:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES AND REPLACEMENT OF THE STEERING WHEEL CONTROL MODULE; WECY WARR EXT COVERS CLOCK SPRING ONLY; RO IS DATED 5/7/2018; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CLOCK SPRING ONLY AS GOODWILL; PARTS: $333.58; LABOR: $285.00; TAX: $40.98; TOTAL: $659.56 | | | SP TO GENERATE CHECK REQUEST AND REPAIRS NOT RELATED LETTER
1/31/2019 2:26:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/31/2019 2:26:00 PM	WVGBV7AX9GW[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $659.56 | | | SP GENERATED CHECK REQUEST
1/31/2019 2:28:00 PM	SP MAILED REPAIRS NOT RELATED LETTER
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 659.56 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX6EW[redacted]
Owner Or Fleet	[redacted] Tallahassee, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	1/3/2019	Incident Date	N/A
Mileage	58,465		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 3:14:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 10:32:00 AM	CUSTOMER STATES WONDERING IF WARRANTY EXTENSION DOCUMENTS WERE RECEIVED ; | | | | CUSTOMER SEEKING IF DOCUMENTS WERE RECEIVED; | | | | CO ADVISED DOCUMENTS WERE RECEIVED ON 1/03/19 ; TAKES 60 DAYS FOR THE REVIEW PROCESS ; ADVISED A LETTER OR CHECK IN THE MAIL WILL BE SENT OUT TO CUSTOMER ; | | | | SP TO REVIEW
1/31/2019 2:33:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED TWO RO AND POP FROM DEALER; RO #[redacted] SHOWS DIAGNOSIS THAT CLOCK SPRING NEEDS TO BE REPLACED AND REPAIRS TO BATTERY; RO #[redacted] SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES AND WIPER BLADES REPLACED; RO #[redacted] SHOWS THAT CUSTOMER PAID FOR CLOCK SPRING PART ONLY, LABOR WAS GOODWILLED; VW TO REIMBURSE DIAGNOSIS FROM RO #[redacted] AND CLOCK SPRING REPAIR ON RO #[redacted] PARTS: $290.07; LABOR: $139.95; TAX: $25.80; TOTAL: $455.82 | | | | SP TO GENERATE CHECK REQUEST
1/31/2019 2:36:00 PM	WVGAV3AX6EW[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $455.82 | | | | SP GENERATED CHECK REQUEST
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 455.82 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRX7AJXAM[redacted]
Owner Or Fleet	[redacted] FOSTER, RI, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	1/3/2019	Incident Date	N/A
Mileage	58,580		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 3:17:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 2:40:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 10/03/2016; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $432.59 | | | SP TO GENERATE CHECK REQUEST
1/31/2019 2:40:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
1/31/2019 2:41:00 PM	3VWRX7AJXAM[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $432.59 | | | SP GENERATED CHECK REQUEST
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 432.59 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A34EC[redacted]
Owner Or Fleet	[redacted] Indiana, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/3/2019	Incident Date	N/A
Mileage	41,511		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 4:09:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 2:52:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 10/03/2016; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $546.61 | | | SP TO GENERATE CHECK REQUEST
1/31/2019 2:54:00 PM	1VWCN7A34EC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $546.61 | | | SP GENERATED CHECK REQUEST
1/31/2019 2:54:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 546.61 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A39HC[redacted]
Owner Or Fleet	[redacted] Gainesville, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	1/3/2019	Incident Date	N/A
Mileage	47,242		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 4:11:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 1:44:00 PM	CUSTOMER SEKEING REIMBURSEMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID :$328.50 | | | SP TO GENERATE CHECK REQUEST
1/31/2019 1:47:00 PM	GW - PROVIDED- FIRST OUT OF POCKET DATE
1/31/2019 1:48:00 PM	1VWBT7A39HC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $328.50 | | | SP GENERATED CHECK REQUEST
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 328.50 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A37DC[redacted]
Owner Or Fleet	[redacted] FOREST GROVE, OR, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/3/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 4:16:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 2:26:00 PM	CUSTOMER SEEKING REIMBURSEMNT UNDER WECI; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECI; CUSTOMER PAID; $394.89 | | | SP TO GENERATE CHECK REQUEST
1/31/2019 2:27:00 PM	1VWBP7A37DC[redacted] VW TO REIMBURSE UNDER WECI WARR.EXT; TOTAL:$ 394.89 | | | SP GENERATED CHECK REQUEST
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 394.89 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWFD7AJ9BW[redacted]
Owner Or Fleet	[redacted] BEND, OR, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2011		
Report Date	1/3/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 4:22:00 PM	CUSTOMER STATES: SON GOT LETTER ABOUT EXTENDED WARRANTY; WAS AWAY FOR MILITARY AND SO CUSTOMER JUST OPENED THE LETTER; AIRBAG LIGHT AND CHECK ENGINE LIGHT ARE ON; SPOKE WITH DEALER WHO TOLD CUSTOMER THAT IT WAS CLOSED; VEHICLE NOT REGISTERED RIGHT NOW SINCE SON IS NOT THERE; | | | | CUSTOMER SEEKING: CLARIFICATION | | | | CO ADVISED: WARRANTY EXTENSION IS FOR AIR BAG CLOCK SPRING VALID UNTIL 01/22/2026 AND UNLIMITED MILES; CUSTOMER WOULD HAVE TO BRING VEHICLE INTO VW DEALER FOR DIAGNOSIS AND IF DIAGNOSIS DETERMINED THE CLOCK SPRING HAD FAILED AND IT WAS NOT DUE TO OUTSIDE INFLUENCE, THE REPAIRS SHOULD BE COVERED UNDER WARRANTY EXTENSION; ANY OTHER COMPONENTS OTHER THAN THE AIRBAG CLOCK SPRING CAUSING ISSUES WOULD NOT BE COVERED UNDER THIS WARRANTY EXTENSION; IT IS POSSIBLE THAT THE DEALER WAS REFERRING TO 69L2 WHICH WAS COMPLETED IN 2016 | | | | CUSTOMER THANKED | | | | NO FURTHER ACTION
1/3/2019 4:28:00 PM	CATEGORY SELECTION : ENGANDENGCOOLING / WARNING LIGHT ON / CHECK ENGINE LIGHT ON;
1/3/2019 4:29:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX6EW[redacted]
Owner Or Fleet	[redacted] Pasadena, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	1/3/2019	Incident Date	N/A
Mileage	43,186		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 4:21:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 2:39:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED RO AND POP: SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER ONLY HAD TO PAY DEDUCTIBLE: $100 | | | | SP TO GENERATE CHECK REQUEST
1/31/2019 2:41:00 PM	WVGBV3AX6EW[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL: $100 | | | | SP GENERATED CHECK REQUEST
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 100.00 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32DC[redacted]
Owner Or Fleet	[redacted] GREEN BAY, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/3/2019	Incident Date	N/A
Mileage	81,873		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 4:28:00 PM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 2:29:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI; SHOWS REPLACMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $497.07 TAX: $24.85 TOTAL: $521.92 | | | SP TO GENERATE CHECK REQUEST
1/28/2019 2:33:00 PM	1VWBP7A32DC[redacted]VW TO REIMBURSE UNDER WECI WARR.EXT; TOTAL: $521.92 | | | SP GENERATED CHECK REQUEST
2/6/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 521.92 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW5A7AJ6CM[redacted]
Owner Or Fleet	[redacted] Clover, SC, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	1/3/2019	Incident Date	N/A
Mileage	104,163		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 4:42:00 PM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 4:13:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 104,163 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $386.47. | | | SP TO GENERATE CHECK REQUEST.
1/25/2019 4:14:00 PM	3VW5A7AJ6CM[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $386.47. | | | SP GENERATED CHECK.
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 386.47 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX7BW[redacted]
Owner Or Fleet	[redacted] DOWNINGTOWN, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/3/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 4:42:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 12:04:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 70,247 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $290.07; LABOR 209.97; TAX $30.00; TOTAL $530.04. | | | SP TO GENERATE CHECK REQUEST.
1/31/2019 12:08:00 PM	WVGBV7AX7BW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $530.04. | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 530.04 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW637AJ8DM[redacted]
Owner Or Fleet	[redacted] DOUGLAS, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	1/3/2019	Incident Date	N/A
Mileage	78,955		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 4:48:00 PM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 8:24:00 AM	CUSTOMER STATES SUBMITTED DOCUMENTS FOR REVIEW OF REIMBURSEMENT TOWARDS AIRBAG CLOCK SPRING REPLACEMENT COMPLETED AT VW DEALER; | | | CUSTOMER SEEKING STATUS OF REVIEW FOR REIMBURSEMENT | | | CUSTOMER ADVOCATE ADVISED DOCUMENTS RECEIVED 1/3/2019; DUE TO THE HIGH VOLUME OF REIMBURSEMENT REQUESTS VW IS CURRENTLY RECEIVING, GENERAL TIME FRAME FOR REVIEW OF REIMBURSEMENT IS 120 DAYS FOR CUSTOMER TO RECEIVE A LETTER OR CHECK VIA MAIL | | | SP TO REVIEW
1/31/2019 12:12:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 78,955 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $577.55. | | | SP TO GENERATE CHECK REQUEST.
1/31/2019 12:13:00 PM	3VW637AJ8DM[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $577.55. | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 577.55 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2CW[redacted]
Owner Or Fleet	[redacted] FPO, AE, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/3/2019	Incident Date	N/A
Mileage	42,191		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 5:36:00 PM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 1:00:00 PM	WVGAV7AX2CW[redacted]VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $425.39. | | | | GENERATED CHECK REQUEST.
1/28/2019 12:58:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENISON; SUBMITTED RO AND POP FROM REPAIR SHOP OVERSEAS; CUST STATIONED OVERSEAS FOR MILITARY; REPAIRS WERE COMPLETED TO CLOCK SPRING; CUST PAID 371.97 EUROS; VW TO REIMBURSE $425.39. | | | SP TO GENERATE CHECK REQUEST TO APO ADDRESS.
1/31/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 425.39 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX1CW[redacted]
Owner Or Fleet	[redacted] Aydlett, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/3/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 5:49:00 PM	MEDIA ATTACHED IN DOC CENTER
1/4/2019 2:03:00 PM	PER CASE [redacted] THE CUSTOMER SHOULD NOT HAVE BEEN CHARGED FOR THE DIAGNOSIS FEE; RCM WAS WAITING FOR CUSTOMER TO SEND REPAIR ORDER AND PROOF OF PAYMENT TO REVIEW FOR REIMBURSEMENT; CUSTOMER SENT DOCUMENTATION IN THIS CASE | | | |
1/4/2019 2:06:00 PM	REFERENCE # [redacted] | | | | DEAR MS. [redacted] | | | | I HOPE YOU HAD A BEAUTIFUL HOLIDAY. | | | | THANK YOU FOR SENDING OVER YOUR REPAIR ORDER AND PROOF OF PAYMENT FOR THE DIAGNOSIS FEE YOU PAID FOR AS REQUESTED. AFTER REVIEWING OUR LAST ENCOUNTER, I UNDERSTAND THIS FEE SHOULD HAVE BEEN COVERED UNDER THE AIRBAG CLOCK SPRING WARRANTY EXTENSION. BECAUSE OF THIS, YOU WILL RECEIVE A REIMBURSEMENT CHECK FOR $102.99 WITHIN 10-14 BUSINESS DAYS VIA US POSTAL MAIL. | | | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, FEEL FREE TO REPLY TO THIS EMAIL. OTHERWISE, I APPRECIATE YOUR PATIENCE AND HOPE YOU ARE ENJOYING YOUR 2012 TIGUAN. | | | | HAVE A GREAT DAY! | | | | | | SINCERELY, | | | | | | | ZHANE S. | | CUSTOMER CARE ADVOCATE | | | | | |
1/4/2019 2:51:00 PM	WE CAN REFUND CUST THE DIAGNOSIS FEE; TOTAL $102.99
1/4/2019 3:41:00 PM	WVGAV7AX1CW[redacted] VW REIMBURSING CUST FOR DIAGNOSIS FEE UNDER AIRBAG CLOCK SPRING WARRANTY EXT, TOTAL=$102.99
1/4/2019 3:49:00 PM	WVGAV7AX1CW[redacted] VW TO REIMBURSE DIAG FOR AIR BAG CLOCK SPRING WARRANTY EXTENSION; TOTAL: $102.99. | | | | GENERATED CHECK REQUEST.
1/9/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 102.99 MAILED ON 01/08/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A30DC[redacted]
Owner Or Fleet	[redacted] Austin, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/3/2019	Incident Date	N/A
Mileage	51,740		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 5:55:00 PM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 8:15:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 51,740 MILES; REPAIR ORDER DATE IS 08/23/2016; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $290.07; LABOR $325.00; TAX $24.65; TOTAL $639.72. | | | SP TO GENERATE CHECK REQUEST.
1/28/2019 8:20:00 AM	1VWCN7A30DC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $639.72. | | | SP GENERATED CHECK.
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 639.72 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A33DC[redacted]
Owner Or Fleet	[redacted], HAHIRA, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/3/2019	Incident Date	N/A
Mileage	94,671		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 5:57:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 12:26:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 94,671 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $613.08. | | | SP TO GENERATE CHECK REQUEST.
1/31/2019 12:27:00 PM	1VWCN7A33DC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $613.08. | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 613.08 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX0BW[redacted]
Owner Or Fleet	[redacted]SALT LAKE CITY, UT,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/3/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 6:00:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 12:32:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 42,431 MILES; REPAIR ORDER DATE IS 11/26/2014; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $475.55. | | | | SP TO GENERATE CHECK REQUEST.
1/31/2019 12:34:00 PM	WVGBV7AX0BW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $475.55. | | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 475.55 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW1K7AJ1EM[redacted]
Owner Or Fleet	[redacted] HARRIS, MN, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	1/3/2019	Incident Date	N/A
Mileage	54,847		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 6:09:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 1:08:00 PM	3VW1K7AJ1EM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $794.94. | | | | SP GENERATED CHECK.
1/31/2019 12:53:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED 2 REPAIR ORDER'S AND 2 POP'S FROM DEALER; REPAIR ORDER ON 09/05/2017 DEALER PERFORMED DIAGNOSIS THAT CLOCK SPRING NEEDED TO BE REPLACED; REPAIR ORDER ON DATE 09/12/2017 SHOWS DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 54,847 MILES; REPAIR ORDER DATE IS 09/05/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $544.00; LABOR $211.50. TAX $39.44 TOTAL $794.94. | | | | SP TO GENERATE CHECK REQUEST.
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 794.94 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AXXBW[redacted]
Owner Or Fleet	[redacted], GRAND RAPIDS, MI, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/3/2019	Incident Date	N/A
Mileage	100,379		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 6:18:00 PM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 8:24:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 100,379 MILES; VW TO REIMBURSE CAP AMOUNT FOR WECI WARRANTY EXTENSION; PARTS 290.07; LABOR $248.04; TAX $17.83; TOTAL $555.94. | | | SP TO GENERATE CHECK REQUEST AND CAP AMOUNT.
1/28/2019 8:29:00 AM	WVGBV7AXXBW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $555.94. | | | SP GENERATED CHECK.
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 555.94 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A36EC[redacted]
Owner Or Fleet	[redacted] Ashland, NE, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/3/2019	Incident Date	N/A
Mileage	125,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 6:27:00 PM	CUSTOMER STATES SHE WAS GOING OVER SOME PAPERWORK FOR HER VEHICLE THAT WAS JUST TOTALED AND NOTICED THAT THERE WAS A WARRANTY EXTENSION FOR THE STEERING WHEEL CLOCK SPRING. CUSTOMER HAD THAT REPAIRED IN 2016 SO SHE'S SEEKING HOW TO BE REIMBURSED. | | | CO ADVISED TO SEND IN REPAIR ORDER AND PROOF OF PAYMENT TO VW FOR REVIEW AND CUSTOMER WILL BE NOTIFIED BY US MAIL WITH 4-6 WEEKS FOR REIMBURSEMENT. | | | NO FURTHER ACTION PENDING CUSTOMER CONTACT.
1/4/2019 4:19:00 PM	MEDIA ATTACHED IN DOC CENTER
1/9/2019 1:10:00 PM	SP TO REVIEW FOR REIMBURSEMENT REQUEST FOR AIRBAG CLOCK SPRING WARRANTY EXTENSION.
1/28/2019 8:48:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 55,761 MILES; REPAIR ORDER DATE IS 09/03/2016; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $463.20. | | | SP TO GENERATE CHECK REQUEST.
1/28/2019 8:50:00 AM	1VWAS7A36EC[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $463.20. | | | SP GENERATED CHECK.
1/29/2019 1:37:00 PM	CUSTOMER SEEKING: STATUS OF REIMBURSEMENT | | | CUSTOMER ADVOCATE ADVISED: RECEIVED DOCUMENTS FROM CUSTOMER ON 1/4/2019 AND WAS ASSIGNED TO INTERNAL DEPARTMENT FOR REVIEW ON 1/9/2019; CUSTOMER ADVOCATE ADVISED THAT, AS OF 1/28/2019, THE CHECK FOR $463.20 HAS BEEN GENERATED AND WILL BE MAILED OUT SHORTLY; CUSTOMER ADVOCATE ADVISED THAT PROCESS TAKES 4-6 WEEKS FROM RECEIVING DOCUMENTS, SO CUSTOMER CAN EXPECT CHECK BY 2/2019
1/31/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 463.20 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDZ7AJ1BM[redacted]
Owner Or Fleet	[redacted], Lewistown, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	1/3/2019	Incident Date	N/A
Mileage	122,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2019 10:40:00 PM	SUP ADVISED; VEHICLE IS OUT OF THE EXTENSION NOW BY 2K MILES, BUT CONTACTED US ORIGINALLY WHEN THEY WERE JUST 1K OUTSIDE. THIS IS AN ISSUE WARRANTY WAS LOOKING AT COVERING IF THE CLOCKSPRING COVER WAS INSTALLED AND THEN LATER CAME BACK WITH AIRBAG LIGHT ON IN ADDITION TO HORN NOT OPERATING AND STEERING CONTROLS NOT WORKING. SUP ADVISED; GIVEN THE TIMING THEY ARE NOT ELIGIBLE FOR WARRANTY, BUT WE MAY LOK INTO POSSIBLE GOODWILL AS A ONETIME GOODWILL GESTURE, BUT THIS WOULD NEED TO BE REVIEWED BY A RCM FOR THIS REQUEST AND LOOKING AT OVERALL EXPERIENCE. SINCE APPOINTMENT HAS BEEN WITHIN LAST 30 DAYS (SINCE 12/12) WE CAN ESCALATE TO RCM FOR FURTHER REVIEW
1/3/2019 6:34:00 PM	REFERENCE CASE [redacted] | | | CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED 2013 AT MILEAGE 10000; VEHICLE PURCHASED FROM NON-VW DEALER; NOT A CPO; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; ISSUE LAST OCCURRED ON12-12-2018; NO PREVIOUS REPAIRS FOR THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT ON, HORN NOT WORKING; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT 406450; CUSTOMER HUSBAND HAS OWNED 3 DIFFERENT AUDI┬┐S AND VW; THE CUSTOMER ORIGINALLY CALLED IN 12-12-2018 BUT NEXT AVAILABLE DEALER APPOINTMENT WASN'T TILL 01-11-2019; | | | CUSTOMER SEEKING: ASSISTANCE IN GETTING THE VEHICLE REPAIR COVERED UNDER THE WARRANTY EXTENSION ON THE VEHICLE; | | | CO REVIEWED WITH THE DANNI WHO ADVISED: | | | CO ADVISED: THAT THE CASE WILL BE ESCALATED TO A RCM FOR FURTHER ASSISTANCE; THE RCM WILL CONTACT THE DEALER 406450 REGARDING THE CUSTOMER CONCERN WITH THE AIR BAG LIGHT ON, HORN NOT WORKING OR RADIO CONTROLS ON THE VEHICLE; THEN CONTACT THE CUSTOMER BY THE COB 01-14-2019 REGARDING THE POSSIBLE ASSISTANCE IN GETTING REPAIR COVERED UNDER THE WARRANTY EXTENSION FOR THE AIR BAG CLOCK SPRING; CUSTOMER WOULD BE RESPONSIBLE FOR THE DIAGNOSIS ON THE VEHICLE; | | | CUSTOMER ACKNOWLEDGED: | | | RCM TO REVIEW.
1/3/2019 7:07:00 PM	RCM TO CONTACT THE DEALER 406450 REGARDING THE CUSTOMER CONCERNS WITH THE DIAGNOSIS OF THE VEHICLE FOR THE AIR BAG LIGHT, HORN NOT WORKING, NO RADIO CONTROLS WORKING; THEN CONTACT THE CUSTOMER BY THE COB 01-14-2019 REGARDING WHETHER THE REPAIR WOULD BE COVERED UNDER THE WARRANTY EXTENSION FOR THE AIR BAG CLOCK SPRING;
1/14/2019 12:09:00 PM	SERVICE MANAGER STATE DUE TO THERE PROCESS HE WILL HAVE TO LOOK FOR IT; STATES THE CONCERN WITH THE VEHICLE ISN'T RELATED TO THE CLOCK SPRING RECALL; STASE THE ISSUES ARE: LOW TONE HORN, NEEDS A NEW HORN; RADIO INTERNAL MALFUNCTION, NEEDS A NEW RADIO; AIRBAG LIGHT CONCERN IS INTERMITTENT; CLEARED THE CODE AND NO LONGER ILLUMINATES; STATES IT IS POSSIBLE FOR THE LIGHT TO COME BACK ON AS IT IS INTERMITTENT. RCM TO CONTACT CUSTOMER.
1/14/2019 3:20:00 PM	RCM LEFT A VOICE MAIL FOR THE CUSTOMER TO CONTACT RCM; WILL FOLLOW UP 1-15. RCM TO CONTACT THE CUSTOMER.
1/14/2019 8:40:00 AM	GOOD MORNING, | | | PLEASE PROVIDE THE RO FOR THE DIAGNOSIS OF THE AIRBAG LIGHT ILLUMINATING AROUND 12-12-18. | | | THANK YOU, | | | DOLORES WILDER | | REGION CASE MANAGER | | TO WAIT DEALER'S EMAIL.
1/15/2019 12:34:00 PM	CUSTOMER SEEKING: CONTACT WITH RCM DOLORES, REGARDING CASE | | | CUSTOMER ADVOCATE ADVISED: RCM DOLORES UNABLE TO TAKE CALL NOW, BUT IS SCHEDULED TO FOLLOW UP BY COB TODAY (1/15/2019); CUSTOMER THANKED | | | RCM TO REVIEW*
1/15/2019 12:55:00 PM	RCM THE CONCERN WITH THE VEHICLE ISN'T RELATED TO THE CLOCK SPRING RECALL; STATES THE ISSUES ARE: LOW TONE HORN, NEEDS A NEW HORN; RADIO INTERNAL MALFUNCTION, NEEDS A NEW RADIO; AIRBAG LIGHT CONCERN IS INTERMITTENT; CLEARED THE CODE AND NO LONGER ILLUMINATES; STATES IT IS POSSIBLE FOR THE LIGHT TO COME BACK ON AS IT IS INTERMITTENT. CUSTOMER STATES HE KNEW IT WAS BASICALLY; NOT GOING TO FIX THE RADIO; THE HORN WAS FIXED AND NOW THE LOW TONE OF THE HORN IS NOT WORKING PROPERLY; STATES HE SPENT OVER $105 TO FIND OUT WHAT HE ALREADY KNEW. RCM ADVISED THE CUSTOMER WE SUPPORT THE DIAGNOSIS OF THE DEALERSHIP; IF THEY ARE STATING IT IS NOT RELATED TO THE RECALL THEN IT WOULD NOT BE COVERED UNDER THE WARRANTY AND WOULD BE AN OUT OF POCKET EXPENSE TO THE CUSTOMER. NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDZ7AJ1BM[redacted]
Owner Or Fleet	[redacted] Lewistown, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	1/3/2019	Incident Date	N/A
Mileage	122,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/15/2019 8:38:00 AM	CUSTOMER CALLING ABOUT FRUSTRATION WITH HAVING TO PAY 105 TO HAVE VEHICLE DIAGNOSED WHEN THE LETTER SHE RECEIVED FOR THE WARRANTY EXTENSION INDICATED NO FEE WOULD BE CHARGED, STATES THE AIRBAG LIGHT IS ON, HORN AND RADIO DO NOT WORK, ALL SYMPTOMS OUTLINED FOR THE WARRANTY EXTENSION FOR THE STEERING WHEEL CLOCK SPRING, STATES DEALER TOLD HER THE SYMPTOMS ARE NOT RELATED TO THE WARRANTY EXTENSION, BUT SHE WAS TOLD TO GO TO THE DEALER TO HAVE DIAGNOSED, LEFT THE DEALERSHIP. | | | CA ADVISED IT APPEARS A RCM HAD CONVERSATION WITH SAM AT DEALER 406450 AND PLANS TO CALL HER BY COB TODAY TO DISCUSS FURTHER. | | | CUSTOMER STATES WILL WAIT FOR CALL. RCM TO CALL CUSTOMER.
1/18/2019 10:22:00 AM	REASSIGNED TO CO TO WAIT FOR CUSTOMER DOCUMENTS. CO TO WAIT CUSTOMER CONTACT.
1/18/2019 3:43:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 8:50:00 AM	CUSTOMER STATES: THEY HAVE A RCM/DOLORES WORKING ON THEIR CASE; HOWEVER, HER HUSBAND WAS CONTACTED REGARDING THE DIAGNOSIS; SHE INITIALLY CONTACTED CCC REGARDING THE ISSUES WITH THE VEHICLE; SHE WAS TOLD TO TAKE THE VEHICLE TO THE DEALER; SHE HAD TO PAY $105.00 DIAGNOSIS FEE; HER LETTER SAID THAT IF 2 CONDITIONS WERE MET IT COULD BE THE CLOCK SPRING; BUT THE DIAGNOSIS FEE WAS COVERED REGARDLESS. | | | CA ADVISED: THE RCM IS IN A MEETING; PER YOUR CONTACT ON 12-12-2018 YOU SPOKE WITH CA; ON 1-3-2019 IT WAS DOCUMENTED THAT YOUR SPOUSE CONTACTED CCC; THE CA DID RESEARCH WITH A MEMBER OF LEADERSHIP WHO ADVISED THE VEHICLE WOULD NEED A DIAGNOSIS TO DETERMINE IF THE CONCERN WAS THE CLOCK SPRING, EVEN THOUGH THE VEHICLE WAS OUTSIDE OF THE WARRANTY EXTENSION BY MILEAGE; YOU MAY SEND IN A COPY OF THE LETTER, RO AND PROOF OF PAYMENT FOR RESEARCH; PROVIDED E-MAIL ADDRESS (I.E. VWCUSTOMERCARE@VW.COM) | | | CUSTOMER ACKNOWLEDGED. | | | WAIT CUSTOMER MAIL.
1/22/2019 12:12:00 PM	[redacted] | | | LVMM | | | CO ADVISED: WE RECEIVED YOUR DOCUMENTATION; WILL PROVIDE AN UPDATE, ONCE AVAILABLE.
1/22/2019 4:24:00 PM	CONFIRMED WITH WARRANTY.. ADVISED THAT IF STEERING CONTORLS ARE WORKING AND BUT THE HORN IS NOT, THEN WARRANTY WOULD NOT COVER THE DIAG.. APPROVED GOODWILL AS A 1 TIME GESTURE FOR CUSTOMER OF THE DIAG.. NEED RO SINCE HAVE POP IN DOC CENTER..
1/23/2019 10:53:00 AM	TEAM LEAD STATES: DIAGNOSIS WOULD NOT BE COVERED UNDER WARRANTY, HOWEVER AS A ONE-TIME GESTURE OF GOODWILL, VW WILL LOOK INTO REIMBURSEMENT FOR DIAGNOSIS; CUSTOMER HAS SUBMITTED POP, WILL NEED A COPY OF DEALER REPAIR ORDER TO REVIEW; ONCE RECEIVED, CO TO REVIEW WITH TEAM LEAD. CO TO CONTACT CUSTOMER.
1/24/2019 1:47:00 PM	CO ADVISED: CALLING FROM VW; SEEKING TO ADVISE THAT VW WILL REIMBURSE FOR DIAGNOSIS FEE AS A GOODWILL GESTURE; REIMBURSEMENT IS IN THE FORM OF A CHECK; SHOULD RECEIVE WITHIN 7-10 BUSINESS DAYS. | | | | | CO TO FORWARD TO SP
1/24/2019 1:48:00 PM	NOTE: PER LEADER/STEPHANIE K CONFIRMED WITH WARRANTY.. ADVISED THAT IF STEERING CONTORLS ARE WORKING AND BUT THE HORN IS NOT, THEN WARRANTY WOULD NOT COVER THE DIAG.. APPROVED GOODWILL AS A 1 TIME GESTURE FOR CUSTOMER OF THE DIAG
1/25/2019 7:23:00 AM	MEDIA ATTACHED IN DOC CENTER | | CUSTOMER ONLY SUBMITTED POP, NOT RO; SP FOUND DIAGNOSIS INFORMATION IN XTIME; SP TO GENERATE CHECK REQUEST
1/25/2019 7:24:00 AM	3VWDZ7AJ1BM[redacted] VW TO REIMBURSE DIAGNOSIS AS GOODWILL GESTURE; TOTAL: $105.74. | | | SP GENERATED CHECK REQUEST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDZ7AJ1BM[redacted]
Owner Or Fleet	[redacted] Lewistown, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	1/3/2019	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/25/2019 7:28:00 AM	CO TO REVIEW
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 105.74 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AXXEW[redacted]
Owner Or Fleet	[redacted] Alameda, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	1/4/2019	Incident Date	N/A
Mileage	81,462		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 8:46:00 AM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 8:56:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 81,462 MILES; VW TO REIMBURSE CAP AMOUNT FOR WECY WARRANTY EXTENSION; PARTS $290.04; $248.07; TAX $21.03; TOTAL $559.14. | | | SP TO GENERATE CHECK REQUEST AND CAP AMOUNT LETTER..
1/28/2019 8:59:00 AM	WVGAV3AXXEW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $559.14. | | | SP GENERATED CHECK.
1/28/2019 9:05:00 AM	SP MAILED CAP AMOUNT LETTER.
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 559.14 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX1DW[redacted]
Owner Or Fleet	[redacted] Melbourne Beach, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/4/2019	Incident Date	N/A	Mileage	51,628
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 9:11:00 AM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 4:14:00 PM	CUSTOMER STATES SENT INFORMATION IN FOR REIMBURSEMENT; WANTS TO CHECK STATUS | | | | CUSTOMER SEEKS STATUS | | | | CUSTOMER ADVOCATE ADVISED INFORMATION HAS BEEN RECEIVED AND IS BEING REVIEWED FOR REIMBURSEMENT | | | | SP TO REVIEW
1/28/2019 10:49:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED 2 REPAIR ORDER'S AND 2 POP'S FROM DEALER; FIRST REPAIR ORDER DEALER DIAGNOSED CLOCK SPRING NEEDED REPAIRS AND ORDER THE PART; SECOND REPAIR ORDER DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 51,628 MILES; REPAIR ORDER DATE IS 01/13/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $538.56; LABOR $352.75; TAX $42.14; TOTAL $933.45. | | | | SP TO GENERATE CHECK REQUEST.
1/28/2019 10:59:00 AM	WVGAV3AX1DW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $933.45. | | | | SP GENERATED CHECK.
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 933.45 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A36DC[redacted]
Owner Or Fleet	[redacted] KELSEYVILLE, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/4/2019	Incident Date	N/A
Mileage	79,305		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 9:13:00 AM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 10:36:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 79,305 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $313.73; LABOR $489.09; TAX $25.23; TOTAL $828.05. | | | | SP TO GENERATE CHECK REQUEST.
1/28/2019 10:44:00 AM	1VWCN7A36DC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $828.05. | | | | SP GENERATED CHECK.
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 828.05 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU2FM[redacted]
Owner Or Fleet	[redacted] LOS ANGELES, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	1/4/2019	Incident Date	N/A
Mileage	42,757		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2019 1:22:00 PM	CUSTOMER STATES; SENT IN DOCUMENTS IN MID DECEMEBER | | | CUSTOMER SEEKING; IF DOCUMENTS WERE RECEIVED | | | CA ADVISED; DOES NOT SHOW IN OUR DOCUMENT CENTER; CAN EMAIL CUSTOMER AND CUSTOMER CAN REPLY TO EMAIL WITH DOCUMENTS TO MAKE THE PROCESS FASTER | | | CUSTOMER THANKED
1/14/2019 4:38:00 PM	FROM: [redacted] | | SENT: MONDAY, JANUARY 14, 2019 4:29 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | CC: [redacted] | SUBJECT: REFERENCE #[redacted] | | | GREETINGS, | | | PLEASE SEE ATTACHED DOCUMENTATION FOR REQUEST FOR REIMBURSEMENT FOR SPIRAL SPRING REPAIR PERFORMED AT PASADENA VW. | | | THANKS, | |
1/28/2019 11:22:00 AM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 11:27:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 42,757 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $285.00; LABOR $276.00; TAX $20.66; TOTAL $581.66. | | | SP TO GENERATE CHECK REQUEST.
1/28/2019 11:30:00 AM	3VW217AU2FM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $581.66. | | | SP GENERATED CHECK.
1/31/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 581.66 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A3XDC[redacted]
Owner Or Fleet	[redacted] Laguna Hills, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/4/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 9:20:00 AM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 11:11:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 91,344 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $337.55 | | | | SP TO GENERATE CHECK REQUEST.
1/28/2019 11:17:00 AM	1VWBN7A3XDC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $337.55. | | | | SP GENERATED CHECK.
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 337.55 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX8EW[redacted]
Owner Or Fleet	[redacted] Concord, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	1/4/2019	Incident Date	N/A
Mileage	67,387		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 10:00:00 AM	WISE TRACKING NUMBER PROVIDED FOR 50% PARTS ONLY AT WARRANTY RATES. WITH THE VEHICLE BEING OUTSIDE OF NVLW BY 31,387 MILES, VW CANNOT PROVIDE FULL ASSISTANCE. | | | DEALER CONTACTED GOODWILL TEAM FOR ASSISTANCE WITH OUT OF WARRANTY REPAIR. CONSIDERING THE INFORMATION PROVIDED, THE REQUEST WAS APPROVED FOR 50% PARTS ONLY. | | IF THE CUSTOMER REACHES OUT TO CARE AND PROVIDES INFORMATION THAT WOULD MERIT ADDITIONAL CONSIDERATION, PLEASE REVIEW WITH AN RCM AND/OR A MEMBER IF YOUR LEADERSHIP TEAM. IF NO NEW INFORMATION IS PROVIDED BY THE CUSTOMER, THIS OFFER CAN BE SUPPORTED. ESCALATION IS NOT REQUIRED. | |
1/4/2019 9:59:00 AM	[redacted]| | | | CUSTOMER COMPLAINT: CUSTOMER STATES THE AIRBAG, ABS LIGHT, TPMS, TRACT | | ION, STEERING LIGHTS ARE ON. PLEASE ADVISE. | | CAUSE / REPAIR PERFORMED: AIRBAG LIGHT IS ON FOR SEAT CONTROL MODULE. OTHER | | LIGHTS ARE FOR WHEEL SPEED SENSOR AND WHEEL BEARIN | | G BUT THEY ARE NOT PART OF THIS REQUEST. | | CLAIM REASON: COMPONENT FAILURE | | GOODWILL JUSTIFICATION | | PLEASE CONFIRM THAT YOU AGREE WITH THE FOLLOWING STATEMENTS: | | | | REPAIR IS NOT COVERED BY A PURCHASED EXTENDED SERVICE CONTRACT? AGREED | | REQUEST IS NOT THE RESULT OF A DENIED WARRANTY CLAIM? AGREED | | ARE THERE PREVIOUS RELATED REPAIRS? YES | | HAS THE CUSTOMER HAD A GOOD OVERALL OWNERSHIP EXPERIENCE? YES | | IS THE CUSTOMER NEW TO VW? NO | | IS THIS A REPEAT VW PURCHASER ? YES | | IS THE CUSTOMER LOYAL TO YOUR DEALER? YES | | HAS THE VEHICLE BEEN PROPERLY MAINTAINED? YES | | IS THE VEHICLE IN GOOD OVERALL CONDITION? YES | | IS THE CUSTOMER THE ORIGINAL OWNER? NO | | USED PURCHASE DATE (IF KNOWN): 04/18/2017 | | USED PURCHASE MILEAGE (IF KNOWN) 13617 | | PLEASE PROVIDE A DETAILED EXPLANATION FOR OFFERING A GOODWILL EXCEPTION FOR THIS CUSTOMER: | | VERY LOYAL CUSTOMER - PURCHASED VEHICLE HERE PERFO | | RMS ALL MAINTENANCE AND REPAIRS HERE. THANKS. | | | | LABOR: $330.90 | | PARTS: $2,050.00

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN6CE[redacted]
Owner Or Fleet	[redacted]Brooksville, FL,[redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	1/4/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Mileage	97,154

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 9:54:00 AM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 2:51:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED CUST ONLY PAID PORTION OF THE REPAIR; VW TO REIMBURSE TOTAL: $254.19. | | | | SP TO GENERATE CHECK REQUEST.
1/24/2019 2:52:00 PM	WVWMN7AN6CE[redacted]VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $254.19. | | | | GENERATED CHECK REQUEST.
1/31/2019 4:00:00 AM	CHECK # [redacted]FOR AMOUNT $ 254.19 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A32EC[redacted]
Owner Or Fleet	[redacted] Orangevale, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/4/2019	Incident Date	N/A
Mileage	53,982		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 10:21:00 AM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 1:28:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 53,982 MILES; CUSTOMER WAS REIMBURSED FOR 75% OF THE REPAIRS ON 04/17/2018 AS GOODWILL GESTURE; REPAIR ORDER DATE IS 03/27/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION REMAINING 25% BALANCE; TOTAL $169.55. | | | | SP TO GENERATE CHECK REQUEST.
1/28/2019 1:31:00 PM	1VWBT7A32EC[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $169.55. | | | | SP GENERATED CHECK.
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 169.55 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW3L7AJ0BM[redacted]
Owner Or Fleet	[redacted] Bremerton, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	1/4/2019	Incident Date	N/A
Mileage	54,183		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 10:32:00 AM	MEDIA ATTACHED IN DOC CENTER
1/29/2019 1:45:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; CUST PAID $681.35; TAX $68.13; VW TO REIMBURSE TOTAL: $749.48. | | | SP TO GENERATE CHECK REQUEST.
1/29/2019 1:48:00 PM	3VW3L7AJ0BM[redacted]VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $749.48. | | | GENERATED CHECK REQUEST.
2/6/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 749.48 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ4DM[redacted]
Owner Or Fleet	[redacted] Vancouver, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	1/4/2019	Incident Date	N/A
Mileage	39,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 11:34:00 AM	CUSTOMER STATES: 2ND OWNER; RECEIVED STEERING WHEEL CLOCK SPRING WARRANTY EXTENSION; PURCHASED FROM A NON- VW DEALER; WHEN PURCHASING VEHICLE, THEY DID PROVIDE CUSTOMER WITH A 30 DAY GUARANTEE, HOWEVER SOMETHING WENT WRONG WITH AIR CONDITIONING; THERE WAS A BAD SMELL COMING FROM THE AIR CONDITIONING; NON-VW DEALER ADVISED THEY WOULD FIX IT BUT NEVER DID; BY SEPTEMBER 2017 CUSTOMER NO LONGER TOOK VEHICLE BACK; | | | CUSTOMER SEEKS: GUIDANCE WITH WARRANTY EXTENSION; DOES CUSTOMER HAVE TO PAY OR THE NON-VW DEALER; | | | CO ADVISED: IF CUSTOMER IF EXPERIENCING PROBLEMS WITH STEERING WHEEL FUNCTIONS , HORN OR AIRBAG LIGHT CONSTANTLY ON, CO ADVISED TO TAKE VEHICLE TO VW DEALER; DEALER WILL DIAGNOSE VEHICLE AND IF DEALER FIND THE STEERING WHEEL CLOCK SPRING FAILED, THEN IT WILL BE REPLACED UNDER WARRANTY EXT.; CUSTOMER NEEDS TO SPEAK WITH THE NON-VW DEALER REGARDING THAT AS IT IS NOT A VW DEALER, VW WOULD NOT BE INVOLVED; CUSTOMER CAN TAKE VEHICLE TO OUR VW DEALER AND HAVE THEM DIAGNOSE PROBLEM WITH THE AIR CONDITIONING; | | | NO FURTHER ACTION. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHP7AN1CE[redacted]
Owner Or Fleet	[redacted] Medford, MA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	1/4/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 11:47:00 AM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 1:58:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 78,021 MILES; REPAIR ORDER DATE IS 09/21/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE CAP AMOUNT FOR WECY WARRANTY EXTENSION; PARTS $408.10; LABOR $167.40; TAX $28.06; TOTAL $603.56. | | | SP TO GENERATE CHECK REQUEST AND MAIL CAP AMOUNT LETTER..
1/28/2019 2:10:00 PM	WVWHP7AN1CE[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $603.56. | | | SP GENERATED CHECK.
1/28/2019 2:12:00 PM	SP MAILED CAP AMOUNT LETTER.
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 603.56 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX5CW[redacted]
Owner Or Fleet	[redacted] STERLING, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/4/2019	Incident Date	N/A
Mileage	53,356		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 11:55:00 AM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 4:23:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO FROM DEALER; POP VERIFIED IN XTIME; RO SHOWS MIRROR CAP AND TURN SIGNAL ASSEMBLY REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; WECI WARR EXT COVERS CLOCK SPRING; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $335.90; LABOR: $308.56; TAX: $17.80; TOTAL: $662.26 | | | | SP TO GENERATE CHECK REQUEST AND REPAIRS NOT RELATED LETTER
1/31/2019 4:25:00 PM	WVGAV7AX5CW[redacted]VW TO REIMBURSE WECI WARR EXT; TOTAL: $662.26 | | | | SP GENERATED CHECK REQUEST
1/31/2019 4:27:00 PM	SP MAILED REPAIRS NOT RELATED LETTER
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 662.26 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX4DW[redacted]
Owner Or Fleet	[redacted]	Garden Grove, CA, [redacted]	
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/4/2019	Incident Date	N/A
Mileage	76,887		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 12:05:00 PM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 2:29:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 76,887 MILES; CUSTOMER ONLY PAID FOR LABOR; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $330.68 | | | | SP TO GENERATE CHECK REQUEST.
1/28/2019 2:31:00 PM	WVGAV7AX4DW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $330.68. | | | | SP GENERATED CHECK.
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 330.68 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN3AE[redacted]
Owner Or Fleet	[redacted] Pembroke Pines, FL,[redacted]		
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	1/4/2019	Incident Date	N/A
Mileage	161,237		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 12:15:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 8:19:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED INVOICE FOR PURCHASE OF CLOCK SPRING, RO AND POP FROM DEALER AND RO AND POP FROM INDEPENDENT; RO [redacted] SHOWS PROGRAMMING OF CLOCK SPRING; RO DATED 3/9/2018 SHOWS REPLACEMENT OF CLOCK SPRING PERFORMED WITHIN TIME FRAME; NO POP WAS SUBMITTED FOR THE INVOICE SHOWING THE PURCHASE OF THE PART; WECI WARR EXT COVERS REPLACEMENT OF CLOCK SPRING ONLY; VW TO REIMBURSE LABOR COST FOR CLOCK SPRING ONLY; TOTAL: $106.00 | | | SP TO GENERATE CHECK REQUEST, INSUFFICIENT DOCUMENTS LETTER AND PROGRAMMING DENIAL LETTERS
2/1/2019 8:22:00 AM	WVWMN7AN3AE[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $106.00 | | | SP GENERATED CHECK REQUEST
2/1/2019 8:24:00 AM	SP MAILED INSUFFICIENT DOCUMENTS AND PROGRAMMING DENIAL LETTERS
2/8/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 106.00 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A36G[redacted]
Owner Or Fleet	[redacted] Temecula, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	1/4/2019	Incident Date	N/A
Mileage	64,514		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 12:59:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 2:47:00 PM	CUTSOMER SEKEING REIMBURSMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUTSOMER PAID: $598.64 | | | | SP TO GENERATE CHECK REQUEST
1/31/2019 2:48:00 PM	1VWAT7A36GC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT: TOTAL: $598.64 | | | | SP GENERATED CHECK REQUEST | |
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 598.64 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A3XDC[redacted]
Owner Or Fleet	[redacted], NEWVILLE, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/4/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality	Mileage
No	No	0	0	109,000

Date/Time	Case Comment
1/4/2019 1:14:00 PM	CUSTOMER STATES RECEIVED LETTER FOR EXTENDED WARRANTY FOR AIRBAG CLOCK SPRING; CUSTOMER STATES HAD REPAIR COMPLETED AT VW DEALER PRIOR TO RECEIVING EXTENDED WARRANTY | | | CUSTOMER SEEKING INFORMATION REGARDING REIMBURSEMENT TOWARDS EXTENDED WARRANTY FOR AIRBAG CLOCK SPRING | | | CO ADVISED WILL EMAIL CUSTOMER CASE NUMBER, ONCE CUSTOMERS RECEIVES THE EMAIL, RESPOND DIRECTLY BACK WITH REPAIR ORDER AND POP; ONCE DOCUMENTS ARE RECEIVED; WILL ESCALATE TO THE REVIEW FOR REIMBURSEMENT TEAM; GENERAL TIME FRAME FOR REVIEW OF REIMBURSEMENT IS 120 BUSINESS DAYS FOR CUSTOMER TO RECEIVE A LETTER OR CHECK VIA MAIL | | | CO TO EMAIL CASE NUMBER | | NO FURTHER ACTION | |
1/4/2019 1:17:00 PM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | | SINCERELY, | | | | | | | KELLY B | | CUSTOMER CARE ADVOCATE | |
1/4/2019 5:56:00 PM	MEDIA ATTACHED IN DOC CENTER
1/7/2019 12:43:00 PM	SP TO REVIEW FOR REIMBURSEMENT TOWARDS EXTENDED WARRANTY FOR AIRBAG CLOCK SPRING
1/7/2019 12:43:00 PM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | KELLY B | | CUSTOMER CARE ADVOCATE | | |
1/29/2019 8:33:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 95,591 MILES; REPAIR ORDER DATE IS 02/07/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $482.37. | | | SP TO GENERATE CHECK REQUEST.
1/29/2019 8:35:00 AM	1VWAP7A3XDC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $482.37. | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 482.37 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHD7AJ1BW[redacted]
Owner Or Fleet	[redacted], Spring, TX, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2011		
Report Date	1/4/2019	Incident Date	N/A
Mileage	56,715		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 1:37:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 3:36:00 PM	CUTSOMER SEKEING RIEMBURSMENT UNDER; SUBMITTED RO AND POP; SHOW SREPLACEMNT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $570.76 | | | SP TO GENERATE CHECK REQUEST
1/31/2019 3:37:00 PM	WVWHD7AJ1BW[redacted]VW TO REIMBURSE UNDER WECI WARR.EXT; TOTAL: $570.76 | | | SP GENERATED CHECK REQUEST
2/6/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 570.76 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU6FM[redacted]
Owner Or Fleet	[redacted] Oakland, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	1/4/2019	Incident Date	N/A
Mileage	61,793		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 1:41:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 3:44:00 PM	CUSTOMER SEEKING REIMBURSMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRNTY; CUSTOMER PAID; $563.82 | | | SP TO GENERATE CHECK REQUEST
1/31/2019 3:48:00 PM	3VW217AU6FM[redacted]; VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL: $ 563.82 | | | SP GENERATED CHECK REQUEST
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 563.82 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A3XCC[redacted]
Owner Or Fleet	[redacted] MILFORD, NH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/4/2019	Incident Date	N/A
Mileage	118,716		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 1:44:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 8:35:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 118,716 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $320.00; LABOR $97.50; TOTAL $417.50. | | | SP TO GENERATE CHECK REQUEST.
2/1/2019 8:38:00 AM	1VWBP7A3XCC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $417.50. | | | SP GENERATED CHECK.
2/8/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 417.50 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX2BW[redacted]
Owner Or Fleet	[redacted]		San Antonio, TX, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/4/2019	Incident Date	N/A
Mileage	90,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 1:47:00 PM	CUSTOMER STATES THAT SHE WAS REIMBURSED BACK IN JANUARY OF 2014; CUSTOMER ALSO STATES THAT SHE WAS ONLY REIMBURSED 75% OF THE REPAIR; NOW THAT CUSTOMER HAS RECEIVED THE AIRBAG CLOCK SPRING WARRANTY EXT. LETTER; | | | CUSTOMER IS SEEKING TO BE REIMBURSED THE REMAINING 25% OF REPAIR; | | | CO ADVISED CUSTOMER CONFIRMED THAT CUSTOMER WAS REIMBURSED 75% OF REPAIR IN AMOUND OF $419.55 AS A ONETIME GOOD WILL GESTURE AFTER BEING DENIED THE ENTIRE REIMBURSEMENT TOTAL; CO ADVISED THAT VW HAS DOCUMENTS AND WILL REVIEW TO DETERMINE IF VW WOULD BE ABLE TO REIMBURSE FOR POSSIBLE REIMBURSEMENT UNDER THE CLOCK SPRING WARRANTY EXT.; CO ALSO ADVISED THAT THE REVIEW PROCESS CAN TAKE ANYWHERE FROM 60-120 BUSINESS DAYS DUE TO OUR HIGH REIMBURSEMENT REQUEST VOLUME; CO WILL EMAIL CUSTOMER CASE NUMBER; | | | CO TO ESC TO SP;
1/4/2019 1:54:00 PM	REFER TO CASE [redacted] TO REVIEW DOCUMENTS; | | | REVIEW FOR POSSIBLE REIMBURSEMENT UNDER CLOCK SPRING WARRANTY EXT.;
1/4/2019 1:57:00 PM	REFERENCE # [redacted] | | DEAR MRS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON~~'~~T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | CHRISTIAN E. | CUSTOMER CARE ADVOCATE |
1/4/2019 3:45:00 PM	FROM: [redacted] | SENT: FRIDAY, JANUARY 04, 2019 3:12 PM | TO: VW EXPERIENCE | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | THANK YOU. | | I LOOK FORWARD TO GETTING A RESPONSE REGARDING MY CLOCK SPRING. | | HALEY | | | | |
1/29/2019 4:08:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUST ALREADY REIMBURSED $419.55 OF TOTAL RO - CO TO REIMBURSE REMAINING TOTAL.
1/29/2019 4:23:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 40,056 MILES; CUSTOMER WAS PARTIALLY REIMBURSED FOR THIS REPAIR IN THE AMOUNT OF $419.55; REPAIR ORDER DATE IS 01/04/2014; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE REMAINDER OF REPAIRS FOR WECY WARRANTY EXTENSION; $139.85. | | | SP TO GENERATE CHECK REQUEST.
1/29/2019 4:27:00 PM	WVGBV7AX2BW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION AS GW GESTURE; TOTAL $139.85. | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 139.85 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A39DC[redacted]
Owner Or Fleet	[redacted] Lauderhill, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/4/2019	Incident Date	N/A
Mileage	69,756		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 1:50:00 PM	MEDIA ATTACHED IN DOC CENTER
1/29/2019 8:44:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 69,756 MILES; REPAIR ORDER DATE IS 02/10/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $567.06. | | | SP TO GENERATE CHECK REQUEST.
1/29/2019 8:45:00 AM	1VWAP7A39DC[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $569.06. | | | SP GENERATED CHECK.
2/4/2019 10:46:00 AM	FROM:[redacted] | | SENT: MONDAY, FEBRUARY 04, 2019 9:25 AM | | TO: REIMBURSEMENT REQUEST | | SUBJECT: STATUS REQUEST | | | GOOD MORNING, | | I WOULD LIKE TO KNOW WHAT IS GOING ON WITH MY REIMBURSEMENT ? | | THANK YOU | |[redacted] | |
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 569.06 MAILED ON 02/05/2019
2/12/2019 12:48:00 PM	CUSTOMER STATES: HAS AN OPEN CASE FOR A WARRANTY REIMBURSEMENT; | | | CUSTOMER SEEKS: UPDATE ON CASE; | | | CA ADVISED: CHECK WAS MAILED ON 02/05/2019 FOR THE AMOUNT OF $569.06, ETA FOR CHECK IS 3-4 WEEKS; | | | CO TO REVIEW AND CLOSE. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRL7AJ4AM[redacted]
Owner Or Fleet	[redacted] Edmond, OK, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	1/4/2019	Incident Date	N/A
Mileage	76,075		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 1:51:00 PM	MEDIA ATTACHED IN DOC CENTER
1/11/2019 3:44:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCKSPRING; VW TO REIMBURSE TOTAL: $325.68. | | | SP TO GENERATE CHECK REQUEST.
1/11/2019 3:45:00 PM	3VWRL7AJ4AM[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENISON; TOTAL: $325.68. | | | GENERATED CHECK REQUEST.
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 325.68 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A37DC[redacted]
Owner Or Fleet	[redacted] Portland, ME, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/4/2019	Incident Date	N/A
Mileage	68,729		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 2:49:00 PM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 2:15:00 PM	CUSTOMER SEEKING REIMBURSMENT UNDER WECI: SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBUSE UNDER WARRANTY; CUSTOMER PAID: $468.15 | | | SP TO GENERATE CHECK REQUEST
1/28/2019 2:17:00 PM	1VWBP7A37DC[redacted] VW TO REIMBURSE UNDER WECI WARR.EXT; TOTAL: $468.15 | | | SP GENERATED CHECK REQUEST
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 468.15 MAILED ON 02/05/2019
2/7/2019 12:48:00 PM	CUSTOMER SEEKING: UPDATE ON REIMBURSEMENT REQUEST | | | CUSTOMER ADVOCATE ADVISED: CHECK FOR $468.15 WAS MAILED OUT ON 2/5/2019; CUSTOMER ADVOCATE AGAIN CONFIRMED CUSTOMER ADDRESS; CUSTOMER ADVOCATE ADVISED CHECK MIGHT TAKE UP TO 10-14 DAYS TO ARRIVE; CUSTOMER THANKED | | | NO FURTHER ACTION*

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7ANXAE[redacted]
Owner Or Fleet	[redacted]		ORLANDO, FL[redacted]
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	1/4/2019	Incident Date	N/A
Mileage	109,758		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501BG		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 2:52:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 9:08:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 109,758 MILES; REPAIR ORDER DATE IS 11/28/2018; LAST OUT OF POCKET DATE IS 11/16/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $810.57. | | | | SP TO GENERATE CHECK REQUEST.
2/1/2019 9:10:00 AM	WVWMN7ANXAE[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION AS GW GESTURE; TOTAL $810.57. | | | | SP GENERATED CHECK.
2/8/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 810.57 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A36FC[redacted]
Owner Or Fleet	[redacted] Statesville, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/4/2019	Incident Date	N/A
Mileage	70,706		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 2:58:00 PM	MEDIA ATTACHED IN DOC CENTER
1/29/2019 9:16:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 70,706 MILES; REPAIR ORDER DATE IS 11/27/2018; LAST OUT OF POCKET DATE IS 11/26/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION PARTS ONLY; TOTAL $232.06. | | | | SP TO GENERATE CHECK REQUEST AND CAP AMOUNT LETTER..
1/29/2019 9:20:00 AM	1VWAT7A36FC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $232.06. | | | | SP GENERATED CHECK.
1/29/2019 9:23:00 AM	SP MAILED CAP AMOUNT LETTER.
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 232.06 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV3B7AX9JM[redacted]
Owner Or Fleet	[redacted] Dale City, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	1/4/2019	Incident Date	N/A
Mileage	4,600		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 3:16:00 PM	CUSTOMER STATES: VEHICLE IS AT THE DLR RIGHT NOW FOR AIRBAG LIGHT BEING ON FOR THE THIRD TIME, INFORMED CUSTOMER THAT HE NEEDED TO REPLACE THE CONTROL MODULE, CUSTOMER REQUESTED A RENTAL VEHICLE AND SO CUSTOMER WAS TOLD THAT PARTS WOULD BE ORDERED FOR VEHICLE AND RENTAL VEHICLE HAD TO BE RETURNED BUT THAT PART HAD TO BE ORDERED AND CUSTOMER SHOULD DRIVE VEH WITH AIRBAG LIGHT ON AND CUSTOMER COULD NOT DRIVE RENTAL VEHICLE, CUSTOMER ALSO LOST ALL USE OF SENSORS, VEHICLE HAD AN OIL LEAK AS WELL AND THE O RING NEEDED TO BE REPLACED AND DLR DID NOT PUT MORE OIL IN VEHICLE AFTER PERFORMING REPAIR, ORIGINAL OWNER; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; VEHICLE IS FINANCED THROUGH VCI; BRAND LOYAL CUSTOMER; MAINTAINED AT VW DEALER; ISSUE LAST OCCURRED ON 9/17/2018; PREVIOUS REPAIRS WERE COMPLETED AT DLR 409459 , MILEAGE WAS 3,000, AND REPAIRS WERE CONTROL MODULE; VEHICLE EXPERIENCING: AIRBAG LIGHT IS ON; VEHICLE IS CURRENTLY AT VW DEALERSHIP; DEALER STATES: STILL PERFORMING DIAGNOSIS; WORKING WITH ERIN SERVICE ADVISOR AT DEALER; VEHICLE IN FOR AN OVERNIGHT REPAIR | | | CUSTOMER SEEKING: TO HAVE ISSUE BE NOTED IN CARE SYSTEM | | | CO REVIEWED WITH: SHAYNA AND SHE AGREED THAT CASE CAN BE ESCALATED TO A RCM DUE TO REPEAT CONCERN, TO MAKE SURE DLR IS USING ALL RESOURCES POSSIBLE TO FIX VEHICLE PROBLEMS; RCM TO FOLLOW UP WITH CUSTOMER BY COB 1/7 | | | CO ADVISED: CUSTOMER THAT CASE CAN BE ESCALATED TO A RCM DUE TO REPEAT CONCERN, TO MAKE SURE DLR IS USING ALL RESOURCES POSSIBLE TO FIX VEHICLE PROBLEMS; RCM TO FOLLOW UP WITH CUSTOMER BY COB 1/7 | | | CUSTOMER WAS THANKFUL | | | CO TO ESCALATE
1/4/2019 3:21:00 PM	CUSTOMER STATES: ORIGINAL OWNER; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; VEHICLE IS FINANCED THROUGH VCI; BRAND LOYAL CUSTOMER; MAINTAINED AT VW DEALER; ISSUE LAST OCCURRED ON 9/17/2018; PREVIOUS REPAIRS WERE COMPLETED AT DLR 409459 , MILEAGE WAS 3,000, AND REPAIRS WERE CONTROL MODULE; VEHICLE EXPERIENCING: AIRBAG LIGHT IS ON; VEHICLE IS CURRENTLY AT VW DEALERSHIP; DEALER STATES: STILL PERFORMING DIAGNOSIS; WORKING WITH ERIN SERVICE ADVISOR AT DEALER; VEHICLE IN FOR AN OVERNIGHT REPAIR; CUSTOMER SEEKING:;
1/4/2019 3:27:00 PM	MENTOR AGREED, ESCALATE TO RCM.
1/4/2019 3:29:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┤T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | KRISTEN H | CUSTOMER CARE ADVOCATE |
1/4/2019 3:37:00 PM	RCM TO REACH OUT TO DLR 409459 DUE TO REPEAT CONCERN WITH AIRBAG LIGHT BEING ON TO SEE IF ASSISTANCE CAN BE PROVIDED | | | RCM TO FOLLOW UP WITH CUSTOMER BY COB 1/7
1/7/2019 1:54:00 PM	RCM CALLED CUSTOMER; ADVISED I AM ASSISTING WITH CASE ON 2018 TIGUAN AND WORK BEING COMPLETED AT SHEEHY VW; RCM SPOKE WITH SERVICE MANAGER ROBBIE AND SERVICE MANAGER IS RECRUITING HELP OF VTA TO ASSIST WITH DIAGNOSING CONCERNS; RCM APOLOGIZED FOR EXPERIENCE AND THANKED FOR BEING PART OF VW FAMILY; RCM TO FOLLOW UP BY COB 1/9 WITH ADDITIONAL UPDATES; RCM TO EMAIL CONTACT INFO TO CUSTOMER; CUSTOMER ACKNOWLEDGED | | | RCM TO EMAIL DEALER
1/7/2019 10:24:00 AM	RCM CALLED DEALER; SEEKING UPDATES ON CASE FOR CUSTOMER; CUSTOMER STATED HAS HAD MULTIPLE VISITS FOR SAME CONCERN; RCM WANTS TO KNOW DIAGNOSIS AND NEEDED REPAIRS; HAS VTA BEEN OPENED; WHERE DO WE STAND WITH THE VEHICLE | | | SERVICE MANAGER ROBBIE ADVISED THAT THE VEHICLE HAS BEEN TESTED; CAME UP WITH LOW VOLTAGE FAULTS; CHECKED BATTERY AND BATTERY TESTS NORMAL; NOT ABLE TO PIN POINT ACTUAL CONCERN; WILL HAVE TECH OPEN A VTA | | | RCM ADVISED WILL UPDATE NOTES AND REACH OUT TO CUSTOMER TO PROVIDE FEEDBACK | | | RCM TO CALL CUSTOMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV3B7AX9JM[redacted]
Owner Or Fleet	[redacted], Dale City, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	1/4/2019	Incident Date	N/A
Mileage	4,600		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/7/2019 2:15:00 PM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | | THANKS FOR YOUR PATIENCE WHILE I WORK ON YOUR CASE AND RESEARCH YOUR REQUEST. | | | | TO MAKE THINGS EASIER, I WANTED TO PROVIDE MY DIRECT EXTENSION SO THAT YOU CAN CONTACT ME ANYTIME. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL (43416). | | | | IF I AM ASSISTING OTHER CUSTOMERS WHEN YOU CALL, FEEL FREE TO LEAVE A VOICEMAIL. | | | | YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted]| | | | I LOOK FORWARD TO SPEAKING WITH YOU SOON! | | | | SINCERELY, | | | | | | | | CHAD S | | REGION CASE MANAGER | |
1/9/2019 10:23:00 AM	RCM CALLED SERVICE DEPT; SPOKE WITH KIM; REQUESTED TO SPEAK WITH SM ROBBIE; SA STATED THAT SM IS IN THE SHOP AND WILL BE COMING UP IN A FEW MINUTES; RCM REQUESTED A CALL BACK ASAP; PROVIDED DIRECT NUMBER
1/9/2019 10:29:00 AM	RCM CALLED BY DEALER; SPOKE WITH SERVICE MANAGER ROBBIE; CHECKING IN FOR UPDATES VEHICLE CONCERNS AND REPAIRS; RCM SEES THAT A VTA WAS OPEN AND DEALER WAS ADVISED TO REPLACE THE AIRBAG MODULE | | | | DEALER STATED MODULE REPLACED ON 1/7; REPAIRS ARE COMPLETE; CUSTOMER WILL PICK UP AROUND 1P TODAY | | | | RCM TO CALL CUSTOMER AND SET FOLLOW UP FOR 1/15 TO CHECK ON VEHICLE FOLLOWING REPAIRS
1/9/2019 2:14:00 PM	RCM CALLED CUSTOMER; ADVISED THAT RCM SPOKE WITH SERVICE MANAGER ROBBIE AT DEALER; ADVISED THAT VEHICLE REPAIRED PER VTA RECOMMENDATIONS; RCM TO FOLLOW UP WITH CUSTOMER BY COB 1/15 TO ENSURE VEHICLE IS WORKING AS IT SHOULD BE; CUSTOMER ACKNOWLEDGED AND ADVISED VEHICLE WAS PICKED | | | | RCM TO CALL CUSTOMER
1/15/2019 12:40:00 PM	RCM CALLED CUSTOMER; CHECKING IN ON VEHICLE FOLLOWING REPAIRS | | | | CUSTOMER STATED THAT REPAIRS SEEM TO BE GOOD TO GO SO FAR; CUSTOMER HOPES THAT EVERYTHING IS ALL SET BECAUSE HE DOES NOT WANT TO WORRY ABOUT RETURNING ISSUES ONCE WARRANTY EXPIRES | | | | RCM ADVISED THAT 2018 HAS A NVLW WARRANTY OF 6 YEARS OR 72K MILES WOF; VWOA CAN LOOK INTO ANY ADDITIONAL ASSISTANCE IF NECESSARY DOWN THE ROAD IF ISSUES CONTINUE; WE CAN REVIEW CASES ON CASE BY CASE BASES FOR HELP OUTSIDE OF WARRANTY IF NEEDED; CUSTOMER ACKNOWLEDGED; RCM TO CLOSE CASE SINCE VEHICLE IS REPAIRED; CUSTOMER WILL RECEIVE SURVEY BASED ON RCM PERFORMANCE FROM CARE; ANY FUTURE ISSUES OR CONCERNS CUSTOMER SHOULD NOT HESITATE TO REACH OUT TO CARE | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A34DC[redacted]
Owner Or Fleet	[redacted] Austin, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/4/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 3:23:00 PM	CUSTOMER STATES; ON 12/16 OR 1/17, CUSTOMER HAD CLOCK SPRING REPAIR; TURNED VEHICLE IN ON 4/17; NO LONGER HAS VEHICLE | | | | CUSTOMER SEEKING; REIMBURSEMENT | | | | CO ADVISED; WILL SEND AN EMAIL; CUSTOMER TO RESPOND TO EMAIL WITH PROOF OF PURCHASE AND PROOF OF REPAIR | | | | CUSTOMER THANKED
1/7/2019 11:25:00 AM	MEDIA ATTACHED IN DOC CENTER
2/4/2019 1:56:00 PM	CUST SEEKING REIMBURSEMENT FOR CLOCK SPRING WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $526.97. | | | | SP TO GENERATE CHECK REQUEST.
2/4/2019 2:06:00 PM	1VWAH7A34DC[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $526.97. | | | | GENERATED CHECK REQUEST.
2/8/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 526.97 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWDA7AJ0AW[redacted]
Owner Or Fleet	[redacted] Chicago, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2010		
Report Date	1/4/2019	Incident Date	N/A
Mileage	37,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549CP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 3:50:00 PM	CUSTOMER STATED AIRBAG LIGHT APPEARED ON VEHICLE BELIEVED THIS HAS SO THING TO DO WITH AIRBAG CLOCK SPRING NOTIFICATION RECEIVED | | | | CUSTOMER SEEKING TO GET REPLACED BY VW; IF WOULD HAVE PAY OUT OF POCKET | | | | CO ADVISED CUSTOMER WARRANTY EXT FOR AIRBAG CLOCK SPRING 06-20 OR 120K WOF AND IN THE EVENT AIRBAG LIGHT APPEARS AND CONTROLS IN STEERING WHEEL NO LONGER WORK; VAN TAKE TO LOCAL VW DEALER GET DIAGNOSIS AND REPAIR UNDER WARRANTY IF APPLICABLE; DUE TO LABOR TIME BEING INVOLVED IN DIAGNOSING A VEHICLE CONCERN, A DEALER MAY ASK YOU TO AUTHORIZE THE COST OF DIAGNOSIS UP FRONT. THIS IS YOU AGREEING TO COVER THE COST OF THE DIAGNOSIS IF THE DEALER FINDS THAT THE CONCERN ISN$_{T}$T THE RESULT OF A WARRANTABLE MANUFACTURERS SHORTCOMING. HOWEVER, IF THE DEALER FINDS THAT THE CONCERNS ARE COVERED UNDER WARRANTY, THE COST OF DIAGNOSIS WOULD BE ROLLED INTO THAT COVERAGE FOR YOU | | | | CUSTOMER ACKNOWLEDGED | | | | NO FURTHER ACTION | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AXXFW[redacted]
Owner Or Fleet	[redacted] San Jose, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	1/4/2019	Incident Date	N/A
Mileage	85,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 3:55:00 PM	CUSTOMER OWNS 2015 TIGUAN; CLOCK SPRING ISN'T WORKING; HAS FAILED FOR 3RD TIME; 2ND TIME NOT UNDER WARRANTY, NOW BACK UNDER WARRANTY; DEALER SAID TO CALL CUSTOMER CARE CENTER | | CUSTOMER SEEKS REIMBURSEMENT | | | CO ADVISED CUSTOMER HAS TO SEND POP AND REPAIR ORDER FOR POSSIBLE REIMBURSEMENT; TAKES 120 DAYS TO REVIEW AND RESPOND. | | | CO TO WAIT CUSTOMER DOCUMENTS.
1/4/2019 3:57:00 PM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | - A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | | - PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | SINCERELY, | | | | | SHAYNA S | | CUSTOMER CARE ADVOCATE | | | |
1/7/2019 11:16:00 AM	MEDIA ATTACHED IN DOC CENTER
1/7/2019 2:40:00 PM	MEDIA ATTACHED IN DOC CENTER
1/7/2019 3:16:00 PM	MEDIA ATTACHED IN DOC CENTER
1/8/2019 2:31:00 PM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON[redacted] | | | SINCERELY, | | | | | SHAYNA S | | CUSTOMER CARE ADVOCATE | |
1/8/2019 2:32:00 PM	PLEASE REVIEW FOR POSSIBLE REIMBURSEMENT.
1/29/2019 9:49:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 46,266 MILES; REPAIR ORDER DATE IS 10/06/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $697.09. | | | SP TO GENERATE CHECK REQUEST.
1/29/2019 9:51:00 AM	WVGBV7AXXFW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $697.09. | | | SP GENERATED CHECK.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AXXFW[redacted]
Owner Or Fleet	[redacted] San Jose, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	1/4/2019	Incident Date	N/A
Mileage	85,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/6/2019 CHECK #[redacted] FOR AMOUNT $ 697.09 MAILED ON 02/05/2019
4:00:00 AM

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX3BW[redacted]
Owner Or Fleet	[redacted] Los Angeles, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/4/2019	Incident Date	N/A
Mileage	75,874		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 4:07:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 2:19:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUTSOMER PAID: $500.07 TAX :$21.03 TOTAL: $521.10 | | | | SP TO GENERATE CHECK REQUEST
2/1/2019 2:23:00 PM	WVGAV7AX3BW[redacted] VW TO REIMBURSE UNDER WECI WARR.EXT: TOTAL: $521.10 | | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 521.10 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWED7AJ7CW[redacted]
Owner Or Fleet	[redacted], Lynnwood, WA, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2012		
Report Date	1/4/2019	Incident Date	N/A
Mileage	38,984		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 4:13:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 2:59:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI; SUBMITTED RO; SP VERIFIED POP IN XTIME; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $479.07 | | | SP TO GENERATE CHECK REQUEST
2/1/2019 3:01:00 PM	WVWED7AJ7CW[redacted] VW TO REIMBURSE UNDER WECI WARR.EXT; TOTAL: $479.07 | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 479.07 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A3XEC[redacted]
Owner Or Fleet	[redacted] FAIRFIELD, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/4/2019	Incident Date	N/A
Mileage	68,306		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 4:15:00 PM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 8:59:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $538.11 TAX: $21.03 TOTAL: $559.14 | | | SP TO GENERATE CHECK AND SEND CAP AMOUNT LETTER
2/5/2019 9:26:00 AM	1VWAT7A3XEC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT:TOTAL: $559.14 | | | SP GENERATED CHECK REQUEST
2/5/2019 9:27:00 AM	SP SENT LETTER
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 559.14 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWPF7AJ7CW[redacted]
Owner Or Fleet	[redacted] BEDFORD, NH, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2012		
Report Date	1/4/2019	Incident Date	N/A
Mileage	44,332		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 4:20:00 PM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 9:37:00 AM	CUTSOMER SEEKING REIMBURSEMENT UNDER WECI: SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $766.45 | | | | SP TO GENERATE CHECK REQUEST
2/5/2019 9:38:00 AM	WVWPF7AJ7CW[redacted] VW TO REIMBURSE UNDER WECI ARR.EXT; TOTAL:$766.45 | | | | SP GENERATED CHECK REQUEST
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 766.45 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW637AJ7DM[redacted]
Owner Or Fleet	[redacted] Valencia, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	1/4/2019	Incident Date	N/A
Mileage	83,135		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 4:56:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 4:10:00 PM	CUTSOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID :$603.38 | | | | SP TO GENERATE CHECK REQUEST
2/1/2019 4:12:00 PM	3VW637AJ7DM[redacted]VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $603.38 | | | | SP GENERATED CHECK REQUEST
2/1/2019 4:14:00 PM	GW - PROVIDED- FIRST OUT OF POCKET DATE
2/8/2019 4:00:00 AM	CHECK # [redacted]FOR AMOUNT $ 603.38 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A32EC[redacted]
Owner Or Fleet	[redacted] UNKNOWN, UNKNOWN, UN, 000000, ?		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/4/2019	Incident Date	N/A
Mileage	65,098		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 4:57:00 PM	CUSTOMER STATES: CURRENTLY AT VW DEALER; VEHICLE EXPERIENCING: AIRBAG LIGHT IS ON; VEHICLE STUMBLES AND DEALER WANTS TO CHARGE TO SEPARATE FEES FOR $120 TO DIAGNOSE EACH VEHICLE CONCERN; DEALER STATES: VEHICLE IS NO LONGER UNDER WARRANTY; CUSTOMER STATES: AIRBAGS HAVE NEVER DEPLOYED; | | | CUSTOMER SEEKS: WHY CUSTOMER HAS TO PAY FOR DIAGNOSIS FEE; | | | CO ADVISED: IF CUSTOMER HAS NOT BEEN IN AN ACCIDENT, CUSTOMER WOULD NOT KNOW IF THEY DEPLOYED OR NOT; AIRBAGS ARE NOT JUST GOING TO DEPLOY OUT OF NOWHERE; | | | CUSTOMER SEEKS: TIME FRAME FOR NVLW; | | | CO ADVISED: NVLW 3/36K MILES WOF; | | | NO FURTHER ACTION.
1/4/2019 5:11:00 PM	CATEGORY SELECTION : ENGANDENGCOOLING / WARNING LIGHT ON / AIRBAG LIGHT IS ON ; ENGANDENGCOOLING / STUMBLES/HESITATES / VEH HESITATES;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRX7AJ1AM[redacted]
Owner Or Fleet	[redacted] LAWRENCE TOWNSHIP, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	1/4/2019	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 5:12:00 PM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 9:55:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED MULTIPLE RO AND POP; SHOWS DIAGNOSIS AND REPLACEMENT OF CLOCK SPRING BETWEEN THE MULTIPLE RO; CUSTOMER PAID:$658.20 | | | | SP TO GENERATE CHECK REQUEST
2/5/2019 9:59:00 AM	3VWRX7AJ1AM[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL: $658.20 | | | | SP GENERATED CHECK REQUEST
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 658.20 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWG17AU0JM[redacted]
Owner Or Fleet	[redacted] Worcester, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2018		
Report Date	1/4/2019	Incident Date	N/A
Mileage	38,650		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507GH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 5:19:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 9:53:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS RIGHT SIDE PLATE LIGHT BULB REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; WECY WARR EXT COVERS CLOCK SPRING ONLY; RO IS DATED 12/6/2016; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CLOCK SPRING ONLY AS GOODWILL; PARTS: $347.60; LABOR: $220.00; TAX: $24.33; TOTAL: $591.93 | | | SP TO GENERATE CHECK REQUEST
2/1/2019 9:56:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/1/2019 9:56:00 AM	3VWG17AU0JM[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $591.93 | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 591.93 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A33DC[redacted]
Owner Or Fleet	[redacted] Farmingdale, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/4/2019	Incident Date	N/A
Mileage	61,198		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 5:23:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 11:05:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 61,198 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $619.16. | | | | SP TO GENERATE CHECK REQUEST.
2/1/2019 11:06:00 AM	1VWBP7A33DC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $619.16. | | | | SP GENERATED CHECK.
2/8/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 619.16 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30CC[redacted]
Owner Or Fleet	[redacted] ALBUQUERQUE, NM, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/4/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 5:32:00 PM	MEDIA ATTACHED IN DOC CENTER
1/29/2019 10:01:00 AM	1VWBP7A30CC[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $325.18. | | | | SP GENERATED CHECK REQUEST.
1/29/2019 9:58:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 70,114; POP VERIFIED IN X TIME; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $325.18. | | | | SP TO GENERATE CHECK REQUEST.
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 325.18 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A3XDC[redacted]
Owner Or Fleet	[redacted] Chico, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/4/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 5:42:00 PM	MEDIA ATTACHED IN DOC CENTER
1/11/2019 4:03:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR. EXT; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR. EXT; CUSTOMER PAID: $524.38; TAX; $23.97 TOTAL: $548.35 | | | | SP TO GENERATE CHECK REQUEST
1/11/2019 4:08:00 PM	1VWAP7A3XDC[redacted] VW TO REIMBURSE UNDER WECY WARR. EXT.; TOTAL: $548.35 | | | | SP GENERATED CHECK REQUEST
1/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 548.35 MAILED ON 01/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A36CC[redacted]
Owner Or Fleet	[redacted], Alton, NH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/4/2019	Incident Date	N/A
Mileage	68,114		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 5:43:00 PM	MEDIA ATTACHED IN DOC CENTER
1/29/2019 10:23:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 68,114 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $319.08; LABOR $240.00; TOTAL $559.08. | | | SP TO GENERATE CHECK REQUEST.
1/29/2019 10:27:00 AM	1VWBP7A36CC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $559.08. | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 559.08 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4T7AU7GM[redacted]
Owner Or Fleet	[redacted] Bishop, GA, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2016		
Report Date	1/4/2019	Incident Date	N/A
Mileage	37,772		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521AT		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 5:49:00 PM	MEDIA ATTACHED IN DOC CENTER
2/4/2019 3:49:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMEDR EPAIRS TO TEH CLOCK SPRING; CUST PAID $396.67; TAX $22.16; VW TO REIMBURSE TOTAL: $418.83. | | | SP TO GENERATE CHECK REQUEST.
2/4/2019 3:59:00 PM	3VW4T7AU7GM[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $418.83. | | | GENERATED CHECK REQUEST.
2/8/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 418.83 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A36DC[redacted]
Owner Or Fleet	[redacted]	WOODRIDGE, IL, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/4/2019	Incident Date	N/A
Mileage	29,059		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/4/2019 6:23:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 2:20:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 29,059 MILES; CUSTOMER HAD EXTENDED WARRANTY ONLY PAID DEDUCTIBLE VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $100.00. | | | SP TO GENERATE CHECK REQUEST.
2/1/2019 2:22:00 PM	1VWBH7A36DC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $100.00. | | | SP GENERATED CHECK.
2/8/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 100.00 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWTT7AU1FM[redacted]
Owner Or Fleet	[redacted] Basking Ridge, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2015		
Report Date	1/7/2019	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/7/2019 10:20:00 AM	**REFER TO CASE [redacted]* | | CUSTOMER STATES RECEIVED LETTER IN MAIL FOR EXTENDED WARRANTY FOR AIRBAG CLOCK SPRING; CUSTOMER STATES REPAIR ALREADY COMPLETED OUT OF POCKET; WAS REIMBURSED FOR 75% PRIOR TO EXTENDED WARRANTY COMING LIVE. | | | CUSTOMER SEEKING FULL REIMBURSEMENT TOWARDS AIRBAG CLOCK SPRING | | | CO ADVISED DUE TO CUSTOMER ALREADY RECEIVING 75% REIMBURSEMENT; VW WILL ONLY REVIEW FOR THE REMAINING AMOUNT TO BE REIMBURSED; GENERAL TIME FRAME FOR REVIEW OF REIMBURSEMENT CAN TAKE 120 DAYS FOR CUSTOMER TO RECEIVE DECISION VIA MAIL. | | | | CO TO ESCALATE TO SP
1/7/2019 10:26:00 AM	SP TO REVIEW FOR REMAINING REIMBURSEMENT TOWARDS EXTENDED WARRANTY FOR AIRBAG CLOCK SPRING. DOCUMENTS ATTACHED TO CASE [redacted] 75% WAS REIMBURSED AS GOODWILL PRIOR TO EXTENDED WARRANTY BEING ISSUED.
1/8/2019 6:12:00 PM	CUSTOMER STATES: CALLED THE OTHER DAY FOR A FAULTY AIRBAG CLOCK SPRING AND IS GETTING A PARTIAL REIMBURSEMENT; THE CASE NUMBER WAS NEVER EMAILED | | | CUSTOMER SEEKING: VERIFY CORRECT EMAIL AND TO EMAIL CASE NUMBER | | | CUSTOMER ADVOCATE ADVISED: CASE NUMBER WASN┬┐T SENT; VERIFIED EMAIL; WAITED ON THE ONLINE TILL CUSTOMER RECEIVED EMAIL | | | NO FURTHER ACTION | |
2/1/2019 10:48:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; CUSTOMER WAS PREVIOUSLY REIMBURSED FOR 75% OF CLOCK SPRING REPAIR; CUSTOMER WAS REIMBURSED $422.00; RO IS DATED 5/10/2018; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE REMAINING AMOUNT AS GOODWILL; TOTAL: $139.67 | | | | SP TO GENERATE CHECK REQUEST
2/1/2019 10:50:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/1/2019 10:51:00 AM	3VWTT7AU1FM[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $139.67 | | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 139.67 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDZ7AJ9BM[redacted]
Owner Or Fleet	[redacted]		Chicago, IL, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	1/7/2019	Incident Date	N/A
Mileage	55,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/7/2019 11:13:00 AM	CUSTOMER SUBSEQUENT OWNER, (CPO) SERVICES AT INDEPENDENT, AIRBAG LIGHT IS ON, CALLING ABOUT LETTER RECEIVED FOR A WARRANTY EXTENSION. | | | | CO ADVISED NO OPEN RECALLS, WARRANTY EXTENSION IS FOR THE AIRBAG CLOCK SPRING, COVERED FOR 10/120, WCF FOR MANUFACTURERS SHORTCOMINGS, ALSO SECONDARY AIR PRESSURE SENSOR WARRANTY EXTENSION FOR 10/120, WCF AS WELL, SUGGESTED CUSTOMER ADDRESS WITH HER VW DEALER, 402157, OFFERRED TO SET APPOINTMENT. CUSTOMER STATES SHE WILL CALL THEM AS NEEDS OIL CHANGE AS WELL, AND ASKED TO BE TRANSFERRED TO DEALER. CO TO TRANSFER CUSTOMER TO DELER 402157 | | | | TRANSFERRED TO DEALER.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A30EC[redacted]
Owner Or Fleet	[redacted] Virginia Beach, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/7/2019	Incident Date	N/A
Mileage	200,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/7/2019 12:17:00 PM	CUSTOMER STATES: REPAIRED AIRBAG CLOCK SPRING A COUPLE OF YEARS AGO AT 95K MILES; HAS EXTENDED WARRANTY ON VEHICLE; WOULD LIKE TO BE REIMBURSED | | | CUSTOMER SEEKS: REIMBURSEMENT FOR AIRBAG CLOCK SPRING WARRANTY | | | CO SENT CUSTOMER EMAIL WITH REIMBURSEMENT INSTRUCTIONS; ASKED IF IS A CURRENT CONCERN WITH VEHICLE | | | CUSTOMER STATES: CLOCK SPRING HAS FAILED AGAIN; IS SEEKING REIMBURSEMENT TO COVER NEW FAILURE | | | CO TO WAIT CUSTOMER MAIL
1/7/2019 12:19:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | MAIL: VOLKSWAGEN OF AMERICA 3800 HAMLIN RD. AUBURN HILLS, MI 48326 | FAX: 248-754-6504 | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | STEFANI S | CUSTOMER CARE ADVOCATE | |
1/7/2019 3:07:00 PM	MEDIA ATTACHED IN DOC CENTER
1/8/2019 1:32:00 PM	CUSTOMER STATES; HAD REPAIR DONE IN 3/16; GETTING A REIMBURSEMENT; CLOCK SPRING FAILED AGAIN; | | | CUSTOMER SEEKING; VW TO SEND CHECK TO VW DEALER TO PAY FOR NEW REPAIR | | | CUSTOMER ADVOCATE ADVISED; VW CANNOT EXPEDITE THE CHECK AND SEND TO DEALER | | | CUSTOMER UNDERSTOOD AND ACKNOWLEDGED
1/8/2019 11:07:00 AM	SP TO REVIEW FOR REIMBURSEMENT | | | PLEASE NOTE, CUSTOMER ADVOCATE VERIFIED PAYMENT VIA XTIME
1/8/2019 11:07:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | STEFANI S | CUSTOMER CARE ADVOCATE | |
2/1/2019 10:25:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO FROM DEALER; POP VERIFIED IN XTIME; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; MILEAGE OF VEHICLE AT TIME OF REPAIR IS 95,031; RO IS DATED 3/3/2016; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $567.68 | | | SP TO GENERATE CHECK REQUEST
2/1/2019 10:29:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/1/2019 10:29:00 AM	1VWBS7A30EC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $567.68 | | | SP GENERATED CHECK REQUEST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A30EC[redacted]
Owner Or Fleet	[redacted] Virginia Beach, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/7/2019	Incident Date	N/A
Mileage	200,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/8/2019 CHECK # [redacted] FOR AMOUNT $ 567.68 MAILED ON 02/07/2019 4:00:00 AM

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCM7A30DC[redacted]
Owner Or Fleet	[redacted] New York, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/7/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Mileage	49,913

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/7/2019 1:02:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 3:58:00 PM	CUTSOMER SEEKING REIMBURSEMNT UNDER WECY; SUBMITTED RO AND POP; SHOWSREPLACEMENT OF CLOCK SPRING; VW TO RIEMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID :$636.97 TAX: $19.31 TOTAL: $656.29 | | | | SP TO GENERATE CHECK REQUEST
1/31/2019 4:03:00 PM	GW - PROVIDED- FIRST OUT OF POCKET DATE
1/31/2019 4:03:00 PM	1VWCM7A30DC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $656.29 | | | | SP GNERATED CHECK REQUEST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A33CC[redacted]
Owner Or Fleet	[redacted] PROSPECT, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/7/2019	Incident Date	N/A
Mileage	53,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/7/2019 1:19:00 PM	CUSTOMER STATES: RECEIVED A LETTER FOR A WARRANTY EXTENSION ON THE CLOCK SPRING AND HAS HAD AN AIRBAG LIGHT ON FOR A COUPLE MONTHS THAT HAS NOT GONE OFF AS WELL AS THE DRIVER SIDE DOOR IS HAVING A HARD TIME UNLOCKING; | | | | CUSTOMER SEEKING: IF THE VEHICLE NEEDS TO GO INTO A DEALER FOR A DIAGNOSIS; | | | | CO ADVISED: BECAUSE THE CLOCK SPRING IS A STEERING WHEEL COMPONENT THE DOOR WOULD NOT BE AFFECTED BY THE CLOCK SPRING BUT IN REGARDS TO THE AIRBAG LIGHT STAYING ON IF ALSO PAIRED WITH THE STEERING WHEEL CONTROL BUTTONS NOT OPERATING THOSE WOULD BE THE SYMPTOMS FOR A CLOCK SPRING RELATED ISSUE; THE CUSTOMER MAY WANT TO HAVE A DIAGNOSIS RUN; | | | | CUSTOMER ACKNOWLEDGED; | | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A3XG[redacted]
Owner Or Fleet	[redacted] Clinton, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	1/7/2019	Incident Date	N/A
Mileage	79,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/7/2019 2:22:00 PM	CUSTOMER STATES: RECEIVED STEERING WHEEL CLOCK SPRING WARRANTY EXTENSION; VEHICLE EXPERIENCING: AIRBAG LIGHT IS ON; | | | | CUSTOMER SEEKS: GUIDANCE WITH WARRANTY EXTENSION; | | | | CO ADVISED: IF CUSTOMER IF EXPERIENCING PROBLEMS WITH STEERING WHEEL FUNCTIONS , HORN OR AIRBAG LIGHT CONSTANTLY ON, CO ADVISED TO TAKE VEHICLE TO VW DEALER; DEALER WILL DIAGNOSE VEHICLE AND IF DEALER FIND THE STEERING WHEEL CLOCK SPRING FAILED, THEN IT WILL BE REPLACED UNDER WARRANTY EXT; IF DIAGNOSIS CONFIRMS THAT THE ISSUE IS CAUSED BY A FAULTY STEERING COLUMN LOCK HOUSING, THE REPAIR WILL BE COVERED AT NO COST TO THE CUSTOMER. | | | | NO FURTHER ACTION. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWPL7AJ5CM[redacted]
Owner Or Fleet	[redacted] Lancaster, SC, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2012		
Report Date	1/7/2019	Incident Date	N/A
Mileage	97,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/7/2019 2:39:00 PM	CUSTOMER STATES: HAD WORK DONE ON VEHICLE FOR THE AIRBAG CLOCK SPRING LAST SUMMER AND WOULD LIKE TO BE REIMBURSED FOR PAYING OUT OF POCKET FOR WHAT IS NOW A WARRANTY EXTENSION | | | CUSTOMER SEEKING: TO BE REIMBURSED | | | CO ADVISED: CUSTOMER THAT EMAIL WOULD BE SENT TO CUSTOMER THAT CAN BE RESPONDED TO WITH RO AND POP, ONCE DOCUMENTATION HAS BEEN SENT CUSTOMER WILL RECEIVE A CALL AND CASE WILL BE ESCALATED TO TEAM THAT REVIEWS FOR POSSIBLE REIMBURSMENT, INFORMED CUSTOMER THAT REVIEW PROCESS CAN TAKE UP TO 120 BUSINESS DAYS AND CUSTOMER WILL BE PROVIDED DECISION VIA U.S MAIL | | | CUSTOMER UNDERSTOOD | | | CO TO WAIT CUSTOMER MAIL
1/7/2019 2:42:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | DEAR MRS.[redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | KRISTEN H | CUSTOMER CARE ADVOCATE |
1/9/2019 2:25:00 PM	CUSTOMER STATES SPOKE WITH VW REGARDING REIMBURSEMENT FOR AIRBAG CLOCK SPRING; RECEIVED AN EMAIL WITH CASE NUMBER BUT NOT SURE WHAT TO DO NEXT; | | | CUSTOMER SEEKING INFORMATION ON WHERE TO SEND DOCUMENTS TOO; | | | CUSTOMER ADVOCATE ADVISED CUSTOMER TO RESPOND TO EMAIL THAT WAS SENT WITH CASE NUMBER WITH DOCUMENTS CUSTOMER WOULD LIKE TO BE SUBMITTED FOR REIMBURSEMENT REVIEW; VW WOULD NEED REPAIR ORDER AND POP; ONCE VW RECEIVE EMAIL; CO WILL BE NOTIFIED; | | | CO TO REVIEW;
1/14/2019 3:01:00 PM	CO ADVISED: CUSTOMER THAT EMAIL HAS BEEN SENT TO CUSTOMER BUT DOCUMENTS HAVE NOT YET BEEN RECEIVED, ADVISED THAT IF CUSTOMER WOULD LIKE TO CONTINUE CASE TO SEND IN DOCUMENTATION OF RO AND POP TO BE REVIEWED FOR POSSIBLE REIMBURSMENT | | | CO TO FOLLOW UP
1/16/2019 1:25:00 PM	CUSTOMER STATES: CUSTOMER HAS SENT THE EMAIL WITH INFORMATION ON THE REIMBURSEMENT CLAIM DOCUMENTS; CUSTOME TOOK THE VEHICLE TO HAVE THIS PART REPLACED BEFORE THE LETTER WAS SENT; | | | CUSTOMER SEEKING: INFORMATION IF VW HAS GOTTEN THE EMAIL | | | CA ADVISED: CA DOES NOT SEE DOCUMENTS BUT CAN PROVIDE FAX (2487546504); CUSTOMER THANKED; | | | | |
1/16/2019 1:31:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / STEERING WHEEL CLOCKSPRING WAS REPLACED ;
1/16/2019 2:54:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 5:46:00 PM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 1:55:00 PM	CO ADVISED: CUSTOMER THAT INFORMATION WAS RECEIVED BUT IS BLACKED OUT AND CANNOT READ THE REST OF THE REPAIR ORDER, INFORMATION IS NECESSARY IN ORDER TO ESCALATE CASE TO APPROPRIATE TEAM THAT HANDLES REIMBURSMENT, ONCE DOCUMENTATION HAS BEEN RESENT CUSTOMER WILL BE NOTIFIED VIA U.S MAIL | | | CUSTOMER UNDERSTOOD, WILL SEND DOCUMENTATION VIA FAX | | | CO TO WAIT CUSTOMER MAIL
1/24/2019 3:46:00 PM	CO ADVISED: CUSTOMER THAT DOCUMENTATION HAS NOT BEEN SUBMITTED TO REVIEW, CO REQUESTING THAT CUSTOMER SEND IN RO AND POP TO BE REVIEWED FOR POSSIBLE REIMBURSMENT, IF CUSTOMER HAS ANY QUESTIONS TO CONTACT CARE AT 800 822 8987 | | | CO TO FOLLOW UP

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWPL7AJ5CM[redacted]
Owner Or Fleet	[redacted] Lancaster, SC, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2012		
Report Date	1/7/2019	Incident Date	N/A
Mileage	97,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/24/2019 6:11:00 PM	CUSTOMER STATES RECEIVED A CALL STATING THAT DOCUMENTS HADN┬┐T BEEN RECEIVED; HAVE SENT DOCUMENTS IN TWO DIFFERENT WAYS; DON┬┐T KNOW WHAT ELSE TO DO; | | | | CUSTOMER SEEKING WHAT TO DO REGARDING DOCUMENTS BEING SENT IN; | | | | CUSTOMER ADVOCATE ADVISED CUSTOMER THAT PDF WOULDN┬┐T OPEN; CUSTOMER CAN TAKE A PICTURE OF REPAIR ORDER AND POP AND EMAIL THE PICTURES; CUSTOMER STATES WILL TRY THAT WAY; | | | | CO TO REVIEW;
1/29/2019 9:30:00 AM	FROM:[redacted] | | SENT: TUESDAY, JANUARY 29, 2019 6:23 AM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | | | *****NO EMAIL OR ATTACHMENT RECEIVED; CO TO HANDLE CASE AS NECESSARY
1/31/2019 4:38:00 PM	CO ADVISED: CUSTOMER THAT BLANK EMAIL WAS SENT BACK WITH NO EMAIL OR ATTACHMENT RECEIVED, REQUESTING THAT CUSTOMER TAKE A CLEAR PICTURE TO SEND INTO CUSTOMER CARE TO REVIEW FOR POSSIBLE REIMBURSMENT | | | | CO TO FOLLOW UP
1/31/2019 5:11:00 PM	CUSTOMER WAS RETURNING THEIR CO CALL ABOUT THEIR PAPERWORK THAT THEY SENT IN FOR POSSIBLE REIMBURSEMENT; CUSTOMER ADVOCATE ADVISED THAT THEY WOULD HAVE TO RESEND IN THEIR RECEIPTS AND REPAIR ORDER IN FORM THAT VW CAN READ THEM; CUSTOMER ADVOCATE PROVIDED CUSTOMER WITH THE MAILING ADDRESS FOR THEM TO MAIL THE PAPERWORK AS WELL AS ADVISING THEM THEY COULD ALSO SCREENSHOT THE PROOF AND SEND THAT IN VIA EMAIL; CUSTOMER STATED THEY WILL MAIL IN THE PAPERWORK AS WELL EMAIL VW; | | | | CO TO WAIT ON DOCUMENTS
1/31/2019 5:57:00 PM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 5:12:00 PM	CO ADVISED: CUSTOMER THAT INFORMATION HAS BEEN RECEIVED AND CASE CAN NOW BE ESCALATED TO OUR TEAM THAT REVIEWS FOR POSSIBLE REIMBURSMENT, REVIEW PROCESS CAN TAKE UP TO 60 BUSINESS DAYS AND CUSTOMER WILL RECEIVE VW DECISION VIA U.S MAIL, IF CUSTOMER HAS ANY QUESTIONS TO FEEL FREE TO CONTACT CARE AT 800 822 8987 | | | | CO TO ESCALATE
2/5/2019 5:16:00 PM	SP TO REVIEW FOR POSSIBLE REIMBURSMENT FOR CUSTOMER PAYING FOR STEERING WHEEL CLOCK SPRING
2/6/2019 10:30:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 90,332 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $290.07; LABOR $309.00; TAX $22.33 TOTAL $621.40. | | | | SP TO GENERATE CHECK REQUEST.
2/6/2019 10:38:00 AM	3VWPL7AJ5CM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $621.40. | | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 621.40 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX3FW[redacted]
Owner Or Fleet	[redacted]		Houston, TX,[redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	1/7/2019	Incident Date	N/A
Mileage	45,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/7/2019 2:56:00 PM	JAN 7, 2019 11:36 AM | | @VWCARES | | I NEED ASSISTANCE WITH A RECALL ON MY TIGUAN. | | | | [redacted]
1/7/2019 2:57:00 PM	CATEGORY SELECTION : ELECTRICAL / HISTORICAL CONCERN / STEERING WHEEL CONTROL MODULE REPLACED;
1/8/2019 1:30:00 PM	JAN 8, 2019 1:07 PM | | THANKS FOR SENDING ALL THOSE DOCUMENTS IN,[redacted] I HAVE ADDED THOSE DETAILS TO YOUR CASE AND WOULD LIKE TO HAVE IT ASSIGNED TO OUR SPECIAL PROJECTS TEAM, WHO WILL ULTIMATELY BE REVIEWING YOUR REQUEST. | | | | HOWEVER, BEFORE DOING SO, WE WOULD NEED YOU TO CONFIRM THE EXACT PART NUMBER THAT WAS REPLACED AT THE INDEPENDENT LOCATION. THAT WILL ENSURE THAT AUTHENTIC VW PARTS WERE USED AND WILL ALSO HELP THAT TEAM REVIEW EASIER. | | | | ONCE YOU ARE ABLE TO CONFIRM THAT, I WILL BE HAPPY TO GET THAT PROCESS STARTED. -BR
1/8/2019 1:31:00 PM	JAN 8, 2019 1:21 PM | | THAT IS CORRECT, THE INDEPENDENT SHOP WOULD BE THE BEST CONTACT TO REACH OUT TO FOR CONFIRMATION ON THE PART NUMBERS. -BR
1/8/2019 1:31:00 PM	JAN 8, 2019 1:09 PM | | HOW WOULD I GO ABOUT GETTING THAT EXACT PART NUMBER? DO I HAVE TO CONTACT THE SHOP? | | | | [redacted]
1/8/2019 11:46:00 AM	JAN 7, 2019 11:55 AM | | HI[redacted] I AM HAPPY TO LOOK INTO ANY ASSISTANCE YOU MAY NEED. PLEASE FEEL FREE TO SEND US A DM WITH YOUR VIN, EMAIL AND THE RECALL YOU ARE REFERRING TO. -BR
1/8/2019 11:47:00 AM	JAN 7, 2019 11:58 AM | | HI, MY VIN NUMBER IS WVGAV7AX3FW[redacted] MY EMAIL ADDRESS IS [redacted] I'M REFERRING TO THE STEERING WHEEL CLOCK SPRING RECALL. | | | | [redacted]
1/8/2019 11:49:00 AM	JAN 7, 2019 12:23 PM | | THANKS FOR CONFIRMING THAT,[redacted] WHAT TYPE OF ASSISTANCE WERE YOU LOOKING FOR IN REGARD TO THE CLOCK SPRING RECALL? -BR
1/8/2019 11:49:00 AM	JAN 7, 2019 12:26 PM | | I WANTED TO DOUBLE CHECK SOMETHING. BACK IN AUGUST, I HAD AN ISSUE WITH THE STEERING WHEEL. IT TURNED OUT THERE WAS A STEERING WHEEL MODEL THAT WAS THE ISSUES. IT WAS REPLACED. I WAS WONDERING IF THAT┬┐S THE SAME ISSUE? | | | [redacted]
1/8/2019 11:49:00 AM	JAN 7, 2019 2:20 PM | | I UNDERSTAND, I CAN LOOK INTO THAT FURTHER FOR YOU FOR CLARIFICATION. WAS THAT REPLACEMENT DONE AT A VW DEALERSHIP OR INDEPENDENT LOCATION? -BR
1/8/2019 11:50:00 AM	JAN 7, 2019 2:27 PM | | IT WAS DONE AT AN INDEPENDENT LOCATION, WHICH I HAVE RECEIPTS FOR. | | | | [redacted]
1/8/2019 11:52:00 AM	JAN 7, 2019 3:04 PM | | I'M HAPPY TO REVIEW THAT INFORMATION FOR YOU. FROM LOOKING INTO YOUR VEHICLE DATA, I AM NOT SEEING IT AS PART OF THE STEERING WHEEL CLOCK SPRING RECALL, BUT I DO SEE THAT YOU HAVE THE STEERING WHEEL CLOCK SPRING WARRANTY EXTENSION. THAT IS GOOD FOR 120,000 MILES OR UNTIL 2025-06-19 , WHICHEVER OCCURS FIRST. | | | | ALTHOUGH I AM NOT SEEING THE STEERING WHEEL CONTROL MODULE AS LISTED WITH THAT WARRANTY EXTENSION, I CAN CERTAINLY LOOK INTO OUR RESOURCES FURTHER TO CONFIRM. PLEASE FEEL FREE TO SEND IN A COPY OF THE REPAIR ORDERS AND PROOF OF PAYMENT TO VWSOCIALMEDIAESCALATIONS@VW.COM AND REFERENCE YOUR CASE NUMBER, WHICH IS[redacted] -BR

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX3FW[redacted]
Owner Or Fleet	[redacted] Houston, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	1/7/2019	Incident Date	N/A
Mileage	45,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/8/2019 11:53:00 AM	JAN 7, 2019 3:11 PM | | OKAY GREAT. I WILL BE SENDING THAT SOON. | | | [redacted] | | | JAN 8, 2019 11:40 AM | | HI, I JUST SENT THE EMAIL TO THE VWSOCIALMEDIAESCALATIONS@VW.COM | | | | [redacted] | | | JAN 8, 2019 11:41 AM | | WITH ALL THE COPIES OF THE REPAIR ORDERS, RECEIPTS AND DIAGNOSTIC DONE ON THE CAR BY THE VW DEALERSHIP. WHAT WOULD BE MY NEXT STEPS? | | | | [redacted]
1/8/2019 11:54:00 AM	TUE 1/8/2019 11:36 AM | | HI, | | | | I WAS TOLD BY ONE OF YOUR REPRESENTATIVES VIA TWITTER, TO SEND ALL RECEIPTS AND INVOICES TO YOU SO THEY CAN LOOK INTO THIS RECALL FURTHER. | | | | REFERENCE CASE NUMBER: [redacted] | | CAR: 2015 VW TIGUAN | | VIN: WVGAV7AX3FW[redacted] | | | | ATTACH YOU WILL FIND ALL RELATED PAPERWORK TO THIS ISSUE. | | | | THANK YOU! | | | | ALL THE BEST, | | | | [redacted] |
1/8/2019 11:56:00 AM	MEDIA ATTACHED IN DOC CENTER
1/9/2019 1:43:00 PM	JAN 9, 2019 12:01 PM | | I SENT IT! :) | | | | [redacted]
1/9/2019 1:43:00 PM	MEDIA ATTACHED IN DOC CENTER
1/9/2019 2:28:00 PM	JAN 9, 2019 2:26 PM | | THANKS! I HAVE UPDATED YOUR CASE WITH THAT INVOICE AND HAVE ASSIGNED IT TO THE CORRECT DEPARTMENT THAT WILL COMPLETE THAT REVIEW. I CAN ADVISE THAT THE NORMAL PROCESS FOR THE REVIEW TO BE FINISHED AND TO RECEIVE CORRESPONDENCE IS SENT FOR 60 DAYS. HOWEVER, DUE TO THE CURRENT INFLUX OF REQUESTS COMING IN, IT MAY TAKE UP TO 120 DAYS TO RECEIVE CORRESPONDENCE. | | | | PLEASE FEEL FREE TO REACH BACK OUT AFTER 60 DAYS, AND WE CAN LOOK INTO THE STATUS. I SEE A W 18TH ST. IN HOUSTON ON FILE FOR THE ADDRESS. IF THERE IS A DIFFERENT ADDRESS THAT WORKS BETTER, I'M HAPPY TO CHANGE THAT FOR YOU. -BR
1/9/2019 4:00:00 PM	JAN 9, 2019 2:28 PM | | THANK YOU FOR THAT INFORMATION. I APPRECIATE YOUR HELP! I RECENTLY MOVED SO MY NEW ADDRESS IS [redacted] HOUSTON, TX [redacted] | | | [redacted] | | | JAN 9, 2019 2:28 PM | | ONCE AGAIN. THANK YOU FOR BEING SOOOOO HELPFUL! | | | [redacted] |
1/9/2019 4:27:00 PM	JAN 9, 2019 4:10 PM | | YOU'RE WELCOME, [redacted] I WAS HAPPY TO HAVE YOUR REQUEST SENT TO THE CORRECT DEPARTMENT. I'VE MADE SURE TO UPDATE YOUR ADDRESS SO THE CORRESPONDANCE IS SENT TO THE RIGHT LOCATION. FEEL FREE TO REACH OUT TO US IF YOU HAVE ANY OTHER QUESTIONS OR CONCERNS. -BR
1/9/2019 4:45:00 PM	SPECIAL PROJECTS TO REVIEW CUSTOMER REQUEST FOR REIMBURSEMENT ON STEERING WHEEL CLOCK SPRING REPAIRS UNDER EXTENDED WARRANTY COVERAGE;
2/11/2019 11:09:00 AM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEP; INDEP PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE PARTS $290.07 (EQUAL TO MAX AMOUNT) AND LABOR $200.00; TAX $25.08; VW TO REIMBURSE TOTAL: $515.15. | | | SP TO GENERATE CHECK REQUEST.
2/11/2019 11:14:00 AM	WVGAV7AX3FW[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $515.15. | | | GENERATED CHECK REQUEST.
2/11/2019 11:17:00 AM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX3FW[redacted]
Owner Or Fleet	[redacted]		Houston, TX, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	1/7/2019	Incident Date	N/A
Mileage	45,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/15/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 515.15 MAILED ON 02/14/2019
2/18/2019 1:08:00 PM	FEB 16, 2019 7:26 PM | | HI! I HAVE SENT OUT SEVERAL DOCUMENTS REGARDING A THE RECALL ON MY CAR. AND I STILL HAVE NOT HEARD BACK. DO YOU KNOW WHEN I WILL BE HEARING BACK? | | | [redacted] | | | | FEB 16, 2019 7:27 PM | | OR MAYBE IF YOU KNOW THE STATUS OF MY CLAIM? THANK YOU! | | | [redacted] |
2/18/2019 1:14:00 PM	FEB 18, 2019 1:13 PM | | HI [redacted] THANKS FOR YOUR PATIENCE WHILE WAITING FOR AN UPDATE ON YOUR CASE. I DO SEE THAT CORRESPONDENCE WAS JUST SENT OUT ON VALENTINE'S DAY! YOU SHOULD BE RECEIVING THAT IN 7-10 BUSINESS DAYS FROM THE 14TH. PLEASE LET ME KNOW IF YOU DON'T GET IT WITHIN THAT TIME FRAME. -BR

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34DC[redacted]
Owner Or Fleet	[redacted] North Easton, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/7/2019	Incident Date	N/A
Mileage	60,890		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/7/2019 4:15:00 PM	CUST STATES: CUST WAS REFERRED BY THE DLR 401065 ON HOW TO BE REIMBURSED FOR THE AIR BAG CLOCK SPRING WARRANTY EXTENSION | | | CUST SEEKING: REIMBURSEMENT FOR COST OF REPAIR | | | CO ADVISED: CO IS GONNA SEND AN EMAIL WITH HIS CASE NUMBER; WHERE HE CAN REPLY WITH HIS RO AND PROOF OF PAYMENT; REIMBURSEMENT PROCESS IS UP TO 120 DAYS AND HE WILL BE NOTIFIED BY MAIL. | | | CO TO FOLLOW UP WITH CUST 01/10/2019 | | |
1/7/2019 4:32:00 PM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | CORISSIA S | CUSTOMER CARE ADVOCATE | |
1/10/2019 2:55:00 PM	CA ADVISED: CUSTOMER THAT EMAIL WAS SENT THAT CUSTOMER CAN RESPOND TO WITH RO AND POP, ONCE DOCUMENTATION IS RECEIVED CUSTOMER WILL RECEIVE A CALL AND CASE WILL BE ESCALATED TO THE TEAM THAT REVIEWS FOR POSSIBLE REIMBURSMENT, REVIEW PROCESS CAN TAKE UP TO 120 BUSINESS DAYS AND CUSTOMER WILL BE NOTIFIED OF VW DECISION VIA U.S MAIL, IF CUSTOMER HAS ANY QUESTIONS TO CONTACT CARE AT 800 822 8987 | | | CO TO FOLLOW UP
1/16/2019 10:40:00 AM	CUSTOMER STATES WAS TOLD CUSTOMER HAD TO FILL OUT A FORM FOR REIMBURSEMENT BUT NOTHING WAS ATTACHED TO EMAIL | | | CUSTOMER SEEKING FORM; | | | CUSTOMER ADVOCATE APOLOGIZED FOR MISCOMMUNICATION THERE IS NO FORM, IF CUSTOMER CAN REPLY TO EMAIL SENT FROM CO WITH INVOICE FROM DEALER 401065 AND POP; NOW REVIEW PROCESS IS BACK TO 60 DAYS ; | | | CUSTOMER STATES PAID MATER VISA CARD ON INVOICE AND AUTHORIZATION NUMBER, IS THAT FINE ; CUSTOMER ADVOCATE ADVISED THAT IS FINE ; | | | CO TO REVIEW ;
1/16/2019 3:30:00 PM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 1:50:00 PM	CA ADVISED: CUSTOMER THAT DOCUMENTS HAVE BEEN RECEIVED AND WILL BE SENT TO CORRECT TEAM THAT REVIEWS FOR POSSIBLE REIMBURSMENT, REVIEW PROCESS CAN TAKE UP TO 60 BUSINESS DAYS AND CUSTOMER WILL BE NOTIFIED WITH VW DECISION VIA U.S MAIL, IF CUSTOMER HAS ANY QUESTIONS TO CALL CARE AT 800 822 8987 | | | CA TO ESCALATE
1/17/2019 1:53:00 PM	SP TO REVIEW FOR POSSIBLE REIMBURSMENT FOR CUSTOMER PAYING FOR THE AIRBAG CLOCK SPRING OUT OF POCKET
1/17/2019 3:00:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / AIRBAG CLOCKSPRING;
1/22/2019 11:28:00 AM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / AIRBAG CLOCK SPRING;
1/31/2019 4:13:00 PM	CUSTOMER SEEKING REIMBURSEMENT; SUBMITTED RO AND POP; SHOWS REPLACMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID DEDUCTIBLE: $165.30 | | | SP TO GENERATE CHECK REQUEST
1/31/2019 4:16:00 PM	1VWBP7A34DC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $165.30 | | | SP GENERATED CHECK REQUEST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34DC[redacted]
Owner Or Fleet	[redacted], North Easton, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/7/2019	Incident Date	N/A
Mileage	60,890		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/31/2019 4:16:00 PM	GW - PROVIDED- FIRST OUT OF POCKET DATE
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 165.30 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWML7AJ9BM[redacted]
Owner Or Fleet	[redacted] SANTA CRUZ, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2011		
Report Date	1/7/2019	Incident Date	N/A
Mileage	124,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5K0953507BC		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/7/2019 4:26:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED IN 2013 AT MILEAGE 85K; VEHICLE PURCHASED FROM NON-VW DEALER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; BRAND LOYAL CUSTOMER; MAINTAINED AT LOCAL BUSINESS (NON-VW); MAINTENANCE RECORDS ARE AVAILABLE; ISSUE LAST OCCURRED ON 1/7/2019; NO PREVIOUS REPAIRS FOR THIS ISSUE; VEHICLE EXPERIENCING: DRIVERS AIRBAG LIGHT HAS BEEN ON FOR 2 YEARS; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. HAS NO ISSUES WITH STEERING BUTTONS; AND IS UNSURE ABOUT HORN AS CUSTOMER DOES NOT USE IT OFTEN | | | CUSTOMER SEEKING: TO GET LIGHT DIAGNOSED UNDER CLOCK SPRING WARRANTY; | | | FACE TO FACE WITH ROSS B: POST AEM; SEEKING ASSISTANCE; ESCALATE TO RCM | | | CO ADVISED: WOULD LIKE TO LOOK INTO CUSTOMER CONCERN EVEN FURTHER TO DO THAT CUSTOMER CARE CENTER WOULD NEED TO MAKE AN APPOINTMENT TO GET DIAGNOSIS; CO CAN ASSIST IN SETTING UP APPOINTMENT; CO SET APPOINTMENT VIA XTIME FOR 7:45 AM - THURSDAY JAN 10, 2019; RCM WILL FOLLOW UP ON CUSTOMER VEHICLE DIAGNOSIS; RCM WILL REACH OUT TO DEALER 426030 AND CUSTOMER BY COB 1/11/2019; RCM WILL ALSO LOOK INTO ANY ASSISTANCE OPTIONS THERE MAYBE FOR CUSTOMER. | | | CO TO ESCALATE TO RCM.
1/7/2019 4:37:00 PM	POST AEM; SEEKING ASSISTANCE; ESCALATE TO RCM
1/7/2019 4:43:00 PM	REFERENCE #[redacted] | | | DEAR [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┤T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | STACIE M | | CUSTOMER CARE ADVOCATE
1/7/2019 4:43:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;
1/7/2019 4:47:00 PM	RCM TO FOLLOW UP ON CUSTOMER APPOINTMENT DIAGNOSIS AND LOOK INTO POST AEM GOOD WILL REQUEST | | | RCM TO REACH OUT TO DEALER 426030 AND CUSTOMER BY COB 1/11/2019.
1/11/2019 10:14:00 AM	GOOD MORNING DAVE, | | | WOULD YOU BE ABLE TO PROVIDE ME WITH THIS CUSTOMERS DIAGNOSIS? THE CUSTOMER IS SEEKING FOR ME TO FOLLOW UP WITH THE AIR BAG LIGHT CONCERNS. LET ME KNOW WHAT YOU FIND. | | | THANK YOU, | | | WILLIAM SETTLE | | REGION CASE MANAGER | | RCM TO WAIT DEALER EMAIL
1/11/2019 4:29:00 PM	[redacted] | | | RCM CALLING TO ADVISE THAT I AM WAITING ON FEEDBACK; CUSTOMER STATES THAT DEALER CLEARED FAULT AND ISSUE DID NOT COME BACK; CUSTOMER SEEKING RCM EMAIL SO HE CAN REACH OUT IF NESSARY; RCM TO EMAIL CUSTOMER THEN CLOSE
1/11/2019 4:31:00 PM	REFERENCE #[redacted] | | | DEAR [redacted] | | | | | TO MAKE THINGS EASIER, I WANTED TO PROVIDE MY DIRECT EXTENSION SO THAT YOU CAN CONTACT ME ANYTIME. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┤9┬┤ AND DIAL (43276). | | | | IF I AM ASSISTING OTHER CUSTOMERS WHEN YOU CALL, FEEL FREE TO LEAVE A VOICEMAIL. | | | YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | I LOOK FORWARD TO SPEAKING WITH YOU SOON! | | | SINCERELY, | | | | | | | WILLIAM S | | REGION CASE MANAGER | | | RCM TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX4GW[redacted]
Owner Or Fleet	[redacted], UNIONVILLE, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	1/8/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/8/2019 8:30:00 AM	MEDIA ATTACHED IN DOC CENTER
2/4/2019 1:23:00 PM	CUTSOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED RO AND POP; AHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUTSOMER PAID: $529.07 TAX: $33.59 TOTAL: $562.67 | | | | SP TO GENERATE CHECK REQUEST
2/4/2019 1:28:00 PM	WVGBV7AX4GW[redacted]; VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL: $562.67 | | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 562.67 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2GW[redacted]
Owner Or Fleet	[redacted] San Jose, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	1/8/2019	Incident Date	N/A
Mileage	42,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/8/2019 8:45:00 AM	MEDIA ATTACHED IN DOC CENTER
1/29/2019 1:28:00 PM	CUSTOMER STATES: SENT IN REIMBURSEMENT REQUEST FORM A WHILE AGO AND HAS NOT YET HEARD BACK FROM VW; | | | | CUSTOMER SEEKING: STATUS OF CASE | | | CUSTOMER ADVOCATE ADVISED: DOCUMENTS RECEIVED ON 1/8/2019; REVIEW PROCESS CAN TAKE 60 TO 90 DAYS SO CUSTOMER CAN EXPECT RESPONSE IN MAIL 60 TO 90 DAYS FROM 1/8/2019 | | | SP TO REVIEW
2/4/2019 1:35:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUTSOMER PAID: $651.17 | | | SP TO GENERATE CHECK REQUEST
2/4/2019 1:38:00 PM	WVGAV7AX2GW[redacted]VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL: $651.17 | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 651.17 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7ANXDE[redacted]
Owner Or Fleet	[redacted] FREMONT, CA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	1/8/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Mileage	34,192

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/8/2019 8:49:00 AM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 10:21:00 AM	CUSTOMER SEEKING REIMBURSEMNT UNDER WECI; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $665.23 TAX: $24.60 TOTAL: $689.83 | | | | SP TO GENERATE CHECK REQUEST
2/1/2019 10:29:00 AM	WVWBP7ANXDE[redacted] VW TO REIMBURSE UNDER WECI WARR.EXT; TOTAL: $689.83 | | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK #[redacted]OR AMOUNT $ 689.83 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDP7AJ8DM[redacted]
Owner Or Fleet	[redacted] Cincinnati, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	1/8/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/8/2019 8:55:00 AM	CUSTOMER STATES AIRBAG LIGHT ON PASSENGER SIDE IS ON, IS 2ND OWNER, LOVES VEHICLE AND SERVICE VW PROVIDES. | | | | CO SUGGESTED CUSTOMER HAVE VW DEALER CHECK OUT THE LIGHT, AS THERE ARE TWO WARRANTY EXTENSIONS THAT MAY BE APPLICABLE FOR THE AIRBAG CLOCK SPRING AND STEERING WHEEL CLOCKSPRING FOR 10/120, WCF. NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AXXDW[redacted]
Owner Or Fleet	[redacted] FORT WAYNE, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/8/2019	Incident Date	N/A
Mileage	40,303		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/8/2019 9:19:00 AM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 9:05:00 AM	CUSTOMER SEKEING REIMBURSMENT UNDER WECI; SUBMITTED MULITPLE RO; SP VERIFIED MULITPLE POP IN XTIME; SHOWS REPLACEMENT OF CLOCK SPRING IN 06/2017 AND 01/2018; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $1264.91 | | | | SP TO GENERATE CHECK REQUEST
2/1/2019 9:15:00 AM	WVGBV7AXXDW[redacted] VW TO REIMBURSE UNDER WECI WARR.EXT.; TOTAL: $1264.91 | | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 1264.91 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX3DW[redacted]
Owner Or Fleet	[redacted], HERCULES, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/8/2019	Incident Date	N/A
Mileage	105,662		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/8/2019 9:56:00 AM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 8:29:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS LEFT LOW BEAM BULB REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; WECI WARR EXT COVERS CLOCK SPRING; VW TO RIEMBURSE CLOCK SPRING ONLY; PARTS: $290.99; LABOR: $390.00; TAX: $21.09; TOTAL: $702.08 | | | | SP TO GENERATE CHECK REQUEST
2/1/2019 8:31:00 AM	WVGAV3AX3DW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $702.08 | | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 702.08 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A39EC[redacted]
Owner Or Fleet	[redacted] Camden, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/8/2019	Incident Date	N/A
Mileage	64,684		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/8/2019 11:48:00 AM	CUSTOMER STATES: VEHICLE IS PREOWNED; VEHICLE PURCHASED 3 YEARS AGO AT MILEAGE 30K MILES; VEHICLE PURCHASED FROM BURLINGTON VW DEALER; YES, THIS IS A CPO; MAINTAINED AT VW DEALER; VEHICLE EXPERIENCING: HAD AIR BAG CLOCK SPRING REPLACED MARCH 2018 CAUSE THE STEERING CONTROLS DIDN┬┐T WORK AND THERE WAS A LOUD NOISE; WAS ALMOST $900 WITH THE OTHER REPAIRS: GOT A LETTER SAYING THERE IS WARRANTY COVERAGE ON THE PART AND I CAN GET REIMBURSED; WOULD LIKE TO DO THAT BUT I DON┬┐T HAVE THE RECEIPT ONLY THE REPAIR ORDER THAT SAYS I PAID CASH | | | CUSTOMER SEEKING: REIMBURSEMENT | | | CO ADVISED; THE VEH DOES HAVE WARRANTY EXT. FOR THE AIRBAG CLOCK SPRING UNTIL 06/16/24 OR 120K MILES WOF: CAN SEND IN THE REPAIR ORDER FOR REVIEW; CAN RESPOND TO THE EMAIL OR FAX THE DOCS IN; THERE IS ALSO INSTRUCTION ON HOW TO MAIL THE REQUEST; WILL BE NOTIFIED BY MAIL WITHIN 90DAYS AFTER THE PAPERWORK HAS BEEN RECEIVED | | | | CUSTOMER THANKS | | | CO TO WAIT FOR PAPERWORK
1/8/2019 11:49:00 AM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / REPLACED AIRBAG CLOCK SPRING ;
1/8/2019 11:50:00 AM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | JAMELLIA G | CUSTOMER CARE ADVOCATE | |
1/9/2019 5:47:00 PM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 2:37:00 PM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | JAMELLIA G | CUSTOMER CARE ADVOCATE | | |
1/14/2019 2:41:00 PM	TEAM TO REVIEW REQUEST UNDER AIRBAG CLOCK SPRING WARRANTY EXT
1/31/2019 3:18:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 56,820 MILES; REPAIR ORDER DATE IS 03/13/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $324.88; LABOR $319.88; TAX $42.71; TOTAL $687.47. | | | SP TO GENERATE CHECK REQUEST.
1/31/2019 3:22:00 PM	1VWAT7A39EC[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $687.47. | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 687.47 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWDA7AJXAW[redacted]
Owner Or Fleet	[redacted]		Washington, DC, [redacted]
Make, Model, Model Year	Volkswagen, Golf, 2010		
Report Date	1/8/2019	Incident Date	N/A
Mileage	67,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549CP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/8/2019 12:27:00 PM	CUSTOMER STATES: VEHICLE IS PREOWNED; VEHICLE PURCHASED 2015 AT MILEAGE 37K; VEHICLE PURCHASED FROM A PRIVATE OWNER; VEHICLE WAS PURCHASED; VEHICLE EXPERIENCING: HAS THE AIRBAG LIGHT ON AND TOOK TO THE DEALER WHO IS CHARGING THE DIAGNOSIS FEE; THE LETTER STATES THE FEE IS COVERED BUT THE DEALER SAYS IT┬┐S NOT; IS THIS INFORMATION CORRECT | | | | CUSTOMER SEEKING: TO HAVE DIAGNOSIS COVERED | | | | CO ADVISED: CREATED PROFILE; APOLOGIZE THE FEE HAS TO BE PAID TODAY; THE LETTER STATES THERE MUST BE BOTH CONDITIONS COVERED FOR THE DIAGNOSIS TO BE COVERED IN THIS CASE THERE IS ONLY ONE; DID THE DEALER INFORM BEFOREHAND THE FEE WOULD NEED TO BE PAID | | | | CUSTOMER STATES: THE DEALER DID LET ME KNOW AHEAD OF TIME; THE LETTER DOESN┬┐T STATES IN THE SMALL PRINT THAT BOTH CONDITIONS HAS TO BE PRESENT BUT THAT┬┐S CONFUSING; NOT HAPPY WITH PAYING THE FEE; DISCONNECTS | | | | CO TO CLOSE
1/8/2019 12:27:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX6CW[redacted]
Owner Or Fleet	[redacted] Grand Rapids, MI, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/8/2019	Incident Date	N/A
Mileage	62,633		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/8/2019 12:16:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 1:30:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $395.07 TAX: $17.40 TOTAL: $412.47 | | | | SP TO GENERATE CHECK REQUEST
2/1/2019 1:39:00 PM	WVGBV7AX6CW[redacted] VW TO REIMBURSE UNDER WECI WARR.EXT; TOTAL: $412.47 | | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 412.47 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A30EC[redacted]
Owner Or Fleet	[redacted] Taylors, SC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/8/2019	Incident Date	N/A
Mileage	63,438		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/8/2019 12:19:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 10:18:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 63,438 MILES; REPAIR ORDER DATE IS 02/20/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $583.25. | | | SP TO GENERATE CHECK REQUEST.
2/1/2019 10:20:00 AM	1VWBS7A30EC[redacted]; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $583.25. | | | SP GENERATED CHECK.
2/8/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 583.25 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A3XF[redacted]
Owner Or Fleet	[redacted]		Winnetka, CA, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/8/2019	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/8/2019 12:30:00 PM	CUSTOMER STATES: REFINANCED VEHICLE; CUSTOMER RECEIVED A NOTICE STATING: CUSTOMER IS ABLE TO GET A CHECK BACK FROM THE GAP INSURANCE; 11/2018 CUSTOMER WENT TO VW DEALER 422502 AND DEALER SUBMITTED THE PROPER DOCUMENTS TO VW AND ADVISED CUSTOMER THE REFUND CHECK WOULD BE SENT TO CUSTOMER IN 6 WEEKS; CUSTOMER NOW RECEIVED WARRANTY EXTENSION REIMBURSEMENT REQUEST; | | | CUSTOMER SEEKS: INFORMATION REGARDING THE WARRANTY EXTENSION FORM; INFORMATION REGARDING GAP INSURANCE REFUND CHECK; | | | FACE TO FACE WITH KADRIANNA: ADVISED CO ESCALATE TO RCM TO OPEN THE LINES OF COMMUNICATION ON CHECK; RCM WILL WORK AS A LIAISON OPENING THE LINES OF COMMUNICATION; | | | CO ADVISED: CUSTOMER DOES HAVE THE AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI WOF, HOWEVER THE REIMBURSEMENT FORM IS ONLY IF CUSTOMER ALREADY HAD THE CLOCK SPRING REPAIRS AND NOW SEEKING REIMBURSEMENT FOR PART; WILL BE ESCALATING CASE TO RCM; RCM TO FOLLOW UP WITH DEALER 422502 REGARDING GAS INSURANCE CHECK ESTIMATED TIME OF ARRIVAL; RCM WILL FOLLOW UP WITH CUSTOMER BY COB 1/9; | | | CO TO ESCALATE CASE TO RCM;
1/8/2019 12:36:00 PM	EM ADVISED CO ESCALATE TO RCM TO OPEN THE LINES OF COMMUNICATION ON CHECK; RCM WILL WORK AS A LIAISON BETWEEN CUSTOMER AND DEALER; CO TO RETURN TO CUSTOMER
1/8/2019 12:45:00 PM	RCM TO FOLLOW UP WITH DEALER 422502 REGARDING GAS INSURANCE CHECK ETA; RCM WILL FOLLOW UP WITH CUSTOMER BY COB 1/8;
1/9/2019 2:23:00 PM	GOOD MORNING! | | MR. [redacted] REACHED OUT TO US IN REGARDS TO HIS ATTEMPTS TO GET HIS GAP INSURANCE REFUND CHECK. HE ADVISED AT THIS POINT THAT HE WENT IN AROUND 11/2018 AND ALL DOCUMENTATION WAS SUBMITTED AND GIVEN A TIMEFRAME OF 6 WEEKS FOR CHECK BUT HAS NOT RECEIVED IT YET. | | | COULD YOU LOOK INTO THIS FOR ME TO MAKE SURE EVERYTHING HAS BEEN DONE ON OUR SIDE AND ANY THOUGHTS YOU HAVE ON THIS? | | | ALL THE BEST | |
1/9/2019 8:53:00 PM	RCM REACHED OUT TO CUSTOMER ADVISING STILL WAITING ON FEEDBACK FROM DEALER AND WILL CONTACT CUSTOMER BY COB 1/10; PROVIDED EXTENSION 43791 | | | RCM TO REVIEW
1/11/2019 12:49:00 PM	RCM CONTACTED DEALER IN REGARDS TO CASE AND WAS ADVISED TO CALL BACK IN AN HOUR WHEN FINANCE WILL BE IN AND SPEAK WITH MICHELLE | | | RCM TO CALL DEALER
1/11/2019 3:35:00 PM	RCM REACHED OUT TO FINANCE MANAGER IN REGARDS TO CHECK STATUS | | | FM STATES: TOOK INFORMATION TO WARRANTY CLERK TO LOOK INTO THIS AND WAITING ON RESPONSE AT THIS TIME; KNOWS EVERYTHING WAS SUBMITTED | | | RCM TO CALL CUSTOMER
1/11/2019 3:38:00 PM	RCM REACHED OUT TO CUSTOMER AND ADVISED WORKING WITH MICHELLE WHO IS WAITING ON INFORMATION FROM WARRANTY CLERK; ADVISED WOULD REACH OUT TO CUSTOMER BY COB 1/14 WITH UPDATES | | | CUSTOMER STATES: WOULD ALSO LIKE TO KNOW AMOUNT OF CHECK FOR FOLLOW UP | | | RCM TO CALL DEALER
1/14/2019 7:52:00 PM	RCM CALLED TO SPEAK WITH MICHELLE BUT ADVISED OOO UNTIL WEDNESDAY | | | RCM TO CALL CUSTOMER
1/14/2019 7:56:00 PM	RCM REACHED OUT TO CUSTOMER AND ADVISED DEALER CONTACT OOO UNTIL 1/16; ADVISED WOULD REACH OUT TO CUSTOMER NO LATER THAN COB 1/17 | | | RCM TO CALL DEALER
1/16/2019 1:14:00 PM	RCM REACHED OUT TO DEALER TO SEE IF FINANCE MANAGER AVAILABLE | | | DEALER STATES: WILL NOT BE IN UNTIL NOON | | | RCM TO CALL DEALER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A3XF[redacted]
Owner Or Fleet	[redacted], Winnetka, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/8/2019	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/16/2019 6:50:00 PM	RCM REACHED OUT TO SPEAK WITH MICHELLE AND WAS ADVISED WOULD BE CONTACTED BACK' | | | | RCM TO WAIT FOR DEALER CALL
1/18/2019 7:36:00 PM	RCM REACHED OUT TO CUSTOMER AND ADVISED STILL GATHERING INFORMATION ON CASE AND WILL REACH OUT TO CUSTOMER BY COB 1/22 | | | | RCM TO CALL DEALER
1/22/2019 6:16:00 PM	CUSTOMER ADVOCATE ADVISED; CALLING ON BEHALF OF RCM; WOULD LIKE TO KEEP YOU UPDATED SO MIKE ASKED ME TO CALL AND INFORM YOU THAT HE IS STILL DOING SOME RESEARCH AND WILL FOLLOW UP BY COB 01/24 | | | | CUSTOMER THANKS
1/24/2019 6:58:00 PM	RCM REACHED OUT TO FINANCE MANAGER MICHELLE IN REGARDS TO CUSTOMER CASE | | | | FINANCE MANAGER STATES: CURRENTLY WAITING ON GAP TO REFUND MONEY SO CUSTOMER CAN HAVE CHECK CUT BUT HAS NOT RECEIVED MONEY YET; WILL CONTACT CUSTOMER AND EXPLAIN | | | | RCM TO CALL CUSTOMER
1/24/2019 7:57:00 PM	RCM REACHED OUT TO CUSTOMER | | | | CUSTOMER STATES: WAS REACHED BY MICHELLE WHO INFORMED DEALER HAD NOT RECEIVED MONEY YET TO REFUND CUSTOMER | | | | RCM ADVISED: RECEIVED SAME INFORMATION FROM MICHELLE AND WOULD BE LOOKING INTO THIS MORE WITH HER; ADVISED WOULD LIKE ADDITIONAL TIME TO WORK ON THIS AND WOULD CONTACT CUSTOMER BY COB 1/31 | | | | RCM TO CALL DEALER
1/29/2019 8:50:00 PM	RCM REACHED OUT TO SPEAK WITH MICHELLE AND WAS ADVISED NOT IN TODAY | | | | RCM TO CALL DEALER
2/1/2019 4:01:00 PM	RCM REACHED OUT TO DEALER FOR UPDATES ON CUSTOMER CASE | | | | FINANCE MANAGER STATES: THERE WAS A HOLD ON ACCOUNT BUT NOW RESOLVED, SHOULD HAVE MONEY NEXT WEEK | | | | RCM TO CALL CUSTOMER
2/1/2019 4:04:00 PM	RCM REACHED OUT TO CUSTOMER AND ADVISED SPOKE WITH FINANCE MANAGER MICHELLE WHO ADVISED HOLD WAS ON MONEY BUT RESOLVED NOW SO ANTICIPATES TO BE IN NEXT WEEK; ADVISED WOULD FIND OUT AMOUNT AND CONTACT CUSTOMER BY COB 2/8 | | | | RCM TO CALL DEALER
2/6/2019 4:20:00 PM	RCM LEFT VOICE MAIL ADVISING WOULD LIKE TO DISCUSS CUSTOMER CASE; PROVIDED DIRECT NUMBER | | | | RCM TO WAIT FOR DEALER CALL
2/7/2019 9:10:00 PM	RCM REACHED OUT OT DEALER TO SPEAK WITH FINANCE MICHELLE BUT WAS ADVSIED OOO BUT WOULD BE BACK IN TOMORROW | | | | RCM TO CALL DEALER
2/8/2019 8:05:00 PM	RCM REACHED OUT TO DEALER INR EGARDS TO STATUS OF FUNDS | | | | FINANCE MANAGER STATES: CONFIRMED ALL RESOLVED AND FUNDS WOULD BE RELEASED AT NEXT CHECK CYCLE (2/15) IN WHICH DEALER WOULD CUT CUSTOMER CHECK | | | | RCM TO CALL CUSTOMER
2/8/2019 8:08:00 PM	RCM REACHED OUT TO CUSTOMER AND ADVISED DID NOT KNOW AMOUNT BUR WAS NOTIFIED MONEY SHOULD BE RELEASED 2/15 AND DEALER WOULD CUT CHECK; ADVISED WOULD LIKE TO FOLLOW UP WITH CUSTOMER BY COB 2/18 SINCE OFF ON 2/15 | | | | RCM TO CALL DEALER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A3XFC[redacted]
Owner Or Fleet	[redacted]		Winnetka, CA, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/8/2019	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/18/2019 12:45:00 PM	CUSTOMER STATES CALLED AND TEXTED MICHELLE FROM DEALER 422502 AND NEVER RECEIVED ANYTHING ; STATED THAT CUSTOMER COULD GO ON FRIDAY TO PICK UP CHECK ; JUST DEALING WITH MICHELLE WOULD CAUSE CUSTOMER TO NOT CONSIDER ANOTHER VW VEHICLE ; 2 YEARS AGO, CUSTOMER ASKED MICHELLE ABOUT PURCHASING EXTENDED WARRANTY WAS TOLD WOULD GET A CALL AND NEVER DID ; WORST EXPERIENCE WITH MICHELLE ; RCM HAS BEEN GREAT, SOUNDS LIKE HE EVEN STRUGGLES IN GETTING IN TOUCH WITH MICHELLE ; | | | CUSTOMER SEEKING TO SPEAK TO RCM | | | CUSTOMER ADVOCATE ADVISED RCM IS GOING TO BE REACHING OUT TO DEALER 422502 AND FOLLOWING UP WITH CUSTOMER BY COB 2/18 ; APOLOGIZED FOR EXPERIENCE; | | | RCM TO REVIEW
2/18/2019 3:42:00 PM	RCM REACHED OUT TO CUSTOMER FOR FOLLOW UP ON VISIT | | | CUSTOMER STATES: GOT TEXT FROM MICHELLE STATING SHOULD HAVE CHECK IN AND WOULD CONTACT SOON BUT NEVER GOT ANOTHER TEXT OR CALL AND HAS BEEN CONTINUALLY ASKING; FEELS DOES NOT CARE ABOUT SITUATION AS COMMUNICATION HAS BEEN LAX; WOULD LIKE RCM TO CONFIRM BEFORE HEADING THERE AS IS JUST UNSURE ABOUT HOW VISIT WOULD GO WITH THE LACK OF FOLLOW UP | | | RCM ADVISED: APOLOGIES FOR LACK OF CONTACT AND WOULD REACH OUT TO DEALER TO CONFIRM CHECK IN AND AMOUNT AND CONTACT CUSTOMER AT LATEST BY COB 2/20 | | | RCM TO CALL DEALER
2/19/2019 4:21:00 PM	RCM REACHED OUT TO SPEAK WITH MICHELLE AND WAS ADVISED IS DAY OFF | | | RCM TO CALL DEALER
2/20/2019 3:36:00 PM	RCM REACHED OUT TO DEALER TO SPEAK WITH MICHELLE AND WAS ADVISED WOULD BE OOO UNTIL TOMORROW DUE TO EMERGENCY | | | RCM TO CALL CUSTOMER
2/20/2019 3:39:00 PM	RCM VOICEMAIL ADVISING MICHELLE WAS OOO YESTERDAY AND TODAY DUE TO EMERGENCY SO WOULD BE REACHING OUT TO CUSTOMER AGAIN NO LATER THAN COB 2/22; PROVIDED EXTENSION 437491 | | | RCM TO CALL DEALER
2/21/2019 4:08:00 PM	RCM REACHED OUT TO DEALER IN REGARDS TO CHECK AMOUNT AND WHEN WILL BE READY | | | FINANCE STATES: TAMIKA (ONE WHO CUTS CHECKS) WILL BE CUTTING ON MONDAY AND SHOULD BE READY TUESDAY; AMOUNT WILL BE ROUGHLY $480 BUT ONLY TAMIKA WOULD BE ABLE TO GIVE EXACT AMOUNT | | | RCM TO CALL CUSTOMER
2/22/2019 3:04:00 PM	RCM REACHED OUT TO CUSTOMER AND ADVISED SPOKE WITH MICHELLE WHO STATED WOMAN WHO CUTS CHECKS WILL BE IN ON MONDAY TO CUT CHECK SO SHOULD BE READY TUESDAY; ADVISED WOULD LIKE TO CONFIRM AND WOULD CONTACT CUSTOMER BY COB 2/26 | | | RCM TO CALL DEALER
2/25/2019 6:32:00 PM	RCM ATTEMPTED TO CONTACT MICHELLE AND WAS ADVISED OFF UNTIL TOMORROW | | | RCM TO CALL DEALER
2/26/2019 6:17:00 PM	RCM REACHED OUT TO DEALER AND WAS ADVISED CONTACT OOO UNTIL TOMORROW | | | RCM TO CALL CUSTOMER
2/26/2019 6:19:00 PM	RCM REACHED OUT TO CUSTOMER AND ADVISED MICHELLE OOO UNTIL TOMORROW SO WOULD LIKE TO FOLLOW UP WITH CUSTOMER BY COB 2/28 | | | RCM TO CALL DEALER
2/28/2019 3:39:00 PM	FM STATES THAT SHE WILL CHECK THE STATUS OF THE CHECK AND CALL RCM BACK. | | | RCM TO WAIT DEALER CALL

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A3XFC[redacted]
Owner Or Fleet	[redacted]	Winnetka, CA, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/8/2019	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/28/2019 5:10:00 PM	RCM ADVISED THAT WE DID SPEAK WITH THE FINANCE MANAGER MICHELLE, WHO STATED THAT SHE WOULD BE CHECKING THE STATUS OF THIS. CUSTOMER STATES THAT MICHELLE HAS BEEN TERRIBLE AT FOLLOWING UP WITH HIM ON ANYTHING, AND THAT IT HAS NOT BEEN A GOOD EXPERIENCE WITH THE DEALER; STATES THAT HE JUST WANTS TO KNOW WHEN HE CAN GO TO THE DEALER AND PICK UP THE CHECK AS HE DOES NOT WANT IT MAILED. RCM ADVISED WE WILL FOLLOW UP AGAIN TOMORROW 3/1 WITH ANY ADDITIONAL UPDATES. | | | RCM TO CALL DEALER
3/1/2019 2:39:00 PM	DEALER PERSONNEL STATES THAT THE FINANCE MANAGER IS NOT CURRENTLY AVAILABLE; WILL GIVE HER THE MESSAGE TO CALL RCM. | | | RCM TO WAIT DEALER CALL
3/1/2019 5:43:00 PM	RCM ADVISED THAT WE REACHED BACK OUT TO DEALER 422502, AND THAT WE ARE WAITING ON ADDITIONAL INFORMATION; WILL FOLLOW UP AGAIN 3/4. | | | RCM TO CALL DEALER
3/4/2019 4:39:00 PM	RCM REACHED OUT TO DEALER IN REGARDS TO CHECK STATUS; WAS ADVISED MICHELLE OOO UNTIL 3/8; ASKED TO SPEAK WITH TANIKA FROM PREVIOUS CONVERSATION OF BEING IN CHARGE OF CHECKS AND INQUIRED IF CHECK READY | | | DEALER STATES: TYPICALLY, FINANCE CANCELS CONTRACT AND THEN GETS SENT BACK TO LIEN HOLDER BUT MICHELLE DID NOT CONTACT UNTIL FRIDAY AND WAS TOLD DEALER WOULD RECEIVE CHECK FOR THIS AND BANK WAS SUPPOSED TO PAY THIS TO CUSTOMER LIENHOLDER; REQUESTED THAT MICHELLE GET DOCUMENTATION FROM VW STATING THAT VEHICLE WAS PAID OFF SO DEALER WOULD NOT GET CHARGED FOR THIS AS AMOUNT USUALLY DOES NOT COME FROM DEALER; WOULD BE ABLE TO GET CHECK CUT FOR CUSTOMER PROVIDED CAN GET THIS BUT HAS NOT GOTTEN INFORMATION FROM MICHELLE | | | RCM ADVISED WOULD LOOK INTO THIS AND OBTAINED REP'S EMAIL (TANIKA.SMITH@WINNVW.COM) | | | RCM TO CONTACT VCI | |
3/4/2019 4:46:00 PM	HELLO! | | | I WAS JUST LOOKING FOR CONFIRMATION THAT THE BELOW CUSTOMER┬┐S VEHICLE HAS BEEN PAID OFF. THANKS IN ADVANCE FOR ANY INFORMATION YOU CAN PROVIDE. | | | NAME:[redacted] | VEHICLE 2015 VOLKSWAGEN PASSAT | | VIN: 1VWAT7A3XFC[redacted] | | | ALL THE BEST | |
3/4/2019 4:47:00 PM	BUSY SIGNAL
3/5/2019 12:10:00 PM	GOOD AFTERNOON MICHAEL, | | | I HAVE SEARCHED HIGH AND LOW FOR THIS VIN, AND I CANNOT FIND IT THROUGH ANY OF OUR RESOURCES. I┬┐M SORRY, I WISH I COULD HELP YOU BUT WE DON┬┐T SEEM TO HAVE THIS ANYWHERE IN OUR RECORDS. | | | | PLEASE LET ME KNOW IF WE CAN BE OF ANY FURTHER HELP. | |
3/5/2019 12:12:00 PM	GOOD MORNING! | | | THANKS FOR SPEAKING WITH ME YESTERDAY! | | | I SPOKE WITH VCI IN REGARDS TO MR.[redacted]┬┐S VEHICLE BEING PAID OFF AND THEY INFORMED ME THAT THEY NO LONGER HAVE THE VIN IN VCI┬┐S SYSTEM. I HOPE THIS HELPS. | | | | ALL THE BEST | |
3/5/2019 12:39:00 PM	GOOD MORNING, | | | THANK YOU! HE HAS RECEIVED HIS CHECK. | |
3/5/2019 12:42:00 PM	RCM REACHED OUT TO CUSTOMER IN REGARDS TO CHECK | | | CUSTOMER STATES: WAS CONTACTED FRIDAY BY MICHELLE TO PICKUP CHECK 3/4; WENT AND GOT IT YESTERDAY AND WAS AROUND $530; THANKED RCM FOR ASSISTANCE | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX1DW[redacted]
Owner Or Fleet	[redacted]MOUNTAIN BRK, AL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/8/2019	Incident Date	N/A
Mileage	58,615		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/8/2019 1:01:00 PM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 11:27:00 AM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $632.98. | | | | SP TO GENERATE CHECK REQUEST
1/24/2019 11:30:00 AM	WVGAV3AX1DW[redacted] VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $632.98. | | | | GENERATED CHECK REQUEST.
1/31/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 632.98 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AXXCW[redacted]
Owner Or Fleet	[redacted], ENKA, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/8/2019	Incident Date	N/A
Mileage	147,760		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/8/2019 2:08:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 1:22:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 147,760 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $290.07; LABOR $150.00; TAX $29.00; TOTAL $469.07. | | | | SP TO GENERATE CHECK REQUEST.
1/31/2019 1:27:00 PM	WVGBV7AXXCW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $469.07. | | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 469.07 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A39CC[redacted]
Owner Or Fleet	[redacted] Pine Grove, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/8/2019	Incident Date	N/A
Mileage	59,296		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/8/2019 2:21:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 1:41:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 59,296 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $673.28. | | | | SP TO GENERATE CHECK REQUEST.
1/31/2019 1:42:00 PM	1VWBP7A39CC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $673.28. | | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK #[redacted] OR AMOUNT $ 673.28 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH1CV[redacted]
Owner Or Fleet	[redacted]Beaverdam, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	1/8/2019	Incident Date	N/A
Mileage	110,412		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/8/2019 2:22:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 1:48:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED 2 REPAIR ORDER'S AND 1 POP FROM DEALER AND INDEPENDENT; REPAIR ORDER ON 11/15/2017 DEALER DIAGNOSED CLOCK SPRING NEEDED REPAIRS; REPAIR ORDER ON 01/29/2018 INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 110,412 MILES; VW TO REIMBURSE CAP AMOUNT FOR WECI WARRANTY EXTENSION; PARTS $290.07; LABOR $248.04; TAX $17.49; TOTAL $555.60. | | | | SP TO GENERATE CHECK REQUEST AND CAP AMOUNT LETTER..
1/31/2019 1:53:00 PM	WVWBW7AH1CV[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $555.60. | | | | SP GENERATED CHECK.
1/31/2019 1:55:00 PM	SP MAILED CAP AMOUNT LETTER.
2/6/2019 4:00:00 AM	CHECK # [redacted]OR AMOUNT $ 555.60 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A32EC[redacted]
Owner Or Fleet	[redacted] Brooklyn, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/8/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/8/2019 2:32:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 2:12:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 35,852 MILES; CUSTOMER ONLY PAID FOR PARTS; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $315.74. | | | SP TO GENERATE CHECK REQUEST.
1/31/2019 2:14:00 PM	1VWAS7A32EC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $315.74. | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 315.74 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW567AJ8CM[redacted]
Owner Or Fleet	[redacted] Parker, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	1/8/2019	Incident Date	N/A
Mileage	61,755		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/8/2019 2:38:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 2:19:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 61,755 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $699.54. | | | | SP TO GENERATE CHECK REQUEST.
1/31/2019 2:20:00 PM	3VW567AJ8CM[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $699.54. | | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 699.54 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A39EC[redacted]
Owner Or Fleet	[redacted] DOBBS FERRY, NY,[redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/8/2019	Incident Date	N/A
Mileage	59,604		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/8/2019 2:47:00 PM	MEDIA ATTACHED IN DOC CENTER
1/10/2019 1:08:00 PM	CUSTOMER STATES: SENT IN PAPERWORK FOR REIMBURSEMENT ON WARRANTY EXTENSION ON AIRBAG CLOCK SPRING; | | | | CUSTOMER SEEKING: IF DOCUMENTS WERE RECEIVED; | | | | CUSTOMER ADVOCATE ADVISED: DOCUMENTS WERE RECEIVED ON 01/08; 120 BUSINESS DAYS FOR REVIEW; CUSTOMER ADVOCATE PROVIDED CASE NUMBER; | | | | SP TO REVIEW;
2/1/2019 11:58:00 AM	CUTSOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED RO; SHOWS REPLACEMEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID :$493.98 TAX: $32.72 TOTAL :$526.71 | | | | SP TO GENERATE CHECK REQUEST
2/1/2019 12:07:00 PM	GW - PROVIDED- FIRST OUT OF POCKET DATE
2/1/2019 12:08:00 PM	1VWAT7A39EC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $526.71 | | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 526.71 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ6DM[redacted]
Owner Or Fleet	[redacted]		Fairfield, CA, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	1/8/2019	Incident Date	N/A
Mileage	75,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/8/2019 4:00:00 PM	CUSTOMER STATES RECEIVED WARRANTY EXTENSION ON CLOCK SPRING ; AIRBAG LIGHT COMES ON RANDOMLY AND DOESN┬┐T STAY ON ; KEY IS ALSO DIFFICULT TO REMOVE AT TIMES ; | | | CUSTOMER SEEKING NEXT STEP; PURCHASE EXTENDED WARRANTY; | | | CO ADVISED CLOCK SPRING WAS EXTENDED FOR 10Y/120K WOF ; STEERING WHEEL CONTROLS NOT WORKING PROPERLY AND AN AIRBAG LIGHT THAT STAYS ON. BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER THIS WARRANTY EXTENSION ; A VEHICLE KEY THAT BECOMES DIFFICULT TO REMOVE OR THAT GETS STUCK AND CANNOT BE REMOVED FROM THE STEERING COLUMN LOCK HOUSING WHILE THE VEHICLE IS PARKED , CUSTOMER WOULD JUST NEED TO SCHEDULE APPOINTMENT WITH VW DEALER TO GET A DIAGNOSIS ; NO OPEN RECALLS; IF CUSTOMER WANTS TO PURCHASE EXTENDED WARRANTY CUSTOMER CAN VISIT VW DEALER ; | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX4FW[redacted]
Owner Or Fleet	[redacted] CARSON CITY, NV, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	1/8/2019	Incident Date	N/A
Mileage	56,132		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/8/2019 4:25:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 1:45:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 3/29/2018; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $614.63 | | | SP TO GENERATE CHECK REQUEST
2/1/2019 1:46:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/1/2019 1:46:00 PM	WVGAV7AX4FW[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $614.63 | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 614.63 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ1DM[redacted]
Owner Or Fleet	[redacted] TAMPA, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	1/8/2019	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/8/2019 4:50:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 1:00:00 PM	3VW2K7AJ1DM[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $314.75. | | | | GENERATED CHECK REQUEST.
2/1/2019 10:19:00 AM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CYLINDER AND CUSTOMER RETURNED TWO WEEKS LATER FOR REPAIRS TO THE CYLINDER AGAIN AND THE STEERING LOCK; AS THE CYLINDER IS COVERED UNDER THE STEERING LOCK WARRANTY EXTENSION, VW TO REIMBURSE FIRST REPAIR; VW TO REIMBURSE TOTAL: $314.75. | | | SP TO GENERATE CHECK REQUEST.
2/8/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 314.75 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH3CV[redacted]
Owner Or Fleet	[redacted] East Canton, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	1/8/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/8/2019 4:57:00 PM	MEDIA ATTACHED IN DOC CENTER
1/29/2019 11:05:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 64,876 MILES; CUSTOMER SPOKE WITH VW CUSTOMER CARE AND VWCC PREVIOUSLY OFFERED 50% GOODWILL; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $197.19. | | | SP TO GENERATE CHECK REQUEST.
1/29/2019 11:08:00 AM	WVWBW7AH3CV[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $197.19. | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 197.19 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX9CW[redacted]
Owner Or Fleet	[redacted] Wakefield, RI, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/9/2019	Incident Date	N/A
Mileage	85,647		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2019 8:55:00 AM	MEDIA ATTACHED IN DOC CENTER
1/29/2019 10:58:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 85,647 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $503.70. | | | | SP TO GENERATE CHECK REQUEST.
1/29/2019 11:01:00 AM	WVGAV7AX9CW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $503.70. | | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 503.70 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX3GW[redacted]
Owner Or Fleet	[redacted] Palmyra, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	1/9/2019	Incident Date	N/A
Mileage	58,421		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2019 10:01:00 AM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 10:35:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY: SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE; CUSTOMER PAID: $265 | | | | SP TO GENERATE CHECK REQUEST
2/1/2019 10:40:00 AM	WVGAV7AX3GW[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL: $265 | | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK # [redacted] OR AMOUNT $ 265.00 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCV7A3XFC[redacted]
Owner Or Fleet	[redacted]		BUCKEYE, AZ, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/9/2019	Incident Date	N/A
Mileage	94,508		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2019 10:15:00 AM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 1:58:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 12/28/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $623.78 | | | SP TO GENERATE CHECK REQUEST
2/1/2019 1:59:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/1/2019 2:00:00 PM	1VWCV7A3XFC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $623.78 | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 623.78 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ8CM[redacted]
Owner Or Fleet	[redacted] Fleming Island, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	1/9/2019	Incident Date	N/A
Mileage	79,687		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2019 11:58:00 AM	G20190109015 | | | CUSTOMER COMPLAINT: CUSTOMER STATES AIR BAG LIGHT IS ON AGAIN | | CAUSE / REPAIR PERFORMED: NEEDS AIR BAG MODULE SHE HAS ALREADY PURCHASED | | WIRING TO CLOCK SPRING AND HAD TWO CLOCK SPRINGS P | | UT IN THE VEHICLE, KEEPS HAVING AIR BAG LIGHT ISSU | | ES | | CLAIM REASON: COMPONENT FAILURE | | GOODWILL JUSTIFICATION | | PLEASE CONFIRM THAT YOU AGREE WITH THE FOLLOWING STATEMENTS: | | | REPAIR IS NOT COVERED BY A PURCHASED EXTENDED SERVICE CONTRACT? AGREED | | REQUEST IS NOT THE RESULT OF A DENIED WARRANTY CLAIM? AGREED | | ARE THERE PREVIOUS RELATED REPAIRS? YES | | HAS THE CUSTOMER HAD A GOOD OVERALL OWNERSHIP EXPERIENCE? YES | | IS THE CUSTOMER NEW TO VW? NO | | IS THIS A REPEAT VW PURCHASER ? UNKNOWN | | IS THE CUSTOMER LOYAL TO YOUR DEALER? NO | | HAS THE VEHICLE BEEN PROPERLY MAINTAINED? UNKNOWN | | IS THE VEHICLE IN GOOD OVERALL CONDITION? UNKNOWN | | IS THE CUSTOMER THE ORIGINAL OWNER? UNKNOWN | | PLEASE PROVIDE A DETAILED EXPLANATION FOR OFFERING A GOODWILL EXCEPTION FOR THIS CUSTOMER: | | CONTIUNED AIR BAG ISSUES | | | | LABOR: $120.34 | | PARTS: $620.53
1/9/2019 12:06:00 PM	WISE TRACKING NUMBER PROVIDED FOR 50% PARTS AND LABOR AT WARRANTY RATES DUE TO ONGOING CONCERNS WITH AIRBAG/CLOCK SPRING. WITH THE VEHICLE BEING OUTSIDE OF NVLW BY 43,687 MILES, VW CANNOT PROVIDE FULL ASSISTANCE. | | | | DEALER CONTACTED GOODWILL TEAM FOR ASSISTANCE WITH OUT OF WARRANTY REPAIR. CONSIDERING THE INFORMATION PROVIDED, THE REQUEST WAS APPROVED FOR 50% PARTS AND LABOR. | | IF THE CUSTOMER REACHES OUT TO CARE AND PROVIDES INFORMATION THAT WOULD MERIT ADDITIONAL CONSIDERATION, PLEASE REVIEW WITH AN RCM AND/OR A MEMBER IF YOUR LEADERSHIP TEAM. IF NO NEW INFORMATION IS PROVIDED BY THE CUSTOMER, THIS OFFER CAN BE SUPPORTED. ESCALATION IS NOT REQUIRED. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A33C[redacted]
Owner Or Fleet	[redacted] Lynchburg, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/9/2019	Incident Date	N/A
Mileage	72,350		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2019 12:17:00 PM	MEDIA ATTACHED IN DOC CENTER
1/29/2019 11:27:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 72,350 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $365.44. | | | | SP TO GENERATE CHECK REQUEST.
1/29/2019 11:28:00 AM	1VWBP7A33C[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $365.44. | | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 365.44 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBA7AH5AV[redacted]
Owner Or Fleet	[redacted] Syosset, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	1/9/2019	Incident Date	N/A
Mileage	70,057		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2019 12:19:00 PM	MEDIA ATTACHED IN DOC CENTER
1/29/2019 11:35:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 70,057 MILES; VW TO REIMBURSE CAP AMOUNT FOR WECI WARRANTY EXTENSION; PARTS $290.00; LABOR 248.04; TAX $40.57; TOTAL $578.61. | | | SP TO GENERATE CHECK REQUEST AND CAP AMOUNT LETTER.
1/29/2019 11:38:00 AM	SP MAILED CAP AMOUNT LETTER.
1/29/2019 11:38:00 AM	WVWBA7AH5AV[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $578.61. | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 578.61 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX5DW[redacted]
Owner Or Fleet	[redacted] Rio Verde, AZ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/9/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2019 12:21:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 11:53:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES, OIL CHANGE, AIR AND POLLEN FILTERS REPLACED, BOTH LICENSE PLATE LIGHT BULBS REPLACED, WIPER BLADES AND SPARK PLUGS REPLACED; WECY WARR EXT COVERS CLOCK SPRING; RO IS DATED 1/17/2018; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CLOCK SPRING ONLY AS GOODWILL; PARTS: $319.99; LABOR: $250.00; TAX: $17.91; TOTAL: $587.90 | | | SP TO GENERATE CHECK REQUEST AND REPAIRS NOT RELATED LETTER
2/1/2019 11:56:00 AM	WVGAV3AX5DW[redacted]VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $587.90 | | | SP GENERATED CHECK REQUEST
2/1/2019 11:56:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/1/2019 11:58:00 AM	SP MAILED REPAIRS NOT RELATED LETTER
2/8/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 587.90 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN5AE[redacted]
Owner Or Fleet	[redacted] Assonet, MA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	1/9/2019	Incident Date	N/A
Mileage	64,200		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2019 12:22:00 PM	MEDIA ATTACHED IN DOC CENTER
1/29/2019 11:48:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 64,200 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $428.51; LABOR $162.50; TAX $47.28; TOTAL $638.29. | | | SP TO GENERATE CHECK REQUEST.
1/29/2019 11:52:00 AM	WVWMP7AN5AE[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $638.29. | | | SP GENERATED CHECK.
1/29/2019 9:31:00 AM	CUSTOMER CALLING IN CASE TO SEE IF DOCUMENTS WERE RECEIVED | | | CUSTOMER SEEKING UPDATE ON CASE | | | CUSTOMER ADVOCATE ADVISED CUSTOMER THAT DOCUMENTS HAVE BEEN RECEIVED GENERALLY TAKES 60 BUSINESS FOR RESPONSE; | | | SP TO REVIEW
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 638.29 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWPL7AJ9CM[redacted]
Owner Or Fleet	[redacted] Burbank, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2012		
Report Date	1/9/2019	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5K0953549B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2019 12:52:00 PM	CUSTOMER STATES: RECEIVED A LETTER FOR REIMBURSEMENT; PAID FOR CLOCK SPRING TO BE REPLACED | | | CUSTOMER SEEKING: REIMBURSEMENT INSTRUCTIONS | | | CO ADVISED: PROVIDED CUSTOMER REIMBURSEMENT INSTRUCTIONS; OFFERED TO SEND INSTRUCTIONS VIA EMAIL [redacted] | | | CUSTOMER ACCEPTED; CO TO ESCALATE TO TEAM 5 | | | |
1/9/2019 12:59:00 PM	TEAM 5 TO EMAIL REIMBURSEMENT INSTRUCTIONS [redacted]
1/10/2019 1:28:00 PM	REFERENCE # [redacted] | | | DEAR [redacted] | | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | I AM FOLLOWING UP WITH YOU TO RECEIVE DOCUMENTS FOR REIMBURSEMENT REVIEW. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | - A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | | - PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | | | GOODWILL REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE WITHIN 1 WEEK. | | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | | SINCERELY, | | | | | | WHITNEY M | | CUSTOMER CARE ADVOCATE | | | |
1/10/2019 10:13:00 AM	CO MAY SEND LEVEL 1 E-MAIL WITH OPTIONS TO SUBMIT DOCUMENTATION AND PROOF OF PAYMENT.
1/11/2019 2:01:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 - 120 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | SINCERELY, | | | | | | WHITNEY M | | CUSTOMER CARE ADVOCATE | | | |
1/11/2019 9:52:00 AM	MEDIA ATTACHED IN DOC CENTER
1/29/2019 1:18:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 95,071 MILES; REPAIRS COMPLETED UNDER CAP AMOUNT; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $650.27 | | | SP TO GENERATE CHECK REQUEST.
1/29/2019 1:19:00 PM	3VWPL7AJ9CM[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $650.27. | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 650.27 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWFW7AH0BV[redacted]
Owner Or Fleet	[redacted] CUSTER, SD, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2011		
Report Date	1/9/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2019 12:48:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 1:16:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $493.17 | | | SP TO GENERATE CHECK REQUEST
2/1/2019 1:17:00 PM	WVWFW7AH0BV[redacted]VW TO REIMBURSE WECI WARR EXT; TOTAL: $493.17 | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 493.17 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2BW[redacted]
Owner Or Fleet	[redacted] Burbank, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/9/2019	Incident Date	N/A
Mileage	51,289		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2019 12:50:00 PM	MEDIA ATTACHED IN DOC CENTER
1/29/2019 1:08:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 51,289 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $784.35. | | | | SP TO GENERATE CHECK REQUEST.
1/29/2019 1:09:00 PM	WVGAV7AX2BW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $784.35. | | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 784.35 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30DC[redacted]
Owner Or Fleet	[redacted] Champlain, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/9/2019	Incident Date	N/A
Mileage	43,606		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2019 12:57:00 PM	MEDIA ATTACHED IN DOC CENTER
1/14/2019 9:27:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS CLOCK SPRING REPLACED; RO IS DATED 7/6/2016; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $646.76 | | | | SP TO GENERATE CHECK REQUEST
1/14/2019 9:29:00 AM	GW- PROVIDED- OUT OF POCKET DATE
1/14/2019 9:29:00 AM	1VWBP7A30DC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $646.76 | | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 646.76 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX4CW[redacted]
Owner Or Fleet	[redacted] MONTEREY, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/9/2019	Incident Date	N/A
Mileage	74,551		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2019 1:01:00 PM	MEDIA ATTACHED IN DOC CENTER
1/29/2019 1:24:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 74,551 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $558.62. | | | | SP TO GENERATE CHECK REQUEST.
1/29/2019 1:25:00 PM	WVGAV7AX4CW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $558.62. | | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 558.62 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCP7A33CC[redacted]
Owner Or Fleet	[redacted] SAINT PAUL, MN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/9/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2019 2:05:00 PM	CUSTOMER STATES: WOULD LIKE TO SUBMIT FOR PREVIOUS REPAIR DONE ON CLOCK SPRING | | | | CUSTOMER SEEKS: REIMBURSEMENT FOR CLOCK SPRING | | | | CO ADVISED: WILL SEND CASE NUMBER IN EMAIL; CAN REPLY BACK AND WILL FOLLOW UP ONCE DOCUMENTS RECEIVED TO LET YOU KNOW SUBMITTING FOR REVIEW; NEED POP AND REPAIR ORDER | | | | CUSTOMER THANKS | | | | CO TO WAIT CUSTOMER MAIL
1/9/2019 8:47:00 PM	MEDIA ATTACHED IN DOC CENTER
1/10/2019 2:44:00 PM	CO ADVISED: NEED POP; CAN SUBMIT BANK STATEMENT, RECIEPT, ANYTHING STAMPED PAID AND SEND IN TO CARE | | | | CO TO CALL CUST 1/11
1/10/2019 3:39:00 PM	CUSTOMER STATES REPAIR ORDER AND RECEIPT HAS BEEN SENT VIA EMAIL AND WOULD LIKE TO KNOW IF IT BEEN RECEIVED. | | | | CUSTOMER SEEKING INFORMATION OF DOCUMENTS BEEN RECEIVED. | | | | CO STATES THAT NO DOCUMENTS ARE IN CASE AND THAT IT CAN TAKE 24-48 BEFORE RECEIPT. | | | | CUSTOMER STATES WILL CALL BACK ON MONDAY TO VERIFY IF DOCUMENTS HAVE BEEN RECEIVED. | | | | NO FURTHER ACTION
1/10/2019 3:45:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / AIRBAG CLOCK SPRING;
1/14/2019 3:43:00 PM	CUSTOMER SEEKING UPDATE ON CASE | | | | CUSTOMER ADVOCATE ADVISED NEEDS POP; CUSTOMER SHOULD SEND IN 3 PAGE OF REPAIR ORDER AND COPY OF CREDIT CARD RECEIPT OR CREDIT CARD STATEMENT SHOWING CHARGE | | | | CO TO REVIEW
1/15/2019 12:38:00 PM	CO REVIEWED; WAITING FOR POP; CO TO CLOSE PENDING CUSTOMER CONTACT
1/15/2019 12:51:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 2:07:00 PM	CO ADVISED: CALLING TO LET YOU KNOW RECEIVED POP; SENDING THAT ALONG WITH REPAIR ORDER FOR REVIEW; PROCESS DOES TAKE UP TO 60 BUSINESS DAYS AND WILL RECEIVE A DECISION IN THE MAIL | | | | CUSTOMER THANKS | | | | CO TO ASSIGN TO SP
1/16/2019 2:09:00 PM	SP TO REVIEW
1/29/2019 1:45:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 84,216 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $307.47; LABOR $176.45; TAX $20.36; TOTAL $504.28. | | | | SP TO GENERATE CHECK REQUEST.
1/29/2019 1:50:00 PM	1VWCP7A33CC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $504.28. | | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK # [redacted] OR AMOUNT $ 504.28 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX7BW[redacted]
Owner Or Fleet	[redacted]Kula, HI, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/9/2019	Incident Date	N/A
Mileage	61,537		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2019 2:36:00 PM	CUSTOMER STATES: CUSTOMER'S VEHICLE IS AT DEALER 421029 DUE TO THE FAILURE OF THE CLOCKSPRING; CUSTOMER HAD THE CLOCKSPRING REPLACED PREVIOUSLY UNDER WARRANTY; THE DEALER TOLD CUSTOMER BECAUSE SHE ALREADY HAD THE CLOCKSPRING REPLACED UNDER RECALL, SHE WOULD HAVE TO PAY OUT OF POCKET FOR THE CLOCK SPRING REPAIRS | | | CUSTOMER SEEKING: STEERING WHEEL CLOCK SPRING WARRANTY EXTENSION CLARIFICATION | | | FACE TO FACE WITH: EA KIM AND SHE CALLED DEALER 421029, AND INFORMED THE SA REM THAT CUSTOMER HAS THE WARRANTY EXTENTION ON THE VEHICLE FOR 15 YEARS, AND SHOULD NOT BE CHARGED FOR THE REPLACING OF HER CLOCKSPRING | | | CO ADVISED: THE DEALERSHIP WAS CONTACTED AND MADE AWARE OF THE WARRANTY EXTENSION ON CUSTOMER'S VEHICLE, AND CUSTOMER SHOULD NOT BE GETTING CHARGED FOR THE REPAIRS; IF THE DEALER IS STILL TRYING TO CHARGE CUSTOMER, SHE SHOULD CALL CARE BACK | | | CUSTOMER STATES: THE SERVICE ADVISOR AT THE DEALER ACKNOWLEDGED THE CALL FROM CARE, AND WILL NOT BE CHARGING FOR THE REPLACING OF THE CLOCKSPRING | | | NO FURTHER ACTION
1/9/2019 2:44:00 PM	CO AND EA CONTACTED SA, REM AT DEALER 421029, SEEKING DIAGNNOSIS; EA ADVISED: PER ELSA PRO THE CUSTOMER HAS A WARRANTY EXTENSION FOR THE STEERING WHEEL AIR BAG CLOCK SPRING; SA STATED: SHE PREVIOUSLY CHECKED ELSA PRO AND DIDN'T SEE ANYTHING; THE CUSTOMER'S AIRBAG LIGHT IS ON, THE HORN DOESN'T WORK AND THE UPPER TIMING CHAIN COVER IS LEAKING; EA ADVISED: SHE MAY CONSULT HER WARRANTY ADMINISTRATOR REGARDING THE TIMING CHAIN WARRANTY EXTENSOIN. SA STATES: SHE IS BACK IN ELSA PROC AND CAN SEE THE WARRANTY EXTENIONS | | | | | | CO TO RETURN TO CUSTOMER.
1/9/2019 2:51:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / AIRBAG CLOCK SPRING NEEDS TO BE REPLACED; AIRBAGS / HISTORICAL CONCERN / AIRBAG CLOCK SPRING WAS REPLACED;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX1DW[redacted]
Owner Or Fleet	[redacted] Plano, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/9/2019	Incident Date	N/A
Mileage	62,598		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2019 3:37:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 1:27:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $575.33 | | | | SP TO GENERATE CHECK REQUEST
2/1/2019 1:28:00 PM	WVGAV3AX1DW[redacted]VW TO REIMBURSE WECI WARR EXT; TOTAL: $575.33 | | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 575.33 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX3CW[redacted]
Owner Or Fleet	[redacted], BRUSH PRAIRIE, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/9/2019	Incident Date	N/A
Mileage	81,652		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2019 4:24:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 3:16:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 81,652 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $671.09. | | | | SP TO GENERATE CHECK REQUEST.
2/1/2019 3:17:00 PM	WVGBV7AX3CW[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $671.09. | | | | SP GENERATED CHECK.
2/8/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 671.09 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A37DC[redacted]
Owner Or Fleet	[redacted] Springfield, MO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/9/2019	Incident Date	N/A
Mileage	111,225		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2019 4:31:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 2:12:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $473.89 | | | SP TO GENERATE CHECK REQUEST
2/1/2019 2:13:00 PM	1VWAP7A37DC[redacted]VW TO REIMBURSE WECI WARR EXT; TOTAL: $473.89 | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 473.89 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBA7AH6AV[redacted]
Owner Or Fleet	[redacted] Monroe, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	1/9/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Mileage	77,582

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2019 4:35:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 2:16:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 5/28/2015; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $550.30 | | | SP TO GENERATE CHECK REQUEST
2/1/2019 2:17:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/1/2019 2:17:00 PM	WVWBA7AH6AV[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $550.30 | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 550.30 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ5BM[redacted]
Owner Or Fleet	[redacted] Cincinnati, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	1/9/2019	Incident Date	N/A
Mileage	82,289		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2019 4:37:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 12:32:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 2:21:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; VW TO REIMBURSE TOTAL; TOTAL: $529.38 | | | | SP TO GENERATE CHECK REQUEST
2/1/2019 2:22:00 PM	3VWDX7AJ5BM[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $529.38 | | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 529.38 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBA7AH7AV[redacted]
Owner Or Fleet	[redacted] Dumont, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	1/9/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Mileage	83,744

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2019 4:41:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 2:28:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; RO STATES THAT CUSTOMER ONLY PAID FOR PART AND LABOR COST WAS WAIVED DUE TO CIRCUMSTANCES OF REPAIR; VW TO REIMBURSE TOTAL; TOTAL: $285.57 | | | SP TO GENERATE CHECK REQUEST
2/1/2019 2:30:00 PM	WVWBA7AH7AV[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $285.57 | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 285.57 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A33DC[redacted]
Owner Or Fleet	[redacted]		LAS VEGAS, NV, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/9/2019	Incident Date	N/A
Mileage	72,453		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2019 4:51:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 2:42:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO FROM DEALER; POP VERIFIED IN XTIME; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $662.18 | | | SP TO GENERATE CHECK REQUEST | |
2/1/2019 2:43:00 PM	1VWBP7A33DC[redacted]/W TO REIMBURSE WECI WARR EXT; TOTAL: $662.18 | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK # [redacted] OR AMOUNT $ 662.18 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX8BW[redacted]
Owner Or Fleet	[redacted]		MATTHEWS, NC,[redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/10/2019	Incident Date	N/A
Mileage	49,097		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/10/2019 9:50:00 AM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 3:39:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 49,097 MILES; REPAIR ORDER DATE IS 05/19/2014; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $72.52; LABOR $52.98; TAX $5.26; TOTAL $130.76. | | | SP TO GENERATE CHECK REQUEST.
2/1/2019 3:41:00 PM	WVGAV7AX8BW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $130.76. | | | SP GENERATED CHECK.
2/8/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 130.76 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX3BW[redacted]
Owner Or Fleet	[redacted] ELLENVILLE, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/10/2019	Incident Date	N/A
Mileage	113,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/10/2019 9:55:00 AM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 3:39:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $455.28. | | | | SP TO GENERATE CHECK REQUEST.
1/24/2019 4:01:00 PM	WVGBV7AX3BW[redacted] VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $455.28. | | | | GENERATED CHECK REQUEST.
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 455.28 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWTL7AJ2AM[redacted]
Owner Or Fleet	[redacted] Kingsville, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2010		
Report Date	1/10/2019	Incident Date	N/A
Mileage	109,501		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549CD		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/10/2019 10:08:00 AM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 2:55:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 1/5/2016; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CAP AMOUNTS AS GOODWILL; PARTS: $148.33; LABOR: $100.00; TAX: $8.89; TOTAL: $257.22 | | | | SP TO GENERATE CHECK REQUEST AND CAP REIMBURSEMENT LETTER
2/1/2019 2:58:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/1/2019 2:58:00 PM	3VWTL7AJ2AM[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $257.22 | | | | SP GENERATED CHECK REQUEST
2/1/2019 3:00:00 PM	SP MAILED CAP REIMBURSEMENT LETTER
2/8/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 257.22 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A30EC[redacted]
Owner Or Fleet	[redacted] MARGATE, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/10/2019	Incident Date	N/A
Mileage	52,470		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/10/2019 10:16:00 AM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 3:22:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 2/10/2018; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $477.00 | | | SP TO GENERATE CHECK REQUEST
2/1/2019 3:24:00 PM	1VWAT7A30EC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $477.00 | | | SP GENERATED CHECK REQUEST
2/1/2019 3:24:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/8/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 477.00 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX1AW[redacted]
Owner Or Fleet	[redacted] Lake Forest, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2010		
Report Date	1/10/2019	Incident Date	N/A
Mileage	92,690		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549CH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/10/2019 11:13:00 AM	MEDIA ATTACHED IN DOC CENTER
2/4/2019 10:29:00 AM	CUSTOMER SEKEING REIMBURSEMENT UNDER WECY; SUBMITTED RO AND POP; SHOW REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARRANTY EXTENSION AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID :$186.90 TAX; $13.55 TOTAL: $200.45 | | | | SP TO GENERATE CHECK REQUEST
2/4/2019 10:34:00 AM	WVGBV7AX1AW[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT AS GOODWILL DUE TO DATE OF REPAIR; TOTAL :$200.45 | | | | SP GNERATED CHECK REQUEST
2/4/2019 10:36:00 AM	GW - PROVIDED- FIRST OUT OF POCKET DATE
2/8/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 200.45 MAILED ON 02/07/2019
3/5/2019 6:02:00 PM	CUSTOMER STATES: RECEIVED CHECK FOR $200 HOWEVER PAID $500; WANTING TO GET CLARIFICATION ON REIMBURSEMENT; | | | | CUSTOMER SEEKING: CLARIFICATION | | | | CUSTOMER ADVOCATE REVIEWED WITH SP ASHLEY | | | | CUSTOMER ADVOCATE ADVISED: $200 WAS FOR PART & TAX ON IT; GOING TO HAVE DOCUMENTS REVIEWED FOR LABOR INVOLVED; SHOULD RECEIVE SOMETHING WITHIN 10-14 BUSINESS DAYS; | | | | SP TO REVIEW;
3/6/2019 2:19:00 PM	SP RE-REVIEWED PREVIOUS NOTES AND CUSTOMER WAS ONLY REIMBURSED PARTS BY THE CO; CUST SHOULD HAVE BEEN REIMBURSED PARTS AND LABOR AS GOODWILL DUE TO THE DATE OF THE REPAIR; VW TO REIMBURSE LABOR $369.88. | | | | SP TO GENERATE CHECK REQUEST.
3/6/2019 2:20:00 PM	WVGBV7AX1AW[redacted] VW TO REIMBURSE LABOR COSTS ASSOCIATED WITH CLOCK SPRING AS GW; TOTAL: $369.88. | | | | GENERATED CHECK REQUEST.
3/12/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 369.88 MAILED ON 03/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A39DC[redacted]
Owner Or Fleet	[redacted]		SAN ANTONIO, TX,[redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/10/2019	Incident Date	N/A
Mileage	64,703		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/10/2019 12:30:00 PM	MEDIA ATTACHED IN DOC CENTER | | SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DEALER; SHOWS REPLACMENT OF CLOCK SPRING; NO OTHER REPAIRS; VW TO REIMBURSE FOR FULL RO; TOTAL: $456.35. | | | SP TO GENERATE CHECK REQUEST
1/10/2019 12:47:00 PM	1VWAH7A39DC[redacted] VW TO REIMBURSE UNDER WECY WARRANTY EXTENSION; TOTAL: $456.35. | | | SP GENERATED CHECK REQUEST
1/18/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 456.35 MAILED ON 01/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A31GC[redacted]
Owner Or Fleet	Justin Zerbe, 10457 E Poheta Rd, Solomon, KS [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	1/11/2019	Incident Date	N/A
Mileage	70,606		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/11/2019 10:14:00 AM	MEDIA ATTACHED IN DOC CENTER
2/4/2019 10:18:00 AM	1VWBS7A31G[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $322.83 | | | | SP GENERATED CHECK REQUEST
2/4/2019 9:58:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED MULTIPLE RO AND POP FROM DEALER AND RECEIPT FOR PURCHASE OF CLOCK SPRING FROM DEALER; RO # [redacted] SHOWS 70K MILE SERVICE AND A DIAGNOSIS STATING THAT CLOCK SPRING IS DAMAGED; RO # [redacted] SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $137.13; LABOR: $166.00; TAX: $19.70; TOTAL: $322.83 | | | | SP TO GENERATE CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 322.83 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWJZ7AJ0AM[redacted]
Owner Or Fleet	[redacted]	Orange Park, FL,	[redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	1/11/2019	Incident Date	N/A
Mileage	59,504		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/11/2019 10:20:00 AM	MEDIA ATTACHED IN DOC CENTER
2/4/2019 10:22:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS A/C RECOVER AND RECHARGE AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; WECY WARR EXT COVERS CLOCK SPRING; RO IS DATED 4/24/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CLOCK SPRING ONLY AS GOODWILL; PARTS: $166.65; LABOR: $360.00; TAX: $31.59; TOTAL: $558.24 | | | | SP TO GENERATE CHECK REQUEST
2/4/2019 10:24:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/4/2019 10:24:00 AM	3VWJZ7AJ0AM[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $558.24 | | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 558.24 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX7EW[redacted]
Owner Or Fleet	[redacted] CARNEGIE, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	1/11/2019	Incident Date	N/A
Mileage	71,758		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/11/2019 10:23:00 AM	MEDIA ATTACHED IN DOC CENTER
2/4/2019 10:27:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS WIPER BLADES, DUST FILTER, AND BATTERY REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; WECY WARR EXT COVERS CLOCK SPRING ONLY; RO IS DATED 4/25/2018; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CLOCK SPRING ONLY AS GOODWILL; PARTS: $359.69; LABOR: $374.00; TAX: $44.02; TOTAL: $777.71 | | | | SP TO GENERATE CHECK REQUEST AND REPAIRS NOT RELATED LETTER
2/4/2019 10:30:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/4/2019 10:31:00 AM	WVGBV3AX7EW[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $777.71 | | | | SP GENERATED CHECK REQUEST
2/4/2019 10:32:00 AM	SP MAILED REPAIRS NOT RELATED LETTER
2/8/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 777.71 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJM7AN1AE[redacted]
Owner Or Fleet	[redacted] ASHLAND, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	1/11/2019	Incident Date	N/A
Mileage	157,288		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/11/2019 3:33:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 1:27:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 157,288 MILES; VW TO REIMBURSE CAP AMOUNT FOR WECI WARRANTY EXTENSION; PARTS $408.10; LABOR $147.00; TAX $25.56; TOTAL $580.66. | | | SP TO GENERATE CHECK REQUEST.
2/8/2019 1:30:00 PM	WVWJM7AN1AE[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $580.66. | | | SP GENERATED CHECK.
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 580.66 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU6FM[redacted]
Owner Or Fleet	[redacted] Silver Spring, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	1/11/2019	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521AT		

Mileage	38,374

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/11/2019 4:05:00 PM	MEDIA ATTACHED IN DOC CENTER
2/4/2019 9:15:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 38,374 MILES; VW TO REIMBURSE CAP AMOUNT FOR WECY WARRANTY EXTENSION; PARTS $256.50; LABOR $248.04; TAX $17.39; TOTAL $521.39. | | | | SP TO GENERATE CHECK REQUEST AND CAP AMOUNT LETTER.
2/4/2019 9:18:00 AM	3VW217AU6FM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $521.93. | | | | SP GENERATED CHECK.
2/4/2019 9:20:00 AM	SP SENT CAP AMOUNT LETTER.
2/13/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 521.93 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCH7A34DC[redacted]
Owner Or Fleet	[redacted] South Houston, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/11/2019	Incident Date	N/A
Mileage	79,263		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/11/2019 4:27:00 PM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 8:43:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 79,263 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $603.29. | | | | SP TO GENERATE CHECK REQUEST.
2/11/2019 8:44:00 AM	1VWCH7A34DC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $603.29. | | | | SP GENERATED CHECK.
2/15/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 603.29 MAILED ON 02/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2DW[redacted]
Owner Or Fleet	[redacted] Houston, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/11/2019	Incident Date	N/A
Mileage	44,972		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/11/2019 4:32:00 PM	MEDIA ATTACHED IN DOC CENTER
2/4/2019 8:23:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS ESTIMATE, BUT WAS VERIFIED IN XTIME AS ONLY HAVING HAD THE CLOCK SPRING REPLACED; REPAIRS TO CLOCK SPRING WERE PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $605.00 | | | | SP TO GENERATE CHECK REQUEST
2/4/2019 8:24:00 AM	WVGAV7AX2DW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $605.00 | | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 605.00 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJM7AN0AE[redacted]
Owner Or Fleet	[redacted] MIDDLEBURG, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	1/14/2019	Incident Date	N/A
Mileage	115,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 8:08:00 AM	CUSTOMER STATES VEHICLE EXPERIENCING: AIRBAG LIGHT ON; HORN NOT WORKING; CUSTOMER STATES VEHICLE IS CURRENTLY AT INDEPENDENT; VEHICLE HAS BEEN DOWN SEVERAL MONTHS; VEHICLE WAS LAST AT DEALER 406528 11/24/2017; VEHICLE WAS DIAGNOSED AIRBAG CLOCK SPRING; REPAIR WAS NOT COMPLETED DUE TO COST; CUSTOMER HAD VEHICLE TOWED TO INDEPENDENT; CUSTOMER STATES RECEIVED LETTER VIA MAIL REGARDING EXTENDED WARRANTY FOR AIR BAG CLOCK SPRING | | | CUSTOMER SEEKING INFORMATION REGARDING WARRANTY EXTENSION; TOWING TO BE COVERED UNDER RECALLS/EXTENDED WARRANTY | | | CO ADVISED WILL EMAIL CUSTOMER CASE NUMBER, ONCE CUSTOMERS RECEIVES THE EMAIL, RESPOND DIRECTLY BACK WITH DIAGNOSIS ORDER AND POP; ONCE DOCUMENTS ARE RECEIVED; WILL ESCALATE TO THE REVIEW FOR REIMBURSEMENT TEAM TOWARDS DIAGNOSIS THAT WAS CHARGED TO CUSTOMER; GENERAL TIME FRAME FOR REVIEW OF REIMBURSEMENT IS 120 BUSINESS DAYS FOR CUSTOMER TO RECEIVE A LETTER OR CHECK VIA MAIL; CO ADVISED TOWING IS COVERED UNDER 3YEARS/36K WOF; TOWING IS NOT A PROVISION OF THE RECALLS ON VEHICLE AND EXTENDED WARRANTY; TOWING WOULD BE AT CUSTOMER EXPENSE; CO ADVISED CUSTOMER TO HAVE VEHICLE TOWED TO DEALER 406528 TO HAVE RECALLS 20AE FUEL PUMP CONTROL MODULE AND 69Q9 TAKATA DRIVER FRONTAL AIRBAG COMPLETED AS WELL AS AIRBAG CLOCK SPRING GOOD TILL 1/25 OR UNLIMITED MILEAGE.
1/23/2019 9:17:00 AM	CUSTOMER STATES: CALLING TO VERIFY THE EMAIL WITH THE REPAIR ORDER WAS RECEIVED; SENT THE EMAIL ON 1-22-19; WOULD ALSO LIKE TO SUBMIT DOCUMENTS FOR THE TOWING COSTS, SINCE THE VEHICLE STOPPED RUNNING BECAUSE OF THE RECALLS; WAS ADVISED VW PROBABLY WOULDN'T REIMBURSE FOR THE TOWING BUT IT SHOULD BE; WOULD LIKE ADVOCATE KELLY FOLLOW UP WHEN THE DOCUMENTS ARRIVE; | | CUSTOMER SEEKS: VERIFY DOCUMENTS WERE RECEIVED; | | | CUSTOMER ADVOCATE ADVISED: HAVEN'T RECEIVED THE DOCUMENTS AT THIS TIME; IT CAN TAKE A DAY OR SO TO ARRIVE IN THE CASE; CUSTOMER CAN SUBMIT FOR THE DOCUMENTS TO BE REVIEWED; WOULDN'T BE ABLE TO GUARANTEE THE TOWING WILL BE COVERED OR REIMBURSED BECAUSE IT IS NOT A PROVISION OF THE RECALL; HAVE DOCUMENTED CUSTOMER CONCERNS AND REQUESTS; | | | CO TO REVIEW
2/4/2019 11:49:00 AM	CUSTOMER STATES SENT EMAIL ON 1/20;CALLED BACK TO SEE IF IT WAS RECEIVED AND WAS TOLD THAT IT COULD TAKE A FEW DAYS; CUSTOMER HASN┬┐T HEARD BACK | | | CUSTOMER ADVOCATE ADVISED DOESN┬┐T SEE THAT EMAIL WAS RECEIVED; INQUIRED IF CUSTOMER CAN RESEND WHILE ON THE PHONE AND WILL CHECK | | | CUSTOMER STATES NOT SURE IF SHE CAN DO OVER THE PHONE | | | CUSTOMER ADVOCATE ADVISED WILL CALL CUSTOMER BACK WITHIN 5 MIN | | | CUSTOMER ADVOCATE TO CALL CUSTOMER
2/4/2019 11:58:00 AM	CUSTOMER ADVOCATE ADVISED EMAIL WAS NOT RECEIVED; PROVIDED EMAIL ADDRESS | | | CUSTOMER STATES WILL TRY AGAIN | | | CUSTOMER ADVOCATE TO WAIT CUSTOMER MAIL
2/4/2019 11:58:00 AM	TEAM CONFIRMED THAT EMAIL WAS NOT YET RECEIVED | | | CUSTOMER ADVOCATE TO CALL CUSTOMER
2/4/2019 11:59:00 AM	REASSIGNED FOR HANDLING
2/4/2019 12:04:00 PM	MEDIA ATTACHED IN DOC CENTER
2/4/2019 2:01:00 PM	CUSTOMER ADVOCATE LEFT VOICE MAIL MESSAGE ADVISING RECEIVED EMAIL THAT SHOWS DIAGNOSIS BUT NO POP WHICH SHOWS HOW CUSTOMER PAID FOR REPAIRS; PROVIDED EMAIL ADDRESS, PHONE NUMBER AND CASE NUMBER | | | CUSTOMER ADVOCATE TO CALL CUSTOMER BY COB 2/5
2/5/2019 11:21:00 AM	CUSTOMER ADVOCATE LEFT VOICE MAIL MESSAGE ADVISING RECEIVED EMAIL THAT SHOWS DIAGNOSIS BUT NO POP WHICH SHOWS HOW CUSTOMER PAID FOR REPAIRS; PROVIDED EMAIL ADDRESS, PHONE NUMBER AND CASE NUMBER | | | CUSTOMER ADVOCATE TO CALL CUSTOMER BY COB 2/8

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJM7AN0AE[redacted]
Owner Or Fleet	[redacted] MIDDLEBURG, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	1/14/2019	Incident Date	N/A
Mileage	115,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/5/2019 12:01:00 PM	CUSTOMER STATES: RECEIVED VM THAT SHE STILL NEEDS TO SEND IN POP FOR REIMBURSEMENT REVIEW; CUSTOMER STATES DOES NOT HAVE POP, AS REPAIR WAS DONE IN 2017; CUSTOMER STATES COULD NOT HAVE DRIVEN VEHICLE OUT OF DEALER WITHOUT PAYING; CUSTOMER STATES DEALER 406528 TOLD HER THEY COULDN'T PULL THAT RECEIPT UP BECAUSE THEIR COMPUTERS WERE RESET | | | | CUSTOMER SEEKING: TO HAVE REIMBURSEMENT REQUEST REVIEWED WITHOUT HER HAVING TO FIND POP | | | CUSTOMER ADVOCATE ADVISED: CAN LOOK INTO IT; CUSTOMER WISHED TO BE CALLED BACK, AND CUSTOMER ADVOCATE ACKNOWLEDGED | | | | CUSTOMER ADVOCATE TO CALL CUSTOMER BACK*
2/5/2019 12:04:00 PM	CUSTOMER ADVOCATE LEFT VOICE MAIL MESSAGE ADVISING POP INFORMATION WAS FOUND ON OUR END, SO REVIEW CAN BEGIN; CUSTOMER ADVOCATE ADVISED REVIEW PROCESS TYPICALLY TAKES UP TO 60 DAYS, AND CUSTOMER WILL RECEIVE NOTIFICATION WHEN COMPLETE | | | | CO TO REVIEW*
2/5/2019 12:07:00 PM	FACE TO FACE WITH CA | | | | SP AND EA ADVISED: CCC WILL ACCEPT INFORMATION THAT CUSTOMER HAS PROVIDED; SP WILL RESEARCH REIMBURSEMENT REQUEST | | | | | | NOTE: DEALER 403528 - RO IN XTIME
2/5/2019 12:09:00 PM	WAIT SP
2/5/2019 12:44:00 PM	CUST SEEKING REIMBURSEMENT FOR DIAG OF REPAIRS TO THE AIR BAG CLOCK SPRING; CUST VISITED DLR BEFORE THE RELEASE OF THE WARRANTY EXTENSION; DLR DIAG AS CLOCK SPRING; VW TO REIMBURSE DIAG AS GOODWILL; VW TO REIMBURSE TOTAL: $85.00. | | | | SP TO GENERATE CHECK REQUEST.
2/5/2019 12:46:00 PM	WVWJM7AN0AE[redacted]VW TO REIMBURSE CUST FOR DIAG AS GOODWILL; TOTAL: $85.00. | | | | GENERATED CHECK REQUEST.
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 85.00 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A31EC[redacted]
Owner Or Fleet	[redacted] SAVANNAH, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/14/2019	Incident Date	N/A
Mileage	88,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 8:31:00 AM	CUSTOMER GOT CLOCK SPRING EXTENDED WARRANTY ISSUES; CURRENTLY HAVING ISSUES WITH AIRBAG LIGHT ON, HORN OUT, AND STEERING WHEEL BUTTONS NOT RESPONDING; HOW TO USE EXTENDED WARRANTY. | | CUSTOMER SEEKS EXTENDED WARRANTY INFORMATION | | | CO ADVISED CUSTOMER MUST HAVE VEHICLE DIAGNOSED AT DEALER TO DETERMINE IF ISSUE IS COVERED BY CLOCK SPRING EXTENSION; 120K OR 11/30/23, WOF; IF NOT CLOCK SPRING IS NOT CAUSE CUSTOMER WILL BE RESPONSIBLE FOR DIAGNOSIS FEE; OFFERED TO HELP SET APPOINTMENT FOR DIAGNOSIS | | | CO CALLED DEALER 405111, ASIA; TRANSFERRED CUSTOMER FOR SHUTTLE QUESTIONS. | | | CO TO CLOSE.
1/14/2019 8:40:00 AM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┤T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | SHAYNA S | | CUSTOMER CARE ADVOCATE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A30FC[redacted]
Owner Or Fleet	[redacted] PLYMOUTH, MI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/14/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality	Mileage
No	No	0	0	46,993

Date/Time	Case Comment
1/14/2019 10:10:00 AM	MEDIA ATTACHED IN DOC CENTER
2/12/2019 9:53:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED RO AND POP: SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARR.EXT; CUSTOMER PAID :$538.11 TAX: $20.30 TOTAL: $558.41 | | | SP TO GENERATE CHECK REQUEST
2/12/2019 9:58:00 AM	1VWBS7A30FC[redacted] VW TO REIMBURSE UNDER WECY WAR.EXT; TOTAL: $558.41 | | | SP GENERATED CHECK REQUEST
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 558.41 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWMZ7AJ2AM[redacted]
Owner Or Fleet	[redacted] NEW PROVIDENCE, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2010		
Report Date	1/14/2019	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 10:33:00 AM	MEDIA ATTACHED IN DOC CENTER
2/4/2019 8:53:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS RECOMMENDATION OF SUNROOF FRAME/DRAIN TUBES BEING REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 1/23/2017; VW TO REIMBURSE CAP AMOUNTS FOR CLOCK SPRING ONLY AS GOODWILL; PARTS: $148.33; LABOR: $225.00; TAX: $25.66; TOTAL: $398.99 | | | SP TO GENERATE CHECK REQUEST AND CAP REIMBURSEMENT LETTER
2/4/2019 8:57:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/4/2019 8:57:00 AM	3VWMZ7AJ2AM[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $398.99 | | | SP GENERATED CHECK REQUEST
2/4/2019 9:00:00 AM	SP MAILED CAP REIMBURSEMENT LETTER
2/8/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 398.99 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A38DC[redacted]
Owner Or Fleet	[redacted] LAKEWOOD, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/14/2019	Incident Date	N/A
Mileage	110,163		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 10:36:00 AM	MEDIA ATTACHED IN DOC CENTER
2/4/2019 9:04:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $617.82 | | | SP TO GENERATE CHECK REQUEST
2/4/2019 9:05:00 AM	1VWBH7A38DC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $617.82 | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 617.82 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A39DC[redacted]
Owner Or Fleet	[redacted] Ridgewood, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/14/2019	Incident Date	N/A
Mileage	16,607		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 10:39:00 AM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 1:21:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI; SUBMITTED RO AND POP; SHOW SREPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID; $164.11 | | | | SP TO GENERATE CHECK REQUEST
2/11/2019 1:23:00 PM	1VWAH7A39DC[redacted] VW TO RIEMBURSE UNDER WECI WARR.EXT; TOTAL :$164.11 | | | | SP GENERATED CHECK REQUEST
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 164.11 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU0GM[redacted]
Owner Or Fleet	[redacted] Norwich, VT, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2016		
Report Date	1/14/2019	Incident Date	N/A
Mileage	33,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 10:44:00 AM	CUSTOMER ORIGINAL OWNER, HAS ISSUE WITH HORN NOT WORKING, DEALER 401125 ORDERED PART 12/27/2018, WAS TOLD IS ON BACK ORDER, HAS THE WARRANTY EXTENSION FOR THIS REPAIR, VERIFIED OWNING 2012, 2013 AND 1998 JETTA AS WELL, IS GOING TO NY THIS THURSDAY, THE 17TH TO TUESDAY, THE 22ND, WOULD LIKE VW TO PAY FOR RENTAL FOR THOSE DAYS, IS NOT COMFORTABLE DRIVNG VEHICLE WITH HORN NOT WORKING IN SUCH A RURAL AREA AS NY, WAS TOLD BY DEALER TO CONTACT VW ABOUT REQUEST. | | | CO ADVISED SHE WILL ASSIGN COMPLAINT/REQUEST TO A RCM FOR VERIFICATION ABOUT BACK ORDER PART WITH DEALER 401125 AND HER REQUEST AND SHE CAN EXPECT RETURN CALL BY COB TOMORROW, THE 15TH. CO TO ASSIGN TO RCM
1/14/2019 10:56:00 AM	CUSTOMER STATES HORN IS ON BACK ORDER FOR CLOCKSPRING WARRANTY EXTENSION AT DEALER 401125, IS GOING TO NY ON THURSDAY, TO TUESDAY AND IS REQUESTING VW PAY FOR RENTAL FOR THOSE DAYS DUE TO PART NOT BEING AVAILABLE, DOES NOT FEEL COMFORTABLE DRIVING VEHICLE WITHOUT HORN, OWNED A 2012 AND 2013 JETTA, CAN BE REACHED AT [redacted] | | | RCM TO CONTACT DEALER TO VERIFY PART WAS ORDERED AND STATUS.
1/15/2019 2:03:00 PM	DEALER LEFT VOICE MAIL MESSAGE INFORMING PART WILL BE IN 1/16 | | | RCM TO CALL CUSTOMER
1/15/2019 2:04:00 PM	[redacted] | | | RCM ADVISE: SPOKE WITH DEALER PART SCHEDULED TO COME IN 1/16 WILL UPDATE CUSTOMER THEN | | | CUSTOMER ACCEPTED | | | RCM TO CALL DEALER
1/15/2019 2:45:00 PM	RCM LEFT VOICE MAIL MESSAGE INFORMING WILL NEED CUSTOMER TO BE CONTACTED ONCE PART IS IN CAR NEEDS TO BE REPAIRED AS SOON AS POSSIBLE
1/15/2019 9:36:00 AM	GOOD MORNING, | | I AM REACHING OUT ON BEHALF OF THIS CUSTOMER WHO CALLED CUSTOMER CARE CONCERNING A PARTS DELAY AT YOUR DEALERSHIP AND I WOULD LIKE TO DISCUSS THEIR SITUATION FURTHER. | | | CUSTOMER: [redacted] | | VIN: 3VW217AU0GM[redacted] | | MODEL: 2016 GOLF | | CONCERN: HORN NOT WORKING | | | I WOULD LIKE TO LOOK INTO THEIR CONCERNS. CAN YOU PLEASE PROVIDE ME WITH THE FOLLOWING INFORMATION? | | | WHEN DID THE VEHICLE COME IN? | | WHAT ARE THE CURRENT NEEDED REPAIRS? | | WHAT PART ARE YOU WAITING ON? (PART ID AND SALES DOC #) | | WHAT IS THE ETA ON THE PART IF AVAILABLE? | | WAS THE CUSTOMER OFFERED A LONER VEHICLE? | | ANYTHING ELSE CONCERNING THE CUSTOMER THAT YOU WOULD LIKE TO SHARE? | | | PLEASE FOLLOW UP WITH ME AT YOUR EARLIEST CONVENIENCE, THANK YOU | | | RCM TO WAIT DEALRT EMAIL
1/15/2019 9:37:00 AM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / HORN NOT WORKING;
1/16/2019 11:10:00 AM	DEALER LEFT VOICE MAIL MESSAGE INFORMING WILL CALL CUSTOMER ONCE PART IS IN | | | RCM TO CALL DEALER
1/16/2019 11:11:00 AM	RCM LEFT VOICE MAIL MESSAGE LOOKING FOR AN UPDATE | | | RCM TO WAIT DEALER CONTACT
1/16/2019 11:50:00 AM	DEALER INFORMED PART CAME IN CUSTOMER COMING BY TODAY | | | RCM ACKNOWLEDGED | | | RCM TO CALL CUSTOMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU0GM[redacted]
Owner Or Fleet	[redacted], Norwich, VT, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2016		
Report Date	1/14/2019	Incident Date	N/A
Mileage	33,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/16/2019 11:55:00 AM	[redacted] | | | RCM ATTEMPTED CALL; CUSTOMER ANSWERED AND ONLY BACKGROUND NOISE | | | RCM CALLED BACK LEFT VOICE MAIL MESSAGE INFORMING PART CAME IN KNOWS CUSTOMER WILL VISIT DEALER TODAY WILL FOLLOW UP TOMORROW 1/17 TO MAKE SURE EVERYTHING GOES OKAY; PROVIDED EXTENSION 43802
1/17/2019 12:51:00 PM	[redacted] | | | RCM ADVISE: CALLING TO FOLLOW UP | | | CUSTOMER STATE: WENT GREAT VERY THANKFUL | | | RCM ACKNOWLEDGED | | | RCM TO CLOSE CASE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN3BE[redacted]
Owner Or Fleet	[redacted] MORGANTOWN, WV, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2011		
Report Date	1/14/2019	Incident Date	N/A
Mileage	57,955		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 11:05:00 AM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 4:19:00 PM	CUTSOMER SEEKING REIMBURSEMENT UNDER WECI: SUBMITTED RO AND POP; SHOW REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECI; CUSTOMER PAID: $384.73 | | | SP TO GENERATE CHECK
2/11/2019 4:23:00 PM	WVWMP7AN3BE[redacted] VW TO REIMBURSE UNDER WECI WARR.EXT; TOTAL: $384.73 | | | SP GENERATED CHECK
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 384.73 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW5S7AJ5EM[redacted]
Owner Or Fleet	[redacted], Vernal, UT, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	1/14/2019	Incident Date	N/A
Mileage	92,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 11:29:00 AM	CUSTOMER STATES WAS READING ONLINE THAT A WARRANTY MAYBE PLACED ON VIN; CURRENT AIRBAG LIGHT IS ON AND STEERING WHEEL BUTTONS AREN┬┐T WORKING; WANT TO VERIFY IS VIN HAS WARRANTY; | | | | CUSTOMER SEEKING IF WARRANTY EXT. FOR AIRBAG CLOCK SPRING IS CONNECTED TO VIN; | | | | CO ADVISED CUSTOMER THAT AIRBAG CLOCK SPRING WARRANTY AND TIMING CHAIN WARRANTY IS CONNECTED TO VIN; ALSO CUSTOMER HAS A SERVICE ACTION FOR ECM SOFTWARE UPDATE; OFFERED TO SCHEDULE DEALER APPOINTMENT; APPOINTMENT SCHEDULED FOR JANUARY 21, 2019 AT 9:30 AM; OFFERED TO SEND CUSTOMER DEALER INFORMATION IN AN EMAIL; | | | | CO TO SEND EMAIL;
1/14/2019 11:33:00 AM	REFERENCE #[redacted] | | DEAR MR.[redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS PROMISED, HERE┬┐S THE INFORMATION FOR YOUR CLOSEST VW DEALERSHIP. | | CUTRUBUS VOLKSWAGEN OF LAYTON | | 1230 N MAIN ST | | 801-544-5878 | | APPOINTMENT JANUARY 21, 2019 AT 9:30 AM | | I HOPE THIS HELPS. IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY BACK TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | ANTONIO F | | CUSTOMER CARE ADVOCATE | | | | NO FURTHER ACTION;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX0EW[redacted]
Owner Or Fleet	[redacted], GRAND RAPIDS, MI, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	1/14/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 11:24:00 AM	MEDIA ATTACHED IN DOC CENTER
2/4/2019 9:13:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO STATES THAT CUSTOMER PAID $100.00 DEDUCTIBLE ONLY; VW TO REIMBURSE CUSTOMER PAY FOR WECY WARR EXT; TOTAL: $100.00 | | | | SP TO GENERATE CHECK REQUEST
2/4/2019 9:14:00 AM	WVGAV3AX0EW[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $100.00 | | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 100.00 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A38FC[redacted]
Owner Or Fleet	[redacted] Carlsbad, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/14/2019	Incident Date	N/A
Mileage	78,854		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 11:33:00 AM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 4:26:00 PM	CUSTOMER SEEKING RIEMBURSEMENT UNDER WECY: SUBMITTED RO AND POP: SHOW SREPLACEMNET OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID: $50 | | | | SP TO GENERATE CHECK REQUEST
2/11/2019 4:28:00 PM	GW- PROVIDED- FIRDT OUT OF POCKET DATE
2/11/2019 4:29:00 PM	1VWBT7A38FC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT AS GOODWILL DUE TO DATE OF REPAIR; TOTAL:$50 | | | | SP GENERATED CHECK REQUEST
2/20/2019 4:00:00 AM	CHECK #[redacted]OR AMOUNT $ 50.00 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX5BW[redacted]
Owner Or Fleet	[redacted] Orange, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/14/2019	Incident Date	N/A
Mileage	61,084		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 11:35:00 AM	MEDIA ATTACHED IN DOC CENTER
1/29/2019 2:06:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED 2 REPAIR ORDERS AND 2 POP'S FROM INDEPENDENT AND DEALER; FIRST REPAIR ORDER SHOWS INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 61,084 MILES; SECOND REPAIR ORDER SHOWS DEALER PROPERLY CODED CLOCK SPRING; VW TO REIMBURSE CAP AMOUNT FOR WECI WARRANTY EXTENSION; PARTS $290.07; LABOR $248.04; TAX $23.87; TOTAL $561.98. | | | SP TO GENERATE CHECK REQUEST AND CAP AMOUNT LETTER.
1/29/2019 2:15:00 PM	WVGAV7AX5BW[redacted]; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $561.98. | | | SP GENERATED CHECK.
1/29/2019 2:40:00 PM	SP MAILED CAP AMOUNT LETTER.
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 561.98 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A39DC[redacted]
Owner Or Fleet	[redacted] Kissimmee, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/14/2019	Incident Date	N/A
Mileage	85,031		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 11:40:00 AM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 10:27:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED TWO RO AND POP FROM DEALER; RO #[redacted] SHOWS DIAGNOSIS THAT CLOCK SPRING FAILED BUT NO REPAIRS WERE PERFORMED AT THIS TIME; RO #[redacted] SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; CUSTOMER WAS REIMBURSE 2/7/2018 FOR 50% OF REPAIRS, WHICH WAS $400; VW TO REIMBURSE REMAINING AMOUNT; TOTAL: $398.91 | | | | SP TO GENERATE CHECK REQUEST
2/5/2019 10:30:00 AM	1VWBH7A39DC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $398.91 | | | | SP GENERATED CHECK REQUEST
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 398.91 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWXK7AN1AE[redacted]
Owner Or Fleet	[redacted]		SANTA BARBARA, CA,[redacted]
Make, Model, Model Year	Volkswagen, Passat Wagon (Germany), 2010		
Report Date	1/14/2019	Incident Date	N/A
Mileage	113,943		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 11:42:00 AM	MEDIA ATTACHED IN DOC CENTER
1/29/2019 2:21:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 113,943 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $499.51; LABOR $310.00; TAX $36.21; TOTAL $845.72. | | | | SP TO GENERATE CHECK REQUEST.
1/29/2019 2:23:00 PM	WVWXK7AN1AE[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $845.72. | | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 845.72 MAILED ON 02/05/2019
3/15/2019 2:36:00 PM	RECEIVED RETURNED MAIL AND CHECK #[redacted] IN THE AMOUNT OF $845.72 WAS ENCLOSED. FORWARDING ADDRESS WAS ATTACHED TO ENVELOPE. CONFIRMED ADDRESS WITH DOCUMENTS IN DOC CENTER. CHANGED ADDRESS ON CUSTOMER SCREEN. | | RETURNED CHECK #[redacted] SENT TO UPDATED ADDRESS: [redacted] SANTA BARBARA, CA [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A35EC[redacted]
Owner Or Fleet	[redacted] Cherry Hill, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/14/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 11:44:00 AM	MEDIA ATTACHED IN DOC CENTER
2/4/2019 9:24:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED TWO RO AND POP FROM INDEPENDENT; RO #[redacted] SHOWS OIL CHANGE, FOUR WHEEL ALIGNMENT AND THE PURCHASE OF THE CLOCK SPRING; RO #[redacted] SHOWS THE REPLACEMENT OF THE CLOCK SPRING PERFORMED BEFORE 120K MILES; VW TO REIMBURSE CAP AMOUNTS FOR CLOCK SPRING ONLY; PARTS: $290.07; LABOR: $247.50; TAX: $35.61; TOTAL: $573.18 | | | SP TO GENERATE CHECK REQUEST AND CAP REIMBURSEMENT LETTER
2/4/2019 9:28:00 AM	1VWAT7A35EC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $573.18 | | | SP GENERATED CHECK REQUEST
2/4/2019 9:30:00 AM	SP MAILED CAP REIMBURSEMENT LETTER
2/8/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 573.18 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A34DC[redacted]
Owner Or Fleet	[redacted]	Charlotte, NC, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/14/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 11:49:00 AM	REFERENCE CASE [redacted] | | | | CUSTOMER STATES: CHECKING THE STATUS OF THE REIMBURSEMENT CLAIM; | | CUSTOMER SEEKS: CASE UPDATE; | | | | CO ADVISED: VW HAS MAILED OUT THE CHECK FOR 100% REIMBURSEMENT IN THE AMOUNT OF $472.96; THE CHECK WAS MAILED OUT ON 1-10-19; CUSTOMER SHOULD RECEIVE IN THE MAIL WITHIN THE NEXT FEW WEEKS; | | | | CUSTOMER IS THANKFUL; | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCH7A37DC[redacted]
Owner Or Fleet	[redacted], Woodbridge, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/14/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 11:52:00 AM	MEDIA ATTACHED IN DOC CENTER
2/7/2019 3:53:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $459.62 | | | | SP TO GENERATE CHECK REQUEST
2/7/2019 3:54:00 PM	1VWCH7A37DC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $459.62 | | | | SP GENERATED CHECK REQUEST
2/13/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 459.62 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWFA7AH2BV[redacted]
Owner Or Fleet	[redacted], Tybee Island, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2011		
Report Date	1/14/2019	Incident Date	N/A
Mileage	20,506		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 11:51:00 AM	MEDIA ATTACHED IN DOC CENTER
1/29/2019 2:29:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 20,506 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $319.08; LABOR $295.00; TAX $23.13; TOTAL $637.21. | | | SP TO GENERATE CHECK REQUEST.
1/29/2019 2:33:00 PM	WVWFA7AH2BV[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $637.21. | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 637.21 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A38EC[redacted]
Owner Or Fleet	[redacted] SAN DIEGO, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/14/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 11:56:00 AM	MEDIA ATTACHED IN DOC CENTER
2/7/2019 3:57:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 6/6/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $597.55 | | | SP TO GENERATE CHECK REQUEST
2/7/2019 3:58:00 PM	1VWBS7A38EC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $597.55 | | | SP GENERATED CHECK REQUEST
2/7/2019 3:58:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/13/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 597.55 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A3XCC[redacted]
Owner Or Fleet	[redacted] Bonney Lake, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/14/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 11:58:00 AM	MEDIA ATTACHED IN DOC CENTER
2/7/2019 4:01:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $645.24 | | | SP TO GENERATE CHECK REQUEST
2/7/2019 4:02:00 PM	1VWAP7A3XCC[redacted]VW TO REIMBURSE WECI WARR EXT; TOTAL: $645.24 | | | SP GENERATED CHECK REQUEST
2/13/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 645.24 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A39F[redacted]
Owner Or Fleet	[redacted] New Paltz, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/14/2019	Incident Date	N/A
Mileage	33,139		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 11:58:00 AM	MEDIA ATTACHED IN DOC CENTER
2/4/2019 11:03:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; BOTH PARTS AND LABOR COSTS ARE UNDER CAP AMOUNTS; VW TO REIMBURSE TOTAL; TOTAL: $472.61 | | | SP TO GENERATE CHECK REQUEST
2/4/2019 11:04:00 AM	1VWBT7A39FC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $472.61 | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 472.61 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW467AJ9CM[redacted]
Owner Or Fleet	[redacted] Melrose, MN, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	1/14/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 12:01:00 PM	MEDIA ATTACHED IN DOC CENTER
1/29/2019 2:59:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 73,950 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $232.06; LABOR $172.50; TOTAL $404.56. | | | SP TO GENERATE CHECK REQUEST.
1/29/2019 3:02:00 PM	3VW467AJ9CM[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $404.56. | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 404.56 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A38DC[redacted]
Owner Or Fleet	[redacted] North Bend, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/14/2019	Incident Date	N/A
Mileage	86,668		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 12:05:00 PM	MEDIA ATTACHED IN DOC CENTER
1/29/2019 3:28:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED 2 REPAIR ORDER'S AND 2 POP'S FROM DEALER; REPAIR ORDER ON 12/11/2017 DEALER DIAGNOSED CLOCK SPRING NEEDED REPAIRS; REPAIR ORDER ON 01/05/2018 DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 86,668 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $283.28; LABOR $306.70; TAX $55.84; TOTAL $645.82. | | | SP TO GENERATE CHECK REQUEST.
1/29/2019 3:37:00 PM	1VWBP7A38DC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $645.82. | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 645.82 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A36DC[redacted]
Owner Or Fleet	[redacted] Montgomery, AL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/14/2019	Incident Date	N/A
Mileage	79,800		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 12:10:00 PM	CUSTOMER STATE: CLOCK SPRING REPLACED 10/2018 AT DEALER; CUSTOMER PAID OUT OF POCKET FOR REPAIR | | | CUSTOMER STATES: REIMBURSEMENT | | | CO ADVISED: WILL SEND EMAIL TO CUSTOMER AND CUSTOMER CAN SUBMIT REPAIR ORDER AND POP TO BE REVIEWED FOR POSSIBLE REIMBURSEMENT | | | CO TO WAIT CUSTOMER MAIL | |
1/14/2019 12:14:00 PM	REFERENCE #[redacted] | | | DEAR MRS. [redacted] | | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | - A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | | - PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 120 DAYS. | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | SINCERELY, | | | | | MATTHEW W | | CUSTOMER CARE ADVOCATE | |
1/14/2019 12:16:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / CLOCK SPRING REPLACED;
1/15/2019 9:58:00 AM	MEDIA ATTACHED IN DOC CENTER | | FROM: VW EXPERIENCE | | SENT: MONDAY, JANUARY 14, 2019 5:32 PM | | TO: VWOA CUSTOMER CARE <VWCUSTOMERCARE@VW.COM> | | SUBJECT: FW: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | | | | FROM: [redacted] | | SENT: MONDAY, JANUARY 14, 2019 5:27 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | |
1/22/2019 12:23:00 PM	REFERENCE #[redacted] | | | DEAR MRS.[redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | SINCERELY, | | | | | MATTHEW W | | CUSTOMER CARE ADVOCATE | |
1/22/2019 12:26:00 PM	SP TO REVIEW
2/4/2019 11:17:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS OUTER C/V BOOT REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; WECY WARR EXT COVERS CLOCK SPRING; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $240.23 WITH $49.84 DISCOUNT APPLIED; LABOR: $332.11 WITH $49.84 DISCOUNT APPLIED; TAX:$9.60; TOTAL: $581.94 | | | SP TO GENERATE CHECK REQUEST AND REPAIRS NOT RELATED LETTER
2/4/2019 11:22:00 AM	1VWAH7A36DC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $581.94 | | | SP GENERATED CHECK REQUEST
2/4/2019 11:23:00 AM	SP MAILED REPAIRS NOT RELATED LETTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A36DC[redacted]
Owner Or Fleet	[redacted] Montgomery, AL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/14/2019	Incident Date	N/A
Mileage	79,800		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/8/2019 4:00:00 AM CHECK # [redacted] FOR AMOUNT $ 581.94 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWLZ7AJXBM[redacted]
Owner Or Fleet	[redacted] Anaheim, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	1/14/2019	Incident Date	N/A
Mileage	51,857		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 12:12:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 3:32:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REAR AXLE TRAILING ARM INLAY REPLACED, REAR WINDOW TINT REMOVED, WIPER BLADES REPLACED, BATTERY REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; WECY WARR EXT COVERS CLOCK SPRING; RO IS DATED 4/18/2015; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CLOCK SPRING ONLY AS GOODWILL; PARTS: $327.06; LABOR: $301.48; TAX: $24.52; TOTAL: $653.06 | | | SP TO GENERATE CHECK REQUEST
2/8/2019 3:41:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/8/2019 3:41:00 PM	3VWLZ7AJXBM[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $653.06 | | | SP GENERATED CHECK REQUEST
2/14/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 653.06 MAILED ON 02/13/2019
2/20/2019 4:07:00 PM	CUSTOMER STATES: SENT DOCUMENTS FOR WARRANTY REIMBURSEMENT; | | | CUSTOMER SEEKS: TO FIND OUT IF WE RECEIVED CUSTOMERS DOCUMENTS; | | | CUSTOMER ADVOCATE ADVISED: VW TO REIMBURSE CLOCK SPRING ONLY AS GOODWILL; PARTS: $327.06; LABOR: $301.48; TAX: $24.52; TOTAL: $653.06; CHECK FOR AMOUNT $653.06 WAS MAILED ON 02/13/2019; ESTIMATED TIME OF ARRIVAL FOR CHECK IS 3-4 WEEKS; | | | CO TO REVIEW AND CLOSE;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX0DW[redacted]
Owner Or Fleet	[redacted]		WHEELING, IL, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/14/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 12:37:00 PM	MEDIA ATTACHED IN DOC CENTER
1/29/2019 3:41:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 67,617 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $290.07; LABOR $350.00; TAX $29.00; TOTAL $669.07. | | | SP TO GENERATE CHECK REQUEST.
1/29/2019 3:45:00 PM	WVGAV7AX0DW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $669.07. | | | SP GENERATED CHECK.
2/4/2019 11:48:00 AM	CUSTOMER FOLLOWING UP ON DOCUMENTS SUBMITTED FOR REIMBURSEMENT REQUEST. | | | CUSTOMER SEEKING IF VW RECEIVED DOCUMENTS | | | CO ADVISED CUSTOMER THAT VW RECEIVED DOCUMENTS AND WILL BE REIMBURSING FOR THE REPAIR, CUSTOMER SHOULD BE RECEIVING A CHECK WITHIN 3-4 WEEKS | | | CUSTOMER ACKNOWLEDGED | | | SP TO REVIEW | |
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 669.07 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A38DC[redacted]
Owner Or Fleet	[redacted] GLENMONT, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/14/2019	Incident Date	N/A
Mileage	81,449		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 12:39:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 3:46:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS 80K SERVICE PERFORMED AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; WECI WARR EXT COVERS CLOCK SPRING; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $304.57; LABOR: $248.04; TAX: $22.10; TOTAL: $574.71 | | | | SP TO GENERATE CHECK REQUEST
2/8/2019 3:50:00 PM	1VWBP7A38DC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $574.71 | | | | SP GENERATED CHECK REQUEST
2/14/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 574.71 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX4BW[redacted]
Owner Or Fleet	[redacted] Montclair, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/14/2019	Incident Date	N/A
Mileage	54,371		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 12:41:00 PM	MEDIA ATTACHED IN DOC CENTER
1/29/2019 3:48:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 54,371 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $529.31. | | | | SP TO GENERATE CHECK REQUEST.
1/29/2019 3:49:00 PM	WVGBV7AX4BW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $529.31. | | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 529.31 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBA7AJXAW[redacted]
Owner Or Fleet	[redacted]		GENEVA, IL, [redacted]
Make, Model, Model Year	Volkswagen, Golf, 2010		
Report Date	1/14/2019	Incident Date	N/A
Mileage	101,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549CP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 1:30:00 PM	EM ADVISED DUE TO CUSTOMER AIRBAG LIGHT BEING ON DURING DIAGNOSIS; VW CAN REVIEW FOR REIMBURSEMENT TOWARDS DIAGNOSIS THAT WAS COMPLETED.
1/14/2019 12:54:00 PM	CUSTOMER STATES: IN 2015 DEALER 402147 REPAIRED VEHICLE DUE TO AIRBAG LIGHT BEING ON, STEERING WHEEL NOT WORKING. CUSTOMER RECEIVED LETTER ABOUT AIRBAG CLOCK SPRING TWO MONTHS AGO. | | | | CUSTOMER SEEKING: REIMBURSEMENT, REMAINING WARRANTIES ON VEHICLE. | | | | REVIEWED WITH: MENTOR KELLY | | | | CO ADVISED: PLEASE SUBMIT PROOF OF PAYMENT, AS WELL AS REPAIR HISTORY, ONCE PAPERWORK IS RECEIVED, THE GENERAL TIME FRAME FOR REIMBURSEMENT REVIEW TAKES UP TO 120 BUSINESS DAYS CURRENTLY, DUE TO THE HIGH VOLUME OF REIMBURSEMENT REQUESTS WE ARE CURRENTLY RECEIVING; YOU WILL EITHER RECEIVE A LETTER OR CHECK IN THE MAIL ONCE REVIEW PROCESS HAS BEEN COMPLETED. WOULD LIKE TO FOLLOW UP WITH CUSTOMER A WEEK FROM TODAY, TO ENSURE THAT THE DOCUMENTS ARE LEGIBLE FOR REVIEWING OR IN THE CASE THAT WE HAVEN'T RECEIVED THEM. CO TO EMAIL CASE NUMBER. OTHER THAN THE WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING, THE VEHICLE HAS THE LIMITED WARRANTY AGAINST CORROSION PERFORATION COVERS THE BODY SHEET METAL PANELS FOR CORROSION THAT STARTS ON THE INSIDE OF THE PANEL AND PERFORATES THROUGH TO THE OUTSIDE. IT LASTS 12 YEARS, WITH UNLIMITED MILEAGE, BEGINNING ON YOUR VEHICLES IN-SERVICE DATE. | | | | PENDING CUSTOMER DOCUMENTATION.
1/21/2019 1:19:00 PM	FOLLOWING UP WITH CUSTOMER; GOT VOICEMAIL. | | | | CO TO SEND "DOC NOT RECEIVED EMAIL".
1/31/2019 12:13:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30DC[redacted]
Owner Or Fleet	[redacted] Bay Shore, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/14/2019	Incident Date	N/A
Mileage	44,925		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 12:55:00 PM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 4:33:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY: SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID: $425.07 TAX: $17 TOTAL:$ 442.07 | | | | SP TO GENERATE CHECK REQUEST
2/11/2019 4:36:00 PM	1VWBP7A30DC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $442.07 | | | | SP GNERATED CHECK REQUEST
2/11/2019 4:36:00 PM	GW- PROVIDED- FIRST OUT OF POCKET DATE
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 442.07 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A39EC[redacted]
Owner Or Fleet	[redacted] Arcadia, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/14/2019	Incident Date	N/A
Mileage	68,392		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 12:56:00 PM	MEDIA ATTACHED IN DOC CENTER
2/12/2019 10:02:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY: SUBMITTED RO; SP VERIFIED POP IN XTIME; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO RIEMBURSE UNDER WECY WARR.EXT.AS GOODWILL DUE TO DATE OF REPAIR: CUSTOMER PAID: $508.25 | | | | SP TO GENERTAE CHECK REQUEST
2/12/2019 10:49:00 AM	GW- PROVIDED- FIRST OUT OF POCKET DATE
2/12/2019 10:50:00 AM	1VWAS7A39EC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $508.25 | | | | SP GENERATED CHECK REQUEST
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 508.25 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW637AJ8DM[redacted]
Owner Or Fleet	[redacted], Durham, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	1/14/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 12:58:00 PM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 4:49:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI: SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $139.21 | | | | SP TO GENERATE CHECK REQUEST
2/11/2019 4:51:00 PM	3VW637AJ8DM[redacted] VW TO REIMBURSE UNDER WECI WARR.EXT; TOTAL: $139.21 | | | | SP GENERATED CHECK REQUEST
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 139.21 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A31EC[redacted]
Owner Or Fleet	[redacted] ABINGDON, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/14/2019	Incident Date	N/A
Mileage	29,379		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 1:02:00 PM	MEDIA ATTACHED IN DOC CENTER
2/12/2019 11:03:00 AM	CUTSOMER SEEKING REIMBURSEMENT UNDER WECY: SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURS EUNDER WARRANTY; CUSTOMER PAID: $407.37 TAX: $15.37 TOTAL:$ 422.74 | | | | SP TO GENERATE CHECK REQUEST
2/12/2019 11:12:00 AM	1VWBT7A31EC[redacted] VW TO RIEMBURSE UNDER WECY WARR.EXT.; TOTAL: $422.74 | | | | SP GENERATED CHECK REQUEST
2/12/2019 11:18:00 AM	SP SENT LETTER
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 422.74 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2A7AU0FM[redacted]
Owner Or Fleet	[redacted] Clayton, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	1/14/2019	Incident Date	N/A
Mileage	35,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 1:46:00 PM	CUSTOMER STATES RECEIVED A LETTER REGARDING CLOCK SPRING | | | CUSTOMER SEEKING TO CLARIFY INFORMATION REGARDING LETTER | | | CO ADVISED THAT LETTER IS JUST INFORMING CUSTOMER THAT THE MANUFACTURE WARRANTY FOR THE CLOCK SPRING HAS BEEN EXTENDED TO 10/120K WOF; CO ADVISED IF VEHICLE WERE TO HAVE ANY SYMPTOMS SUCH AS AIRBAG LIGHT, HORN NOT WORKING ETC. CUSTOMER WOULD BE ABLE TO TAKE VEHICLE TO VW DEALER TO HAVE VEHICLE DIAGNOSED; DIAGNOSIS WOULD DETERMINE IF VEHICLE REPAIR WOULD BE COVERED UNDER WARRANTY. | | | CUSTOMER STATES THAT HORN IN VEHICLE DOESN'T WORK MOST OF THE TIME; CUSTOMER ALSO STATES THAT HER STEERING WHEEL WOULD LOCK AND CUSTOMER WOULD HAVE TO TURN IT TO START VEHICLE; CUSTOMER SEEKING TO KNOW IF THESE REPAIRS WOULD BE COVERED UNDER THE WARRANTY EXT.; | | | CO ADVISED CUSTOMER WOULD NEED TO HAVE VEHICLE DIAGNOSED TO ENSURE THAT THE CONCERNS ARE RELATED TO THE CLOCK SPRING WARRANTY EXTENSION; CO SUCCESSFULLY SCHEDULED APPOINTMENT USING XTIME FOR DEALER FOR JAN. 24 AT 1PM; CO ADVISED WILL EMAIL INFORMATION AS WELL; CO ALSO ADVISED CUSTOMER OF OPEN RECALL ON VEHICLE THAT CUSTOMER WOULD NEED TO SPEAK WITH DEALER ABOUT; CO ALSO PROVIDED CUSTOMER WITH VWDIESELINFO.COM; | | | NO FURTHER ACTION;
1/14/2019 2:12:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | | THANKS FOR TAKING THE TIME TO SPEAK WITH ME. | | | I SCHEDULED AN APPOINTMENT WITH FALCONE VOLKSWAGEN AND CONFIRMED YOUR APPOINTMENT DATE IS THURSDAY JANUARY 24 AT 1PM. IF YOU NEED TO CHANGE THIS APPOINTMENT, PLEASE CALL THE DEALERSHIP DIRECTLY AT (317) 978-0292. | | | ADDRESS: | | 1930 W. 16TH ST. INDIANAPOLIS INDIANA 46202 | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | | SINCERELY, | | | | | | | | CHRISTIAN E | | CUSTOMER CARE ADVOCATE | |
1/14/2019 2:40:00 PM	CATEGORY SELECTION : ELECTRICAL / INOPERABLE - 1 / HORN NOT WORKING; STEERING / OTHER SYMPTOM - 1 / STEERING WHEEL LOCK COLUMN ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH3BV[redacted]
Owner Or Fleet	[redacted] Gainesville, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2011		
Report Date	1/14/2019	Incident Date	N/A
Mileage	85,963		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 2:11:00 PM	MEDIA ATTACHED IN DOC CENTER
2/12/2019 11:27:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $499 TAX :$15.37 TOTAL: $514.37 | | | SP TO GENERATE CHECK REQUEST AND SEND CAP AMOUNT LETTER
2/12/2019 11:30:00 AM	WVWBW7AH3BV[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL :$514.37 | | | SP GENERATED CHECK REQUEST
2/12/2019 11:32:00 AM	SP SENT LETTER
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 514.37 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4A7AJ3CM[redacted]
Owner Or Fleet	[redacted] El Centro, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	1/14/2019	Incident Date	N/A
Mileage	68,408		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 4:05:00 PM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 8:48:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 68,408 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $285.51; LABOR $212.50; TAX $27.71; TOTAL $525.72. | | | SP TO GENERATE CHECK REQUEST.
2/11/2019 8:53:00 AM	3VW4A7AJ3CM[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $525.72. | | | SP GENERATED CHECK.
2/15/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 525.72 MAILED ON 02/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX9CW[redacted]
Owner Or Fleet	[redacted] Fairfax, VA [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/14/2019	Incident Date	N/A
Mileage	103,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 4:12:00 PM	MEDIA ATTACHED IN DOC CENTER
1/17/2019 12:48:00 PM	CUSTOMER STATES: SUBMITTED DOCUMENTATION FROM AIRBAG CLOCK SPRING DUE TO HAVING REPLACED IT IN THE PAST FOR VEHICLE, CUSTOMER HAS ALSO HAD ISSUES WITH CHECK ENGINE LIGHT BEING ON AND THE DLR STATED THAT CUSTOMER OVERFILLED IT WITH OIL AND DAMAGED THE OIL AND IT WOULD BE AROUND $3,000 TO FIX THIS ISSUE AND SO CUSTOMER HAD VEHICLE TOWED TO ANOTHER SHOP AND TOLD THAT IT WAS A TIMING ISSUE WITH VEHICLE AND CUSTOMER FEELS THAT DLR WAITED TOO LONG UNTIL SHE WAS OUTSIDE OF 100,000 MILES BEFORE ACTING ON VEHICLE CONCERNS | | | CUSTOMER SEEKING: TO KNOW IF CUSTOMER HAS TO OWN VEHICLE IN ORDER TO GET REIMBURSED, AND IF DOCUMENTS WERE RECEIVED | | | CO ADVISED: CUSTOMER THAT DOCUMENTS WERE RECEIVED AND ARE CURRENTLY BEING REVIEWED BY OUR TEAM THAT HANDLES REIMBURSMENT, ALSO ADVISED THAT CUSTOMER DOES NOT NEED TO OWN VEHICLE IN ORDER TO RECEIVE REIMBURSMENT FOR PAYING FOR AIRBAG CLOCK SPRING, CO ADVISED CUSTOMER THAT VEHICLE DOES NOT HAVE TIMING CHAIN EXTENDED WARRANTY ON VEHICLE; CO TO EMAIL CUSTOMER CASE NUMBER | | | CUSTOMER WAS THANKFUL | | | SP TO REVIEW
1/17/2019 12:53:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MRS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | KRISTEN H | CUSTOMER CARE ADVOCATE |
2/4/2019 11:38:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 4/17/2014; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $536.54 | | | SP TO GENERATE CHECK REQUEST
2/4/2019 11:40:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE | |
2/4/2019 11:40:00 AM	WVGAV7AX9CW[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $536.54 | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 536.54 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A30DC[redacted]
Owner Or Fleet	[redacted], Fort Mill, SC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/14/2019	Incident Date	N/A
Mileage	104,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 4:36:00 PM	CUSTOMER STATES RECEIVED LETTER IN THE MAIL FOR THE AIR BAG CLOCK SPRING EXTENDED WARRANTY; HAD REPAIR DONE 2/28/2018; PAID $527.47; WAS ADVISED BY THE DEALEAR TO CALL CARE FOR REIMBURSEMENT | | | CUSTOMER SEEKS REIMBURSEMENT INFORMATION | | | CO ADVISED CUSTOMER TO SEND IN REPAIR ORDER AND PROOF OF PAYMENT; ADVISED EMAIL WILL BE SENT AND DOCUMENTS CAN BE ATTACHED | | | CO TO WAIT FOR DOCUMENTS
1/14/2019 4:40:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / CLOCK SPRING REPAIR;
1/14/2019 4:42:00 PM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┬T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | ANGEL W | CUSTOMER CARE ADVOCATE | |
1/15/2019 2:00:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 10:08:00 AM	CUSTOMER STATES; JUST MISSED PHONE CALL FROM VW; CUSTOMER STATES EMAILED REPAIR ORDER AND POP REGARDING AIRBAG CLOCK SPRING REIMBURSEMENT; CUSTOMER STATES CHANGE OF MAILING ADDRESS AND LAST NAME; CUSTOMER STATED VEHICLE IS BEING TAKEN TO DEALER FOR OIL CHANGE AND SERVICE ACTION TO BE COMPLETED | | | CUSTOMER SEEKING; UPDATE IF VW RECEIVED INFORMATION; IF TAKATA AIRBAG RECALL WAS COMPLETED | | | CA ADVISED; DID RECEIVE DOCUMENTS AND WILL SEND THEM TO THE APPROPRIATE PARTIES; CA ADVISED CHECKED FOR OPEN RECALL FOR TAKATA HOWEVER THE TAKATA RECALL SHOWS THAT IT IS CLOSED; THE ONLY OPEN SERVICE ACTION ON THE VEHICLE 23Z3 IMPROVED POST-AEM ENGINE CONTROL MODULE SOFTWARE; CA ADVISED WILL UPDATE CUSTOMER MAILING ADDRESS AND LAST NAME | | | CA TO ESCALATE TO SPECIAL PROJECTS
1/16/2019 10:13:00 AM	SPECIAL PROJECTS TO WORK CASE AND CLOSE
1/29/2019 12:32:00 PM	CUSTOMER STATES: CUSTOMER WAS SEEKING UPDATE ON CASE; | | | CUSTOMER SEEKING: UPDATE ON CASE | | | CO ADVISED: REVIEW HAS BEEN SUBMITTED FOR REVIEW ON REIMBURSEMENT VW IS CURRENTLY REVIEWING CASE, CUSTOMER WILL GET DECISION IN MAIL; | | | NO FURTHER ACTION
1/29/2019 4:01:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 92,104 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $272.17; LABOR $190.90; TAX $35.66; TOTAL $498.73. | | | SP TO GENERATE CHECK REQUEST.
1/29/2019 4:04:00 PM	1VWCN7A30DC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $498.73. | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 498.73 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN5CE[redacted]
Owner Or Fleet	[redacted], SANTA FE, NM, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	1/14/2019	Incident Date	N/A
Mileage	79,062		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 7:35:00 PM	** SPANISH SPEAKING CUSTOMER ** | | | CUSTOMER STATES: PAID FOR DIAGNOSIS FEE OF $143 BEFORE HE KNEW ABOUT AIRBAG CLOCK SPRING WARRANTY EXTENSION; | | | CUSTOMER SEEKING: REIMBURSEMENT FOR DIAGNOSIS FEE; | | | CO ADVISED: CAN SEND IN REPAIR ORDER WITH DIAGNOSIS FEE FOR AIRBAG CLOCK SPRING WITH POP; CO PROVIDED CASE NUMBER AND FAX NUMBER; | | | CO TO WAIT FOR CUSTOMER CONTACT;
1/25/2019 3:50:00 PM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 2:42:00 PM	SP TO REVIEW FOR POSSBILE REIMBURSMENT ON DIAGNOSIS FEE FOR AIR BAG CLOCK SPRING WARRANTY EXTENSION; | | | SP TO REVIEW;
2/4/2019 11:54:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS AIRBAG AND FUEL PUMP CONTROL MODULE RECALLS PERFORMED AT NO COST TO CUSTOMER AND DIAGNOSIS AND RECOMMENDATION THAT CLOCK SPRING BE REPLACED WITHIN TIME FRAME; NO REPAIRS TO CLOCK SPRING PERFORMED AT THIS DATE; VW TO REIMBURSE TOTAL; TOTAL: $142.32 | | | SP TO GENERATE CHECK REQUEST
2/4/2019 11:55:00 AM	WVWMN7AN5CE[redacted]VW TO REIMBURSE WECI WARR EXT; TOTAL: $142.32 | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 142.32 MAILED ON 02/07/2019
3/15/2019 2:45:00 PM	RECEIVED RETURNED MAIL AND CHECK #[redacted]N THE AMOUNT OF $142.32 WAS ENCLOSED. CUSTOMER NEEDS TO BE CONTACTED AND ADDRESS VERIFIED. PLEASE E-MAIL GCRCHECKREQUEST@VW.COM WITH CORRECT FULL ADDRESS INCLUDED IN THE E-MAIL AND WE WILL RESEND THE CHECK TO THE UPDATED ADDRESS.
3/15/2019 4:13:00 PM	CHECK WAS MAILED WITHOUT FULL ADDRESS; CHECK SHOULD BE RESENT TO [redacted] SANTA FE, NM [redacted]
3/18/2019 8:48:00 AM	RETURNED CHECK #[redacted] SENT TO UPDATED ADDRESS: [redacted] SANTA FE, NM [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRZ7AJ2AM[redacted]
Owner Or Fleet	[redacted] San Diego, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	1/15/2019	Incident Date	N/A
Mileage	74,030		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 10:09:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 3:54:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED TWO RO AND POP FROM DEALER; RO #[redacted] SHOWS THE PURCHASE OF THE CLOCK SPRING; RO #[redacted] SHOWS 4 WHEEL ALIGNMENT AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; WECY WARR EXT COVERS CLOCK SPRING; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $159.83; LABOR: $350.00; TAX INCLUDED IN PARTS COST; TOTAL: $509.83 | | | | SP TO GENERATE CHECK REQUEST
2/8/2019 3:56:00 PM	3VWRZ7AJ2AM[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $509.83 | | | | SP GENERATED CHECK REQUEST
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 509.83 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A31DC[redacted]
Owner Or Fleet	[redacted] PUNTA GORDA, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/15/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 10:23:00 AM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 1:37:00 PM	CUTSOMER SEEKING REIMBURSEMENT UNDER WECI: SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUTSOMER PAID: $532.98 TAX: $31.97 TOTAL: $564.96 | | | | SP TO GENERATE CHECK REQUEST
2/11/2019 1:57:00 PM	1VWBH7A31DC[redacted] VW TO REIMBURSE UNDER WECI WARR,EXT; TOTAL: $564.96 | | | | SP GENERATED CHECK REQUEST
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 564.96 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX4DW[redacted]
Owner Or Fleet	[redacted] Montclair, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/15/2019	Incident Date	N/A
Mileage	48,551		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 11:08:00 AM	CUSTOMER STATES; CURRENTLY AT VW DEALER TO HAVE AIRBAG CLOCK SPRING REPAIRED ON VEHICLE; DEALER STATED TO CUSTOMER THAT VW HAD ISSUED A WARRANTY EXTENSION FOR THAT COMPONENT AND TO CALL CUSTOMER CARE CENTER; | | | CUSTOMER SEEKING; REIMBURSEMENT FOR AIRBAG CLOCK SPRING WARRANTY EXTENSION | | | CO ADVISED; CHECK VEHICLE FOR WARRANTY EXTENSION; AIRBAG CLOCK SPRING GOOD UNTIL 5-2023 OR 120K WOF; CUSTOMER CAN SEND IN REPAIR ORDER AND POP TO REVIEW FOR REIMBURSEMENT; CO GAVE CUSTOMER EMAIL VWCUSTOMERCARE@VW.COM AND ADDRESS OF 3800 W HAMLIN RD, AUBURN HILLS MI, 48326; CO ADVISED CUSTOMER TO INCLUDE NAME AND CASE #; CO GAVE CUSTOMER CASE NUMBER; CO WILL FOLLOW UP WITH CUSTOMER ONCE DOCUMENTS ARE RECEIVED WHICH TAKES 24 TO 48 HOURS; CUSTOMER ACCEPTED | | | CO TO AWAIT CUSTOMER DOCUMENTS
1/15/2019 4:12:00 PM	MEDIA ATTACHED IN DOC CENTER
1/16/2019 3:53:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | SHANNON B | | CUSTOMER CARE ADVOCATE | | |
1/16/2019 3:54:00 PM	SP TO REVIEW DOCUMENTS FOR REIMBURSEMENT REGUARDING AIRBAG CLOCKSPRING WARRANTY EXTENSION
1/28/2019 11:36:00 AM	FROM: [redacted] | | SENT: SUNDAY, JANUARY 27, 2019 9:50 PM | | TO: VWOA CUSTOMER CARE | | SUBJECT: RE: EXTENDED WARRANTY REIMBURSEMENT REQUEST | | | HELLO, | | PLEASE ADVISE REGARDING THE BELOW REQUEST AND INFORMATION. THANK YOU. | | | ON TUE, JAN 15, 2019 AT 11:11 AM [redacted] WROTE: | | THIS IS IN REFERENCE TO CASE [redacted] | PLEASE LET ME KNOW IF YOU HAVE ADDITIONAL QUESTIONS OR CANNOT SEE THIS INFORMATION CLEARLY. THANK YOU, [redacted] | |
1/29/2019 4:16:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 48,551 MILES; REPAIR ORDER DATE IS 03/20/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $851.52. | | | SP TO GENERATE CHECK REQUEST.
1/29/2019 4:17:00 PM	WVGBV3AX4DW[redacted] AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $851.52. | | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 851.52 MAILED ON 02/05/2019
2/6/2019 4:40:00 PM	CUSTOMER STATES; THEY WERE CALLING FOR AN UPDATE ON THEIR REIMBURSEMENT; | | | CUSTOMER SEEKS; AN UPDATE ON THEIR CASE; | | | CUSTOMER ADVOCATE ADVISED; THEY DID GET APPROVED FOR THE REIMBURSEMENT AND THEY WILL BE RECEIVING A CHECK IN THE NEXT 10-14 BUSINESS DAYS; | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A33DC[redacted]
Owner Or Fleet	[redacted] NEW AUBURN, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/15/2019	Incident Date	N/A
Mileage	105,045		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 11:07:00 AM	MEDIA ATTACHED IN DOC CENTER
2/12/2019 3:59:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED 2 REPAIR ORDERTTS AND 1 POP FROM INDEPENDENT AND DEALER; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 105,045 MILES ON 11/15/2019; DEALER REPROGRAMMED CLOCK SPRING ON 12/13/2018; REPLACEMENT OF CLOCK SPRING ONLY IS COVERED UNDER WECY WARRANTY EXTENSION; VW TO REIMBURSE CAP AMOUNT FOR WECY WARRANTY EXTENSION; PARTS $290.07; LABOR $156.56; TAX $28.58; TOTAL $475.21. | | | SP TO GENERATE CHECK REQUEST AND CAP AMOUNT LETTER..
2/12/2019 4:06:00 PM	1VWBP7A33DC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $475.21. | | | SP GENERATED CHECK.
2/12/2019 4:07:00 PM	SP SENT CAP AMOUNT LETTER.
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 475.21 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN3CE[redacted]
Owner Or Fleet	[redacted] Great Meadows, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	1/15/2019	Incident Date	N/A
Mileage	89,371		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 11:19:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 4:05:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; BOTH PARTS AND LABOR COSTS ARE UNDER CAP AMOUNTS; VW TO REIMBURSE TOTAL; TOTAL: $538.27 | | | SP TO GENERATE CHECK REQUEST
2/8/2019 4:06:00 PM	WVWMP7AN3CE[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $538.27 | | | SP GENERATED CHECK REQUEST
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 538.27 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBA7AH8AV[redacted]
Owner Or Fleet	[redacted] Saint Johns, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	1/15/2019	Incident Date	N/A
Mileage	67,011		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 11:21:00 AM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 2:18:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI: SUBMITTED RO AND POP: SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRNTY; CUTSOMER PAID: $505.97 TAX: $30.35 TOTAL :$536.33 | | | SP TO GENERATE CHECK
2/11/2019 2:22:00 PM	WVWBA7AH8AV[redacted] VW TO REIMBURSE UNDER WECI WARR.EXT: TOTAL: $536.33 | | | SP GENERATED CHECK REQUEST
2/25/2019 5:15:00 PM	CUSTOMER CALLED FOR INFORMATION REGARDING REIMBURSEMENT FOR CLOCK SPRING WARRANTY | | | SEEKING: UPDATE | | | CA ADVISED: CHECK WILL BE MAILED OUT IN THE AMOUNT OF 536.33 REIMBURSEMENT WAS GRANTED | | | NO FURTHER ACTION
3/5/2019 8:50:00 AM	CHECK # [redacted] FOR AMOUNT $ 536.33 MAILED ON 03/04/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX2EW[redacted]
Owner Or Fleet	[redacted], MO, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	1/15/2019	Incident Date	N/A
Mileage	50,508		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 11:25:00 AM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 10:40:00 AM	CUSTOMER SEEKING IF INFORMATION WAS RECEIVED | | | | CUSTOMER ADVOCATE ADVISED YES; PROCESS WILL TAKE APPROX. 60 DAYS AND CUSTOMER WILL RECEIVE INFORMATION IN THE MAIL | | | | SP TO REVIEW
2/4/2019 1:29:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED TWO RO AND POP FROM DEALER; RO #[redacted] SHOWS DIAGNOSIS AND RECOMMENDATION OF REPLACING CLOCK SPRING; RO #[redacted] SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO #[redacted] STATES VW GOODWILLED 50% OF REPAIRS; RO #[redacted] IS DATED 5/11/2018; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE RO #[redacted] TOTAL AS GOODWILL AND RO #[redacted] UNDER WECY WARR EXT; GOODWILL TOTAL: $89.95; WARR EXT TOTAL: $202.03; GRAND TOTAL: $291.98 | | | | SP TO GENERATE CHECK REQUEST
2/4/2019 1:32:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/4/2019 1:32:00 PM	WVGAV3AX2EW[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $291.98 | | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 291.98 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX4EW[redacted]
Owner Or Fleet	[redacted] Pittsburg, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	1/15/2019	Incident Date	N/A
Mileage	62,390		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 11:38:00 AM	MEDIA ATTACHED IN DOC CENTER
2/12/2019 9:57:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 62,390 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $588.72. | | | SP TO GENERATE CHECK REQUEST.
2/12/2019 9:58:00 AM	WVGAV3AX4EW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $588.72. | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 588.72 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A32EC[redacted]
Owner Or Fleet	[redacted] Jupiter, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/15/2019	Incident Date	N/A
Mileage	60,483		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 11:51:00 AM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 3:29:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 60,483 MILES; DEALER GOODWILL THE PARTS SO CUSTOMER ONLY CHARGED FOR LABOR AND SHOP SUPPLIES REPAIR ORDER DATE IS 08/30/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $353.26. | | | SP TO GENERATE CHECK REQUEST.
2/11/2019 3:31:00 PM	1VWAP7A32EC[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $353.26. | | | SP GENERATED CHECK.
2/15/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 353.26 MAILED ON 02/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU6FM[redacted]
Owner Or Fleet	[redacted] VERNON HILLS, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	1/15/2019	Incident Date	N/A
Mileage	27,456		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521AT		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 11:52:00 AM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 3:35:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 27,456 MILES; CUSTOMER ONLY PAID DEDUCTIBLE DUE TO EXTENDED WARRANTY; REPAIR ORDER DATE IS 11/21/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $50.00. | | | SP TO GENERATE CHECK REQUEST.
2/11/2019 3:37:00 PM	3VW217AU6FM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $50.00. | | | SP GENERATED CHECK.
2/15/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 50.00 MAILED ON 02/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBA7AH0BV[redacted]
Owner Or Fleet	[redacted] SYOSSET, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2011		
Report Date	1/15/2019	Incident Date	N/A
Mileage	64,839		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 11:55:00 AM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 4:55:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $517.12. | | | | SP TO GENERATE CHECK REQUEST.
1/24/2019 4:58:00 PM	WVWBA7AH0BV[redacted] VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $517.12. | | | | GENERATED CHECK REQUEST.
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 517.12 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWDT7A38HC[redacted]
Owner Or Fleet	[redacted] SAN ANTONIO, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	1/15/2019	Incident Date	N/A
Mileage	28,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 11:58:00 AM	CUSTOMER STATES PURCHASE 2 MONTHS AGO. CUSTOMER STATES NOW HEAR STRANGE NOISES FROM STEERING WHEEL. CUSTOMER STATES THAT AIRBAG LIGHT IS ON, HORN DOESN┬┐T WORK, AND THAT THE BUTTONS ON STEERING WHEEL DOESN┬┐T WORK. | | | CUSTOMER IS SEEKING TO GET VEHICLE IN DEALER SOONER THAN NEXT WEDNESDAY AND WHETHER NOT TO DRIVE VEHICLE | | | CO ADVISED THAT AN APPOINTMENT CAN BE MADE AT DEALER 425159 FOR 1/16/2019 @ 7:30AM. CO ADVISED THAT IT TO CUSTOMER DISCRETION TO DRIVE VEHICLE . CO ADVISED DEALER MAY NOT HAVE LOANER BUT DOES OFFER SHUTTLE SERVICE. CO ADVISED CUSTOMER OF CONFIRMATION NUMBER[redacted] | | | CUSTOMER THANKED FOR APPOINTMENT FOR 1/16/2019. | | | NO FURTHER ACTION
1/15/2019 12:21:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / CLOCK SPRING ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A3XC[redacted]
Owner Or Fleet	[redacted] Mattituck, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/15/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 11:58:00 AM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 4:50:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $689.15. | | | | SP TO GENERATE CHECK REQUEST.
1/24/2019 4:53:00 PM	1VWBP7A3XC[redacted] VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $689.15. | | | | GENERATED CHECK REQUEST.
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 689.15 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCP7A39CC[redacted]
Owner Or Fleet	[redacted] Manorville, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/15/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 12:03:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 3:53:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PROGRAMMED CLOCK SPRING AT 145,891 MILES; CUSTOMER INSTALLED PART; VW TO REIMBURSE PARTS PORTION FOR WECI WARRANTY EXTENSION; TOTAL $293.29. | | | SP TO GENERATE CHECK REQUEST.
1/31/2019 3:56:00 PM	1VWCP7A39CC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $293.29. | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 293.29 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHN7AN7BE[redacted]
Owner Or Fleet	[redacted] FLORENCE, SC, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2011		
Report Date	1/15/2019	Incident Date	N/A
Mileage	58,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 12:05:00 PM	CUSTOMER STATES: WENT TO DEALER 407317 AND TOLD WOULD NOT NEED CLOCK SPRING REPAIR AGAIN; CLOCK SPRING LIGHT IS ON AND DEALER SAID PREVIOUSLY HAD IT REPAIRED AND WOULD NOT NEED A REPAIR AGAIN; HAS WARRANTY EXTENSION IN THE MAIL FOR CLOCK SPRING; DEALER DID NOT DIAGNOSE OR INSPECT VEHICLE; SEARCHED VIN AND TURNED HER AWAY | | | CUSTOMER SEEKS: IF DEALER IS CORRECT | | | CO ADVISED: DEALER IS INCORRECT; RECALL FOR CLOCK SPRING WAS CLOSED OUT IN 2016 AND WARRANTY EXTENSION IN 2018 WAS ISSUED OUT AS EXTRA COVERAGE JUST IN CASE NEED REPAIR AGAIN; IF LIGHT THAT IS ON IN VEHICLE IS RELATED TO CLOCK SPRING DEALER CAN DIAGNOSE AND IF FOUND TO BE CLOCK SPRING SHOULD BE COVERED; EXPIRES 12/10/25; DEALER MAY NEED DIAGNOSIS FEE; IF FOUND TO BE CLOCK SPRING DIAGNOSIS WILL BE ROLLED ONTO COVERAGE; SYMPTOMS TO LOOK FOR ARE AIRBAG LIGHT ON. HORN NOT WORKING, AND STEERING WHEEL FEATURE BUTTONS; IF DEALER STILL ADVISES SAME WHEN GETTING VEHICLE DIAGNOSED THEN CONTACT CARE | | | CUSTOMER THANKS | | | CO TO CLOSE
1/15/2019 12:17:00 PM	CATEGORY SELECTION : ELECTRICAL / OTHER SYMPTOM - 1 / OTHER WARNING LIGHT ON ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJM7AN3AE[redacted]
Owner Or Fleet	[redacted] Carpinteria, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	1/15/2019	Incident Date	N/A
Mileage	149,979		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 12:20:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 10:57:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 149,979 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $856.42. | | | SP TO GENERATE CHECK REQUEST.
2/8/2019 10:59:00 AM	WVWJM7AN3AE[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $856.42. | | | SP GENERATED CHECK.
2/14/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 856.42 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH8CV[redacted]
Owner Or Fleet	[redacted] SUN VALLEY, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	1/15/2019	Incident Date	N/A
Mileage	49,556		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 12:24:00 PM	MEDIA ATTACHED IN DOC CENTER
2/4/2019 1:45:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS HARNESS REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 10/16/2014; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CLOCK SPRING ONLY AS GOODWILL; PARTS: $290.07; LABOR: $240.00; TAX: $21.75; TOTAL: $551.82 | | | SP TO GENERATE CHECK REQUEST AND REPAIRS NOT RELATED LETTER
2/4/2019 1:47:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE | |
2/4/2019 1:47:00 PM	WVWBW7AH8CV[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $551.82 | | | SP GENERATED CHECK REQUEST
2/4/2019 1:49:00 PM	SP MAILED REPAIRS NOT RELATED LETTER
2/8/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 551.82 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWPL7AJ0CM[redacted]
Owner Or Fleet	[redacted] Duluth, MN, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2012		
Report Date	1/15/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 12:41:00 PM	MEDIA ATTACHED IN DOC CENTER
2/7/2019 4:21:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO FROM DEALER; POP VERIFIED IN XTIME; RO SHOWS FUEL FILTER AND BOTH REAR SPRINGS REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; WECI WARR EXT COVERS CLOCK SPRING ONLY; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $315.53; LABOR: $270.00; TAX: $21.69; TOTAL: $607.22 | | | SP TO GENERATE CHECK REQUEST
2/7/2019 4:23:00 PM	3VWPL7AJ0CM[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $607.22 | | | SP GENERATED CHECK REQUEST
2/13/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 607.22 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRX7AJ0AM[redacted]
Owner Or Fleet	[redacted] GEORGETOWN, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	1/15/2019	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 12:49:00 PM	CUSTOMER STATES: RECEIVED A LETTER FOR THE CLOCK SPRING WARRANTY EXTENSION; | | | CUSTOMER SEEKING: WHAT NEEDS TO HAPPEN NEXT; | | | CO ADVISED: IF THE CUSTOMER STARTS TO HAVE THE AIRBAG LIGHT ILLUMINATING CONTINUOUSLY AND THE STEERING WHEEL CONTROL BUTTONS ARE NOT OPERATING THEN THE CUSTOMER WOULD TAKE INTO A VW DEALER FOR DIAGNOSIS IF A DEFECT OF THE CLOCK SPRING THE REPAIRS WOULD BE COVERED UNDER THE WARRANTY EXTENSION; | | | CUSTOMER ACKNOWLEDGED; | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWDA7AJ8AW[redacted]
Owner Or Fleet	[redacted] Chicago, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2010		
Report Date	1/15/2019	Incident Date	N/A
Mileage	67,098		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549CP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 12:55:00 PM	MEDIA ATTACHED IN DOC CENTER
2/4/2019 10:52:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED 2 REPAIR ORDER'S AND 2 POP'S FROM INDEPENDENT AND DEALER; INDEPENDENT REPAIR ORDER SHOWS REPAIRS ON CLOCK SPRING AT 67,098 MILES; DEALER REPAIR ORDER SHOWS DIAGNOSIS THAT CLOCK SPRING NEEDS TO BE REPAIRED; VW TO REIMBURSE MAX LABOR FOR INDEPENDENT REPAIR ORDER ONLY: VW TO REIMBURSE CAP AMOUNT WECY WARRANTY EXTENSION; PARTS $150.00; LABOR $248.04; TAX $14.62; TOTAL $412.66. | | | | SP TO GENERATE CHECK REQUEST AND INDEPENDENT CAP AMOUNT LETTER.
2/4/2019 11:09:00 AM	WVWDA7AJ8AW[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $412.66. | | | | SP GENERATED CHECK.
2/4/2019 11:11:00 AM	SP MAILED CAP AMOUNT LETTER.
2/8/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 412.66 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A35EC[redacted]
Owner Or Fleet	[redacted] Benicia, CA [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/15/2019	Incident Date	N/A
Mileage	62,659		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 2:37:00 PM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 4:02:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 62,659 MILES; REPAIR ORDER DATE IS 09/25/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $889.22. | | | SP TO GENERATE CHECK REQUEST.
2/11/2019 4:04:00 PM	1VWCN7A35EC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $889.22. | | | SP GENERATED CHECK.
2/15/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 889.22 MAILED ON 02/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWAZ7AJ1AM[redacted]
Owner Or Fleet	[redacted] Attleboro, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	1/15/2019	Incident Date	N/A
Mileage	69,615		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 2:41:00 PM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 4:17:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 69,615 MILES; REPAIR ORDER DATE IS 07/17/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $345.62. | | | SP TO GENERATE CHECK REQUEST.
2/11/2019 4:18:00 PM	3VWAZ7AJ1AM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $345.62. | | | SP GENERATED CHECK.
2/15/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 345.62 MAILED ON 02/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRX8AJ6AM[redacted]
Owner Or Fleet	[redacted] Tampa, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	1/15/2019	Incident Date	N/A
Mileage	98,113		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 2:51:00 PM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 4:24:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 98113 MILES; POP WAS VERIFIED IN X TIME; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $480.29 | | | SP TO GENERATE CHECK REQUEST.
2/11/2019 4:26:00 PM	3VWRX8AJ6AM[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $480.29. | | | SP GENERATED CHECK.
2/15/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 480.29 MAILED ON 02/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX9BW[redacted]
Owner Or Fleet	[redacted] San Diego, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/15/2019	Incident Date	N/A
Mileage	63,036		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 2:55:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 4:14:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER AND RO AND POP FROM INDEPENDENT; RO FROM DEALER SHOWS DIAGNOSIS THAT CLOCK SPRING FAILED; CUSTOMER WAS NOT CHARGED FOR DIAGNOSIS OF FAILING CLOCK SPRING; RO #[redacted] FROM INDEPENDENT SHOWS TIMING COVER AND GASKET AND WATER PUMP REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; WECI WARR EXT COVERS CLOCK SPRING ONLY; VW TO REIMBURSE CLOCK SPRING REPAIRS FROM RO #[redacted] PARTS: $253.81; LABOR: $156.00; TAX: $18.40; TOTAL: $428.21 | | | | SP TO GENERATE CHECK REQUEST AND REPAIRS NOT RELATED LETTER
2/8/2019 4:19:00 PM	WVGAV7AX9BW[redacted]; VW TO REIMBURSE WECI WARR EXT; TOTAL: $428.21 | | | | SP GENERATED CHECK REQUEST
2/8/2019 4:20:00 PM	SP MAILED REPAIRS NOT RELATED LETTER
2/14/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 428.21 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32CC[redacted]
Owner Or Fleet	[redacted] Granville, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/15/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 3:03:00 PM	SEE CASE [redacted] | | | CUSTOMER CALLED FOR UPDATE | | | CO ADVISED REPAIR ORDER DIDN'T HAVE PART NUMBERS; LETTER HAS BEEN SENT ADVISING CUSTOMER MUST PROVIDE A DETAILED AND LEGIBLE REPAIR ORDER FROM FATHERS & SONS SERVICE DEPARTMENT WITH THE PART NUMBER OF THE CLOCK SPRING PART THAT WAS REPLACED; | | | CUSTOMER STATES THEY WILL CONTACT DEALER FOR DOCUMENTS. | | | CO TO WAIT DOCUMENTS
1/17/2019 11:03:00 AM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 1:34:00 PM	CUSTOMER CALLED; DID REPAIR ORDER ARRIVE | | | CO CONFIRMED ARRIVAL OF REPAIR ORDER; WILL TAKE 60 DAYS TO REVIEW AND REPLY. | | | CO TO ESCALATE TO SPECIAL PROJECTS.
1/18/2019 1:35:00 PM	PLEASE REVIEW FOR POSSIBLE REIMBURSEMENT; POP WAS VERIFIED IN CASE [redacted] VIA X TIME.
1/24/2019 1:02:00 PM	CUSTOMER SEEKING: CASE STATUS UPDATE | | | CA ADVISED: CUSTOMER'S DOCUMENTATION WAS RECEIVED ON 1/17/19; THE REIMBURSEMENT REVIEW PROCESS CAN TAKE UP TO 60 DAYS; CUSTOMER'S DOCUMENTS ARE IN LINE TO BE REVIEWED | | | CUSTOMER THANKED CA | | | SP TO REVIEW
2/5/2019 10:15:00 AM	1VWBP7A32CC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $681.70 | | | SP GENERATED CHECK REQUEST
2/5/2019 9:56:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RECEIPT FOR PURCHASE OF CLOCK SPRING FROM DEALER AND RO AND POP FROM DEALER; RO SHOWS OIL CHANGE, REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME, AND REAR BRAKE PADS AND ROTORS REPLACED; WECI WARR EXT COVERS CLOCK SPRING ONLY; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $388.33; LABOR: $269.10; TAX: $24.27; TOTAL: $681.70 | | | SP TO GENERATE CHECK REQUEST
2/12/2019 4:08:00 PM	CUSTOMER SEEKING: IF THE REIMBURSEMENT IS BEING SENT OUT; | | | CUSTOMER ADVOCATE ADVISED: THE CHECK HAS BEEN GENERATED AND THE CUSTOMER SHOULD RECEIVE THE CHECK OF $681.70 IN 10-14 BUSINESS DAYS; | | | CUSTOMER ACKNOWLEDGED; | | | SP TO REVIEW.
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 681.70 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A32EC[redacted]
Owner Or Fleet	[redacted] SAN JUAN, PR, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/15/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 3:19:00 PM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 10:20:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 2/05/2018; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $515.14 | | | SP TO GENERATE CHECK REQUEST
2/5/2019 10:23:00 AM	1VWCN7A32EC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $515.14 | | | SP GENERATED CHECK REQUEST
2/5/2019 10:23:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 515.14 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWFW7AH1CV[redacted]
Owner Or Fleet	[redacted] NORTH CHESTERFIELD, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	1/15/2019	Incident Date	N/A
Mileage	87,459		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 4:00:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 11:02:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 87,459 MILES; CUSTOMER ONLY PAID DEDUCTIBLE DUE TO WARRANTY EXTENSION PURCHASED FOR THE VEHICLE; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $100.00 | | | SP TO GENERATE CHECK REQUEST.
2/8/2019 11:04:00 AM	WVWFW7AH1CV[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $100.00. | | | SP GENERATED CHECK.
2/14/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 100.00 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWPP7AJ6DM[redacted]
Owner Or Fleet	[redacted] MARINA DEL REY, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2013		
Report Date	1/15/2019	Incident Date	N/A
Mileage	36,500		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 6:33:00 PM	CUSTOMER STATES: RECEIVED AIRBAG CLOCK SPRING WARRANTY EXT; AIRBAG LIGHT IS ON BUT THE HORN IS WORKING; | | | | CUSTOMER SEEKING: DOES VEHICLE NEED TO BE TAKEN IN | | | CO ADVISED: IF THE STEERING WHEEL CONTROLS ARE NOT WORKING PROPERLY AND AN AIRBAG LIGHT THAT STAYS ON. BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER THIS WARRANTY EXTENSION; ADVISED HAS TO AUTHORIZE DEALER TO DO DIAGNOSIS AND IF THE CONCERNS ARE NOT WARRANTY EXT RELATED THEN DIAGNOSIS FEE WOULD BE CUSTOMERS EXPENSE; ONLY THE DEALER CAN AUTHORIZE TO VOID THE FEE; ALL RECALLS ARE VIN SPECIFIC; CUSTOMERS VEHICLE WAS NOT AFFECTED BY THE AIRBAG RECALL; CAN EMAIL CUSTOMER NEAREST DEALER CONTACT INFORMATION | | | NO FURTHER ACTION
1/15/2019 6:44:00 PM	REFERENCE # [redacted] | | | DEAR MRS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS PROMISED, HERE┬┐S THE INFORMATION FOR YOUR CLOSEST VW DEALERSHIP. | | | VOLKSWAGEN SANTA MONICA, L.L.C. | | ADDRESS: 2440 SANTA MONICA BLVD, SANTA MONICA CA 90404 | | PHONE: (310) 829-1888 | | | I HOPE THIS HELPS. IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY BACK TO THIS EMAIL OR CHAT WITH US ON V[redacted] | | | | SINCERELY, | | | | | KALYN R | | CUSTOMER CARE ADVOCATE | |
1/15/2019 6:48:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN8CE[redacted]
Owner Or Fleet	[redacted] ORLANDO, FL, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	1/15/2019	Incident Date	N/A
Mileage	105,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2019 9:10:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED 12/18 AT MILEAGE 104K; VEHICLE PURCHASED FROM A PRIVATE OWNER; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; ISSUE LAST OCCURRED ON 12/18; PREVIOUS REPAIRS WERE COMPLETED AT 405021, MILEAGE WAS 104K, AND REPAIRS WERE DID RECALLS; VEHICLE EXPERIENCING: AIRBAG LIGHT, CHECK ENGINE; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT 405021 ON 1/15; WILL TAKE VEHICLE BACK INTO DEALERSHIP TOMORROW | | | CUSTOMER SEEKING: FIX THE PROBLEM; | | | CO ADVISED; SINCE THE CUSTOMER IS TAKING THE VEHICLE BACK TO THE DEALER TOMORROW, ADDRESS THE VEHICLE CONCERNS WITH THE DEALER; IF THERE IS A PROBLEM WITH THE DEALER DIAGNOSIS OR REPAIRS, CUSTOMER CAN CALL VW CUSTOMER CARE BACK AND VW WILL ASSIST | | | CUSTOMER ACKNOWLEDGED AND THANKED
1/15/2019 9:21:00 PM	CATEGORY SELECTION : AUTOMATICBRAKE / OTHER SYMPTOM - 1 / TRACTION CONTROL LIGHT IS ON; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON; AUTOMATICBRAKE / LIGHT ON / ABS; ENGANDENGCOOLING / WARNING LIGHT ON / CHECK ENGINE LIGHT IS ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A38CC[redacted]
Owner Or Fleet	[redacted] Baton Rouge, LA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/16/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 8:56:00 AM	MEDIA ATTACHED IN DOC CENTER
2/12/2019 11:59:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI; SUBMITTED RO; SP VERIFIED POP IN XTIME; SHOWS REPLACEMENT OF CLOCK SPRING; CLOCK SPRING WAS REPLACED AT 75% GOODWILL; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $181.92 TAX :$7.27 TOTAL: $189.20 | | | SP TO GENERATE CHECK REQUEST
2/12/2019 12:04:00 PM	1VWBH7A38CC[redacted] VW TO REIMBURSE UNDER WECI WARR,EXT; TOTAL: $189.20 | | | SP GENERATED CHECK REQUEST
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 189.20 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A37CC[redacted]
Owner Or Fleet	[redacted], Marietta, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/16/2019	Incident Date	N/A
Mileage	76,651		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 9:07:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 11:16:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 76,651 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $663.17. | | | | SP TO GENERATE CHECK REQUEST.
2/8/2019 11:17:00 AM	1VWBP7A37CC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $663.17. | | | | SP GENERATED CHECK.
2/14/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 663.17 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A38DC[redacted]
Owner Or Fleet	[redacted]		ARLETA, CA, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/16/2019	Incident Date	N/A
Mileage	49,129		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 9:24:00 AM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 10:46:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 49,129 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $745.62. | | | | SP TO GENERATE CHECK REQUEST.
2/5/2019 10:47:00 AM	1VWBP7A38DC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $745.62. | | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 745.62 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBN7AN1DE[redacted]
Owner Or Fleet	[redacted] KATY, TX, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	1/16/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 9:42:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 11:20:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 35,715 MILES; CUSTOMER ONLY PAID DEDUCTIBLE DUE TO WARRANTY EXTENSION PURCHASE; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $50.00. | | | SP TO GENERATE CHECK REQUEST.
2/8/2019 11:22:00 AM	WVWBN7AN1DE[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $50.00. | | | SP GENERATED CHECK.
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 50.00 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU0FM[redacted]
Owner Or Fleet	[redacted], ATLANTA, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	1/16/2019	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 9:50:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 9:46:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; CUTSOMER PAID: $613.84 | | | | SP TO GENERATE CHECK REQUEST
2/8/2019 9:49:00 AM	GW- PROVIDED- FIRST OUT OF POCKET DATE
2/8/2019 9:50:00 AM	3VW217AU0FM[redacted]VW TO REINBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $613.84 | | | | SP GENERATED CHECK REQUEST
2/14/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 613.84 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWAX7AJ9AM[redacted]
Owner Or Fleet	[redacted] Duluth, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	1/16/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 9:57:00 AM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 3:27:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID: $419.77 | | | SP TO GNERATE CHECK REQUEST
2/5/2019 3:32:00 PM	3VWAX7AJ9AM[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $419.77 | | | SP GENERATED CHECK REQUEST
2/5/2019 3:33:00 PM	GW - PROVIDED- FIRST OUT OF POCKET DATE
2/11/2019 2:29:00 PM	CUSTOMER STATES: SENT IN FOR A REIMBURSEMENT AND JUST WANT TO SEE IF YOU GUYS RECEIVED IT AND WHAT┬┐S GOING ON | | | CUSTOMER ADVOCATE ADVISED: LOOKS LIKE WE GOT THE DOCS ON 01/16 AND THEY HAVE BEEN REVIEWED; WAS DETERMINED WE WOULD REIMBURSE THE AMOUNT OF $419.77 FOR THE REPAIRS TO THE AIRBAG CLOCK SPRING; CHECKS TAKES 4-6 WEEKS TO MAKE I TOT YOU | | | CUSTOMER THANKS | | | CUSTOMER ADVOCATE HAS NO ACTIONS
2/13/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 419.77 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN4AE[redacted]
Owner Or Fleet	[redacted] Boca Raton, FL, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	1/16/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AS		

Mileage	78,391

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 9:59:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 11:25:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 78,391 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $658.79. | | | | SP TO GENERATE CHECK REQUEST.
2/8/2019 11:26:00 AM	WVWMN7AN4AE[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $658.79. | | | | SP GENERATED CHECK.
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 658.79 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4T7AU0FM[redacted]
Owner Or Fleet	[redacted] Lincoln, NE, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2015		
Report Date	1/16/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521AT		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 10:02:00 AM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 3:46:00 PM	CUTSOMER SEEKING REIMBURSEMNET UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID: $267.43 TAX :$7.32 TOTAL: $274.76 | | | | SP TO GENERATE CHECK REQUEST
2/5/2019 3:49:00 PM	GW - PROVIDED- LAST OUT OF POCKET DATE
2/5/2019 3:50:00 PM	3VW4T7AU0FM[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR: TOTAL: $274.76 | | | | SP GENERATED CHECK REQUEST
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 274.76 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWJZ7AJ4AM[redacted]
Owner Or Fleet	[redacted] Rehoboth Beach, DE,[redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	1/16/2019	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 10:43:00 AM	CUSTOMER STATES: RECEIVED A LETTER FOR THE AIRBAG CLOCK SPRING AND HAS BEEN EXPERIENCING AN AIRBAG LIGHT BEING ON; REACHED OUT TO THE CLOSEST DEALER THAT ADVISED THERE WOULD BE A DIAGNOSIS FEE OF $122 IF IT IS THE CLOCK SPRING THE FEE WILL NOT BE CHARGED; | | | CUSTOMER SEEKING: IF THIS IS TRUE; | | | CO ADVISED: THE FEE IS CHARGED FOR LABOR INVOLVED IN DIAGNOSING IF THE DIAGNOSIS DETERMINES THAT IT IS THE CLOCK SPRING IT WILL BE COVERED AS WELL AS THE REPAIRS BUT IF NOT RELATED TO THE CLOCK SPRING THE CUSTOMER IS RESPONSIBLE FOR THE $122 DIAGNOSIS FEE; | | | CUSTOMER ACKNOWLEDGED; | | | NO FURTHER ACTION.
1/16/2019 10:50:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / WARNING LIGHT STAYS ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A35DC[redacted]
Owner Or Fleet	[redacted], Henderson, NV, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/16/2019	Incident Date	N/A
Mileage	50,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 10:47:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 11:30:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 50,000 MILES; VW TO REIMBURSE CAP AMOUNT FOR WECI WARRANTY EXTENSION; PARTS $290.07; LABOR $248.04; TAX $61.06; TOTAL $599.17. | | | | SP TO GENERATE CHECK REQUEST AND CAP AMOUNT LETTER..
2/8/2019 11:32:00 AM	1VWAP7A35DC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $599.17. | | | | SP GENERATED CHECK.
2/8/2019 11:34:00 AM	SP SENT CAP AMOUNT LETTER.
2/14/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 599.17 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWPL7AJ1EM[redacted]
Owner Or Fleet	[redacted]Ventura, CA,[redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2014		
Report Date	1/16/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 10:48:00 AM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 3:55:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID :$629.15 TAX: $22.76 TOTAL: $651.91 | | | | SP TO GENERATE CHECK REQUEST
2/5/2019 3:59:00 PM	3VWPL7AJ1EM[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT: TOTAL: $651.91 | | | | SP GENERATED CHECK REQUEST
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 651.91 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDP7AJ1DM[redacted]
Owner Or Fleet	[redacted] Brawley, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	1/16/2019	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 11:02:00 AM	MEDIA ATTACHED IN DOC CENTER
2/6/2019 10:44:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 105,840 MILES; REPAIR ORDER DATE IS 12/20/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $520.38. | | | SP TO GENERATE CHECK REQUEST
2/6/2019 10:47:00 AM	3VWDP7AJ1DM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $520.38. | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 520.38 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A3XEC[redacted]
Owner Or Fleet	[redacted] Redmond, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/16/2019	Incident Date	N/A
Mileage	33,207		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 11:04:00 AM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 10:56:00 AM	CUSTOMER SEEKING REIMBURSMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY AS GOODWILL DUE TO DATE OF REPAIR; CUST9OMER PAID: $538.11 TAX: $34.97 TOTAL: $573.08 | | | | SP TO GENERATE CHECK REQUEST
2/5/2019 11:17:00 AM	1VWAP7A3XEC[redacted] VW TO REIMBURSE UNDER WECY WARR,EXT; TOTAL: $573.08 | | | | SP GENERATED CHECK REQUEST
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 573.08 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A37CC[redacted]
Owner Or Fleet	[redacted]		CUTLER BAY, FL, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/16/2019	Incident Date	N/A
Mileage	120,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 11:27:00 AM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 11:36:00 AM	CUSTOMER SEEKING REIMBURSMENT UNDER WECI: SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUTSOMER PAID: $422.72 | | | | SP TO GENERATE CHECK REQUEST
2/11/2019 11:39:00 AM	1VWBP7A37CC[redacted] VW TO REIMBURSE UNDER WECI RECALL; TOTAL: $422.72 | | | | SP GENERATED CHECK REQUEST
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 422.72 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A35DC[redacted]
Owner Or Fleet	[redacted] Austin, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/16/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 11:31:00 AM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 10:35:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; CUSTOMER HAD DIAGNOSIS AND PURCHASED PART FROM DEALER BUT HAD REPAIRS DONE AT INDEPENDENT; VW TO REIMBURSE UNDER WECI AS GOODWILL DUE TO DATE OF REPAIR; SP CAN ONLY GOODWILL DIAGNOSIS AND PARTS ONLY DUE TO DATE; CUSTOMER PAID: $350.07 | | | | SP TO GENERATE CHECK REQUEST AND SEND GOODWILL PARTS ONLY LETTER
2/11/2019 10:42:00 AM	GW-PROVIDED- LAST OUT OF POCKET DATE
2/11/2019 10:43:00 AM	1VWBP7A35DC[redacted] VW TO REIMBURSE UNDER WECI WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $350.07 | | | | SP GENERATED CHECK REQUEST
2/11/2019 10:46:00 AM	SP SENT LETTER
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 350.07 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A32FC[redacted]
Owner Or Fleet	[redacted] South Portland, ME, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/16/2019	Incident Date	N/A
Mileage	66,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 11:52:00 AM	CUSTOMER STATES THAT HAS BEEN HAVING A CONCERN WITH THE AIRBAG LIGHT ON, THE HORN NOT WORKING, AND THE CRUISE CONTROL BUTTONS NOT WORKING; STATES THAT FEELS AS IF IT IS THE CLOCK SPRING AND GOT A WARRANTY EXTENSION NOTICE FOR THIS; STATES THAT WOULD LIKE TO MAKE SURE THAT IS STILL VALID; STATES ALSO HAD A CONCERN WITH THE VEHICLE NOT BEING ABLE TO ACCELERATE AND THE ABS LIGHT CAME ON; STATES THAT LIGHT IS NOW OFF BUT NOT SURE WHAT CAUSED THAT; | | | CUSTOMER SEEKING INFORMATION ON WARRANTY EXTENSION FOR THE VEHICLE; | | | CO ADVISED THAT THE WARRANTY EXTENSION FOR THE CLOCK SPRING 10/120K WOF; ADVISED THAT THE VEHICLE CAN BE TAKEN INTO ANY VW DEALER AND IF THE CLOCK SPRING IS CAUSING THIS FAILURE THIS WOULD BE COVERED UNDER THE EXTENDED WARRANTY; ADVISED THAT THE VEHICLE ALSO HAS RECALL 24DR OPEN FOR THE VEHICLE; ADVISED WOULD RECOMMEND WHEN TAKING THE VEHICLE INTO THE DEALER TO HAVE THE CONCERN WITH THE ABS LIGHT DIAGNOSED WHILE THE VEHICLE IS THERE FOR THE CLOCK SPRING CONCERN AND THE RECALL; OFFERED TO SET UP APPOINTMENT FOR THE CUSTOMER; | | | CUSTOMER THANKED AND DECLINED APPOINTMENT SET UP; STATES THAT NOT SURE WHEN THE DEALER HAS TIMES AVAILABLE THROUGH OR HOW SOON THIS CAN BE COMPLETED; STATES NOT SURE IF THE CUSTOMER WOULD BE ABLE TO GET A LOANER EITHER; | | | CO VERIFIED APPOINTMENT DATES AND TIMES FOR DEALER 401425 AND 401404; ADVISED THAT BOTH DEALER'S PARTICIPATE IN THE LOANER PROGRAM AND WOULD RECOMMEND WHEN SETTING UP THE APPOINTMENT TO INQUIRE IF A LOANER CAN BE PROVIDED; | | | CUSTOMER THANKED; | | | NO FURTHER ACTION
1/16/2019 12:01:00 PM	CATEGORY SELECTION : ENGANDENGCOOLING / LACK OF POWER / VEH WOULD NOT ACCELORATE; AUTOMATICBRAKE / LIGHT ON / ABS LIGHT ; AIRBAGS / INEFFECTIVE - 1 / CLOCK SPRING ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A39EC[redacted]
Owner Or Fleet	[redacted] NORTH CHESTERFIELD, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/16/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 11:40:00 AM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 12:07:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY: SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIRS; VW ONLY TO REIMBURSE PARTS ONLY SINCE DATE IS AFTER LAST OUT OF POCKET DATE; CUSTOMER PAID: $313.27 TAX: $16.60 TOTAL: $329.87 | | | | SP TO GENERATE CHECK REQUEST AND SEND GOODWILL PARTS ONLY LETTER
2/14/2019 12:13:00 PM	GW- PROVIDED- LAST OUT OF POCKET DATE
2/14/2019 12:13:00 PM	1VWAT7A39EC[redacted]VW TO REIMBURS EUNDER WECY WARR.EXT AS GOODWILL DUE TO DATE OF REPAIRS; TOTAL: $329.87 | | | | SP GENERATED CHECK REQUEST
2/14/2019 12:14:00 PM	SP SENT LETTER
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 329.87 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX4BW[redacted]
Owner Or Fleet	[redacted] COLUMBUS, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/16/2019	Incident Date	N/A
Mileage	71,792		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 11:47:00 AM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 11:29:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 71,792 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $548.71. | | | | SP TO GENERATE CHECK REQUEST.
2/5/2019 11:31:00 AM	WVGAV7AX4BW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $548.71. | | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 548.71 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A34EC[redacted]
Owner Or Fleet	[redacted] Clearwater Beach, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/16/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 12:12:00 PM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 4:22:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARRANTY EXTENSION AS GOODWILL DUE TO DATE OF GOODWILL; CUSTOMER PAID :$601.06 | | | SP TO GENERATE CHECK REQUEST
2/5/2019 4:25:00 PM	GW - PROVIDED- FIRST OUT OF POCKET DATE
2/5/2019 4:26:00 PM	1VWBT7A34EC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $601.06 | | | SP GENERATED CHECK REQUEST
2/13/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 601.06 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A38EC[redacted]
Owner Or Fleet	[redacted] Harpswell, ME, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/16/2019	Incident Date	N/A
Mileage	85,656		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 12:41:00 PM	MEDIA ATTACHED IN DOC CENTER
2/12/2019 1:13:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 85,656 MILES; RO DATE IS 12/14/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; REPAIRS COMPLETED UNDER CAP AMOUNT; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $452.02. | | | SP TO GENERATE CHECK REQUEST.
2/12/2019 1:17:00 PM	1VWAP7A38EC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $452.02. | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 452.02 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A3XDC[redacted]
Owner Or Fleet	[redacted] BROOMFIELD, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/16/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 12:44:00 PM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 11:36:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 76,801 MILES; REPAIRS COMPLETED UNDER CAP AMOUNT, SO FULL AMOUNT OF PARTS AND LABOR WILL BE REIMBURSED; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $290.07; LABOR $178.50; TAX $26.10; TOTAL $494.67. | | | SP TO GENERATE CHECK REQUEST.
2/5/2019 11:41:00 AM	1VWBP7A3XDC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $494.67. | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 494.67 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A31CC[redacted]
Owner Or Fleet	[redacted] Bedford, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/16/2019	Incident Date	N/A
Mileage	53,470		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 12:45:00 PM	MEDIA ATTACHED IN DOC CENTER
2/6/2019 11:24:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 53,470 MILES; REPAIR ORDER DATE IS 08/22/2014; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $293.53. | | | SP TO GENERATE CHECK REQUEST
2/6/2019 11:26:00 AM	1VWBN7A31CC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $293.53. | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 293.53 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A35FC[redacted]
Owner Or Fleet	[redacted] ROCHESTER, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/16/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 12:56:00 PM	MEDIA ATTACHED IN DOC CENTER
2/6/2019 11:31:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 112,839 MILES; REPAIRS COMPLETED UNDER CAP AMOUNT; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $290.07; LABOR $228.00; TAX $18.12; TOTAL $536.19. | | | SP TO GENERATE CHECK REQUEST.
2/6/2019 11:33:00 AM	1VWBT7A35FC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $536.19. | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 536.19 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ4DM[redacted]
Owner Or Fleet	[redacted] Old Saybrook, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	1/16/2019	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 1:00:00 PM	CUSTOMER STATES THAT GOT A NOTICE IN THE MAIL FOR A WARRANTY EXTENSION FOR SOMETHING WITH THE AIRBAG LIGHT; STATES THAT THE AIRBAG LIGHT IS CURRENTLY ON FOR THE VEHICLE AND NOT SURE WHAT THE LETTER WAS ABOUT; | | | CUSTOMER SEEKING CLARIFICATION ON WHAT LETTER WAS FOR; | | | CO ADVISED THAT EXTENDED WARRANTY IS FOR THE STEERING WHEEL/AIRBAG CLOCK SPRING; ADVISED THAT FOR THE CUSTOMER THE WARRANTY FOR THIS COMPONENT HAS BEEN EXTENDED TO 10/120K WOF; ADVISED THAT IF THE CUSTOMER BEGINS TO EXPERIENCE SYMPTOMS WITH THE VEHICLE SUCH AS THE FOLLOWING: AIRBAG LIGHT ON, THE HORN NOT WORKING, LOSS OF STEERING WHEEL FUNCTIONS, OR POSSIBLE NOISE COMING FROM THE STEERING WHEEL, THE CUSTOMER CAN TAKE TO ANY VW DEALER; ADVISED THAT THE DEALER WILL NEED TO PERFORM A DIAGNOSIS AND IF THE DEALER FINDS THAT COMPONENT IS THE ONE THAT IS CAUSING THE FAILURE, THAT REPAIR IS COVERED UNDER THE EXTENDED WARRANTY; OFFERED TO RESEND LETTER FOR THE CUSTOMER; | | | CUSTOMER THANKED AND ACCEPTED; | | | CO TO MAIL LETTER; | |
1/16/2019 1:04:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON ;
1/16/2019 1:10:00 PM	CO MAILED OUT COPY OF THE WARRANTY EXTENSION NOTICE FOR THE AIRBAG CLOCK SPRING TO CUSTOMER ADDRESS; | | | CUSTOMER SHOULD RECEIVE WITHIN 7-10 BUSINESS DAYS; | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX9DW[redacted]
Owner Or Fleet	[redacted] Andover, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/16/2019	Incident Date	N/A
Mileage	48,435		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 2:02:00 PM	MEDIA ATTACHED IN DOC CENTER | | SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DEALER; SHOWS REPLACMENT OF CLOCK SPRING; AS NO OTHER REPAIRS, VW CAN REIMBURSE FOR FULL RO; TOTAL: $702.32. | | | SP TO GENERATE CHECK REQUEST
1/16/2019 2:23:00 PM	WVGBV7AX9DW[redacted] VW TO REIMBURSE UNDER WECI WARRANTY EXTENSION; TOTAL: $702.32. | | | SP GENERATED CHECK REQUEST
1/22/2019 4:00:00 AM	CHECK #[redacted] OR AMOUNT $ 702.32 MAILED ON 01/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A37CC[redacted]
Owner Or Fleet	[redacted] Stockton, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/16/2019	Incident Date	N/A
Mileage	101,499		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 2:05:00 PM	MEDIA ATTACHED IN DOC CENTER
2/12/2019 11:40:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED 3 REPAIR ORDER'S FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 101,499 ON 01/18/2016, 138,996 MILES ON 05/24/2017, AND 156,291 MILES ON 03/28/2018; WECY WARRANTY EXTENSION IS ONLY VALID FOR 10 YEARS OR 120,000 MILES WOF; AS 2 OF THE REPAIRS WERE COMPLETED OUTSIDE OF MILEAGE PARAMETERS VW WOULD NOT REIMBURSE FOR THOSE 2 REPAIR ORDER'S; REPAIR ORDER DATE IS 01/18/2016; FIRST OUT OF POCKET DATE IS 07/16/2016 VW TO REIMBURSE FOR WECY WARRANTY EXTENSION REPAIR PERFORMED ON 01/18/2016 AS GOODWILL GESTURE; PARTS $279.27; LABOR $103.50; TAX $29.77; TOTAL $412.54. | | | | SP TO GENERATE CHECK REQUEST AND SEND OUTSIDE MILEAGE DENIAL LETTER.
2/12/2019 11:54:00 AM	1VWBN7A37CC[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $412.54. | | | | SP GENERATED CHECK.
2/12/2019 11:58:00 AM	SP SENT OUTSIDE MILEAGE DENIAL LETTER.
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 412.54 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34CC[redacted]
Owner Or Fleet	[redacted] Jacksonville, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/16/2019	Incident Date	N/A
Mileage	73,196		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 2:07:00 PM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 11:57:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED 5 REPAIR ORDER┬┐S AND 4 POP'S FROM DEALER┬┐S AND INDEPENDENT┬┐S; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 73,196 MILES ON 09/20/2017; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $524.37. | | | SP TO GENERATE CHECK REQUEST.
2/5/2019 12:00:00 PM	1VWBP7A34CC[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $524.37. | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 524.37 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX4CW[redacted]
Owner Or Fleet	[redacted] Friendswood, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/16/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 2:11:00 PM	MEDIA ATTACHED IN DOC CENTER
2/6/2019 3:33:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 52,488 MILES; REPAIR ORDER DATE IS 09/12/2014; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $290.07; LABOR $329.88; TAX $23.87; TOTAL $643.82. | | | SP TO GENERATE CHECK REQUEST
2/6/2019 3:37:00 PM	WVGBV7AX4CW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $643.82. | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 643.82 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A35EC[redacted]
Owner Or Fleet	[redacted] Inglewood, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/16/2019	Incident Date	N/A
Mileage	70,293		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 2:22:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 10:03:00 AM	CUSTOMER SEEKING REIMBURSEMNET UNDER WECY; SUBIMTTED RO AND POP; SHOW SREPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $674.19 TAX :$27.12 TOTAL: $701.32 | | | | SP TO GENERATE CHECK REQUEST
2/8/2019 10:05:00 AM	1VWAT7A35EC[redacted]VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL: $701.32 | | | | SP GENERATED CHECK REQUEST
2/14/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 701.32 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW1K7AJXEM[redacted]
Owner Or Fleet	[redacted] MESA, AZ, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	1/16/2019	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 3:05:00 PM	CUSTOMER STATES: CONTACTED DEALER TO MAKE APPOINTMENT FOR VEHICLE UNDER WARRANTY EXTENSION; HAS AIRBAG LIGHT ON; DEALER STATED DID NOT WANT TO EVEN LOOK AT VEHICLE AS WAS JUST WARRANTY EXTENSION | | | CUSTOMER SEEKS: WHY DEALER REFUSED SERVICE | | | CO ADVISED: IS CUSTOMER EXPERIENCING A LOSS OF FUNCTION OF BUTTONS ON STEERING WHEEL OR HORN? | | | CO ADVISED: NO; HORN WORKS; NO BUTTONS ON STEERING WHEEL | | | CO ADVISED: DEALER WOULD ONLY LOOK AT VEHICLE UNDER WARRANTY EXTENSION IF WAS EXPERIENCING AIRBAG LIGHT AND HORN WAS NOT WORKING; CAN MAKE CUSTOMER APPOINTMENT TO HAVE CONCERN ADDRESSED AT ANY AUTHORIZED VW DEALER IF CUSTOMER WOULD LIKE | | | CUSTOMER DECLINES; STATES HAS ALWAYS WANTED A JETTA SINCE BEING A LITTLE GIRL; OWNING THIS VEHICLE HAS BEEN THE BIGGEST DISAPPOINTMENT OF CUSTOMER LIFE | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX5CW[redacted]
Owner Or Fleet	[redacted] LOS ANGELES, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/16/2019	Incident Date	N/A
Mileage	82,823		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 3:32:00 PM	MEDIA ATTACHED IN DOC CENTER
2/7/2019 1:09:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS OIL CHANGE AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; WECI WARR EXT COVERS CLOCK SPRING ONLY; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $290.07; LABOR: $98.00; TAX: $21.03; TOTAL: $409.10 | | | SP TO GENERATE CHECK REQUEST
2/7/2019 1:11:00 PM	WVGAV7AX5CW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $409.10 | | | SP GENERATED CHECK REQUEST
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 409.10 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A36DC[redacted]
Owner Or Fleet	[redacted] Lake Mills, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/16/2019	Incident Date	N/A
Mileage	64,684		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 4:05:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 8:41:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 64,684 MILES; REPAIRS COMPLETED UNDER THE CAP AMOUNT. VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $505.10. | | | SP TO GENERATE CHECK REQUEST.
2/8/2019 8:43:00 AM	1VWBP7A36DC[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $505.10. | | | SP GENERATED CHECK.
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 505.10 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A39DC[redacted]
Owner Or Fleet	[redacted] COUNCIL BLUFFS, IA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/16/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 4:09:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 11:09:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED RO; SP VERIFIED POP IN XTIME; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID: $447.92 TAX :$15.95 TOTAL: $463.87 | | | | SP TO GNERTAE CHECK REQUEST
2/8/2019 11:14:00 AM	1VWBH7A39DC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $463.87 | | | | SP GENERATED CHECK REQUEST
2/8/2019 11:14:00 AM	GW- PROVIDED- FIRST OUT OF POCKET DATE
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 463.87 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN4CE[redacted]
Owner Or Fleet	[redacted] Colorado Springs, CO, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	1/16/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Mileage	128,780

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 4:14:00 PM	MEDIA ATTACHED IN DOC CENTER
2/7/2019 1:19:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; CUSTOMER WAS PREVIOUSLY REIMBURSED FOR 100% OF PARTS COST, WHICH WAS $408.10; VW TO REIMBURSE LABOR COST ONLY; TOTAL: $390.00 | | | SP TO GENERATE CHECK REQUEST
2/7/2019 1:22:00 PM	WVWMP7AN4CE[redacted] VW TO REIMBURSE LABOR COST FOR WECI WARR EXT; TOTAL: $390.00 | | | SP GENERATED CHECK REQUEST
2/13/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 390.00 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW637AJ8DM[redacted]
Owner Or Fleet	[redacted] DURHAM, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	1/16/2019	Incident Date	N/A
Mileage	88,902		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/16/2019 4:49:00 PM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 1:43:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS BULB REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; WECI WARR EXT COVERS CLOCK SPRING; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $290.07; LABOR: $202.50; TAX: $13.77; TOTAL: $506.34 | | | SP TO GENERATE CHECK REQUEST
2/14/2019 1:45:00 PM	3VW637AJ8DM[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $506.34 | | | SP GENERATED CHECK REQUEST
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 506.34 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX7CW[redacted]
Owner Or Fleet	[redacted] Redwood City, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/17/2019	Incident Date	N/A
Mileage	51,962		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 10:33:00 AM	CUSTOMER REQUESTING BUYBACK DUE TO AIRBAG LIGHT CONCERN.
1/17/2019 11:05:00 AM	NO NEW CONCERNS TO REPORT AT THIS TIME.
1/17/2019 11:05:00 AM	VEHICLE DOWN 7 DAYS. | | | COOLANT LEAK (2X) - 1: REPAIRED WATER THERMOSTAT (CP DIAGNOSIS FEE). 2: REPLACED WATER PUMP; DURING VISIT FOUND CHECK ENGINE LIGHT ON AND REPLACED TURBOCHARGER | | | AIRBAG LIGHT ON (8X) - REPLACED CLOCK SPRING (CP), DRIVERSIDE AIRBAG (GW), PER VTA SK-206465 COMPLETEED OVERLAY OF 2 WIRES THAT GO FROM CONTROL MODULE TO CLOCK SPRING, PER VTA KG-273859 REPLACED THE J234 CONTROL UNIT (GW), REPLACED AIRBAG IGNITER (GW), PER VTA KG-400079 REPLACED CLOCK SPRING (COVERED UNDER WARRANTY EXTENSION).
1/17/2019 11:19:00 AM	REPAIR HISTORY DOES NOT MERIT A REPURCHASE OR REPLACEMENT AT THIS TIME. VEHICLE WAS DOWN A TOTAL OF 7 DAYS WITHIN WARRANTY; AND THE COOLANT LEAK AND AIRBAG LIGHT REPAIRS WERE COMPLETED WITHIN A REASONABLE TIMEFRAME. WILL OFFER CASH SETTLEMENT IN THE AMOUNT OF $3,000.00 AS A GESTURE OF GOODWILL DUE TO CUSTOMER EXPERIENCE.
1/17/2019 12:48:00 PM	IN AGREEMENT WITH DECISION.
1/18/2019 3:12:00 PM	I STATED BASED ON SERVICE HISTORY, THE VEHICLE DOES NOT MERIT A REPURCHASE OR REPLACEMENT; OFFERED $3,000 CASH SETTLEMENT AS A GESTURE OF GOODWILL DUE TO EXPERIENCE. | | | CUSTOMER STATES WOULD NEED TO DISCUSS WITH HUSBAND; REQUESTED OFFER IN WRITING VIA EMAIL; INQUIRED IF A DEALERSHIP WOULD BE WILLING TO BUYBACK VEHICLE; INQUIRED IF ACCEPTING SETTLEMENT WOULD RELEASE CLAIMS IF AN ACCIDENT WERE TO HAPPEN AND THE AIRBAGS DID NOT GO OFF; BROUGHT THE CLAIM DUE TO FEELING UNSAFE. | | | I STATED WILL NEED TO CONFIRM THEIR IS LANGUAGE IN THE SETTLEMENT LETTER TO ADDRESS; WILL HAVE EVERYTHING EMAILED TO CUSTOMER TODAY; CUSTOMER WILL NEED TO WORK WITH DEALERSHIP IN REGARD TO SELLING VEHICLE SHOULD THEY DECIDE. CUSTOMER ACKNOWLEDGED.
1/18/2019 3:44:00 PM	FROM: VWGOA CRR 24 | | SENT: FRIDAY, JANUARY 18, 2019 3:44 PM | | TO: [redacted] | SUBJECT: [redacted] - 2012 TIGUAN | | | GOOD AFTERNOON MRS. [redacted] | | | THANK YOU FOR TAKING TIME TO SPEAK WITH ME TODAY. I AM FOLLOWING UP VIA EMAIL TO CONFIRM DETAILS SHARED IN OUR PHONE CALL ALONG WITH PROVIDING THE SETTLEMENT OFFER. | | | AS DISCUSSED, THE SERVICE HISTORY WE HAVE FOR THE TIGUAN DOES NOT MERIT A REPURCHASE OR REPLACEMENT UNDER THE CALIFORNIA LEMON LAW STATUTE AT THIS TIME. HOWEVER I RECOGNIZE YOUR SERVICE HISTORY, THOUGH OUTSIDE THE TERMS OF WARRANTY, IS RELATED TO THE AIRBAG LIGHT IN SOME FASHION. I AM SORRY FOR THE EXPERIENCE YOU'VE HAD WITH THE TIGUAN AND HAVE OFFERED THE SUM OF $3,000.00 AS A GESTURE OF GOODWILL. | | | THE OFFER IS OUTLINED IN THE ATTACHED SETTLEMENT LETTER. IN REGARD TO YOUR SECOND QUESTION POSED OVER THE PHONE THERE IS LANGUAGE CONFIRMED IN THE LETTER THAT YOU DO NOT WAIVE ANY RIGHTS WITH RESPECT TO INJURIES TO THE BODY OR TO PROPERTY IN LIABILITY THAT MAY HAPPEN AFTER THE EXECUTION OF THIS SETTLEMENT. FURTHER, I AM OUTLINING MY CONFIRMATION THAT YOU WOULD NEED TO WORK WITH A PREFERRED VW DEALERSHIP WHEN LOOKING TO SELL YOUR VEHICLE. I DO NOT ANTICIPATE THERE WOULD BE AN ISSUE WITH YOU SELLING THE VEHICLE TO A DEALERSHIP SHOULD YOU DECIDE. BUT WE, VOLKSWAGEN GROUP OF AMERICA, CANNOT CONFIRM NOR FACILITATE THE TRANSACTION BETWEEN YOU AND ANY BRAND DEALERSHIP. | | | IF AFTER SPEAKING WITH YOUR HUSBAND YOU HAVE ADDITIONAL QUESTIONS, PLEASE FEEL FREE TO INCLUDE THEM IN A REPLY EMAIL. IF YOU PREFER TO DISCUSS ANYTHING OVER THE PHONE YOU ARE WELCOME TO GIVE ME A CALL. I AM TYPICALLY IN OFFICE MONDAY-FRIDAY FROM 8AM-5PM EST. THOUGH I WILL NOT BE IN THE OFFICE ON MONDAY, JANUARY 21ST. | | | KIND REGARDS, | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX7CW[redacted]
Owner Or Fleet	[redacted] Redwood City, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/17/2019	Incident Date	N/A
Mileage	51,962		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/4/2019 9:29:00 AM	RECEIVED SIGNED CASH SETTLEMENT OFFER.
2/4/2019 9:33:00 AM	WVGAV7AX7CW[redacted] CASH SETTLEMENT DUE TO AIRBAG WARNING LIGHT ON.
2/4/2019 9:36:00 AM	FROM: VWGOA CRR 24 | | SENT: MONDAY, FEBRUARY 04, 2019 9:36 AM | | TO: [redacted] | SUBJECT: RE: [redacted] - 2012 TIGUAN | | | MRS. [redacted] | | | I CONFIRM RECEIPT OF THE SIGNED SETTLEMENT LETTER YOU MAILED TO OUR OFFICE AND HAVE REQUESTED YOUR CHECK TODAY. MY CHECK REQUEST WILL TAKE ABOUT 10-14 DAYS TO PROCESS WITH OUR ACCOUNTING DEPARTMENT. ONCE I RECEIVE THE CHECK FROM ACCOUNTING I WILL SEND YOU A QUICK EMAIL TO NOTIFY AND MAIL IT VIA UPS/NEXT DAY DELIVERY TO YOUR HOME ADDRESS. | | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE FEEL FREE TO LET ME KNOW. | | | KIND REGARDS, | |
2/7/2019 1:24:00 PM	CHECK #[redacted] FOR AMOUNT $3,000.00 RECEIVED. | FORWARDED CHECK TO ADVOCATE FOR HANDLING
2/8/2019 9:09:00 AM	FROM: VWGOA CRR 24 | | SENT: FRIDAY, FEBRUARY 08, 2019 9:09 AM | | TO: [redacted] | SUBJECT: RE: [redacted] - 2012 TIGUAN | | | MRS. [redacted] | | | I RECEIVED THE SETTLEMENT CHECK TODAY FAR SOONER THAN ANTICIPATED AND WILL BE MAILING IT TO YOUR HOME ADDRESS VIA UPS. YOU SHOULD RECEIVE THE CHECK BY END OF DAY ON MONDAY, 2/11/19. | | | KIND REGARDS, | |
2/8/2019 9:14:00 AM	MAILED CHECK IN THE AMOUNT OF $3,000 VIA UPS/NDS.
2/11/2019 10:56:00 AM	SCANNED FILE IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX6DW[redacted]
Owner Or Fleet	[redacted]	AUSTIN, TX, [redacted]	
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/17/2019	Incident Date	N/A
Mileage	47,236		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 11:13:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 11:23:00 AM	CUSTOMER SEEKING REIMBURSEMNET UNDER WECY: SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID: $548.07 TAX: $21.03 TOTAL: $569.10 | | | | SP TO GENERATE CHECK REQUEST
2/8/2019 11:29:00 AM	WVGAV3AX6DW[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $569.10 | | | | SP GENERATED CHECK REQUEST
2/8/2019 11:29:00 AM	GW- PROVIDED- FIRDT OUT OF POCKET DATE
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 569.10 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX0BW[redacted]
Owner Or Fleet	[redacted] Greenwich, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/17/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 11:18:00 AM	MEDIA ATTACHED IN DOC CENTER
2/7/2019 1:15:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 74,937 MILES; VW TO REIMBURSE CAP AMOUNT FOR WECI WARRANTY EXTENSION; PARTS $290.07; LABOR $248.04; TAX $52.55; TOTAL $590.66. | | | | SP TO GENERATE CHECK REQUEST AND CAP AMOUNT LETTER..
2/7/2019 1:18:00 PM	WVGBV7AX0BW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $590.66. | | | | SP GENERATED CHECK.
2/7/2019 1:20:00 PM	SP SENT CAP AMOUNT LETTER.
2/13/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 590.66 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX0DW[redacted]
Owner Or Fleet	[redacted] MANHATTAN BEACH, CA[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/17/2019	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 11:27:00 AM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 1:10:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 60,000 MILES; VW TO REIMBURSE CAP AMOUNT FOR WECI WARRANTY EXTENSION; PARTS 290.07; LABOR $248.04; TAX $29.73; TOTAL $567.84. | | | SP TO GENERATE CHECK REQUEST.
2/5/2019 1:14:00 PM	WVGAV3AX0DW[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $567.84. | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 567.84 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A35CC[redacted]
Owner Or Fleet	[redacted] Midlothian, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/17/2019	Incident Date	N/A
Mileage	71,852		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 11:32:00 AM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 1:29:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING THAT WAS COVERED BY INSURANCE; VW UNABLE TO REIMBURSE. | | | SP TO SEND DENIAL LETTER.
2/13/2019 10:51:00 AM	CUSTOMER STATED INSURANCE DID NOT PAY FOR REPAIRS CUSTOMER DID INDEED; NOT SURE WHERE VW IS GETTING INFORMATION | | | CUSTOMER ADVOCATE ADVISED CUSTOMER LOCATION ON INSURANCE PAYMENT | | | CUSTOMER STATED WILL LOOK INTO THIS BECAUSE SHE DID PAY OUT OF POCKET | | | CUSTOMER ADVOCATE TO EMAIL CUSTOMER
2/13/2019 10:57:00 AM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | SINCERELY, | | | KAY C. | | CUSTOMER CARE ADVOCATE | | | CO TO REVIEW | |
2/13/2019 11:13:00 AM	CUST CALLED IN DISPUTING DENIAL - CO DID NOT REACH OUT TO SP TO REVIEW; CO DID EMAIL CUSTOMER. | | | TEAM 5 PLEASE EMAIL CUSTOMER ADVISING WE WERE UNABLE TO MEET THEIR REQUEST FOR REIMBURSMEENT BECAUSE THE REPAIR ORDER PAGE 2 SHOWS "INSURANCE PAY $404.55" AND "CUSTOMER PAY $0.00". WE DID NOT RECEIVE ANY RECEIPTS FOR THE $404.55 IN TEH CUSTOMER'S NAME PROVING THEY PAID FOR THE REPAIR. IF THE CUSTOMER CAND PROVIDE SOME SORT OF PROOF OF PAYMENT IN THEIR NAME, SUCH AS A CREDIT CARD RECEIPT OR STATEMENT, CASHED CHECK OR NOTE FROM THE INDEPENDENT ON LETTERHEAD SHOWED THEY PAID CASH THEN WE CAN RE-REVIEW FOR REIMBURSEMENT, THE WARRANTY EXTENSION ALSO ONLY COVERS THE CLOCKSPRING PART LISTED ON PAGE 2 SO WE WOULD ONLY BE ABLE TO REVIEW FOR THE CLOCKSPRING, THIS EXCLUDES THE BATTERY AND AIRBAG REPAIRS LISTED ON THE FIRST PAGE OF THE REPAIR ORDER. | | | TEAM 5 TO REASSIGN TO MLYNARA TO CLOSE.
2/13/2019 3:27:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | I┬┐M DISMAYED TO LEARN THAT OUR PROVIDED DECISION DID NOT FIND YOU WELL, BUT I CAN ATTEST THAT OUR CUSTOMER CARE CENTER IS DEDICATED IN ENSURING ALL REVIEWS ARE THOROUGHLY RESEARCHED. | | | WITHIN THE REVIEW PROCESS, THE SECOND PAGE OF THE PROVIDED DOCUMENTATION SHOWED THAT THE ┬┐INSURANCE PAY┬┐ SECTION WAS LISTED IN THE AMOUNT OF $404.55 WHILE THE ┬┐CUSTOMER PAY┬┐ SECTION DISPLAYED A ZERO DOLLAR BALANCE. WE DID NOT RECEIVE ANY RECEIPTS IN THE AMOUNT OF THE $404.55 IN YOUR NAME SHOWING THE OUT OF POCKET EXPENSE THAT YOU┬┐RE REFERRING TO. | | | BECAUSE WE PRIDE OURSELVES IN PROVIDING FAIR AND CONCISE REVIEWS, WE WOULD BE HAPPY TO REVIEW ANY SUPPLEMENTARY INFORMATION IN YOUR NAME SHOWING YOU┬┐VE PAID THE $404.55. THIS PROOF OF PAYMENT MAY BE IN THE FORM OF A CREDIT CARD RECEIPT OR STATEMENT, CASHED CHECK, OR NOTE FROM THE INDEPENDENT MECHANIC ON LETTERHEAD SHOWING YOU┬┐VE PAID CASH. | | | AT THAT TIME, WE┬┐LL BE ABLE TO REVIEW FOR REIMBURSEMENT AGAIN. | | | IN ADDITION, THE WARRANTY EXTENSION ONLY COVERS THE CLOCK SPRING PART THAT IS LISTED ON THE SECOND PAGE, SO THE REVIEW WILL FOCUS ON THIS SPECIFIC COMPONENT AND WILL EXCLUDE THE BATTERY AND AIR BAG REPAIRS THAT ARE LISTED ON THE FIRST PAGE. | | | I HOPE THIS INFORMATION FINDS YOU WELL. WE┬┐LL BE LOOKING OUT FOR YOUR SUPPLEMENTAL DOCUMENTS FOR REVIEW. | | | SINCERELY, | | | | | | | KADRIANNA C. | | CUSTOMER CARE ADVOCATE | | | CUSTOMER ADVOCATE TO REASSIGN TO SP ASHLEY M | |
2/13/2019 3:28:00 PM	SP TO REVIEW AND HANDLE
2/14/2019 1:05:00 PM	MEDIA ATTACHED IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A35CC[redacted]
Owner Or Fleet	[redacted] Midlothian, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/17/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/14/2019 2:00:00 PM	SP EXPLAINED THAT VW RECEIVED 12 PAGES; ON THE PAGE LABELED "PRELIMINARY SUPPLEMENT 1 WITH SUMMARY" IT INDICATES THE GRAND TOTAL OF $404.55 WITH A SECTION INDICATING INSURANCE PAY; WE DO SEE DIFFERENT AMOUNTS ON SEPARATE REPAIR ORDERS HOWEVER WITHOUT A PROOF OF PAYMENT SUCH AS A CREDIT CARD STATEMENT, RECEIPT FROM THE REPAIR SHOP, OR CASHED CHECK WE WOULD NOT BE ABLE TO MEET THE REQUEST FOR REIMBURSEMENT; IF CUSTOMER CAN PROVIDE ADDITIONAL PROOF OF PAYMENT WE CAN REVIEW FURTHER; REGARDING THE AIRBAG - THE WARRANTY EXTENSION SPECIFICALLY COVERS THE CLOCK SPRING WHICH IS A COMPONENT THAT AIDS IN THE STEERING WHEEL FUNCTIONS; WE WOULD NOT REIMBURSE THE REPLACEMENT OF AN ENTIRE AIRBAG AS IT WOULD NOT BE COVERED UNDER THE WARRANTY EXTENSION. | | | CUSTOMER STATES THEY ARE UNSURE WHERE THE $404.55 AMOUNT CAME FROM; INDEPENDENT SAID THE AIR BAG SHOULD NOT HAVE BEEN IN THAT CONDITION SO SHE WOULD LIKE TO LOOK INTO REIMBURSEMENT FOR THAT FURTHER AT ANOTHER TIME; REQUESTED TO SEE THE DOCUMENTS WE RECEIVED. | | | SP ADVISED WE CAN CERTAINLY SEND OVER THE DOCUMENTS; VW WOULD LIKE TO CLEAR UP ANY CONFUSION IF THIS WAS A CUSTOMER PAY REPAIR WE CERTAINLY WANT TO REIMBURSE THE CUSTOMER FOR THE REPAIRS THAT WOULD BE COVERED UNDER THE WARRANTY EXTENSION; WILL SEND ROS OVER VIA EMAIL BY COB TODAY. | | | SP TO ASSIGN TO TEAM 5 TO EMAIL OVER 12 PAGES RECEIVED VIA POSTAL MAIL.
2/14/2019 2:00:00 PM	CUST SENT IN EMAIL REQUESTING PHONE CALL TO DISCUSS DENIAL; SP TO CALL CUSTOMER.
2/14/2019 2:14:00 PM	TEAM 5 TO PLEASE EMAIL THE CUSTOMER THE DOCUMENTS ATTACHED IN THE DOC CENTER UNDER "REPAIR ORDER"; ADVISED THE FOLLOWING: | | | "ATTACHED ARE THE 12 PAGES WE RECEIVED VIA POSTAL MAIL. THE PAGE LAST PAGE WITH THE HEAD "PRELIMINARY SUPPLEMENT 1 WITH SUMMARY" SHOWS 0.00 NEXT TO CUSTOMER PAY AND $404.55 FOR INSURANCE PAY. IF YOU HAVE PROOF OF PAYMENT RELATED TO THE CLOCK SPRING FROM THE REPAIR ORDER DATED $4/19/18 IN THE AMOUNT OF $214.17 WE ARE HAPPY TO LOOK INTO YOUR REIMBURSEMENT REQUEST FURTHER. | | | ADDITIONALLY, AS NOTED BEFORE THIS WARRANTY EXTENSION DOES NOT COVER THE AIRBAG. I UNDERSTAND YOU HAVE REACHED OUT TO US REGARDING THIS CONCERN IN THE PAST AND REGRETFULLY WE WOULD NOT BE ABLE TO REIMBURSE FOR THE AIRBAG COMPONENT COSTS. | | | IF YOU HAVE ANY QUESTIONS, PLEASE DO NOT HESITATE TO EMAIL ME BACK. I'M HAPPY TO HELP ANY WAY THAT I CAN AND LOOK INTO ANY REQUESTS." | | | | | PLEASE SIGN IN MLYNARA NAME. | |
2/14/2019 2:14:00 PM	MEDIA ATTACHED IN DOC CENTER
2/15/2019 10:35:00 AM	FROM: [redacted] | | SENT: FRIDAY, FEBRUARY 15, 2019 8:32 AM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | HELLO- | | YESTERDAY I SPOKE WITH ASHLEY WHO INFORMED ME SHE WOULD BE SENDING ME ALL 12 PAGES OF DOCUMENTATION YOU GUYS RECEIVED FROM ME REGARDING THIS CASE NUMBER. I NEVER RECEIVED THAT EMAIL. CAN SOMEONE PLEASE SEND ME THAT? I┬┐M UNDER THE IMPRESSION THERE IS SOME SORT OF MISUNDERSTANDING BUT I NEED TO SEE WHAT YOUR SIDE IS LOOKING AT SO I CAN COMPARE IT WITH MY RECORDS. | | THANKS! LOOKING FORWARD TO HEARING FROM SOMEONE! | | | | |
2/15/2019 4:49:00 PM	REFERENCE # [redacted] | | | | DEAR MS. [redacted] | | | | ATTACHED ARE THE 12 PAGES WE RECEIVED VIA POSTAL MAIL. THE LAST PAGE WITH THE HEADING DISPLAYING THE FOLLOWING: ┬┐PRELIMINARY SUPPLEMENT 1 WITH SUMMARY┬┐, SHOWS $0.00 NEXT TO CUSTOMER PAY AND $404.55 FOR INSURANCE PAY. | | | IF YOU HAVE PROOF OF PAYMENT RELATED TO THE CLOCK SPRING FROM THE REPAIR ORDER DATED APRIL 19, 2018 IN THE AMOUNT OF $214.17, WE ARE HAPPY TO LOOK INTO YOUR REIMBURSEMENT REQUEST FURTHER. | | | ADDITIONALLY, AS NOTED BEFORE, THIS WARRANTY EXTENSION DOES NOT COVER THE AIRBAG. I UNDERSTAND YOU HAVE REACHED OUT TO US REGARDING THIS CONCERN IN THE PAST AND REGRETFULLY WE WOULD NOT BE ABLE TO REIMBURSE FOR THE AIRBAG COMPONENT COSTS. | | | IF YOU HAVE ANY QUESTIONS, PLEASE EMAIL ME BACK. I'M HAPPY TO HELP ANY WAY THAT I CAN AND LOOK INTO ANY REQUESTS. | | | SINCERELY, | | | | | | | ASHLEY M. | | CUSTOMER CARE ADVOCATE | | | | CUSTOMER ADVOCATE TO REASSIGN

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A35CC[redacted]
Owner Or Fleet	[redacted] Midlothian, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/17/2019	Incident Date	N/A
Mileage	71,852		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/15/2019 4:49:00 PM	CO TO REVIEW
2/18/2019 1:36:00 PM	CUST SUBMITTED POP TRANSACTION SHOWING THE CUSTOMER PAID $214.17 FOR THE CLOCKSPRING REPAIRS; VW TO REIMBURSE CUST FOR THE CLOCKSPRING REPAIRS. | | | SP TO GENERATE CHECK REQUEST.
2/18/2019 1:37:00 PM	1VWBP7A35CC[redacted]VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $214.17. | | | GENERATED CHECK REQUEST.
2/18/2019 1:38:00 PM	TEAM 5 PLEASE RESPOND TO CUSTOMER EMAIL ADVISING WE RECEIVED THE PAYMENT RECEIPT; A CHECK HAS BEEN REQUESTED IN THE AMOUNT OF $214.17 FOR THE CLOCK SPRING REPAIRS; THE CUSTOMER CAN EXPECT TO RECEIVE THIS CHECK IN THE NEXT 2-3 WEEKS. | | | REASSIGN TO MLYNARA IN INACTIVE STATUS.
2/18/2019 10:10:00 AM	MEDIA ATTACHED IN DOC CENTER
2/20/2019 9:04:00 AM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | WE RECEIVED YOUR PAYMENT RECEIPT. | | | YOU WILL BE REIMBURSED IN THE AMOUNT OF $214.17 FOR THE CLOCK SPRING REPAIRS. YOU CAN EXPECT TO RECEIVE YOUR CHECK IN THE NEXT 2-3 WEEKS. | | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, FEEL FREE TO REACH BACK OUT TO US BY PHONE AT 800-822-8987 OR SIMPLY REPLYING TO THIS EMAIL. | | | HAVE A GREAT DAY. | | | | | SINCERELY, | | | | | | | ASHLEY M. | | CUSTOMER CARE ADVOCATE | | | | | | | | |
2/23/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 214.17 MAILED ON 02/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCP7A37DC[redacted]
Owner Or Fleet	[redacted], Hanover, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/17/2019	Incident Date	N/A
Mileage	117,083		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 11:34:00 AM	MEDIA ATTACHED IN DOC CENTER
2/13/2019 1:58:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 117,083 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $735.77. | | | SP TO GENERATE CHECK REQUEST.
2/13/2019 2:02:00 PM	1VWCP7A37DC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $735.77. | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 735.77 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX7FW[redacted]
Owner Or Fleet	[redacted]		CEDAR HILL, TX, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	1/17/2019	Incident Date	N/A
Mileage	52,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 11:36:00 AM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 5:22:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES: THEY WOULD LIKE TO KNOW THE STATUS THEIR WARRANTY EXTENSION REIMBURSEMENT REQUEST; | | | CUSTOMER SEEKS: A STATUS UPDATE ON THEIR REIMBURSEMENT REQUEST; | | | CUSTOMER ADVOCATE ADVISED: I'D BE HAPPY TO PROVIDE YOU DETAILS ON THE REVIEW PROCESS. IT CAN TAKE UP TO 60 DAYS FOR THE REVIEW OF REIMBURSEMENT CASES. ONCE THE REVIEW IS FINALIZED, YOU WILL RECEIVE A FORMAL LETTER VIA US POSTAL MAIL, THAT WILL EXPLAIN WHETHER YOUR REQUEST IS APPROVED OR NOT. | | | SP TO REVIEW
2/6/2019 3:16:00 PM	CUSTOMER CALLED FOR UPDATE | | | CUSTOMER ADVOCATE ADVISED REPAIR ORDER AND POP WERE RECEIVED 1/17/19, TAKES 60 DAYS TO REVIEW. | | | CUSTOMER ACCEPTED.
2/6/2019 3:21:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; CUST PAID $670.49 FOR REPAIRS; TAX $30.31; VW TO REIMBURSE TOTAL: $700.80. | | | SP TO GENERATE CHECK REQUEST.
2/6/2019 3:24:00 PM	WVGAV7AX7FW[redacted]VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $700.80. | | | GENERATED CHECK REQUEST.
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 700.80 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX8BW[redacted]
Owner Or Fleet	[redacted], MARIETTA, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/17/2019	Incident Date	N/A
Mileage	130,646		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 11:48:00 AM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 10:21:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE CAP AMOUNTS FOR WECI WARR EXT; PARTS: $290.07; LABOR: $248.04; TAX: $11.60; TOTAL: $549.71 | | | SP TO GENERATE CHECK REQUEST AND CAP REIMBURSEMENT LETTER
2/11/2019 10:23:00 AM	WVGAV7AX8BW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $549.71 | | | SP GENERATED CHECK REQUEST
2/11/2019 10:25:00 AM	SP MAILED CAP REIMBURSEMENT LETTER
2/15/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 549.71 MAILED ON 02/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A30C[redacted]
Owner Or Fleet	[redacted] GREEN BAY, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/17/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 11:48:00 AM	MEDIA ATTACHED IN DOC CENTER
2/13/2019 4:23:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PROGRAMMED THE CLOCK SPRING AT 73,576 MILES; CUSTOMER PURCHASED PART AND INSTALLED ON HIS OWN; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $304.57; LABOR $105.78; TOTAL $455.35. | | | | SP TO GENERATE CHECK REQUEST.
2/13/2019 4:25:00 PM	1VWAP7A30CC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $455.35. | | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 455.35 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWXK7AN0AE[redacted]
Owner Or Fleet	[redacted] Silver Spring, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Passat Wagon (Germany), 2010		
Report Date	1/17/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 11:50:00 AM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 1:45:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 62,250 MILES; VW TO REIMBURSE CAP AMOUNT FOR WECI WARRANTY EXTENSION; PARTS $408.10; LABOR $241.00; TAX $25.20; TOTAL $674.30. | | | SP TO GENERATE CHECK REQUEST AND CAP AMOUNT LETTER..
2/5/2019 1:49:00 PM	WVWXK7AN0AE[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $674.30. | | | SP GENERATED CHECK.
2/5/2019 1:51:00 PM	SP SENT CAP AMOUNT LETTER.
2/13/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 674.30 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH2BV[redacted]
Owner Or Fleet	[redacted] Purcellville, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2011		
Report Date	1/17/2019	Incident Date	N/A
Mileage	58,209		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 11:54:00 AM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 12:35:00 PM	CUSTOMER STATES: SENT IN DOCUMENTATION FOR REIMBURSEMENT ON THE AIRBAG CLOCK SPRING WARRANTY EXT | | | | CUSTOMER SEEKING: STATUS OF REIMBURSEMENT | | | | | CO ADVISED: VW RECEIVED DOCUMENTATION ON 1/17/2019 SOMETIMES THE PROCESS TAKES UP TO 120 DAYS. | | | CUSTOMER STATES: HOW WILL I KNOW IF I WILL BE REIMBURSED OR NOT? | | | | CO ADVISED: YOU WILL RECEIVE A LETTER IN THE MAIL | | | | | CUSTOMER THANKED | | | |
2/13/2019 2:25:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 58,209 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $316.18; LABOR 389.91; TAX $18.49; TOTAL $724.58. | | | SP TO GENERATE CHECK REQUEST.
2/13/2019 2:31:00 PM	WVWBW7AH2BV[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $724.58. | | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 724.58 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A31GC[redacted]
Owner Or Fleet	[redacted], Richland, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	1/17/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Mileage	55

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 11:55:00 AM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 10:29:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 4/20/2018; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $612.34 | | | SP TO GENERATE CHECK REQUEST
2/11/2019 10:30:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/11/2019 10:30:00 AM	1VWAT7A31GC[redacted]VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $612.34 | | | SP GENERATED CHECK REQUEST
2/15/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 612.34 MAILED ON 02/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJM7AN1AE[redacted]
Owner Or Fleet	[redacted], San Jose, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	1/17/2019	Incident Date	N/A
Mileage	80,242		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 12:03:00 PM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 1:56:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 80,242 MILES; REPAIRS WERE COMPLETED UNDER CAP AMOUNT; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $625.85 | | | SP TO GENERATE CHECK REQUEST.
2/5/2019 1:58:00 PM	WVWJM7AN1AE[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $625.85. | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 625.85 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32CC[redacted]
Owner Or Fleet	[redacted] Belmont, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/17/2019	Incident Date	N/A
Mileage	84,426		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 12:08:00 PM	MEDIA ATTACHED IN DOC CENTER
2/13/2019 2:45:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 84,426 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $775.45. | | | | SP TO GENERATE CHECK REQUEST.
2/13/2019 2:46:00 PM	1VWBP7A32CC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $775.45. | | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 775.45 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH4CV[redacted]
Owner Or Fleet	[redacted] LOS ANGELES, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	1/17/2019	Incident Date	N/A
Mileage	72,100		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 12:19:00 PM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 10:33:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; BOTH PARTS AND LABOR COSTS ARE BELOW CAP AMOUNTS; VW TO REIMBURSE TOTAL; TOTAL: $406.54 | | | SP TO GENERATE CHECK REQUEST
2/11/2019 10:34:00 AM	WVWBW7AH4CV[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $406.54 | | | SP GENERATED CHECK REQUEST
2/15/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 406.54 MAILED ON 02/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A35EC[redacted]
Owner Or Fleet	[redacted], Aurora, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/17/2019	Incident Date	N/A
Mileage	52,990		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 12:19:00 PM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 11:52:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO RIEMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID: $557.7 TAX: $9.92 TOTAL: $567.65 | | | | SP TO GENERATE CHECK REQUEST
2/14/2019 12:00:00 PM	GW- PROVIDED- FIRST OUT OF POCKET DATE
2/14/2019 12:01:00 PM	1VWBN7A35EC[redacted]VW TO RIEMBURSE UNDER WECY WARR.EXT AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $567.65 | | | | SP GENERATED CHECK REQUEST
2/20/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 567.65 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A36GC[redacted]
Owner Or Fleet	[redacted], Richland, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	1/17/2019	Incident Date	N/A
Mileage	55,290		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 12:24:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 12:02:00 PM	CUTSOMER SEEKING REIMBURSMENT UNDER WECY: SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT; CUSTOMER PAID :$455.81 TAX :$29.62 TOTAL: $485.44 | | | SP TO GENERATE CHECK REQUEST AND SEND CAP AMOUNT LETTER
2/8/2019 12:05:00 PM	1VWAT7A36GC[redacted] VW TO RIEMBURSE UNDER WECY WARR.EXT.; TOTAL :$485.44 | | | SP GNERATED CHECK REQUEST
2/8/2019 12:07:00 PM	SP SENT LETTER
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 485.44 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A31DC[redacted]
Owner Or Fleet	[redacted] SHREVEPORT, LA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/17/2019	Incident Date	N/A
Mileage	70,794		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 12:32:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 8:06:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; BOTH PARTS AND LABOR COSTS ARE UNDER CAP AMOUNTS; RO IS DATED 2/7/2018; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $458.42 | | | | SP TO GENERATE CHECK REQUEST
2/8/2019 8:07:00 AM	1VWBH7A31DC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $458.42 | | | | SP GENERATED CHECK REQUEST
2/8/2019 8:07:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/14/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 458.42 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A38DC[redacted]
Owner Or Fleet	[redacted] La Mesa, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/17/2019	Incident Date	N/A
Mileage	38,103		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 12:41:00 PM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 2:13:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; CLOCK SPRING WAS COVERED UNDER WARRANTY BUT CUSTOMER WAS CHARGED FOR THE LABOR; VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID: $220.11 | | | SP TO GENERATE CHECK REQUEST
2/5/2019 2:15:00 PM	1VWBP7A38DC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT AS GOODWILL DUE TO DATE OF REPAIR; TOTAL:$ 220.11 | | | SP GENERATED CHECK REQUEST
2/5/2019 2:19:00 PM	GW - PROVIDED- FIRST OUT OF POCKET DATE
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 220.11 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWAL8AJ0AM[redacted]
Owner Or Fleet	[redacted] Newbury Park, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	1/17/2019	Incident Date	N/A
Mileage	112,764		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 2:08:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 1:29:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY: SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID: $469.60 | | | | SP TO GENERATE CHECK REQUEST
2/8/2019 1:31:00 PM	GW- PROVIDED- FIRST OUT OF POCKET DATE
2/8/2019 1:32:00 PM	3VWAL8AJ0AM[redacted] VW TO REIMBURSEMENT UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $469.60 | | | | SP GENERATED CHECK REQUEST
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 469.60 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34CC[redacted]
Owner Or Fleet	[redacted] KENT, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/17/2019	Incident Date	N/A
Mileage	63,770		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 2:12:00 PM	MEDIA ATTACHED IN DOC CENTER
2/7/2019 1:30:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 63,770 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $629.51. | | | | SP TO GENERATE CHECK REQUEST.
2/7/2019 1:31:00 PM	1VWBP7A34CC[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $629.51. | | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 629.51 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A35EC[redacted]
Owner Or Fleet	[redacted] Staten Island, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/17/2019	Incident Date	N/A
Mileage	60,157		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 2:13:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 1:38:00 PM	CUSTOMER SEEKING REIMBURSEMNET UNDER WECY; SUBMITTED RO AND POP: SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $861.57 | | | SP TO GENERATE CHECK REQUEST
2/8/2019 1:39:00 PM	1VWAT7A35EC[redacted] VW TO REIMBURS EUNDER WECY WARR.EXT.; TOTAL: $861.57 | | | SP GENERATED CHECK REQUEST
2/14/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 861.57 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX3EW[redacted]
Owner Or Fleet	[redacted]LUDLOW, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	1/17/2019	Incident Date	N/A
Mileage	60,926		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 2:18:00 PM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 1:41:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED INCOMPLETE RO FROM DEALER; RO AND POP WERE VERIFIED IN XTIME; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES, 60K MILE SERVICE PERFORMED, FRONT WIPERS, REAR SHOCKS, 4 TIRES AND FRONT BRAKE PADS AND ROTORS REPLACED; WECY WARR EXT COVERS CLOCK SPRING; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $365.48; LABOR: $295.00; TAX: $22.84; TOTAL: $683.32 | | | | SP TO GENERATE CHECK REQUEST AND REPAIRS NOT RELATED LETTER
2/11/2019 1:44:00 PM	WVGBV3AX3EW[redacted]VW TO REIMBURSE WECY WARR EXT; TOTAL: $683.32 | | | | SP GENERATED CHECK REQUEST
2/11/2019 1:45:00 PM	SP MAILED REPAIRS NOT RELATED LETTER
2/15/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 683.32 MAILED ON 02/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX0BW[redacted]
Owner Or Fleet	[redacted]ALPHARETTA, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/17/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 2:27:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 8:55:00 AM	MEDIA ATTACHED IN DOC CENTER - SP FOUND RO ON XTIME; DROPBOX LINK PROVIDED BY CUSTOMER IS NOT AVAILABLE TO BE VIEWED.
2/8/2019 9:12:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY; SP VERIFIED RO AND POP IN XTIME; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $824.57 TAX: $11.83 TOTAL: $836.40 | | | | SP TO GENERATE CHECK REQUEST
2/8/2019 9:21:00 AM	WVGAV7AX0BW[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL: $836.40 | | | | SP GENERATED CHECK REQUEST
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 836.40 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A35DC[redacted]
Owner Or Fleet	[redacted] Camden, ME, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/17/2019	Incident Date	N/A
Mileage	90,754		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 2:35:00 PM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 8:31:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED MULTIPLE RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING AT CAPITAL EUROCARS IN 2019 AND O'CONNORS VOLKAWAGEN IN 2018; THE CLOCK SPRING (5K0-953-259- CUP) SEEMS TO HAVE BEEN COVERED UNDER A WARRANTY; VW TO REIMBURSE UNDER WECY WARR.EXT AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID: $794.34 | | | SP TO GENERATE CHECK REQUEST
2/5/2019 8:42:00 AM	1VWBP7A35DC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $794.34 | | | SP GENERATED CHECK REQUEST
2/5/2019 8:42:00 AM	GW - PROVIDED- LAST OUT OF POCKET DATE
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 794.34 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX6GW[redacted]
Owner Or Fleet	[redacted] Denver, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	1/17/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 3:46:00 PM	REFERENCE CASE[redacted] | | | | CUSTOMER STATES: CHECKING THE STATUS OF THE REIMBURSEMENT CASE; | | CUSTOMER SEEKS: CASE UPDATE; | | | | CO ADVISED: THE CHECK HAS BEEN MAILED OUT 1-16-19 IN THE AMOUNT OF $465.56; | | | | CUSTOMER IS THANKFUL; | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2BW[redacted]
Owner Or Fleet	[redacted] Virginia Beach, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/17/2019	Incident Date	N/A
Mileage	100,152		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 4:19:00 PM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 10:54:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 100,152 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $281.95; LABOR $180.00; TAX $39.16; TOTAL $501.11. | | | | SP TO GENERATE CHECK REQUEST.
2/5/2019 10:58:00 AM	WVGAV7AX2BW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $501.11. | | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 501.11 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX0EW[redacted]
Owner Or Fleet	[redacted] Huntington Beach, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	1/17/2019	Incident Date	N/A
Mileage	65,673		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 4:25:00 PM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 1:54:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS BATTERY SERVICE AND OIL CHANGE PERFORMED AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; WECY WARR EXT COVERS CLOCK SPRING; RO IS DATED 10/12/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CAP AMOUNTS FOR CLOCK SPRING ONLY AS GOODWILL; PARTS: $290.07; LABOR: $248.04; TAX: $21.03; TOTAL: $559.14 | | | | SP TO GENERATE CHECK REQUEST AND REPAIRS NOT RELATED LETTER
2/11/2019 1:57:00 PM	WVGBV3AX0EW[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $559.14 | | | | SP GENERATED CHECK REQUEST
2/11/2019 1:57:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/11/2019 1:58:00 PM	SP MAILED REPAIRS NOT RELATED LETTER
2/15/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 559.14 MAILED ON 02/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30DC[redacted]
Owner Or Fleet	[redacted] New Britain, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/17/2019	Incident Date	N/A
Mileage	80,861		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 4:32:00 PM	MEDIA ATTACHED IN DOC CENTER
2/13/2019 2:50:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 80,861 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $425.29. | | | | SP TO GENERATE CHECK REQUEST.
2/13/2019 2:52:00 PM	1VWBP7A30DC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $425.29. | | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 425.29 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A38EC[redacted]
Owner Or Fleet	[redacted] Wells, NV, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/17/2019	Incident Date	N/A
Mileage	58,290		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 4:40:00 PM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 2:03:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 58290 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $318.07; LABOR $253.00; TAX $21.24; TOTAL $592.31. | | | SP TO GENERATE CHECK REQUEST.
2/5/2019 2:08:00 PM	1VWAS7A38EC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $592.31. | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 592.31 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU6FM[redacted]
Owner Or Fleet	[redacted]		Columbia, SC, [redacted]
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	1/17/2019	Incident Date	N/A
Mileage	16,600		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507EA		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 5:02:00 PM	CUSTOMER STATES: RECEIVED STEERING WHEEL CLOCK SPRING WARRANTY EXTENSION; HAS AIRBAG LIGHT ON WITH RED MESSAGE FOR PASSENGER SEAT; ALSO HAS EMERGENCY TRIANGLE LIGHT ON WHEN TURNING | | | | CUSTOMER SEEKS: WHAT TO DO IN REGARDS TO WARRANTY EXTENSION | | | | CO ADVISED: WARRANTY EXTENSION ISSUED OUT AS EXTRA COVERAGE SHOULD YOU NEED REPAIR FOR COMPONENT; GOOD UNTIL 120K MILES OR 4/1/25 WOF; IF YOU START TO EXPERIENCE SYMPTOMS LISTED ON LETTER TAKE INTO VW DEALER TO HAVE DIAGNOSED; NO OPEN RECALLS; SYMPTOMS INCLUDE AIRBAG LIGHT ON AND HORN NOT WORKING; RECOMMEND HAVING BROUGHT INTO VW DEALER IF RED LIGHT IS ON FOR AIRBAG AND IF GETTING WARNING LIGHTS; IF DEALER FINDS RELATED TO CLOCK SPRING THEN COVERED BUT IF NOT NVLW EXPIRED 4/2/18 AND REPAIR WOULD BE AT YOUR EXPENSE | | | | CUSTOMER THANKS | | | | CO TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A39DC[redacted]
Owner Or Fleet	[redacted], Wolcott, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/18/2019	Incident Date	N/A
Mileage	81,184		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/18/2019 6:53:00 AM	MEDIA ATTACHED IN DOC CENTER | | DOCUMENTS ORIGINALLY FROM CASE [redacted] | | CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 81,184 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $218.43; LABOR $187.50; TAX 30.32; TOTAL $436.25. | | | | SP TO GENERATE CHECK REQUEST.
1/18/2019 7:09:00 AM	1VWAP7A33EC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $436.25. | | | | SP GENERATED CHECK.
1/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 436.25 MAILED ON 01/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A39CC[redacted]
Owner Or Fleet	[redacted] Jamestown, RI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/18/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/18/2019 9:30:00 AM	REFER TO CASE #[redacted] | | | CUSTOMER STATES THAT SHE SUBMITTED A CLAIM FOR REIMBURSEMENT; | | | CUSTOMER SEEKING UPDATE REGARDING CASE; | | | CO ADVISED CUSTOMER SEEKING REIMBURSEMENT UNDER WECI; SUBMITTED REPAIR ORDER AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $496.77 TAX: $18.12 TOTAL: $514.90; CO ALSO ADVISED THAT CUSTOMER SHOULD BE RECEIVING CHECK WITHIN THE NEXT 3-4 WEEKS IF NOT SOONER CUSTOMER CAN CALL VWCC IF DIDN┬┐T RECEIVE CHECK; | | | NO FURTHER ACTION;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJM7AN9AE[redacted]
Owner Or Fleet	[redacted] Saint Albans, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	1/18/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/18/2019 9:34:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 11:52:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 144,370 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $377.00; LABOR $122.00; TAX $43.66; TOTAL $542.66. | | | | SP TO GENERATE CHECK REQUEST.
2/8/2019 11:57:00 AM	WVWJM7AN9AE[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $542.66. | | | | SP GENERATED CHECK.
2/14/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 542.66 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU5FM[redacted]
Owner Or Fleet	[redacted] Elizabethtown, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	1/18/2019	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/18/2019 9:49:00 AM	MEDIA ATTACHED IN DOC CENTER
2/12/2019 3:28:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 53,970 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $637.85. | | | SP TO GENERATE CHECK REQUEST.
2/12/2019 3:29:00 PM	3VW217AU5FM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $637.85. | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 637.85 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX1BW[redacted]
Owner Or Fleet	[redacted] HUNTINGTON STATION, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/18/2019	Incident Date	N/A
Mileage	92,376		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/18/2019 9:58:00 AM	MEDIA ATTACHED IN DOC CENTER
2/13/2019 2:57:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 92,376 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $532.34. | | | | SP TO GENERATE CHECK REQUEST.
2/13/2019 2:58:00 PM	WVGBV7AX1BW[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $532.34. | | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 532.34 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX1DW[redacted]
Owner Or Fleet	[redacted] San Diego, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/18/2019	Incident Date	N/A
Mileage	72,203		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/18/2019 10:08:00 AM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 4:00:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS BRAKE FLUID FLUSH, SPARK PLUGS REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; WECY WARR EXT COVERS CLOCK SPRING; BOTH PARTS AND LABOR COSTS ARE BELOW CAP AMOUNTS; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $249.40; LABOR: $135.00; TAX: $18.08; TOTAL: $402.48 | | | SP TO GENERATE CHECK REQUEST AND REPAIRS NOT RELATED LETTER
2/11/2019 4:02:00 PM	WVGAV3AX1DW[redacted]VW TO REIMBURSE WECY WARR EXT; TOTAL: $402.48 | | | SP GENERATED CHECK REQUEST
2/11/2019 4:04:00 PM	SP MAILED REPAIRS NOT RELATED LETTER
2/15/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 402.48 MAILED ON 02/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX1DW[redacted]
Owner Or Fleet	[redacted] REDONDO BEACH, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/18/2019	Incident Date	N/A
Mileage	50,128		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/18/2019 10:11:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 1:48:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 50,128 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $757.14. | | | | SP TO GENERATE CHECK REQUEST.
2/8/2019 1:49:00 PM	WVGAV7AX1DW[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $757.14. | | | | SP GENERATED CHECK.
2/14/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 757.14 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A39FC[redacted]
Owner Or Fleet	[redacted] Haddonfield, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/18/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/18/2019 11:13:00 AM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 4:08:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 11/28/2018; THE LAST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 11/26/2018; VW TO REIMBURSE CAP AMOUNTS AS GOODWILL; PARTS: $290.07; LABOR: $248.04; TAX: $35.64; TOTAL: $573.75 | | | | SP TO GENERATE CHECK REQUEST AND CAP REIMBURSEMENT LETTER
2/11/2019 4:10:00 PM	1VWBT7A39FC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $573.75 | | | | SP GENERATED CHECK REQUEST
2/11/2019 4:10:00 PM	GW-PROVIDED-LAST OUT OF POCKET DATE
2/11/2019 4:12:00 PM	SP MAILED CAP REIMBURSEMENT LETTER
2/15/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 573.75 MAILED ON 02/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX0FW[redacted]
Owner Or Fleet	[redacted] LEWISVILLE, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	1/18/2019	Incident Date	N/A
Mileage	29,748		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/18/2019 11:28:00 AM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 2:46:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 29,748 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $575.21. | | | SP TO GENERATE CHECK REQUEST.
2/5/2019 2:47:00 PM	WVGAV7AX0FW[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $575.21. | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 575.21 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX8DW[redacted]
Owner Or Fleet	[redacted] HAWLEY, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/18/2019	Incident Date	N/A
Mileage	54,952		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/18/2019 12:03:00 PM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 4:23:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; VW TO REIMBURSE TOTAL; TOTAL: $630.42 | | | | SP TO GENERATE CHECK REQUEST
2/11/2019 4:24:00 PM	WVGBV3AX8DW[redacted]VW TO REIMBURSE WECY WARR EXT; TOTAL: $630.42 | | | | SP GENERATED CHECK REQUEST
2/15/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 630.42 MAILED ON 02/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX3BW[redacted]
Owner Or Fleet	[redacted] SAN FRANCISCO, CA, 94131,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/18/2019	Incident Date	N/A
Mileage	64,163		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/18/2019 12:12:00 PM	MEDIA ATTACHED IN DOC CENTER
2/13/2019 3:45:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 64,163 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $629.73. | | | | SP TO GENERATE CHECK REQUEST.
2/13/2019 3:47:00 PM	WVGAV7AX3BW[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $629.73. | | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 629.73 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX1CW[redacted]
Owner Or Fleet	[redacted]	Redwood City, CA,	[redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/18/2019	Incident Date	N/A
Mileage	53,732		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/18/2019 12:22:00 PM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 2:53:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 53,732 MILES; VW TO REIMBURSE CAP AMOUNT FOR WECI WARRANTY EXTENSION; PARTS $290.07; LABOR $248.04; TAX $40.61; TOTAL $578.72. | | | SP TO GENERATE CHECK REQUEST AND CAP AMOUNT LETTER.
2/5/2019 2:57:00 PM	WVGAV7AX1CW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $578.72. | | | SP GENERATED CHECK.
2/5/2019 3:00:00 PM	SP SENT CAP AMOUNT LETTER.
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 578.72 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34CC[redacted]
Owner Or Fleet	[redacted] San Jose, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/18/2019	Incident Date	N/A
Mileage	92,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/18/2019 1:05:00 PM	CUSTOMER SEEKING TO KNOW HOW TO SUBMIT FOR REIMBURSEMENT FOR STEERING WHEEL CLOCK SPRING WARRANTY EXTENSION | | | CO ADVISED TO SEND IN REPAIR ORDER/PROOF OF PAYMENT TO VW TO REVIEW FOR REIMBURSEMENT. | | | NO FURTHER ACTION PENDING DOCUMENTATION.
1/21/2019 9:03:00 AM	MEDIA ATTACHED IN DOC CENTER
1/22/2019 2:00:00 PM	SP TO REVIEW FOR REIMBURSEMENT FOR CLOCKSPRING.
1/24/2019 4:28:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; CUST ONLY PAID DEDUCTIBLE; VW TO REIMBURSE AS GOODWILL DUE TO THE DATE OF THE REPAIR; VW TO REIMBURSE TOTAL: $108.59. | | | SP TO GENERATE CHECK REQUEST.
1/24/2019 4:30:00 PM	1VWBP7A34CC[redacted] VW TO REIMBURSE CUST FOR WECI AS GOODWILL GESTURE DUE TO THE DATE OF THE REPAIR; TOTAL: $108.59. | | | GENERATED CHECK REQUEST.
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 108.59 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A35GC[redacted]
Owner Or Fleet	[redacted] MOUNTAIN HOUSE, CA [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	1/18/2019	Incident Date	N/A
Mileage	95,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/18/2019 2:18:00 PM	REFRENCE CASE #[redacted] | CUSTOMER STATES: WOULD LIKE TO KNOW IF WE HAVE RECIEVED THE FAXED IN DOCUMNETS FOR REIMBURSEMENT REQUEST | | | CUSTOMER SEEKS: CASE UPDATE | | | CO ADVISED: WE RECEIVED YOUR FAX BUT SOME INFORMATION FROM THE DOCUMENTS IS MISSING SUCH AS A RECEIPT SHOWING HOW MUCH YOU PAID AND WHAT WAS YOUR FORM OF PAYMENT METHOD. IF YOU COULD PLEASE FAX IN THAT DOCUMENT AS WELL AND REFER TO CASE NUMBER [redacted] OR I CAN SEND YOU AN EMAIL WITH YOUR CASE NUMBER AND YOU MAY REPLY WITH A PICTURE OF THE REQUESTED RECEIPT. | | | CO TO WAIT CUSTOMER MAIL
1/18/2019 2:28:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 2:31:00 PM	MEDIA ATTACHED IN DOC CENTER
1/18/2019 4:42:00 PM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 12:06:00 PM	HELLO [redacted] | | | THANK YOU FOR CHATTING WITH ME REGARDING YOUR REQUEST FOR REIMBURSEMENT AND THANK YOU FOR SENDING IN YOUR DOCUMENTS. | | | UNFORTUNATELY THE DOCUMENTS THAT YOU HAVE SENT IN TO VOLKSWAGEN ARE NOT ALL OF THE DOCUMENTS REQUESTED. IN ORDER FOR VOLKSWAGEN TO REVIEW YOUR REQUEST FOR REIMBURSEMENT WE WOULD FIRST NEED YOU TO SEND IN DOCUMENTATION SHOWING HOW YOU PAID FOR THE REPAIR SUCH AS: CASH, CREDIT CARD, ETC. IF YOU DO NOT HAVE ACCESS TO THE RECEIPT YOU MAY ALSO SHOW US PROOF OF THE CREDIT CARD STATEMENT ON THE DATE SHOWN ON THE REPAIR ORDER. | | | ONCE WE RECEIVE THE REQUESTED DOCUMENTATION THIS WILL BE REVIEWED AND I WILL BE HAPPY TO REACH OUT TO YOU WITH FURTHER DETAILS. | | | I HOPE YOU FIND THIS INFORMATION HELPFUL, AND IF I CAN BE OF FUTURE ASSISTANCE, DON'T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | JADA A. | | CUSTOMER CARE CHAT ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | |
1/28/2019 12:07:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / CLOCK SPRING REPLACEMENT ;
1/29/2019 12:39:00 PM	CUSTOMER STATES: WAS SENT AN E-MAIL FROM CO THAT THE PROOF OF PAYMENT WAS NOT INCLUDED BUT SPOKE WITH SOMEONE ELSE WHO ADVISED THAT THE PROOF OF PAYMENT WAS INCLUDED; | | | CUSTOMER SEEKING: TO VERIFY THAT PROOF OF PAYMENT WAS ALSO RECEIVED; | | | CUSTOMER ADVOCATE ADVISED: PAYMENT IS SHOWN ON THE SECOND PAGE OF THE INFORMATION THAT WAS FAXED TO CUSTOMER CARE CENTER; CUSTOMER ADVOCATE TO ESCALATE TO SPECIAL PROJECTS FOR REIMBURSEMENT REVIEW; | | | CUST ACKNOWLEDGED;
1/29/2019 12:43:00 PM	DOCUMENTS HAVE BEEN RECEIVED AND THE CUSTOMER IS AWARE OF THE 60 BUSINESS DAYS FOR THE REVIEW PROCESS;
2/6/2019 11:39:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 48,571 MILES; REPAIR ORDER DATE IS 10/07/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $380.00; LABOR $275.00; TAX $29.30; TOTAL $684.30. | | | SP TO GENERATE CHECK REQUEST
2/6/2019 11:41:00 AM	1VWAT7A35GC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $684.30. | | | SP GENERATED CHECK.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A35GC[redacted]
Owner Or Fleet	[redacted]MOUNTAIN HOUSE, CA,[redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	1/18/2019	Incident Date	N/A
Mileage	95,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 684.30 MAILED ON 02/12/2019
2/25/2019 1:40:00 PM	E-MAILED STOP PAYMENT ON CHECK # [redacted] IN THE AMOUNT OF $684.30 TO ACCOUNTS PAYABLE; INCORRECT PAYEE. IF CHECK HAS NOT BEEN CASHED, ACCOUNTS PAYABLE WILL STOP THE CHECK. CASE OWNER WILL NEED TO GENERATE A NEW CHECK REQUEST AFTER THE STOP HAS BEEN CONFIRMED.
2/28/2019 10:16:00 AM	PAYMENT STOPPED ON CHECK # [redacted] $684.30 BY ACCOUNTING 2/26/19. VOIDED CHECK IN LISTEN 2/28/19. NEW REQUEST CAN BE GENERATED.
2/28/2019 10:34:00 AM	1VWAT7A35GC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $684.30. | | | | GENERATED CHECK REQUEST FOR [redacted]
3/12/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 684.30 MAILED ON 03/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A31DC[redacted]
Owner Or Fleet	[redacted] Benton, ME, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/18/2019	Incident Date	N/A
Mileage	117,326		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/18/2019 3:21:00 PM	MEDIA ATTACHED IN DOC CENTER
2/13/2019 4:01:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 117,326 MILES; CUSTOMER ONLY PAID FOR PARTS; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $290.07; TAX 15.95; TOTAL $306.02. | | | SP TO GENERATE CHECK REQUEST.
2/13/2019 4:04:00 PM	1VWBP7A31DC[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $306.02. | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 306.02 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A39DC[redacted]
Owner Or Fleet	[redacted] Boca Raton, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/18/2019	Incident Date	N/A
Mileage	100,083		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/18/2019 3:23:00 PM	MEDIA ATTACHED IN DOC CENTER
2/12/2019 1:28:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 100,083 MILES; REPAIR ORDER DATE IS 03/05/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $319.08; LABOR $135.00; TAX $30.19; TOTAL $484.27. | | | SP TO GENERATE CHECK REQUEST.
2/12/2019 1:32:00 PM	1VWAP7A39DC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $484.27. | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 484.27 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A38DC[redacted]
Owner Or Fleet	[redacted] SOUTH GLENS FALLS, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/18/2019	Incident Date	N/A
Mileage	65,461		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/18/2019 4:03:00 PM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 2:45:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 2/27/2018; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $502.01 | | | SP TO GENERATE CHECK REQUEST
2/11/2019 2:46:00 PM	1VWBP7A38DC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $502.01 | | | SP GENERATED CHECK REQUEST
2/11/2019 2:46:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/15/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 502.01 MAILED ON 02/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH3CV[redacted]
Owner Or Fleet	[redacted] Avon By The Sea, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	1/18/2019	Incident Date	N/A
Mileage	47,361		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/18/2019 4:11:00 PM	MEDIA ATTACHED IN DOC CENTER
2/13/2019 3:57:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 47,361 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $527.32. | | | | SP TO GENERATE CHECK REQUEST.
2/13/2019 3:59:00 PM	WVWBW7AH3CV[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $527.32. | | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 527.32 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBN7AN5DE[redacted]
Owner Or Fleet	[redacted]	Lake Orion, MI, [redacted]	
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	1/18/2019	Incident Date	N/A
Mileage	78,524		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/18/2019 5:21:00 PM	CUSTOMER STATES: SUBSEQUENT OWNER; VEHICLE PURCHASED FROM A PRIVATE OWNER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: TOOK VEHICLE TO DEALER ON 01/17/19 TO HAVE RECALLS PERFORMED; HAD NO LIGHTS ON; NOW HAS AIRBAG LIGHT, STEERING WHEEL LIGHT, HEADLAMP LIGHT, PARKING BRAKE, ABS LIGHT, AND TRACTION CONTROL LIGHT; SOME LIGHTS TURNED OFF AFTER DRIVING BUT AIRBAG LIGHT IS NOW PERSISTENT; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT DEALER 403100 ON 01/17/19; DEALER STATES: BRING VEHICLE BACK IN FOR CONCERNS WITH LIGHTS AFTER CUSTOMER INFORMED DEALER ABOUT THE LIGHTS BEING ON; DEALER STATED HAD RESET THE LIGHTS BUT CAME BACK ON | | | CUSTOMER SEEKING: TO INFORM VW THAT IS TAKING TO DEALER AND IS NOT WANTING TO PAY FOR REPAIRS AS HAD NO ISSUES PRIOR TO DEALER | | | FACE TO FACE WITH KAITLIN N: ADVISED IS POSSIBLE THAT REPLACING RECALLED PART ALLOWED SYSTEM TO DETECT FAULT NOT PREVIOUSLY DETECTED; IF CUSTOMER WOULD LIKE VW TO PAY FOR REPAIR, THEN IS DENIAL; IF CUSTOMER WOULD LIKE DEALER TO PAY FOR REPAIR, IS DEALER COMPLAINT | | | CO ADVISED: UNDERSTANDS THERE IS CONCERN AND CUSTOMER WOULD NOT LIKE TO PAY FOR REPAIR; WHO IS CUSTOMER ASKING FOR ASSISTANCE, VW OR DEALER? | | | CUSTOMER STATES: AS FAR AS IS CONCERNED, ARE THE SAME THING | | | CO ADVISED: DEALER IS INDEPENDENTLY OWNED AND OPERATED; WE WORK WITH OUR DEALER, THEY DO NOT WORK FOR US; IS POSSIBLE THAT REPLACING RECALLED PART ALLOWED SYSTEM TO DETECT ANOTHER ALREADY EXISTING CONCERN; AS VEHICLE IS OUTSIDE APPLICABLE WARRANTIES BY TIME AND MILEAGE, WOULD BE AT CUSTOMER COST TO REPAIR | | | CUSTOMER STATES: IF SYSTEM IS ALERTING TO CONCERN BECAUSE OF NEW PART, IS DESIGN IN SYSTEM | | | CO ADVISED: WE DO DESIGN OUR VEHICLE TO ALERT CUSTOMER TO CONCERNS IN VEHICLE | | | CUSTOMER STATES: DOES NOT WANT TO PAY FOR REPAIRS; MAY NOT TAKE TO DEALER; REQUESTED FOLLOW UP ON TUESDAY | | | CO ADVISED: WILL FOLLOW UP | | | CO TO FOLLOW UP WITH CUSTOMER BY COB 01/22/19
1/18/2019 5:58:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / WARNING LIGHT ON AFTER TAKATA AIRBAG RECALL PERFORMED;
1/18/2019 5:58:00 PM	CATEGORY SELECTION : ELECTRICAL / OTHER SYMPTOM - 1 / SEVERAL WARNING LIGHTS ON WHEN VEHICLE IS STARTED;
1/18/2019 5:59:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | STEFANI S | CUSTOMER CARE ADVOCATE |
1/22/2019 1:24:00 PM	CUSTOMER STATES: CUSTOMER TOOK THE DEALER AND HAD REPAIRS DONE; NOW THE ISSUE HAS BEEN RESOLVED; | | | CUSTOMER SEEKING: LET US KNOW THAT WE CAN CLOSE CASE AS THE ISSUES HAS BEEN RESOLVED | | | CO ADVISED: THANKED CUSTOMER FOR LETTING US KNOW; ADVISED TO CALL IF HE NEEDS ANYTHING IN THE FUTURE; | | | NO FURTHER ACTION
1/22/2019 11:15:00 AM	CO LEFT VOICE MAIL MESSAGE: CALLING TO FOLLOW UP AND SEE IF CUSTOMER HAD BEEN TO DEALER; PLEASE CALL BACK AT 800-822-8987 AND REFERENCE CASE [redacted] | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A36DC[redacted]
Owner Or Fleet	[redacted] Milford, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/18/2019	Incident Date	N/A
Mileage	89,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/18/2019 7:11:00 PM	REF[redacted] | | | | CUSTOMER STATED HE RECEIVED THE DENIAL LETTER AND WANTED VW TO KNOW THAT HIS CURRENT MILEAGE IS ONLY 89K MILES SO COULD HE SEND A PHOTO OF THAT AND HIS VIN AND WOULD THAT SUFFICE. ALSO, CUSTOMER STATED THAT A PART NUMBER WAS NEEDED AND HE UNDERSTANDS THAT IT HAS TO BE AN OEM PART SO HE WANTED TO KNOW WHAT THE INDEPENDENT NEEDED TO SEND IN. | | | | CUSTOMER ADVOCATE ADVISED TO GO AHEAD AND SEND IN THE PHOTO FOR CONSIDERATION. CUSTOMER ADVOCATE WILL NEED TO REVIEW THE CASE FURTHER AND CALL HIM BACK BY COB 1/21/19.
1/21/2019 12:00:00 PM	CO ADVISED AFTER REVIEW WITH SP, VW WILL AGREE TO REVIEW IF CUSTOMER CAN HAVE THE INDEPENDENT PROVIDE PART # AND PHOTOS OF THE VIN AND ODOMETER READING. | | | | CO TO WAIT CUSTOMER DOCUMENTATION.
1/21/2019 4:05:00 PM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 12:38:00 PM	SP TO REVIEW INFORMATION FOR REIMBURSEMENT REQUEST
2/5/2019 11:11:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 87,000 MILES; REPAIR ORDER DATE IS 06/21/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; REPAIRS WERE COMPLETED UNDER CAP AMOUNT; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $518.12 | | | | SP TO GENERATE CHECK REQUEST.
2/5/2019 11:14:00 AM	1VWAP7A36DC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $518.12. | | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 518.12 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX5BW[redacted]
Owner Or Fleet	[redacted] Broadview Heights, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/21/2019	Incident Date	N/A
Mileage	90,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/21/2019 12:20:00 PM	CUSTOMER STATES THAT SHE RECEIVED A LETTER REGARDING THE CLOCK SPRING WARRANTY EXT.; CUSTOMER STATES THAT SHE'S HAD THIS CLOCK SPRING REPAIRED TWICE ON VEHICLE; FIRST TIME THE REPAIR WAS COMPLETED AT DEALER 403164; 2ND TIME THE CLOCK SPRING FAILED CUSTOMER WAS OUTSIDE OF SPARE PARTS WARRANTY; CUSTOMER STATES THAT SHE CONFIRMED WITH THE DEALER THE CLOCK SPRING HAS FAILED HOWEVER CUSTOMER FATHER REPAIRED VEHICLE; | | | CUSTOMER SEEKING REIMBURSEMENT UNDER CLOCK SPRING WARRANTY EXT.; | | | CO ADVISED CUSTOMER TO SEND IN REPAIR ORDER AND POP FOR VW TO REVIEW FOR POSSIBLE REIMBURSEMENT; CO ALSO ADVISED ONCE DOCUMENTS ARE SENT IN CO WILL FOLLOW UP WITH CUSTOMER REGARDING DOCUMENTS; CO ADVISED CUSTOMER DUE TO FATHER REPAIRING VEHICLE THERE WOULD NEED TO BE A REPAIR ORDER SENT IN FOR REVIEW; | | | CUSTOMER STATES THAT DUE TO HER PAYING WITH A CHECK WOULD VW WANT THE CHECK SENT IN OR THE BANK STATEMENT; | | | CO ADVISED CUSTOMER TO SEND IN THE BANK STATEMENT AS WELL AS RECEIPTS FOR PARTS; CO EMAILED CUSTOMER CASE NUMBER WHICH CUSTOMER CAN RESPOND TO WITH REQUIRED DOCUMENTS; | | | WAIT FOR CUSTOMER MAIL;
1/28/2019 2:21:00 PM	CO ADVISED CUSTOMER VW HAS NOT RECEIVED POP OR REPAIR ORDER TO REVIEW FOR POSSIBLE REIMBURSEMENT UNDER THE CLOCK SPRING WARRANTY EXT.; | | | CUSTOMER STATES THAT THEY'RE STILL WORKING WITH BANK ON OBTAINING THE INFORMATION FOR POP; CUSTOMER ALSO STATES THAT HE SHOULD BE RECEIVING THAT INFORMATION TODAY; | | | CO ADVISED WILL EMAIL CASE NUMBER AND CUSTOMER CAN RESPOND TO EMAIL WITH DOCUMENTS; | | | WAIT FOR CUSTOMER MAIL;
1/28/2019 2:28:00 PM	REFERENCE # [redacted] | | DEAR MR. & MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | CHRISTIAN E | | CUSTOMER CARE ADVOCATE | |
1/31/2019 2:15:00 PM	MEDIA ATTACHED IN DOC CENTER
2/4/2019 12:28:00 PM	CO ADVISED THAT VW RECEIVED REQUIRED DOCUMENTS AND WILL THE REVIEW PROCESS WILL BEGIN; CO ALSO ADVISED THAT CUSTOMER SHOULD RECIEVE A RESPONSE WITHIN THE NEXT 60 DAYS; | | | CUSTOMER APPRECIATED THE FOLLOW UP; | | | CO TO ESC TO SP;
2/4/2019 12:31:00 PM	SP TO REVIEW FOR POSSIBLE REIMBURSEMENT UNDER THE CLOCK SPRING WARRANTY EXT.;
2/7/2019 1:47:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 80,015 MILES; REPAIR ORDER DATE IS 11/30/2018; LAST OUT OF POCKET DATE IS 11/16/2018; AS GOODWILL GESTURE VW TO REIMBURSE PARTS ONLY FOR WECI WARRANTY EXTENSION; PARTS $226.38; TOTAL $226.38. | | | SP TO GENERATE CHECK REQUEST AND SEND INDEPENDENT PARTIAL GOODWILL PARTS ONLY LETTER.
2/7/2019 1:56:00 PM	WVGBV7AX5BW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $226.38. | | | SP GENERATED CHECK.
2/7/2019 1:59:00 PM	SP SENT INDEPENDENT PARTIAL GOODWILL PARTS ONLY LETTER.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX5BW[redacted]
Owner Or Fleet	[redacted] Broadview Heights, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/21/2019	Incident Date	N/A
Mileage	90,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/11/2019 6:04:00 PM	CUSTOMER STATES: VW WILL NOT PAY FOR LABOR; BUT ON THE FORM IT STATES THAT REIMBURSEMENT MAY BE LIMITED TO THE AMOUNT THE REPAIR WOULD COST IF IT HAD BEEN COMPLETED BY AUTHORIZED VOLKSWAGEN DEALER; CUSTOMER WANTS CLARITY ON THIS STATEMENT | | | | CUSTOMER SEEKING: REVIEW | | | | FACE TO FACE: KELLY B. | | | | CO ADVISED: VW DOES NOT SPEAK TO 3RD PARTY LABOR RECENTLY THE POLICY ON THE REIMBURSEMENT REQUEST HAS CHANGED; CO CONFIRMED THAT THE FORM IT STATES THAT "REIMBURSEMENT MAY BE LIMITED TO THE AMOUNT THE REPAIR WOULD COST IF IT HAD BEEN COMPLETED BY AUTHORIZED VOLKSWAGEN DEALER"; CO WILL EMAIL FOR FEEDBACK ON THIS AND FOLLOW UP WITH CUSTOMER; | | | | CO TO REVIEW WITH SP FOR GUIDANCE;
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 226.38 MAILED ON 02/12/2019
2/15/2019 4:54:00 PM	CO CALLED TO INFORM THE CUSTOMER THAT THE REIMBURSEMENT AMOUNT COULD NOT BE INCREASED AS PER POLICY CHANGE, WE NO LONGER REIMBURSE FOR INDEPENDENT LABOR; CUSTOMER WAS DISAPPOINTED BUT UNDERSTOOD; | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW5A7AJ8CM[redacted]
Owner Or Fleet	[redacted] MORRISVILLE, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	1/21/2019	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/21/2019 1:49:00 PM	CUSTOMER STATES RECEIVED A RECALL NOTICE IN THE MAIL; PAID FOR REPAIR OUT OF POCKET BEFORE IT WAS A RECALL; | | | | CUSTOMER SEEKING POSSIBLE REIMBURSEMENT; | | | | CO ADVISED THAT AN EMAIL WILL BE SENT WITH CASE NUMBER; CUSTOMER CAN RESPOND TO EMAIL WITH REPAIR ORDER AND POP; | | | | CO TO SEND EMAIL;
1/21/2019 1:52:00 PM	REFERENCE #[redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | ANTONIO F | | CUSTOMER CARE ADVOCATE | | | | CO WAITING FOR CUSTOMER MAIL;
1/23/2019 10:33:00 AM	FROM: [redacted] | | SENT: TUESDAY, JANUARY 22, 2019 9:43 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: MR. [redacted] - LVL1 - CASE NUMBER | | | | ANTONIO F | | | | THANK YOU FOR STARTING THIS PROCESS. WHAT DOCUMENTATION DO YOU NEED FROM ME? THE EMAIL DOES NOTHING T SPECIFY ANY ACTION. | | | | -- | [redacted] | [redacted] | [redacted] | | | | | CO TO REVIEW
1/24/2019 10:50:00 AM	REFERENCE #[redacted] | | DEAR MR. [redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | SINCERELY, | | | | ANTONIO F | | CUSTOMER CARE ADVOCATE | | | |
1/24/2019 6:25:00 PM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 10:33:00 AM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 11:47:00 AM	CO CONTACTED CUSTOMER TO INFORMED THAT VW WOULD NEED POP TO SUBMIT CASE FOR POSSIBLE REIMBURSEMENT; | | | | CUSTOMER STATES WILL EMAIL CC STATEMENT; | | | | CO ADVISED WHEN INFORMATION HAVE BEEN RECEIVED CO WILL CONTACT CUSTOMER; | | | | CO WAITING FOR CUSTOMER MAIL;
1/29/2019 4:28:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 12:26:00 PM	SP TO REVIEW ATTACHED DOCUMENTS FOR POSSIBLE REIMBURSEMENT
2/21/2019 8:10:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON STEERING CLOCK AT 74,453 MILES; CUSTOMER ONLY PAID DEDUCTIBLE DUE TO WARRANTY EXTENSION; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $200.00. | | | SP TO GENERATE CHECK REQUEST.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW5A7AJ8CM[redacted]
Owner Or Fleet	[redacted] MORRISVILLE, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	1/21/2019	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/21/2019 8:15:00 AM	3VW5A7AJ8CM[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $200.00. | | | SP GENERATED CHECK REQUEST.
3/5/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 200.00 MAILED ON 03/04/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRA7AJXAM[redacted]
Owner Or Fleet	[redacted], GREENWOOD, DE, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	1/21/2019	Incident Date	N/A
Mileage	73,290		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/21/2019 3:25:00 PM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 9:21:00 AM	CUST SENT IN PROOF OF PAYMENT IN REGARDS TO CASE [redacted] REIMBURSMENT REVIEW REQUEST
1/25/2019 9:27:00 AM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | MY NAME IS [redacted] AND I'M REACHING OUT ON BEHALF OF TIFFANY B. | | | THANK YOU SO MUCH FOR SENDING OVER YOUR PROOF OF PAYMENT. I WILL BE SURE TO ESCALATE YOUR DOCUMENTATION FOR REIMBURSEMENT REVIEW UNDER THE CLOCK SPRING WARRANTY EXTENSION. | | | THIS REVIEW PROCESS WILL TAKE UP TO 60 BUSINESS DAYS TO COMPLETE. ONCE COMPLETED, YOU WILL RECEIVE YOUR DETERMINATION VIA US POSTAL MAIL. IN THE MEANTIME, IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, FEEL FREE TO REPLY TO THIS EMAIL AND I WOULD BE MORE THAN HAPPY TO HELP THE BEST WAY I CAN. | | | I HOPE YOU HAVE A BEAUTIFUL REST OF YOUR DAY. | | | | | SINCERELY, | | | | | | | ZHANE S. | | CUSTOMER CARE ADVOCATE | | | | |
1/25/2019 9:31:00 AM	SP TO REVIEW FOR REIMBURSMENT UNDER WARR. EXTENSION; PLEASE REVIEW CASE [redacted] FOR RO
2/5/2019 1:52:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 11/22/2016; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $421.80 | | | SP TO GENERATE CHECK REQUEST
2/5/2019 1:54:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/5/2019 1:54:00 PM	3VWRA7AJXAM[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $421.80 | | | SP GENERATED CHECK REQUEST
2/13/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 421.80 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCH7A33C[redacted]
Owner Or Fleet	[redacted], Bonita Springs, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/21/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Mileage	0

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/21/2019 4:36:00 PM	CUSTOMER STATES: CUSTOMER SENT IN DOCUMENTATION REGARDING OUT OF POCKET EXPENSES TOWARDS THE REPLACEMENT OF HER STEERING WHEEL CLOCK SPRING; CUSTOMER WOULD LIKE HER CASE STATUS UPDATE | | | | CUSTOMER SEEKING: CASE STATUS UPDATE | | | | CO ADVISED: CUSTOMER WAS MAILED A CHECK ON 1/17 FOR AN AMOUNT OF $481.10; CUSTOMER SHOULD ALLOW 3-4 WEEKS TO RECEIVE CHECK; CUSTOMER WAS NOT REIMBURSED THE TOTAL AMOUNT, BUT IS REIMBURSING FOR THE CAP AMOUNT | | | | CUSTOMER THANKED CO | | | | NO FURTHER ACTION | | | | REFER TO CASE [redacted]
1/21/2019 4:39:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / AIRBAG CLOCKSPRING REPLACED;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX6EW[redacted]
Owner Or Fleet	[redacted] San Rafael, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	1/21/2019	Incident Date	N/A
Mileage	24,829		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/21/2019 5:53:00 PM	CUSTOMER STATES: 10 MONTHS AGO, CUSTOMER HAD STEERING WHEEL CLOCK SPRING REPLACED UNDER THE WARRANTY EXTENSION (CPO). CUSTOMER HAD TO PAY A DEDUCTIBLE OF $50.00. CUSTOMER THEN RECEIVES LETTER ABOUT AIRBAG CLOCK SPRING WARRANTY EXTENSION. | | | CUSTOMER SEEKING: REIMBURSEMENT FOR THE DEDUCTIBLE COST. | | | FACE TO FACE WITH: MENTOR JANET | | | CO ADVISED: PLEASE SUBMIT PROOF OF PAYMENT, AS WELL AS REPAIR HISTORY. WOULD LIKE TO FOLLOW UP WITH CUSTOMER A WEEK FROM TODAY, TO ENSURE THAT THE DOCUMENTS ARE LEGIBLE FOR REVIEWING OR IN THE CASE THAT WE HAVEN'T RECEIVED THEM. CO TO EMAIL CASE NUMBER. | | | PENDING CUSTOMER DOCUMENTATION | |
1/28/2019 11:48:00 AM	FOLLOWING UP WITH CUSTOMER; | | | CUSTOMER STATES: WILL TRY TO SEND IN DOCUMENTS TODAY. | | | |
1/29/2019 5:28:00 PM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 2:40:00 PM	SP- WORK CASE TO CLOSE. | | | CUSTOMER IS SEEKING REIMBURSEMENT FOR CPO DEDUCTIBLE. VEHICLE HAS THE AIRBAG CLOCK SPRING WARRANTY EXTENSION AND DEALER CHARGED CUSTOMER.
2/6/2019 11:50:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 21,256 MILES; REPAIR ORDER DATE IS 02/03/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; CUSTOMER ONLY PAID $50 DEDUCTIBLE DUE TO WARRANTY EXTENSION; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $50.00. | | | SP TO GENERATE CHECK REQUEST
2/6/2019 11:51:00 AM	WVGAV3AX6EW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $50.00. | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 50.00 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A32DC[redacted]
Owner Or Fleet	[redacted] West Jordan, UT, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/22/2019	Incident Date	N/A	Mileage	80,077
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/22/2019 1:14:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 80,077 MILES; REPAIR ORDER DATE IS 06/12/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; PARTS $330.68; LABOR $204.00; TAX $23.97; TOTAL $558.65. | | | SP TO GENERATE CHECK REQUEST.
1/22/2019 1:17:00 PM	1VWBH7A32DC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $558.65. | | | SP GENERATED CHECK.
1/22/2019 8:18:00 AM	MEDIA ATTACHED IN DOC CENTER
1/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 558.65 MAILED ON 01/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX9EW[redacted]
Owner Or Fleet	[redacted] Ellington, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	1/22/2019	Incident Date	N/A
Mileage	61,863		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/22/2019 9:03:00 AM	SEE CASE [redacted] | | | CUSTOMER GOT DENIAL LETTER; THOUGHT ALL DOCUMENTS WERE SENT. | | | CO ADVISED CUSTOMER SHOULD SEND REPAIR ORDER AND POP VIA EMAIL. | | | CUSTOMER STATES THEY WILL SEND REPAIR ORDER AND POP. | | | CO TO WAIT CUSTOMER DOCUMENTS.
1/22/2019 9:07:00 AM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | - A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | | - PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | SINCERELY, | | | | | SHAYNA S | | CUSTOMER CARE ADVOCATE | |
1/28/2019 1:28:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | SHAYNA S | | CUSTOMER CARE ADVOCATE | |
1/28/2019 1:29:00 PM	PLEASE REVIEW FOR POSSIBLE REIMBURSEMENT.
1/28/2019 12:06:00 PM	MEDIA ATTACHED IN DOC CENTER
2/6/2019 11:57:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 61,863 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $338.94; LABOR $322.50; TAX $42.99; TOTAL $704.43. | | | SP TO GENERATE CHECK REQUEST.
2/6/2019 12:01:00 PM	WVGBV3AX9EW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $704.43. | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 704.43 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A35CC[redacted]
Owner Or Fleet	[redacted] Gloversville, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/22/2019	Incident Date	N/A
Mileage	51,434		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/22/2019 9:27:00 AM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 8:06:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED TWO RO AND POP FROM DEALER; RO #[redacted] SHOWS DIAGNOSIS THAT CLOCK SPRING FAILED AND RECOMMENDATION OF REPLACING CLOCK SPRING, PURCHASE OF CLOCK SPRING AND STATE INSPECTION PERFORMED; RO #[redacted] SHOWS REAPIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO #[redacted] IS DATED 2/27/2017; RO #[redacted] IS DATED 3/02/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE DIAGNOSIS AND PART COST OF RO #[redacted] AND TOTAL OF RO #[redacted] AS GOODWILL; PARTS: $239.92 (COST ON RO MINUS $64.65 DISCOUNT); LABOR: $238.88 (TOTAL ON RO MINUS $23.62 DISCOUNT); TAX: $19.15; TOTAL: $497.95 | | | | SP TO GENERATE CHECK REQUEST
2/14/2019 8:11:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/14/2019 8:11:00 AM	1VWBP7A35CC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $497.95 | | | | SP GENERATED CHECK REQUEST
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 497.95 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A36CC[redacted]
Owner Or Fleet	[redacted] NAPERVILLE, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/22/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/22/2019 9:32:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 2:57:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED INCOMPLETE RO FROM DEALER; RO AND POP WERE VERIFIED IN XTIME; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME. FUEL INDUCTION AND FUEL INJECTORS CLEANED, COOLANT CHANGE, AUTOMATIC TRANSMISSION OIL CHANGE, AIR FILTER REPLACED, OIL LEAK DIAGNOSED, POWER STEERING SYSTEM FLUSHED, ACTIVE RECEPTION SERVICE PERFORMED AND ECM UPDATE PERFORMED; WECI WARR EXT COVERS CLOCK SPRING; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $322.99; LABOR: $465.88; TAX: $20.18; TOTAL: $809.05 | | | SP TO GENERATE CHECK REQUEST AND REPAIRS NOT RELATED LETTER
2/8/2019 3:18:00 PM	1VWBH7A36CC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $809.05 | | | SP GENERATED CHECK REQUEST
2/8/2019 3:20:00 PM	SP MAILED REPAIRS NOT RELATED LETTER
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 809.05 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A34CC[redacted]
Owner Or Fleet	[redacted] Kansas City, MO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/22/2019	Incident Date	N/A
Mileage	90,299		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/22/2019 9:55:00 AM	MEDIA ATTACHED IN DOC CENTER
2/13/2019 4:43:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 90,299 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $478.41. | | | | SP TO GENERATE CHECK REQUEST.
2/13/2019 4:45:00 PM	1VWBH7A34CC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $478.41. | | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 478.41 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A36DC[redacted]
Owner Or Fleet	[redacted] Millersview, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/22/2019	Incident Date	N/A
Mileage	65,629		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/22/2019 10:31:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 2:01:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 65,629 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $290.07; LABOR $180.00; TAX $24.36; TOTAL $494.43. | | | SP TO GENERATE CHECK REQUEST.
2/8/2019 2:06:00 PM	1VWBN7A36DC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $494.43. | | | SP GENERATED CHECK.
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 494.43 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A3XCC[redacted]
Owner Or Fleet	[redacted] Titusville, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/22/2019	Incident Date	N/A
Mileage	54,320		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/22/2019 1:18:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 9:33:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO FROM DEALER; POP VERIFIED IN XTIME; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED 120K MILES; RO IS DATED 7/14/2015; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $953.82 | | | SP TO GENERATE CHECK REQUEST
2/1/2019 9:34:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/1/2019 9:34:00 AM	1VWBP7A3XCC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $953.82 | | | SP GENERATED CHECK REQUEST
2/8/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 953.82 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDP7AJ9CM[redacted]
Owner Or Fleet	[redacted] Charlotte, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	1/22/2019	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/22/2019 3:21:00 PM	CUSTOMER STATES SHE GOT THE NOTICE FOR THE STEERING WHEEL CLOCK SPRING AND STATED THAT HER AIRBAG LIGHT IS ON BUT HER HORN WORKS AND WANTED TO KNOW IF THAT IS CORRECT THAN SHE HAS TO PAY FOR THE REPAIR. | | | CO CONFIRMED THAT THE HORN WOULD ALSO FAIL IN THE EVENT THAT THE CLOCK SPRING FAILED. CUSTOMER WOULD BE RESPONSIBLE FOR THE REPAIR. | | | CUSTOMER UPSET BECAUSE THE WARRANTY EXTENSION FOR THE STEERING WHEEL LOCK EXPIRED RIGHT BEFORE SHE HAD THE ISSUE AND NOW THIS. CUSTOMER STATES SHE WILL NEVER BUY ANOTHER VW AGAIN. | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32DC[redacted]
Owner Or Fleet	[redacted], RICHMOND, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/22/2019	Incident Date	N/A
Mileage	88,632		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/22/2019 3:42:00 PM	MEDIA ATTACHED IN DOC CENTER
1/25/2019 9:55:00 AM	CUSTOMER ATTACHED REQUESTED DOCUMENTS
1/25/2019 9:59:00 AM	SP TO REVIEW FOR REIMBURSEMENT UNDER WECI
1/25/2019 9:59:00 AM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | I APPRECIATE YOU SENDING SOME ADDITIONAL DOCUMENTATION FOR OUR DEPARTMENT TO REVIEW. | | | I WILL HAVE YOUR CASE ESCALATED UP TODAY FOR RE-REVIEW. I SINCERELY APPRECIATE YOU WORKING WITH US ON THIS CONCERN, AND I CAN ATTEST THAT OUR CUSTOMER CARE CENTER IS WILLING TO REVIEW ANY PROVIDED DOCUMENTATION THAT MAY PLACE US IN THE POSITION TO EXPLORE ANY AVENUES TO ASSIST. | | | YOU WILL RECEIVE A MAILED DETERMINATION UPON COMPLETION OF THE PROCESS. PLEASE ALLOW AN ADDITIONAL 3-4 WEEKS TO REVIEW. | | | SINCERELY, | | | | | | RAVEN L. | | CUSTOMER CARE ADVOCATE | | | CO TO ESCALATE TO SP
1/31/2019 4:09:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 88,632 MILES; CUSTOMER PURCHASED CLOCK SPRING FROM DEALER; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $232.06; LABOR $249.00 TOTAL $481.06. | | | SP TO GENERATE CHECK REQUEST.
1/31/2019 4:12:00 PM	1VWBP7A32DC[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $481.06. | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 481.06 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ4CM[redacted]
Owner Or Fleet	[redacted] Louisville, KY, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	1/22/2019	Incident Date	N/A
Mileage	96,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/22/2019 4:41:00 PM	CUSTOMER STATES RECEIVED TWO LETTER VIA MAIL REGARDING EXTENDED WARRANTY; VEHICLE EXPERIENCING: HORN NOT WORKING, CHECK ENGINE LIGHT | | | | CUSTOMER SEEKING INFORMATION REGARDING EXTENDED WARRANTIES | | | | CO ADVISED 2 OPEN MANUFACTURE EXTENDED WARRANTIES; STEERING LOCK GOOD TILL 3/22 OR 100K WOF; SHOULD CUSTOMER EXPERIENCE KEY GETTING STUCK IN IGNITION, SCHEDULE DEALER APPOINTMENT; AIRBAG CLOCK SPRING GOOD TILL 3/22 OR 120K WOF; SHOULD CUSTOMER EXPERIENCE AIRBAG LIGHT ON, OR HORN NOT WORKING, RECOMMEND DEALER DIAGNOSIS TO DETERMINE COVERAGE UNDER EXTENDED WARRANTY; CO ADVISED DUE TO CUSTOMER EXPERIENCING VEHICLE CONCERNS, RECOMMEND DEALER DIAGNOSIS; OFFERED TO SCHEDULE DEALER APPOINTMENT; CUSTOMER DECLINED | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A39CC[redacted]
Owner Or Fleet	[redacted] Colton, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/23/2019	Incident Date	N/A
Mileage	99,414		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/23/2019 8:41:00 AM	MEDIA ATTACHED IN DOC CENTER | | REF CASE #[redacted]
1/25/2019 12:28:00 PM	FROM: [redacted] | | SENT: FRIDAY, JANUARY 25, 2019 11:12 AM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | WONDERFUL. THANK YOU. | | | | | |
1/25/2019 9:48:00 AM	CUSTOMER STATES RECEIVED LETTER REQUESTING ADDITIONAL DOCUMENTATION AND PROOF OF PAYMENT; UNABLE TO FIND ORIGINAL RECEIPT BUT WAS ABLE TO HAVE SERVICE MANAGER SIGN INVOICE INDICATING THAT IT WAS PAID
1/25/2019 9:53:00 AM	REFERENCE #[redacted] | | | | DEAR MS. [redacted] | | | I WANTED TO EMAIL YOU AS CONFIRMATION THAT YOUR DOCUMENTS ARE RECEIVED. | | | I WILL HAVE YOUR CASE ESCALATED BACK UP FOR REVIEW FOR REIMBURSEMENT UNDER THE CLOCK SPRING WARRANTY EXTENSION. | | | I APPRECIATE YOU TAKING THE TIME TO COLLABORATE ON THIS CONCERN WITH US. YOU WILL BE RECEIVING A MAILED DETERMINATION IN APPROXIMATELY 3-4 WEEKS. | | | SINCERELY, | | | | | | | RAVEN L. | | CUSTOMER CARE ADVOCATE | | | | CO TO ESCALATE TO SP FOR REVIEW
1/25/2019 9:53:00 AM	SP TO REVIEW FOR REIMBURSEMENT UNDER WARRANTY EXTENSION; INCLUDED POP, REPAIR ORDER IN PREVIOUS CASE [redacted]
1/31/2019 4:16:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 99,414 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $290.07; LABOR $300.00; TAX $21.03; TOTAL $611.10. | | | SP TO GENERATE CHECK REQUEST.
1/31/2019 4:18:00 PM	1VWAP7A39CC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $611.10. | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 611.10 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHN7AN1CE[redacted]
Owner Or Fleet	[redacted] CALDWELL, TX, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	1/23/2019	Incident Date	N/A
Mileage	99,876		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/23/2019 10:00:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 2:26:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 99,876 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $700.44. | | | | SP TO GENERATE CHECK REQUEST.
2/8/2019 2:27:00 PM	WVWHN7AN1CE[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $700.44. | | | | SP GENERATED CHECK.
2/14/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 700.44 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX1EW[redacted]
Owner Or Fleet	[redacted], JIM THORPE, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	1/23/2019	Incident Date	N/A
Mileage	59,534		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/23/2019 11:17:00 AM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 5:37:00 PM	CUSTOMER STATES: CHECKING TO SEE IF DOCUMENTS WHERE RECEIVED AND HOW LONG FOR REIMBURSEMENT; | | | | CUSTOMER ADVOCATE ADVISED: THAT THE INFORMATION WAS RECEIVED AND THE PROCESS TAKES 6-8 WEEKS FOR POSSIBLE REIMBURSEMENT; CONTACT INFORMATION VERIFIED; | | | | CUSTOMER ACKNOWLEDGED; | | | | CO TO REVIEW.
2/8/2019 9:22:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 59,534 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $638.36. | | | | SP TO GENERATE CHECK REQUEST.
2/8/2019 9:23:00 AM	WVGBV3AX1EW[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $638.36. | | | | SP GENERATED CHECK.
2/14/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 638.36 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCP7A33DC[redacted]
Owner Or Fleet	[redacted] HYDE PARK, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/23/2019	Incident Date	N/A
Mileage	56,322		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/23/2019 12:16:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 1:40:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER AND RO AND POP FROM INDEPENDENT; RO #[redacted] SHOWS PROGRAMMING OF THE STEERING CONTROL MODULE; RO #[redacted] FROM INDEPENDENT SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME AND PURGE VALVE REPLACED; WECI WARR EXT COVERS REPLACEMENT OF CLOCK SPRING; RO #[redacted] S DATED 11/23/2018; THE LAST VALID OUT-OF-POCKET DATE FOR WECI WARR EXT IS 11/16/2018; COST OF PARTS AND LABOR FOR CLOCK SPRING ON RO #[redacted] ARE BOTH BELOW CAP AMOUNTS; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $290.07; LABOR: $172.50; TAX: $18.12; TOTAL: $480.69 | | | | SP TO GENERATE CHECK REQUEST AND PROGRAMMING DENIAL LETTER
2/8/2019 1:44:00 PM	1VWCP7A33DC[redacted] VW TO REIMBURSE WECI WARR EXT AS GOODWILL; TOTAL: $480.69 | | | | SP GENERATED CHECK REQUEST
2/8/2019 1:44:00 PM	GW-PROVIDED-LAST OUT OF POCKET DATE
2/8/2019 1:46:00 PM	SP MAILED PROGRAMMING DENIAL LETTER
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 480.69 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A35CC[redacted]
Owner Or Fleet	[redacted] Gregory, MI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/23/2019	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/23/2019 12:30:00 PM	CUSTOMER STATES; RECIEVED LETTER FOR A WARRANTY EXTENSION REGARDING THE AIRBAG CLOCK SPRING; CUSTOMER STATES HAD CLOCKSPRING REPAIRED PREVIOUSLY TO WHEN LETTER WAS ISSUED; CUSTOMER STATES HAD CLOCKSPRING REPAIRED AT A VW DLR | | | | CUSTOMER SEEKING; REIMBURSEMENT FOR THE CLOCKSPRING | | | | CO ADVISED; CO WILL SEND CUSTOMER EMAIL WITH CASE NUMBER SO CUSTOMER CAN RESPOND DIRECTLY BACK WITH A RO AND POP SO THAT VW CAN REVIEW FOR REIMBURSEMENT; CUSTOMER ACCEPTED; CO WILL FOLLOW UP WITH CUSTOMER ONCE DOUCMENTS HAVE BEEN RECIEVED | | | | CO TO EMAIL CUSTOMER AND AWAIT CUSTOMER DOCUMENTS
1/23/2019 12:35:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | | IT WAS NICE TALKING TO YOU TODAY. | | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | SINCERELY, | | | | | | | SHANNON B | | CUSTOMER CARE ADVOCATE | |
1/23/2019 2:26:00 PM	MEDIA ATTACHED IN DOC CENTER
1/24/2019 1:11:00 PM	SP TO REVIEW CUSTOMER DOCUMENTS FOR REIMBURSEMENT
1/24/2019 1:13:00 PM	CO LEFT VOICEMAIL TO CUSTOMER STATING THAT WE RECIEVED THE APPROPRIATE DOCUMENTS AND THAT IT WILL BE SENT UP TO THE SPECIFIC TEAM THAT REVIEWS FOR REIMBURSEMENT; CO ASKED CUSTOMER TO REACH OUT TO US AT 800-822-8987 WITH CASE NUMBER [redacted] WITH ANY QUESTIONS OR CONCERNS
1/31/2019 4:23:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 70,043 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $290.07; LABOR $230.00; TAX $17.40; TOTAL $537.47. | | | | SP TO GENERATE CHECK REQUEST.
1/31/2019 4:26:00 PM	1VWBH7A35CC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $537.47. | | | | SP GENERATED CHECK.
2/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 537.47 MAILED ON 02/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A34DC[redacted]
Owner Or Fleet	[redacted] SYLVANIA, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/23/2019	Incident Date	N/A
Mileage	67,302		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/23/2019 1:15:00 PM	CUSTOMER STATES: CUSTOMER REPLACED HER STEERING WHEEL CLOCK SPRING TWICE, AND ONLY RECEIVED A CHECK FOR THE ONE TIME SHE REPLACED THE CLOCK SPRING; CUSTOMER WANTS TO KNOW IF SHE WILL BE MAILED ANOTHER CHECK | | | CUSTOMER SEEKING: TO KNOW IF SHE WILL BE REIMBURSED FOR BOTH TIMES SHE REPLACED CLOCKSPRING | | | CO ADVISED: CO SEES THE REPAIR ORDERS WHERE CUSTOMER REPLACED THE STEERING WHEEL CLOCK SPRING TWICE; CO WILL GET IN TOUCH WITH THE DEPARTMENT THAT REVIEWS FOR REIMBURSEMENTS ABOUT CUSTOMER'S CASE AND WILL CALL CUSTOMER NO LATER THAN THE COB 1/24 REGARDING CASE; | | | CO TO CALL CUSTOMER BACK | | | REFER TO CASE [redacted]
1/24/2019 3:35:00 PM	FACE TO FACE WITH SP SARAH AND SHE AGREED THAT CUSTOMER HAS REPLACED THE CLOCKSPRING TWICE, BUT WAS ONLY REIMBURSED ONCE; SARAH ADVISED CO TO ESCALATE CASE DIRECTLY TO HER FOR FURTHER REVIEW
1/24/2019 3:39:00 PM	| | CO LEFT A VOICEMAIL ADVISING: THE LAST TIME CO AND CUSTOMER SPOKE, CO VERIFIED CUSTOMER HAD CLOCK SPRING REPLACED TWICE; CO HAS BROUGHT CASE TO THE ATTENTION OF THE TEAM THAT REVIEWS FOR REIMBURSEMENT, AND CASE WILL BE REVIEWED FURTHER; CUSTOMER WILL RECEIVE NOTICE IN THE MAIL WITHIN 3-4 WEEKS AS TO WHETHER OR NOT VWOA WILL MEET CUSTOMER'S REQUEST; CUSTOMER CAN FEEL FREE TO CALL CARE AT 800-822-8987 | | | CO TO ESCALATE CASE TO SP SARAH
1/25/2019 7:32:00 AM	MEDIA ATTACHED IN DOC CENTER | | SP ADDED REIMBURSEMENT REQUEST DOCUMENTS FROM PREVIOUS CASE; VW TO REIMBURSE FOR CLOCK SPRING REPLACEMENT ON RO # [redacted] PARTS: 290.07, LABOR: 232.50, TAX: 30.05; TOTAL: $552.62. | | | SP TO GENERATE CHECK REQUEST
1/25/2019 7:38:00 AM	1VWBH7A34DC[redacted] VW TO REIMBURSE UNDER WECI WARRANTY EXTENSION; TOTAL: $552.62. | | | SP GENERATED CHECK REQUEST
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 552.62 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A37CC[redacted]
Owner Or Fleet	[redacted] Bluffton, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/23/2019	Incident Date	N/A
Mileage	109,852		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/23/2019 2:34:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 2:40:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 109,852 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $304.57; LABOR $285.00; TAX $25.86; TOTAL $615.43. | | | | SP TO GENERATE CHECK REQUEST.
2/8/2019 2:43:00 PM	1VWBP7A37CC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $615.43. | | | | SP GENERATED CHECK.
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 615.43 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX1DW[redacted]
Owner Or Fleet	[redacted] Montauk, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/23/2019	Incident Date	N/A
Mileage	80,355		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/23/2019 2:36:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 1:51:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES AND BRAKE INSPECTION AND TIRE ROTATION PERFORMED; NO POP WAS SUBMITTED; DEALER IS NOT IN XTIME SO POP COULD NOT BE VERIFIED; VW UNABLE TO REIMBURSE UNTIL POP IS SUBMITTED | | | SP TO GENERATE INSUFFICIENT DOCUMENTS LETTER
2/8/2019 1:52:00 PM	SP MAILED INSUFFICIENT DOCUMENTS LETTER
2/19/2019 4:29:00 PM	CUSTOMER STATES: GOT LETTER SAYING STILL NEED TO SEND IN POP FOR REIMBURSEMENT REQUEST | | | CUSTOMER SEEKING: CAN CUSTOMER SEND SCREENSHOT OF BANK STATEMENT; DID CUSTOMER CARE CENTER RECEIVE REPAIR ORDER | | | CO ADVISED: REPAIR ORDER WAS RECEIVED; CUSTOMER CAN SEND SCREENSHOT OF BANK STATEMENT AS LONG AS IT INCLUDES WHERE THE PAYMENT WAS MADE AND THE AMOUNT PAID; WILL SEND CUSTOMER EMAIL AND CUSTOMER CAN RESPOND TO EMAIL WITH POP ATTACHED | | | CUSTOMER THANKED | | | CUSTOMER ADVOCATE TO SEND EMAIL TO CUSTOMER | | | SP TO HANDLE AS NECESSARY
2/19/2019 4:36:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | - PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 TO 90 DAYS. | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | SINCERELY, | | | | | | MATTHEW | | CUSTOMER CARE ADVOCATE | |
2/20/2019 10:09:00 AM	MEDIA ATTACHED IN DOC CENTER
2/20/2019 11:39:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; REPAIR ORDER WAS RECEIVED, BUT NO POP SUBMITTED UPON INITIAL REVIEW; POP WAS RECEIVED BY EMAIL AT A LATER DATE; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 80,355 MILES; VW ABLE TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $348.30; LABOR $337.50; TAX $59.11; TOTAL $744.91. | | | SP TO GENERATE CHECK REQUEST.
2/20/2019 11:45:00 AM	WVGBV3AX1DW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $744.91. | | | SP GENERATED CHECK REQUEST.
2/23/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 744.91 MAILED ON 02/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A38FC[redacted]
Owner Or Fleet	[redacted] Hubert, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/24/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/24/2019 8:28:00 AM	REFERENCE CASE [redacted] | | | | CUSTOMER STATES: WOULD LIKE TO VERIFY DOCUMENTS WERE RECEIVED FOR THE STEERING WHEEL CLOCK SPRING REIMBURSEMENT; IF THE VEHICLE ALREADY HAD THE REPAIR DOES THAT VOID THE WARRANTY; | | CUSTOMER SEEKS: CASE UPDATE; | | | | CO ADVISED: VW HAS MAILED A CHECK OUT ON 1-21-19 IN THE AMOUNT OF $493.56 FOR THE STEERING WHEEL CLOCK SPRING; THE VEHICLE WOULD STILL HAVE THE EXTENDED WARRANTY COVERAGE; THERE ISN'T A SPECIFIC AMOUNT OF TIMES THAT WOULD VOID THE WARRANTY FOR COVERING THE REPAIR IF THE VEHICLE IS STILL WITHIN THE PARAMETERS; | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A33CC[redacted]
Owner Or Fleet	[redacted] Portsmouth, NH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/24/2019	Incident Date	N/A
Mileage	98,498		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/24/2019 9:33:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 1:56:00 PM	CUSTOMER SEEKING REIMBURSMENT UNDER WECI; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $513.97 TAX: $33.40 TOTAL: $547.38 | | | | SP TO GENERATE CHECK REQUEST
2/8/2019 2:06:00 PM	1VWBN7A33CC[redacted] VW TO REIMBURSE UNDER WECI RECALL; TOTAL: $547.38 | | | | SP GENERATED CHECK REQUEST
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 547.38 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX9CW[redacted]
Owner Or Fleet	[redacted] Jacksonville, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/24/2019	Incident Date	N/A
Mileage	53,052		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/24/2019 10:01:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 2:28:00 PM	CUSTOMER SEEKING RIEMBURSEMENT UNDER WECI; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; CLOCK SPRING WAS MOSTLY COVERED, CUSTOMER PAID DEDUCTIBLE :$53.50 | | | | SP TO GENERATE CHECK REQUEST
2/8/2019 2:32:00 PM	WVGAV7AX9CW[redacted] VW TO REIMBURSE UNDER WECI WARR.EXT; TOTAL: $53.50 | | | | SP GENERATED CHECK REQUEST
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 53.50 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A33DC[redacted]
Owner Or Fleet	[redacted] Greendale, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/24/2019	Incident Date	N/A
Mileage	83,860		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/24/2019 11:07:00 AM	MEDIA ATTACHED IN DOC CENTER
2/7/2019 8:14:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 83,860 MILES; CUST ONLY PAID A $105.60 DEDUCTIBLE; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $105.60. | | | SP TO GENERATE CHECK REQUEST.
2/7/2019 8:15:00 AM	1VWBH7A33DC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $105.60. | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 105.60 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH7CV[redacted]
Owner Or Fleet	[redacted] Chapel Hill, NC,[redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	1/24/2019	Incident Date	N/A
Mileage	44,679		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/24/2019 11:14:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 3:40:00 PM	CUSTOMER SEEKING RIEMBURSEMENT UNDER WECI; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECI WARR.EXT; CUSTOMER ONLY HAD TO PAY DEDUCTIBLE: $250 | | | | SP TO GENERATE CHECK REQUEST
2/8/2019 3:46:00 PM	WVWBW7AH7CV[redacted] VW TO REIMBURSE UNDER WECI WARR.EXT: TOTAL: $250 | | | | SP GENERATED CHECK REQUEST
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 250.00 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A33DC[redacted]
Owner Or Fleet	[redacted] Bloomington, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/24/2019	Incident Date	N/A
Mileage	36,306		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/24/2019 11:26:00 AM	MEDIA ATTACHED IN DOC CENTER | | PLEASE NOTE: THIS EMAIL CONTAINS A FILE WHICH THAT IS PASSWORD PROTECTED.┬á WILL FORWARD THE ORIGINAL UPON REQUEST.
1/29/2019 4:49:00 PM	FROM: [redacted] | | SENT: WEDNESDAY, JANUARY 23, 2019 8:17 PM | | TO: VWOA CUSTOMER CARE | | SUBJECT: CASE # [redacted] ATTN: TIFFANY B | | | | HELLO TIFFANY, I RECEIVED YOUR LETTER TODAY ABOUT CASE # [redacted] FOR MY 2013 VW PASSAT (VIN: 1VWBP7A33DC[redacted] I HAVE ATTACHED THE CREDIT CARD STATEMENT THAT SHOWS THE AMOUNT $471.04 PAID TO GROSSINGER MOTORS ON 3/29/18 AS PAYMENT FOR THE REPAIR OF CLOCK SPRING. YOU WILL HAVE TO SCROLL DOWN TO 3/29 DATE TO SEE THE TRANSACTION. | | PLEASE LET ME KNOW IF YOU NEED FURTHER INFORMATION ON THIS. | | THANKS, | | [redacted] | BLOOMINGTON, IL [redacted]
2/4/2019 10:07:00 AM	MEDIA ATTACHED IN DOC CENTER
2/4/2019 10:15:00 AM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | | MY NAME IS ZHANE S., AND I┬┤M REACHING OUT ON BEHALF OF TIFFANY B. | | | | I APPRECIATE YOU FOLLOWING UP WITH US AND SENDING OVER YOUR PROOF OF PAYMENT RELATED TO PREVIOUS CASE [redacted] I WILL NOW ESCALATE YOUR CASE FOR REIMBURSEMENT REVIEW UNDER THE CLOCK SPRING WARRANTY EXTENSION. THIS REVIEW WILL TAKE UP TO 60 DAYS TO COMPLETE. ONCE COMPLETED, YOU WILL RECEIVE YOUR DETERMINATION VIA US POSTAL MAIL. | | | | IF YOU HAVE ANY QUESTIONS OR CONCERNS IN THE MEANTIME, FEEL FREE TO REPLY TO THIS EMAIL AND I WOULD BE MORE THAN HAPPY TO HELP THE BEST WAY I CAN. I APPRECIATE YOUR PATIENCE DURING THIS TIME. | | | HAVE A BEAUTIFUL DAY. | | | | SINCERELY, | | | | | | | ZHANE S. | | CUSTOMER CARE ADVOCATE | | | | | | |
2/4/2019 10:16:00 AM	SP TO REVIEW REIMBURSMENT; PROOF OF PAYMENT IS LOCATED IN THIS CASE; REPAIR ORDER IS IN CASE [redacted]
2/5/2019 3:48:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 36,306 MILES; REPAIR ORDER DATE IS 02/28/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $471.04. | | | SP TO GENERATE CHECK REQUEST.
2/5/2019 3:49:00 PM	1VWBP7A33DC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $471.04. | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 471.04 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A3XFC[redacted]
Owner Or Fleet	[redacted], Floyds Knobs, IN,[redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/24/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/24/2019 11:18:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 9:54:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED 2 REPAIR ORDER'S AND 2 POP'S FROM DEALER; REPAIR ORDER ON 04/23/2018 DIAGNOSED CLOCK SPRING NEEDED REPAIRS; REPAIR ORDER ON 05/05/2018 DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 38,062 MILES; REPAIR ORDER DATE IS 05/05/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $333.99; LABOR $204.95; TAX $24.04; TOTAL $562.98. | | | | SP TO GENERATE CHECK REQUEST.
2/8/2019 9:59:00 AM	1VWAS7A3XFC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $562.98. | | | | SP GENERATED CHECK.
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 562.98 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW637AJ0DM[redacted]
Owner Or Fleet	[redacted] WATERLOO, NE, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	1/24/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/24/2019 11:21:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 3:56:00 PM	CUTSOMER SEEKING RIEMBURSEMENT UNDER WECI; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECI AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID: $587.81 TAX :$19.14 TOTAL: $606.95 | | | SP TO GENERATE CHECK REQUEST
2/8/2019 4:01:00 PM	3VW637AJ0DM[redacted]VW TO REIMBURSE UNDER WECI WARR.EXT AS GOODWILL DUE TO DATE OF REPAIR :TOTAL:$ 606.95 | | | SP GENERATED CHECK REQUEST
2/8/2019 4:03:00 PM	GW-PROVIDED- FIRST OUT OF POCKET DATE
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 606.95 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN7EE[redacted]
Owner Or Fleet	[redacted] KILLEEN, TX, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2014		
Report Date	1/24/2019	Incident Date	N/A
Mileage	88,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/24/2019 11:56:00 AM	CUSTOMER STATES: 2ND OWNER; PURCHASED IN 2016 FROM NON-VW DEALER AT 33K MILES; VEHICLE EXPERIENCING: AIRBAG LIGHT IS ON; HORN IS NOT WORKING AND STEERING WHEEL FUNCTIONS; | | | CUSTOMER SEEKS: INFORMATION ON 20AE FUEL PUMP CONTROL MODULE, 69Q9 TAKATA SDI DRIVER FRONTAL AIRBAG INFLATOR; | | | CO ADVISED: 2 OPEN RECALLS 20AE FUEL PUMP CONTROL MODULE: ON CERTAIN VEHICLES, THERE COULD BE AN INTERRUPTION IN ELECTRICAL POWER FROM THE FUEL PUMP CONTROL MODULE. THIS COULD RESULT IN THE FUEL PUMP RUNNING CONTINUOUSLY, RESULTING IN A DRAINED BATTERY AND/OR A NO START CONDITION, OR CAUSE A LOSS OF MOTIVE POWER WHILE THE VEHICLE IS IN MOTION, WHICH COULD INCREASE THE RISK OF A CRASH CAUSING INJURY AND/OR DAMAGE TO PROPERTY. CORRECTIVE ACTION: REPLACE THE FUEL PUMP CONTROL MODULE AND RELOCATE IT WITHIN THE VEHICLE. | | 69Q9 TAKATA SDI DRIVER FRONTAL AIRBAG INFLATOR; PROBLEM DESCRIPTION THE DRIVER AIRBAG MAY EXPLODE IN A CRASH WITH AIRBAG DEPLOYMENT. SHARP METAL FRAGMENTS CAN HIT PEOPLE AND CAUSE SERIOUS INJURY OR DEATH. CORRECTIVE ACTION REPLACE THE DRIVER FRONTAL AIRBAG INFLATOR WITH A NEWLY MANUFACTURED VERSION. THIS REPAIR IS THE FINAL REMEDY. AS LONG AS YOUR VEHICLE IS WITHIN THE TIME AND MILEAGE LIMITS OF THIS WARRANTY EXTENSION, AN AUTHORIZED VOLKSWAGEN DEALER WILL DIAGNOSE THE FOLLOWING FREE OF CHARGE: STEERING WHEEL CONTROLS NOT WORKING | | PROPERLY AND AN AIRBAG LIGHT THAT STAYS ON. BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE | | COVERED UNDER THIS WARRANTY EXTENSION.T| IF DIAGNOSIS CONFIRMS THAT THE ISSUE IS CAUSED BY A TORN STEERING WHEEL CLOCK SPRING, THE REPAIR | | WILL BE PERFORMED AT NO COST TO YOU; CO SCHEDULED AN APPOINTMENT WITH VW DEALER 425117 FOR 1:15 PM - MONDAY JAN 28, 2019; CONFIRMATION CODE [redacted]| | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX4CW[redacted]
Owner Or Fleet	[redacted] Juno Beach, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/24/2019	Incident Date	N/A
Mileage	73,899		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/24/2019 12:25:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 10:45:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED TWO RO AND POP FROM DEALER; RO #[redacted] SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; RO #[redacted] SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTALS OF BOTH RO; RO #[redacted] TOTAL: $617.41; RO #[redacted] TOTAL: $631.07; GRAND TOTAL: $1248.48 | | | | SP TO GENERATE CHECK REQUEST
2/8/2019 10:47:00 AM	WVGAV7AX4CW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $1248.48 | | | | SP GENERATED CHECK REQIEST
2/14/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 1248.48 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX0CW[redacted]
Owner Or Fleet	[redacted] Alexandria, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/24/2019	Incident Date	N/A
Mileage	51,210		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/24/2019 12:26:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 10:51:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS DRAIN HOSES CLEANED, REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME AND REAR BRAKE PADS AND ROTORS REPLACED; WECI WARR EXT COVERS CLOCK SPRING; VW TO REIMBURSE CLOCK SPRING ONLY; RO STATES CUSTOMER RECEIVED 10% DISCOUNT OFF OF PARTS AND 10% DISCOUNT OFF OF LABOR; PARTS: $326.69 WITH $36.30 DISCOUNT SUBTRACTED, LABOR: $283.50 WITH $31.50 DISCOUNT SUBTRACTED, TAX: $17.31; TOTAL: $627.50 | | | SP TO GENERATE CHECK REQUEST
2/8/2019 10:56:00 AM	WVGAV7AX0CW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $627.50 | | | SP GENERATED CHECK REQUEST
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 627.50 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGCV7AX8CW[redacted]
Owner Or Fleet	[redacted] DULUTH, MN, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/24/2019	Incident Date	N/A
Mileage	71,842		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569J		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/24/2019 1:00:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 11:03:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS OIL CHANGE, AIR FILTER AND POLLEN FILTER REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; WECI WARR EXT COVERS CLOCK SPRING; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $313.53; LABOR: $169.00; TAX: $21.55; TOTAL: $504.08 | | | SP TO GENERATE CHECK REQUEST
2/8/2019 11:05:00 AM	WVGCV7AX8CW[redacted]VW TO REIMBURSE WECI WARR EXT; TOTAL: $504.08 | | | SP GENERATED CHECK REQUEST
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 504.08 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7ANXBE[redacted]
Owner Or Fleet	[redacted] SARASOTA, FL, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2011		
Report Date	1/24/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/24/2019 1:25:00 PM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 10:16:00 AM	CUSTOMER STATES RECEIVED AN EMAIL FOR A SURVEY BUT DIDN'T RECEIVE ANY INFORMATION REGARDING RECALL REFUND; SENT IN A CHAIN MAIL SHOWING RECEIPT IN THE AMOUNT OF $2,528.35
1/28/2019 10:26:00 AM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | I'M SORRY FOR ANY CONFUSION THAT MAY HAVE CAUSED YOU AT THIS TIME AND I HOPE THIS EMAIL FINDS YOU WELL. | | | I TOOK THE OPPORTUNITY TO RESEARCH INTO YOUR STATEMENT REGARDING YOUR REIMBURSEMENT, AND I FOUND SOME PREVIOUS CASE INFORMATION THAT MAY BE RELATED TO YOUR INQUIRY. I FOUND THAT YOUR REQUEST WAS REVIEWED BY OUR SPECIALIZED DEPARTMENT AND A CHECK WAS SENT TO YOUR HOME ADDRESS ON JANUARY 21, 2019. | | | DUE TO THE WARRANTY EXTENSION COVERAGE, YOU WERE REIMBURSED FOR THE REPAIR OF THE AIR BAG CLOCK SPRING IN THE AMOUNT OF $787.60. THIS COVERS FOR THE PART, WHICH WAS $413.24, LABOR IN THE AMOUNT OF $239.78, AND TAX WHICH WAS FOR $44.58. | | | YOU SHOULD BE RECEIVING YOUR CHECK IN ABOUT 10-14 BUSINESS DAYS. | | | SINCERELY, | | | | | | | | RAVEN L. | | CUSTOMER CARE ADVOCATE | | | CO TO CLOSE PENDING CUSTOMER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCP7A34DC[redacted]
Owner Or Fleet	[redacted] Lewisberry, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/24/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/24/2019 2:26:00 PM	REFERENCE CASE[redacted] | | | CUSTOMER SEEKING UPDATE ON REIMBURSEMENT | | | CO ADVISED CHECK WAS MAILED OUT ON 1/23 FOR $626.64; WILL ARRIVE IN ABOUT 7-10 BUSINESS DAYS | | | CUSTOMER THANKED | | | NO FURTHER ACTION | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWYT7AU7GM[redacted]
Owner Or Fleet	[redacted] GREEN BAY, WI, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2016		
Report Date	1/24/2019	Incident Date	N/A
Mileage	52,880		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521K		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/24/2019 2:45:00 PM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 4:15:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS WIPER BLADES REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 5/30/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CLOCK SPRING ONLY AS GOODWILL; PARTS: $362.90; LABOR: $442.99; TAX: $40.23; TOTAL: $846.12 | | | SP TO GENERATE CHECK REQUEST
2/5/2019 4:18:00 PM	3VWYT7AU7GM[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $846.12 | | | SP GENERATED CHECK REQUEST
2/5/2019 4:18:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/13/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 846.12 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A31CC[redacted]
Owner Or Fleet	[redacted] Dallas, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/24/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/24/2019 2:47:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 11:09:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $537.39 | | | SP TO GENERATE CHECK REQUEST
2/8/2019 11:09:00 AM	1VWBH7A31CC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $537.39 | | | SP GENERATED CHECK REQUEST
2/14/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 537.39 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX6AW[redacted]
Owner Or Fleet	[redacted]		POWELL, OH, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2010		
Report Date	1/24/2019	Incident Date	N/A
Mileage	97,674		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549CH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/24/2019 2:51:00 PM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 4:22:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS OIL CHANGE AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 7/11/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CAP AMOUNTS FOR CLOCK SPRING ONLY; PARTS: $147.71; LABOR: $248.04; TAX: $22.75; TOTAL: $418.50 | | | SP TO GENERATE CHECK REQUEST AND CAP REIMBURSEMENT LETTER
2/5/2019 4:24:00 PM	WVGBV7AX6AW[redacted]VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $418.50 | | | SP GENERATED CHECK REQUEST
2/5/2019 4:24:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/5/2019 4:26:00 PM	SP MAILED CAP REIMBURSEMENT LETTER
2/13/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 418.50 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH4CV[redacted]
Owner Or Fleet	[redacted] Hummelstown, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	1/24/2019	Incident Date	N/A
Mileage	79,350		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/24/2019 3:18:00 PM	MEDIA ATTACHED IN DOC CENTER
2/7/2019 8:26:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS STATE INSPECTION, EMISSION EXEMPTION STICKER AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DAYED 11/22/2016; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CLOCK SPRING ONLY AS GOODWILL; PARTS: $310.37; LABOR: $115.50; TAX: $25.55; TOTAL: $451.42 | | | SP TO GENERATE CHECK REQUEST
2/7/2019 8:29:00 AM	WVWBW7AH4CV[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $451.42 | | | SP GENERATED CHECK REQUEST
2/7/2019 8:29:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/13/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 451.42 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX4DW[redacted]
Owner Or Fleet	[redacted] DUNEDIN, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/24/2019	Incident Date	N/A	Mileage	54,010
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/24/2019 4:30:00 PM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 8:50:00 AM	SEE PREVIOUS CASE; SP ASKED FOR UPDATED RO WITH PART NUMBER; CUSTOMER PROVIDED | | | | CO TO EMAIL CUSTOMER AND SEND CASE TO SP JAMESME PER REVIEW
1/28/2019 9:01:00 AM	REFERENCE #[redacted] | | | | DEAR MR. [redacted] | | | | THANK YOU FOR SENDING IN THE REQUESTED INFORMATION REGARDING YOUR CLOCK SPRING WARRANTY EXTENSION REIMBURSEMENT REQUEST. I HOPE THIS EMAIL FINDS YOU WELL. | | | | TO COMPLETE THE REVIEW OF YOUR DOCUMENTATION, I HAVE FORWARDED YOUR CASE TO OUR CAMPAIGN TEAM. YOU SHOULD RECEIVE THEIR DETERMINATION BY MAIL WITHIN 3 TO 4 WEEKS. | | | | WE APPRECIATE YOUR PATIENCE AND FOR BEING A MEMBER OF OUR VW FAMILY. I HOPE YOUR ARE ENJOYING YOUR TIGUAN. PLEASE DON┬┐T HESITATE TO LET US KNOW IF YOU HAVE ANY OTHER QUESTIONS. | | | | SINCERELY, | | | | | | | | SARAH S. | | CUSTOMER CARE ADVOCATE | | | | | | |
1/28/2019 9:02:00 AM	SP TO REVIEW NEW DOCUMENTS UNDER WECI WARRANTY EXTENSION
1/28/2019 9:08:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 54,010; REPAIR ORDER DATE IS 12/06/2018; LAST OUT OF POCKET DATE IS 11/16/2018; AS GOODWILL GESTURE VW TO REIMBURSE CAP AMOUNT OF PARTS ONLY FOR WECI WARRANTY EXTENSION PER VW REIMBURSEMENT GUIDELINES; TOTAL $290.07. | | | | SP TO GENERATE CHECK REQUEST AND CAP AMOUNT LETTER.
1/28/2019 9:15:00 AM	WVGAV3AX4DW[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION AS GW GESTURE; TOTAL $290.07. | | | | SP GENERATED CHECK.
1/28/2019 9:20:00 AM	SP MAILED CAP AMOUNT LETTER.
1/31/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 290.07 MAILED ON 01/30/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWTZ7AJ1AM[redacted]
Owner Or Fleet	[redacted] PORTLAND, OR, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2010		
Report Date	1/24/2019	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/24/2019 4:52:00 PM	CUSTOMER STATES: RECEIVED WARRANTY FOR THE AIRBAG CLOCK SPRING; DEALER ADVISED THE VEHICLE WILL NOT BE COVERED UNDER THE WARRANTY; STATES HAS HAD ISSUE FOR 4 YEARS WITH HORN NOT WORKING: | | | CUSTOMER SEEKING: WHY WASN'T THE VEHICLE COVERED UNDER THE WARRANTY | | | CO ADVISED: VEHICLE IS STILL COVERED UNDER WARRANTY BUT IF THE STEERING WHEEL CONTROLS NOT WORKING PROPERLY AND AN AIRBAG LIGHT THAT STAYS ON. BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER THIS WARRANTY EXTENSION. PROVIDED CUSTOMER WITH WARRANTY PARAMETERS VEHICLE IS STILL CURRENTLY WITHIN; VEHICLE HAS NOT HAD NOT ONE RECALL ON IT; PROVIDED CUSTOMER WITH LITERATURE.VW.COM TO ORDER A OWNER'S MANUAL | | | NO FURTHER ACTION
1/24/2019 4:57:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / HORN HAS NOT BEEN WORKING FOR 4 YEARS ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A39CC[redacted]
Owner Or Fleet	[redacted] Marysville, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/24/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/24/2019 6:03:00 PM	CUSTOMER STATES RECEIVED WARRANTY EXTENSION LETTER IN THE MAIL; STATES IT ASKS FOR A LOT OF DOCUMENTS; CUSTOMER HAD REPAIR DONE AT A VW DEALER; CUSTOMER PAID CASH | | | CUSTOMER SEEKS CLARIFICATION ON WHAT TO SEND IN FOR REIMBURSEMENT | | | CO ADVISED SINCE REPAIR WAS COMPLETED AT VW DEALER THE REPAIR ORDER WILL HAVE ALL THE REQUIRED INFORMATION; VW CAN CONTACT THE DEALER FOR PROOF OF PAYMENT IF NEEDED; | | | CO OFFERED TO EMAIL THE CUSTOMER AND ADVISED DOCUMENTS CAN BE ATTACHED AND CO WILL SUBMIT INFORMATION | | | CUSTOMER AGREED | | | CO TO WAIT FOR CUSTOMER EMAIL
1/24/2019 6:07:00 PM	REFERENCE # [redacted] | | | DEAR [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┬T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | ANGEL W | | CUSTOMER CARE ADVOCATE | |
1/25/2019 10:23:00 AM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 2:30:00 PM	CO ADVISED INFORMATION TO REVIEW FOR REIMBURSEMENT WAS RECEIVED | | | CUSTOMER WANTS TO KNOW HOW LONG IT WILL TAKE | | | CO ADVISED IT CAN TAKE UP TO 60 DAYS | | | SP TO REVIEW
1/28/2019 2:37:00 PM	REPAIR ORDER ATTACHED; ALSO CONFIRMED REPAIRS IN XTIME AUGUST 14, 2017 | | | SP TO REVIEW
2/6/2019 3:30:00 PM	CUSTOMER SEEKING REIMBURSEMNET UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARR.EXT AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID :$414.27 | | | SP TO GENERATE CHECK REQUEST
2/6/2019 3:33:00 PM	1VWCN7A39CC[redacted]/W TO REIMBURSE UNDER WECY WARR.EXT AS GOODWILL DUE TO DATE OF REPAIR: TOTAL: $414.27 | | | SP GENERATED CHECK REQUEST
2/6/2019 3:33:00 PM	GW - PROVIDED- FIRST OUT OF POCKET DATE
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 414.27 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX3EW[redacted]
Owner Or Fleet	[redacted] Houston, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	1/24/2019	Incident Date	N/A
Mileage	57,255		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/24/2019 6:45:00 PM	**** REFERENCE CASE # [redacted] **** | | | CUSTOMER STATES: GOT LETTER SAYING INSUFFICIENT DOCUMENTS, PLEASE SEND IN POP; CUSTOMER SENT IN ORIGINAL RECEIPT BUT IT WAS FADED; PURCHASED EXTENDED WARRANTY AND WARRANTY EXTENSION PAID FOR PART OF CLOCK SPRING REPLACEMENT | | | CUSTOMER SEEKING: WHAT TO DO; CAN CUSTOMER BE REIMBURSED FOR AMOUNT THAT WARRANTY EXTENSION COMPANY PAID FOR | | | CO ADVISED: RECEIPT IS NOT LEGIBLE; PLEASE OBTAIN BANK STATEMENT OR SOME OTHER POP AND SEND IN FOR REIMBURSEMENT REVIEW; WARRANTY EXTENSION COMPANY WOULD HAVE TO PURSUE REIMBURSEMENT ON THEIR OWN. VW WILL ONLY CONSIDER REIMBURSEMENT FOR AMOUNT THAT CUSTOMER PAID | | | CO TO WAIT CUSTOMER MAIL
1/24/2019 6:54:00 PM	REFERENCE # [redacted] | | | DEAR MRS. [redacted] | | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | - PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL. | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | SINCERELY, | | | | | MATTHEW | | CUSTOMER CARE ADVOCATE | |
1/24/2019 6:57:00 PM	CATEGORY SELECTION : ELECTRICAL / HISTORICAL CONCERN / CLOCK SPRING REPLACED;
1/25/2019 8:02:00 AM	| | FROM: [redacted] | | SENT: THURSDAY, JANUARY 24, 2019 7:26 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | PLEASE FIND ATTACHED BANK STATEMENT FOR REIMBURSEMENT. CAN YOU CONFIRM YOU HAVE RECEIVED. THANK YOU, [redacted] | | | | CO TO REVIEW
1/25/2019 8:02:00 AM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 3:46:00 PM	REFERENCE # [redacted] | | | DEAR MRS. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 TO 90 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | MATTHEW W | | CUSTOMER CARE ADVOCATE | |
1/31/2019 3:49:00 PM	*** SEE CASE # [redacted] FOR REPAIR ORDER ***
1/31/2019 3:50:00 PM	SP TO REVIEW
2/5/2019 4:02:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 57,255 MILES; REPAIR ORDER DATE IS 02/08/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; CUSTOMER ONLY PAID $100 DEDUCTIBLE DUE TO WARRANTY COVERAGE; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $100.00 | | | SP TO GENERATE CHECK REQUEST.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX3EW[redacted]
Owner Or Fleet	[redacted] Houston, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	1/24/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Mileage	57,255

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/5/2019 4:04:00 PM	WVGAV3AX3EW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $100.00. | | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 100.00 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A31FC[redacted]
Owner Or Fleet	[redacted], BROOKLYN, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/24/2019	Incident Date	N/A
Mileage	74,379		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/24/2019 7:54:00 PM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 4:23:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 74,379 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $290.07; LABOR $119.95; TAX $26.03; TOTAL $436.05. | | | | SP TO GENERATE CHECK REQUEST.
2/5/2019 4:27:00 PM	1VWBT7A31FC[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $436.05. | | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 436.05 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A31EC[redacted]
Owner Or Fleet	[redacted]	Vineland, NJ, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/25/2019	Incident Date	N/A
Mileage	52,826		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/25/2019 8:18:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 10:41:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 52,897 MILES; CUSTOMER ONLY PAID $143.04 DEDUCTIBLE DUE TO WARRANTY; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $143.04. | | | SP TO GENERATE CHECK REQUEST.
2/8/2019 10:44:00 AM	1VWBP7A31EC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $143.04. | | | SP GENERATED CHECK.
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 143.04 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A3XDC[redacted]
Owner Or Fleet	[redacted] CENTRAL, SC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/25/2019	Incident Date	N/A
Mileage	106,180		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/25/2019 8:38:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 11:23:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS OIL FILTER HOUSING REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; WECI WARR EXT COVERS CLOCK SPRING; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $290.00; LABOR: $104.00; TAX: $17.40; TOTAL: $411.40 | | | | SP TO GENERATE CHECK REQUEST
2/8/2019 11:25:00 AM	1VWBN7A3XDC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $411.40 | | | | SP GENERATED CHECK REQUEST
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 411.40 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD07AJ9EM[redacted]
Owner Or Fleet	[redacted] Trenton, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	1/25/2019	Incident Date	N/A
Mileage	88,815		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/25/2019 8:40:00 AM	MEDIA ATTACHED IN DOC CENTER
2/7/2019 8:34:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED TWO RO FROM DEALER; POP FOR BOTH VERIFIED IN XTIME; RO #[redacted] SHOWS OIL CHANGE AND PURCHASE OF CLOCK SPRING BUT NO REPAIRS PERFORMED AT THIS TIME; RO #[redacted] SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO #[redacted] IS DATED 12/16/2017; RO #[redacted] IS DATED 12/21/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 05/23/2018; VW TO REIMBURSE CLOCK SPRING PART AND DIAGNOSIS ON RO #[redacted] AND TOTAL ON RO #[redacted] AS GOODWILL; PARTS: $255.00; LABOR: $286.69; TAX: $32.50; TOTAL: $574.19 | | | | SP TO GENERATE CHECK REQUEST
2/7/2019 8:39:00 AM	3VWD07AJ9EM[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $574.19 | | | | SP GENERATED CHECK REQUEST
2/7/2019 8:39:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 574.19 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A36DC[redacted]
Owner Or Fleet	[redacted] Davenport, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/25/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/25/2019 1:10:00 PM	REFERENCE #[redacted] | | | CUSTOMER STATES SENT IN DOCUMENTS FOR REIMBURSEMENT; | | | | CUSTOMER SEEKING STATUS OF REIMBURSEMENT; | | | | CO ADVISED THAT VW GRANTED REIMBURSEMENT; CUSTOMER IS TO RECEIVE $751.27; TO ALLOW 10-14 BUSINESS DAYS; | | | | NO FURTHER ACTION;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV4B7AX6JM[redacted]
Owner Or Fleet	[redacted] East Rutherford, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	1/25/2019	Incident Date	N/A
Mileage	3,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507JF		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/25/2019 1:27:00 PM	CUSTOMER STATES: LEASED IN NOVEMBER 2018;SECOND TIME FOR AIRBAG LIGHT SERVICE; DEALER IN LYNDHURST LOOKED AT VEHICLE DEALER ORDERED PART VW IS PROVIDING RENTAL; THERE IS NO ESTIMATED TIME OF ARRIVAL ON PART (COULD BE MULTIPLE MONTHS); CUSTOMER NEEDS VEHICLE DUE TO WORK, CUSTOMER HAS TO DRIVE TO COMPLETE DIFFERENT PORTIONS OF WORK AND HAS TO BE THERE THROUGH ANY WEATHER CONDITION; RENTAL PROVIDED IS A JETTA AND IT IS NOT PROVIDING THE NEEDS THE CUSTOMER PURCHASED THE VEHICLE FOR; TO COMPLETE WORK CUSTOMER WOULD NEED SOMETHING THAT CAN HANDLE THE WEATHER EASIER; | | | CUSTOMER SEEKS: HELP ON WHEN THE PART WILL BE AVAILABLE; SEE IF THERE COULD BE ANY OTHER RENTAL ACCOMMODATIONS MADE DUE TO WORK CONDITIONS; | | | FACE TO FACE WITH KEITH B: SUPERVISOR ADVISED WOULD AGREE WITH CO DECISION TO ESCALATE TO LOOK INTO ANY POSSIBLE OPTIONS. CO TO RETURN TO CUSTOMER. | | | CO ADVISED: GOING TO ESCALATE TO RCM FOR REVIEW; RCM WILL FOLLOW UP BY EOB 1/28; | |
1/25/2019 1:33:00 PM	SUPERVISOR ADVISED WOULD AGREE WITH CO DECISION TO ESCALATE TO LOOK INTO ANY POSSIBLE OPTIONS. CO TO RETURN TO CUSTOMER.
1/25/2019 1:46:00 PM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | ARTHUR G | | CUSTOMER CARE ADVOCATE | |
1/25/2019 1:48:00 PM	RCM TO FOLLOW UP WITH DEALER; | | VEHICLE IS IN FOR THE SECOND TIME FOR AIRBAG LIGHT; | | DEALER HAS NO ETA ON PART THAT WAS ORDERED AND VW PROVIDED JETTA RENTAL | | CUSTOMER NEEDS A VEHICLE MORE COMPARABLE TO THE TIGUAN DUE TO WORK NEEDS (EXTREME WEATHER CONDITIONS CUSTOMER HAS TO WORK IN) CUSTOMER NEEDS THE VEHICLE FOR SNOW TRAVERSING AND OTHER WEATHER CONDITIONS; | | | RCM TO REVIEW POSSIBLE OPTIONS; RCM TO FOLLOW UP BY EOB 1/28
1/28/2019 1:23:00 PM	NO ETA YET. SOME IN POSSIBLY IN TRANSIT. | | | PART # 5Q0-953-549-D | | DOC # [redacted] | |
1/28/2019 1:28:00 PM	GOOD AFTERNOON, | | | CUSTOMER: [redacted] | | VIN: 3VV4B7AX6JM[redacted] | | MODEL: 2018 | | CONCERN: AIRBAG LIGHT ON; NEEDS AIR BAG CLOCK SPRING WHICH IS ON BACK ORDER WITH NO ETA. CUSTOMER IS SEEKING TO HAVE A LARGER LOANER THAN THE JETTA WHICH THE DEALER HAS TO OFFER. | | | THANKS IN ADVANCE, | |
1/28/2019 2:15:00 PM	RAHLONDA, | | | WE CAN PROVIDE A RENTAL UP TO $35 PER DAY. | | | THANKS, | | MIKE | |
1/28/2019 2:17:00 PM	WILL $35/DAY GET HIM ANYTHING LARGER?
1/28/2019 2:28:00 PM	[redacted] | | | RCM ADVISE: REVIEWING A LARGER LOANER; DUE TO WEATHER VW CUSTOMER CARE CENTER CLOSING WILL FOLLOW UP BY 1/30 | | | CUSTOMER ACCEPTED

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV4B7AX6JM[redacted]
Owner Or Fleet	[redacted] East Rutherford, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	1/25/2019	Incident Date	N/A
Mileage	3,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507JF		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/28/2019 2:33:00 PM	FROM: VW EXPERIENCE | | SENT: MONDAY, JANUARY 28, 2019 2:33 PM | | TO: '[redacted] | | SUBJECT: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | REFERENCE # [redacted] | | DEAR MR. [redacted] | | THANKS FOR YOUR PATIENCE WHILE I WORK ON YOUR CASE. | | TO MAKE THINGS EASIER, I WANTED TO PROVIDE MY DIRECT EXTENSION SO THAT YOU CAN CONTACT ME ANYTIME. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43802. | | IF I AM ASSISTING OTHER CUSTOMERS WHEN YOU CALL, FEEL FREE TO LEAVE A VOICEMAIL. | | YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | I LOOK FORWARD TO SPEAKING WITH YOU SOON! | | SINCERELY, | | | | RAHLONDA S | | REGION CASE MANAGER | |
1/28/2019 2:48:00 PM	FROM: [redacted] | | SENT: MONDAY, JANUARY 28, 2019 2:47 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | I AM NOT SATISFIED AT ALL WITH VOLKSWAGEN. I┬┐M PAYING A GOOD AMOUNT OF MONEY FOR MY TIGUAN TO GET ME TO WORK IN ALL WEATHER CONDITIONS AND NOW I HAVE TO STRUGGLE TO GET THE WORK BECAUSE VOLKSWAGEN CANNOT GET ME A LOANER WITH ALL WHEEL DRIVE. THAT IS UNACCEPTABLE. I AM STARTING TO QUESTION MY DECISION TO GO WITH VOLKSWAGEN | |
1/28/2019 7:59:00 AM	GOOD AFTERNOON. | | CUSTOMER HAS THEIR CAR HERE WITH AIRBAG LIGHT ON. NEEDS A CLOCK SPRING WHICH IS BACK ORDERED. WE ONLY HAVE A JETTA LOANER CAR FOR THEM. THEY WANT SOMETHING ALL WHEEL DRIVE. WILL YOU AUTHORIZE A RENTAL VEHICLE FOR THEM? | | | | THANK YOU FOR YOUR HELP IN THIS MATTER. | | | | MATT KUCZEK | | THREE COUNTY VOLKSWAGEN | | | | RCM REPLIED: NO ETA? | | WHATS THE PART # AND SALES DOC #? | | | | | | RCM TO WAIT DEALER EMAIL | |
1/29/2019 1:15:00 PM	[redacted] | | | | RCM ADVISE: WORKING WITH SERVICE MANAGER; VW ABLE TO OFFER A LARGER LOANER UP TO $65/DAY CUSTOMER CAN WORK WITH DEALER OR OBTAIN ONE INDEPENDENTLY; IF OBTAINED INDEPENDENTLY RCM WOULD BE REIMBURSING CUSTOMER ONCE PART IS RELEASED; NO ESTIMATED TIME OF ARRIVAL ON WHEN PART WILL BECOME AVAILABLE | | | | CUSTOMER ACCEPTED | | | | RCM ADVISE NEXT FOLLOW UP BY COB 2/8 | | | | RCM TO REVIEW FOR PART UPDATE
1/29/2019 10:57:00 AM	GOOD MORNING. | | | | WE CAN DO IT. BUT, I WILL LEAVE THAT UP TO THE CUSTOMER. WHICHEVER HE IS COMFORTABLE WITH. | | | | RCM TO CALL CUSTOMER
1/29/2019 8:25:00 AM	NO. IT WOULD BE $60-65 PER DAY.
1/29/2019 8:29:00 AM	GOOD MORNING, | | | | I SPOKE WITH MY SERVICE MANAGER AND HE IS NOT ABLE TO OBTAIN AN AWD SUV AT THAT RATE. ARE WE ABLE TO PROVIDE $60-65 A DAY? THE CUSTOMER IS ALSO INFORMING HE NEEDS SOMETHING BIGGER FOR WORK. HE IS A 1ST TIME VW OWNER AND NO ETA ON THE PART NEEDED SO ACCORDING TO HIS EMAIL HE IS 2ND GUESSING HIS DECISION TO JOIN THE VW FAMILY. | |
1/29/2019 8:50:00 AM	WE WILL ACCOMMODATE UP TO $65 PER DAY. THANKS.
1/29/2019 8:51:00 AM	GOOD MORNING, | | | | WE CAN ACCOMMODATE UP TO $65/DAY | | ARE YOU ABLE TO GET THE CUSTOMER INTO SOMETHING AND WE PROVIDE AN AUTH# OR SHOULD THE CUSTOMER DO SO ON HIS OWN? | |
2/8/2019 1:20:00 PM	[redacted] | | | | RCM LEFT VOICE MAIL MESSAGE CALLING TO FOLLOW UP ON VEHICLE AFTER REPAIRS; PROVIDED EXTENSION 43802 | | | |
2/8/2019 10:09:00 AM	GOOD MORNING MATT, | | | | ANY UPDATES ON THIS ONE? | | IS HE IN A LARGER VEHICLE? | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV4B7AX6JM[redacted]
Owner Or Fleet	[redacted] East Rutherford, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	1/25/2019	Incident Date	N/A
Mileage	3,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507JF		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/8/2019 10:28:00 AM	GOOD MORNING! | | | CAR IS DONE JAN 31ST. CAN HAS BEEN PICKED UP BY CUSTOMER. HE DID NOT TAKE A LARGER CAR. | | | | RCM TO CALL CUSTOMER TO FOLLOW UP ON VEHICLE AFTER REPAIRS | |
2/12/2019 9:13:00 AM	FROM: VW EXPERIENCE | | SENT: TUESDAY, FEBRUARY 12, 2019 9:13 AM | | TO: [redacted] | | SUBJECT: VOLKSWAGEN CUSTOMER CARE[redacted] | | | REFERENCE # [redacted] | | | | DEAR MR. [redacted] | | THANKS FOR CONTACTING VOLKSWAGEN REGARDING THE CONCERNS WITH YOUR TIGUAN. | | I'VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, AND I REGRET I HAVE NOT BEEN ABLE TO REACH YOU. | | I WANTED TO FOLLOW UP WITH YOU TO ENSURE THE REPAIR PERFORMED BY THREE COUNTY VOLKSWAGEN CORP. HAS RESOLVED YOUR AIRBAG WARNING LIGHT CONCERN. | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO ME. PLEASE DON'T HESITATE TO CONTACT ME AGAIN IF I CAN BE OF FURTHER ASSISTANCE. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS '9' AND DIAL 43802. YOU CAN ALSO EMAIL ME BACK BY REPLYING TO THIS MESSAGE OR BY CHATTING WITH US ON [redacted] | | SINCERELY, | | | | RAHLONDA S | | REGION CASE MANAGER | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A37DC[redacted]
Owner Or Fleet	[redacted] Swanzey, NH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/25/2019	Incident Date	N/A
Mileage	74,957		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/25/2019 1:25:00 PM	REFER TO CASE [redacted] | | | CUSTOMER STATES HE SUBMITTED DOCUMENTS REQUESTING REIMBURSEMENT UNDER THE CLOCK SPRING WARRANTY EXT.; | | | CUSTOMER SEEKING TO KNOW THE STATUS OF CASE; | | | CO ADVISED THAT CUSTOMER WOULD HAVE TO SEND IN POP FOR THE REPAIR COMPLETED ON VEHICLE; CO EMAILED CUSTOMER CASE NUMBER WHICH CUSTOMER CAN RESPOND TO WITH POP; CO ALSO ADVISED WILL FOLLOW UP WITH CUSTOMER WHEN RECEIVED INFORMATION; | | | WAIT FOR CUSTOMER MAIL
1/25/2019 1:26:00 PM	REFERENCE # [redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | CHRISTIAN E | | CUSTOMER CARE ADVOCATE | |
1/28/2019 2:33:00 PM	CO LEFT VOICE MAIL MESSAGE ADVISING THAT VW HAS NOT RECEIVED REQUIRED DOCUMENTS TO REVIEW FOR POSSIBLE REIMBURSEMENT; | | | CO TO FOLLOW UP WITH CUSTOMER;
1/29/2019 10:53:00 AM	CUSTOMER STATES RECEIVED AN EMAIL REGARDING SENDING IN DOCUMENTS; WHEN HIT THE LINK DOESN┬┐T DO ANYTHING OR SHOW ANYTHING WHERE DOCUMENTS SHOULD BE ADDED TO SEND IN TO VW; | | | CUSTOMER SEEKING INSTRUCTIONS ON HOW TO SEND IN DOCUMENTS; | | | CUSTOMER ADVOCATE ADVISED CUSTOMER DOESN┬┐T HAVE TO HIT THE LINK; CUSTOMER WOULD JUST NEED TO HIT REPLY TO THE EMAIL THAT WAS SENT AND ADD DOCUMENTS TO EMAIL; EMAIL WILL CONNECT TO CUSTOMER CASE HERE AT VW; CUSTOMER STATES SENDING IN DOCUMENTS RIGHT NOW; ADVISED CASE WILL BE DOCUMENTED THAT CUSTOMER HAS EMAILED BACK DOCUMENTS FOR CASE; | | | CO TO REVIEW;
1/29/2019 2:10:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 3:36:00 PM	CO LEFT VOICEMAIL MESSAGE ADVISING CUSTOMER VW DID RECEIVE REPAIR ORDER HOWEVER DID RECEIVE POP FOR REPAIR; CO ADVISED CUSTOMER WE WOULD ONLY THE POP TO REVIEW FOR REIMBURSEMENT UNDER THE CLOCK SPRING WARRANTY EXT.; CO PROVIDED CASE NUMBER; | | | WAIT FOR CUSTOMER MAIL;
2/5/2019 11:33:00 AM	CUSTOMER STATES RETURNING CALL ON CASE | | | CUSTOMER SEEKING UPDATE ON CASE | | | CUSTOMER ADVOCATE ADVISED CUSTOMER THAT IF REPAIR WAS PAID FOR IN CASH, CUSTOMER MUST SUBMIT A STATEMENT ON COMPANY LETTERHEAD STATING REPAIR WAS PAID FOR IN CASH. | | | CO TO REVIEW
2/6/2019 11:29:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 11:34:00 AM	CO LEFT VM ADVISING CUSTOMER DOCUMENTS WERE RECEIVED AND VW WILL REVIEW FOR POSSIBLE REIMBURSEMENT; PROCESS CAN TAKE UP TO 60 DAYS; AFTERWARDS CUSTOMER WILL RECEIVE A LETTER OR CHECK VIA CORRESPONDENCE; | | | CO TO ESC TO SP;
2/8/2019 11:36:00 AM	SP TO REVIEW FOR POSSIBLE REIMBURSEMENT UNDER THE CLOCK SPRING WARRANTY EXT.;
2/11/2019 11:16:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; VW TO REIMBURSE CAP AMOUNTS FOR WECY WARR EXT; PARTS: $290.07; LABOR: $248.04; NO TAX IN NH; TOTAL: $538.11 | | | SP TO GENERATE CHECK REQUEST AND CAP REIMBURSEMENT LETTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A37DC[redacted]
Owner Or Fleet	[redacted] Swanzey, NH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/25/2019	Incident Date	N/A
Mileage	74,957		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/11/2019 11:18:00 AM	1VWAP7A37DC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $538.11 | | | | SP GENERATED CHECK REQUEST
2/11/2019 11:20:00 AM	SP MAILED CAP REIMBURSEMENT LETTER
2/13/2019 12:07:00 PM	CUSTOMER STATES RECEIVE CALL FROM VW AND WAS RETURNING CALL. | | | | CUSTOMER SEEKING UPDATE. | | | | CUSTOMER ADVOCATE ADVISED THAT REIMBURSEMENT CHECK WILL BE SENT FOR THE AMOUNT OF $538.11 AND WILL ARRIVE IN 4-6 BUSINESS WEEKS. | | | | CUSTOMER THANKED | | | | NO FURTHER ACTION
2/15/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 538.11 MAILED ON 02/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV0B7AX8JM[redacted]
Owner Or Fleet	[redacted] Portland, ME, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	1/25/2019	Incident Date	N/A
Mileage	7,300		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507GH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/25/2019 1:44:00 PM	CUSTOMER STATES: AIRBAG WARNING LIGHT ON; VEHICLE WAS AT THE DEALER 401404 ABOUT A MONTH AGO FOR RECALL WORK AND DLR SAID THERE WAS NOT AN APPARENT ISSUE WITH AIRBAG AND WOULD ADDRESS AT A LATER TIME; AIRBAG LIGHT COMING ON AND OFF SINCE 10/2018; | | | CUSTOMER SEEKING: WHAT TO DO | | | CO ADVISED: VEHICLE STILL WITHIN WARRANTY; WOULD RECOMMEND GETTING VEHICLE IN FOR DIAGNOSIS; CUSTOMER WILL HAVE TO AUTHORIZE DIAGNOSIS FEE; APPOINTMENT SCHEDULED FOR 1/31 AT 10AM | | | CUSTOMER THANKED | | | NO FURTHER ACTION
1/25/2019 2:04:00 PM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | MATTHEW W | | CUSTOMER CARE ADVOCATE | |
1/25/2019 2:06:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / WARNING LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX1EW[redacted]
Owner Or Fleet	[redacted]		SAINT LOUIS, MO,[redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	1/25/2019	Incident Date	N/A
Mileage	23,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/25/2019 5:06:00 PM	CUSTOMER STATES: AIRBAG LIGHT IS ON AND THERE IS A CLICKING A NOISE WHEN THE STEERING WHEELS TURNING; KNOWS ABOUT RECALLS FOR THE AIRBAG; TOOK VEHICLE TO LOCAL MECHANIC AND WAS ADVISED IT HAD TO DO WITH THE AIRBAG | | | CUSTOMER SEEKING: IS THERE A RECALL FOR THE AIRBAG | | | CO ADVISED: NO OPEN RECALLS ON VEHICLE; ALL RECALLS ARE VIN SPECIFIC; IF IN THE FUTURE STEERING WHEEL CONTROLS NOT WORKING PROPERLY AND AN AIRBAG LIGHT THAT STAYS ON. BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER THIS WARRANTY EXTENSION. A RESULT IN THE LOSS OF ELECTRICAL CONNECTION TO THE DRIVER'S FRONTAL AIRBAG WILL PREVENT THE AIRBAG FROM DEPLOYING IN THE EVENT OF A VEHICLE CRASH; EXAMPLE OF THE STEERING WHEEL CONTROL MEANING THE HORN OR CRUISE CONTROL; CO ADVISED WOULD RECOMMEND CUSTOMER CALLING DEALER AS THEY ARE THE TRAINED TECHNICIANS TO VERIFY IF THE VEHICLE SHOULD BE TAKEN IN; UNDERSTANDS IT┬┐S A SAFETY CONCERN BUT CUSTOMER WILL HAVE TO AUTHORIZE THE DIAGNOSIS AND IF IT┬┐S NO RELATED TO THE AIRBAG CLOCK SPRING THEN THE DIAGNOSIS WILL BE AT THE CUSTOMERS EXPENSE; CAN EMAIL CUSTOMER STATING VEHICLE IS STILL WITHIN THE CLOCK SPRING WARRANTY EXT; | | | CO TO ASSIGN TO TEAM 5 FOX
1/25/2019 5:25:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON ;
1/25/2019 5:26:00 PM	CATEGORY SELECTION : STEERING / NOISE / STEERING WHEEL MAKES CLICKING NOISE ;
1/25/2019 5:26:00 PM	TEAM 5 FOX TO EMAIL CUSTOMER THAT VEHICLE IS STILL WITHIN THE AIRBAG CLOCK SPRING WARRANTY EXT THAT IS FOR 10YRS/ 120K MILES WOF; ADVISED IF IN THE FUTURE STEERING WHEEL CONTROLS NOT WORKING PROPERLY AND AN AIRBAG LIGHT STAYS ON. BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE | | COVERED UNDER THIS WARRANTY EXTENSION.
1/29/2019 1:51:00 PM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.
1/29/2019 1:52:00 PM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX1BW[redacted]
Owner Or Fleet	[redacted] PITTSFIELD, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/25/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/25/2019 5:27:00 PM	REFERENCE CASE#[redacted] | | | CUSTOMER STATES: WOULD LIKE TO FIND OUT ABOUT REIMBURSEMENT REGARDING RECALL. MILEAGE UNKNOWN. | | | CUSTOMER SEEKING: UPDATE ON CASE | | | CO ADVISED: CHECK WAS MAILED OUT ON 1/23/2019. CUSTOMER WILL RECEIVE CHECK IN 7-10 DAYS. | | | NO FURTHER ACTION.
1/29/2019 8:27:00 AM	CUSTOMER CALLED; WHAT IS STATUS OF CHECK? | | | CUSTOMER ADVOCATE ADVISED: CHECK WAS MAILED OUT ON 1/23/2019. CUSTOMER WILL RECEIVE CHECK IN 7-10 DAYS. | | | CUSTOMER ACCEPTED. | | | CUSTOMER ADVOCATE TO CLOSE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX1EW[redacted]
Owner Or Fleet	[redacted] Bourne, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	1/25/2019	Incident Date	N/A
Mileage	36,911		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/25/2019 7:23:00 PM	MEDIA ATTACHED IN DOC CENTER
1/29/2019 11:29:00 AM	SEE PREVIOUS CASE; CUSTOMER SUBMITTED REQUESTED PART NUMBER FOR CLOCK SPRING INSTALLED IN VEHICLE; PART PURCHASED BY INDEPENDENT FROM TRACY VW | | | CO TO EMAIL CUSTOMER AND ESCALATE TO SP MLYNARA PER REVIEW
1/29/2019 11:34:00 AM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | THANK YOU FOR SENDING IN ADDITIONAL INFORMATION REGARDING YOUR REIMBURSEMENT REQUEST. I HOPE THIS EMAIL FINDS YOU WELL. | | | TO COMPLETE THE REVIEW OF YOUR DOCUMENTATION, I HAVE FORWARDED YOUR CASE TO OUR CAMPAIGN TEAM. YOU SHOULD RECEIVE THEIR DETERMINATION BY MAIL WITHIN 3 TO 4 WEEKS. | | | WE APPRECIATE YOUR PATIENCE AND FOR BEING A MEMBER OF OUR VW FAMILY. I HOPE YOU ARE ENJOYING YOUR TIGUAN. PLEASE DON┬┐T HESITATE TO LET US KNOW IF YOU HAVE ANY OTHER QUESTIONS. | | | SINCERELY, | | | | | | | SARAH S. | | CUSTOMER CARE ADVOCATE | | | | | | | CO TO ESCALATE TO SP
1/29/2019 11:35:00 AM	SEE PREVIOUS CASE; CUSTOMER SUBMITTED REQUESTED PART NUMBER FOR CLOCK SPRING INSTALLED IN VEHICLE; PART PURCHASED BY INDEPENDENT FROM TRACY VW; SP TO REVIEW REIMBURSEMENT REQUEST
2/6/2019 2:20:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY FROM INDEP; INDEP PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE PARTS $290.07; VW TO REIMBURSE LABOR $104.77; TAX $18.35; VW TO REIMBURSE TOTAL: $413.19. | | | SP TO GENERATE CHECK REQUEST.
2/6/2019 2:23:00 PM	WVGAV3AX1EW[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $413.19. | | | GENERATED CHECK REQUEST.
2/6/2019 2:25:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER
2/13/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 413.19 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX9CW[redacted]
Owner Or Fleet	[redacted] Kyle, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/28/2019	Incident Date	N/A
Mileage	92,780		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/28/2019 9:58:00 AM	MEDIA ATTACHED IN DOC CENTER
2/7/2019 2:07:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 92,780 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $556.52. | | | | SP TO GENERATE CHECK REQUEST.
2/7/2019 2:09:00 PM	WVGAV7AX9CW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $556.52. | | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 556.52 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX4BW[redacted]
Owner Or Fleet	[redacted] Poway, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/28/2019	Incident Date	N/A
Mileage	81,565		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/28/2019 10:38:00 AM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 2:52:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED TWO RO AND POP FROM DEALER; RO #[redacted]SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO #[redacted]SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO #[redacted]IS DATED 3/27/2015; RO #[redacted]S DATED 8/7/2017; THE FIRST VALID OUT OF POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTALS ON BOTH RO AS GOODWILL; TOTAL: $1378.39 | | | | SP TO GENERATE CHECK REQUEST
2/5/2019 2:56:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/5/2019 2:57:00 PM	WVGAV7AX4BW[redacted]VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $1378.39 | | | | SP GENERATED CHECK REQUEST
2/13/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 1378.39 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW817AU7FM[redacted]
Owner Or Fleet	[redacted], East Aurora, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	1/28/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/28/2019 11:05:00 AM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 4:05:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WE CLOCK SPRING; CUSTOMER WAS MISSING PART NUMBER; REPAIR ORDER AND POP
1/31/2019 4:17:00 PM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | THANK YOU FOR THE ADDITIONAL INFORMATION. I NOW HAVE EVERYTHING WE NEED TO RE-REVIEW YOUR REIMBURSEMENT REQUEST. | | | I WILL FORWARD YOUR DOCUMENTS TO THE CORRECT DEPARTMENT AND THE REVIEW WILL BEGIN. YOU SHOULD RECEIVE A NOTIFICATION BY MAIL WITHIN THE NEXT 3-4 WEEKS FROM TODAY┬┐S DATE, JANUARY 31ST, 2019. WE GREATLY APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. | | | AT THE END OF OUR REVIEW, YOU WILL EITHER RECEIVE A CHECK IN THE MAIL, OR A DENIAL LETTER AS TO WHY THE CLAIM WAS DENIED. | | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | |
1/31/2019 4:18:00 PM	HELLO ASHLEY, | | | PLEASE RE-REVIEW DOCUMENTS IN THE DOC CENTER FOR REIMBURSEMENT REVIEW UND WE CLOCKSPRING; CO ADVISED 3-4 WEEKS; | | | NOTE: CUSTOMER SENT IN THE SAME DOCUMENTS; CUSTOMER WAS MISSING PART NUMBER; CUSTOMER HAS MORE THAN HALF OF THE PART NUMBER; SARAH LOOKED AND THINKS CUSTOMER HAD THIS PART 5Q0953569A ┬┐ CLOCK SPRING ┬┐ 1 - $256.50 INSTALLED | | | THANK YOU | |
2/1/2019 10:42:00 AM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; PROVIDED REQUESTED PART NUMBER; INDEP PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE MAX PARTS $290.07; VW TO REIMBURSE LABOR $196.88; TAX $44.16; VW TO REIMBURSE TOTAL: $531.11. | | | SP TO GENERATE CHECK REQUEST.
2/1/2019 10:43:00 AM	3VW817AU7FM[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $531.11. | | | GENERATED CHECK REQUEST.
2/1/2019 10:47:00 AM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
2/8/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 531.11 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A33CC[redacted]
Owner Or Fleet	[redacted] Southbury, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/28/2019	Incident Date	N/A
Mileage	84,627		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/28/2019 11:24:00 AM	MEDIA ATTACHED IN DOC CENTER
2/4/2019 9:26:00 AM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 3:17:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS BULB REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; WECI WARR EXT COVERS CLOCK SPRING; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS: $296.74; LABOR: $370.50; TAX: $42.36; TOTAL: $709.60 | | | SP TO GENERATE CHECK REQUEST
2/5/2019 3:19:00 PM	1VWBP7A33CC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $709.60 | | | SP GENERATED CHECK REQUEST
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 709.60 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A39EC[redacted]
Owner Or Fleet	[redacted] South El Monte, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/28/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/28/2019 11:30:00 AM	MEDIA ATTACHED IN DOC CENTER
2/7/2019 9:23:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 29,385 MILES; REPAIR ORDER DATE IS 08/28/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $321.97; LABOR $260.00; TAX $29.78; TOTAL $611.75. | | | SP TO GENERATE CHECK REQUEST.
2/7/2019 9:27:00 AM	1VWBP7A39EC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $611.75. | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 611.75 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX5GW[redacted]
Owner Or Fleet	[redacted] New Windsor, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	1/28/2019	Incident Date	N/A
Mileage	63,714		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/28/2019 11:49:00 AM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 3:28:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS OIL CHANGE AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 5/9/2018; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CLOCK SPRING AS GOODWILL; PARTS: $322.73; LABOR: $246.47; TAX: $22.76; TOTAL: $591.96 | | | | SP TO GENERATE CHECK REQUEST
2/5/2019 3:30:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/5/2019 3:30:00 PM	WVGAV7AX5GW[redacted]VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $591.96 | | | | SP GENERATED CHECK REQUEST
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 591.96 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4A7AJ8CM[redacted]
Owner Or Fleet	[redacted] unknown, unknown, UN, 000000, ?		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	1/28/2019	Incident Date	N/A
Mileage	77,658		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/28/2019 12:33:00 PM	G20190128012 | | | CUSTOMER COMPLAINT: CUSTOMER STATES AIRBAG LIGHT IS ON | | CAUSE / REPAIR PERFORMED: VEH HAD HAS CODE B200009. VTA2432243. NEED ALARM K | | IT AND AIRBAG CONTROL UNIT REPLACED. PER TECH BULL | | ETIN[redacted] | | CLAIM REASON: COMPONENT WEAR & TEAR | | GOODWILL JUSTIFICATION | | PLEASE CONFIRM THAT YOU AGREE WITH THE FOLLOWING STATEMENTS: | | | REPAIR IS NOT COVERED BY A PURCHASED EXTENDED SERVICE CONTRACT? AGREED | | REQUEST IS NOT THE RESULT OF A DENIED WARRANTY CLAIM? AGREED | | ARE THERE PREVIOUS RELATED REPAIRS? NO | | HAS THE CUSTOMER HAD A GOOD OVERALL OWNERSHIP EXPERIENCE? YES | | IS THE CUSTOMER NEW TO VW? NO | | IS THIS A REPEAT VW PURCHASER ? UNKNOWN | | IS THE CUSTOMER LOYAL TO YOUR DEALER? YES | | HAS THE VEHICLE BEEN PROPERLY MAINTAINED? YES | | IS THE VEHICLE IN GOOD OVERALL CONDITION? YES | | IS THE CUSTOMER THE ORIGINAL OWNER? YES | | PLEASE PROVIDE A DETAILED EXPLANATION FOR OFFERING A GOODWILL EXCEPTION FOR THIS CUSTOMER: | | AIR BAG CONTROL MODULE WAS REPLACE ON RO#[redacted]ON | | 09/14/2018. GOOD CUSTOMER. | | | LABOR: $136.89 | | PARTS: $639.97
1/28/2019 12:34:00 PM	REQUESTED DEALER CONTRIBUTION TOWARDS REPAIR DUE TO SHOP COMEBACKS AND MISSING REPAIR PROCEDURE OUTLINED IN TSB 2035369. | | | DEALER AGREES TO 50/50 VW/DLR SPLIT WITH VW.
1/28/2019 12:35:00 PM	WISE TRACKING NUMBER PROVIDED FOR 50% PARTS AND LABOR AT WARRANTY RATES WITH DEALER CONTRIBUTION TOWARDS REMAINING 50%. THANK YOU FOR YOUR CONTRIBUTION. | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A36DC[redacted]
Owner Or Fleet	[redacted] Mullica Hill, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/28/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/28/2019 1:58:00 PM	MEDIA ATTACHED IN DOC CENTER
1/28/2019 2:08:00 PM	ASSIGNED FOR HANDLING.
2/6/2019 1:33:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 60,180 MILES; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $545.86. | | | SP TO GENERATE CHECK REQUEST
2/6/2019 1:39:00 PM	1VWCN7A36DC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $545.86. | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 545.86 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A36CC[redacted]
Owner Or Fleet	[redacted] Westerly, RI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/29/2019	Incident Date	N/A
Mileage	41,769		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 8:44:00 AM	REFER TO [redacted] CUSTOMER STATES RECEIVED LETTER ABOUT WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING, STATES YEAR AND 1/2 AGO VW DID REIMBURSE HER UNDER GOODWILL FOR THE CLOCK SPRING SHE PAID FOR AT CENTRAL VW 408082, BUT SINCE RECEIVING THE LETTER SHE NOTICED SHE WAS NOT REIMBURSED PROPERLY. CO REVIEWED INVOICE IN DOC CENTER IN CASE [redacted] ADVISED SHE CAN SEE SHE HAD OIL AND FILTER CHANGE AS WELL, AND THIS IS NOT SOMETHING VW WOULD REIMBURSE FOR, THE ONLY PART INVOLVED IN WARRANTY EXTENSION IS THE CLOCKSPRING. (CUSTOMER DID NOT KNOW CURRENT MILEAGE) | | | | CUSTOMER STATES SHE WAS REIMBURSED FOR PART ONLY, NOT LABOR AND THIS IS WHAT SHE IS SEEKING | | | | CO ADVISED SHE WILL ESCALATE FOR FURTHER REVIEW AND CONTACT HER ONCE DECISION IS MADE NO LATER THAN COB MONDAY, THE 4TH OF FEBRUARY. CO TO REVIEW.
2/6/2019 3:53:00 PM	REFER TO [redacted] CUSTOMER WAS REIMBURSED 50% FOR CLOCK SPRING UNDER GOODWILL, WARRANTY EXTENSION WAS NOT IN EFFECT AT THAT TIME, NOW IS REQUESTING TO BE REIMBURSED REMAINING AMOUNT. (SEE DOC CENTER IN CASE [redacted]) SP TO REVIEW
2/7/2019 1:44:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS OIL CHANGE AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; CUSTOMER WAS PREVIOUSLY REIMBURSED FOR $324.47 (50% OF REPAIR) AS GOODWILL; VW TO REIMBURSE THE REMAINING AMOUNT FOR CLOCK SPRING ONLY AS GOODWILL; REMAINING REPAIR COST: $324.46; TAX: $20.60; TOTAL: $345.06 | | | | SP TO GENERATE CHECK REQUEST
2/7/2019 1:52:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/7/2019 1:52:00 PM	1VWBP7A36CC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $345.06 | | | | SP GENERATED CHECK REQUEST
2/12/2019 1:17:00 PM	CUSTOMER STATES: CUSTOMER WANTED AN UPDATE ON THE CASE | | | | CUSTOMER SEEKING: UPDATE ON CASE FOR REIMBURSEMENT | | | | CO ADVISED: CO CONFIRMED CUSTOMER WAS PREVIOUSLY REIMBURSED FOR $324.47 (50% OF REPAIR) AS GOODWILL; VW TO REIMBURSE THE REMAINING AMOUNT FOR CLOCK SPRING ONLY AS GOODWILL; REMAINING REPAIR COST: $324.46; TAX: $20.60; TOTAL: $345.06; RIGHT NOW THE CHECK IS GENERATING TO BE SENT OUT VIA MAIL; CUSTOMER THANKED
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 345.06 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJM7AN3AE[redacted]
Owner Or Fleet	[redacted] Virginia Beach, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	1/29/2019	Incident Date	N/A
Mileage	77,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 9:09:00 AM	CUSTOMER STATES RECEIVED RECALL CAMPAIGN REMINDER FOR 69M9 TAKATA | | | CO ADVISED NO OPEN RECALLS; HAVE BEEN COMPLETED; WARRANTY EXT FOR AIRBAG CLOCK SPRING UNTIL 5/2025; MAY CAUSE AIRBAG LIGHT TO COME AND CONTROLS ON STEERING WHEEL NOT TO WORK | | | CUSTOMER STATES AIRBAG ERROR MESSAGE | | | CO ADVISED CAN GO TO DEALER FOR DIAGNOSIS; IF RELATED TO AIRBAG CLOCK SPRING WILL BE COVERED; IF NOT CUSTOMER WILL HAVE TO PAY; OFFERED TO SCHEDULE APPOINTMENT | | | CO CALLED DEALER 409412; SCHEDULED APPOINTMENT FOR 2/6 AT 9AM; CUSTOMER WILL WAIT FOR VEHICLE; DEALER ADVISED UNSURE HOW LONG DIAGNOSIS MAY TAKE; COULD BE 2 HOURS | | | CO ADVISED CUSTOMER OF APPOINTMENT; DEALER UNSURE HOW LONG DIAGNOSIS MAY TAKE; COULD BE 2 HOURS | | | CUSTOMER REQUESTED EMAIL WITH APPOINTMENT | | | CO TO EMAIL
1/29/2019 9:22:00 AM	FROM: VW EXPERIENCE | | SENT: TUESDAY, JANUARY 29, 2019 9:22 AM | | TO: "[redacted] | | SUBJECT: VOLKSWAGEN CUSTOMER CARE [redacted] | | | REFERENCE #[redacted] | | DEAR MR. [redacted] | | THANKS FOR TAKING THE TIME TO SPEAK WITH ME. | | I SCHEDULED AN APPOINTMENT WITH CHECKERED FLAG VOLKSWAGEN AND CONFIRMED YOUR APPOINTMENT DATE IS WEDNESDAY, FEBRUARY 6TH AT 9:00AM. IF YOU NEED TO CHANGE THIS APPOINTMENT, PLEASE CALL THE DEALERSHIP DIRECTLY AT (757) 490-1111. FOR YOUR REFERENCE I HAVE LISTED THEIR MAILING ADDRESS BELOW: | | CHECKERED FLAG VOLKSWAGEN | | 3025 VIRGINIA BEACH BLVD | | VIRGINIA BEACH, VA 23452 | | IF I CAN BE OF FUTURE ASSISTANCE, DON'T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | ANE T | | CUSTOMER CARE ADVOCATE | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A33FC[redacted]
Owner Or Fleet	[redacted] Granite City, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/29/2019	Incident Date	N/A
Mileage	50,178		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 10:28:00 AM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 1:04:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $566.50. | | | | SP TO GENERATE CHECK REQUEST.
2/1/2019 1:05:00 PM	1VWAS7A33FC[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $566.50. | | | | GENERATED CHECK REQUEST.
2/1/2019 10:44:00 AM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | THANK YOU FOR SENDING IN ADDITIONAL INFORMATION REGARDING YOUR REIMBURSEMENT REQUEST. MY NAME IS SARAH AND I┬┐M FOLLOWING UP WITH YOU ON MERCEDEZ┬┐S BEHALF. | | | | TO COMPLETE THE REVIEW OF YOUR DOCUMENTATION, I HAVE FORWARDED OUR CASE TO THE VW CUSTOMER CARE CAMPAIGN TEAM. YOU SHOULD RECEIVE THEIR DETERMINATION BY MAIL WITHIN 3 TO 4 WEEKS. | | | | WE APPRECIATE YOUR PATIENCE AND THANK YOU FOR BEING A MEMBER OF OUR VW FAMILY. I HOPE YOU ARE ENJOYING YOUR PASSAT. PLEASE DON┬┐T HESITATE TO LET US KNOW IF YOU HAVE ANY OTHER QUESTIONS. | | | | SINCERELY, | | | | | | | | SARAH S. | | CUSTOMER CARE ADVOCATE | | | | | | | | CO TO ESCALATE TO SP
2/1/2019 10:45:00 AM	SEE PREVIOUS CASE; CUSTOMER SUBMITTED REQUESTED RO; SP TO REVIEW REIMBURSEMENT REQUEST
2/1/2019 6:56:00 AM	FROM:[redacted] | | SENT: MONDAY, JANUARY 28, 2019 4:48 PM | | TO: VWOA CUSTOMER CARE | | SUBJECT: RE: 2015 VOLKSWAGEN PASSAT, CASE:[redacted] VIN: 1VWAS7A33FC[redacted] | HELLO[redacted] | PLEASE FIND DETAILED RECEIPT ATTACHED PER YOUR REQUEST. | | THANK YOU SO MUCH. | | CINDY | | | | CUSTOMER SUBMITTED REQUESTED RO; MATCHES POP PREVIOUSLY SUBMITTED; CO TO ESCALATE TO SP MLYNARA PER REVIEW
2/1/2019 7:03:00 AM	MEDIA ATTACHED IN DOC CENTER | | PREVIOUS CASE DOCUMENTS
2/8/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 566.50 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A39CC[redacted]
Owner Or Fleet	[redacted] Owasso, OK, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/29/2019	Incident Date	N/A
Mileage	59,063		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 10:32:00 AM	MEDIA ATTACHED IN DOC CENTER
2/7/2019 1:56:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 2/24/2014; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $562.01 | | | SP TO GENERATE CHECK REQUEST
2/7/2019 1:57:00 PM	1VWBN7A39CC[redacted]VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $562.01 | | | SP GENERATED CHECK REQUEST
2/7/2019 1:57:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/13/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 562.01 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AXXFW[redacted]
Owner Or Fleet	[redacted] Acworth, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	1/29/2019	Incident Date	N/A
Mileage	59,844		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 10:40:00 AM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 10:34:00 AM	SEE PREVIOUS CASE; CUSTOMER SUBMITTED REQUEST PART NUMBER INFORMATION FOR CLOCK SPRING REIMBURSEMENT REQUEST; PART NUMBER ON RO DOES NOT MATCH CLOCK SPRING PART NUMBER FOR VEHICLE; CO REVIEWED WITH SP MLYNARA, WHO ADVISED TO ESCALATE TO HER FOR FURTHER REVIEW | | | CO TO EMAIL CUSTOMER AND ESCALATE TO SP
2/1/2019 10:41:00 AM	SEE PREVIOUS CASE; CUSTOMER SUBMITTED REQUEST PART NUMBER INFORMATION FOR CLOCK SPRING REIMBURSEMENT REQUEST; NOTE: PART NUMBER ON RO DOES NOT MATCH CLOCK SPRING PART NUMBER FOR VEHICLE; SP TO REVIEW REIMBURSEMENT REQUEST
2/1/2019 10:41:00 AM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | THANK YOU FOR SENDING IN ADDITIONAL INFORMATION REGARDING YOUR REIMBURSEMENT REQUEST. MY NAME IS SARAH AND I'M FOLLOWING UP WITH YOU ON MERCEDEZ'S BEHALF. | | | TO COMPLETE THE REVIEW OF YOUR DOCUMENTATION, I HAVE FORWARDED OUR CASE TO THE VW CUSTOMER CARE CAMPAIGN TEAM. YOU SHOULD RECEIVE THEIR DETERMINATION BY MAIL WITHIN 3 TO 4 WEEKS. | | | WE APPRECIATE YOUR PATIENCE AND THANK YOU FOR BEING A MEMBER OF OUR VW FAMILY. I HOPE YOU ARE ENJOYING YOUR TIGUAN. PLEASE DON'T HESITATE TO LET US KNOW IF YOU HAVE ANY OTHER QUESTIONS. | | | SINCERELY, | | | | | | | SARAH S. | | CUSTOMER CARE ADVOCATE | | | | | | | | CO TO ESCALATE TO SP
2/1/2019 4:07:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED ADDITIONAL REQUIRED INFORMATION; INDEP PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE MAX PARTS $290.07; VW TO REIMBURSE LABOR $130.00; TAX $20.20; VW TO REIMBURSE TOTAL: $440.27. | | | SP TO GENERATE CHECK REQUEST.
2/1/2019 4:09:00 PM	WVGAV7AXXFW[redacted]VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $440.27. | | | GENERATED CHECK REQUEST.
2/1/2019 4:12:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
2/8/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 440.27 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRL7AJ1AM[redacted]
Owner Or Fleet	[redacted] Decatur, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	1/29/2019	Incident Date	N/A
Mileage	92,218		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 10:46:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 1:09:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS LOW BEAM HEADLIGHT REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 3/31/2016; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CAP AMOUNTS FOR CLOCK SPRING ONLY AS GOODWILL; PARTS: $207.77; LABOR: $234.95; TAX: $11.01; TOTAL: $453.73 | | | | SP TO GENERATE CHECK REQUEST AND CAP REIMBURSEMENT LETTER
2/8/2019 1:12:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/8/2019 1:13:00 PM	3VWRL7AJ1AM[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $453.73 | | | | SP GENERATED CHECK REQUEST
2/8/2019 1:15:00 PM	SP MAILED CAP REIMBURSEMENT LETTER
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 453.73 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4A7AJ8CM[redacted]
Owner Or Fleet	[redacted] Merced, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	1/29/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 10:46:00 AM	REFERENCE CASE #[redacted] | | | CUSTOMER STATES SENT IN DOCUMENTS FOR REIMBURSEMENT REGARDING AIRBAG CLOCK SPRING; RECEIVED A NOTICE STATING THAT REPAIR WASN┬┐T RELATED TO WARRANTY EXT. DON┬┐T KNOW IF REPAIR ORDER WAS REVIEWED COMPLETELY AS ITEM 2 ON REPAIR ORDER IS THE REPAIR FOR AIRBAG CLOCK SPRING; | | | CUSTOMER SEEKING MORE INFORMATION REGARDING DENIAL LETTER; | | | CO ADVISED THAT LETTER WAS SENT JUST INFORMING THAT OTHER REPAIRS WEREN┬┐T RELATED TO WARRANTY EXT. AND VW WOULD NOT BE ABLE TO REIMBURSE FOR THOSE REPAIRS; CUSTOMER IS BEING REIMBURSED $407.06 REGARDING AIRBAG CLOCK SPRING THAT WAS REPLACED; | | | NO FURTHER ACTION;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX5DW[redacted]
Owner Or Fleet	[redacted] Dallas, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/29/2019	Incident Date	N/A
Mileage	63,923		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 11:04:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 1:20:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO FROM DEALER; RO SHOWS 60K MILE SERVICE PERFORMED, REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME AND VACUUM PUMP, BREATHER VALVE AND TIMING COVER REPLACED; RO STATES EXTENDED WARRANTY COMPANY PAID $1065.18 AND CUSTOMER TO PAY $100.00 DEDUCTIBLE AND REAMING BALANCE ON REPAIRS; RO SHOWS THAT TOTAL TO BE $1256.64; XTIME SHOWS CUSTOMER PAY IS $2321.82; VW UNABLE TO REIMBURSE UNTIL POP WITH TOTAL AMOUNT PAID MATCHING THE TOTAL COST ON THE RO | | | | SP TO GENERATE INSUFFICIENT DOCUMENTS LETTER
2/8/2019 1:23:00 PM	SP MAILED INSUFFICIENT DOCUMENTS LETTER
2/15/2019 4:57:00 PM	MEDIA ATTACHED IN DOC CENTER
2/19/2019 9:18:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $600.95 TAX:$18.12 TOTAL: $679.08 | | | | SP TO GENERATE CHECK REQUEST | | | |
2/19/2019 9:24:00 AM	WVGAV3AX5DW[redacted]VW TO REIMBURSE UNDER WECI WARR.EXT; TOTAL: $679.08 | | | | SP GENERATED CHECK REQUEST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A38EC[redacted]
Owner Or Fleet	[redacted], WILLIAMSTON, SC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/29/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 11:29:00 AM	MEDIA ATTACHED IN DOC CENTER
2/7/2019 2:11:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 7/21/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $640.68 | | | SP TO GENERATE CHECK REQUEST
2/7/2019 2:12:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/7/2019 2:12:00 PM	1VWAT7A38EC[redacted]/W TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $640.68 | | | SP GENERATED CHECK REQUEST
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 640.68 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH3BV[redacted]
Owner Or Fleet	[redacted] Troy, AL, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2011		
Report Date	1/29/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 11:38:00 AM	MEDIA ATTACHED IN DOC CENTER
2/6/2019 2:07:00 PM	CUSTOMER SEEKING REIMBURSMENT UNDER WECY: SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID: $428.67 TAX: $11.60 TOTAL:$440.27 | | | | SP TO GENERATE CHECK REQUEST
2/6/2019 2:09:00 PM	WVWBW7AH3BV[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $440.27 | | | | SP GNERATED CHECK REQUEST
2/6/2019 2:09:00 PM	GW - PROVIDED- FIRST OUT OF POCKET DATE
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 440.27 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRX7AJ9AM[redacted]
Owner Or Fleet	[redacted] NORTH RICHLAND HILLS, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	1/29/2019	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 11:47:00 AM	MEDIA ATTACHED IN DOC CENTER
2/6/2019 1:34:00 PM	CUTSOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS RPELACMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID :$753.41 TAX: $17.83 TOTAL: $771.24 | | | | SP TO GENERATE CHECK REQUEST
2/6/2019 1:41:00 PM	GW - PROVIDED- FIRST OUT OF POCKET DATE
2/6/2019 1:42:00 PM	3VWRX7AJ9AM[redacted]VW TO REIMBURSE UNDER WECY WARR.EXT.AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $771.24 | | | | SP GENERATED CHECK REQUEST
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 771.24 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A30DC[redacted]
Owner Or Fleet	[redacted] Wellington, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/29/2019	Incident Date	N/A
Mileage	37,847		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 12:49:00 PM	CUSTOMER CALLINGA ABOUT LETTER RECEIVED FOR WARRANTY EXTENSION THAT SHE PAID FOR AT ABOUT 28,000 MILES AT TOM BUSH VW 405072. | | | CO ADVISED SHE CAN SEND THE RO AND POP FOR REIMBURSEMENT REVIEW, PROVIDED CASE NUMBER AND EMAIL ADDRESS. NO FURTHER ACTION PENDING MAIL. NOTE: CUSTOMER DID NOT KNOW MILEAGE AS DAUGHTER DRIVES VEHICLE)
2/18/2019 5:30:00 PM	MEDIA ATTACHED IN DOC CENTER
2/19/2019 10:25:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 37,847 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $626.17. | | | SP TO GENERATE CHECK REQUEST.
2/19/2019 10:27:00 AM	1VWAP7A30DC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $626.17. | | | SP GENERATED CHECK REQUEST.
2/19/2019 7:50:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER THE WECI-MY WARRANTY EXTENSION. SP TO REVIEW
2/23/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 626.17 MAILED ON 02/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A35CC[redacted]
Owner Or Fleet	[redacted] Crowley, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/29/2019	Incident Date	N/A
Mileage	139,491		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 12:59:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 2:20:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RECEIPT FOR PURCHASE OF CLOCK SPRING AND RO FROM DEALER; POP FOR RO WAS VERIFIED IN XTIME; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE; PARTS: $191.44; LABOR: $173.37; CUSTOMER WAS NOT CHARGED FOR TAX ON PART; TOTAL: $364.81 | | | SP TO GENERATE CHECK REQUEST
2/8/2019 2:24:00 PM	1VWAH7A35CC[redacted] VW TO REIMBURSE WECI WARR EXR; TOTAL: $364.81 | | | SP GENERATED CHECK REQUEST
2/13/2019 12:00:00 PM	| | | FROM: [redacted] | SENT: WEDNESDAY, FEBRUARY 13, 2019 11:24 AM | TO: REIMBURSEMENT REQUEST <REIMBURSEMENT.REQUEST@VW.COM> | SUBJECT: CLOCKSPRING REPAIR QUESTION | | | GOOD MORNING, | I AM NEEDING TO CONFIRM RECEIPT FOR MY APPLICATION FOR THE CLOCKSPRING REPAIR REIMBURSEMENT. MY VEHICLE IS REGISTERED UNDER [redacted] CROWLEY, TX[redacted] MY VIN IS 1VWAH7A35CC[redacted] PLEASE LET ME KNOW IF ANY FURTHER INFORMATION IS NEEDED. | SINCERELY, | [redacted] |
2/14/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 364.81 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A35EC[redacted]
Owner Or Fleet	[redacted] Halifax, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/29/2019	Incident Date	N/A
Mileage	101,817		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 1:03:00 PM	MEDIA ATTACHED IN DOC CENTER
2/7/2019 10:29:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 101,817 MILES; CUSTOMER STATED IN LETTER THAT SHE PAID FOR LABOR BUT DUE TO A NEW SYSTEM UPDATE AT THE DEALER THEY WERE UNABLE TO PRINT THE LABOR PORTION OF HER REPAIRS; ALSO NEED POP TO VERIFY AMOUNT PAID; VW UNABLE TO REIMBURSE; | | | | SP TO SEND INSUFFICIENT DOCUMENTATION LETTER.
2/7/2019 10:33:00 AM	SP SENT INSUFFICIENT DOCUMENTATION LETTER.
2/12/2019 3:20:00 PM	CUSTOMER STATES: REMBURSMENT FOR CLOCK SPRING; SPOKE WITH DEALER TO SEE ABOUT INVOICE FOR PAYMENT MADE; | | | | FACE TO FACE; SP ASHLEY ADVISED WILL LOOK INTO IT AND WILL REACH OUT TO CUSTOMER. | | | | CUSTOMER ADVOCATE ADVISED; SPOKE WITH THE TEAM THAT HANDLES THE REVIEWS AND EXPECTS TO HEAR SOMETHING IN THE MAIL 10-14 BUSINESS DAYS. | | | | CUSTOMER ADVOCATE HAS NO ACTIONS.
2/12/2019 3:24:00 PM	SP REVIEWED DOCUMENTS; SP RE-REVIEWED DOCS; VW UNABLE TO REIMBURSE LABOR AS IT IS NOT LISTED ON RO AND DLR IS UNABLE TO PROVIDE RO WITH LABOR; VW TO REIMBURSE PARTS ONLY; VW TO REIMBURSE TOTAL: $208.85. | | | | SP TO GENERATE CHECK REQUEST.
2/12/2019 3:50:00 PM	1VWBN7A35EC[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $208.85. | | | | GENERATED CHECK REQUEST.
2/14/2019 5:33:00 PM	MEDIA ATTACHED IN DOC CENTER
2/15/2019 2:08:00 PM	CUST SUBMITTED THE REQUESTED RO FROM THE DLR SHOWING THE LABOR CHARGES; VW TO REIMBURSE LABOR FOR THE CLOCK SPRING REPAIRS TOTAL: $274.33. | | | | SP TO GENERATE CHECK REQUEST.
2/15/2019 2:10:00 PM	1VWBN7A35EC[redacted] VW TO REIMBURSE CUST FOR LABOR ASSOCIATED WITH THE CLOCK SPRING; TOTAL: $274.33. | | | | GENERATED.
2/18/2019 5:22:00 PM	CUSTOMER STATES: JUST CALLING TO SEE IF VW EVER RECEIVED MY PROOF OF PAYMENT FOR A REIMBURSEMENT REQUEST I SENT IN | | | | CUSTOMER SEEKING: IF VW EVER RECEIVED MY PROOF OF PAYMENT FOR A REIMBURSEMENT REQUEST I SENT IN | | | | | | CA ADVISED: WE DID RECEIVE YOUR DOCUMENTATION, WE ARE STILL LOOKING INTO YOUR REIMBURSEMENT REQUEST; IT COULD TAKE UP TO 60 DAYS | | | | CUSTOMER THANKED | | | | CO TO REVIEW
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 208.85 MAILED ON 02/19/2019
2/23/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 274.33 MAILED ON 02/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX1BW[redacted]
Owner Or Fleet	[redacted], BOYNTON BEACH, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/29/2019	Incident Date	N/A
Mileage	103,800		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 1:37:00 PM	CUSTOMER STATES VEHICLE EXPERIENCED: AIRBAG CLOCK SPRING AND INTAKE MANIFOLD WAS REPLACED IN THE PAST; REPAIR WAS PAID FOR OUT OF POCKET; REPAIR WAS COMPLETED AT DEALER 405013; VEHICLE CURRENTLY EXPERIENCING: ENGINE RUNNING HARD; ABNORMAL ENGINE NOISE; | | | | CUSTOMER SEEKING REIMBURSEMENT TOWARDS AIRBAG CLOCK SPRING / INTAKE MANIFOLD | | | | CO ADVISED WILL EMAIL CUSTOMER CASE NUMBER, ONCE CUSTOMERS RECEIVES THE EMAIL, RESPOND DIRECTLY BACK WITH REPAIR ORDER AND POP; ONCE DOCUMENTS ARE RECEIVED; WILL ESCALATE TO THE REVIEW FOR REIMBURSEMENT TEAM; GENERAL TIME FRAME FOR REVIEW OF REIMBURSEMENT IS 60 BUSINESS DAYS FOR CUSTOMER TO RECEIVE A LETTER OR CHECK VIA MAIL; CO ADVISED OPEN EXTENDED WARRANTIES ON VEHICLE INCLUDE INTAKE MANIFOLD AND FUEL INJECTOR GOOD TILL 1/21 OR 120K WOF; AIRBAG CLOCK SPRING GOOD TILL 1/26 OR UNLIMITED MILEAGE; ADVISED CUSTOMER WITH CURRENT VEHICLE CONCERNS, SCHEDULE DEALER APPOINTMENT TO HAVE DIAGNOSIS COMPLETED ON VEHICLE; CUSTOMER CONFIRMED WILL SCHEDULE WHEN HAS AVAILABILITY. | | | | CO TO EMAIL CASE NUMBER | | NO FURTHER ACTION
1/29/2019 1:47:00 PM	REFERENCE #[redacted]| | | | DEAR MS. [redacted] | | | | IT WAS NICE TALKING TO YOU TODAY. | | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | SINCERELY, | | | | | | | KELLY B | | CUSTOMER CARE ADVOCATE | |
1/31/2019 1:24:00 PM	FROM: [redacted] | | SENT: WEDNESDAY, JANUARY 30, 2019 11:15 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | GOOD EVENING KELLY, | | | | I JUST WANTED TO FOLLOW UP WITH YOU ON REFERENCE # [redacted] PLEASE LET ME KNOW THE STATUS WHEN YOU CAN. THANK YOU FOR YOUR HELP. | |
1/31/2019 2:06:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 1:03:00 PM	REFERENCE #[redacted]| | | | DEAR MS. [redacted]| | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | SINCERELY, | | | | | | KELLY B | | CUSTOMER CARE ADVOCATE | |
2/1/2019 1:03:00 PM	SP TO REVIEW FOR REIMBURSEMENT TOWARDS AIRBAG CLOCK SPRING EXTENDED WARRANTY
2/6/2019 1:47:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 98,550 MILES; WENT INTO X TIME TO VERIFY POP, BUT TOTAL IN X TIME IS DIFFERENT FROM TOTAL ON REPAIR ORDER; NEED ACTUAL POP FROM CUSTOMER TO VERIFY AMOUNT PAID; VW UNABLE TO REIMBURSE. | | | | SP TO SEND INSUFFICIENT DOCUMENTATION LETTER.
2/6/2019 1:51:00 PM	SP SENT INSUFFICIENT DOCUMENTATION LETTER.
2/11/2019 10:49:00 AM	CUSTOMER CALLING FOR STATUS OF REIMBURSEMENT. CA ADVISED IT APPEARS A LETTER WAS GENERATED ON 2/5 EXPLAINING STATUS AND DUE TO INSUFFICENT DOCUMENTATION, VW REQUIRES POP IN FORM OF CREDIT CARD STATEMENT, FRONT AND BACK OF CHECK, CAN EMAIL OVER FOR FURTHER REVIEW. | | | | CUSTOMER EXPRESSED FRUSTRATION WITH PROCESS, HAD THIS REPAIR DONE IN AUGUST AND WOULD LIKE REIMBURSEMENT PROCESSED AS SOON AS POSSIBLE, WILL EMAIL THE POP. SP TO WAIT DOCUMENT.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX1BW[redacted]
Owner Or Fleet	[redacted]		BOYNTON BEACH, FL, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/29/2019	Incident Date	N/A
Mileage	103,800		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/22/2019 3:00:00 PM	MEDIA ATTACHED IN DOC CENTER
2/22/2019 3:55:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 98,550 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $251.58; LABOR $337.50; TAX $41.27; TOTAL $630.35. | | | SP TO GENERATE CHECK REQUEST.
2/22/2019 4:01:00 PM	WVGAV7AX1BW[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $630.35. | | | SP GENERATED CHECK REQUEST.
3/5/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 630.35 MAILED ON 03/04/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A3XC[redacted]
Owner Or Fleet	[redacted] Pooler, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/29/2019	Incident Date	N/A
Mileage	77,144		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 1:45:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 2:32:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $463.40 | | | SP TO GENERATE CHECK REQUEST
2/8/2019 2:34:00 PM	1VWBH7A3XCC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $563.40 | | | SP GENERATED CHECK REQUEST
2/14/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 563.40 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW8AH2EV[redacted]
Owner Or Fleet	[redacted] DELRAY BEACH, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2014		
Report Date	1/29/2019	Incident Date	N/A
Mileage	26,377		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 2:10:00 PM	CUSTOMER STATES: CUSTOMER HAD RECALL REPAIRED 2/14/2018; CUSTOMER WANTS TO SUBMIT REIMBURSEMENT CLAIM FOR AIRBAG CLOCK SPRING | | | CUSTOMER SEEKING: REIMBURSEMENT | | | CO ADVISED: CO CONFIRMED THE AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MILES WOF; VW WILL NEED REPAIR ORDER AND PROOF OF PAYMENT; REVIEW TAKES UP TO 120 BUSINESS DAYS, WHEREIN CUSTOMER WILL GET DECISION IN MAIL; CO PROVIDED FAX (2487546504), EMAIL (VWCUSTOMERCARE@VW.COM); | | | | NO FURTHER ACTION
1/31/2019 11:17:00 AM	MEDIA ATTACHED IN DOC CENTER
2/4/2019 11:24:00 AM	-----ORIGINAL MESSAGE----- | | FROM: [redacted] | | SENT: MONDAY, FEBRUARY 04, 2019 10:30 AM | | TO: VWOA CUSTOMER CARE | | SUBJECT: RE: CASE # [redacted] | | | CAN YOU PLEASE CONFIRM RECEIPT OF THE BELOW?? | | | > ON JAN 30, 2019, AT 8:02 PM, [redacted] WROTE: | | > | | > HI CARLOS, | | > | | > ATTACHED ARE THE INVOICES AND CREDIT CARD STATEMENT FOR THE PARTS RECALL DISCUSSED YESTERDAY FOR CASE NUMBER [redacted] THE TOTAL AMOUNT SPENT WAS $659.20. TWO SEPARATE PAYMENTS ONE FOR $144.45 ON 02/12/18 AND ONE FOR $514.75 ON 02/14/18. PLEASE CONFIRM RECEIPT. THANK YOU! | | > | | > [redacted] | | > <VOLKSWAGEN PARTS RECALL RECEIPT AND CREDIT CARD STATEMENT.PDF> | |
2/5/2019 1:07:00 PM	CO CALLED OWNER TO INFORM THAT VOLKSWAGEN HAS THE DOCUMENTS; CO WILL SUBMIT FOR REIMBURSEMENT REVIEW; REVIEW TAKES UP TO 120 BUSINESS DAYS, WHEREIN CUSTOMER WILL GET DECISION IN MAIL; CUSTOMER THANKED
2/5/2019 1:09:00 PM	SP TO REVIEW FOR AIRBAG CLOCK SPRING WARRANTY EXTENSION
2/7/2019 9:44:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED 2 REPAIR ORDER'S AND 2 POP'S FROM DEALER; REPAIR ORDER ON 02/12/2018 DEALER DIAGNOSED CLOCK SPRING NEEDED REPAIRS; REPAIR ORDER ON 02/14/2019 DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 26,377 MILES; REPAIR ORDER DATE IS 02/14/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $319.08; LABOR $297.00; TAX $43.12; TOTAL $659.20. | | | | SP TO GENERATE CHECK REQUEST.
2/7/2019 9:48:00 AM	WVWBW8AH2EV[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $659.20. | | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 659.20 MAILED ON 02/12/2019
7/8/2019 1:52:00 PM	E-MAILED STOP PAYMENT, CHECK #[redacted] IN THE AMOUNT OF $659.20 TO ACCOUNTS PAYABLE; CUSTOMER NEVER RECEIVED. IF CHECK HAS NOT BEEN CASHED, AP WILL ISSUE A NEW CHECK. THE PROCESS NORMALLY TAKES 10-14 BUSINESS DAYS.
7/9/2019 9:22:00 AM	RECEIVED EMAIL FROM ACCOUNTING. CHECK #[redacted] $659.20 WAS CASHED 3/11/19. FORWARDED COPY OF CASHED CHECK TO ADVOCATE.
7/9/2019 9:31:00 AM	MEDIA ATTACHED IN DOC CENTER. COPY OF CUSTOMERS CASHED CHECK.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCV7A37FC[redacted]
Owner Or Fleet	[redacted] ASHEVILLE, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/29/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 2:39:00 PM	PLEASE REFER TO CASE [redacted] | | | CUSTOMER STATES THAT SUBMITTED FOR REIMBURSEMENT FOR THE AIRBAG CLOCK SPRING WARRANTY EXTENSION A FEW MONTHS AGO; STATES HAS STILL NOT HEARD BACK AND WOULD LIKE MORE INFORMATION; | | | CUSTOMER SEEKING UPDATE ON CASE; | | | CO ADVISED THAT A CHECK FOR $598.20 WAS MAILED ON 01/23/2019; ADVISED THAT THE CUSTOMER SHOULD BE RECEIVING WITHIN THE NEXT 7-10 BUSINESS DAYS; | | | CUSTOMER THANKED; | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AXXGW[redacted]
Owner Or Fleet	[redacted] CHAMPAIGN, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	1/29/2019	Incident Date	N/A
Mileage	67,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 2:41:00 PM	CUSTOMER STATES: PREVIOUSLY PAID OUT OF POCKET FOR CLOCK SPRING REPAIR; SENT IN DOCUMENTS AS OF 12/29; WONDERING IF THERE IS AN UPDATE | | | CUSTOMER SEEKS: UPDATE IN CASE | | | CO ADVISED: DO NOT SEE MAIL RECEIVED; WILL EMAIL CASE REFERENCE NUMBER; CAN REPLY BACK WITH REPAIR ORDER AND POP AND WILL FOLLOW UP ONCE DOCUMENTS RECEIVED AND SEND THEM FOR REVIEW | | | CUSTOMER THANKS | | | CO TO WAIT CUSTOMER MAIL
1/29/2019 2:50:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | KATIE N. | | CUSTOMER CARE ADVOCATE | |
1/31/2019 1:50:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 2:52:00 PM	CO ADVISED: CALLING TO FOLLOW UP ON CASE; RECEIVED POP AND REPAIR ORDER; SENDING TO BE REVIEWED; WILL RECEIVE A DECISION IN THE MAIL WITHIN 60 BUSINESS DAYS | | | CO TO SEND TO SP
1/31/2019 2:54:00 PM	SP TO REVIEW
2/4/2019 12:22:00 PM	MEDIA ATTACHED IN DOC CENTER
2/7/2019 9:56:00 AM	WVGAV7AXXGW[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $699.88. | | | SP GENERATED CHECK.
2/7/2019 9:56:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 66,435 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $699.88. | | | SP TO GENERATE CHECK REQUEST.
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 699.88 MAILED ON 02/12/2019
2/20/2019 5:01:00 PM	CUSTOMER STATES THAT SUBMITTED DOCUMENTS TO BE REIMBURSED FOR CLOCK SPRING REPAIR | | | CUSTOMER SEEKING UPDATE ON CASE | | | CO ADVISED CUSTOMER THAT CHECK WAS MAILED ON 2/12/2019; CUSTOMER SHOULD RECEIVE THE CHECK IN 7-10 DAYS | | | CUSTOMER ACKNOWLEDGED | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ0BM[redacted]
Owner Or Fleet	[redacted]		FORT LAUDERDALE, FL, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	1/29/2019	Incident Date	N/A
Mileage	118,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 3:17:00 PM	CUSTOMER STATES: RECEIVED A LETTER FOR A CLOCK SPRING WARRANTY ON VEHICLE AND THE DIAGNOSIS WOULD BE COVERED IF THE AIR BAG LIGHT IS ON AND THE STEERING WHEEL CONTROLS DON'T WORK; | | | CUSTOMER SEEKING: WILL IT STILL BE COVERED IF YOU DO NOT HAVE ANY STEERING WHEEL CONTROLS IN VEHICLE AT ALL? | | | CO ADVISED: WOULD RECOMMEND TAKING VEHICLE TO LOCAL DEALER; FOR FURTHER DIAGNOSIS; IF DIAGNOSIS IS NOT CLOCK SPRING RELATED VW WOULD NOT COVER THE COST OF DIAGNOSIS; ALSO HAS A-RECALL - REAR AXLE TRAILING ARM INLAY INSTALLATION ON VEHICLE | | | | | CUSTOMER STATES: WILL CALL DEALER AND SET UP APPOINTMENT. THANK YOU. | | | NO FURTHER ACTION
1/29/2019 3:35:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / AIR BAG LIGHT ON ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX6DW[redacted]
Owner Or Fleet	[redacted]CHEYENNE, WY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/29/2019	Incident Date	N/A
Mileage	64,091		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 3:44:00 PM	CUSTOMER STATES: READ ABOUT RECALL FOR CERTAIN MODELS OF VW AND CUSTOMER VEHICLE FELL IN SAME MODEL YEARS AS RECALLED VEHICLES | | | CUSTOMER SEEKING: ANY OPEN RECALLS ON VEHICLE | | | CO ADVISED: NO OPEN RECALLS CURRENTLY ON VEHICLE; VEHICLE HAS WARRANTY EXTENSION FOR AIR BAG CLOCK SPRING | | | NO FURTHER ACTION | |
1/29/2019 3:46:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | MATTHEW W | | CUSTOMER CARE ADVOCATE | |
1/31/2019 8:27:00 PM	CUSTOMER STATES: CANNOT FIND THE REIMBURSEMENT FORM FOR THE CLOCK SPRING WARRANTY EXTENSION AND WANTS TO KNOW HOW AND WHERE TO SEND THE DOCUMENTATION; | | | CUSTOMER SEEKING: HOW TO SUBMIT FOR REIMBURSEMENT; | | | CUSTOMER ADVOCATE ADVISED: CUSTOMER ADVOCATE SENT E-MAIL WITH CASE NUMBER AND THE CUSTOMER CAN REPLY WITH BOTH THE REPAIR ORDER AND PROOF OF PAYMENT; THOSE DOCUMENTS WILL BE REVIEWED BY OUR INTERNAL DEPARTMENT THIS PROCESS TAKE ABOUT 60 BUSINESS DAYS ONCE A DECISION IS MADE THE CUSTOMER WILL BE NOTIFIED VIA POSTAL MAIL; | | | CUSTOMER ACKNOWLEDGED; | | | CO TO WAIT CUSTOMER CORRESPONDENCE.
2/1/2019 1:06:00 PM	SP TO REVIEW
2/1/2019 1:08:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 TO 90 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | MATTHEW | | CUSTOMER CARE ADVOCATE | |
2/1/2019 10:47:00 AM	MEDIA ATTACHED IN DOC CENTER
2/6/2019 10:41:00 AM	CUSTOMER SEKEING REIMBURSMEENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $785.98 | | | SP TO GENERATE CHECK REQUEST
2/6/2019 10:43:00 AM	WVGBV3AX6DW[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL: $785.98 | | | SP GENERATED CHECK REQUEST
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 785.98 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMM7AJ1CW[redacted]
Owner Or Fleet	[redacted]New Albany, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2012		
Report Date	1/29/2019	Incident Date	N/A
Mileage	38,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5K0953507BC		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 4:17:00 PM	CUSTOMER STATES: 2ND OWNER; BRAND LOYAL CUSTOMER; MAINTAINED AT MIX OF DEALER AND INDEPENDENT; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: STEERING WHEEL CONTROLS NOT WORKING; HORN DOES NOT WORK; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP; INDEPENDENT DIAGNOSED AS AIRBAG CLOCK SPRING | | | CUSTOMER SEEKING: FINANCIAL ASSISTANCE WITH REPAIR AS IS NOT COVERED UNDER EXTENDED WARRANTY | | | FACE TO FACE WITH MELODY: AGREED DUE TO AGE OUTSIDE OF NVLW AND NOT BEING COVERED BY AIRBAG CLOCK SPRING WARRANTY EXTENSION, VW WOULD NOT ASSIST WITH REPAIRS | | | CO ADVISED: DUE TO AGE AND MILEAGE OUTSIDE APPLICABLE WARRANTIES, VW WOULD NOT ASSIST WITH REPAIRS | | | CUSTOMER STATES: MUST BE A MISTAKE TO NOT INCLUDE CUSTOMER IN WARRANTY EXTENSION; IS THERE ANYONE CUSTOMER CAN TALK TO TO GET EXTENSION? | | | CO ADVISED: NO ONE CUSTOMER COULD TALK TO; IS A VW DETERMINATION; DUE TO MANUFACTURING INFORMATION ATTACHED TO VIN, VW WOULD NOT ASSIST WITH REPAIRS | | | CUSTOMER STATES: CAN SPEAK TO MANAGER? | | | FACE TO FACE WITH TEAM LEAD ROSS: AGREED THAT DUE TO AGE OUTSIDE OF APPLICABLE WARRANTY, VW WOULD NOT ASSIST WITH REPAIRS | | | CO ADVISED: SPOKE WITH MEMBER OF LEADERSHIP; AGREED THAT DUE TO AGE OUTSIDE APPLICABLE WARRANTY, VW WILL NOT ASSIST WITH REPAIRS | | | CUSTOMER STATES: IS ANYONE ELSE CUSTOMER COULD TALK TO? | | | CO ADVISED: NO ONE AT VW WOULD CHANGE DETERMINATION AS IS VW DETERMINATION | | | CUSTOMER STATES: WILL NOT BE WORKING WITH VW AGAIN | | | NO FURTHER ACTION
1/29/2019 4:23:00 PM	RCM CONFIRMED WITH LEVEL 1 THAT WE WOULD NOT BE ABLE TO ASSIST DUE TO AGE
1/29/2019 4:27:00 PM	TL ADVISED UNABLE TO ASSIST DUE TO TIME OUTSIDE OF WARRANTY

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX8EW[redacted]
Owner Or Fleet	[redacted], Baton Rouge, LA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	1/29/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 4:15:00 PM	REFERENCE CASE #[redacted] | | | CUSTOMER STATES RECEIVED CHECK BUT IT┬┐S THE NOT FULL AMOUNT ; EXTENDED WARRANTY PICKED UP HALF | | | CUSTOMER SEEKING FULL AMOUNT ; | | | CO ADVISED THAT DEALER PERFORMED REPAIRS TO THE CLOCK SPRING; CUSTOMER ONLY PAID PORTION OF REPAIR; VW TO REIMBURSE TOTAL CUSTOMER CHARGES; VW TO REIMBURSE TOTAL: $257.97; ADVISED UNDERSTAND THAT EXTENDED WARRANTY PICKED UP A PORTION BUT WHEN WE REVIEW FOR REIMBURSEMENT, IT IS WHAT CUSTOMER PAID OUT OF POCKET ; | | | CUSTOMER SEEKING SUPERVISOR; | | | CO REVIEWED WITH TEAM LEAD ROSS; | | TEAM LEAD ADVISED UNABLE TO ASSISTANCE WITH COSTS COVERED BY PURCHASED SERVICE CONTRACT | | | CO ADVISED DID HAVE A CHANCE TO REVIEW YOUR REQUEST WITH LEADERSHIP, I WANTED TO MAKE SURE THAT I DID NOT MISS ANYTHING. AFTER REVIEWING YOUR CASE FURTHER AND MY SUPERVISOR AGREES WITH THE DETERMINATION WE HAVE PROVIDED VW WOULD ONLY REVIEW FOR REIMBURSEMENT FOR WHAT CUSTOMER PAID OUT OF POCKET ; | | | CUSTOMER SEEKING HIGHER THAN SUPERVISOR AND CO | | | CO ADVISED THERE WOULD BE NO HIGHER ESCALATION ; CASE WAS REVIEWED BY PROPER DEPARTMENT AND SUPERVISOR ; | | | CUSTOMER DISSATISFIED; | | | NO FURTHER ACTION | |
1/29/2019 4:19:00 PM	TL ADVISED UNABLE TO ASSISTANCE WITH COSTS COVERED BY PURCHASED SERVICE CONTRACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A35DC[redacted]
Owner Or Fleet	[redacted]	Merritt Island, FL, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/29/2019	Incident Date	N/A
Mileage	94,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 6:06:00 PM	(REFERENCE TO CASE [redacted] CUSTOMER STATES; THEY RECEIVED AN INSUFFICIENT DOCUMENTATION LETTER. | | | | CUSTOMER SEEKS; THE CAUSE OF WHY THEY RECEIVED THE LETTER; | | | | CO ADVISED; NO POP SUBMITTED AND REPAIR ORDER IS MISSING BUSINESS NAME AND ADDRESS AND TOTAL AMOUNT FOR REPAIRS; VW UNABLE TO REIMBURSE. THEY CAN RESEND IN THE CORRECTIVE DOCUMENTS FOR FURTHER REVIEW; CO EMAILED THEM THEIR NEW CASE NUMBER FOR THEM TO REPLY BACK TO; | | | | CO TO WAIT ON CUSTOMER MAIL
1/31/2019 2:06:00 PM	MEDIA ATTACHED IN DOC CENTER
2/4/2019 2:53:00 PM	CO REACHED OUT TO THE CUSTOMER AND ADVISED THEM WE WOULD NEED THE PART NUMBER FOR THE AIRBAG CLOCK SPRING; WE WOULD NEED THAT PART NUMBER IN ORDER TO DETERMINE THE TOTAL AMOUNT FOR THE POSSIBLE REIMBURSEMENT; | | | | CUSTOMER WILL EMAIL THE PART NUMBER THIS WEEK; CO WILL REACH OUT TO THEM BY COB 2/6/2019 TO ENSURE THEY SENT THE REMAINING DOCUMENTS;
2/6/2019 1:47:00 PM	CUSTOMER STATES THEY WILL BE SENDING IN THE PROPER PAPERWORK WITH THE PART NUMBER ON THE PAPERWORK FROM THE LOCAL SHOP THIS WEEK; THE WEATHER IS BAD THERE AS WELL SO SHE WILL NOT BE LEAVING OUT TODAY; | | | | | | CO TO WAIT ON MAIL | | | |
2/6/2019 12:11:00 PM	FROM: [redacted] | | SENT: TUESDAY, FEBRUARY 05, 2019 5:50 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | BRITTANY, | | | | I SPOKE WITH THE AUTO CENTER THAT HANDLED OUR WORK. THEY TOLD ME THAT THE PART NUMBER WAS 5K0-953-569-AL | | | | THANK YOU FOR YOUR HELP | | | | | | CO TO REVIEW
2/7/2019 4:23:00 PM	MEDIA ATTACHED IN DOC CENTER
2/7/2019 7:41:00 PM	SP TO REVIEW FOR POSSIBLE REIMBURSEMENT FOR THE AIRBAG CLOCK SPRING;
2/8/2019 2:36:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS OXYGEN SENSOR REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; WECI WARR EXT COVERS CLOCK SPRING; VW TO REIMBURSE CAP AMOUNTS FOR CLOCK SPRING ONLY; PARTS: $290.07; LABOR: $248.04; TAX: $21.52; TOTAL: $559.63 | | | | SP TO GENERATE CHECK REQUEST, CAP REIMBURSEMENT AND REPAIRS NOT RELATED LETTERS
2/8/2019 2:40:00 PM	1VWBP7A35DC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $559.63 | | | | SP GENERATED CHECK REQUEST
2/8/2019 2:42:00 PM	SP MAILED CAP REIMBURSEMENT AND REPAIRS NOT RELATED LETTERS
2/8/2019 3:19:00 PM	CO ADVISED THE CUSTOMER WE DID RECEIVE THEIR DOCUMENTS AND THEY WILL BE RECEIVING A CHECK IN THE NEXT FEW WEEKS; | | | | NO FURTHER ACTION
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 559.63 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A35DC[redacted]
Owner Or Fleet	[redacted]		Merritt Island, FL,[redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/29/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A30DC[redacted]
Owner Or Fleet	[redacted] Bridgewater, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/29/2019	Incident Date	N/A
Mileage	100,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 6:10:00 PM	MEDIA ATTACHED IN DOC CENTER
1/31/2019 12:59:00 PM	FROM: [redacted] | | SENT: WEDNESDAY, JANUARY 30, 2019 9:13 AM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | PLEASE CONFIRM THE DOCUMENTS I SENT BACK ARE THE NEEDED DOCUMENTS TO COMPLETE MY RECALL REIMBURSEMENT.. THANKS YOU ! | | | | | ON JANUARY 29, 2019 AT 3:02 PM VW EXPERIENCE <VWEXPERIENCE@VW.COM> WROTE: | | REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | | SINCERELY, | | | | | | KELLY B | | CUSTOMER CARE ADVOCATE | | | | | CO TO REVIEW
2/1/2019 11:24:00 AM	SP TO REVIEW FOR REIMBURSEMENT UNDER EXTENDED WARRANTY; REPAIR ORDER IN PREVIOUS CASE [redacted] AND POP IN CURRENT CASE
2/1/2019 11:24:00 AM	REFERENCE # [redacted] | | | | DEAR MS. [redacted] | | | MY NAME IS RAVEN L., AND I┬┐LL BE RESPONDING TO YOUR EMAIL ON THE BEHALF OF MY COLLEAGUE, KELLY. | | | I┬┐M REALLY APPRECIATIVE OF YOUR DILIGENCE IN ENSURING YOUR PROOF OF PAYMENT IS RECEIVED. OUR CUSTOMER CARE CENTER WILL LIKE TO SEE IT THOUGH THAT YOUR REQUEST FOR REIMBURSEMENT IS ADEQUATELY REVIEWED BY ALL APPROPRIATE RESOURCES. | | | SINCE YOU┬┐VE INCLUDED YOUR PAYMENT DETAILS FOR THE REPAIR OF THE AIRBAG CLOCK SPRING, I┬┐LL BE SURE TO HAVE YOUR CASE ESCALATED UP FOR REVIEW TODAY. PLEASE NOTE, THE PROCESS CAN TAKE UP TO 60 DAYS FOR COMPLETION. DESPITE THIS, YOUR CASE WILL BE IN THE HANDS OF THE CORRECT DEPARTMENT DURING THIS TIME, AND WILL BE RESEARCHED WITH DILIGENCE. | | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR YOU┬┐RE SEEKING FOR AN UPDATE, YOU CAN CALL US AT 800-822-8987. | | | KINDEST REGARDS, | | | | | | | RAVEN L. | | CUSTOMER CARE ADVOCATE | | | | CO TO ESCALATE UP TO SP
2/1/2019 11:26:00 AM	CUSTOMER INCLUDED PROOF OF PAYMENT FOR WARRANTY EXTENSION REPAIR
2/8/2019 2:47:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITH TIME FRAME AND OIL CHANGE; WECI WARR EXT COVERS CLOCK SPRING; VW TO REIMBURSE CAP AMOUNTS FOR CLOCK SPRING ONLY; PARTS: $290.07; LABOR: $230.00; TAX: $18.12; TOTAL: $538.19 | | | SP TO GENERATE CHECK REQUEST AND CAP REIMBURSEMENT LETTER
2/8/2019 2:50:00 PM	1VWCN7A30DC[redacted]; VW TO REIMBURSE WECI WARR EXT; TOTAL: $538.19 | | | SP GENERATED CHECK REQUEST
2/8/2019 2:51:00 PM	SP MAILED CAP REIMBURSEMENT LETTER
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 538.19 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWFA7AH1AV[redacted]
Owner Or Fleet	[redacted] DECATUR, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	1/29/2019	Incident Date	N/A
Mileage	94,382		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 6:14:00 PM	CUSTOMER STATES: CUSTOMER PURCHASED VEHICLE IN APRIL 2018; RECEIVED THE AIRBAG CLOCK SPRING WARRANTY EXT 15Y; (MILEAGE IS UNKNOWN); 1/21: CLOCK SPRING FAILED; 1/28: CUSTOMER PURCHASED THE CLOCK SPRING PART AND INDEPENDENT COMPLETED THE REPAIRS; | | | CUSTOMER SEEKS: MORE INFORMATION REGARDING AIRBAG CLOCK SPRING WARRANTY EXT 15Y; REIMBURSEMENT; | | | CO ADVISED: 1 OPEN RECALL; 69Q9 TAKATA SDI DRIVER FRONTAL AIRBAG INFLATOR; IF CUSTOMER IF EXPERIENCING PROBLEMS WITH STEERING WHEEL FUNCTIONS , HORN OR AIRBAG LIGHT CONSTANTLY ON, CO ADVISED TO TAKE VEHICLE TO VW DEALER; DEALER WILL DIAGNOSE VEHICLE AND IF DEALER FIND THE STEERING WHEEL CLOCK SPRING FAILED, THEN IT WILL BE REPLACED UNDER WARRANTY EXT.; WILL EMAIL CUSTOMER CASE NUMBER, ONCE CUSTOMERS RECEIVES THE EMAIL, RESPOND DIRECTLY BACK WITH REPAIR ORDER AND POP; ONCE DOCUMENTS ARE RECEIVED; WILL ESCALATE TO THE REIMBURSEMENT TEAM; GENERAL TIME FRAME FOR REVIEW OF REIMBURSEMENT IS 60 BUSINESS DAYS FOR CUSTOMER TO RECEIVE OUR DECISION IN THE MAIL; (EMAIL WAS SENT) | | | CO TO WAIT FOR DOCUMENTS;
1/31/2019 5:18:00 PM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 12:46:00 PM	[redacted] | | | CO ADVISED: JUST FOLLOWING UP WITH CUSTOMER; DID RECEIVED DOCUMENTS; WILL ESCALATE TO THE REIMBURSEMENT TEAM; GENERAL TIME FRAME FOR REVIEW OF REIMBURSEMENT IS 60 BUSINESS DAYS FOR CUSTOMER TO RECEIVE OUR DECISION IN THE MAIL; | | | CUSTOMER UNDERSTOOD; | | | CO TO ESCALATE TO SP; | |
2/5/2019 12:48:00 PM	SP TO REVIEW REIMBURSEMENT FOR AIRBAG CLOCK SPRING WARRANTY EXT 15Y;
2/8/2019 8:21:00 AM	CUTSOMER SEEKING REIMBURSEMNET UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID: $261.35 | | | SP TO GENERATE CHECK REQUEST
2/8/2019 8:24:00 AM	GW - PROVIDED- LAST OUT OF POCKET DATE
2/8/2019 8:24:00 AM	WVWFA7AH1AV[redacted] VW TO RIEMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $261.35 | | | SP GENERATED CHECK REQUEST
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 261.35 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWNN7AN4BE[redacted]
Owner Or Fleet	[redacted] Montgomery, OH, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2011		
Report Date	1/29/2019	Incident Date	N/A
Mileage	143,252		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AB		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 6:41:00 PM	MEDIA ATTACHED IN DOC CENTER
2/4/2019 1:56:00 PM	CUSTOMER STATES IS SUBMITTING A MORE DETAILED COPY OF THEIR INVOICE FROM DUBWERX SHOWING THE PART NUMBER FOR THE STEERING WHEEL CLOCK SPRING
2/4/2019 2:11:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | I APPRECIATE YOU REACHING BACK OUT TO US IN REGARDS TO YOUR REIMBURSEMENT REQUEST. WHILE I┬┐M SORRY TO HEAR THAT YOU HAD COSTS INCURRED DUE TO A COMPONENT NOW COVERED UNDER THE EXTENDED WARRANTY, I┬┐M GLAD THAT ALL NEEDED INFORMATION WAS GATHERED FOR YOUR REVIEW. | | | SINCE I NOW HAVE ALL PERTINENT INFORMATION, I┬┐LL HAVE YOUR CASE ESCALATED UP TO OUR SPECIALIZED DEPARTMENT FOR REVIEW. PLEASE NOTE, THIS PROCESS CAN TAKE APPROXIMATELY 60 DAYS FOR COMPLETION, BUT REST ASSURED, YOUR CASE IS IN THE CORRECT LOCATION. | | | IF YOU WOULD LIKE TO CHECK IN AFTER SOME TIME FOR AN UPDATE, YOU ARE WELCOME TO CALL OUR CARE CENTER AT 800-822-8987. | | | KINDEST REGARDS, | | | | | | | RAVEN L. | | CUSTOMER CARE ADVOCATE | | | CO TO ESCALATE UP FOR REVIEW
2/4/2019 2:11:00 PM	SP TO REVIEW FOR REIMBURSEMENT UNDER EXT WARR; REFERENCE CASE [redacted] FOR POP
2/8/2019 3:16:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 143,252 MILES; VW TO REIMBURSE CAP AMOUNT FOR WECI WARRANTY EXTENSION; PARTS $408.10; LABOR $224.00; TAX $52.24; TOTAL $684.34. | | | SP TO GENERATE CHECK REQUEST AND CAP AMOUNT LETTER.
2/8/2019 3:19:00 PM	WVWNN7AN4BE[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $684.34. | | | SP GENERATED CHECK.
2/8/2019 3:21:00 PM	SP SENT CAP AMOUNT LETTER.
2/14/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 684.34 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX2CW[redacted]
Owner Or Fleet	[redacted] Severna Park, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/29/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 7:14:00 PM	| | | | FROM: [redacted] | | SENT: TUESDAY, JANUARY 29, 2019 3:17 PM | | TO: REIMBURSEMENT REQUEST | | SUBJECT: CLOCK SPRING REIMBURSEMENT CLAIM - STATUS? | | | VW | | JUST TRYING TO SEE IF I CAN GET SOME STATUS ON MY CLOCK SPRING REIMBURSEMENT CLAIM. VEHICLE IS WVGBV7AX2CW[redacted] AND NAME IS [redacted] | THANKS | | [redacted] | SEVERNA PARK MD | | [redacted] | |
1/30/2019 11:05:00 AM	DUPLICATE CASE; REFERENCE CASE [redacted] CUSTOMER REIMBURSED $598.12 ON JANUARY 23, 2019 | | | | SP TO ASSIGN TO TEAM 5 TO EMAIL CUSTOMER | |
1/30/2019 11:06:00 AM	TEAM 5 PLEASE RESPOND TO CUSTOMER EMAIL ADVISING A REIMBURSEMENT CHECK WAS MAILED ON JANUARY 23, 2019 IN THE AMOUNT OF $598.12 | | | | | REASSIGN TO MLYNARA TO CLOSE
2/4/2019 10:45:00 AM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY
2/4/2019 10:45:00 AM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A36EC[redacted]
Owner Or Fleet	[redacted]	Brookfield, WI,	[redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/29/2019	Incident Date	N/A
Mileage	70,026		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2019 7:45:00 PM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 10:01:00 AM	CUST PROVIDED REPAIR ORDER WITH COMPLETE PART NUMBER FOR PROCESSING REIMBURSEMENT UNDER CLOCK SPRING WARRANTY
2/5/2019 10:25:00 AM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | MY NAME IS ZHANE S., AND I'M REACHING OUT TO YOU ON BEHALF OF MERCEDEZ J. | | | I APPRECIATE YOU SENDING OVER YOUR REPAIR ORDER INCLUDING THE PART NUMBERS. I AM NOW ESCALATING YOUR CASE FOR REIMBURSEMENT REVIEW UNDER THE CLOCK SPRING WARRANTY EXTENSION. THIS REVIEW PROCESS CAN TAKE UP TO 60 DAYS TO COMPLETE. ONCE COMPLETED, YOU WILL RECEIVE YOUR DETERMINATION VIA US POSTAL MAIL. | | | IN THE MEANTIME, IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, FEEL FREE TO REPLY TO THIS EMAIL AND I WOULD BE MORE THAN HAPPY TO HELP THE BEST WAY I CAN. I HOPE YOU ARE OTHERWISE ENJOYING YOUR PASSAT. | | | HAVE A GREAT DAY! | | | | | SINCERELY, | | | | | | | ZHANE S. | CUSTOMER CARE ADVOCATE | | | | | | |
2/5/2019 10:27:00 AM	SP TO REVIEW FOR REIMBURSMENT
2/7/2019 9:37:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RECEIPT FOR PURCHASE OF CLOCK SPRING, INCOMPLETE RO FROM DEALER AND RO AND POP FROM INDEPENDENT; RO FROM DEALER AND POP FOR RO FROM DEALER WAS VERIFIED IN XTIME; RO FROM DEALER SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; XTIME SHOWS CUSTOMER PAID $126.00 AND EXT WARR COMPANY PAID $165.30; RO FROM INDEPENDENT SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; BOTH RO AND RECEIPT ARE DATED IN OCTOBER 2018; VW TO REIMBURSE CAP AMOUNTS FOR WECY WARR EXT; PARTS: $434.42; LABOR: $241.00; TAX: $33.77; TOTAL: $709.19 | | | SP TO GENERATE CHECK REQUEST AND CAP REIMBURSEMENT LETTER
2/7/2019 9:44:00 AM	1VWAS7A36EC[redacted]VW TO REIMBURSE WECY WARR EXT; TOTAL: $709.19 | | | SP GENERATED CHECK REQUEST
2/7/2019 9:45:00 AM	SP MAILED CAP REIMBURSEMENT LETTER
2/13/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 709.19 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A35EC[redacted]
Owner Or Fleet	[redacted] WILLIAMSPORT, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/30/2019	Incident Date	N/A
Mileage	64,230		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/30/2019 2:57:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 10:59:00 AM	FROM: [redacted] | SENT: WEDNESDAY, JANUARY 30, 2019 2:41 PM | | TO: VWOA CUSTOMER CARE | | SUBJECT: CLOCK SPRING WARRANTY EXTENSION | | AS REQUESTED, PLEASE SEE ATTACHED INVOICE INDICATED THE PART NUMBER FOR THE CLOCK SPRING THAT WAS | | REPLACED ON MY PASSAT, VIN 1VWBT7A5EC[redacted] THE PHONE NUMBER OF THE SERVICE CENTER THAT DI THE | | WORK IS BELOW AND ON THE INVOICE. YOU ARE WELCOME TO CALL THEM TO CONFIRM, AS WELL. | | PLEASE CONFIRM THAT YOU HAVE RECEIVED THIS EMAIL. | | | | PART NUMBER ON RO IS NOT FULL, BUT NUMBERS PROVIDED MATCH LAST NUMBERS FOR CLOCK SPRING FOR VEHICLE; CO TO EMAIL CUSTOMER AND ESCALATE TO SP MLYNARA PER REVIEW
2/1/2019 11:05:00 AM	MEDIA ATTACHED IN DOC CENTER | | DOCUMENTS FROM PREVIOUS CASE SHOWING POP
2/1/2019 11:08:00 AM	REFERENCE #[redacted] | | | | DEAR MR. [redacted] | | | | THANK YOU FOR SENDING IN ADDITIONAL INFORMATION REGARDING YOUR REIMBURSEMENT REQUEST. | | | | TO COMPLETE THE REVIEW OF YOUR DOCUMENTATION, I HAVE FORWARDED OUR CASE TO THE VW CUSTOMER CARE CAMPAIGN TEAM. YOU SHOULD RECEIVE THEIR DETERMINATION BY MAIL WITHIN 3 TO 4 WEEKS. | | | | WE APPRECIATE YOUR PATIENCE AND THANK YOU FOR BEING A MEMBER OF OUR VW FAMILY. I HOPE YOU ARE ENJOYING YOUR PASSAT. PLEASE DON┬┐T HESITATE TO LET US KNOW IF YOU HAVE ANY OTHER QUESTIONS. | | | | SINCERELY, | | | | | | | | SARAH S. | | CUSTOMER CARE ADVOCATE | | | | | | CO TO ESCALATE TO SP
2/1/2019 11:08:00 AM	SEE PREVIOUS CASE; CUSTOMER SUBMITTED REQUESTED PART NUMBER INFORMATION; NOTE: PART NUMBER ON RO IS NOT FULL, BUT NUMBERS PROVIDED MATCH LAST NUMBERS FOR CLOCK SPRING FOR VEHICLE; SP TO REVIEW REIMBURSEMENT REQUEST
2/1/2019 11:21:00 AM	FROM: [redacted] | SENT: FRIDAY, FEBRUARY 01, 2019 11:18 AM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | THANK YOU FOR YOUR RESPONSE. HOWEVER, ANOTHER 3-4 WEEKS TO REVIEW A DOCUMENT. CLEARLY ┬┐VW CUSTOMER CARE┬┐ IS MISLABELED. | | | | DUE TO YOUR PART FAILURE, I AM OUT $$ WHILE YOU SIT ON THE REVIEW. THIS DOES NOT SEEM TO BE CUSTOMER FOCUSED. | |
2/1/2019 12:47:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEP; INDEP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE MAX PARTS ALLOWED FOR INDEP $290.07; VW TO REIMBURSE LABOR $161.60; TAX $29.60; VW TO REIMBURSE TOTAL: $481.27. | | | SP TO GENERATE CHECK REQUEST.
2/1/2019 12:49:00 PM	1VWBT7A35EC[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $481.27. | | | | GENERATED CHECK REQUEST.
2/1/2019 12:51:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
2/8/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 481.27 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A34CC[redacted]
Owner Or Fleet	[redacted] Madison, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/30/2019	Incident Date	N/A
Mileage	140,434		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/30/2019 3:20:00 PM	MEDIA ATTACHED IN DOC CENTER
2/13/2019 4:57:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 140,434 MILES; CUSTOMER WAS ONLY CHARGED FOR THE PART; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PART $290.07; TAX $16.93; TOTAL $307.00 | | | SP TO GENERATE CHECK REQUEST.
2/13/2019 5:01:00 PM	1VWBN7A34CC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $307.00. | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 307.00 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AXXCW[redacted]
Owner Or Fleet	[redacted]		Nederland, CO, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/30/2019	Incident Date	N/A
Mileage	49,726		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/30/2019 3:24:00 PM	MEDIA ATTACHED IN DOC CENTER
2/13/2019 5:13:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED 3 REPAIR ORDER'S FROM DEALER; FIRST REPAIR ORDER ON 09/09/2015 DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 26,976 MILES; CUSTOMER WAS ONLY CHARGED A DEDUCTIBLE DUE TO WARRANTY EXTENSION CONTRACT; REPAIR ORDER DATE IS 09/09/2015; FIRST OUT OF POCKET DATE IS 12/22/2015; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $25.05; REPAIR ORDER ON 06/16/2018 DEALER DIAGNOSED CLOCK SPRING NEEDED TO BE REPAIRED, DEALER ORDERED PARTS FOR CUSTOMER; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $304.57; LABOR $140.44; TAX $30.45; TOTAL $475.46; REPAIR ORDER ON 07/26/2018 DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 49,726 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $240.00. | | | | GOODWILL FOR WECI WARRANTY EXTENSION; TOTAL $25.05. | | | | WECI WARRANTY EXTENSION; PARTS $304.57; LABOR $380.44; TAX $30.45; TOTAL $715.46. | | | | GRAND TOTAL $740.51. | | | | SP TO GENERATE CHECK REQUEST.
2/13/2019 5:27:00 PM	WVGBV7AXXCW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $715.46. | | | | WVGBV7AXXCW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $25.05 | | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 740.51 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHV7AJ5BW[redacted]
Owner Or Fleet	[redacted] MOUNTAIN VIEW, CA [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2011		
Report Date	1/30/2019	Incident Date	N/A
Mileage	63,379		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/30/2019 3:34:00 PM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 7:38:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 63,379 MILES; REPAIR ORDER DATE IS 12/10/2013; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE CAP AMOUNT FOR WECI WARRANTY EXTENSION; PARTS $260.00; LABOR $248.04; TAX $22.10; TOTAL $530.14. | | | SP TO GENERATE CHECK REQUEST AND CAP AMOUNT.
2/14/2019 7:41:00 AM	WVWHV7AJ5BW[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION AS GW GESTURE; TOTAL $530.14. | | | SP GENERATED CHECK.
2/14/2019 7:44:00 AM	SP SENT CAP AMOUNT LETTER.
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 530.14 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJK7ANXAE[redacted]
Owner Or Fleet	[redacted] Richlands, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	1/31/2019	Incident Date	N/A
Mileage	126,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501BG		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/31/2019 1:03:00 PM	WVWJK7ANXAE[redacted] VW TO REIMBURSE UNDER WECI WARR.EXT; TOTAL: $439.58 | | | | SP GENERATED CHECK REQUEST
1/31/2019 11:54:00 AM	CUST SUBMITTED REQUESTED ADDITIONAL INFORMATION; REFERENCE CASE[redacted] FOR DOCS.
1/31/2019 12:57:00 PM	CUSTOMER SEEKING REIMBURSMENT UNDER WECI; SUBMOITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $426.90 TAX :$12.67 TOTAL: $439.58 | | | | SP TO GENERATE CHECK REQUEST
1/31/2019 8:42:00 AM	MEDIA ATTACHED IN DOC CENTER
2/22/2019 6:28:00 PM	CUSTOMER SEEKING UPDATE ON HER REIMBURSEMENT. | | | | CUSTOMER ADVOCATE CONFIRMED HER REIMBURSEMENT WAS CONFIRMED AND WILL BE MAILED OUT WITHIN 2-4 WEEKS. CUSTOMER ADVOCATE CONFIRMED ADDRESS AS CORRECT.
3/4/2019 7:04:00 PM	CUSTOMER STATES: CUSTOMER WAS LOOKING TO GET AN UPDATE ON REIMBURSEMENT CHECK | | | | CUSTOMER SEEKING: UPDATE ON CHECK | | | | CO ADVISED: CO CONFIRMED THAT LAST UPDATE WAS THE 2/22/2019 AND IT HAS NOT BEEN 4 WEEKS JUST YET; ADVISED THAT PROCESS TAKES 2-4 WEEKS; CUSTOMER THANKED; | | | | NO FURTHER ACTION
3/5/2019 8:46:00 AM	CHECK # [redacted] FOR AMOUNT $ 439.58 MAILED ON 03/04/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A35CC[redacted]
Owner Or Fleet	[redacted] Kingsland, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/31/2019	Incident Date	N/A
Mileage	98,891		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/31/2019 11:06:00 AM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 7:49:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 98,891 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $460.62. | | | | SP TO GENERATE CHECK REQUEST.
2/14/2019 7:50:00 AM	1VWCN7A35CC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $460.62. | | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 460.62 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH3CV[redacted]
Owner Or Fleet	[redacted] Coatesville, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	1/31/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/31/2019 11:14:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 3:33:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 62,324 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $290.99; LABOR $218.00; TAX $30.48; TOTAL $539.47. | | | | SP TO GENERATE CHECK REQUEST.
2/8/2019 3:37:00 PM	WVWBW7AH3CV[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $539.47. | | | | SP GENERATED CHECK.
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 539.47 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX4BW[redacted]
Owner Or Fleet	[redacted]	Carlisle, PA,	[redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/31/2019	Incident Date	N/A
Mileage	56,885		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/31/2019 11:22:00 AM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 1:30:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEP; INDEP PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE PARTS $290.07; VW TO REIMBURSE LABOR $160.00; TAX $27.00; VW TO REIMBURSE TOTAL: $477.07; VW TO REIMBURSE AS GOODWILL DUE TO DATE OF REPAIR | | | | ****NOTE CUST WAS ALREADY REIMBURSED FOR SEPERATE REPAIR COMPLETED AT DLR FOR THE SAME PART**** | | | | SP TO GENERATE CHECK REQUEST.
2/1/2019 1:32:00 PM	WVGAV7AX4BW[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $477.07. | | | | GENERATED CHECK REQUEST.
2/1/2019 1:36:00 PM	WVGAV7AX4BW[redacted] VW TO REIMBURSE SECOND CLOCK SPRING REPAIR AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $477.07. | | | | GENERATED CHECK REQUEST.
2/1/2019 12:28:00 PM	FROM: [redacted] | | SENT: WEDNESDAY, JANUARY 30, 2019 8:00 PM | | TO: VWOA CUSTOMER CARE | | SUBJECT: CASE [redacted] | | HELLO SARAH S, | | I RECEIVED THE ATTACHED LETTER IN THE MAIL. HERE IS THE ADDITIONAL INFORMATION YOU REQUESTED FOR PROOF OF | | PAYMENT FOR DENNY'S GARAGE. | | ATTACHMENT DISCOVER STATEMENT IN THE AMOUNT OF $477.07 HIGHLIGHTED AT THE BOTTOM OF PAGE 3. PLEASE | | KINDLY REPLY SO I KNOW YOU RECEIVED THIS NOTE. | | THANKS, | [redacted] | [redacted] | | | CO TO EMAIL CUSTOMER AND ESCALATE TO SP MLYNARA PER REVIEW
2/1/2019 12:30:00 PM	MEDIA ATTACHED IN DOC CENTER | | PREVIOUS CASE ROS
2/1/2019 12:34:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR SENDING IN ADDITIONAL INFORMATION REGARDING YOUR REIMBURSEMENT REQUEST. | | | TO COMPLETE THE REVIEW OF YOUR DOCUMENTATION, I HAVE FORWARDED OUR CASE TO THE VW CUSTOMER CARE CAMPAIGN TEAM. YOU SHOULD RECEIVE THEIR DETERMINATION BY MAIL WITHIN 3 TO 4 WEEKS. | | | WE APPRECIATE YOUR PATIENCE AND THANK YOU FOR BEING A MEMBER OF OUR VW FAMILY. I HOPE YOU ARE ENJOYING YOUR TIGUAN. PLEASE DON┬┐T HESITATE TO LET US KNOW IF YOU HAVE ANY OTHER QUESTIONS. | | | SINCERELY, | | | | | | | SARAH S. | | CUSTOMER CARE ADVOCATE | | | | | | CO TO ESCALATE TO SP
2/1/2019 12:35:00 PM	SEE PREVIOUS CASE; CUSTOMER REIMBURSED FOR REPAIRS AT DEALER, BUT NEEDED POP TO REIMBURSE FOR REPAIRS AT INDEPENDENT; CUSTOMER SUBMITTED POP; SP TO REVIEW REIMBURSEMENT REQUEST
2/8/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 477.07 MAILED ON 02/07/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A35EC[redacted]
Owner Or Fleet	[redacted] Sacramento, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/31/2019	Incident Date	N/A
Mileage	75,098		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/31/2019 11:24:00 AM	MEDIA ATTACHED IN DOC CENTER
2/6/2019 10:19:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID:$615.40 | | | SP TO GENERATE CHECK REQUEST
2/6/2019 10:23:00 AM	GW - PROVIDED- FIRST OUT OF POCKET DATE
2/6/2019 10:23:00 AM	1VWAT7A35EC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $615.40 | | | SP GENERATED CHECK REQUEST
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 615.40 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW917AU9FM[redacted]
Owner Or Fleet	[redacted] East Elmhurst, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	1/31/2019	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/31/2019 11:44:00 AM	MEDIA ATTACHED IN DOC CENTER
2/7/2019 2:26:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 70,000 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $223.45; LABOR $80.00 TAX $7.08; TOTAL $310.53. | | | | SP TO GENERATE CHECK REQUEST.
2/7/2019 2:32:00 PM	3VW917AU9FM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $310.53. | | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 310.53 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX1BW[redacted]
Owner Or Fleet	[redacted]		WELLESLEY HILLS, MA, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/31/2019	Incident Date	N/A
Mileage	43,184		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/31/2019 11:55:00 AM	MEDIA ATTACHED IN DOC CENTER
2/12/2019 1:54:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 43,184 MILES; ALL REPAIRS COMPLETED UNDER AT CAP AMOUNT; REPAIR ORDER DATE IS 01/23/2015; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $553.20. | | | SP TO GENERATE CHECK REQUEST.
2/12/2019 1:56:00 PM	WVGBV7AX1BW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $553.20. | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 553.20 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A3XDC[redacted]
Owner Or Fleet	[redacted] Lakeville, MN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/31/2019	Incident Date	N/A
Mileage	102,382		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/31/2019 11:58:00 AM	MEDIA ATTACHED IN DOC CENTER
2/6/2019 2:13:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 102,382 MILES; VW TO REIMBURSE CAP AMOUNT FOR WECY WARRANTY EXTENSION; PARTS $290.07; LABOR $248.04; TAX $21.13; TOTAL $559.24. | | | SP TO GENERATE CHECK REQUEST AND CAP AMOUNT LETTER.
2/6/2019 2:17:00 PM	1VWBH7A3XDC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $559.24. | | | SP GENERATED CHECK.
2/6/2019 2:19:00 PM	SP SENT CAP AMOUNT LETTER.
2/13/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 559.24 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A31DC[redacted]
Owner Or Fleet	[redacted] COLUMBUS, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/31/2019	Incident Date	N/A
Mileage	49,261		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/31/2019 12:05:00 PM	MEDIA ATTACHED IN DOC CENTER
2/12/2019 2:05:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 49,261 MILES; REPAIR ORDER DATE IS 03/21/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $290.07; LABOR $115.00; TAX $31.39; TOTAL $436.46. | | | SP TO GENERATE CHECK REQUEST.
2/12/2019 2:10:00 PM	1VWBP7A31DC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $436.46. | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 436.46 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX7DW[redacted]
Owner Or Fleet	[redacted] North Hampton, NH, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/31/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Mileage	33,521

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/31/2019 12:12:00 PM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 7:56:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 33,521 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $304.57; LABOR $275.63; TOTAL $580.20. | | | SP TO GENERATE CHECK REQUEST.
2/14/2019 7:59:00 AM	WVGAV3AX7DW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $580.20. | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 580.20 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A38DC[redacted]
Owner Or Fleet	[redacted] LOS ANGELES, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/31/2019	Incident Date	N/A
Mileage	77,676		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/31/2019 12:48:00 PM	CUSTOMER STATES: CUSTOMER RECEIVED A WARRANTY EXTENSION NOTICE FOR THE AIRBAG CLOCK SPRING; CUSTOMER AIRBAG LIGHT CAME ON WHILE DRIVING AND NOW THEIR FUNCTIONS ON THEIR STEERING WHEEL DOESN'T WORK OR THE HORN DOESNT WORK; | | | CUSTOMER SEEKING: WARRANTY EXTENSION CLARIFICATION; DEALER APPOINTMENT MADE FOR TODAY 1/31/2019; | | | CO ADVISED: VEHICLE HAS THE AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 15 YEARS; SYMPTOMS OF A FAILED CLOCK SPRING INCLUDE THE AIRBAG LIGHT BEING ON, LOSS OF STEERING WHEEL FUNCTIONS AND A CLICKING NOISE COMING FROM THE STEERING COLUMN; IF CUSTOMER EXPERIENCES WARNING SIGNS, THEY SHOULD TAKE THEIR VEHICLE TO A VW DEALER FOR DIAGNOSIS; CUSTOMER CAN FILE NOTICE WITH OTHER WARRANTY INFORMATION; CO REACHED OUT TO DEALER 422503 AND SPOKE WITH STEPHANIE WHO ADVISED THAT THE CUSTOMER DIDNT NEED AN APPOINTMENT AS LONG AS THEY BOUGHT THE VEHICLE IN BEFORE 2PM PACIFIC TIME; CUSTOMER ACCEPTED AND STATED THEY WERE ON THEIR WAY NOW; CO ADVISED THAT IF THE REPAIRS ARE NOT RELATED TO THE WARRANTY EXTENSION THEN THEY WOULD BE RESPONSIBLE FOR THAT COST; | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN2BE[redacted]
Owner Or Fleet	[redacted]RICHMOND, TX, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2011		
Report Date	1/31/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/31/2019 12:46:00 PM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 2:08:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS OIL CHANGE AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; WECI WARR EXT COVERS CLOCK SPRING; PARTS AND LABOR FOR CLOCK SPRING BOTH AT/BELOW CAP AMOUNT; VW TO REIMBURSE CLOCK SPRING ONLY; PARTS:$ 408.10; LABOR: $108.90; TAX: $25.50; TOTAL: $542.50 | | | SP TO GENERATE CHECK REQUEST
2/14/2019 2:10:00 PM	WVWMN7AN2BE[redacted]VW TO REIMBURSE WECI WARR EXT; TOTAL: $542.50 | | | SP GENERATED CHECK REQUEST
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 542.50 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A37CC[redacted]
Owner Or Fleet	[redacted] Grand Prairie, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/31/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/31/2019 12:51:00 PM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 2:14:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS OIL CHANGE AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; WECI WARR EXT COVERS CLOCK SPRING; VW TO REIMBURSE CLOCK SPRING; PARTS: $246.56 ($290.07 MINUS $43.51 DISCOUNT); LABOR: $229.50 ($270.00 MINUS $40.50 DISCOUNT); TAX: $15.41; TOTAL: $491.47 | | | SP TO GENERATE CHECK REQUEST
2/14/2019 2:17:00 PM	1VWAH7A37CC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $491.47 | | | SP GENERATED CHECK REQUEST
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 491.47 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A33FC[redacted]
Owner Or Fleet	[redacted] Wilton Manors, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/31/2019	Incident Date	N/A
Mileage	41,365		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/31/2019 12:53:00 PM	MEDIA ATTACHED IN DOC CENTER
2/12/2019 2:34:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 41,365 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $812.18. | | | SP TO GENERATE CHECK REQUEST.
2/12/2019 2:35:00 PM	1VWAS7A33FC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $812.18. | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 812.18 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWJZ7AJ6AM[redacted]
Owner Or Fleet	[redacted] East Northport, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	1/31/2019	Incident Date	N/A
Mileage	41,120		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/31/2019 4:16:00 PM	MEDIA ATTACHED IN DOC CENTER
2/1/2019 10:16:00 AM	CUSTOMER SENT IN REPAIR ORDER FOR POSSIBLE REIMBURSEMENT FOR AIR BAG CLOCK SPRING
2/1/2019 10:45:00 AM	REFERENCE # [redacted] | DEAR MR. [redacted] | | THANK YOU FOR CONTACTING US AGAIN IN REGARDS TO YOUR 2010 JETTA. I HAVE RECEIVED YOUR REPAIR ORDER WE REQUESTED FOR THE AIRBAG CLOCK SPRING REPAIR YOU HAD DONE AT FRANK┬┐S CAR CARE. | | I WILL BE SENDING THE DOCUMENTS ALONG WITH THE PROOF OF PAYMENT YOU SENT IN TO OUR CAMPAIGN REIMBURSEMENT DEPARTMENT TO REVIEW THE CASE FOR POSSIBLE REIMBURSEMENT. YOU WILL RECEIVE A DECISION IN THE MAIL WITHIN THE NEXT 60 DAYS. I APOLOGIZE FOR THE PREVIOUS ISSUES YOU HAD WITH THE VEHICLE AND THANK YOU FOR ALLOWING US THE OPPORTUNITY TO REVIEW YOUR CASE AGAIN. | | IF YOU HAVE ANY OTHER QUESTIONS, PLEASE FEEL FREE TO CONTACT US AGAIN. | | SINCERELY, | | | | KATIE N. | | CUSTOMER CARE ADVOCATE | |
2/1/2019 10:47:00 AM	SP TO REVIEW; REFERENCE CASE [redacted] WITH POP
2/8/2019 9:14:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 3/20/2015; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; BOTH PARTS AND LABOR COSTS ARE BELOW CAP AMOUNTS; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $342.17 | | | | SP TO GENERATE CHECK REQUEST
2/8/2019 9:16:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/8/2019 9:16:00 AM	3VWJZ7AJ6AM[redacted]VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $342.17 | | | | SP GENERATED CHECK REQUEST
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 342.17 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW467AJ1CM[redacted]
Owner Or Fleet	[redacted] SPRINGFIELD, OR, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	1/31/2019	Incident Date	N/A
Mileage	41,787		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/31/2019 4:39:00 PM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 8:32:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 41,787 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $292.35; LABOR $242.00; TOTAL $534.35. | | | SP TO GENERATE CHECK REQUEST.
2/14/2019 8:35:00 AM	3VW467AJ1CM[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $534.35. | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 534.35 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A37DC[redacted]
Owner Or Fleet	[redacted] Williamstown, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/31/2019	Incident Date	N/A
Mileage	52,278		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/31/2019 4:41:00 PM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 11:06:00 AM	CUTSOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED MULITIPLE RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; CUSTOMER HAD CLOCK SPRING REPLACED IN JUNE OF 2015 AND AGAIN SEPTEMBER OF 2016; JUNE 2015 WAS COVERED UNDER WARRANTY; VW TO REIMBURSE FOR REPAIRS IN SEPTEMBER 2016; VW TO RIEMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIRS; CUSTOMER PAID: $535.08 TAX: $37.45 DISCOUNT: $20 TOTAL: $552.54 | | | SP TO GENERATE CHECK REQUEST
2/14/2019 11:14:00 AM	1VWBP7A37DC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $552.54 | | | | SP GENERATED CHECK REQUEST
2/14/2019 11:14:00 AM	GW- PROVIDED- FIRST OUT OF POCKET DATE
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 552.54 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A34GC[redacted]
Owner Or Fleet	[redacted] Logan Township, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	1/31/2019	Incident Date	N/A
Mileage	54,714		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/31/2019 4:52:00 PM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 9:22:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY AS GOODWILL DUE TO DATE OF REPAIRS; CUSTOMER PAID :$540.77 | | | | SP TO GENERATE CHECK REQUEST
2/14/2019 9:43:00 AM	GW- PROVIDED- FIRST OUT OF POCKET DATE
2/14/2019 9:44:00 AM	1VWAT7A34GC[redacted]VW TO REIMBURSE UNDER WECY WARR.EXT AS GOODWILL DUE TO DATE OD REPAIRS; TOTAL: $540.77 | | | | SP GENERATED CHECK REQUEST
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 540.77 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBN7AN7DE[redacted]
Owner Or Fleet	[redacted], Columbus, OH, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	1/31/2019	Incident Date	N/A
Mileage	50,816		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/31/2019 5:05:00 PM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 10:30:00 AM	CUST SENT IN REPAIR ORDER WITH PART NUMBERS INCLUDED FOR REVIEW OF REIMBURSEMENT
2/5/2019 10:33:00 AM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | MY NAME IS ZHANE S., AND I┬┐M REACHING OUT TO YOU ON BEHALF OF SARAH S. | | | I APPRECIATE YOU SENDING OVER YOUR REPAIR ORDER INCLUDING THE PART NUMBERS. I AM NOW ESCALATING YOUR CASE FOR REIMBURSEMENT REVIEW UNDER THE CLOCK SPRING WARRANTY EXTENSION. THIS REVIEW PROCESS CAN TAKE UP TO 60 DAYS TO COMPLETE. ONCE COMPLETED, YOU WILL RECEIVE YOUR DETERMINATION VIA US POSTAL MAIL. | | | IN THE MEANTIME, IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, FEEL FREE TO REPLY TO THIS EMAIL AND I WOULD BE MORE THAN HAPPY TO HELP THE BEST WAY I CAN. I HOPE YOU ARE OTHERWISE ENJOYING YOUR PASSAT. | | | HAVE A GREAT DAY! | | | SINCERELY, | | | | | | ZHANE S. | CUSTOMER CARE ADVOCATE | | | | | | |
2/5/2019 10:37:00 AM	SP TO REVIEW FOR REIMBURSEMENT
2/8/2019 4:03:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 50,816 MILES; REPAIRS COMPLETED UNDER CAP AMOUNT; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $583.83. | | | SP TO GENERATE CHECK REQUEST.
2/8/2019 4:04:00 PM	WVWBN7AN7DE[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $583.83. | | | SP GENERATED CHECK.
2/14/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 583.83 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A37CC[redacted]
Owner Or Fleet	[redacted]	BUTLER, PA, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/1/2019	Incident Date	N/A
Mileage	72,503		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/1/2019 10:11:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 4:08:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 72,503 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $308.68; LABOR $150.73; TAX $27.56; TOTAL $486.97. | | | SP TO GENERATE CHECK REQUEST.
2/8/2019 4:12:00 PM	1VWAP7A37CC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $486.97. | | | SP GENERATED CHECK.
2/14/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 486.97 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A33DC[redacted]
Owner Or Fleet	[redacted], Carmel, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	2/1/2019	Incident Date	N/A
Mileage	73,358		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/1/2019 11:05:00 AM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 8:44:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $583.24 | | | SP TO GENERATE CHECK REQUEST
2/14/2019 8:45:00 AM	1VWBP7A33DC[redacted]VW TO REIMBURSE WECI WARR EXT; TOTAL: $583.24 | | | SP GENERATED CHECK REQUEST
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 583.24 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCM7A37CC[redacted]
Owner Or Fleet	[redacted]		Highland, UT, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/1/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/1/2019 1:21:00 PM	CUSTOMER STATES: GOT INTO THE VEHICLE THIS MORNING; WHEN TURNING THE STEERING WHEEL MADE A CRACKLING SOUND; VEHICLE'S AIR BAG LIGHT CAME ON; | | | | CUSTOMER SEEKING: SHOULD CUSTOMER BE CONCERNED WHILE DRIVING THE VEHICLE | | | | | | CO ADVISED: VEHICLE DOES HAVE A WARRANTY EXT. ON THE AIRBAG CLOCK SPRING; WOULD RECOMMEND CUSTOMER REACHING OUT TO LOCAL DEALER; DEALERSHIPS ARE OUR BEST TECHNICAL SUPPORT; | | | | | | CUSTOMER THANKED | | | | NO FURTHER ACTION;
2/1/2019 1:30:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / AIRBAG LIGHT ON ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN2GE[redacted]
Owner Or Fleet	[redacted] Cutchogue, NY, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2016		
Report Date	2/4/2019	Incident Date	N/A
Mileage	45,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501CN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/4/2019 1:03:00 PM	CUSTOMER STATES NOW WOULD LIKE TO KEEP APPOINTMENT FOR 12TH AT 9:00 AM BUT STILL WANTS A SUPERVISOR TO CALL HER. | | | CO ADVISED SUPERVISOR WILL CALL HER BY COB TOMORROW, THE 5TH. CO TO ASSIGN TO SUPERVISOR.
2/4/2019 1:04:00 PM	CUSTOMER REQUESTED SUPERVISOR CALL HER ABOUT COMPLAINT WITH VW AND RECALLS/WARRANTY EXTENSIONS, NOT SATISFIED WITH EXPLANATION, FEELS NHTSA SHOULD ESTABLISH RECALL FOR CLOCK SPRING, CO NOT HELPFUL. (CUSTOMERS VEHICLE NOT AFFECTED BY WARRANTY EXTENSION FOR CLOCKSPRING) BUT CO ADVISED RCM WILL LOOK INTO POSSIBLE ASSISTANCE. CUSTOMER CAN BE REACHED AT [redacted] | | | SUPERVISOR TO CALL CUSTOMER.
2/4/2019 11:23:00 AM	CLOSEST APPOINTMENT IS FOR TUESDAY, 12TH AT 9:00, CANNOT PROVIDE LOANER. CO TO CALL CUSTOMER.
2/4/2019 11:36:00 AM	CO ADVISED CLOSEST APPOINTMENT IS TUESDAY, 12TH AT 9:00 AM AND LOANER WOULD NOT BE PROVIDED ACCORDING TO DEALER, MAY BE POSSIBLE DEPENDING ON HOW LONG VEHICLE NEEDS TO BE AT THE DEALER. | | | CUSTOMER STATES THIS IS NOT A GOOD TIME FOR HER, AND SHE WANTS VW TO PROVIDE A RENTAL FROM NOW UNTIL TUESDAY, THE 12TH. | | | CO ADVISED VW WILL NOT MEET THIS REQUEST, IT MAY BE A LOANER WOULD BE PROVIDED BY THE DEALER IF VEHICLE IS THERE LONGER THAN A DAY, BUT AGAIN WOULD FIRST HAVE TO BE DIAGNOSED. CUSTOMER ASKED TO SPEAK WITH SUPERVISOR AND ASKED THAT APPOINTMENT TIME BE CHANGED TO 11:00 ON SAME DAY. CO ADVISED SHE WILL REQUEST SUPERVISOR CALL HER, CAN EXPECT CALL BY COB TOMORROW, THE 5TH, IN MEANTIME WILL SEE IF APPOINTMENT CAN BE CHANGED AND CHECK FOR SHUTTLE TO HER WORK AS WELL. CUSTOMER CONTINUED TO BERATE CO, ADVISED CO DOES NOT UNDERSTAND THE URGENCY OF HER CONCERN AND HER HAVING TO PAY 300 FOR RENTAL AND IMPORTANCE OF AIRBAG LIGHT, VW IS NOT CARING FOR THEIR CUSTOMERS SAFETY, RECALL SHOULD BE ESTABLISHED FOR THIS PART, IS SURE IS THE CLOCKSPRING, ASKED COS NAME WHICH WAS PROVIDED. CO TO CALL DEALER AND ASSIGN TO SUPERVISOR.
2/4/2019 12:09:00 PM	DP STATES DOES NOT HAVE OPENING FOR 11:00 ON TUESDAY, 12TH, CAN COME IN AT 10 OR 10:30 AND WILL ARRANGE SHUTTLE FOR CUSTOMER BUT CANNOT PROMISE A LOANER. CO ADVISED SHE WILL CALL CUSTOMER AND MAKE HER AWARE OF THIS AND SHE CAN SET APPOINTMENT WHICH IS CONVENIENT FOR HER. | | | CO TO CALL CUSTOMER.
2/4/2019 9:45:00 AM	CUSTOMER STATES SUBSEQUENT OWNER, PURCHASED YEAR AGO FROM HERTZ, HAD A 2016 TIGUAN THAT WAS TOTALED, WAS HIT HARD, AND THIS IS REASON SHE PURCHASED ANOTHER VW, CALLING ABOUT THE WARRANTY EXTENSION FOR THE CLOCKSPRING, HORN AND STEERING WHEEL CONTROLS DO NOT WORK, AIRBAG LIGHT IS ON, ALL THE SYMPTOMS RELATE TO THE WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING, SPOKE WITH SOMEONE YESTERDAY AT VW (CHAT), WAS NOT HELPFUL, KEPT TELLING HER VEHICLE WAS OUTSIDE WARRANTY AND SHE KNOWS THIS, CALLED NHTSA ABOUT HAVING A RECALL ESTABLISHED FOR THIS CONCERN, WOULD LIKE TO KNOW THE RANGE OF VINS AFFECTED BY THIS WARRANTY EXTENSION. | | | CO ADVISED THERE ARE NO OPEN RECALLS, NO WARRANTY EXTENSIONS EITHER, ADVISED SHE IS UNABLE TO PROVIDE RANGE OF VINS AFFECTED BY THE WARRANTY EXTENSION BUT ARE MY 2010 TO 2018. CUSTOMER THEN REQUESTED TO SPEAK WITH SUPERVISOR, HER VEHICLE SHOULD BE AFFECTED AND SHOULD BE RECALLED, IS VERY UPSET WITH VW. | | | CO ADVISED SHE IS ATTEMPTTING TO ASSIST CUSTOMER, IF SHE WOULD NOT MIND HOLDING WILL REVIEW HER CONCERN . | | | FACE TO FACE WITH KEVIN S. ESCALATE FOR REVIEW FOR POSSIBLE ASSISTANCE DUE TO OWNING 2 VWS AND 34 MOS IN SERVICE. CO TO RETURN TO CUSTOMER | | | CO ADVISED SHE WOULD LIKE TO LOOK INTO POSSIBLE ASSISTANCE WITH REPAIR, BUT A VW DEALER WOULD FIRST HAVE TO DIAGNOSE VEHICLE, CAN BE TOWED IF CUSTOMER IS FEARFUL DRIVING IT. CUSTOMER STATES SHE CAN DRIVE TO DEALER 408150, HER TOWING COVERAGE WILL NOT COVER THE DISTANCE TO THE DELAER, WOULD LIKE THIS EXPEDITED AS SHE IS MISSING WORK. CO ADVISED WILL SEE IF DEALER CAN PROVIDE LOANER, AND SET APPOINTMENT TO WHICH CUSTOMER STATES WEDNESDAY, 6TH IN MORNING WOULD BE BEST. CO TO CONTACT DEALER TO SEE IF LOANER CAN BE PROVIDED AND APPOINTMENT.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN2GE[redacted]
Owner Or Fleet	[redacted] Cutchogue, NY, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2016		
Report Date	2/4/2019	Incident Date	N/A
Mileage	45,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501CN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/5/2019 1:28:00 PM	TEAM LEAD CALLED CUSTOMER; CUSTOMER STATES THAT THE CUSTOMER WORKS FOR A LOCAL NEWSPAPER AND SEEKS TO HAVE THE VINS OF THE AFFECTED VEHICLE'S; TEAM LEAD ADVISED THAT CUSTOMER CAN VISIT [redacted] AND CAN CHECK SPECIFIC VINS FOR OPEN RECALLS; CUSTOMER STATES THAT THE CUSTOMER HAS FILED A COMPLAINT WITH NHSTA; CUSTOMER STATES THAT ACCORDING TO CUSTOMER RESEARCH THAT THERE IS A FEDERAL LAW THAT COVERS SEATBELTS AND AIRBAGS FOR 5 YEARS OR 50K; TEAM LEAD ADVISED THAT CUSTOMER VEHICLE DOES NOT HAVE A CAMPAIGN OR WARRANTY EXTENSION FOR THE CLOCK SPRING; IF ONE DOES BECOME AVAILABLE IN THE FUTURE CUSTOMER WILL BE NOTIFIED BY MAIL; CUSTOMER STATES THAT THE CUSTOMER IS TAKING THE VEHICLE IN ON THE 12TH AND SEEKS TO HAVE THE VEHICLE COMPLETED ON THE 12TH; TEAM LEAD ADVISED THAT AS THE VEHICLE IS OUTSIDE OF THE APPLICABLE WARRANTY CASE WILL BE ASSIGNED TO AN RCM WHO WILL CONTACT THE DEALER IN REGARD TO THE DIAGNOSIS AND REVIEW FOR POSSIBLE ASSISTANCE; RCM WILL FOLLOW UP WITH THE CUSTOMER COB 2/13; CUSTOMER DEMANDS THAT THE VEHICLE GET REPAIRED 2/12 FREE OF CHARGE; CUSTOMER SEEKING TO SPEAK WITH SOMEONE ELSE; TEAM LEAD TO REVIEW WITH SUPERVISOR | | | | FACE TO FACE WITH SUPERVISOR | | | | TEAM LEAD ADVISED THAT CUSTOMER WOULD HAVE TO ALLOW CUSTOMER CARE CENTER TIME TO CONTACT THE DEALER GATHER THE DIAGNOSIS INFORMATION; RCM WOULD BE ABLE TO CONTACT CUSTOMER COB 2/13; IF CUSTOMER DOES PAY FOR THE REPAIR CUSTOMER CAN SUBMIT THE REPAIR ORDER AND PROOF OF PAYMENT FOR REVIEW; CUSTOMER STATES THAT THE CUSTOMER WILL TAKE THE VEHICLE TO DEALER; IF VW DOES NOT PAY REPAIR CUSTOMER WILL CONTACT ATTORNEY; TEAM LEAD ADVISED THAT CUSTOMER WILL BE CONTACT 2/13; CUSTOMER ACKNOWLEDGED; TEAM LEAD TO ASSIGN TO RCM
2/5/2019 2:18:00 PM	RCM TO CONTACT DEALER IN REGARD TO THE VEHICLE DIAGNOSIS AND REVIEW FOR POSSIBLE ASSISTANCE; CUSTOMER APPOINTMENT IS 9 AM AT 408150 ON 2/12; RCM TO ASSIGN BACK TO TEAM LEAD AFTER CASE IS REVIEWED TEAM LEAD WILL FOLLOW UP WITH CUSTOMER BY COB 2/13
2/5/2019 3:22:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 11:35:00 AM	CUSTOMER STATES: MADE AN APPOINTMENT TUESDAY 2/12 FOR THE AIRBAG CLOCK SPRING; WAS TOLD THE VEHICLE WAS NOT A PART OF THE RECALL BUT JUST TODAY WAS RECEIVED A RECALL LETTER IN THE MAIL FOR THE AIRBAG; STATES DOESN┬┐T KNOW WHY VW IS PUTTING FAULTY PARTS IN THE VEHICLE WHEN THEY KNEW THEY WERE FAULTY; DOES NOT FEEL SAFE IN THE VEHICLE; | | | | CUSTOMER ADVOCATE ADVISED: CANNOT TRANSFER CUSTOMER OVER TO CO AS THIS IS AN INBOUND CALL CENTER; RCM IS INVOLVED AND WILL BE IN CONTACT BY COB 2/13; CUSTOMER CARE CENTER WAS ADVISED OF THE RECALL JUST TODAY SO THE CO WOULDN'T OF BEEN AWARE OF THE RECALL; THE RECALL IS CURRENTLY STILL PENDING UNTIL PARTS ARE AVAILABLE; BECAUSE OF THE NUMBER OF CONCERNS THAT IS WHY NHTSA ANNOUNCED THE RECALL; | | | | CUSTOMER SEEKING: A SUPERVISOR | | | | FACE TO FACE WITH TEAM LEAD JULIE | | | | CUSTOMER ADVOCATE ADVISED: REVIEWED CONCERN WITH A SUPERVISOR AND WAS ADVISED THAT YOU SHOULD KEEP THE ORIGINAL APPOINTMENT SO AN RCM TO FOLLOW UP; WE WERE JUST NOTIFIED OF THIS RECALL TODAY; UNDERSTANDS THAT IT IS A SAFETY CONCERN IF THE VEHICLE WERE TO CRASH; THE RECALL IS NOT A STOP DRIVE MEANING IT WOULD OF BEEN TAKEN CARE OF A DIFFERENT WAY MEANING THE VEHICLE CANNOT BE DRIVEN; LOANER VEHS ARE AT THE DEALERS DISCRETION AND THE RCM CAN SEE IF A LOANER OR RENTAL AND CAN PROVIDED; SEEKING ANOTHER WAY OF TRANSPORTATION UNTIL THE APPOINTMENT IS AT THE CUSTOMERS DISCRETION; ADVISED | | | | CUSTOMER STATES: SHE IS CONTACTING AN ATTORNEY ONCE THE CALL ENDS | | | | RCM TO REVIEW | |
2/8/2019 11:50:00 AM	TEAM LEAD ADVISED THAT VW JUST HAS RELEASED THE INFORMATION IN REGARD TO THE FORTH COMING RECALL; THERE IS NOT A STOP DRIVE FOR THE VEHICLE; CO TO RETURN TO CUSTOMER
2/11/2019 10:08:00 AM	SERVICE ADVISOR STATES CUSTOMER IS UPSET THAT VEHICLE IS NOT PART OF THE CLOCK SPRING EXTENSION; WANTS TO BE PUT IN A LOANER/RENTAL UNTIL PARTS ARE AVAILABLE. CUSTOMER IS TO PAY DIAGNOSIS; VEHICLE WAS LAST AT DEALER ARUND 45K MILES.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN2GE[redacted]
Owner Or Fleet	[redacted] Cutchogue, NY, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2016		
Report Date	2/4/2019	Incident Date	N/A
Mileage	45,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501CN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/11/2019 4:57:00 PM	CUSTOMER STATES: HAS CONTACTED LOCAL CONGRESSMAN WITH COMPLAINTS ON VEHICLE, CUSTOMER WAS TOLD TO CALL AND REQUESTING TO SPEAK WITH CUSTOMER CARE TO ASK MORE QUESTIONS, CUSTOMER HAS A RECALL FOR THE AIRBAG ON IT AND ISSUES WITH THE AIRBAG CLOCK SPRING AND CUSTOMER CONTACTED THE DLR AND WAS TOLD THAT SHE COULD NOT BE GIVEN, CUSTOMER FEELS THAT VW KEEPS SAYING SORRY TO HER AND THAT IS NOT GOOD ENOUGH FOR HER AND DEMANDS ANSWERS; CUSTOMER THINKS THAT IT IS RIDICULOUS TO PAY OUT MORE MONEY FOR THIS SITUATION AND CONTINUE TO DRIVE A CAR THAT IS UNSAFE TO DRIVE | | | CUSTOMER SEEKING: HOW MANY CARS WERE INVOLVED IN THE CLOCK SPRING ISSUES AND HOW MANY HAVE THE WARRANTY EXTENSION, AND WHAT MAKER IS INVOLVED, AND WANTS TO KNOW IF THE SAME MANUFACTER HAS MADE THE FAULTY ONE IN HER VEHICLE; TO SPEAK WITH RCM, TAKATA AIRBAG QUESTIONS: WHY DID VW CONTINUE TO EQUIP VEHICLES WITH THIS AIRBAG THAT COULD POTENTIALLY KILL PEOPLE, AND WHY DID VW WAIT UNTIL THEY WERE MANDATED BEFORE MAKING A CHANGE, AND WHEN WILL PART BE AVAILABLE TO FIX CUSTOMERS VEHICLE | | | CA REVIEWED WITH JACOB: HE ADVISED CUSTOMER THAT RCM WOULD HAVE TO LOOK INTO QUESTIONS AND FOLLOW UP WITH CUSTOMER BY COB 2/12 WITH MORE INFORMATION | | | CA ADVISED: CUSTOMER THAT INFORMATION HAS BEEN DOCUMENTED AND CASE NOTES HAVE BEEN UPDATED FOR RCM, RCM WILL FOLLOW UP WITH CUSTOMER BY COB 2/12 | | | RCM TO CALL CUSTOMER
2/12/2019 1:52:00 PM	SERVICE ADVISOR STATES NEEDED REPAIR IS THE STEERING WHEEL CLOCK SPRING. $794. WILL GIVE CUSTOMER DISCOUNT ON DEALER END.
2/12/2019 2:07:00 PM	[redacted] | | | RCM CALL ATTEMPT TO DISCUSS CASE. VOICE MAIL BOX WAS FULL.
2/12/2019 2:08:00 PM	IF CUSTOMER CALLS INTO QUEUE, ADVISED RCM ATTEMPTED TO CALL CUSTOMER TO DISCUSS CASE. ADVISE CUSTOMER: | | | REGARDING HER QUESTIONS SURROUNDING THE WARRANTY EXTENSION: | NUMBER OF VEHICLE AFFECTED IS NOT INFORMATION THAT WE HAVE ACCESS TO HERE OR IS A SERVICE CARE OFFERS. WE CAN SEE IF VEHICLE IS APPLICABLE. | MANUFACTURER OF CLOCK SPRING, OR WHO MANUFACTURED THE CLOCK SPRING IN HER VEHICLE IS NOT INFORMATION WE HAVE HERE AT CARE, THERE IS NO ONE RCM CAN POINT CUSTOMER TOWARDS WITHIN VW. CUSTOMER CAN TRY ANY OTHER OUTSIDE SOURCE, SUCH AS NHTSA. WARRANTY EXTENSION IS THROUGH VW, SO EVEN IF CUSTOMER WAS PROVIDED THAT INFORMATION, IT WOULD NOT CHANGE CUSTOMER APPLICABILITY TO WARRANTY EXTENSION | | | REGARDING HER QUESTIONS SURROUNDING TAKATA: | ESTIMATED TIME OF ARRIVAL IS NOT AVAILABLE; CUSTOMER WILL BE NOTIFIED WHEN REPAIR BECOMES AVAILABLE. PROCESS INVOLVES THE FEDERAL GOVERNMENT, VW WOULD NOT KNOWINGLY USE OR CONTINUE TO USE DEFECTIVE PARTS. | | | ALL COSTS ASSOCIATING WITH THE REPAIRS NEEDED TO CUSTOMER CC ARE CUSTOMER RESPONSIBILITY. CUSTOMER CAN REFER TO DEALER FOR PRICING ON REPAIR.
2/12/2019 5:06:00 PM	SUPERVISOR ADVISED SUPPORT THE DECISION PROVIDED AS IT IS VW'S POSITION IN GENERAL; IF CUSTOMER PERSISTS WE WOULD NOT DENY ESCALATION TO A SUPERVISOR BUT RCM IS IN THE BEST POSITION TO HAVE WORKED WITH CUSTOMER AND DEALER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN2GE[redacted]
Owner Or Fleet	[redacted] Cutchogue, NY, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2016		
Report Date	2/4/2019	Incident Date	N/A
Mileage	45,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501CN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/12/2019 5:15:00 PM	CUSTOMER STATES: HAS AN OPEN CASE WITH RCM JAKE; | | | CUSTOMER SEEKS: TO SPEAK WITH RCM JAKE; | | | CUSTOMER ADVOCATE ADVISED: REGARDING HER QUESTIONS SURROUNDING THE WARRANTY EXTENSION: NUMBER OF VEHICLE AFFECTED IS NOT INFORMATION THAT WE HAVE ACCESS TO HERE OR IS A SERVICE CARE OFFERS. WE CAN SEE IF VEHICLE IS APPLICABLE. MANUFACTURER OF CLOCK SPRING, OR WHO MANUFACTURED THE CLOCK SPRING IN HER VEHICLE IS NOT INFORMATION WE HAVE HERE AT CARE, THERE IS NO ONE RCM CAN POINT CUSTOMER TOWARDS WITHIN VW. CUSTOMER CAN TRY ANY OTHER OUTSIDE SOURCE, SUCH AS NHTSA. WARRANTY EXTENSION IS THROUGH VW, SO EVEN IF CUSTOMER WAS PROVIDED THAT INFORMATION, IT WOULD NOT CHANGE CUSTOMER APPLICABILITY TO WARRANTY EXTENSION | | | CUSTOMER SEEKS: TO SPEAK WITH A SUPERVISOR; | | | FACE TO FACE WITH PRESTON: SUPERVISOR ADVISED SUPPORT THE DECISION PROVIDED AS IT IS VW'S POSITION IN GENERAL; IF CUSTOMER PERSISTS WE WOULD NOT DENY ESCALATION TO A SUPERVISOR BUT RCM IS IN THE BEST POSITION TO HAVE WORKED WITH CUSTOMER AND DEALER ; | | | CUSTOMER ADVOCATE ADVISED: WILL DOCUMENT CUSTOMERS DISSATISFACTION WITH THE INFORMATION WE HAVE PROVIDED THE CUSTOMER; NO SUPERVISOR AVAILABLE TO TAKE CALL LIVE; | | | CUSTOMER STATES: WILL BE GETTING THE CONGRESSWOMAN INVOLVED IN THIS CASE; WANTS TO STAY ON THE LINE UNTIL SUPERVISOR BECOMES AVAILABLE; | | | CUSTOMER ADVOCATE ADVISED: CUSTOMER CANNOT STAY ON HOLD, AS THIS IS AN INBOUND CALL CENTER; | | | CUSTOMER STATES: CALL HAS BEEN RECORDED; | | | CUSTOMER ADVOCATE ADVISED: CUSTOMER DOES NOT HAVE PERMISSION TO RECORD CALL; | | | CUSTOMER STATES: IN THE STATE OF NY, ONLY 1 PERSON NEEDS TO KNOW WHEN CALLS ARE RECORDED; | | | CUSTOMER ADVOCATE ADVISED: CUSTOMER STILL DOES HAVE PERMISSION TO RECORD CALL; | | | *CUSTOMER DISCONNECTED CALL* | | | RCM TO REVIEW AND CLOSE; | |
2/12/2019 5:26:00 PM	CUSTOMER SEEKING TO SPEAK WITH RCM OR SUPERVISOR; HAS CONTACTED CUSTOMER CARE CENTER A TOTAL OF 6 TIMES AND HAS YET TO SPEAK WITH RCM FEELS NEGLECTED AND IS VERY UPSET | | | CALL DISCONNECTED
2/12/2019 5:34:00 PM	SUPERVISOR ADVISED RCM CAN FOLLOW UP WITH CUSTOMER BY THE COB 2/13; ADVISED TRY AND GET A GOOD TIME FOR RCM TO CALL IF POSSIBLE.
2/12/2019 5:37:00 PM	CO CONTACTED CUSTOMER NO ANSWER AND MAILBOX WAS FULL | | | RCM TO REVIEW
2/12/2019 9:59:00 AM	RECALL 69L2: STEERING WHEEL AIR BAG CLOCK SPRING: MY 2010-2014 | | TOTAL AFFECTED: 415,800. | | | WARRANTY EXTENSION: | | NUMBER OF VEHICLE AFFECTED IS NOT INFORMATION THAT WE HAVE ACCESS TO HERE OR IS A SERVICE CARE OFFERS. WE CAN SEE IF VEHICLE IS APPLICABLE. | | MANUFACTURER OF CLOCK SPRING IS NOT INFORMATION WE HAVE, THERE IS NO ONE RCM CAN POINT CUSTOMER TOWARDS WITHIN VW. CUSTOMER CAN TRY ANY OTHER OUTSIDE SOURCE, SUCH AS NHTSA. WARRANTY EXTENSION IS THROUGH VW, SO EVEN IF CUSTOMER WAS PROVIDED THAT INFORMATION, IT WOULD NOT CHANGE CUSTOMER APPLICABILITY TO WARRANTY EXTENSION. | | | TAKATA: | | ESTIMATED TIME OF ARRIVAL IS NOT AVAILABLE; CUSTOMER WILL BE NOTIFIED WHEN REPAIR BECOMES AVAILABLE. PROCESS INVOLVES THE FEDERAL GOVERNMENT, VW WOULD NOT KNOWINGLY USE OR CONTINUE TO USE DEFECTIVE PARTS. | | | | |
2/13/2019 2:53:00 PM	[redacted] | | | RCM LEFT VOICE MAIL MESSAGE CALLING TO DISCUSS CASE; RCM LEFT DIRECT EXT. RCM SEEKING BEST TIME TO TALK. | | | | | | RCM TO WAIT CUSTOMER CONTACT.
2/13/2019 3:17:00 PM	CUSTOMER STATES: HAS CALLED CARE ON 6 DIFFERENT OCCASIONS, TRYING TO REACH THE RCM ASSIGNED TO HER CASE; CUSTOMER STATES, EACH TIME, SHE IS TOLD HE IS UNAVAILABLE; CUSTOMER FEELS LIKE SHE IS PLAYING PHONE TAG, AND THAT HER CASE IS BEING HANDLED VERY POORLY | | | CUSTOMER SEEKING: TO SPEAK WITH RCM | | | CUSTOMER ADVOCATE ADVISED: RCM ATTEMPTED TO CALL JUST BEFORE HER CALL BACK TO CARE, AND HE LEFT A VOICE MAIL WITH HIS DIRECT EXTENSION, ASKING FOR THE BEST TIME TO REACH BACK OUT TO HER; RCM IS UNAVAILABLE TO SPEAK AT THIS TIME; CUSTOMER ADVOCATE ADVISED WOULD NOTATE CUSTOMER REQUEST TO BE CONTACTED BY COB TODAY, BUT COULD NOT GUARANTEE; CUSTOMER STATES WORKS 9:00AM-5:00PM AND IT IS DIFFICULT FOR HER TO ANSWER HER PHONE, BUT ONLY WANTS TO TOUCH BASE WITH HIM | | | RCM TO REVIEW*

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN2GE[redacted]
Owner Or Fleet	[redacted] Cutchogue, NY, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2016		
Report Date	2/4/2019	Incident Date	N/A
Mileage	45,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501CN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/13/2019 5:06:00 PM	CUSTOMER STATES: HAS CONTACTED VW 7 TIMES; CUSTOMER CASE HAS BEEN HANDLED POORLY; NOT SATISFIED; CUSTOMER STATES LAW IN THE STATE OF NY THAT SHE CAN RECORD CALLS WITHOUT LETTING CC KNOW; | | | CUSTOMER SEEKING: SPEAK WITH SUPERVISOR; | | | CUSTOMER ADVOCATE ADVISED: RCM IS ESCALATING CASE TO RCM; CUSTOMER ADVOCATE ADVISED DOES NOT APPROVE OF CALL BEING RECORDED; | | | NOTE TO SUPERVISOR; CALL BETWEEN 10 AM TO NOON;
2/13/2019 6:24:00 PM	CUSTOMER LEFT VOICE MAIL MESSAGE 3:20PM: CUSTOMER LEFT VOICE MAIL MESSAGE EXPECTS CALL BACK BY 5PM TODAY. CUSTOMER CLEARED SCHEDULE TO SPEAK WITH RCM. | | CUSTOMER LEFT VOICE MAIL MESSAGE 4:09PM: CUSTOMER CLEARED SCHEDULE FOR LAST 2 HOURS OF DAY TO SPEAK WITH RCM. CUSTOMER HAS ATTEMPTED TO SPEAK WITH RCM 7 TIMES. CUSTOMER WOULD LIKE A SUPERVISOR TO CALL CUSTOMER IF RCM IS NOT ABLE TO SPEAK WITH CUSTOMER. [redacted]
2/13/2019 6:28:00 PM	CUST REQUESTS CALL BACK BETWEEN 10AM AND NOON.
2/14/2019 4:00:00 PM	CUSTOMER STATES THAT SHE WAS TO RECEIVE A CALL BETWEEN 10-12PM 2/14/2019. | | | CUSTOMER SEEKING TO SPEAK TO A SUPERVISOR | | | CO ADVISED THAT CUSTOMER IS SCHEDULE TO BE CALLED BY THE COB TODAY 2/14/2019. | | | CUSTOMER STATES THAT SHE WAS TO RECEIVE A CALL BETWEEN 10-12PM . | | | CO ADVISED CUSTOMER THAT ALTHOUGH THAT WAS A REQUEST THAT IT CAN┬┐T BE PROMISED THAT A SUPERVISOR WILL BE AVAILABLE AT THAT TIME. CO ADVISED CUSTOMER THAT CALL WILL BE TODAY BY COB @[redacted] | | | SUPERVISOR TO REVIEW.
2/14/2019 5:57:00 PM	CUSTOMER STATES THE FOLLOWING: SHE HAS REQUESTED TO SPEAK WITH A SUP AND HAS NOT BEEN PROVIDED THE OPPORTUNITY. SUP APOLOGIZED FOR INCONVENIENCE AND EXPLAINED HER CONTACT WAS ESCALATED TO AND RCM. WHEN SHE REQUESTED TO SPEAK WITH A SUP, IT WAS FORWARDED TO ME AND THE RCM WAS UNABLE TO VIEW IT. CUSTOMER REQUESTED THE TOTAL NUMBER OF CLOCK SPRING COMPONENTS AFFECTED ALONG WITH THE VENDOR WHO MANUFACTURES THE PARTS. SUP EXPLAINED BOTH INQUIRES PERTAIN TO INFORMATION DESIGNED FOR VW INTERNAL PURPOSES. WE DON'T PUBLISH INFORMATION ON OUR VENDORS AS WE HAVE AN AGREEMENT WITH THEM. CUSTOMER THEN ASKED IF VW WAS GOING TO OFFER A DISCOUNT ON THE REPAIR. SUP ADVISED WE WERE NOT OFFERING ANY ASSISTANCE TOWARDS THE REPAIR. CUSTOMER SAID THE CALL WAS BEING RECORDED. SUP ADVISED I'M IN THE STATE OF MICHIGAN AND I DON'T APPROVE THE CALL TO BE RECORDED. CUSTOMER SAID SHE WAS GOING TO RECORD THE CALL AND CIRCULATE IT. CUSTOMER DISCONNECTED THE CALL. NO FURTHER ACTIONS.
2/18/2019 4:55:00 PM	MEDIA ATTACHED IN DOC CENTER
2/19/2019 1:31:00 PM	MEDIA ATTACHED IN DOC CENTER
2/19/2019 12:33:00 PM	MEDIA ATTACHED IN DOC CENTER
2/19/2019 3:23:00 PM	MS. [redacted] WRITES TO US STATING THAT THE DEALERSHIP DIAGNOSED A FAULTY CLOCK SPRING ON THEIR VEHICLE. MS. [redacted] ADVISED THAT VOLKSWAGEN IS NOT COVERING THE CLOCK SPRING REPAIR UNDER RECALL OR WARRANTY EXTENSION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN2GE[redacted]
Owner Or Fleet	[redacted] Cutchogue, NY, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2016		
Report Date	2/4/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501CN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/19/2019 3:46:00 PM	ES ADVISED FOLLOWING UP ON CUSTOMER LETTER ; | | | CUSTOMER STATES SENT THREE EMAILS TO CUSTOMER CARE WITH NO RESPONSE ; HAS COPIOUS NOTES ABOUT CONTACTING CUSTOMER CARE ; SUPERVISORS WERE NOT AVAILABLE ; WAS TOLD THAT THE CUSTOMER WOULD RECEIVE A CALL AND WAS NOT GIVEN A CALL ; CALLED RCM BACK AND DID NOT RECEIVE ANY CALLS BACK ; THE PART NUMBER MATCHES THE ONE IN THE RECALL ; | | | ES ADVISED APOLOGIES ABOUT CUSTOMER EXPERIENCE WITH CARE ; WILL RESEARCH PART NUMBERS AS CUSTOMER IS ADVISING PART NUMBERS MATCH AND CUSTOMER IS HAVING A CONCERN ; CANNOT SAY VW WILL ASSIST WITH REPAIR BUT WILL RESEARCH CUSTOMER CONCERNS ; WILL FOLLOW UP WITH CUSTOMER BY COB 2/22/19 ; CUSTOMER ACCEPTS ; | | | ES TO RESEARCH
2/19/2019 3:48:00 PM	DEAR MS.[redacted] | | | THANK YOU FOR SPEAKING WITH ME TODAY! | | | TO MAKE THINGS EASIER, I WANTED TO PROVIDE MY DIRECT EXTENSION SO THAT YOU CAN CONTACT ME AT ANY TIME. I CAN BE REACHED BY CALLING 1-800-822-8987, AND WHEN PROMPTED, PRESS OPTION ┬┐9┬┐ AND DIAL ┬┐43809┬┐. IF YOU WOULD LIKE TO COMMUNICATE VIA EMAIL, PLEASE RESPOND DIRECTLY TO THIS EMAIL. | | | IF I AM ASSISTING OTHER CUSTOMERS WHEN YOU CALL, PLEASE FEEL FREE TO LEAVE ME A VOICEMAIL. I LOOK FORWARD TO SPEAKING WITH YOU SOON! | | | SINCERELY, | | | | | | | KEVIN SCOTT | | EXECUTIVE SPECIALIST | |
2/20/2019 8:35:00 AM	HELLO AHMAD! | | | I HAVE A CUSTOMER WHO IS ALLEGING THAT THE PART NUMBER OF THE CLOCK SPRING ON HER CC IS THE SAME PART NUMBER INCLUDED IN THE RECALL FOR OTHER CCS. SHE┬┐S HAVING A CONCERN WITH THE PART AND WANTS IT COVERED UNDER RECALL, WHICH IT DOES NOT. CAN YOU PLEASE ADVISE WHAT PART NUMBER FOR THE CLOCK SPRING YOU HAVE FOR WVWBP7AN2GE[redacted]SHE IS STATING THAT IT IS 5K0-953-569 AS. CAN YOU CONFIRM THAT THIS IS THE PART. | | | THANK YOU! | | | KEVIN SCOTT | | EXECUTIVE SPECIALIST | | VOLKSWAGEN CUSTOMER CARE | |
2/22/2019 10:28:00 AM	PS ADVISED PART NUMBER CUSTOMER IS ALLEGING IS THE PART IN THEIR VEHICLE (EITHER AR OR AS, CANNOT TELL WHICH) AND ALSO BOTH PARTS ARE THE PARTS INCLUDED IN THE RECALL ; VEHICLE IS NOT A VIN AFFECTED WITH ANY PRODUCTION ISSUES ASSOCIATED WITH RECALL ; DUE TO THIS VEHICLE IS NOT INCLUDED IN RECALL OR WARRANTY EXTENSION ; | | | ES TO CALL CUSTOMER ;
2/22/2019 10:34:00 AM	ES LEFT VOICE MAIL MESSAGE ADVISING REVIEWED DOCUMENTATION WITH PS AND WOULD LIKE TO SPEAK WITH CUSTOMER IN REGARDS TO FINDINGS ; X43809 | | | ES TO WAIT FOR CUSTOMER CALL ;
2/25/2019 2:27:00 PM	ES ADVISED WORKED WITH PRODUCT SPECIALISTS WHO ADVISED THAT THE PART THAT THE CUSTOMER HAS IN THEIR VEHICLE IS THE SAME PART NUMBER THAT IS INCLUDED IN THE WARRANTY EXTENSION, HOWEVER AS THE PART THAT WAS SPECIFICALLY PLACED IN THE CUSTOMER'S VEHICLE IS NOT INCLUDED IN THE RECALL, NO ASSISTANCE CAN BE PROVIDED WITH THE REPAIRS ; | | | CUSTOMER STATES VW LIED TO NHTSA ABOUT CONCERNS WITH THE VEHICLES ; NEEDS ES TO SPEAK TOWARDS INCORRECT INFORMATION SUPPLIED TO NHTSA ; | | | ES ADVISED CANNOT SPEAK TO INFORMATION SUPPLIED TO NHTSA ; VEHICLE IS NOT INCLUDED IN WARRANTY EXTENSION AS VEHICLE WAS NOT OUTFITTED WITH ANY PARTS INVOLVED IN WARRANTY EXTENSION ; | | | CUSTOMER SEEKING IF TAKATA RECALL IS AVAILABLE ; | | | ES ADVISED AT THIS TIME REPAIR IS NOT YET AVAILABLE ; | | | CUSTOMER STATES WILL SEEK RESOURCES OUTSIDE OF VOLKSWAGEN ; | | | NO FURTHER ACTION ;
2/25/2019 7:29:00 AM	CUSTOMER LEFT VOICE MAIL MESSAGE ADVISING[redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ6CM[redacted]
Owner Or Fleet	[redacted] Melbourne, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	2/4/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/4/2019 10:05:00 AM	REFERENCE CASE# [redacted] | | | CUSTOMER STATES: SUBMITTED PAPERWORK REGARDING CLOCK SPRING REIMBURSEMENT A COUPLE OF MONTHS AGO. MILEAGE UNKNOWN. | | | CUSTOMER SEEKING: UPDATE ON CASE | | | CO ADVISED: CHECK OF $655.30 WAS MAILED OUT ON 1/23/2019. CUSTOMER WILL RECEIVE CHECK IN 7-10 DAYS. | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX2DW[redacted]
Owner Or Fleet	[redacted] Quincy, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	2/4/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/4/2019 10:14:00 AM	MEDIA ATTACHED IN DOC CENTER
2/7/2019 4:33:00 PM	LATE JANUARY CUSTOMER HEARD A WINDING SOUND COMING FROM STEERING WHEEL; HORN DIDN┬┐T WORK AIRBAG LIGHT WAS ON; CUSTOMER PURCHASED PART AND HAD MECHANIC INSTALL IN VEHICLE; CUSTOMER SEEKING REIMBURSEMENT; CUSTOMER ONLY RECEIVED 328.85; REPAIR AND CALIBRATION WAS 583.85; CUSTOMER SEEKING ADDITIONAL REIMBURSEMENT
2/7/2019 4:38:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 2 / STEERING WHEEL BUTTONS; ELECTRICAL / INEFFECTIVE - 1 / HORN; AIRBAGS / INEFFECTIVE - 1 / CLOCKSPRING; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT;
2/8/2019 12:16:00 PM	EMAIL ADVOCATE/SP SARAH ADVISED: HAVE CUSTOMER SENT IN REPAIR ORDER FROM INDEPENDENT; AND REPAIR ORDER WITH DIAGNOSIS FROM DEALER 401079 AND POP
2/8/2019 12:55:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR CONTACTING VW CARE REGARDING YOUR REIMBURSEMENT REQUEST FOR THE CLOCK SPRING WARRANTY EXTENSION. MY NAME IS TAYLOR AND I APPRECIATE THE OPPORTUNITY TO BECOME INVOLVED. | | | I CAN CONFIRM YOU HAVE BEEN REIMBURSED FOR THE PART ITSELF AND THE PROGRAMMING DONE AT QUIRK VW, BUT I WANT TO BE SURE ABSOLUTELY NOTHING WAS MISSED. I WANT TO MAKE SURE YOU RECEIVE THE MAXIMUM ABOUT OF REIMBURSEMENT. | | | TO MOVE FORWARD, I WILL NEED SOME ADDITIONAL INFORMATION. WHEN YOU HAVE SOME TIME, PLEASE SEND ME THE FOLLOWING DOCUMENTS: | | | ┬┐ REPAIR ORDER FROM THE INDEPENDENT REPAIR FACILITY | | ┬┐ REPAIR ORDER FROM QUIRK VOLKSWAGEN OF BRAINTREE WITH THE DIAGNOSIS | | O PROOF OF PAYMENT FOR THE REPAIR ORDER FROM QUIRK VW | | | I WILL KEEP AN EYE OUT FOR YOUR REPLY MS. [redacted] THANK YOU SO MUCH FOR YOUR TIME, AND I HOPE YOU HAVE A WONDERFUL WEEKEND! | | | SINCERELY, | | | | | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | |
2/12/2019 2:20:00 PM	MEDIA ATTACHED IN DOC CENTER | | FROM: [redacted] | | SENT: TUESDAY, FEBRUARY 12, 2019 8:43 AM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | GOOD MORNING TAYLOR, | | I HAD TO GET A REPRINT FROM THE MECHANIC. PLEASE SEE ATTACHMENT. | |
2/12/2019 7:34:00 AM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | I HOPE YOU HAD A GOOD WEEKEND! I AM FOLLOWING UP ON MY LAST EMAIL THAT I SENT ON FEBRUARY 8TH. | | | I WANT TO MAKE SURE YOU RECEIVE THE MAXIMUM AMOUNT OF REIMBURSEMENT. | | | WITH THAT BEING SAID, PLEASE SEND ME THE FOLLOWING ADDITIONAL DOCUMENTS: | | | ┬┐ REPAIR ORDER FROM THE INDEPENDENT REPAIR FACILITY | | ┬┐ REPAIR ORDER FROM QUIRK VOLKSWAGEN OF BRAINTREE WITH THE DIAGNOSIS | | ┬┐ PROOF OF PAYMENT FOR THE REPAIR ORDER FROM QUIRK VW | | | I WILL KEEP AN EYE OUT FOR YOUR REPLY MS. [redacted] | | | | SINCERELY, | | | | | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | | | |
2/14/2019 1:30:00 PM	CUST WAS PREVIOUSLY REIMBURSED FOR THE PART COST AND PROGRAMMING AT DLR; CUST WAS NOT REIMBURSED FOR THE ACTUAL LABOR TO HAVE THE PART REPAIRED; CUST SHOULD HAVE BEEN REIMBURSED FOR THE LABOR; VW TO REIMBURSE MAX LABOR $248.04. | | | | | SP TO GENERATE CHECK REQUEST.
2/14/2019 1:33:00 PM	WVGBV7AX2DW[redacted]VW TO REIMBURSE CUST LABOR FOR WECY WARRANTY EXTENSION; TOTAL: $248.04. | | | | GENERATED CHECK REQUEST.
2/14/2019 1:40:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX2DW[redacted]
Owner Or Fleet	[redacted] Quincy, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	2/4/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/14/2019 10:00:00 AM	FROM:[redacted] | | SENT: THURSDAY, FEBRUARY 14, 2019 9:57 AM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | HI TAYLOR, | | JUST TOUCHING BASE WITH YOU. PLEASE CONFIRM YOU RECEIVED THE REPAIR INVOICE AND IF YOU NEED ANYTHING FURTHER FROM ME. YOUR INSTRUCTIONS SAID A REPAIR ORDER FROM VW BUT I DIDN'T USE THEM FOR THE REPAIR | | | | | CO TO REVIEW
2/14/2019 10:22:00 AM	REFERENCE #[redacted] | | | | DEAR MS.[redacted] | | | | THANK YOU FOR YOUR REPLY. | | | | I WILL FORWARD YOUR DOCUMENTS TO THE CORRECT DEPARTMENT AND THE REVIEW WILL BEGIN. YOU SHOULD RECEIVE A NOTIFICATION BY MAIL WITHIN THE NEXT 10-14 DAYS FROM TODAY┬┐S DATE, FEBRUARY 14TH, 2019. WE GREATLY APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. | | | | AT THE END OF OUR REVIEW, YOU WILL EITHER RECEIVE A CHECK IN THE MAIL, OR A DENIAL LETTER AS TO WHY THE CLAIM WAS DENIED. | | | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | IF YOU HAVE ANY OTHER QUESTIONS, PLEASE FEEL FREE TO EMAIL US AGAIN. | | | SINCERELY, | | | | | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | |
2/15/2019 6:36:00 AM	FROM:[redacted] | | SENT: THURSDAY, FEBRUARY 14, 2019 10:33 AM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | THANK YOU FOR THE UPDATE. | |
2/15/2019 7:48:00 AM	REFERENCE #[redacted] | | | | DEAR MS.[redacted] | | | | YOU┬┐RE WELCOME; I┬┐M HAPPY TO HELP IN ANY WAY I CAN. | | | | PLEASE LET US KNOW IF YOU HAVE ANY OTHER QUESTIONS, AND I HOPE YOU HAVE A WONDERFUL WEEKEND! | | | SINCERELY, | | | | | | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | | | | | | |
2/19/2019 6:35:00 AM	SP REVIEWED AND PROVIDED DECISION; WAIT CHECK
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 248.04 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW8AH3EV[redacted]
Owner Or Fleet	[redacted] WILBRAHAM, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2014		
Report Date	2/4/2019	Incident Date	N/A
Mileage	66,542		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/4/2019 10:45:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 9:21:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 12/18/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $617.83 | | | SP TO GENERATE CHECK REQUEST
2/8/2019 9:22:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/8/2019 9:22:00 AM	WVWBW8AH3EV[redacted]VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $617.83 | | | SP GENERATED CHECK REQUEST
2/14/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 617.83 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A36CC[redacted]
Owner Or Fleet	[redacted], BROOKLYN, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/4/2019	Incident Date	N/A
Mileage	89,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/4/2019 10:50:00 AM	CUSTOMER STATES: SUBSEQUENT OWNER; NON-CPO; PURCHASED IN JULY -2018; VEHICLE WITH CUSTOMER; CURRENT MILEAGE - 89K; CURRENT CONCERN - THE AIRBAG LIGHT IS ON AND THE BRAKE PEDAL LIGHT STAYS ON (I.E. BEFORE SHE CAN PUT VEHICLE IN GEAR); SHE RECEIVED A LETTER REGARDING AN AIRBAG | | | | CUSTOMER SEEKING: CLARIFICATION OF THE LETTER. | | | | CO ADVISED: 1 WARRANTY EXTENSION FOR THE CLOCK SPRING, VEHICLE MUST EXHIBIT BOTH SYMPTOMS, I.E. AIRBAG LIGHT IS ON AND THE STEERING CONTROLS DO NOT WORK; IF SHE HAS OTHER SYMPTOMS, AND AUTHORIZES THE DEALER TO DIAGNOSE THE VEHICLE, SHE IS RESPONSIBLE FOR THE DIAGNOSIS FEE. | | | | CUSTOMER ACKNOWLEDGED. | | | | CO TO CLOSE AND NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX7CW[redacted]
Owner Or Fleet	[redacted] Dallas, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	2/4/2019	Incident Date	N/A
Mileage	63,699		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/4/2019 11:19:00 AM	CUSTOMER STATES THAT SHE SENT IN WARRANTY EXTENSION REIMBURSEMENT REQUEST; | | | | CUSTOMER SEEKING UPDATE REGARDING REIMBURSEMENT; | | | | CO ADVISED THAT VW WILL BE REIMBURSING CUSTOMER THE FULL AMOUNT OF $701.37; CO ALSO ADVISED THAT THE CHECK WAS MAILED ON 01/25/2019; CO THEN ADVISED THAT THE CHECK COULD TAKE ANYWHERE FROM 4-6 WEEKS FROM 01/25 FOR CUSTOMER TO RECEIVE; CO ALSO PROVIDED CUSTOMER CASE NUMBER; | | | | NO FURTHER ACTION;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX7DW[redacted]
Owner Or Fleet	[redacted] WARSAW, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	2/4/2019	Incident Date	N/A
Mileage	51,455		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/4/2019 11:22:00 AM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 1:13:00 PM	REFERENCE # [redacted] | | | | DEAR MR. AND MRS. [redacted] | | | | MY NAME IS ZHANE S., AND I┬┐M REACHING OUT TO YOU ON BEHALF OF TIFFANY B. | | | | I APPRECIATE YOU SENDING OVER YOUR PROOF OF PAYMENT FOR REIMBURSEMENT UNDER YOUR AIRBAG CLOCK SPRING WARRANTY EXTENSION. I AM NOW ESCALATING YOUR CASE FOR REIMBURSEMENT REVIEW UNDER THE WARRANTY EXTENSION. THIS REVIEW PROCESS CAN TAKE UP TO 60 DAYS TO COMPLETE. ONCE COMPLETED, YOU WILL RECEIVE YOUR DETERMINATION VIA US POSTAL MAIL. | | | | IN THE MEANTIME, IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, FEEL FREE TO REPLY TO THIS EMAIL AND I WOULD BE MORE THAN HAPPY TO HELP THE BEST WAY I CAN. I HOPE YOU ARE OTHERWISE ENJOYING YOUR PASSAT. | | | | HAVE A GREAT DAY! | | | | | | | | SINCERELY, | | | | | | | | ZHANE S. | | CUSTOMER CARE ADVOCATE | | | | | | | |
2/5/2019 1:13:00 PM	SP TO REVIEW FOR REIMBURSMENT
2/5/2019 10:48:00 AM	CUST SENT IN PROOF OF PAYMENT FOR WARRANTY EXT REIMBURSEMENT REQUEST REF CASE [redacted]
2/6/2019 2:30:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 51,455 MILES; REPAIR ORDER DATE IS 05/05/2016; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $290.07; LABOR $218.50; TAX $12.71; TOTAL $521.28. | | | | SP TO GENERATE CHECK REQUEST
2/6/2019 2:35:00 PM	WVGBV3AX7DW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $521.28. | | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 521.28 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A36DC[redacted]
Owner Or Fleet	[redacted] Fort Collins, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	2/4/2019	Incident Date	N/A
Mileage	67,927		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/4/2019 12:21:00 PM	MEDIA ATTACHED IN DOC CENTER
2/5/2019 3:51:00 PM	FROM:[redacted] | | SENT: FRIDAY, FEBRUARY 01, 2019 6:25 PM | | TO: VWOA CUSTOMER CARE | | CC:[redacted] | SUBJECT: CASE #[redacted] CLOCK SPRING WARRANTY EXTENSION | | HELLO, TIFFANY B, | | ATTACHED YOU WILL FIND A DETAILED LEGIBLE COPY OF THE REPAIR ORDER #[redacted] FROM A&B IMPORT AUTO, INC. AS | | WELL AS A LETTER FROM A&B IMPORT AUTO, INC., EXPLAINING THE REPAIR ON OUR 2013 PASSAT WAS FOR A TORN | | STEERING WHEEL CLOCK SPRING. THE PART NUMBER IS FOUND ON THE DETAILED AND LEGIBLE COPY OF REPAIR ORDER | | #[redacted] AND ALSO BELOW. | | I TRUST THIS ADDITIONAL INFORMATION WILL PROVIDE YOU ALL THAT YOU NEED TO REIMBURSE US $418.83 UNDER | | VOLKSWAGON'S EXTENDED WARRANTY FOR THIS RECALL/CONTAMINATION OF THE AIRBAG CLOCK SPRING. | | THE TOTAL OF $418.83 INCLUDES THE TOTAL PARTS AND LABOR FOR THE CLOCK SPRING CONTROL UNIT, PART | | #5K0953569AL ($399.88) AS WELL AS 65% OF THE SUPPLY CHARGES ($15.44) AND SALES TAX ($13.70). | | THANK YOU SO VERY MUCH!
2/5/2019 3:56:00 PM	REFERENCE #[redacted] | | | | DEAR MR.[redacted] | | | | MY NAME IS ZHANE S., AND I┬┐M RESPONDING ON BEHALF OF TIFFANY B. | | | | THANK YOU FOR SENDING OVER YOUR LEGIBLE REPAIR ORDER ALONG WITH THE PART NUMBER REQUIRED. I AM NOW ESCALATING YOUR CASE FOR REIMBURSEMENT REVIEW UNDER THE CLOCK SPRING WARRANTY EXTENSION. THIS REVIEW PROCESS CAN TAKE UP TO 60 DAYS TO COMPLETE. ONCE COMPLETED, YOU WILL RECEIVE YOUR DETERMINATION VIA US POSTAL MAIL. | | | | IN THE MEANTIME, IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, FEEL FREE TO REPLY TO THIS EMAIL AND I WOULD BE MORE THAN HAPPY TO HELP THE BEST WAY I CAN. I HOPE YOU ARE OTHERWISE ENJOYING YOUR PASSAT. | | | | | SINCERELY, | | | | | | | | ZHANE S. | | CUSTOMER CARE ADVOCATE | | | | | | |
2/5/2019 3:59:00 PM	SP TO REVIEW FOR REIMBURSEMENT
2/7/2019 2:18:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS OIL CHANGE AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE CAP AMOUNTS FOR CLOCK SPRING ONLY; PARTS: $290.07; LABOR: $200.00; TAX: $8.41; TOTAL: $498.48 | | | SP TO GENERATE CHECK REQUEST AND CAP REIMBURSEMENT LETTER
2/7/2019 2:20:00 PM	1VWAP7A36DC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $498.48 | | | SP GENERATED CHECK REQUEST
2/7/2019 2:22:00 PM	SP MAILED CAP REIMBURSEMENT LETTER
2/13/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 498.48 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A39EC[redacted]
Owner Or Fleet	[redacted] GILBERT, AZ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	2/4/2019	Incident Date	N/A
Mileage	81,890		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/4/2019 1:35:00 PM	MEDIA ATTACHED IN DOC CENTER
2/6/2019 12:11:00 PM	CUSTOMER STATES INCLUDED THE REPAIR ORDER FOR THE REPAIR OF THE AIR BAG CLOCK SPRING
2/6/2019 12:18:00 PM	SP TO REVIEW NEW RO FOR REPAIR OF AIR BAG CLOCK SPRING; RECIPT IS INCLUDED IN PREVIOUS CASE [redacted]
2/6/2019 12:18:00 PM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | I APPRECIATE YOUR DILIGENCE IN ENSURING WE RECEIVED THE PROPER DOCUMENTATION FOR REVIEW. | | | THE REPAIR ORDER INCLUDED IN YOUR EMAIL IS SUFFICIENT IN INCLUDING THE BREAKDOWN OF THE PARTS USED AND THE PART IDENTIFICATION NUMBER. | | | I WILL HAVE YOUR CASE ESCALATED BACK UP FOR REVIEW OF THE COSTS INCURRED UNDER THE WARRANTY EXTENSION FOR THE AIR BAG CLOCK SPRING. PLEASE ALLOW APPROXIMATELY 60 DAYS FOR COMPLETION. I KNOW THAT THIS MAY BE QUITE SOME TIME, BUT I CAN ATTEST THAT YOUR CASE IS IN THE CORRECT DEPARTMENT┬┐S HANDS. | | | IF YOU HAVE ANY ADDITIONAL QUESTIONS, OR IF YOU ARE SEEKING AN UPDATE, PLEASE CALL OUR CUSTOMER CARE CENTER AT 800-822-8987. | | | SINCERELY, | | | | | | | RAVEN L. | | CUSTOMER CARE ADVOCATE | | | CO TO ESCALATE TO SP TO REVIEW
2/7/2019 2:30:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS OIL CHANGE AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 11/30/2018; THE LAST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 11/26/2018; VW TO REIMBURSE CAP AMOUNTS FOR CLOCK SPRING ONLY AS GOODWILL; PARTS: $290.07; LABOR: $181.99; TAX: $16.24; TOTAL: $488.30 | | | SP TO GENERATE CHECK REQUEST AND CAP REIMBURSEMENT LETTER
2/7/2019 2:33:00 PM	1VWBP7A39EC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $488.30 | | | SP GENERATED CHECK REQUEST
2/7/2019 2:33:00 PM	GW-PROVIDED-LAST OUT OF POCKET DATE
2/7/2019 2:35:00 PM	SP MAILED CAP REIMBURSEMENT LETTER
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 488.30 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A37EC[redacted]
Owner Or Fleet	[redacted], ENID, OK, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	2/4/2019	Incident Date	N/A
Mileage	121,039		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/4/2019 2:04:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN OKLAHOMA STATE; 2ND OWNER; VEHICLE PURCHASED 11/2016 AT MILEAGE 48,000; VEHICLE PURCHASED FROM NON-VW DEALER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; VEHICLE IS FINANCED THROUGH VCI; FIRST TIME VW/AUDI OWNER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT IS ON AND THE FUNCTIONS ARE NOT WORKING ON THE STEERING WHEEL; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT DEALER 425436 | | | CUSTOMER SEEKS; FINANCIAL ASSISTANCE FOR THE AIRBAG CLOCK SPRING; | | | FACE TO FACE WITH MARY JO WHO ADVISED WE WILL NOT BE ABLE TO ASSIST DUE TO THE VEHICLE BEING OUTSIDE BY MILEAGE; | | | CO ADVISED; DUE TO THE VEHICLE BEING OUTSIDE THE NVLW AS WELL AS THE EXTENDED WARRANTY FOR THE AIRBAG CLOCK SPRING VW WILL NOT BE ABLE TO ASSIST AT THIS TIME; CO EMAILED THE CUSTOMER THEIR CASE NUMBER IF THEY HAD ANY OTHER QUESTIONS OR CONCERNS; | | | NO FURTHER ACTION
2/4/2019 2:06:00 PM	CUSTOMER STATES: MAINTAINED AT VW DEALER;
2/4/2019 2:12:00 PM	TEAM LEAD STATES: DUE TO AGE/MILEAGE, VW WOULD NOT BE ABLE TO PROVIDE FINANCIAL ASSISTANCE. CO TO RETURN TO CUSTOMER.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A3XDC[redacted]
Owner Or Fleet	[redacted]MC ALISTERVILLE, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	2/4/2019	Incident Date	N/A
Mileage	90,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/4/2019 2:33:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES CLOCK SPRING RECALL REPLACED IN MARCH 2018. BOTH BEFORE AND AFTER THE RECALL WAS COMPLETED, THE AIRBAG LIGHT NEVER WENT OFF. CUSTOMER ADDRESSED THIS WITH THE DEALER BUT THEY DISMISSED IT. SINCE THEN, THE AIRBAG LIGHT HAS SINCE BEEN ON. CUSTOMER RECENTLY HIT A DEER AND TOOK THE VEHICLE TO AN INDEPENDENT WHO STATED THERE ARE CODES COMING UP FOR THE AIR BAG AND CLOCK SPRING, WHICH SHOULD HAVE BEEN ADDRESSED UNDER THE RECALL. CUSTOMER STATES REACHED OUT TO DEALER WHO STATES IT WILL COST $100 TO HAVE THEM CHECK THE CODES. | | | CUSTOMER SEEKING HOW TO GET THIS RESOLVED WITHOUT PAYING OUT OF POCKET. | | | CO ADVISED WOULD RECOMMEND A CURRENT DIAGNOSIS FROM A VW DEALERSHIP TO DETERMINE IF THE AIRBAG LIGHT/CODES BEING RECEIVED ARE DUE TO A MANUFACTURER'S DEFECT AND IN RELATIONSHIP TO THE RECALL THAT WAS PREVIOUSLY COMPLETED. CO ADVISED PULLED UP THE VEHICLE INFORMATION TO CHECK FOR ANY OPEN RECALLS OR SERVICE ACTIONS; CURRENTLY THERE ARE NONE. CO ADVISED CAN SEE THAT THERE WAS THE STEERING WHEEL CLOCK SPRING RECALL WAS COMPLETED 3/21/2018. ALSO CHECKED FOR ANY OPEN EXTENDED WARRANTIES THAT MAY BE IN RELATION TO THIS CONCERN; THERE IS THE AIRBAG CLOCK SPRING WARRANTY WHICH IS ACTIVE UNTIL 4/29/2028 OR 999,999 MILES, WOF. | | | CUSTOMER ACKNOWLEDGED AND ACCEPTED. ASKED IF THERE IS A DIAGNOSTIC FEE. | | | CO ADVISED WHEN IT COMES TO A DIAGNOSIS FEE, BECAUSE THERE IS LABOR TIME INVOLVED IN DIAGNOSING A VEHICLE CONCERN, A DEALER MAY ASK THE CUSTOMER TO AUTHORIZE THE COST OF DIAGNOSIS UP FRONT. THIS IS AGREEING TO COVER THE COST OF THE DIAGNOSIS IF THE DEALER FINDS THAT THE CONCERN ISN'T THE RESULT OF A WARRANTABLE MANUFACTURERS SHORTCOMING. HOWEVER, IF THE DEALER FINDS THAT THE CONCERNS ARE COVERED UNDER THE EXTENDED AIRBAG CLOCK SPRING WARRANTY OR DUE TO THE RECALL, THE COST OF DIAGNOSIS WOULD BE COVERED. CO OFFERED TO HELP SET UP APPOINTMENT. | | | CUSTOMER ACKNOWLEDGED AND DECLINED. | | | NO FURTHER ACTION.
2/4/2019 3:33:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG AND CLOCK SPRING SENSORS ARE ON.; AIRBAGS / HISTORICAL CONCERN / AIR BAG LIGHT WAS ON PREVIOUS TO RECALL & AFTER;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A37FC[redacted]
Owner Or Fleet	[redacted], Allen, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	2/4/2019	Incident Date	N/A
Mileage	36,617		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/4/2019 4:40:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 4:31:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY: SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECI CUTSOMER ONLY HAS TO PAY DEDUCTIBLE; CUSTOMER PAID: $50 | | | SP TO GENERATE CHECK REQUEST
2/8/2019 4:33:00 PM	1VWAT7A37FC[redacted] VW TO REIMBURSE UNDER WECI WARR.EXT; TOTAL:$623.09 | | | SP GENERATED CHECK REQUEST
2/14/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 623.09 MAILED ON 02/13/2019
2/25/2019 1:24:00 PM	E-MAILED STOP PAYMENT ON CHECK #[redacted]N THE AMOUNT OF $623.09 TO ACCOUNTS PAYABLE; INCORRECT AMOUNT. IF CHECK HAS NOT BEEN CASHED, ACCOUNTS PAYABLE WILL STOP THE CHECK. CASE OWNER WILL NEED TO GENERATE A NEW CHECK REQUEST AFTER THE STOP HAS BEEN CONFIRMED.
2/25/2019 9:59:00 AM	CUSTOMER STATES: RECEIVED A CHECK IN THE MAIL FROM VOLKSWAGEN AND DOESN'T KNOW WHAT IT IS | | | CUSTOMER SEEKING: WHAT IS THE CHECK SHE RECEIVED | | | CUSTOMER ADVOCATE ADVISED: THE CHECK IS THE REIMBURSEMENT FOR THE AIRBAG CLOCK SPRING THAT WAS PAID OUT OF POCKET WHEN THE VEHICLE WAS STILL WITHIN WARRANTY; APPRECIATED CUSTOMER CALLING IN TO VERIFY WHAT THE CHECK WAS; | | | SP TO REVIEW AND CLOSE
2/26/2019 1:47:00 PM	SP MLYNARA REQUESTED STOP PAYMENT BECAUSE THE CHECK AMOUNT WAS INCORRECTLY INPUT BY PREVIOUS ADVOCATE WHO GENERATED THE CHECK REQUEST; SP RECEIVED CONFIRMATION THAT THE CUSTOMER ALREADY CASHED THE CHECK. | | | SP TO CLOSE CASE.
2/27/2019 9:23:00 AM	RECEIVED EMAIL FROM ACCOUNTING. CHECK #[redacted] $623.09 WAS CASHED 2/26/19. FORWARDED SCREENSHOT TO ADVOCATE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBM7A30DC[redacted]
Owner Or Fleet	[redacted] LE CLAIRE, IA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	2/4/2019	Incident Date	N/A
Mileage	57,785		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/4/2019 4:41:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 4:17:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 57,785 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $333.58; LABOR $250.00; TAX $39.68; TOTAL $623.26. | | | | SP TO GENERATE CHECK REQUEST.
2/8/2019 4:21:00 PM	1VWBM7A30DC[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $623.26. | | | | SP GENERATED CHECK.
2/14/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 623.26 MAILED ON 02/13/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ4DM[redacted]
Owner Or Fleet	[redacted], Matthews, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	2/4/2019	Incident Date	N/A
Mileage	41,607		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/4/2019 4:47:00 PM	G20190204023 | | | CUSTOMER COMPLAINT: ABS AND AIRBAG LIGHTS ON. | | CAUSE / REPAIR PERFORMED: RAN GFF, FAULT VAG 290 LEFT REAR SPEEN SENSOR, NE | | ED TO BE REPLACED | | CLAIM REASON: COMPONENT FAILURE | | GOODWILL JUSTIFICATION | | PLEASE CONFIRM THAT YOU AGREE WITH THE FOLLOWING STATEMENTS: | | | REPAIR IS NOT COVERED BY A PURCHASED EXTENDED SERVICE CONTRACT? AGREED | | REQUEST IS NOT THE RESULT OF A DENIED WARRANTY CLAIM? AGREED | | ARE THERE PREVIOUS RELATED REPAIRS? NO | | HAS THE CUSTOMER HAD A GOOD OVERALL OWNERSHIP EXPERIENCE? YES | | IS THE CUSTOMER NEW TO VW? NO | | IS THIS A REPEAT VW PURCHASER ? YES | | IS THE CUSTOMER LOYAL TO YOUR DEALER? YES | | HAS THE VEHICLE BEEN PROPERLY MAINTAINED? YES | | IS THE VEHICLE IN GOOD OVERALL CONDITION? YES | | IS THE CUSTOMER THE ORIGINAL OWNER? UNKNOWN | | PLEASE PROVIDE A DETAILED EXPLANATION FOR OFFERING A GOODWILL EXCEPTION FOR THIS CUSTOMER: | | OFFERING GOOD WILL ASSISTANCE VEHICLE OUT OF CPO B | | Y 1 WEEK. | | | | LABOR: $103.33 | | PARTS: $131.67
2/4/2019 4:47:00 PM	WISE TRACKING NUMBER PROVIDED FOR 48% LABOR ($50 CONTRIBUTION TO DEALER/CUSTOMER) AND 100% PARTS AT WARRANTY RATES. WITH THE VEHICLE BEING OUTSIDE OF NVLW BY 32 MONTHS, VW CANNOT PROVIDE FULL ASSISTANCE. | | | | DEALER CONTACTED GOODWILL TEAM FOR ASSISTANCE WITH OUT OF WARRANTY REPAIR. CONSIDERING THE INFORMATION PROVIDED, THE REQUEST WAS APPROVED FOR 100% PARTS AND 48% LABOR. | | IF THE CUSTOMER REACHES OUT TO CARE AND PROVIDES INFORMATION THAT WOULD MERIT ADDITIONAL CONSIDERATION, PLEASE REVIEW WITH AN RCM AND/OR A MEMBER IF YOUR LEADERSHIP TEAM. IF NO NEW INFORMATION IS PROVIDED BY THE CUSTOMER, THIS OFFER CAN BE SUPPORTED. ESCALATION IS NOT REQUIRED. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2BW[redacted]
Owner Or Fleet	[redacted] Houma, LA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	2/4/2019	Incident Date	N/A
Mileage	87,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/4/2019 5:58:00 PM	CUSTOMER STATES: HAS AN AIRBAG LIGHT THAT HAS STAYED ON AND WAS ADVISED THERE MAY BE A RECALL ON THE CLOCK SPRING THAT IF TORN WOULD CAUSE THE AIRBAG LIGHT ILLUMINATE; | | | | CUSTOMER SEEKING: IS THIS COMPONENT RECALLED; | | | | CO ADVISED: THE PART IS COVERED UNDER A WARRANTY EXTENSION UNTIL 02/19/2026 REGARDLESS OF MILEAGE IF AFFECTED BY A DEFECT THE CLOCKSPRING WOULD BE COVERED UNDER THE WARRANTY EXTENSION; | | | | CUSTOMER ACKNOWLEDGED;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDP7AJ8CM[redacted]
Owner Or Fleet	[redacted] HUNTSVILLE, AL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	2/5/2019	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/5/2019 9:19:00 AM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 10:42:00 AM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES RECENTLY SENT IN DOCUMENTS FOR REIMBURSEMENT REVIEW UNDER CLOCK SPRING WARRANTY EXTENSION; | | | CUSTOMER SEEKING UPDATE ON CASE; | | | CUSTOMER ADVOCATE ADVISED WE RECEIVED DOCUMENTS ON 2/5; ADVISED 60 DAY REVIEW PROCESS, PROVIDED CASE NUMBER AND RECOMMENDED CHECKING BACK IN APRIL; CUSTOMER ACKNOWLEDGED; | | | CO TO REVIEW.
2/13/2019 7:28:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AIRBAG; NEED NEW REPAIR ORDER INCLUDING PART NUMBER AND NEW POP SHOWING ACTUAL PAYMENT OF THE REPAIRS; VW UNABLE TO REIMBURSE. | | | SP TO SEND INSUFFICENT DOCUMENTATION LETTER.
2/13/2019 7:34:00 AM	SP SENT INSUFFFICIENT DOCUMENTATION LETTER.
2/19/2019 4:17:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUST STATES: RECEIVED A LETTER TODAY FROM VW REGARDING THAT THAT IS REQUESTING A BANK STATEMENT SHOWING THE PAYMENT; STAEMENT WAS SUBMITTED AND HAS PART ID INFORMATION RIGHT NOW AND CAN PROVIDE | | | CUST SEEKS: TO REVIEW CASE AGAIN FOR REIMBURSEMENT | | | CA HAD CONCERNS IF PART ID WAS WRITTEN ON DOCUMENT; CO TO REVIEW WITH TL | | | CO REVIEWED WITH TL EMILY WHO ADVISED TO HAVE CUSTOMER SUBMIT INVOICE WITH PART ID INFORMATION | | | CA ADVISED: CAN SEE STATEMENT WAS SENT IN AND CUST WOULD NEED TO SUBMIT REPAIR ORDER WITH PART ID INFORMATION INCLUDED; IF CUST HAS THIS INFORMATION MAY SEND TO VWCUSTOMERCARE@VW.COM AND CASE WILL BE OPENED FOR REVIEW | | | CUST ACKNOWLEDGED | | | CO TO REVIEW
2/19/2019 4:55:00 PM	MEDIA ATTACHED IN DOC CENTER
2/20/2019 8:06:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; RESUBMITTED REPAIR ORDER FROM INDEPENDENT WITH PART NUMBER ON IT; INDEPENDENT PERFORMED REPAIRS AT 46,000 MILES; REPAIRS MADE EXCEED CAP AMOUNT; REPAIR ORDER DATE IS 11/17/2016; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE CAP AMOUNT FOR WECY WARRANTY EXTENSION; PARTS $290.07; LABOR $248.04; TAX $58.19; TOTAL $596.30. | | | SP TO GENERATE CHECK REQUEST AND CAP AMOUNT LETTER.
2/20/2019 8:16:00 AM	3VWDP7AJ8CM[redacted] AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $596.30. | | | | SP GENERATED CHECK REQUEST.
2/20/2019 8:17:00 AM	SP SENT CAP AMOUNT LETTER.
2/23/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 596.30 MAILED ON 02/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32DC[redacted]
Owner Or Fleet	[redacted] Allentown, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	2/5/2019	Incident Date	N/A
Mileage	98,231		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/5/2019 9:21:00 AM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 9:44:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; BOTH PARTS AND LABOR COSTS ARE BELOW CAP AMOUNTS; VW TO REIMBURSE TOTAL; TOTAL: $562.53 | | | SP TO GENERATE CHECK REQUEST
2/14/2019 9:45:00 AM	1VWBP7A32DC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $562.53 | | | SP GENERATED CHECK REQUEST
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 562.53 MAILED ON 02/19/2019
2/26/2019 4:11:00 PM	CUSTOMER STATES: SENT IN DOCUMENTATION FOR REIMBURSEMENT FOR THE CLOCK SPRING WARRANTY EXT; WAS WONDERING IF EVERYTHING WAS RECEVIED HAS NOT HEARD ANYTHING FROM ANYONE | | | CUSTOMER SEEKING: UPDATE ON REIMBURSEMENT | | | CA ADVISED: CHECK MAILED OUT ON THE 19TH IN THE AMOUNT OF 562.53 SHOULD LOOK FOR IT IN MAIL WITHIN 7-10 DAYS | | | CO TO REVIEW AND CLOSE:

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX5DW[redacted]
Owner Or Fleet	[redacted], CREAM RIDGE, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	2/5/2019	Incident Date	N/A
Mileage	43,337		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/5/2019 9:23:00 AM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 8:39:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 43,337 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $510.52. | | | | SP TO GENERATE CHECK REQUEST.
2/14/2019 8:40:00 AM	WVGBV7AX5DW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $510.52. | | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 510.52 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AXXDW[redacted]
Owner Or Fleet	[redacted] Houston, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	2/5/2019	Incident Date	N/A
Mileage	21,839		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/5/2019 10:33:00 AM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 9:00:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 21,839 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $610.19. | | | | SP TO GENERATE CHECK REQUEST.
2/14/2019 9:01:00 AM	WVGAV3AXXDW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $610.19. | | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 610.19 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A31DC[redacted]
Owner Or Fleet	[redacted] Kingston, TN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	2/5/2019	Incident Date	N/A
Mileage	132,637		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/5/2019 10:38:00 AM	MEDIA ATTACHED IN DOC CENTER
2/13/2019 11:24:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 132,637 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $290.07; LABOR $227.00; TAX $47.83; TOTAL $564.90. | | | | SP TO GENERATE CHECK REQUEST.
2/13/2019 11:27:00 AM	1VWBH7A31DC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $564.90. | | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 564.90 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX4BW[redacted]
Owner Or Fleet	[redacted] CLOVERDALE, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	2/5/2019	Incident Date	N/A
Mileage	90,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/5/2019 11:11:00 AM	CUSTOMER STATES; WENT TO DEALER 409455 ON 12/18 FOR AN AIRBAG LIGHT; DEALER CHARGED $119 FOR DIAGNOSIS┬┐S, REST THE LIGHT, AND STATED VEHICLE NEEDED A DRIVER SIDE CURTAIN AIRBAG ($1450); CUSTOMER DROVE OFF THE LOT AND AIRBAG LIGHT CAME BACK ON; WENT BACK TO DEALER AND DEALER STATED, WOULD HAVE TO CHARGE $119; CUSTOMER UPSET AND LEFT | | | CUSTOMER SEEKING; WHAT TO DO NEXT | | | CO ADVISED; DEALER JUST RESET AIRBAG LIGHT; VEHICLE NEEDS A DRIVER SIDE CURTAIN AIRBAG; CUSTOMER CAN GO TO A DIFFERENT DEALERSHIP FOR A SECOND OPINION | | | CUSTOMER STATES; ISN'T THE AIRBAG UNDER WARRANTY | | | CO ADVISED; THE AIRBAG CLOCK SPRING IS UNDER EXTENDED WARRANTY, BUT SINCE THE STEERING WHEEL CONTROLS ARE WORKING, YOU'LL BE CHARGED A DIAGNOSIS FEE; VEHICLE IS WAS UNDER WARRANTY FOR NVLW FOR 3 YEARS OR 36K MILES AND HAD POWER TRAIN WARRANTY FOR 5 YEARS OR 60K MILES, BOTH OF WHICH WERE WOF; DEALER STATED THE VEHICLE NEEDED A DRIVER SIDE CURTAIN AIRBAG; VEHICLE'S REPAIR WOULD BE UNDER CUSTOMER'S EXPENSE DUE TO OUTSIDE WARRANTY | | | CUSTOMER UNDERSTOOD | | | NO FURTHER ACTION
2/5/2019 11:30:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU6FM[redacted]
Owner Or Fleet	[redacted], WAIKOLOA, HI, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	2/5/2019	Incident Date	N/A
Mileage	42,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/5/2019 11:24:00 AM	CUSTOMER STATES: DEALER IS NOT ON HER ISLAND; WONDERING WHERE CAN GET RECALLS PERFORMED; AIRBAG LIGHT IS ON AND HORN IS NOT WORKING | | | CUSTOMER SEEKS: WHERE VEHICLE CAN BE SERVICED | | | CO ADVISED: NEAREST DEALER IS VW OF MAUI; DEALER 421029; VEHICLE WILL NEED TO BE SERVICED AT VW DEALER OR SERVICE POINT; 2 OPEN RECALLS; TCM SOFTWARE AND SUCTION PUMP; PENDING RECALL AND FIX SHOULD BE ISSUED SOON; LIKELY IN NEED OF AIRBAG CLOCK SPRING REPAIR BECAUSE THOSE ARE SOME LISTED SYMPTOMS AND WARRANTY EXTENSION GOOD FOR 120K MILES OR 10/26/24 WOF | | | CUSTOMER THANKS | | | CO TO CLOSE
2/5/2019 11:39:00 AM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / HORN NOT WORKING ;
2/5/2019 11:39:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34DC[redacted]
Owner Or Fleet	[redacted] PHILADELPHIA, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	2/5/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/5/2019 11:27:00 AM	CUSTOMER SEEKING STATUS OF REIMBURSEMENT | | | | CUSTOMER ADVOCATE ADVISED CUSTOMER CHECK WAS SENT 1-24-2019 SHOULD BE RECIEVING ANY DAY NOW | | | | CUSTOMER ACKNOWLEDGED | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A38CC[redacted]
Owner Or Fleet	[redacted] Boynton Beach, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/5/2019	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/5/2019 11:48:00 AM	MEDIA ATTACHED IN DOC CENTER
2/21/2019 2:51:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 70,541 MILES; CUSTOMER ONLY PAID DEDUCTIBLE DUE TO WARRANTY EXTENSION CONTRACT; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $267.50. | | | | SP TO GENERATE CHECK REQUEST.
2/21/2019 2:59:00 PM	1VWBH7A38CC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $267.50. | | | | SP GENERATED CHECK REQUEST.
3/5/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 267.50 MAILED ON 03/04/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWDM7AJ6BW[redacted]
Owner Or Fleet	[redacted] LAMAR, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2011		
Report Date	2/5/2019	Incident Date	N/A
Mileage	52,500		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5K0953507AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/5/2019 12:04:00 PM	CUSTOMER STATES PURCHASED VEHICLE USED FEW MONTHS AGO, AIRBAG LIGHT IS ON, WONDERING WHAT THIS MEANS. | | | | CO ADVISED NO OPEN RECALLS, ADVISED WARRANTY EXTENSIONS APPLICABLE, SUGGESTED CUSTOMER ADDRESS WITH A VW DEALER, AS THE WARNING LIGHT INDICATES ERROR IN AIRBAG DEPLOYING. CUSTOMER STATES HE IS AWARE OF VW DEALERS. NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A3XCC[redacted]
Owner Or Fleet	[redacted] SYRACUSE, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/5/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/5/2019 12:07:00 PM	MEDIA ATTACHED IN DOC CENTER
2/13/2019 11:32:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED 2 REPAIR ORDER AND 2 POP'S FROM DEALER; REPAIR ORDER ON 10/05/2017 DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 77,654 MILES; REPAIR ORDER ON 09/13/2018 DEALER DIAGNOSED CLOCK SPRING WAS FAULTY; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $308.08; LABOR $197.20; TAX $40.42; TOTAL $545.70. | | | SP TO GENERATE CHECK REQUEST.
2/13/2019 11:36:00 AM	1VWAP7A3XCC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $545.70. | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 545.70 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A38FC[redacted]
Owner Or Fleet	[redacted] SAN FRANCISCO, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	2/5/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/5/2019 12:48:00 PM	CUSTOMER STATES: RECEIVED LETTER IN THE MAIL FOR THE AIRBAG CLOCK SPRING; VEHICLE AIRBAG LIGHT HAS BEEN ON SINCE THE VEHICLE WAS PURCHASED: HORN IS NOT WORKING | | | CUSTOMER SEEKING: NEXT STEPS TO ADDRESS CONCERNS | | | CO ADVISED: CAN SCHEDULE DEALER APPOINTMENT VIA X-TIME; VEHICLE IS SCHEDULED FOR 9:00 AM - MONDAY FEB 11, 2019 WITH SERVICE ADVISOR JOE MALIGAT; ADVISED VEHICLE HAS AN OPEN RECALL WHICH WILL BE FREE OF CHARGE; ADVISED: WILL HAVE TO AUTHORIZE DIAGNOSIS ON VEHICLE; BASED ON VEHICLE CONCERNS VEHICLE WILL BE COVERED UNDER THE WARRANTY EXT BUT IF THE DEALER FINDS THAT IT┬┐S NOT THE DIAGNOSIS WILL BE AT THE CUSTOMER EXPENSE; IF PARTS ARE NOT AVAILABLE DEALER WILL NEED TO ORDER PARTS; | | | NO FURTHER ACTION
2/5/2019 12:54:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON ;
2/5/2019 12:55:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / HORN IS NOT WORKING ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRX7AJ0AM[redacted]
Owner Or Fleet	[redacted] Yorkville, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	2/5/2019	Incident Date	N/A
Mileage	80,157		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/5/2019 2:41:00 PM	CUSTOMER STATES RECEIVED LETTER IN THE MAIL REGARDING A REPAIR THAT CUSTOMER PAID FOR THAT IS NOW UNDER WARRANTY; CUSTOMER HAD REPAIR DONE AT AN INDEPENDENT BUT PART WAS PURCHASED FROM VW; WANTS TO KNOW IF REIMBURSEMENT CAN STILL BE SUBMITTED EVEN THOUGH REPAIR WAS DONE AT AN INDEPENDENT | | | CUSTOMER SEEKS TO KNOW IF REIMBURSEMENT CAN BE SUBMITTED IF REPAIR WAS DONE AT AN INDEPENDENT | | | CO ADVISED YES IT CAN BE SUBMITTED; OFFERED TO SEND EMAIL AND CUSTOMER CAN ATTACH DOCUMENTS | | | CO TO SEND EMAIL AND WAIT FOR DOCUMENTS
2/5/2019 2:46:00 PM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | | ANGEL W | | CUSTOMER CARE ADVOCATE | |
2/6/2019 10:41:00 AM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 4:17:00 PM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | ANGEL W | | CUSTOMER CARE ADVOCATE | | |
2/11/2019 11:13:00 AM	CUSTOMER HAD ORIGINAL AIRBAG CLOCK SPRING REPAIR COMPLETED AT AN INDEPENDENT; PART WAS PURCHASED FROM VW; CUSTOMER ALSO HAD REPAIRS DONE AT VW FOR THE CLOCK SPRING AS WELL DUE TO LIGHT BEING ON AFTER INITIAL REPAIR | | | SP TO REVIEW
2/13/2019 8:44:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED 2 REPAIR ORDER'S AND 2 POP'S FROM DEALER AND INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 80,157; DEALER REPROGRAMMED CLOCK SPRING BECAUSE IT WAS NOT SUCCESSFULLY REPAIRED AT THE INDEPENDENT; REPAIR ORDER DATE IS 11/28/2018; LAST OUT OF POCKET DATE IS 11/26/2018; VW TO REIMBURSE FOR PARTS AND LABOR COMPLETED AT THE DEALER ONLY; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS 127.12; LABOR DEALER PERFORMED $85.00; TOTAL $212.12. | | | SP TO GENERATE CHECK REQUEST AND CAP AMOUNT LETTER.
2/13/2019 8:55:00 AM	3VWRX7AJ0AM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $212.12. | | | SP GENERATED CHECK.
2/13/2019 8:56:00 AM	SP SENT INDEP CAP AMOUNT LETTER.
2/16/2019 5:01:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUST STATES: GOT LETTER ADVISING WOULD NOT BE REIMNURSED FULL AMOUNT BECAUSE REPAIR WAS COMPLETED AFTER WARRANTY EXTENSION WAS PROVIDED; REPAIR WAS COMPLETED IN 2017 | | | CUST SEEKS: TO KNOW WHY FULL REIMBURSEMENT WAS NOT OFFERED | | | CA ADVISED: APOLOGIZED FOR OUTCOME; WILL BE HAPPY TO RESEARCH FURTHER AND FOLLOW-UP BY COB 2/18/19 BY EMAIL | | | CUST ACKNOWLEDGED | | | CA TO RESEARCH

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRX7AJ0AM[redacted]
Owner Or Fleet	[redacted] Yorkville, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	2/5/2019	Incident Date	N/A
Mileage	80,157		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/18/2019 11:04:00 AM	CUST WAS REIMBURSED FOR THE REPAIRS COMPLETED AT THE DLR IN 2018; PRIOR TO THE REPAIRS COMPLETED AT THE DLR THE CUSTOMER HAS THE CLOCKS PRING REPLACED AT AN INDEP; INDEP CHARGED $126.08 FOR PARTS; $120.00 FOR LABOR; $8.98 FOR TAX; CUST PAID $255.06 TOTAL FOR REPAIRS WHICH IS LESS THAN THE MAX AMOUNT FOR REPAIRS COMPLETED AT INDEP; REPAIRS COMPLETED PRIOR TO THE FIRST OUT OF POCKET DATE SO REIMBURSEMENT WOULD BE GOODWILL; VW CAN REIMBURSE FOR THE FIRST REPAIR. | | | | CO TO GENERATE GOODWILL CHECK REQUEST IN THE AMOUNT OF $255.06
2/18/2019 11:07:00 AM	3VWRX7AJ0AM[redacted] AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $255.06. | | | | SP GENERATED CHECK REQUEST.
2/18/2019 12:04:00 PM	HELLO [redacted] | | | | THANK YOU FOR YOUR PATIENCE WHILE I WAS ABLE TO REVIEW YOUR REIMBURSEMENT CASE. THE 2017 INVOICE WAS MISSED ON THE INITIAL REVIEW, AND I TRULY APOLOGIZE FOR THAT. VW IS ABLE TO REIMBURSE THE ORIGINAL AMOUNT OF $212.12 OFFERED AND ALSO $255.06 FOR THE 2017 REPAIR. BOTH CHECKS SHOULD ARRIVE WITHIN 4-6 WEEKS BY MAIL, THE ONE FOR $212.12 MAY ARRIVE FIRST SINCE THE CHECK REQUEST WAS SENT IN FIRST. IF YOU HAVE ANY OTHER QUESTIONS OR CONCERNS PLEASE REPLY TO MY EMAIL, OR CHAT WITH US AT [redacted] | | | BEST WISHES, | | | LETRICE C. | | CUSTOMER CARE CHAT ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | | | | VOLKSWAGEN OF AMERICA, INC. | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | | UNITED STATES OF AMERICA | | | |
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 212.12 MAILED ON 02/19/2019
2/23/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 255.06 MAILED ON 02/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A3XCC[redacted]
Owner Or Fleet	[redacted] Round Lake, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/5/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/5/2019 3:21:00 PM	(((REFRENCING FROM CASE NUMBER [redacted])) | | | CUSTOMER STATES SUBMITTED DOCUMENTS BEFORE CHRISTMAS TO BE REIMBURSED FOR A WARRANTY EXTENSION FOR THE AIRBAG CLOCKSPRING THAT CUSTOMER HAD PAID OUT OF POCKET FOR BUT HAS NOT RECIEVED ANY UPDATE ON CLAIM | | | CUSTOMER SEEKING UPDATE ON REIMBURSEMENT PROCESS | | | CO LOOKED IN CASE NOTES AND ADVISED CUSTOMER THAT A CHECK WAS MAILED OUT ON 1-25-2019 FOR $710.50; NORMALLY THE CHECKS TAKE ABOUT 7-10 BUISNESS DAYS HOWEVER DUE TO THE BAD WEATHER THE CHECK MAY TAKE A LITTLE LONGER OT BE RECIEVED; IF CUSTOMER DOES NOT RECIEVE CHECK BY NEXT WEEK TO CALL CCC WITH CASE NUMBER SO CCC CAN TAKE A SECOND LOOK AS TO WHY CUSTOMER DID NOT RECIEVE CHECK; CO OFFERED TO GIVE CUSTOMER CASE NUMBER BY PHONE OR EMAIL; CUSTOMER REQUESTED EMAIL; CO TO EMAIL CUSTOMER CASE NUMBER | | | NO FURTHER ACTION
2/5/2019 3:27:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┤T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | SHANNON B | CUSTOMER CARE ADVOCATE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX3BW[redacted]
Owner Or Fleet	[redacted] NORTH TONAWANDA, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	2/5/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/5/2019 3:24:00 PM	CUSTOMER STATES: RECEIVED A LETTER IN NOVEMBER 2018 REGARDING CLOCK SPRING; VEHICLE IS EXPERIENCING HE SYMPTOMS THAT ARE DISPLAYED IN THE LETTER; WENT TO DEALER AND THEY STATED THEY SEE NOTHING IN THE SYSTEM PERTAINING TO IT | | | | CUSTOMER SEEKING: INFORMATION ABOUT THE LETTER AND WHAT TO DO | | | | CO ADVISED: VEHICLE DOES HAVE THE WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING; TAKE INTO A DEALER HAS TO GET VEHICLE DIAGNOSED AND IF SYMPTOMS EXIST CAN BE COVERED UNDER WARRANTY; OFFERED TO SET DEALER APPOINTMENT | | | | CUSTOMER DECLINED WILL SCHEDULE HIMSELF | | | | NO FURTHER ACTION | |
2/5/2019 3:40:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / CLOCK SPRING ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A34EC[redacted]
Owner Or Fleet	[redacted] Brooklyn, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	2/5/2019	Incident Date	N/A
Mileage	202,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/5/2019 3:28:00 PM	CUSTOMERS FATHER OWNS VEHICLE, CALLING ABOUT ISSUE WHEN TURNING STEERING WHEEL HE HEARD A LOUD NOISE THEN AIRBAG LIGHT CAME ON, HORN DOES NOT WORK, STEERING WHEEL CONTROLS DO NOT WORK EITHER, THIS SHOULD NOT HAPPEN MAKING A TURN. | | | CO SUGGESTED CUSTOMER ADDRESS WITH A VW DEALER. CUSTOMER ASKED IF HE WOULD HAVE TO PAY FOR REPAIR. CO ADVISED SINCE VEHICLE IS OUTSIDE WARRANTY HE WOULD BE RESPONSIBLE FOR COST. CUSTOMER STATES HE WILL CALL THE DEALER AND ENDED CALL. NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJM7AN5AE[redacted]
Owner Or Fleet	[redacted], Philadelphia, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	2/5/2019	Incident Date	N/A
Mileage	68,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/5/2019 5:51:00 PM	CUSTOMER STATES RECEIVED AIRBAG NOTICE IN THE MAIL BUT HAD REPAIR DONE ABOUT 6 MONTHS AGO; CUSTOMER STATES ALSO HAD CLOCK SPRING RECALL COMPLETED AND PAID $1000 BECAUSE IT WAS OTHER REPAIRS NEEDED OUTSIDE OF THE RECALL; CUSTOMER WANTS TO KNOW WHY AIRBAG RECALL INFORMATION IS STILL COMING IN THE MAIL | | | CUSTOMER SEEKS TO KNOW WHY RECALL 69Q9 MAILINGS ARE STILL BEING SENT | | | CO ADVISED THE PREVIOUS REPAIR FOR 69Q9 WAS TEMPORARY AND THERE IS NOW A PERMANENT FIX AND CUSTOMER NEEDS TO TAKE THE VEHICLE BACK FOR THAT ALSO ADVISED OF RECALL 20AE THAT NEEDS TO BE COMPLETED; CUSTOMER WAS ALSO ADVISED THE CLOCK SPRING REPAIR CAN BE VIEWED FOR REIMBURSEMENT GIVEN THERE IS AN EXTENDED WARRANTY ON THE VEHICLE; ADVISED CUSTOMER TO REPLY TO EMAIL AND ATTACH REPAIR ORDER AND POP; ADVISED OF THE FOLLOWING EXTENDED WARRANTIES INTAKE MANIFOLD; FUEL INJECTOR 10YEAR/120K WOF; TIMING CHAIN 10YR/100K WOF; AND THE AIRBAG CLOCK SPRING 15YEAR UNLIMITED MILEAGE | | | CO TO WAIT FOR CUSTOMERS EMAIL
2/5/2019 6:08:00 PM	REFERENCE #[redacted]| | | DEAR MR.[redacted]| | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted]| | | | SINCERELY, | | | | | | | ANGEL W | | CUSTOMER CARE ADVOCATE | |
2/5/2019 6:10:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / CLOCK SPRING REPAIR;
2/7/2019 10:12:00 AM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 11:21:00 AM	CUSTOMER HAD AIRBAG CLOCK SPRING REPAIR COMPLETED AT VW DEALER UNDER RECALL 69L2; CUSTOMER STATES WAS ADVISED TO PAY FOR PART OF THE REPAIR; SEEKS POSSIBLE REIMBURSEMENT UNDER THE AIRBAG CLOCK SPRING EXTENDED WARRANTY THAT IS NOW ON THE VEHICLE | | | SP TO REVIEW
2/21/2019 8:38:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED VEHICLE HISTORY REPORT FROM DEALER, BUT DEALER NAME IS NOT ON THE REPORT; NEED ACTUAL FULL REPAIR ORDER FOR THE CLOCK SPRING REPAIR FROM DEALER INCLUDING NAME, ADDRESS, AND PHONE NUMBER AND POP; VW UNABLE TO REIMBURSE. | | | SP TO SEND INSUFFICIENT DOCUMENTATION LETTER.
2/21/2019 8:42:00 AM	SP SENT INSUFFICIENT DOCUMENTATION LETTER.
2/26/2019 3:47:00 PM	MEDIA ATTACHED IN DOC CENTER
2/26/2019 4:01:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 66,267 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $432.35; LABOR $320.95; TAX $45.20; TOTAL $798.50. | | | SP TO GENERATE CHECK REQUEST.
2/26/2019 4:11:00 PM	WVWJM7AN5AE[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $798.50. | | | SP GENERATED CHECK REQUEST.
3/5/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 798.50 MAILED ON 03/04/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX3FW[redacted]
Owner Or Fleet	[redacted] Grafton, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	2/5/2019	Incident Date	N/A
Mileage	33,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/5/2019 6:19:00 PM	CUSTOMER STATES CURRENT HAVE AIRBAG LIGHT ON AND STEERING WHEEL BUTTONS AREN┬┐T WORKING; JUST PURCHASED VEHICLE A YEAR AND A MONTH AGO; WANT TO KNOW IF VEHICLE IS STILL UNDER WARRANTY; | | | CUSTOMER SEEKING IF VEHICLE CONCERN UNDER WARRANTY; | | | CO ADVISED CUSTOMER THAT VEHICLE HAS AN WARRANTY EXT. FOR AIRBAG CLOCK SPRING; 10/30/24/120K MILES WCF; OFFERED TO SETUP DEALER APPOINTMENT; CUSTOMER DECLINED STATING JUST NEED DEALER INFORMATION; ADVISED INFORMATION WILL BE EMAILED TO CUSTOMER; | | | CO TO EMAIL CUSTOMER;
2/5/2019 6:29:00 PM	REFERENCE #[redacted] | | DEAR MS.[redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS PROMISED, HERE┬┐S THE INFORMATION FOR YOUR CLOSEST VW DEALERSHIP. | | VOLKSWAGEN OF MILWAUKEE NORTH | | 1400 W. SILVER SPRING DR, MILWAUKEE, WI 53209 | | (414) 290-1400 | | I HOPE THIS HELPS. IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY BACK TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | SINCERELY, | | | ANTONIO F | | CUSTOMER CARE ADVOCATE | | | NO FURTHER ACTION;
2/5/2019 6:34:00 PM	CATEGORY SELECTION : STEERING / INEFFECTIVE - 1 / STEERING WHEEL BUTTONS STOPPED WORKING;;
2/6/2019 12:44:00 PM	| | FROM: [redacted] | | SENT: TUESDAY, FEBRUARY 05, 2019 6:29 PM | | TO: VW EXPERIENCE | | SUBJECT: UNDELIVERABLE: MS. [redacted] LVL1 - DEALER CONTACT | | | DELIVERY HAS FAILED TO THESE RECIPIENTS OR GROUPS: | [redacted] | | A COMMUNICATION FAILURE OCCURRED DURING THE DELIVERY OF THIS MESSAGE. PLEASE TRY RESENDING THE MESSAGE LATER. IF THE PROBLEM CONTINUES, CONTACT YOUR HELPDESK. | | | | | | | | | | DIAGNOSTIC INFORMATION FOR ADMINISTRATORS: | |
2/6/2019 3:09:00 PM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | | | IT WAS NICE TALKING TO YOU TODAY. | | | | | AS PROMISED, HERE┬┐S THE INFORMATION FOR YOUR CLOSEST VW DEALERSHIP. | | | | | VOLKSWAGEN OF MILWAUKEE NORTH | | 1400 W. SILVER SPRING DR, MILWAUKEE, WI 53209 | | (414) 290-1400 | | | | | I HOPE THIS HELPS. IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY BACK TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | ANTONIO F | | CUSTOMER CARE ADVOCATE | | | NO FURTHER ACTION | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX6FW[redacted]
Owner Or Fleet	[redacted]		Shreveport, LA, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	2/6/2019	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/6/2019 12:21:00 PM	CUSTOMER STATES HAVE BEEN HAVING A HARD TIME WITH DEALER 425612 ; CUSTOMER HAS BEEN CALLING FOR OVER A WEEK AND NO ONE CALLS BACK OR ANSWERS PHONE ; AT ONE POINT WHITNEY DID CALL CUSTOMER BACK AT BUT WHEN CUSTOMERS RECEPTIONIST TRANSFER WHITNEY TO CUSTOMER, WHITNEY HAD DISCONNECTED CALL ; VERY UNPROFESSIONAL ; WILL BE GOING TO DEALER 425049 TO GET WORK DONE ; | | | | CUSTOMER SEEKING APPOINTMENT; COMPLAINT; | | | | CO ADVISED WILL FILE COMPLAINT WITH DEALER 425612 ON CUSTOMERS BEHAVE, ADVISED MANAGEMENT WILL BE INFORMED AND FILED INTERNALLY WITH VW AS WELL ; WARM TRANSFER CUSTOMER TO DEALER 425049 TO SCHEDULE APPOINTMENT ; | | | | CO TO RCM FOR FYI COMPLAINT ;
2/6/2019 12:24:00 PM	CO ADVISED DEALER PERSONNEL CUSTOMERS CONCERNS WITH AIRBAG LIGHT AND STEERING CONTROLS AND VEHICLE HAS WARRANTY EXTENSION ; INQUIRED ABOUT SHUTTLE, 20 MILE RADIUS ; | | | | CO WARM TRANSFER CUSTOMER TO DEALER PERSONNEL
2/6/2019 12:36:00 PM	RCM TO FILE AN FYI COMPLAINT WITH DEALER 425612 ; DEALER PERSONNEL HAS BEEN VERY RUDE TO CUSTOMER, NOT CALLING BACK AND DISCONNECTING CALLS WHEN RECEPTIONIST TRANSFER CALL ; | | | | CO TO CALL CUSTOMER ONCE IT┬┐S BEEN FILED;
2/7/2019 10:16:00 AM	MIKE, ALSO I HAVE THIS NEW FYI SERVICE COMPLAINT. | | MS. [redacted] WVGAV7AX6FW[redacted] | | CUSTOMER ADVISED: HAVE BEEN HAVING A HARD TIME WITH DEALER 425612 ; CUSTOMER HAS BEEN CALLING FOR OVER A WEEK AND NO ONE CALLS BACK OR ANSWERS PHONE ; AT ONE POINT WHITNEY DID CALL CUSTOMER BACK AT BUT WHEN CUSTOMERS RECEPTIONIST TRANSFER WHITNEY TO CUSTOMER, WHITNEY HAD DISCONNECTED CALL ; VERY UNPROFESSIONAL ; WILL BE GOING TO DEALER 425049 TO GET WORK DONE | | | | CUSTOMER SEEKING: COMPLAINT. | | | | RCM TO ASSIGN TO CO
2/7/2019 10:17:00 AM	RCM FORWARDED THE FYI COMPLAINT.
2/8/2019 2:20:00 PM	CO LEFT VOICE MAIL MESSAGE COMPLAINT HAS BEEN FILED ON CUSTOMERS BEHAVE WITH DEALER 425612 ; IF CUSTOMER HAS ANY OTHER QUESTIONS TO CALL CARE " | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN6AE[redacted]
Owner Or Fleet	[redacted] Berlin, CT, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	2/6/2019	Incident Date	N/A
Mileage	133,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/6/2019 12:49:00 PM	CUSTOMER STATES; HAD 69Q9, WATER PUMP REPAIR, OIL LEAK REPAIR DONE LAST 8/6/18 AT DEALER 408088; AIRBAG LIGHT STILL COMES ON AND OFF; OIL LEAK WAS NEVER FIXED; CHECK ENGINE LIGHT HAS BEEN ON SINCE AUGUST; WAS IN CONTACT WITH DEALER THROUGH 9/18, THEN COMMUNICATION HAS STOPPED; ALSO WENT TO DEALER 408066 AND WAS PUT OFF; | | | CUSTOMER SEEKING; WHAT DEALER IS GOOD TO GO TO | | | CO ADVISED; I CANNOT ADVISE WHICH DEALERSHIP IS BETTER THAN THE OTHER; DEALER 408076 IS THE NEXT CLOSEST TO YOU | | | CUSTOMER STATES; WOULD LIKE TO SCHEDULE AN APPOINTMENT; BUT HAS TO GO | | | CO STATES; WILL CALL BACK TOMORROW | | | CUSTOMER THANKED
2/7/2019 1:34:00 PM	CO CALLED CUSTOMER; LEFT VM; WILL CALL BACK COB 2/8
2/8/2019 1:31:00 PM	CO CALLED CUSTOMER; LEFT VM; WILL SEND UNABLE TO CONTACT EMAIL | | | | | ****LEVEL 1**** ASSIST WITH SCHEDULING AN APPOINTMENT IF CUSTOMER CALLS BACK
2/11/2019 2:15:00 PM	CO CALLED CUSTOMER; LEFT VM; DO NOT HAVE A DIRECT EXTENSION; WOULD LIKE TO GET YOU INTO A DEALERSHIP FOR AN APPOINTMENT; WILL COB 2/12; GAVE CASE NUMBER
2/11/2019 7:40:00 AM	FROM:[redacted] | | SENT: FRIDAY, FEBRUARY 08, 2019 4:32 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | HELLO, | | | I┬┐VE RECEIVED YOUR MESSAGE. I CALLED VW CUSTOMER CARE THIS AFTERNOON, AND WAS ON HOLD WAITING TO SPEAK TO WITH SOMEONE FOR A HALF HOUR. DO YOU HAVE AN EXTENSION I CAN CALL YOU ON DIRECTLY? | | | THANKS | [redacted] | | | | CO TO REVIEW
2/12/2019 1:18:00 PM	CO CALLED CUSTOMER; LEFT VM; DO NOT HAVE A DIRECT EXTENSION; WOULD LIKE TO GET YOU INTO A DEALERSHIP FOR AN APPOINTMENT; GAVE CASE NUMBER | | | | | ***LEVEL 1*** IF CUSTOMER CALLS IN, ASSIST WITH DEALER APPOINTMENT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX6DW[redacted]
Owner Or Fleet	[redacted] Cicero, IL,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	2/6/2019	Incident Date	N/A
Mileage	47,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/6/2019 2:32:00 PM	CUSTOMER STATES RECEIVED WARRANTY EXTENSION REIMBURSEMENT FORM ; DID NOT HAVE OUT OF POCKET EXPENSES FOR AIRBAG CLOCK SPRING ; BUT HAD A COOLANT LEAK AND THE WATER PUMP ASSEMBLY WAS REPLACED ON 12/2018 | | | CUSTOMER SEEKING IF WECY WARRANTY EXTENSION WOULD COVERED WATER PUMP ASSEMBLY | | | CO ADVISED NO IT WOULD NOT, WARRANTY EXTENSION FOR WECY IS JUST FOR THE AIRBAG CLOCK SPRING ; NO OPENS OR WARRANTY EXTENSIONS FOR WATER PUMP ASSEMBLY ; WE DOCUMENT ALL VEHICLE CONCERNS AND SHOULD THERE BE ANY FUTURE RECALLS OR EXTENSION CUSTOMER WILL BE NOTIFIED; AT THAT TIME CAN SUBMIT FOR REIMBURSEMENT REVIEW; | | | NO FURTHER ACTION
2/6/2019 3:49:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED FROM 402157 VW DEALER; YES, THIS IS A CPO; MAINTAINED AT LOCAL BUSINESS (NON-VW); FIRST TIME EXPERIENCING THIS ISSUE; INDEPENDENT REPLACED THE WATER PUMP ASSEMBLY ON 12-11-18; WAS ADVISED THE COMPONENT WOULD BE COVERED UNDER THE POWER TRAIN WARRANTY; | | CUSTOMER SEEKS: REIMBURSEMENT; | | | CUSTOMER ADVOCATE ADVISED: THE COOLANT PUMP IS COVERED BY THE POWER TRAIN WARRANTY, WHICH WOULD HAVE COVERED THE VEHICLE FOR 5 YEARS OR 60K MILES WOF FROM THE ORIGINAL IN-SERVICE DATE; POWER TRAIN EXPIRED ON 6-8-18; CUSTOMER CAN SUBMIT REPAIR ORDER AND POP TO REVIEW FOR POTENTIAL REIMBURSEMENT; WOULDN┬┤T BE ABLE TO GUARANTEE REIMBURSEMENT OR HOW MUCH WILL BE RETURNED SINCE THE VEHICLE IS OUTSIDE OF THE WARRANTY; | | | CUSTOMER ADVOCATE TO WAIT CUSTOMER MAIL
2/7/2019 10:36:00 AM	MEDIA ATTACHED IN DOC CENTER
2/15/2019 11:48:00 AM	[redacted] | | | CA LVMM; CA ADVISED: CALLING ON BEHALF OF CO TO PROVIDE UPDATE ON REIMBURSEMENT REQUEST; PLEASE CONTACT 800# | | | LEVEL ONE MAY ADVISE : | | | IF CUSTOMER RETURNS THE CALL, VW WILL REIMBURSE FOR COOLANT PUMP ASSEMBLY; WOULD NOT BE ABLE TO REIMBURSE FOR INDEPENDENT LABOR CHARGES; TOTAL REIMBURSEMENT $297.00 | | | | | WAIT CUSTOMER CALL
2/15/2019 8:53:00 AM	TEAM LEAD STATES: WILL REIMBURSE FOR COOLANT PUMP ASSEMBLY; WOULD NOT BE ABLE TO REIMBURSE FOR INDEPENDENT LABOR CHARGES; TOTAL REIMBURSEMENT $297.00; WVGBV3AX6DW[redacted]CO TO FOLLOW UP WITH CUSTOMER.
2/18/2019 12:51:00 PM	CO CALLED TO ADVISE THERE IS AN UPDATE IN THE CASE; CUSTOMER CAN CALL 800-822-8987 TO FURTHER DISCUSS; | | | CO TO CALL CUSTOMER; | | | | | LVL 1 PLEASE ADVISE: VW WILL REIMBURSE FOR COOLANT PUMP ASSEMBLY; WOULD NOT BE ABLE TO REIMBURSE FOR INDEPENDENT LABOR CHARGES; TOTAL REIMBURSEMENT $297.00
2/19/2019 2:45:00 PM	CO CALLED TO ADVISE VW IS OFFERING TO REIMBURSE IN THE AMOUNT OF $297.00 FOR PARTS ONLY; VW WOULD NOT REIMBURSE FOR THE INDEPENDENT LABOR CHARGES; | | | CUSTOMER ACCEPTED OFFER; | | | CO TO ESCALATE TO CHECKS
2/19/2019 2:47:00 PM	PLEASE SEND MR.[redacted]A CHECK IN THE AMOUNT OF $297.00 FOR PARTS ONLY FOR THE COOLANT PUMP; | | | SP TO REVIEW
2/19/2019 3:13:00 PM	WVGBV3AX6DW[redacted]VW TO REIMBURSE CUST FOR COOLANT PUMP REPAIRS; TOTAL: $297.00. | | | GENERATED CHECK REQUEST.
2/23/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 297.00 MAILED ON 02/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A31CC[redacted]
Owner Or Fleet	[redacted] Lake Worth, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/7/2019	Incident Date	N/A
Mileage	50,903		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/7/2019 10:05:00 AM	MEDIA ATTACHED IN DOC CENTER
2/7/2019 4:22:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 50,903 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $319.08; LABOR $280.00; TAX $ 41.93; TOTAL $641.01. | | | | SP TO GENERATE CHECK REQUEST.
2/7/2019 4:25:00 PM	1VWBH7A31CC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $641.01. | | | | SP GENERATED CHECK.
2/13/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 641.01 MAILED ON 02/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A33GC[redacted]
Owner Or Fleet	[redacted] Huntington, WV, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	2/7/2019	Incident Date	N/A
Mileage	38,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/7/2019 10:42:00 AM	CUSTOMER STATES THE AIRBAG LIGHT IS ON AND THE STEERING FUNCTIONS ARE NOT WORKING; CALLED THE DEALER AND WAS ADVISED THERE IS NO CLOCK SPRING WARRANTY ON THE VEHICLE; CUSTOMER STATES RECEIVED LETTER IN THE MAIL PREVIOUSLY; CUSTOMER WANTS TO HAVE CLOCK SPRING REPAIRS UNDER WARRANTY AND ALSO WANTS TO HAVE 24DR COMPLETED WHILE VEHICLE IS THERE | | | | CUSTOMER SEEKS CLARIFICATION REGARDING CLOCK SPRING EXTENDED WARRANTY | | | | CO ADVISED VEHICLE DOES HAVE THE CLOCK SPRING EXTENDED WARRANTY ALSO CONFIRMED 24DR IS OPEN ON THE VEHICLE; | | | | CO CALLED DEALER 409514 SPOKE TO SAMANTHA IN SERVICE; ADVISED THE CUSTOMER HAS THE CLOCK SPRING EXTENDED WARRANTY ON THE VEHICLE AND IS HAVING THE ISSUES DESCRIBED IN THE LETTER; APPOINTMENT SET FOR 10:30AM TUESDAY 2/12; 24DR WILL BE COMPLETED AS WELL | | | | CO PROVIDED CUSTOMER APPOINTMENT DATE AND TIME | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A35GC[redacted]
Owner Or Fleet	[redacted] VILLA RICA, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	2/7/2019	Incident Date	N/A
Mileage	85,543		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/7/2019 11:43:00 AM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 12:35:00 PM	CUSTOMER STATES INCLUDED DOCUMENTS TO SHOW REPLACEMENT OF AIR BAG CLOCK SPRING; PAID IN CASH
2/11/2019 12:44:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | I APPRECIATE YOU TAKING THE TIME TO INCLUDE YOUR REPAIR ORDERS FOR OUR CUSTOMER CARE CENTER TO REVIEW. | | | I┬┐M QUITE DISMAYED TO LEARN THAT YOU┬┐VE HAD TO PAY FOR A SERVICE THAT MAY BE COVERED UNDER THE WARRANTY EXTENSION, BUT I┬┐M GLAD THAT OUR CENTER IS ABLE TO COLLABORATE ON THIS FURTHER WITH YOU. | | | I WILL HAVE YOUR CURRENT CASE ESCALATED UP FOR REVIEW. PLEASE NOTE, IT MAY TAKE UP TO 60 DAYS FOR COMPLETION, BUT REST ASSURED, YOUR CASE WILL BE IN THE RIGHT PLACE. YOU WILL RECEIVE A LETTER IN THE MAIL ADVISING OF THE DETERMINATION. | | | IF YOU HAVE ANY ADDITIONAL QUESTIONS, PLEASE DO NOT HESITATE TO REACH OUT TO OUR CUSTOMER CARE CENTER AT 800-822-8987. | | | SINCERELY, | | | | | | | RAVEN L. | CUSTOMER CARE ADVOCATE | | | CO TO ESCALATE TO SP TO REVIEW
2/11/2019 12:44:00 PM	SP TO REVIEW FOR REIMBURSEMENT
2/14/2019 11:01:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED TWO RO FROM DEALER; POP FOR BOTH RO VERIFIED IN XTIME; RO #[redacted] SHOWS DIAGNOSIS STATING CLOCK SPRING FAILED AND RECOMMENDATION THAT CLOCK SPRING BE REPLACED AND PAID FOR CLOCK SPRING, NO REPAIRS DONE AT THIS TIME; RO #[redacted] SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO #[redacted] STATES CUSTOMER PREPAID FOR CLOCK SPRING AND WAS ONLY CHARGED LABOR AT THIS TIME; VW TO REIMBURSE TOTAL OF BOTH RO; RO #[redacted] TOTAL: $298.03; RO #[redacted] TOTAL: $321.24; GRAND TOTAL: $619.27 | | | SP TO GENERATE CHECK REQUEST
2/14/2019 11:04:00 AM	1VWAT7A35GC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $619.27 | | | SP GENERATED CHECK REQUEST
2/19/2019 12:25:00 PM	CUSTOMER STATES SENT IN DOCUMENTS FOR REIMBURSEMENT; | | | CUSTOMER SEEKING STATUS OF REIMBURSEMENT; | | | CUSTOMER ADVOCATE ADVISED CUSTOMER THAT VW HAS GRANTED REIMBURSEMENT; VW IS REIMBURSING A TOTAL OF $619.27; ALLOW 10-14 BUSINESS DAYS TO RECEIVE CHECK VIA MAIL; | | | CO TO REVIEW;
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 619.27 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCV7A37FC[redacted]
Owner Or Fleet	[redacted] ASHEVILLE, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	2/7/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/7/2019 1:45:00 PM	CUSTOMER STATES; THEY ARE HAVING ISSUES WITH THEIR POSTAL SERVICE WITH DELAY IN RECEIVING MAIL; THEY WOULD LIKE TO SEE IF ITS POSSIBLE FOR THEM TO GET A GET A CHECK VIA FED EX OR UPS INSTEAD; | | | CUSTOMER SEEKS; DO WE SEND CHECKS VIA FED EX OR UPS; | | | CO ADVISED; WE DO NOT HAVE ANY CONTROL OVER THE SERVICE THEY USE TO SEND OUT THE CHECK BUT THE CUSTOMER COULD WAIT AN ADDITIONAL 7-10 DAYS BEFORE HAVING THE CHECK REISSUED; THEY ALSO CAN ONLY HAVE THE CHECK ISSUED TO ANOTHER ADDRESS AND THEN THEY WOULD RECEIVE THAT CHECK IN THE MAIL WITHIN 7- 10 BUSINESS DAYS; | | | NO FURTHER ACTION
2/11/2019 1:36:00 PM	CUSTOMER STATES: HAS CALLED TWICE PREVIOUSLY IN REGARDS TO THE REIMBURSEMENT CHECK FOR THE CLOCK SPRING WARRANTY EXTENSION; THE CHECK WAS ISSUED 1/23 AND WAS TO ARRIVE 7-10 DAYS BUT THE CUSTOMER HAS NEVER RECEIVED THE CHECK; | | | CUSTOMER SEEKING: TO HAVE IT REISSUED TO [redacted] ASHEVILLE, NC [redacted] | | | CUSTOMER ADVOCATE ADVISED: WILL HAVE THE ORIGINAL CHECK STOPPED AND HAVE A NEW CHECK REISSUED TO THE ADDRESS THE CUSTOMER PROVIDED; | | | CUSTOMER ACKNOWLEDGED; | | | CUSTOMER ADVOCATE E-MAILED STOP/REISSUE REQUEST.
2/11/2019 1:39:00 PM	CHECK # [redacted] FOR AMOUNT $ 598.20 MAILED ON 01/23/2019 MR. [redacted] HAS NEVER RECEIVED THE CHECK FROM HIS CLOCK SPRING REIMBURSEMENT IN CASE [redacted] FOR VIN 1VWCV7A37FC[redacted] WOULD LIKE TO HAVE THE CHECK REISSUED TO [redacted] ASHEVILLE, NC [redacted] | | | ALEXIS YOUNG | | CUSTOMER CARE PHONE ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | |
2/15/2019 4:19:00 PM	REFERENCE TO CASE [redacted] CO WAS ADVISED BY ASHLEY SPECIAL PROJECTS TO CLOSE OUT CASE DUE TO THE NEW CHECK WAS MAILED OUT TO THE CUSTOMER; | | | NO FURTHER ACTION
2/26/2019 2:51:00 PM	CATEGORY SELECTION : AIRBAGS / INOPERABLE - 1 / AIRBAG CLOCKSPRING HISTORICAL CONCERN.;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDP7AJ6CM[redacted]
Owner Or Fleet	[redacted] Philadelphia, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	2/8/2019	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/8/2019 12:44:00 PM	*REFERENCE CASE#[redacted] | | | CUSTOMER STATES: CUSTOMER MADE COPIES OF CLOCK SPRING WARRANTY EXTENSION; | | | CUSTOMER SEEKS: IF CUSTOMER SHOULD FILL OUT THE WARRANTY REIMBURSEMENT FORM; | | | CO ADVISED: CUSTOMER CAN FILL OUT THE WARRANTY REIMBURSEMENT FORM OR CO CAN EMAIL CASE # AND CUSTOMER CAN EMAIL DOCUMENTS IN TO VW CUSTOMER CARE CENTER; | | | CUSTOMER STATES: EMAIL DOES NOT WORK; | | | CO ADVISED: CUSTOMER CAN SEND IN DOCUMENTS VIA MAIL THEN AND ONCE RECEIVED IT WILL BE SENT TO THE REIMBURSEMENT TEAM; GENERAL TIME FRAME FOR REVIEW OF REIMBURSEMENT IS 60 BUSINESS DAYS FOR CUSTOMER TO RECEIVE OUR DECISION IN THE MAIL; | | | CUSTOMER UNDERSTOOD AND THANKED; | | | NO FURTHER ACTION. | |
2/26/2019 4:26:00 PM	MEDIA ATTACHED IN DOC CENTER
2/28/2019 12:20:00 PM	[redacted] | | | CO CALLED CUSTOMER; CUSTOMER UNAVAILABLE; CO UNABLE TO LEAVE A VM; | | | *LVL 1 ADVISE: JUST LETTING CUSTOMER KNOW WE HAVE RECEIVED CUSTOMERS DOCUMENTS, WILL GO AHEAD AND ESCALATE DOCUMENTS TO OUR REIMBURSEMENT TEAM, SO THEY CAN REVIEW FOR POSSIBLE REIMBURSEMENT; GENERAL TIME FRAME FOR REVIEW OF REIMBURSEMENT IS 60 BUSINESS DAYS FOR CUSTOMER TO RECEIVE OUR DECISION IN THE MAIL; | | **
2/28/2019 12:24:00 PM	SP TO REVIEW FOR POSSIBLE REIMBURSEMENT FOR THE AIRBAG CLOCKSPRING;
3/6/2019 10:02:00 AM	CUSTOMER SEEKING TO KNOW IF VW HAD RECEIVED HER INFORMATION. | | | CUSTOMER ADVOCATE CONFIRMED IT WAS RECEIVED AND IS BEING REVIEWED FOR REIMBURSEMENT. | | | CUSTOMER ASKED IF THERE WAS A WARRANTY EXTENSION OR RECALL ON THE WIPER MOTOR BECAUSE HERS FAILED. | | | CUSTOMER ADVOCATE ADVISED THAT THERE WASN'T AND EXPLAINED IT WOULD BE COVERED UNDER NVLW. CUSTOMER ADVOCATE ADVISED OF STEERING WHEEL CLOCK SPRING, STEERING COLUMN LOCK HOUSING AND SECONDARY AIR PRESSURE SENSOR WARRANTY EXTENSIONS. | | | SP TO REVIEW FOR REIMBURSEMENT OF CLOCK SPRING.
3/7/2019 4:42:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; WIPER MOTORS AND PERFORMED AN OIL CHANGE; THE AIR BAG CLOCK SPRING REPAIR WAS COMPLETED WITHINT HE REIMBURSEMENT TIMEFRAME; VW TO REIMBURSE TOTAL: $655.26. | | | SP TO GENERATE CHECK REQUEST.
3/7/2019 4:43:00 PM	3VWDP7AJ6CM[redacted]VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $655.26. | | | GENERATED CHECK REQUEST.
3/12/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 655.26 MAILED ON 03/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX2DW[redacted]
Owner Or Fleet	[redacted] SIMSBURY, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	2/8/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/8/2019 1:21:00 PM	MEDIA ATTACHED IN DOC CENTER
2/11/2019 10:00:00 AM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED ADDITIONAL INFORMATION CONTAINING THE FULL PART NUMBER; REPAIRS COMPLETED IN AUGUST 2018, WITHIN THE REIMBURSEMENT TIMEFRAME; VW TO REIMBURSE MAX PARTS FOR REPAIRS COMPLETED AT THE INDEP $290.07; VW TO REIMBURSE LABOR $136.50; TAX $27.72; VW TO REIMBURSE TOTAL: $454.29. | | | | SP TO GENERATE CHECK REQUEST.
2/11/2019 10:07:00 AM	WVGBV3AX2DW[redacted] VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $454.29. | | | | GENERATED CHECK REQUEST.
2/11/2019 10:11:00 AM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
2/11/2019 8:57:00 AM	RE-REVIEW REIMBURSEMENT; CUSTOMER ATTACHED SUFFICIENT DOCUMENTS LETTER; REPAIR ORDER NOW HAS PART NUMBERS ON IT; CUSTOMER SAID SAME RECEIPT IS THE POP; CUSTOMER SEEKING REIMBURSEMENT UNDER CLOCK SPRING;
2/11/2019 9:19:00 AM	HELLO ASHLEY | | | | PLEASE RE-REVIEW DOCUMENTS IN THE DOC CENTER FOR REIMBURSEMENT REVIEW UNDER CLOCK SPRING WE | | | | THANK YOU | |
2/11/2019 9:19:00 AM	REFERENCE #[redacted] | | | | DEAR MS. [redacted] | | | THANK YOU FOR YOUR REPLY. WE HAVE EVERYTHING WE NEED TO RE-REVIEW YOUR REIMBURSEMENT REQUEST UNDER THE CLOCK SPRING. | | | | I WILL FORWARD YOUR DOCUMENTS TO THE CORRECT DEPARTMENT AND THE REVIEW WILL BEGIN. YOU SHOULD RECEIVE A NOTIFICATION BY MAIL WITHIN THE NEXT 3-4 WEEKS FROM TODAY┬┐S DATE, FEBRUARY 11TH, 2019. WE GREATLY APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. | | | | AT THE END OF OUR REVIEW, YOU WILL EITHER RECEIVE A CHECK IN THE MAIL, OR A DENIAL LETTER AS TO WHY THE CLAIM WAS DENIED. | | | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | SINCERELY, | | | | | | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | |
2/11/2019 9:26:00 AM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / CLOCKSPRING;
2/15/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 454.29 MAILED ON 02/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRZ7AJ5AM[redacted]
Owner Or Fleet	[redacted] Deer Park, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	2/8/2019	Incident Date	N/A
Mileage	53,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/8/2019 1:36:00 PM	CUSTOMER STATES: ORIGINAL OWNER; VEHICLE WAS PURCHASED; BRAND LOYAL CUSTOMER; VEHICLE EXPERIENCING: THE AIRBAG LIGHT IS ON; DEALER STATES: THE AIRBAG MECHANISM NEEDS TO BE REPLACED; DEALER QUOTED $1300 FOR THE REPAIR; SEEN ON THE NEWS VW HAS RECALLS FOR THE AIRBAG, WOULD LIKE TO VERIFY IF THE VEHICLE IS AFFECTED; | | CUSTOMER SEEKING: VERIFY OPEN RECALLS; | | | | CO ADVISED: THERE ARE NO OPEN RECALLS ON THE VEHICLE; WILL DOCUMENT AND REPORT THE ISSUE TO THE NHTSA; IN THE FUTURE IS THE CONCERN BECOMES A RECALL, CUSTOMER WOULD BE NOTIFIED AND COULD SEEK FOR REIMBURSEMENT AT THAT TIME; | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU0GM[redacted]
Owner Or Fleet	[redacted] Ladera Ranch, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2016		
Report Date	2/8/2019	Incident Date	N/A
Mileage	44,177		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521AT		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/8/2019 2:24:00 PM	MEDIA ATTACHED IN DOC CENTER
2/13/2019 9:37:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 44,177 MILES; REPAIR ORDER DATE IS 11/25/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $706.21. | | | SP TO GENERATE CHECK REQUEST.
2/13/2019 9:38:00 AM	3VW217AU0GM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $706.21. | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 706.21 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2FW[redacted]
Owner Or Fleet	[redacted] San Diego, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	2/8/2019	Incident Date	N/A
Mileage	33,023		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/8/2019 2:45:00 PM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 11:46:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; EXT WARR COMPANY PAID FOR MOST OF REPAIR AND CUSTOMER WAS ONLY CHARGED $50.00 DEDUCTIBLE; VW TO REIMBURSE CUSTOMER PAY; TOTAL: $50.00 | | | | SP TO GENERATE CHECK REQUEST
2/14/2019 11:47:00 AM	WVGAV7AX2FW[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $50.00 | | | | SP GENERATED CHECK REQUEST
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 50.00 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A33FC[redacted]
Owner Or Fleet	[redacted] LOUISVILLE, KY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	2/8/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/8/2019 2:51:00 PM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 2:26:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO FROM DEALER; POP VERIFIED IN XTIME; RO SHOWS OIL CHANGE AND REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO STATES THAT VW GOODWILLED PART COST SO CUSTOMER ONLY PAID FOR LABOR; RO IS DATED 2/15/2018; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CUSTOMER PAY FOR CLOCK SPRING ONLY AS GOODWILL; LABOR: $382.74; TAX: $22.96; TOTAL: $405.70 | | | | SP TO GENERATE CHECK REQUEST
2/14/2019 2:29:00 PM	1VWAT7A33FC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $405.70 | | | | SP GENERATED CHECK REQUEST
2/14/2019 2:29:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 405.70 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AXXDW[redacted]
Owner Or Fleet	[redacted] Westfield, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	2/8/2019	Incident Date	N/A
Mileage	90,901		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/8/2019 2:52:00 PM	MEDIA ATTACHED IN DOC CENTER
2/13/2019 9:43:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 90,901 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $360.46. | | | SP TO GENERATE CHECK REQUEST.
2/13/2019 9:45:00 AM	WVGBV3AXXDW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $360.46. | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 360.46 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A33GC[redacted]
Owner Or Fleet	[redacted] Nicolaus, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	2/8/2019	Incident Date	N/A
Mileage	50,873		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/8/2019 2:53:00 PM	MEDIA ATTACHED IN DOC CENTER
2/13/2019 9:49:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 50,873 MILES; CUSTOMER PAID DEDUCTIBLE DUE TO INSURANCE/WARRANTY; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL$100.00 | | | | SP TO GENERATE CHECK REQUEST.
2/13/2019 9:50:00 AM	1VWBT7A33GC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $100.00. | | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 100.00 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A36FC[redacted]
Owner Or Fleet	[redacted] Dallas, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	2/8/2019	Incident Date	N/A
Mileage	86,853		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/8/2019 3:13:00 PM	MEDIA ATTACHED IN DOC CENTER
2/12/2019 2:15:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY: SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING AT INDEPENDENT; VW TO REIMBURSE UNDER WECY AS GOODWILL DUE OT DATE OF REPAIR; SINCE REPAIRS WERE DONE AFTER LAST OUT OF POCKET DATE, VW IS ONLY GOODWILLING THE PART; CUSTOMER PAID: $290.07 TAX: $18.12 TOTAL:$308.20 | | | | | SP TO GENERATE CHECK AND SEND GOODWILL PART LETTER
2/12/2019 2:26:00 PM	GW- PROVIDED- LAST OUT OF POCKET DATE
2/12/2019 2:27:00 PM	1VWAS7A36FC[redacted] VW TO REIMBURSSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $308.20 | | | | SP GENERATED CHECK REQUEST
2/12/2019 2:28:00 PM	SP SENT LETTER
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 308.20 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A30DC[redacted]
Owner Or Fleet	[redacted] AURORA, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	2/8/2019	Incident Date	N/A
Mileage	90,883		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/8/2019 3:15:00 PM	MEDIA ATTACHED IN DOC CENTER
2/12/2019 2:05:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY: SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID: $382.89 TAX :$11.10 TOTAL: $400.99 | | | | SP TO GENERATE CHECK REQUEST
2/12/2019 2:09:00 PM	GW- PROVIDED- FIRST OUT OF POCKET DATE
2/12/2019 2:10:00 PM	1VWAP7A30DC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $400.99 | | | | SP GENERATED CHECK REQUEST
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 400.99 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX4DW[redacted]
Owner Or Fleet	[redacted] BELLEVUE, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	2/8/2019	Incident Date	N/A
Mileage	46,093		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/8/2019 3:18:00 PM	MEDIA ATTACHED IN DOC CENTER
2/12/2019 1:55:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY: SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT AS GOODWILL DUEE TO DATE OF REPAIR; CUSTOMER PAID: $649.34 | | | | SP TO GENERATE CHECK REQUEST
2/12/2019 2:00:00 PM	GW- PROVIDED- FIRDT OUT OF POCKET DATE
2/12/2019 2:01:00 PM	WVGBV3AX4DW[redacted]VW TO REIMBURSE UNDER WECY WARR.EXT. AS GOODWILL DUE TO DATE OF REPAIR; TOTAL:$649.34 | | | | SP GENERATED CHECK REQUEST
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 649.34 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A39FC[redacted]
Owner Or Fleet	[redacted] ROCHESTER, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	2/8/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/8/2019 3:27:00 PM	MEDIA ATTACHED IN DOC CENTER
2/13/2019 10:26:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 71,115 MILES; REPAIR ORDER DATE IS 01/10/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $313.28; LABOR $291.00 TOTAL $604.28. | | | SP TO GENERATE CHECK REQUEST.
2/13/2019 10:28:00 AM	1VWAT7A39FC[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $604.28. | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 604.28 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A39EC[redacted]
Owner Or Fleet	[redacted] Escondido, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	2/8/2019	Incident Date	N/A
Mileage	84,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/8/2019 3:28:00 PM	CUSTOMER STATES: CUSTOMER HAD REPAIRS COMPLETED FOR AIRBAG CLOCK SPRING MULTIPLE TIMES AT BOTH VW DEALERSHIPS AND INDEPENDENT DEALERSHIPS PRIOR TO THE AIRBAG CLOCK SPRING WARRANTY EXTENSION | | | CUSTOMER SEEKING: REIMBURSEMENT FOR REPAIRS OF AIRBAG CLOCK SPRING, DONE PRIOR TO WARRANTY EXTENSION | | | CO ADVISED: DOCUMENTS ARE AVAILABLE FROM PRIOR CASE; REVIEW FOR REIMBURSEMENT WILL TAKE UP TO 60 DAYS | | | CO TO ASSIGN TO SPECIAL PROJECTS*
2/8/2019 3:52:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 3:53:00 PM	SP TO REVIEW FOR REIMBURSEMENT OF REPAIRS DONE FOR AIRBAG CLOCK SPRING PRIOR TO WARRANTY EXTENSION BEING ISSUED; SEE DOC CENTER | | | SP TO REVIEW*
2/18/2019 2:15:00 PM	CUST SUBMITTED 42 PAGES OF REPAIR ORDERS AND LETTERS REGARDING PAST REPAIRS ON THEIR PASSAT; CUST ADVISES THE CLOCK SPRING WAS REPLACED 4 TIMES AND IS SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; CUST ONLY PROVIDED PROOF OF PAYMENT FOR TWO OF THE INDEPENDENT REPAIR ORDERS; CUST DENIED PREVIOUS REPAIRS AT THE DEALERS AS WELL; CUST ALSO RETAINED LAWYER AND IS REQUESTING A BUYBACK; THE BUYBACK REQUEST WAS PREVIOUSLY REVIEWED AND DENIED BY VW; ALL REPAIRS WERE COMPLETED WITHIN THE WECY MILEAGE PARAMETERS; CUST HAD REPAIRS COMPLETED AT INDEP ON MARCH 30, 2018 IN THE AMOUNT OF $550.95, THIS REPAIR WAS COMPLETE BEFORE THE FIRST OUF OF POCKET DATE; CUST ALSO HAD REPAIR COMPLETED AT INDEP ON JANUARY 12, 2018 IN TEH AMOUNT OF $328.85, THIS REPAIR WAS COMPLETED AFTER THE LAST VALID OUT OF POCKET DATE; BOTH REIMBURSEMENTS WILL BE COMPLETED AS GOODWILL. | | | CUST WENT TO DLR ON MAY 22, 2017 AND THE INTERNAL RO STATES THE CUSTOMER PAID $740.00 FOR LABOR AND $348.08 FOR PARTS REPAIRS TO THE CLOCK SPRING, VW WOULD NEED POP TO REVIEW THIS REQUEST; SP SEARCHED XTIME AND COULD NOT LOCATE ANY INFORMATION; CUST ALSO PREVIOUSLY REACHED OUT TO VW AND WAS PROVIDED COST ASSISTANCE BY AND RCM WITH REPAIRS IN 2017 - VW WOULD NEED CUSTOMER TO SUBMIT POP TO REVIEW REQUEST FURTHER. | | | CUST DECLINED REPAIRS AT THE DLR IN MARCH 2018; CUST ALSO HAD VARIOUS MISCELLANEOUS FUEL LEAK, MAINTENANCE AND WIRE REPAIRS COMPLETED IN THE DOCUMENTS RECEIVED. | | | VW TO REIMBURSE THE TWO INDEPENDENT REPAIRS AS GOODWILL - $550.95 AND $328.85; $879.80 TOTAL AND REQUEST POP FOR THE REPAIRS COMPLETED AT MOSSY VOLKSWAGEN ON MAY 22, 2017 IN THE AMOUNT OF $740.00. | | | SP TO GENERATE CHECK REQUEST
2/18/2019 2:29:00 PM	1VWBT7A39EC[redacted] VW TO REIMBURSE CUST FOR TWO PREVIOUS REPAIRS TO THE CLOCK SPRING AS GOODWILL UNDER WECY BASED ON DATES OF REPAIRS; TOTAL: $879.80. | | | SP TO GENERATE CHECK REQUEST.
2/18/2019 2:41:00 PM	SP MAILED LETTER EXPLAINING REIMBURSEMENT AND REQUESTING ADDITIONAL POP TO SEARCH FOR REIMBURSEMENT OF REPAIRS COMPLETED AT MOSSY VW.
2/23/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 879.80 MAILED ON 02/22/2019
2/27/2019 1:26:00 PM	CUSTOMER STATES: CUSTOMER IS BEING REIMBURSED A TOTAL OF $879.80 FOR REPAIRS PERFORMED AT AN INDEPENDENT REPAIR SHOP; CUSTOMER FEELS THAT SHE SHOULD BE REIMBURSED FOR OUT OF POCKET EXPENSES ON 6/3/16 FOR A FAULTY STEERING WHEEL CLOCK SPRING; CUSTOMER IS NOT LOOKING FOR REIMBURSEMENT FOR REPAIRS DONE ON MAY 22, 2017; CUSTOMER ALSO FEELS SHE SHOULD BE REIMBURSED FOR ANOTHER REPAIR PERFORMED AT AN INDEPENDENT REPAIR FACILITY, AND IS PLANNING ON FAXING IN THE PAPERWORK; | | | CUSTOMER SEEKING: FOR SPECIAL PROJECTS TO REVIEW REIMBURSEMENT FOR OUT OF POCKET EXPENSES FOR JUNE 3, 2016; | | | CA ADVISED: CA WILL REVIEW CASE WITH A MEMBER OF THE TEAM THAT HANDLES REIMBURSEMENT REVIEW AND WILL CONTACT CUSTOMER BY THE COB 3/1 | | | CA TO REVIEW WITH SPECIAL PROJECTS AND TO CALL CUSTOMER BACK

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A39EC[redacted]
Owner Or Fleet	[redacted] Escondido, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	2/8/2019	Incident Date	N/A
Mileage	84,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/27/2019 1:44:00 PM	CA TO REVIEW AS NEEDED
2/27/2019 2:14:00 PM	CUSTOMER STATES WAS SPEAKING WITH A VW REPRESENTATIVE REGARDING CASE; WANTED TO PROVIDE SOME ADDITIONAL INFORMATION; WON┬┐T BE SENDING IN ANY INFORMATION BECAUSE IT WAS ONLY ONE REPAIR; THOUGHT IT WAS TWO BUT IT WAS ONLY ONE; LOOKING FORWARD TO REPRESENTATIVE'S CALL BACK REGARDING AMOUNT BEING REIMBURSED FOR; | | | CUSTOMER SEEKING TO UPDATE CASE; | | | CUSTOMER ADVOCATE ADVISED THAT NEW INFORMATION WILL BE DOCUMENTED FOR CO TO REVIEW; | | | CO TO REVIEW;
3/1/2019 6:53:00 PM	CO MESSAGED SPECIAL PROJECTS SARAH S (VIA LYNC) AND EXPLAINED TO HER THAT ACCORDING TO THE RO FROM 6-3-16, CUSTOMER HAD REPAIR WORK DONE DUE TO A FAULTY STEERING WHEEL CLOCK SPRING; | | | SARAH S ADVISED: SARAH AGREED THAT THE RO STATES THE REPAIRS WERE MADE DUE TO A FAULTY STEERING WHEEL CLOCK SPRING, HOWEVER THERE IS NO PARTS/LABORS COSTS BREAKDOWN; VWOA CANNOT REIMBURSE WITHOUT THE RO STATING HOW MUCH THE CLOCKSPRING REPAIR COST; THE RO STATES SWARR AS IF A WARRANTY COVERED THE REPAIR COSTS; CUSTOMER NEEDS TO WORK WITH THE DEALER REGARDING THE RO BREAKDOWN | | | CO TO CALL CUSTOMER; | |
3/1/2019 7:02:00 PM	CO CALLED DEALER 422134 AND SPOKE TO A SERVICE ADVISOR; THEY ADVISED SWARR STANDS FOR THE SPARE PARTS WARRANTY, MEANING CUSTOMER DID NOT PAY OUT OF POCKET FOR REPAIRS | | | CO TO CALL CUSTOMER
3/1/2019 7:11:00 PM	CO ADVISED: THE LAST TIME CO AND CUSTOMER SPOKE, CUSTOMER WANTED HER CASE TO BE FURTHER REVIEWED FOR REPAIRS TO THE STEERING WHEEL CLOCK SPRING ON 6/3/16; THERE IS AN UPDATE REGARDING THE CASE; CO ASKED CUSTOMER TO CALL CARE AT 800-822-8987 | | | LEVEL 1 TO ADVISE: CO CONTACTED DEALER 422134 REGARDING CUSTOMER'S REPAIR ORDER; THE BILLING ON THE REPAIR ORDER STATES THE REPAIRS WERE COVERED BY SWARR, WHICH IS SHORT FOR THE SPARE PARTS WARRANTY, MEANING CUSTOMER DID NOT PAY OUT OF POCKET FOR THE REPAIRS, AND WOULD NOT BE ELIGIBLE FOR REIMBURSEMENT | | | CO TO CALL CUSTOMER
3/4/2019 3:57:00 PM	CO ADVISED: THE LAST TIME CO AND CUSTOMER SPOKE, CUSTOMER WANTED HER CASE TO BE FURTHER REVIEWED FOR REPAIRS TO THE STEERING WHEEL CLOCK SPRING ON 6/3/16; THERE IS AN UPDATE REGARDING THE CASE; CO ASKED CUSTOMER TO CALL CARE AT 800-822-8987 | | | LEVEL 1 TO ADVISE: CO CONTACTED DEALER 422134 REGARDING CUSTOMER'S REPAIR ORDER; THE BILLING ON THE REPAIR ORDER STATES THE REPAIRS WERE COVERED BY SWARR, WHICH IS SHORT FOR THE SPARE PARTS WARRANTY, MEANING CUSTOMER DID NOT PAY OUT OF POCKET FOR THE REPAIRS, AND WOULD NOT BE ELIGIBLE FOR REIMBURSEMENT | | | CO TO CALL CUSTOMER
3/5/2019 7:30:00 PM	CO ADVISED: THE LAST TIME CO AND CUSTOMER SPOKE, CUSTOMER WANTED HER CASE TO BE FURTHER REVIEWED FOR REPAIRS TO THE STEERING WHEEL CLOCK SPRING ON 6/3/16; THERE IS AN UPDATE REGARDING THE CASE; CO ASKED CUSTOMER TO CALL CARE AT 800-822-8987 | | | LEVEL 1 TO ADVISE: CO CONTACTED DEALER 422134 REGARDING CUSTOMER'S REPAIR ORDER; THE BILLING ON THE REPAIR ORDER STATES THE REPAIRS WERE COVERED BY SWARR, WHICH IS SHORT FOR THE SPARE PARTS WARRANTY, MEANING CUSTOMER DID NOT PAY OUT OF POCKET FOR THE REPAIRS, AND WOULD NOT BE ELIGIBLE FOR REIMBURSEMENT | | | CO TO CALL CUSTOMER
3/6/2019 5:30:00 PM	CO ADVISED: THE LAST TIME CO AND CUSTOMER SPOKE, CUSTOMER WANTED HER CASE TO BE FURTHER REVIEWED FOR REPAIRS TO THE STEERING WHEEL CLOCK SPRING ON 6/3/16; THERE IS AN UPDATE REGARDING THE CASE; CO ASKED CUSTOMER TO CALL CARE AT 800-822-8987 | | | LEVEL 1 TO ADVISE: CO CONTACTED DEALER 422134 REGARDING CUSTOMER'S REPAIR ORDER; THE BILLING ON THE REPAIR ORDER STATES THE REPAIRS WERE COVERED BY SWARR, WHICH IS SHORT FOR THE SPARE PARTS WARRANTY, MEANING CUSTOMER DID NOT PAY OUT OF POCKET FOR THE REPAIRS, AND WOULD NOT BE ELIGIBLE FOR REIMBURSEMENT | | | CO TO CLOSE PENDING CUSTOMER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A39EC[redacted]
Owner Or Fleet	[redacted] Escondido, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	2/8/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

3/8/2019 12:05:00 PM	CUST STATES: WAS MAILED $879.80 ON 2/22/2019; CUST STILL HASN'T RECEIVED REIMBURSEMENT FOR HER CLOCK SPRING REPAIR | | | | CA ADVISED: THE BILLING ON THE REPAIR ORDER STATES THE REPAIRS WERE COVERED BY SWARR, WHICH IS SHORT FOR THE SPARE PARTS WARRANTY, MEANING CUSTOMER DID NOT PAY OUT OF POCKET FOR THE REPAIRS, AND WOULD NOT BE ELIGIBLE FOR REIMBURSEMENT | | | | CUST STATES THIS IS INCORRECT, AND SHE PAID FOR THE REPAIRS FOR HER CLOCK SPRING, AND THE $879.80 DOES NOT INCLUDE THOSE COSTS | | | | CA TO CALL CUST*
3/8/2019 5:12:00 PM	CUSTOMER ADVOCATE ADVISED: CONCERNING REPAIR DONE AT DEALER 422134: ACCORDING TO RECEIVED REPAIR ORDER AND CONVERSATION WITH THE DEALER, THE SPARE PARTS WARRANTY PAID FOR THE REPAIRS; IF CUSTOMER CLAIMS SHE PAID OUT OF POCKET, SHE WOULD NEED TO SEND IN THE POP FOR THAT DATE | | | | CUSTOMER ACKNOWLEDGED, AND STATED SHE WOULD SEND IN POP | | | | WAIT FOR CUSTOMER EMAIL*
3/14/2019 5:34:00 PM	REFERENCE # [redacted] | | | | DEAR MS. [redacted] | | | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENT FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | - PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | | | FAX: 248-754-6504 | | | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | | SINCERELY, | | | | | | KURT O | | CUSTOMER CARE ADVOCATE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A37DC[redacted]
Owner Or Fleet	[redacted] Gurnee, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	2/8/2019	Incident Date	N/A
Mileage	61,760		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/8/2019 3:30:00 PM	MEDIA ATTACHED IN DOC CENTER
2/13/2019 10:32:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 61,760 MILES; REPAIR ORDER DATE IS 08/07/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $299.35; LABOR $315.00; TAX $32.25; TOTAL $646.60. | | | SP TO GENERATE CHECK REQUEST.
2/13/2019 10:35:00 AM	1VWBH7A37DC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $646.60. | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 646.60 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX3DW[redacted]
Owner Or Fleet	[redacted] CLEONA, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	2/8/2019	Incident Date	N/A
Mileage	42,780		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/8/2019 3:32:00 PM	MEDIA ATTACHED IN DOC CENTER
2/13/2019 11:41:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 42,780 MILES; CUSTOMER ONLY PAID A DEDUCTIBLE DUE TO WARRANTY EXTENSION CONTRACT; REPAIR ORDER DATE IS 03/30/2018; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $100.00 | | | SP TO GENERATE CHECK REQUEST.
2/13/2019 11:43:00 AM	WVGBV3AX3DW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $100.00. | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 100.00 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWGV7AJ0DW[redacted]
Owner Or Fleet	[redacted] Sioux Falls, SD, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2013		
Report Date	2/8/2019	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/8/2019 3:49:00 PM	CUSTOMER STATES AIRBAG LIGHT ON AND STEERING CONTROLS DON┬┐T WORK; FEELS CONCERNS RELATED TO AIRBAG CLOCK SPRING RECALL; DEALER 402503 ADVISED CUSTOMER WOULD HAVE TO PAY FOR DIAGNOSIS | | | CO ADVISED CUSTOMER HAS WARRANTY EXT UNTIL 12/2027; IF AIRBAG LIGHT ON AND CONTROLS ON STEERING NOT WORKING DIAGNOSIS WILL BE FREE OF CHARGE; OFFERED TO CALL DEALER AND SCHEDULE APPOINTMENT | | | CUSTOMER DECLINED | | | CO ADVISED CAN EMAIL COPY OF LETTER; MAY NOT RECEIVE UNTIL MONDAY/TUESDAY | | | CUSTOMER ACKNOWLEDGED | | | CO TO ESCALATE TO TEAM 5
2/8/2019 5:26:00 PM	MEDIA ATTACHED IN DOC CENTER
2/8/2019 5:27:00 PM	PLEASE EMAIL CUSTOMER WARRANTY EXT LETTER IN DOC CENTER
2/12/2019 8:58:00 AM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | I APPRECIATE YOUR PATIENCE AND I HOPE YOU HAD A NICE WEEKEND. | | | HAVING A WARNING LIGHT FOR YOUR AIRBAG, COUPLED WITH CONCERNS SURROUNDING YOUR STEERING CONTROLS IS NEVER AN OPTIMAL SITUATION AND I HOPE THIS REQUESTED LETTER FINDS YOU WELL. AS THIS IS A WORRISOME CONCERN, I WANT YOU TO BE KNOWLEDGEABLE OF ANY EXISTING AND RELATED COVERAGE ON YOUR GTI. | | | AS PROMISED, THE ENCLOSED CUSTOMER COPY IS INCLUDED IN THIS EMAIL. | | | IF YOU HAVE ANY ADDITIONAL QUESTIONS, YOU CAN REPLY BACK TO THIS EMAIL OR CALL US BACK AT 800-822-8987. | | | SINCERELY, | | | | | | | ANE T. | CUSTOMER CARE ADVOCATE | | | ***LETTER WAS ATTACHED TO EMAIL*** | | | CUSTOMER ADVOCATE TO REASSIGN
2/12/2019 8:58:00 AM	CO TO REVIEW AND HANDLE AS NECESSARY
2/12/2019 9:22:00 AM	NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX9EW[redacted]
Owner Or Fleet	[redacted] NEWARK, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	2/8/2019	Incident Date	N/A
Mileage	39,547		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/8/2019 3:41:00 PM	MEDIA ATTACHED IN DOC CENTER
2/13/2019 1:17:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 39,547 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $644.63. | | | SP TO GENERATE CHECK REQUEST.
2/13/2019 1:19:00 PM	WVGBV3AX9EW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $644.63. | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 644.63 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX2BW[redacted]
Owner Or Fleet	[redacted] San Antonio, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	2/11/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/11/2019 11:03:00 AM	REFERENCE # [redacted] | | | DEAR MRS. [redacted] | | | THANK YOU FOR CONTACTING VW CUSTOMER CARE FOR AN UPDATE ON YOUR REIMBURSEMENT REQUEST UNDER THE CLOCK SPRING WARRANTY EXTENSION. | | | REVIEWING OUR CASE NOTES, I FOUND OUR CAMPAIGN TEAM HAS FINISHED A REVIEW OF THE REPAIR DOCUMENTS YOU SUBMITTED. A CHECK FOR $139.85 WAS MAILED ON FEBRUARY 5TH TO THE VANCE JACKSON RD ADDRESS WE HAVE FOR YOU ON FILE. IT SHOULD ARRIVE IN 7 TO 10 BUSINESS DAYS FROM THAT DATE. | | | IF YOU DON┬┐T SEE THE CHECK BY THE LAST WEEK OF FEBRUARY OR IF YOU HAVE ANY OTHER QUESTIONS, PLEASE DON┬┐T HESITATE TO REPLY TO THIS EMAIL. I HOPE YOU HAVE A GREAT DAY! | | | SINCERELY, | | | | | | | SARAH S. | | CUSTOMER CARE ADVOCATE | | | | | | | CO TO WAIT CUSTOMER CONTACT
2/11/2019 7:54:00 AM	FROM: [redacted] | | SENT: FRIDAY, FEBRUARY 08, 2019 7:33 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | HELLO, | | | I'M CHECKING IN TO GET AN UPDATE ON MY EXTENDED WARRANTY COVERAGE FOR MY STEERING WHEEL CLOCK SPRING. | | | THANK YOU, | | | [redacted] | | | ON FRI, JAN 4, 2019 AT 2:12 PM [redacted] WROTE: | | THANK YOU. | | | I LOOK FORWARD TO GETTING A RESPONSE REGARDING MY CLOCK SPRING. | | | [redacted] | | SENT FROM MY IPHONE | | | ON JAN 4, 2019, AT 12:57 PM, VW EXPERIENCE <VWEXPERIENCE@VW.COM> WROTE: | | REFERENCE # [redacted] | | DEAR MRS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | CHRISTIAN E. | | CUSTOMER CARE ADVOCATE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWAP7ANXEE[redacted]
Owner Or Fleet	[redacted] MIAMI, FL [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2014		
Report Date	2/11/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AB		

Mileage	40,753

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/11/2019 8:42:00 AM	CUSTOMER STATES: STEERING WHEEL FEATURES HAVE NOT BEEN WORKING AND AIRBAG LIGHT IS ON; CLOCK IS SPINNING; WONDERING SINCE RECEIVED CLOCK SPRING WARRANTY EXTENSION IF APPLIES TO VEHICLE; JUST PURCHASED CC AND PREVIOUSLY HAD A JETTA | | | | CUSTOMER SEEKS: WHICH WARRANTY EXTENSION APPLIES TO VEHICLE | | | | CO ADVISED: WARRANTY EXTENSION FOR CLOCK SPRING GOOD UNTIL 4/30/24 OR 120K MILES WOF; APPOINTMENT SET FOR 2/12 FOR 9AM [redacted] WITH DAISY; IF DEALER DIAGNOSES AS CLOCK SPRING HAVE COVERAGE; NO OPEN RECALLS | | | | CUSTOMER THANKS | | | | CO TO CLOSE
2/11/2019 8:54:00 AM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / STEERING WHEEL FEATURE CONTROL BUTTONS INEFFECTIVE;
2/11/2019 8:54:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIR BAG LIGHT ON ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX1BW[redacted]
Owner Or Fleet	[redacted] BROOKLYN, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	2/11/2019	Incident Date	N/A
Mileage	73,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/11/2019 1:31:00 PM	CUSTOMER CALLED; WHAT DATE IS 9:30 APPOINTMENT? | | | CUSTOMER ADVOCATE CONFIRMED 2/21/19, 9:30 APPOINTMENT. | | | CUSTOMER ACCEPTED. | | | CO TO CLOSE.
2/11/2019 12:34:00 PM	CUSTOMER STATES: HAS AIRBAG LIGHT ON | | | CUSTOMER SEEKS: HOW TO PROCEED | | | CO ADVISED: WOULD TAKE TO VW DEALER; OFFERED TO MAKE APPOINTMENT | | | CUSTOMER ACCEPTS | | | CO MADE APPOINTMENT WITH DEALER 408381 AT 9:30 AM - THURSDAY FEB 21, 2019 | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A34DC[redacted]
Owner Or Fleet	[redacted] HENDERSONVILLE, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	2/11/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/11/2019 1:00:00 PM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 10:46:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 85,439 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $616.95. | | | | SP TO GENERATE CHECK REQUEST.
2/14/2019 10:47:00 AM	1VWAP7A34DC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $616.95. | | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 616.95 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A39EC[redacted]
Owner Or Fleet	[redacted] SAN DIEGO, CA [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	2/11/2019	Incident Date	N/A
Mileage	94,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/11/2019 2:19:00 PM	CUSTOMER STATES RECEIVED WARRANTY EXT REIMBURSEMENT FORM FOR CONCERN OF AIRBAG CLOCK SPRING; DIDN┬┐T HAVE ISSUE REPAIRED BUT HAD DIAGNOSED AND IT WAS EXPENSIVE | | | CUSTOMER SEEKING IF REPAIR CAN STILL BE COMPLETED | | | CO ADVISED WARRANTY EXT IS ACTIVE UNTIL 120K MILES OR 12/2023 WOF; INQUIRED IF AIRBAG LIGHT ON/CONTROLS ON STEERING NOT WORKING | | | CUSTOMER STATES YES THOSE ARE THE SYMPTOMS | | | CO ADVISED WILL NEED TO RETURN TO DEALER; MAY NEED TO COMPLETE NEW DIAGNOSIS; OFFERED TO SCHEDULE APPOINTMENT | | | CUSTOMER AGREED | | | CO SCHEDULED APPOINTMENT FOR 2/14 AT 8AM WITH DEALER 422134 VIA XTIME [redacted] | | | CO TO EMAIL CASE NUMBER
2/11/2019 2:26:00 PM	FROM: VW EXPERIENCE | | SENT: MONDAY, FEBRUARY 11, 2019 2:26 PM | | TO: [redacted] | | SUBJECT: VOLKSWAGEN CUSTOMER CARE [redacted] | | | REFERENCE #[redacted] | | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | SINCERELY, | | | ANE T | | CUSTOMER CARE ADVOCATE | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A36EC[redacted]
Owner Or Fleet	[redacted] Buena Park, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	2/11/2019	Incident Date	N/A
Mileage	44,801		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/11/2019 2:41:00 PM	MEDIA ATTACHED IN DOC CENTER
2/12/2019 1:34:00 PM	CUTSOMER SEEKING REIMBURSEMENT UNDER WECY: SUBMITTED RO; SP VERIFIED POP IN XTIME; SHOW SREPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID :$623.78 TAX :$23.76 TOTAL: $647.54 | | | | SP TO GENERATE CHECK REQUEST
2/12/2019 1:40:00 PM	1VWBT7A36EC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL: $647.54 | | | | SP GENERATED CHECK REQUEST
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 647.54 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX1BW[redacted]
Owner Or Fleet	[redacted] LAS VEGAS, NV, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	2/11/2019	Incident Date	N/A
Mileage	74,611		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/11/2019 3:35:00 PM	REFERENCE #[redacted] | | | CUSTOMER STATES SENT IN DOCUMENTS FOR REIMBURSEMENT; WANTED TO CHECK ON STATUS; | | | | CUSTOMER SEEKING REIMBURSEMENT STATUS; | | | | CO ADVISED CUSTOMER THAT REIMBURSEMENT HAS BEEN GRANTED; A CHECK WILL BE SENT OF $557.98; ALLOW 10-14 BUSINESS DAYS TO RECEIVE VIA MAIL; | | | | NO FURTHER ACTION;
2/11/2019 3:39:00 PM	CATEGORY SELECTION : ELECTRICAL / HISTORICAL CONCERN / HORN DOESNT WORK; AIRBAGS / HISTORICAL CONCERN / AIRBAG WARNING LIGHT;;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX3DW[redacted]
Owner Or Fleet	[redacted] WATERFORD, MI, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	2/12/2019	Incident Date	N/A
Mileage	61,192		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/12/2019 1:07:00 PM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | THANK YOU FOR YOUR REPLY. WE HAVE EVERYTHING WE NEED TO RE-REVIEW YOUR REIMBURSEMENT REQUEST UNDER THE CLOCK SPRING. | | | I WILL FORWARD YOUR DOCUMENTS TO THE CORRECT DEPARTMENT AND THE REVIEW WILL BEGIN. YOU SHOULD RECEIVE A NOTIFICATION BY MAIL WITHIN THE NEXT 3-4 WEEKS FROM TODAY┬┐S DATE, FEBRUARY 12TH, 2019. WE GREATLY APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. | | | AT THE END OF OUR REVIEW, YOU WILL EITHER RECEIVE A CHECK IN THE MAIL, OR A DENIAL LETTER AS TO WHY THE CLAIM WAS DENIED. | | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | | |
2/12/2019 1:07:00 PM	HELLO ASHLEY | | | PLEASE RE-REVIEW DOCUMENTS IN THE DOC CENTER FOR REIMBURSEMENT REVIEW UNDER WE CLOCK SPRING | | | THANK YOU FOR ALL THAT YOU DO! | | | |
2/12/2019 1:08:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / CLOCK SPRING;
2/12/2019 1:26:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED THE REQUESTED PART ID AND BREAKDOWN OF PARTS AND LABOR; VW TO REIMBURSE MAX PARTS $290.07; VW TO REIMBURSE LABOR $243.74; TAX $21.75; VW TO REIMBURSE TOTAL: $555.56. | | | SP TO GENERATE CHECK REQUEST AND SEND CAP REIMBURSEMENT LETTER TO CUSTOMER.
2/12/2019 1:29:00 PM	WVGBV7AX3DW[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $555.56. | | | GENERATED CHECK REQUEST.
2/12/2019 1:32:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
2/12/2019 10:41:00 AM	MEDIA ATTACHED IN DOC CENTER
2/12/2019 12:19:00 PM	CUSTOMER HAD STEVE'S EUROPEAN AUTOMOTIVE SEND CUSTOMER UPDATE INVOICE WITH SEPARATED PARTS AND LABOR WITH PART NUMBERS; IT IS PAGE 4 AND CONTINUES TO THE TOP OF PAGE 5
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 555.56 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A35CC[redacted]
Owner Or Fleet	[redacted] Edwardsville, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/12/2019	Incident Date	N/A
Mileage	70,006		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/12/2019 11:11:00 AM	MEDIA ATTACHED IN DOC CENTER
2/12/2019 11:38:00 AM	CUSTOMER SENT IN INVOICE MARKED PAID WITH PAYMENT TOTAL AND METHOD OF PAYMENT IN BOTTOM LEFT CORNER; MECHANIC ALSO STATED CUSTOMER CARE CENTER COULD CALL CUSTOMER IF FURTHER POP IS NEEDED; CUSTOMER SEEKING REIMBURSEMENT UNDER CLOCK SPRING; CUSTOMER ATTACHED REPAIR ORDER ; WE HAVE DIAGNOSIS; POP; BUT REPAIR ORDER IS MISSING PARTS NUMBERS
2/12/2019 11:57:00 AM	REFERENCE #[redacted] | | | | DEAR MR. AND MRS. [redacted] | | | | WE ALMOST HAVE EVERYTHING WE NEED TO REVIEW YOUR REIMBURSEMENT REQUEST UNDER THE CLOCK SPRING WARRANTY EXTENSION. | | | | ALL WE NEED IS THE PART NUMBER FOR THE AIR BAG CLOCK SPRING. ONCE YOU LOCATE THE PART NUMBER, PLEASE RESPOND BACK TO MY EMAIL WITH IT. | | | | I LOOK FORWARD TO YOUR REPLY. IF YOU HAVE ANY OTHER QUESTIONS, PLEASE FEEL FREE TO EMAIL ME AGAIN. | | | | I HOPE YOU BOTH HAVE A GREAT DAY! | | | | SINCERELY, | | | | | | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | |
2/14/2019 11:54:00 AM	CO IS OUT OF TOWN 2/15 AND 2/18; PUSHING FOLLOW UP TO 2/19 (NO NEED TO FOLLOW UP WITH CUSTOMER; BUT CO TO ENSURE CASE IS OK 2/19) | | | | CO SPOKE TO SP ASHLEY AND SP WILL BE GETTING TO CASE TODAY 2/19; ASHLEY ADVISED CO TO NOT ESCALATE BUT TO KEEP HER IN THE ALERT
2/14/2019 7:15:00 AM	REFERENCE #[redacted] | | | | GOOD MORNING MR. AND MRS. [redacted] | | | | I AM FOLLOWING UP ON MY LAST EMAIL THAT I SENT ON FEBRUARY 12TH. | | | | THE LAST THING WE NEED IN ORDER TO BEGIN OUR REIMBURSEMENT REVIEW IS THE PART NUMBER FOR THE AIRBAG CLOCK SPRING. YOU CAN RESPOND TO MY EMAIL AT ANY TIME. | | | | I HOPE YOU HAVE A GREAT DAY! | | | | SINCERELY, | | | | | | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | |
2/15/2019 2:52:00 PM	CUST SUBMITTED THE REQUESTED PART ID; CUST HAD REPAIRS PERFORMED IN 2015, PRIOR TO THE FIRST OUT OF POCKET DATE, AS SUCH ALL REIMBURSEMENT WILL BE GOODWILL; VW TO REIMBURSE MAX PARTS $290.07; VW TO REIMBURSE LABOR $227.21; TAX $25.95; VW TO REIMBURSE TOTAL: $543.23. | | | | SP TO GENERATE CHECK REQUEST.
2/15/2019 2:54:00 PM	1VWBP7A35CC[redacted]VW TO REIMBURSE CUST FOR WECY WARR EXT AS GOODWILL; TOTAL: $543.23. | | | | GENERATED CHECK REQUEST.
2/15/2019 2:58:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
2/15/2019 6:42:00 AM	FROM:[redacted] | | SENT: THURSDAY, FEBRUARY 14, 2019 6:18 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | HI TAYLOR, SORRY FOR THE DELAY. MY KIDS HAVE STREP THROAT AND THE WIFES SICKA S WELL SO IT'S BEEN A NIGHTMARE HERE LATELY. THE PART NUMBER IS 5K0953569AL. FEEL FREE TO LET ME KNOW IF YOU NEED ANYTHING ELSE. | | | | THANK YOU, | | | |[redacted] |
2/15/2019 7:32:00 PM	SP REVIEWED FOR REIMBURSEMENT; SP TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A35CC[redacted]
Owner Or Fleet	[redacted] Edwardsville, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/12/2019	Incident Date	N/A
Mileage	70,006		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/15/2019 7:36:00 AM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | THANK YOU FOR PROVIDING THE PART NUMBER, THOUGH I┬┐M SORRY TO HEAR YOUR WIFE AND KIDS ARE SICK. I CERTAINLY UNDERSTAND CARING FOR THEM TAKES PRECEDENCE OVER A REPLY TO US, SO IT IS NO PROBLEM AT ALL THE DELAY IN YOUR RESPONSE. I HOPE THEY WILL GET BETTER SOON. | | | I CURRENTLY HAVE ALL THE INFORMATION I NEED TO HAVE OUR CAMPAIGN TEAM REVIEW YOUR REIMBURSEMENT REQUEST. THEY ARE IN THE BEST POSITION TO RESEARCH YOUR REPAIR DOCUMENTS AS THEY HAVE THE MOST FAMILIARITY WITH OUR RECALLS AND WARRANTY EXTENSIONS. YOU SHOULD YOU RECEIVE THEIR DETERMINATION BY MAIL WITHIN 3-4 WEEKS. | | | SHOULD YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO LET US KNOW. | | | SINCERELY, | | | | | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | | | | | | | CA TO ADD SP MLYNARA IN THE ALERT PER CASE NOTES
2/23/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 543.23 MAILED ON 02/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7ANXAE[redacted]
Owner Or Fleet	[redacted] CANTON, OH, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	2/12/2019	Incident Date	N/A
Mileage	150,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/12/2019 11:07:00 AM	CUSTOMER STATES RECEIVED AIRBAG CLOCK SPRING RECALL 69L2 AS WELL AS AIRBAG CLOCK SPRING WARRANTY EXTENSION; CUSTOMER STATES HAD REPAIR COMPLETED PRIOR AT VW DEALER; DEALER ADVISED CUSTOMER CAN SUBMIT FOR REIMBURSEMENT DUE TO CUSTOMER PAYING OUT OF POCKET FOR REPAIRS | | | CUSTOMER SEEKING REIMBURSEMENT | | | CO ADVISED WILL EMAIL CUSTOMER CASE NUMBER, ONCE CUSTOMERS RECEIVES THE EMAIL, RESPOND DIRECTLY BACK WITH REPAIR ORDER AND POP; ONCE DOCUMENTS ARE RECEIVED; WILL ESCALATE TO THE REVIEW FOR REIMBURSEMENT TEAM; GENERAL TIME FRAME FOR REVIEW OF REIMBURSEMENT IS 60 BUSINESS DAYS FOR CUSTOMER TO RECEIVE A LETTER OR CHECK VIA MAIL | | | CO TO EMAIL CUSTOMER | | NO FURTHER ACTION
2/12/2019 11:12:00 AM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | KELLY B | | CUSTOMER CARE ADVOCATE | |
2/13/2019 10:57:00 AM	CUST STATES HE IS FOLLOWING UP ON THE INFORMATION THAT WAS SENT IN FOR THE REIMBURSEMENT REQUEST. | | | CA ADVISED RO WAS RECIEVED BUT STILL NEED PROOF OF PAYMENT. | | | CUST TO EMAIL COPY OF HIS BANK STATEMENT SHOWING TRANSACTION.
2/13/2019 3:47:00 PM	MEDIA ATTACHED IN DOC CENTER
2/13/2019 9:54:00 AM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 12:45:00 PM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | KELLY B | | CUSTOMER CARE ADVOCATE | |
2/14/2019 12:46:00 PM	SP TO REVIEW FOR REIMBURSMENT TOWARDS RECALL 69L2 STEERING WHEEL CLOCK SPRING AND EXTENDED WARRANTY FOR AIRBAG CLOCK SPRING
2/21/2019 8:59:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED VEHICLE HISTORY REPORT AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 131,411 MILES; REPAIRS VERIFIED IN X TIME; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $350.00; LABOR $336.00; TAX $44.59; TOTAL $730.59. | | | SP TO GENERATE CHECK REQUEST.
2/21/2019 9:06:00 AM	WVWMP7ANXAE[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $730.59. | | | SP GENERATED CHECK REQUEST.
3/5/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 730.59 MAILED ON 03/04/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ6BM[redacted]
Owner Or Fleet	[redacted] FOREST PARK, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	2/12/2019	Incident Date	N/A
Mileage	111,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/12/2019 3:54:00 PM	CUSTOMER STATES: RECEIVED A LETTER REGARDING THE AIRBAG CLOCK SPRING, CUSTOMER STATES THAT HER VEHICLE IS EXPERIENCING SIMILAR SYMPTOMS TO THE ONES LISTED IN THE WARRANTY EXTENSION, AIRBAG LIGHT IS ON AND HORN IS NOT WORKING, CUSTOMER READ ON LETTER THAT CARE SHOULD BE CONTACTED IF CUSTOMER IS EXPERIENCING SIMILAR CONCERNS | | | CUSTOMER SEEKING: TO GET HELP IN SETTING UP A DLR APPOINTMENT | | | CO ADVISED: CUSTOMER THAT THERE IS A WARRANTY EXTENSION ON VEHICLE FOR THE AIRBAG CLOCK SPRING, CO CONTACTED DLR TO SCHEDULE AN APPOINTMENT AND WAS ABLE TO SET THE APPOINTMENT FOR FEBRUARY 13TH AT 12PM; CO EMAILED APPOINTMENT INFORMATION TO CUSTOMER | | | CUSTOMER WAS THANKFUL | | | NO FURTHER ACTION
2/12/2019 4:12:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / HORN IS NOT WORKING;
2/12/2019 4:13:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / AIRBAG LIGHT IS ON;
2/12/2019 4:14:00 PM	DLR STATES: CUSTOMER HAS BEEN SET WITH AN APPOINTMENT AT 12PM ON FEBRUARY 13TH | | | CO TO RETURN TO CUSTOMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34DC[redacted]
Owner Or Fleet	[redacted], THERMAL, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	2/12/2019	Incident Date	N/A
Mileage	90,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/12/2019 6:23:00 PM	CUSTOMER STATES; THEY RECEIVED A LETTER IN THE MAIL ABOUT THE EXTENDED WARRANTY FOR THE AIRBAG CLOCK SPRING; THEIR AIRBAG LIGHT HAS BEEN COMING OFF AND ON AND THE DEALER CONTINUES TO TURN IT OFF BUT IT COMES BACK ON, THEIR FUNCTIONS ON THE STEERING WHEEL ARE NOT WORKING AS WELL; | | | CUSTOMER SEEKS; IF THIS EXTENDED WARRANTY APPLIED TO THEIR VEHICLE ISSUE; | | | CO ADVISED; SYMPTOMS OF A FAILED CLOCK SPRING INCLUDE THE AIRBAG LIGHT BEING ON, LOSS OF STEERING WHEEL FUNCTIONS AND A CLICKING NOISE COMING FROM THE STEERING COLUMN; IF CUSTOMER EXPERIENCES WARNING SIGNS, THEY SHOULD TAKE THEIR VEHICLE TO A VW DEALER FOR DIAGNOSIS; CUSTOMER CAN FILE NOTICE WITH OTHER WARRANTY INFORMATION; I SCHEDULED THE CUSTOMER AN APPOINTMENT FOR 2/18/2019 AT 10:30 AM WITH DEALER 422518; AS WELL EMAILED THE CUSTOMER THEIR DEALER INFORMATION AND APPOINTMENT TIME; | | | | | NO FURTHER ACTION | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCV7A3XFC[redacted]
Owner Or Fleet	[redacted] Camas, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	2/12/2019	Incident Date	N/A
Mileage	21,088		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/12/2019 8:33:00 PM	CUSTOMER STATES: CUSTOMER HAD TO PAY $50 FOR THE CPO DEDUCTIBLE FOR THE REPLACEMENT OF THE STEERING WHEEL CLOCK SPRING; CUSTOMER WANTS TO KNOW HOW TO RECEIVE REIMBURSEMENT FOR OUT OF POCKET EXPENSES | | | CUSTOMER SEEKING: REIMBURSEMENT FOR THE AIRBAG CLOCK SPRING | | | CO ADVISED: CUSTOMER CAN SEND THE REPAIR ORDER AND PROOF OF PAYMENT; ONCE DOCUMENTS ARE SENT, CO WILL SUBMIT DOCUMENTS TO THE TEAM THAT HANDLES REIMBURSEMENT REVIEW PROCESS; CO WILL EMAIL CUSTOMER THE CASE NUMBER, AND CUSTOMER CAN REPLY TO THE EMAIL; THE REVIEW PROCESS CAN TAKE UP TO 60 BUSINESS DAYS; | | | CO TO WAIT FOR CUSTOMER MAIL.
2/12/2019 8:38:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / AIR BAG CLOCKSPRING WAS REPLACED;
2/13/2019 10:34:00 AM	MEDIA ATTACHED IN DOC CENTER
2/13/2019 3:05:00 PM	CO LEFT A VOICEMAIL ADVISING THAT CARE HAS RECEIVED CUSTOMER'S REPAIR ORDER AND PROOF OF PAYMENT FOR OUT OF POCKET EXPENSES FOR THE STEERING WHEEL CLOCK SPRING; CO WILL BE ESCALATING CASE TO THE TEAM THAT HANDLES THE REIMBURSEMENT REVIEW PROCESS; IF CUSTOMER HAS QUESTIONS, HE CAN CALL CARE AT 800-822-8987 | | | CO TO ESCALATE TO SP
2/14/2019 3:36:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS OIL CHANGE AT COST TO CUSTOMER AND REPAIRS TO CLOCK SPRING PERFORMED UNDER WARRANTY AT NO COST TO CUSTOMER; RO STATES CUSTOMER PAID $50.00 DEDUCTIBLE FOR CLOCK SPRING REPAIRS; VW TO REIMBURSE CUSTOMER PAY FOR CLOCK SPRING; TOTAL: $50.00 | | | SP TO GENERATE CHECK REQUEST
2/14/2019 3:38:00 PM	1VWCV7A3XFC[redacted] VW TO REIMBURSE WECY WARR EXT; TOTAL: $50.00 | | | SP GENERATED CHECK REQUEST
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 50.00 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A39FC[redacted]
Owner Or Fleet	[redacted] Pittsford, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	2/13/2019	Incident Date	N/A
Mileage	65,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/13/2019 9:17:00 AM	REFERENCE CASE#[redacted] | | | CUSTOMER STATES: PROVIDED CASE NUMBER. CUSTOMER USED VW CREDIT CARD AT THE TIME TO PAY FOR REPAIRS FOR THE AIR BAG CLOCK SPRING 6 MONTHS AGO. CUSTOMER SPENT $400.00 FOR REPAIRS. VEHICLE HAS THE WARRANTY EXTENSION. | | | CUSTOMER SEEKING: CLARIFICATION, TO RE-REVIEW REIMBURSEMENT | | | CO ADVISED: CUSTOMER SUBMITTED REPAIR ORDER; SHOWS REPLACEMENT OF CLOCK SPRING; REPAIR ORDER STATES NO CHARGE TO CUSTOMER, NO POP; VW UNABLE TO REIMBURSE. PLEASE SUBMIT PROOF OF PAYMENT, AS WELL AS REPAIR HISTORY, ONCE PAPERWORK IS RECEIVED. CUSTOMER WILL EITHER RECEIVE A LETTER OR CHECK IN THE MAIL ONCE REVIEW PROCESS HAS BEEN COMPLETED. WOULD LIKE TO FOLLOW UP WITH CUSTOMER A WEEK FROM TODAY, TO ENSURE THAT THE DOCUMENTS ARE LEGIBLE FOR REVIEWING OR IN THE CASE THAT WE HAVEN'T RECEIVED THEM. CO TO EMAIL CASE NUMBER. | | | PENDING CUSTOMER DOCUMENTATION.
2/14/2019 10:43:00 AM	MEDIA ATTACHED IN DOC CENTER
2/20/2019 1:29:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 57,344 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $480.08. | | | SP TO GENERATE CHECK REQUEST.
2/20/2019 1:36:00 PM	1VWBT7A39FC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $480.08. | | | SP GENERATED CHECK REQUEST.
2/20/2019 12:07:00 PM	SP: RE-REVIEW FOR REIMBURSEMENT.
2/23/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 480.08 MAILED ON 02/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A3XD[redacted]
Owner Or Fleet	[redacted]		HAZELWOOD, MO, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	2/13/2019	Incident Date	N/A
Mileage	48,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/13/2019 10:24:00 AM	CUSTOMER STATES ONLY OWNED VEHICLE 3 MONTHS, AIRBAG LIGHT IS ON, HORN DOES NOT WORK, HER RESEARCH INDICATED ISSUE WITH CLOCK SPRING IS PREVELENT WITH VWS AND THERE IS RECALL. | | | CO ADVISED NOT OPEN RECALLS, BUT THERE IS A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING FOR 15/UNLIMITED MILEAGE, LOCATED BOMMARITO VW 424171 AS NEAREST, OFFERED TO SET APPOINTMENT. CUSTOMER STATES WILL HAVE TO REVIEW HER SCHEDULE AND WILL CALL DEALER, THANKED FOR INFORMATION. NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWPL7AJ9CM[redacted]
Owner Or Fleet	[redacted] Bellingham, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2012		
Report Date	2/13/2019	Incident Date	N/A
Mileage	39,372		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/13/2019 10:37:00 AM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 11:06:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 39,372 MILES; VW TO REIMBURSE CAP AMOUNT FOR WECI WARRANTY EXTENSION; PARTS $316.00; LABOR 202.80; TAX $46.52; TOTAL $565.32. | | | SP TO GENERATE CHECK REQUEST AND CAP AMOUNT LETTER.
2/14/2019 11:09:00 AM	3VWPL7AJ9CM[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $565.32. | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 565.32 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A33DC[redacted]
Owner Or Fleet	[redacted] DECATUR, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	2/13/2019	Incident Date	N/A
Mileage	83,152		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/13/2019 12:10:00 PM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 11:50:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 83,152 MILES; CUSTOMER WAS REIMBURSED FOR HALF OF THE REPAIRS $337.53 ON 07/17/2018; VW TO REIMBURSE THE OTHER HALF OF THE REPAIR ORDER VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $337.53. | | | SP TO GENERATE CHECK REQUEST.
2/14/2019 11:52:00 AM	1VWAP7A33DC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $337.53. | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 337.53 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A31FC[redacted]
Owner Or Fleet	[redacted], San Antonio, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	2/13/2019	Incident Date	N/A
Mileage	65,710		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/13/2019 12:13:00 PM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 1:41:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 65,710 MILES; REPAIR ORDER DATE IS 09/15/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $290.99; LABOR $303.36; TAX $24.65; TOTAL $619.00. | | | SP TO GENERATE CHECK REQUEST.
2/14/2019 1:45:00 PM	1VWBS7A31FC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $619.00. | | | SP GENERATED CHECK.
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 619.00 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2CW[redacted]
Owner Or Fleet	[redacted] Los Angeles, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	2/13/2019	Incident Date	N/A	Mileage	142,055
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/13/2019 12:17:00 PM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 1:56:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED 3 RO'S AND 2 POP'S FROM DLR; RO ON 10/21/2016 DLR PERFORMED REPAIRS ON CLOCK SPRING AT 106,285 MILES; RO DATE IS 10/21/2016; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GW GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $321.00; LABOR $195.00; TAX $29.82; TOTAL $545.82. RO ON 09/12/2018 DLR PERFORMED REPAIRS ON CLOCK SPRING AT 142,055 MILES; WECY WARRANTY EXTENSION IS ONLY VALID FOR 10 YEARS OR 120,000 MILES WOF; AS REPAIRS WERE COMPLETED OUTSIDE OF MILEAGE PARAMETERS VW WOULD NOT REIMBURSE; RO ON DATE DATES 10/31/2015 AND 10/21/2016 DLR PERFORMED REPAIRS ON TIMING CHAIN; SP WILL SEND INFORMATION ON TIMING CHAIN TEAM TO CUST. | | | SP TO GENERATE CHECK REQUEST AND TIME OUTSIDE WARRANTY DENIAL LETTER AND TIMING CHAIN INFORMATION LETTER. | |
2/14/2019 2:32:00 PM	WVGAV7AX2CW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GW GESTURE; TOTAL $545.82. | | | | SP GENERATED CHECK.
2/14/2019 2:36:00 PM	SP SENT TIME OUTSIDE WARRANTY DENIAL LETTER.
2/14/2019 3:26:00 PM	SP MAILED TIMING CHAIN LETTER TO CUSTOMER.
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 545.82 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCP7A33CC[redacted]
Owner Or Fleet	[redacted] FORT COLLINS, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/13/2019	Incident Date	N/A
Mileage	95,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/13/2019 2:33:00 PM	CUSTOMER STATES: SUBSEQUENT OWNER; NON-CPO; PURCHASED FROM INDEPENDENT IN APRIL-2018 WITH 90K; VEHICLE AT DEALER 420112 THIS MORNING; CURRENT MILEAGE - 96K; CURRENT CONCERN - THE AIRBAG LIGHT IS ON AND THE HORN IS NOT WORKING; PER THE DEALER HE WAS TOLD A RECALL WAS COMPLETED ON THE CLOCK SPRING 2 YEARS AGO; HE WAS PROVIDED WITH AN ESTIMATE OF $546.00 | | | CUSTOMER SEEKING: ASSISTANCE WITH REPAIR | | | CO ADVISED: THE AIRBAG CLOCK SPRING RECALL WAS COMPLETED; HOWEVER, THERE IS A WARRANTY EXTENSION FOR THE COMPONENT FOR A MANUFACTURE SHORTCOMING; WILL CONTACT DEALER 420112. | | | | | CO TO CALL DEALER
2/13/2019 2:51:00 PM	CO ADVISED: CALLING FROM CCC; CUSTOMER WAS AT THE DEALER THIS MORNING; THE RECALL WAS COMPLETED-69L2, BUT THE VEHICLE HAS A WARRANTY EXTENSION | | | SA STATES: THE CUSTOMER DIDN'T AUTHORIZE THE DIAGNOSIS FEE; THEY TOLD HIM THE COST IF THE VEHICLE NEEDED THE AIRBAG CLOCKSPRING | | | CO ADVISED:THE WARRANTY EXTENSION IS LOCATED IN ELSA PRO | | | CONFERENCE CALL WITH SA AND CUSTOMER: | | | CO ADVISED: PER SA, YOU DIDN'T AUTHORIZE THE DIAGNOSIS FEE; IF THE REPAIR IS FOR THE AIRBAG CLOCK SPRING THEY THE REPAIR IS FREE OF CHARGE; WOULD YOU LIKE TO MAKE AN APPOINTMENT. | | | CUSTOMER ACKNOWLEDGED AND STATES HE WILL CONTACT THE DEALER AT A LATER DATE. | | | | NOTE: CUSTOMER DECLINED ASSISTANCE WITH AN APPOINTMENT; WILL CALL THE DEALER LATER | | | | | CO TO SEND E-MAIL.
2/13/2019 5:44:00 PM	REFERENCE #[redacted] | | DEAR MR.[redacted] | IT WAS NICE TALKING TO YOU TODAY. | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | KIMBERLY W | | CUSTOMER CARE ADVOCATE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWFA7AH5AV[redacted]
Owner Or Fleet	[redacted] Jensen Beach, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	2/13/2019	Incident Date	N/A
Mileage	56,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/13/2019 2:39:00 PM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 4:24:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDANT PERFORMED REPAIRS ON CLOCK SPRING AT 55,600 MILES; REPAIR ORDER DATE IS 12/14/2018; LAST OUT OF POCKET DATE IS 11/26/2018; DUE TO LAST OUT OF POCKET DATE VW IS ONLY ABLE TO GOODWILL THE CAP AMOUNT OF THE PARTS USED FOR REPAIR; VW TO REIMBURSE CAP AMOUNT FOR WECY WARRANTY EXTENSION; PARTS $316.00; TAX $39.34; TOTAL $355.34. | | | SP TO GENERATE CHECK REQUEST AND MAIL CAP AMOUNT LETTER.
2/14/2019 4:28:00 PM	WVWFA7AH5AV[redacted] AS GW GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $355.34. | | | SP GENERATED CHECK.
2/14/2019 4:35:00 PM	SP SENT GW PARTS ONLY LETTER AND CAP AMOUNT LETTER..
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 355.34 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN3AE[redacted]
Owner Or Fleet	[redacted]Pembroke Pines, FL,[redacted]		
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	2/13/2019	Incident Date	N/A
Mileage	161,237		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/13/2019 4:08:00 PM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 3:03:00 PM	CUSTOMER SUBMITTED REPAIR ORDER AND POP; CUSTOMER SEEKING FOR RE-REIMBURSEMENT REVIEW WITH ADDITIONAL DOCUMENTS UNDER WE CLOCK SPRING
2/14/2019 3:06:00 PM	COLVMM | | | | CO ADVISED: DOCUMENTS RECEIVED; WILL FORWARD THEM; 3-4 WEEKS CUSTOMER WILL RECEIVE CHECK IN THE MAIL OR DENIAL LETTER
2/14/2019 3:07:00 PM	HELLO SP ASHLEY | | | | PLEASE RE-REVIEW DOCUMENTS IN THE DOC CENTER FOR REIMBURSEMENT REVIEW UNDER WE CLOCK SPRING | | | | THANK YOU
2/14/2019 3:12:00 PM	SP TO REVIEW CASE [redacted] CUST WAS ONLY REIMBURSED FOR LABOR; CUST SHOULD HAVE BEEN REIMBURSED FOR PART AS WELL $346.07; CUST PURCHASED PART AND BROUGHT PART TO DLR TO HAVE REPAIR COMPLETE. | | | |
2/14/2019 3:20:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER AND INDEPENDENT; CUSTOMER WAS REIMBURSED FOR LABOR COSTS OF CLOCK SPRING; VW TO REIMBURSE PARTS COST; TOTAL: $346.07 | | | | SP TO GENERATE CHECK REQUEST
2/14/2019 3:22:00 PM	WVWMN7AN3AE[redacted]VW TO REIMBURSE WECI WARR EXT; TOTAL: $346.07 | | | | SP GENERATED CHECK REQUEST
2/20/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 346.07 MAILED ON 02/19/2019
3/5/2019 4:57:00 PM	MEDIA ATTACHED IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH8BV[redacted]
Owner Or Fleet	[redacted] Charlotte, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2011		
Report Date	2/13/2019	Incident Date	N/A
Mileage	95,021		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/13/2019 4:23:00 PM	MEDIA ATTACHED IN DOC CENTER
2/15/2019 1:54:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 11/29/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CAP AMOUNTS AS GOODWILL; PARTS: $290.07; LABOR: $248.04; TAX: $13.77; TOTAL: $551.88 | | | | SP TO GENERATE CHECK REQUEST AND CAP REIMBURSEMENT LETTER
2/15/2019 1:59:00 PM	WVWBW7AH8BV[redacted] VW TO REIMBURSE CAP AMOUNTS FOR WECY WARR EXT AS GOODWILL; TOTAL: $551.88 | | | | SP GENERATED CHECK REQUEST
2/15/2019 1:59:00 PM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/15/2019 10:02:00 AM	CUSTOMER INCLUDED REPAIR ORDER WITH PART NUMBER FOR THE STEERING WHEEL CLOCK SPRING WARRANTY EXT;
2/15/2019 10:13:00 AM	REFERENCE #[redacted] | | | | DEAR MS.[redacted] | | | | I APPRECIATE YOUR DILIGENCE IN PROVIDING OUR CUSTOMER CARE CENTER THE INFORMATION NEEDED TO REVIEW. | | | I┬┐LL BE SURE TO HAVE YOUR CASE ESCALATED BACK UP TODAY TO RESEARCH INTO YOUR REQUEST FOR REIMBURSEMENT. PLEASE NOTE, YOUR CASE MAY TAKE AN APPROXIMATELY 60 DAYS FOR COMPLETION, BUT PLEASE BE AWARE THAT YOUR CASE IS IN THE RIGHT HANDS. | | | IF YOU HAVE ANY ADDITIONAL QUESTIONS, WE WELCOME YOU TO REACH BACK OUT TO OUR CUSTOMER CARE CENTER AT 1-800-822-8987, OR YOU CAN REPLY BACK TO THIS EMAIL. IF YOU┬┐RE SEEKING AN UPDATE, WE WOULD BE MORE THAN HAPPY TO PROVIDE YOU ONE. | | | | | | | KINDEST REGARDS, | | | | | | | | RAVEN L. | | CUSTOMER CARE ADVOCATE | | | CO TO ESCALATE TO SP TO REVIEW
2/15/2019 10:14:00 AM	SP TO REVIEW; CUSTOMER INCLUDED UPDATED PART NUMBER; REFER TO PREVIOUS CASE [redacted] IF NEEDED
2/15/2019 2:00:00 PM	SP MAILED CAP REIMBURSEMENT LETTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW567AJ0CM[redacted]
Owner Or Fleet	[redacted], GEORGETOWN, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	2/13/2019	Incident Date	N/A
Mileage	81,819		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/13/2019 4:32:00 PM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 4:45:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 81,819 MILES AND THE AIRBAG HARNESS; REPAIR ORDER DATE IS 03/04/2015; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $339.38; LABOR $248.04; TAX $29.35; TOTAL $616.77. | | | | SP TO GENERATE CHECK REQUEST AND DENIAL LETTER.. | |
2/14/2019 4:49:00 PM	3VW567AJ0CM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $616.77. | | | | SP GENERATED CHECK.
2/14/2019 4:52:00 PM	SP MAILED DENIAL LETTER.
2/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 616.77 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBV7A37FC[redacted]
Owner Or Fleet	[redacted] Monticello, KY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	2/13/2019	Incident Date	N/A
Mileage	65,307		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/13/2019 4:35:00 PM	MEDIA ATTACHED IN DOC CENTER
2/15/2019 8:34:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 6/5/2014; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE TOTAL AS GOODWILL; TOTAL: $395.73 | | | SP TO GENERATE CHECK REQUEST
2/15/2019 8:42:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/15/2019 8:42:00 AM	1VWBV7A37FC[redacted]VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $395.73 | | | SP GENERATED CHECK REQUEST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW8AH8DV[redacted]
Owner Or Fleet	[redacted] Mount Juliet, TN, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2013		
Report Date	2/13/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/13/2019 4:38:00 PM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 3:50:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; POP STATES THAT EXT WARR COMPANY PAID $529.07 AND CUSTOMER PAID $175.37; VW TO REIMBURSE CUSTOMER PAY; TOTAL: $175.37 | | | | SP TO GENERATE CHECK REQUEST
2/14/2019 3:52:00 PM	WVWBW8AH8DV[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $175.37 | | | | SP GENERATED CHECK REQUEST
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 175.37 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX0DW[redacted]
Owner Or Fleet	[redacted], Salt Lake City, UT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	2/13/2019	Incident Date	N/A
Mileage	79,193		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/13/2019 4:47:00 PM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 4:03:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE CAP AMOUNTS; PARTS:$290.07; LABOR: $248.04; TAX: $32.01; TOTAL: $570.12 | | | SP TO GENERATE CHECK REQUEST AND CAP REIMBURSEMENT LETTER
2/14/2019 4:05:00 PM	WVGBV7AX0DW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $570.12 | | | SP GENERATED CHECK REQUEST
2/14/2019 4:06:00 PM	SP MAILED CAP REIMBURSEMENT LETTER
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 570.12 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBV7A35FC[redacted]
Owner Or Fleet	[redacted]		CINCINNATI, OH, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	2/13/2019	Incident Date	N/A
Mileage	49,595		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/13/2019 5:26:00 PM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 4:06:00 PM	CUTSOMER SEEKING REIMBURSEMENT UNDER WECY: SUBMITTED POP; MISSING RO WITH ACTUAL DIAGNOSIS; ALSO MISSING MILEAGE; SP TO REQUEST MORE INFO; VW UNABLE TO REIMBURSE AT THIS TIME | | | SP TO SEND INSUFFICIENT DOC LETTER
2/14/2019 4:07:00 PM	SP SENT LETTER
2/22/2019 3:19:00 PM	MEDIA ATTACHED IN DOC CENTER
2/22/2019 4:16:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED 3 REPAIR ORDER'S FROM DEALER AND 1 INVOICE; REPAIR ORDER ON 11/01/2017 DEALER DIAGNOSED CLOCK SPRING NEEDED REPAIRS DUE TO MANUFACTURER'S SHORTCOMINGS; INVOICE SHOWS CUSTOMER PURCHASED CLOCK SPRING; CUSTOMER STATED FAMILY MEMBER INSTALLED PART NO REPAIR ORDER INCLUDED WITH THAT REPAIR; REPAIR ORDER ON 11/14/2017 DEALER CHECKED AND CLEARED CODE FOR AIR BAG FAULTS; REPAIR ORDER ON 11/21/2017 DEALER CORRECTLY CODED AIRBAG CLOCK SPRING; POP FOR ALL REPAIR ORDER'S FROM DEALER VERIFIED IN X TIME; REPAIR ORDER DATE IS 11/01/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; VW TO REIMBURSE FOR WECY PARTS AND LABOR FROM DEALER'S AS GOODWILL GESTURE; PARTS $150.00; LABOR $141.95; TOTAL $291.95. | | | SP TO GENERATE CHECK REQUEST .
2/22/2019 4:27:00 PM	1VWBV7A35FC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION AS GOODWILL GESTURE; TOTAL $291.95. | | | SP GENERATED CHECK REQUEST.
3/5/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 291.95 MAILED ON 03/04/2019
3/11/2019 1:48:00 PM	FROM[redacted] | | SENT: MONDAY, MARCH 11, 2019 2:16 PM | | TO: VWOA CUSTOMER CARE <VWCUSTOMERCARE@VW.COM> | | SUBJECT: RE: CASE[redacted] | | | PLEASE CONFIRM RECEIPT OF THIS EMAIL. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A31FC[redacted]
Owner Or Fleet	[redacted] LOCUST GROVE, GA,[redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	2/13/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/13/2019 6:00:00 PM	MEDIA ATTACHED IN DOC CENTER
2/15/2019 8:52:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES; RO IS DATED 5/3/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CAP AMOUNTS AS GOODWILL; PARTS: $290.07; LABOR: $127.50; TAX: $17.40; TOTAL: $434.97 | | | | SP TO GENERATE CHECK REQUEST AND CAP REIMBURSEMENT LETTER
2/15/2019 8:54:00 AM	1VWAT7A31FC[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $434.97 | | | | SP GENERATED CHECK REQUEST
2/15/2019 8:54:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/15/2019 8:56:00 AM	SP MAILED CAP REIMBURSEMENT LETTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A37CC[redacted]
Owner Or Fleet	[redacted] Ambler, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/13/2019	Incident Date	N/A
Mileage	69,096		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/13/2019 6:18:00 PM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 4:14:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; VW TO REIMBURSE TOTAL; TOTAL: $454.11 | | | SP TO GENERATE CHECK REQUEST
2/14/2019 4:15:00 PM	1VWBP7A37CC[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $454.11 | | | SP GENERATED CHECK REQUEST
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 454.11 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A39EC[redacted]
Owner Or Fleet	[redacted] DOBBS FERRY, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	2/13/2019	Incident Date	N/A
Mileage	59,604		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/13/2019 9:01:00 PM	REFER TO CASE [redacted] | | | CUSTOMER STATES: GOT CHECK IN MAIL; NAME ON CHECK WAS SPELLED WRONG; | | | | CUSTOMER SEEKING: CLARIFICATION ON REIMBURSEMENT AMOUNT; | | | CO ADVISED: GOING TO REACH OUT TO TEAM THAT REVIEWS THE REPAIR ORDER; WILL FOLLOW UP WITH CUSTOMER BY COB 2/14; | | | CO TO CALL CUSTOMER;
2/14/2019 1:01:00 PM	SP LOOKED OVER RO WITH CO WHO GENERATED THE CHECK; SP CONFIRMED THE AMOUNT SHOULD HAVE BEEN $728.49 AND TAX; SP CAN SEND ANOTHER CHECK IN THE DIFFERENCE AMOUNT.
2/14/2019 1:02:00 PM	CUSTOMER STATES: RECEIVED INCORRECT AMOUNT FOR CHECK; ALSO NAME WAS SPELLED INCORRECTLY | | | CUSTOMER SEEKING: CLARIFICATION | | | CO REVIEWED WITH SP | | | CO ADVISED: CAN CHECK CURRENT CHECK; WILL HAVE CHECK RESENT FOR DIFFERENCE; CAN CALL US BACK IF WAS ABLE TO CHECK CURRENT CHECK; | | | CO TO WAIT FOR CUSTOMER CONTACT;
2/15/2019 4:34:00 PM	CUSTOMER STATES SPOKE WITH VW CUSTOMER CARE CENTER YESTERDAY REGARDING MISSPELLING OF NAME ON CHECK AND AMOUNT; WAS TOLD YESTERDAY TO TRY AND CASH CHECK AND GIVE VW A CALL BACK TO INFORM WHETHER OR NOT BANK ACCEPTED CHECK; BANK DID ACCEPT CHECK; | | | CUSTOMER SEEKING TO PROVIDE UPDATED INFORMATION REGARDING CHECK; | | | CUSTOMER ADVOCATE ADVISED THAT CASE WILL BE DOCUMENTED OF INFORMATION; CHECK REGARDING THE DIFFERENCE OWED TO CUSTOMER IS BEING PROCESSED TO BE SENT OUT; | | | CO TO REVIEW;
2/18/2019 9:23:00 AM	CUST PAID $728.49 FOR REPAIRS; TAX $41.88; CUST WAS ONLY REIMBURSED $526.71; VW TO REIMBURSE THE DIFFERENCE $243.66. | | | SP TO GENERATE CHECK REQUEST.
2/18/2019 9:25:00 AM	1VWAT7A39EC[redacted] VW TO REIMBURSE REMAINING AMOUNT CUSTOMER PAID FOR CLOCK SPRING REPAIR UNDER WECY WARR EXT; TOTAL: $243.66. | | | GENERATED CHECK REQUEST.
3/19/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 243.66 MAILED ON 03/18/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A3XDC[redacted]
Owner Or Fleet	[redacted]		Excelsior, MN, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	2/14/2019	Incident Date	N/A
Mileage	150,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/14/2019 11:05:00 AM	DEALER COMPLAINT | | | | PLEASE CONTACT SERVICE MANAGER AND ASKED FOR THE DEALER TO RESPOND..... AND IF THE DEALER WILLING TO EXPLAIN TO THEIR CUSTOMER. | | | | PER THE CUSTOMER WHO IS ADAMANT THAT THE DEALER REFERRED HER TO CUSTOMER CARE CENTER REGARDING ASSISTANCE AND THAT CUSTOMER CARE CENTER WILL RESEARCH THE PART NUMBER AND ADVISE THE DEALER IF THE CLOCK SPRING WAS REPLACED IN 2014; CO TRIED TO EXPLAIN TO THE CUSTOMER THAT THE DEALER HAS THE ABILITY TO CHECK THE PARTS NUMBERS FROM HER REPAIR IN 2014 AND THE RECENT REPAIR COMPLETED YESTERDAY; CO ALSO TRIED TO EXPLAIN THAT HER VEHICLE HAS NOT AND DOES NOT CURRENTLY HAVE A RECALL FOR THE STEERING/AIR BAG CLOCK SPRING. | | | | |
2/14/2019 8:42:00 AM	CUSTOMER STATES: DEALER REFERRED; ORIGINAL OWNER; VEHICLE WITH CUSTOMER; MAINTAINED AT DEALER; PREVIOUS REPAIR COMPLETED AT 20K; CURRENT MILEAGE - 150K; CURRENT CONCERN - AIRBAG LIGHT ON AND HORN AND BUTTONS ON STEERING WHEEL NOT WORKING; SHE STARED HAVING ISSUES IN NOVEMBER/DECEMBER 2018, BUT PAID FOR THE REPLACEMENT OF THE CLOCK SPRING YESTERDAY (2-13-2019) | | | CUSTOMER SEEKING: ASSISTANCE WITH REPAIR | | | CO ADVISED: THE VEHICLE IS OUTSIDE OF THE WARRANTY EXTENSION BY THE MILEAGE; VW IS UNABLE TO REIMBURSE OUTSIDE OF THE WARRANTY EXTENSION. | | | CUSTOMER STATES: SHE WAS TOLD THERE IS A RECALL FOR THE CLOCK SPRING; THE DEALER SAID THAT VW WOULD RESEARCH AND CONTACT THEM, IF THE PART THAT WAS REPLACED IN HER VEHICLE, IS THE SAME PART THAT WAS REPLACED YESTERDAY | | | CO ADVISED: THE VEHICLES(AND CUSTOMERS) THAT ARE PART OF A RECALL ARE NOTIFIED IN WRITING; YOUR VIN DID NOT AND DOES NOT HAVE A RECALL FOR THE AIRBAG CLOCK SPRING; EXPLAINED RECALLS ARE PER THE VIN, AND YOUR VIN HAS NOT BEEN PART OF A RECALL; IF THERE IS A FUTURE ACTION REGARDING THE CLOCK SPRING, YOU WILL BE NOTIFIED IN WRITING; MAY DOCUMENT A DEALER COMPLAINT. | | | CUSTOMER STATES: THE CO DOESN'T UNDERSTAND, THE DEALER WANTS TO KNOW IF THE PART THEY REPLACED AT 20K HAD A RECALL | | | CO ADVISED: THE DEALER HAS THE ABILITY TO CHECK THE PART NUMBER AND CAN PROVIDE THAT INFORMATION; THE MFG WORKS WITH NHTSA REGARDING RECALLS/SERVICE ACTION/RECALL; IF SHE IS SEEKING INFORMATION REGARDING THE RECALL PROCESS SHE MAY CONTACT NHTSA AND/OR THEIR WEBSITE [redacted] | | | CUSTOMER STATES: FOR CO TO FILE/CONTACT DEALER REGARDING COMPLAINT AND DISCONNECTED THE TELEPHONE | | | CO TO CALL DEALER
2/14/2019 9:14:00 AM	CO ADVISED: CALLING FROM CUSTOMER CARE CENTER; CUSTOMER CONTACTED CUSTOMER CARE CENTER, STATING SHE WAS REFERRED BY THE DEALER; THE CUSTOMER UNDERSTOOD CO'S REIMBURSEMENT DENIAL, AS THE VEHICLE IS OUTSIDE OF THE WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING; HOWEVER, THE CUSTOMER IS ADAMANT THAT THE DEALER SAID, VW WOULD RESEARCH AND CONTACT THEM, IF THE PART THAT WAS REPLACED IN HER VEHICLE, IS THE SAME PART THAT WAS REPLACED YESTERDAY | | | SERVICE ADVISOR STATES: THE CUSTOMER IS A LONGTIME LOYAL CUSTOMER; HAS COMPLETED EVERY MAINTENANCE ON THE VEHICLE; THEY WERE UNABLE TO PROVIDE ASSISTANCE, AND REFERRED THE CUSTOMER TO CUSTOMER CARE CENTER. | | | CO ADVISED: THE CUSTOMER ACCEPTED THE DENIAL; SEEKING TO KNOW IF THE DEALER REFERRED CUSTOMER TO CUSTOMER CARE CENTER REGARDING PART INFORMATION; THE DEALER CAN RESEARCH PART INFORMATION; THIS VEHICLE HAS NOT HAD A RECALL OR CURRENTLY HAS A RECALL FOR THE AIRBAG CLOCK SPRING. | | | SERVICE ADVISOR STATES: HE WANTED TO SEE IF HIS SERVICE MANAGER WAS AVAILABLE. | | | CO ADVISED: OUR RCM'S ARE THE POINT OF CONTACT FOR THE SERVICE MANAGER, AND WILL FOLLOW-UP WITH HIM | | | CO TO FORWARD TO SERVICE MANAGER
2/15/2019 11:02:00 AM	NEW: [redacted] VIN [redacted] | | | CUSTOMER STATES SHE WAS REFERRED TO VOLKSWAGEN CUSTOMER CARE CENTER BY THE DEALERSHIP. SHE WAS TOLD THAT THE CENTER WOULD BE ABLE TO PROVIDE ASSISTANCE AND RESEARCH CUSTOMER┬┐S PART NUMBER AND FIND OUT IF HER CLOCK SPRING WAS REPLACED IN 2014. SHE BELIEVES HER REPAIR FROM THE OTHER DAY AND IN 2014 ARE THE SAME PARTS. CUSTOMER WAS TOLD BY AN ADVOCATE IN THE CARE CENTER THAT HER VEHICLE DOES NOT HAVE OR HAS HAD A RECALL FOR THE STEERING/AIRBAG CLOCK SPRING. AS SHE IS OUTSIDE OF ALL APPLICABLE WARRANTIES AND VOLKSWAGEN WOULD NOT ASSIST WITH THIS. AS WELL AS WE DO NOT HAVE SERVICE HISTORY AVAILABLE HERE AT VOLKSWAGEN. THE ADVOCATE CALLED AND SPOKE TO JEREMY AT THE DEALERSHIP WHO SAID THE CUSTOMER WAS LOYAL AND THEY WOULD NOT OFFER HER ASSISTANCE AND DID REFER HER TO VOLKSWAGEN. | | | CUSTOMER IS SEEKING ASSISTANCE FROM VOLKSWAGEN PER GUIDANCE FROM DEALERSHIP. | | | RCM SEEKING: IS SOMEONE FROM THE DEALER ABLE TO CONTACT THE CUSTOMER TO EXPLAIN THIS TO HER AS WELL. I AM GOING TO CALL THE CUSTOMER BACK AS WELL, ANY FEEDBACK IS APPRECIATED. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A3XDC[redacted]
Owner Or Fleet	[redacted]		Excelsior, MN[redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	2/14/2019	Incident Date	N/A
Mileage	150,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/15/2019 11:17:00 AM	RCM IS SOMEONE FROM THE DEALER ABLE TO CONTACT THE CUSTOMER THE AIRBAG CLOCK SPRING TO HER AS WELL, WE WOULD NOT OFFER ASSISTANCE OUTSIDE OF WARRANTY AND WITH THE RECALL BEING PERFORMED IN 2014, UNLESS YOU WANTED TO POSSIBLY ASSIST WITH THIS ONE | | | | DEALER STATES: VERY LOYAL CUSTOMER, DEALER WILL REACH, HAS HAD TWO CLOCK SPRINGS, AND A RECALL FAILED ,DECEMBER 2018 IT WAS DIAGNOSED, REPLACED IN 2014 TWICE, IS WILLING TO CALL AND EXPLAIN THIS TO THE CUSTOMER | | | | RCM ADVISED I APPRECIATE IT I AM REACHING OUT TO HER TOO. | | | | RCM TO CALL CUST
2/15/2019 4:56:00 PM	[redacted]| | | | RCM CONTACTED CUSTOMER AND ADVISED IS SEEKING TO CLARIFY WHAT CUSTOMER IS SEEKING AS WE HAVE SPOKEN WITH DEALER AND WE HAVE CONFIRMED VEHICLE IS OUTSIDE THE WARRANTY FOR ASSISTANCE AND IS NOT INCLUDED IN THE RECALL; CUSTOMER ADVISED DEALER HAS CALLED AND ADVISED VW WILL NOT ASSIST SO I PAID FOR THE PART; THE DEALERSHIP AND I WERE WONDERING IF THE SAME PARTS WERE USED ON MY VEHICLE; RCM CONFIRMED THE SAME PARTS WERE USED THE RECALL HOWEVER WAS ISSUED BASED ON THE PRODUCTION SUCH AS ALL RECALLS WE DETERMINE RECALLS BASED ON THE POSSIBILITY OF THE PRODUCTION DATE OF THE VEHICLE; IF HOWEVER, WE FIND ANOTHER RECALL NEEDS TO BE ISSUED YOU CAN SUBMIT FOR REIMBURSEMENT IF YOUR VEHICLE IS INCLUDED, CUSTOMER ADVISED RCM IS NOT UNDERSTANDING AS IS TRYING TO FIGURE OUT SINCE HER PART WAS REPLACED HER DEALER STATED SHE WOULD NEVER BE NOTIFIED OF A POSSIBLE RECALL; RCM ADVISED IT BASED ON THE PRODUCTION DATE OF YOUR VEHICLE IF A RECALL WOULD BE ISSUED THAT IS HOW IT IS DETERMINED; CUSTOMER UNDERSTOOD. | | | RCM TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW567AJ4CM[redacted]
Owner Or Fleet	[redacted] Great Falls, MT, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	2/14/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/14/2019 10:04:00 AM	MEDIA ATTACHED IN DOC CENTER
2/15/2019 9:40:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEPENDENT; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; BOTH PARTS AND LABOR COSTS ARE BELOW CAP AMOUNTS; VW TO REIMBURSE TOTAL; TOTAL: $536.10 | | | SP TO GENERATE CHECK REQUEST
2/15/2019 9:41:00 AM	3VW567AJ4CM[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $536.10 | | | SP GENERATED CHECK REQUEST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU6GM[redacted]
Owner Or Fleet	[redacted] Chesapeake, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2016		
Report Date	2/14/2019	Incident Date	N/A
Mileage	32,127		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/14/2019 10:14:00 AM	MEDIA ATTACHED IN DOC CENTER
2/18/2019 10:20:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER IN GERMANY; CUSTOMER WAS STATIONED IN GERMANY FOR MILITARY PURPOSES; CUSTOMER PAID 261.30 EUROS FOR REPAIRS; CUSTOMER SUBMITTED SHEET SHOWING BANK CONVERSION OF EUROS TO USD; VW TO REIMBURSE TOTAL: $298.45. | | | SP TO GENERATE CHECK REQUEST.
2/18/2019 10:25:00 AM	3VW217AU6GM[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $298.45. | | | GENERATED CHECK REQUEST.
2/23/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 298.45 MAILED ON 02/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A31CC[redacted]
Owner Or Fleet	[redacted] Milton, NH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/14/2019	Incident Date	N/A
Mileage	87,710		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/14/2019 10:16:00 AM	MEDIA ATTACHED IN DOC CENTER
2/15/2019 11:16:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECI WARR.EXT AS GOODWILL DUE TO DATE OF REPAIRS; CUSTOMER PAID: $425.07 | | | | SP TO GENERATE CHECK REQUEST
2/15/2019 11:18:00 AM	GW- PROVIDED- FIRST OUT OF POCKET DATE
2/15/2019 11:19:00 AM	1VWBP7A31CC[redacted]VW TO REIMBURSE UNDER WECI WARR.EXT. AS GOODWILLL DUE TO DATE OF REPAIRS; TOTAL: $425.07 | | | | SP GENERATED CHECK REQUEST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A32DC[redacted]
Owner Or Fleet	[redacted], Chula Vista, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	2/14/2019	Incident Date	N/A
Mileage	44,077		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/14/2019 10:22:00 AM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 4:42:00 PM	CUSTOMER SEEKING REIMBURSEMNET UNDER WECY; SUBMITTED RO AND POP; VW TO REIMBURSE UNDER WARRANTY; CUSTOMER PAID: $579.99 TAX: $23.19 DISCOUNT: $62.30 TOTAL: $540.89 | | | | SP TO GENERATE CHECK
2/14/2019 4:47:00 PM	1VWAP7A32DC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT.; TOTAL: $540.89 | | | | SP GENERATED CHECK REQUEST
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 540.89 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX0CW[redacted]
Owner Or Fleet	[redacted] Pittsburgh, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	2/14/2019	Incident Date	N/A
Mileage	44,985		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/14/2019 10:26:00 AM	MEDIA ATTACHED IN DOC CENTER
2/14/2019 4:22:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS CONTROL ARM BUSHINGS REPLACED AND REPAIRS TO CLOCK SPRING PERFORMED WITHIN TIME FRAME; WECI WARR EXT COVERS CLOCK SPRING; RO STATES THAT VW GOODWILLED PARTS FOR CLOCK SPRING AND CUSTOMER ONLY PAID LABOR; VW TO REIMBURSE CUSTOMER PAY FOR CLOCK SPRING ONLY; LABOR: $220.97; TAX: $13.25; TOTAL: $234.22 | | | | SP TO GENERATE CHECK REQUEST AND REPAIRS NOT RELATED LETTER
2/14/2019 4:25:00 PM	WVGAV7AX0CW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $234.22 | | | | SP GENERATED CHECK REQUEST
2/14/2019 4:26:00 PM	SP MAILED REPAIRS NOT RELATED LETTER
2/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 234.22 MAILED ON 02/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX7DW[redacted]
Owner Or Fleet	[redacted] West Chester, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	2/14/2019	Incident Date	N/A
Mileage	53,471		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/14/2019 10:28:00 AM	MEDIA ATTACHED IN DOC CENTER
2/15/2019 10:15:00 AM	GW-PROVIDED-FIRST OUT OF POCKET DATE
2/15/2019 10:15:00 AM	WVGBV3AX7DW[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL; TOTAL: $100.00 | | | | SP GENERATED CHECK REQUEST
2/15/2019 10:17:00 AM	SP MAILED REPAIRS NOT RELATED LETTER
2/15/2019 9:56:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DEALER; RO SHOWS REPAIRS TO CLOCK SPRING PERFORMED BEFORE 120K MILES, BATTERY REPLACEMENT AND REPAIRS TO HORN WIRING; RO STATES THAT EXT WARR COMPANY PAID FOR $434.81 OF CLOCK SPRING REPAIRS AND CUSTOMER PAID $100.00 DEDUCTIBLE FOR CLOCK SPRING REPAIRS; WECY WARR EXT COVERS CLOCK SPRING; RO IS DATED 11/27/2017; THE FIRST VALID OUT-OF-POCKET DATE FOR WECY WARR EXT IS 5/23/2018; VW TO REIMBURSE CUSTOMER PAY FOR CLOCK SPRING ONLY AS GOODWILL; TOTAL: $100.00 | | | | SP TO GENERATE CHECK REQUEST AND REPAIRS NOT RELATED LETTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWNP7AN4CE[redacted]
Owner Or Fleet	[redacted] Chapel Hill, NC, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	2/14/2019	Incident Date	N/A
Mileage	103,190		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AB		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/14/2019 2:42:00 PM	MEDIA ATTACHED IN DOC CENTER
2/15/2019 10:45:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECI WARR.EXT ; TOTAL $656.40 | | | | SP TO GENERATE CHECK REQUEST
2/15/2019 10:46:00 AM	WVWNP7AN4CE[redacted] VW TO REIMBURSE UNDER WECI WARR.EXT; TOTAL: $656.40 | | | | SP GENERATED CHECK REQUEST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX0CW[redacted]
Owner Or Fleet	[redacted] Atlanta, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	2/14/2019	Incident Date	N/A
Mileage	98,767		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/14/2019 2:43:00 PM	MEDIA ATTACHED IN DOC CENTER
2/15/2019 10:02:00 AM	GW- PROVIDED- FIRST OUT OF POCKET DATE
2/15/2019 10:03:00 AM	WVGAV7AX0CW[redacted] VW TO REIMBURSE UNDER WECI WARR.EXT AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $431.27 | | | | SP GENERATED CHECK REQUEST | |
2/15/2019 10:04:00 AM	SP SENT LETTER
2/15/2019 9:51:00 AM	CUTSOMER SEEKING REIMBURSEMENT UNDER WECI; SUBMITTED MUTLIPLE RO AND POP; DIAGNOSED AT DEALER AND REPAIRED AT INDEPENDENT; INVOICES[redacted] AND [redacted] SHOWS DIAGNOSIS AND REPLACEMENT OF CLOCK SPRING; INVOICE [redacted] SHOWS THE RE-CODE STEERING COLUMN; VW TO REIMBURSE UNDER WECI WARR.EXT AS GOODWILL DUE TO DATE OF REPAIRS; CUSTOMER PAID: $419.67 TAX :$11.60 TOTAL :$431.27 | | | | SP TO GENERATE CHECK REQUEST AND SEND CAP AMOUNT LETTER
2/25/2019 10:03:00 AM	| | | | FROM: [redacted] | SENT: SATURDAY, FEBRUARY 23, 2019 3:53 AM | | TO: REIMBURSEMENT REQUEST <REIMBURSEMENT.REQUEST@VW.COM> | | SUBJECT: REIMBURSEMENT REQUEST | | | | GOOD EVENING, | | | | I AM REACHING OUT TO CHECK THE STATUS OF MY REIMBURSEMENT REQUEST FOR VEHICLE: WVGAV7AX0CW[redacted] PLEASE LET ME KNOW OF THE STATUS & IF THERE IS ANYTHING I CAN DO TO HELP EXPEDITE THE CLAIM. | | | | I APPRECIATE YOUR HELP ON THIS & FOR COVERING THE COSTS OF THE CLOCK SPRINGS REPAIR. | | | | HAVE A GREAT WEEKEND! | | | | SINCERELY, | | | [redacted] | SUITE 450 | ATLANTA, GA[redacted] | | | OFFICE | [redacted] FAX | [redacted] | | DIRECT | [redacted] CELL | [redacted] | | | | | | | |
3/8/2019 10:07:00 AM	TEAM 5 PLEASE RESPOND TO CUSTOMER EMAIL ADVISING A REIMBURSEMENT CHECK WAS MAILED TO [redacted] ATLANTA, GA [redacted] ON FEBRUARY 25, 2019 IN THE AMOUNT OF $431.27; IF THE CUSTOMER HAS NOT RECEIVED THIS CHECK PLEASE LET US KNOW. | | | | REASSIGN TO MLYNARA IN CO TO CLOSE
3/8/2019 4:52:00 PM	REFERENCE #[redacted] | | | | DEAR [redacted] | | | | THANK YOU SO MUCH FOR REACHING OUT TO VW CARE. I UNDERSTAND YOU ARE SEEKING AN UPDATE ON YOUR REIMBURSEMENT REQUEST. | | | | I CAN CONFIRM THAT A REIMBURSEMENT CHECK WAS MAILED TO THE FOLLOWING ADDRESS: | | | | MR. [redacted] | [redacted] | ATLANTA, GA[redacted] | | | THIS CHECK WAS MAILED ON FEBRUARY 25, 2019 IN THE AMOUNT OF $431.27. | | | | IF YOU HAVE NOT RECEIVED THIS CHECK, PLEASE LET ME KNOW. | | | | THANK YOU FOR YOUR TIME, AND I WILL KEEP AN EYE OUT FOR YOUR REPLY. | | | | SINCERELY, | | | | | | | | ALYSSA M. | | CUSTOMER CARE ADVOCATE | | | |
3/8/2019 4:53:00 PM	CUSTOMER ADVOCATE SENT EMAIL TO CUSTOMER; CO TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU5GM[redacted]
Owner Or Fleet	[redacted] Vallejo, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2016		
Report Date	2/15/2019	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/15/2019 11:25:00 AM	CUSTOMER STATES THAT AIRBAG LIGHT IS ON | | | | CUSTOMER SEEKING IF VEHICLE HAS OPEN RECALL | | | | CO ADVISED CUSTOMER THAT VEHICLE HAS ONE PENDING RECALL WHICH IS FOR THE SHIFT LEVER MICRO SWITCH; CO ALSO ADVISED CUSTOMER THAT VEHICLE HAS WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING WHICH IS 10Y120K WCF; CO OFFERED TO SCHEDULE DEALER APPOINTMENT, CUSTOMER DECLINED | | | | NO FURTHER ACTION
2/15/2019 11:29:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / WARNING LIGHT;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX9GW[redacted]
Owner Or Fleet	[redacted] Los Angeles, CA [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	2/15/2019	Incident Date	N/A
Mileage	39,979		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/15/2019 12:21:00 PM	MEDIA ATTACHED IN DOC CENTER
2/15/2019 2:07:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY: SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WARRNTY; CUSTOMER PAID: $487.55 | | | SP TO GENERATE CHECK REQUEST
2/15/2019 2:11:00 PM	WVGAV7AX9GW[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL: $487.55 | | | SP GENERATED CHECK REQUEST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A32FC[redacted]
Owner Or Fleet	[redacted] GOODLETTSVILLE, TN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	2/15/2019	Incident Date	N/A
Mileage	55,652		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/15/2019 12:33:00 PM	MEDIA ATTACHED IN DOC CENTER
2/15/2019 2:24:00 PM	CUSTOMER SEEKING REIMBURSEMENT WECY: SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT. DUE TO DATE OF REPAIR; CUSTOMER PAID: $647.34 | | | SP TO GENERATE CHECK REQUEST
2/15/2019 2:27:00 PM	GW- PROVIDED- FIRST OUT OF POCKET DATE
2/15/2019 2:28:00 PM	1VWAT7A32FC[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $647.34 | | | SP GENERATED CHECK REQUEST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN1CE[redacted]
Owner Or Fleet	[redacted] San Diego, CA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	2/15/2019	Incident Date	N/A
Mileage	93,094		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/15/2019 12:36:00 PM	MEDIA ATTACHED IN DOC CENTER
2/19/2019 8:43:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED 2 REPAIR ORDER'S AND 2 POP'S FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 93,094 MILES ON 04/03/2018; REPAIR ORDER ON 03/31/2018 DEALER ORDERED CLOCK SPRING PART; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $324.84; LABOR $200.00; TOTAL $524.84. | | | | SP TO GENERATE CHECK REQUEST. | |
2/19/2019 8:48:00 AM	WVWMP7AN1CE[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $524.84. | | | | SP GENERATED CHECK REQUEST.
2/23/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 524.84 MAILED ON 02/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRJ7AJ1AM[redacted]
Owner Or Fleet	[redacted] Clinton Township, MI, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	2/15/2019	Incident Date	N/A
Mileage	102,288		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/15/2019 3:19:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; SUBMITTED RO AND POP FROM THE DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; CUST PAID $358.00 FOR REPAIRS; REPAIRS WERE COMPLETED PRIOR TO THE FIRST OUT OF POCKET DATE; TAX $9.62; VW TO REIMBURSE TOTAL: $367.62. | | | SP TO GENERATE CHECK REQUEST AS GOODWILL DUE TO THE DATE OF THE REPAIR.
2/15/2019 3:22:00 PM	3VWRJ7AJ1AM[redacted] VW TO REIMBURSE CUST FOR REPAIRS UNDER WECY WARR EXT AS GOODWILL DUE TO DATE; TOTAL: $367.62. | | | GENERATED CHECK REQUEST.
2/23/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 367.62 MAILED ON 02/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV4B7AXXJM[redacted]
Owner Or Fleet	[redacted]		San Jose, CA, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	2/15/2019	Incident Date	N/A
Mileage	9,800		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507JF		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/15/2019 7:22:00 PM	CUSTOMER STATES: CUSTOMER AIRBAG LIGHT CAME ON; WANTS TO KNOW IF HE CAN STILL DRIVE THE VEHICLE; | | | | CUSTOMER SEEKING: ADVISE ON WHAT TO DO | | | | CO ADVISED: CO EXPLAINED THAT THE RECOMENDATION WOULD BE TO TAKE TO DEALER AS SOON AS POSSIBLE TO AVOID POTENTIAL SAFETY CONCERNS; CO OFFERED TO CALL LOCAL DEALER; CUSTOMER AGREED; CO CALLED DEALER AND TRANSFERRED FOR AN APPOINTMENT ON DIAGNOSIS; CUSTOMER THANKED | | | | NO FURTHER ACTION | |
2/15/2019 7:57:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRABAG LIGHT IS ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWGD7AJXBW[redacted]
Owner Or Fleet	[redacted] Elkins Park, PA, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2011		
Report Date	2/18/2019	Incident Date	N/A
Mileage	121,914		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/18/2019 8:39:00 AM	MEDIA ATTACHED IN DOC CENTER
2/18/2019 9:33:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON THE CLOCK SPRING AT 121,914 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $293.38; LABOR $240.00; TAX $63.47; TOTAL $596.85. | | | SP TO GENERATE CHECK REQUEST.
2/18/2019 9:54:00 AM	WVWGD7AJXBW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $596.85. | | | SP GENERATED CHECK.
2/23/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 596.85 MAILED ON 02/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX1DW[redacted]
Owner Or Fleet	[redacted] LAGO VISTA, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	2/18/2019	Incident Date	N/A
Mileage	97,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/18/2019 9:14:00 AM	CUSTOMER STATES: VEHICLE WAS PURCHASED FOR DAUGHTER A MONTH AGO. CUSTOMER SAW THAT THERE WAS A RECALL ON THE AIRBAG. WARNING LIGHT IS ON, AND THE HORN IS NOT WORKING. | | | CUSTOMER SEEKING: CLARIFICATION. | | | CO ADVISED: VEHICLE HAD THE RECALL PERFORMED 3/6/2018. VEHICLE HAS THE WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING THAT LAST UNTIL 12/28/2027. IN THE NOTICE THAT WAS SENT OUT TO CUSTOMERS, AS LONG AS YOUR VEHICLE IS WITHIN THE TIME AND MILEAGE LIMITS OF THIS WARRANTY EXTENSION, AN AUTHORIZED VOLKSWAGEN DEALER WILL DIAGNOSE THE FOLLOWING FREE OF CHARGE: STEERING WHEEL CONTROLS NOT WORKING PROPERLY AND AN AIRBAG LIGHT THAT STAYS ON. BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER THIS WARRANTY EXTENSION. | | | CO SCHEDULED DEALER APPOINTMENT FOR 8:45 AM - SATURDAY FEB 23, 2019; ADVISOR: MICHELLE TOUMA. | | | NO FURTHER ACTION.
2/18/2019 9:20:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT STAYS ON; ELECTRICAL / OTHER SYMPTOM - 1 / HORN DOESN'T WORK ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCT7A36EC[redacted]
Owner Or Fleet	[redacted] Brecksville, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	2/18/2019	Incident Date	N/A
Mileage	72,841		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/18/2019 12:11:00 PM	MEDIA ATTACHED IN DOC CENTER
2/20/2019 2:27:00 PM	CUSTOMER STATES TO SEE THE ATTACHED INFORMATION FOR CLOCK SPRING WARRANTY EXTENSION; PAGE 3 SHOWS PAYMENT FOR THIS SERVICE WITH CREDIT CARD; INCLUDED DOCUMENTS
2/20/2019 3:08:00 PM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | I APPRECIATE YOU REACHING BACK OUT TO OUR CUSTOMER CARE CENTER WITH THIS SUPPLEMENTAL INFORMATION AND I┬┐M SORRY FOR ANY MISCOMMUNICATION OR MISUNDERSTANDING. | | | I┬┐M AFRAID THAT IN YOUR PREVIOUS CASE, OUR DEPARTMENT OVERSEEING THE REVIEW WAS NOT PROVIDED THE BANK STATEMENT THAT YOU┬┐VE INCLUDED IN THIS CURRENT EMAIL. WITH THIS ADDITIONAL INFORMATION, I┬┐LL BE SURE TO HAVE YOUR CASE ESCALATED BACK UP FOR FURTHER RESEARCH AND HANDLING. | | | I APPRECIATE YOU COOPERATING WITH OUR CUSTOMER CARE CENTER ON THIS CONCERN. PLEASE NOTE, THE REVIEW PROCESS MAY TAKE APPROXIMATELY 60 DAYS FOR COMPLETION. NEVERTHELESS, WE HAVE ALL NECESSARY DOCUMENTS FOR FULLY AND ADEQUATELY REVIEW YOUR REQUEST. | | | KINDEST REGARDS, | | | | | | | RAVEN L. | | CUSTOMER CARE ADVOCATE | | | CO TO ESCLATE TO SP
2/20/2019 3:09:00 PM	SP TO REVIEW FOR REIMBURSEMENT; CUSTOMER INCLUDED POP; TO REFERENCE PREVIOUS CASE [redacted] IF NECESSARY
2/20/2019 3:54:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 72,841 MILES; REPAIR ORDER DATE IS 06/09/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $494.87. | | | SP TO GENERATE CHECK REQUEST.
2/20/2019 3:59:00 PM	1VWCT7A36EC[redacted] AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $494.87. | | | SP GENERATED CHECK REQUEST.
2/23/2019 4:00:00 AM	CHECK #[redacted] OR AMOUNT $ 494.87 MAILED ON 02/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX8DW[redacted]
Owner Or Fleet	[redacted] BENTONVILLE, AR, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	2/18/2019	Incident Date	N/A
Mileage	51,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/18/2019 1:05:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 2 / STEERING WHEEL BUTTON FUNCTIONS NOT WORKING; ELECTRICAL / INEFFECTIVE - 1 / HORN DOESN'T WORK; AIRBAGS / INEFFECTIVE - 2 / AIRBAG CLOCK SPRING NEEDS TO BE REPLACED; AIRBAGS / INEFFECTIVE - 1 / AIRBAG LIGHT IS ON;
2/18/2019 12:26:00 PM	CUSTOMER STATES: THE CLOCK SPRING HAS GONE BAD ON THE VEHICLE, HAD VEHICLE DIAGNOSED AT A VW DLR THAT AIRBAG CLOCK SPRING NEEDED TO BE REPLACED, CUSTOMER DID SOME RESEARCH ON VEHICLE AND FOUND THAT THIS IS A COMMON ISSUE, CUSTOMER ALSO DID RESEARCH ON VEHICLE AND FOUND THAT THE FUEL DOOR SWITCH HAS BEEN ANOTHER ISSUE ON HIS SAME MAKE AND MODEL YEAR, CUSTOMER HAD TO PAY OUT OF POCKET TO HAVE FUEL DOOR REPLACED | | | CUSTOMER SEEKING: HOW TO GET WARRANTY EXTENSION TAKEN CARE OF | | | CO ADVISED: CUSTOMER THAT A DLR APPOINTMENT NEEDS TO BE SCHEDULED, WARRANTY EXTENSION IS ATTACHED TO VIN AND IF DIAGNOSED BY A VW DLR THAT AIRBAG CLOCK SPRING NEEDS TO BE REPLACED THAN WARRANTY WORK WOULD BE AT NO COST TO CUSTOMER, CO OFFERED TO SCHEDULE CUSTOMER AN APPOINTMENT, CUSTOMER DECLINED; CO ADVISED CUSTOMER THAT IF THERE IS TO BE AN OPEN RECALL OR WARRANTY EXTENSION ON VEHICLE FOR THE FUEL DOOR, CUSTOMER WILL BE NOTIFIED VIA U.S MAIL | | | CUSTOMER WAS THANKFUL | | | CO TO ESCALATE
2/18/2019 12:42:00 PM	TEAM 5 TO SEND AIRBAG CLOCK SPRING WARRANTY TO CUSTOMERS EMAIL | | EMAIL: [redacted]
2/19/2019 2:31:00 PM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.
2/19/2019 2:32:00 PM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34CC[redacted]
Owner Or Fleet	[redacted]		Woodbridge, VA, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/18/2019	Incident Date	N/A
Mileage	43,418		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/18/2019 2:15:00 PM	MEDIA ATTACHED IN DOC CENTER
2/18/2019 3:33:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 43,418 MILES; REPAIR ORDER DATE IS 11/21/2014; FIRST VALID OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $263.24; LABOR $127.31; TAX $16.45; TOTAL $407.00. | | | SP TO GENERATE CHECK REQUEST.
2/18/2019 3:40:00 PM	1VWBP7A34CC[redacted]AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $407.00. | | | SP GENERATED CHECK REQUEST.
2/23/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 407.00 MAILED ON 02/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4A7AJ9CM[redacted]
Owner Or Fleet	[redacted] SLIDELL, LA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	2/18/2019	Incident Date	N/A
Mileage	79,966		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/18/2019 2:19:00 PM	MEDIA ATTACHED IN DOC CENTER
2/18/2019 4:09:00 PM	CUSTOMER SEKEING REIMBURSMENT UNDER WECI; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECI WARR. EXT. AS GOODWILL DUE TO DATE OF REPAIRS; CUSTOMER PAID: $576.58 TAX: $28.82 TOTAL: $ 605.41 | | | SP TO GENERATE CHECK REQUEST
2/18/2019 4:19:00 PM	GW- PROVIDED- LAST OUT OF POCKET DATE
2/18/2019 4:20:00 PM	3VW4A7AJ9CM[redacted]VW TO REIMBURSE UNDER WECI WARR.EXT AS GOODWILL DUE TO DATE OF REPAIRS: TOTAL: $605.41 | | | SP GENERATED CHECK REQUEST
4/3/2019 9:07:00 AM	CHECK #[redacted] FOR AMOUNT $605.41 MAILED ON 4/2/19.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX4DW[redacted]
Owner Or Fleet	[redacted] Vinton, IA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	2/18/2019	Incident Date	N/A
Mileage	70,273		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/18/2019 2:30:00 PM	MEDIA ATTACHED IN DOC CENTER
2/18/2019 3:53:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 70,273 MILES; REPAIR ORDER DATE IS 03/17/2017; FIRST OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $391.95; LABOR $138.56; TAX $42.44; TOTAL $572.95. | | | | SP TO GENERATE CHECK REQUEST.
2/18/2019 3:58:00 PM	WVGBV3AX4DW[redacted] AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $572.95. | | | | SP GENERATED CHECK REQUEST.
2/23/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 572.95 MAILED ON 02/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A30CC[redacted]
Owner Or Fleet	[redacted] BROOKLYN, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/18/2019	Incident Date	N/A
Mileage	50,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/18/2019 2:39:00 PM	MEDIA ATTACHED IN DOC CENTER
2/18/2019 4:16:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING; NEED POP TO FINISH PROCESSING CASE; VW UNABLE TO REIMBURSE. | | | | SP TO SEND INSUFFICIENT DOCUMENTATION LETTER.
2/18/2019 4:18:00 PM	SP SENT INSUFFICIENT DOCUMENTATION LETTER.
3/2/2019 9:25:00 PM	MEDIA ATTACHED IN DOC CENTER | | | | CUSTOMER STATES: THAT THEY SUBMITTED A REQUEST FOR REIMBURSEMENT FOR THE AIRBAG CLOCK SPRING WARRANTY EXTENSION; CUSTOMER STATES THAT THEY PAID CASH FOR THE REPAIR, SO THEY ONLY HAD THE REPAIR ORDER; CUSTOMER RECEIVED THE LETTER FROM CUSTOMER CARE CENTER STATING THEY NEEDED ADDITIONAL INFORMATION AND WANTED TO KNOW WHAT TO SEND IN TO INDICATE HOW TO SHOW IT WAS PAIN IN CASH; | | | | CUSTOMER SEEKS: INFO ON WHAT TO SUBMIT FOR PROOF THAT WARRANTY EXT. WAS PAID IN FULL BY INDEPENDENT; | | | | CUSTOMER ADVOCATE ADVISED: I WAS ABLE TO LOOK INTO THIS FOR YOU. FOR YOUR REQUEST FOR REIMBURSEMENT FOR THE AIRBAG CLOCK SPRING WARRANTY EXTENSION, YOU ARE ABLE TO SUBMIT A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER INDICATING THAT YOU PAID FOR THE AIRBAG CLOCK SPRING REPAIR TO BE PERFORMED. CO INFORMED CUSTOMER TO INCLUDE CASE NUMBER AND INDICATED THAT THEY CAN SUBMIT THEIR DOCUMENTATION VIA E-MAIL, MAIL OR FAX FOR REVIEW. | | | | CO TO REVIEW AND CLOSE
3/8/2019 3:28:00 PM	MEDIA ATTACHED IN DOC CENTER
3/11/2019 9:07:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY REIMBURSEMENT; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING; DUE TO REPAIRS BEING COMPLETED AT AN INDEPENDENT REPAIR SHOP VW TO REIMBURSE CAP AMOUNT FOR WECI WARRANTY EXTENSION; PARTS $290.07; LABOR $110.00; TAX $35.00; TOTAL $435.07. | | | | SP TO GENERATE CHECK REQUEST.
3/11/2019 9:12:00 AM	1VWAP7A30CC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $435.07. | | | | SP GENERATED CHECK REQUEST.
3/19/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 435.07 MAILED ON 03/18/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCH7A34DC[redacted]
Owner Or Fleet	[redacted] South Houston, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	2/18/2019	Incident Date	N/A
Mileage	79,263		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/18/2019 3:58:00 PM	REFER TO CASE [redacted] | | | CUSTOMER STATES: CUSTOMER SENT IN DOCUMENTATION FOR REIMBURSEMENT FOR OUT OF POCKET EXPENSES FOR THE STEERING WHEEL CLOCK SPRING, AND WOULD LIKE AN UPDATE | | | CUSTOMER SEEKING: REIMBURSEMENT STATUS UPDATE | | | CO ADVISED: A CHECK WAS SENT OUT ON 2/14 FOR THE TOTAL AMOUNT OF $603.29; CUSTOMER SHOULD RECEIVE CHECK BETWEEN 3-4 WEEKS | | | CUSTOMER THANKED CO | | | NO FURTHER ACTION | |
2/18/2019 4:00:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / AIRBAG CLOCK SPRING REPLACED;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ9EM[redacted]
Owner Or Fleet	[redacted]		Houston, TX, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	2/18/2019	Incident Date	N/A
Mileage	26,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/18/2019 4:28:00 PM	CUSTOMER STATES: ORIGINAL OWNER; 2ND VW; VEHICLE WITH CUSTOMER; MAINTAINED AT DEALER; CURRENT MILEAGE - 26K; CURRENT CONCERN - THE AIRBAG LIGHT IS STAYING ON, AFTER HE STARTS THE VEHICLE; HE CONTACTED THE DEALER (425047) WHO SAID HE HAS TO PAY FOR A DIAGNOSIS FEE. | | | CUSTOMER SEEKING: HE WANTS TO KNOW WOULD HE SHOULD DO, AND WHY HE HAS TO PAY A DIAGNOSIS FEE; HE WANTS AN APPOINTMENT TODAY | | | CO ADVISED: THE VEHICLE IS OUTSIDE OF WARRANTY BY THE AGE OF THE VEHICLE; YOU ARE RESPONSIBLE FOR THE DIAGNOSIS FEE; VW MAY RESEARCH POSSIBLE ASSISTANCE WITH AN AUTHORIZED DIAGNOSIS; WILL CONTACT THE DEALER TO SEE IF THEY HAVE AN APPOINTMENT TODAY. | | | | NOTE: CO CALLED DEALER, AS CUSTOMER SEEKING AN APPOINTMENT FOR TODAY | | | CO TO CALL DEALER
2/18/2019 4:42:00 PM	CO ADVISED: CALLING FROM CUSTOMER CARE CENTER; CUSTOMER HAS THE AIRBAG LIGHT ON; EXPLAINED HE IS RESPONSIBLE FOR THE DIAGNOSIS FEE; SEEKING AN APPOINTMENT TODAY; CUSTOMER CARE CENTER WILL RESEARCH POSSIBLE ASSISTANCE. | | | CONFERENCE CALL WITH SERVICE ADVISOR AND CUSTOMER: | | | SERVICE ADVISOR STATES: IT┬┤S TOO LATE FOR AN APPOINTMENT TODAY; ASKED CUSTOMER TO DESCRIBE THE LIGHT ON THE DASH. | | | CUSTOMER STATES: HE DESCRIBED THE ABS AND AIRBAG LIGHT; WANTS TO KNOW HOW MUCH IS AN OIL CHANGE; HAS COUPONS; HE CAN BRING THE VEHICLE ON WEDNESDAY. | | | SERVICE ADVISOR STATES: QUOTED AMOUNT FOR OIL CHANGE ($89.95) BUT WILL APPLY THE COUPONS FOR THE OIL CHANGE AND DIAGNOSIS; HAS WEDNESDAY APPOINTMENT FOR 1:00PM | | | CUSTOMER ACKNOWLEDGED APPOINTMENT. | | | | | | NOTE: WHEN THE CUSTOMER WAS SPEAKING WITH THE SERVICE ADVISOR, HE SAID THE ABS LIGHT IS ON AS WELL. | | | CO TO SEND E-MAIL | | | | | CO TO SEND E-,MAIL.
2/18/2019 4:56:00 PM	[redacted] | | | REFERENCE # [redacted] | | | | HELLO, | | WHILE WE┬┤RE WORKING YOUR CASE, WE WANTED TO MAKE IT AS CONVENIENT FOR YOU AS POSSIBLE. | | A MEMBER FROM OUR REGION CASE MANAGER TEAM WILL BE REACHING OUT TO YOUR DEALERSHIP AND WILL FOLLOW UP WITH YOU BY THE CLOSE OF BUSINESS ON 02/21/19. IF YOU HAVE ANY ADDITIONAL INFORMATION OR WOULD PREFER AN UPDATE BY EMAIL, PLEASE FEEL FREE TO REPLY BACK. | | YOU CAN ALSO CHECK ON THE PROGRESS OF YOUR CASE BY CHATTING WITH US AT [redacted] PLEASE USE REFERENCE NUMBER [redacted] TO MAKE IT EASIER TO LOCATE YOUR CASE. | | SINCERELY, | | YOUR REGION CASE MANAGER TEAM | | | CO TO FORWARD TO RCM | | | |
2/18/2019 5:01:00 PM	RCM TO CONTACT DEALER AND CUSTOMER AT [redacted] BY COB, THURSDAY, 2-21-2019
2/21/2019 1:14:00 PM	CUSTOMER ADVOCATE ADVISED: CALLING ON BEHALF OF RCM; PART NEEDED FOR REPAIR IS NEEDED IN NVLW; AS VEHICLE IS OUTSIDE NVLW AT 60 MONTHS IN SERVICE, VW WILL NOT BE ASSISTING WITH REPAIRS | | | CUSTOMER IS DISSATISFIED; WANTS POSITION IN WRITING SENT TO [redacted] | | | RCM TO REVIEW
2/21/2019 12:27:00 PM	NEED THE WHEEL SPEED SENSOR; NOT IN THE DEALER SINCE DEC/2015; NOT INTERESTED IN GOODWILL. | | | RCM TO CALL CUSTOMER | | RCM TO CALL CUSTOMER AND ADVISE THE PART NEEDED IS A NVLW WOF, HIS VEHICLE IS 60 MONTHS IN SERVICE, VW AT THIS TIME WILL NOT BE ABLE TO ASSIST. | |
2/21/2019 12:49:00 PM	CUSTOMER STATES THAT THE AIRBAG LIGHT IS STILL ON VEHICLE; TOOK TO DEALER 425047 YESTERDAY; DANIEL FROM DEALER CALLED TODAY ADVISING THAT DEALER COULDN┬┤T FIX THE CONCERN; | | | CUSTOMER SEEKING; TO SPEAK WITH RCM | | | CUSTOMER ADVOCATE REACHED OUT TO RCM VIA LYNC/PHONE; | | | RCM ADVISED THAT VEHICLE IS 60 MONTHS IN SERVICE HOWEVER VW IS LOOKING INTO SEEING IF THERE ARE ANY POSSIBILITIES FOR REPAIR TO BE COVERED; WILL FOLLOW UP BY COB: | | | CUSTOMER ADVOCATE ADVISED THAT RCM IS UNAVAILABLE AT THE MOMENT BUT STILL LOOKING INTO POSSIBILITIES FOR VW TO COVER REPAIR COST; CAN┬┤T GUARANTEE BUT STILL REVIEWING; CUSTOMER ADVOCATE ADVISED THAT RCM WILL BE FOLLOWING UP WITH CUSTOMER BY COB 02/21; ADVISED WILL MAKE NOTE THAT CUSTOMER DID CALL; | | | RCM TO REVIEW; | | | | | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ9EM[redacted]
Owner Or Fleet	[redacted] Houston, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	2/18/2019	Incident Date	N/A
Mileage	26,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/22/2019 1:04:00 PM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | THANK YOU FOR ALLOWING US THE OPPORTUNITY TO LOOK INTO YOUR REQUEST. WE APPRECIATE THAT YOU TOOK THE TIME TO REACH OUT TO US AND WE~~'~~RE SORRY THAT YOU HAVE BEEN FACED WITH A REPAIR COST OUTSIDE OF WARRANTY. | | WHEN CONSIDERING REQUESTS FOR REPAIR ASSISTANCE OUTSIDE OF WARRANTY, WE CONSIDER A NUMBER OF FACTORS AND SINCERELY LOOK FOR EVERY OPPORTUNITY TO HELP. IN YOUR CASE, I SEE YOUR 2014 JETTA IS NOW 24 MONTHS, OUTSIDE OF NEW VEHICLE LIMITED WARRANTY. | | AFTER TAKING THESE IMPORTANT FACTORS INTO CONSIDERATION, WE WILL NOT BE ABLE TO ASSIST WITH THE COST OF THIS REPAIR DUE TO THE AMOUNT OF TIME OUTSIDE OF WARRANTY. | | I UNDERSTAND THIS DECISION MAY BE DISAPPOINTING. IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, PLEASE DO NOT HESITATE TO GIVE ME A CALL. I CAN BE REACHED AT 800-822-8987; YOU CAN ALSO REPLY TO THIS EMAIL. | | SINCERELY, | | | | ALEJANDRA E | | REGIONAL CASE MANAGER | | | | RCM TO WAIT CUST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBM7A36CC[redacted]
Owner Or Fleet	[redacted] SALEM, OR, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/18/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/18/2019 4:34:00 PM	CUSTOMER STATES: RECENTLY HAD VEHICLE IN FOR TWO RECALLS RELATED TO AIRBAG; AIRBAG WARNING LIGHT IS STILL ON; DEALER STATES AIRBAGS NEED FURTHER REPAIRS | | | CUSTOMER SEEKS: WHETHER RECALLS WERE PERFORMED | | | CO ADVISED: RECALLS WERE PERFORMED; WARNING LIGHT MAY NOT BE RELATED TO RECALLS AT ALL AND WOULD NEED FURTHER REPAIRS | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A36EC[redacted]
Owner Or Fleet	[redacted] San Diego, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	2/19/2019	Incident Date	N/A
Mileage	65,013		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/19/2019 8:33:00 AM	MEDIA ATTACHED IN DOC CENTER
2/19/2019 9:47:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 65,013 MILES; POP CONFIRMED IN X TIME; REPAIR ORDER DATE IS 12/27/2017; FIRST VALID OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $706.30. | | | | SP TO GENERATE CHECK REQUEST.
2/19/2019 9:51:00 AM	1VWBT7A36EC[redacted] AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $706.30. | | | | SP GENERATED CHECK REQUEST.
2/23/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 706.30 MAILED ON 02/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX1DW[redacted]
Owner Or Fleet	[redacted] CHESTERTON, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	2/19/2019	Incident Date	N/A
Mileage	51,049		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/19/2019 8:43:00 AM	MEDIA ATTACHED IN DOC CENTER
2/19/2019 9:32:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED RO; SP VERIFIED POP IN XTIME; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT AS GOODWILL DUE TO DATE OF REPAIR; CUSTOMER PAID: $485.07 TAX: $20.30 TOTAL: $505.37 | | | | SP TO GENERATE CHECK REQUEST
2/19/2019 9:39:00 AM	GW- PROVIDED- FIRST OUT OF POCKET DATE
2/19/2019 9:40:00 AM	WVGAV3AX1DW[redacted]VW TO REIMBURSE UNDER WECY WARRA.EXT AS GOODWILL DO TO DATE OF REPAIR; TOTAL: $505.37 | | | | SP GENERATED CHECK REQUEST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX4FW[redacted]
Owner Or Fleet	[redacted] Boulder, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	2/19/2019	Incident Date	N/A
Mileage	45,532		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/19/2019 10:01:00 AM	CUTSOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED RO AND POP; SHOW REPLACEMNET OF CLOCK SPRING; VW TO REIMBURSE UNDER WECY WARR.EXT; CUSTOMER PAID; $530.35 TAX: $8.41 TOTAL:$538.76 | | | | | SP TO GENERATE CHECK REQUEST
2/19/2019 10:05:00 AM	WVGBV7AX4FW[redacted]VW TO REIMBURSE UNDER WECY WARR.EXT; TOTAL: $538.76 | | | SP GENERATED CHECK REQUEST
2/19/2019 8:58:00 AM	MEDIA ATTACHED IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2FW[redacted]
Owner Or Fleet	A[redacted] HONEOYE FALLS, NY,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	2/19/2019	Incident Date	N/A
Mileage	67,040		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/19/2019 1:41:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY; SUBMITTED RO AND POP; SHOWS REPLACEMENT OF CLOCK SPRING; VW TO RIEMBURSE UNDER WARRANTY; CUSTOMER PAID: $100 DEDUCTIBLE | | | SP TO GENERATE CHECK REQUEST
2/19/2019 2:17:00 PM	WVGAV7AX2FW[redacted] VW TO REIMBURSE UNDER WECY WARR.EXT;TOTAL: $100 | | | SP GENERATED CHECK REQUEST
2/19/2019 9:22:00 AM	MEDIA ATTACHED IN DOC CENTER
4/3/2019 9:06:00 AM	CHECK #[redacted] FOR AMOUNT $100.00 MAILED ON 4/2/19.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX3BW[redacted]
Owner Or Fleet	[redacted], Galloway, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	2/19/2019	Incident Date	N/A
Mileage	140,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/19/2019 9:38:00 AM	CUSTOMER STATES: RECEIVED A LETTER FOR THE EXTENDED WARRANTY FOR THE STEERING WHEEL CLOCK SPRING; SCHEDULED AN APPOINTMENT AT DEALER 408283 FOR 9:30 TO HAVE THE VEHICLE DIAGNOSED; THE VEHICLE HAS THE AIRBAG LIGHT ON AND THE HORN ISN'T WORKING; DEALER IS TRYING TO CHARGE $100 TO LOOK AT THE VEHICLE; | | CUSTOMER SEEKS: CLARIFICATION ON THE EXTENDED WARRANTY; | | | CO ADVISED: THE VEHICLE HAS THE EXTENDED WARRANTY COVERAGE UNTIL 4-30-26; CUSTOMER WOULD NEED TO AUTHORIZE THE DIAGNOSTIC FEE; IF THE DIAGNOSIS COMES BACK FOR THE STEERING WHEEL CLOCK SPRING CUSTOMER WOULDN'T PAY THE FEE; IF THE DIAGNOSIS COMES BACK A DIFFERENT ISSUE THAT IS NOT WARRANTABLE CUSTOMER WOULD BE RESPONSIBLE FOR THE FEE; | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWLL7AJ4BM[redacted]
Owner Or Fleet	[redacted]		BURLINGTON, NC, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	2/19/2019	Incident Date	N/A
Mileage	117,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/19/2019 1:01:00 PM	EM ADVISED WOULD NEED PROOF OF MILEAGE FROM AROUND WHEN REPAIR WAS DONE, PREFERABLY ON RO CREATED BY DEALER OR INDEPENDENT; UNDERSTAND CUSTOMER DID REPAIRS HIMSELF AND CAN REVIEW FOR REIMBURSEMENT WITH THIS BUT NEED DIAGNOSIS INFORMATION AND PROOF OF MILEAGE
2/19/2019 12:46:00 PM	PLEASE SEE CASE [redacted] | | | CUSTOMER STATES: GOT NOTICE IN MAIL FOR AIRBAG CLOCK SPRING; REPLACED CLOCK SPRING BACK IN 2015; CUSTOMER SAYS PURCHASED CLOCK SPRING AND PUT IT IN VEHICLE THEMSELVES; DEALER CUSTOMER USED TO WORK AT DEALER; BUT DEALER IS 1HR AND A HALF WAY; CUSTOMER CAN MAKE AN REPAIR ORDER; CAN IT BE FROM DEALER CUSTOMER IS WORKING AT NOW; DOES IT HAVE TO BE FROM DEALER CUSTOMER PURCHASED PART AT TO COMPLETE REPAIR; SAYS RECALL 42GB | | | | CUSTOMER SEEKS: SUBMIT DOCUMENT | | | | FACE TO FACE WITH SARAH S: EM ADVISED WOULD NEED PROOF OF MILEAGE FROM AROUND WHEN REPAIR WAS DONE, PREFERABLY ON REPAIR ORDER CREATED BY DEALER OR INDEPENDENT; UNDERSTAND CUSTOMER DID REPAIRS HIMSELF AND CAN REVIEW FOR REIMBURSEMENT WITH THIS BUT NEED DIAGNOSIS INFORMATION AND PROOF OF MILEAGE | | | | CO ADVISED: CO DOES SEE WHERE CUSTOMER SUBMITTED DOCUMENTS TO CUSTOMER CARE CENTER; SEES LETTER WHERE CUSTOMER CARE CENTER ASKED FOR AN REPAIR ORDER WITH DESCRIPTION DUE TO MANUFACTURES SHORTCOMING; AND MILEAGE FROM TIME OF REPAIR ON IT; CUSTOMER CAN PRINT OFF REPAIR ORDER AT NEW DEALER BUT CUSTOMER CARE CENTER WOULD ALSO AS FOR A SECOND REPAIR ORDER WITH THE MILEAGE ON IT FROM A NEARBY REPAIR JUST TO CONFIRM MILEAGE; PREFERABLY SOMETHING CUSTOMER DID NO TYPE THEMSELVES; CUSTOMER CARE CENTER DOES NOT NOT TRUST CUSTOMER BUT JUST WANTS TO BE AS THROUGH AS POSSIBLE; CO TO SEND REFERENCE NUMBER EMAIL; CO TO WAIT DOCUMENTS | | | **** NOTE TO SP: ACCORDING TO CUSTOMER DOCUMENTS CLOCK SPRING PART WAS BOUGHT ON 12/18/2015; CO SAW IN ELSA CUSTOMER HAD A WARRANTY REPAIR ON 11/3/2015 AND MILEAGE AT THE TIME WAS 104312
2/20/2019 2:15:00 PM	MEDIA ATTACHED IN DOC CENTER
2/26/2019 3:30:00 PM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | STACIE M | | CUSTOMER CARE ADVOCATE
2/26/2019 3:32:00 PM	SP TO RE-REVIEW NEW DOCUMENTS FOR REVIEW | | |
2/27/2019 10:21:00 AM	CUST SUBMITTED PROOF OF MILEAGE AT THE TIME OF THE REPAIR; CUST PERFORMED REPAIRS; VW TO REIMBURSE PARTS ONLY AS GOODWILL DUE TO THE REPAIR BEING COMPLETED BEFORE THE FIRST OUT OF POCKET DATE; VW TO REIMBURSE TOTAL: $230.15. | | | | SP TO GENERATE CHECK REQUEST.
2/27/2019 10:22:00 AM	3VWLL7AJ4BM[redacted] VW TO REIMBURSE CUSTOMER FOR WECY WARRANTY EXTENSION AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $230.15. | | | | GENERATED CHECK REQUEST.
3/5/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 230.15 MAILED ON 03/04/2019
3/8/2019 10:09:00 AM	CUSTOMER STATES WAS REQUESTING A RE-REVIEW OF REIMBURSEMENT REQUEST | | | | CUSTOMER SEEKING STATUS OF REVIEW | | | | CUSTOMER ADVOCATE ADVISED A CHECK WAS MAILED OUT TO CUSTOMER ON 03/04/2019 | | | | CO TO REVIEW AND CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX0BW[redacted]
Owner Or Fleet	[redacted] Jamaica Plain, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	2/19/2019	Incident Date	N/A
Mileage	97,408		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/19/2019 3:24:00 PM	MEDIA ATTACHED IN DOC CENTER
2/19/2019 5:11:00 PM	DEAR MR. [redacted] | | | THANK YOU FOR YOUR REPLY. WE HAVE EVERYTHING WE NEED TO RE-REVIEW YOUR REIMBURSEMENT REQUEST UNDER THE CLOCK SPRING WARRANTY EXTENSION. | | | I WILL FORWARD YOUR DOCUMENTS TO THE CORRECT DEPARTMENT AND THE REVIEW WILL BEGIN. YOU SHOULD RECEIVE A NOTIFICATION BY MAIL WITHIN THE NEXT 3-4 WEEKS FROM TODAY┬┐S DATE, FEBRUARY 19TH, 2019. WE GREATLY APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. | | | AT THE END OF OUR REVIEW, YOU WILL EITHER RECEIVE A CHECK IN THE MAIL, OR A DENIAL LETTER AS TO WHY THE CLAIM WAS DENIED. | | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | SINCERELY, | | | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | |
2/19/2019 5:11:00 PM	CO IS NOT EMAILING CUSTOMER AS IN EMAIL TO CO; CUSTOMER STATES "DO NOT REPLY TO EMAIL"
2/19/2019 5:12:00 PM	HELLO ASHLEY | | | PLEASE RE-REVIEW DOCUMENTS IN THE DOC CENTER FOR REIMBURSEMENT REVIEW UNDER CLOCK SPRING WE | | | | THANK YOU
2/20/2019 10:42:00 AM	CUST SUBMITTED THE REQUESTED POP TO MATCH THEIR RO FROM THE DLR; RO SHOWS REPAIRS TO THE AIR BAG CLOCK SPRING; CUST PAID $482.42 FOR THE REPAIRS TO THE CLOCK SPRING; TAX $18.27; VW TO REIMBURSE TOTAL: $500.69. | | | SP TO GENERATE CHECK REQUEST.
2/20/2019 10:45:00 AM	WVGBV7AX0BW[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $500.69. | | | GENERATED CHECK REQUEST.
2/23/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 500.69 MAILED ON 02/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRZ7AJ4AM[redacted]
Owner Or Fleet	[redacted], Pompton Plains, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	2/19/2019	Incident Date	N/A
Mileage	96,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/19/2019 4:52:00 PM	MEDIA ATTACHED IN DOC CENTER
2/21/2019 1:16:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; CUSTOMER SUBMITTED REPAIR ORDER IN PREVIOUS CASE [redacted] BUT BECAUSE NO POP WAS RECEIVED AND NO PART NUMBER WAS LISTED FOR THE CLOCK SPRING AN INSUFFICIENT LETTER WAS SENT REQUESTING A PART NUMBER ON THE REPAIR ORDER AND POP; CUSTOMER RESUBMITTED REPAIR ORDER FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING, BUT PART NUMBER DOES NOT MATCH ANY PARTS NUMBER THAT IS LISTED AS OFFICIAL VW PART NUMBER; ALSO, STILL NO POP RECEIVED; VW UNABLE TO REIMBURSE. | | | SP TO SEND DENIAL LETTER.
2/21/2019 1:23:00 PM	SP SENT DENIAL LETTER.
2/21/2019 11:17:00 AM	CUSTOMER INCLUDED PREVIOUS PROVIDED SP LETTER REQUESTING REPAIR ORDER AND RECEIPTS OF REPAIR; CUSTOMER INCLUDED REPAIR ORDER SHOWING PART ID AND A SIGNATURE DATED FOR APRIL 13, 2017
2/21/2019 11:32:00 AM	CO MADE CALL ATTEMPT TO CUST BUT WAS UNABLE TO GET THROUGH
2/21/2019 11:32:00 AM	SP TO REVIEW FOR REIMBURSEMENT
2/25/2019 5:49:00 PM	MEDIA ATTACHED IN DOC CENTER
2/26/2019 1:40:00 PM	CUSTOMER STATES THAT SHE RECIEVED A DENIAL LETTER DUE TO THE PARTS USED TO REPAIR VEHICLE AS WELL AS THE TOTALS NOT BEING ABLE TO CONFIRM THE PRICES FOR REPAIR; ADVISED THAT INDEPENDENT DID PROVIDE A DISCOUNT FOR REPAIR AND WAS SEEKING REIMBURSEMENT FOR THE DISCOUNTED COST; | | | CUSTOMER SEEKING CONFIRMATION REGARDING REASONS WHY SHE WAS DENIED REIMBURSEMENT; | | | REVIEWED W/ EM; EM ADVISED VW CAN ONLY REIMBURSE IF A GENUINE VW PART IS INSTALLED IN THE VEHICLE; PART NUMBER ON REPAIR ORDER CUSTOMER SUBMITTED DOES NOT MATCH GENUINE VW CLOCK SPRING BASED ON SP REVIEW; CANNOT PROVIDE REIMBURSEMENT FOR CUSTOMER REPAIRS DUE TO THIS; WARRANTY EXTENSION IS NOT LIKE A RECALL WHERE THERE HAS BEEN A DEFECT FOUND; WITH A WARRANTY EXTENSION VW VOLUNTARILY EXTENDED WARRANTY ON PART TO HELP CUSTOMERS AVOID UNNECESSARY COSTS AS WE NOTICED A BIT MORE OF A PARTICULAR PART WAS BEING REPLACED ON CERTAIN MODELS/MODEL YEARS | | | CUSTOMER ADVOCATE ADVISED CUSTOMER THAT VW WOULD ONLY BE ABLE TO REIMBURSE FOR A GENUINE VW PART; PARTS USED ARE DETERMINED BY PART NUMBERS ON REPAIR ORDER; ADVISED THAT WARRANTY EXTENSIONS ARE NOT LIKE RECALLS WHERE THERE HAS BEEN A DEFECT FOUND; VW VOLUNTARILY EXTENDED PARAMETERS OF WARRANTIES ON PART TO HELP CUSTOMER AVOID UNNECESSARY COST; ADVISED THAT SPEAKING WITH A SUPERVISOR WOULDN'T CHANGE THE DECISION DETERMINED BY VW; ADVISED THAT CAMPAIGN DEPARTMENT HAS REVIEWED AND NO ONE WOULD BE ABLE TO CHANGE THAT DECISION; | | | CUSTOMER SEEKING TO APPEAL DECISION/SPEAK WITH SUPERVISOR; | | | REVIEWED W/ (SUPERVISOR REVIEW) TEAM LEAD STATES: WOULD SUPPORT SPECIAL PROJECTS DECISION; CUSTOMER WOULD NEED TO SUBMIT REPAIR ORDER SHOWING IF VW PARTS WERE USED FOR REPAIR TO REVIEW FOR POSSIBLE REIMBURSEMENT. | | | CUSTOMER ADVOCATE ADVISED THAT SUPERVISOR WILL FOLLOW UP WITH CUSTOMER BY COB 02/27; | | | SUPERVISOR TO FOLLOW UP;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRZ7AJ4AM[redacted]
Owner Or Fleet	[redacted] Pompton Plains, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	2/19/2019	Incident Date	N/A
Mileage	96,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/26/2019 1:44:00 PM	EM ADVISED VW CAN ONLY REIMBURSE IF A GENUINE VW PART IS INSTALLED IN THE VEHICLE; PART NUMBER ON RO CUSTOMER SUBMITTED DOES NOT MATCH GENUINE VW CLOCK SPRING BASED ON SP REVIEW; CANNOT PROVIDE REIMBURSMENT FOR CUSTOMER REPAIRS DUE TO THIS; WARRANTY EXTENSION IS NOT LIKE A RECALL WHERE THERE HAS BEEN A DEFECT FOUND; WITH A WARRANTY EXTENSION VW VOLUNTARILY EXTENDED WARRANTY ON PART TO HELP CUSTOMERS AVOID UNNECESSARY COSTS AS WE NOTICED A BIT MORE OF A PARTICULAR PART WAS BEING REPLACED ON CERTAIN MODELS/MODEL YEARS
2/26/2019 1:58:00 PM	(SUPERVISOR REVIEW) TEAM LEAD STATES: WOULD SUPPORT SPECIAL PROJECTS DECISION; CUSTOMER WOULD NEED TO SUBMIT REPAIR ORDER SHOWING IF VW PARTS WERE USED FOR REPAIR TO REVIEW FOR POSSIBLE REIMBURSEMENT. CO TO RETURN TO CUSTOMER.
2/26/2019 2:07:00 PM	SUPERVISOR TO CONTACT CUSTOMER PER REQUEST TO APPEAL DECISION PROVIDED BY VW DUE TO THE WARRANTY EXT. NOT BEING AVAILABLE AT THE TIME WHEN VEHICLE WAS REPAIRED; [redacted]
2/27/2019 3:02:00 PM	TEAM LEAD ATTEMPTED TO CALL CUSTOMER; LEFT VOICE MESSAGE PROVIDING CASE # AND 800#; TEAM LEAD TO CONTACT CUSTOMER BY COB 3/1. | | | PHONE ADVOCATE: IF CUSTOMER CALLS, PLEASE ATTEMPT TO CONTACT TEAM LEAD AT EXT. 43441; IF NOT AVAILABLE, PLEASE REQUEST BEST TIME OF DAY AND PHONE # TO REACH CUSTOMER.
3/1/2019 10:55:00 AM	TEAM LEAD ATTEMPTED TO CALL CUSTOMER; LEFT VOICE MESSAGE PROVIDING CASE # AND 800#; TEAM LEAD TO ASSIGN TO TEAM 5 TO SEND UNABLE TO CONTACT LETTER. | | | PHONE ADVOCATE: IF CUSTOMER CALLS, PLEASE ATTEMPT TO CONTACT TEAM LEAD AT EXT. 43441; IF NOT AVAILABLE, PLEASE REQUEST BEST TIME OF DAY AND PHONE # TO REACH CUSTOMER.
3/1/2019 10:57:00 AM	PLEASE SEND UNABLE TO CONTACT LETTER TO THE FOLLOWING CUSTOMER: | | | MS.[redacted] | POMPTON PLAINS, NJ | [redacted] | | | TEAM 5 TO SEND CUSTOMER LETTER
3/4/2019 12:10:00 PM	REVIEWED NO FURTHER ACTION
3/4/2019 9:42:00 AM	DEAR MS.[redacted] | | | THANK YOU FOR CONTACTING VW CARE REGARDING YOUR REIMBURSEMENT CONCERN. | | | BASED ON WHAT YOU SHARED, YOU WERE SEEKING TO SPEAK TO A SUPERVISOR. | | | REGRETFULLY, I'VE ATTEMPTED TO REACH YOU, BUT HAVE BEEN UNSUCCESSFUL. WITH THAT BEING SAID, I'D LIKE TO ASK YOU TO PLEASE CALL ME THROUGH OUR CUSTOMER CARE CENTER AT (800) 822-8987. | | | I LOOK FORWARD TO SPEAKING WITH YOU! | | | SINCERELY, | | | | | | | MARY JO F. | | VW CARE LEADERSHIP | |
3/19/2019 3:22:00 PM	MEDIA ATTACHED IN DOC CENTER
3/20/2019 10:27:00 AM	TEAM LEAD ATTEMPTED TO CALL CUSTOMER; LEFT VOICE MESSAGE ADVISING DOCUMENTS HAVE BEEN RECEIVED AND WILL BE REVIEWED FOR POSSIBLE REIMBURSEMENT. | | | PHONE ADVOCATE: IF CUSTOMER CALLS, PLEASE ATTEMPT TO CONTACT TEAM LEAD AT EXT. 43441; IF NOT AVAILABLE, PLEASE REQUEST BEST TIME OF DAY AND PHONE # TO REACH CUSTOMER.
3/20/2019 10:31:00 AM	PLEASE REVIEW FOR POSSIBLE REIMBURSEMENT ON CLOCK SPRING REPAIR. SP TO REVIEW.
3/22/2019 1:58:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; PROVIDED AN ADDITIONAL RO SHOWING THE DISCOUNT PROVIDED BY THE INDEPENDENT REPAIR SHOP AND THE PART NUMBER; VW TO REIMBURSE MAX AMOUNT FOR PARTS REPAIRED AT AN INDEPENDENT $148.33; VW TO REIMBURSE LABOR $224.00; TAX $29.14; REPAIRS WERE COMPLETED PRIOR TO THE FIRST OUT OF POCKET DATE; VW TO REIMBURSE AS GOODWILL; VW TO REIMBURSE TOTAL: $401.47. | | | SP TO GENERATE CHECK REQUEST.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRZ7AJ4AM[redacted]
Owner Or Fleet	[redacted] Pompton Plains, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	2/19/2019	Incident Date	N/A
Mileage	96,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

3/22/2019 2:13:00 PM	3VWRZ7AJ4AM[redacted] VW TO REIMBURSE CUST FOR WECY REPAIRS AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $401.47. | | | | GENERATED CHECK REQUEST.
3/22/2019 2:18:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
4/3/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 401.47 MAILED ON 04/02/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX3FW[redacted]
Owner Or Fleet	[redacted] DELRAY BEACH, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	2/19/2019	Incident Date	N/A
Mileage	37,137		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/19/2019 5:32:00 PM	CUSTOMER STATES: I LEASED A 2015 TIGUAN AND PAID OUT OF POCKET FOR THE AIRBAG CLOCK SPRING TO BE REPAIRED, I TURNED THE VEHICLE IN LAST YEAR AND GOT A 2018 TIQUAN, CAN I STILL BE REIMBURSED FOR THIS REPAIR | | | CO ADVISED: COULD YOU SEND IN YOUR RO ORDER, I CAN EMAIL YOU AND YOU CAN REPLY WITH THE RO | | | CUSTOMER THANKED | | | | | CO TO EMAIL CASE NUMBER AND WAIT FOR CUSTOMER RESPONSE
2/19/2019 5:35:00 PM	REFERENCE #[redacted] | | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | CORISSIA S | | CUSTOMER CARE ADVOCATE | |
2/25/2019 12:17:00 PM	MEDIA ATTACHED IN DOC CENTER
2/25/2019 5:36:00 PM	REFERENCE #[redacted] | | DEAR MS. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | GOODWILL REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE WITHIN 1 WEEK. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | CORISSIA S | | CUSTOMER CARE ADVOCATE | |
2/25/2019 5:37:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / AIRBAG CLOCK SPRING;
2/25/2019 5:40:00 PM	REIMBURSEMENT REQUEST FOR WARRANTY EXT WECY
2/26/2019 1:04:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED POP FROM DEALER AND REPAIR HISTORY DETAIL; REPAIR ORDER VERIFIED IN X TIME; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 37,137 MILES; REPAIR ORDER DATE IS 09/25/2017; FIRST VALID OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO GOODWILL WECY WARRANTY EXTENSION; TOTAL $669.99. | | | SP TO GENERATE CHECK REQUEST.
2/26/2019 1:08:00 PM	WVGAV7AX3FW[redacted] AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $669.99. | | | SP GENERATED CHECK REQUEST.
3/5/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 669.99 MAILED ON 03/04/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34EC[redacted]
Owner Or Fleet	[redacted] TAMPA, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	2/19/2019	Incident Date	N/A
Mileage	88,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/19/2019 5:48:00 PM	CUSTOMER STATES RECEIVED A NOTICE STATING THAT VEHICLE HAS AN EXTENDED WARRANTY FOR AIRBAG CLOCK SPRING; HAD PART REPLACED ON VEHICLE DUE TO AIRBAG LIGHT BEING ON; STEERING WHEEL BUTTONS WASN┬┐T WORKING AS WELL; PAID OUT OF POCKET AT VW DEALER; | | | CUSTOMER SEEKING REIMBURSEMENT; | | | CO ADVISED CUSTOMER THAT AN EMAIL WILL BE SENT TO CUSTOMER WITH CASE NUMBER; CUSTOMER WOULD NEED TO RESPOND TO EMAIL WITH REPAIR ORDER AND POP; CO WILL NOTIFY CUSTOMER IF EVERYTHING NEEDED HAS BEEN RECEIVED FOR POSSIBLE REIMBURSEMENT; WHEN A DECISION HAS BEEN MADE REGARDING REIMBURSEMENT; CUSTOMER WILL BE NOTIFIED VIA MAIL WITH A LETTER OR CHECK; | | | CO TO SEND CUSTOMER EMAIL;
2/19/2019 5:52:00 PM	REFERENCE #[redacted] | | DEAR MR.[redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | ANTONIO F | | CUSTOMER CARE ADVOCATE | | | CO TO WAIT FOR CUSTOMER MAIL;
2/26/2019 12:55:00 PM	REFERENCE #[redacted] | | DEAR MR.[redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | GOODWILL REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE WITHIN 1 WEEK. | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | | ANTONIO F | | CUSTOMER CARE ADVOCATE | | | CLOSING PENDING CUSTOMER CONTACT;
2/26/2019 3:42:00 PM	CUSTOMER STATES: MAILED DOCUMENTS ON 2/19 AND REPLIED TO THE EMAIL VW CUSTOMER CARE CENTER SENT TODAY 2/26; | | | CUSTOMER SEEKS: IF WE HAVE RECEIVED CUSTOMERS DOCUMENTS; | | | CUSTOMER ADVOCATE ADVISED: WE HAVE NOT RECEIVED EITHER; | | | CO TO REVIEW AND CLOSE;
2/27/2019 1:03:00 PM	REFERENCE #[redacted] | | DEAR MR.[redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 BUSINESS DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | ANTONIO F | | CUSTOMER CARE ADVOCATE | | | CO TO SP
2/27/2019 1:04:00 PM	SP TO REVIEW ATTACHED DOCUMENTS FOR POSSIBLE REIMBURSEMENT;
2/27/2019 12:57:00 PM	MEDIA ATTACHED IN DOC CENTER
2/27/2019 4:55:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION FOR THE CLOCK SPRING FOR 10 YEARS OR 120K MILES WOF; CUSTOMER HAD REPAIRS COMPLETED AT DEALER DURING THE REIMBURSEMENT PERIOD; VW TO REIMBURSE TOTAL: $853.99. | | | SP TO GENERATE CHECK REQUEST.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34EC[redacted]
Owner Or Fleet	[redacted]		TAMPA, FL, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	2/19/2019	Incident Date	N/A
Mileage	88,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/27/2019 4:57:00 PM	1VWBP7A34EC[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $853.99. | | | | GENERATED CHECK REQUEST.
3/5/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 853.99 MAILED ON 03/04/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX8EW[redacted]
Owner Or Fleet	[redacted] PFLUGERVILLE, TX,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	2/19/2019	Incident Date	N/A
Mileage	68,834		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/19/2019 6:00:00 PM	****PLEASE SEE DOCUMENTS IN CASE #[redacted] | | | CUSTOMER STATES: BOUGHT VEHICLE WITH 60K MI IN 9/2017; MILEAGE IS ABOUT 68KMI NOW; IN 2018 CUSTOMER BOUGHT CLOCK SPRING PART FROM VW DEALER AND REPLACED IT THEMSELF; CLOCK SPRING WAS NOT CODED TO CUSTOMER VEHICLE; CUSTOMER WENT TO VW GUY AND GOT PART CODED; CUSTOMER SENT IN REPAIR ORDER; BANK STATEMENT; AND BOX; PART WAS $300+ DOLLARS; SAYS ALL OTHER MODEL OF TIGUANS WERE COVERED EXCEPT CUSTOMERS; CUSTOMER READ ONLINE CUSTOMER COULD SUBMIT ONLY BANK STATEMENT; CUSTOMER WILL GO TO THE DEALER AND TRY TO GET DOCUMENTATION FOR PART PURCHASE; THIS WOULD BE CUSTOMER LAST VEHICLE; | | | CUSTOMER SEEKS: REIMBURSED FOR PART | | | FACE TO FACE WITH JULIE A: IF CUSTOMER HAS ANY NEW DOCUMENTATION TO PROVIDE CUSTOMER CAN SUBMIT IT FOR RE-REVIEW | | | CO ADVISED: CUSTOMER RECEIVED LETTER FOR REPAIRS NOT BEING RELATED TO WARRANTY EXTENSION BECAUSE CO CAN ONLY SEE WHERE CUSTOMER SUBMITTED DOCUMENTATION FOR STEERING WHEEL CONTROL MODULE CODING; THAT CO WOULD SUPPORT IS NOT COVERED UNDER WARRANTY EXTENSION; FOR CUSTOMER TO RECEIVE ANY REIMBURSEMENT UNDER WARRANTY EXTENSION CUSTOMER WOULD NEED TO SEND IN SOME DOCUMENT FROM DEALER SAYING CUSTOMER BOUT VW PART AND HOW MUCH IT COST; IF CUSTOMER CAN GET INFORMATION FROM DEALER CO COULD CERTAINLY SUBMIT CASE FOR RE-REVIEW; CO WILL SEND EMAIL CUSTOMER CAN SEND RECEIPT TO; CO TO WAIT CUSTOMER DOCUMENTS | | | CO TO WAIT DOCUMENTS
2/19/2019 6:11:00 PM	TEAM LEAD ADVISED TO HAVE CUSTOMER SEND IN ADDITIONAL DOCUMENTATION FOR REVIEW; CO TO RETURN TO CUSTOMER
2/19/2019 6:22:00 PM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON'T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON[redacted] | | | SINCERELY, | | | | | | | STACIE M | | CUSTOMER CARE ADVOCATE | |
2/20/2019 12:36:00 PM	MEDIA ATTACHED IN DOC CENTER
2/20/2019 3:04:00 PM	CUSTOMER CALLING BACK ON CASE; CUSTOMER SENT IN DOCUMENTS FOR PART NUMBER ON CLOCKSPRING | | | CUSTOMER SEEKING ONLY TO BE REIMBURSED ON THE PART | | | CA ADVISED DID RECIEVE DOCUMENTS; CA ADVISED WILL GET INFORMATION SENT UP TO OUR SP TEAM; CA ADVISED FOLLOW UP DATE IN PLACE FOR 2-26-2019; IF CUSTOMER HAS ANY OTHER QUESTIONS OR CONCERNS TO GIVE US A CALL BACK WITH CASE NUMBER; CUSTOMER THANKED | | | CA TO ESCALATE UP TO SPECIAL PROJECTS
2/20/2019 3:05:00 PM	SP TO REVIEW FOR REIMBURSMENT ON CLOCKSPRING (PART ONLY) | | | |
2/20/2019 3:39:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED INVOICE FROM DEALER; INVOICE SHOWS CLOCK SPRING CONTROL UNIT PURCHASED AND INSTALLED BY CUSTOMER UNDER 120,000 MILES; CUSTOMER REQUESTING REIMBURSEMENT FOR PARTS; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $314.01. | | | SP TO GENERATE CHECK REQUEST.
2/20/2019 3:47:00 PM	WVGAV3AX8EW[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $314.01. | | | SP GENERATED CHECK REQUEST.
2/23/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 314.01 MAILED ON 02/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX8EW[redacted]
Owner Or Fleet	[redacted] PFLUGERVILLE, TX,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	2/19/2019	Incident Date	N/A
Mileage	68,834		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/28/2019 6:50:00 PM	CUSTOMER STATES: CALLING IN ABOUT CASE; SPOKE WITH CUSTOMER ADVOCATE LITTLE WHILE AGO; REPLIED WITH COPY OF DOCUMENTS; JUST CHECKING ON THE STATUS OF CUSTOMER CASE; CUSTOMER WAS HAPPY TO HEAR ABOUT GETTING FULL REFUND; HAD NO OTHER CONCERNS | | | CUSTOMER SEEKS UPDATE | | | CUSTOMER ADVOCATE ADVISED: CAN SEE WHERE CUSTOMER CASE HAS BEEN REVIEWED; LOOKS LIKE CUSTOMER IS GOING TO BE GETTING A FULL REIMBURSEMENT OF $314.01 CHECK WAS MAILED ON 02/22/2019; CUSTOMER SHOULD SEE CHECK IN THE NEXT WEEK/ WEEK AND A HALF; NO FURTHER ACTION | | | CO TO REVIEW AND CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX4DW[redacted]
Owner Or Fleet	[redacted] Hampton Falls, NH, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	2/20/2019	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/20/2019 11:51:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON ;
2/20/2019 11:54:00 AM	TEAM LEAD- SUPPORT VW'S DECISION. CUSTOMER IS NOT AVAILABLE TO SPEAK TOMORROW, REQUESTED FRIDAY. | | | CUSTOMER IS SEEKING REIMBURSEMENT OF $130.00 FOR INDEPENDENT DIAGNOSING THE VEHICLE. INDEPENDENT TOLD CUSTOMER THAT THERE WAS AN OPEN RECALL ON THE VEHICLE. CUSTOMER STATED THAT HE HAD PROOF THAT THE VEHICLE HAS THE OPEN RECALL; CO ADVISED THAT WE CAN'T SPEAK TO WHAT INFORMATION THAT THE INDEPENDENT TOLD THE CUSTOMER. IN OUR SYSTEM IT SHOWS THAT THE RECALL WAS CLOSED IN 2015. WE DO NOT WORK WITH INDEPENDENTS; WE WORK WITH VW DLRS. VW WILL NOT BE REIMBURSING CUSTOMER OF $130.00 THAT THE INDEPENDENT CHARGED HIM. | |
2/20/2019 9:41:00 AM	CUSTOMER STATES: HAVING ISSUES WITH AIRBAG ISSUE; AIRBAG LIGHT ON. CUSTOMER HAS AN APPOINTMENT SCHEDULED FOR FRIDAY WITH DEALER 401106. CUSTOMER TOOK VEHICLE TO LOCAL SULLIVAN┬┐S TIRE ON LAST FRIDAY; WAS TOLD THAT THERE WAS A RECALL ON IT, AND VW WILL REIMBURSE THE DIAGNOSIS FEE. VEHICLE WAS PURCHASED AFTER 2015 AT AN AUDI DEALERSHIP. | | | THE VEHICLE IS REGISTERED IN NH STATE; 2ND OWNER; VEHICLE PURCHASED BETWEEN2017-2018 AT MILEAGE UNKNOWN; VEHICLE PURCHASED FROM NON-VW DEALER; VEHICLE WAS PURCHASED; BRAND LOYAL CUSTOMER; MAINTAINED AT LOCAL BUSINESS (NON-VW); FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT DEALER UNKNOWN; CUSTOMER HAS APPOINTMENT WITH DEALER 401106 FOR FRIDAY | | | CUSTOMER SEEKING: IS THE ISSUE COVERED UNDER THE RECALL? REIMBURSEMENT OF $130.00 | | | CO ADVISED: THE RECALL FOR THE AIRBAG CLOCK SPRING WAS CLOSED IN 2015. THERE ARE NO OPEN RECALLS ON THE VEHICLE CURRENTLY; RECALLS ARE VIN SPECIFIC. VEHICLE HAS THE AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 15 YEARS. CAN'T SPEAK TO THE INFORMATION THAT WAS PROVIDED FROM THE INDEPENDENT. WE RELY ON OUR VW DEALER FOR TECHNICAL RESOURCES. OUR VW DEALER WOULD NOT SALE A VEHICLE WITH AN OPEN RECALL. VW WILL NOT BE REIMBURSING $130.00 DIAGNOSIS FEE FROM THE INDEPENDENT. | | | CUSTOMER SEEKING: TO SPEAK WITH SUPERVISOR | | | REVIEWED WITH: SUPERVISOR TRACY | | | CO ADVISED: MY SUPERVISOR AGREES WITH THE DETERMINATION THAT WAS PROVIDED. OUR RECORDS INDICATE THAT RECALL ON CUSTOMERS VEHICLE WAS CLOSED IN 2015; CUSTOMER PURCHASED CAR ONE YEAR AGO AND WOULD LIKE REIMBURSEMENT FOR HIS $130 FEE AT INDEPENDENT DUE TO RECALL; VW WOULD NOT REIMBURSE COST OF INDEPENDENT DIAGNOSIS AND IF CONCERNS ARE RELATED TO A CLOSED RECALL THAT WOULD BE ADDRESSED AT A VW DEALERSHIP. | | | CUSTOMER SEEKING: TO SPEAK WITH SUPERVISOR | | | CO ADVISED: A MEMBER OF LEADERSHIP WILL CONTACT CUSTOMER BY COB ON FRIDAY. | | | CO TO ASSIGN TO TEAM LEAD.
2/20/2019 9:56:00 AM	SUP ADVISED: OUR RECORDS INDICATE THAT RECALL ON CUSTOMERS VEHICLE WAS CLOSED IN 2015; CUSTOMER PURCHASED CAR ONE YEAR AGO AND WOULD LIKE REIMBURSEMENT FOR HIS $130 FEE AT INDEPENDENT DUE TO RECALL; VW WOULD NOT REIMBURSE COST OF INDEPENDENT DIAGNOSIS AND IF CONCERNS ARE RELATED TO A CLOSED RECALL THAT WOULD BE ADDRESSED AT A VW DEALERSHIP.
2/22/2019 1:22:00 PM	TEAM LEAD LEFT VOICE MAIL MESSAGE FOR CUSTOMER; TEAM LEAD TO WAIT CUSTOMER CALL
2/25/2019 1:23:00 PM	TEAM LEAD LEFT VOICEMAIL ASKING CUSTOMER TO RETURN CALL | | | TEAM LEAD TO WAIT CUSTOMER CALL; SEND UNABLE TO CONTACT ON 2.26.19 PENDING CONTACT
2/26/2019 11:35:00 AM	PLEASE SEND UNABLE TO CONTACT EMAIL | | | EMAIL: [redacted]
2/28/2019 10:37:00 AM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX4DW[redacted]
Owner Or Fleet	[redacted] Hampton Falls, NH, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	2/20/2019	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/28/2019 10:37:00 AM EMAIL SENT; SUPERVISOR TO HANDLE CASE AS NECESSARY

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX5DW[redacted]
Owner Or Fleet	[redacted] Boynton Beach, FL,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	2/20/2019	Incident Date	N/A
Mileage	73,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/20/2019 10:32:00 AM	CUSTOMER STATES: AIRBAG LIGHT IS ON; AND THE DASHBOARD IS NOT WORKING AND THE HORN; HAPPENED A WEEK AGO AND THERE IS NO CONNECTION ON THE STEERING WHEEL AND THE BLUETOOTH DOESN'T WORK | | | | CUSTOMER SEEKING: OPEN RECALLS ON THE VEHICLE | | | | CO ADVISED: NO OPEN RECALLS IN THE VEHICLE; VEHICLE PREVIOUSLY HAD THE CLOCK SPRING REPLACED; PROVIDED AIRBAG CLOCK SPRING WARRANTY EXT AND THE PARAMETERS; MORE THAN LIKELY THE VEHICLE CONCERNS SEEM TO FALL INTO THE CATEGORY OF THE CLOCK SPRING WARRANTY EXT AND IF SO IT WILL BE COVERED FULLY UNDER THE WARRANTY EXT; IF THE CONCERNS ARE NOT RELATED TO THE WARRANTY EXT THEN THE CUSTOMER WOULD HAVE TO PAY FOR THE DIAGNOSIS; AGREED WITH CUSTOMER THAT SHE CAN TAKE THE VW TO ANY VW DEALER TO HAVE IT DIAGNOSED AND PERFORMED | | | | NO FURTHER ACTION
2/20/2019 10:37:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON ;
2/20/2019 10:37:00 AM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / HORN IS NOT WORKING;
2/20/2019 10:38:00 AM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 2 / BLUETOOTH IS NOT WORKING ;
2/20/2019 10:39:00 AM	CATEGORY SELECTION : STRUCTURE / INEFFECTIVE - 1 / DASHBOARD LIGHTS ARE NOT ILLUMINATING ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32CC[redacted]
Owner Or Fleet	[redacted] OXNARD, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/20/2019	Incident Date	N/A
Mileage	86,612		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/20/2019 10:43:00 AM	MEDIA ATTACHED IN DOC CENTER
2/20/2019 3:24:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 86,612; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $360.23; LABOR $460.06; TAX $27.91; TOTAL $848.20. | | | SP TO GENERATE CHECK REQUEST.
2/20/2019 3:29:00 PM	1VWBP7A32CC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $848.20. | | | SP GENERATED CHECK REQUEST.
2/23/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 848.20 MAILED ON 02/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX6FW[redacted]
Owner Or Fleet	[redacted] PURCELLVILLE, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	2/20/2019	Incident Date	N/A
Mileage	45,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/20/2019 10:47:00 AM	MEDIA ATTACHED IN DOC CENTER
2/21/2019 9:20:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 45,760 MILES; REPAIRS COMPLETED EXCEED CAP AMOUNT FOR INDEPENDENT; VW TO REIMBURSE CAP AMOUNT FOR WECY WARRANTY EXTENSION; PARTS $290.07; LABOR $248.00; TAX $21.35; TOTAL $559.42. | | | | SP TO GENERATE CHECK REQUEST.
2/21/2019 9:28:00 AM	WVGAV7AX6FW[redacted] VW TO REIMBURSE CAP AMOUNT FOR WECY WARRANTY EXTENSION; TOTAL $559.42. | | | | SP GENERATED CHECK REQUEST.
2/21/2019 9:30:00 AM	SP SENT CAP AMOUNT LETTER.
3/5/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 559.42 MAILED ON 03/04/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWTZ7AJ0AM[redacted]
Owner Or Fleet	[redacted] Cardiff By The Sea, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2010		
Report Date	2/20/2019	Incident Date	N/A
Mileage	45,380		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/20/2019 11:38:00 AM	MEDIA ATTACHED IN DOC CENTER
2/21/2019 10:41:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 45,379 MILES; UNABLE TO VERIFY POP IN X TIME; NEED POP FROM CUSTOMER IN ORDER TO PROCESS CLAIM; VW UNABLE TO REIMBURSE. | | | SP TO SEND INSUFFICIENT DOCUMENTATION LETTER.
2/21/2019 10:45:00 AM	SP SENT INSUFFICIENT DOCUMENTATION LETTER.
2/25/2019 3:26:00 PM	CUST STATES: WANTS VW TO CALL THE DLR AND GET A COPY OF THE REPAIR ORDER STAMPED PAID OR A PROOF OF PAYMENT BECAUSE THE CUST PUT THE PAYMENT ON A CREDIT CARD BUT DOES NOT KNOW WHICH ONE; | | | CUST SEEKING: VW TO GATHER THE PROOF OF PAYMENT FROM THE DLR; | | | FACE TO FACE WITH TL JULIE; ADVISED CA TO CONTACT THE DLR FOR PAYMENT INFORMATION; DUE TO THE REPAIRS BEING 3 YEARS AGO THE DLR MAY OR MAY NOT HAVE THE INFORMATION TO PROVIDE; | | | CA ADVISED: WILL REACH OUT TO THE DLR TO OBTAIN THE INFORMATION BUT DUE TO THE REPAIRS TAKING PLACE THREE YEARS AGO THE DLR MAY NOT HAVE THE PAYMENT INFORMATION IF THE DLR DOES HAVE THE INFORMATION THEN ONCE CA HAS AN UPDATE WILL CONTACT THE CUST VIA PHONE CALL; | | | CUST ACKNOWLEDGED
2/28/2019 3:00:00 PM	CO ADVISED: NEEDS A COPY OF A PROOF OF PAYMENT OR A REPAIR ORDER STAMPED PAID FOR THE STEERING CLOCK SPRING REPAIR MS. [redacted]HAD COMPLETED 06/10/2015 AT THE FACILITY; CO PROVIDED VW CUSTOMER CARE CENTER E-MAIL AND THE CASE NUMBER FOR THE DEALER TO SEND INFORMATION; | | | SERVICE ADVISED: HAS PRINTED THE REPAIR ORDER OUT FOR MS. [redacted] WILL WORK ON GETTING A PROOF OF PAYMENT OR HAVING THE REPAIR ORDER STAMPED PAID AND WILL E-MAIL A COPY TO CUSTOMER CARE CENTER CASE [redacted] | | | CO TO WAIT CORRESPONDENCE FROM DEALER.
3/1/2019 2:10:00 PM	MEDIA ATTACHED IN DOC CENTER
3/1/2019 4:02:00 PM	CO ADVISED: GOT THE PROOF OF PAYMENT PROVIDED BY THE DEALER AND WILL BE SENDING THE CASE BACK UP FOR REIMBURSEMENT REVIEW; | | | CUSTOMER ACKNOWLEDGED;
3/1/2019 4:04:00 PM	DOCUMENTS RECIVED THE DLR PROVIDED A REPAIR ORDER STAMPED PAID
3/4/2019 1:21:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; CUST PAID $439.30; TAX $18.30; VW TO REIMBURSE TOTAL: $457.60. | | | SP TO GENERATE CHECK REQUEST.
3/4/2019 1:23:00 PM	3VWTZ7AJ0AM[redacted]VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $457.60. | | | GENERATED CHECK REQUEST.
3/12/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 457.60 MAILED ON 03/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A30EC[redacted]
Owner Or Fleet	[redacted] Chicago, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	2/20/2019	Incident Date	N/A
Mileage	68,160		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/20/2019 12:41:00 PM	MEDIA ATTACHED IN DOC CENTER
2/21/2019 11:03:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 68,160 MILES; REPAIRS COMPLETED OVER CAP AMOUNT; REPAIR ORDER DATE IS 02/12/2018; FIRST VALID OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE CAP AMOUNT FOR WECY WARRANTY EXTENSION; PARTS $290.07; LABOR 173.60; TAX $31.34; TOTAL $495.01. | | | SP TO GENERATE CHECK REQUEST AND SEND CAP AMOUNT LETTER.
2/21/2019 11:14:00 AM	1VWAP7A30EC[redacted]AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $495.01. | | | SP GENERATED CHECK REQUEST.
2/21/2019 11:15:00 AM	SP SENT CAP AMOUNT LETTER.
3/5/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 495.01 MAILED ON 03/04/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A32DC[redacted]
Owner Or Fleet	[redacted] Waco, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	2/20/2019	Incident Date	N/A
Mileage	35,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/20/2019 1:04:00 PM	MEDIA ATTACHED IN DOC CENTER
2/21/2019 10:37:00 AM	CUSTOMER SENT IN DOCUMENTS FOR RE-REVIEW REGARDING REIMBURSEMENT FOR CLOCK SPRING
2/21/2019 10:41:00 AM	REFERENCE #[redacted] | | | DEAR MRS.[redacted] | | | THANK YOU FOR YOUR REPLY. WE HAVE EVERYTHING WE NEED TO RE-REVIEW YOUR REIMBURSEMENT REQUEST UNDER THE CLOCK SPRING WARRANTY EXTENSION. | | | I WILL FORWARD YOUR DOCUMENTS TO THE CORRECT DEPARTMENT AND THE REVIEW WILL BEGIN. YOU SHOULD RECEIVE A NOTIFICATION BY MAIL WITHIN THE NEXT 3-4 WEEKS FROM TODAY┬┐S DATE, FEBRUARY 21ST, 2019. WE GREATLY APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. | | | AT THE END OF OUR REVIEW, YOU WILL EITHER RECEIVE A CHECK IN THE MAIL, OR A DENIAL LETTER AS TO WHY THE CLAIM WAS DENIED. | | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON V[redacted] | | | | | SINCERELY, | | | | | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | | |
2/21/2019 10:42:00 AM	HELLO ASHLEY, | | | PLEASE RE-REVIEW THE DOCUMENTS IN THE DOC CENTER FOR REIMBURSEMENT REVIEW UNDER CLOCK SPRING WE | | | THANK YOU FOR YOUR TIME
2/21/2019 11:31:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED WORK ON CLOCK SPRING AT 35,692; REPAIRS COMPLETED OVER CAP AMOUNT; VW TO REIMBURSE CAP AMOUNT FOR WECI WARRANTY EXTENSION; PARTS $290.07; LABOR $248.04; TAX $40.01; TOTAL $578.12. | | | SP TO GENERATE CHECK REQUEST AND CAP AMOUNT LETTER.
2/21/2019 11:35:00 AM	1VWBH7A32DC[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $578.12. | | | SP GENERATED CHECK REQUEST.
2/21/2019 11:36:00 AM	SP SENT CAP AMOUNT LETTER.
3/5/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 578.12 MAILED ON 03/04/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWPL7AJ9CM[redacted]
Owner Or Fleet	[redacted]		Burbank, CA, [redacted]
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2012		
Report Date	2/20/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5K0953549B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/20/2019 2:06:00 PM	FROM:[redacted] | | SENT: WEDNESDAY, FEBRUARY 20, 2019 1:59 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE[redacted] | | | HELLO | | JUST CHECKING IN ON MY CASE | | | THANKS! | | | | | | ALL MY BEST, | | | [redacted] | |
2/21/2019 4:55:00 PM	CHECK WAS SENT TO ADDRESS IN CUSTOMER PROFILE 2/5; CUSTOMER SHOULD HAVE RECEIVED CHECK; SP ASHLEY IS CHECKING TO SEE IF THE CHECK HAS BEEN CASHED; ASHLEY SHOULD HAVE AN ANSWER BY 2/22; CO TO WAIT FOR UPDATE ON CASE | | | CO SETTING FOLLOW UP 2/22
2/22/2019 11:03:00 AM	CHECK WAS CASHED ON 2/19/19; CHECK WAS SENT TO THE CORRECT ADDRESS AND MATCHED THE RO NAME.
2/22/2019 12:52:00 PM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | I UNDERSTAND YOU ARE SEEKING AN UPDATE ON YOUR REIMBURSEMENT REQUEST REGARDING THE CLOCK SPRING IN YOUR 2012 JETTA. | | | I CAN CONFIRM THAT THE REIMBURSEMENT CHECK WAS SENT TO THE ADDRESS YOU PROVIDED. THIS CHECK WAS ADDRESSED TO THE NAME WE HAVE IN OUR SYSTEMS (ALSO THE NAME ON THE REPAIR ORDER). IN ADDITION, I CONFIRMED THAT THIS CHECK WAS CASHED FEBRUARY 19TH, 2019. | | | I HOPE YOU FIND THIS INFORMATION TO BE USEFUL. IF YOU HAVE ANY OTHER QUESTIONS, PLEASE FEEL FREE TO EMAIL ME AGAIN. | | | SINCERELY, | | | | | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | |
2/22/2019 2:40:00 PM	FROM:[redacted] | | SENT: FRIDAY, FEBRUARY 22, 2019 2:35 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE[redacted] | | | HELLO | | I'M SORRY BUT NEITHER ONE OF US RECEIVED THE CHECK OR CASHED IT??? | | CAN YOU PROVIDE A CANCELED CHECK COPY OR RECONFIRM IT'S BEEN CASHED | |
2/25/2019 11:17:00 AM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | I AM HAPPY TO HEAR THAT YOU DID RECEIVE THE CHECK. I WAS WORRIED FOR A MOMENT, AS I RECENTLY HAD A PACKAGE THAT GOT LOST IN THE MAIL, AND IT WAS QUITE DISAPPOINTING. | | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, PLEASE NEVER HESITATE TO REACH OUT TO ME AT ANY TIME. I AM HERE AND ALWAYS TO HELP. | | | DRIVE HAPPY, | | | | | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | | | THANK YOU FOR YOUR TIME. IN THE NEXT DAY OR TWO, YOU MAY RECEIVE AN EMAIL SURVEY REGARDING OUR INTERACTION. PLEASE TAKE A MOMENT TO COMPLETE IT. YOUR FEEDBACK AND IDEAS ARE IMPORTANT IN UNDERSTANDING HOW WE CAN MAKE YOUR EXPERIENCES BETTER IN THE FUTURE. | |
2/25/2019 7:24:00 AM	FROM:[redacted] | | SENT: FRIDAY, FEBRUARY 22, 2019 5:03 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE[redacted] | | | NEVERMIND | | | THANKS! | | | | | ALL MY BEST, | | | | [redacted] | | | CO TO REVIEW | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A37EC[redacted]
Owner Or Fleet	[redacted] Las Vegas, NV, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	2/20/2019	Incident Date	N/A
Mileage	116,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/20/2019 2:30:00 PM	CUSTOMER STATES HAD RECALL COMPLETED ON VEHICLE REGARDING AIRBAG; AIRBAG LIGHT AND STEERING FUNCTIONS AREN┬┐T WORKING; AT THE TIME WHEN HAD VEHICLE AT THE DEALER FOR RECALL; BROUGHT VEHICLE CONCERNS UP TO DEALER; DEALER STATED THAT IT WASN┬┐T RELATED TO RECALL; COST OF REPAIR WOULD BE $800.00; | | | | CUSTOMER SEEKING ASSISTANCE FROM VW REGARDING COST OF REPAIR; | | | | CO ADVISED CUSTOMER IT SEEMS LIKE CUSTOMER HAS AN ISSUE WITH AIRBAG CLOCK SPRING; CUSTOMER HAS A WARRANTY EXT. ON VEHICLE THAT WAS ISSUES 10/2018; WARRANTY EXT. WAS ISSUES AFTER VEHICLE HAD BEEN AT THE DEALER REGARDING RECALL; DEALER WOULDN┬┐T HAVE HONORED COST OF REPAIR UNDER WARRANTY AT THAT TIME; NOW THAT WARRANTY EXT. IS ON VEHICLE IF AIRBAG CLOCK SPRING IS THE PROBLEM COST OF REPAIR WILL BE COVERED BY VW; OFFERED TO SCHEDULE DEALER APPOINTMENT; APPOINTMENT SCHEDULED FOR 2/20 AT 1:30PM; | | | | NO FURTHER ACTION;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX7CW[redacted]
Owner Or Fleet	[redacted] Augusta, ME, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	2/20/2019	Incident Date	N/A
Mileage	57,103		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/20/2019 3:45:00 PM	MEDIA ATTACHED IN DOC CENTER
2/22/2019 1:57:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER FROM DEALER; POP VERIFIED IN X TIME; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 57,103 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $290.07; LABOR $245.45; TAX $16.67; TOTAL $552.19. | | | | SP TO GENERATE CHECK REQUEST.
2/22/2019 2:01:00 PM	WVGBV7AX7CW[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $552.19. | | | | SP GENERATED CHECK REQUEST.
3/5/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 552.19 MAILED ON 03/04/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD17AJ4EM[redacted]
Owner Or Fleet	[redacted] EXETER, NH [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	2/20/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/20/2019 4:33:00 PM	CUSTOMER STATES RECEIVED NOTICE LAST FALL REGARDING 24DR; WANTS TO KNOW IF IT IS NOT DONE WILL THE VEHICLE HAVE ISSUES; THERE ARE SEVERAL LIGHT ON IN THE VEHICLE; AIRBAG; ABS; ANTI-SWERVE; CUSTOMER BELIEVES THERE ARE NO ISSUES WITH THESE COMPONENTS BUT RATHER A SWITCH THAT CONTROLS THE WARNING LIGHTS; CUSTOMER IS NOT SEEKING ASSISTANCE WITH THE WARNING LIGHT CONCERN; ONLY WANTS TO KNOW WHAT WILL HAPPEN IF 24DR IS NOT PERFORMED; CUSTOMER CAN'T TRAVEL IN THE WINTER DUE TO MEDICAL ISSUES WILL NOT BE ABLE TO GO FOR A FEW MORE MONTHS | | | CUSTOMER SEEKS TO KNOW WHAT WILL HAPPEN TO THE VEHICLE IF 24DR IS NOT PERFORMED | | | CO ADVISED THE MIL LIGHT WILL ILLUMINATE AND VEHICLE WILL NOT PASS EMISSIONS; REPAIR CAN BE TAKEN CARE OF AT ANY VW DEALER AT ANY TIME | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ0EM[redacted]
Owner Or Fleet	[redacted] HOUSTON, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	2/21/2019	Incident Date	N/A
Mileage	50,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/21/2019 2:35:00 PM	CUSTOMER STATES: CUSTOMER RECEIVED A WARRANTY EXTENSION NOTICE IN THE MAIL REGARDING THE STEERING WHEEL CLOCK SPRING; THE AIRBAG WARNING LIGHT IS CURRENTLY ON IN THE VEHICLE; CUSTOMER ASKED IF HE SHOULD TAKE HIS VEHICLE TO A VW DEALERSHIP | | | CUSTOMER SEEKING: NEXT STEPS REGARDING AIRBAG WARNING LIGHT BEING ON | | | CO ADVISED: VEHICLE HAS THE AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 10YEARS/120K MILES WOF FROM THE WARRANTY START DATE OF 6/3/14; SYMPTOMS OF A FAILED CLOCK SPRING INCLUDE THE AIRBAG LIGHT BEING ON, LOSS OF STEERING WHEEL FUNCTIONS AND A CLICKING NOISE COMING FROM THE STEERING COLUMN; IF CUSTOMER EXPERIENCES WARNING SIGNS, CUSTOMER SHOULD TAKE VEHICLE TO A VW DEALER FOR DIAGNOSIS; CO MADE CUSTOMER AN APPOINTMENT AT DEALER 45129 FOR 2/22 AT 3PM | | | NO FURTHER ACTION | | | NO FURTHER ACTION
2/21/2019 2:39:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX9CW[redacted]
Owner Or Fleet	[redacted], Ridgefield, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	2/21/2019	Incident Date	N/A
Mileage	90,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/21/2019 2:36:00 PM	CUSTOMER STATES: HAD RECALL DONE, SAME PART FAILED YEAR LATER PAID OUT OF POCKET FOR IT; CUSTOMER WANTING TO KNOW WHY SHE PAID FOR IT WHEN THERE WAS A RECALL FOR IT; REPAIR WAS DONE 10/03/2017; | | | | CUSTOMER SEEKING: CLARIFICATION | | | | CO ADVISED: RECALLS COME WITH SPARE PARTS WARRANTY OF 1 YR. 12K WOF; REPAIR WHEN DONE WAS OUTSIDE OF APPLICABLE WARRANTY, NOW THERE IS A WARRANTY EXTENSION CAN SEND IN REPAIR ORDER AND POP TO BE REVIEWED FOR REIMBURSEMENT, DOES TAKE 60 BUSINESS DAYS FOR REVIEW; | | | | CO TO WAIT FOR CUSTOMER DOCUMENTS;
2/22/2019 10:40:00 AM	MEDIA ATTACHED IN DOC CENTER
2/22/2019 2:19:00 PM	CO ATTEMPTED CALL TO LET HER KNOW DOCUMENTS WERE RECEIVED; GOING TO ASSIGN TO PROPER TEAM TO REVIEW; VOICEMAIL WAS FULL; | | | | CO TO ASSIGN TO SP;
2/22/2019 2:20:00 PM	SP TO REVIEW FOR AIRBAG CLOCK SPRING WARRANTY EXTENSION; | | | | SP TO REVIEW;
2/25/2019 10:58:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 66,819 MILES; POP VERIFIED IN X TIME; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $571.82. | | | | SP TO GENERATE CHECK REQUEST.
2/25/2019 11:03:00 AM	WVGBV7AX9CW[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $571.82. | | | | SP GENERATED CHECK REQUEST.
3/5/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 571.82 MAILED ON 03/04/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWPL7AJ8CM[redacted]
Owner Or Fleet	[redacted] Beaver, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2012		
Report Date	2/21/2019	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5K0953507AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/21/2019 4:30:00 PM	MEDIA ATTACHED IN DOC CENTER
2/22/2019 11:54:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED 2 REPAIR ORDER'S AND 1 POP FROM DEALER AND INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 39,000 MILES; DEALER REPROGRAMMED CLOCK SPRING; REPAIRS WERE COMPLETED OVER CAP LABOR AMOUNT; VW TO REIMBURSE CAP AMOUNT FOR WECY WARRANTY EXTENSION; PARTS $309.93; LABOR $248.04; TAX $37.73; TOTAL $595.70. | | | | SP TO GENERATE CHECK REQUEST AND SEND CAP AMOUNT LETTER.
2/22/2019 11:59:00 AM	3VWPL7AJ8CM[redacted]VW TO REIMBURSE CAP AMOUNT WECY WARRANTY EXTENSION; TOTAL $595.70. | | | | SP GENERATED CHECK REQUEST.
2/22/2019 12:01:00 PM	SP SENT CAP AMOUNT LETTER.
3/5/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 595.70 MAILED ON 03/04/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AXXDW[redacted]
Owner Or Fleet	[redacted] HONOLULU, HI, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	2/21/2019	Incident Date	N/A
Mileage	48,947		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/21/2019 4:34:00 PM	MEDIA ATTACHED IN DOC CENTER
2/22/2019 1:29:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 48,947 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $378.27; LABOR $380.00; TAX $35.63; TOTAL $793.90. | | | SP TO GENERATE CHECK REQUEST.
2/22/2019 1:34:00 PM	WVGAV3AXXDW[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $793.90. | | | SP GENERATED CHECK REQUEST.
3/5/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 793.90 MAILED ON 03/04/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A3XDC[redacted]
Owner Or Fleet	[redacted] Wake Forest, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	2/22/2019	Incident Date	N/A
Mileage	130,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/22/2019 9:20:00 AM	SEE CASE [redacted] | | | CUSTOMER STATES: THE VEHICLE IS REGISTERED IN NC STATE; 2ND OWNER; VEHICLE PURCHASED 11/23/2013 AT MILEAGE 6K; VEHICLE PURCHASED FROM 409250 VW DEALER; YES, THIS IS A CPO; VEHICLE WAS PURCHASED; VEHICLE IS FINANCED THROUGH VCI; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; ISSUE STARTED JUNE 2018; DIAGNOSED IN JULY BY DEALER 409221; NO PREVIOUS REPAIRS FOR THIS ISSUE; VEHICLE EXPERIENCING: HORN NOT WORKING, AIRBAG NOT WORKING; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. DEALER 409221 SAID TO CALL CUSTOMER CARE CENTER; | | CUSTOMER SEEKING: WARRANTY EXTENSION COVERAGE | | | CO CONFERRED WITH KEITH B: IF VEHICLE WAS DIAGNOSED AND FIXED BEFORE EXTENSION CAME OUT CUSTOMER CARE CENTER CAN LOOK INTO REIMBURSEMENT; AS ISSUE WASN'T FIXED, ONLY DIAGNOSED IN JULY 2018 CUSTOMER CARE CENTER CANNOT ASSIST WITH CURRENT REPAIR COSTS; | | | CO ADVISED AS CUSTOMER WAS ADVISED IN PREVIOUS CASE CUSTOMER CARE CENTER CANNOT ASSIST WITH REPAIR COSTS; VEHICLE MUST BE DIAGNOSED AND FIXED INSIDE WARRANTY PERIOD TO QUALIFY FOR COVERAGE OR REIMBURSEMENT; WILL FILE COMPLAINT IN CASE OF FUTURE RECALL; RECALL ITEMS ARE DETERMINED BY WHEN AND WHERE A VEHICLE IS MADE TO DETERMINE IF A PART IS UNDER RECALL; | | | CO TO CLOSE.
2/22/2019 9:30:00 AM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | SINCERELY, | | | | | | | SHAYNA S | | CUSTOMER CARE ADVOCATE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWBX7AJ4CM[redacted]
Owner Or Fleet	[redacted] STANLEY, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	2/22/2019	Incident Date	N/A
Mileage	90,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/22/2019 3:51:00 PM	CUSTOMER STATES: RECEIVED NOTIFICATION FOR AIRBAG CLOCK SPRING REIMBURSEMENT IN MAIL, THAT STATES HER AIRBAG LIGHT HAS TO BE ON, AND HER STEERING WHEEL BUTTONS HAVE TO BE NOT WORKING; CUSTOMER STATES HER STEERING WHEEL HAS NO BUTTONS; CUSTOMER STATES VEHICLE CURRENTLY EXPERIENCING AIRBAG WARNING ON | | | CUSTOMER SEEKING: COULD WARNING LIGHT BE ON DUE TO AIRBAG CLOCK SPRING NEEDING REPAIR | | | CO ADVISED: VEHICLE HAS WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING UNTIL 4/2/2022 OR 120K MILES WOF AND STEERING WHEEL LOCK UNTIL 4/1/2022 OR 100K MILES WOF; CO ADVISED CUSTOMER SHOULD TAKE VEHICLE TO DEALER 402650 FOR DIAGNOSIS OF AIRBAG WARNING LIGHT, AND IF IT IS DIAGNOSED AS THE AIRBAG CLOCK SPRING NEEDING REPAIR, THEN IT WOULD BE COVERED UNDER THE WARRANTY; CO OFFERED TO SCHEDULE APPOINTMENT, CUSTOMER DECLINED AND SAID SHE WOULD SCHEDULE IT HERSELF | | | NO FURTHER ACTION*

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX1EW[redacted]
Owner Or Fleet	[redacted] Syracuse, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	2/25/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/25/2019 8:50:00 AM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN NEW YORK; VEHICLE EXPERIENCING: PERSISTENT AIRBAG LIGHT AND HORN NOT WORKING; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP | | | CUSTOMER SEEKING: TO KNOW OPEN RECALLS ON VEHICLE, SINCE DAUGHTER GOGGLED CONCERNS AND FOUND RECALL | | | CO ADVISED: CUSTOMER HAS AIRBAG CLOCK SPRING WARRANTY EXTENSION; SYMPTOMS CUSTOMER IS EXPERIENCING ARE EXACT SYMPTOMS RECALL SPECIFIES; WOULD LIKE MAKE APPOINTMENT AT PREFERRED DEALER | | | CUSTOMER ACCEPTS; WANTS APPOINTMENT AT DEALER 408148 | | | DEALER DOES NOT PARTICIPATE IN ONLINE SCHEDULING; CO OFFERED TO MAKE APPOINTMENT WHILE CUSTOMER WAS ON THE PHONE; CUSTOMER REQUESTED CO CALL BACK ON 02/26/19 WITH APPOINTMENT DETAILS; REQUESTED APPOINTMENT BE FOR MARCH 1, 2019 OR LATER AND THAT THE APPOINTMENT BE AFTER 2 P.M. | | | CO TO CALL DEALER
2/25/2019 8:53:00 AM	CO ADVISED: CALLING TO SCHEDULE APPOINTMENT FOR CUSTOMER; CUSTOMER WOULD LIKE TO HAVE APPOINTMENT AFTER 2 PM AFTER 03/01/19 | | | DEALER ADVISED: WILL SCHEDULE CUSTOMER FOR 03/04/2019 AT 2:30 P.M.; PLEASE ADVISE CUSTOMER THAT IF CUSTOMER WOULD LIKE APPOINTMENT THAT LATE, MAY NOT GET VEHICLE BACK THAT DAY | | | CO TO CALL CUSTOMER BY COB 02/26/19 WITH APPOINTMENT DETAILS AND DEALER ADVISEMENT
2/25/2019 8:57:00 AM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | THANKS FOR TAKING THE TIME TO SPEAK WITH ME. | | | I SCHEDULED AN APPOINTMENT WITH BURDICK VOLKSWAGEN AND CONFIRMED YOUR APPOINTMENT DATE IS MONDAY, MARCH 4, 2019 AT 2:30 P.M. IF YOU NEED TO CHANGE THIS APPOINTMENT, PLEASE CALL THE DEALERSHIP DIRECTLY AT (315) 699-2661. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┤T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | STEFANI S | | CUSTOMER CARE ADVOCATE | |
2/26/2019 12:18:00 PM	CO ADVISED: CALLING WITH UPDATE ON CUSTOMER CASE; MADE APPOINTMENT FOR 03/04/19 AT 2:30; DEALER WANTED CUSTOMER TO KNOW THAT VEHICLE MAY NOT BE GIVEN BACK TO CUSTOMER THAT DAY, GIVEN HOW LATE IN THE DAY THE APPOINTMENT IS; DID CUSTOMER GET EMAIL WITH APPOINTMENT DETAILS? | | | CUSTOMER STATES: LEAVING VEHICLE AT DEALER IS FINE; DID NOT GET APPOINTMENT DETAILS; WILL UPDATE EMAIL ONCE CUSTOMER FIGURES OUT WHICH ONE CUSTOMER WANTS TO USE; WHY WOULD HORN NOT WORK? | | | CO ADVISED: IF IS STEERING WHEEL CLOCK SPRING, HORN MAY HAVE LOST ELECTRICAL FUNCTION; WOULD SPEAK TO DEALER FOR MORE SPECIFICS | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX0BW[redacted]
Owner Or Fleet	[redacted] Seattle, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	2/25/2019	Incident Date	N/A
Mileage	35,307		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/25/2019 1:49:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 35,307 MILES; CUSTOMER ONLY PAID A DEDUCTIBLE DUE TO AN EXTENDED WARRANTY CONTRACT; REPAIR ORDER DATE IS 03/14/2015; FIRST VALID OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $138.33. | | | | SP TO GENERATE CHECK REQUEST.
2/25/2019 1:55:00 PM	WVGBV7AX0BW[redacted] AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $138.33. | | | | SP GENERATED CHECK REQUEST.
2/25/2019 9:53:00 AM	MEDIA ATTACHED IN DOC CENTER
3/5/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 138.33 MAILED ON 03/04/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A39CC[redacted]
Owner Or Fleet	[redacted]		GARDNER, KS, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/25/2019	Incident Date	N/A
Mileage	193,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/25/2019 12:01:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN TX STATE; 2ND OWNER; VEHICLE PURCHASED 10/2017 AT MILEAGE 165K; VEHICLE PURCHASED FROM A PRIVATE OWNER; VEHICLE WAS PURCHASED; WENT FOR OIL CHANGE AT DEALER 425023; VEHICLE EXPERIENCING: PASSENGER AIRBAG LIGHT COMES ON ; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT <DEALER 425023 ON 2/6/2019 BUT DEALER WANTS TO CHARGE CUSTOMER $735 FOR WIRE DIAGNOSIS SINCE IT┬┐S NOT RELATED TO THE CLOCK SPRING ; | | | | CUSTOMER SEEKING: TO BE COVERED SINCE IT┬┐S A SAFETY CONCERN ; | | | | CO ADVISED DUE TO AGE AND MILEAGE OUTSIDE THE APPLICABLE WARRANTY VWOA WOULD NOT ASSIST WITH REPAIRS ; SAFETY IS A BIG PRIORITY ; ADVISED RECALL FOR AIRBAG CLOCK SPRING WAS A RECALL WHICH WAS ADDRESSED IN 8/2016 ; VEHICLE DOES HAVE WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING FOR 15Y; | | | | CUSTOMER SEEKING VEHICLE HISTORY | | | | CO ADVISED CARE DOES NOT KEEP VEHICLE HISTORY | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCP7A35CC[redacted]
Owner Or Fleet	[redacted] LACEY, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/25/2019	Incident Date	N/A
Mileage	62,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/25/2019 1:04:00 PM	CO LEFT VOICE MAIL MESSAGE ADVISING 10:30AM APPOINTMENT WAS FILLED BEFORE SCHEDULING COULD BE COMPLETED; CO SCHEDULED APPOINTMENT FOR 2/25/2019 AT 10:45AM (USING XTIME, CODE: [redacted] | | | NO FURTHER ACTION*
2/25/2019 12:58:00 PM	CUSTOMER STATES: VEHICLE EXPERIENCING HORN NOT WORKING, AIRBAG WARNING LIGHT ON, STEERING WHEEL CONTROL BUTTONS NOT WORKING, AND A CLICKING NOISE WHEN TURNING THE STEERING WHEEL ALL THE WAY | | | CUSTOMER SEEKING: ARE THERE ANY WARRANTY EXTENSIONS OR RECALLS RELATED TO THESE CONCERNS ON HIS VEHICLE | | | CO ADVISED: VEHICLE HAD RECALL COMPLETED FOR AIRBAG CLOCK SPRING IN 2016; BECAUSE OF THIS, A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING WAS ISSUED FOR HIS VEHICLE, WHICH COVERS THE PART UNTIL 9/25/2027; CO ADVISED CAN CALL DEALER 423313 TO SCHEDULE APPOINTMENT FOR CUSTOMER; CO ADVISED DEALER WILL CHARGE FOR DIAGNOSIS, BUT IF IT IS DECIDED THAT NEEDED REPAIR IS FOR THE AIRBAG CLOCK SPRING, THEN CUSTOMER WOULD NOT NEED TO PAY FOR THE DIAGNOSIS; CO ADVISED WOULD SCHEDULE APPOINTMENT FOR CUSTOMER FOR 2/25/2019 AT 10:30AM PST, USING XTIME, BUT THAT TIME WAS FILLED LAST SECOND | | | CO TO CALL CUSTOMER BACK*

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32CC[redacted]
Owner Or Fleet	[redacted] Galena, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/25/2019	Incident Date	N/A
Mileage	77,988		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/25/2019 12:45:00 PM	MEDIA ATTACHED IN DOC CENTER
2/26/2019 11:12:00 AM	NAME: [redacted] | | VEHICLE: 2012 VOLKSWAGEN PASSAT | | CASE: [redacted] | | VIN: 1VWBP7A32CC[redacted] | AS REQUESTED, AN UPDATED COPY OF THE REPAIR ORDER IS ATTACHED WITH PART NUMBER INCLUDED. | | I ACTUALLY RECEIVED TWO LETTERS FROM TIFFANY B, CUSTOMER CARE ADVOCATE DATED FEBRUARY 4, 2019. | | THE FIRST LETTER ADDRESSED THE NEED FOR A UPDATED REPAIR ORDER WITH PART NUMBER, AND THAT HAS BEEN | | ADDRESSED WITH THE ATTACHED INVOICE. | | THE SECOND LETTER DENIES MY REQUEST FOR REIMBURSEMENT FOR REPROGRAMMING OF THE INSTALLED PART. | | I RESPECTFULLY REQUEST THAT THE REQUEST BE RECONSIDERED. THE NEW PART WOULD NOT FUNCTION | | PROPERLY UNLESS IS WAS REPROGRAMMED. IT WAS AN EXPENSE I WAS FORCED TO INCUR DIRECTLY AS A RESULT | | OF THE INSTALLATION OF NEW CLOCK SPRING. WITHOUT THE RESET, THE CLOCK SPRING REPLACEMENT WAS | | WORTHLESS. | | WE HAD A NEGATIVE CUSTOMER EXPERIENCE WITH VW DEALERSHIP IN DOVER, DE PRIOR TO MAKING | | DECISION TO HAVE CLOCK SPRING REPAIRED BY DICK'S AUTOHAUS. THE CUSTOMER EXPERIENCE WITH DICK'S | | AUTOHAUS WAS CERTAINLY SATISFACTORY, HOWEVER THEY WERE UNABLE TO REPROGRAM THE CLOCK SPRING | | AND REFERRED ME TO ANTWERPEN VW. DICKS AUTOHAUS ACTUALLY PURCHASED THE PART IN QUESTION FROM | | ANTWERPEN VW. | | BY MY ESTIMATES, WE TRAVELED OVER 250 MILES TO SERVICE FACILITIES AND HAVE WELL OVER 12 HOURS OF | | TIME INVESTED IN THESE ISSUES. WE TRAVELED TO THREE SERVICE FACILITIES AND HAVE AT LEAST 12 HOURS OF | | AGGRAVATION INVESTED IN DEALING WITH TWO VW RECALLS. I REFERENCE TWO RECALLS, BECAUSE IS WAS AN | | AIR BAG RECALL THAT INITIALLY LED US TO WINNER VW IN DOVER, DE. ALTHOUGH WINNER VW COMPLETED | | THE AIR BAG RECALL, THEIR ARROGANCE AND ATTITUDE TOWARD THE AIR BAG LIGHT THAT CONTINUED TO PRESENT | | ISSUES AFTER THEIR WORK WAS COMPLETED ON RECALL - WAS ULTIMATELY WHAT LED US FIND A SERVICE | | FACILITY THAT RESPECTED US A CUSTOMERS AND RESPECTED OUR TIME. | | WE HAVE TWO VOLKSWAGENS IN THE DRIVEWAY, HOWEVER IT IS OWNER EXPERIENCES SUCH AS THESE THAT | | WILL WEIGH HEAVILY ON FUTURE VEHICLE PURCHASE DECISIONS.
2/26/2019 12:20:00 PM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | THANK YOU FOR SENDING IN THE PART NUMBER INFORMATION FOR YOUR REIMBURSEMENT REQUEST. | | | I HAVE FORWARDED THE UPDATED REPAIR ORDER TO OUR CAMPAIGN TEAM, AS WITH THEIR FAMILIARITY WITH OUR WARRANTY EXTENSIONS THEY ARE IN THE BEST POSITION TO COMPLETE A REVIEW. YOU SHOULD RECEIVE THEIR DETERMINATION ON THE REPAIRS COMPLETED BY DICKS AUTOHAUS WITHIN 3 TO 4 WEEKS BY MAIL. | | | FROM YOUR EMAIL, I RECOGNIZE YOU WOULD ALSO LIKE VOLKSWAGEN TO RECONSIDER REIMBURSEMENT ON THE CLOCK SPRING REPROGRAMMING THAT WAS PERFORMED BY ANTWERPEN VW. I┬┐M SORRY YOU WERE NOT SATISFIED WITH THE SERVICE YOU RECEIVED AT WINNER VW, ESPECIALLY AS IT WAS THIS EXPERIENCE THAT PROMPTED YOU TO VISIT DICKS AUTOHAUS AND THEN ANTWERPEN VW. WITH OUR WARRANTY EXTENSION REIMBURSEMENT REVIEW THOUGH, WE MUST CLOSELY ADHERE TO OUR REIMBURSEMENT GUIDELINES. WE PARTNER WITH THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION (NHTSA) TO CREATE OUR RECALL AND WARRANTY EXTENSION PARAMETERS. | | | THE CLOCK SPRING WARRANTY EXTENSION SOLELY COVERS REPLACEMENT OF THE CLOCK SPRING COMPONENT. WHILE I REGRET THE TIME AND MONEY COSTS YOU INCURRED DUE TO THE AIR BAG LIGHT CONCERNS ON YOUR PASSAT, OUR CAMPAIGN TEAM CAN ONLY REVIEW FOR POSSIBLE REIMBURSEMENT OF THE PART AND LABOR COSTS TO REPLACE THE CLOCK SPRING. I┬┐M SORRY WE CANNOT MEET YOUR EXPECTATIONS. | | | I KNOW IT DOES NOT CHANGE YOUR EXPERIENCE, BUT I HAVE DETAILED YOUR FEEDBACK ABOUT WINNER VW IN OUR CASE NOTES. WE WANT OUR CUSTOMERS TO FEEL DEALERS ARE TREATING THEM LIKE VALUED MEMBERS OF OUR VW FAMILY, AND WILL UTILIZE INTERNALLY THE THOUGHTS YOU SHARED TO LOOK INTO ANY AREAS OF OPPORTUNITY FOR IMPROVEMENT IN WINNER VW┬┐S CUSTOMER RELATIONS. THANK YOU FOR TAKING THE TIME TO REACH OUT TO US. | | | | | REST OF EMAIL CAN BE VIEWED IN DOC CENTER; CO TO ESCALATE TO SP MLYNARA PER REVIEW
2/26/2019 12:20:00 PM	SEE PREVIOUS CASE; CUSTOMER SUBMITTED REQUESTED RO WITH PART NUMBERS; SP TO REVIEW FOR REIMBURSMENT UNDER WECI WARRANTY EXTENSION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32CC[redacted]
Owner Or Fleet	[redacted] Galena, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/25/2019	Incident Date	N/A
Mileage	77,988		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/27/2019 12:34:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION FOR THE CLOCK SPRING; SUBMITTED RO AND POP FROM INDEP; INDEP PERFORMED REPAIRS TO THE CLOCK SPRING WITHIN THE REIMBURSEMENT PERIOD; VW TO REIMBURSE UNDER THE WARRANTY EXTENSION; VW TO REIMBURSE MAX PARTS $290.07; VW TO REIMBURSE LABOR $160.00; TAX $17.50; VW TO REIMBURSE TOTAL: $467.57. | | | SP TO GENERATE CHECK REQUEST.
2/27/2019 12:36:00 PM	1VWBP7A32CC[redacted]VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $467.57. | | | GENERATED CHECK REQUEST.
2/27/2019 12:39:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
3/5/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 467.57 MAILED ON 03/04/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD17AJ4EM[redacted]
Owner Or Fleet	[redacted] Troy, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	2/25/2019	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/25/2019 1:04:00 PM	CUSTOMER STATES BEEN HAVING ELECTRICAL ISSUES WITH VEHICLE SINCE PURCHASE OF VEHICLE; DOOR LOCKS, HORN, FUSES, GAS GAUGE; LIGHTER/POWER OUTLET; BATTERY FAILED; SPOKE WITH DEALER AT THAT TIME REGARDING ISSUE; EVEN SPOKE WITH DEALER ABOUT GETTING INTO ANOTHER VEHICLE; FELT VEHICLE IS A LEMON; THERE WAS AN ISSUE WHEN VEHICLE WASN┬┐T STARTING; CONTACTED DEALER REGARDING BATTERY; ASKED SERVICE ADVISOR TO CHECK BATTERY; SERVICE ADVISOR STATED THAT THERE WOULD BE A $65.00 DOLLARS TO CHECK BATTERY; ADVISED SERVICE ADVISOR NOT TO CHECK BATTERY JUST PLACE NEW BATTERY IN VEHICLE; SERVICE ADVISOR STATED TO PUT BATTERY INTO VEHICLE WOULD COST $65.00; TOLD SERVICE ADVISOR NOT TO PUT BATTERY IN AND WILL GO UP THE STREET TO HAVE BATTERY PLACED IN VEHICLE FOR FREE; TOKE VEHICLE TO WAL-MART WHO PLACED BATTERY IN VEHICLE FOR FREE; AFTER EXPERIENCE WITH DEALER 408366 DECIDED NOT TO GO TO DEALER ANYMORE FOR SERVICE; DEALER WAS ALWAYS SO RUDE AND NEVER HAD A GOOD EXPERIENCE; STARTED TAKING VEHICLE TO DEALER 408396; ONE DAY VEHICLE WOULDN┬┐T START; HAD VEHICLE JUMPED STARTED AND TAKEN TO DEALER 408396; DEALER STATED THAT BECAUSE OF BATTERY PURCHASED FROM WAL-MART; IT WAS CAUSING VEHICLE NOT TO START SO DEALER REPLACED BATTERY ON VEHICLE; DEALER STATED THAT VEHICLE ISSUES REGARDING ELECTRICAL SHOULD BE RESOLVE BUT THEY WEREN┬┐T; NOW HAVING ISSUE WITH AIRBAG LIGHT BEING ON AND HORN NOT WORKING AGAIN; DAUGHTER DRIVES VEHICLE; DAUGHTER CONTACTED DEALER 408396 REGARDING CONCERNS; DEALER STATED THAT IT COULD BE NUMEROUS REASONS AS TO WHY THE AIRBAG LIGHT IS ON; VEHICLE DOESN┬┐T HAVE A RECALL SO VEHICLE WOULD NEED TO BE TAKEN INTO THE DEALER FOR DIAGNOSIS; | | | CUSTOMER SEEKING TO REPORT VEHICLE ISSUES; EXPERIENCE AT DEALER; | | | CO ADVISED CUSTOMER THAT CURRENT VEHICLE CONCERNS SEEM TO BE CONNECTED TO AIRBAG CLOCK SPRING; WHICH CUSTOMER HAS AN EXTENDED WARRANTY FOR; VEHICLE WOULD NEED TO BE TAKEN TO DEALER SO DEALER CAN PERFORM DIAGNOSIS TO SEE IF VEHICLE ISSUE IS RELATED TO AIRBAG CLOCK SPRING;
2/25/2019 1:45:00 PM	CONTINUED COMMENT: EXPERIENCE WITH DEALER 408366 A DEALER COMPLAINT WILL BE FILED;PROVIDED CUSTOMER CASE NUMBER IF CUSTOMER HAS ANY ADDITIONAL CONCERNS; OFFERED TO SCHEDULE DLR APPOINTMENT; CUSTOMER DECLINED AS DAUGHTER WOULD BE THE ONE TO SCHEDULE APPOINTMENT; | | | CO TO RCM;
2/25/2019 2:11:00 PM	RCM TO FILE FYI DEALER COMPLAINT; | | | CUSTOMER STATES BEEN HAVING ELECTRICAL ISSUES WITH VEHICLE SINCE PURCHASED; TALKED TO DEALER 408366 ABOUT GETTING INTO ANOTHER VEHICLE OR SOMETHING TO FIX CONCERNS; DEALER NEVER FOLLOWED UP; WHENEVER VEHICLE HAS BEEN AT DEALER; SERVICE ADVISORS ARE RUDE OR SEEM NOT TO WANT TO ASSIST; BECAUSE OF EXPERIENCE HAVE BEEN GOING TO ANOTHER DEALER FOR SERVICE;
2/25/2019 2:16:00 PM	CATEGORY SELECTION : ELECTRICAL / OTHER SYMPTOM - 1 / BATTERY FAILED; AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT; ELECTRICAL / INEFFECTIVE - 1 / HORN; ELECTRICAL / HISTORICAL CONCERN / POWER OUTLET; ;
2/25/2019 2:17:00 PM	CATEGORY SELECTION : ENGANDENGCOOLING / HISTORICAL CONCERN / ENGINE WOULDNT START; LATCH / HISTORICAL CONCERN / DOOR LOCK;
2/25/2019 2:18:00 PM	CATEGORY SELECTION : FUELSYS / HISTORICAL CONCERN / FUEL GAUGE;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD17AJ4EM[redacted]
Owner Or Fleet	[redacted] Troy, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	2/25/2019	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/27/2019 8:33:00 PM	FYI ONLY ┬┐ NO FEEDBACK NEEDED | | HELLO! THE FOLLOWING CUSTOMER HAS CONTACTED CUSTOMER CARE REGARDING FEEDBACK WITH THEIR SERVICE EXPERIENCE. PLEASE REVIEW THE DETAILS BELOW: | | CUSTOMER NAME: [redacted] | | MODEL YEAR/MODEL: 2014 JETTA | | VIN: 3VWD17AJ4EM[redacted] | | CUSTOMER (CONCERN): THE CUSTOMER SAID SHE HAS NEVER HAD A GOOD EXPERIENCE WITH THE DEALERSHIP EMPLOYEES ARE RUDE. SHE SAID SHE HAS BEEN HAVING ELECTRICAL ISSUES WITH VEHICLE SINCE IT WAS PURCHASE. THE DOOR LOCKS, HORN, FUSES, GAS GAUGE; LIGHTER/POWER OUTLET AND BATTERY HAVE ALL FAILED IN THE PAST. THERE WAS AN ISSUE WHEN VEHICLE WASN┬┐T STARTING THE CUSTOMER CONTACTED THE DEALER AND WAS ADVISED THERE WOULD BE A $65.00 DOLLARS TO CHECK BATTERY. THE CUSTOMER REQUESTED THE DEALER NOT TO CHECK BATTERY BUT TO JUST REPLACE IT. THE CUSTOMER SAID SHE WAS THEN ADVISED IN ORDER TO REPLACE THE BATTERY IT WOULD STILL COST $65.00. THE CUSTOMER DECLINED REPAIRS AND WENT TO WAL-MART WHO REPLACED THE BATTERY FOR FREE. THE CUSTOMER SAID AFTER THIS EXPERIENCE WITH THE DEALERSHIP SHE WILL NOT BE RETURNING TO THIS DEALER FOR ANY SERVICE. | | THE CUSTOMER IS SEEKING THE FOLLOWING: | | -TO FILE DEALER COMPLAINT | | | | I AM SEEKING: | | -TO FORWARD DEALER COMPLAINT | | | | RCM TO ASSIGN BACK TO CO
2/27/2019 8:35:00 PM	FYI COMPLAINT FILED WITH DEALER
3/1/2019 5:59:00 PM	CUSTOMER STATES: AIRBAG LIGHT CAME ON THE DRIVER'S SIDE OF THE VEHICLE; KNOWS OF RECALLS ON OTHER JETTA'S; DEALER SAID THERE WOULD BE A DIAGNOSIS FEE; BELIEVES HE VEHICLE IS A LEMON AND THE DEALER DENIED PURCHASING THE VEHICLE BACK AND THEY CANNOT REFUND THE WARRANTY EXT; WAS TOLD BY THE DEALER TO GO TO ANOTHER DEALER; WOULD HAVE TO PAY OVER $1000 TO FIX THE POD MODULE AND $200 TO REPLACE THE HORN; DEALER AT NEMER SAID IT┬┐S NOT COVERED UNDER THE AIRBAG CLOCK SPRING WARRANTY; | | | CUSTOMER SEEKING: DO WE HAVE A COMPLAINT FORM | | | CUSTOMER ADVOCATE ADVISED: WE DO NOT HAVE A COMPLAINT FORM FOR HER TO FILL OUT; THE AIRBAG CLOCK SPRING WARRANTY EXT ONLY COVERS THE CLOCK SPRING; PROVIDED THE CUSTOMER WITH THE CUSTOMER CARE CENTER MAILING ADDRESS; | | | CUSTOMER STATES: SHE IS NOT BUYING ANOTHER VW AND WILL NOT RECOMMEND ANYONE ELSE TO BUY; | | | CUSTOMER ADVOCATE ADVISED: THE AIRBAG WILL NOT JUST EXPLODE IF THE VEHICLE IS SITTING IDLE; THE LOSS OF ELECTRICAL CONNECTION TO THE DRIVER'S FRONTAL AIRBAG WILL PREVENT THE AIRBAG FROM DEPLOYING IN THE EVENT OF A VEHICLE CRASH; IF THE VEHICLE WAS UNSAFE TO DRIVE THERE WOULD OFF BEEN A STOP DRIVE RECALL WHERE WE WOULD RECOMMEND THAT THE VEHICLE WAS NOT DRIVEN; | | | CO TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW1K7AJ5EM[redacted]
Owner Or Fleet	[redacted] CHARLOTTE, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	2/25/2019	Incident Date	N/A
Mileage	45,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/25/2019 2:24:00 PM	CUSTOMER STATES: I┬┐M WRITING BECAUSE OF SOME ISSUES I┬┐VE BEEN HAVING WITH MY VEHICLE AND I┬┐M CONFUSED AS TO HOW THESE ISSUES ARE HAPPENING WHEN THE VEHICLE IS ONLY 5 YEARS OLD; THERE ARE NO RECALLS ON MY VEHICLE; I┬┐M ALREADY HAVING TO REPLACE AN AIRBAG MODULE, AN ABS MODULE AND A SEAT DETECTOR FOR THE AIRBAG; THE CAR ISN┬┐T OLD AND ITS AND THESE ARE ISSUES THAT I WOULDN┬┐T EXPECT FROM A 2014 VEHICLE | | | CUSTOMER SEEKS: HOW COMMON IS IT FOR THE NEWER MODEL VEHICLES TO NEED THESE TYPES OF REPAIRS OR REPLACEMENTS? | | | CO ADVISED: I AM DOCUMENTING YOUR CONCERNS WITHIN A CASE TODAY. WE DO WORK CLOSELY WITH THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN (NHTSA) TO MONITOR VEHICLE SAFETY TRENDS. THIS IS HOW WE ISSUE OUT RECALLS. I WILL BE SURE TO PASS THESE CONCERNS ON TO NHTSA. IF A RECALL ARISES IN THE FUTURE AND YOUR VEHICLE IS AFFECTED, YOU WOULD BE NOTIFIED VIA POSTAL MAIL AND ELIGIBLE FOR REIMBURSEMENT; WE RELY ON OUR DEALERSHIPS TO BE OUR TECHNICAL RESOURCES AND THEY WOULD BE IN THE BEST POSITION FROM A HANDS ON PERSPECTIVE TO ADVISE ON WHY YOUR VEHICLE IS EXPERIENCING THESE CONCERNS; WITH EVERY REPAIR YOU ARE PROVIDE WITH SPARE PARTS WARRANTY WHICH IS FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST ON YOUR CAR. IF THE DEALERSHIP DID NOT PERFORM A DIAGNOSIS THEY COULD NOT SPEAK TO WHAT ISSUES YOUR VEHICLE ARE EXPERIENCING FOR SURE; ALSO I DID CONFIRM THAT YOUR VEHICLE DOES NOT HAVE ANY OPEN RECALLS BUT DOES HAVE ONE WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING UNTIL 120,000 MILES OR 09-09-2024 WHICHEVER OCCURS FIRST ON YOUR VEHICLE. | | | CUSTOMER AGREED AND DISCONNECTED | | | NO FURTHER ACTION
2/25/2019 4:17:00 PM	MEDIA ATTACHED IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN2CE[redacted]
Owner Or Fleet	[redacted]		MIAMI, FL, [redacted]
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	2/25/2019	Incident Date	N/A
Mileage	114,847		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/25/2019 2:11:00 PM	CUSTOMER STATES RECEIVED LETTER IN NOVEMBER 2018 ABOUT AIRBAG CLOCK SPRING; IN DECEMBER HAD ISSUES TIMING CHAIN BUT WAS OUT OF WARRANTY FOR THE WARRANTY EXTENSION; AIRBAG LIGHT WAS ON AND STEERING FUNCTIONS WERE NOT WORKING AT THAT TIME AND DEALER ADVISED TO FIX THE TIMING CHAIN FIRST; CUSTOMER WENT BACK TO THE DEALER TO HAVE AIRBAG CLOCK SPRING ADDRESSED AND WAS ADVISED THEY DID NOT KNOW WHAT CUSTOMER WAS TALKING ABOUT; CUSTOMER WANTS TO KNOW IF THERE IS ANYTHING ON THE VEHICLE DEALING WITH THE AIRBAG CLOCK SPRING; CUSTOMER ALSO ADVISED AN INTAKE MANIFOLD REPAIR WAS DONE AS WELL ALONG WITH THE TIMING CHAIN REPAIR; TIMING CHAIN AND INTAKE MANIFOLD REPAIR WAS COMPLETED AT AN INDEPENDENT | | | CUSTOMER SEEKS TO KNOW IF THERE IS ANYTHING ON THE VEHICLE PERTAINING TO THE AIRBAG CLOCK SPRING | | | CO ADVISED THERE IS AN EXTENDED WARRANTY ON THE VEHICLE FOR THE AIRBAG CLOCK SPRING 3/31/2026 UNLIMITED MILEAGE; INTAKE MANIFOLD AND FUEL INJECTOR 3/30/2021 OR 120K WOF; ADVISED TO SEND IN REPAIR ORDER AND POP AND VW CAN LOOK INTO REIMBURSEMENT FOR PARTS ONLY FOR THE INTAKE MANIFOLD REPAIR; SET APPOINTMENT THROUGH X-TIME FOR 2/26 AT 8:30AM TO HAVE AIRBAG CLOCK SPRING ISSUE ADDRESSED; WILL SEND EMAIL AND DOCUMENTS CAN BE ATTACHED AND REVIEWED FOR REIMBURSEMENT | | | NO FURTHER ACTION
2/25/2019 6:05:00 PM	CATEGORY SELECTION : ENGANDENGCOOLING / HISTORICAL CONCERN / INTAKE MANIFOLD AND TIMING CHAIN WERE PREVIOUSLY REPAIRED;
2/25/2019 6:07:00 PM	REFERENCE #[redacted]| | | DEAR MS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | ANGEL W | | CUSTOMER CARE ADVOCATE | |
2/26/2019 2:27:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | ANGEL W | | CUSTOMER CARE ADVOCATE | |
2/26/2019 7:42:00 AM	DELIVERY HAS FAILED TO THESE RECIPIENTS OR GROUPS: | | | [redacted] | | THE E-MAIL ADDRESS YOU ENTERED COULDN'T BE FOUND. PLEASE CHECK THE RECIPIENT'S E-MAIL ADDRESS AND TRY TO RESEND THE MESSAGE. IF THE PROBLEM CONTINUES, PLEASE CONTACT YOUR HELPDESK. | | | | | THE FOLLOWING ORGANIZATION REJECTED YOUR MESSAGE: [redacted] | | | | | | | | | | | | | | | | | | | | | DIAGNOSTIC INFORMATION FOR ADMINISTRATORS: | | | GENERATING SERVER: MG2.VWOA.NA.VWG | | | [redacted] | [redacted] THE EMAIL ACCOUNT THAT YOU TRIED TO REACH DOES NOT EXIST. PLEASE TRY> #SMTP# | | | | | CO TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A38GC[redacted]
Owner Or Fleet	[redacted] SAN DIEGO, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	2/25/2019	Incident Date	N/A
Mileage	18,300		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/25/2019 3:09:00 PM	MEDIA ATTACHED IN DOC CENTER
2/26/2019 1:35:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT REPAIR SHOP; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 18,349 MILES; REPAIRS COMPLETED OVER CAP AMOUNT; VW TO REIMBURSE CAP AMOUNT FOR WECY WARRANTY EXTENSION; PARTS $150.00; LABOR $248.04; TAX $13.12; TOTAL $411.16. | | | SP TO GENERATE CHECK REQUEST AND SEND CAP AMOUNT LETTER.
2/26/2019 1:40:00 PM	1VWAT7A38GC[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $411.16. | | | SP GENERATED CHECK REQUEST.
2/26/2019 1:41:00 PM	SP SENT CAP AMOUNT LETTER.
2/26/2019 11:45:00 AM	CUSTOMER IS RESUBMITTING DOCUMENTS FOR WE CLOCK SPRING; CUSTOMER NEEDED A DETAILED AND LEGIBLE COPY OF INVOICE THAT STATES MILEAGE AND PART NUMBER; CUSTOMER SUBMITTED EXACTLY THAT
2/26/2019 11:51:00 AM	DEAR MR. [redacted] | | | THANK YOU FOR YOUR REPLY. WE HAVE EVERYTHING WE NEED TO RE-REVIEW YOUR REIMBURSEMENT REQUEST UNDER THE CLOCK SPRING WARRANTY EXTENSION. | | | I WILL FORWARD YOUR DOCUMENTS TO THE CORRECT DEPARTMENT AND THE REVIEW WILL BEGIN. YOU SHOULD RECEIVE A NOTIFICATION BY MAIL WITHIN THE NEXT 3-4 WEEKS FROM TODAY┬┐S DATE, FEBRUARY 26TH, 2019. WE GREATLY APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. | | | AT THE END OF OUR REVIEW, YOU WILL EITHER RECEIVE A CHECK IN THE MAIL, OR A DENIAL LETTER AS TO WHY THE CLAIM WAS DENIED. | | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | |
2/26/2019 11:52:00 AM	GOOD AFTERNOON ASHLEY | | | PLEASE RE-REVIEW DOCUMENTS IN THE DOC CENTER FOR REIMBURSEMENT REVIEW UNDER WE CLOCK SPRING; CO ADVISED PARAMETER VIA US MAIL | | | THANK YOU FOR ALL THAT YOU DO
3/5/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 411.16 MAILED ON 03/04/2019
3/5/2019 5:55:00 PM	MEDIA ATTACHED IN DOC CENTER
3/6/2019 8:33:00 AM	CASE HAS BEEN RESOLVED; NO FURTHER ACTION REQUIRED.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32CC[redacted]
Owner Or Fleet	[redacted]	West Covina, CA,	[redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/25/2019	Incident Date	N/A
Mileage	77,475		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/25/2019 4:13:00 PM	MEDIA ATTACHED IN DOC CENTER
2/27/2019 10:14:00 AM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | I APPRECIATE YOUR DETERMINATION IN WORKING WITH OUR CUSTOMER CARE CENTER IN THIS ORDEAL, AND I CAN ATTEST THAT I WOULD LIKE TO REMAIN ENGAGED FURTHER IN THIS EXPERIENCE WITH YOU. | | | I TOOK THE TIME TO REVIEW THE SCREENSHOT YOU SENT US IN YOUR EMAIL, AND SADLY, THROUGH ALL OF MY EFFORTS, I WAS UNABLE TO VIEW THIS INFORMATION. | | | BECAUSE YOU MAY HAVE HAD TO PAY FOR AN ITEM THAT IS COVERED UNDER YOUR EXTENDED WARRANTY, YOUR REQUEST FOR REIMBURSEMENT FOR THIS REPAIR IS HIGHLY IMPORTANT TO ME. IT IS MY GOAL TO ENSURE THAT YOU ARE RECEIVING A FAIR AND THOROUGHLY REVIEWED EVALUATION FOR REIMBURSEMENT. | | | IN ORDER TO MAKE THIS A POSSIBILITY, IT WOULD BENEFIT OUR REVIEW DEPARTMENT IF YOU ARE ABLE TO RETRIEVE AND SCAN A REPAIR ORDER FROM THE INDEPENDENT MECHANIC YOU┬┐VE VISITED SHOWING THE DOCUMENTED PART NUMBER ON THIS INFORMATION. ALONGSIDE A PROVIDED RECEIPT TOTALING THE AMOUNT YOU┬┐VE MENTIONED OF $531.13, WE WOULD HAVE ALL OF THE NECESSARY DOCUMENTATION TO DELVE FURTHER AND EXTENSIVELY REVIEW YOUR REQUEST. | | | I┬┐VE SEEN IN MANY CASES THAT THE DEALERSHIP OR INDEPENDENT MECHANIC IS ABLE TO RETRIEVE THIS INFORMATION FOR THEIR SYSTEM AND PROVIDE THE CUSTOMER A PRINTED OUT COPY. THE PROOF OF PAYMENT CAN BE A REPRINTED RECEIPT OR A BANK STATEMENT DISPLAYING THE AMOUNT ABOVE. | | | TO SIMPLIFY THIS PROCESS, YOU CAN JUST ATTACH THOSE DOCUMENTS IN YOUR EMAILED RESPONSE AND I┬┐LL BE SURE TO HAVE YOUR CASE ESCALATED RIGHT UP FOR REVIEW. | | | PLEASE NOTE, ONCE I HAVE YOUR SUBMITTED DOCUMENTS, I┬┐LL EMAIL YOU ON THE DATE OF YOUR ESCALATION. FROM THAT POINT, THE REVIEW PROCESS CAN TAKE APPROXIMATELY 60 DAYS FOR COMPLETION, BUT YOUR CASE WILL BE IN THE RIGHT HANDS. | | | I┬┐M VERY INVESTED IN YOUR CASE, AND I WOULD LIKE TO ENSURE YOU┬┐RE AWARE OF MY SCHEDULE. I┬┐M IN THE OFFICE, MONDAY THROUGH FRIDAY FROM 8:30AM TO 5:30PM, SO I SHOULD BE ABLE TO CATCH YOUR REPLY THEN. I┬┐LL BE ON THE LOOKOUT FOR YOUR RESPONSE. | | | | SINCERELY, | | | | | | | RAVEN L.
3/1/2019 11:49:00 AM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | I WANTED TO REACH BACK OUT TO YOU IN HOPES THAT MY EMAIL FINDS YOU WELL. | | | I AM DEDICATED IN ENSURING THAT WE ARE PROVIDING AN ACCURATE REVIEW OF ALL NECESSARY AND PROVIDED INFORMATION FOR YOUR REIMBURSEMENT REQUEST. MY ATTEMPTS IN READING THE INFORMATION ON THE SCREENSHOT SADLY FAILED, BUT WE ARE STILL INTERESTED IN RECEIVING YOUR REPAIR ORDER AND RECEIPTS FOR THE COSTS INCURRED FOR THE REPAIR OF YOUR STEERING WHEEL CLOCK SPRING. | | | IF YOU CAN RETRIEVE HARD COPIES, SCAN THIS INFORMATION AND PLACE IT AS AN ATTACHMENT IN YOUR EMAILED REPLY, I WOULD BE MORE THAN HAPPY TO HAVE THIS SENT STRAIGHT UP FOR REVIEW. | | | I┬┐LL BE SURE TO MONITOR OUR INBOX FOR YOUR RESPONSE, SO THAT YOUR REQUEST IS TAKEN CARE OF AS SOON AS POSSIBLE. | | | SINCERELY, | | | | | | | RAVEN L. | | CUSTOMER CARE ADVOCATE | | | | CO TO CLOSE PENDING CUSTOMER CONTACT
3/5/2019 1:06:00 PM	MEDIA ATTACHED IN DOC CENTER
3/5/2019 2:11:00 PM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | THANKS FOR REACHING BACK OUT TO ME. I┬┐M SORRY TO HEAR THAT CHAPMAN AUTO WASN┬┐T ABLE TO PROVIDE A CLEARER COPY, BUT I┬┐M GLAD YOU WERE ABLE TO EXPAND THIS INFORMATION. | | | JUST TO MAKE SURE, I REACHED OUT TO OUR REVIEW DEPARTMENT TO SEE IF THIS INFORMATION WOULD SUFFICE, AND GLADLY THEY CONFIRMED THAT THIS WAS OKAY. | | | I┬┐LL BE SURE TO HAVE YOUR CASE ESCALATED RIGHT UP FOR FURTHER REVIEW. YOU CAN EXPECT A DETERMINATION IN APPROXIMATELY 3-4 WEEKS. I┬┐M SORRY IF THE TIMEFRAME MAY CAUSE FURTHER FRUSTRATION, BUT PLEASE KNOW THAT WITH THE CURRENT INFORMATION ON HAND, YOUR CASE IS IN THE RIGHT LOCATION. | | | THANKS FOR WORKING WITH ME ON THIS. | | | SINCERELY, | | | | | | | RAVEN L. | | CUSTOMER CARE ADVOCATE | | | | CO TO ESCALATE TO SP TO REVIEW
3/5/2019 2:12:00 PM	SP TO REVIEW FOR POSSIBLE REIMBURSEMENT; TO REFERENCE PREVIOUSLY REVIEWED CASE [redacted] CUSTOMER COULD NOT GET CHAPMAN AUTO TO PROVIDE A CLEARER COPY BUT THEY WERE ABLE TO GATHER THE REPAIR ORDER IN A SCREENSHOT ON THEIR COMPUTER; THE PART NUMBER IS VWGG5K0953569AL

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32CC[redacted]
Owner Or Fleet	L[redacted], West Covina, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/25/2019	Incident Date	N/A
Mileage	77,475		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

3/6/2019 12:44:00 PM	FROM: [redacted] | | SENT: WEDNESDAY, MARCH 06, 2019 1:42 AM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | THANK YOU. | | | | | | CO TO REVIEW
3/7/2019 3:58:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEP; INDEP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE MAX PARTS FOR REPAIRS COMPLETED AT INDEP $290.07; VW TO REIMBURSE LABOR $177.00; TAX $26.56; VW TO REIMBURSE TOTAL: $493.63. | | | SP TO GENERATE CHECK REQUEST.
3/7/2019 4:02:00 PM	1VWBP7A32CC[redacted]VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $493.63. | | | | GENERATED CHECK REQUEST.
3/7/2019 4:05:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
3/12/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 493.63 MAILED ON 03/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW637AJ7DM[redacted]
Owner Or Fleet	[redacted] VALLEY VILLAGE, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	2/25/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/25/2019 7:30:00 PM	REFER TO CASE [redacted] | | | CUSTOMER STATES: CALLED AND WAS TOLD CHECK WAS SENT 1/21; | | | CUSTOMER SEEKING: WHY CHECK WAS NOT RECEIVED | | | CO ADVISED: GOING TO SPEAK TO SP AND FOLLOW UP; | | | CUSTOMER STATES TIRED OF HAVING TO CALL; GOING TO HAVE ATTORNEY REACH OUT; | | | CO ADVISED: NOT GOING TO CHANGE ANYTHING; WILL CHECK STATUS OF CHECK WITH TEAM THEN FOLLOW UP; | | | CO TO SPEAK TO SP;
2/26/2019 2:06:00 PM	CO ADVISED: HAVE UPDATE ON CASE; PROVIDED CASE NUMBER; | | | LEVEL 1 TO ADVISE: CHECK WAS SENT TO INCORRECT ADDRESS; HAVE UPDATED AND REQUEST CHECK TO BE MAILED TO UPDATED MAILING ADDRESS; | | | CO TO WAIT FOR CUSTOMER CONTACT;
2/26/2019 9:20:00 PM	CUSTOMER STATES: CALLING BACK; | | | CUSTOMER SEEKING: NEEDS CHECK OVERNIGHTED; | | | CO ADVISED: CHECK TO BE REISSUED SINCE SENT TO INCORRECT MAILING ADDRESS; | | | CUSTOMER REQUEST TO SPEAK TO SUPERVISOR & GET IT OVERNIGHTED; | | | CO REVIEWED WITH SUPERVISOR LAUREN; | | | CO ADVISED: NO WAY TO OVERNIGHT; HANDLED BY ACCOUNTING; | | | CUST REQUEST TO SPEAK TO SUP; | | | CO ADVISED: BASED YOUR REQUEST I WOULD NOT DENY YOU FROM SPEAKING WITH A MEMBER OF LEADERSHIP. YOU WILL BE CONTACTED BEFORE THE END OF THE NEXT BUSINESS DAY; WILL NOT CHANGE OUTCOME; | | | CO TO ASSIGN TO SUP;
2/26/2019 9:29:00 PM	SUP TO CONTACT CUST BY COB 2/27 TO ADVISE CHECK CANNOT BE OVERNIGHTED; | | | SUP TO REVIEW;
2/27/2019 1:08:00 PM	CUSTOMER STATED: HAS CALLED FOR TIMES LOOKING FOR UPDATE ON CHECK; LOOKING TO HAVE THE CHECK OVERNIGHTED; DOES NOT WANT TO WAIT; HAS LOST FAITH IN COMPANY HAVE CONTACTED ATTORNEY, BUT HAS NOT RETAINED LEGAL COUNSEL ALWAYS HAS AN ATTORNEY ON RETAINER; KNOWS THAT ATTORNEYS CAN CONTACT BY ANY MEANS THEY WISH SUCH AS EMAIL, CALLS OR LETTERS; | | | TEAM LEAD ADVISED: SINCE THERE WAS AN ERROR IN ADDRESS WHERE THE CHECK WAS SENT THERE HAS BEEN AN STOP CHECK AND REISSUANCE AS LONG AS CHECK WAS NOT CASHED; THERE IS A PROCESS TO REISSUE CHECK AND CHECK WILL BEING VIA USPS, VW WILL NOT BE MEETING REQUEST TO OVERNIGHT CHECK; TEAM LEAD OFFERED TO FOLLOW UP WITH CUSTOMER ONCE NEW CHECK HAS BEEN ISSUED, CUSTOMER IS SPEAKING WITH LEADERSHIP WHICH IS THE HIGHEST CUSTOMER FACING TEAM; ANY LEGAL CORRESPONDENCE IS DONE THROUGH WRITTEN LETTER; AS OF 2.26.19, CASE [redacted] STATUS IS INCORRECT ADDRESS. IF CHECK HAS NOT BEEN CASHED, AP WILL ISSUE A NEW CHECK. THE PROCESS NORMALLY TAKES 10-14 BUSINESS DAYS; PROVIDED PHYSICAL ADDRESS UPON REQUEST; | | | NO FURTHER ACTION PENDING CUSTOMER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A3XDC[redacted]
Owner Or Fleet	[redacted] Atlanta, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	2/26/2019	Incident Date	N/A
Mileage	43,559		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/26/2019 9:09:00 AM	MEDIA ATTACHED IN DOC CENTER
2/28/2019 1:49:00 PM	CUSTOMER SENT IN DOCUMENTS FOR RE-REIMBURSEMENT REVIEW UNDER WE CLOCK SPRING;
2/28/2019 1:52:00 PM	REFERENCE # [redacted] | | | DEAR MS.[redacted] | | | THANK YOU FOR YOUR REPLY. WE HAVE EVERYTHING WE NEED TO RE-REVIEW YOUR REIMBURSEMENT REQUEST UNDER THE CLOCK SPRING WARRANTY EXTENSION. | | | I WILL FORWARD YOUR DOCUMENTS TO THE CORRECT DEPARTMENT AND THE REVIEW WILL BEGIN. YOU SHOULD RECEIVE A NOTIFICATION BY MAIL WITHIN THE NEXT 3-4 WEEKS FROM TODAY┬┐S DATE, FEBRUARY 28TH, 2019. WE GREATLY APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. | | | AT THE END OF OUR REVIEW, YOU WILL EITHER RECEIVE A CHECK IN THE MAIL, OR A DENIAL LETTER AS TO WHY THE CLAIM WAS DENIED. | | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | |
2/28/2019 1:53:00 PM	HELLO ASHLEY | | | PLEASE RE-REVIEW DOCUMENTS IN THE DOC CENTER FOR REIMBURSEMENT UNDER WE CLOCK SPRING; CO ADVISED PARAMETER | | | THANK YOU FOR YOUR TIME! | | |
3/1/2019 3:08:00 PM	CUST SUBMITTED ADDITIONAL POP REQUESTED FOR REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; CUST ONLY PAID DEDUCTIBLE; VW TO REIMBURSE CUST TOTAL: $300.00. | | | SP TO GENERATE CHECK REQUEST.
3/1/2019 3:13:00 PM	1VWBP7A3XDC[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $300.00. | | | GENERATED CHECK REQUEST.
3/12/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 300.00 MAILED ON 03/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW8AH4DV[redacted]
Owner Or Fleet	[redacted] WEST PALM BEACH, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2013		
Report Date	2/26/2019	Incident Date	N/A
Mileage	79,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/26/2019 3:16:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 79,083 MILES; REPAIR ORDER DATE IS 01/24/2018; FIRST VALID OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $333.58; LABOR $277.00; TAX $32.97; TOTAL $643.55. | | | | SP TO GENERATE CHECK REQUEST.
2/26/2019 3:36:00 PM	WVWBW8AH4DV[redacted]AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $643.55. | | | | SP GENERATED CHECK REQUEST.
2/26/2019 9:28:00 AM	MEDIA ATTACHED IN DOC CENTER
3/5/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 643.55 MAILED ON 03/04/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRZ7AJ6AM[redacted]
Owner Or Fleet	[redacted] LONG BEACH, NY [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	2/26/2019	Incident Date	N/A
Mileage	69,700		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/26/2019 3:45:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 69,785; REPAIR ORDER DATE IS 09/05/2017; FIRST VALID OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; PARTS $148.33; LABOR $432.00; TAX $57.04.; TOTAL $637.37. | | | | SP TO GENERATE CHECK REQUEST.
2/26/2019 3:54:00 PM	3VWRZ7AJ6AM[redacted] AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $637.37. | | | | SP GENERATED CHECK REQUEST.
2/26/2019 9:33:00 AM	MEDIA ATTACHED IN DOC CENTER
3/5/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 637.37 MAILED ON 03/04/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A31DC[redacted]
Owner Or Fleet	[redacted] Brandon, MS, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	2/26/2019	Incident Date	N/A
Mileage	128,500		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/26/2019 4:18:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 128,532 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $741.18. | | | | SP TO GENERATE CHECK REQUEST.
2/26/2019 4:21:00 PM	1VWCN7A31DC[redacted]VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $741.18. | | | | SP GENERATED CHECK REQUEST.
2/26/2019 9:39:00 AM	MEDIA ATTACHED IN DOC CENTER
3/5/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 741.18 MAILED ON 03/04/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2A7AU2FM[redacted]
Owner Or Fleet	[redacted] COLORADO SPRINGS, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	2/26/2019	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/26/2019 10:04:00 AM	MEDIA ATTACHED IN DOC CENTER
2/27/2019 11:37:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 46,653 MILES; CUSTOMER ONLY PAID DEDUCTIBLE DUE TO WARRANTY EXTENSION CONTRACT; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $100.00. | | | SP TO GENERATE CHECK REQUEST.
2/27/2019 11:42:00 AM	3VW2A7AU2FM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $100.00. | | | SP GENERATED CHECK REQUEST.
3/5/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 100.00 MAILED ON 03/04/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN9DE[redacted]
Owner Or Fleet	[redacted] La Puente, CA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	2/26/2019	Incident Date	N/A
Mileage	56,400		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/26/2019 10:37:00 AM	MEDIA ATTACHED IN DOC CENTER
2/27/2019 1:22:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON SPRING CLOCK AT 56,406 MILES; REPAIR ORDER DATE IS 08/07/2017; FIRST VALID OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $575.85. | | | SP TO GENERATE A CHECK REQUEST.
2/27/2019 1:25:00 PM	WVWBP7AN9DE[redacted] AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $575.85. | | | SP GENERATED CHECK REQUEST.
3/5/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 575.85 MAILED ON 03/04/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX7CW[redacted]
Owner Or Fleet	[redacted] Costa Mesa, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	2/26/2019	Incident Date	N/A
Mileage	69,250		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/26/2019 10:52:00 AM	MEDIA ATTACHED IN DOC CENTER
2/26/2019 4:33:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUMBITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS ON CLOCK SPRING AT 69,253 MILES; PART OF REPAIRS FOR CLOCK SPRING WERE COVERED UNDER EXTENEDED WARRANTY CONTRACT, CUST ONLY PAID $77.52; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $77.52. | | | SP TO GENERATE CHECK REQUEST.
2/26/2019 4:36:00 PM	WVGAV7AX7CW[redacted]VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $77.52. | | | SP GENERATED CHECK REQUEST.
3/5/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 77.52 MAILED ON 03/04/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX4CW[redacted]
Owner Or Fleet	[redacted] ORLANDO, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	2/26/2019	Incident Date	N/A
Mileage	47,740		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/26/2019 1:35:00 PM	TALKED AND TYPED BY VIRENDA J | | | CUST 2ND OWNER BUOGHT FROM CARMAX A FEW YEAR AGO; FEEL VEH IS NOT SAFE TO DRIVE; HAS BEEN TO A SHOP 4 TIMES AND WILL NEVER OWN ANOTHER VW; CALL TO CHECK FOR RECALLS AND ANY WARRANTIES ON HER VEH; CUST STATES THERE ARE MANY WARNING LIGHTS ONE BEING THE AIRBAG LIGHT; ABS. | | | CO ADVISED NO OPEN RECALLS; PROVIDED WARRANTY EXTENTION INFORMATION. | | | CUST ACKNOWLEDGED | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD17AJ5EM[redacted]
Owner Or Fleet	[redacted] NEW ORLEANS, LA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	2/26/2019	Incident Date	N/A
Mileage	48,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/26/2019 1:54:00 PM	CUSTOMER STATES: HAD DEALER APPOINTMENT FOR RECALL SCHEDULED FOR TODAY; AIRBAG LIGHT IS COMING ON; DEALER GAVE PRICE OF $3400 FOR THE AIRBAG AND A NEW ENGINE FOR $9000; WORKING WITH SERVICE ADVISOR ROBERT; IS SMELLING GAS IN THE VEHICLE FROM THE VENTS; STATES THE DEALER DID NOT TOUCH THE VEHICLE; | | | CO ADVISED: CAN CALL DEALER TO SCHEDULE ANOTHER DEALER APPOINTMENT IF VEHICLE WAS NOT LOOKED AT AND TO VERIFY IF IT WAS; PROVIDED CUSTOMER WITH 2 OPEN SERVICE ACTIONS; CUSTOMER DID NOT KNOW IF DEALER PERFORMED THEM BUT BELIEVES THE VEHICLE IS SHIFTING IN CERTAIN WEATHER CONDITION LIKE THE TCM SERVICE ACTION | | | CO TO CALL DEALER | | | CO ADVISED: SERVICE MANAGER TARA IS ON THE OTHER LINE WHO HAS INFORMATION REGARDING THE VEHICLE AND WHO WILL BE ABLE TO SCHEDULE ANOTHER DEALER APPOINTMENT; | | | CO TO TRANSFER CUSTOMER TO DEALER 425642 | | | NO FURTHER ACTION
2/26/2019 2:00:00 PM	CO ADVISED: CUSTOMER IS ON THE BACKLINE: STATES VEHICLE WAS SCHEDULED TODAY BUT IT WAS NOT TOUCHED AND THE AIRBAG LIGHT IS ON AND SHE┬┐S HAVING ISSUES WITH HER EMISSIONS; WAS GIVEN A PRICE FOR $3400 AND $9K FOR A NEW ENGINE | | | SERVICE MANAGER ADVISED: SHE ONLY CAME IN FOR THE AIRBAG LIGHT BEING ON INTERMITTENTLY; THE COOLANT FAN NEEDS TO BE REPLACED AND THE ONLY CODE THAT THEY COULD FIND WAS FOR THE SPEED SENSOR; WOULD BE MORE THAN HAPPY TO SCHEDULE THE CUSTOMER AGAIN FOR AN APPOINTMENT; STATED SHE HAD PREVIOUS REPAIRS IN THOSE AMOUNTS LAST YEAR | | | CO TO TRANSFER CUSTOMER TO DEALER
2/26/2019 2:15:00 PM	CATEGORY SELECTION : ENGANDENGCOOLING / ODOR / CAN SMELL GAS THROUGH THE VENTS;
2/26/2019 2:15:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON ;
2/26/2019 2:19:00 PM	CATEGORY SELECTION : POWERTRAIN / SHIFTING / VEH SHIFTING ROUGHLY ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A31GC[redacted]
Owner Or Fleet	[redacted]CHICAGO, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	2/26/2019	Incident Date	N/A
Mileage	65,910		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/26/2019 3:37:00 PM	REFER TO CASE: [redacted] | CUSTOMER STATES: CUSTOMER IS CALLING TO GO OVER LETTER SHE GOT FOR THE REIMBURSEMENT; STATES THAT VW NEEDS MORE DOCUMENTS; SHE WILL FAX / EMAIL | | | CUSTOMER SEEKING: WHAT SHE NEEDS TO SEND IN; | | | CO ADVISED: VW WILL NEED REPAIR ORDER AND PROOF OF PAYMENT; THERE WAS NO PART NUMBERS OR BREAKDOWN OF INDIVIDUAL PARTS AND LABOR COST; WE NEED THIS TO FURTHER ASSIST; CO PROVIDED FAX (2487546504); CUSTOMER UNDERSTOOD | | | CO TO WAIT FOR FAX OR EMAIL
2/26/2019 5:31:00 PM	MEDIA ATTACHED IN DOC CENTER
3/5/2019 2:13:00 PM	CO CALLED TO INFORM THAT DOCUMENTS HAVE BEEN RECIEVED AND ARE TO BE REVIEWED FOR REIMBURSEMENT; | | | |
3/5/2019 8:16:00 PM	SP TO LOOK INTO REIMBURSEMENT FOR AIRBAG CLOCK SPRING
3/6/2019 10:50:00 AM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; DLR ALSO PERFORMED TIRE ROTATION; CUST PAID $531.95 FOR CLOCK SPRING REPAIRS; TAX $20.14; VW TO REIMBURSE TOTAL: $552.09. | | | SP TO GENERATE CHECK REQUEST.
3/6/2019 10:55:00 AM	1VWBT7A31GC[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $552.09. | | | GENERATED CHECK REQUEST.
3/12/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 552.09 MAILED ON 03/11/2019
3/20/2019 1:58:00 PM	CUSTOMER STATES: VEHICLE SAYING DOOR IS OPEN BUT IT IS NOT OPEN AND DOOR IS MAKING A POPPING SOUND; THESE ISSUES WERE PREVIOUSLY REPAIRED 2 TIMES ONCE AT DEALER 402165 ONCE AT HONDA; | | | CUSTOMER SEEKING: STATUS OF REIMBURSEMENT REQUEST; ARE THERE ANY RECALLS REGARDING DOOR | | | CUSTOMER ADVOCATE ADVISED: NO OPEN RECALLS ON VEHICLE; OPEN SERVICE ACTION 24DR; OFFERED TO SCHEDULE DEALER APPOINTMENT; CHECK FOR AMOUNT $ 552.09 MAILED ON 03/11/2019 | | | CUSTOMER THANKED BUT DECLINED DEALER APPOINTMENT | | | SP TO REVIEW
3/20/2019 2:04:00 PM	CATEGORY SELECTION : STRUCTURE / NOISE / DOOR MAKING POPPING NOISE;
3/20/2019 2:05:00 PM	CATEGORY SELECTION : STRUCTURE / HISTORICAL CONCERN / DOOR MAKING POPPING NOISE;
3/20/2019 2:06:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / DOOR OPEN LIGHT ON WHEN DOOR IS NOT OPEN;
3/20/2019 2:06:00 PM	CATEGORY SELECTION : ELECTRICAL / HISTORICAL CONCERN / DOOR OPEN LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD17AJ3EM[redacted]
Owner Or Fleet	[redacted] Boca Raton, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	2/26/2019	Incident Date	N/A
Mileage	77,750		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/26/2019 4:41:00 PM	MEDIA ATTACHED IN DOC CENTER
2/27/2019 1:37:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 77,755 MILES; REFERENCE NUMBER ON THE REPAIR ORDER DOES NOT MATCH ANY AUTHORIZED VW PARTS NUMBER; NEED NEW REPAIR ORDER FROM INDEPENDENT THAT INCLUDES AN ACTUAL PART NUMBER IN ORDER TO PROPERLY PROCESS CLAIM; VW UNABLE TO REIMBURSE. | | | SP TO SEND INSUFFICIENT DOCUMENTATION LETTER.
2/27/2019 1:41:00 PM	SP SENT INSUFFICIENT DOCUMENTATION LETTER.
3/13/2019 4:25:00 PM	MEDIA ATTACHED IN DOC CENTER
3/13/2019 4:36:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT REPAIR SHOP; INDEPENDENT PERFORMED REPAIRS ON CLOCK SPRING AT 77,755 MILES; REPAIRS COMPLETED ABOVE CAP AMOUNT; VW TO REIMBURSE CAP AMOUNT FOR WECY WARRANTY EXTENSION; PARTS $290.07; LABOR $222.75; TAX $58.56; TOTAL $571.38; | | | | VW TO GENERATE CHECK REQUEST AND SEND CAP AMOUNT LETTER.
3/13/2019 4:41:00 PM	3VWD17AJ3EM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $571.38. | | | SP GENERATED CHECK REQUEST.
3/13/2019 4:42:00 PM	SP SENT CAP AMOUNT LETTER.
3/19/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 571.38 MAILED ON 03/18/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW8AH2EV[redacted]
Owner Or Fleet	[redacted] Colts Neck, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2014		
Report Date	2/26/2019	Incident Date	N/A
Mileage	56,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/26/2019 4:42:00 PM	MEDIA ATTACHED IN DOC CENTER
2/27/2019 9:10:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER FROM DEALER; POP VERIFIED IN X TIME; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 56,024 MILES; REPAIR ORDER DATE IS 11/29/2017; FIRST VALID OUT OF POCKET DATE IS 05/23/2018; AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $648.26. | | | | SP TO GENERATE CHECK REQUEST.
2/27/2019 9:20:00 AM	WVWBW8AH2EV[redacted]AS GOODWILL GESTURE VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $648.26. | | | | SP GENERATED CHECK REQUEST.
3/5/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 648.26 MAILED ON 03/04/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34DC[redacted]
Owner Or Fleet	[redacted]	MARCELLUS, NY, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	2/27/2019	Incident Date	N/A
Mileage	60,880		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/27/2019 1:49:00 PM	1VWBP7A34DC[redacted] VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $374.18. | | | | GENERATED CHECK REQUEST.
2/27/2019 11:06:00 AM	MEDIA ATTACHED IN DOC CENTER
2/27/2019 11:27:00 AM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; DLR ONLY CHARGED PARTS; CUST PAID $348.08; TAX $26.10; VW TO REIMBURSE TOTAL: $374.18. | | | SP TO GENERATE CHECK REQUEST.
3/5/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 374.18 MAILED ON 03/04/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ6DM[redacted]
Owner Or Fleet	[redacted] Rowlett, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	2/27/2019	Incident Date	N/A
Mileage	36,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/27/2019 11:57:00 AM	CUSTOMER STATES RECEIVED LETTER FOR AN AIRBAG CLOCK SPRING EXTENDED WARRANTY; VEHICLE EXPERIENCING: AIRBAG LIGHT ON; DEALER ADVISED DUE TO OPEN RECALL ON VEHICLE AND AIRBAG LIGHT ON, NO DIAGNOSIS FEE REQUIRED FOR VEHICLE CONCERNS; ONCE ARRIVING AT DEALER 425156, DEALER REQUIRED $120 DIAGNOSIS FEE; CUSTOMER WORKING WITH CAT AT DEALER 425156 | | | CUSTOMER SEEKING VW ASSISTANCE TO WAIVE DIAGNOSIS FEE FOR AIRBAG LIGHT ON | | | CO ADVISED NO OPEN RECALLS ON VEHICLE; DUE TO DEALER APPOINTMENT SCHEDULED FOR RECALL, THERE WOULD NOT HAVE BEEN A DIAGNOSIS FEE WHEN COMPLETING AN OPEN RECALL; HOWEVER, DUE TO VEHICLE HAVING A TOTALED LOSS VIN; VW WARRANTIES DO NOT COVER VEHICLES DECLARED TO BE A TOTAL LOSS; RECALLS, SERVICE ACTIONS AND CUSTOMER SATISFACTION CAMPAIGNS CAN BE COMPLETED ON TOTALED VEHICLES; AIRBAG CLOCK SPRING IS NOT A RECALL, IT IS A WARRANTY EXTENSION; VW WOULD NOT ASSIST WITH REPAIRS OR DIAGNOSIS FEE COMPLETED ON VEHICLE DUE TO TOTALED LOSS VIN; | | | CUSTOMER SEEKING REASONING OF EXTENDED WARRANTY BEING SENT TO CUSTOMER WHEN NOT APPLICABLE TO CUSTOMER | | | CO ADVISED EXTENDED WARRANTIES AND RECALLS ARE SENT TO THE CUSTOMER BY DMV; RECALLS AND EXTENDED WARRANTIES ARE SENT TO CUSTOMERS THAT ARE AFFECTED WITH SPECIFIC RECALL OR EXTENDED WARRANTIES; VW HAS NO WAY TO DETERMINE AT THAT TIME MILEAGE ON VEHICLE, OR IF VEHICLE HAS A TOTALED VIN; | | | NO FURTHER ACTION
2/27/2019 7:59:00 PM	CUSTOMER STATES: SPOKE WITH AN ADVOCATE EARLIER AND WAS ADVISED DUE TO THE TOTAL STATUS THAT ONLY RECALLS WOULD BE HONORED ON THE VEHICLE; WENT TO THE DEALER AND WAS ADVISED THAT THE SEAT BELTS ARE CAUSING THE LIGHTS TO APPEAR ON THE DASH AND THEY NEED TO BE REPLACED; | | | CUSTOMER SEEKING: ARE THE SEAT BELTS COVERED; | | | CUSTOMER ADVOCATE ADVISED: IF THERE IS A RECALL THAT CAN BE COMPLETED EVEN THOUGH THE VIN IS TOTALED BUT ANY REGULAR WARRANTY WORK CANNOT BE COMPLETED UNDER WARRANTY COVERAGE DUE TO THE TOTALED VIN; CHECK NHTSA.GOV FOR ANY OTHER REPORTS OF A SEAT BELT RELATED ISSUES; | | | CUSTOMER ACKNOWLEDGED; | | | CO TO REVIEW AND CLOSE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A37HC[redacted]
Owner Or Fleet	[redacted]	Vacaville, CA, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	2/27/2019	Incident Date	N/A
Mileage	18,500		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/27/2019 3:16:00 PM	CUSTOMER STATES: GOT 4 LETTERS IN MAIL REGARDING WARRANTY EXTENSIONS AND REIMBURSEMENT REQUEST FORMS; GETTING LETTERS FOR SOME VEHICLES CUSTOMER DOES NOT OWN ANYMORE | | | CUSTOMER SEEKING: WHAT THESE ARE | | | CO ADVISED: VEHICLE HAS WARRANTY EXTENSION FOR AIR BAG CLOCK SPRING; PREVIOUS OWNERS GET THESE LETTERS AS WELL IN CASE CUSTOMER IN PAST PAID OUT OF POCKET FOR COMPONENT THAT IS NOW RECALLED OR HAS A WARRANTY EXTENSION; IN THAT CASE CUSTOMER COULD SUBMIT FOR POSSIBLE REIMBURSEMENT | | | CUSTOMER ACKNOWLEDGED | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV2B7AX5JM[redacted]
Owner Or Fleet	[redacted]		MARINA DEL REY, CA, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	2/27/2019	Incident Date	N/A
Mileage	18,629		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/27/2019 6:35:00 PM	CUSTOMER STATES: ORIGINAL OWNER; VEHICLE IS PURCHASED; VEHICLE IS FINANCED THROUGH VCI; VEHICLE WAS AT DEALER 422503 FOR OVER A MONTH FOR THE AIRBAG WARNING LIGHT; THE DEALER MADE REPAIRS TO THE WIRING HARNESS; CUSTOMER PICKED UP THE VEHICLE FROM THE DEALER TODAY, 2/27; CUSTOMER WAS WORKING WITH THE SERVICE MANAGER, WHO ADVISED CUSTOMER CALL CARE TO BE RELIEVED OF THE CAR PAYMENTS FOR THE LENGTH OF TIME WITHOUT THE VEHICLE; | | | CUSTOMER SEEKING: TO BE RELIEVED OF CAR PAYMENTS FOR THE LENGTH OF TIME WITHOUT VEHICLE | | | CO ADVISED: CASE WILL BE ESCALATED TO AN RCM; THE RCM WILL CONTACT THE DEALER REGARDING THE LENGTH OF TIME THE VEHICLE WAS THERE FOR REPAIRS; THE RCM WILL LOOK INTO CUSTOMER'S REQUEST TO BE RELIVED OF A CAR PAYMENT, AND WILL CONTACT CUSTOMER BY THE COB 2/28; CO WILL EMAIL CUSTOMER THE CASE NUMBER | | | CO TO ESCALATE TO RCM
2/27/2019 6:43:00 PM	RCM TO CONTACT THE DEALER REGARDING THE LENGTH OF TIME THE VEHICLE WAS THERE FOR REPAIRS; THE RCM TO LOOK INTO CUSTOMER'S REQUEST TO BE RELIEVED OF A CAR PAYMENT FOR LENGTH OF TIME WITHOUT HAVING THE VEHICLE; RCM TO CONTACT CUSTOMER BY THE COB 2/28 AT [redacted]
2/27/2019 6:46:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / AIRBAG WIRING HARNESS REPAIRED;
2/28/2019 4:14:00 PM	SERVICE ADVISOR ADVISED: WAS AT THE DEALER ONCE; REPAIR ORDER OPENED 1/21 UNTIL 2/21; AIRBAG HARNESS NEEDED TO BE REPAIRED; PASSENGER SIDE AIRBAG IGNITER WAS DELAYED; ARRIVED ON 2/21; CUSTOMER WAS PROVIDED A LOANER; CUST ALREAY HAS A VW CARE PLAN. | | | RCM TO EMAIL VCI
2/28/2019 4:23:00 PM	GOOD AFTERNOON VCI, | | I AM REACHING OUT TO LOOK INTO COVERING ONE VEHICLE PAYMENT FOR THIS CUSTOMER. CAN YOU PLEASE PROVIDE THE FOLLOWING CUSTOMER┬┐S ACCOUNT NUMBER AND THEIR MONTHLY PAYMENT AMOUNT? | | CUSTOMER-[redacted] | | VEHICLE- 2018 TIGUAN | | VIN- 3VV2B7AX5JM[redacted] | |
2/28/2019 5:08:00 PM	HELLO, | | THE CUSTOMER┬┐S MONTHLY PAYMENT IS $509.33. THE ACCOUNT NUMBER IS[redacted] | |[redacted] |
2/28/2019 5:14:00 PM	GOOD AFTERNOON, | | I AM REACHING OUT ON BEHALF OF THIS CUSTOMER WHO IS REQUESTING A REIMBURSEMENT FOR ONE OF THEIR VEHICLE PAYMENTS. | | THEIR 2028 TIGUAN WAS DOWN AT VW OF SANTA MONICA FROM 1/21/19 THROUGH 2/21/19 FOR ANY AIRBAG LIGHT. THE MAJORITY OF THE TIME DOWN WAS CONTRIBUTED TO A BACK ORDERED AIRBAG HARNESS. IT ARRIVED ON 2/21. | | THE CUSTOMER WAS PROVIDED A LOANER THE ENTIRE TIME. THEIR PAYMENTS ARE $509.33. THE CUSTOMER ALREADY HAS A VW CARE PLAN THAT COVERS THE FIRST 3 SERVICES. | | BASED ON THE AGE OF THE VEHICLE AND THE CUSTOMER┬┐S OVERALL EXPERIENCE, I WOULD LIKE TO MEET THEIR EXPECTATION OF A VEHICLE PAYMENT. | | WHAT DO YOU SUGGEST HERE? | |
2/28/2019 7:20:00 PM	[redacted] | | | | RCM DGE ADVISED CUSTOMER CURRENTLY LOOKING INTO CONCERNS AND WILL REACH OUT TO CUSTOMER BY 3-1 | | | | CUSTOMER ACKNOWLEDGED | | | | RCM TO CONTACT CUSTOMER
3/1/2019 3:21:00 PM	DGE CALLED ON BEHALF OF RCM MIKE; APOLOGIZED EXPERIENCE HAS NOT STARTED OFF EXCEPTIONAL AND WAS DOWN FOR A MONTH; APPRECIATE CUSTOMER PATIENCE WHILE REVIEW REQUEST FOR A VEHICLE PAYMENT; ADVISED VW WILL BE MEETING CUSTOMER REQUEST TO SEND A CHECK IN THE AMOUNT OF $509.33 TO COVER 1 VEHICLE PAYMENT; CUSTOMER SHOULD RECEIVE CHECK WITHIN 3-4 WEEKS; | | CUSTOMER APPRECIATED OFFER; WILL WAIT TO RECEIVE CHECK; NO FURTHER QUESTIONS OR CONCERNS; | | | | DGE CALLED CUSTOMER BACK TO VERIFY CUSTOMER CORRECT MAILING ADDRESS; | | | | RCM TO PROCESS CHECK
3/1/2019 3:26:00 PM	DGE VERIFIED CUSTOMER MAILING ADDRESS; 3VV2B7AX5JM[redacted] RCM TO FORWARD CHECK FOR REIMBURSEMENT OF 1 VEHICLE PAYMENT; WAS APPROVED BY SUPERVISOR; REIMBURSEMENT CHECK AMOUNT $509.33; | | | | SP TO PROCESS CHECK

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV2B7AX5JM[redacted]
Owner Or Fleet	[redacted]		MARINA DEL REY, CA,[redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	2/27/2019	Incident Date	N/A
Mileage	18,629		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

3/1/2019 4:19:00 PM	3VV2B7AX5JM[redacted] VW TO PROVIDE CUST WITH VEHICLE PAYMENT; TOTAL: $509.33. | | | GENERATED CHECK REQUEST.
3/1/2019 8:07:00 AM	I TYPICALLY WOULD NOT OFFER 1 FULL PAYMENT WITHOUT ANY OTHER LOYALTY .. I APPRECIATE THAT IT IS SO EARLY ON IN OWNERSHIP AND 1ST TIME VW OWNER.. BUT IT IS NOT LIKE THEY HAD MULTIPLE TRIPS TO THE DEALER, IT WAS JUST A PART DELAY FOR 1 MONTH AND CUSTOMER WAS PROVIDED A LOANER. IN THIS CASE I WOULD HAVE OFFERED $100 GIFT CARD AS A GESTURE TO RECOGNIZE EXPERIENCE, BUT IT CONCERNS ME THAT THE CASE NOTES STATE THE DEALER SPECIFICALLY TOLD THE CUSTOMER TO CALL TO BE RELIEVED OF A PAYMENT┬┐ | | | I WILL APPROVE.. 1 PAYMENT AT THIS TIME TO SUPPORT THE NOTES THAT THE DEALER SUGGESTED THIS
3/12/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 509.33 MAILED ON 03/11/2019
3/21/2019 3:50:00 PM	CUSTOMER STATES HASN┬┐T RECEIVED CHECK; ABOUT WAS SENT TO COLLECTIONS; CUSTOMER SEEKING WHEN CHECK WILL ARRIVE | | | CUSTOMER ADVOCATE ADVISED CHECK WAS MAILED ON 3/11; TAKES 3-4 WEEKS TO ARRIVE | | | CUSTOMER ACKNOWLEDGED | | | RCM TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A37C[redacted]
Owner Or Fleet	[redacted] NEW CASTLE, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/28/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/28/2019 9:00:00 AM	CUSTOMER STATES PURCHASED VEHICLE FROM FRIEND; AIRBAG LIGHT ON AND HORN DOESN'T WORK; FRIEND MENTIONED THERE MAY BE A RECALL ON STEERING WHEEL | | | CUSTOMER SEEKING OPEN RECALLS | | | CO ADVISED NO OPEN RECALLS; WARRANTY EXT FOR AIRBAG CLOCK SPRING; MAY CAUSE AIRBAG LIGHT TO COME ON AND CONTROLS ON STEERING WHEEL NOT TO WORK; DIAGNOSIS NEEDS TO BE COMPLETED AT VW DEALER; IF DIAGNOSIS COMES BACK AS AIRBAG CLOCK SPRING THEN CONCERN WILL BE COVERED; OFFERED TO SCHEDULED APPOINTMENT | | | CUSTOMER DECLINED | | | CO ADVISED CLOSEST DEALER IS 403145 AND 406537 | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBA7AH0AV[redacted]
Owner Or Fleet	[redacted] Nanuet, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	2/28/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/28/2019 10:10:00 AM	MEDIA ATTACHED IN DOC CENTER
3/4/2019 11:25:00 AM	CUSTOMER STATES ENCLOSED THE REQUESTED INFORMATION FOR INDEPENDENT WITH INCLUDED RECEIPT
3/4/2019 11:32:00 AM	SP TO REVIEW FOR REIMBURSEMENT OF WECI AIRBAG CLOCK SPRING; PREVIOUS CASE [redacted] CUSTOMER INCLUDED REPAIR ORDER WITH PART NUMBER AND RECEIPT IN CURRENT CASE
3/4/2019 11:32:00 AM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | WHILE I┬┐M SORRY TO HEAR THAT YOU┬┐VE PAID OUT OF POCKET FOR AN ITEM COVERED UNDER THE EXTENDED WARRANTY, I┬┐M APPRECIATIVE THAT YOU┬┐VE INCLUDED YOUR REPAIR ORDER AND RECEIPT ENTAILING THE COST YOU┬┐VE INCURRED FOR THE STEERING WHEEL CLOCK SPRING. MY NAME IS RAVEN, AND I┬┐M RESPONDING TO YOUR LETTER ON BEHALF OF MERCEDES. | | | DUE TO ALL NECESSARY AND REQUESTED INFORMATION┬┐S INCLUSION IN YOUR EMAIL, I┬┐LL BE SURE TO HAVE YOUR NEW CASE ESCALATED BACK UP FOR REVIEW AND RECONSIDERATION. PLEASE NOTE, IT MAY TAKE APPROXIMATELY 60 DAYS FOR COMPLETION, BUT REST ASSURED, YOUR CASE IS IN THE RIGHT HANDS. | | | YOU CAN ALSO EXPECT A LETTER IN THE MAIL AT THE END OF YOUR REVIEW ADVISING OF THE DETERMINATION. | | | IN THE MEANTIME, I HOPE THAT YOUR OWNERSHIP EXPERIENCE WITH YOUR EOS IS GOING WELL. IF, BY ANY CHANCE, YOU┬┐RE SEEKING AN UPDATE, PLEASE DON┬┐T HESITATE TO CALL AT 800-822-8987. | | | KINDEST REGARDS, | | | | | | | RAVEN L. | | CUSTOMER CARE ADVOCATE | | | | CO TO ESCALATE UP TO SP FOR REREVIEW
3/6/2019 3:07:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEP; INDEP PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE MAX PARTS FOR REPAIRS COMPLETED AT INDEP $290.07; VW TO REIMBURSE LABOR $248.04; TAX $72.49; VW TO REIMBURSE TOTAL: $610.60. | | | SP TO GENERATE CHECK REQUEST.
3/6/2019 3:25:00 PM	WVWBA7AH0AV[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $610.60. | | | GENERATED CHECK REQUEST.
3/6/2019 3:27:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
3/12/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 610.60 MAILED ON 03/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDP7AJ6CM[redacted]
Owner Or Fleet	[redacted] Carlisle, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	2/28/2019	Incident Date	N/A
Mileage	63,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/28/2019 10:25:00 AM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES RECEIVED STEERING WHEEL CLOCK SPRING EXTENDED WARRANTY LETTER. CUSTOMER WAS AWARE THAT AN AIRBAG LIGHT WOULD COME ON AND THE STEERING WHEEL CONTROLS WOULD ACT UP; CUSTOMER'S AIRBAG LIGHT DID COME ON. CUSTOMER STATES THE LETTER INDICATED THE DIAGNOSIS WOULD BE FREE OF CHARGE IF THE CLOCK SPRING WAS THE ISSUE AND IF NOT, SHE WOULD BE ADVISED WHAT THE ISSUE WAS AND THE COST FOR THAT REPAIR. CUSTOMER STATES NOWHERE ON THE DOCUMENT STATES THAT THE DIAGNOSIS WOULD BE A CHARGE TO HER EVEN IF THE CLOCK SPRING WAS NOT THE ISSUE FOR THE AIRBAG LIGHT COMING ON. CUSTOMER MADE APPOINTMENT WITH DEALER 406532 ON 2/8/19 WHO DIAGNOSED THE CONCERN AND DETERMINED IT WAS NOT IN RELATION TO THE EXTENDED WARRANTY AND CUSTOMER HAD TO PAY $107. CUSTOMER FEELS THIS IS MISLEADING. | | | CO ADVISED PULLED UP VEHICLE INFORMATION TO CHECK FOR EXTENDED WARRANTIES: STEERING WHEEL LOCK, WHICH IS ACTIVE UNTIL 5/9/2022 OR 100,000 MILES, WOF. ALSO, THE AIRBAG CLOCK SPRING, WHICH IS ACTIVE UNTIL 5/10/2022 OR 120,000 MILES, WOF. CO ADVISED PULLED UP CLOCK SPRING DOCUMENT, WHICH STATES THE DIAGNOSIS WOULD BE COMPLETED FREE OF CHARGE SHOULD THE COMPONENT IN QUESTION BE IN RELATION TO THE WARRANTY EXTENSION. CO APOLOGIZED FOR ANY MISCOMMUNICATION AND ADVISED WILL DOCUMENT EXPERIENCE SO INTERNAL MANAGEMENT TEAMS WILL BE MADE AWARE AND HANDLE ACCORDINGLY. | | | CUSTOMER ACKNOWLEDGED AND ACCEPTED. | | | NO FURTHER ACTION.
2/28/2019 10:50:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT CAME ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A39EC[redacted]
Owner Or Fleet	[redacted] SMITHTOWN, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	2/28/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/28/2019 10:25:00 AM	MEDIA ATTACHED IN DOC CENTER
3/4/2019 10:42:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; DEALER ALSO PERFORMED SAFETY INSPECTION AND OIL CHANGE NOT COVERED UNDER THE WARRANTY EXTENSION; CUSTOMER PAID $556.00 FOR REPAIRS; TAX $45.87; VW TO REIMBURSE TOTAL: $601.87. | | | | SP TO GENERATE CHECK REQUEST.
3/4/2019 10:44:00 AM	1VWBP7A39EC[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $601.87. | | | | GENERATED CHECK REQUEST.
3/12/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 601.87 MAILED ON 03/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX1DW[redacted]
Owner Or Fleet	[redacted]San Jose, CA,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	2/28/2019	Incident Date	N/A
Mileage	51,796		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/28/2019 12:10:00 PM	MEDIA ATTACHED IN DOC CENTER
3/4/2019 2:42:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED A RECEIPT FOR PURCHASING THE PART FROM THE DLR AND PERFORMING THE REPAIR; ONE WEEK AFTER THE REPAIR THE CUST VISITED THE DLR TO HAVE THE CLOCK SPRING CALIBRATED AND DLR ADVISED THE POWER STEERING ALSO NEEDED TO BE REPAIRED; CUST DECLINE POWER STEERING REPAIRS; VW TO REIMBURSE PART AND CALIBRATION COSTS; VW TO REIMBURSE TOTAL: $441.90. | | | | SP TO GENERATE CHECK REQUEST. CHECK SHOULD BE MADE OUT TO [redacted]| |
3/4/2019 2:46:00 PM	WVGAV3AX1DW[redacted]VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $441.90. | | | | GENERATED CHECK REQUEST.
3/12/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 441.90 MAILED ON 03/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A33GC[redacted]
Owner Or Fleet	[redacted] PITTSFIELD, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	2/28/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/28/2019 12:29:00 PM	MEDIA ATTACHED IN DOC CENTER
3/1/2019 1:13:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $587.50. | | | | SP TO GENERATE CHECK REQUEST.
3/1/2019 1:15:00 PM	1VWAT7A33GC[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $587.50. | | | | GENERATED CHECK REQUEST.
3/12/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 587.50 MAILED ON 03/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWXK7AN3AE[redacted]
Owner Or Fleet	[redacted] Apo, AE, [redacted]		
Make, Model, Model Year	Volkswagen, Passat Wagon (Germany), 2010		
Report Date	2/28/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/28/2019 1:38:00 PM	MEDIA ATTACHED IN DOC CENTER
3/1/2019 12:57:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $444.23. | | | | SP TO GENERATE CHECK REQUEST.
3/1/2019 12:59:00 PM	WVWXK7AN3AE[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $444.23. | | | | GENERATED CHECK REQUEST.
3/12/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 444.23 MAILED ON 03/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX0BW[redacted]
Owner Or Fleet	[redacted]		CHULA VISTA, CA,[redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	2/28/2019	Incident Date	N/A
Mileage	78,354		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/28/2019 2:37:00 PM	MEDIA ATTACHED IN DOC CENTER
3/4/2019 1:54:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; INDEPENDENT CHARGED LESS THAN THE MAX AMOUNT FOR REPAIRS COMPLETED AT INDEPENDENT; VW TO REIMBURSE TOTAL: $400.45. | | | | SP TO GENERATE CHECK REQUEST.
3/4/2019 1:55:00 PM	WVGAV7AX0BW[redacted] VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $400.45. | | | | GENERATED CHECK REQUEST.
3/12/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 400.45 MAILED ON 03/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A35FC[redacted]
Owner Or Fleet	[redacted]SPRINGFIELD, MA,[redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	3/1/2019	Incident Date	N/A
Mileage	16,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/1/2019 12:00:00 PM	CUSTOMER STATES: 2ND OWNER; BOUGHT VEHICLE WITH 9K MILES ON IT; AT 16K MILES CLOCK SPRING WENT OUT AS WELL AS HORN; VEHICLE LAST AT DEALER 401078 IN OCTOBER AND WAS TOLD THAT CLOCK SPRING WOULD NOT BE COVERED | | | CUSTOMER SEEKING: WHAT TO DO | | | CO ADVISED: WARRANTY EXTENSION NOW ACTIVE ON VEHICLE FOR AIRBAG CLOCK SPRING; CAN ASSIST WITH SCHEDULING APPOINTMENT TO HAVE VEHICLE DIAGNOSED AND DEALER CAN DETERMINE IF THIS WILL BE COVERED UNDER THE WARRANTY EXTENSION; VEHICLE HAS PENDING RECALL 69Y5, FIX NOT AVAILABLE YET BUT CUSTOMER WILL BE NOTIFIED VIA MAIL WHEN FIX IS AVAILABLE | | | CO CONFERENCED CUSTOMER INTO CALL WITH DEALER 401078: CO CONFIRMED APPOINTMENT SCHEDULED FOR 3/6 | | | NO FURTHER ACTION | | |
3/1/2019 12:08:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / AIR BAG CLOCK SPRING;
3/1/2019 12:17:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / HORN NOT WORKING;
3/1/2019 12:17:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted]| | | | IT WAS NICE TALKING TO YOU TODAY. | | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON[redacted]| | | | SINCERELY, | | | | | | | | MATTHEW W | | CUSTOMER CARE ADVOCATE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBN7AN0DE[redacted]
Owner Or Fleet	[redacted] FONTANA, CA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	3/1/2019	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/1/2019 12:48:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN CUSTOMER ADVOCATE STATE; VEHICLE WAS PURCHASED; VEHICLE EXPERIENCING: AIRBAG LIGHT IS ON AND STEERING WHEEL CONTROLS ARE NOT WORKING; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT DEALER 422180 FOR DIAGNOSIS; DEALER TECH ADVISED THAT THE CODE WAS NOT THE CORRECT CODE FOR THE WARRANTY EXTENSION; | | | | CUSTOMER SEEKING: FOR THE REPAIR OF THE STEERING WHEEL CLOCK SPRING TO BE COVERED UNDER THE WARRANTY EXTENSION; | | | | CO ADVISED THERE IS A WARRANTY EXTENSION ON THE VEHICLE FOR THE AIRBAG CLOCK SPRING FOR 15 YRS. UNLIMITED MILES; BECAUSE THE VEHICLE WAS TOTALED THE VEHICLE IS NO LONGER UNDER ANY WARRANTY INCLUDING THE WARRANTY EXTENSION AND THEREFOR REPAIR WOULD NOT BE COVERED UNDER WARRANTY; RECALL FOR THE STEERING WHEEL CLOCK SPRING WAS ALREADY PERFORMED | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX9CW[redacted]
Owner Or Fleet	[redacted] Wales, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	3/1/2019	Incident Date	N/A
Mileage	77,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/1/2019 6:25:00 PM	CUSTOMER STATES; RECEIVED A NOTICE FOR A WARRANTY EXTENSION ON THE CLOCK SPRING ON THE VEHICLE; ALREADY HAD THIS PART REPLACED TWICE AND THE VEHICLE WILL BE GOING IN ON 03-04 TO HAVE THE ISSUE COMPLETED AGAIN; | | | CUSTOMER SEEKING: REIMBURSEMENT INFORMATION; | | | CO ADVISED: THAT THE CUSTOMER CAN SUBMIT THE POP AND INVOICES TO VW TO HAVE THE REPAIRS REVIEWED FOR POSSIBLE REIMBURSEMENT; THE CUSTOMER WILL RECEIVE AN EMAIL; ONCE CUSTOMER RECEIVED THE EMAIL ATTACH THE INVOICES TO THE EMAIL AND RETURN THEM TO VW; ONCE RECEIVED THE CUSTOMER WILL RECEIVE AN EMAIL STATING THE DOCUMENTS WHERE RECEIVED; THE REIMBURSEMENT PROCESS TAKES APPROXIMATELY 60 BUSINESS DAYS; | | | CUSTOMER ACKNOWLEDGED; | | | CO TO WAIT DOCUMENTS;
3/1/2019 6:59:00 PM	CATEGORY SELECTION : ELECTRICAL / HISTORICAL CONCERN / CLOCKSPRING;
3/11/2019 3:17:00 PM	CO TO CLOSE; | | | NO FURTHER ACTION
3/25/2019 12:12:00 PM	MEDIA ATTACHED IN DOC CENTER
3/25/2019 3:04:00 PM	SPECIAL PROJECTS TO REVIEW FOR POSSIBLE REIMBURSEMENT ON THE CLOCK SPRING FOR THE VEHICLE;
3/26/2019 11:37:00 AM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED POP SHOWING PURCHASE OF PART AND RO FROM DLR SHOWING INSTALLATION/REPROGRAMMING OF PART; CUST HAD THE REPAIR COMPLETED WITHIN THE REIMBURSEMENT TIMEFRAME; VW TO REIMBURSE TOTAL: $362.75. | | | SP TO GENERATE CHECK REQUEST.
3/26/2019 5:02:00 PM	WVGBV7AX9CW[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $362.75. | | | GENERATED CHECK REQUEST.
4/3/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 362.75 MAILED ON 04/02/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A38FC[redacted]
Owner Or Fleet	[redacted] LAREDO, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	3/1/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/1/2019 7:22:00 PM	CUSTOMER STATES: THE CONTROLS ON HER VEHICLES STEERING WHEEL WON'T WORK OR CONNECT BLUETOOTH | | | | CUSTOMER SEEKING: HOW TO FIX THIS ISSUE | | | | CO ADVISED: ACCORDING TO THE OWNER┬┐S MANUAL THAT WOULD BE THE ONLY WAY TO CONNECT TO BLUETOOTH; I WOULD SUGGEST TAKING VEHICLE INTO LOCAL DEALER TO GET THE ISSUE ADDRESSED | | | | CUSTOMER THANKED | | | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH7CV[redacted]
Owner Or Fleet	[redacted] South Boston, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	3/4/2019	Incident Date	N/A
Mileage	93,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/4/2019 8:59:00 AM	CUSTOMER STATES THEY REPAIRED THE CLOCK SPRING THEMSELVES; CAN THEY BE REIMBURSED FOR REPAIR COSTS? ALSO BUYING VEH 3VW4T7AJ1EM[redacted] ANY EXTENSIONS? | | CUSTOMER SEEKS REIMBURSEMENT | | | CO ADVISED CUSTOMER CAN SUBMIT REPAIR ORDER AND POP FOR POSSIBLE REIMBURSEMENT; WILL HAVE RESPONSE IN 60 DAYS; ALSO HAS 120K OR 1/28/22, WOF FOR INTAKE MANIFOLD, FUEL INJECTOR, INJECTION PUMP; TWO EXTENSIONS ON OTHER VEH FOR TIMING CHAIN AND CLOCK SPRING. | | | CO TO WAIT DOCUMENTS.
3/4/2019 9:01:00 AM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | - A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | | - PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | SINCERELY, | | | | | SHAYNA S | | CUSTOMER CARE ADVOCATE | |
3/5/2019 2:01:00 PM	MEDIA ATTACHED IN DOC CENTER
3/8/2019 3:02:00 PM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON[redacted] | | | SINCERELY, | | | | | SHAYNA S | | CUSTOMER CARE ADVOCATE | |
3/8/2019 3:03:00 PM	PLEASE REVIEW FOR POSSIBLE ASSISTANCE.
3/11/2019 9:22:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED 2 REPAIR ORDER'S, 1 INVOICE, AND 3 POP'S FROM DEALER; REPAIR ORDER ON 03/06/2018 SHOWS DIAGNOSIS THAT CLOCK SPRING NEEDED REPAIRS AT 79,415 MILES DUE TO MANUFACTURER'S SHORTCOMINGS; INVOICE ON 03/07/2018 SHOWS CLOCK SPRING PART WAS ORDERED THRU DEALER; REPAIR ORDER ON 03/28/2018 SHOWS DEALER PROGRAMMED NEW CLOCK SPRING; PARTS $191.44; LABOR $256.50; TOTAL $447.94. | | | SP TO GENERATE CHECK REQUEST.
3/11/2019 9:37:00 AM	WVWBW7AH7CV[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $447.94. | | | SP GENERATED CHECK REQUEST. | |
3/19/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 447.94 MAILED ON 03/18/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A33EC[redacted]
Owner Or Fleet	[redacted] MOREHEAD, KY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	3/4/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/4/2019 12:42:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING; REPAIRS WERE COMPLETED WITHIN THE REIMBURSEMENT TIMEFRAME; VW TO REIMBURSE TOTAL: $699.61. | | | | SP TO GENERATE CHECK REQUEST.
3/4/2019 12:44:00 PM	1VWAT7A33EC[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $699.61. | | | | GENERATED CHECK REQUEST.
3/4/2019 9:05:00 AM	MEDIA ATTACHED IN DOC CENTER
3/12/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 699.61 MAILED ON 03/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32C[redacted]
Owner Or Fleet	[redacted] PHILADELPHIA, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	3/4/2019	Incident Date	N/A
Mileage	140,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/4/2019 11:58:00 AM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / AIRBAG LIGHT STAYS ON; ELECTRICAL / HISTORICAL CONCERN / STEERING WHEEL CONTROLS; HORN, ECT ;
3/4/2019 9:06:00 AM	CUSTOMER STATES: GOT A LETTER A WHILE AGO FROM 11/2018 ABOUT WARRANTY REIMBURSEMENT FORM FOR THE CLOCK SPRING. LAST YEAR, CUSTOMER TOOK THE VEHICLE TO THE DEALER AND THEY STATED THAT THE AIRBAG CLOCK SPRING WILL NEED TO BE REPAIRED. | | | | CUSTOMER SEEKING: CLARIFICATION | | | | CO ADVISED: VEHICLE HAS THE WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING UNTIL 5/1/2027. ACCORDING TO THE LETTER, AS LONG AS YOUR VEHICLE IS WITHIN THE TIME AND MILEAGE LIMITS OF THIS WARRANTY EXTENSION, AN AUTHORIZED VOLKSWAGEN DEALER WILL DIAGNOSE THE FOLLOWING FREE OF CHARGE: STEERING WHEEL CONTROLS NOT WORKING PROPERLY AND AN AIRBAG LIGHT THAT STAYS ON. BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER THIS WARRANTY EXTENSION. | | | | DEALER 406529 APPOINTMENT SET FOR: 9:45 AM - TUESDAY MAR 5, 2019 | | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX2EW[redacted]
Owner Or Fleet	[redacted] Kirkland, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	3/4/2019	Incident Date	N/A	Mileage	54,958
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/4/2019 12:47:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; REPAIRS WERE COMPLETED ON MARCH 10, 2018, THE FIRST VALID OUT OF POCKET DATE FOR REIMBURSEMENT IS MAY 23, 2018; VW TO REIMBURSE AS GOODWILL; VW TO REIMBURSE TOTAL: $589.48. | | | | SP TO GENERATE CHECK REQUEST.
3/4/2019 12:48:00 PM	WVGBV3AX2EW[redacted] VW TO REIMBURSE WECY AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $589.48. | | | | GENERATED CHECK REQUEST.
3/4/2019 9:14:00 AM	MEDIA ATTACHED IN DOC CENTER
3/12/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 589.48 MAILED ON 03/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCP7A30CC[redacted]
Owner Or Fleet	[redacted] Fridley, MN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	3/4/2019	Incident Date	N/A
Mileage	115,581		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/4/2019 1:42:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $569.26. | | | | SP TO GENERATE CHECK REQUEST.
3/4/2019 1:44:00 PM	1VWCP7A30CC[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $569.26. | | | | GENERATED CHECK REQUEST.
3/4/2019 10:10:00 AM	MEDIA ATTACHED IN DOC CENTER
3/12/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 569.26 MAILED ON 03/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX2DW[redacted]
Owner Or Fleet	[redacted], NARRAGANSETT, RI, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	3/4/2019	Incident Date	N/A
Mileage	73,762		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/4/2019 10:32:00 AM	MEDIA ATTACHED IN DOC CENTER
3/4/2019 12:02:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO FROM DLR; DID NOT SUBMIT POP; SP CHECKED XTIME AND THE CUSTOMER FOR CUSTOMER PAY DOES NOT MATCH THE RO; SP TO REQUEST POP FROM CUST FOR FURTHER REVIEW. | | | | SP TO SEND LETTER REQUESTING POP.
3/4/2019 12:04:00 PM	SP MAILED LETTER REQUESTING POP.
7/31/2019 2:54:00 PM	MEDIA ATTACHED IN DOC CENTER | | FROM: [redacted] | | SENT: TUESDAY, JULY 30, 2019 10:09 PM | | TO: VWOA CUSTOMER CARE <VWCUSTOMERCARE@VW.COM> | | SUBJECT: CASE # [redacted] | | | TO WHOM IT MAY CONCERN: | | | | PER YOUR REQUEST FOR ADDITIONAL DOCUMENTATION TO SUPPORT MY REIMBURSEMENT REQUEST, PLEASE FIND ATTACHED CREDIT CARD STATEMENT, INDICATING THE REPAIR PURCHASE THAT WAS MADE AT SPEEDCRAFT VW IN WAKFIELD, RI ON APRIL 2, 2018. | | | I'VE ALSO ATTACHED A COPY OF THE INVOICE, INDICATING THE TOTAL COST FOR PARTS AND LABOR WAS $550.17 | | | FOR YOUR REFERENCE, MY CASE # IS [redacted] | | VIN: WVGBV7AX2DW[redacted] | | | THANK YOU FOR YOUR PROMPT ATTENTION TO THIS MATTER, | | [redacted] | | | |
8/1/2019 12:17:00 PM	CUST SUBMITTED THE REQUESTED POP; VW TO REVIEW FOR REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; VW TO REIMBURSE TOTAL: $550.17. | | | | SP TO GENERATE CHECK REQUEST.
8/1/2019 12:18:00 PM	WVGBV7AX2DW[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $550.17. | | | | GENERATED CHECK REQUEST.
8/9/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 550.17 MAILED ON 08/08/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ4EM[redacted]
Owner Or Fleet	[redacted] Kingman, AZ, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	3/4/2019	Incident Date	N/A
Mileage	45,629		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/4/2019 1:52:00 PM	CUSTOMER STATES: HEARD ABOUT AIRBAG RECALL AND ELECTRICAL RECALL; VEHICLE EXPERIENCING: AIRBAG LIGHT ON AND SMELL OF BURNING WIRING; | | | CUSTOMER SEEKING: ANY OPEN RECALLS ON VEHICLE; WHAT TO DO | | | CO ADVISED: NO OPEN RECALLS ON VEHICLE; VEHICLE HAS WARRANTY EXTENSION FOR AIR BAG CLOCK SPRING; WILL SCHEDULE APPOINTMENT WITH DEALER 422600 FOR DIAGNOSIS; CUSTOMER WOULD BE RESPONSIBLE FOR DIAGNOSIS FEE; PROVIDED DEALER 422600 CONTACT INFORMATION | | | CO CONFERENCED CUSTOMER INTO CALL TO DEALER 422600 (BOB; SERVICE): CO CONFIRMED APPOINTMENT SCHEDULED FOR 3/8 AT 7AM | | | NO FURTHER ACTION
3/4/2019 1:57:00 PM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | MATTHEW W | | CUSTOMER CARE ADVOCATE | |
3/4/2019 1:59:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / SMELLS LIKE WIRING IS BURNING;
3/4/2019 2:00:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A35CC[redacted]
Owner Or Fleet	[redacted] MOORHEAD, MN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	3/4/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/4/2019 3:55:00 PM	CUSTOMER STATES: AIRBAG LIGHT ON AND NO BUTTONS ON THE STEERING WHEEL WORKING; ANY RECALLS OR WARRANTY EXTENSIONS ON THE VEHICLE; | | | CUSTOMER SEEKING: RECALL AND WARRANTY EXTENSION INFORMATION; APPOINTMENT; | | | CO ADVISED: THAT THE APPOINTMENT WAS SET THROUGH X-TIME FOR MONDAY 3-11 AT 1:15PM; CONFIRMATION CODE X08MVQ8VXE; THE CUSTOMER WILL RECEIVE AN EMAIL FROM THE DEALER 402707 WITH THE APPOINTMENT INFORMATION; | | | CUSTOMER ACKNOWLEDGED: | | | CO TO CLOSE. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A39GC[redacted]
Owner Or Fleet	[redacted] Plantersville, MS, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	3/5/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/5/2019 10:02:00 AM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN MS STATE; ORIGINAL OWNER; VEHICLE IS LEASED; BRAND LOYAL CUSTOMER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: HORN IS NOT WORKING, AIRBAG LIGHT IS ON, VOLUME CONTROLS NOT WORKING ; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT <DEALER 425209; | | | | CUSTOMER SEEKING: WHAT TO DO; | | | | CO ADVISED THAT VEHICLE HAS AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 10Y/120K WOF ; AIRBAG LIGHT AND STEERING CONTROLS NOT WORKING PROPERLY ARE SYMPTOMS, CUSTOMER WOULD NEED TO TAKE VEHICLE INTO VW DEALER AND HAVE THE VEHICLE DIAGNOSIS ; OFFERED TO SCHEDULE APPOINTMENT, CUSTOMER DECLINED | | | | CUSTOMER SEEKING INFORMATION TO BE EMAILED; TO KNOW HOW MANY MILES ARE ON LEASE; | | | | CO ADVISED THAT VCI WOULD HAVE THAT INFORMATION, OFFERED TO TRANSFER TO VCI; CUSTOMER DECLINED; | | | | CO TO TEAM5;
3/5/2019 10:11:00 AM	TEAM 5 TO EMAIL CUSTOMER @[redacted] | | | AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 10Y/120K WOF; STEERING WHEEL CONTROLS NOT WORKING PROPERLY AND AN AIRBAG LIGHT THAT STAYS ON. BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER THIS WARRANTY EXTENSION | | | | TEAM 5 TO REVIEW;
3/5/2019 4:13:00 PM	REFERENCE #[redacted] | | | | DEAR MRS. [redacted] | | | | THANK YOU FOR SPEAKING WITH ME TODAY. | | | | AS PROMISED, I AM EMAILING YOU INFORMATION ON THE AIRBAG CLOCK SPRING WARRANTY EXTENSION THAT IS ON YOUR 2016 PASSAT. | | | | WITH THAT BEING SAID, PLEASE SEE THE ATTACHED DOCUMENT. | | | | PLEASE LET ME KNOW IF YOU HAVE ANY OTHER QUESTIONS OR CONCERNS. I AM HAPPY TO HELP IN ANY WAY THAT I CAN. | | | | HAVE A GREAT DAY! | | | | SINCERELY, | | | | | | | | JANET V. | | CUSTOMER CARE ADVOCATE | | | |
3/5/2019 4:14:00 PM	CUSTOMER ADVOCATE SENT EMAIL TO CUSTOMER; CO TO REVIEW AND CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A3XEC[redacted]
Owner Or Fleet	[redacted], Orange, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	3/5/2019	Incident Date	N/A
Mileage	20,187		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/5/2019 10:59:00 AM	MEDIA ATTACHED IN DOC CENTER
3/5/2019 11:19:00 AM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEP; REPAIRS WERE COMPLETED PRIOR TO THE FIRST OUT OF POCKET DATE; VW TO REIMBURSE AS GOODWILL; VW TO REIMBURSE PARTS $290.07; VW TO REIMBURSE MAX LABOR $248.04; TAX $22.48; VW TO REIMBURSE TOTAL: $560.59. | | | SP TO GENERATE CHECK REQUEST.
3/5/2019 11:30:00 AM	1VWBN7A3XEC[redacted]VW TO REIMBURSE CUST FOR REPAIRS TO CLOCK SPRING AS GW DUE TO DATE OF REPAIR; TOTAL: $560.59. | | | GENERATED CHECK REQUEST.
3/5/2019 11:35:00 AM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
3/12/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 560.59 MAILED ON 03/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32EC[redacted]
Owner Or Fleet	[redacted] DALLAS, TX [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	3/5/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/5/2019 11:03:00 AM	MEDIA ATTACHED IN DOC CENTER
3/5/2019 11:12:00 AM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $690.42. | | | | SP TO GENERATE CHECK REQUEST.
3/5/2019 11:17:00 AM	1VWBP7A32EC[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $690.42. | | | | GENERATED CHECK REQUEST.
3/12/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 690.42 MAILED ON 03/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX0DW[redacted]
Owner Or Fleet	[redacted] Houston, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	3/5/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Mileage	45,106

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/5/2019 11:11:00 AM	MEDIA ATTACHED IN DOC CENTER
3/7/2019 11:54:00 AM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING AND STEERING LOCK; SP SEARCHED VIN AND CUST ONLY HAS A WARRANTY EXTENSION ON THE AIR BAG CLOCK SPRING; VW TO REIMBURSE AIR BAG CLOCK SPRING PARTS $290.07; VW TO REIMBURSE LABOR ASSOCIATED WITH THE AIR BAG CLOCK SPRING $248.04; TAX $15.22; VW TO REIMBURSE TOTAL: $553.33. | | | SP TO GENERATE CHECK REQUEST.
3/7/2019 11:58:00 AM	WVGAV3AX0DW[redacted] VW TO REIMBURSE WECY WARRANTY EXTENSION; TOTAL: $553.33. | | | GENERATED CHECK REQUEST.
3/12/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 553.33 MAILED ON 03/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A31EC[redacted]
Owner Or Fleet	[redacted] TICONDEROGA, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	3/5/2019	Incident Date	N/A
Mileage	103,690		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/5/2019 11:29:00 AM	MEDIA ATTACHED IN DOC CENTER
3/6/2019 10:48:00 AM	REFERENCE # [redacted] | | | | DEAR MS. LISANTE, | | | | THANK YOU FOR SENDING IN THE PROOF OF PAYMENT FOR YOUR REIMBURSEMENT REQUEST. | | | | TO COMPLETE THE REVIEW OF YOUR DOCUMENTATION, I HAVE FORWARDED OUR CASE TO THE VW CUSTOMER CARE CAMPAIGN TEAM. YOU SHOULD RECEIVE THEIR DETERMINATION BY MAIL WITHIN 3 TO 4 WEEKS. | | | | WE APPRECIATE YOUR PATIENCE AND THANK YOU FOR BEING A MEMBER OF OUR VW FAMILY. I HOPE YOU ARE CURRENTLY ENJOYING YOUR PASSAT. PLEASE DON┬┤T HESITATE TO LET US KNOW IF YOU HAVE ANY OTHER QUESTIONS. | | | | SINCERELY, | | | | | | | | SARAH S. | | CUSTOMER CARE ADVOCATE | | | | | | | | CO TO ESCALATE TO SP MLYNARA PER REVIEW
3/6/2019 10:49:00 AM	SEE PREVIOUS CASE; CUSTOMER SUBMITTED REQUESTED POP FOR WECY WARRANTY EXTENSION REIMBURSEMENT REQUEST; SP TO REVIEW
3/6/2019 3:48:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; CUST PAID $488.57 FOR REPAIRS; TAX $20.30; VW TO REIMBURSE TOTAL: $508.87. | | | | SP TO GENERATE CHECK REQUEST.
3/6/2019 3:50:00 PM	1VWBT7A31EC[redacted] VW TO REIMBURSE CUSTOMER FOR WECY WARRANTY EXTENSION; TOTAL: $508.87. | | | | GENERATED CHECK REQUEST.
3/6/2019 8:24:00 AM	FROM:[redacted] | SENT: TUESDAY, MARCH 05, 2019 7:59 AM | | TO: VWOA CUSTOMER CARE <VWCUSTOMERCARE@VW.COM> | | SUBJECT: PROOF OF PAYMENT FOR CASE #[redacted] | | GOOD MORNING! | | I RECEIVED A LETTER IN THE MAIL REQUESTING FURTHER INFORMATION IN ORDER TO BE CONSIDERED FOR | | REIMBURSEMENT FOR THE CLOCK SPRING WARRANTY EXTENSION. I HAVE ATTACHED MY SEPTEMBER BANK | | STATEMENT WHICH SHOWS THAT THE SERVICE WAS FULLY PAID FOR IN THE AMOUNT OF $655.52 ON | | SEPTEMBER 6TH, 2018. SINCE I'M ENCLOSING A FULL MONTH OF TRANSACTIONS, PLEASE NOTE THE TRANSACTION | | YOU NEED PROOF OF IS ON PAGE 4 OF THE ESTATEMENT. IF YOU HAVE ANY FURTHER QUESTIONS OR NEED ANY | | ADDITIONAL INFORMATION PLEASE LET ME KNOW. THANK YOU SO MUCH! | | WITH KIND REGARDS, | | [redacted] [redacted] | | | | ***CUSTOMER INCLUDED REQUESTED POP
3/6/2019 8:33:00 AM	MEDIA ATTACHED IN DOC CENTER | | RO AND POP AS ONE DOCUMENT
3/12/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 508.87 MAILED ON 03/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32DC[redacted]
Owner Or Fleet	[redacted] Mira Loma, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	3/5/2019	Incident Date	N/A
Mileage	88,778		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/5/2019 11:26:00 AM	MEDIA ATTACHED IN DOC CENTER
3/6/2019 1:24:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS TO THE CLOCK SPRING; INDEPENDENT CHARGED LESS THAN THE MAX AMOUNT ALLOWED FOR REIMBURSEMENT; VW TO REIMBURSE TOTAL: $346.67. | | | SP TO GENERATE CHECK REQUEST.
3/6/2019 1:25:00 PM	1VWBP7A32DC[redacted] VW TO REIMBURSE WECI WARRANTY EXTENSION; TOTAL: $346.67. | | | GENERATED CHECK REQUEST.
3/12/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 346.67 MAILED ON 03/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A35DC[redacted]
Owner Or Fleet	[redacted] Fort Lauderdale, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	3/5/2019	Incident Date	N/A
Mileage	75,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/5/2019 1:51:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEP; INDEP PERFORMED REPAIRS TO THE CLOCK SPRING AND THE STEERING BOX; THE STEERING BOX IS NOT COVERED BY THE WARRANTY EXTENSION; VW TO REIMBURSE CLOCK SPRING PARTS $232.06; VW TO REIMBURSE MAX LABOR $248.04; TAX $19.72; VW TO REIMBURSE TOTAL: $267.76. | | | SP TO GENERATE CHECK REQUEST.
3/5/2019 1:53:00 PM	1VWAH7A35DC[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $267.76. | | | GENERATED CHECK REQUEST.
3/5/2019 12:15:00 PM	MEDIA ATTACHED IN DOC CENTER
3/5/2019 12:32:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WE CLOCK SPRING; CUSTOMER RE SENT IN MORE CLEAR REPAIR ORDER; (CO ATTACHED POP FROM PREVIOUS CASE)
3/5/2019 12:33:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR YOUR REPLY. WE HAVE EVERYTHING WE NEED TO RE-REVIEW YOUR REIMBURSEMENT REQUEST UNDER THE CLOCK SPRING WARRANTY EXTENSION. | | | I WILL FORWARD YOUR DOCUMENTS TO THE CORRECT DEPARTMENT AND THE REVIEW WILL BEGIN. YOU SHOULD RECEIVE A NOTIFICATION BY MAIL WITHIN THE NEXT 3-4 WEEKS FROM TODAY┬┐S DATE, MARCH 5TH, 2019. WE GREATLY APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. | | | AT THE END OF OUR REVIEW, YOU WILL EITHER RECEIVE A CHECK IN THE MAIL, OR A DENIAL LETTER AS TO WHY THE CLAIM WAS DENIED. | | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON[redacted] | | | SINCERELY, | | | | | | | TAYLOR W. | CUSTOMER CARE ADVOCATE | | |
3/5/2019 12:34:00 PM	HELLO ASHLEY, | | | PLEASE RE REVIEW DOCUMENTS IN DOC CENTER UNDER WE CLOCK SPRING | | | CO ATTACHED DOCUMENTS FROM PREVIOUS CASE AND ADVISED PARAMETER | | | THANK YOU
3/5/2019 2:00:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
3/11/2019 6:19:00 PM	CUSTOMER STATES: CUSTOMER RECEIVED A NOTICE IN THE MAIL NOTIFYING HER SHE WOULD ONLY BE REIMBURSED FOR A TOTAL OF $267; CUSTOMER DOES NOT UNDERSTAND WHY SHE IS BEING REIMBURSED SO LITTLE; | | | CUSTOMER SEEKING: REIMBURSEMENT CLARIFICATION | | | CO ADVISED: CASE WILL BE REVIEWED FURTHER; CO WILL CONTACT CUSTOMER BY THE COB 3/12; CO WILL EMAIL CASE NUMBER | | | CO TO REVIEW WITH SP AND CALL CUSTOMER | | |
3/12/2019 12:42:00 PM	CUST WAS ONLY PROVIDED LABOR REIMBURSEMENT; CHECK DID NOT INCLUDE PARTS; VW TO SEND CUSTOMER A CHECK FOR $232.06. | | | SP TO GENERATE CHECK REQUEST.
3/12/2019 12:43:00 PM	1VWAH7A35DC[redacted] VW TO REIMBURSE CUST FOR PARTS INVOLVED IN REPAIR; TOTAL: $232.06. | | | GENERATED CHECK REQUEST.
3/12/2019 12:50:00 PM	CO ADVISED: CASE HAS BEEN REVIEWED WITH THE TEAM THAT REVIEWS REIMBURSEMENT REQUESTS, AND CUSTOMER WILL BE SENT ANOTHER CHECK FOR THE AMOUNT OF $232.06 FOR THE COST OF THE PARTS; CO APOLOGIZED FOR THE CONFUSION; CUSTOMER SHOULD RECEIVE THE CHECK WITHIN 3-4 WEEKS; | | | CUSTOMER THANKED CUSTOMER ADVOCATE FOR THE CALL AND FOR LOOKING INTO CONCERN | | | SP TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A35DC[redacted]
Owner Or Fleet	[redacted] Fort Lauderdale, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	3/5/2019	Incident Date	N/A
Mileage	75,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

3/12/2019 4:00:00 AM CHECK # [redacted] FOR AMOUNT $ 267.76 MAILED ON 03/11/2019

3/19/2019 4:00:00 AM CHECK # [redacted] FOR AMOUNT $ 232.06 MAILED ON 03/18/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A34CC[redacted]
Owner Or Fleet	[redacted]		EDMOND, OK, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	3/5/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Mileage	94,138

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/5/2019 12:51:00 PM	MEDIA ATTACHED IN DOC CENTER
3/5/2019 12:52:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; REPAIRS WERE COMPLETED PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; VW TO REIMBURSE TOTAL: $606.15. | | | | SP TO GENERATE CHECK REQUEST.
3/5/2019 12:54:00 PM	1VWBH7A34CC[redacted] VW TO REIMBURSE CUSTOMER FOR WECI WARRANTY EXTENSION; TOTAL: $606.15. | | | | GENERATED CHECK REQUEST.
3/12/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 606.15 MAILED ON 03/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A30EC[redacted]
Owner Or Fleet	[redacted] LAGUNA NIGUEL, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	3/5/2019	Incident Date	N/A
Mileage	35,991		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/5/2019 2:23:00 PM	MEDIA ATTACHED IN DOC CENTER
3/5/2019 2:49:00 PM	CUST SEEKING REIMBURSEMENT FOR THE WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE CLOCK SPRING AND PERFORMED AN ALIGNEMENT; VW TO REIMBURSE CLOCK SPRING REPAIRS WITHOUT THE COST OF THE ALIGNMENT; VW TO REIMBURSE TOTAL: $471.15. | | | SP TO GENERATE CHECK REQUEST.
3/5/2019 2:52:00 PM	1VWAT7A30EC[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $471.15. | | | | GENERATED CHECK REQUEST.
3/12/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 471.15 MAILED ON 03/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A37CC[redacted]
Owner Or Fleet	[redacted] Palm Harbor, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	3/5/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/5/2019 2:26:00 PM	MEDIA ATTACHED IN DOC CENTER
3/6/2019 1:19:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEP; INDEP PERFORMED REPAIRS TO THE CLOCK SPRING; SP CONFIRMED MILEAGE IN XTIME AS CUST VISITED DLR 405232 TO HAVE DIAGNOSIS COMPLETED; VW TO REIMBURSE TOTAL CHARGES AT INDEP AS THE INDEP CHARGED LESS THAN THE MAX AMOUNT ALLOWED FOR REIMBURSEMENT; VW TO REIMBURSE TOTAL: $473.01. | | | SP TO GENERATE CHECK REQUEST.
3/6/2019 1:22:00 PM	1VWAP7A37CC[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $473.01. | | | GENERATED CHECK REQUEST.
3/12/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 473.01 MAILED ON 03/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX1BW[redacted]
Owner Or Fleet	[redacted], Plainfield, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	3/5/2019	Incident Date	N/A
Mileage	147,254		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/5/2019 2:43:00 PM	MEDIA ATTACHED IN DOC CENTER
3/5/2019 4:30:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; WARRANTY EXTENSION DOES NOT HAVE A MILEAGE RESTRICTION; DEALER PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE TOTAL: $674.75. | | | | SP TO GENERATE CHECK REQUEST.
3/5/2019 4:32:00 PM	WVGAV7AX1BW[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $674.75. | | | | GENERATED CHECK REQUEST.
3/12/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 674.75 MAILED ON 03/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX8EW[redacted]
Owner Or Fleet	[redacted]Whitehouse Station, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	3/5/2019	Incident Date	N/A
Mileage	74,409		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/5/2019 4:33:00 PM	MEDIA ATTACHED IN DOC CENTER
3/7/2019 4:18:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED TWO ROS AND POP FROM DLRS; ONE REPAIRS WAS COMPLETED PRIOR TO THE FIRST OUT OF POCKET DATE IN JANUARY 2018, CUST ONLY PAID DEDUCTIBLE $53.31; ANOTHER REPAIR WAS COMPLETED DURING THE REIMBURSEMENT TIMEFRAME IN SEPTEMBER 2018, CUST ONLY PAID DEDUCTIBLE $53.31; VW TO REIMBURSE ONE AS GOODWILL AND ONE UNDER THE WECY WARRANTY EXTENSION; VW TO REIMBURSE TOTAL: $106.62. | | | SP TO GENERATE CHECK REQUEST.
3/7/2019 4:20:00 PM	WVGAV3AX8EW[redacted]VW TO REIMBURSE CUST UNDER WECY AND AS GW DUE TO DATE OF ONE REPAIR; TOTAL: $106.62. | | | | GENERATED CHECK REQUEST.
3/12/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 106.62 MAILED ON 03/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJM7AN7AE[redacted]
Owner Or Fleet	[redacted] Hendersonville, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	3/5/2019	Incident Date	N/A
Mileage	97,022		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/5/2019 4:36:00 PM	MEDIA ATTACHED IN DOC CENTER
3/5/2019 4:41:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; DEALER ALSO PERFORMED DECARB SERVICE; VW TO REIMBURSE CLOCK SPRING REPAIRS ONLY; CUSTOMER PAID $628.78; TAX $44.01; VW TO REIMBURSE TOTAL: $672.79. | | | | SP TO GENERATE CHECK REQUEST.
3/5/2019 4:51:00 PM	WVWJM7AN7AE[redacted] VW TO REIMBURSE CUSTOMER FOR WECI WARRANTY EXTENSION; TOTAL: $672.79. | | | | GENERATED CHECK REQUEST.
3/12/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 672.79 MAILED ON 03/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ1DM[redacted]
Owner Or Fleet	[redacted]		Fountain Valley, CA,[redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	3/6/2019	Incident Date	N/A
Mileage	46,680		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/6/2019 8:26:00 AM	MEDIA ATTACHED IN DOC CENTER
3/6/2019 9:54:00 AM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEP; INDEP PERFORMED REPAIRS TO THE CLOCK SPRING; INDEP CHARGED LESS THAN THE MAX AMOUNT OF REIMBURSEMENT FOR REPAIRS COMPLETED AT AN INDEP; REPARIS WERE COMPLETED ON 6/26/17; THE FIRST VALID OUT OF POCKET DATE FOR REIMBURSEMENT IS 5/23/18; AS THE REPAIRS WERE COMPLETED BEFORE THE FIRST VALID OUT OF POCKET DATE, VW TO REIMBURSE AS GOODWILL; VW TO REIMBURSE TOTAL: $420.79. | | | | SP TO GENERATE CHECK REQUEST.
3/6/2019 9:58:00 AM	3VW2K7AJ1DM[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION AS GOODWILL DUE TO DATE; TOTAL: $420.79. | | | | GENERATED CHECK REQUEST.
3/12/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 420.79 MAILED ON 03/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4A7AJ1CM[redacted]
Owner Or Fleet	[redacted] WHITESTONE, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	3/6/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/6/2019 10:48:00 AM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN NY STATE; ORIGINAL OWNER; VEHICLE WAS PURCHASED; VEHICLE IS FINANCED THROUGH VCI; BRAND LOYAL CUSTOMER; MAINTAINED AT VW DEALER AND LOCAL SHOPS; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT 408112 END OF 2018; ONLY AIRBAG LIGHT; DIDN'T HAVE ACTUAL DIAGNOSIS. | | CUSTOMER SEEKING: WARRANTY COVERAGE; | | | CO ADVISED OF FILING COMPLAINT FOR ISSUE; IF REPAIR IS NOT COVERED BY CLOCK SPRING WARRANTY EXTENSION AFTER DIAGNOSIS CUSTOMER CARE CENTER CANNOT ASSIST; ALSO HAS EXTENSIONS FOR STEERING WHEEL LOCK, FUEL INJECTOR, AND INTAKE MANIFOLD; CUSTOMER SHOULD RETAIN POP AND REPAIR ORDER. | | | CO TO CLOSE.
3/6/2019 10:53:00 AM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┬T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | SHAYNA S | | CUSTOMER CARE ADVOCATE | |
3/15/2019 10:16:00 AM	CUSTOMER STATES: OUTSIDE OF BUMPER TO BUMPER WARRANTY, BUT HAS EXTENDED WARRANTIES ON VEHICLE. | | | CUSTOMER SEEKING: REMAINING WARRANTIES | | | CUSTOMER ADVOCATE ADVISED: INTAKE MANIFOLD WARRANTY EXTENSION 7/20/2022 OR 120K MILES, WCF. FUEL INJECTOR 7/20/2022 OR 120K MILES, WCF. STEERING WHEEL LOCK 7/16/2022 OR 100K MILES, WCF. AIRBAG CLOCK SPRING WARRANTY EXTENSION EXPIRES 7/21/2027. VEHICLE ALSO HAS THE LIMITED WARRANTY AGAINST CORROSION PERFORATION COVERS THE BODY SHEET METAL PANELS FOR CORROSION THAT STARTS ON THE INSIDE OF THE PANEL AND PERFORATES THROUGH TO THE OUTSIDE. IT LASTS 12 YEARS, WITH UNLIMITED MILEAGE, BEGINNING ON YOUR VEHICLES IN-SERVICE DATE. | | | CO TO REVIEW AND CLOSE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A32CC[redacted]
Owner Or Fleet	[redacted] Rindge, NH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	3/6/2019	Incident Date	N/A
Mileage	120,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/6/2019 11:11:00 AM	CUSTOMER STATES: GOT WARRANTY EXTENSION LETTER AND REIMBURSEMENT REQUEST DOCUMENT IN MAIL; PAID OUT OF POCKET FOR AIR BAG CLOCK SPRING IN PAST; CRUISE CONTROL NOT WORKING | | | CUSTOMER SEEKING: REIMBURSEMENT | | | CO ADVISED: WILL SEND EMAIL TO CUSTOMER AND CUSTOMER CAN SEND IN REPAIR ORDER AND POP FOR POSSIBLE REIMBURSEMENT/ REVIEW; CUSTOMER SHOULD BRING VEHICLE INTO DEALER FOR DIAGNOSIS REGARDING CRUISE CONTROL NOT WORKING; CO OFFERED TO SCHEDULE DEALER APPOINTMENT | | | CUSTOMER DECLINED APPOINTMENT | | | CO TO WAIT CUSTOMER MAIL
3/6/2019 11:14:00 AM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | - A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | - PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | MAIL: VOLKSWAGEN OF AMERICA | 3800 HAMLIN RD. | AUBURN HILLS, MI 48326 | FAX: 248-754-6504 | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 TO 90 DAYS. | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON'T HESITATE TO CALL US AT 800-822-8987. | | | | | SINCERELY, | | | | | MATTHEW W | CUSTOMER CARE ADVOCATE | |
3/6/2019 11:21:00 AM	CATEGORY SELECTION : FORWARDCOLLISION / INEFFECTIVE - 1 / CRUISE CONTROL NOT WORKING;
3/18/2019 2:01:00 PM	CO VOICEMAIL TO CUSTOMER: CO ADVISED: FOLLOWING UP TO SEE IF CUSTOMER HAD A CHANCE TO GATHER REPAIR ORDER AND POP FOR REIMBURSEMENT REQUEST; PROVIDED CUSTOMER CARE CENTER NUMBER AND CASE NUMBER | | | CO TO WAIT CUSTOMER MAIL
3/19/2019 2:55:00 PM	CO VOICEMAIL TO CUSTOMER: CO ADVISED: FOLLOWING UP TO SEE IF CUSTOMER HAD A CHANCE TO GATHER REPAIR ORDER AND POP FOR REIMBURSEMENT REQUEST; PROVIDED CUSTOMER CARE CENTER NUMBER AND CASE NUMBER | | | CO TO WAIT CUSTOMER MAIL
3/21/2019 1:22:00 PM	CUSTOMER STATES: HAS BEEN RECEIVING VOICEMAILS FROM A CUSTOMER CARE ADVOCATE AND IS NOT SURE OF WHAT CUSTOMER SHOULD DO; WILL RESPOND TO EMAIL AND SEND IN DOCUMENTATION TO BE REVIEWED | | | CUSTOMER SEEKING: TO KNOW WHY CUSTOMER HAS BEEN RECEIVING CALLS | | | CA ADVISED: CUSTOMER THAT VOICEMAILS HAVE BEEN LEFT FOR CUSTOMER SO THAT EMAIL CAN BE RESPONDED TOO WITH RO AND POP TO BE REVIEWED FOR POSSIBLE REIMBURSMENT; CO WOULD GIVE CUSTOMER A CALL ONCE DOCUMENTATION HAS BEEN SUBMITTED AND INFORMATION WOULD BE ESCALATED TO A OUR TEAM THAT REVIEWS FOR POSSIBLE REIMBURSMENT THAT CAN TAKE UP TO 60 BUSINESS DAYS; CUSTOMER WILL BE PROVIDED WITH VW DECISION VIA U.S MAIL | | | CUSTOMER UNDERSTOOD | | | CO TO WAIT CUSTOMER MAIL
3/21/2019 2:53:00 PM	CUSTOMER STATES: HAS REPAIR ORDER FOR VEHICLE AND WOULD LIKE TO SEND IN REPAIR ORDER; DOES NOT HAVE PROOF OF PAYMENT, BUT HAS CONFIRMED WITH DEALER 405232 THAT THEY HAVE RECORD OF THE WORK BEING COMPLETED THERE AND THAT THE WORK WAS PAID OUT OF POCKET IN 2014 AND THAT THE REPAIR ORDER NUMBER IS[redacted] | | | CUSTOMER SEEKS: TO SEND IN REPAIR ORDER FOR REIMBURSEMENT REVIEW | | | FACE TO FACE WITH SARAH S: HAVE CUSTOMER SEND IN REPAIR ORDER AND GO FROM THERE SINCE IT IS A DEALER REPAIR ORDER | | | CO ADVISED: WILL SEND EMAIL CUSTOMER CAN REPLY TO SUBMIT DOCUMENTATION FOR REIMBURSEMENT REVIEW | | | CO TO SEND EMAIL

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A32CC[redacted]
Owner Or Fleet	[redacted] Rindge, NH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	3/6/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

3/21/2019 3:09:00 PM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | - A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | | - PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | SINCERELY, | | | | | STEFANI S. | | CUSTOMER CARE ADVOCATE | | | | | | CO TO REVIEW
3/22/2019 1:33:00 PM	CUSTOMER STATES: DEALER TOLD CUSTOMER THAT THE REPAIR ORDER IS SUFFICIENT FOR POP; CUSTOMER LIVED IN A DIFFERENT STATE AT TIME OF REPAIRS; NO LONGER HAS THAT BANK ACCOUNT; DEALER STATES TO USE REPAIR ORDER AS POP; | | | FACE TO FACE WITH DEBBIE G: TEAM LEAD ADVISED: VW WOULD NEED PROPER DOCUMENTATION TO REVIEW FOR REIMBURSEMENT; | | | CUSTOMER ADVOCATE ADVISED: CUSTOMER MUST SEND IN ALL PAGES OF REPAIR ORDER AND POP; POP CAN BE ANY OF THE FOLLOWING: COPY OF CREDIT CARD RECEIPT, CANCELLED CHECK, BANK OR CREDIT CARD STATEMENT, STATEMENT ON COMPANY LETTERHEAD FROM THE OWNER OF THE REPAIR FACILITY VERIFYING THAT REPAIRS WERE PAID IN CASH, IF THE REPAIRS WERE MADE BY A VW DEALER, CONTACT SERVICE ADVISOR VIA PHONE TO VERIFY POP, REQUEST THE DEALER TO EMAIL A COPY OF THE REPAIR INVOICE TO VWCUSTOMERCARE@VW.COM WITH CASE NUMBER NOTED. | | | WAIT FOR CUSTOMER MAIL.
3/22/2019 1:36:00 PM	TEAM LEAD ADVISED: VW WOULD NEED PROPER DOCUMENTATION TO REVIEW FOR REIMBURSEMENT; CO TO ADVISE
3/22/2019 10:15:00 AM	MEDIA ATTACHED IN DOC CENTER
3/22/2019 12:40:00 PM	CO VOICEMAIL TO CUSTOMER: CO ADVISED: RECEIVED 1ST PAGE OF REPAIR ORDER; WILL NEED ALL PAGES OF REPAIR ORDER AND POP; PROVIDED CUSTOMER CARE CENTER NUMBER AND CASE NUMBER | | | CO TO WAIT CUSTOMER MAIL
3/25/2019 10:49:00 AM	PLEASE REVIEW FOR POSSIBLE REIMBURSEMENT FOR WECY (CUSTOMER SUBMITTED DLR INVOICE, HAS NO OTHER DOCUMENTATION). SP TO REVIEW.
3/25/2019 4:24:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER FROM DEALER; CUSTOMER SEARCHED CASES AND CUSTOMER WAS ALREADY REIMBURSED FOR THESE EXACT REPAIRS ON 3/9/16 IN THE AMOUNT OF $463.17 UNDER RECALL 69L2 FOR THE STEERING WHEEL CLOCK SPRING; VW WOULD NOT REIMBURSE UNDER THE WARRANTY EXTENSION AS THE CUSTOMER WAS ALREADY REIMBURSED UNDER THE RECALL. | | | SP TO SEND LETTER TO CUSTOMER.
3/25/2019 4:36:00 PM	SP MAILED DENIAL LETTER TO CUSTOMER.
4/1/2019 3:05:00 PM	CUST STATES: RECIEVED LETTER SAYING THAT REIMBURSMENT WAS ALREADY RECEIVED BUT AFTER CHECKING BANK FOUND NOTHING FOT THAT DATE OR AMMOUNT | | | CUST SEEKS:

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A32CC[redacted]
Owner Or Fleet	[redacted] Rindge, NH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	3/6/2019	Incident Date	N/A
Mileage	120,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

4/1/2019 3:33:00 PM	CHECK ORIGIN CASE NUMBER: [redacted] | AMOUNT: $463.17 | | STATUS DATE: 3/10/2016 | | VIN: 1VWAH7A32CC[redacted] | NAME [redacted] | REASON: CUSTOMER STATES HE HAS NOT RECEIVED THE CHECK | | | ADDRESS: [redacted] | RINDGE, NH | | [redacted] | | | CURRENT CASE IS [redacted] | | KIMBERLY WOOLSLAYER | | CUSTOMER CARE PHONE ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | | | | VOLKSWAGEN OF AMERICA, INC. | | 3800 HAMILN ROAD | | AUBURN HILLS, MI 48326 | | UNITED STATES OF AMERICA | | TEL. [redacted] | FAX +1 248 754 6504 | | KIMBERLY.WOOLSLAYER@VW.COM | |
4/2/2019 12:45:00 PM	KIMBERLY, | | THE CUSTOMER CASHED THEIR CHECK #[redacted]ON MARCH 16, 2016. DUE TO THE AGE OF THE CHECK A COPY OF THE CASHED CHECK HAS TO BE REQUESTED FROM THE BANK. AS SOON AS I RECEIVE THE COPY I WILL FORWARD IT TO YOU. YOU CAN THEN FORWARD THE COPY TO THE CUSTOMER IF NEED BE. | | PLEASE LET ME KNOW IF YOU HAVE ANY ADDITIONAL QUESTIONS. | | THANK YOU | | | | JAMIE MINTON | | CHECK ADMINISTRATOR | | CORRESPONDENCE DISTRIBUTION MANAGEMENT TEAM | | | | VOLKSWAGEN GROUP OF AMERICA | | CUSTOMER CARE CENTER | | 3800 HAMLIN ROAD | | MAIL STOP 4D | | AUBURN HILLS, MI 48326 | | BUSINESS: [redacted] | | FAX: +1 248 754 6504 | | MAILTO:EXTERN.JAMIE.MINTON@VW.COM | |
4/8/2019 1:00:00 PM	CUSTOMER STATES: HE JUST MISSED A CALL FROM SOMEONE; | | | | CUSTOMER ADVOCATE ADVISED: DUE TO THE AGE OF THE CHECK A COPY OF THE CASHED CHECK IS BEING REQUESTED FROM THE BANK; KIMBERLY WILL BE IN CONTACT WITH ANY FURTHER INFORMATION; APPRECIATED HIM CALLING BACK; | | | | CO TO REVIEW | |
4/8/2019 12:27:00 PM	CUSTOMER ADVOCATE CONTACTED CUSTOMER @[redacted] | | | | CUSTOMER ADVOCATE ADVISED: HAS AN UPDATE ON CASE LEFT CARE NUMBER AND CASE NUMBER | | | | CUSTOMER ADVOCATE TO WAIT CUSTOMER CONTACT
4/10/2019 12:44:00 PM	CO ADVISED: CHECK WAS CASHED | | | | CUSTOMER SEEKS: TO HAVE COPY EMAILED TO CUSTOMER | | | | CO ADVISED: WILL HAVE EMAIL SENT | | | | CO TO SEND TO TEAM 5
4/10/2019 12:48:00 PM	MEDIA ATTACHED IN DOC CENTER
4/10/2019 12:49:00 PM	TEAM 5 PLEASE SEND ATTACHED IMAGE OF CASHED CHECK TO CUSTOMER @[redacted] | | | | TEAM 5 TO REVIEW
4/10/2019 6:57:00 AM	RECEIVED COPY OF CASHED CHECK #[redacted] $463.17 FROM JP MORGAN CHASE. FORWARDED COPY OF CHECK TO ADVOCATE ON 4/9/19.
4/12/2019 12:43:00 PM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY
4/12/2019 12:43:00 PM	CA GENERATED AND SENT E-MAIL WITH ATTACHMENT TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A39DC[redacted]
Owner Or Fleet	UkNOWN UNKNOWN, unknown, unknown, UN, 000000, ?		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	3/6/2019	Incident Date	N/A
Mileage	61,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/6/2019 11:42:00 AM	CUSTOMER STATES: AIRBAG LIGHT IS ON; VEHICLE IS EXPERIENCING: GRINDING NOISE IN THE STEERING WHEEL; NONE OF THE STEERING WHEEL CONTROLS ARE WORKING LIKE THE HORN; DEALER ADVISED THEY DIDN'T KNOW ANYTHING ABOUT WHAT WAS HAPPENING TO HIS VEHICLE | | | CUSTOMER SEEKING: IF THERE IS SOMETHING RELATED TO HIS VEH CONCERNS | | | CO ADVISED: NO OPEN RECALLS ON THE VEHICLE; THE CLOCK SPRING WAS REPLACED IN 2012; BASED ON THE VEHICLE CONCERNS IT LOOKS LIKE EVERYTHING IS RELATED TO THE AIRBAG CLOCK SPRING WARRANTY EXT; PROVIDED WARRANTY PARAMETERS; SUGGESTED TAKING THE VEHICLE TO ANOTHER VW DEALER; HE WOULD HAVE TO AUTHORIZE THE DIAGNOSIS AND FROM THEE FINDINGS THEY WILL BE ABLE TELL IF IT'S SOMETHING THAT WILL BE COVERED UNDER THE WARRANTY EXT; THE NHTSA FOCUSES ON RECALLS WHILE THE[redacted]WEBSITE FOCUSES ON VEHICLE PRODUCTS AND LITTLE INFORMATION ON RECALLS; | | | NO FURTHER ACTION
3/6/2019 11:50:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON ;
3/6/2019 11:50:00 AM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / HORN IS NOT WORKING;
3/6/2019 11:51:00 AM	CATEGORY SELECTION : STEERING / NOISE / STEERING WHEEL IS MAKING A NOISE ;
3/6/2019 11:51:00 AM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 2 / ALL STEERING CONTROLS ARE NOT WORKING ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH5CV[redacted]
Owner Or Fleet	[redacted] Southfield, MI [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	3/6/2019	Incident Date	N/A
Mileage	75,155		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/6/2019 3:18:00 PM	CUSTOMER STATES: CUSTOMER IS LOOKING TO GET REIMBURSEMENT ON THE CLOCK SPRING REPAIRS DONE ON VEHICLE | | | | CUSTOMER SEEKING: REIMBURSEMENT ON CLOCK SRPING REPAIRS | | | | CO ADVISED: VW WILL NEED REPAIR ORDER AND PROOF OF PAYMENT; REVIEW TAKES UP TO 60 BUSINESS DAYS, WHEREIN CUSTOMER WILL GET DECISION IN MAIL; CO PROVIDED FAX (2487546504), EMAIL (VWCUSTOMERCARE@VW.COM); PROVIDED CASE NUMBER | | | | CO TO WAIT FOR DOCUMENTS
3/6/2019 5:57:00 PM	MEDIA ATTACHED IN DOC CENTER
3/13/2019 2:07:00 PM	CO CONFIRMED THAT EMAIL WAS SENT | | | | FROM: VW EXPERIENCE | | SENT: WEDNESDAY, MARCH 13, 2019 2:06 PM | | TO: [redacted] | | CC: [redacted] | SUBJECT: VOLKSWAGEN CUSTOMER CARE 190268152 | | | | REFERENCE #[redacted] | | DEAR MRS [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┐┌T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | CARLOS V | | CUSTOMER CARE ADVOCATE | | | |
3/13/2019 2:07:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / AIRBAG CLOCKSPRING FAILURE;
3/13/2019 2:08:00 PM	SP TO REVIEW FOR AIRBAG CLOCK SPRING REPAIRS
3/15/2019 9:16:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 75,155 MILES; VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; PARTS $290.07; LABOR $110.00; TAX $18.12; TOTAL $418.19. | | | SP TO GENERATE CHECK REQUEST.
3/15/2019 9:21:00 AM	WVWBW7AH5CV[redacted] VW TO REIMBURSE FOR WECI WARRANTY EXTENSION; TOTAL $418.19. | | | | SP GENERATED CHECK REQUEST.
4/10/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 418.19 MAILED ON 04/09/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX6DW[redacted]
Owner Or Fleet	[redacted] Austin, TX [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	3/7/2019	Incident Date	N/A
Mileage	75,998		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/7/2019 8:36:00 AM	MEDIA ATTACHED IN DOC CENTER
3/8/2019 11:15:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR THE WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; REPAIRS WERE COMPLETED TWO MONTHS BEFORE THE FIRST VALID OUT OF POCKET DATE FOR REIMBURSEMENT; VW TO REIMBURSE AS GOODWILL; CUSTOMER PAID $526.17 FOR REPAIRS; TAX $21.24; VW TO REIMBURSE TOTAL: $547.41. | | | SP TO GENERATE CHECK REQUEST.
3/8/2019 11:26:00 AM	WVGAV3AX6DW[redacted]VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION AS GW DUE TO DATE; TOTAL: $547.41. | | | GENERATED CHECK REQUEST.
3/19/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 547.41 MAILED ON 03/18/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AUXHM[redacted]
Owner Or Fleet	[redacted]The Woodlands, TX,[redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2017		
Report Date	3/7/2019	Incident Date	N/A
Mileage	7,765		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521AT		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/7/2019 1:06:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;
3/7/2019 1:06:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / HORN NOT WORKING ;
3/7/2019 12:46:00 PM	CUSTOMER STATES: AIRBAG LIGHT ON; WONDERING WHY; HORN NOT WORKING | | | | CUSTOMER SEEKS: WHY AIRBAG LIGHT IS ON | | | | CO ADVISED: AIRBAG LIGHT POSSIBLY DUE TO CLOCK SPRING NEEDING REPLACEMENT; WARRANTY EXTENSION GOOD FOR 120K MILES OR 12/2/27 WOF; REACHED OUT TO DEALER 425068 AND CUSTOMER ADVISED WILL STOP BY DEALER TONIGHT | | | | CUSTOMER THANKS | | | | CO TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ3CM[redacted]
Owner Or Fleet	[redacted] PALM HARBOR, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	3/8/2019	Incident Date	N/A
Mileage	101,875		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/8/2019 10:51:00 AM	REF [redacted] | | | | CUSTOMER STATES THAT HIS INDEPENDENT SENT IN THE REPAIR ORDER SHOWING THE PART NUMBER AND WANTED TO KNOW IF IT WAS RECEIVED. | | | | CO ADVISED THAT VW HASN'T RECEIVED ANYTHING REGARDING THAT. CO PROVIDED CONTACT INFORMATION AND STATED WE NEED THE PART # THAT WAS USED AS WE ALREADY HAVE THE POP. | | | | NO FURTHER ACTION PENDING DOCUMENTATION FROM CUSTOMER/INDEPENDENT.
3/8/2019 10:55:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR MR [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | PAUL R | CUSTOMER CARE ADVOCATE |
3/8/2019 3:53:00 PM	FROM: [redacted] | | SENT: FRIDAY, MARCH 08, 2019 3:52 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | GREAT, DID YOU GET THE EMAIL FROM COACHMEN AUTOMOTIVE YET? | | | | THANKS! | | | | DAVID GUTTENPLAN | | OWNER- SUPPORT CLEAN SPORT / BSCG / GUTTENPLAN COACHING USA CRITS DIVISION 1 CYCLING TEAM | | [redacted] | |
3/13/2019 3:06:00 PM	SP TO REVIEW FOR CLOCK SPRING WARRANTY EXTENSION REPAIR
3/15/2019 1:45:00 PM	REFERENCE # [redacted] | | | | DEAR MR. [redacted] | | | | I HOPE YOU HAD A WONDERFUL WEEK. | | | | I AM FOLLOWING UP ON YOUR REIMBURSEMENT REQUEST. | | | | WE REGRETFULLY HAVE NOT RECEIVED THE PART NUMBER FOR THE CLOCK SPRING FROM YOUR INDEPENDENT. | | | | I RECOMMEND GIVING YOUR INDEPENDENT A QUICK CALL, AS THEY SHOULD ABSOLUTELY BE ABLE TO PROVIDE YOU WITH THE PART NUMBER OVER THE PHONE. ONCE RECEIVED, YOU CAN SIMPLY REPLY TO MY EMAIL WITH THE NEEDED INFORMATION. AT THAT TIME, WE WILL CONTINUE OUR REIMBURSEMENT REVIEW. | | | | I WILL KEEP A SPECIAL EYE OUT FOR YOUR REPLY. | | | | SINCERELY, | | | | | | | | PAUL R. | | CUSTOMER CARE ADVOCATE | | | |
3/15/2019 1:46:00 PM	CUSTOMER ADVOCATE SENT EMAIL TO CUSTOMER; CO TO REVIEW
3/15/2019 4:32:00 PM	MEDIA ATTACHED IN DOC CENTER
3/15/2019 9:27:00 AM	CUSTOMER WAS SUPPOSED TO HAVE INDEPENDENT REPAIR SHOP SEND IN PART NUMBER FOR CLOCK SPRING, BUT IT HAS NOT BEEN RECEIVED YET. CAN YOU SEND AN EMAIL REQUESTING THIS PART NUMBER TO THE CUSTOMER SO THE CLAIM CAN BE PROCESSED.
3/18/2019 1:07:00 PM	SP TO REVIEW FOR REIMBURSEMENT FOR STEERING WHEEL CLOCK SPRING REPAIR
3/18/2019 1:51:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEP; INDEP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE MAX PARTS $252.00; VW TO REIMBURSE LABOR $183.00; TAX $30.45; VW TO REIMBURSE TOTAL: $465.45. | | | SP TO GENERATE CHECK REQUEST.
3/18/2019 1:54:00 PM	3VWDX7AJ3CM[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $465.45. | | | GENERATED CHECK REQUEST.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ3CM[redacted]
Owner Or Fleet	[redacted] PALM HARBOR, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	3/8/2019	Incident Date	N/A
Mileage	101,875		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

3/18/2019 7:50:00 AM	FROM: [redacted] | | SENT: FRIDAY, MARCH 15, 2019 6:24 PM | | TO: VW EXPERIENCE | | CC: [redacted] | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | HE SAID THAT HE┬┐S SENT IT TWICE NOW. I┬┐M TRYING TO GET THEM TO SEND IT A 3RD TIME. I┬┐M GOING TO GO BY HIS SHOP NEXT WEEK IF YOU REALLY DON┬┐T GET IT THIS TIME. | | THANKS! | | | | [redacted] | [redacted] | | | | | CO TO REVIEW
3/25/2019 4:21:00 PM	FROM: [redacted] | | SENT: MONDAY, MARCH 25, 2019 4:10 PM | | TO: VW EXPERIENCE; [redacted] | | CC: [redacted] | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | PAUL, | | | | I JUST GOT THIS FROM FRANK AT | | | COACHMAN AUTOMOTIVE, | | 1717 COACHMAN PLAZA DR, CLEARWATER, FL 33759 | | 727-799-1561 | | | | THEY SAID THE PART NUMBER IS: 5C0959654A | | | | AND THE COST OF THE PART WAS: $252 AND LABOR TO INSTALL IT WAS $183 | | | | LET ME KNOW IF YOU NEED ANYTHING ELSE. I'VE COPIED THEM HERE TOO. | | | | THANKS! | | | | [redacted] | | [redacted] |
3/27/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 465.45 MAILED ON 03/26/2019
3/27/2019 7:54:00 AM	FROM: [redacted] | | SENT: TUESDAY, MARCH 26, 2019 6:42 PM | | TO: VW EXPERIENCE; [redacted] | | CC: [redacted] | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | PAUL, | | | | DID YOU GET THIS ?? | | THANKS! | | | [redacted] | | | | | CO TO REVIEW
3/27/2019 9:42:00 AM	TEAM 5 PLEASE RESPOND TO CUSTOMER EMAIL [redacted] ADVISING WE RECEIVED ALL OF THEIR JETTA'S REPAIR ORDERS AND PAYMENT; THEIR CASE HAS BEEN REVIEWED AND A CHECK FOR $465.45 WAS MAILED ON 3/26/19 SO THE CUSTOMER SHOULD BE RECEIVING THE CHECK AT THEIR [redacted] FL ADDRESS WITHIN THE NEXT WEEK. | | | | TEAM 5 TO REASSIGN TO MLYNARA IN WAIT FOR CUSTOMER EMAIL.
3/29/2019 9:36:00 AM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY
3/29/2019 9:36:00 AM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4S7AJ4EM[redacted]
Owner Or Fleet	[redacted] Roeland Park, KS, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	3/11/2019	Incident Date	N/A
Mileage	86,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/11/2019 1:06:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS ON CLOCK SPRING AT 86,253 MILES; VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $605.24. | | | | SP TO GENERATE CHECK REQUEST.
3/11/2019 1:10:00 PM	3VW4S7AJ4EM[redacted] VW TO REIMBURSE FOR WECY WARRANTY EXTENSION; TOTAL $605.24. | | | | SP GENERATED CHECK REQUEST.
3/11/2019 9:45:00 AM	MEDIA ATTACHED IN DOC CENTER
3/19/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 605.24 MAILED ON 03/18/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4T7AU3FM[redacted]
Owner Or Fleet	[redacted] Irvine, CA, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2015		
Report Date	3/11/2019	Incident Date	N/A
Mileage	64,202		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521AT		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/11/2019 10:38:00 AM	MEDIA ATTACHED IN DOC CENTER
3/12/2019 2:18:00 PM	CUSTOMER ATTACHED IS A SCAN OF THE ORIGINAL REPAIR ORDER FROM BOZZANI VW AND A COPY OF BANK STATEMENT WHERE THE CHARGES INCLUDE THE PAYMENT FOR THE CLOCK SPRING REPAIR.
3/12/2019 2:26:00 PM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | THANK YOU FOR YOUR REPLY. WE HAVE EVERYTHING WE NEED TO RE-REVIEW YOUR REIMBURSEMENT REQUEST UNDER THE CLOCK SPRING WARRANTY EXTENSION. | | | I WILL FORWARD YOUR DOCUMENTS TO THE CORRECT DEPARTMENT AND THE REVIEW WILL BEGIN. YOU SHOULD RECEIVE A NOTIFICATION BY MAIL WITHIN THE NEXT 3-4 WEEKS FROM TODAY┬┐S DATE, MARCH 12TH, 2019. WE GREATLY APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. | | | AT THE END OF OUR REVIEW, YOU WILL EITHER RECEIVE A CHECK IN THE MAIL, OR A DENIAL LETTER AS TO WHY THE CLAIM WAS DENIED. | | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | |
3/12/2019 2:28:00 PM	HELLO ASHLEY | | | PLEASE RE-REVIEW DOCUMENTS IN THE DOC CENTER FOR REIMBURSEMENT REVIEW UNDER CLOCK SPRING WE | | | THANK YOU
3/19/2019 4:05:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $607.89. | | | SP TO GENERATE CHECK REQUEST.
3/19/2019 4:06:00 PM	3VW4T7AU3FM[redacted] VW TO REIMBURSE CUST FOR THE WECY WARRANTY EXTENSION; TOTAL: $607.89. | | | GENERATED CHECK REQUEST.
3/27/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 607.89 MAILED ON 03/26/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX2DW[redacted]
Owner Or Fleet	[redacted] Oakland, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	3/11/2019	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/11/2019 10:45:00 AM	MEDIA ATTACHED IN DOC CENTER
3/12/2019 10:50:00 AM	CUSTOMER SEEKING REIMBURSEMENT OF WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING WHICH WAS COVERED UNDER THE WARRANTY EXTENSION, CUSTOMER HAD A $250 DEDUCTIBLE; CUSTOMER ALSO PAID FOR REPAIRS TO THE STEERING LOCK AND IGNITION CYLINDER; CUSTOMER DOES NOT HAVE A WARRANTY EXTENSION ON THE STEERING LOCK OR CYLINDER; VW TO REIMBURSE THE AIR BAG CLOCK SPRING DEDUCTIBLE ONLY; VW TO REIMBURSE TOTAL: $250.00. | | | SP TO GENERATE CHECK REQUEST.
3/12/2019 10:52:00 AM	WVGBV7AX2DW[redacted] VW TO REIMBURSE CUSTOMER FOR WECI WARRANTY EXTENSION; TOTAL: $250.00. | | | | GENERATED CHECK REQUEST.
3/12/2019 10:57:00 AM	SP MAILED LETTER EXPLAINING REIMBURSEMENT.
3/19/2019 2:12:00 PM	CUSTOMER STATES RECEIVED LETTER STATING CUSTOMER WILL ONLY RECEIVE $250 FOR REIMBURSEMENT | | | CUSTOMER SEEKING TO UNDERSTAND WHY CUSTOMER IS ONLY BEING REIMBURSED FOR THE DEDUCTIBLE | | | CUSTOMER ADVOCATE ADVISED THE PART OF THE REPAIRS THAT WAS SPECIFICALLY THE AIR BAG CLOCK SPRING WAS COVERED BY FIDELITY AND CUSTOMER JUST PAID THE $250 DEDUCTIBLE | | | NO FURTHER ACTION
3/19/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 250.00 MAILED ON 03/18/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX6GW[redacted]
Owner Or Fleet	[redacted], SPOKANE, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	3/11/2019	Incident Date	N/A
Mileage	25,200		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/11/2019 11:27:00 AM	CUSTOMER CALLING ABOUT THE VEHICLE SHE WAS PROVIDED WITH AS A RENTAL, SHE WAS FIRST TOLD DEALER 419303 WOULD GIVE HER A PICK UP TRUCK, THEN SENT HER TO ENTERPRISE AND SHE IS IN A SEDAN BUT SHE NEEDS AN SUV AS SHE HAS A CARSEAT, STATES SHE TOOK VEHICLE TO DEALER THIS PAST SATURDAY, THE 9TH, AND VW WAS CLOSED, WAS TOLD SHE WOULD HAVE TO PAY THE DIFFERENCE IF SHE WANTED AN SUV | | | | CO ASKED CUSTOMER WHEN VEHICLE WOULD BE READY FOR PICK UP AS CUSTOMER MENTIONED VEHICLE IS BEING REPAIRED UNDER THE WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING, THE AIRBAG LIGHT IS ON, SHOULD NOT DRIVE A VEHICLE WITHOUT A WORKING HORN, IS ASKING VW TO COVER ANOTHER VEHICLE SUCH AS SUV, STATES SHE WAS TOLD THE PART WOULD BE ORDERED TODAY. | | | | CO APOLOGIZED FOR EXPERIENCE, LOANERS ARE AT COURTESY AND DISCRETION OF THE DEALER, RENTALS ARE NOT PROVISIONS OF WARRANTY OR WARRANTY EXTENSIONS AND SHE WAS PROVIDED WITH A RENTAL, MOST LIKELY PART WILL ARRIVE TOMORROW, AS IF ORDERED TODAY, PARTS ARE TYPICALLY OVERNIGHTED. CUSTOMER EXPRESSED FRUSTRATION, ASKED IF SHE CAN EXPECT TO BE REIMBURSED OR COMPENSATED FOR THE WEEKEND SHE WAS WITHOUT HER TIGUAN. CA ADVISED VWS OBLIGATION IS TO REPAIR VEHICLE UNDER WARRANTY EXTENSION IF DUE TO SHORTCOMING, TYPICALLY RENTALS ARE NOT PROVIDED, IS ON A CASE BY CASE BASIS. CUSTOMER STATES THIS WILL DETERMINE HER FURTURE DECISION, FEELS VW DOES NOT CARE ABOUT THEIR CUSTOMERS. NO FURTHER ACTION. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDZ7AJ8BM[redacted]
Owner Or Fleet	[redacted], BRONX, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	3/11/2019	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/11/2019 2:16:00 PM	CUSTOMER STATES: HORN IS NOT WORKING ON VEHICLE AND AIRBAG LIGHT IS ON; HEARD THERE WAS A RECALL ON VEHICLE WHILE RESEARCHING ON THE INTERNET | | | CUSTOMER SEEKS: TO CONFIRM IF THERE IS A RECALL | | | CO ADVISED: IS NOT RECALL; IS WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING; CAN MAKE APPOINTMENT IF CUSTOMER WOULD LIKE | | | CUSTOMER ACCEPTS | | | CO SCHEDULED FOR 3:00 PM - MONDAY MAR 11, 2019 AT DEALER 408356 | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A33FC[redacted]
Owner Or Fleet	[redacted]		BOYNTON BEACH, FL, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	3/11/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/11/2019 5:11:00 PM	CUSTOMER STATES: THE DASH WARNING LIGHTS KEEP COMING ON ABS, AIRBAG, STEERING WHEEL LIGHT, TIRE PRESSURE; NOT SURE WHAT TO DO REGARDING THIS; | | | CUSTOMER SEEKING: WHAT TO DO WITH THE VEHICLE; | | | CO ADVISED: THAT THE CUSTOMER WOULD WANT TO CONTACT A DEALER FOR ASSISTANCE; THE CUSTOMER WILL CONTACT A DEALER REGARDING THE WARNING LIGHT ISSUE WITH THE VEHICLE TOMORROW; | | | CUSTOMER ACKNOWLEDGED: | | | CO TO CLOSE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX3CW[redacted]
Owner Or Fleet	[redacted] Richmond Hill, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	3/12/2019	Incident Date	N/A
Mileage	75,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/12/2019 8:52:00 AM	CUSTOMER STATES: RECEIVED NOTICE FOR AIRBAG CLOCK SPRING WARRANTY EXTENSION; HAS REPLACED CLOCK SPRING TWICE AND ONCE WAS OUT OF POCKET | | | CUSTOMER SEEKS: HOW TO GET REIMBURSEMENT FOR CLOCK SPRING | | | CO ADVISED: CUSTOMER WILL NEED TO SEND IN PROOF OF PAYMENT AND REPAIR ORDER; CAN SEND EMAIL WITH INSTRUCTIONS ON HOW TO SUBMIT | | | CUSTOMER ACCEPTS | | | CO TO EMAIL CUSTOMER
3/12/2019 8:57:00 AM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | - A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | | - PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | SINCERELY, | | | | | STEFANI S | | CUSTOMER CARE ADVOCATE | | | CO TO WAIT CUSTOMER MAIL
3/13/2019 3:21:00 PM	MEDIA ATTACHED IN DOC CENTER
3/18/2019 10:20:00 AM	CUST SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; DLR ALSO PERFORMED REPAIRS TO A DRAIN LEAK; VW ONLY TO REIMBURSE THE AIR BAG CLOCK SPRING; CUST PAID $279.58. VW TO REIMBURSE TOTAL: $279.58. | | | SP TO GENERATE CHECK REQUEST.
3/18/2019 2:38:00 PM	WVGAV7AX3CW[redacted]VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $279.58. | | | GENERATED CHECK REQUEST.
3/18/2019 8:44:00 AM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON[redacted] | | | SINCERELY, | | | | | STEFANI S | | CUSTOMER CARE ADVOCATE | | | CO TO SEND TO SPECIAL PROJECTS
3/18/2019 8:45:00 AM	SP TO REVIEW FOR WARRANTY REIMBURSEMENT
3/27/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 279.58 MAILED ON 03/26/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX8GW[redacted]
Owner Or Fleet	[redacted] Fairfax, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	3/13/2019	Incident Date	N/A
Mileage	49,296		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/13/2019 8:46:00 AM	MEDIA ATTACHED IN DOC CENTER
3/15/2019 12:02:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR AND INDEP; CUST PURCHASED THE PART FROM THE DLR FOR $392.37 AND WENT TO THE INDEP TO HAVE THE REPAIR COMPLETED; VW TO REIMBURSE MAX LABOR FOR THE REPAIRS COMPLETED AT THE INDEPENDENT $248.04; VW TO REIMBURSE TOTAL: $640.41. | | | SP TO GENERATE CHECK REQUEST.
3/15/2019 12:06:00 PM	WVGBV7AX8GW[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $640.41. | | | GENERATED CHECK REQUEST.
3/15/2019 12:17:00 PM	SP MAILED LETTER EXPLAINING CAP REIMBURSEMENT.
3/27/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 640.41 MAILED ON 03/26/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A38CC[redacted]
Owner Or Fleet	[redacted] ELKHORN, NE, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	3/13/2019	Incident Date	N/A
Mileage	110,189		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/13/2019 10:20:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $617.73. | | | | SP TO GENERATE CHECK REQUEST.
3/13/2019 10:22:00 AM	1VWBH7A38CC[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $617.73. | | | | GENERATED CHECK REQUEST.
3/13/2019 9:17:00 AM	MEDIA ATTACHED IN DOC CENTER
3/19/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 617.73 MAILED ON 03/18/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX7EW[redacted]
Owner Or Fleet	[redacted] Issaquah, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	3/13/2019	Incident Date	N/A
Mileage	19,795		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/13/2019 10:24:00 AM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $663.73. | | | | SP TO GENERATE CHECK REQUEST.
3/13/2019 10:28:00 AM	WVGBV3AX7EW[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $663.73. | | | | GENERATED CHECK REQUEST.
3/13/2019 9:20:00 AM	MEDIA ATTACHED IN DOC CENTER
3/19/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 663.73 MAILED ON 03/18/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A33CC[redacted]
Owner Or Fleet	[redacted] Belle Plaine, MN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	3/13/2019	Incident Date	N/A
Mileage	139,289		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/13/2019 10:15:00 AM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; CUST PAID $370.02 FOR REPAIRS; TAX $22.77; VW TO REIMBURSE TOTAL: $392.79. | | | | SP TO GENERATE CHECK REQUEST.
3/13/2019 10:18:00 AM	1VWBP7A33CC[redacted]VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $392.79. | | | | GENERATED CHECK REQUEST.
3/13/2019 9:29:00 AM	MEDIA ATTACHED IN DOC CENTER
3/19/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 392.79 MAILED ON 03/18/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WA1EFCFS0GR[redacted]
Owner Or Fleet	[redacted] Sherman Oaks, CA, [redacted]		
Make, Model, Model Year	Audi, Q3, 2016		
Report Date	3/13/2019	Incident Date	N/A
Mileage	23,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	8X0953501H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/13/2019 9:37:00 AM	* I UNDERSTAND THE VEHICLE IS CURRENTLY AT DEALER┬┐ IF YOU CAN PROVIDE AN OPEN RO AND ETA ALONG WITH PREVIOUS REPAIR HISTORY THAT WOULD BE APPRECIATED.
3/13/2019 9:41:00 AM	[redacted] | | WA1EFCFS0GR[redacted]┬┐ 2016 Q3 | | IN SERVICE DATE: 9/23/2016 | | APPROX. MILEAGE: 23,000 | | CONCERN: STEERING WHEEL CRACKLING | | CXC CASE #: [redacted] | | | | | | | | | | HELLO, | | | AS REQUESTED BY MS. [redacted] I AM SENDING HER REQUEST AND INFORMATION OVER FOR REVIEW. IF YOU NEED ANY MORE INFORMATION, YOU CAN REACH ME AT [redacted] THANK YOU. | | | | | | | PATSY SOBIESIAK | | REGION CASE EXPERT, AUDI CUSTOMER EXPERIENCE CENTER | | | AUDI OF AMERICA, INC. | | CUSTOMER EXPERIENCE | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | | UNITED STATES OF AMERICA | | TEL. [redacted] | | FAX. +1 248 754 6521 | | [redacted] | |
3/13/2019 9:44:00 AM	CATEGORY SELECTION : STEERING / OTHER SYMPTOM - 1 / STEERING WHEEL CRACKING;
3/13/2019 9:45:00 AM	DEAR MS.[redacted] | | | | THANK YOU FOR CONTACTING AUDI OF AMERICA, INC. REGARDING YOUR VEHICLE. YOUR REQUEST FOR THE REPURCHASE/REPLACEMENT OF YOUR VEHICLE HAS BEEN ESCALATED TO THE CUSTOMER RESOLUTION AND RETENTION TEAM FOR FURTHER ANALYSIS. WE REGRET THAT YOU HAVE CONCERNS THAT HAVE LED YOU TO ENGAGE WITH OUR TEAM, BUT ASSURE YOU THAT YOUR REQUEST WILL RECEIVE OUR THOROUGH AND DETAILED ATTENTION. | | | OUR NEXT STEP IS TO CONTACT THE DEALERSHIP(S) YOU HAVE WORKED WITH TO OBTAIN YOUR SERVICE RECORDS. THIS WILL ALLOW US TO FULLY EVALUATE YOUR REQUEST. | | | AUDI OF AMERICA VALUES YOU AS A CUSTOMER. THE TRUST OF OUR CUSTOMERS AND THE PUBLIC IS AND CONTINUES TO BE OUR MOST IMPORTANT ASSET. WE AT THE VOLKSWAGEN GROUP WILL DO OUR BEST TO JUSTIFY THE TRUST THAT SO MANY PEOPLE HAVE PLACED IN US. | | | A MEMBER OF OUR TEAM WILL FOLLOW UP WITH YOU ONCE OUR EVALUATION IS COMPLETE. | | | CUSTOMER RESOLUTION & RETENTION | | | CONFIDENTIALITY NOTICE: THIS MESSAGE (INCLUDING ANY ATTACHMENTS) IS INTENDED EXCLUSIVELY FOR THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED. IF YOU ARE NOT THE NAMED ADDRESSEE, YOU ARE NOT AUTHORIZED TO READ, PRINT, RETAIN, COPY OR DISSEMINATE THIS MESSAGE OR ANY PART OF IT. IF YOU HAVE RECEIVED THIS MESSAGE IN ERROR, PLEASE NOTIFY THE SENDER IMMEDIATELY BY E-MAIL AND DELETE ALL COPIES OF THE MESSAGE. | | | |
3/14/2019 2:47:00 PM	THIS VEHICLE WAS FINISHED AND PICKED UP ON 02/28/19. ATTACHED ARE THE REQUESTED DOCUMENTS.
3/14/2019 3:45:00 PM	CC LEFT VOICE MAIL MESSAGE ADVISING: ON REPAIR ORDER [redacted] ON LINE 51 IT STATES "CUSTOMER STATES THE STEERING WHEEL BUTTON ARE NOT WORKING, CHECK AND ADVISE. THEN IT SAYS VERIFIED CONCERN" SO I JUST NEED TO KNOW WHAT WAS DOWN TO ADDRESS THE CONCERN. PLEASE CALL OR EMAIL BACK.
3/14/2019 9:40:00 AM	FOLLOWING UP ON REQUEST FOR REPAIR ORDERS PLEASE
3/15/2019 10:05:00 AM	I SPOKE TO THE TECHNICIAN AND SINCE IT┬┐S SO RECENT, HE REMEMBERS THAT THE CONCERN ON LINE 51 AND 52 WERE ALL RELATED AND ADDRESSED BY THE REPAIR ON LINE 01.
3/15/2019 11:13:00 AM	PLEASE REVIEW ATTACHED REPAIR ORDER AND REPAIR ORDER SUMMARY IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WA1EFCFS0GR[redacted]
Owner Or Fleet	[redacted] Sherman Oaks, CA, [redacted]		
Make, Model, Model Year	Audi, Q3, 2016		
Report Date	3/13/2019	Incident Date	N/A
Mileage	23,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	8X0953501H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

3/18/2019 12:39:00 PM	12 DAYS DOWN: | | | | 1X VEH WILL NOT TURN ON - FOUND FAULTY VEHICLE BATTERY 1X; REPLACED BATTERY 1X; | | 2X VEH BACK UP CAMERA DOES NOT COME ON/INOPERABLE - PERFORMED TSB 2030465/12 AND UPDATED MMI HARDWARE. | | 1X AIRBAG WARNING LIGHT ON, STEERING WHEEL BUTTONS NOT WORKING - REPLACED STEERING COLUMN CONTROL MODULE AND AIRBAG SPIRAL SPRING 1X;
3/18/2019 12:48:00 PM	DOES NOT MERIT A SETTLEMENT AT THIS TIME. THE ALLEGED ISSUES HAVE BEEN REPAIRED IN A REASONABLE AMOUNT OF TIME AND A REASONABLE AMOUNT OF ATTEMPTS. NO SUBSTANTIAL IMPAIRMENT TO USE, VALUE OR SAFETY.
3/19/2019 1:20:00 PM	MAILED DENIAL LETTER. CLOSED CASE.
3/19/2019 10:55:00 AM	AGREE WITH DECISION
3/20/2019 10:18:00 AM	SCANNED FILE IN DOC CENTER
4/3/2019 11:39:00 AM	SCANNED FILE IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRL7AJ7AM[redacted]
Owner Or Fleet	[redacted]		NEW BERN, NC, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	3/13/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/13/2019 10:35:00 AM	MEDIA ATTACHED IN DOC CENTER
3/14/2019 10:51:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS TO THE HUB ASSEMBLY BEARING, ABS SENSOR, AND TWO OTHER REPAIRS RELATED TO THE WHEELS; REPAIR ORDER DOES NOT SHOW REPAIRS TO THE AIR BAG CLOCK SPRING; VW UNABLE TO MEET REQUEST FOR REIMBURSEMENT AS THE REPAIRS ARE NOT RELATED TO THE WARRANTY EXTENSION. | | | | SP TO SEND DENIAL LETTER TO CUSTOMER.
3/14/2019 10:54:00 AM	SP MAILED DENIAL LETTER TO CUSTOMER.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A36CC[redacted]
Owner Or Fleet	[redacted] PHILADELPHIA, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	3/13/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/13/2019 10:37:00 AM	CUSTOMER STATES: THE HORN, THE STEERING WHEEL CONTROLS ARE NOT WORKING AND AIRBAG LIGHT IS ON; VEHICLE IS AT THE DEALER NOW; DOES NOT KNOW THE MILEAGE ON THE VEHICLE; TOOK OUT A LOAN TO PURCHASE THE VEHICLE | | | CUSTOMER SEEKING: OPEN RECALLS ON THE VEHICLE | | | CO ADVISED: NO OPEN RECALLS; VEHICLE IS STILL UNDER THE AIRBAG CLOCK SPRING WARRANTY EXT WHICH IS FOR 15Y/ UNLIMITED MILES WOF; THE DEALER WOULD BE THE ONE TO AUTHORIZE IF THE CONCERNS ARE COVERED UNDER THE WARRANTY EXT; | | | NO FURTHER ACTION
3/13/2019 10:42:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON ;
3/13/2019 10:42:00 AM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / HORN IS NOT WORKING;
3/13/2019 10:43:00 AM	CATEGORY SELECTION : STEERING / INEFFECTIVE - 1 / STEERING WHEEL CONTROLS ARE NOT WORKING;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU2GM[redacted]
Owner Or Fleet	[redacted], Austin, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2016		
Report Date	3/13/2019	Incident Date	N/A
Mileage	55,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/13/2019 12:03:00 PM	CUSTOMER STATES: CALLING ON BEHALF OF FIANC├ëE; VEHICLE EXPERIENCING: AIRBAG LIGHT TURNS ON AND OFF AT TIMES; WHEN IT IS ON, THE STEERING WHEEL CONTROL BUTTONS DO NOT WORK AND THE HORN DOES NOT WORK; READ ONLINE THAT THERE WAS A RECALL | | | CUSTOMER SEEKING: DOES RECALL APPLY TO VEHICLE FOR THESE CONCERNS | | | CO ADVISED: VEHICLE HAS A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING UNTIL 4/30/2026 OR 120K MILES, WOF; ALL CONCERNS THAT CUSTOMER MENTIONED ARE SYMPTOMS OF THIS PART NEEDING REPAIR; CUSTOMER SHOULD TAKE VEHICLE TO A VW DEALER TO HAVE DIAGNOSED; IF NEEDED REPAIR IS FOR THE AIRBAG CLOCK SPRING, THEN COST WOULD BE COVERED; CO ADVISED VEHICLE ALSO HAS AN OPEN RECALL FOR THE SHIFT LEVER MICRO SWITCH; THIS INVOLVES A BUILD-UP ON THE SWITCH CAUSING THE KEY TO SOMETIMES BE ABLE TO BE REMOVED WHILE THE VEHICLE IS NOT IN PARK; A VW DEALER WOULD REPLACE THE SWITCH FREE OF CHARGE; CUSTOMER STATES IS BRINGING VEHICLE INTO A VW DEALER TODAY | | | NO FURTHER ACTION*
3/13/2019 12:09:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / STEERING WHEEL HORN AND CONTROL BUTTONS DON'T WORK AT TIMES.; AIRBAGS / WARNING LIGHT ON / WARNING LIGHT TURNS ON AND OFF WHILE DRIVING.;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN3AE[redacted]
Owner Or Fleet	[redacted] SIMI VALLEY, CA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	3/14/2019	Incident Date	N/A
Mileage	67,096		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/14/2019 11:03:00 AM	MEDIA ATTACHED IN DOC CENTER
3/14/2019 3:35:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; CUST PAID $725.23 FOR REPAIRS; TAX $41.87; VW TO REIMBURSE TOTAL: $767.10. | | | | SP TO GENERATE CHECK REQUEST.
3/14/2019 4:20:00 PM	WVWMP7AN3AE[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $767.10. | | | | GENERATED CHECK REQUEST.
3/27/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 767.10 MAILED ON 03/26/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A35DC[redacted]
Owner Or Fleet	[redacted]		STAMFORD, CT, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	3/14/2019	Incident Date	N/A
Mileage	53,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/14/2019 11:11:00 AM	CUSTOMER STATES: CLOCK SPRING BROKE THE OTHER DAY; HAS AN APPOINTMENT AT DEALER 408062 FOR NEXT WEEK | | | | CUSTOMER SEEKING: IS VEHICLE STILL COVERED UNDER THE CLOCK SPRING WARRANTY | | | | CO ADVISED: VEHICLE HAS NO OPEN CAMPAIGNS/RECALLS; VEHICLE HAS AIRBAG CLOCK SPRING WARRANTY EXTENSION UNTIL 1/3/2028; IF DEALER DIAGNOSES NEEDED REPAIR AS THE AIRBAG CLOCK SPRING, THEN REPAIR WOULD BE COVERED; CO CANNOT ADVISE IF VEHICLE IS SAFE TO DRIVE, AND CUSTOMER IS RECOMMENDED TO CONTACT THE DEALER FOR AN ANSWER ON IF THE VEHICLE SHOULD BE TOWED OR DRIVEN THERE | | | | NO FURTHER ACTION*

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A39FC[redacted]
Owner Or Fleet	[redacted] Miami, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	3/14/2019	Incident Date	N/A
Mileage	51,766		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/14/2019 11:11:00 AM	MEDIA ATTACHED IN DOC CENTER
3/14/2019 11:37:00 AM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; CUST ONLY HAD TO PAY LABOR CHARGES FOR REPAIRS; VW ASSISTED WITH PARTS; VW TO REIMBURSE LABOR; VW TO REIMBURSE TOTAL: $279.90. | | | | SP TO GENERATE CHECK REQUEST.
3/14/2019 11:38:00 AM	1VWAT7A39FC[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $279.90. | | | | GENERATED CHECK REQUEST.
3/27/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 279.90 MAILED ON 03/26/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A38DC[redacted]
Owner Or Fleet	[redacted]		LAKE FOREST, CA, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	3/15/2019	Incident Date	N/A
Mileage	78,386		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/15/2019 2:44:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED DIAG OF AIR BAG CLOCK SPRING $145.00; CUST PURCHASED PARTS FOR REPAIRS $253.09; VW TO REIMBURSE TOTAL: $398.09. | | | | SP TO GENERATE CHECK REQUEST.
3/15/2019 2:46:00 PM	1VWBP7A38DC[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $398.09. | | | | GENERATED CHECK REQUEST.
3/15/2019 9:27:00 AM	MEDIA ATTACHED IN DOC CENTER
3/27/2019 4:00:00 AM	CHECK #[redacted] OR AMOUNT $ 398.09 MAILED ON 03/26/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX3DW[redacted]
Owner Or Fleet	[redacted] KENOSHA, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	3/15/2019	Incident Date	N/A
Mileage	65,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/15/2019 1:07:00 PM	CUSTOMER STATES: SUBMITTED FOR REIMBURSEMENT BUT HAS NEVER HEARD BACK OR RECEIVED A CHECK FOR THE EXPENSES; | | | | CUSTOMER SEEKING: UPDATE ON THE CASE; | | | | CO ADVISED: WILL BE GETTING IN CONTACT WITH THE INTERNAL DEPARTMENT IN REGARDS TO THE CHECK NEVER ARRIVING AND WILL FOLLOW UP BY THE COB 3/19 WITH AN UPDATE; | | | | CUSTOMER ACKNOWLEDGED;
3/15/2019 1:10:00 PM	MS. [redacted] WAS ISSUED A CHECK FOR THE AMOUNT $518.34 CHECK NUMBER [redacted] IN CASE [redacted] THE CHECK WAS GENERATED 1/14/2019 AND MAILED 1/17/2019 BUT THE CUSTOMER HAS NOT EVER RECEIVED THE CHECK; THE VIN OF THE VEHICLE IS WVGBV3AX3DW[redacted] THE ADDRESS THE CUSTOMER PROVIDED IS [redacted] KENOSHA, WI [redacted] | | | | ALEXIS YOUNG | | CUSTOMER CARE PHONE ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | | | | VOLKSWAGEN OF AMERICA, INC. | | 3800 HAMLIN ROAD | | AUBURN HILLS,MI 48326 | | UNITED STATES OF AMERICA | | TEL. +[redacted] | FAX +1 248 754 6504 | | EMAIL: EXTERN.ALEXIS.YOUNG@VW.COM | | | |
3/19/2019 6:46:00 PM	CO CALLED [redacted] NO ANSWER AND WAS NOT ABLE TO LEAVE A VOICEMAIL; AUTOMATED MESSAGE STATED THE CALL CANNOT BE COMPLETED PLEASE HANG UP AND TRY AGAIN LATER AND THEN DISCONNECTED; | | | | LVL 1 REFERENCE CASE [redacted] WHERE THE CHECK HAS BEEN REISSUED 3/19/2019 TO THE ADDRESS THE CUSTOMER PROVIDED [redacted] KENOSHA, WI [redacted]
3/27/2019 4:47:00 PM	CUST STATES:
3/27/2019 4:47:00 PM	CUSTOMER STATES: HAS NOT RECEIVED ANY UPDATE ABOUT THE CHECK BEING REISSUED; WAS TOLD THEY WOULD | | | | CUSTOMER SEEKS: UPDATE ON CASE | | | | CUSTOMER ADVOCATE ADVISED: CHECK WAS ISSUED AND MAILED ON 3-19-19 AND SHOULD TAKE 10-14 BUSINESS DAYS TO ARRIVE | | | | CO TO REVIEW AND CLOSE | | | | NOTE: REFER TO CASE [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A39CC[redacted]
Owner Or Fleet	[redacted] Mankato, MN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	3/18/2019	Incident Date	N/A
Mileage	51,106		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/18/2019 10:20:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; REPAIRS WERE COMPLETED IN 2014 BEFORE THE FIRST VALID OUT OF POCKET DATE; VW TO REIMBURSE AS GOODWILL BECAUSE THE REPAIR WAS COMPLETED BEFORE THE FIRST VALID OUT OF POCKET DATE; VW TO REIMBURSE TOTAL: $467.81. | | | SP TO GENERATE CHECK REQUEST.
3/18/2019 4:53:00 PM	1VWCN7A39CC[redacted] VW TO REIMBURSE CUST FOR AIR BAG CLOCK SPRING AS GOODWILL; TOTAL: $467.81. | | | SP TO GENERATE CHECK REQUEST.
3/18/2019 9:20:00 AM	MEDIA ATTACHED IN DOC CENTER
3/27/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 467.81 MAILED ON 03/26/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX6CW[redacted]
Owner Or Fleet	[redacted] Albany, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	3/18/2019	Incident Date	N/A
Mileage	89,775		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/18/2019 10:35:00 AM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED TWO REPAIRS TO THE AIR BAG CLOCK SPRING; BOTH REPAIRS WERE COMPLETED PRIOR TO THE FIRST VALID OUT OF POCKET DATE FOR REIMBURSEMENT UNDER THE WARRANTY EXTENSION; VW WOULD REIMBURSE BOTH REPAIRS AS GOODWILL DUE TO THE DATE OF THE REPAIR; CUST PAID $437.07 FOR REPAIRS IN 2014; TAX $28.40; VW TO REIMBURSE TOTAL: $465.47; CUST PAID $427.68 FOR REPAIRS IN APRIL 2017; VW TO REIMBURSE GRAND TOTAL AS GOODWILL: $893.15. | | | | SP TO GENERATE CHECK REQUEST.
3/18/2019 11:05:00 AM	WVGBV7AX6CW[redacted]VW TO REIMBURSE CUST FOR AIR BAG CLOCK SPRING REPAIRS AS GOODWILL DUE TO DATE; TOTAL: $893.15. | | | | GENERATED CHECK REQUEST.
3/18/2019 5:35:00 PM	MEDIA ATTACHED IN DOC CENTER
3/18/2019 9:40:00 AM	MEDIA ATTACHED IN DOC CENTER
3/19/2019 1:31:00 PM	CUSTOMER STATES: CUSTOMER IS LOOKING TO GET UPDATE ON CASE | | | | CUSTOMER SEEKING: UPDATE ON REMBUSEMENT | | | | CO ADVISED: CO WILL NOTATE THA CUSTOMER CALLED ; REVIEW TAKES UP TO 60 BUSINESS DAYS, WHEREIN CUSTOMER WILL GET DECISION IN MAIL; | | NO FURTHER ACTION
3/27/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 893.15 MAILED ON 03/26/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4A7AJ8CM[redacted]
Owner Or Fleet	[redacted]ROY, UT, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	3/18/2019	Incident Date	N/A
Mileage	83,999		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/18/2019 10:37:00 AM	MEDIA ATTACHED IN DOC CENTER
3/18/2019 11:07:00 AM	CUST SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEP; INDEP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE MAX PARTS FOR REPAIRS COMPLETED AT AN INDEPENDENT $290.07; VW TO REIMBURSE MAX LABOR $248.04; TAX $41.24; VW TO REIMBURSE TOTAL: $579.35. | | | | SP TO GENERATE CHECK REQUEST.
3/18/2019 11:15:00 AM	3VW4A7AJ8CM[redacted]VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $579.35. | | | | GENERATED CHECK REQUEST.
3/18/2019 11:19:00 AM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
3/27/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 579.35 MAILED ON 03/26/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4A7AJ7DM[redacted]
Owner Or Fleet	[redacted]		NEW HARTFORD, NY, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	3/18/2019	Incident Date	N/A
Mileage	75,043		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/18/2019 10:40:00 AM	MEDIA ATTACHED IN DOC CENTER
3/18/2019 12:27:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $506.85. | | | | SP TO GENERATE CHECK REQUEST.
3/18/2019 12:29:00 PM	3VW4A7AJ7DM[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $506.85. | | | | GENERATED CHECK REQUEST.
3/27/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 506.85 MAILED ON 03/26/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRZ7AJ0AM[redacted]
Owner Or Fleet	[redacted] Westbrook, ME, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	3/18/2019	Incident Date	N/A
Mileage	103,758		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/18/2019 10:45:00 AM	MEDIA ATTACHED IN DOC CENTER
3/18/2019 2:19:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING AND THE AIR BAG; ONLY THE AIR BAG CLOCK SPRING IS COVERED UNDER THE WARRANTY EXTENSION; VW TO REIMBURSE TOTAL: $443.49. | | | SP TO GENERATE CHECK REQUEST.
3/18/2019 4:11:00 PM	3VWRZ7AJ0AM[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $443.49. | | | GENERATED CHECK REQUEST.
3/18/2019 4:16:00 PM	SP MAILED LETTER EXPLAINING REIMBURSEMENT.
3/27/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 443.49 MAILED ON 03/26/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A35DC[redacted]
Owner Or Fleet	[redacted] New Orleans, LA [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	3/18/2019	Incident Date	N/A
Mileage	60,800		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/18/2019 11:32:00 AM	CUSTOMER STATES: 2ND OWNER; VEHICLE WAS PURCHASED ON 12/2017; RECEIVED AIRBAG CLOCK SPRING WARRANTY EXT; VEHICLE HISTORY: 2018: CLOCK SPRING FAILED; VEHICLE EXPERIENCING: AIRBAG LIGHT IS ON, STEERING WHEEL FUNCTIONS DO NOT WORK AND HORN DOES NOT WORK; | | | | CUSTOMER SEEKS: MORE INFORMATION ABOUT CLOCK SPRING WARRANTY EXTENSION; | | | | CO ADVISED: NO OPEN RECALLS; ALL SYMPTOMS CUSTOMER IS CURRENTLY EXPERIENCING IS RELATED TO THE AIRBAG CLOCK SPRING WARRANTY EXT; STEERING WHEEL CONTROLS NOT WORKING PROPERLY AND AN AIRBAG LIGHT THAT STAYS ON. BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER | | THIS WARRANTY EXTENSION. CO OFFERED TO SCHEDULE DEALER APPOINTMENT; CUSTOMER ACCEPTED; CO SCHEDULED APPOINTMENT WITH VW DLR 425647 FOR 3/21 AT 7:30AM; CO SENT THE CUSTOMER APPOINTMENT INFORMATION EMAIL; | | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBM7A36DC[redacted]
Owner Or Fleet	[redacted] WHITMORE LAKE, MI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	3/18/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/18/2019 12:07:00 PM	MEDIA ATTACHED IN DOC CENTER
3/18/2019 2:19:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS TO THE CLOCK SPRING; VW TO REIMBURSE MAX PARTS FOR REPAIRS COMPLETED AT INDEPENDENT $290.07; VW TO REIMBURSE LABOR $165.00; TAX $21.30; VW TO REIMBURSE TOTAL: $476.37. | | | | SP TO GENERATE CHECK REQUEST.
3/18/2019 4:43:00 PM	1VWBM7A36DC[redacted]VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $476.37. | | | | GENERATED CHECK REQUEST.
3/18/2019 4:45:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
3/27/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 476.37 MAILED ON 03/26/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A39DC[redacted]
Owner Or Fleet	[redacted] ROANOKE, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	3/18/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/18/2019 1:58:00 PM	CUSTOMER SUBSEQUENT OWNER, PURCHASED FROM USED CAR LOT IN JUNE, 2018, 1ST VW, AIRBAG LIGHT IS ON, WONDERING IF RECALL. | | | CO ADVISED NO OPEN RECALL, ADVISED OF WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING FOR 10/120, WCF, THIS MAY OR MAY NOT BE CAUSE OF AIRBAG LIGHT, OFFERED TO LOCATE A VW DEALER. CUSTOMER STATES HE IS AWARE OF ONE. NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW1K7AJ6CM[redacted]
Owner Or Fleet	[redacted] Palm Springs, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	3/18/2019	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/18/2019 2:15:00 PM	CUSTOMER STATES: GOT NOTICE FROM VW REGARDING AIRBAG; IS HAVING ISSUE WITH AIRBAG LIGHT BEING ON AND HORN BEING DIFFICULT TO USE, SOMETIMES NOT WORKING; KEY GETS STUCK AND IS DIFFICULT TO REMOVE FROM IGNITION AT TIMES AS WELL | | | CUSTOMER SEEKS: HOW TO PROCEED, GIVEN NOTICE | | | CO ADVISED: IS FOR AIRBAG CLOCK SPRING WARRANTY EXTENSION; CUSTOMER HAS THAT AS WELL AS STEERING WHEEL LOCK COLUMN HOUSING; CAN MAKE APPOINTMENT WITH DEALER IF CUSTOMER WOULD LIKE | | | CUSTOMER ACCEPTS; REQUESTS TO WORK WITH DEALER 422603 | | | CO CALLED DEALER AS THEY DO NOT PARTICIPATE IN TIME; DEALER ADVISED COULD SCHEDULE CUSTOMER FOR 7:30 A.M. ON 03/21/19 | | | CO ADVISED: SCHEDULED FOR 7:30 A.M. ON 03/21/19 FOR CUSTOMER TO DROP OFF VEHICLE; WILL ALSO EMAIL APPOINTMENT DETAILS TO CUSTOMER | | | CUSTOMER ACCEPTS | | | CO TO EMAIL CUSTOMER
3/18/2019 2:35:00 PM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | THANKS FOR TAKING THE TIME TO SPEAK WITH ME. | | | I SCHEDULED AN APPOINTMENT WITH VOLKSWAGEN OF PALM SPRINGS AND CONFIRMED YOUR APPOINTMENT DATE IS THURSDAY, MARCH 21, 2019 AT 7:30 A.M. IF YOU NEED TO CHANGE THIS APPOINTMENT, PLEASE CALL THE DEALERSHIP DIRECTLY AT (760)770-1100. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | STEFANI S | CUSTOMER CARE ADVOCATE | | | NO FURTHER ACTION
3/21/2019 10:23:00 AM	CUSTOMER STATES DEALER IS NOT AWARE OF RECALL | | | CUSTOMER PUT DEALER 422603 SERVICE ADVISOR ALAN ON THE LINE WHO ADVISED HAD ADVISED CUSTOMER THAT THE VEHICLE WAS COVERED BY WARRANTY EXTENSION NOT RECALL AND DEALER WOULD NEED TO RUN A DIAGNOSTIC ON THE VEHICLE IN ORDER THE FIND OUT WHAT IS WRONG WITH THE VEHICLE; CUSTOMER ADVOCATE AGREED | | | CUSTOMER SEEKING TO HAVE THE VEHICLE REPAIRED UNDER THE WARRANTY EXTENSION | | | CUSTOMER ADVOCATE ADVISED DEALER WOULD NEED TO DIAGNOSE THE VEHICLE SINCE THERE ARE MANY REASONS THAT THE AIRBAG LIGHT WOULD ILLUMINATE; IF IT DETERMINED THAT IT IS CAUSED BY THE AIR BAG CLOCK SPRING THE WARRANTY EXTENSION WOULD APPLY | | | CUSTOMER ACCEPTED | | | CO TO REVIEW AND CLOSE | | |
3/21/2019 8:01:00 PM	CUSTOMER STATES: AIRBAG LIGHT IS ON, DEALER ADVISED PASSENGER SIDE SENSOR NEEDS TO BE REPLACED; GOING TO COST $424; GOT NOTICE FOR CONCERNS REGARDING AIRBAG LIGHT, WONDERING IF RELATED AND WOULD BE COVERED UNDER IT; LOST THE NOTICE; | | | CUSTOMER SEEKING: INFORMATION; | | | CUSTOMER ADVOCATE ADVISED: NO RECALLS; WARRANTY EXTENSION ON AIRBAG CLOCK SPRING, SYMPTOMS INCLUDE AIRBAG LIGHT BEING ON ISSUES WITH STEERING WHEEL CONTROLS AND HORN NOT WORKING; ALSO ONE FOR STEERING WHEEL LOCK THAT CAUSES KEY GETTING STUCK IN IGNITION; CUSTOMER ADVOCATE ADVISED NOT RELATED TO PASSENGER SIDE SENSOR; | | | CO TO REVIEW & CLOSE;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A3XDC[redacted]
Owner Or Fleet	[redacted]Canal Fulton, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	3/18/2019	Incident Date	N/A
Mileage	131,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/18/2019 2:21:00 PM	CUSTOMER STATES TOKE VEHICLE TO DEALER 2/27; DEALER STATED THAT VEHICLE NEEDED THE AIRBAG CLOCK SPRING TO BE REPLACED ON THE VEHICLE; VEHICLE IS OUTSIDE OF WARRANTY BY MILEAGE; DEALER STATED THEY HAVE BEEN WAITING TO HEAR FROM VW REGARDING IF VW WILL STILL HONOR REPAIR UNDER WARRANTY; SPOKE WITH BOB AT DEALER TODAY WHO INFORMED TO GIVE VW CUSTOMER CARE CENTER A CALL AS NOT HEARD ANYTHING BACK YET; | | | CUSTOMER SEEKING REPAIR TO BE COVERED UNDER WARRANTY EXT. | | | CO ADVISED CUSTOMER THAT ORIGINAL WARRANTY FOR PART IS THE NVLW 3YRS/36K MILES WCF; WARRANTY WAS EXTENDED FOR 10YRS/120K MILES WCF; AS VEHICLE IS OUTSIDE OF WARRANTY BY 11K MILES; VW WOULD NOT COVER COST OF REPAIR UNDER WARRANTY EXT. | | | NO FURTHER ACTION;
3/20/2019 8:11:00 AM	CUSTOMER STATES: CALLED THE OTHER DAY; IS AWARE THAT VEHICLE IS OUTSIDE WARRANTY EXTENSION PARAMETERS; WOULD LIKE TO HAVE VEHICLE FIXED UNDER WARRANTY EXTENSION | | | CUSTOMER SEEKS: TO HAVE AIRBAG CLOCK SPRING REPAIRED UNDER WARRANTY EXTENSION | | | CUSTOMER ADVOCATE ADVISED: DUE TO MILEAGE OUTSIDE WARRANTY EXTENSION, VW WOULD NOT ASSIST WITH THE REPAIR, AS WE DO NOT EXTEND BEYOND WARRANTY EXTENSIONS | | | CUSTOMER STATES: KNOWS THAT IS FALSE BECAUSE DEALER 403192 TOLD HER THAT VW WILL EXTEND BEYOND WARRANTY EXTENSIONS | | | CUSTOMER ADVOCATE ADVISED: MIGHT BE SOMETHING THAT DEALER IS WILLING TO DO FOR CUSTOMER; VW DOES NOT EXTEND BEYOND WARRANTY EXTENSIONS | | | CUSTOMER STATES: IS THERE ANYONE ELSE I CAN TALK TO? | | | CUSTOMER ADVOCATE ADVISED: THIS IS A VW DETERMINATION; NO ONE AT VW WOULD TELL CUSTOMER SOMETHING DIFFERENT | | | CUSTOMER STATES: WILL NOT BUY A VW AGAIN | | | CO TO REVIEW AND CLOSE
4/1/2019 4:44:00 PM	** NOTES OUT OF ORDER | | | TEAM LEAD AGREED WITH CO; VW WILL NOT BE MEETING REQUEST TO EXTEND THE WARRANTY EXTENSION ANY FURTHER; CO TO ADVISE
4/1/2019 4:45:00 PM	CUSTOMER STATES SPOKE WITH TWO ADVOCATES PREVIOUSLY IN REGARDS TO DECISION THAT WAS PROVIDED | | | CUSTOMER IS SEEKING TO SPEAK WITH SUPERVISOR; | | | CUSTOMER ADVOCATE REVIEWED W/ TEAM LEAD AGREED WITH CO; VW WILL NOT BE MEETING REQUEST TO EXTEND THE WARRANTY EXTENSION ANY FURTHER; CO TO ADVISE | | | CUSTOMER ADVOCATE ADVISED CUSTOMER THAT HAD A CHANCE TO REVIEW YOUR REQUEST WITH LEADERSHIP TO ENSURE I DIDN'T MISS ANYTHING. MY LEADER AGREES WITH THE DETERMINATION WE HAVE PROVIDED | | | CUSTOMER STATES MORE FRUSTRATED THAT NO ONE HIGHER UP IS AVAILABLE TO SPEAK WITH; CUSTOMER STILL REQUESTING TO SPEAK WITH SUPERVISOR | | | CUSTOMER ADVOCATE ADVISED WILL ESCALATE CASE AND SUPERVISOR WILL FOLLOW UP 4/2/2019 BY COB DID ADVISE THE DECISION WILL NOT CHANGE | | | CO TO ESCALATE TO TL
4/1/2019 4:51:00 PM	CUSTOMER IS DISSATISFIED WITH DENIAL PROVIDED IN REGARDS TO VW COVERING AIRBAG CLOCK SPRING UNDER THE WARRANTY EXTENSION DUE TO MILEAGE. | | | TEAM LEAD TO FOLLOW UP WITH CUSTOMER BY COB 4/2/2019
4/1/2019 5:45:00 PM	CUSTOMER STATES: NEED A DIFFERENT ANSWER OTHER THAN NO; NEED TO SPEAK TO A MANAGER; | | | CA ADVISED: I APPRECIATE YOUR PATIENCE AND WOULD LIKE TO EXTEND MY APOLOGIES FOR WHAT YOU ARE EXPERIENCING WITH YOUR PASSAT. WITH THIS TYPE OF REPAIR, IT WOULD BE COVERED UNDER NEW VEHICLE LIMITED WARRANTY FOR 3 YRS OR 36K MILES WHICHEVER OCCURS FIRST. THIS SPECIFIC COMPONENT WAS ALSO EXTENDED OUTSIDE OF THE MANUFACTURER WARRANTY AND ENDED ONCE YOU HIT 120K MILES. AS IT WAS ALREADY EXTENDED ONCE, VW CAN NOT EXTENDED IT A SECOND TIME. I DO SEE THIS WAS ALSO REVIEWED BY OUR LEADERSHIP WHO LOOKED AT THIS VERY CLOSELY AND SUPPORTED THE DECISION WE PROVIDED. I DO SEE A MEMBER FROM LEADERSHIP WILL BE CALLING YOU TOMORROW AS WELL TO PROVIDE THIS DECISION AS IT WILL NOT BE OVERTURNED. I'M TRULY SORRY FOR THIS OUTCOME, [redacted] YOUR SAFETY IS ABSOLUTELY OUR NUMBER ONE PRIORITY. BECAUSE OF THE DIFFERENT FACTORS THAT AFFECT VEHICLES OVER TIME, WE AREN'T ABLE TO GUARANTEE PARTS. INSTEAD, WE WARRANTY THEM FOR A CERTAIN TIME AND/OR MILEAGE. ONCE THESE VEHICLE SURPASS THE WARRANTY, AS WELL AS AN EXTENDED WARRANTY, ANY NEEDED REPAIRS WOULD BE A CUSTOMER EXPENSE. UNFORTUNATELY, VW ISN'T ABLE TO GUARANTEE A LIFETIME FOR A PART. | | | CUSTOMER ACKNOWLEDGED; CALL AT 140 OR 430 PLEASE; | | | CO TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A3XDC[redacted]
Owner Or Fleet	[redacted] Canal Fulton, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	3/18/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

4/1/2019 5:55:00 PM	MEDIA ATTACHED IN DOC CENTER
4/2/2019 4:35:00 PM	CUSTOMER STATES: HAS BEEN ADVISED NUMEROUS TIMES THAT THE ANSWER WILL NOT CHANGE; UNDERSTANDS THAT THE DECISION WILL NOT CHANGE BUT WANTED EXPERIENCE CAPTURED; CUSTOMER CARE CENTER WAS NOT HELPFUL; CUSTOMER WILL BE LEAVING BRAND DUE TO EXPERIENCE AND LACK OF ASSISTANCE; WANTED LEADERSHIP TO KNOW | | | | TEAM LEAD THANKED FOR FEEDBACK ON EXPERIENCE | | | | NO FURTHER ACTION REQUIRED

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A3XDC[redacted]
Owner Or Fleet	[redacted] KILGORE, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	3/18/2019	Incident Date	N/A
Mileage	144,132		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/18/2019 5:34:00 PM	CUSTOMER STATES: GOT LETTER FOR CLOCK SPRING EXTENSION TODAY; CUSTOMER TOOK VEHICLE IN ON 11/19/2018 AT 137,267K; HAS FAULTY CLOCK SPRING; DEALER HAD CUSTOMER PAY $125 TO DIAGNOSE CLOCK SPRING; AND THEN SAID CLOCK SPRING WOULD NOT BE COVERED AND THAT CUSTOMER WOULD HAVE TO PAY FULL AMOUNT TO HAVE CLOCK SPRING FIXED | | | CUSTOMER SEEKS: TO GET CLOCK SPRING FIXED UNDER WARRANTY | | | FACE TO FACE WITH MARY JO: TEAM LEAD STATES: DUE TO MILEAGE, VW WOULD NOT PROVIDE FINANCIAL ASSISTANCE; CO TO RETURN TO CUSTOMER. | | | CO ADVISED: CO LOOKED INTO CUSTOMER INFORMATION AND CUSTOMER VEHICLE DID HAVE THAT WARRANTY EXTENSION FOR 10Y/120K MI WCF FROM WARRANTY START DATE 12/11/2013; THE REASON DEALER TOLD CUSTOMER THEY WOULD NOT BE ABLE TO REPAIR CLOCK SPRING UNDER WARRANTY EXTENSION IS THAT CUSTOMER IS OUTSIDE THE WARRANTY BY MILES; AND SINCE CUSTOMER IS OUTSIDE WARRANTY THERE IS NOTHING CUSTOMER CARE CENTER COULD DO SINCE WARRANTY FOR CLOCK SPRING WAS ALREADY EXTENDED CUSTOMER CARE CENTER WOULD NOT BE ABLE TO EXTEND IT FURTHER; REPAIRS WOULD BE AT CUSTOMER EXPENSE; CO TO SEND REFERENCE NUMBER EMAIL AND CLOSE | | | NO FURTHER ACTION
3/18/2019 5:50:00 PM	TEAM LEAD STATES: DUE TO MILEAGE, VW WOULD NOT PROVIDE FINANCIAL ASSISTANCE; CO TO RETURN TO CUSTOMER. | |
3/18/2019 5:55:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | STACIE M | | CUSTOMER CARE ADVOCATE | |
3/18/2019 5:57:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / CUSTOMER NEEDS CLOCK SPRING REPLACED;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WA1GFCFSXFR[redacted]
Owner Or Fleet	[redacted] Dallas, TX, [redacted]		
Make, Model, Model Year	Audi, Q3, 2015		
Report Date	3/18/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	8X0953501H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/18/2019 7:09:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON;
3/19/2019 8:13:00 PM	CUSTOMER STATES: MY AIRBAG LIGHT IS ON. I RECEIVED SOMETHING FROM AOA RECENTLY AND WONDERING WHAT I SHOULD DO NEXT. | | | | CUSTOMER ADVOCATE ADVISED: SORRY TO HEAR OF THAT CONCERN. I CHECKED THE VIN AND THERE IS AN EXTENDED WARRANTY FOR THE AIRBAG CLOCK SPRING, WHICH MAY HAVE BEEN WHAT YOU RECEIVED IN THE MAIL. FIRST, I WOULD SUGGEST HAVING THE DEALER DIAGNOSE THE WARNING LIGHT. SHOULD IT APPLY TO THE EXTENDED WARRANTY, THEN THEY CAN EVALUATE THAT AND REPAIR THE VEHICLE. YOU ARE ALSO COVERED UNDER CPO WARRANTY. | | | | CUSTOMER STATES: I WILL SCHEDULE WITH THE DEALER ON MY OWN TIME. | | | | CUSTOMER ACCEPTS. | | | | CUSTOMER ADVOCATE TO FOLLOW UP.
3/22/2019 6:28:00 PM	CUSTOMER ADVOCATE LEFT VOICE MAIL MESSAGE TO FOLLOW. | | | | CUSTOMER ADVOCATE TO MAKE SECOND ATTEMPT.
3/28/2019 6:27:00 PM	CUSTOMER ADVOCATE LEFT VOICE MAIL MESSAGE TO FOLLOW UP. | | | | CUSTOMER ADVOCATE TO SEND EMAIL. | |
3/28/2019 6:30:00 PM	| | | | FROM: AUDI CUSTOMER EXPERIENCE CENTER | | SENT: THURSDAY, MARCH 28, 2019 6:30 PM | | TO: [redacted] | SUBJECT: WEATHERSBY; REFERENCE #[redacted] MARCH 28, 2019; LM | | | | DEAR MS. [redacted] | | | | IT WAS A PLEASURE SPEAKING WITH YOUR REGARDING YOUR 2015 Q3. WHILE I REGRET THE CIRCUMSTANCES THAT PROMPTED YOUR CALL, I APPRECIATE THE OPPORTUNITY TO ASSIST. THE FOLLOWING IS YOUR REFERENCE NUMBER: [redacted] SHOULD YOU NEED TO CONTACT OUR CUSTOMER EXPERIENCE CENTER WITH ANY FURTHER QUESTIONS OR INFORMATION. PLEASE FEEL FREE TO REACH OUT TO MY DIRECT EXTENSION STATED BELOW MY SIGNATURE. YOU MAY RECEIVE A SURVEY FROM AUDI OF AMERICA REGARDING THE INTERACTION, PLEASE TAKE A MOMENT TO FILL OUT THE SURVEY AS YOUR COMMENTS ARE EXTREMELY IMPORTANT TO US. | | | KIND REGARDS, | | | | LYNDSEY M. | | CUSTOMER ADVOCATE, CXC | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A36DC[redacted]
Owner Or Fleet	[redacted] EVANSVILLE, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	3/19/2019	Incident Date	N/A
Mileage	99,987		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/19/2019 10:07:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; REPAIRS WERE COMPLETED WITHIN THE REIMBURSEMENT TIMEFRAME; VW TO REIMBURSE TOTAL: $498.45. | | | | SP TO GENERATE CHECK REQUEST.
3/19/2019 10:10:00 AM	1VWBP7A36DC[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $498.45. | | | | GENERATED CHECK REQUEST.
3/19/2019 9:42:00 AM	MEDIA ATTACHED IN DOC CENTER
3/27/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 498.45 MAILED ON 03/26/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2CW[redacted]
Owner Or Fleet	[redacted] RESTON, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	3/19/2019	Incident Date	N/A
Mileage	106,371		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/19/2019 10:06:00 AM	MEDIA ATTACHED IN DOC CENTER
3/19/2019 2:37:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEP REPAIR SHOP; THE INDEPENDENT REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING AND THE AIR BAG MODULE; ONLY THE AIR BAG CLOCK SPRING IS COVERED UNDER WECI WARRANTY EXTENSION; VW TO REIMBURSE CUST THE MAX AMOUNT OF PARTS FOR REPAIRS COMPLETED AT THE INDEPENDENT REPAIR SHOP $408.10; VW TO REIMBURSE CUST THE MAX AMOUNT FOR LABOR $248.04; TAX $25.31; VW TO REIMBURSE TOTAL: $681.45. | | | SP TO GENERATE CHECK REQUEST.
3/19/2019 2:41:00 PM	WVGAV7AX2CW[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $681.45. | | | GENERATED CHECK REQUEST.
3/19/2019 2:47:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO THE CUSTOMER.
3/27/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 681.45 MAILED ON 03/26/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A33DC[redacted]
Owner Or Fleet	[redacted] New Port Richey, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	3/19/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/19/2019 10:12:00 AM	MEDIA ATTACHED IN DOC CENTER
3/19/2019 11:03:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT AND DEALER; CUSTOMER PURCHASED THE PART FROM THE DEALER AND WENT TO THE INDEPENDENT TO HAVE THE PART INSTALLED; THE CUSTOMER PAID $215.12 FOR THE PART; CUSTOMER PAID $313.11 TO HAVE THE PART INSTALLED; VW TO REIMBURSE MAX LABOR FOR REPAIRS COMPLETED AT AN INDEPENDENT REPAIR SHOP $248.04; VW TO REIMBURSE TOTAL: $463.16. | | | SP TO GENERATE CHECK REQUEST.
3/19/2019 11:12:00 AM	1VWCN7A33DC[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $463.16. | | | GENERATED CHECK REQUEST.
3/19/2019 11:15:00 AM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
3/27/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 463.16 MAILED ON 03/26/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCV7A33FC[redacted]
Owner Or Fleet	[redacted] Cedar City, UT, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	3/19/2019	Incident Date	N/A
Mileage	64,702		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/19/2019 11:36:00 AM	MEDIA ATTACHED IN DOC CENTER
3/19/2019 2:08:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; THE DEALER PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; CUSTOMER HAD AN EXTENDED SERVICE CONTRACT SO THE CUSTOMER ONLY HAD TO PAY THE DEDUCTIBLE; VW TO REIMBURSE TOTAL: $200.00. | | | SP TO GENERATE CHECK REQUEST.
3/19/2019 2:10:00 PM	1VWCV7A33FC[redacted] VW TO REIMBURSE CUST FOR THE WECY WARRANTY EXTENSION; TOTAL: $200.00. | | | | GENERATED CHECK REQUEST.
3/27/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 200.00 MAILED ON 03/26/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCV7A39FC[redacted]
Owner Or Fleet	[redacted] Aliso Viejo, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	3/19/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/19/2019 11:40:00 AM	MEDIA ATTACHED IN DOC CENTER
3/19/2019 3:19:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE PERSON SUBMITTING THE REPAIRS IS [redacted] VIN MATCHES CUST SCREEN; SP TO GENERATE REIMBURSEMENT TO [redacted] ADDRESS IT THE SAME; CUST PAID $671.05 FOR REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $671.05. | | | | SP TO GENERATE CHECK REQUEST.
3/19/2019 3:35:00 PM	1VWCV7A39FC[redacted] VW TO REIMBURSE CUST UNDER WECY WARRANTY EXTENSION; TOTAL: $671.05. | | | | GENERATED CHECK REQUEST.
3/27/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 671.05 MAILED ON 03/26/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A38EC[redacted]
Owner Or Fleet	[redacted] NORTH HAMPTON, NH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	3/19/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/19/2019 1:30:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION FOR THE AIR BAG CLOCK SPRING; CUSTOMER SUBMITTED REPAIR ORDER AND POP FROM AN INDEPENDENT REPAIR SHOP; THE INDEPENDENT REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING ON APRIL 24, 2018, THE FIRST OUT OF POCKET DATE FOR REIMBURSEMENT FOR REPAIRS IS MAY 23, 2018, AS SUCH, VW WILL REIMBURSE AS GOODWILL; VW TO REIMBURSE MAX PARTS FOR REPAIRS COMPLETED AT AN INDEPENDENT REPAIR SHOP $290.07; VW TO REIMBURSE LABOR $230.00; TAX $21.72; VW TO REIMBURSE TOTAL: $541.79. | | | | SP TO GENERATE CHECK REQUEST AND MAIL CAP REIMBURSEMENT LETTER TO CUSTOMER.
3/19/2019 1:34:00 PM	1VWAT7A38EC[redacted]VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $541.79. | | | | GENERATED CHECK REQUEST.
3/19/2019 1:37:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
3/19/2019 11:53:00 AM	MEDIA ATTACHED IN DOC CENTER
3/27/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 541.79 MAILED ON 03/26/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX6CW[redacted]
Owner Or Fleet	[redacted] ALLEN, TX [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	3/19/2019	Incident Date	N/A
Mileage	131,634		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/19/2019 1:22:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEP; INDEP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE PARTS $249.63; VW TO REIMBURSE LABOR $95.00; VW TO REIMBURSE TAX $20.59; VW TO REIMBURSE TOTAL: $365.22. | | | | SP TO GENERATE CHECK REQUEST.
3/19/2019 1:26:00 PM	WVGAV7AX6CW[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $365.22. | | | | GENERATED CHECK REQUEST.
3/19/2019 12:02:00 PM	MEDIA ATTACHED IN DOC CENTER
3/27/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 365.22 MAILED ON 03/26/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A35DC[redacted]
Owner Or Fleet	[redacted] SCOTTSDALE, AZ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	3/19/2019	Incident Date	N/A
Mileage	71,663		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/19/2019 3:26:00 PM	MEDIA ATTACHED IN DOC CENTER
3/21/2019 12:11:00 PM	CUST SENT IN UPDATED RO WITH PART NUMBER INCLUDED PER PREVOIUS CASE; CO TO ESCALATE TO SP FOR REVIEW
3/21/2019 12:22:00 PM	REFERENCE # [redacted] | | | | DEAR MR. [redacted] | | | THANK YOU FOR SENDING OVER A NEW REPAIR ORDER FROM WILHELM AUTOMOTIVE INCLUDING THE PART NUMBER OF THE CLOCK SPRING. | | | | I WILL NOW ESCALATE YOUR CASE FOR FURTHER REIMBURSEMENT REVIEW UNDER YOUR AIRBAG CLOCK SPRING WARRANTY EXTENSION. THIS REVIEW PROCESS CAN TAKE UP TO 60 DAYS TO COMPLETE. ONCE COMPLETED, YOU WILL BE NOTIFIED OF YOUR DETERMINATION VIA US POSTAL MAIL. | | | | IF YOU HAVE ANY QUESTIONS OR CONCERNS IN THE MEANTIME, FEEL FREE TO INCLUDE THEM IN YOUR RESPONSE AND I WOULD BE MORE THAN HAPPY TO ASSIST. OTHERWISE, I HOPE YOU ARE OVERALL ENJOYING YOUR 2013 PASSAT. | | | | HAVE A WONDERFUL DAY. | | | | | | SINCERELY, | | | | | | | | ZHANE S. | | CUSTOMER CARE ADVOCATE | | | | | | | |
3/21/2019 12:24:00 PM	SP TO REVIEW REIMBURSMENT
3/22/2019 2:47:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR AND INDEP REPAIR SHOP; DLR RO SHOWS CHARGE FOR PART $217.55; VW TO REIMBURSE MAX LABOR FOR REPAIRS $248.04 (CUSTOMER PAID $343.94); TAX $26.77; VW TO REIMBURSE TOTAL: $492.36. | | | | SP TO GENERATE CHECK REQUEST.
3/22/2019 2:51:00 PM	1VWBP7A35DC[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $492.36. | | | | GENERATED CHECK REQUEST.
3/22/2019 2:57:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
4/3/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 492.36 MAILED ON 04/02/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN3EE[redacted]
Owner Or Fleet	[redacted], West Hempstead, NY, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2014		
Report Date	3/19/2019	Incident Date	N/A
Mileage	47,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/19/2019 3:57:00 PM	CUSTOMER STATES: RECENTLY HAD CLOCK SPRING REPAIRED AT LOCAL SHOP BECAUSE DEALER ADVISED NO WARRANTY; FOUND OUT ABOUT WARRANTY EXTENSION AND SEEKING REIMBURSEMENT | | | CUSTOMER SEEKS: DEALER COMPLAINT; REIMBURSEMENT FOR CLOCK SPRING | | | CO ADVISED: CAN SUBMIT FOR POSSIBLE REIMBURSEMENT; CLOCK SPRING EXTENSION GOOD FOR 120K MILES OR 8/25/24; WILL EMAIL CASE NUMBER AND EMAIL; CAN FILE DEALER COMPLAINT INTERNALLY TO BE REVIEWED BY VW | | | CO TO WAIT CUSTOMER MAIL
3/20/2019 8:15:00 AM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | THANKS FOR TAKING THE TIME TO SPEAK WITH ME TODAY. | | | AS WE DISCUSSED, I WANTED TO FOLLOW UP WITH YOU VIA EMAIL TO PROVIDE THE CONTACT INFORMATION YOU REQUESTED: | | | VOLKSWAGEN CUSTOMER CARE | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | | PHONE NUMBER: 800-822-8987 | | FAX NUMBER: 248-754-6504 | | | | | CUSTOMER CARE IS ALSO AVAILABLE BY EMAIL AT VWCUSTOMERCARE@VW.COM OR THROUGH LIVE CHAT AT [redacted] | | | | IF YOU HAVE ANY FURTHER QUESTIONS, PLEASE DON'T HESITATE TO CONTACT CUSTOMER CARE AGAIN AT 800-822-8987. YOU ARE ALSO WELCOME TO REPLY TO THIS EMAIL. | | | SINCERELY, | | | KATIE N. | | CUSTOMER CARE ADVOCATE | | | |
3/26/2019 11:11:00 AM	CO ADVISED: FOLLOWING UP ON CASE; DOCUMENTS NOT RECEIVED | | | CUSTOMER STATES: SENDING IN SOON | | | CO TO CLOSE PENDING CUSTOMER CONTACT
3/28/2019 11:07:00 AM	CUSTOMER STATES THAT HE HAS A FAX # AND WANTED TO KNOW WHAT ALL DOES HE HAVE TO SEND IN | | | CUSTOMER ADVOCATE ADVISED CUSTOMER THAT HE NEEDS TO SEND IN HIS REPAIR ORDER AND POP; CUSTOMER ADVOCATE ADVISED CUSTOMER THAT AFTER THE DOCUMENTATION IS GATHERED AND ESCALATED, IT TAKES 60 BUSINESS DAYS TO REVIEW AND THEN HE WILL BE NOTIFIED VIA MAIL; ADVISED THAT CO WILL FOLLOW UP ONCE WE HAVE RECEIVED THE FAX | | | CUSTOMER ACKNOWLEDGED
3/28/2019 11:54:00 AM	MEDIA ATTACHED IN DOC CENTER
3/28/2019 12:22:00 PM	CUSTOMER STATES: JUST FAXED IN 5 PAGES OF DOCUMENTS | | | CUSTOMER SEEKING: MAKE SURE THEY WERE RECEIVED | | | CUSTOMER ADVOCATE ADVISED: CONFIRMED THAT 5 DOCUMENTS WERE RECEIVED VIA FAX 3/28 AT 11:54AM | | | CUSTOMER THANKED | | | CO TO REVIEW | |
3/28/2019 12:32:00 PM	CO LEFT VM AND ADVISED: RECEIVED DOCUMENTS; SENDING FOR REVIEW; DOES TAKE UP TO 60 BUSINESS DAYS | | | CO TO ASSIGN TO SP
3/28/2019 12:33:00 PM	SP TO REVIEW
3/28/2019 2:50:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEP AND FROM DLR; THE INDEP REPLACED THE AIR BAG CLOCK SPRING PARTS $408.10; LABOR $149.50; TAX $48.09; CUST HAD TO GO TO THE DEALERSHIP TO HAVE THE AIR BAG CLOCK SPRING PROGRAMMED; CUST PAID $152.08; VW TO REIMBURSE MAX LABOR FOR BOTH VISITS $248.04; PARTS $408.10; TAX $48.09; VW TO REIMBURSE TOTAL: $704.23. | | | SP TO GENERATE CHECK REQUEST AND MAIL CAP REIMBURSEMENT LETTER TO CUSTOMER.
3/28/2019 2:55:00 PM	WVWBP7AN3EE[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $704.23. | | | GENERATED CHECK REQUEST.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN3EE[redacted]
Owner Or Fleet	[redacted], West Hempstead, NY, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2014		
Report Date	3/19/2019	Incident Date	N/A
Mileage	47,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

3/28/2019 3:05:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
4/10/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 704.23 MAILED ON 04/09/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCM7A31CC[redacted]
Owner Or Fleet	[redacted] MOUND, MN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	3/19/2019	Incident Date	N/A
Mileage	112,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/19/2019 5:57:00 PM	CUSTOMER STATES: STEERING WHEEL FUNCTIONS ARE NOT WORKING PROPERLY AND CUSTOMERS HORN IS ALSO NOT WORKING, CUSTOMER DID RESEARCH AND FOUND THAT SOME 2012 PASSATS HAVE A WARRANTY EXTENSION FOR THE STEERING WHEEL CLOCK SPRING | | | | CUSTOMER SEEKING: TO KNOW IF VEHICLE HAS A WARRANTY EXTENSION FOR THE CLOCK SPRING | | | | CO ADVISED: CUSTOMER THAT THERE IS AN OPEN WARRANTY EXTENSION ON THE VEHICLE FOR THE AIRBAG CLOCK SPRING THAT IS VALID ON VEHICLE UNTIL 10/10/2026 OR 999,999 MILES WCF, ADVISED CUSTOMER THAT AN APPOINTMENT WOULD BE NEEDED TO BE MADE TO DIAGNOSE CUSTOMERS VEHICLE CONCERNS; CO WAS ABLE TO SET CUSTOMER WITH AN APPOINTMENT FOR MARCH 22ND AT 10AM WITH A RENTAL VEHICLE AVAILABLE | | | | CUSTOMER WAS THANKFUL | | | | NO FURTHER ACTION
3/19/2019 6:25:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / AIRBAG CLOCK SPRING NEEDS TO BE REPLACED;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWDM7AJ9CW[redacted]
Owner Or Fleet	[redacted] FALLBROOK, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2012		
Report Date	3/20/2019	Incident Date	N/A
Mileage	92,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/20/2019 10:52:00 AM	CUST SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION FOR THE AIR BAG CLOCK SPRING; SUBMITTED RO AND POP FROM DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING ON 5/11/18; CUST PAID FOR THE REPAIRS; VW TO REIMBURSE TOTAL: $503.67. | | | | SP TO GENERATE CHECK REQUEST.
3/20/2019 10:55:00 AM	WVWDM7AJ9CW[redacted] VW TO REIMBURSE CUST FOR REPAIRS COVERED UNDER WECI WARR EXT; TOTAL: $503.67. | | | | GENERATED CHECK REQUEST.
3/20/2019 8:50:00 AM	MEDIA ATTACHED IN DOC CENTER
3/27/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 503.67 MAILED ON 03/26/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A31DC[redacted]
Owner Or Fleet	[redacted] Green Bay, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	3/20/2019	Incident Date	N/A
Mileage	64,281		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/20/2019 1:51:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; DEALER PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; VW TO REIMBURSE TOTAL: $496.27. | | | | SP TO GENERATE CHECK REQUEST.
3/20/2019 1:53:00 PM	1VWAP7A31DC[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $496.27. | | | | GENERATED CHECK REQUEST.
3/20/2019 9:05:00 AM	MEDIA ATTACHED IN DOC CENTER
3/27/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 496.27 MAILED ON 03/26/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A32EC[redacted]
Owner Or Fleet	[redacted] NASHVILLE, TN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	3/20/2019	Incident Date	N/A
Mileage	56,499		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/20/2019 12:37:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; CUSTOMER SUBMITTED REPAIR ORDER AND POP FROM DEALER; REPAIR ORDER SHOWS THE CUSTOMER ONLY HAD TO PAY A DEDUCTIBLE AND TAX FOR THE REPAIRS; REPAIR ORDER SHOWS REPAIRS TO THE AIR BAG CLOCK SPRING; THE REPAIRS WERE COMPLETED ON 9/20/17; THE FIRST VALID OUT OF POCKET DATE FOR REIMBURSEMENT UNDER WECY IS 5/23/18; VW TO REIMBURSE AS GOODWILL DUE TO THE DATE OF THE REPAIRS; VW TO REIMBURSE TOTAL: $109.25. | | | | SP TO GENERATE CHECK REQUEST.
3/20/2019 12:39:00 PM	1VWBS7A32EC[redacted]VW TO REIMBURSE CUSTOMER FOR WECY REPAIRS AS GOODWILL DUE TO DATE OF REPAIRS; TOTAL: $109.25. | | | | GENERATED CHECK REQUEST.
3/20/2019 9:11:00 AM	MEDIA ATTACHED IN DOC CENTER
3/27/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 109.25 MAILED ON 03/26/2019
5/29/2019 10:37:00 AM	E-MAILED STOP PAYMENT, CHECK #[redacted]IN THE AMOUNT OF $109.25 TO ACCOUNTS PAYABLE; INCORRECT ADDRESS. IF CHECK HAS NOT BEEN CASHED, AP WILL ISSUE A NEW CHECK. THE PROCESS NORMALLY TAKES 10-14 BUSINESS DAYS.
5/31/2019 9:11:00 AM	REISSUED CHECK #[redacted]N THE AMOUNT OF $109.25 MAILED 5/31/19.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A33CC[redacted]
Owner Or Fleet	[redacted]Statesboro, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	3/20/2019	Incident Date	N/A
Mileage	94,984		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/20/2019 12:42:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; CUST SUBMITTED RO AND POP FROM AN INDEPENDENT REPAIR SHOP FROM 3/14/19; THE LAST VALID OUT OF POCKET DATE FOR REIMBURSEMENTS FOR REPAIRS COMPLETED AT INDEPENDENT REPAIR SHOPS UNDER WECI WAS 11/16/18 - VW WILL REIMBURSE AS GOODWILL; VW TO REIMBURSE MAX PARTS FOR REPAIRS COMPLETED AT THE INDEPENDENT FOR THE AIR BAG CLOCK SPRING $290.07; VW TO REIMBURSE MAX LABOR $248.04; TAX $25.60; VW TO GOODWILL REIMBURSE TOTAL: $563.71. | | | | SP TO GENERATE CHECK REQUEST AND MAIL CAP REIMBURSEMENT LETTER TO CUSTOMER.
3/20/2019 9:13:00 AM	MEDIA ATTACHED IN DOC CENTER
3/21/2019 10:58:00 AM	1VWBP7A33CC[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $563.71. | | | | GENERATED CHECK REQUEST.
3/21/2019 11:03:00 AM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
4/3/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 563.71 MAILED ON 04/02/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX3EW[redacted]
Owner Or Fleet	[redacted]Pisgah, AL,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	3/20/2019	Incident Date	N/A
Mileage	45,958		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/20/2019 9:20:00 AM	MEDIA ATTACHED IN DOC CENTER
3/22/2019 11:40:00 AM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; REPAIRS WERE COMPLETED BEFORE THE LAST VALID OUT OF POCKET DATE; VW TO REIMBURSE AS GOODWILL; VW TO REIMBURSE TOTAL: $526.95. | | | | SP TO GENERATE CHECK REQUEST.
3/22/2019 4:52:00 PM	WVGBV3AX3EW[redacted] VW TO REIMBURSE CUST FOR AIR BAG CLOCK SPRING REPAIRS AS GOODWILL; TOTAL: $526.95. | | | | GENERATED CHECK REQUEST.
4/3/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 526.95 MAILED ON 04/02/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX8BW[redacted]
Owner Or Fleet	[redacted] BUFFALO, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	3/20/2019	Incident Date	N/A
Mileage	75,793		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/20/2019 12:45:00 PM	MEDIA ATTACHED IN DOC CENTER
3/26/2019 10:24:00 AM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED TWO SEPERATE REPAIR ORDERS AND PROOF OF PAYMENT FROM REPAIRS COMPLETED AT DLR 408152; CUST HAD THE AIR BAG CLOCK SPRING REPLACED AT THE DLR ON JUNE 17, 2017 - THE CUSTOMER PAID $203.90; THE CUSTOMER RETURNED TO THE DEALER ON JUNE 8, 2018 - THE CUSTOMER WAS OUTSIDE OF SPARE PARTS WARRANTY BY MILAGE; THE DELAERSHIP HAD TO REPLACE THE AIR BAG CLOCKSPRING AGAIN AND ONLY CHARGED THE CUSTOMER FOR LABOR DUE TO THE REPEAT REPAIR; CUST PAID $212.06; ALL REIMBURSEMENT WILL BE UNDER THE WARRANTY EXTENSION AS THE REPAIRS WERE COMPLETED WITHIN THE REIMBURSEMENT TIMEFRAME; VW TO REIMBURSE TOTAL: $415.96. | | | | SP TO GENERATE CHECK REQUEST.
3/26/2019 10:38:00 AM	WVGBV7AX8BW[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $415.96. | | | | GENERATED CHECK REQUEST.
4/3/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 415.96 MAILED ON 04/02/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN5CE[redacted]
Owner Or Fleet	[redacted] Bridgeport, CT, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	3/20/2019	Incident Date	N/A
Mileage	69,666		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/20/2019 3:02:00 PM	CUSTOMER STATES: CUSTOMER WAS INVOLVED IN AN ACCIDENT AND SOMEONE HIT THE BACK OF CUSTOMERS CAR AND THE NEXT DAY THE AIRBAG LIGHT WAS ON AND CUSTOMER TOOK VEHICLE INTO THE DLR AND THEY INFORMED CUSTOMER THAT IT WAS THE AIRBAG CLOCK SPRING THAT NEEDED TO BE REPLACED AND CUSTOMER FEELS THAT IT IS VOLKSWAGEN IS NOT TAKING OWNERSHIP FOR THIS ISSUE. CUSTOMER WAS TOLD THAT THIS WAS A WEAR AND TEAR ITEM AND NOW INSURANCE COMPANY WILL NOT COVER THE ISSUE, SERVICE GUY AT THE DLR TOLD INSURANCE COMPANY THAT THIS WAS WEAR AND TEAR FROM CUSTOMERS ACCIDENT; CUSTOMER DOES NOT FEEL THAT THIS IS A WEAR AND TEAR ISSUE AND THAT SHE IS SEEKING TO HAVE THIS ISSUE FIXED; CUSTOMER STATES: THE VEHICLE IS REGISTERED IN CT STATE; ORIGINAL OWNER; EXTENDED SERVICE PLAN WAS PURCHASED; TERMS OF EXTENDED WARRANTY: EXTENDED WARRANTY; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT IS ON AND HORN DOESN'T WORK; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT DLR 408083/ FEB 2019; | | | | CUSTOMER SEEKING: FOR VW TO COVER THE COST OF REPAIRS | | | | CO REVIEWED WITH: ROSS AND HE ADVISED THAT CUSTOMER WOULD HAVE TO CONTINUE TO WORK WITH INSURANCE COMPANY, VW WOULD NOT BE ABLE TO ASSIST WITH COST OF REPAIRS AT THIS TIME DUE TO CUSTOMER BEING OUTSIDE OF WARRANTY BY AGE AND MILEAGE AND OUTSIDE INFLUENCE | | | | CO ADVISED: CUSTOMER THAT VW WOULD ADVISE CUSTOMER TO CONTINUE TO WORK WITH INSURANCE COMPANY, VW WOULD NOT BE ABLE TO ASSIST WITH COST OF REPAIRS AT THIS TIME DUE TO CUSTOMER BEING OUTSIDE OF WARRANTY BY AGE AND MILEAGE AND OUTSIDE INFLUENCE | | | | CUSTOMER UNDERSTOOD | | | | NO FURTHER ACTION | |
3/20/2019 3:07:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN CT STATE; ORIGINAL OWNER; EXTENDED SERVICE PLAN WAS PURCHASED; TERMS OF EXTENDED WARRANTY: EXTENDED WARRANTY; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT IS ON AND HORN DOESN'T WORK; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT DLR 408083/ FEB 2019;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A36EC[redacted]
Owner Or Fleet	[redacted]	Bellefontaine, OH, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	3/20/2019	Incident Date	N/A
Mileage	99,841		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/20/2019 7:32:00 PM	CUSTOMER STATES: HAD AIRBAG CLOCK SPRING REPLACED ON VEHICLE IN 2017 WHEN MILEAGE ON VEHICLE WAS AT 99,000 MILES | | | | CUSTOMER SEEKING: TO BE REIMBURSED FOR PAYING OUT OF POCKET | | | | CO ADVISED: CUSTOMER THAT AN EMAIL WILL BE SENT THAT CUSTOMER CAN RESPOND TO WITH RO AND POP OF PAYING FOR AIRBAG CLOCK SPRING, ONCE DOCUMENTATION IS RECEIVED CUSTOMER WILL RECEIVE A CALL AND DOCUMENTATION WILL BE SENT TO CORRECT TEAM TO REVIEW FOR POSSIBLE REIMBURSMENT, REVIEW PROCESS CAN TAKE UP TO 60 BUSINESS DAYS AND WHEN DECISION IS PROVIDED CUSTOMER WILL BE NOTIFIED VIA U.S MAIL | | | | CUSTOMER WAS THANKFUL | | | | CO TO WAIT CUSTOMER MAIL
3/21/2019 10:30:00 AM	MEDIA ATTACHED IN DOC CENTER
3/27/2019 3:17:00 PM	CO ADVISED: CUSTOMER THAT DOCUMENTATION HAS BEEN RECEIVED AND CASE WILL BE ESCALATED TO APPROPRIATE TEAM TO REVIEW FOR POSSIBLE REIMBURSMENT, REVIEW PROCESS CAN TAKE UP TO 60 BUSINESS DAYS, IF CUSTOMER HAS ANY QUESTIONS OR WOULD LIKE A STATUS UPDATE CUSTOMER CAN CONTACT CARE AT 800 822 8987 | | | | CO TO ESCALATE
3/27/2019 3:19:00 PM	SPECIAL PROJECTS TO REVIEW FOR POSSIBLE REIMBURSMENT FOR CUSTOMER PAYING OUT OF POCKET FOR AIRBAG CLOCK SPRING
3/28/2019 3:25:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE REIMBURSEMENT PERIOD, VW WILL REIMBURSE AS GOODWILL; CUST PAID $404.78 FOR REPAIRS; TAX $
4/1/2019 2:20:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE REIMBURSEMENT PERIOD, VW WILL REIMBURSE AS GOODWILL; CUST PAID $404.78 FOR REPAIRS; TAX $30.35; VW TO REIMBURSE TOTAL: $435.13. | | | | SP TO GENERATE CHECK REQUEST AS GOODWILL BASED ON THE DATE OF THE REPAIR.
4/1/2019 2:23:00 PM	1VWBH7A36EC[redacted]VW TO REIMBURSE CUST FOR WECY REPAIRS AS GOODWILL DUE TO DATE; TOTAL: $435.13. | | | | GENERATED CHECK REQUEST.
4/10/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 435.13 MAILED ON 04/09/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWXM7ANXAE[redacted]
Owner Or Fleet	[redacted] Milwaukee, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat Wagon (Germany), 2010		
Report Date	3/22/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/22/2019 12:43:00 PM	MEDIA ATTACHED IN DOC CENTER
3/22/2019 4:33:00 PM	CUST SEEKING REIMBURSEMENT FOR THE AIR BAG CLOCK SPRING WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $442.64. | | | | SP TO GENERATE CHECK REQUEST.
3/22/2019 4:37:00 PM	WVWXM7ANXAE[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $442.64. | | | | GENERATED CHECK REQUEST.
4/3/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 442.64 MAILED ON 04/02/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU9GM[redacted]
Owner Or Fleet	[redacted]		GREENE, NY, [redacted]
Make, Model, Model Year	Volkswagen, Golf, 2016		
Report Date	3/22/2019	Incident Date	N/A
Mileage	45,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/22/2019 12:48:00 PM	MEDIA ATTACHED IN DOC CENTER
3/22/2019 4:40:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED WARRANTY EXTENSION NOTICE LETTER WITHOUT ANY ADDITIONAL DOCUMENTS; SP WOULD NEED REPAIR ORDER AND POP TO REVIEW FOR REIMBURSEMENT. | | | SP TO SEND LETTER TO CUSTOMER REQUESTING ADDITIONAL INFORMATION.
3/22/2019 4:43:00 PM	SP MAILED DENIAL LETTER TO CUSTOMER.
3/25/2019 1:37:00 PM	CUSTOMER STATES: CUSTOMER RECEIVED A REIMBURSEMENT REQUEST FORM IN THE MAIL, AND MAILED IT INTO CUSTOMER CARE; CUSTOMER WANTS TO KNOW WHAT THE REIMBURESEMENT REQUEST FORM IS REGARDING | | | CUSTOMER SEEKING: REIMBURSEMENT REQUEST FORM CLARIFICATION | | | CO ADVISED: VEHICLE HAS THE AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 10YEARS/120K MILES WOF FROM THE WARRANTY START DATE OF 11/10/16; SYMPTOMS OF A FAILED CLOCK SPRING INCLUDE THE AIRBAG LIGHT BEING ON, LOSS OF STEERING WHEEL FUNCTIONS AND A CLICKING NOISE COMING FROM THE STEERING COLUMN; IF CUSTOMER EXPERIENCES WARNING SIGNS, CUSTOMER SHOULD TAKE VEHICLE TO A VW DEALER FOR DIAGNOSIS; CUSTOMER CAN FILE NOTICE WITH OTHER WARRANTY INFORMATION; THE REIMBURSEMENT REQUEST FORM IS FOR CUSTOMERS WHO HAVE ALREADY REPLACED THE STEERING WHEEL CLOCK SPRING, AND HAD TO PAY OUT OF POCKET; THE VEHICLE ALSO HAS AN OPEN RECALL FOR THE SHIFT MICRO LEVER SWITCH THAT NEEDS TO BE PERFORMED AT A VW DEALER | | | CUSTOMER STATES: WHEN CUSTOMER REVERSES, THERE IS A TRANSMISSION ERROR LIGHT THAT COMES ON IN THE VEHICLE; CUSTOMER WILL BE TAKING HIS VEHICLE TO A VW DEALER FOR DIAGNOSIS TOMORROW | | | CO ADVISED: TAKING THE VEHICLE TO A DEALER IS THE BEST OPTION; THE DEALER CAN ALSO PERFORM THE RECALL ON THE VEHICLE | | | NO FURTHER ACTION | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWLL7AJ1CM[redacted]
Owner Or Fleet	[redacted] Merritt Island, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	3/22/2019	Incident Date	N/A
Mileage	84,119		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/22/2019 2:17:00 PM	MEDIA ATTACHED IN DOC CENTER
3/27/2019 10:16:00 AM	CUSTOMER STATES ATTACHED UPDATED REPAIR ORDER W/ PART NUMBER FROM THE MECHANIC
3/27/2019 10:21:00 AM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | I APPRECIATE YOU INCLUDING THIS UPDATED INFORMATION. MY NAME IS RAVEN, AND I┬┐LL BE RESPONDING TO YOUR EMAIL ON TIFFANY┬┐S BEHALF. | | | WITH THIS UPDATED INFORMATION DISPLAYING THE PART NUMBER USED WITHIN THIS REPAIR, THIS SHOULD BE ENOUGH INFORMATION FOR OUR REVIEW DEPARTMENT. I┬┐LL BE SURE TO HAVE YOUR CASE ESCALATED UP FOR RE-REVIEW. | | | PLEASE NOTE, IT MAY TAKE SOME ADDITIONAL TIME FOR THEIR REVIEW TO BE COMPLETED, SO PLEASE ALLOW APPROXIMATELY 60 DAYS FOR FRUITION. I┬┐M SORRY IF THIS HAS CAUSED ANY INCONVENIENCE, BUT IF YOU REACH OUT TO OUR CUSTOMER CARE CENTER IN THE MEANTIME, WE WOULD BE HAPPY TO CHECK IN FOR ANY UPDATES. | | | SINCERELY, | | | | | | | RAVEN L. | | CUSTOMER CARE ADVOCATE | |
3/27/2019 10:21:00 AM	SP TO RE-REVIEW FOR REIMBURSEMENT; CUST INCLUDED RO WITH UPDATE PART NUMBER FROM INDEPENDENT; REFER TO PREVIOUS CASE[redacted]F NEEDED
3/29/2019 1:24:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM AN INDEP REPAIR SHOP; THE INDEPENDENT REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; VW TO REIMBURSE MAX PARTS $255.00 (CUST PAID $324.99 TOTAL FOR PARTS); VW TO REIMBURSE LABOR $240.00; TAX $30.35; VW TO REIMBURSE TOTAL: $533.39. | | | SP TO GENERATE CHECK REQUEST.
3/29/2019 1:27:00 PM	3VWLL7AJ1CM[redacted]VW TO REIMBURSE CUST FOR WECY AS GOODWILL DUE TO DATE; TOTAL: $533.39. | | | | GENERATED CHECK REQUEST.
3/29/2019 1:37:00 PM	SP MAILED LETTER EXPLAINING REIMBURSEMENT.
4/10/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 533.39 MAILED ON 04/09/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCT7A32FC[redacted]
Owner Or Fleet	[redacted] Millstone Township, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	3/25/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/25/2019 12:31:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DCH VOLKSWAGEN OF FREEHOLD; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING IN JUNE 2018; CUST ONLY HAD TO PAY FOR DEDUCTIBLE; VW TO REIMBURSE TOTAL: $53.31. | | | | SP TO GENERATE CHECK REQUEST.
3/25/2019 12:38:00 PM	1VWCT7A32FC[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $53.31. | | | | GENERATED CHECK REQUEST.
3/25/2019 9:14:00 AM	MEDIA ATTACHED IN DOC CENTER
4/3/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 53.31 MAILED ON 04/02/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A31DC[redacted]
Owner Or Fleet	[redacted] WILLIAMSBURG, IA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	3/26/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/26/2019 11:39:00 AM	CUSTOMER SUBSEQUENT OWNER, 1ST VW, SERVICED RECENTLY AT JIFFY LUBE, CALLING DUE TO AIRBAG LIGHT COMING ON, HORN NOT WORKING. CAROUSEL MOTORS 402326 TOLD HER NOT TO WORRY, WAS THERE IN PAST AND ADDRESSED AIRBAG LIGHT, NOTING WAS DONE, WAS TOLD NOTHING IS WRONG. | | | | CO ADVISED OPEN RECALL FOR 60Q9 AND WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING FOR 15/UNLIMITED MILEAGE, SUGGESTED SHE ADDRESS WITH DEALER 402326, PROVIDED THEIR PHONE NUMBER AS REQUESTED, AS CUSTOMER STATES WILL CALL FOR APPOINTMENT. NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX4CW[redacted]
Owner Or Fleet	[redacted] Burlington, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	3/26/2019	Incident Date	N/A
Mileage	62,212		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/26/2019 12:12:00 PM	MEDIA ATTACHED IN DOC CENTER
3/26/2019 2:58:00 PM	CUST SEEKING REIMBURSEMENT FOR THE WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; THE DLR PERFORMED REPARIS TO TEH AIR BAG CLOCK SPRING AND WIPER BLADE; VW TO REIMBURSE CUST FOR THE AIR BAG CLOCK SPRING AND NOW THE WIPER BLADE REPAIRS; VW TO REIMBURSE TOTAL: $625.29. | | | | SP TO GENERATE CHECK REQUEST.
3/26/2019 3:00:00 PM	WVGAV7AX4CW[redacted] VW TO REIMBURSE THE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $625.29. | | | | GENERATED CHECK REQUEST.
4/3/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 625.29 MAILED ON 04/02/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A37CC[redacted]
Owner Or Fleet	[redacted] Hamilton, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	3/26/2019	Incident Date	N/A
Mileage	95,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/26/2019 12:40:00 PM	CUSTOMER STATES STEERING WHEEL IS MAKING A LOUD CLICKING SOUND; AIRBAG LIGHT IS ON AND CUSTOMER BELIEVES THAT THIS IS THE THIRD TIME THAT THE CLOCK SPRING HAS BROKEN; HORN AND HAND CONTROLS ARE NOT WORKING EITHER; CUSTOMER HAD CLOCK SPRING REPLACED IN 2015 AND IN 12/2017; IN 2017 DEALER GAVE CUSTOMER A HARD TIME AND WAS GOING TO CHARGE CUSTOMER FOR REPAIR; CUSTOMER DOES NOT WANT TO GO THROUGH EXPERIENCE AGAIN | | | CUSTOMER SEEKING FOR VEHICLE TO BE REPAIRED FREE OF CHARGE UNDER WARRANTY EXTENSION | | | CO ADVISED VEHICLE IS COVERED UNDER WARRANTY EXTENSION FOR 15YR UNLIMITED MILES FROM 05/24/2012; VEHICLE WAS NOT COVERED UNDER WARRANTY EXTENSION UNTIL 10/30/2018 WHICH IS WHY DEALER WOULD HAVE BEEN REQUESTING FOR CUSTOMER TO PAY FOR REPAIRS IN 12/2017; CUSTOMER CAN WORK WITH DEALER TO HAVE REPAIRS COVERED UNDER WARRANTY EXTENSION AS LONG AS THE DIAGNOSIS DETERMINED THAT THE STEERING WHEEL CLOCK SPRING IS THE CAUSE | | | CUSTOMER STATES WILL CALL DEALER NOW AND SCHEDULE APPOINTMENT HERSELF; CUSTOMER TOOK CASE NUMBER | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU3GM[redacted]
Owner Or Fleet	[redacted] NORFOLK, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2016		
Report Date	3/26/2019	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Mileage	52,500

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/26/2019 1:48:00 PM	CUSTOMER ORIGINAL OWNER, SERVICES AT VW DEALERS, HORN DOES NOT WORK, STEERING WHEEL CONTROLS DO NOT WORK, AIRBAG LIGHT IS ON. | | | CO ADVISED THERE IS A WARRANTY EXTENSION FOR THE ARIBAG CLOCK SPRING THAT MIGHT BE RELATED TO THE ISSUES HE EXPERIENCING, SUGGESTED HE ADDRESS WITH VW DEALER, LOCATED DEALERS NEAR HIS RESIDENCE. NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX4CW[redacted]
Owner Or Fleet	[redacted]JACKSONVILLE, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	3/26/2019	Incident Date	N/A
Mileage	79,480		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/26/2019 1:57:00 PM	MEDIA ATTACHED IN DOC CENTER
3/26/2019 4:16:00 PM	CUST SEEKING REIMBURSEMENT FOR THE WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING AND THE IGNITION COIL; THE WARRANTY EXTENSION ONLY COVERS THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $765.79. | | | SP TO GENERATE CHECK REQUEST.
3/26/2019 4:19:00 PM	WVGAV7AX4CW[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $765.79. | | | GENERATED CHECK REQUEST.
4/3/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 765.79 MAILED ON 04/02/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4A7AJ6CM[redacted]
Owner Or Fleet	[redacted] ANAHEIM, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	3/26/2019	Incident Date	N/A
Mileage	75,500		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/26/2019 7:21:00 PM	CUSTOMER STATES: HAD THE AIRBAG CLOCK SPRING REPLACED ON 2/8/2017 AT VW DEALER 422110 WITH 60,048 MILES; CUSTOMER PAID $670.68 FOR VEHICLE REPAIRS; | | | CUSTOMER SEEKS: REIMBURSEMENT FOR THE AIRBAG CLOCK SPRING; | | | CO ADVISED: WILL EMAIL CUSTOMER CASE NUMBER, ONCE CUSTOMERS RECEIVES THE EMAIL, RESPOND DIRECTLY BACK WITH REPAIR ORDER AND POP; ONCE DOCUMENTS ARE RECEIVED; WILL ESCALATE TO THE REIMBURSEMENT TEAM; GENERAL TIME FRAME FOR REVIEW OF REIMBURSEMENT IS 60 BUSINESS DAYS FOR CUSTOMER TO RECEIVE OUR DECISION IN THE MAIL; CO SENT CUSTOMER CASE#; | | | CO WILL FOLLOW UP WHEN WE RECEIVE DOCUMENTS; CO WILL FOLLOW UP 1 WEEK IF CUSTOMER HAS NOT SENT DOCUMENTS IN 4//2018; | |
3/27/2019 10:38:00 AM	MEDIA ATTACHED IN DOC CENTER
3/29/2019 1:11:00 PM	CUST SEEKING REIMBURSEMENT FOR THE WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; THE CUST PAID $670.68 FOR REPAIRS; TAX $24.80; VW TO REIMBURSE TOTAL: $695.48. | | | | SP TO GENERATE CHECK REQUEST.
3/29/2019 1:16:00 PM	3VW4A7AJ6CM[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $695.48. | | | | GENERATED CHECK REQUEST.
3/29/2019 12:26:00 PM	[redacted] | | | | CO CALLED CUSTOMER; CUSTOMER UNAVAILABLE; CO PROVIDED CASE # AND CUSTOMER CARE CENTER #; | | | | CO ADVISED: WE DID RECEIVE DOCUMENTS; WILL ESCALATE TO THE REIMBURSEMENT TEAM; GENERAL TIME FRAME FOR REVIEW OF REIMBURSEMENT IS 60 BUSINESS DAYS FOR CUSTOMER TO RECEIVE OUR DECISION IN THE MAIL; | | | | CO TO ESCALATE CASE TO SP; | |
3/29/2019 12:26:00 PM	SP TO REVIEW FOR POSSIBLE REIMBURSEMENT FOR THE AIRBAG CLOCK SPRING;
4/10/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 695.48 MAILED ON 04/09/2019
5/17/2019 2:42:00 PM	E-MAILED STOP PAYMENT, CHECK #[redacted] IN THE AMOUNT OF $695.48 TO ACCOUNTS PAYABLE; INCORRECT ADDRESS. IF CHECK HAS NOT BEEN CASHED, AP WILL ISSUE A NEW CHECK. THE PROCESS NORMALLY TAKES 10-14 BUSINESS DAYS.
5/21/2019 8:10:00 AM	RECEIVED EMAIL FROM ACCOUNTING. CHECK #[redacted] $695.48 WAS CASHED 4/16/19. FORWARDED COPY OF CASHED CHECK TO ADVOCATE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN0DE[redacted]
Owner Or Fleet	[redacted] HOUSTON, TX, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	3/27/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/27/2019 11:42:00 AM	CUSTOMER STATES: RECEIVED A LETTER IN THE MAIL STATING NEEDED MORE INFORMATION, BUT IT DID NOT SPECIFY WHAT EXACTLY I NEEDED TO SUBMIT. | | | CUSTOMER SEEKING: WHAT INFORMATION IS MISSING FOR CASE# [redacted] | | | CUSTOMER OWNER ADVISED: AFTER REVIEWING CASE# [redacted] WHAT IS NEEDED IS A NEW REPAIR ORDER FROM ONGREEN PERFORMANCE THAT HAS THE PART NUMBER OF THE CLOCK SPRING, AND THE MILEAGE ON THE VEHICLE AT THE TIME OF THE REPAIR. | | | CUSTOMER ACKNOWLEDGED | | | CLOSE PENDING CUSTOMER CONTACT | |
4/8/2019 2:19:00 PM	MEDIA ATTACHED IN DOC CENTER
5/3/2019 1:16:00 PM	SP TO REVIEW CUSTOMERS REQUEST UNDER THE AIRBAG CLOCK SPRING WARRANTY EXTENSION | | | SP TO REVIEW
5/3/2019 12:53:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES: WOULD LIKE TO CHECK THE STATUS OF REIMBURSEMENT REQUEST | | | CUSTOMER SEEKS: REIMBURSEMENT REQUEST STATUS | | | CO ADVISED: YOUR NEW CASE NUMBER IS [redacted] THE REVIEW PROCESS FOR REIMBURSEMENT IS UP TO 60 BUSINESS DAYS. YOUR REQUEST IS BEING SENT UP TO THE CORRECT DEPARTMENT FOR FURTHER REVIEW; ONCE A DECISION HAS BEEN MADE YOU WILL EITHER RECEIVE A LETTER IN THE MAIL STATING OUR DECISION AND WHY OR A CHECK. | | | CUSTOMER AGREED | | | NO FURTHER ACTION
5/3/2019 3:22:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REVISED RO AND POP WITH MILEAGE AND PART NUMBER; VW TO REIMBURSE MAX PARTS FOR REPAIRS COMPLETED AT INDEP $339.00; MAX LABOR $248.04; TAX $50.66; VW TO REIMBURSE TOTAL: $637.70. | | | SP TO GENERATE CHECK REQUEST.
5/3/2019 3:24:00 PM	WVWBP7AN0DE[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $637.70. | | | GENERATED CHECK REQUEST.
5/3/2019 3:36:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
5/9/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 637.70 MAILED ON 05/08/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN4AE[redacted]
Owner Or Fleet	[redacted] CUMMING, GA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	3/27/2019	Incident Date	N/A
Mileage	88,319		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/27/2019 12:07:00 PM	MEDIA ATTACHED IN DOC CENTER
3/27/2019 2:07:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING, BULB AND PERFORMED AN OIL CHANGE; ONLY THE AIR BAG CLOCK SPRING IS COVERED UNDER WECI WARRANTY EXTENSION; CUST PAID $616.01 FOR REPAIRS; TAX $32.13; VW TO REIMBURSE TOTAL: $648.14. | | | | SP TO GENERATE CHECK REQUEST.
3/27/2019 2:11:00 PM	WVWMN7AN4AE[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $648.14. | | | | GENERATED CHECK REQUEST.
4/3/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 648.14 MAILED ON 04/02/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4S7AJ5DM[redacted]
Owner Or Fleet	[redacted], HONOLULU, HI [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	3/27/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/27/2019 3:08:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES AIRBAG WARNING LIGHT ON, STEERING WHEEL CONTROLS AND HORN DO NOT WORK; | | | CUSTOMER SEEKING IF VEHICLE IS COVERED UNDER RECALL; | | | CO ADVISED NO OPEN RECALLS, BUT OPEN WARRANTY EXTENSION FOR AIR BAG CLOCK SPRING FOR 120K OR 7/27/2023 WCF; CO OFFERED TO SCHEDULE DEALER APPOINTMENT, CUSTOMER ACCEPTED; | | CO SCHEDULED WITH HONOLULU VW 421012 FOR 9:30 AM - WEDNESDAY MAR 27, 2019, CONFIRMATION CODE [redacted] CUSTOMER ACKNOWLEDGED; | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX7DW[redacted]
Owner Or Fleet	[redacted], CHICAGO, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	3/27/2019	Incident Date	N/A
Mileage	60,601		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/27/2019 4:45:00 PM	MEDIA ATTACHED IN DOC CENTER
3/28/2019 3:58:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM AN INDEP REPAIR SHOP; THE INDEP REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE MAX PARTS $290.07; VW TO REIMBURSE MAX LABOR $248.04; TAX $39.80; REPAIRS WERE COMPLETED OUTSIDE OF THE REIMBURSEMENT TIMEFRAME; VW TO REIMBURSE AS GOODWILL; VW TO REIMBURSE TOTAL: $577.91. | | | | SP TO GENERATE CHECK REQUEST AND MAIL CAP REIMBURSEMENT LETTER TO CUSTOMER; CHECK SHOULD BE ADDRESSED TO MAGGIE.
3/28/2019 4:03:00 PM	WVGBV7AX7DW[redacted] VW TO REIMBURSE CUST FOR WECI AS GOODWILL DUE TO DATE; TOTAL: $577.91. | | | | GENERATED CHECK REQUEST.
3/28/2019 4:20:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
4/10/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 577.91 MAILED ON 04/09/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A31DC[redacted]
Owner Or Fleet	[redacted] SAINT LOUIS, MO [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	3/27/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/27/2019 5:18:00 PM	CUSTOMER STATES TOKE VEHICLE TO AN INDEPENDENT; INDEPENDENT ADVISED THAT VEHICLE HAS A RECALL FOR CLOCK SPRING; STEERING BUTTONS AREN┬┐T WORKING AND AIRBAG LIGHT IS ON; | | | | CUSTOMER SEEKING OPEN RECALL CAMPAIGNS; | | | | CO ADVISED THAT VEHICLE DOESN┬┐T HAVE ANY OPEN RECALL CAMPAIGNS; VEHICLE HAS AN WARRANTY EXT. FOR AIRBAG CLOCK SPRING; DEALER APPOINTMENT SCHEDULED FOR 4/1 AT 2:15PM; | | | | NO FURTHER ACTION; | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX5BW[redacted]
Owner Or Fleet	[redacted]		West Yellowstone, MT,[redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	3/28/2019	Incident Date	N/A
Mileage	100,029		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/28/2019 3:11:00 PM	CUSTOMER STATES: CALLING ABOUT AIRBAG CLOCK SPRING WARRANTY EXTENSION; PAPER SAYS IF CUSTOMER HAD REPAIRS DONE IN THE PAST THEN CUSTOMER CAN SUBMIT FOR REIMBURSEMENT; CUSTOMER HAD REPAIR COMPLETED AT 100KMI AND WOULD LIKE TO SUBMIT FOR REIMBURSEMENT OF REPAIRS; CAN CUSTOMER SEND IN PICTURES | | | CUSTOMER SEEKS: REIMBURSEMENT FOR CLOCK SPRING | | | CO ADVISED; CO CAN SEND CUSTOMER AN EMAIL WHICH CUSTOMER CAN REPLY TO WITH SCANS OF DOCUMENTS AND THEN ONCE CO HAS ALL NEEDED DOCUMENTS; CUSTOMER CAN SEND IN PICTURES IF THEY ARE VERY CLEAR AND ABLE TO BE READ; CO WILL SEND DOCUMENTS TO INTERNAL REVIEW TEAM FOR REIMBURSEMENT REVIEW; REVIEW CAN TAKE UP TO 60 BUSINESS DAYS AND CUSTOMER WILL HEAR BACK FROM VW IN EITHER THE FORM OF A LETTER OR A CHECK; | | | CO TO WAIT CUSTOMER DOCUMENTS;
3/28/2019 3:14:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | STACIE M | | CUSTOMER CARE ADVOCATE | |
4/1/2019 7:37:00 AM	MEDIA ATTACHED IN DOC CENTER | | | FROM: [redacted] | | SENT: FRIDAY, MARCH 29, 2019 6:03 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | | CO TO REVIEW
4/1/2019 7:38:00 AM	MEDIA ATTACHED IN DOC CENTER | | | FROM: [redacted] | | SENT: FRIDAY, MARCH 29, 2019 6:03 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE[redacted] | | | | | CO TO REVIEW
4/3/2019 4:07:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / CLOCKSPRING REPLACED AT 100K MI;
4/3/2019 4:13:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | STACIE M | | CUSTOMER CARE ADVOCATE
4/3/2019 4:14:00 PM	SP TO REVIEW FOR POSSIBLE REIMBURSEMENT UNDER CLOCK SPRING WARRANTY EXTENSION
4/15/2019 2:59:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM THE DEALERSHIP; THE DEALER PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE FIRST OUT OF POCKET DATE FOR REIMBURSEMENT; VW TO REIMBURSE AS GOODWILL; CUSTOMER PAID $491.00 FOR REPAIRS; TAX $31.91; VW TO REIMBURSE TOTAL: $522.91. | | | SP TO GENERATE CHECK REQUEST.
4/15/2019 3:01:00 PM	WVGBV7AX5BW[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION AS GOODWILL DUE TO DATE; TOTAL: $522.91. | | | GENERATED CHECK REQUEST.
4/23/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 522.91 MAILED ON 04/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A3XE[redacted]
Owner Or Fleet	[redacted] Taylorsville, UT, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	3/29/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/29/2019 11:38:00 AM	CUSTOMER STATES; PURCHASED THE VEHICLE AT 2,000 MILES; CPO VEHICLE; ALWAYS MAINTAINED AT THE DEALER; THEY HAD THE TAKATA RECALL DONE ABOUT A YEAR AGO AND NOW THE AIRBAG LIGHT IS ON; THE CUSTOMER IS QUESTIONING IF THE AIRBAG LIGHT COMING ON HAS SOMETHING TO DO WITH THE TAKATA RECALL THAT WAS DONE; THEY WERE ONLINE DOING SOME RESEARCH AND HAD SOME CONCERN; | | | CUSTOMER SEEKS; TO HAVE AN APPOINTMENT SCHEDULED FOR THEM AT THE DEALER 419400 TO HAVE THE RECALL PERFORMED AND THE AIRBAG LIGHT BEING ON AS WELL; | | | CO ADVISED; THEY HAVE AN OPEN RECALL ON THE VEHICLE FOR THE ENGINE CONTROL MODULE (ECM) SOFTWARE; REACHED OUT TO THE DEALER 419400 AND SPOKE WITH MARIO TO SCHEDULE AN APPOINTMENT FOR 3/30/2019 AT 9 A.M. THE CUSTOMER ALSO HAS A CPO ON THE VEHICLE AND WASNT AWARE OF THE WARRANTY AND THAT THEY ARE STILL WITHIN THE PERIMETERS OF THE WARRANTY UNTIL 8/2019 OR MILEAGE AT 52313; | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX1EW[redacted]
Owner Or Fleet	[redacted], ROSLINDALE, MA,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	4/1/2019	Incident Date	N/A
Mileage	55,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/1/2019 1:53:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR MR. [redacted] | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | KAITLYN N | CUSTOMER CARE ADVOCATE |
4/1/2019 1:54:00 PM	CUSTOMER SEEKING EMAIL WAS SENT WITH CASE # SO HE COULD REPLAY WITH PROOF OF PAYMENT/REPAIR ORDER. | | | | CUSTOMER ADVOCATE SENT EMAIL TO CUSTOMER TO REPLY BACK TO. | | | | NO FURTHER ACTION PENDING CUSTOMER CONTACT.
4/1/2019 11:30:00 AM	CUSTOMER STATES: NEEDS REPAIR FOR STEERING WHEEL CLOCK SPRING; AFTER DOING RESEARCH FOUND WARRANTY EXTENSION RELATED TO ISSUE | | | | CUSTOMER SEEKS: REIMBURSEMENT FOR REPAIR; WHY EXTENSION WAS NOT MAILED; PARTS AND LABOR CONSIDERED | | | | CO ADVISED: CAN REPLY TO CASE NUMBER EMAIL; WILL REVIEW FOR PARTS AND SEND IN REPAIR ORDER AND POP; EXTENSION IS GOOD FOR 120K MILES OR 12/10/23 WOF; POWER SYSTEM TO STEERING WHEEL FEATURES; WILL FOLLOW UP ONCE DOCUMENTS ARE RECEIVED; CANNOT EXPEDITE PROCESS AND CAN ONLY BE REVIEWED FOR PARTS; MAY HAVE NOT RECEIVED EXTENSION YET OR BECAUSE VEHICLE WAS PURCHASED USED AND FROM NON VW DEALER | | | | CO TO WAIT CUSTOMER MAIL
4/8/2019 12:35:00 PM	CO ADVISED: FOLLOWING UP ON CASE; HAVE NOT RECEIVED DOCUMENTS; WONDERING IF STILL LOOKING TO SEND IN DOCUMENTS | | | | CUSTOMER STATES: SENT THEM IN 4/3; DEALER HAD TO RE-CODE AND WAS $125; WONDERING IF THAT IS COVERED UNDER REIMBURSEMENT AS WELL | | | | CO ADVISED: DID NOT RECEIVE; CAN EMAIL VWCUSTOMERCARE@VW.COM AND REFERENCE CASE NUMBER; CAN SEND IN ALL DOCUMENTS BUT CANNOT GUARANTEE REIMBURSEMENT | | | | CO TO WAIT CUSTOMER MAIL
4/8/2019 2:11:00 PM	MEDIA ATTACHED IN DOC CENTER
4/9/2019 1:25:00 PM	CO ADVISED: FOLLOWING UP ON CASE; RECEIVED DOCUMENTS AND SUBMITTING FOR REVIEW; PROCESS DOES TAKE ABOUT 60 BUSINESS DAYS AND WILL RECEIVE A DECISION IN THE MAIL | | | | CO TO ASSIGN TO SP
4/9/2019 1:27:00 PM	SP TO REVIEW
4/16/2019 12:37:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; CUSTOMER HAD THE AIR BAG CLOCK SPRING REPLACED AT AN INDEP IN MARCH 2019 THEN WENT TO THE DEALERSHP TO HAVE THE CRUISE CONTROL PROGRAMMED; THE LAST VALID OUT OF POCKET DATE FOR REIMBURSEMENTS COMPLETED OUTSIDE OF THE DEALERSHIP WAS OCTOBER 2018, AS SUCH VW WILL REIMBURSE PARTS ONLY AS GOODWILL; VW TO REIMBURSE TOTAL: $290.07. | | | | SP TO GENERATE CHECK REQUEST AND MAIL LETTER TO THE CUSTOMER.
4/16/2019 12:41:00 PM	WVGBV3AX1EW[redacted]VW TO REIMBURSE CUST FOR AIR BAG CLOCK SPRING REPAIRS AS GOODWILL DUE TO DATE; TOTAL: $290.07. | | | | GENERATED CHECK REQUEST.
4/16/2019 12:45:00 PM	SP MAILED LETTER EXPLAINING REIMBURSEMENT.
4/25/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 290.07 MAILED ON 04/24/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWEV7AJ9BW[redacted]
Owner Or Fleet	[redacted] Wheat Ridge, CO, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2011		
Report Date	4/1/2019	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	N/A		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/1/2019 4:50:00 PM	CUSTOMER STATES AIRBAG LIGHT IS ON AND HORN IS NOT WORKING; CALLED DEALER ADVISED NOT PART OF THE CLOCK SPRING EXTENDED WARRANTY; HAS ALL THE SIGNS; WANTS TO KNOW IF VEHICLE IS COVERED | | | CUSTOMER SEEKS TO KNOW IF VEHICLE IS PART OF THE AIR BAG CLOCK SPRING EXTENDED WARRANTY | | | CO ADVISED EXTENDED WARRANTIES EXIST FOR FUEL INJECTOR; INJECTION PUMP; TIMING CHAIN AND INTAKE MANIFOLD; ADVISED OF 24AX ALSO | | | NO FURTHER ACTION
4/1/2019 4:53:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / WARNING LIGHT IS ON AND HORN IS NOT WORKING;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX1BW[redacted]
Owner Or Fleet	[redacted] Los Fresnos, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	4/1/2019	Incident Date	N/A
Mileage	105,629		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/1/2019 5:14:00 PM	CUSTOMER STATES: WAS DRIVING AND WHEEL LOCKED SLIGHTLY AND AREA WHERE HORN IS POPPED OUT A BIT; AIR BAG WARNING MESSAGE ON; BLUETOOTH BUTTON DOES NOT WORK ON STEERING WHEEL | | | CUSTOMER SEEKING: WHAT TO DO | | | CO ADVISED: RECOMMEND BRINGING VEHICLE INTO DEALER FOR DIAGNOSIS; VEHICLE HAS AIR BAG CLOCK SPRING WARRANTY EXTENSION; OFFERED TO SCHEDULE APPOINTMENT | | | CUSTOMER DECLINED APPOINTMENT | | | NO FURTHER ACTION
4/1/2019 5:15:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / BUTTONS ON STEERING WHEEL NOT WORKING;
4/1/2019 5:15:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING ;
4/1/2019 5:15:00 PM	CATEGORY SELECTION : STEERING / OTHER SYMPTOM - 1 / STEERING WHEEL LOCKED SLIGHTLY WHILE DRIVING;
4/1/2019 5:18:00 PM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | MATTHEW W | | CUSTOMER CARE ADVOCATE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A39DC[redacted]
Owner Or Fleet	[redacted] Spotsylvania, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	4/1/2019	Incident Date	N/A
Mileage	145,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/1/2019 6:32:00 PM	CUSTOMER STATES: CLOCK SPRING GONE BAD, AIR BAG LIGHT ON, AND STEERING WHEEL CONTROLS NOT WORKING; HORN NOT WORKING | | | | CUSTOMER SEEKING: ANY OPEN RECALLS ON VEHICLE OR WARRANTY EXTENSIONS FOR CLOCK SPRING | | | | CO ADVISED: VEHICLE HAS NO OPEN RECALLS; VEHICLE IS OUTSIDE OF THE WARRANTY EXTENSION FOR THE AIR BAG CLOCK SPRING BY MILEAGE; WOULD RECOMMEND BRINGING VEHICLE INTO DEALER TO HAVE CONCERNS ADDRESSED; CO OFFERED TO SCHEDULE DEALER APPOINTMENT | | | | CUSTOMER DECLINED APPOINTMENT | | | | NO FURTHER ACTION
4/1/2019 6:41:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIR BAG LIGHT ON;
4/1/2019 6:41:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / BUTTONS ON STEERING WHEEL NOT WORKING;
4/1/2019 6:47:00 PM	REFERENCE #[redacted]| | | | DEAR MR.[redacted] | | | | IT WAS NICE TALKING TO YOU TODAY. | | | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | SINCERELY, | | | | | | | | MATTHEW W | | CUSTOMER CARE ADVOCATE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCP7A36DC[redacted]
Owner Or Fleet	[redacted] FAIRFIELD, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	4/2/2019	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/2/2019 1:44:00 PM	CUSTOMER STATES REPLACE TAKATA AIRBAG IN 2017 ; AIRBAG LIGHT WILL NOW COME ON AND OFF ; REACHED OUT TO DEALER 426085 AND THEY RECOMMENDED TAKING VEHICLE IN FOR DIAGNOSIS SINCE THEY DID REPLACE THE TAKATA AIRBAG ; DEALER DID CHARGE $110 FOR DIAGNOSIS AND SPOKE WITH THE DEALER SUPERVISOR AND THEY STATED SINCE ITS UNRELATED THERE WOULD BE A FEE ; | | | | CUSTOMER SEEKING CLARIFICATION | | | | CO ADVISED VEHICLE DOES HAVE THE AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 15 YEARS BUT STEERING WHEEL CONTROLS NOT WORKING PROPERLY AND | | AN AIRBAG LIGHT THAT STAYS ON. BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER THIS WARRANTY EXTENSION ; SUGGESTED TO KEEP AN EYE ON CONTROL AND IF START HAVING CONCERNS TO TAKE IT TO VW DEALER ; BUT THOSE CONCERNS DO NEED TO BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER WARRANTY EXTENSION; | | | | CUSTOMER STATES STEERING CONTROLS ARE FINE ; | | | | NO FURTHER ACTIONS

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A30C[redacted]
Owner Or Fleet	[redacted] AFTON, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	4/2/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/2/2019 4:02:00 PM	CUSTOMER STATES: JUST HAD THE AIRBAG LIGHT COME ON YESTERDAY AND THE HORN AND STEERING WHEEL CONTROLS ARE NOT FUNCTIONING; THE CUSTOMER PURCHASED THE VEHICLE 10/5/2018 AT 77K MILES; NON VW DEALER; HAD USED CAR COVERAGE FOR THE POWERTRAIN; MAINTAINS AT LOCAL SHOP; | | | | CUSTOMER SEEKING: IF VW COULD COVER THE COST OF THE REPAIR; | | | | CO ADVISED: THERE IS A WARRANTY EXTENSION ON THE CLOCK SPRING UNTIL 5/1/2027 REGARDLESS OF MILEAGE AS LONG AS THERE IS A DEFECT OF THE CLOCK SPRING THE VW DEALER WILL REPAIR UNDER THE WARRANTY EXTENSION; | | | | CUSTOMER ACKNOWLEDGED;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A32DC[redacted]
Owner Or Fleet	[redacted]		GLENDALE HEIGHTS, IL, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	4/3/2019	Incident Date	N/A
Mileage	97,607		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/3/2019 8:06:00 AM	CUSTOMER STATES AIRBAG LIGHT AND STEERING CONTROLS ARE NOT WORKING ; HAD TAKATA REPLACED LAST YEAR AND AFRAID SOMETHING HAPPENED TO IT NOW ; GOING TO DEALER NOW AND THEY ARE GOING TO CHECK IT BY DIAGNOSIS ; | | | | CUSTOMER SEEKING RECALL INFORMATION | | | | CO ADVISED THERE IS NO RECALLS AND TAKATA AIRBAG WAS JUST REPLACING THE INFLATOR ; VEHICLE DOES HAVE A WARRANTY EXTENSION FOR CLOCK SPRING FOR 15 YEARS AND CUSTOMER IS EXPERIENCING THE SYMPTOMS ; DEALER WOULD NEED TO DIAGNOSIS VEHICLE AND IF ITS CONFIRMED TO BE A TORN CLOCK SPRING FOR A MANUFACTURE WARRANTY IT WILL BE AT NO COST TO CUSTOMER ; | | | | CUSTOMER SEEKING WARRANTY FOR HEADLIGHT ; EVERY 9-10 MONTHS, THE BULBS NEEDS TO BE CHANGED | | | | CO ADVISED THAT HEADLIGHTS WOULD BE NVLW COMPONENT AND THAT IS FOR 3Y/36K WOF ; | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A36GC[redacted]
Owner Or Fleet	[redacted]		MADISON, AL, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	4/4/2019	Incident Date	N/A
Mileage	15,470		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/4/2019 11:31:00 AM	SPOUSE OF CUSTOMER STATES CONTACT CCC TO SEE WHY DIAGNOSE FEE WAS CHARGE. CUSTOMER WAS ADVISED DUE TO VEHICLE IS 3YR/36K WOF WAY EXPIRED . VW WOULD NOT ASSIST WITH REPAIR AND THE DIAGNOSE FEE WOULD BE CHARGE. | | | CUSTOMER SEEKING GW FOR ABS REPAIR AND AIR BAG LIGHT CONCERN. | | | FACE TO FACE WITH SUP PRESTON: CUSTOMER ADVOCATE ADVISED CUSTOMER WAS AT DEALER AND IS SEEKING GOODWILL ASSISTANCE WITH ABS AND NOT SIGNIFICANTLY OUTSIDE OF WARRANTY AND ORIGINAL OWNER; SUPERVISOR ADVISED I WOULD AGREE WE CAN LOOK INTO POSSIBLE REPAIR ASSISTANCE; IN ORDER TO DETERMINE GOODWILL CUSTOMER WOULD HAVE TO AUTHORIZE A FORMAL DIAGNOSIS FEE; CUSTOMER ADVOCATE TO ADVISE | | | CA ADVISED THAT RCM WILL REVIEW CASE FOR POSSIBLE ASSISTANCE CAN NOT PROMISE ASSISTANCE. | | | CUSTOMER UNDERSTOOD AND THANKED | | | RCM TO REVIEW
4/4/2019 11:33:00 AM	SPOUSE OF CUSTOMER STATES CONTACT CCC TO SEE WHY DIAGNOSE FEE WAS CHARGE. CUSTOMER WAS ADVISED DUE TO VEHICLE IS 3YR/36K WOF WAY EXPIRED . VW WOULD NOT ASSIST WITH REPAIR AND THE DIAGNOSE FEE WOULD BE CHARGE. | | | CUSTOMER SEEKING GW FOR ABS REPAIR AND AIR BAG LIGHT CONCERN. | | | FACE TO FACE WITH SUP PRESTON: CUSTOMER ADVOCATE ADVISED CUSTOMER WAS AT DEALER AND IS SEEKING GOODWILL ASSISTANCE WITH ABS AND NOT SIGNIFICANTLY OUTSIDE OF WARRANTY AND ORIGINAL OWNER; SUPERVISOR ADVISED I WOULD AGREE WE CAN LOOK INTO POSSIBLE REPAIR ASSISTANCE; IN ORDER TO DETERMINE GOODWILL CUSTOMER WOULD HAVE TO AUTHORIZE A FORMAL DIAGNOSIS FEE; CUSTOMER ADVOCATE TO ADVISE | | | CA ADVISED THAT RCM WILL REVIEW CASE FOR POSSIBLE ASSISTANCE CAN NOT PROMISE ASSISTANCE. | | | CUSTOMER UNDERSTOOD AND THANKED | | | RCM TO REVIEW
4/4/2019 11:39:00 AM	CUSTOMER ADVOCATE ADVISED CUSTOMER WAS AT DEALER AND IS SEEKING GOODWILL ASSISTANCE WITH ABS AND NOT SIGNIFICANTLY OUTSIDE OF WARRANTY AND ORIGINAL OWNER; SUPERVISOR ADVISED I WOULD AGREE WE CAN LOOK INTO POSSIBLE REPAIR ASSISTANCE; IN ORDER TO DETERMINE GOODWILL CUSTOMER WOULD HAVE TO AUTHORIZE A FORMAL DIAGNOSIS FEE; CUSTOMER ADVOCATE TO ADVISE
4/4/2019 11:55:00 AM	RCM TO REVIEW FOR POSSIBLE GW. RCM TO CALL CUSTOMER BY COB 4/5/2019 AT [redacted] | | | RCM TO REVIEW
4/4/2019 9:29:00 AM	CUSTOMER STATES: BROUGHT VEHICLE IN FOR OIL CHANGE AND TIRE ROTATION; ABS AND AIR BAG WARNING LIGHT ON; $135 SERVICE DIAGNOSIS CHARGE AND WONDERING WHY DEALER WANTS TO CHARGE; DEALER PERFORMING 24DR SOON; WHAT VW WOULD DO IF AIR BAG DID NOT DEPLOY | | | CUSTOMER SEEKS: WHY THERE IS A DIAGNOSIS FEE | | | CO ADVISED: NVLW IS GOOD FOR 3 YEARS OR 36K MILES WOF; ONCE YOU ARE OUTSIDE WARRANTY A DIAGNOSIS AND REPAIR IS AT YOUR EXPENSE; CLOCK SPRING GOOD FOR 120K MILES OR 12/29/25 WOF; SYMPTOMS INCLUDE AIR BAG LIGHT ON AND HORN NOT WORKING; WARRANTY COVERS MANUFACTURERS DEFECTS; IN THE EVEN AN AIR BAG DID NOT DEPLOY IT WOULD BE INVESTIGATED | | | CO TO CLOSE
4/4/2019 9:41:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIR BAG LIGHT ON;
4/4/2019 9:41:00 AM	CATEGORY SELECTION : AUTOMATICBRAKE / LIGHT ON / ABS LIGHT ON;
4/5/2019 4:46:00 PM	CO CONTACTED CUSTOMER IN REGARDS TO WHAT DEALER VEHICLE IS AT OR WHERE IT WAS TAKEN FOR DIAGNOSES. | | | NO FURTHER ACTION PENDING CUSTOMER CALL BACK

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A36GC[redacted]
Owner Or Fleet	[redacted] MADISON, AL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	4/4/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

4/5/2019 8:06:00 AM	GARY, HAPPY FRIDAY. | | I HAVE A NEW CASE PLEASE REVIEW. | | MR. [redacted]/1VWBS7A36GC[redacted] | CUSTOMER ADVISED: BROUGHT VEHICLE IN FOR OIL CHANGE AND TIRE ROTATION; ABS AND AIR BAG WARNING LIGHT ON | | | CUSTOMER SEEKING: GOODWILL FOR ABS REPAIR AND AIR BAG LIGHT CONCERN. | | | WHAT I┬┤M SEEKING FOR: | | ┬┤┬┤┬┤┬┤┬┤DAMAGE CODE? | | ┬┤ THE VEHICLE DIAGNOSIS | | ┬┤ REPAIRS NEEDED | | ┬┤ MILEAGE | | ┬┤┬┤┬┤┬┤┬┤ ARE YOU OFFERING ANY GOODWILL? LOYALTY? | | | | RCM TO WAIT DLR
4/5/2019 9:19:00 AM	ALE, | | I DON┬┤T HAVE AN OPEN RO FOR THIS VEHICLE AND I HAVEN┬┤T SEEN THIS VEHICLE SINCE 2016. | | GARY | | | | RCM TO REVIEW
4/5/2019 9:39:00 AM	CO TO CONFIRM WHICH DEALER THE VEHICLE IS AT; RCM WILL FOLLOW UP WITH 4/8; CO TO CALL CUSTOMER
4/9/2019 2:12:00 PM	CUSTOMER STATES: 4/4: CUSTOMER TOOK VEHICLE TO VOLKSWAGEN OF MANDEVILLE VW DEALER 425646; 4/5: TRACTION WARNING LIGHT CAME ON; | | | CUSTOMER SEEKS: UPDATE ON CASE; | | | CUSTOMER ADVOCATE ADVISED: WILL DOCUMENT NEW VEHICLE CONCERNS AND WILL CORRECT DEALER; RCM TO FOLLOW UP WITH CUSTOMER BY COB 4/10; | | | RCM TO REVIEW;
4/9/2019 3:09:00 PM	RCM FOR POSSIBLE GOODWILL . RCM TO CONTACT CUSTOMER BY THE COB 4/10/2019 AT [redacted] | | | RCM TO REVIEW
4/10/2019 1:33:00 PM	SM : THE VEHICLE CAME IN ON APRIL 5TH. MILEAGE WAS 15,426. HER CONCERN WAS THAT SHE HAD MULTIPLE WARNING LIGHTS ON THE INSTRUMENT CLUSTER WERE ON. SHE DOES MAINTAIN THE VEHICLE HERE. IT HAS BEEN HERE FOR TWO SERVICE VISITS, AND SHE IS UP TO DATE ON MAINTENANCE. WE DO NOT HAVE A DIAGNOSIS FOR HER. WHEN THE SERVICE ADVISOR EXPLAINED TO HER THAT THE VEHICLE WAS OUT OF WARRANTY AND THERE WOULD BE A CHARGE FOR REPAIRS AND/OR DIAGNOSIS, SHE DECLINED TO GET THE VEHICLE DIAGNOSED. I AM NOT UNWILLING TO HELP HER IN ANY WAY, BUT I THINK IT WAS HER EXPECTATION THAT WHATEVER WAS WRONG WOULD BE COVERED BECAUSE THE VEHICLE WAS ONLY OUT OF WARRANTY BY THREE MONTHS. PLEASE LET ME KNOW IF YOU NEED ANYTHING ELSE. | | | RCM : I AGREE, SHE IS WELL WITHIN GW PARAMETERS, BUT NOT WITHOUT A DIAGNOSIS. | | | RCM TO REVIEW
4/10/2019 12:31:00 PM	THE FOLLOWING CUSTOMER HAS CONTACTED VW FOR ASSISTANCE WITH REPAIRS TO THEIR VEHICLE. CAN YOU PLEASE PROVIDE ME WITH THE FOLLOWING INFORMATION SO I CAN REVIEW THEIR REQUEST? | | | CARTER 1VWBS7A36GC[redacted] | | | ┬┤ WHAT DATE DID THE CAR COME IN? | ┬┤ WHAT WAS THE MILEAGE? | ┬┤ WHAT WERE THE CUSTOMER┬┤S CONCERNS? | ┬┤ WHAT WAS THE DIAGNOSIS OR CAUSE? | ┬┤ IS THIS VEHICLE DEALER MAINTAINED? ARE THEY LOYAL? | ┬┤ IS THE VEHICLE CAUGHT UP ON ALL THE MAINTENANCES? | ┬┤ WHAT IS THE COST OF REPAIRS AT WARRANTY RATES (BREAKDOWN OF PARTS AND LABOR)? | ┬┤ ANY OTHER COMMENTS OR THOUGHTS ON ASSISTANCE? | ┬┤ WAS GOODWILL OFFERED? | -IF YES, WHAT WAS OFFERED? | - IF NO, WHAT IS THE COST OF REAPAIRS PARTS & LABOR? | WHAT IS YOUR OPINION, CUSTOMER ____%+ DEALER ____% OF CONTRIBUTION +VW GOODWILL ____% OF CONTRIBUTION = 100% TOTAL | | | THANK YOU | |
4/10/2019 4:10:00 PM	[redacted] | | | RCM LEFT VOICE MAIL MESSAGE FOLLOWING UP TO DISCUSS CASE; EXTENSION 43453; DIAGNOSIS NEEDED FOR ANY FURTHER REVIEW | | RCM TO WAIT CUSTOMER CALL | |
4/10/2019 5:02:00 PM	CUSTOMER STATES RECEIVED VM BUT WAS NOT ABLE TO UNDERSTAND IT ; WAS ABLE TO GET EXTENSION ; | | | | CUSTOMER SEEKING TO SPEAK TO RCM | | | | CUSTOMER ADVOCATE ATTEMPTED TO REACH OUT TO RCM : VIA LYNC RCM ADVISED VEHICLE NEEDS TO BE DIAGNOSIS TO FURTHER REVIEW; | | | | CUSTOMER ADVOCATE ADVISED VEHICLE DID GO TO DEALER 425649 BUT SINCE IT WAS NOT DIAGNOSIS, WE ARE UNABLE TO FURTHER REVIEW CASE ; CUSTOMER WOULD NEED TO AUTHORIZE DIAGNOSIS AT DEALER AND FROM THERE RCM IS ABLE TO LOOK INTO REQUEST FURTHER ; AWARE VEHICLE IS LOW ON MILEAGE AND JUST OUTSIDE OF NVLW BY AGE ; | | | | CUSTOMER ACKNOWLEDGED ; WILL CONTACT DEALER TOMORROW AND LET CARE KNOW WHEN VEHICLE WILL GET INTO DEALER 425649 | | | | RCM TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A36GC[redacted]
Owner Or Fleet	[redacted] MADISON, AL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	4/4/2019	Incident Date	N/A
Mileage	15,470		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

4/18/2019 10:56:00 AM	SM ADVISED CUSTOMER HAS NOT AUTHORIZED DIAG | | | RCM ADVISED CLOSING CASE PENDING CUSTOMER CONTACT | | | NO FURTHER ACTION PENDING CUSTOMER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCP7A37DC[redacted]
Owner Or Fleet	[redacted] SCHWENKSVILLE, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	4/4/2019	Incident Date	N/A
Mileage	57,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/4/2019 1:30:00 PM	CUSTOMER STATES AIRBAG LIGHT IS ON IN THE VEHICLE; PHONE FUNCTION HAS NOT BEEN WORKING PROPERLY; WANTS TO KNOW IF THERE IS A RECALL ON THE VEHICLE FOR THIS CONCERN | | | CUSTOMER SEEKS TO KNOW IF ISSUE IS RELATED TO AIRBAG RECALL | | | CO ADVISED AIRBAG RECALL HAS BEEN COMPLETED BUT THERE IS AN EXTENDED WARRANTY ON THE VEHICLE FOR THE AIRBAG CLOCK SPRING; IF THE AIRBAG LIGHT COMES ON AND STAYS ON AND THE STEERING WHEEL FUNCTIONS DO NOT WORK PROPERLY THERE MAY BE AN ISSUE WITH THE AIRBAG CLOCK SPRING; VEHICLE CAN BE DIAGNOSED AND REPAIRED AT NO COST IF THAT IS THE ISSUE | | | X-TIME ERROR NOT ABLE TO SET APPOINTMENT; WILL CALL THE DEALER DIRECTLY | | | CO TO EMAIL APPOINTMENT DETAILS AFTER SPEAKING TO DEALER
4/4/2019 4:22:00 PM	SERVICE STATES NO OPENINGS UNTIL MAY; CO WOULD NEED TO SPEAK TO SERVICE MANAGER | | | SERVICE MANAGER STATES THEY ARE BOOKED UNTIL THE FIRST WEEK OF MAY; SUGGESTED CUSTOMER TAKE THE VEHICLE TO THE VW DEALER IN ARDMORE OR DEVON | | | CO TO CALL CUSTOMER | | | |
4/4/2019 4:44:00 PM	CO ADVISED ISSUE WITH SETTING APPOINTMENT; DEALER 406482 HAS NO OPENING UNTIL THE FIRST WEEK IN MAY; THEY SUGGESTED WORKING WITH DEALER 406496 IN DEVON OR DEALER 406506 IN ARDMORE; PROVIDED CASE NUMBER AND ASKED CUSTOMER TO RETURN CALL | | | CO TO WAIT FOR CUSTOMER CALL

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ1BM[redacted]
Owner Or Fleet	[redacted] LONG BEACH, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	4/4/2019	Incident Date	N/A
Mileage	119,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/4/2019 1:59:00 PM	CUSTOMER STATES RECEIVED A NOTICE BACK IN DECEMBER REGARDING A WARRANTY EXT. FOR AIRBAG CLOCK SPRING; CURRENTLY HAVE AN AIR BAG LIGHT ON; WHAT WOULD NEED TO DONE REGARDING VEHICLE ISSUE TO SEE IF IT┬┐S UNDER THE WARRANTY EXT. | | | | CUSTOMER SEEKING WHAT TO DO REGARDING VEHICLE ISSUE; | | | | CO ADVISED CUSTOMER WOULD WANT TO GET VEHICLE INTO THE DEALER TO SEE IF VEHICLE ISSUE IS RELATED TO WARRANTY EXT.; OFFERED TO SCHEDULE DEALER APPOINTMENT; DEALER APPOINTMENT SCHEDULED FOR 4/4 AT 3:00PM; | | | | NO FURTHER ACTION;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW637AJ5EM[redacted]
Owner Or Fleet	[redacted] Pittsburgh, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	4/5/2019	Incident Date	N/A
Mileage	27,417		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/5/2019 10:26:00 AM	MEDIA ATTACHED IN DOC CENTER
4/5/2019 11:57:00 AM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DEALERSHIP; THE DEALER PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; CUST ONLY PAID DEDUCTIBLE; VW TO REIMBURSE TOTAL: $107.00. | | | | SP TO GENERATE CHECK REQUEST.
4/5/2019 11:59:00 AM	3VW637AJ5EM[redacted] VW TO REIMBURSE CUSTOMER FOR WECY WARRANTY EXTENSION; TOTAL: $107.00. | | | | GENERATED CHECK REQUEST.
4/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 107.00 MAILED ON 04/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A3XDC[redacted]
Owner Or Fleet	[redacted] MILLERSBURG, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	4/5/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/5/2019 10:33:00 AM	MEDIA ATTACHED IN DOC CENTER
4/9/2019 10:28:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM THE DEALER; THE DEALER PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; VW TO REIMBURSE TOTAL: $524.14. | | | SP TO GENERATE CHECK REQUEST.
4/9/2019 10:31:00 AM	1VWBP7A3XDC[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $524.14. | | | GENERATED CHECK REQUEST.
4/15/2019 5:32:00 PM	CUSTOMER STATES: CUSTOMER SENT DOCUMENTATION FOR THE AIRBAG CLOCK SPRING REIMBURSMENT AND CUSTOMER HAS NOT HEARD ANYTHING AS OF YET | | | CUSTOMER SEEKING: TO KNOW IF VW RECEIVED DOCUMENTS | | | CA ADVISED: CUSTOMER THAT DOCUMENTS WERE RECEIVED AND VW WILL REIMBURSE CUSTOMER A TOTAL $524.14 AND CUSTOMER SHOULD RECEIVE THE CHECK IN ABOUT 3-4 WEEKS IN THE MAIL | | | CUSTOMER WAS THANKFUL | | | NO FURTHER ACTION | |
4/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 524.14 MAILED ON 04/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32DC[redacted]
Owner Or Fleet	[redacted] Virginia Beach, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	4/5/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/5/2019 10:36:00 AM	MEDIA ATTACHED IN DOC CENTER
4/15/2019 10:31:00 AM	1VWBP7A32DC[redacted]VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $50.00. | | | | GENERATED CHECK REQUEST.
4/15/2019 9:54:00 AM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; THE REPAIRS WERE COMPLETED PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; CUST ONLY HAD TO PAY FOR THE DEDUCTIBLE; VW TO REIMBURSE TOTAL: $50.00. | | | | SP TO GENERATE CHECK REQUEST
4/23/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 50.00 MAILED ON 04/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBB7AJ8AW[redacted]
Owner Or Fleet	[redacted] TEMPE, AZ, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2010		
Report Date	4/5/2019	Incident Date	N/A
Mileage	50,111		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549CP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/5/2019 11:21:00 AM	MEDIA ATTACHED IN DOC CENTER
4/26/2019 1:02:00 PM	WVWBB7AJ8AW[redacted] VW TO REIMBURSE WECY WARR EXT AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $293.58. | | | | GENERATED CHECK REQUEST.
4/26/2019 1:05:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
4/26/2019 12:59:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEP REPAIR SHOP; THE INDEP REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE FIRST VALID OUT OF POCKET DATE (MARCH 30, 2013); VW TO REIMBURSE AS GOODWILL; VW TO REIMBURSE PARTS $147.10; VW TO REIMBURSE LABOR $126.00; TAX $20.48; VW TO REIMBURSE TOTAL: $293.58. | | | SP TO GENERATE CHECK REQUEST.
5/2/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 293.58 MAILED ON 05/01/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AXXEW[redacted]
Owner Or Fleet	[redacted] LAKEWOOD, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	4/5/2019	Incident Date	N/A
Mileage	58,745		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/5/2019 11:28:00 AM	MEDIA ATTACHED IN DOC CENTER
4/22/2019 2:38:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; THE DEALER PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; THE CUSTOMER ONLY HAD TO PAY THE DEDUCTIBLE; VW TO REIMBURSE TOTAL: $250.00. | | | | SP TO GENERATE CHECK REQUEST.
4/22/2019 2:42:00 PM	WVGBV3AXXEW[redacted] VW TO REIMBURSE CUSTOMER FOR WECY WARRANTY EXTENSION; TOTAL: $250.00. | | | | GENERATED CHECK REQUEST.
4/26/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 250.00 MAILED ON 04/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32CC[redacted]
Owner Or Fleet	[redacted] Ramona, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	4/5/2019	Incident Date	N/A
Mileage	77,120		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/5/2019 11:31:00 AM	MEDIA ATTACHED IN DOC CENTER
4/10/2019 3:59:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED POP FROM DLR; POP STATES THE CUSTOMER HAD AN EXTENDED WARRANTY ON THE VEHICLE; RO DOES NOT SHOW ANY DEDUCTIBLE; DID NOT PROVIDE POP; SP TO CALL DLR TO SEE IF THE CUSTOMER PAID THE FULL AMOUNT OR PAID A DEDUCTIBLE.
4/10/2019 4:04:00 PM	SP CALLED DLR TO CONFIRM PAYMENT; HAS SUBLET FOR $35.00; ONLY SHOWS CHARGE OF $725.01; DOES NOT SHOW IN THEIR SYSTEM IF THE CUSTOMER PAID FOR THE REPAIR OR IF IT WAS COVERED BY THE EXTENDED WARRANTY. | | | SP TO SEND CUSTOMER A LETTER REQUESTING POP.
4/10/2019 4:13:00 PM	SP MAILED LETTER REQUESTING POP
4/18/2019 2:12:00 PM	MEDIA ATTACHED IN DOC CENTER
4/29/2019 3:08:00 PM	CUSTOMER CONFIRMED PAYMENT; CUSTOMER PAID $573.08 FOR REPAIRS TO THE AIR BAG CLOCK SPRING; TAX $26.98; VW TO REIMBURSE TOTAL: $600.06. | | | SP TO GENERATE CHECK REQUEST.
4/29/2019 3:10:00 PM	1VWBP7A32CC[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $600.06. | | | GENERATED CHECK REQUEST.
5/4/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 600.06 MAILED ON 05/03/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32CC[redacted]
Owner Or Fleet	[redacted] MAHOPAC, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	4/5/2019	Incident Date	N/A
Mileage	58,744		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/5/2019 12:48:00 PM	MEDIA ATTACHED IN DOC CENTER
4/10/2019 1:43:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DEALERSHIP; THE DEALER PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING BEFORE THE RELEASE OF THE WARRANTY EXTENSION; VW TO REIMBURSE TOTAL: $545.37. | | | SP TO GENERATE CHECK REQUEST.
4/10/2019 1:45:00 PM	1VWBP7A32CC[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $545.37. | | | GENERATED CHECK REQUEST.
4/23/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 545.37 MAILED ON 04/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A38DC[redacted]
Owner Or Fleet	[redacted] CECILIA, KY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	4/5/2019	Incident Date	N/A
Mileage	66,924		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/5/2019 1:49:00 PM	MEDIA ATTACHED IN DOC CENTER
4/8/2019 12:20:00 PM	CUST SENT IN RO AND POP FOR REIMBURSEMENT REVIEW;
4/8/2019 12:54:00 PM	REFERENCE # [redacted] | | | | DEAR MR. [redacted] | | | | I HOPE YOU┬┐RE HAVING A GREAT DAY. | | | | THANK YOU FOR PROVIDING PROOF OF PAYMENT FOR YOUR AIRBAG CLOCK SPRING REPAIR. I WILL NOW ESCALATE YOUR CASE FOR FURTHER REIMBURSEMENT REVIEW UNDER THE AIRBAG CLOCK SPRING WARRANTY EXTENSION. THIS PROCESS WILL TAKE UP TO 60 DAYS TO COMPLETE. ONCE COMPLETED, YOU WILL BE SENT YOUR DETERMINATION VIA US POSTAL MAIL. | | | | IN THE MEANTIME, IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, FEEL FREE TO REPLY TO THIS EMAIL AND I WOULD BE HAPPY TO HELP THE BEST I CAN. | | | | | | SINCERELY, | | | | | | | | ZHANE S. | | CUSTOMER CARE ADVOCATE | |
4/8/2019 12:56:00 PM	SP TO REVIEW FOR REIMBURSEMENT REVIEW UNDER WEXT
4/22/2019 4:43:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $938.00. | | | SP TO GENERATE CHECK REQUEST.
4/22/2019 4:46:00 PM	1VWBN7A38DC[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $938.00. | | | | GENERATED CHECK REQUEST.
4/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 938.00 MAILED ON 04/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCV7A39FC[redacted]
Owner Or Fleet	[redacted]SPARTANBURG, SC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	4/5/2019	Incident Date	N/A
Mileage	70,500		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/5/2019 3:50:00 PM	CUSTOMER STATES THAT HE'S AWARE OF CONCERN WITH THE RECALL; HOWEVER CURRENTLY THE AIRBAG LIGHT; HORN NOT WORKING AS WELL AS CONTROLS ON STEERING WHEEL; AWARE OF WARRANTY EXTENSION; MENTIONED THAT HE'S AWARE OF TAKATA AIRBAG RECALL; REACHED OUT TO DEALER BUT DOES NOT HAVE PARTS AVAILABLE; | | | CUSTOMER SEEKING TO KNOW IF CLOCK SPRING WARRANTY EXTENSION IS APPLICABLE TO CUSTOMER; | | | CO CONFIRMED OPEN RECALL ON VEHICLE AS WELL AS CLOCK SPRING WARRANTY EXT. 10/120K WOF: ADVISED THAT CUSTOMER SHOULD SCHEDULE AN APPOINTMENT TO DIAGNOSE VEHICLE: OFFERED TO SCHEDULE APPOINTMENT HOWEVER CUSTOMER STATES HE HAS TO SPEAK WITH SPOUSE REGARDING SCHEDULE; EMAILED CUSTOMER CASE NUMBER; | | | WAIT FOR CUSTOMER CONTACT ; | | |
4/5/2019 4:24:00 PM	REFERENCE #[redacted] | | DEAR MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | CHRISTIAN E. | | CUSTOMER CARE ADVOCATE | |
4/5/2019 4:26:00 PM	CATEGORY SELECTION : ELECTRICAL / INOPERABLE - 2 / CONTROL ON STEERING WHEEL NOT WORKING; ELECTRICAL / INOPERABLE - 1 / HORN NOT WORKING; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;
4/12/2019 1:04:00 PM	REFERENCE #[redacted] | | | | DEAR MR. [redacted] | | | | | | I┬┐VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. AT YOUR EARLIEST CONVENIENCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987. | | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | | | SINCERELY, | | | | | | | CHRISTIAN E. | | CUSTOMER CARE ADVOCATE | | | |
4/12/2019 12:59:00 PM	CO LEFT VOICE MAIL FOLLOWING UP PER LAST CONVERSATION REGARDING CLOCK SPRING WARRANTY COVERAGE; ADVISED CAN RESPOND TO EMAIL WITH APPOINTMENT DETAILS AS WELL; | | | CO TO EMAIL CUSTOMER;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A37EC[redacted]
Owner Or Fleet	[redacted], GRAND RAPIDS, MI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	4/5/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/5/2019 4:03:00 PM	MEDIA ATTACHED IN DOC CENTER
4/9/2019 3:47:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; CUST ONLY HAD TO PAY THE DEDUCTIBLE; VW TO REIMBURSE TOTAL: $50.00. | | | | SP TO GENERATE CHECK REQUEST.
4/9/2019 3:48:00 PM	1VWBP7A37EC[redacted]VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $50.00. | | | | GENERATED CHECK REQUEST.
4/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 50.00 MAILED ON 04/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX6EW[redacted]
Owner Or Fleet	[redacted] ROCHESTER HILLS, MI, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	4/8/2019	Incident Date	N/A
Mileage	100,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/8/2019 8:23:00 AM	CUSTOMER STATES: CLOCK SPRING NEEDS REPLACEMENT AND HEARD ABOUT RECALL; DEALER ADVISED RECALL DOES NOT APPLY | | | | CUSTOMER SEEKS: IF RECALL APPLIES TO VEHICLE | | | | CO ADVISED: NO OPEN RECALLS; CLOCK SPRING EXTENSION GOOD FOR 120K MILES OR 1/29/24 WOF; SHOULD BE COVERED IF DIAGNOSED AS CLOCK SPRING AND A MANUFACTURERS DEFECT | | | | CO TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWAP7AN7EE[redacted]
Owner Or Fleet	[redacted] HADDONFIELD, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2014		
Report Date	4/8/2019	Incident Date	N/A
Mileage	63,241		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AB		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/8/2019 8:44:00 AM	MEDIA ATTACHED IN DOC CENTER
4/9/2019 11:11:00 AM	CUST SEEKING REIMBURSEMENT UNDER THE WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE INDEP REPAIR SHOP; THE INDEP REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING ON OCT 3, 2018 PRIOR TO THE RELEASE OF TEH WARRANTY EXTENSION; VW TO REIMBURSE PARTS $408.10; VW TO REIMBURSE LABOR $248.04; VW TO REIMBURSE TAX $42.64; VW TO REIMBURSE TOTAL: $698.78. | | | | SP TO GENERATE CHECK REQUEST.
4/9/2019 11:41:00 AM	WVWAP7AN7EE[redacted]VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $698.78. | | | | GENERATED CHECK REQUEST.
4/9/2019 11:48:00 AM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
4/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 698.78 MAILED ON 04/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7ANXAE[redacted]
Owner Or Fleet	[redacted]		Atlanta, GA, [redacted]
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	4/8/2019	Incident Date	N/A
Mileage	105,277		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/8/2019 9:08:00 AM	MEDIA ATTACHED IN DOC CENTER
4/9/2019 3:52:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; REPAIRS WERE COMPLETED PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; VW TO REIMBURSE TOTAL: $538.38. | | | | SP TO GENERATE CHECK REQUEST.
4/9/2019 3:54:00 PM	WVWMN7ANXAE[redacted]VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $538.38. | | | | GENERATED CHECK REQUEST.
4/17/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 538.38 MAILED ON 04/16/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBV7A3XFC[redacted]
Owner Or Fleet	[redacted] Bloomington, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	4/8/2019	Incident Date	N/A
Mileage	24,875		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/8/2019 9:13:00 AM	MEDIA ATTACHED IN DOC CENTER
4/25/2019 2:03:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; THE DLR PERFORMED REPAIRS TO THE POWER STEERING AND THE AIR BAG CLOCK SPRING; WECY WARR EXT ONLY COVERS THE AIR BAG CLOCK SPRING; VW TO REIMBURSE PARTS $348.08; VW TO REIMBURSE LABOR ASSOCIATED WITH THE AIR BAG CLOCK SPRING $248.04; TAX $26.10; VW TO REIMBURSE TOTAL: $622.22. | | | SP TO GENERATE CHECK REQUEST.
4/25/2019 2:06:00 PM	1VWBV7A3XFC[redacted] VW TO REIMBURSE CUSTOMER FOR WECY WARR EXT; TOTAL: $622.22. | | | GENERATED CHECK REQUEST.
4/25/2019 2:12:00 PM	SP MAILED LETTER EXPLAINING REIMBURSEMENT.
5/2/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 622.22 MAILED ON 05/01/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A33FC[redacted]
Owner Or Fleet	[redacted] HINESVILLE, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	4/8/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/8/2019 3:18:00 PM	CUSTOMER STATES: 2 MONTHS AGO TIRE PRESSURE AND AIR BAG LIGHT CAME ON; FOUND INFORMATION FOR CLOCK SPRING ONLINE; FOUND RECALL FOR AIR BAG RECENTLY; NEEDS OIL AND BRAKE FLUID CHANGE AND APPOINTMENT FOR DEALER SCHEDULED | | | | CUSTOMER SEEKS: DEALER APPOINTMENT | | | | CO ADVISED: APPOINTMENT SET FOR DEALER 405111 FOR 4/12 AT 9AM WITH ELIZABETH [redacted] DEALER WILL DIAGNOSE BOTH WARNING LIGHTS, PERFORM 24DR AND AIR BAG RECALL; CLOCK SPRING COVERED FOR 120K MILES OR 1/30/25 WOF | | | | CO TO CLOSE
4/8/2019 3:30:00 PM	CATEGORY SELECTION : TIRESRELATED / OTHER SYMPTOM - 1 / TIRE PRESSURE LIGHT ON;
4/8/2019 3:30:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIR BAG LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDZ7AJ6BM[redacted]
Owner Or Fleet	[redacted], Philadelphia, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	4/8/2019	Incident Date	N/A
Mileage	51,317		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/8/2019 4:42:00 PM	REFERENCE CASE #: [redacted]* | | | CUSTOMER STATES: SPOKE TO SOMEONE A FEW WEEKS AGO, REGARDING A REIMBURSEMENT REQUEST; CUSTOMER HAD PAID DEALER 408278 $537.95 FOR REPLACEMENT OF THEIR AIRBAG CLOCK SPRING WHILE WITHIN THE WARRANTY EXTENSION PARAMETERS; CUSTOMER STILL DOESN'T HAVE HER POP, BUT IS PLANNING ON GOING TO THE BANK TO OBTAIN IT IN HER DEBIT CARD HISTORY | | | CUSTOMER SEEKING: TO CONTINUE PROCESS FOR REIMBURSEMENT REQUEST | | | CO ADVISED: REPAIR ORDER AND POP CAN BE SENT IN VIA EMAIL, MAIL, OR FAX; CUSTOMER STATES WILL MAIL THEM; CO ADVISED WILL EMAIL CASE NUMBER AND MAILING ADDRESS; CO ALSO PROVIDED BOTH VERBALLY; CO ADVISED CUSTOMER NEEDS TO SEND IN DOCUMENTS WITH UPDATED CASE NUMBER ATTACHED; ONCE RECEIVED, REVIEW PROCESS WILL BE UP TO 60 DAYS, AND THEN CUSTOMER WILL RECEIVE DECISION BY MAIL | | | WAIT FOR CUSTOMER MAIL*
4/8/2019 4:49:00 PM	REFERENCE # [redacted] | | | DEAR MRS. [redacted] | | | THANKS FOR TAKING THE TIME TO SPEAK WITH ME TODAY. | | | AS WE DISCUSSED, I WANTED TO FOLLOW UP WITH YOU VIA EMAIL TO PROVIDE THE CONTACT INFORMATION YOU REQUESTED: | | | VOLKSWAGEN CUSTOMER CARE | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | | | PHONE NUMBER: 800-822-8987 | | | FAX NUMBER: 248-754-6504 | | | | | IF YOU HAVE ANY FURTHER QUESTIONS, PLEASE DON┬┐T HESITATE TO CONTACT CUSTOMER CARE AGAIN AT 800-822-8987. YOU ARE ALSO WELCOME TO REPLY TO THIS EMAIL. | | | SINCERELY, | | | | | KURT O | | CUSTOMER CARE ADVOCATE | |
4/18/2019 9:31:00 AM	REFERENCE # [redacted] | | | DEAR MRS. [redacted] | | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | - A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | | - PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | | FAX: 248-754-6504 | | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | SINCERELY, | | | | | KURT O | | CUSTOMER CARE ADVOCATE | | |
4/25/2019 12:07:00 PM	CO ATTEMPTED TO CONTACT CUSTOMER, BUT LINE DISCONNECTED | | | CO TO CALL CUSTOMER AGAIN*
4/25/2019 12:08:00 PM	CO ATTEMPTED ANOTHER CALLBACK TO CUSTOMER, BUT LINE DISCONNECTED AGAIN | | | NO FURTHER ACTION, PENDING CUSTOMER RESPONSE*
4/25/2019 12:10:00 PM	REFERENCE # [redacted] | | | DEAR MRS. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH US. | | | I┬┐VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. AT YOUR EARLIEST CONVENIENCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987. | | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | | SINCERELY, | | | | | | | KURT O | | CUSTOMER CARE ADVOCATE | | |
4/25/2019 7:53:00 PM	CUSTOMER STATES HAS NOT BEEN FEELING WELL; WILL GET DOCUMENTS IN WITHIN THE NEXT 2 WEEKS; CUSTOMER WILL SEND IT BY FAX | | | CUSTOMER SEEKS TO MAKE CO AWARE DOCUMENTS WILL BE FAXED WITHIN THE NEXT 2 WEEKS | | | CUSTOMER ADVOCATE ADVISED CUSTOMER CO WILL BE MADE AWARE; ALSO ADVISED TO REMEMBER TO PUT THE REFERENCE NUMBER ON THE DOCUMENTS THAT ARE FAXED IN | | | CO TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDZ7AJ6BM[redacted]
Owner Or Fleet	[redacted] Philadelphia, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	4/8/2019	Incident Date	N/A
Mileage	51,317		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

5/2/2019 4:58:00 PM	MEDIA ATTACHED IN DOC CENTER
5/6/2019 12:20:00 PM	SPECIAL PROJECTS TO REVIEW REIMBURSEMENT REQUEST FOR REPAIR OF AIRBAG CLOCK SPRING AT DEALER 408278 PRIOR TO WARRANTY EXTENSION BEING ISSUED FOR VEHICLE | | | SPECIAL PROJECTS TO REVIEW*
5/6/2019 12:20:00 PM	REFERENCE # [redacted] | | | DEAR MRS. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | KURT O | | CUSTOMER CARE ADVOCATE | | | |
5/6/2019 12:34:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM THE DEALER; THE DEALER PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; VW TO REIMBURSE TOTAL: $537.95. | | | SP TO GENERATE CHECK REQUEST.
5/6/2019 12:36:00 PM	3VWDZ7AJ6BM[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $537.95. | | | GENERATED CHECK REQUEST.
5/16/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 537.95 MAILED ON 05/15/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A37CC[redacted]
Owner Or Fleet	[redacted] EL DORADO HILLS, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	4/8/2019	Incident Date	N/A
Mileage	129,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/8/2019 5:26:00 PM	CUSTOMER STATES: HAD REPAIR COMPLETED ON THE STEERING WHEEL CLOCK SPRING AND IS SEEKING REIMBURSEMENT; | | | | CUSTOMER SEEKING: REIMBURSEMENT INFORMATION; | | | CO ADVISED: THAT THE CUSTOMER WILL RECEIVE AN EMAIL WITH A CASE NUMBER FOR THE OPENED CASE; ONCE THE CUSTOMER RECEIVES THE EMAIL THE CUSTOMER CAN ATTACH THE POP AND INVOICE TO THE EMAIL AND RETURN IT TO VW; THE REIMBURSEMENT PROCESS TAKES APPROXIMATELY 60 BUSINESS DAYS; | | | CUSTOMER ACKNOWLEDGED: | | | CO TO WAIT CORRESPONDENCE;
4/8/2019 5:31:00 PM	IN DOCUMENT CENTER
4/9/2019 4:30:00 PM	MEDIA ATTACHED IN DOC CENTER | | | FROM: [redacted] | | SENT: TUESDAY, APRIL 09, 2019 4:02 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | DAWN, | | | PLEASE FIND THE ATTACHED DOUMENTS FOR YOUR REVIEW. AGAIN, I APPRECIATE YOUR ASSISTANCE YESTERDAY!! | | | RESPECTFULLY, | | | [redacted] |
4/9/2019 4:43:00 PM	SPECIAL PROJECTS TO REVIEW FOR POSSIBLE REIMBURSEMENT ON THE CLOCK SPRING IN THE VEHICLE;
4/9/2019 4:46:00 PM	CO LEFT VM FOR CUSTOMER STATING THAT THE INFORMATION WAS RECEIVED AND THE WILL BE ESCALATED TO THE CORRECT DEPARTMENT; THE CUSTOMER SHOULD HEAR FROM VW VIA THE MAIL IN 60 BUSINESS DAYS;
5/1/2019 4:33:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; VW TO REIMBURSE TOTAL: $623.05. | | | | SP TO GENERATE CHECK REQUEST.
5/1/2019 4:35:00 PM	1VWBP7A37CC[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $623.05. | | | | GENERATED CHECK REQUEST.
5/9/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 623.05 MAILED ON 05/08/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A36HC[redacted]
Owner Or Fleet	[redacted] Somerville, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	4/8/2019	Incident Date	N/A
Mileage	62,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/8/2019 5:41:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN MA STATE; ORIGINAL OWNER; VEHICLE WAS PURCHASED; BRAND LOYAL CUSTOMER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT AND STEERING CONTROLS NOT WORKING VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT <DEALER 401023 ON 4/6 ; DIAGNOSIS WAS A FEW DAYS AGO AND THEY ORDER PART ; DEALER KNEW VEHICLE DID NOT HAVE RECALL; ROUGHLY $600 REPAIR; | | | CUSTOMER SEEKING: REIMBURSEMENT; | | | CO ADVISED VEHICLE WAS NOT AFFECTED BY RECALL BUT THE MANUFACTURE DID EXTENDED COMPONENT FOR 10Y/120K WOF AND VEHICLE WAS PART OF THAT ; ADVISED TO REPLY TO EMAIL WITH INVOICE AND POP; TAKES ROUGHLY 60 DAYS FOR REVIEW PROCESS; | | | CUSTOMER STATES KIND OF UPSET DEALER MISSED THE WARRANTY EXTENSION | | | CO TO WAIT FOR CUSTOMER MAIL
4/8/2019 5:49:00 PM	REFERENCE #[redacted] | | DEAR MS.[redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | JANET V | | CUSTOMER CARE ADVOCATE | | |
4/9/2019 4:48:00 PM	REFERENCE #[redacted] | | DEAR MS. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | JANET V | | CUSTOMER CARE ADVOCATE | |
4/9/2019 4:48:00 PM	SP TO REVIEW UNDER WARRANTY EXTENSION FOR CLOCK SPRING;
4/9/2019 8:45:00 AM	MEDIA ATTACHED IN DOC CENTER
4/9/2019 8:46:00 AM	MEDIA ATTACHED IN DOC CENTER
4/9/2019 8:46:00 AM	FROM:[redacted] | | SENT: TUESDAY, APRIL 09, 2019 8:09 AM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | THANK YOU, JANET, FOR YOUR ATTENTION TO THIS MATTER IN AN EFFORT TO COVER THE COST OF A RECENT REPLACEMENT OF MY 2017 VW CLOCKSPRING. I'VE ATTACHED THE INVOICES AND RECEIPTS FOR THE SERVICE. THE INVOICES WERE STAMPED AS "PAID", BUT IF YOU NEED CREDIT CARD STATEMENTS, I CAN PROVIDE THOSE AS WELL. I AM A LONG TIME VW CUSTOMER AND I LOOK FORWARD TO A LIFETIME OF VW SERVICE. | | | TAKE CARE, | | /[redacted] | | SOMERVILLE, MA [redacted] | | | | | CO TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A36HC[redacted]
Owner Or Fleet	[redacted] Somerville, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	4/8/2019	Incident Date	N/A
Mileage	62,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

5/2/2019 1:12:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; THE DLR PERFORMED THE REPAIR AND DID NOT COVER IT UNDER THE WARRANTY EXTENSION; SP SEARCHED VIN AND TEH CUSTOMER DOES HAVE THE WARRANTY EXTENSION UNTIL 120,000 MILES; VW TO REIMBURSE CUST FOR REPAIRS UNDER THE WARRANTY EXTENSION; VW TO REIMBURSE TOTAL: $592.95. | | | | SP TO GENERATE CHECK REQUEST.
5/2/2019 1:14:00 PM	1VWBT7A36HC[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $592.95. | | | | GENERATED CHECK REQUEST.
5/9/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 592.95 MAILED ON 05/08/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A36DC[redacted]
Owner Or Fleet	[redacted] LAKE CHARLES, LA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	4/8/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/8/2019 9:08:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES AIR BAG LIGHT IS ON AND ALSO THE STEERING WHEEL CONTROLS AND HORN AREN'T WORKING; CUSTOMER IS AWARE THAT THESE ARE THE SYMPTOMS OF A BAD CLOCK SPRING; | | | CUSTOMER SEEKING WHAT TO DO; | | | CO ADVISED OPEN WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING UNTIL 12/8/2027, WITH UNLIMITED MILEAGE; CO OFFERED TO SCHEDULE APPOINTMENT, BUT CUSTOMER DECLINED; | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A32EC[redacted]
Owner Or Fleet	[redacted], Cincinnati, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	4/9/2019	Incident Date	N/A
Mileage	96,130		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/9/2019 11:35:00 AM	CUSTOMER STATES: HORN STOPPED WORKING IN MAY 2018; AIRBAG CLOCK SPRING WAS CONCERN; HORN HAS GONE OUT AGAIN; EPC LIGHT IS ON; HAS REPLACED UPPER VALVE AND SOMETHING ELSE | | | CUSTOMER SEEKS: REIMBURSEMENT FOR AIRBAG CLOCK SPRING | | | CO ADVISED: WILL EMAIL CUSTOMER TO SEND IN DOCUMENTS FOR REIMBURSEMENT REVIEW; WILL NEED PROOF OF PAYMENT AND REPAIR ORDER SUBMITTED; REVIEW WILL TAKE UP TO 60 DAYS | | | CO TO EMAIL CUSTOMER
4/9/2019 11:41:00 AM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | - A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | | - PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | SINCERELY, | | | | | STEFANI S | | CUSTOMER CARE ADVOCATE | | | CO TO WAIT CUSTOMER MAIL
4/15/2019 1:02:00 PM	MEDIA ATTACHED IN DOC CENTER
4/15/2019 1:53:00 PM	CONFIRMED PAYMENT VIA XTIME | | | CO TO EMAIL CUSTOMER DOCUMENTS RECEIVED EMAIL
4/15/2019 3:37:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | STEFANI S | | CUSTOMER CARE ADVOCATE | | | CO TO SEND TO SPECIAL PROJECTS
4/15/2019 4:10:00 PM	SPECIAL PROJECTS TO REVIEW FOR REIMBURSEMENT
4/22/2019 4:16:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING AND HAD 2 BULBS REPLACED; VW TO REIMBURSE AIR BAG CLOCK SPRING REPAIRS ONLY; VW TO REIMBURSE TOTAL: $446.44. | | | SP TO GENERATE CHECK REQUEST.
4/22/2019 4:26:00 PM	1VWAT7A32EC[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $446.44. | | | GENERATED CHECK REQUEST.
4/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 446.44 MAILED ON 04/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A39G[redacted]
Owner Or Fleet	[redacted] MURFREESBORO, TN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	4/9/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/9/2019 12:57:00 PM	CUSTOMER CALLING ABOUT ISSUE WITH CLOCK SPRING, PURCHASED FROM HERTZ 2 YEARS AGO, HERTZ PAID FOR THE CLOCK SPRING SHORTLY AFTER PURCHASED BECAUSE IT FAILED, BUT AIRBAG LIGHT IS ON AND STEERING WHEEL CONTROLS DO NOT WORK AGAIN, IS PLANNING ON GOING TO MU RFEESBORO. VW 407432 FOR THE ECM SOFTWARE RECALL, WONDERING ABOUT THIS AS WIFE CANNOT FIND LETTER ABOUT CLOCKSPRING. | | | CO VERIFIED OPEN RECALL FOR ECM SOFTWARE AND WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING, ASKED CUSTOMER TO HOLD WHILE RESEARCHING FURTHER. CO TO REVIEW WITH TL | | | FACE TO FACE WITH TL WARRANTY EXTENSION SHOULD APPLY SINCE HERTZ DID PAY FOR REPAIR IN PAST. CO TO RETURN TO CUSTOMER | | | CO ADVISED CUSTOMER SINCE VW DID NOT COVER CLOCKSPRING, HERTZ DID, THIS SHOULD BE COVERED, WOULD FIRST HAVE TO BE DIAGNOSED BY VW DEALER TO DETERMINE IF THIS IS ISSUE. CUSTOMER ACKNOWLEDGED. NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCS7A39EC[redacted]
Owner Or Fleet	[redacted]		Chicago, IL, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	4/9/2019	Incident Date	N/A
Mileage	72,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/9/2019 5:50:00 PM	CUSTOMER STATES: PURCHASED IT IN 2016; LAST YEAR THE AIRBAG INFLATOR WAS REPLACED FOR A RECALL; NOW THE HORN IS NOT WORKING AND THE AIRBAG LIGHT IS ON; THE RADIO AND GPS ARE NOT WORKING; VEHICLE WAS NOT PURCHASED A VW DEALER; WILL BE OVER 3K TO PUT IN A NEW RADIO | | | CUSTOMER SEEKING: | | | CO ADVISED: THE VEHICLE HAS THE AIRBAG CLOCK SPRING WARRANTY EXT; BASED ON HER VEHICLE CONCERNS THEY ARE RELATED TO THE WARRANTY EXT ; SHE WOULD HAVE TO AUTHORIZE THE DIAGNOSIS AND IF THE DEALER DETERMINES IT┬┐S THE CLOCK SPRING THE DIAGNOSIS WILL BE WAIVED AND THE REPAIR WILL BE COVERED; IF THE CONCERNS ARE NOT RELATED TO THE CLOCK SPRING THEN SHE WOULD BE RELIABLE FOR THE DIAGNOSIS AND THE REPAIR; WE ALWAYS RECOMMEND THAT OUR CUSTOMER PURCHASE VEHICLES FROM A AUTHORIZED VW DEALER; THE VEHICLES RADIO WOULD HAVE ONLY BEEN COVERED UNDER THE NVLW WHICH ENDED 4/2017 AND AT 36K MILES | |
4/9/2019 5:59:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON ;
4/9/2019 5:59:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / HORN IS NOT WORKING;
4/9/2019 6:00:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 2 / RADIO AND GPS DO NOT WORK ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A33DC[redacted]
Owner Or Fleet	[redacted] HOUSTON, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	4/10/2019	Incident Date	N/A
Mileage	87,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/10/2019 9:15:00 AM	CUSTOMER STATES: LOOKING TO SET APPOINTMENT FOR TAKATA RECALL; BUTTONS ON STEERING WHEEL ARE NOT WORKING AND AIR BAG LIGHT IS ON; WONDERING WHAT THAT COULD BE | | | | CUSTOMER SEEKS: APPOINTMENT FOR DEALER 425038 | | | | CO ADVISED: APPOINTMENT SET FOR DEALER 425038 FOR 10:45AM WITH KEN 4/13 X04ONFQDF6; SYMPTOMS ARE LIKELY FROM CLOCK SPRING NEEDING REPLACEMENT; DEALER WILL ALSO PERFORM THAT RECALL; ONCE RECALL IS CLOSED EXTENSION WILL BE GOOD FOR UNLIMITED MILES FEB 2028 | | | | CO TO CLOSE
4/10/2019 9:26:00 AM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / BUTTONS ON STEERING WHEEL INEFFECTIVE;
4/10/2019 9:26:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIR BAG LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A34HC[redacted]
Owner Or Fleet	[redacted] Hanover Township, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	4/10/2019	Incident Date	N/A
Mileage	11,396		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/10/2019 1:30:00 PM	CUSTOMER STATES: AIR BAG LIGHT ON AND HORN NOT WORKING; WONDERING WHAT IS WRONG WITH VEHICLE; CAR-NET PHONE EMAILED | | | | CUSTOMER SEEKS: WHY AIR BAG LIGHT IS ON | | | | CO ADVISED: LIKELY A STEERING WHEEL CLOCK SPRING ISSUE; CANNOT GUARANTEE AND WILL NEED TO BE DIAGNOSED BY VW DEALER; NO OPEN RECALLS; EXTENSION FOR CLOCK SPRING ONCE NVLW IS UP THAT IS GOOD FOR 120K MILES OR 2/21/28 WOF; CUSTOMER STATES IS BY DEALER AND WILL GO IN TODAY; WILL RECEIVE EMAIL WITHIN A COUPLE BUSINESS DAYS | | | | CO TO ASSIGN TO TEAM 5
4/10/2019 1:42:00 PM	TEAM 5 TO SEND MR[redacted] CAR-NET DIRECT PHONE AS WELL AS ADVISE ABLE TO CONTACT BY PRESSING I BUTTON; 8778202290
4/10/2019 1:42:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIR BAG LIGHT ON;
4/10/2019 1:42:00 PM	CATEGORY SELECTION : EXTLIGHTING / INEFFECTIVE - 1 / HORN NOT WORKING ;
4/10/2019 3:11:00 PM	REFERENCE #[redacted] | | | | DEAR MR.[redacted] | | | THANK YOU FOR SPEAKING WITH ME TODAY. | | | | AS PROMISED, HERE IS HOW TO CONTACT CAR-NET. | | | | YOU CAN CALL CAR-NET DIRECTLY AT 1-877-820-2290, OR YOU CAN CONTACT THEM BY PRESSING THE ┬┐┌┬┐ BUTTON IN YOUR 2017 PASSAT. | | | | IF YOU HAVE ANY OTHER QUESTIONS, PLEASE FEEL FREE TO EMAIL ME AGAIN. | | | | SINCERELY, | | | | | | | KAITLYN N. | | CUSTOMER CARE ADVOCATE | |
4/10/2019 3:12:00 PM	CUSTOMER ADVOCATE SENT EMAIL TO CUSTOMER; CO TO REVIEW AND CLOSE PENDING CUSTOMER CONTACT
4/10/2019 4:06:00 PM	FROM: MAIL DELIVERY SUBSYSTEM [redacted] | | SENT: WEDNESDAY, APRIL 10, 2019 3:13 PM | | TO: VW EXPERIENCE | | SUBJECT: UNDELIVERABLE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | DELIVERY HAS FAILED TO THESE RECIPIENTS OR GROUPS: | [redacted] | A COMMUNICATION FAILURE OCCURRED DURING THE DELIVERY OF THIS MESSAGE. PLEASE TRY RESENDING THE MESSAGE LATER. IF THE PROBLEM CONTINUES, CONTACT YOUR HELPDESK. | | THE FOLLOWING ORGANIZATION REJECTED YOUR MESSAGE: [redacted] | |
4/11/2019 2:19:00 PM	CO ADVISED: EMAIL RETURNED IN ERROR; LOOKING TO CONFIRM CORRECT EMAIL | | | | CUSTOMER STATES: [redacted] | | | | CO ADVISED: WILL HAVE EMAIL RE-SENT | | | | CO TO ASSIGN TO TEAM 5
4/11/2019 2:20:00 PM	TEAM 5 TO RE-SEND ORIGINAL EMAIL TO[redacted]
4/11/2019 4:24:00 PM	CUSTOMER ADVOCATE RESENT EMAIL TO CUSTOMER'S UPDATED EMAIL ADDRESS; CO TO REVIEW AND CLOSE PENDING CUSTOMER CONTACT
4/11/2019 4:24:00 PM	CUSTOMER ADVOCATE RESENT EMAIL TO CUSTOMER'S UPDATED EMAIL ADDRESS; CAN VIEW IN DOC CENTER
4/12/2019 8:02:00 AM	CO TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30CC[redacted]
Owner Or Fleet	[redacted] NORRIDGE, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	4/10/2019	Incident Date	N/A
Mileage	39,019		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/10/2019 5:06:00 PM	MEDIA ATTACHED IN DOC CENTER
4/15/2019 10:42:00 AM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM AN INDEP REPAIR SHOP; THE INDEP REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE PARTS $290.07; VW TO REIMBURSE MAX LABOR $248.04; TAX $28.28; VW TO REIMBURSE TOTAL: $566.39. | | | SP TO GENERATE CHECK REQUEST.
4/15/2019 10:46:00 AM	1VWBP7A30CC[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $566.39. | | | GENERATED CHECK REQUEST.
4/15/2019 10:49:00 AM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
4/23/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 566.39 MAILED ON 04/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX7CW[redacted]
Owner Or Fleet	[redacted] WHEAT RIDGE, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	4/10/2019	Incident Date	N/A
Mileage	79,868		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/10/2019 5:28:00 PM	CUSTOMER STATES STEERING CONTROLS WERE NOT WORKING ; INDEPENDENT REPLACED THE AIRBAG CLOCK SPRING ; HEARD THERE WAS A WARRANTY EXTENSION ON VEHICLE ; AT THE TIME VEHICLE HAD 44,095K AND IT WAS DONE ON 8/27/18 ; | | | | CUSTOMER SEEKING REIMBURSEMENT ; | | | | CO ADVISED TO SEND INVOICE AND PROOF OF PAYMENT ; ONCE IT┬┐S RECEIVED CUSTOMER WILL BE EMAILED ; THEN IT TAKES 60 DAYS FOR THE REVIEW PROCESS ; INTAKE MANIFOLD, FUEL INJECTOR, INJECTION PUMP AND AIRBAG CLOCK WERE EXTENDED FOR 10Y/120K WOF | | | | CO TO WAIT FOR CUSTOMER MAIL | | | | | | | 256441
4/10/2019 5:38:00 PM	MEDIA ATTACHED IN DOC CENTER
4/10/2019 5:40:00 PM	| | -----ORIGINAL MESSAGE----- | | FROM: [redacted] | | SENT: WEDNESDAY, APRIL 10, 2019 5:38 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM>; VWOA CUSTOMER CARE <VWCUSTOMERCARE@VW.COM> | | SUBJECT: CARLY BAKER REF# [redacted] | | | | | TOTAL COST FOR CLOCK SPRING REPLACEMENT AND SERVICE $675.02 | |
4/11/2019 1:08:00 PM	MEDIA ATTACHED IN DOC CENTER
4/11/2019 12:02:00 PM	REFERENCE # [redacted] | | DEAR MS. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | JANET V | | CUSTOMER CARE ADVOCATE | |
4/11/2019 12:02:00 PM	SP TO REVIEW UNDER WECY WARRANTY EXTENSION
5/6/2019 2:25:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM AN INDEPENDENT REPAIR SHOP; THE INDEPENDENT REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; 4 MONTHS LATER THE CUSTOMER WENT TO THE DLR TO PROGRAM THE AIR BAG CLOCK SPRING; VW WOULD NOT REIMBURSE THE REPROGRAMMING; VW TO REIMBURSE MAX PARTS $331.51; VW TO REIMBURSE LABOR $155.15; TAX $28.76; VW TO REIMBURSE TOTAL: $515.42. | | | SP TO GENERATE CHECK REQUEST.
5/6/2019 2:27:00 PM	WVGBV7AX7CW[redacted]VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $515.42. | | | GENERATED CHECK REQUEST.
5/6/2019 2:30:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
5/16/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 515.42 MAILED ON 05/15/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX8BW[redacted]
Owner Or Fleet	[redacted] ARLINGTON HEIGHTS, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	4/10/2019	Incident Date	N/A
Mileage	80,850		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/10/2019 5:51:00 PM	CUSTOMER STATES THAT THERE IS AN AIRBAG LIGHT ON; VEHICLE CURRENTLY AT LOCAL SHOP; ADVISED THAT THERE HAS BEEN FAILURE TO THE CLOCK SPRING IN VEHICLE; | | | CUSTOMER SEEKING TO KNOW IF THERE ARE ANY RECALLS; | | | CO ADVISED THAT THERE ARE WARRANTY EXTENSIONS ON VEHICLE HOWEVER A DIAGNOSIS AT THE DEALER WOULD DETERMINE IF THE REPAIRS WOULD BE COVERED; ADVISED IF THE REPAIRS WERE TO BE COMPLETED AT A LOCAL SHOP VW WOULD POSSIBLY REIMBURSE ONLY FOR PARTS; | | | CUSTOMER UNDERSTOOD; | | | NO FURTHER ACTION;
4/10/2019 5:58:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WA1JCCFS8JR[redacted]
Owner Or Fleet	[redacted]Newtown Square, PA, [redacted]		
Make, Model, Model Year	Audi, Q3, 2018		
Report Date	4/12/2019	Incident Date	N/A
Mileage	8,955		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	8X0953501H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/12/2019 8:14:00 AM	REQ TO REVIEW
4/12/2019 8:16:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON ;
4/12/2019 8:17:00 AM	0 REPAIRS DURING LL PRESUMPTION | | 4X AIRBAG LIGHT ON FOLLOWING LL PRESUMPTION.
4/12/2019 8:19:00 AM	WILL OFFER TRADE ASSISTANCE OF 10% OF THE MSRP OF A NEW /CPO AUDI.
4/16/2019 10:06:00 AM	FROM: WILDER, LORI | | SENT: TUESDAY, APRIL 16, 2019 9:49 AM | | TO: MICKLUS, LAURA | | CC: LOWEKE, SANDRA | | SUBJECT: RE: RCE CASE [redacted] WA1JCCFS8JR[redacted] - 2018 AUDI Q3 [redacted] | | | GOOD MORNING, | | | I SPOKE WITH MS. [redacted] THIS MORNING, THE AIRBAG LIGHT IS ON AGAIN AND THE VEHICLE IS GOING BACK TO THE DEALER TOMORROW, 4/17. MS. [redacted] HAS DECLINED THE OFFER OF 10% MSRP AND AGAIN REQUESTED THE VEHICLE TO BE REPLACED WITH A DIFFERENT 2018 Q3. ONCE I GET THE NEW DIAGNOSIS FROM THE DEALER DO YOU WANT TO REVIEW THIS CASE A SECOND TIME? | | | LORI WILDER | | REGION CASE EXPERT SUPERVISOR | | |
4/16/2019 12:25:00 PM	FROM: MICKLUS, LAURA | | SENT: TUESDAY, APRIL 16, 2019 11:03 AM | | TO: WILDER, LORI | | CC: LOWEKE, SANDRA | | SUBJECT: RE: RCE CASE [redacted] WA1JCCFS8JR[redacted] - 2018 AUDI Q3 - [redacted] | | | YES. I CAN INCREASE THE TRADE ASSISTANCE TO 15 % OF THE MSRP OF A NEW /CPO AUDI. | | | | LAURA M. | | SENIOR SPECIALIST | | CUSTOMER RESOLUTION & RETENTION | | |
5/13/2019 12:38:00 PM	FROM: LOWEKE, SANDRA | | SENT: MONDAY, MAY 13, 2019 12:39 PM | | TO: WILDER, LORI | | SUBJECT: RE: RCE CASE [redacted] WA1JCCFS8JR[redacted] - 2018 AUDI Q3 - [redacted] | | IMPORTANCE: HIGH | | | | THANK YOU, AT THIS TIME I AM GOING TO CLOSE MY CASE, BUT, IF AND WHEN THEY DECIDE THAT THEY WANT TO GET THE TRADE ASSIST OFFER IN WRITING PLEASE LET ME KNOW AND I WILL SEND IT. | | SANDRA L. | | CASE COORDINATOR | | CUSTOMER RESOLUTION & RETENTION | |
5/16/2019 11:35:00 AM	FROM: WILDER, LORI | | SENT: THURSDAY, MAY 16, 2019 11:34 AM | | TO: LOWEKE, SANDRA; MICKLUS, LAURA | | SUBJECT: RE: RE: RCE CASE [redacted] WA1JCCFS8JR[redacted] 2018 AUDI Q3 - [redacted] | | | FYI, I SPOKE WITH MS. [redacted] AND INFORMED HER OUR OFFER REMAINS UNCHANGED, AT THIS TIME SHE HAS DECLINED THE OFFER. MS. [redacted] DOCUMENTED ADDITIONAL VEHICLE CONCERNS. I HAVE CONTACTED THE DEALER TO GET THE VEHICLE BACK IN, I WILL UPDATE YOU WITH ANY NEW REPAIR RECOMMENDATIONS. | | | | LORI | |
5/16/2019 7:20:00 AM	FROM: WILDER, LORI | | SENT: WEDNESDAY, MAY 15, 2019 3:42 PM | | TO: MICKLUS, LAURA | | CC: LOWEKE, SANDRA | | SUBJECT: RE: RCE CASE [redacted] - WA1JCCFS8JR[redacted] 2018 AUDI Q3 - [redacted] | | | HI LAURA, | | | | MS. [redacted] S LOOKING TO PURCHASE AN ETRON AND INQUIRED IF WE COULD INCREASE THE TRADE ASSISTANCE OFFER TO 20%? | | | | BEST, | | LORI WILDER | | REGION CASE EXPERT SUPERVISOR | |
5/16/2019 7:21:00 AM	FROM: MICKLUS, LAURA | | SENT: THURSDAY, MAY 16, 2019 6:49 AM | | TO: WILDER, LORI | | CC: LOWEKE, SANDRA | | SUBJECT: RE: RE: RCE CASE [redacted] WA1JCCFS8JR[redacted] 2018 AUDI Q3 - [redacted] | | | HI LORI, | | | | I AM UNABLE TO INCREASE THE TRADE ASSISTANCE TO 20% . | | | | LAURA M. | | SENIOR SPECIALIST | | CUSTOMER RESOLUTION & RETENTION | |
6/21/2019 10:43:00 AM	FROM: MICKLUS, LAURA | | SENT: FRIDAY, JUNE 21, 2019 9:44 AM | | TO: LOWEKE, SANDRA | | CC: WILDER, LORI | | SUBJECT: RE: RE: RCE CASE [redacted] WA1JCCFS8JR[redacted] - 2018 AUDI Q3 - [redacted] | | | YES. TRADE ASSIST CAN STILL BE OFFERED. | | | | | | LAURA M. | | SENIOR SPECIALIST | | CUSTOMER RESOLUTION & RETENTION | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WA1JCCFS8JR[redacted]
Owner Or Fleet	[redacted] Newtown Square, PA [redacted]		
Make, Model, Model Year	Audi, Q3, 2018		
Report Date	4/12/2019	Incident Date	N/A
Mileage	8,955		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	8X0953501H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

6/21/2019 10:50:00 AM	15% TRADE ASSIST OFFER LETTER ATTACHED IN DOC CENTER, E-MAILED TO CUSTOMER, BCC TO AASM ANDREW BASH
6/21/2019 9:10:00 AM	REVISED RO SUMMARY ATTACHED IN DOC CENTER
6/21/2019 9:16:00 AM	FROM: WILDER, LORI | | SENT: THURSDAY, JUNE 20, 2019 1:43 PM | | TO: LOWEKE, SANDRA | | CC: MICKLUS, LAURA | | SUBJECT: FW: RE: RCE CASE [redacted] - WA1JCCFS8JR[redacted] - 2018 AUDI Q3 - [redacted] | | | HI SANDY, | | | | I SPOKE WITH MS. [redacted] AGAIN AND AFTER SHE HAD AN OPPORTUNITY TO THINK ABOUT OUR FINAL OFFER WOULD LIKE TO ACCEPT THE TRADE ASSISTANCE OFFER OF 15% MSRP TOWARDS THE LEASE OR PURCHASE OF A NEW VEHICLE. PLEASE GENERATE AN OFFER LETTER AND SEND IT TO HER. PLEASE LET ME KNOW IF I CAN BE OF ADDITIONAL ASSISTANCE. | | | | BEST, | | LORI WILDER | | REGION CASE EXPERT SUPERVISOR | |
6/21/2019 9:17:00 AM	FROM: LOWEKE, SANDRA | | SENT: FRIDAY, JUNE 21, 2019 9:15 AM | | TO: MICKLUS, LAURA | | CC: WILDER, LORI | | SUBJECT: RE: RE: RCE CASE [redacted] WA1JCCFS8JR[redacted] - 2018 AUDI Q3 - [redacted] | IMPORTANCE: HIGH | | | LAURA, | | | | PER THE EMAIL FROM RCE LORI WILDER, THE CUSTOMER NOW WANTS TO ACCEPT THE TRADE ASSIST OFFER OF 15%. BECAUSE OF THE TIME THAT HAS PASSED I REACHED OUT TO THE DEALER FOR ANY ADDITIONAL REPAIR ORDERS, THERE WAS ONE, WHICH I HAVE ATTACHED TO THE RO SUMMARY ATTACHED ABOVE, I ALSO TALKED TO THE SERVICE MANAGER, SEE NOTES ON SUMMARY. | | | | I AM REACHING OUT TO YOU TO VERIFY THAT IT IS OK TO SEND THE TRADE ASSIST LETTER IN THE AMOUNT OF 15% | | | | THANK YOU | | SANDRA L. | | TRADE ASSIST CASE COORDINATOR | | CUSTOMER RESOLUTION & RETENTION | |
7/16/2019 11:15:00 AM	FROM: MICKLUS, LAURA | | SENT: TUESDAY, JULY 16, 2019 11:13 AM | | TO: WILDER, LORI; LOWEKE, SANDRA | | SUBJECT: RE: RE: RCE CASE [redacted] WA1JCCFS8JR[redacted] - 2018 AUDI Q3 - [redacted] | | | YES, THAT IS OK WITH ME. | | | | | | LAURA M. | | SENIOR SPECIALIST | | CUSTOMER RESOLUTION & RETENTION | |
7/16/2019 11:15:00 AM	FROM: WILDER, LORI | | SENT: FRIDAY, JULY 12, 2019 12:38 PM | | TO: LOWEKE, SANDRA; MICKLUS, LAURA | | SUBJECT: RE: RE: RCE CASE [redacted] WA1JCCFS8JR[redacted] - 2018 AUDI Q3 - SCHADER | | | HI ALL, | | I SPOKE WITH MS. [redacted] TODAY, SHE IS LOOKING TO NEGOTIATE THE PURCHASE OF A NEW VEHICLE IN AUGUST, SHE IS ASKING IF THE TRADE ASSISTANCE OFFER CAN BE EXTENDED UNTIL THE END OF AUGUST? | | | LORI WILDER | | REGION CASE EXPERT SUPERVISOR | | |
7/16/2019 11:16:00 AM	FROM: WILDER, LORI | | SENT: TUESDAY, JULY 16, 2019 11:16 AM | | TO: MICKLUS, LAURA; LOWEKE, SANDRA | | SUBJECT: RE: RE: RCE CASE [redacted] WA1JCCFS8JR[redacted] - 2018 AUDI Q3 - [redacted] | | | HI SANDY, | | | | CAN YOU GENERATE ANOTHER TRADE ASSISTANCE OFFER LETTER FOR MS. [redacted] TO REFLECT THE UPDATED EXPIRATION DATE. | | | | BEST REGARDS, | | LORI WILDER | | REGION CASE EXPERT SUPERVISOR | |
7/16/2019 11:24:00 AM	15% REVISED (EXTENDED TIME FRAME) TRADE ASSIST OFFER LETTER ATTACHED IN DOC CENTER, E-MAILED TO CUSTOMER, BCC TO ANDREW BASH

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A33DC[redacted]
Owner Or Fleet	[redacted] MAZOMANIE, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	4/12/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/12/2019 9:41:00 AM	MEDIA ATTACHED IN DOC CENTER
4/16/2019 10:57:00 AM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $697.93. | | | SP TO GENERATE CHECK REQUEST.
4/16/2019 10:59:00 AM	1VWBP7A33DC[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $697.93. | | | GENERATED CHECK REQUEST.
4/25/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 697.93 MAILED ON 04/24/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD17AJ6EM[redacted]
Owner Or Fleet	[redacted] LUMBERTON, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	4/12/2019	Incident Date	N/A
Mileage	17,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/12/2019 1:19:00 PM	CUSTOMER STATES THAT HIS AIRBAG LIGHT IS ON AND HE WAS READING THINGS ONLINE ABOUT A RECALL AND WANTED TO KNOW IF HIS VEHICLE WAS A PART OF THE RECALL | | | CUSTOMER SEEKS TO KNOW IF HE HAS A RECALL | | | CO ADVISED CUSTOMER THAT HE HAS A SERVICE ACTION FOR THE ECM UPDATE; CO ADVISED CUSTOMER THAT HE HAS A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING FOR 10/120K WOF; ADVISED THAT A SYMPTOM OF THE CLOCK SPRING IS THE AIRBAG LIGHT; ADVISED CUSTOMER THAT HE NEEDS TO TAKE THE VEHICLE TO AN AUTHORIZED VW TO DIAGNOSE IT AND IF THAT IS THE PROBLEM THEN IT SHOULD BE COVERED ADVISED THAT CUSTOMER THAT IF IT IS NOT THEN HE WILL BE RESPONSIBLE FOR DIAGNOSIS FEE AND REPAIRS | | | CUSTOMER ACKNOWLEDGED STATES THAT HE CALLED BURLINGTON AND THEY SAID THAT HIS WARRANTY WAS UP | | | CO ADVISED CUSTOMER THAT WE CAN GET HIM OVER TO DEALER 408278 TO MAKE AN APPOINTMENT | | | CUSTOMER ACKNOWLEDGED | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX7BW[redacted]
Owner Or Fleet	[redacted] FALL RIVER, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	4/15/2019	Incident Date	N/A
Mileage	90,350		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/15/2019 11:40:00 AM	MEDIA ATTACHED IN DOC CENTER
4/17/2019 11:28:00 AM	CUST SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE INDEP REPAIR SHOP; THE INDEP REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING IN MARCH 2019; THE REPAIRS WERE COMPLETED AFTER THE LAST VALID OUT OF POCKET DATE, AS SUCH VW WILL REIMBURSE PARTS ONLY AS GOODWILL; VW TO REIMBURSE TOTAL: $298.35. | | | SP TO GENERATE CHECK REQUEST.
4/17/2019 11:34:00 AM	WVGAV7AX7BW[redacted] VW TO REIMBURSE CUST FOR AIR BAG CLOCK SPRING PART AS GW DUE TO DATE; TOTAL: $298.35. | | | | GENERATED CHECK REQUEST.
4/17/2019 11:43:00 AM	SP MAILED LETTER EXPLAINING REIMBURSEMENT.
4/25/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 298.35 MAILED ON 04/24/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU0FM[redacted]
Owner Or Fleet	[redacted] EAST OLYMPIA, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	4/15/2019	Incident Date	N/A
Mileage	45,180		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/15/2019 1:56:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION AND PRIOR TO THE FIRST OUT OF POCKET DATE; CUST PAID $591.00 FOR REPAIRS; TAX $41.37; VW TO REIMBURSE TOTAL: $632.37. | | | | SP TO GENERATE CHECK REQUEST.
4/15/2019 11:45:00 AM	MEDIA ATTACHED IN DOC CENTER
4/15/2019 2:00:00 PM	3VW217AU0FM[redacted]VW TO REIMBURSE CUST FOR WECY REPAIRS AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $632.37. | | | | GENERATED CHECK REQUEST.
4/23/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 632.37 MAILED ON 04/22/2019
7/12/2019 3:06:00 PM	RECEIVED RETURNED MAIL AND CHECK # [redacted] IN THE AMOUNT OF $632.37 WAS ENCLOSED. FOUND UPDATED ADDRESS ON ENVELOPE IN DOC CENTER. MAILED CHECK TO [redacted] SILVER SPRING, MD [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A3XDC[redacted]
Owner Or Fleet	[redacted] Castaic, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	4/15/2019	Incident Date	N/A
Mileage	15,117		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/15/2019 12:42:00 PM	MEDIA ATTACHED IN DOC CENTER
4/24/2019 2:15:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $847.52. | | | SP TO GENERATE CHECK REQUEST.
4/24/2019 2:17:00 PM	1VWBN7A3XDC[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $847.52. | | | GENERATED CHECK REQUEST.
5/2/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 847.52 MAILED ON 05/01/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJXBM[redacted]
Owner Or Fleet	[redacted] ORLANDO, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	4/15/2019	Incident Date	N/A
Mileage	111,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/15/2019 5:29:00 PM	CUSTOMER STATES PURCHASED VEHICLE USED AND WANTED TO KNOW IF THERE WAS A RECALL ON THE VEHICLE BECAUSE HER AIRBAG LIGHT IS ON. | | | | CO ADVISED THERE WERE NO OPEN RECALLS BUT ADVISED OF EXTENDED WARRANTY FOR AIRBAG CLOCK SPRING. CO INQUIRED IF THE HORN AND STEERING WHEEL CONTROLS ALSO WEREN'T WORKING. | | | | CUSTOMER STATED THAT THEY WERE WORKING FINE IT WAS JUST THE AIRBAG LIGHT. | | | | CO ADVISED IT WAS LIKELY A SENSOR AND RECOMMENDED SHE HAVE THE VEHICLE DIAGNOSED FOR THE CONCERN | | | | NO FURTHER ACTION
4/15/2019 5:32:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCT7A34EC[redacted]
Owner Or Fleet	[redacted] Carmichael, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	4/16/2019	Incident Date	N/A
Mileage	47,568		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/16/2019 11:15:00 AM	MEDIA ATTACHED IN DOC CENTER
4/16/2019 4:22:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM THE DEALER; THE DEALER PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; DEALER COVERED PORTION OF REPAIR AS GOODWILL; VW TO REIMBURSE TOTAL: $207.98. | | | | SP TO GENERATE CHECK REQUEST.
4/16/2019 4:23:00 PM	1VWCT7A34EC[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $207.98. | | | | GENERATED CHECK REQUEST.
4/25/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 207.98 MAILED ON 04/24/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWAA7AH1AV[redacted]
Owner Or Fleet	[redacted] ROBERTS, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	4/16/2019	Incident Date	N/A
Mileage	125,229		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/16/2019 11:28:00 AM	MEDIA ATTACHED IN DOC CENTER
4/16/2019 4:06:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM THE DEALER; THE DEALER PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; CUSTOMER ONLY HAD TO PAY FOR PORTION OF REPAIR BECAUSE VW PROVIDED GOODWILL FOR REPAIR; VW TO REIMBURSE CUSTOMER PAY; VW TO REIMBURSE TOTAL: $149.00. | | | | SP TO GENERATE CHECK REQUEST.
4/16/2019 4:08:00 PM	WVWAA7AH1AV[redacted]VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $149.00. | | | | GENERATED CHECK REQUEST.
4/25/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 149.00 MAILED ON 04/24/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ6EM[redacted]
Owner Or Fleet	[redacted] KENMORE, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	4/16/2019	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/16/2019 11:35:00 AM	MEDIA ATTACHED IN DOC CENTER
4/22/2019 4:31:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FOR WINDOW GLASS REPAIR; CUSTOMER DID NOT SUBMIT REPAIR ORDER FOR AIR BAG CLOCK SPRING REPAIRS; VW UNABLE TO MEET REQUEST FOR REIMBURSEMENT AS THE REPAIRS ARE UNRELATED. | | | SP TO SEND DENIAL LETTER TO CUSTOMER.
4/22/2019 4:33:00 PM	SP MAILED DENIAL LETTER TO CUSTOMER.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A3XCC[redacted]
Owner Or Fleet	[redacted] Vero Beach, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	4/16/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/16/2019 11:49:00 AM	MEDIA ATTACHED IN DOC CENTER
5/8/2019 10:38:00 AM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM AND INDEP AND A RO FROM THE DLR; THE RO FROM THE INDEP SHOWS THE REPLACEMENT OF THE AIR BAG CLOCK SPRING; THE RO FROM THE DLR SHOWS THE DLR REPROGRAMMING THE CLOCK SPRING TWO MONTHS AFTER THE REPAIR; VW WOULD ONLY REIMBURSE THE MAX LABOR AND PARTS FOR THE INDEP; VW WOULD NOT REIMBURSE THE DLR CHARGES TO REPROGRAM THE WORK FROM THE INDEP; VW TO REIMBURSE PARTS $338.42; VW TO REIMBURSE LABOR $248.04; TAX $55.71; VW TO REIMBURSE TOTAL: $642.17. | | | | SP TO GENERATE CHECK REQUEST.
5/8/2019 10:40:00 AM	1VWBP7A3XCC[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $642.17. | | | | GENERATED CHECK REQUEST.
5/8/2019 10:45:00 AM	SP MAILED LETTER EXPLAINING CAP REIMBURSEMENT.
5/16/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 642.17 MAILED ON 05/15/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX5FW[redacted]
Owner Or Fleet	[redacted] Oceanside, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	4/16/2019	Incident Date	N/A
Mileage	96,700		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/16/2019 5:22:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN NEW MEXICO STATE; ORIGINAL OWNER; FIRST TIME VW OWNER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT; CONTROLS ON STEERING WHEEL AREN┬┐T OPERATING CORRECTLY; ERROR AIRBAG MESSAGE;; DEALER STATES: ADVISED WARRANTY EXTENSION NOT APPLICABLE TO VEHICLE;; WORKING WITH N/A AT DEALER; | | | | CUSTOMER SEEKING ASSISTANCE WITH SCHEDULING AN APPOINTMENT;; | | | | CO REACHED OUT TO DLR AND CONFIRMED WARRANTY EXTENSION FOR THE CLOCK SPRING AND WARM TRANSFERRED CUST OVER TO THE DLR TO SCHEDULE APPOINTMENT; | | | | NO FURTHER ACTION; | | | |
4/16/2019 5:24:00 PM	CO TO ENSURE THAT DLR CAN CONFIRM WARRANTY EXTENSION AND SCHEDULE APPOINTMENT FOR CUST; | | | | DLR CONFIRMED WARRANTY EXTENSION COVERAGE;
4/16/2019 5:29:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON; ELECTRICAL / OTHER SYMPTOM - 1 / STEERING CONTROLS NOT OPERATING;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A3XDC[redacted]
Owner Or Fleet	[redacted]		Minneapolis, MN, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	4/17/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/17/2019 1:38:00 PM	CUSTOMER STATES: SUBSEQUENT OWNER; CPO; PURCHASED FROM DEALER ON 402408 ON 4-12-2014; VEHICLE WITH CUSTOMER; CURRENT MILEAGE - 52K; NO CURRENT CONCERNS. | | | CUSTOMER SEEKING: INFORMATION ABOUT THE WARRANTY EXTENSION. | | | CO ADVISED: THE WARRANTY EXTENSION IS FOR 15 YEARS FROM THE ORIGINAL IN-SERVICE DATE OF 4-30-2013; VEHICLE MUST EXHIBIT BOTH SYMPTOMS, I.E. AIRBAG LIGHT IS ON AND THE STEERING CONTROLS DO NOT WORK. | | | CO ADVISED: EXPLAINED WARRANTY EXTENSION FOR THE CLOCK SPRING (WECI); VEHICLE MUST EXHIBIT BOTH SYMPTOMS, I.E. AIRBAG LIGHT IS ON AND THE STEERING CONTROLS DO NOT WORK. | | | CO TO CLOSE AND NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX9EW[redacted]
Owner Or Fleet	[redacted] GREENSBORO, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	4/17/2019	Incident Date	N/A
Mileage	74,772		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/17/2019 4:16:00 PM	CUSTOMER STATES SHE PURCHASED THE VEHICLE USED FROM CARMAX IN 2/18. CUSTOMER WAS DRIVING HER CAR WHEN THE AIRBAG LIGHT CAME ON AND THE HORN STOPPED WORKING. CUSTOMER READ ONLINE THAT THERE WAS AN ISSUE WITH THIS HAPPENING ON HER MY VEHICLE SO SHE CALLED DEALER 409257 WHO TOLD HER THAT HER VEHICLE WASN'T INCLUDED IN THE WARRANTY EXTENSION AND SHE WOULD HAVE TO PAY TO GET THIS REPAIR DONE | | | CUSTOMER SEEKING IF THIS IS CORRECT BECAUSE SHE FEELS THAT HER VEHICLE DOES HAVE THE WARRANTY EXTENSION | | | CO ADVISED HER VEHICLE DOES HAVE THE WARRANTY EXTENSION FOR 10 YEARS OR 120K MILES WOF FOR THE AIRBAG CLOCK SPRING. CO OFFERED TO SET UP APPOINTMENT, CUSTOMER ACCEPTED, CO SET UP APPOINTMENT WITH DEALER 409257 FOR 9:30 ON 4/18/19. | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV2B7AX6JM[redacted]
Owner Or Fleet	[redacted] Elk Grove Village, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	4/18/2019	Incident Date	N/A
Mileage	28,430		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/18/2019 1:56:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT ON ;
4/18/2019 1:56:00 PM	38 DAYS DOWN | | 3 TIMES FOR AIRBAG LIGHT
4/18/2019 1:56:00 PM	| | THIS VEHICLE (3VV2B7AX6JM[redacted] HAS BEEN IN SEVERAL TIMES @402133 FOR FAULT B100D1B DRIVER┬┐S SEAT BELT TENSIONER IGNITER 2 RESISTANCE TOO HIGH. THE QTM HAS BEEN INVOLVED AND THE CUSTOMER HAS BEEN BACK TO 402133 (5) TIMES. | | | IS THIS SOMETHING VW WOULD CONSIDER A SOC? WHAT ADDITIONAL ITEMS ARE YOU IN NEED OF? | | | MAC | |
4/18/2019 1:57:00 PM	HI MAC, | | | THIS ONE DOES NOT QUALIFY. WE CAN OFFER TRADE ASSISTANCE WITH THE MAX BEING 15% OFF OF MSRP. WILL THIS WORK? | | | THANKS, | | | KIM L. | SPECIALIST | CUSTOMER RESOLUTION AND RETENTION | |
4/23/2019 8:57:00 AM	FOM ADVISED DLR IS NOT HAPPY WITH CR&R NOT OFFERING SOC, CUST IS TOO UPSIDE DOWN. | | | ADVISED WE ARE OFFERING 15% TRADE ASSISTANCE.
4/23/2019 8:58:00 AM	HI MIKE, | | | PLEASE LET ME KNOW IF WE NEED TO SEND A TRADE ASSISTANCE LETTER TO THE CUSTOMER OR THE DEALERSHIP. | | | THANKS, | | | KIM L. | SPECIALIST | CUSTOMER RESOLUTION AND RETENTION | |
4/26/2019 12:41:00 PM	HI MIKE, | | | DID MR. [redacted] ACCEPT THE TRADE ASSISTANCE? | | | THANKS, | | | KIM L. | SPECIALIST | CUSTOMER RESOLUTION AND RETENTION | |
4/29/2019 11:20:00 AM	KIM | | | AFTER SPEAKING WITH THE GM FOR 402133, THE CUSTOMER IS NOT INTERESTED IN VW┬┐S OFFER. HE HAS TOO MUCH NEGATIVE EQUITY ON THE VEHICLE IN QUESTION┬┐ | | | MAC | |
10/10/2019 2:20:00 PM	RECEIVED REIMBURSEMENT REQUEST PAYABLE TO DEALER 402133 FOX VALLEY VOLKSWAGEN SCHAUMBURG, SUM OF $ 4,368.75 VIA EFT TO COMPLETE TRADE ASSIST, VEHICLE CONCERN: AIR BAG LIGHT ON | | TRADE TRANSACTION DATE: 5/11/2019 | | CUSTOMER TRADED INTO: VW 2019 TIGUAN | | NEW VIN: 3VV2B7AX5KM[redacted] |
10/10/2019 2:31:00 PM	NEW VIN: 3VV2B7AX5KM[redacted] PAYABLE TO DEALER 402133 FOX VALLEY VOLKSWAGEN SCHAUMBURG, SUM OF $ 4,368.75 VIA EFT TO COMPLETE TRADE ASSIST,
10/18/2019 4:00:00 AM	EFT FOR AMOUNT $ 4368.75 PROCESSED ON 10/17/2019. AP REFERENCE NUMBER:[redacted]
10/18/2019 6:33:00 AM	GOOD MORNING, ┬┐ | | | LISTEN CASE #[redacted] | | | THE EFT TO DEALER 402133 FOX VALLEY VOLKSWAGEN SCHAUMBURG, TO COMPLETE THE TRADE ASSISTANCE FORMR.[redacted] HAS COMPLETED. | | | EFT FOR AMOUNT $ 4368.75 PROCESSED ON 10/17/2019. AP REFERENCE NUMBER:[redacted] | | | SANDRA L. | TRADE ASSIST CASE COORDINATOR | | CUSTOMER RESOLUTION & RETENTION | |
10/18/2019 6:34:00 AM	TRADE ASSIST COMPLETE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV2B7AX6JM[redacted]
Owner Or Fleet	[redacted], Elk Grove Village, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	4/18/2019	Incident Date	N/A
Mileage	28,430		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/21/2019 SCANNED FILE
11:31:00 AM

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW5T7AU3GM[redacted]
Owner Or Fleet	[redacted]		Redwood City, CA, [redacted]
Make, Model, Model Year	Volkswagen, GTI, 2016		
Report Date	4/18/2019	Incident Date	N/A
Mileage	32,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521K		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/18/2019 8:43:00 PM	CUSTOMER STATES: THE CLOCK SPRING FAILED CAUSING THE AIRBAG LIGHT TO ILLUMINATE AND THE STEERING CONTROLS DO NOT FUNCTION AND WANTS TO SEE IF THIS IS COVERED DUE TO THE FACT THIS HAS OCCURRED JUST DAYS OUTSIDE NVLW; | | | | CUSTOMER SEEKING: FOR THE CLOCK SPRING TO BE REPLACED UNDER WARRANTY; | | | | CO ADVISED: THE VEHICLE HAS CONNECTED WITH THE VIN A WARRANTY EXTENSION SPECIFICALLY FOR THE AIRBAG CLOCK SPRING UNTIL 2/19/2026 OR 120KMILES WCF; | | | | CUSTOMER ACKNOWLEDGED;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJK7AN1AE[redacted]
Owner Or Fleet	[redacted] Plymouth, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	4/19/2019	Incident Date	N/A
Mileage	142,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/19/2019 9:43:00 AM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN MASSACHUSETTS STATE; 2ND OWNER; VEHICLE PURCHASED FROM VW DEALER; YES, THIS IS A CPO; VEHICLE WAS PURCHASED; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; ISSUE LAST OCCURRED APPROXIMATELY 5 YEARS AGO; PREVIOUS REPAIRS WERE COMPLETED AT DEALER 401065 AND REPAIRS WERE FOR THE AIRBAG CLOCK SPRING; VEHICLE EXPERIENCING: AIRBAG LIGHT IS ON. STEERING FUNCTIONS ARE NOT WORKING AND HORN DOES NOT WORK; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT DEALER 401065 ON 4/18/2019; THIS WILL BE THE SECOND CLOCK SPRING IN ABOUT 5 YEARS; VEHICLE HAS HAD 4 WATER PUMPS IN THE PAST; CURRENT CLOCK SPRING REPAIR WILL COST ABOUT $500 | | | | CUSTOMER SEEKING: REPAIR ASSISTANCE; | | | | CO ADVISED SPARE PARTS WARRANTY FOR PREVIOUS REPAIR WOULD HAVE BEEN FOR 1 YEAR OR 12K MILES; NO EXTENDED WARRANTIES OR RECALLS PERTAINING TO CURRENT CONCERN; DUE TO BEING 6 YEARS AND OVER 100K MILES BEYOND THE B2B WARRANTY VW WILL NO ASSIST WITH THE REPAIR | | | | NO FURTHER ACTION | | | | | | | | | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN7EE[redacted]
Owner Or Fleet	[redacted] Placentia, CA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2014		
Report Date	4/19/2019	Incident Date	N/A
Mileage	43,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/19/2019 10:26:00 AM	MEDIA ATTACHED IN DOC CENTER
4/19/2019 12:09:00 PM	CUSTOMER STATES: SHE SUBMITTED DOCUMENTATION FOR REIMBURSEMENT BACK IN JANUARY AND HAS NOT RECEIVED AN UPDATE; THE AIRBAG LIGHT IS BACK ON; SHE HAS AN APPOINTMENT AT DEALER 422126 | | | | CUSTOMER SEEKING: UPDATE. | | | | CUSTOMER ADVOCATE ADVISED: THE PREVIOUS CO (CASE [redacted] MADE SEVERAL ATTEMPTS TO CONTACT YOU; AS WE DID NOT RECEIVE YOUR DOCUMENTATION AND PROOF OF PAYMENT; HOWEVER, WE RECEIVED YOUR INFORMATION TODAY; WILL FORWARD TO THE APPROPRIATE DEPARTMENT FOR HANDLING; ALSO, YOU MAY BE UNDER A 12/12K PARTS WARRANT; BUT YOU ALSO HAVE 1 WARRANTY EXTENSION FOR THE STEERING/AIRBAG CLOCK SPRING FOR 10/120K WCF FOR A MANUFACTURE SHORTCOMING. | | | | CUSTOMER ADVOCATE TO FORWARD TO SP
4/19/2019 12:58:00 PM	WAIT SP
4/22/2019 4:34:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; CUST ONLY HAD TO PAY THE DEDUCTIBLE; VW TO REIMBURSE TOTAL: $250.01. | | | | SP TO GENERATE CHECK REQUEST.
4/22/2019 4:39:00 PM	WVWBP7AN7EE[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $250.01. | | | | GENERATED CHECK REQUEST.
4/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 250.01 MAILED ON 04/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWRN7AN0DE[redacted]
Owner Or Fleet	[redacted] El Paso, TX, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	4/19/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/19/2019 1:58:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON; ELECTRICAL / OTHER SYMPTOM - 2 / STEERING WHEEL CONTROLS ; ELECTRICAL / OTHER SYMPTOM - 1 / HORN ;
4/19/2019 11:34:00 AM	CUSTOMER STATES: RECENTLY HAD AIRBAG INDICATOR ON THE SCREEN POP UP; ERROR; HORN AND BUTTONS ON STEERING WHEEL NOT WORKING. CALLED LOCAL VW DLR; THEY STATED THAT THEY DON'T SEE THE RECALL. DLR WILL CHARGE CUSTOMER DIAGNOSIS AND REPAIRS. | | | CUSTOMER SEEKING: CLARIFICATION | | | CO ADVISED: ALTHOUGH CUSTOMER IS EXPERIENCING THE SYMPTOMS THAT THE RECALL EXPLAINS, VEHICLE WAS NOT AFFECTED BY THIS RECALL. RECALLS ARE NOT MILEAGE AND YEAR SPECIFIC, THEY ARE VIN SPECIFIC. COST OF DIAGNOSIS AND REPAIRS WOULD BE AT CUSTOMER'S EXPENSE. | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBA7AH9AV[redacted]
Owner Or Fleet	[redacted] Morganville, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	4/19/2019	Incident Date	N/A
Mileage	51,042		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/19/2019 3:25:00 PM	MEDIA ATTACHED IN DOC CENTER
4/22/2019 1:23:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM AN INDEPENDENT REPAIR SHOP; THE INDEPENDENT REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE MAX PARTS $290.07; VW TO REIMBURSE MAX LABOR $248.04; TAX $34.97; VW TO REIMBURSE TOTAL: $573.08. | | | | SP TO GENERATE CHECK REQUEST.
4/22/2019 1:27:00 PM	WVWBA7AH9AV[redacted]; VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $573.08. | | | | GENERATED CHECK REQUEST.
4/22/2019 1:31:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO THE CUSTOMER.
4/26/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 573.08 MAILED ON 04/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A36EC[redacted]
Owner Or Fleet	[redacted] JAMAICA, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	4/19/2019	Incident Date	N/A
Mileage	36,195		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/19/2019 6:06:00 PM	MEDIA ATTACHED IN DOC CENTER
4/22/2019 10:26:00 AM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING ON NOV 20, 2017 PRIOR TO THE FIRST VALID OUT OF POCKET DATE FOR REIMBURSEMENT; VW TO REIMBURSE AS GOODWILL; VW TO REIMBURSE TOTAL: $688.11. | | | | SP TO GENERATE CHECK REQUEST.
4/22/2019 10:28:00 AM	1VWAS7A36EC[redacted] VW TO REIMBURSE CUST FOR WECY AS GOODWILL DUE TO DATE; TOTAL: $688.11. | | | | GENERATED CHECK REQUEST.
4/26/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 688.11 MAILED ON 04/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A38DC[redacted]
Owner Or Fleet	[redacted] CALEXICO, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	4/19/2019	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/19/2019 6:35:00 PM	CUSTOMER STATES: PURCHASED IN 2015 FROM A PRIVATE OWNER AT AROUND 250 MILES ON THE VEHICLE AT THAT TIME; THE VEHICLE WAS IN AN ACCIDENT AND THE TITLE WAS SALVAGED PRIOR TO MR.[redacted] PURCHASING THE VEHICLE; THE CUSTOMER NOW HAS THE SYMPTOMS ASSOCIATED WITH THE CLOCK SPRING DEFECT BUT THE NOTICE ADVISES THAT IF THE TITLE IS SALVAGED IT IS NOT ELIGIBLE OR THE COVERAGE; | | | | CUSTOMER SEEKING: IF THAT IS TRUE OR NOT; | | | | FACE TO FACE WITH SUPERVISOR TRACY; ADVISED TO HAVE THE CUSTOMER GO TO THE DEALER AND ALLOW THE DEALER TO DIAGNOSIS AND ADVISED WHETHER THE REPAIRS ARE COVERED OR NOT DUE TO THE FACT THAT THE VIN IS NOT COMING UP AS A TOTALED VIN IN OUR SYSTEM; | | | | CO ADVISED: THE CUSTOMER GO TO THE DEALER AND ALLOW THE DEALER TO DIAGNOSIS AND ADVISED WHETHER THE REPAIRS ARE COVERED OR NOT DUE TO THE FACT THAT THE VIN IS NOT COMING UP AS A TOTALED VIN IN OUR SYSTEM; | | | | CUSTOMER ACKNOWLEDGED; | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A34DC[redacted]
Owner Or Fleet	[redacted] DUMFRIES, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	4/22/2019	Incident Date	N/A
Mileage	46,500		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/22/2019 7:23:00 PM	CUSTOMER STATES: VEHICLE EXPERIENCING: AIRBAG LIGHT IS ON; HORN IS NOT WORKING; STEERING WHEEL FUNCTIONS DO NOT WORK AND CUSTOMER IS HEARING STEERING WHEEL NOISES; | | | | CUSTOMER SEEKS: OPEN RECALLS ON VEHICLE; | | | | CO ADVISED: NO OPEN RECALLS; 1 EXT WARRANTY: AIRBAG CLOCK SPRING WARRANTY EXT 15Y; CUSTOMER IS EXPERIENCING ALL SYMPTOMS, SO CO OFFERED TO SCHEDULE DEALER APPOINTMENT; CUSTOMER ACCEPTED; CO SCHEDULED APPOINTMENT WITH VW DEALER 409453 APPOINTMENT DETAILS: 7:15 AM - THURSDAY APR 25, 2019; CONFIRMATION CODE[redacted] | | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4T7AJ3EM[redacted]
Owner Or Fleet	[redacted] Garden Grove, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	4/23/2019	Incident Date	N/A
Mileage	42,599		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/23/2019 1:57:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $516.55. | | | | SP TO GENERATE CHECK REQUEST.
4/23/2019 10:07:00 AM	MEDIA ATTACHED IN DOC CENTER
4/23/2019 2:00:00 PM	3VW4T7AJ3EM[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $516.55. | | | | GENERATED CHECK REQUEST.
5/2/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 516.55 MAILED ON 05/01/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBM7A36DC[redacted]
Owner Or Fleet	[redacted] Manassas, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	4/23/2019	Incident Date	N/A
Mileage	105,474		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/23/2019 10:18:00 AM	MEDIA ATTACHED IN DOC CENTER
4/23/2019 4:08:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $739.05. | | | SP TO GENERATE CHECK REQUEST.
4/23/2019 4:10:00 PM	1VWBM7A36DC[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $739.05. | | | GENERATED CHECK REQUEST.
5/2/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 739.05 MAILED ON 05/01/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX3AW[redacted]
Owner Or Fleet	[redacted], White River Junction, VT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2010		
Report Date	4/23/2019	Incident Date	N/A	Mileage	82,000
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549CH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/23/2019 11:04:00 AM	CUSTOMER STATES VEHICLE EXPERIENCING: AIRBAG LIGHT ON WITHIN VEHICLE; WHEN TURNING STEERING WHEEL A CERTAIN DIRECTION, STEERING WHEEL WILL MAKE NOISES; RESEARCHED ONLINE AND FOUND OPEN RECALLS ON VEHICLE | | | CUSTOMER SEEKING OPEN RECALLS ON VEHICLE | | | CO ADVISED NO OPEN RECALLS ON VEHICLE; 4 EXTENDED WARRANTIES ON VEHICLE; INTAKE MANIFOLD AND FUEL INJECTOR GOOD TILL 2/2020 OR 120K WOF; TIMING CHAIN GOOD TILL 2/2020 OR 100K WOF; AND AIRBAG CLOCK SPRING GOOD TILL 2/2020 OR 120K WOF; ADVISED AIRBAG CLOCK SPRING WOULD BE IF AIRBAG LIGHT CAME ON WITHIN VEHICLE OR HORN NOT WORKING; ADVISED WOULD RECOMMEND SCHEDULING DEALER 401125 APPOINTMENT FOR DIAGNOSIS; SHOULD DEALER DIAGNOSIS AS AIRBAG CLOCK SPRING, REPAIR WOULD BE AT NO CHARGE TO CUSTOMER; CUSTOMER ACCEPTED; SCHEDULED 8:30 AM - THURSDAY APR 25, 2019; CONFIRMATION CODE [redacted] | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX0BW[redacted]
Owner Or Fleet	[redacted] Saint Paul, MN, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	4/23/2019	Incident Date	N/A
Mileage	95,789		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/23/2019 11:13:00 AM	MEDIA ATTACHED IN DOC CENTER
4/23/2019 2:20:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEP; THE INDEP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE PARTS $290.07; VW TO REIMBURSE LABOR $175.00; TAX $20.67; VW TO REIMBURSE TOTAL: $485.74. | | | | | SP TO GENERATE CHECK REQUEST. | |
4/23/2019 2:32:00 PM	WVGBV7AX0BW[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $485.74. | | | | GENERATED CHECK REQUEST.
4/23/2019 2:41:00 PM	SP MAILED LETTER EXPLAINING REIMBURSEMENT.
5/2/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 485.74 MAILED ON 05/01/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWB17AJ8EM[redacted]
Owner Or Fleet	[redacted] JERSEY CITY, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	4/24/2019	Incident Date	N/A
Mileage	83,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/24/2019 1:34:00 PM	CUSTOMER STATES: CALLING ABOUT WARRANTY EXTENSION RECEIVED IN THE MAIL; TOOK VEHICLE TO UNION SERVICE CENTER; CUSTOMER HAS AN APPOINTMENT WITH VEHICLE AT 10AM TOMORROW; CUSTOMER WAS HAVING AIRBAG LIGHT COME ON AND WAS HAVING ISSUES WITH THE HORN; CUSTOMER WENT IN AND TALKED TO DEALER 408223; DEALER TOLD CUSTOMER THAT THEY WOULD HAVE TO DIAGNOSE ISSUE AND POSSIBLY CHARGE CUSTOMER A DIAGNOSIS FEE; CUSTOMER SAYS PART WAS SUPPOSED TO GET IT TAKEN CARE OF IN FEBRUARY WHEN CUSTOMER TOOK VEHICLE IN; CUSTOMER IS DISPLEASED WITH TAKING VEHICLE BACK IN | | | CUSTOMER SEEKS: TO GET CLARIFICATION ON DIAGNOSIS FEE | | | CO ADVISED: CO DOES SEE RECALLS CUSTOMER HAD COMPLETED; CO DOES SEE WARRANTY EXTENSION FOR CLOCK SPRING; CO TOLD CUSTOMER WHEN A DEALER DOES WARRANTY REPAIRS THEY ALWAYS DIAGNOSE THE VEHICLE; IF REPAIRS ARE WARRANTABLE UNDER CLOCK SPRING REPAIR THEN FEE WOULD BE ROLLED INTO WARRANTY REPAIRS; IF DIAGNOSIS SHOWED THAT ISSUES WERE UNRELATED TO WARRANTY THEN FEE WOULD BE AT CUSTOMER EXPENSE; CO TO SEND REFERENCE NUMBER EMAIL AND CLOSE | | | NO FURTHER ACTION
4/24/2019 1:44:00 PM	REFERENCE #[redacted]| | | DEAR MR.[redacted]| | | IT WAS NICE TALKING TO YOU TODAY. | | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | STACIE M | | CUSTOMER CARE ADVOCATE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ1EM[redacted]
Owner Or Fleet	[redacted] Albany, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	4/24/2019	Incident Date	N/A
Mileage	73,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/24/2019 4:00:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES: EXPERIENCING AIR BAG LIGHT ON AND HORN INTERMITTENTLY WORKING, KNOWS THAT THERE IS AN AIRBAG CLOCKSPRING RECALL ISSUED BY VW. | | | CUSTOMER SEEKING: IF THIS WILL BE COVERED BY VW, ASSISTANCE WITH SETTING UP AND APPOINTMENT WITH VW DEALER. | | | CO ADVISED CUSTOMER: YOUR CAR HAS THE AIRBAG CLOCKSPRING EXTENDED WARRANTY ATTACHED: IT IS ACTIVE UNTIL 08/01/2024 OR 120,000 MILES--WHICHEVER OCCURS FIRST, THE NEXT BEST STEP TO FIND OUT WHAT IS CAUSING YOUR JETTA TO HAVE THESE STEERING WHEEL ISSUES, AND ALSO TO DETERMINE IF THIS WOULD BE COVERED UNDER THE AIRBAG CLOCKSPRING WARRANTY, IS TAKING IT TO YOUR VW DEALER; ONCE YOUR JETTA IS DIAGNOSED AT YOUR VW DEALER, WE CAN THEN DISCUSS WHAT IS THE NEXT BEST OPTIONS AVAILABLE TO YOU; WARRANTY WORK HAS TO BE PERFORMED BY A VOLKSWAGEN DEALERSHIP. THEY WOULD FIRST DIAGNOSE YOUR VEHICLE, AND IF IT IS COVERED UNDER YOUR EXTENDED WARRANTY, YOU DO NOT PAY FOR THE REPAIRS. I'M MORE THAN HAPPY TO HELP SET UP AN APPOINTMENT FOR YOU. | | | CUSTOMER ACCEPTS APPOINTMENT ASSISTANCE. | | | CO ADVISED CUSTOMER: YOUR APPOINTMENT IS THURSDAY, MAY 2ND, AT 5 P.M. YOUR CONFIRMATION CODE IS [redacted] | | | EMAIL CUSTOMER ON 05/03 TO FOLLOW UP ON APPOINTMENT.
4/24/2019 6:46:00 PM	CATEGORY SELECTION : ELECTRICAL / OTHER SYMPTOM - 1 / HORN INTERMITTENTLY WORKS;
5/8/2019 10:58:00 AM	MEDIA ATTACHED IN DOC CENTER | | | EMAIL TO CUSTOMER: | | | DEAR [redacted] | | | YOU HAD CHATTED IN WITH US ON 04/24/2019 WITH CONCERNS ABOUT YOUR AIRBAG LIGHT BEING ON, AND YOUR HORN INTERMITTENTLY WORKING. WE WERE ABLE TO SET UP AN APPOINTMENT FOR YOU AT COOLEY MOTORS THAT DAY FOR THURSDAY, MAY 2ND. I WAS JUST CHECKING TO SEE HOW YOUR APPOINTMENT WENT, AND IF THERE┬┐S ANYTHING THAT YOU┬┐D LIKE TO TALK TO US ABOUT FURTHER. IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, PLEASE FEEL FREE TO REPLY TO THIS EMAIL. ALSO, YOU CAN ALWAYS CHAT BACK IN WITH US OR CALL IN AT 800-822-8987, AND JUST REFERENCE YOUR CASE NUMBER WHICH IS SHOWN IN THE SUBJECT LINE ABOVE. | | | | | WARMEST REGARDS, | | | DENNISHA G. | | CHAT ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | | | NO FURTHER ACTION UNLESS CUSTOMER CONTACT.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX0DW[redacted]
Owner Or Fleet	[redacted] Gresham, OR, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	4/25/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/25/2019 3:59:00 PM	MEDIA ATTACHED IN DOC CENTER
4/26/2019 11:28:00 AM	CUST SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING AND THE WINDOW SWITCH; DLR ALSO PERFORMED MAINTENANCE; VW TO REIMBURSE THE AIR BAG CLOCK SPRING ONLY; CUST PAID $545.56 FOR REPAIRS; TAX $25.45; VW TO REIMBURSE TOTAL: $571.01. | | | | SP TO GENERATE CHECK REQUEST.
4/26/2019 11:30:00 AM	WVGBV3AX0DW[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $571.01. | | | | GENERATED CHECK REQUEST.
5/2/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 571.01 MAILED ON 05/01/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGUV7AX4HK[redacted]
Owner Or Fleet	[redacted] Teaneck, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	4/26/2019	Incident Date	N/A
Mileage	10,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/26/2019 3:53:00 PM	CUSTOMER STATES: ORIGINAL OWNER; VEHICLE LEASED FROM DEALER 408228 ON 7/31/2017; VEHICLE IS FINANCED WITH VCI; VEHICLE EXPERIENCING: STEERING WHEEL CONTROL BUTTONS NOT WORKING, HORN NOT WORKING, AIRBAG WARNING LIGHT ON | | | | CUSTOMER SEEKING: TO SCHEDULE DEALER APPOINTMENT AND GUARANTEE A LOANER | | | | CO ADVISED: VEHICLE HAS A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING UNTIL 7/31/2027 OR 120K MILES WOF; THE SYMPTOMS FOR THIS PART ARE IDENTICAL TO WHAT VEHICLE IS EXPERIENCING, SO THE NEEDED REPAIR COULD BE RELATED; CO CALLED DEALER 408252 AND SPOKE TO PAIGE, WHO SCHEDULED AN APPOINTMENT FOR THE CUSTOMER FOR 4/30/2019 AT 8:30AM AND SAID A LOANER WOULD BE AVAILABLE; CO ADVISED WOULD EMAIL DEALER ADDRESS TO CUSTOMER | | | | NO FURTHER ACTION*
4/26/2019 4:04:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | | IT WAS NICE TALKING TO YOU TODAY. | | | | AS PROMISED, HERE┬┐S THE INFORMATION FOR YOUR CLOSEST VW DEALERSHIP. | | | | JACK DANIELS VOLKSWAGEN | | 16-01 MCBRIDE AVE, FAIR LAWN, NJ 07410 | | (201) 703-1925 | | | | I HOPE THIS HELPS. IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY BACK TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | SINCERELY, | | | | | | | | KURT O | | CUSTOMER CARE ADVOCATE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX8CW[redacted]
Owner Or Fleet	[redacted] CAROLINA, PR, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	4/26/2019	Incident Date	N/A
Mileage	92,056		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/26/2019 3:45:00 PM	CUSTOMER STATES: RECEIVED A NOTICE IN A MAIL; FOR THE STEERING WHEEL CLOCK SPRING WARRANTY EXT; VEHICLE EXPERIENCING: THE HORN IS NOT WORKING, AIRBAG LIGHT IS ON AND WHEN DRIVING THE VEHICLE IT MAKES A CLICKING NOISE WHEN YOU TURN THE WHEEL; THE DEALER IS NOT WANTING TO RECOGNIZE THE EXTENDED WARRANTY; VEHICLE IS AT THE DEALER NOW; HER LOCAL MECHANIC VERIFIED THAT THE CLOCK SPRING WAS CAUSING THESE ISSUES | | | CUSTOMER SEEKING: WHY ISN'T THE DEALER COVERING THIS UNDER WARRANTY | | | CO ADVISED: I WANT TO ESCALATE THE CASE UP TO RCM TO GET CLARIFICATION ON THE DEALERS DIAGNOSIS; RCM WILL BE IN CONTACT BEFORE COB 4/29; WILL EMAIL CASE NUMBER | |
4/26/2019 3:54:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / HORN IS NOT WORKING;
4/26/2019 3:54:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON ;
4/26/2019 3:55:00 PM	RCM TO CONTACT DEALER 404200 IN REGARD TO AIRBAG CLOCK SPRING DIAGNOSIS AND CLARIFICATION; CONTACT MR. [redacted] AT [redacted] BEFORE COB 4/29
4/26/2019 3:55:00 PM	CATEGORY SELECTION : STEERING / NOISE / CLICKING NOISE WHEN TURNING STEERING WHEEL WHILE DRIVING;
4/26/2019 3:58:00 PM	REFERENCE # [redacted] | | | DEAR [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┤T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | KALYN R | CUSTOMER CARE ADVOCATE | |
4/29/2019 10:15:00 AM	[redacted] | | 2012 TIGUAN | | WVGAV7AX8CW[redacted] | | | | | CUSTOMER STATES: RECEIVED A NOTICE IN A MAIL FOR THE AIRBAG WHEEL CLOCK SPRING WARRANTY EXTENSION; VEHICLE EXPERIENCING: THE HORN IS NOT WORKING, AIRBAG LIGHT IS ON AND WHEN DRIVING THE VEHICLE IT MAKES A CLICKING NOISE WHEN YOU TURN THE WHEEL; THE DEALER IS NOT WANTING TO COVER REPAIRS UNDER THE EXTENDED WARRANTY; VEHICLE IS AT THE DEALER NOW; HER LOCAL MECHANIC VERIFIED THAT THE CLOCK SPRING WAS CAUSING THESE ISSUES. | | | | | CUSTOMER SEEKING: CLARIFICATION ON WHY REPAIRS ARE NOT BEING COVERED | | | | | I AM SEEKING: | ┬┤ CLARIFICATION ON DIAGNOSIS? | | | RCM TO WAIT FOR DEALER CONTACT
4/29/2019 11:50:00 AM	ENDY, | | | VEHICLE HAS AIR BAG LIGHT ON AND TRACTION CONTROL LIGHT ON TOO. | | | THE CLOCK SPRING IS WARRANTY WE ARE NOT CHARGING THE CUSTOMER FOR THIS, BUT THE CONCERN STARTS BECAUSE THE ADVISOR TOLD THE CUSTOMER THAT THERE IS A POSSIBILITY THAT AIR BAG LIGHT STAYS ON DUE TO SOMETHING ELSE NOT COVERED BUT WE WILL LET THE CUSTOMER KNOWS AFTER THE REPLACEMENT. | | | VEHICLE HAS 92,056 MILES ON IT. | | | | EDSON CRUZ | | | RCM TO CONTACT CUSTOMER
4/29/2019 12:43:00 PM	RCM ADVISED CALLING IN TO FOLLOW UP ON CASE; ADVISED THE DEALERSHIP ADVISED THE DEALERSHIP IS COVERING THE CLOCK SPRING REPAIRS UNDER WARRANTY HOWEVER THE DEALERSHIP ADVISED THERE IS A POSSIBILITY THE AIRBAG LIGHT WILL REMAIN ON AFTER REPAIRS; | | | CUSTOMER THANKED FOR FOLLOW UP; REQUESTED LOANER ADVISED WILL BE AVAILABLE FROM 11-12 TOMORROW; CONFIRMED BEST NUMBER TO TEXT; OPT IN CODE SENT | | | RCM ADVISED LOANERS ARE PROVIDED AT DEALER DISCRETION; CAN REACH OUT TO DEALER TO SEE IF THIS IS A POSSIBILITY; | | | RCM TO CONTACT DEALER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX8CW[redacted]
Owner Or Fleet	[redacted] CAROLINA, PR, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	4/26/2019	Incident Date	N/A	Mileage	92,056
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

4/29/2019 12:45:00 PM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | DEAR [redacted] | | THANKS FOR YOUR PATIENCE WHILE I WORK ON YOUR CASE. | | TO MAKE THINGS EASIER, I WANTED TO PROVIDE MY DIRECT EXTENSION SO THAT YOU CAN CONTACT ME ANYTIME. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43719.┬á | | IF I AM ASSISTING OTHER CUSTOMERS WHEN YOU CALL, FEEL FREE TO LEAVE A VOICEMAIL. | | YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | I LOOK FORWARD TO SPEAKING WITH YOU SOON! | | SINCERELY, | | | | ENDY L | REGION CASE MANAGER | |
4/30/2019 4:37:00 PM	HI EDISON, | | | | JUST WANTED TO TOUCH BASE TO SEE IF THERE WAS ANY UPDATE AVAILABLE ON THIS CASE? IS THERE AN ETA AVAILABLE ON THE REPAIRS? ALSO THE CUSTOMER REQUESTED A LOANER JUST WANTED TO SEE IF YOU WOULD BE WILLING TO OFFER ALTERNATE TRANSPORTATION TO THIS CUSTOMER IF NEEDED, | | | | REGARDS, | | | | RCM TO WAIT FOR DEALER CONTACT
4/30/2019 6:30:00 PM	GOOD AFTERNOON MR. [redacted] THIS IS ENDY, YOUR REGION CASE MANAGER AT VOLKSWAGEN, I WANTED TO LET YOU KNOW THAT I AM STILL WAITING ON AN UPDATE AND WILL FOLLOW UP WITH YOU NO LATER THAN THE CLOSE OF BUSINESS DAY TOMORROW MAY 1ST. THANK YOU FOR YOUR TIME. | | | | RCM TO REVIEW
5/1/2019 1:08:00 PM	NO OPTION TO LEAVE VM | | | | RCM TO WAIT FOR CUSTOMER CONTACT
5/1/2019 12:45:00 PM	ENDY, | | | | VEHICLE WITH CLOCK SPRING REPLACED AS WARRANTY, CUSTOMER ALREADY TOOK OF, VEHICLE ON THE ROAD THIS MORNING. WHILE SHE WAS HERE WE MENTIONED THAT VEHICLE NEEDS OTHER REPAIRS AND SHE DENIES TO PAY NOTHING. | | | | LATER DURING THE DAY SHE CALLS ME ASKING FOR A FREE COPY OF ESTIMATE ON EXTRA REPAIRS FOUNDED WHILE WE WERE COMPLETING THE RECALL AND WE TOLD HER THAT SHE HAS TO PAY FOR IT AND IF SHE RETURNS ON 30 DAYS TO COMPLETE REPAIRS WE WILL HONOR THE AMOUNT PAID FOR THE ESTIMATE. | | | | RCM TO CONTACT CUSOTME | |
5/3/2019 9:35:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE # [redacted] | | DEAR [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH YOUR TIGUAN. | | I┬┐VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. AT YOUR EARLIEST CONVENIENCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43719. YOU CAN ALSO REPLY TO THIS EMAIL. | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | SINCERELY, | | | | ENDY L | REGION CASE MANAGER |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRZ7AJ6AM[redacted]
Owner Or Fleet	[redacted] Mount Sinai, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	4/26/2019	Incident Date	N/A
Mileage	175,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/26/2019 5:08:00 PM	CUSTOMER STATES: THE AIRBAG WARNING LIGHT CAME ON IN THE VEHICLE; CUSTOMER ASKED IF THE VEHICLE HAD AN OPEN RECALL PERTAINING TO THE AIRBAGS | | | CUSTOMER SEEKING: TO KNOW IF THE VEHICLE HAS AN OPEN RECALL PERTAINING TO THE AIRBAGS | | | CO ADVISED: THE VEHICLE HAS NO OPEN RECALLS; THE VEHICLE HAD A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING FOR 10YEARS/120K MILES WOF; THE VEHICLE IS OUTSIDE OF THE WARRANTY EXTENSION; CUSTOMER SHOULD TAKE THE VEHICLE TO A VW DEALERSHIP FOR DIAGNOSIS | | | NO FURTHER ACTION
4/26/2019 5:13:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX3DW[redacted]
Owner Or Fleet	[redacted] DAVIE, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	4/26/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/26/2019 5:34:00 PM	MEDIA ATTACHED IN DOC CENTER
4/29/2019 11:17:00 AM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $525.37. | | | SP TO GENERATE CHECK REQUEST.
4/29/2019 11:18:00 AM	WVGAV3AX3DW[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $525.37. | | | GENERATED CHECK REQUEST.
5/4/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 525.37 MAILED ON 05/03/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX1CW[redacted]
Owner Or Fleet	[redacted], Herndon, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	4/29/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/29/2019 2:50:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; DLR PERFORMED REPAIRS TWICE AND DIAG COMPLETED ONCE; THE DIAGNOSIS WAS PERFORMED BEFORE THE FIRST VALID OUT OF POCKET DATE FOR REIMBURSEMENT; VW TO REIMBURSE ACTUAL REPAIRS ONLY; CUST PAID $452.46 FOR REPAIRS IN SEPTEMBER 2017, TAX $21.27; CUST PAID $217.37 FOR REPAIRS IN 2016; VW TO REIMBURSE TOTAL: $691.10. | | | | SP TO GENERATE CHECK REQUEST.
4/29/2019 2:57:00 PM	WVGAV7AX1CW[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $691.10. | | | | GENERATED CHECK REQUEST.
4/29/2019 9:51:00 AM	MEDIA ATTACHED IN DOC CENTER
5/4/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 691.10 MAILED ON 05/03/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A36DC[redacted]
Owner Or Fleet	[redacted] SALEM, OR, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	4/29/2019	Incident Date	N/A
Mileage	118,783		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/29/2019 1:20:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO FROM THE DLR; SP CONFIRMED PAYMENT WITH THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; DLR ALSO PERFORMED WARRANTABLE REPAIRS UNRELATED TO WECY REQUEST; VW TO REIMBURSE TOTAL: $703.90. | | | | SP TO GENERATE CHECK REQUEST.
4/29/2019 1:35:00 PM	1VWBN7A36DC[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $703.90. | | | | GENERATED CHECK REQUEST.
4/29/2019 10:15:00 AM	MEDIA ATTACHED IN DOC CENTER
5/4/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 703.90 MAILED ON 05/03/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32CC[redacted]
Owner Or Fleet	[redacted]		NEW ORLEANS, LA, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	4/29/2019	Incident Date	N/A
Mileage	77,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/29/2019 11:15:00 AM	CUSTOMER STATES; HAD THE AIRBAG CLOCK SPRING COMPLETED ON THE VEHICLE 3 TIMES AND NOW THE VEHICLE IS HAVING THE SAME ISSUE; REPEAT REPAIR TO THE VEHICLE; HORN DOESN'T WORK; AIRBAG WARNING; BEEN TO DEALER 425647 2 TIMES AND THE DEALER 425642 1 TIME 10-2018 BUT GOING BACK IN 05-01 TO HAVE REPAIR COMPLETED AGAIN; | | | CUSTOMER SEEKING: TO HAVE THE CLOCK SPRING ISSUE FINALLY RESOLVED; | | | CO ADVISED: THE CO WILL ESCALATE THE CASE TO A RCM FOR FURTHER ASSISTANCE; THAT THE RCM WILL CONTACT THE DEALER 425647 REGARDING THE REPAIR TO THE VEHICLE AND GET CLARIFICATION ON WHAT WOULD CAUSE THE VEHICLE CLOCK SPRING TO GO BAD AFTER 6 MONTHS; THEN CONTACT THE CUSTOMER BY THE COB 05-02 | | | CUSTOMER ACKNOWLEDGED: | | | RCM TO REVIEW.
4/29/2019 11:28:00 AM	RCM TO CONTACT THE DEALER 425647 REGARDING THE REPEAT REPAIR TO THE VEHICLE CLOCK SPRING; TO GET CLARIFICATION ON WHAT WOULD CAUSE THE CLOCK SPRING TO GO BAD FOR A FOURTH TIME; THEN CONTACT THE CUSTOMER BY THE COB 05-02
5/2/2019 2:40:00 PM	[redacted]1VWBP7A32CC[redacted] | CUSTOMER STATES; HAD THE AIRBAG CLOCK SPRING COMPLETED ON THE VEHICLE 3 TIMES AND NOW THE VEHICLE IS HAVING THE SAME ISSUE; REPEAT REPAIR TO THE VEHICLE; HORN DOESN'T WORK; AIRBAG WARNING; BEEN TO DEALER 425647 2 TIMES AND THE DEALER 425642 1 TIME 10-2018 BUT GOING BACK IN 05-01 TO HAVE REPAIR COMPLETED AGAIN; CUSTOMER SEEKING: TO HAVE THE CLOCK SPRING ISSUE FINALLY RESOLVED; | | | CAN YOU PLEASE OFFER CLARIFICATION AS TO WHY THIS IS A REPEAT FAILURE? | | HAS VTA BEEN CONSULTED DUE TO BEING A REPEAT ISSUE? | | | RCM TO WAIT
5/2/2019 3:32:00 PM	VTA WAS UTILIZED AND VTA JUST RECOMMENDED ANOTHER CLOCKSPRING; UNABLE TO OFFERCLARIFICATION ON REPEAT FAILURE | | | RCM TO REVIEW
5/2/2019 3:44:00 PM	RCM ATTEMPTED TO REACH CUSTOMER; WENT TO VOICE MAIL MESSAGE; VOICE MAIL MESSAGE STATED MAILBOX IS FULL; RCM DISCONNECTED | | | RCM TO FOLLOW UP 5/6/19
5/6/2019 4:45:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH YOUR PASSAT. | | | I┬┐VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. IF YOU HAVE ANY QUESTIONS OR CONCERNS, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43453. YOU CAN ALSO REPLY TO THIS EMAIL. | | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | | SINCERELY, | | | | | | | CASSANDRA B | | REGION CASE MANAGER | |
5/20/2019 11:39:00 AM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / CLOCKSPRING;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30C[redacted]
Owner Or Fleet	[redacted] LANCASTER, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	4/29/2019	Incident Date	N/A
Mileage	124,254		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/29/2019 2:23:00 PM	CUSTOMER STATES: AIRBAG LIGHT IS ON. CALLED DEALER AND WAS TOLD RECALL WAS PERFORMED ALREADY; DOES NOT FEEL LIKE SHE SHOULD PAY FOR IT IF THERE WAS A RECALL ON IT; | | | | CUSTOMER SEEKING: RECALL INFORMATION | | | | CO ADVISED: TAKATA AIRBAG DOES NOT CAUSE AIRBAG LIGHT TO BE ON; VEHICLE DID HAVE RECALL FOR STEERING WHEEL CLOCK SPRING THAT DID CAUSE AIRBAG LIGHT TO BE ON AS WELL AS ISSUES WITH STEERING WHEEL CONTROLS AND HORN TO NOT WORK; ALSO WARRANTY EXTENSION ON IT TILL 05/01/2027 HOWEVER IF NOT ALL 3 SYMPTOMS ARE PRESENT WOULD NEED TO AUTHORIZE DIAGNOSIS FEE AND IT DOES END UP BEING RELATED THEN IT WOULD COVERED APART OF WARRANTY EXTENSION; | | | | NO FURTHER ACTION
4/29/2019 2:30:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AXXBW[redacted]
Owner Or Fleet	[redacted] CONCORD, NH, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	4/29/2019	Incident Date	N/A
Mileage	107,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/29/2019 3:35:00 PM	CUSTOMER STATES THAT HIS AIRBAG LIGHT IS ON AND HE CALLED DEALER 401016 AND THEY REFERRED HIM TO CARE AND SAID THAT HE NEEDS A NUMBER FROM CARE | | | | CUSTOMER SEEKS FOR THE NUMBER FROM CARE FOR THE AIRBAG LIGHT CONCERN | | | | CO ADVISED CUSTOMER THAT THERE ARE NO RECALLS ON THE VEHICLE; ADVISED THAT THERE ARE WARRANTY EXTENSION FOR THE INTAKE MANIFOLD, FUEL INJECTOR, AND THE INJECTION PUMP FOR 10/120K WOF; ADVISED THAT THERE IS ALSO ONE FOR THE AIRBAG CLOCK SPRING FOR 15/ UNLIMITED; ADVISED THAT THE AIRBAG LIGHT IS A SYMPTOM OF THE WARRANTY EXTENSION; ADVISED THAT CUSTOMER NEEDS TO AUTHORIZE THE DIAGNOSIS AND IF IT IS DETERMINED TO BE THE AIRBAG CLOCK SPRING IT WILL BE REPLACED ADVISED THAT IF IT IS ANYTHING ELSE HE IS RESPONSIBLE FOR THE DIAGNOSIS FEE AND IF HE WANTS TO HAVE REPAIRS PERFORMED AT DEALER; | | | | CUSTOMER ACKNOWLEDGED UPSET WITH VEHICLE BECAUSE TIMING CHAIN WENT OUT AND HE WAS 2,000 MILES OVER THE MILEAGE | | | | CO ADVISED THAT HIS DISSATISFACTION WILL BE DOCUMENTED AND REVIEWED INTERNALLY | | | | NO FURTHER ACTION
5/17/2019 11:16:00 AM	OWN TIGUAN 2011 110K MILES WHEN TIMING CHAIN FAILED RESULTING IN CATASTROPHIC FAILURE TO ENGINE/COST $7500 PLUS TO REPLACE ENGINE/REJECTED FOR SETTLEMENT TIMING CHAIN REIMBURSEMENT BECAUSE OF MILES/UNACCEPTABLE NEVER OWNED ANY CAR FAILED TIMING CHAIN -VW NEEDS TO COMPENSATE ALL CUSTOMERS WHO HAD YOUR PROBLEM @ LEAST 50% NEXT: AIR BAG CLOCK SPRING FAILURE REQUIRES CUSTOMER TO PAY FOR DEALER TO DETERMINE IF CLOCK SPRING HAS FAILED ($129 TO DIAGNOSIS)
5/17/2019 11:19:00 AM	CATEGORY SELECTION : ENGANDENGCOOLING / INOPERABLE - 1 / TIMING CHAIN FAILED CAUSING CATASTROPHIC ENGINE DAMAGE;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCM7A32CC[redacted]
Owner Or Fleet	[redacted], Herndon, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	4/29/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/29/2019 3:40:00 PM	CUSTOMER STATES: HAD A CRUNCHING NOISE COME FROM THE STEERING COLUMN ON THE VEHICLE; ALL RADIO CONTROLS NOT WORKING BUT THE AIRBAG LIGHT ON; LOOKING FOR DIFFERENT DEALER | | | CUSTOMER SEEKING: INFORMATION ON THE WARRANTY EXTENSION; | | | CO ADVISED: THAT THE CUSTOMER CAN GO TO ANY VW DEALER FOR ASSISTANCE WITH THE VEHICLE AIRBAG LIGHT AND THE RADIO CONTROLS NOT WORKING ON THE STEERING WHEEL; CUSTOMER WILL CONTACT HE DEALER ONCE SPOUSE RETURNS HOME; | | | CUSTOMER ACKNOWLEDGED; | | | CO TO CLOSE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A31GC[redacted]
Owner Or Fleet	[redacted]	Summerville, SC,	[redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	4/29/2019	Incident Date	N/A
Mileage	139,333		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/29/2019 3:46:00 PM	CUSTOMER STATES: ORIGINAL OWNER; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE IS LEASED; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT IS ON AND THE STEERING CONTROLS ARE NOT FUNCTIONING; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT LOW COUNTRY VW; | | | | CUSTOMER SEEKING: COVERING THE REPAIRS UNDER THE WARRANTY; | | | | CO ADVISED: WITH THE VEHICLE BEING GREATLY OUTSIDE NVLW AND THE WARRANTY EXTENSION ON THE CLOCK SPRING BY MILEAGE VW WILL NOT EXTEND THE WARRANTY ANY FURTHER; | | | | CUSTOMER ACKNOWLEDGED;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWLL7AJ3BM[redacted]
Owner Or Fleet	[redacted] Douglas, MI, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	4/30/2019	Incident Date	N/A
Mileage	74,431		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/30/2019 1:37:00 PM	3VWLL7AJ3BM[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $513.39. | | | | GENERATED CHECK REQUEST.
4/30/2019 1:37:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $513.39. | | | SP TO GENERATE CHECK REQUEST.
4/30/2019 9:50:00 AM	MEDIA ATTACHED IN DOC CENTER
5/4/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 513.39 MAILED ON 05/03/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A33DC[redacted]
Owner Or Fleet	[redacted]Syracuse, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	4/30/2019	Incident Date	N/A
Mileage	82,336		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/30/2019 10:19:00 AM	MEDIA ATTACHED IN DOC CENTER
4/30/2019 2:38:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; CUST PAID $455.08; TAX $34.13; VW TO REIMBURSE TOTAL: $489.21. | | | | SP TO GENERATE CHECK REQUEST.
4/30/2019 2:41:00 PM	1VWAP7A33DC[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $489.21. | | | | GENERATED CHECK REQUEST.
5/4/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 489.21 MAILED ON 05/03/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX9DW[redacted]
Owner Or Fleet	[redacted] Pflugerville, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	4/30/2019	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/30/2019 11:54:00 AM	CUSTOMER STATES: VEHICLE EXPERIENCING: AIRBAG LIGHT IS ON; HORN AND STEERING WHEEL FUNCTIONS DO NOT WORK; CUSTOMER CALLED LOCAL VW DEALER 425155 AND THEY ADVISED THERE IS NO OPEN RECALL REGARDING AIRBAG; | | | CUSTOMER SEEKS: IF VEHICLE IS INCLUDED IN THE RECALL AND HOW TO GET REPAIRS COMPLETED ; | | | CO ADVISED: THERE ARE NO RECALLS REGARDING AIRBAG ON THIS VEHICLE; ALL RECALLS OR WARRANTY EXTENSIONS ARE VIN SPECIFIC; CUSTOMER DOES HAVE THE AIRBAG CLOCK SPRING WARRANTY EXT FOR 10YRS/100K MILES WOF AND CO UPDATES CUSTOMER APPOINTMENT WITH VW DEALER 425155 FOR 5/1; | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A38CC[redacted]
Owner Or Fleet	[redacted] Griffin, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	4/30/2019	Incident Date	N/A
Mileage	86,583		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/30/2019 1:22:00 PM	MEDIA ATTACHED IN DOC CENTER
4/30/2019 1:40:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; CUST PAID $521.95 FOR REPAIRS; TAX $22.39; VW TO REIMBURSE TOTAL: $544.34. | | | | SP TO GENERATE CHECK REQUEST.
4/30/2019 1:42:00 PM	1VWBP7A38CC[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $544.34. | | | | GENERATED CHECK REQUEST.
5/4/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 544.34 MAILED ON 05/03/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX8CW[redacted]
Owner Or Fleet	[redacted] FORT LEE, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	4/30/2019	Incident Date	N/A
Mileage	35,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/30/2019 3:12:00 PM	CUSTOMER STATES HAD AIRBAG CLOCK SPRING REPLACED AT AN INDEPENDENT | | | CUSTOMER SEEKING REIMBURSEMENT | | | | CO ADVISED CUSTOMER TO EMAIL THE REPAIR ORDER AND POP OF REPAIRS; DOCUMENTS CAN BE REVIEWED FOR POSSIBLE REIMBURSEMENT; ADVISED THAT REVIEW PROCESS CAN TAKE UP TO 60 BUSINESS DAYS. | | | CO TO WAIT FOR CUSTOMER EMAIL
5/2/2019 4:54:00 PM	MEDIA ATTACHED IN DOC CENTER
5/2/2019 5:15:00 PM	PLEASE REVIEW CUSTOMER DOCUMENTS FOR AIRBAG CLOCK SPRING REPLACEMENT. | | | SP TO REVIEW
5/6/2019 11:50:00 AM	CUST SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; CUST HAD THE AIR BAG CLOCK SPRING DIAGNOSED AT THE DLR FOR $148.56; CUST WENT TO AND INDEP FOR THE REPAIRS; VW TO REIMBURSE MAX PARTS $290.07; VW TO REIMBURSE MAX LABOR $200.00; TAX $32.46; VW TO REIMBURSE TOTAL: $671.09 | | | SP TO GENERATE CHECK REQUEST AND MAIL CAP REIMBURSEMENT LETTER TO CUSTOMER.
5/6/2019 11:59:00 AM	WVGAV7AX8CW[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $671.09. | | | GENERATED CHECK REQUEST.
5/16/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 671.09 MAILED ON 05/15/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX8DW[redacted]
Owner Or Fleet	[redacted] Cypress, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	4/30/2019	Incident Date	N/A
Mileage	118,131		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/30/2019 3:17:00 PM	G20190430035 | | | CUSTOMER COMPLAINT: CUSTOMER STATES THE AIRBAG LIGHT IS ON AND THE HOR | N STOPPED WORKING. ALSO LIGHTS ON THE STEERING WHE | EL ARE ON. | CAUSE / REPAIR PERFORMED: FOUND FAULTS FOR DRIVER SIDE AIRBAG UPPER LIMIT | | EXCEEDED, NO COMMUNICATION WITH STEERING WHEEL<BR | >CONTROLS, HORN INOP. STEERING WHEEL CLOCK SPRING | HAS FAILED INTERNALLY. REPLACED AND PROGRAMMED | UNDER THE CLOCK SPRING EXTENSION WARRANTY. CLEA | RED FAULTS AND CHECKED STEERING WHEEL FUNCTIONS | CLAIM REASON: COMPONENT FAILURE | | | | | | GOODWILL JUSTIFICATION | | | | | | PLEASE CONFIRM THAT YOU AGREE WITH THE FOLLOWING STATEMENTS: | | | REPAIR IS NOT COVERED BY A PURCHASED EXTENDED SERVICE CONTRACT? AGREED | REQUEST IS NOT THE RESULT OF A DENIED WARRANTY CLAIM? AGREED | ARE THERE PREVIOUS RELATED REPAIRS? NO | HAS THE CUSTOMER HAD A GOOD OVERALL OWNERSHIP EXPERIENCE? YES | IS THE CUSTOMER NEW TO VW? NO | IS THIS A REPEAT VW PURCHASER ? YES | IS THE CUSTOMER LOYAL TO YOUR DEALER? YES | HAS THE VEHICLE BEEN PROPERLY MAINTAINED? YES | IS THE VEHICLE IN GOOD OVERALL CONDITION? YES | IS THE CUSTOMER THE ORIGINAL OWNER? YES | | | PLEASE PROVIDE A DETAILED EXPLANATION FOR OFFERING A GOODWILL EXCEPTION FOR THIS CUSTOMER: | CUSTOMER LOYAL TO DEALER | | | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX9DW[redacted]
Owner Or Fleet	[redacted] STOUGHTON, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	4/30/2019	Incident Date	N/A
Mileage	93,264		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/30/2019 3:47:00 PM	MEDIA ATTACHED IN DOC CENTER
5/6/2019 10:33:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM AND INDEPENDENT AND AN REPAIR ORDER FROM THE DEALER; THE INDEPENDENT REPLACED THE AIR BAG CLOCK SPRING IN MARCH 2019; THE CUSTOMER VISITED THE DEALER TO HAVE IT PROGRAMMED TWO DAYS LATER; THE REPROGRAMMING WAS NOT COVERED UNDER THE WARRANTY EXTENSION AS THE DEALER DID NOT PERFORM THE REPAIR; THE REPAIRS WERE COMPLETED AFTER THE LAST VALID OUT OF POCKET DATE FOR REIMBURSEMENT; VW TO REIMBURSE PARTS ONLY AS GOODWILL; VW TO REIMBURSE TOTAL: $290.00. | | | | SP TO GENERATE CHECK REQUEST AND MAIL LETTER EXPLAINING REIMBURSEMENT.
5/6/2019 10:36:00 AM	WVGBV3AX9DW[redacted] VW TO REIMBURSE CUST FOR PARTS RELATED TO WECY WARR EXT; TOTAL: $290.00. | | | | GENERATED CHECK REQUEST.
5/6/2019 10:45:00 AM	SP MAILED LETTER EXPLAINING GOODWILL FOR PARTS ONLY.
5/16/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 290.00 MAILED ON 05/15/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX4EW[redacted]
Owner Or Fleet	[redacted] Rogers, MN, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	4/30/2019	Incident Date	N/A
Mileage	91,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/30/2019 4:32:00 PM	CUSTOMER STATES: VEHICLE HORN ISN┬┐T WORKING, AIRBAG LIGHT CAME ON, NO CONTROL LIGHT ARE COMING ON. READ ABOUT AN AIRBAG CLOCK SPRING WARRANTY EXTENSION AND THOUGHT THAT THE SYMPTOMS SOUNDED LIKE SOMETHING SHE HAD READ ABOUT BEFORE. TOOK VEHICLE TO DEALER 402408. DEALER SAID CUSTOMER WOULD HAVE TO PAY FOR A DIAGNOSES TO VERIFY IT WAS THE AIRBAG CLOCK SPRING WARRANTY. CUSTOMER WANTED TO KNOW WHY DIAGNOSE WAS COVERED. | | | CUSTOMER SEEKS: REASON WHY DEALER DIAGNOSE ISN┬┐T COVERED UNDER WARRANTY | | | CO ADVISED: IF THE VEHICLE ISSUE IS THE AIRBAG CLOCK SPRING THEN THE COST OF THE DIAGNOSES WOULD BE COVERED UNDER WARRANTY BUT THE CUSTOMER WOULD BE RESPONSIBLE FOR PAYMENT IF IT WINDS UP BEING A DIFFERENT ISSUE | | | NO FURTHER ACTION | | | | |
4/30/2019 4:42:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 2 / CONTROL LIGHTS AND HORN; AIRBAGS / WARNING LIGHT ON / WARNING LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A3XDC[redacted]
Owner Or Fleet	[redacted]		Lancaster, OH, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	4/30/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/30/2019 6:25:00 PM	CUST STATES: HAVING ISSUES WITH STEERING WHEEL CONTROLS, AIRBAG LIGHT CAME ON, AND CAR HORN WONT WORK; CUST WANTED TO SEE IF SHEHAD ANY WARRANTYS EXTENSIONS | | | CUST SEEKS: INFOMRATION ON ANY OPEN WARRANYS | | | CO ADVISED: CUST HAD THE AIRBAG CLOCKSPRING WARRANTY EXTENSION; CO ADVISED TO TAKE VEH TO VW DLR | | | NO FURTHER ACTION
4/30/2019 6:35:00 PM	CATEGORY SELECTION : STEERING / NOISE / CAR HORN BROKE;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A36CC[redacted]
Owner Or Fleet	[redacted]		HOMESTEAD, FL, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	5/1/2019	Incident Date	N/A
Mileage	122,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/1/2019 10:01:00 AM	CATEGORY SELECTION : ELECTRICAL / INOPERABLE - 1 / HORN NOT WORKING; STEERING / NOISE / CLICKING NOISE WHEN TURNING STEERING WHEEL; AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT ON;
5/1/2019 9:35:00 AM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN FL STATE; 2ND OWNER; VEHICLE PURCHASED 2015 AT MILEAGE UNKNOWN; VEHICLE PURCHASED FROM 405041 VW DEALER; YES, THIS IS A CPO; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: HORN NOT WORKING; WHEEL MAKING CLICK NOISE; AIRBAG LIGHT ON; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT 2018; VEHICLE DOES NOT CURRENTLY HAVE A RECALL ON VEHICLE FOR AIRBAG CLOCK SPRING, HOWEVER VEHICLE IS SHOWING SYMPTOMS OF TROUBLE WITH AIRBAG CLOCK SPRING | | | CUSTOMER SEEKING: ESTIMATE COST OF REPAIR OF AIRBAG CLOCK SPRING; | | | CO ADVISED: UNABLE TO DETERMINE THE COST OF REPAIR OF VEHICLE; CUSTOMER WILL NEED TO TAKE VEHICLE TO DEALER 405041 TO RECEIVE DIAGNOSIS AND COSTS OF REPAIR; CUSTOMER DOES HAVE WARRANTY EXTENSION ON AIRBAG CLOCK SPRING 15Y; RECOMMEND VEHICLE IS TAKEN IN FOR A DIAGNOSIS; IF THE DEALER FIND THAT THE ISSUES ARE RELATED TO THE CLOCK SPRING REPAIRS WILL BE COVERED UNDER THE WARRANTY EXTENSION; CO OFFERED TO SCHEDULE DEALER 405041 APPOINTMENT; CUSTOMER ACCEPTS: DEALER APPOINTMENT SCHEDULED FOR 5/2/19 8AM WITH SERVICE ADVISOR JOEL; CO REQUESTED LOANER FOR CUSTOMER; CO ADVISED LOANER IS GIVEN AT THE DISCRETION OF THE DEALER 405041; DEALER 405041 WILL CONTACT CUSTOMER WITH INFORMATION REGARDING LOANER AVAILABILITY; | | | NO FURTHER ACTION
5/1/2019 9:39:00 AM	EM ADVISED CUSTOMER DOES HAVE WARRANTY EXTENSION ON AIRBAG CLOCK SPRING; RECOMMEND VEHICLE IS TAKEN IN FOR A DIAGNOSIS AND IF THE DEALER FIND THAT THE ISSUES ARE RELATED TO THE CLOCK SPRING REPAIRS WILL BE COVERED UNDER THE WARRANTY EXTENSION. CO TO ADVISE
5/2/2019 8:12:00 AM	CUSTOMER STATES VEHICLE IS CURRENTLY AT VW DEALER 405041; VEHICLE HAD AIRBAG CLOCK SPRING REPLACED IN 2006. | | | CUSTOMER SEEKING OPEN EXTENDED WARRANTIES ON VEHICLE | | | CUSTOMER ADVOCATE ADVISED 1 OPEN EXTENDED WARRANTY FOR AIRBAG CLOCK SPRING GOOD TILL 5/27 OR UNLIMITED MILEAGE; CUSTOMER TO AUTHORIZE DIAGNOSIS; SHOULD DEALER 405041 DETERMINE AIRBAG CLOCK SPRING FAILURE; REPAIR COVERED AT NO COST TO CUSTOMER | | | CO TO REVIEW AND CLOSE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCH7A3XCC[redacted]
Owner Or Fleet	[redacted] Wilmington, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	5/1/2019	Incident Date	N/A
Mileage	90,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/1/2019 11:32:00 AM	CUSTOMER STATES: VEHICLE COMPLETED REPAIR ON AIRBAG CLOCK SPRING IN 2018; VEHICLE EXPERIENCING AIRBAG CLOCK SPRING SYMPTOMS AGAIN; HORN NOT WORKING; AIRBAG LIGHT ON; | | | | CUSTOMER SEEKING: IF VEHICLE IS COVERED FOR A REPEAT REPAIR OF AIRBAG CLOCK SPRING; | | | | CO ADVISED: VEHICLE HAS AIRBAG CLOCK SPRING EXTENDED WARRANTY 15Y/UNLIMITED MILES; CUSTOMER SHOULD TAKE VEHICLE TO DEALER FOR DIAGNOSIS; IF DIAGNOSIS RESULTS ARE IN RESULT OF AIRBAG CLOCK SPRING ISSUES, THE REPAIR WILL BE COVERED; CUSTOMER REQUESTS EMAIL WITH WARRANTY EXTENSION INFORMATION; | | | | CO TO ESCALATE TO TEAM 5
5/1/2019 11:43:00 AM	EMAIL TO CUSTOMER: AIRBAG CLOCK SPRING EXTENDED WARRANTY COVERED FOR 15 YEARS / UNLIMITED MILES; EXTENDED WARRANTY ENDS 08/05/2027 | | | | TEAM 5 TO REVIEW
5/1/2019 3:15:00 PM	CUSTOMER STATES CUSTOMER DID NOT RECEIVE EMAIL | | | | CUSTOMER SEEKING FOR EMAIL TO BE SENT | | | | CUSTOMER ADVOCATE ADVISED WILL SEND EMAIL | | | | CUSTOMER ADVOCATE TO EMAIL CUSTOMER
5/1/2019 3:37:00 PM	REFERENCE # [redacted] | | | | DEAR MS. [redacted] | | | | IT WAS NICE TALKING TO YOU TODAY. | | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | SINCERELY, | | | | | | | | KAREN P | | CUSTOMER CARE ADVOCATE | |
5/3/2019 9:24:00 AM	REFERENCE # [redacted] | | | | DEAR MS. [redacted] | | | | I┬┐M TERRIBLY SORRY THAT YOU DID NOT RECEIVE THE EMAIL CONTAINING YOUR AIRBAG CLOCK SPRING┬┐S EXTENDED WARRANTY INFORMATION, AND I WANT TO ENSURE THIS INFORMATION FINDS YOU WELL TODAY. | | | | I┬┐M DISMAYED TO LEARN THAT YOUR VEHICLE IS EXPERIENCING SIMILAR CONCERNS AS BEFORE WHEN YOU HAD THE WARRANTED COMPONENT REPLACED, AND I WOULD LIKE TO MAKE SURE THAT YOU┬┐RE EQUIPPED WITH AS MUCH INFORMATION AVAILABLE ON THIS COVERAGE. | | | | AS DISCUSSED IN YOUR PREVIOUS PHONE CONVERSATION, YOUR PASSAT HAS THE AIRBAG CLOCK SPRING EXTENDED WARRANTY FOR 15 YEARS AND UNLIMITED MILES. WE URGE YOU TO VISIT YOUR LOCAL VW DEALERSHIP TO PERFORM THE DIAGNOSIS ON THE SYMPTOMS YOU┬┐RE EXPERIENCING. IF THE RESULTS OF THE DIAGNOSIS SHOW THAT THE CONCERNS ARE DUE TO THE ITEM COVERED UNDER THE EXTENDED WARRANTY, THE REPAIR AND THE DIAGNOSIS FEE WOULD BE AT NO ADDITIONAL CHARGE TO YOU. | | | | FOR YOUR CONVENIENCE, I┬┐VE INCLUDED A COPY OF THE CUSTOMER LETTER AS AN ATTACHMENT IN THIS EMAIL. | | | | IF THERE ARE ANY ADDITIONAL QUESTIONS, YOU┬┐RE WELCOME TO REACH BACK OUT TO OUR CUSTOMER CARE CENTER AT THAT TIME. WE WOULD BE MORE THAN HAPPY TO HELP. | | | SINCERELY, | | | | | | | KAREN P. | | CUSTOMER CARE ADVOCATE | | | | ***ATTACHED WECI CUSTOMER LETTER**** | | | CUSTOMER ADVOCATE TO REASSIGN
5/3/2019 9:25:00 AM	CO TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A3XFC[redacted]
Owner Or Fleet	[redacted] Deer Park, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	5/1/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/1/2019 4:24:00 PM	MEDIA ATTACHED IN DOC CENTER
5/2/2019 1:26:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE INDEP; INDEP REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE PARTS $240.00; VW TO REIMBURSE MAX LABOR $248.04; TAX $46.58; VW TO REIMBURSE TOTAL: $534.62. | | | SP TO GENERATE CHECK REQUEST.
5/2/2019 1:30:00 PM	1VWAT7A3XFC[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $534.62. | | | GENERATED CHECK REQUEST.
5/2/2019 1:34:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
5/9/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 534.62 MAILED ON 05/08/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A39FC[redacted]
Owner Or Fleet	[redacted] CITRONELLE, AL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	5/2/2019	Incident Date	N/A
Mileage	119,438		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/2/2019 4:01:00 PM	CUSTOMER STATES: THE VEHICLE'S AIRBAG WARNING LIGHT IS ON; CUSTOMER KNOWS THE VEHICLE HAS AN OPEN RECALL FOR THE AIRBAG; CUSTOMER IS CALLING CUSTOMER CARE TO SET A DEALER APPOINTMENT | | | CUSTOMER SEEKING: DEALER APPOINTMENT FOR RECALL | | | CO ADVISED: THE VEHICLE HAS OPEN RECALLS FOR THE DRIVER FRONTAL AIRBAG INFLATOR, THE CAMSHAFT SOFTWARE UPDATE, AND THE ECM SOFTWARE; THE VEHICLE ALSO HAS A WARRANTY EXTENSION FOR THE STEERING WHEEL CLOCKSPRING; DEALER 405421 IS THE CLOSEST DEALER TO CUSTOMER; CO SCHEDULED AN APPOINTMENT FOR CUSTOMER FOR TUESDAY, MAY 8TH AT 2PM | | | AFTER SCHEDULING THE APPOINTMENT, XTIME DID NOT ALLOW THE APPOINTMENT TO BE SET FOR 2; THE APPOINTMENT COULD ONLY BE SET AT 1PM FOR THE LATEST APPOINTMENT | | | CO TO CALL CUSTOMER
5/2/2019 4:15:00 PM	CO LEFT A VOICEMAIL ADVISING CO COULD ONLY MAKE AN APPOINTMENT FOR MAY 8TH AT 1PM; IF THAT TIME DOES NOT WORK FOR CUSTOMER, SHE CAN CALL CUSTOMER CARE BACK AT 800-822-8987 | | | CO TO CALL CUSTOMER
5/2/2019 4:16:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT;
5/3/2019 2:49:00 PM	CO LEFT A VOICEMAIL ADVISING CO COULD ONLY MAKE AN APPOINTMENT FOR MAY 8TH AT 1PM; IF THAT TIME DOES NOT WORK FOR CUSTOMER, SHE CAN CALL CUSTOMER CARE BACK AT 800-822-8987 OR CAN CALL TEAM GUNTHER VW OF DAPHNE DIRECTLY; CO ASKED CUSTOMER TO CALL CUSTOMER CARE TO VERIFY SHE RECEIVED THE VOICEMAIL | | | CO TO CLOSE PENDING CUSTOMER CONTACT | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AXXAW[redacted]
Owner Or Fleet	[redacted] Spring, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2010		
Report Date	5/2/2019	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549CH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/2/2019 4:39:00 PM	CUSTOMER STATES: AIRBAG LIGHT ON FROM TIME TO TIME; DEALER 425068; REAR WHEEL SPEED SENSORS REPLACED HISTORICALLY | | | | CUSTOMER SEEKING: ANY OPEN RECALLS | | | | CO ADVISED: WARRANTY EXTENSION FOR INTAKE MANIFOLD, FUEL INJECTOR, TIMING CHAIN AND AIRBAG CLOCK SPRING; NO OPEN RECALLS; CAN SCHEDULE DEALER APPOINTMENT | | | | CUSTOMER AGREED | | | | CO WARM TRANSFERRED CUSTOMER TO DEALER 425068 | | | | CO CONFIRMED APPOINTMENT SCHEDULED WITH DEALER 425068 | |
5/2/2019 4:53:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A3XCC[redacted]
Owner Or Fleet	[redacted] Noblesville, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	5/3/2019	Incident Date	N/A
Mileage	31,400		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/3/2019 9:32:00 AM	****REFERENCE CASE #[redacted] | | | CUSTOMER STATES SENT IN DOCUMENTATION IN DECEMBER 2018 FOR REIMBURSEMENT CLAIM AND RECEIVED A LETTER STATING MORE DOCUMENTATION WAS NEEDED; RESUBMITTED NEW DOCUMENTATION IN JANUARY 2019, BUT NEVER HEARD BACK FROM VW; | | | CUSTOMER SEEKING IF NEW DOCUMENTATION WAS RECEIVED; UPDATE ON CASE | | | CO ADVISED DOCUMENTS HAD NOT BEEN RECEIVED; PROVIDED EMAIL ADDRESS AND NEW REFERENCE #; WILL SEND EMAIL TO CUSTOMER AND CUSTOMER CAN REPLY; WILL SEND CONFIRMATION EMAIL TO CUSTOMER WHEN NEW DOCUMENTS HAVE BEEN RECEIVED AND ESCALATE CASE TO SP; SECONDARY AIR PRESSURE SENSOR AND AIRBAG CLOCK SPRING WARRANTY EXTENSIONS 10Y/120K MILES, WOF; WILL RECEIVE DECISION VIA MAIL IN 60 BUSINESS DAYS | | | CUSTOMER ACKNOWLEDGED | | | CO TO EMAIL CUSTOMER
5/3/2019 9:40:00 AM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | THANKS FOR TALKING WITH ME TODAY. | | | CUSTOMER CARE IS ALSO AVAILABLE BY EMAIL AT VWCUSTOMERCARE@VW.COM. FEEL FREE TO EMAIL US ANYTIME! | | | YOU CAN ALSO FAX ANY DOCUMENTS TO US AT 248-754-6504. OR IF YOU NEED TO MAIL US IMPORTANT PAPERWORK, PLEASE SEND THEM TO THE FOLLOWING ADDRESS: | | VOLKSWAGEN CUSTOMER CARE | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | | | IF YOU HAVE A QUICK QUESTION THAT WE CAN ANSWER, WE┬┐RE AVAILABLE AFTER HOURS AND ON WEEKENDS, BY CHAT, ON [redacted] | | | | SINCERELY, | | | | | | MERCEDEZ J | | CUSTOMER CARE ADVOCATE | | | |
5/6/2019 11:16:00 AM	MEDIA ATTACHED IN DOC CENTER
5/7/2019 2:25:00 PM	***REVIEWED WITH ROSS | | | REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | I APOLOGIZE YOU DID NOT RECEIVE MY PREVIOUS EMAIL, SO I WANTED TO FOLLOW UP WITH YOU. | | AIRBAG CLOCK SPRING WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | MERCEDEZ J | | CUSTOMER CARE ADVOCATE | |
5/7/2019 2:33:00 PM	SP TO REVIEW FOR REIMBURSEMENT
5/7/2019 3:31:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM THE DEALER; THE DEALER PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; THE REPAIRS WERE COMPLETED BEFORE THE FIRST VALID OUT OF POCKET DATE; VW TO REIMBURSE AS GOODWILL DUE TO THE DATE OF THE REPAIR; VW TO REIMBURSE TOTAL: $668.94. | | | SP TO GENERATE CHECK REQUEST.
5/7/2019 3:33:00 PM	1VWBP7A3XCC[redacted] VW TO REIMBURSE CUST FOR WECY AS GOODWILL DUE TO DATE; TOTAL: $668.94. | | | GENERATED CHECK REQUEST.
5/7/2019 4:01:00 PM	FROM:[redacted] | | SENT: TUESDAY, MAY 07, 2019 3:09 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: CASE #[redacted] | | | THANKS MERCEDES! | |
5/16/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 668.94 MAILED ON 05/15/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A31EC[redacted]
Owner Or Fleet	[redacted] Truxton, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	5/3/2019	Incident Date	N/A
Mileage	98,357		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/3/2019 1:01:00 PM	1VWAP7A31EC[redacted]VW TO REIMBURSE CUST FOR WECY AS GOODWILL DUE TO DATE; TOTAL: $648.52. | | | | GENERATED CHECK REQUEST.
5/3/2019 12:59:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; REPAIRS WERE COMPLETED PRIOR TO THE FIRST VALID OUT OF POCKET DATE, AS SUCH VW WILL REIMBURSE AS GOODWILL; VW TO REIMBURSE TOTAL: $648.52. | | | SP TO GENERATE CHECK REQUEST.
5/3/2019 9:33:00 AM	MEDIA ATTACHED IN DOC CENTER
5/9/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 648.52 MAILED ON 05/08/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A31EC[redacted]
Owner Or Fleet	[redacted] Baton Rouge, LA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	5/3/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/3/2019 10:14:00 AM	MEDIA ATTACHED IN DOC CENTER
5/3/2019 10:52:00 AM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE FIRST VALID OUT OF POCKET DATE FOR REIMBURSEMENT, AS SUCH VW WILL REIMBURSE AS GOODWILL; VW TO REIMBURSE TOTAL: $108.30. | | | SP TO GENERATE CHECK REQUEST.
5/3/2019 10:53:00 AM	1VWAS7A31EC[redacted] VW TO REIMBURSE CUST FOR WECY AS GOODWILL DUE TO DATE; TOTAL: $108.30. | | | GENERATED CHECK REQUEST.
5/9/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 108.30 MAILED ON 05/08/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A3XDC[redacted]
Owner Or Fleet	[redacted] Greensboro, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	5/3/2019	Incident Date	N/A
Mileage	138,356		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/3/2019 4:43:00 PM	CUSTOMER STATES: EXPERIENCING SYMPTOMS OF AIR BAG CLOCK SPRING; HORN IS NOT WORKING; AIR BAG LIGHT IS ON; CUSTOMER CALLED DEALER 409257; THEY STATED THEY WOULD NOT HELP HER DUE TO THE REPAIR BEING DONE 3-4 TIMES; FEELS UNSAFE DRIVING VEHICLE; BRINGING VEHICLE IN TODAY; | | | CUSTOMER SEEKS: TO KNOW IF SHE CAN BRING VEHICLE IN TODAY; | | | CO CALLED DEALER 409257 AND SPOKE TO SERVICE MANAGER MIKE; HE ADVISED SHE CAN BRING VEHICLE IN FOR DIAGNOSIS | | | CO ADVISED: CAN BRING VEHICLE IN FOR DIAGNOSIS ACCORDING TO SERVICE MANAGER MIKE; | | | CO TO CALL CUST BY COB 05/06 TO FOLLOW UP ON DLR APPOITMENT;
5/3/2019 5:20:00 PM	NOTES OUT OF ORDER | | | TEAM LEAD ADVISED: CO TO ADVISED CUSTOMER THAT DEALERSHIP SHOULD REACH OUT DEALERSHIP RESOURCE, WARRANTY HELPLINE, FOR CONFIRMATION OF REPAIR CAN BE COMPLETED UNDER WARRANTY EXTENSION FOR CLOCK SPRING 2.1.28 OR 999999 MIWOF;
5/3/2019 5:28:00 PM	CUSTOMER STATES AT THE DEALERSHIP AND BEING ADVISED THE AIRBAG CLOCK SPRING NEEDS TO BE REPLACED; SERVICE MANAGER MIKE EVANS IS ADVISING CUSTOMER VW NEEDS TO GIVE THEM AUTHORIZATION TO PERFORM REPAIR; | | | CUSTOMER SEEKS AUTHORIZATION TO HAVE AIRBAG CLOCK SPRING REPAIR COMPLETED TODAY | | | FACE TO FACE WITH TEAM LEAD DEBBIE; DEALER NEEDS TO REACH OUT TO THE WARRANTY HELPLINE | | | OBC TO DEALER 409257 SPOKE TO SERVICE MANAGER MIKE EVANS; AWARE REPAIR WAS COMPLETED UNDER RECALL PREVIOUSLY; NEEDED TO GATHER MORE DETAILS; REPAIR WILL BE COMPLETED UNDER EXTENDED WARRANTY | | | CUSTOMER DROPPED OFF THE LINE WHILE ON HOLD | | | CUSTOMER ADVOCATE TO CALL CUSTOMER BACK | |
5/3/2019 5:39:00 PM	CUSTOMER ADVOCATE STATES SPOKE TO SERVICE MANAGER MIKE AND WAS ADVISED THE ISSUE HAS BEEN RESOLVED AND REPAIRS WILL BE COMPLETED UNDER WARRANTY | | | CUSTOMER STATES WILL BE LEAVING THE VEHICLE AT THE DEALER; DEALER WILL CALL ON MONDAY; NO OTHER QUESTIONS OR CONCERNS AT THIS TIME | | | CO TO REVIEW AND CLOSE
5/7/2019 1:26:00 PM	CO CALLED CUSTOMER; | | | CUSTOMER DID NOT ANSWER | | | CO LEFT VOICEMAIL TO CUSTOMER GIVING HER CUSTOMER CARE CENTER NUMBER AND HER CASE NUMBER FOR REFERENCE | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX1BW[redacted]
Owner Or Fleet	[redacted], COLUMBUS, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	5/3/2019	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/3/2019 5:06:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN OH STATE; 2ND OWNER; VEHICLE PURCHASED ALMOST 2 YEARS AGO AT MILEAGE 65, 097; VEHICLE PURCHASED FROM 403200 VW DEALER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT LOCAL BUSINESS (NON-VW); ISSUE LAST OCCURRED ON 7/2018; PREVIOUS REPAIRS WERE COMPLETED AT DEALER 403200, CUSTOMER UNSURE OF MILEAGE AT THAT TIME AND REPAIRS WERE REPLACING CLOCK SPRING; VEHICLE EXPERIENCING: AIRBAG LIGHT ON, CLICKING NOISE IN STEERING WHEN TURNING AND CONTROLS ON STEERING WHEEL DON┬┐T WORK; DEALER STATES: SP WARRANTY FOR 1YR/12K MILES WOF; REFERRED TO CUSTOMER CARE CENTER FOR REIMBURSEMENT OF FIRST REPAIR; | | | CUSTOMER SEEKING REIMBURSEMENT | | | CO ADVISED VEHICLE DID HAVE RECALL BUT ALSO HAS WARRANTY EXT FOR AIRBAG CLOCK SPRING UNTIL 4/2026 WOF; CUSTOMER CAN SEND IN REPAIR ORDER AND POP OF PREVIOUS REPAIR AND WE WILL REVIEW; WILL SEND EMAIL; CAN ALSO TAKE VEH TO DEALER FOR DIAGNOSIS FOR CURRENT CONCERN; IF DIAGNOSIS COMES BACK AS CLOCK SPRING WILL BE COVERED AT NO CHARGE; OFFERED TO SCHEDULE APPOINTMENT | | | CUSTOMER ACCEPTED | | | CO SCHEDULED APPOINTMENT FOR 5/10 AT 9AM WITH DEALER 403200 VIA XTIME [redacted] | | | | CO TO EMAIL
5/3/2019 5:15:00 PM	FROM: VW EXPERIENCE | | SENT: FRIDAY, MAY 03, 2019 5:16 PM | | TO: [redacted] | | SUBJECT: VOLKSWAGEN CUSTOMER CARE [redacted] | | | REFERENCE #[redacted] | | DEAR MS. [redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | ANE T | | CUSTOMER CARE ADVOCATE | | | CO TO WAIT CUST REPLY
5/6/2019 10:51:00 AM	MEDIA ATTACHED IN DOC CENTER
5/10/2019 1:58:00 PM	WVGAV7AX1BW[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $540.14. | | | GENERATED CHECK REQUEST.
5/10/2019 10:35:00 AM	FROM: VW EXPERIENCE | | SENT: FRIDAY, MAY 10, 2019 10:35 AM | | TO: [redacted] | | SUBJECT: VOLKSWAGEN CUSTOMER CARE [redacted] | | | REFERENCE #[redacted] | | DEAR MS. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | ANE T | | CUSTOMER CARE ADVOCATE | | | CO TO ESCALATE
5/10/2019 10:36:00 AM	SP TO REVIEW FOR REIMBURSEMENT
5/10/2019 10:50:00 AM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $540.14. | | | SP TO GENERATE CHECK REQUEST.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX1BW[redacted]
Owner Or Fleet	[redacted], COLUMBUS, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	5/3/2019	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

5/22/2019 CHECK # [redacted] FOR AMOUNT $ 540.14 MAILED ON 05/21/2019 4:00:00 AM

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX6BW[redacted]
Owner Or Fleet	[redacted] Buffalo, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	5/6/2019	Incident Date	N/A
Mileage	105,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/6/2019 10:22:00 AM	CUSTOMER STATES RECEIVED A WARRANTY EXTENSION FOR WECI ; STATING REIMBURSEMENT FORM ; SOMETIMES AIRBAG LIGHT COMES ON ; | | | | CUSTOMER SEEKING CLARIFICATION | | | | CO ADVISED THAT IS CUSTOMER MADE ANY OUT OF POCKET EXPENSE FOR THE AIRBAG CLOCK SPRING, CUSTOMER CAN SUBMIT DOCUMENTS FOR REIMBURSEMENT REVIEW; IF NOT THEN CUSTOMER CAN JUST KEEP NOTICE ; ADVISED INTAKE MANIFOLD AND FUEL INJECTOR TILL 11/12/2020 OR 120K WOF FOR BOTH AND AIRBAG CLOCK SPRING FOR 15 YEARS, AIRBAG LIGHT AND STEERING CONTROLS NOT WORKING PROPERLY ARE TWO SYMPTOMS ; NO RECALLS ; | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX5DW[redacted]
Owner Or Fleet	[redacted] CLEVELAND, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	5/7/2019	Incident Date	N/A
Mileage	55,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/7/2019 10:08:00 AM	MEDIA ATTACHED IN DOC CENTER | | | | CUSTOMER STATES/SEEKING: AIRBAG LIGHT IS ON AND VEHICLE IS SHOWING AIRBAG ERROR MESSAGE; STATES HORN AND STEERING WHEEL CONTROLS ARE NOT WORKING; STATES HAS RESEARCHED ONLINE AND THIS SEEMS TO BE AN ISSUE WITH THE CLOCK SPRING; STATES SEES THIS IS A COMMON ISSUE; STATES WOULD LIKE TO KNOW IF REPAIRS WOULD BE COVERED BY A RECALL; STATES HAS NOT HAD VEHICLE DIAGNOSED AT DEALER YET | | | | CO ADVISED: VEHICLE DOES HAVE WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING; ADVISED OF PARAMETERS; ADVISED DIAGNOSIS WILL BE COVERED AT VW DEALER AND REPAIRS WILL BE COVERED IF ISSUE RELATED TO WARRANTY; OFFERED TO SET APPOINTMENT; PROVIDED CASE NUMBER | | | | CUSTOMER THANKED; DECLINED APPOINTMENT | | | | NO FURTHER ACTION
5/7/2019 10:14:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT ON; ELECTRICAL / INEFFECTIVE - 2 / STEERING WHEEL CONTROLS NOT WORKING; ELECTRICAL / INEFFECTIVE - 1 / HORN NOT WORKING;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ5DM[redacted]
Owner Or Fleet	[redacted]Chicago, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	5/7/2019	Incident Date	N/A
Mileage	85,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/7/2019 11:57:00 AM	CUSTOMER STATES THAT HIS AIRBAG LIGHT IS ON AND HAS BEEN ON FOR A WHILE NOW; CUSTOMER STATES THAT HE WENT TO DEALER A COUPLE OF WEEKS AGO AND WAS CHARGED A DIAGNOSIS FEE; CUSTOMER STATES THAT HE WAS LOOKING ONLINE ON KELLY BLUE BOOK AND IT SAID THAT HIS VEHICLE HAD 3 RECALLS ON IT; | | | CUSTOMER SEEKS TO KNOW IF HE HAS ANY RECALLS ON HIS VEHICLE | | | CO ADVISED CUSTOMER THAT THERE ARE NO RECALLS ON THE VEHICLE AND THAT THERE ARE 2 WARRANTY EXTENSIONS; ONE FOR THE AIRBAG CLOCK SPRING FOR 10/120K WOF; CO ADVISED CUSTOMER THAT THERE IS ALSO ONE FOR THE STEERING WHEEL LOCK FOR 10/100K WOF; CO ADVISED CUSTOMER THAT THE AIRBAG LIGHT IS A SYMPTOM IF THE AIRBAG CLOCK SPRING; CO ADVISED CUSTOMER THAT HE CAN GO TO NEAREST DEALER AND HAVE THEM CONFIRM | | | CUSTOMER ACKNOWLEDGED STATES THAT HE WENT TO DEALER 403328 AND WAS CHARGED THE DIAGNOSIS FEE; CUSTOMER STATES THAT HE WILL TALK TO THEM ABOUT GETTING REFUNDED THE MONEY BACK | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A39EC[redacted]
Owner Or Fleet	[redacted] TEMPLE CITY, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	5/7/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/7/2019 12:16:00 PM	MEDIA ATTACHED IN DOC CENTER
5/14/2019 10:29:00 AM	CUST SEEKING REIMBURSEMENT FOR WECY WARR EXT; SUBMITTED RO AND POP FROM THE INDEP REPAIR SHOP; THE INDEP REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TOREIMBURSE MAX PARTS $290.00; VW TO REIMBURSE MAX LABOR $248.04; TAX $27.55; VW TO REIMBURSE TOTAL: $565.59. | | | SP TO GENERATE CHECK REQUEST.
5/14/2019 10:31:00 AM	1VWBT7A39EC[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $565.59. | | | GENERATED CHECK REQUEST.
5/14/2019 10:39:00 AM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
5/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 565.59 MAILED ON 05/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV2B7AX3JM[redacted]
Owner Or Fleet	[redacted], Richmondville, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	5/7/2019	Incident Date	N/A
Mileage	51,338		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/7/2019 12:21:00 PM	MEDIA ATTACHED IN DOC CENTER
5/8/2019 10:58:00 AM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION AND PRIOR TO THE FIRST VALID OUT OF POCKET DATE FOR REIMBURSEMENT; VW TO REIMBURSE AS GOODWILL DUE TO THE DATE OF THE REPAIR; CUST PAID $547.57 FOR REPAIRS; TAX $41.06; VW TO REIMBURSE TOTAL: $588.63. | | | SP TO GENERATE CHECK REQUEST.
5/8/2019 11:01:00 AM	3VV2B7AX3JM[redacted]; VW TO REIMBURSE CUST FOR WECY AS GOODWILL DUE TO DATE; TOTAL: $588.63. | | | GENERATED CHECK REQUEST.
5/16/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 588.63 MAILED ON 05/15/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHP7AN0BE[redacted]
Owner Or Fleet	[redacted], Nesconset, NY, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2011		
Report Date	5/7/2019	Incident Date	N/A
Mileage	55,399		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/7/2019 12:26:00 PM	MEDIA ATTACHED IN DOC CENTER
5/10/2019 1:15:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING AND THE BATTERY; ONLY THE AIR BAG CLOCK SPRING IS COVERED; CUST PAID $ 773.10; TAX $65,71; VW TO REIMBURSE TOTAL: $838.81. | | | SP TO GENERATE CHECK REQUEST.
5/10/2019 1:18:00 PM	WVWHP7AN0BE[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $838.81. | | | GENERATED CHECK REQUEST.
5/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 838.81 MAILED ON 05/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A37FC[redacted]
Owner Or Fleet	[redacted]	OZARK, AL, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	5/7/2019	Incident Date	N/A
Mileage	53,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/7/2019 6:24:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN AL STATE; 2ND OWNER; VEHICLE PURCHASED 2016 AT MILEAGE 11,000; VEHICLE PURCHASED FROM 405420 VW DEALER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG ,TRACTION CONTROL LIGHTS; ABS LIGHT ; TIRE PRESSURE MONITOR LIGHT; CRUISE CONTROL DOESN'T WORK VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP.; | | | | CUSTOMER SEEKING: VW TO STOP SENDING RECALL LETTER TO HOME THAT HAS ALREADY BEEN PERFORMED ON VEHICLE; | | | | CO ADVISED: DURING APPOINTMENT ON MAY 13, 2019 DEALER 405420 CAN CONFIRM THAT THE RECALL 69Y5 WAS COMPLETED ON VEHICLE AND SHOULD BE ABLE TO STOP REPEATED RECALL LETTERS AND TO MAKE SURE VEHICLE IN THE SYSTEM IS UP TO DATE WITH RECALL COMPLETION CUSTOMER ACKNOWLEDGE INFORMATION | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A36DC[redacted]
Owner Or Fleet	[redacted] Arlington, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	5/8/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/8/2019 9:17:00 AM	MEDIA ATTACHED IN DOC CENTER
5/9/2019 1:06:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM AN INDEP REPAIR SHOP; THE INDEP REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; THE REPAIRS WERE COMPLETED PRIOR TO THE FIRST VALID OUT OF POCKET DATE; VW TO REIMBURSE MAX PARTS $290.07; VW TO REIMBURSE MAX LABOR $248.04; TAX $20.34; VW TO REIMBURSE TOTAL: $558.45. | | | | SP TO GENERATE CHECK REQUEST.
5/9/2019 1:10:00 PM	1VWBP7A36DC[redacted] VW TO REIMBURSE WECY AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $558.45. | | | | GENERATED CHECK REQUEST.
5/9/2019 1:16:00 PM	SP MAILED LETTER EXPLAINING CAP REIMBURSEMENT.
5/16/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 558.45 MAILED ON 05/15/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A33FC[redacted]
Owner Or Fleet	[redacted] Omaha, NE, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	5/8/2019	Incident Date	N/A
Mileage	89,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/8/2019 11:33:00 AM	MEDIA ATTACHED IN DOC CENTER
5/8/2019 2:30:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; CUST SEEKING REIMBURSEMENT FOR THE WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING AND PERFORMED AN OIL CHANGE; CUST PAID $636.61 FOR THE AIR BAG CLOCK SPRING REPAIRS; TAX $24.36; VW TO REIMBURSE TOTAL: $660.97. | | | | SP TO GENERATE CHECK REQUEST.
5/8/2019 2:38:00 PM	1VWAT7A33FC[redacted]VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $660.97. | | | | GENERATED CHECK REQUEST.
5/16/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 660.97 MAILED ON 05/15/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRA7AU9FM[redacted]
Owner Or Fleet	[redacted] SAINT CLOUD, MN, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	5/9/2019	Incident Date	N/A
Mileage	36,500		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521K		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/9/2019 11:03:00 AM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES THIS MORNING THE AIRBAG WARNING LIGHT CAME ON AND STAYED ON WHILE CUSTOMER DROVE ROUGHLY 120 MILES AND EVEN WHILE STOPPING FOR FUEL. CUSTOMER CHECKED RECALL SITE BUT DIDN'T SEE ANY ACTIVE. | | | CUSTOMER SEEKING WHY AIRBAG LIGHT CAME ON. | | | CO ADVISED CHECKED FOR ANY OPEN RECALLS, SERVICE ACTIONS OR UPDATES; CURRENTLY THERE ARE NONE. CO ADVISED CHECKED FOR ANY WARRANTY EXTENSIONS: THERE IS THE AIRBAG CLOCK SPRING, WHICH IS ACTIVE UNTIL 4/15/2025 OR 120,000 MILES, WOF. A VW DEALERSHIP WOULD BE ABLE TO PERFORM A CURRENT DIAGNOSIS TO DETERMINE IF THE AIRBAG SENSOR IS ON AND RELATED TO THE AIRBAG CLOCK SPRING WARRANTY EXTENSION. CO ADVISED CUSTOMER ALSO HAS THE TWO WARRANTY EXTENSIONS FOR THE TDI EMISSIONS, WHICH ONE IS ACTIVE FOR 4/16/2026 OR 162,000 MILES, WOF AND THE OTHER IS 9/1/2023 OR 82,258 MILES, WOF. FOR THESE TDI WARRANTY EXTENSIONS, AS THESE WERE ISSUED AS PART OF THE TDI CLASS ACTION SETTLEMENT, CO WOULD ONLY HAVE ACCESS TO THE TIME AND MILEAGE PARAMETERS THAT WERE PROVIDED. TO DETERMINE WHAT COMPONENTS THESE EXTENDED WARRANTIES COVER, CUSTOMER CAN VISIT THE FOLLOWING WEBSITE TO GATHER THIS INFORMATION: [redacted] CO ADVISED HAS DOCUMENTED VEHICLE CONCERNS TODAY. CO OFFERED TO SET UP APPOINTMENT. | | | CUSTOMER ACKNOWLEDGED AND DECLINED; HAS 40K MAINTENANCE SERVICE TODAY WITH DEALER 402415. | | | CO SENT COPY OF TRANSCRIPT IN CHAT FEATURE. | | | NO FURTHER ACTION.
5/9/2019 11:23:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT CAME ON TODAY FOR THE 1ST TIME;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW637AJXDM[redacted]
Owner Or Fleet	[redacted] WESTPORT, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	5/9/2019	Incident Date	N/A
Mileage	52,135		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/9/2019 3:14:00 PM	MEDIA ATTACHED IN DOC CENTER
5/9/2019 3:50:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTALL $736.19. | | | SP TO GENERATE CHECK REQUEST.
5/9/2019 3:53:00 PM	3VW637AJXDM[redacted] VW TO REMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $736.19. | | | GENERATED CHECK REQUEST.
5/16/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 736.19 MAILED ON 05/15/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A39CC[redacted]
Owner Or Fleet	[redacted] ENID, OK, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	5/9/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/9/2019 4:01:00 PM	CUSTOMER STATES: IS AT THE DEALER NOW, BUT THE VEHICLE IS WITH HER SON; HAD A RECALL DONE A YEAR AGO FOR THE AIRBAG CLOCK SPRING; VEHICLE EXPERIENCING: AIRBAG LIGHT IS ON; DEALER REFERRED CUSTOMER TO CUSTOMER CARE CENTER; CRUISE CONTROL WAS FIXED LAST SUMMER; HAS READ MULTIPLE FORUMS OF PEOPLE WHO GET THE RECALL DONE THEN MONTHS LATER THE LIGHT COMES BACK ON | | | | CUSTOMER SEEKING: WHY IS THE LIGHT ON AFTER HAVING THE RECALL | | | | CO ADVISED: CANNOT SAY WHY THE LIGHT IS ON; SPARE PARTS WARRANTY IS 1Y/12K MILES WOF; THE RECALL WAS PERFORMED 06/29/2018; THE VEHICLE IS STILL WITHIN BY TIME BUT WE WILL NEED THE ACTUAL MILEAGE OF THE VEHICLE NOW AND THE MILEAGE OF WHEN IT WAS BROUGHT IN TO SEE IF IT'S STILL UNDER OR OVER 12K MILES FROM WHEN IT WAS BROUGHT IN; VEHICLE HAS THE 15Y/ UNLIMITED MILES WOF AIRBAG CLOCK SPRING WARRANTY EXT; IF THE STEERING WHEEL CONTROLS ARE NOT WORKING PROPERLY(HORN) AND THE AIRBAG LIGHT STAYS ON. BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER THIS WARRANTY EXTENSION. IT'S AT THE CUSTOMERS DISCRETION IF SHE WANTS TO GET A DIAGNOSIS COMPLETED IF ITS UNRELATED CUSTOMER WILL BE RESPONSIBLE FOR DIAGNOSIS AND NEEDED REPAIR; WILL DOCUMENT HER CONCERNS; ADVISED CUSTOMER TO SPEAK WITH DEALER; CO TO EMAIL CASE NUMBER | | | | NO FURTHER ACTION | |
5/9/2019 4:12:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | | IT WAS NICE TALKING TO YOU TODAY. | | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┤T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | SINCERELY, | | | | | | | | KALYN R | | CUSTOMER CARE ADVOCATE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU8GM[redacted]
Owner Or Fleet	[redacted], PEPPERELL, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2016		
Report Date	5/13/2019	Incident Date	N/A
Mileage	43,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/13/2019 10:37:00 AM	CUSTOMER STATES: LOOKING TO SEE IF THERE ARE ANY RECALLS OR COVERAGE FOR CLOCKSPRING; I WAS DOING A THREE POINT TURN AND THERE STARTED BEING A CLICKING SOUND COMING FROM THE STEERING WHEEL, WHEN I TURNED THE WHEEL THE OTHER DIRECTION THERE WAS A LOUD POPPING SOUND, THEN MY AIRBAG LIGHT CAME ON, AND ALL OF MY WHEEL CONTROLS STOPPED WORKING. THE CAR IS OUT OF THE NORMAL WARRANTY PERIOD, BUT I SAW THAT THERE WAS A RECALL FOR THIS PROBLEM FOR MODELS UP TO 2014 | | | CO ADVISED: I APPRECIATE YOUR PATIENCE! I DO SEE ONE RECALL ON YOUR GOLF FOR THE MICRO LEVER SWITCH. THIS CAN BE COMPLETED FREE TO YOU AT ANY VW DEALERSHIP. AND GOOD NEWS! YOUR GOLF DOES HAVE A WARRANTY EXTENSION FOR THE AIRBAG CLOCKSPRING. THIS IS VALID UNTIL OCTOBER 29TH OF 2026 OR 120K MILES WHICHEVER OCCURS FIRST. OFFERED TO SET UP AN INTERVIEW | | | CUSTOMER DECLINED; | | | NO FURTHER ACTION
5/13/2019 10:44:00 AM	MEDIA ATTACHED IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX4EW[redacted]
Owner Or Fleet	[redacted] Alpine, UT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	5/13/2019	Incident Date	N/A
Mileage	21,571		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/13/2019 11:31:00 AM	MEDIA ATTACHED IN DOC CENTER
5/15/2019 1:26:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED 2 ROS AND POP FROM THE DEALER; THE DEALER PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING IN MARCH 2018; CUSTOMER PAID $603.87; IN MACH 2019 THE DEALER HAD TO RECODE THE STEERING CONTROL MODULE - NOT THE CLOCK SPRING; VW TO REIMBURSE THE CLOCK SPRING ONLY; VW TO REIMBURSE CUSTOMER TOTAL: $603.87. | | | SP TO GENERATE CHECK REQUEST.
5/15/2019 1:30:00 PM	WVGBV3AX4EW[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $603.87. | | | GENERATED CHECK REQUEST.
5/15/2019 9:21:00 AM	CUSTOMER STATES HASN'T HEARD FROM PREVIOUS CO REGARDING CLAIM; RESENT DOCUMENTS THAT WERE SENT ON MARCH 29TH; CUSTOMER INCLUDED REPAIR ORDER AND POP FOR WARRANTY EXTENSION
5/15/2019 9:40:00 AM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | I APPRECIATE YOU TAKING THE TIME TO REACH BACK OUT TO OUR CUSTOMER CARE CENTER, AND I┬┐M DISMAYED THAT YOU HAVEN┬┐T HEARD BACK ON THE STATUS OF YOUR REIMBURSEMENT REQUEST. | | | I TOOK THE CHANCE TO REVIEW YOUR PREVIOUS CASE INFORMATION, AND SADLY, I COULDN┬┐T FIND THE DOCUMENTS YOU┬┐VE INCLUDED IN THIS CURRENT EMAIL. I┬┐M TERRIBLY SORRY FOR THE INCONVENIENCE AND THAT WE DIDN┬┐T RECEIVE THEM AT THAT EARLIER TIME, AND I┬┐M GLAD THAT YOU REACHED BACK OUT TO US. I WILL BE ABLE TO HAVE YOUR CASE ESCALATED UP FOR REVIEW SINCE YOU┬┐VE INCLUDED ALL OF THE NECESSARY INFORMATION IN THIS CURRENT EMAIL. | | | I┬┐VE REACHED OUT TO THE REVIEW DEPARTMENT TO INQUIRE ABOUT A TIME FRAME FOR THE DURATION OF THE REVIEW. DUE TO THE CIRCUMSTANCES, I WAS ADVISED THAT THEY WILL BE ABLE TO REVIEW YOUR DOCUMENTS A LOT SOONER THAN EXPECTED. INSTEAD OF THE NORMAL 60 DAY PERIOD, THEY WILL BE ABLE TO REVIEW IT IN APPROXIMATELY 3-4 WEEKS. | | | MOVING FORWARD, YOU SHOULD BE RECEIVING THE DETERMINATION IN THE MAIL TO YOUR HOME ADDRESS. | | | I┬┐M SORRY FOR ANY CONCERN THIS HAS CAUSED, AND I CAN ATTEST THAT YOUR CASE AND DOCUMENTS HAVE BEEN ESCALATED UP TODAY. I APPRECIATE YOUR DILIGENCE IN THIS MATTER. | | | SINCERELY, | | | | | | | RAVEN L. | | CUSTOMER CARE ADVOCATE | | | | CO TO ESCALATE TO SP FOR REVIEW
5/15/2019 9:41:00 AM	SP TO REVIEW FOR REIMBURSEMENT UNDER WECI WARRANTY EXTENSION
5/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 603.87 MAILED ON 05/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX3DW[redacted]
Owner Or Fleet	[redacted] TAHOE CITY, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	5/13/2019	Incident Date	N/A
Mileage	76,192		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/13/2019 12:00:00 PM	MEDIA ATTACHED IN DOC CENTER
5/13/2019 12:29:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $757.71. | | | SP TO GENERATE CHECK REQUEST.
5/13/2019 12:39:00 PM	WVGBV7AX3DW[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $757.71. | | | GENERATED CHECK REQUEST.
5/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 757.71 MAILED ON 05/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A34DC[redacted]
Owner Or Fleet	[redacted] Dallas, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	5/13/2019	Incident Date	N/A
Mileage	130,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/13/2019 12:29:00 PM	CUSTOMER STATES: VEHICLE REGISTERED IN TX; SUBSEQUENT OWNER; CPO; VEHICLE WITH CUSTOMER; CURRENT MILEAGE - 130K; CURRENT CONCERN - THE AIRBAG LIGHT IS ON; THE HORN AND BUTTONS DON'T WORK FOR THE RADIO. | | | CUSTOMER SEEKING: IF THERE A RECALL | | | CO ADVISED: NO OPEN RECALLS; HAS 1 WARRANTY EXTENSION FOR THE CLOCK SPRING (WECI); THE VEHICLE IS EXHIBITING SYMPTOMS,; WILL NEED A DIAGNOSIS AT AN AUTHORIZED VW DEALER; HE MUST AUTHORIZED THE DIAGNOSIS; IF CONCERNS FALL UNDER THE WARRANTY EXTENSION THE REPAIR IS COVERED; IF NOT, HE IS ONLY RESPONSIBLE FOR THE DIAGNOSIS FEE; WILL HAVE OUR CORRESPONDENCE DEPARTMENT E-MAIL A COPY OF THE WARRANTY EXTENSION LETTER | | | CO TO SEND TO TEAM 5 | | |
5/13/2019 12:43:00 PM	PLEASE E-MAIL A COPY OF THE WECI WARRANTY EXTENSION LETTER | | | ORIGINAL IN-SERVICE DATE 12-21-2012 | | WARRANTY EXTENSION 15 YEARS/UNLIMITED MILEAGE | | | | | TEAM 5 TO SEND E-MAIL.
5/15/2019 11:53:00 AM	CA GENERATED AND SENT E-MAIL WITH ATTACHMENT TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.
5/15/2019 11:54:00 AM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY
5/17/2019 6:30:00 PM	CO REVIEWED AND NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A37FC[redacted]
Owner Or Fleet	[redacted] Durham, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	5/13/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/13/2019 2:55:00 PM	FROM:[redacted] | | SENT: MONDAY, MAY 13, 2019 2:34 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | | HELLO I WANTED TO CHECK ON MY REIMBURSEMENT STATI
5/14/2019 1:15:00 PM	MEDIA ATTACHED IN DOC CENTER
5/14/2019 10:07:00 AM	CO CALLED DEALER SERVICE ADVISOR AND CONFIRMED THAT CUSTOMER PAID FOR REPAIR; ASKED TO EMAIL INVOICE TO VWCUSTOMERCARE@VW.COM
5/14/2019 10:30:00 AM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | I APPRECIATE YOU REACHING BACK OUT TO OUR CUSTOMER CARE CENTER, AND I HOPE THAT THIS EMAIL FINDS YOU WELL. | | | I SEE THAT YOU┬┐VE BEEN IN PREVIOUS CONTACT WITH OUR CENTER BEFORE, AND I WOULD LIKE THE OPPORTUNITY TO CONTINUE TO WORK WITH YOU IN THIS REGARD OF RECEIVING A REVIEW FOR REIMBURSEMENT. I┬┐M DISMAYED TO LEARN THAT YOU┬┐VE PAID FOR AN ITEM COVERED UNDER THE WARRANTY EXTENSION, BUT I┬┐M EAGER TO PROGRESS YOUR REQUEST FOR REVIEW. | | | AT THE TIME OF YOUR PREVIOUS CONTACT WITH OUR CARE CENTER, IT SEEMS THAT WE ONLY RECEIVED THE REPAIR ORDER AT THAT TIME. IN ORDER TO CONTINUE WITH THE REVIEW, WE ARE IN NEED OF A RECEIPT SHOWING THE PROOF OF PAYMENT. TO MAKE THE BEST USE OF YOUR TIME, I REACHED OUT TO FLOW VOLKSWAGEN OF BURLINGTON TO CONFIRM THE PAYMENT ON YOUR BEHALF. | | | I WILL HAVE YOUR CASE ESCALATED UP FOR REVIEW TODAY. PLEASE NOTE THAT IT CAN TAKE UP TO APPROXIMATELY 60 DAYS FOR COMPLETION ┬┐ BUT KNOW THAT YOUR CASE IS IN THE RIGHT HANDS. | | | I APPRECIATE YOU REACHING BACK OUT TO US SO THAT WE┬┐RE ABLE TO REVIEW FURTHER INTO THIS REQUEST. THANK YOU FOR ALLOWING US THE OPPORTUNITY TO WORK WITH YOU ON THIS. | | | SINCERELY, | | | | | | | RAVEN L. | | CUSTOMER CARE ADVOCATE | | | | CO TO ESCALATE TO SP TO REVIEW
5/14/2019 10:31:00 AM	SP TO REVIEW FOR REIMBUSEMENT; RO IN PREVIOUS CASE[redacted] CALLED DLR TO CONFIRM CUSTOMER PAID FOR REPAIR
5/14/2019 12:40:00 PM	MEDIA ATTACHED IN DOC CENTER; INVOICE FROM[redacted]
5/14/2019 3:42:00 PM	CUSTOMER SUBMITTED REIMBURSEMENT FOR WECY WARR EXT.; SUBMITTED REPAIR ORDER AND POP FROM THE DEALER; THE DEALER PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE RELEASE OF THE RECALL; THE REPAIR WAS COMPLETED BEFORE THE FIRST VALID OUT OF POCKET DATE FOR REIMBURSEMENT; VW TO REIMBURSE AS GOODWILL DUE TO THE DATE OF THE REPAIR; VW TO REIMBURSE TOTAL: $390.00. | | | SP TO GENERATE CHECK REQUEST.
5/14/2019 3:51:00 PM	1VWAT7A37FC[redacted] VW TO REIMBURSE CUST FOR WECY AS GOODWILL DUE TO DATE; TOTAL: $390.00. | | | GENERATED CHECK REQUEST.
5/22/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 390.00 MAILED ON 05/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV3B7AX5JM[redacted]
Owner Or Fleet	[redacted] Magnolia, DE, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	5/13/2019	Incident Date	N/A
Mileage	16,500		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/13/2019 3:22:00 PM	CUSTOMER STATES: THE SEATBELT AND AIRBAG WARNING LIGHTS KEPT COMING ON; CUSTOMER TOOK THE VEHICLE TO DEALER 406106, AND WAS TOLD BY THE SERVICE DEPARTMENT THAT CUSTOMER'S PHONE WAS LETTING OFF A CHARGE, AND IF CLOSE TO THE SEATBELT, COULD TRIGGER A FALSE SEATBELT WARNING LIGHT; CUSTOMER PAID $35K FOR A VEHICLE THAT MALFUNCTIONS WHEN HER CELL PHONE IS IN THE VEHICLE; CUSTOMER FINDS THAT TO BE UNACCEPTABLE | | | CUSTOMER SEEKING: TO DOCUMENT CONCERNS | | | CO ADVISED: IF THE DEALER ADVISED CUSTOMER SHOULD NOT HAVE THE PHONE NEAR THE SEATBELT, AS IT COULD TRIGGER THE SEATBELT WARNING LIGHT, THAT IS THE INFORMATION VWOA WOULD SUPPORT; VWOA RELIES ON THE DEALER, AS THEY ARE TECHNICALLY TRAINED TO SERVICE THE VEHICLES; IF CUSTOMER DISAGREES WITH THE DIAGNOSIS, SHE IS ALWAYS MORE THAN WELCOME TO TAKE THE VEHICLE TO ANOTHER VW DEALER FOR A SECOND OPINION; VW WORKS WITH NHTSA, TO HELP RELEASE WARRANTY EXTENSIONS/RECALLS; THE VEHICLE HAS A WARRANTY EXTENSION FOR THE STEERING WHEEL CLOCK SPRING FOR 10YEARS/120K MILES WOF; | | | CUSTOMER STATES: CUSTOMER HAS HAD NOTHING BUT PROBLEMS WITH THE VEHICLE, AND WILL BE TRADING THE VEHICLE IN FOR ANOTHER BRAND; | | | CO APLOGIZED FOR CUSTOMER'S OWNERSHIP EXPERIENCE NOT MEETING EXPECTATIONS; CO WILL EMAIL CASE NUMBER; IF CUSTOMER HAS FUTURE QUESTIONS/CONCERNS, SHE CAN CALL CUSTOMER CARE BACK | | | NO FURTHER ACTION
5/13/2019 3:29:00 PM	CATEGORY SELECTION : SEATBELTS / INEFFECTIVE - 1 / SEATBELT WARNING LIGHT ON; AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT ON;
6/11/2019 4:10:00 PM	CUSTOMER STATES: THE SEATBELT AND AIRBAG WARNING LIGHTS KEPT COMING ON; CUSTOMER TOOK THE VEHICLE TO DEALER 406106, A MONTH AGO, AND WAS TOLD BY THE SERVICE DEPARTMENT THAT CUSTOMER'S PHONE WAS LETTING OFF A CHARGE, AND IF CLOSE TO THE SEATBELT, COULD TRIGGER A FALSE SEATBELT WARNING LIGHT; CUSTOMER PAID $35K FOR A VEHICLE THAT MALFUNCTIONS WHEN HER CELL PHONE IS IN THE VEHICLE; CUSTOMER FINDS THAT TO BE UNACCEPTABLE; CURRENTLY THE VEHICLE'S AIRBAG WARNING LIGHT IS ON, AND THE SEATBELT WARNING LIGHT STILL COMES ON; | | | CUSTOMER SEEKING: VEHICLE CONCERNS RESOLVED | | | CO ADVISED: IF THE DEALER ADVISED CUSTOMER SHOULD NOT HAVE THE PHONE NEAR THE SEATBELT, AS IT COULD TRIGGER THE SEATBELT WARNING LIGHT, THAT IS THE INFORMATION VWOA WOULD SUPPORT; VWOA RELIES ON THE DEALER, AS THEY ARE TECHNICALLY TRAINED TO SERVICE THE VEHICLES; IF CUSTOMER DISAGREES WITH THE DIAGNOSIS, SHE IS ALWAYS MORE THAN WELCOME TO TAKE THE VEHICLE TO ANOTHER VW DEALER FOR A SECOND OPINION; THE NEXT NEAREST DEALER TO CUSTOMER IS DEALER 408265; CO OFFERED TO MAKE CUSTOMER A DEALER APPOINTMENT; VW WORKS WITH NHTSA, TO HELP RELEASE WARRANTY EXTENSIONS/RECALLS IF A RECALL/WARRANTY EXTENSION IS RELEASED, VW WILL NOTIFY CUSTOMER VIA U.S. POSTAL MAIL; THE VEHICLE HAS A WARRANTY EXTENSION FOR THE STEERING WHEEL CLOCK SPRING FOR 10YEARS/120K MILES WOF; | | | CUSTOMER STATES: CUSTOMER WILL CALL DEALER 406103 AND MAKE AN APPOINTMENT FOR A 2ND OPINION | | | CO APLOGIZED FOR CUSTOMER'S OWNERSHIP EXPERIENCE NOT MEETING EXPECTATIONS; IF CUSTOMER HAS FUTURE QUESTIONS/CONCERNS, SHE CAN CALL CUSTOMER CARE BACK | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDZ7AJ1BM[redacted]
Owner Or Fleet	[redacted] FALMOUTH, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	5/13/2019	Incident Date	N/A
Mileage	107,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/13/2019 8:16:00 PM	CUSTOMER STATES: NEEDS RECALL COMPLETED FOR AIRBAG; AIR BAG WARNING LIGHT KEEPS APPEARING ON VEHICLE | | | | CUSTOMER SEEKS: AIR BAG RECALL COMPLETED; RECALL INFORMATION | | | CO ADVISED: AT THIS TIME THERE ARE NO OPEN CAMPAIGNS ON CUSTOMER VEHICLE; RECALLS ARE VIN SPECIFIC, IF VEHICLE HAPPENS TO HAVE A RECALL OCCUR CUSTOMER WILL RECEIVE NOTICE VIA MAIL; CUSTOMER HAS NOT TAKEN VEHICLE TO VW DEALER; CUSTOMER SPOKE WITH VW DEALER OVER THE PHONE AND UNTIL CUSTOMER BRING VEHICLE IN FOR DIAGNOSTIC; VEHICLE CONCERNS WILL CONTINUE TO BE UNKNOWN: CO RECOMMENDED CUSTOMER TO ASSIST WITH DEALER APPOINTMENT AT DEALER 401025 CUSTOMER REFUSED TO SET UP DEALER APPOINTMENT AND WILL TAKE IT IN TO DEALER AT CUSTOMER CONVENIENCE; | | | | NO FURTHER ACTION
5/13/2019 8:17:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT ON ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A39DC[redacted]
Owner Or Fleet	[redacted] New York, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	5/14/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/14/2019 1:17:00 PM	CUSTOMER STATES: MECHANIC WAS SUPPOSED TO SEND IN INFORMATION FOR REFUND ON CLOCK SPRING, WONDERING IF WAS RECEIVED; | | | | CUSTOMER SEEKING: STATUS OF REFUND; | | | | CO ADVISED: DOCUMENTS WERE NEVER RECEIVED, CAN EMAIL OR MAIL DOCUMENTS IN. WOULD NEED REPAIR ORDER & POP; | | | | CO TO CLOSE;
5/15/2019 4:20:00 PM	FROM:[redacted] | SENT: WEDNESDAY, MAY 15, 2019 3:03 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted]| | | | I JUST SENT DOCUMENTATION. PLEASE LET ME KNOW IF YOU RECEIVED IT. | |[redacted]| | | | ***NOTE: THERE AREN'T ANY ATTACHMENTS IN THIS EMAIL***
5/15/2019 4:55:00 PM	TEAM 5 TO EMAIL CUSTOMER BACK AND LET HER KNOW NO ATTACHMENTS WERE ON THE EMAIL; | | | | TEAM 5 TO REVIEW;
5/15/2019 5:33:00 PM	MEDIA ATTACHED IN DOC CENTER
5/16/2019 8:08:00 AM	CO TO REVIEW CUSTOMER'S ATTACHMENT AND HANDLE CASE AS NECESSARY
5/17/2019 11:18:00 AM	CO ADVISED: RECEIVED DOCUMENTS. SHOULD HEAR BACK FROM VW WITHIN 10-14 BUSINESS DAYS; ANY FURTHERMORE QUESTIONS CAN CONTACT CC BACK; | | | | CO TO ASSIGN TO SP FOR REVIEW;
5/17/2019 11:20:00 AM	SP TO REVIEW FOR AIRBAG CLOCK SPRING WARRANTY EXTENSION REIMBURSMENT; | | | | SP TO REVIEW;
5/17/2019 4:27:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM AND INDEP REPAIR SHOP; THE INDEP REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE PARTS $290.07; VW TO REIMBURSE MAX LABOR $210.00; CUST WAS PROVIDED DISCOUNT; VW TO REIMBURSE TOTAL: $490.07. | | | | SP TO GENERATE CHECK REQUEST.
5/17/2019 4:29:00 PM	1VWBP7A39DC[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $490.07. | | | | GENERATED CHECK REQUEST.
5/30/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 490.07 MAILED ON 05/29/2019
6/3/2019 10:42:00 AM	CUSTOMER STATES: CUSTOMER WANTED TO KNOW IF THE CASE HAS BEEN REVIEWED; | | | | CUSTOMER SEEKING: UPDATE ON CASE | | | | CO ADVISED: CONFIRMED THAT REIMBURSEMENT HAS BEEN APPROVED; VW TO REIMBURSE PARTS $290.07; VW TO REIMBURSE MAX LABOR $210.00; CUST WAS PROVIDED DISCOUNT; VW TO REIMBURSE TOTAL: $490.07. CUSTOMER UNDERSTOOD | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A38DC[redacted]
Owner Or Fleet	[redacted]		WALNUT, CA, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	5/14/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/14/2019 2:12:00 PM	MEDIA ATTACHED IN DOC CENTER
5/23/2019 1:13:00 PM	1VWBP7A38DC[redacted]VW TO REIMBURSE WECI WARR EXT; TOTAL: $598.31. | | | | GENERATED CHECK REQUEST.
5/23/2019 1:17:00 PM	SP MAILED LETTER EXPLAINING CAP REIMBURSEMENT.
5/23/2019 12:48:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARR EXT; SUBMITTED RO AND POP FROM THE INDEP REPAIR SHOP; THE INDEP REPAIR SHOP PERFORMED REPAIRS TO THE CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; VW TO REIMBURSE MAX PARTS $290.07; VW TO REIMBURSE MAX LABOR $248.04; TAX: $60.20; VW TO REIMBURSE TOTAL: $598.31. | | | SP TO GENERATE CHECK REQUEST.
5/30/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 598.31 MAILED ON 05/29/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWFW7AH2CV[redacted]
Owner Or Fleet	[redacted] Fairport, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	5/14/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Mileage	63,461

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/14/2019 2:14:00 PM	MEDIA ATTACHED IN DOC CENTER
5/14/2019 3:24:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; CUST PAID $577.07 FOR REPAIRS; TAX $46.16; VW TO REIMBURSE TOTAL: $623.23. | | | SP TO GENERATE CHECK REQUEST.
5/14/2019 3:34:00 PM	WVWFW7AH2CV[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $623.23. | | | GENERATED CHECK REQUEST.
5/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 623.23 MAILED ON 05/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A37EC[redacted]
Owner Or Fleet	[redacted] SAINT LOUIS, MO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	5/14/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Mileage	48,000

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/14/2019 5:16:00 PM	CUSTOMER STATES: VEHICLE AIRBAG LIGHT CAME ON; VEHICLE STEERING WHEEL DOESN┬┐T FEEL RIGHT; DID SOME RESEARCH ONLINE AND FOUND INFORMATION ON THE AIRBAG CLOCK SPRING EXTENDED WARRANTY AND WANTED TO KNOW IF HER VEHICLE CONCERNS FELL UNDER THAT EXTENDED WARRANTY | | | CUSTOMER SEEKS: INFORMATION ON AIRBAG CLOCK SPRING EXTENDED WARRANTY | | | CO ADVISED: CUSTOMER DIDN┬┐T HAVE THE AIRBAG CLOCK SPRING EXTENDED WARRANTY ATTACHED TO HER VIN AND HER REPAIR WOULD BE COVERED; CO OFFERED TO MAKE CUSTOMER A DEALER APPOINTMENT AT CLOSEST DEALER TO CUSTOMER | | | CUSTOMER ACCEPTED | | | CO CALLED DEALER 424122 AND SCHEDULED APPOINTMENT FOR 5/22/19 AT 8AM | | | CUSTOMER THANKED | | | NO FURTHER ACTION
5/14/2019 5:27:00 PM	CATEGORY SELECTION : AIRBAGS / OTHER SYMPTOM - 1 / AIRBAG CLOCK SPRING;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDZ7AJ1BM[redacted]
Owner Or Fleet	[redacted] FRESNO, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	5/14/2019	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/14/2019 8:22:00 PM	CUSTOMER STATES: CRUISE CONTROL DOES NOT COME ON IN VEHICLE; AIRBAG LIGHT ON IN VEHICLE; | | | | CUSTOMER SEEKING: ANY OPEN RECALLS ON VEHICLE; | | | | CO ADVISED: NO OPEN RECALLS; TWO EXTENDED WARRANTIES; SECODARY AIR PRESSURE SENSOR WARRANTY EXT EXPIRES 2021/120K MILES; AIRBAG CLOCK SPRING WARRANTY 10Y/120K MILES; OFFERED TO SCHEDULE DEALER APPOINTMENT; CUSTOMER DECLINED; | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A32EC[redacted]
Owner Or Fleet	[redacted] SAN ANTONIO, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	5/15/2019	Incident Date	N/A
Mileage	89,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/15/2019 7:54:00 PM	CUSTOMER STATES: CLOCK SPRING WENT OUT EMISSION WARRANTY COVERED VEHICLE REPAIR BUT CUSTOMER WAS NOT AWARE OF THE WARRANTY CUSTOMER PAID OUT OF POCKET FOR REPAIR: SENT INVOICE/PROOF OF PAYMENTS TO VWCUSTOMER@VW.COM | | | CUSTOMER SEEKS: FULL REIMBURSEMENT ON REPAIR THAT IS COVERED UNDER WARRANTY; | | | FACE TO FACE WITH ROSS; VERIFY EMAIL ADDRESS CUSTOMER SENT DOCS TO; TEAM LEAD AGREES WITH CO DECISION TO SEND EMAIL FOR CUSTOMER TO RESPOND TO WITH DOCS | | | CO ADVISED: CUSTOMER SENT DOCUMENTATION TO INCORRECT EMAIL ADDRESS; CO OFFERED TO SEND CUSTOMER CASE NUMBER; SO THAT CUSTOMER CAN REFERENCE BACK TO AT ANY TIME AND TO REPLY AND SEND IN DOCUMENTS TO BE REVIEWED; CUSTOMER ACKNOWLEDGE INFORMATION, CUSTOMER ALSO ASKED FOR EMAIL ADDRESS TO SEND DOCUMENTS TO BE ON THE SAFE SIDE; CO PROVIDED EMAIL VWCUSTOMERCARE@VW.COM | | | NO FURTHER ACTION
5/15/2019 8:02:00 PM	TL ADVISED VERIFY EMAIL ADDRESS CUSTOMER SENT DOCS TO; TL AGREES WITH CO DECISION TO SEND EMAIL FOR CUSTOMER TO RESPOND TO WITH DOCS
5/15/2019 8:31:00 PM	CUSTOMER CALLED LOOKING TO GET HIS CASE #; STATED HE ASKED FOR IT TO BE EMAIL BUT NEVER RECEIVED THE EMAIL | | | CUSTOMER ADVOCATE PROVIDED CUSTOMER WITH CASE NUMBER | | | CUSTOMER THANKED | | | CO TO REVIEW AND RECLOSE
5/16/2019 10:33:00 AM	MEDIA ATTACHED IN DOC CENTER
5/22/2019 7:10:00 PM	CUSTOMER STATES: MAILED IN DOCUMENTS TO BE REVIEWED FOR REIMBURSEMENT FOR CLOCK SPRING THAT CUSTOMER PAID FOR; CUSTOMER WAS TOLD THAT HE WOULD GET AN EMAIL CONFIRMING DOCUMENTS WERE RECEIVED BUT DID NOT GET AN EMAIL | | | CUSTOMER SEEKING: STATUS OF REQUEST | | | CUSTOMER ADVOCATE ADVISED: DOCUMENTS HAVE BEEN RECEIVED AND WILL BE REVIEWED FOR POSSIBLE REIMBURSEMENT | | | CUSTOMER THANKED | | | CUSTOMER ADVOCATE TO ESCALATE TO SP | | |
5/22/2019 7:13:00 PM	SP TO REVIEW
5/22/2019 7:19:00 PM	REFERENCE #[redacted] | | DEAR MR.[redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | MATTHEW | | CUSTOMER CARE ADVOCATE | |
5/22/2019 7:20:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / CLOCK SPRING REPLACED;
5/23/2019 4:06:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARR EXT; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO RELEASE OF THE WARRANTY EXTENSION; VW TO REIMBURSE TOTAL: $531.55. | | | SP TO GENERATE CHECK REQUEST.
5/23/2019 4:13:00 PM	1VWBN7A32EC[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $531.55. | | | GENERATED CHECK REQUEST.
5/30/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 531.55 MAILED ON 05/29/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX1BW[redacted]
Owner Or Fleet	[redacted] Reston, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	5/17/2019	Incident Date	N/A
Mileage	30,790		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/17/2019 4:51:00 PM	MEDIA ATTACHED IN DOC CENTER
5/21/2019 2:55:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE INDEP REPAIR SHOP; THE INDEP REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING BEFORE THE FIRST VALID OUT OF POCKET DATE FOR REIMBURSEMENT, AS SUCH VW WILL REIMBURSE AS GOODWILL; VW TO REIMBURSE PARTS $145.00; VW TO REIMBURSE MAX LABOR $248.04; TAX $32.87; VW TO REIMBURSE TOTAL: $425.91. | | | SP TO GENERATE CHECK REQUEST AND MAX REIMBURSEMENT LETTER TO CUSTOMER.
5/21/2019 3:07:00 PM	WVGBV7AX1BW[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT AS GOODWILL DUE TO DATE; TOTAL: $425.91. | | | | GENERATED CHECK REQUEST.
5/21/2019 3:14:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
5/30/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 425.91 MAILED ON 05/29/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV2B7AX8JM[redacted]
Owner Or Fleet	[redacted] Grawn, MI, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	5/21/2019	Incident Date	N/A
Mileage	10,764		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/21/2019 8:53:00 AM	RECEIVED REQUEST FOR REPURCHASE DUE TO AIRBAG LIGHT ON
5/21/2019 8:54:00 AM	NO TREADABLE CONCERN IDENTIFIED
5/21/2019 8:54:00 AM	8 DAYS DOWN | | 1 TIME FOR WIND NOISE | | 1 TIME FOR DRIVING MODE SWITCH | | 1 TIME FOR EPC LIGHT | |
5/21/2019 8:56:00 AM	10% TRADE ASSISTANCE
5/21/2019 8:56:00 AM	RCM TO OFFER 10% TRADE ASSISTANCE
6/5/2019 12:46:00 PM	CASE #[redacted] | HI KIM, | | | THE CUSTOMER DID NOT ACCEPT THE TRADE ASSISTANCE. | | | THANK YOU, | | | NO FURTHER ACTION
6/5/2019 12:47:00 PM	CASE CLOSED - TRADE ASSIST DECLINED AT THIS TIME.
6/17/2019 9:33:00 AM	CASE #[redacted] | SATURDAY, JUNE 15, 2019 8:10:34 PM | | I HAVE TO SAY HOW DISAPPOINTED I AM WITH YOUR COMPANY....I HAVE NEVER HAD SO MANY ISSUES WITH ONE CAR AND IT CONTINUES TO HAVE ISSUES THAT FRANKLY...I┬┐M TO ANNOYED TO BRING IT BACK IN FOR VISIT # 7 FOR MORE PROBLEMATIC ERRORS TO THIS CAR... I HAVE TALKED TO YOUR COMPANY ABOUT BUYING OUT MY LEASE SO I CAN GET OUT OF THIS NIGHTMARE OF A CAR, BUT YOU SAID NO....BUT IF I WANT TO BUY ANOTHER ONE YOU WILL GIVE ME A 10% DISCOUNT? SERIOUSLY... I┬┐M DONE....I AM TRYING NOT TO DRIVE IT AT ALL... | | SO ANGRY THAT I HAVE TO PUT UP WITH THE CONSTANT ISSUES. | | IT IS STILL HAVING ERRORS WITH SEATBELT(WITH NO ONE IN IT) AND AIR BAG ERRORS(WITH NO ONE BIT IT OR ANYTHING F ON IT OR NEAR IT.. | | SINCE THEY SAID IT MIGHT BE MY PHONE CAUSING IT OR MY PURSE ON IT..NEITHER ONE IS NEAR IT OR ON IT OR BY IT!! | | SINCERELY, | | SERIOUSLY FRUSTRATED CUSTOMER
6/17/2019 9:46:00 AM	HI [redacted] THANKS FOR REACHING OUT, AND I'M SORRY FOR THE FRUSTRATION YOU'VE EXPERIENCED WITH YOUR VW. I KNOW IT'S DISAPPOINTING TO TAKE YOUR CAR IN TO THE DEALERSHIP SO MANY TIMES, ONLY FOR YOUR ISSUES TO REMAIN UNRESOLVED. | | | I DO SEE THAT YOU WORKED WITH MY COLLEAGUES IN CUSTOMER CARE, AND I APOLOGIZE THAT WE WEREN'T ABLE TO MEET YOUR EXPECTATIONS WHEN IT CAME TO YOUR REQUEST. IF YOU DO DECIDE TO TAKE YOUR TIGUAN BACK IN, PLEASE LET US KNOW, AS WE'RE HAPPY TO FOLLOW UP ON THE APPOINTMENT, AND WE CAN TAKE ANOTHER LOOK AT YOUR CASE. | | | SARAH W. | | VW SOCIAL MEDIA ADVOCATE | | | CO TO REVIEW
6/18/2019 12:32:00 PM	NO FURTHER ACTION REQUIRED AT THIS TIME, WILL REOPEN CASE IF TRADE ASSIST PAYMENT IS REQUESTED FROM DEALER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX0BW[redacted]
Owner Or Fleet	[redacted]South Barre, VT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	5/21/2019	Incident Date	N/A
Mileage	74,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/21/2019 1:55:00 PM	CUSTOMER STATES THE AIRBAG LIGHT IS ON, STEERING WHEEL IS CLICKING, BUTTONS AND HORN NOT WORKING. CUSTOMER STATES THAT THIS IS THE SECOND OR THIRD TIME HAVING IT FIXED. | | | CUSTOMER SEEKING INFORMATION ABOUT RECALLS AND EXTENDED WARRANTIES | | | CO ADVISED THE CONCERN WITH THE AIRBAG CUSTOMER IS EXPERIENCING SOUNDS TO COVERED UNDER THE AIR BAG CLOCK SPRING EXTENDED WARRANTY AND ADVISED CUSTOMER THAT VEHICLE NEEDS TO BE TAKEN TO DEALER. CO ADVISED CUSTOMER THAT THEY SEVERAL EXTENDED WARRANTIES SUCH AS : INTAKE MANIFOLD WARRANTY EXT 10Y/120K MI WOF, FUEL INJECTOR WARRANTY EXT 10Y/120K MI WOF , INJECTION PUMP WARRANTY EXT 10Y/120K MI WOF , AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI WOF AND TIMING CHAIN WARRANTY EXT 10/100K WOF | | CO OFFERED TO MAKE APPOINTMENT FOR DEALER FOR CUSTOMER, CUSTOMER DECLINED. | | | CUSTOMER THANKED | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A34GC[redacted]
Owner Or Fleet	[redacted] COLUMBUS, NE, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	5/21/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/21/2019 3:09:00 PM	CUSTOMER STATES: RECEIVED NOTICE AWHILE BACK ABOUT AIRBAG CLOCK SPRING EXTENDED WARRANTY; LOST LETTER; AIRBAG LIGHT WENT ON AND REMEMBERED THE NOTICE; WANTED TO SEE IF WE HAD ANY INFORMATION ON WHAT/WHERE TO GO TO GET IT HANDLED | | | | CUSTOMER SEEKS: INFORMATION ON WHAT/WHERE TO GO TO GET IT HANDLED | | | | CO ADVISED: CUSTOMER DID HAVE THE AIRBAG CLOCK SPRING EXTENDED WARRANTY AS WELL AS AN OPEN SERVICE ACT (24DR); CO OFFERED TO MAKE CUSTOMER A DEALER APPOINTMENT | | | | CUSTOMER ACCEPTED | | | | CO CALLED DEALER 424218 TO TRY AND MAKE APPOINTMENT; | | | | CO TRANSFERRED CUSTOMER TO DEALER | | | | NO FURTHER ACTION | | | |
5/21/2019 3:17:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / AIRBAG LIGHT CAME ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBN7AN6DE[redacted]
Owner Or Fleet	[redacted] Jacksonville, FL, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	5/21/2019	Incident Date	N/A
Mileage	55,565		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/21/2019 3:12:00 PM	CUSTOMER STATES: RECEIVED A RECALL NOTICE IN THE MAIL FOR THE TAKATA AIRBAG, CUSTOMER TOOK VEHICLE INTO THE DLR FOR THE RECALL TO BE PERFORMED AND NOW THE AIRBAG LIGHT IS STILL ON SINCE THE RECALL WAS PERFORMED IN AUGUST, CUSTOMER WANTED THIS ADDRESS BEFORE THIS BUT HAS BEEN BUSY BUT WOULD LIKE FOR VEHICLE TO BE DIAGNOSED TO FIND OUT WHY LIGHT IS STILL ON | | | | CUSTOMER SEEKING: TO RECEIVE ASSISTANCE IN SCHEDULING AN APPOINTMENT | | | | CO ADVISED: CUSTOMER THAT THERE ARE NO OPEN RECALLS ON THE VEHICLE THERE IS A WARRANTY EXTENSION ON THE VEHICLE FOR THE AIRBAG CLOCK SPRING THAT IS VALID UNTIL 8/26/2027 OR 999,999 MILES WCF; ADVISED CUSTOMER THAT AN APPOINTMENT WOULD BE NEEDED IN ORDER TO FIND OUT WHY AIRBAG LIGHT IS ON, CO WAS ABLE TO SET CUSTOMER UP WITH AN APPOINTMENT FOR MAY 30TH AT 9:40AM | | | | CUSTOMER WAS THANKFUL | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34CC[redacted]
Owner Or Fleet	[redacted] BUFFALO, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	5/21/2019	Incident Date	N/A
Mileage	85,109		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/21/2019 3:21:00 PM	MEDIA ATTACHED IN DOC CENTER
5/22/2019 11:35:00 AM	CUST SEEKING REIMBURSEMENT FOR WECI WARR EXT; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $494.89. | | | SP TO GENERATE CHECK REQUEST.
5/22/2019 11:44:00 AM	1VWBP7A34CC[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $494.89. | | | GENERATED CHECK REQUEST.
5/30/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 494.89 MAILED ON 05/29/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX6BW[redacted]
Owner Or Fleet	[redacted] FAIRFIELD, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	5/21/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/21/2019 3:32:00 PM	MEDIA ATTACHED IN DOC CENTER
5/21/2019 4:13:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARR EXT; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCKS PRING; VW TO REIMBURSE TOTAL: $625.24. | | | SP TO GENERATE CHECK REQUEST.
5/21/2019 4:14:00 PM	WVGBV7AX6BW[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $625.24. | | | GENERATED CHECK REQUEST.
5/30/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 625.24 MAILED ON 05/29/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A36DC[redacted]
Owner Or Fleet	[redacted] POWHATAN, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	5/21/2019	Incident Date	N/A
Mileage	97,500		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/21/2019 4:00:00 PM	MEDIA ATTACHED IN DOC CENTER
5/22/2019 11:50:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARR EXT; SUBMITTED REPAIR ORDER AND POP FROM THE INDEPENDENT REPAIR SHOP; THE INDEPENDENT REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; THE INDEPENDENT CHARGED LESS THAN THE MAX AMOUNT ALLOWED FOR REPAIRS COMPLETED AT THE INDEPENDENT; VW TO REIMBURSE TOTAL: $506.09. | | | | SP TO GENERATE CHECK REQUEST.
5/22/2019 11:51:00 AM	1VWBP7A36DC[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $506.09. | | | | GENERATED CHECK REQUEST.
5/30/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 506.09 MAILED ON 05/29/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWLZ7AJ2BM[redacted]
Owner Or Fleet	[redacted] Angier, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	5/21/2019	Incident Date	N/A
Mileage	109,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/21/2019 7:04:00 PM	CUSTOMER STATES: SONS VEHICLE HAD AIRBAG LIGHT COME ON; INDEPENDENT SCANNED AND GOT AIRBAG CODE; VEHICLE CURRENTLY WITH CUSTOMER; | | | | CUSTOMER SEEKING: ANY OPEN RECALLS ON VEHICLE | | | | CO ADVISED: NO OPEN RECALLS ON VEHICLE; WARRANTY EXTENSION FOR AIR BAG CLOCK SPRING; CUSTOMER SHOULD BRING VEHICLE TO VW DEALER FOR DIAGNOSIS; CUSTOMER WOULD NEED TO AUTHORIZE DIAGNOSIS FEE BUT IF DIAGNOSIS DETERMINES AIR BAG CLOCK SPRING HAS FAILED THEN IT SHOULD BE COVERED UNDER THAT WARRANTY EXTENSION AND AT THAT POINT THE DIAGNOSIS FEE WOULD BE WAVED; CO OFFERED TO SCHEDULE DEALER APPOINTMENT | | | | CUSTOMER THANKED BUT DECLINED DEALER APPOINTMENT | | | | NO FURTHER ACTION
5/21/2019 7:09:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A36D[redacted]
Owner Or Fleet	[redacted] Montgomery, AL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	5/22/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/22/2019 4:11:00 PM	CUSTOMER STATES THAT BACK IN 9/18 HE HAD THE AIR BAG CLOCK SPRING REPLACED AT DEALER 405418. CUSTOMER WAS REIMBURSED BECAUSE IT WAS COVERED UNDER THE WARRANTY EXTENSION BUT TODAY IT STARTED EXPERIENCING THE SAME PROBLEMS WHERE THE AIRBAG AND HORN DON'T WORK. CUSTOMER CALLED DEALER 405418 WHO ADVISED THAT THEY WOULD BE ABLE TO GET THIS DONE FOR THE CUSTOMER BUT IT WOULDN'T BE UNTIL THE END OF NEXT WEEK BEFORE THEY COULD LOOK AT THE VEHICLE. WHEN CUSTOMER STATED THAT THEY DON'T FEEL COMFORTABLE DRIVING THE VEHICLE THEY WERE TOLD BY THE DEALER TO NOT WORRY ABOUT IT BECAUSE NOTHING IS LIKELY TO HAPPEN IN THE MEANTIME BEFORE THEY CAN LOOK AT IT. CUSTOMER TOOK OFFENSE TO THAT STATEMENT BECAUSE IT'S NOT TAKING INTO CONSIDERATION THE SAFETY OF HIM AND HIS FAMILY. WHEN HE ASKED ABOUT A LOANER VEHICLE SHE WAS TOLD THEY DON'T HAVE ANY TO GIVE. | | | CUSTOMER SEEKING WHAT HE CAN DO TO GET THE VEHICLE EITHER LOOKED AT SOONER OR GET A LOANER. | | | CO ADVISED THAT LOANERS ARE NOT A PROVISION OF THE WARRANTY EXTENSION. CUSTOMER WOULD EITHER BE ENCOURAGED TO CONTACT ANOTHER VW DEALER TO SEE IF THEY CAN SEE THE VEHICLE SOONER OR CONTACT THE DEALER AND SPEAK WITH THE SERVICE MANAGER TO SEE IF THEY WOULD BE ABLE TO ACCOMMODATE HIM WITH A LOANER. | | | CUSTOMER STATED HE WOULD CALL THE DEALER BUT IF HE DOESN'T GET ANY ASSISTANCE HE WILL BE CALLING VW BACK. | | | NO FURTHER ACTION PENDING CUSTOMER CALL.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A36FC[redacted]
Owner Or Fleet	[redacted], Naperville, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	5/22/2019	Incident Date	N/A
Mileage	44,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/22/2019 5:40:00 PM	CUSTOMER STATES HAD AIRBAG CLOCK SPRING REPLACED BEFORE THE WARRANTY EXTENSION CAME OUT. | | | | CUSTOMER SEEKING REIMBURSEMENT FOR AIRBAG CLOCK SPRING REPLACEMENT | | | | CO ADVISED CUSTOMER TO EMAIL REPAIR ORDER AND POP FOR REVIEW OF POSSIBLE ASSISTANCE. | | | | CUSTOMER THANKED | | | | NO FURTHER ACTION PENDING CUSTOMER MAIL
5/23/2019 10:15:00 AM	MEDIA ATTACHED IN DOC CENTER
5/23/2019 2:34:00 PM	PLEASE REVIEW FOR AIR BAG CLOCK SPRING REIMBURSEMENT. | | | | SP TO REVIEW
5/23/2019 3:36:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARR EXT; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; CUST PAID $784.07 FOR REPAIRS; TAX $25.20; VW TO REIMBURSE TOTAL: $809.27. | | | | SP TO GENERATE CHECK REQUEST.
5/23/2019 3:42:00 PM	1VWAS7A36FC[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $809.27. | | | | GENERATED CHECK REQUEST.
5/30/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 809.27 MAILED ON 05/29/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBV7A39FC[redacted]
Owner Or Fleet	[redacted] SALINAS, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	5/23/2019	Incident Date	N/A
Mileage	43,815		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/23/2019 3:49:00 PM	MEDIA ATTACHED IN DOC CENTER
5/24/2019 11:09:00 AM	CUST SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $674.44. | | | | SP TO GENERATE CHECK REQUEST.
5/24/2019 11:10:00 AM	1VWBV7A39FC[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $674.44. | | | | GENERATED CHECK REQUEST.
6/15/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 674.44 MAILED ON 06/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A36CC[redacted]
Owner Or Fleet	[redacted] Proctorville, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	5/23/2019	Incident Date	N/A
Mileage	80,730		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/23/2019 3:51:00 PM	MEDIA ATTACHED IN DOC CENTER
5/24/2019 2:50:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARR EXT; SUBMITTED RO AND POP FROM THE DLR; THE RO SHOWS REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $572.73. | | | | SP TO GENERATE CHECK REQUEST.
5/24/2019 2:51:00 PM	1VWBN7A36CC[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $572.73. | | | | GENERATED CHECK REQUEST.
6/15/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 572.73 MAILED ON 06/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A39EC[redacted]
Owner Or Fleet	[redacted] Henrico, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	5/23/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/23/2019 4:00:00 PM	MEDIA ATTACHED IN DOC CENTER
5/24/2019 8:26:00 AM	REASSIGNED FOR HANDLING
5/28/2019 2:48:00 PM	1VWBT7A39EC[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $100.00. | | | | GENERATED CHECK REQUEST.
5/28/2019 2:48:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARR EXT; SUBMITTED RO AND POP FROM DLR; CUST ONLY HAD TO PAY THE DEDUCTIBLE; VW TO REIMBURSE CUST $100.00. | | | | SP TO GENERATE CHECK REQUEST.
6/15/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 100.00 MAILED ON 06/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A30FC[redacted]
Owner Or Fleet	[redacted] East Hanover, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	5/23/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/23/2019 4:58:00 PM	MEDIA ATTACHED IN DOC CENTER
5/28/2019 3:18:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARR EXT; SUBMITTED RO AND POP FROM AN INDEP REPAIR SHOP; THE INDEP REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE MAX PARTS $290.07; VW TO REIMBURSE LABOR $157.50; TAX $29.98; VW TO REIMBURSE TOTAL: $477.55. | | | SP TO GENERATE CHECK REQUEST.
5/28/2019 3:19:00 PM	1VWAT7A30FC[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $477.55. | | | GENERATED CHECK REQUEST.
5/28/2019 3:30:00 PM	SP MAILED LETTER EXPLAINING REIMBURSEMENT.
6/15/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 477.55 MAILED ON 06/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX3CW[redacted]
Owner Or Fleet	[redacted]		Watertown, MA, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	5/24/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Mileage	61,390

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/24/2019 9:46:00 AM	MEDIA ATTACHED IN DOC CENTER
5/28/2019 10:46:00 AM	CUST SEEKING REIMBURSEMENT FOR WECI WARR EXT; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING AND REPLACED BULB; WECI DOES NOT COVER THE BULB; VW TO REIMBURSE CUST FOR THE AIR BAG CLOCK SPRING REPAIRS; VW TO REIMBURSE TOTAL: $730.10. | | | | SP TO GENERATE CHECK REQUEST.
5/28/2019 10:51:00 AM	WVGBV7AX3CW[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $730.10. | | | | GENERATED CHECK REQUEST.
6/15/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 730.10 MAILED ON 06/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN1DE[redacted]
Owner Or Fleet	[redacted] PORTLAND, OR, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	5/24/2019	Incident Date	N/A
Mileage	64,271		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/24/2019 2:59:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARR EXT; SUBMITTED REPAIR ORDER AND POP FROM THE DEALER; DEALER PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING AND PERFORMED MAINTENANCE WORK; CUSTOMER PAID $757.84 FOR THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $757.84. | | | | SP TO GENERATE CHECK REQUEST.
5/24/2019 3:01:00 PM	WVWBP7AN1DE[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $757.84. | | | | GENERATED CHECK REQUEST.
5/24/2019 9:48:00 AM	MEDIA ATTACHED IN DOC CENTER
6/15/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 757.84 MAILED ON 06/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A30EC[redacted]
Owner Or Fleet	[redacted] New Canaan, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	5/24/2019	Incident Date	N/A
Mileage	88,753		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/24/2019 2:34:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARR EXT; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $707.93. | | | | SP TO GENERATE CHECK REQUEST.
5/24/2019 2:36:00 PM	1VWAT7A30EC[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $707.93. | | | | GENERATED CHECK REQUEST.
5/24/2019 9:50:00 AM	MEDIA ATTACHED IN DOC CENTER
6/15/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 707.93 MAILED ON 06/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH1CV004991
Owner Or Fleet	[redacted] Dresher, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	5/24/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Mileage	52,806

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/24/2019 9:53:00 AM	MEDIA ATTACHED IN DOC CENTER
5/29/2019 1:28:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARR EXT; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $581.79. | | | SP TO GENERATE CHECK REQUEST.
5/29/2019 1:29:00 PM	WVWBW7AH1CV[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $581.79. | | | GENERATED CHECK REQUEST.
6/15/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 581.79 MAILED ON 06/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A36FC[redacted]
Owner Or Fleet	[redacted]	Silver Spring, MD, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	5/24/2019	Incident Date	N/A
Mileage	35,624		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/24/2019 5:30:00 PM	MEDIA ATTACHED IN DOC CENTER
5/28/2019 2:07:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARR EXT; SUBMITTED RO AND POP FROM INDEP; THE INDEP REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE MAX PARTS FOR THE AIR BAG CLOCK SPRING $290.07; VW TO REIMBURSE MAX LABOR $248.04; TAX $20.74; VW TO REIMBURSE TOTAL: $558.85. | | | | SP TO GENERATE CHECK REQUEST.
5/28/2019 2:10:00 PM	1VWAT7A36FC[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $558.85. | | | | GENERATED CHECK REQUEST.
5/28/2019 2:13:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
6/15/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 558.85 MAILED ON 06/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJM9AN1AE[redacted]
Owner Or Fleet	[redacted] Antelope, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	5/24/2019	Incident Date	N/A
Mileage	74,068		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/24/2019 5:33:00 PM	MEDIA ATTACHED IN DOC CENTER
5/28/2019 2:18:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARR EXT; SUBMITTED RO AND POP FROM THE INDEP REPAIR SHOP; THE INDEP REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE PARTS $408.10; VW TO REIMBURSE LABOR $242.00; TAX $31.63; VW TO REIMBURSE TOTAL: $681.73. | | | SP TO GENERATE CHECK REQUEST.
5/28/2019 2:23:00 PM	WVWJM9AN1AE[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $681.73. | | | GENERATED CHECK REQUEST.
6/15/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 681.73 MAILED ON 06/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWFW7AH0CV[redacted]
Owner Or Fleet	[redacted] COLUMBUS, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	5/24/2019	Incident Date	N/A
Mileage	72,985		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/24/2019 5:34:00 PM	MEDIA ATTACHED IN DOC CENTER
5/28/2019 11:31:00 AM	CUST SEEKING REIMBURSEMENT FOR WECI WARR EXT; SUBMITTED RO AND POP FROM INDEP; INDEP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING AND CHARGED LESS THAN THE MAX REIMBURSEMENT AMOUNT; VW TO REIMBURSE TOTAL: $535.45. | | | | SP TO GENERATE CHECK REQUEST.
5/28/2019 11:34:00 AM	WVWFW7AH0CV[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $535.45. | | | | GENERATED CHECK REQUEST.
6/15/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 535.45 MAILED ON 06/14/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A34GC[redacted]
Owner Or Fleet	[redacted] LAYTON, UT, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	5/24/2019	Incident Date	N/A
Mileage	56,170		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/24/2019 5:36:00 PM	MEDIA ATTACHED IN DOC CENTER
5/28/2019 10:40:00 AM	CUST SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM AN INDEP REPAIR SHOP; THE CUST HAD THE REPAIRS COMPLETED AFTER THE LAST VALID OUT OF POCKET DATE, AS SUCH VW WILL REIMBURSE PARTS ONLY AS GOODWILL; VW TO REIMBURSE TOTAL: $210.05. | | | SP TO GENERATE CHECK REQUEST AND MAIL LETTER EXPLAINING REIMBURSEMENT.
5/28/2019 10:41:00 AM	1VWBS7A34GC[redacted] VW TO REIMBURSE CUST FOR WECY AS GW DUE TO DATE OF REPAIR; TOTAL: $210.05. | | | | GENERATED CHECK REQUEST.
5/28/2019 10:45:00 AM	SP MAILED LETTER EXPLAINING REIMBURSEMENT.
6/15/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 210.05 MAILED ON 06/14/2019
8/6/2019 10:08:00 AM	EMAILED STOP PAYMENT, CHECK#[redacted] IN THE AMOUNT OF 210.05 TO AP (CHECK NEVER RECEIVED/UPDATED ADDRESS). IF THE CHECK HAS NOT BEEN CASHED, AP WILL ISSUE A NEW CHECK. THIS PROCESS TAKES 10-14 BUSINESS DAYS.
8/16/2019 1:38:00 PM	RECEIVED RETURNED MAIL AND CHECK #[redacted] IN THE AMOUNT OF $210.05 WAS ENCLOSED. SENT CHECK TO ACCOUNTING IN IOM TO BE VOIDED IN SAP. THERE WAS A PREVIOUS STOP/REISSUE DONE ON THIS CHECK.
8/16/2019 2:17:00 PM	REISSUED CHECK #[redacted] IN THE AMOUNT OF $210.05 MAILED 8/15/19.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWDB7AJ2CW[redacted]
Owner Or Fleet	[redacted] ODESSA, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2012		
Report Date	5/28/2019	Incident Date	N/A
Mileage	111,800		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5K0953507AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/28/2019 9:36:00 AM	CUSTOMER STATES VEHICLE WAS PURCHASED IN BROTHER'S NAME A FEW YEARS AGO; BROTHER RECEIVED A NOTIFICATION IN THE MAIL RELATED TO AIRBAG CLOCK SPRING WARRANTY EXTENSION ABOUT 1 YEAR AGO; AIRBAG LIGHT HAS COME ON IN VEHICLE BELIEVES THAT IT MAY BE RELATED TO AIRBAG CLOCK SPRING; WANTS TO KNOW IF WARRANTY EXTENSION IS STILL VALID | | | CUSTOMER SEEKING; WANTS TO KNOW IF AIRBAG CLOCK SPRING WARRANTY EXTENSION IS STILL ACTIVE | | | CO ADVISED THERE IS AN AIRBAG CLOCK SPRING WARRANTY EXTENSION 10Y/120K MILES, WOF; CUSTOMER WOULD HAVE TO GO TO A DEALER TO GET A DIAGNOSIS THAT THE AIRBAG CLOCK SPRING NEEDS TO BE REPLACED; IF DETERMINED BY DEALER THAT THE AIRBAG CLOCK SPRING NEEDS TO BE REPLACED DUE TO MANUFACTURER'S DEFECT THAN THE REPAIR IS COVERED UNDER THAT EXTENDED WARRANTY; OFFERED TO SCHEDULE DEALER APPOINTMENT | | | CUSTOMER DECLINED | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHV7AJ8BW[redacted]
Owner Or Fleet	[redacted] Miami, FL, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2011		
Report Date	5/28/2019	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5K0953507AJ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/28/2019 11:22:00 AM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES: HAS THE AIRBAG WARNING LIGHT ON THAT APPEARS ANYTIME VEHICLE IS DRIVEN, AND STAYS ON INDEFINITELY; BELIEVES THE AIRBAG CLOCK SPRING MIGHT BE AT FAULT BUT DOES NOT SEE VEHICLE LISTED FOR THAT RECALL OR SERVICE CAMPAIGN. ISSUE STARTED APPROXIMATELY A MONTH AGO. | | | CUSTOMER SEEKING: CURRENT RECALL INFORMATION ON VEHICLE. | | | CO ADVISED CUSTOMER: YOUR GTI CURRENTLY DOESN'T HAVE ANY RECALLS. I ALSO LOOKED AT ANY WARRANTIES OR EXTENDED WARRANTIES THAT MAY BE IN RELATION TO YOUR AIRBAG CLOCKSPRING CONCERNS, AND I ALSO SEE NO RELATED WARRANTY. ON MY END, I AM GOING TO REPORT THE ISSUE THAT YOU ARE HAVING; WE WORK CLOSELY WITH THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN. (NHTSA) TO MONITOR VEHICLE SAFETY TRENDS. THIS IS HOW WE ISSUE OUT RECALLS. I WILL BE SURE TO PASS THESE CONCERNS ON TO NHTSA. IF A RECALL ARISES IN THE FUTURE AND YOUR GTI IS AFFECTED, YOU WILL NOTIFIED VIA MAIL. I RECOMMEND TAKING YOUR GTI INTO YOUR VW DEALER SO THAT THEY CAN TAKE A THOROUGH LOOK. | | | CUSTOMER STATES:WILL TAKE VEHICLE TO ESSERMAN VW AND SEE HOW THEY CAN HELP. | | | NO FURTHER ACTION. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A32EC[redacted]
Owner Or Fleet	[redacted] NASHVILLE, TN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	5/28/2019	Incident Date	N/A
Mileage	56,499		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/28/2019 3:25:00 PM	REFER TO [redacted] CUSTOMER CALLING FOR STATUS OF REIMBURSEMENT FOR THE AIRBAG CLOCK SPRING SHE PAID FOR. | | | CO ADVISED IT APPEARS THE CHECK FOR 190.25 WAS MAILED ON 3/26 AND MAILED TO [redacted] FRANKLIN, TN [redacted] CUSTOMER STATES THIS IS INCORRECT ADDRESS AND NEEDS TO BE SENT TO ADDRESS IN CUSTOMER SCREEN. CO VERIFIED ADDRESS AS CORRECT. CO ADVISED WILL REQUEST STOP PAYMENT AND REISSUED CHECK. CO TO EMAIL CHECK ADMINISTRATOR.
5/28/2019 3:53:00 PM	CO SENT EMAIL TO CHECK ADMINISTRATOR REQUESTING STOP PAYMENT AND CHECK RE-ISSUE. WAIT RESPONSE.
6/3/2019 12:23:00 PM	CUSTOMERS REIMBURSEMENT CHECK WAS MAILED TO INCORRECT ADDRESS: CORRECT ADDRESS IS AS FOLLOWS: [redacted] NASHVILLE, TN [redacted] | | | ORIGINAL CASE: [redacted] VIN: 1VWBS7A32EC[redacted] CUSTOMER: [redacted] | | | AMOUNT: 109.25 MAILED: 3/27/2019 CHECK: [redacted] (COPY OF EMAIL SENT ON 5/28 TO CHECK ADMINISTRATION AND ASHLEY M)
6/5/2019 12:06:00 PM	ASSOCIATE FOLLOWED UP WITH CHECK ADMINISTRATOR FOR STATUS OF STOP PAYMENT AND CHECK REISSUE. CO TO WAIT RESPONSE.
6/10/2019 1:47:00 PM	ASSOCIATE REACHED OUT TO CLAIM ADMINISTRATOR FOR STATUS OF STOP PAYMENT. CO TO WAIT RESPONSE.
6/11/2019 12:20:00 PM	REFER TO [redacted] CHECK REISSUED AND MAILED ON 5/31/2019 NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWJZ7AJ5AM[redacted]
Owner Or Fleet	[redacted] Cranston, RI, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	5/28/2019	Incident Date	N/A
Mileage	83,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/28/2019 7:03:00 PM	CUSTOMER STATES ORIGINAL OWNER, 1ST VW, SERVICES WITH DEALER. CUSTOMER STATED HIS AIRBAG LIGHT CAME ON AND READ THAT THERE MIGHT BE A RECALL ON THIS. HORN AND STEERING WHEEL CONTROLS ALL WORK. | | | CUSTOMER SEEKING IF THERE WAS AN OPEN RECALL FOR THE AIRBAG LIGHT. | | | CO ADVISED THAT HE HAS WARRANTY EXTENSIONS FOR THE STEERING WHEEL CLOCK SPRING AND SECONDARY AIR PRESSURE SENSOR AS WELL AS AN OPEN SERVICE ACTION FOR THE F16 FUSE. WITH THE VEHICLE BEING WELL OUTSIDE OF APPLICABLE WARRANTY, VW WOULD NOT ASSIST FINANCIALLY WITH THE REPAIR. | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A33EC[redacted]
Owner Or Fleet	[redacted] CENTRAL POINT, OR, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	5/29/2019	Incident Date	N/A
Mileage	122,668		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/29/2019 8:08:00 AM	[redacted] | | | CUSTOMER COMPLAINT: AIRBAG LIGHT CAME ON AND NONE OF THE STEERING WHEE | | L BUTTONS ARE WORKING. | | CAUSE / REPAIR PERFORMED: CLOCK SPRING FAILURE, REPLACEMENT NEEDED. | | CLAIM REASON: COMPONENT FAILURE | | | | | | | GOODWILL JUSTIFICATION | | | | | | | PLEASE CONFIRM THAT YOU AGREE WITH THE FOLLOWING STATEMENTS: | | | REPAIR IS NOT COVERED BY A PURCHASED EXTENDED SERVICE CONTRACT? AGREED | | REQUEST IS NOT THE RESULT OF A DENIED WARRANTY CLAIM? AGREED | | ARE THERE PREVIOUS RELATED REPAIRS? NO | | HAS THE CUSTOMER HAD A GOOD OVERALL OWNERSHIP EXPERIENCE? YES | | IS THE CUSTOMER NEW TO VW? NO | | IS THIS A REPEAT VW PURCHASER ? UNKNOWN | | IS THE CUSTOMER LOYAL TO YOUR DEALER? YES | | HAS THE VEHICLE BEEN PROPERLY MAINTAINED? UNKNOWN | | IS THE VEHICLE IN GOOD OVERALL CONDITION? UNKNOWN | | IS THE CUSTOMER THE ORIGINAL OWNER? NO | | | USED PURCHASE DATE (IF KNOWN): 05/11/2016 | | | | | USED PURCHASE MILEAGE (IF KNOWN) 65000 | | | | | PLEASE PROVIDE A DETAILED EXPLANATION FOR OFFERING A GOODWILL EXCEPTION FOR THIS CUSTOMER: | | CLOCK SPRING FAILED WITHIN 2,500 MILES OF THE EXPI | | RATION OF THE APPLICABLE WARRANTY EXTENSION. (GOOD | | TO 120,000 MILES OR 2024). CUSTOMER PERFORMS OIL | | CHANGES AND RECALLS IN A TIMELY MANNER, BUT DOES N | | OT DO ALL SERVICE WORK WITH US. HAS BEEN A GOOD AD | | VOCATE OF VW'S SINCE SHE BOUGHT IT. | | | | PARTS: $290.07 | | LABOR: $108.20
5/29/2019 8:09:00 AM	WITH MILEAGE OF VEHICLE OUTSIDE WARRANTY EXTENSION AND CUSTOMER BEING SUBSEQUENT NON-CPO OWNER, VW CANNOT MEET REQUEST.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWDB7AJ0AW[redacted]
Owner Or Fleet	[redacted] Lake Jackson, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2010		
Report Date	5/29/2019	Incident Date	N/A
Mileage	150,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549CP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/29/2019 9:46:00 AM	CUSTOMER STATES VEHICLE EXPERIENCING: AIRBAG LIGHT ON; TRACTION CONTROL LIGHT AND ABS LIGHT ON; CUSTOMER RESEARCHED ONLINE OPEN RECALLS ON VEHICLE; VEHICLE WAS BROUGHT TO INDEPENDENT | | | CUSTOMER SEEKING OPEN RECALLS ON VEHICLE | | | CO ADVISED NO EXTENDED WARRANTY; NO OPEN RECALLS ON VEHICLE; CO OFFERED TO SCHEDULE VW DEALER APPOINTMENT; CUSTOMER DECLINED; WILL SCHEDULE ONCE HAS AVAILABILITY; CO ADVISED SHOULD CUSTOMER HAVE REPAIR COMPLETED KEEP REPAIR ORDER AND POP; SHOULD CUSTOMER RECEIVE A FUTURE RECALL CONSISTENT WITH REPAIRS; CUSTOMER CAN SUBMIT DOCUMENTS FOR REVIEW OF REIMBURSEMENT SHOULD THAT TIME COME. | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX5EW[redacted]
Owner Or Fleet	[redacted] San Diego, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	5/29/2019	Incident Date	N/A
Mileage	98,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/29/2019 10:18:00 AM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED 10/28/2016; VEHICLE PURCHASED FROM DEALER 422563; YES, THIS IS A CPO; MAINTAINED AT DEALER 422563; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: THIS MORNING, AIRBAG WARNING LIGHT TURNED ON AND FLASHES; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP | | | CUSTOMER SEEKING: VERIFICATION OF AIRBAG CLOCK SPRING WARRANTY EXTENSION | | | CO ADVISED: VEHICLE HAS NO OPEN RECALLS; VEHICLE HAS WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING UNTIL 11/17/2023 OR 120K MILES WOF; CO CALLED DEALER 422563 AND SPOKE TO KATHY, WHO SCHEDULED AN APPOINTMENT FOR 5/29/2019 AT 8:30AM; CUSTOMER THANKED | | | NO FURTHER ACTION*

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A3XGC[redacted]
Owner Or Fleet	[redacted] MIDDLE VILLAGE, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	5/29/2019	Incident Date	N/A
Mileage	39,979		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/29/2019 1:46:00 PM	MEDIA ATTACHED IN DOC CENTER
5/30/2019 10:43:00 AM	CO LEFT VOICEMAIL; APOLOGIZED FOR CUSTOMER DISSATISFACTION REGARDING PREVIOUS CONCERNS WITH DEALER 408308 AND CCC RESPONSE TO THIS, AS WELL AS RECENT CONCERNS WITH CLOCK SPRING ON VEHICLE; VEHICLE IS CURRENTLY COVERED UNDER CLOCK SPRING WARRANTY EXTENSION, SO CCC CAN LOOK INTO POSSIBLE REIMBURSEMENT OF COSTS CUSTOMER INCURRED; WOULD NEED RO AND POP; CO ALSO WANTS TO OVERALL DISCUSS CONCERNS WITH CUSTOMER; LEFT CCC AND CASE NUMBER | | | ***IF CUSTOMER CALLS PLEASE APOLOGIZE FOR CUSTOMER DISSATISFACTION REGARDING PREVIOUS AXLE CONCERNS WITH DEALER 408308 AND CCC RESPONSE TO THIS, AS WELL AS RECENT CONCERNS WITH CLOCK SPRING ON VEHICLE; VEHICLE IS CURRENTLY COVERED UNDER CLOCK SPRING WARRANTY EXTENSION, SO CCC CAN LOOK INTO POSSIBLE REIMBURSEMENT OF COSTS CUSTOMER INCURRED; WOULD NEED RO AND POP, INCLUDING BREAKDOWN OF PARTS, LABOR COSTS, AND PART NUMBERS; ADVISE CUSTOMER HOW THEY CAN SUBMIT: EMAIL, FAX, OR MAIL; ADVISE CUSTOMER RECOGNIZE WITH PREVIOUS EXPERIENCE CUSOTMER NO LONGER TRUSTS DEALER 408308 AND WISH THIS WASN'T THE CASE; AT TIME CUSTOMER PREVIOUSLY CONTACTED CCC FORMAL COMPLAINT WAS FILED WITH DEALER MANAGEMENT AND FIELD REPRESENTATIVES; KNOW THIS DOESN'T CHANGE CUSTOMER EXPERIENCE, BUT AS WORKMANSHIP CONCERN IT IS THE MOST ACTION VW CAN TAKE; OFFERED $100 GIFT CARD AS GOODWILL GESTURE, AND REGRET CUSTOMER WAS NOT SATISFIED WITH THIS OFFER; HAVE DETAILED CUSTOMER FEEDBACK IN CASE NOTES SO WE CAN INTERNALLY RESEARCH ANY AREAS OF OPPORTUNITY FOR IMPROVEMENT WITH OUR DEALER TRAINING AND REPAIR PROCESS; APPRECIATE CUSTOMER FEEDBACK; WANT CUSTOMER TO FEEL CONFIDENT IN VEHICLE AND BRAND, AND HAPPY TO SUPPORT CUSTOMER OWNERSHIP IN ANY WAY WE CAN; CUSTOMER IS WELCOME TO GO TO ANY VW DEALER IN FUTURE AND WOULD RECOMMEND SINCE VEHICLE IS STILL WITHIN PT WARRANTY; VW WOULD BE GLAD TO FOLLOW UP ON ANY APPOINTMENT TO TRY TO ENSURE CUSTOMER IS SATISFIED WITH REPAIR PROCESS; CA TO ADDRESS ANY OTHER CUSTOMER QUESTIONS AS APPROPRIATE | | | CO TO WAIT CUSTOMER CONTACT | |
5/30/2019 7:02:00 PM	CUSTOMER STATES: GOT A CALL EARLIER ABOUT COMPLAINT; WAS TOLD TO CONTACT CARE BACK. VERY DISATISFIED WITH DLR FOR PAST ISSUES. $100.00 GIFT CARD WAS OFFERED; OFFER WAS REFUSED. CUSTOMER FEELS AS THOUGH PREVIOUS CASE WAS NOT HANDLED WELL DUE TO NO RESOLUTION. IN THE PAST, DLR HAD VEHICLE FOR A LONG TIME, AND NO LOANER WAS PROVIDED. | | | CUSTOMER SEEKING: REIMBURSEMENT FOR CLOCK SPRING; RESOLUTION FROM CASE#[redacted]; WANTS DLR MADE AWARE OF PREVIOUS COMPLAINT. | | | CA ADVISED: VERY SORRY FOR CUSTOMER DISSATISFACTION REGARDING PREVIOUS AXLE CONCERNS WITH DEALER 408308 AND CCC RESPONSE TO THIS, AS WELL AS RECENT CONCERNS WITH CLOCK SPRING ON VEHICLE; VEHICLE IS CURRENTLY COVERED UNDER CLOCK SPRING WARRANTY EXTENSION, SO CCC CAN LOOK INTO POSSIBLE REIMBURSEMENT. WE RECOGNIZE WITH PREVIOUS EXPERIENCE CUSOTMER NO LONGER TRUSTS DEALER 408308 AND WISH THIS WASN'T THE CASE; AT TIME CUSTOMER PREVIOUSLY CONTACTED CCC FORMAL COMPLAINT WAS FILED WITH DEALER MANAGEMENT AND FIELD REPRESENTATIVES; KNOW THIS DOESN'T CHANGE CUSTOMER EXPERIENCE, BUT AS WORKMANSHIP CONCERN IT IS THE MOST ACTION VW CAN TAKE; OFFERED $100 GIFT CARD AS GOODWILL GESTURE, AND REGRET CUSTOMER WAS NOT SATISFIED WITH THIS OFFER; HAVE DETAILED CUSTOMER FEEDBACK IN CASE NOTES SO WE CAN INTERNALLY RESEARCH ANY AREAS OF OPPORTUNITY FOR IMPROVEMENT WITH OUR DEALER TRAINING AND REPAIR PROCESS; APPRECIATE CUSTOMER FEEDBACK; WANT CUSTOMER TO FEEL CONFIDENT IN VEHICLE AND BRAND, AND HAPPY TO SUPPORT CUSTOMER OWNERSHIP IN ANY WAY WE CAN. PLEASE SUBMIT PROOF OF PAYMENT, AS WELL AS REPAIR HISTORY, ONCE PAPERWORK IS RECEIVED, THE GENERAL TIME FRAME FOR REIMBURSEMENT REVIEW TAKES UP TO 60 DAYS. CUSTOMER WILL EITHER RECEIVE A LETTER OR CHECK IN THE MAIL ONCE REVIEW PROCESS HAS BEEN COMPLETED. CO TO EMAIL CASE NUMBER. | | | PENDING CUSTOMER DOCUMENTATION.
5/30/2019 7:10:00 PM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON'T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON[redacted] | | | SINCERELY, | | | JAMISHA K | CUSTOMER CARE ADVOCATE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A3XGC[redacted]
Owner Or Fleet	[redacted] MIDDLE VILLAGE, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	5/29/2019	Incident Date	N/A
Mileage	39,979		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

5/30/2019 7:26:00 AM	CUSTOMER STATES HAS UNEASY FEELING ABOUT DRIVING VEHICLE AND DOESN'T RECOMMEND PRODUCT LIKE CUSTOMER ONCE DID; CUSTOMER TOOK VEHICLE TO DEALER 408308 IN 03/2018 FOR OIL CHANGE AND POTHOLE RECOVERY SERVICE; SERVICE WAS TO INCLUDE TIRE BALANCE AND ROTATION AND ALIGNMENT; AFTER CUSTOMER GOT VEHICLE BACK WHEEL AXEL WAS FOUND TO NOT BE CONNECTED PROPERLY; CONTACTED CUSTOMER CARE CENTER TO FILE COMPLAINT (CASE[redacted]; CUSTOMER CARE CENTER WENT BACK AND FORTH WITH DEALER WHO ATTEMPTED TO BLAME CUSTOMER, BUT CUSTOMER FELT THAT DEALER TECHNICIAN DIDN'T DO ALIGNMENT; UPSET AS WELL THAT DEALER DIDN'T PROVIDE LOANER; RCM OF CASE OFFERED $100 GIFT CARD BUT CUSTOMER DISSATISFIED WITH THIS OFFER AND FEELS DEALER DIDN'T MAKE VEHICLE PRIORITY; CUSTOMER NO LONGER GOES TO DEALER DUE TO THIS; RECENTLY ON 05/04/2019 CUSTOMER WAS PARKING WHEN STEERING WHEEL STARTED MAKING CLICKING NOISES AND AIRBAG LIGHT CAME ON; CUSTOMER TOOK TO MECHANIC WHO SAID IT WAS CLOCK SPRING; CUSTOMER FOUND THAT THERE HAD BEEN A RECALL FOR 2012 PASSATS AND CC ON THIS PART; CUSTOMER FEELS CLOCK SPRING CONCERN SHOULD NOT HAVE COME UP ON VEHICLE WITH JUST 40K; WANTS REIMBURSEMENT FOR CLOCK SPRING REPLACEMENT | | | CO TO CONTACT CUSTOMER
5/30/2019 8:33:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON, CLOCK SPRING REPLACED;
5/31/2019 5:48:00 PM	MEDIA ATTACHED IN DOC CENTER
6/3/2019 1:25:00 PM	MEDIA ATTACHED IN DOC CENTER
6/3/2019 1:32:00 PM	FROM:[redacted]SENT: SUNDAY, JUNE 02, 2019 1:54 PM TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> SUBJECT: RE: CASE NUMBER | | GOOD AFTERNOON, | | THE PROOF OF THE CLOCKSPRING PAYMENT AND ALL DETAILS ASKED FOR ARE IN THE PICTURES ATTACHED. THANK YOU! | | | **CUSTOMER SUBMITTED RO WITH POP FROM INDEPENDENT; SHOWS REPLACEMENT OF CLOCK SPRING AND OIL CHANGE
6/3/2019 1:43:00 PM	REFERENCE #[redacted]| | | | DEAR MS.[redacted]| | | | I APPRECIATE YOU SUBMITTING THE DOCUMENTS FROM THE CLOCK SPRING REPLACEMENT ON YOUR PASSAT. | | | WE HAVE ALL THE DOCUMENTATION WE NEED, SO I HAVE INVOLVED THE CAMPAIGN TEAM IN OUR CASE TO REVIEW YOUR REIMBURSEMENT REQUEST. THEY WILL DETERMINE IF THE REPAIRS COMPLETED BY BRUNO┬┐S VW & AUDI REPAIR MATCH THE CLOCK SPRING WARRANTY EXTENSION GUIDELINES. YOU WILL RECEIVE THEIR DETERMINATION BY MAIL WITHIN 60 DAYS. | | | PLEASE DON┬┐T HESITATE TO LET US KNOW IF YOU HAVE ANY OTHER QUESTIONS IN THE MEANTIME. HAVE A GREAT DAY! | | | SINCERELY, | | | | | | | SARAH S. | CUSTOMER CARE ADVOCATE | | | | | | | CO TO ESCALATE TO SP
6/3/2019 1:44:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO WITH POP WHICH CAN BE VIEWED IN DOC CENTER; NOTE PERSON WHO PAID FOR REPAIRS IS MS.[redacted]RATHER THAN CUSTOMER NAME IN PROFILE; SP TO REVIEW
6/3/2019 6:59:00 AM	CUSTOMER SENT IN SAME LETTER AS ORIGINAL; NO RESPONSE NECESSARY; CO TO WAIT FOR CLOCK SPRING REPAIR DOCUMENTS FROM CUSTOMER
6/5/2019 4:01:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARR EXT.; CUST SUBMITTED RO AND POP FROM AN INDEP; THE INDEP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; THE REPAIR WAS COMPLETED AFTER THE LAST VALID OUT OF POCKET DATE FOR REIMBURSEMENT; AS SUCH VW WILL REIMBURSE PARTS ONLY AS GOODWILL; VW TO REIMBURSE TOTAL: $190.05. | | | SP TO GENERATE CHECK REQUEST.
6/5/2019 4:03:00 PM	1VWBT7A3XGC[redacted]VW TO REIMBURSE CUST FOR AIR BAG CLOCK SPRING AS GOODWILL DUE TO DATE; TOTAL: $190.05. | | | GENERATED CHECK REQUEST.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A3XGC[redacted]
Owner Or Fleet	[redacted] MIDDLE VILLAGE, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	5/29/2019	Incident Date	N/A
Mileage	39,979		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

6/5/2019 4:07:00 PM	SP MAILED LETTER EXPLAINING REIMBURSEMENT.
6/12/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 190.05 MAILED ON 06/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A30CC[redacted]
Owner Or Fleet	[redacted] INDIANAPOLIS, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	5/30/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/30/2019 9:53:00 AM	CUSTOMER STATES: HAS AN OPEN RECALL AND WOULD LIKE TO SCHEDULE AN APPOINTMENT TO HAVE RECALL COMPLETED; | | | | CUSTOMER SEEKS: SCHEDULE APPOINTMENT FOR RECALL; | | | | CO ADVISED: 2 OPEN RECALLS ON VEHICLE: 69L2 STEERING WHEEL CLOCK SPRING AND 69Q9 TAKATA SDI DRIVER FRONTAL AIRBAG INFLATOR ; CO SCHEDULED APPOINTMENT WITH VW DEALER 403325; APPOINTMENT DETAILS: 8:45 AM - TUESDAY JUN 4, 2019; | | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWFD7AJ9CW[redacted]
Owner Or Fleet	[redacted] Redwood City, CA, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2012		
Report Date	5/30/2019	Incident Date	N/A
Mileage	123,625		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/30/2019 10:10:00 AM	MEDIA ATTACHED IN DOC CENTER
6/5/2019 4:40:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEP; THE INDEP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE MAX PARTS $290.07; VW TO REIMBURSE MAX LABOR $248.04; TAX $27.12; VW TO REIMBURSE TOTAL: $565.23. | | | | SP TO GENERATE CHECK REQUEST.
6/5/2019 4:43:00 PM	WVWFD7AJ9CW[redacted] VW TO REIMBURSE WECI WARR EXT; TOTAL: $565.23. | | | | GENERATED CHECK REQUEST.
6/5/2019 4:55:00 PM	SP MAILED LETTER EXPLAINING REIMBURSEMENT.
6/12/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 565.23 MAILED ON 06/11/2019
3/5/2020 2:22:00 PM	LEFT MESSAGE REGARDING UNCASHED CHECK # [redacted] IN THE AMOUNT OF $565.23. REQUESTED OWNER TO CALL AND VERIFY CORRECT ADDRESS.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX7AW[redacted]
Owner Or Fleet	[redacted] Wheatley Heights, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2010		
Report Date	5/30/2019	Incident Date	N/A
Mileage	195,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549CH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/30/2019 5:39:00 PM	CUSTOMER STATES AIRBAG LIGHT IS ON; RECEIVED CARD IN THE MAIL STATING THERE WAS A RECALL ON THE AIRBAG; DEALER ADVISED CUSTOMER IS BEYOND THE MILEAGE TO HAVE REPAIR COMPLETED; ISSUE IS WITH THE PASSENGER SIDE; BELIEVES THE AIRBAG SHOULD BE COVERED FOR THE LIFE OF THE VEHICLE; WANTS TO SPEAK TO SOMEONE REGARDING AIRBAG REPAIR THAT IS NEEDED; SPOKE ABOUT PREVIOUS ISSUES WITH THE VEHICLE; ENGINE HAS BEEN REPLACED TWICE; ONCE UNDER WARRANTY AND THE SECOND TIME IT WAS DONE AT AN INDEPENDENT; ALSO HAD ISSUES WITH THE OIL TEMPERATURE SENSOR; CUSTOMER HAD AIRBAG DIAGNOSIS COMPLETED AT DEALER 408330; BUT WAS ALSO SPEAKING WITH DEALER 408382 ABOUT THE ISSUE; | | | CUSTOMER SEEKS REPAIR ASSISTANCE FOR AIRBAG CONCERN | | | FACE TO FACE WITH LAUREN; ADVISED THAT ANY REPAIRS NEEDED OUTSIDE OF WARRANTY SAFETY OR NOT ARE THE CUSTOMERS RESPONSIBILITY | | | CO ADVISED THE VEHICLE WARRANTY IS FOR MANUFACTURERS DEFECTS FOR A PERIOD OF TIME; THIS REPAIR FALLS UNDER BUMPER TO BUMPER WHICH IS 3YEAR/36K WOF FROM IN SERVICE DATE OF 3/3/2010; DUE TO BEING SO FAR OUTSIDE OF THAT WARRANTY REPAIR IS CUSTOMER PAY; ALSO TO CLARIFY THERE IS NO RECALL ON THE VEHICLE FOR THE AIRBAG AND THE AIRBAG CLOCK SPRING THE DEALER MENTIONED IS FOR THE DRIVER SIDE; THE EXTENDED WARRANTY DID END AT 120K BUT THAT IS NOT RELATED TO THE CURRENT ISSUE | | | CUSTOMER LEAVING BRAND | | | NO FURTHER ACTION
5/30/2019 5:57:00 PM	SUPERVISOR SHARED THAT ANY CONCERN, SAFETY OR NOT, OUTSIDE OF THE VEHICLE'S WARRANTY, CUSTOMER IS RESPONSIBLE FOR THOSE REPAIRS. | | | CO TO RETURN TO CUSTOMER.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34DC[redacted]
Owner Or Fleet	[redacted] Bethpage, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	5/30/2019	Incident Date	N/A
Mileage	27,552		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/30/2019 5:48:00 PM	MEDIA ATTACHED IN DOC CENTER
6/4/2019 2:10:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARR EXT; SUBMITTED RO AND POP FROM THE INDEP REPAIR SHOP; THE INDEP REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; THE REPAIR WAS COMPLETED BEFORE THE WARRANTY EXTENSION WAS RELEASED 8/13/18; VW TO REIMBURSE MAX PARTS $290.07; VW TO REIMBURSE MAX LABOR $248.04; VW TO REIMBURSE TOTAL: $538.11. | | | | SP TO GENERATE CHECK REQUEST AND MAIL CAP REIMBURSEMENT LETTER TO CUSTOMER.
6/4/2019 2:13:00 PM	1VWBP7A34DC[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $538.11. | | | | SP TO GENERATE CHECK REQUEST.
6/4/2019 2:20:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO THE CUSTOMER.
6/12/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 538.11 MAILED ON 06/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX3BW[redacted]
Owner Or Fleet	[redacted]		WEST HOLLYWOOD, CA, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	5/30/2019	Incident Date	N/A
Mileage	106,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/30/2019 7:46:00 PM	CUSTOMER STATES: SUBSEQUENT OWNER; READ ABOUT RECALLS ON VEHICLE; HORN DOES NOT WORK AIR BAG LIGHT ON | | | | CUSTOMER SEEKING: OPEN RECALLS ON VEHICLE | | | CO ADVISED: NO OPEN RECALLS ON VEHICLE; WARRANTY EXTENSIONS FOR INTAKE MANIFOLD, FUEL INJECTOR, AND AIR BAG CLOCK SPRING; CUSTOMER SHOULD BRING VEHICLE TO VW DEALER TO RUN DIAGNOSIS IF THEY DETERMINE THAT AIR BAG CLOCK SPRING HAS FAILED IT SHOULD BE COVERED UNDER WARRANTY EXTENSION; CUSTOMER WILL INITIALLY NEED TO AUTHORIZE DIAGNOSIS FEE | | | CUSTOMER SEEKING: DEALER CONTACT INFORMATION | | | | CO ADVISED: PROVIDED 422503 AND 422595 CONTACT INFORMATION | | | | CUSTOMER THANKED | | | | CO TO FOLLOW UP | |
5/30/2019 7:53:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | | IT WAS NICE TALKING TO YOU TODAY. | | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | SINCERELY, | | | | | | | | MATTHEW W | | CUSTOMER CARE ADVOCATE | |
5/30/2019 7:54:00 PM	PLEASE SEND WARRANTY EXTENSION INFORMATION TO CUSTOMER VIA EMAIL AT [redacted] | | | | EXCLUDE THE TIMING CHAIN WARRANTY EXTENSION INFO SINCE THE VEHICLE IS OUTSIDE OF THAT ONE
5/30/2019 7:57:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / HORN NOT WORKING;
5/30/2019 7:58:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIR BAG LIGHT ON;
5/31/2019 9:07:00 AM	REFERENCE # [redacted] | | | | DEAR MS. [redacted] | | | | THANK YOU FOR CONTACTING VW CUSTOMER CARE. | | | | I HAVE LISTED YOUR ACTIVE WARRANTY EXTENSIONS BELOW. KEEP IN MIND, THESE WARRANTY PARAMETERS STARTS FROM YOUR IN-SERVICE DATE 02/28/2011: | | | | ┬┐ INTAKE MANIFOLD WARRANTY EXTENSION ACTIVE UNTIL 01/28/2021 OR 120,000 MILES, WHICHEVER OCCURS FIRST | | ┬┐ FUEL INJECTOR WARRANTY EXTENSION ACTIVE UNTIL 01/04/2020 OR 120,000 MILES, WHICHEVER OCCURS FIRST | | ┬┐ AIRBAG CLOCK SPRING WARRANTY EXTENSION ACTIVE UNTIL 05/30/2026 WITH UNLIMITED MILEAGE | | | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, FEEL FREE TO REACH BACK OUT TO US AT 800-822-8987. | | | | SINCERELY, | | | | | | | | | MATT W. | | CUSTOMER CARE ADVOCATE | | | | | | |
5/31/2019 9:09:00 AM	CO TO REVIEW AND CLOSE
6/6/2019 3:50:00 PM	CO ADVISED: CALLING TO FOLLOW UP AND SEE IF CUSTOMER WAS ABLE TO GET THE VEHICLE DIAGNOSED AT VW DEALER | | | | CUSTOMER STATES: TOOK VEHICLE TO DEALER 422503 FOR DIAGNOSIS AND THEY DETERMINED THAT THE ISSUE WAS THE AIR BAG CLOCK SPRING AND IT WAS REPLACED FOR FREE; DEALER 422503 FORGOT TO SHUT OFF AIRBAG LIGHT SO CUSTOMER WILL NEED TO BRING THE VEHICLE BACK INTO DEALER 422503 | | | CO ADVISED: GLAD TO HEAR THAT THE CLOCK SPRING WAS COVERED UNDER WARRANTY EXTENSION; APOLOGIZED FOR RETURN VISIT TO DEALER | | | CUSTOMER THANKED CO FOR THE FOLLOW UP | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A32EC[redacted]
Owner Or Fleet	[redacted] Wharton, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	5/31/2019	Incident Date	N/A
Mileage	133,828		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/31/2019 10:29:00 AM	CO ADVISED: CUSTOMER THAT POSITION CAN BE PROVIDED IN WRITING, THE POSTION WOULD STAND AND REMAIN THE SAME; IF I COULD PUT YOU INTO CONTACT WITH SOMEONE WHO COULD CHANGE THIS DECISION I WOULD, BUT DUE TO THIS BEING A COMPANY WIDE POSTION VW WOULD NOT BE ABLE TO ASSIST; WILL HAVE A MEMBER OF LEADERSHIP REACH OUT TO CUSTOMER BY COB MONDAY JUNE 3RD TO RECONFIRM VW POSTION | | | CUSTOMER STATES: WILL HAVE TO GET LAWYER INVOLVED TO CONTACT VW'S LEGAL TEAM, FEELS THAT VW PURCHASES CHEAP AIRBAGS AND WOULD NOT BE INVOLVED IN THIS SITUATION IF THE AIRBAG NEVER HAD TO BE REPLACED; WOULD STILL LIKE TO SPEAK WITH SUPERVISOR | | | CO TO ESCALATE
5/31/2019 10:34:00 AM	TL TO CONTACT CUSTOMER TO DISCUSS MILEAGE OUTSIDE OF AIRBAG CLOCK SPRING WARRANTY EXTENSION AND HOW WARRANTY WILL NO LONGER APPLY | | | TL TO FOLLOW UP BY COB 6/3
5/31/2019 9:48:00 AM	CUSTOMER STATES: VEHICLE IS IN THE SHOP RIGHT NOW, THE CLOCK SPRING IN THE STEERING WHEEL IS BROKEN AND CUSTOMER WAS TOLD THAT DUE TO THE TAKATA AIRBAG RECALL THERE HAS BEEN THIS ISSUE IN A LOT OF VEHICLES; CUSTOMER WAS TOLD BY THE DLR THAT DUE TO HIS VEHICLE BEING OUTSIDE OF WARRANTY PARAMETERS BY MILEAGE THE WARRANTY EXTENSION COULD NO LONGER BE PERFORMED ON THE VEHICLE | | | CUSTOMER SEEKING: TO HAVE WARRANTY EXTENDED FOR THE AIRBAG CLOCK SPRING, TO SPEAK WITH A SUPERVISOR | | | CO REVIEWED WITH PETER: ADVISED THAT BECAUSE OF THE MILEAGE OF VEHICLE BEING OUTSIDE OF THE EXTENDED WARRANTY, THERE WOULD BE NO WAY TO APPEAL THIS DUE TO IT BEING A COMPANY WIDE POSTION | | | CO ADVISED: CUSTOMER THAT DUE TO THE VEHICLE BEING OUTSIDE OF AN ALREADY EXTENDED WARRANTY BY MILEAGE OF VEHICLE, VW WOULD NOT BE IN THE POSTION TO EXTENDED IT ANY FURTHER, WAS ABLE TO REVIEW WITH A MEMBER OF LEADERSHIP TO MAKE SURE ANY OPPORTUNITY TO ASSIST WAS NOT MISSED AND DUE TO THIS BEING A COMPANY WIDE DECISION VW WILL NOT ASSIST AT THIS TIME | | | CUSTOMER DISCONNECTED
5/31/2019 9:53:00 AM	SUP ADVISED VW WOULD NOT BE ABLE TO ASSIST WITH COST OF REPAIRS
6/3/2019 1:22:00 PM	CUSTOMER STATES: VERY UPSET THAT THE CLOCK SPRING WILL COST $700 TO BE REPLACED; FEELS THIS IS RELATED TO THE TAKATA RECALL AND SHOULD NOT HAVE AN EXPIRATION AS THIS IS A SAFETY ISSUE; SEEKING FOR VW TO ASSIST WITH REPAIR OUTSIDE OF THE WARRANTY EXTENSION. TEAM LEAD STATES: DUE TO MILEAGE, VEHICLE IS OUTSIDE OF THE EXTENDED WARRANTY PARAMETERS; VW WOULD NOT EXTEND WARRANTY NOR OFFER FINANCIAL ASSISTANCE. CUSTOMER STATES: WILL NOT ACCEPT ANSWER PROVIDED; WOULD LIKE TO SPEAK WITH TEAM LEAD'S SUPERVISOR. TRANSFERRED CALL TO SUPERVISOR.
6/3/2019 1:52:00 PM	CUSTOMER SEEKING GOODWILL ON $700 REPAIR; FEELS VW SHOULD GIVE AT LAST 20% DISCOUNT OR WILL GO GET WORK DONE AT INDEPENDENT | | | SUPERVISOR ADVISED AT CUSTOMER AGE AND MILEAGE THAT ANY REPAIRS WOULD BE A CUSTOMER RESPONSIBILITY; | | | CUSTOMER WIFE IN BACKGROUND JOINED CONVERSATION; BEGAN USING EXPLETIVE LANGUAGE TOWARDS SUPERVISOR AND TEAM LEAD; CUSTOMER SEEKING TO SPEAK WITH SOMEONE HIGHER | | | SUPERVISOR ADVISED THERE IS NOT A FURTHER APPEAL OR ESCALATION PROCESS; AT THIS TIME VW HAS ALREADY PROVIDED CUSTOMER WITH COMPANY POSITION | | | AFTER CONTINUED USAGE OF ABUSIVE LANGUAGE AND WARNING SUPERVISOR ADVISED DUE TO NATURE OF CALL WILL BE ENDING CONVERSATION | | | CUSTOMER ACKNOWLEDGED, SPOUSE DID NOT; SUPERVISOR DISCONNECTED CALL

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX3BW[redacted]
Owner Or Fleet	[redacted] Patchogue, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	5/31/2019	Incident Date	N/A
Mileage	36,833		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/31/2019 5:37:00 PM	MEDIA ATTACHED IN DOC CENTER
6/3/2019 1:05:00 PM	CUSTOMER SUBMITTED DOCUMENTS FOR REIMBURSEMENT UNDER WE FOR STEERING WHEEL CLOCK SPRING; CUSTOMER SUBMITTED REPAIR ORDER AND POP
6/3/2019 1:27:00 PM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | THANK YOU SO MUCH FOR SUBMITTING YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW UNDER THE CLOCK SPRING WARRANTY EXTENSION. | | | I WILL FORWARD YOUR DOCUMENTS TO THE CORRECT DEPARTMENT AND THE REVIEW WILL BEGIN. OUR REVIEW CAN TAKE A MAXIMUM OF 60 DAYS TO COMPLETE. WE GREATLY APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. | | | AT THE END OF OUR REVIEW, YOU WILL EITHER RECEIVE A CHECK IN THE MAIL, OR A DENIAL LETTER AS TO WHY THE CLAIM WAS DENIED. | | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | | | |
6/3/2019 1:28:00 PM	HELLO SP | | | CUSTOMER SEEKING REIMBURSEMENT UNDER CLOCK SPRING WE | | | CO ADVISED 60 DAY PARAMETER | | | | THANK YOU
6/4/2019 2:21:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARR EXT; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $744.95. | | | SP TO GENERATE CHECK REQUEST.
6/4/2019 2:25:00 PM	WVGBV7AX3BW[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $744.95. | | | GENERATED CHECK REQUEST.
6/4/2019 4:12:00 PM	CUSTOMER STATES: HAS AN OPEN REIMBURSEMENT REQUEST, UNDER CASE[redacted] SENT IN THE REQUIRED DOCUMENTS ON 5/31/2019; HAS NOT HEARD A RESPONSE YET | | | CUSTOMER SEEKING: UPDATE ON REIMBURSEMENT REQUEST | | | CUSTOMER ADVOCATE ADVISED: BECAUSE THE CASE NUMBER PROVIDED WAS CLOSED DUE TO LACK OF DOCUMENTS RECEIVED, THE EMAIL THE CUSTOMER SENT IN WAS ATTACHED TO A NEW CASE, [redacted] AFTER REVIEWING THE DOCUMENTS RECEIVED, IT WAS DETERMINED TODAY, 6/4/2019, THAT VW WOULD REIMBURSE $744.95 FOR THE AIRBAG CLOCK SPRING REPAIR; THE CHECK TYPICALLY TAKES 3-4 WEEKS TO RECEIVE; CUSTOMER ADVOCATE VERIFIED CUSTOMER MAILING ADDRESS | | | VW SPECIAL PROJECTS TO REVIEW*
6/12/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 744.95 MAILED ON 06/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A34FC[redacted]
Owner Or Fleet	[redacted] MCALLEN, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	6/3/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/3/2019 5:52:00 PM	CUSTOMER STATES CALLING TO CONFIRM RECIEPT OF DOCUMENTS | | | CUSTOMER SEEKING UPDATE | | | CA ADVISED THAT IT CAN TAKE UP TO 24HRS FOR DOCUMENT TO BE UPLOADED BUT ONCE RECIEVED DAWN WILL CONTACT CUSTOMER. | | | CUSTOMER THANKED | | | CO TO REVIEW
6/3/2019 9:29:00 AM	CUSTOMER STATES: HAD THE REPAIR FOR THE AIRBAG CLOCK SPRING COMPLETED BUT NOW RECEIVED INFORMATION ON THE WARRANTY EXTENSION; SEEKING REIMBURSEMENT FOR THE REPAIRS; | | | CUSTOMER SEEKING: POSSIBLE REIMBURSEMENT | | | CO ADVISED: THAT THE CUSTOMER CAN SUBMIT THE REPAIR ORDER AND POP INTO VW FOR POSSIBLE REIMBURSEMENT; THE CUSTOMER CAN EMAIL INFORMATION IN ATTACHED TO THE CASE NUMBER PROVIDED; ONCE INFORMATION IS RECEIVED THE CUSTOMER WILL RECEIVE A CONFIRMATION CALL; THE REIMBURSEMENT REVIEW PROCESS TAKES APPROXIMATELY 60 BUSINESS DAYS; | | | CUSTOMER ACKNOWLEDGED: | | | CO TO WAIT CORRESPONDENCE;
6/4/2019 2:17:00 PM	MEDIA ATTACHED IN DOC CENTER
6/5/2019 1:25:00 PM	MEDIA ATTACHED IN DOC CENTER
6/5/2019 3:13:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES: GOOD MORNING, THIS IS MY CASE NUMBER [redacted] I HAVE BEEN TRYING TO SEND SOME DOCUMENTS FOR REIMBURSEMENT, BUT THE EMAIL I WAS PROVIDED BY PHONE DOES NOT SEEM TO BE THE CORRECT ONE; | | | CUSTOMER SEEKS: IF DOCMENTS HAVE BEEN RECIEVED AND EMAIL ADDRESS TO SUBMIT DOCUMNETS | | | CA ADVISED: WILL FOLLOW UP WIH CUWSTOMER BY EMAIL SO THAT CUSTOMER SUCCESSFLLY ATTACH REQUESTED DOCUMNETS | | | CUSTOMER AGREED | | | CO TO REVIEW & ESC | | |
6/5/2019 4:13:00 PM	HELLO [redacted] | | | AFTER FURTHER RESEARCH WE HAVE RECEIVED YOUR DOCUMENTS AS OF TODAY 6/5/19. YOUR CASE WILL BE ESCALATED TO THE APPROPRIATE TEAM FOR FURTHER REVIEW. THE REVIEW PROCESS CAN TAKE UP TO 60 BUSINESS DAYS. IF YOU WOULD LIKE TO CHECK THE STATUS OF YOUR CASE FEEL FREE TO CHAT BACK IN OR CALL US DIRECTLY AT 800-822-8987AND REFERENCE YOUR CASE NUMBER. | | | SINCERELY, | | | JADA A. | | CUSTOMER CARE CHAT ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | | |
6/6/2019 3:50:00 PM	SPECIAL PROJECTS TO REVIEW FOR POSSIBLE REIMBURSEMENT ON THE CLOCK SPRING
6/7/2019 2:03:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARR EXT; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $665.13. | | | SP TO GENERATE CHECK REQUEST.
6/7/2019 2:04:00 PM	1VWAT7A34FC[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $665.13. | | | GENERATED CHECK REQUEST.
6/12/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 665.13 MAILED ON 06/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ0BM[redacted]
Owner Or Fleet	[redacted], IMPERIAL, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	6/3/2019	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/3/2019 12:01:00 PM	CUSTOMER STATES; THE AIRBAG LIGHT IS ON IN THE VEHICLE AND DEALER IS WANTING CUSTOMER TO COVER A DIAGNOSIS FEE IN ORDER TO SEE WHY THE LIGHT IS ON AND IF THE WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING WOULD COVER THE REPAIR; | | | | CUSTOMER SEEKING: NOT TO PAY FOR THE DIAGNOSIS ON THE VEHICLE; | | | | CO ADVISED: THAT THE CUSTOMER WOULD BE RESPONSIBLE FOR THE DIAGNOSIS ON THE VEHICLE; THE CUSTOMER CANNOT GET THE REPAIR COVERED UNDER THE EXTENDED WARRANTY UNLESS THE CUSTOMER HAS THE DIAGNOSIS COMPLETED AND IT SHOWS THAT THE VEHICLE ISSUES CAUSED BY THAT EXTENDED WARRANTY; | | | | CUSTOMER ACKNOWLEDGED: | | | | CO TO CLOSE.
6/24/2019 3:31:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ0BM[redacted]
Owner Or Fleet	[redacted]MPERIAL, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	6/3/2019	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/3/2019 12:54:00 PM	CUSTOMER STATES TOOK VEHICLE TO DEALER 406475 AND STATED THAT CUSTOMER NEEDS TO WAIT UNTIL THE ORANGE LIGHT COMES ON IN VEHICLE BEFORE THEY COULD DIAGNOSIS FOR AIRBAG CLOCK SPRING REPAIR; WHEN AIRBAG LIGHT CAME ON TOOK VEHICLE TO DEALER AND WAS TOLD THEY WILL CHARGE CUSTOMER FOR DIAGNOSIS FEE $119 IF REPAIR IS NOT RELATED TO AIRBAG CLOCK SPRING WARRANTY EXTENSION; IF HORN IS WORKING THAT CUSTOMER HAS TO PAY AN ADDITIONAL $200 FOR REPAIR TO VEHICLE; HAS UNDER 120K MILES AND CLOCK SPRING IS COVERED UNDER WARRANTY EXTENSION | | | CUSTOMER SEEKING IF REPAIR IS COVERED UNDER AIRBAG CLOCK SPRING WARRANTY EXTENSION | | | CO ADVISED THAT IF DEALER DIAGNOSIS THAT REPAIR IS UNRELATED TO AIRBAG CLOCK SPRING REPAIR THAN IT WOULD BE THE CUSTOMER'S RESPONSIBILITY TO PAY FOR DIAGNOSIS; IF THE REPAIR NEEDED IS RELATED TO THE AIRBAG CLOCK SPRING THAN THE REPAIR IS COVERED UNDER THE WARRANTY EXTENSION; IF CUSTOMER DOES NOT AGREE WITH THE DEALER THAN CAN TAKE VEHICLE TO ANOTHER DEALER FOR A SECOND OPINION; OFFERED TO SCHEDULE SERVICE APPOINTMENT; PROVIDED DEALER 406420 PHONE # AND REFERENCE # | | | CUSTOMER DECLINED APPOINTMENT; WILL CONTACT DEALER 406420 FOR AN APPOINTMENT | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN1AE[redacted]
Owner Or Fleet	[redacted]		CUPERTINO, CA,[redacted]
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	6/3/2019	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501BG		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/3/2019 3:29:00 PM	CUSTOMER STATES: HAD CLOCK SPRING RECALL PERFORMED IN 2016; VEHICLE EXPERIENCING: AIRBAG LIGHT IS ON, HORN DOES NOT WORK AND THERE IS A TICKING NOISE COMING FROM STEERING WHEEL; BELIEVES THE CLOCK SPRING HAS FAILED; | | | | CUSTOMER SEEKING: VERIFY AIRBAG CLOCK SPRING WARRANTY EXT | | | | CO ADVISED: PROVIDED PARAMETERS FOR AIRBAG CLOCK SPRING VEHICLE IS STILL WITHIN; CUSTOMER WILL HAVE TO AUTHORIZE DIAGNOSIS; BASED ON DEALERS DIAGNOSIS THE FEE WILL BE WAIVED IF THE CLOCK SPRING HAS FAILED; IF CONCERNS ARE NOT RELATED TO THE CLOCK SPRING DIAGNOSIS FEE AND RELATED REPAIRS WOULD BE CUSTOMERS EXPENSE; CUSTOMER DENIED CO TO SCHEDULE DEALER APPOINTMENT; | | | | NO FURTHER ACTION | |
6/3/2019 3:34:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON ;
6/3/2019 3:35:00 PM	CATEGORY SELECTION : ELECTRICAL / OTHER SYMPTOM - 1 / TICKING NOISE COMING FROM STEERING WHEEL ; ELECTRICAL / INEFFECTIVE - 1 / HORN IS NOT WORKING ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX6EW[redacted]
Owner Or Fleet	[redacted] Pleasant Plains, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	6/4/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/4/2019 1:54:00 PM	REFERENCE TO CASE [redacted] DEALER STATES; THE REASON THE COLLISION SHOP BROUGHT THE VEHICLE INTO THE DEALER WAS FOR A RECALL REPAIR, WHILE THE VEHICLE WAS AT THE DEALER THEY ALSO REPAIRED THE AIRBAG CLOCK SPRING BUT THE COLLISION SHOP PAID FOR THE REPAIR OUT OF POCKET FOR THE CUSTOMER; THE COLLISION SHOP SENT IN DOCUMENTS FOR REIMBURSEMENT BELIEVING THEY WOULD GET THE REIMBURSEMENT BUT THE CUSTOMER WAS ABLE TO REIMBURSE THE COLLISION SHOP AND IS NOW AT THE DEALER TO RETRIEVE THE REFUND FOR THE REPAIR; | | | CO ADVISED; THEY WILL EMAIL THE CUSTOMER THEIR NEW CASE NUMBER FOR THEM TO REPLY BACK TO AND THEY CAN EMAIL IN THE REPAIR ORDER THAT SUPPORTS THE VEHICLE REPAIR FOR THE EXT. WARRANTY ON THE AIRBAG CLOCK SPRING; ONCE THE DOCUMENTS ARE RECEIVED IT CAN TAKE UP TO 60 BUSINESS DAYS TO REVIEW; CO WILL FOLLOW UP ONCE THE DOCUMENTS ARE RECEIVED; | | | WAIT ON DOCUMENTS
6/4/2019 2:34:00 PM	FROM: [redacted] | SENT: TUESDAY, JUNE 04, 2019 2:24 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | HELLO BRITANY. | | THANKS FOR YOUR ASSISTANCE WITH REIMBURSEMENT FOR CLOCK SPRING DEVICE IN MY 2014 VW TIGUAN. CAN YOU PLEASE TELL ME WHAT SPECIFICALLY I NEED TO DO NEXT? I WANT TO MAKE SURE I DO IT CORRECTLY. | | | THANKS! | [redacted] | |
6/11/2019 4:07:00 PM	CO ADVISED THE CUSTOMER THEY COULD REPLY BACK TO THE EMAIL WITH SUPPORTING DOCUMENTS REGARDING THE REPAIR; | | | | CO TO WAIT DOCUMENTS
6/12/2019 9:26:00 AM	MEDIA ATTACHED IN DOC CENTER
6/18/2019 3:15:00 PM	DEALER STATES; KYLE IN SERVICE ADVISED THEY DID CHECK ELSA PRO AND WASNT AWARE OF THE EXTENDED WARRANTY FOR THE CLOCK SPRING;
6/18/2019 3:36:00 PM	SP WILL REVIEW ON POSSIBLE REIMBURSEMENT; THIS CAN TAKE BETWEEN 4-6 WEEKS;
6/18/2019 3:42:00 PM	REFERENCE TO CASE [redacted] CO ADVISED: THEY DID RECEIVED THE CUSTOMERS DOCUMENTS AND THEY WILL BE ESCALATING FOR REVIEW ON POSSIBLE REIMBURSEMENT; THIS CAN TAKE BETWEEN 4-6 WEEKS; | | | CO SPOKE WITH ASHLEY IN SP WHO ADVISED THE CUSTOMER CHECK HAS BEEN SENT OUT TO THEM AND THEY WILL BE RECEIVING THE CHECK IN THE NEXT 10-14 BUSINESS DAYS; | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBN7AN0GE[redacted]
Owner Or Fleet	[redacted] COLUMBUS, GA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2016		
Report Date	6/4/2019	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501CN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/4/2019 2:34:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN GA STATE; ORIGINAL OWNER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG WARNING LIGHT IS ON THE DASH; HORN IS NOT WORKING AND STEERING WHEEL CONTROLS ARE NOT WORKING; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP.; | | | CUSTOMER SEEKING: PROVIDE CUSTOMER WITH A LOANER | | | CO ADVISED: WILL CONTACT DEALER 407215 AND SPOKE WITH KAY; KAY CONFIRMED THAT DEALER 407215 HAS NO LOANERS AVAILABLE FOR ANOTHER MONTH; CO CONTACTED DEALER 407240 AND SPOKE WITH PAUL; PAUL STATED THAT THE SERVICE MANAGER IS NOT IN RIGHT NOW AND IT WOULD BE ANOTHER 3-4 DAYS BEFORE DEALER 407215 COULD LOOK AT THE VEHICLE; DEALER 407215 WILL CONTACT CUSTOMER WHEN SERVICE MANAGER GETS BACK IN REGARDS TO A LOANER BEING AVAILABLE; CAN ASSIST CUSTOMER WITH SETTING UP A TOW; CUSTOMER DECLINED; CO PROVIDED CUSTOMER WITH CASE NUMBER AND INFORMED CUSTOMER THAT CO LEFT NAME AND NUMBER WITH DEALER 407215; DEALER 407215 WILL CONTACT CUSTOMER BACK; IF DEALER 407215 HAS LOANER AVAILABLE THEN CUSTOMER CAN CONTACT CARE BACK AND CUSTOMER CARE CENTER CAN ASSIST CUSTOMER WITH SETTING UP A TOW. | | | NO FURTHER ACTION.
6/4/2019 3:02:00 PM	DEALER STATES THEY WILL TRY ASSIST CUSTOMER WITH REPAIRING VEHICLE BUT THEY ARE 5-7 WEEKS OUT; NO LOANERS AVAILABLE; IT┬┐S POSSIBLE VEHICLE CAN BE AT DEALER FOR WEEKS; SERVICE DIRECTOR SUGGESTED CUSTOMER CARE CENTER TO CALL OTHER DEALERS IN ATLANTA TO SEE IF THEY ARE WILLING TO WORK WITH CUSTOMER | | | RACHAEL E UNAVAILABLE VIA PHONE; ADVISED VIA LYNC THAT DEALER WAS TO CALL CUSTOMER | | | CUSTOMER ADVOCATE ADVISED ORIGINAL ADVOCATE NOT AVAILABLE CURRENTLY BUT ADVISED THAT DEALER WAS TO REACH OUT TO CUSTOMER | | | SERVICE ADVISOR ADVISED SERVICE DIRECTOR SAID NOT TO REACH OUT TO CUSTOMER SINCE SHE HAS ALREADY SPOKEN WITH CUSTOMER CARE CENTER | | | CUSTOMER ADVOCATE ADVISED WILL DOCUMENT FOR CO | | | CO TO REVIEW
6/5/2019 4:23:00 PM	CO TO SEND CUST EMAIL LETTING CUST KNOW THAT DLR REACHED OUT TO CARE AND INFORMED CARE THAT THERE ARE NO LOANERS AVAILABLE; CO TO SEND CUST EMAIL WITH THIS INFORMATION. CO TO CLOSE FOLLOWING EMAIL
6/5/2019 5:04:00 PM	HI MS. [redacted] | | | I JUST WANTED TO REACH OUT TO YOU AND LET YOU KNOW THAT VW OF MACON REACHED OUT TO CARE AND INFORMED US THAT THEY ALSO DO NOT HAVE ANY LOANERS AVAILABLE. I AM VERY SORRY FOR ALL OF YOUR VEHICLES CONCERNS AND I HOPE THAT WHEN YOU ARE ABLE TO TAKE IT INTO THE DEALERSHIP THAT THEY CAN RESOLVE THESE ISSUES. I HAVE REACHED OUT TO THREE DEALERSHIPS ON YOUR BEHALF AND REGRETFULLY NONE OF THEM HAVE ANY LOANERS AVAILABLE. I WOULD STILL BE HAPPY TO ASSIST YOU IN SETTING UP A TOW. PLEASE LET ME KNOW IF YOU WOULD LIKE ME TO ASSIST WITH A TOW, IF NOT THE NUMBER TO ROADSIDE ASSISTANCE IS 800-411-6688. I HOPE THAT YOU HAVE A GREAT REST OF YOUR DAY! | | | RACHAEL E | | VOLKSWAGEN CUSTOMER CARE CHAT ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | | | NO FURTHER ACTION. CO TO CLOSE PENDING CUSTOMER CONTACT.
6/6/2019 4:45:00 PM	CUSTOMER STATES THAT NOW THE CLOCK SPRING IN THE STEERING WHEEL IS BAD; IT WAS REPLACED UNDER WARRANTY; TOOK IT TO DEALER TODAY AND THE REPAIRS ARE $800; CUSTOMER STATES THAT THIS SHOULD BE COVERED UNDER WARRANTY AND IT IS BROKEN AGAIN; JUST OUTSIDE OF THE SPARE PARTS WARRANTY | | | CUSTOMER SEEKS FOR ASSISTANCE TOWARDS THE REPAIRS | | | CUSTOMER ADVOCATE ADVISED THAT THERE ARE NO RECALLS OR WARRANTY EXTENSIONS FOR THE CLOCK SPRING AND IT IS CUSTOMER PAY | | | CUSTOMER STATES THAT THIS IS HER 4TH VW STATES THAT VW COVERED IT BEFORE; WANTS TO SPEAK WITH SOMEONE ELSE | | | CUSTOMER ADVOCATE ADVISED THAT THIS IS THE POSITION OF THE COMPANY | | | CUSTOMER ACKNOWLEDGED STATES THAT VW LOST A CUSTOMER | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A31CC[redacted]
Owner Or Fleet	[redacted] Lees Summit, MO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	6/4/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/4/2019 2:54:00 PM	MEDIA ATTACHED IN DOC CENTER
6/5/2019 1:18:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DLR AND FROM PARTS WEBSITE; CUST PERFORMED THE REPAIR AND WENT TO THE DLR TO HAVE THE CLOCK SPRING PROGRAMMED; VW TO REIMBURSE PARTS $194.94; VW TO REIMBURSE LABOR $145.75; VW TO REIMBURSE TOTAL: $340.69. | | | | SP TO GENERATE CHECK REQUEST.
6/5/2019 1:27:00 PM	1VWBH7A31CC[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $340.69. | | | | GENERATED CHECK REQUEST.
6/12/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 340.69 MAILED ON 06/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX2DW[redacted]
Owner Or Fleet	[redacted]Cincinnati, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	6/4/2019	Incident Date	N/A
Mileage	38,442		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/4/2019 3:16:00 PM	MEDIA ATTACHED IN DOC CENTER
6/5/2019 1:30:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARR EXT; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; THE REPAIRS WERE COMPLETED PRIOR TO THE LAST VALID OUT OF POCKET DATE; VW TO REIMBURSE AS GOODWILL; VW TO REIMBURSE TOTAL: $558.12. | | | | SP TO GENERATE CHECK REQUEST.
6/5/2019 1:40:00 PM	WVGAV3AX2DW[redacted]VW TO REIMBURSE CUST FOR WECY WARR EXT AS GW DUE TO DATE; TOTAL: $558.12. | | | | GENERATED CHECK REQUEST.
6/12/2019 4:00:00 AM	CHECK # [redacted]FOR AMOUNT $ 558.12 MAILED ON 06/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD17AJ9EM[redacted]
Owner Or Fleet	[redacted] LYNWOOD, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	6/4/2019	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/4/2019 3:19:00 PM	MEDIA ATTACHED IN DOC CENTER
6/5/2019 1:52:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARR EXT; SUBMITTED RO AND POP FROM THE INDEP REPAIR SHOP; THE INDEP REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE MAX PARTS $290.07; VW TO REIMBURSE MAX LABOR $245.00; VW TO REIMBURSE TOTAL: $535.07. | | | | SP TO GENERATE CHECK REQUEST.
6/5/2019 2:15:00 PM	3VWD17AJ9EM[redacted]VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $535.07. | | | | GENERATED CHECK REQUEST.
6/5/2019 2:27:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
6/12/2019 4:00:00 AM	CHECK # [redacted]FOR AMOUNT $ 535.07 MAILED ON 06/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7ANXFE[redacted]
Owner Or Fleet	[redacted] Saint Louis, MO, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2015		
Report Date	6/4/2019	Incident Date	N/A
Mileage	55,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501CN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/4/2019 3:31:00 PM	CUSTOMER STATES HAD 69Y5 COMPLETED AT DEALER 424125; WAITED ALMOST A YEAR FOR THE PARTS TO COME IN; OVER A WEEK AFTER REPAIR THE AIRBAG LIGHT CAME ON; CUSTOMER TOOK VEHICLE TO DEALER 424171 FOR MAINTENANCE AND WAS ADVISED TO TAKE THE VEHICLE BACK TO DEALER 424125 FOR THE AIRBAG LIGHT CONCERN; THEY BELIEVED THE PREVIOUS DEALER CAUSED DAMAGE WHILE PERFORMING THE RECALL AND THEREFORE WOULD NOT TOUCH THE VEHICLE; AFTER OIL CHANGE DEALER COULD NOT RESET ANYTHING BECAUSE CLOCK SPRING WAS BAD; CUSTOMER SPOKE TO DEALER 424125 AND MASON ADVISED THE REPAIR NEEDED HAS NOTHING TO DO WITH THE AIRBAG RECALL; THE CLOCK SPRING IS BROKEN AND CUSTOMER HAS TO PAY FOR IT; PARTS AND LABOR WILL BE AROUND $645; MASON AT DEALER 424125 ADVISED CUSTOMER THEY WILL LOOK FURTHER INTO IT AND CALL BACK; NO CALL BACK AS OF YET | | | CUSTOMER SEEKS CLARIFICATION AND POST RECALL REPAIR ASSISTANCE | | | CO ADVISED WILL ENGAGE RCM DUE TO BEING ADVISED DIFFERENT INFORMATION BY TWO VW DEALERS; RCM WILL FOLLOW UP BY COB 6/5 | | | CO TO SEND EMAIL AND ESCALATE
6/4/2019 3:56:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┤T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | ANGEL W | CUSTOMER CARE ADVOCATE | |
6/4/2019 3:57:00 PM	RCM TO CALL DEALER 424125 AND 424171; CUSTOMER WAS ADVISED BY DEALER 424171 THE AIRBAG CLOCK SPRING ISSUE WAS DAMAGED WHEN THE RECALL WAS COMPLETED AND WOULD NOT TOUCH THE VEHICLE; CUSTOMER WAS SENT BACK TO DEALER 424125 AND THEY ARE STATING THAT IS NOT TRUE AND IT IS A SEPARATE CONCERN; CUSTOMER SEEKS CLARIFICATION AND REPAIR ASSISTANCE; | | | RCM TO FOLLOW UP WITH CUSTOMER BY COB 6/5 | ****CUSTOMER REQUESTS TO BE CALLED AFTER 2:30PM CST*** | | | RCM TO REVIEW
6/5/2019 10:42:00 AM	RCM LVMM SEEKING CLARIFICATION TAKATA RECALL PERFORMED AND AIRBAHG LIGHT CONCERN DUE TO CLOCK SPRING; RCM WILL FOLLOW UP WITH DEALER 424171 TO GATHER DETAIL ON THEIR DIAGNOSIS | | | RCM TO CALL DEALER 424171
6/5/2019 10:47:00 AM	RCM UNABLE TO LEAVE A VM FOR SM AS THEY VM SYSTEM IS NOT WORKING | | | RCM TO EMAIL DEALER
6/5/2019 10:53:00 AM	GOOD MORNING BRAD, | | | I HOPE YOU ARE DOING WELL TODAY. THE FOLLOWING CUSTOMER, [redacted] HAS CONTACTED CARE REGARDING AN AIRBAG LIGHT CONCERN WITH THEIR VEHICLE. THE CUSTOMER HAD THE TAKATA RECALL 69Y5 COMPLETED AT SUNTRUP VW, AND SHE STATES THAT THE AIRBAG LIGHT CAME ON AFTER THE RECALL WAS DONE. | | | THE CUSTOMER STATED SHE WENT TO YOUR DEALER FOR AN OIL CHANGE AND WAS ADVISED THAT SHE NEEDED TO RETURN TO SUNTRUP VW AS IT WAS BELIEVED THAT THE ISSUE WITH THE AIRBAG LIGHT ON WAS CAUSED BY SUNTRUP VW. THE CUSTOMER DID RETURN TO SUNTRUP VW, MASON, THE SERVICE MANAGER, ADVISED THE CUSTOMER THAT THE CONCERN IS A BAD CLOCK SPRING. AS I AWAIT FOR MASON TO FOLLOW UP ON THIS CONCERN, I AM LOOKING FOR DETAILS ON WHAT WAS ADVISED TO THE CUSTOMER, IF THERE WAS A DIAGNOSIS COMPLETED. | | | | THANK YOU, | | | | MARIA REYES | | RCM TO WAIT DEALER EMAIL
6/5/2019 11:39:00 AM	THERE IS NOTHING ON RO , I ASKED ADVISOR, HE STATED THAT HE ADVISED CUSTOMER, THAT THERE WOULD BE A DIAG FEE TO INSPECT OR THEY COULD GO BACK TO SUNTRUP TO HAVE IT INSPECTED , CUSTOMER DECLINED DIAG FEE , SO IT WASN┬┤T INSPECTED | | | | RCM TO EMAIL DEALER
6/5/2019 11:40:00 AM	HI BRAD, | | | THANKS FOR CHECKING IN ON THIS. I┬┤LL CONTINUE TO WORK WITH MASON FROM SUNTRUP VW. | | | HAVE A GOOD DAY! | | | MARIA REYES | | RCM TO EMAIL DEALER

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Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7ANXFE[redacted]
Owner Or Fleet	[redacted] Saint Louis, MO, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2015		
Report Date	6/4/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501CN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

6/5/2019 11:42:00 AM	GOOD MORNING MASON, | | | | WHEN YOU HAVE A MOMENT, CAN YOU CALL ME TO DISCUSS MS. [redacted] S VEHICLE CONCERNS. I LEFT YOU A MESSAGE JUST NOT SURE IF IT WAS CLEAR ON YOUR END. | | | | THANKS, | | | | MARIA REYES | | RCM TO WAIT DEALER CONTACT
6/5/2019 11:43:00 AM	SM STATES: THE AIRBAG RECALL DOES NOT HAVE ANYTHING TO DO WITH THE STEERING WHEEL CLOCK SPRING; VEH DOES NOT HAVE THE WARRANTY EXTENSION FOR AIRBAG CLOCKS SPRING; FIRESTONE SHORTED OUT THE ECU IN THE PAST AND DEALER 424125 DID THE WORK; CAME IN FIRST TIME IN MARCH OF 2018; TOWED IN AT ONE POINT AND TRIED TO BLAME DEALER FOR BATTERY ISSUE; CUSTOMER PAID FOR BATTERY AND DEALER COVERED TOW; CUSTOMER GOT GW ON BACK UP CAMERA PER RCM LISA; VEHICLE OUTSIDE OF NVLW AND NO WARRANTY EXTENSION, CUSTOMER WILL NEED TO PAY FOR THE REPAIRS | | | | RCM TO CALL CUSTOMER | | | | | | | | | |
6/5/2019 3:05:00 PM	RCM CALL ATTEMPT TO OWNER; CALL CONNECTED BUT RCM UNABLE TO HEAR CUSTOMER | | | | RCM TO CALL CUSTOMER
6/5/2019 4:19:00 PM	TYPED BY ALICIA AND TALKED BY ANTONIO | | | | CUSTOMER STATES HAVE A CASE WITH VW | | | | CUSTOMER SEEKING TO SPEAK WITH RCM | | | | CUSTOMER ADVOCATE ATTEMPTED TO CONTACT RCM VIA PHONE; SPOKE WITH RCM VIA LYNC; RCM IS CURRENTLY NOT AVAILABLE | | | | CUSTOMER ADVOCATE ADVISED THAT RCM WAS NOT AVAILABLE; CUSTOMER STATES ASKED RCM TO CALL AFTER 2:30 AND RCM CALLED AT 2:05; COULD NOT TALK AT THAT TIME; ADVISED THAT RCM DOES TRY TO CALL TO TIME REQUESTED; CASE IS DOCUMENTED OF CUSTOMER CALL FOR RCM TO CALL BACK | | | | RCM TO REVIEW | |
6/5/2019 5:04:00 PM	RCM DGE ADVISED AIRBAG CLOCK SPRING IS NOT RELATED TO THE AIRBAG RECALL THAT WAS COMPLETED ON VEHICLE; AIRBAG CLOCK SPRING IS COVERED UNDER NVLW 3YEARS/36K WOF; DUE TO TIME AND MILEAGE OUTSIDE OF APPLICABLE WARRANTY, REPAIRS WOULD BE AT CUSTOMER EXPENSE. | | | | CUSTOMER DISSATISFIED WITH VW DECISION. | | | | RCM TO REVIEW AND CLOSE
6/5/2019 5:12:00 PM	CUSTOMER CALLED CARE SEEKING ASSISTANCE WITH GETTIGN REPAIRS COVERED UNDER RECALL 69Y5; DEALER 424125 ADVISED THAT CLOCK SPRING HAD FAILED AND NOT RELATED TO TAKATA RECALL, CUSTOMER WOULD BE RESPONSIBLE FOR REPAIRS

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Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A34FC[redacted]
Owner Or Fleet	[redacted] MOUNT PLEASANT, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	6/4/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/4/2019 5:09:00 PM	CUSTOMER STATES: AIR BAG LIGHT IS ON; WANTS TO KNOW WHAT TO DO NEXT | | | CUSTOMER SEEKS: TO GET VEHICLE LOOKED AT; | | | CO ADVISED: CAN MAKE APPOINTMENT FOR CUSTOMER TO GET VEHICLE LOOKED AT; WITHOUT VEHICLE DIAGNOSIS WE WOULD NOT BE ABLE TO DETERMINE THE CAUSE OF THE AIR BAG LIGHT BEING ON; | | | CO MADE APPOINTMENT AT DEALER 403145 FOR SATURDAY JUNE 15 AT 1 P.M.; | | | NO FURTHER ACTION

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Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWPL7AJ7BM[redacted]
Owner Or Fleet	[redacted]	Marietta, GA,	[redacted]
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2011		
Report Date	6/4/2019	Incident Date	N/A
Mileage	41,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/4/2019 7:27:00 PM	CUSTOMER STATES: VEHICLE HAS AIR BAG WARNING LIGHT; JUST WANTS TO KNOW WHY THE AIR BAG LIGHT IS ON; RECALL SHOULD HAVE BEEN PERFORMED ON VEHICLE ALREADY IF THAT IS WHY IT IS ON | | | CUSTOMER SEEKS: REASON FOR AIR BAG ERROR ON VEHICLE DASH BOARD DISPLAY | | | CO ADVISED: CUSTOMER HAS NO OPEN CAMPAIGNS ON VEHICLE; NO CAMPAIGNS WERE PERFORMED ON VEHICLE FOR THE AIR BAG CO RECOMMENDS THAT CUSTOMER TAKE VEHICLE TO LOCAL DEALER TO SEE WHY THAT WARNING LIGHT APPEARED CO PROVIDED WARRANTY EXTENSIONS ON VEHICLE AND ALSO THE WARRANTY TIME FRAME FOR CPO WARRANTY ; CUSTOMER AGREES THAT HE SHOULD GET VEHICLE CHECK BY DEALER ; CUSTOMER ACKNOWLEDGE WARRANTY AND EXTENSION INFORMATION | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A31CC[redacted]
Owner Or Fleet	[redacted] Bethel, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	6/5/2019	Incident Date	N/A
Mileage	70,500		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/5/2019 9:30:00 AM	CUSTOMER SUBSEQUENT OWNER, CALLING ABOUT A RECALL THAT WAS PERFORMED IN JANUARY, 2018 AND NEEDS TO BE DONE AGAIN, AIRBAG LIGHT IS ON, HORN DOES OT WORK, STEERING WHEEL CONTROLS DO NOT WORK, WAS TOLD BY DEALER 408091 SHE NEEDS TO PAY FOR DIAGNOSING. | | | CO VERIFIED CLOSED RECALLS, WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING FOR 15/UNLIMITED, WHICH MAY BE RELATED TO THE SYMPTOMS SHE DESCRIBED, BUT WOULD BE UP TO HER DEALER TO MAKE THAT DETERMINATION, SHE WILL HAVE TO FIRST AUTHORIZE A DIAGNOSIS DUE TO VEHICLE BEING OUTSIDE THE WARRANTY PARAMETERS. CUSTOMER APPEARED TO BE IN A HURRY AND QUICKLY ENDED CALL. NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX8CW[redacted]
Owner Or Fleet	[redacted] ONLEY, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	6/5/2019	Incident Date	N/A
Mileage	121,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/5/2019 10:19:00 AM	CUSTOMER STATES VEHICLE HAS AIRBAG LIGHT IS ON AND THE HORN AND MAKES A CLICKING NOISE | | | CUSTOMER SEEKING IF VEHICLE HAS ANY OPEN RECALL | | | CO ADVISED CUSTOMER THAT VEHICLE HAS 1 OPEN RECALL FOR THE AIRBAG CLOCK SPRING AND ALSO A SERVICE ACTION FOR THE ECM SOFTWARE; CO OFFERED TO SCHEDULE, CUSTOMER ACCEPT. CO REACHED OUT TO DEALER WHO ADVISED CUSTOMER CAN JUST BRING VEHICLE IN DOESN~~'~~T NEED AN APPOINTMENT. CO ADVISED CUSTOMER | | | NO FURTHER ACTION
6/24/2019 10:43:00 AM	CUSTOMER STATES: HAS OPEN RECALL ON VEHICLE; KNOWS CUSTOMER NEEDS TO TAKE VEHICLE IN BUT WONDERING IF CUSTOMER COULD LEAVE VEHICLE AT THE DEALER DURING VACATION; | | | CUSTOMER SEEKS: INFORMATION ABOUT LEAVING VEHICLE AT DEALER; | | | CUSTOMER ADVOCATE ADVISED: CAN'T SAY IF THE DEALER HAS ROOM FOR THE VEHICLE FOR THAT LONG; WOULD NEED TO CONTACT DEALER AND SEE IF THEY CAN KEEP THE VEHICLE; CAN ALSO MAKE APPOINTMENT WHILE SPEAKING WITH THE DEALER; CAN TRANSFER CUSTOMER OVER TO DEALER SO THEY CAN HAVE CONVERSATION; OFFERED THE DEALER PHONE NUMBER AS WELL SO CUSTOMER HAS THAT FOR REFERENCE; | | | CUSTOMER ACCEPTS TRANSFER; CAN'T WRITE DEALER NUMBER DOWN NO PAPER; | | | CUSTOMER ADVOCATE TRANSFERRED CUSTOMER TO DEALER; | | | CO TO REVIEW AND CLOSE
6/24/2019 10:49:00 AM	REASSINGED SINCE FORMER CA IS NOT ON THE TEAM ANYMORE
6/26/2019 11:13:00 AM	CUSTOMER STATED; WHEN TRANSFERRED OVER TO DEALER 409135 THE CALL GOT DISCONNECTED; | | | CUSTOMER SEEKING; IF DEALER 409135 WOULD PROVIDE STORAGE FOR CUSTOMER WHEN GOES OUT OF TOWN AND THE VEHICLE IS GETTING THE RECALL PREPARED ON THE VEHICLE | | | CUSTOMER ADVOCATE ADVISED; WOULD HAVE TO SPEAK WITH DEALER 409135 REGARDING THE VEHICLE STORAGE; CUSTOMER ADVISED WILL REACH OUT TO DEALER 409135; CUSTOMER ADVOCATE TRANSFERRED CUSTOMER TO DEALER AND PROVIDED CUSTOMER WITH DEALER PHONE NUMBER[redacted] | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A33EC[redacted]
Owner Or Fleet	[redacted] CENTRAL POINT, OR, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	6/5/2019	Incident Date	N/A
Mileage	122,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/5/2019 5:58:00 PM	CUSTOMER STATES: VEHICLE NEEDS AIR BAG CLOCK SPRING; OUTSIDE WARRANTY EXTENSION BY 2K MILES; WANTING ASSISTANCE WITH REPAIR; | | | | CUSTOMER SEEKS: FINANCIAL ASSISTANCE FOR REPAIR; | | | | FACE TO FACE WITH SUPERVISOR LAUREN: SINCE WARRANTY WAS ALREADY EXTENDED ON VEHICLE WE WOULD NOT BE ABLE TO OFFER ANY FINANCIAL ASSISTANCE FOR THE REPAIR; | | | | CO ADVISED: SINCE WARRANTY WAS ALREADY EXTENDED ON VEHICLE WE WOULD NOT BE ABLE TO OFFER ANY FINANCIAL ASSISTANCE FOR THE REPAIR; | | | | CUSTOMER STATES: TO SPEAK WITH SUPERVISOR; | | | | FACE TO FACE WITH SUPERVISOR LAUREN: WOULD STILL STAND BEHIND DECISION; DUE TO THE VEHICLE BEING OUTSIDE AN ALREADY EXTENDED WARRANTY WE WOULD NOT BE ABLE TO ASSIST WITH THE REPAIRS; | | | | CO ADVISED: REVIEWED WITH SUPERVISOR AGAIN; DUE TO THE VEHICLE BEING OUTSIDE AN ALREADY EXTENDED WARRANTY WE WOULD NOT ASSIST | | | | CUSTOMER STATES: GETTING LAWYER; NOT GOING TO HAVE VEHICLE FIXED; WHEN VEHICLE HAS ACCIDENT DUE TO HORN NOT WORKING WE ARE RESPONSIBLE; | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A39EC[redacted]
Owner Or Fleet	[redacted] Fairfield, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	6/6/2019	Incident Date	N/A
Mileage	9,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/6/2019 2:38:00 PM	TALK/TYPE; JOHN B | | | CUST STATES; VEHICLES HORN NOT WORKING AND CONTROLS NOT WORKING. AIR BAG LIGHT IS ON. | | | CUST SEEKS; CLARIFICATION. | | | CO ADVISED; AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI WOF UNTIL 10-06-2027. AS LONG AS YOUR VEHICLE IS WITHIN THE TIME AND MILEAGE LIMITS OF THIS WARRANTY EXTENSION, AN AUTHORIZED VOLKSWAGEN DEALER WILL DIAGNOSE THE FOLLOWING FREE OF CHARGE: STEERING WHEEL CONTROLS NOT WORKING PROPERLY AND AN AIRBAG LIGHT THAT STAYS ON. BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER THIS WARRANTY EXTENSION. VEHICLE HAS SERVICE ACTION FOR ENGINE CONTROL MODULE SOFTWARE. THIS CAN BE PERFORMED AT VW DEALER AT NO COST. | | | CO SCHEDULED APPOINTMENT WITH DEALER 7:30 AM - MONDAY JUN 24, 2019 WITH ADVISOR BRANDON NEVEADOMI. | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX0CW[redacted]
Owner Or Fleet	[redacted], Manchester, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	6/7/2019	Incident Date	N/A
Mileage	130,742		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/7/2019 10:24:00 AM	CUST SEEKING REIMBURSEMENT FOR REPAIRS TO THE AIR BAG CLOCK SPRING; SUBMITTED RO AND POP FROM THE INDEP; THE INDEP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE PARTS $290.07; VW TO REIMBURSE MAX LABOR $142.50; TAX $18.22; VW TO REIMBURSE TOTAL: $450.79. | | | SP TO GENERATE CHECK REQUEST.
6/7/2019 10:34:00 AM	WVGBV7AX0CW[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $450.79. | | | GENERATED CHECK REQUEST.
6/7/2019 9:11:00 AM	MEDIA ATTACHED IN DOC CENTER
6/12/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 450.79 MAILED ON 06/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN7CE[redacted]
Owner Or Fleet	[redacted] PUYALLUP, WA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	6/7/2019	Incident Date	N/A
Mileage	100,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/7/2019 3:55:00 PM	CUSTOMER STATES: THE AIRBAG WARNING LIGHT IS ON, THE HORN DOES NOT WORK, AND THE STEERING WHEEL BUTTONS ARE NOT WORKING; CUSTOMER READ ONLINE THAT THERE MAY BE A RECALL OR WARRANTY EXTENSION ON THE VEHICLE REGARDING THE STEERING WHEEL CLOCK SPRING; CUSTOMER ASKED IF THE VEHICLE IS AFFECTED BY A WARRANTY EXTENSION OR RECALL | | | | CUSTOMER SEEKING: TO KNOW IF VEHICLE IS AFFECTED BY CLOCK SPRING WARRANTY EXTENSION OR RECALL | | | | CO ADVISED: THE VEHICLE HAS A WARRANTY EXTENSION FOR THE STEERING WHEEL CLOCK SPRING FOR 15YEARS FROM WARRANTY START DATE OF 7/14/11; SYMPTOMS OF A FAILED CLOCK SPRING INCLUDE THE VEHICLE'S AIRBAG WARNING LIGHT BEING ON, THE HORN NOT WORKING, AND A LOSS OF STEERING WHEEL FEATURES; THE VEHICLE SHOULD BE TAKEN TO A VW DEALERSHIP FOR DIAGNOSIS; IF THE DEALER DETERMINES THE CLOCK SPRING HAS FAILED, IT WILL BE REPLACED AND COVERED BY VW; CO OFFERED TO SCHEDULE A DEALER APPOINTMENT, OR TO LOCATE THE NEAREST DEALER | | | | CUSTOMER STATES: CUSTOMER WILL MAKE OWN DEALER APPOINTMENT | | | | NO FURTHER ACTION
6/7/2019 4:02:00 PM	CATEGORY SELECTION : STEERING / INEFFECTIVE - 1 / STEERING WHEEL FEATURES ARE NOT WORKING; ELECTRICAL / INEFFECTIVE - 1 / HORN IS NOT WORKING; AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT IS ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34DC[redacted]
Owner Or Fleet	[redacted] Marina, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	6/7/2019	Incident Date	N/A
Mileage	40,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/7/2019 5:52:00 PM	CUSTOMER STATES THERE IS AN AIRBAG SAFETY RECALL ON THE VEHICLE; DID NOT BUY THE VEHICLE FROM A VW DEALER; AIRBAG LIGHT IS ON AND PHONE BUTTON ON STEERING WHEEL DOES NOT WORK | | | CUSTOMER SEEKS TO SET APPOINTMENT FOR AIRBAG LIGHT CONCERN | | | OBC TO DEALER 422105; NATASHA IN SERVICE STATES CUSTOMER CAN COME IN TODAY; CAN WAIT OR TAKE SHUTTLE; WILL MAKE SURE CUSTOMER IS ADVISED SHUTTLE STOPS RUNNING AT 6PM; CUSTOMER CAN COME IN AT 3:15; 3:30; 3:45 OR 4PM | | | CO ADVISED THE AIRBAG RECALL HAS ALREADY BEEN COMPLETED BUT THERE IS AN EXTENDED WARRANTY ON THE VEHICLE FOR THE AIRBAG CLOCK SPRING; BECAUSE THE LIGHT IS ON AND THE FUNCTIONS ON THE STEERING WHEEL ARE NOT WORKING VEHICLE WILL BE DIAGNOSED AT NO COST; CUSTOMER CAN DROP VEHICLE OFF AND TAKE THE SHUTTLE BACK OR WAIT ON THE VEHICLE | | | CUSTOMER WILL GO TO DEALER AT 4PM AND TAKE THE SHUTTLE HOME | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWDB7AJ1DW[redacted]
Owner Or Fleet	[redacted], Elmira, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2013		
Report Date	6/10/2019	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	N/A		

Mileage	40,000

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/10/2019 1:32:00 PM	CUSTOMER STATES: THE VEHICLE WAS TAKEN TO DEALER 408158 TO HAVE RECALL 69Q9 COMPLETED; BEFORE AND AFTER THE RECALL, THE AIRBAG WARNING LIGHT WAS ON IN THE VEHICLE; THE DEALER TOLD CUSTOMER, IN THE EVENT OF AN ACCIDENT, THE AIRBAGS WOULD NOT DEPLOY AND IT WOULD COST $120 TO DIAGNOSE CONCERNS; CUSTOMER ASKED IF VWOA WOULD BE WILLING TO WAIVE THE DIAGNOSIS FEE; | | | | CUSTOMER SEEKING: VW TO WAIVE DIAGNOSIS FEE | | | | CO ADVISED: THE VEHICLE HAS NO OPEN RECALLS, AND HAS A WARRANTY EXTENSION FOR THE STEERING WHEEL CLOCK SPRING FOR 10YEARS/120K MILES WOF; SYMPTOMS OF A FAILED CLOCK SPRING ARE THE AIRBAG WARNING LIGHT BEING ON, THE HORN NOT WORKING, AND A LOSS OF STEERING WHEEL FEATURES; THE AIRBAG SYSTEM IN THE VEHICLE IS COVERED UNDER THE NVLW FOR 3YEARS/36K MILES WOF FROM IN SERVICE DATE OF 5/23/14; BECAUSE THE VEHICLE'S HORN AND STEERING WHEEL FEATURES ARE WORKING, AND THE VEHICLE IS OUTSIDE OF WARRANTY THE DIAGNOSIS FEE WOULD BE AT CUSTOMER'S EXPENSE; | | | | NO FURTHER ACTION
6/10/2019 1:43:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT IS ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AXXFW[redacted]
Owner Or Fleet	[redacted], Miami, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	6/11/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Mileage	58,554

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/11/2019 8:04:00 AM	CUSTOMER STATES ORIGINAL OWNER, SERVICES AT VW DEALER, CALLING TO SEE IF VEHICLE IS AFFECTED BY RECALL FOR AIRBAG CLOCK SPRING, AIRBAG LIGHT IS ON, STEERING WHEEL CONTROLS AND HORN DO NOT WORK. | | | CO ADVISED NO OPEN RECALLS, WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING, SUGGESTED SHE ADDRESS WITH VW DEALER. CUSTOMER ACKNOWLEDGED. NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWML7AN9AE[redacted]
Owner Or Fleet	[redacted]		COLORADO SPRINGS, CO, [redacted]
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	6/11/2019	Incident Date	N/A
Mileage	122,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	3C0953549AJ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/11/2019 10:25:00 AM	CUSTOMER STATES AIRBAG LIGHT IS CURRENTLY ON; TOOK VEHICLE TO INDEPENDENT WHO STATED THAT ISSUE WITH VEHICLE WAS AIRBAG INFLATOR; SPOKE WITH SOMEONE AT VW WHO STATED THAT RECALL WAS COMPLETED LAST YEAR; RECALL DOESN┬┐T SEEM TO HAVE BEEN PERFORMED CORRECTLY AS THE RECALL IS STILL AN ISSUE IN VEHICLE; | | | | CUSTOMER SEEKING WHAT TO DO REGARDING AIRBAG LIGHT; | | | | CO ADVISED CUSTOMER THAT VEHICLE WOULD NEED TO BE TAKEN INTO A VW DEALER FOR A DIAGNOSIS; RECALL WAS COMPLETED IN 8/2018; A SPARE PARTS WARRANTY FOR 1YR/12K MILES WAS PLACED ON VEHICLE WHEN REPAIR WAS COMPLETED; IF ISSUE IS RELATED TO RECALL THEN DEALER MAY BE ABLE TO HAVE REPAIR COMPLETED UNDER SPARE PARTS WARRANTY; OFFERED TO SCHEDULE DEALER APPOINTMENT; APPOINTMENT SCHEDULED FOR 6/14 AT 8:00AM; CUSTOMER MY REQUIRED TO PAY DIAGNOSIS FEE; PROVIDED CUSTOMER ADDRESS AND PHONE NUMBER FOR DEALER; | | | | NO FURTHER ACTION;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2FW[redacted]
Owner Or Fleet	[redacted] ALBUQUERQUE, NM, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	6/11/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/11/2019 11:28:00 AM	CUSTOMER STATES PURCHASED VEHICLE USED, 1ST VW, CUSTOMER STATED THAT HIS AIRBAG LIGHT CAME ON AND THE FEATURES ON HIS STEERING WHEEL LIKE THE HORN STOPPED WORKING. | | | CUSTOMER WANTED TO KNOW IF THIS WAS COVERED UNDER ANY KIND OF WARRANTY OR WARRANTY EXTENSION. | | | CO ADVISED VEHICLE DOES HAVE THE WARRANTY EXTENSION FOR THE AIR BAG CLOCK SPRING FOR 10 YEARS/120K MILES WOF. CUSTOMER WOULD BE ENCOURAGED TO VISIT THEIR LOCAL VW DEALER AND IF THIS FALLS WITHIN THE CRITERIA OF THE WARRANTY EXTENSION IT WOULD BE COVERED. | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWDB7AJXDW[redacted]
Owner Or Fleet	[redacted]		STOCKTON, CA, [redacted]
Make, Model, Model Year	Volkswagen, Golf, 2013		
Report Date	6/11/2019	Incident Date	N/A
Mileage	110,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	N/A		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/11/2019 7:16:00 PM	CUSTOMER STATES: CUSTOMER RECEIVED A WARRANTY EXTENSION LETTER AND NEEDS MORE INFORMATION; | | | | CUSTOMER SEEKS: MORE INFORMATION REGARDING THE AIRBAG CLOCK SPRING WARRANTY EXT 10 | | | | CO ADVISED: 1 WARRANTY EXTENSION ON VEHICLE: AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI WOF; SIGNS TO LOOK OUT FOR: IF STEERING WHEEL FUNCTIONS DO NOT WORK, THE AIRBAG LIGHT IS ON AND THE HORN IS NOT WORKING, WOULD ADVISE CUSTOMER TO VISIT THE NEAREST VW DEALER IN AREA, IF VEHICLE IS STILL WITHIN THIS WARRANTY, THEN PART WILL BE REPLACED AT NO CHARGE TO CUSTOMER; | | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD17AJ7EM[redacted]
Owner Or Fleet	[redacted] ASTORIA, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	6/12/2019	Incident Date	N/A
Mileage	55,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/12/2019 10:37:00 AM	CUSTOMER STATES RECEIVED LETTER REGARDING WARRANTY EXT; CUSTOMER SEEKING INFORMATION | | | CO ADVISED FOR AIRBAG CLOCK SPRING UNTIL 120K MILES OR 5/2024 WOF; MAY CAUSE AIRBAG LIGHT TO COME ON | | | CUSTOMER STATES AIRBAG LIGHT ON | | | CO ADVISED RECOMMEND DIAGNOSIS AT VW DEALER; OFFERED TO SCHEDULE APPOINTMENT | | | CUSTOMER DECLINED; WILL WAIT UNTIL END OF JULY WHEN CUSTOMER GOES IN FOR INSPECTION AND SOME OTHER THINGS | | | CO ADVISED AIRBAG LIGHT CAN BE ON FOR OTHER REASONS; IF DIAGNOSIS COMES BACK AS CLOCK SPRING WILL BE COVERED; IF NOT WILL BE CUSTOMER PAY ITEM | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A37CC[redacted]
Owner Or Fleet	[redacted] SEWELL, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	6/12/2019	Incident Date	N/A
Mileage	130,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/12/2019 12:10:00 PM	CUSTOMER STATES: AIRBAG LIGHT IS ON; CHECKING TO SEE WHEN THE AIR BAG CLOCK SPRING RECALL WAS TAKEN CARE OF, WHICH WAS 2/22/16; CUSTOMER SPOKE WITH DEALER 408281 AND WAS TOLD THAT CUSTOMER IS RESPONSIBLE FOR THE DIAGNOSTIC FEE ON THE VEHICLE; CUSTOMER ALSO STATED THAT THE HORN, AND FEATURES WEREN┬┐T WORKING ON THE STEERING WHEEL; | | | | CUSTOMER SEEKING: INFORMATION ON CLOCK SPRING AIRBAG RECALL DATES AND RESOLUTION ON DIAGNOSTIC TEST | | | | CO ADVISED: CUSTOMER IS STILL UNDER AIRBAG CLOCK SPRING WARRANTY WHICH IS 15YR/ UNLIMITED MILEAGE; ADVISED CUSTOMER TO GET A DIAGNOSTIC TEST TO SEE IF THE STEERING WHEEL AND AIRBAG LIGHT IS CONCERNING THE AIRBAG CLOCK SPRING. OFFERED TO SCHEDULE DEALERSHIP APT; OFFER ACCEPTED AND SCHEDULED 408281 FOR WEDNESDAY JUNE 19,2019 @1PM. | | | | CUSTOMER ACKNOWLEDGED | | | | CO TO CLOSE
6/12/2019 12:21:00 PM	CATEGORY SELECTION : STEERING / OTHER SYMPTOM - 1 / AIRBAG FEATURES NOT WORKING ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX6EW[redacted]
Owner Or Fleet	[redacted] Pleasant Plains, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	6/13/2019	Incident Date	N/A
Mileage	69,609		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/13/2019 12:11:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARR EXT; SUBMITTED REPAIR ORDER AND POP FROM DEALER; THE DEALER PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $535.77. | | | | SP TO GENERATE CHECK REQUEST.
6/13/2019 12:12:00 PM	WVGBV3AX6EW[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $535.77. | | | | GENERATED CHECK REQUEST.
6/13/2019 8:27:00 AM	MEDIA ATTACHED IN DOC CENTER
6/19/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 535.77 MAILED ON 06/18/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7ANXCE[redacted]
Owner Or Fleet	[redacted] Salem, OR, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	6/13/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/13/2019 8:31:00 AM	MEDIA ATTACHED IN DOC CENTER
6/14/2019 10:14:00 AM	CUST SEEKING REIMBURSEMENT FOR WECI WARR EXT; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; CUST PAID $607.60 FOR THE REPAIRS; VW TO REIMBURSE TOTAL: $607.60. | | | SP TO GENERATE CHECK REQUEST.
6/14/2019 10:15:00 AM	WVWMP7ANXCE[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $607.60. | | | GENERATED CHECK REQUEST.
6/20/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 607.60 MAILED ON 06/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32DC[redacted]
Owner Or Fleet	[redacted] TORONTO, ON, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	6/13/2019	Incident Date	N/A
Mileage	72,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/13/2019 10:12:00 AM	SUPERVISOR ADVISED UNABLE TO TAKE CALL; ADVISED CO CAN CALL VW CANADA TO EXPLAIN WHAT CO SEES AND TO SEE IF THE EXTENSION APPLIES IN CANADA. CO TO RETURN TO CUSTOMER.
6/13/2019 11:55:00 AM	CO REVIEWED WITH SP TO SEE IF THERE WOULD BE A REIMBURSEMENT COMPLETED FOR THIS CASE; VW WOULD NOT REIMBUSE FOR THIS, US SPEC VEHICLE WARRANTIES ONLY APPLY IN THE US AND CUSTOMER WOULD NEED TO CONTINUE WORKING WITH VW CANADA; | | | | CO TO CALL AND INFORM OF DECISION
6/13/2019 2:59:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / AIRBAG CLOCK SPRING FAILURE;
6/13/2019 9:46:00 AM	CUSTOMER STATES: AIRBAG CLOCK SPRING FAILED AND VW CANANDA IS SUGGESTING TO HAVE VEHICLE REPAIRS PAID FOR AND HAVE VW AMERICA REIMBURSE; | | | CUSTOMER SEEKING: REIMBUSMENT PROCESS FOR WARRANTY EXTENSION REPAIRS; | | | FACE TO FACE: KEITH B. / ASHLEY M. | | | CO ADVISED: | | US SPEC VEHICLE REGISTERED IN CANADA: ┬╖ WARRANTY WORK WOULD NEED TO BE COMPLETED IN THE US ┬╖ THE CUSTOMER WOULD NOT BE ABLE TO HAVE WORK COMPLETED IN CANADA TO SEEK REIMBURSEMENT | | SERVICE ACTIONS, CUSTOMER SATISFACTION PROGRAMS, AND UPDATES CAN BE PERFORMED REGARDLESS OF WHETHER THE CAR IS IN THE US OR CANADA ┬╖ IF A VEHICLE IS EXPORTED TO CANADA, WARRANTY EXTENSIONS WOULD STILL APPLY ONLY IF THE EXTENSION APPLIES TO BOTH MARKETS; CO CONTACTED VW CANANDA TO LOOK FURTHER INTO THE LAST LINE ABOUT BOTH MARKETS; CANADA DID SEE WARRANTY EXTENSION IN ELSA; CANADA WOULD NOT COVER WARRANTY WORK AS DEALER WOULD DENIED WARRANTY CLAIM; CO WILL WANT TO LOOK FURTHER INTO CASE; CUSTOMER UNDERSTOOD | | | CO TO CALL COB 6/14/2019
6/13/2019 9:56:00 AM	SUPERVISOR ADVISED IN ACCORDANCE WITH DOCUMENT ON THE RC IF A VEHICLE IS EXPORTED TO CANADA, WARRANTY EXTENSIONS WOULD STILL APPLY ONLY IF THE EXTENSION APPLIES TO BOTH MARKETS; ADVISED THE CUSTOMER WOULD NOT BE ABLE TO HAVE WORK COMPLETED IN CANADA TO SEEK REIMBURSEMENT.
6/14/2019 11:43:00 AM	LEFT VOICEMAIL ; CO EXPLAINED THAT AFTER REVIEW CUSTOMER WILL WANT TO CONTINUE WORKING WITH VW CANANDA AS PREVIOUSLY STATED ON OUR CALL | | | NO FURTHER ACTION;
6/19/2019 11:27:00 AM	CUSTOMER STATES: SPOKE TO SOMEONE LAST WEEK, REGARDING A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING WHICH IS ONLY APPLICABLE IN THE U.S.; CUSTOMER STATES WAS TOLD SHE COULD BRING HER VEHICLE TO A U.S. DEALER TO HAVE REPAIR WORK DONE ON A FAULTY CLOCK SPRING, UNDER THAT WARRANTY EXTENSION, SINCE IT DOES NOT APPLY TO CANADA; VEHICLE WAS EXPORTED TO CANADA, AND IS CURRENTLY REGISTERED IN CANADA | | | CUSTOMER SEEKING: THIS INFORMATION IN WRITING, AS CONFIRMATION BEFORE SHE TAKES VEHICLE TO THE U.S. | | | FACE TO FACE WITH SARAH W, WHO ADVISED: CUSTOMER ADVOCATE SHOULD REVIEW WITH WEB CORR SUPERVISOR ROSS, FOR VERIFICATION OF WHETHER OR NOT WARRANTY WORK COULD BE COMPLETED IN THE U.S. FOR CANADIAN-SPEC VEHICLE | | | CUSTOMER ADVOCATE ADVISED: WILL NEED TO RESEARCH FURTHER, FOR VERIFICATION; WILL CALL CUSTOMER BACK BY COB 6/19/2019 | | | CUSTOMER ADVOCATE TO FOLLOW-UP*
6/19/2019 11:39:00 AM	WEB/CORR ADVOCATE COURTNEY ADVISED: REPAIRS WOULD LIKELY DEPEND ON WHERE VEHICLE IS REGISTERED; IF VEHICLE IS REGISTERED IN CANADA, CUSTOMER WILL NEED TO WORK WITH VW CANADA ON REPAIRS; WOULD LIKE TO RESEARCH AND CONFIRM; RECOMMEND CUSTOMER ADVOCATE FOLLOW UP WITH CUSTOMER BY COB TOMORROW.
6/19/2019 2:53:00 PM	CUSTOMER ADVOCATE LEFT VOICE MAIL MESSAGE ADVISING: ATTEMPTING TO FOLLOW-UP WITH FURTHER CLARIFICATION REGARDING U.S. WARRANTY EXTENSION APPLIED TO CANADIAN-SPEC VEHICLE; CUSTOMER MAY CALL BACK AT 800-822-8987 | | | LEVEL 1 TO ADVISE: IF CUSTOMER CALLS BACK, ADVISE BECAUSE THE VEHICLE IS CURRENTLY REGISTERED IN CANADA, ANY REPAIR WORK PERFORMED BY A U.S. DEALER WOULD NOT BE COVERED BY THE AIRBAG CLOCK SPRING WARRANTY EXTENSION, DUE TO THAT WARRANTY EXTENSION ONLY BEING APPLICABLE TO U.S.-SPEC VEHICLES; AT THIS TIME, CUSTOMER WOULD NEED TO CONTINUE WORKING WITH VW OF CANADA | | | CO TO REVIEW AND CLOSE*

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32DC[redacted]
Owner Or Fleet	[redacted] TORONTO, ON, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	6/13/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

6/19/2019 3:35:00 PM	CUST CALLED BACK IN REGARDS TO BRINGING VEHICLE TO US TO HAVE AIRBAG CLOCK SPRING REPAIRED | | | | PLEASE E-MAIL PER CUST REQUEST TO [redacted]| | | | LEVEL 1 TO ADVISE: IF CUSTOMER CALLS BACK, ADVISE BECAUSE THE VEHICLE IS CURRENTLY REGISTERED IN CANADA, ANY REPAIR WORK PERFORMED BY A U.S. DEALER WOULD NOT BE COVERED BY THE AIRBAG CLOCK SPRING WARRANTY EXTENSION, DUE TO THAT WARRANTY EXTENSION ONLY BEING APPLICABLE TO U.S.-SPEC VEHICLES; AT THIS TIME, CUSTOMER WOULD NEED TO CONTINUE WORKING WITH VW OF CANADA | | PLEASE E-MAIL PER CUST REQUEST TO [redacted] |
6/20/2019 8:51:00 AM	REFERENCE #[redacted]| | | | DEAR MS. [redacted] | | | | THANK YOU FOR PATIENCE AS WE REVIEWED YOUR WARRANTY QUESTION FURTHER. | | | I┬┐M SORRY AGAIN ABOUT THE CLOCK SPRING CONCERNS YOU ARE DEALING WITH ON YOUR PASSAT. I COMPLETELY UNDERSTAND WANTING TO HAVE THE NEEDED REPAIRS COVERED UNDER THE CLOCK SPRING WARRANTY EXTENSION. FOR US SPEC VEHICLES THOUGH, OUR MANUFACTURER WARRANTIES/WARRANTY EXTENSIONS DO NOT TRANSFER WHEN THE VEHICLE IS EXPORTED AND REGISTERED IN CANADA. | | | | VW IS PROVIDED WITH VINS BY THE U.S. DEPARTMENT OF COMMERCE FOR VEHICLES THAT ARE EXPORTED TO OTHER COUNTRIES. WHEN THIS INFORMATION IS RECEIVED, THE VEHICLES DO NOT HAVE WARRANTIES COVERED BY VOLKSWAGEN OF AMERICA. WHILE I WISH I COULD OFFER YOU A MORE FAVORABLE ANSWER, WE CANNOT PROVIDE COVERAGE FOR THE CLOCK SPRING REPAIRS. | | | | WE WANT YOU TO ENJOY YOUR PASSAT CAREFREE, SO I HOPE YOU CAN CONTINUE TO WORK WITH A VW DEALER IN CANADA TO HAVE IT REPAIRED. PLEASE LET ME KNOW IF YOU HAVE ANY OTHER QUESTIONS BY CALLING 800-822-8987 OR REPLYING TO THIS EMAIL. | | | SINCERELY, | | | | | | | KURT O. | | CUSTOMER CARE ADVOCATE | | | |
6/20/2019 8:51:00 AM	CO TO REVIEW AND HANDLE CASE AS APPROPRIATE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX8CW[redacted]
Owner Or Fleet	[redacted] Port Saint Lucie, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	6/14/2019	Incident Date	N/A
Mileage	105,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/14/2019 12:10:00 PM	CUSTOMER STATES: WARNING LIGHT COMING ON REGARDING AIR BAGS ERROR; WAS CONCERNED IF THERE MAY BE A RECALL ON AIR BAGS; TOOK TO LOCAL DEALER AND SUGGESTED THAT CUSTOMER GIVES US A CALL | | | CUSTOMER SEEKING: INFORMATION ON AIRBAG ERROR AND CLARIFICATION ON RECALL | | | CO ADVISED: NO OPEN RECALLS; DO HAVE WARRANTY EXTENSIONS; INTAKE MANIFOLD, FUEL INJECTOR, INJECTION PUMP, AIRBAG CLOCK SPRING; THERE ARE NO OPEN RECALLS ON AIRBAGS; CO ADVISED TO GET IN CONTACT WITH VW DEALER TO GET A DIAGNOSTIC TEST; OFFERED TO SET APPOINTMENT FOR VW DEALER-CUST DECLINED | | | | CUSTOMER ACKNOWLEDGED | | | CO TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A31EC[redacted]
Owner Or Fleet	[redacted]		INGLEWOOD, CA, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	6/14/2019	Incident Date	N/A
Mileage	78,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/14/2019 1:41:00 PM	TALKING - JAZMEN T. | | | CUSTOMER STATES: THE VEHICLE IS REGISTERED IN CUSTOMER ADVOCATE STATE; 2ND OWNER; VEHICLE PURCHASED FROM NON-VW DEALER; VEHICLE WAS PURCHASED; CURRENT MILEAGE - 78K; CURRENT CONCERNS ARE: SHE HEARS A NOISE FROM THE STEERING WHEEL; CANNOT USE BLUETOOTH, AND THE BUTTONS AND HORN ON THE STEERING WHEEL DO NOT WORK; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. | | | CUSTOMER SEEKING: TO KNOW IF THERE IS AN EXTENDED WARRANTY ON THE VEHICLE; | | | CO ADVISED: 1 WARRANTY EXTENSION FOR THE STEERING CLOCK SPRING FOR 10/120K WCF FOR A MANUFACTURE SHORTCOMING; 1 SERVICE ACTION (ECM UPDATE) AND 1 RECALL - HEADLIGHT SCREW CAPS; OFFERED DEALER APPOINTMENT. | | | NOTE: PER CUSTOMER, SHE IS AWARE DEALER 422110 AND WILL MAKE AN APPOINTMENT. | | | | | CO TO CLOSE AND NO FURTHER ACTION.
6/14/2019 5:52:00 PM	[redacted] | | | | | REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | | IT WAS NICE TALKING TO YOU TODAY. | | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | JAZMEN T | | CUSTOMER CARE ADVOCATE | | | | CO TO CLOSE AND NO FURTHER ACTION | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWPP7AJXEM[redacted]
Owner Or Fleet	[redacted] Melbourne Beach, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2014		
Report Date	6/14/2019	Incident Date	N/A
Mileage	59,105		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5K0953507AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/14/2019 2:14:00 PM	CUSTOMER STATES: GOT LETTER FROM TIFFANY B SAYING CUSTOMER HAD PREVIOUSLY SUBMITTED INSUFFICIENT DOCUMENTS; JUST ABOUT TO SEND DOCUMENTS BACK IN; UNSURE OF CURRENT MILEAGE | | | CUSTOMER SEEKING: MAKING SURE CUSTOMER HAS ALL OF THE NECESSARY DOCUMENTS | | | CO ADVISED: CUSTOMER CAN SEND IN ROS AND POP FOR REVIEW; WILL SEND EMAIL TO CUSTOMER AND CUSTOMER CAN REPLY TO EMAIL WITH DOCUMENTATION | | | CO TO WAIT CUSTOMER MAIL
6/14/2019 2:19:00 PM	REFERENCE [redacted] | | | DEAR MR. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | MATTHEW W | | CUSTOMER CARE ADVOCATE | |
6/14/2019 2:21:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / AIR BAG CLOCK SPRING REPLACED;
6/18/2019 10:55:00 AM	MEDIA ATTACHED IN DOC CENTER
6/18/2019 2:16:00 PM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | MATTHEW | | CUSTOMER CARE ADVOCATE | | | |
6/18/2019 2:16:00 PM	SP TO REVIEW REIMBURSEMENT REQUEST
6/18/2019 3:02:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEP FROM 2015; THIS REPAIR WAS DONE PRIOR TO THE FIRST VALID OUT OF POCKET DATE FOR REIMBURSEMENT, AS SUCH REIMBURSEMENT WILL BE GOODWILL; INDEP REPLACED THE AIR BAG CLOCK SPRING; VW TO REIMBURSE MAX PARTS $408.10; VW TO REIMBURSE LABOR $105.00; TAX $35.91; VW TO REIMBURSE TOTAL: $549.01. | | | SP TO GENERATE CHECK REQUEST.
6/18/2019 3:14:00 PM	3VWPP7AJXEM[redacted] VW TO REIMBURSE CUST FOR WECY AS GOODWILL DUE TO DATE; TOTAL: $549.01. | | | GENERATED CHECK REQUEST.
6/18/2019 3:21:00 PM	SP MAILED LETTER EXPLAINING CAP REIMBURSEMENT.
6/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 549.01 MAILED ON 06/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX3BW[redacted]
Owner Or Fleet	[redacted], Charlotte, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	6/14/2019	Incident Date	N/A
Mileage	135,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/14/2019 3:16:00 PM	***SEE CASE [redacted] ***** | | -----ORIGINAL MESSAGE----- | | FROM: [redacted] | | SENT: FRIDAY, JUNE 14, 2019 3:06 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: VOLKSWAGEN CUSTOMER CARE [redacted] | | | I SENT IN MY DOCUMENTS FOR A REFUND REGARDING CLOCK SPRING REPLACEMENT WHILE ON WARRANTY. THESE WERE SENT NOVEMBER 30, 2018. PLEASE GIVE ME UPDATE ON WHEN I CAN EXPECT TO RECEIVE MY REFUND. I THE CLOCK SPRING BROKE AGAIN AND I NEED THE MONEY TO REPLACE IT A SECOND TIME. THE CAR REPAIR WAS DOE BY MY DAUGHTER [redacted] AND THE CARE OWNER IS MY WIFE, [redacted] HELP. [redacted] |
6/17/2019 4:17:00 PM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | I REGRET TO HEAR YOU ARE EXPERIENCING A REPEAT CLOCK SPRING CONCERN IN YOUR 2011 TIGUAN. | | | FROM YOUR EMAIL, I UNDERSTAND YOU ARE SEEKING AN UPDATE ON YOUR REIMBURSEMENT REQUEST IN REGARD TO THE CLOCK SPRING WARRANTY EXTENSION. MY NAME IS TAYLOR AND I APPRECIATE THE OPPORTUNITY TO BECOME INVOLVED. | | | FROM OUR RECORDS, I CAN SEE WE SENT YOU A REIMBURSEMENT CHECK ON JANUARY 16TH, 2019, TO THE ADDRESS IN CHARLOTTE. BY THE SOUND OF YOUR EMAIL, IT SOUNDS LIKE IT WAS NOT RECEIVED. IS THAT CORRECT? | | | IF YOU DID NOT RECEIVE THIS CHECK, I WOULD LIKE YOUR PERMISSION TO VOID AND REISSUE THIS CHECK. IN ADDITION, I WOULD ALSO LIKE YOU TO CONFIRM YOUR MAILING ADDRESS. | | | THANK YOU FOR YOUR TIME AND I WILL KEEP AN EYE OUT FOR YOUR REPLY, AS I WANT YOU TO RECEIVE YOUR REIMBURSEMENT REFUND SO THAT YOU CAN MAKE REPAIRS TO YOUR TIGUAN. | | | I HOPE YOU HAVE A NICE NIGHT. | | | SINCERELY, | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | | | CO TO WAIT CUSTOMER CONTACT
6/17/2019 4:24:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / CLOCK SPRING;
6/18/2019 10:44:00 AM	FROM: [redacted] | | SENT: TUESDAY, JUNE 18, 2019 10:14 AM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | THANK YOU FOR YOUR RESPONSE.I DID NOT RECEIVE A CHECK PLEASE VOID AND RE-ISSUE. MY ADDRESS IS [redacted] CHARLOTTE NC [redacted] AND NAME IS [redacted] CAR OWNER IS [redacted] THANKS FOR YOUR ATTENTION TO THIS MATTER. [redacted] |
6/19/2019 8:41:00 AM	FROM: WALLIS, TAYLOR | | SENT: WEDNESDAY, JUNE 19, 2019 8:41 AM | | TO: GROUP CUSTOMER RELATIONS CHECK REQUEST ADMINISTRATION <GCRCHECKREQUEST@VW.COM> | | CC: MLYNAREK, ASHLEY <EXTERN.ASHLEY.MLYNAREK@VW.COM> | | SUBJECT: STOP/ REISSUE OR VOID CHECK REQUEST | | | HELLO | | | CHECK ORIGIN CASE NUMBER: [redacted] | AMOUNT: 755.21 | | POSTING DATE (STATUS DATE): 1/17/2019 | | CHECK NUMBER: [redacted] | VIN: WVGAV7AX3BW[redacted] | CUSTOMER/ PAYEE NAME: MS. [redacted] | REASON REQUESTING STOP PAYMENT: WAS NOT RECEIVED | | UPDATED CUSTOMER INFORMATION: ADDRESS IN CUSTOMER PROFILE IS CORRECT [redacted] CHARLOTTE NC [redacted] | | | THANK YOU FOR YOUR TIME | |
6/19/2019 9:05:00 AM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | I REGRET TO HEAR THIS REIMBURSEMENT CHECK WAS NOT RECEIVED. | | | TO BEST ASSIST, I HAVE CONTACTED OUR CHECK ADMINISTRATOR AND WILL HOPEFULLY RECEIVE AN UPDATE ON YOUR CASE BY FRIDAY, JUNE 21ST. WITH THAT BEING SAID, I WILL CHECK IN AND TOUCH BASE WITH YOU AT THE END OF THE WEEK. | | | THANK YOU FOR YOUR TIME AND I WILL TALK TO YOU ON FRIDAY. | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE FEEL FREE TO EMAIL ME AGAIN. | | | HAVE A GREAT DAY! | | | SINCERELY, | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | | CO TO WAIT FOR CHECK ADMIN. AND CONTACT CUSTOMER COB 6/21
6/21/2019 1:38:00 PM	FROM: [redacted] | | SENT: FRIDAY, JUNE 21, 2019 12:23 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | THANKS. [redacted] |
6/21/2019 10:47:00 AM	NOTE ADDED TO PREVIOUS CASE: [redacted] | | | E-MAILED STOP PAYMENT, CHECK # [redacted] IN THE AMOUNT OF $755.21 TO ACCOUNTS PAYABLE; CUSTOMER NEVER RECEIVED. IF CHECK HAS NOT BEEN CASHED, AP WILL ISSUE A NEW CHECK. THE PROCESS NORMALLY TAKES 10-14 BUSINESS DAYS. | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX3BW[redacted]
Owner Or Fleet	[redacted] Charlotte, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	6/14/2019	Incident Date	N/A
Mileage	135,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

6/21/2019 11:49:00 AM	REFERENCE #[redacted] | | | GOOD MORNING MR. [redacted] | | | THANK YOU FOR YOUR PATIENCE WHILE I WORK ON YOUR CASE. I GREATLY APPRECIATE YOUR KINDNESS. | | | ON JUNE 19TH, I SENT THE REQUEST TO STOP/VOID/AND REISSUE THIS CHECK TO OUR ACCOUNTS PAYABLE DEPARTMENT. I AM CURRENTLY STILL WAITING FOR A LITTLE MORE INFORMATION, BUT WITH THAT BEING SAID, I WILL FOLLOW UP WITH YOU NO LATER THAN WEDNESDAY (JUNE 26TH). IF I HEAR SOMETHING SOONER, I WILL ABSOLUTELY REACH OUT TO YOU RIGHT AWAY. | | | THANK YOU FOR YOUR TIME AND I HOPE YOU AND YOUR FAMILY HAVE A NICE WEEKEND. | | | I WILL TALK TO YOU SOON. | | | SINCERELY, | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | | CO TO WAIT FOR OTHER AND CUSTOMER CONTACT;
6/25/2019 7:04:00 AM	FROM: GROUP CUSTOMER RELATIONS CHECK REQUEST ADMINISTRATION | | SENT: FRIDAY, JUNE 21, 2019 3:09 PM | | TO: WALLIS, TAYLOR <EXTERN.TAYLOR.WALLIS@VW.COM> | | CC: MLYNAREK, ASHLEY <EXTERN.ASHLEY.MLYNAREK@VW.COM> | | SUBJECT: RE: STOP/ REISSUE OR VOID CHECK REQUEST [redacted] | | | TAYLOR, | | I JUST HEARD BACK FROM ACCOUNTING. THE STOP WAS REQUESTED THROUGH THE BANK ON WEDNESDAY 6/19. ON MONDAY IT WILL BE VOIDED IN THE SYSTEM ACCOUNTING USES AND REISSUED. ONCE I SEE THE NEW CHECK NUMBER ON THE CHECK REGISTER I WILL UPDATE THE CASE, AND SEND YOU AN EMAIL. | | PLEASE LET ME KNOW IF I CAN BE OF FURTHER ASSISTANCE. | | | REGARDS | | | FROM: MINTON, JAMIE | | SENT: MONDAY, JUNE 24, 2019 10:16 AM | | TO: WALLIS, TAYLOR <EXTERN.TAYLOR.WALLIS@VW.COM> | | CC: MLYNAREK, ASHLEY <EXTERN.ASHLEY.MLYNAREK@VW.COM> | | SUBJECT: RE: STOP/ REISSUE OR VOID CHECK REQUEST [redacted] | | | TAYLOR, | | ACCOUNTING EMAILED ME THIS MORNING. [redacted]┐S CHECK WILL BE MAILED OUT TODAY, CHECK #[redacted] I HAVE UPDATED THE CASE NOTES IN CASE [redacted] | | PLEASE LET ME KNOW IF I CAN BE OF FURTHER ASSISTANCE. | | THANK YOU | |
6/25/2019 7:10:00 AM	REFERENCE #[redacted] | | | GOOD MORNING MR. [redacted] | | | I HOPE YOUR WEEK IS OFF TO A NICE START. | | | I CAN CONFIRM MS. [redacted]┐S CHECK WAS REISSUED AND WAS MAILED OUT YESTERDAY, JUNE 24TH. | | | WITH THAT BEING SAID, YOU SHOULD RECEIVE THIS IN ROUGHLY 3-4 WEEKS (HOPEFULLY SOONER). | | | I APPRECIATE YOU ALLOWING ME TO LOOK INTO THIS, AND I AM SO HAPPY I WAS ABLE TO HELP. | | | SHOULD YOU EXPERIENCE ANY CONCERNS OR HAVE ANY ADDITIONAL QUESTIONS, PLEASE LET ME KNOW. I AM HERE AND HAPPY TO HELP IN ANY WAY THAT I CAN. | | | DRIVE HAPPY, | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | | | P.S. THANK YOU FOR YOUR TIME. IN THE NEXT DAY OR TWO, YOU MAY RECEIVE AN EMAIL SURVEY REGARDING OUR INTERACTION. PLEASE TAKE A MOMENT TO COMPLETE IT. YOUR FEEDBACK AND IDEAS ARE IMPORTANT IN UNDERSTANDING HOW WE CAN MAKE YOUR EXPERIENCES BETTER IN THE FUTURE. | | NO FURTHER ACTION; CO TO CLOSE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A30CC[redacted]
Owner Or Fleet	[redacted]Wakarusa, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	6/17/2019	Incident Date	N/A
Mileage	63,142		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/17/2019 3:50:00 PM	MEDIA ATTACHED IN DOC CENTER
6/17/2019 4:25:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING IN 2015 PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; REPAIRS WERE COMPLETED BEFORE THE FIRST VALID OUT OF POCKET DATE; VW TO REIMBURSE AS GOODWILL BECAUSE THE REPAIRS WERE COMPLETED BEFORE THE FIRST VALID OUT OF POCKET DATE; CUST PAID $517.08 FOR REPAIRS; TAX $22.33; VW TO REIMBURSE TOTAL: $539.41. | | | SP TO GENERATE CHECK REQUEST.
6/17/2019 4:37:00 PM	1VWBN7A30CC[redacted]VW TO REIMBURSE CUST FOR WECY AS GOODWILL DUE TO DATE OF REPAIRS; TOTAL: $539.41. | | | | GENERATED CHECK REQUEST.
6/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 539.41 MAILED ON 06/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWPL7AJ6CM[redacted]
Owner Or Fleet	[redacted] CAMP VERDE, AZ, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2012		
Report Date	6/17/2019	Incident Date	N/A
Mileage	111,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5K0953507AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/17/2019 7:56:00 PM	CUSTOMER STATES: AIRBAG LIGHT IS ON; CHECKED RECALLS ONLINE AND SEEING IF THIS PERTAINS TO THE AIRBAG LIGHT BEING ON | | | | CUSTOMER SEEKING: CLARIFICATION ON THE AIRBAG LIGHT BEING ON; ANY RECALLS OR WARRANTIES | | | | CO ADVISED: NO OPEN RECALLS; TDI WARRANTY EXTENSIONS 10/120K WOF; TDI WARRANTY EXTENSION 4/48K WOF ; DIESEL HIGH PRESSURE FUEL PUMP WARRANTY; AIRBAG CLOCK SPRING WARRANTY 10/120K WOF ; ADVISED CUSTOMER THAT WITH RECALLS THEY RE VIN SPECIFIC; ADVISED CUSTOMER TO GO TO THE DEALER TO GET A DIAGNOSTIC TEST; OFFERED TO SET APPOINTMENT-CUSTOMER DECLINED | | | | CUSTOMER ACKNOWLEDGED | | | | CO TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX0BW[redacted]
Owner Or Fleet	[redacted] GLOUCESTER, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	6/18/2019	Incident Date	N/A
Mileage	116,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/18/2019 8:13:00 AM	CUSTOMER STATES: NOT ORIGINAL OWNER; VEHICLE PURCHASED; VEHICLE EXPERIENCING: AIRBAG NOT FUNCTIONING, HORN NOT WORKING, STEERING WHEEL CONTROL BUTTONS NOT WORKING; THIS BEGAN AROUND A COUPLE MONTHS AGO; CUSTOMER WAS TRYING TO ENTER HER VIN ON A RECALL LOOK-UP WEBSITE, TO LOOK UP HER STEERING WHEEL CLOCK SPRING RECALL, BUT IT WASN'T WORKING | | | | CUSTOMER SEEKING: TO EXTEND HER WARRANTY SO SHE CAN HAVE THE RECALL PERFORMED | | | | CO ADVISED: VEHICLE HAS WARRANTY EXTENSIONS FOR THE INTAKE MANIFOLD UNTIL 12/29/2020 OR 120K MILES WOF, FUEL INJECTOR UNTIL 12/29/2020 OR 120K MILES WOF, AND THE AIRBAG CLOCK SPRING UNTIL 12/30/2025; VEHICLE HAS THE OPEN RECALL FOR THE STEERING WHEEL CLOCK SPRING; CO ADVISED RECALLS DON'T EXPIRE, AND CAN BE COMPLETED AT ANY VW DEALER; CO OFFERED TO SCHEDULE APPOINTMENT, AND CUSTOMER DECLINED, STATING SHE COULD CALL HERSELF | | | | NO FURTHER ACTION*

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX9DW[redacted]
Owner Or Fleet	[redacted]		MIAMI LAKES, FL, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	6/18/2019	Incident Date	N/A
Mileage	61,380		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/18/2019 9:09:00 AM	CUSTOMER STATES: VEHICLES AIRBAG LIGHT IS ON, SOME BUTTONS AREN┬┐T WORKING, AND HEARD A FUNNY NOISE; VEHICLES FLOOR BOARDS ARE WET AND THINKS SOME MOLD MIGHT BE IN THE CAR; BELIEVES THE WATER ISN┬┐T LEAKING FROM THE SUNROOF; VEHICLES SHADE FOR THE SUNROOF DOESN┬┐T WORK IT┬┐S NO LONGER GOING BACK AND FORTH AND ISN┬┐T CONNECTED; TOOK VEHICLE TO GET AN OIL CHANGE AND THE EPC LIGHT WAS ON; THE DEALER SAID SOMETHING IN THE TIMING CHAIN ISN┬┐T WORKING; WANTED TO KNOW IF SHE HAD ANY RECALLS ON VEHICLE AND IF SHE HAD A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING | | | | CUSTOMER SEEKING: WANTED TO KNOW IF SHE HAD ANY RECALLS ON VEHICLE AND IF SHE HAD A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING | | | | CO ADVISED: VEHICLE HAS AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI; VEHICLE HAS NO OPEN RECALLS; THE VEHICLE WAS OUTSIDE OF THE NVLW WHICH WAS 3Y/36K WOF AND POWERTRAIN 5Y/60K WOF; IF OTHER EXTENDED WARRANTIES WERE PURCHASED AT TIME OF SALE YOU WOULD HAVE TO GO THROUGH THE THIRD PARTY | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A39DC[redacted]
Owner Or Fleet	[redacted]		FORT MILL, SC, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	6/18/2019	Incident Date	N/A
Mileage	50,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/18/2019 2:08:00 PM	CUSTOMER STATES: 2ND OWNER; PURCHASED VEHICLE ON 5/2018 FROM INDEPENDENT; VEHICLE HISTORY: SOMEONE BACK INTO CUSTOMER WHILE THE VEHICLE WAS PARKED AND VEHICLE WAS HIT ON THE DRIVER┬┐S DOOR PRIOR TO HAVING RECALL COMPLETED AND THE AIRBAGS NEVER DEPLOYED; POLICE REPORT IS AVAILABLE; 12/2018: CUSTOMER RECEIVED RECALL NOTICE 69L2 STEERING WHEEL CLOCK SPRING AND 69Q9 TAKATA SDI DRIVER FRONTAL AIRBAG INFLATOR AND CUSTOMER TOOK VEHICLE TO VW DEALER AND THEY COMPLETED RECALLS; AFTER RECALLS WERE COMPLETED, CUSTOMER NOTICED A COUPLE DAYS LATER, THE RIGHT HAND SIDE STEERING WHEEL FUNCTIONS STOPPED WORKING; 1/2019: VEHICLE AIRBAG LIGHT CAME ON; 5/2019: AIRBAG LIGHT CAME BACK ON AND WHEN CUSTOMER TURNED THE STEERING WHEEL, CUSTOMER HEARD AN ABNORMAL NOISE IN THE STEERING WHEEL AND NOW THE HORN ALSO DOES NOT WORK; | | | CUSTOMER SEEKS: STEPS TO TAKE REGARDING VEHICLE PROBLEM; | | | CO ADVISED: SOUNDS LIKE THE AIRBAG CLOCK SPRING HAS FAILED, CUSTOMER IS EXPERIENCING THE SAME PROBLEMS THAT ARE STATED ON THE AIRBAG CLOCK SPRING NOTICED; CUSTOMER ADVOCATE ADVISED: WOULD LIKE TO SCHEDULE APPOINTMENT WITH A VW DEALER; CUSTOMER ACCEPTED; CO SCHEDULED APPOINTMENT WITH VW DEALER 409258: APPOINTMENT DETAILS: 11:00 AM - SATURDAY JUN 29, 2019; BECAUSE THERE IS LABOR TIME INVOLVED IN DIAGNOSING A VEHICLE CONCERN, A DEALER MAY ASK YOU TO AUTHORIZE THE COST OF DIAGNOSIS UP FRONT. THIS IS YOU AGREEING TO COVER THE COST OF THE DIAGNOSIS IF THE DEALER FINDS THAT THE CONCERN ISN┬┐T THE RESULT OF A WARRANTABLE MANUFACTURERS SHORTCOMING. HOWEVER, IF THE DEALER FINDS THAT THE CONCERNS ARE COVERED UNDER WARRANTY, THE COST OF THE DIAGNOSIS WILL BE ROLLED INTO THAT COVERAGE FOR YOU. CO OFFERED TO FOLLOW UP THE NEXT BUSINESS DAY AFTER APPOINTMENT; CUSTOMER ACCEPTED; | | | CO TO FOLLOW UP WITH CUSTOMER BY COB 7/1
7/1/2019 1:34:00 PM	[redacted] | | | CO ADVISED: CO IS JUST FOLLOWING UP WITH CUSTOMER REGARDING VISIT TO VW DEALER 409258 ON 6/29; | | | CUSTOMER STATES: VISIT WENT GREAT, VEHICLE REPAIRS WERE COVERED UNDER WARRANTY AND ALL OF THE STEERING WHEEL FUNCTION EXCEPT THE RIGHT HAND FUNCTIONS ON THE STEERING WHEEL, THE VW DEALER ADVISED: THIS WAS CAUSED BY WEAR AND TEAR OF VEHICLE; | | | CO ADVISED: CUSTOMER SHOULD SPEAK WITH GENERAL MANAGER AT VW DEALER 409258 OR MAYBE ANOTHER VW DEALER IN THE AREA; CO WILL EMAIL CUSTOMER CASE # FOR FUTURE REFERENCE; | | | NO FURTHER ACTION.
7/1/2019 1:38:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | SAIDA H | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX3CW[redacted]
Owner Or Fleet	[redacted] La Grange, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	6/18/2019	Incident Date	N/A
Mileage	97,638		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/18/2019 3:36:00 PM	CUSTOMER STATES: ORIGINAL OWNER; VEHICLE WAS PURCHASED; MAINTAINED AT VARIOUS VW DEALERS; VEHICLE PREVIOUSLY EXPERIENCED HORN NOT WORKING, STEERING WHEEL CONTROL BUTTONS NOT WORKING, AND THE AIRBAG LIGHT BEING ON; DUE TO THIS, VEHICLE HAD PAST AIRBAG CLOCK SPRING REPAIR ON 8/1/2015 AT DEALER 425172 FOR ROUGHLY $488 AND ON 7/7/2017 AT DEALER 425016 FOR ROUGHLY $565; VEHICLE IS CURRENTLY NOT EXHIBITING ANY CONCERNS; CUSTOMER READ ONLINE THAT HER VEHICLE SHOULD HAVE AN OPEN RECALL FOR THE AIRBAG CLOCK SPRING | | | CUSTOMER SEEKING: REIMBURSEMENT OF PAST REPAIRS | | | CO ADVISED: VEHICLE HAS NO OPEN RECALLS; VEHICLE DOES HAVE WARRANTY EXTENSIONS FOR THE INTAKE MANIFOLD, FUEL INJECTOR, INJECTION PUMP, AND AIRBAG CLOCK SPRING UNTIL 7/21/2022 OR 120K MILES WOF; DUE TO HAVING THAT WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING, CO WILL EMAIL CASE NUMBER TO CUSTOMER, WHO NEEDS TO REPLY WITH REPAIR ORDER AND POP FOR BOTH PAST REPAIRS; ONCE RECEIVED, REVIEW PROCESS FOR REIMBURSEMENT WILL TAKE UP TO 60 DAYS | | | | WAIT FOR CUSTOMER EMAIL*
6/18/2019 3:45:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | - A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | | - PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | | | FAX: 248-754-6504 | | | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | | SINCERELY, | | | | | | KURT O | | CUSTOMER CARE ADVOCATE | |
6/25/2019 12:02:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | - A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | | - PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | | | FAX: 248-754-6504 | | | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | | SINCERELY, | | | | | | KURT O | | CUSTOMER CARE ADVOCATE | |
7/2/2019 2:34:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | - A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | | - PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | | SINCERELY, | | | | | | KURT O | | CUSTOMER CARE ADVOCATE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX3CW[redacted]
Owner Or Fleet	[redacted] La Grange, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	6/18/2019	Incident Date	N/A
Mileage	97,638		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

7/3/2019 10:14:00 AM	MEDIA ATTACHED IN DOC CENTER
7/3/2019 12:48:00 PM	CO LEFT VOICE MAIL MESSAGE ADVISING: DOCUMENTS RECEIVED BUT NOT LEGIBLE; NEED TO BE RESENT, EITHER BY FAX OR BY EMAIL; CO WILL WAIT FOR DOCUMENTS TO BE RESENT | | | | WAIT FOR CUSTOMER EMAIL*
7/3/2019 4:32:00 PM	MEDIA ATTACHED IN DOC CENTER | | FROM: [redacted] | | SENT: WEDNESDAY, JULY 03, 2019 10:15 AM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | CC: [redacted] | | SUBJECT: RE: VW DOCUMENTS NOT RECEIVED | | | GOOD MORNING KURT, | | | ATTACHED IS A COPY OF THE REPAIR ORDER/INVOICE MARKED PAID FROM HEWLETT VOLKSWAGEN FOR WORK ON THE STEERING WHEEL. YOU SHOULD HAVE RECEIVED A FAX FROM BRAZOS VALLEY VOLKSWAGEN YESTERDAY WITH A INVOICE MARKED PAID. I ASKED THEM TO INCLUDE MY REFERENCE NUMBER. PLEASE LET ME KNOW IF YOU RECEIVED THE FAX FROM BRAZOS VALLEY VW. | |
7/8/2019 11:34:00 AM	REFERENCE # [redacted] | | | | DEAR MS. [redacted] | | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | SINCERELY, | | | | | | KURT O | | CUSTOMER CARE ADVOCATE | |
7/8/2019 11:34:00 AM	SPECIAL PROJECTS TO REVIEW POSSIBLE REIMBURSEMENT OF PAST REPAIR FOR AIRBAG CLOCK SPRING AT DEALER 425016 ON 7/10/2017, FOR $550.65, PRIOR TO WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING BEING ISSUED; SEE EMAIL ATTACHMENT
7/8/2019 4:23:00 PM	MEDIA ATTACHED IN DOC CENTER
7/9/2019 3:07:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED TWO RO AND POP FROM DLR; BOTH REPAIRS WERE COMPLETED PRIOR TO THE FIRST VALID OUT OF POCKET DATE FOR REIMBURSEMENT; AS SUCH VW WILL REIMBURSE BOTH REPAIRS AS GOODWILL; CUST PAID $527.42 FOR THE FIRST REPAIR; CUST PAID $550.65 FOR THE SECOND REPAIR; TAX ON SECOND REPAIR $24.70; VW TO REIMBURSE TOTAL: $1,102.77. | | | SP TO GENERATE CHECK REQUEST.
7/9/2019 3:10:00 PM	WVGAV7AX3CW[redacted] VW TO REIMBURSE CUST FOR WECY AS GOODWILL DUE TO DATE; TOTAL: $1,102.77. | | | | GENERATED CHECK REQUEST.
7/16/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 1102.77 MAILED ON 07/15/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJXDM[redacted]
Owner Or Fleet	[redacted] LEANDER, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	6/19/2019	Incident Date	N/A
Mileage	108,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/19/2019 11:18:00 AM	CUSTOMER STATES: VEHICLE EXPERIENCING: AIRBAG LIGHT IS ON; CUSTOMER KNOWS THERE IS A RECALL OUT AND WOULD LIKE TO KNOW HOW TO GET THE REPAIRS COVERED UNDER THE RECALL; | | | | CUSTOMER SEEKS: REPAIRS COVERED UNDER THE RECALL; | | | | CO ADVISED: NO RECALLS RELATING TO THE AIRBAG SYSTEM; 1 OPEN RECALL: REAR AXLE TRAILING ARM INLAY INSTALLATION; AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI WOF: SIGNS TO LOOK OUT FOR: IF STEERING WHEEL FUNCTIONS DO NOT WORK, THE AIRBAG LIGHT IS ON AND THE HORN IS NOT WORKING, WOULD ADVISE CUSTOMER TO VISIT THE NEAREST VW DEALER IN AREA, IF VEHICLE IS STILL WITHIN THIS WARRANTY, THEN PART WILL BE REPLACED AT NO CHARGE TO CUSTOMER; | | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU7FM[redacted]
Owner Or Fleet	[redacted] Brookline, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	6/19/2019	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Mileage	23,000

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/19/2019 12:25:00 PM	CUSTOMER STATES: CHECK ENGINE AND AIRBAG LIGHT CAME ON; INDEPENDENT DIAGNOSED ISSUE AS FAULTY AIRBAG CLOCK SPRING; RECEIVED LETTER REGARDING RECALL, COULD NOT REMEMBER SPECIFIC RECALL | | | CUSTOMER SEEKS: TO CONFIRM COMPONENT REPLACEMENT IS COVERED UNDER WARRANTY; OPEN RECALLS ON VEHICLE; TO KNOW IF RECALL REPAIRS CAN BE COMPLETED AT INDEPENDENTS | | | CO ADVISED: VEHICLE HAS AIRBAG CLOCK SPRING EXTENDED WARRANTY 10/120 WOF; REPAIRS ON THAT COMPONENT WILL BE PERFORMED AT NO COST TO CUSTOMER; VEHICLE HAS OPEN RECALL SHIFT LEVER MICRO SWITCH, RECOMMENDED TAKING VEHICLE TO DEALER ASAP; RECALL REPAIRS WILL BE PERFORMED AT NO COST TO CUSTOMER; VW RECOMMENDS ALWAYS TAKING VEHICLES TO A DEALER FOR SERVICE, AS DEALERS ARE TECHNICALLY TRAINED FOR OUR SPECIFIC VEHICLES | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW3L7AJ3CM[redacted]
Owner Or Fleet	[redacted] Titusville, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	6/19/2019	Incident Date	N/A
Mileage	29,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/19/2019 12:48:00 PM	CUSTOMER STATES: VEHICLE IS EXPERIENCING: AIRBAG LIGHT IS ON; PURCHASED VEHICLE FROM A VW DEALER | | | | CUSTOMER SEEKING: DOES THE AIRBAG HAVE A WARRANTY EXT | | | | CO ADVISED: PROVIDED APPLICABLE WARRANTY EXT AND PARAMETERS VEHICLE IS STILL WITHIN; IF THE STEERING CONTROL FEATURES ARE NOT WORKING AND THE AIRBAG LIGHT STAYS ON BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER THIS WARRANTY EXTENSION. IT WILL CAUSE A LOSS OF ELECTRICAL CONNECTION TO THE DRIVER'S FRONTAL AIRBAG; CUSTOMER DOES NOT KNOW IF HORN IS WORKING OR NOT WORKING; ADVISED IF HORN IS NOT WORKING SUGGESTED CUSTOMER TAKE VEHICLE TO NEAREST VW DEALER; CUSTOMER ACKNOWLEDGED] | | | | NO FURTHER ACTION | | | | | |
6/19/2019 12:52:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCT7A35EC[redacted]
Owner Or Fleet	[redacted]RYE, NH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	6/19/2019	Incident Date	N/A
Mileage	153,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/19/2019 1:15:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN NH STATE; 2ND OWNER; YES, THIS IS A CPO; VEHICLE WAS PURCHASED; VEHICLE IS FINANCED THROUGH VCI; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; ISSUE LAST OCCURRED ON _08/2017; REPLACING THE AIRBAGS; VEHICLE EXPERIENCING: AIRBAG LIGHT ON; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP.; | | | CUSTOMER SEEKING: AIRBAG CLOCK SPRING ASSISTANCE ON REPAIR | | | CO REVIEWED WITH TEAM LEAD DEBBIE WHOM ADVISED: DUE TO MILEAGE OUTSIDE ALL APPLICABLE WARRANTIES; VW WILL NOT BE PARTICIPATING IN REPAIR; WARNING LIGHT IS ON, VW DOES RECOMMEND HAVING IT DIAGNOSED AND ADDRESSED AT A DEALERSHIP | | | CO ADVISED: DUE TO VEHICLE BEING OUTSIDE OF ANY APPLICABLE WARRANTIES VW WILL NOT BE ASSISTING WITH THIS REPAIR; 2 OPEN RECALLS 24DR,94L9; SUGGEST THE CUSTOMER GOES TO VW DEALER TO HAVE THE VEHICLE LOOKED AT SINCE THE AIRBAG LIGHT IS STILL ON AND TO GET THE OPEN RECALLS RESOLVED | | | CUSTOMER ACKNOWLEDGED | | | CO TO CLOSE
6/19/2019 1:18:00 PM	TEAM LEAD AGREED WITH CO; DUE TO MILEAGE OUTSIDE ALL APPLICABLE WARRANTIES; VW WILL NOT BE PARTICIPATING IN REPAIR; WARNING LIGHT IS ON, VW DOES RECOMMEND HAVING IT DIAGNOSED AND ADDRESSED AT A DEALERSHIP; CO TO ADVISE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ8DM[redacted]
Owner Or Fleet	[redacted] Knoxville, TN, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	6/19/2019	Incident Date	N/A
Mileage	51,159		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/19/2019 1:34:00 PM	MEDIA ATTACHED IN DOC CENTER
6/19/2019 1:35:00 PM	INCORRECTLY ASSIGNED TO AUDI SPECIAL PROJECTS. REASSIGNING TO VW SPECIAL PROJECT
6/21/2019 12:31:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM THE DEALER; THE DEALER PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; THE CUSTOMER PAID FOR THE DEDUCTIBLE FOR THE REPAIRS; VW TO REIMBURSE THE DEDUCTIBLE; VW TO REIMBURSE TOTAL: $50.00. | | | | SP TO GENERATE CHECK REQUEST.
6/21/2019 12:32:00 PM	3VWDX7AJ8DM[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $50.00. | | | | GENERATED CHECK REQUEST.
6/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 50.00 MAILED ON 06/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDP7AJ3CM[redacted]
Owner Or Fleet	[redacted]		WILMINGTON, CA, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	6/19/2019	Incident Date	N/A
Mileage	119,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/19/2019 6:05:00 PM	CUSTOMER SEEKING: DOES SHE NEED TO TAKE VEHICLE IN FOR AIRBAG RECALL; AIRBAG LIGHT IS ON BUT IT┬┐S NOT IN THE DASHBOARD IT DOWN BY THE SEAT | | | CO ADVISED: NO OPEN RECALLS; VEHICLE HAS AIRBAG CLOCK SPRING WARRANTY EXT. FOR 10Y/ 120K MILES WOF; PROVIDED APPLICABLE WARRANTIES AND PARAMETERS VEHICLE IS WITHIN; IF THE STEERING WHEEL CONTROLS ARE NOT WORKING PROPERLY(HORN) AND THE AIRBAG LIGHT STAYS ON. BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER THIS WARRANTY EXTENSION; ADVISED THE AIRBAG LIGHT BY THE SEAT IS SUPPOSED TO BE ON BECAUSE ITS INDICATING THAT THERE IS A BODY SITTING THERE; CUSTOMER STATES: SHE DOES NOT KNOW IF HORN WORKS; ADVISED ITS AT HER DISCRETION TO TAKE VEHICLE TO DEALER BUT IF DEALER FINDS CLOCK SPRING IS NOT BROKEN CUSTOMER WILL BE RESPONSIBLE FOR DIAGNOSIS FEE; | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A37DC[redacted]
Owner Or Fleet	[redacted] Kenner, LA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	6/20/2019	Incident Date	N/A
Mileage	75,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/20/2019 8:53:00 AM	MEDIA ATTACHED IN DOC CENTER
6/24/2019 10:30:00 AM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED POP FOR PURCHASING PART; CUST PERFORMED THE REPAIR; WECI DOES NOT HAVE MILEAGE RESTRICTIONS; THE PART PURCHASED IS THE PART INVOLVED IN THE WARRANTY EXTENSION; VW TO REIMBURSE TOTAL: $207.23. | | | SP TO GENERATE CHECK REQUEST.
6/24/2019 10:54:00 AM	1VWAH7A37DC[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $207.23. | | | GENERATED CHECK REQUEST.
6/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 207.23 MAILED ON 06/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX1CW[redacted]
Owner Or Fleet	[redacted] Rockville, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	6/20/2019	Incident Date	N/A
Mileage	100,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/20/2019 1:11:00 PM	CUSTOMER SEEKING EMAIL CONFIRMING AIRBAG CLOCK SPRING WARRANTY ON VEHICLE
6/20/2019 1:52:00 PM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.
6/20/2019 1:52:00 PM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY
6/20/2019 1:57:00 PM	CUSTOMER STATES AT DLR AND WANTED TO VERIFY WARRANTY ON AIR BAG CLOCK SPRING 10YR/120MI WOF. | | | CUSTOMER SEEKING TO CLARIFIY COVERAGE FOR COMPONENT OF THE AIR BAG CLOCK SPRING. | | | CO ADVISED CUSTOMER OF THE PARAMENTERS OF COVERAGE FOR EXTENDED WARRANTY FOR THE AIRBAG CLOCK SPRING. CA ADVISED DLR SA THAT CUSTOMER DOES HAS WARRANTY AND ADVISED THAT IT IS IN ELSA. | | | CUSTOMER THANKED; | | | NO FURTHER ACTION
6/20/2019 1:57:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG CLOCK SPRING;
6/20/2019 1:59:00 PM	CUSTOMER STATES CLARIFYING EXTENDED WARRANTY FOR THE AIR BAG CLOCK SPRING. | | | CUSTOMER SEEKING INFORMATION ON WARRANTY | | | CUSTOMER ADVOCATE ADVISED CUSTOMER THAT THERE IS AN EXTENDED WARRANTY NOT A RECALL ON THE COMPONENT AND ONCE DEALER VERIFY THROUGH ELSA ; CUSTOMER SHOULD BE OK . | | | CUSTOMER THANKED | | | C.O TO REVIEW AND CLOSE
6/20/2019 12:40:00 PM	CUSTOMER STATES: HAS AIRBAG LIGHT ON. HORN IS NOT WORKING AS WELL AS STEERING WHEEL CONTROLS ARE NOT WORKING; CONTACTED LOCAL GARAGE AND WAS TOLD THERE WAS A RECALL ON IT; CONTACTED NEARBY DEALER AND THEY HAVE NO IDEA ON WHAT SHE IS TALKING ABOUT AND CANNOT GET HER IN TILL NEXT WEEK; | | | CUSTOMER SEEKING: RECALL INFORMATION; | | | CO ADVISED: WARRANTY EXTENSIONS ON AIRBAG CLOCK SPRING TILL 4/8/2027; WITH SYMPTOMS PRESENT DIAGNOSIS FEE WILL BE AT NO COST (REGIONAL COORDINATOR) CUSTOMER LETTER; CO OFFERED MAKING DEALER APPOINTMENT, CUSTOMER ADVISED WILL NEED TO TAKE THE VEHICLE NOW AND DEALER IN HER AREA DOES NOT HAVE ANY AVAILABILITY; CO ADVISED WOULD HAVE TO WORK WITH DEALER AVAILABILITY CANNOT OPEN APPOINTMENT FOR HER; | | | CUSTOMER WANTS INFORMATION EMAILED TO HER; | | | CO TO ASSIGN TO TEAM 5;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A32CC[redacted]
Owner Or Fleet	[redacted] Stanton, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	6/21/2019	Incident Date	N/A
Mileage	107,786		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/21/2019 1:29:00 PM	1VWAP7A32CC[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT REPAIRS; TOTAL: $572.54. | | | | GENERATED CHECK REQUEST.
6/21/2019 1:33:00 PM	SP MAILED LETTER EXPLAINING REIMBURSEMENT.
6/21/2019 10:44:00 AM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING AND THE HARNESS CABLE; THE HARNESS CABLE IS NOT COVERED BY THE WARRANTY EXTENSION; CUST PAID $546.23 FOR REPAIRS; TAX $26.31; VW TO REIMBURSE TOTAL: $572.54. | | | | SP TO GENERATE CHECK REQUEST AND MAIL LETTER EXPLAINING REIMBURSEMENT.
6/21/2019 9:37:00 AM	MEDIA ATTACHED IN DOC CENTER
6/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 572.54 MAILED ON 06/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX4HK[redacted]
Owner Or Fleet	[redacted] GLEN ELLYN, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	6/21/2019	Incident Date	N/A
Mileage	59,237		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/21/2019 12:41:00 PM	CUSTOMER STATES: ERROR AIRBAG LIGHT IS ON; BUTTONED ON THE DASHBOARD AREN┬┐T WORKING; ERROR RENEW KEY BATTERY; PLASTIC SOUND IN THE STEERING WHEEL; CUSTOMER IS IN ANOTHER STATE AT THIS TIME; CUSTOMER IS CONCERNED THAT THE DEALER WON┬┐T HAVE A LOANER VEHICLE | | | CUSTOMER SEEKING : INFORMATION ON THE SYMPTOMS CAR IS EXPERIENCING; CHECKING IF THE WARRANTY WOULD COVER THE REPAIR | | | CO ADVISED: AIRBAG CLOCK SPRING WARRANTY 10Y/120K WOF, OFFERED TO SET APPOINTMENT FOR CUSTOMER AT DEALER 407218 SINCE CUSTOMER IS CURRENTLY IN ANOTHER STATE WITH THE VEHICLE; SET APPOINTMENT FOR 06/21 @ 2:30 ; ADVISED TO THE CUSTOMER THAT A LOANER VEHICLE IS STRICTLY BASED UPON IF THE DEALER HAS LOANER VEHICLE AT THAT TIME AND UP TO THE DEALER DISCRETION; | | | CUSTOMER ACKNOWLEDGED | | | CO TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A37E[redacted]
Owner Or Fleet	[redacted] PO BOX 454, ARREY, NM, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	6/21/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/21/2019 2:31:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN NM STATE; 2ND OWNER; VEHICLE PURCHASED FEB 2016 AT MILEAGE 89K; VEHICLE PURCHASED FROM 420314 VW DEALER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN WAS PURCHASED; TERMS OF EXTENDED WARRANTY: ADDITIONAL 20K MILES BUMPER TO BUMPER; VEHICLE WAS PURCHASED; NON-VCI VEHICLE ALLIE BANK; FIRST TIME VW; MAINTAINED AT VW DEALER 420314; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT ON; STEERING CONTROLS NO LONGER WORK; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT DEALER 420314 WITHIN 4K MILES FOR OIL CHANGE AND SERVICE; | | | | CUSTOMER SEEKING: FINANCIAL ASSISTANCE WITH REPAIR;; | | | | FACE TO FACE WITH JULIE: DUE TO VEHICLE BEING OUTSIDE OF ALL APPLICABLE WARRANTIES; VW WILL NOT FINANCIALLY ASSIST WITH REPAIRS OF AIRBAG CLOCK SPRING; | | | | CO ADVISED: DUE TO VEHICLE BEING OUTSIDE OF ALL APPLICABLE WARRANTIES; VW WILL NOT FINANCIALLY ASSIST WITH REPAIRS OF AIRBAG CLOCK SPRING; ONE OPEN RECALL FOR HEADLIGHT ADJUSTING SCREW CAPS; NO EXTENDED WARRANTIES; | | | | NO FURTHER ACTION
6/21/2019 2:38:00 PM	VEHICLE IS OUTSIDE OF NVLW VW WOULD NOT BE ABLE TO ASSIST WITH REPAIR COSTS; CO TO RETURN TO CUSTOMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX7EW[redacted]
Owner Or Fleet	[redacted] Prosperity, SC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	6/24/2019	Incident Date	N/A
Mileage	140,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/24/2019 1:18:00 PM	CATEGORY SELECTION : EXTLIGHTING / HISTORICAL CONCERN / HEADLIGHHT; ELECTRICAL / INEFFECTIVE - 1 / HORN ; AIRBAGS / WARNING LIGHT ON / WARNING LIGHT ; ENGANDENGCOOLING / HISTORICAL CONCERN / CRANKSHAFT, ;
6/24/2019 12:49:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN SC STATE; ORIGINAL OWNER; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; BRAND LOYAL CUSTOMER; MAINTAINED AT LOCAL BUSINESS (NON-VW); MAINTENANCE RECORDS ARE NOT AVAILABLE; FIRST TIME EXPERIENCING THIS ISSUE; AIRBAG WARNING LIGHT; HORN DOES NOT WORK; HAVE HAD PATS ISSUES WITH CRANKSHAFT HEADLIGHT, SERPENTINE BELT | | | | CUSTOMER SEEKING: FINANCIAL ASSISTANCE | | | | C/O FACE TO FACE TEAM LEAD ROSS ADVISED UNABLE TO ASSIST DUE TO TIME OUTSIDE OF WARRANTY | | | | C/O ADVISED AFTER LOOKING INTO VEHICLE ISSUE FURTHER THERE ARE NO RECALLS ON VEHICLE RELATED TO THIS ISSUE; HOWEVER THERE WAS AN WARRANTY EXTENSION PLACED ON THE CAR ; THE WARRANTY EXT. WAS AN EXTENSION OF THE ORIGINAL WARRANTY THAT WAS NVLW WARRANTY 3/36K WOF; SO THE WARRANTY WAS EXTENDEND TO 10/120K WOF; THE VEHICLE IS NOW 20K OUTSIDE OF WARRANTY; VW WILL NOT ASSIST | | | | NO FURTHER ACTION
6/24/2019 12:53:00 PM	TL ADVISED UNABLE TO ASSIST DUE TO MILEAGE OUTSIDE OF WARRANTY

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ7BM[redacted]
Owner Or Fleet	[redacted] Clinton Corners, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	6/24/2019	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/24/2019 2:05:00 PM	CUSTOMER STATED RECEIVED LETTER IN REGARDS TO EXTENDED WARRANTY ON AIRBAG CLOCK SPRING; CURRENTLY HAS AIRBAG; ABS, TIRE PRESSURE WARNING LIGHTS ON; VEHICLE HAS NOT BEEN AT THAT DEALER; WANTED TO CONTACT VW CUSTOMER CARE CENTER FIRST; TAKING VEHICLE TO INDEPENDENT | | | CUSTOMER SEEKING TO SEE IF WARNING LIGHTS STAYING UP IS SUPPOSED TO HAPPEN | | | C/O ADVISED THAT WARRANTY EXTENSION IS ONLY FOR THE REPAIR OF AIRBAG CLOCK SPRING; AIRBAG LIGHT STAYS ON AND STEERING WHEEL CONTROLS WILL STOP WORKING AT | | THE SAME TIME; IF CUSTOMER HAS ANY OTHER LIGHTS ON CUSTOMER MAY HAVE A DIFFERENT ISSUE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A30DC[redacted]
Owner Or Fleet	[redacted] SAINT CHARLES, MO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	6/24/2019	Incident Date	N/A
Mileage	56,718		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/24/2019 3:45:00 PM	CUSTOMER STATES: PURCHASED VEHICLE USED 05/2018 AT 37K MILES; $500 DEDUCTIBLE FROM CAR-MAX; HORN DOES NOT WORK, BUTTONS ON STEERING WHEEL NOT WORKING AND AIR BAG LIGHT ON; SPOKE WITH DEALER 424168 WHO ADVISED THE CUSTOMER THAT THERE IS NOT AN OPEN RECALL FOR AIR BAG CLOCK SPRING | | | CUSTOMER SEEKING: CONFIRM THAT THERE IS NO OPEN RECALL ON THIS VEHICLE FOR THE AIR BAG CLOCK SPRING | | | CO ADVISED: NO OPEN RECALL FOR AIRBAG CLOCK SPRING; OPEN RECALL FOR 94L9; WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING; CO OFFERED TO SCHEDULE DEALER APPOINTMENT | | | CUSTOMER AGREED | | | CO CONFIRMED APPOINTMENT SCHEDULED WITH DEALER 424168 FOR 7/5/2019 | | | NO FURTHER ACTION
6/24/2019 3:55:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / STEERING WHEEL CONTROL BUTTONS NOT WORKING;
6/24/2019 3:56:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON VW.[redacted] | | | SINCERELY, | | | | | | | MATTHEW W | | CUSTOMER CARE ADVOCATE | |
6/24/2019 3:56:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIR BAG LIGHT ON;
6/24/2019 3:56:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 2 / HORN NOT WORKING;
6/24/2019 4:22:00 PM	FROM:[redacted] | | SENT: MONDAY, JUNE 24, 2019 4:02 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | THANK YOU SO MUCH MATTHEW, YOU WERE REMARKABLE AND SO HELPFUL. | | | YOU TRULY MADE MY DAY. | |
6/25/2019 12:15:00 PM	PLEASE REPLY TO MS. [redacted] EMAIL AT [redacted] SAYING SHE IS VERY WELCOME AND CAN CALL BACK WITH ANY FUTURE QUESTIONS OR CONERNS
6/27/2019 9:46:00 AM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.
6/27/2019 9:46:00 AM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX3EW[redacted]
Owner Or Fleet	[redacted] Dallas, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	6/25/2019	Incident Date	N/A
Mileage	15,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/25/2019 10:11:00 AM	CUSTOMER STATES CURRENTLY IN CALIFORNIA; AIRBAG LIGHT IS ON AND HORN ISN┬┐T WORKING; LOOKED ONLINE AND SAW THAT VW RECALLED VEHICLES FOR THIS ISSUE; CHECKED VIN AND RECALL WASN┬┐T CONNECTED TO THE VIN; SPOKE WITH DEALER ALSO WHO STATED THAT RECALL WASN┬┐T ON VIN; | | | CUSTOMER SEEKING TO HAVE VEHICLE ADDED TO RECALL | | | CO ADVISED CUSTOMER THAT VEHICLE DOESN┬┐T HAVE A RECALL FOR AIRBAG CLOCK SPRING BUT HAVE A WARRANTY EXT.; CUSTOMER STATES WILL BE HAVING THE VEHICLE TAKEN INTO DEALER TODAY; | | | NO FURTHER ACTION;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A3XDC[redacted]
Owner Or Fleet	[redacted] TEMPLE TERRACE, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	6/25/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/25/2019 10:38:00 AM	MEDIA ATTACHED IN DOC CENTER
6/25/2019 10:42:00 AM	CUST SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTALL: $688.60. | | | SP TO GENERATE CHECK REQUEST.
6/25/2019 10:46:00 AM	1VWBP7A3XDC[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $688.60. | | | GENERATED CHECK REQUEST.
6/29/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 688.60 MAILED ON 06/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX5GW[redacted]
Owner Or Fleet	[redacted] Las Vegas, NM, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	6/25/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Mileage	50,662

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/25/2019 10:48:00 AM	MEDIA ATTACHED IN DOC CENTER
6/25/2019 2:49:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $573.39. | | | SP TO GENERATE CHECK REQUEST.
6/25/2019 2:50:00 PM	WVGAV7AX5GW[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $573.39. | | | GENERATED CHECK REQUEST.
6/29/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 573.39 MAILED ON 06/28/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A35FC[redacted]
Owner Or Fleet	[redacted]		CARROLLTON, TX, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	6/25/2019	Incident Date	N/A
Mileage	48,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/25/2019 3:26:00 PM	CUSTOMER STATES: SUBSEQUENT OWNER OF 2015 PASSAT; REGISTERED IN TX STATE; 48K MILES; HAD TAKETA AIRBAG REPLACED IN MARCH; HEARD A POP IN STEERING WHEEL; NONE OF THE CONTROLS ON STEERING WHEEL WORK NOW; | | | | CUSTOMER SEEKING: TO SEE IF VEHICLE IS COVERED UNDER CLOCK SPRING WARRANTY | | | | CO ADVISED: YES, VEHICLE IS COVERED UNDER CLOCK SPRING WARRANTY FOR EITHER 10 YEARS OR 120,000 MILES WOF; VEHICLE ALSO HAS OPEN RECALL ON HEADLIGHT ADJUSTING SCREW CAPS; | | | | CUSTOMER THANKED AND ACKNOWLEDGED; CONFIRMED HE ALREADY HAS AN APPOINTMENT WITH DEALERSHIP; | | | | NO FURTHER ACTION;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW8AH7DV[redacted]
Owner Or Fleet	[redacted] Arlington, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2013		
Report Date	6/26/2019	Incident Date	N/A
Mileage	41,604		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K5953507T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/26/2019 10:52:00 AM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN VA STATE; ORIGINAL OWNER; VEHICLE WAS PURCHASED; VEHICLE IS FINANCED THROUGH VCI; BRAND LOYAL CUSTOMER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT ON; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT 5-28-2019; A COUPLE YEARS AGO SEATBELT WARNING WOULD GO OFF THE DEALER THE WIRING HARNESS HAD TO BE REPLACED IN THE VEHICLE; NOW THE CONNECTOR NEEDS TO BE REPLACED DUE TO THE WIRE BEING BROKEN; THE CONNECTOR REPLACED $446 | | | CUSTOMER SEEKING: POSSIBLE REIMBURSEMENT $446; | | | CO ADVISED: THAT THIS REPAIR WOULD HAVE BEEN COVERED UN THE PARTS WARRANTY OF 1Y OR 12K WOF; THE VEHICLE WOULD BE OUTSIDE OF ALL THE APPLICABLE WARRANTIES AND VW WOULD NOT ASSIST IN COVERING THE COST OF THE REPAIRS; | | | CUSTOMER ACKNOWLEDGED: | | | CO TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A31FC[redacted]
Owner Or Fleet	[redacted]CARLSBAD, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	6/26/2019	Incident Date	N/A
Mileage	135,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/26/2019 11:31:00 AM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN CUSTOMER ADVOCATE STATE; 2ND OWNER; VEHICLE PURCHASED 2017 AT MILEAGE 115000; NOT A CPO; NO COVERAGE PROVIDED; VEHICLE WAS PURCHASED; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT ON; VEHICLE IS CURRENTLY AT VW DEALERSHIP; DEALER STATES: AIR BAG CLOCK SPRING; WORKING WITH ERIC AT DEALER; VEHICLE IN FOR AN OVERNIGHT REPAIR 06-24; VEHICLE WENT INTO DEALER FOR THE BRAKES AND TO HAVE THE RECALLS COMPLETED; | | | CUSTOMER SEEKING: ASSISTANCE IN COVERING THE AIRBAG CLOCK SPRING UNDER WARRANTY EXTENSION; | | | CO ADVISED: THAT AFTER LOOKING INTO THE INFORMATION PROVIDED; THE GUIDELINES ON THE WARRANTY EXTENSION ARE 10 YEARS OR 120,000 MILES; WITH THE VEHICLE BEING OUTSIDE OF THE GUIDELINES BY MILEAGE, 15,000, VW WOULD NOT ASSIST IN COVERING THE COST OF THE REPAIR; THE CUSTOMER IS ADVISED TO CONTINUE TO WORK WITH THE DEALER TO GET ISSUE RESOLVED; | | | CUSTOMER ACKNOWLEDGED: | | | CO TO CLOSE
6/26/2019 2:39:00 PM	[redacted] | CUSTOMER COMPLAINT: | | AIR BAG LIGHT IS ON | | | CAUSE / REPAIR PERFORMED: | | DIAGNOSE AND FOUND THAT CLOCK SPRING HAS FAILED. REPLACE CLOCK SPRING AND RESET SYSTEM. WARRANTY EXTENSION ON CLOCK SPRING HAS EXPIRED BY MILES. CUSTOMER REQUESTING ASSISTANCE FOR REPAIR | | | LABOR (@WARRANTY RATES) $185.00 | | PARTS (@MSRP) $291.00 | |
6/26/2019 2:39:00 PM	DUE TO REPAIRS FALLING OUTSIDE OF WARRANTY EXTENSION, NO ASSISTANCE WILL BE PROVIDED WITH THE REPAIRS.
6/27/2019 11:12:00 AM	CUSTOMER STATES: SPOKE ONCE MORE WITH DEALERSHIP SERVICE DEPARTMENT AND IS REQUESTING THAT WE CONSIDER DENIAL OF COST ASSISTANCE OF CLOCK SPRING REPAIR; | | | FACE TO FACE WITH EM KIM W WHO ADVISED TO HONOR ORIGINAL DECISION; | | | CO ADVISED: I HAD A CHANCE TO REVIEW YOUR REQUEST WITH LEADERSHIP TO ENSURE I DIDN┬┐T MISS ANYTHING. MY LEADER AGREES WITH THE DETERMINATION WE HAVE PROVIDED IN REGARDS TO VOLKSWAGEN NOT BEING ABLE TO ASSIST WITH THE REPAIR OF YOUR CLOCK SPRING; | | | CUSTOMER ACKNOWLEDGED AND MENTIONED THAT THEY WILL BE GETTING IN CONTACT WITH AN ATTORNEY; | | | NO FURTHER ACTION;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX4BW[redacted]
Owner Or Fleet	[redacted]Las Vegas, NV, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	6/26/2019	Incident Date	N/A
Mileage	119,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/26/2019 1:48:00 PM	CUSTOMER STATES: NOT ORIGINAL OWNER; VEHICLE EXPERIENCING: SINCE OWNERSHIP, THE AIRBAG WARNING LIGHT HAS BEEN ON AND THE STEERING WHEEL CONTROL BUTTONS ARE INOPERABLE; CUSTOMER STATES HE LOOKED ONLINE AND SAW A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING, WHICH SOUNDS RELATED | | | CUSTOMER SEEKING: WOULD REPAIR BE COVERED UNDER THIS WARRANTY EXTENSION | | | CO ADVISED: VEHICLE HAS A WARRANTY EXTENSION FOR THE FOLLOWING COMPONENTS: INTAKE MANIFOLD UNTIL 7/30/2021 OR 120K MILES WOF, FUEL INJECTOR UNTIL 7/30/2021 OR 120K MILES WOF, INJECTION PUMP UNTIL 7/30/2021 OR 120K MILES WOF, AND THE AIRBAG CLOCK SPRING UNTIL 7/31/2026; CO ADVISED THE SYMPTOMS THE CUSTOMER IS EXPERIENCING ARE TYPICALLY RELATED TO THE AIRBAG CLOCK SPRING; VEHICLE WOULD NEED A VW DEALER DIAGNOSIS TO DETERMINE THE NEEDED REPAIR, AND IF IT IS FOR THE AIRBAG CLOCK SPRING COMPONENT, IT WOULD BE COVERED UNDER THAT WARRANTY EXTENSION; CO OFFERED TO SCHEDULE DEALER APPOINTMENT AND CUSTOMER DECLINED, STATING HE WOULD CALL HIMSELF | | | NO FURTHER ACTION*

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX9FW[redacted]
Owner Or Fleet	[redacted] DALLAS, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	6/26/2019	Incident Date	N/A
Mileage	25,344		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/26/2019 2:55:00 PM	MEDIA ATTACHED IN DOC CENTER
6/26/2019 3:39:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; REPAIRS WERE COMPLETED PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; SP CONFIRMED PAYMENT IN XTIME; VW TO REIMBURSE TOTAL: $760.37. | | | | SP TO GENERATE CHECK REQUEST.
6/26/2019 3:49:00 PM	WVGAV7AX9FW[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $760.37. | | | | GENERATED CHECK REQUEST.
7/18/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 760.37 MAILED ON 07/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD07AJ3EM[redacted]
Owner Or Fleet	[redacted]		WAUKESHA, WI, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	6/27/2019	Incident Date	N/A
Mileage	85,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/27/2019 12:47:00 PM	CUSTOMER STATES: DAUGHTER BOUGHT 2014 JETTA; LEASED CAR FOR 4 YEARS BOUGHT FOR FOUR YEARS; EXPERIENCING VARIOUS WARNING LIGHTS ON DASHBOARD; AIR BAG LIGHT ON; TRACTION CONTROL LIGHT ON; BRAKE LIGHT ON; CUSTOMER WONDERING WHICH EXTENDED WARRANTIES HIS DAUGHTER'S VEHICLE IS COVERED UNDER; | | | CUSTOMER SEEKING: WANTS TO KNOW WHICH EXTENDED WARRANTIES HIS DAUGHTER'S VEHICLE IS COVERED UNDER; WANTS TO KNOW WHY LIGHTS ARE GOING OFF IN DASHBOARD; | | | CO ADVISED: VEHICLE IS CURRENTLY COVERED UNDER CLOCK SPRING WARRANTIES WHICH COVERS VEHICLES FOR 120,000 MILES OR 10 YEARS WOF; FOR FURTHER INFORMATION ON WHY LIGHTS ARE POPPING UP ON VEHICLE, CUSTOMER'S BEST POINT OF CONTACT FOR TECHNICAL INFORMATION WOULD BE WITH THE DEALERSHIP; CO ADVISED THAT I CAN TRANSFER CUSTOMER OVER TO SERVICE ADVISOR; | | | CUSTOMER THANKED AND ACKNOWLEDGED; | | | CO TRANSFERRED CUSTOMER OVER TO SERVICE ADVISOR JEFF AT DEALER 402645; | | | NO FURTHER ACTION; | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A31EC[redacted]
Owner Or Fleet	[redacted] EGG HARBOR TOWNSHIP, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	6/27/2019	Incident Date	N/A
Mileage	46,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/27/2019 4:57:00 PM	CUSTOMER STATES: LIGHT CAME ON IN VEHICLE; LOOKS LIKE A CIRCLE WITH A PERSON RECLINING UNDERNEATH IT | | | | CUSTOMER SEEKS: WHAT LIGHT MEANS | | | | CO ADVISED: LIGHT IS THE AIRBAG AND BELT TENSIONER MALFUNCTION LIGHT; WHEN LIGHT COMES ON IT IS ADVISED TO TAKE VEHICLE TO VW DEALER; AIRBAG THAT WAS REPLACED WITH RECALL WOULD BE COVERED BY A SPARE PARTS WARRANTY OF 1 YEAR OR 12K MILES WOF; OPEN RECALL FOR 94L9 | | | | CUSTOMER SEEKS: TO HAVE A COPY OF LETTER EMAILED | | | | CO ADVISED: WILL HAVE THAT EMAILED | | | | CO TO ESCALATE TO TEAM 5
6/27/2019 5:15:00 PM	PLEASE EMAIL CUSTOMER @ [redacted] A COPY OF RECALL LETTER 94L9 | | | | TEAM 5 TO REVIEW
7/1/2019 11:35:00 AM	CA GENERATED AND SENT E-MAIL WITH ATTACHMENT TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.
7/1/2019 11:35:00 AM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A33EC[redacted]
Owner Or Fleet	[redacted] Mesa, AZ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	6/28/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/28/2019 10:03:00 AM	CUSTOMER STATES: VEHICLE REGISTERED IN AZ STATE; SUBSEQUENT OWNER; NON-CPO; PURCHASED FROM INDEPENENT ABOUT 4 YEARS; CURRENT MILEAGE - 71K; CURRENT CONCERNS - THE AIRBAG LIGHT IS ON; THE HORN AND STEERING WHEEL BUTTONS DO NOT WOR | | | CUSTOMER SEEKING: TO KNOW IF THERE IS A RECALL | | | CO ADVISED: 1 RECALL FOR THE HEADLIGHT SCREW CAPS; 1 WARRANTY EXTENSION FOR THE STEERING CLOCK SPRING FOR 10/120K WCF FOR A MFG SHORTCOMING; YOU WILL NEED TO AUTHORIZE DIAGNOSIS; IF THE REPAIR FALLS UNDER THE WARRANTY EXTENSION, IT IS FREE OF CHARGE | | | CUSTOMER SEEKING: AN APPOINTMENT FOR TODAY AT DEALER 422222 | | | CO TO CALL DEALER 422222
6/28/2019 10:20:00 AM	CO ADVISED: CALLING FROM CUSTOMER CARE CENTER, CUSTOMER SEEKING AN APPONTMENT TODAY FOR AIRBAG LIGHT | | | | DEALER PERSONNEL STATES: THE SCHEDULER HAS NOT ARRIVED; THE SERVICE ADVISORS ARE ASSISTING CUSTOMERS | | | | | >>> BACK TO CUSTOMER | | | CO ADVISED: THE DEALER IS ASSISTING CUSTOMER; THEY ARE OPEN SATURDAY, BUT THE DEALER WILL HAVE TO ADVISE OF AVAILABILITY | | | CUSTOMER STATES: CAN CO TRY DEALER 422207 FOR AN APPOINTMENT | | | CO TO CALL DEALER 422207
6/28/2019 10:23:00 AM	CO ADVISED: CALLING FROM CUSTOMER CARE CENTER, CUSTOMER SEEKING AN APPOINTMENT TODAY FOR AIRBAG LIGHT | | | | SERVICE ADVISOR STATES: HE HAS APPOINTMENTS FOR THIS AFTERNOON, CO CAN TRANSFER THE CUSTOMER. | | | | | CO TRANSFERRED TO SERVICE ADVISOR-JAG TO CONTINUE WITH CUSTOMER. | | | | | CO TO SEND E-MAIL.
6/28/2019 10:23:00 AM	[redacted] | | | REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | KIMBERLY W | | CUSTOMER CARE ADVOCATE | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7ANXFE[redacted]
Owner Or Fleet	[redacted] LAKE MARY, FL, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2015		
Report Date	6/28/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501CN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/28/2019 5:51:00 PM	CUSTOMER STATES: TOOK VEHICLE TO DLR 405249 YESTERDAY TO RESOLVE RECALL; AFTER GETTING VEHICLE BACK, CUSTOMER NOTICED CUTS ON STEERING WHEEL THAT WERE NOT PREVIOUSLY THERE; VEHICLE ALSO EXPERIENCED MULTIPLE VEHICLE LIGHTS APPEARING ON VEHICLE; CUSTOMER SPOKE WITH MANAGER AT DEALER; DEALER DIAGNOSED AIRBAG FAILURE; DEALER STATES THAT ISSUES WERE NOT A RESULT OF DEALER WORKMANSHIP | | | CUSTOMER SEEKS: ASSISTANCE CONVINCING DEALER THAT ISSUES ARE WORKMANSHIP-RELATED | | | CO ADVISED: DEALERS ARE TECHNICALLY TRAINED FOR VW VEHICLES AND VW TRUSTS THEIR DIAGNOSIS; IF CUSTOMER DISAGREES WITH DEALER DIAGNOSIS, CUSTOMER IS FREE TO SEEK A SECOND OPINION AT ANOTHER DEALER; BECAUSE DEALERS ARE INDEPENDENTLY OWNED AND OPERATED, VW CANNOT INTERVENE IN DISPUTES BETWEEN CUSTOMER AND DEALER; CUSTOMER'S BEST COURSE OF ACTION IS TO CONTINUE TO WORK WITH DEALER MANAGEMENT; CUSTOMER DISCONNECTED CALL | | | NO FURTHER ACTION
7/1/2019 12:26:00 PM	MEDIA ATTACHED IN DOC CENTER
7/1/2019 5:02:00 PM	TEAM 5 FOX TO RESPOND TO CUSTOMER EMAIL, ADVISE CUSTOMER TO CONTINUE TO WORK WITH DEALER REGARDING WORKMANSHIP CONCERNS
7/3/2019 4:06:00 PM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | WE RELY ON OUR DEALERS TO BE THE FACE OF OUR BRAND AND PROVIDE CUSTOMER SATISFACTION ON EVERY VISIT, AND I'M SADDENED TO HEAR YOUR SERVICE EXPERIENCE AT NAPLETON┬┐S VOLKSWAGEN OF SANFORD HASN┬┐T MET THIS EXPECTATION. MY NAME IS TAYLOR AND I APPRECIATE THE OPPORTUNITY TO BECOME INVOLVED. | | | BEING THAT THIS IS A WORKMANSHIP CONCERN, YOU WOULD NEED TO CONTINUE TO WORK WITH NAPLETON┬┐S VW OF SANFORD AS THEY ARE IN THE BEST POSITION TO RESOLVE THIS CONCERN. I RECOMMEND YOU SPEAK TO THE SERVICE MANAGER, BEN DIGREGORIO. | | | OVERALL, IT IS MY HOPE YOU ARE ABLE TO CONTINUE WORKING WITH NAPLETON┬┐S VW AS I WANT YOUR CONCERNS TO BE RESOLVED AND ADDRESSED. I WISH YOU THE BEST OF LUCK, AND I HOPE YOU HAVE A NICE DAY. | | | ALTHOUGH I AM NOT ABLE TO DIRECTLY ASSIST, PLEASE LET ME KNOW IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS. | | | SINCERELY, | | OLIVER O. | | CUSTOMER CARE ADVOCATE | |
7/3/2019 4:17:00 PM	CUSTOMER ADVOCATE SENT EMAIL TO; CO TO REVIEW AND CLOSE PENDING CUSTOMER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX1HK[redacted]
Owner Or Fleet	[redacted] Sterling, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	7/1/2019	Incident Date	N/A
Mileage	44,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/1/2019 8:23:00 AM	CUSTOMER STATES: I WAS WONDERING IF YOU COULD LET ME KNOW WHETHER MY CAR IS COVERED UNDER THE CLOCK SPRING EXTENSION THAT SOME VWS ARE COVERED UNDER; GREAT, THANKS! MY AIRBAG LIGHT CAME ON AND THE CONTROLS ON MY STEERING WHEEL AREN'T WORKING SO I FIGURED IT WAS THE CLOCK SPRING. | | | | CUSTOMER SEEKS: HOW DO I GO ABOUT USING THE WARRANTY TO GET THE REPAIRS?; DO I NEED TO MAKE AN APPOINTMENT BEFORE GOING TO THE DEALERSHIP?; WOULD THE DIAGNOSIS BE COVERED BY THE WARRANTY? IF NOT, HOW MUCH DOES THAT USUALLY COST? | | | | CO ADVISED: YOU WOULD NEED TO HAVE THIS ISSUE DIAGNOSED BY ONE OF OUR VOLKSWAGEN DEALERSHIPS. THEY WILL BE ABLE TO DIAGNOSE THE ISSUE AND DETERMINE WHICH PARTS ARE FAILING AND IF IT IS IN FACT THE AIRBAG CLOCK SPRING, IT WILL BE REPLACED UNDER THE TERMS OF THIS WARRANTY EXTENSION.; THE DEALER IS ABLE TO VIEW ALL OPEN RECALLS AND REMAINING WARRANTY EXTENSIONS FOR YOUR VEHICLE USING YOUR VIN.; THEY WILL NEED TO DIAGNOSE THE ISSUE FIRST. IF YOU WOULD LIKE I┬┐D BE HAPPY TO SCHEDULE THE DEALER APPOINTMENT FOR YOU; BECAUSE THERE IS LABOR TIME INVOLVED IN DIAGNOSING A VEHICLE CONCERN, A DEALER MAY ASK YOU TO AUTHORIZE THE COST OF DIAGNOSIS UP FRONT. THIS IS YOU AGREEING TO COVER THE COST OF THE DIAGNOSIS IF THE DEALER FINDS THAT THE CONCERN ISN┬┐T THE RESULT OF A WARRANTABLE MANUFACTURERS SHORTCOMING. HOWEVER, IF THE DEALER FINDS THAT THE CONCERNS ARE COVERED UNDER WARRANTY, THE COST OF DIAGNOSIS WOULD BE ROLLED INTO THAT COVERAGE FOR YOU; PRICES VERY BETWEEN DEALERSHIP SINCE THEY ARE INDEPENDENTLY OWNED AND OPERATED, DUE TO THAT YOU WOULD NEED TO CONFIRM DIAGNOSIS PRICING WITH THE DEALERSHIP DIRECTLY. | | | | CUSTOMER AGREED; WILL CALL DEALER | | | | NO FURTHER ACTION
7/1/2019 8:37:00 AM	MEDIA ATTACHED IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A38FC[redacted]
Owner Or Fleet	[redacted] Romeoville, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	7/1/2019	Incident Date	N/A	Mileage	62,000
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/1/2019 7:25:00 PM	CUSTOMER STATES; THEY RECEIVED THE AIRBAG CLOCK SPRING EXTENDED WARRANTY FOR THE VEHICLE AND LAST YEAR WHEN THEIR VEHICLE WAS HAVING ISSUES WITH THE STEERING WHEEL FUNCTIONS AND THEIR AIRBAG LIGHT WAS ON, THEY TOOK THE VEHICLE TO AN INDEPENDENT WHO REPAIRED THE AIRBAG CLOCK SPRING; | | | CUSTOMER SEEKS; REIMBURSEMENT FOR THE REPAIR; | | | CO ADVISED; THEY CAN SEND IN THE SUPPORTING DOCUMENTS FOR THE REPAIR AND ONCE THEY ARE RECEIVED I WILL BE FOLLOWING UP WITH | | | CO TO WAIT ON DOCUMENTS
7/2/2019 5:46:00 PM	MEDIA ATTACHED IN DOC CENTER
7/8/2019 10:42:00 AM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES: I REACHED OUT TO VOLKSWAGEN LAST WEEK MONDAY & TUESDAY ABOUT A RECALL ON MY CAR THROUGH EMAIL; LOOKING TO GET A REFUND ON WHAT I HAD SERVICED FROM AN OUTSIDE MECHANIC DUE TO THE CLOCK SPRING RECALL | | | CUSTOMER SEEKING: UPDATE | | | CUSTOMER ADVOCATE ADVISED: THANKS FOR REACHING BACK OUT TO US, I DO SEE THAT WE RECEIVED YOUR EMAILS, AND BRITTANY IS SET TO FOLLOW UP WITH YOU TODAY WITH MORE INFORMATION ABOUT YOUR RECALLS AND THE REIMBURSEMENT PROCESS. | | | CUSTOMER THANKED | | | CO TO REVIEW
7/8/2019 2:53:00 PM	CO ADVISED; WE HAVE RECEIVED THEIR PAPERWORK AND WILL ESCALATING THE CASE TO THE PROPER TEAM FOR REVIEW; IT TAKES UP 60 DAYS FOR THE PAPERWORK TO BE REVIEWED; | | | SP TO HANDLE
7/8/2019 2:59:00 PM	SP TO REVIEW FOR POSSIBLE REIMBURSEMENT
7/8/2019 4:07:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARR EXT; SUBMITTED RO AND POP FROM INDEP REPAIR SHOP; INDEP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; SP CONFIRMED MILEAGE BY LOOKING AT PRIOR CASES; REPAIR WAS COMPLETED ON 6/21/18 PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION, DURING THE REIMBURSEMENT TIMEFRAME; VW TO REIMBURSE MAX PARTS $290.07; VW TO REIMBURSE MAX LABOR $105.00; TAX $30.98; VW TO REIMBURSE TOTAL: $426.05. | | | SP TO GENERATE CHECK REQUEST AND MAIL CAP REIMBURSEMENT LETTER.
7/8/2019 4:49:00 PM	1VWBS7A38FC[redacted]VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $426.05. | | | GENERATED CHECK REQUEST.
7/8/2019 5:17:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
7/11/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 426.05 MAILED ON 07/10/2019
7/11/2019 7:55:00 PM	CO ADVISED; THEY WILL BE RECEIVING THEIR CHECK FOR THE REIMBURSEMENT WITHIN THE NEXT 10-14 BUSINESS DAYS; IF THEY HAVE ANY OTHER QUESTIONS OR CONCERNS THEY ARE MORE THAN WELCOME TO FOLLOW UP WITH VWOA; | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A32GC[redacted]
Owner Or Fleet	[redacted] Anthony, NM, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	7/1/2019	Incident Date	N/A
Mileage	69,700		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/1/2019 7:39:00 PM	CUSTOMER STATES WOULD LIKE TO INQUIRE ABOUT GETTING REIMBURSED FOR THE AIRBAG CLOCK SPRING WARRANTY EXT . | | | | CUSTOMER SEEKING REIMBURSEMENT FOR REPAIR | | | CO ADVISED CUSTOMER TO REPLY TO EMAIL SENT WITH REPAIR ORDER AND POP. DOCUMENTS WILL BE REVIEWED FOR POSSIBLE REIMBURSEMENT . | | | CUSTOMER THANKED | | | NO FURTHER ACTION PENDING MAIL
7/2/2019 4:05:00 PM	CUSTOMER STATES SPOKE WITH VW CUSTOMER CARE CENTER YESTERDAY REGARDING WARRANTY EXT.; WAS SUPPOSED TO RECEIVE AN EMAIL AND NEVER RECEIVED THE EMAIL; | | | CUSTOMER SEEKING EMAIL TO RESPOND WITH REPAIR ORDER; | | | CUSTOMER ADVOCATE ADVISED WILL SEND CUSTOMER AN EMAIL WITH CASE NUMBER THAT CUSTOMER CAN RESPOND WITH DOCUMENTS; SENT CUSTOMER EMAIL WHILE ON PHONE AND CUSTOMER CONFIRMED RECEIVED IT; | | | CO TO REVIEW;
7/2/2019 4:09:00 PM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | ANTONIO F | CUSTOMER CARE ADVOCATE | |
7/3/2019 11:35:00 AM	MEDIA ATTACHED IN DOC CENTER | | FROM: VW EXPERIENCE | | SENT: TUESDAY, JULY 02, 2019 5:06 PM | | TO: VWOA CUSTOMER CARE <VWCUSTOMERCARE@VW.COM> | | SUBJECT: FW: CASE NUMBER | | | | | | | RAVEN LAWRENCE | | CUSTOMER CARE EMAIL ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | | | VOLKSWAGEN OF AMERICA, INC. | | 3800 HAMLIN RD | | AUBURN HILLS, MI 48326 | | UNITED STATES OF AMERICA | | TEL. [redacted] | FAX. +1-248-754-6504 | | EMAIL: EXTERN.RAVEN.LAWRENCE@VW.COM | | | VOLKSWAGEN CUSTOMER CARE IS WHERE PASSION AND COMMITMENT COME TOGETHER TO CREATE EXCEPTIONAL OWNERSHIP EXPERIENCES. AND YOU MAKE IT HAPPEN BY: | | | ┬┐DOING WHAT┬┐S RIGHT | | ┬┐ACTING WITH URGENCY | | ┬┐SHOWING YOUR CARE | | | FROM: [redacted] | | SENT: TUESDAY, JULY 02, 2019 4:14 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: CASE NUMBER | | | | |
7/3/2019 6:28:00 PM	REVIEW FOR POSSIBLE REIMBRUSEMENT FOR AIRBAG CLOCK SPRING | | | SP TO REVIEW
7/9/2019 11:28:00 AM	CUST SEEKING REIMBURSEMENT FOR WECY WARR EXT; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING ONE WEEK BEFORE RELEASE OF THE WARRANTY EXTENSION; CUST PAID $228.13 FOR REPAIRS; TAX $10.28; VW TO REIMBURSE TOTAL: $238.41. | | | SP TO GENERATE CHECK REQUEST.
7/9/2019 11:57:00 AM	1VWBS7A32GC[redacted]VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $238.41. | | | GENERATED CHECK REQUEST.
7/16/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 238.41 MAILED ON 07/15/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WA1JCCFS9JR[redacted]
Owner Or Fleet	[redacted] Peabody, MA, [redacted]		
Make, Model, Model Year	Audi, Q3, 2018		
Report Date	7/1/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	8X0953501H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/2/2019 10:52:00 AM	CUSTOMER STATES/SEEKS: AIRBAG WARNING LIGHT IS ON. WHAT SHOULD I DO? | | | CUSTOMER ADVOCATE ADVISED: WE CERTAINLY WANT TO LOOK AT THAT WARNING LIGHT AND SEE WHAT IS GOING ON? ARE YOU ABLE TO TAKE THE CAR INTO SERVICE? | | | CUSTOMER STATES: YES, BUT I WILL NEED A RENTAL BECAUSE I AM VERY BUSY WITH WORK. | | | CUSTOMER ADVOCATE ADVISED: I UNDERSTAND THAT. THE BEST STEP TO TAKE IS TO CALL DEALER TO SCHEDULE APPOINTMENT AND REQUEST A LOANER. HOPEFULLY, THEY ARE ABLE TO PROVIDE ON. ALSO, WE WANT TO SERVICE THE OPEN RECALL FOR THE LED TURN SIGNAL/BCM SOFTWARE, SO WE CAN GET THAT TAKEN CARE OF AT THE APPOINTMENT. | | | CUSTOMER STATES: I WILL CALL THE DEALER TO SCHEDULE (SERVICE IS CLOSED AT THE TIME OF CALL). | | | CUSTOMER ACCEPTS. | | | CUSTOMER ADVOCATE TO FOLLOW UP.
7/16/2019 2:15:00 PM	CUSTOMER ADVOCATE ATTEMPTED TO CALL CUSTOMER BUT RECEIVED NO ANSWER. | | | CUSTOMER ADVOCATE TO MAKE SECOND ATTEMPT.
7/17/2019 6:09:00 PM	CUSTOMER ADVOCATE LEFT VOICE MAIL MESSAGE TO FOLLOW UP. | | | CUSTOMER ADVOCATE TO SEND EMAIL.
7/17/2019 6:14:00 PM	| | | FROM: AUDI CUSTOMER EXPERIENCE CENTER | SENT: WEDNESDAY, JULY 17, 2019 6:14 PM | | TO: [redacted] | SUBJECT: [redacted] REFERENCE # [redacted] JULY 17, 2019; LM | | | HELLO MS. [redacted] | | | THANK YOU FOR REACHING OUT TO AUDI OF AMERICA. IT WAS A PLEASURE SPEAKING TO YOU PREVIOUSLY. | | | I JUST WANTED TO REACH OUT ONE MORE TIME TO SEE IF YOU HAD AN OPPORTUNITY TO TAKE YOUR 2018 Q3 INTO AN AUDI SERVICE FACILITY. I WOULD LIKE TO SPEAK WITH YOU TO DISCUSS THE MATTER PERSONALLY. REGRETTABLY, I HAVE BEEN UNABLE TO REACH YOU BY PHONE. | | | I DO LOOK FORWARD TO HEARING FROM YOU. IF YOU COULD PLEASE REPLY TO THIS EMAIL OR CONTACT ME VIA PHONE AT +1 800 822 2834, LISTEN TO THE AUDI GREETING, SELECT PROMPT 9, AND ENTER IN MY EXTENSION 43687 TO SPEAK WITH ME DIRECTLY. IF I AM NOT AVAILABLE, PLEASE LEAVE A VOICEMAIL AND I WILL FOLLOW UP WITH YOU AT MY EARLIEST OPPORTUNITY. | | | YOU ARE A VALUED MEMBER OF THE AUDI FAMILY AND I LOOK FORWARD TO HEARING FROM YOU. | | | WITH KIND REGARDS, | | | | | LYNDSEY M. | | CUSTOMER ADVOCATE, CXC | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD17AJ1EM[redacted]
Owner Or Fleet	[redacted] Melbourne, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	7/2/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/2/2019 12:40:00 PM	CUSTOMER STATES: AIRBAG LIGHT IS ON; WAS LOOKING ONLINE AND SAW THERE MIGHT BE A RECALL RELATING TO AIRBAG | | | | CUSTOMER SEEKS: RECALLS ON VEHICLE | | | | CO ADVISED: OPEN RECALL FOR ECM; NO AIRBAG RECALLS; CUSTOMER DOES HAVE AN AIRBAG CLOCK SPRING WARRANTY EXT. THAT IS GOOD UNTIL 120K MILES OR 8-18-24; MAIN SYMPTOM IS AIRBAG LIGHT BEING ON; VEHICLE WOULD NEED A DEALER DIAGNOSIS TO CONFIRM COVERAGE; IF IT IS THE CLOCK SPRING THEN REPAIRS WOULD BE COVERED | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCV7A30FC[redacted]
Owner Or Fleet	[redacted] SAINT CLOUD, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	7/2/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/2/2019 2:10:00 PM	MEDIA ATTACHED IN DOC CENTER
7/5/2019 1:40:00 PM	| | FROM: [redacted] | | SENT: FRIDAY, JULY 05, 2019 1:13 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | I WAS TOLD OVER THE PHONE BY VW CUSTOMER CARE THAT IT SHOULD BE REIMBURSED. THE PART FAILED PRIOR TO THE WARRANTY BEING EXTENDED. THAT IS WHY I DID NOT HAVE A VW DEALER REPLACE IT. | | | | THE LAST TIME I TOOK THE CAR IN FOR SERVICE THEY REPLACED A PART UNDER THE TDI EMISSIONS SETTLEMENT AND IT STATES THAT ANY REPAIR TAKING MORE THAN 3 HOURS THAT THEY HAVE TO PROVIDE A LOANER. THE REPAIR TOOK UPWARDS OF 8 HOURS AND THEY NEVER OFFERED A LOANER. WE GOT TO SIT AT THE DEALER THE WHOLE TIME. I KNOW IT IS UNRELATED TO THE CLOCK SPRING, BUT I DO NOT WISH TO SPEND LONG PERIODS AT A DEALER IF NOT NECESSARY. ESPECIALLY FOR REPAIRS THAT WERE NOT WARRANTY COVERED AT THE TIME. | | | | | | | SENT FROM SAMSUNG GALAXY SMARTPHONE. | |
7/5/2019 10:11:00 AM	REFERENCE # [redacted] | | | | DEAR MR. [redacted] | | | | HAVING THE KNOWLEDGE AND EQUIPMENT TO REPLACE YOUR CLOCK SPRING YOURSELF, IS GREAT, AND I┬┐M GLAD TO SEE THAT YOU┬┐RE ABLE TO PERFORM SUCH A REPAIR WHEN NECESSARY. | | | FROM MY RESEARCH AND UNDERSTANDING, I SAW THAT YOU HAVE A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING UNTIL MARCH 30, 2025 OR 120,000 MILES, WHICHEVER OCCURS FIRST. WE PROVIDE THIS COVERAGE TO OUR CUSTOMERS TO ENSURE THAT THE MOST AVAILABLE ASSISTANCE IS PROVIDED TO ENSURE LONGEVITY IN OUR VWS. | | | THE WARRANTY APPLIES IF THERE IS A PRESENT, DIAGNOSABLE CONCERN WITHIN THE VEHICLE THAT IS THEN PERFORMED BY AN AUTHORIZED VW DEALERSHIP. WITH THIS DIAGNOSIS, WE ARE ABLE TO CONFIRM IF THE PRESENTING CONCERNS ALIGN WITH THE WARRANTY EXTENSION AND THE APPROVED REPAIR STEPS THE DEALERSHIP TOOK TO RESOLVE THE CONCERN. | | | WITH YOUR REPLACEMENT, I┬┐M SORRY IF THERE MAY HAVE BEEN A CURRENT CONCERN IN YOUR VEHICLE. I RECOGNIZE THAT REPAIRS AND DEALERSHIP VISITS CAN WEIGH IN ON YOUR PERSONAL TIME, AND I UNDERSTAND YOUR MOTIVATION IN PERFORMING THE REPAIR YOURSELF. IN LIGHT OF THIS, I WOULD HAVE TO ADVISE THAT OUR CARE CENTER IS UNABLE TO PROVIDE REIMBURSEMENT FOR THE COSTS INCURRED FOR THE CLOCK SPRING YOU┬┐VE PURCHASED. | | | I RECOGNIZE THAT THIS ISN┬┐T THE DIRECT ANSWER YOU WERE SEEKING, AND I AM TRULY SADDENED IF IT HAS CAUSED YOU ANY FURTHER FRUSTRATION. IF YOU HAVE ANY REMAINING QUESTIONS FOR ME, I WELCOME YOU TO ASK. I WOULD BE MORE THAN WILLING TO CLARIFY ANY REMAINING INQUIRIES YOU HAVE. | | | SINCERELY, | | | | | | | RAVEN L. | | CUSTOMER CARE ADVOCATE | | | P.S. OUR RECORDS INDICATE THE 23Y8 ┬┐ 2.0L TDI ENGINE, 69Y5 ┬┐ DRIVER FRONTAL AIRBAG INFLATOR, AND 94L9 ┬┐ HEADLIGHT ADJUSTING SCREW CAPS CAMPAIGNS HAVE NOT YET BEEN COMPLETED ON YOUR VEHICLE. PLEASE CONTACT YOUR DEALER AND SCHEDULE AN APPOINTMENT TO HAVE THESE CAMPAIGNS COMPLETED AT YOUR EARLIEST CONVENIENCE. THE WORK WILL BE PERFORMED ON YOUR VEHICLE FREE OF CHARGE. | | | NO FURTHER ACTION | | | CO TO CLOSE
7/5/2019 2:58:00 PM	REFERENCE # [redacted] | | | | DEAR MR. [redacted] | | | | SPENDING OVER 8 HOURS AT YOUR LOCAL DEALERSHIP IS NOT THE VW EXPERIENCE WE WANT FOR OUR CUSTOMERS. AS NOTED WITHIN THE EXTENDED EMISSIONS WARRANTY, I┬┐M SINCERELY APOLOGETIC TO LEARN THAT YOU WERE NOT OFFERED A LOANER VEHICLE FOR THIS REPAIR BY THE DEALERSHIP. | | | I┬┐M SORRY FOR ANY CONFUSION FROM THE EARLIER CONVERSATION YOU HAD WITH OUR CARE CENTER, AND I WANTED TO TAKE THIS TIME TO FURTHER ELABORATE ON THIS CONCERN. I APPRECIATE THE SUPPLEMENTAL DETAILS YOU┬┐VE PROVIDED IN THIS REGARD, AND I WOULD LIKE TO ADVISE THAT OUR CARE CENTER LOOKS INTO ANY AVAILABLE OPPORTUNITY TO ASSIST. | | | BECAUSE THERE ISN┬┐T A DIAGNOSIS OF THE CONCERN BY A LICENSED REPAIR FACILITY, OUR CUSTOMER CARE CENTER IS UNABLE TO ACCURATELY REVIEW FOR REIMBURSEMENT, AS WE ARE UNABLE TO DETERMINE IF THE NEEDED REPAIR ALIGNED WITH THE TERMS OF THE EXTENDED WARRANTY FOR THE CLOCK SPRING. WITHOUT THIS INFORMATION, WE ARE UNABLE TO PROVIDE YOU A PRECISE REVIEW. | | | I WANT TO ENSURE THAT ALL INFORMATION YOU ARE RECEIVING IS ACCURATE AND RELIABLE NEWS, AND I┬┐M SORRY FOR ANY ADDED STRESS THIS MAY HAVE CAUSED. IN THE FUTURE, IF YOU DO DECIDE TO VISIT OUR VW DEALERS, PLEASE LET US KNOW OF ANY CONCERNS SURROUNDING A LOANER VEHICLE FOR LENGTHY REPAIRS. WE WOULD BE EAGER TO FOLLOW UP ON ANY FUTURE VISITS WITH THE DEALERSHIP AND WORK WITH THEM IN CREATING A POSITIVE VW EXPERIENCE. | | | PLEASE DO NOT HESITATE IF THERE ARE ANY MORE QUESTIONS ON YOUR END. | | | BEST REGARDS, | | | | | | | RAVEN L. | | CUSTOMER CARE ADVOCATE | | | NO FURTHER ACTION | | | CO TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCV7A30FC[redacted]
Owner Or Fleet	[redacted] SAINT CLOUD, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	7/2/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

7/5/2019 9:21:00 AM	CUSTOMER STATES THAT THE CLOCK SPRING WAS INSTALLED BY THEM; INCLUDED THE SHIPPING INFORMATION AND RECEIPT OF THE PART, WITH THE PART NUMBER 5K0953569AL

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34C[redacted]
Owner Or Fleet	[redacted] Winchester, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	7/2/2019	Incident Date	N/A
Mileage	130,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/2/2019 4:57:00 PM	CUSTOMER STATES: OWNER OF 2012 PASSAT; BROKEN CLOCK SPRING; LOST FUNCTIONALITY OF ALL BUTTONS ON STEERING WHEEL; PURCHASED VEHICLE FROM DEALER 422128; | | | | CUSTOMER SEEKING: WANTS TO KNOW IF HE IS COVERED UNDER CLOCK SPRING EXTENDED WARRANTY; | | | | CO ADVISED: CLOCK SPRING EXTENDED WARRANTY COVERS CLOCK SPRING FOR 10 YEARS OR 120,000 MILES WOF; SINCE VEHICLE IS OUTSIDE OF WARRANTY BY 10,000 MILES, VEHICLE IS NO LONGER COVERED UNDER CLOCK SPRING WARRANTY; CUSTOMER SHOULD TAKE VEHICLE INTO DEALER 422128 AND HAVE VEHICLE DIAGNOSED FOR TECHNICAL ISSUE; | | | | CUSTOMER ACKNOWLEDGED AND THANKED; | | | | NO FURTHER ACTION;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A3XGC[redacted]
Owner Or Fleet	[redacted] SAN JOSE, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	7/3/2019	Incident Date	N/A
Mileage	40,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/3/2019 5:35:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN CUSTOMER ADVOCATE STATE; 2ND OWNER; VEHICLE PURCHASED 2018 AT MILEAGE 30,000; VEHICLE PURCHASED FROM NON-VW DEALER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT LOCAL BUSINESS (NON-VW); MAINTENANCE RECORDS ARE AVAILABLE; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING:2ERROR MESSAGES ON VEHICLE DISPLAY FOR; INSPECTION WARNING; AIR BAG ERROR ; CLICKING SOUND WHEN TURNING THE STEERING WHEEL; WARNING LIGHTS FOR AIRBAG; STEERING WHEEL BUTTONS ARE NOT WORKING;; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT SINCE CUSTOMER HAS HAD VEHICLE, VEHICLE HAS NOT BEEN TO A VW DEALER; CUSTOMER IS AWARE OF THE RECALL ON VW AIRBAGS AND WANTS TO GET HERS FIXED; | | | | CUSTOMER SEEKING: TO SEE HOW TO SOLVE VEHICLE CONCERNS, | | | | CO ADVISED: CUSTOMER SHOULD TAKE VEHICLE TO NEAREST VW DEALER; CUSTOMER ALSO HAS RECALL AND SERVICE ACTION ON VEHICLE FOR A-RECALL - HEADLIGHT ADJUSTING SCREW CAPS AND S-SERV_ACT - ENGINE CONTROL MODULE (ECM) SOFTWARE; CUSTOMER ALLOWED CO TO ASSIST WITH SETTING A DEALER APPOINTMENT WITH VW DEALER 426071 7/5/2019 AT 9:15 AM CUSTOMER ONLY WANTED RECALLS SCHEDULED NO FURTHER DIAGNOSIS; CUSTOMER WILL SEE HOW IT GOES AT DEALER 426071 THAN PROCEED IF NECESSARY; CUSTOMER HAS AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 10Y OR 120K MILES WOF CUSTOMER ACKNOWLEDGE INFORMATION | | | | NO FURTHER ACTION
7/3/2019 6:05:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIR BAG LIGHT APPEARED;
7/3/2019 6:17:00 PM	CATEGORY SELECTION : ELECTRICAL / INOPERABLE - 1 / STEERING WHEEL CONTROL MODULE INOPERABLE ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4A7AJ1CM[redacted]
Owner Or Fleet	[redacted] Livermore, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	7/5/2019	Incident Date	N/A
Mileage	7,460		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/5/2019 1:04:00 PM	TEAM 5 FOX TO EMAIL REMAINING WARRANTY EXTENSIONS ON VEHICLE | | INTAKE MANIFOLD WARRANTY EXT 10Y/ 120K M WOF | | FUEL INJECTOR WARRANTY EXT 10Y/ 120K M WOF | | STEERING WHEEL LOCK WARRANTY EXT 10Y/100K M WOF | | AIRBAG CLOCK SPRING WARRANTY EXT 15Y | | | | TEAM 5 FOX TO REVIEW
7/5/2019 12:48:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN CUSTOMER ADVOCATE STATE; 2ND OWNER; VEHICLE PURCHASED FROM VW DEALER; YES, THIS IS A CPO; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; BRAND LOYAL CUSTOMER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: WARNING LIGHT; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. | | | | CUSTOMER SEEKING: FINANCIAL ASSISTANCE | | | | FACE TO FACE WITH TEAM LEAD ROSS | | | | CO ADVISED: CUSTOMER SHOULD TAKE VEHICLE TO A VW DEALER REGARDING CONCERNS BECAUSE THEY ARE VWS TECHNICAL TEAM; VEHICLE HAS INTAKE MANIFOLD WARRANTY EXT 10Y/ 120K M WOF ,FUEL INJECTOR WARRANTY EXT 10Y/ 120K M WOF ,STEERING WHEEL LOCK WARRANTY EXT 10Y/100K M WOF , AND AIRBAG CLOCK SPRING WARRANTY EXT 15Y; THE AIRBAG LIGHT ON COULD BE A SYMPTOM OF THE AIRBAG CLOCK SPRING COULD BE FAULTY; DLRS ARE ALL INDECENTLY OWNED THE CUSTOMER IS WELCOME TO GET ANOTHER OPINION FROM A DIFFERENT DEALER | | | | CO TO ESCALATE TO TEAM 5 FOX
7/5/2019 12:51:00 PM	TEAM LEAD ADVISED UNABLE TO PROVIDE ASSISTANCE OUTSIDE OF WARRANTY; MAKE CUSTOMER AWARE OF WARRANTY EXTENSION AND SYMPTOMS FOR POSSIBLE COVERAGE
7/9/2019 9:45:00 AM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY
7/9/2019 9:45:00 AM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.
7/10/2019 4:13:00 PM	CUSTOMER STATES; DEALER TOLD CUSTOMER TO CONTACT VWOA TO HAVE SOMEONE CONTACT DEALER TO AUTHORIZE REPAIRS PER SERVICE ADVISOR ANTHONY. CURRENT PRICE 975$ AND 160$ FOR DIAGNOSE. | | | | CUSTOMER SEEKS; FINANCIAL ASSISTANCE FOR COST OF REPAIRS | | | | FACE TO FACE W/TEAM LEAD DEBBIE; SUPPORT DECISION FOR DENIAL FOR COST OF REPAIRS. VEHICLE OUTSIDE OF WARRANTY COVERAGE BY TIME. | | | | CUSTOMER ADVOCATE ADVISED; REVIEWED WITH MEMBER OF LEADERSHIP IN REGARDS TO FINANCIAL ASSISTANCE FOR REPAIRS. WITH VEHICLE BEING OUTSIDE WARRANTIES BY TIME VW WOULD NOT ASSIST WITH COST OF REPAIRS. APPRECIATE DEALER DIRECTING CUSTOMER TO US TO EXPLORE ANY POSSIBLE AVENUES FOR ASSISTANCE.
7/10/2019 4:19:00 PM	TEAM LEAD SUPPORTED DENIAL FOR ASSISTANCE; DEALERSHIP MAY HAVE RECOMMENDED CUSTOMER TO CALL CARE TO EXPLORE AVENUES HERE; CO TO ADVISE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A35EC[redacted]
Owner Or Fleet	[redacted] Blairsville, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	7/5/2019	Incident Date	N/A
Mileage	115,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/5/2019 1:38:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN TN STATE; ORIGINAL OWNER; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE IS LEASED; VEHICLE IS FINANCED THROUGH VCI; FIRST TIME VW OWNER; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT DEALER 407459 ABOUT A YEAR AGO; SPOKE WITH DEALER 407459 BEFORE CALLING CUSTOMER CARE CENTER AND WAS ADVISED THAT A LOANER WAS NOT CURRENTLY AVAILABLE BUT CUSTOMER COULD WAIT; CANNOT SAY THAT IS WILL ABSOLUTELY BE COVERED; CUSTOMER FEELS THAT THE CLOCK SPRING WAS DAMAGED WHEN VEHICLE HAD TAKATA RECALL PERFORMED; | | | | CUSTOMER SEEKING: ASSURANCE THAT THIS WILL BE COVERED | | | CO ADVISED: DEALER IS CORRECT; WHILE THE ISSUES APPEAR TO FALL UNDER THE WARRANTY COVERAGE VEHICLE WOULD NEED TO BE DIAGNOSED TO VERIFY THAT IT WILL BE COVERED; LOANERS ARE PROVIDED AT DEALER DISCRETION AND ARE NOT COVERED BY THE WARRANTY AS WELL AS RENTALS | | | CUSTOMER STATES: HAS TO GO AND DISCONNECTED THE CALL | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A30DC[redacted]
Owner Or Fleet	[redacted] CHICAGO, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	7/8/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/8/2019 11:52:00 AM	CUSTOMER STATES: HEARD VEHICLE COULD HAVE RECALL FOR THE STEERING WHEEL CLOCK SPRING; WANTED TO KNOW IF VEHICLE HAD RECALL ON VEHICLE; CUSTOMER FEELS SOMETHING MIGHT BE WRONG WITH THE STEERING WHEEL CLOCK SPRING | | | CUSTOMER SEEKING: INFORMATION ON IF VEHICLE HAS THE STEERING WHEEL CLOCK SPRING RECALL | | | CO ADVISED: A-RECALL - HEADLIGHT ADJUSTING SCREW CAPS THAT IS OPEN ;A-RECALL - STEERING WHEEL CLOCK SPRING WAS COMPLETED ON 2/22/2019; VEHICLE HAS AIRBAG CLOCK SPRING WARRANTY EXT 15Y WHICH IS UNTIL 01/1/2028; APPOINTMENT SCHEDULED FOR CUSTOMER TO GET RECALL AND VEHICLE DIAGNOSED AT DEALER 402105 JULY 10TH @ 10AM | | | NO FURTHER ACTION | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGCV7AX6CW[redacted]
Owner Or Fleet	[redacted]		RESTON, VA, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	7/8/2019	Incident Date	N/A
Mileage	76,636		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569J		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/8/2019 12:07:00 PM	CUSTOMER STATES SHE RECENTLY HAD THE AIRBAG CLOCK SPRING REPLACED BUT LATER FOUND OUT THAT IT WAS UNDER A RECALL SO SHE WANTED TO KNOW HOW TO GET THIS DONE AND ALSO HOW SHE CAN BE REIMBURSED. | | | CO ADVISED THAT SHE NEEDS TO SEND IN A COPY OF HER PROOF OF PAYMENT/REPAIR ORDER TO VW FOR REIMBURSEMENT REVIEW. CUSTOMER WILL NEED TO VISIT HER LOCAL VW DEALER TO GET THE RECALLS PERFORMED. CUSTOMER STATED SHE WOULD TAKE CARE OF THAT AND SEND IN THE INFORMATION. | | | NO FURTHER ACTION PENDING CUSTOMER DOCUMENTATION.
7/8/2019 4:31:00 PM	MEDIA ATTACHED IN DOC CENTER
7/9/2019 1:17:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER RECALL 69L2; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING ON JUNE 26, 2019; THE LAST VALID OUT OF POCKET DATE FOR REIMBURSEMENT WAS DECEMBER 21, 2015; AS SUCH VW WILL REIMBURSE PARTS ONLY AS GOODWILL; VW TO REIMBURSE MAX PARTS $408.10. | | | SP TO GENERATE CHECK REQUEST AND MAIL LETTER EXPLAINING REIMBURSEMENT.
7/9/2019 1:20:00 PM	WVGCV7AX6CW[redacted] VW TO REIMBURSE CUST FOR AIR BAG CLOCK SPRING PART AS GOODWILL DUE TO DATE; TOTAL: $408.10. | | | GENERATED CHECK REQUEST.
7/9/2019 1:27:00 PM	SP MAILED LETTER EXPLAINING REIMBURSEMENT.
7/9/2019 11:58:00 AM	SP TO REVIEW FOR REIMBURSEMENT FOR 69L2 REPAIR.
7/16/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 408.10 MAILED ON 07/15/2019
7/17/2019 2:49:00 PM	CUSTOMER STATES: RECEIVED LETTER REGARDING REIMBURSEMENT REQUEST, WHICH STATED VW IS ONLY REIMBURSING $408.10 FOR THE AIRBAG CLOCK SPRING PART, AND NOT ANY OF THE LABOR COST AT THE INDEPENDENT; CUSTOMER STATES IF SHE HAD KNOWN THERE WAS A RECALL PRIOR TO SERVICING HER VEHICLE, THEN SHE WOULD HAVE TAKEN IT IN TO A VW DEALER, BUT SHE NEVER RECEIVED ANY NOTIFICATION FOR THE RECALL | | | CUSTOMER SEEKING: WHY WASN'T THE LABOR COST REIMBURSED | | | CUSTOMER ADVOCATE ADVISED: VW WOULD NOT REIMBURSE LABOR COSTS PERFORMED AT AN INDEPENDENT, AS WE ONLY WORK WITH OUR VW DEALERS; $408.10 REFUND WAS FOR GENUINE VW PART USED IN REPAIR, AND WE ALWAYS RECOMMEND SERVICING OF OUR VEHICLES AT A VW DEALER, AS THEY ARE ABLE TO KEEP OUR CUSTOMER'S UP TO DATE ON CAMPAIGNS; CUSTOMER ACKNOWLEDGED | | | SPECIAL PROJECTS TO REVIEW*

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW8AH2EV[redacted]
Owner Or Fleet	[redacted] DELRAY BEACH, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2014		
Report Date	7/8/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/8/2019 1:04:00 PM	MENTOR ADVISED: IF CUSTOMER IS ADVISING THAT CHECK WAS NOT RECEIVED; CO CAN FOLLOW STOP/REISSUE CHECK REQUEST ON RC; CO CAN EMAIL CHECK ADMINISTRATOR TO CHECK INTO CHECK STATUS, THEN FOLLOW UP WITH CUST BY COB TOMORROW WITH MORE INFO. | | | CO TO RETURN TO CUSTOMER.
7/8/2019 1:24:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES: THAT THEY HAD RECENTLY SPOKE WITH A PHONE ADVOCATE THROUGH CCC; CUSTOMER STATES THAT THEY HAVE FOUND THEIR CHECK AND THAT THE ADVOCATE NO LONGER NEEDS TO RESEARCH CASE FURTHER; | | | CUSTOMER SEEKS: TO UPDATE ADVOCATE NOT TO FURTHER RESEARCH CASE; | | | CA ADVISED: THAT THEIR INFORMATION WILL BE DOCUMNETED FOR THE ADVOCATE TO KNOW AND NOT FURTHER RESEARCH; | | | CO TO REVIEW AND CLOSE CASE | |
7/8/2019 1:53:00 PM	STOP REISSUE HAS TO BE COMPLETED IN THE CASE THAT THE CHECK ORIGINATED FROM. PLEASE REFERENCE CASE [redacted] FOR STOP REISSUE INFORMATION.
7/8/2019 12:59:00 PM	CUST STATES: ORIGINAL CASE NUMBER [redacted] WAS SEEKING REIMBURSEMENT FOR WARRANTY EXTENSION; CUSTOMER HASN┬┐T HEARD ANYTHING OR GOT ANY REIMBURSEMENT | | | CUSTOMER SEEKING: STATUS ON REIMBURSEMENT | | | FACE TO FACE WITH TEAM LEAD SARAH ADVISED TO FOLLOW THE VOID CHECK STEPS AND TO FOLLOW UP WITH CUST BY COB 7/9 | | | CO ADVISED: GOING TO BE REACHING OUT TO OUR CHECK ADMINISTRATOR TO SEE IF WE CAN GET THE CHECK RE ISSUED; WILL BE FOLLOWING UP BY COB 7/9 | | | CO TO CALL CUSTOMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCH7A35DC[redacted]
Owner Or Fleet	[redacted] BLUFFTON, SC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	7/9/2019	Incident Date	N/A
Mileage	63,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/9/2019 11:09:00 AM	CUSTOMER STATES: CONCERNED ABOUT OTHER CUSTOMER┬┐S HAVING THE ISSUES WITH RECALLS AS SHE HAS HAD AND WANTED TO LET VW KNOW OF HER CONCERNS; WANTS VW TO KNOW WHAT A HARDSHIP IT IS WHEN A CONSUMER HAS ISSUES AND THEN IS ASKED TO PAY WHEN SO MANY ONLINE ARE STATING HAVING THESE ISSUES; STATED WHEN SHE HAD VEHICLE IN DEALER THE RECALL COMMUNICATION MUST NOT HAVE BEEN SEEN BY DEALER 407350 AS SHE WAS ASKED TO PAY $885.00 FOR 69L2 A FEW MONTHS AGO AND CHOSE AT THAT TIME TO NOT GET IT DONE AS SHE DID NOT HAVE THE MONEY TO DO SO AND TODAY WHEN CUSTOMER WENT IN TO GET 69L2 COMPLETED IT WAS COVERED UNDER THE RECALL, CUSTOMER DID NOT KNOW WHY IT WAS COVERED TODAY BUT IN THE PAST IT WAS NOT AND SHE WAS ASKED TO PAY; HAD VEHICLE IN DEALER TODAY 07/09/2019 FOR 94L9 AND HAD IT COMPLETED AND HAD HORN CHECKED WHILE SHE HAD VEHICLE AT DEALER, DEALER COMPLETED 69L2 UNDER RECALL | | | CUSTOMER SEEKING: CONCERNS TO BE DOCUMENTED ABOUT OTHER CONSUMERS POSSIBLY GETTING CHARGED FOR REPAIRS THAT VW SHOULD BE TAKING CARE OF | | | CO ADVISED: RECALLS ARE VIN SPECIFIC AND NHTSA WOULD NOTIFY WHEN RECALLS COME INTO EFFECT SO THE RECALL CAN BE COMPLETED | | | CUSTOMER STATES: DEALER 407350 IS GREAT AT WHAT THEY DO AND WANTED TO LET US KNOW WHAT A GREAT JOB DOOZER BOURDAU SERVICE ADVISOR HAS DONE FOR HER | | | CUSTOMER THANKED | | | NO FURTHER ACTION | | | | | | | | | AIRBAG CLOCK SPRING WARRANTY EXT 15Y 11-11-2027
7/9/2019 11:33:00 AM	CATEGORY SELECTION : ELECTRICAL / OTHER SYMPTOM - 1 / HORN WAS NOT WORKING ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWPL7AJ2EM[redacted]
Owner Or Fleet	[redacted] HAWTHORNE, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2014		
Report Date	7/9/2019	Incident Date	N/A
Mileage	39,418		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/9/2019 12:08:00 PM	CASE #[redacted] | | | TUESDAY, JULY 09, 2019 10:51:16 AM | | HI, I AM SENDING A DM PER YOUR REQUEST. THE MILEAGE OF MY 2014 VW SPORTWAGEN IS 39418. VIN 3VWPL7AJ2EM[redacted] | MY EMAIL IS [redacted] | | THANKS FOR REPLYING TO MY TWEET. | | | | TUESDAY, JULY 09, 2019 11:01:32 AM | | I APPRECIATE YOU FOR SENDING THAT INFORMATION OVER. I SEE THAT YOU'RE NOT YET REGISTERED AS THE CURRENT OWNER IN OUR SYSTEM. CAN I GET YOUR FULL NAME, CURRENT MAILING ADDRESS, AND PHONE NUMBER? -JC
7/9/2019 12:08:00 PM	CASE #[redacted] | | | TUESDAY, JULY 09, 2019 8:07:42 AM | | @VWCARES JUST PURCHASED A 2014 VW JETTA SPORTWAGEN TDI. LOVE IT! SPORTY IN TURNS AND COMFY ON STRAIGHTS. | | BUT THE AIRBAG SENSOR LIGHT IS ON. IS THERE A RECALL OR TSB FOR VIN 3VWPL7AJ2EM[redacted] | ALSO AFTER MY FIRST 30 MINUTE COMMUTE TO WORK THE EXHAUST IS SMOKING WHEN IT IDLES. | | | TUESDAY, JULY 09, 2019 10:15:00 AM | | [redacted] HELLO, AND CONGRATS ON YOUR RECENTLY PURCHASED SPORTWAGEN. I'M SORRY ABOUT THAT AIRBAG LIGHT. BEFORE I LOOK INTO ANY POTENTIAL RECALLS, I'D LIKE TO GET SOME MORE INFORMATION. CAN YOU SEND US A DIRECT MESSAGE WITH YOUR CURRENT MILEAGE AND EMAIL ADDRESS? -JC
7/9/2019 12:09:00 PM	MEDIA ATTACHED IN DOC CENTER | | | TUESDAY, JULY 09, 2019 11:52:38 AM | | [redacted] | HAWTHORNE, FL[redacted] | PHONE NUMBER IS | [redacted] | | (MEDIA ATTACHED IN DOC CENTER) | | | TUESDAY, JULY 09, 2019 12:07:00 PM | | EXCELLENT, THANK YOU SO MUCH, [redacted] I WAS ABLE TO PULL UP THE RECALLS AND WARRANTY EXTENSIONS FOR YOUR SPORTWAGEN. WHILE THERE ARE NO OPEN RECALLS AT THIS TIME, THERE IS AN OPEN WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING. THIS WARRANTY COVERS MANUFACTURING DEFECTS, AND LASTS UNTIL 120,000 MILES OR 3/29/2024, WHICHEVER COMES FIRST. CERTAIN VEHICLES MAY, OVER TIME, DEVELOP AN ISSUE WITH THE STEERING WHEEL CLOCK SPRING THAT CAUSES THE AIRBAG LIGHT TO COME ON. I RECOMMEND HAVING THIS SEEN BY A VW DEALER. IF YOU LIKE, I CAN ALSO ASSIST WITH SCHEDULING A DEALER APPOINTMENT. | | I WILL ALSO MENTION THAT YOUR VEHICLE HAS THE TDI WARRANTY EXTENSION. THIS WARRANTY EXTENSION IS AVAILABLE FOR TDI VEHICLES THAT HAVE COMPLETED THE APPROVED EMISSIONS MODIFICATION. IT LASTS UNTIL 120,000 MILES OR 3/29/2024, WHICHEVER COMES FIRST. YOU CAN FIND ADDITIONAL COVERAGE INFORMATION, INCLUDING A LIST OF PARTS THAT ARE COVERED UNDER THE WARRANTY, HERE, VWCOURTSETTLEMENT.COM/EN/DOCS/EMISSI[redacted]. -JC
7/9/2019 12:26:00 PM	MEDIA ATTACHED IN DOC CENTER | | | TUESDAY, JULY 09, 2019 12:11:50 PM | | AWESOME! THANKS FOR HELPING ME OUT WITH THIS SO FAST. COINCIDENTALLY I MADE AN APPOINTMENT WITH VW IN GAINESVILLE FL ALREADY, FOR FRIDAY. I'LL SHOW THE SERVICE DESK THIS MESSAGE AS REFERENCE. | | BY THE WAY IS THE SUNSCREEN UNDER THE PANORAMIC ROOF COVERED UNDER ANY TSB OR WARRANTY? THE GLUE HAS DETERIORATED ON ONE SIDE? | | (MEDIA ATTACHED IN DOC CENTER) | | | | TUESDAY, JULY 09, 2019 12:24:00 PM | | PERFECT! I'M GLAD THAT YOU WERE ABLE TO SCHEDULE AN APPOINTMENT TO HAVE THESE ISSUES SEEN. YES, IF THEY HAPPEN TO NEED MORE INFORMATION, I WOULD RECOMMEND SHOWING THEM THIS CONVERSATION. | | IN REGARD TO THE SUNSCREEN ON YOUR PANORAMIC ROOF, THERE ARE NO OPEN RECALLS, APPLICABLE WARRANTIES, OR WARRANTY EXTENSIONS OPEN FOR THIS PART. SORRY ABOUT THAT, [redacted] | | | TUESDAY, JULY 09, 2019 12:24:50 PM | | OK, HAVE A GREAT DAY. BYE
7/22/2019 8:37:00 AM	FRIDAY, JULY 19, 2019 6:50:00 PM | | THANKFUL THAT @VWCARES AND @VW IS HONORING THE EMISSIONS WARRANTY. I ALSO APPRECIATE THE LOANER CAR FOR AN EXTENDED PERIOD WHILE WAITING FOR PARTS AND REPAIR.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN1DE[redacted]
Owner Or Fleet	[redacted] BOWIE, MD, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	7/9/2019	Incident Date	N/A
Mileage	48,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/9/2019 1:16:00 PM	CUSTOMER STATES: VEHICLE'S DASH LIT UP WITH WARNING LIGHTS THE END OF LAST WEEK. LIGHTS HAVE ALL TURNED OFF EXCEPT FOR AIRBAG LIGHT (EVENTUALLY TURNED OFF ALSO) | | | CUSTOMER SEEKING: ANY OPEN RECALLS OR WARRANTY EXTENSIONS ON VEHICLE THAT COULD COVER THE PROBLEM. | | | CO ADVISED: NO OPEN RECALLS. THE AIRBAG CLOCK SPRING WARRANTY IS ON VEHICLE, COULD POSSIBLY BE THE PROBLEM. ADVISED CUSTOMER TO HAVE VEHICLE DIAGNOSED AT DEALER. OFFERED TO FIND DEALER AND MAKE AN APPOINTMENT. CUSTOMER ACCEPTED DEALER INFO, DECLINED APPOINTMENT. STATES HE WILL CALL WHEN HE CAN SCHEDULE AROUND WORK. REQUESTED INFORMATION EMAILED TO HIM. | | | CO TO ESCALATE TO TEAM 5 FOX FOR DEALER INFO. | |
7/9/2019 1:21:00 PM	TEAM 5 FOX, PLEASE EMAIL MR. [redacted] THE FOLLOWING INFORMATION TO [redacted] | | | POHANKA VOLKSWAGEN | | 1720 RITCHIE STATION CT. | | CAPITOL HEIGHTS MD, 20743 | | | CASE NUMBER [redacted] | | | AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI (EXPIRATION DATE: 04/23) | | | TEAM 5 FOX TO EMAIL.
7/10/2019 9:06:00 AM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | THANK YOU FOR REACHING OUT TO VW CUSTOMER CARE. | | | BELOW, I HAVE LISTED A VW DEALERSHIP'S INFORMATION: | | | POHANKA VOLKSWAGEN | | 1720 RITCHIE STATION CT. | | CAPITOL HEIGHTS MD, 20743 | | | ALSO, I HAVE ATTACHED YOUR AIRBAG CLOCK SPRING WARRANTY EXTENSION INFORMATION TO THIS EMAIL FOR YOUR REVIEW. KEEP IN MIND, THESE WARRANTY EXTENSION PARAMETERS WILL START FROM YOUR IN-SERVICE DATE, 04/01/2013. | | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, FEEL FREE TO REACH BACK OUT TO US AT 800-822-8987. | | | | | SINCERELY, | | | | | KATELYN P. | | CUSTOMER CARE ADVOCATE | | | | | | |
7/10/2019 9:07:00 AM	CO TO REVIEW AND CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4A7AJXDM[redacted]
Owner Or Fleet	[redacted] Stratford, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	7/10/2019	Incident Date	N/A
Mileage	86,842		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/10/2019 11:29:00 AM	MEDIA ATTACHED IN DOC CENTER
7/10/2019 12:19:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; CUST ONLY PAID LABOR FOR REPAIRS; VW TO REIMBURSE TOTAL: $179.34. | | | | SP TO GENERATE CHECK REQUEST.
7/10/2019 12:25:00 PM	3VW4A7AJXDM[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $179.34. | | | | GENERATED CHECK REQUEST.
7/16/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 179.34 MAILED ON 07/15/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AXXEW[redacted]
Owner Or Fleet	[redacted] Miami, FL,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	7/11/2019	Incident Date	N/A
Mileage	54,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/11/2019 8:39:00 AM	CUSTOMER STATES: CHECKED THE RECALLS FOR VEHICLE; AIRBAG LIGHT TURNED ON OUT OF NO WHERE WHILE DRIVING. IT SHOWS THAT CUSTOMER DOESN'T HAVE ANY RECALLS. CUSTOMER LOOKED ONLINE AND THE VEHICLE SHOWS THAT MODEL WOULD HAVE A RECALL. DEALER 405041 IS TRYING TO CHARGE OVER $100.00 JUST TO LOOK AT THE VEHICLE; CUSTOMER HAS HAD BAD EXPERIENCE WITH DEALER IN THE PAST; NOT WILLING TO GO BACK. | | | CUSTOMER SEEKING: CLARIFICATION ON RECALL AND WHY THE AIRBAG LIGHT IS ON. | | | CO ADVISED: THERE ARE NO OPEN RECALLS ON THE VEHICLE. VEHICLE DOES HAVE THE AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 10 YEARS OR 120K MILES, WCF. CO OFFERED TO SCHEDULE DEALER APPOINTMENT, CUSTOMER DECLINED. CO PROVIDED DEALER 405224 CONTACT INFORMATION. | | | NO FURTHER ACTION.
7/11/2019 8:47:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWPL7AJ9DM[redacted]
Owner Or Fleet	[redacted] Everett, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2013		
Report Date	7/11/2019	Incident Date	N/A
Mileage	28,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5K0953507AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/11/2019 11:31:00 AM	RECEIVED REQUEST FOR REPURCHASE/REPLACEMENT DUE TO AIRBAG WARNING LIGHT ON
7/11/2019 11:32:00 AM	62 DAYS DOWN | | 1 TIME FOR AIRBAG WARNING LIGHT
7/11/2019 11:33:00 AM	OFFER CASH SETTLEMENT
7/17/2019 6:41:00 PM	ADVISED APOLOGIZE FOR THE TIME IT TOOK TO GET THE AIRBAG, WE HAVE REVIEWED REQUEST, WE ARE OFFERING A 2500 CASH SETTLEMENT. | | | | CUSTOMER STATES OK WITH THIS. | | | | ADVISED WILL SEND OFFER BY EMAIL TODAY.
7/17/2019 6:49:00 PM	HELLO MR. [redacted] | | | | THANK YOU FOR SPEAKING WITH ME TODAY. I HAVE ATTACHED OUR SETTLEMENT OFFER. YOU CAN RETURN THE SIGNED AGREEMENT BY EMAIL OR FAX. | | | | THANKS, | | | | KIM L. | | SPECIALIST | | CUSTOMER RESOLUTION AND RETENTION | |
7/18/2019 5:31:00 PM	FOLDER CREATED
7/23/2019 6:28:00 PM	FYI.. | | ON THIS LETTER ADDRESS IS WRONG. ITS SUPPOSE TO BE :- | [redacted] | [redacted] | | EVERETT WA [redacted] | | | | THANKS | [redacted] | | | | SENT FROM MAIL FOR WINDOWS 10 | | | | HELLO MR. [redacted] | | | | I HAVE MADE THE CORRECTION. I APOLOGIZE FOR THE ERRORS. | | | | THANKS, | | | | KIM L. | | SPECIALIST | | CUSTOMER RESOLUTION AND RETENTION | | | |
8/7/2019 1:22:00 PM	HELLO, | | | | DID YOU HAVE ANY QUESTIONS ON OUR OFFER? | | | | THANKS, | | | | KIM L. | | SPECIALIST | | CUSTOMER RESOLUTION AND RETENTION | |
8/15/2019 1:43:00 PM	WHEN I AM GOING TO RECEIVED MY OFFER ? | | | | THANKS | | | | HELLO, | | | | I HAVE ATTACHED OUR OFFER FOR YOU AGAIN. PLEASE LET ME KNOW IF THE ATTACHMENT DOES NOT COME THROUGH. | | | | THANKS, | | | | KIM L. | | SPECIALIST | | CUSTOMER RESOLUTION AND RETENTION | |
8/26/2019 5:26:00 PM	PLEASE FIND THE ATTACHMENT. | | | | | | | | THANKS | [redacted] | | | HELLO, | | | | I DO APOLOGIZE FOR THE DELAY IN RESPONSE. I AM REQUESTING THE CHECK NOW AND SHOULD HAVE IT IN MY POSSESSION IN 10-14 BUSINESS DAYS. ONCE I HAVE IT I WILL SEND IT TO YOU BY UPS. | | | | THANKS, | | | | KIM L. | | SPECIALIST | | CUSTOMER RESOLUTION AND RETENTION | |
8/26/2019 5:34:00 PM	REQUESTED CHECK
8/29/2019 1:30:00 PM	CHECK # [redacted] FOR AMOUNT $2,500.00 RECEIVED. | FORWARDED CHECK TO ADVOCATE FOR HANDLING.
9/5/2019 11:25:00 AM	OUTGOING [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWPL7AJ9DM[redacted]
Owner Or Fleet	[redacted]		Everett, WA [redacted]
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2013		
Report Date	7/11/2019	Incident Date	N/A
Mileage	28,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5K0953507AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

9/5/2019 SENT CHECK
9:07:00 AM

9/25/2019 SCANNED FILE
12:44:00 PM

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34EC[redacted]
Owner Or Fleet	[redacted], ESSEX, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	7/12/2019	Incident Date	N/A
Mileage	100,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/12/2019 10:08:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON; ELECTRICAL / OTHER SYMPTOM - 2 / STEERING CONTROLS ; ELECTRICAL / OTHER SYMPTOM - 1 / HORN;
7/12/2019 9:57:00 AM	CUSTOMER STATES: NOTICE RECEIVED IN THE MAIL ABOUT VEHICLE; SEEKING TO SEE IF THE WARRANTY IS STILL COVERED, FOR THE AIRBAG CLOCK SPRING. HORN ISN'T WORKING, AIRBAG LIGHT ON, AND STEERING CONTROLS AREN'T WORKING. | | | CUSTOMER SEEKING: CLARIFICATION | | | CO ADVISED: VEHICLE HAS THE AIRBAG CLOCK SPRING WARRANTY EXTENSION UNTIL 9/30/2023 OR 120K MILES, WCF. VEHICLE ALSO HAS OPEN RECALL HEADLIGHT ADJUSTING SCREW CAPS. THIS CAN BE PERFORMED AT ANY VW DEALER AT NO COST. | | | CO SCHEDULED DEALER 409103 APPOINTMENT: 7:30 AM - SATURDAY JUL 20, 2019 ADVISOR: PAOLO CARNEVALE | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX5HK[redacted]
Owner Or Fleet	[redacted] Greenwich, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	7/15/2019	Incident Date	N/A
Mileage	54,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/15/2019 9:01:00 AM	CUSTOMER STATES: 2017 VW TIGUAN, ORIGINALLY FROM US, IMPORTING VEHICLE TO CAN. AIRBAG LIGHT CAME ON. | | | | CUSTOMER SEEKING: CAN VEHICLE BE FIXED IN CAN? | | | | CO ADVISED: VEHICLE CAN BE DIAGNOSED AT LOCAL VW DEALER, HOWEVER, WARRANTY WORK WOULD NEED TO BE COMPLETED IN THE US. CO PROVIDED DEALER 4993025 CONTACT INFORMATION. | | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGCV7AXXCW[redacted]
Owner Or Fleet	[redacted] NEWTON, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	7/15/2019	Incident Date	N/A
Mileage	158,456		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569J		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/15/2019 10:12:00 AM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES/SEEKS: JUST FOUND OUT YESTERDAY THAT HAD A RECALLED PART FIXED FRIDAY. I WOULD LIKE TO GET REIMBURSED FOR THE OUT OF POCKET COST FOR THE RECALLED PART. WHAT CAN I DO? IT WAS A NON AUTHORIZED VW MECH | | | CO ADVISED: I APPRECIATE YOU GIVING ME SOME TIME TO LOOK INTO NEXT STEPS. BEFORE I PROVIDE THOSE, I NOTICED THERE IS A SOFTWARE UPDATE THAT NEEDS TO BE PERFORMED ON YOUR ENGINE CONTROL MODULE. THIS IS A FREE TO YOU SOFTWARE UPDATE THAT YOU CAN HAVE PERFORMED AT ANY AUTHORIZED VW DEALERSHIP. I CAN HELP SET UP AN APPOINTMENT TO HAVE THIS DONE AS WELL, IF YOU'D LIKE. | | | CUSTOMER DECLINED | | | CO ADVISED: NOW, AS FOR REIMBURSEMENT OF THE RECALL WORK DONE TO YOUR AIRBAG CLOCK SPRING, BECAUSE THE RECALL WAS PUT OUT ON DECEMBER 10, 2015, AND BECAUSE YOU HAD THE RECALL PERFORMED AT A NON-VW AUTHORIZED MECHANIC, WE WILL ONLY LOOK TO REIMBURSE FOR THE PARTS INVOLVED, BUT NOT THE LABOR. IN ORDER FOR US TO LOOK INTO REIMBURSEMENT, WE WILL NEED A COPY OF THE REPAIR ORDER AND THE PROOF OF PAYMENT. I CAN SEND YOU AN EMAIL WITH INSTRUCTIONS ON HOW TO SUBMIT THOSE DOCUMENTS IF YOU WOULD LIKE. | | | CUSTOMER ACCEPTS | | | CO TO EMAIL CUSTOMER
7/15/2019 10:14:00 AM	HI, [redacted] | | | I APPRECIATE YOUR CHATTING IN TODAY! | | | IN ORDER TO SEEK REIMBURSEMENT FOR PARTS, I WILL NEED YOU TO SEND IN THE REPAIR ORDER AND PROOF OF PAYMENT. WE ACCEPT SEVERAL TYPES OF PROOF OF PAYMENT, SUCH AS | ┬ COPY OF CREDIT CARD RECEIPT | ┬ CANCELLED CHECK | ┬ BANK OR CREDIT CARD STATEMENT | THE PAYMENT MAY ALSO BE LISTED ON THE REPAIR ORDER, ESPECIALLY IF YOU PAID CASH. IF THIS IS NOTED ON THE REPAIR ORDER, THIS IS ALSO ACCEPTABLE. | | | IN ORDER TO SUBMIT YOUR DOCUMENTS FOR REIMBURSEMENT, YOU CAN REPLY DIRECTLY TO THIS EMAIL, FAX THEM TO 248-754-6504, OR SEND THEM VIA POSTAL MAIL TO VOLKSWAGEN CUSTOMER CARE CENTER, 3800 HAMLIN RD, AUBURN HILLS, MI 48326. REPLYING TO THIS EMAIL IS THE QUICKEST WAY TO SEND IN THE DOCUMENTS, WHILE MAILING THEM WOULD TAKE THE LONGEST. FEEL FREE TO USE WHICHEVER METHOD IS MOST CONVENIENT FOR YOU. | | | ONCE THE DOCUMENTS ARE RECEIVED, WE WILL REVIEW YOUR DOCUMENTS. IT MAY TAKE UP TO 60 DAYS, AT WHICH POINT, WE WILL SEND YOU A DETERMINATION. | | | IF YOU HAVE ANY OTHER QUESTIONS, FEEL FREE TO REPLY WITH THEM TO THIS EMAIL, CHAT BACK IN WITH US, OR CALL US AT 800-822-8987. | | | BEST, | | | STEFANI S | CUSTOMER CARE CHAT ADVOCATE | VOLKSWAGEN CUSTOMER CARE | | | CO TO WAIT CUSTOMER MAIL
7/15/2019 10:37:00 AM	MEDIA ATTACHED IN DOC CENTER | | | GOOD MORNING THANKS FOR THE QUICK RESPONSE! HERE ARE THE DOCUMENTS | | | CO TO EMAIL CUSTOMER
7/15/2019 10:39:00 AM	HI, [redacted] | | | THANK YOU FOR GETTING YOUR DOCUMENTS IN SO QUICKLY! I AM SENDING THE CASE FOR REVIEW. YOU SHOULD HEAR BACK WITHIN 60 DAYS ABOUT OUR DETERMINATION. | | | BEST, | | | | | STEFANI S | CUSTOMER CARE CHAT ADVOCATE | VOLKSWAGEN CUSTOMER CARE | | | | | CO TO ESCALATE TO SPECIAL PROJECTS
7/15/2019 10:42:00 AM	SPECIAL PROJECTS TO REVIEW FOR PARTS REIMBURSEMENT FOR RECALL COMPLETED AT INDEPENDENT MECHANIC
7/22/2019 10:35:00 AM	CUST SEEKING REIMBURSEMENT FOR WECI WARR EXT; SUBMITTED RO AND POP FROM INDEP; INDEP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; REPAIRS WERE COMPLETED AFTER THE LAST VALID OUT OF POCKET DATE FOR REIMBURSEMENT; VW TO REIMBURSE PARTS ONLY AS GOODWILL; VW TO REIMBURSE TOTAL: $290.00. | | | SP TO GENERATE CHECK REQUEST AND MAIL LETTER EXPLAINING REIMBURSEMENT. | |
7/22/2019 10:42:00 AM	WVGCV7AXXCW[redacted] VW TO REIMBURSE CUSTOMER FOR WECI PARTS ONLY AS GOODWILL DUE TO DATE; TOTAL: $290.00. | | | | GENERATED CHECK REQUEST.
7/22/2019 10:46:00 AM	SP MAILED LETTER EXPLAINING REIMBURSEMENT.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGCV7AXXCW[redacted]
Owner Or Fleet	[redacted]NEWTON, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	7/15/2019	Incident Date	N/A
Mileage	158,456		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569J		

Crash	Property Damage	Injury	Fatality
No	No	0	0

7/25/2019 4:00:00 AM CHECK # [redacted] FOR AMOUNT $ 290.00 MAILED ON 07/24/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWDM7AJXCW[redacted]
Owner Or Fleet	[redacted]		MATTESON, IL, [redacted]
Make, Model, Model Year	Volkswagen, Golf, 2012		
Report Date	7/15/2019	Incident Date	N/A
Mileage	54,846		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5K0953507AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/15/2019 1:15:00 PM	DEALERSHIP CALLING IN; | | | | STATES: VEHICLE IN DEALER POSSESSION | | | | SEEKING: WARRANTY EXTENSION ON THE AIRBAG CLOCK SPRING | | | | CO ADVISED: VEHICLE DOES NOT HAVE THE AIRBAG CLOCK SPRING WARRANTY EXTENSION. VEHICLE HAS: DIESEL HIGH PRESSURE FUEL PUMP WARRANTY EXT 2/19/2022 OR 120K MILES, WCF. EXHAUST FLAP WARRANTY EXT 2/20/2022 OR 120K MILES,WCF. EXTENDED EMISSIONS WARRANTY┬ LIMITED WARRANTY EXTENSION SHALL BE THE GREATER OF: | |┬ 10 YEARS OR 120,000 MILES, WHICHEVER OCCURS FIRST FROM THE VEHICLES ORIGINAL IN-SERVICE DATE; OR | |┬ 4 YEARS OR 48,000 MILES, WHICHEVER OCCURS FIRST, FROM THE DATE AND MILEAGE OF THE EMISSIONS MODIFICATION. | | | THE ENTIRE EXHAUST GAS AFTER TREATMENT SYSTEM, INCLUDING THE DIESEL OXIDATION CATALYTIC CONVERTER (DOC), THE NOX REDUCTION CATALYTIC CONVERTER, THE DIESEL PARTICULATE FILTER (DPF), THE EXHAUST FLAP, AND ALL SENSORS AND ACTUATORS; | |┬ THE ENTIRE FUEL SYSTEM | |┬ THE EGR SYSTEM, | |┬ THE AIR INTAKE PIPE AND CHARGE AIR COOLER, CHARGE AIR TEMPERATURE SENSOR AND AIR MASS SENSOR (HFM); | |┬ THE TURBOCHARGER, INCLUDING THE TURBOCHARGER DAMPER; | |┬ THE GLOW PLUG; | |┬ THE ON-BOARD DIAGNOSTIC (OBD) SYSTEM | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW467AJ1DM[redacted]
Owner Or Fleet	[redacted]NEW PORT RICHEY, FL,[redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	7/15/2019	Incident Date	N/A
Mileage	105,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/15/2019 6:32:00 PM	CUSTOMER STATES SHE WAS DRIVING WHEN SHE HEARD A LOUD CLICKING NOISE WHEN TURNING AND THEN HEARD A LOUD POPPING NOISE. AFTER THAT HER AIRBAG LIGHT CAME ON AND HER CONTROLS FOR THE RADIO WENT OUT. CUSTOMER VISITED AN INDEPENDENT WHO TOLD HER THAT THIS WAS A RECALL AND TO CALL VW | | | CUSTOMER SEEKING IF SHE HAS THIS RECALL AND HOW TO GET THIS DONE | | | CO CONFIRMED SHE HAD RECALL 69L2 AND IT WAS NOT PERFORMED. CO SET UP APPOINTMENT WITH DEALER 405022 FOR 7/18/19 AT 10:30AM[redacted] | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRA7AJ8AM[redacted]
Owner Or Fleet	[redacted]		Sanbornville, NH, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	7/16/2019	Incident Date	N/A
Mileage	122,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/16/2019 5:09:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED 2.5 YEARS AGO AT MILEAGE 88K MI; VEHICLE PURCHASED FROM VW DEALER; NOT A CPO; PROVIDED 30 DAY WARRANTY AT TIME OF PURCHASE; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; VEHICLE EXPERIENCING: AIRBAG LIGHT ON, ISSUE STARTED IN AUGUST 2018; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT DLR 401106 IN AUGUST 2018; CUSTOMER CHOSE NOT TO HAVE VEHICLE REPAIRED; CUSTOMER RECEIVED NOTIFICATION OF AIRBAG CLOCK SPRING RECALL IN NOVEMBER 2018; VEHICLE IS NOW BEYOND WARRANTY EXTENSION | | | CUSTOMER SEEKING: TO EXTEND AIRBAG CLOCK SPRING WARRANTY EXTENSION | | | EM ADVISED: EM ADVISED: BECAUSE VEHICLE IS OUTSIDE OF WARRANTY EXTENSION BY 2K MILES, VW WOULD NOT BE ABLE TO EXTEND ANY FURTHER | | | CO ADVISED: VEHICLE ORIGINALLY CAME WITH NVLW 3Y/36K MI; WARRANTY ON AIRBAG CLOCK SPRING EXTENDED TO 10Y/120K MI WOF; AS WARRANTY WAS ALREADY EXTENDED, VW WOULD NOT OFFER ANY ADDITIONAL EXTENSIONS | | | NO FURTHER ACTION
7/16/2019 5:12:00 PM	EM ADVISED: BECAUSE VEHICLE IS OUTSIDE OF WARRANTY EXTENSION BY 2K MILES, VW WOULD NOT BE ABLE TO EXTEND ANY FURTHER; CO TO RETURN TO CUSTOMER.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A33DC[redacted]
Owner Or Fleet	[redacted]Las Vegas, NV, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	7/16/2019	Incident Date	N/A
Mileage	67,312		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/16/2019 5:37:00 PM	MEDIA ATTACHED IN DOC CENTER
7/18/2019 2:54:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARR EXT; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $410.65. | | | SP TO GENERATE CHECK REQUEST.
7/18/2019 2:55:00 PM	1VWAP7A33DC[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $410.65. | | | GENERATED CHECK REQUEST.
7/23/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 410.65 MAILED ON 07/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU4GM[redacted]
Owner Or Fleet	[redacted] Nyack, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2016		
Report Date	7/16/2019	Incident Date	N/A
Mileage	37,813		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/16/2019 5:38:00 PM	MEDIA ATTACHED IN DOC CENTER
7/18/2019 3:40:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARR EXT; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $728.71. | | | SP TO GENERATE CHECK REQUEST.
7/18/2019 3:42:00 PM	3VW217AU4GM[redacted]VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $728.21. | | | GENERATED CHECK REQUEST.
7/23/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 728.21 MAILED ON 07/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A34CC[redacted]
Owner Or Fleet	[redacted] CAPE CORAL, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	7/16/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/16/2019 5:41:00 PM	MEDIA ATTACHED IN DOC CENTER
7/18/2019 4:41:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARR EXT; SUBMITTED RECEIPT FOR AIR BAG CLOCK SPRING FROM DLR; VW TO REIMBURSE TOTAL: $310.37. | | | | SP TO GENERATE CHECK REQUEST.
7/18/2019 4:43:00 PM	1VWAP7A34CC[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $310.37. | | | | GENERATED CHECK REQUEST.
7/25/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 310.37 MAILED ON 07/24/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCT7A36FC[redacted]
Owner Or Fleet	[redacted]	GREER, SC,	[redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	7/16/2019	Incident Date	N/A
Mileage	58,094		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/16/2019 5:53:00 PM	MEDIA ATTACHED IN DOC CENTER
7/18/2019 4:33:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARR EXT; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $572.54. | | | SP TO GENERATE CHECK REQUEST.
7/18/2019 4:35:00 PM	1VWCT7A36FC[redacted]VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $572.54. | | | GENERATED CHECK REQUEST.
7/23/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 572.54 MAILED ON 07/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH5CV[redacted]
Owner Or Fleet	[redacted]		TUCSON, AZ,[redacted]
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	7/17/2019	Incident Date	N/A
Mileage	65,490		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/17/2019 10:58:00 AM	MEDIA ATTACHED IN DOC CENTER
7/17/2019 4:14:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARR EXT; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING AND THE STEERING WHEEL; ONLY THE AIR BAG CLOCK SPRING IS COVERED BY WECY WARR EXT; CUST PAID $580.68 FOR REPAIRS; TAX $26.45; VW TO REIMBURSE TOTAL: $607.13. | | | SP TO GENERATE CHECK REQUEST.
7/17/2019 4:18:00 PM	WVWBW7AH5CV[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $607.13. | | | GENERATED CHECK REQUEST.
7/23/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 607.13 MAILED ON 07/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A39EC[redacted]
Owner Or Fleet	[redacted] Windermere, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	7/20/2019	Incident Date	N/A
Mileage	227,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/20/2019 8:36:00 PM	CUSTOMER STATES: THIS IS THE SECOND TIME THE CLOCK SPRING HAS FAILED; THE FIRST TIME WAS AT 50,000 AFTER THE ORIGINAL WARRANTY ENDED; SUBMITTED A REQUEST TO BE REIMBURSED FOR THE FIRST REPAIR; HAD THE ORIGINAL REPAIR DONE IN 2015; REPLACED THE CLOCK SPRING MYSELF, BUT I HAD TO HAVE THE COMPUTER RESET BY THE SERVICE DEPARTMENT AT DAVID MAUS VOLKSWAGEN SOUTH IN ORLANDO; WELL BEYOND THE TERMS OF THE EXTENDED WARRANTY AS OUTLINED IN THE LETTER; PART FAILED TWO DAYS AGO; HAVE AN APPOINTMENT WITH THEM ON TUESDAY; BUT ABSOLUTELY CERTAIN IT'S THE SAME FAILURE THAT HAPPENED 4 YEARS AGO. | | | CUSTOMER SEEKING: HOW CAN I GET THE SECOND REPAIR COVERED AS WELL? | | | CUSTOMER OWNER ADVISED: WILL FOLLOW-UP WITH CUSTOMER BY THE COB WEDNESDAY (7/24/19); PROVIDED CASE NUMBER TO CUSTOMER. | | | CUSTOMER ACKNOWLEDGED | | | NO FURTHER ACTION | |
7/20/2019 8:54:00 PM	MEDIA ATTACHED IN DOC CENTER
7/22/2019 3:46:00 PM	MEDIA ATTACHED IN DOC CENTER
7/23/2019 8:29:00 AM	CUST STATES ALREADY HAS A CASE WITH VW; CUST HAD STEERING WHEEL CLOCK SPRING REPLACED AT 55K IN 2015; CUST JUST HAD STEERING WHEEL CLOCK SPRING REPLACED AGAIN 6 DAYS AGO; RECEIVED NOTICE OF WARR EXTENSION FOR THE AIRBAG CLOCK SPRING FOR 10YRS OR 120K MILES WOF | | | CUST SEEKING REIMBURSEMENT FOR THE AIR BAG CLOCK SPRING REPAIRS BOTH PREVIUOS AND RECENT | | | CA ADVISED CUST CAN SEND IN RO FROM DLR 405014 FOR THE FIRST REPAIR; THE 2ND REPAIR WOULD NOT BE COVERED DUE TO THE VEH BEING OUTSIDE OF THE WARR EXTENSION AND SPARE PARTS WARR BY TIME AND MILEAGE | | | CO TO WAIT CUST MAIL | | |
7/24/2019 10:52:00 AM	MEDIA ATTACHED IN DOC CENTER
7/24/2019 3:44:00 PM	FROM: VW CUSTOMER CHAT | | SENT: WEDNESDAY, JULY 24, 2019 3:43 PM | | TO: [redacted] | SUBJECT: CASE # [redacted] | | | HELLO [redacted] | | | AS PROMISED I'M SENDING YOU THIS FOLLOW UP EMAIL. HOW DID YOUR APPOINTMENT GO WITH DAVID MAUS VW YESTERDAY? DID THEY DIAGNOSE YOUR PASSAT AND FIND THE CAUSE OF THE ISSUE? DID DAVID MAUS VW FIX YOUR AIRBAG CLOCK SPRING? | | | I DO SEE YOU CALLED IN YESTERDAY ABOUT YOUR CASE, AND YOU SPOKE WITH ONE OF MY COLLEAGUES HERE AT VWOA. WE RECEIVED YOUR EMAIL WITH ALL YOUR INFORMATION ATTACHED. IN ORDER FOR ME TO LOOK FURTHER INTO YOUR REQUEST FOR REIMBURSEMENT. WE WILL NEED A RO FROM DAVID MAUS VW SHOWING THE COST OF THE COMPUTER RESET THAT THEY DID TO YOUR PASSAT AS WELL. | | | IN THE MEANTIME, IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO REPLY BACK TO THIS EMAIL. | | | | | WARM REGARDS, | | | VIRENDA J. | | CHAT ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | |
7/24/2019 6:29:00 PM	CUSTOMER SENT IN PROOF OF PAYMENT AND RO OF COMPUTER RESET FROM DEALER 405014 TODAY; | | | CO WILL ESCALATE IT UP TO SPECIAL PROJECTS | |
7/24/2019 6:32:00 PM	CUSTOMER IS SEEKING REIMBURSEMENT FOR THE AIRBAG CLOCK SPRING REPAIRS BOTH PREVIUOS AND RECENT; | | | SPECIAL PROJECTS TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A39EC[redacted]
Owner Or Fleet	[redacted] Windermere, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	7/20/2019	Incident Date	N/A
Mileage	227,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

8/7/2019 1:16:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR TWO REPAIRS UNDER THE WECY WARRANTY EXTENSION; CUSTOMER PAID FOR REPAIRS IN 2015 AT DEALER 405014; CUSTOMER PURCHASED PART FOR $220.97, CUSTOMER PAID $126.69 FOR LABOR; IN 2019 THE DEALER PERFORMED THE REPAIRS AT 227,000 MILES, THIS REPAIR WAS COMPLETED OUTSIDE OF THE WARRANTY EXTENSION, AS SUCH VW IS UNABLE TO MEET REQUEST FOR SECOND REPAIR; VW TO GOODWILL REIMBURSE THE REPAIR COMPLETED IN 2015 AS IT WAS COMPLETED BEFORE THE FIRST VALID OUT OF POCKET DATE FOR REIMBURSEMENT; VW TO REIMBURSE TOTAL: $347.66. | | | SP TO GENERATE CHECK REQUEST AND MAIL LETTER EXPLAINING SECOND DENIAL
8/7/2019 1:20:00 PM	1VWBH7A39EC[redacted] VW TO REIMBURSE CUST FOR WECY DLR REPAIRS AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $347.66. | | | | GENERATED CHECK REQUEST.
8/7/2019 1:22:00 PM	SP MAILED LETTER EXPLAINING DENIAL OF SECOND REPAIR DUE TO MILEAGE OUTSIDE OF WARRANTY EXTENSION.
8/16/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 347.66 MAILED ON 08/15/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX1CW[redacted]
Owner Or Fleet	[redacted] MIAMI, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	7/22/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/22/2019 12:28:00 PM	CUSTOMER STATES: DAUGHTER DRIVES THE VEHICLE. JUST THE OTHER DAY, THERE WAS A PROBLEM WITH THE VEHICLE. THE AIRBAG LIGHT CAME ON, NONE OF THE FUNCTIONS ON THE STEERING COLUMN WAS WORKING. STOPPED AT MECHANIC, TO CHECK. THEY DETERMINED THAT IT IS A BAD CLOCK SPRING THAT NEEDS TO BE REPLACED. CUSTOMER SAW ONLINE THAT THERE IS A RECALL. MILEAGE UNKNOWN. VEHICLE IS EITHER WITH DAUGHTER OR AT SHOP. | | | CUSTOMER SEEKING: CLARIFICATION. CAN MECHANIC DO THE WORK? AND BE COMPENSATED. | | | CO ADVISED: VEHICLE HAD THE A-RECALL - STEERING WHEEL CLOCK SPRING, WHICH WAS CLOSED ON 3/12/2016. VEHICLE HAS THE WARRANTY EXTENSION THAT EXPIRES 9/30/2026. WOULD RECOMMEND HAVING A DIAGNOSIS DONE AT A VW DEALER. IF CUSTOMER CHOOSES TO GO TO AN INDEPENDENT, REIMBURSEMENT WILL BE REVIEWED FOR PARTS ONLY (MUST BE GENUINE VW PARTS) ON ALL OPEN RECALLS/WARRANTY EXTENSIONS; LABOR WOULD BE THE CUSTOMERS RESPONSIBILITY SINCE REPAIR WAS COMPLETED AT A NON-VW DEALER. CO OFFERED TO SCHEDULE DEALER APPOINTMENT, CUSTOMER DECLINED. | | | CUSTOMER STATES: WHAT ABOUT RECALL# 18V329000, DATED 5/16/2018 | | | REVIEWED WITH: TEAM LEAD DEBBIE | | | CO ADVISED: CAN'T SPEAK TO RECALL NUMBER PROVIDED; RECALLS ARE VIN SPECIFIC, THERE ARE NO OPEN RECALLS ON THE VEHICLE. CAN FOLLOW UP WITH CUSTOMER IN A FEW DAYS TO INQUIRE ON WHICH ROUTE CUSTOMER WOULD LIKE TO TAKE. CO TO EMAIL CASE NUMBER. | | | CO TO FOLLOW UP WITH CUSTOMER BY COB 7/28/2019
7/22/2019 12:38:00 PM	TEAM LEAD ADVISED: WOULD NOT BE ABLE TO SPEAK TO A RECALL THAT IS NOT ON VEHICLE; NUMBER PROVIDED IS NOT ON RECALL LIST; CO TO ADVISE
7/22/2019 12:45:00 PM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┤T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | JAMISHA K | | CUSTOMER CARE ADVOCATE | |
7/22/2019 12:49:00 PM	CATEGORY SELECTION : ELECTRICAL / OTHER SYMPTOM - 2 / HORN ; ELECTRICAL / OTHER SYMPTOM - 1 / STEERING WHEEL CONTROLS; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT;
7/25/2019 1:15:00 PM	FOLLOWING UP WITH CUSTOMER; GOT VOICEMAIL. | | | CO ADVISED: FOLLOWING UP WITH CUSTOMER REGARDING CASE. AT CUSTOMER'S EARLIEST CONVENIENCE, PLEASE CONTACT CARE BACK AT 800.822.8987 AND REFERENCE CASE NUMBER. | | | CO TO FOLLOW UP WITH CUSTOMER BY COB 7/26/2019.
7/25/2019 1:34:00 PM	IF CUSTOMER CALLS BACK; LEVEL 1: GET CLARIFICATION FROM CUSTOMER REGARDING IF HE WILL BE GOING TO AN INDEPENDENT, OR DEALER FOR REPAIRS FOR THE CLOCK SPRING.
7/26/2019 12:17:00 PM	FOLLOWING UP WITH CUSTOMER; GOT VOICEMAIL; | | | CO ADVISED: AT CUSTOMER'S EARLIEST CONVENIENCE, PLEASE CONTACT CARE BACK AT 800.822.8987 AND REFERENCE CASE NUMBER. | | | WAITING CUSTOMER CONTACT.
7/26/2019 12:19:00 PM	CLOSED, PENDING CUSTOMER CONTACT.
7/26/2019 5:27:00 PM	CUSTOMER STATES: MISSED A FEW CALLS FROM CO | | | CUSTOMER SEEKING: TO SPEAK TO CO | | | CUSTOMER ADVOCATE ADVISED: BASED ON CASE NOTES CO WAS CALLING TO CONFIRM IF VEHICLE WAS TAKEN TO A VW DEALER OR THE LOCAL MECHANIC; | | | CUSTOMER STATES: HE TOOK THE VEHICLE TO GUNTHER VW 405073 ON WEDNESDAY 7/24; DEALER WAS ABLE TO COVER THE REPAIR UNDER WARRANTY; | | | CO TO REVIEW AND CLOSE | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX7BW[redacted]
Owner Or Fleet	[redacted] Briarcliff Manor, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	7/23/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/23/2019 10:08:00 AM	CUSTOMER STATES VEHICLE IS EXPERIENCING A PROBLEM WITH THE AIR BAG CLOCK SPRING | | | CUSTOMER SEEKING TO KNOW IF THE VEHICLE IS AFFECTED BY RECALL OR WARRANTY EXTENSION FOR AIR BAG CLOCK SPRING | | | CO ADVISED VEHICLE IS AFFECTED BY WARRANTY EXTENSION FOR THE AIR BAG CLOCK SPRING FOR 10YRS OR 120K MILES WOF | | | CO TO ESCALATE TO TEAM 5 TO EMAIL CUSTOMER REMAINING WARRANTY EXTENSIONS
7/23/2019 10:13:00 AM	TEAM 5 TO EMAIL CUSTOMER WARRANTY EXTENSIONS ON VEHICLE WHICH ARE INTAKE MANIFOLD; FUEL INJECTOR; INJECTION PUMP AND AIR BAG CLOCK SPRING FOR 10YRS OR 120K MILES WOF AND TIMING CHAIN FOR 10YRS OR 100K MILES WOF | | | TEAM 5 TO REVIEW
7/25/2019 10:05:00 AM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY
7/25/2019 10:05:00 AM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A32EC[redacted]
Owner Or Fleet	[redacted] ENGLEWOOD, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	7/23/2019	Incident Date	N/A
Mileage	59,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/23/2019 12:38:00 PM	CUSTOMER STATES: VEHICLE AIRBAG LIGHT IS ON; CUSTOMERS DEALER JUST CLOSED AND NEEDS TO KNOW NEXT CLOSEST DEALER; WANTED TO KNOW ABOUT OPEN RECALLS ON VEHICLE | | | CUSTOMER SEEKING: DLRS TO BE LOCATED; OPEN RECALLS ON VEHICLE | | | CO ADVISED: VEHICLE HAS S-SERV_ACT - ENGINE CONTROL MODULE (ECM) SOFTWARE, A-RECALL - HEADLIGHT ADJUSTING SCREW CAPS ,AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI WOF , FEDERAL EMISSIONS LONG TERM 8Y/80K MILES WOF, AND CORROSION PERFORATION 12Y; NEAREST DEALER IS TEDDY VOLKSWAGEN IN THE BRONX IN NY; CUSTOMER COULD GO TO JOE HEIDT MOTORS IN NJ; CUSTOMER WILL BE EMAILED RECALLS, WARRANTY EXTENSION, REMAINING WARRANTIES, AND DEALER # | | | CO TO ESCALATE TO TEAM 5 FOX | |
7/23/2019 12:45:00 PM	TEAM 5 FOX TO EMAIL CUSTOMER OPEN RECALLS, WARRANTY EXTENSION, REMAINING WARRANTIES, AND PHONE NUMBER TO DEALER 408269 | | | S-SERV_ACT - ENGINE CONTROL MODULE (ECM) SOFTWARE | | A-RECALL - HEADLIGHT ADJUSTING SCREW CAPS | | AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI WOF | | FEDERAL EMISSIONS LONG TERM 8Y/80K MILES WOF | | CORROSION PERFORATION 12Y | | | DEALER #: (201) 327-2900
7/25/2019 9:58:00 AM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY
7/25/2019 9:58:00 AM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJK7AN5AP[redacted]
Owner Or Fleet	[redacted], Spotsylvania, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	7/24/2019	Incident Date	N/A
Mileage	74,400		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/24/2019 8:19:00 AM	REFERENCE CASE #: [redacted]*** | | | CUSTOMER STATES: NOT ORIGINAL OWNER; VEHICLE PURCHASED FROM DEALER 409453 IN 4/2013; YES, THIS IS A CPO VEHICLE; MAINTAINED AT VW DEALERS; VEHICLE HAS BEEN HAVING A REPEAT AIRBAG WARNING LIGHT CONCERN; ALL PREVIOUS REPAIRS WERE DONE AT DEALER 409461; IGNITER HAS BEEN REPLACED 2 OR 3 TIMES, AND THE AIRBAG CLOCK SPRING HAS BEEN REPLACED 1 TIME; LATEST REPAIR WAS FOR THE IGNITER, AND THIS WAS DONE IN THE FIRST WEEK OF 6/2019, AT DEALER 409461; THIS MORNING, 7/24/2019, THE AIRBAG WARNING LIGHT TURNED BACK ON ONCE AGAIN | | | CUSTOMER SEEKING: APPOINTMENT SCHEDULED AT ALTERNATE VW DEALER WITH FOLLOW-UP ON SERVICE, AND LOANER PROVIDED | | | CO ADVISED: DUE TO REPEAT REPAIR CONCERN, AND PREVIOUS CASE INVOLVING COMMUNICATION WITH AN RCM, CO WILL ESCALATE THIS NEW CASE TO ANOTHER RCM TO FOLLOW-UP ON A NEW APPOINTMENT, ONCE IT HAS BEEN SCHEDULED; CUSTOMER WISHED FOR APPOINTMENT TO BE SCHEDULED AT DEALER 409453; CO CALLED THIS DEALER AND SPOKE WITH REYNA, WHO SCHEDULED AN APPOINTMENT FOR 7/31/2019 AT 7:00AM, WITH A LOANER AVAILABLE; CO ADVISED TO THE CUSTOMER THAT THE RCM WILL FOLLOW-UP WITH HIM BY COB 8/1/2019 | | | CO TO ESCALATE TO RCM*
7/24/2019 8:43:00 AM	RCM TO CONTACT DEALER 409453 IN REGARD TO 7/31/2019 APPOINTMENT FOR REPEAT AIRBAG WARNING LIGHT CONCERN; PREVIOUS REPAIR ATTEMPTS WERE COMPLETED AT DEALER 409461; RCM TO FOLLOW-UP WITH CUSTOMER BY COB 8/1/2019 | | | RCM TO REVIEW*
7/24/2019 8:43:00 AM	REFERENCE #[redacted] | | | HELLO MR. [redacted] | | | WHILE WE┬┐RE WORKING YOUR CASE, WE WANTED TO MAKE IT AS CONVENIENT FOR YOU AS POSSIBLE. | | | A MEMBER FROM OUR REGION CASE MANAGER TEAM WILL BE REACHING OUT TO YOUR DEALERSHIP AND WILL FOLLOW UP WITH YOU BY THE CLOSE OF BUSINESS ON 08/01/2019. IF YOU HAVE ANY ADDITIONAL INFORMATION OR WOULD PREFER AN UPDATE BY EMAIL, PLEASE FEEL FREE TO REPLY BACK. | | | YOU CAN ALSO CHECK ON THE PROGRESS OF YOUR CASE BY CHATTING WITH US AT [redacted] PLEASE USE REFERENCE NUMBER TO MAKE IT EASIER TO LOCATE YOUR CASE. | | | SINCERELY, | | | YOUR REGION CASE MANAGER TEAM | |
8/1/2019 2:17:00 PM	HI | | TECH RAN GFF ON DALMASI--FAULT STORED VAG00588 FOR DRIVERS SIDE AIRBAG IGNITER-LOWER LIMIT NOT REACHED. RHEA SPOKE WITH CUST TRYING TO GET MORE INFO. I AM TRYING TO GET AHOLD OF HUBER VW WHO HAS BEEN SERVICING THE VEH UP TO THIS POINT. IT LOOKS FROM WARRANTY HISTORY, THAT 3 AIR BAGS HAVE BEEN INSTALLED. 1ST AND LAST ONES WERE RECALL PARTS I DO BELIEVE. BUT THE ONE IN THE MIDDLE SEEMS TO BE A STRAIGHT UP WARRANTY REPLACEMENT NOT A RECALL CONCERN. I TRULY NEED TO SEE WHAT THE ACTUAL CONCERNS WERE WHEN CAR WAS TAKEN IN- IS CUST COUNTING # OF TIMES CAR WAS IN WITH WARR. CONCERN OR JUST CAME IN TO HAVE AIR BAG REPLACED. LET YOU KNOW ONCE I GATHER MORE INFO. | |
8/1/2019 3:27:00 PM	RCM CALLED CUSTOMER; ADVISED RCM WORKING CASE; RCM HAS REACHED OUT TO DEALER TO DISCUSS CONCERNS WITH REPEAT AIRBAG LIGHT; RCM UNDERSTANDS THAT WORK HAS BEEN COMPLETED AT DEALER 409461; ASM DARRELL AT DEALER 409453 HAS BEEN REACHING OUT TO OTHER DEALER TO DISCUSS REPAIR HISTORY; WILL FOLLOW UP WITH RCM | | | CUSTOMER THANKED RCM; STATED ISSUES FIRST STARTED OCCURRING WITH RECALL BACK IN 1/2018; ALL SERVICES ON VEHICLE WERE AT OTHER DEALER PRIOR TO THIS; DEALER CAN TAKE THEIR TIME ON REPAIRS; CUSTOMER WANTS ISSUES RESOLVED ONCE AND FOR ALL | | | RCM THANKED CUSTOMER FOR FEEDBACK; RCM TO EMAIL CONTACT INFO; RCM WILL FOLLOW UP WITH DEALER AND CUSTOMER BY COB 8/2/19 | | | RCM TO EMAIL DEALER
8/1/2019 3:53:00 PM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | THANKS FOR YOUR PATIENCE WHILE I WORK ON YOUR CASE. | | | TO MAKE THINGS EASIER, I WANTED TO PROVIDE MY DIRECT EXTENSION SO THAT YOU CAN CONTACT ME ANYTIME. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL (43416). | | | IF I AM ASSISTING OTHER CUSTOMERS WHEN YOU CALL, FEEL FREE TO LEAVE A VOICEMAIL. | | | YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | I LOOK FORWARD TO SPEAKING WITH YOU SOON! | | | SINCERELY, | | | | | | CHAD S | | REGION CASE MANAGER | | |
8/1/2019 9:43:00 AM	GOOD MORNING, DARRELL. | | | CHECKING IN ON A FEW CASES WHEN YOU HAVE A MOMENT. | | | [redacted] / WVWJK7AN5AP[redacted] | CUSTOMER STATED SHE WAS BRINGING HER VEHICLE IN DUE TO REPEAT CONCERNS WITH HER AIR BAG LIGHT COMING ON. PLEASE LET ME KNOW WHAT YOU CAN ABOUT THIS ONE. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJK7AN5AP[redacted]
Owner Or Fleet	[redacted] Spotsylvania, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	7/24/2019	Incident Date	N/A
Mileage	74,400		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

8/2/2019 4:19:00 PM	RCM CALLED CUSTOMER; LEFT VOICE MAIL MESSAGE ADVISING ASM STILL WORKING TO DIAGNOSE CONCERNS; RCM TO FOLLOW UP BY COB 8/6/19; PROVIDED CONTACT INFO AND X-43416 | | | | RCM TO EMAIL DEALER
8/2/2019 7:53:00 AM	GOOD MORNING, DARRELL. | | | | CHECKING IN TO SEE IF YOU HAVE ANY NEW INFORMATION FOR ME ON [redacted] S CASE. HE CONFIRMED THAT ALL WORK WAS DONE FOR THESE ISSUES AT DLR 409461 AND ISSUES BEGAN AFTER THE RECALL IN JANUARY 2018. HE IS NOT IN A RUSH TO GET THE VEHICLE BACK AND STATED THAT YOU CAN TAKE AS MUCH TIME AS NEEDED TO FIGURE THIS OUT AND MAKE THE REPAIRS. HE JUST WANTS TO HAVE THIS FIXED ONCE AND FOR ALL. PLEASE LET ME KNOW IF YOU HAVE ANY NEW INFO ON THIS ONE. | | | | THANKS, | | | | CHAD SAMSON | | REGION CASE MANAGER | |
8/2/2019 9:19:00 AM	NOTHING AS YET
8/6/2019 10:21:00 AM	GOOD MORNING, DARRELL. | | | | CHECKING IN TO SEE WHERE THE CASE FOR [redacted]// WVWJK7AN5AP[redacted] STANDS. DO YOU HAVE ANY INFORMATION FOR ME ON THIS ONE? | | | | THANKS, | | | | CHAD SAMSON | | REGION CASE MANAGER | |
8/6/2019 3:41:00 PM	REFERENCE #[redacted] | | | | DEAR MR. [redacted], | | | | THANKS FOR YOUR PATIENCE WHILE I WORK WITH KAREN RADLEY VOLKSWAGEN. | | | | I JUST WANTED TO LET YOU KNOW THAT I AM WAITING ON AN UPDATE FROM THE ASSISTANT SERVICE MANAGER, DARRELL, AND I WILL FOLLOW UP WITH YOU BEFORE THE CLOSE OF BUSINESS ON FRIDAY, AUGUST 9. | | | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS IN THE MEANTIME, PLEASE DO NOT HESITATE TO GIVE ME A CALL. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL (43416). YOU CAN ALSO REPLY TO THIS EMAIL. | | | | SINCERELY, | | | | | | | | CHAD S | | REGION CASE MANAGER | |
8/7/2019 10:04:00 AM	GOOD MORNING, DARRELL. | | | | CHECKING IN TO GET SOME UPDATES WHEN YOU HAVE A MOMENT. | | | | [redacted]/ WVWJK7AN5AP[redacted] | HAVE YOU BEEN ABLE TO FIND OUT ANYTHING ON THIS CASE? WHERE DO WE STAND WITH DIAGNOSIS AND NEEDED REPAIRS? | |
8/7/2019 2:21:00 PM	ON [redacted] THE TECH FOUND PINCHED WIRES BEHIND CLOCKSPRING-CONTACTED TECH LINE AND WAS ADVISED TO REPLACE HARNESS, | | PART SHOULD BE HERE TOMORROW AND HOPEFULLY BE COMPLETED TOMORROW. GOODWILL REPAIR PER SVC MNGR. | |
8/9/2019 2:57:00 PM	[redacted] AIRBAG HARNESS HAS BEEN INSTALLED AND VEHICLE HAS BEEN ROAD TESTED TO VERIFY REPAIR. WARNING LIGHT IS NO LONGER COMING ON AND WE WILL BE RELEASING THE VEHICLE TODAY.
8/9/2019 4:33:00 PM	RCM LEFT VOICE MAIL MESSAGE ADVISING THAT WE RECEIVED AN UPDATE, AND WOULD LIKE TO DISCUSS; PROVIDED DIRECT EXTENSION OF 43320. | | | | RCM TO WAIT CUSTOMER CALL
8/9/2019 9:40:00 AM	GOOD MORNING, DARRELL. | | | | CHECKING IN TO SEE IF THE REPAIRS FOR [redacted] HAVE BEEN COMPLETED. IS THERE ANY ADDITIONAL INFO YOU WOULD LIKE TO PROVIDE ON THIS ONE? | | | | THANKS, | | | | CHAD SAMSON | | REGION CASE MANAGER | |
8/12/2019 12:45:00 PM	FROM: [redacted] | | SENT: MONDAY, AUGUST 12, 2019 12:35 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | CHAD, | | | | PLEASE GIVE ME A CALL TODAY AFTER 2PM. I PICKED UP MY PASSAT ON SATURDAY, BUT I HAVE TWO PENDING ISSUES: | | | 1. WAS NEVER GIVEN THE SPARE KEY AND THE INVOICE. I AM NOT DRIVING TO WOODBRIDGE TO PICK THEM UP SO PLEASE HAVE THE DEALERSHIP SEND THEM TO MY HOUSE. | | | 2. I PURPOSELY REQUESTED NOT TO WASH THE UNIT. THE SERVICE REP WROTE IT DOWN ON THE INVOICE. I CAME TO A WASHED CAR THAT HAD A $1,200 CERAMIC COATING RUINED BY THE DEALER WASH. THIS IS THE 2ND TIME I HAVE THIS COATING SERVICE DONE DUE TO HUBER VW DOING THE SAME THING. I HAVE PICTURES OF THE DAMAGE. | | | CALL ME AT YOUR EARLIEST CONVENIENCE. | | [redacted] | SENT FROM MY IPHONE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJK7AN5AP[redacted]
Owner Or Fleet	[redacted] Spotsylvania, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	7/24/2019	Incident Date	N/A
Mileage	74,400		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

8/13/2019 11:28:00 AM	GOOD MORNING GUYS, | | | I AM FOLLOWING UP ON THIS CASE FOR CHAD TODAY, WHILE HE IS OUT. HOPE YOU BOTH ARE DOING WELL. | | | WVWJK7AN5AP[redacted]WE RECEIVED AN E-MAIL FROM THE CUSTOMER, STATING THAT HE PICKED UP HIS PASSAT, BUT HAS 2 PENDING ISSUES. HE STATES THAT HE WAS NEVER PROVIDED THE SPARE KEY, AND THAT HE DOES NOT WANT TO DRIVE BACK TO WOODBRIDGE TO RETRIEVE IT. HE IS ASKING THAT THIS BE MAILED TO HIM. HE ALSO STATES THAT HE PURPOSELY REQUESTED THE DEALER NOT TO WASH THE VEHICLE. HE STATES THAT THE SERVICE REP WROTE IT DOWN ON THE INVOICE. HE STATES THAT HE PICKED UP A WASHED CAR THAT HAD A $1,200 CERAMIC COATING RUINED BY THE DEALER WASH. THE CUSTOMER STATES THAT THIS IS THE SECOND TIME HE HAS NEEDED TO HAVE THIS COATING SERVICE DONE, DUE TO ANOTHER VW DEALER DOING THE SAME THING. HE STATES THAT HE HAS PICTURES OF THE DAMAGE. IS THERE ANY ADDITIONAL INFORMATION YOU HAVE ON THIS FOR ME, OR ANYTHING THE DEALER IS WILLING TO OFFER? THANK YOU. | | | RCM TO WAIT DEALER E-MAIL
8/13/2019 3:33:00 PM	RCM LEFT VOICE MAIL MESSAGE ADVISING THAT WE REACHED OUT TO DEALER 409453 REGARDING THE PENDING CONCERNS THAT THE CUSTOMER MENTIONED IN HIS E-MAIL; ADVISED WE ARE WORKING ON OBTAINING FURTHER DETAILS FROM THE DEALER, AND WE WILL FOLLOW UP AGAIN TOMORROW 8/14; PROVIDED DIRECT EXTENSION OF 43320. | | | RCM TO CALL DEALER
8/14/2019 10:12:00 AM	GOOD MORNING, DARRELL. | | | CHECKING IN FOR UPDATES ON A COUPLE OF CASES. | | |[redacted]// WVWJK7AN5AP[redacted] | WHAT IS THE STATUS OF THIS ONE. HAS THE VEHICLE BEEN REPAIRED AND RETURNED TO THE CUSTOMER? | |
8/14/2019 11:31:00 AM	DONE AND PICKED UP.
8/14/2019 3:42:00 PM	GOOD MORNING, | | THE KEYS HAVE BEEN MAILED BACK TO THE CUSTOMER AS PER HIS REQUEST. I INSPECTED THE VEHICLE WITH THE CUSTOMER WHEN HE PICKED IT UP. I DID NOT SEE ANY SIGNS OF DAMAGE TO THE PAINT OR COATING ONLY SOME HAZE FROM DRYING WITH A SHAMMY THAT WAS NOT | | CLEANED PROPERLY. I APOLOGIZED THAT THE VEHICLE WAS WASHED BUT EXPLAINED THAT WE HAND WASH ALL VEHICLES WITH MICROFIBER SPONGES AND DRY WITH MICROFIBER SHAMMIES, CARS ARE NOT RUN THROUGH A MACHINE. I ASKED THE CUSTOMER IF HE WOULD LIKE ME TO WIPE OFF THE DIRTY WATER RESIDUE WITH A CLEAN MICROFIBER TOWEL SO HE COULD SEE IT WAS JUST DIRT AND HE REFUSED AND LEFT WITH THE KEY IN HIS POCKET, THIS IS THE REASON HE DOES NOT HAVE HIS KEYS OR INVOICE. LET ME KNOW IF YOU HAVE ANY QUESTIONS. | |
8/14/2019 3:44:00 PM	RCM CALLED CUSTOMER; ADVISED RCM IS CALLING TO DISCUSS CASE WITH CUSTOMER; WANTED TO CHECK IN TO MAKE SURE VEHICLE IS WORKING WELL SINCE REPAIRS; | | | CUSTOMER STATED THAT DEALER RUINED CUSTOMER CERAMIC PAINT COATING ON VEHICLE; WATER SPOTS DO NOT COME OFF; PAINT IS RUINED; DLR TRIED TO RUB OFF MARKS WITH A RAG BUT IT DID NOT HELP; CUST IS UPSET THAT HE TOLD DLR NOT TO WASH IT, IT WAS ON THE RO, BUT DLR DID IT ANYWAY | | SECOND TIME THIS HAPPENED; HAPPENED WITH ANOTHER DEALER AS WELL; FEELS THAT DEALER DOES NOT CARE AND THAT SERVICE IS LACKING IN VW; WAS LOOKING AT GETTING INTO AN ATLAS BUT HAS DECIDED TO LEAVE VW BRAND; | | | RCM APOLOGIZED FOR CUSTOMER EXPERIENCE AND FOR NEGATIVE FEELING; RCM IS HAPPY TO TRY TO HELP FURTHER IF POSSIBLE; CUSTOMER DECLINED AND STATED THAT IT IS FINE AND HUNG UP ON RCM | | | NO FURTHER ACTION
8/14/2019 9:08:00 AM	RCM RECEIVED VMM FROM CUST; RETURNING RCM CALL; | | | RCM TO CALL CUST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV3B7AXXJM[redacted]
Owner Or Fleet	[redacted] Inglewood, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	7/24/2019	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/24/2019 11:24:00 AM	CUSTOMER STATES: GOT NOTICE IN MAIL; | | | | CUSTOMER SEEKING: INFORMATION ON EXTENSION; | | | | CO ADVISED: WARRANTY EXTENSION IS IF THIS PART WERE TO FAIL WITHIN PARAMETERS, WOULD BE COVERED; AIRBAG LIGHT ON, STEERING WHEEL CONTROL MALFUNCTIONS AND HORN NOT WORKING ARE SYMPTOMS OF WARRANTY EXTENSION; | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWBX7AJ7DM[redacted]
Owner Or Fleet	[redacted] Johnstown, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	7/24/2019	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Mileage	50,047

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/24/2019 11:54:00 AM	MEDIA ATTACHED IN DOC CENTER
7/25/2019 3:19:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO RELEASE OF THE WARRANTY EXTENSION; VW TO REIMBURSE TOTAL: $502.50. | | | | SP TO GENERATE CHECK REQUEST.
7/25/2019 3:24:00 PM	3VWBX7AJ7DM[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $502.50. | | | | GENERATED CHECK REQUEST.
8/1/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 502.50 MAILED ON 07/31/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A38EC[redacted]
Owner Or Fleet	[redacted] NORTH HAMPTON, NH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	7/24/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/24/2019 1:59:00 PM	REFERENCE CASE [redacted] | | | CUSTOMER STATES; SENT CLAIM IN FOR AIR BAG CLOCK SPRING REIMBURSEMENT IN MARCH, HADN'T RECEIVED ANY INFORMATION OR RESPONSE. MILEAGE UNKNOWN. | | | CUSTOMER SEEKS; WAS IT FILED OR ANSWERED? | | | CO ADVISED; WAS APPROVED FOR REIMBURSEMENT AND THE CHECK FOR $541.79 WAS MAILED ON 03/26/2019 TO ADDRESS ON FILE. | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX6GW[redacted]
Owner Or Fleet	[redacted]		ALLISON PARK, PA, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	7/25/2019	Incident Date	N/A
Mileage	40,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/25/2019 12:01:00 PM	CASE #[redacted] | WEDNESDAY, JULY 24, 2019 10:29:00 AM | | @VW TIGUAN AIRBAG ISSUE. 2016 TIGUAN AIRBAG ERROR AND ALL CONTROLS ON STEERING WHEEL INCLUDING HORN NOT WORKING. ALL INDICATIONS THIS HAS BEEN ONGOING ISSUE AS FAR BACK AS 2011 MODEL. 2011-2014 WAS A RECALL FOR THIS ISSUE WITH ┬┐CLOCK SPRING┬┐. MULTIPLE COMPLAINTS 2015 & 2016! | | | | WEDNESDAY, JULY 24, 2019 11:06:00 AM | | @[redacted] HELLO, [redacted] I'M SORRY FOR THIS AIRBAG ISSUE ON YOUR 2016 TIGUAN. I'D LIKE TO TAKE A LOOK INTO THIS FOR YOU. CAN YOU SEND US A DIRECT MESSAGE WITH YOUR VIN, MILEAGE, PHONE NUMBER, AND EMAIL? -JC
7/25/2019 12:03:00 PM	WEDNESDAY, JULY 24, 2019 12:27:41 PM | | PER YOUR REQUEST FOR DM.[redacted] [redacted] VIN WVGBV7AX6GW[redacted] MILEAGE IS APPROX 37-40K. CAR IS AT COCHRAN VW WEXFORD PA FOR THIS ISSUE. THANKS | | | | WEDNESDAY, JULY 24, 2019 3:01:11 PM | | I APPRECIATE YOU FOR PROVIDING THAT INFORMATION, [redacted] I NOTICED THAT THIS TIGUAN IS UNDER A DIFFERENT NAME IN OUR SYSTEM. CAN YOU CONFIRM THE NAME ON THE ACCOUNT? IF YOU AREN'T THE ORIGINAL OWNER OF THE VEHICLE, THEN I'D LIKE TO ADD YOU INTO OUR SYSTEM. IN THAT CASE, ALL I WOULD NEED IS YOUR FULL NAME AND CURRENT MAILING ADDRESS. -JC | | | WEDNESDAY, JULY 24, 2019 3:23:43 PM | | MY DAUGHTER [redacted] OWNS BUT I HAVE HELPED FUND HER PURCHASE AS WELL I SUPPORT HER OWN MAINT AND SUCH. THANKS | | | WEDNESDAY, JULY 24, 2019 5:23:00 PM | | THANK YOU FOR THE CLARIFICATION. I SEE THAT YOUR DAUGHTER'S TIGUAN IS UNDER A DIFFERENT NAME. I'D LIKE TO ADD HER AS THE CURRENT OWNER. CAN I GET HER CURRENT MAILING ADDRESS, PHONE NUMBER, AND EMAIL ADDRESS? IF YOU DON'T HAVE SOME OF THAT INFORMATION, I CAN INSTEAD ADD YOU AS THE CURRENT OWNER, I'D JUST NEED YOUR NAME AND ADDRESS. -JC | | | | WEDNESDAY, JULY 24, 2019 6:25:24 PM | | PUT UNDER [redacted] ALLISON PARK PA [redacted] EMAIL USE [redacted] PHONE USE [redacted] THANK YOU. FYI CAR WAS FIXED UNDER EXTENDED WARRANTY UNDER THAT PROBLEM | | | THURSDAY, JULY 25, 2019 12:51:56 PM | | THANKS FOR FOLLOWING UP WITH [redacted] CONTACT INFORMATION, [redacted] WE'VE REGISTERED HER WITH THE TIGUAN IN OUR SYSTEM. | | | | I CHECKED FOR ANY OPEN RECALLS, AND CURRENTLY THERE ARE NONE. YOU MENTIONED THAT COCHRAN VW WAS ABLE TO REPAIR THE AIRBAG WARNING LIGHT, STEERING WHEEL CONTROLS AND HORN UNDER THE AIRBAG WARRANTY EXTENSION, CORRECT? -NN
7/25/2019 12:55:00 PM	CATEGORY SELECTION : ELECTRICAL / INOPERABLE - 2 / STEERING WHEEL CONTROLS DON'T WORK; ELECTRICAL / INOPERABLE - 1 / HORN NOT WORKING; AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT CAME ON;
7/29/2019 8:32:00 AM	SATURDAY, JULY 27, 2019 9:38:10 AM | | YES. THANK YOU! VW CARE AND COCHRAN HAVE BEEN GREAT!!! | | | | MONDAY, JULY 29, 2019 8:33:00 AM | | THANKS FOR FOLLOWING BACK UP WITH ME, AND CONFIRMING THAT COCHRAN VW WAS ABLE TO MAKE THE REPAIRS UNDER THE WARRANTY EXTENSION. I'M HAPPY TO LEARN THEY'VE BEEN ABLE TO PROVIDE SUCH GREAT SERVICE! | | | | I'LL UPDATE THE CASE ACCORDINGLY AND CLOSE IT OUT. SHOULD EITHER YOU OR [redacted] HAVE ANY QUESTIONS OR CONCERNS IN THE FUTURE, FEEL FREE TO REACH BACK OUT. HAVE A WONDERFUL WEEK! -NN

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A33EC[redacted]
Owner Or Fleet	[redacted], ROUND ROCK, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	7/25/2019	Incident Date	N/A
Mileage	43,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/25/2019 1:42:00 PM	CUSTOMER STATES SENT AN EMAIL TO VW REGARDING A REIMBURSEMENT FOR THE REPAIR TO THE AIRBAG CLOCK SPRING CUSTOMER HAD COMPLETED PRIOR TO THE RECALL BEING ACTIVATED ON VEHICLE; WANTS TO KNOW WHY NO ONE HAS REACHED BACK OUT TO CUSTOMER; SENT EMAIL TO CUSTOMERCARE@VW.COM | | | CUSTOMER SEEKING REIMBURSEMENT FOR RECALL REPAIR | | | FACE TO FACE WITH CIDNEY ADVISED AGREED CUSTOMER NEEDS TO SEND IN THE REPAIR ORDER AND POP FOR STEERING WHEEL CLOCK SPRING REPAIRS; CO TO EMAIL CASE NUMBER, AND HAVE CUSTOMER RESPOND TO THE EMAIL WITH DOCUMENTATION | | | CO ADVISED THE AIRBAG CLOCK SPRING IS A WARRANTY EXTENSION NOT A RECALL; WILL SEND AN EMAIL TO CUSTOMER AND CUSTOMER CAN REPLY DIRECTLY TO EMAIL WITH REPAIR ORDER AND POP DOCUMENTATION; WILL EMAIL CUSTOMER WHEN DOCUMENTS ARE RECEIVED; REVIEW FOR REIMBURSEMENT WILL TAKE 60 DAYS; CUSTOMER WILL RECEIVE DECISION VIA MAIL; OPEN RECALL ON HEADLIGHT ADJUSTING SCREW CAPS; AIRBAG CLOCK SPRING, AD BLUE HEATER, HEATER CORE WARRANTY EXTENSION 10Y/120K MILES, WOF; TDI WARRANTY EXTENSION 10Y/120K MILES, WOF; OFFERED TO SCHEDULE APPOINTMENT FOR RECALL | | | CUSTOMER DECLINED APPOINTMENT; WILL RESPOND TO EMAIL | | | CO TO EMAIL CUSTOMER
7/25/2019 1:47:00 PM	EM AGREED CUSTOMER NEEDS TO SEND IN THE RO AND POP FOR STEERING WHEEL CLOCKSPRING REPAIRS; CO TO EMAIL CASE NUMBER, AND HAVE CUSTOMER REPOND TO THE EMAIL WITH DOCUMENTATION
7/25/2019 1:58:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | MERCEDEZ J | CUSTOMER CARE ADVOCATE | | | CO TO WAIT FOR CUST CONTACT
7/25/2019 4:48:00 PM	MEDIA ATTACHED IN DOC CENTER
7/26/2019 4:04:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | MERCEDEZ J | | CUSTOMER CARE ADVOCATE | | | CO TO SP
7/26/2019 4:07:00 PM	SP TO REVIEW FOR REIMBURSEMENT OF AIRBAG CLOCK SPRING REPAIRED COMPLETED BEFORE WARRANTY EXTENSION WAS PUT IN PLACE ON VEHICLE | | | SP TO REVIEW
7/30/2019 2:05:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; VW TO REIMBURSE TOTAL: $574.63. | | | SP TO GENERATE CHECK REQUEST.
7/30/2019 2:12:00 PM	1VWCN7A33EC[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $574.63. | | | GENERATED CHECK REQUEST.
8/3/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 574.63 MAILED ON 08/02/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDP7AJ5CM[redacted]
Owner Or Fleet	[redacted] Croton On Hudson, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	7/25/2019	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Mileage	92,000

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/25/2019 3:48:00 PM	CUSTOMER STATES: AIRBAG LIGHT CAME ON; CUSTOMER READ ABOUT AIRBAG RECALL | | | | CUSTOMER SEEKING: IS VEHICLE AFFECTED BY THIS AIRBAG RECALL | | | | CO ADVISED: NO OPEN RECALLS ON VEHICLE; WARRANTY EXTENSION FOR STEERING WHEEL LOCK AND AIRBAG CLOCK SPRING; RECOMMENDED CUSTOMER BRING VEHICLE TO DEALER FOR DIAGNOSIS; CO OFFERED TO SCHEDULE DEALER APPOINTMENT | | | | CUSTOMER THANKED BUT DECLINED APPOINTMENT | | | | NO FURTHER ACTION | |
7/25/2019 3:51:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A36DC[redacted]
Owner Or Fleet	[redacted] SHALLOTTE, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	7/26/2019	Incident Date	N/A
Mileage	40,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/26/2019 10:15:00 AM	CUSTOMER STATES: PROBLEMS WITH STEERING WHEEL SYSTEM, HORN AND AIR BAG. CUSTOMER BELIEVES THERE IS A BLOWN FUSE. | | | | CUSTOMER SEEKING: THE LOCATION OF THE FUSE BOX AND A DIAGRAM. | | | | CO ADVISED: WOULDN'T BE ABLE TO GIVE THE LOCATION OR DIAGRAM TO THE FUSE BOX. WOULD HAVE TO TAKE THE VEHICLE INTO A DEALER. OPEN RECALL ON THE VEHICLE THAT WOULDN┬┐T RELATE. BUT THERE IS A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING. SOMETHING TO ASK THE DEALER ABOUT. | | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJK7AN0AE[redacted]
Owner Or Fleet	[redacted] MALDEN, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	7/26/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/26/2019 1:27:00 PM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | I┬┐M SO SORRY TO LEARN YOU DID NOT RECEIVE YOUR REIMBURSEMENT CHECK RELATED TO THE CLOCK SPRING REPLACED ON YOUR PASSAT. | | | REVIEWING OUR RECORDS, WE MAILED A CHECK FOR $189.04 TO YOUR[redacted]ADDRESS ON JANUARY 9TH. I WANT TO MOVE FORWARD WITH PLACING A STOP PAYMENT ON THIS CHECK AND ISSUING A NEW ONE FOR YOU. PLEASE JUST REPLY TO THIS EMAIL OR CALL US AT 800-822-8987 CONFIRMING YOU MAILING ADDRESS FIRST, SO I CAN ENSURE IT IS CORRECT IN OUR SYSTEM. | | | ONCE I RECEIVE YOUR ADDRESS, A NEW CHECK SHOULD ARRIVE FOR YOU IN AROUND 4 WEEKS. I WILL LOOK FOR YOUR CONTACT; I┬┐M AVAILABLE MONDAY THROUGH FRIDAY 7AM TO 3:30PM EST. FEEL FREE TO INCLUDE ANY OTHER QUESTIONS YOU MAY HAVE IN YOUR RESPONSE. | | | HAVE A GREAT WEEKEND IN THE MEANTIME. | | | SINCERELY, | | | | | | | SARAH S. | CUSTOMER CARE ADVOCATE | | | | | CO TO WAIT CUSTOMER CONTACT
7/26/2019 12:27:00 PM	MEDIA ATTACHED IN DOC CENTER | | FROM:[redacted] | | SENT: THURSDAY, JULY 25, 2019 4:28 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | SUBJECT: VOLKSWAGEN CUSTOMER CARE [redacted]| | | HI, | IT'S BEEN A WHILE, ALMOST 7 MONTHS, BUT I HAVE NOT HEARD ABOUT MY CASE. | I AM ASKING FOR REMAINING 25% REFUND FOR THE RECALL. | THANKS. | | | | --------- | BELOW IS MY PREVIOUS EMAIL. | | | | NAME:[redacted] | ADDRESS:[redacted] MALDEN, MA [redacted] | VIN: WVWJK7AN0AE[redacted] | PROBLEM: AIRBAG LIGHT CAME ON AND WENT FOR A FIX BUT VW DEALER SAID NEED TO REPLACE THE STEERING WHEEL CONTROLLER. | PERFORMANCE BY KELLY VOLKSWAGEN, 72 ADOVER ST, DANVERS, MA 01923, TEL: 978-774-8000. | | | PLEASE FIND ALL THE DOCUMENTS IN THE ATTACHMENTS (PDF AND IMAGES) FOR YOUR REFERENCE. | | | BEST REGARDS | [redacted] | [redacted] |
7/29/2019 11:24:00 AM	FROM: SCHADEGG, SARAH | | SENT: MONDAY, JULY 29, 2019 11:23 AM | | TO: GROUP CUSTOMER RELATIONS CHECK REQUEST ADMINISTRATION <GCRCHECKREQUEST@VW.COM> | | CC: MLYNAREK, ASHLEY <EXTERN.ASHLEY.MLYNAREK@VW.COM> | | SUBJECT: STOP/ REISSUE OR VOID CHECK REQUEST CASE [redacted] | | | HELLO, | | | O CHECK ORIGIN CASE NUMBER-[redacted] | O AMOUNT- $189.04 | O POSTING DATE (STATUS DATE)- 01/09/2019 | O CHECK NUMBER-[redacted] | O VIN- WVWJK7AN0AE[redacted] | O CUSTOMER/ PAYEE NAME- MR. [redacted] | O REASON YOU ARE REQUESTING A STOP PAYMENT- CUSTOMER STATES THEY NEVER RECEIVED CHECK | O UPDATED CUSTOMER INFORMATION (NAME, ADDRESS, ETC.)- CONFIRMED CUSTOMER ADDRESS IS CORRECT IN PROFILE,[redacted]MALDEN MA [redacted] | | | THANKS. | SARAH SCHADEGG | WRITTEN COMMUNICATIONS ADVOCATE | VOLKSWAGEN CUSTOMER CARE | | | VOLKSWAGEN OF AMERICA, INC. | 3800 HAMLIN ROAD | AUBURN HILLS, MI 48326 | UNITED STATES OF AMERICA | TEL. +1 [redacted] | FAX. +1 248 754 6504 | EMAIL: EXTERN.SARAH.SCHADEGG@VW.COM | CO TO EMAIL CUSTOMER
7/29/2019 11:35:00 AM	REFERENCE #[redacted]| | | DEAR MR.[redacted] | | | I APPRECIATE YOUR QUICK REPLY CONFIRMING YOUR MAILING ADDRESS. | | | I HAVE PUT IN A REQUEST FOR A STOP PAYMENT TO BE PLACED ON THE PREVIOUS CHECK, AND FOR A NEW CHECK TO BE ISSUED. YOU SHOULD RECEIVE A NEW CHECK IN AROUND 4 WEEKS, BUT I WILL FOLLOW UP WITH ONCE THE NEW CHECK MAILS. I WILL ALSO CHECK IN TO TRY TO ENSURE ITS ARRIVAL, WHICH IS USUALLY 7-10 BUSINESS DAYS FROM THE MAILING DATE. | | | PLEASE LET ME KNOW IF YOU HAVE ANY QUESTIONS IN THE MEANTIME. | | | SINCERELY, | | | | | | | SARAH S. | CUSTOMER CARE ADVOCATE | | | | | | | |
7/29/2019 8:42:00 AM	| | FROM:[redacted]| | SENT: SATURDAY, JULY 27, 2019 7:24 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted]| | | HI, | THANKS FOR THE UPDATE. | PLEASE STOP THAT CHECK. | | MY ADDRESS IS | [redacted]| | MALDEN MA [redacted] | THANKS. | | | | | CO TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJK7AN0AE[redacted]
Owner Or Fleet	[redacted]		MALDEN, MA, [redacted]
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	7/26/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

8/6/2019 11:14:00 AM	REFERENCE #[redacted] | | | DEAR MR [redacted] | | | I HOPE THIS EMAIL FINDS YOU WELL. | | | I RECEIVED AN UPDATE FROM OUR ACCOUNTING TEAM, AND I┬┐M HAPPY TO CONFIRM YOUR NEW REIMBURSEMENT CHECK MAILED ON FRIDAY AUGUST 2ND. IT SHOULD ARRIVE WITHIN 7-10 BUSINESS DAYS FROM THAT DATE. TO HELP ENSURE YOU RECEIVE IT, I WILL FOLLOW UP WITH YOU ON MONDAY, AUGUST 19TH. PLEASE REPLY TO THIS EMAIL IF YOU SEE IT BEFORE THEN, WHICH I HOPE AND ANTICIPATE THAT YOU WILL. | | | FEEL FREE IN THE MEANTIME TO LET ME KNOW IF YOU HAVE ANY OTHER QUESTIONS┬┐I┬┐M HAPPY TO HELP IN ANY WAY I CAN. HAVE A GREAT DAY! | | | SINCERELY, | | | | | | | SARAH S. | | CUSTOMER CARE ADVOCATE | | | | | | CO TO FOLLOW UP WITH CUSTOMER 08/19
8/8/2019 6:16:00 AM	FROM: [redacted] | | SENT: WEDNESDAY, AUGUST 07, 2019 9:09 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | GREAT, THANK YOU SO MUCH! | | I HAVE RECEIVED THE CHECK. | | I APPRECIATE YOUR GREAT EFFORTS SARAH! | |
8/8/2019 6:21:00 AM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | YOU┬┐RE WELCOME, AND I┬┐M SO GLAD THE CHECK ARRIVED FOR YOU. IT WAS A PLEASURE TO ASSIST YOU. | | | PLEASE DON┬┐T HESITATE TO LET ME KNOW IF YOU HAVE ANY OTHER QUESTION AT ANY TIME. I HOPE YOU WILL HAVE MANY CAREFREE MILES MOVING FORWARD IN YOUR PASSAT, AND THANK YOU AGAIN FOR BEING A MEMBER OF OUR VW FAMILY. IN THE NEXT DAY OR TWO, YOU MAY RECEIVE AN EMAIL SURVEY REGARDING OUR INTERACTION. IF YOU HAVE A MOMENT, PLEASE COMPLETE IT. YOUR FEEDBACK AND IDEAS ARE IMPORTANT IN UNDERSTANDING HOW WE CAN MAKE YOUR EXPERIENCES BETTER IN THE FUTURE. | | | HAVE A WONDERFUL DAY! | | | SINCERELY, | | | | | | | SARAH S. | | CUSTOMER CARE ADVOCATE | | | | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AUXHM[redacted]
Owner Or Fleet	[redacted]unknown, unknown, UN, 000000, ?		
Make, Model, Model Year	Volkswagen, Golf, 2017		
Report Date	7/26/2019	Incident Date	N/A
Mileage	52,512		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521AT		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/26/2019 4:08:00 PM	G20190726037 | | | CUSTOMER COMPLAINT: CUST STATES AIRBAG LIGHT IS ON | | CAUSE / REPAIR PERFORMED: TECH FINDS AIRBAG CONTROL MODULE DEFECTIVE | | CLAIM REASON: COMPONENT FAILURE | | GOODWILL JUSTIFICATION | | PLEASE CONFIRM THAT YOU AGREE WITH THE FOLLOWING STATEMENTS: | | | REPAIR IS NOT COVERED BY A PURCHASED EXTENDED SERVICE CONTRACT? AGREED | | REQUEST IS NOT THE RESULT OF A DENIED WARRANTY CLAIM? AGREED | | ARE THERE PREVIOUS RELATED REPAIRS? NO | | HAS THE CUSTOMER HAD A GOOD OVERALL OWNERSHIP EXPERIENCE? YES | | IS THE CUSTOMER NEW TO VW? NO | | IS THIS A REPEAT VW PURCHASER ? UNKNOWN | | IS THE CUSTOMER LOYAL TO YOUR DEALER? YES | | HAS THE VEHICLE BEEN PROPERLY MAINTAINED? YES | | IS THE VEHICLE IN GOOD OVERALL CONDITION? YES | | IS THE CUSTOMER THE ORIGINAL OWNER? YES | | PLEASE PROVIDE A DETAILED EXPLANATION FOR OFFERING A GOODWILL EXCEPTION FOR THIS CUSTOMER: | | DUE TO LOW MILEAGE AND BEING A SAFETY CONCERN. WOU | | LD LIKE TO PROVIDE THIS CUSTOMER WITH A GREAT EXPE | | RIENCE AND SHOW THAT VW CARES ABOUT THEIR DRIVERS | | | | LABOR: $111.93 | | PARTS: $744.00
7/26/2019 4:09:00 PM	WISE TRACKING NUMBER PROVIDED FOR 80% PARTS AND LABOR AT WARRANTY RATES. WITH THE CUSTOMER BEING A SUBSEQUENT USED NON-CERTIFIED OWNER, AND THE VEHICLE BEING OUTSIDE OF NVLW BY 16,512 MILES, VW CANNOT PROVIDE FULL ASSISTANCE. OFFER EXTENDED TO PROMOTE CUSTOMER SATISFACTION/RETENTION TO BOTH YOUR DEALER AND VW BRAND. | | | | DEALER CONTACTED GOODWILL TEAM FOR ASSISTANCE WITH OUT OF WARRANTY REPAIR. CONSIDERING THE INFORMATION PROVIDED, THE REQUEST WAS APPROVED FOR 80% PARTS ONLY. | | IF THE CUSTOMER REACHES OUT TO CARE AND PROVIDES INFORMATION THAT WOULD MERIT ADDITIONAL CONSIDERATION, PLEASE REVIEW WITH AN RCM AND/OR A MEMBER IF YOUR LEADERSHIP TEAM. IF NO NEW INFORMATION IS PROVIDED BY THE CUSTOMER, THIS OFFER CAN BE SUPPORTED. ESCALATION IS NOT REQUIRED. | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHV7AJ9BW[redacted]
Owner Or Fleet	[redacted] CICERO, IL, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2011		
Report Date	7/26/2019	Incident Date	N/A
Mileage	91,549		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/26/2019 4:17:00 PM	CUSTOMER STATES: VEHICLE HAD RECALL COMPLETED FOR 69L2 AND HAVING PROBLEMS WITH VEHICLE; CUSTOMER HAS A SCAN TOOL AND VEHICLE IS STILL SHOWING ERROR CODES RELATED TO THE STEERING WHEEL CLOCK SPRING; ALSO TOKEN TO A PROFESSIONAL MECHANIC FRIEND DUE TO ALL THE ISSUES HE HAS HAD WITH MANY VW DEALERSHIPS; STILL CODE IS SHOWING THAT THERE IS AN ISSUE WITH THE STEERING WHEEL CLOCK SPRING SO CUSTOMER IS CONCERNED; KEY FOB WILL SAY "KEY NOT IN RANGE", EVEN IF DRIVING; ANY TIME CUSTOMER IS DRIVING, WHEN TURNING OR REVERSING ALL THE POWER STEERING WHEEL IS LOCKING UP; HAD ENGINE & TIMING CHAIN REPAIRED | | | CUSTOMER SEEKING: INFORMATION ON WHEN RECALL WAS PERFORMED | | | CO ADVISED: AIRBAG CLOCK SPRING WARRANTY EXT 10-13 -2025 /UNLIMITED MILES; TIMING CHAIN WARRANTY EXT 10-12 -2020 OR 100K MILES; FUEL INJECTOR WARRANTY EXT 10-12 -2020 OR 120K MILES; INTAKE MANIFOLD WARRANTY EXT 10-12 -2020 OR 120K MILES | | RECALL DONE 06-09-2016; OFFERED CASE NUMBER & TO EMAIL CASE NUMBER AND WARRANTY EXTENSION TO CUSTOMER | | | CUSTOMER STATES: ONLY WANTS CASE NUMBER EMAILED; DOES NOT NEED THE WARRANTY EXTENSIONS AT THIS TIME, CAN LOOK THEM UP ON HIS OWN WHEN NEEDED | | | CO TO EMAIL CUSTOMER
7/26/2019 4:42:00 PM	CATEGORY SELECTION : STEERING / INEFFECTIVE - 1 / POWER STEERING LOCKING UP WHEN REVERSING OR TURNING;
7/26/2019 4:43:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / CUSOTMER USED SCANTOOL AND GETS ERROR /CUST CONCERNED;
7/26/2019 4:46:00 PM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | SINCERELY, | | | | | | | JENNI S | | CUSTOMER CARE ADVOCATE | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AXXBW[redacted]
Owner Or Fleet	[redacted] ROSEVILLE, CA,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	7/26/2019	Incident Date	N/A
Mileage	109,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/26/2019 6:34:00 PM	CUSTOMER STATES; RECEIVED A NOTICE FOR THE AIRBAG CLOCK SPRING; WANTING TO SET AN APPOINTMENT TO SEE IF THIS IS WHY THE HORN AND THE AIRBAG LIGHT ARE ON IN THE VEHICLE; | | | CUSTOMER SEEKING: INFORMATION ON WARRANTY EXTENSION | | | ADVISED: THAT THE WARRANTY EXTENSION IS FOR THE AIRBAG CLOCK SPRING; A DEALER APPOINTMENT IS SET FOR 07-29 AT 11:15AM; CONFIRMATION CODE [redacted] | | | | | CUSTOMER ACKNOWLEDGED; | | | | CO TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW587AJ4CM[redacted]
Owner Or Fleet	[redacted] CLEVELAND, TN, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	7/29/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/29/2019 1:05:00 PM	MEDIA ATTACHED IN DOC CENTER | | FROM: [redacted] | | SENT: SUNDAY, JULY 28, 2019 4:46 PM | | TO: VWOA CUSTOMER CARE <VWCUSTOMERCARE@VW.COM> | | SUBJECT: WARRANTY & RECALL REQUEST FORM | |
7/30/2019 11:07:00 AM	CUST SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM AN INDEPENDENT REPAIR SHOP; WECI DOES NOT HAVE A MILEAGE RESTRICTION; THE INDEPENDENT REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE MAX PARTS ALLOWED FOR REPAIRS COMPLETED AT AN INDEPENDENT $290.07; BOLT $2.28; VW TO REIMBURSE MAX LABOR $224.00; TAX $52.81; VW TO REIMBURSE TOTAL: $569.16. | | | SP TO GENERATE CHECK REQUEST AND MAIL CAP REIMBURSEMENT LETTER TO CUSTOMER.
7/30/2019 11:19:00 AM	3VW587AJ4CM[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $569.16. | | | GENERATED CHECK REQUEST.
7/30/2019 11:20:00 AM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
7/30/2019 9:30:00 AM	CUSTOMER SENT IN WARRANTY EXTENSION REIMBURSEMENT FORM; CASE SHOULD HAVE BEEN DIRECTED STRAIGHT TO SP; SP TO REVIEW
8/3/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 569.16 MAILED ON 08/02/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWTX7AJ7AM[redacted]
Owner Or Fleet	[redacted]		NASHVILLE, TN,[redacted]
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2010		
Report Date	7/29/2019	Incident Date	N/A
Mileage	90,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/29/2019 1:16:00 PM	CUSTOMER STATES: WARNING LIGHTS ARE ON IN THE VEHICLE IS WAS CURIOUS IF THE WARNING LIGHTS HAD ANYTHING TO DO WITH ANY OPEN RECALLS; | | | | CUSTOMER SEEKING: IF ANY OPEN RECALLS IN THE VEHICLE | | | | CO ADVISED; NO OPEN RECALLS; RECALLS ARE VIN SPECIFIC, SO IT DOESN┬┐T NECESSARILY PERTAIN TO THE VEHICLE; CUSTOMER HAS AIR BAG CLOCK SPRING WARRANTY 10Y/120K WOF CO OFFERED TO SCHEDULE APPOINTMENT - CUSTOMER DENIED DUE TO HAVING SPECIALIST FIX THE VEHICLE; ADVISED IF THE AIR BAG LIGHT IS ON AND THE DIAGNOSIS STATE THAT ITS RELATED UNDER THE AIR BAG CLOCK SPRING WARRANTY, CUSTOMER CAN TAKE THE VEHICLE TO THE DEALERSHIP FOR SERVICES; | | | | CUSTOMER ACKNOWLEDGED | | | | CO TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX5GW[redacted]
Owner Or Fleet	[redacted]		FERNANDINA BEACH, FL,[redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	7/29/2019	Incident Date	N/A
Mileage	32,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/29/2019 3:08:00 PM	CUSTOMER STATES: 2ND OWNER; VEHICLE PURCHASED IN 1/2017; VEHICLE PURCHASED FROM NON-VW DEALER; MAINTAINED AT LOCAL BUSINESSES (NON-VW); VEHICLE EXPERIENCING: ON 7/25/2019, THE AIRBAG WARNING LIGHT TURNED ON; NO OTHER SYMPTOMS; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP; CUSTOMER HAD RECEIVED A NOTICE FOR A RECALL SOME TIME AGO, WHICH SHE STATES IS FOR THE AIRBAG CLOCK SPRING | | | CUSTOMER SEEKING: CAN VEHICLE BE TAKEN TO A NON-VW DEALER TO HAVE REPAIR COVERED UNDER THIS RECALL | | | CO ADVISED: VEHICLE HAS NO OPEN RECALLS; VEHICLE HAS A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING UNTIL 12/30/2025 OR 120K MILES WOF; COMMON SYMPTOMS INCLUDE THE STEERING WHEEL CONTROL BUTTONS NOT WORKING, THE HORN NOT WORKING, OR THE AIRBAG WARNING LIGHT TURNING ON; CUSTOMER WOULD NEED TO TAKE VEHICLE TO A VW DEALER FOR DIAGNOSIS TO DETERMINE POSSIBLE COVERAGE UNDER THIS WARRANTY EXTENSION; CO ADVISED THAT CLOSEST TO CUSTOMER IS DEALER 405072 AND DEALER 405036; CO OFFERED TO CONTACT EITHER DEALER TO CHECK ON DIAGNOSIS TIMEFRAME AND POSSIBLE LOANER AVAILABILITY, BUT CUSTOMER DECLINED AND STATED SHE WILL CALL THEM; CO PROVIDED DEALER PHONE NUMBERS | | | NO FURTHER ACTION*

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A36FC[redacted]
Owner Or Fleet	[redacted] MORICHES, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	7/30/2019	Incident Date	N/A
Mileage	49,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/30/2019 12:31:00 PM	CUSTOMER STATES HAD A-RECALL- DRIVER FRONTAL AIRBAG INFLATOR (TAKATA) DONE 2019-04-09; AIRBAG SENOR LIGHT HAS COME ON; WHILE TAKING VEHICLE IN FOR NEW RECALL A-RECALL - HEADLIGHT ADJUSTING SCREW CAPS; CUSTOMER LET DEALER KNOW ABOUT THE LIGHT; DEALER STATED THEY WOULD NEED TO DIAGNOSIS THE VEHICLE AND THE CHARGE WOULD BE $149; CUSTOMER DOESN┬┐T UNDERSTAND WHY THE DIAGNOSIS HAS A FEE AND WHY THIS HAPPENING | | | CUSTOMER SEEKING WHAT TO DO WITH THIS ISSUE | | | | CO ADVISED THAT DEALER MAY ASK CUSTOMER TO AUTHORIZE THE COST OF DIAGNOSIS UP FRONT; AGREEING TO COVER THE COST OF THE DIAGNOSIS IF THE DEALER FINDS THAT THE CONCERN ISN┬┐T THE RESULT OF THE RECALL; IN ORDER FOR THE DEALER TO DETERMINE WHY THE LIGHT IS ON THE DIAGNOSIS WOULD NEED TO BE DONE; VEHICLE DOES HAVE EXT. WARRANTY FOR AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A36DC[redacted]
Owner Or Fleet	[redacted] Lisle, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	7/30/2019	Incident Date	N/A
Mileage	94,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/30/2019 7:15:00 PM	CUSTOMER STATES: DEALER 402130 SERVICE DEPARTMENT IS CLOSED; AIRBAG WARNING LIGHT | | | | CUSTOMER SEEKING: COULD THIS BE WIRING ISSUE | | | | CO ADVISED: CUSTOMER WOULD NEED TO BRING THE VEHICLE TO VW DEALER FOR DIAGNOSIS; WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING; OPEN RECALL FOR 94L9; CO OFFERED TO SCHEDULE APPOINTMENT WITH DEALER 402130 | | | | CUSTOMER STATES: WILL REACH OUT TO DEALER 402130 TOMORROW | | | | NO FURTHER ACTION | |
7/30/2019 7:23:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBV7A31FC[redacted]
Owner Or Fleet	[redacted] Roswell, NM, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	8/1/2019	Incident Date	N/A
Mileage	37,956		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/1/2019 10:33:00 AM	CUSTOMER STATES: HAD CLOCK SPRING REPLACED PRIOR TO WARRANTY EXTENSION; NO LONGER OWNS VEHICLE; REPAIR WAS DONE IN 10-8-16 @ 37956 | | | | CUSTOMER SEEKS: REIMBURSEMENT FOR REPAIRS | | | | CO ADVISED: CUSTOMER CAN MAIL, EMAIL OR FAX REPAIR ORDER AND PROOF OF PAYMENT TO CUSTOMER CARE CENTER; CUSTOMER ASKED FOR FAX, PROVIDED FAX NUMBER AS 248-754-6504; PROVIDED CASE NUMBER; ONCE DOCUMENTS ARE RECEIVED REVIEW CAN TAKE UP TO 60 DAYS; IF APPROVED A CHECK WILL BE MAILED | | | | CO TO WAIT CUSTOMER CONTACT
8/1/2019 3:02:00 PM	MEDIA ATTACHED IN DOC CENTER
8/2/2019 2:31:00 PM	PLEASE REVIEW FOR REIMBURSEMENT UNDER CLOCK SPRING WARRANTY; REPAIR WAS DONE IN 10-8-16 @ 37956 | | | | SP TO REVIEW
8/5/2019 11:04:00 AM	CUST SEEKING REIMBURSEMENT FOR WECY WARRNATY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; REPAIRS WERE COMPLETED BEFORE THE FIRST VALID OUT OF POCKET DATE FOR REIMBURSEMENT, AS SUCH VW WILL REIMBURSE AS GOODWILL; VW TO REIMBURSE TOTAL: $626.65. | | | | SP TO GENERATE CHECK REQUEST.
8/5/2019 11:07:00 AM	1VWBV7A31FC[redacted]VW TO REIMBURSE CUST FOR WECY REPAIRS AS GOODWILL DUE TO DATE; TOTAL: $626.65. | | | | GENERATED CHECK REQUEST.
8/9/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 626.65 MAILED ON 08/08/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A32DC[redacted]
Owner Or Fleet	[redacted]EL PASO, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	8/1/2019	Incident Date	N/A
Mileage	69,490		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/1/2019 1:28:00 PM	CUSTOMER STATES SHE WENT TO DEALER 420002 TO HAVE HER RECALL 69Q9 DONE ON HER VEHICLE. WHEN CUSTOMER ARRIVED THE DEALER STATED THAT THEY CAN'T DO THE RECALL BECAUSE HER AIRBAG LIGHT WAS ON; CUSTOMER WOULD HAVE TO HAVE THAT DONE FIRST BEFORE THEY COULD DO THE RECALL AND SHE WOULD HAVE TO PAY FOR THAT. CUSTOMER HAS RECALLS 69Q9, 94L9 & 69L2 OPEN. | | | CUSTOMER SEEKING IF THIS IS CORRECT. | | | CO ADVISED THAT DEALER WILL NEED TO DISCERN WHAT THE CAUSE OF THE ISSUE IS WITH THE AIRBAG LIGHT BEFORE DETERMINING IF IT'S UNDER THE RECALL OR NOT. THE AIRBAG LIGHT BEING ON MIGHT BE CONNECTED TO RECALL 69L2 WHICH SHE ALSO NEEDS TO HAVE DONE. CO INQUIRED IF HER HORN WORKED. | | | CUSTOMER STATED IT DID NOT. | | | CO ADVISED TO TAKE THE VEHICLE TO THE DEALER AND HAVE IT DIAGNOSED. AS LONG AS THE ISSUES SHE IS EXPERIENCING ARE DUE TO THE RECALL, THE REPAIRS WOULD BE COVERED UNDER THAT RECALL. IF IT'S NOT, CUSTOMER WOULD BE RESPONSIBLE FOR THE REPAIR. CO ADVISED THAT SYMPTOMS OF RECALL 69L2 ARE THE HORN NOT WORKING AND THE AIRBAG LIGHT BEING ON SO IT MIGHT BE CONNECTED TO THE CONCERNS SHE IS CURRENTLY HAVING. CO ADVISED ALSO OF WARRANTY EXTENSION FOR THE CLOCK SPRING. | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDZ7AJ4BM[redacted]
Owner Or Fleet	[redacted] SALEM, OR, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	8/1/2019	Incident Date	N/A
Mileage	100,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/1/2019 4:12:00 PM	CUSTOMER STATES HE GOT A NOTICE IN THE MAIL ABOUT THE AIRBAG CLOCK SPRING AND HAS NOTICED THAT HIS HORN DOESN'T WORK AND THE AIRBAG LIGHT IS ON. | | | CUSTOMER SEEKING IF THIS WOULD BE COVERED. CUSTOMER ALSO SEEKING IF THERE ARE ANY OTHER WARRANTY EXTENSIONS. | | | CO ADVISED HE WOULD NEED TO HAVE THE VEHICLE DIAGNOSED BY A VW DEALER TO CONFIRM BUT THOSE ARE SYMPTOMS OF THE CLOCK SPRING CONCERN. CUSTOMER ALSO HAS A WARRANTY EXTENSIONS FOR THE SECONDARY AIR PRESSURE SENSOR FOR 10 YEARS/120K MILES WOF | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A31EC[redacted]
Owner Or Fleet	[redacted]		FAYETTEVILLE, NC, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	8/2/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/2/2019 10:50:00 AM	CUSTOMER STATES AIRBAG LIGHT WENT ON TODAY AND STEERING WHEEL CONTROLS ARE NOT WORKING | | | CUSTOMER SEEKING TO KNOW IF THE VEHICLE IS AFFECTED BY ANY OPEN RECALLS | | | CO ADVISED VEHICLE IS AFFECTED BY THE HEADLIGHT ADJUSTING SCREW CAPS RECALL AND WARRANTY EXTENSION FOR THE AIR BAG CLOCK SPRING FOR 10YRS OR 120K MILES WOF | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A31CC[redacted]
Owner Or Fleet	[redacted]		Mobile, AL, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	8/2/2019	Incident Date	N/A
Mileage	108,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/2/2019 11:03:00 AM	CUSTOMER STATES: THEY CURRENTLY HAVE WARNING LIGHTS ON THEIR DASH (LOW COOLANT, ABS, TRACTION CONTROL, AIRBAG AND TIRE PRESSURE LIGHTS ARE ALL ON); CUSTOMER STATES THAT IT DIDN'T SEEM VERY LOW THE FIRST TIME SO THEY ADDED COOLANT IN THEIR CAR; BUT THE LIGHT IS NOW BACK ON, AND THEY CAN SLIGHTLY SMELL BURNT COOLANT, BUT HAVE NOT SEEN ANY PUDDLES OR VISIBLE LEAKS; CUSTOMER STATES THAT THEY HAD THE EMISSIONS MODIFCATION PERFORMED AT DEAN MCCRARY ABOUT TWO YEARS AGO, AND THIS DEALER IS NOW CALLED VW MOBILE; | | | CUSTOMER SEEKS: INFORMATION ON IF THEIR PRESENT CONCERNS WITH THEIR PASSAT WOULD BE COVERED UNDER THE EXTENDED EMISSIONS WARRANTY; CUSTOMER WANTED TO KNOW IF THERE WAS ANY ADDITIONAL DOCUMENTATION THAT SHOWS WHAT WOULD BE COVERED UNDER THE EMISSIONS WARRANTY THEN WHAT HE ALREADY HAS; | | | CO ADVISED: THAT THEIR CONCERNS HAVE BEEN DOCUMENTED INTERNALLY AND REPORTED TO VW; CO DIRECTED THE CUSTOMER TO THE VWCOURTSETTLEMENTSUPPORT.COM WEBSITE WHERE IT HAS THE EMISSIONS MODIFICATION BROCHURE THAT SHOWS WHAT THE EXTENDED EMISSIONS COVERS; CO ADVISED IF THERE IS AN ISSUE WITH YOUR PASSAT THAT IS RELATED TO THE EMISSIONS MODIFICATION BEING PERFORMED, IT IS POSSIBLE THAT IT WOULD BE COVERED UNDER THE EXTENDED EMISSIONS WARRANTY. HOWEVER, A VW DEALER WOULD NEED TO DIAGNOSE YOUR PASSAT IN ORDER TO MAKE THAT DETERMINATION. CO LET THE CUSTOMER KNOW THE OPEN RECALLS ON THEIR VEHICLE WHICH WHERE THE FOLLOWING: 2.0L TDI ENGINE (GENERATION 2 EMISSIONS MOD); HEAT SHIELD/ BOOST HOSE; IMPROVED POST AEM ENGINE CONTROL MOULE SOFTWARE; AND THE HEADLIGHT ADJUSTING SCREW CAPS. THERE IS A SERVICE ACTION FOR THE REDUCTIVE AGENT HEATING ELEMENT (ADBLUE HEATER). | | | CO REVIEWED CASE WITH TL SARAH, SINCE THE RECALL REGARDING THE EMISSIONS MODIFICATION IS LISTED AS OPEN AND THE WARRANTY EXT IS LISTED AS INACTIVE; | | | CO TO REVIEW CASE FURTHER AND FOLLOW-UP WITH CUSTOMER TO GET CLARITY ON WHY THE RECALL IS STILL SHOWN AS OPEN; CO TO FOLLOW-UP WITH CUSTOMER BY THE COB MONDAY, 08/05 VIA E-MAIL.
8/2/2019 5:00:00 PM	FROM: VW EXPERIENCE | | SENT: FRIDAY, AUGUST 02, 2019 5:00 PM | | TO: [redacted] | | SUBJECT: VOLKSWAGEN CUSTOMER CARE [redacted] | | | REFERENCE # [redacted] | | GOOD AFTERNOON MR. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. I KNOW THAT YOU ARE HAVING CURRENT CONCERNS WITH YOUR PASSAT WITH A NUMBER OF WARNING LIGHTS BEING ON, AND A BURNT COOLANT SMELL. MAJOR AND UNEXPECTED REPAIRS CAN BE A HUGE INCONVENIENCE, AND I┬┐M SORRY THAT THIS HAPPENED. | | I AM FOLLOWING-UP WITH YOU TODAY TO LET YOU KNOW THAT I DO SEE THAT YOU HAD THE FIRST PHASE OF THE EMISSIONS MODIFICATION PERFORMED ON YOUR PASSAT, BUT THERE IS ACTUALLY A SECOND PHASE THAT STILL NEEDS TO BE PERFORMED IN ORDER FOR THE RECALL FOR THE EMISSIONS MODIFICATION TO BE CLOSED AND YOUR WARRANTY EXTENSIONS TO BE ACTIVE. I WOULD ALSO ENCOURAGE YOU TO AUTHORIZE A VEHICLE DIAGNOSIS TO LOOK INTO WHY THOSE INDICATOR LIGHTS ARE ON AND THE BURNT COOLANT ODOR. | | I WANTED YOU TO BE AWARE OF THE WARRANTY EXTENSIONS THAT ARE ACTIVE AND INACTIVE ON YOUR PASSAT. | | THE FOLLOWING WARRANTY EXTENSIONS ARE ACTIVE MEANING IF YOU EXPERIENCE AN ISSUE WITH THESE COMPONENTS; IT┬┐S POSSIBLE IT WOULD BE COVERED: | | DIESEL HIGH PRESSURE FUEL PUMP, EXPIRES ON 11/04/2021 OR AT 120K MILES, WHICHEVER OCCURS FIRST. | | EXHAUST FLAP, EXPIRES ON 11/05/2021 OR AT 120K MILES, WHICHEVER OCCURS FIRST | | TDI TURBOCHARGER, EXPIRES AT 11/04/2021 OR AT 120K MILES, WHICHEVER OCCURS FIRST | | ADBLUE HEATER, EXPIRES AT 11/04/2021 OR AT 120K MILES, WHICHEVER OCCURS FIRST | | AIRBAG CLOCK SPRING EXPIRES ON 11/05/2026 AT UNLIMITED MILES | | THE FOLLOWING TDI EXTENDED EMISSIONS WARRANTIES ARE INACTIVE, DUE TO THE PHASE 2 EMISSIONS MODIFICATION NOT BEING COMPLETED. UNTIL THE REPAIR HAS BEEN DONE, THE WARRANTY WOULD NOT BECOME ACTIVE. | | TDI EXTENDED EMISSIONS WARRANTY, EXPIRES AT 11/04/2021 OR AT 120K MILES, WHICHEVER OCCURS FIRST | | *CONTINUED COMMENT*
8/2/2019 5:01:00 PM	TDI EXTENDED EMISSIONS WARRANTY, EXPIRES AT 11/04/2021 OR AT 120K MILES, WHICHEVER OCCURS FIRST | | TDI EXTENDED EMISSIONS WARRANTY, EXPIRES AT 06/05/2021 OR AT 132575 MILES, WHICHEVER OCCURS FIRST | | | SINCERELY, | | | CRYSTAL R | | CUSTOMER CARE ADVOCATE | |
8/2/2019 5:17:00 PM	CATEGORY SELECTION : ENGANDENGCOOLING / WARNING LIGHT ON / (LOW COOLANT, ABS, TRACTION CONTROL, AIRBAG AND TIRE PRESSURE LIGHTS ARE ALL ON) | | | CUSTOMER STATES: "THE LOW COOLANT LIGHT HAS COME ON. IT DIDNT SEEM VERY LOW THE FIRST TIME SO I JUST ADDED SOME COOLANT BUT THE LIGHT HAS COME BACK ON. ALSO, THE ABS, TRACTION CONTROL, AIR BAG AND TIRE PRESSURE LIGHTS COME ON TOGETHER."

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A31C[redacted]
Owner Or Fleet	[redacted] Mobile, AL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	8/2/2019	Incident Date	N/A
Mileage	108,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

8/2/2019 5:20:00 PM	CATEGORY SELECTION : ENGANDENGCOOLING / ODOR / SLIGHT SMELL OF BURNT COOLANT; | | | | CUSTOMER STATES: "I CAN SLIGHTLY SMELL BURNT COOLANT BUT HAVENOT SEEN ANY PUDDLES OR VISIBLE LEAKS."
8/6/2019 2:28:00 PM	NO FURTHER ACTION REQUIRED

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX5DW[redacted]
Owner Or Fleet	[redacted] Menasha, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	8/2/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/2/2019 10:52:00 AM	CUSTOMER STATES: AIRBAG LIGHT IS ON LOOKED ONLINE, SEEN THERE WAS A RECALL ON IT; AS WELL AS AIRBAG LIGHT BEING ON STARTING TO HAVE ISSUES WITH STEERING WHEEL CONTROL FUNCTIONS; | | | | CUSTOMER SEEKING: INFORMATION; | | | | CO ADVISED: AIRBAG CLOCK SPRING TILL 6/14/2023 OR 120K WOF; SYMPTOMS INCLUDE ISSUES WITH STEERING WHEEL FUNCTIONS, AIRBAG LIGHT BEING ON; WOULD NEED TO TAKE TO VW FOR DIAGNOSIS, MIGHT NEED TO AUTHORIZE DIAGNOSIS FEE; | | | | CO TO ASSIGN TO TEAM 5;
8/2/2019 10:59:00 AM	TEAM 5 TO EMAIL ON PROFILE THAT HAS THE FOLLOWING; AIRBAG CLOCK SPRING TILL 6/14/2023 OR 120K WOF | | | | TEAM 5 TO REVIEW;
8/2/2019 11:13:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBACG LIGHT ON;
8/6/2019 2:11:00 PM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.
8/6/2019 2:12:00 PM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX2FW[redacted]
Owner Or Fleet	[redacted] Doylestown, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	8/2/2019	Incident Date	N/A
Mileage	73,740		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/2/2019 4:32:00 PM	MEDIA ATTACHED IN DOC CENTER
8/7/2019 11:25:00 AM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO RELEASE OF THE WARRANTY EXTENSION; CUST ALSO REPLACED THE BATTERY AND BRAKES WHICH ARE NOT COVERED UNDER THE WARRANTY EXTENSION; CUST PAID $536.52 FOR AIR BAG CLOCK SPRING REPAIRS; TAX $37.55; VW TO REIMBURSE TOTAL: $574.07. | | | SP TO GENERATE CHECK REQUEST.
8/7/2019 12:01:00 PM	WVGBV7AX2FW[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL; $574.07. | | | GENERATED CHECK REQUEST.
8/16/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 574.07 MAILED ON 08/15/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX7BW[redacted]
Owner Or Fleet	[redacted] PLAINFIELD, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	8/2/2019	Incident Date	N/A
Mileage	110,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/2/2019 4:47:00 PM	CUSTOMER STATES: VEHICLE WAS SERVICED FOR A CLOCK SPRING RECALL BACK IN 2016 AND NOW THE PART HAS FAILED AGAIN, CUSTOMER SPOKE WITH DLR AND WAS INFORMED THAT THE RECALL ONLY HAS A 12/12 WARRANTY AND CUSTOMER WOULD BE OUTSIDE OF THAT BY AGE AND MILEAGE OF VEHICLE; CUSTOMERS HORN DOES NOT WORK AND AIRBAG LIGHT IS ON AND WOULD LIKE TO HAVE CONCERN ATTENDED TOO | | | CUSTOMER SEEKING: TO HAVE VEHICLE CONCERNS FIXED | | | CO ADVISED: CUSTOMER THAT RECALLS WARRANTY IS ONLY VALID FOR 12/12 WCF; ADVISED CUSTOMER THAT THERE IS A WARRANTY EXTENSION ON THE VEHICLE FOR THE AIRBAG CLOCK SPRING THAT IS VALID UNTIL 7/9/2026 OR 999,999 MILES WCF, CO CONTACTED DLR 402163 AND WAS ABLE TO SET CUSTOMER WITH AN APPOINTMENT FOR WEDNESDAY AUGUST 7TH AT 8AM | | | CUSTOMER WAS THANKFUL | | | NO FURTHER ACTION
8/2/2019 5:01:00 PM	REFERENCE #[redacted] | | | DEAR, MR.[redacted] | | | THANKS FOR TAKING THE TIME TO SPEAK WITH ME. | | | I SCHEDULED AN APPOINTMENT WITH (HAWK VOLKSWAGEN OF JOLIET) AND CONFIRMED YOUR APPOINTMENT DATE IS (WEDNESDAY AUGUST 7TH AT 8AM). IF YOU NEED TO CHANGE THIS APPOINTMENT, PLEASE CALL THE DEALERSHIP DIRECTLY AT (815-741-1100) | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | KRISTEN HARRIS | | CUSTOMER CARE PHONE ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | | | |
8/28/2019 12:28:00 PM	CUSTOMER STATES: HAD CLOCK SPRING REPAIR COMPLETED; CHECK ENGINE LIGHT CAME ON; VEHICLE IS READING A CYLINDER MISFIRE; WAS NOT THERE PRIOR TO THE REPAIR; NOT GOING TO ACCUSE ANYONE OF ANYTHING BUT WOULD LIKE TO KNOW WHAT IS GOING ON; THE ENGINE WAS REDONE; THE COIL PACK WAS REPLACED; HAVE NOT HAD VEHICLE INTO DEALER; | | | CUSTOMER SEEKS: TRENDS; ANY COMMON ISSUES WITH THIS CONCERN; | | | CO ADVISED: NO OPEN RECALLS ON VEHICLE; WARRANTY EXTENSIONS FOR INTAKE MANIFOLD, FUEL INJECTOR AND INJECTION PUMP ALL GOOD FOR 10 YR. 120K WOF; AIRBAG CLOCK SPRING FOR 15 YR. UNLIMITED MILES; WOULD NEED TO BEING VEHICLE IN FOR DIAGNOSTIC TO DETERMINE WHAT PARTS NEEDS TO BE REPLACED; IF ANY MENTIONED PARTS NEED TO BE REPLACED THEN IT IS COVERED UNDER WARRANTY EXTENSION; | | | CUSTOMER ACKNOWLEDGES; | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A38DC[redacted]
Owner Or Fleet	[redacted] REUNION, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	8/5/2019	Incident Date	N/A
Mileage	79,567		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/5/2019 11:27:00 AM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $434.58. | | | | SP TO GENERATE CHECK REQUEST.
8/5/2019 11:57:00 AM	1VWBP7A38DC[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $434.58. | | | | GENERATED CHECK REQUEST.
8/5/2019 9:38:00 AM	MEDIA ATTACHED IN DOC CENTER
8/9/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 434.58 MAILED ON 08/08/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A39CC[redacted]
Owner Or Fleet	[redacted] DE PERE, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	8/5/2019	Incident Date	N/A
Mileage	55,752		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/5/2019 11:59:00 AM	MEDIA ATTACHED IN DOC CENTER
8/5/2019 12:12:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARR EXT; SUBMITTED RO AND POP FROM A VW DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; REPAIRS WERE COMPLETED BEFORE THE FIRST VALID OUT OF POCKET DATE FOR REIMBURSEMENT; VW TO REIMBURSE AS GOODWILL DUE TO DATE; VW TO REIMBURSE TOTAL: $415.67. | | | | SP TO GENERATE CHECK REQUEST.
8/5/2019 12:17:00 PM	1VWAH7A39CC[redacted] VW TO REIMBURSE CUST FOR WECY REPAIRS AS GOODWILL DUE TO DATE; TOTAL: $415.67. | | | | GENERATED CHECK REQUEST.
8/9/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 415.67 MAILED ON 08/08/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWGT7A36HC[redacted]
Owner Or Fleet	[redacted] MURFREESBORO, TN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	8/5/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/5/2019 7:53:00 PM	| | CUSTOMER STATES: AIRBAG LIGHT CAME ON; AND ANOTHER LIGHT CAME ON (POSSIBLE INSPECTION LIGHT); ONLY APPEARS WHEN DRIVING, WHEN BREAKING IT STOPS. CUSTOMER WENT TO PULL OUT OF WORK, AND THERE WAS A CLICKING NOISE. | | | CUSTOMER SEEKING: IS VEHICLE SAFE TO DRIVE? | | | CO ADVISED: VEHICLE HAS THE ENGINE CONTROL MODULE SOFTWARE SERVICE ACTION OPEN ON THE VEHICLE. THIS CAN BE PERFORMED AT ANY VW DEALER AT NO COST. CAN'T CONFIRM WHY AIRBAG LIGHT IS ON. VEHICLE WILL NEED TO BE DIAGNOSED BY VW DEALER. CO OFFERED TO SCHEDULE APPOINTMENT, CUSTOMER DECLINED. | | | NO FURTHER ACTION.
8/5/2019 8:01:00 PM	CATEGORY SELECTION : ENGANDENGCOOLING / NOISE / CLICKING NOISE; AIRBAGS / WARNING LIGHT ON / AIRBAG SENSOR;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX2EW[redacted]
Owner Or Fleet	[redacted] Pottsville, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	8/6/2019	Incident Date	N/A
Mileage	69,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/6/2019 11:01:00 AM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN PA STATE; 2ND OWNER; VEHICLE PURCHASED AT MILEAGE 20K; VEHICLE PURCHASED FROM 406445 VW DEALER; YES, THIS IS A CPO; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; VEHICLE IS FINANCED THROUGH VCI; BRAND LOYAL CUSTOMER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT ON; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT DEALER 6/1/19 | | | | CUSTOMER SEEKING: FINACIAL ASSISTANCE | | | FACE TO FACE WITH TEAM LEAD ROSS ADVISED DUE TO CUSTOMER BEING BRAND LOYAL WE WANT TO GET CASE ESCALATED TO RCM TO B REVIEWED FURTHER | | | CO ADVISED:NO OPEN RECALLS; CALLED DEALER 406445 TO BE RE DIAGNOSIS; APPOINTMENT SCHEDULED FOR 8/14 @3PM; CASE WILL BE ESCALATED TO AN RCM AND WILL BE REACHING OUT TO DEALER MANAGEMENT PERTAINING TO CONCERNS: RCM WILL BE CONTACTING CUST BY COB 8/15; CASE NUMBER GIVEN | | | CO TO ESCALATE TO RCM
8/6/2019 11:08:00 AM	TL ADVISED DUE TO LOYALTY CAN REVIEW POSSIBLE ASSISTANCE; ESCALATE TO RCM PENDING RECENT DEALER DIAGNOSIS
8/6/2019 11:27:00 AM	CATEGORY SELECTION : ENGANDENGCOOLING / WARNING LIGHT ON / AIRBAG LIGHT ON ;
8/6/2019 11:28:00 AM	RCM TO CONTACT DEALER 406445 REGARDING TO FINANCIAL ASSISTANCE ; FOLLOW UP WITH CUSTOMER BY COB 8/15 | | | RCM TO REVIEW
8/15/2019 12:12:00 PM	DOLORES, | | YES, WE WILL REMAIN WITH OUR ORIGINAL OFFER. | | | THANK YOU, | | KERRY | | RCM TO CONTACT THE CUSTOMER
8/15/2019 12:21:00 PM	RCM ADVISED THE CUSTOMER IS OUT OF WARRANTY BY 33,000 MILES AND 26 MONTHS; THERE ARE NO RECALLS OR SERVICE ACTIONS ON THE VEHICLE. CUSTOMER STATES HE HAS ANOTHER VEHICLE AND HAD THE SAME CONCERN WITH THE SEAT BELT ON THE PASSENGER SIDE AND NO ONE SITS IN IT; STATES DOESN'T THIS SEEM STRANGE. RCM ADVISED THE CUSTOMER SHOULD VW HAVE A RECALL ON THE VEHICLE HE WOULD BE ABLE TO SEEK POSSIBLE REIMBURSEMENT AT THAT TIME; ADVISED THE CUSTOMER THE DEALER IS WAIVING THE DIAGNOSTIC FEE SO HE WON'T INCUR THE COST. CUSTOMER STATES HE WILL REMEMBER THIS. RCM ADVISED THE CUTSOMER WITH THE VEHICLE BEING SO FAR OUTSIDE OF WARRANTY AND HIS LOYALTY TO THE BRAND WE WERE TRYING TO SEE WHAT WE CAN POSSIBLY DO FOR HIM. NO FURTHER ACTION.
8/15/2019 8:15:00 AM	GOOD MORNING, | | | CUSTOMER STATES THE AIRBAG LIGHT IS ILLUMINATING AND REQUESTING FINANCIAL ASSISTANCE. | | | PLEASE ADVISE IF YOU ARE ENTERTAINING PROVIDING ASSISTANCE, IF SO, WHAT WOULD YOU BE COVERING. | | | THANK YOU, | | | DOLORES WILDER | REGION CASE MANAGER | TO WAIT DEALR'S EMAIL.
8/15/2019 8:58:00 AM	HI, | | | THE DECISION TO PROVIDE ASSISTANCE WOULD ALL BE FROM DEALER UNDER OUR NEW PROCESS. | | | PLEASE ADVISE IF YOUR OFFER WOULD REMAIN THE SAME OR NOT. | | | WE NEVER INFORM CUSTOMER OF WHAT CAN OR CANNOT BE COVERED BECAUSE DON┬┐T KNOW IF THE CONCERN IS DUE TO OUTSIDE INFLUENCE OR NOT. WE DEPEND ON THE DIAGNOSIS FROM THE DEALERSHIP. | | | DOLORES WILDER | REGION CASE MANAGER | TO WAIT DEALER'S EMAIL.
8/15/2019 8:58:00 AM	DOLORES, | WE WILL COVER THE DIAGNOSIS CHARGE THAT EXISTS ($48.00), IF VW COVERS THE REPLACEMENT OF THE DEFECTIVE PART. | THE QUOTE FOR THAT IS $190.00 PARTS AND LABOR. | THE CUSTOMER WAS GIVEN THE IMPRESSION VW WOULD COVER 100% WHEN HE ORIGINALLY CALLED. | | | THANK YOU, | KERRY GERBER | SERVICE MANAGER | RCM TO SEND EMAIL TO DEALER.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDZ7AJ5BM[redacted]
Owner Or Fleet	[redacted]		HIGHLAND LAKES, NJ, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	8/7/2019	Incident Date	N/A
Mileage	161,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/7/2019 12:01:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN NJ STATE; 2ND OWNER; VEHICLE PURCHASED 7-26-19 AT MILEAGE 160000; VEHICLE PURCHASED FROM A PRIVATE OWNER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW OWNER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT ON; CODE 100B1B; RESISTANCE ON DRIVER┬┐S SIDE AIRBAG; VEHICLE IS NOT CURRENTLY AT A VW; HEARD THERE WAS A PAST RECALL | | | | CUSTOMER SEEKING: FINANCIAL ASSISTANCE WITH REPAIR; | | | | FACE TO FACE WITH KIM: VW IS UNABLE TO PROVIDE FINANCIAL ASSISTANCE OUTSIDE OF THE NVLW | | | | CO ADVISED: NO OPEN RECALLS OR AIRBAG RECALLS; NO WARRANTY EXTENSIONS; COMPONENT FALLS UNDER NVLW WHICH IS 3 YEARS OR 36K MILES WOF; DUE TO AGE AND MILEAGE OF VEHICLE VW WILL NOT BE ASSISTING | | | | NO FURTHER ACTION
8/7/2019 12:06:00 PM	FACE-FACE WITH CO | | | | EM ADVISED: VW IS UNABLE TO PROVIDE FINANCIAL ASSISTANCE OUTSIDE OF THE NVLW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDP7AJ4DM[redacted]
Owner Or Fleet	[redacted] CHARLOTTESVILLE, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	8/7/2019	Incident Date	N/A
Mileage	45,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/7/2019 12:35:00 PM	CUSTOMER STATES: THE AIRBAG LIGHT IN HIS VEHICLE HAS BEEN ON FOR ABOUT A MONTH; HAS CONTACTED DEALER 409432 AND THEY TOLD HIM THAT THE EARLIEST THEY CAN GET THE VEHICLE IN TO DIAGNOSIS IT IS 8/28/19; CUSTOMER WANTED TO CALL AND SEE IF THE VEHICLE HAD ANY OPEN RECALLS OR EXT. WARRANTIES | | | CUSTOMER SEEKING: IF HIS VEHICLE HAS AN OPEN EXT. WARRANTIES OR RECALLS | | | CO ADVISED: VEHICLE HAS NO OPEN RECALLS; VEHICLE DOES HAVE AN EXT. WARRANTY FOR STEERING WHEEL LOCK FOR 10Y/100K MILES, AND EXT. WARRANTY FOR THE AIRBAG CLOCK SPRING FOR 10Y/120K MILES; IF ONE OF THESE COMPONENTS IS WHAT NEEDS TO BE REPAIRED AS ALONG AS IT IN THE WARRANTY PARAMETERS THE REPAIR WILL BE COVERED | | | CUSTOMER THANKED | | | NO FURTHER ACTION
8/7/2019 12:46:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX1CW[redacted]
Owner Or Fleet	[redacted] Los Gatos, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	8/7/2019	Incident Date	N/A
Mileage	77,657		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/7/2019 2:33:00 PM	MEDIA ATTACHED IN DOC CENTER
8/12/2019 11:11:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; THE DEALER PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING AND CHARGED THE CUSTOMER; SP CONFIRMED VIN HAS WECI WARR EXT; REPAIRS SHOULD HAVE BEEN COVERED; CUSTOMER PAID $672.28 FOR REPAIRS; VW TO REIMBURSE TOTAL: $672.28. | | | | SP TO GENERATE CHECK REQUEST.
8/12/2019 12:30:00 PM	WVGAV7AX1CW[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $672.28. | | | | GENERATED CHECK REQUEST.
8/20/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 672.28 MAILED ON 08/19/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX9CW[redacted]
Owner Or Fleet	[redacted]		ALBUQUERQUE, NM, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	8/7/2019	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/7/2019 6:36:00 PM	CUSTOMER STATES; THEY LOOKED UP VEHICLE'S VIN AND HAVE A RECALL ON THE AIRBAG | | | CUSTOMER SEEKS; APPOINTMENT TO HAVE RECALL FIXED | | | CO ADVISED AFTER CHECKING IN OUR SYSTEM I SHOW NO OPEN CAMPAIGNS FOR THE VIN PROVIDED; WITH THE AIRBAG LIGHT BEING ON THAT MEANS IT IS NOT OPERATING PROPERLY AND VW SUGGESTS VISITING THE NEAREST VW DEALER FOR DIAGNOSIS; LOCATED DEALER 420309 AND SCHEDULED APPOINTMENT FOR 8/9 AT 12;30 PM; CUSTOMER ACCEPTED; PROVIDED DEALER ADDRESS AS WELL | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX9CW[redacted]
Owner Or Fleet	[redacted] FAIRFIELD, OH,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	8/8/2019	Incident Date	N/A
Mileage	76,987		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/8/2019 8:45:00 AM	MEDIA ATTACHED IN DOC CENTER
8/13/2019 1:23:00 PM	CUSTOMER SENT IN REPAIR ORDER AND POP FROM URIELS AUTOMOTIVE LLC; CUSTOMER SEEKING REIMBURSEMENT FOR STEERING COLUMN LOCK MODULE;
8/14/2019 8:18:00 AM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | THANK YOU FOR GETTING BACK WITH YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW. | | | AFTER REVIEWING THE DOCUMENTS, I NOTICED BOTH DOCUMENTS ARE BILLED TO MO AUTO SALES AND I BELIEVE YOU TO BE THE OWNER. IS THAT CORRECT? | | | THIS IS IMPORTANT BECAUSE IF WE ARE ABLE TO PROVIDE YOU WITH A REIMBURSEMENT CHECK, I WANT TO ENSURE IT GETS SENT TO THE CORRECT ADDRESS. | | | THANK YOU FOR YOUR TIME AND I LOOK FORWARD TO HEARING FROM YOU. ONCE I HEAR BACK, I WILL GLADLY GET YOUR DOCUMENTS TO THE CORRECT DEPARTMENT SO THAT OUR REIMBURSEMENT REVIEW CAN BEGIN. | | | IF YOU HAVE ANY OTHER QUESTIONS, PLEASE FEEL FREE TO EMAIL ME AGAIN. | | | SINCERELY, | TAYLOR W. | CUSTOMER CARE ADVOCATE | | | CO TO WAIT CUSTOMER CONTACT | |
8/16/2019 1:38:00 PM	FROM:[redacted] | SENT: FRIDAY, AUGUST 16, 2019 1:21 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE[redacted] | | | CORRECT. | | | | SINCERELY | MO AUTO SALES | [redacted] | FAIRFIELD, OH[redacted] | | |
8/16/2019 9:24:00 AM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | I AM FOLLOWING UP ON MY LAST EMAIL THAT I SENT ON AUGUST 14TH. | | | AFTER REVIEWING THE DOCUMENTS, I NOTICED BOTH DOCUMENTS ARE BILLED TO MO AUTO SALES AND I BELIEVE YOU TO BE THE OWNER. IS THAT CORRECT? | | | THIS IS IMPORTANT BECAUSE IF WE ARE ABLE TO PROVIDE YOU WITH A REIMBURSEMENT CHECK, I WANT TO ENSURE IT GETS SENT TO THE CORRECT ADDRESS. | | | THANK YOU FOR YOUR TIME AND I LOOK FORWARD TO HEARING FROM YOU. | | | HAVE A NICE WEEKEND! | | | SINCERELY, | TAYLOR W. | CUSTOMER CARE ADVOCATE | | | CO TO WAIT CUSTOMER CONTACT | |
8/18/2019 9:13:00 AM	FROM:[redacted] | SENT: SATURDAY, AUGUST 17, 2019 7:54 AM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE[redacted] | | | YES, MO AUTO SALES 3400 DIXIE HWY | | ALSO AFTER TALKING TO YOUR TEAM, ABOUT THE SITUATION I HAVE REALLY THOUGHT ABOUT THE FAIRNESS INVOLVED IN THIS SITUATION. | | | IN ALL FAIRNESS WHEN VW IS GOING TO COVER PARTS AND LABOR FOR A RECALL AND IN THIS CASE I FEEL IT AND IT WASN'T HANDLED PROPERLY OR DONE, AND WE HAD TO ABSORB | | THE COSTS OF PARTS AND LABOR I DON'T FEEL IT UNFAIR TO ASKFOR REIMBURSEMENT OF BOTH PARTS AND LABOR. CONSIDERING THAT WE HAVE A RELATIONSHIP WITH THE MECHANIC AND ALSO GET DISCOUNTED LABOR HOURS. | | | SINCERELY | MO AUTO SALES | | 513-671-4700 | | 3400 DIXIE HWY | | FAIRFIELD, OH[redacted] | | |
8/19/2019 9:39:00 AM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | I HOPE YOU HAD A NICE WEEKEND AND THANK YOU FOR GETTING BACK TO ME. | | | I UNDERSTAND YOUR FRUSTRATION IN REGARD TO OUR REIMBURSEMENT REVIEW BEING FOR PARTS ONLY. REGRETFULLY THOUGH, THE WARRANTY EXTENSION WAS VALID AT THE TIME OF THE REPAIR AND HAD TO BE COMPLETED AT A VW DEALERSHIP. WE CANNOT SPEAK TO WORK THAT WAS NOT COMPLETED BY OUR TRAINED VW TECHNICIANS. | | | BUT NOW THAT I HAVE EVERYTHING I NEED, I WILL FORWARD YOUR DOCUMENTS TO THE CORRECT DEPARTMENT AND THE REVIEW WILL BEGIN. OUR REVIEW CAN TAKE A MAXIMUM OF 60 DAYS TO COMPLETE. WE GREATLY APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. | | | AT THE END OF OUR REVIEW, YOU WILL EITHER RECEIVE A CHECK IN THE MAIL, OR A DENIAL LETTER AS TO WHY THE CLAIM WAS DENIED. | | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┤T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON[redacted] | | | SINCERELY, | TAYLOR W. | CUSTOMER CARE ADVOCATE | | | CO TO ENGAGE SP

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX9CW[redacted]
Owner Or Fleet	[redacted] FAIRFIELD, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	8/8/2019	Incident Date	N/A
Mileage	76,987		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

8/19/2019 9:45:00 AM	HELLO SP, | | | | PLEASE REVIEW CUSTOMER REQUEST FOR REIMBURSEMENT UNDER WE; CO ADVISED PARTS ONLY; CUSTOMER IS OWNER OF INDEPENDENT (MO'S AUTO SALES); CO CONFIRMED PART WAS ORDERED FROM DEALER 403207 AND INSTALLED BY INDEPENDENT; CO ADVISED 60 DAYS | | | | THANK YOU FOR ALL THAT YOU DO
8/22/2019 2:51:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT REPAIR SHOP; THE INDEPENDENT REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE PARTS ONLY AS GOODWILL AS THE REPAIR WAS COMPLETED AFTER THE LAST VALID DATE FOR REIMBURSEMENT; VW TO REIMBURSE TOTAL: $200.00. | | | | SP TO GENERATE CHECK REQUEST.
8/22/2019 2:57:00 PM	WVGBV7AX9CW[redacted] VW TO REIMBURSE CUST FOR WECI AS GOODWILL PARTS ONLY DUE TO DATE; TOTAL: $200.00. | | | | GENERATED CHECK REQUEST.
8/22/2019 3:00:00 PM	SP MAILED LETTER EXPLAINING REIMBURSEMENT.
8/28/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 200.00 MAILED ON 08/27/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWTL7AJ2AM[redacted]
Owner Or Fleet	[redacted] Kingsville, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2010		
Report Date	8/8/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549CD		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/8/2019 9:33:00 AM	REFERENCE CASE [redacted] | | | CUSTOMER STATES SUBMITTED REIMBURSEMENT FOR AIRBAG CLOCK SPRING WARRANTY EXT | | | CUSTOMER SEEKING UPDATE | | | CO ADVISED SENT CHECK FOR $257.22 IN 2/2019; INQUIRED IF CUSTOMER RECEIVED | | | CUSTOMER STATES DIDN┬┐T THINK SO; SILL CHECK WITH WIFE; REIMBURSEMENT AMOUNT IS LESS THAN WHAT WAS PAID | | | CO ADVISED CUSTOMER DIDN┬┐T HAVE COMPLETED AT VW DEALER; FOR REPAIRS COMPLETED AT INDEPENDENT THAT IS A STANDARD RAT SET THAT WE CAN REIMBURSE FOR; UNABLE TO REIMBURSE FULL AMOUNT; OFFERED TO CALL CUSTOMER TOMORROW AFTER HE CHECKS WITH WIFE | | | CUSTOMER DECLINED | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWG17AU8JM[redacted]
Owner Or Fleet	[redacted]		Potomac, MD, [redacted]
Make, Model, Model Year	Volkswagen, Golf, 2018		
Report Date	8/8/2019	Incident Date	N/A
Mileage	5,500		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/8/2019 11:04:00 AM	CUSTOMER STATES: ORIGINAL OWNER; VEHICLE WITH CUSTOMER; CURRENT MILEAGE - 5,500K; CURRENT CONCERN- ERROR MESSAGE ON DASHBOARD FOR PASSENGER AIRBAG LIGHT & MAKING A BEEPING SOUND; INITIALLY HE HAS A SERVICE LIGHT ON FOR AN OIL CHANGE; HE SET UP AN APPOINTMENT FOR NEXT WEEK, BUT HE CANNOT REMEMBER THE DATE. | | | | | CUSTOMER SEEKING: IF THE VEHICLE SHOULD BE TAKING TO A DIFFERENT DEPARTMENT | | | CO ADVISED: HAVE DOCUMENTED HIS CONCERNS; WILL CONTACT DEALER 409152 REGARDING HIS CONCERN AND APPOINTMENT INFORMATION | | | | | CO TO CALL DEALER | | | |
8/8/2019 11:17:00 AM	CO ADVISED: CALLING FROM CUSTOMER CARE CENTER; CUSTOMER INITIALLY MADE AN APPOINTMENT FOR AN OIL CHANGE HOWEVER PASSENGER AIRBAG LIGHT IS ON AND BEEPING; SEEKING TO KNOW IF HE CAN GET AN EARLIER APPOINTMENT. | | | DEALER PERSONNEL STATES: CUSTOMER HAS AN APPOINTMENT FOR TUESDAY, 8-13-2019; THEY DO NOT HAVE ANY EARLIER APPOINTMENTS; SHE SPOKE WITH HER SERVICE MANAGER, WHO SAID HE CAN DRIVE THE VEHICLE UNTIL TUESDAY. | | | CO ADVISED: APPRECIATE INFORMATION; BUT WILL ADVISE IF ANYTHING CHANGES (I.E. RED LIGHT ON DASH, OR FLASHING) TO CONTACT ROADSIDE | | | | | | | CO TO RETURN TO CUSTOMER.
8/8/2019 11:20:00 AM	CO ADVISED: PER DEALER DP-MAXIN, YOUR APPOINTMENT IS FOR TUESDAY, 8-13-2019; THEY TO NOT HAVE AN EARLIER APPOINTMENT; DP SPOKE WITH THE SM WHO ADVISED YOU CAN DRIVE THE VEHICLE UNTIL TUESDAY; HOWEVER DEALER AND CO AGREE IF A LIGHT STARTS FLASHING AND/OR IS RED, TO CONTACT ROADSIDE 800# AND HAVE THE VEHICLE TOWED. | | | | | CUSTOMER STATES: HE HAS ROADSIDE'S NUMBER IN THE GLOVEBOX. | | | | | CO TO CLOSE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWGV7AJ4DW[redacted]
Owner Or Fleet	[redacted], Providence Village, TX, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2013		
Report Date	8/8/2019	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	N/A		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/8/2019 2:41:00 PM	CUSTOMER STATES PURCHASED VEHICLE USED, 1ST VW, CUSTOMER STATES HIS AIRBAG LIGHT IS ON AND HE READ THAT THERE MIGHT BE A RECALL FOR THE AIRBAG AND WANTED TO KNOW IF HIS VEHICLE HAD THAT. | | | | CO ADVISED THERE WERE NO OPEN RECALLS/WARRANTY EXTENSIONS ON THE VEHICLE. WITH VEHICLE BEING WELL OUTSIDE OF WARRANTY THIS REPAIR WOULD BE ON THE CUSTOMER TO ADDRESS. CO OFFERED TO SET UP AN APPOINTMENT WITH HIS LOCAL VW DEALER. CUSTOMER DECLINED. | | | | NO FURTHER ACTION. | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAA7A39JC[redacted]
Owner Or Fleet	[redacted] North Miami Beach, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	8/8/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/8/2019 7:39:00 PM	CUSTOMER STATES WHILE DRIVING A LOT OF WARNING LIGHTS CAME ON; ONE SAID AIRBAG WAS OFF; DROVE SAFELY HOME; WANTS TO KNOW IF VEHICLE SHOULD BE DRIVEN OR TOWED TO THE DEALER | | | CUSTOMER SEEKS TO KNOW IF VEHICLE CAN BE DRIVEN | | | CO ADVISED THAT BECAUSE THERE ARE SO MANY WARNING LIGHTS ON IT IS BEST TO GET THE VEHICLE TOWED; CUSTOMER IS STILL WITHIN ROADSIDE; CO OFFERED TO TRANSFER CUSTOMER TO ROADSIDE SO A TOW CAN BE SET UP FOR TOMORROW SINCE THE DEALERS ARE NOW CLOSED | | | CUSTOMER AGREED TO BE TRANSFERRED TO ROADSIDE | | | CO TRANSFERRED CUSTOMER TO MARK WITH ROADSIDE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX6BW[redacted]
Owner Or Fleet	[redacted] FAIRFAX, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	8/9/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Mileage	0

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/9/2019 9:21:00 AM	CUSTOMER STATES CLICK NOISE IN STEERING; AIR BAG LIGHT ON; CONTROLS ON STEERING WHEEL NOT WORKING; HORN NOT WORKING; SAW ONLINE THERE WAS RECALL; CALLED DEALER 409415; WAITING FOR CALL BACK | | | CUSTOMER SEEKING RECALL INFORMATION | | | CO ADVISED THERE WAS A RECALL FOR THE STEERING WHEEL CLOCK SPRING BUT IT WAS PERFORMED IN 2016; THERE IS A WARRANTY EXT ACTIVE UNTIL 2026; SYMPTOMS SEEM SIMILAR; WILL NEED DIAGNOSIS AT VW DEALER; IF DIAGNOSIS IS RELATED TO EXTENSION DIAGNOSIS AND REPAIR WILL BE COVERED; OFFERED TO SCHEDULE APPOINTMENT | | | CUSTOMER AGREED | | | CO SCHEDULED APPOINTMENT FOR 8/12 AT 8AM WITH DEALER 409415 VIA XTIME [redacted] | | | CO TO EMAIL
8/9/2019 9:55:00 AM	FROM: VW EXPERIENCE | | SENT: FRIDAY, AUGUST 09, 2019 9:55 AM | | TO: [redacted] | | SUBJECT: VOLKSWAGEN CUSTOMER CARE [redacted] | | | REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | THANKS FOR TAKING THE TIME TO SPEAK WITH ME. | | | I SCHEDULED AN APPOINTMENT WITH FAIRFAX VOLKSWAGEN AND CONFIRMED YOUR APPOINTMENT DATE IS MONDAY, AUGUST 12TH AT 8:00AM. IF YOU NEED TO CHANGE THIS APPOINTMENT, PLEASE CALL THE DEALERSHIP DIRECTLY AT (703) 273-6700. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON'T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | ANE T | | CUSTOMER CARE ADVOCATE | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A34CC[redacted]
Owner Or Fleet	[redacted] RIVERSIDE, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	8/9/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/9/2019 11:26:00 AM	CUSTOMER STATES: TOOK VEHICLE TO THE DEALER FOR RECALL WORK AND THE AIRBAG LIGHT BEING ON. ALSO REQUESTED AN INSPECTION OF THE VEHICLE. DEALER ONLY HAD TIME TO DO THE RECALLS AND INSPECTION. DIDN'T HAVE TIME TO LOOK INTO THE AIRBAG LIGHT ANY FURTHER. THE AIRBAG CLOCK SPRING RECALL WAS COMPLETED. BUT THIS DIDN'T FIX THE LIGHT. TOOK THE VEHICLE TO MECHANIC WHO DIAGNOSED AS THE AIR BAG CLOCK SPRING, WHICH IS UNDER EXTENDED WARRANTY. TOOK VEHICLE BACK TO THE DEALER. DEALER TOLD HIM HE WOULD HAVE TO PAY A DIAGNOSIS FEE BEFORE THE DEALER COULD REVIEW WARRANTY COVERAGE. | | | | CUSTOMER SEEKING: THE DIAGNOSIS FEE TO BE WAVED SINCE THE DEALER SHOULD HAVE BEEN ABLE TO SEE THAT THE PROBLEM WAS THE CLOCK SPRING DURING THE INSPECTION. CUSTOMER FEELS THAT HE SHOULDN'T HAVE TO PAY A DIAGNOSIS FEE FOR SOMETHING THAT IS COVERED UNDER RECALL AND WARRANTY. | | | | CO REVIEWED WITH EM ANTONIO. | | | | CO ADVISED: BECAUSE THE VEHICLE IS OUT OF WARRANTY, THE COST OF DIAGNOSIS WOULD BE UP TO THE CUSTOMER. | | | | CUSTOMER REQUESTED SUPERVISOR. CO REVIEWED WITH TEAM LEAD JULIE. | | | | CO ADVISED: I AM EMPOWERED BY VW TO MAKE THE DECISION. MY SUPERVISOR AGREES WITH ME. THIS IS VW'S DECISION, IT WILL NOT CHANGE. ANY FURTHER ESCALATION OF THE ISSUE WOULD NEED TO BE DONE THROUGH THE DEALER. | | | | CUSTOMER REQUESTED THAT CO NOTE THAT CUSTOMER FEELS THIS IS UNFAIR. ASKED FOR THE CORPORATE EMAIL. HAS AN APPOINTMENT TO SPEAK WITH THE DEALER MANAGEMENT ABOUT THE ISSUE. CUSTOMER THANKED CO FOR TIME. CO OFFERED CUSTOMER SURVEY AND LET HIM KNOW HE CAN EXPRESS THE DISSATISFACTION IN THE COMMENT BOX AT THE BOTTOM OF THE SURVEY. | | | | NO FURTHER ACTION. | |
8/9/2019 11:28:00 AM	EM AGREES WITH CO THAT DIAGNOSIS FEE IS A LABOR CHARGE FOR DEALER TO LOOK INTO VEHICLE ISSUE; VW WILL NOT BE ABLE TO WAIVE FEE
8/9/2019 11:39:00 AM	TEAM LEAD SUPPORTS CO DECISION; VW WOULD NOT BE ABLE TO MEET CUSTOMER REQUEST FOR ASSISTANCE WITH THE DIAGNOSIS FEE; CO TO RETURN TO CUSTOMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX4EW[redacted]
Owner Or Fleet	[redacted]		JACKSONVILLE BEACH, FL, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	8/12/2019	Incident Date	N/A
Mileage	39,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/12/2019 9:53:00 AM	CUSTOMER CALLING ABOUT ISSUE WITH HORN NOT WORKING, AIRBAG LIGHT IS ON, ANY RECALLS. | | | CO ADVISED NO OPEN RECALLS, WARRANTY EXTENSION FOR AIRBG CLOCK SPRING FOR 10/120, WCF, FROM SYMPTOMS DESCRIBED IT MAY BE RELATED TO THE WARRANTY EXTENSION, MUST AUTHORIZE DIAGNOSIS AND IF IT TURNS OUR IS COVERED UNDER THE WARRANTY EXTENSION THERE IS NO CHARGE, OFFERED TO SET APPOINTMENT OR TRANSFER CUSTOMER. | | | CUSTOMER STATES SHE HAS APPOINTMENT TOMORROW WITH OSTEEN VW 405036, WONDERING HOW LONG THIS WILL TAKE AND IF CAN GET A LOANER. | | | CO ADVISED SHE NEEDS TO ADDRESS WITH THE DEALER. NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX4BW[redacted]
Owner Or Fleet	[redacted], Peabody, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	8/12/2019	Incident Date	N/A
Mileage	67,300		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/12/2019 1:46:00 PM	CUSTOMER STATES HAVE THE AIRBAG LIGHT COMING ON ; INDEPENDENT DIAGNOSIS IT TO BE THE AIRBAG CLOCK SPRING ; TOOK IT TO DEALER SINCE THERE IS A RECALL AND WAS TOLD ITS CLOSED OUT AND THERE WOULD BE A FEE ; | | | CUSTOMER SEEKING RECALL INFORMATION | | | CO ADVISED RECALL IS CLOSED OUT BUT THERE IS A WARRANTY EXTENSION ON AIRBAG CLOCK SPRING FOR 15 YEARS ; ADVISED THAT STEERING CONTROLS AND AIRBAG LIGHT COMING ON BOTH NEED TO BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER WARRANTY EXTENSION THEN IF DIAGNOSIS CONFIRMED ITS DUE TO A TORN CLOCK SPRING REPAIRS WILL BE DONE AT NO COST ; INTAKE MANIFOLD, FUEL INJECTOR FOR 10Y/120K WOF ; TIMING CHAIN FOR 10Y/100K WOF ; | | | CUSTOMER STATES WILL CHECK IF STEERING CONTROLS ARE NOT WORKING AS WELL ; | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX8FW[redacted]
Owner Or Fleet	[redacted]		LEXINGTON, KY, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	8/13/2019	Incident Date	N/A
Mileage	49,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/13/2019 6:44:00 PM	CUSTOMER STATES; THE HORN IS NOT WORKING AND THE AIRBAG LIGHT IS ON; READ THAT THERE COULD BE SOMETHING OPEN ON THE VEHICLE THAT COULD COVER THE REPAIR; | | | | CUSTOMER SEEKING: WARRANTY EXTENSION INFORMATION | | | | CO ADVISED: THERE IS AN OPEN WARRANTY EXTENSION ON THE VEHICLE FOR THE AIRBAG CLOCK SPRING 10Y 120K WOF; THE CUSTOMER WAS SET UP FOR AN APPOINTMENT THROUGH X-TIME FOR 08-15 AT 7:35AM CONFIRMATION CODE [redacted] THERE WILL BE A DIAGNOSIS COMPLETED IN ORDER TO KNOW WHETHER THIS IS COVERED BY THE WARRANTY EXTENSION | | | | CUSTOMER ACKNOWLEDGED; | | | | CO TO CLOSE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCT7A39HC[redacted]
Owner Or Fleet	[redacted] Rising Sun, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	8/13/2019	Incident Date	N/A
Mileage	50,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/13/2019 7:55:00 PM	CUSTOMER STATES: HAD REPAIR PERFORMED ON VEHICLE FOR $480.16: SERVICE DEPARTMENT ADVISED THAT ISSUE WAS "LUCK OF THE DRAW" BECAUSE CLOCK SPRING IS IN THE STEERING WHEEL. BEING THAT THIS IS SECOND PASSAT THAT HAD AN UNCOMMON ISSUE, IS EXTREMELY UNHAPPY WITH VOLKSWAGEN, BUT NOT DUE TO SERVICE DEPARTMENT. | | | CUSTOMER SEEKING: EMAIL ADDRESS FOR VW TO ADDRESS CAR REPAIR. | | | CO ADVISED CUSTOMER: OUR EMAIL IS VWCUSTOMERCARE@VW.COM; I AM ALSO NOTING THE PART OF YOUR CONCERNS THAT YOU SHARED WITH ME TODAY; WHEN YOU SEND YOUR EMAIL, PLEASE ADD CASE #[redacted] TO YOUR SUBJECT LINE. | | | CUSTOMER ACKNOWLEDGES. | | | NO FURTHER ACTION.
8/14/2019 9:53:00 AM	| | -----ORIGINAL MESSAGE----- | | FROM: [redacted] | | SENT: TUESDAY, AUGUST 13, 2019 7:58 PM | | TO: VWOA CUSTOMER CARE <VWCUSTOMERCARE@VW.COM> | | SUBJECT: CASE #[redacted] | | | ON JULY 16 I HAD TO TAKE MY 2017 I SOUGHT TO COOK VOLKSWAGEN IN FALLSTON, MARYLAND BECAUSE I HAD NO AIRBAGS AND NO SENSORS. OF COURSE THE VOLKSWAGEN HAD OVER 50,000 MILES ON IT WHICH MEANT THAT THERE WAS NO WARRANTY. IT TURNS OUT THAT THE CLOCK SPRING WENT IN MY STEERING WHEEL. THE REPAIR COST WAS $480.16. FROM WHAT I UNDERSTAND THIS WAS A LUCK OF THE DRAW AS FAR AS THE FREQUENCY OF SOMETHING LIKE THIS HAPPENING ESPECIALLY IN A CAR THAT IS TWO YEARS OLD. | | MY FIRST PASSAT WHICH WAS A 2013 DIESEL, THAT I ABSOLUTELY LOVED, HAD ONE OF THE HEATER CORES GO IN LESS THAN TWO YEARS. | | WHEN I HAD TO RETURN THAT CAR BECAUSE THERE WAS NO FIX FOR THE DIESEL EMISSIONS ISSUE, I REMAINED LOYAL TO VOLKSWAGEN AND BOUGHT A SECOND PASSAT. NOW THAT I OWE LESS THAN $10,000 ON MY CAR WE WERE THINKING ABOUT TRADING IT IN TO GET AN ATLAS. WE WENT TO THE DEALERSHIP WE LOOKED AT THEM I FELL IN LOVE WITH IT AND IT JUST SO HAPPENS AT TWO DAYS LATER MY CLOCK SPRING WENT. NEEDLESS TO SAY I TOOK MY CAR DOWN TO THE DEALERSHIP I LEFT IT THERE HAD TO BORROW ANOTHER CAR FROM SOMEONE TO GET TO WORK AND BACK AND PUT ALMOST $500 OUT OF MY POCKET THEREFORE I DID NOT BUY THE ATLAS. | | I FIND IT DIFFICULT TO BELIEVE THAT TWO OUT OF TWO CARS HAD SOMETHING UNCOMMON HAPPEN TO THEM. IT MAKES IT VERY DIFFICULT TO HAVE CUSTOMER LOYALTY TO VOLKSWAGEN. | [redacted] | | | SENT FROM MY IPHONE | |
8/15/2019 1:35:00 PM	MEDIA ATTACHED IN DOC CENTER | | | EMAIL TO CUSTOMER: | | | DEAR [redacted] | | | I APPRECIATE YOU REACHING BACK OUT TO US VIA EMAIL AFTER CHATTING WITH ME ON TUESDAY. I┬┐M TRULY SORRY THAT YOU HAD TO FACE YOUR CLOCK SPRING REPAIR AFTER BEING OUTSIDE OF WARRANTY. WE TRULY APPRECIATE YOUR BRAND LOYALTY, AND WOULD LIKE FOR YOU TO STAY PART OF OUR VW FAMILY. I KNOW THAT THE NEWS WAS DISAPPOINTING FOR YOU, DAWN. VOLKSWAGEN TRACKS ANY REPAIR TRENDS OR VEHICLE PROBLEMS THAT ARE REPORTED IN TO US BY CUSTOMERS LIKE YOURSELF, WHICH ASSISTS US IN THE ISSUANCE OF CAMPAIGNS OR WARRANTY EXTENSIONS. THE CAMPAIGN OR EXTENSIONS THAT ARE ISSUED ARE VIN-SPECIFIC, AND I┬┐M SORRY THAT YOUR PASSAT DID NOT FALL INSIDE OF THAT RANGE. | | | I KNOW THAT YOU┬┐VE HAD UNCOMMON ISSUES WITH BOTH YOUR 2013 AND 2017 PASSATS, AND I┬┐D REALLY LIKE TO SEE HOW WE CAN TURN YOUR PAST OWNERSHIP EXPERIENCES AROUND. I┬┐D LOVE TO KNOW WHAT OUTCOME THAT YOU WOULD BE SEEKING FROM VOLKSWAGEN DUE TO THE FAILURE OF YOUR AIRBAG CLOCK SPRING. PLEASE EMAIL ME BACK AND LET ME KNOW YOUR THOUGHTS. | | | KINDEST REGARDS, | | | | | DENNISHA D. GRAY | | CHAT ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | |
8/23/2019 7:13:00 PM	MEDIA ATTACHED IN DOC CENTER | | | EMAIL FROM CUSTOMER: | | | DEAR DENNISHA, | | I HONESTLY DON┬┐T KNOW WHAT OUTCOME I EXPECTED FROM VOLKSWAGEN. I WAS VERY UPSET THAT I HAD TO PUT MONEY OUT FOR A REPAIR ON SUCH A NEW CAR. | | I┬┐D LIKE TO REMAIN LOYAL TO VW WITH MY NEXT VEHICLE PURCHASE BUT I AM HAVING DOUBTS BECAUSE OF MY HISTORY WITH MY TWO PASSATS. | | | SENT FROM MY IPHONE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN8AE[redacted]
Owner Or Fleet	[redacted] CLEVELAND, TN, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	8/15/2019	Incident Date	N/A
Mileage	171,013		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/15/2019 8:29:00 AM	CUSTOMER STATES VEHICLE STATUS CAME UP AS ERROR, ERROR AIRBAG; CONTACTED DEALER 407459 TO MAKE AN APPOINTMENT BUT WAS TOLD WOULD HAVE TO PAY DIAGNOSIS FEE $138; CUSTOMER STATES THERE IS A RECALL FOR THE AIRBAG AND DOES NOT BELIEVE HE WOULD HAVE TO PAY A DIAGNOSIS FEE | | | CUSTOMER SEEKING TO VERIFY IF THERE IS AN OPEN RECALL ON VEHICLE | | | CO ADVISED NO OPEN RECALLS; AIRBAG CLOCK SPRING WARRANTY EXTENSION 15Y/UNLIMITED MILES; OFFERED TO SET UP APPOINTMENT WITH DEALER 407459 FOR DIAGNOSIS | | | CUSTOMER ACCEPTED | | | CO TO CONTACT DEALER 407459; SPOKE WITH SERVICE ADVISOR STEVE; ADVISED CUSTOMER CAN BRING VEHICLE IN ON FRIDAY 08/23/19 AT 8AM; CANNOT OFFER A LOANER VEHICLE BUT WILLING TO SET CUSTOMER UP WITH A RENTAL; CUSTOMER IS RESPONSIBLE FOR DIAGNOSIS FEE; IF REPAIR IS RELATED TO AIRBAG CLOCK SPRING WARRANTY EXTENSION REPAIR WILL BE COMPLETED AT NO COST TO CUSTOMER; WOULD NEED TO LEAVE VEHICLE FOR HALF THE DAY; | | | CUSTOMER ACCEPTED | | | CO TO EMAIL CUSTOMER
8/15/2019 8:33:00 AM	CO ADVISED WOULD LIKE TO SCHEDULE AN APPOINTMENT FOR CUSTOMER; CUSTOMER AVAILABLE ON FRIDAYS OR SATURDAYS | | | DEALER STATES CAN BRING VEHICLE NEXT FRIDAY 08/23/19 AT 8AM; CANNOT OFFER A LOANER VEHICLE BUT WILLING TO SET CUSTOMER UP WITH A RENTAL; CUSTOMER IS RESPONSIBLE FOR DIAGNOSIS FEE $144; IF REPAIR IS RELATED TO AIRBAG CLOCK SPRING WARRANTY EXTENSION REPAIR WILL BE COMPLETED AT NO COST TO CUSTOMER; WOULD NEED TO LEAVE VEHICLE FOR HALF THE DAY; | | | CO TO RETURN TO CUSTOMER
8/15/2019 8:47:00 AM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | THANKS FOR TAKING THE TIME TO SPEAK WITH ME. | | | I SCHEDULED AN APPOINTMENT WITH VILLAGE VOLKSWAGEN OF CHATTANOOGA AND CONFIRMED YOUR APPOINTMENT DATE IS FRIDAY, AUGUST 23, 2019 AT 8:00AM. IF YOU NEED TO CHANGE THIS APPOINTMENT, PLEASE CALL THE DEALERSHIP DIRECTLY AT (423) 855-4981. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON'T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | | | | MERCEDEZ J | CUSTOMER CARE ADVOCATE | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWJZ7AJ2AM[redacted]
Owner Or Fleet	[redacted] West New York, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	8/15/2019	Incident Date	N/A
Mileage	59,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/15/2019 11:05:00 AM	CUSTOMER STATES: RECEIVED A WARRANTY EXT FORM; AIRBAG LIGHT IS ON, THE STEERING WHEEL FUNCTIONS DO NOT WORK; | | | | CUSTOMER SEEKS: GUIDANCE WITH WARRANTY EXTENSION; ; | | | | CO ADVISED: 1 WARRANTY EXTENSION ON VEHICLE: AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI WOF; YOUR VEHICLE IS WITHIN THE TIME AND MILEAGE LIMITS OF THIS WARRANTY EXTENSION, AN AUTHORIZED VOLKSWAGEN DEALER WILL DIAGNOSE THE FOLLOWING FREE OF CHARGE: STEERING WHEEL CONTROLS NOT WORKING PROPERLY AND AN AIRBAG LIGHT THAT STAYS ON. BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER THIS WARRANTY EXTENSION. IF DIAGNOSIS REVEALS THAT YOUR VEHICLE HAS AN UNRELATED ISSUE(S), ANY NECESSARY REPAIRS WILL NOT | | BE COVERED UNDER THIS WARRANTY EXTENSION. YOUR DEALER WILL ADVISE YOU ON WHAT THE REPAIR | | COST(S) WILL BE. CO CALLED VW DEALER 408228 AND SCHEDULED APPOINTMENT FOR 8/20 @ 1PM; | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A30CC[redacted]
Owner Or Fleet	[redacted] Argyle, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	8/16/2019	Incident Date	N/A
Mileage	101,629		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/16/2019 1:23:00 PM	CASE #[redacted] | | THURSDAY, AUGUST 15, 2019 12:14:21 PM | | MY @VW PASSAT AIRBAG CLOCK SPRING HAS GONE OUT AGAIN! THIS IS THE THIRD TIME. THIS IS SO FRUSTRATING! | | | | THURSDAY, AUGUST 15, 2019 12:18:09 PM | | @[redacted]'M SO SORRY TO HEAR ABOUT THE REPEAT AIRBAG CLOCK SPRING CONCERN IN YOUR PASSAT.I KNOW THIS MUST BE A DIFFICULT SITUATION, SO I CAN DEFINITELY UNDERSTAND YOUR FRUSTRATION! IF YOU'D LIKE TO TELL US MORE, PLEASE DM YOUR VIN, CURRENT MILEAGE AND EMAIL ADDRESS. -NN | | | THURSDAY, AUGUST 15, 2019 12:19:52 PM | | @VWCARES IT WAS REPLACED TWICE AS PART OF THE RECALL. NOW THE DEALERSHIP IS GIVING US A HASSLE TO GET IT REPLACED A THIRD TIME. I WILL DM YOU THE DETAILS | | | THURSDAY, AUGUST 15, 2019 12:37:00 PM | | @[redacted] I APPRECIATE THESE DETAILS. I'LL KEEP AN EYE OUT FOR YOUR PRIVATE MESSAGE. FEEL FREE TO FOLLOW UP AT YOUR EARLIEST CONVENIENCE. -NN
8/16/2019 1:24:00 PM	FRIDAY, AUGUST 16, 2019 1:11:34 PM | [redacted] | | | FRIDAY, AUGUST 16, 2019 1:13:02 PM | | MY VIN IS 1VWBH7A30CC[redacted] MILEAGE IS 101629, EMAIL [redacted] | | | FRIDAY, AUGUST 16, 2019 1:14:09 PM | | HAVE AN APPOINTMENT WITH THE DEALERSHIP FOR THEM TO LOOK AT IT NEXT WEEK. IF IT┬┐S THE AIRBAG CLOCK SPRING AGAIN THEY SAID THEY WOULD CALL VW TO SEE WHAT THEY COULD DO. THIS IS THE THIRD TIME IN 2 YEARS WE┬┐VE HAD TO HAVE IT REPLACED | | | FRIDAY, AUGUST 16, 2019 1:17:55 PM | | THANKS FOR FOLLOWING BACK UP WITH ME, AND FOR PROVIDING THE REQUESTED INFORMATION! CAN I ALSO HAVE YOUR FULL NAME, AND CURRENT ADDRESS? ALSO, CAN YOU CONFIRM IF YOU ARE THE REGISTERED OWNER? | | | I'M HAPPY TO HEAR YOU'VE BEEN IN TOUCH WITH THE DEALER FOR A CURRENT DIAGNOSIS, AS THEY WILL BE IN THE BEST POSITION TO ADVISE ON WHY THE AIRBAG CLOCK SPRING HAS FAILED AGAIN. WHICH DEALERSHIP ARE YOU WORKING WITH, AND WHAT DAY IS YOUR APPOINTMENT SCHEDULED NEXT WEEK? -NN | | | FRIDAY, AUGUST 16, 2019 1:20:57 PM | | FULL NAME: [redacted] ADDRESS: [redacted] MANDEVILLE, LA [redacted] IT┬┐S EITHER REGISTERED UNDER MYSELF OR MY HUSBAND [redacted] WE ARE TAKING IT IN THURSDAY 08/22 TO VOLKSWAGEN OF MANDEVILLE IN MANDEVILLE, LA | | | FRIDAY, AUGUST 16, 2019 2:01:37 PM | | THANK YOU SO MUCH FOR THIS INFORMATION, [redacted] I APPRECIATE IT! I CAN SEE THAT YOUR 2012 PASSAT IS REGISTERED UNDER YOUR HUSBAND'S PROFILE. | | | WHAT SORT OF SYMPTOMS IS YOUR PASSAT CURRENTLY EXPERIENCING? DID THE AIRBAG LIGHT COME ON? -NN | | | FRIDAY, AUGUST 16, 2019 2:04:22 PM | | YES. CLICKING AND TIGHTNESS IN STEERING WHEEL COLUMN. AIRBAG ERROR ON THE INFO PANEL AND ALL WORKING LIGHTS ARE GOING OFF. PIC.[redacted] | | MEDIA ATTACHED IN DOC CENTER | | | FRIDAY, AUGUST 16, 2019 2:05:03 PM | [redacted] | | MEDIA ATTACHED IN DOC CENTER
8/16/2019 2:39:00 PM	FRIDAY, AUGUST 16, 2019 2:39:00 PM | | THIS IS HELPFUL INFORMATION, SO I APPRECIATE YOU PROVIDING THE PICTURES FOR ME, [redacted] I PULLED UP THE VEHICLE INFORMATION TO CHECK FOR ANY OPEN RECALLS THIS AIRBAG ERROR AND WARNING LIGHT MAY BE RELATED TO, AND THE ONLY ACTIVE RECALL IS FOR THE HEADLIGHT ADJUSTING SCREW CAPS. THIS RECALL CAN BE COMPLETED FREE OF CHARGE AT THE VW DEALERSHIP. | | | AS YOU MENTIONED THIS AIRBAG CONCERN ISSUE WAS REPAIRED TWICE BEFORE, I BELIEVE THAT WOULD HAVE BEEN UNDER THE AIRBAG CLOCK SPRING WARRANTY EXTENSION, WHICH IS ACTIVE UNTIL 6/22/2027 OR 999,999 MILES, WHICHEVER OCCURS FIRST. AS THE DEALERSHIPS HAVE ACCESS TO THESE SAME WARRANTY EXTENSION DETAILS, THEY CAN PERFORM THE DIAGNOSIS NEXT WEEK TO DETERMINE IF THIS IS COVERED UNDER THE WARRANTY EXTENSION. | | | I'VE DOCUMENTED THE DETAILS OF OUR CONVERSATION UNDER [redacted] WHICH WILL BE ADDED TO ANY TRENDING DATA WE MAY HAVE. SHOULD YOU HAVE ANY QUESTIONS OR CONCERNS AFTER THE DIAGNOSIS, FEEL FREE TO REACH BACK OUT. HAVE A GREAT WEEKEND, [redacted] NN | | | FRIDAY, AUGUST 16, 2019 2:42:59 PM | | THANK YOU. I WILL KEEP THIS CONVERSATION FOR THE DEALERSHIP TOO | | | FRIDAY, AUGUST 16, 2019 2:45:11 PM | | YOU'RE VERY WELCOME, [redacted] -NN | |
8/16/2019 2:41:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / CLICKING AND TIGHTNESS IN STEERING WHEEL COLUMN. AIRBAG ERROR ON THE INFO PANEL AND ALL WORKING LIGHTS ARE GOING OFF

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A36DC[redacted]
Owner Or Fleet	[redacted] HOUSTON, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	8/19/2019	Incident Date	N/A
Mileage	91,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/19/2019 9:10:00 AM	CUSTOMER STATES: MY HORN DOES NOT WORK, THE AIRBAG ERROR LIGHT IS ON, AND NONE OF THE CONTROL BUTTONS ON THE WHEEL WORK. VEHICLE DOES NOT HAVE RECALL THAT OTHER MODELS DO WITH THESE CONCERNS; | | | CO ADVISED: I APPRECIATE YOUR PATIENCE! I DO SEE ONE RECALL FOR THE HEADLIGHT ADJUSTING SCREW CAPS. YOU ALSO HAVE A WARRANTY EXTENSION FOR THE AIRBAG CLOCKSPRING. THIS IS VALID UNTIL FEBRUARY 1ST OF 2028 AND UNLIMITED MILES. IT SOUNDS LIKE YOU'RE HAVING THE SAME SYMPTOMS MENTIONED IN THIS EXTENSION. WHAT I'D BE HAPPY TO DO IS ASSIST WITH SCHEDULING AN APPOINTMENT. IF THE DEALER DETERMINES THE NEEDED REPAIR IS THE CLOCKSPRING, THERE WOULD BE ABSOLUTELY NO COST TO YOU. | | | CUSTOMER ACCEPTED; WANT IN TODAY; | | | CO SET UP APPOINTMENT AT DEALER 425031 FOR TODAY 8/19 AT 12 PM; WILL FOLLOW UP VIA EMAIL TOMORROW; | | | CO TO EMAIL 8/20
8/19/2019 9:32:00 AM	MEDIA ATTACHED IN DOC CENTER
8/20/2019 8:39:00 PM	HEY, [redacted] | | | I WANTED TO SEE HOW YOUR APPOINTMENT WENT TODAY AT YOUR VW DEALERSHIP? ┬┐ | | | WARMEST REGARDS, | | | KALI N. | CHAT ADVOCATE | VW CUSTOMER CARE | | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4T7AU9FM[redacted]
Owner Or Fleet	[redacted] SAINT AUGUSTINE, FL, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2015		
Report Date	8/19/2019	Incident Date	N/A
Mileage	69,194		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/19/2019 4:30:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARR EXT; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $315.02. | | | | SP TO GENERATE CHECK REQUEST.
8/19/2019 4:38:00 PM	3VW4T7AU9FM[redacted]VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $315.02. | | | | GENERATED CHECK REQUEST.
8/19/2019 9:59:00 AM	MEDIA ATTACHED IN DOC CENTER
8/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 315.02 MAILED ON 08/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A31EC[redacted]
Owner Or Fleet	[redacted] SCHENECTADY, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	8/19/2019	Incident Date	N/A
Mileage	41,408		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/19/2019 3:42:00 PM	REFER TO CASE[redacted] | | | CUSTOMER STATES: SENT IN DOCUMENTS FOR REIMBURSEMENT | | | CUSTOMER SEEKS: IF THESE WERE RECEIVED | | | CO ADVISED: DOCUMENTS WERE RECEIVED; CUSTOMER CARE CENTER ATTEMPTED TO CONTACT CUSTOMER ON 8-7-19 THAT WE STILL NEEDED PROOF OF PAYMENT | | | CUSTOMER STATES: SENT IN THE REPAIR ORDER MARKED PAID; SENT THEM SEVERAL TIMES JUST IN CASE; JUST SENT THEM 5 MINUTES AGO | | | CO ADVISED: TAKES SOME TIME TO APPLY THE FAXED INFORMATION TO CASE; SHOULD BE BY THE END OF DAY; CUSTOMER SHOULD CALL BY COB 8-20-19 TO VERIFY | | | NO FURTHER ACTION
8/20/2019 1:38:00 PM	MEDIA ATTACHED IN DOC CENTER
8/20/2019 3:28:00 PM	MEDIA ATTACHED IN DOC CENTER
8/20/2019 3:30:00 PM	PLEASE REVIEW FOR REIMBURSEMENT UNDER AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR REPAIR DONE PRIOR TO EXTENSION RELEASE | | | SPECIAL PROJECTS TO REVIEW
8/29/2019 3:53:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED DIAG AND REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $684.08. | | | SP TO GENERATE CHECK REQUEST.
8/29/2019 3:54:00 PM	1VWAT7A31EC[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $684.08. | | | GENERATED CHECK REQUEST.
9/5/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 684.08 MAILED ON 09/04/2019
9/6/2019 1:09:00 PM	CUSTOMER STATES SENT IN INFORMATION FOR A CLOCK SPRING REPAIR REIMBURSEMENT; WANTS TO KNOW IF THERE IS AN UPDATE | | | CUSTOMER SEEKS UPDATE ON REIMBURSEMENT | | | CUSTOMER ADVOCATE ADVISED CHECK IN THE AMOUNT OF $684.08 WAS MAILED OUT ON 9/4 | | | NO FURTHER ACTION
9/11/2019 10:44:00 AM	CUSTOMER CALLING TO SEE WHEN SHE MIGHT RECEIVE THE CHECK FOR THE REIMBURSEMENT ON THE CLOCK SPRING. | | | CUSTOMER ADVOCATE EXPLAINED IT TYPICALLY TAKES 2-3 WEEKS FOR THE CHECK TO ARRIVE. IT SHOWS AS BEING SENT ON 9/4/19. | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A36G[redacted]
Owner Or Fleet	[redacted]		FORTUNA, CA, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	8/20/2019	Incident Date	N/A
Mileage	41,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/20/2019 4:13:00 PM	CUSTOMER STATES PURCHASED VEHICLE 2 YEARS AGO; YESTERDAY HEARD CRACKLING IN THE STEERING; AIR BAG SENSOR STARTED FLASHING; OTHER WARNING LIGHTS WENT ON AND OFF; AIRBAG LIGHT STAYED ON; FUNCTIONS ON THE STEERING WHEEL ARE NOT WORKING; CLOSEST DEALER IS 4 HOURS AWAY; WANTS TO KNOW WHAT WARRANTIES ARE LEFT ON THE VEHICLE; WANTS TO KNOW WHAT TO DO REGARDING REPAIRS; DOES NOT FEEL SAFE DRIVING THE VEHICLE; INDEPENDENT ADVISED VEHICLE IS OKAY TO DRIVE WITH AIRBAG LIGHT ON; IF VEHICLE IS TOWED TO THE DEALER CAN CUSTOMER WANTS TO SEND VEHICLE AND PICK UP A LOANER/RENTAL AT A LOCATION CLOSER TO HOME | | | CUSTOMER SEEKS OPTIONS TO HAVE VEHICLE CONCERNS ADDRESSED SINCE DEALER IS 4 HOURS AWAY | | | FACE TO FACE WITH TEAM LEAD DEBBIE; ADVISED WARRANTIES ARE ENACTED AT OUT VW DEALERS; TOWING WOULD BE CUSTOMER EXPENSE | | | CO ADVISED ANY WARRANTY REPAIR HAS TO BE COMPLETED AT A VW DEALER; DUE TO BEING OUTSIDE OF THE COMPLIMENTARY ROADSIDE HAVING THE VEHICLE TOWED WILL BE AT THE CUSTOMERS EXPENSE; LOANERS ARE GIVEN AT THE DISCRETION OF THE DEALER; ADVISED TO CALL DEALER AND SEE IF A LOANER IS POSSIBLE; MORE THAN LIKELY IF THEY PROVIDE ONE CUSTOMER WILL HAVE TO GO TO THE DEALER AND PICK IT UP; DUE TO BEING OVER 4 HOURS AWAY THE DEALER MAY BE ABLE TO WORK SOMETHING OUT; ADVISED TO CALL AND GET EVERYTHING SET UP BEFORE TRAVELING THE 4 HOURS | | | NO FURTHER ACTION
8/20/2019 4:17:00 PM	TEAM LEAD ADVISED: WARRANTIES ARE ENACTED AT VW DEALERSHIPS; CUSTOMER IS OUTSIDE OF ROADSIDE SO TOWING WOULD BE AT CUSTOMER COST; CO TO ADVISE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A33CC[redacted]
Owner Or Fleet	[redacted] ARVADA, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	8/21/2019	Incident Date	N/A
Mileage	100,713		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/21/2019 1:07:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE FIRST VALID OUT OF POCKET DATE FOR REIMBURSEMENT; VW TO REIMBURSE AS GOODWILL; VW TO REIMBURSE TOTAL: $665.80. | | | | SP TO GENERATE CHECK REQUEST.
8/21/2019 1:16:00 PM	1VWBP7A33CC[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION AS GOODWILL DUE TO DATE; TOTAL: $665.80. | | | | GENERATED CHECK REQUEST.
8/21/2019 9:29:00 AM	MEDIA ATTACHED IN DOC CENTER
8/28/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 665.80 MAILED ON 08/27/2019
9/10/2019 3:04:00 PM	CUST STATES HAS A ADDRESS CHANGE; EXPECTING A CHECK FROM VWOA; IF CHECK HAS BEEN SENT TO OLD ADDRESS WOULD LIKE TO STOP CHECK AND HAVE IT REISSUED TO CORRECT MAILING ADDRESS | | | CUST SEEKING UPDATE | | | CA ADVISED WILL REQUEST STOP CHECK ON BEHALF OF CUST; CUST WILL RECEIVE CHECK WITHIN 3-4 WEEKS; VERIFIED NEW MAILING ADDRESS | [redacted] | ARVADA, CO [redacted] | | | CUST ACCEPTED; VERIFIED NEW ADDRESS | | | CA TO EMAIL CHECK ADMINISTRATOR
9/10/2019 3:53:00 PM	O CHECK ORIGIN CASE NUMBER: [redacted] | O AMOUNT: $665.80 | | O POSTING DATE (STATUS DATE): 08/21/2019 | | O CHECK NUMBER: [redacted] | O VIN: 1VWBP7A33CC[redacted] | O CUSTOMER/ PAYEE NAME: [redacted] | O REASON YOU ARE REQUESTING A STOP PAYMENT: ADDRESS HAS CHANGED SINCE CHECK HAS BEEN ISSUED. | | O UPDATED CUSTOMER INFORMATION (NAME, ADDRESS, ETC.): NEW ADDRESS: | [redacted] | ARVADA, CO [redacted] | | | MERCEDEZ JAMES | | CUSTOMER CARE PHONE ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | | | VOLKSWAGEN OF AMERICA INC. | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | | UNITED STATES OF AMERICA | TEL. +[redacted] | | FAX +1 248 754 6504 | | EMAIL: EXTERN.MERCEDEZ.JAMES@VW.COM | | VOLKSWAGEN VOW - WE VOW TO STRENGTHEN CUSTOMER RELATIONSHIPS WITH EACH AND EVERY CONTACT AND TO MAKE OWNING A | | VOLKSWAGEN SOMETHING TO SMILE ABOUT. | | | VOLKSWAGEN CUSTOMER CARE IS WHERE PASSION AND COMMITMENT COME TOGETHER TO CREATE EXCEPTIONAL OWNERSHIP EXPERIENCES. AND YOU MAKE IT HAPPEN BY: | | | ┬┐DOING WHAT┬┐S RIGHT | | | ┬┐ACTING WITH URGENCY | | | | ┬┐SHOWING YOU CARE | |
9/11/2019 9:27:00 AM	E-MAILED STOP PAYMENT, CHECK #[redacted] IN THE AMOUNT OF $665.80 TO ACCOUNTS PAYABLE; INCORRECT ADDRESS. IF CHECK HAS NOT BEEN CASHED, AP WILL ISSUE A NEW CHECK. THE PROCESS NORMALLY TAKES 10-14 BUSINESS DAYS.
9/20/2019 9:31:00 AM	REISSUED CHECK #[redacted] IN THE AMOUNT OF $665.80 MAILED 9/20/19.
10/15/2019 9:37:00 AM	RECEIVED RETURNED MAIL AND CHECK #[redacted] IN THE AMOUNT OF $665.80 WAS ENCLOSED. SENT CHECK TO ACCOUNTING IN IOM TO BE VOIDED IN SAP. THERE WAS A PREVIOUS STOP/REISSUE DONE ON THIS CHECK.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWDB7AJ0BW[redacted]
Owner Or Fleet	[redacted] Petaluma, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2011		
Report Date	8/21/2019	Incident Date	N/A
Mileage	120,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5K0953507AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/21/2019 2:02:00 PM	CUSTOMER STATES AIRBAG LIGHT IS ON; BEYOND WARRANTY FOR AIRBAG CLOCK SPRING; WANTS TO KNOW IF VEHICLE IS PART OF THE AIRBAG RECALL | | | CUSTOMER SEEKS TO KNOW IF VEHICLE IS PART IF THE AIRBAG RECALL | | | CO ADVISED RECALLS ARE VIN SPECIFIC AND AT THIS TIME THERE ARE NO OPEN RECALLS ON THE VEHICLE | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A35DC[redacted]
Owner Or Fleet	[redacted] Birmingham, AL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	8/22/2019	Incident Date	N/A
Mileage	88,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/22/2019 11:32:00 AM	TALK BY ROGER R | | | CUSTOMER STATES AIRBAG LIGHT ON; ERROR MESSAGE; SAW RECALL ONLINE | | | CUSTOMER SEEKING OPEN RECALL | | | CO ADVISED HEADLIGHT ADJUSTING SCREW CAPS; TAKES LESS THAN AN HOUR TO COMPLETE; WARRANTY EXT FOR AIRBAG CLOCK SPRING UNTIL 120K MILES OR 6/2023 WOF; SYMPTOMS ARE AIRBAG LIGHT ON AND CONTROLS ON STEERING WHEEL NOT WORKING | | | CUSTOMER CONFIRMED HAVING CLOCK SPRING SYMPTOMS; HEADLIGHT BULB ALSO NOT WORKING | | | CO ADVISED BULB MAY NOT BE COVERED UNDER RECALL BUT DEALER CAN INSPECT; OFFERED TO SCHEDULE APPOINTMENT | | | CUSTOMER AGREED | | | CO CALLED DEALER 407129; SCHEDULED APPOINTMENT FOR 8/31 AT 10AM; DEALER ADVISED OF $125 DIAGNOSIS FEE IF NOT COVERED UNDER WARRANTY | | | CO ADVISED CUSTOMER OF APPOINTMENT DETAILS | | | CO TO EMAIL
8/22/2019 11:48:00 AM	FROM: VW EXPERIENCE | | SENT: THURSDAY, AUGUST 22, 2019 11:48 AM | | TO: [redacted] | | SUBJECT: VOLKSWAGEN CUSTOMER CARE[redacted] | | | REFERENCE #[redacted] | | DEAR MS.[redacted] | | THANKS FOR TAKING THE TIME TO SPEAK WITH ME. | | I SCHEDULED AN APPOINTMENT WITH SERRA VOLKSWAGEN AND CONFIRMED YOUR APPOINTMENT DATE IS SATURDAY, AUGUST 31ST AT 10:00AM. IF YOU NEED TO CHANGE THIS APPOINTMENT, PLEASE CALL THE DEALERSHIP DIRECTLY AT (205) 856-6520. FOR YOUR REFERENCE I┬┐VE LISTED THE DEALER┬┐S ADDRESS BELOW: | | SERRA VOLKSWAGEN | | 1490 CENTER POINT PKWY | | BIRMINGHAM, AL 35215 | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | SINCERELY, | | | ROGER R | | CUSTOMER CARE ADVOCATE | | | CO TO CALL CUST
8/22/2019 11:48:00 AM	TALK BY ROGER R | | | CO LEFT VOICE MAIL MESSAGE ADVISING ADDITIONAL INFORMATION TO PROVIDE; PROVIDED CASE NUMBER AND CUSTOMER CARE CENTER PHONE NUMBER | | | CO TO CALL CUSTOMER BY COB 8/23 | | | LEVEL 1 IF CUSTOMER CALLS BACK AND CO IS NOT AVAILABLE CAN ADVISE CUSTOMER THAT DEALER WILL HAVE TO DIAGNOSE AIRBAG LIGHT; CUSTOMER WILL HAVE TO AUTHORIZE DIAGNOSIS; IF FOR ANY REASON THE DIAGNOSIS COMES BACK AS UNRELATED TO AIRBAG CLOCK SPRING WARRANTY EXT CUSTOMER WILL HAVE TO PAY $125 DIAGNOSIS FEE
8/23/2019 1:42:00 PM	CO LEFT VOICE MAIL MESSAGE ADVISING ADDITIONAL INFORMATION TO PROVIDE; PROVIDED CASE NUMBER AND CUSTOMER CARE CENTER PHONE NUMBER | | | | | LEVEL 1 IF CUSTOMER CALLS BACK AND CO IS NOT AVAILABLE CAN ADVISE CUSTOMER THAT DEALER WILL HAVE TO DIAGNOSE AIRBAG LIGHT; CUSTOMER WILL HAVE TO AUTHORIZE DIAGNOSIS; IF FOR ANY REASON THE DIAGNOSIS COMES BACK AS UNRELATED TO AIRBAG CLOCK SPRING WARRANTY EXT CUSTOMER WILL HAVE TO PAY $125 DIAGNOSIS FEE
8/27/2019 3:35:00 PM	CO LEFT VOICE MAIL MESSAGE ADVISING ADDITIONAL INFORMATION TO PROVIDE; PROVIDED CASE NUMBER AND CUSTOMER CARE CENTER PHONE NUMBER | | | NO FURTHER ACTION | | | | | LEVEL 1 IF CUSTOMER CALLS BACK AND CO IS NOT AVAILABLE CAN ADVISE CUSTOMER THAT DEALER WILL HAVE TO DIAGNOSE AIRBAG LIGHT; CUSTOMER WILL HAVE TO AUTHORIZE DIAGNOSIS; IF FOR ANY REASON THE DIAGNOSIS COMES BACK AS UNRELATED TO AIRBAG CLOCK SPRING WARRANTY EXT CUSTOMER WILL HAVE TO PAY $125 DIAGNOSIS FEE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A37EC[redacted]
Owner Or Fleet	[redacted] STATEN ISLAND, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	8/22/2019	Incident Date	N/A
Mileage	54,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/22/2019 2:16:00 PM	CUSTOMER STATES; HAD EMERGENCY CONCERN WHERE STEERING WHEEL CLOCK SPRING WENT OUT ON VEHICLE. VEHICLE REPAIRED AT INDEPENDANT. | | | | CUSTOMER SEEKS; REIMBURSEMENT FOR THE PART ONLY. | | | | CO ADVISED; SEND IN DOCUMENTS FOR THE REPAIR ORDER AND THE PROOF OF PAYMENT FOR THE REPAIR EITHER THROUGH THE EMAIL SENT OR VIA FAX AS REQUESTED AT 248-754-6504. WHEN DOCUMENTS HAVE BEEN RECEIEVED WILL BE SENT UP TO A DIFFERENT DEPARTMENT TO BE REVIEWED FOR REIMBURSEMENT FOR THE PARTS ONLY. | | | | CO TO WAIT CUSTOMER MAIL.
8/22/2019 2:25:00 PM	REFERENCE # [redacted] | | | | DEAR MS. [redacted] | | | | IT WAS NICE TALKING TO YOU TODAY. | | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | SINCERELY, | | | | | | | | JOHN B | | CUSTOMER CARE ADVOCATE | |
8/30/2019 6:02:00 PM	REFERENCE # [redacted] | | | | DEAR MS. [redacted] | | | | | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | - A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | | - PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | SINCERELY, | | | | | | JOHN B | | CUSTOMER CARE ADVOCATE | |
9/3/2019 3:10:00 PM	MEDIA ATTACHED IN DOC CENTER
9/3/2019 9:39:00 AM	CUSTOMER EMAILED THAT DOCUMENTS HAVE NOT BEEN RECEIVED. | | | | CLOSED PENDING CUSTOMER CONTACT.
9/4/2019 1:57:00 PM	REFERENCE # [redacted] | | | | DEAR MS. [redacted] | | | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | - PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | | | GOODWILL REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE WITHIN 1 WEEK. | | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | SINCERELY, | | | | | | JOHN B | | CUSTOMER CARE ADVOCATE | |
9/4/2019 2:02:00 PM	ADVISED; RECEIVED PAGE ONE SENT THROUGH FAX FROM FIRESTONE IND. HAVE NOT RECEIVED YET PROOF OF PAYMENT. HAVE SENT A EMAIL WITH INFORMATION AGAIN TO HAVE PROOF OF PAYMENT SENT IN. CAN CONTACT CUSTOMER CARE AT EARLIEST CONVENIENCE AT 800-822-8987 IN REGARDS TO CASE [redacted] | | | CO TO WAIT FOR MAIL.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A37EC[redacted]
Owner Or Fleet	[redacted] STATEN ISLAND, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	8/22/2019	Incident Date	N/A
Mileage	54,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

9/5/2019 12:31:00 PM	CUSTOMER STATES; SEND FAX IN BUT RECEIEVED A CALL STATING THAT IT WAS MISSING PROOF OF PAYMENT ON THE INVOICE. | | | | CO ADVISED; JUST NEED THE PROOF OF PAYMENT AND THE CREDIT CARD STATEMENT SHOWING THE AMOUNT THAT WAS PAID IN FULL TO SEND IT TO ALTERNATE DEPARTMENT TO BE REVIEWED FOR PARTS ONLY REIMBURSEMENT. | | | CO TO WAIT MAIL.
9/6/2019 10:24:00 AM	CUSTOMER REQUESTING REIMBURSEMENT, AWARE FOR PARTS ONLY RELATED TO AIRBAG CLOCK SPRING.
9/6/2019 8:46:00 AM	MEDIA ATTACHED IN DOC CENTER
9/10/2019 11:13:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; INDEPENDENT REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; REPAIRS WERE COMPLETED AFTER THE LAST VALID OUT OF POCKET DATE, VW TO REIMBURSE PARTS ONLY AS GOODWILL; VW TO REIMBURSE TOTAL: $207.20. | | | SP TO GENERATE CHECK REQUEST.. | | |
9/10/2019 11:44:00 AM	1VWAT7A37EC[redacted] VW TO REIMBURSE CUST FOR WECY PART AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $207.20. | | | GENERATED CHECK REQUEST.
9/10/2019 11:47:00 AM	SP MAILED LETTER EXPLAINING REIMBURSEMENT.
9/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 207.20 MAILED ON 09/17/2019
9/19/2019 2:20:00 PM	THE CUSTOMER IS ADVISING THE INDEP PURCHASED THE PART FROM THE DLR AND IT WAS OVER $600. IF THE INDEP CAN SUBMIT A RECEIPT OR INVOICE FOR THE PART SHOWING THAT AMOUNT VW CAN RE-REVIEW; SP OFFERED TO CALL INDEP AS WELL TO CONFIRM PRICE OF PART. | | | | | SP TO CALL INDEP.
9/19/2019 2:26:00 PM	CUSTOMER SEEKING AN UPDATE ON CASE | | | CUSTOMER ADVOCATE ADVISED CHECK #[redacted] FOR AMOUNT $ 207.20 MAILED ON 09/17/2019 | | | CUSTOMER WANTED TO KNOW WHY WAS IT ONLY A PARTIAL PAYMENT WHEN THE PART COST $600 | | | CUSTOMER ADVOCATE CONTACTED ASHLEY SPECIAL PROJECTS AND WAS ADVISED TO TELL CUSTOMER THE CHECK WAS FOR THE COST OF THE PART NOT LABOR | | | CUSTOMER INSISTED THAT HE PART WAS $600 | | | SPECIAL PROJECTS (ASHLEY) ADVISED SHE WILL CONTACT THE INTENDANT AND CLARIFY THE COST OF THE PART | | | SP TO REVIEW | | | | |
9/19/2019 3:39:00 PM	CUSTOMER STATES THAT PART WAS PURCHASED WITH FIRESTONE MANAGER TOM FROM DEALER 408317. WAS TOLD SINCE COULDNT VERIFY WARRANTY WAS CHARGED FULL PRICE FROM PART. TOM IS AT FIRESTONE WITH ALL THE INFORMATION REGARDING PRICE THAT DEALERSHIP CHARGED. | | | CUSTOMER SEEKS THAT FULL PART $616.99 BE REFUNDED DUE TO THAT IS HOW MUCH PART WAS CHARGED. $207.20 REFERRED TO THE REMOVAL & REPLACEMENT OF THE CLOCKSPRING. | | | CA CONTACTED CO; REASON IS DUE TO COST OF PART FROM DEALER, IS SIGNIFICANTLY LESS THAN WHAT CHARGED. WILL BE REACHING OUT TO IND, AND THEN TO CUSTOMER BY COB 09/20/2019. | | | CA ADVISED; CO RESEARCHING WHY IND WAS CHARGED PRICE AS SHOWN ON RECEIPT AS IS SIGNIFICANTLY LESS THAN THE COST FROM THE DEALER. CO REACHING OUT TO IND, AND THEN WILL FOLLOW UP BY COB 09/20/2019.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A37EC[redacted]
Owner Or Fleet	[redacted] STATEN ISLAND, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	8/22/2019	Incident Date	N/A
Mileage	54,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

9/19/2019 4:18:00 PM	SP CALLED FIRESTONE AUTO AND SPOKE WITH THE MANAGER JUSTIN ABOUT THE REPAIR; THE INDEPENDENT CONFIRMED THE PART WAS PURCHASED BY A THIRD PARTY (MORNING STAR AUTO PARTS) WHO HAS A RELATIONSHIP WITH THE DEALER; THE INDEPENDENT CHARGED THE CUSTOMER $586.14 PLUS TAX FOR THE PART TOTALING $616.99; THEY DID UPCHARGE THE PART; THE CAP AMOUNT FOR REIMBURSEMENT FOR THE AIR BAG CLOCK SPRING IS TYPICALLY $290.07; THE CUSTOMER CAN SEE THIS BY LOOKING UP PART ID 5K0953569AL ON [redacted] OR GO TO [redacted] SEARCH THEIR YEAR 2014, MODEL PASSAT, ENGINE 1.8 L AND SEARCH "AIR BAG CLOCK SPRING"; AS A ONE TIME GOODWILL GESTURE VW CAN REIMBURSE THE REST OF THE PART AMOUNT AS THE CUSTOMER IS ALLEGING THIS WAS AN EMERGENCY REPAIR, HOWEVER ROADSIDE WAS NEVER CALLED AND CUSTOMER NEVER ATTEMPTED TO VISIT DLR. VW TO REIMBURSE TOTAL: $409.79. | | | SP TO GENERATE CHECK REQUEST.
9/19/2019 4:30:00 PM	1VWAT7A37EC[redacted] VW TO REIMBURSE CUST REMAINING AMOUNT OF THE PART AS A ONE TIME GOODWILL GESTURE; TOTAL: $409.79. | | | GENERATED CHECK REQUEST.
9/19/2019 4:40:00 PM	CUSTOMER ADVOCATE TO CALL CUSTOMER AND ADVISE WE WILL GOODWILL REIMBURSE THE REST OF THE PART; WE ENCOURAGE THE CUSTOMER TO WORK WITH THE DEALERSHIP IN THE FUTURE TO ENSURE ALL WARRANTY WORK IS COVERED; THE CUSTOMER CAN VIEW THE PART INSTALLED IN HER CAR ON [redacted] UNDER PART ID 5K0953569AL TO SEE THE AMOUNT THE DEALERSHIP WOULD HAVE CHARGED; DUE TO EXPERIENCE WE WILL GOODWILL REIMBURSE THE REST THEY PAID AND THE CUSTOMER CAN EXPECT A CHECK IN THE AMOUNT OF $409.79 IN THE NEXT 10-14 DAYS.
9/20/2019 11:11:00 AM	CO LEFT VM FOR CUSTOMER ADVISING THE VW WILL GOODWILL REIMBURSE THE REMAINING BALANCE OF THE PART PURCHASED FROM THE DEALER AND WILL RECEIVE A CHECK IN THE AMOUNT OF $409.79 IN THE NEXT 10-14 DAYS; | | | CLOSING PENDING CUSTOMER CONTACT
9/28/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 409.79 MAILED ON 09/27/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A36DC[redacted]
Owner Or Fleet	[redacted]		Greenland, NH, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	8/22/2019	Incident Date	N/A
Mileage	47,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/22/2019 8:42:00 PM	TALKED BY ANDREA AND TYPED BY ANGEL | | | | CUSTOMER STATES HAS A RECALL ISSUE RELATED TO THE CLOCK SPRING; HORN IS NOT WORKING AND THE AIR BAG LIGHT IS ON; | | | | CUSTOMER SEEKS TO KNOW IF VEHICLE HAS THE CLOCK SPRING RECALL | | | | CO ADVISED VEHICLE HAS A CLOCK SPRING EXTENDED WARRANTY; VEHICLE CAN BE TAKEN TO A VW DEALER FOR FURTHER ASSISTANCE; CO OFFERED TO SET APPOINTMENT VIA X-TIME BUT NO AVAILABILITIES UNTIL 9/3 WITH DEALER 401106; CO ADVISED CUSTOMER TO CALL DEALER IN THE MORNING AS THEY MAY BE ABLE TO GET CUSTOMER IN BEFORE 9/3 | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ9BM[redacted]
Owner Or Fleet	[redacted] Katy, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	8/23/2019	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Mileage	120,487

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/23/2019 2:16:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN TX STATE; ORIGINAL OWNER; MAINTAINED AT VW DEALER; VEHICLE EXPERIENCING: AIRBAG LIGHT ON AND CLOCK SPRING HAVING ISSUES IN THE VEHICLE; | | | CUSTOMER SEEKING: FINANCIAL ASSISTANCE; | | | FACE TO FACE EM KIM W ADVISED FOR WARRANTY EXTENSION WARRANTY CANNOT BE EXTENDED; VW WOULD NOT BE ABLE TO ASSIST | | | CO ADVISED CUSTOMER DO TO THE WARRANTY BEING AN EXTENSION AND HAS BEEN EXTENDED ALREADY VW WOULD NOT BE ABLE TO ASSIST | | | NO FURTHER ACTION
8/23/2019 2:21:00 PM	FACE-FACE WITH CO | | | EM ADVISED: THE VEHICLE IS OUTSIDE OF THE WARRANTY EXTENSION BY MILES; VW IS UNABLE TO PROVIDE FINANCIAL ASSISTANCE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2HK[redacted]
Owner Or Fleet	[redacted] Miami, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	8/26/2019	Incident Date	N/A
Mileage	19,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/26/2019 7:41:00 PM	CUSTOMER STATES: CUSTOMER IS DRIVING VEHICLE AND ERROR AIRBAGS MESSAGE CAME ON WITH AIRBAG LIGHT SOLID YELLOW NOT FLASHING | | | | CUSTOMER SEEKING: IS VEHICLE SAFE TO DRIVE | | | | CO ADVISED: WARNING LIGHT INDICATES AIRBAG OR BELT TENSIONING SYSTEM FAULTY OR PASSENGER AIRBAGS ARE DEACTIVATED; WHILE IT IS STILL SAFE TO CONTINUE DRIVING THE VEHICLE, CO ADVISES CUSTOMER TO TAKE VEHICLE TO DEALERSHIP FOR SERVICING AS SOON AS POSSIBLE; A-RECALL - ESCALATE SYSTEM SOFTWARE; | | | | NO FURTHER ACTION
8/26/2019 7:51:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / ERROR AIRBAGS MESSAGE WITH LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWDT7A35HC[redacted]
Owner Or Fleet	[redacted] Sutton, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	8/27/2019	Incident Date	N/A
Mileage	36,900		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/27/2019 9:24:00 AM	CUSTOMER STATES VEHICLE IS AT DEALER 401015 FOR ARIBAG CLOCK SPRING THAT IS BEING COVERED UNDER THE WARRANTY EXTENSION, IS WONDERING IF IT IS SAFE TO DRIVE VEHICLE, DUE TO NO HORN AND AIRBAG LIGHT, STATES PART WAS ORDERED, WAS TOLD COULD ARRIVE IN DAY, DEALER DID NOT HAVE LOANERS AVAILABLE. | | | CO ADVISED SHE UNDERSTANDS HER CONCERN BUT IS HER DECISION TO DRIVE OR NOT DRIVE VEHICLE. CUSTOMER THEN STATES SHE PLANS TO LEAVE VEHICLE AT THE DEALER WAITING FOR PART. NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX8FW[redacted]
Owner Or Fleet	[redacted] LAWRENCEVILLE, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	8/27/2019	Incident Date	N/A
Mileage	43,281		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/27/2019 12:02:00 PM	CUSTOMER STATES STEERING WHEEL MADE A CLICKING NOISE, HORN DOESN┬┐T WORK AND CONTROLS ARE NOT WORKING; AIRBAG LIGHT ON; READ ONLINE THAT IT MAY BE THE STEERING CLOCK SPRING, IN WHICH A RECALL WAS ISSUED FOR THAT; DOES VEHICLE HAVE THIS RECALL OPEN? | | | CUSTOMER SEEKING RECALL INFORMATION | | | CO ADVISED THAT VEHICLE HAS NO OPEN RECALLS; WARRANTY EXT. FOR AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI 2025-03-08 120000 MI; ALL WARRANTY WORK MUST BE DONE AT A VW DEALER; DEALER WOULD NEED TO DIAGNOSIS TO DETERMINE IF COVERED UNDER WARRANTY; OFFERED TO SET UP APPOINTMENT; CUSTOMER DECLINED; | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJM7AN1AE[redacted]
Owner Or Fleet	[redacted] SNOW HILL, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	8/27/2019	Incident Date	N/A
Mileage	120,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501BG		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/27/2019 4:13:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN NC STATE; 2ND OWNER; VEHICLE PURCHASED IN 2017 AT MILEAGE 910K MILES FROM PRIVATE OWNER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; BRAND LOYAL CUSTOMER; MAINTAINED AT LOCAL BUSINESS (NON-VW) & DLR; MAINTENANCE RECORDS ARE AVAILABLE; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING:AIRBAG LIGHT ON AFTER RECALL REPAIR ; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT 08/24/2019; AIRBAG BEHIND STEERING WHEEL ITSELF FEELS LIKE PART OF IT CRINKLED UP AND CONING OUT IN PIECES NOTICED IT ABOUT 12-15 MONTHS AGO STARTING; COOLANT LEAK COMING FROM WATER PUMP (NOT DIAG YET) TECHNICIAN AT DEALERSHIP ADVISED THERE IS AN OIL LEAK IN VEH; WHICH CAUSED THE GASKET TO SWELL ON HOUSING FOR WATER PUMP CAUSING IT TO LEAK THE COOLANT; HAS NEVER SEEN OIL LEAKING AT ALL; DEFINTAELY CAN SEE ANTIFREEZE BUT NO OIL, NOT EVEN A HINT; THINKS THIS IS NOT CORRECT; DOES NOT BURN OIL; TECH AT DLR ADVISED HAVE TO DIAG AND THEN GOING TO HAVE TO PUT DYE IN IT AND SEE WHERE LEAK IS COMING FROM EXACTLY; BUT DLR OTHERWISE HAS TREATED HIM VERY WELL AND HAS PROVIDED HIM WITH GREAT CUSTOMER SERVICE | | | CUSTOMER SEEKING: JUST WANTS TO KNOW WHY RECALL NOTICE CAME FROM DMV & JUST TO HAVE HIS VEH CONCERNS DOCUMENTED | | | CO ADVISED: AIRBAG CLOCK SPRING WARRANTY EXT 08-31-2025/UNLIMITED MILEAGE; DMV SENDS THE RECALLS/SERVICE ACTIONS AFTER THEY ARE ISSUED BY NHTSA TO THE ADDRESS TO WHICH THE VEH IS REGISTERED; NO OPEN RECALLS/ SERVICE ACTIONS OPEN ON VEH | | | CUST ACKNOWLEDGED & THANKED | | | NO FURTHER ACTION
8/27/2019 4:40:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG HAS BEEN ON SINCE RECALL REPAIR;
8/27/2019 4:45:00 PM	CATEGORY SELECTION : AIRBAGS / OTHER SYMPTOM - 1 / AIRBAG HAD BEEN DETERIORATING.& COMING OUT IN PIECES;
8/27/2019 4:50:00 PM	CATEGORY SELECTION : ENGANDENGCOOLING / OIL LEAK / CURRENT OIL LEAK ADVISED BY DLR;
8/27/2019 4:51:00 PM	CATEGORY SELECTION : AIRBAGS / OTHER SYMPTOM - 2 / WATER PUMP CAUSING COOLANT LEAK;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX5DW[redacted]
Owner Or Fleet	[redacted] COLUMBIA, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	8/27/2019	Incident Date	N/A
Mileage	49,783		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/27/2019 4:46:00 PM	MEDIA ATTACHED IN DOC CENTER | | FROM: [redacted] | | SENT: TUESDAY, AUGUST 27, 2019 2:05 PM | | TO: REIMBURSEMENT REQUEST <REIMBURSEMENT.REQUEST@VW.COM> | | SUBJECT: CLAIM FOR REPAIRS - EXTENDED WARRANTY COVERAGE STEERING WHEEL CLOCK SPRING | | | PLEASE FIND ATTACHED COPY OF REPAIR ORDER RECEIPT AND THE CREDIT CARD PAYMENT RECEIPT FOR REPAIR MADE TO MY 2013 VW TIGUAN AFTER AIRBAG LIGHT CAME ON, STAYED ON, AND CLOCK SPRING WAS FUND TO BE TORN AND NEEDED REPLACED. VIN #, PART NUMBER AND FAULT CODE ON RECEIPT. | | | THANK YOU | | [redacted] | COLUMBIA MD [redacted] | | | VIN # WVGAV3AX5 DW[redacted] | |
8/29/2019 3:55:00 PM	CUSTOMER SENT IN REPAIR ORDER AND POP FROM BENCHMARK MOTORS; CUSTOMER SEEKING REIMBURSEMENT UNDER AIRBAG CLOCK SPRING WE REIMBURSEMENT
8/29/2019 3:58:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | THANK YOU SO MUCH FOR SUBMITTING YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW UNDER THE AIRBAG CLOCK SPRING WARRANTY EXTENSION. | | | I WILL FORWARD YOUR DOCUMENTS TO THE CORRECT DEPARTMENT AND THE REVIEW WILL BEGIN. OUR REVIEW CAN TAKE A MAXIMUM OF 60 DAYS TO COMPLETE. WE GREATLY APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. | | | AT THE END OF OUR REVIEW, YOU WILL EITHER RECEIVE A CHECK IN THE MAIL, OR A DENIAL LETTER AS TO WHY THE CLAIM WAS DENIED. | | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | |
8/29/2019 3:58:00 PM	HELLO SP | | | PLEASE REVIEW DOCUMENTS IN DOC CENTER FOR REIMBURSEMENT REVIEW UNDER AIRBAG CLOCK SPRING WE | | | | THANK YOU
9/4/2019 10:06:00 AM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEP; INDEP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; REPAIRS WERE COMPLETED WITHIN REIMBURSEMENT TIMEFRAME; VW TO REIMBURSE PARTS $290.07; MAX LABOR $248.04; TAX $18.43; VW TO REIMBURSE TOTAL: $556.54. | | | SP TO GENERATE CHECK REQUEST.
9/4/2019 10:09:00 AM	WVGAV3AX5DW[redacted]VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $556.54. | | | GENERATED CHECK REQUEST.
9/4/2019 10:13:00 AM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
9/10/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 556.54 MAILED ON 09/09/2019
11/21/2019 1:35:00 PM	RECEIVED CHECK # [redacted] IN RETURNED MAIL. UPDATED ADDRESS WAS IN DOC CENTER. MAILED CHECK TO [redacted] COLUMBIA, MD [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV1B7AX6JM[redacted]
Owner Or Fleet	[redacted] Maywood, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	8/28/2019	Incident Date	N/A
Mileage	16,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507GH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/28/2019 11:15:00 AM	CUSTOMER STATES: VEHICLE IS LEASE ; TOOK VEHICLE IN FOR OIL CHANGE LAST MONDAY 8/19; WHEN GIVEN VEHICLE BACK PASSENGER SEAT BELT LIGHT AND AIRBAG LIGHT WERE ON; DEALER CANNOT DUPLICATE CONCERNS; SERVICE ADVISOR ALEX REFERRED CUSTOMER TO CALL CUSTOMER CARE CENTER; | | | CUSTOMER SEEKING: WANTS THE LIGHTS FIXED | | | CO ADVISED: CUSTOMER WOULD HAVE TO CONTINUE TO WORK WITH DEALER AS THIS A WORKMANSHIP CONCERN; SINCE DEALER 402157 WAS NOT ABLE TO DUPLICATE CONCERNS CUSTOMER CAN TALE VEHICLE TO ANOTHER VW DEALER FOR A SECOND OPINION; CUSTOMER AGREED TO GET SECOND OPINION; PROVIDED MARRY ROESCH VW 402181 CONTACT INFORMATION; CO TO EMAIL CASE NUMBER SO CUSTOMER CAN REPLY BACK WITH APPOINTMENT DATE FOR A FOLLOW UP | |
8/28/2019 11:34:00 AM	CATEGORY SELECTION : SEATBELTS / OTHER SYMPTOM - 1 / SEAT BELT WARNING LIGHT;
8/28/2019 11:34:00 AM	REFERENCE #[redacted]| | | | DEAR MR.[redacted] | | | | IT WAS NICE TALKING TO YOU TODAY. | | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┬T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON[redacted]| | | | SINCERELY, | | | | | | | | KALYN R | | | | CUSTOMER CARE ADVOCATE | |
8/28/2019 11:35:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A36G[redacted]
Owner Or Fleet	[redacted] Chapin, SC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	8/29/2019	Incident Date	N/A
Mileage	120,100		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/29/2019 1:38:00 PM	HELLO, TRISH! | | | I APPRECIATE YOU REACHING OUT TO ME TODAY IN REGARDS TO YOUR 2016 PASSAT. I WANT TO SEND MY SINCERE APOLOGIES FOR THE REPAIRS YOU┬┐RE FACING CURRENTLY WITH THE AIRBAG CLOCKSPRING. I KNOW IT CAN BE OVERWHELMING. I WANTED TO DOUBLE CHECK WITH ALL MY RESOURCES TO ENSURE WE DIDN┬┐T MISS ANY OPPORTUNITIES AS YOU ARE OUTSIDE OF THE EXTENSION BY 100 MILES. | | | THE CLOCKSPRING IS COVERED UNDER YOUR NEW VEHICLE LIMITED WARRANTY WHICH WAS FOR 3 YEARS OR 36,000 MILES WHICHEVER OCCURRED FIRST FROM YOUR WARRANTY START DATE OF MAY 21ST OF 2016. THIS SPECIFIC PART WAS EXTENDED FOR COVERAGE UNTIL MAY 21ST OF 2026 OR 120K MILES WHICHEVER OCCURRED FIRST. ONCE OUTSIDE OF THAT, VW WOULD FALL BACK TO LOOKING AT THAT PART UNDER THE ORIGINAL WARRANTY. | | | AS YOUR PASSAT IS OUTSIDE OF BOTH WARRANTIES, VW WOULD NOT BE ABLE TO OFFER ASSISTANCE OR EXTEND THIS WARRANTY ANY FURTHER. I┬┐M TRULY SORRY I DIDN┬┐T HAVE A MORE FAVORABLE OUTCOME TO PROVIDE TODAY, TRISH. | | | PLEASE LET ME KNOW IF YOU HAVE ANY ADDITIONAL QUESTIONS FOR ME, | | | KALI N. | | CHAT ADVOCATE | | VW CUSTOMER CARE | | | | |
8/29/2019 12:23:00 PM	CUSTOMER STATES: AIRBAG LIGHT IS ON AND AIRBAG CLOCKSPRING IS NEEDING TO BE REPLACED; WOULD LIKE IT COVERED; ONLY 100 MILES OUTSIDE OF WARRANTY; MY MILEAGE WHEN I CALLED THE DEALER THREE WEEKS AGO AND COULD NOT REACH ANYONE WAS 119,044 TODAY IT IS 120,100 AND THE DEALER TOLD ME THAT THEY COULD NOT HELP ME SINCE I WAS 100 MILES OVER; SERVICED AT DEALER 407321; DEALER WANTED TO CHARGE $600; | | | CO ADVISED: I AM SEEING YOU'RE OUTSIDE OF THE AIRBAG CLOCKSPRING WARRANTY EXTENSION BY MILEAGE. WHAT I'D LIKE TO DO ON MY END IS RESEARCH THIS A BIT FURTHER TO ENSURE WE DON'T MISS ANY OPPORTUNITIES. WOULD IT BE OKAY IF I FOLLOW UP VIA EMAIL AT THE END OF BUSINESS TODAY? THE WARRANTY EXTENSION IS VALID UNTIL MAY 21ST OF 2026 OR 120K MILES WHICHEVER OCCURRED FIRST. THIS COMPONENT WAS EXTENDED FROM THE NEW VEHICLE LIMITED WARRANTY WHICH WAS FOR 3 YEARS OR 36K MILES WHICHEVER OCCURRED FIRST. | | | CUSTOMER ACCEPTED; | | | CO TO REVIEW
8/29/2019 12:33:00 PM	MEDIA ATTACHED IN DOC CENTER
8/29/2019 12:56:00 PM	HELLO, [redacted] | | | I APPRECIATE YOU REACHING OUT TO ME TODAY IN REGARDS TO YOUR 2016 PASSAT. I WANT TO SEND MY SINCERE APOLOGIES FOR THE REPAIRS YOU┬┐RE FACING CURRENTLY WITH THE AIRBAG CLOCKSPRING. I KNOW IT CAN BE OVERWHELMING. I WANTED TO DOUBLE CHECK WITH ALL MY RESOURCES TO ENSURE WE DIDN┬┐T MISS ANY OPPORTUNITIES AS YOU ARE OUTSIDE OF THE EXTENSION BY 100 MILES. | | | THE CLOCKSPRING IS COVERED UNDER YOUR NEW VEHICLE LIMITED WARRANTY WHICH WAS FOR 3 YEARS OR 36,000 MILES WHICHEVER OCCURRED FIRST FROM YOUR WARRANTY START DATE OF MAY 21ST OF 2016. THIS SPECIFIC PART WAS EXTENDED FOR COVERAGE UNTIL MAY 21ST OF 2026 OR 120K MILES WHICHEVER OCCURRED FIRST. ONCE OUTSIDE OF THAT, VW WOULD FALL BACK TO LOOKING AT THAT PART UNDER THE ORIGINAL WARRANTY. | | | AS YOUR PASSAT IS OUTSIDE OF BOTH WARRANTIES, VW WOULD NOT BE ABLE TO OFFER ASSISTANCE OR EXTEND THIS WARRANTY ANY FURTHER. I┬┐M TRULY SORRY I DIDN┬┐T HAVE A MORE FAVORABLE OUTCOME TO PROVIDE TODAY, TRISH. | | | PLEASE LET ME KNOW IF YOU HAVE ANY ADDITIONAL QUESTIONS FOR ME, | | | KALI N. | | CHAT ADVOCATE | | VW CUSTOMER CARE | | | | |
8/29/2019 12:58:00 PM	CO REVIEWED WITH SUPERVISOR WHO ADVISED THAT VW WOULD NOT BE ABLE TO ASSIST; | | | CO TO EMAIL;
9/17/2019 3:14:00 PM	CUSTOMER STATES CLOCK SPRING IS NEEDING TO BE REPLACED; WANTS TO KNOW IF THERE IS A RECALL ON THE ISSUE AT THIS TIME; WANTS TO KNOW IF THERE IS A PROGRAM WHERE CUSTOMER CAN GET THE PART FOR FREE AND HAVE IT REPLACED ON HER OWN; ALSO WANTS TO KNOW WHAT WILL HAPPEN IF THE CLOCK SPRING IS NOT REPAIRED; HORN AND CRUISE CONTROL ARE NOT WORKING | | | CUSTOMER SEEKS CLOCK SPRING INFORMATION | | | CUSTOMER ADVOCATE ADVISED NO OPEN RECALLS ON THE VEHICLE; NO PROGRAM THAT WILL ALLOW CUSTOMER TO GET A FREE PART; ADVISED IF THE CLOCK SPRING IS NOT REPAIRED A LOSS OF ELECTRICAL CONNECTION TO THE DRIVER'S FRONTAL AIRBAG WILL PREVENT THE AIRBAG FROM DEPLOYING IN THE EVENT OF A VEHICLE CRASH, INCREASING THE RISK OF INJURY | | | CUSTOMER WILL CALL BACK IN A FEW MONTHS TO SEE IF THERE ARE ANY OPEN RECALLS FOR THE CLOCK SPRING | | | CO TO REVIEW AND CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30CC[redacted]
Owner Or Fleet	[redacted] WINTER GARDEN, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	9/3/2019	Incident Date	N/A
Mileage	46,081		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/3/2019 11:47:00 AM	MEDIA ATTACHED IN DOC CENTER
9/3/2019 12:08:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; REPAIRS WERE COMPLETED PRIOR TO THE FIRST VALID DATE FOR REIMBURSEMENT; VW TO REIMBURSE AS GOODWILL DUE TO DATE; VW TO REIMBURSE TOTAL: $639.92. | | | | SP TO GENERATE CHECK REQUEST.
9/3/2019 12:13:00 PM	1VWBP7A30CC[redacted] VW TO REIMBURSE CUST FOR WECY AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $639.92. | | | | GENERATED CHECK REQUEST.
9/10/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 639.92 MAILED ON 09/09/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX9DW[redacted]
Owner Or Fleet	[redacted] SPRING, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	9/4/2019	Incident Date	N/A
Mileage	34,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/4/2019 8:44:00 PM	CUSTOMER STATES: YESTERDAY AFTER STARTED VEHICLE AIRBAG ERROR SHOWED WITH AIRBAG LIGHT ON; FRIEND TOLD THEM ABOUT RECALL FOR AIRBAGS | | | CUSTOMER SEEKING: OPEN RECALLS ON VEHICLE | | | CO ADVISED: NO OPEN RECALLS ON VEHICLE; CPO 49728 MILES OR 2019-10-21 WHICHEVER OCCURS FIRST; AIRBAG CLOCK SPRING WARRANTY EXT 15Y 2028-08-10 UNLIMITED MILES; OFFERED TO SCHEDULE CUSTOMER APPOINTMENT; CUSTOMER ACCEPTED; APPOINTMENT SCHEDULED AT DEALER 425129 FOR SATURDAY 9/14 AT 8:15AM CONFIRMATION CODE [redacted] CUSTOMER ACKNOWLEDGED | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX8BW[redacted]
Owner Or Fleet	[redacted] NEW TRIPOLI, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	9/6/2019	Incident Date	N/A
Mileage	140,849		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/6/2019 9:27:00 AM	MEDIA ATTACHED IN DOC CENTER
9/9/2019 1:00:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT REPAIR SHOP; THE INDEPENDENT REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; THE REPAIRS WERE COMPLETED AFTER THE LAST VALID OUT OF POCKET DATE FOR REIMBURSEMENT; VW TO REIMBURSE PARTS ONLY AS A ONE-TIME GOODWILL GESTURE AS THE REPAIR WAS NOT COMPLETED AT THE DEALERSHIP; VW TO REIMBURSE TOTAL: $310.00. | | | SP TO GENERATE CHECK REQUEST.
9/9/2019 1:02:00 PM	WVGBV7AX8BW[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION AS GOODWILL DUE TO DATE; TOTAL: $310.00. | | | GENERATED CHECK REQUEST.
9/9/2019 1:07:00 PM	SP MAILED LETTER EXPLAINING REIMBURSEMENT.
9/12/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 310.00 MAILED ON 09/11/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A30FC[redacted]
Owner Or Fleet	[redacted] HOBE SOUND, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	9/9/2019	Incident Date	N/A
Mileage	65,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/9/2019 3:16:00 PM	CUSTOMER STATES SHE HAD AIRBAG RECALL COMPLETED AND NOW THE AIRBAG LIGHT IS ON, DOES NOT UNDERSTAND WHY THIS IS HAPPENING, NEEDS TO BE ADDRESSED, DID NOT KNOW MILEAGE, IS 1ST VW, DOES NOT LIKE VEHICLE AT ALL, WOULD LIKE TO GET RID OF IT, IS CPO, WILL NEVER HAVE ANOTHER VW. | | | CO ADVISED SYSTEM FOR RECALLS IS DOWN, UNABLE TO VERIFY OPEN RECALLS. CUSTOMER STATES IT STILL TAKES LONG TIME FOR A/C TO KICK IN (SEE [redacted] CO ADVISED CUSTOMER SHE SHOULD MENTION THIS TO DEALER AS NOTED IN PREVIOUS CASE, SHE MENTIONED SHE DOES OT WISH TO PAY 50.00 TO HAVE A/C CHECKED OUT, AGAIN MENTIONED HOW UNHAPPY SHE IS WITH VEHICLE. CO TO VERIFY RECALLS AND CALL CUSTOMER BACK.
9/9/2019 3:27:00 PM	CATEGORY SELECTION : VISIBILITY / INEFFECTIVE - 1 / TAKES LONG TIME TO BLOW COLD AIR;
9/10/2019 12:32:00 PM	CO ADVISED CUSTOMER NO OPEN RECALLS, WARRANTY EXTENSION FOR ARIBAG CLOCK SPRING FOR 10/120, WCF, ADVISED SINCE CUSTOMER MENTIONED THE AIRBAG LIGHT IS ON THIS MAY BE RELATED TO THIS WARRANTY EXTENSION, TO ADDRESS WITH VW DEALER 405240. CUSTOMER THANKED FOR RETURN CALL. | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX3FW[redacted]
Owner Or Fleet	[redacted]Reno, NV, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	9/9/2019	Incident Date	N/A	Mileage	60,000
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/9/2019 5:25:00 PM	CUSTOMER STATES: CLOCK SPRING BROKE; CALLED DEALER AND SERVICE DEPARTMENT; NOBODY CALLED BACK AT DEALER; CALLED AGAIN MULTIPLE TIMES AFTER THAT AND STILL NOBODY GOT BACK TO CUSTOMER; SO CUSTOMER HAD SERVICE ELSEWHERE AND HAD IT DIAGNOSED AS THE CLOCK SPRING; AND HAD REPAIR DONE AND PAID OUT OF POCKET FOR IT; WANTING TO KNOW HOW TO GET REIMBURSED FOR IT; | | | | CUSTOMER SEEKS: REIMBURSEMENT FOR WARRANTY EXTENSION REPAIR; | | | | CO ADVISED: WE CAN LOOK INTO POSSIBLE REIMBURSEMENT; WOULD NEED CUSTOMER TO SEND IN REPAIR ORDER AND POP; ONCE DOCUMENTS ARE RECEIVED THEN WE WOULD REVIEW IT AND CUSTOMER WOULD HEAR A DECISION WITHIN 60 BUSINESS DAYS; | | | | CUSTOMER ACKNOWLEDGES; | | | | CO TO SEND CUSTOMER EMAIL;
9/9/2019 5:32:00 PM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | | I APPRECIATE YOU TAKING THE TIME TO REACH OUT TO ME ABOUT YOUR TIGUAN . | | | TO START OUR REIMBURSEMENT REVIEW FOR OUT-OF-POCKET REPAIR EXPENSES FOR SERVICES NOW COVERED UNDER A WARRANTY EXTENSION, RECALL, OR SERVICE ACTION, PLEASE PROVIDE US WITH ITEMS BELOW. | | | HERE┬┐S WHAT WE┬┐LL NEED: | | 1. NAME OF WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | 2. TOTAL AMOUNT OF REIMBURSEMENT REQUESTED | | 3. LEGIBLE REPAIR ORDER INCLUDING: | | ┬┐ NAME AND ADDRESS OF FACILITY | | ┬┐ NAME AND ADDRESS OF CUSTOMER (PAYEE) | | ┬┐ VIN (VEHICLE IDENTIFICATION NUMBER) | | ┬┐ MILEAGE | | ┬┐ DETAILED DESCRIPTION OF REPAIRS | | 4. PROOF OF PAYMENT | | | HOW TO SUBMIT YOUR CLAIM: | | ELECTRONICALLY | | REPLY TO THIS EMAIL AND ATTACH THE APPROPRIATE DOCUMENTATION TO INITIATE YOUR REIMBURSEMENT REQUEST. | | | | OR, EMAIL YOUR DOCUMENTATION AS AN ATTACHMENT TO: REIMBURSEMENT.REQUEST@VW.COM. IN THE SUBJECT LINE, INCLUDE YOUR VIN AND THE APPLICABLE WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | | U.S. MAIL | | WRITE US A LETTER AND INCLUDE COPIES OF YOUR SUPPORTING DOCUMENTATION. MAIL TO: | | | VOLKSWAGEN OF AMERICA, INC. | | ATTN: CAMPAIGN REIMBURSEMENT | | 3800 HAMLIN RD, AUBURN HILLS, MI 48326 | | | WHAT TO EXPECT: | | ┬┐ YOUR REFUND CLAIM WILL BE ACTED UPON WITHIN 60 DAYS OF RECEIPT | | ┬┐ IF THE CLAIM IS APPROVED, WE┬┐LL SEND A CHECK TO THE ADDRESS YOU PROVIDED | | ┬┐ TOTAL REIMBURSEMENT AMOUNT MAY BE LIMITED TO WHAT THE REPAIR COST WOULD BE IF IT HAD BEEN COMPLETED BY A VOLKSWAGEN DEALER OR AUTHORIZED REPAIR FACILITY | | ┬┐ IF THE CLAIM IS INCOMPLETE, WE┬┐LL REACH OUT TO GATHER ANY MISSING INFORMATION FROM YOU | | ┬┐ SHOULD YOUR CLAIM BE DENIED, WE┬┐LL PROVIDE YOU WITH THE REASON(S) FOR DENIAL | | | WE LOOK FORWARD TO HEARING FROM YOU SOON! | | | SINCERELY, | | | | | | | JACKIE G. | | CUSTOMER CARE ADVOCATE | | | CO TO CLOSE PENDING CUSTOMER CONTACT
9/10/2019 11:38:00 AM	MEDIA ATTACHED IN DOC CENTER | | | FROM:[redacted] | | SENT: MONDAY, SEPTEMBER 09, 2019 6:06 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: VOLKSWAGEN CUSTOMER CARE[redacted] VIN WVGBV7AX3FW[redacted] | | | TO WHOM IT MAY CONCERN, | | | | AFTER MULTIPLE FAILED ATTEMPTS TO SUCCESSFULLY CONTACT OUR LOCAL VOLKSWAGEN SERVICE CENTER, WE RESORTED TO HAVING THIS CRITICAL REPAIR MADE ELSEWHERE. MULTIPLE CALLS WENT UNANSWERED AND MULTIPLE MESSAGES WERE | | LEFT AND WE RECEIVED NO RESPONSE. GIVEN THE SERIOUSNESS OF THE SAFETY CONCERNS INVOLVING THE AIRBAGS IN THIS PARTICULAR ISSUE, WE FELT WE WERE LEFT WITH NO OPTION OTHER THAN TO SEEK SERVICE ELSEWHERE. PLEASE FIND | | ALL OF THE REQUESTED DOCUMENTATION CONTAINED HEREIN OR ATTACHED IN THE ASSOCIATED PDF FILE. PLEASE CONTACT EITHER MY WIFE [redacted] OR MYSELF (AT THIS EMAIL ADDRESS,[redacted] | | SHOULD YOU NEED ANY ADDITIONAL INFORMATION. | | 1. NAME OF WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | A. EXTENDED WARRANTY COVERAGE ┬┐ STEERING WHEEL CLOCK SPRING | | 2. TOTAL AMOUNT OF REIMBURSEMENT REQUESTED | | A. $853.34 | | 3. LEGIBLE REPAIR ORDER INCLUDING: | | A. SEE ATTACHED PDF FILE | | 4. PROOF OF PAYMENT | | A. SEE ATTACHED PDF FILE | | SINCERELY, | |[redacted] |
9/10/2019 12:00:00 PM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON[redacted] | | | | | | SINCERELY, | | | | | | JACKIE G. | | CUSTOMER CARE ADVOCATE | | | CO TO ESCALATE TO SP;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX3FW[redacted]
Owner Or Fleet	[redacted] Reno, NV, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	9/9/2019	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

9/10/2019 12:01:00 PM	SPECIAL PROJECTS TO REVIEW ATTACHED DOCUMENTS FOR REIMBURSEMENT
9/10/2019 2:46:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEP REPAIR SHOP; THE INDEP REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING AFTER THE LAST VALID OUT OF POCKET DATE FOR REIMBUREMENT; VW TO REIMBURSE PARTS ONLY AS GOODWILL; VW TO REIMBURSE TOTAL: $319.90. | | | SP TO GENERATE CHECK REQUEST.
9/10/2019 2:52:00 PM	WVGBV7AX3FW[redacted]VW TO REIMBURSE CUST FOR WECY WARR EXT AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $319.90. | | | | GENERATED CHECK REQUEST.
9/10/2019 2:54:00 PM	SP MAILED LETTER EXPLAINING REIMBURSEMENT.
9/25/2019 5:43:00 PM	CUSTOMER STATES: RECEIVED LETTER STATING THAT WE WOULD ONLY BE COVERING $319 OF TOTAL COST FOR AIR BAG CLOCK SPRING REPLACEMENT; CUSTOMER GOT CLOCK SPRING FIXED AT INDEPENDENT SINCE IT TOOK DEALER 426105 SO LONG TO GET BACK TO HER; | | | CUSTOMER SEEKS: TO HAVE FULL $800 REIMBURSED; | | | REVIEWED WITH EM ANGEL W WHO AGREED THAT VW REIMBURSES FOR PARTS ONLY; | | | CA ADVISED: VW REIMBURSES FOR PARTS ONLY WHICH IS WHY YOUR $319.90 WAS REIMBURSED TO YOU AND NOT THE COST OF LABOR; | | | CO TO REVIEW AND CLOSE;
9/25/2019 5:47:00 PM	EM AGREE THAT CUSTOMER CAN BE ADVISED THAT REIMBURSEMENT WILL BE FOR PARTS ONLY DUE TO REPAIR BEING COMPLETED AT AN INDEPENDENT; CUSTOMER ADVOCATE TO RETURN TO CUSTOMER
10/3/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 319.90 MAILED ON 10/02/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW5S7AJ3EM[redacted]
Owner Or Fleet	[redacted] FORT WALTON BEACH, FL [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	9/9/2019	Incident Date	N/A
Mileage	77,657		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/9/2019 6:19:00 PM	CUSTOMER STATES: CALLED DEALER 405025 ABOUT AN OPEN RECALL FOR THE AIRBAG AND THEY STATED VEHICLE DID NOT HAVE ONE; CUSTOMER CALL NHTSA AND THEY STATED THAT THE 2015 MODELS HAD A AIRBAG RECALL; VEHICLE EXPERIENCING: AIRBAG LIGHT IS ON AND HORN DOES NOT WORK | | | CUSTOMER SEEKING: OPEN RECALLS | | | CO ADVISED: ONLY ONE SERVICE ACTION FOR ECM; PROVIDED WARRANTY EXT┬┐S AND PARAMETERS ON VEHICLE; BASED ON SYSTEM THEY FALL UNDER THE AIRBAG CLOCK SPRING WARRANTY EXT; CUSTOMER WOULD HAVE TO AUTHORIZE DIAGNOSIS FROM DEALER AND IF THE CLOCK SPRING THAT FEE WILL BE WAIVED; OFFERED TO SCHEDULE DEALER APPOINTMENT AND CUSTOMER DECLINED; CO TO EMAIL REMAINING WARRANTIES AND EXT.┬┐S | | | CO TO ASSIGN TO TEAM 5 FOX
9/9/2019 6:28:00 PM	TEAM 5 FOX TO EMAIL CUSTOMER REMAINING WARRANTY AND EXT'S ON VEHICLE TO [redacted] | | | AIRBAG CLOCK SPRING- 10Y/120K MILES WOF | | TIMING CHAIN- 10Y/100K MILES WOF | | FEDERAL EMISSIONS- 8Y/80K MILES WOF | | LIMITED WARRANTY AGAINST CORROSION PERFORATION- 12Y UNLIMITED
9/9/2019 6:28:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT; ELECTRICAL / INEFFECTIVE - 1 / HORN;
9/11/2019 2:48:00 PM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.
9/11/2019 2:49:00 PM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBN7AN0GE[redacted]
Owner Or Fleet	[redacted] MIAMI, FL, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2016		
Report Date	9/10/2019	Incident Date	N/A
Mileage	42,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501CN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/10/2019 3:10:00 PM	CUSTOMER STATES: FIRST VW; PURCHASED FROM VW DEALER; MAINTAINED AT DEALERSHIP; WARNING LAMP FOR AIRBAG, ABS, AND TRACTION CONTROL; STATED VEHICLE IS CPO; WANTED TO KNOW ABOUT OPEN CAMPAIGNS AND WARRANTIES ON VEHICLE CURRENTLY; | | | | CUSTOMER SEEKING: OPEN CAMPAIGNS AND EXTENDED WARRANTIES ON VEHICLE; | | | | CO ADVISED: ONLY WARRANTY ON VEHICLE STILL IS POWERTRAIN WARRANTY; HAS OPEN RECALL FOR AIRBAG CONTROL; 69Z5; REPAIR NOT AVAILABLE YET; CUSTOMER STATES: IS VEHICLE SAFE TO DRIVE; ADVISED: THERE WAS NOT A STOP DRIVE ISSUED ON VEHICLE; CUSTOMER STATES: WOULD RECALL HAVE TO DO WITH OTHER WARNING LIGHTS ON: ABS, TRACTION, AIRBAG; ADVISED: NO, SHOULD GET THOSE LOOKED AT BY DEALER; SCHEDULED APPOINTMENT AT DEALER 405068 FOR 3:45; | | | | NO FURTHER ACTION;
9/10/2019 3:34:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / OPEN RECALL;
9/10/2019 3:36:00 PM	CATEGORY SELECTION : FOUNDATIONBRAKE / LIGHT ON / WARNING LIGHT ON FOR ABS;
9/10/2019 3:37:00 PM	CATEGORY SELECTION : AUTOMATICBRAKE / LIGHT ON / WARNING LIGHT FOR TRACTION CONTROL;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX7EW[redacted]
Owner Or Fleet	[redacted] LINDEN, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	9/11/2019	Incident Date	N/A	Mileage	55,082
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/11/2019 8:54:00 AM	MEDIA ATTACHED IN DOC CENTER
9/12/2019 1:32:00 PM	FROM: [redacted] | | SENT: THURSDAY, SEPTEMBER 12, 2019 12:58 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | THANK YOU FOR THIS INFORMATION. [redacted] | | | |
9/12/2019 10:01:00 AM	HELLO SP | | | | PLEASE REVIEW DOCUMENTS IN THE DOC CENTER FOR REIMBURSEMENT REVIEW UNDER CLOCK SPRING WE | | | | CO ADVISED PARAMETER | | | | THANK YOU
9/12/2019 2:58:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $516.88. | | | | SP TO GENERATE CHECK REQUEST.
9/12/2019 2:59:00 PM	WVGAV3AX7EW[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $516.88. | | | | GENERATED CHECK REQUEST.
9/12/2019 9:45:00 AM	CUSTOMER SENT INSUFFICIENT DOCUMENTS LETTER FROM WE; CUSTOMER SENT IN CONTACT CARD FOR MICHAEL LEBATARD FROM DEALER 409217; CUSTOMER SENT IN INTERNAL REPAIR ORDER; CO VERIFIED PAYMENT IN X TIME | | | | CO TO EMAIL CUSTOMER
9/12/2019 9:58:00 AM	REFERENCE #[redacted] | | | | DEAR MR. [redacted] | | | THANK YOU SO MUCH FOR SUBMITTING YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW UNDER THE AIRBAG CLOCK SPRING WARRANTY EXTENSION. | | | | I WILL FORWARD YOUR DOCUMENTS TO THE CORRECT DEPARTMENT AND THE REVIEW WILL BEGIN. OUR REVIEW CAN TAKE A MAXIMUM OF 60 DAYS TO COMPLETE. WE GREATLY APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. | | | | AT THE END OF OUR REVIEW, YOU WILL EITHER RECEIVE A CHECK IN THE MAIL, OR A DENIAL LETTER AS TO WHY THE CLAIM WAS DENIED. | | | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | SINCERELY, | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | | | | CO TO ENGAGE SP TEAM | |
9/19/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 516.88 MAILED ON 09/18/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX9CW[redacted]
Owner Or Fleet	[redacted] Fort Myers, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	9/11/2019	Incident Date	N/A
Mileage	86,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/11/2019 6:27:00 PM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.
9/11/2019 6:28:00 PM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY
9/11/2019 9:01:00 AM	CUSTOMER STATES: FIRST VW; PURCHASED AT DEALER 405089; VEHICLE IS CPO; AIRBAG WARNING LIGHT IS ON; VEHICLE NOT AT DEALER; MAINTAINED AT DEALER; DID RESEARCH AND CONCLUDED AIRBAG CLOCK SPRING HAS GONE BAD; KNOWS ABOUT RECALL FOR AIRBAG CLOCK SPRING ON VEHICLE; | | | CUSTOMER SEEKING: WARRANTY AND RECALL INFORMATION FOR VEHICLE; | | | CO ADVISED: VEHICLE HAD AIRBAG CLOCK SPRING RECALL COMPLETED IN 2016; AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 15 YEARS UNLIMITED MILES 4/26/2027; INJECTION PUMP WARRANTY EXTENSION FOR 120,000 MILES OR UNTIL 4/25/2022 WOF; FUEL INJECTOR WARRANTY EXTENSION UNTIL 4/25/2022 OR 120,000 MILES WOF; INTAKE MANIFOLD WARRANTY EXTENSION UNTIL 4/25/2022 OR 120,000 MILES WOF; | | | CUSTOMER STATES: WANTS INFORMATION SENT TO EMAIL | | | CO TO ESCALATE TO TEAM 5;
9/11/2019 9:11:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / CLOCK SPRING;
9/11/2019 9:18:00 AM	CO TO TEAM 5; CUSTOMER SEEKING INFORMATION ON WARRANTY EXTENSIONS ON VEHICLE; | | | CUSTOMER EMAIL: [redacted] | | | WARRANTY EXTENSIONS; | | AIRBAG CLOCK SPRING EXTENSION: 15 YEARS UNLIMITED MILES - 4/26/2027 | | INJECTION PUMP WARRANTY EXTENSION: 4/25/2022 OR 120,000 MILES WOF | | FUEL INJECTORS WARRANTY EXTENSION: 4/25/2022 OR 120,000 MILES WOF | | INTAKE MANIFOLD WARRANTY EXTENSION: 4/25/2022 OR 120,000 WOF

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX0FW[redacted]
Owner Or Fleet	unknown unknown, unknown, unknown, UN, 000000, ?		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	9/11/2019	Incident Date	N/A
Mileage	74,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/11/2019 6:10:00 PM	CUSTOMER STATES: WHEN TURNING STEERING WHEEL IT MAKES A NOISE; DEALER FIXED IT 4 YEARS AGO; | | | | CUSTOMER SEEKING: RECALL ON AIRBAG | | | | CO ADVISED: ONE PENDING RECALL FOR AIRBAG CONTROL CUSTOMER WILL BE NOTIFIED BY MAIL ONCE PARTS ARE AVAILABLE; PROVIDED AIRBAG CLOCK SPRING WARRANTY EXT PARAMETERS AND PROBLEM SYMPTOMS; SUGGESTED TAKING VEHICLE TO DEALER WITH VEHICLE CONCERNS; CUSTOMER STATES: HE WILL CALL THE DEALER | | | | NO FURTHER ACTION
9/11/2019 6:14:00 PM	CATEGORY SELECTION : STEERING / VIBRATION / STEERING WHEEL SHAKES ; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A33EC[redacted]
Owner Or Fleet	[redacted]		CORAL SPRINGS, FL, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	9/12/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/12/2019 1:25:00 PM	CUST STATES: YESTERDAY AIRBAG WARNING LIGHT CAME ON, AND HORN STOPPED WORKING; | | | CUST SEEKING: RELATED RECALLS; | | | CO ADVISED: ECM SOFTWARE UPDATE NEEDED AND RECALL ON HEADLIGHT ADJUSTING SCREW CAPS; WARRANTY EXTENSION ON AIRBAG CLOCK SPRING TILL 9/1/2024 OR 120K WOF; | | | CO CALLED DEALER 405074 AND SPOKE TO CIERRA AT DEALER; DID WARM TRANSFER; | | | NO FURTHER ACTION
9/12/2019 1:40:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON; ELECTRICAL / OTHER SYMPTOM - 1 / HORN NOT WORKING;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV2B7AXXJM[redacted]
Owner Or Fleet	[redacted] PORT EWEN, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	9/13/2019	Incident Date	N/A
Mileage	10,042		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/13/2019 10:22:00 AM	CUSTOMER SEEKING TO BE REMOVED FROM VEHICLE
9/13/2019 10:22:00 AM	43 DAY DOWN, AIRBAG LIGHT 2X, 4WD SWITCH 1X, FFUEL DOOR ACTUATOR 1X
9/13/2019 10:23:00 AM	OFFER TO REPURCHASE VEHICLE
9/13/2019 10:23:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIR BAG LIGHT/ COVER;
9/13/2019 10:42:00 AM	OFFERED TO REPLACE VEHICLE. HE HAS A LEASE WITH VCI. HE WANTS TO STAY WITH THE BRAND AND MOVE FORWARD WITH A REPURCHASE AND THEN PURCHASE ANOTHER VW VEHICLE.
9/13/2019 10:49:00 AM	HI MR.[redacted] | | | IT WAS A PLEASURE SPEAKING TO YOU TODAY. PLEASE SEE THE ATTACHED LENDER RELEASE FORM TO BE COMPLETED. | | | | |
9/20/2019 12:48:00 PM	CUSTOMER ADVISED ME THAT HE WOULD LIKE TO MOVE FORWARD WITH A REPLACEMENT VEHICLE NOW. HE WOULD LIKE TO GO INTO THE SEL OR R SERIES IF POSSIBLE. I ADVISED HIM, I WOULD LOOK INTO HIS REQUEST.
9/24/2019 11:58:00 AM	GOOD AFTERNOON MR.[redacted] | | | | PLEASE SEE THE ATTACHED OFFER LETTER FOR REPLACEMENT INTO A 2020 VOLKSWAGEN TIGUAN SEL W/4MOTION. | | |
10/2/2019 2:07:00 PM	HI MR. [redacted] | | | | THANK YOU FOR THE SIGNED OFFER LETTER. I ALSO RECEIVED YOUR VOICEMAIL WITH THE UPDATED INFORMATION. I WILL NOW START THE PROCESS OF FINDING YOUR REPLACEMENT VEHICLE. | |
10/14/2019 10:20:00 AM	RECEIVED SIGNED ACCEPTANCE
10/14/2019 10:28:00 AM	GOOD MORNING, | | | | CAN I PLEASE HAVE VIN 3VV2B7AXXLM[redacted] THIS VEHICLE NEEDS TO GO TO DLR 408103. | | | |
10/16/2019 8:23:00 AM	GOOD MORNING MR.[redacted] | | | | I HAVE GREAT NEWS! I WAS ABLE TO LOCATE & SECURE YOUR REPLACEMENT 2020 VOLKSWAGEN TIGUAN IN PLATINUM GRAY WITH BLACK INTERIOR. THE VEHICLE IS STILL CURRENTLY AT THE FACTORY AND WILL NOT BE RELEASED UNTIL THE 2020 TIGUAN┐┐S ARE RELEASED TO THE PUBLIC. AS SOON AS I GET MORE INFORMATION, I WILL UPDATE YOU. | |
10/16/2019 8:23:00 AM	3VV2B7AXXLM[redacted] ASSIGNED TO CR&R
10/16/2019 8:35:00 AM	THANK YOU NICOLE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV2B7AXXJM[redacted]
Owner Or Fleet	[redacted]?, PORT EWEN, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	9/13/2019	Incident Date	N/A
Mileage	10,042		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/16/2019 8:40:00 AM	CASE #[redacted] | | | 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] | PORT EWEN, NY [redacted] | | | | VIN 3VV2B7AXXJM[redacted] | | | REPLACEMENT VEHICLE: PLEASE ADD: | | 2020 VOLKSWAGEN TIGUAN | | VIN 3VV2B7AXXLM[redacted] | | | | ACCOUNTING: | | | SEND MCO AND INVOICE TO NICOLE BEAUDRY. | | | MCO SHOULD SHOW OWNER AS: | | | VOLKSWAGEN CREDIT LEASING LTD. | | 1401 FRANKLIN BLVD. | | LIBERTYVILLE, IL 60048 | | | | | | | PLEASE BILL 3VV2B7AXXLM[redacted] TO 491/991 PLEASE DELIVER VEHICLE TO DEALER 408 / 103 IN COMMENTS FIELD PUT [redacted] "CR REPLACEMENT | |
10/30/2019 12:30:00 PM	CAN YOU PLEASE LET ME KNOW OUR STATUS AND TIMEFRAME FOR THE RESOLUTION OF THIS MATTER.
11/11/2019 11:42:00 AM	WOULD REALLY LIKE FOR ME TO LOOK INTO AN R LINE IF POSSIBLE AS HE WOULD TO PURCHASE THE VEHICLE AFTER HIS LEASE IS UP. I ADVISED HIM LOOK INTO THIS FOR HIM.
12/3/2019 12:28:00 PM	CUSTOMER ADVISED ME HE IS STILL HAVING CONCERNS WITH THE VEHICLE AND THE VEHICLE WOULD NOT START YESTERDAY.
12/3/2019 12:29:00 PM	LVMM FOR CUSTOMER | |
12/3/2019 12:43:00 PM	HI MR.[redacted] | | | I RECEIVED YOUR VOICEMAIL YESTERDAY. MY APOLOGIES THAT YOU CONTINUE TO HAVE ISSUES WITH YOUR VOLKSWAGEN TIGUAN. I KNOW YOU WOULD LIKE TO GET OUT OF THE VEHICLE AS SOON AS POSSIBLE, I WANTED TO PROVIDE YOU WITH SOME OPTIONS. I DID REQUEST TO SEE IF I COULD PLACE YOU INTO AN 2020 VOLKSWAGEN TIGUAN SE R- LINE BLACK PACKAGE, IF I AM ABLE TO MAKE THIS HAPPEN YOU┬┐RE STILL LOOKING AT AFTER THE 1ST OF THE YEAR FOR YOUR REPLACEMENT TO TAKE PLACE. OR WE CAN MOVE FORWARD WITH A REPURCHASE. I HAVE PROVIDE THE ATTACHED REPURCHASE OFFER LETTER FOR YOU TO REVIEW AND THEN I CAN PROVIDE YOU WITH $2,500.00 IN LOYALTY ASSISTANCE TO PURCHASE OR LEASE ANOTHER VOLKSWAGEN VEHICLE. | | |
12/20/2019 2:42:00 PM	HI MR.[redacted] | | | MY APOLOGIES FOR THE DELAY, I RECEIVED YOUR MESSAGE AND I AM SORRY TO HEAR YOU┬┐RE GOING THROUGH ALL YOU┬┐RE WITH THE VEHICLE. I HAVE CHECKED THE STATUS OF YOUR REPLACEMENT VEHICLE VIN 3VV2B7AX6LM[redacted] THE VEHICLE HAS ARRIVED AT PORT AND WE┬┐RE JUST WAITING FOR IT TO BE RELEASED AND THEN DELIVERED TO THE DEALERSHIP. THE VEHICLE IS A 2020 TIGUAN SE R-LINE WHICH IS A $3,300 UPGRADE. I KNOW YOU┬┐VE BEEN THROUGH A LOT AND I WILL ALSO PROVIDE YOU WITH COMPENSATION OF $1,000.00 TO REIMBURSE YOU FOR SOME LEASE PAYMENTS. | | | AS SOON AS MORE INFORMATION IS AVAILABLE I WILL UPDATE YOU. I WOULD ALSO SEE IF THE DEALERSHIP RECEIVED ANY OTHER LOANERS BACK AND MAYBE THEY CAN PLACE YOU INTO ANOTHER LOANER. I WILL ALSO REACH OUT TO THEM. | | |
12/23/2019 9:24:00 AM	NICOLE, | | I CAN┬┐T EVEN BEGIN TO THANK YOU FOR YOUR ALL YOUR HELP AND HARD WORK. I┬┐M SORRY IF WAS AGGRAVATED DURING THIS PROCESS. IT┬┐S BEEN QUITE THE ORDEAL. NEVER THOUGHT I WOULD HAVE SO MUCH TROUBLE WITH A CAR AND ITS LEASE . THANK YOU FOR GETTING ME THE R LINE I┬┐M VERY HAPPY ABOUT THAT . | |
12/23/2019 9:26:00 AM	3VV2B7AXXJM[redacted] REPLACMENT: $1,000.00 COMP FOR LEASE PAYMENTS, TIME WITHOUT VEHICLE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV2B7AXXJM[redacted]
Owner Or Fleet	[redacted] PORT EWEN, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	9/13/2019	Incident Date	N/A
Mileage	10,042		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/2/2020 10:01:00 AM	@JAMES I ALREADY HAVE THE MCO. | | | | | | | CASE #[redacted] | | | 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] | PORT EWEN, NY [redacted] | | | | | VIN 3VV2B7AXXJM[redacted] | | | REPLACEMENT VEHICLE: PLEASE ADD: | | 2020 VOLKSWAGEN TIGUAN | | VIN 3VV2B7AX6LM[redacted] | | | | | | ACCOUNTING: | | | SEND MCO AND INVOICE TO NICOLE BEAUDRY. | | | MCO SHOULD SHOW OWNER AS: | | | | VOLKSWAGEN CREDIT LEASING LTD. | | 1401 FRANKLIN BLVD. | | LIBERTYVILLE, IL 60048 | | | | | | | PLEASE BILL VIN 3VV2B7AX6LM[redacted] TO 491/991 PLEASE DELIVER VEHICLE TO DEALER 408 / 103 IN COMMENTS FIELD PUT [redacted] "CR REPLACEMENT | | | |
1/2/2020 11:28:00 AM	GOOD MORNING, | | | | 3VV2B7AX6LM[redacted] HAS BEEN BILLED TO [redacted] AND WILL SHIP TO [redacted] VOLKSWAGEN OF KINGSTON. | | | |
1/2/2020 9:51:00 AM	GOOD MORNING, | | | | PLEASE CANCEL 3VV2B7AXXLM[redacted] CUSTOMER HAS A DIFFERENT REPLACEMENT VEHICLE (3VV2B7AX6LM[redacted] | | | | | | THANK YOU, | | | | NICOLE | |
1/2/2020 9:52:00 AM	GOOD MORNING, | | | | CAN YOU PLEASE PROVIDE ME WITH A STATUS UPDATE ON WHEN VIN 3VV2B7AX6LM[redacted] WILL BE RELEASED FROM PORT. | | | |
1/3/2020 10:49:00 AM	PORT ACESSORIZATION START, VEHICLE IS EST. TO BE DELIVERED AT DLR THE WEEK OF 1/7/2020-1/11/2020
1/3/2020 10:54:00 AM	NEED SOME ANSWERS BECAUSE THE REGISTRATION IS GOING TO BE DUE IN A COUPLE OF DAYS. PLEASE LISTEN AND RESPOND TO MY VOICEMAIL ASAP .. THANK YOU AND HAPPY NEW YEAR
1/3/2020 10:55:00 AM	I HAVE CHECKED THE STATUS OF YOUR REPLACEMENT VEHICLE AND IT┬┐S EST. TO BE DELIVERED TO VOLKSWAGEN OF KINGSTON BY THE END OF NEXT WEEK. IF YOU NEED TO RENEW YOUR REGISTRATION PLEASE GO AHEAD AND DO SO, WE WILL TAKE CARE OF THE TRANSFER TO THE REPLACEMENT VEHICLE. I CAN REIMBURSE YOU FOR THIS.
1/6/2020 11:27:00 AM	CHECK #[redacted] FOR AMOUNT $1,000.00 RECEIVED. | FORWARDED CHECK TO ADVOCATE FOR HANDLING.
1/7/2020 11:04:00 AM	RELEASED TO CARRIER ON 1/3/2020
1/14/2020 1:08:00 PM	GOOD AFTERNOON, | | | WE┬┐RE IN THE PROCESS OF REPURCHASING THE ABOVE MENTIONED VEHICLE. | | | [redacted] | 3VV2B7AXXJM[redacted] | DLR 408103 | |
1/14/2020 1:10:00 PM	REPLACEMENT, NON-CONFORMITY- AIRBAG LIGHT/ COVER, VCI LEASE([redacted] NO CUSTOMER CONTRIBUTION, NO VW CARE PLAN, DLR 408103/ VW OF KINGSTON, SEND TO GSM CHRIS V, CUSTOMER EMAIL: [redacted] CUSTOMER CHECK $1,000.00
1/14/2020 11:40:00 AM	HI MR. [redacted] | | | | I HAVE GREAT NEWS! YOUR REPLACEMENT VEHICLE HAS ARRIVED AT VOLKSWAGEN OF KINGSTON. I AM GOING TO TRANSACTION YOUR CASE TO MY CLOSING COORDINATOR ROB AND HE WILL BE ASSISTING YOU WITH THE REPLACEMENT TRANSACTION. I PLEASE STILL NEED A COPY OF YOUR REGISTRATION AND DRIVER┬┐S LICENSE. | | | THANK YOU SO MUCH FOR YOUR PATIENCE AND I WISH YOU MANY HAPPY MILES IN YOUR NEW VOLKSWAGEN! | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV2B7AXXJM[redacted]
Owner Or Fleet	[redacted] PORT EWEN, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	9/13/2019	Incident Date	N/A
Mileage	10,042		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/15/2020 10:45:00 AM	SENT REPLACEMENT PACKAGE AND CUSTOMER CHECK TO DEALER VIA UPS/NDS.
1/15/2020 10:50:00 AM	GOOD MORNING MR. [redacted] | | | MY NAME IS ROBERT AND I WORK WITH YOUR SPECIALIST, NICOLE B., AT VOLKSWAGEN OF AMERICA. I'M REACHING OUT BECAUSE I WILL BE HANDLING THE FINAL STEPS IN THE REPLACEMENT OF YOUR 2018 TIGUAN. WITH THIS IN MIND, I WANTED TO TAKE A MOMENT TO INTRODUCE MYSELF AND PROVIDE YOU WITH A QUICK UPDATE ON THE CASE. I HAVE PREPARED THE CLOSING PACKAGE FOR YOUR TRANSACTION AND WILL BE SENDING IT OUT TO THE ATTENTION OF CHRIS VITELLARO, GENERAL SALES MANAGER AT VOLKSWAGEN OF KINGSTON. CHRIS WILL BE ASSISTING YOU WITH THE CLOSING STEPS AT THE DEALERSHIP. ONCE THE PAPERWORK IS AT YOUR DEALER, YOU WILL BE CONTACTED TO SCHEDULE THE CLOSING APPOINTMENT. IF YOU DON'T HAPPEN TO HEAR FROM CHRIS BY THE LATTER PART OF NEXT WEEK, PLEASE LET ME KNOW AND I WILL FOLLOW BACK UP WITH HIM. AS A REMINDER, PLEASE ENSURE TO BRING ALL SETS OF KEYS AND MANUALS WITH YOU TO YOUR CLOSING APPOINTMENT. | | | FOR YOUR REFERENCE, THE VIN FOR YOUR NEW 2020 TIGUAN IS 3VV2B7AX6LM[redacted] PLEASE BRING PROOF OF INSURANCE FOR YOUR NEW VEHICLE TO THE CLOSING. | | | IF YOU HAVE ANY QUESTIONS OR CONCERNS IN THE MEANTIME, PLEASE FEEL FREE TO LET ME KNOW. I AM HAPPY TO HELP HOWEVER I CAN. | | | THANK YOU! | | | REGARDS, | | | ROBERT HORGER | | CLOSING COORDINATOR | | CUSTOMER RESOLUTION & RETENTION | | | PHONE: [redacted] | | | VOLKSWAGEN GROUP OF AMERICA, INC. | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | |
1/15/2020 10:55:00 AM	GOOD MORNING CHRIS, | | | I┬┐M REACHING OUT BECAUSE I HAVE A REPLACEMENT TO COMPLETE FOR THE [redacted]┬┐S 2018 TIGUAN AT YOUR DEALERSHIP VOLKSWAGEN OF KINGSTON (408103) AND I WANTED TO PROVIDE YOU WITH A QUICK UPDATE ON THE CASE. THE CLOSING PACKAGE WAS SENT OUT VIA UPS AND YOU SHOULD RECEIVE IT BY THURSDAY, JANUARY 16TH. ONCE THE PAPERWORK ARRIVES PLEASE CONTACT THE [redacted]┬┐S TO SCHEDULE THE CLOSING APPOINTMENT. AT THE CLOSING, WE WOULD JUST NEED YOU TO ASSIST THEM THROUGH THE PAPERWORK AND DELIVER THE REPLACEMENT 2020 VOLKSWAGEN TIGUAN 3VV2B7AX6LM[redacted] ONCE THE CLOSING IS COMPLETED, PLEASE SCAN AND EMAIL ALL CLOSING DOCUMENTS INCLUDING THE TITLE APPLICATION FOR THE REPLACEMENT VEHICLE TO ME. ADDITIONALLY, PLEASE RETURN THE ORIGINAL CLOSING DOCUMENTS IN THE PROVIDED UPS RETURN ENVELOPE. | | | IF YOU HAVE ANY QUESTIONS OR CONCERNS, PLEASE DO NOT HESITATE TO LET ME KNOW. | | | THANK YOU! | | | REGARDS, | | | ROBERT HORGER | | CLOSING COORDINATOR | | CUSTOMER RESOLUTION & RETENTION | | | PHONE: [redacted] | | | VOLKSWAGEN GROUP OF AMERICA, INC. | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | |
1/15/2020 11:12:00 AM	REASON FOR CALL: REGARDING VEHICLE REPLACEMENT. | | NAME OF AGENT/CLAIMANT: [redacted] | | DETAILS OF CALL: SPOKE WITH MR. [redacted] ABOUT HIS APPOINTMENT. HE WANTED TO CONFIRM IF HE MIGHT BE ABLE TO COMPLETE HIS CLOSING APPOINTMENT BEFORE THE WEEKEND DUE TO A BIG SNOW STORM TAKING PLACE IN NY. HE CURRENTLY HAS A LOANER VW JETTA THAT IS NOT VERY GOOD IN THE SNOW. I LET HIM KNOW I WOULD REACH OUT TO THE DEALER AND TRY AND CONFIRM A DATE/TIME. HE ALSO WANTED TO CONFIRM THAT HIS SWAP OF VEHICLES WOULDN'T AFFECT HIS 2018 LEASE AGREEMENT AS HE WANTED TO BUY THAT VEHICLE OUTRIGHT AFTER THE LEASE WAS OVER. I LET HIM KNOW IT SHOULD NOT BE AFFECTED DUE TO THE REPLACEMENT BEING AN EVEN SWAP AND THE NEW VEHICLE'S AGREEMENT WILL BE BASED ON THE 2018 LEASE AGREEMENT BUT I WOULD CONFIRM WITH NICOLE AND GET BACK TO HIM VIA EMAIL. I ALSO CONFIRMED WITH HIM THAT THE $1,000.00 REIMBURSEMENT CHECK TO HIM IS IN THE CLOSING PACKAGE AND WILL BE AT THE DEALERSHIP BY THURSDAY 1/16/2020. HE THANKED BOTH NICOLE AND I FOR ALL THE ASSISTANCE AND LOOKS FORWARD TO HEARING FROM ME AND COMPLETING THE APPOINTMENT. | | FOLLOW-UP: WLL REACH OUT TO DEALER REGARDING APPOINTMENT DATE AND UPDATE THE CUSTOMER AFTER CONFIRMATION. | | PHONE #(S) GIVEN: N/A
1/15/2020 11:13:00 AM	REASON FOR CALL: REGARDING CUSTOMER VEHICLE REPLACEMENT. | | NAME OF AGENT/CLAIMANT: CHRIS VITELLARO | | DETAILS OF CALL: LEFT A MESSAGE FOR CHRIS STATING THAT THE CUSTOMER WOULD PREFER TO COMPLETE THEIR REPLACEMENT APPOINTMENT ON FRIDAY THE 17TH. | | FOLLOW-UP: EMAIL DEALER AT HIS ALTERNATE EMAIL AND WAIT FOR CONTACT. | | PHONE #(S) GIVEN: DIRECT LINE: [redacted] EMAIL: ROBERT.HORGER@VW.COM

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV2B7AXXJM[redacted]
Owner Or Fleet	[redacted] PORT EWEN, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	9/13/2019	Incident Date	N/A
Mileage	10,042		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/15/2020 11:13:00 AM	FOLLOWING EMAIL SENT TO CHRIS' ALTERNATE EMAIL: CHRIS@HEARTVW.COM | | | HI CHRIS, | | | I HAVE THE REPLACEMENT EMAIL FOR THE [redacted] S BELOW. I LEFT YOU A VOICEMAIL AS WELL. | | | THEY WOULD LIKE TO GET INTO THE NEW VEHICLE ON FRIDAY, JANUARY 17TH IF POSSIBLE. | | | THANK YOU SO MUCH! | | | REGARDS, | | | ROBERT HORGER | | CLOSING COORDINATOR | | CUSTOMER RESOLUTION & RETENTION | | | PHONE: [redacted] | | | VOLKSWAGEN GROUP OF AMERICA, INC. | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | |
1/15/2020 11:35:00 AM	OUTGOING [redacted] | | RETURN [redacted]
1/15/2020 9:57:00 AM	CREATE REPLACEMENT PACKAGE. | | | SEND REPLACEMENT PACKAGE TO DEALER. | | | EMAIL CUSTOMER AND DEALER. | | | | REQUEST BRANDING CHECK (IF NECESSARY). | | | |
1/16/2020 2:49:00 PM	HELLO MR. [redacted] | | | I REACHED OUT TO CHRIS VITELLARO YESTERDAY AFTERNOON TO CONFIRM A POSSIBLE 1/17/2020 APPOINTMENT DATE FOR YOUR REPLACEMENT. | | | HAS HE HAPPENED TO REACH OUT TO YOU AS OF YET? | | | REGARDS, | | | ROBERT HORGER | | CLOSING COORDINATOR | | CUSTOMER RESOLUTION & RETENTION | | | PHONE [redacted] | | | VOLKSWAGEN GROUP OF AMERICA, INC. | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | |
1/16/2020 3:14:00 PM	NO HE HAS NOT | | SENT FROM MY IPHONE | |
1/16/2020 3:17:00 PM	REASON FOR CALL: REGARDING CUSTOMER VEHICLE REPLACEMENT APPOINTMENT. | | NAME OF AGENT/CLAIMANT: CHRIS VITELLARO | | DETAILS OF CALL: SPOKE WITH CHRIS AND CONFIRMED THAT MR. [redacted] WOULD LIKE TO COME INTO THE DEALERSHIP TODAY TO PICK UP HIS $1,000.00 REIMBURSEMENT CHECK. THIS IS BECUASE HIS WIFE IS UNAVAILABLE TO COMPLETE THE APPOINTENT WITH HIM TODAY AS SHE DOES NOT LEAVE WORKL UNTIL AFTER 6:00PM. CHRIS ALSO CONFIRMED THEY THEY SHOULD BE SET UP TO COMPLETE THE ACTUAL APPOINTMENT TOMORROW (1/17/19). I ADVISED THIS SHOULD NOT BE A PROBLEM AND ALSO ADVISED CHRIS THAT THE CUSTOMER IS IN A LOANER VW JETTA. CHRIS EXPLAINED THAT IT WAS A SPECIAL CIRCUMSTANCE AND THAT HE WANTED TO VERIFY WITH MY BEFORE HE GAVE THE CHECK TO THE CUSTOMER. | | FOLLOW-UP: WILL WAIT FOR FOLLOW-UP FROM CUSTOMER AND DEALER TOMORROW. | | PHONE #(S) GIVEN: N/A
1/16/2020 3:22:00 PM	I JUST SPOKE WITH CHRIS AND YOU SHOULD BE ALL SET UP TO COME IN TO THE DEALERSHIP AND COMPLETE THE VEHICLE REPLACEMENT APPOINTMENT TOMORROW. | | | CHRIS INFORMED WITH ME THAT YOU WOULD BE GOING TO THE DEALERSHIP THIS AFTERNOON IN ORDER TO PICK UP YOUR $1,00.00 REIMBURSEMENT CHECK BECAUSE YOUR WIFE IS UNAVAILABLE TO COMPLETE THE NECESSARY PAPERWORK TODAY UNTIL AFTER 6:00PM. | | | THIS WILL NOT BE A PROBLEM. PLEASE CONFIRM WITH ME AFTER YOU HAVE COMPLETED THE APPOINTMENT TOMORROW SO I CAN KEEP AN EYE OUT FOR THE CLOSING DOCUMENTS TO COME BACK FROM THE DEALERSHIP. | | | THANKS AGAIN MR. [redacted] | | | REGARDS, | | | ROBERT HORGER | | CLOSING COORDINATOR | | CUSTOMER RESOLUTION & RETENTION | | | PHONE: [redacted] | | | VOLKSWAGEN GROUP OF AMERICA, INC. | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | |
1/17/2020 7:09:00 AM	OK GREAT AND THANK YOU | | SENT FROM MY IPHONE | |
1/20/2020 8:38:00 AM	REASON FOR CALL: REGARDING VEHICLE REPLACEMENT APPOINTMENT. | | NAME OF AGENT/CLAIMANT: [redacted] | DETAILS OF CALL: MR. [redacted] CONFIRMED HIS VEHICLE APPOINTMENT TOOK PLACE AND WENT VERY SMOOTHLY. HE RECEIVED HIS REIMUBRSEMENT CHECK, IS IN HIS NEW VEHICLE AND APPRECIATE'S ALL THE HELP WITH EVERYTHING. | | FOLLOW-UP: WILL WAIT FOR CLOSING DOCUMENTS TO COME BACK FROM DEALER. | | PHONE #(S) GIVEN: N/A

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV2B7AXXJM[redacted]
Owner Or Fleet	[redacted] PORT EWEN, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	9/13/2019	Incident Date	N/A
Mileage	10,042		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/22/2020 11:53:00 AM	RECEIVED FOLLOWING EMAIL WITH VCR, BBRP, CNC, ACF, RO # VWCS[redacted]ATTACHED. | | | SERVICE PAPERS FOR [redacted] BUYBACK | | CASE [redacted] | REST OF THE PAPERS TO FOLLOW SHORTLY | |
1/22/2020 11:55:00 AM	THANKS SUE, I APPRECIATE IT! | | | REGARDS, | | | ROBERT HORGER | | CLOSING COORDINATOR | | CUSTOMER RESOLUTION & RETENTION | | | PHONE: [redacted] | | | VOLKSWAGEN GROUP OF AMERICA, INC. | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | |
1/23/2020 1:41:00 PM	RECEIVED LPOA (2), ODO (2), REGISTRATION/TITLE APPLICATION (NEW VEHICLE), SALE RECEIPT (NEW VEHICLE), INSURANCE CARD (NEW VEHICLE), POA TO LICENSE/TITLE VEHICLES (DEALERS POA).
1/23/2020 3:26:00 PM	VEHICLE TO CLOSING, 1/17/2020, 15,700 MILES.
1/27/2020 3:04:00 PM	HELLO SUE/CHRIS, | | | DID YOU HAVE A COPY OF THE CUSTOMER SIGNED ┬┐ACKNOWLEDGEMENT OF VEHICLE SUBSTITUTION┬┐ FORM? | | | THIS IS REQUIRED TO COMPLETE THE SUBSTITUTION OF COLLATERAL WITH THEIR FINANCIAL INSTITUTION. | | | THANK YOU SO MUCH! | | | REGARDS, | | | ROBERT HORGER | | CLOSING COORDINATOR | | CUSTOMER RESOLUTION & RETENTION | | | VOLKSWAGEN GROUP OF AMERICA, INC. | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | | | PHONE: [redacted] |
1/28/2020 1:35:00 PM	FOLLOWING EMAIL RECEIVED WITH REPLACEMENT EXPENSES REQUEST, NEW VEHICLE REGISTRATION, RO # VWIS[redacted]ATTACHED. | | | | REQUEST FOR REIMBURSEMENT FOR [redacted] | CASE [redacted] |
1/28/2020 1:37:00 PM	THANKS AGAIN SUE! | | | REGARDS, | | | ROBERT HORGER | | CLOSING COORDINATOR | | CUSTOMER RESOLUTION & RETENTION | | | PHONE: [redacted] | | | VOLKSWAGEN GROUP OF AMERICA, INC. | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | |
1/28/2020 11:43:00 AM	GOOD MORNING, | | | PLEASE PLACE THE FOLLOWING VIN IN SERVICE: | | | VIN: 3VV2B7AX6LM[redacted] | | ISD: 1/17/2020 | | OWNER: [redacted] | [redacted] | PORT EWEN, NY [redacted] | | | THANK YOU! | | | REGARDS, | | | ROBERT HORGER | | CLOSING COORDINATOR | | CUSTOMER RESOLUTION & RETENTION | | | PHONE: [redacted] | | | VOLKSWAGEN GROUP OF AMERICA, INC. | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | |
1/28/2020 11:47:00 AM	GOOD MORNING, | | PLEASE SEE ATTACHED DOCUMENTS FOR SOC REQUEST FOR ACCOUNT [redacted] | | THANK YOU! | | | REGARDS, | | | ROBERT HORGER | | CLOSING COORDINATOR | | CUSTOMER RESOLUTION & RETENTION | | | PHONE: [redacted] | | | VOLKSWAGEN GROUP OF AMERICA, INC. | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | |
1/28/2020 11:50:00 AM	RECEIVED LPOA (2), ODO (2), AVS, REGISTRATION/TITLE APPLICATION (NEW VEHICLE), SALE RECEIPT (NEW VEHICLE), INSURANCE CARD (NEW VEHICLE), POA TO LICENSE/TITLE VEHICLES (DEALERS POA), VCR, BBRP, CNC, ACF, RO # VWCS[redacted] | | | VEHICLE AT 408103
1/28/2020 7:52:00 AM	RECEIVED FOLLOWING EMAIL WITH CUSTOMER SIGNED AVS ATTACHED. | | | HERE IS FORM
1/28/2020 7:54:00 AM	THANKS SUE, I APPRECIATE IT! | | | REGARDS, | | | ROBERT HORGER | | CLOSING COORDINATOR | | CUSTOMER RESOLUTION & RETENTION | | | PHONE: [redacted] | | | VOLKSWAGEN GROUP OF AMERICA, INC. | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | |
1/29/2020 6:37:00 AM	CASE RECEIVED. REVIEWED CASE FOLDER. | | POA, ODO, ACF, CNC, BBRP, VCR, EXPENSE REQUEST, RO'S [redacted] | | | | REQUEST VEHICLE TO AUCTION. | | WAIT FOR TITLE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV2B7AXXJM[redacted]
Owner Or Fleet	[redacted] PORT EWEN, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	9/13/2019	Incident Date	N/A
Mileage	10,042		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/29/2020 6:39:00 AM	RECEIVED FINAL RO#[redacted] | | | | REQUEST VEHICLE TO AUCTION. | |
1/29/2020 6:40:00 AM	REQUESTED VEHICLE TO AUCTION. | | | | PROCESS REIMBURSEMENT TO DEALER. | | WAIT FOR TITLE. | | | |
1/29/2020 6:46:00 AM	3VV2B7AXXJM[redacted] REPLACEMENT; DEALER REIMBURSEMENT FOR TITLE AND FEES. | | | | | | WAIT FOR TITLE.
1/30/2020 2:42:00 PM	RECEIVED TITLE. | | | | PREPARE BRANDED TITLE REQUEST. | |
1/31/2020 12:55:00 PM	PREPARED BRANDED TITLE REQUEST. | | | | MAIL BRANDED TITLE REQUEST TO DMV. | |
2/3/2020 9:13:00 AM	SENT UPS/2 DAY, TITLE FOR BRANDING. | | | | WAIT FOR BRANDED TITLE. | |
2/4/2020 12:20:00 PM	HELLO ROBERT, | | | | 3VV2B7AX6LM[redacted] HAS BEEN PLACED IN SERVICE. | | | | REGARDS, | | | | QOURTNEY ANDERSON | | DISTRIBUTION ADVOCATE | | | | AUDI OF AMERICA, INC. | |
2/7/2020 4:00:00 AM	EFT FOR AMOUNT $ 174.00 PROCESSED ON 02/06/2020. AP REFERENCE NUMBER:[redacted]
3/3/2020 6:32:00 AM	RECEIVED BRANDED TITLE. | | | | GENERATE DISCLOSURE. | |
3/9/2020 10:04:00 AM	GENERATED DISCLOSURE. TITLE COPY IN DISCLOSURE. | | | | FORWARD FOR REVIEW. | |
3/12/2020 3:46:00 PM	LVMM STATING HOW MUCH HE LOVES HIS REPLACEMENT VEHICLE AND COULDN'T BE HAPPIER.
4/8/2020 10:53:00 AM	DISCLOSURE REVIEWED. SENDING TO AUCTION.
5/12/2020 2:24:00 PM	EMAILED DISCLOSURE TO VCI AND ATTACHED TO DOC CENTER.
7/28/2020 1:10:00 PM	FOLLOWING VOICEMAIL RECEIVED FROM CUSTOMER ON 7/27/2020. REASON FOR CALL: REGARDING UPDATED LEASE AGREEMENT FOR REPLACEMENT VEHICLE. NAME OF AGENT/CLAIMANT: [redacted] DETAILS OF CALL: CUSTOMER ADVISED THAT THEY ARE SWITCHING CAR INSURANCE AGENCIES AND NEEDS TO PROVIDE THE NEW ONE WITH AN UPDATED LEASE AGREEMENT SHOWING THE REPLACEMENT VEHICLE VIN. HE IS HAPPY WITH HIS NEW VEHICLE SO FAR AND APPRECIATES OUR HELP. FOLLOW-UP: WILL REACH OUT TO CUSTOMERS FI FOR UPDATED LEASE AGREEMENT AND BACK OUT TO CUSTOMER. PHONE #(S) GIVEN:[redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV2B7AXXJM[redacted]
Owner Or Fleet	[redacted]?, PORT EWEN, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	9/13/2019	Incident Date	N/A
Mileage	10,042		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

7/28/2020 1:10:00 PM	GOOD AFTERNOON, ARE YOU ABLE TO PROVIDE THE UPDATED LEASE AGREEMENT WITH THE CUSTOMERS REPLACEMENT VIN? THEY ARE SWITCHING INSURANCE AGENCIES AND REQUIRED TO PROVIDE THE UPDATED LEASE AGREEMENT. REPLACEMENT VIN: 3VV2B7AX6LM[redacted]THANK YOU SO MUCH!REGARDS,ROBERT HORGER CLOSING COORDINATOR CUSTOMER RESOLUTION & RETENTIONPHONE: [redacted]*PLEASE NOTE: EMAIL IS THE FASTEST WAY TO REACH ME *VOLKSWAGEN GROUP OF AMERICA, INC. 3800 HAMLIN ROAD AUBURN HILLS, MI 48326
7/28/2020 1:18:00 PM	HELLO MR.[redacted] I RECEIVED YOUR VOICEMAIL YESTERDAY. I HAVE CONTACTED VOLKSWAGEN CREDIT, INC. TO CONFIRM IF THEY ARE ABLE TO PROVIDE AN UPDATED LEASE AGREEMENT WITH YOUR REPLACEMENT VEHICLES VIN (3VV2B7AX6LM[redacted] ON IT. I WILL FOLLOW-UP WITH YOU WHEN I HAVE MORE INFORMATION! IM GLAD TO HEAR YOURE ENJOYING YOUR NEW CAR! KINDEST REGARDS,ROBERT HORGER CLOSING COORDINATOR CUSTOMER RESOLUTION & RETENTIONPHONE: [redacted]*PLEASE NOTE: EMAIL IS THE FASTEST WAY TO REACH ME *VOLKSWAGEN GROUP OF AMERICA, INC. 3800 HAMLIN ROAD AUBURN HILLS, MI 48326

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A3XEC[redacted]
Owner Or Fleet	[redacted] Kill Devil Hills, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	9/13/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/13/2019 4:50:00 PM	MEDIA ATTACHED IN DOC CENTER
9/16/2019 2:28:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; CUST PAID $496.07 FOR REPAIRS; TAX $19.86; VW TO REIMBURSE TOTAL: $515.93. | | | | SP TO GENERATE CHECK REQUEST.
9/16/2019 2:32:00 PM	1VWBP7A3XEC[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $515.93. | | | | GENERATED CHECK REQUEST.
9/24/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 515.93 MAILED ON 09/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7ANXB[redacted]
Owner Or Fleet	[redacted] Fort Pierce, FL, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2011		
Report Date	9/16/2019	Incident Date	N/A
Mileage	85,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/16/2019 1:58:00 PM	CUSTOMER STATES; PERFORMED RECALL FOR AIRBAG CLOCK SPRING IN 2016, AND BELIEVES THAT AN EXTENSION WAS PUT IN PLACE ON THE VEHICLE. CUSTOMER UNABLE TO GET AHOLD OF SERVICE ADVISOR, BUT HAS APPOINTMENT SCHEDULED FOR 09/20/2019. | | | | CUSTOMER SEEKS; WARRANTY EXTENSION ON THE VEHICLE. | | | CA ADVISED; VEHICLE HAS AIRBAG CLOCK SPRING WARRANTY EXTENSION UNTIL 10-19-2025 WITH NO MILEAGE PARAMETERS. | | | CO TO REVIEW AND CLOSE.
9/16/2019 9:33:00 AM	CUSTOMER STATES: HAD AIRBAG RECALL DONE; ALSO HAD CLOCK SPRING RECALL DONE; OVER THE WEEKEND THE AIRBAG MALFUNCTION LIGHT CAME ON; WONDERING IF THAT COULD BE RELATED; CALLED DEALER THAT PERFORMED RECALL AND THEY STATED THERE COULD BE A DIAGNOSTIC FEE INVOLVED; WONDERING IF THAT IS TRUE; | | | CUSTOMER SEEKS: INFORMATION ON RECALLS; DIAGNOSTIC FEE; | | | CO ADVISED: NO OPEN RECALLS AT THIS TIME; THE STEERING WHEEL CLOCK SPRING RECALL CAME WITH A WARRANTY EXTENSION THAT IS GOOD FOR 15 YR. UNLIMITED MILES; IF THAT IS FAILING THE AIRBAG LIGHT WILL BE ON; HORN WON'T WORK OR BUTTONS ON STEERING WHEEL MAY NOT WORK; THE AIRBAG RECALL WAS DONE WITHIN SPARE PARTS WHICH IS 12 YR. 12K WOF; IF CUSTOMER IS STILL WITHIN THAT AND ISSUE IS RELATED TO THAT THEN THERE WOULD BE COVERAGE; CUSTOMER MAY HAVE TO PAY DIAGNOSTIC BUT IF IT IS RELATED TO WARRANTY EXTENSION OR SPARE PARTS CUSTOMER WOULD GET THAT FEE BACK ; | | | | CUSTOMER ACKNOWLEDGES; | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX9DW[redacted]
Owner Or Fleet	[redacted]	Steubenville, OH, [redacted]	
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	9/16/2019	Incident Date	N/A
Mileage	48,698		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/16/2019 1:34:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; CUST ONLY PAID FOR THE DIAGNOSIS; VW TO REIMBURSE TOTAL: $50.00. | | | | SP TO GENERATE CHECK REQUEST.
9/16/2019 1:51:00 PM	WVGAV7AX9DW[redacted] VW TO REIMBURSE CUST FOR WECI; TOTAL: $50.00. | | | | GENERATED CHECK REQUEST.
9/16/2019 11:15:00 AM	MEDIA ATTACHED IN DOC CENTER
9/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 50.00 MAILED ON 09/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A33DC[redacted]
Owner Or Fleet	[redacted], LAGUNA BEACH, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	9/16/2019	Incident Date	N/A
Mileage	78,169		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/16/2019 12:42:00 PM	MEDIA ATTACHED IN DOC CENTER | | | | | -----ORIGINAL MESSAGE----- | | FROM: [redacted] | | SENT: SATURDAY, SEPTEMBER 14, 2019 3:22 PM | | TO: REIMBURSEMENT REQUEST <REIMBURSEMENT.REQUEST@VW.COM> | | SUBJECT: WARRANTY EXTENSION REIMBURSEMENT | | | HELLO, | | | | I WAS INFORMED BY MY VOLKSWAGEN SERVICE AGENT THAT I PAID TO REPLACE MY AIRBAG CLOCK SPRING, WHICH IS NOW UNDER WARRANTY EXTENSION. I AM SEEKING REIMBURSEMENT FOR THE SERVICE. I HAVE ATTACHED MY INVOICE FROM THE SERVICE DATED 11-19-18. | | | | PLEASE LET ME KNOW IF YOU NEED ANYTHING ELSE. | | | | THANK YOU, | | [redacted] |
9/18/2019 11:45:00 AM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / CLOCK SPRING;
9/18/2019 12:28:00 PM	CUSTOMER SENT IN REPAIR ORDER FROM DEALER 422604; CUSTOMER HAD AIRBAG CLOCK SPRING REPAIRED; CO CONFIRMED PAYMENT IN X TIME
9/18/2019 12:32:00 PM	REFERENCE #[redacted] | | | | DEAR MS. [redacted] | | | THANK YOU SO MUCH FOR SUBMITTING YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW UNDER THE AIRBAG CLOCK SPRING WARRANTY EXTENSION. | | | | I WILL FORWARD YOUR DOCUMENTS TO THE CORRECT DEPARTMENT AND THE REVIEW WILL BEGIN. OUR REVIEW CAN TAKE A MAXIMUM OF 60 DAYS TO COMPLETE. WE GREATLY APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. | | | | AT THE END OF OUR REVIEW, YOU WILL EITHER RECEIVE A CHECK IN THE MAIL, OR A DENIAL LETTER AS TO WHY THE CLAIM WAS DENIED. | | | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | | | | CO TO ENGAGE SP
9/18/2019 12:33:00 PM	HELLO SP | | | | PLEASE REVIEW DOCUMENTS IN THE DOC CENTER FOR REIMBURSEMENT REVIEW UNDER CLOCK SPRING RECALL | | | | CO ADVISED PARAMETER | | | | THANK YOU
9/20/2019 1:23:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $618.32. | | | | SP TO GENERATE CHECK REQUEST.
9/20/2019 1:27:00 PM	1VWBP7A33DC[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $618.32. | | | | GENERATED CHECK REQUEST.
9/28/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 618.32 MAILED ON 09/27/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AXXEW[redacted]
Owner Or Fleet	[redacted]		AUBURN, AL, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	9/16/2019	Incident Date	N/A
Mileage	45,500		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/16/2019 12:56:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES/SEEKS: I HAVE A 2014 VOLKSWAGEN TIGUAN. A COUPLE DAYS MY STEERING WHEEL HAD A CLICKING NOISE WHEN I TURNED IT AND THEN ALL THE ELECTRICAL ON MY STEERING WHEEL WENT OUT AND THE AIRBAG SENSOR ON THE DASH. I THOUGHT IT WAS A FUSE BUT THEN DID RESEARCH AND SAW THAT THERE WAS A RE CALL ON THE CLOCK SPRING. IT TURNED OUT TO BY MY CLOCK SPRING BUT MY VEHICLE WAS NOT UNDER THE RECALL AND I AM GOING TO HAVE TO PAY OUT OF POCKET. VOLKSWAGEN SHOULD BE PAYING FOR THIS | | | CO ADVISED: IN MY RESEARCH, I FOUND A WARRANTY EXTENSION, WHICH COVERS AGAINST MANUFACTURER DEFECTS, FOR YOUR AIRBAG CLOCK SPRING. THIS WARRANTY IS FOR 10 YEARS OR 120K MILES, WHICHEVER COMES FIRST. TO USE THIS WARRANTY, ALL YOU HAVE TO DO IS TAKE YOUR TIGUAN TO A LOCAL VW DEALERSHIP FOR A DIAGNOSIS TO CONFIRM! THE DIAGNOSIS UNDER THE WARRANTY EXTENSION IS FREE OF CHARGE. I CAN HELP SET UP AN APPOINTMENT FOR YOU IF YOU'D LIKE. | | | CUSTOMER ACCEPTS | | | CO SCHEDULED WITH JACK INGRAM VW FOR 9:00 AM - WEDNESDAY SEP 18, 2019 | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN3DE[redacted]
Owner Or Fleet	[redacted] COLUMBUS, OH, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	9/16/2019	Incident Date	N/A
Mileage	87,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/16/2019 1:54:00 PM	CUSTOMER SUBSEQUENT OWNER, 1ST VW, PURCHASED 3 YEARS AGO, CALLING ABOUT RECALLS ON VEHICLE, HAS APPOINTMENT SCHEDULED WITH BYERS IMPORTS 403200 TO ADDRESS RECALLS ON 10-1, BUT HAS ISSUE WITH AIRBAG LIGHT, STEERING WHEEL CONTROLS DO NOT WORK, HAVE NOT WORKED FOR ALMOST A YEAR, IS AWARE THERE IS RECALL FOR THE CLOCK SPRING. | | | CO VERIFIED OPEN RECALLS FOR TAKATA AIRBAG AND FUEL PUMP CONTROL MODULE, ADVISED WARRANTY EXTENSION IS FOR THE AIRBAG CLOCK SPRING AND IS APPLICABLE ON HER VEHICLE, AND IT APPEARS SHE HAS SYMPTOMS FOR THIS WARRANTY EXTENSION BUT THE DEALER WOULD FIRST HAVE TO DIAGNOSE TO BE SURE. | | | CUSTOMER ASKED IF SHE CAN GO TO ANY VW DEALER. CO ADVISED SHE CAN, LOCATED HATFIELD VW 403203 IN COLUMBUS CLOSER TO HER RESIDENCE, PROVIDED PHONE NUMBER, OFFERED TO SET APPOINTMENT. CUSTOMER STATES SHE HAS A MEETING, WILL CALL THEM, THANKED FOR INFORMATION, WILL CALL BYERS IMPORTS TO CANCEL APPOINTMENT FOR OCTOBER. CO INVITED CUSTOMER TO CALL IF ANY FURTHER CONCERNS. NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX5DW[redacted]
Owner Or Fleet	[redacted]		Phoenix, AZ, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	9/16/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/16/2019 3:33:00 PM	CUSTOMER STATES; ARE IN NEED OF AN APPOINTMENT FOR AIRBAG | | | CUSTOMER SEEKS; APPOINTMENT FOR AIRBAG; IF IT IS COVERED UNDER WARRANTY; | | | CO ADVISED HAVE WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING THAT IS STILL ACTIVE; MADE APPOINTMENT FOR SATURDAY 9/21 AT 9:00 AM | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A35DC[redacted]
Owner Or Fleet	[redacted]		Moorpark, CA,[redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	9/17/2019	Incident Date	N/A
Mileage	141,566		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/17/2019 11:58:00 AM	MEDIA ATTACHED IN DOC CENTER
9/18/2019 11:55:00 AM	FROM: [redacted] | | SENT: MONDAY, SEPTEMBER 16, 2019 4:55 PM | | TO: REIMBURSEMENT REQUEST <REIMBURSEMENT.REQUEST@VW.COM> | | SUBJECT: CLOCKSPRING REIMBURSEMENT | | RE: VIN: 1VWBN7A35DC[redacted] STEERING WHEEL CLOCK SPRING EXTENDED WARRANTY | | COVERAGE | [redacted] | TO WHOM IT MAY CONCERN: | | THE STEERING WHEEL CONTROLS ON MY VW WERE NOT WORKING AND THE AIRBAG LIGHT WAS STAYING ON. I CALLED THE | | SERVICE DEPARTMENT AT THE VW DEALER IN SANTA MONICA AND TOLD THEM THAT I BELIEVED THAT I HAD THE | | SYMPTOMS OF A TORN STEERING WHEEL CLOCK SPRING AND ASKED IF IT WAS COVERED UNDER WARRANTY AND THEY SAID | | THEY WOULD HAVE TO CHARGE ME TO DIAGNOSE IT EVEN THOUGH I TOLD THEM IT SEEMED AS IF IT WAS THE CLOCK | | SPRING AND WAS UNDER EXTENDED WARRANTY. THEY LOOKED IT UP AND SAID THAT IT WAS ALREADY FIXED AND SAID | | THAT IT WASN'T COVERED FOR THAT. I DIDN'T REMEMBER EVER GETTING THAT FIXED BEFORE BUT NEEDED IT FIXED AS IT IS | | DANGEROUS TO HAVE MY STEP SON DRIVING AROUND WITHOUT A WORKING AIRBAG. WE TOOK THE CAR TO AN AUTO | | MECHANIC CLOSER TO WHERE WE LIVE TO SAVE MONEY. UPON FURTHER REVIEW OF MY DOCUMENTATION I FOUND THAT | | THE LETTER STATES THAT THE WARRANTY IS GOOD FOR 15 YEARS AND UNLIMITED MILEAGE AND THAT THEY AREN'T | | SUPPOSED TO CHARGE TO DIAGNOSE IT EITHER. NO WHERE DOES IT SAY THAT IT WILL ONLY BE FIXED ONCE. IT IS UNDER | | WARRANTY BECAUSE IT IS A SAFETY ISSUE. I BELIEVE THAT I SHOULD BE REIMBURSED FOR THIS EXPENSE AS IT WAS TORN | | AND SHOULD HAVE BEEN COVERED UNDER THE WARRANTY. | | PLEASE FIND ATTACHED THE FOLLOWING DOCUMENTATION FOR REIMBURSEMENT OF EXPENSES FOR REPLACEMENT OF THE | | STEERING WHEEL CLOCK SPRING. | | 1. LETTER FROM VW RE: EXTENDED WARRANTY COVERAGE | | 2. DANNYS AUTOMOTIVE INVOICE INCLUDES REAPAIR FACILITY NAME AND ADDRESS | | 3. CREDIT CARD RECEIPT | | 4. CREDIT CARD STATEMENT | | 5. VIN: 1VWBN7A35DC[redacted] | 6. NAME AND ADDRESS OF PERSON PAYING FOR REPAIR:[redacted] | | MOORPARK, CA[redacted] |
9/18/2019 12:05:00 PM	APPROVED GOODWILL OF LABOR AT INDEPENDENT AS A GESTURE DUE CUSTOMER MADE ATTEMPT TO HAVE RECALL COMPLETED AT VW DEALER BUT DEALER MISINFORMED CUSTOMER THAT THEY WOUDL BE LIABLE FOR DIAG..
9/18/2019 12:47:00 PM	REFERENCE #[redacted] | | | DEAR MR. AND MRS. [redacted] | | | I┬┐M SORRY TO LEARN OF THE CLOCK SPRING CONCERNS YOU EXPERIENCED WITH YOUR PASSAT, AS WELL AS YOUR DISSATISFACTION WITH THE INFORMATION YOU RECEIVED FROM VW SANTA MONICA ABOUT THE DIAGNOSIS FEE. I CERTAINLY WANT TO HELP IN ANY WAY I CAN FOR YOU TO BE REIMBURSED THE COSTS YOU INCURRED. | | | REVIEWING THE DOCUMENTS YOU PROVIDED WE HAVE EVERYTHING WE NEED FOR OUR REVIEW PROCESS EXCEPT ONE ITEM. THE REPAIR ORDER FROM DANNY┬┐S AUTOMOTIVE DOES NOT SHOW THE PART NUMBER FOR THE CLOCK SPRING THAT WAS INSTALLED IN YOUR PASSAT. PLEASE REPLY TO THIS EMAIL WITH A NEW OR UPDATED REPAIR ORDER SHOWING THIS INFORMATION. | | | | YOU ARE CORRECT THAT IF BOTH THE STEERING WHEEL CONTROLS ARE NOT WORKING AND THE AIRBAG WARNING LIGHT STAYS ON A DEALER DIAGNOSIS SHOULD BE COVERED UNDER THE CLOCK SPRING WARRANTY EXTENSION, AND I REGRET THE MISCOMMUNICATION THAT HAPPENED. NORMALLY DIAGNOSIS FEES ARE AT DEALER DISCRETION SO THIS IS WHERE THE MIX UP MAY HAVE OCCURRED. WE ALWAYS WANT OUR DEALER TO PROVIDE THE MOST ACCURATE INFORMATION THOUGH, AND I HAVE DETAILED YOUR FEEDBACK SO WE CAN TRY TO PREVENT YOUR CONCERNS FROM ARISING IN THE FUTURE. THANK YOU FOR SHARING YOUR EXPERIENCE WITH US. | | | | I WILL KEEP AN EYE OUT FOR YOUR CONTACT WITH THE PART NUMBER DATA. PLEASE FEEL FREE TO LET ME KNOW IF YOU HAVE ANY OTHER QUESTIONS AS WELL. | | | SINCERELY, | | | | | | | SARAH S. | | CUSTOMER CARE ADVOCATE | | | | | | | CO TO WAIT CUSTOMER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A35DC[redacted]
Owner Or Fleet	[redacted]		Moorpark, CA, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	9/17/2019	Incident Date	N/A
Mileage	141,566		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

9/20/2019 7:17:00 AM	REFERENCE # [redacted] | | | DEAR MR. AND MRS. [redacted] | | | IT IS IMPORTANT TO ME WE CAN THOROUGHLY REVIEW YOUR REIMBURSEMENT REQUEST, SO I WANTED TO FOLLOW UP ON MY EMAIL FROM SEPTEMBER 18TH. I HOPE YOU ARE DOING WELL. | | | FOR REIMBURSEMENT GENUINE VW PARTS MUST BE INSTALLED ON THE VEHICLE. TO MOVE FORWARD WITH OUR REVIEW PROCESS WE NEED THE PART NUMBER OF THE CLOCK SPRING INSTALLED ON YOUR PASSAT BY DANNY┬┐S AUTOMOTIVE. PLEASE REPLY TO THIS EMAIL WITH THIS INFORMATION, PREFERABLY ON A NEW OR UPDATED REPAIR ORDER. | | | I WILL KEEP AN EYE OUT FOR YOUR CONTACT, BUT IN THE MEANTIME, THANK YOU FOR BEING A PART OF OUR VW FAMILY. IN THE NEXT DAY OR TWO, YOU MAY RECEIVE AN EMAIL SURVEY REGARDING OUR INTERACTION. IF YOU HAVE A MOMENT, PLEASE COMPLETE IT. YOUR FEEDBACK AND IDEAS ARE IMPORTANT IN UNDERSTANDING HOW WE CAN MAKE YOUR EXPERIENCES BETTER IN THE FUTURE. | | | FEEL FREE TO LET ME KNOW IF YOU HAVE ANY OTHER QUESTIONS IN YOUR REPLY EMAIL. HAVE A GREAT DAY AND WEEKEND! | | | SINCERELY, | | | | | | | SARAH S. | | CUSTOMER CARE ADVOCATE | | | | | | | CO TO WAIT CUSTOMER CONTACT
9/20/2019 7:18:00 AM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / STEERING WHEEL CONTROLS NOT WORKING AND AIRBAG LIGHT ON; CLOCK SPRING REPLACED;
9/23/2019 2:22:00 PM	MEDIA ATTACHED IN DOC CENTER | | | FROM: [redacted] | | SENT: MONDAY, SEPTEMBER 23, 2019 2:08 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | REFERENCE # [redacted] | PLEASE FIND ATTACHED THE UPDATED INVOICE FROM DANNYS AUTOMOTIVE | | | | CUSTOMER SUBMITTED UPDATED RO WITH PART NUMBER; CO TO EMAIL CUSTOMER AND ESCALATE TO SP
9/23/2019 2:50:00 PM	REFERENCE #[redacted] | | | DEAR MR. AND MRS. [redacted] | | | THANK YOU FOR YOUR REPLY WITH THE UPDATED REPAIR ORDER. | | | WITH THE PART NUMBER SHOWN, I HAVE FORWARDED YOUR INFORMATION TO OUR CAMPAIGN TEAM TO REVIEW. THEY ARE IN THE BEST POSITION TO LOOK AT POSSIBLE REIMBURSEMENT AS THEY HAVE THE MOST FAMILIARITY WITH OUR RECALLS AND WARRANTY EXTENSIONS. THEY WILL DETERMINE IF THE REPAIRS COMPLETED ON YOUR PASSAT MATCH THE CLOCK SPRING WARRANTY EXTENSION GUIDELINES, AND THEN SEND YOU THEIR DETERMINATION WITHIN 60 DAYS BY MAIL. | | | PLEASE DON┬┐T HESITATE TO LET US KNOW IF YOU HAVE ANY OTHER QUESTIONS IN THE MEANTIME. | | | SINCERELY, | | | | | | | SARAH S. | | CUSTOMER CARE ADVOCATE | | | | | | | CO TO ESCALATE TO SP
9/23/2019 2:50:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; PER LEADERSHIP STEPHANIE'S REVIEW LINE, SP TO REVIEW, GOODWILLING LABOR IF REPAIRS MEET WARRANTY EXTENSION GUIDELINES
9/23/2019 3:19:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEP REPAIR SHOP; THE INDEP REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; THE CUSTOMER CALLED THE DEALERSHIP AND THE DEALER TOLD THE CUSTOMER THEY DID NOT HAVE A WARRANTY EXTENSION ON THEIR VEHICLE FOR THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL REPAIR AS GOODWILL AS THE CUSTOMER WAS MISINFORMED BY THE DEALERSHIP; VW TO REIMBURSE TOTAL: $713.56. | | | SP TO GENERATE CHECK REQUEST.
9/23/2019 3:20:00 PM	1VWBN7A35DC[redacted]VW TO REIMBURSE CUST FOR WECI AS GOODWILL DUE TO THE DATE OF THE REPAIR; TOTAL: $713.56. | | | GENERATED CHECK REQUEST.
9/23/2019 6:54:00 AM	NO FURTHER ACTION PENDING CUSTOMER CONTACT
9/28/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 713.56 MAILED ON 09/27/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX9BW[redacted]
Owner Or Fleet	[redacted] BELLEVUE, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	9/17/2019	Incident Date	N/A
Mileage	51,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/17/2019 1:05:00 PM	CUSTOMER STATES: HAVING ISSUES WITH VEHICLE, AIRBAG LIGHT ON AND ISSUES WITH STEERING WHEEL FUNCTIONS AS WELL AS CLICKING SOUND WHEN TURNING STEERING WHEEL; READ ONLINE LOOKS LIKE KNOWN ISSUE; | | | CUSTOMER SEEKING: INFORMATION; | | | CO ADVISED: INTAKE MANIFOLD, FUEL INJECTOR WARRANTY EXTENSION TILL 11/28/2020 OR 120K WOF; TIMING CHAIN TILL 11/28/2020 OR 100K WOF; AIRBAG CLOCK SPRING TILL 11/29/2025; | | | CO CALLED DEALER AND SPOKE TO MICHAEL IN SERVICE DEALER 42335; PROVIDED CUSTOMER NAME NUMBER AND VIN; | | | CO DID WARM TRANSFER; | | | CO TO ASSIGN TO TEAM 5;
9/17/2019 1:30:00 PM	TEAM 5 TO EMAIL THE FOLLOWING INFORMATION: | | | INTAKE MANIFOLD, FUEL INJECTOR WARRANTY EXTENSION TILL 11/28/2020 OR 120K WOF; TIMING CHAIN TILL 11/28/2020 OR 100K WOF; AIRBAG CLOCK SPRING TILL 11/29/2025 | | | TEAM 5 TO REVIEW;
9/17/2019 1:30:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / AIR BAG CLOCK SPRING; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON; STEERING / NOISE / NOISE WHEN TURNING STEERING WHEEL;
9/20/2019 11:00:00 AM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.
9/20/2019 11:00:00 AM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AXXBW[redacted]
Owner Or Fleet	[redacted], Westfield, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	9/18/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/18/2019 8:15:00 AM	CUSTOMER SUBSEQUENT OWNER, PURCHASED FROM PRIVATE PARTY YEAR AGO, 1ST VW, CALLING ABOUT RECALL FOR THE AIRBAG, AIRBAG LIGHT IS ON. | | | CO ADVISED THERE ARE NO OPEN RECALLS, ADVISED OF VARIOUS WARRANTY EXTENSTIONS FOR INTAKE MANIFOLD, FUEL INJECTOR FOR 10/120 WCF, TIMING CHAIN FOR 10/100, WCF AND AIRBAG CLOCK SPRING FOR 15/UNLIMITED MILEAGE, WHICH MAY APPLY AND REASON FOR AIRBAG LIGHT, LOCATED DEALER 403322 AS CUSTOMER REQUESTED, OFFERED TO SET APPOINTMENT. | | | CUSTOMER STATES SHE WILL CALL DEALER. NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A32DC[redacted]
Owner Or Fleet	[redacted] Freehold, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	9/18/2019	Incident Date	N/A
Mileage	61,463		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/18/2019 2:39:00 PM	HELLO | | | WE HAD GOT THE CLOCK SPRING REPLACED AS WE WERE TOLD THAT VW NO LONGER COVERED IT. I HAVE NOW DISCOVERED THAT IT IS COVERED AND VW IS OFFERING A REIMBURSEMENT. PLEASE FIND ATTACHED THE INVOICE FROM WORLD VW FOR THE REPAIR OF THE SAME. THE INVOICE HAS THE VIN NUMBER OF THE VEHICLE (1VWAP7A32DC[redacted] | | | PLEASE NOTE THAT WE HAVE MOVED AND HAVE A DIFFERENT ADDRESS | [redacted] FREEHOLD NJ [redacted] | | | PLEASE DO LET US KNOW IF YOU NEED ANYTHING ELSE FROM US TO PROCESS THIS REQUEST | | | THANKS | | | [redacted] |
9/19/2019 4:14:00 PM	MEDIA ATTACHED IN DOC CENTER | | | FROM: [redacted] | SENT: WEDNESDAY, SEPTEMBER 18, 2019 9:41 AM | | TO: REIMBURSEMENT REQUEST <REIMBURSEMENT.REQUEST@VW.COM> | | SUBJECT: CLOCK SPRING WARRANTY EXTENSION - REIMBURSEMENT | | | HELLO | | | WE HAD GOT THE CLOCK SPRING REPLACED AS WE WERE TOLD THAT VW NO LONGER COVERED IT. I HAVE NOW DISCOVERED THAT IT IS COVERED AND VW IS OFFERING A REIMBURSEMENT. PLEASE FIND ATTACHED THE INVOICE FROM WORLD VW FOR THE REPAIR OF THE SAME. THE INVOICE HAS THE VIN NUMBER OF THE VEHICLE (1VWAP7A32DC[redacted] | | | PLEASE NOTE THAT WE HAVE MOVED AND HAVE A DIFFERENT ADDRESS | [redacted] FREEHOLD NJ [redacted] | | | PLEASE DO LET US KNOW IF YOU NEED ANYTHING ELSE FROM US TO PROCESS THIS REQUEST | | | THANKS | | | [redacted] |
9/19/2019 4:21:00 PM	CUSTOMER SUBMITTED REPAIR ORDER FROM DEALER 408282; CUSTOMER SEEKING REIMBURSEMENT FOR CLOCK SPRING; CO CONFIRMED PAYMENT IN X TIME | | | CO TO EMAIL CUSTOMER
9/19/2019 4:48:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | THANK YOU SO MUCH FOR SUBMITTING YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW UNDER THE AIRBAG CLOCK SPRING WARRANTY EXTENSION. | | | I WILL FORWARD YOUR DOCUMENTS TO THE CORRECT DEPARTMENT AND THE REVIEW WILL BEGIN. OUR REVIEW CAN TAKE A MAXIMUM OF 60 DAYS TO COMPLETE. WE GREATLY APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. | | | AT THE END OF OUR REVIEW, YOU WILL EITHER RECEIVE A CHECK IN THE MAIL, OR A DENIAL LETTER AS TO WHY THE CLAIM WAS DENIED. | | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | TAYLOR W. | CUSTOMER CARE ADVOCATE | | | P.S. I HAVE UPDATED YOUR ADDRESS HERE AT VOLKSWAGEN CUSTOMER CARE. | | | CO TO ASSIGN TO SP | |
9/19/2019 4:50:00 PM	HELLO SP, | | | PLEASE REVIEW DOCUMENTS IN DOC CENTER FOR REIMBURSEMENT REVIEW UNDER CLOCK SPRING WE | | | THANK YOU
9/19/2019 4:51:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / CLOCK SPRING;
9/20/2019 1:40:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; CUST PAID $547.55 FOR THE REPAIRS; TAX $35.59; VW TO REIMBURSE TOTAL: $583.14. | | | SP TO GENERATE CHECK REQUEST.
9/20/2019 1:42:00 PM	1VWAP7A32DC[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $583.14. | | | GENERATED CHECK REQUEST.
9/28/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 583.14 MAILED ON 09/27/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX7FW[redacted]
Owner Or Fleet	[redacted] PONCHATOULA, LA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	9/18/2019	Incident Date	N/A
Mileage	30,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/18/2019 4:24:00 PM	CUSTOMER STATES RECEIVED RECALL LETTER FOR RECALL 69Z5; VEHICLE HAS AIRBAG LIGHT ON AS WELL AS SOME OTHER WARNING LIGHTS; WANTED TO SEE IF THE RECALL COULD BE THE CAUSE OF THESE WARNING LAMPS ON | | | | CUSTOMER SEEKING INFORMATION ON RECALL | | | | CO ADVISED THAT VEHICLE HAS A-RECALL- REPAIR NOT YET AVAILABLE - AIRBAG CONTROL MODULE; A REPAIR IS NOT READY FOR THIS RECALL YET, ONCE ONE IS MADE CUSTOMER WILL BE NOTIFIED; THE LIGHTS ON COULD BE THE CAUSE OF MANY DIFFERENT THINGS, NOT TECHNICALLY TRAINED THE DEALER WOULD BE IN THE BEST POSITION TO DETERMINE THE CAUSE OF THESE WARNING LAMPS; VEHICLE ALSO HAS AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI; OFFERED TO SET UP APPOINTMENT; CUSTOMER DECLINED | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX0FW[redacted]
Owner Or Fleet	[redacted] NEW SALISBURY, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	9/18/2019	Incident Date	N/A
Mileage	138,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/18/2019 5:12:00 PM	CUSTOMER STATES: AIRBAG LIGHT CAME ON NEEDS TO REPLACE A SPRING; VW STATED WARRANTY EXPIRED 120KMILES BY 18K MILES; ENGINE REPLACED A YEAR AFTER BOUGHT VEHICLE; USED ENGINE INTAKE VALVE WENT OUT HAD TO PAY FULL COST BECAUSE ISN┬┐T COVERED UNDER WARRANTY; IS UPSET BECAUSE DEALER ALWAYS IS STATING IT IS NOT COVERED UNDER WARRANTY | | | | CUSTOMER SEEKS: FINANCIAL ASSISTANCE | | | FACE TO FACE WITH EM KIM WHO ADVISED AIRBAG WARRANTY IS OUTSIDE OF MILLAGE BY TIME AND DUE TO THAT VW WOULD NOT BE ABLE TO ASSIST WITH COST OF REPAIRS | | | CO ADVISED: AIRBAG CLOCK SPRING WARRANTY (10YRS/12K MI WOF) VEHICLE IS OUTSIDE BY MILLAGE AND DUE TO THAT VW WOULD NOT BE ABLE TO ASSIST WITH COST OF REPAIRS; CUST STATES WILL BE DOCUMENTING CONCERNS ON ALL SOCIAL MEDIA AS THIS ISSUE IS AN OCCURRING ISSUE WITH ALL VEHICLES AND BELIEVES THIS SHOULD BE A RECALL AS IT IS A SAFETY CONCERN; ADVISED CUST THAT ALL RECALLS ARE VIN SPECIFIC AND IF IN THE FUTURE THIS ISSUE BECOMES A RECALL CUST CAN APPLY FOR POSSIBLE REIMBURSEMENT | | | NO FURTHER ACTION | |
9/18/2019 5:28:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT CAME ON ;
9/18/2019 5:29:00 PM	FACE- FACE WITH CO | | | EM ADVISED: THE VEHICLE IS OUTSIDE OF THE WARRANTY EXTENSION BY MILEAGE; VW IS UNABLE TO PROVIDE FINANCIAL ASSISTANCE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX3CW[redacted]
Owner Or Fleet	[redacted] Linthicum Heights, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	9/18/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Mileage	60,300

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/18/2019 5:50:00 PM	CUSTOMER STATES: VEHICLE CURRENTLY EXPERIENCING NO HORN, AIRBAG LIGHT ON, AND CLICKING WHEN TURNING STEERING WHEEL. CUSTOMER USED VW LOOK UP TOOL FOR OPEN RECALLS. VEHICLE DOES NOT HAVE ANY OPEN RECALLS. CUSTOMER DID SOME RESEARCH ONLINE AND FOUND THAT THERE IS A PROBLEM WITH THE AIRBAG CLOCK SPRING. | | | CUSTOMER SEEKING: IF PART IS RECALLED | | | CO ADVISED: THERE ARE NO OPEN RECALLS ON VEHICLE. VEHICLE HAS AN EXTENDED WARRANTY FOR THE AIRBAG CLOCK SPRING FOR 15 YEARS / UNLIMITED MILES. OFFERED TO SCHEDULE APPOINTMENT FOR CUSTOMER. CUSTOMER ACCEPTS. SCHEDULED APPOINTMENT AT DEALER 409149 FOR 3:45PM ON 9/20. CONFIRMATION CODE[redacted]| | | NO FURTHER ACTION
9/18/2019 6:03:00 PM	MEDIA ATTACHED IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCV7A38F[redacted]
Owner Or Fleet	[redacted] Eaton, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	9/19/2019	Incident Date	N/A
Mileage	90,358		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/19/2019 11:20:00 AM	CUSTOMER STATES HAVING ISSUES WITH THE STEERING WHEEL COLUMN; HORN IS NOT WORKING AND THE BUTTONS ON THE STEERING WHEEL ARE NOT WORKING, AND THE AIRBAG WARNING LIGHT IS ON; RESEARCHED THAT THIS IS A COMMON PROBLEM AND THERE MAY BE A WARRANTY EXTENSION THAT COVERS REPAIR | | | CUSTOMER SEEKING IF THERE IS A WARRANTY EXTENSION THAT COVERS REPAIR | | | CO ADVISED THERE IS AN AIRBAG CLOCK SPRING WARRANTY EXTENSION 10Y/120K MILES, WOF; SYMPTOMS ARE RELATED TO THE AIRBAG CLOCK SPRING COMPONENT; CAN TAKE VEHICLE TO DEALER FOR DIAGNOSIS; IF DEALER DETERMINES REPAIR NEEDED IS RELATED TO WARRANTY EXTENSION THAN REPAIR WILL BE COVERED; MAY HAVE TO PAY A DIAGNOSIS FEE IF REPAIR IS NOT RELATED TO WARRANTY EXTENSION, CUSTOMER IS RESPONSIBLE FOR DIAGNOSIS FEE; OPEN RECALL ON HEADLIGHT ADJUSTING SCREW CAPS; OFFERED TO SCHEDULE APPOINTMENT WITH DEALER | | | CUSTOMER DECLINED; BOYFRIEND WORKS AT DEALER AND WILL SCHEDULE APPOINTMENT | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A37EC[redacted]
Owner Or Fleet	[redacted] Bakersfield, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	9/23/2019	Incident Date	N/A
Mileage	126,093		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/23/2019 10:34:00 AM	[redacted] | | | | | CUSTOMER COMPLAINT: CUSTOMER STATES AIR BAG LIGHT CAME ON AND STEERING | | WHEEL BUTTON FUNCTIONS STOPPED WORKING | | CAUSE / REPAIR PERFORMED: AIR BAG CLOCK SPRING FAILED | | CLAIM REASON: COMPONENT FAILURE | | | | | | | GOODWILL JUSTIFICATION | | | | | | | PLEASE CONFIRM THAT YOU AGREE WITH THE FOLLOWING STATEMENTS: | | | REPAIR IS NOT COVERED BY A PURCHASED EXTENDED SERVICE CONTRACT? AGREED | | REQUEST IS NOT THE RESULT OF A DENIED WARRANTY CLAIM? AGREED | | ARE THERE PREVIOUS RELATED REPAIRS? NO | | HAS THE CUSTOMER HAD A GOOD OVERALL OWNERSHIP EXPERIENCE? YES | | IS THE CUSTOMER NEW TO VW? NO | | IS THIS A REPEAT VW PURCHASER ? YES | | IS THE CUSTOMER LOYAL TO YOUR DEALER? YES | | HAS THE VEHICLE BEEN PROPERLY MAINTAINED? YES | | IS THE VEHICLE IN GOOD OVERALL CONDITION? YES | | IS THE CUSTOMER THE ORIGINAL OWNER? YES | | | PLEASE PROVIDE A DETAILED EXPLANATION FOR OFFERING A GOODWILL EXCEPTION FOR THIS CUSTOMER: | | CUSTOMER IS 6K MILES OUTSIDE OF WARRANTY EXTENSION | | AND IS REQUESTING WARRANTY REPAIR | | | | LABOR 297.25 | | PART $336.25 | | | | | |
9/23/2019 10:35:00 AM	WISE TRACKING NUMBER PROVIDED FOR 50% PARTS AND LABOR AT WARRANTY RATES. PLEASE NOTE WITH THE VEHICLE BEING OUTSIDE OF WARRANTY, EXTENSION WE FEEL THE CUSTOMER SHOULD PARTICIPATE IN A PORTION OF THE REPAIR. VW IS UNABLE TO MEET THE REQUEST FOR FULL ASSISTANCE. AS WE VALUE THE CUSTOMER WE WOULD LIKE TO PROVIDE SOME COST RELIEF. | | | | IF THE CUSTOMER REACHES OUT TO CARE AND PROVIDES INFORMATION THAT WOULD MERIT ADDITIONAL CONSIDERATION, PLEASE REVIEW WITH AN RCM AND/OR A MEMBER IF YOUR LEADERSHIP TEAM. IF NO NEW INFORMATION IS PROVIDED BY THE CUSTOMER, OFFER CAN BE SUPPORTED. ESCALATION IS NOT REQUIRED.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX6FW[redacted]
Owner Or Fleet	[redacted] CHAPEL HILL, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	9/23/2019	Incident Date	N/A
Mileage	77,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/23/2019 12:01:00 PM	CUSTOMER CALLING ABOUT LETTER RECENTLY RECEIVED ABOUT THE AIRBAG RECALL, DEALER 409219 TOLD HER THERE IS NO PART FOR THIS RECALL. | | | CO VERIFIED RECALL 69Z5 AND PART IS NOT YET AVAILABLE, ONCE IT IS, CUSTOMERS WILL BE NOTIFIED. CUSTOMER STATES THE AIRBAG LIGHT IS ON, HORN DOES NOT WORK, STEERING WHEEL CONTROLS DO NOT WORK EITHER. | | | CO VERIFED RECALL 69Z5, WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING FOR 10/120, WCF, AND SYMPTOMS SHE MENTIONED APPEAR TO BE RELATED TO THIS WARRANTY EXTENSION, CAN BE ADDRESSED AT VW DEALER. CUSTOMER STATES SHE HAS APPOINTMENT WITH FLOW VW 409219 THIS WEDNESDAY, THE 25TH, BUT IS CONCERNED ABOUT THE RECALL, WHAT IS SHE IS IN ACCIDENT AND AIRBAG DOES NOT DEPLOY. CO ADVISED IT IS NOT VWS INTENTION TO PUT CUSTOMERS IN HARMS WAY, CANNOT PROVIDE TIMEFRAME FOR PART ARRIVAL, APOLOGIZED FOR HER FRUSTRATION. CUSTOMER ACKNOWLEDGED. NO FURTHER ACTION.
9/23/2019 12:12:00 PM	CATEGORY SELECTION : ELECTRICAL / OTHER SYMPTOM - 2 / STEERING WHEEL CONTROLS NOT WORKING; ELECTRICAL / OTHER SYMPTOM - 1 / HORN DOES NOT WORK; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A39C[redacted]
Owner Or Fleet	[redacted] Akron, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	9/23/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/23/2019 12:02:00 PM	CUSTOMER STATES: AIRBAG LIGHT CAME ON OVER THE WEEKEND; CUSTOMER WANTED TO KNOW IF THAT HAD ANYTHING TO A PERVIOUS RECALL | | | CUSTOMER SEEKING : IF THE AIRBAG LIGHT COMING ON IN HIS VEHICLE HAS ANYTHING TO DO WITH THE PERVIOUS RECALL | | | CO ADVISED: I WOULD NOT BE ABLE TO DIAGNOSIS THE VEHICLE; HOWEVER YOUR VEHICLE DOES HAVE AND EXTENDED WARRANTY FOR THE AIRBAG CLOCK SPRING; CO OFFERED TO SET CUSTOMER UP WITH A DEALER APPOINTMENT; PROVIDE HIM WITH INFORMATION OF A DEALER SO THAT HE CAN REACH OUT TO THEM HIMSELF; OR DIRECTLY TRANSFER HIM TO A DEALER SO HE CAN SCHEDULE AN APPOINTMENT WITH THEM ON HIS OWN | | | CUSTOMER THANKED AND ASKED TO BE TRANSFERRED TO DEALER 403125 | | | CO LET CUSTOMER KNOW SHE WOULD BE SENDING HIM AND EMAIL WITH HIS CASE NUMBER; CO TRANSFERRED CUSTOMER TO DEALER 403125;CO TO EMAIL CUSTOMER TO DEALER 403125 | | | NO FURTHER ACTION | | |
9/23/2019 12:10:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT CAME ON;
9/23/2019 12:11:00 PM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | SINCERELY, | | | | | | | CHRISTIE B | | CUSTOMER CARE ADVOCATE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A39CC[redacted]
Owner Or Fleet	[redacted], Auburn, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	9/23/2019	Incident Date	N/A
Mileage	90,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/23/2019 1:52:00 PM	CUSTOMER STATES CLOCK SPRING BROKE AGAIN, THIS IS THE 3RD TIME ITS BREAKING ; PREVIOUSLY PAID OUT OF POCKET AND HAD SPOKEN TO CARE AND WAS TOLD ITS CUSTOMER PAID ; PAID $563.99 ; NOW SPOKE TO DEALER AND WAS TOLD THERE IS A WARRANTY EXTENSION FOR IT ; TURNED THE STEERING WHEEL AND HEARD A CLOCKING NOISE, HORN NOT WORKING AND STEERING CONTROLS AS WELL AS AIRBAG LIGHT IS ON ; HAVE APPOINTMENT FOR 9/24 AT DEALER 426027 | | | CUSTOMER SEEKING REFUND ; | | | CO ADVISED WHEN WE SPOKE TO CUSTOMER IN 2/2018 THERE WAS NO WARRANTY EXTENSION FOR CLOCK SPRING, WARRANTY EXTENSION DID NOT COME LIVE TILL 10/2018 ; CUSTOMER CAN SEND IN INVOICE AND PROOF OF PAYMENT, INCLUDING PART #S AND DIAGNOSIS ON INVOICE ; SENT EMAIL CUSTOMER CAN REPLY TO IT | | | CUSTOMER STATES WILL GATHER POP AND SEND IT IN ; | | | CO TO WAIT FOR CUSTOMER MAIL
9/23/2019 1:55:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | - A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | | - PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | SINCERELY, | | | | | JANET V | | CUSTOMER CARE ADVOCATE | |
9/30/2019 1:35:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | - A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | | - PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | SINCERELY, | | | | | JANET V | | CUSTOMER CARE ADVOCATE | | | CO TO CLOSE PENDING CUSTOMER MAIL ; | |
9/30/2019 4:16:00 PM	FROM:[redacted] MAILTO:[redacted] | | SENT: MONDAY, SEPTEMBER 30, 2019 4:15 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VW EXPERIENCE | | | HI, | | | I HAVEN┬┐T HAD A CHANCE TO SEND THEM YET. I WILL SEND THEM ASAP. | |
9/30/2019 4:33:00 PM	CO TO CLOSE PENDING CUSTOMER MAIL ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN4AE[redacted]
Owner Or Fleet	[redacted] San Pedro, CA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	9/23/2019	Incident Date	N/A
Mileage	94,119		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/23/2019 4:33:00 PM	MEDIA ATTACHED IN DOC CENTER
9/25/2019 1:43:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE INDEP REPAIR SHOP; THE INDEP REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE PARTS $408.10; VW TO REIMBURSE MAX LABOR $248.04; TAX $38.77; VW TO REIMBURSE TOTAL: $694.91. | | | SP TO GENERATE CHECK REQUEST AND MAIL LETTER EXPLAINING CAP REIMBURSEMENT.
9/25/2019 1:46:00 PM	WVWMP7AN4AE[redacted] VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $694.91. | | | GENERATED CHECK REQUEST.
9/25/2019 2:17:00 PM	SP MAILED LETTER EXPLAINING REIMBURSEMENT.
10/3/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 694.91 MAILED ON 10/02/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD17AJXEM[redacted]
Owner Or Fleet	[redacted] Chardon, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	9/23/2019	Incident Date	N/A
Mileage	113,037		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/23/2019 4:39:00 PM	MEDIA ATTACHED IN DOC CENTER
9/25/2019 3:32:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; REPAIRS COMPLETED WITHIN WARRANTY EXTENSION REIMBURSEMENT PARAMETERS; VW TO REIMBURSE TOTAL: $492.41. | | | | SP TO GENERATE CHECK REQUEST.
9/25/2019 3:33:00 PM	3VWD17AJXEM[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $492.41. | | | | GENERATED CHECK REQUEST.
10/3/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 492.41 MAILED ON 10/02/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX7CW[redacted]
Owner Or Fleet	[redacted] DUBLIN, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	9/23/2019	Incident Date	N/A
Mileage	78,578		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/23/2019 4:51:00 PM	MEDIA ATTACHED IN DOC CENTER
9/23/2019 5:22:00 PM	CUST SUBMITTED WECI WARRANTY EXTENSION NOTICE LETTER; CUST DID NOT SUBMIT RO AND POP; VW WOULD NEED RO AND POP TO REVIEW FOR REIMBURSEMENT. | | | | SP TO SEND LETTER REQUESTING RO AND POP.
9/23/2019 5:23:00 PM	SP MAILED LETTER REQUESTING RO AND POP.
10/11/2019 3:39:00 PM	MEDIA ATTACHED IN DOC CENTER | | | | -----ORIGINAL MESSAGE----- | | FROM: [redacted] | | SENT: FRIDAY, OCTOBER 11, 2019 3:10 PM | | TO: VWOA CUSTOMER CARE <VWCUSTOMERCARE@VW.COM> | | CC: [redacted] | SUBJECT: CASE # [redacted] |
10/14/2019 3:04:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; CUST PAID $773.08 FOR REPAIRS; TAX $31.32; VW TO REIMBURSE TOTAL: $804.40. | | | | SP TO GENERATE CHECK REQUEST.
10/14/2019 3:11:00 PM	WVGAV7AX7CW[redacted]VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $804.40. | | | | GENERATED CHECK REQUEST.
10/23/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 804.40 MAILED ON 10/22/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW5T7AU3GM[redacted]
Owner Or Fleet	[redacted] Blaine, WA, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2016		
Report Date	9/23/2019	Incident Date	N/A
Mileage	23,500		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521AT		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/23/2019 6:37:00 PM	CUSTOMER STATES THAT THE AIRBAG LIGHT IS ON, HORN NOT WORKING, BUTTON ON STEERING IS NOT WORKING. CUSTOMER STATES TOOK TO INDEPENDENT AND WAS ADVISED THAT THE IT MAY BE THE AIRBAG CLOCK SPRING. CUSTOMER STATES STAYS 4 HOURS AWAY FROM THE CLOSEST DEALER IS WONDERING SHE COULD GO TO A INDEPENDENT IN AREA FOR WORK. | | | CUSTOMER SEEKING A INDEPENDENT IN AREA TO HAVE EXTENDED WARRANTY REPAIR TO BE COMPLETED. | | | FACE TO FACE WITH SUPERVISOR PRESTON: ADVISED THAT CUSTOMER SHOULD HAVE VEHICLE TOWED TO DEALER AS THERE IS NO SERVICE POINTS FOR SERVICE AT INDEPENDENT. CUSTOMER CAN LOOK INTO INSURANCE COMPANY TOWING VEHICLE IF AVAILABLE . CO TO RETURN TO CUSTOMER. | | | CO ADVISED THAT CUSTOMER SHOULD HAVE VEHICLE TOWED TO DEALER AS THERE IS NO SERVICE POINTS FOR SERVICE AT INDEPENDENT. CUSTOMER CAN LOOK INTO INSURANCE COMPANY TOWING VEHICLE IF AVAILABLE . | | | CUSTOMER ACKNOWLEDGE | | | NO FURTHER ACTION
9/24/2019 2:36:00 PM	HELLO MICHELLE- | | | CAN YOU LOOK INTO THIS CUSTOMER┬┐S ISSUE, I AM ABOUT TO BOARD A FLIGHT. FROM WHAT I GATHER SHE IS OUTSIDE BASIC WARRANTY, HOWEVER I DID NOT CONFIRM. I AM ALSO TOLD SHE HAS AN EXTENDED CONTRACT AND THAT THE SUSPECTED PART IS COVER UNDER THAT CONTRACT. WOULD ROADSIDE TOW THIS VEHICLE DUE TO AN INOPERABLE DRIVERS SIDE AIRBAG? | | JOE DILL | | FIXED OPERATIONS MANAGER 5J | [redacted]
9/24/2019 2:43:00 PM	ROADSIDE CONFIRMED VEHICLE OUTSIDE COVERAGE BY MONTHS; | | | RCM TO CONTACT FIXED OPERATIONS MANAGER.
9/24/2019 3:51:00 PM	HI JOE, | | | I WAS ABLE TO CONFIRM THE FOLLOWING INFORMATION: | | | - MS. [redacted] ┬┐S VIN (3VW5T7AU3GM[redacted] DOES HAVE THE WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING, WHICH IS VALID UNTIL 120,000 MILES OR 07.15.2026 (WHICHEVER OCCURS FIRST) | | - THIS WARRANTY EXTENSION DOES NOT COVER TOWING AND SHE IS ABOUT TWO MONTHS OUTSIDE OF ROADSIDE COVERAGE (3 YEARS/36,000 MILES, WHICHEVER OCCURS FIRST) ┬┐ I CONFIRMED THIS WITHIN THE CIRCULAR AND WITH ROADSIDE DIRECTLY; WE COULD ALWAYS LOOK INTO THE TOW REIMBURSEMENT AS GOODWILL THOUGH IF THE REPAIR DOES FALL UNDER THE WARRANTY EXTENSION | | - MS. [redacted] CALLED INTO OUR 800 NUMBER LAST NIGHT; SHE MENTIONED TO HER ADVOCATE THAT HER HORN/ STEERING WHEEL CONTROLS WERE NOT WORKING AND HER AIRBAG LIGHT WAS ON (THE CRITERIA FOR THE EXTENSION). HOWEVER, THE CASE STATES MS. [redacted] WAS LOOKING FOR AN INDEPENDENT TO HAVE THIS REPAIR DONE. SHE WAS ALSO ADVISED BY HER ADVOCATE TO POTENTIALLY LOOK TO HER INSURANCE PROVIDER FOR TOWING/ROADSIDE ASSISTANCE (IF AVAILABLE) | | - THE WARRANTY EXTENSION OF COURSE MUST BE DONE AT AN AUTHORIZED VW DEALERSHIP, AND ALTERNATE TRANSPORTATION IS NOT A PROVISION OF THIS WARRANTY EXTENSION; IT WOULD ALSO BE SOMETHING WE COULD LOOK INTO AS A GOODWILL POSSIBILITY | | | PLEASE LET ME KNOW HOW I CAN BE OF FURTHER ASSISTANCE. | | | THANK YOU, | | | MICHELLE MENTHEN | | REGION CASE MANAGER | | VOLKSWAGEN CUSTOMER CARE
9/26/2019 3:51:00 PM	FOM ADVISES: WOULD BE ABLE TO REIMBURSE FOR 50% OF TOW IF CUST SO CHOOSES (BASED ON FAMILY'S LOYALTY); | | | RCM TO REACH OUT TO CUST.
9/26/2019 7:25:00 PM	[redacted] | | | FOLLOWING-UP REGARDING VEHICLE CONCERNS/TOWING - PROVIDED DIRECT EXT.; | | | RCM WAIT CUSTOMER.
9/26/2019 7:28:00 PM	I WANTED TO CHECK IN AND LET YOU KNOW I JUST LEFT MS. [redacted] A VOICEMAIL AND PROVIDED MY DIRECT EXTENSION. I CAN TRY REACHING BACK OUT TO HER TOMORROW AS WELL. | | | THANK YOU! | | | MICHELLE MENTHEN | | REGION CASE MANAGER | | VOLKSWAGEN CUSTOMER CARE
9/27/2019 6:51:00 PM	RCM DISCUSSED OPTIONS FOR CUSTOMER WITH FIXED OPERATIONS MANAGER; DEALER COULD HAVE PART SHIPPED UNDER GOODWILL TO INDEPENDENT; OR COULD REVIEW FOR REIMBURSEMENT; | | | RCM TO WAIT CUSTOMER CONTACT.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW5T7AU3GM[redacted]		
Owner Or Fleet	[redacted] Blaine, WA, [redacted]				
Make, Model, Model Year	Volkswagen, GTI, 2016				
Report Date	9/23/2019	Incident Date	N/A	Mileage	23,500
Clock Spring Manufacturer	Kostal				
Clock Spring Part Number	5Q0953521AT				

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/1/2019 5:43:00 PM	[redacted] | | | REACHING OUT REGARDING VEHICLE CONCERNS - PROVIDED DIRECT EXT.; | | | | RCM WAIT CUSTOMER.
10/10/2019 1:28:00 PM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH YOUR GTI. | | | I┬┐VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. AT YOUR EARLIEST CONVENIENCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL (43382). YOU CAN ALSO REPLY TO THIS EMAIL. | | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | | SINCERELY, | | | MICHELLE M | | REGION CASE MANAGER
10/16/2019 6:58:00 PM	CLOSED PENDING CUSTOMER CONTACT.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX6FW[redacted]
Owner Or Fleet	[redacted] Tigard, OR, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	9/24/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/24/2019 12:35:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN OR STATE; ORIGINAL OWNER; FIRST TIME VW OWNER; CUSTOMER RECEIVED AIRBAG RECALL; VEHICLE NOW WILL NOT START AND THE AIRBAG LIGHT IS ON AS WELL AS A MESSAGE STATING THERE IS AN AIRBAG ERROR | | | | CUSTOMER SEEKING: ASSISTANCE FOR WHAT TO DO; | | | | CO ADVISED: CUSTOMER WOULD NEED TO HAVE VEHICLE TOWED TO VW DEALER; DEALER WOULD BE ABLE TO DETERMINE IF CURRENT ISSUE IS RELATED TO RECALL; TOWING WOULD NOT BE COVERED AS IT IS NOT COVERED BY RECALL; AFTER DIAGNOSIS VW CAN LOOK INTO POSSIBLE REIMBURSEMENT FOR TOW | | | NO FURTHER ACTION
9/24/2019 12:49:00 PM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | KIMBERLY W | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX6EW[redacted]
Owner Or Fleet	[redacted]		BOISE, ID, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	9/24/2019	Incident Date	N/A
Mileage	68,322		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/24/2019 1:46:00 PM	CUSTOMER SEEKS; THEY ARE WONDERING IF THEY HAVE AIR BAG CLOCK SPRING WARRANTY | | | | CO ADVISED IT IS OPEN ON VEHICLE AND IF AIRBAG LIGHT IS ON (WHICH THEY CONFIRMED) OUR RECOMMENDATION WOULD BE AN APPOINTMENT AT THEIR NEAREST VW DEALER | | | | REACHED OUT TO DEALER SPOKE WITH DONNA AND CONFERENCED IN CUSTOMER; TOGETHER THEY SET AN APPOINTMENT FOR 10/09 AT 10:00 AM | | | | NO FURTHER ACTION
9/24/2019 1:49:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / WARNING LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX0DW[redacted]
Owner Or Fleet	[redacted] Apex, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	9/24/2019	Incident Date	N/A
Mileage	111,900		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/24/2019 3:16:00 PM	CUSTOMER STATES VEHICLE HAS AIRBAG LIGHT ON AND CLICKING NOISE COMING FROM THE STEERING WHEEL; SAW RECALL ONLINE FOR THIS; IS THE VEHICLE AFFECTED WITH THIS RECALL; CUSTOMER HAS APPOINTMENT MONDAY WITH DEALER | | | | CUSTOMER SEEKING RECALL INFORMATION | | | | CO ADVISED THAT VEHICLE HAD RECALL FOR A-RECALL - STEERING WHEEL CLOCK SPRING WHICH HAS BEEN DONE ALREADY; VEHICLE DOES HAVE AIRBAG CLOCK SPRING WARRANTY EXT 15Y FOR THIS SAME ISSUE; RECOMMEND TO CONTINUE WORKING WITH THE DEALER, THEY WOULD BE ABLE TO ASSIST FURTHER; | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A32FC[redacted]
Owner Or Fleet	[redacted]UMONT, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	9/24/2019	Incident Date	N/A
Mileage	100,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/24/2019 6:21:00 PM	CUSTOMER STATES: RECEIVED A WARRANTY EXT POSTCARD FOR REIMBURSEMENT; VEHICLE EXPERIENCING: OIL LEAK; | | | | CUSTOMER SEEKING: WHAT IS THE WARRANTY EXT | | | | CO ADVISED: WARRANTY EXT IS FOR THE AIRBAG CLOCK SPRING; IF AIRBAG LIGHT IS ON AND STEERING WHEEL CONTROLS DO NOT WORK THOSE ARE SYMPTOMS OF THE WARRANTY EXT; CUSTOMER STATES: HORN DOES NOT WORK AND AIRBAG LIGHT IS ON; ADVISED CUSTOMER WOULD NEED TO GET A DIAGNOSIS; IF IT┬┐S NOT THE CLOCK SPRING DIAGNOSIS FEE WILL BE AT CUSTOMERS EXPENSE; PROVIDED OPEN RECALL FOR HEADLIGHT ADJUSTING SCREW CAPS; CUSTOMER STATES: HEADLIGHT IS NOT WORKING; PROVIDED DEALER 408252 CONTACT NUMBER; | |
9/24/2019 6:39:00 PM	CATEGORY SELECTION : VISIBILITY / INEFFECTIVE - 1 / HEADLIGHT DOES NOT WORK ; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON ; ELECTRICAL / INEFFECTIVE - 1 / HORN DOES NOT WORK ; ENGANDENGCOOLING / OIL LEAK / OIL LEAK;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN0CE[redacted]
Owner Or Fleet	[redacted] TAMPA, FL, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	9/25/2019	Incident Date	N/A
Mileage	68,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/25/2019 4:46:00 PM	CUSTOMER STATES: AIR BAG LIGHT ON; GOT LETTER IN MAIL FROM VW SAYING BRING TO VW FOR FREE TO GET FIXED WITH NO DIAGNOSTIC CHARGE; CALLED NEAREST VW TO MAKE AN APPOINTMENT; DEALER STATED DIAGNOSIS ISN'T FREE IT WOULD BE $129 | | | | CUSTOMER SEEKING: WOULD IT BE FREE OF CHARGE | | | | CO ADVISED: EVERY DEALER HAS THEIR OWN DIAGNOSTIC FEE; CUSTOMER DOES HAVE THE AIR BAG CLOCK SPRING WARRANTY AND IT WOULD BE FREE OF CHARGE IF THE DEALER DIAGNOSED THE VEHICLE AND FOUND THAT WAS THE PROBLEM | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBN7AN9GE[redacted]
Owner Or Fleet	[redacted]	Oviedo, FL,	[redacted]
Make, Model, Model Year	Volkswagen, CC, 2016		
Report Date	9/26/2019	Incident Date	N/A
Mileage	48,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501CN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/26/2019 2:04:00 PM	CASE #[redacted] | | THURSDAY, SEPTEMBER 26, 2019 11:19:02 AM | | @VW CAN YOU HELP? RECENT AIRBAG RECALL INCLUDED MY LEASED CC SIX MO AGO. NOW AIRBAG INDICATOR LIGHT ON, VW DEALER SAYS $1,000 AIRBAG REPAIR IS UNRELATED TO THEIR REPLACEMENT WORK & IS MY EXPENSE (STILL UNDER LEASE BTW). HE WONT BUDGE. 5TH VW FOR US, MIGHT NEED TO BE MY LAST :(| | | | THURSDAY, SEPTEMBER 26, 2019 11:21:43 AM | | @WHYTAOS WE'RE SO SORRY TO LEARN OF THE AIRBAG INDICATOR LIGHT COMING ON, AS WE KNOW HOW FRUSTRATING OF A SITUATION THIS MUST BE. PLEASE DM YOUR FULL NAME, VIN, CURRENT MILEAGE, AND THE NAME OF THE DEALER YOU'RE WORKING WITH, AND WE CAN LOOK FURTHER INTO THIS. -NN | | | THURSDAY, SEPTEMBER 26, 2019 12:09:54 PM | | @VW OK. SENT YOU DM. THANK YOU | | | THURSDAY, SEPTEMBER 26, 2019 12:36:00 PM | | @WHYTAOS THANKS FOR FOLLOWING BACK UP, HOWEVER, I'M NOT SEEING A DM FROM YOU. WOULD YOU MIND SENDING IT AGAIN, OR IF EASIER, YOU CAN EMAIL VWSOCIALMEDIAESCALATIONS@VW.COM. I'LL KEEP AN EYE OUT FOR MESSAGE. -NN | | | THURSDAY, SEPTEMBER 26, 2019 12:57:15 PM | | @VW IS THIS BELOW NOT REACHING YOU? PIC[redacted] | | | THURSDAY, SEPTEMBER 26, 2019 1:03:33 PM | | @WHYTAOS IT'S NOT, SO THERE MAY BE SOME TECHNICAL DIFFICULTIES WITH RECEIVING YOUR DM, AND I APOLOGIZE ABOUT THAT. WOULD YOU MIND SENDING THIS INFORMATION VIA EMAIL AT VWSOCIALMEDIAESCALATIONS@VW.COM, WHICH WE CAN THEN CONTINUE THE CONVERSATION THERE? THANKS FOR YOUR HELP! -NN | | | THURSDAY, SEPTEMBER 26, 2019 2:01:31 PM | | @VW OK. EMAILED YOU WITH THE REQUESTED INFORMATION. | | | THURSDAY, SEPTEMBER 26, 2019 2:38:50 PM | | @WHYTAOS THANK YOU! I CAN SEE YOUR EMAIL WAS RECEIVED, AND WE DID RESPOND TO IT. AT YOUR EARLIEST CONVENIENCE, PLEASE CHECK FOR YOUR EMAILS. -NN
9/26/2019 2:08:00 PM	FROM:[redacted] | | SENT: THURSDAY, SEPTEMBER 26, 2019 2:01 PM | | TO: VW SOCIAL MEDIA ESCALATIONS | | SUBJECT: AIRBAG RECALL AND ONGOING PROBLEMS/CHARGES | | | REPLYING TO YOUR REQUEST FOR AN EMAIL: | |[redacted] | | | THANK YOU. MY NAME IS[redacted] MY CAR IS A 2016 VW CC, VIN # WVWBN7AN9GE[redacted] 48K MILES, AND SERVICED AT NAPLETON VW IN SANFORD FL. THEY SAY THEIR REPLACEMENT OF FAULTY VW AIRBAGS 6 MO AGO IS UNRELATED TO A NEW AIRBAG LIGHT WARNING AND SUBSEQUENT $1000 REPAIR. THIS FEELS ENTIRELY INAPPROPRIATE. HOW MANY AIRBAG REPAIRS SHOULD WE EXPECT TO HAVE OVER 4 YEAR LEASE, AND AT OUR EXPENSE? THIS IS OUR 5TH VW AND WANT TO CONTINUE OUR PREVIOUS RELATIONSHIP OF QUALITY CARS AND CUSTOMER SERVICE. PLEASE HELP. | |
9/26/2019 2:37:00 PM	FROM: VW SOCIAL MEDIA ESCALATIONS | | SENT: THURSDAY, SEPTEMBER 26, 2019 2:37 PM | | TO:[redacted] | | SUBJECT: RE: AIRBAG RECALL AND ONGOING PROBLEMS/CHARGES | | | REFERENCE NUMBER[redacted] | | | HI[redacted] | | | | THANK YOU SO MUCH FOR FOLLOWING UP BY EMAIL, AND I APOLOGIZE FOR ANY INCONVENIENCE WITH RECEIVING YOUR DM ON TWITTER EARLIER. I┬┐M SORRY TO LEARN ABOUT THE AIRBAG CONCERNS YOU┬┐RE HAVING ON YOUR CC, AS I KNOW THIS MUST BE A FRUSTRATING SITUATION. WE CAN┬┐T THANK YOU ENOUGH FOR YOUR CONTINUED BRAND LOYALTY, AND WANT YOU TO REMAIN A PART OF OUR FAMILY, SO I┬┐LL BE HAPPY TO SEE HOW I MAY FURTHER ASSIST. | | | YOU MENTIONED THAT THIS AIRBAG WARNING LIGHT RECENTLY CAME ON. WHEN WAS YOUR CC LAST AT NAPLETON VW, AND DID THEY ADVISE ON WHAT THE CAUSE OF THE WARNING LIGHT WAS FROM? AS WE DON┬┐T MAINTAIN REPAIR OR SERVICE HISTORY HERE IN VW CUSTOMER CARE, ANY ADDITIONAL DETAILS FROM YOUR SERVICE VISIT WILL BE HELPFUL TO KNOW. | | | NATALIE N. | | SOCIAL MEDIA ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | | | | | |
9/26/2019 3:39:00 PM	FROM:[redacted] | | SENT: THURSDAY, SEPTEMBER 26, 2019 3:22 PM | | TO: VW SOCIAL MEDIA ESCALATIONS | | SUBJECT: RE: AIRBAG RECALL AND ONGOING PROBLEMS/CHARGES | | | WE WERE THERE TODAY. THEY SAID THE LIGHT WAS DUE TO AN ┬┐AIRBAG CLOCK SPRING┬┐ (I BELIEVE) THAT WOULD COST $1000 TO REPLACE. AGAIN, THEY JUST REPLACED THE FAULTY VW AIRBAGS FROM THE RECALL. MY CAR IS OTHERWISE IN TERRIFIC SHAPE, NO ACCIDENTS, NO AIRBAG DEPLOYMENTS. IT┬┐S TERRIBLE BUSINESS TO ADMIT AN AIRBAG RECALL PROBLEM, REPLACE IT ┬┐FOR FREE┬┐, AND THEN LATER PASS ALONG $1000 AIRBAG PART CHARGE TO US IMPACTED BY THE RECALL. I┬┐M ACTUALLY SHOCKED IT┬┐S EVEN A CONVERSATION. THANKS AGAIN FOR YOUR HELP. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBN7AN9GE[redacted]
Owner Or Fleet	[redacted]	Oviedo, FL, [redacted]	
Make, Model, Model Year	Volkswagen, CC, 2016		
Report Date	9/26/2019	Incident Date	N/A
Mileage	48,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501CN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

9/26/2019 4:20:00 PM	FROM: VW SOCIAL MEDIA ESCALATIONS | | SENT: THURSDAY, SEPTEMBER 26, 2019 4:20 PM | | TO: [redacted] | SUBJECT: RE: AIRBAG RECALL AND ONGOING PROBLEMS/CHARGES | | | REFERENCE NUMBER [redacted] | | | HI [redacted] | | | THANKS FOR CLARIFYING THIS INFORMATION FOR ME, [redacted] I CHECKED FOR ANY OPEN RECALLS, WHICH THERE IS ONE ACTIVE FOR THE AIRBAG CONTROL MODULE. AT THIS TIME, A REPAIR IS NOT YET MADE AVAILABLE, HOWEVER, WHEN IT DOES BECOME AVAILABLE, YOU WILL BE NOTIFIED VIA POSTAL MAIL, AND CAN HAVE THIS COMPLETED FREE OF CHARGE AT ANY VW DEALERSHIP. I ALSO PULLED UP THE VEHICLE INFORMATION TO CHECK FOR ANY OPEN WARRANTY EXTENSIONS RELATED TO THE AIRBAG CLOCK SPRING, WHICH THERE ARE NONE. | | | | AS OUR DEALERS ARE OUR TRUSTED TECHNICAL EXPERTS, IF THEY ADVISED THE AIRBAG WARNING LIGHT CAME ON DUE TO THE AIRBAG CLOCK SPRING, AND IS NOT RELATED TO THE PREVIOUS TAKATA AIRBAG RECALL, WE WOULD SUPPORT THAT DECISION. THE AIRBAG CLOCK SPRING WOULD BE COVERED UNDER THE NEW VEHICLE LIMITED WARRANTY, WHICH WAS ACTIVE FOR 3 YEARS OR 36,000 MILES, WHICHEVER OCCURRED FIRST. | | | | WHILE YOU ARE JUST OUTSIDE OF THIS WARRANTY BY BOTH TIME AND MILEAGE, WHAT I WOULD LIKE TO DO IS ESCALATE THIS UP TO OUR REGION CASE MANAGEMENT (RCM) TEAM TO LOOK INTO GOODWILL ASSISTANCE FOR THIS REPAIR. I CAN┬┐T GUARANTEE THIS WILL BE AVAILABLE, BUT THIS TEAM WILL BE ABLE TO EXPLORE ALL OPPORTUNITIES THAT MAY BE AVAILABLE TO YOU. I WILL ARRANGE FOR THE RCM TEAM TO FOLLOW UP ACCORDINGLY, BUT BEFORE I DO, CAN YOU CONFIRM THE BEST CONTACT NUMBER THEY CAN REACH YOU AT? ALSO, DID YOU PREFER TO BE CONTACTED BY PHONE OR EMAIL? | | | | NATALIE N. | | SOCIAL MEDIA ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | |
9/26/2019 4:21:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / THEY SAID THE LIGHT WAS DUE TO AN AIRBAG CLOCK SPRING
9/27/2019 11:30:00 AM	FROM: [redacted] | | SENT: THURSDAY, SEPTEMBER 26, 2019 5:28 PM | | TO: VW SOCIAL MEDIA ESCALATIONS | | SUBJECT: RE: AIRBAG RECALL AND ONGOING PROBLEMS/CHARGES | | | | I APPRECIATE ANYTHING YOU COULD DO. MY NUMBER IS [redacted] AND I CAN BE CALLED OR EMAILED, WHICHEVER YOU PREFER. I MUST ADMIT THIS WHOLE EXPERIENCE IS TROUBLING. I┬┐VE PURCHASED OR LEASED ALMOST 15 VEHICLES IN MY LIFE, AND I┬┐VE NEVER HEARD OF HAVING ANY AIRBAG PROBLEMS, LET ALONE 2, DURING THE LIFE OF A LEASE OR FINANCE. IT┬┐S SCARY AS A DAD WITH CHILDREN IN MY CAR THAT THERE WAS 1 AIRBAG PROBLEM. NOW THERE┬┐S A 2ND (SEPARATE?) AIRBAG ISSUE? ... IS MY FAMILY SAFE IN THIS VW?... AND I SHOULD PAY FOR THIS 2ND AIRBAG PROBLEM? ... AND IT┬┐S $1,000? I DO NOT FEEL RESPECTED OR CARED-FOR AS A CUSTOMER THROUGH THIS (EXCEPT FOR YOUR EFFORT HERE), AND THAT IS UPSETTING. I PREFER TO CONTINUE HAVING CONFIDENCE IN THE QUALITY AND CARE OF VW. I APPRECIATE YOUR HELP. | |
9/27/2019 11:40:00 AM	FROM: VW SOCIAL MEDIA ESCALATIONS | | SENT: FRIDAY, SEPTEMBER 27, 2019 11:41 AM | | TO: [redacted] | SUBJECT: RE: AIRBAG RECALL AND ONGOING PROBLEMS/CHARGES | | | REFERENCE NUMBER [redacted] | | | GOOD MORNING [redacted] | | | BEING A DRIVER MYSELF, I CAN UNDERSTAND YOUR CONCERN REGARDING THIS AIRBAG CONCERN, NOT ONLY FOR YOURSELF, BUT ALSO FOR YOUR CHILDREN BEING PASSENGERS. WE WANT YOU TO ALWAYS FEEL COMFORTABLE WITHIN OUR VEHICLES, AND CERTAINLY UNDERSTAND YOUR HESITATION DUE TO THIS EXPERIENCE. | | | I APPRECIATE YOU CONFIRMING YOUR PHONE NUMBER, AND I┬┐LL NOTE THIS WITHIN YOUR CASE. AS THE RCM TEAM WILL BE HANDLING YOUR CASE MOVING FORWARD, THEY WILL NOT ONLY REACH OUT TO NAPLETON┬┐S VW, AS THEY WORK CLOSELY WITH OUR DEALERSHIPS TO GAIN INSIGHT ON THE DIAGNOSIS OF THE AIRBAG CLOCK SPRING ISSUE, BUT ALSO REVIEW FOR POSSIBLE GOODWILL ASSISTANCE FOR THE REPAIR. | | | THE RCM WILL BE FOLLOWING UP WITH YOU BY EITHER PHONE OR EMAIL NO LATER THAN CLOSE OF BUSINESS, MONDAY, 9/30, AS THIS WILL ALLOW THEM TIME TO FAMILIARIZE THEMSELVES WITH YOUR CASE, AND GET IN TOUCH WITH NAPLETON `S VW BEFORE REACHING OUT. SHOULD YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, FEEL FREE TO ADDRESS THESE WITH THE RCM DIRECTLY. | | | | THANKS FOR TAKING THE TIME TO REACH OUT TO VW CUSTOMER CARE, AND MAKING US AWARE OF THIS SITUATION. YOU┬┐LL BE IN GOOD HANDS WITH OUR RCM TEAM, AND I HOPE WE CAN TURN THIS SITUATION AROUND FOR YOU. HAVE A WONDERFUL WEEKEND! | | | | NATALIE N. | | SOCIAL MEDIA ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBN7AN9GE[redacted]
Owner Or Fleet	[redacted] Oviedo, FL [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2016		
Report Date	9/26/2019	Incident Date	N/A
Mileage	48,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501CN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

9/27/2019 11:42:00 AM	RCM TO REACH OUT TO DEALER 405249 TO GAIN INSIGHT ON AIRBAG ISSUE, WHICH CUSTOMER WAS TOLD WAS THE AIRBAG CLOCK SPRING. CUSTOMER DOES NOT HAVE WARRANTY EXTENSION FOR THIS COMPONENT AND IS PAYING $1,000 FOR REPAIR. CUSTOMER DOES NOT FEEL LIKE THIS SHOULD BE A REPAIR THEY SHOULD PAY FOR, ESPECIALLY SINCE THIS IS THE 2ND AIRBAG CONCERN (FIRST BEING THE TAKATA AIRBAG RECALL THAT WAS COMPLETED 6 MONTHS AGO). | | | RCM TO REVIEW FOR POSSIBLE GOODWILL ASSISTANCE WITH REPAIR AND FOLLOW UP WITH CUSTOMER BY COB MONDAY, 9/30. CUSTOMER DOES NOT HAVE PREFERENCE TO BE CONTACTED BY PHONE OR EMAIL. PHONE: [redacted] EMAIL: [redacted]
9/30/2019 11:32:00 AM	WVWBN7AN9GE[redacted] THIS CUSTOMER REACHED OUT TO CARE WITH CONCERNS ON THEIR VEHICLE. THEY STATE THAT THEY BROUGHT THE VEHICLE IN FOR THE TAKATA RECALL A FEW MONTHS AGO AND NOW THE AIRBAG LIGHT IS ON FOR THE CLOCK SPRING. THEY ARE SEEKING ASSISTANCE FOR THE REPAIRS. I AM SEEKING THE FOLLOWING: | ┬┐ WHAT DATE DID THE VEHICLE COME IN? | ┬┐ WHAT WAS THE MILEAGE? | ┬┐ WHAT WAS THE GUESTS CONCERN? | ┬┐ IS THE CUSTOMER UP TO DATE ON THEIR MAINTENANCE? | ┬┐ DID THE CUSTOMER REQUEST ASSISTANCE FROM YOU? | ┬┐ DO YOU FEEL THAT CUSTOMER IS A GOOD CANDIDATE FOR ASSISTANCE? | ┬┐ ANY OTHER PERTINENT INFORMATION? | | | RCM TO WAIT DEALER
9/30/2019 11:33:00 AM	I HAVE TALKED TO THIS GUEST AND ALREADY ORDERED THE PART. WE ARE GOODWILLING THE PART AND THEY ARE PAYING FOR THE LABOR. WHEN DID YOU TALK TO THIS GUEST?? | | | RCM REPLIED THAT CUSTOMER REACHED OUT ON THURSDAY; SEEKING WHAT CUSTOMER TOTAL IS; RCM TO WAIT DEALER
9/30/2019 12:57:00 PM	I BELIEVE IT IS LIKE $160.00 | | | RCM TO EMAIL CUSTOMER
9/30/2019 2:17:00 PM	REFERENCE # [redacted] | DEAR MR. [redacted] | THANKS FOR YOUR PATIENCE WHILE I TALKED TO YOUR DEALERSHIP ABOUT YOUR SITUATION. | | YOUR EXPERIENCE HAS NOT MET OUR EXPECTATIONS, AND I THINK IT┬┐S IMPORTANT THAT WE ACKNOWLEDGE THAT. | | I WANTED TO FOLLOW UP AS I HAVE BEEN ABLE TO SPEAK TO BEN, THE SERVICE DIRECTOR, AT MAPLETON┬┐S OF SANFORD. HE LET ME KNOW THAT THE PART WILL BE COVERED UNDER GOODWILL, AND YOU WILL BE PAYING FOR THE LABOR. | | YOUR DEALER WILL BE WORKING WITH YOU FROM THIS POINT ON. IF YOU NEED TO REACH ME, PLEASE DO NOT HESITATE TO GIVE ME A CALL. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL (43333). YOU CAN ALSO REPLY TO THIS EMAIL. | | LEAVING YOU WITH A GREAT IMPRESSION OF VW IS IMPORTANT TO US. I HOPE THIS OFFER DEMONSTRATES OUR COMMITMENT TO KEEPING YOU A LOYAL AND SATISFIED CUSTOMER. | | SINCERELY, | | SARAH G | | REGION CASE MANAGER | | | RCM TO CLOSE 10/3 PENDING CUSTOMER CONTACT
10/1/2019 10:32:00 AM	FROM: [redacted] | | SENT: TUESDAY, OCTOBER 01, 2019 9:59 AM | | TO: VW SOCIAL MEDIA ESCALATIONS | | SUBJECT: RE: AIRBAG RECALL AND ONGOING PROBLEMS/CHARGES | | | I WAS NEVER CONTACTED BY THE RCM, BUT THE DEALER CALLED TO CONCEDE THEY WOULD MAKE THE REPAIR FOR $160 (INSTEAD OF $1,000 AS ORIGINALLY QUOTED). | | | RICHARD | |
10/1/2019 11:09:00 AM	FROM: VW SOCIAL MEDIA ESCALATIONS | | SENT: TUESDAY, OCTOBER 01, 2019 11:09 AM | | TO: [redacted] | SUBJECT: RE: AIRBAG RECALL AND ONGOING PROBLEMS/CHARGES | | | REFERENCE NUMBER [redacted] | | | HI [redacted] | | | THANKS FOR FOLLOWING BACK UP. AFTER PULLING UP YOUR CASE, I CAN SEE THAT YOUR RCM, SARAH, SENT AN EMAIL YESTERDAY, 9/30, ADVISING THAT THE PART FOR THE AIRBAG WAS COVERED UNDER GOODWILL BY THE DEALERSHIP AND THE $160 YOU┬┐LL BE PAYING IS FOR LABOR. SARAH WORKED WITH THE SERVICE DIRECTOR, BEN, WHO CONFIRMED THIS INFORMATION, AND WHO YOU CAN CONTINUE TO WORK WITH MOVING FORWARD. SHOULD YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, YOU CAN REACH SARAH DIRECTLY AT 1-800-822-8987, PRESS 9 WHEN PROMPTED AND ENTER HER EXTENSION 43333. HAVE A GREAT DAY! | | | NATALIE N. | | SOCIAL MEDIA ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | | | RCM TO REVIEW | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDZ7AJ7BM[redacted]
Owner Or Fleet	[redacted] KANSAS CITY, MO, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	9/26/2019	Incident Date	N/A
Mileage	77,456		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/26/2019 3:05:00 PM	CUSTOMER STATES: AIR BAG WENT OUT AND SO DID THE WIPER BLADES; TOOK VEHICLE TO MECHANIC WHO COULDN┬┐T FIGURE OUT THE EXACT PROBLEM; FILED CLAIM. | | | CUSTOMER SEEKING: TO GET VEHICLE FIXED. | | | CO ADVISED: TO SCHEDULE CUSTOMER APPOINTMENT WITH VW DEALER AD FOR CUSTOMER TO FOLLOW UP WITH CO AFTER APPOINTMENT. | | | CO SCHEDULED CUSTOMER APPOINTMENT FOR 3:00 PM - MONDAY SEP 30, 2019 AT VW DEALER 424166, VIA XTIME. | | | NO FURTHER ACTIONS.
9/26/2019 3:06:00 PM	CATEGORY SELECTION : STRUCTURE / INEFFECTIVE - 1 / WIPER BLADES WENT OUT, STOP WORKING;
9/26/2019 3:06:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / WENT OUT, STOPPED WORKING.;
10/2/2019 10:46:00 AM	CUSTOMER STATES: | | | CUSTOMER SEEKING: | | | FACE TO FACE: | | | CO ADVISED:
10/2/2019 10:46:00 AM	CUSTOMER STATES: CUSTOMER LOOKING TO HAVE REPAIRS DONE ON THE WINDOW; CUSTOMER WAS TOLD TO PAY FOR THE DIAGNOIS FOR THIS; CUSTOMER WANTED TO KNOW IF THERE WAS ANY RECALL ON THE WINDOW MOTOR; DEALER RECENTLY DID ALL RECALLS ON VEHICLE ON MONDAY | | | CUSTOMER SEEKING: RECALLS ON WINDOW MOTOR | | | CO ADVISED: NO RECALLS OR WARRANTY EXTENSIONS FOR THE WINDOW MOTOR AT THE MOMENT; CO WILL NOTATE CASE; CUSTOMER TO KEEP ANY REPAIR ORDERS OR RECIEPTS; CUSTOMER THANKED | | | CO TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWPL7AJ0CM[redacted]
Owner Or Fleet	[redacted], FARMINGTON, UT, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2012		
Report Date	9/26/2019	Incident Date	N/A
Mileage	119,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/26/2019 2:53:00 PM	CUSTOMER STATES; THE AIRBAG LIGHT IS ON ; THE STEERING WHEEL LOST ALL FUNCTIONS; THE CUSTOMER IS WONDERING IF THIS HAS ANYTHING TO DO WITH A RECALL; | | | | CUSTOMER SEEKING; RECALL INFORMATION; | | | | CO ADVISED; NO OPEN RECALLS ON THE VEHICLE; THE CUSTOMER DOES HAVE THE AIRBAG CLOCK SPRING WARRANTY; OFFERED TO SCHEDULE AN APPOINTMENT AT THE DEALERSHIP ; THE CUSTOMER WANTED TO KNOW HOW MUCH THE DIAGNOSIS FEE WOULD BE ; ADVISED THE CUSTOMER WOULD NEED TO CONTACT THE DEALERSHIP IN REGARDS OF THE FEE; ADVISED THAT IF THE DEALERSHIP SEE THAT THE REPAIR IS COVERED UNDER WARRANTY THE FEE MAY ROLL OVER INTO THE WARRANTY; CUSTOMER STATED WILL CONTACT THE DEALERSHIP FOR MORE INFORMATION ON PRICE AND WILL BOOK APPOINTMENT; | | | | CUSTOMER ACKNOWLEDGE | | | | CO TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A35GC[redacted]
Owner Or Fleet	[redacted] OLD BRIDGE, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	9/26/2019	Incident Date	N/A
Mileage	73,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/26/2019 8:49:00 PM	CUSTOMER STATES; AIRBAG LIGHTS ARE ON, NO STEERING WHEEL FUNCTION, OR HORN WORKING. | | | CUSTOMER SEEKS; ISSUE HAS NEVER HAPPENED, WHATS GOING ON? | | | CO ADVISED; THOUGH NOT TECHNICALLY TRAINED AT CARE, HAVE HEARD SIMILAR CONCERNS RELATED TO THE AIRBAG CLOCK SPRING, CURRENTLY THERE IS AN EXTENSION ON THE VEHICLE FOR 10YR/120K MI WOF ENDING ON 03-01-2026. | | | CUSTOMER TAKING VEHICLE TO DEALER 09/27/2019, CO TO FOLLOW UP TO MAKE SURE APPOINTMENT WAS ABLE TO BE MADE.
9/26/2019 8:52:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | JOHN B | | CUSTOMER CARE ADVOCATE | |
9/27/2019 2:58:00 PM	ADVISED; REACHING OUT TO SEE IF VEHICLE HAD MADE IT TO VW DEALER. AT EARLIEST CONVENIENCE REACH OUT AT 800-822-8987 REGARDING CASE [redacted]
9/30/2019 2:40:00 PM	ADVISED; REACHING OUT ON BEHALF OF CUSTOMERS AVAILABILITY TO GET VEHICLE TO DEALER. AT EARLIEST CONVENIENCE PLEASE REACH OUT TO CARE AT 800-822-8987 REGARDING CASE [redacted]
9/30/2019 2:41:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH US. | | | I┬┐VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. AT YOUR EARLIEST CONVENIENCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987. | | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | | SINCERELY, | | | | | | | | JOHN B | | CUSTOMER CARE ADVOCATE | | | | | VOLKSWAGEN CUSTOMER CARE IS WHERE PASSION AND COMMITMENT COME TOGETHER TO CREATE EXCEPTIONAL OWNERSHIP EXPERIENCES. AND YOU MAKE IT HAPPEN BY: | | | ┬┐DOING WHAT┬┐S RIGHT | | ┬┐ACTING WITH URGENCY | | ┬┐SHOWING YOU CARE | |
9/30/2019 2:42:00 PM	ATTEMPTED TO REACH OUT TO SEE IF VEHICLE EVER MADE IT TO DEALER. CLOSED PENDING CUSTOMER CONTACT.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX4FW[redacted]
Owner Or Fleet	[redacted]		EAST WINDSOR, CT, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	9/27/2019	Incident Date	N/A
Mileage	51,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/27/2019 11:03:00 AM	CUSTOMER STATES PURCHASED VEHICLE USED, CUSTOMER STATES HER AIRBAG LIGHT IS ON AND SHE WANTED TO KNOW IF THERE WAS A RECALL ON THIS. | | | | CO INQUIRED IF HER HORN WORKED; CUSTOMER CONFIRMED IT DIDN'T. CO ADVISED SHE HAS NO OPEN RECALLS BUT SHE DOES HAVE A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING WHICH MIGHT BE THE CAUSE OF HER CONCERN BUT THAT WILL BE DETERMINED AFTER A VW DEALER DOES A DIAGNOSIS. CO OFFERED TO SET UP AN APPOINTMENT WITH CUSTOMER, CUSTOMER AGREED. | | | | CO CALLED DEALER 401081 AND SPOKE WITH SERVICE ADVISOR JEREMY WHO SET UP APPOINTMENT WITH CUSTOMER ON 10/4/19 AT 10AM (DEALER DOESN'T PARTICIPATE IN XTIME) | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A39DC[redacted]
Owner Or Fleet	[redacted] SANTEE, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	9/30/2019	Incident Date	N/A
Mileage	51,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/30/2019 1:17:00 PM	CUSTOMER STATES DAUGHTER DRIVES VEHICLE, 1ST VW, PURCHASED YEAR AGO FROM HERTZ RENTAL, HAS HAD ONE OIL CHANGE AT INDEPENDENT FACILITY, JUST PAID FOR AIRBAG CLOCK SPRING AT INDEPENDENT AS WELL, IS AWARE OF RECALL FOR THIS PART. | | | | CO ADVISED OPEN RECALL FOR HEADLIGHT SCREW CAPS, RECALL FOR THE CLOCK SPRING WAS PERFORMED IN 2016, RECALLS ARE DONE ONLY ONE TIME. | | | CO THEN ADVISED WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING FOR 15/UNLIMITED MILEAGE. CUSTOMER STATES SHE IS ASKING VW TO REIMBURSE FOR THIS REPAIR. CO ADVISED CUSTOMER SHE CAN EMAIL OR FAX THE RO AND POP FOR REVIEW, PROVIDED CASE NUMBER, EMAIL ADDRESS. | | | NO FURTHER ACTION PENDING MAIL.
9/30/2019 1:58:00 PM	CATEGORY SELECTION : ELECTRICAL / OTHER SYMPTOM - 2 / STEERING WHEEL CONTROLS DO NOT WORK; ELECTRICAL / OTHER SYMPTOM - 1 / HORN DOES NOT WORK; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT;
10/1/2019 4:05:00 PM	MEDIA ATTACHED IN DOC CENTER | | FROM: [redacted] | | SENT: TUESDAY, OCTOBER 01, 2019 11:28 AM | | TO: VWOA CUSTOMER CARE <VWCUSTOMERCARE@VW.COM> | | SUBJECT: 2013 VW PASSAT CLOCKSPRING RECALL CLAIM #: [redacted] | | | ATTN VW RECALL/WARRANTY DEPT. | | | LAST WEEK MY DAUGHTER┬┐S 2013 VW PASSAT┬┐S DRIVER┬┐S SIDE AIRBAG ERROR CODE APPEARED ON THE DASHBOARD. AT THE SAME TIME NONE OF THE BUTTONS ON HER STEERING WHEEL WORKED. I TOOK IT TO A MECHANIC WHO SPECIFICALLY WORKS ON VW┬┐S, WHERE HE REPLACED THE CLOCK SPRING, AS IT WAS NOT WORKING. | | AFTER DOING FURTHER RESEARCH, I NOTICED THAT THERE HAD BEEN A RECALL ON THE VW PASSAT SPECIFICALLY FOR THE CLOCKSPRING. | | I CONTACTED VW REGARDING THIS AND OPENED UP A CLAIM (CLAIM #: [redacted] TO GET REIMBURSED FOR THIS. I FOUND OUT THAT THIS PART HAD BEEN REPLACED IN 2015. I ALSO FOUND OUT THAT THERE IS A 15 YEAR, UNLIMITED WARRANTY ON THIS PART. | | | | I AM REQUESTING TO BE REIMBURSED FOR THIS REPAIR, AS THE CLOCK SPRING FAILED AGAIN AND I PAID TO REPLACE IT. (ATTACHED IS THE WORK ORDER AND RECEIPT, AS WELL AS A COPY OF THIS EMAIL IN DOCUMENT FORM) | | THE VEHICLE IS REGISTERED TO MY EX-HUSBAND, [redacted] HE PURCHASED THE CAR FOR OUR DAUGHTER AND THE CAR, ALONG WITH MY DAUGHTER, CURRENTLY RESIDES AT MY HOUSE. I PAID FOR THE REPAIRS SO I AM REQUESTING TO BE REIMBURSED. PLEASE CONTACT ME WITH ANY QUESTIONS. | | | SINCERELY, | | | [redacted] | CLAIM #: [redacted] | VIN #: 1VWBP7A39DC[redacted] | | | [redacted] | SANTEE, CA[redacted] |
10/2/2019 10:45:00 AM	CUSTOMER REQUESTING REIMBURSEMENT FOR REPAIR COMPLETED AT INDEPENDENT FOR AIRBAG CLOCK SPRING UNDER WARRANTY EXTENSION. | | | SP TO REVIEW FOR POSSIBLE REIMBURSEMENT.
10/4/2019 4:12:00 PM	MEDIA ATTACHED IN DOC CENTER | | | FROM: [redacted] | | SENT: FRIDAY, OCTOBER 04, 2019 11:30 AM | | TO: REIMBURSEMENT REQUEST <REIMBURSEMENT.REQUEST@VW.COM> | | SUBJECT: 2013 VW PASSAT CLOCKSPRING RECALL CLAIM #: [redacted] | | | | | I SENT THIS TO VWCUSTOMERCARE, AND I AM ALSO FORWARDING THIS TO YOU, AS I READ ON THE WEBSITE, THAT THIS SHOULD ACTUALLY GO TO YOU. PLEASE RESPOND THAT YOU RECEIVED THIS AND I SENT THIS TO THE RIGHT DEPARTMENT | | | ATTN VW RECALL/WARRANTY DEPT. | | | LAST WEEK MY DAUGHTER┬┐S 2013 VW PASSAT┬┐S DRIVER┬┐S SIDE AIRBAG ERROR CODE APPEARED ON THE DASHBOARD. AT THE SAME TIME NONE OF THE BUTTONS ON HER STEERING WHEEL WORKED. I TOOK IT TO A MECHANIC WHO SPECIFICALLY WORKS ON VW┬┐S, WHERE HE REPLACED THE CLOCK SPRING, AS IT WAS NOT WORKING. | | AFTER DOING FURTHER RESEARCH, I NOTICED THAT THERE HAD BEEN A RECALL ON THE VW PASSAT SPECIFICALLY FOR THE CLOCKSPRING. | | I CONTACTED VW REGARDING THIS AND OPENED UP A CLAIM (CLAIM #: [redacted] TO GET REIMBURSED FOR THIS. I FOUND OUT THAT THIS PART HAD BEEN REPLACED IN 2015. I ALSO FOUND OUT THAT THERE IS A 15 YEAR, UNLIMITED WARRANTY ON THIS PART. | | | | I AM REQUESTING TO BE REIMBURSED FOR THIS REPAIR, AS THE CLOCK SPRING FAILED AGAIN AND I PAID TO REPLACE IT. (ATTACHED IS THE WORK ORDER AND RECEIPT, AS WELL AS A COPY OF THIS EMAIL IN DOCUMENT FORM) | | THE VEHICLE IS REGISTERED TO MY EX-HUSBAND, [redacted] HE PURCHASED THE CAR FOR OUR DAUGHTER AND THE CAR, ALONG WITH MY DAUGHTER, CURRENTLY RESIDES AT MY HOUSE. I PAID FOR THE REPAIRS SO I AM REQUESTING TO BE REIMBURSED. PLEASE CONTACT ME WITH ANY QUESTIONS. | | | SINCERELY, | | | [redacted] | | CLAIM #: [redacted] | | VIN #: 1VWBP7A39DC[redacted] | | | [redacted] | SANTEE, CA[redacted] | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A39DC[redacted]
Owner Or Fleet	[redacted]		SANTEE, CA, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	9/30/2019	Incident Date	N/A
Mileage	51,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/9/2019 3:52:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM AN INDEP REPAIR SHOP; INDEP REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; REPAIRS WERE PERFORMED AFTER THE AIR BAG CLOCK SPRING WARRANTY EXTENSION BECAME ACTIVE; VW TO REIMBURSE PARTS ONLY AS GOODWILL; VW TO REIMBURSE TOTAL: $319.07. | | | | SP TO GENERATE CHECK REQUEST.
10/9/2019 3:56:00 PM	1VWBP7A39DC[redacted] VW TO REIMBURSE CUST FOR AIR BAG CLOCK SPRING AS GOODWILL; TOTAL: $319.07. | | | | GENERATED CHECK REQUEST.
10/9/2019 4:02:00 PM	SP MAILED LETTER EXPLAINING REIMBURSEMENT.
10/22/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 319.07 MAILED ON 10/21/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWBZ7AJ2BM[redacted]
Owner Or Fleet	[redacted] MARGATE, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	9/30/2019	Incident Date	N/A
Mileage	170,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/30/2019 2:02:00 PM	CUSTOMER STATES: HAS A PROBLEM WITH THE CLOCK SPRING WITH THE AIRBAG CLOCK SPRING AND SOME OF THE THINGS IN THE HORN DON-T-T WORK INCLUDING THE HORN IN THE JETTA DEALER QUOTED $600 | | | | | THE VEHICLE IS REGISTERED IN FL STATE; 2ND OWNER; VEHICLE PURCHASED AT MILEAGE; VEHICLE PURCHASED FROM NON-VW DEALER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: N; DEALER STATES: AIR BQAG CLOCK SPRING; CUSTOMER IS BRAND LOYAL ; | | | | CUSTOMER SEEKING: FINANCIAL ASSISTANCE FOR REPAIR | | | FACE TO FACE WITH EM KALYN: AGREED THAT VW CANNOT ASSIST WITH THE REPAIR DUE TO MILEAGE OUTSIDE OF WARRANTY EXT | | | CO ADVISED: VEHICLE IS 50,000 MILES OUTSIDE OF WARRANTY EXT. VW WILL NOT BE ASSISTING IN THE COST OF THE REPAIRS: | | | NO FURTHER ACTION | |
9/30/2019 2:07:00 PM	EM AGREED THAT VW CANNOT ASSIST WITH THE REPAIR DUE TO MILEAGE OUTSIDE OF WARRANTY EXT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX9FW[redacted]
Owner Or Fleet	[redacted]JOHNS ISLAND, SC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	10/1/2019	Incident Date	N/A
Mileage	45,925		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/1/2019 10:40:00 AM	CUSTOMER STATES PURCHASED VEHICLE CPO, CUSTOMER RECEIVED NOTIFICATION FOR 69Z5 AND WAS CONCERNED BECAUSE HE'S NOW GETTING AN ABS AND AIRBAG LIGHT COMING ON IN HIS VEHICLE. CUSTOMER IS WORRIED THAT THE AIRBAG LIGHT MAY GO OFF AND HIS WIFE IS PREGNANT. | | | CUSTOMER SEEKING WHAT HE SHOULD DO. | | | CO ADVISED TO TAKE THE VEHICLE TO THE DEALER AT HIS EARLIEST CONVENIENCE AS VW WOULD WANT TO DETERMINE IF THIS IS RELATED TO THE RECALL OR NOT. CO SET UP APPOINTMENT WITH DLR 407325 FOR 10/12/19[redacted]| | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX9AW[redacted]
Owner Or Fleet	[redacted] Hoover, AL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2010		
Report Date	10/1/2019	Incident Date	N/A
Mileage	72,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549CH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/1/2019 11:34:00 AM	CUSTOMER STATES THAT SEVERAL LIGHTS CAME ON HER DASHBOARD RECENTLY, INCLUDING HER AIRBAG, ABS AND CHECK ENGINE. CUSTOMER TOOK VEHICLE TO AN INDEPENDENT WHO TOLD HER HE THOUGHT IT WAS THE INSTRUMENT CLUSTER AND SUGGESTED SHE CALL HER LOCAL VW DEALER. CUSTOMER WENT ONLINE AND SAW THAT THERE WERE RECALLS ON THE INSTRUMENT CLUSTER SO SHE WANTED TO CALL VW TO SEE IF THAT WAS THE CASE. | | | CUSTOMER SEEKING IF THERE WAS A RECALL FOR THE INSTRUMENT CLUSTER. | | | CO ADVISED THAT THERE WERE NO OPEN RECALLS ON HER VEHICLE. CO DID ADVISE OF WARRANTY EXTENSIONS FOR THE INTAKE MANIFOLD, FUEL INJECTORS, AIRBAG CLOCK SPRING AND THE TIMING CHAIN. CO OFFERED TO SET UP APPOINTMENT WITH LOCAL VW DEALER. CUSTOMER DECLINED. | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX4BW[redacted]
Owner Or Fleet	[redacted]		MOBILE, AL,[redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	10/1/2019	Incident Date	N/A
Mileage	96,200		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/1/2019 1:25:00 PM	SARA TALKED AND TYPED | | | | CUSTOMER STATES: AIRBAG LIGHT IS ON; HORN IS NOT WORKING; ANY OPEN RECALLS | | | | CUSTOMER SEEKING: ANY OPEN RECALLS | | | | CO ADVISED: PROVIDED ALL APPLICABLE WARRANTY EXTENSIONS AND PARAMETERS; SYMPTOMS CUSTOMER IS EXPERIENCING FALL UNDER THE AIR BAG CLOCK SPRING WARRANTY; NO OPEN RECALLS; SUGGESTED TAKE VEHICLE INTO DEALERSHIP | | | | NO FURTHER ACTION
10/1/2019 1:26:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;
10/1/2019 1:27:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / HORN IS NOT WORKING;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX1EW[redacted]
Owner Or Fleet	[redacted] Long Beach, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	10/2/2019	Incident Date	N/A	Mileage	22,000
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/2/2019 12:02:00 PM	CUSTOMER STATES: LAST NIGHT 10/01/2019 AIR BAG LIGHT CAME ON AND HAD TO GET CAR JUMPED BECAUSE BATTERY DIED; BELIEVES IT┬┐S THE WARNING LIGHT THAT IS DRAINING THE BATTERY: VEHICLE BATTERY WAS DEAD THIS MORNING EVEN AFTER IT WAS JUMPED LAST NIGHT | | | | THE VEHICLE IS REGISTERED IN CUSTOMER ADVOCATE STATE; ORIGINAL OWNER; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; BRAND LOYAL CUSTOMER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: WARNING LIGHT FOR THE AIR BAG IS ON A AND BELIEVES IT IS THE WARNING LIGHT KILLING THE BATTERY; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. | | | | CUSTOMER SEEKING: TO KNOW IF THERE IS A RECALL FOR AIR BAG AND IF THIS IS A COMMON PROBLEM; | | | | CO ADVISED: THERE IS NO AIR BAG RECALL FOR THIS VEHICLE; DOES HAVE EXT. WARRANTY FOR AIR BAG CLOCK SPRING 02/02/2024;120 WOF; | | | | NO FURTHER ACTION
10/2/2019 12:03:00 PM	CATEGORY SELECTION : SEATBELTS / INEFFECTIVE - 1 / AIR BAG WARNING LIGHT;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AXXEW[redacted]
Owner Or Fleet	[redacted] LONG BEACH, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	10/3/2019	Incident Date	N/A
Mileage	101,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/3/2019 1:21:00 PM	CUSTOMER STATES: HAD REPAIRS OF THE AIRBAG CLOCK SPRING DONE AT AN INDEPENDENT SHOP. CUSTOMER WAS THEN SENT TO THE DLR TO HAVE THE VEHICLE PROGRAMMED WITH THE NEW PART. DLR INFORMED HIM THAT HE HAD WARRANTY COVERAGE FOR THE REPAIR AND SHOULD HAVE HAD THE WORK DONE THERE. HE PROVIDED INFORMATION FOR CARE TO FILE FOR REIMBURSEMENT. | | | CUSTOMER SEEKING: REPAIRS OF THE VEHICLE REIMBURSED. | | | CO ADVISED: WILL SEND AN EMAIL WITH THE INFORMATION ON WHAT CUSTOMER WOULD NEED TO SUBMIT. CUSTOMER CAN RESPOND WITH DOCUMENTATION AND VW WILL REVIEW FOR THE COST OF PARTS ONLY. | | | CUSTOMER THANKED. | | | CO TO EMAIL AND WIAT FOR CUSTOMER DOC
10/8/2019 2:55:00 PM	CUST STATES WAITING FOR EMAIL BUT REALIZED PROVIDED THE WRONG EMAIL ADDRESS | | | CUST SEEKING TO UPDATE EMAIL ADDRESS | | | CA ADVISED EMAIL HAS BEEN UPDATED | | | CO TO REVIEW AND SEND EMAIL | |
10/10/2019 11:21:00 AM	LVMM CHECKING IN TO SEE IF THE EMAIL HAD BEEN RECIEVED. WILL CHECK IN IN A WEEK IF THE INFORMATION HAS NOT BEEN RECIEVED. | | | CO TO FOLLOW UP
10/15/2019 3:19:00 PM	CUSTOMER CALLING TO INQUIRE WHY HE DIDN'T GET AN EMAIL TO REPLY BACK TO WITH THE REPAIR ORDER/PROOF OF PAYMENT. | | | CUSTOMER ADVOCATE SENT CUSTOMER EMAIL WHO CONFIRMED HE RECEIVED IT. | | | CO TO WAIT FOR CUSTOMER INFORMATION.
10/17/2019 1:42:00 PM	MEDIA ATTACHED IN DOC CENTER
10/17/2019 3:05:00 PM	SPECIAL PROJECTS, PLEASE REVIEW FOR GOODWILL REIMBURSEMENT ON THE AIRBAG CLOCK SPRING WARRANTY EXTENSION. REPAIRS WERE COMPLETED ON OCTOBER 1ST. | | | SP TO REVIEW
10/17/2019 4:37:00 PM	CUSTOMER SEEKING REIMBURSEMENT FOR WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT REPAIR SHOP; INDEPENDENT REPAIR SHOP PERFORMED REPAIRS TO THE CLOCK SPRING; CUSTOMER HAD TO RETURN TO DEALER TO HAVE CLOCK SPRING REPROGRAMMED; REPAIRS WERE COMPLETED ON 10/02/19; VW WOULD ONLY REIMBURSE FOR PARTS AS THE REPAIR WAS COMPLETED AFTER THE LAST VALID OUT OF POCKET DATE FOR REIMBURSEMENT; VW TO REIMBURSE TOTAL: $290.00. | | | SP TO GENERATE CHECK REQUEST AND MAIL LETTER EXPLAINING REIMBURSEMENT.
10/17/2019 4:52:00 PM	WVGBV3AXXEW[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION PARTS AS GOODWILL; TOTAL: $290.00. | | | GENERATED CHECK REQUEST.
10/17/2019 4:55:00 PM	SP MAILED LETTER EXPLAINING REIMBURSEMENT.
10/18/2019 1:15:00 PM	TEAM 5 PLEASE RESPOND TO CUSTOMER EMAIL ADVISING WE RECEIVED ALL REPAIR ORDERS AND A LETTER HAS BEEN SENT EXPLAINING REIMBURSEMENT; THE CHECK IS IN THE PROCESS OF BEING GENERATED AND THE CUSTOMER SHOULD RECEIVE IT IN 2-3 WEEKS. | | | REASSIGN TO MLYNARA IN INACTIVE
10/18/2019 11:29:00 AM	FROM: [redacted] | | SENT: FRIDAY, OCTOBER 18, 2019 10:39 AM | | TO: VW EXPERIENCE | | SUBJECT: RE: [redacted] | | | GOOD MORNING CAN YOU PLEASE LET ME KNOW IF YOU RECEIVED MY EMAIL WITH ALL THE RECEIPTS THANK YOU. | | | | | CO TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AXXEW[redacted]
Owner Or Fleet	[redacted] LONG BEACH, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	10/3/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/21/2019 4:35:00 PM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | I AM FOLLOWING UP WITH YOU IN REGARD TO YOUR REIMBURSEMENT REQUEST FOR YOUR 2014 TIGUAN. | | | WE HAVE RECEIVED ALL THE REPAIR ORDERS AND A LETTER HAS BEEN SENT EXPLAINING THE REIMBURSEMENT. THE CHECK IS IN THE PROCESS OF BEING GENERATED AND YOU SHOULD BE RECEIVING IT IN 2-3 WEEKS. | | | IN THE MEANTIME IF YOU HAVE ANY FURTHER QUESTIONS OR CONCERNS, PLEASE DON┬┐T HESITATE TO REPLY TO THIS EMAIL OR CALL US AT (800) 822-8987. | | | | | SINCERELY, | | ASHLEY M. | | CUSTOMER CARE ADVOCATE | | | CUSTOMER ADVOCATE TO REASSIGN TO CO
10/21/2019 4:37:00 PM	SP TO REVIEW
10/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 290.00 MAILED ON 10/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW637AJ0DM[redacted]
Owner Or Fleet	[redacted] SHELBY, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	10/3/2019	Incident Date	N/A
Mileage	180,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/3/2019 3:53:00 PM	CUSTOMER STATES: HAS A VW JETTA, PURCHASED BACK IN FEBRUARY FROM A LOCAL CAR DEALERSHIP INDEPENDENT, THE OTHER DAY THE CLOCK SPRING WENT OUT, WANTS TO KNOW IF CAR HAD BEEN TAKING IN FOR THE RECALL, HAS HAD SYMPTOMS THINKS IT IS THE AIR BAG CLOCK SPRING, FROM THE DASH BOARD YOU CAN'T NAVIGATE THROUGH SETTINGS FROM THE STEERING WHEEL. | | | | | | CUSTOMER SEEKING: IF THERE IS A RECALL FOR THE AIRBAG CLOCK SPRING | | | C/O ADVISED: CUSTOMER HAS NO OPEN RECALLS, THERE WAS A RECALL REPAIR FOR THE AIRBAG CLOCK SPRING BACK IN 2016, CUSTOMER CURRENTLY HAS THE AIRBAG CLOCK SPRING WARRANTY EXT UNTIL END DATE: 2028-02-12 UNLIMITED MILEAGE, OFFERED TO MAKE AN APPOINTMENT, CUSTOMER DECLINED | | | NO FURTHER ACTION
10/3/2019 4:04:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 2 / BUTTONS ON THE STEERING WHEEL TO CONTROL THE DASH BOARD;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX4DW[redacted]
Owner Or Fleet	[redacted] Redding, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	10/3/2019	Incident Date	N/A
Mileage	150,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/3/2019 5:38:00 PM	CUSTOMER STATES: PAID FOR AIRBAG CLOCK SPRING TO BE REPAIRED OUT OF POCKET; WANTS THE ADDRESS FOR SENDING IN DOCUMENTS FOR REIMBURSEMENT | | | | CUSTOMER SEEKING: ADDRESS FOR CARE TO SEND IN DOCUMENTS FOR REIMBURSEMENT REVIEW | | | | CO ADVISED: PROVIDED ADDRESS TO CARE; ASKED CUSTOMER FOR MILEAGE CUSTOMER STATED 150,000; ASKED WHAT WAS THE MILEAGE AT TIME OF REPAIR CUSTOMER STATED DID NOT KNOW; ADVISED CUSTOMER THAT THE WARRANTY EXT. IS 2023-11-17 / 120000 MI WOF AND IF THE REPAIRS WERE DONE AT THE MILEAGE WAS OVER 120,000 CUSTOMER WOULD BE OUTSIDE OF THE WARRANTY EXT. BY MILEAGE; CUSTOMER STATED IT WAS NOT OVER 120,000 AT TIME OF THE REPAIR BUT DOES NOT KNOW WHAT THE MILEAGE WAS | | | | NO FURTHER ACTION | |
10/17/2019 9:31:00 AM	MEDIA ATTACHED IN DOC CENTER
10/18/2019 1:28:00 PM	CUSTOMER LOOKING FOR REIMBURSEMENT FOR THE AIRBAG CLOCK SPRING UNDER WARRANTY EXTENSION THE DOCUMENT SHOWS THE VEHICLE BEING AT 86,721. CUSTOMER TOLD CARE THE VEHICLE WAS AT 150K MI.
10/18/2019 1:31:00 PM	CUSTOMER STATES; WAS SUPPOSED TO RECEIVE REIMBURSEMENT FOR THE AIRBAG CLOCK SPRING. | | | | CUSTOMER SEEKS; REIMBURSEMENT FOR REPAIR. | | | | CA ADVISED; WILL BE ESCALATING TO SPECIAL PROJECTS DEPARTMENT TO LOOK FURTHER IN TO REIMBURSEMENT REQUEST. PROVIDED CUSTOMER CORRECT CASE NUMBER INFORMATION.
10/21/2019 10:09:00 AM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM THE VW DLR; SP CONFIRMED PAYMENT WAS COMPLETED WITH A VISA CARD; CONFIRMED IN XTIME AS WELL; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; THE REPAIRS WERE COMPLETED ON 11/30/17 AND THE FIRST VALID OUT OF POCKET DATE FOR REIMBURSEMENT IS 5/23/18; AS THE REPAIRS WERE COMPLETED PRIOR TO THE FIRST VALID OUT OF POCKET DATE FOR REIMBURSEMENT, VW WILL REIMBURSE AS GOODWILL; VW TO REIMBURSE TOTAL: $631.49. | | | | SP TO GENERATE CHECK REQUEST.
10/21/2019 10:30:00 AM	WVGAV3AX4DW[redacted] VW TO REIMBURSE CUST FOR WECY REPAIRS AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $631.49. | | | | GENERATED CHECK REQUEST.
10/26/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 631.49 MAILED ON 10/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX3DW[redacted]
Owner Or Fleet	[redacted] SANTA CRUZ, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	10/4/2019	Incident Date	N/A
Mileage	92,885		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/4/2019 1:13:00 PM	CUSTOMER STATES: HAD CLOCK SPRING REPLACED SOMETIME THIS MONTH AT INDEPENDENT SHOP, GOT RECALL DONE IN 2016; NEVER GOT WARRANTY EXTENSION NOTICE; | | | CUSTOMER SEEKING: REIMBURSEMENT | | | CO ADVISED: WARRANTY EXTENSION OF AIRBAG CLOCK SPRING TILL 8/26/2027; GOING TO SEND EMAIL AND CAN SEND IN REPAIR ORDER & POP TO BE REVIEWED FOR REIMBURSEMENT; WE WORK WITH THE DMV TO SEND OUT ANY NOTICES; | | | CO TO WAIT FOR CUSTOMER DOCUMENTS;
10/4/2019 1:19:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | MALI | | CUSTOMER CARE ADVOCATE | |
10/4/2019 2:25:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | TINA M. | | CUSTOMER CARE ADVOCATE | |
10/7/2019 1:03:00 PM	SP TO REVIEW TO AIRBAG CLOCK SPRING WARRANTY EXTENSION;
10/7/2019 1:32:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEP REPAIR SHOP; THE INDEP REPAIR SHOP PERFORMED REPAIRS TO THE CLOCK SPRING; AS THE REPAIR WAS COMPLETED OUTSIDE OF THE LAST VALID DATE AND AT AN INDEP REPAIR SHOP, VW TO REIMBURSE PARTS ONLY AS GOODWILL; VW TO REIMBURSE CUST TOTAL: $348.56. | | | SP TO GENERATE CHECK REQUEST.
10/7/2019 1:49:00 PM	WVGAV7AX3DW[redacted] VW TO REIMBURSE CUST FOR AIR BAG CLOCK SPRING PARTS AS GOODWILL; TOTAL: $348.56. | | | GENERATED CHECK REQUEST.
10/7/2019 11:57:00 AM	MEDIA ATTACHED IN DOC CENTER | | | FROM: [redacted] | | SENT: FRIDAY, OCTOBER 04, 2019 5:43 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: REFERENCE # [redacted] | | | THANK YOU FOR YOUR EMAIL. AS I SAID ON THE PHONE. I HAD A REPAIR FOR THIS SAME RECALL IN 2016. I NEVER RECEIVED AN EXTENSION OR A WARRANTY FOR THIS AND SO WHEN IT FAILED AGAIN I TOOK IT FOR THE REPAIR. I WAS TOLD BY VW THAT THIS IS A REOCCURRENCE AND I NEED TO BE REIMBURSED NOT ONLY FOR THE COST OF THE PART BUT FOR THE LABOR AS WELL. | | | I HAVE OWNED SEVERAL VW┬┐S OVER THE YEARS AND JUST HAD MY DIESEL WAGON RECALLED AND THEN PURCHASED THIS TIGUAN. THESE RECALLS HAVE BECOME A BIG INCONVENIENCE FOR ME. | | | SINCERELY, | [redacted] |
10/7/2019 2:06:00 PM	SP MAILED LETTER EXPLAINING REIMBURSEMENT.
10/11/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 348.56 MAILED ON 10/10/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCV7A33FC[redacted]
Owner Or Fleet	[redacted] LOON LAKE, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	10/4/2019	Incident Date	N/A
Mileage	50,651		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/4/2019 3:46:00 PM	MEDIA ATTACHED IN DOC CENTER
10/7/2019 11:36:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT REPAIR SHOP; THE INDEPENDENT REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; THE REPAIRS WERE COMPLETED BEFORE THE FIRST VALID DATE FOR REIMBURSEMENT AT AN INDEPENDENT; AS SUCH VW WOULD REIMBURSE PARTS AND LABOR AS GOODWILL; VW TO REIMBURSE TOTAL: $591.33. | | | | SP TO GENERATE CHECK REQUEST.
10/7/2019 12:34:00 PM	1VWCV7A33FC[redacted] VW TO REIMBURSE CUST FOR WECY AS GOODWILL DUE TO DATE OF REPAIR; TOTAL: $591.33. | | | | GENERATED CHECK REQUEST.
10/11/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 591.33 MAILED ON 10/10/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A36CC[redacted]
Owner Or Fleet	[redacted], Nashville, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/4/2019	Incident Date	N/A
Mileage	50,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/4/2019 4:25:00 PM	CUSTOMER STATES: THE AIRBAG LIGHT CAME ON IN HIS VEHICLE; IS GOING TO BE TAKING THE VEHICLE INTO DEALER 409228 TO GET A RECALL COMPLETED; WANTED TO CHECK IN WITH VWOA TO SEE IF THERE WAS ANYTHING WE MIGHT SEE ABOUT THE VEHICLE REGARDING THE AIRBAG WARNING LIGHT BEFORE HE BRINGS IT INTO THE DEALER | | | CUSTOMER SEEKING: WOULD VWOA HAVE ANY INFORMATION ABOUT WHY THE AIRBAG LIGHT CAME ON IN HIS VEHICLE | | | CO ADVISED; YOU DO HAVE AN EXTENDED WARRANTY FOR THE AIRBAG CLOCK SPRING FOR 15YR/UNLIMITED MILES A SYMPTOM OF THIS COMPONENT GOING BAD IS THE AIRBAG LIGHT COME ON; I WOULD TAKE IT INTO THE DEALER AND HAVE IT DIAGNOSED; I WILL SEND YOU AN EMAIL WITH YOUR CASE NUMBER | | | CUSTOMER THANKED | | | CO TO EMAIL CUSTOMER CASE NUMBER | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A37HC[redacted]
Owner Or Fleet	[redacted] Hollywood, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	10/7/2019	Incident Date	N/A
Mileage	26,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/7/2019 10:44:00 AM	RCM TO REVIEW DIAGNOSIS AND FOLLOW UP WITH CUSTOMER BY COB 10/09/2019 AT [redacted] | | | | RCM TO REVIEW
10/7/2019 8:42:00 AM	CUSTOMER STATES VEHICLE IS REGISTERED IN FL; 3RD VW LEASE; VEHICLE IS LEASED THROUGH VW CREDIT; 4 TIME CUSTOMER WILL BE BRINGING VEHICLE TO DEALER FOR THE AIRBAG CLOCK SPRING; BROUGHT VEHICLE TO DEALER ON 01/31/2019, 04/2/2019, 07/2019, AND NOW THE CLOCK SPRING HAS A PROBLEM AGAIN; CUSTOMER HAS APPOINTMENT AT DEALER 405073 ON 10/08/2019 | | | CUSTOMER SEEKING FOR THE PROBLEM TO BE FIXED ONCE AND FOR ALL OR FOR THE VEHICLE TO BE REPLACED | | | CO ADVISED WILL ESCALATE TO RCM; RCM WILL REVIEW DIAGNOSIS AND FOLLOW UP WITH CUSTOMER BY COB 10/09/2019 | | | CO TO ESCALATE TO RCM
10/9/2019 3:52:00 PM	VM FULL; | | | | RCM TO CALL CUSTOMER 10/10
10/9/2019 9:01:00 AM	RCM ADVISED CALLING IN REGARDS TO CASE; SERVICE MANAGER ADVISED HAS REPLACED A COUPLE CLOCK SPRINGS HAVE BEEN REPLACED BEFORE; 10/8: ANOTHER CLOCK SPRING HAS REPLACED; LAST TIME IT WAS THERE THE DEALER CHECKED THE HARNESS; DEALER JUST HAS HAD BAD PARTS; VEHICLE WAS COMPLETED YESTERDAY; SERVICE MANAGER DOES NOT KNOW IF IT HAS BEEN PICKED UP YET AND REPAIRS WERE COVERED UNDER SPARE PARTS WARRANTY; | | | | RCM TO CALL CUSTOMER;
10/10/2019 3:46:00 PM	RCM LEFTVOICEMAIL ADVISED WOULD LIKE TO SPEAK INREGARDS TO CASE AND RCM PROVIDED CONTACT INFORMATION - 800-822-8987, PRESS OPTION #9 AND DIAL EXT-43341; | | | | RCM TO EMAIL CUSTOMER 10/14
10/14/2019 9:08:00 AM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH YOUR PASSAT. | | | I┬┐VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. AT YOUR EARLIEST CONVENIENCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43341. YOU CAN ALSO REPLY TO THIS EMAIL. | | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | | SINCERELY, | | | | | SAIDA H | | REGION CASE MANAGER | | | RCM TO CLOSE CASE 10/16, PENDING CUSTOMER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU1FM[redacted]
Owner Or Fleet	[redacted]Vernon, BC, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2015		
Report Date	10/7/2019	Incident Date	N/A
Mileage	156,819		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	N/A		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/7/2019 9:21:00 AM	FROM: [redacted] | | SENT: WEDNESDAY, OCTOBER 02, 2019 6:10 PM | | TO: FOSTER, COURTNEY | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | HI COURTNEY, | | | WITH YOUR ASSISTANCE WE FINALLY SUCCEEDED TO EXPORT THE VW GOLF TO CALIFORNIA IN AUGUST 2019. | | | BUT AT THE SAME TIME A TECHNICAL PROBLEM WITH THE CLOCK / SPRING SHOWED UP. MY DAUGHTER [redacted] TOOK THE CAR TO VOLKSWAGEN SANTA MONICA TO GET IT REPAIRED IN SEPTEMBER 2019. | | | VW SANTA MONICA TOLD US THAT THIS CAR HAS AN EXTENDED WARRANTY ON THE CLOCK / SPRING. BUT BECAUSE THE CAR HAS BEEN BOUGHT IN CANADA 2015 WE SHOULD CONTACT THE DEALERSHIP IN VERNON, BC, FOR A REFUND. | | VW IN VERNON ON THE OTHER SIDE TELLS US THAT DUE TO THE RECENT EXPORT VW US SHOULD PAY THE REFUND. | | | SO NOW WE ARE CAUGHT BETWEEN TWO STOOLS AND ARE ASKING YOU KINDLY FOR HELP. | | A COPY OF THE INVOICE IS ATTACHED. PLEASE HAVE A LOOK AT THE CASE AND REPLY UNDER MY OR [redacted] EMAIL ADDRESS [redacted] OR [redacted] | | | KIND REGARDS, | | | WOLFGANG OHSE | | | | | ON THU, MAY 23, 2019 AT 1:16 PM [redacted] WROTE: | | RECEIVED, THANK YOU. | | | ON WED, MAY 22, 2019 AT 12:22 PM FOSTER, COURTNEY <EXTERN.COURTNEY.FOSTER@VW.COM> WROTE: | | REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | THANK YOU FOR REACHING OUT TO US, AND IT IS MY PLEASURE TO ASSIST YOU. | | | ATTACHED, YOU WILL FIND THE CERTIFICATE OF CONFORMITY YOU REQUESTED FOR YOUR GOLF. | | | I HOPE YOU FIND THIS INFORMATION HELPFUL, AND I WISH YOU A SAFE MOVE. IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT US THROUGH OUR CUSTOMER CARE CENTER AT (800) 822-8987. | | | SINCERELY, | | | | | | | COURTNEY F. | | CUSTOMER CARE ADVOCATE | |
10/7/2019 9:22:00 AM	MEDIA ATTACHED IN DOC CENTER
10/8/2019 10:11:00 AM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / CLOCK SPRING REPLACED;
10/8/2019 10:11:00 AM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | I┬┐M GLAD TO LEARN YOU SUCCESSFULLY IMPORTED YOUR GOLF HERE TO THE STATES, BUT I APOLOGIZE ABOUT THE CLOCK SPRING CONCERNS THAT AROSE SHORTLY AFTER. MY NAME IS SARAH AND I┬┐M FOLLOWING UP WITH YOU ON COURTNEY┬┐S BEHALF. | | | YOUR VEHICLE WAS COVERED UNDER A CLOCK SPRING WARRANTY EXTENSION FOR 10 YEARS OR 193,000 KM FROM RESEARCHING WITH YOUR VIN. LOOKING AT THE REPAIR ORDER YOU SUBMITTED THE MILEAGE ON YOUR GOLF AT THE TIME OF REPAIR WAS 156,819 MILES, OR 252,375 KM. FOR CANADIAN SPEC VEHICLES LIKE YOURS, VW MANUFACTURER WARRANTIES/WARRANTY EXTENSIONS DO NOT TRANSFER WHEN THE VEHICLE IS IMPORTED AND REGISTERED IN THE UNITED STATES. WHILE I WISH I COULD OFFER YOU A MORE FAVORABLE ANSWER, DUE TO THE MILEAGE OUTSIDE THE WARRANTY EXTENSION AND AS THE WARRANTY EXTENSION NO LONGER APPLIES WITH EXPORTING YOUR VEHICLE, WE CANNOT PROVIDE REIMBURSEMENT FOR THE COSTS INCURRED. | | | I APOLOGIZE YOU WENT BACK AND FORTH BETWEEN VW SANTA MONICA AND A DEALER IN CANADA ON THIS MATTER, BUT I HOPE YOU WILL ONLY HAVE CAREFREE MILES IN YOUR GOLF MOVING FORWARD. PLEASE LET ME KNOW IF YOU HAVE ANY OTHER QUESTIONS BY REPLYING TO THIS EMAIL OR CALLING US AT 800-822-8987. I┬┐M GLAD TO RESEARCH ANY VW MATTER ON YOUR BEHALF. | | | SINCERELY, | | | | | | | SARAH S. | | CUSTOMER CARE ADVOCATE | | | | | | | CO TO WAIT CUSTOMER CONTACT
10/9/2019 12:02:00 PM	FROM: [redacted] | | SENT: WEDNESDAY, OCTOBER 09, 2019 11:57 AM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | CC: [redacted] | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | DEAR SARAH S., | | | THANK YOU FOR YOUR REPLY. | | | THIS IS A COMMON MIX UP WITH KM AND MILES, WHICH HAPPENS WHEN A CANADIAN GOLF WITH A METRIC ODOMETER GETS SERVICED IN THE US AT A VW DEALER. | | THE US INVOICE TEMPLATES HAVE NO RUBRIC / CATEGORY FOR KM. THE ACTUAL KM READING IN / OUT ON THE INVOICE HAVE NOT BEEN CONVERTED INTO MILES BY VOLKSWAGEN SANTA MONICA. | | THE ACTUAL 156,819 KM ON THE ODOMETER ARE WAY BELOW THE 193,000 KM YOU MENTIONED IN YOUR EMAIL. | | | IF YOU NEED ANY FURTHER PROOF OR STATEMENTS PLEASE LET US KNOW. | | | [redacted] | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU1FM[redacted]
Owner Or Fleet	[redacted]Vernon, BC, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2015		
Report Date	10/7/2019	Incident Date	N/A
Mileage	156,819		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	N/A		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/9/2019 12:25:00 PM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | I APOLOGIZE FOR THE MISUNDERSTANDING ON MY PART; I RECOGNIZE YOUR GOLF WAS WITHIN THE WARRANTY EXTENSION MILEAGE PARAMETERS AT THE TIME OF THE CLOCK SPRING REPAIR. WARRANTIES/WARRANTY EXTENSIONS DO NOT TRANSFER THOUGH WHEN A CANADIAN VEHICLE IS IMPORTED INTO THE US. AS YOUR GOLF HAS BEEN IMPORTED AND IS REGISTERED IN THE US, THE CLOCK SPRING WARRANTY EXTENSION IS NO LONGER APPLICABLE FOR THE VEHICLE. I REGRET DUE TO THIS WE CANNOT PROVIDE REIMBURSEMENT FOR THE REPAIR COSTS YOU INCURRED. | | | I WISH I COULD OFFER YOU A DIFFERENT ANSWER, BUT PLEASE LET ME KNOW IF YOU HAVE ANY OTHER QUESTIONS. | | | SINCERELY, | | | | | | SARAH S. | CUSTOMER CARE ADVOCATE | | | | | CO TO WAIT CUSTOMER CONTACT
10/9/2019 5:49:00 PM	FROM:[redacted] | SENT: WEDNESDAY, OCTOBER 09, 2019 5:28 PM | TO: VW EXPERIENCE | CC:[redacted] | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE[redacted] | | | DEAR SARAH S., | | | THE CAR HAS BEEN EXPORTED MID AUGUST 2019 AND THE CLOCK/SPRING FAILURE OCCURRED AT THE BEGINNING OF SEPTEMBER 2019. | THE CAR WENT FROM FATHER TO DAUGHTER WHILE EXPORTED TO CALIFORNIA. THE CAR STAYS IN THE FAMILY. | PLEASE LOOK AT THIS AS A UNIQUE CASE AND CONSIDER A COURTESY SOLUTION. | | | KIND REGARDS, | | | | | [redacted] |
10/10/2019 1:21:00 PM	FROM:[redacted] | SENT: THURSDAY, OCTOBER 10, 2019 1:15 PM | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM>;[redacted] | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE[redacted] | | | DEAR SARAH S., | | | WELL, OUR UNIQUE SITUATION GOES DEEPER. | | | END OF MAY 2019 WE CONTACTED VW CUSTOMER CARE TO GET INFORMATION AND ADVICE FOR EXPORTING OUR GOLF TO CALIFORNIA. | COURTNEY FOSTER ASSISTED US AND PROVIDED A CERTIFICATE OF CONFORMITY. THE CASE # WAS[redacted] | BUT WE GOT NO NOTE OR INFORMATION ABOUT FUTURE PROBLEMS WITH VW RECALLS FROM HER. | | | OUR GOLF HAS BEEN PRODUCED IN MEXICO FOR THE NORTH AMERICAN MARKET (US AND CANADA). | IT HAS BEEN EXPORTED FROM CANADA TO CALIFORNIA AND NOT TO AFRICA OR SOMEWHERE ELSE. | IT STAYED ALWAYS IN OUR FAMILY AND HAS BEEN SERVICED REGULARLY IN CANADA AND THE US. | | | SO PLEASE HAVE A SECOND LOOK AT IT TOGETHER WITH ONE OF YOUR SUPERVISOR. | | | KIND REGARDS, | | | WOLFGANG OHSE | |
10/10/2019 2:16:00 PM	FROM: VW EXPERIENCE | SENT: THURSDAY, OCTOBER 10, 2019 2:16 PM | TO:[redacted] | SUBJECT: VOLKSWAGEN CUSTOMER CARE[redacted] | | | REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | I RECOGNIZE YOUR DISSATISFACTION WITH THE INFORMATION I HAVE PROVIDED, AND I APOLOGIZE AS IT WAS NOT MY INTENTION TO CAUSE YOU ANY FURTHER FRUSTRATION. | | | YOUR GOLF WAS PRODUCED IN MEXICO SPECIFICALLY FOR THE CANADIAN MARKET, AND CAME WITH CANADIAN WARRANTIES. WITH THE EXPORTATION OF YOUR CANADIAN VEHICLE TO THE US, ALL WARRANTIES ARE VOIDED AS THEY DO NOT TRANSFER. NO MATTER WHAT COUNTRY THE VEHICLE IS EXPORTED, WHETHER THE US OR ANOTHER COUNTRY, AS A CANADIAN VEHICLE THE CANADIAN WARRANTIES ONLY APPLY WHILE THE VEHICLE IS REGISTERED IN CANADA. THIS IS WHY COVERAGE UNDER THE CLOCK SPRING WARRANTY EXTENSION IS NOT AVAILABLE. I REGRET AGAIN THAT A DIFFERENT ANSWER CANNOT BE PROVIDED, BUT IT IS THE POSITION OF VOLKSWAGEN OF AMERICA THAT WE ARE UNABLE TO PROVIDE REIMBURSEMENT FOR THE CLOCK SPRING COSTS YOU INCURRED. | | | NOTE THAT WARRANTY EXTENSIONS ARE DIFFERENT FROM RECALLS, AS RECALL COVERAGE ON YOUR VEHICLE HAS NOT BEEN AFFECTED WITH IMPORTING TO THE US. A RECALL IS A DEFECT THAT VW AND THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION HAS FOUND AND THEN RELEASED A CORRECTIVE ACTION FOR. IN THE CASE OF WARRANTY EXTENSION, THIS IS A VOLUNTARY EXTENSION OF THE ORIGINAL WARRANTY ON A COMPONENT. WE PROVIDE THIS AS APPROPRIATE IF WE NOTICE AN INCREASE IN REPLACEMENTS OF A PARTICULAR COMPONENT. WITH A WARRANTY EXTENSION THERE HAS BEEN NO SAFETY DEFECT FOUND. IF YOUR VEHICLE IS AFFECTED BY A RECALL IN THE FUTURE, YOU CAN STILL HAVE THAT RECALL REPAIR COMPLETED ON YOUR GOLF FREE OF CHARGE. | | | PLEASE LET ME KNOW IF YOU HAVE ANY OTHER QUESTIONS. | | | SINCERELY, | | | | | | | SARAH S. | CUSTOMER CARE ADVOCATE | CO TO WAIT CUSTOMER CONTACT
10/10/2019 8:33:00 AM	TL ADVISED UNABLE TO ASSIST DUE TO TIME OUTSIDE OF WARRANTY

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU1FM[redacted]
Owner Or Fleet	[redacted] Vernon, BC, [redacted]		
Make, Model, Model Year	Volkswagen, GTI, 2015		
Report Date	10/7/2019	Incident Date	N/A
Mileage	156,819		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	N/A		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/10/2019 9:40:00 AM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | I TRULY WISH I COULD OFFER YOU A DIFFERENT ANSWER, AS I UNDERSTAND THE GOLF IS A FAMILY VEHICLE THAT YOU GAVE TO YOUR DAUGHTER. WHEN REVIEWING FOR REPAIR COST ASSISTANCE, THE PRIMARY FACTOR WE MUST LOOK AT IS OUR WARRANTY TERMS. AS A CANADIAN VEHICLE NOW REGISTERED IN THE US, YOUR VEHICLE NO LONGER HAS ANY WARRANTY COVERAGE. WARRANTY COVERAGE ENDED IN AUGUST ONCE THE VEHICLE WAS EXPORTED OUT OF CANADA. | | WITH THE CONCERN HAPPENING SHORTLY AFTER REGISTERING THE GOLF HERE IN THE STATES, I UNDERSTAND THIS IS A UNIQUE SITUATION. I REVIEWED WITH A MEMBER OF MY LEADERSHIP TEAM TO ENSURE NO OPTIONS WERE LEFT UNEXPLORED TO ASSIST YOU. REGRETTABLY, MY LEADERSHIP CONFIRMED AS THE WARRANTY EXTENSION DOES NOT TRANSFER ONCE THE GOLF WAS EXPORTED OUTSIDE CANADA, VW CANNOT PROVIDE REIMBURSEMENT. I'M SORRY AGAIN WE ARE UNABLE TO MEET YOUR EXPECTATIONS. | | PLEASE LET ME KNOW IF YOU HAVE ANY OTHER QUESTIONS. | | SINCERELY, | | | | | | | SARAH S. | | CUSTOMER CARE ADVOCATE | | | | | | | CO TO WAIT CUSTOMER CONTACT
10/11/2019 2:07:00 PM	FROM: [redacted] | | SENT: FRIDAY, OCTOBER 11, 2019 2:07 PM | | TO: VW EXPERIENCE; [redacted] | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | DEAR SARAH S., | | | | THANK YOU AGAIN FOR YOUR REPLY. | | | IN THE END IT ALL BOILS DOWN TO THE QUESTION "WHAT DOES VW LOOSE OR GAIN ?" CUSTOMER SERVICE AGREES THAT THIS IS A UNIQUE WARRANTY SITUATION, BUT DECIDES NOT TO ACT FLEXIBLE KEEPING FUTURE CUSTOMERS HAPPY. | | WE ARE A FAMILY OF FIVE. WE OWN 6 CARS. OUR THREE KIDS LIVE IN GERMANY, CALIFORNIA AND CANADA. WE ALL HAVE EXCELLENT CREDIT SCORES AND 2 OLDER CARS ARE GOING SOON TO BE REPLACED. | | | THIS NEGATIVE EXPERIENCE WITH VW WILL HAVE A SERIOUS IMPACT ON OUR FUTURE BUYING DECISIONS. | | | THE GOLF WAS EXPORTED FROM CANADA TO MY DAUGHTER IN CALIFORNIA BECAUSE SHE HAS TO DO 2 MORE YEARS OF STUDYING AT UNIVERSITY AND WE HAD TO INSURE THE CAR IN CALIFORNIA, WHICH REQUIRED EXPORTING. | | | OUR UPFRONT INQUIRY TO COURTNEY FOSTER (VW CUSTOMER CARE) DID NOT DELIVER ANY INFORMATION ABOUT UPCOMING WARRANTY ISSUES IN THE US. | | | SO PLEASE PRESENT THE COMPLETE CASE TO A HIGHER LEVEL OF THE VW CUSTOMER CARE DEPARTMENT FOR A REVISED DECISION. | | | KIND REGARDS, | | | [redacted] | | |
10/11/2019 2:15:00 PM	SUP TO REVIEW AND RESPOND TO CUSTOMER INQUIRY, AS THIS IS 3RD SUPERVISOR REQUEST
10/11/2019 7:15:00 AM	NO FURTHER ACTION PENDING CUSTOMER CONTACT
10/14/2019 4:51:00 PM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | AS REQUESTED, I AM FOLLOWING UP WITH YOU AS A MEMBER OF OUR VOLKSWAGEN LEADERSHIP TEAM. | | | AS A FREQUENT CAR-BUYING FAMILY, I APPRECIATE YOU WANTING TO MAKE SURE ANY VEHICLE CONCERNS ARE TAKEN CARE OF FOR YOUR CHILDREN AND IN THIS INSTANCE, YOUR DAUGHTER IN CALIFORNIA. | | | WHILE WE RELY ON THE OWNER'S MANUAL IN REGARDS TO INFORMATION ON APPLICABLE VEHICLE COVERAGE, I CAN UNDERSTAND HOW HELPFUL IT WOULD HAVE BEEN TO BE GIVEN FEEDBACK ABOUT CANADA'S WARRANTIES NOT TRANSFERRING TO THE U.S. SPECIFICALLY AT THE TIME OF CONTACTING US PREVIOUSLY. I ALSO UNDERSTAND THE REASONING FOR YOUR REQUEST WITH THIS BEING FAMILY AND THE VEHICLE MOVING FROM CANADA TO CALIFORNIA WHILE SHE SUCCESSFULLY COMPLETES HER STUDIES IN THE U.S. | | | I APOLOGIZE FOR THE CLOCK SPRING CONCERNS AND THAT OUR DECISION WILL REMAIN THE SAME DUE TO CANADA WARRANTY COVERAGE NOT APPLYING IN THE U.S. I APPRECIATE YOU REACHING OUT TO US TO ENSURE ALL AVENUES ARE DISCUSSED AND RESEARCHED IN LOOKING INTO YOUR REQUEST. | | | I'M SORRY TO LEARN THIS WILL IMPACT FUTURE DECISIONS WITH OUR BRAND, AS WE WANT YOU TO STAY WITH US. I HOPE YOUR DAUGHTER IS BACK TO FULLY ENJOYING HER GOLF FOLLOWING THE REPAIRS. | | | IF YOU HAVE ANY OTHER QUESTIONS, PLEASE FEEL FREE TO CONTACT US AGAIN. | | | SINCERELY, | | | | | | | ROSS B. | | CUSTOMER CARE LEADERSHIP | |
10/18/2019 8:51:00 AM	NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7ANXDE[redacted]
Owner Or Fleet	[redacted]		HAMILTON, OH, [redacted]
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	10/7/2019	Incident Date	N/A
Mileage	102,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/7/2019 11:06:00 AM	CUSTOMER STATES AIRBAG LIGHT IS ON AND CUSTOMER BELIEVES VEHICLE IS AFFECTED BY RECALLS | | | CUSTOMER SEEKING TO KNOW WHAT RECALLS VEHICLE IS AFFECTED BY | | | CO ADVISED VEHICLE IS AFFECTED BY RECALL FOR THE STEERING WHEEL CLOCK SPRING; FUEL PUMP CONTROL MODULE; TAKATA FRONTAL AIR BAG INFLATOR; AND DSG SOFTWARE UPDATE; VEHICLE IS ALSO AFFECTED BY WARRANTY EXTENSION FOR THE AIR BAG CLOCK SPRING FOR 15YRS UNLIMITED MILES; SCHEDULED APPOINTMENT AT DEALER 403207 VIA XTIME FOR 2:30PM ON 10/11/2019 [redacted]| | | NO FURTHER ACTION | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWLP7AJ2CM[redacted]
Owner Or Fleet	[redacted] Suisun City, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	10/7/2019	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/7/2019 11:36:00 AM	CUSTOMER STATES RECEIVED AIRBAG WARRANTY EXT. NOTICE IN THE MAIL; AIRBAG LIGHT WAS ON AND TOOK VEHICLE INTO DEALER 426114 REGARDING DIAGNOSIS; DEALER STATED THAT WARRANTY EXT. WASN┬┐T RELATED TO CONCERN AND CHARGED A DIAGNOSIS FEE OF $160 TO TURN LIGHT OFF; AFTER LEAVING THE DEALER THE LIGHT HAS NOW CAME BACK ON; LOOKS LIGHT JUST PAID THE DEALER TO TURN LIGHT OFF TEMPORARY AS ISSUE WASN┬┐T RESOLVED; | | | | CUSTOMER SEEKING AIRBAG LIGHT ISSUE TO BE RESOLVED | | | | CO CONFIRMED THAT STEERING WHEEL FUNCTIONS ARE STILL WORKING INCLUDING HORN; ADVISED THAT AIRBAG CLOCK SPRING WARRANTY EXT. IS FOR AN ELECTRICAL COMPONENT IN THE STEERING COLUMN THAT MAY FAIL; IF PART FAILS AIRBAG LIGHT WILL COME ON AND HORN/STEERING WHEEL BUTTONS STOP WORKING; AS THE STEERING WHEEL FEATURES WERE STILL WORKING AIRBAG CLOCK SPRING ISN┬┐T WHY THE AIRBAG LIGHT IS ON; AS CUSTOMER FEEL THAT ALL DEALER DID WAS CHARGE TO TURN LIGHT OFF WITHOUT A REPAIR; IF CUSTOMER IS WILLING TO TAKE VEHICLE BACK TO DEALER REGARDING AIRBAG LIGHT CAN HAVE AN RCM FOLLOW UP WITH DEALER REGARDING DIAGNOSIS AND REPAIR ORDER; CUSTOMER STATES CAN HAVE THE VEHICLE BACK AT THE DEALER ON 10/19; DEALER APPOINTMENT SCHEDULED FOR 10/19 AT 8:00AM; ADVISED CASE WILL BE ESCALATED TO RCM AND RCM WILL FOLLOW UP WITH CUSTOMER BY COB 10/21 | | | CO TO RCM
10/7/2019 11:50:00 AM	RCM TO FOLLOW UP WITH DEALER REGARDING DIAGNOSIS AND REPAIR ORDER; RCM TO CONTACT CUSTOMER BY COB 10/21
10/21/2019 12:45:00 PM	HELLO ┬┐ HOPE YOU HAD A GREAT WEEKEND! | | | MR. [redacted] REACHED OUT TO CUSTOMER CARE REGARDING SOME AIRBAG LIGHT CONCERNS IN HIS JETTA. HE MENTIONED HIS VEHICLE WAS CURRENTLY AT VACAVILLE VOLKSWAGEN FOR DIAGNOSIS ┬┐ COULD YOU PLEASE VERIFY THIS FOR ME? | | | ADDITIONALLY, I AM SEEKING: | | | ┬┐ VERIFICATION OF DIAGNOSIS/MILEAGE | ┬┐ DEALERSHIP FEEDBACK REGARDING GOODWILL AVAILABILITY | | | THANK YOU VERY MUCH, | | | MICHELLE MENTHEN | | REGION CASE MANAGER | | VOLKSWAGEN CUSTOMER CARE
10/21/2019 7:06:00 PM	| | HI MICHELLE, | | | NO, HE HAD AN APPOINTMENT TO HAVE THE AIRBAG LIGHT REINSPECTED ON SATURDAY, BUT HE DID NOT SHOW UP. ON A SIDE NOTE, HE SLAMMED US ON THE SURVEY AFTER THE LAST VISIT┬┐ WHICH I WILL FORWARD YOU IN A SEPARATE EMAIL┬┐.AND AS REQUESTED, I DID NOT CALL HIM. SO I CLOSED THE ALERT. HE RESPONDED ┬┐ NO┬┐ TO THE RESOLUTION EMAIL. I CAN READ, HE SPECIFICALLY SAID ┬┐ DON┬┐ T CALL ME┬┐. SO IT IS PROBABLY BEST THAT HE SEEKS REPAIRS ELSEWHERE. | | | THANKS, | | | JENNIFER PIRANI | | SERVICE MANAGER | | VACAVILLE VW & VACAVILLE HONDA | ([redacted] DIRECT | | (707)450-3592 FAX | | JENNIFER.PIRANI@VACAVILLEVW.COM | | WWW.VACAVILLEVW.COM
10/21/2019 7:12:00 PM	HI JENNIFER, | | | THANK YOU FOR LETTING ME KNOW! I WILL FOLLOW-UP WITH HIM AND REFER HIM TO ANOTHER DEALERSHIP FOR DIAGNOSIS/REPAIRS. | | | PLEASE LET ME KNOW IF I CAN ASSIST FURTHER. | | | THANK YOU! | | | MICHELLE MENTHEN | | REGION CASE MANAGER | | VOLKSWAGEN CUSTOMER CARE
10/21/2019 7:15:00 PM	[redacted] | | | FOLLOWING-UP ON DEALER EXPERIENCE; PROVIDED DIRECT EXT.; | | | RCM WAIT CUSTOMER.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWLP7AJ2CM[redacted]
Owner Or Fleet	[redacted] Suisun City, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	10/7/2019	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/21/2019 7:19:00 PM FROM: ALERTS@VWCUSTOMEREXPERIENCE.COM [MAILTO:ALERTS@VWCUSTOMEREXPERIENCE.COM] | | SENT: SUNDAY, OCTOBER 06, 2019 8:57 AM | | TO: JENNIFER PIRANI | | SUBJECT: AN ALERT HAS BEEN GENERATED FROM THE SURVEY | | | | FOR MOBILE USE: [redacted] | VACAVILLE VOLKSWAGEN | | | | A SERVICE SURVEY RESPONSE HAS BEEN RECEIVED, HERE ARE THE DETAILS: | | CUSTOMER: [redacted] | VEHICLE: 2012 VOLKSWAGEN JETTA | | VIN: 3VWLP7AJ2CM[redacted] | | BUSINESS PHONE: [redacted] | | BUS. PHONE EXT: | | HOME PHONE: | | CELL PHONE: | | EMAIL: [redacted] | | | CONSULTANT: GARY B ESPOSITO(5729) | | TECHNICIAN: DAVID VELASQUEZ(5557) | | RO / RO DATE [redacted] / 2019-09-28 | | SURVEY SCORE: 50.3% | | CUSTOMER COMMENTS: DISGRUNTLED VW OWNER, PLEASE DON'T CALL ME | | | | ALERTED BASED ON THE FOLLOWING CRITERIA: | | - SURVEY RECEIVED A RESPONSE UNDER THRESHOLD FOR ONE OR MORE PREMIUM QUESTIONS. | | - SURVEY COMMENT | | | | | | SURVEY: | | | | *1. WHEN SCHEDULING YOUR APPOINTMENT AND DROPPING OFF YOUR VEHICLE: | | A. PLEASE RATE YOUR SATISFACTION WITH OUR SERVICE APPOINTMENT SCHEDULING PROCESS. 3 | | | *B. HOW LONG DID IT TAKE TO GET YOUR VEHICLE IN FOR SERVICE FROM THE DAY YOU WANTED? 1 WEEK | | *C. DID WE ASK ABOUT YOUR TRANSPORTATION NEEDS AT THE TIME OF MAKING YOUR APPOINTMENT? NOT REQUIRED | | | | *D. PLEASE RATE THE QUALITY OF THE ALTERNATIVE TRANSPORTATION PROVIDED DURING YOUR APPOINTMENT. NOT REQUIRED | | | | | E. PLEASE RATE OUR CONSIDERATION OF YOUR TIME WHEN DROPPING OFF YOUR VEHICLE. 3 | | | | *2. YOUR SERVICE CONSULTANT: | | *A. PERFORMED AN INTERACTIVE VEHICLE INSPECTION CHECKING VARIOUS SAFETY ITEMS INCLUDING TIRE TREAD DEPTH, INTERIOR AND EXTERIOR LIGHTS, GLASS, AND WINDSHIELD WIPERS. YES | | | | B. PLEASE RATE THE COURTESY AND HONESTY OF OUR SERVICE STAFF DURING YOUR VISIT. 7 | | | | C. PROVIDED PROGRESS AND COMPLETION UPDATES AS PROMISED. NO | | | | D. EXPLAINED ALL COMPLETED WORK. YES | | | | WAS CHARGED $160 TO DIAGNOSE AND TURN OFF AIR BAG LIGHT. MY VW HAS N

10/22/2019 7:53:00 PM CUSTOMER STATES RETURNING CALL FROM RCM | | | | CUSTOMER SEEKING TO SPEAK TO RCM | | | | CUSTOMER ADVOCATE REACHED OUT TO RCM VIA CALL AND LYNC; RCM ADVISED WILL CONTACT CUSTOMER BACK BY COB 10/23/2019. | | | | CUSTOMER STATES THAT HE HAS TAKEN VEHICLE TO DEALER YET AND TO GIVE HIM UNTIL THE MIDDLE OF NEXT WEEK TO CONTACT HIM ABOUT APPOINTMENT. | | | | RCM TO REVIEW

10/23/2019 6:10:00 PM [redacted] | | | | FOLLOWING-UP/RETURNING CONTACT; PROVIDED DIRECT EXT.; | | | | RCM WAIT CUSTOMER.

10/25/2019 2:13:00 PM FROM: [redacted] | | SENT: FRIDAY, OCTOBER 25, 2019 10:11 AM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE[redacted] | | | HI MICHELLE, | | I RECEIVE YOUR MESSAGES BUT WHEN I AM HOME AFTER WORK YOU ARE GONE FOR THE DAY. I HAVEN┬┐T HAD TIME TO RESCHEDULE AN APPOINTMENT WITH VACAVILLE VW, BUT IF I HAVE TIME TODAY I WILL CALL THEM TO SEE IF I CAN BRING MY CAR BY TOMORROW. I PREVIOUSLY GAVE UP A SATURDAY MORNING TO TAKE MY CAR IN REGARDING MY AIRBAG LIGHT ON DASH. I PAID $ 160 FOR A DIAGNOSIS AND GET LIGHT ISSUE RESOLVED (THEY TOLD ME THIS WAS NOT RELATED TO THE AIRBAG RECALL NOTICE I RECEIVED). A WEEK LATER, THE LIGHT CAME BACK ON. | | I THOUGHT ABOUT GOING TO A DIFFERENT DEALERSHIP BECAUSE I DIDN┬┐T ENJOY PREVIOUS EXPERIENCES AT VACAVILLE VW. MY LAST APPT. WAS SCHEDULED WELL IN ADVANCE FOR 8:00A SO I WOULDN┬┐T BREAK UP MY WHOLE DAY OFF WORK. AFTER DOING INITIAL PAPERWORK, MULTIPLE CUSTOMERS SHOWED UP AFTER ME AND THEIR CARS WERE TAKEN AHEAD OF ME. I THINK I WAITED AT LEAST AN HOUR BEFORE MY CAR WAS TOUCHED. I WOULD HATE TO PAY ANOTHER VW DEALERSHIP $ 160 AGAIN, SO I WILL CALL VACAVILLE VW TO HOPEFULLY GET THIS RESOLVED. I CRINGE ABOUT GOING BACK THERE. | | | | YOU MAY WANT TO TRY CONTACTING ME NEXT WEEK TO FOLLOWUP. I AM USUALLY AVAILABLE AT THE NUMBERS BELOW, M-F, 7A-4P PST. I HOPE I AM SUCCESSFUL GETTING THE AIRBAG SITUATION FIXED THIS TIME. | | | | REGARDS, | | | | [redacted] | SR. APPLICATIONS ENGINEER | | WESTERN REGION LEAD ENGINEER | | | | XYLEM WATER SOLUTIONS USA, INC.- FLYGT PRODUCTS | [redacted] | | FAIRFIELD, CA [redacted] | | O: [redacted] M: [redacted] | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWLP7AJ2CM[redacted]
Owner Or Fleet	[redacted] Suisun City, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	10/7/2019	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/25/2019 9:19:00 AM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH YOUR JETTA. | | | I┬┐VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. AT YOUR EARLIEST CONVENIENCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL (43382). YOU CAN ALSO REPLY TO THIS EMAIL. | | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | | SINCERELY, | | | MICHELLE M. | REGION CASE MANAGER
10/29/2019 1:36:00 PM	[redacted] ADVISED BY MEMBER OF HOUSEHOLD TO CALL TOMORROW AROUND 12PM PST; | | | RCM TO EMAIL CUSTOMER.
11/8/2019 1:24:00 PM	REFERENCE #[redacted] | | | HELLO MR.[redacted] | | | THANK YOU FOR REACHING BACK OUT TO ME, I AM VERY SORRY WE WERE NOT ABLE TO CONNECT PREVIOUSLY. | | | AFTER REVIEWING WITH VACAVILLE VOLKSWAGEN, IT IS RECOMMENDED THAT YOU SCHEDULE AN APPOINTMENT AT ANOTHER AUTHORIZED VOLKSWAGEN DEALERSHIP TO FURTHER ADDRESS ANY QUESTIONS OR CONCERNS REGARDING YOUR JETTA. I WOULD BE HAPPY TO SCHEDULE AND FOLLOW-UP ON ANY APPOINTMENT YOU HAVE IN ORDER TO BEST ADDRESS YOUR CONCERNS AND QUESTIONS REGARDING YOUR JETTA. I SEE THE NEXT CLOSEST VW DEALERSHIP TO YOUR ZIP CODE ON FILE [redacted] IS DIRITO BROS WALNUT CREEK VOLKSWAGEN, LOCATED ON N MAIN ST ON WALNUT CREEK, CALIFORNIA [redacted] YOU CAN REACH THEM BY DIRECTLY AT: [redacted] | | | PLEASE LET ME KNOW IF YOU WOULD LIKE FURTHER ASSISTANCE. | | | HAVE A GREAT WEEKEND! | | | MICHELLE M. | REGION CASE MANAGER
11/8/2019 2:44:00 PM	FROM:[redacted] | SENT: FRIDAY, NOVEMBER 8, 2019 1:25 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: AUTOMATIC REPLY: VOLKSWAGEN CUSTOMER CARE [redacted] | | | THANK YOU FOR YOUR EMAIL. I WILL BE OUT OF THE OFFICE ON FRIDAY (11/8), RETURNING MONDAY, 11/11. | | | IF YOU NEED ENGINEERING ASSISTANCE, PLEASE CONTACT: | [redacted] | ---------- OR ---------- | [redacted] | |
11/11/2019 11:42:00 AM	FROM:[redacted] | | SENT: MONDAY, NOVEMBER 11, 2019 11:34 AM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | HI MICHELLE, | | I HAVE BEEN TOO BUSY TO SCHEDULE MY CAR FOR SERVICE (AGAIN). I AM CONCERNED THAT VACAVILLE VW TOOK MY $ 160 TO INVESTIGATE/CORRECT MY AIR BAG LIGHT AND NOW I AM BEING TOLD TO GO TO ANOTHER DEALERSHIP TO CORRECT THIS SAME PROBLEM??? DO I HAVE TO PAY THEM TOO? THIS SEEMS LIKE ANOTHER DESIGN FLAW WITH THIS PROBLEMATIC 2012 JETTA--- AND/OR VACAVILLE VW SERVICE WASN┬┐T QUALIFIED TO PROVIDE AIR BAG SERVICE. SO FAR I REMAIN A VERY UNHAPPY VW CUSTOMER. | | | [redacted] | SR. APPLICATIONS ENGINEER | | WESTERN REGION LEAD ENGINEER | | | XYLEM WATER SOLUTIONS USA, INC.- FLYGT PRODUCTS | [redacted] | | FAIRFIELD, CA[redacted] | O:[redacted] M:[redacted] | | | | | RCM TO REVIEW
11/18/2019 2:07:00 PM	REFERENCE #[redacted] | | | MR.[redacted] | | | THANK YOU FOR GETTING BACK TO ME. I HOPE YOU ENJOYED YOUR WEEKEND! | | | I AM VERY SORRY FOR ANY INCONVENIENCES OR FRUSTRATIONS YOU HAVE BEEN EXPERIENCING IN THIS SITUATION. AS YOUR JETTA IS SIGNIFICANTLY OUTSIDE OF ANY APPLICABLE WARRANTIES, YOU WOULD MOST LIKELY HAVE TO PAY FOR THE DIAGNOSIS. I WOULD BE HAPPY TO FOLLOW-UP ON A FUTURE VW DEALERSHIP DIAGNOSIS ONCE THAT IS SCHEDULED, HOWEVER VACAVILLE VOLKSWAGEN IS NOT AN AVAILABLE SCHEDULING OPTION. | | | IF YOU NEED ANY ADDITIONAL SCHEDULING ASSISTANCE, OR WOULD LIKE TO CONFIRM AN UPCOMING APPOINTMENT A ANOTHER AUTHORIZED VOLKSWAGEN DEALERSHIP, FEEL FREE TO REPLY TO THIS EMAIL, OR CONTACT CUSTOMER CARE AT: (800) 822-8987. | | | THANK YOU, | | | MICHELLE M. | REGION CASE MANAGER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWLP7AJ2CM[redacted]
Owner Or Fleet	[redacted] Suisun City, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	10/7/2019	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

11/18/2019 2:24:00 PM	FROM: [redacted] | | SENT: MONDAY, NOVEMBER 18, 2019 2:18 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | MICHELE, | | WOULD I BE ELIGIBLE FOR A REFUND OF THE $ 160 I PAID VACAVILLE VW FOR A FAILED DIAGNOSTIC SERVICE? OTHERWISE I┬┐M THINKING I AM THE VICTIM OF A SCAM. I┬┐VE OWNED OTHER CAR BRANDS AND I HAVE NOT HAD THE RELIABILITY ISSUES THAT THIS CERTIFIED PRE-OWNED 2012 JETTA SEL HAS. IT HAS STRANDED ME MULTIPLE TIMES, INCLUDING AN ELECTRONIC THROTTLE CABLE--- WHICH VW RECOMMENDS PAYING $$$ FOR A PERIODIC PREVENTIVE MAINTENANCE TO KEEP IT FROM HAPPENING AGAIN???? | | | I WAS ALSO CURIOUS WHY YOU SAID THAT VACAVILLE VW WAS NO LONGER AN OPTION (?). IS THAT BECAUSE OF THE YELP REVIEW I SUBMITTED LAST WEEK? THEY HAVE NEVER TRIED TO CALL OR OFFER TO MAKE IT UP. | | | REGARDS, | | | [redacted] | SR. APPLICATIONS ENGINEER | | WESTERN REGION LEAD ENGINEER | | | [redacted] | | FAIRFIELD, CA [redacted] | O: [redacted] M [redacted] | | [redacted] |
11/18/2019 6:43:00 PM	REFERENCE # [redacted] | | | HELLO MR. [redacted] | | | | THANK YOU FOR YOUR PROMPT FEEDBACK AND THIS IS REVIEWED INTERNALLY. | | | | I DID LOOK ONTO YOUR NEWEST REQUESTS AND QUESTIONS. IN REGARDS TO YOUR PREVIOUS DIAGNOSTIC FEE, VOLKSWAGEN WOULD NOT BE IN THE POSITION TO MEET YOUR REQUESTS FOR A REFUND OF THAT DIAGNOSIS AT VACAVILLE VOLKSWAGEN. AS OUR CUSTOMER-FACING TECHNICAL RESOURCE, OUR DEALERSHIPS DO NEED TO BE PAID FOR THE LABOR PERFORMED ON YOUR VEHICLE. | | | | AS PREVIOUSLY MENTIONED, IT IS RECOMMENDED THAT YOU CONTINUE ANY FUTURE SERVICES ON YOUR VEHICLE TO VISIT ANOTHER AUTHORIZED VOLKSWAGEN DEALERSHIP. OUR DEALERSHIP ARE OUR VALUED PARTNERS, AND WE WOULD SUPPORT DECISIONS MADE BY OUR DEALERSHIP┬┐S MANAGEMENT AS THEY ARE INDEPENDENTLY OWNED AND OPERATED. | | | | THANK YOU, | | | | MICHELLE M. | | REGION CASE MANAGER | |
11/21/2019 12:48:00 PM	CLOSED PENDING CUSTOMER CONTACT.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A30EC[redacted]
Owner Or Fleet	[redacted] WINTER PARK, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	10/7/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/7/2019 1:15:00 PM	CUSTOMER SUBSEQUENT OWNER, WIFE, [redacted]HAD A 2012 ROUTAN, AND 2008 AUDI, (VERIFIED) IS CALLING TO SEE IF THERE IS RECALL FOR THE AIRBAG CLOCK SPRING, NOTED THIS ONLINE, STATES HORN AND STEERING WHEEL CONTROLS DO NOT WORK, AIRBAG LIGHT IS ON. | | | CO ADVISED OPEN RECALLS FOR ECM SOFTWARE UPDATE, HEADLIGHT SCREW CAP ADJUSTMENT, WARRANTY EXTENSION FOR THE ARIBAG CLOCK SPRING FOR 10/120, WCF. | | | CUSTOMER STATES HE WILL REACH OUT TO DEALER WHERE HE SERVICES, FORMERLY DAVID MAUS, OW ORLANDO VW. NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A31FC[redacted]
Owner Or Fleet	[redacted] Great Neck, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	10/7/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/7/2019 2:40:00 PM	CUSTOMER STATES; VEHICLE HAD LETTER FOR TAKATA RECALL THAT WAS COMPLETED BUT HAS SINCE HAD THE VEHICLE IN MULTIPLE TIMES FOR THE LIGHT ON BUT STILL HAS THE ISSUE. | | | CUSTOMER SEEKS; TO HAVE CASE CREATED AND INFORMATION DOCUMENTED. | | | CO ADVISED; INFORMATION IS DOCUMENTED, AND A CASE NUMBER EMAIL HAS BEEN SENT. APPOINTMENT; DECLINED. ADVISED THAT DEALER ARE OUR TECHNICAL EXPERTS AND WOULD WANT TO HAVE ISSUE DIAGNOSED TO SEE WHAT CAN BE DONE TO REPAIR THE ISSUE. | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWDT7A3XH[redacted]
Owner Or Fleet	[redacted]	West Palm Beach, FL, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	10/7/2019	Incident Date	N/A
Mileage	31,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/7/2019 5:30:00 PM	CUSTOMER STATES: HIS VEHICLE IS AT DEALER 405245 DUE TO THE AIRBAG LIGHT AND OTHER WARNING LIGHTS GOING ON; DEALER IS TELLING HIM THAT THE CONCERN IS NOT FIXED UNDER WARRANTY BECAUSE THE IN SERVICE DATE IT 8/15/16 EVEN THOUGH HE LEASED THE VEHICLE IN 2017; IS JUST CONFUSED AS TO WHEN THE WARRANTY STARTS | | | CUSTOMER SEEKING: WHEN THE WARRANTY STARTED ON HIS VEHICLE | | | CO ADVISED: THE WARRANTY ON YOUR VEHICLE STARTED ON 8/15/16; YOU DO HAVE AN EXTENDED WARRANTY FOR THE AIRBAG CLOCK SPRING SO I WOULD HAVE THE DEALER LOOK INTO THAT | | | CUSTOMER THANKED | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN9CE[redacted]
Owner Or Fleet	[redacted] SAN DIEGO, CA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	10/7/2019	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/7/2019 6:01:00 PM	CUSTOMER STATES; THEY HAVE AN OPEN RECALLS FOR AIR BAG AND JUST WANT TO CONFIRM | | | CUSTOMER SEEKS; TO CONFIRM OPEN RECALLS FOR AIRBAG | | | CO ADVISED; | | AIRBAG CLOCK SPRING WARRANTY EXT 15Y | | | NOTICE: THIS WARRANTY IS VALID ONLY UNTIL THE VEHICLE REACHES THE END DATE OR END MILEAGE DISPLAYED BELOW, WHICHEVER OCCURS FIRST. | | | STATUS: ACTIVE START DATE: 2011-06-06 END MILEAGE: 999999 MI IMPORTER: USA444 | | CONTRACT TYPE: 05 END DATE: 2026-06-06 START MILEAGE: 1 MI DEALER NUMBER: | | | SCHEDULED APPOINTMENT FOR 10/08/19 AT 7:00 AM | | | NO FURTHER ACTION | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A3XHC[redacted]
Owner Or Fleet	[redacted]		BOCA RATON, FL, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	10/8/2019	Incident Date	N/A
Mileage	37,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/8/2019 3:27:00 PM	CUSTOMER STATES HER 2ND VW LEASE, LEASED A 2014 JETTA IN PAST, PARENTS AND BROTHER OWN VWS, STATES AIRBAG LIGHT CAME ON,VEHICLE WOULD NOT START, WAS TOWED TO DEALER 405074 ON 10-3, DEALER IS IN PROCESS OF REPLACING BATTERY FOR COST TO HER OF 200.00, STATES THE MAIN ISSUE SHE IS ADDRESSING IS THE AIRBAG LIGHT AND A LETTER SHE RECEIVED AWHILE AGO ABOUT RECALL FOR AIRBAG. | | | CO ADVISED THE ONLY OPEN RECALL IS FOR HEADLIGHT SCREW CAPS, THERE IS A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING FOR 10/120, WCF IF THIS IS LETTER SHE MENTIONED. | | | CUSTOMER STATES SHE LEASES VEHICLES BECAUSE OF THE WARRANTY, PLANS TO LEASE ANOTHER WHEN THIS LEASE IS OVER IN MARCH, 2020, WAS TOLD BY LARRY IN SERVICE THAT VW WILL PAY 80% OF REPAIR AND THIS LEAVES HER WITH 200.00 WHICH IS HER VEHICLE PAYMENT, IS ASKING THIS BE COVERED, IS JUST OUTSIDE BY 1000 MILES. | | | CO ADVISED DEALER MOST LIKELY CONTACTED VW AND THIS IS DECISION TO COVER 80% AND WE DO SUPPORT VWS DECISONS BUT WILL ASSIGN TO A RCM FOR VERIFICATION AND SHE CAN EXPECT RETURN CALL BY COB TOMORROW, THE 9TH. CUSTOMER STATES SHE HAS BEEN PAYING FOR A RENTAL SINCE THE 3RD, IS EXPENSIVE, DEALER DID NOT HAVE A LOANER, WANTS THIS TAKEN CARE OF QUICKLY. CO ADVISED SHE WILL ASSIGN TO RCM
10/8/2019 4:15:00 PM	CUSTOMER IS NOT SATISFIED WITH VW PAYING 80% TOWARD A REPAIR, IS HAVING BATTERY REPLACED AND ANOTHER REPAIR DUE TO AIRBAG LIGHT, IS LEASING, HAD A 2014 JETTA AND PLANS TO LEASE ANOTHER VW, PARENTS AND BROTHER HAVE VWS, WORKING WITH LARRY AT GUNTHER 405074. | | | CO DID ADVISE CUSTOMER WE SUPPORT VWS DECISION BUT WILL VERIFY. CUSTOMER CAN BE REACHED AT [redacted]
10/9/2019 1:05:00 PM	GOOD MORNING! ┬┐ | | | I HAVE A NEW CASE FOR YOU TODAY, PLEASE SEE BELOW: | | | 1VWAT7A3XHC[redacted] | | | CUSTOMER STATES: AIRBAG LIGHT IS ON. VEHICLE WAS TOWED ON 10/3/2019 BECAUSE THE VEHICLE WOULD NOT START. CUSTOMER ADVISED DEALER IS STATING CUSTOMER NEEDS A NEW BATTERY AND THAT IT WOULD BE $200. CUSTOMER MENTIONED VWOA IS ASSISTING FOR 80% OF THE REPAIRS AND CUSTOMER LEFT WITH A FEE OF $200. | | | CUSTOMER SEEKS: FINANCIAL ASSISTANCE WITH THE REMAINING COST FOR REPAIRS. | | | | | I AM SEEKING THE FOLLOWING: | | ┬┐ WHAT DATE DID THE VEHICLE COME IN? | | ┬┐ WHAT WAS THE GUESTS CONCERN? | | ┬┐ CLARIFICATION ON DIAGNOSIS? | | ┬┐ WHAT PARTS NEED TO BE REPLACED? | | ┬┐ ANY OTHER PERTINENT INFORMATION? | | | WOULD YOU LIKE TO USE VW┬┐S GOODWILL PROGRAM TO ASSIST THIS CUSTOMER? | | | IF YES TO GOODWILL, WILL YOU MAKE THE OFFER OR WOULD YOU PREFER I DO? IF THE CUSTOMER IS CONTRIBUTING, WHAT IS THEIR OUT THE DOOR PRICE? | | | THANK YOU IN ADVANCE, | | | RCM TO CALL CUSTOMER
10/9/2019 1:35:00 PM	RCM INTRODUCED HERSELF TO CUSTOMER; RCM WANTED TO GAIN CLARIFICATION ON CASE; CUSTOMERS CONCERNS INITIALLY WERE REGARDING THE AIRBAG; 10/3: CUSTOMER TOWED VEHICLE TO VW DEALER BECAUSE THE AIRBAG LIGHT CAME ON AND VEHICLE WOULD NOT START; LARRY ADVISED BEFORE THE DIAGNOSIS WAS COMPLETED THAT THE BATTERY NEEDED TO BE REPLACED AND WHEN HE WAS TYPING THE DIAGNOSIS HE SAID THE CUSTOMER CAME IN FOR THE BATTERY, WHICH CUSTOMER DID NOT COME IN FOR BATTERY CONCERNS; CUSTOMER HAS A RENTAL VEHICLE EVER SINCE; 10/7: LARRY CALLED CUSTOMER AND HE SAID HE FOUND CUSTOMER A COUPON AND DROPPED THE PRICE FOR THE BATTERY FROM $200 TO $150. LARRY ADVISED THEY RAN A DIAGNOSIS ON THE VEHICLE; DEALER WANTS TO PUT THE BATTERY IN THE VEHICLE FIRST AND THEN LOOK INTO NEXT STEPS IF THAT DOES NOT HELP; LARRY SPOKE WITH SERVICE MANAGER PATTI AND ADVISED THE AIRBAG WOULD BE $90; CUSTOMER DOES NOT KNOW WHAT IS WRONG WITH AIRBAG; VW WOULD COVER 80% OF THE REPAIRS (900$) AND CUSTOMER WOULD BE RESPONSIBLE FOR $200 FOR THE AIRBAG REPAIRS; CUSTOMER TURNS VEHICLE IN ON MARCH; THEY REPLACED THE BATTERY BUT WAITING ON DIRECTION FOR THE AIRBAG; IF THE AIRBAG IS NOT COVERED THEN CUSTOMER WILL NOT HAVE IT REPLACED; CUSTOMER STATES CAN VWOA ASSIST 100% FOR REPAIRS; RCM ADVISED THE DEALER ALREADY REACHED OUT TO VW CUSTOMER CARE CENTER FOR ASSISTANCE ON REPAIRS AND VWOA ADVISED WE WOULD ASSIST WITH 80% OF REPAIRS ONLY AND THAT IS OUR FINAL DECISION, THE VEHICLE IS OUTSIDE OF THE APPLICABLE WARRANTY BY 1,000 MI, WE ARE PROVIDING FINANCIAL ASSISTANCE AS A GOODWILL GESTURE. CUSTOMER STATES CAN VWOA ASSIST WITH REPAIRS WITH THE BATTERY; RCM ADVISED CAN SPEAK WITH VW DEALER IN REGARDS TO POSSIBLE ASSISTANCE BUT RCM CANNOT PROMISE ANYTHING SINCE VWOA IS ALREADY ASSISTING WITH REPAIRS TOWARD THE AIRBAG REPAIR; CUSTOMER STATES WHY DOES CUSTOMER HAVE TO PAY FOR THE DIAGNOSIS FEE IF THEY DIDN'T COMPLETE THE DIAGNOSIS UNTIL MONDAY; RCM ADVISED BECAUSE THERE IS LABOR TIME INVOLVED IN DIAGNOSING VEHICLE, CUSTOMER HAS TO

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A3XH[redacted]
Owner Or Fleet	[redacted]		BOCA RATON, FL[redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	10/8/2019	Incident Date	N/A
Mileage	37,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/9/2019 2:28:00 PM	CONTINUED COMMENT: PAY FOR THE TIME THEY SPENT IN DIAGNOSING VEHICLE CONCERNS AND THEY SET THEIR OWN PRICING AS WELL, SO VWOA HAS NO SAY IN THEIR PRICING AS THEY ARE INDEPENDENTLY OWNED AND OPERATED; CUSTOMER ACKNOWLEDGED; RCM ADVISED WILL FOLLOW UP WITH CUSTOMER BY COB 10/10; CUSTOMER ACCEPTED; | | | | RCM TO CALL DEALER
10/9/2019 9:15:00 AM	RCM LEFT SM A VOICEMAIL, REQUESTING CALL BACK; | | | | RCM TO WAIT DEALER CONTACT
10/10/2019 1:12:00 PM	RCM LEFTVOICEMAIL AND ADVISED WANTED TO TOUCH BASE ON CASE; RCM PROVIDED CONTACT INFORMATION - 800-822-8987, PRESS OPTION #9 AND DIAL EXT-43341; | | | | RCM TO EMAIL CUSTOMER 10/14
10/10/2019 11:30:00 AM	10/9: SERVICE MANAGER CALLED RCM AND ADVISED CUSTOMER HAS THE AIRBAG CLOCK SPRING AND WILL BE COVERED 100% FOR THE REPAIRS SINCE THE CUSTOMER HAS THE AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 10YRS/120K MI WOF; CUSTOMER WOULD BE RESPONSIBLE FOR THE BATTERY COST; | | | | RCM TO CALL CUSTOMER 10/10
10/11/2019 10:23:00 AM	CUSTOMER DID GET A RENTAL VEHICLE AND ON HER WAY TO SCHOOL; THERE WAS DAMAGE ON THE RIGHT REAR BUMPER AND IT WASN'T THERE WHEN CUSTOMER DROPPED OFF VEHICLE; LARRY CANNOT FIX THAT TODAY BUT CAN FIX IT ANOTHER DAY; LARRY DID NOTATE ABOUT THE DAMAGE AND THAT CUSTOMER WOULD NOT BE RESPONSIBLE FOR THOSE REPAIRS; LARRY WAS VERY NICE. RCM WOULD LIKE TO TOUCH BASE WITH CUSTOMER BY COB 10/14 TO ENSURE VEHICLE IS DRIVING FINE AND TO FIND OUT IF CUSTOMER SCHEDULED APPOINTMENT FOR THE DAMAGE ON THE RIGHT REAR BUMPER; CUSTOMER ACCEPTED; | | | | RCM TO CALL CUSTOMER
10/11/2019 9:03:00 AM	CUSTOMER STATES REQUESTING A CALL BACK; PICKED UP VEHICLE TODAY, LARRY SAID HE WOULD CALL CUSTOMER; CUSTOMER CANNOT DROP VEHICLE OFF FOR 5 MORE DAYS; CUSTOMER IS GETTING ERROR MESSAGE FOR THE CRUISE CONTROL AND THAT WASN'T THERE BEFORE CUSTOMER DROPPED OFF VEHICLE AT VW DEALER; CUSTOMER PAID FOR THE BATTERY; | | | | RCM TO CALL CUSTOMER | | |
10/11/2019 9:05:00 AM	CUSTOMER STATES: CLOCK SPRING WAS FAULTY; REMOVED AND REINSTALLED STEERING WHEEL; THE ALIGNMENT OF THE STEERING WHEEL IS NOT ALIGNED CORRECTLY; LARRY CALLED CUSTOMER BEFORE PICKING VEHICLE UP YESTERDAY AND HE ASKED THE CUSTOMER IS SHE HAD PROBLEMS WITH THE CRUISE CONTROL BEFORE VEHICLE WAS DROPPED OFF, CUSTOMER STATES NO; LARRY THEN ASKED CUSTOMER IF SHE USES CRUISE CONTROL AND CUSTOMER SAID NO; LARRY SAID "OKAY DON'T WORRY ABOUT IT THEN." CUSTOMER IS DROPPING VEHICLE OFF RIGHT NOW AND WAITING TO FIND OUT IF VEHICLE IS GOING TO BE THERE LONGER THAN IT SHOULD BE. RCM ADVISED WILL CALL SERVICE MANAGER THEN CALL CUSTOMER; | | | | RCM TO CALL SERVICE MANAGER;
10/11/2019 9:34:00 AM	RCM IS REQUESTING UPDATE ON CASE; RCM PROVIDED DIRECT EXTENSION; | | | | RCM TO CALL CUSTOMER
10/11/2019 9:35:00 AM	RCM CALLED CUSTOMER AND ADVISED WAITING ON SERVICE MANAGER TO CALL RCM BACK; CUSTOMER STATES WAITING ON LARRY TO SPEAK WITH SERVICE MANAGER IN REGARDS TO POSSIBLY GETTING CUSTOMER IN A LOANER VEHICLE; RCM ADVISED CUSTOMER TO CALL RCM BACK WITH UPDATE; CUSTOMER ACCEPTED; | | | | RCM TO WAIT CUSTOMER CONTACT
10/14/2019 2:54:00 PM	RCM LEFT VOICEMAIL AND ADVISED JUST MISSED CUSTOMERS CALL; RCM CALLING CUSTOMER BACK; RCM PROVIDED CONTACT INFORMATION - 800-822-8987, PRESS OPTION #9 AND DIAL EXT-43341; | | | | RCM TO WAIT CUSTOMER CONTACT 10/15

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A3XHC[redacted]
Owner Or Fleet	[redacted]		BOCA RATON, FL, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	10/8/2019	Incident Date	N/A
Mileage	37,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/15/2019 11:11:00 AM	GOOD MORNING DAVE AND PATTI! | | | | JUST WANTED TO FOLLOW UP ON THIS CASE. CUSTOMER LEFT ME A VOICEMAIL YESTERDAY AND SHE SHARED SHE WAS PROVIDED A RENTAL VEHICLE FROM FRIDAY 10/12 ┬┐ SATURDAY 10/13. CUSTOMER WAS ADVISED YESTERDAY THAT NO REPAIRS WERE GOING TO BE DONE TO THE CRUISE CONTROL BECAUSE THE PROBLEM WAS THERE PRIOR. HOWEVER, WHEN THE VEHICLE WAS FIRST SCANNED THERE WERE NO PROBLEMS WITH THE CRUISE CONTROL. CUSTOMER POINTED OUT THAT THE WHEEL WAS NOT ALIGNED CORRECTLY AND WAS ADVISED THAT THE VEHICLE NEEDED A WHEEL ALIGNMENT BUT CUSTOMER WAS NOT ADVISED OF THIS WHEN THEY COMPLETED THE BATTERY REPAIR AND THEN DID A 20 POINT INSPECTION. CUSTOMER WAS WORKING WITH LARRY. | | | ANY INFORMATION ON THIS CASE, WOULD BE GREATLY APPRECIATED. | | | THANKS, | | | SAIDA H | | | RCM TO WAIT DEALER EMAIL
10/15/2019 2:54:00 PM	RCM CALLED CUSTOMER IN REGARDS TO CASE; RCM ADVISED RCM DID RECEIVE CUSTOMERS VM; RCM APOLOGIZED FOR CONCERNS WITH VEHICLE; CUSTOMER STATES VEHICLE WAS PICKED UP ON SATURDAY 10/12; CUSTOMER STATES VW DEALER WOULD NOT FIX THE CRUISE CONTROL BECAUSE THEY STATED IT WAS THERE PRIOR, HOWEVER WHEN THEY SCANNED THE VEHICLE THERE WERE NO PROBLEMS WITH THE CRUISE CONTROL; CUSTOMER WAS ADVISED THAT THE REPAIRS TO THE CRUISE CONTROL WOULD BE AT CUSTOMERS EXPENSE; RCM DID REACH OUT TO DEALER BUT WAITING ON FEEDBACK; RCM WILL FOLLOW UP WITH CUSTOMER BY COB 10/16; CUSTOMER ACCEPTED; | | | RCM TO EMAIL DEALER
10/15/2019 8:43:00 AM	VM LEFT 10/14@ 2:51PM | | | CUSTOMER STATES THEY GAVE CUSTOMER A RENTAL FROM FRIDAY-SATURDAY; SATURDAY CUSTOMER WAS ADVISED VW DEALER WOULD NOT FIX THE CRUISE CONTROL BECAUSE THEY STATED IT WAS THERE PRIOR, HOWEVER WHEN THEY SCANNED THE VEHICLE THERE WERE NO PROBLEMS WITH THE CRUISE CONTROL; CUSTOMER POINTED OUT THAT THE WHEEL WAS NOT ALIGNED CORRECTLY, VW DEALER ADVISED THE VEHICLE NEEDED A WHEEL ALIGNMENT BUT CUSTOMER WAS NOT ADVISED OF THIS WHEN THEY COMPLETED THE BATTERY REPAIR AND THEN DID A 20 POINT INSPECTION; CUSTOMER SEEKS RCM TO CALL CUSTOMER BACK; | | | RCM TO CALL CUSTOMER
10/16/2019 3:26:00 PM	RCM LEFT VOICEMAIL AND ADVISED WAITING ON DEALER FEEDBACK; RCM WILL FOLLOW UP BY COB 10/17; RCM PROVIDED CONTACT INFORMATION - 800-822-8987, PRESS OPTION #9 AND DIAL EXT-43341; | | | RCM TO EMAIL DEALER
10/16/2019 9:40:00 AM	HELLO ┬┐ | | | WHENEVER YOU GET A CHANCE, PLEASE REVIEW CASE BELOW. | | | THANKS, | | | SAIDA | | | RCM TO WAIT DEALER EMAIL
10/17/2019 10:04:00 AM	RCM LEFT SM A VOICEMAIL, REQUESTING CALL BACK; | | | RCM TO WAIT DEALER CONTACT
10/17/2019 10:05:00 AM	GOOD MORNING [redacted] | | | JUST WANTED TO FOLLOW UP ON THIS CASE. CUSTOMER LEFT ME A VOICEMAIL AND SHE SHARED SHE WAS PROVIDED A RENTAL VEHICLE FROM FRIDAY 10/12 ┬┐ SATURDAY 10/13. CUSTOMER WAS ADVISED YESTERDAY THAT NO REPAIRS WERE GOING TO BE DONE TO THE CRUISE CONTROL BECAUSE THE PROBLEM WAS THERE PRIOR. HOWEVER, WHEN THE VEHICLE WAS FIRST SCANNED THERE WERE NO PROBLEMS WITH THE CRUISE CONTROL. CUSTOMER POINTED OUT THAT THE WHEEL WAS NOT ALIGNED CORRECTLY AND WAS ADVISED THAT THE VEHICLE NEEDED A WHEEL ALIGNMENT BUT CUSTOMER WAS NOT ADVISED OF THIS WHEN THEY COMPLETED THE BATTERY REPAIR AND THEN DID A 20 POINT INSPECTION. CUSTOMER WAS WORKING WITH LARRY. | | | ANY INFORMATION ON THIS CASE, WOULD BE GREATLY APPRECIATED. | | | THANKS, | | | SAIDA H | | | RCM TO WAIT DEALER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A3XHC[redacted]
Owner Or Fleet	[redacted] BOCA RATON, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	10/8/2019	Incident Date	N/A
Mileage	37,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/17/2019 10:59:00 AM	SERVICE MANAGER AND PETE (TECHNICIAN) ADVISED THE VEHICLE CAME IN BECAUSE THE VEHICLE WOULD NOT START; THEY REPLACED THE BATTERY AND THE AIRBAG CLOCK SPRING AND YOU WOULD NOT KNOW IF THE SWITCHES WORKED OR NOT UNTIL AFTER THE AIRBAG CLOCK SPRING WAS REPLACED; VEHICLE IS NO LONGER AT DEALER AND WHEN THE VEHICLE LEFT THE DEALER THE HORN WAS WORKING, NO AIRBAG LIGHT WAS ON AND ALL OF THE STEERING WHEEL CONTROLS EXCEPT THE CRUISE CONTROL WORKED; IN REGARDS TO THE WHEEL ALIGNMENT, CUSTOMER WOULD BE RESPONSIBLE FOR THAT ALIGNMENT; WITH DAMAGE TO THE REAR BUMPER, BOTH TECHNICIANS THAT WORKED ON THE VEHICLE CAN VERIFY THAT THE DAMAGE WAS ALREADY THERE PRIOR TO THE CUSTOMER BRINGING THE VEHICLE INTO VW DEALER; VW DEALER CHECKED THE CARFAX AND VERIFIED THAT THE VEHICLE WAS INVOLVED IN 2 ACCIDENT, ONE ON 3/27/2018 TO THE FRONT BUMPER AND THE SECOND ONE ON 7/7/2019 TO THE REAR BUMPER; RCM THANKED FOR INFORMATION; | | | RCM TO CALL CUSTOMER
10/17/2019 4:07:00 PM	RCM LEFT VOICEMAIL AND ADVISED WAITING ON DEALER FEEDBACK; RCM PROVIDED CONTACT INFORMATION - 800-822-8987, PRESS OPTION #9 AND DIAL EXT-43341; | | | RCM TO EMAIL CUSTOMER IF NO CONTACT 10/21
10/18/2019 10:38:00 AM	CUSTOMER STATES WOULD LIKE TO BE TRANSFERRED TO EXT 43341 TO SPEAK WITH RCM | | | CUSTOMER SEEKING TO SPEAK WITH RCM | | | CUSTOMER ADVOCATE REACHED OUT TO RCM AND TRANSFERRED CALL | | | RCM TO REVIEW | | |
10/18/2019 10:50:00 AM	CUSTOMER TRANSFERRED LIVE; RCM ADVISED SERVICE MANAGER AND PETE (TECHNICIAN) ADVISED THE VEHICLE CAME IN BECAUSE THE VEHICLE WOULD NOT START; THEY REPLACED THE BATTERY AND THE AIRBAG CLOCK SPRING AND YOU WOULD NOT KNOW IF THE SWITCHES WORKED OR NOT UNTIL AFTER THE AIRBAG CLOCK SPRING WAS REPLACED; VEHICLE IS NO LONGER AT DEALER AND WHEN THE VEHICLE LEFT THE DEALER THE HORN WAS WORKING, NO AIRBAG LIGHT WAS ON AND ALL OF THE STEERING WHEEL CONTROLS EXCEPT THE CRUISE CONTROL WORKED; IN REGARDS TO THE WHEEL ALIGNMENT, CUSTOMER WOULD BE RESPONSIBLE FOR THAT ALIGNMENT; WITH DAMAGE TO THE REAR BUMPER, BOTH TECHNICIANS THAT WORKED ON THE VEHICLE CAN VERIFY THAT THE DAMAGE WAS ALREADY THERE PRIOR TO THE CUSTOMER BRINGING THE VEHICLE INTO VW DEALER; VW DEALER CHECKED THE CARFAX AND VERIFIED THAT THE VEHICLE WAS INVOLVED IN 2 ACCIDENT, ONE ON 3/27/2018 TO THE FRONT BUMPER AND THE SECOND ONE ON 7/7/2019 TO THE REAR BUMPER; CUSTOMER STATES THE FRONT WAS REPLACED AND FIXED; CUSTOMER DOES NOT CARE ABOUT THE DAMAGE ON VEHICLE; CUSTOMER STATES NONE OF THE BUTTONS ON THE LEFT SIDE, THOSE ARE THE BUTTONS FOR THE CRUISE CONTROL, NOW BECAUSE THEY DON'T WORK, CUSTOMER IS GETTING A MESSAGE SAYING THE CRUISE CONTROL DOES NOT WORK AND CUSTOMER IS NOT ABLE TO SEE MILEAGE ON VEHICLE; THE RIGHT SIDE OF THE STEERING WHEEL CONTROLS DO WORK; CUSTOMER STATES THE VEHICLE WAS ON AND THAT THERE WAS NOTHING WRONG WITH THE BATTERY; RCM ADVISED WILL TOUCH BASE WITH DEALER AND CUSTOMER BY COB 10/21; CUSTOMER THANKED; | | | RCM TO CALL DEALER
10/18/2019 11:42:00 AM	RCM CALLING IN REGARDS TO CASE; RCM PROVIDED LAST 8 OF VIN, BRIEF DETAIL OF CASE AND REQUESTED CALL BACK; | | | RCM TO EMAIL DEALER
10/18/2019 11:51:00 AM	HEY PATTI, | | | CAN YOU GIVE ME A CALL BACK ON THIS CASE? | | | THANKS, | | | SAIDA | | | RCM TO WAIT DEALER CONTACT
10/18/2019 5:17:00 PM	SERVICE MANAGER CALLING RCM BACK ON CASE; RCM ADVISED CUSTOMER STATES THE FRONT WAS REPLACED AND FIXED; CUSTOMER DOES NOT CARE ABOUT THE DAMAGE ON VEHICLE; CUSTOMER STATES NONE OF THE BUTTONS ON THE LEFT SIDE, THOSE ARE THE BUTTONS FOR THE CRUISE CONTROL, NOW BECAUSE THEY DON'T WORK, CUSTOMER IS GETTING A MESSAGE SAYING THE CRUISE CONTROL DOES NOT WORK AND CUSTOMER IS NOT ABLE TO SEE MILEAGE ON VEHICLE; THE RIGHT SIDE OF THE STEERING WHEEL CONTROLS DO WORK; CUSTOMER STATES THE VEHICLE WAS ON AND THAT THERE WAS NOTHING WRONG WITH THE BATTERY; SERVICE MANAGER ADVISED CUSTOMER IS RESPONSIBLE FOR THE REPAIRS NEEDED ON THE VEHICLE; RCM REQUESTED SERVICE MANAGER SEND RCM REPAIR ORDER; SERVICE MANAGER ADVISED REPAIR ORDER WAS JUST SENT; RCM VERIFIED REPAIR ORDER WAS RECEIVED; RCM WILL FOLLOW WITH SERVICE MANAGER; | | | RCM TO REVIEW CASE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A3XHC[redacted]
Owner Or Fleet	[redacted]		BOCA RATON, FL, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	10/8/2019	Incident Date	N/A
Mileage	37,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/18/2019 5:25:00 PM	HI SAIDA, | | | | HERE┬┐S THE REPAIR ORDER YOU REQUESTED. | | | PATTI | | | | | MEDIA ATTACHED IN DOC CENTER
10/18/2019 9:52:00 AM	CUSTOMER IS REQUESTING CALL BACK; | | | RCM TO CALL CUSTOMER
10/21/2019 4:38:00 PM	RCM LEFT VOICEMAIL AND ADVISED WAITING ON DEALER FEEDBACK; RCM PROVIDED CONTACT INFORMATION - 800-822-8987, PRESS OPTION #9 AND DIAL EXT-43341; | | | RCM TO CALL CUSTOMER 10/22
10/22/2019 4:51:00 PM	RCM LEFT VOICEMAIL AND ADVISED WAITING ON DEALER FEEDBACK; RCM PROVIDED CONTACT INFORMATION - 800-822-8987, PRESS OPTION #9 AND DIAL EXT-43341; | | | RCM TO EMAIL CUSTOMER 10/24
10/24/2019 10:52:00 AM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH YOUR PASSAT. | | | I┬┐VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. AT YOUR EARLIEST CONVENIENCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43341. YOU CAN ALSO REPLY TO THIS EMAIL. | | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | | SINCERELY, | | | | | SAIDA H | | REGION CASE MANAGER | | | | RCM TO CLOSE CASE 10/28; PENDING CUSTOMER CONTACT
10/28/2019 11:13:00 AM	NO FURTHER ACTION; PENDING CUSTOMER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWRP7ANXEE[redacted]
Owner Or Fleet	[redacted] Buena Park, CA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2014		
Report Date	10/9/2019	Incident Date	N/A
Mileage	67,730		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/9/2019 6:11:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN CUSTOMER ADVOCATE STATE; ORIGINAL OWNER; EXTENDED SERVICE PLAN WAS PURCHASED; TERMS OF EXTENDED WARRANTY: 7YR/72K WOF; VEHICLE WAS PURCHASED; VEHICLE IS FINANCED THROUGH VCI; BRAND LOYAL CUSTOMER 2ND VW; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIR BAG LIGHT, CLICKING STEERING WHEEL, BUTTONS ON STEERING WHEEL DOES NOT WORK, AND HORN DOES NOT WORK; VEHICLE IS CURRENTLY AT VW DEALERSHIP; DEALER STATES: AIRBAG CLOCK SPRING NEEDS TO BE REPLACED; WORKING WITH SERVICE ADVISOR DAVID FORD AT DEALER 422516; VEHICLE IN FOR AN OVERNIGHT REPAIR; CUSTOMER SEEKING: VEHICLE BUYBACK. | | | CUSTOMER STATES DOES NOT WANT VEHICLE.; | | | CO ADVISED CUSTOMER THAT THE CASE WILL BE ESCALATED TO RCM TO REVIEW CUSTOMER REQUEST FOR VEHICLE TO PURCHASE BACK. RCM TO CONTACT CUSTOMER BY COB 10/10/2019 AT [redacted] | | | CUSTOMER ACKNOWLEDGE | | | CO TO ESCALATED TO RCM
10/9/2019 6:12:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIR BAG CLOCK SPRING;
10/9/2019 6:24:00 PM	RCM TO REVIEW CUSTOMER REQUEST FOR VEHICLE TO PURCHASE BACK. RCM TO CONTACT CUSTOMER BY COB 10/10/2019 AT [redacted] [redacted] | | | RCM TO REVIEW
10/10/2019 1:43:00 PM	SERVICE ADVISOR ADVISED: VEHICLE WAS PICKED UP THIS MORNING; WILL HAVE REPAIR HISTORY SENT TO RCM | | | RCM TO WAIT DEALER EMAIL
10/10/2019 4:53:00 PM	VEHICLE IS OUTSIDE OF NVLW
10/10/2019 5:37:00 PM	RCM LEFT VOICE MAIL MESSAGE TO CUSTOMER: CALLING TO DISCUSS CASE; PROVIDED RCMS EXTENSION 43798 | | | RCM TO WAIT CUSTOMER CONTACT
10/10/2019 5:37:00 PM	HELLO, | | | THIS CUSTOMER HAS A BUYBACK REQUEST. | | | CUSTOMER BETTY SIKES | ORIGINAL OWNER OR SUBSEQUENT OWNER ORIGINAL OWNER | DATE OF PURCHASE 01/28/2014 | PLACE OF PURCHASE (DEALER/INDEP/PRIVATE) 491991 VOLKSWAGEN OF AMERICA INC | VIN WVWRP7ANXEE[redacted] | DEALERS WORKED WITH: 422516 | CURRENT VEHICLE LOCATION: WITH CUSTOMER | STATE THE VEHICLE IS REGISTERED IN: CALIFORNIA | | |
10/11/2019 11:47:00 AM	RCM LEFT VOICE MAIL MESSAGE TO DEALER: MS. [redacted] SEEKING GOODWILL TOWARD COST OF REPAIRS; PLEASE CALL BACK [redacted] | | | RCM TO WAIT DEALER CONTACT
10/11/2019 11:58:00 AM	CUSTOMER STATES: VEHICLE SHUT OFF ON HIGHWAY BUT DEALER WAS NEVER ABLE TO REPLICATE THE ISSUE; AFTER THAT HORN DID NOT WORK, STEERING WHEEL BUTTONS DID NOT WORK AND WOULD MAKE CLICKING NOISE; A RECALL WAS PERFORMED IN 04/2019; DOES NOT WANT TO WORK WITH 422516 AS THEY DO NOT STAND BEHIND THEIR WORKMANSHIP; CUSTOMER LEAVING BRAND; CUSTOMER FEELS THAT WORKMANSHIP FROM 422516 CAUSED CURRENT CONCERNS; VEHICLE IS AT INDEPENDENT HAVING THE REPAIRS DONE | | | CUSTOMER SEEKING: 422516 TO PAY FOR REPAIRS THAT ARE BEING DONE AT INDEPENDENT | | | RCM ADVISED: HAVE REACHED OUT TO 422516 AND MADE THEM AWARE OF CUSTOMERS REQUEST; AS THIS IS A WORKMANSHIP CONCERN ANY RESOLUTION WILL NEED TO BE WORKED OUT BETWEEN CUSTOMER AND 422516; RCM WILL FOLLOW UP WITH CUSTOMER BY COB 10/15 | | | RCM TO CALL DEALER
10/11/2019 8:41:00 AM	CUSTOMER LEFT VOICE MAIL MESSAGE TO RCM | | | RCM TO CALL CUSTOMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWRP7ANXEE[redacted]
Owner Or Fleet	[redacted] Buena Park, CA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2014		
Report Date	10/9/2019	Incident Date	N/A
Mileage	67,730		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/14/2019 11:35:00 AM	DEALER LEFT VOICE MAIL MESSAGE TO RCM: WOULD BE WILLING TO ASSIST THIS CUSTOMER; NEED TO KNOW THE PROCESS | | | RCM TO CALL DEALER
10/14/2019 12:11:00 PM	DEALER ADVISED: SERVICE MANAGER IS BACK IN THE OFFICE; WILL HAVE SERVICE MANAGER REACH OUT TO RCM | | | RCM TO WAIT DEALER CONTACT
10/14/2019 2:25:00 PM	MEDIA ATTACHED IN DOC CENTER | | | | | FROM: WALKER, MATTHEW | | SENT: MONDAY, OCTOBER 14, 2019 12:23 PM | | TO: VWCAREMAILTEAM <VWCAREMAILTEAM@VW.COM> | | SUBJECT: [redacted] | | | GOOD AFTERNOON, | | | | PLEASE ATTACH THE ABOVE DOCUMENTS TO CASE #[redacted] | | | THANK YOU | | | | MATTHEW WALKER | | REGION CASE MANAGER | | VOLKSWAGEN CUSTOMER CARE | | | VOLKSWAGEN OF AMERICA, INC. | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | | UNITED STATES OF AMERICA | | TEL. +[redacted] | | FAX. +1 248 754 6504 | | EMAIL: EXTERN.MATTHEW.WALKER@VW.COM | |
10/14/2019 3:14:00 PM	SERVICE MANAGER ADVISED: RECALL COMPLETED BACK IN APRIL; SERVICE MANAGER DOES NOT FEEL THAT CURRENT CONCERNS ARE RELATED TO WORKMANSHIP FROM RECALL; SERVICE MANAGER NOT WILLING TO ASSIST FINANCIALLY | | | RCM TO CALL CUSTOMER
10/15/2019 4:03:00 PM	CUSTOMER ADVOCATE CALLED CUSTOMER; ADVISED CALLING ON BEHALF OF RCM; WANTED TO LET CUSTOMER KNOW THAT THE RCM DID HEAR BACK FROM THE SERVICE MANAGER MIKE AT THE DEALER; THEY DID LOOK INTO CUSTOMERS CONCERN AND THEY DO NOT SEE THIS CURRENT CONCERN IS RELATED TO RECALL WORK; | | | CUSTOMER STATES: DOES NOT BELIEVE THAT; BEEN DRIVING VW FOR 19 YEARS AND WILL NEVER BUY ANOTHER ONE AGAIN; CUSTOMER DISCONNECTED THE LINE; | | | CO TO REVIEW AND CLOSE
10/15/2019 5:17:00 PM	GOOD AFTERNOON, | | | SHE DID STATE ON HER CALL THAT SHE WANTED THE DEALERSHIP TO COVER HER CURRENT REPAIRS AS SHE FELT THEY WERE CAUSED BY THE WORKMANSHIP OF THE DEALER WHILE PERFORMING A RECALL. SHE CLARIFIED THAT SHE IS NOT SEEKING A BUYBACK (AT LEAST THAT IS HOW I INTERPRETED IT). HER PRIMARY CONCERN WAS THIS CURRENT REPAIR WHICH SHE IS HAVING DONE AT AN INDEPENDENT REPAIR FACILITY. SHE WANTED THE DEALER TO REIMBURSE HER FOR THE WORK BEING DONE AT THE INDEPENDENT. I SPOKE WITH THE DEALER AND THEY ARE NOT WILLING TO ASSIST AND DO NOT BELIEVE THIS IS A WORKMANSHIP CONCERN. UPON TELLING HER THIS INFORMATION SHE STATED SHE WOULD NOT BUY ANOTHER VW AND DISCONNECTED THE CALL. | | | | IF YOU WOULD LIKE, I CAN CALL HER AGAIN TO BE SURE THAT SHE IS NOT SEEKING A BUYBACK. | |
10/15/2019 7:51:00 AM	GOOD MORNING MATTHEW, | | | I REACHED OUT TO THE DEALER FOR REPAIR ORDERS AND THEY PROVIDED ME THIS FEEDBACK: | | | HEATHER | | | I JUST SPOKE TO MATT WALKER AND HE SAID THAT THIS IS NOT A BUYBACK AND HE DID NOT NEED THE FILE. PLEASE ADVISE. | | | MIKE ALUSICK | | SERVICE MANAGER | | TIMMONS OF LONG BEACH | | 3940 CHERRY AVE | | LONG BEACH CA 90807 | | 562-595-4601 X1305 | | MIKEA@TIMMONSLONGBEACH.COM | | | CAN YOU PLEASE CONFIRM IF THE CUSTOMER IS NOT REQUESTING A BUYBACK ANYMORE? | |
10/16/2019 7:48:00 AM	YES PLEASE. | | | UNLESS YOU HAVE IT DOCUMENTED THAT THE CUSTOMER STATED THEY DID NOT WANT A BUYBACK THEN THAT IS FINE TOO. YOU HAD SENT IT OVER FOR BUYBACK REVIEW SO I STARTED THE PROCESS. PLEASE, GOING FORWARD IF YOU RECEIVE UPDATES LIKE THIS FROM THE CUSTOMER, THAT THEY ARE NO LONGER SEEKING BUYBACK REVIEW, PLEASE EMAIL THE BOX BACK SO WE KNOW. | |
10/16/2019 8:11:00 PM	CUSTOMER STATES: NEVER WANTED VW TO BUYBACK THIS VEHICLE; WANTS DEALER TO FIX WORKMANSHIP CONCERN BUT THEY WILL NOT; LEAVING BRAND | | | NO FURTHER ACTION
10/16/2019 8:17:00 PM	GOOD EVENING, | | | MS. [redacted] CONFIRMED THAT SHE IS NOT SEEKING A BUYBACK AND I HAVE DOCUMENTED IT IN THE CASE. | | | THANK YOU. | | | NO FURTHER ACTION | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWRP7ANXEE[redacted]
Owner Or Fleet	[redacted] Buena Park, CA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2014		
Report Date	10/9/2019	Incident Date	N/A
Mileage	67,730		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/22/2019 11:04:00 AM	CUSTOMER STATES: HAS PREVIOUS CASE WITH RCM | | | CUSTOMER SEEKING: SPEAK WITH RCM | | | CUSTOMER ADVOCATE LYNC MESSAGE RCM: WHAT IS CUSTOMER SEEKING; | | | CUSTOMER ADVOCATE ADVISED: CASE HAS BEEN CLOSED; | | | | CUSTOMER STATES: PICKED VEHICLE UP FROM DEALER 422516 AFTER BEING QUOTED $1300 FOR REPAIRS AND TOOK TO HER LOCAL MECHANIC AND HE CHANGED OUT CLOCK SPRING, NOW EPC LIGHT IS ON AND START/STOP BUTTON DOES NOT WORK; TOOK TO MCKENNA VW, CLOCK SPRING LOOKS BRAND NEW. UNSURE OF WHY VW IS NOT TAKING LIABILITY FOR IT; VW CUSTOMER SERVICE SUCKS AND SO DOES THE DEALER, HATES THE CAR GOING TO GET RID OF IT AND GET HER ATTORNEY INVOLVED AND BLAST VW ON ALL HER SOCIAL MEDIA; | | | CUSTOMER DISCONNECTED; | | | RCM TO REVIEW & CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRZ7AJ2AM[redacted]
Owner Or Fleet	[redacted] Morristown, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	10/10/2019	Incident Date	N/A
Mileage	118,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/10/2019 12:23:00 PM	CUSTOMER STATES: THE AIRBAG LIGHT CAME ON IN HER VEHICLE; CALLED THE DEALER AND THEY TOLD HER IT WAS GOING TO COST $195 FOR THEM TO JUST DIAGNOSIS; WANTED TO KNOW IF HER VEHICLE HAD ANY OPEN RECALL REGARDING THE AIRBAG | | | CUSTOMER SEEKING: IF HER VEHICLE HAD ANY OPEN RECALL REGARDING THE AIRBAG | | | CO ADVISED: YOUR VEHICLE DOES NOT HAVE ANY OPEN RECALLS; IT DID HAVE AN EXT. WARRANTY FOR THE AIRBAG CLOCK SPRING FOR 10YR/120K MILES WOF; HOWEVER YOU VEHICLE IS OUTSIDE THOSE PARAMETER BY AGE | | | CUSTOMER SAID THAT SHE DOES NOT THINK THAT IT IS OK THAT OTHER VEHICLE THAT ARE THE SAME MY HAVE THE RECALL BUT HERS DOES NOT; CUSTOMER ASKED TO SPEAK WITH SUPERVISOR | | | FACE TO FACE WITH JULIE ADVISED: THE DECISION WOULD REMAIN THE SAME; IF CUSTOMER CONTINUES TO ASK TO SPEAK TO A SUPERVISOR SET IT UP FOR A FOLLOW-UP BY COB 10/11/19 | | | CUSTOMER DISCONNECTED THE CALL WHILE ON HOLD | | | CO TO CALL CUSTOMER BACK
10/10/2019 12:33:00 PM	TEAM LEAD ADVISED THAT THE DECISION WOULD NOT CHANGE; CO TO RETURN TO CUSTOMER
10/10/2019 12:45:00 PM	CO TRIED TO CALL CUSTOMER BACK | | | CUSTOMER DID NOT PICK UP | | | CO LEFT VOICE MAIL SAYING: I BELIEVE THE CALL GOT DISCONNECTED; PLEASE FEEL FREE TO CALL US BACK AT 800-822-8987 | | | NO FURTHER ACTION
10/10/2019 5:19:00 PM	CASE #[redacted] | | | THURSDAY, OCTOBER 10, 2019 12:40:25 PM | | GREETINGS #VWCARES. NEED HELP WITH RECALL ISSUE CALLED TOLL-FREE # ASKED TO SPEAK WITH A SUPERVISOR BUT WAS TOLD NO ONE AVAILABLE UNTIL END OF DAY TOMORROW. "THAT'S JUST WHEN THEY ARE AVAILABLE," REP SAID. (REALLY?) PLEASE DM FOR NUMBER. THANK YOU. @VWNEWS | | | THURSDAY, OCTOBER 10, 2019 3:04:29 PM | | .@VWCARES ICYMI | | | THURSDAY, OCTOBER 10, 2019 4:56:09 PM | | HELLO, ANYONE IN VW PR OR "VW CARES" AROUND? DOES ANYONE MONITOR THIS SOCIAL MEDIA SITE? CAN'T DRIVE MY CAR UNTIL SOMEONE RESPONDS. @VWCARES @VWNEWS | | | THURSDAY, OCTOBER 10, 2019 5:06:00 PM | | @[redacted]HI [redacted] I SEE YOU'VE MENTIONED IN AN EARLIER POST THAT YOU'RE EXPERIENCING AN ISSUE WITH A RECALL ON YOUR CAR, AND WOULD DEFINITELY LIKE TO LOOK INTO THAT FURTHER WITH YOU. PLEASE SEND ME A DM WITH YOUR VIN. -KO
10/10/2019 5:21:00 PM	(CONT) | | | THURSDAY, OCTOBER 10, 2019 5:15:04 PM | | CAN YOU SEND EMAIL ADDRESS I NEED TO SEND AN IMAGE. CAN'T WASTE MY TIME TYPING IT OUT AND FIGURING OUT WHAT IS A ZERO OR UPPERCASE LETTER O. ACTUALLY JUST LOOK ME UP. I'VE SADLY BEEN A FAITHFUL VW OWNER FOR MORE THAN 20 YEARS. | | | THURSDAY, OCTOBER 10, 2019 5:18:27 PM | | HUGE WASTE OF MY TIME BUT HERE YOU GO: 3VWRZAJ@AM[redacted] | | | THURSDAY, OCTOBER 10, 2019 5:19:46 PM | | I NEED TO BE CONNECTED WITH SOMEONE IN MANAGEMENT TO RESOLVE THIS. IT'S NOT A RECALL ISSUE, IT'S AN ISSUE THAT SHOULD BE PART OF A RECALL SINCE EVERY OTHER CAR AROUND ME IN THAT TIMEFRAME IS AFFECTED. | | | THURSDAY, OCTOBER 10, 2019 5:21:26 PM | | AIR BAG LIGHT. | | | THURSDAY, OCTOBER 10, 2019 5:22:39 PM | | BUT I GUESS IF YOU CAN'T ANSWER THIS TONIGHT OR CONNECT ME WITH ANYONE, I NEED TO WAIT UNTIL THE END OF THE DAY TOMORROW SINCE THAT'S WHEN ALL YOUR MANAGERS ARE THERE, PER YOUR PHONE REP! | | | THURSDAY, OCTOBER 10, 2019 5:27:09 PM | | YOUR PHONE REP SAID THAT MANAGERS CAN'T RESPOND TO ANY QUESTIONS UNTIL THEY "CAN REVIEW THE QUESTION" AND THAT I WOULDN'T BE ABLE TO SPEAK WITH ANY MANAGER UNTIL THE END OF TOMORROW. (SHE WAS PROBABLY UNAWARE IT'S A FRIDAY, START OF A HOLIDAY WEEK SO WHAT'S THE CHANCE OF THAT?) | | | THURSDAY, OCTOBER 10, 2019 6:23:25 PM | | BEEN TRYING FOR 4 HOURS TO GET A RESPONSE. WHAT┬┐S DIRECT NO OF SOMEONE IN MANAGEMENT TO CONTACT? | | | THURSDAY, OCTOBER 10, 2019 6:25:51 PM | | THOUGHT CONTACTING SOCIAL MEDIA WOULD SPEED THINGS UP BUT CLEARLY IT┬┐S NOT. BEEN LOYAL VW OWNER SINCE 1998 AND THOUGHT AFTER ALL CORPORATE MALFEASANCE CONTACTING YOU WOULD BE BETTER EXPERIENCE. | | | THURSDAY, OCTOBER 10, 2019 6:27:27 PM | | YOUR COMPANY SHOULD WORK HARD TO KEEP LOYAL CUSTOMERS BUT INSTEAD YOU ARE TURNING THEM AWAY. | | | THURSDAY, OCTOBER 10, 2019 6:31:08 PM | | ANYONE THERE? DID YOU GET THE VIN? AM I BEING CONNECTED WITH ANYONE? I┬┐VE BEEN TRYING TO RESOLVE THIS FOR 4 HOURS! WHY HAVE A SOCIAL MEDIA SITE IF YOU CAN┬┐T RESPOND IN A TIMELY FASHION?

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRZ7AJ2AM[redacted]
Owner Or Fleet	[redacted]		Morristown, NJ, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	10/10/2019	Incident Date	N/A
Mileage	118,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/10/2019 7:05:00 PM	(CONT) | | | | THURSDAY, OCTOBER 10, 2019 6:32:26 PM | | THANKS FOR YOUR PATIENCE, [redacted] AS I FOUND YOUR CASE IN WHICH YOU HAD SPOKEN WITH ONE OF MY COLLEAGUES, CHRISTIE, EARLIER TODAY. I FIRST WANT TO SAY THAT WE VALUE YOUR CONTINUED OWNERSHIP OF OUR BRAND, AND I CAN UNDERSTAND YOUR HESITATION IN PAYING FOR A DIAGNOSIS OF THE AIRBAG LIGHT, DUE TO FEELING YOUR JETTA SHOULD HAVE A RECALL FOR THE AIRBAG. | | | RECALLS ARE VIN-SPECIFIC, AND DEPENDENT ON MANY FACTORS, SUCH AS PRODUCTION DATE AND FACTORY PARTS INSTALLED. WHILE OTHER JETTA MODELS MAY HAVE BEEN AFFECTED, CHRISTIE VERIFIED THAT YOURS IS NOT. AS SUCH, YOUR DEALER WOULD FOLLOW THE NEW VEHICLE LIMITED WARRANTY PARAMETERS OF 3 YEARS OR 36,000 MILES, WHICHEVER OCCURS FIRST, WHEN DIAGNOSING YOUR CAR. SINCE IT'S OUTSIDE THAT WARRANTY BY 82,000 MILES, I'M SINCERELY SORRY TO SAY THAT YOU'D BE RESPONSIBLE FOR THE DIAGNOSTIC AND REPAIR COST. | | | SPEAKING WITH A SUPERVISOR WOULDN'T CHANGE THIS DECISION, AND I ASSURE YOU THAT THIS CONCERN HAS BEEN FULLY DOCUMENTED ON OUR END. IF YOU STILL WISH TO SPEAK WITH A SUPERVISOR, ONE WILL BE FOLLOWING UP WITH YOU BY CLOSE OF BUSINESS TOMORROW. -KO | | | THURSDAY, OCTOBER 10, 2019 6:37:07 PM | | I┬┐LL CONTACT THE FEDS. THIS AIRBAG HAD BEEN PART OF THE BIG RECALL SO IT┬┐S ONLY A MATTER OF TIME BEFORE MY VIN IS INCLUDED. | | | THURSDAY, OCTOBER 10, 2019 6:42:56 PM | | PS YOUR CUSTOMER CARE LINE WAS ONE OF THE WORST YEARS AGO AND I┬┐M SHOCKED TO FIND IT┬┐S THE SAME NOW. NO WONDER VW IS GOING UNDER. I┬┐LL NEVER BUY ONE OF YOUR CARS AGAIN. | | | THURSDAY, OCTOBER 10, 2019 6:47:07 PM | | IF YOU CARE ENOUGH YOU WILL ESCALATE MY EXCHANGE TO CORPORATE AND HAVE SOMEONE IN RETENTION IF YOU HAVE SUCH A DEPOT FOLLOW UP W ME DIRECTLY I ACTUALLY USED TO SELL VWS WHEN I GOT OUT OF COLLEGE FOR 8 MONTHS. BUT MY GUESS IS I┬┐LL JUST GET SOME BOT RESPONSE FROM YOU SAYING HEY YOU ARE OUT OF WARRANTY AND YOUR VIN ISN┬┐T SUBJECT TO A RECALL. | | | THURSDAY, OCTOBER 10, 2019 6:52:18 PM | | DEPARTMENT
10/10/2019 7:06:00 PM	(CONT) | | | | THURSDAY, OCTOBER 10, 2019 6:55:56 PM | | PS LOOK AT THE TWITTER FEED I┬┐VE SPENT 6 HOURS TRYING TO GET A REAL PERSON TO CONTACT ME VIA PHONE OR EMAIL. THIS IS NOT A HOLIDAY AND NOT ACCEPTABLE.
10/11/2019 10:49:00 AM	TEAM LEAD LEFT VOICE MAIL MESSAGE FOR CUSTOMER; TEAM LEAD TO WAIT CUSTOMER CALL
10/11/2019 9:35:00 AM	FRIDAY, OCTOBER 11, 2019 7:08:29 AM | | PLAN TO CONTACT NHTSA TODAY ABOUT THIS ISSUE | | | FRIDAY, OCTOBER 11, 2019 7:10:08 AM | | MORE OWNERS NEED TO KNOW ABOUT THIS CLEARLY YOUR FIX DIDN┬┐T WORK IN MANY CASES AND OTHER CARS, SUCH AS MINE, SHOULD HAVE BEEN INCLUDED IN THIS RECALL.
10/14/2019 3:35:00 PM	TEAM LEAD LEFT VOICE MAIL MESSAGE FOR CUSTOMER; TEAM LEAD TO WAIT CUSTOMER CALL
10/15/2019 12:56:00 PM	TEAM 5 PLEASE SEND CUSTOMER UNABLE TO CONTACT LETTER NO EMAIL ON FILE; TEAM 5 TO SEND LETTER
10/17/2019 12:18:00 PM	LETTER MAILED; SUPERVISOR TO HANDLE CASE AS NECESSARY
10/17/2019 12:18:00 PM	CA GENERATED AND MAILED LETTER. LETTER CAN BE VIEWED IN DOC CENTER. CA TO REASSIGN.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRZ7AJ2AM[redacted]
Owner Or Fleet	[redacted] Morristown, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	10/10/2019	Incident Date	N/A
Mileage	118,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/22/2019 4:15:00 PM	CONTINUED COMMUNICATION; CUSTOMER STATES THAT THE CUSTOMER IS SEEKING TO HAVE THE DIAGNOSIS AND REPAIRS COVERED; TEAM LEAD ADVISED THAT THE CUSTOMER VEHICLE IS OUTSIDE OF THE APPLICABLE WARRANTIES VW WOULD NOT BE ABLE TO ASSIST WITH THE REPAIR COSTS; CUSTOMER STATES THAT THE CUSTOMER IS RECORDING THE CALL; TEAM LEAD ADVISED THAT THE CUSTOMER DOES NOT HAVE PERSON TO RECORD THE CALL; CUSTOMER SEEKS TO SPEAK WITH SOMEONE ELSE THAT WILL GIVE CUSTOMER A DIFFERENT DECISION; TEAM LEAD TO REVIEW WITH SUPERVISOR | | | TEAM LEAD ADVISED THAT THE CASE WAS REVIEWED WITH A SUPERVISOR; TEAM LEAD ADVISED THAT VW WOULD NOT BE ABLE TO MEET CUSTOMER REQUEST; CUSTOMER SEEKS TO SPEAK WITH SUPERVISOR; TEAM LEAD ADVISED THAT SUPERVISOR WOULD PROVIDE THE SAME DECISION; TEAM LEAD ADVISED THAT SUPERVISOR WOULD NOT BE ABLE TO TAKE THE CALL TEAM LEAD CAN HAVE SUPERVISOR CONTACT CUSTOMER 10/23 OR SEND POSITION IN WRITING; CUSTOMER USED EXPLICIT LANGUAGE ABOUT TEAM LEAD AND COMPANY; CUSTOMER ADVISED THAT CUSTOMER WAS GOING TO SOCIAL MEDIA AND DISCONNECTED THE CALL | | | | |
10/22/2019 4:23:00 PM	SUP ADVISED WE WOULD NOT BE ABLE TO MEET CUSTOMER'S EXPECTATIONS. TL TO ADVISE CUSTOMER.
10/22/2019 4:41:00 PM	CUSTOMER SEEKS TO SPEAK WITH SUPERVISOR IN REGARD TO THE DECISION; CUSTOMER VEHICLE IS OUTSIDE OF THE APPLICABLE WARRANTIES AND DOES NOT HAVE ANY OPEN CAMPAIGNS FOR THE AIR BAG OR CLOCK SPRING; VEHICLE HAS NOT BEEN DIAGNOSED; TEAM LEAD ADVISED THAT VW WOULD NOT BE ABLE TO ASSIST WITH THE REPAIR COSTS; TEAM LEAD OFFERED TO SEND POSITION IN WRITING OR TO HAVE SUPERVISOR CONTACT CUSTOMER 10/23; CUSTOMER ADVISED THAT THE CUSTOMER WOULD CONTACT SOCIAL MEDIA AND DISCONNECTED; SUPERVISOR TO REVIEW
10/23/2019 1:00:00 PM	(CONT) | | | | TUESDAY, OCTOBER 22, 2019 4:55:41 PM | | I KNOW RECORDING LAWS VARY STATE BY STATE. BASED ON YOUR INFORMATION, IN WHAT STATES ARE OWNERS ALLOWED TO RECORD? I HAVE MY OWN IDEAS BUT PLAN TO POST THAT SO MORE PEOPLE ARE AWARE OF THESE ISSUES. IF YOU DON'T KNOW THE LAW, DON'T WORRY. I'LL RESEARCH IT AND POST TOMORROW ON YOUR FEED SO YOUR OWNERS BETTER KNOW THEIR RIGHTS AND WHETHER THEY CAN LEGALLY RECORD YOUR CALLS WITH CONSUMERS AND MOST THAT YOU FOR OTHER VW OWNERS. | | | TUESDAY, OCTOBER 22, 2019 5:48:09 PM | | LOVE HOW THIS LINE GOES DEAD AT 4:30 AND NO ONE CHECKS IT UNTIL THE END OF THE FOLLOWING DAY. IS THERE "REAL" SUPERVISOR AT VW WHO CAN CONTACT ME (NOT LIKE THE ONE TODAY WHO REGURGITATED THE SAME STUFF I HEARD A WEEK AGO? WHAT IS THAT PERSON'S PHONE AND EMAIL NUMBER? | | | WEDNESDAY, OCTOBER 23, 2019 8:12:32 AM | | PS: FEEL FREE TO SEND YOUR POSITION ON THIS AIRBAG ISSUE. WE NEED IT FOR OUR RECORDS AND ALSO PLAN TO FILE IT WITH THE NHTSA AND OTHER FEDERAL AUTHORITIES/CONSUMER WATCHDOG GROUPS.
10/23/2019 12:58:00 PM	TUESDAY, OCTOBER 22, 2019 4:00:59 PM | | IS THERE A HUMAN THERE THAT CAN ANSWER A CALL? | | | TUESDAY, OCTOBER 22, 2019 4:02:54 PM | | SOMEONE IN YOUR CUSTOMER CARE DEPARTMENT CONTACTED ME DAYS AGO BUT I DON'T HAVE A DIRECT NUMBER AND HAVE NOT BEEN ABLE TO GET HER TO RESPOND. HER NAME WAS JULIE A. I HAVE BEEN ON HOLD FOR 15 MINUTES. | | | TUESDAY, OCTOBER 22, 2019 4:04:21 PM | | BEEN ON HOLD 11 MINUTES WITH YOUR CUSTOMER CARE TEAM. ANYONE THERE? WHY HAVE PEOPLE CALL IF YOU CAN'T RESPOND TO CALLS? THIS IS PATHETIC!!! | | | TUESDAY, OCTOBER 22, 2019 4:05:49 PM | | I NEED A SUPERVISOR TO RESPOND TO THIS EXCHANGE ASAP. THIS WAS ESCALATED DAYS AGO AND YOUR SOCIAL MEDIA TEAM SAID SOMEONE WOULD FOLLOW UP. | | | TUESDAY, OCTOBER 22, 2019 4:35:34 PM | | HI [redacted] I SEE THAT YOU RECENTLY SPOKE WITH A MEMBER OF LEADERSHIP HERE AT CUSTOMER CARE, AND I'M SORRY THAT WE'RE NOT ABLE TO MEET YOUR EXPECTATIONS. WE'LL BE SENDING YOU OUR POSITION IN WRITING, BUT IF YOU HAVE ANY OTHER QUESTIONS IN THE MEANTIME, PLEASE DON'T HESITATE TO LET US KNOW. -KO | | | TUESDAY, OCTOBER 22, 2019 4:38:41 PM | | II DON'T NEED YOUR POSITION IN WRITING, ESPECIALLY SINCE SHE WASTED AT LEAST 30 MINUTES OF MY TIME SPOUTING THE SAME STUFF THE CALL REP DID LAST WEEK.I NEED TO HAVE A DIRECT PHONE NUMBER TO SOMEONE HIGHER UP. IS ANYONE STILL AT THE HELM OF VW IN CORPORATE COMMUNICATIONS? MY GUESS IS CLEARLY NOT. | | | TUESDAY, OCTOBER 22, 2019 4:41:10 PM | | ALSO, I KNOW YOU RECORD OUR CONVERSATIONS BUT WHEN I ASKED THE REP IN MICHIGAN IF I COULD RECORD HER, SHE SAID NO. IS THAT TRUE IN MICHIGAN? IF SO, CAN YOU SEND CASE LAW? | | | TUESDAY, OCTOBER 22, 2019 4:50:34 PM | | ALSO, WHY IS VW SO AFRAID TO HAVE ANY DOCUMENTATION VIA RECORDINGS? THAT MAKES ANY EXCHANGES WITH YOU EVEN MORE SUSPECT. WHAT MORE IS VW HIDING OR AFRAID OF?

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRZ7AJ2AM[redacted]
Owner Or Fleet	[redacted] Morristown, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	10/10/2019	Incident Date	N/A
Mileage	118,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/23/2019 2:18:00 PM	LEFT MESSAGE FOR CUSTOMER 10/23 AT 9:22 A.M AND SECOND ATTEMPT AT 2:26 P.M. VOICEMAIL BOTH TIMES.
10/23/2019 2:27:00 PM	LVMMTRC: SUP TO WAIT CUSTOMER CALL.
10/23/2019 9:22:00 AM	LVMMTRC: IF CUSTOMER CALLS PLEASE LOCATE SUPERVISOR TO TAKE CALL. SUP TO WAIT FOR CUSTOMER CALL.
10/25/2019 11:54:00 AM	LVMMTRC: NO FURTHER ACTION PENDING CALL FROM OWNER.
10/28/2019 1:00:00 PM	MONDAY, OCTOBER 28, 2019 12:55:48 PM | | FOR KO: YOU SAID VW WOULD SEND YOUR POSITION IN WRITING LAST WEDNESDAY. IS THAT VIA SNAIL MAIL? IF SO, HAS IT BEEN MAILED? PLEASE EMAIL WE NEED IT TO FOLLOW UP WITH OTHERS RE: THIS ISSUE. PS: NO NEED TO CALL | | | MONDAY, OCTOBER 28, 2019 1:04:32 PM | | I APOLOGIZE, [redacted] UPON LAST REVIEWING YOUR CASE NOTES, I SAW THAT A POSITION IN WRITING HAD BEEN OFFERED, BUT WAS NOT SENT OUT. AS SUCH, I THANK YOU FOR BRINGING THAT TO MY ATTENTION, AND I'LL HAVE IT EMAILED TO YOU BEFORE CLOSE OF BUSINESS TOMORROW, OCTOBER 29TH. -KO
10/28/2019 1:05:00 PM	TEAM 5 FOX TO EMAIL CUST OUR POSITION IN WRITING, TO [redacted] BY COB 10/29/2019 | | _____ | | | RECALLS ARE VIN-SPECIFIC, AND DEPENDENT ON MANY FACTORS, SUCH AS PRODUCTION DATE AND FACTORY PARTS INSTALLED. WHILE OTHER JETTA MODELS MAY HAVE BEEN AFFECTED, YOUR SPECIFIC CAR HAS NOT. AS SUCH, YOUR DEALER WOULD FOLLOW THE NEW VEHICLE LIMITED WARRANTY PARAMETERS OF 3 YEARS OR 36,000 MILES, WHICHEVER OCCURS FIRST, WHEN DIAGNOSING YOUR CAR. SINCE IT'S OUTSIDE THAT WARRANTY BY 82,000 MILES, I'M SINCERELY SORRY TO SAY THAT YOU'D BE RESPONSIBLE FOR THE DIAGNOSTIC AND REPAIR COST. | | _____
10/29/2019 10:02:00 AM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR SPEAKING WITH ME. | | | AS PROMISED, ATTACHED IS OUR POSITION IN WRITING. | | | IF YOU HAVE ANY FURTHER QUESTIONS OR CONCERNS, PLEASE CALL US AT (800) 822-8987 OR YOU CAN REPLY BACK TO THIS EMAIL. | | | SINCERELY, | | KURT O. | | CUSTOMER CARE ADVOCATE | | | | POSITION IN WRITING CAN BE VIEWED IN DOC CENTER;CA TO REASSIGN TO CO | |
10/29/2019 10:04:00 AM	CO TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX9HK[redacted]
Owner Or Fleet	[redacted] WALLA WALLA, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	10/10/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/10/2019 4:33:00 PM	CUSTOMER STATES WHILE DRIVING AIRBAG LIGHT CAME ON AND CLICKING IN STEERING WHEEL; CUSTOMER HEARD THERE WAS AN ISSUE WITH AIRBAG | | | CUSTOMER SEEKING INFORMATION | | | CO ADVISED COULD BE RELATED TO AIRBAG CLOCK SPRING; CUSTOMER HAS WARRANTY EXT FOR AIRBAG CLOCK SPRING UNTIL 120K MILES OR 6/2027 WOF; ALSO WITHIN NVLW; SHOULD SCHEDULE DEALER APPOINTMENT; CLOSEST DEALER IS 423324 | | | CUSTOMER STATES ALREADY SCHEDULED APPOINTMENT; JUST WANTED TO CONFIRM WARRANTY COVERAGE | | | CO ADVISED AS LONG AS ITS A MANUFACTURER SHORTCOMING | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN6CE[redacted]
Owner Or Fleet	[redacted] OWINGS MILLS, MD, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	10/10/2019	Incident Date	N/A
Mileage	65,740		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/10/2019 6:45:00 PM	CUSTOMER STATES THAT THE AIRBAG , ABS, TRACTION LIGHT CAME ON 10/09/2019. CUSTOMER STATES THAT ONCE SHE SHUT OF VEHICLE THE LIGHTS WENT OFF. CUSTOMER STATES WOULD LIKE TO KNOW IF THERE IS AN OPEN RECALL ON THE AIRBAG. | | | | CUSTOMER SEEKING INFORMATION ABOUT OPEN RECALLS ON VEHICLE | | | CO ADVISED CUSTOMER THAT THERE IS NO OPEN RECALLS, HOWEVER THERE IS SEVERAL OPEN EXTENDED WARRANTIES INTAKE MANIFOLD WARRANTY EXT 10YR/120K WOF , FUEL INJECTOR WARRANTY EXT 10YR/120K WOF , INJECTION PUMP WARRANTY EXT 10YR/120K WOF , TIMING CHAIN WARRANTY EXT 10K/100K WOF , AIRBAG CLOCK SPRING WARRANTY EXT 15Y . | | | | CUSTOMER THANKED AND REQUESTED FOR THE EXTENDED WARRANTIES TO BE MAILED TO HIM | | | | CO TO ESCALATED TO TEAM 5
10/10/2019 6:54:00 PM	TEAM 5 TO EMAIL OPEN EXTENDED WARRANTIES INTAKE MANIFOLD WARRANTY EXT 10YR/120K WOF , FUEL INJECTOR WARRANTY EXT 10YR/120K WOF , INJECTION PUMP WARRANTY EXT 10YR/120K WOF , TIMING CHAIN WARRANTY EXT 10K/100K WOF , AIRBAG CLOCK SPRING WARRANTY EXT 15Y TO CUSTOMER EMAIL [redacted] | | | | TEAM 5 TO REVIEW
10/15/2019 10:11:00 AM	REFERENCE #[redacted] | | | | DEAR MS.[redacted] | | | | AS PROMISED, I AM PROVIDING YOU A LIST OF ALL EXTENDED WARRANTIES ON YOUR CC FOR MANUFACTURER'S DEFECTS IN MATERIALS. | | | | PLEASE NOTE THAT OUR WARRANTIES HAVE BOTH A TIME AND MILEAGE PARAMETER. ONCE THE VEHICLE EXCEEDS EITHER OF THE PARAMETERS, THE WARRANTY WILL THEN BECOME EXPIRED AT THAT TIME. THE IN-SERVICE DATE IS UTILIZED TO PROVIDE THE TIME PORTION FOR THE WARRANTY. YOUR CC┬┐S IN-SERVICE DATE IS RECORDED AT NOVEMBER 30, 2011. FOR YOUR CONVENIENCE, YOUR REMAINING COVERAGE IS LISTED AS FOLLOWED: | | | | ┬┐ THE INTAKE MANIFOLD IS COVERED UNTIL NOVEMBER 29, 2021 OR UNTIL 120,000 MILES, WHICHEVER OF THE TWO OCCURS FIRST. | | ┬┐ THE COVERAGE FOR THE FUEL INJECTORS EXPIRES ON NOVEMBER 29, 2021 OR 120,000 MILES, WHICHEVER OCCURS FIRST. | | ┬┐ THE INJECTION PUMP IS COVERED UNTIL NOVEMBER 29, 2021 OR 120,000 MILES, WHICHEVER OCCURS FIRST. | | ┬┐ THE TIMING CHAIN EXTENDED WARRANTY LASTS UNTIL NOVEMBER 29, 2021 OR 100,000 MILES, WHICHEVER OCCURS FIRST. | | ┬┐ THE AIRBAG CLOCK SPRING┬┐S EXTENDED WARRANTY EXPIRES ON NOVEMBER 30, 2026 AND HAS NO MILEAGE RESTRICTION. | | | | IF THERE IS A PRESENT, NOTICEABLE CONCERN FOR MANUFACTURERS DEFECTS IN MATERIALS THAT HAVE FURTHER BEEN DIAGNOSED BY YOUR VW DEALERSHIP ┬┐ THE REPAIR COSTS WILL BE COVERED UNDER THE APPLICABLE WARRANTY EXTENSION WHILE THE VEHICLE IS WITHIN THE PARAMETERS. | | | | FOR YOUR REFERENCE, COPIES OF THE CUSTOMER LETTERS FOR THE INTAKE MANIFOLD, FUEL INJECTORS, INJECTION PUMP, AND AIRBAG CLOCK SPRING EXTENDED WARRANTIES HAVE BEEN INCLUDED WITHIN THIS EMAIL. FOR MORE INFORMATION ABOUT THE TIMING CHAIN, PLEASE VISIT: [redacted] | | | I HOPE THIS EMAIL FINDS YOU WELL. IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, PLEASE FEEL FREE TO REACH OUT TO OUR CUSTOMER CARE CENTER AT 800-822-8987. | | | SINCERELY, | | | | | | | AMARIS T. | | CUSTOMER CARE ADVOCATE | | | | CUSTOMER ADVOCATE INCLUDED LETTERS; TO REASSIGN
10/15/2019 10:12:00 AM	CO TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2A7AU0FM[redacted]
Owner Or Fleet	[redacted] West Lakeland, MN, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	10/12/2019	Incident Date	N/A
Mileage	40,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/12/2019 3:20:00 PM	CUSTOMER STATES: SPOKE WITH A VW DEALERSHIP AND FOUND THEY DO NOT HAVE ANY OPEN RECALLS FOR THE AIR BAG CLOCK SPRING. VEHICLE CURRENT EXPERIENCING STEERING WHEEL CONTROLS NO LONGER WORK, HORN NO LONGER WORK, AIRBAG LIGHT ON. DEALER STATES VEHICLE IS NOT COVERED UNDER WARRANTY FOR REPAIR. CUSTOMER HAS NOT TAKEN VEHICLE TO THE DEALER FOR A FORMAL DIAGNOSIS | | | CUSTOMER SEEKING: REPAIR TO BE COVERED UNDER WARRANTY | | | CO ADVISED: VEHICLE CURRENTLY HAS AN EXTENDED WARRANTY FOR THE AIR BAG CLOCK SPRING FOR 10Y/120K MILES OR WHICHEVER COMES FIRST. CUSTOMER WILL NEED TO TAKE VEHICLE TO NEAREST DEALER FOR A DIAGNOSIS. OFFERED TO SCHEDULE APPOINTMENT. CUSTOMER DECLINED. WILL EMAIL LIST OF ALL EXTENDED WARRANTIES ON CUSTOMER VEHICLE. | | | NO FURTHER ACTION
10/12/2019 3:26:00 PM	MEDIA ATTACHED IN DOC CENTER
10/12/2019 3:29:00 PM	EXTENDED WARRANTIES | | TDI WARRANTY EXTENSION FOR 11 YEARS OR 160,000 MILES OR WHICHEVER COMES FIRST | | EXPIRES ON 4/20/2028 OR AT MILEAGE LIMIT OR WHICHEVER COMES FIRST | | AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 10 YEARS OR 120,000 MILES OR WHICHEVER COMES FIRST | | EXPIRES ON 4/20/2027 OR AT MILEAGE LIMIT OR WHICHEVER COMES FIRST | | | NICK R | | CUSTOMER CARE CHAT ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | | | VOLKSWAGEN GROUP OF AMERICA, INC. | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | | UNITED STATES OF AMERICA | | TEL. +1 800-822-8987 | | EMAIL: VWCUSTOMERCARE@VW.COM | |
10/14/2019 1:57:00 PM	FROM:[redacted] | | SENT: SATURDAY, OCTOBER 12, 2019 3:02 PM | | TO: REIMBURSEMENT REQUEST <REIMBURSEMENT.REQUEST@VW.COM> | | SUBJECT: 2015 VW GOLF CLOCK SPRING | | | HELLO, | | | THE CLOCK SPRING IN MY 2015 VW GOLF TDI BROKE AND DESPITE THERE BEING HUNDREDS OF THOUSANDS OF VEHICLES THAT HAD THIS FIXED UNDER A RECALL, THE DEALERSHIP IS SAYING THAT I AM LIABLE. | | | IN READING ABOUT THIS ISSUE, I FEEL THAT MINE SHOULD BE REPAIRED UNDER THIS DEFECT. WHAT CAN I DO TO ENSURE I'M NOT FORCED TO ABSORB THIS COST BEING THAT IT IS A KNOWN PROBLEM?? | | [redacted] | | | ANY SUPPORT IS APPRECIATED! I LOOK FORWARD TO HEARING BACK! | | | 2015 VOLKSWAGEN GOLF TDI SE | | 40K MILES | | | SINCERELY, | [redacted] |
10/14/2019 4:22:00 PM	HELLO [redacted] | | | THANK YOU FOR REACHING BACK OUT TO US. I UNDERSTAND THAT THIS HAS BEEN A STRESSFUL SITUATION FOR YOU. WE ARE HAPPY TO ASSIST IN ANY WAY THAT WE CAN. HAVE YOU HAD A CHANCE TO TAKE YOUR CAR TO A VW DEALER IN YOUR AREA TO HAVE THIS ISSUE WITH YOUR CAR IDENTIFIED? IF NOT, I WOULD BE HAPPY TO ASSIST YOU WITH SETTING UP A APPOINTMENT. | | | KIND REGARDS, | | | NICK R | | CUSTOMER CARE CHAT ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | | | VOLKSWAGEN GROUP OF AMERICA, INC. | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | | UNITED STATES OF AMERICA | | TEL. +1 800-822-8987 | | EMAIL: VWCUSTOMERCARE@VW.COM | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW8AHXDV[redacted]
Owner Or Fleet	[redacted]		WESTLAKE, OH, [redacted]
Make, Model, Model Year	Volkswagen, Eos, 2013		
Report Date	10/14/2019	Incident Date	N/A
Mileage	57,675		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/14/2019 11:38:00 AM	CUSTOMER STATES: 2013 EOS AIRBAG PASSENGER SIDE AIR BAG CAME ON: BELIEVES THERE IS A RECALL FOR THE AIR BAG. BOUGHT IT USED IN 2013 | | | | CUSTOMER SEEKING: TO FIND OUT IF VEHICLE HAS A RECALL FOR THE AIR BAG | | | | CO ADVISED: VEHICLE HAS NO OPEN RECALL BUT HAS A EXT. WARRANTY FOR THE AIRBAG CLOCK SPRING 2023-08-16 / WOF: OFFERED TO MAKE DEALER APPOINTMENT 10/15/2019-12:30 PM TO GET PROBLEM DIAGNOSED; | | | | NO FURTHER ACTION | | | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGUV7AX4HK[redacted]
Owner Or Fleet	[redacted] Driftwood, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	10/14/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/14/2019 11:58:00 AM	CUSTOMER STATES: NOTICED AN AIRBAG WARNING MESSAGE COMING ON IN VEHICLE. CUSTOMER HAS NOT TAKEN VEHICLE TO VW DEALERSHIP FOR A DIAGNOSIS. CUSTOMER IS UNAWARE OF ANY RECALLS OR EXTENDED WARRANTIES THAT MAY COVER THIS ISSUE. | | | | CUSTOMER SEEKING: RECALL STATUS OF PROBLEM | | | | CO ADVISED: NO OPEN RECALLS ON VEHICLE. ONE EXTENDED WARRANTY FOR THE AIRBAG CLOCK SPRING FOR 10 YEARS / 120K MILES WOF. CO OFFERED TO SCHEDULE SERVICE APPOINTMENT FOR CUSTOMER. CUSTOMER DECLINES. CUSTOMER THANKED | | | | NO FURTHER ACTION
10/14/2019 12:02:00 PM	MEDIA ATTACHED IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX0CW[redacted]
Owner Or Fleet	[redacted]Denham Springs, LA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	10/14/2019	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/14/2019 1:07:00 PM	CUSTOMER STATES: AIRBAG LIGHT IS ON VEHICLE; WOULD LIKE TO KNOW IF THERE IS ANY OPEN RECALLS OR ANY WARRANTY┬┐S ON VEHICLE | | | CO ADVISED: NO OPEN RECALLS ON VEHICLE; HOWEVER DOES HAVE WARRANTY FOR AIRBAG CLOCK SPRING (01-21-2022/120K MILES WOF) WOULD NEED TO TAKE TO A VW DEALER TO GET A DIAGNOSIS TO SEE IF CONCERN THAT IS GOING ON WITH VEHICLE WILL BE COVERED UNDER WARRANTY; CO OFFERED TO SCHEDULE A DEALER APPOINTMENT; CUST DENIED AND THANKED | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ8CM[redacted]
Owner Or Fleet	[redacted] Trenton, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	10/15/2019	Incident Date	N/A
Mileage	90,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/15/2019 11:39:00 AM	CUSTOMER STATES: AIRBAG CHECK ENGINE LIGHT KEEPS COMING ON; READ ARTICLE ONLINE ABOUT VW RECALLS ON 2012 VEHICLES | | | | CUSTOMER SEEKING: WANTS INFORMATION ON OPEN RECALLS ON VEHICLE | | | | CO ADVISED: RECALLS ARE VIN SPECIFIC; PENDING RECALL FOR SHIFT LEVER MICROSWITCH; ADVISED THAT ONCE REPAIR BECOMES AVAILABLE A LETTER WILL BE SENT OUT; READ LETTER EXPLAINING WHAT MICROSWITCH LEVER IS; ADVISED CUSTOMER OF EXTENDED WARRANTIES STEERING WHEEL LOCK WARRANTY EXT. EXPIRES 1/18/22 OR 100,000MI WOF; AIRBAG LOCK SPRING WARRANTY EXT. 1/20/22 OR 120K WOF | | | | CUSTOMER STATES: AIRBAG CLOCK SPRING WARRANTY EXTENSION WILL APPLY FOR AIRBAG REPAIRS | | | | CO ADVISED: CUSTOMER WILL HAVE TO HAVE VEHICLE DIAGNOSED AT A DEALERSHIP | | | | NO FURTHER ACTION
10/15/2019 11:48:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT IS ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX9AW[redacted]
Owner Or Fleet	[redacted] BROOKLYN, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2010		
Report Date	10/15/2019	Incident Date	N/A
Mileage	96,852		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549CH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/15/2019 3:41:00 PM	CUSTOMER STATES AIRBAG LIGHT IS ON, OWNED VEHICLE FOR JUST 6 MONTHS, WONDERING IF RECALL FOR AIRBAG. | | | CO ADVISED NO OPEN RECALLS, WARRANTY EXTENSIONS FOR INTAKE MANIFOLD, FUEL INJECTOR, TIMING CHAIN, AIRBAG CLOCK SPRING, MAY OR MAY NOT BE RELATED TO THE AIRBAG CLOCK SPRING BUT WOULD NEED TO HAVE A VW DEALER CHECK THIS OUT AND DETERMINE WHY THE AIRBAG LIGHT IS ON, LOCATED DEALER 408381 FOR CUSTOMER. | | | CUSTOMER REQUESTED EMAIL BE SENT TO HIM ABOUT THE WARRANTY EXTENSIONS ON VEHICLE. CO ADVISED WILL REQUEST THIS BE DONE, TYPICALLY TAKES 8 - 10 BUSINESS DAYS. CO TO ASSIGN TO TEAM 5
10/15/2019 3:55:00 PM	PLEASE SEND CUSTOMER EMAIL ADVISING OF WARRANTY EXTENSIONS FOR INTAKE MANIFOLD, FUEL INJECTOR FOR 10/120, WCF, TIMING CHAIN FOR 10/100, WCF AND AIRBAG CLOCK SPRING FOR 10/120, WCF. TEAM 5 TO SEND EMAIL
10/16/2019 11:50:00 AM	CO REVIEWED AND CLOSED. NO FURTHER ACTION.
10/16/2019 9:50:00 AM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | THANK YOU FOR SPEAKING WITH ME YESTERDAY. I'M SORRY AGAIN ABOUT THE AIRBAG LIGHT CONCERNS ON YOUR TIGUAN, BUT I HOPE YOU CAN WORK WITH BAY RIDGE VW TO HAVE YOUR VEHICLE DIAGNOSED AND REPAIRED. WE WANT YOU TO ENJOY YOUR VEHICLE CAREFREE | | | AT THIS TIME THERE ARE 4 OPEN WARRANTY EXTENSIONS ON YOUR TIGUAN. THE INTAKE MANIFOLD, CLOCK SPRING, AND FUEL INJECTORS ARE PROTECTED AGAINST MANUFACTURER SHORTCOMINGS FOR 10 YEARS OR 120,000 MILES, WHICHEVER OCCURS FIRST, FROM THE IN-SERVICE DATE OF JULY 5, 2010. THE TIMING CHAIN AND TIMING CHAIN TENSIONER ARE COVERED FOR 10 YEARS OR 100,000 MILES, WHICHEVER OCCURS FIRST FROM THE IN-SERVICE DATE. IF A VW DEALER DETERMINES ANY OF THE WARRANTY EXTENSION PARTS NEED REPLACEMENT, THE WORK SHOULD BE PERFORMED AT NO CHARGE AS LONG AS THE VEHICLE IS WITHIN THE WARRANTY EXTENSION PARAMETERS. | | | PLEASE LET ME KNOW IF YOU HAVE ANY OTHER QUESTIONS BY CALLING US BACK AT 800-822-8987 OR REPLYING TO THIS EMAIL. HAVE A GREAT DAY! | | | SINCERELY, | | | | | | | BARBARA H. | | CUSTOMER CARE ADVOCATE | | | | | | |
10/16/2019 9:50:00 AM	CO TO REVIEW AND HANDLE CASE AS APPROPRIATE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBV7A39FC[redacted]
Owner Or Fleet	[redacted]		MARIETTA, GA,[redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	10/15/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/15/2019 4:09:00 PM	MEDIA ATTACHED IN DOC CENTER
10/16/2019 4:02:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; CUST SUBMITTED RO AND POP FROM A VW DLR; VW DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRINGPRIOR TO THE RELEASE OF TEH WARRANTY EXTENSION; CUST PAID $506.72 FOR REPAIRS; VW TO REIMBURSE TOTAL: $506.72. | | | | SP TO GENERATE CHECK REQUEST.
10/16/2019 4:06:00 PM	1VWBV7A39FC[redacted]VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $506.72. | | | | GENERATED CHECK REQUEST.
10/26/2019 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 506.72 MAILED ON 10/25/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A38C[redacted]
Owner Or Fleet	[redacted] Las Vegas, NV, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/15/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/15/2019 4:48:00 PM	CUSTOMER STATES HAD RECALL PERFORMED LAST YEAR; AIRBAG WAS REPEALED; NOW HAVING A CONCERN WITH THE CLOCK SPRING; CALLED DEALER AND SERVICE MANAGER ADVISED IT WAS COVERED UNDER WARRANTY | | | | CUSTOMER SEEKING TO CLARIFY | | | | CO ADVISED WARRANTY EXT FOR AIRBAG CLOCK SPRING UNTIL 4/15/2027; AIRBAG LIGHT ON AND CONTROLS ON STEERING WHEEL NOT WORKING; INQUIRED IF CUSTOMER HAVING THOSE CONCERNS; OFFERED TO SCHEDULE APPOINTMENT | | | | CUSTOMER STATES HAVING THESE CONCERNS; ALREADY SCHEDULED APPOINTMENT | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHU7AN5DE[redacted]
Owner Or Fleet	[redacted] Dacula, GA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	10/16/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Mileage	62,000

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/16/2019 10:56:00 AM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN GA STATE; ORIGINAL OWNER; EXTENDED SERVICE PLAN WAS PURCHASED; TERMS OF EXTENDED WARRANTY: DEALER INSURANCE; VEHICLE WAS PURCHASED; VEHICLE IS FINANCED THROUGH VCI; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; VEHICLE EXPERIENCING: AIRBAG LIGHT ON; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT AUTONATION 405146 ON 10/14; DEALER STATES: AIRBAG CONTROL MODULE, NOT COVERED UNDER WARRANTY; CUSTOMER DOES NOT UNDERSTAND WHY THIS IS NOT COVERED AS PART OF THE AIRBAG RECALL THAT HAD PREVIOUSLY BEEN ISSUED FOR THE VEHICLE | | | CUSTOMER SEEKING: ASSISTANCE WITH REPAIR | | | CO ADVISED: VEHICLE PREVIOUSLY HAD RECALLS ISSUED FOR THE STEERING WHEEL CLOCK SPRING (AKA THE AIRBAG CLOCK SPRING) AND THE TAKATA SDI DRIVER FRONTAL AIRBAG INFLATOR; WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING 15Y; THOSE COMPONENTS, ALONG WITH THE AIRBAG CONTROL MODULE, ARE PART OF THE AIRBAG SYSTEM BUT ARE SEPERATE COMPONENTS; A RECALL ISSUED FOR THE AIRBAG INFLATOR WOULD NOT BE CONNECTED TO AN ISSUE WITH THE AIRBAG CONTROL MODULE; THE AIRBAG CONTROL MODULE WOULD TYPICALL BY COVERED UNDER THE NVLW 3Y/36K MI WOF, VEHICLE IS OUTSIDE CONSIDERABLY BY TIME AND MILEAGE; FOR THAT REASON, CUSTOMER IS RESPONSIBLE FOR THE REPAIR, VW WOULD NOT ASSIST; CUSTOMER ASKED WHAT TO DO IF THERE IS A RECALL ISSUED FOR THE AIRBAG CONTROL MODULE IN THE FUTURE, CO ADVISED THAT IF THAT HAPPENS, THE RECALL LETTER WILL INCLUDE INSTRUCTIONS ON HOW TO FILE FOR REIMBURSEMENT | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX2DW[redacted]
Owner Or Fleet	[redacted] MOUNT PLEASANT, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	10/17/2019	Incident Date	N/A
Mileage	69,447		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/17/2019 5:01:00 PM	CUSTOMER STATES: THE AIRBAG LIGHT WENT ON IN HER VEHICLE; WANTED TO KNOW WHAT SHE WOULD NEED TO DO ABOUT IT | | | CUSTOMER SEEKING: WHAT TO DO ABOUT THE AIRBAG LIGHT GOING ON IN HER VEHICLE | | | CO ADVISED: YOU WOULD WANT TO GET YOUR VEHICLE INTO A VW DEALER TO HAVE THEM DIAGNOSIS IT; I DO SEE THAT YOU HAVE AN EXT. WARRANTY FOR THE AIRBAG CLOCK SPRING IT MIGHT HAVE TO DO WITH THAT BUT YOU WOULD DEFINITELY WANT TO GET THAT CHECKED; CO OFFERED TO SET CUSTOMER UP WITH A DEALER APPOINTMENT; PROVIDE HER WITH INFORMATION OF A DEALER SO THAT SHE CAN REACH OUT TO THEM HERSELF; OR DIRECTLY TRANSFER HER TO A DEALER SO SHE CAN SCHEDULE AN APPOINTMENT WITH THEM ON HER OWN | | | CUSTOMER ASKED TO BE EMAILED ALL THE DEALER THAT ARE WITHIN 25 MILES OF HER ZIP CODE | | | CO SAID YES SHE WOULD EMAIL THAT INFORMATION OVER TO HER | | | CUSTOMER THANKED | | | CO TO EMAIL CUSTOMER DEALER CONTACT INFORMATION | | | NO FURTHER ACTION
10/17/2019 5:15:00 PM	REFERENCE # [redacted] | | | DEAR MRS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS PROMISED, HERE┬┐S THE INFORMATION FOR YOUR CLOSEST VW DEALERSHIP. | | | FRANK BOUCHER VOLKSWAGEN | 9601 WASHINGTON AVE, RACINE WI 53406 | (262) 886-2886 | | | BOUCHER VOLKSWAGEN | 6420 S 108TH ST, FRANKLIN WI 53132 | (414) 525-1100 | | | GURNEE VOLKSWAGEN | 6301 WEST GRAND AVENUE, GURNEE, IL 60031 | (847) 855-1500 | | | HALL VOLKSWAGEN | 19809 W BLUEMOUND RD, BROOKSFIELD, WI 53045 | (262) 782-5300 | | | VOLKSWAGEN OF MILWAUKEE NORTH | 1400 WSILVER SPRING DR, MILWAUKEE 53209 | (414) 290-1400 | | | I HOPE THIS HELPS. IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY BACK TO THIS EMAIL OR CHAT WITH US ON VW.COM/CONTACT. | | | SINCERELY, | | | | | | | CHRISTIE B | CUSTOMER CARE ADVOCATE | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ8CM[redacted]
Owner Or Fleet	[redacted] Trenton, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	10/17/2019	Incident Date	N/A
Mileage	98,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/17/2019 5:18:00 PM	CUSTOMER STATES: VEHICLE HAS AN AIRBAG LIGHT ON. CUSTOMER SAW A RECALL ONLINE THAT COULD BE ASSOCIATED WITH THE VEHICLE | | | CUSTOMER SEEKING: ANY COVERAGE OPTIONS FOR THE AIRBAG. | | | CO ADVISED: VEHICLE HAS SHIFT LEVER MICROSWITCH RECALL AND AIRBAGCLOCK SPRING WARRANTY EXTENSION. CUSTOMER WOULD NEED TO TAKE THE VEHICLE INTO THE DLR FOR DIAGNOSIS. | | | CUSTOMER BROUGHT UP THE DIAGNOSIS FEE. CO WAS ABLE TO EXPLAIN HOW DIAGNOSIS FEES WORK. REFERED CUSTOMER BACK TO DLR FOR DETERMINATION OF COVERAGE. | | | NO FURTHER ACTION.
10/17/2019 5:21:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / AIRBAG LIGHT;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGSV7AX6HK[redacted]
Owner Or Fleet	[redacted] Branford, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	10/21/2019	Incident Date	N/A
Mileage	46,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/21/2019 9:08:00 AM	CUSTOMER STATES: VEHICLE EXPERIENCING: AIRBAG LIGHT IS ON AND NO STEERING WHEEL CONTROLS ARE WORKING: VEHICLE IS A LEASE; HAD ISSUES WITH PREVIOUS LEASED TIGUAN; | | | | CUSTOMER SEEKING: WHAT TO DO | | | | CO ADVISED: PROVIDED OPEN RECALL FOR AIRBAG IGNITER; PROVIDED PROBLEM DESCRIPTION, CORRECTIVE ACTION AND RELEASE DATE; PROVIDED WARRANTY EXT PARAMETERS FOR AIRBAG CLOCK SPRING; VEHICLE CAN BE TAKEN TO ANY VW DEALER; ADVISED SYMPTOMS MIGHT BE RELATED TO WARRANTY EXT | | | | NO FURTHER ACTION | |
10/21/2019 9:16:00 AM	CATEGORY SELECTION : STEERING / INEFFECTIVE - 1 / STEERING WHEEL CONTROLS DO NOT WORK;
10/21/2019 9:16:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2BW[redacted]
Owner Or Fleet	[redacted] CANTON, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	10/21/2019	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/21/2019 10:28:00 AM	CUSTOMER STATES: LOOKING INTO IF THE VEHICLE HAS ANY OPEN RECALLS; BELIEVES CLOCK SPRING IS BROKEN; AIR BAG LIGHT IS ON; HEARS CLICKING NOISE WHEN TURNING WHEEL; CONTROLS ON STEERING WHEEL NOT WORKING | | | CUSTOMER SEEKING: ANY OPEN RECALLS | | | CO ADVISED: THERE IS NO OPEN RECALLS ON THE VEHICLE; PROVIDED CUSTOMER WILL ALL WARRANTY EX ON THE VEHICLE TIME AND MILEAGE PARAMETERS; CO ASKED IF CUSTOMER WOULD LIKE ME TO SCHEDULE DEALER APPT; CUSTOMER DECLINED | | | NO FURTHER ACTION
10/21/2019 10:36:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIR BAG LIGHT ON ;
10/21/2019 10:41:00 AM	CATEGORY SELECTION : STEERING / NOISE / HEARS NOISE WHEN TURNING THE WHEEL; STEERING / INEFFECTIVE - 1 / STEERING WHEEL CONTROLS NOT WORKING;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX5GW[redacted]
Owner Or Fleet	[redacted] Baldwinsville, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	10/21/2019	Incident Date	N/A
Mileage	37,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/21/2019 7:36:00 PM	CUSTOMER STATES; CPO OWNER; PURCHASED FROM A VW DEALER; NO EXTENDED WARRANTIES PURCHASED; ALWAYS SERVICED AT VW DEALER; RECEIVED THE RECALL NOTICE FOR THE AIRBAG; THE AIRBAG LIGHT CAME ON TODAY; THE LED SCREEN WONT CHANGE, WHEN CHANGING GEARS THE VEHICLE IS RUNNING DIFFERENTLY; THEY ARE WORKING WITH MATT AT THE DEALER; | | | CUSTOMER SEEKS; WHAT STEPS DO THEY TAKE IN REGARDS TO THE VEHICLE HAVING THE AIRBAG LIGHT ON; | | | CO ADVISED; IF THE AIRBAG WARNING LIGHT COMES ON, IT INDICATES AN AIRBAG SYSTEM PROBLEM AND OWNERS ARE ADVISED TO CONTACT A VOLKSWAGEN DEALER TO HAVE THE VEHICLE INSPECTED/SERVICED WITHOUT DELAY. THEY WILL FOLLOW UP WITH THEM IN REGARDS TO THEIR APPOINTMENT THEY SCHEDULED WITH THE DEALER; CO WILL FOLLOW UP BY COB 10/22 | | | CO TO HANDLE
10/22/2019 4:52:00 PM	CUSTOMER STATES; THEY WERE ADVISED BY THE DEALER THEY CAN DROP THE VEHICLE OFF BUT THEY ARE NOT AWARE OF WHAT THE NEXT STEPS MAY BE; THEY DONT UNDERSTAND WHY THEY WOULD HAVE TO PAY FOR THE DIAGNOSIS ON A RECALL CONCERN; | | | CO ADVISED; THEY WILL REACH OUT TO THE DEALER IN REGARDS TO THE NEXT STEPS THAT NEEDS TO BE TAKEN ON GETTING THE VEHICLE ADDRESS; SPOKE WITH CHRIS IN SERVICE AS WELL WHO ADVISED THAT THE CUSTOMER WOULD HAVE TO PAY OUT OF POCKET IF THEY WANT ANY WORK DONE OUTSIDE THE WARRANTY; | | | CUSTOMER STATES; THEY WILL FOLLOW UP WITH DEALER; | | | CO WILL FOLLOW UP BY COB 10/25
10/23/2019 9:12:00 AM	CUSTOMER CALLED, STATES THE DEALER HAS SAID THAT THE CUSTOMER WILL BE CHARGED FOR THE DIAGNOSIS AND WILL BE RESPONSIBLE FOR THE REPAIR COST AS WELL, CUSTOMER MIGHT BE REIMBURSED BY VW; CUSTOMER STATES THAT VEHICLE SYMPTOMS MATCH THE RECALL,DOES NOT UNDERSTAND WHY HE WOULD BE RESPONSIBLE, VEHICLE IS ALSO A CPO | | | FACE TO FACE WITH PRESTON, TL AGREED WITH ESCALATION | | | CO ADVISED THAT CASE WILL BE ESCALATED TO AN RCM TO OBTAIN CLARIFICATION FROM THE DEALER, RCM WILL CALL CUSTOMER BY COB 10/24; CUSTOMER REQUESTED A CALL BACK SOONER AS HE WILL BE LEAVING ON A TRIP THAT NIGHT, CO ADVISED THAT SOMETIME ON 10/24 IS THE EARLIEST THAT THE RCM CAN FOLLOW UP | | | RCM TO REVIEW
10/23/2019 9:15:00 AM	CUSTOMER ADVOCATE ADVISED CUSTOMER HAS AIRBAG LIGHT ON AND PENDING RECALL 69Z5 AND SEEKING WHY DEALER QUOTED CUSTOMER FOR REPAIRS AND ADVISED CAN SUBMIT TO VW FOR POSSIBLE REIMBURSEMENT; SUPERVISOR ADVISED I WOULD AGREE, SINCE THE CAMPAIGN IS PENDING WITHOUT THE FINAL REMEDY WE WOULD TYPICALLY ADVISE TO PAY FOR REPAIRS OUTSIDE OF WARRANTY AND RECOMMEND TO SUBMIT TO CUSTOMER CARE CENTER FOR POSSIBLE CAMPAIGN REIMBURSEMENT ONCE THE FINAL REMEDY IS AVAILABLE AND CUSTOMER IS NOTIFIED OF THAT BECAUSE WE DO NOT KNOW WHAT PARTS WOULD BE INVOLVED; | | | HOWEVER, DUE TO THE VEHICLE BEING WITHIN CPO WARRANTY BY TIME AND MILEAGE I AGREE WITH CUSTOMER ADVOCATE WE SHOULD ESCALATE TO RCM TO LOOK FURTHER INTO WHY CUSTOMER IS HAVING TO PAY FULL PRICE FOR A REPAIR WHEN THE AIRBAG MAY HAVE CPO COVERAGE; CUSTOMER SHOULD STILL ANTICIPATE TO RETURN TO DEALER ONCE FINAL CAMPAIGN REMEDY IS MADE AVAILABLE; CUSTOMER ADVOCATE TO ADVISE | |
10/23/2019 9:25:00 AM	RCM TO CALL ROMANO 408139 REGARDING DIAGNOSIS/REPAIR FEE FOR POSSIBLE RECALL REPAIR ON A CPO VEHICLE; FOLLOW UP WITH CUSTOMER BY COB 10/24 AT [redacted]
10/23/2019 9:34:00 AM	RCM ADVISED THAT CUSTOMER CONTACTED CARE FRUSTRATED THAT SHE WAS TOLD SHE WOULD NEED TO PAY FOR REPAIRS AND SUBMIT TO VW FOR REIMBURSEMENT ONCE THE RECALL IS AVAILABLE, RCM ADVISED THAT THE VEHICLE IS COVERED UNDER CPO, SM ADVISED THE VEHICLE HASN'T BEEN DIAGNOSED YET, HE WILL MAKE EVERYONE AWARE THE VEHICLE IS CPO
10/23/2019 9:47:00 AM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / LED SCREEN NOT CHANGING; AIRBAGS / INEFFECTIVE - 1 / AIRBAG LIGHT ON;
10/24/2019 12:47:00 PM	SM ADVISED IT WAS A CLOCK SPRING AND COVERED UNDER THE WARRANTY EXTENSION, VEHICLE IS DONE AND GONE | | | RCM TO CALL USOTMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX5GW[redacted]
Owner Or Fleet	[redacted] Baldwinsville, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	10/21/2019	Incident Date	N/A
Mileage	37,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/24/2019 3:05:00 PM	RCM LVMM APOLOGIZED FOR INITIAL EXPERIENCE, FOLLOWING UP ON REPAIRS SINCE CUSTOMER HAS VEHCIEL BACK, RCM CAN BE REACHED AT X43849 | | | RCM TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ4BM[redacted]
Owner Or Fleet	[redacted] Raleigh, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	10/22/2019	Incident Date	N/A
Mileage	150,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/22/2019 1:14:00 PM	(CONT'D) | | | | CO ADVISED: I REVIEWED YOUR REQUEST WITH A MEMBER OF OUR LEADERSHIP TEAM TO ENSURE WE DID NOT MISS ANY OPPORTUNITIES. YOUR VEHICLE IS OUTSIDE OF ALL APPLICABLE WARRANTIES BY A GREAT DISTANCE IN BOTH TIME AND MILEAGE AND BECAUSE THERE ARE NO RECALLS OR WARRANTY EXTENSIONS ON YOUR VEHICLE THAT PERTAIN TO THIS CONCERN. IT IS BECAUSE OF THIS THAT VOLKSWAGEN WOULD TO BE ABLE TO ASSIST WITH THE COST OR REPAIRS. I HAVE DOCUMENTED YOUR CONCERNS AND IF IN THE FUTURE A RECALL OR WARRANTY EXTENSION COMES OUT THAT IS RELATED TO THIS AND YOU HAVE PAID FOR A REPAIR YOU CAN SUBMIT YOUR REQUEST FOR REIMBURSEMENT CONSIDERATION AT THAT TIME. CAN I PROVIDE YOU YOUR CASE NUMBER FOR REFERENCE SHOULD YOU NEED TO CONTACT US AGAIN IN THE FUTURE ABOUT THIS MATTER? | | | CUSTOMER STATES: UNHAPPY WITH THIS OUTCOME WILL CONTINUE TO WORK WITH DEALER ; FEELS THE RECALL DID PERTAIN TO HER CAR SHE FOUND ONLINE | |
10/22/2019 12:33:00 PM	CUSTOMER STATES: HAS 2011 JETTA ; AIRBAG ICON TURNED ON 2 WEEKS AGO ; THINKS THEY HAVE AN ELECTRICAL FAILURE | | ; LIGHT BULBS NEED TO BE REPLACED AFTER FRESHLY BEING CHANGED; WONT CHARGE PHONE COMPLETELY ; HAS NOT GOT AN OFFICIAL DIAGNOSIS FROM VW DEALER ; SAW ONLINE RECALL JETTA FEELS HIS MAY BE RELATED TO HER JETTA | | | CUSTOMER SEEKING: TRYING TO GET IT FIXED UNDER RECALL ; LOOKING TO GET HELP WITH REPAIR | | | FACE TO FACE WITH SUP TRACIE ADVISED: RECOMMEND CUSTOMER TAKES VEHICLE TO A VW DEALERSHIP FOR DIAGNOSIS ; WITH VEHICLE BEING AT AGE AND MILEAGE AND NOT ANY WARRANTY┬┐S OR RECALLS PERTAINING TO THIS VEHICLE PROBLEM CUSTOMER WOULD BE RESPONSIBLE FOR THE COST OF REPAIR | | | CO ADVISED: NO OPEN RECALLS RELATING TO AIRBAG ; NO REMAINING WARRANTIES; RECOMMENDED CUSTOMER TAKES VEHICLE TO A VW DEALERSHIP FOR DIAGNOSIS ; WITH VEHICLE BEING AT AGE AND MILEAGE AND NOT ANY WARRANTY┬┐S OR RECALLS PERTAINING TO THIS VEHICLE PROBLEM CUSTOMER WOULD BE RESPONSIBLE FOR THE COST OF REPAIR | | | CUSTOMER STATES :WOULD LIKE TO SPEAK WITH A MANAGER REGARDING THIS MATTER | | | FACE TO FACE WITH SUP TRACIE ADVISED: I REVIEWED YOUR REQUEST WITH A MEMBER OF OUR LEADERSHIP TEAM TO ENSURE WE DID NOT MISS ANY OPPORTUNITIES. YOUR VEHICLE IS OUTSIDE OF ALL APPLICABLE WARRANTIES BY A GREAT DISTANCE IN BOTH TIME AND MILEAGE AND BECAUSE THERE ARE NO RECALLS OR WARRANTY EXTENSIONS ON YOUR VEHICLE THAT PERTAIN TO THIS CONCERN. IT IS BECAUSE OF THIS THAT VOLKSWAGEN WOULD TO BE ABLE TO ASSIST WITH THE COST OR REPAIRS. I HAVE DOCUMENTED YOUR CONCERNS AND IF IN THE FUTURE A RECALL OR WARRANTY EXTENSION COMES OUT THAT IS RELATED TO THIS AND YOU HAVE PAID FOR A REPAIR YOU CAN SUBMIT YOUR REQUEST FOR REIMBURSEMENT CONSIDERATION AT THAT TIME. CAN I PROVIDE YOU YOUR CASE NUMBER FOR REFERENCE SHOULD YOU NEED TO CONTACT US AGAIN IN THE FUTURE ABOUT THIS MATTER? | | (CONED ON SECOND LINE IN ACTIVITY LOG)
10/22/2019 12:44:00 PM	SUP ADVISED: VEHICLE IS OUTSIDE OF ALL APPLICABLE WARRANTIES AND SHE HAS NO RECALLS OR WARRANTY EXTENSIONS PERTAINING TO THE AIRBAG LIGHT; COST OF REPAIRS WOULD BE THE CUSTOMERS RESPONSIBILITY AT THIS AGE AND MILEAGE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AXXFW[redacted]
Owner Or Fleet	[redacted] Kissimmee, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	10/22/2019	Incident Date	N/A
Mileage	50,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/22/2019 1:11:00 PM	CUSTOMER STATES: YESTERDAY WARNING LIGHTS ARE ON IN THE VEHICLE ALL LIGHTS ARE YELLOW; GETTING A MESSAGE STABILIZATION; ABS; AIRBAG; (!); CAR WITH WIGGLY LINES; HAS NOT TAKEN TO VW DEALER; | | | | CUSTOMER SEEKING: WHAT TO DO WITH VEHICLE | | | | CO ADVISED: AIR BAG CLOCK SPRING WARRANTY FOR 12-30-2024 OR 120K MILES WOF; RECOMMEND TO TAKE VEHICLE TO A VW DEALER TO GET VEHICLE DIAGNOSED; THE CUSTOMER WOULD HAVE A DIAGNOSIS FEE ANY CONCERNS WITH VEHICLE THAT IS COVERED UNDER WARRANTY THE DIAGNOSIS FEE WOULD BE WAVED; CUSTOMER STATES WHAT DOES THE POWERTRAIN WARRANTY COVER; CO ADVISED COVERS ENGINE, TRANSMISSION, AND DRIVETRAIN COMPONENTS, INCLUDING ALL RELATED SEALS AND GASKETS FOR MANUFACTURER'S SHORTCOMINGS AND WORKMANSHIP; CUSTOMER STATES; IF SOMETHING IS WRONG WITH ANY LISTED ABOVE BE COVERED; CO ADVISED I CAN SAY YES OR NO; A VW DEALER WOULD NEED TO DIAGNOSIS THE VEHICLE; OFFERED TO SET UP AN APPT.; CUSTOMER DECLINED | | | NO FURTHER ACTION | |
10/22/2019 1:32:00 PM	CATEGORY SELECTION : ENGANDENGCOOLING / WARNING LIGHT ON / (!) LIGHT ON AND ABS LIGHT;
10/22/2019 1:32:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A37DC[redacted]
Owner Or Fleet	[redacted]		PARKER, CO, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	10/23/2019	Incident Date	N/A
Mileage	153,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/23/2019 10:59:00 AM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN CO STATE; 2ND OWNER; VEHICLE PURCHASED 8/2015 AT MILEAGE 17K; VEHICLE PURCHASED FROM NON-VW DEALER; NOT A CPO; VEHICLE IS LEASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT DEALER 420113 ON 10/23; VEHICLE EXPERIENCING: AIRBAG LIGHT CAME ON, FUNCTIONS OF THE STEERING WHEEL STOP WORKING AND THE HORN; DEALER STATES; THERE IS A RECALL FOR THE TAKATA AIRBAG; AND THE AIRBAG CLOCK SPRING IS CAUSING THE HORN AND THE STEERING WHEEL AND ELECTRICAL NO TO WORK; CUSTOMER COULD NOT GET REPAIR DONE; DEALER REFER CUSTOMER TO CARE DUE TO CUSTOMER ONLY OUTSIDE 40K MI OF THE WARRANTY EXTENSION | | | CUSTOMER SEEKING: EXTEND THE WARRANTIES; | | | FACE TO FACE WITH EM TAYLOR | | | CO ADVISED; RESEARCHED FURTHER REGARDING EXTENDING THE WARRANTY; UNFORTUNATELY ONCE THE WARRANTY HAS BEEN EXTENDED WE CAN NO LONGER EXTEND THE WARRANTY; AIRBAG CLOCK SPRING ORIGINAL WARRANTY WILL BE UNDER NVLW AND BECAME AN WARRANTY EXTENSION; CUSTOMER STATES WHEN DID IT BECOME EXTENDED; CO ADVISED IT BECAME EXTENDED ON 10/31/18 BUT IT WILL START FROM THE IN-SERVICE DATE; EXPLAINED TO CUSTOMER THE WARRANTY EXTENSION WILL CARRY ON FROM OWNERS TO OWNERS BUT WILL START FROM IN-SERVICE DATE; | | | NO FURTHER ACTION
10/23/2019 11:06:00 AM	EM ADVISED: VWOA IS NOT IN THE POSITION TO ASSIST WITH NEEDED REPAIRS DUE TO TIME AND MILEAGE OUTSIDE WE AND APPLICABLE WARRANTY | | | CO TO RETURN TO CUSTOMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A30CC[redacted]
Owner Or Fleet	[redacted] KINDRED, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/23/2019	Incident Date	N/A
Mileage	67,776		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/23/2019 4:16:00 PM	CUSTOMER STATES: HAS BEEN HAVING ISSUES WITH THIS VEHICLE AND HAS BEEN TRYING TO GET IT REPAIRED SINCE 2017; CAR IS SHUTTING OFF IN MIDDLE OF DRIVING; STEERING WHEEL WAS MAKING A FUNNY SOUND/SCRAPING ON METAL; TOOK INTO CASEY VW DLR 409422; CHARGED CUSTOMER FOR AIRBAG CLOCK SPRINGS ON MAY 2ND 2018; THIS FIXED THE STEERING WHEEL, BUT CUSTOMER WAS STILL HAVING ISSUE WITH IT TURNING OFF, SO THEY BROUGHT IT BACK IN ON MAY 11TH 2018; REPLACED STEERING GEAR/STEEL RINGS; TO THIS DAY IT IS STILL DOING THE SAME THING; CUSTOMER IS TIRED OF PAYING FOR PARTS/LABOR WHEN THEY DON'T FIX THE ISSUE; CUSTOMER HAS BEEN SPEAKING TO ROB TOPPING (SERVICE MANAGER) AT ORLANDO VW SOUTH (405014) AND HE REFERRED THE CUSTOMER TO CCC TO SEE IF WE WOULD BE ABLE TO GET VEHICLE TOWED TO DEALER FOR FREE TO GET IT DIAGNOSED; | | | | CUSTOMER SEEKS: VEHICLE TOWED TO VW DEALER TO GET REPAIR; CORRECT REPAIR SO THEY DON'T HAVE THIS ISSUE ANYMORE; | | | | FACE-TO-FACE WITH EM KAYLIN; EM AGREED WITH CO; VW WILL NOT ASSIST WITH TOW; ADVISED VEHICLE DOES HAVE AIRBAG CLOCK SPRING WARRANTY EXT; IF CUSTOMER HAS BEEN PAYING OUT OF POCKET FOR IT SUGGESTED TO HAVE CUSTOMER SEND IN REPAIR ORDER AND POP TO VERIFY POSSIBLE REIMBURSEMENT | | | | CO ADVISED: VW WILL NOT BE ASSISTING WITH THE TOW COST; ADVISED CUSTOMER THAT THE VEHICLE HAS AIRBAG CLOCK SPRING WARRANTY EXT; ADVISED CUSTOMER TO SEND IN RO AND POP OF THE REPAIRS SHE HAS PAID FOR AND WE CAN VERIFY POSSIBLE REIMBURSEMENT; | | | | CO TO EMAIL CUSTOMER CASE NUMBER; WAITING ON CUSTOMER'S RO & POP | |
10/23/2019 4:26:00 PM	EM AGREED WITH CO; VW WILL NOT ASSIST WITH TOW; ADVISED VEHICLE DOES HAVE AIRBAG CLOCK SPRING WARRANTY EXT; IF CUSTOMER HAS BEEN PAYING OUT OF POCKET FOR IT SUGGESTED TO HAVE CUSTOMER SEND IN REPAIR ORDER AND POP TO VERIFY POSSIBLE REIMBURSEMENT
10/24/2019 2:10:00 PM	MEDIA ATTACHED IN DOC CENTER
10/24/2019 2:11:00 PM	MEDIA ATTACHED IN DOC CENTER
10/24/2019 2:14:00 PM	MEDIA ATTACHED IN DOC CENTER
10/24/2019 6:09:00 PM	MEDIA ATTACHED IN DOC CENTER
10/24/2019 7:21:00 PM	SPECIAL PROJECTS TO LOOK INTO RO & POP FOR CASE;
10/25/2019 12:52:00 PM	CO COULDN'T LEAVE A VM; TRIED REACHING OUT TO CUSTOMER TO LET HER KNOW WE RECEIVED HER DOCUMENTS AND WE WILL BE LOOKING INTO THEM; | | | | IF CUSTOMER CALLS BACK, LVL 1 TO ADVISE THAT WE RECEIVED HER RO/POP AND WE ARE LOOKING INTO THE REIMBURSEMENT; | | | | CO WILL TRY CALLING CUSTOMER AGAIN ON MONDAY 10/28
10/28/2019 3:14:00 PM	CO COULDN'T LEAVE VOICEMAIL; WAS JUST CALLING TO MAKE CUSTOMER AWARE THAT WE RECEIVED HER DOCUMENTS; | | | | WILL UPDATE CUSTOMER WHEN WE HAVE UPDATES

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A30CC[redacted]
Owner Or Fleet	[redacted] KINDRED, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/23/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/31/2019 9:13:00 AM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED MULTIPLE RO AND POP FROM DEALERS/INDEPENDENTS; 1ST RO SHOWS CLOCK SPRING REPLACED ON 2/22/2018 AT PRIORITY VW; NO OTHER REPAIRS; NO POP BUT VERIFIED IN XTIME; VW TO REIMBURSE FOR FULL RO, $462.62; 2ND RO SHOWS DIAGNOSIS OF VEHICLE SHUTTING OFF WHILE DRIVING BY INDEPENDENT ON 03/23/2018; NO WARRANTY EXTENSION RELATED REPAIRS AND NO CUSTOMER CHARGES; 3RD RO SHOWS DIAGNOSIS OF VEHICLE SHUTTING OFF AT IDLE AND REPLACEMENT OF CLOCK SPRING, CRANK SENSOR AT CASEY VW ON 05/02/2018; NO POP BUT VERIFIED IN XTIME; VW TO REIMBURSE FOR CLOCK SPRING REPLACEMENT ONLY; PARTS: 356.79, LABOR: 214.88, TAX: 18.91; TOTAL: $590.58; 4TH RO SHOWS REPLACEMENT OF STEERING RACK; WECI WARRANTY EXTENSION SOLELY COVERS CLOCK SPRING; NO REIMBURSEMENT FOR THIS RO; TOTAL REIMBURSEMENT UNDER WECI FOR CUSTOMER: $1053.20 | | | SP TO GENERATE CHECK REQUEST AND SEND LETTER
10/31/2019 9:41:00 AM	1VWBH7A30CC[redacted] VW TO REIMBURSE FOR REPAIRS UNDER WECI WARRANTY EXTENSION; TOTAL: $1053.20. | | | | GENERATED CHECK REQUEST
10/31/2019 9:54:00 AM	SP SENT LETTER, EXPLAINING REIMBURSEMENT OF 2 CLOCK SPRING REPLACEMENTS ONLY, NOT CRANK SENSOR AND STEERING RACK REPLACMENTS AS THESE ARE NOT APPLICABLE FOR WECI WARRANTY EXTENSION COVERAGE | |
11/7/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 1053.20 MAILED ON 11/06/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX3EW[redacted]
Owner Or Fleet	[redacted]		THOMPSONS STATION, TN, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	10/23/2019	Incident Date	N/A
Mileage	81,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/23/2019 5:04:00 PM	CUSTOMER STATES : BOUGHT USED TIGUAN ; IN JULY ; CAR REGISTERED IN TN ; FINANCED THROUGH ; 78,000 ; NON-CPO ; NO EXT. WARRANTY ; VW LOYALTY ; MAINTAINED AT LOCAL DEALER ; 2 DAYS GO FIRST TIME EXPERIENCING AIRBAG LIGHT ; SERPENTINE BELT IS SHREDDED ; COOLING SYSTEM LIGHT KEEPS COMING ON AFTER BEING TOPPED OFF ; DEALER (LOCAL) IS REFUSING TO PAY FOR ANY REPAIR ; DEALER IS SAYING THAT SERPENTINE BELT IS NORMAL WEAR AND TEAR ; NO IDEA ABOUT COOLING SYSTEM ; CALL VW FOR AIRBAG ; REFUSING TO COVER ANYTHING ; | | | CUSTOMER SEEKING : VW TO HELP WITH REPAIRS | | | FACE TO FACE WITH ANGEL ADVISED: DUE TO THE AGE AND MILEAGE OUTSIDE OF THE WARRANTIES TO COVER THE REPAIRS NEEDED VW WILL NOT ASSIST | | | CO ADVISED: DUE TO THE AGE AND MILEAGE OUTSIDE OF THE WARRANTIES TO COVER THE REPAIRS NEEDED VW WILL NOT ASSIST | | | NO FURTHER ACTION | | |
10/23/2019 5:19:00 PM	EM ADVISED DUE TO THE AGE AND MILEAGE OUTSIDE OF THE WARRANTIES TO COVER THE REPAIRS NEEDED VW WILL NOT ASSIST; CO TO RETURN TO CUSTOMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX6EW[redacted]
Owner Or Fleet	[redacted] Tampa, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	10/24/2019	Incident Date	N/A
Mileage	30,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/24/2019 9:07:00 AM	CUSTOMER STATES AIR BAG LIGHT IS ON AND THE STEERING WHEEL CONTROLS DO NOT WORK | | | CUSTOMER SEEKING TO KNOW IF THERE ARE ANY OPEN RECALLS FOR THE AIRBAG CLOCK SPRING | | | CO ADVISED THE VEHICLE IS COVERED BY WARRANTY EXTENSION FOR THE AIR BAG CLOCK SPRING FOR 10YRS OR 120K MILES WOF; CUSTOMER CAN TAKE VEHICLE TO ANY DEALER | | | CUSTOMER STATES WILL DECIDE WHICH DEALER AND CALL TO MAKE APPOINTMENT | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A3XFC[redacted]
Owner Or Fleet	[redacted] Groveland, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	10/24/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/24/2019 1:10:00 PM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | | IT WAS NICE TALKING TO YOU TODAY. | | | | AS PROMISED, HERE┬┐S THE INFORMATION FOR YOUR CLOSEST VW DEALERSHIP. | | | | LEESBURG VOLKSWAGEN | | 9105 US HIGHWAY 441 | | LEESBURG FL, 34788 | | (352) 360-7150 | | | | I HOPE THIS HELPS. IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY BACK TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | SINCERELY, | | | | | | | | CHRISTIE B | | CUSTOMER CARE ADVOCATE | |
10/24/2019 12:56:00 PM	CUSTOMER STATES: WHEN SHE WENT TO GET INTO HER VEHICLE THE AIRBAG LIGHT CAME ON; WANTED TO KNOW IF HER VEHICLE HAD ANY RECALLS REGARDING THIS CONCERN | | | CUSTOMER SEEKING: IF HER VEHICLE HAS ANY OPEN RECALLS REGARDING THE AIRBAG | | | | CO ADVISED: YOUR VEHICLE HAS RECALL 69Y5- DRIVER FRONTAL AIRBAG INFLATOR (TAKATA) AND 94L9- HEADLIGHT ADJUSTING SCREW CAPS OPEN; YOU WOULD WANT TO GET YOU VEHICLE INTO A VW DEALER TO GET THOSE RECALLS COMPLETED: CO OFFERED TO SET CUSTOMER UP WITH A DEALER APPOINTMENT; PROVIDE HER WITH INFORMATION OF A DEALER SO THAT SHE CAN REACH OUT TO THEM HERSELF; OR DIRECTLY TRANSFER HER TO A DEALER SO SHE CAN SCHEDULE AN APPOINTMENT WITH THEM ON HER OWN | | | CUSTOMER SAID SHE WOULD LIKE TO BE TRANSFERRED TO THE CLOSEST DEALER | | | CO LET CUSTOMER KNOW SHE WOULD SEND HER AN EMAIL WITH THE DEALER CONTACT INFORMATION; CO TRANSFERRED CUSTOMER TO DEALER 405075 | | | CO TO EMAIL CUSTOMER DEALER CONTACT INFORMATION | | | NO FURTHER ACTION | |
10/24/2019 4:09:00 PM	FROM: [redacted] | | SENT: THURSDAY, OCTOBER 24, 2019 1:18 PM | | TO: VW EXPERIENCE | | SUBJECT: UNDELIVERABLE: VW DEALER CONTACT INFORMATION | | | DELIVERY HAS FAILED TO THESE RECIPIENTS OR GROUPS: | [redacted] | THE E-MAIL ADDRESS YOU ENTERED COULDN'T BE FOUND. PLEASE CHECK THE RECIPIENT'S E-MAIL ADDRESS AND TRY TO RESEND THE MESSAGE. IF THE PROBLEM CONTINUES, PLEASE CONTACT YOUR HELPDESK. | | THE FOLLOWING ORGANIZATION REJECTED YOUR MESSAGE: [redacted] |
10/25/2019 12:11:00 PM	CO TRIED TO CALL NUMBER CUSTOMER PROVIDED TO PUT ON HER PROFILE; SAID IT WAS AN UNRECOGNIZABLE NUMBER | | | CO WAS UNABLE TO VERIFY CUSTOMER EMAIL ADDRESS TO SEE WHY THE EMAIL WAS UNDELIVERABLE | | | CASE CLOSED PENDING CUSTOMER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU4FM[redacted]
Owner Or Fleet	[redacted] VERNON ROCKVILLE, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	10/25/2019	Incident Date	N/A
Mileage	61,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/25/2019 12:09:00 PM	CUSTOMER STATES: AIRBAG LIGHT IS ON; DEALER ADVISED IT MAY BE THE CLOCKSPRING; WHY DOESN'T MY VEHICLE HAVE THE CLOCKSPRING RECALL; WHAT ARE MY OPTIONS | | | | CO ADVISED: I DO SEE ONE RECALL FOR THE MICRO LEVEL SWITCH. THIS REPAIR IS READY AND CAN BE COMPLETED FREE OF CHARGE AT A VW DEALERSHIP. NOW, SOME GOOD NEWS, YOU DO HAVE A WARRANTY EXTENSION FOR THE AIRBAG CLOCKSPRING. THIS IS VALID UNTIL JULY 31ST OF 2025 OR 120K MILES WHICHEVER OCCURS FIRST. YOUR DEALER WILL BE ABLE TO DIAGNOSE THE CONCERNS YOU'RE HAVING AND REPLACE THE CLOCKSPRING FREE OF CHARGE IF THAT IS THE SUGGESTED REPAIR. | | | | CUSTOMER ACCEPTED; | | | | NO FURTHER ACTION; | | | |
10/25/2019 12:25:00 PM	MEDIA ATTACHED IN DOC CENTER
10/25/2019 12:26:00 PM	HELLO, [redacted] | | | | THANKS FOR REACHING OUT TO ME TODAY IN REGARDS TO THE AIRBAG LIGHT ON YOUR 2015 GOLF! BELOW YOU CAN FIND THE DETAILS OF THE WARRANTY EXTENSION ON THE AIRBAG CLOCKSPRING FOR YOUR VIN 3VW217AU4FM[redacted] | | | YOU DO HAVE A WARRANTY EXTENSION FOR THE AIRBAG CLOCKSPRING. THIS IS VALID UNTIL JULY 31ST OF 2025 OR 120K MILES WHICHEVER OCCURS FIRST. | | | | PLEASE LET ME KNOW IF YOU HAVE ANY ADDITIONAL QUESTIONS. | | | | WARMEST REGARDS, | | | | KALI N. | | CHAT ADVOCATE | | VW CUSTOMER CARE | | | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX2EW[redacted]
Owner Or Fleet	[redacted] Katy, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	10/25/2019	Incident Date	N/A
Mileage	84,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/25/2019 1:07:00 PM	CUSTOMER STATES; VEHICLE IS REGISTERED IN TX ; BOUGHT VEHICLE AT 30,000 FIRST TIME VW OWNER; VEHICLE SHAKES WHEN DRIVING HAD TO REPAIR SPARK PLUGS,ALTERNATOR,GAS PUMP, AND HAD AN AIRBAG REPAIR; VERY DISPLEASED WITH THE VEHICLE; WENT TO AUTOZONE AND WAS TOLD NEEDS A 2015 CODE FIXED; WAS QUOTED 300 $ FOR REPAIR ;REACHED OUT TO DEALER 425047 FOR GOODWILL AND WAS TOLD BECAUSE OUTSIDE OF WARRANTY THEY COULD NOT ASSIST WITH THE COST | | | CUSTOMER SEEKS; HELP WITH COST OF REPAIR | | | FACE TO FACE WITH DEBBIE (TEAM LEAD) DUE TO TIME AND MILEAGE OUTSIDE APPLICABLE WARRANTY; VW WILL NOT BE MEETING REQUEST FOR ASSISTANCE; | | | CO ADVISED; AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI ; DUE TO TIME AND MILEAGE OUTSIDE OF WARRANTY VW WILL NOT ASSIST WITH REPAIR COST | | | NO FURTHER ACTION | | |
10/25/2019 1:14:00 PM	TEAM LEAD ADVISED: DUE TO TIME AND MILEAGE OUTSIDE APPLICABLE WARRANTY; VW WILL NOT BE MEETING REQUEST FOR ASSISTANCE; CO TO ADVISE
10/25/2019 1:28:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / GOT AIRBAG REPAIR;
10/25/2019 1:29:00 PM	CATEGORY SELECTION : STRUCTURE / VIBRATION / VEHICLE SKAKES;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBN7AN8EE[redacted]
Owner Or Fleet	[redacted] Atlanta, GA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2014		
Report Date	10/28/2019	Incident Date	N/A
Mileage	54,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/28/2019 2:39:00 PM	CUSTOMER STATES: READ ONLINE ABOUT A RECALL ON CC AND WANTED TO KNOW IF CUST HAD THAT RECALL AS VEHICLE IS EXPIERENCING; AIRBAG LIGHT IS ON AS AN ERROR AND NONE OF THE CONTOLS ON STEERING WHEEL WORK | | | CUSTOMER SEEKING: OPEN RECALLS ON VEHICLE | | | CO ADVISED: DOES NOT HAVE ANY OPEN RECALLS ON VEHICLE; DOES HAVE A WARRANTY FOR AIRBAG CLOCKSPRING (10Y/120KMILES WOF) HOWEVER WOULD NEED TO TAKE TO VW DEALER FOR A DIAGNOSIS ON VEHICLE; CUST STATES IS GOING TO CALL DEALER AND MAKE APPOITMENT | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX4DW[redacted]
Owner Or Fleet	[redacted] GREAT MEADOWS, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	10/29/2019	Incident Date	N/A
Mileage	136,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/29/2019 8:06:00 AM	CUSTOMER STATES: PRE-OWNED; PURCHASED FROM INDEPENDENT DEALER; BRAND LOYAL (AUDI); NO WARRANTY EXTENSIONS PURCHASED AT TIME OF PURCHASE; REPAIRED AND MAINTAINED AT INDEPENDENT DEALER AND ALSO VW DEALER 408221 (BRIDGEWATER) | | | ELECTRICAL PART OF STEERING WHEEL IS NOT WORKING; CUSTOMER BELIEVES THIS IS AN ELECTRICAL ISSUE; AIRBAG WARNING LIGHT, TIRE PRESSURE MONITOR SYSTEM WARNING LIGHT ACTIVE ON DASHBOARD; UNABLE TO CHANGE STEREO VOLUME; VEHICLE HAS NOT BEEN DIAGNOSED AT VW DEALER AS OF YET; | | | CUSTOMER SEEKING: FINANCIAL ASSISTANCE IF CONFIRMED TO BE CLOCK SPRING ISSUE; | | | FACE TO FACE WITH TEAM LEAD MARY JO WHO ADVISED VW WILL NOT OFFER COST ASSISTANCE AS VEHICLE IS OUTSIDE OF WARRANTY EXTENSION; | | | CUSTOMER ADVOCATE ADVISED: VW WILL NOT OFFER COST ASSISTANCE AS VEHICLE IS OUTSIDE OF WARRANTY EXTENSION; ADVISED AIRBAG CLOCK SPRING WARRANTY EXTENSION WAS VALID UNTIL 120,000 MILES; CUSTOMER ADVOCATE OFFERED TO SCHEDULE APPOINTMENT AT DEALER; CUSTOMER DECLINED AND WILL REACH OUT AT THEIR EARLIEST AVAILABILITY; | | | CUSTOMER ACKNOWLEDGED | | | NO FURTHER ACTION
10/29/2019 8:15:00 AM	TEAM LEAD STATES: DUE TO AGE/MILEAGE, VW WOULD NOT OFFER FINANCIAL ASSISTANCE. CO TO RETURN TO CUSTOMER. | |
10/29/2019 8:27:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT; STEERING / INEFFECTIVE - 1 / STEERING WHEEL INEFFECTIVE;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A35CC[redacted]
Owner Or Fleet	[redacted] CAMILLUS, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/29/2019	Incident Date	N/A
Mileage	79,956		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/29/2019 11:22:00 AM	MEDIA ATTACHED IN DOC CENTER
10/29/2019 4:11:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL WITHOUT THE $10 BULB CHARGE; VW TO REIMBURSE TOTAL: $589.89. | | | | SP TO GENERATE CHECK REQUEST.
10/29/2019 4:12:00 PM	1VWBP7A35CC[redacted]VW TO REIMBURSE CUST FOR WECI WARRANTY EXTENSION; TOTAL: $589.89. | | | | GENERATED CHECK REQUEST.
11/6/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 589.89 MAILED ON 11/05/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHN7AN8CE[redacted]
Owner Or Fleet	[redacted]	Addison, TX,	[redacted]
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	10/30/2019	Incident Date	N/A
Mileage	89,533		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/30/2019 10:03:00 AM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN TX STATE; 2ND OWNER; VEHICLE PURCHASED IN 2015 AT MILEAGE 30,000; VEHICLE PURCHASED FROM NON-VW DEALER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN WAS PURCHASED; TERMS OF EXTENDED WARRANTY:133,000 MILES WARRANTY COVERS EVERYTHING; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; ISSUE LAST OCCURRED ON 2 WEEKS AGO; PREVIOUS REPAIRS WERE COMPLETED AT (425083) , , AND REPAIRS WERE REPLACED THE CLOCK SPRING; VEHICLE EXPERIENCING: BUTTONS NOT WORKING; ; CUSTOMER SEEKING: REIMBURSEMENT; HAD AIR BAG REPLACED IN APRIL BECAUSE THE AIR BAG LIGHT CAME ON, AFTER THAT THE BUTTONS ON THE WHEEL STOPPED WORKING, HAD THE AIR BAG CLOCK SPRING REPLACED AT A VW DEALER (425083)ON 5/12/17 WORKED WITH THE DERRICK THE COST WAS 700-800$,CUSTOMER HAD TO GO BACK TO DEALER TO HAVE THEM FIX THE CLOCK SPRING AGAIN, | | | CUSTOMER SEEKS: REIMBURSEMENT | | | FACE TO FACE WITH ROSS ADVISED; TEAM LEAD ADVISED CUSTOMER CAN SEND IN REPAIR ORDER AND PROOF OF PAYMENT TO REVIEW POSSIBLE REIMBURSEMENT UNDER WARRANTY EXTENSION | | | C/O ADVISED: CUSTOMER CAN SEND IN REPAIR ORDER AND PROOF OF PAYMENT TO REVIEW POSSIBLE REIMBURSEMENT UNDER WARRANTY EXTENSION, WILL ALSO SEND EMAIL TO CUSTOMER WITH THEIR CURRENT WARRANTY EXTENSIONS, AS WELL AS THEIR CASE NUMBER TO REPLY BACK TOO WITH THEIR REPAIR ORDER AND PROOF OF PAYMENT | | | CUSTOMER THANKED | | | C/O TO FOLLOW UP WITH CUSTOMER BY THE COB ON 11/1/19 | | | C/O TO TEAM5 TO SEND CUSTOMER COPIES OF THEIR EXTENDED WARRANTIES | | |
10/30/2019 10:12:00 AM	TL ADVISED CUSTOMER CAN SEND IN RO AND PROOF OF PAYMENT TO REVIEW POSSIBLE REIMBURSEMENT UNDER WARRANTY EXTENSION
10/30/2019 10:25:00 AM	C/O TO TEAM 5 TO SEND CUSTOMER THEIR FOLLOWING WARRANTY EXTENSIONS: INTAKE MANIFOLD WARRANTY EXT END DATE: 2021-09-02 END MILEAGE: 120000 MI ,FUEL INJECTOR WARRANTY EXT END DATE: 2021-09-02 END MILEAGE: 120000 MI ,INJECTION PUMP WARRANTY EXT END DATE: 2021-09-02 END MILEAGE: 120000 MI ,TIMING CHAIN WARRANTY EXT END DATE: 2021-09-02 END MILEAGE: 100000 MI ,AIRBAG CLOCK SPRING WARRANTY EXT 15Y END DATE: 2026-09-03 END MILEAGE: 999999 MI . | | | CUSTOMER EMAIL:[redacted] | | | TEAM5 TO SEND BY THE COB ON 10/31/19
10/30/2019 10:31:00 AM	CATEGORY SELECTION : ENGANDENGCOOLING / WARNING LIGHT ON / CHECK ENGINE LIGHT ON;
10/30/2019 10:31:00 AM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / AIR BAG LIGHT;
10/30/2019 10:31:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIR BAG LIGHT ON;
10/31/2019 2:05:00 PM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY
10/31/2019 2:05:00 PM	CA GENERATED AND SENT E-MAIL TO ADDRESS[redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN. | | | |
11/1/2019 7:21:00 PM	C/A FOLLOWING UP WITH CUSTOMER - CALLING TO SEE IF RECIEVED E-MAIL, NEED FURTHER ASSISTANCE | | | | C/O TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHN7AN8CE[redacted]
Owner Or Fleet	[redacted]	Addison, TX, [redacted]	
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	10/30/2019	Incident Date	N/A
Mileage	89,533		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

11/4/2019 3:34:00 PM	CALLED CUSTOMER AND LEFT A VOICE MAIL MESSAGE STATING, FOLLOWING UP TO SEE IF THEY HAD RECEIVED THE EMAIL WITH THEIR WARRANTY EXTENSIONS, ALSO THAT WE ARE STILL WAITING ON THE REPAIR ORDERS AND PROOF OF PAYMENT FOR THE AIR BAG CLOCK SPRING, CUSTOMER SHOULD EMAIL THOSE DOCUMENTS THROUGH THE EMAIL SENT WITH CUSTOMERS CASE NUMBER, ANY QUESTIONS OR CONCERNS TO CALL US BACK HERE AT VCC , WILL FOLLOW UP WITH CUSTOMER IN A FEW DAYS | | | C/O TO FOLLOW UP WITH CUSTOMER BY THE COB ON 11/11/19
11/6/2019 10:54:00 AM	*PLEASE NOTE; THIS EMAIL DID NOT CONTAIN ANY ATTACHMENTS* | | | FROM: [redacted] | | SENT: WEDNESDAY, NOVEMBER 06, 2019 9:37 AM | | TO: VWOA CUSTOMER CARE <VWCUSTOMERCARE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | HI STEPHANIE, | | | | PLEASE SEE THE ATTACHED RECEIPT FOR THE CLOCK SPRING. | | | | ALSO, PLEASE NOTE MY ADDRESS HAS CHANGED SINCE THIS. | | | | MY NEW ADDRESS IS: | [redacted] | ADDISON TX [redacted] | | | | THANK YOU, | [redacted] |
11/11/2019 11:35:00 AM	C/O CALLED AND LEFT VOICE MAIL MESSAGE STATING, HAVE NOT RECEIVED PROOF OF PAYMENT NO THE INVOICE FOR REIMBURSEMENT AND TO PLEASE SEND THEM IN TO THE ATTACHED EMAIL THAT I WILL RE SEND, ANY FURTHER QUESTIONS TO CALL VCC, GAVE CASE NUMBER | | | C/O TO FOLLOW UP BY 11/15/19
11/11/2019 2:40:00 PM	CUSTOMER RETURNING PHONE CALL FROM SIMSSTE; NO NEW INFORMATION TO ADD TO CASE NOTES | | | CUSTOMER ADVOCATE REACHED OUT TO SIMSSTE; SHE WAS ABLE TO FIELD PHONE CALL | | | CUSTOMER ADVOCATE TRANSFERRED TO SIMSSTE PER CUSTOMER REQUEST
11/11/2019 2:58:00 PM	CUSTOMER CALLED BACK AND STATED THAT SHE DID IN FACT SEND COPIES OF THE PROOF OF PAYMENT AND INVOICE TO THE EMAIL I SENT WITH THE CASE NUMBER | | | C/O ADVISED: I HAVE NOT RECEIVED ANY ATTACHMENTS, TO SEND THEM IN AGAIN | | | CUSTOMER STATES: WILL SEND THEM IN AGAIN | | | C/O ADVISED: WE HAVE RECEIVED THE DOCUMENTS AND WILL FOLLOW UP WITH CUSTOMER BY THE COB ON 11/14/19 FOR THE NEXT STEPS | | | C/O TO FOLLOW UP WITH CUSTOMER BY THE COB ON 11/14/19
11/11/2019 4:00:00 PM	MEDIA ATTACHED IN DOC CENTER
11/14/2019 12:24:00 PM	PLEASE ASSIGN TO VW SPECIAL PROJECTS (NONE) FOR ANY CAMPAIGN REIMBURSEMENT REQUEST. CO TO HANDLE
11/14/2019 5:01:00 PM	C/O CALLED CUSTOMER LEFT VOICE MAIL MESSAGE STATING, ADVISING CUSTOMER I HAVE RECEIVED THE DOCUMENTS AND WILL BE SENDING CASE UP FOR REIMBURSEMENT REVIEW, ANY QUESTIONS OR CONCERNS TO CALL VCC AND GAVE CASE NUMBER | | | C/O TO SPECIAL PROJECTS FOR REVIEW
11/14/2019 5:04:00 PM	SPECIAL PROJECTS TO REVIEW FOR REIMBURSEMENT OF THE AIRBAG CLOCK SPRING, DOCUMENTS ATTACTCHED | | | C/O TO SPECIAL PROJECTS FOR REVIEW
12/2/2019 4:37:00 PM	C/A ADVISED SPECIAL PROJECTS IS REVIEWING REQUEST ; COULD TAKE UP TO 60 DAYS | | CUSTOMER ACKNOWLEDGED
12/11/2019 11:38:00 AM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DEALER 425083; SHOWS REPLACMENT OF CLOCK SPRING; VW TO REIMBURSE FOR FULL RO; TOTAL: $774.06. | | | SP TO GENERATE CHECK REQUEST
12/11/2019 11:39:00 AM	WVWHN7AN8CE[redacted] VW TO REIMBURSE FOR REPAIRS UNDER WECI WARRANTY EXTENSION; TOTAL: $774.06. | | | | GENERATED CHECK REQUEST

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHN7AN8CE[redacted]
Owner Or Fleet	[redacted]		Addison, TX, [redacted]
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	10/30/2019	Incident Date	N/A
Mileage	89,533		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 774.06 MAILED ON 12/17/2019
1/6/2020 1:01:00 PM	CUSTOMER CALLING TO CHECK ON STATUS OF REIMBURSEMENT REQUEST | | | | CA ADVISED: CUSTOMER WILL BE RECIEVING REMIBURSEMENT BY CHECK. IF THE CHECK DOESN'T ARRIVE WITHIN THE WEEK, CALL BACK FOR IT TO BE REISSUED. | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A38C[redacted]
Owner Or Fleet	[redacted] CHERRY HILL, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/30/2019	Incident Date	N/A
Mileage	94,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/30/2019 2:30:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES: VEHICLE IS EXPERIENCING ISSUES WITH STEERING WHEEL BUTTONS, HORN NOT WORKING, AND AIRBAG LIGHT IS ON; CUSTOMER RESEARCHED AND BELIEVES ITS THE AIRBAG CLOCK SPRING, KNOWS THAT THERE WAS A RECALL BUT HAS HEARD IT WOULD NOT BE REPLACED UNDER RECALL | | | CUSTOMER SEEKING: CLARIFICATION ON COVERAGE | | | CO ADVISED: CONFIRMED VEHICLE DID HAVE RECALL DONE FOR STEERING WHEEL CLOCK SPRING IN 2016; VEHICLE DOES HAVE WARRANTY EXTENSION FOR AIR BAG CLOCK SPRING WHICH IS GOOD UNTIL 2/18/2027, SINCE VEHICLE IS SHOWING BOTH SYMPTOMS OF CONCERN, DIAGNOSIS AT VW DEALER WOULD BE COVERED UNDER WARRANTY; CAN HELP SCHEDULE AN APPOINTMENT; ALSO SEE OPEN RECALL FOR HEADLIGHT ADJUSTING SCREWCAPS WHICH CAN BE COMPLETED AT APPOINTMENT AS WELL | | | CUSTOMER ACCEPTS APPOINTMENT, WOULD LIKE TO SCHEDULE APPOINTMENT FOR 90K SERVICE AS WELL | | | CO SCHEDULED APPOINTMENT VIA XTIME FOR 11/8 AT 8AM AT DEALER 408278, CONFIRMATION-[redacted] | | | NO FURTHER ACTION | |
10/30/2019 2:57:00 PM	MEDIA ATTACHED IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWRP7AN7EE[redacted]
Owner Or Fleet	[redacted] VERNON ROCKVILLE, CT, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2014		
Report Date	10/31/2019	Incident Date	N/A
Mileage	65,900		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/31/2019 12:18:00 PM	CUSTOMER STATES; IS HAVING ISSUES WITH VEHICLE, WHERE AIRBAG LIGHT CAME ON. VEHICLE HORN NOT WORKING, AS WELL AS THE CONTROLS ON THE STEERING WHEEL. CUSTOMER READ ONLINE THERE MAY BE A RECALL RELATED. | | | CUSTOMER SEEKS; OPEN RECALLS ON THE VEHICLE. | | | CO ADVISED; VEHICLE DOES NOT HAVE ANY OPEN RECALLS OR WARRANTY EXTENSIONS ON THE VEHICLE. RECOMMEND TAKING VEHICLE TO LOCAL VW DEALER TO BE DIAGNOSED, DEALER WOULD BE IN BEST POSITION TO DETERMINE ANY POTENTIAL COVERAGE IF THERE ANY ON THE VEHICLE. INFORMATION IS SENT TO NHTSA AND IF VEHICLE GETS A RECALL OR WARRANTY EXTENSION CUSTOMER CAN SUBMIT RO OR PROOF OR PAYMENT FOR POSSIBLE REIMBURSEMENT. | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A3XFC[redacted]
Owner Or Fleet	[redacted] Staten Island, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	10/31/2019	Incident Date	N/A
Mileage	52,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/31/2019 12:32:00 PM	CUSTOMER STATES SHE PURCHASED VEHICLE CPO, 2ND VW, CUSTOMER STATES THAT THE AIRBAG LIGHT CAME ON AND THE HORN WON'T WORK. CUSTOMER TOOK THE VEHICLE TO AN INDEPENDENT WHO STATED THAT IT WAS THE AIRBAG CLOCK SPRING AND THERE WAS A RECALL AND TO CALL VW. | | | | CO ADVISED SHE DIDN'T HAVE AN OPEN RECALL BUT SHE DOES HAVE THE WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING FOR 10 YEARS/120K MILES WOF. CO ADVISED VEHICLE WOULD NEED TO BE TAKEN TO AN AUTHORIZED VW DEALER TO HAVE IT DIAGNOSED. | | | | CUSTOMER STATES INDEPENDENT IS A FRIEND AND THEY WILL BE TOWING THE VEHICLE TO THE DEALER. | | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU9FM[redacted]
Owner Or Fleet	[redacted] FREMONT, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	11/4/2019	Incident Date	N/A
Mileage	51,038		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/4/2019 12:18:00 PM	CUSTOMER STATES: CLOCK SPRING WAS REPLACED AT LOCAL MECHANIC BUT THEY WERE NOT ABLE TO FINISH THE JOB THEN HAD TO TAKE VEHICLE TO A VW DEALER FOR THEM RECODE THE CLOCK SPRING; PAID $100 GOT RECODING; PROVIDED DEALER WITH DEFECTIVE PART; DEALER STATED: CUSTOMER WILL BE REFUNDED BY CUSTOMER CARE CENTER; WAS TO CHARGED LABOR AT LOCAL MECHANIC; CALLED THE DEALER AND THE DIAGNOSIS WAS TOO EXPENSIVE SO TOOK IT SOMEWHERE ELSE CUSTOMER EXPLAINED THE VEHICLE CONCERNS TO DEALER 426116 AND THEY NEVER ACKNOWLEDGED THAT IT COULD BE RELATED TO A WARRANTY EXT | | | CUSTOMER SEEKING: REIMBURSEMENT FOR RECODING | | | CO ADVISED: CAN LOOK INTO REIMBURSEMENT FOR PART ONLY; CUSTOMER STATES WAS NOT CHARGED FOR PART OR LABOR DUE TO LOCAL MECHANIC NOT BEING ABLE TO DO THE RECODING; CAN LOOK INTO POSSIBLE REIMBURSEMENT; WILL EMAIL CASE NUMBER; CUSTOMER TO ATTACH POP AND REPAIR ORDER; WILL SEND EMAIL ONCE DOCUMENTS ARE RECEIVED | | | CO TO CLOSE PENDING CUSTOMER CONTACT
11/4/2019 12:18:00 PM	| | | REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | SINCERELY, | | | | | | | KALYN R | | | CUSTOMER CARE ADVOCATE | |
11/4/2019 4:49:00 PM	MEDIA ATTACHED IN DOC CENTER
11/5/2019 11:26:00 AM	| | REFERENCE #[redacted] | | | DEAR , | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | KALYN R | | | CUSTOMER CARE ADVOCATE | |
11/5/2019 11:27:00 AM	SP TO REVIEW REIMBURSEMENT FOR CLOCK SPRING RECODING NEEDED TO FINISH WARRANTY REPAIR
11/6/2019 8:58:00 AM	APPROVED GOODWILL OF THE RECODING FOR CLOCKSPRING DONE AT THE VW DEALER.. CUTOMER ORIGINALLY TRIED TO SET UP APPT WITH VW DEALER BUT THEY WANTED TO CHARGE HER DIAG.. SO SHE WENT TO INDEPENDENT WHO DID IT INCORRECTLY AND THEN VW DEALER HAD TO RECODE.
11/6/2019 9:06:00 AM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER 426116; SHOWS CODING OF CLOCK SPRING; DEALER NOTES THAT UPON INSPECTION FOUND CLOCK SPRING HAD BEEN REPLACED WITH OEM PART BY INDEPENDENT, BUT WAS NOT CODED; CO REVIEWED WITH LEADERSHIP STEPHANIE, WHO ADVISED DUE TO CUSTOMER CONTACTING DEALER PRIOR TO GOING TO INDEPENDENT AND DEALER NOT ADVISING OF WARRANTY EXTENSION, VW CAN GOODWILL CODING CHARGE; TOTAL: $100.00. | | | CO TO GENERATE CHECK REQUEST
11/6/2019 9:16:00 AM	3VW217AU9FM[redacted]VW TO REIMBURSE CLOCK SPRING CODING AS GOODWILL; TOTAL: $100.00. | | | GENERATED CHECK REQUEST
11/13/2019 4:00:00 AM	CHECK #[redacted] OR AMOUNT $ 100.00 MAILED ON 11/12/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30DC[redacted]
Owner Or Fleet	[redacted]	AURORA, CO,	[redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	11/4/2019	Incident Date	N/A
Mileage	127,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/4/2019 1:10:00 PM	CUSTOMER STATES PURCHASED VEHICLE USED IN 2016, 1ST VW. CUSTOMER STATED SOON AFTER PURCHASE SHE HAD TO PAY TO HAVE THE STEERING WHEEL CLOCK SPRING REPLACED AND PAID OUT OF POCKET FOR IT. NOW, SHE'S HAVING THE ISSUE AGAIN. CUSTOMER CONTACTED DEALER 420113 WHO TOLD HER SHE WASN'T COVERED UNDER ANY RECALL/WARRANTY EXTENSION AND SHE WOULD BE RESPONSIBLE FOR THE REPAIR. CUSTOMER ALSO IS HAVING ISSUES WITH HER PASSENGER DOOR NOT UNLOCKING WHEN SHE UNLOCKS ALL OF THE DOORS WITH HER KEY FOB. | | | CUSTOMER SEEKING IF HER VEHICLE HAS A RECALL FOR THE CLOCK SPRING BECAUSE SHE READ THAT IT WAS ON A LOT OF VW VEHICLE. | | | CO ADVISED SHE DIDN'T HAVE A RECALL FOR THE CLOCK SPRING BUT SHE DID HAVE A WARRANTY EXTENSION FOR 10 YEARS/120K MILES WOF. THIS WOULDN'T APPLY TO HER CURRENT CONCERN, HOWEVER, IF SHE PAID FOR THE REPAIR PREVIOUSLY AND THE VEHICLE WAS WITHIN THE WARRANTY EXTENSION SHE MIGHT BE ELIGIBLE FOR REIMBURSEMENT. CO PROVIDED CONTACT INFORMATION AND ADVISED WHAT IS NEEDED FOR REVIEW. | | | NO FURTHER ACTION PENDING CUSTOMER DOCUMENTATION.
11/4/2019 1:24:00 PM	CATEGORY SELECTION : LATCH / INEFFECTIVE - 1 / PASSENGER DOOR DOESN'T LOCK PROPERLY;
11/8/2019 2:31:00 PM	MEDIA ATTACHED IN DOC CENTER | | | FROM: [redacted] | SENT: FRIDAY, NOVEMBER 08, 2019 1:42 PM | | TO: VWOA CUSTOMER CARE <VWCUSTOMERCARE@VW.COM> | | SUBJECT: [redacted] | | | [redacted] | | | -- | | THANK YOU, | | [redacted] |
11/11/2019 4:05:00 PM	CUSTOMER STATES; CALLED LAST WEEK ABOUT POSSIBLE REIMBURSEMENT FOR REPAIR DONE TO VEHICLE WHILE HAVING A WARRANTY EXTENSION, WAS TOLD TO EMAIL IN PROOF OF REPAIR PAYMENT ; SENT EMAIL IN 11-08-2019 AND WANTED TO MAKE SURE IT WAS SENT TO THE RIGHT PLACE | | | CUSTOMER SEEKS; INQUIRING ON IF EMAIL WAS RECEIVED | | | CUSTOMER ADVOCATE ADVISED; CUSTOMER CARE CENTER RECEIVED EMAIL, YOU WILL RECEIVE CORRESPONDENCE IN THE MAIL WITHIN 60 DAYS | | | CUSTOMER ADVOCATE TO ESCALATE TO SPECIAL PROJECTS
11/11/2019 4:11:00 PM	SPECIAL PROJECTS TO REVIEW CUSTOMERS REQUEST FOR REIMBURSEMENT | | | SPECIAL PROJECTS TO REVIEW
12/6/2019 12:10:00 PM	CUSTOMER STATES: SENT IN INFORMATION FOR REPIMBURSEMENT. CUSTOMER HAS BEEN WAITING ALMOST 4 WEEKS. | | | CUSTOMER SEEKING: WHEN THE DECISION WILL BE MADE. | | | CA ADVISED: SPECIAL PROJECTS HAS THE INFORMATION AND ARE REVIEWING THE INFORMATION. WAIT TIME CAN BE FROM 4-6 WEEKS SO IT CAN STILL BE A LITTLE BIT LONGER. | | | CUSTOMER THANKED. | | | CO TO REVIEW
12/11/2019 1:03:00 PM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DEALER 420113; SHOWS REPLACMENT OF CLOCK SPRING; RO DATE IS 04/03/2015; FIRST VALID OUT OF POCKET DATE FOR WECY WARRANTY EXTENSION IS 05/23/2018; VW TO REIMBURSE FOR FULL RO AS GOODWILL; TOTAL: $694.59. | | | SP TO GENERATE CHECK REQUEST
12/11/2019 1:06:00 PM	GW - PROVIDED- FIRST OUT OF POCKET DATE
12/11/2019 1:07:00 PM	1VWBP7A30DC[redacted] VW TO REIMBURSE UNDER WECY WARRANTY EXTENSION AS GOODWILL DUE TO REPAIR DATE; TOTAL: $694.59. | | | GENERATED CHECK REQUEST
12/18/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 694.59 MAILED ON 12/17/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ0CM[redacted]
Owner Or Fleet	[redacted] BLAIRSVILLE, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	11/5/2019	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Mileage	42,930

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/5/2019 10:09:00 AM	MEDIA ATTACHED IN DOC CENTER
11/8/2019 1:20:00 PM	DEAR MR. [redacted] | | | I AM VERY PLEASED TO HEAR YOU ARE A LOYAL MEMBER OF THE VW FAMILY, HOWEVER I AM SADDENED TO LEARN OF THE REPEAT AND ONGOING VEHICLE WARNING LIGHTS. YOUR TIME IS VALUABLE AND I APOLOGIZE THAT AFTER REPEAT TRIPS TO AUTONATION VOLKSWAGEN THE CONCERN STILL EXISTS. | | | TO BEST ASSIST AND HOPEFULLY REPAIR YOUR JETTA ONCE AND FOR ALL, I WOULD LIKE TO ENGAGE A SPECIAL TEAM THAT WE HAVE HERE AT VOLKSWAGEN OF AMERICA. THIS TEAM IS CALLED OUR REGION CASE MANAGEMENT (RCM) TEAM AND THEY WORK WITH OUR DEALERSHIPS ON A DAY TO DAY BASIS. WE TOO WANT YOUR VEHICLE TO BE FUNCTIONING AS DESIGNED AS WE WANT YOU TO ENJOY ALL THAT YOUR VEHICLE AS TO OFFER. | | | TO MOVE FORWARD AND ENGAGE THIS TEAM, WE NEED YOU TO SCHEDULE AN APPOINTMENT AT A VW DEALERSHIP, AS WE NEED A RECENT DIAGNOSIS TO FOLLOW UP ON. PLEASE KNOW THAT I UNDERSTAND THE DEALERSHIP IS A 180 MILE ROUND TRIP, BUT IS MY HOPE THAT THIS WILL BE YOUR LAST TRIP TO THE DEALERSHIP FOR THIS CONCERN. ONCE AN APPOINTMENT IS SCHEDULED, WE CAN COLLABORATE WITH THE DEALERSHIP TO ENSURE THEY ARE USING ALL OF THEIR TECHNICAL AND INTERNAL RESOURCES TO CORRECTLY DIAGNOSE AND REPAIR CONCERN. AT THIS TIME, WE CAN TAKE A LOOK AT THE VEHICLES COMPUTER AS I UNDERSTAND YOU THINK IT MAY BE A FAULT WITHIN THE COMPUTER. | | | WITH THAT BEING SAID, I CAN ASSIST YOU WITH SCHEDULING AN APPOINTMENT OR YOU CAN SCHEDULE THE APPOINTMENT YOURSELF. WHICHEVER IS EASIER FOR YOU IS FINE WITH ME. IF YOU WOULD LIKE ME TO SCHEDULE THIS APPOINTMENT, PLEASE LET ME KNOW WHAT DAYS/TIMES WORK BEST FOR YOU. YOU CAN CALL OUR CARE CENTER AT 1-800-822-8987 OR EMAIL ME BACK AT VWCUSTOMERCARE@VW.COM. IF YOU DECIDE TO EMAIL ME BACK, PLEASE INCLUDE YOUR LAST NAME AND CASE NUMBER IN THE SUBJECT LINE. | | | OVERALL, THANK YOU FOR YOUR TIME TODAY AND YOUR LOYALTY TO OUR BRAND OVER THE YEARS. YOUR SATISFACTION IS IMPORTANT TO ME AND I WILL KEEP A SPECIAL EYE OUT FOR YOUR REPLY. I HOPE YOU HAVE A NICE DAY. | | | REST OF EMAIL IN DOC CENTER; CO TO WAIT CUSTOMER CONTACT
11/8/2019 1:24:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG; AUTOMATICBRAKE / LIGHT ON / ABS; BRAKE ;
11/8/2019 10:29:00 AM	IN MAY 2012 CUSTOMER BOUGHT VEHICLE AT DEALER 405234; CUSTOMER TOOK IT TO DEALER FOR MAINTENANCE AND CHECKUPS; OCTOBER 2017 THE CUSTOMER RECENTLY MOVED AND TWO MONTHS AGO ALARMS ON THE DASH BOARD STARTED TO SHOW THE FOLLOWING: BRAKE IN RED LIGHT; ABS AND SLIPPERY CAR DRAWING IN YELLOW LIGHT; AS WELL AS AN AIRBAG LIGHT IN YELLOW; FLAT TIRE DRAWING AND A SIGN THAT SAYS DO NOT DRIVE; OCTOBER 2019 THE CUSTOMER RENTED A TOW TRUCK TO TAKE IT TO THE CLOSEST DEALERSHIP WHICH IS DEALER 405146; 180 MILES ROUNDTRIP; TWO DAYS LATER CUSTOMER WAS INFORMED THE VEHICLE WAS READY TO BE PICKED UP WITH AN INVOICE OF $333.63; CUSTOMER PAID THIS AMOUNT AND WAS HAPPY WHEN CONCERN WAS RESOLVED BUT ON WAY HOME THE ALARMS REAPPEARED; CUSTOMER CALLED DEALER AND DEALER SAID TAKE IT BACK; CUSTOMER DID; A FEW HOURS LATER DEALER SAID EVERYTHING WAS FIXED; ON 27TH, 2019 THE LIGHTS CAME BACK ON; CUSTOMER DOESN┬┐T WANT TO BE DRIVING BACK AND FORTH EVERY TIME THIS PROBLEM SHOWS; CUSTOMER THINKS THIS MAY BE A COMPUTER PROBLEM; CURRENT MILEAGE IS 42930; CUSTOMER BROUGHT IS BRAND BECAUSE CUSTOMER PREVIOUSLY HAD JETTA AND HAD NO PROBLEMS WITH IT AT ALL; CUSTOMER SEEKING ASSISTANCE WITH REOCCURRING CONCERN
11/19/2019 11:11:00 AM	CUSTOMER STATES: RECEIVED TAYLOR W; THE DEALER STATE TO TAKE IT TO CUST CARE PLACE: WAS DRIVING AND HEARS LOCKS IN THE VEHICLE LOCKED AND UNLOCKED: THE TRACK SYSTEM AND THE AIRBAG LIGHT WAS ON AGAIN; AND KEEPS PAYING MONEY TO REPLACE THEM; SEPT 15/ A WEEK AFTER THAT WAS BACK AT THE DEALER; | | | CUSTOMER SEEKS: HAVE THE VEHICLE REPAIRED AND TO HAVE THE DIAGNOSIS FEE WAIVED | | | CUSTOMER ADVOCATE ADVISED: THE VEHICLE NEEDS TO GET TO THE DEALER ONCE THE VEHICLE HAS BEEN TO THE DEALER VW CAN ENGAGE RCM TO DO SOME RESEARCH INTO THE VEHICLE CONCERNS AND TRY TO GET THE ISSUE RESOLVED: OFFERED TO LOOK INTO HAVING THE FEE WAIVED: CUSTOMER IS IN REFUSAL TO TAKE THE TRIP 90 MILES TO GO TO THE DEALER; ADVISED CUSTOMER ONCE THIS VEHICLE GOES TO THE DEALER TO CALL CARE IN ORDER TO ENGAGE RCM | | | CUSTOMER ADVOCATE TO REVIEW | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ0CM[redacted]
Owner Or Fleet	[redacted] BLAIRSVILLE, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	11/5/2019	Incident Date	N/A
Mileage	42,930		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

11/19/2019 12:08:00 PM	CATEGORY SELECTION : LATCH / INEFFECTIVE - 1 / DOOR LOCKS;
11/19/2019 12:09:00 PM	CO REVIEWED CASE; CO CLOSING CASE PENDING DEALER APPOINTMENT/CUSTOMER CONTACT
11/19/2019 8:37:00 AM	CO CLOSING PENDING CUSTOMER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A3XC[redacted]
Owner Or Fleet	[redacted] Irvine, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	11/5/2019	Incident Date	N/A
Mileage	156,687		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/5/2019 8:46:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN CUSTOMER ADVOCATE STATE; 2ND OWNER; VEHICLE PURCHASED APRIL 2015 AT MILEAGE 36K MI; VEHICLE PURCHASED FROM A PRIVATE OWNER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; ISSUE LAST OCCURRED ON AUGUST 2019 FIRST TIME EXPERIENCING THIS ISSUE; PREVIOUS REPAIRS WERE COMPLETED AT 422186 , AND REPAIRS WERE TAKATA AIRBAG RECALL ; VEHICLE EXPERIENCING: AIRBAG LIGHT IS ON AND IT HAS TO DO WITH WHAT WAS JUST PERFORMED IN AUGUST; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT DEALER 422186 IN AUGUST; | | | | CUSTOMER SEEKING :FINANICAL ASSISTANCE | | | | FACE TO FACE WITH TEAM LEAD DEBBIE WHO ADVISED WOULD NEED A DIAGNOSIS TO DETERMINE IF REPAIR IS WARRANTABLE UNDER ANY SPARE PARTS WARRANTY; IF IT IS NOT, VW WILL NOT BE PARTICIPATING IN REPAIR | | | | CO ADVISED: WOULD NEED TO TAKE VEHICLE IN TO A VW DEALER FOR A DIAGNOSIS; IF THIS IS SOMETHING THAT WOULD BE COVERED UNDER SPARE PARTS WARRANTY THAN THE DIAGNOSIS FEE COULD BE WAIVED HOWEVER IF THIS IS NOT SOMETHING THAT WOULD BE COVERED UNDER WARRANTY IT WOULD BE AT CUST EXPENSE | | | | CUSTOMER STATES: WILL NOT BE PAYING FOR DIAGNOSIS FEE; NEEDS TO SPEAK WITH SOMEONE TO LET THEM CUST WILL NOT BE PAYING FOR A DIAGNOSIS WHEN THE CONCERN THAT IS HAPPENING IS THE SAME CONCERN THAT WAS IN AUGUST | | | | SUPERVISOR FACE TO FACE WITH TEAM LEAD DEBBIE WHO ADVISED WOULD NEED A DIAGNOSIS TO DETERMINE IF REPAIR IS WARRANTABLE UNDER ANY SPARE PARTS WARRANTY; IF IT IS NOT, VW WILL NOT BE PARTICIPATING IN REPAIR | | | | CO ADVISED: SPOKE WITH MEMBER OF LEADERSHIP WHO IS UNAVAILABLE TO TAKE CALL AND ANSWER WOULD REMAIN THE SAME WOULD NEED TO TAKE TO VW DEALER FOR A DIAGNOSIS; CUST WOULD LIKE TO SPEAK WITH SOMEONE NOW | | | | CO TO ESCALATE TO SUPERVISOR
11/5/2019 8:51:00 PM	LEADERSHIP REVIEW | | | | TEAM LEAD ADVISED: WOULD NEED A DIAGNOSIS TO DETERMINE IF REPAIR IS WARRANTABLE UNDER ANY SPARE PARTS WARRANTY; IF IT IS NOT, VW WILL NOT BE PARTICIPATING IN REPAIR; CO TO ADVISE
11/5/2019 9:06:00 PM	SUP TO CALL CUST AT PHONE NUMBER [redacted] REGARDING CUST NEEDING TO TAKE VEHICLE IN FOR A DIAGNOSIS TO DETERMAIN IF THIS SOMETHING THAT WOULD BE COVERED UNDER WARRANTY; AND IF IT IS NOT COVERED IT WOULD BE AT CUST EXPENSE
11/6/2019 1:10:00 PM	CUSTOMER STATES: HAD THE TAKATA RECALL AND CLOCK SPRING RECALL PERFORMED A FEW MONTHS AGO; AIRBAG LIGHT ON AND FUNCTIONS ON STEERING WHEEL NOT WORKING; VEHICLE IS OUTSIDE OF SPARE PARTS WARRANTY; WAS ADVISED BY DEALER THAT THE DIAGNOSIS WOULD COST $150; DOES NOT WANT TO PAY IF A BAD PART WAS INSTALLED; SEEKING FINANCIAL ASSISTANCE WITH CLOCK SPRING REPLACEMENT. TEAM LEAD STATES: WOULD NEED TO TAKE VEHICLE TO DEALER FOR DIAGNOSIS TO CONFIRM IF CLOCK SPRING IS FAILING; VEHICLE CURRENTLY HAS AN OPEN WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING; IF DEALER DETERMINES AIRBAG CLOCK SPRING FAILURE, IT WOULD MOST LIKELY BE COVERED UNDER EXTENDED WARRANTY; CONFERENCED JAVIER AT DEALER 422186; SERVICE ADVISOR SCHEDULED CUSTOMER APPOINTMENT TO DIAGNOSIS FOR POSSIBLE CLOCK SPRING WARRANTY EXTENSION. TEAM LEAD TO SEND CUSTOMER CASE # E-MAIL.
11/6/2019 5:09:00 PM	REFERENCE # [redacted] | | DEAR MS. [redacted] | IT WAS NICE TALKING TO YOU TODAY. | | PER OUR DISCUSSION, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON~~T~~T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | | NO FURTHER ACTION PENDING CUSTOMER CONTACT | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A3XDC[redacted]
Owner Or Fleet	[redacted] Unknown, Brownsville, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	11/6/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/6/2019 5:38:00 PM	CUSTOMER STATES: AIRBAG LIGHT ON AND STEERING BUTTONS DON'T WORK; CALLED DEALER 425085 BUT THEY ADVISED VEHICLE WOULD NEED TO COME IN TO VERIFY ISSUES WERE PART OF RECALL BEFORE REPAIRING | | | CUSTOMER SEEKS: WHAT COULD DISQUALIFY VEHICLE | | | CO ADVISED: DEALER WOULD NEED TO VERIFY THAT THERE ARE NO OTHER ISSUES CAUSING THIS TO HAPPEN OR THAT THE VEHICLE PROBLEMS ARE CAUSED BY THE RECALL | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30DC[redacted]
Owner Or Fleet	[redacted] New Hyde Park, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	11/7/2019	Incident Date	N/A
Mileage	52,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/7/2019 1:29:00 PM	MEDIA ATTACHED IN DOC CENTER | | -----ORIGINAL MESSAGE----- | | FROM: [redacted] | | SENT: THURSDAY, NOVEMBER 07, 2019 8:30 AM | | TO: VWOA CUSTOMER CARE <VWCUSTOMERCARE@VW.COM> | | CC: [redacted] | | SUBJECT: [redacted]REF # [redacted] | | | PLEASE SEE ATTACHED FOR INVOICE OF REPAIR. | | THANKS | | | [redacted] | |
11/7/2019 8:09:00 AM	CUSTOMER STATES AIRBAG LIGHT AND HORN STOPPED WORKING ; WAS AT DEALER THIS MORNING FOR RECALL AND WAS INFORMED ABOUT AIRBAG CLOCK SPRING WARRANTY EXTENSION ; HAD THAT REPLACED AT INDEPENDENT AND WAS ABOUT $840 ;; | | | | CUSTOMER SEEKING REIMBURSEMENT ; | | | CO ADVISED CUSTOMER DOES HAVE WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING FOR 15 YEARS ; CUSTOMER WOULD NEED TO SEND IN INVOICE THAT INCLUDE VIN, DIAGNOSIS AND PARTS #S WITH ALSO A POP ; PROVIDED EMAIL AND CASE # | | | CUSTOMER ACKNOWLEDGED; | | | CO TO WAIT FOR CUSTOMER MAIL
11/8/2019 12:27:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | JANET V | | CUSTOMER CARE ADVOCATE | |
11/8/2019 12:28:00 PM	SP TO REVIEW UNDER WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING
11/8/2019 5:08:00 PM	FROM: [redacted] | | SENT: FRIDAY, NOVEMBER 08, 2019 5:07 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | THANK YOU VERY MUCH | | [redacted] |
12/18/2019 8:09:00 AM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT; SHOWS REPLACEMENT OF CLOCK SPRING; DATE OF REPAIR ORDER IS 09/10/2019; LAST VALID OUT OF POCKET DATE FOR WECI WARRANTY EXTENSION IS 11/09/2018; VW TO REIMBURSE FOR PARTS ONLY AS GOODWILL; PART: 290.00, TAX: 24.62; TOTAL: $314.62. | | | SP TO GENERATE CHECK REQUEST AND SEND DENIAL LETTER
12/18/2019 8:13:00 AM	GW - PROVIDED- LAST OUT OF POCKET DATE
12/18/2019 8:14:00 AM	1VWBP7A30DC[redacted] VW TO REIMBURSE UNDER WECI WARRANTY EXTENSION AS GOODWILL DUE TO REPAIR DATE; TOTAL: $314.62 | | | GENERATED CHECK REQUEST
12/18/2019 8:26:00 AM	SP SENT LETTER; CAN BE VIEWED IN DOC CENTER
12/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 314.62 MAILED ON 12/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWPZ7AJ7BM[redacted]
Owner Or Fleet	[redacted]		BROOKLYN, NY, [redacted]
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2011		
Report Date	11/8/2019	Incident Date	N/A
Mileage	51,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5K0953507AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/8/2019 10:45:00 AM	CUSTOMER STATES: 2011 JETTA RECEIVED A LETTER FOR EXT. WARRANTY FOR STEERING CLOCK SPRING; HAS THE AIR BAG LIGHT ON BUT THE STEERING WHEEL CONTROLS STILL WORKING; ENGINE IS LOSING POWER; | | | CUSTOMER SEEKING: TO FIND OUT THE DETAILS OF THE WARRANTY EXT.; | | | CO ADVISED: VEHICLE HAS 2 WARRANTY EXT.; SECODARY AIR PRESSURE SENSOR WARRANTY 2020-09-02/ 120000 MI WOF; AIRBAG CLOCK SPRING WARRANTY EXT 2020-09-03/ 120000 MI WOF: OFFERED TO MAKE DEALER APPOINTMENT; DECLINED; PROVIDED NUMBER AND ADDRESS: | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A35GC[redacted]
Owner Or Fleet	[redacted]	MEDFORD, OR, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	11/8/2019	Incident Date	N/A	Mileage	96,000
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/8/2019 12:24:00 PM	CUSTOMER STATES THAT VEHICLE HAS THE AIR BAG LIGHT ON, HORN NOT WORKING AND BUTTONS ON STEERING WHEEL NOT WORKING. CUSTOMER STATES THAT SHE ORIGINALLY TOOK IT TO THE NISSAN DEALER THAT SHE PURCHASE THE VEHICLE FROM TO COMPLETE REPAIR. CUSTOMER STATES THAT THE NISSAN DEALER THEN ADVISED CUSTOMER THAT THEY ARE UNABLE TO COMPLETE REPAIR DUE TO THE SOFTWARE UPDATE THAT IS NEED TO COMPLETE FIX. THE NISSAN DEALER THEN SENT CUSTOMER OVER TO THE VW DEALER NEXT DOOR WHERE CUSTOMER THEN WAS INFORMED ABOUT THE EXTENDED WARRANTY AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI WOF. CUSTOMER STATES THAT THE DEALER SCHEDULED CUSTOMER FOR APPOINTMENT FOR NEXT WEEK TO COMPLETE REPAIR. CUSTOMER STATES THAT SHE IS INQUIRING ABOUT THE REIMBURSEMENT FOR THE REPAIR THAT THE NISSAN DEALER COMPLETED. | | | | CUSTOMER SEEKING REIMBURSEMENT | | | | CO ADVISED CUSTOMER THAT AN EMAIL WILL BE SENT TO CUSTOMER EMAIL AND SHE CAN REPLY WITH ATTACHMENTS OF THE REPAIR ORDER AND POP. CO ADVISED CUSTOMER THAT IT WILL ONLY BE PARTIAL REIMBURSEMENT DUE TO NISSAN DEALER IS CONSIDER AS AN INDEPENDENT. CUSTOMER WILL POSSIBLY BE REIMBURSED FOR PARTS ONLY. CO ADVISED CUSTOMER THAT THERE IS AN OPEN RECALL / SERVICE ACTION FOR THE 24DR S-SERV_ACT - ENGINE CONTROL MODULE (ECM) SOFTWARE . | | | | CUSTOMER THANKED | | | | NO FURTHER ACTION PENDING CUSTOMER MAIL
11/11/2019 10:56:00 AM	MEDIA ATTACHED IN DOC CENTER | | | | | | -----ORIGINAL MESSAGE----- | | FROM: [redacted] | | SENT: SUNDAY, NOVEMBER 10, 2019 6:18 PM | | TO: REIMBURSEMENT REQUEST <REIMBURSEMENT.REQUEST@VW.COM> | | SUBJECT: [redacted] | | | PLEASE SEE ATTACHED DOCUMENTS FOR REIMBURSEMENT OF THE PART FOR THE U36-CLOCK SPRING ASSEMBLY. | | | | THANK YOU, | [redacted] | MEDFORD, OR [redacted] |
11/11/2019 5:26:00 PM	SP TO REVIEW CUSTOMER RO AND POP FOR POSSIBLE REIMBRUISEMENT | | | | SP TO REVIEW
12/18/2019 9:43:00 AM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DEALER 423074; SHOWS REPLACMENT OF CLOCK SPRING; REPAIRS SHOULD HAVE BEEN COVERED UNDER WARRANTY EXTENSION AS WITHIN PARAMETERS; VW TO REIMBURSE FOR FULL RO; TOTAL: $519.71. | | | | SP TO GENERATE CHECK REQUEST
12/18/2019 9:45:00 AM	1VWBT7A35GC[redacted]VW TO REIMBURSE FOR REPAIRS UNDER WECY WARRANTY EXTENSION; TOTAL: $519.71. | | | | GENERATED CHECK REQUEST
12/24/2019 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 519.71 MAILED ON 12/23/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX9DW[redacted]
Owner Or Fleet	[redacted] AURORA, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	11/8/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/8/2019 7:43:00 PM	CUSTOMER STATES: CSUTOMER AIRBAG LIGHT IS ON AND THE STEERING WHEEL FUNCTIONS DO NOT WORK; WANTS TO KNOW WHAT TO DO; ISSUES STARTED TODAY; CUSTOMER DOES NOT KNOW THE MIALGE; | | | CUSTOMER SEEKING: NEXT STEPS FOR VEHICLE ISSUES | | | CO ADVISED: THERE IS A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING; CUSTOMER WOULD BE BEST ADVISED TO HAVE A DEALER LOOK INTO SITUATION, BASED ON WHAT THEY ARE STATING, THEN THIS COULD BE RELATED; DEALER WILL NEED TO REVIEW IF WARANTABLE; CUSTOMER THANKED FOR INFORMATION AND WILL CALL; | | | NO FURTHER ACTION
11/8/2019 8:41:00 PM	CATEGORY SELECTION : STEERING / INEFFECTIVE - 1 / STEERING WHEEL FUNCTIONS NOT WORKING ; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWJZ7AJ0AM[redacted]
Owner Or Fleet	[redacted], JAMAICA, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	11/11/2019	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/11/2019 1:44:00 PM	CUSTOMER STATES: RECEIVED A NOTICE IN THE MAIL REGARDING AN EXT. WTY ON THE AIRBAG CLOCK SPRING; THE AIRBAG LIGHT IS ON IN THE VEHICLE; WASN┬┐T SURE WHAT TO DO OR WHERE TO GO | | | CUSTOMER SEEKING: WHAT AND WHERE TO TAKE HER VEHICLE DUE TO THE AIRBAG LIGHT BEING ON | | | CO ADVISED: YOU ARE GOING TO WANT TO TAKE YOUR VEHICLE INTO YOUR LOCAL VW DEALER AND HAVE THEM DO A DIAGNOSIS TO SEE IF THE LIGHT COMING ON IS BECAUSE OF THE AIRBAG CLOCK SPRING; AS WELL AS TO HAVE THEM REPAIR THE CONCERN; CO OFFERED TO SET CUSTOMER UP WITH A DEALER APPOINTMENT; PROVIDE HER WITH INFORMATION OF A DEALER SO THAT SHE CAN REACH OUT TO THEM HERSELF; OR DIRECTLY TRANSFER HER TO A DEALER SO SHE CAN SCHEDULE AN APPOINTMENT WITH THEM ON HER OWN | | | CUSTOMER ASKED FOR THE PHONE NUMBER TO DEALER 408156 AND DEALER 408112 | | | CO PROVIDED CUSTOMER WITH THE DEALER PHONE NUMBERS; CO OFFERED TO TRANSFER CUSTOMER TO SPEAK WITH THE DEALER | | | CUSTOMER SAID OK AND ASKED TO BE TRANSFERRED TO DEALER 408156 | | | CO TRANSFERRED CUSTOMER TO DEALER 408156 | | | NO FURTHER ACTION
11/12/2019 12:31:00 PM	CUSTOMER STATES; WANTED TO GET VEHICLE INTO DEALER FOR AIRBAG LIGHT BEING ON IN VEHICLE, AND GET MAINTENANCE ON THE VEHICLE DONE. | | | CUSTOMER SEEKS; SCHEDULE APPOINTMENT. | | | CA ADVISED; APPOINTMENT SCHEDULED AT 408156 FOR 11/27/2019 AT 8:30AM. | | | CO TO REVIEW AND CLOSE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AXXEW[redacted]
Owner Or Fleet	[redacted] RICHMOND HILL, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	11/11/2019	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/11/2019 7:37:00 PM	CUSTOMER STATES: AIRBAG LIGHT IS ON AND CUST HEARS CLICKING IN THE STEERING WHEEL | | | | CUSTOMER SEEKING: WANTS TO KNOW IF THERE ARE ANY WARRANTY┬┐S OR RECALL ON VEHICLE FOR AIRBAG | | | | CO ADVISED: DOES HAVE A WARRANTY FOR AIRBAG CLOCK SPRING (10Y/120K MI WOF) WOULD NEED TO SCHEDULE A DEALER APPOINTMENT FOR A DIAGNOSIS TO SEE IF THIS WOULD BE SOMETHING THAT WOULD BE COVERED UNDER WARRANTY; CO SCHEDULED A DEALER APPOINTMENT WITH DEALER 405111 FOR WEDNESDAY 11/13 AT 10:30 AM | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX1GW[redacted]
Owner Or Fleet	[redacted]		FUQUAY VARINA, NC, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	11/13/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/13/2019 1:07:00 PM	CATEGORY SELECTION : ELECTRICAL / OTHER SYMPTOM - 1 / HORN SOUNDS WHEN TURNING LEFT; STEERING / OTHER SYMPTOM - 1 / STEERING CONTROLS DO NOT WORK; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON;
11/13/2019 12:47:00 PM	CUSTOMER STATES: VEHICLE EXPERIENCING: AIRBAG LIGHT IS ON, WHEN TURNING WHEEL TO LEFT HORN SOUNDS, STEERING CONTROL FEATURES DO NOT WORK; CALLED LOCAL DEALER 4092220 AND THEY DON┬┐T HAVE THE PART AND TOLD CUSTOMER THAT NO OTHER DEALER WILL BE ABLE TO HELP; PURCHASED FROM A NON VW DEALER; CUSTOMER DOES KNOW MILEAGE AS BUTTON ON STEERING WHEEL WILL NOT WOK | | | CUSTOMER SEEKING: WHAT TO DO | | | CO ADVISED: VEHICLE HAS RECALL FOR THE AIRBAG CONTROL MODULE THAT DOES NOT HAVE A REPAIR YET AVAILABLE BUT VEHICLE ALSO HAS A WARRANTY EXT FOR THE AIRBAG CLOCK SPRING 10Y/120K MILES WOF; ADVISED DEALER WOULD NEED TO FULLY DIAGNOSIS THE VEHICLE TO DETERMINE WHAT PART IS FAULTY; EXPLAINED THAT CUSTOMER WILL NEED TO AUTHORIZE THE DIAGNOSIS; IF IT┬┐S THE CLOCK SPRING IT WILL BE AT NO COST TO CUSTOMER; IF IT┬┐S THE AIRBAG CONTROL MODULE RECALL A REPAIR IS NOT YET AVAILABLE SO CUSTOMER WOULD HAVE TO PAY FOR THE REPAIR AND SUBMIT FOR REIMBURSEMENT ONCE DETERMINED WHAT PART VW IS REPLACED FOR RECALL; CUSTOMER ACKNOWLEDGED; CO CALLED DEALER 409221 AND ADVISED RECEPTIONIST SCHEDULING APPT THAT VEHICLE NEEDS TO BE TAKEN IN FOR A DIAGNOSIS; CUSTOMER AGREED TO BE TRANSFER TO DEALER 409221 | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDZ7AJ3BM[redacted]
Owner Or Fleet	[redacted]FEDERAL WAY, WA,[redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	11/13/2019	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/13/2019 7:14:00 PM	CUSTOMER STATES : AIRBAG LIGHT IS ON IN VEHICLE | | | | CUSTOMER SEEKING : WHY AIRBAG LIGHT IS ON | | | | CO ADVISED : RECOMMENDED CUSTOMER TO GO TO DEALER FOR A DIAGNOSES ; PROVIDED INFORMATION FOR 423344 ; OFFERED TO MAKE APPOINTMENT | | | | CUSTOMER DECLINED APPOINTMENT | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A39DC[redacted]
Owner Or Fleet	[redacted] Saint Augustine, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	11/14/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/14/2019 11:16:00 AM	CUSTOMER STATED REACHING OUT IN REGARDS TO AIRBAG LIGHT COMING ON AND THE BUTTONS ON THE STERLING WHEEL ARE NOT WORKING | | | | CUSTOMER SEEKING TO KNOW IF THERE IS A RECALL AND WHAT CAN BE DONE | | | | CO ADVISED CUSTOMER NO OPEN RECALLS ON THE VEHICLE BUT THE ISSUE THAT HAS BEEN DESCRIBED SOUNDS LIKE WARRANTY EXTENSION APPLIED TO THE VEHICLE WHICH IS THE AIRBAG CLOCK SPRING WARRANTY EXTENSIONS 10Y-120K MILES WOF WOULD NEED TO GET THE H INTO CW DEALER AND GET DIAGNOSIS TO DETERMINE THE ISSUE WITH THE VEHICLE AND IF IT IS SOMETHING THAT IS COVERED UNDER THE WARRANTY; THE TAKATA AIRBAG RECALL HAS BEEN CLOSED AND COMPLETED ON THE VEHICLE | | | | NO FURTHER ACTION
11/14/2019 11:22:00 AM	CATEGORY SELECTION : STEERING / NOISE / KNOCKING IN THE STEERING ;
11/14/2019 11:23:00 AM	CATEGORY SELECTION : ENGANDENGCOOLING / WARNING LIGHT ON / AIURBAG LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A37DC[redacted]
Owner Or Fleet	[redacted]		MARYSVILLE, CA, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	11/14/2019	Incident Date	N/A
Mileage	150,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/14/2019 11:47:00 AM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN CUSTOMER ADVOCATE STATE; 2ND OWNER; VEHICLE PURCHASED 9/2016 AT MILEAGE CUSTOMER UNSURE; VEHICLE PURCHASED FROM A PRIVATE OWNER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT LOCAL BUSINESS (NON-VW); FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT ON; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT DEALER A WEEK AGO; DEALER STATES: VEHICLE NEEDS AIR BAG CLOCK SPRING FOR $600; VEHICLE OUTSIDE OF WARRANTY EXT; ALSO HAS TAKATA RECALL BUT CUSTOMER SHOULD WAIT TO HAVE CLOCK SPRING AND TAKATA COMPLETED AT THE SAME TIME; REFERRED TO CUSTOMER CARE CENTER; | | | | CUSTOMER SEEKING: FINANCIAL ASSISTANCE | | | | CO ADVISED RECALL FOR HEADLIGHT ADJUSTING SCREW CAPS; CLOCK SPRING WAS AN EXT WARRANTY FROM THE NVLW 3/36K WOF; UNABLE TO EXTEND ANY FURTHER | | | | CUSTOMER STATES CANNOT AFFORD REPAIR; WILL HAVE TO DRIVE CHILDREN AROUND WITH NO HORN OR AIRBAG; DOESN┬┐T UNDERSTAND WHY IT HAS TO BE WOF; STILL WITHIN BY TIME; REQUESTED TO SPEAK WITH SOMEONE HIGHER UP | | | | CO ADVISED ALL VW WARRANTY ARE WOF; UNABLE TO CHANGE; CAN REVIEW WITH LEADERSHIP; UNABLE TO ASSIST BECAUSE VEHICLE 30K MILES OUTSIDE OF EXT WARRANTY | | | | TEAM LEAD MARY JO F ADVISED UNABLE TO ASSIST DUE TO VEHICLE BEING OUTSIDE OF WARRANTY EXT | | | | CO ADVISED REVIEWED WITH LEADERSHIP; DUE TO VEHICLE BEING OUTSIDE OF WARRANTY BY MILEAGE; UNABLE TO ASSIST | | | | CUSTOMER DISCONNECTED | | | | NO FURTHER ACTION
11/14/2019 11:56:00 AM	(SUPERVISOR REVIEW) TEAM LEAD STATES: SUPPORTS CO'S DENIAL DUE TO MILEAGE, VEHICLE IS OUTSIDE OF WARRANTY EXTENSION PARAMETERS. CO TO RETURN TO CUSTOMER.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW8AH6F[redacted]
Owner Or Fleet	[redacted] Lake Worth, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2015		
Report Date	11/14/2019	Incident Date	N/A
Mileage	29,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/14/2019 2:45:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN FL STATE; ORIGINAL OWNER; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT ON; CUSTOMER FEELS ITS RELATED TO TAKATA AIRBAG RECALL; VEHICLE IS NOT AT DEALER; WAS AT DEALER THIS WEEK DEALER STATES: VEHICLE NEEDS NEW CLIPS FOR SEAT BELT; WORKING WITH MANAGER AT DEALER; VEHICLE IN FOR AN OVERNIGHT REPAIR; CUSTOMER ALSO TOOK VEHICLE TO DEALER FOR CONVERTIBLE LEAK REPAIR; WHEN DEALER CALLED TO ADVISE OF NEEDED REPAIRS CUSTOMER THOUGHT DEALER SAID $82 FOR SEATBELT CLIPS; CUSTOMER APPROVED REPAIRS BUT LEARNED AT TIME OF PICK UP THAT REPAIRS WERE $882; CUSTOMER PAID | | | CUSTOMER SEEKING: REIMBURSEMENT | | | CO ADVISED TAKATA AIRBAG RECALL WOULD CAUSE CONCERNS WITH SEATBELT; HOWEVER CUSTOMER TO SEND IN REPAIR ORDER AND POP FOR REIMBURSEMENT REVIEW; UNABLE TO GUARANTEE SPECIFIC OUTCOME BECAUSE CUSTOMER IS OUT OF WARRANTY; WILL SEND EMAIL CUSTOMER CAN REPLY TO | | | CO TO EMAIL
11/14/2019 2:58:00 PM	FROM: VW EXPERIENCE | | SENT: THURSDAY, NOVEMBER 14, 2019 2:59 PM | | TO: [redacted] | SUBJECT: VOLKSWAGEN CUSTOMER CARE [redacted] | | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | IT WAS NICE TALKING TO YOU TODAY. | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | ANE T | | CUSTOMER CARE ADVOCATE | |
11/14/2019 3:00:00 PM	FROM: VW EXPERIENCE | | SENT: THURSDAY, NOVEMBER 14, 2019 3:00 PM | | TO: [redacted] | SUBJECT: VOLKSWAGEN CUSTOMER CARE [redacted] | | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | A DETAILED AND LEGIBLE REPAIR ORDER INCLUDING PART NUMBERS AND VEHICLE DIAGNOSIS FROM YOUR LOCAL VOLKSWAGEN DEALER OR LICENSED REPAIR FACILITY WITH THEIR ADDRESS AND PHONE NUMBER (WITH AREA CODE) | | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | (INCLUDE YOUR REFERENCE NUMBER LISTED ABOVE) | | ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE WITHIN 1 WEEK. | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | SINCERELY, | | | ANE T | | CUSTOMER CARE ADVOCATE | | | | CO TO WAIT CUST REPLY
11/15/2019 8:49:00 AM	MEDIA ATTACHED IN DOC CENTER
11/18/2019 7:40:00 AM	FROM: [redacted] | | SENT: SATURDAY, NOVEMBER 16, 2019 9:31 AM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | PLEASE LET ME KNOW IF YOU RECEIVED THE INVOICE | | | | | | CO TO REVIEW
11/19/2019 5:36:00 PM	FROM: VW EXPERIENCE | | SENT: TUESDAY, NOVEMBER 19, 2019 5:36 PM | | TO: [redacted] | SUBJECT: VOLKSWAGEN CUSTOMER CARE [redacted] | | | REFERENCE # [redacted] | | DEAR MS. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE WITHIN 1 WEEK. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | SINCERELY, | | | ANE T | | CUSTOMER CARE ADVOCATE | | | TL TO REVIEW
11/19/2019 5:37:00 PM	TL TO REVIEW FOR REIMBURSEMENT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW8AH6FV[redacted]
Owner Or Fleet	[redacted] Lake Worth, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2015		
Report Date	11/14/2019	Incident Date	N/A
Mileage	29,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

11/20/2019 10:43:00 AM	CUSTOMER CALLING AS TO WHETHER HER INFORMATION WAS RECEIVED. | | | CA ADVISED IT WAS RECEIVED AND SCANNED INTO SYSTEM FOR REVIEW. | | | CUSTOMER STATES THE AIRBAG LIGHT IS BACK ON, SO OBVIOUSLY IS STILL NOT FIXED. | | | CA ADVISED IT MAY NOT BE ON FOR SAME REASON BUT SUGGESTED SHE CALL THE DEALER 405013 AND HER COMPLAINT IS NOTED. | | | CUSTOMER EXPRESSED FRUSTRATION. CO TO REVIEW.
11/21/2019 12:45:00 PM	TEAM LEAD STATES: DUE TO CUSTOMER LOYALTY AND AS A ONE-TIME GOODWILL GESTURE, WILL REIMBURSE FOR LABOR; TOTAL REIMBURSEMENT $562.00; WBW8AH6FV[redacted] CO TO FOLLOW UP WITH CUSTOMER.
11/21/2019 4:22:00 PM	CO LEFT VOICE MAIL MESSAGE TO DISCUSS VEHICLE; PROVIDED CASE NUMBER AND CUSTOMER CARE CENTER PHONE NUMBER | | | LEVEL 1 IF CUSTOMER CALLS BACK DO NOT PROVIDEGE DECISION; PLEASE INQUIRE IF CUSTOMER HAS RETURNED TO VEHICLE SINCE AIRBAG LIGHT ON; GATHER DETAILS AND REVIEW WITH CO
11/22/2019 2:56:00 PM	CUSTOMER STATES RECEIVED A CALL REGARDING CASE WITH VW CUSTOMER CARE CENTER; HAVE A CASE NUMBER | | | CUSTOMER SEEKING TO RETURN CO CALL | | | CUSTOMER ADVOCATE ADVISED THAT CO ISN┬┐T IN OFFICE TODAY; CO CALLED BECAUSE CO DID HAVE SOME UPDATED INFORMATION REGARDING CASE AND WANTED TO FOLLOW UP WITH CUSTOMER REGARDING VEHICLE CONCERNS; CO WILL FOLLOW UP WITH CUSTOMER WHEN RETURNS BACK INTO OFFICE; CUSTOMER STATES ANY TIME AFTER 10 AM WILL BE A GOOD TIME TO CALL; | | | CO TO REVIEW
11/25/2019 9:17:00 AM	SHELBY TALKED AND TYPED | | | CUSTOMER STATES: HAD CASE NUMBER AVAILABLE | | | CUSTOMER SEEKING: FOLLOW UP ON CASE | | | FACE TO FACE WITH JANET: ANE IS NOT IN OFFICE UNTIL CLOSING SHIFT, SO CO WILL GET IN CONTACT WITH CUSTOMER WITHIN ONE TO TWO BUSINESS DAYS COB | | | CA STATES: ANE IS NOT IN OFFICE UNTIL CLOSING SHIFT, SO CO WILL GET IN CONTACT WITH CUSTOMER WITHIN ONE TO TWO BUSINESS DAYS COB WHICH IS 6PM CUSTOMER'S TIME | |
11/26/2019 12:17:00 PM	CUSTOMER STATED REACHING OUT IN REGARDS TO CASE AND ANY FOLLOW UP ADVISED CAN NEVER GET INFORMATION FROM CO; CUSTOMER ADVOCATE ADVISED AS LOOKING FURTHER IN THE CASE LOOKS LIKE HERE AS A GOODWILL GESTURE VW WOULD LIKE TO PROVIDE A REIMBURSEMENT FOR $562.00; CUSTOMER STATED IS NOT GOOD ENOUGH BUT WILL TAKE IT BETTER THAN NO MONEY; CUSTOMER ADVOCATE ADVISED WILL BE GETTING SENT OVER AND SHOULD BE RECEIVING WITHIN 3-4 WEEKS IN THE MAIL; CUSTOMER ADVISED THE AIRBAG LIGHT IS STILL ON; CUSTOMER ADVOCATE ADVISED WOULD RECOMMEND TO BRING VEHICLE BACK TO VW DEALER TO GET DIAGNOSIS AND DETERMINE WHAT IS GOING ON; CUSTOMER STATED WILL NOT BE BRINGING VEHICLE IN
11/27/2019 11:32:00 AM	WVWBW8AH6FV[redacted] VW REIMBURSING CUST AS A GW GESTURE FOR OUT OF WARR REPIR ON SEATBELT CLIPS, TOTAL= $562.00
11/27/2019 4:08:00 PM	WVWBW8AH6FV[redacted] VW TO REIMBURSE CUST FOR REPAIRS AT DLR OUTSIDE WARRANTY; TOTAL: $562.00. | | | GENERATED CHECK REQUEST.
12/4/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 562.00 MAILED ON 12/03/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBM7A32DC[redacted]
Owner Or Fleet	[redacted] San Jose, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	11/17/2019	Incident Date	N/A
Mileage	62,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/17/2019 5:51:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES: WOULD LIKE TO KNOW IF ANY CAMPAIGNS ARE ON VEHICLE; AIRBAG LIGHT HAS COME ON AND CLICKING NOISE IN THE STEERING COLUMN; NOT SURE OF ANY STEERING WHEEL CONTROLS NO LONGER WORK; READ ABOUT MAJOR RECALL ONLINE; AND WAS PROVIDED DETAILS TO REACH CUSTOMER CARE CENTER; WOULD LIKE APPOINTMENT WITH CAPITOL VW FOR TOMORROW IF POSSIBLE; WILL TAKE APPOINTMENT FOR 11/19/19 AND WILL JUST SPEAK ABOUT RECALL ISSUE AT THE TIME OF SERVICE. | | | | | CUSTOMER SEEKS: VERIFY IF STEERING WHEEL CLOCK SPRING WARRANTY APPLIES | | | | CO ADVISED: SORRY TO HEAR OF THE ISSUE; AND APPRECIATE YOUR RESEARCH ON THIS MATTER; HAPPY TO CHECK VIN TO VERIFY IF YOU HAVE ANY CAMPAIGNS SUCH AS A RECALL ISSUED ON YOUR PASSAT TO ADDRESS THIS ISSUE, AS ALL CAMPAIGN ARE VIN SPECIFIC; THERE IS COVERAGE ON THE AIRBAG CLOCK SPRING UNTIL 6/11/2028. THE SYMPTOMS DESCRIBED IN THE LETTER FOR THIS RECALL INDICATED THE AIRBAG LIGHT WOULD COME ON, AND YOU'D LOSE CONTROL OF STEERING WHEEL CONTROLS. IN ORDER TO DETERMINE IF THE CAUSE OF THE FAILURE WAS DUE TO THIS ISSUE, AN DIAGNOSIS IS NEEDED BY A LOCAL VW DEALERSHIP TO DETERMINE COVERAGE; SINCE THE WARRANTY COVERS THAT SPECIFIC PART FOR MANUFACTURES DEFECTS, IF THE CAUSE OF THE FAILURE IS DUE TO ANY OTHER PART OUTSIDE AIRBAG CLOCK SPRING, YOU WOULD BE RESPONSIBLE FOR THE REPAIR. YOUR PASSAT WOULD BE OUTSIDE OF ANY OTHER APPLICABLE WARRANTY COVERAGE AT THIS TIME; ALSO A RECALL ON HEADLIGHT ADJUSTING SCREW CAPS; OFFERED TO MAKE DEALER APPOINTMENT; MADE APPOINTMENT WITH CAPITOL VW IF APPOINTMENT IS MADE WITH THE RECALL INCLUDED, NOT AVAILABLE UNTIL 11/20/19. IF RECALL IS REMOVED AND JUST DO THE ISSUE WITH THE STEERING COLUMN, THEY HAVE AN APPOINTMENT ON 11/19/19 AT 7:45 AM; CONFIRMATION CODE IS [redacted] SENT COPY OF CHAT THOUGH ACTIVENGAGE | | | CUSTOMER ACKNOWLEDGED | | | NO FURTHER ACTION | | |
11/17/2019 6:05:00 PM	CATEGORY SELECTION : STEERING / NOISE / NOISE IN STEERING WHEEL; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX6CW[redacted]
Owner Or Fleet	[redacted] Miami, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	11/18/2019	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/18/2019 12:42:00 PM	CUSTOMER STATES: VW TIGUAN 2012; ISSUE WITH THE COMPUTER, MECHANIC LOOKED AT THE VEHICLE AND DETERMINED THAT THE CLOCK SPRING FAILED. CUSTOMER WENT ONLINE AND SAW THAT THERE WAS A RECALL; | | | CUSTOMER SEEKING: CLARIFICATION ON WARRANTY COVERAGE. | | | CO ADVISED: VEHICLE HAS THE AIR BAG CLOCK SPRING WARRANTY EXTENSION UNTIL 12/29/2026. IN ORDER TO CONFIRM DETERMINATION, VEHICLE WILL NEED TO BE INSPECTED BY VW DEALER TO CONFIRM FAILURE. IF IT IS DETERMINED THAT THE AIR BAG CLOCK SPRING IS THE ISSUE, THEN IT SHOULD BE COVERED UNDER WARRANTY. CO SCHEDULED APPOINTMENT VIA XTIME: 7:30 AM - FRIDAY NOV 22, 2019 ADVISOR: ROSELIO MARTINEZ | | | NO FURTHER ACTION.
11/18/2019 12:51:00 PM	CATEGORY SELECTION : AIRBAGS / OTHER SYMPTOM - 1 / AIR BAG CLOCK SPRING;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A3XCC[redacted]
Owner Or Fleet	[redacted] Madison, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	11/19/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/19/2019 2:40:00 PM	TALKED AND TYPED BY MINI | | | CUSTOMER STATES PURCHASED AN AIR BAG CLOCK SPRING FROM DEALER 403155; HAD REPAIR COMPLETED AT INDEPENDENT; SPOKE WITH VW DEALER REGARDING REIMBURSEMENT FOR PART BECAUSE RECEIVED WARRANTY EXT. VIA MAIL; DEALER STATED TO CALL CUSTOMER CARE CENTER; | | | CUSTOMER SEEKING REIMBURSEMENT | | | CO FACE TO FACE WITH TEAM LEAD JULIE | | | CO ADVISED THAT VW WILL NEED PROOF OF PAYMENT AND A REPAIR ORDER FROM THE INDEPENDENT; WILL EMAIL CUSTOMER WITH WHAT┬┐S NEEDED FOR REIMBURSEMENT REVIEW; CUSTOMER CAN RESPOND TO EMAIL WITH NEEDED DOCUMENTS; | | | CO TO EMAIL CUSTOMER
11/19/2019 2:42:00 PM	TEAM LEAD ADVISED TO GATHER WHERE THE REPAIR WAS PERFORMED; CUSTOMER CAN SEND IN REPAIR ORDER AND PROOF OF PAYMENT FOR REIMBURSEMENT REVIEW; CO TO RETURN TO CUSTOMER
11/19/2019 2:50:00 PM	CATEGORY SELECTION : AIRBAGS / HISTORICAL CONCERN / AIRBAG CLOCK SPRING;
11/19/2019 2:55:00 PM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | I APPRECIATE YOU TAKING THE TIME TO REACH OUT TO ME ABOUT YOUR PASSAT. | | | TO START OUR REIMBURSEMENT REVIEW FOR OUT-OF-POCKET REPAIR EXPENSES FOR SERVICES NOW COVERED UNDER A WARRANTY EXTENSION, RECALL, OR SERVICE ACTION, PLEASE PROVIDE US WITH ITEMS BELOW. | | | HERE┬┐S WHAT WE┬┐LL NEED: | | 1. NAME OF WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | 2. TOTAL AMOUNT OF REIMBURSEMENT REQUESTED | | 3. LEGIBLE REPAIR ORDER INCLUDING: | | ┬┐ NAME AND ADDRESS OF FACILITY | | ┬┐ NAME AND ADDRESS OF CUSTOMER (PAYEE) | | ┬┐ VIN (VEHICLE IDENTIFICATION NUMBER) | | ┬┐ MILEAGE | | ┬┐ DETAILED DESCRIPTION OF REPAIRS | | 4. PROOF OF PAYMENT | | | HOW TO SUBMIT YOUR CLAIM: | | ELECTRONICALLY | | REPLY TO THIS EMAIL AND ATTACH THE APPROPRIATE DOCUMENTATION TO INITIATE YOUR REIMBURSEMENT REQUEST. | | | OR, EMAIL YOUR DOCUMENTATION AS AN ATTACHMENT TO: REIMBURSEMENT.REQUEST@[redacted] IN THE SUBJECT LINE, INCLUDE YOUR VIN AND THE APPLICABLE WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | | U.S. MAIL | | WRITE US A LETTER AND INCLUDE COPIES OF YOUR SUPPORTING DOCUMENTATION. MAIL TO: | | | VOLKSWAGEN OF AMERICA, INC. | | ATTN: CAMPAIGN REIMBURSEMENT | | 3800 HAMLIN RD, AUBURN HILLS, MI 48326 | | | WHAT TO EXPECT: | | ┬┐ YOUR REFUND CLAIM WILL BE ACTED UPON WITHIN 60 DAYS OF RECEIPT | | ┬┐ IF THE CLAIM IS APPROVED, WE┬┐LL SEND A CHECK TO THE ADDRESS YOU PROVIDED | | ┬┐ TOTAL REIMBURSEMENT AMOUNT MAY BE LIMITED TO WHAT THE REPAIR COST WOULD BE IF IT HAD BEEN COMPLETED BY A VOLKSWAGEN DEALER OR AUTHORIZED REPAIR FACILITY | | ┬┐ IF THE CLAIM IS INCOMPLETE, WE┬┐LL REACH OUT TO GATHER ANY MISSING INFORMATION FROM YOU | | ┬┐ SHOULD YOUR CLAIM BE DENIED, WE┬┐LL PROVIDE YOU WITH THE REASON(S) FOR DENIAL | | | WE LOOK FORWARD TO HEARING FROM YOU SOON! | | | SINCERELY, | | | | | | | MINI L. | | CUSTOMER CARE ADVOCATE | |
11/20/2019 10:23:00 AM	CO CONTACTED CUSTOMER REGARDING EMAIL CUSTOMER SENT; | | | CO ADVISED THAT VW CUSTOMER CARE CENTER NEEDS A COPY OF ACTUAL REPAIR ORDER AND RECEIPT FOR PART THAT WAS SENT IN | | | CUSTOMER STATES WILL RESENT EMAIL | | | CO TO WAIT FOR CUSTOMER MAIL
11/20/2019 10:35:00 AM	MEDIA ATTACHED IN DOC CENTER | | FROM: [redacted] | | SENT: TUESDAY, NOVEMBER 19, 2019 5:10 PM | | TO: VWOA CUSTOMER CARE <VWCUSTOMERCARE@VW.COM> | | SUBJECT: FW: VOLKSWAGEN CUSTOMER CARE[redacted] | | | | | | [redacted] | VWOA CUSTOMER CARE CENTER | | WRITTEN COMMUNICATIONS ADVOCATE | | | VOLKSWAGEN OF AMERICA | | 3800 W. HAMLIN RD. | | AUBURN HILLS, MI 48326 | | | PHONE: [redacted] | EMAIL:[redacted] | | | VOLKSWAGEN VOW- WE VOW TO STRENGTHEN CUSTOMER RELATIONSHIPS WITH EACH AND EVERY CONTACT AND TO MAKE OWNING A VOLKSWAGEN SOMETHING TO SMILE ABOUT. | | | FROM[redacted] | | SENT: TUESDAY, NOVEMBER 19, 2019 4:04 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | 1. AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI | | 2. $ 1,157.85 | | 3. LAKE ERIE MOTORS 5477 N RIDGE RD MADISON OHIO 44057 | | 4. [redacted] MADISON, OH [redacted] | | 5. 1VWCN7A3XCC[redacted] | 6. 88,856 MILES | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A3XC[redacted]
Owner Or Fleet	[redacted] Madison, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	11/19/2019	Incident Date	N/A
Mileage	83,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

11/20/2019 11:49:00 AM	SP TO REVIEW ATTACHED DOCUMENTS FOR POSSIBLE REIMBURSEMENT FOR CLOCK SPRING REPAIR
11/20/2019 11:49:00 AM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON'T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | SINCERELY, | | | | | | MINI L. | | CUSTOMER CARE ADVOCATE | | | | CO TO SP
11/20/2019 3:44:00 PM	FROM: [redacted] | | SENT: WEDNESDAY, NOVEMBER 20, 2019 10:24 AM | | TO: VWOA CUSTOMER CARE <VWCUSTOMERCARE@VW.COM> | | SUBJECT: FWD: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | | ---------- FORWARDED MESSAGE --------- | | FROM: [redacted] | | DATE: TUE, NOV 19, 2019 AT 4:04 PM | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | | | | | | | ON TUE, NOV 19, 2019 AT 4:04 PM [redacted] WROTE: | | 1. AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI | | 2. $ 1,157.85 | | 3. LAKE ERIE MOTORS 5477 N RIDGE RD MADISON OHIO 44057 | | 4. [redacted] MADISON, OH [redacted] | | 5. 1VWCN7A3XCC[redacted] | 6. 88,856 MILES | | | | | |
11/20/2019 7:56:00 AM	FROM: [redacted] | | SENT: TUESDAY, NOVEMBER 19, 2019 4:05 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | | | | ON TUE, NOV 19, 2019 AT 4:04 PM [redacted] WROTE: | | 1. AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI | | 2. $ 1,157.85 | | 3. LAKE ERIE MOTORS 5477 N RIDGE RD MADISON OHIO 44057 | | 4. [redacted] MADISON, OH [redacted] | 5. 1VWCN7A3XCC[redacted] | 6. 88,856 MILES | | | | | CO TO REVIEW
12/19/2019 12:24:00 PM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEPENDENT; SHOWS REPLACMENT OF CLOCK SPRING; RO DATE IS 11/12/2019; LAST VALID OUT OF POCKET DATE FOR WARRANTY EXTENSION IS NOVEMBER 9, 2018; VW TO REIMBURSE FOR PARTS COST ONLY AS GOODWILL GESTURE; PARTS: 290.99, TAX: 20.86; TOTAL: $311.85. | | | SP TO GENERATE CHECK REQUEST AND SEND DENIAL LETTER
12/19/2019 12:30:00 PM	GW - PROVIDED- LAST OUT OF POCKET DATE
12/19/2019 12:31:00 PM	1VWCN7A3XCC[redacted] VW TO REIMBURSE UNDER WECY WARRANTY EXTENSION AS GOODWILL DUE TO REPAIR DATE; TOTAL: $311.85. | | | GENERATED CHECK REQUEST
12/19/2019 12:45:00 PM	SP SENT LETTER; CAN BE VIEWED IN DOC CENTER
1/8/2020 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 311.85 MAILED ON 01/07/2020
1/27/2020 11:42:00 AM	E-MAILED STOP PAYMENT, CHECK # [redacted] IN THE AMOUNT OF $311.85 TO ACCOUNTS PAYABLE; CUSTOMER NEVER RECEIVED. IF CHECK HAS NOT BEEN CASHED, AP WILL ISSUE A NEW CHECK. THE PROCESS NORMALLY TAKES 10-14 BUSINESS DAYS.
2/3/2020 10:47:00 AM	REISSUED CHECK # [redacted] N THE AMOUNT OF $311.85 MAILED 2/3/20.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A34EC[redacted]
Owner Or Fleet	[redacted] DENVER, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	11/19/2019	Incident Date	N/A
Mileage	69,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/19/2019 3:29:00 PM	CUSTOMER STATES THAT THE AIR BAG LIGHT IS ON AND HORN NOT WORKING | | | | CUSTOMER SEEKING TO KNOW WHAT HER NEXT COURSE OF ACTION SHOULD BE. | | | | CO ADVISED CUSTOMER THAT THE VEHICLE NEEDS TO GO TO DEALER TO BE DIAGNOSED. CO ADVISE CAN GET CUSTOMER CAN TRANSFER CUSTOMER TO DEALER DUE TO THAT THE DEALER IS NOT IN OUR SCHEDULING SYSTEM. CO CONTACT DEALER AND TRANSFERRED CUSTOMER TO DEALER 420113. CO ADVISED THAT THERE IS AN OPEN EXTENDED WARRANTY FOR AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI WOF. CO ADVISED DEALER | | | | CUSTOMER THANKED | | | | DEALER TOOK OVER CALL | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW637AJ8DM[redacted]
Owner Or Fleet	[redacted] Shawnee, OK, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	11/20/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/20/2019 10:59:00 AM	CUSTOMER STATES: HAVING ISSUES WITH AIRBAG WARNING LIGHT BEING ON, AND SOME ELECTRICAL ISSUES; RECENTLY BOUGHT THE VEHICLE; | | | CUSTOMER SEEKING: RECALLS | | | CO ADVISED: NO OPEN RECALLS/SERVICE ACTIONS; WARRANTY EXTENSION ON AIRBAG CLOCK SPRING TILL 1/28/2028, DOES CAUSE AIRBAG LIGHT TO ILLUMINATE AND CAUSES ISSUES WITH STEERING WHEEL CONTROLS AND HORN; CO OFFERED MAKING DEALER APPOINTMENT, CUSTOMER DECLINED; | | | NO FURTHER ACTION
11/20/2019 11:04:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT; ELECTRICAL / SYMPTOM NOT SPECIFIED - 1 / ELETRICAL ISSUES;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A31CC[redacted]
Owner Or Fleet	[redacted] Chicago, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	11/20/2019	Incident Date	N/A
Mileage	100,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/20/2019 5:56:00 PM	CUSTOMER STATES RECEIVED RECALL NOTICE REGARDING VEHICLES; HAVE RECEIVED SEVERAL RECALL NOTICES; | | | CUSTOMER SEEKING WHAT TO DO REGARDING RECALLS; | | | CO ADVISED VEHICLE WOULD NEED TO BE TAKEN INTO DEALER REGARDING RECALLS; OFFERED TO SCHEDULE DEALER APPOINTMENT; DEALER APPOINTMENT SCHEDULED FOR 11/27 AT 9:00AM; WILL SEND CUSTOMER AN EMAIL WITH DEALER INFORMATION | | | CO TO EMAIL CUSTOMER | |
11/20/2019 6:02:00 PM	REFERENCE # [redacted] | | | DEAR MRS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS PROMISED, HERE┬┐S THE INFORMATION FOR YOUR CLOSEST VW DEALERSHIP. | | | MIKE HAGGERTY VOLKSWAGEN | | 8920 S. CICERO AVE, OAK LAWN, IL 60453 | | 708-425-8989 | | APPOINTMENT SCHEDULED FOR NOVEMBER 27, 2019 AT 9:00AM | | | I HOPE THIS HELPS. IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY BACK TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | ANTONIO F | | CUSTOMER CARE ADVOCATE | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWGU7AN3EE[redacted]
Owner Or Fleet	[redacted], Potomac, MD, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2014		
Report Date	11/21/2019	Incident Date	N/A
Mileage	69,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/21/2019 1:13:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN MD STATE; ORIGINAL OWNER; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; VEHICLE IS FINANCED THROUGH VCI; BRAND LOYAL CUSTOMER 5TH VW; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT, BUTTON ON STEERING WHEEL NOT WORKING AND HORN NOT WORKING; VEHICLE IS CURRENTLY AT VW DEALERSHIP; DEALER STATES: AIR BAG CLOCK SPRING NEEDS TO REPLACES; WORKING WITH SERVICE ADVISOR- BRIAN AT DEALER 409106; VEHICLE IN FOR AN OVERNIGHT REPAIR; | | | CUSTOMER SEEKING: FINANCIAL ASSISTANCE WITH AIR BAG CLOCK SPRING REPAIR.; | | | FACE TO FACE WITH TEAM LEAD ROSS: UNABLE TO ASSIST DUE TO TIME/MILEAGE OUTSIDE OF WARRANTY | | | CO ADVISED CUSTOMER THAT VW UNABLE TO ASSIST DUE TO TIME/MILEAGE OUTSIDE OF WARRANTY. | | | CUSTOMER ACKNOWLEDGES AND DISAGREE WITH DECISION CUSTOMER IS REQUESTING SUPERVISOR. CUSTOMER ADVISED THAT SHE IS RECORDING CALL. | | | FACE TO FACE WITH TEAM LEAD JULIE:TEAM LEAD SUPPORTS CO DECISION; IF CUSTOMER SEEKS TO SPEAK WITH SUPERVISOR CO TO TRANSFER TO TEAM LEAD | CUSTOMER INSISTED TO SPEAK TO SUPERVISOR; TEAM LEAD TO CALL LIVE | | | CO TRANSFERRED CALL TO TEAM LEAD.
11/21/2019 1:15:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG CLOCK SPRING;
11/21/2019 1:18:00 PM	TL ADVISED UNABLE TO ASSIST DUE TO TIME/MILEAGE OUTSIDE OF WARRANTY
11/21/2019 1:27:00 PM	TEAM LEAD SUPPORTS CO DECISION; IF CUSTOMER SEEKS TO SPEAK WITH SUPERVISOR CO TO TRANSFER TO TEAM LEAD
11/21/2019 1:35:00 PM	CONTINUED COMMUNICATION; CUSTOMER STATES THAT THE CUSTOMER SEEKS TO SPEAK WITH SOMEONE WHO CAN MAKE DECISIONS; CUSTOMER REQUESTED TO SPEAK WITH VP; TEAM LEAD ADVISED THAT TEAM LEAD IS IN PLACE TO ADVISE CUSTOMER OF VW DECISION; CUSTOMER ADVISED THAT THE CUSTOMER WOULD LEAVE THE BRAND UNLESS VW COVERS THE COST OF THE REPAIRS; TEAM LEAD ADVISED THAT THE VEHICLE IS OUTSIDE OF THE APPLICABLE WARRANTY BY TIME AND MILEAGE; VW WOULD NOT BE ABLE TO ASSIST WITH THE REPAIR COSTS; CUSTOMER STATES THAT THE CUSTOMER IS WRITING A NEWS ARTICLE AND IS RECORDING THE CALL; TEAM LEAD ADVISED THAT THE CUSTOMER DOES NOT HAVE PERMISSION TO RECORD; CUSTOMER STATES IT WILL BE USED TO TRAIN TEAM LEAD; CUSTOMER ACKNOWLEDGED THAT VW WOULD NOT BE ASSIST WITH THE REPAIR COSTS; TEAM LEAD TO REVIEW AND CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDP7AJ0CM[redacted]
Owner Or Fleet	[redacted] STOCKTON, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	11/21/2019	Incident Date	N/A
Mileage	81,757		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/21/2019 3:57:00 PM	CUSTOMER STATES: ORIGINAL OWNER; FIRST VW; BROUGHT VEHICLE INTO DEALER IN CANADA BECAUSE CLOCK SPRING FAILED RECENTLY; CUSTOMER HAD TO PAY OUT OF POCKET BECAUSE THE DEALER WOULD NOT COVER IT UNDER WARRANTY EXTENSION. | | | CUST SEEKING: IF VEHICLE HAS A WARRANTY FOR THE CLOCK SPRING; HOW TO BE REIMBURSED FOR THE WORK DONE IN CANADA. | | | | CO CONFIRMED WARRANTY EXTENSION FOR CLOCK SPRING. | | | CO ADVISED: VEHICLE HAS AN EXTENDED WARRANTY ON SECODARY AIR PRESSURE SENSOR FOR 120K MILES OR FOR 10 YEARS. CUSTOMER HAS A STEERING WHEEL LOCK WARRANTY EXT FOR 100K MILES. VEHICLE DOES HAVE 37M2 RECALL AND NOTICE WILL GO OUT WHEN VEHICLE CAN BE REPAIRED. CUSTOMER DOES HAVE EXTENDED WARRANTY ON CLOCK SPRING. CO WILL SEND EMAIL TO CUSTOMER TO PROVIDE WHICH DOCUMENTS WILL BE NEEDED FOR REQUEST FOR REIMBURSEMENT REVIEW. | | | CO TO EMAIL CUSTOMER
11/21/2019 4:19:00 PM	FROM: VW EXPERIENCE | | SENT: THURSDAY, NOVEMBER 21, 2019 4:19 PM | | TO: [redacted] | SUBJECT: [redacted] | | | | | REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | I APPRECIATE YOU TAKING THE TIME TO REACH OUT TO ME ABOUT YOUR JETTA. | | | TO START OUR REIMBURSEMENT REVIEW FOR OUT-OF-POCKET REPAIR EXPENSES FOR SERVICES NOW COVERED UNDER A WARRANTY EXTENSION, RECALL, OR SERVICE ACTION, PLEASE PROVIDE US WITH ITEMS BELOW. | | | HERE┬┐S WHAT WE┬┐LL NEED: | | 1. NAME OF WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | 2. TOTAL AMOUNT OF REIMBURSEMENT REQUESTED | | 3. LEGIBLE REPAIR ORDER INCLUDING: | | ┬┐ NAME AND ADDRESS OF FACILITY | | ┬┐ NAME AND ADDRESS OF CUSTOMER (PAYEE) | | ┬┐ VIN (VEHICLE IDENTIFICATION NUMBER) | | ┬┐ MILEAGE | | ┬┐ DETAILED DESCRIPTION OF REPAIRS | | 4. PROOF OF PAYMENT | | | | HOW TO SUBMIT YOUR CLAIM: | | ELECTRONICALLY | | REPLY TO THIS EMAIL AND ATTACH THE APPROPRIATE DOCUMENTATION TO INITIATE YOUR REIMBURSEMENT REQUEST. | | | | OR, EMAIL YOUR DOCUMENTATION AS AN ATTACHMENT TO: REIMBURSEMENT.REQUEST@VW.COM. IN THE SUBJECT LINE, INCLUDE YOUR VIN AND THE APPLICABLE WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | | | U.S. MAIL | | WRITE US A LETTER AND INCLUDE COPIES OF YOUR SUPPORTING DOCUMENTATION. MAIL TO: | | | | VOLKSWAGEN OF AMERICA, INC. | | ATTN: CAMPAIGN REIMBURSEMENT | | 3800 HAMLIN RD, AUBURN HILLS, MI 48326 | | | | WHAT TO EXPECT: | | ┬┐ YOUR REFUND CLAIM WILL BE ACTED UPON WITHIN 60 DAYS OF RECEIPT | | ┬┐ IF THE CLAIM IS APPROVED, WE┬┐LL SEND A CHECK TO THE ADDRESS YOU PROVIDED | | ┬┐ TOTAL REIMBURSEMENT AMOUNT MAY BE LIMITED TO WHAT THE REPAIR COST WOULD BE IF IT HAD BEEN COMPLETED BY A VOLKSWAGEN DEALER OR AUTHORIZED REPAIR FACILITY | | ┬┐ IF THE CLAIM IS INCOMPLETE, WE┬┐LL REACH OUT TO GATHER ANY MISSING INFORMATION FROM YOU | | ┬┐ SHOULD YOUR CLAIM BE DENIED, WE┬┐LL PROVIDE YOU WITH THE REASON(S) FOR DENIAL | | | W
11/22/2019 11:39:00 AM	MEDIA ATTACHED IN DOC CENTER | | | | | FROM: [redacted] | SENT: THURSDAY, NOVEMBER 21, 2019 5:30 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: [redacted] | | | HI PAUL, | | | THANK YOU SO MUCH FOR YOUR ASSISTANCE EARLIER. | | PLEASE FIND THE ATTACHED DOCUMENTATION. PLEASE LET ME KNOW IF THERE ARE ANY FURTHER REQUIRED DOCUMENTS OR INFORMATION | | BEST | [redacted] |
11/22/2019 12:47:00 PM	SP TO REVIEW FOR REIMBURSEMENT
11/26/2019 4:29:00 PM	FROM: [redacted] | | SENT: TUESDAY, NOVEMBER 26, 2019 4:29 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: [redacted] | | | HI PAUL | | | I WANTED TO CONFIRM RECEIPT AND SEE IF YOU NEEDED ANYTHING MORE . | |
12/23/2019 2:59:00 PM	FROM: [redacted] | SENT: MONDAY, DECEMBER 23, 2019 1:03 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: [redacted] | | | HI PAUL, | | WE ARE ABOUT 5 WEEKS INTO THE 6 WEEKS WE DISCUSSED ABOUT REIMBURSEMENT AND I WANT TO MAKE SURE WE ARE STILL ON TRACK OR WHETHER THIS GOT LOST DOWN THE PIPELINE. | | | | THANKS | | ASHLEY | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDP7AJ0CM[redacted]
Owner Or Fleet	[redacted] STOCKTON, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	11/21/2019	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/31/2019 9:12:00 AM	MEDIA ATTACHED IN DOC CENTER
1/3/2020 1:55:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM CANADIAN DLR; CUST WAS TRAVELING IN CANADA WHEN THE VEHICLE NEEDED REPAIRS; VEH IS US SPEC AND THE CUSTOMER RESIDES IN THE U.S.; PER THE RC THE CUSTOMER SHOULD HAVE BEEN INSTRUCTED TO RECEIVE REIMBURSEMENT FROM A VW DLR IN THE US HOWEVER DUE TO THE TIME THAT HAS PASSED SP WILL REVIEW THE REQUEST; CUST PAID $ 886.09 CANADIAN DOLLARS FOR REPAIR, VW TO REIMBURSE $667.40 USD. | | | | SP TO GENERATE CHECK REQUEST
1/3/2020 1:58:00 PM	3VWDP7AJ0CM[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $667.40. | | | | GENERATED CHECK REQUEST.
1/3/2020 2:00:00 PM	TEAM 5 PLEASE RESPOND TO CUSTOMER EMAIL ADVISING THE REIMBURSEMENT REVIEW IS NOW COMPLETE AND THE CUSTOMER WILL RECEIVE REIMBURSEMENT IN 10-14 BUSINESS DAYS VIA POSTAL MAIL. | | | | REASSIGN TO MLYNARA IN INACTIVE.
1/8/2020 12:28:00 PM	REFERENCE #[redacted]| | | | DEAR MS.[redacted] | | | I AM FOLLOWING UP WITH YOU REGARDING YOUR REIMBURSEMENT REQUEST. | | | | THE REIMBURSEMENT REVIEW IS NOW COMPLETE AND YOU WILL BE RECEIVING REIMBURSEMENT IN 10-14 BUSINESS DAYS VIA POSTAL MAIL. | | | | IF YOU HAVE ANY FURTHER QUESTIONS, PLEASE DON┬┐T HESITATE TO CALL US AT (800)822-8987 OR REPLY TO THIS EMAIL. | | | | SINCERELY, | | ASHLEY S. | | CUSTOMER CARE ADVOCATE | | | | | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted]| | | | CA TO REASSIGN TO SP | |
1/8/2020 12:29:00 PM	SP TO REVIEW
1/8/2020 2:26:00 PM	FROM:[redacted]| | SENT: WEDNESDAY, JANUARY 8, 2020 1:13 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted]| | | | THANK YOU VERY MUCH. | |
1/10/2020 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 667.40 MAILED ON 01/09/2020

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDP7AJ1CM[redacted]
Owner Or Fleet	[redacted]SPRING HILL, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	11/22/2019	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/22/2019 9:13:00 AM	CUSTOMER STATES AIRBAG WARNING LIGHT IS ON; HAVE RESEARCHED THAT THERE IS AN AIRBAG RECALL; WANTS TO KNOW IF VEHICLE WAS AFFECTED BY AIRBAG RECALL | | | CUSTOMER SEEKING IF THERE IS AN AIRBAG RECALL OPEN ON VEHICLE | | | CO ADVISED OPEN RECALL ON SHIFT LEVER MICRO SWITCH; VEHICLE IS CONSIDERED A TOTALED VIN, WHICH INDICATES THAT THE VEHICLE WAS EITHER REPORTED AS TOTALED, DETERMINED A TOTAL LOSS, OR STOLEN. TOTALED VEHICLE REPAIRS ARE NOT COVERED UNDER MANUFACTURER'S WARRANTY; OFFERED TO SCHEDULE APPOINTMENT FOR OPEN RECALL AND TO GET A DIAGNOSIS ON VEHICLE FOR AIRBAG WARNING LIGHT; DIAGNOSIS FEE AND REPAIR COST WILL BE THE CUSTOMER RESPONSIBILITY | | | CUSTOMER ACCEPTED; WOULD LIKE TO GO TO DEALER 405022 | | | CO SCHEDULED APPOINTMENT VIA X-TIME; TUESDAY, 11/26 AT 10AM; SERVICE ADVISOR BILL; CONFIRMATION CODE [redacted] PROVIDED REFERENCE # | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW5T7AJXEM[redacted]
Owner Or Fleet	[redacted] Reading, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	11/25/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/25/2019 12:04:00 PM	MEDIA ATTACHED IN DOC CENTER
12/12/2019 3:54:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARR EXT; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; VW TO REIMBURSE TOTAL: $573.92. | | | | SP TO GENERATE CHECK REQUEST.
12/12/2019 3:55:00 PM	3VW5T7AJXEM[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $573.92. | | | | GENERATED CHECK REQUEST.
12/19/2019 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 573.92 MAILED ON 12/18/2019

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV1B7AX8JM[redacted]
Owner Or Fleet	[redacted] HERNDON, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	11/25/2019	Incident Date	N/A
Mileage	40,535		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507GH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/25/2019 2:50:00 PM	RECEIVED RCM REVIEW REQUEST, CUSTOMER SEEKING REPURCHASE DUE TO TIME DOWN
11/25/2019 2:55:00 PM	31 DAYS DOWN IN LL: 10K, CAMPAIGN 09B3, CAMPAIGN 66J8, CAMPAIGN 90L4, CEL ON 1X, 20K, 30K, AIRBAG LIGHT ON 2X | |
11/25/2019 2:56:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / WARNING LIGHT ON;
11/25/2019 2:56:00 PM	CASH
11/25/2019 3:02:00 PM	HELLO MS. [redacted] | | | | I HOPE THIS EMAIL FINDS YOU WELL. MY NAME IS BRITTANY AND I WORK WITHIN THE CUSTOMER RESOLUTION AND RETENTION DEPARTMENT OF VOLKSWAGEN GROUP OF AMERICA. YOUR CASE WAS ESCALATED TO MY DEPARTMENT AND I WILL BE ASSISTING YOU WITH YOUR VEHICLE. | | | I HAVE THOROUGHLY REVIEWED THE HISTORY OF YOUR TIGUAN AND I WANT TO APOLOGIZE FOR THE EXPERIENCE YOU HAVE HAD. I KNOW THIS IS NOT WHAT YOU ANTICIPATED WHEN PURCHASING THE VEHICLE AND IT CERTAINLY IS NOT WHAT WE WISHED FOR YOU. | | | AFTER REVIEWING THE HISTORY OF YOUR VEHICLE WE WOULD LIKE TO EXTEND AN OFFER TO COMPENSATE YOU FOR THE EXPERIENCE AND THE TIME YOU WERE WITHOUT THE VEHICLE. WE WISH TO OFFER $3,500 AS COMPENSATION. I HAVE ATTACHED A COPY OF THE OFFER TO THIS EMAIL. IF YOU WOULD LIKE TO ACCEPT THE OFFER PLEASE SIGN AND RETURN TO ME VIA EMAIL OR FAX. ONCE RECEIVED I WILL REQUEST YOUR REIMBURSEMENT CHECK WHICH WE WILL HAVE MAILED TO YOU DIRECTLY. | | | PLEASE LET ME KNOW IF YOU HAVE ANY QUESTIONS OR CONCERNS. I AM MORE THAN HAPPY TO ADDRESS THEM. | | | BEST REGARDS, | |
12/2/2019 11:47:00 AM	HELLO BRITTANY, | | | THANK YOU REACHING OUT TO ME IN REGARDS TO MY TIGUAN. I HAVE REVIEWED THE LETTER YOU SENT AND HAVE AGREED TO SIGN. ATTACH IS A COPY OF MY SIGNED OFFER LETTER. IF YOU HAVE ANY QUESTIONS, PLEASE FEEL FREE TO CONTACT ME DIRECTLY. | | | |
12/2/2019 11:49:00 AM	3VV1B7AX8JM[redacted] CASH SETTLEMENT, 3500.00
12/2/2019 11:53:00 AM	GOOD MORNING [redacted] | | | THANK YOU FOR RETURNING THE COMPLETED OFFER. I'VE REQUESTED YOUR REIMBURSEMENT CHECK WHICH WILL TAKE APPROXIMATELY 7-10 BUSINESS DAYS FOR ME TO RECEIVE. AS SOON AS I RECEIVE THE CHECK I WILL HAVE IT MAILED TO YOUR MISTY WATER DR ADDRESS ON FILE. I WILL ALSO SEND YOU AN EMAIL TO LET YOU KNOW THAT IT IS ON THE WAY. | | | | BEST REGARDS, | |
12/6/2019 1:23:00 PM	MAILED SETTLEMENT, 2DAY UPS
12/6/2019 12:38:00 PM	CHECK #[redacted] FOR AMOUNT $3,500.00 RECEIVED. | FORWARDED CHECK TO ADVOCATE FOR HANDLING.
12/6/2019 3:30:00 PM	OUTGOING [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV1B7AX8JM[redacted]
Owner Or Fleet	[redacted] HERNDON, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	11/25/2019	Incident Date	N/A
Mileage	40,535		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507GH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/26/2019 SCANNED FILE
2:27:00 PM

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWYT7AU6GM[redacted]
Owner Or Fleet	[redacted]		Simi Valley, CA,[redacted]
Make, Model, Model Year	Volkswagen, GTI, 2016		
Report Date	11/25/2019	Incident Date	N/A
Mileage	35,889		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521K		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/25/2019 7:42:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN CA STATE; 2ND OWNER; VEHICLE PURCHASED FROM NON-VW DEALER; NOT A CPO; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME EXPERIENCING THIS ISSUE; NO PREVIOUS REPAIRS FOR THIS ISSUE; VEHICLE EXPERIENCING: PASSENGER AIRBAG LIGHT IS ON; VEHICLE IS CURRENTLY AT VW DEALERSHIP; DEALER STATES: NOT UNDER WARRANTY; NEEDS A DIAGNOSIS; | | | | CUSTOMER SEEKING: ASSISTANCE ON VEHICLE REPAIR; AND DIAGNOSIS | | | | CO ADVISED: CUSTOMER WILL NEED A DIAGNOSIS, RIGHT NOW THERE IS A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING AND WE WILL NOT BE SURE IF THIS PART IS RELATED UNTIL THERE IS A DIAGNOSIS; CO WILL EMAIL THE WARRANTY EXTENSION INFORMAITON TO CUSTOMER; CUSTOMER UNDERSTOOD;
11/25/2019 8:01:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / PASSENGER AIRBAG LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBV7A3XF[redacted]
Owner Or Fleet	[redacted], Wallaceton, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	11/27/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/27/2019 12:54:00 PM	CUSTOMER SUBSEQUENT OWNER, PURCHASED USED FROM DURHAM VW 409256 IN SC, 2018, DOES NOT SERVICE AT VW DEALER, PLANS TO START, WAS AT DEALER 406456 ON 11/19 FOR RECALLS, 94L9, 69Y5, OIL CHANGE, WAS TOLD THE AIRBAG CLOCK SPRING NEEDS REPLACING, COST BETWEEN 600 AND 700, IS ASKING THIS BE COVERED, FEELS THE CLOCK SPRING FAILED DUE TO THE TAKATA AIRBAG RECALL. | | | | CO ADVISED CLOCK SPRING FAILURE IS NOT RELATED TO THE INFLATOR THAT IS INVOLVED WITH THE RECALL, WARRANTY EXTENSION FOR THIS PART IS FOR 10/120, WCF AND VEHICLE IS OUTSIDE THAT WARRANTY BY MILEAGE, THUS THERE IS NO ASSISTANCE VW CAN PROVIDE. | | | | CUSTOMER ASKED IF VW WOULD PAY FOR PART AND DEALER REDUCE LABOR CHARGES. CO AGAIN APOLOGIZED THAT THERE IS NO ASSISTANCE VW CAN PROVIDE. CUSTOMER ACKNOWLEDGED. NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJK7AN5AE[redacted]
Owner Or Fleet	[redacted] AUGUSTA, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	11/27/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/27/2019 4:00:00 PM	CUSTOMER STATES: CUSTOM AIRBAG CLOCK SPRING FAILED AND HAS VEHICLE AT THE DEALER ASKIN IF THIS WILL BE COVERED | | | | CUSTOMER SEEKING: CHECK WARRANTY EXTENSION | | | | CO ADVISED: CO DOES SEE WARRANTY EXTENSION; AIRBAG CLOCK SPRING WARRANTY EXT 15Y FOR MANUFACTURE DEFECTS; CUSTOMER THANKED | | | | NO FURTHER ACTION
11/27/2019 4:11:00 PM	CATEGORY SELECTION : STEERING / INEFFECTIVE - 1 / AIRBAG CLOCK SPRING FAILURE;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A3XEC[redacted]
Owner Or Fleet	unknown unknown, unknown, unknown, UN, 000000, ?		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	11/29/2019	Incident Date	N/A
Mileage	98,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/29/2019 8:40:00 AM	CUSTOMER STATES: SAW ONLINE ABOUT OPEN RECALLS; HAD AIRBAG ERROR MESSAGE COME ON; HORN IS NOT WORKING AND ALL STEERING CONTROLS DO NOT WORK; | | | CUSTOMER SEEKING: OPEN RECALLS | | | CO ADVISED: ONE OPEN RECALLS FOR THE HEADLIGHT ADJUSTING SCREW CAPS; VEHICLE HAS AIRBAG CLOCK SPRING WARRANTY EXT FOR 10Y/120K MILES WOF; VEHICLE IS EXPERIENCING SYMPTOMS OF WARRANTY EXT; ADVISED VEHICLE WILL NEED TO BE TAKEN TO A VW DEALER; IF CONFIRMED ITS THE CLOCK SPRING IT WILL BE COVERED FOR FREE UNDER WARRANTY EXT | | | NO FURTHER ACTION
11/29/2019 8:44:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON; STEERING / OTHER SYMPTOM - 1 / STEERING WHEEL CONTROLS DO NOT WORK ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW637AJ3DM[redacted]
Owner Or Fleet	[redacted] Ponte Vedra Beach, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	11/29/2019	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/29/2019 10:51:00 AM	CUSTOMER STATES: IS HAVING ISSUES WITH AIRBAG LIGHT BEING ON; CONTROLS ON THE STEERING WHEEL DO NOT SEEM TO BE WORKING; TRIED TO REACH OUT TO DEALER BUT WAS TOLD THAT THEY WERE UNABLE TO ASSIST; | | | CUSTOMER SEEKS: TO GET ISSUE WITH STEERING WHEEL REPAIRED; | | | CO ADVISED: NO OPEN RECALLS; VEHICLE DOES HAVE WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING UNTIL 12/26/2023 OR 120,000 MILES WOF; OFFERED TO CONTACT DEALER TO SCHEDULE APPT; | | | CUSTOMER ACCEPTED; | | | CO WARM TRANSFERRED CUSTOMER TO MIKE AT DEALER 405072; | | | NO FURTHER ACTION
11/29/2019 10:56:00 AM	CATEGORY SELECTION : AIRBAGS / OTHER SYMPTOM - 1 / AIRBAG LIGHT ON; STEERING WHEEL CONTROLS NOT WORKING;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AHXCV[redacted]
Owner Or Fleet	[redacted] Kerrville, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	11/29/2019	Incident Date	N/A
Mileage	54,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/29/2019 3:05:00 PM	CUSTOMER STATES: VEHICLE CURRENTLY HAVING AN ISSUE WITH THE AIRBAG. THE AIRBAG LIGHT CAME ON IN THE VEHICLE AND AN ERROR MESSAGE STATES "AIRBAG ERROR" CUSTOMER IS UPSET AS THEY HAD TO PREVIOUSLY TAKE THE CAR IN FOR A RECALL FOR THIS ISSUE. THE CLOSEST DEALER IS FAR AWAY FROM CUSTOMER LOCATION. | | | CUSTOMER SEEKING: TO HAVE ISSUE REPAIRED. | | | | CO ADVISED: CUSTOMER HAS ONE EXTENDED WARRANTY FOR THE AIRBAG CLOCK SPRING FOR 15 YEARS UNLIMITED MILES. IF THE DEALER DETERMINES THE PROBLEM IS CAUSED BY THAT PART, THE REPAIR WOULD BE COVERED AT NO COST TO THE CUSTOMER. CO OFFERED TO SCHEDULE CUSTOMER A DEALERSHIP APPOINTMENT. CUSTOMER INJURED IF THE DEALER CAN REACH OUT TO THEM. CO ADVISED, CUSTOMER CAN REACH OUT TO DEALER OR CO CAN MAKE AN APPOINTMENT FOR THEM. CUSTOMER BECAME INACTIVE. | | | | NO FURTHER ACTION
11/29/2019 3:21:00 PM	MEDIA ATTACHED IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A3XDC[redacted]
Owner Or Fleet	[redacted]		Pueblo, CO, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	11/29/2019	Incident Date	N/A
Mileage	68,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/29/2019 6:19:00 PM	CUSTOMER STATES RADIO SYSTEM NOT WORKING PROPERLY; AIRBAG LIGHT ON; HORN NOT WORKING; CUSTOMER WASN┬┐T SURE WHAT TO DO SINCE THESE ISSUES ARE HAPPENING; CUSTOMER AWARE OF THE OPEN RECALL; | | | CO ADVISED THAT VEHICLE HAS OPEN RECALL FOR A-RECALL - HEADLIGHT ADJUSTING SCREW CAPS; AND WARRANTY EXT. FOR AIRBAG CLOCK SPRING WARRANTY EXT 15Y; SOME SYMPTOMS OF THIS WARRANTY HAVE BEEN THE HORN NOT WORKING, AIRBAG LIGHT ON AND THE BUTTONS ON THE STEERING WHEEL; NOT TECHNICALLY TRAINED SO I WONT NOT BE ABLE TO SAY; RECOMMEND GETTING THE VEHICLE TO THE DEALER TO HAVE A DIAGNOSIS DONE; CO CAN SEND CUSTOMER WARRANTY EXT. AND LOCAL VW DEALERS; | | | NO FURTHER ACTION
11/29/2019 6:24:00 PM	TEAM 5 TO EMAIL CUSTOMER WARRANTY EXT. AND DEALER INFORMATION | | | AIRBAG CLOCK SPRING WARRANTY EXT 15Y | | | VOLKSWAGEN OF SOUTHTOWNE | | 11000 SOUTH FRONTAGE RD | | SOUTH JORDAN, UT | | 84095 | | 801-6766401 | | | KEN GARFF VOLKSWAGEN | | 115 E UNIVERSITY PKWY | | OREM, UT | | 84058
12/2/2019 9:27:00 AM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | AS A FORM OF ADDITIONAL ASSISTANCE, VOLKSWAGEN PROVIDES EXTENDED WARRANTIES ON CERTAIN PARTS FOR MANUFACTURER┬┐S DEFECTS IN MATERIALS OR WORKMANSHIP. PLEASE REVIEW YOUR REMAINING EXTENDED COVERAGE BELOW: | | | ┬┐ THE AIRBAG CLOCK SPRING WARRANTY EXTENSION LASTS FOR 15 YEARS AND HAS NO MILEAGE PARAMETER. | | | IF THERE IS A PRESENT, NOTICEABLE CONCERN FOR MANUFACTURERS DEFECTS IN MATERIALS THAT HAVE FURTHER BEEN DIAGNOSED BY YOUR VW DEALERSHIP ┬┐ THE REPAIR COSTS WILL BE COVERED UNDER THIS WARRANTY EXTENSION WHILE THE VEHICLE IS WITHIN THE ABOVE-MENTIONED PARAMETERS. | | | FOR YOUR CONVENIENCE, I HAVE ATTACHED A SAMPLE CUSTOMER LETTER FOR YOUR REFERENCE. | | | ADDITIONALLY, I HAVE INCLUDED THE CONTACT INFORMATION FOR TWO DEALERSHIPS IN YOUR IMMEDIATE AREA: | | | VOLKSWAGEN OF SOUTHTOWNE | | 11000 SOUTH FRONTAGE ROAD | | SOUTH JORDAN, UT 84095 | | 801-676-6401 | | | KEN GARFF VOLKSWAGEN | | 115 E UNIVERSITY PKWY | | OREM, UT 84058 | | 801-374-1751 | | | I HOPE THIS EMAIL FINDS YOU WELL. IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, PLEASE FEEL FREE TO REACH OUT TO OUR CUSTOMER CARE CENTER AT 800-822-8987. | | | SINCERELY, | | | | | | | ALICIA Y. | | CUSTOMER CARE ADVOCATE | | | CUSTOMER ADVOCATE ATTACHED CUSTOMER LETTER FOR AIRBAG CLOCK SPRING; TO REASSIGN TO CO
12/2/2019 9:27:00 AM	CO TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX5BW[redacted]
Owner Or Fleet	[redacted] CHAMBERSBURG, PA [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/2/2019	Incident Date	N/A
Mileage	64,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/2/2019 3:01:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN PA STATE; 2ND OWNER; VEHICLE PURCHASED MARCH 2019 AT MILEAGE 61K; VEHICLE PURCHASED FROM A PRIVATE OWNER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; BRAND LOYAL CUSTOMER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG WARNING LIGHT IS ON, HORN NOT WORKING, HEAR A STRANGE NOISE INSIDE STEERING WHEEL WHEN CUSTOMER TURNS WHEEL; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. CONTACTED DEALER 409109 AND WAS TOLD THAT CUSTOMER WOULD HAVE TO BRING VEHICLE INTO DEALER FOR A DIAGNOSIS; WOULD BE RESPONSIBLE FOR DIAGNOSIS FEE UPFRONT AND THEN DEALER WILL REVIEW ON A CASE BY CASE BASIS; | | | | CUSTOMER SEEKING: TO HAVE REPAIRS COMPLETED; | | | | CO ADVISED NO OPEN RECALLS; INTAKE MANIFOLD, FUEL INJECTOR, AND INJECTION PUMP WARRANTY EXTENSION 10Y/120K MILES, TIMING CHAIN AND COOLANT PUMP WARRANTY EXTENSION 10Y/100K MILES, WOF; AIRBAG CLOCK SPRING WARRANTY EXTENSION 15Y/UNLIMITED MILEAGE; VEHICLE HAS TO BE DIAGNOSIS BY VW DEALER TO VERIFY THE AIRBAG CLOCK SPRING NEEDS TO BE REPLACED DUE TO A MANUFACTURER'S SHORTCOMING; ALL DEALERS ARE INDEPENDENTLY OWNED AND OPERATED AND MAY REQUEST UPFRONT PAYMENT OF DIAGNOSIS FEE OR JUST REQUEST CUSTOMER AUTHORIZE A DIAGNOSIS FEE BASED ON DEALER POLICY; OFFERED TO SCHEDULE APPOINTMENT WITH ANY VW DEALER; PROVIDED REFERENCE # | | | CUSTOMER DECLINED; WILL CONTACT DEALER TO MAKE APPOINTMENT | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A3XC[redacted]
Owner Or Fleet	[redacted] Bennington, NE, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/3/2019	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2019 9:20:00 AM	CUSTOMER STATES: ISSUES WITH THE AIRBAG CLOCKSPRING ON THE VEHICLE. | | | | CUSTOMER SEEKING: COVERAGE OF THE ISSUE FROM VW. HEARD ABOUT A RECALL. | | | | CO ADVISED: CUSTOMER HAS BOTH THE RECALL AND THE WARRANTY EXT. ON THE VEHICLE. RECALL WAS COMPLETED IN 2016. CUSTOMER ALREADY HAS AN APPOINTMENT FOR THE VEHICLE. | | | | NO FURTHER ACTION
12/3/2019 9:22:00 AM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / CLOCK SPRING;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX9GW[redacted]
Owner Or Fleet	[redacted] Ypsilanti, MI, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	12/3/2019	Incident Date	N/A
Mileage	50,405		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2019 12:37:00 PM	MEDIA ATTACHED IN DOC CENTER
12/3/2019 9:45:00 AM	CUSTOMER STATES: SUBSEQUENT OWNER; NON-CPO; VEHICLE WITH CUSTOMER; CURRENT MILEAGE - 50,405K; NO CURRENT VEHICLE CONCERNS; WAS AT DEALER 402805 TODAY (12-3) TO HAVE THE RECALL COMPLETED (69Z5); SHE PAID FOR THE AIRBAG CLOCK SPRING ON 8-2-2018 AT DEALER 402805; THEY GAVE HER A COPY OF THE PRINTOUT | | | CUSTOMER SEEKING: PROCESS FOR REIMBURSEMENT | | | CO ADVISED: PROVIDED REIMBURSEMENT PROCESS; WILL SEND E-MAIL WITH OPTIONS TO SEND IN DOCUMENT AND PROOF OF PAYMENT. | | | | NOTE: CO ATTEMPTED TO EXPLAIN PROOF OF PAYMENT TO CUSTOMER; WILL CONTACT DEALER | | | CO TO SEND EMAIL
12/3/2019 9:52:00 AM	[redacted] | | | REFERENCE #[redacted] | | | DEAR MS [redacted] | | | THANKS FOR TALKING WITH ME TODAY. | | | CUSTOMER CARE IS ALSO AVAILABLE BY EMAIL AT VWCUSTOMERCARE@VW.COM. FEEL FREE TO EMAIL US ANYTIME! | | | YOU CAN ALSO FAX ANY DOCUMENTS TO US AT 248-754-6504. OR IF YOU NEED TO MAIL US IMPORTANT PAPERWORK, PLEASE SEND THEM TO THE FOLLOWING ADDRESS: | VOLKSWAGEN CUSTOMER CARE | 3800 HAMLIN ROAD | AUBURN HILLS, MI 48326 | | | IF YOU HAVE A QUICK QUESTION THAT WE CAN ANSWER, WE┬┐RE AVAILABLE AFTER HOURS AND ON WEEKENDS, BY CHAT, ON [redacted] | | | SINCERELY, | | | | | KIMBERLY W | CUSTOMER CARE ADVOCATE | | | | | WAIT CORRESPONDENCE
12/5/2019 4:05:00 PM	CO ATTEMPTED TO CONTACT VW DEALER 402805; DEALER VOICE MAIL (DIDN'T LEAVE A MESSAGE | | | CO TO CALL DEALER
12/6/2019 3:47:00 PM	CO ADVISED: CALLING FROM CUSTOMER CARE CENTER; CUSTOMER SUBMITTED REPAIR ORDER, BUT IS A CUSTOMER'S COPY; SEEKING PROOF OF PAYMENT FOR REPAIR ORDER #[redacted] | | | DEALER PERSONNEL STATES: THEY WILL SEND A COPY OF THE REPAIR ORDER | | | CO ADVISED: PROVIDED REFERENCE # AND E-MAIL ADDRESS (VWCUSTOMERCARE@VW.COM) | | | | | WAIT DEALER
12/30/2019 3:57:00 PM	CO ADVISED: CALLING FROM CCC; SEEKING TO VERIFY PROOF OF PAYMENT; PROVIDED CUSTOMER INFORMATION | | | | | DP STATES: SHE CAN PULL UP THE RO, BUT IT DOES NOT SHOW HOW THE CUSTOMER PAID | | | | | NOTE: PER RESEARCH WITH SP/ASHLEY MAY ESCALATE TO RESEARCH REIMBURSEMENT. | | | | | CO TO SEND CUSTOMER E-MAIL.
12/30/2019 3:59:00 PM	[redacted] | | | REFERENCE #[redacted] | | | DEAR MR. [redacted] & MS. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | KIMBERLY W | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | | O TO FORWARD TO RCM | | | |
12/30/2019 4:04:00 PM	WAIT RESEARCH
1/3/2020 1:19:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; VW TO REIMBURSE TOTAL: $537.47. | | | SP TO GENERATE CHECK REQUEST.
1/3/2020 1:23:00 PM	WVGBV7AX9GW[redacted]VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $537.47. | | | GENERATED CHECK REQUEST.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX9GW[redacted]
Owner Or Fleet	[redacted] Ypsilanti, MI, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	12/3/2019	Incident Date	N/A
Mileage	50,405		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/10/2020 CHECK # [redacted] FOR AMOUNT $ 537.47 MAILED ON 01/09/2020
4:00:00 AM

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A39EC[redacted]
Owner Or Fleet	[redacted] Rockville, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/3/2019	Incident Date	N/A
Mileage	78,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2019 2:02:00 PM	CUSTOMER STATES AIRBAG LIGHT HAS BEEN ON SINCE PURCHASING VEHICLE IN JUNE, 2018 FROM USED CAR LOT, STATES VEHICLE NEEDS CLOCK SPRING, HAS EXTENDED WARRANTY SHE PURCHASED, THAT SHE WAS TOLD WOULD NOT COVER THE REPAIRS, WAS LAST AT OURISMAN VW 409152 IN FEBRUARY FOR AIRBAG LIGHT, WAS GIVEN A LIST OF THINGS THAT NEEDED TO BE DONE ON VEHICLE SUCH AS AIR FILTER AND OTHERS, THERE IS ALSO A TRANSMISSION LEAK, IS ONE THING AFTER ANOTHER, IS AWARE OF 8 RECALLS ON VEHICLE. | | | | CO ADVISED ONLY OPEN RECALL IS FOR THE HEADLIGHT CAP SCREWS, WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING FOR 10/120, WCF. CUSTOMER STATES DEALER TOLD HER THIS WAS ALREADY DONE AND THE EXTENDED WARRANTY COMPANY DOES NOT COVER THIS REPAIR, IS FRUSTRATED, HAS ALREADY PAID FOR CAMSHAFT IN PAST, DID NOT HAVE A GOOD EXPERIENCE WITH THIS DEALER, MAY TRY ANOTHER VW DEALER. CO ADVISED RECALLS ARE VIN SPECIFIC AS WELL. | | | | CO LOCATED ANOTHER OURISMAN VW 409106 AS CUSTOMER SUGGESTED SHE MIGHT GO TO. NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AXXDW[redacted]
Owner Or Fleet	[redacted] Unknown, unknown, UN, 000000, ?		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/3/2019	Incident Date	N/A
Mileage	86,281		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2019 2:56:00 PM	WISE TRACKING NUMBER PROVIDED FOR UP TO 50% PARTS AND LABOR AT WARRANTY RATES. WITH THE CUSTOMER BEING A SUBSEQUENT OWNER PURCHASED USED NON CERTIFIED, AND THE PROXIMITY OUTSIDE OF NVLW BY BOTH TIME AND MILEAGE, VW CANNOT PROVIDE FULL ASSISTANCE. OFFER EXTENDED TO PROMOTE CUSTOMER SATISFACTION/RETENTION TO BOTH YOUR DEALER AND VW BRAND. | | | DEALER CONTACTED GOODWILL TEAM FOR ASSISTANCE WITH OUT OF WARRANTY REPAIR. CONSIDERING THE INFORMATION PROVIDED, THE REQUEST WAS APPROVED FOR 50% PARTS AND LABOR. | | IF THE CUSTOMER REACHES OUT TO CARE AND PROVIDES INFORMATION THAT WOULD MERIT ADDITIONAL CONSIDERATION, PLEASE REVIEW WITH AN RCM AND/OR A MEMBER IF YOUR LEADERSHIP TEAM. IF NO NEW INFORMATION IS PROVIDED BY THE CUSTOMER, THIS OFFER CAN BE SUPPORTED. ESCALATION IS NOT REQUIRED. | |
12/3/2019 2:56:00 PM	[redacted] | | | CUSTOMER COMPLAINT: AIR BAG LIGHT STAYS ON WHILE DRIVING | | CAUSE / REPAIR PERFORMED: DIAGNOSE AND HAD CODE FOR NO COMMUNICATION FROM MO | | DULE IN STEERING WHEEL - NECESSARY TO REPLACE | | CLAIM REASON: COMPONENT FAILURE | | GOODWILL JUSTIFICATION | | PLEASE CONFIRM THAT YOU AGREE WITH THE FOLLOWING STATEMENTS: | | | | REPAIR IS NOT COVERED BY A PURCHASED EXTENDED SERVICE CONTRACT? AGREED | | REQUEST IS NOT THE RESULT OF A DENIED WARRANTY CLAIM? AGREED | | ARE THERE PREVIOUS RELATED REPAIRS? YES | | HAS THE CUSTOMER HAD A GOOD OVERALL OWNERSHIP EXPERIENCE? YES | | IS THE CUSTOMER NEW TO VW? NO | | IS THIS A REPEAT VW PURCHASER ? UNKNOWN | | IS THE CUSTOMER LOYAL TO YOUR DEALER? YES | | HAS THE VEHICLE BEEN PROPERLY MAINTAINED? YES | | IS THE VEHICLE IN GOOD OVERALL CONDITION? YES | | IS THE CUSTOMER THE ORIGINAL OWNER? YES | | PLEASE PROVIDE A DETAILED EXPLANATION FOR OFFERING A GOODWILL EXCEPTION FOR THIS CUSTOMER: | | KNOWN ISSUE WITH THE AIRBAG MODULES FAILING AFTER | | THE CLOCK SPRING RECALLS DONE ESPECIALLY ON THE TI | | GUANS. WOULD LIKE TO ASSIST THE CUSTOMER AS A 1-T | | IME GOODWILL REPAIR | | | | LABOR: $75.00 | | PARTS: $290.07

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A3XCC[redacted]
Owner Or Fleet	[redacted] Bonners Ferry, ID, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/3/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2019 3:54:00 PM	CUSTOMER STATE: 2012 PASSAT: BELIEVES IT A RECALL ON THE VEHICLE TALKED TO THE DEALER AND THEY STATED COULD NOT REPAIR DUE TO ITS OVER 120,000 MILES | | | CUSTOMER SEEKS: FOR VW TO COVER THE REPAIR UNDER RECALL FOR THE CLOCK SPRING | | | CUSTOMER ADVOCATE ADVISED: THERE IS NO RECALL FOR THE AIR BAG CLOCK SPRING THE VEHICLE DID HAVE AND WARRANTY EXT. FOR THE AIR BAG CLOCK SPRING FOR 2022-03-27/ 120000 MI WOF WHICH CUSTOMER IS OUTSIDE OF THAT WARRANTY BY 37K MILES: | | | CUSTOMER NOW SEEKING FOR FINANCIAL ASSISTANCE FOR THE COST OF THE REPAIRS: | THE VEHICLE IS REGISTERED IN ID STATE; 2ND OWNER; VEHICLE PURCHASED JULY 2019AT MILEAGE 119,000; VEHICLE PURCHASED FROM A PRIVATE OWNER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: HORN AND STEERING WHEEL ELECTRONICS NOT WORKING; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. | | | FACE TO FACE WITH TEAM LEAD JULIE ADVISED: VW WILL NOT ASSIST WITH THE COST OF REPAIRS: VEHICLE IS 37K MILES OUTSIDE OF THE EXT. WARRANTY THAT WOULD COVER THIS REPAIR: | | | CO ADVISED: VW WILL NOT ASSIST WITH THE COST OF REPAIRS: VEHICLE IS 37K MILES OUTSIDE OF THE EXT. WARRANTY THAT WOULD COVER THIS REPAIR: | | | CUSTOMER STATE DONE RESEARCH ON THE INTERNET AND FOUND A LOT OF VEHICLE OF THIS TYPE HAD RECALL FOR THE CLOCK SORING | | | CO ADVISED: AS THIS MAY BE TRUE RECALLS ARE VIN SPECIFIC AND CUSTOMER VEHICLE DID NOT FALL UNDER THE RECALL BUT VW MAY HAVE NOTICED A HISTORY OF THIS TYPE OF REPAIR WHICH IS QUITE POSSIBLE WHY CUSTOMER VEHICLE RECEIVED AND EXT. WARRANTY FOR SUCH REPAIR | | | CUSTOMER NOW REQUESTING SUPERVISOR | | | CO ADVISED: AFTER REVIEWING WITH A MEMBER OF LEADERSHIP CUSTOMER VEHICLE IS OUTSIDE OF ALL APPLICABLE WARRANTIES THAT WOULD OF COVERED THE COST OF THE REPAIR AND IS ALSO OUTSIDE OF THE EXT. WARRANTY BY 37K MILES: | | | NO FURTHER ACTION | | | | |
12/3/2019 4:07:00 PM	TEAM LEAD SUPPORTS CO DECISION; VW WOULD NOT BE ABLE TO ASSIST WITH REPAIR COSTS AS VEHICLE IS OUTSIDE OF THE WARRANTY EXTENSION; IF CUSTOMER SEEKS TO SPEAK WITH SUPERVISOR, SUPERVISOR WILL CONTACT CUSTOMER 12/4 BY 12PM ALTHOUGH THE DECISION WOULD REMAIN THE SAME; CO TO RETURN TO CUSTOMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A31EC[redacted]
Owner Or Fleet	[redacted] Cedarburg, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/3/2019	Incident Date	N/A
Mileage	85,584		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/3/2019 4:14:00 PM	G20191203037 | | | CUSTOMER COMPLAINT: AIR BAG LIGHT CAME ON HORN IS NOT WORKING | | CAUSE / REPAIR PERFORMED: CONTROL UNIT IN STEERING WHEEL NO COMMUNICATION - | | NEED TO REPLACE MODULE | | CLAIM REASON: COMPONENT FAILURE | | GOODWILL JUSTIFICATION | | PLEASE CONFIRM THAT YOU AGREE WITH THE FOLLOWING STATEMENTS: | | | REPAIR IS NOT COVERED BY A PURCHASED EXTENDED SERVICE CONTRACT? AGREED | | REQUEST IS NOT THE RESULT OF A DENIED WARRANTY CLAIM? AGREED | | ARE THERE PREVIOUS RELATED REPAIRS? NO | | HAS THE CUSTOMER HAD A GOOD OVERALL OWNERSHIP EXPERIENCE? YES | | IS THE CUSTOMER NEW TO VW? NO | | IS THIS A REPEAT VW PURCHASER ? YES | | IS THE CUSTOMER LOYAL TO YOUR DEALER? YES | | HAS THE VEHICLE BEEN PROPERLY MAINTAINED? YES | | IS THE VEHICLE IN GOOD OVERALL CONDITION? YES | | IS THE CUSTOMER THE ORIGINAL OWNER? UNKNOWN | | PLEASE PROVIDE A DETAILED EXPLANATION FOR OFFERING A GOODWILL EXCEPTION FOR THIS CUSTOMER: | | CUSTOMER LOYAL VW AND SERVICECUSTOMER - KNOWN ISSU | | E WITH AIR BAG MODULES - WOULD LIKE TO ASSIST CUST | | OMER AS A 1-TIME GOODWILL 100% OF REPAIRS. IS LOO | | KING AT NEW VW'S TO PURCHASE EARLY NEXT YEAR. | | | | | | LABOR: $100.00 | | PARTS: $290.07
12/3/2019 4:15:00 PM	WISE TRACKING NUMBER PROVIDED FOR UP TO 100% PARTS ONLY AT WARRANTY RATES. DUE TO THE PROXIMITY OUTSIDE OF NVLW, VW CANNOT PROVIDE FULL ASSISTANCE. OFFER EXTENDED TO PROMOTE CUSTOMER SATISFACTION/RETENTION TO BOTH YOUR DEALER AND VW BRAND. | | | | DEALER CONTACTED GOODWILL TEAM FOR ASSISTANCE WITH OUT OF WARRANTY REPAIR. CONSIDERING THE INFORMATION PROVIDED, THE REQUEST WAS APPROVED FOR 100% PARTS ONLY. | | IF THE CUSTOMER REACHES OUT TO CARE AND PROVIDES INFORMATION THAT WOULD MERIT ADDITIONAL CONSIDERATION, PLEASE REVIEW WITH AN RCM AND/OR A MEMBER IF YOUR LEADERSHIP TEAM. IF NO NEW INFORMATION IS PROVIDED BY THE CUSTOMER, THIS OFFER CAN BE SUPPORTED. ESCALATION IS NOT REQUIRED. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX9BW[redacted]
Owner Or Fleet	[redacted]		ROCHESTER HILLS, MI, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/4/2019	Incident Date	N/A
Mileage	125,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2019 8:12:00 AM	CUSTOMER SUBSEQUENT OWNER, AIRBAG LIGHT IS ON. | | | | CO ADVISED NO OPEN RECALLS, WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING FOR 15/UNLIMITED MILEAGE, SUGGESTED SHE ADDRESS WITH VW DEALER, CUSTOMER MENTIONED FOX VW 403100 AS NEAREST. CO TO CALL AND SET APPOINTMENT
12/4/2019 8:21:00 AM	APPT SET FOR THURSDAY, 5TH AT 9:00 AM CO TO CALL CUSTOMER.
12/4/2019 8:21:00 AM	CO ADVISED APPOIONTMENT SET FOR THURSDAY, 5TH AT 9:00 AM. CUSTOMER ACKNOWLEDGED. NO FURTHER ACTION.
12/4/2019 8:27:00 AM	CO ADVISED APPT SET FOR TOMORROW, THURSDAY, THE 5TH AT 9:00 AM. CUSTOMER THANKED NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A37FC[redacted]
Owner Or Fleet	[redacted] Key Largo, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/4/2019	Incident Date	N/A
Mileage	31,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2019 2:34:00 PM	CUSTOMER STATES: ORIGINALLY HAD A CASE WITH RCM ENDY; VEHICLE SPEEDOMETER ISN'T WORKING, ALL WARNING LIGHTS ARE ON; NONE OF THESE ISSUES STARTED UNTIL DEALER 405073 HAD TO FIX AN AIRBAG RECALL. CUSTOMER FEELS UNSAFE TO DRIVE IT TO DEALER; HAD JUST RECOVERED FROM HEALTH ISSUES FROM JULY, THAT IS WHY CUSTOMER IS JUST NOW BEING ABLE TO TAKE CARE OF IT AND DOESN'T FEEL SAFE. | | | CUSTOMER SEEKING: VW TO TOW VEHICLE TO DEALER 405073; HAVE HELP SCHEDULING AN APPOINTMENT. | | | FACE TO FACE WITH TEAM LEAD JULIE: CUSTOMER IS OUTSIDE OF APPLICABLE WARRANTIES; VW WILL NOT TOW VEHICLE TO DEALER. | | | CO ADVISED: BECAUSE CUSTOMER IS OUTSIDE OF WARRANTY, VW WILL NOT TOW VEHICLE TO DEALER, BUT CC AGENT WOULD BE ABLE TO TRY AND MAKE AN APPOINTMENT WITH A DEALER FOR CUSTOMER. | | | CUSTOMER STATES: WAS PROMISED BY DEALER 405073 THAT REPAIR WOULD ONLY COST $100 TO CUSTOMER, WHY IS THAT NOT IN PREVIOUS CASE NOTES. | | | CO ADVISED: DEALERSHIP AND CC DO NOT HAVE THE SAME SYSTEMS, ANYTHING THAT CUSTOMER WORKS OUT WITH THE DEALERSHIP WOULD BE AT THE DEALERSHIP'S END, NOT CC. THERE IS A DEALERSHIP THAT IS CLOSER TO CUSTOMER THAN 405073. AGENT OFFERED TO STILL SCHEDULE APPOINTMENT TO 405073 OR CAN SCHEDULE APPOINTMENT AT DEALER 405041 WHICH IS CLOSER TO CUSTOMER. | | | CUSTOMER STATES: WANTS TO SCHEDULE APPOINTMENT AT DEALER 405041 SINCE IT IS CLOSER. | | | CO ADVISED: SET APPOINTMENT FOR 12/6 FOR CUSTOMER AT 405041 FOR DEALER TO PERFORM DIAGNOSIS ON VEHICLE. | | | NO FURTHER ACTION.
12/4/2019 2:36:00 PM	TEAM LEAD ADVISED THAT CUSTOMER WOULD HAVE TO HAVE VEHICLE TOWED TO DEALER; VW IS OUTSIDE OF ROADSIDE TOWING WOULD BE AT THE CUSTOMER EXPENSE; CO TO RETURN TO CUSTOMER
12/4/2019 3:24:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / ALL WARNING LIGHTS ARE ON;
12/4/2019 3:25:00 PM	CATEGORY SELECTION : SPEEDCONTROL / INEFFECTIVE - 1 / SPEEDOMETER DOES NOT WORK;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX2FW[redacted]
Owner Or Fleet	[redacted] WATERTOWN, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	12/4/2019	Incident Date	N/A
Mileage	125,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2019 4:46:00 PM	CUSTOMER STATES: PREVIOUSLY CALLED REGARDING THIS SAME ISSUE AND GO TOLD THAT VW WILL NOT ASSIST; DLR 402645 ADVISED THAT THERES A RECALL AND TO REACH OUT TO VW FOR ASSISTANCE AGAIN; CUST IS AWARE THAT HES OUTSIDE OF THE EXTENDED AIRBAG CLOCK SPRING WARRANTY BY MILAGE; THE VEHICLE IS REGISTERED IN WI STATE; 2ND OWNER; VEHICLE PURCHASED FROM 402645 VW DEALER; YES, THIS IS A CPO; EXTENDED SERVICE PLAN WAS PURCHASED; VEHICLE WAS PURCHASED; BRAND LOYAL CUSTOMER; MAINTAINED AT VW DEALER; ISSUE LAST OCCURRED ON OCTOBER 2019; NO PREVIOUS REPAIRS FOR THIS ISSUE; VEHICLE EXPERIENCING: STEERING BUTTONS ARENT WORKING; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. | | | CUSTOMER SEEKING: FINANCIAL ASSISTANCE; | | | CO FACE TO FACE WITH TL ROSS- ADVISED THAT VW WILL NOT ASSIST DUE TO CUST BEING OUTSIDE OF WARRANTY BY MILAGE | | | CO ADVISED THAT CUST IS OUTSIDE OF THE AIRBAG CLOCKSPRING WARRANTY BY MILAGE (5K OVER); LOOKED INTO ANY REMAINING WARRANTIES AND RECALLS THAT COULD BE OF USE TO VEH ISSUE; THERE ARE NONE; ADVISED THAT EVEN THOUGH THERE IS A AIRBAG RECALL; THEY ARE VIN SPECIFIC AND THIS VEH DOESNT HAVE THE RECALL; ADVISED TO WORK WITH DLR REGARDING PRICING; CUST ASKED TO SPEAK WITH SOUP | | | CUST DISCONNECTED WHILE ON HOLD
12/4/2019 5:06:00 PM	TL ADVISED UNABLE TO ASSIST DUE TO MILEAGE OUTSIDE OF WARRANTY

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A32C[redacted]
Owner Or Fleet	[redacted] Evansville, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/4/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2019 5:15:00 PM	CUST CALLING TO RESCHEDULE APPOINTMENT FOR HER AIRBAG CLOCK SPRING ISSUE. CUST REQUESTED APPOINTMENT BE FOR DLR 403300. | | | | CO SCHEDULED APPOINTMENT FOR 12/10/19 X01CS8LV77 | | | | NO FURTHER ACTION
12/10/2019 1:44:00 PM	CUSTOMER STATES TOOK VEHICLE TO DEALER 403300 FOR AIR BAG CLOCK SPRING WARRANTY AND THE PARTS ARE ON BACKORDER UNTIL THURSDAY THE LATEST; IT┬┐S FRUSTRATING TO DRIVE A HOUR AWAY FOR REPAIR; DEALER WOULDN┬┐T PROVIDE FREE LOANER | | | | CUSTOMER SEEKING SOLUTION TO DELAYED PARTS AND FREE LOANER | | | | CUSTOMER ADVOCATE ADVISED THAT VW DOESN┬┐T HAVE ANY DEALINGS WITH LOANER VEHS; IT┬┐S THE DLRS DECISION REGARDING ANY RELATIONS WITH LOANER VEHICLES; VW IS UNABLE TO SPEED UP THE SHIPMENT PROCESS FOR BACKORDER PARTS; ADVISED CUSTOMER TO CONTINUE WORKING WITH DEALER | | | | NO FURTHER ACTION | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A30GC[redacted]
Owner Or Fleet	[redacted] El Segundo, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	12/5/2019	Incident Date	N/A
Mileage	42,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/5/2019 12:58:00 PM	PLEASE REVIEW ATTACHED REPAIR ORDER AND REPAIR ORDER SUMMARY IN DOC CENTER
12/5/2019 8:15:00 AM	HELLO, | | | | THIS CUSTOMER HAS A BUYBACK REQUEST. | | | | CUSTOMER SARA LAMP | | ORIGINAL OWNER OR SUBSEQUENT OWNER ORIGINAL OWNER | | DATE OF PURCHASE 05/21/2016 | | PLACE OF PURCHASE (DEALER/INDEP/PRIVATE) 422110 | | VIN 1VWBT7A30GC[redacted] | | DEALERS WORKED WITH: 422110 | | CURRENT VEHICLE LOCATION: WITH CUSTOMER | | STATE THE VEHICLE IS REGISTERED IN: CALIFORNIA | | RO┬┐S IN DOC CENTER: YES OR NO YES | | | | | MEGHAN KOIKE | | INFORMATION COORDINATOR | | VOLKSWAGEN CUSTOMER CARE | | | | | | | MATTHEW WALKER | | REGION CASE MANAGER | | VOLKSWAGEN CUSTOMER CARE | | | | VOLKSWAGEN OF AMERICA, INC. | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | | UNITED STATES OF AMERICA | | TEL. [redacted] | FAX. +1 248 754 6504 | | EMAIL: EXTERN.MATTHEW.WALKER@VW.COM | |
12/5/2019 8:16:00 AM	CATEGORY SELECTION : AIRBAGS / OTHER SYMPTOM - 1 / AIRBAG CLOCK SPRING HAS FAILED;
12/5/2019 8:16:00 AM	REPAIR ORDER'S PROVIDED
12/12/2019 10:57:00 AM	9 DAYS DOWN | | | | OIL PRESSURE LIGHT ON - TOPPED OFF OIL | | TIRE PRESSURE LIGHT ON - SET CORRECT PRESSURES | | | | WARNING LIGHTS ON WHEN TURNING WHEEL - REPLACED CLOCK SPRING | | | | CLICKING NOISE WHEN TURNING STEERING WHEEL - REPLACED CLOCK SPRING | | TIRE PRESSURE LIGHT ON - CORRECTED TIRE PRESSURE | | | | BRAKE SQUEAK - RECOMMENDED RESURFACING, CUSTOMER DECLINED | | | | BULB OUT - REPLACED TURN SIGNAL BULB | | | | AIRBAG LIGHT ON - REPLACED SPIRAL SPRING | |
12/12/2019 10:59:00 AM	UNABLE TO MEET THE CUSTOMER'S EXPECTATIONS AT THIS TIME.
12/12/2019 11:03:00 AM	SENT LETTER. CLOSING CASE.
12/27/2019 10:17:00 AM	SCANNED FILE 12.27.2019
3/4/2020 2:51:00 PM	SCANNED FILE 3-4

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ1BM[redacted]
Owner Or Fleet	[redacted] NOVELTY, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	12/5/2019	Incident Date	N/A
Mileage	101,147		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/5/2019 2:54:00 PM	MEDIA ATTACHED IN DOC CENTER
1/2/2020 1:51:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; VW TO REIMBURSE TOTAL: $619.51. | | | SP TO GENERATE CHECK REQUEST.
1/2/2020 1:53:00 PM	3VWDX7AJ1BM[redacted]VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $619.51. | | | GENERATED CHECK REQUEST.
1/10/2020 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 619.51 MAILED ON 01/09/2020

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A35FC[redacted]
Owner Or Fleet	[redacted] STONEHAM, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/6/2019	Incident Date	N/A
Mileage	75,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/6/2019 10:32:00 AM	FROM: MAIL DELIVERY SUBSYSTEM [MAILTO:MAILER-DAEMON@VW.COM] | | SENT: FRIDAY, DECEMBER 06, 2019 10:04 AM | | TO: VW EXPERIENCE | | SUBJECT: UNDELIVERABLE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | DELIVERY HAS FAILED TO THESE RECIPIENTS OR GROUPS: | | [redacted] | THE E-MAIL ADDRESS YOU ENTERED COULDN'T BE FOUND. PLEASE CHECK THE RECIPIENT'S E-MAIL ADDRESS AND TRY TO RESEND THE MESSAGE. IF THE PROBLEM CONTINUES, PLEASE CONTACT YOUR HELPDESK. | | THE FOLLOWING ORGANIZATION REJECTED YOUR MESSAGE: [redacted] |
12/6/2019 3:47:00 PM	REFERENCE # [redacted] | | | DEAR MRS [redacted] | | | I APPRECIATE YOU TAKING THE TIME TO REACH OUT TO ME ABOUT YOUR PASSAT. | | | | TO START OUR REIMBURSEMENT REVIEW FOR OUT-OF-POCKET REPAIR EXPENSES FOR SERVICES NOW COVERED UNDER A WARRANTY EXTENSION, RECALL, OR SERVICE ACTION, PLEASE PROVIDE US WITH ITEMS BELOW. | | | HERE┬┐S WHAT WE┬┐LL NEED: | | 1. NAME OF WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | 2. TOTAL AMOUNT OF REIMBURSEMENT REQUESTED | | 3. LEGIBLE REPAIR ORDER INCLUDING: | | ┬┐ NAME AND ADDRESS OF FACILITY | | ┬┐ NAME AND ADDRESS OF CUSTOMER (PAYEE) | | ┬┐ VIN (VEHICLE IDENTIFICATION NUMBER) | | ┬┐ MILEAGE | | ┬┐ DETAILED DESCRIPTION OF REPAIRS | | 4. PROOF OF PAYMENT | | | | HOW TO SUBMIT YOUR CLAIM: | | ELECTRONICALLY | | REPLY TO THIS EMAIL AND ATTACH THE APPROPRIATE DOCUMENTATION TO INITIATE YOUR REIMBURSEMENT REQUEST. | | | | OR, EMAIL YOUR DOCUMENTATION AS AN ATTACHMENT TO: REIMBURSEMENT.REQUEST@VW.COM. IN THE SUBJECT LINE, INCLUDE YOUR VIN AND THE APPLICABLE WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | | | U.S. MAIL | | WRITE US A LETTER AND INCLUDE COPIES OF YOUR SUPPORTING DOCUMENTATION. MAIL TO: | | | | VOLKSWAGEN OF AMERICA, INC. | | ATTN: CAMPAIGN REIMBURSEMENT | | 3800 HAMLIN RD, AUBURN HILLS, MI 48326 | | | | WHAT TO EXPECT: | | ┬┐ YOUR REFUND CLAIM WILL BE ACTED UPON WITHIN 60 DAYS OF RECEIPT | | ┬┐ IF THE CLAIM IS APPROVED, WE┬┐LL SEND A CHECK TO THE ADDRESS YOU PROVIDED | | ┬┐ TOTAL REIMBURSEMENT AMOUNT MAY BE LIMITED TO WHAT THE REPAIR COST WOULD BE IF IT HAD BEEN COMPLETED BY A VOLKSWAGEN DEALER OR AUTHORIZED REPAIR FACILITY | | ┬┐ IF THE CLAIM IS INCOMPLETE, WE┬┐LL REACH OUT TO GATHER ANY MISSING INFORMATION FROM YOU | | ┬┐ SHOULD YOUR CLAIM BE DENIED, WE┬┐LL PROVIDE YOU WITH THE REASON(S) FOR DENIAL | | | WE LOOK FORWARD TO HEARING FROM YOU SOON! | | | SINCERELY, | | | | | | | SHELBY | | CUSTOMER CARE ADVOCATE | |
12/6/2019 4:02:00 PM	FROM: [redacted] | | SENT: FRIDAY, DECEMBER 06, 2019 3:54 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE REFERENCE # [redacted] | | | THANKS SHELBY!! | | | [redacted] | SERVICE MANAGER | |
12/6/2019 9:13:00 AM	CUSTOMER STATES: AIRBAG LIGHT CAME ON; CUST TOOK VEH INTO AN INDEPENDANT TO HAVE REPAIRED. LIGHTS WITHIN THE VEH WERE NOT TURNING OFF SO CUST TOOK VEH TO DEALER 401023 TO MAKE SURE EVERYTHING WAS DONE CORRECTLY. CUST WAS CHARGED A FEE FROM THE DEALER - POSSIBLY A DIAGNOSIS FEE - THAT 401023 SAID SHOULD HAVE BEEN COVERED UNDER THE AIRBAG CLOCK SPRING WARRANTY. | | | CUSTOMER SEEKING: REIMBURSEMENT FOR THE REPAIRS DONE FROM INDEPENDANT AND THE DEALER | | | FACE TO FACE WITH SARA: VW CANNOT PROVIDE REIMBURSMENT FOR DEALER DIAGNOSIS AS THIS IS AT DEALER DISCRETION TO CHARGE; AS CUSTOMER HAS OPEN CLOCK SPRING WARRANTY EXTENSION WE CAN LOOK INTO PROVIDING REIMBURSEMENT FOR PARTS COST ONLY FOR REPAIRS COMPLETED AT INDEPENDENT | | | CO ADVISED: IF IT WAS A DIAGNOSIS FEE, THAT CHARGE WOULD HAVE TO BE WORKED OUT WITH THE DEALER SINCE IT IS AT THE DEALER DISCRETION. EMAIL BOTH RO INTO CC; IT WILL THEN BE ESCELATED TO SPECIAL PROJECTS TO SEE IF CUST IS ELEIGABLE FOR REIMBURSMENT FOR REPAIRS DONE AT THE INDEPENDANT. TO SET PROPER EXPECTATIONS, THE REIMBURSMENT PROCESS DOES TAKE 60 DAYS. | | | CO TO EMAIL CUST.
12/6/2019 9:21:00 AM	EM ADVISED VW CANNOT PROVIDE REIMBURSMENT FOR DEALER DIAGNOSIS AS THIS IS AT DEALER DISCRETION TO CHARGE; AS CUSTOMER HAS OPEN CLOCK SPRING WARRANTY EXTENSION WE CAN LOOK INTO PROVIDING REIMBURSEMENT FOR PARTS COST ONLY FOR REPAIRS COMPLETED AT INDEPENDENT; CO SHOULD SEND CUSTOMER REIMBURSMENT PROCESS TEMPLATE THAT CUSTOMER CAN REPLY TO WITH RO AND POP

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A35FC[redacted]
Owner Or Fleet	[redacted] STONEHAM, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/6/2019	Incident Date	N/A
Mileage	75,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/6/2019 9:44:00 AM	REFERENCE #[redacted] | | | DEAR MRS.[redacted] | | | I APPRECIATE YOU TAKING THE TIME TO REACH OUT TO ME ABOUT YOUR PASSAT. | | | | TO START OUR REIMBURSEMENT REVIEW FOR OUT-OF-POCKET REPAIR EXPENSES FOR SERVICES NOW COVERED UNDER A WARRANTY EXTENSION, RECALL, OR SERVICE ACTION, PLEASE PROVIDE US WITH ITEMS BELOW. | | | HERE┬┐S WHAT WE┬┐LL NEED: | | 1. NAME OF WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | 2. TOTAL AMOUNT OF REIMBURSEMENT REQUESTED | | 3. LEGIBLE REPAIR ORDER INCLUDING: | | ┬┐ NAME AND ADDRESS OF FACILITY | | ┬┐ NAME AND ADDRESS OF CUSTOMER (PAYEE) | | ┬┐ VIN (VEHICLE IDENTIFICATION NUMBER) | | ┬┐ MILEAGE | | ┬┐ DETAILED DESCRIPTION OF REPAIRS | | 4. PROOF OF PAYMENT | | | | HOW TO SUBMIT YOUR CLAIM: | | ELECTRONICALLY | | REPLY TO THIS EMAIL AND ATTACH THE APPROPRIATE DOCUMENTATION TO INITIATE YOUR REIMBURSEMENT REQUEST. | | | | OR, EMAIL YOUR DOCUMENTATION AS AN ATTACHMENT TO: REIMBURSEMENT.REQUEST@VW.COM. IN THE SUBJECT LINE, INCLUDE YOUR VIN AND THE APPLICABLE WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | | U.S. MAIL | | WRITE US A LETTER AND INCLUDE COPIES OF YOUR SUPPORTING DOCUMENTATION. MAIL TO: | | | VOLKSWAGEN OF AMERICA, INC. | | ATTN: CAMPAIGN REIMBURSEMENT | | 3800 HAMLIN RD, AUBURN HILLS, MI 48326 | | | | WHAT TO EXPECT: | | ┬┐ YOUR REFUND CLAIM WILL BE ACTED UPON WITHIN 60 DAYS OF RECEIPT | | ┬┐ IF THE CLAIM IS APPROVED, WE┬┐LL SEND A CHECK TO THE ADDRESS YOU PROVIDED | | ┬┐ TOTAL REIMBURSEMENT AMOUNT MAY BE LIMITED TO WHAT THE REPAIR COST WOULD BE IF IT HAD BEEN COMPLETED BY A VOLKSWAGEN DEALER OR AUTHORIZED REPAIR FACILITY | | ┬┐ IF THE CLAIM IS INCOMPLETE, WE┬┐LL REACH OUT TO GATHER ANY MISSING INFORMATION FROM YOU | | ┬┐ SHOULD YOUR CLAIM BE DENIED, WE┬┐LL PROVIDE YOU WITH THE REASON(S) FOR DENIAL | | | WE LOOK FORWARD TO HEARING FROM YOU SOON! | | | SINCERELY, | | | | | | | SHELBY | | CUSTOMER CARE ADVOCATE | |
12/10/2019 12:36:00 PM	MEDIA ATTACHED IN DOC CENTER | | | | | FROM:[redacted] | | SENT: TUESDAY, DECEMBER 10, 2019 10:14 AM | | TO: REIMBURSEMENT REQUEST <REIMBURSEMENT.REQUEST@VW.COM> | | SUBJECT: VIN# 1VWAT7A35FC[redacted] / REIMBURSEMENT REQUEST - VOLKSWAGEN CUSTOMER CARE REFERENCE #[redacted] | | | GOOD MORNING, | | ATTACHED PLEASE FIND AN INVOICE THAT WE PAID AN INDEPENDENT SHOP TO FIX MY DAUGHTER'S AIRBAG. HER AIRBAG LIGHT WENT ON AND WE WERE STUCK AND SHE WAS SCARED. NOT KNOWING THAT THIS WAS COVERED / UNDER-WARRANTY, WE RECOMMENDED SHE VISIT OUR SHOP THAT WE'VE USED IN THE PAST. THIS SHOP DID A GREAT JOB, HOWEVER SOME OF THE ELECTRICAL LIGHTS STOPPED WORKING AND THEY DID NOT HAVE THE EQUIPMENT TO CHECK/FIX THIS ISSUE. WE HAD VOLKSWAGEN IN MEDFORD MA DO A DIAGNOSTIC FOR WHICH WE PAID FOR AND FOUND OUT THAT THE "CLOCK SPRING" WAS COVERED UNDER WARRANTY WITH VOLKSWAGEN. I WOULD LIKE REIMBURSEMENT FOR THE CLOCK SPRING AS WELL AS THE LABOR. | | THANK YOU, | | | | | | [redacted] | STONEHAM, MA[redacted] |
12/11/2019 4:33:00 PM	CO TO EMAIL CUSTOMER: | | | REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | - PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | | | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | SINCERELY, | | | | | SHELBY | | CUSTOMER CARE ADVOCATE | | | | | | | CO TO WAIT CUSTOMER CONTACT.
12/18/2019 2:55:00 PM	CO CALL TO CUST: HAVE NOT RECIEVED CERTIAN DOCUMENTS FOR THE REIMBURSEMENT CLAIM. | | | CUST STATES: REPLIED TO EMAIL THE NEXT DAY. | | | CO ADVISED: WILL REISSUE EMAIL. | | | CO TO EMAIL CUST AND FOLLOW UP 12/26.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A35FC[redacted]
Owner Or Fleet	[redacted] STONEHAM, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/6/2019	Incident Date	N/A
Mileage	75,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/18/2019 3:02:00 PM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENTS FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | - PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS OR SEND IT IN USING ONE OF THE FOLLOWING METHODS: | | MAIL: VOLKSWAGEN OF AMERICA | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | FAX: 248-754-6504 | | | | | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | | | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | | SINCERELY, | | | | | | SHELBY | | CUSTOMER CARE ADVOCATE | | | | | | CO TO WAIT CUST CONTACT | |
12/18/2019 3:41:00 PM	FROM: [redacted] | | SENT: WEDNESDAY, DECEMBER 18, 2019 3:05 PM | | TO: VW EXPERIENCE | | SUBJECT: AUTOMATIC REPLY: REFERENCE # [redacted] | | | THANKS FOR YOUR EMAIL. I WILL BE ON VACATION AND RETURNING ON MONDAY, DECEMBER 23RD. IF YOU NEED IMMEDIATE ASSISTANCE, PLEASE CALL OR EMAIL [redacted] | | | | | | THANK YOU, | [redacted]
12/26/2019 4:29:00 PM	CO CALL TO CUST | | | CO STATES: HAVE NOT RECIEVED DOCS; WAS WANTING TO MAKE SURE THAT CUST RECIEVED EMAIL. | | | CUST STATES: HAS BEEN ON VACATION; WILL REPLY SHORTLY. | | | CO WAIT FOR CUST CONTACT.
12/27/2019 10:26:00 AM	MEDIA ATTACHED IN DOC CENTER | | | FROM: [redacted] | SENT: THURSDAY, DECEMBER 26, 2019 4:39 PM | | TO: VW EXPERIENCE | | SUBJECT: FW: VIN# 1VWAT7A35FC[redacted] REIMBURSEMENT REQUEST - VOLKSWAGEN CUSTOMER CARE REFERENCE # [redacted] | | | HI SHELBY, | | THANKS FOR REACHING OUT - I DID SEND OUT THIS INFORMATION AND I MAY HAVE FORGOTTEN TO COPY YOU. | | PLEASE LET ME KNOW IF YOU NEED ANY MORE INFORMATION | | THANKS | [redacted] | | SERVICE MANAGER | [redacted] SOMERVILLE, MA[redacted] | DIRECT: [redacted] FAX: 617.623.8058 | | MOBILE: [redacted] | | |
1/2/2020 4:04:00 PM	CO STATES: NEEDING OFFICIAL DOCUMENTATION, WHETHER CANCELLED CHECK OR BANK STATEMENT, THAT THE REPAIR WAS PAID. | | | | CUSTOMER STATES: AT THE BOTTOM OF THE DOCUMENT, IT STATES THE REPAIR WAS PAID IN CASH. | | | CO STATES: WILL SEND THE FORM IN FOR A REIMBURSEMENT REVIEW; CUSTOMER WILL GET A NOTICE IN THE MAIL WHETHER THEY WILL RECEIVE A REIMBURSEMENT OR NOT WITHIN 60 DAYS. | | | CO TO ESCALATE TO SPECIAL PROJECTS.
1/2/2020 4:14:00 PM	CO TO SPECIAL PROJECTS: REVIEW INFORMATION IN DOC CENTER FOR POSSIBLE REIMBURSEMENT. | | | NOTE TO USE: MUST ZOOM IN TO LOWER LEFT CORNER OF THE DOCUMENT TO SEE THAT CUST HAD PAID IN CASH OR REPAIR.
1/3/2020 1:08:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM THE INDEP REPAIR SHOP; THE INDEP REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE MAX PARTS $290.07; VW TO REIMBURSE LABOR $161.28; TAX $18.75; VW TO REIMBURSE TOTAL: $470.10. | | | SP TO GENERATE CHECK REQUEST.
1/3/2020 1:12:00 PM	1VWAT7A35FC[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $470.10. | | | GENERATED CHECK REQUEST.
1/3/2020 1:15:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
1/10/2020 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 470.10 MAILED ON 01/09/2020

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN8BE[redacted]
Owner Or Fleet	[redacted] TITUSVILLE, FL, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2011		
Report Date	12/9/2019	Incident Date	N/A
Mileage	200,281		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/9/2019 1:50:00 PM	CUSTOMER STATES: HAD HEARD THAT THERE WAS A RECALL ON VEHICLE FOR AIRBAG; WANTED TO FIND OUT MORE ABOUT THIS; IS ALSO HAVING ISSUE WITH LIGHT BULB FOR HEADLIGHT; HAS HAD TO CHANGE LIGHT BULB 2 TO 3 TIMES IN THE LAST YEAR BECAUSE IT KEEPS GOING OUT; VEHICLE HAS AIRBAG LIGHT ON AND THE HORN IS NOT WORKING; | | | | CUSTOMER SEEKS: INFO RE: AIRBAG RECALL FOR VEHICLE; | | | | CO ADVISED: VEHICLE DOES NOT HAVE ANY OPEN RECALLS; HOWEVER, DOES HAVE WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING UNTIL 11/16/2025 OR UNLIMITED MILES WOF; OFFERED TO TRANSFER TO DEALER TO SCHEDULE APPT; (CUSTOMER JUST MOVED TO VA BUT IS STILL USING FL ADDRESS); | | | | CUSTOMER ACCEPTED APPT; | | | | CO WARM TRANSFERRED CUSTOMER TO LISA AT DEALER TO SCHEDULE APPT; | | | | NO FURTHER ACTION
12/9/2019 1:54:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;
12/9/2019 1:54:00 PM	CATEGORY SELECTION : ELECTRICAL / OTHER SYMPTOM - 1 / HORN NOT WORKING;
12/9/2019 1:54:00 PM	CATEGORY SELECTION : EXTLIGHTING / OTHER SYMPTOM - 1 / HEADLIGHT BULB KEEPS GOING OUT;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A3XCC[redacted]
Owner Or Fleet	[redacted] Unknown, Granville, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/10/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2019 12:22:00 PM	CUSTOMER STATES: AIRBAG LIGHT CAME ON; HORN AND STEERING WHEEL FUNCTIONS ARE NOT WORKING; TOOK TO AN INDEPENDENT WHO ADVISED THERE WAS A RECALL FOR THIS | | | | CUSTOMER SEEKS: RECALL INFORMATION AND NEXT STEPS | | | | CO ADVISED: OPEN RECALL 94L9 BUT NOT FOR AIRBAGS; VEHICLE DOES HAVE AIRBAG CLOCK SPRING WARRANTY EXTENSION AND THE SYMPTOMS ARE THE SAME; CUSTOMER WOULD NEED TO HAVE VEHICLE DIAGNOSED FOR COVERAGE AT A VW DEALER | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX3CW[redacted]
Owner Or Fleet	[redacted] ERIE, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/10/2019	Incident Date	N/A
Mileage	90,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2019 1:06:00 PM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | I APPRECIATE YOU TAKING THE TIME TO REACH OUT TO ME ABOUT YOUR TIGUAN. | | | TO START OUR REIMBURSEMENT REVIEW FOR OUT-OF-POCKET REPAIR EXPENSES FOR SERVICES NOW COVERED UNDER A WARRANTY EXTENSION, RECALL, OR SERVICE ACTION, PLEASE PROVIDE US WITH ITEMS BELOW. | | | HERE┬┐S WHAT WE┬┐LL NEED: | | 1. NAME OF WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | 2. TOTAL AMOUNT OF REIMBURSEMENT REQUESTED | | 3. LEGIBLE REPAIR ORDER INCLUDING: | | ┬┐ NAME AND ADDRESS OF FACILITY | | ┬┐ NAME AND ADDRESS OF CUSTOMER (PAYEE) | | ┬┐ VIN (VEHICLE IDENTIFICATION NUMBER) | | ┬┐ MILEAGE | | ┬┐ DETAILED DESCRIPTION OF REPAIRS | | 4. PROOF OF PAYMENT | | | | HOW TO SUBMIT YOUR CLAIM: | | ELECTRONICALLY | | REPLY TO THIS EMAIL AND ATTACH THE APPROPRIATE DOCUMENTATION TO INITIATE YOUR REIMBURSEMENT REQUEST. | | | | OR, EMAIL YOUR DOCUMENTATION AS AN ATTACHMENT TO: REIMBURSEMENT.REQUEST@VW.COM. IN THE SUBJECT LINE, INCLUDE YOUR VIN AND THE APPLICABLE WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | | U.S. MAIL | | WRITE US A LETTER AND INCLUDE COPIES OF YOUR SUPPORTING DOCUMENTATION. MAIL TO: | | | VOLKSWAGEN OF AMERICA, INC. | | ATTN: CAMPAIGN REIMBURSEMENT | | 3800 HAMLIN RD, AUBURN HILLS, MI 48326 | | | | WHAT TO EXPECT: | | ┬┐ YOUR REFUND CLAIM WILL BE ACTED UPON WITHIN 60 DAYS OF RECEIPT | | ┬┐ IF THE CLAIM IS APPROVED, WE┬┐LL SEND A CHECK TO THE ADDRESS YOU PROVIDED | | ┬┐ TOTAL REIMBURSEMENT AMOUNT MAY BE LIMITED TO WHAT THE REPAIR COST WOULD BE IF IT HAD BEEN COMPLETED BY A VOLKSWAGEN DEALER OR AUTHORIZED REPAIR FACILITY | | ┬┐ IF THE CLAIM IS INCOMPLETE, WE┬┐LL REACH OUT TO GATHER ANY MISSING INFORMATION FROM YOU | | ┬┐ SHOULD YOUR CLAIM BE DENIED, WE┬┐LL PROVIDE YOU WITH THE REASON(S) FOR DENIAL | | | WE LOOK FORWARD TO HEARING FROM YOU SOON! | | | SINCERELY, | | | | | | | SHELBY | | CUSTOMER CARE ADVOCATE | |
12/10/2019 12:35:00 PM	CUSTOMER STATES: TOOK VEHICLE IN FOR OIL CHANGE AT AN INDEPENDENT; ASKED THEM TO TAKE A LOOK AT THE AIRBAG WARNING LIGHT THAT HAD COME ON. CUSTOMER WAS TOLD THAT IT HAD TO BE REPAIRED IMMEDIATELY, SO IT WAS REPAIRED AT INDEPENDENT. AFTER REPAIR, THE VEHICLE'S HORN DID NOT WORK AS WELL AS IT'S APPLICATIONS. INDEPENDENT SAID CUSTOMER WOULD HAVE TO TAKE VEHICLE TO DEALER TO REPROGRAM THE STEERING WHEEL BECAUSE THEY DID NOT HAVE THE EQUIPMENT TO BE ABLE TO DO SO. DEALER TOLD CUSTOMER THAT THE ORIGINAL REPAIR WOULD HAVE BEEN COVERED UNDER AN EXTENDED WARRANTY WITH NO CHARGE TO CUSTOMER. | | | CUSTOMER SEEKING: SOME SORT OF REIMBURSEMENT. | | | CO ADVISED: CUSTOMER HAS THE FOLLOWING WARRANTY EXTENSIONS: INTAKE MANIFOLD WARRANTY EXT THAT'S GOOD UNTIL 120000 MI / 2022-06-28 WOF; FUEL INJECTOR WARRANTY EXT THAT'S GOOD UNTIL 120000 MI / 2022-06-28 WOF ;AIRBAG CLOCK SPRING WARRANTY EXT THAT'S GOOD UNTIL 2027-06-29;COOLANT PUMP WARRANTY EXT THAT'S GOOD UNTIL 100000 MI / 2022-06-28 WOF. VW CAN REVIEW CUSTOMER REQUEST FOR A PART REIMBURSEMENT BUT NOT LABOR SINCE THE REPAIR WAS ORIGINALLY DONE AT AN INDEPENDENT. CO WILL SEND EMAIL TO CUSTOMER THAT WILL HAVE THE DOCUMENTS THAT ARE NEEDED FOR REVIEW AND THE PROCESS STEPS / WHAT TO EXPECT. CUSTOMER IS TO REPLY WITH THE FOLLOWING DOCUMENT THAT ARE STATED IN THE EMAIL NEEDED FOR REVIEW. | | | CO TO EMAIL CUSTOMER. | |
12/11/2019 10:19:00 AM	MEDIA ATTACHED IN DOC CENTER | | | | | FROM: [redacted] | | SENT: TUESDAY, DECEMBER 10, 2019 5:05 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE #[redacted] | | | HI, | | BELOW IS THE REQUESTED INFORMATION: | | | 1. CLOCK SPRING EXTENDED WARRANTY | | 2. $419.04 TOTAL - $290.07 FOR THE PART AND $128.97 FOR VW REPROGRAMMING | | 3. ATTACHED IS A COPY OF THE REPAIR INVOICES. | | 4. ATTACHED IS A COPY OF MY RECEIPTS SHOWING THE PAYMENT FOR $504.05 WAS MADE ON 11/29/19 FOR THE CLOCK SPRING REPAIR AND A COPY OF THE RECEIPT FROM THE 12/10/19 DEALER REPROGRAMMING FOR $140.81. | | | THANKS | | [redacted] | | ERIE, PA [redacted] |
12/11/2019 4:24:00 PM	CO TO SPECIAL PROJECTS: PLEASE REVIEW CASE AND DOCUMENTS TO SEE IF CUSTOMER IS ELIGIBLE FOR REIMBUSEMENT.
12/23/2019 6:51:00 AM	FROM:[redacted] | | SENT: SATURDAY, DECEMBER 21, 2019 1:17 AM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE #[redacted] | | | HELLO, | | | | ANY UPDATE ON THIS? | | | | THANK YOU | | | | [redacted] |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX3CW[redacted]
Owner Or Fleet	[redacted] ERIE, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/10/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/17/2020 2:37:00 PM	CUSTOMER STATES: SUBMITTED A REIMBURSEMENT REQUEST BACK IN DECEMBER | | | CUSTOMER SEEKS: UPDATE ON CASE OR IF CUSTOMER WOULD BE NOTIFIED IF MORE INFORMATION WAS NEEDED | | | CUSTOMER ADVOCATE ADVISED: NO CURRENT UPDATE ON CASE; IF MORE INFORMATION WAS NEEDED FOR REVIEW THEN CUSTOMER WOULD HAVE BEEN NOTIFIED; PROCESS CAN TAKE UP TO 60 BUSINESS DAYS | | | SP TO REVIEW
1/21/2020 4:10:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARR EXT; CUST VISITED AN INDEP REPAIR SHOP AFTER THE WARRANTY EXTENSION BECAME ACTIVE, AS SUCH VW WILL REVIEW FOR PARTS ONLY AS A ONE TIME GOODWILL GESTURE; CUST ALLEGING THE REPAIR NEEDED TO BE DONE IMMEDIATELY; CUST DID NOT HAVE IT DONE AT DLR; REPAIR WOULD HAVE BEEN COVERED AT A VW DLR; CUST COULD HAVE HAD VEHICLE TOWED OR DROVE TO THE DLR FOR WARRANTY REPAIRS; WV TO REIMBURSE PARTS ONLY TOTAL: $290.07. | | | SP TO GENERATE CHECK REQUEST.
1/21/2020 4:14:00 PM	WVGBV7AX3CW[redacted] VW TO REIMBURSE CUST FOR WECY PARTS ONLY AS GW DUE TO DATE OF REPAIR; TOTAL: $290.07. | | | GENERATED CHECK REQUEST.
1/21/2020 4:22:00 PM	SP MAILED LETTER EXPLAINING REIMBURSEMENT OF PARTS ONLY AS GOODWILL.
1/29/2020 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 290.07 MAILED ON 01/28/2020

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCM7A36CC[redacted]
Owner Or Fleet	[redacted] Fair Lawn, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/10/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/10/2019 3:27:00 PM	CUSTOMER STATES: VEHICLE IS AT JACK DANIELS 408252; CUSTOMER HAS HAD THE AIRBAG CLOCK SPRING REPAIRED IN THE VEHICLE THREE TIMES; ONCE IN 2016, ONCE IN 2018, AND RIGHT NOW; ALL THREE REPAIRS HAVE BEEN PERFORMED AT JACK DANIELS; THE SECOND REPAIR WAS AT CUSTOMER COST BECAUSE THE PAPER WAS IMPROPERLY FILED BY A FORMER EMPLOYEE THAT IS NO LONGER WITH THE DEALER | | | CUSTOMER SEEKS: REIMBURSEMENT FOR THE 2018 REPAIR | | | CO ADVISED: WILL SEND THE CUSTOMER AN EMAIL WITH INSTRUCTIONS ON WHAT IS NEEDED TO REVIEW FOR REIMBURSEMENT; WE WILL NEED THE REPAIR ODER AND PROOF OF PAYMENT; ONCE DOCUMENTS ARE RECEIVED, THE REVIEW PROCESS CAN TAKE UP TO 60 DAYS | | | CO TO CALL EMAIL
12/10/2019 3:42:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | I APPRECIATE YOU TAKING THE TIME TO REACH OUT TO ME ABOUT YOUR PASSAT. | | | TO START OUR REIMBURSEMENT REVIEW FOR OUT-OF-POCKET REPAIR EXPENSES FOR SERVICES NOW COVERED UNDER A WARRANTY EXTENSION, RECALL, OR SERVICE ACTION, PLEASE PROVIDE US WITH ITEMS BELOW. | | | HERE┬┐S WHAT WE┬┐LL NEED: | | 1. NAME OF WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | 2. TOTAL AMOUNT OF REIMBURSEMENT REQUESTED | | 3. LEGIBLE REPAIR ORDER INCLUDING: | | ┬┐ NAME AND ADDRESS OF FACILITY | | ┬┐ NAME AND ADDRESS OF CUSTOMER (PAYEE) | | ┬┐ VIN (VEHICLE IDENTIFICATION NUMBER) | | ┬┐ MILEAGE | | ┬┐ DETAILED DESCRIPTION OF REPAIRS | | 4. PROOF OF PAYMENT | | | | HOW TO SUBMIT YOUR CLAIM: | | ELECTRONICALLY | | REPLY TO THIS EMAIL AND ATTACH THE APPROPRIATE DOCUMENTATION TO INITIATE YOUR REIMBURSEMENT REQUEST. | | | OR, EMAIL YOUR DOCUMENTATION AS AN ATTACHMENT TO: REIMBURSEMENT.REQUEST@VW.COM. IN THE SUBJECT LINE, INCLUDE YOUR VIN AND THE APPLICABLE WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | | U.S. MAIL | | WRITE US A LETTER AND INCLUDE COPIES OF YOUR SUPPORTING DOCUMENTATION. MAIL TO: | | | VOLKSWAGEN OF AMERICA, INC. | | ATTN: CAMPAIGN REIMBURSEMENT | | 3800 HAMLIN RD, AUBURN HILLS, MI 48326 | | | | WHAT TO EXPECT: | | ┬┐ YOUR REFUND CLAIM WILL BE ACTED UPON WITHIN 60 DAYS OF RECEIPT | | ┬┐ IF THE CLAIM IS APPROVED, WE┬┐LL SEND A CHECK TO THE ADDRESS YOU PROVIDED | | ┬┐ TOTAL REIMBURSEMENT AMOUNT MAY BE LIMITED TO WHAT THE REPAIR COST WOULD BE IF IT HAD BEEN COMPLETED BY A VOLKSWAGEN DEALER OR AUTHORIZED REPAIR FACILITY | | ┬┐ IF THE CLAIM IS INCOMPLETE, WE┬┐LL REACH OUT TO GATHER ANY MISSING INFORMATION FROM YOU | | ┬┐ SHOULD YOUR CLAIM BE DENIED, WE┬┐LL PROVIDE YOU WITH THE REASON(S) FOR DENIAL | | | WE LOOK FORWARD TO HEARING FROM YOU SOON! | | | SINCERELY, | | | | | | | OLIVER G | | CUSTOMER CARE ADVOCATE | | | CO TO CALL DEALER
12/10/2019 3:46:00 PM	CO CALLED DEALER, SPOKE WITH EVELYN IN SERVICE; CO REQUESTED THAT DEALER EMAIL OR FAX THE RO AND PROOF OF PAYMENT FOR THE 2018 AIRBAG CLOCK SPRING REPAIR AND INCLUDE THE REFERENCE NUMBER; DEALER ACCEPTED | | | CO TO WAIT FOR CUSTOMER MAIL
12/11/2019 10:47:00 AM	MEDIA ATTACHED IN DOC CENTER | | | FROM: EVELYN LAZO <ELAZO@JACKDANIELSMOTORS.COM> | | SENT: TUESDAY, DECEMBER 10, 2019 3:59 PM | | TO: VWOA CUSTOMER CARE <VWCUSTOMERCARE@VW.COM> | | SUBJECT: REF # [redacted] | | | ATTACHED TO THIS EMAIL IS A COPY OF CUSTOMER┬┐S INVOICE | | | EVELYN LAZO | | SERVICE CONSULTANT | | JACK DANIEL'S VW | | 201-398-1220 EXT. 1265 | | ELAZO@JACKDANIELSMOTORS.COM | | | | |
12/16/2019 4:53:00 PM	CO CALLED CUSTOMER, NO ANSWER, LEFT VOICEMAIL; ADVISED THAT WE HAVE NOT RECEIVED THE CUSTOMERS DOCUMENTS; CUSTOMER CAN RESPOND TO THE EMAIL THAT WAS SENT; CUSTOMER CAN ALSO SEND THEM TO VWCUSTOMERCARE@VW.COM OR FAX THEM TO 248-754-6504; CO PROVIDED REFERENCE NUMBER | | | CO TO WAIT FOR CUSTOMER MAIL
12/16/2019 5:44:00 PM	CUSTOMER STATES RECEIVED A VOICEMAIL FROM CO REGARDING CASE REIMBURSEMENT; VOICEMAIL STATED THAT DOCUMENTS HAD NOT BEEN RECEIVED; MAILED DOCUMENTS IN ON FRIDAY 12/13; | | | CUSTOMER SEEKING TO UPDATE CASE | | | CUSTOMER ADVOCATE ADVISED WILL HAVE INFORMATION DOCUMENTED INTO CASE FOR CO; ONCE DOCUMENTS HAVE BEEN ATTACHED TO CASE CO WILL FOLLOW UP WITH CUSTOMER; | | | CO TO REVIEW
12/17/2019 5:20:00 PM	MEDIA ATTACHED IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCM7A36CC[redacted]
Owner Or Fleet	[redacted] Fair Lawn, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/10/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/19/2019 12:25:00 PM	CO CALLED CUSTOMER, ADVISED THAT DOCUMENTS HAVE BEEN RECEIVED AND REVIEW PROCESS WILL BEGIN; CUSTOMER WILL HEAR BACK FROM US SOMETIME WITHIN THE NEXT 60 DAYS | | | | SPECIAL PROJECTS TO HANDLE CASE
1/3/2020 1:37:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP; CUST WAS ALREADY REIMBURSED FOR THIS REPAIR ORDER ON 3/4/19 IN THE AMOUNT OF $605.38; VW UNABLE TO MEET CURRENT REQUEST AS THE CUSTOMER WAS ALREADY REIMBURSED. | | | | SP TO SEND DENIAL LETTER TO CUSTOMER.
1/3/2020 1:41:00 PM	SP MAILED ALREADY REIMBURSED LETTER TO CUSTOMER.
1/10/2020 1:02:00 PM	CUST STATES: AIRBAG CLOCKSPRING REPAIR WAS DONE TO PASSAT; CUSTOME WASN'T SUPPOSE TO BE CHARGED BUT WAS; CUSTOMER SENT IN APPROPRIATE PAPERWORK; WAS SUPPOSE TO BE SENT A REIMBURSEMENT CHECK ON 03/04/2019 FOR THE AMOUNT OF $605.38, BUT NEVER RECIEVED IT; | | | | CUST SEEKING: TO GET A COPY OF THE CHECK WITH SIGNATURE ON IT; WOULD LIKE TO RECIEVE THE CHECK. | | | | CA ADVISED: GOING TO LOOK INTO THIS FURTHER WITH THE CHECK ADMINISTRATOR; CA WILL REACH OUT TO CUSTOMER BY COB 01/15/2020. | | | | CO TO EMAIL CHECK ADMINISTRATOR.
1/10/2020 1:27:00 PM	CASE NUMBER [redacted] | | MS. [redacted] | | CHECK AMOUNT $605.38 | | CASE OPENED ON 12/10/2019 | | VIN 1VWCM7A36CC[redacted] | STATES CUSTOMER WAS ALREADY REIMBURSED ON 3/4/19, BUT CUSTOMER CLAIMS SHE NEVER WAS | | REQUESTING A COPY OF THE CHECK WITH CUSTOMERS SIGNATURE ON IT. | | | KENADI DERUE | | CUSTOMER CARE ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | | | VOLKSWAGEN OF AMERICA, INC. | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | | UNITED STATES OF AMERICA | | TEL. +1 800 822 8987 | | FAX. + 248 754 6504 | | EMAIL: EXTERN.KENADI.DERUE@VW.COM | | | | VOLKSWAGEN CUSTOMER CARE IS WHERE PASSION AND COMMITMENT COME | | TOGETHER TO CREATE OWNERSHIP EXPERIENCES. AND YOU MAKE | | IT HAPPEN BY: | | | | ┬┐ DOING WHAT┬┐S RIGHT | | ┬┐ ACTING WITH URGENCY | | ┬┐ SHOWING YOU CARE | | |
1/15/2020 5:39:00 PM	CO CALLED CUSTOMER; LEFT VOICEMAIL STATING THAT CHECK WAS SENT AND SHOWED AS CASHED ON 03/12/2019; PLEASE CALL US BACK AT 8008228987 IF YOU HAVE ANY MORE QUESTIONS OR CONCERNS. | | | CO TO WAIT CUSTOMER CONTACT.
1/15/2020 5:45:00 PM	GOOD MORNING, | | THIS CUSTOMER CASHED HER CHECK ON 3/12/19. PLEASE SEE COPY OF CASHED CHECK FROM ACCOUNTING. | | | | *PICTURE OF CASHED CHECK WAS SENT TO DERUEKE EMAIL* | | | PLEASE LET ME KNOW IF I CAN BE OF FURTHER ASSISTANCE. | | THANK YOU | | | JAMIE MINTON | | CHECK ADMINISTRATOR | | CORRESPONDENCE DISTRIBUTION MANAGEMENT TEAM | | | VOLKSWAGEN GROUP OF AMERICA | | CUSTOMER CARE CENTER | | 3800 HAMLIN ROAD | | MAIL STOP 4D | | AUBURN HILLS, MI 48326 | | BUSINESS: +1 248 754 3463 | | FAX: +1 248 754 6504 | | MAILTO:EXTERN.JAMIE.MINTON@VW.COM | |
1/16/2020 5:11:00 PM	MEDIA ATTACHED IN DOC CENTER - PHOTO COPY OF THE CASHED CHECK SIGNED BY THE CUSTOMER WITH THE ADDRESS PROVIDED BY THE CUSTOMER AND BANK INFORMATION; VW CAN EMAIL THIS TO THE CUSTOMER. | | | IF THE CUSTOMER IS ALLEGING THEY DID NOT SIGN THE CHECK THEY WOULD HAVE TO WORK WITH THEIR BANK TO CLAIM IT AS FRAUDULENT; VW SENT THE CHECK TO THE CORRECT NAME AND ADDRESS IN THE CORRECT AMOUNT AND WOULD NOT PURSUE ANY FURTHER ACTION.
1/17/2020 1:25:00 PM	TEAM 5 PLEASE EMAIL CUSTOMER PICTURE ON DOC CENTER OF CASHED CHECK SIGNED BY CUSTOMER TO EMAIL [redacted] | | | | TEAM 5 TO SEND.
1/17/2020 1:29:00 PM	CO CALLED CUSTOMER TO VERIFY EMAIL ADDRESS SO PICTURE OF CASHED CHECK WITH SIGNATURE COULD BE SENT. | | | | CUST CONFIRMED EMAIL. | | | | SEND TO TEAM 5 TO SEND. | | | | CO TO CLOSE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCM7A36CC[redacted]
Owner Or Fleet	[redacted] Fair Lawn, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/10/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/20/2020 8:23:00 AM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR SPEAKING WITH ME FRIDAY. | | | AS REQUESTED, I HAVE ATTACHED TO THIS EMAIL A COPY OF THE SIGNED/CASHED CHECK WE PROVIDED AS REIMBURSEMENT. PLEASE LET ME KNOW IF YOU HAVE ANY OTHER QUESTIONS BY CALLING US BACK AT 800-822-8987 OR REPLYING TO THIS EMAIL. | | | HAVE A GOOD DAY. | | | SINCERELY, | | | | | | | KENADI D. | | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | |
1/20/2020 8:24:00 AM	CO TO REVIEW AND HANDLE CASE AS APPROPRIATE
1/24/2020 11:07:00 AM	CASE CLOSED PENDING FURTHER CUSTOMER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBA7A33JC[redacted]
Owner Or Fleet	[redacted] Riley, MI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	12/11/2019	Incident Date	N/A
Mileage	38,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2019 1:27:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES: THE VEHICLE IS REGISTERED IN MI STATE; ORIGINAL OWNER; MAINTAINED AT LOCAL BUSINESS (NON-VW); VEHICLE EXPERIENCING: AIRBAG WARNING LIGHT ON DASH; HORN NOT WORKING; STEERING WHEEL CONTROLS NOT WORKING; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP.; | | | CUSTOMER SEEKING: FIX VEHICLE CONCERNS | | | CUSTOMER REQUESTED THAT CO REACH OUT TO DEALER 402803 FOR APPOINTMENT ON FRIDAY AND TO FOLLOW UP WITH CUSTOMER VIA EMAIL WITH APPOINTMENT DETAILS | | | CO TO CONTACT DEALER 402803 AND FOLLOW UP WITH CUSTOMER VIA EMAIL | |
12/11/2019 1:46:00 PM	CO CONTACTED DEALER 402803 AND SCHEDULED APPOINTMENT 12/13/19 AT 3PM | | | CO TO EMAIL CUSTOMER
12/11/2019 1:47:00 PM	HI [redacted] | | | | I WAS ABLE TO GET IN TOUCH WITH SERVICE OVER AT VW OF GRAND BLANC AND WAS ABLE TO SCHEDULE AN APPOINTMENT FOR YOU AT 3PM ON FRIDAY THE 13TH. IF FOR ANY REASON YOU NEED TO CHANGE OR CANCEL YOUR APPOINTMENT YOU CAN GIVE THEM A CALL AT 810-694-5600. I WILL FOLLOW UP WITH YOU ON MONDAY THE 16TH NO LATER THAN 6PM YOUR TIME TO SEE HOW YOUR APPOINTMENT WENT! IN THE MEANTIME IF YOU HAVE ANY OTHER QUESTIONS OR CONCERNS PLEASE FEEL FREE TO REPLY TO THIS EMAIL. | | | I HOPE YOU HAVE A GREAT REST OF YOUR DAY! | | | SINCERELY, | | | RACHAEL E | | VOLKSWAGEN CUSTOMER CARE CHAT ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | | | CO TO FOLLOW UP WITH CUSTOMER BY COB 12/16/19
12/16/2019 10:40:00 AM	GOOD MORNING [redacted] | | | | I JUST WANTED TO REACH OUT TO YOU AND SEE HOW YOUR APPOINTMENT WENT ON FRIDAY AT VW OF GRAND BLANC, WERE THEY ABLE TO DIAGNOSE AND DETERMINE WHAT IS WRONG WITH YOUR PASSAT AND MAKE THE NEEDED REPAIRS? PLEASE LET ME KNOW HOW EVERYTHING WENT AT THE DEALERSHIP! I HOPE THAT EVERYTHING WENT WELL AND ALL OF YOUR CONCERNS HAVE BEEN ADDRESSED AND TAKEN CARE OF! | | | LOOKING FORWARD TO HEARING BACK FROM YOU! | | | BEST, | | | RACHAEL E | | VOLKSWAGEN CUSTOMER CARE CHAT ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | | | CO TO CLOSE PENDING CUSTOMER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX0HK[redacted]
Owner Or Fleet	[redacted] Merion Station, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	12/11/2019	Incident Date	N/A
Mileage	23,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2019 1:51:00 PM	CUSTOMER STATES; AIRBAG LIGHT IS ON | | | | CUSTOMER SEEKING; RECALL ON AIRBAG; | | | | CO ADVISED; THERE IS NO OPEN RECALL REGARDING AIRBAG AT THIS TIME; CUSTOMER DOES HAVE AN AIRBAG CLOCK SPRING WARRANTY EXT. AND COULD BE A REASON WHY THE AIRBAG LIGHT IS ON; CO OFFERED TO MAKE AN APPOINTMENT WITH DEALER FOR DIAGNOSIS; CUSTOMER DECLINE AND WILL MAKE APPOINTMENT HIMSELF; | | | | CUSTOMER THEN STATED; HE WAS HAVING TROUBLE WITH APP-CONNECT; CO THEN CHECKED ORDER & PRICING GUIDE TO BE SURE HIS VEHICLE WAS COMPATIBLE; IT IS; CO THEN PROVIDED CUSTOMER SOME TROUBLE SHOOTING STEPS TO TRY WHEN HE DOES GET IN VEHICLE; | | | | CUSTOMER ACKNOWLEDGE | | | | NO FURTHER ACTION
12/11/2019 2:11:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / CAR NET APP CONNECTION ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32CC[redacted]
Owner Or Fleet	[redacted] PITTSBURGH, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/11/2019	Incident Date	N/A
Mileage	115,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/11/2019 4:39:00 PM	CUSTOMER STATES; THE AIRBAG LIGHT IS AND THE CUSTOMER WANTED TO KNOW IF THERE┬┐S A WAY THE RECALL FOR THE AIRBAG 69Q9 CAN BE REOPENED; | | | | CUSTOMER SEEKING; RECALL INFORMATION; | | | | CO ADVISED 1 OPEN RECALL FOR 94L9; ADVISED THAT ONCE THE RECALL IS CLOSED OUT THERE┬┐S NO WAY OF REOPENING THE RECALL; ADVISED TO HAVE THE VEHICLE TAKEN TO THE DEALERSHIP TO HAVE THEM COMPLETE A DIAGNOSIS ON THE VEHICLE TO SEE WHY THAT LIGHT IS ON; OFFERED TO SCHEDULE APPOINTMENT FOR THE RECALL 94L9; CUSTOMER STATED ALREADY SET UP APPOINTMENT; | | | | CUSTOMER ACKNOWLEDGED | | | | CO TO CLOSE
12/11/2019 4:49:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2CW[redacted]
Owner Or Fleet	[redacted], HENRICO, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/12/2019	Incident Date	N/A
Mileage	115,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2019 9:35:00 AM	CUSTOMER STATES: VEHICLE REGISTERED IN VA STATE; SUBSEQUENT OWNER; NON-CPO; PURCHASED FROM INDEPENDENT IN 2015; HIS WIFE IS THE PRIMARY DRIVER OF THE VEHICLE; HE TOOK THE VEHICLE TO AN INDEPENDENT; MAINTAINED AT INDEPENDENT; CURRENT MILEAGE - 115K; CURRENT CONCERN - THE AIRBAG LIGHT IS ON AND THE HORN DOESN'T WORK; PER THE INDEPENDENT THEY NEED A CLOCK SPRING. | | | CUSTOMER SEEKING: PROCESS TO HAVE THE CLOCK SPRING REPLACED AT DEALER 409417 | | | CO ADVISED: EXPLAINED RECALL WAS COMPLETED IN 2018; HOWEVER THERE IS A WARRANTY EXTENSION FOR 15/UNLIMITED MILEAGE; WITH A WARRANTY EXTENSION HE MUST AUTHORIZED THE DIAGNOSIS FEE; IF IT IS DETERMINED THAT IT IS THE CLOCK SPRING THE REPAIR IS COVERED (I.E. FREE OF CHARGE); IF IT IS NOT THE CLOCK SPRING, THEN HE IS ONLY RESPONSIBLE FOR THE DIAGNOSIS FEE; WILL TRANSFER TO DEALER | | | | | CO TRANSFERRED TO DEALER PERSONNEL-TIFFANY TO CONTINUE WITH CUSTOMER. | | | CO TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A35CC[redacted]
Owner Or Fleet	[redacted]	Columbus, OH,	[redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/12/2019	Incident Date	N/A
Mileage	105,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2019 1:35:00 PM	CUSTOMER STATES; AIR BAG LIGHT IS ON; THE HORN DOESN┬┐T WORK AND THE BUTTONS ON THE STEERING WHEEL OR THE DASHBOARD AREN┬┐T WORKING; CUSTOMER ALSO HAS A RECALL; | | | | CUSTOMER SEEKING; TO GET GUIDANCE ON THE WHAT TO DO FOR THE RECALL AND THE AIRBAG LIGHT; | | | | CO ADVISED; 1 OPEN RECALL FOR 94L9; ADVISED THAT THOSE ARE A FEW SYMPTOMS OF THE AIRBAG CLOCK SPRING THAT THE CUSTOMER IS STILL COVERED UNDER; ADVISED FOR THE CUSTOMER TO HAVE THE VEHICLE DIAGNOSED; IF THEY DETERMINE ITS THE AIRBAG CLOCK SPRING THEN THE WARRANTY WILL TAKE ITS PLACE; OFFERED TO SCHEDULE APPOINTMENT; CUSTOMER ACCEPT; APPOINTMENT SCHEDULED FOR 12/18 @2;40 FOR DIAGNOSIS AND RECALL; ADVISED THERE IS A DIAGNOSIS FEE BUT IF ITS COVERED UNDER THE WARRANTY THE FEE WILL ROLL OVER INTO THE WARRANTY; | | | | CUSTOMER ACKNOWLEDGED | | | CO TO CLOSE
12/12/2019 1:54:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / CLOCK SPRING; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A35EC[redacted]
Owner Or Fleet	[redacted] Columbia, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/12/2019	Incident Date	N/A
Mileage	122,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2019 4:51:00 PM	CUSTOMER STATES: VEHICLE REGISTERED IN IL STATE; ORIGINAL OWNER 3RD VW; (CUST [redacted]; VEHICLE AT DEALER 424125; CURRENT MILEAGE - 122K; CURRENT CONCERN- THE HORN, AIRBAG LIGHT IS ON AND CLICKING SOUND; PER DEALER HE NEEDS THE AIRBAG CLOCK SPRING; ESTIMATE - $500.00 | | | CUSTOMER SEEKING: ASSISTANCE | | | CO ADVISED: PER RESEARCH, THE VEHICLE IS OUTSIDE OF THE WARRANTY EXTENSION BY MILEAGE; VW IS UNABLE TO AUTHORIZE THE DEALER REPLACE THE CLOCK SPRING FREE OF CHARGE. | | | CUSTOMER STATES: HE WANTS A SUPERVISOR, BECAUSE HE SHOULDN'T BE RESPONSIBLE FOR A MANUFACTURE ISSUE. | | | | | FACE-FACE WITH TEAM LEAD/MARY JO WHO ADVISED UNABLE TO ASSIST OUTSIDE OF THE WARRANT EXTENSION
12/12/2019 5:11:00 PM	SUPERVISOR ADVISED VW WOULD NOT BE ABLE TO ASSIST WITH COST OF REPAIRS OUTSIDE TERMS OF EXTENDED WARRANTY
12/12/2019 5:17:00 PM	CO ADVISED: HAVE RESEARCHED WITH A MEMBER OF LEADERSHIP | | | CUSTOMER STATES: HE SHOULD NOT HAVE TO PAY $500.00; AND WOULD LIKE A SUPERVISOR | | | CO ADVISED: A MEMBER OF LEADERSHIP WILL RETURN HIS CALL TOMORROW, TIMEFRAME BY 12 NOON YOUR TIME ZONE | | | | FACE -FACE WITH SUPERVISOR/PETER P WHO ADVISED VW IS UNABLE TO PROVIDE COST ASSISTANCE OUTSIDE OF THE WARRANTY EXTENSION . | | | CO TO FORWARD TO SUPERVISOR
12/12/2019 5:21:00 PM	PLEASE CONTACT CUSTOMER AT [redacted] CENTRAL TIME ZONE
12/13/2019 12:47:00 PM	CUSTOMER STATES: HAS OWNED 3 PASSAT; HAD AN ISSUE WITH VEHICLE; FOUND THAT VW HAD ISSUES AN EXTENDED WARRANTY FOR THE AIRBAG CLOCK SPRING; FEELS THAT THE CLOCK SPRING WAS A DEFECTIVE COMPONENT WHICH VW ALREADY KNEW ABOUT; VEHICLE IS ONLY 2,000 MILES OUTSIDE OF THE WARRANTY EXTENSION; SEEKING FOR VW TO COVER THE COST OF THE CLOCK SPRING REPAIR OR WOULD LIKE VW TO SEND A GIFT CARD FOR $500. TEAM LEAD STATES: CLOCK SPRING WAS ORIGINALLY COVERED UNDER THE NVLW FOR 3 YEARS OR 36,000 MILES; WAS THEN EXTENDED TO 10 YEARS OR 120,000 MILES (WOF) FROM IN SERVICE DATE; DUE TO THE FACT THAT THE VEHICLE HAS EXCEEDED THE WARRANTY PARAMETERS BY MILEAGE, VW WOULD NOT OFFER FINANCIAL ASSISTANCE. CUSTOMER STATES: DOES NOT AGREE WITH DECISION, NOT SURE WHY TEAM LEAD CONTACTED HIM. CUSTOMER DISCONNECTED CALL. NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A33EC[redacted]
Owner Or Fleet	[redacted]		NEW MARKET, MD, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/12/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2019 5:50:00 PM	CUSTOMER STATES AIRBAG LIGHT CAME ON; TOOK VEHICLE TO LOCAL SHOP AND WAS TOLD TO CONTACT VW ABOUT A RECALL THAT MAY BE OUT FOR THIS ISSUE; | | | CO ADVISED THAT THERE WAS A RECALL A-RECALL - TAKATA SDI DRIVER FRONTAL AIRBAG INFLATOR WHICH WAS CLOSED; VEHICLE DOES HAVE OPEN RECALLS FOR S-SERV_ACT - ENGINE CONTROL MODULE (ECM) SOFTWARE AND A-RECALL - HEADLIGHT ADJUSTING SCREW CAPS; AND WARRANTY EXT. AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI; RECOMMEND TO GET VEHICLE INTO VW DEALER; CAN HAVE THIS INFORMATION SENT TO CUSTOMER IN AN EMAIL | | | CO TO TEAM 5
12/12/2019 5:53:00 PM	TEAM 5 TO EMAIL CUSTOMER RECALL AND WARRANTY INFORMATION | | | S-SERV_ACT - ENGINE CONTROL MODULE (ECM) SOFTWARE | | | A-RECALL - HEADLIGHT ADJUSTING SCREW CAPS | | | AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI | | 2024-10-29 OR 120K MILES WOF | | | TEAM 5 TO REVIEW
12/17/2019 12:01:00 PM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | THANK YOU FOR SPEAKING WITH ME. | | | AS PROMISED, I AM PROVIDING YOU INFORMATION ON YOUR 2014 PASSAT. | | | VOLKSWAGEN HAS VOLUNTARILY EXTENDED THE WARRANTY ON A COMPONENT IN THIS PASSAT. IN ORDER FOR THIS WARRANTY TO BE VALID, YOU MUST BE WITHIN THE TIME AND MILEAGE PARAMETER. THIS WARRANTY BEGINS AT THE VEHICLE┬┐S IN-SERVICE DATE: OCTOBER 29TH, 2014. PLEASE SEE THE EXTENDED WARRANTY BELOW: | | | ┬┐ AIRBAG CLOCK SPRING WARRANTY EXTENSION: THIS EXPIRES ON OCTOBER 29TH, 2024 OR WHEN YOUR VEHICLE EXCEEDS 120,000 MILES (WHICHEVER COMES FIRST). | | | IF A CONCERN ARISES, YOU WOULD HAVE TO BRING THE VEHICLE INTO A VW DEALER AND AUTHORIZE A DIAGNOSIS. IF A VW DEALER DETERMINES THAT COMPONENT NEEDS REPLACEMENT, THE WORK WILL BE PERFORMED AT NO CHARGE AS LONG AS THE VEHICLE IS WITHIN THE WARRANTY EXTENSION PARAMETERS. THERE IS NO ACTION YOU NEED TO TAKE CURRENTLY REGARDING THE WARRANTY EXTENSION; THEY SIMPLY PROVIDE EXTRA COVERAGE IF A CONCERN COMES UP IN THE FUTURE. | | | RECALLS/CAMPAIGNS ARE VIN SPECIFIC. OUR RECORDS INDICATE THAT YOUR VEHICLE HAS A RECALL FOR THE HEADLIGHT ADJUSTING SCREW CAPS AND A SERVICE ACTION FOR THE ENGINE CONTROL MODULE (ECM) SOFTWARE. APPOINTMENTS CAN BE MADE AT THE DEALERSHIP FREE OF CHARGE. | | | FOR YOUR CONVENIENCE, I HAVE ATTACHED THE CUSTOMER LETTERS TO THIS EMAIL FOR THE AIRBAG CLOCK SPRING WARRANTY EXTENSION, HEADLIGHT ADJUSTING SCREW CAPS RECALL, AND THE ECM SOFTWARE SERVICE ACTION. | | | I HOPE YOU FOUND THIS INFORMATION USEFUL. IF YOU HAVE ANY FURTHER QUESTIONS, PLEASE DON┬┐T HESITATE TO CALL US AT (800) 822-8987 OR YOU CAN REPLY BACK TO THIS EMAIL. | | | SINCERELY, | | ALICIA Y. | | CUSTOMER CARE ADVOCATE | | | CA TO REASSIGN TO CO | |
12/17/2019 12:03:00 PM	CO TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34DC[redacted]
Owner Or Fleet	[redacted] Bronx, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/13/2019	Incident Date	N/A
Mileage	99,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2019 8:53:00 AM	CUSTOMER STATES; THE CUSTOMER HAD THE RECALL COMPLETED FOR THE AIR BAG INFLATOR IN 2018; EVER SINCE THE REPAIR FOR THE RECALL THE AIR BAG LIGHT HAS BEEN ON; THE CUSTOMER SPOKE WITH THE DEALER 408062 AND THEY STATED "DON┬┐T COME BACK TO THIS LOCATION' THE CUSTOMER WORK IS CT BUT LIVES IN NY; | | THE CUSTOMER DOESN┬┐T WANT THIS VEHICLE ANYMORE; THE CUSTOMER IS WONDERING WHY THEY HAVE TO PAY THE DIAGNOSIS FEE ON THE VEHICLE IF THE REPAIR WAS COMPLETED ON THE AIR BAG RECALL; THE CUSTOMER HAS BEEN EXPERIENCING ISSUES WITH THE VEHICLE NOT STARTING AND THE METAL UNDERNEATH THE VEHICLE MAKING A NOISE; | | | | CUSTOMER SEEKING; GUIDANCE ON WHAT TO DO WITH THE VEHICLE; | | | | CO REVIEWED WITH EM KAITLYN; EM ADVISED CUSTOMER WOULD NEED TO BRING THE VEHICLE INTO VW DEALER AUTHORIZE TO DIAGNOSIS FEE TO DETERMINE WHAT IS GOING ON WITH THE VEHICLE; VEHICLE HAS NO WARRANTIES ON THE VEHICLE | | | | CO ADVISED; THE CUSTOMER WOULD HAVE TO AUTHORIZE THE DIAGNOSIS FEE TO SEE WHAT┬┐S GOING ON WITH THE VEHICLE TO EVEN DETERMINE IF THE CAUSE OF THE LIGHT IS RELATED TO THE RECALL; THE CUSTOMER IS OUTSIDE OF ANY APPLICABLE WARRANTIES AT THIS TIME; THE CUSTOMER DOES HAVE THE AIRBAG CLOCK SPRING WARRANTY; ADVISED FOR THE CUSTOMER TO HAVE THE VEHICLE DIAGNOSED TO SEE WHAT┬┐S GOING ON WITH THE VEHICLE; THE VEHICLE WAS DENIED LAST YEAR FOR A BUYBACK; TYPICALLY IF THERE ARE ANY ADDITIONAL ISSUES WITH THE VEHICLE IT COULD BE REVIEWED BUT THE VEHICLE WOULD NEED TO BE DIAGNOSED AND IF THE CUSTOMER WOULD BE SEEKING FINANCIAL ASSISTANCE THE REQUEST COULD BE REVIEWED BUT CO CANT GUARANTEE ANYTHING; | | | | CUSTOMER ACKNOWLEDGED | | | | CO TO CLOSE
12/13/2019 9:06:00 AM	EM ADVSIED CUST WOULD NEED TO BRING THE VEH INTO VW DLR AUTHROIZE TO DIAGNOSIS FEE TO DETERMINE WHAT IS GOING ON WITH THE VEH; VEH HAS NO WARRANTIES ON THE VEH
12/13/2019 9:53:00 AM	REFERENCE #[redacted]| | | | DEAR MS. [redacted]| | | | IT WAS NICE TALKING TO YOU TODAY. | | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted]| | | | SINCERELY, | | | | | | | | AALIYAH P | | CUSTOMER CARE ADVOCATE | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCT7A33EC[redacted]
Owner Or Fleet	[redacted]		Abingdon, MD, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/13/2019	Incident Date	N/A
Mileage	120,780		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2019 9:49:00 AM	WISE TRACKING NUMBER PROVIDED FOR UP TO 50% PARTS AND LABOR AT WARRANTY RATES. DUE TO THE PROXIMITY OUTSIDE OF NVLW AND CUSTOMER HAVING RECEIVED GOODWILL ON A PRIOR OCCASION, VW CANNOT PROVIDE FULL ASSISTANCE. OFFER EXTENDED TO PROMOTE CUSTOMER SATISFACTION/RETENTION TO BOTH YOUR DEALER AND VW BRAND. | | | DEALER CONTACTED GOODWILL TEAM FOR ASSISTANCE WITH OUT OF WARRANTY REPAIR. CONSIDERING THE INFORMATION PROVIDED, THE REQUEST WAS APPROVED FOR 50% PARTS AND LABOR. | | IF THE CUSTOMER REACHES OUT TO CARE AND PROVIDES INFORMATION THAT WOULD MERIT ADDITIONAL CONSIDERATION, PLEASE REVIEW WITH AN RCM AND/OR A MEMBER IF YOUR LEADERSHIP TEAM. IF NO NEW INFORMATION IS PROVIDED BY THE CUSTOMER, THIS OFFER CAN BE SUPPORTED. ESCALATION IS NOT REQUIRED. | |
12/13/2019 9:49:00 AM	[redacted] | | | CUSTOMER COMPLAINT: AIR BAG LIGHT, STEERING WHEEL CONTROLS NOT WORKING | | . | | CAUSE / REPAIR PERFORMED: CLOCK SPRING REPLACEMENT | | CLAIM REASON: COMPONENT FAILURE | | GOODWILL JUSTIFICATION | | PLEASE CONFIRM THAT YOU AGREE WITH THE FOLLOWING STATEMENTS: | | | REPAIR IS NOT COVERED BY A PURCHASED EXTENDED SERVICE CONTRACT? AGREED | | REQUEST IS NOT THE RESULT OF A DENIED WARRANTY CLAIM? AGREED | | ARE THERE PREVIOUS RELATED REPAIRS? YES | | HAS THE CUSTOMER HAD A GOOD OVERALL OWNERSHIP EXPERIENCE? YES | | IS THE CUSTOMER NEW TO VW? NO | | IS THIS A REPEAT VW PURCHASER ? YES | | IS THE CUSTOMER LOYAL TO YOUR DEALER? YES | | HAS THE VEHICLE BEEN PROPERLY MAINTAINED? YES | | IS THE VEHICLE IN GOOD OVERALL CONDITION? YES | | IS THE CUSTOMER THE ORIGINAL OWNER? YES | | PLEASE PROVIDE A DETAILED EXPLANATION FOR OFFERING A GOODWILL EXCEPTION FOR THIS CUSTOMER: | | FANTASTIC CUSTOMER, BOUGHT AND PERFECTLY SERVICED | | HERE. CUSTOMER IS ONLY 780 MILES OUT OF THE WARRA | | NTY EXTENSION. SHE'S ALSO HAD ANOTHER CLOCK SPRIN | | G REPLACEMENT PRIOR TO THE ONE LISTED. | | | LABOR: $114.50 | | PARTS: $304.57

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX8DW[redacted]
Owner Or Fleet	[redacted] CORPUS CHRISTI, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	12/16/2019	Incident Date	N/A
Mileage	79,612		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/16/2019 9:14:00 AM	MEDIA ATTACHED IN DOC CENTER
1/2/2020 3:56:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIRBAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; CUST PAID $511.29 FOR REPAIRS; TAX $24.36; VW TO REIMBURSE TOTAL: $535.65. | | | | SP TO GENERATE CHECK REQUEST.
1/2/2020 3:58:00 PM	WVGAV7AX8DW[redacted]VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $535.65. | | | | GENERATED CHECK REQUEST.
1/10/2020 4:00:00 AM	CHECK #[redacted]OR AMOUNT $ 535.65 MAILED ON 01/09/2020

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX5EW[redacted]
Owner Or Fleet	[redacted] Columbia Heights, MN, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/16/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/16/2019 12:23:00 PM	CASE #[redacted] | MONDAY, DECEMBER 09, 2019 5:54:21 PM | | I DO NOT LOVE MY TIGUAN... FIRST VW AND WILL BE MY LAST. CLOCK SPRING MALFUNCTION ON A 5 YEAR OLD CAR, AND MY CAR WAS NOT PART OF THE RECALL. I KNOW CARS DON'T LAST FOREVER, BUT THE ISSUES WITH THIS CAR ARE BEYOND NORMAL WEAR AND TEAR AND YOU'D THINK THE CAR SHOULD AT LEAST LAST THROUGH THE LENGTH OF THE LOAN. NEVER AGAIN VW. | | | MONDAY, DECEMBER 09, 2019 6:15:00 PM | | WE ARE SO SORRY TO HEAR ABOUT THE CLOCK SPRING MALFUNCTION ON YOUR TIGUAN, [redacted] AS WE KNOW THIS MUST BE A FRUSTRATING SITUATION, AND ISN'T THE TYPE OF FUN AND CARE FREE OWNERSHIP WE ENVISIONED FOR YOU. IF YOU'D LIKE TO SHARE MORE DETAILS, PLEASE SEND A PRIVATE MESSAGE, AND WE CAN LOOK FURTHER INTO THIS. | | | NATALIE N. | | VW SOCIAL MEDIA ADVOCATE
12/16/2019 12:24:00 PM	MONDAY, DECEMBER 09, 2019 8:10:48 PM | | HELLO, I HAVE ALREADY REACHED OUT TO THE DEALERSHIP, NOT SURE HOW MUCH MORE CAN BE DONE. MY CAR IS NOT PART OF THE CLOCK SPRING RECALL, NOR IS IT COVERED UNDER THE EXTENDED WARRANTY ANY LONGER. | | | TUESDAY, DECEMBER 10, 2019 8:17:37 AM | | THANKS FOR FOLLOWING BACK UP WITH ME, [redacted] AND I APPRECIATE YOU WORKING WITH OUR DEALERSHIP REGARDING THE CLOCK SPRING ISSUE. WHAT CONCERNS WERE YOU EXPERIENCING WITH YOUR TIGUAN ORIGINALLY THAT LED YOU INTO THE DEALERSHIP FOR THEM TO DIAGNOSE THE CLOCK SPRING MALFUNCTION, AND WAS THIS A RECENT SERVICE VISIT? ALSO, WHICH VW DEALERSHIP WERE YOU WORKING WITH? | | | WHILE I KNOW YOU'VE WORKED WITH THE DEALERSHIP ALREADY, I WOULD BE HAPPY TO GATHER SOME ADDITIONAL INFORMATION FROM YOU TO PULL UP YOUR VIN AND CHECK FOR ANY OPEN RECALLS OR WARRANTY EXTENSIONS THAT MAY BE ACTIVE ON YOUR TIGUAN. THE DEALERSHIPS DO HAVE ACCESS TO THIS INFORMATION, BUT WE CAN MAKE SURE THAT THERE AREN'T ANY MISSED OPPORTUNITIES. | | | NATALIE N. | | VW SOCIAL MEDIA ADVOCATE | |
12/16/2019 12:25:00 PM	MONDAY, DECEMBER 16, 2019 12:22:02 PM | | I APPRECIATE THIS INFORMATION, AS IT'S HELPFUL TO KNOW, [redacted] AND AGAIN I'M SORRY TO HEAR ABOUT THESE ISSUES WITH THE STEERING WHEEL BUTTONS AND AIRBAG LIGHT. I KNOW THIS IS YOUR FIRST VW, AND THIS CERTAINLY ISN'T THE OWNERSHIP EXPERIENCE WE ENVISIONED FOR YOU. | | | WHILE THE ISSUES YOU'RE EXPERIENCING MAY SOUND LIKE SYMPTOMS UNDER A WARRANTY EXTENSION, OUR DEALERS WOULD NEED TO GET A CURRENT DIAGNOSIS COMPLETED TO MAKE THAT DETERMINATION, WHICH IS WHY LUTHER VW ADVISED TO BRING YOUR TIGUAN IN. I KNOW HAVING TO PAY A DIAGNOSTIC CHARGE TO DETERMINE THIS IS NOT IDEAL, SO I CAN UNDERSTAND ANY HESITATION DOING SO. | | | I DID HAVE A CHANCE TO PULL UP YOUR VEHICLE INFORMATION TO CHECK FOR ANY WARRANTY EXTENSIONS RELATED TO THIS ISSUE. THERE WAS THE AIRBAG CLOCK SPRING THAT WAS ACTIVE, BUT AS YOU ADVISED YOU WERE OVER 120,000 MILES, THIS WARRANTY EXTENSION HAS EXPIRED. THIS WAS ACTIVE FOR 120,000 MILES OR 2/18/2024, WHICHEVER OCCURRED FIRST. I ALSO CHECKED FOR ANY OPEN RECALLS OR CAMPAIGNS, AND THERE AREN'T ANY. | | | ARE YOU STILL EXPERIENCING ISSUES WITH THE AIRBAG LIGHT AND STEERING WHEEL BUTTONS, OR HAVE YOU SINCE HAD THIS DIAGNOSED AND REPAIRED BY A VW DEALERSHIP OR INDEPENDENT MECHANIC? IF YOU'RE STILL HAVING ISSUES, I'D BE HAPPY TO HELP GET AN APPOINTMENT SET UP WITH ONE OF THE DEALERS IN YOUR SURROUNDING AREA IF YOU'D LIKE, AND WOULD JUST NEED TO KNOW WHICH TIMES/DAYS WORK BEST FOR YOUR SCHEDULE. | | | NATALIE N. | | VW SOCIAL MEDIA ADVOCATE | | | | MONDAY, DECEMBER 16, 2019 1:29:55 PM | | THE ISSUE HAS NOT BEEN FIXED. THANK YOU, BUT I WILL LOOK ELSEWHERE TO GET IT FIXED. I HAVE KIDS AND IT IS A SAFETY ISSUE BUT GOING TO A VW IS NOT FINANCIALLY FEASIBLE. IN THE MEANTIME I WILL PROCEED WITH A COMPLAINT TO THE NHTSA. BUT THANK YOU FOR YOUR WILLINGNESS TO HELP.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX5EW[redacted]
Owner Or Fleet	[redacted] Columbia Heights, MN, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/16/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/16/2019 12:25:00 PM	MONDAY, DECEMBER 16, 2019 11:00:31 AM | | HELLO, | | | | THERE WERE CLICKING NOISES COMING FROM THE STEERING WHEEL WHENEVER I TURNED, THEN THERE WAS A LOUDER CLICK AT ONE POINT AND THAT IS WHEN THE AIR BAG ERROR LIGHT WENT ON. THE OTHER CONTROL BUTTONS ON THE STEERING WHEEL STOPPED WORKING, INCLUDING THE HORN. | | I REACHED OUT TO A FEW AUTO PLACES AND ALL THREE TOLD ME IT WAS THE CLOCKSPRING ANDTO GO TO THE DEALER BECAUSE IT WAS A SAFETY ISSUE AND MORE THAN LIKELY A RECALL. NOT SURE WHAT LUTHER VW LOCATION CALLED ME BACK, BUT THE NUMBER THEY CALLED ME FROM IS [redacted] AFTER DESCRIBING THE ISSUES, THEY TOO, TOLD ME IT WAS THE CLOCKSPRING BUT I WOULS HAVE TO GO IN AND PAY $160 FOR THEM TO TELL ME WHAT IT WAS. AND THERE WAS AN EXTENDED WARRANTY ON THIS KNOWN ISSUE, BUT ONLY UP TO 120K MILES, WHICH MY CAR IS OVER, SO NOT COVERED. I ASKED FOR THE PRICE TO FIX IT, AND HE WOULDN'T TELL ME, HE MENTIONED I WOULD HAVE TO GO IN. THIS IS MY FIRST VW CAR AND I AM SO DISSAPOINTED AT THE ISSUES I'VE HAD OVER THE PAST 5 YEARS AND I AM NOT EVEN DONE PAYING FOR IT. IT HAS LEFT A VERY SOUR TASTE. | | | MONDAY, DECEMBER 16, 2019 11:01:13 AM | | THE VIN TO MY CAR IS WVGBV3AX5EW[redacted]
12/16/2019 2:09:00 PM	MONDAY, DECEMBER 16, 2019 2:09:08 PM | | BEING A DRIVER MYSELF, I CAN UNDERSTAND HOW COSTLY REPAIRS CAN BE, [redacted] SO I UNDERSTAND WITH WANTING TO WORK WITH AN INDEPENDENT MOVING FORWARD. SHOULD YOU CHANGE YOUR MIND, WE'RE ALWAYS HERE TO HELP WITH GETTING AN APPOINTMENT SCHEDULED. | | | I HAVE DOCUMENTED OUR CONVERSATION UNDER CASE [redacted] WHICH WILL BE ADDED TO ANY TRENDING DATA WE HAVE, AND ALSO REPORTED TO NHTSA WHO WE PARTNER WITH. | | | IF THERE ARE ANY ADDITIONAL QUESTIONS OR CONCERNS THAT COME UP IN THE FUTURE, PLEASE LET US KNOW. OUTSIDE OF FACEBOOK, WE'RE ALSO AVAILABLE BY PHONE AND CHAT [redacted] THANKS FOR TAKING THE TIME TO REACH OUT, AND I HOPE YOU ENJOY THE REST OF YOUR DAY. | | | NATALIE N. | | VW SOCIAL MEDIA ADVOCATE
12/16/2019 2:16:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / THE AIR BAG ERROR LIGHT WENT ON; STEERING / NOISE / THERE WERE CLICKING NOISES COMING FROM THE STEERING WHEEL WHENEVER I TURNED, THEN THERE WAS A LOUDER CLICK AT ONE POINT ; ELECTRICAL / INOPERABLE - 2 / THE OTHER CONTROL BUTTONS ON THE STEERING WHEEL STOPPED WORKING; ELECTRICAL / INOPERABLE - 1 / THE OTHER CONTROL BUTTONS ON THE STEERING WHEEL STOPPED WORKING, INCLUDING THE HORN.;
12/16/2019 2:18:00 PM	NO FURTHER ACTION PENDING CUSTOMER CONTACT/DEALER APPOINTMENT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX9BW[redacted]
Owner Or Fleet	[redacted] San Leandro, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/16/2019	Incident Date	N/A
Mileage	89,927		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/16/2019 1:12:00 PM	CUSTOMER STATES: SENT IN DOCUMENTS FOR REIMBURSEMENT VIA POSTAL MAIL; WANTED TO CHECK ON THE STATUS OF HIS REIMBURSEMENT | | | CUSTOMER SEEKING: STATUS OF HIS REIMBURSEMENT CLAIM | | | CO ADVISED: I DO NOT SEE THAT WE HAVE RECEIVED YOUR DOCUMENTS | | | CUSTOMER ASKED IF HE COULD FAX THEM IN | | | CO ADVISED: YOUR WELCOME TO SEND THEM IN MY FAX OR BY EMAIL; I WILL SEND YOU AN EMAIL WITH INSTRUCTIONS TO SEND THEM IN AS WELL AS THE CONTACT INFORMATION ON WAYS TO RESEND IT; MAKE SURE YOUR LAST NAME AND CASE NUMBER ARE ON YOUR DOCUMENTS | | | CUSTOMER THANKED | | | CO TO EMAIL CUSTOMER VW REIMBURSEMENT PROCESS EMAIL | | | CASE CLOSED PENDING CUSTOMER MAIL
12/16/2019 1:24:00 PM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | I APPRECIATE YOU TAKING THE TIME TO REACH OUT TO ME ABOUT YOUR TIGUAN. | | | TO START OUR REIMBURSEMENT REVIEW FOR OUT-OF-POCKET REPAIR EXPENSES FOR SERVICES NOW COVERED UNDER A WARRANTY EXTENSION, RECALL, OR SERVICE ACTION, PLEASE PROVIDE US WITH ITEMS BELOW. | | | HERE┬┐S WHAT WE┬┐LL NEED: | | 1. NAME OF WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | 2. TOTAL AMOUNT OF REIMBURSEMENT REQUESTED | | 3. LEGIBLE REPAIR ORDER INCLUDING: | | ┬┐ NAME AND ADDRESS OF FACILITY | | ┬┐ NAME AND ADDRESS OF CUSTOMER (PAYEE) | | ┬┐ VIN (VEHICLE IDENTIFICATION NUMBER) | | ┬┐ MILEAGE | | ┬┐ DETAILED DESCRIPTION OF REPAIRS | | 4. PROOF OF PAYMENT | | | | HOW TO SUBMIT YOUR CLAIM: | | ELECTRONICALLY | | REPLY TO THIS EMAIL AND ATTACH THE APPROPRIATE DOCUMENTATION TO INITIATE YOUR REIMBURSEMENT REQUEST. | | | | OR, EMAIL YOUR DOCUMENTATION AS AN ATTACHMENT TO: REIMBURSEMENT.REQUEST@VW.COM. IN THE SUBJECT LINE, INCLUDE YOUR VIN AND THE APPLICABLE WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | | U.S. MAIL | | WRITE US A LETTER AND INCLUDE COPIES OF YOUR SUPPORTING DOCUMENTATION. MAIL TO: | | | VOLKSWAGEN OF AMERICA, INC. | | ATTN: CAMPAIGN REIMBURSEMENT | | 3800 HAMLIN RD, AUBURN HILLS, MI 48326 | | | | WHAT TO EXPECT: | | ┬┐ YOUR REFUND CLAIM WILL BE ACTED UPON WITHIN 60 DAYS OF RECEIPT | | ┬┐ IF THE CLAIM IS APPROVED, WE┬┐LL SEND A CHECK TO THE ADDRESS YOU PROVIDED | | ┬┐ TOTAL REIMBURSEMENT AMOUNT MAY BE LIMITED TO WHAT THE REPAIR COST WOULD BE IF IT HAD BEEN COMPLETED BY A VOLKSWAGEN DEALER OR AUTHORIZED REPAIR FACILITY | | ┬┐ IF THE CLAIM IS INCOMPLETE, WE┬┐LL REACH OUT TO GATHER ANY MISSING INFORMATION FROM YOU | | ┬┐ SHOULD YOUR CLAIM BE DENIED, WE┬┐LL PROVIDE YOU WITH THE REASON(S) FOR DENIAL | | | WE LOOK FORWARD TO HEARING FROM YOU SOON! | | | SINCERELY, | | | | | | | CHRISTIE B | | CUSTOMER CARE ADVOCATE | |
12/17/2019 10:59:00 AM	MEDIA ATTACHED IN DOC CENTER | | | FROM: [redacted] | | SENT: TUESDAY, DECEMBER 17, 2019 12:03 AM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM>; [redacted] | SUBJECT: [redacted] | |
12/18/2019 12:11:00 PM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | ANTONIO F. | | CUSTOMER CARE ADVOCATE | | | |
12/18/2019 12:17:00 PM	SP TO REVIEW ATTACHED DOCUMENTS FOR POSSIBLE REIMBURSEMENT UNDER WARRANTY EXT.
12/19/2019 11:57:00 AM	CUSTOMER STATES: CALLING TO FOLLOW UP ON CASE, TO SEE HAVE RECEIVED DOCUMENTS | | | C/A ADVISED: WE HAVE RECEIVED DOCUMENTS AND THEY HAVE BEEN SENT TO OUR SPECIAL PROJECTS DEPARTMENT, CUSTOMER WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS STATING IF THE REIMBURSEMENT HAS BEEN APPROVED OR NOT, A LETTER WAS SENT TODAY WITH THE INFORMATION I HAVE PROVIDED CUSTOMER WITH TODAY | | | CUSTOMER ACKNOWLEDGED | | | C/O TO SP FOR REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX9BW[redacted]
Owner Or Fleet	[redacted] San Leandro, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/16/2019	Incident Date	N/A
Mileage	89,927		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/6/2020 3:47:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED THREE REPAIR ORDERS; THE RO FROM SEPTEMBER 22, 2015 SHOWS THE CUSTOMER PAID $617.53 FOR REPAIRS TO THE AIR BAG CLOCK SPRING; ON NOVEMBER 16, 2016 THE DEALER REPLACED THE CLOCK SPRING UNDER WARRANTY AND THE CUSTOMER PAID FOR THE WATER PUMP, VW WOULD NOT REIMBURSE; ON MAY 14, 2016 THE DEALERSHIP REPLACED THE AIR BAG CLOCK SPRING UNDER WARRANTY AND THE CUSTOMER PAID FOR A VALVE AND OIL CHANGE, VW WOULD NOT REIMBURSE; THE REPAIR COMPLETED ON SEPTEMBER 22, 2015 WAS PERFORMED BEFORE THE FIRST VALID OUT OF POCKET DATE FOR REIMBURSEMENT, AS SUCH VW WILL REIMBURSE AS GOODWILL; VW TO REIMBURSE TOTAL: $617.53. | | | SP TO GENERATE CHECK REQUEST AND MAIL LETTER EXPLAINING REIMBURSEMENT.
1/6/2020 3:52:00 PM	WVGAV7AX9BW[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT AS GOODWILL DUE TO DATE; TOTAL: $617.53. | | | GENERATED CHECK REQUEST.
1/6/2020 4:01:00 PM	SP MAILED LETTER EXPLAINING THE REIMBURSEMENT.
1/10/2020 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 617.53 MAILED ON 01/09/2020
1/21/2020 5:58:00 PM	CUSTOMER STATE: RECEIVED A CHECK FOR $614.53 AND WANTED TO KNOW THE EXPLANATION OF THE AMOUNT: | | | CUSTOMER ADVOCATE ADVISED: THERE WAS A LETTER SENT EXPLAINING THE REIMBURSEMENT AMOUNT; | | | CUSTOMER STATES DID NOT RECEIVE THE LETTER AND WANTED TO KNOW IF THE LETTER COULD BE EMAILED: | | | CHAT WITH SP ADVISED: SUBMITTED THREE REPAIR ORDERS; THE REPAIR ORDER FROM SEPTEMBER 22, 2015 SHOWS THE CUSTOMER PAID $617.53 FOR REPAIRS TO THE AIR BAG CLOCK SPRING; ON NOVEMBER 16, 2016 THE DEALER REPLACED THE CLOCK SPRING UNDER WARRANTY AND THE CUSTOMER PAID FOR THE WATER PUMP, VW WOULD NOT REIMBURSE; ON MAY 14, 2016 THE DEALERSHIP REPLACED THE AIR BAG CLOCK SPRING UNDER WARRANTY AND THE CUSTOMER PAID FOR A VALVE AND OIL CHANGE, VW WOULD NOT REIMBURSE; THE REPAIR COMPLETED ON SEPTEMBER 22, 2015 WAS PERFORMED BEFORE THE FIRST VALID OUT OF POCKET DATE FOR REIMBURSEMENT, AS SUCH VW WILL REIMBURSE AS GOODWILL; VW TO REIMBURSE TOTAL: $617.53. FOR THE WATER PUMP CUSTOMER CAN CONTACT THE WATER PUMP SETTLEMENT: | | | CUSTOMER ADVOCATE ADVISED: THE REPAIR INVOICES THAT YOU SUBMITTED SHOW THAT THE DEALERSHIP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING ON SEPTEMBER 22, 2015, MAY 16, 2016 AND NOVEMBER 16, 2016. THE REPAIR ORDERS FROM NOVEMBER 16, 2016 AND MAY 14, 2016 SHOW THAT THE AIR BAG CLOCK SPRING WAS REPLACED UNDER WARRANTY. THE CHARGES PRESENT ON THOSE TWO REPAIR ORDERS ARE FOR THE WATER PUMP, A VALVE REPLACEMENT AND AN OIL CHANGE. AS REPAIRS COMPLETED ON MAY 14, 2016 AND NOVEMBER 16, 2016 WERE COVERED UNDER WARRANTY, WE ARE UNABLE TO MEET YOUR REQUEST FOR FULL REIMBURSEMENT. WE WILL REIMBURSE YOU FOR THE REPAIRS COMPLETED ON SEPTEMBER 22, 2015. YOU CAN EXPECT TO RECEIVE A CHECK IN THE AMOUNT OF $617.53 FOR THE WATER PUMP CUSTOMER CAN CONTACT THE WATER PUMP SETTLEMENT: SP WILL EMAIL THE LETTER 01/22020 | | | SP TO REVIEW | | |
1/22/2020 9:40:00 AM	SP EMAILED LETTER EXPLAINING REIMBURSEMENT TO CUSTOMER TO [redacted] | | | SP TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN8BE[redacted]
Owner Or Fleet	[redacted] Berwyn, PA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2011		
Report Date	12/16/2019	Incident Date	N/A
Mileage	43,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/16/2019 3:06:00 PM	CUSTOMER STATES: PZEV; ORIGINAL OWNER; PURCHASED FROM DEALER 406496 (DEVON); NOT FINANCED THROUGH VCI; NO WARRANTY EXTENSIONS; BRAND LOYAL (TOURED): ONLY REPAIRED AT DEALER 406496 (FRED BEANS), ONE SERVICE AT 408276 (CHERRY HILL); | | | CURRENT CONCERNS INCLUDE: AIRBAG WARNING LIGHT ACTIVE ON DASHBOARD AND STEERING CONTROLS ARE NOT WORKING ON STEERING WHEEL; CUSTOMER HAS NOT DIAGNOSED AT DEALER, HOWEVER BELIEVES THE CLOCK SPRING HAS FAILED | | | HISTORICAL CONCERN INCLUDES PRIOR REPAIR FOR CAM SHAFT ADJUSTOR BRIDGE AND SPOOL; | | | CUSTOMER ADVOCATE REACHED OUT TO WARRANTY HELPLINE TO CONFIRM COVERAGE; CLIFFORD IN WARRANTY DEPARTMENT CONFIRMED TIMING CHAIN WARRANTY EXTENSION ONLY COVERS TIMING CHAIN FAILURE AND CONSEQUENTIAL DAMAGE CAUSED BY TIMING CHAIN; | | | | CUSTOMER ADVOCATE ADVISED: WARRANTY EXTENSIONS FOR INTAKE MANIFOLD, FUEL INJECTOR (BOTH UNTIL 12-13-2020 OR 120,000 MILES WOF), TIMING CHAIN AND COOLANT PUMP (BOTH UNTIL 12-13-2020 OR 100,000 MILES WOF), AND AIRBAG CLOCK SPRING (UNTIL 12-14-2025 WITH NO MILES RESTRICTION); ADVISED NO OPEN RECALLS ON VEHICLE; CUSTOMER ADVOCATE OFFERED TO SCHEDULE APPOINTMENT AT DEALER; CUSTOMER DECLINED AND WILL REACH OUT AT THEIR EARLIEST AVAILABILITY; | | | CUSTOMER ASKED FOR WARRANTY EXTENSIONS TO BE EMAILED TO CUSTOMER; EMAIL;[redacted]
12/16/2019 3:31:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / STEERING WHEEL CONTROLS INEFFECTIVE; ENGANDENGCOOLING / HISTORICAL CONCERN / HISTORICAL CAMSHAFT CONCERN; AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT;
12/16/2019 3:33:00 PM	TEAM 5 TO GENERATE WARRANTY EXTENSIONS AND EMAIL TO CUSTOMER: | | | INTAKE MANIFOLD; FUEL INJECTOR (UNTIL 12-13-2020 OR 120,000 MILES WOF); | | FUEL INJECTOR; (UNTIL 12-13-2020 OR 120,000 MILES WOF); | | TIMING CHAIN; (UNTIL 12-13-2020 OR 100,000 MILES WOF), | | COOLANT PUMP; (UNTIL 12-13-2020 OR 100,000 MILES WOF); | | AND AIRBAG CLOCK SPRING (UNTIL 12-14-2025 WITH NO MILES RESTRICTION); | | | | CUSTOMER EMAIL:[redacted]
12/17/2019 2:12:00 PM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY
12/17/2019 2:12:00 PM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN. | | | | | |
12/17/2019 4:33:00 PM	CASE OWNER REVIEWED UPDATED INFORMATION; CASE RESOLVED AS NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCP7A31DC[redacted]
Owner Or Fleet	[redacted]		Decatur, GA, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/18/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2019 8:13:00 AM	CUSTOMER SUBSEQUENT OWNER, PURCHASED EARLIER THIS YEAR, STATES THE AIRBAG LIGHT IS ON, HORN DOES NOT WORK, SHE CALLED A VW DEALER AND WAS TOLD SHE NEEDED TO AUTHORIZE A DIAGNOSIS BUT THERE IS A RECALL ON THE PART INVOLVED SO DOES NOT UNDERSTAND WHY SHE HAS TO PAY FOR A DIAGNOSIS. | | | CO ADVISED OPEN RECALL FOR 94L9 HEADLIGHT CAP SCREWS AND WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING FOR 15/UNLIMITED MILEAGE, WCF BUT SHE WOULD HAVE TO AUTHORIZE A DIAGNOSIS SO THE DEALER CAN DETERMINE IF IT IS INDEED RELATED TO THE WARRANTY EXTENSION AND IF SO SHE WOULD NOT BE RESPONSIBLE FOR ANY COST. | | | CUSTOMER CONTINUED TO DISAGREE, DOES NOT UNDERSTAND WHY SHE HAS TO PAY 150.00 RIGHT OFF, IS SURE THIS WILL GO TOWARD LABOR CHARGES. CO AGAIN ATTEMPTED TO EXPLAIN TO CUSTOMER THAT DEALERS ARE INDEPENDENT BUSINESSES AND AGAIN SINCE VEHICLE IS OUTSIDE FACTORY WARRANTY THEY WILL ASK HER TO AUTHORIZE A DIAGNOSIS. CUSTOMER ASKED IF SHE CAN GO ELSEWHERE TO HAVE THIS DONE. CO ADVISED SHE NEEDS TO ADDRESS WITH A VW DEALER, WE DO NOT PAY INDEPENDENT FOR RECALLS OR WARRANTY EXTENSIONS. CUSTOMER CONTINUED TO YELL AND FINALLY DISCONTINUED CALL. NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34DC[redacted]
Owner Or Fleet	[redacted] West Bloomfield, MI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/18/2019	Incident Date	N/A
Mileage	126,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/18/2019 5:36:00 PM	CUSTOMER STATES: VEHICLE HAVING ISSUES WITH THE AIRBAG CLOCKSPRING. DLR DENIED WARRANTY COVERAGE FOR THE VEHICLE | | | | CUSTOMER SEEKING: WHY THE VEHICLE WAS DENIED COVERAGE. | | | | CO ADVISED: VEHICLE HAD CLOCKSPRING DONE UNDER RECALL. WARRANTY EXTENSION IS NOT APPLICABLE TO TOTALLED VINS. | | | | CUSTOMER WAS NOT HAPPY WITH THE ANSWER AND REQUESTED VW TO OFFER ADDITIONAL COVERAGE. | | | | CO ADVISED THAT WITH THE MILEAGE AND AGE OF THE VEHICLE, WE WOULD NOT ASSIST WITH THE COST OF REPAIRS. | | | | NO FURTHER ACTION
12/18/2019 5:38:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / AIRBAG CLOCKSPRING;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX5FW[redacted]
Owner Or Fleet	[redacted] RALEIGH, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	12/19/2019	Incident Date	N/A
Mileage	38,800		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/19/2019 5:10:00 PM	CUSTOMER STATES: PREVIOUSLY HAD THE AIRBAG CLOCK SPRING REPAIRED IN THE VEHICLE, PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION. CUSTOMER WAS DIRECTED BY THEIR LOCAL DEALERSHIP TO CONTACT VW FOR REIMBURSEMENT. CUSTOMER HAD REPAIR COMPLETED AT INDEPENDENT DEALERSHIP. NON-VW REPAIR. MILEAGE AT THE TIME OF REPAIR 37,200. | | | CUSTOMER SEEKING: REIMBURSEMENT FOR EXTENDED WARRANTY REPAIR. | | | CO ADVISED: CUSTOMER WILL NEED TO EMAIL A COPY OF REPAIR ORDER, POP, ATTACH LAST NAME AND CASE NUMBER TO EMAIL TO SPEED UP THE PROCESS. CUSTOMER WILL RECEIVE A DECISION OR CHECK WITHIN 60 DAYS AFTER DOCUMENTS HAVE BEEN RECEIVED. | | | NO FURTHER ACTION
12/19/2019 5:22:00 PM	MEDIA ATTACHED IN DOC CENTER
12/20/2019 10:28:00 AM	SPECIAL PROJECTS TO REVIEW FOR REIMBURSMENT OF THE AIRBAG CLOCK SPRING | | | SP TO REVIEW
12/20/2019 8:58:00 AM	MEDIA ATTACHED IN DOC CENTER | | | FROM: [redacted] | SENT: THURSDAY, DECEMBER 19, 2019 5:25 PM | TO: REIMBURSEMENT REQUEST <REIMBURSEMENT.REQUEST@VW.COM> | SUBJECT: CASE NO. [redacted] | | HELLO! | | | MY NAME IS [redacted] AND I AM REQUESTING A REIMBURSEMENT FOR REPAIR OF MY VW CLOCK SPRING. I HAVE ATTACHED MY REPAIR ORDERS AND RECEIPTS. PLEASE LET ME KNOW IF YOU NEED ANY OTHER INFORMATION. | | | THANK YOU! | |
1/21/2020 3:49:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM AN INDEP REPAIR SHOP AND A VW DEALERSHIP; THE CUST VISITED THE INDEP REPAIR SHOP IN NOVEMBER 2019 AND HAD THE AIRBAG CLOCK SPRING REPLACED; THE CUST HAD TO VISIT THE DEALER AFTER TO HAVE THE CLOCK SPRING REPROGRAMMED; THE WARRANTY EXTENSION LAST VALID OUT OF POCKET DATE FOR REIMBURSEMENT WAS NOVEMBER 9, 2018; THE REPAIRS WERE COMPLETED A YEAR AFTER THE LAST VALID OUT OF POCKET DATE FOR REIMBURSEMENT AND A YEAR AFTER THE WARRANTY EXTENSION WAS RELEASED; VW WILL REIMBURSE PARTS ONLY AS A ONE TIME GOODWILL GESTURE AS THE CUST DID NOT INITIALLY VISIT THE DEALERSHIP; VW TO REIMBURSE TOTAL: $290.07. | | | SP TO GENERATE CHECK REQUEST.
1/21/2020 3:52:00 PM	WVGBV7AX5FW[redacted] VW TO REIMBURSE CUST FOR AIRBAG CLOCK SPRING PART AS A GW GESTURE DUE TO REPAIR DATE; TOTAL: $290.07. | | | GENERATED CHECK REQUEST.
1/21/2020 3:59:00 PM	SP MAILED LETTER EXPLAINING REIMBURSEMENT.
1/29/2020 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 290.07 MAILED ON 01/28/2020

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A3XCC[redacted]
Owner Or Fleet	[redacted] HUMBLE, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/20/2019	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/20/2019 2:54:00 PM	CUSTOMER STATES; HAVE AN AIRBAG LIGHT ON AND WANT TO SEE IF THERE ANY OPEN RECALLS; CHECKED ON THE WEBSITE AND IT SAYS NO OPEN RECALLS WITH VEHICLE | | | | CUSTOMER SEEKING; VERIFY OPEN RECALLS | | | | CO ADVISED; CHECKED FOR OPEN RECALLS AND WARRANTY EXTENSION; OPEN RECALL FOR 94L9 CAN TAKE TO ANY VW DEALER TO GET REPAIRS DONE AT NO COST; AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 15YR, THE STEERING WHEEL CONTROLS NOT WORKING PROPERLY AND AN AIRBAG LIGHT THAT STAYS ON. BOTH CONDITIONS MUST BE PRESENT FOR DIAGNOSIS TO BE COVERED UNDER THIS WARRANTY EXTENSION; CUSTOMER STATES EXPERIENCE A CLICK NOISE IN THE STEERING WHEEL CONTROLS; CO ADVISED RECOMMEND TO TAKE VEHICLE TO DEALER TO GET DIAGNOSIS AND DETERMINE IF IT WILL BE COVERED UNDER THE WARRANTY EXTENSION; OFFERED TO SCHEDULE AN APPOINTMENT AND CUSTOMER DECLINED WILL SCHEDULE HIMSELF; PROVIDED CASE NUMBER | | | | NO FURTHER ACTION
12/20/2019 3:21:00 PM	CUSTOMER STATES: LOOKING FOR A DLR APPOINTMENT FOR TODAY. | | | | CA ADVISED CUSTOMER THAT THE EARLIEST APPOINTMENT IS FOR THURSDAY. | | | | CUSTOMER STATES HE CAN SEE ONLINE FOR MONDAY. CA ADVISED THAT IF HE IS ABLE TO BOOK THAT TO GO AHEAD. CA CANNOT BOOK THE APPOINTMENT OF THEIR END. | | | | CO TO REVIEW AND CLOSE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN5DE[redacted]
Owner Or Fleet	[redacted] HENDERSON, NV, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	12/20/2019	Incident Date	N/A
Mileage	10,300		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/20/2019 7:48:00 PM	CUSTOMER STATES: CUSTOMER LOOKING TO REVIEW RECALLS; CUSTOMER TOOK TO MECHANIC AND THEY STATE THAT THE STEERING WHEEL CLOCK SPRING IS FAILING; CUSTOMER WANTS TO KNOW IF THERE IS RECALL FO THIS; | | | | CUSTOMER SEEKING: RECALLS | | | | CO ADVISED: NO OPEN RECALLS BUT THERE IS A WARRANTY EXTENSION FOR THIS, AIRBAG CLOCK SPRING WARRANTY EXT 15Y; ADVISED TO TAKE TO DEALER TO REVIEW IF COVERED UNDERWARRANTY; CO OFFERED TO CALL LOCAL DEALER; CO CALLED DEALER (422600) AND TRANFERED CUSTOMER FOR APPOINTMENT; CUSTOMER THANKED | | | | NO FURTHER ACTION
12/20/2019 8:12:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON; STEERING / INEFFECTIVE - 1 / CLOCK SPRING ISSUES, FUNCTIONS NOT WORKING;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A39DC[redacted]
Owner Or Fleet	[redacted]		OAK PARK, IL, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/23/2019	Incident Date	N/A
Mileage	50,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/23/2019 11:04:00 AM	CUSTOMER STATES PURCHASED VEHICLE USED, 1ST VW. CUSTOMER STATES HER AIRBAG LIGHT IS ON SO SHE RESEARCHED ONLINE AND FOUND THAT THERE WERE RECALLS ON SOME VEHICLE FOR THE AIRBAG. | | | CUSTOMER SEEKING IF HER VEHICLE HAS THAT RECALL. | | | CO ADIVSED SHE DOES HAVE RECALL 94L9 BUT THAT IS THE ONLY OPEN RECALL. CUSTOMER ALSO HAS WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING. CO OFFERED TO SET UP APPOINTMENT; CUSTOMER REQUESTED A WEEKEND. CO ADVISED THAT DEALER TYPICALLY DON'T DO RECALL WORK ON THE WEEKENDS AND A CALL IS NECESSARY TO CHECK ON AVAILABILITY. CUSTOMER STATED SHE WOULD CALL. | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU1FM[redacted]
Owner Or Fleet	[redacted]		PORTLAND, OR, [redacted]
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	12/23/2019	Incident Date	N/A
Mileage	45,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/23/2019 4:22:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES: AIRBAG LIGHT CAME ON RECENTLY. WHILE NO RECALLS WERE FOUND USING THE VIN, CUSTOMER DOES RECALL RECEIVING LETTER REGARDING AN AIRBAG RECALL ISSUE. WOULD LIKE TO HAVE DEALER LOOK AT IT, BUT WOULD FIRST LIKE TO CONFIRM RECALL STATUS. HORN OR CONTROL BUTTONS ON STEERING WHEEL DOES NOT WORK EITHER. | | | CUSTOMER SEEKING: CLARIFICATION ON RECALL STATUS, NEXT BEST STEPS. | | | CO ADVISED CUSTOMER: I CHECKED FOR BOTH WARRANTY EXTENSIONS AND RECALLS FOR YOU TODAY. WHILE YOU DO NOT HAVE AN OPEN RECALL FOR YOUR AIRBAG, YOU DO HAVE AN AIRBAG CLOCK SPRING WARRANTY EXTENSION, WHICH MAY BE WHAT THE LETTERS THAT YOU WERE RECEIVING, WAS REFERRING. THIS WARRANTY IS ACTIVE UNTIL 08/29/2024 OR MILEAGE OF 120,000--WHICHEVER OCCURS FIRST. WHAT YOU'RE DESCRIBING SOUNDS LIKE THE COMMON CONCERNS IN RELATION TO THE STEERING WHEEL CLOCK SPRING, HOWEVER, YOU WOULD HAVE TO GO TO A DEALER TO SEE IF WHAT YOU'RE EXPERIENCING WITH YOUR AIRBAG LIGHT IS WHAT WOULD BE COVERED UNDER THIS WARRANTY EXTENSION. I SEE THAT HERZOG MEIER VW IN BEAVERTON, OREGON IS CLOSEST FOR YOU--IF YOU'D LIKE, I CAN ASSIST WITH SETTING UP AN APPOINTMENT WITH THEM, OR YOU CAN REACH OUT TO THEM AT YOUR OWN CONVENIENCE--THEIR PHONE NUMBER IS 503-644-9121. I'VE DOCUMENTED YOUR CONCERNS UNDER CASE #[redacted] IN CASE YOU NEED TO REACH OUT TO US WITH ANY NEW DETAILS OR UPDATES. | | | CUSTOMER STATES: WILL MAKE APPOINTMENT AT OWN CONVENIENCE. | | | NO FURTHER ACTION.
12/23/2019 4:55:00 PM	CATEGORY SELECTION : ELECTRICAL / INOPERABLE - 1 / HORN AND STEERING WHEEL CONTROL BUTTONS INOPERABLE;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A37EC[redacted]
Owner Or Fleet	[redacted] Las Vegas, NV, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/24/2019	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/24/2019 8:56:00 AM	MEDIA ATTACHED IN DOC CENTER
12/27/2019 11:14:00 AM	CUSTOMER STATES PURCHASED CPO FROM DEALER; FOUND DENTS IN VEHICLE WHICH WERE ALL PARTIALLY FIXED; DEALER COULD NOT FIND SECOND KEY; AFTER MULTIPLE ATTEMPTS DEALER ORDERED KEY; TOOK 2 MONTHS FOR PROCESS; WITHIN ONE YEAR, BATTERY FAILED AND HAD TO BE TOWED AND REPLACED; LEATHER CAR SEATS STARTED TO SWEAT IN HEAT; WAS BROUGHT TO DEALER ATTENTION BUT NO ACTION WAS TAKEN; WAS ASSURED WOULD BE ADDRESSED LATER ON; WITHIN 24 MONTHS AFTER PURCHASE, CLOCK SPRING FAILED; CUSTOMER SPENT $800 ON ISSUE; FAILED FOR THE THIRD TIME DUE TO ELECTRICAL PROBLEMS; NOTICED PUDDLES OF OIL IN DRIVEWAY AND HAD TO REPAIR OIL LEAK FOR $881; PURCHASED VEHICLE WITH 46,153 MILES AND HAVE AROUND 70,000 MILES ON VEHICLE; SPENT ABOUT $2500 IN REPAIRS; SWEATING SEATS ARE STILL AN ISSUE; COST TO CLEAN DRIVE WAY IS AROUND $771; HAVE MAINTAINED VEHICLE AS RECOMMENDED AND TOOK VEHICLE IN FOR RECALL REPAIRS; THINKS VEHICLE IS A LEMON; HOPES VW CAN FIX THIS ISSUE; WILL BE FORCED TO TAKE BUSINESS ELSEWHERE
12/27/2019 11:40:00 AM	REFERENCE # [redacted] | | | DEAR DR. [redacted] | | | THANK YOU FOR REACHING OUT TO OUR CARE CENTER. WITH THIS, I WOULD LIKE TO APOLOGIZE FOR THE EXPERIENCE YOU┬┐VE HAD WITH YOUR RECENTLY PURCHASED PASSAT. | | | I KNOW THAT REPAIR COSTS CAN ACCUMULATE OVER TIME, AND I AM SORRY TO LEARN THAT SUCH A LONG LIST OF REPAIRS WAS NEEDED WITHIN THE FIRST TWO YEARS OF YOUR OWNERSHIP. IN THIS, I AM GLAD TO SEE THAT MOST OF THE CONCERNS WERE ADDRESSED BUT I RECOGNIZE THAT YOU ARE STILL EXPERIENCING THE SWEATING SEATS CONCERN. | | | TO ASK, HAVE YOU BROUGHT YOUR VEHICLE IN FOR A FORMAL DIAGNOSIS OF THE SEATS RECENTLY? IF YOU FEEL THAT THIS IS A MANUFACTURER┬┐S DEFECT, I WOULD RECOMMEND THAT AN VW DEALER APPOINTMENT IS MADE TO FULLY ADDRESS THIS OCCURRENCE. | | | FROM READING YOUR LETTER, I FOUND A FEW AREAS THAT I WOULD LIKE TO FURTHER LOOK INTO. I SAW THAT YOU┬┐VE MENTIONED YOU PAID FOR REPAIRS TO THE CLOCK SPRING AND FOR AN OIL LEAK. I WOULD LIKE TO MAKE SURE THAT NO OPPORTUNITIES ARE MISSED, AND I WOULD LIKE TO REVIEW SOME ADDITIONAL DOCUMENTATION SURROUNDING THAT. | | | PLEASE SEND THE REPAIR ORDERS OF BOTH REPAIRS, ALONG WITH THE RECEIPTS. ONCE THIS INFORMATION IS OBTAINED, I WILL ENGAGE OUR INTERNAL DEPARTMENTS TO REVIEW FOR POSSIBLE REIMBURSEMENT OF THESE EXPENSES. | | | TO ENSURE THAT YOU ARE FULLY AWARE OF MY AVAILABILITY, I AM IN THE OFFICE UNTIL 5:30 PM EST TODAY. ON MONDAY, I AM IN THE OFFICE FROM 8:30 AM ┬┐ 12:30 PM EST AND WILL BE AVAILABLE FROM 8:30 AM ┬┐ 5:30 PM EST ON THURSDAY, JANUARY 2ND. I WILL BE OUT OF THE OFFICE ON TUESDAY, DECEMBER 31ST AND JANUARY 1ST. I SHOULD BE ABLE TO CATCH YOUR RESPONSE WITHIN THE ABOVEMENTIONED TIMES! | | | SINCERELY, | | | | | | | RAVEN L. | | CUSTOMER CARE ADVOCATE | | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | CO TO WAIT FOR CUSTOMER CONTACT
12/27/2019 11:40:00 AM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 2 / CLOCK SPRING FAILURE; ENGANDENGCOOLING / LACK OF POWER / BATTERY; ENGANDENGCOOLING / OIL LEAK / OIL LEAK; ELECTRICAL / INEFFECTIVE - 1 / BATTERY FAILURE; ELECTRICAL / HISTORICAL CONCERN / BATTERY FAILURE;
12/30/2019 12:48:00 PM	FROM: [redacted] | | SENT: MONDAY, DECEMBER 30, 2019 12:10 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | HELLO RAVEN, | | | | I WILL SEND YOU THE RECEIPTS OF THE REPAIR AND TAKE THE CAR IN AGAIN TO THE DEALERSHIP TO GET THE CAR SEATS LOOKED AT. | | | | I AM OUT OF COUNTRY, AND WILL RETURN TODAY, WILL SEND YOU THE INFORMATION BY TOMORROW. | | | DR. [redacted] |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A37EC[redacted]
Owner Or Fleet	[redacted]	Las Vegas, NV, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/24/2019	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/30/2019 9:27:00 AM	REFERENCE #[redacted] | | | DEAR DR. [redacted] | | | | YOUR EXPERIENCE IS HIGHLY IMPORTANT TO ME, AND I WANTED TO MAKE SURE THAT YOUR CONCERNS ARE FULLY ADDRESSED. | | | | I WANTED TO FOLLOW BACK UP WITH YOU FROM MY PREVIOUS EMAIL REGARDING YOUR EXPERIENCE WITH YOUR PASSAT. WHILE I DO APOLOGIZE FOR THE ACCUMULATING REPAIRS NEEDED FOR YOUR VEHICLE, I WANTED TO SHIFT THE FOCUS ONTO THE CURRENT SEAT CONCERNS AND REPAIRS YOU┬┐VE PAID FOR IN THE PAST. | | | | TO ASK, HAVE YOU HAD YOUR LOCAL VW DEALERSHIP DIAGNOSE THE SWEATING SEAT CONCERNS? IF SO, WHEN WAS THIS FULL DIAGNOSIS, AND WHAT DID THE DEALERSHIP SAY ABOUT THIS OCCURRENCE? | | | | I SEE THAT YOU HAVE MENTIONED THAT YOU HAD AN OIL LEAK AND CLOCK SPRING CORRECTED WITHIN YOUR PASSAT. TO MAKE SURE THAT NO AVENUES ARE MISSED, I HAVE CHECKED INTO YOUR VIN FOR ANY EXTENDED COVERAGE AND I SAW THAT YOU HAD AN EXTENDED WARRANTY FOR THE AIRBAG/STEERING WHEEL CLOCK SPRING UNTIL AUGUST 26, 2024 OR 120,000 MILES ┬┐ WHICHEVER OCCURS FIRST. | | | | FOR THE OIL LEAK, IF THE CONCERN OCCURRED FOR MANUFACTURERS DEFECT IN MATERIALS WHILE WITHIN AUGUST 26, 2019 OR 60,000 MILES (WHICHEVER OCCURRED FIRST), OUR CARE CENTER CAN LOOK INTO REVIEWING FOR SOME POSSIBLE HELP, AS YOUR VEHICLE WOULD HAVE BEEN WITHIN THE POWERTRAIN LIMITED WARRANTY AT THAT TIME. | | | | TO ENSURE THAT I AM ABLE TO LOOK INTO THE AIRBAG CLOCK SPRING AND OIL LEAK CONCERN, PLEASE PROVIDE BOTH REPAIR ORDERS AND RECEIPTS FOR THESE ITEMS. I WILL BE ABLE TO ENGAGE THE PROPER DEPARTMENTS TO REVIEW. | | | | I WILL BE ON THE LOOKOUT FOR YOUR RESPONSE! | | | | SINCERELY, | | | | | | | | RAVEN L. | | CUSTOMER CARE ADVOCATE | | | | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | | CO TO CLOSE PENDING CUSTOMER CONTACT
12/31/2019 7:40:00 AM	REFERENCE #[redacted] | | | DEAR DR. [redacted] | | | | THANK YOU FOR YOUR REPLY. I WILL KEEP ON THE LOOKOUT FOR THE RECEIPTS, AND PLEASE LET ME KNOW AS WELL THE DATE AND LOCATION OF YOUR UPCOMING DEALER APPOINTMENT ONCE IT IS SET. I┬┐M GLAD TO FOLLOW UP TO TRY TO ENSURE EVERYTHING GOES SMOOTHLY FOR YOU. | | | | HAVE A GREAT DAY! | | | | SINCERELY, | | | | | | | | RAVEN L. | | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | | CO/CA TO WAIT CUSTOMER CONTACT
1/2/2020 12:57:00 PM	MEDIA ATTACHED IN DOC CENTER
1/2/2020 2:36:00 PM	CUSTOMER ATTACHED RO FOR STEERING WHEEL CLOCK SPRING REPAIR; ADVISED THAT THEY HAD NO ISSUE WITH TAKING VEH INTO DLR FOR SWEATING SEAT CONCERN BUT WOULD NEED A LOANER VEH AND DOESN'T WANT TO PAY FOR DIAGNOSIS FEE
1/2/2020 2:50:00 PM	FROM RO, CUSTOMER WAS WITHIN THE STEERING WHEEL CLOCK SPRING WARRANTY AND WITHIN CPO WHILE VEH EXPERIENCED CONCERNS WITH THE OIL LEAK

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A37EC[redacted]
Owner Or Fleet	[redacted]	Las Vegas, NV, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/24/2019	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/2/2020 2:51:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | I APPRECIATE YOU FOR REACHING BACK OUT TO ME WITH THE REPAIR ORDER INFORMATION. | | | FROM YOUR PROVIDED PICTURES, I WOULD ALSO NEED TO SEE A PICTURE OF THE RECEIPT SHOWING THAT THE AMOUNT PRESENTED WAS PAID IN FULL. | | | ONCE THAT INFORMATION IS RECEIVED, I WILL BE ABLE TO ESCALATE YOUR CASE UP TO OUR CAMPAIGN REIMBURSEMENT REVIEW DEPARTMENT TO FURTHER LOOK INTO REIMBURSING YOU FOR THE COSTS INCURRED FOR THE STEERING WHEEL/AIRBAG CLOCK SPRING AND POSSIBLE REIMBURSEMENT FOR THE TIMING COVER REPAIR, AS YOU WERE WITHIN YOUR CERTIFIED PRE-OWNED (CPO) WARRANTY AT THAT TIME. | | | SINCE YOU┬┬VE MENTIONED THAT YOU ARE STILL EXPERIENCING CONCERNS WITH THE STEERING WHEEL CONTROLS, WHILE YOU ARE STILL WITHIN WARRANTY, I WOULD DEFINITELY RECOMMEND THAT YOU VISIT A LOCAL VOLKSWAGEN DEALERSHIP. THIS IS TO ENSURE THAT VW APPROVED PROCESSES AND RESOURCES ARE USED ON YOUR PASSAT. | | | REGARDING THE SWEATING SEAT CONCERNS, FINANCIAL COVERAGE FOR THIS ITEM WOULD BE CUSTOMER PAID, AS YOU ARE NOW OUTSIDE OF ANY APPLICABLE WARRANTIES BY AGE AND MILEAGE. | | | I KNOW THAT YOU ARE CONCERNED ABOUT THE DIAGNOSIS FEES. ONCE A VW DEALERSHIP DIAGNOSES THE CURRENT SYMPTOMS IN YOUR VEHICLE, AND DETERMINES THAT THE CAUSE IS RELATED TO THE WARRANTY EXTENSION, THE DIAGNOSIS FEE AND RELATED REPAIR COSTS WILL BE FACTORED WITHIN THIS EXTENDED WARRANTY. FOR THE SWEATING SEAT CONCERN, THE DIAGNOSIS FEE FOR THAT WOULD BE A CUSTOMER PAID ITEM. | | | AS OUR DEALERS ARE IN CHARGE OF SETTING THEIR OWN FEES, THE DIAGNOSIS FEE IS DETERMINED BY THE DEALERSHIP ITSELF. TO REFERENCE YOUR STATEMENT ABOUT THE LOANER VEHICLE, IT WOULD BE BEST TO INQUIRE FURTHER WITH THE DEALERSHIP ABOUT THIS, AS LOANER VEHICLES ARE AVAILABLE ON A FIRST COME, FIRST SERVE BASIS. | | | I HOPE THAT THIS EMAIL FINDS YOU WELL. IN THE MEANTIME, I WILL BE ON THE LOOKOUT FOR YOUR SUBSEQUENT PICTURES OF THE RECEIPTS. | | | SINCERELY, | | | | | | | RAVEN L. | | CUSTOMER CARE ADVOCATE | | | | | | CONT IN DOC CENTER
1/2/2020 8:43:00 AM	REFERENCE # [redacted] | | | DEAR DR. [redacted] | | | I HOPE THAT YOUR NEW YEARS WAS EVENTFUL AND THAT IT WAS WELL SPENT WITH YOUR FAMILY. | | | I AM REACHING BACK OUT TO YOU TO SEE IF YOU HAD THE TIME TO SEND IN THE REPAIR ORDER AND RECEIPTS FOR THE AIRBAG CLOCK SPRING AND THE OIL LEAK CONCERN. | | | ALSO, IF YOU WOULD STILL LIKE FOR SOMEONE FROM OUR CARE CENTER TO FOLLOW UP ON YOUR APPOINTMENT FOR YOUR SEATS, YOU CAN CONFIRM THAT INFORMATION WITH ME HERE. | | | YOUR EXPERIENCE IS HIGHLY IMPORTANT TO ME, SO I WILL BE ON THE CLOSE LOOKOUT FOR YOUR RESPONSE! | | | SINCERELY, | | | | | | | RAVEN L. | | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | CO TO CLOSE PENDING CUSTOMER CONTACT
1/3/2020 9:47:00 AM	MEDIA ATTACHED IN DOC CENTER
1/6/2020 12:02:00 PM	MEDIA ATTACHED IN DOC CENTER
1/6/2020 8:03:00 AM	CUSTOMER RESENT SAME LETTER AS ORIGINALLY RECEIVED WHEN CASE WAS OPENED; NO FURTHER ACTION PENDING CUSTOMER CONTACT
1/7/2020 8:04:00 AM	CUSTOMER SENT IN 2 REQUESTED RECEIPTS | | | CO TO EMAIL CUSTOMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A37EC[redacted]
Owner Or Fleet	[redacted] Las Vegas, NV, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/24/2019	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/7/2020 8:29:00 AM	REFERENCE #[redacted] | | | DEAR DR. [redacted] | | | THANK YOU FOR SUBMITTING THE REQUESTED RECEIPTS. | | | I APOLOGIZE FOR MY PREVIOUS MISCOMMUNICATION; AS RESEARCHING FURTHER YOUR PASSAT WAS OUTSIDE OF THE TERMS OF THE CPO WARRANTY BY TIME WHEN THE TIMING COVER REPAIR WAS COMPLETED. WITH THIS REIMBURSEMENT FOR THE TIMING COVER REPAIR CANNOT BE PROVIDED, BUT WE STILL WANT TO REVIEW FOR POSSIBLE REIMBURSEMENT UNDER THE CLOCK SPRING WARRANTY EXTENSION. | | | I HAVE FORWARDED THE CLOCK SPRING REPAIR DOCUMENTS TO OUR CAMPAIGN TEAM. THEY ARE IN BEST POSITION TO COMPLETE THE REVIEW, AS THEY HAVE THE MOST FAMILIARITY WITH OUR RECALLS AND WARRANTY EXTENSIONS. THEY WILL DETERMINE IF THE REPAIRS COMPLETED ON YOUR PASSAT MATCH THE WARRANTY EXTENSION GUIDELINES, AND THEN SEND YOU THEIR DETERMINATION BY MAIL WITHIN 60 DAYS. | | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987 OR REPLY TO THIS EMAIL. HAVE A GREAT DAY. | | | SINCERELY, | | | | | | | RAVEN L. | | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | | CO TO ESCALATE TO SP
1/7/2020 8:29:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECY WARRANTY EXTENSION; RO AND POP IN DOC CENTER, 01/02 EMAIL ATTACHMENT; SP TO REVIEW
1/8/2020 11:16:00 AM	CUST SEEKING REIMBURSEMENT FOR WECY WARR EXT FOR THE AIR BAG CLOCK SPRING; PROVIDED RO AND POP FROM INDEP; INDEP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE MAX AMOUNT FOR PARTS ALLOWED FOR REPAIRS COMPLETED AT AN INDEP $290.07; VW TO REIMBURSE MAX LABOR $206.70; TAX $33.35; VW TO REIMBURSE TOTAL: $530.12. | | | SP TO GENERATE CHECK REQUEST AND MAIL CAP REIMBURSEMENT LETTER TO CUSTOMER.
1/8/2020 11:18:00 AM	1VWBT7A37EC[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $530.12. | | | GENERATED CHECK REQUEST.
1/8/2020 11:23:00 AM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
1/15/2020 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 530.12 MAILED ON 01/14/2020
1/23/2020 9:11:00 AM	FROM: [redacted] | | SENT: WEDNESDAY, JANUARY 22, 2020 9:02 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | HELLO, | | | | TO WHOM IT MAY CONCERN, | | | I CALLED THE LOCAL DEALERSHIP TO ASK THEM IF THE STEERING WHEEL CONTROL WOULD BE COVERED UNDER INSURANCE AS STATED TO ME PREVIOUSLY IN THE EMAIL BY VW CUSTOMER CARE, BUT I WAS TOLD BY THE DEALERSHIP THAT IT WOULD NOT BE COVERED. | | | THE STEERING WHEEL CONTROL STOPPED WORKING AFTER THE CLOCK SPRING ISSUE, PLEASE LET ME KNOW HOW TO PROCEED WITH THIS ISSUE. | | | THANK YOU, | | DR. [redacted] | | | SENT FROM MY IPHONE | |
1/27/2020 10:19:00 AM	FROM: [redacted] | | SENT: SATURDAY, JANUARY 25, 2020 2:43 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | HELLO, | | FOLLOWING UP ON THE STEERING WHEEL ISSUE, ANY UPDATES? | | | SP TO REVIEW
1/27/2020 3:55:00 PM	TEAM 5 PLEASE RESPOND TO CUSTOMER EMAIL ADVISING THE ONLY OPEN WARRANTY EXTENSION ON THE VEHICLE IS FOR THE AIR BAG CLOCK SPRING; THIS WARRANTY EXTENSION IS SPECIFIC TO THIS PART; IF ANOTHER COMPONENT NEEDS IT BE REPLACED IT WOULD NOT BE COVERED UNDER THE WARRANTY EXTENSION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A37EC[redacted]
Owner Or Fleet	[redacted] Las Vegas, NV, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/24/2019	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/28/2020 7:57:00 AM	FROM: VW EXPERIENCE | | SENT: TUESDAY, JANUARY 28, 2020 7:58 AM | | TO: [redacted] <[redacted] | | SUBJECT: VOLKSWAGEN CUSTOMER CARE [redacted] | | | REFERENCE #[redacted] | | | | DEAR DR. [redacted] | | | | I'M SORRY TO LEARN OF THE STEERING WHEEL CONTROL CONCERNS WITH YOUR PASSAT. | | | | THE INFORMATION PROVIDED BY YOUR VW DEALER IS ACCURATE, AS SOLELY THE CLOCK SPRING COMPONENT IS COVERED UNDER THE CLOCK SPRING WARRANTY EXTENSION. ANY OTHER NEEDED REPAIRS WOULD FALL UNDER REGULAR MANUFACTURER WARRANTIES. YOUR VEHICLE WAS COVERED UNDER THE CPO WARRANTY UNTIL NOVEMBER 11, 2019. DUE TO THE TIME OUTSIDE OF THIS WARRANTY, ANY REPAIRS NEEDED TO THE STEERING WHEEL CONTROLS WOULD BE AT CUSTOMER RESPONSIBILITY. | | | | WE WANT YOU TO ENJOY YOUR PASSAT CAREFREE. MY BEST RECOMMENDATION IS TO CONTINUE WORKING WITH YOUR VW DEALER TO HAVE YOUR VEHICLE REPAIRED. PLEASE LET ME KNOW IF YOU HAVE ANY OTHER QUESTIONS. | | | | SINCERELY, | | | | | | | | ASHLEY S. | | CUSTOMER CARE ADVOCATE | | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | |
1/28/2020 7:58:00 AM	SP TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN3DE[redacted]
Owner Or Fleet	[redacted] Sylmar, CA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	12/26/2019	Incident Date	N/A
Mileage	72,841		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2019 11:36:00 AM	MEDIA ATTACHED IN DOC CENTER
1/3/2020 1:06:00 PM	WVWBP7AN3DE[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $767.80. | | | | GENERATED CHECK REQUEST.
1/3/2020 12:59:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; VW TO REIMBURSE TOTAL: $767.80. | | | | SP TO GENERATE CHECK REQUEST. | |
1/10/2020 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 767.80 MAILED ON 01/09/2020

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A39DC[redacted]
Owner Or Fleet	[redacted] Newville, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/26/2019	Incident Date	N/A
Mileage	108,738		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2019 11:39:00 AM	MEDIA ATTACHED IN DOC CENTER
1/3/2020 12:54:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; CUST PAID $442.35 FOR REPAIRS; TAX $28.40; VW TO REIMBURSE TOTAL: $470.75. | | | SP TO GENERATE CHECK REQUEST.
1/3/2020 12:55:00 PM	1VWCN7A39DC[redacted]VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $470.75. | | | GENERATED CHECK REQUEST.
1/10/2020 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 470.75 MAILED ON 01/09/2020

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A34DC[redacted]
Owner Or Fleet	[redacted], LEXINGTON, KY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/26/2019	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2019 2:11:00 PM	CUSTOMER STATES PURCHASED VEHICLE USED; PREVIOUSLY THERE WAS A RECALL FOR CLOCK SPRING; CLOCK SPRING WAS REPAIRED UNDER WARRANTY BEFORE CUSTOMER PURCHASED IT; BELIEVES THERE IS A CONCERN WITH THE CLOCK SPRING AGAIN | | | | CUSTOMER SEEKING IF THERE IS COVERAGE FOR THE CLOCK SPRING | | | | CO ADVISED WARRANTY EXT FOR CLOCK SPRING UNTIL 1/2028; RECOMMEND VISITING VW DEALER; ALSO RECALL FOR HEADLIGHT ADJUSTING SCREW CAP; OFFERED TO SCHEDULE APPOINTMENT | | | | CUSTOMER DECLINED | | | | NO FURTHER ACTION
12/26/2019 2:16:00 PM	CATEGORY SELECTION : AIRBAGS / OTHER SYMPTOM - 1 / AIRBAG CLOCK SPRING CONCERN;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCM7A30GC[redacted]
Owner Or Fleet	[redacted]	Aurora, CO, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	12/26/2019	Incident Date	N/A
Mileage	18,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/26/2019 4:39:00 PM	CUSTOMER STATES: CALLING IN REGARDS TO THE RECALL NOTICE SHE RECEIVED; | | | CUSTOMER SEEKING: OPEN RECALL ON VEHICLE; | | | CO ADVISED: I DON'T SEE ANY OPEN RECALLS, BUT I SEE A SERVICE ACTION FOR THE ENGINE AND/OR TRANSMISSION CONTROL MODULE SOFTWARE; IF YOU TAKE IT TO A VW DEALER, THEY WOULD BE DOING A SOFTWARE UPDATE ON THE VEHICLE; ALSO WANTED TO ADVISE THE CUSTOMER OF THE AIRBAG CLOCK SPRING EXT. WARRANTY; ITS GOOD UNTIL 06/15/2026 OR 120K MI WOF; THE SYMPTOMS WOULD BE THE HORN NOT WORKING, THE AIRBAG LIGHT WOULD COME ON, THE BUTTONS ON THE STEERING WHEEL WONT WORK... | | | CUSTOMER STATES: THATS WHATS HAPPENING WITH MY VEHICLE NOW; I CALLED AND SCHEDULED AN APPOINTMENT WITH THE DEALERSHIP ALREADY, I JUST WANTED TO SEE IF I HAD SOMETHING OPEN ON THIS; THERES ALSO A CLICKING IN MY STEERING WHEEL; | | | CO ADVISED: I WOULD DEFINITELY HAVE THEM LOOK INTO THE ISSUE YOUR VEHICLE IS HAVING, THEY SHOULD BE ABLE TO SEE THE EXTENDED WARRANTY ON THEIR END; THEY WILL ADVISE YOU IF THIS EXTENDED WARRANTY IS APPLICABLE TO THE REPAIR YOU WILL NEED; SUPPLIED CASE NUMBER; ADVISED CUSTOMER TO GIVE US A CALL BACK WITH ANY FURTHER QUESTIONS/CONCERNS; | | | NO FURTHER ACTION;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A31DC[redacted]
Owner Or Fleet	[redacted]		PROVO, UT, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/27/2019	Incident Date	N/A
Mileage	125,085		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/27/2019 3:57:00 PM	CUSTOMER STATES: WAS WONDERING IF THERE WAS REMAINING WARRANTY ON VEHICLE; AIRBAG CLOCKSPRING WARRANTY WAS DONE AT 120K MI; SHE IS ONLY ABOUT 5K MI OVER WARRANTY; AWARE THERE ARE RECALLS FOR THIS COMPONENT, BUT JUST NOT HER VIN; | | | CUSTOMER SEEKING: IS THERE ANY WAY SHE COULD STILL GET COVERED FOR THIS REPAIR; | | | FACE-TO-FACE WITH EM ANGEL: VW DOES NOT EXTEND EXTENDED WARRANTIES ONCE IT IS OUTSIDE OF THE TIME OR MILEAGE PARAMETERS; ALSO THE VEHICLE HAS A SALVAGED TITLE SO IF IT WERE WITHIN THE PARAMETERS IT WOULD STILL NOT BE COVERED IN THIS CASE; | | | CO ADVISED: APOLOGIZED FOR THE INCONVENIENCE, BUT VW DOES NOT EXTEND EXTENDED WARRANTIES ONCE IT IS OUTSIDE OF THE TIME OR MILEAGE PARAMETERS | | | CUSTOMER SEEKING: IF SHE WERE TO GET THE REPAIR DONE, AND A RECALL COME OUT AFTER THE FACT, WOULD THERE BE SOME TYPE OF REFUND? | | | CO ADVISED: THAT IS SOMETHING THAT WE COULD LOOK INTO FOR YOU; ADVISED CUSTOMER TO GIVE US A CALL IF THAT HAPPENS; ADVISED HER OF VW.COM/RECALL WEBSITE WHERE SHE CAN ALSO CHECK FOR THIS INFORMATION; | | | NO FURTHER ACTION;
12/27/2019 4:02:00 PM	EM ADVISED VW DOES NOT EXTEND EXTENDED WARRANTIES ONCE IT IS OUTSIDE OF THE TIME OR MILEAGE PARAMETERS; ALSO THE VEHICLE HAS A SALVAGED TITLE SO IF IT WERE WITHIN THE PARAMETERS IT WOULD STILL NOT BE COVERED IN THIS CASE; CO TO RETURN TO CUSTOMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A36H[redacted]
Owner Or Fleet	[redacted] New Port Richey, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	12/30/2019	Incident Date	N/A
Mileage	46,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/30/2019 9:14:00 AM	CUSTOMER STATES AIRBAG ERROR AND FRONT ASSISTANT WARNING; CALLED DEALER 405022; DEALER BOOKED | | | CUSTOMER SEEKING IF VEHICLE SAFE TO DRIVE | | | CO ADVISED REVIEWED BOTH WARNING LIGHTS AND THE INFORMATION ADVISES TO HAVE VEHICLE SEEN BY DEALER AS SOON AS POSSIBLE | | | CUSTOMER SATES HORN NOT WORKING AND NONE OF THE BUTTONS ON THE STEERING WHEEL WORK | | | CO ADVISED SOUNDS LIKE THAT IS A CORN WITH AIRBAG CLOCK SPRING WHICH VEHICLE HAS A WARRANTY EXTENSION FOR; UNABLE TO ADVISE IF VEHICLE IS SAFE WITHOUT A FORMAL DIAGNOSIS; DEALER SCHEDULE SHOWING DROP OFF APPOINTMENT AVAILABLE TOMORROW 12/31 | | | CUSTOMER AGREED TO APPOINTMENT | | | CO SCHEDULED APPOINTMENT FOR 12/31 AT 10:30AM WITH DEALER 405022 VIA XTIME [redacted] | | | CO TO FOLLOW UP WITH CUSTOMER
1/2/2020 5:11:00 PM	CO LVMM INQUIRING HOW APPOINTMENT WENT; PROVIDED CASE NUMBER AND CCC PHONE NUMBER | | | CO TO WAIT CUST REPLY
1/6/2020 4:07:00 PM	NO ANSWER OR RESPONSE | | | CO TO CALL CUSTOMER
1/8/2020 2:51:00 PM	CO INQUIRED HOW APPOINTMENT WENT | | | CUSTOMER STATES OKAY; VEHICLE IS REPAIRED; DEALER NEVER CALLED TO INFORM PART ARRIVE CUSTOMER HAD TO CALL DEALER TWICE | | | CO ADVISED WILL DOCUMENT FOR INTERNAL REVIEW | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34DC[redacted]
Owner Or Fleet	[redacted]	Middletown, NJ, [redacted]	
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	12/30/2019	Incident Date	N/A
Mileage	61,096		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/30/2019 9:34:00 AM	CUSTOMER STATES: THE AIRBAG LIGHT IN HER VEHICLE IS ON; WOULD LIKE TO KNOW IF THERE ARE ANY RECALLS OPEN IN REGARDS TO THE AIRBAG; WOULD ALSO LIKE TO FILE A COMPLAINT ON DEALER 408261 TRYING TO CHARGE HER FOR A REPAIR SHE ACTUALLY DID NOT NEED FOR HER VEHICLE; SHE TOOK HER VEHICLE INTO DEALER 40826 TO GET AN OIL CHANGE AND ALSO BECAUSE THE STEERING WHEEL WAS FEELING TIGHT; DEALER SAID IT WAS GOING TO BE AN OUT OF POCKET COST OF $1200 DUE TO OUTSIDE INFLUENCE ISSUES; SHE THEN TOOK IT TO AN INDEPENDENT AND THEY TOLD HER THAT THERE WAS NO ISSUE WITH THE VEHICLE; VW VEHICLE JUST HAVE A TIGHTER STEERING SYSTEM THEN OTHER VEHICLE; SHE IS UPSET THAT THE DEALER WAS GOING TO TRY AND HAVE HER PAY FOR A REPAIR HER VEHICLE DID NOT NEED | | | CUSTOMER SEEKING: IF HER VEHICLE HAS ANY OPEN RECALLS REGARDING THE AIRBAG; TO FILE A COMPLAINT ON DEALER 408261 FOR TRYING AND HAVE HER PAY FOR A REPAIR HER VEHICLE DID NOT NEED | | | CO ADVISED: YOUR VEHICLE HAS NO OPEN RECALLS; YOUR VEHICLE DOES HAVE AN EXT. WTY FOR THE AIRBAG CLOCK SPRING FOR 15YR/UNLIMITED MILES; YOUR COMPLAINT ON DEALER 408261 HAS NOW BE DOCUMENTED AND FILED; YOU ARE WELCOME TO TAKE YOUR VEHICLE TO ANY VW DEALER; I CAN SEND YOU AN EMAIL WITH A DEALER CONTACT INFORMATION THAT IS CLOSE BY | | | CUSTOMER THANKED | | | CO TO EMAIL CUSTOMER DEALER CONTACT INFORMATION | | | NO FURTHER ACTION | |
12/30/2019 9:52:00 AM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS PROMISED, HERE┬┐S THE INFORMATION FOR YOUR CLOSEST VW DEALERSHIP. | | | WORLD VOLKSWAGEN | 4075 STATE ROUTE 33 | NEPTUNE NJ | 07753 | | | (732) 922-1500 | | | I HOPE THIS HELPS. IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY BACK TO THIS EMAIL OR CHAT WITH US ON[redacted] | | | SINCERELY, | | | | | | | CHRISTIE B | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX5EW[redacted]
Owner Or Fleet	[redacted] North Aurora, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/30/2019	Incident Date	N/A
Mileage	62,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/30/2019 11:13:00 AM	CUSTOMER STATES NEED TO HAVE AIRBAG CLOCK SPRING REPLACED ON VEHICLE; CALLED ONE DEALER WHO STATED THAT THERE WAS RECALL FOR COMPONENT; CALLED ANOTHER WHO STATED THAT VEHICLE DIDN┬┐T HAVE ANY RECALL; | | | CUSTOMER SEEKING IF VEHICLE HAS A RECALL REGARDING AIRBAG CLOCK SPRING | | | CO ADVISED THAT VEHICLE DOESN┬┐T HAVE ANY RECALLS; VEHICLE DOES HAVE A WARRANTY EXT. FOR AIRBAG CLOCK SPRING; BASED OFF AGE AND MILEAGE VEHICLE IS STILL WITHIN WARRANTY EXT. COVERAGE; | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX8EW[redacted]
Owner Or Fleet	[redacted] Longwood, FL [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/30/2019	Incident Date	N/A
Mileage	83,294		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/30/2019 4:51:00 PM	CUSTOMER STATES TURNED STEERING WHEEL AND HEARD POPPING SOUND BUTTONS ON STEERING WHEEL DON┬┐T WORK; HORN DOESN┬┐T WORK | | | CUSTOMER SEEKS ANY RECALLS ON AIRBAG | | | CO ADVISED WARRANTY EXTENSION ON AIRBAG CLOCK SPRING WOULD NEED TO TAKE VEHICLE INTO DEALER FOR DIAGNOSIS IF PROBLEM IS AIRBAG CLOCK SPRING REPAIR MAY BE COVERED | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A37FC[redacted]
Owner Or Fleet	[redacted] Falls Church, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	12/31/2019	Incident Date	N/A
Mileage	23,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/31/2019 10:31:00 AM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES: MY CAR IS SHOWING AIRBAG SIGN AFTER THE AIRBAG RECALL, I AM AT THE DEALER NOW AND THEY ARE LOOKING AT IT, AND IT SEEMS THEY WANT TO CHARGE ME $300-400 TO REPLACE SOMETHING; SOME SPRING IN THE STEERING WHEEL. EXPERIENCING A CLICKING SOUND WHEN TURNING, AIR BAG SIGN IS ON, AND BUTTONS ON THE STEERING WHEEL NOT WORKING | | | CUSTOMER SEEKING: IF PRICE IS REASONABLE | | | CO ADVISED: I AM SEEING THAT THERE IS A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING UNTIL 2.15.25 OR 120K MILES, WHICHEVER OCCURS FIRST. WITH MY RESOURCES, IT SEEMS LIKE THE CONCERNS THAT YOU'RE HAVING WITH YOUR STEERING WHEEL WILL FALL UNDER THAT WARRANTY EXTENSION. AFTER STOHLMAN VW IS DONE TAKING A LOOK AT YOUR PASSAT, THEY WILL TAKE A LOOK AT YOUR REMAINING WARRANTIES TO SEE WHAT COULD APPLY. IF THEY FIND THAT THE REPAIRS ARE COVERED UNDER WARRANTY, YOUR DIAGNOSIS FEE WILL BE ROLLED INTO THE WARRANTY. IF YOU HAVE ANY CONCERNS AFTER THEY'RE DONE TAKING A LOOK AT YOUR PASSAT AND COME TO YOU WITH THE FULL DIAGNOSIS AND REPAIRS, YOU ARE ALWAYS WELCOME TO CONTACT US BACK AND WE CAN LOOK INTO ANY ASSISTANCE THAT WE CAN OFFER. | | | CUSTOMER THANKED | | | CO TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWDT7A35HC[redacted]
Owner Or Fleet	[redacted]		MIDLAND, NC, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	1/2/2020	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/2/2020 4:00:00 PM	CUSTOMER STATES: AIRBAG LIGHT TURNED ON LAST WEEK; VEHICLE IS NOT EXPERIENCING ANY OTHER ISSUES CURRENTLY; WAS WONDERING IF HE HAD COVERAGE FOR THE AIRBAG SINCE THE VEHICLE DOES NOT HAVE THAT MANY MILES ON IT; | | | CUSTOMER SEEKING: TO MAKE DEALER 409250 APPOINTMENT; VERIFY WHAT COVERAGE IF ANY FOR AIRBAG; | | | CO ADVISED: THERE IS AN AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 10Y/120K MILES WOF; NO OPEN RECALLS; CAN SET UP DEALER 409250 APPOINTMENT; THERE ARE NO LOANERS AVAILABLE; SET APPOINTMENT FOR JANUARY 7TH AT 9AM; ADVISOR WILL BE CHRIS; | | | CUSTOMER THANKED | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30DC[redacted]
Owner Or Fleet	[redacted] Brookfield, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/3/2020	Incident Date	N/A
Mileage	130,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2020 10:52:00 AM	REFERENCE TO CASE [redacted] | | | CUSTOMER STATES; THE CUSTOMER HAD THE AIRBAG CLOCK SPRING REPLACED IN 2018; THE CUSTOMER PAID OUT OF POCKET FOR THE REPAIR; $550; THE CUSTOMER IS SEEKING REIMBURSEMENT FOR THE FIRST REPAIR; THE CUSTOMER JUST HAD THE SAME EXPERIENCE THIS TIME WHERE THE HORN WASN┬┐T WORKING; THE CUSTOMER TOOK THE VEHICLE TO THE DEALER TO HAVE THE REPAIR COMPLETED AND IT WAS COMPLETED UNDER THE WARRANTY; | | | CUSTOMER SEEKING; REIMBURSEMENT FOR THE FIRST REPAIR; | | | CO ADVISED; TO DOCUMENT THE CUSTOMER CONCERN; ADVISED THAT THE CUSTOMER DOES STILL HAVE THE AIRBAG CLOCK SPRING ; CO EMAILED THE CUSTOMER THE REIMBURSEMENT PROCESS AND ASKED FOR THE CUSTOMER TO SEND IN THE REPAIR ORDER AND POP; WHICH THE CUSTOMER STATED THEY HAVE; AFTER THE CO RECEIVES THE DOCUMENTS CO WILL FOLLOW UP AND HAVE THE CASE ESCALATED TO SP TO HAVE THEM REVIEW THE CUSTOMER REQUEST FOR THE REIMBURSEMENT; ADVISED THAT THE REVIEW PROCESS CAN TAKE ABOUT 60 DAYS; CO TO SEND EMAIL | | | CUSTOMER ACKNOWLEDGED | | | CO TO SEND EMAIL
1/3/2020 11:12:00 AM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | I APPRECIATE YOU TAKING THE TIME TO REACH OUT TO ME ABOUT YOUR PASSAT. | | | TO START OUR REIMBURSEMENT REVIEW FOR OUT-OF-POCKET REPAIR EXPENSES FOR SERVICES NOW COVERED UNDER A WARRANTY EXTENSION, RECALL, OR SERVICE ACTION, PLEASE PROVIDE US WITH ITEMS BELOW. | | | HERE┬┐S WHAT WE┬┐LL NEED: | 1. NAME OF WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | 2. TOTAL AMOUNT OF REIMBURSEMENT REQUESTED | 3. LEGIBLE REPAIR ORDER INCLUDING: | ┬┐ NAME AND ADDRESS OF FACILITY | ┬┐ NAME AND ADDRESS OF CUSTOMER (PAYEE) | ┬┐ VIN (VEHICLE IDENTIFICATION NUMBER) | ┬┐ MILEAGE | ┬┐ DETAILED DESCRIPTION OF REPAIRS | 4. PROOF OF PAYMENT | | | HOW TO SUBMIT YOUR CLAIM: | ELECTRONICALLY | REPLY TO THIS EMAIL AND ATTACH THE APPROPRIATE DOCUMENTATION TO INITIATE YOUR REIMBURSEMENT REQUEST. | | | OR, EMAIL YOUR DOCUMENTATION AS AN ATTACHMENT TO: REIMBURSEMENT.REQUEST@VW.COM. IN THE SUBJECT LINE, INCLUDE YOUR VIN AND THE APPLICABLE WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | | U.S. MAIL | WRITE US A LETTER AND INCLUDE COPIES OF YOUR SUPPORTING DOCUMENTATION. MAIL TO: | | | VOLKSWAGEN OF AMERICA, INC. | ATTN: CAMPAIGN REIMBURSEMENT | 3800 HAMLIN RD, AUBURN HILLS, MI 48326 | | | WHAT TO EXPECT: | ┬┐ YOUR REFUND CLAIM WILL BE ACTED UPON WITHIN 60 DAYS OF RECEIPT | ┬┐ IF THE CLAIM IS APPROVED, WE┬┐LL SEND A CHECK TO THE ADDRESS YOU PROVIDED | ┬┐ TOTAL REIMBURSEMENT AMOUNT MAY BE LIMITED TO WHAT THE REPAIR COST WOULD BE IF IT HAD BEEN COMPLETED BY A VOLKSWAGEN DEALER OR AUTHORIZED REPAIR FACILITY | ┬┐ IF THE CLAIM IS INCOMPLETE, WE┬┐LL REACH OUT TO GATHER ANY MISSING INFORMATION FROM YOU | ┬┐ SHOULD YOUR CLAIM BE DENIED, WE┬┐LL PROVIDE YOU WITH THE REASON(S) FOR DENIAL | | | WE LOOK FORWARD TO HEARING FROM YOU SOON! | | | SINCERELY, | | | | | | | AALIYAH P | |
1/3/2020 12:19:00 PM	FROM: [redacted] | | SENT: FRIDAY, JANUARY 03, 2020 11:31 AM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: CASE NUMBER [redacted] | | | PLEASE LET ME KNOW YOU RECEIVED.... | |
1/3/2020 12:33:00 PM	MEDIA ATTACHED IN DOC CENTER
1/6/2020 10:11:00 AM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | AALIYAH P | | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | |
1/6/2020 10:16:00 AM	SP TO REVIEW FOR REIMBURSEMENT UNDER THE STEERING WHEEL CLOCK SPRING WARRANTY EXTENSION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30DC[redacted]
Owner Or Fleet	[redacted], Brookfield, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/3/2020	Incident Date	N/A
Mileage	130,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/13/2020 2:25:00 PM	CUST SEEKING REIMBURSEMENT FOR WECI WARR EXT; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; DLR ALSO PERFORMED TIRE INSPECTION; VW TO REIMBURSE TOTAL WITHOUT THE TIRE INSPECTION CHARGES; VW TO REIMBURSE TOTAL: $510.43. | | | | SP TO GENERATE CHECK REQUEST.
1/13/2020 2:28:00 PM	1VWBP7A30DC[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $510.43. | | | | GENERATED CHECK REQUEST.
1/18/2020 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 510.43 MAILED ON 01/17/2020

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A39CC[redacted]
Owner Or Fleet	[redacted] Auburn, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/3/2020	Incident Date	N/A
Mileage	90,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2020 11:09:00 AM	MEDIA ATTACHED IN DOC CENTER
1/6/2020 4:18:00 PM	FROM: [redacted] | | SENT: MONDAY, JANUARY 06, 2020 3:20 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VW EXPERIENCE | | | | HI, JUST WANT TO CONFIRM YOU RECEIVED MY RECEIPT AND HAVE ALL INFO NECESSARY FOR MY REFUND. | | | THANKS, | [redacted] |
1/7/2020 3:55:00 PM	CUSTOMER SUBMITTED REPAIR ORDER FROM INDEPENDENT WITH NO PART NUMBERS STATING THE CLOCK SPRING WAS REPLACED
1/7/2020 4:07:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | I HOPE YOU HAD A NICE TRIP, AND I APOLOGIZE FOR THE DELAY IN MY RESPONSE. | | | THANK YOU FOR SUBMITTING YOUR REPAIR ORDER FOR REIMBURSEMENT REVIEW. | | | AFTER REVIEWING YOUR REPAIR ORDER, IT SEEMS TO BE MISSING THE PART NUMBER FOR THE CLOCK SPRING THAT WAS INSTALLED IN YOUR 2012 PASSAT. I RECOMMEND REACHING OUT TO THE INDEPENDENT DIRECTLY TO ATTAIN THE PART NUMBER. | | | ONCE I HAVE THIS, I WILL GLADLY GET YOUR DOCUMENTS TO THE CORRECT DEPARTMENT AND OUR REVIEW FOR REIMBURSEMENT WILL BEGIN. | | | THANK YOU FOR YOUR TIME AND I HOPE YOU HAVE A GOOD DAY. | | | SINCERELY, | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | CO TO WAIT CUSTOMER CONTACT | |
1/9/2020 9:54:00 AM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | I AM FOLLOWING UP ON MY LAST EMAIL THAT I SENT ON JANUARY 7TH. | | | WHENEVER YOU HAVE THE TIME, PLEASE SEND IN THE UPDATED REPAIR ORDER WITH THE PART NUMBER FOR THE CLOCK SPRING THAT WAS INSTALLED IN YOUR 2012 PASSAT. ONCE I HAVE THIS, I WILL GET YOUR DOCUMENTS WHERE THEY NEED TO GO SO THAT WE CAN BEGIN OUR REIMBURSEMENT REVIEW. | | | THANK YOU FOR YOUR TIME AND I HOPE YOU HAVE A NICE DAY. | | | SINCERELY, | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | CO TO WAIT MAIL
1/13/2020 1:41:00 PM	CO CLOSING PENDING CUSTOMER CONTACT
1/22/2020 2:15:00 PM	MEDIA ATTACHED IN DOC CENTER
1/22/2020 2:38:00 PM	FROM: [redacted] | | SENT: WEDNESDAY, JANUARY 22, 2020 8:07 AM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VW EXPERIENCE | | | 5K0953569AL | | SHE TOLD ME OVER THE PHONE QUICKLY, I THINK I GOT IT DOWN CORRECTLY.
1/22/2020 3:49:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | THANK YOU SO MUCH GETTING BACK TO ME. I NOW HAVE EVERYTHING I NEED TO BEGIN OUR REIMBURSEMENT REVIEW UNDER THE CLOCK SPRING WARRANTY EXTENSION. | | | I WILL FORWARD YOUR DOCUMENTS TO THE CORRECT DEPARTMENT AND THE REVIEW WILL BEGIN. OUR REVIEW CAN TAKE A MAXIMUM OF 60 DAYS TO COMPLETE. WE GREATLY APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. | | | AT THE END OF OUR REVIEW, YOU WILL EITHER RECEIVE A CHECK IN THE MAIL, OR A DENIAL LETTER AS TO WHY THE CLAIM WAS DENIED. | | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON'T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | | CO TO ENGAGE SP

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A39CC[redacted]
Owner Or Fleet	[redacted] Auburn, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/3/2020	Incident Date	N/A
Mileage	90,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/22/2020 3:50:00 PM	CUSTOMER SEEKING REIMBURSEMENT UNDER CLOCK SPRING | | | PID IS IN PREVIOUS EMAIL FROM CUSTOMER; CO SPOKE TO SARAH S. WHO ADVISED IT WAS OKAY TO ESCALATE; CO ADVISED 60 DAY PARAMETER | | | SP TO REVIEW
1/23/2020 2:54:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM AN INDEP REPAIR SHOP; THE INDEP REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; VW TO REIMBURSE PARTS $290.00; VW TO REIMBURSE LABOR $248.04; TAX $23.93; VW TO REIMBURSE TOTAL: $561.97. | | | SP TO GENERATE CHECK REQUEST AND MAIL CAP REIMBURSEMENT LETTER TO CUSTOMER.
1/23/2020 2:56:00 PM	1VWBP7A39CC[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $561.97. | | | GENERATED CHECK REQUEST.
1/23/2020 2:57:00 PM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
1/23/2020 8:05:00 AM	FROM:[redacted] | SENT: WEDNESDAY, JANUARY 22, 2020 6:40 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | THANK YOU. | | | | | SP TO REVIEW
1/29/2020 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 561.97 MAILED ON 01/28/2020

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX9DW[redacted]
Owner Or Fleet	[redacted] CHATTANOOGA, TN, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/3/2020	Incident Date	N/A
Mileage	120,025		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2020 12:31:00 PM	CUSTOMER STATES: PRE-OWNED; PURCHASED FROM INDEPENDENT DEALER IN DECEMBER 2019; NO WARRANTY EXTENSIONS PURCHASED FROM SELLING DEALER; FIRST VW (DAUGHTER OWNS A JETTA); NO REPAIRS AND/OR MAINTENANCE SINCE OWNERSHIP; | | | | CURRENT CONCERNS; VEHICLE HORN IS NOT WORKING, ALONG WITH AIRBAG WARNING LAMP INDICATED; CUSTOMER PHONED DEALER 407459 (CHATTANOOGA) WHO STATED IT SOUNDED LIKE AIRBAG CLOCK SPRING BUT VEHICLE WAS OVER 25 MILES OVER WARRANTY EXTENSION; DEALER ESTIMATED REPAIR OF $350; DEALER REFERRED CUSTOMER TO CONTACT CARE; | | | | CUSTOMER ADVOCATE ADVISED: WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING COVERED UNTIL 8-1-2023 OR 120,000 MILES (WOF) | | | | FACE TO FACE WITH SUPERVISOR PETER WHO ADVISED DUE TO MILEAGE ON VEHICLE; VW WILL NOT OFFER COST ASSISTANCE; | | | | CUSTOMER ADVOCATE ADVISED DUE TO MILEAGE ON VEHICLE; VW WILL NOT OFFER COST ASSISTANCE; | | | | CUSTOMER ACKNOWLEDGED; NO FURTHER ACTION
1/3/2020 12:39:00 PM	SUP ADVISED VW WOULD NOT BE ABLE TO ASSIST WITH COST OF REPAIRS
1/3/2020 12:49:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT ACTIVE; ELECTRICAL / INEFFECTIVE - 1 / CLOCK SPRING INEFFECTIVE;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A36EC[redacted]
Owner Or Fleet	[redacted]		Cedar Lake, IN, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/3/2020	Incident Date	N/A
Mileage	156,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/3/2020 3:31:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN IN STATE; 2ND OWNER; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT LOCAL BUSINESS (NON-VW); FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: HORN DOESNT WORK ; AIR BAG CLOCK SPRING NEEDS TO BE REPLACED; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP.; LOCAL SHOP QUOTED CUSTOMER $500 FOR THE REPAIR | | | CUSTOMER SEEKING: ASSISTANCE WITH THE REPAIR; | | | CO ADVISED; 1 OPEN RECALL FOR 94L9; ADVISED THAT THE VEHICLE IS OUTSIDE OF THE WARRANTY BY MILEAGE; ONCE THE WARRANTY HAS BEEN EXTENDED THERE┬┐S NO WAY THE VWCC CAN EXTEND THAT WARRANTY ANY FURTHER; ADVISED THAT FROM THE VEHICLE BEING 36K MILES OUTSIDE THE WARRANTY EXTENSION FOR THE AIR BAG CLOCK SPRING VW WILL NOT BE ABLE TO ASSIST WITH THIS REPAIR; ADVISED THE CUSTOMER TO REACH BACK OUT TO THE WARRANTY COMPANY THEY PURCHASED AN WARRANTY EXTENSION FROM TO SEE IF THEY┬┐RE WILLING TO PROVIDE ANY GOOD WILL ASSISTANCE; | | | CUSTOMER ACKNOWLEDGED | | | CO TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJK7ANXAE[redacted]
Owner Or Fleet	[redacted] KENNESAW, GA [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	1/6/2020	Incident Date	N/A
Mileage	110,530		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/6/2020 8:05:00 AM	CUSTOMER STATES: PRE-OWNED; PURCHASED FROM INDEPENDENT DEALER ABOUT YEAR AGO; NO WARRANTY EXTENSIONS PURCHASED; FIRST VW; NO REPAIRS ON VEHICLE; MAINTAINED AT INDEPENDENT DEALER; RECEIVED CORRESPONDENCE FOR TAKATA AIRBAG; | | | | CURRENT CONCERNS INCLUDE AIRBAG LIGHT ACTIVE ON DASHBOARD, CUSTOMER ALSO LOOKING TO COMPLETE OPEN AIRBAG RECALL; | | | | CUSTOMER ADVOCATE ADVISED: OPEN RECALLS ON VEHICLE FOR TAKATA AIRBAG, ALONG WITH FUEL PUMP CONTROL MODULE; WARRANTY EXTENSIONS FOR INTAKE MANIFOLD, FUEL INJECTOR (BOTH UNTIL 10-26-2020 OR 120,000 MILES WOF) AND AIRBAG CLOCK SPRING (UNTIL 10-27-2025 WITH NO MILES RESTRICTION; CUSTOMER ADVOCATE SCHEDULED APPOINTMENT WITH DEALER 407229 (JIM ELLIS) FOR THURSDAY, JANUARY 9 AT 3:00 PM (CONFIRMATION CODE [redacted] | | | | CUSTOMER ACKNOWLEDGED; NO FURTHER ACTION
1/6/2020 8:20:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT ACTIVE;
2/3/2020 2:24:00 PM	CUSTOMER STATES: HAS AN OPEN RECALL FOR THE AIRBAG | | | | CUSTOMER SEEKING: WANTS TO MAKE AN APPT FOR RECALL | | | | CUSTOMER ADVOCATE ADVISED: THERE IS 2 OPEN RECALLS FUEL PUMP CONTROL MODULE AND TAKATA SDI DRIVER FRONTAL AIRBAG INFLATOR: CAN SET UP AN APPT | | | | CUSTOMER ADVOCATE TO CALL DEALER 407229 | | | | CUSTOMER ADVOCATE ADVISED: THE APPT IS TUESDAY 11TH AT 10:30AM AT DEALER 407229; INTAKE MANIFOLD WARRANTY EXT. 10-26-2020 OR 120K MILES WOF; FUEL INJECTOR WARRANTY EXT. 10-26-2020 OR 120K MILES WOF; AIRBAG CLOCK SPRING WARRANTY EXT. 10/27-2025 WITH UNLIMITED MILES; SOME SYMPTOMS WOULD BE AIRBAG LIGHT IS ON, HORN/STEERING WHEEL BUTTONS NOT WORKING; CUSTOMER ACCEPTED | | | | C.O. TO REVIEW AND CLOSE | |
2/3/2020 3:32:00 PM	CASE OWNER REVIEWED UPDATED INFORMATION; | | | | CASE RESOLVED AS NO FURTHER ACTION NEEDED;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX6DW[redacted]
Owner Or Fleet	[redacted] Nutley, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/7/2020	Incident Date	N/A
Mileage	52,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/7/2020 3:33:00 PM	CUSTOMER STATES: BROUGHT VEHICLE IN FOR AIRBAG RECALL LAST YEAR; WENT TO CHANGE THE TIME ON THE CLOCK & AIRBAG LIGHT CAME ON; CALLED DEALER WHERE THEY TOOK THE VEHICLE FOR THE RECALL, WAS TOLD IT WAS TAKEN CARE OF; LOOKED ONLINE, WHEN YOU RESET THE CLOCK THE AIRBAG LIGHT COMES ON; NOT COVERED UNDER WARRANTY; WOULD PROBABLY HAVE TO REPLACE THE AIRBAG; TOOK IT TO A LOCAL MECHANIC; THEY WERE ABLE TO CLEAR THE LIGHT, ONE MONTH LATER IT CAME BACK ON; | | | | CUSTOMER SEEKING: WHY IS THIS NOT COVERED UNDER WARRANTY? JUST HAD THE RECALL REPAIR DONE; | | | FACE-TO-FACE WITH TEAM LEAD DEBBIE: CO TO SUPPORT DEALER DIAGNOSIS; IF CUSTOMER WOULD LIKE A SECOND OPINION, THAT IS THE RIGHT OF A CONSUMER; | | | CO ADVISED: OUR DEALERSHIPS ARE THE EXPERTS WHEN IT COMES TO DIAGNOSING VEHICLE ISSUES & RECOMMENDING THE MOST APPROPRIATE REPAIR. IF YOU FEEL YOUR DEALERS DIAGNOSIS IS INCORRECT, WE WOULD ENCOURAGE YOU TO SPEAK WITH THE SERVICE DEPARTMENT FURTHER TO DISCUSS THEIR FINDINGS IN DETAIL. YOU ARE ALSO WELCOME TO SEEK A SECOND OPINION FROM ANOTHER DEALERSHIP; IF THE DEALER STATES THAT THIS ISSUE ISN'T APPLICABLE TO THE RECALL, WE WOULD BE SUPPORTING THAT; ADVISED CUSTOMER OF HIS EXTENDED WARRANTIES (COOLANT PUMP, GOOD UNTIL 11/14/2022 OR 100K MI WOF & THE AIRBAG CLOCK SPRING, GOOD UNTIL 11/15/2027 WITH UNLIMITED MILES); | | | CUSTOMER STATES: WILL BE GETTING RID OF THE VEHICLE; | | | NO FURTHER ACTION;
1/7/2020 3:38:00 PM	TEAM LEAD ADVISED: CO TO SUPPORT DEALER DIAGNOSIS; IF CUSTOMER WOULD LIKE A SECOND OPINION, THAT IS THE RIGHT OF A CONSUMER; CO TO ADVISE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A31FC[redacted]
Owner Or Fleet	[redacted] KANAB, UT, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/7/2020	Incident Date	N/A
Mileage	47,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/7/2020 3:58:00 PM	CUSTOMER STATES RECENTLY RECEIVE RECALL NOTICE FOR AIRBAG; AIRBAG LIGHT IS ON, CLICKING NOISE IN STEERING WHEEL AND HORN NOT WORKING | | | CUSTOMER SEEKING ASSISTANCE | | | CO ADVISED VEHICLE HAS 3 RECALLS; SOFTWARE UPDATE, TAKATA AND HEADLIGHT SCREW CAPS; WARRANTY EXT FOR AIRBAG CLOCK SPRING UNTIL 120KMILES OR 9/2025 WOF; SOUNDS LIKE SYMPTOMS CUSTOMER HAVING; OFFERED TO SCHEDULE APPOINTMENT | | | CUSTOMER AGREED | | | CO CALLED DEALER 419410; DEALER ADVISED NO LOANERS; ONLY 4 NEVER KNOW WHEN GETTING BACK; RENTAL FOR $35-39/DAY; SCHEDULED APPOINTMENT FOR; 1/15 AT 8AM | | | CO ADVISED OF ABOVE INFORMATION | | | CO TO EMAIL
1/7/2020 5:38:00 PM	FROM: VW EXPERIENCE | | SENT: TUESDAY, JANUARY 07, 2020 5:38 PM | | TO: [redacted] | SUBJECT: VOLKSWAGEN CUSTOMER CARE [redacted] | | | | | REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | THANKS FOR TAKING THE TIME TO SPEAK WITH ME. | | | I SCHEDULED AN APPOINTMENT WITH FINDLAY VOLKSWAGEN AND CONFIRMED YOUR APPOINTMENT DATE IS WEDNESDAY, JANUARY 15TH AT 8:00AM. IF YOU NEED TO CHANGE THIS APPOINTMENT, PLEASE CALL THE DEALERSHIP DIRECTLY AT (435) 634-0900. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON'T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | ANE T | | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A36FC[redacted]
Owner Or Fleet	[redacted]		COPPERAS COVE, TX, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/8/2020	Incident Date	N/A
Mileage	94,380		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/8/2020 12:08:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;
1/8/2020 12:08:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN TX; 2ND OWNER; VEHICLE PURCHASED NOVEMBER 2017; VEHICLE PURCHASED FROM A VW DEALER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; BRAND LOYAL CUSTOMER; MAINTAINED AT LOCAL BUSINESS (NON-VW); MAINTENANCE RECORDS ARE AVAILABLE; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT IS ON; STEERING WHEEL FUNCTIONS DON'T WORK; HORN DOESN'T WORK; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP; SPOKE WITH SOMEONE AT DEALER 425117 AND WAS TOLD THERE WAS A RECALL ON THE VEHICLE THAT COULD BE RELATED TO THE ISSUES OCCURRING BUT THE RECALL SOMETIMES ISN'T COMPLETED BECAUSE CERTAIN CRITERIA AREN'T MET; | | | CUSTOMER SEEKING: INFORMATION ON RECALL ASSOCIATED WITH ISSUES OCCURRING; | | | | CO ADVISED: VEHICLE DOESN'T HAVE ANY OPEN RECALLS; RECALLS ARE VIN SPECIFIC AND DO NOT HAVE A SET OF CRITERIA TO MEET TO NEED TO BE COMPLETED; VEHICLE DOES HAVE WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING UNTIL 12/17/2024 OR 120,000 MILES WOF; CO IS NOT TECHNICALLY TRAINED AND CANNOT DIAGNOSE VEHICLE OVER THE PHONE, HOWEVER THE TYPICAL SIGNS OF THE AIRBAG CLOCK SPRING FAILING ARE: HORN NOT WORKING; THE AIRBAG LIGHT ON, AND THE STEERING WHEEL CONTROLS STOP WORKING; RECOMMEND GETTING VEHICLE IN TO DEALER TO HAVE DIAGNOSIS; CUSTOMER WILL HAVE TO AUTHORIZE DIAGNOSIS FEE, AND IF THE ISSUES WITH VEHICLE ARE COVERED UNDER WARRANTY WORK THEN THE DEALER WILL TYPICALLY WAIVE THE DIAGNOSIS FEE; | | | CO OFFERED TO SCHEDULE APPOINTMENT FOR DIAGNOSIS; | | | CUSTOMER DENIED; STATES: GOING TO DRIVE TO DEALER AFTER DROPPING SON OFF AT DAYCARE TO HAVE VEHICLE LOOKED AT; | | | CO ACKNOWLEDGED; | | | NO FURTHER ACTION;
1/8/2020 12:17:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 2 / STEERING WHEEL CONTROLS FAILED; ELECTRICAL / INEFFECTIVE - 1 / HORN NO LONGER WORKS;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AXXDW[redacted]
Owner Or Fleet	[redacted] Baltimore, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/9/2020	Incident Date	N/A
Mileage	67,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2020 1:41:00 PM	MEDIA ATTACHED IN DOC CENTER
1/9/2020 10:08:00 AM	CUSTOMER STATES HAD VEHICLE AIRBAG CLOCK SPRING REPAIRED IN APRIL 2017 AT DEALER 409103; PAID FOR REPAIR OUT OF POCKET; FOUND EXTENDED WARRANTY LETTER IN CUSTOMER MAIL STATING CUSTOMER HAS WARRANTY COVERAGE FOR AIR BAG CLOCK SPRING | | | | CUSTOMER SEEKING REIMBURSEMENT | | | | CO ADVISED CHECKED VIN; CUSTOMER HAD EXTENDED WARRANTY- AIRBAG CLOCK SPRING FOR 120K MILES OR EXPIRES 05/2023 WOF; ADVISED CUSTOMER THAT AN EMAIL WILL BE SENT THAT THE CUSTOMER CAN REPLY TO WITH THE NEEDED DOCUMENTS FOR THE REIMBURSEMENT REQUEST; | | | CA TO WAIT FOR CUSTOMER DOCUMENTS
1/9/2020 10:17:00 AM	REFERENCE #[redacted] | | | DEAR MS[redacted] | | | | I APPRECIATE YOU TAKING THE TIME TO REACH OUT TO ME ABOUT YOUR CONCERNS. | | | TO START OUR REIMBURSEMENT REVIEW FOR OUT-OF-POCKET REPAIR EXPENSES FOR SERVICES NOW COVERED UNDER A WARRANTY EXTENSION, RECALL, OR SERVICE ACTION, PLEASE PROVIDE US WITH ITEMS BELOW. | | | HERE┬┐S WHAT WE┬┐LL NEED: | | 1. NAME OF WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | 2. TOTAL AMOUNT OF REIMBURSEMENT REQUESTED | | 3. LEGIBLE REPAIR ORDER INCLUDING: | | ┬┐ NAME AND ADDRESS OF FACILITY | | ┬┐ NAME AND ADDRESS OF CUSTOMER (PAYEE) | | ┬┐ VIN (VEHICLE IDENTIFICATION NUMBER) | | ┬┐ MILEAGE | | ┬┐ DETAILED DESCRIPTION OF REPAIRS | | 4. PROOF OF PAYMENT | | | HOW TO SUBMIT YOUR CLAIM: | | ELECTRONICALLY | | REPLY TO THIS EMAIL AND ATTACH THE APPROPRIATE DOCUMENTATION TO INITIATE YOUR REIMBURSEMENT REQUEST. | | | OR, EMAIL YOUR DOCUMENTATION AS AN ATTACHMENT TO: REIMBURSEMENT.REQUEST@VW.COM. IN THE SUBJECT LINE, INCLUDE YOUR VIN AND THE APPLICABLE WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | | U.S. MAIL | | WRITE US A LETTER AND INCLUDE COPIES OF YOUR SUPPORTING DOCUMENTATION. MAIL TO: | | | VOLKSWAGEN OF AMERICA, INC. | | ATTN: CAMPAIGN REIMBURSEMENT | | 3800 HAMLIN RD, AUBURN HILLS, MI 48326 | | | WHAT TO EXPECT: | | ┬┐ YOUR REFUND CLAIM WILL BE ACTED UPON WITHIN 60 DAYS OF RECEIPT | | ┬┐ IF THE CLAIM IS APPROVED, WE┬┐LL SEND A CHECK TO THE ADDRESS YOU PROVIDED | | ┬┐ TOTAL REIMBURSEMENT AMOUNT MAY BE LIMITED TO WHAT THE REPAIR COST WOULD BE IF IT HAD BEEN COMPLETED BY A VOLKSWAGEN DEALER OR AUTHORIZED REPAIR FACILITY | | ┬┐ IF THE CLAIM IS INCOMPLETE, WE┬┐LL REACH OUT TO GATHER ANY MISSING INFORMATION FROM YOU | | ┬┐ SHOULD YOUR CLAIM BE DENIED, WE┬┐LL PROVIDE YOU WITH THE REASON(S) FOR DENIAL | | | WE LOOK FORWARD TO HEARING FROM YOU SOON! | | | SINCERELY, | | MINI L. | | | | | | | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | | | |
1/24/2020 2:29:00 PM	CUST SEEKING REIMBURSEMENT FOR WECY WARR EXT; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; THE REPAIRS WERE COMPLETED ON 04/26/17 WITHIN THE WARRANTY EXTENSION REIMBURSEMENT TIME PARAMETERS; THE CUST ONLY PAID FOR LABOR; VW TO REIMBURSE TOTAL: $300.00. | | | SP TO GENERATE CHECK REQUEST.
1/24/2020 2:32:00 PM	WVGBV3AXXDW[redacted]VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $300.00. | | | GENERATED CHECK REQUEST.
2/1/2020 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 300.00 MAILED ON 01/31/2020

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A35DC[redacted]
Owner Or Fleet	[redacted] OMAHA, NE, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	1/9/2020	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2020 11:49:00 AM	CUSTOMER STATES: PRE-OWNED; PURCHASED FROM INDEPENDENT DEALER: NO WARRANTY EXTENSIONS PURCHASE; FIRST VW; NO REPAIRS ON VEHICLE AT THIS TIME; | | | CURRENT CONCERNS; AIRBAG LIGHT CAME ON; HORN IS OUT; CUSTOMER BELIEVES AIRBAG CLOCK SPRING HAS FAILED ON VEHICLE; DRIVER DOOR WILL NOT OPEN FROM INSIDE; VEHICLE HAS YET TO BE DIAGNOSED AT VW DEALER: | | | CUSTOMER ADVOCATE ADVISED: OPEN RECALL FOR HEADLIGHT ADJUSTING SCREWCAPS; WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING (UNTIL 5-30-2023 OR 120,000 MILES WOF); CUSTOMER ADVOCATE SCHEDULED APPOINTMENT WITH DEALER 424224 (BAXTER-LA VISTA) FOR FRIDAY JANUARY 10 AT 9:45 AM (CONFIRMATION CODE [redacted] | | | CUSTOMER ACKNOWLEDGED; NO FURTHER ACTION;
1/9/2020 12:07:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / HORN INEFFECTIVE; AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT; LATCH / INEFFECTIVE - 1 / DRIVER DOOR INEFFECTIVE;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD17AJ9EM[redacted]
Owner Or Fleet	[redacted] SEAL BEACH, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	1/9/2020	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2020 11:57:00 AM	CUSTOMER STATES 2ND OWNER; RECEIVED A NOTICE VIA MAIL FOR AIRBAG CLOCK SPRING; | | | CUSTOMER SEEKING MORE INFORMATION REGARDING AIRBAG CLOCK SPRING NOTICE; | | | CO ADVISED THAT VW PUT A WARRANTY EXT. ON VEHICLE FOR THE AIRBAG CLOCK SPRING; CURRENTLY VEHICLE IS STILL WITHIN THE WARRANTY EXT.; IF PART IS TO FAIL AND VEHICLE IS STILL WITHIN WARRANTY EXT. VW WILL COVER COST OF REPAIR AT VW DEALER; CUSTOMER STATES THAT THE HORN AND STEERING WHEEL BUTTONS AREN┬┐T WORKING; WHEN RESEARCHED ONLINE SAW THAT ISSUE IS RELATED TO AIRBAG CLOCK SPRING; ADVISED CUSTOMER WOULD NEED TO GET VEHICLE INTO DEALER TO DETERMINE IF AIRBAG CLOCK SPRING IS THE ISSUE; OFFERED DEALER APPOINTMENT; DEALER APPOINTMENT SCHEDULED FOR 1/9/20 AT 10:00AM | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAH7A34EC[redacted]
Owner Or Fleet	[redacted] DENVER, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/9/2020	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2020 12:44:00 PM	CUSTOMER CALLING TO CONFIRM SHE WILL NOT HAVE TO PAY FOR THE REPAIRS TO THE VEHICLE. | | | CO ADVISED: VEHICLE IS COVERED UNDER THE AIRBAG CLOCK SPRING WARRANTY EXTENSION. VEHICLE WILL HAVE TO BE DIAGNOSED IN ORDER TO BE REPAIRED. CUSTOMER WOULD NEED TO MEET DLR REQUEST FOR AUTHORIZATION OF DIAGNOSIS FEE. | | | CUSTOMER STATES THE VEHICLE ISSUE IS DUE TO AN AIRBAG RECALL. | | | CO ADVISED: SEPARATE COMPONANTS OF THE VEHICLE. DLR WOULD STIL HAS RIGHT TO REQUEST DIANGOSIS FEE. CUSTOMER WOULD NEED TO CONTINUE TO WORK WITH THE DLR. | | | NO FURTHER ACTION
1/9/2020 12:47:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / CLOCK SPRING;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN3GE[redacted]
Owner Or Fleet	[redacted] Santa Cruz, CA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2016		
Report Date	1/9/2020	Incident Date	N/A
Mileage	62,431		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501CN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2020 1:12:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / AIRBAG CLOCK SPRING ;
1/9/2020 12:50:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN CUSTOMER ADVOCATE STATE; 2ND OWNER; VEHICLE PURCHASED FROM VW DEALER; CUSTOMER DOES NOT MAINTAIN VEHICLE AT DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG ERROR CODE; VEHICLE IS CURRENTLY AT VW DEALERSHIP; CUSTOMER RECEIVED LETTER FOR RECALL, BEFORE SETTING UP APPOINTMENT CUSTOMER NOTICED ERROR COME UP FOR THE AIRBAG; DEALER DID RECALL FOR AIRBAG CONTROL MODULE; ERROR STILL THERE; DEALER THEN FOUND THAT AIRBAG CLOCK SPRING NEEDS TO BE REPLACED; CUSTOMER WAS ADVISED TO CONTACT VW CUSTOMER CARE CENTER FOR ASSISTANCE ON REPAIR; | | | CUSTOMER SEEKING: ASSISTANCE ON REPAIRS; | | | CO ADVISED NO OPEN RECALLS OR WARRANTY EXT. ON VEHICLE; AIRBAG CLOCK SPRING IS COVERED UNDER NVLW 3Y/36K MILES WOF; THE VEHICLE IS OUTSIDE OF THAT WARRANTY BY TIME AND MILEAGE; DUE TO THAT VW WOULD NOT BE ABLE TO ASSIST WITH THE REPAIR; RECOMMEND TO CONTINUE WORKING WITH DEALER FOR VEHICLE CONCERN; | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHN7AN6CE[redacted]
Owner Or Fleet	[redacted] CHAUVIN, LA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	1/9/2020	Incident Date	N/A
Mileage	88,960		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2020 1:33:00 PM	CUSTOMER STATES WHEN TURNED STEERING WHEEL TO THE RIGHT AND THE AIRBAG WARNING LIGHT CAME ON, HORN STOPPED WORKING, AND CONTROL BUTTONS ON VEHICLE STOPPED WORKING; RESEARCHED ONLINE THAT THERE IS AN OPEN RECALL FOR THESE SYMPTOMS CALLED TO STEERING WHEEL CLOCK SPRING; | | | CUSTOMER SEEKING IF HAVE STEERING WHEEL CLOCK SPRING | | | | CO ADVISED NO OPEN RECALLS; AIRBAG CLOCK SPRING WARRANTY EXTENSION 15Y/UNLIMITED MILES, WOF; INTAKE MANIFOLD AND FUEL INJECTOR WARRANTY EXTENSION 10Y/120K MILES, WOF; OFFERED TO SCHEDULE APPOINTMENT WITH DEALER; CUSTOMER STATES WILL CONTACT DEALER TO MAKE AN APPOINTMENT; DISCONNECTED PHONE CALL BEFORE CO COULD COMPLETE LIST OF WARRANTY EXTENSIONS | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD07AJ2EM[redacted]
Owner Or Fleet	[redacted] Delray Beach, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	1/9/2020	Incident Date	N/A
Mileage	64,162		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/9/2020 4:05:00 PM	MEDIA ATTACHED IN DOC CENTER
1/14/2020 1:26:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; CUST PAID $537.55 FOR REPAIRS; TAX $34.94; VW TO REIMBURSE TOTAL: $572.49. | | | SP TO GENERATE CHECK REQUEST.
1/14/2020 1:48:00 PM	3VWD07AJ2EM[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $572.49. | | | GENERATED CHECK REQUEST.
1/18/2020 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 572.49 MAILED ON 01/17/2020

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX0CW[redacted]
Owner Or Fleet	[redacted] DELAND, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/10/2020	Incident Date	N/A
Mileage	95,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/10/2020 7:03:00 PM	CUSTOMER STATES: VEHICLE HAS AN ISSUE WITH THE AIRBAG CLOCK SPRING; HAD THOUGHT THERE WAS A RECALL ON VEHICLE FOR THIS BUT WANTED TO CHECK; | | | | CUSTOMER SEEKS: RECALL/WARRANTY INFO; | | | | CO ADVISED: VEHICLE HAS NO OPEN RECALLS; HAS WARRANTY EXTENSIONS FOR: INTAKE MANIFOLD, FUEL INJECTOR, INJECTION PUMP UNTIL 12/23/2021 OR 120,000 MILES WOF; TIMING CHAIN AND COOLANT PUMP UNTIL 12/23/2021 OR 100,000 MILES WOF; AIRBAG CLOCK SPRING UNTIL 12/24/2026 OR 99,999 MILES WOF; OFFERED TO EMAIL CUSTOMER WARRANTY EXTENSION INFO; OFFERED TO LOCATE DEALER FOR SCHEDULING; | | | | CUSTOMER ACCEPTED EMAIL FOR WARRANTY EXTENSIONS; DECLINED DEALER LOOK UP, WILL CONTACT LOCAL DEALER; | | | | CO TO SEND TO TEAM 5 FOX
1/10/2020 7:07:00 PM	TEAM 5 FOX TO EMAIL WARRANTY INFO TO CUST: [redacted] | | | INTAKE MANIFOLD UNTIL 12/23/2021 OR 120,000 MILES WOF | | | | FUEL INJECTOR UNTIL 12/23/2021 OR 120,000 MILES WOF | | | | INJECTION PUMP UNTIL 12/23/2021 OR 120,000 MILES WOF | | | | TIMING CHAIN UNTIL 12/23/2021 OR 100,000 MILES WOF | | | | AIRBAG CLOCK SPRING UNTIL 12/24/2026 OR 99,999 MILES WOF | | | | COOLANT PUMP UNTIL 12/23/2021 OR 100,000 MILES WOF | | | | TEAM 5 FOX TO EMAIL
1/10/2020 7:07:00 PM	CATEGORY SELECTION : AIRBAGS / OTHER SYMPTOM - 1 / AIRBAG CLOCK SPRING BAD;
1/14/2020 11:32:00 AM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN. | | | | | |
1/14/2020 11:32:00 AM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJM7AN1AE[redacted]
Owner Or Fleet	[redacted] SNOW HILL, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	1/13/2020	Incident Date	N/A
Mileage	120,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501BG		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/13/2020 9:36:00 AM	CUSTOMER STATES AIRBAG LIGHT IS ON; LOOKS LIKE PIECES OF THE AIRBAG ARE COMING OUT OF THE STEERING WHEEL; HAS SPOKEN WITH DEALER 409226 | | ON THE PHONE AND DEALER DOES NOT UNDERSTAND WHAT CUSTOMER IS TALKING ABOUT; THEN SPOKE WITH DEALER 409228 OVER THE PHONE AND THEY SEEMED TO BE MORE UNDERSTANDING; CUSTOMER HAS PAID FOR IGNITION COILS AND COOLANT HOSE LEAK | | | CUSTOMER SEEKING TO KNOW IF THERE IS ANY WARRANTY COVERAGE FOR THE AIRBAG | | | CO ADVISED VEHICLE IS AFFECTED WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING FOR 15YRS UNLIMITED MILES; | | | CUSTOMER STATES WILL SCHEDULE APPOINTMENT AT DEALER | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A35EC[redacted]
Owner Or Fleet	[redacted] Long Beach, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/13/2020	Incident Date	N/A
Mileage	140,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/13/2020 1:14:00 PM	CUSTOMER STATES AIRBAG CLOCK SPRING NEEDS TO BE REPLACED; AIRBAG LIGHT IS ON AND STEERING WHEEL IS MAKING NOISES | | | CUSTOMER SEEKING FOR VW TO ASSIST WITH THE COST OF THE REPAIR | | | CO ADVISED VEHICLE IS AFFECTED BY RECALL FOR HEADLIGHT ADJUSTING SCREW CAPS AND SERVICE ACTION FOR ENGINE CONTROL MODULE SOFTWARE; VEHICLE WAS AFFECTED BY AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 10YRS OR 120K MILES WOF; VEHICLE IS 20K MILES OUTSIDE OF THE WARRANTY EXTENSION AND VW WOULD NOT ASSIST WITH THE COST OF THE REPAIR | | | CUSTOMER STATES VEHICLE HAD A RECALL FOR THE AIRBAG CLOCK SPRING AND NOW CUSTOMER IS BEING DENIED; THIS IS A SAFETY ISSUE; CUSTOMER SEEKING TO SPEAK WITH SUPERVISOR | | | CO ADVISED THERE WAS NOT A RECALL ON THE VEHICLE; VW PROVIDED WARRANTY EXTENSION ON THE VEHICLE AS A COURTESY; CO CAN REVIEW WITH A MEMBER OF LEADERSHIP BUT THE DECISION WILL NOT CHANGE | | | CUSTOMER STATES WILL GO TO THE NHTSA | | | CO ADVISED THIS IS CUSTOMER RIGHT AS A CONSUMER; DECISION WILL NOT CHANGE | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX4DW[redacted]
Owner Or Fleet	[redacted]	Columbus, OH,	[redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/13/2020	Incident Date	N/A
Mileage	96,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/13/2020 6:09:00 PM	CUSTOMER STATES: HAS AIRBAG LIGHT ON IN VEHICLE; CONTROLS ON STEERING ARE NOT WORKING; HAD HEARD THERE WAS A RECALL ON THE AIRBAGS AND WANTED TO SEE IF VEHICLE WAS A PART OF THAT RECALL; | | | CUSTOMER SEEKS: RECALL INFO; | | | CO ADVISED: VEHICLE DOES NOT HAVE ANY OPEN RECALLS; HAS 2 WARRANTY EXTENSIONS; AIRBAG CLOCK SPRING UNTIL 08/24/2023 OR 120,000 MILES WOF; COOLANT PUMP UNTIL 08/24/2023 OR 100,000 MILES WOF; OFFERED TO REACH OUT TO DEALER TO SCHEDULE APPT; | | | CUSTOMER ACCEPTED; | | | CO CONTACTED DEALER BUT SERVICE DEPT WAS CLOSED; | | | CO ADVISED: SERVICE DEPT WAS CLOSED NOW; OFFERED PHONE NUMBER SO CUSTOMER COULD SCHEDULE APPT; | | | CUSTOMER STATES: HAS NUMBER, WILL CALL FIRST THING IN MORNING; | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AXXDW[redacted]
Owner Or Fleet	[redacted]UNknown, Unknown, UN, 000000, ?		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/13/2020	Incident Date	N/A
Mileage	90,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/13/2020 7:14:00 PM	CUSTOMER STATES: AIRBAG LIGHT CAME ON IN VEHICLE AND BUTTONS STOPPED WORKING ON STEERING; TOOK VEHICLE TO INDEPENDENT WHO ADVISED CLOCK SPRING NEEDED REPLACED; SAW THERE WAS A RECALL FROM 2016 | | | CUSTOMER SEEKS: IF AND WHEN RECALL WAS PERFORMED | | | CO ADVISED: RECALL WAS PERFORMED IN 1-11-16; THIS GRANTED VEHICLE A WARRANTY EXTENSION UNTIL 1-1-28 WITH UNLIMITED MILES; TO ENSURE COVERAGE REPAIR MUST BE DONE AT VW DEALER | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ2EM[redacted]
Owner Or Fleet	[redacted]		CHALFONT, PA, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	1/13/2020	Incident Date	N/A
Mileage	58,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/13/2020 8:35:00 PM	CUSTOMER STATES: END OF DECEMBER 2019 GOT VEHICLE FROM IN-LAWS; WHEN GETTING VEHICLE HE NOTICED THAT THE AIRBAG LIGHT IS ON; HE DOES NO TKNOW HOW LONG IT HAS BEEN ON FOR; HE HAS ALSO SEEN AN ERROR CODE FOR THE LOW VOLTAGE SHIFTER; | | | CUSTOMER SEEKING: TO SET UP DEALER APPOINTMENT; TO SEE IF THERE IS A REASON FOR AIRBAG LIGHT BEING ON; | | | CO ADVISED: THERE IS AN OPEN RECALL FOR THE SHIFT LEVER MICRO SWITCH; THERE IS A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING AND THAT IS FOR 10Y/120K MILES WOF; THIS WARRANTY EXTENSION MAY PROVIDE ADDITIONAL COVERAGE AS TO WHY THE AIRBAG LIGHT IS ON; WOULD NEED A DEALER TO DIAGNOSE TO VERIFY IF IT IS COVERED UNDER THIS WARRANTY EXTENSION; ANOTHER WARRANTY EXTENSION FOR STEERING WHEEL LOCK FOR 10Y/100K MILES WOF; OFFERED TO SET UP APPOINTMENT AT DEALER 406485 BUT DEALER IS CLOSED AND THE DEALER DOES NOT PARTICIPATE IN XTIME; PROVIDED CUSTOMER WITH DEALER 406485 CONTACT PHONE NUMBER; WILL SEND EMAIL WITH WARRANTY EXTENSION INFORMATION AS WELL AS RECALL DESCRIPTION; | | | CO TO ESCALATE TO TEAM 5 TO SEND EMAIL
1/13/2020 8:47:00 PM	TEAM 5 TO SEND EMAIL TO CUSTOMER AT [redacted] | | | INCLUDE BELOW INFORMATION | | | STEERING WHEEL LOCK WARRANTY EXTENSION FOR 10Y/100K MILES WOF | | | AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 10Y/120K MILES WOF | | | BOTH WARRANTY EXTENSION BEGIN ON IN-SERVICE DATE WHICH IS NOVEMBER 2013 | | | OPEN RECALL ON VEHICLE IS THE SHIFT LEVER MICRO SWITCH; UNTIL APPOINTMENT IS MADE WITH NORTH PENN VOLKSWAGEN USE THE EMERGENCY PARKING BRAKE TO ENSURE THAT NOTHING HAPPENS TO VEHICLE WHEN IN PARK | | | TEAM 5 TO REVIEW
1/16/2020 11:03:00 AM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN. | | | | |
1/16/2020 11:03:00 AM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN0CE[redacted]
Owner Or Fleet	[redacted] MARSHALL, MI,[redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	1/14/2020	Incident Date	N/A
Mileage	102,397		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2020 9:10:00 AM	MEDIA ATTACHED IN DOC CENTER
1/17/2020 5:37:00 PM	SENT REPAIR ORDER
1/17/2020 5:38:00 PM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | THANK YOU FOR CONTACTING US AT VOLKSWAGEN CUSTOMER CARE. MY NAME IS SERA AND THANK YOU FOR GIVING ME THE OPPORTUNITY TO BE INVOLVED. | | | I APPRECIATE YOU SENDING IN YOUR REPAIR ORDER AND I SEE BASED ON YOUR VIN YOU HAVE THE WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING. IF YOU ARE SEEKING REIMBURSEMENT OR ANYTHING FURTHER, PLEASE LET ME KNOW. | | | I WILL KEEP A LOOK OUT FOR YOUR RESPONSE. HAVE A GREAT WEEKEND. | | | SINCERELY, | | SERA M. | | CUSTOMER CARE ADVOCATE | | | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT[redacted] | | | CO TO WAIT CUST CONTACT | |
1/20/2020 9:04:00 AM	FROM:[redacted] | | SENT: FRIDAY, JANUARY 17, 2020 6:07 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE[redacted] | | | HI SERA, | | YES I AM SEEKING REIMBURSEMENT. MY UNDERSTANDING IS THAT YOU SHOULD HAVE WHAT YOU NEED FOR INFORMATION. HOW DO WE PROCEED TO ACHIEVE THIS OUTCOME, | | THANKS | [redacted] | | | | CO TO REVIEW
1/21/2020 1:07:00 PM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | THANK YOU FOR YOUR REPLY AND I APOLOGIZE FOR THE DELAY IN MY RESPONSE, AS I WANTED TO ENSURE I GOT YOUR INFORMATION TO THE CORRECT DEPARTMENT. | | | WITH THAT BEING SAID, I HAVE FORWARDED YOUR INFORMATION TO OUR CAMPAIGN TEAM TO REVIEW. THEY ARE IN THE BEST POSITION TO LOOK AT POSSIBLE REIMBURSEMENT AS THEY HAVE THE MOST FAMILIARITY WITH OUR RECALLS AND WARRANTY EXTENSIONS. THEY WILL DETERMINE IF THE REPAIRS COMPLETED ON YOUR CC MATCH THE AIRBAG CLOCK SPRING WARRANTY EXTENSION GUIDELINES, AND THEN SEND YOU THEIR DETERMINATION WITHIN 60 DAYS BY MAIL. | | | PLEASE DON┬┐T HESITATE TO REPLY BACK TO THIS EMAIL IF YOU HAVE ANY OTHER QUESTIONS | | | SINCERELY, | | SERA M. | | CUSTOMER CARE ADVOCATE | | | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT[redacted] | | | CO TO ESCALATE TO SP | |
1/21/2020 1:10:00 PM	SP TO REVIEW FOR POSSIBLE REIMBURSEMENT FOR THE AIRBAG CLOCK SPRING WARRANTY EXTENSION
1/21/2020 12:35:00 PM	FROM:[redacted] | | SENT: TUESDAY, JANUARY 21, 2020 12:12 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE[redacted] | | | SERA, | | I SENT EMAIL MONDAY REQUESTING REIMBURSEMENT. I HAVE NOT HAD A RESPONSE FROM YOU. | |
1/21/2020 2:44:00 PM	FROM:[redacted] | | SENT: TUESDAY, JANUARY 21, 2020 1:38 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE[redacted] | | | THANKS FOR RESPONDING. I WILL MARK CALENDAR WITH THE DATE. I KNEW IT WOULD TAKE A VERY LONG TIME FOR VW TO ACTUALLY RESPOND. I RECEIVED A LETTER FROM VW THAT IT WOULD COVER THIS ISSUE. I TRUST THAT VW WILL KEEP IT'S COMMITMENT. | | THANKS | | FROM:[redacted] | | SENT: TUESDAY, JANUARY 21, 2020 1:38 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE[redacted] | | | THANKS FOR RESPONDING. I WILL MARK CALENDAR WITH THE DATE. I KNEW IT WOULD TAKE A VERY LONG TIME FOR VW TO ACTUALLY RESPOND. I RECEIVED A LETTER FROM VW THAT IT WOULD COVER THIS ISSUE. I TRUST THAT VW WILL KEEP IT'S COMMITMENT. | | THANKS | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMP7AN0CE[redacted]
Owner Or Fleet	[redacted] MARSHALL, MI,[redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	1/14/2020	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/22/2020 2:02:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEP REPAIR SHOP; THE INDEP REPAIR SHOP PERFORMED REPAIRS TO THE AIRBAG CLOCK SPRING; VW TO REIMBURSE MAX PARTS $408.10; VW TO REIMBURSE MAX LABOR $248.04; TAX $26.61; VW TO REIMBURSE TOTAL: $682.75. | | | | SP TO GENERATE CHECK REQUEST.
1/22/2020 2:03:00 PM	WVWMP7AN0CE[redacted]VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $682.75. | | | | GENERATED CHECK REQUEST.
1/22/2020 2:07:00 PM	SP MAILED LETTER EXPLAINING CAP REIMBURSEMENT.
1/29/2020 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 682.75 MAILED ON 01/28/2020

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCV7A37FC[redacted]
Owner Or Fleet	[redacted] Douglas, AZ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	1/14/2020	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2020 10:03:00 AM	MEDIA ATTACHED IN DOC CENTER
1/14/2020 9:57:00 AM	CUSTOMER STATES: THERE IS AN AIRBAG ERROR, THE INFOTAINMENT SYSTEM IS REBOOTING CONTINUALLY FOR THE PAST 3 DAYS. I WAS WONDERING IF THE WARRANTY COVERS THE INFOTAINMENT UNIT AS I PURCHASED IT 9 MONTHS AGO AS A CERTIFIED VEHICLE. | | | | CO ADVISED: THANKS VERY MUCH, [redacted] I DO SEE YOU HAVE YOUR CERTIFIED PRE-OWNED WARRANTY THAT IS VALID UNTIL APRIL OF 2021 AND UNLIMITED MILEAGE. IN ORDER TO DETERMINE THE NEEDED REPAIRS AND COVERAGE, A VW DEALER WOULD FIRST NEED TO DIAGNOSE THOSE CONCERNS. I'M HAPPY TO ASSIST WITH AN APPOINTMENT! | | | | CUSTOMER DECLINED; | | | | NO FURTHER ACTION;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX0CW[redacted]
Owner Or Fleet	[redacted] MAITLAND, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	1/14/2020	Incident Date	N/A
Mileage	90,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2020 12:49:00 PM	MEDIA ATTACHED IN DOC CENTER | | | | CUSTOMER STATES: THE VEHICLE IS REGISTERED IN FL STATE; 2ND OWNER; VEHICLE PURCHASED 2017 AT MILEAGE UNKNOWN; VEHICLE WAS PURCHASED; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG WARNING LIGHT ON DASH; STEERING WHEEL FUNCTIONS DON'T WORK; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP | | | | CUSTOMER SEEKING: FIX VEHICLE CONCERNS UNDER WARRANTY | | | | CO ADVISED: VEHICLE HAS NO OPEN RECALLS; VEHICLE HAS THE FOLLOWING WARRANTY EXTENSIONS: INTAKE MANIFOLD FOR 120,000 MILES OR UNTIL 12/09/2021 WHICHEVER COMES FIRST, FUEL INJECTOR FOR 120,000 MILES OR UNTIL 12/09/2021 WHICHEVER COMES FIRST, INJECTION PUMP FOR 120,000 MILES OR UNTIL 12/09/2021 WHICHEVER COMES FIRST, AIRBAG CLOCK SPRING FOR 1 MILLION OR UNTIL 12/10/2026 WHICHEVER COMES FIRST AND LASTLY COOLANT PUMP FOR 100,000 MILES OR UNTIL 12/09/2021 WHICHEVER COMES FIRST; THE FIRST STEP TO DETERMINE IF THESE CONCERNS ARE COVERED UNDER ANY OF THE WARRANTY EXTENSIONS WOULD BE TO TAKE VEHICLE INTO DEALER FOR DIAGNOSIS; IF CONCERNS ARE DIAGNOSED AND DETERMINED TO BE COVERED UNDER ONE OF THE EXTENSIONS THE NEEDED REPAIRS WOULD BE COVERED FOR THE PART AND THAT PART ONLY AND AT NO EXPENSE TO CUSTOMER; CO OFFERED TO SCHEDULE DEALER APPOINTMENT; CUSTOMER DECLINED | | | | NO FURTHER ACTION; CO TO CLOSE
1/14/2020 12:54:00 PM	MEDIA ATTACHED IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN9DE[redacted]
Owner Or Fleet	[redacted] Milpitas, CA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	1/14/2020	Incident Date	N/A
Mileage	130,354		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2020 5:49:00 PM	CUSTOMER STATES: TOOK THE VEHICLE TO DEALER 426116 TO GET RECALL 69Q9 COMPLETED; DEALER TOLD HIM THAT HE ALSO HAD RECALL 20AE OPEN; WHILE AT THE DEALER THE CUSTOMER TOLD HIM THAT HE HAD AN ISSUE WITH THE CLOCK SPRING AND WOULD LIKE TO GET THAT REPAIRED AS WELL; DEALER TOLD HIM THAT REPAIR WOULD NEED TO PAID OUT OF POCKET DUE TO THE VEHICLE BEING OUTSIDE OF THE EXT. WTY PARAMETERS; CUSTOMER IS UPSET THAT THE DEALER IS SAYING HE IS RESPONSIBLE FOR THE COST OF THE REPAIRS BECAUSE THIS IS A SAFETY CONCERN DUE TO THE AIRBAG WILL NOT WORK IF THE CLOCK SPRING DOESN┬┐T WORK; WOULD LIKE TO KNOW IF VWOA WILL ASSIST IN THE COST OF THE REPAIR EVEN IF IT IS OUTSIDE OF THOSE PARAMETERS | | | CUSTOMER SEEKING: IF VWOA WILL ASSIST IN THE COST OF THE CLOCK SPRING REPAIRS EVEN IF THE VEHICLE IS OUTSIDE THE EXT. WTY PARAMETERS | | | CO ADVISED: DUE TO THE VEHICLE BEING OUTSIDE OF THE PARAMETERS AND THIS BEING A CLASS ACTION LAWSUIT VW WILL NOT BE MEETING YOUR REQUEST FOR FINANCIAL ASSISTANCE | | | CUSTOMER WAS DISAPPOINTED TO HER THIS AND SAID HE MIGHT JUST HAVE TO GET AN ATTORNEY | | | CO LET CUSTOMER KNOW THAT HE HAS EVERY RIGHT TO DO SO | | | CUSTOMER ACKNOWLEDGED | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX5FW[redacted]
Owner Or Fleet	[redacted] MARIANNA, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	1/15/2020	Incident Date	N/A
Mileage	86,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/15/2020 9:58:00 AM	CUSTOMER STATES AIRBAG LIGHT IS ON | | | CUSTOMER SEEKING TO KNOW IF VEHICLE HAS ANY RECALLS OR WARRANTY EXTENSIONS; ALSO INQUIRED IF VEHICLE HAS WIFI HOT SPOT | | | CO ADVISED VEHICLE HAS WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING WARRANTY EXTENSION FOR 10YRS OR 120K MILES WOF; RECALL FOR THE AIRBAG CONTROL MODULE; SCHEDULED APPOINTMENT AT DEALER 405065 FOR 11:00 ON 01/17/2020 VIA XTIME [redacted] VEHICLE DOES NOT HAVE WIFI HOT SPOT | | | | NO FURTHER ACTION | | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWJM7A30JC[redacted]
Owner Or Fleet	[redacted] Victorville, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	1/17/2020	Incident Date	N/A
Mileage	45,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2020 10:34:00 AM	CUSTOMER STATES RADIO IN VEHICLE HAS BEEN GOING OUT ITERMITTANTLY FOR LAST 6 MONTHS HAS BEEN GOING TO 422186 FOR REPAIRS BUT THEY HAVE BEEN RUDE TO CUSTOMER AND HIS WIFE; CURRENTLY THE RADIO ISSUE IS UNRESOLVED AND TH AIRBAG LIGHT IS ON AND THE HORN HAS STOPPED WORKING; DOES NOT WANT TO GO BACK TO DEALER 422186 AND FEELS THEY DONT KNOW WHAT THEY ARE DOING; HAS ALREADY HAD INFOTAINMENT SYSTEM REPLACED ONCE; | | | CUSTOMER SEEKS REPAIR OF VEHICLE | | | CO ADVISED OFFERED TO MAKE APPOINTMENT AT ANOTHER DEALER CUSTOMER ACCEPTED; MADE APPOINTMENT AT RIVERSIDE VW FOR TUESDAY AT 9:30 AM; IF CUSTOMER WOULD LIKE CAN GET AN RCM INVOLVED WHO CAN CALL DEALER TO CLARIFY DIAGNOSIS AND LOOK INTO REPEAT REPAIR; RCM WILL FOLLOW UP BY COB 1/22/20 | | | CO TO ESCALATE TO RCM
1/17/2020 10:59:00 AM	RCM TO CALL DEALER 422500 TO CLARIFY DIAGNOSIS AND LOOK INTO REPEAT REPAIR OF RADIO AND FOLLOW UP WITH CUSTOMER BY COB 1/22/20
1/17/2020 2:01:00 PM	CUSTOMER STATES DEALER EXCHANGED THE RADIO AND THE RADIO REMAINED THE SAME; AIRBAG LIGHT ON; VEHICLE MAKING A TERRIBLE NOISE; ALMOST HIT THE VEHICLE AND THE HORN DOES NOT WORK; TODAY CUSTOMER TRIED TO MAKE A LEFT TURN WITH THE VEHICLE AND THE VEHICLE DID NOT TURN | | | CUSTOMER IS SEEKING BUYBACK | | | CUSTOMER ADVOCATE ADVISED WILL NOTATE IN CASE; CUSTOMER SHOULD STILL TAKE VEHICLE TO DEALER FOR DIAGNOSIS ON TUESDAY; RCM WILL REVIEW CUSTOMER REQUEST FOR VW TO BUYBACK THE VEHICLE; RCM WILL BE FOLLOWING UP WITH CUSTOMER BY 01/22/2020 | | | RCM TO REVIEW | | |
1/22/2020 2:34:00 PM	SA ADVISED THAT CAR IS NOT AT DEALER NAD THEY DID NOT COME IN YESTERDAY | | | RCM TO CALL CUSTOMER
1/22/2020 2:37:00 PM	[redacted] | | | RCM CALLING; RCM ADVISED THAT DEALER SENT ROS; RCM SEEKING IF CUSTOMER IS GOING TO TAKE TO THE DEALER; CUSTOMER STATES THAT HER VEHICLE IS AT THE DEALER; RCM ADVISED THAT DEALER LET ME KONW IT WAS NOT THERE; RCM TO CALL DEALER NAD FOLLOW UP BY TOMORROW
1/22/2020 4:24:00 PM	MEDIA ATTACHED IN DOC CENTER | | | FROM: SETTLE, WILLIAM | SENT: WEDNESDAY, JANUARY 22, 2020 2:22 PM | TO: VWCAREMAILTEAM <VWCAREMAILTEAM@VW.COM> | SUBJECT: FW: MESSAGE FROM [redacted] | | | PLEASE ATTACH TO CASE [redacted] | | | FROM: JAVIER . [MAILTO:JAVIER@CARPROS.COM] | SENT: WEDNESDAY, JANUARY 22, 2020 12:07 PM | TO: SETTLE, WILLIAM | SUBJECT: FW: MESSAGE FROM [redacted] |
1/22/2020 9:45:00 AM	GOOD MORNING JAVIER, | | | MR. [redacted] HAS REACHED OUT TO VOLKSWAGEN GROUP OF AMERICA, INC. REQUESTING TO BE REMOVED FROM THEIR VEHICLE DUE TO ALLEGED TECHNICAL SHORTCOMINGS WITH THEIR VEHICLE. | | | PLEASE EMAIL OR FAX ALL REPAIR ORDERS THAT YOU HAVE FOR THE VEHICLE THAT CONTAIN THE FOLLOWING INFORMATION ON THEM: | | | - DATE OPENED/CLOSED | - MILEAGE | - COMPLAINT/ISSUES | - DEALER REPAIR/FINDINGS | | | INVOICE OR ACCOUNTING COPIES INCLUDING PUNCH TIMES TEND TO WORK BEST AS THESE ALLOW US TO SEE THE ACTUAL NUMBER OF DAYS DOWN AND WHEN THE CUSTOMER PICKED UP THE VEHICLE. IF THE VEHICLE IS CURRENTLY DOWN, PLEASE SEND A HARD COPY OF THE OPEN WORK ORDER. | | | WE WOULD ALSO APPRECIATE ANY ADDITIONAL INFORMATION IF THERE ARE ANY SIGNS OF NEGLECT, ABUSE OR MODIFICATION TO THE VEHICLE. | | | REGARDS, | | | WILLIAM SETTLE | REGION CASE MANAGER | VOLKSWAGEN CUSTOMER CARE | RCM TO WAIT DEALER
1/23/2020 1:05:00 PM	SERVICE ADVISOR ADVISED THAT HER VEHICLE IS NOT AT THE DEALER; NO REPAIR ORDER NOTHING; RCM TO CALL CUSTOMER
1/23/2020 1:08:00 PM	[redacted] | | | RCM CALLING; CUSTOMER STATES THAT VEHICLE IS AT RIVERSIDE NOT CAR PROS; RCM APOLOGIZED; RCM TO CALL DEALER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWJM7A30JC[redacted]
Owner Or Fleet	[redacted] Victorville, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	1/17/2020	Incident Date	N/A
Mileage	45,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/23/2020 1:09:00 PM	SA ADVISED THAT DEALER IS STILL DIAGNOSING THE VEHICLE; RCM TO CALL CUSTOMER BACK; | | | |
1/23/2020 10:08:00 AM	GOOD MORNING JAVIER, | | | CAN YOU PROVIDE ME AN UPDATE ON THIS THE CURRENT STATUS OF THIS VEHICLE? | | | THANK YOU, | | BILL | | RCM TO WAIT DEALER
1/23/2020 2:26:00 PM	[redacted] | | RCM CALLING; RCM ADVISED THAT DEALER IS STILL DIAGNOSING VEHICLE; RCM ADVISED THAT I WILL FOLLOW UP BY TOMORROW | | | RCM TO CALL DEALER
1/24/2020 1:52:00 PM	SM ADVISED THAT CAME IN FOR AIR BAG LIGHT ON; DEALER REPLACED CLOCKSPRING CONTROL MODULE; REPAIRS COMPLETED; DEALER UPDATED RADIO; | | | RCM TO CALL CUSTOMER
1/24/2020 1:57:00 PM	[redacted] | | RCM CALLING; RCM ADVISED THAT VEHICLE IS READY; RCM WAITING ON RO; RCM TO FOLLOW UP ON MONDAY | | | RCM TO CALL DEALER
1/24/2020 10:13:00 AM	GOOD MORNING MARTIN, | | | WOULD YOU BE ABLE TO SEE IF THERE IS AN UPDATE ON THE DIAGNOSIS OF THE VEHICLE? | | | THANK YOU, | | | | WILLIAM SETTLE | | REGION CASE MANAGER | | VOLKSWAGEN CUSTOMER CARE | | RCM TO WAIT DEALER
1/27/2020 1:06:00 PM	CATEGORY SELECTION : POWERTRAIN / INEFFECTIVE - 1 / TRANSMISSION SHIFTING INEFFECTIVE; AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT;
1/27/2020 11:08:00 AM	GOOD MORNING MARTIN, | | | CAN YOU SEND ME THE RO HISTORY FOR THIS CUSTOMER? | | | THANK YOU, | | BILL | | RCM TO WAIT DEALER
1/27/2020 12:53:00 PM	CUSTOMER PHONED BACK IN; | | | CUSTOMER STATES: VEHICLE IS CURRENTLY WITH CUSTOMER; JUST REUNITED FROM DEALER 422500 (RIVERSIDE); CURRENT CONCERNS WITH VEHICLE INCLUDE SHIFTING ISSUE WHILE DRIVING THAT WAS NOT AN ISSUE PRIOR TO VEHICLE BEING BACK AT DEALER; CUSTOMER REACHED OUT TO DEALER (VIA PHONE) WHO STATED THEY WOULD ADD CONCERN TO CUSTOMER PROFILE (PER CUSTOMER'S WORDS) | | | CUSTOMER SEEKING: TO BE REMOVED FROM VEHICLE (BUY BACK) | | | CUSTOMER ADVOCATE REACHED OUT TO RCM SETTLEW VIA PHONE AND LYNC; RCM UNAVAILABLE AT THIS TIME; | | | CUSTOMER ADVOCATE ADVISED: RCM WILL REACH OUT TO CUSTOMER BY COB TODAY, MONDAY JANUARY 27 AT [redacted] | (OR CONTACT SPOUSE, [redacted] AT [redacted]
1/27/2020 2:25:00 PM	[redacted] | RCM CALLING; RCM SEEKING IF CUSTOMER IS GOING TO RETURN; CUSTOMER IS NOT GOING TO THE DEALER; RCM WAITING ON RO FROM RIVERSIDE; RCM TO FOLLOW UP BY TOMORROW
1/28/2020 1:19:00 PM	CUSTOMER STATES SHE MISSED CALL. | | | CA ADVISED RCM WAS FOLLOWING UP TO ADVISE CASE IS UNDER REVIEW AND RCM WILL FOLLOW UP BY THE 19TH; CUSTOMER ACKNOWLEDGED. | | | RCM TO REVIEW
1/28/2020 11:27:00 AM	CASE # [redacted] | CUSTOMER NAME: [redacted] | | VEHICLE: 2018 PASSAT | | VIN: 1VWJM7A30JC[redacted] | ORIGINAL OWNER/CPO/USED: ORIGINAL | | CPO/USED PURCHASE DATE (IF APPLICABLE): | | IF USED, WHERE AND WHAT STATE WAS THE VEHICLE PURCHASED: | | STATE REGISTERED: CA | | CURRENT MILEAGE: 45,000 | | SERVICING DEALERSHIP(S): 422186 422500 | | NUMBER OF VW/AUDI VEHICLES OWNED:2 | | OTHER PERTINENT LOYALTY INFO: | | WHY CUSTOMER IS SEEKING REPURCHASE/REPLACEMENT: MULTIPLE ISSUES | | VEHICLE LOCATION (DEALERSHIP/WITH CUSTOMER):WITH CUSTOMER | | | | | | | WILLIAM SETTLE | | REGION CASE MANAGER | | RCM TO CALL CUSTOMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWJM7A30JC[redacted]
Owner Or Fleet	[redacted] Victorville, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	1/17/2020	Incident Date	N/A
Mileage	45,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/28/2020 12:10:00 PM	[redacted] | | RCM ATTEMPTED TO LEAVE VM BUT VM IS FULL; RCM SEEKING TO ADVISE THAT CASE IS UNDER REVIEW AND RCM WILL FOLLOW UP BY THE 19TH; RCM TO WAIT CONTACT
1/29/2020 1:18:00 PM	FORWARDED TO ANGELINE FOR SUMMARY
1/30/2020 5:29:00 PM	GOOD AFTERNOON, | | | MS. [redacted] HAS CONTACTED VOLKSWAGEN GROUP OF AMERICA, INC. REQUESTING TO BE REMOVED FROM THEIR VEHICLE DUE TO ALLEGED TECHNICAL SHORTCOMINGS WITH THEIR VEHICLE. | | | KINDLY SEND ME A COPY OF RO# [redacted] AND ANY NEW ADDITIONAL RO┬┐S THAT YOU MAY HAVE FOR THIS CUSTOMER AFTER THIS RO. | | | THIS IS A TIME SENSITIVE MATTER AND WOULD APPRECIATE IT IF YOU COULD PLEASE SEND THEM TO ME AT THE EARLIEST TODAY 1/30/2020. | | | | THANK YOU! | |
1/30/2020 5:31:00 PM	GOOD AFTERNOON, | | | MS. [redacted] HAS CONTACTED VOLKSWAGEN GROUP OF AMERICA, INC. REQUESTING TO BE REMOVED FROM THEIR VEHICLE DUE TO ALLEGED TECHNICAL SHORTCOMINGS WITH THEIR VEHICLE. | | | KINDLY SEND ME A COPY OF RO# [redacted] AND ANY NEW ADDITIONAL RO┬┐S THAT YOU MAY HAVE FOR THIS CUSTOMER AFTER THIS RO. | | | THIS IS A TIME SENSITIVE MATTER AND WOULD APPRECIATE IT IF YOU COULD PLEASE SEND THEM TO ME AT THE EARLIEST TODAY 1/30/2020. | | | | THANK YOU! | |
1/31/2020 1:48:00 PM	ANGELINE, | | | I HAVE ATTACHED THE REQUESTED DOCUMENTATION. | | | WE HAVE NO ADDITIONAL REPAIR ORDERS AFTER THIS ONE. | | | LET ME KNOW IF YOU NEED ANYTHING ELSE, | | | MARK CLEMENS | SERVICE MANAGER | |
1/31/2020 1:56:00 PM	GOOD MORNING, | | | THIS IS THE 2ND FOLLOW UP REQUEST FOR THE INFORMATION REQUESTED BELOW. | | | KINDLY SEND THEM TO ME ASAP. | | | THANK YOU! | | | |
2/4/2020 5:16:00 PM	CUST STATE: THE VEH HAS NOT BEEN REPAIRED PROPERLY | | | CUST SEEKING: TO HAVE AN UPDATE FOR THE CASE | | | CO ADVISED: BUY REQUEST CAN TAKE SOMETIME RCM IS SCHEDULED TO CONTACT CUST BY THE 19TH OF FEB. IF THERE IS AN UPDATE SOONER VW WILL CONTACT CUST: | | | RCM TO REVIEW | |
2/5/2020 10:31:00 AM	ANGELINE, | | | I HAVE ATTACHED THE REQUESTED DOCUMENTATION. | | | WE HAVE NO ADDITIONAL REPAIR ORDERS AFTER THIS ONE. | | | LET ME KNOW IF YOU NEED ANYTHING ELSE, | | | MARK CLEMENS | SERVICE MANAGER | |
2/5/2020 2:21:00 PM	PLEASE REVIEW RO & RO SUMMARY ATTACHED IN DOC CENTER & E-MAIL.
2/6/2020 12:20:00 PM	REPAIR HISTORY REVIEWED. UNABLE TO MEET THE CUSTOMER'S EXPECTATIONS. THERE IS NOT A SUBSTANTIAL IMPAIRMENT TO THE USE, VALUE, OR SAFETY OF THE VEHICLE.
2/6/2020 5:12:00 PM	[redacted] | | | RCM CALLING; RCM ADVISED THAT VW IS NOT IN THE POSITION TO REMOVE YOU FROM YOUR VEHICLE; CUSTOMER STATES THAT HE IS GOING TO SEEK MEANS OUTSIDE OF VW; NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A33EC[redacted]
Owner Or Fleet	[redacted] El Paso, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	1/17/2020	Incident Date	N/A
Mileage	234,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2020 1:25:00 PM	CUSTOMER STATES AIRBAG LIGHT ON BUTTONS ON STEERING WHEEL DON┬┐T WORK | | | CUSTOMER SEEKS IF ISSUE IS A PROBLEM WITH FUSE | | | CO ADVISED DESCRIPTION SOUNDS LIKE IT MAY BE AN AIRBAG CLOCK SPRING ISSUE WOULD RECOMMEND TAKING VEHICLE INTO HAVE A DIAGNOSIS TO CONFIRM; ONE RECALL ON VEHICLE FOR HEADLIGHT ADJUSTING SCREWCAPS WHICH CAN BE DONE AT NO CHARGE TO CUSTOMER | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW3L7AJ4CM[redacted]
Owner Or Fleet	[redacted] Ebensburg, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	1/20/2020	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/20/2020 10:05:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON IN VEH ;
1/20/2020 9:55:00 AM	CUSTOMER STATED REACHING OUT REGARDING AIRBAG LIGHT BEING ON | | | | CUSTOMER SEEKING TO KNOW IF THERE MAY BE ANY OPEN RECALLS OR RECALLS REGARDING THE AIRBAG | | | | CO ADVISED THE RECALLS THE HAVE BEEN COMPLETED ON THE VEHICLE; REAR AXLE TRAILING ARM INLAY INSTALLATION~~T~~á~~T~~á, INLET AIR BOX/SNOW FLAP/O2 SENSOR, 2.0L TDI ENGINE (GEN 1) APPROVED EMISSIONS MODIFICATION; CO ADVISED CUSTOMER THE AIRBAG RECALL DID NOT APPLY FOR THIS VEHICLE THE VEHICLE DOES HAVE WARRANTY EXTENSION; TDI WARRANTY EXTENSION 10Y-126K MILES WOF; TDI WARRANTY 4Y 6 MONTH- 54K MILES WOF; DIESEL HIGH PRESSURE FUEL PUMP 10Y-120K MILES WOF;EXHAUST FLAP 10Y-120K MILES WOF; STEERING WHEEL LOCK 10Y-100K MILES WOF; AIRBAG CLOCK SPRING 10Y-120K MILES WOF; VW DEALER WOULD NEED TO DIAGNOSIS THE VEHICLE TO DETERMINE THE ISSUE AND IF IT WOULD BE SOMETHING COVERED UNDER WARRANTY; CO ADVISED CAN GET APPOINTMENT SCHEDULE FOR CUSTOMER; CUSTOMER THANKED AND ADVISED CAN GET IT SCHEUDLE;VW DEALER VEHICLE GOES TO DEALER 406251;CO GOT VEHICLE SCHEDULE FOR THE DIAGNOSIS [redacted] | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX5BW[redacted]
Owner Or Fleet	[redacted] PLANO, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/20/2020	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Mileage	82,000

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/20/2020 1:25:00 PM	CUSTOMER STATES : DAUGHTER DRIVES VEHICLE ; AIRBAG LIGHT IS ON ; SAW THERE MAY BE A RECALL | | | | CUSTOMER SEEKING : OPEN RECALLS | | | | CO ADVISED : NO OPEN RECALLS ; WOULD RECOMMEND GETTING A DIAGNOSES FROM VW DEALERSHIP ; CAN SCHEDULE APPOINTMENT | | | | CUSTOMER STATES : WILL CALL DEALERSHIP HERSELF AFTER TALKING TO DAUGHTER WHOS IN TEXAS WITH VEHICLE | | | | CO ADVISED : PROVIDED DEALERSHIPS INFORMATION | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7AN4AE[redacted]
Owner Or Fleet	[redacted] Louisville, KY, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	1/20/2020	Incident Date	N/A
Mileage	100,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501BG		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/20/2020 3:20:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN KY; 2ND OWNER; VEHICLE PURCHASED MAY 2015; VEHICLE PURCHASED FROM NON-VW DEALER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT LOCAL BUSINESS (NON-VW); MAINTENANCE RECORDS ARE AVAILABLE; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT COMES ON INTERMITTENTLY; CLICKING WHEN TURNING STEERING WHEEL; HAS CONTACTED BACHMAN VW WITH NO CONTACT BACK FROM THEM ABOUT ISSUE; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP; | | | | CUSTOMER SEEKING: WANTS TO HAVE ISSUE RESOLVED; | | | | CO ADVISED: VEHICLE HAS NO OPEN RECALLS; VEHICLE HAS WARRANTY EXTENSION ON THE INTAKE MANIFOLD UNTIL 10/11/2020 OR 120,000 MILES WOF; FUEL INJECTOR WARRANTY EXTENSION UNTIL 10/11/2020 OR 120,000 MILES WOF; AIRBAG CLOCK SPRING UNTIL 10/12/2025 OR 120,000 MILES WOF; | | | | CO ADVISED: AIRBAG LIGHT COMING ON AND HEARING CLICKING FROM THE STEERING COLUMN MAY BE SIGNS OF THE AIRBAG CLOCK SPRING FAILING; RECOMMEND GETTING VEHICLE IN TO DEALER FOR DIAGNOSIS; CO OFFERED TO SCHEDULE APPOINTMENT; | | | | CUSTOMER ACCEPTED; | | | | CO SCHEDULED APPOINTMENT WITH DEALER 403213 FOR 8:45 FRIDAY JANUARY 24TH, 2020; | | | | CO OFFERED TO SEND CUSTOMER WARRANTY EXTENSION INFORMATION VIA EMAIL; | | | | CUSTOMER ACCEPTED; | | | | CO TO ESCALATE TO TEAM 5;
1/20/2020 3:37:00 PM	CATEGORY SELECTION : AIRBAGS / OTHER SYMPTOM - 1 / NOISE FROM STEERING COLUMN; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON;
1/20/2020 3:37:00 PM	TEAM 5 TO EMAIL CUSTOMER AT [redacted] | | | VEHICLE HAS NO OPEN RECALLS; VEHICLE HAS WARRANTY EXTENSION ON THE INTAKE MANIFOLD UNTIL 10/11/2020 OR 120,000 MILES WOF; FUEL INJECTOR WARRANTY EXTENSION UNTIL 10/11/2020 OR 120,000 MILES WOF; AIRBAG CLOCK SPRING UNTIL 10/12/2025 OR 120,000 MILES WOF; | | | | TEAM 5 TO REVIEW;
1/22/2020 3:30:00 PM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN. | | | |
1/22/2020 3:31:00 PM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A31GC[redacted]
Owner Or Fleet	[redacted] WATERTOWN, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	1/21/2020	Incident Date	N/A
Mileage	170,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/21/2020 3:04:00 PM	CUSTOMER STATES: EXPERIENCED ISSUE WITH VEHICLE WHERE THE HORN STOPPED WORKING, THE STEERING WHEEL BUTTONS STOPPED WORKING, AND THE AIRBAG IS OFF; CUSTOMER RECEIVED A LETTER REGARDING A RECALL ON THIS ISSUE; CUSTOMER CALLED VALENTI 408087, WHO SAID THAT IT WOULD NOT APPLY BECAUSE THE VEHICLE IS OVER 120K MILES; CUSTOMER UNDER THE IMPRESSION THAT MILEAGE SHOULD NOT MATTER FOR A MANUFACTURER DEFECT | | | CUSTOMER SEEKS: TO UNDERSTAND WHY THIS WOULD NOT BE COVERED | | | CO ADVISED: OPEN RECALL HEADLIGHT ADJUSTING SCREW CAPS, CAN BE RESOLVED AT A VW DEALER AT NO COST; THERE IS A WARRANTY EXTENSION ON THE AIRBAG CLOCK SPRING, WHICH DESCRIBES A CONCERN SIMILAR TO WHAT THE CUSTOMER IS DESCRIBING; RECALLS DO NOT EXPIRE, WARRANTY EXTENSIONS ARE NOT RECALLS, BUT ARE EXTENSIONS ON THE WARRANTY FOR A SPECIFIC COMPONENT; THAT WARRANTY EXTENSION LASTS UNTIL 4/11/2026 OR 120K MILES WOF; BECAUSE THE VEHICLE IS OVER 120K MILES, IT IS OUTSIDE THAT WARRANTY EXTENSION AND THE REPAIR WOULD BE AT CUSTOMER COST | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW637AJXEM[redacted]
Owner Or Fleet	[redacted] FAIRDALE, KY, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	1/21/2020	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/21/2020 8:19:00 PM	CUSTOMER STATES RECEIVED NOTICE OF WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING; AIRBAG LIGHT IS ON | | | | CUSTOMER SEEKING TO KNOW IF VEHICLE IS AFFECTED BY RECALLS | | | | CO ADVISED VEHICLE IS AFFECTED BY SERVICE ACTION FOR THE MECHATRONIC UNIT SOFTWARE AND WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING; CO CAN SCHEDULE APPOINTMENT AT DEALER FOR AIR BAG LIGHT TO BE DIAGNOSED IF THE DIAGNOSIS SHOWS THE AIR BAG CLOCK SPRING IS THE CAUSE OF THE AIR BAG LIGHT THEN THE REPAIR WOULD BE COVERED UNDER THE WARRANTY EXTENSION; SERVICE ACTION IS FREE OF CHARGE | | | | CUSTOMER STATES WILL CALL DEALER TO SCHEDULE APPOINTMENT HERSELF | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN4DE[redacted]
Owner Or Fleet	[redacted] CHARLESTON, SC, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	1/22/2020	Incident Date	N/A
Mileage	21,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/22/2020 9:33:00 AM	CUSTOMER STATES: AIRBAG LIGHT ON AND STEERING WHEEL BUTTONS AREN'T WORKING; READ ONLINE THE AIRBAG CLOCKSPRING IS COVERED; IS MY VEHICLE COVERED; SET AN APPOINTMENT UP AT A DEALER; | | | | CO ADVISED: THERE ARE TWO WARRANTY EXTENSIONS ON YOUR CC. ONE IS FOR THE COOLANT PUMP. THIS IS VALID UNTIL OCTOBER 30TH OF 2023 OR 100K MILES WHICHEVER OCCURS FIRST. THE OTHER ONE IS FOR THE AIRBAG CLOCKSPRING. THIS IS VALID UNTIL OCTOBER 30TH OF 2023 OR 120K MILES WHICHEVER OCCURS FIRST. | | | | NO FURTHER ACTION;
1/22/2020 9:40:00 AM	MEDIA ATTACHED IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A39G[redacted]
Owner Or Fleet	[redacted] MINDORO, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	1/22/2020	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/22/2020 1:30:00 PM	REFERENCE CASE #[redacted] | | | CUST STATES: CLOCKSPRING ON VEHICLE FAILED; A YEAR LATER CUSTOMER RECIEVED A LETTER IN MAIL SHOWING A WARRANTY EXTENSION ON PART THAT WAS FIXED AND PAID FOR; CARE STATED WE WOULD NEED A COPY OF POP AND RO TO MOVE FORWARD; CUSTOMER JUST OUND POP AND RO AND WOULD LIKE TO START THE REIMBURSEMENT PROCESS. | | | CUST SEEKING: TO ATART THE REIMBURSEMENT PROCESS. | | | CO ADVISED: GOING TO EMAIL CUSTOMER CASE NUMBER AND CUSTOMER CAN RESPOND TO THAT EMAIL WITH POP AND PO ATTACHED; ONCE ALL DOCUMENTS HAVE BEEN RECEIVED, THEY WILL BE SENT FOR REVIEW AND CUSTOMER CAN EXPECT TO RECEIVE A RESPONSE OR CHECK WITHIN 60 DAYS. | | | CO TO ESC TO SPECIAL PROJECTS FOR REVIEW.
1/22/2020 1:48:00 PM	GOING TO EMAIL CUSTOMER CASE NUMBER AND CUSTOMER CAN RESPOND TO THAT EMAIL WITH POP AND PO ATTACHED; ONCE ALL DOCUMENTS HAVE BEEN RECEIVED, THEY WILL BE SENT FOR REVIEW AND CUSTOMER CAN EXPECT TO RECEIVE A RESPONSE OR CHECK WITHIN 60 DAYS. | | | CO TO ESC TO SPECIAL PROJECTS FOR REVIEW.
1/22/2020 1:49:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON[redacted] | | | SINCERELY, | | | | | | | | | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT[redacted] | |
2/19/2020 2:30:00 PM	FROM:[redacted] | SENT: WEDNESDAY, FEBRUARY 19, 2020 12:53 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VW CUSTOMER CARE | | | HELLO, | | I HAVEN┬┐T RECEIVED ANY FOLLOW UP OR PHONE CALL IN REGARDS TO MY CASE. CAN YOU REFER ME TO THE DEPARTMENT I NEED TO TALK TO? | |
2/24/2020 12:23:00 PM	TEAM 5 PLEASE RESPOND TO CUSTOMER EMAIL ADVISING WE WOULD NEED A REPAIR ORDER AND PROOF OF PAYMENT TO COMPLETE THEIR REIMBURSEMENT REVIEW REQUEST; AN EMAIL WAS SENT TO THE CUSTOMER HOWEVER WE NEVER RECEIVED ANY DOCUMENTS FROM THE CUSTOMER; THE CUSTOMER MAY RESPOND TO THIS EMAIL DIRECTLY WITH THE REPAIR ORDERS AND PROOF OF PAYMENT. | | | |
2/25/2020 7:45:00 AM	REFERENCE #[redacted] | | | DEAR MS[redacted] | | | I APPRECIATE YOU TAKING THE TIME TO REACH OUT ABOUT YOUR REIMBURSEMENT REQUEST. | | | TO START OUR REIMBURSEMENT REVIEW FOR OUT-OF-POCKET REPAIR EXPENSES RELATED TO THE CLOCK SPRING WARRANTY EXTENSION, PLEASE PROVIDE US WITH ITEMS BELOW. | | | HERE┬┐S WHAT WE┬┐LL NEED: | | 1. TOTAL AMOUNT OF REIMBURSEMENT REQUESTED | | 2. LEGIBLE REPAIR ORDER INCLUDING: | | ┬┐ NAME AND ADDRESS OF FACILITY | | ┬┐ NAME AND ADDRESS OF CUSTOMER (PAYEE) | | ┬┐ VIN (VEHICLE IDENTIFICATION NUMBER) | | ┬┐ MILEAGE | | ┬┐ DETAILED DESCRIPTION OF REPAIRS | | ┬┐ PART NUMBERS OF THE PARTS INSTALLED IN YOUR VEHICLE | | 3. PROOF OF PAYMENT. THIS CAN BE A RECEIPT, BANK/CREDIT CARD STATEMENT, OR THE REPAIR ORDER STAMPED ┬┐PAID┬┐ BY THE REPAIR FACILITY | | | HOW TO SUBMIT YOUR CLAIM: | | ELECTRONICALLY | | REPLY TO THIS EMAIL AND ATTACH THE APPROPRIATE DOCUMENTATION TO INITIATE YOUR REIMBURSEMENT REQUEST. | | | OR, EMAIL YOUR DOCUMENTATION AS AN ATTACHMENT TO: REIMBURSEMENT.REQUEST@VW.COM. IN THE SUBJECT LINE, INCLUDE YOUR VIN AND THE CASE NUMBER AT THE TOP OF THIS EMAIL | | | U.S. MAIL | | WRITE US A LETTER AND INCLUDE COPIES OF YOUR SUPPORTING DOCUMENTATION. MAIL TO: | | | VOLKSWAGEN OF AMERICA, INC. | | ATTN: CAMPAIGN REIMBURSEMENT | | 3800 HAMLIN RD, AUBURN HILLS, MI 48326 | | | WHAT TO EXPECT: | | ┬┐ YOUR REFUND CLAIM WILL BE ACTED UPON WITHIN 60 DAYS OF RECEIPT | | ┬┐ IF THE CLAIM IS APPROVED, WE┬┐LL SEND A CHECK TO THE ADDRESS YOU PROVIDED | | ┬┐ TOTAL REIMBURSEMENT AMOUNT MAY BE LIMITED TO WHAT THE REPAIR COST WOULD BE IF IT HAD BEEN COMPLETED BY A VOLKSWAGEN DEALER OR AUTHORIZED REPAIR FACILITY | | ┬┐ IF THE CLAIM IS INCOMPLETE, WE┬┐LL REACH OUT TO GATHER ANY MISSING INFORMATION FROM YOU | | ┬┐ SHOULD YOUR CLAIM BE DENIED, WE┬┐LL PROVIDE YOU WITH THE REASON(S) FOR DENIAL | | | WE LOOK FORWARD TO HEARING FROM YOU SOON! | | | SINCERELY, | | | | | | | ASHLEY S. | | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT[redacted] | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A39GC[redacted]
Owner Or Fleet	[redacted] MINDORO, WI, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	1/22/2020	Incident Date	N/A
Mileage	50,758		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/25/2020 7:45:00 AM	SP TO WAIT DOCUMENTS
3/3/2020 3:08:00 PM	MEDIA ATTACHED IN DOC CENTER
3/4/2020 10:32:00 AM	CUSTOMER SEEKING REIMBURSEMENT FOR WECY WARRANTY EXTENSION; SUBMITTED REPAIR ORDER AND POP FROM DEALER; THE DEALER PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION & WITHIN THE WARRANTY EXTENSION REIMBURSEMENT GUIDELINE PARAMETERS; VW TO REIMBURSE TOTAL: $435.29. | | | | SP TO GENERATE CHECK REQUEST.
3/4/2020 10:34:00 AM	1VWBT7A39GC[redacted] VW TO REIMBURSE CUST FOR WECY WARRANTY EXTENSION; TOTAL: $435.29. | | | | GENERATED CHECK REQUEST.
3/12/2020 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 435.29 MAILED ON 03/11/2020

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAA7A39JC[redacted]
Owner Or Fleet	[redacted], Tampa, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	1/22/2020	Incident Date	N/A
Mileage	25,270		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/22/2020 2:00:00 PM	RECEIVED RCM REVIEW REQUEST, CUSTOMER SEEKING REPURCHASE DUE TO TIME DOWN
1/22/2020 2:01:00 PM	UNABLE TO MEET CUSTOMER REQUEST, WILL OFFER 10% OF MSRP IN TA
1/22/2020 2:01:00 PM	25 DAYS DOWN IN LL: VIBRATION WHEN STOPPING/HEAVY BRAKE DUST 2X , CAMPAIGN 94L9 | | NVLW: AIRBAG LIGHT ON 1X
1/22/2020 2:02:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;
1/24/2020 12:45:00 PM	FROM: AUSTERMANN, PRESTON <EXTERN.PRESTON.AUSTERMANN@VW.COM> [redacted] | SENT: FRIDAY, JANUARY 24, 2020 12:36 PM | | TO: LOWEKE, SANDRA <EXTERN.SANDRA.LOWEKE@VW.COM> | | CC: GREEN, JACKLYNN <EXTERN.JACKLYNN.GREEN@VW.COM> | | SUBJECT: RE: RCM REVIEW - [redacted] - 1VWAA7A39JC[redacted] 2018 PASSAT -[redacted] | | | HI SANDRA, | | | | WE PROVIDED THIS CUSTOMER┬┐S SPOUSE WITH THE DECISION AND THEY WOULD LIKE TO RECEIVE THE TRADE ASSISTANCE OFFER LETTER TO [redacted].THANK YOU, | | | | PRESTON AUSTERMANN | | REGION CASE MANAGER SUPERVISOR | | VOLKSWAGEN CUSTOMER CARE | |
1/24/2020 12:50:00 PM	NO FURTHER ACTION REQUIRED AT THIS TIME, WILL REOPEN CASE IF TRADE ASSIST PAYMENT IS REQUESTED FROM DEALER.
1/24/2020 12:50:00 PM	10% TRADE ASSIST OFFER LETTER ATTACHED IN DOC CENTER, E-MAILED TO CUSTOMER, BCC TO FOM BRIAN LINDSAY

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX4DW[redacted]
Owner Or Fleet	[redacted] El Paso, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/22/2020	Incident Date	N/A
Mileage	63,457		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/22/2020 4:01:00 PM	CUSTOMER STATES HAS HAD CLOCK SPRING FALL IN THE PAST JUST HAPPENED AGAIN TODAY | | | | CUSTOMER SEEKS OPEN WARRANTY EXTENSIONS | | | | CO ADVISED WILL SEND EMAIL IN REGARDS TO REIMBURSEMENT FOR AIRBAG CLOCK SPRING CURRENT ISSUE CAN BE DIAGNOSED AND REPAIRED AT ANY VW DEALER | | | | CO TO EMAIL | |
1/22/2020 4:06:00 PM	REFERENCE #[redacted] | | | DEAR [redacted]| | | | I APPRECIATE YOU TAKING THE TIME TO REACH OUT TO ME ABOUT YOUR TIGUAN. | | | | TO START OUR REIMBURSEMENT REVIEW FOR OUT-OF-POCKET REPAIR EXPENSES FOR SERVICES NOW COVERED UNDER A WARRANTY EXTENSION, RECALL, OR SERVICE ACTION, PLEASE PROVIDE US WITH ITEMS BELOW. | | | HERE┬┐S WHAT WE┬┐LL NEED: | | 1. NAME OF WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | 2. TOTAL AMOUNT OF REIMBURSEMENT REQUESTED | | 3. LEGIBLE REPAIR ORDER INCLUDING: | | ┬┐ NAME AND ADDRESS OF FACILITY | | ┬┐ NAME AND ADDRESS OF CUSTOMER (PAYEE) | | ┬┐ VIN (VEHICLE IDENTIFICATION NUMBER) | | ┬┐ MILEAGE | | ┬┐ DETAILED DESCRIPTION OF REPAIRS | | 4. PROOF OF PAYMENT | | | | HOW TO SUBMIT YOUR CLAIM: | | ELECTRONICALLY | | REPLY TO THIS EMAIL AND ATTACH THE APPROPRIATE DOCUMENTATION TO INITIATE YOUR REIMBURSEMENT REQUEST. | | | | OR, EMAIL YOUR DOCUMENTATION AS AN ATTACHMENT TO: REIMBURSEMENT.REQUEST@VW.COM. IN THE SUBJECT LINE, INCLUDE YOUR VIN AND THE APPLICABLE WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | | | U.S. MAIL | | WRITE US A LETTER AND INCLUDE COPIES OF YOUR SUPPORTING DOCUMENTATION. MAIL TO: | | | | VOLKSWAGEN OF AMERICA, INC. | | ATTN: CAMPAIGN REIMBURSEMENT | | 3800 HAMLIN RD, AUBURN HILLS, MI 48326 | | | | WHAT TO EXPECT: | | ┬┐ YOUR REFUND CLAIM WILL BE ACTED UPON WITHIN 60 DAYS OF RECEIPT | | ┬┐ IF THE CLAIM IS APPROVED, WE┬┐LL SEND A CHECK TO THE ADDRESS YOU PROVIDED | | ┬┐ TOTAL REIMBURSEMENT AMOUNT MAY BE LIMITED TO WHAT THE REPAIR COST WOULD BE IF IT HAD BEEN COMPLETED BY A VOLKSWAGEN DEALER OR AUTHORIZED REPAIR FACILITY | | ┬┐ IF THE CLAIM IS INCOMPLETE, WE┬┐LL REACH OUT TO GATHER ANY MISSING INFORMATION FROM YOU | | ┬┐ SHOULD YOUR CLAIM BE DENIED, WE┬┐LL PROVIDE YOU WITH THE REASON(S) FOR DENIAL | | | WE LOOK FORWARD TO HEARING FROM YOU SOON! | | | SINCERELY, | | | | | | | ROGER R | | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT[redacted]| |
1/23/2020 3:52:00 PM	CORRECTED EMAIL ADRESS AND RESENT REIMBURSMENT EMAIL
1/23/2020 9:35:00 AM	DELIVERY HAS FAILED TO THESE RECIPIENTS OR GROUPS: | [redacted] | THE E-MAIL ADDRESS YOU ENTERED COULDN'T BE FOUND. PLEASE CHECK THE RECIPIENT'S E-MAIL ADDRESS AND TRY TO RESEND THE MESSAGE. IF THE PROBLEM CONTINUES, PLEASE CONTACT YOUR HELPDESK. | | THE FOLLOWING ORGANIZATION REJECTED YOUR MESSAGE: [redacted] | | | | | | | | | | | DIAGNOSTIC INFORMATION FOR ADMINISTRATORS: | | GENERATING SERVER: [redacted] THE EMAIL ACCOUNT THAT YOU TRIED TO REACH DOES NOT EXIST. PLEASE TRY> #SMTP# | | | | | CO TO REVIEW
1/24/2020 4:15:00 PM	MEDIA ATTACHED IN DOC CENTER | | | FROM:[redacted] | | SENT: FRIDAY, JANUARY 24, 2020 12:27 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | HELLO, | | | | PLEASE SEE ATTACHED FOR DOCUMENTATION REGARDING THE CLOCK SPRING WARRANTY FOR MY 2013 VOLKSWAGEN TIGUAN. | | | | THE VIN NUMBER IS: WVGAV7AX4DW[redacted]| | | | I HAVE REPAIRED THE CLOCK SPRING THREE TIMES SINCE I BOUGHT THE CAR. THE LAST TIME WAS YESTERDAY AND IT WAS COVERED BY MY VW DEALERSHIP. BUT I PAID OUT OF POCKET FOR IT TO BE REPLACED TWO PREVIOUS TIMES, AND I HAVE ATTACHED THE RECEIPTS FOR BOTH. | | | | ONE TIME I REPAIRED THE CAR AT THE VW DEALERSHIP AND THAT RECEIPT HAS EVERYTHING YOU REQUIRE ON IT. | | | | THE SECOND TIME, I REPAIRED IT MY LOCAL MECHANIC, LA SANTA AUTO. THEY ARE VERY LOW-TECH AND ENGLISH IS NOT THEIR FIRST LANGUAGE, SO THE RECEIPT IS NOT AS DETAILED. | | | | PLEASE LET ME KNOW IF YOU NEED ANYTHING MORE FROM ME. | | | | BEST, | | [redacted] | [redacted]| | LOS ANGELES, CA[redacted] |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX4DW[redacted]
Owner Or Fleet	[redacted] El Paso, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/22/2020	Incident Date	N/A
Mileage	63,457		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/27/2020 5:52:00 PM	CO ADVISED WOULD NEED TO SPEAK TO CUSTOMER ABOUT REIMBURSMENT OF CLOCK SPRING PLEASE CALL US BACK AT 800 822 89 87 | | | | NOTE TO USER; WE WOULD NEED THE RECIEPT TO BE ITEMIZED AND STAMPED PAID; AS CURRENTLY ITS JUST A BULK AMOUNT AND DONT KNOW WHAT PARTS WERE REPLACED AND HOW MUCH EACH PART COST ETC; CAN REIMBURSE FOR THE ONE AT VW DEALER AND IWLL BE SUBMITTING FOR REIMBURSMENT | | |
1/27/2020 6:48:00 PM	CUSTOMER STATES RECEIVED CALL FROM CO; CO ADVISED NEEDED FURTHER INFORMATION REGARDING CUSTOMER REIMBURSEMENT REQUEST | | | CUSTOMER SEEKING TO KNOW WHAT CUSTOMER NEEDS TO DO | | | CUSTOMER ADVOCATE ADVISED VW WOULD NEED THE RECEIPT TO BE ITEMIZED AND STAMPED PAID; AS CURRENTLY IT┬┐S JUST A BULK AMOUNT AND WE DO NOT KNOW WHAT PARTS WERE REPLACED AND HOW MUCH EACH PART COST ETC.; CAN REIMBURSE FOR THE ONE AT VW DEALER AND WILL BE SUBMITTING FOR REIMBURSEMENT | | | CUSTOMER STATES WILL GO BACK TO INDEPENDENT AND SEE WHAT CAN BE DONE | | | | CO TO REVIEW | | |
1/30/2020 6:58:00 PM	VW SPECIAL PRODUCTS TO REVIEW FOR REIMBURSMENT OF AIRBAG CLOCK SPRING PRIOR TO WARRANTY EXTENTION
2/11/2020 2:02:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR AND INDEP REPAIR SHOP; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING IN 2017 AT 63,457 MILES; CUST PAID $621.69 FOR REPAIRS; CUST HAD THE AIR BAG CLOCK SPRING REPLACED AT AN INDEP IN OCTOBER 2018 BEFORE THE RELEASE OF THE WARANTY EXTENSION; VW TO REIMBURSE MAX PARTS $290.07; VW TO REIMBURSE MAX LABOR $200.00; VW TO REIMBURSE INDEP TOTAL; $490.07; VW TO REIMBURSE GRAND TOTAL: $1,180.07. | | | SP TO GENERATE CHECK REQUEST AND MAIL CAP REIMBURSEMENT LETTER TO CUSTOMER.
2/11/2020 2:38:00 PM	WVGAV7AX4DW[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT FOR 2 REPAIRS WITHIN REIMBURSEMENT TIME; TOTAL: $1,180.07. | | | GENERATED CHECK REQUEST.
2/11/2020 2:50:00 PM	SP MAILED LETTER EXPLAINING CAP REIMBURSEMENT.
2/25/2020 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 1180.07 MAILED ON 02/24/2020

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN5FE[redacted]
Owner Or Fleet	[redacted] Kannapolis, NC, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2015		
Report Date	1/23/2020	Incident Date	N/A
Mileage	71,500		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501CN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/23/2020 1:41:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN NC STATE; ORIGINAL OWNER; VEHICLE WAS PURCHASED; 4TH VW IN FAMILY; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT ON; HORN AND BUTTONS ON STEERING WHEEL DO NOT WORK; VEHICLE IS CURRENTLY AT VW DEALERSHIP; DEALER STATES: AIRBAG CLOCK SPRING NEEDS REPLACED; COULD NOT CONFIRM RELATION TO TAKATA WORK; $600 FOR PART; WORKING WITH SERVICE MANAGER AT DEALER; CUSTOMER HAD TAKATA RECALL PERFORMED 5 MONTHS AGO AND ISSUE DID COME UP UNTIL AFTERWARDS; MOTHER HAD THE SAME ISSUE ON HER 2012 VW AND IT WAS COVERED | | | | CUSTOMER SEEKING: REPAIR TO BE COVERED; | | | | CO ADVISED: OPEN RECALL ON AIRBAG CONTROL MODULE; VW DID OFFER A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING ON VIN SPECIFIC VEHICLE WHICH THE CUSTOMER VEHICLE IS NOT A PART OF THOUGH MOTHERS VEHICLE WAS; BASED ON THE TIME AND MILEAGE VW WOULD NOT BE PROVIDING ASSISTANCE WITH REPAIRS; BECAUSE CUSTOMER IS ALLEGING WORKMANSHIP COMPLAINT WILL BE DOCUMENTING THE CONCERN BUT RESOLUTION WOULD NEED TO COME FROM DEALER | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A3XCC[redacted]
Owner Or Fleet	[redacted] Madison, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/23/2020	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/23/2020 3:36:00 PM	***REFERENCE [redacted] | | | CUSTOMER STATES; THEY SOLD VW VEHICLE TWO MONTHS AGO TO CUSTOMER AND HAD TO BRING OVER TO DEALER 403155 FOR CLOCK SPRING REPAIR; THEY DID NOT GO OVER WARRANTY WORK AND MADE INDEPENDENT PAY FOR THE REPAIR AND ADVISED CAN REIMBURSE BY VW; SUBMITTED PAPERWORK ON 11/15/19 | | | CUSTOMER SEEKING; STATUS OF REIMBURSEMENT | | | CO ADVISED; LOOK LIKE WE DID RECEIVE THE DOCUMENTS AND CUSTOMER BEEN IN CONTACT WITH CARE; WE MAILED IT TO HER ADDRESS ON 1/7/20 FOR AMOUNT OF $311.85. ADDRESS IS [redacted] CUSTOMER ACKNOWLEDGE | | | | NO FURTHER ACTION
1/24/2020 4:05:00 PM	CUSTOMER STATES: HAD REIMBURSEMENT CHECK SENT; HASN'T RECEIVED CHECK; | | | CUSTOMER SEEKING: WANTS CHECK TO BE CANCELLED AND A NEW ONE SENT; | | | CA FACE TO FACE WITH ASHLEY S ADVISED: SEND THE CHECK ADMINISTRATOR AN EMAIL FOR THE STOP/REISSUE REQUEST; | | | CA ADVISED: WILL START PROCESS FOR STOPPING AND REISSUING CHECK FOR CUSTOMER; | | | | CO TO HANDLE AS NECESSARY;
1/24/2020 4:24:00 PM	ORIGINAL CASE NUMBER: [redacted] | AMOUNT: $311.85 | | STATUS DATE: 12/19/2019 | | CHECK NUMBER: [redacted] | VIN: 1VWCN7A3XCC[redacted] | | CUSTOMER/PAYEE NAME: [redacted] | REASON REQUESTING STOP PAYMENT: CUSTOMER HAS NOT RECEIVED CHECK YET AND THINKS IT IS LOST IN THE MAIL | | UPDATED CUSTOMER ADDRESS: [redacted] | MADISON OH,[redacted] | | | CUSTOMER IS REQUESTING REISSUED CHECK SENT TO ADDRESS ABOVE. | | | THANK YOU. | | JARROD BRITTON | | CUSTOMER CARE PHONE ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | | | VOLKSWAGEN OF AMERICA INC. | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | | UNITED STATES OF AMERICA | | TEL. +1 [redacted] | FAX. +1 248 754 6504 | | EMAIL: EXTERN.JARROD.BRITTON@VW.COM | | | | | VOLKSWAGEN CUSTOMER CARE IS WHERE PASSION AND COMMITMENT COME | | TOGETHER TO CREATE EXCEPTIONAL OWNERSHIP EXPERIENCES. AND YOU MAKE | | IT HAPPEN BY | | | ┬┐DOING WHAT┬┐S RIGHT | | ┬┐ACTING WITH URGENCY | | ┬┐SHOWING YOU CARE | | | |
3/5/2020 1:04:00 PM	****REFERENCE CASE [redacted] ON 1/27/20 | | | | E-MAILED STOP PAYMENT, CHECK # [redacted] N THE AMOUNT OF $311.85 TO ACCOUNTS PAYABLE; CUSTOMER NEVER RECEIVED. IF CHECK HAS NOT BEEN CASHED, AP WILL ISSUE A NEW CHECK. THE PROCESS NORMALLY TAKES 10-14 BUSINESS DAYS.
3/5/2020 1:05:00 PM	****REFERENCE CASE [redacted] ON 2/3/20 | | | | REISSUED CHECK # [redacted] N THE AMOUNT OF $311.85 MAILED 2/3/20.
3/5/2020 1:11:00 PM	NO FURTHER ACTION PENDING CUSTOMER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWHN7ANXBE[redacted]
Owner Or Fleet	[redacted] Traverse City, MI, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2011		
Report Date	1/23/2020	Incident Date	N/A
Mileage	117,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/23/2020 7:59:00 PM	CUSTOMER STATES: AIRBAG LIGHT CAME ON IN VEHICLE; BELIEVES THERE'S A RECALL ON THE CLOCK SPRING; | | | | CUSTOMER SEEKING: TO KNOW IF THERE ARE ANY RECALLS ON THE VEHICLE; | | | | CO ADVISED: THERE ARE NO OPEN RECALLS ON THE VEHICLE AT THIS TIME; SINCE THE AIRBAG LIGHT IS ON, THAT COULD MEAN A NUMBER AMOUNT OF THINGS; CO OFFERED TO HELP ASSIST IN SCHEDULING APPOINTMENT; CUSTOMER ACCEPTED; CO SCHEDULED APPOINTMENT VIA XTIME WITH DEALER 407437 FOR 8:30 AM - THURSDAY JAN 30, 2020, WITH SERVICE ADVISOR JARRED; CONFIRMATION CODE[redacted]| | | | NO FURTHER ACTIONS. | |
1/23/2020 8:16:00 PM	CATEGORY SELECTION : ENGANDENGCOOLING / WARNING LIGHT ON / AIR BAG LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX2DW[redacted]
Owner Or Fleet	[redacted] East Moriches, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/27/2020	Incident Date	N/A	Mileage	91,000
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/27/2020 10:11:00 AM	CUSTOMER STATES; DAUGHTERS VEHICLE HAD A AIRBAG LIGHT COME ON IN THE VEHICLE, AND THE STEERING WHEEL, AND HORN LOST FUNCTIONALITY IN THE VEHICLE. | | | CUSTOMER SEEKS; RELATED TO RECALL? | | | CO ADVISED; VEHICLE DOES NOT HAVE ANY OPEN RECALLS ON THE VEHICLE. VEHICLE DOES HAVE A AIRBAG CLOCK SPRING WARRANTY EXTENSION UNTIL 05-15-2023 OR 120K MI WOF, AND A COOLANT PUMP WARRANTY EXTENSION UNTIL 05-15-2023 OR 100K MI WOF. | | | CO TO ESCALATE TO TEAM 5 TO SEND TO CUSTOMER. | | |
1/27/2020 10:12:00 AM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS PROMISED, HERE┬┐S THE INFORMATION FOR YOUR CLOSEST VW DEALERSHIP. | | | TEDDY VOLKSWAGEN OF THE BRONX | | 3743 BOSTON ROAD, BRONX NY 10466 | | (718)920-1400 | | | I HOPE THIS HELPS. IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY BACK TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | JOHN B | | CUSTOMER CARE ADVOCATE | | | VOLKSWAGEN OF AMERICA, INC. | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | | UNITED STATES OF AMERICA | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | VOLKSWAGEN CUSTOMER CARE IS WHERE PASSION AND COMMITMENT COME TOGETHER TO CREATE EXCEPTIONAL OWNERSHIP EXPERIENCES. AND YOU MAKE IT HAPPEN BY: | | | ┬┐DOING WHAT┬┐S RIGHT | | ┬┐ACTING WITH URGENCY | | ┬┐SHOWING YOU CARE | |
1/27/2020 10:12:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON, HORN AND STEERING WHEEL CONTROLS NOT WORKIN;
1/27/2020 10:15:00 AM	TEAM 5 TO EMAIL RELATIVE AT [redacted] | | | VEHICLE HAS AIRBAG CLOCK SPRING WARRANTY EXTENSION UNTIL 05-15-2023 OR 120K MI WOF, AND COOLANT PUMP WARRANTY EXTENSION UNTIL 05-15-2023 OR 100K MI WOF.
1/28/2020 1:00:00 PM	FROM: [redacted] | | SENT: TUESDAY, JANUARY 28, 2020 12:37 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: DEALER CONTACT | | | GOOD AFTERNOON , COULD YOU PLEASE FORWARD ME THE RECALL INFORMATION ON THIS VEHICLE IN REGARDS TO THE CLOCK SPRING AND COOLANT PUMP . THANK YOU | |
1/29/2020 11:55:00 AM	CUSTOMER ADVISED; SPOKE WITH ADVOCATE JOHN ON MONDAY AND WAS TOLD VEHICLE HAVE TWO RECALLS FOR THE CLOCK SPRING AND COOLANT PUMP AND WAS GOING TO EMAIL THE INFORMATION TO THE CUSTOMER WITHIN 24-48 HOURS BUT HAVE NOT YET RECEIVED IT; CUSTOMER DAUGHTER CONTACT DEALER TO SCHEDULE APPOINTMENT AND TO LET DEALER KNOW VEH HAVE 2 RECALLS BUT THE DEALER STATED THE VIN IS NOT SHOWING OPEN RECALLS; WANT TO KNOW IF LOANER CAN BE PROVIDE OR IT IS UP TO THE DEALER | | | CUSTOMER SEEKING; STATUS OF EMAIL AND REASON NOT SHOWING WITH VIN | | | CUSTOMER ADVOCATE ADVISED; IT IS STILL WITH OUR EMAIL DEPARTMENT WHO HANDLES INFORMATION WITH WARRANTY EXTENSION AND RECALLS IT NORMALLY DOES TAKE WITHIN 24-48 HOURS BUT CUSTOMER SHOULD BE ABLE TO RECEIVE IT THE LATEST BY THURSDAY BUT SHOULD NOT BE LONGER THEN BEFORE THE WEEK IS OVER; CONFIRMED AGAIN THE VEHICLE HAVE WARRANTY EXTENSION FOR COOLANT PUMP AND AIRBAG CLOCK SPRING; ADVISED IT IS NOT A RECALL IT IS A WARRANTY EXTENSION, SO THE DEALER MAY HAVE NOT SEEN RECALLS SINCE IT IS A WARRANTY EXTENSION; LOANERS VEHICLE ARE PROPERTY OF THE DEALER AND THERE DISCRETION TO PROVIDE LOANER IF THEY HAVE ON AVAILABLE; CUSTOMER ACKNOWLEDGE | | | CO TO REVIEW
1/29/2020 12:49:00 PM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN.
1/29/2020 12:50:00 PM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX2DW[redacted]
Owner Or Fleet	[redacted] East Moriches, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/27/2020	Incident Date	N/A
Mileage	91,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/29/2020 3:21:00 PM EMAIL SENT REGARDING REMAINING INFORMATION FOR CUSTOMER. | | | | CLOSED PENDING CUSTOMER CONTACT.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX7BW[redacted]
Owner Or Fleet	[redacted] ROSLYN, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/27/2020	Incident Date	N/A
Mileage	58,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/27/2020 2:08:00 PM	CUSTOMER STATES; AIRBAG LIGHT IS ON; HORN IS NOT WORKING; | | | CUSTOMER SEEKING; OPEN RECALL/ WARRANTY EXT. | | | CO ADVISED; REACHED OUT TO VW 408112; ADVISED DEALER THAT CUSTOMER NEEDS A AN APPOINTMENT FOR 2 RECALLS 24AX; 69L2; ALSO HAS A WARRANTY EXT. FOR AIRBAG CLOCK SPRING WARRANTY EXT. 07/26/2026; DEALER TOOK CUSTOMER INFO AND WILL CALL HER TO MAKE THE APPOINTMENT; | | | CO WILL EMAIL THE OTHER REMAINING WARRANTY EXT. ON VEHICLE; | | | CO TO EMAIL REMAINING WARRANTY EXT.
1/27/2020 2:33:00 PM	TEAM 5 TO PLEASE EMAIL THE FOLLOWING; | | | INTAKE MANIFOLD WARRANTY EXT. 120K MILES/ 07/25/2021 WOF; | | FUEL INJECTOR WARRANTY EXT. 120K MILES/ 07/25/2021 WOF; | | INJECTOR PUMP WARRANTY EXT. 120K MILES/ 07/25/2021 WOF; | | TIMING CHAIN WARRANTY EXT. 100K MILES/ 07/25/2021 WOF; | | AIRBAG CLOCK SPRING WARRANTY EXT. 07/26/2026; | | COOLANT PUMP WARRANTY EXT. 100K MILES/ 04/25/2021 WOF; | | | CUSTOMER EMAIL: [redacted]
1/29/2020 2:45:00 PM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY
1/29/2020 2:45:00 PM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN. | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A3XC[redacted]
Owner Or Fleet	[redacted] Phoenix, AZ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	1/28/2020	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/28/2020 12:49:00 PM	CUSTOMER STATES: RECEIVED A NOTICE IN THE MAIL REGARDING THE EXT. WTY WITH THE AIRBAG CLOCK SPRING IN HER VEHICLE; HAD THE AIRBAG CLOCK SPRING REPAIRED ABOUT 3 YEARS AGO; NOW IT IS ACTING UP AGAIN; THE AIRBAG IN THE VEHICLE IS FINE; WOULD LIKE TO KNOW IF THE REPAIR FOR THE AIRBAG CLOCK SPRING WOULD BE COVERED UNDER THE EXT. WTY | | | | CUSTOMER SEEKING: IF THE REPAIR FOR THE AIRBAG CLOCK SPRING WOULD BE COVERED UNDER THE EXT. WTY | | | | CO ADVISED: YOU WOULD NEED TO GET THE VEHICLE INTO A VW DEALER SO THEY CAN DO A DIAGNOSIS; IF IT IS THE AIRBAG CLOCK SPRING THAT NEED TO BE REPAIRED THEN IT WOULD BE COVERED UNDER WTY IF DEALER SEE THAT THE CONCERN IS A MANUFACTURING DEFECT; WITH REGARDS TO THE REPAIR YOU HAD DONE A FEW YEARS AGO YOUR WELCOME TO SEND IN YOUR REPAIR ORDER AND POP TO HAVE REVIEWED FOR REIMBURSEMENT | | | | CUSTOMER SAID SHE WAS NOT WORRIED ABOUT BEING REIMBURSED | | | | CO OFFERED TO ASSIST CUSTOMER WITH CONTACTING A DEALER | | | | CUSTOMER DECLINED | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX4DW[redacted]
Owner Or Fleet	[redacted] South Easton, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/28/2020	Incident Date	N/A
Mileage	110,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/28/2020 1:53:00 PM	CUSTOMER STATES: ORIGINAL OWNER; PURCHASED FROM DEALER ; NO WARRANTY EXTENSIONS PURCHASED; REPAIRED AND MAINTAINED AT DEALERS 401079 (QUIRK) AND 401066/401086 (PAUL CLARK/COPELAND); | | | | CURRENT CONCERNS: CUSTOMER BELIEVES THAT AIRBAG CLOCK SPRING HAS FAILED (THIS WAS PREVIOUSLY REPAIRED IN 2018); STEERING WHEEL IS GRINDING WHILE SPINNING; AIRBAG LIGHT IS CURRENTLY ON; | | | | CUSTOMER ADVOCATE ADVISED: WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING (11-19-2027 WITH NO MILES RESTRICTION); ADVISED OUTSIDE OF COOLANT PUMP WARRANTY EXTENSION (100,000 MILES); CUSTOMER ADVOCATE OFFERED TO SCHEDULE APPOINTMENT AT DEALER TO ADDRESS VEHICLE CONCERNS; CUSTOMER DECLINED AND WILL REACH OUT AT THEIR EARLIEST AVAILABILITY; | | | | CUSTOMER ACKNOWLEDGED: NO FURTHER ACTION;
1/28/2020 2:05:00 PM	CATEGORY SELECTION : STEERING / NOISE / STEERING WHEEL NOISE; AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW3L7AJ0DM[redacted]
Owner Or Fleet	[redacted] Muncie, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	1/28/2020	Incident Date	N/A
Mileage	31,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/28/2020 4:15:00 PM	CUSTOMER STATES: CUSTOMER HAVING ISSUES WITH THE VEHICLE SINCE IT WAS PURCHASED IN NOV 2019; CUSTOMER BUTTONS ON DASH ARE STICKY AND THE AIRBAG LIGHT HAS COME ON 4 TIMES; CUSTOMER WAS UNAWARE OF RECALLS DONE ON THE VEHICLE; CUSTOMER WANTED TO REVIEW NEXT STEPS AND CHECK IF ITS BEST TO WORK WITH THE SELLING DEALER ON THE CURRENT ISSUES | | | | CUSTOMER SEEKING: RECALL INFORMATION | | | CO ADVISED: CUSTOMER IS DOES HAVE WARRANTY EXTENSIONS FOR VEHICLE; CO DOES HAVE AIRBAG CLOCK SPRING WARRANTY EXTENSION; CO WILL EMAIL THE CUSTOMER THE WARRANTY EXTENSION INFORMATION SO SHE CAN BETTER DECIDE WHAT TO TAKE THE VEHICLE TO THE DEALERSHIP FOR; | | | CO TO EMAIL WARRANTY EXTENSIONS
1/28/2020 6:50:00 PM	EMAIL [redacted] | | | TDI WARRANTY EXTENSION ┬┐ 10YR6MO/126,000MI WOF | | TDI WARRANTY EXTENSION ┬┐ 4YR6MO/54,000MI WOF | | EXHAUST FLAP WARRANTY EXT 10YEARS /120K MILES WOF | | STEERING WHEEL LOCK WARRANTY EXT 10YEARS /100K MILES WOF | | AIRBAG CLOCK SPRING WARRANTY EXT 10YEARS /120K MILES WOF
1/28/2020 8:13:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / AIRBAG LIGHT KEEPS COMING ON, HAS COME ON 4 TIMES ;
1/31/2020 2:41:00 PM	FROM: MAIL DELIVERY SUBSYSTEM [MAILTO:MAILER-DAEMON@VW.COM] | | SENT: FRIDAY, JANUARY 31, 2020 9:46 AM | | TO: VWOA CUSTOMER CARE | | SUBJECT: UNDELIVERABLE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | DELIVERY HAS FAILED TO THESE RECIPIENTS OR GROUPS: | [redacted] | THE E-MAIL ADDRESS YOU ENTERED COULDN'T BE FOUND. PLEASE CHECK THE RECIPIENT'S E-MAIL ADDRESS AND TRY TO RESEND THE MESSAGE. IF THE PROBLEM CONTINUES, PLEASE CONTACT YOUR HELPDESK. | | THE FOLLOWING ORGANIZATION REJECTED YOUR MESSAGE: [redacted] | |
1/31/2020 9:38:00 AM	CA GENERATED AND SENT E-MAIL TO ADDRESS [redacted] E-MAIL CAN BE VIEWED IN DOC CENTER. CA REASSIGN. | | | |
1/31/2020 9:39:00 AM	EMAIL SENT; CO TO HANDLE CASE AS NECESSARY

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWDT7A3XHC[redacted]
Owner Or Fleet	[redacted] PHOENIXVILLE, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	1/29/2020	Incident Date	N/A
Mileage	53,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2020 1:36:00 PM	CUSTOMER STATES SHE IS EXPERIENCING AN ISSUE THAT SHE BELIEVES IS THE CLOCK SPRING AND WHEN SHE CALLED TO SET UP THE APPOINTMENT SHE WAS TOLD THERE WOULD BE A DIAGNOSIS FEE. | | | | CUSTOMER SEEKING IF THAT IS CORRECT. | | | | CO EXPLAINED THAT THE DIAGNOSIS FEE IS REQUIRED TO CONFIRM THE ISSUE. IF IT'S DETERMINED TO BE THE AIRBAG CLOCK SPRING, THIS IS COVERED UNDER THE WARRANTY EXTENSION FOR 10 YEARS/120K MILES WOF. IF IT IS NOT, ANY RECOMMENDED REPAIR WOULD BE AT CUSTOMER EXPENSE. CO ALSO ADVISED OF 24DR SERVICE ACTION. | | | | NO FURTHER ACTION
1/29/2020 1:41:00 PM	CATEGORY SELECTION : ELECTRICAL / INOPERABLE - 1 / CLOCK SPRING;
1/29/2020 1:41:00 PM	CATEGORY SELECTION :

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWPL7AJ1EM[redacted]
Owner Or Fleet	[redacted] Oak View, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2014		
Report Date	1/29/2020	Incident Date	N/A
Mileage	121,919		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/29/2020 5:35:00 PM	CUSTOMER STATES: AIR BAG LIGHT ON TOOK IT TO THE VW DEALER AND IT WAS DIAGNOSED FOR THE AIRBAG CLOCK SPRING, DEALER ALREADY OFFERED 10% OFF FOR THE REPAIR, CUSTOMER IS OUTSIDE OF THE EXTENDED WARRANTY BY ALMOST 2,000 MILES, | | | | CUSTOMER SEEKS: ADDITIONAL FINANCIAL ASSISTANCE | | | FACE TO FACE WITH SUPERVISOR PETER ADVISED: VW WOULD NOT BE ABLE TO ASSIST WITH COST OF REPAIRS | | | C/O ADVISED: CUSTOMER HAS NO RECALLS ON THE VEHICLE, VEHICLE DID HAVE AN EXTENDED WARRANTY FOR THE AIRBAG CLOCK SPRING, CUSTOMER IS OUTSIDE OF THE EXTENDED WARRANTY BY MILEAGE, VW WILL STAND BEHIND THE DEALERSHIPS OFFER OF 10% OFF FOR REPAIRS, WE WOULD NOT ASSIST FURTHER FINANCIALLY | | | NO FURTHER ACTION
1/29/2020 5:44:00 PM	SUPERVISOR ADVISED VW WOULD NOT BE ABLE TO ASSIST WITH COST OF REPAIRS
1/29/2020 5:51:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX4DW[redacted]
Owner Or Fleet	[redacted] MIAMI, FL,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	1/30/2020	Incident Date	N/A
Mileage	71,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/30/2020 1:40:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / CLOCK SPRING INEFFECTIVE; ENGANDENGCOOLING / HISTORICAL CONCERN / HISTORICAL COOLANT PUMP CONCERN;
1/30/2020 12:58:00 PM	CUSTOMER STATES: PRE OWNED; PURCHASED FROM DEALER 405041 (SOUTH MOTORS) | | | | CURRENT CONCERNS; AIRBAG LIGHT ACTIVE, PLUS HORN DOES NOT WORK; CUSTOMER BELIEVES CLOCK SPRING IN VEHICLE HAS FAILED; NOT YET DIAGNOSED AT A DEALER; | | | | HISTORICAL CONCERNS: WATER PUMP REPLACED TWO YEARS AGO (SELF-REPAIR); | | | | CUSTOMER SEEKING; COVERAGE OF AIRBAG CLOCK SPRING UNDER WARRANTY, ALONG WITH TO DOCUMENT DEALER NOT RETURNING PHONE CALLS TO CUSTOMER; | | | | CUSTOMER ADVOCATE ADVISED: NO OPEN RECALLS; WARRANTY EXTENSIONS FOR AIRBAG CLOCK SPRING (UNTIL 1-2-2028 WITH NO MILES RESTRICTION) AND WATER PUMP (UNTIL 1-2-2023 OR 100,000 MILES WOF); CUSTOMER ADVOCATE SCHEDULED APPOINTMENT WITH DEALER 405041 (SOUTH MOTORS) FOR SATURDAY FEBRUARY 1 AT 8:00 AM (CONFIRMATION CODE X031P9VD31) CUSTOMER ADVOCATE PROVIDED WATER PUMP CLAIM ADMINISTRATOR PHONE NUMBER OF 877-363-7829 | | | | CUSTOMER ACKNOWLEDGED; NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX6BW[redacted]
Owner Or Fleet	[redacted]		SACRAMENTO, CA, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	1/31/2020	Incident Date	N/A
Mileage	95,103		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/31/2020 4:38:00 PM	CUST STATES: HAS A BUSTED CLOCKSPRING; | | | | CUST SEEKING: TO KNOW IF THE RECALL WAS COMPLEATED; | | | | CO ADVISED: AIRBAG CLOCK SPRING WARRANTY EXT 15Y 2025-10-31 OR 999999 MI WOF; CAN ASSIST IN SCHEDULING APPOINTMENT; CALLED DEALER 426106; SPOKE WITH CYNTHIA AND SCHEDULED APPOINTMENT FOR CUSTOMER FOR TUESDAY 02/04/2020 AT 8:30 AM. | | | | NO FURTHER ACTIONS. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX1CW[redacted]
Owner Or Fleet	[redacted]Atlanta, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	2/3/2020	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/3/2020 8:19:00 AM	CUSTOMER SUBSEQUENT OWNER, HUSBAND HAD AUDI, SON HAS OWNED SEVERAL VWS AND AUDIS, SERVICES AT DEALER 497228, CALLING ABOUT ISSUES WITH SAME THING THAT HAPPENED FEW YEARS AGO, THAT IS AIRBAG LIGHT, HORN MALFUNCT, STEERING WHEEL CONTROLS NOT WORKING, CALLED DEALER 407228 AND WAS TOLD VEHICLE IS OUTSIDE WARRANTY, THUS THEY ARE RESPONSIBLE FOR COST. | | | CO ADVISED NO OPEN RECALLS, WARRANTY EXTENSIONS FOR INTAKE MANIFOLD, FUEL INJECTOR, INJECTION PUMP, COOLANT PUMP, AIRBAG CLOCK SPRING, ADVISED THE RECALL FOR STEERING WHEEL LOCK WAS COMPLETED IN 3/2016 AND RECALLS ARE COMPLETED ONE TIME, SUGGESTED CUSTOMER ADDRESS WITH THE DEALER AS THE SYMPTOMS SHE IS DESCRIBING MAY FALL UNDER THE ARIBAG CLOCK SPRING WARRANTY EXTENSION. CUSTOMER STATES WILL INQUIRE. NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A33GC[redacted]
Owner Or Fleet	[redacted] Fresno, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	2/3/2020	Incident Date	N/A
Mileage	127,519		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/3/2020 4:38:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN CUSTOMER ADVOCATE STATE; ORIGINAL OWNER; VEHICLE WAS PURCHASED; VEHICLE IS FINANCED THROUGH VCI; BRAND LOYAL CUSTOMER MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT CAME ON; DEALER IS STATING THAT THE AIR BAG CLOCK SPRING NEEDS TO BE REPLACED AND CODED | | | CUSTOMER SEEKING; COST OF THE AIR BAG CLOCK SPRING REPAIR; | | | FACE TO FACE WITH MARY JO (SUPERVISOR)SUPPORTS CO'S DECISION; DUE TO MILEAGE, VW WOULD NOT OFFER FINANCIAL ASSISTANCE; | | | CO ADVISED; DUE TO THE VEHICLE BEING OUTSIDE OF THE AIRBAG CLOCK SPRING EXTENDED WARRANTY BY MILEAGE; VW WILL NOT BE ASSISTING WITH COST OF THE REPAIR | | | CUSTOMER STATES; THIS IS A SAFETY HAZARD AND WANTS TO SPEAK TO A SUPERVISOR | | | CHAT WITH PRESTON (SUPERVISOR) SUPERVISOR SUPPORTS DECISION CO PROVIDED TO CUSTOMER DUE TO MILEAGE OF VEHICLE OUTSIDE OF WARRANTY EXTENSION AND STEPS TAKEN TO REVIEW THEIR REQUEST FOR GOODWILL OUTSIDE OF THE EXTENDED WARRANTY FOR THE CLOCK SPRING; | | | CO ADVISED; DID GET A CHANCE TO REVIEW WITH LEADERSHIP AND DUE TO THE VEHICLE BEING OUTSIDE THE EXTENDED WARRANTY VW WILL NOT BE ASSISTING WITH THE COST OF THE REPAIR ; CUSTOMER STILL WISHED TO SPEAK WITH A SUPERVISOR AND CO ADVISED THERE IS NO LEADER AVAILABLE TO TAKE THE CALL LIVE BUT A MEMBER OF LEADERSHIP WILL BE CALLING BY NOON 02-04-2020 | | | CO TO ASSIGN TO TEAM LEAD | | |
2/3/2020 4:55:00 PM	TEAM LEAD STATES: SUPPORTS CO'S DECISION; DUE TO MILEAGE, VW WOULD NOT OFFER FINANCIAL ASSISTANCE; CO TO RETURN TO CUSTOMER. | |
2/3/2020 5:08:00 PM	(SUPERVISOR REVIEW); SUPERVISOR SUPPORTS DECISION CO PROVIDED TO CUSTOMER DUE TO MILEAGE OF VEHICLE OUTSIDE OF WARRANTY EXTENSION AND STEPS TAKEN TO REVIEW THEIR REQUEST FOR GOODWILL OUTSIDE OF THE EXTENDED WARRANTY FOR THE CLOCK SPRING; CO TO ADVISE
2/3/2020 5:21:00 PM	TL TO CALL CUST AT [redacted] REGARDING DENIAL OF FINANCIAL ASSISTANCE WITH THE COST OF A REPAIR DUE TO BEING OUTSIDE OF THE EXTENDED WARRANTY BY MILIAGE
2/3/2020 6:13:00 PM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON~~T~~T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | DEBRA G | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | |
2/4/2020 1:02:00 PM	CUSTOMER STATES: HAS AN ISSUE WITH CLOCK SPRING; THIS IS A SAFETY ISSUE; THIS PART HAS A RECORD OF HAVING ISSUES; CANNOT AFFORD REPAIR; KNOWS THAT VW EXTENDED THE WARRANTY AND KNOWS VEHICLE IS OUTSIDE BY MILEAGE; WANTED TO APPEAL DECISION; | | | TEAM LEAD ADVISED: VOLKSWAGEN WILL NOT BE PARTICIPATING WITH REPAIR; THERE ARE NO CURRENT RECALLS OR WARRANTY EXTENSIONS FOR PART; WARRANTY EXTENSION FOR CLOCK SPRING ON VEHICLE EXPIRED AT 120K; ALL WARRANTIES HAVE BOTH TIME AND MILEAGE PARAMETERS WOF | | | NO FURTHER ACTION REQUIRED

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH0CV[redacted]
Owner Or Fleet	[redacted] Oakland, CA,[redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	2/4/2020	Incident Date	N/A
Mileage	49,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/4/2020 7:11:00 PM	CUSTOMER STATES: HAS BEEN HAVING ISSUES WITH THE AIRBAG CLOCK SPRING BREAKING; IT BROKE 2 TIMES IN 2016, 1 TIME IN 2018, AND NOW JUST BROKE AGAIN ABOUT A WEEK AGO; CUSTOMER STATES THAT KNOWS THERE ARE NO WARRANTIES LEFT ON VEHICLE SO TOOK VEHICLE TO INDEPENDENT FOR REPAIRS; WANTED TO SEE IF VW WOULD COVER THE COST OF REPLACING THE CLOCK SPRING AGAIN; | | | CUSTOMER SEEKS: FINANCIAL ASSISTANCE FOR AIRBAG CLOCK SPRING; | | | CO ADVISED: VEHICLE HAS WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING UNTIL 09/28/2026 OR 99,999 MILES WOF; ALSO HAS A FEW OTHER WARRANTY EXTENSIONS THAT WOULD BE ABLE TO EMAIL TO CUSTOMER; CUSTOMER CAN REQUEST REIMBURSEMENT BY PROVIDING REPAIR ORDER AND PROOF OF PAYMENT; PROVIDED CASE NUMBER VIA EMAIL; | | | CO TO SEND TO TEAM 5 FOX
2/4/2020 7:18:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┤T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON[redacted] | | | SINCERELY, | | | | | | | TINA M | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT V[redacted] | |
2/4/2020 7:19:00 PM	TEAM 5 FOX TO EMAIL CUST WARRANTY EXTENSION INFO: [redacted] | | | WARRANTY EXTENSIONS: | | | INTAKE MANIFOLD UNTIL 09/27/2021 OR 120,000 MILES WOF | | | FUEL INJECTOR UNTIL 09/27/2021 OR 120,000 MILES WOF | | | INJECTION PUMP UNTIL 09/27/2021 OR 120,000 MILES WOF | | | TIMING CHAIN UNTIL 09/27/2021 OR 100,000 MILES WOF | | | AIRBAG CLOCK SPRING UNTIL 09/28/2026 OR 99,999 MILES WOF | | | COOLANT PUMP UNTIL 09/27/2021 OR 100,000 MILES WOF | | | TEAM 5 FOX TO EMAIL
2/10/2020 9:57:00 AM	CO TO REVIEW AND HANDLE CASE AS APPROPRIATE | |
2/10/2020 9:57:00 AM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | | ATTACHED YOU WILL FIND COPIES OF THE CUSTOMER LETTERS FOR THE OPEN WARRANTY EXTENSIONS ON YOUR EOS. ALL WARRANTY EXTENSIONS BEGIN FROM THE IN-SERVICE DATE OF SEPTEMBER 28, 2011. YOUR VEHICLE ALSO HAS THE FOLLOWING WARRANTY EXTENSION/CLASS ACTIONS: | | | ┬┤ TIMING CHAIN AND TIMING CHAIN TENSIONER WARRANTY EXTENSION PROTECTS THE TIMING CHAIN AND TIMING CHAIN TENSIONER COMPONENTS AGAINST MANUFACTURER SHORTCOMINGS FOR 10 YEARS OR 100,000 MILES WHICHEVER OCCURS FIRST. MORE INFORMATION ABOUT THIS WARRANTY EXTENSION/CLASS ACTION CAN BE VIEWED AT [redacted] | | | ┬┤ COOLANT PUMP WARRANTY EXTENSION PROTECTS THE COOLANT PUMP COMPONENT AGAINST MANUFACTURER SHORTCOMINGS FOR 10 YEARS OR 100,000 MILES WHICHEVER OCCURS FIRST. MORE INFORMATION ABOUT THIS WARRANTY EXTENSION/CLASS ACTION CAN BE VIEWED AT [redacted] | | | PLEASE LET US KNOW IF YOU HAVE ANY OTHER QUESTIONS BY CALLING US BACK AT 800-822-8987 OR REPLYING TO THIS EMAIL. | | | SINCERELY, | | | | | | | TINA M. | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX9BW[redacted]
Owner Or Fleet	[redacted] Bradenton, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	2/5/2020	Incident Date	N/A	Mileage	42,236
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/5/2020 1:05:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM DLR; DLR PERFORMED REPAIRS TO THE AIRBAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; VW TO REIMBURSE TOTAL: $581.18. | | | SP TO GENERATE CHECK REQUEST.
2/5/2020 1:25:00 PM	WVGAV7AX9BW[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $581.18. | | | GENERATED CHECK REQUEST.
2/5/2020 12:33:00 PM	MEDIA ATTACHED IN DOC CENTER
2/13/2020 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 581.18 MAILED ON 02/12/2020

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2AW[redacted]
Owner Or Fleet	[redacted] QUINCY, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2010		
Report Date	2/6/2020	Incident Date	N/A
Mileage	89,966		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549CH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/6/2020 11:06:00 AM	CUSTOMER STATES THE AIRBAG LIGHT IS ON AND WANT TO KNOW IF THERE ANY RECALL OR WARRANTY EXTENSION RELATED TO THIS INFORMATION | | | CUSTOMER SEEKING; ANY RECALLS OR WARRANTY EXTENSION | | | CO ADVISED; CHECKED FOR OPEN RECALLS AND WARRANTY EXTENSION; NO OPEN RECALLS NOR WARRANTY EXTENSION WITH THE VEHICLE; CUSTOMER STILL HAVE LIMITED WARRANTY AGAINST CORROSION PERFORATION FOR 12YR/UNLIMITED UNTIL 11/2021; RECOMMEND TO TAKE VEHICLE TO DEALER TO DIAGNOSIS THE CONCERN WITH THE AIRBAG LIGHT BUT CUSTOMER IS OUTSIDE OF ALL OTHER APPLICABLE WARRANTIES AND ANY REPAIRS WOULD BE AT CUSTOMER EXPENSE; CUSTOMER STATES HOW MUCH THEY CHARGE FOR THE DIAGNOSIS FEE; CO ADVISED WILL NOT BE ABLE TO PROVIDE THAT SINCE EVERY DEALER CHARGES DIFFERENT, OFFERED TO SCHEDULE AN APPOINTMENT AND CUSTOMER DECLINED WILL SCHEDULE HIMSELF; EMAILED DEALER 401079 CONTACT INFORMATION
2/6/2020 11:25:00 AM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS PROMISED, HERE┬┐S THE INFORMATION FOR YOUR CLOSEST VW DEALERSHIP. | | | QUIRK VOLKSWAGEN | 20 GRANITE ST, BRAINTREE MA, 02184 | (781) 348-8800 | | | I HOPE THIS HELPS. IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY BACK TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | KAREN S | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCT7A30EC[redacted]
Owner Or Fleet	[redacted] BRIMFIELD, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	2/6/2020	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/6/2020 4:01:00 PM	CUSTOMER STATES DAUGHTER WAS DRIVING VEHICLE HEARD A POP AND THEN THE HORN STOPPED WORKING AND AIRBAG LIGHT CAME ON | | | CUSTOMER SEEKS IF REPAIR IS COVERED UNDER WARRANTY | | | CO ADVISED THEIR IS A WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING FOR 10 YEARS OR 1120K MILES WOF AND IS LIKELY RELATED IF THE ISSUE IS THE AIRBAG CLOCK SPRING AND CAN BE REPAIRED AT ANY VW DEALER AT NO COST | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWFW7AH7CV[redacted]
Owner Or Fleet	[redacted] GLADE HILL, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	2/7/2020	Incident Date	N/A
Mileage	67,763		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/7/2020 3:21:00 PM	REFERENCE CASE#[redacted] | | | I STILL HAVE NOT RECEIVED ANY RESPONSE FROM THIS AND IT HAS BEEN 2 MONTHS. I HAVE HAD NOTHING BUT PROBLEMS WITH THIS CAR AND NOW THE DRIVER SIDE DOOR WILL NOT OPEN FROM THE INSIDE. NOT IMPRESSED WITH VOLKSWAGEN AT ALL.
2/7/2020 3:26:00 PM	MEDIA ATTACHED IN DOC CENTER
2/7/2020 3:30:00 PM	CUSTOMER SEEKING REIMBRUSEMENT FOR THE CLOCK SPRING.
2/7/2020 3:30:00 PM	HELLO[redacted] | | | I AM VERY SORRY THAT YOU HAVEN'T RECEIVED ANYTHING REGARDING YOUR REQUEST FOR REIMBURSEMENT. I AM GOING TO LOOK INTO THIS AND FOLLOW UP WITH YOU ONCE I HAVE AN UPDATE. | | | THANK YOU! | | | JAMISHA K. | | DIGITAL OPERATIONS ADVOCATE, VOLKSWAGEN CUSTOMER CARE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | |
2/7/2020 3:34:00 PM	MEDIA ATTACHED IN DOC CENTER - SP ATTACHED THE CORRECT RO FROM THE PREVIOUS CASE
2/7/2020 4:07:00 PM	CUST SEEKING REIMBURSEMENT UNDER THE WECI AIR BAG CLOCK SPRING WARRANTY EXTENSION; SUBMITTED RO AND POP FROM DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING CUST PAID $469.33 FOR THE REPAIRS; THE REPAIRS WERE DONE BEFORE THE RELEASE OF THE WARRANTY EXTENSION; TAX $16.14; VW TO REIMBURSE TOTAL: $485.47. | | | SP TO GENERATE CHECK REQUEST.
2/7/2020 4:16:00 PM	WVWFW7AH7CV[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $485.47. | | | GENERATED CHECK REQUEST.
2/15/2020 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 485.47 MAILED ON 02/14/2020
2/21/2020 3:26:00 PM	HELLO[redacted] | | | I WANTED TO FOLLOW UP WITH YOU REGARDING YOUR REQUEST FOR REIMBURSEMENT FOR THE AIRBAG CLOCK SPRING. A CHECK WAS MAILED OUT ON 2/14/2020. | | | PLEASE LET ME KNOW IF YOU HAVE ANY MORE QUESTIONS. | | | BEST REGARDS, | | | | | | | JAMISHA K. | | DIGITAL OPERATIONS ADVOCATE, VOLKSWAGEN CUSTOMER CARE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A36GC[redacted]
Owner Or Fleet	[redacted] Aloha, OR, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	2/10/2020	Incident Date	N/A
Mileage	81,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/10/2020 12:34:00 PM	CUSTOMER STATES; CURRENTLY AT INDEPENDENT GETTING AN OIL CHANGE; THE AIRBAG LIGHT JUST CAME ON YESTERDAY; ALSO THE HORN WON┬┐T WORK AND THE WHEEL IS FUNCTIONING ; HASN┬┐T GOTTEN THE VEHICLE DIAGNOSED YET | | | CUSTOMER SEEKS; INQUIRING IF THERE ARE ANY RECALLS ON THE VEHICLE FOR THE AIRBAG | | | CO ADVISED; NO OPEN RECALLS; AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI; | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGRV7AX0HK[redacted]
Owner Or Fleet	[redacted] North Lauderdale, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	2/10/2020	Incident Date	N/A
Mileage	41,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/10/2020 2:03:00 PM	CUSTOMER STATES THE AIRBAG LIGHT IS ON AGAIN FOR THE 3RD TIME; CUSTOMER HAD REPAIRS DONE BEFORE THE AIRBAG CLOCK SPRING; CUSTOMER NOT SURE WHAT TO DO SINCE CUSTOMER IS OUTSIDE OF WARRANTY; | | | | CO ADVISED VEHICLE STILL WITHIN CPO WARRANTY; VEHICLE ALSO HAS WARRANTY EXT., FOR AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI; CO RECOMMEND TO GET VEHICLE BACK INTO THE DEALER; CO OFFERED TO SET UP APPOINTMENT; APPOINTMENT MADE FOR WEDNESDAY 02/12 AT 3:30PM; CO TO SEND CUSTOMER EMAIL WITH CASE NUMBER; DEALER WILL BE IN THE BEST POSITION TO HELP CUSTOMER WITH CONCERN; | | | | NO FURTHER ACTION
2/10/2020 2:10:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┬T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | ALICIA Y | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAS7A34GC[redacted]
Owner Or Fleet	[redacted] Schertz, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	2/11/2020	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/11/2020 9:13:00 AM	RECEIVED NON AUTO LINE BBB CLAIM ON 1/31/20. | | | CUSTOMER STATES STEERING WHEEL CONTROL ISSUES AND WARNING LIGHT FOR THE AIR BAG. CUSTOMER TOOK VEHICLE TO VW OF ALAMO HEIGHTS (425073). DLR SAID THEY REPLACED THE CLOCK SPRING BUT WANTED TO RUN DIAGNOSTICS FOR ADDITIONAL REPAIR. CUSTOMER WANTED TO GET SECOND OPINION. CUSTOMER WAS THEN CONTACTED BY 425073 AGAIN; NOTHING WAS WRONG WITH THE CAR AND PUT THE OLD CLOCK SPRING BACK IN THE VEHICLE. CUSTOMER THEN TOOK VEHICLE TO CHRISTIAN BROTHERS TO RUN A DIAGNOSTIC ($120); CLOCK SPRING WAS BAD. CUSTOMER TOOK VEHICLE TO ANCIRA VW 425159 TO REPLACE CLOCK SPRING; 425159 WANTED TO RUN ADDITIONAL DIAGNOSTICS . TOOK VEHICLE TO CHRISTIAN BROTHERS RO RUN DIAGNOSTIC (120). CLOCK SPRING WAS REPLACED BY 425159 BUT DID NOT ENTER THE CODES TO ACTIVATE IT. CUSTOMER TOOK VEHICLE BACK TO 425073; VEHICLE NEEDED A SWITCH CONTROL WHICH HAD TO BE ORDERED. CUSTOMER WAS CHARGED $669.57 FOR REPAIR. | | | CUSTOMER SEEKING REIMBURSEMENT OF $669.57
2/17/2020 1:02:00 PM	UPLOADED DENIAL LETTER TO WEBSITE
2/17/2020 12:53:00 PM	REPLACEMENT OF CLOCK SPRING WAS COVERED UNDER THE AIRBAG CLOCKSPRING WARRANTY. OTHER REPAIRS WERE OUTSIDE OF WARRANTY. | | | UNABLE TO ASSIST.
3/4/2020 2:17:00 PM	SCANNED FILE 3-4

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN6GE[redacted]
Owner Or Fleet	[redacted]Oakley, CA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2016		
Report Date	2/11/2020	Incident Date	N/A
Mileage	100,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501CN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/11/2020 6:53:00 PM	CUSTOMER STATES PURCHASED VEHICLE NEW, 2ND VW, SERVICES WITH DEALER. CUSTOMER STATES TOOK VEHICLE TO DEALER 426113 WHEN HER AIRBAG LIGHT CAME ON AND HER HORN STOPPED WORKING. DEALER TOLD HER THAT THE REPAIR WOULD BE ABOUT $1000 TO FIX. CUSTOMER READ THAT VW EXTENDED THE WARRANTY AND RECALLED OTHER VEHICLE FOR THIS ISSUE BUT HER VEHICLE ISN'T COVERED FOR THE AIRBAG CLOCK SPRING. | | | CUSTOMER SEEKING COST ASSISTANCE WITH REPAIR. | | | CUSTOMER DOESN'T HAVE ANY RECALLS/WARRANTY EXTENSIONS ON THE VEHICLE. WITH VEHICLE BEING 64K MILES OUTSIDE OF WARRANTY, VW WILL NOT ASSIST WITH REPAIR. | | | CUSTOMER ASKED FOR THIS TO BE REVIEWED BY LEADERSHIP. | | | CO ADVISED AFTER REVIEW, VW WILL NOT BE ABLE TO MEET HER REQUEST FOR COST ASSISTANCE. | | | CUSTOMER STATED IF SHE OR A MEMBER OF HER FAMILY ARE INJURED OR KILLED AS A RESULT OF THIS PROBLEM THAT VW IS AWARE OF, SHE WILL SUE VW. | | | NO FURTHER ACTION.
2/11/2020 7:00:00 PM	LEADERSHIP REVIEW** | | | TEAM LEAD SUPPORTED DENIAL; DUE TO TIME AND MILEAGE OUTSIDE APPLICABLE WARRANTY; VW WILL NOT BE MEETING REQUEST; CO TO ADVISE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX3BW[redacted]
Owner Or Fleet	[redacted]		AUSTIN, TX, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	2/11/2020	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/11/2020 7:26:00 PM	CUSTOMER STATES AIRBAG LIGHT ON VEHICLE LOSING POWER NEEDED A JUMP | | | | CUSTOMER SEEKS APPOINTMENT AT DEALER | | | | CO ADVISED MADE APPOINTMENT AT CHARLES MIND VW 425155 FOR SATURDAY AT 8 AM PLEASE BE AWARE THAT AN AIRBAG LIGHT IS A SAFETY ISSUE AND DEPENDING ON PROBLEM COULD CAUSE AIRBAG TO NOT DEPLOY | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW5S7AJ4EM[redacted]
Owner Or Fleet	[redacted]		Charlotte, NC,[redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	2/12/2020	Incident Date	N/A
Mileage	126,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/12/2020 10:36:00 AM	CUSTOMER STATES; ORIGINAL OWNER; LEASED THEN PURCHASED; PURCHASED FROM DEALER 409258 (SOUTH CHARLOTTE); REGISTERED IN NORTH CAROLINA; NOT FINANCED THROUGH VCI; BRAND LOYAL (5 VW); NO WARRANTY EXTENSIONS PURCHASED; MAINTAINED AT DEALER 409258 (SOUTH CHARLOTTE); | | | CURRENT CONCERNS: AIRBAG WARNING LIGHT; ALSO HAVING ISSUES WITH ELECTRICAL FUNCTIONS OF STEERING WHEEL; CUSTOMER HAS NOT DIAGNOSED VEHICLE AT VW DEALER AS OF YET, HOWEVER THROUGH CUSTOMER RESEARCH THEY BELIEVE THIS IS REGARDING AIRBAG CLOCK SPRING; DEALER REFERRED CUSTOMER TO CONTACT CARE; | | | HISTORICAL CONCERNS; REPLACED VEHICLE CLUTCH AND BRAKES; | | | CUSTOMER SEEKS: ANY COVERAGE FOR (POSSIBLE) AIRBAG CLOCK SPRING REPLACEMENT DUE TO BRAND LOYALTY (5 VEHICLES); | | | CUSTOMER ADVOCATE ADVISED: NO OPEN RECALLS, OUTSIDE OF AIRBAG CLOCK SPRING WARRANTY EXTENSION (120,000 MILES); VW IS NOT ABLE TO FURTHER EXTEND THE WARRANTY EXTENSION AND WOULD ALSO NEED TO DIAGNOSE THE VEHICLE FIRST; | | | CUSTOMER ADVOCATE REACHED OUT TO DEALER 409258 (SOUTH CHARLOTTE) AND SPOKE TO ADAM IN SERVICE; SERVICE DEPARTMENT STATED THE AIRBAG CLOCK SPRING REPAIR COSTS AN ESTIMATE OF $500 AND WILL TAKE A "COUPLE OF HOURS" TO REPAIR "IF THE PART IS IN STOCK" | | | CUSTOMER ADVOCATE OFFERED TO SCHEDULE APPOINTMENT AT DEALER; CUSTOMER DECLINED AND WILL REACH OUT EARLY NEXT WEEK; | | | CUSTOMER ADVOCATE TO CONTACT CUSTOMER BY COB THURSDAY FEBRUARY 20 AT [redacted] TO CONFIRM DEALER VISIT INFORMATION
2/12/2020 11:08:00 AM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / CLOCK SPRING INEFFECTIVE; POWERTRAIN / HISTORICAL CONCERN / HISTORICAL CLUTCH PEDAL CONCERN; FOUNDATIONBRAKE / HISTORICAL CONCERN / HISTORICAL BRAKE WEAR;
2/20/2020 12:51:00 PM	CUSTOMER ADVOCATE REACHED OUT TO CUSTOMER; NO ANSWER; UNABLE TO LEAVE VOICEMAIL AS "MAILBOX WAS FULL" | | | CUSTOMER ADVOCATE TO CONTACT CUSTOMER BY COB THURSDAY FEBRUARY 27 AT [redacted] | | | *LEVEL 1 TO ADVISE: CONFIRM IF CUSTOMER WAS ABLE TO BRING VEHICLE TO DEALER TO ADDRESS CONCERNS;
2/27/2020 10:07:00 AM	CUSTOMER ADVOCATE REACHED OUT TO CUSTOMER; NO ANSWER; CUSTOMER ADVOCATE LEFT VOICEMAIL | | | CUSTOMER ADVOCATE PROVIDED FOLLOW UP TO CONFIRM IF CUSTOMER WAS ABLE TO BRING VEHICLE TO DEALER TO ADDRESS CONCERNS; | | | CUSTOMER ADVOCATE TO CONTACT CUSTOMER BY COB THURSDAY MARCH 5 AT [redacted] | | | *LEVEL 1 TO ADVISE: CONFIRM IF CUSTOMER WAS ABLE TO BRING VEHICLE TO DEALER TO ADDRESS CONCERNS;
3/5/2020 11:56:00 AM	CUSTOMER ADVOCATE REACHED OUT TO CUSTOMER; NO ANSWER; CUSTOMER ADVOCATE LEFT VOICEMAIL | | | CUSTOMER ADVOCATE PROVIDED FOLLOW UP TO CONFIRM IF CUSTOMER WAS ABLE TO BRING VEHICLE TO DEALER TO ADDRESS CONCERNS; | | | CUSTOMER ADVOCATE TO CONTACT CUSTOMER BY COB THURSDAY MARCH 12 AT [redacted] | | | *LEVEL 1 TO ADVISE: CONFIRM IF CUSTOMER WAS ABLE TO BRING VEHICLE TO DEALER TO ADDRESS CONCERNS;
3/11/2020 1:36:00 PM	CUSTOMER ADVOCATE REACHED OUT TO CUSTOMER; NO ANSWER; CUSTOMER ADVOCATE LEFT VOICEMAIL | | | CUSTOMER ADVOCATE PROVIDED FOLLOW UP TO CONFIRM IF CUSTOMER WAS ABLE TO BRING VEHICLE TO DEALER TO ADDRESS CONCERNS; | | | CUSTOMER ADVOCATE TO SEND "UNABLE TO CONTACT" EMAIL TO CUST; | | | CASE RESOLVED PENDING CUST CONTACT;
3/11/2020 1:38:00 PM	FROM: VW EXPERIENCE | | SENT: WEDNESDAY, MARCH 11, 2020 1:38 PM | | TO: [redacted] | | SUBJECT: VOLKSWAGEN CUSTOMER CARE [redacted] | | | REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH US. | | | I HAVE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. AT YOUR EARLIEST CONVENIENCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987. | | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | | SINCERELY, | | | | | | | BOBBY B. | | CUSTOMER CARE ADVOCATE | | | [redacted] | | | THIS MESSAGE, INCLUDING ANY ATTACHMENTS, IS INTENDED ONLY FOR THE NAMED ADDRESSEE(S). | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW5S7AJ4EM[redacted]
Owner Or Fleet	[redacted]		Charlotte, NC,[redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	2/12/2020	Incident Date	N/A
Mileage	126,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

3/11/2020 3:11:00 PM	| | | | FROM:[redacted]| | SENT: WEDNESDAY, MARCH 11, 2020 2:10 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE [redacted]| | | | HI BOBBY, | | | | I'M SORRY BUT CANNOT TAKE THE CALLS WHILE AT WORK. I HAVE NOT BEEN ABLE TO BRING MY VEHICLE IN FOR SERVICE YET- IT'S JUST TOO EXPENSIVE AND I CANNOT AFFORD TO HAVE IT FIXED RIGHT NOW. | |
3/12/2020 8:29:00 AM	CASE OWNER REVIEWED UPDATED INFORMATION; | | | | CASE RESOLVED AS NO FURTHER ACTION NEEDED AT THIS TIME;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30DC[redacted]
Owner Or Fleet	[redacted] Americus, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	2/12/2020	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/12/2020 8:45:00 PM	CUST STATES: RECIEVED AIRBAG RECALL; HORN STOPPED WORKING; | | | CUST SEEKING: TO KNOW MORE ABOUT RECALLS; | | | CO ADVISED: CUSTOMER HAS 4 OPEN RECALLS ON VEHICLE; | | A-RECALL - STEERING WHEEL CLOCK SPRING; | | A-RECALL - TAKATA SDI DRIVER FRONTAL AIRBAG INFLATOR; | | A-RECALL - HEADLIGHT (LOW BEAM); | | A-RECALL - HEADLIGHT ADJUSTING SCREW CAPS; | | CO WOULD LIKE TO CALL CUSTOMER TOMORROW TO HELP ASSIST IN SCHEDULING AN APPOINTMENT WITH THE DEALER FOR RECALLS TO BE ADDRESSED; CO WILL CALL CUSTOMER BY COB 02/13/2020. | | | CO TO CALL CUSTOMER.
2/13/2020 3:16:00 PM	CUSTOMER STATES LOOKING TO MAKE APPOINTMENT FOR RECALLS; WORKS WEEKDAYS WOOD NEED A LOANER | | | CUSTOMER SEEKS APPOINTMENT | | | CUSTOMER ADVOCATE ADVISED HAS CONTACTED DEALERSHIP IN REGARDS TO LOANER AVAILABILITY AND SCHEDULING DUE TO CONFLICT TRANSFERRED CUSTOMER DIRECTLY TO DEALER 407215S SERVICE DEPARTMENT TO SPEAK TO SCHEDULING AND LOANER AVAILABILITY | | | CO TO REVIEW AND CLOSE
2/13/2020 3:43:00 PM	CO CALLED CUSTOMER SEEKING TO KNOW IF CUSTOMER WAS AVAILABLE TO SET UP AN APPOINTMENT; | | | CUST STATES: ALREADY CALLED DLR 407215 AND SCHEDULED APPOINTMENT FOR 02/18/2020. | | | NO FURTHER ACTIONS.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A37DC[redacted]
Owner Or Fleet	[redacted] PAWLEYS ISLAND, SC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	2/14/2020	Incident Date	N/A
Mileage	59,037		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/14/2020 11:26:00 AM	CUSTOMER SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED REPAIR ORDER AND POP FROM DEALER 407343 FROM 01/2020 WHEN THE WARRANTY EXT WAS ACTIVE; THE DEALER DENIED COVERAGE UNDER THE WARRANTY EXTENSION STATING SPECIFIC FAULT CODES WERE NOT PRESENT TO CLAIM THE REPAIRS UNDER WARRANTY; CASE WAS PREVIOUSLY ESCALATED TO RCM, REFERENCE CASE [redacted] AND THE RCM SUPPORTED THE DEALERSHIP'S DENIAL; SP UNABLE TO CONFIRM IF THE DEALERSHIP CONTACTED THE WARRANTY HELPLINE TO SUPPORT THE DENIAL; THE WARR EXT REIMBURSEMENT GUIDELINES AND WARR EXT COMMUNICATION DETAILS DO NOT INDICATE THAT CERTAIN FAULTS MUST BE PRESENT IN ORDER TO CLAIM THE REPAIRS UNDER WARRANTY; THE CUSTOMER HAD THE AIRBAG LIGHT ON AS NOTED IN THE WARRANTY EXTENSION NOTICE LETTER; THE SYMPTOMS NOTED ON THE REPAIR ORDER CORRESPOND WITH THE WARR EXT SYMPTOMS. | | | SP TO REACH OUT TO GOODWILL TO SEE IF THE DEALERSHIP CONTACTED WARRANTY; GOODWILL SHOULD BE ABLE TO USE CLIENT MANAGER TO LOOK UP ANY WARRANTY CALL; IF THE DEALER DID NOT CONTACT WARRANTY SP WILL REACH OUT TO LEAD CAMPAIGN ADMINISTRATOR TO SEE IF CERTAIN FAULT CODES ARE NEEDED TO CLAIM THE REPAIR UNDER WARRANTY. | | | SP TO WAIT FOR UPDATE BEFORE PROCEEDING.
2/14/2020 11:47:00 AM	SP WAS ABLE TO LOCATE WARRANTY EXTENSION COVERAGE/LIMITATIONS IN THE POLICY AND PROCEDURE MANUAL ON PAGE 154-155 | | | "A TORN STEERING WHEEL CLOCK SPRING DEMONSTRATED BY EITHER FAULT CODE B10001B (DRIVER AIRBAG IGNITER: RESISTANCE TOO HIGH) OR VAG00588 (DRIVER SIDE AIRBAG IGNITER: UPPER LIMIT EXCEEDED) MUST BE PRESENT IN THE TECHNICIAN'S GUIDED FAULT FINDINGS LOG FOR THE WARRANTY EXTENSION TO APPLY" | | | SP SEARCHED GFF AND THE FAULT CODE B1001B WAS PRESENT AS NOTED BELOW FROM THE GFF PAPERLESS LOG: | | | "B10001B: DRIVER AIRBAG IGNITER RESISTANCE TOO HIGH | | ACTIVE/STATIC | | 9437211 | | 10001001" | | | SP CAN REIMBURSE UNDER THE WARRANTY EXTENSION AS THE CORRECT FAULT WAS PRESENT AT THE TIME OF THE REPAIR AND CUST HAD 69L2 COMPLETED PRIOR TO THE VISIT; VW TO REIMBURSE TOTAL: $571.38. | | | SP TO GENERATE CHECK REQUEST.
2/14/2020 12:00:00 PM	1VWBH7A37DC[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $571.38. | | | GENERATED CHECK REQUEST.
2/14/2020 9:51:00 AM	MEDIA ATTACHED IN DOC CENTER
3/6/2020 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 571.38 MAILED ON 03/05/2020

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBN7AN6DE[redacted]
Owner Or Fleet	[redacted] Concord, NC, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	2/14/2020	Incident Date	N/A
Mileage	91,419		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/14/2020 11:41:00 AM	CUSTOMER STATES; TOOK VEHICLE TO DEALER BECAUSE HE NEEDED THE AIRBAG CLOCK SPRING REPAIRED 02/07/2020; THE BUTTONS ON THE STEERING WHEEL ARE NOT WORKING NOW AND THEY WERE BEFORE; THE DEALER SAID IT DOESN┬┐T HAVE ANYTHING TO DO WITH REPAIR; SERVICE ADVISOR WAS BRIAN; | | | | CUSTOMER SEEKING; IF VEHICLE ISSUE IS RELATED TO VEHICLE CONCERN; | | | | CO ASKED IF CUSTOMER COULD BE PLACED ON HOLD; CUSTOMER REQUESTED TO BE CALL BACK;
2/14/2020 2:00:00 PM	CO WAS CALLING MR.[redacted] BACK TO FIND OUT MORE INFORMATION; | | | | LEVEL 1 TO ADVISED; | | | | DID CUSTOMER TAKE VEHICLE BACK TO DEALER NOW SINCE THE BUTTONS ON STEERING WHEEL AREN┬┐T WORKING? | | IF NOT CUSTOMER WOULD NEED TO GET VEHICLE BACK INTO DEALER FOR DIAGNOSIS; | | IF CUSTOMER DID TAKE VEHICLE BACK TO DEALER AND DEALER IS OPTING NOT TOO DIAGNOSIS OR FURTHER ASSIST AND SAYING IT┬┐S NOT A COMPONENT OF THE AIRBAG CLOCK SPRING WARRANTY EXT. PLEASE ESCALATE TO RCM; | | | | CO TO WAIT OF CUSTOMER CALL
2/14/2020 4:01:00 PM	CUSTOMER STATES: RETURNING C/O ALEXIS CALL FROM EARLIER, TOOK VEHICLE INTO DEALER ON 2/7/20,DEALER 409250 DID A DIAGNOSES ON THE VEHICLE AND STATES THAT THE CONCERN WITH THE BUTTONS ON THE STEERING WHEEL NOT WORKING, HAS NOTHING TO DO WITH THE WARRANTY EXTENSION CUSTOMER HAS ON THE VEHICLE FOR THE AIRBAG CLOCK SPRING, CUSTOMER┬┐S HORN IS WORKING ON THE VEHICLE, DEALER DID NOT ADVISE WHY THE BUTTONS ON THE STEERING WHEEL ARE NOT WORKING. | | | | C/A ADVISED: (PER C/O NOTES), WE ARE GOING TO GO AHEAD AND ESCALATE CASE UP TO AN RCM WHO WILL LOOK INTO THE DIAGNOSES THAT THE DEALER MADE ON THE CONCERN, AND TO MAKE SURE THEY HAVE USED ALL OF THEIR TECHNICAL RESOURCES WHEN DIAGNOSING THE VEHICLE, RCM WILL FOLLOW UP WITH CUSTOMER BY THE COB ON MONDAY THE 17TH, WILL SEND CUSTOMER CASE NUMBER TO EMAIL | | | C/A TO RCM FOR REVIEW
2/14/2020 4:10:00 PM	RCM TO FOLLOW UP ON DIAGNOSES OF VEHICLE CONCERN NOT BEING COVERED UNDER THE WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING. | | | | RCM TO FOLLOW UP WITH CUSTOMER BY THE COB ON 2/17
2/17/2020 10:53:00 AM	GOOD MORNING BRANT, | | | | WVWBN7AN6DE[redacted] THIS CUSTOMER CONTACTED US, STATING THEY HAD THE AIRBAG CLOCK SPRING RECALL PERFORMED AT YOUR DEALERSHIP ON 02/07/2020. HE STATES THAT SINCE THE REPAIR WAS COMPLETED, THE BUTTONS ON THE STEERING WHEEL ARE NO LONGER FUNCTIONING. HE STATES THAT THERE WAS NO ISSUE WITH THE BUTTONS BEFORE, HOWEVER YOUR DEALER IS STATING IT IS UNRELATED. CAN YOU PLEASE LOOK INTO THIS AND LET ME KNOW ANY INFORMATION YOU HAVE ON THIS? THANK YOU. | | | | RCM TO WAIT DEALER E-MAIL
2/17/2020 4:08:00 PM	RCM LEFT VOICE MAIL MESSAGE ADVISING WE REACHED OUT TO DEALER 409250, AND WE ARE WAITING ON ADDITIONAL INFORMATION; RCM WILL FOLLOW UP AGAIN TOMORROW 2/18, AND PROVIDED DIRECT EXTENSION OF 43320. | | | | RCM TO CALL DEALER
2/18/2020 12:48:00 PM	GOOD MORNING BRANT, | | | | WVWBN7AN6DE[redacted] THIS CUSTOMER CONTACTED US, STATING THEY HAD THE AIRBAG CLOCK SPRING RECALL PERFORMED AT YOUR DEALERSHIP ON 02/07/2020. HE STATES THAT SINCE THE REPAIR WAS COMPLETED, THE BUTTONS ON THE STEERING WHEEL ARE NO LONGER FUNCTIONING. HE STATES THAT THERE WAS NO ISSUE WITH THE BUTTONS BEFORE, HOWEVER YOUR DEALER IS STATING IT IS UNRELATED. CAN YOU PLEASE LOOK INTO THIS AND LET ME KNOW ANY INFORMATION YOU HAVE ON THIS? THANK YOU. | | | | RCM TO WAIT DEALER E-MAIL
2/18/2020 12:51:00 PM	RCM E-MAILED FIXED OPERATIONS MANAGER SEEKING ASSISTANCE
2/18/2020 3:55:00 PM	HIS BUTTONS ON THE STEERING WHEEL ARE JUST WORN. MYSELF AND TECHNICIAN CHECKED IT FOR HIM WHEN HE PICKED UP. YOU HAVE TO PUSH THE BUTTONS VERY HARD TO GET THEM TO WORK WHICH WAS THAT WAY BEFORE ANY REPAIRS WERE MADE. | | | | RCM TO CALL CUSTOMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBN7AN6DE[redacted]
Owner Or Fleet	[redacted] Concord, NC, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	2/14/2020	Incident Date	N/A
Mileage	91,419		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/18/2020 3:56:00 PM	RCM LEFT VOICE MAIL MESSAGE ADVISING WE SPOKE WITH THE SERVICE MANAGER AT DEALER 409250, AND WE HAVE SOME FEEDBACK WE WOULD LIKE TO SHARE; PROVIDED DIRECT EXTENSION OF 43320. | | | RCM TO WAIT CUSTOMER CALL
2/19/2020 5:47:00 PM	CUSTOMER CALLING BACK LOOKING TO SPEAK WITH HIS RCM | | | CUSTOMER ADVOCATE REACHED OUT TO RCM BY PHONE AND VIA LYNC | | | RCM WAS NOT AVAILABLE TO TAKE THE CALL LIVE AT THIS TIME | | | CUSTOMER ADVOCATE LET CUSTOMER KNOW HIS RCM WAS NOT AVAILABLE TO TAKE HIS CALL AT THIS TIME; SHE WOULD DOCUMENT HIS CALL IN THE CASE NOTES | | | CUSTOMER ACKNOWLEDGED | | | RCM TO REVIEW | |
2/20/2020 11:35:00 AM	RCM CALLED [redacted] MAILBOX WAS FULL AND WE WERE UNABLE TO LEAVE A MESSAGE. | | | RCM TO E-MAIL CUSTOMER
2/20/2020 11:38:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH YOUR CC. | | | I┬┐VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. I RECEIVED A MESSAGE STATING YOUR MAILBOX WAS FULL, SO I WAS UNABLE TO LEAVE A VOICEMAIL. | | | AT YOUR EARLIEST CONVENIENCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43320. YOU CAN ALSO REPLY TO THIS EMAIL. | | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | | SINCERELY, | | | | | | | NINA A | | REGION CASE MANAGER | |
2/24/2020 10:58:00 AM	NO FURTHER ACTION
2/27/2020 10:49:00 AM	CUSTOMER STATED REACHING OUT REGARDING FOLLOW UP; CUSTOMER ADVOCATE ADVISED CUSTOMER RCM DID ATTEMPT TO MAKE CALL VM WAS FULL CUSTOMER ADVISED JUST CLEARED OUT; CUSTOMER ADVOCATE ADVISED RCM DID GET IN CONTACT WITH DEALER; CUSTOMER ADVOCATE ADVISED WILL UPDATE CASE FOR RCM TO BE IN CONTACT BY THE COB 02/28/2020
2/28/2020 12:17:00 PM	RCM LEFT VOICE MAIL MESSAGE ADVISING WE ARE FOLLOWING UP ON CASE, AND WOULD LIKE A RETURN CALL. | | | RCM TO WAIT CUSTOMER CALL | | | RCM TO ADVISE: AFTER SPEAKING WITH THE SERVICE MANAGER AT DEALER 409250, HE CONFIRMED THAT THE TECHNICIAN HAD TO PUSH THE BUTTONS ON THE STEERING WHEEL VERY HARD IN ORDER TO GET THEM TO WORK, HOWEVER THIS WAS LIKE THIS PRIOR TO ANY REPAIRS PERFORMED BY THE DEALERSHIP; SERVICE MANAGER STATES THE DEALER FEELS THEY ARE NOT RESPONSIBLE, AND WILL NOT PROVIDE ANY ASSISTANCE.
3/3/2020 10:16:00 AM	***** EMAIL TO [redacted] ***** | | REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH YOUR CC. | | | I┬┐VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. AT YOUR EARLIEST CONVENIENCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43320. YOU CAN ALSO REPLY TO THIS EMAIL. | | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | | SINCERELY, | | | | | | | NINA A | | REGION CASE MANAGER | | | RCM TO WAIT CUSTOMER CONTACT
3/5/2020 12:14:00 PM	NO FURTHER ACTION PENDING CUSTOMER CONTACT
3/5/2020 12:42:00 PM	CUST STATES: SPOKE WITH SOMEONE WHO SAID THEY'D CALL CUSTOMER TODAY; | | | CUST SEEKING: TO SPEAK WITH RCM; | | | | CA ADVISED: RCM IS CURRENTLY UNAVAILAVLE AT THIS TIME; WILL DOCCUMENT CALL AND RCM WILL CALL CUSTOMER BY COB 03/06 | | | RCM TO REVIEW.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBN7AN6DE[redacted]
Owner Or Fleet	[redacted] Concord, NC, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	2/14/2020	Incident Date	N/A
Mileage	91,419		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

3/6/2020 11:23:00 AM	RCM ADVISED WE SPOKE WITH THE SERVICE MANAGER AT DEALER 409250, WHO STATED THE BUTTONS ON THE STEERING WHEEL WERE DIFFICULT TO PUSH, HOWEVER IT WAS IN THIS CONDITION WHEN THE VEHICLE WAS BROUGHT IN; ADVISED THAT THE DEALER DOES NOT FEEL THEY ARE RESPONSIBLE FOR ANY WORKMANSHIP ISSUE, AND VOLKSWAGEN WILL NOT BE OFFERING ASSISTANCE. CUSTOMER STATES THAT HE SPOKE WITH 3 INDEPENDENT MECHANICS, AND THAT THEY ALL STATED THIS WAS RELATED TO THE CLOCK SPRING. RCM ADVISED WE HAVE TO RELY ON OUR VOLKSWAGEN DEALERSHIPS, AS THEY ARE OUR TECHNICAL RESOURCE, AND WITH ANY WORKMANSHIP CONCERNS, IT IS UP TO THE DEALERSHIP. CUSTOMER STATES HE IS UNHAPPY WITH THIS DECISION. | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN8FE[redacted]
Owner Or Fleet	[redacted] Irvine, CA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2015		
Report Date	2/14/2020	Incident Date	N/A
Mileage	60,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501CN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/14/2020 1:41:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN CUSTOMER ADVOCATE STATE; 2ND OWNER; VEHICLE PURCHASED 2 YEARS AGO AT MILEAGE 19K; VEHICLE PURCHASED FROM A PRIVATE OWNER; NOT A CPO; VEHICLE WAS PURCHASED; BRAND LOYAL CUSTOMER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT DEALER 422529 ON 2/11/2020; DEALER STATES: THIS CONCERN IS WITH THE AIRBAG CLOCK SPRING IT IS GOING TO BE AN OUT OF POCKET COST OF $600; WORKING WITH RAUL AT DEALER; VEHICLE IN FOR AN OVERNIGHT REPAIR | | | CUSTOMER SEEKING: FINANCIAL ASSISTANCE WITH THE COST OF THE CLOCK SPRING REPAIR | | | CO ADVISED: DUE TO THE VEHICLE BEING OUTSIDE OF ALL APPLICABLE WARRANTIES BY TIME AND MILEAGE; VWOA WOULD NOT BE MEETING YOUR REQUEST FOR FINANCIAL ASSISTANCE WITH THE COST OF THE CLOCK SPRING REPAIR | | | CUSTOMER IS VERY DISAPPOINTED TO HEAR THIS AND WOULD LIKE TO SPEAK WITH A SUPERVISOR | | | FACE TO FACE WITH TRACY ADVISED: CUSTOMER DOES NOT HAVE AN EXTENDED WARRANTY ON HIS VEHICLE FOR THE CLOCK SPRING; VEHICLE IS OUTSIDE OF THE PARAMETERS OF THE APPLICABLE WARRANTIES; WE WOULD NOT ASSIST WITH COST OF REPAIRS. | | | CO ADVISED TO CUSTOMER THAT SHE SPOKE WITH A MEMBER OF LEADERSHIP HERE AT VWOA; DUE TO THE VEHICLE NOT HAVING AN EXTENDED WARRANTY FOR THE CLOCK SPRING; VEHICLE IS OUTSIDE OF THE PARAMETERS OF THE APPLICABLE WARRANTIES; WE WOULD NOT ASSIST WITH COST OF REPAIRS. IF YOU DECIDED TO GO AHEAD WITH THE REPAIRS KEEP YOUR RECEIPT AND IF ATTACH AN EXT. THE WARRANTY ON YOUR VEHICLE YOU CAN TRY AND SUBMIT IT FOR REIMBURSEMENT | | | CUSTOMER SAID THIS IS NOT GOOD CUSTOMER SERVICE; YOU DO NOT SEEM TO CARE ABOUT YOUR CUSTOMER; THIS MAY HAVE TO BE MY LAST VW; I WOULD LIKE TO SPEAK WITH YOUR SUPERVISOR | | | SUPERVISOR WAS AVAILABLE TO TAKE THE CALL LIVE | | | CO TRANSFERRED CUSTOMER TO SUPERVISOR | | | SUPERVISOR TO REVIEW
2/14/2020 1:43:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT IS ON;
2/14/2020 1:59:00 PM	SUP ADVISED: CUSTOMER DOES NOT HAVE AN EXTENDED WARRANTY ON HIS VEHICLE FOR THE CLOCKSPRING; VEHICLE IS OUTSIDE OF THE PARAMTERS OF THE APPLICABLE WARRANTIES; WE WOULD NOT ASSIST WITH COST OF REPAIRS.
2/14/2020 2:24:00 PM	CUSTOMER STATES: I HAVE BEEN A LOYAL CUSTOMER SINCE 2005; THE SERVICE REP WAS RUDE TO ME AND TOLD ME NOBODY CAN CHANGE THIS DECISION; I WANT YOU TO HAVE AN OPEN MIND ABOUT THIS; I WOULD LIKE TO HAVE VW PAY FOR MY REPAIR BECAUSE THE DEALERSHIP TOLD ME THAT MANY PEOPLE HAVE TO HAVE THE CLOCK SPRING REPLACED AFTER THE AIRBAG RECALL IS PERFORMED AND THERE IS EVEN AN EXTENDED WARRANTY FOR MOST OF THE VEHICLES WHY NOT MINE. SUP ADVISED: RECALLS AND WARRANTY EXTENSIONS ARE VIN SPECIFIC THEY ARE BASED ON THE COMPONENTS IN YOUR VEHICLE AND YOUR VEHICLE WAS NOT IDENTIFIED AS ONE THAT NEEDED TO BE PART OF THE A WARRANTY EXTENSION FOR THE CLOCK SPRING; YOUR VEHICLE IS ALSO OUTSIDE OF THE NVLW BY BOTH TIME AND MILEAGE AND THAT IS WHY THE COST OF REPAIRS WOULD NOT BE COVERED. CUSTOMER STATES: I AM NOT HAPPY ABOUT THIS; I DO NOT APPRECIATE THAT VW WILL NOT ASSIST ME. NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX4GW[redacted]
Owner Or Fleet	[redacted] PORT ORCHARD, WA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	2/14/2020	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/14/2020 2:01:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES: AIRBAG WARNING LIGHT ON IN VEHICLE; UNSURE OF OPEN RECALLS ON VEHICLE. | | | CUSTOMER SEEKING: INFORMATION REGARDING THIS CONCERN (WARRANTY EXTENSION OR CAMPAIGN RELATING TO CONCERN). | | | CO ADVISED: OPEN CAMPAIGN 69Z5 RELATING TO AIRBAG CONTROL MODULE. | | | CUSTOMER ACKNOWLEDGED. | | | NO FURTHER ACTION.
2/14/2020 2:05:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBN7AN6EE[redacted]
Owner Or Fleet	[redacted] OKLAHOMA CITY, OK, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2014		
Report Date	2/14/2020	Incident Date	N/A
Mileage	54,799		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/14/2020 2:06:00 PM	MEDIA ATTACHED IN DOC CENTER
2/19/2020 1:02:00 PM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | THANK YOU FOR TAKING THE TIME TO SEND IN YOUR DOCUMENTS AS I UNDERSTAND YOU ARE SEEKING REIMBURSEMENT UNDER THE STEERING COLUMN LOCK HOUSING WARRANTY EXTENSION. | | | WITH THAT BEING SAID, I WILL FORWARD YOUR DOCUMENTS TO THE CORRECT DEPARTMENT AND THE REVIEW WILL BEGIN. OUR REVIEW CAN TAKE A MAXIMUM OF 60 DAYS TO COMPLETE. WE GREATLY APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. | | | AT THE END OF OUR REVIEW, YOU WILL EITHER RECEIVE A CHECK IN THE MAIL, OR A DENIAL LETTER AS TO WHY THE CLAIM WAS DENIED. | | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | TAYLOR W. | | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | CO TO ENGAGE SP
2/19/2020 1:04:00 PM	HELLO SP; | | | CUSTOMER SEEKING REIMBURSEMENT REVIEW UNDER AIRBAG CLOCK SPRING WE; WAS COVERED UNDER PERSONAL WE AND CUSTOMER ONLY PAID DEDUCTIBLE; REPAIR ORDER AND POP IN DOC CENTER; 60 DAY PARAMETER WAS ADVISED | | | THANK YOU FOR YOUR HELP | | | CO TO REVIEW
2/19/2020 11:53:00 AM	SPOUSE SUBMITTED REPAIR ORDER AND POP FROM DEALER 425436 AND IS SEEKING REIMBURSEMENT UNDER WE;
2/24/2020 1:32:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM THE DLR; THE DLR PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING; CUST ONLY PAID DEDUCTIBLE; VW TO REIMBURSE TOTAL: $100.00. | | | SP TO GENERATE CHECK REQUEST.
2/24/2020 1:33:00 PM	WVWBN7AN6EE[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $100.00. | | | GENERATED CHECK REQUEST.
3/3/2020 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 100.00 MAILED ON 03/02/2020

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU0HM[redacted]
Owner Or Fleet	[redacted] Colorado Springs, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2017		
Report Date	2/16/2020	Incident Date	N/A
Mileage	50,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/16/2020 10:05:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / STEERING CONTROLS; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT;
2/16/2020 9:41:00 PM	| | CUSTOMER STATES: I WAS REACHING OUT BECAUSE MY VOLKSWAGEN SEEMS TO BEHAVING THE STEERING WHEEL CLOCK SPRING PROBLEM WHERE NONE OF THE CONTROLS ON MY STEERING WHEEL WORK AND MY AIR BAG LIGHT IS ON. | | | CUSTOMER SEEKING: CLARIFICATION ON WARRANTY EXTENSION | | | CO ADVISED: BASED ON YOUR VIN, I DO SEE THAT YOU HAVE THE AIR BAG CLOCK SPRING WARRANTY EXTENSION UNTIL 11/22/2026 OR 120K MILES, WHICHEVER COMES FIRST. VEHICLE WILL NEED TO BE DIAGNOSED TO CONFIRM THE CAUSE OF ISSUE. | | | CO SCHEDULED DLR 420101 APPOINTMENT VIA XTIME: 7:00 AM - TUESDAY FEB 18, 2020 | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX9CW[redacted]
Owner Or Fleet	[redacted] Cherry Hill, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	2/17/2020	Incident Date	N/A
Mileage	59,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/17/2020 3:07:00 PM	CUSTOMER STATES; VEHICLES AIRBAG LIGHT CAME ON IN VEHICLE, VEHICLE STEERING WHEEL IS CLICKING WHILE DRIVING. | | | | CUSTOMER SEEKS; COVERED UNDER WARRANTY. | | | | DEALER CONTACTED CUSTOMER WHILE ON PHONE AND PROVIDED CUSTOMER THAT CONCERN WAS COVERED UNDER WARRANTY. | | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWML7AN4AE[redacted]
Owner Or Fleet	[redacted] JONESBORO, GA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	2/17/2020	Incident Date	N/A
Mileage	105,000		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	3C0953549AJ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/17/2020 5:03:00 PM	CUSTOMER CALLED TO STATE THAT HER AIRBAG LIGHT IS ON IN HER VEHICLE AND SHE FEELS THAT IT'S CONNECTED TO RECALL 69Q9 THAT WAS PERFORMED ON HER VEHICLE. | | | | CO ADVISED THAT THE AIRBAG LIGHT WOULD NOT COME ON FROM AN ISSUE WITH THE RECALL THAT WAS DONE AS IT WAS A NON-ELECTRICAL COMPONENT THAT WAS REPLACED. CO INQUIRED IF SHE HAD THE CONCERN LOOKED AT. | | | | CUSTOMER STATES SHE DIDN'T BECAUSE IT WOULD COST HER A DIAGNOSIS FEE AND SHE THOUGHT BY CALLING THIS NUMBER SHE COULD GET ASSISTANCE WITH GETTING THIS LOOKED AT AND STATED THAT VW OBVIOUSLY DOESN'T CARE ABOUT ITS CUSTOMERS. | | | | CUSTOMER DISCONNECTED CALL. | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A31GC[redacted]
Owner Or Fleet	[redacted]		Naples, FL, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	2/18/2020	Incident Date	N/A
Mileage	77,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/18/2020 8:09:00 AM	CUSTOMER STATES: GRANDSON CALLING ON BEHALF OF GRANDFATHER; ORIGINAL OWNER; REGISTERED IN FLORIDA; PURCHASED FROM DEALER 405024 (NAPLES); NO WARRANTY EXTENSIONS PURCHASED; BRAND LOYAL; | | | CURRENT CONCERNS: MULTIPLE WARNING LIGHTS (INCLUDING AIRBAG AND TPMS WARNING LIGHT) OCCURRED TWO NIGHTS AGO; NO DRIVABILITY ISSUES; | | | CUSTOMER SEEKING: COVERAGE OR COST ASSOCIATED WITH CONCERN; | | | CUSTOMER ADVOCATE ADVISED; OPEN RECALL FOR HEADLIGHT ADJUSTING SCREW CAPS; WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING (UNTIL 7-13-2026 OR 120,000 MILES WOF); | | | CUSTOMER ADVOCATE REACHED OUT TO DEALER 405024 (NAPLES); SPOKE WITH ASHLEY IN SERVICE WHO SCHEDULED APPOINTMENT WITH DEALER 405024 (NAPLES) FOR FRIDAY FEBRUARY 21 AT 7:30 AM; | | | CUSTOMER ACKNOWLEDGED; NO FURTHER ACTION;
2/18/2020 8:25:00 AM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / MULTIPLE WARNING LIGHTS;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCV7A34FC[redacted]
Owner Or Fleet	[redacted] WOOSTER, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	2/18/2020	Incident Date	N/A
Mileage	139,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/18/2020 8:36:00 AM	CUSTOMER STATES; WAS BAKING UP AND HEARD A CRUNCH NOISE THEN THE AIRBAG LIGHT CAME ON; CUSTOMER LOOKED ONLINE AND SEEN RECALLS; | | | | CUSTOMER SEEKING; OPEN RECALL ON VEHICLE; | | | | CO ADVISED; THERE ARE 2 OPEN RECALLS ON VEHICLE; 69Y5; 94L9; CUSTOMER ALSO HAS AN AIRBAG CLOCK SPRING FOR 120K MILES/ 04/01/2025 WOF; TDI WARRANTY EXT. 162K MILES/ 04/02/2026 WOF; CO MADE AN APPOINTMENT FOR CUSTOMER AT DEALER 403192 FOR 02/21/2020 AT 10:30AM; | | | | NO FURTHER ACTION
2/18/2020 8:53:00 AM	CATEGORY SELECTION : ENGANDENGCOOLING / NOISE / HEARD A CRUNCH NOISE ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34DC[redacted]
Owner Or Fleet	[redacted] Weston, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	2/18/2020	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/18/2020 10:10:00 AM	CUSTOMER STATE: HAD THE AIR BAGS REPLACED AND NOW THE AIR BAG LIGHT IS ON AND IT STATES THE AIR BAGS ARE OFF: THE ORIGINAL DEALER IS IN CUSTOMER ADVOCATE THAT DEAD THE AIRBAG RECALL AND NOW IN FL: WENT TO THE LOCAL DEALER AND THE DEALER SUGGESTED TO CALL CUSTOMER CARE CENTER: THE HORN HAS WENT OUT AND ALL OF THE BUTTONS HAVE STOPPED WORKING | | | | CUSTOMER SEEKING: DEALER REFERRED CUSTOMER TO CALL: | | | | CO ADVISED: CUSTOMER NEEDS TO TAKE THE VEHICLE IN FOR A DIAGNOSIS: THE SYMPTOMS THAT VEHICLE IS HAVING ARE SYMPTOMS RELATED TO THE AIRBAG CLOCK SPRING VEHICLE HAS A WARRANTY EXT. FOR THIS: CUSTOMER WOULD HAVE TO AUTHORIZE DIAGNOSIS FEE BUT IF DIAGNOSED AS THE CLOCK SPRING FEE WOULD ROLL INTO THE WARRANTY: AIRBAG CLOCK SPRING WARRANTY 2023-07-27/ 120000 MI WOF | | | ***OWNER'S HUSBAND PROFILE#[redacted]** | | | | NO FURTHER ACTION | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A38CC[redacted]
Owner Or Fleet	[redacted] JACKSONVILLE, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/18/2020	Incident Date	N/A
Mileage	135,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/18/2020 2:17:00 PM	REFERENCE # [redacted] | | | CUSTOMER STATES: VEHICLE REGISTERED IN FL STATE; SUBSEQUENT OWNER; NON-CPO; PURCHASED FROM PRIVATE OWNER (RELATIVE) PREVIOUS REPAIRS AT DEALER 405072 ABOUT 3 WEEKS FOR THE COOLANT ISSUE; CURRENT MILEAGE - 135K; CURRENT CONCERN - THE AIRBAG LIGHT IS ON; WHEN HE TURNED ON THE A/C, IT COLD ON THE DRIVER┬┐S SIDE, BUT HOT AIR COMING FROM THE PASSENGER SIDE; AND HE HAS TO KEEP ADDING COOLANT; THE DEALER SAID HE MADE NEED A HEATER CORE; THE DEALER REPLACED A TURBOCHARGER ABOUT 3 MONTHS AGO; THEN HE WAS TOLD HE HAD AN OIL AND COOLANT LEAK; THE VEHICLE DIDN'T HAVE ANY LEAKS BEFORE THE TURBOCHARGER WAS REPLACED; HE CONTACTED THE DEALER TODAY AND THEY WILL NOT RETURN HIS CALL; HE IS ON A LIMITED INCOME AND CANNOT AFFORD DIAGNOSIS FEE AND REPAIRS. | | | CUSTOMER SEEKING: TO HAVE THE VEHICLE DIAGNOSED AND REPAIRED AT NO COST | | | CO ADVISED: HAVE DOCUMENTED THAT YOU ARE FRUSTRATED ABOUT ON-GOING VEHICLE CONCERNS AND VW DEALERS; BUT IF THE VEHICLE IS DIAGNOSED AT AN AUTHORIZED VW DEALER, YOU MUST AUTHORIZE THE DIAGNOSIS FEE; PER THE PREVIOUS NOTES ([redacted] AND CONTACT WITH THE RCM, YOU HAD A MEETING WITH THE SERVICE MANAGER AT DEALER 405072 (PER THE SERVICE MANAGER IT IS NOT THE WATER PUMP IT IS A COOLANT FLANGE HAS A SLIGHT SEEPAGE ON THE SIDE OF THE CYLINDER HEAD AND HE HAS OIL LEAK IT LOOKS LIKE IT'S COMING FROM THE VALVE COVER); IF A REPAIR IS THE SAME PART, THERE IS A LIMITED PARTS WARRANTY FOR 12/12K WCF; HE MAY TAKE THE VEHICLE TO ANY AUTHORIZED VW DEALER OF HIS CHOICE; BUT EACH DEALER ASK YOU TO AUTHORIZE THE DIAGNOSIS FEE | | | | | | | | | | CUSTOMER DISCONNECTED CALL | | | | | CO TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A38EC[redacted]
Owner Or Fleet	[redacted] HOT SPRINGS NATIONAL PARK, AR, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	2/18/2020	Incident Date	N/A
Mileage	162,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/18/2020 7:05:00 PM	CUSTOMER STATES BROUGHT VEHICLE TO DEALER WHO SAID ISSUE WAS AN AIRBAG CLOCK SPRING AND CUSTOMER IS OUTSIDE OF THAT WARRANTY EXTENSION | | | CUSTOMER SEEKS FINANCIAL ASSISTANCE ON CLOCK SPRING | | | CO ADVISED UNABLE TO ASSIST ON CLOCK SPRING DUE TO BEING TOO FAR OUTSIDE BY MILEAGE | | | NO FURTHER ACTION
2/18/2020 7:15:00 PM	CATEGORY SELECTION : POWERTRAIN / INEFFECTIVE - 1 / AIRBAG LIGHT;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WA1EFCFS1FR[redacted]
Owner Or Fleet	[redacted]?, SOUTH GATE, CA, [redacted]		
Make, Model, Model Year	Audi, Q3, 2015		
Report Date	2/19/2020	Incident Date	N/A
Mileage	41,517		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	8X0953501H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/19/2020 10:27:00 AM	RECEIVED ATTORNEY DEMAND LETTER FEBRUARY 10, 2020, DATED FEBRUARY 4, 2020. ATTORNEY SEEKING REPURCHASE PURSUANT TO SONG BEVERLY WARRANTY CONSUMER ACT, THE FEDERAL MAGNUSON MOSS WARRANTY ACT AND CALIFORNIA CIVIL CODE SECTION 1790. ATTORNEY ALLEGES THE VEHICLE WAS PRESENTED FOR WARRANTY RELATED REPAIRS AND HAS EXHIBITED SUBSTANTIAL NONCONFORMITIES INCLUDING, BUT NOT NECESSARILY LIMITED TO, THE FOLLOWING; ENGINE, AIRBAG SYSTEM, BREAKS, AND OTHER DEFECTS. ATTORNEY PROVIDED VEHICLE REGISTRATION, SALES CONTRACT, REPAIR HISTORY FOR REVIEW.
2/19/2020 10:35:00 AM	CATEGORY SELECTION : FOUNDATIONBRAKE / OTHER SYMPTOM - 1 / BREAKS; AIRBAGS / OTHER SYMPTOM - 1 / AIR BAGS; ENGANDENGCOOLING / OTHER SYMPTOM - 1 / ENGINE, ENGINE NOISE;
2/19/2020 10:44:00 AM	SENT PRE-INVESTIGATION LETTER.
2/20/2020 11:02:00 AM	15 DAYS DOWN WITHIN WARRANTY. | | VEHICLE DIED, DLR FOUND FAULTY BATTERY AND REPLACED. | | AIRBAG LIGHT ON, STEERING WHEEL BUTTONS INOP. DLR FOUND FAULT FOR DRIVER AIR BAG AND STEERING WHEEL, REPLACED STEERING COLUMN CONTROL MODULE. | | COOLANT LIGHT LOW 2X. DL RPALCED THERMOSTAT AND WATER PUMP ASSEMBLY. | | CS SIAD VEH NO REVERSING NO FAULTS, OPERATING NORMALLY NO REPAIRS | | CS SAID PASSENGER AIR BAG STAYS ON. DLR SAID FAULTY BATTERY RECCOMEND REPLACING. NO REPAIRS
2/20/2020 11:36:00 AM	DOES NOT MERIT A BUYBACK AT THIS TIME. WILL OFFER $5K CASH SETTLEMENT INCLUSIVE
2/20/2020 11:45:00 AM	I REVIEWED YOUR REQUEST FOR CUSTOMER [redacted] | | | | ATTACHED IS OUR CASH SETTLEMENT OFFER. PLEASE REVIEW WITH YOUR CLIENT AND LET US KNOW IF HE ACCEPTS. | | | | PLEASE EMAIL ME ANY QUESTIONS OR CONCERNS. | |
2/20/2020 9:40:00 AM	RO & RO SUMMARY ATTACHED IN DOC CENTER.
2/20/2020 9:41:00 AM	PLEASE REVIEW RO & RO SUMMARY ATTACHED IN DOC CENTER.
2/24/2020 8:56:00 AM	| | WOULD AUDI BE AMENABLE TO A CASH SETTLEMENT OF $10,000? | |
2/24/2020 9:03:00 AM	I WILL NOT BE ABLE TO COME UP TO $10,000.00. ALL ALLEGED CONCERNS HAVE BEEN REPAIRED IN A REASONABLE AMOUNT OF TIME AND ATTEMPTS. | | | | I DID INCREASE OUR OFFER TO $6,500.00 INCLUSIVE AS OUR BEST AND FINAL. | | | | PLEASE REVIEW AGAIN WITH YOUR CLIENT AND LET ME KNOW IF HE ACCEPTS. | |
3/6/2020 9:35:00 AM	I WANTED TO FOLLOW UP TO SEE IF YOUR CLIENT WILL ACCEPT OUR OFFER OF $6,500.00 INCLUSIVE? | | | | PLEASE LET ME KNOW, I WILL KEEP THE CASE OPEN FOR ANOTHER 7 DAYS. | |
3/9/2020 7:39:00 AM	THANKS. I RELAYED THE BELOW TO THE CLIENT WHO HAS AGREED TO GET BACK TO ME WITH A DECISION NEXT WEEK.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WA1EFCFS1FR[redacted]
Owner Or Fleet	[redacted] ?, SOUTH GATE, CA, [redacted]		
Make, Model, Model Year	Audi, Q3, 2015		
Report Date	2/19/2020	Incident Date	N/A
Mileage	41,517		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	8X0953501H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

3/12/2020 2:36:00 PM	ATTACHED IS THE UPDATED OFFER LETTER WITH THE ADDED LANGUAGE.
3/18/2020 1:58:00 PM	| | HERE IS THE EXECUTED OFFER LETTER. | |
3/18/2020 2:27:00 PM	PLEASE PROCESS THIS CHECK REQUEST FOR ATTORNEY AND AUDI CUSTOMER CASH SETTLEMENT/ATTORNEY FEES.
3/18/2020 2:34:00 PM	THANK YOU FOR YOUR PATIENCE. | | | | I HAVE REQUESTED THE CASH SETTLEMENT. IT WILL TAKE A WHILE, A FEW WEEKS TO RECEIVE THE CHECK BACK AS OUR OFFICE HAS BEEN CLOSED AND WE ARE WORKING ON A LIMITED STAFF. | | | | ONCE I HAVE THE CHECK, I WILL MAIL IT 2 DAY UPS TO YOUR OFFICE. | |
3/28/2020 3:00:00 PM	WAITING ON CHECK
3/31/2020 7:55:00 AM	COULD YOU PROVIDE ME WITH AN UPDATE, PLEASE?
3/31/2020 7:57:00 AM	| | | | WE ARE STILL WAITING ON THE CHECK. EVEN WHEN WE RECEIVE THE CHECK, IT IS STILL GOING TO BE A COUPLE OF WEEKS. CURRENTLY OUR OFFICES ARE CLOSED AND WE ARE WORKING REMOTELY DUE TO THE CORONAVIRUS. I AM NOT SURE WHEN WE WILL BE BACK IN THE OFFICE TO PHYSICALLY MAIL THE CHECK. | | | | I WOULD GUESS IT WILL BE ANOTHER 3-4 WEEKS. | | | | SORRY FOR THE INCONVENIENCE TO YOU AND YOUR CLIENT. | | | | KIND REGARDS, ERIN J. | | | | VOLKSWAGEN GROUP OF AMERICA (OR AUDI OF AMERICA) IS ADHERING TO ALL REGULATIONS AND GUIDELINES FROM GOVERNMENT AUTHORITIES RELATED TO THE SPREAD OF THE CORONAVIRUS. WE ARE ADDITIONALLY TAKING PROACTIVE MEASURES TO ENSURE THE HEALTH AND SAFETY OF OUR TEAM MEMBERS, WHICH MAY LEAD TO AN EXTENDED WAIT TIME IN RESPONDING TO YOUR REQUEST. | |
4/8/2020 10:56:00 AM	CHECK #[redacted] FOR AMOUNT $6,500.00 RECEIVED. | CHECK HELD AT AP OR MAILED, AS DIRECTED.
4/17/2020 1:42:00 PM	I HOPE THAT YOU AND YOURS ARE DOING WELL. | | HAS YOUR OFFICE BEEN ABLE TO SEND OUT ANY CHECKS DURING THIS TIME? | | | | I'D LIKE TO PROVIDE SOME HOPE FINANCIAL TO OUR CLIENTS. | |
4/17/2020 1:47:00 PM	WILL YOU ASK AP TO MAIL CHECK #[redacted] FOR CUSTOMER [redacted] FOR CASE# [redacted] | | | | THE ADDRESS IS: | | [redacted] | GLENDALE, CA [redacted] | |
4/17/2020 1:50:00 PM	THANK YOU FOR YOUR PATIENCE. | | | | I ASKED OUR AP DEPARTMENT TO MAIL OUT THE CHECK TO YOUR OFFICE ADDRESS. THEY ARE ONLY IN ONCE A WEEK INTO THE OFFICE SO WHEN THEY GET BACK IN THEY WILL MAIL IT OUT TO YOU. | |
4/20/2020 8:28:00 AM	EMAILED AP REQUESTING THAT CHECK #[redacted] 4/2/20, $6,500.00 BE SENT DIRECTLY TO THE ATTORNEY. CHECK IS AT AP. PLEASE NOTE AP WILL NOT BE IN THE OFFICE AGAIN UNTIL 4/22/20 TO MAIL OUT. | | INSTRUCTED AP TO MAIL CHECK VIA POST OFFICE TO: | | [redacted] | GLENDALE, CA [redacted] |
4/27/2020 11:29:00 AM	I HOPE YOU ARE WELL. | | | | WAS THE SETTLEMENT CHECK RELEASED THIS WEEK YET? | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WA1EFCFS1FR[redacted]
Owner Or Fleet	[redacted]?, SOUTH GATE, CA, [redacted]		
Make, Model, Model Year	Audi, Q3, 2015		
Report Date	2/19/2020	Incident Date	N/A
Mileage	41,517		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	8X0953501H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

4/27/2020 11:32:00 AM	THE CHECK WAS MAILED OUT FROM OUR ACCOUNTING OFFICE THAT IS LOCATED IN CANADA ON APRIL 22ND AND I JUST FOUND OUT TODAY IT WAS MAILED REGULAR MAIL SO IT MAY TAKE A FEW EXTRA DAYS. | | | THANK YOU FOR YOUR PATIENCE. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX4DW[redacted]
Owner Or Fleet	[redacted] HALIFAX, NS, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	2/19/2020	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/19/2020 3:24:00 PM	CUSTOMER STATES: AIRBAG LIGHT IS ON; TOOK IT TO A VW DEALER IN CANADA BEFORE CHRISTMAS & THEY STATE SHE HAS AN AIRBAG CLOCK SPRING CONCERN; QUOTED HER $797 TO REPAIR IT; THEY TOLD HER THE VEHICLE ISN'T ELIGIBLE FOR THE EXTENDED WARRANTY COVERAGE; US VEHICLE, REGISTERED IN CANADA, CUSTOMER RESIDES IN CANADA; PURCHASED VEHICLE WHEN SHE LIVED IN THE US; UNSURE OF THE MILEAGE, ODOMETER DOESN'T WORK; NO HORN; BUTTONS ON STEERING WHEEL DON'T WORK; | | | | CUSTOMER SEEKING: HOW WOULD SHE BE ABLE TO GET THIS REPAIR DONE? | | | | CO ADVISED: THE EXTENDED WARRANTY IS NOT TRANSFERRABLE TO CANADA; CUSTOMER COULD TRY TO CONTACT A US VW DEALER THATS CLOSEST TO HER, ASK THEM IF THEY WOULD BE ABLE TO PERFORM THE REPAIR UNDER THE US EXTENDED WARRANTY; | | | | CUSTOMER STATES: WILL BE VISITING THE US IN AUGUST, BUT THATS TOO LONG TO WAIT FOR THE REPAIR; CLOSEST PART OF US TO HER WOULD BE MAINE, BUT ITS ABOUT A 10 HOUR DRIVE; DOESN'T WANT TO RUN THE VEHICLE TOO LONG, WORRIED ABOUT IT MAKING IT THERE; | | | | CO TRANSFERRED CUSTOMER OVER TO VW OF CANADA; NO FURTHER ACTION;
2/19/2020 3:56:00 PM	CUSTOMER STATES: SPOKE WITH VW CANADA AND THEY ADVISED THAT THEIR PROCESS FOR CANADIAN VEHICLE REGISTERED IN THE US THAT HAVE WARRANTIES IS THAT THE CUSTOMER WOULD NEED TO PAY FOR THE REPAIRS AND THEN VW CANADA WILL PROVIDE REIMBURSEMENT | | | | CUSTOMER SEEKS: IF VW AMERICA WILL DO THE SAME | | | | CUSTOMER ADVOCATE ADVISED: THERE IS A POLICY FOR US VEHICLE THAT HAVE WARRANTABLE REPAIRS DONE IN CANADA BUT THIS ONLY COVERS TRAVEL BEING THAT THE VEHICLE IS STILL REGISTERED IN THE US; ONCE VEHICLE IS REGISTERED IN CANADA ALL WARRANTABLE REPAIRS MUST BE DONE IN THE US AND VW WILL NOT PROVIDE REIMBURSEMENT FOR REPAIRS DONE IN CANADA | | | | CO TO REVIEW AND CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A34DC[redacted]
Owner Or Fleet	[redacted] WILLOUGHBY, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	2/19/2020	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/19/2020 7:16:00 PM	CUSTOMER STATES: DOESN'T HAVE VIN; SECOND OWNER OF THE VEHICLE; HAS ISSUE WITH AIRBAG CLOCK SPRING; HAD RECALL COMPLETED PRIOR; WANTS TO KNOW IF CAN GET FIXED AGAIN FOR FREE; | | | CUSTOMER SEEKING: WANTS TO KNOW IF CAN GET AIRBAG CLOCK SPRING FIXED AGAIN FOR FREE; | | | CO ADVISED: WITHOUT VIN, CANNOT LOOK INTO WARRANTY EXTENSIONS OR RECALLS; RECOMMEND CALLING BACK WITH VIN; | | | CO PROVIDED CASE NUMBER; | | | NO FURTHER ACTION PENDING CUSTOMER CONTACT;
2/20/2020 3:26:00 PM	AARON TALKED AND TYPED | | | CUST STATES CALLING BACK WITH VIN TO CHECK ON OPEN RECALLS AND WARRANTY EXTENSIONS; ALSO AIRBAG WARNING LIGHT IS ON, HORN DOES NOT WORK, STEERING BUTTONS INEFFECTIVE | | | CUST SEEKING INFO ON OPEN RECALLS AND WARRANTY EXTENSOINS; | | | CA ADVISED THAT THERE WAS A HEADLIGHT SCREW CAP REACALL; ALSO WARRANTY EXTENSION ON THE AIRBAG CLOCK SPRING WARRANTY EXT 15Y EXP 12/23/28 UNLIMITED MILES; CAN HELP SET UP AN APPT FOR DIAGNOSIS TO SEE IF ISSUES ARE RELATED AND FOR THE RECALL | | | CA TO SCHEDULE AN APPT VIA X-TIME FOR MONDAY FEB 24 AT 7:30AM | | | CO TO REVIEW AND CLOSE | |
2/20/2020 3:41:00 PM	CATEGORY SELECTION : STEERING / INOPERABLE - 1 / STEERING WHEEL BUTTONS NOT WORKING; ELECTRICAL / INOPERABLE - 1 / HORN NOT WORKING; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWD07AJ2EM[redacted]
Owner Or Fleet	[redacted]		HAMPTON, GA, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	2/20/2020	Incident Date	N/A
Mileage	62,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/20/2020 11:43:00 AM	TYPED & TALK BY JONATHAN J. | | | CUSTOMER STATES: VEHICLE AIRBAG WARNING LIGHT IS COMING ON; SECOND TIME THIS LIGHT IS COMING ON | | | CUSTOMER SEEKING: IF THERE IS A CURRENT RECALL ON THE AIRBAG | | | CO ADVISED: NO CURRENT RECALLS; HAS TWO EXTENDED WARRANTY ON VEHICLE : STEERING WHEEL LOCK WARRANTY EXT 07/2024 OR 100K MILES WOF AND AIRBAG CLOCK SPRING WARRANTY EXT 07/2024 OR 120K MILES WOF; SUGGESTED CUSTOMER TO GET A DIAGNOSIS ON THE CURRENT WARNING LIGHT AND GET A OFFICIAL READING ON THE VEHICLE | | | CUSTOMER ACKNOWLEDGE; VEHICLE IS CURRENTLY AT DEALER THEY ARE REQUESTING $150 FOR DIAGNOSIS | | | CO ADVISED: CUSTOMER WILL HAVE TO AUTHORIZE DIAGNOSIS FEE; IF CLOCK SPRING NEEDS TO REPLACED WARRANTY EXT WILL COVER; IF NOT CUSTOMER WILL BE RESPONSIBLE | | | CUSTOMER SATES: MAY TAKE VEHICLE TO INDEPENDENT TO DIAGNOSIS FOR FREE; IF THAT IS WHAT THE DIAGNOSIS CUSTOMER WILL BRING VEHICLE BACK TO DEALER TO GET AN OFFICIAL DIAGNOSIS AND GET IT FIXED | | | NO FURTHER ACTIONS
2/20/2020 11:57:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A31EC[redacted]
Owner Or Fleet	[redacted] Churchville, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	2/20/2020	Incident Date	N/A
Mileage	83,400		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/20/2020 1:00:00 PM	RCM TO FOLLOW UP ON DIAGNOSES FOR CUSTOMER HE HAS A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING, AND RECEIVED AN AIR BAG LIGHT WARNING ON THE VEHICLE | | | | RCM TO FOLLOW UP WITH CUSTOMER BY THE COB ON 2/21
2/20/2020 1:00:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIR BAG LIGHT ON;
2/20/2020 12:43:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN NY STATE; ORIGINAL OWNER; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; BRAND LOYAL CUSTOMER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIR BAG LIGHT ON; ; | | | | CUSTOMER STATES: 2014 PASSAT 1.0,TOOK VEHICLE INTO THE DEALER ON THE 12TH BECAUSE OF AN AIRBAG LIGHT, DID A DIAGNOSTIC, THE ALARM HORN SYSTEM AND THE AIRBAG CONTROL MODULE NEED TO BE REPLACED, CAN USE THE STEERING WHEEL CONTROL BUTTONS, THE COST IS GOING TO BE 1,275 | | | | CUSTOMER SEEKING: FINANCIAL ASSISTANCE IN THE REPLACEMENT OF THE ALARM HORN SYSTEM AND THE AIRBAG CONTROL MODULE; | | | | FACE TO FACE EM NATALIE ADVISED: BECAUSE VEHICLE HAS AIRBAG CLOCK SPRING WARRANTY EXTENSION AND CUSTOMER IS WITHIN WARRANTY PARAMETERS, CAN ESCALATE UP TO RCM TO REACH OUT TO DEALER TO GAIN CLARIFICATION ON DIAGNOSIS AND IF REPAIRS NEEDED ARE COVERED UNDER WARRANTY EXTENSION. | | | | C/O ADVISED: BECAUSE VEHICLE HAS A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI , THE PARAMETERS ARE END DATE: 2024-09-29 END MILEAGE: 120000 MI WCF, BECAUSE CUSTOMER IS STILL WITHIN THE PARAMETERS WE WOULD LIKE TO ESCALATE CASE UP TO A RCM TO GAIN CLARIFICATION ON THE DIAGNOSES, RCM WILL FOLLOW UP WITH CUSTOMER BY THE COB ON 2/21 | | | C/O TO RCM FOR REVIEW
2/20/2020 12:51:00 PM	EM ADVISED BECAUSE VEHICLE HAS AIRBAG CLOCK SPRING WARRANTY EXTENSION AND CUSTOMER IS WITHIN WARRANTY PARAMETERS, CAN ESCALATE UP TO RCM TO REACH OUT TO DEALER TO GAIN CLARIFICATION ON DIAGNOSIS AND IF REPAIRS NEEDED ARE COVERED UNDER WARRANTY EXTENSION.
2/21/2020 10:38:00 AM	CO TO ADVISE THAT CURRENT REPAIRS NEEDED ARE NOT COVERED BY THE EXTENDED WARRANTY ON VEHICLE; VW WOULD NOT BE ASSISTING WITH COST OF REPAIRS
2/21/2020 4:10:00 PM	C/O CALLED CUSTOMER AND ADVISED: VW HAS LOOKED INTO THE CUSTOMERS CONCERN OF THE REPLACEMENT OF THE ALARM HORN SYSTEM AND THE AIRBAG CONTROL MODULE. IT HAS BEEN DETERMINED THAT THE COMPONENTS THAT NEED TO BE REPLACED ARE NOT RELATED TO THE AIRBAG CLOCK SPRING WARRANTY THAT CUSTOMER HAS ON THE VEHICLE. | | | CUSTOMER STATES: WHAT COULD HAVE CAUSED THE ALARM HORN SYSTEM TO DAMAGE THE AIRBAG CONTROL MODULE. | | | C/O ADVISED: CUSTOMER WOULD NEED TO ASK A VW TECHNICIAN AS THEY ARE TECHNICALLY TRAINED TO BE ABLE TO ADVISE WHY A CERTAIN COMPONENT FAILED AND OR WHAT CAUSED IT TO FAIL. | | | CUSTOMER THANKED | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A39FC[redacted]
Owner Or Fleet	[redacted]	St Petersburg, FL,	[redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	2/20/2020	Incident Date	N/A
Mileage	39,268		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/20/2020 3:14:00 PM	CUSTOMER STATES: CPO; PURCHASED FROM DEALER 405232 (LOKEY); REGISTERED IN STATE OF FLORIDA; | | | CURRENT CONCERNS: AIRBAG WARNING LIGHT OCCURRED, AND LOSING FUNCTIONALITY WITH HORN; | | | CUSTOMER ADVOCATE ADVISED; NO OPEN RECALLS; VEHICLE UNDER CPO WARRANTY (UNTIL 9-30-2021 OR 59,819 MILES WOF), WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING (UNTIL 8-25-2025 OR 120,000 MILES WOF); CUSTOMER ADVOCATE OFFERED TO SCHEDULE APPOINTMENT WITH LOCAL DEALER; CUSTOMER DECLINED AND WILL REACH OUT AT THEIR EARLIEST AVAILABILITY; | | | CUSTOMER ACKNOWLEDGED; NO FURTHER ACTION
2/20/2020 3:26:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 2 / HORN INEFFECTIVE; ELECTRICAL / INEFFECTIVE - 1 / AIRBAG WARNING LIGHT ACTIVE;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AXXDW[redacted]
Owner Or Fleet	[redacted] Baltimore, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	2/20/2020	Incident Date	N/A
Mileage	67,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/20/2020 3:27:00 PM	TALKED AND TYPED BY SAMANTHA; | | | CASE IN REFERENCE TO CASE: [redacted] | | | CUSTOMER STATES FOLLOWING UP ON REIMBURSEMENT FOR AIRBAG CLOCK SPRING WARRANTY; | | | CUSTOMER SEEKING INFORMATION REGARDING REIMBURSEMENT; | | | CO ADVISED CHECK WAS MAILED 01/31/2020; COULD TAKE 6-8 WEEKS; CHECK IN THE AMOUNT OF $300.00; | | | NO FURTHER ACTION;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A36CC[redacted]
Owner Or Fleet	[redacted] Lake Forest, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/21/2020	Incident Date	N/A
Mileage	119,555		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/21/2020 8:14:00 PM	CUST STATES: HAS BEEN HAVING PROBLEMS WITH THE STEERING WHEEL AND HAD ISSUE FIXED; VEHICLE WAS HONKING, IT WAS A CLOCKSPRING, AND NOW IT STARTED AGAIN LAST WEEK, CUSTOMER TOOK TO DLR AND NOW THEY'RE SAYING IT WAS THE AIRBAG; SPEAKING WITH TOM AT DLR 422529; | | | CUST SEEKING: TO KNOW IF HE CAN GET REIMBURSED FOR THE FIX OF THE CLOCKSPRING THAT WAS DONE AT AN INDEP; | | | CIO ADVISED: GOING TO EMAIL CUSTOMER REIMBURSEMENT EMAIL AND CUSTOMER CAN REPLY TO THAT WITH DOCCUMENTS | | | WAIT CUSTOMER MAIL.
2/25/2020 2:44:00 PM	| | REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | I APPRECIATE YOU TAKING THE TIME TO REACH OUT TO ME ABOUT YOUR PASSAT. | | | TO START OUR REIMBURSEMENT REVIEW FOR OUT-OF-POCKET REPAIR EXPENSES FOR SERVICES NOW COVERED UNDER A WARRANTY EXTENSION, RECALL, OR SERVICE ACTION, PLEASE PROVIDE US WITH ITEMS BELOW. | | | HERE┬┐S WHAT WE┬┐LL NEED: | | 1. NAME OF WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | 2. TOTAL AMOUNT OF REIMBURSEMENT REQUESTED | | 3. LEGIBLE REPAIR ORDER INCLUDING: | | ┬┐ NAME AND ADDRESS OF FACILITY | | ┬┐ NAME AND ADDRESS OF CUSTOMER (PAYEE) | | ┬┐ VIN (VEHICLE IDENTIFICATION NUMBER) | | ┬┐ MILEAGE | | ┬┐ DETAILED DESCRIPTION OF REPAIRS | | 4. PROOF OF PAYMENT | | | HOW TO SUBMIT YOUR CLAIM: | | ELECTRONICALLY | | REPLY TO THIS EMAIL AND ATTACH THE APPROPRIATE DOCUMENTATION TO INITIATE YOUR REIMBURSEMENT REQUEST. | | | OR, EMAIL YOUR DOCUMENTATION AS AN ATTACHMENT TO: REIMBURSEMENT.REQUEST@VW.COM. IN THE SUBJECT LINE, INCLUDE YOUR VIN AND THE APPLICABLE WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | | U.S. MAIL | | WRITE US A LETTER AND INCLUDE COPIES OF YOUR SUPPORTING DOCUMENTATION. MAIL TO: | | | VOLKSWAGEN OF AMERICA, INC. | | ATTN: CAMPAIGN REIMBURSEMENT | | 3800 HAMLIN RD, AUBURN HILLS, MI 48326 | | | WHAT TO EXPECT: | | ┬┐ YOUR REFUND CLAIM WILL BE ACTED UPON WITHIN 60 DAYS OF RECEIPT | | ┬┐ IF THE CLAIM IS APPROVED, WE┬┐LL SEND A CHECK TO THE ADDRESS YOU PROVIDED | | ┬┐ TOTAL REIMBURSEMENT AMOUNT MAY BE LIMITED TO WHAT THE REPAIR COST WOULD BE IF IT HAD BEEN COMPLETED BY A VOLKSWAGEN DEALER OR AUTHORIZED REPAIR FACILITY | | ┬┐ IF THE CLAIM IS INCOMPLETE, WE┬┐LL REACH OUT TO GATHER ANY MISSING INFORMATION FROM YOU | | ┬┐ SHOULD YOUR CLAIM BE DENIED, WE┬┐LL PROVIDE YOU WITH THE REASON(S) FOR DENIAL | | | WE LOOK FORWARD TO HEARING FROM YOU SOON! | | | SINCERELY, | | | | | | | KENADI D | | CUSTOMER CARE ADVOCATE | | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | |
2/28/2020 3:28:00 PM	CO CALLED CUSTOMER; LEFT VMM ADVISING CUSTOMER TO CALL US NACK AT 8008228987 AND REFERENCED CASE#; | | | CO TO WAIT CUSTOMER MAIL; CO CALL CUSTOMER AGAIN 03/02
3/2/2020 10:28:00 AM	MEDIA ATTACHED IN DOC CENTER | | FROM: [redacted] | | SENT: FRIDAY, FEBRUARY 28, 2020 9:08 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VW CUSTOMER CARE | | | REFERENCE # [redacted] | | HELLO, | | | | I HAVE ATTACHED ALL REQUIRED DOCUMENTS. I'M REQUESTING $522.47 FOR THE PART AND WORK THAT WAS DONE ON MY VEHICLE. | | NAME OF WARRANTY: AIRBAG CLOCK SPRING WARRANTY EXT 15Y. | | | | LET ME KNOW IF YOU HAVE ANY QUESTIONS. IF NOT, YOU CAN MAIL THE CHECK TO MY ADDRESS. | | [redacted] | | LAKE FOREST, CA [redacted] | | | THANK YOU, | | [redacted] |
3/3/2020 3:09:00 PM	CO TO ESC TO SPECIAL PROJECTS TEAM; | | | SPECIAL PROJECTS TO REVIEW CASE; RECIEVED RO AND POP
3/6/2020 3:14:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEP REPAIR SHOP; THE INDEP REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING IN OCTOBER 2019, THE LAST VALID OUT OF POCKET DATE FOR REIMBURSEMENT WAS NOVEMBER 2018; AS THE REPAIR WAS PERFORMED AT AN INDEP AFTER THE WARRANTY EXTENSION WAS RELEASED, VW WILL REIMBURSE PARTS ONLY AS A ONE-TIME GOODWILL GESTURE; IN THE FUTURE THE CUSTOMER MUST VISIT A VW DEALERSHIP TO HAVE WARRANTY COVERAGE; VW TO REIMBURSE TOTAL: $297.51 | | | SP TO GENERATE CHECK REQUEST.
3/6/2020 3:18:00 PM	1VWAP7A36CC[redacted] VW TO REIMBURSE CUST FOR AIRBAG CLOCK SPRING AS GW DUE TO DATE OF REPAIR; TOTAL: $297.51. | | | GENERATED CHECK REQUEST.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A36CC[redacted]
Owner Or Fleet	[redacted] Lake Forest, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/21/2020	Incident Date	N/A
Mileage	119,555		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

3/6/2020 3:22:00 PM	SP MAILED LETTER EXPLAINING REIMBURSEMENT.
3/19/2020 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 297.51 MAILED ON 03/18/2020

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A3XFC[redacted]
Owner Or Fleet	[redacted] Portland, ME, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	2/24/2020	Incident Date	N/A
Mileage	81,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/24/2020 12:10:00 PM	CUSTOMER STATES: VEHICLE IS HAVING THE SAME SYMPTOMS AS THE AIRBAG CLOCKSPRING. SAW IT ONLY WENT TO 2014 | | | | CUSTOMER SEEKING: TO FILE A COMPLAINT WITH VW TO EXPAND THE WARRANTY EXTENSION. | | | | CO ADVISED: CUSTOMER HAS 3 OPEN RECALLS AND DOES HAVE THE AIRBAG CLOCKSPRING WARRANTY FOR 10/120WOF. OFFERED DLR APPOINTMENT. CUSOTMER DECLINED. | | | | NO FURTHER ACTION
2/24/2020 12:13:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG CLOCKSPRING;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AXXDW[redacted]
Owner Or Fleet	[redacted]		Hillside, IL, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	2/24/2020	Incident Date	N/A
Mileage	79,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/24/2020 1:29:00 PM	CUSTOMER STATES STEERING WHEEL CLOCK SPRING NEEDS TO BE REPLACED; CUSTOMER IS AWARE OF A RECALL/WARRANTY EXTENSION FOR THE STEERING WHEEL CLOCK SPRING | | | | CUSTOMER SEEKING TO KNOW IF VEHICLE IS AFFECTED BY WARRANTY EXTENSION/RECALL FOR THE STEERING WHEEL CLOCK SPRING | | | | CO ADVISED VEHICLE IS AFFECTED BY 2 WARRANTY EXTENSIONS ONE FOR THE AIRBAG CLOCK SPRING FOR 15YRS UNLIMITED MILES AND ANOTHER FOR THE COOLANT PUMP FOR 10YRS OR 100K MILES WOF; CAN SCHEDULE DEALER APPOINTMENT FOR THE AIR BAG CLOCK SPRING; | | | | CUSTOMER SEEKING TO SCHEDULE APPOINTMENT AS SOON AS POSSIBLE WITH EITHER DEALER 402201 OR DEALER 402165 | | | | CO REACHED OUT TO DEALER 402201 WHO ADVISED HAD APPOINTMENT FOR 8:30AM ON WEDNESDAY; THEN REACHED OUT TO DEALER 402165 WHO ADVISED CAN GET SET APPOINTMENT FOR 7AM ON 02/25/2020; CO TRANSFERRED CUSTOMER TO ADAM AT DEALER 402165 TO SCHEDULE APPOINTMENT | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32DC[redacted]
Owner Or Fleet	[redacted] Dover, DE, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	2/25/2020	Incident Date	N/A
Mileage	90,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/25/2020 5:24:00 PM	CUSTOMER STATES IN 2017 HE HAD TO HAVE THE AIRBAG CLOCK SPRING REPLACED UNDER THE RECALL. NOW, CUSTOMER BELIEVES IT'S FAILED AGAIN BECAUSE HIS STEERING WHEEL CONTROLS DON'T WORK AND HIS AIRBAG LIGHT IS ON. | | | CUSTOMER SEEKING IF VW COVERS THIS UNDER THE RECALL STILL. | | | CO ADVISED THAT HE HAS A WARRANTY EXTENSION FOR 15 YEARS WHICH EXPIRES ON 11/23/2027 WITH NO MILEAGE RESTRICTION. CUSTOMER WOULD BE ENCOURAGED TO VISIT HIS LOCAL VW DEALER FOR A DIAGNOSIS AND OFFERED TO SET UP APPOINTMENT. | | | CUSTOMER DECLINED AND STATED HE WILL TAKE CARE OF IT. | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4A7AJXCM[redacted]
Owner Or Fleet	[redacted]		DIX, IL [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	2/26/2020	Incident Date	N/A
Mileage	92,516		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/26/2020 3:41:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN IL STATE; 2ND OWNER; VEHICLE PURCHASED ABOUT JULY 23 2018 AT MILEAGE 60000(EST); VEHICLE PURCHASED FROM A PRIVATE OWNER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT LOCAL BUSINESS (NON-VW) ; DEALER; MAINTENANCE RECORDS ARE AVAILABLE; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: CLOCKSPRING WENT OUT ON VEHICLE; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT TO HAVE CLOCKSPRING PROGRAMMED FEB. 20TH ; DEALERSHIP REFERRED CUSTOMER TO CARE TO REQUEST REIMBURSMENT; | | | CUSTOMER SEEKING: REIMBURSMENT | | | FACE TO FACE WIT JULIE : AGREED TO HAVE CUSTOMER SEND IN DOCUMENTS TO VIEW FOR REIMBURSMENT ; SEND TO SPEAICL PROJECTS | | | CO ADVISED : WILL SEND CUSTOMER AN EMAIL SO CUSTOMER CAN RESPOND TO EMAIL WITH RO AND POP ; ONCE DOCUMENTS ARE RECEIVED WILL NOTIFY CUSTOMER VIA EMAIL ; DOCUMENTS WILL TAKE UP TO 60 DAYS TO REVIEW | | | CO TO EMAIL CUSTOMER
2/26/2020 3:47:00 PM	TEAM LEAD SUPPORTS CO HAVING CUSTOMER SEND IN REPAIR ORDER AND PROOF OF PAYMENT TO HAVE SPECIAL PROJECTS REVIEW; CO TO RETURN TO CUSTOMER
2/26/2020 4:02:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | JANAE I | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] |
2/26/2020 4:03:00 PM	CATEGORY SELECTION : ELECTRICAL / INEFFECTIVE - 1 / AIRBAG CLOCK SPRING ;
3/2/2020 10:00:00 AM	MEDIA ATTACHED IN DOC CENTER
3/4/2020 3:23:00 PM	SP TO LOOK INTO DOCUMENTS (DOC CENTER) FOR POSSIBLE REIMBURSEMENT ; OWNER IS SEEKING REIMBURSEMENT DUE TO BEING IN AIRBAG CLOCK SPRING WARRANTY EXTENSION AND HAVING THE CLOCK SPRING REPAIRED OUT OF POCKET AT INDEPENDENT ; VW DEALER 402200 PROGRAMMED CLOCK SPRING AND REFERRED TO CARE FOR REIMBURSEMENT | | | SP TO REVIEW
3/4/2020 3:23:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | JANAE I | | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] |
3/5/2020 1:01:00 PM	SP MAILED LETTER EXPLAINING REIMBURSEMENT.
3/5/2020 12:51:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARR EXT; THE CUSTOMER WENT TO AN INDEP REPAIR SHOP AFTER THE RELEASE OF THE WARRANTY EXTENSION (02/21/20) AND HTE INDEP REPAIR SHOP REPLACED THE AIR BAG CLOCK SPRING; THE CUST HAD TO GO TO THE DLR TO HAVE IT PROGRAMMED; THE DLR CHARGED TO PROGRAM THE CLOCK SPRING AS THE ORIGINAL REPAIR WAS NOT COMPLETED THERE; VW TO REIMBURSE PARTS ONLY AS A ONE TIME GOODWILL GESTURE AS THE CUSTOMER DID NOT INITIALLY VISIT THE DLR; THE CUST MUST VISIT THE DLR IN THE FUTURE FOR WARRANTY WORK; VW TO REIMBURSE TOTAL: $290.07. | | | SP TO GENERATE CHECK REQUEST.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW4A7AJXCM[redacted]
Owner Or Fleet	[redacted] DIX, IL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	2/26/2020	Incident Date	N/A
Mileage	92,516		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

3/5/2020 12:55:00 PM	3VW4A7AJXCM[redacted]VW TO REIMBURSE CUST FOR AIR BAG CLOCK SPRING REPAIRS COMPLETED AT INDEP; TOTAL: $290.07. | | | | GENERATED CHECK REQUEST.
3/12/2020 4:00:00 AM	CHECK #[redacted]FOR AMOUNT $ 290.07 MAILED ON 03/11/2020

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A37EC[redacted]
Owner Or Fleet	[redacted] Westfield, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	2/27/2020	Incident Date	N/A
Mileage	96,045		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/27/2020 11:06:00 AM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN PA STATE; ORIGINAL OWNER; VEHICLE WAS PURCHASED; VEHICLE IS FINANCED THROUGH VCI; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; ISSUE LAST OCCURRED ON IN SEPT.; PREVIOUS REPAIRS WERE COMPLETED AT 408158 , AND REPAIRS WERE AIR BAG CLOCK SPRING WAS REPLACED FOR 4TH; VEHICLE EXPERIENCING: AIRBAG LIGHT ON, HORN NOT WORKING; STEERING WHEEL BUTTONS NOT WORKING; VEHICLE IS CURRENTLY AT VW DEALERSHIP; DEALER STATES: THEY ARE PREFORMING A DIAGNOSIS; | | | | CUSTOMER SEEKING: IS THIS A KNOWN ISSUE | | | | CO ADVISED: SORRY FOR THIS REPEAT CONCERN WITH THE AIRBAG CLOCK SPRING; THERE IS TDI WARRANTY EXT. 12-30-2024 OR 123K MILES WOF; HEATER CORE WARRANTY EXT.09-29-2024 OR 120K MILES WOF; AD BLUE HEATER LIMITED WARRANTY09-29-2024 OR 120K MILES WOF; AIRBAG CLOCK SPRING WARRANTY EXT. 09-30-2024 OR 120K MILES WOF; WOULD LIKE TO ESCALATE CASE UP TO A RCM; RCM WORKS CLOSELY WITH THE DEALER IN REGARDS TO THE VEHICLE; RCM WILL BE IN CONTACT COB 2/28 WITH ANY UPDATES; EMAILED CUSTOMER CASE NUMBER; CUSTOMER WILL RECEIVE WARRANTY EXT. IN EMAIL IN 1-2 BUSINESS DAYS; CUSTOMER ACCEPTS | | | CO TO ESCALATE TO RCM
2/27/2020 11:16:00 AM	[redacted] | | | REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┤T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | SARA G | | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | | | | | |
2/27/2020 11:16:00 AM	RCM TO CONTACT DEALER 408158 IN REGARDS TO THE REPEAT CONCERN WITH THE AIRBAG CLOCK SPRING | | | RCM TO CONTACT SPOUSE MARIA PAINTER COB 2/28 | | | RCM TO REVIEW
2/27/2020 11:18:00 AM	HI TEAM 5 FOX PLEASE EMAIL[redacted] | | | TDI WARRANTY EXT. 12-30-2024 OR 123K MILES WOF; HEATER CORE WARRANTY EXT.09-29-2024 OR 120K MILES WOF; AD BLUE HEATER LIMITED WARRANTY09-29-2024 OR 120K MILES WOF; AIRBAG CLOCK SPRING WARRANTY EXT. 09-30-2024 OR 120K MILES WOF | | | THANK YOU | | | | | SARA GARCIA | | CUSTOMER CARE ADVOCATE | | VOLKSWAGEN CUSTOMER CARE | |
2/27/2020 11:38:00 AM	CATEGORY SELECTION : STEERING / INOPERABLE - 1 / STEERING WHEEL BUTTONS NOT WORKING; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON ; ELECTRICAL / INOPERABLE - 1 / HORN NOT WORKING;
2/27/2020 12:16:00 PM	REFERENCE #[redacted] | | | | DEAR MR[redacted] | | | | THANK YOU FOR SPEAKING WITH ME TODAY. I┬┤M SORRY AGAIN THOUGH FOR THE AIRBAG LIGHT CONCERNS WITH YOUR 2014 PASSAT. WE ARE GLAD TO ENSURE YOU RECEIVE ANY APPLICABLE WARRANTY COVERAGE, SO I HAVE ENGAGED AN RCM ON YOUR BEHALF. YOUR RCM WILL FOLLOW UP WITH YOU BY THE END OF THE DAY TOMORROW. | | | IN THE MEANTIME, I WANTED TO PROVIDE THE PROMISED WARRANTY INFORMATION. ATTACHED YOU WILL FIND COPIES OF THE CUSTOMER LETTERS FOR THE OPEN WARRANTY EXTENSIONS ON YOUR PASSAT (VIN 1VWBN7A37EC[redacted] BELOW IS THE DETAILS OF THE TDI EXTENDED EMISSIONS WARRANTY. ALL WARRANTIES AND WARRANTY EXTENSIONS BEGAN FROM THE IN-SERVICE DATE OF SEPTEMBER 30, 2014 UNLESS OTHERWISE NOTED. | | | ┬┤ THE TDI EXTENDED EMISSIONS WARRANTY SHALL BE THE GREATER OF 10 YEARS AND 3 MONTHS OR 123,000 MILES, WHICHEVER OCCURS FIRST, FROM THE VEHICLE┬┤S ORIGINAL IN-SERVICE DATE, OR 4 YEARS AND 3 MONTHS OR 51,000 MILES, WHICHEVER OCCURS FIRST, FROM THE DATE AND MILEAGE OF THE EMISSIONS MODIFICATION, JUNE 8, 2017 AND 47,307 MILES. THE WARRANTY PROTECTS AGAINST MANUFACTURING SHORTCOMINGS IN MATERIALS OR WORKMANSHIP. I HAVE LISTED WHAT COMPONENTS THIS COVERS BELOW. | | | O THE ENTIRE EXHAUST AFTER TREATMENT SYSTEM, INCLUDING THE DIESEL OXIDATION CATALYST, THE DIESEL PARTICULATE FILTER, THE SELECTIVE CATALYTIC REDUCTION CONVERTER, THE DOSING INJECTOR AND OTHER DIESEL EXHAUST FLUID SYSTEM COMPONENTS, THE EXHAUST FLAP, AND ALL SENSORS AND ACTUATORS | | | O THE ENTIRE FUEL SYSTEM, INCLUDING FUEL PUMPS, HIGH PRESSURE COMMON RAIL, FUEL INJECTORS, VIBRATION DAMPER, PRESSURE CONTROL VALVE, AND ALL SENSORS AND ACTUATORS | | | O THE EXHAUST GAS RECIRCULATION (EGR) SYSTEM, INCLUDING EGR VALVES, EGR COOLER, EGR FILTER, EGR TEMPERATURE SENSOR, ALL RELATED HOSES AND PIPES, AND ALL SENSORS AND ACTUATORS | | | REST OF EMAIL CAN BE VIEWED IN DOC CENTER; CA ATTACHED HEATER CORE, ADBLUE HEATER, AND CLOCK SPRING WARRANTY EXTENSION LETTERS

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A37EC[redacted]
Owner Or Fleet	[redacted] Westfield, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	2/27/2020	Incident Date	N/A
Mileage	96,045		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/28/2020 12:37:00 PM	HELLO, | | | | MR [redacted] REACHED OUT TO CARE LOOKING TO GATHER DETAILS AND HELP WITH REPAIRS OF REPEAT ISSUES WITH HIS AIRBAG CLOCK SPRING. CAN YOU SHARE DIAGNOSIS AND REPAIR DETAILS, AND IF YOU ALL ARE WORKING WITH VTA ? | | | | THANKS IN ADVANCE, | | | | JAMELLIA GOLDSMITH | |
2/28/2020 2:00:00 PM	THIS IS THE REPAIR ORDER. WE REPLACE THE CLOCK SPRING YESTERDAY. | | | | BEST, | |
2/28/2020 2:02:00 PM	RCM LEFT VOICE MAIL MESSAGE LOOKING TO SPEAK ABOUT CONCERNS WITH REPEAT REPAIRS; PROVIDED CALL BACK INFO | | | | RCM TO CONTACT CUSTOMER
3/3/2020 10:28:00 AM	REFERENCE [redacted] | | | DEAR MR [redacted] | | | | THANKS FOR CONTACTING VOLKSWAGEN REGARDING THE CONCERNS WITH YOUR PASSAT. | | | | I┬┐VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, AND I REGRET I HAVE NOT BEEN ABLE TO REACH YOU. | | | | I WANTED TO FOLLOW UP WITH YOU TO ENSURE THE REPAIR PERFORMED BY MAGUIRE VOLKSWAGEN HAS RESOLVED YOUR HORN AND AIRBAG LIGHT CONCERNS. | | | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO ME. PLEASE DON┬┐T HESITATE TO CONTACT ME AGAIN IF I CAN BE OF FURTHER ASSISTANCE. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43270. YOU CAN ALSO EMAIL ME BACK BY REPLYING TO THIS MESSAGE OR BY CHATTING WITH US ON [redacted] | | | SINCERELY, | | | | | JAMELLIA G | | REGION CASE MANAGER | |
3/5/2020 12:00:00 PM	CUSTOMER IS CALLING AS THIS IS A REPEAT CONCERN WITH THE SAME ISSUES AND SOMETHING NEEDS TO BE DONE TO MAKE IT RIGHT; FEELS LIKE THE WARRANTY SHOULD BE EXTENDED CAUSE IT OVER AT 120K MILES AND WE HAVE REPLACED THIS FOR TIMES OVER THE OWNERSHIP; IF I SOLD SOMETHING I WOULDN┬┐T WANT THERE TO BE ANY BAD TASTE AND YEAH YOUR FIXING IT UNDER WARRANTY BUT WHAT ABOUT MY 3 HOUR ROUND TRIP AND THE FACT THAT THIS HAS BEEN DONE 4 TIMES | | | RCM EXPLAINED WE ARE UNABLE TO EXTEND AND ALREADY EXTENDED WARRANTY BUT CAN ALWAYS LOOK INTO COVERAGE IF ISSUES PERSIST OUTSIDE OF WARRANTY PARAMETERS; SPOKE ON SPARE PARTS; CAR WAS ALREADY REPAIRED WHEN REACHING OUT TO THE DEALER BUT IF RETURN WOULD LIKE TO KNOW TO ENSURE WE ARE UTILIZING ADDITIONAL RESOURCES TO CHECK FOR UNDERLYING ISSUES | | | CUSTOMER IS DISSATISFIED THAT THERE IS NO UNDERSTAND THAT THIS IS AN ISSUE WHEN THE PART HAS BEEN REPLACED 4 TIMES SO HOW DO WE MAKE SURE IT DOESN┬┐T HAPPEN AGAIN CAUSE STILL PAYING FOR CAR AND WARRANTY IS ALMOST UP; MAY JUST NEED TO SPEAK TO SOMEONE ELSE OR LOOK FOR INFO ON THE INTERNET; THANKS AND DISCONNECTS | | | RCM TO CALL CUSTOMER
3/5/2020 12:19:00 PM	RCM LEFT VOICE MAIL MESSAGE APOLOGIZING CONVERSATION DID NOT PROVIDE RESULT CUSTOMER WAS LOOKING FOR BUT DO WANT TO GATHER THE DETAILS AND EXPERIENCING AND HOW WE PLAN TO GO FORWARD WITH ANY FUTURE CONCERNS; PROVIDED CALL BACK INFO | | | RCM TO WAIT CUSTOMER CONTACT
3/9/2020 11:20:00 AM	REFERENCE [redacted] | | | DEAR MR [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH YOUR PASSAT. | | | I┬┐VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. IF I CAN BE OF MORE ASSISTANCE, PLEASE CALL OUR CUSTOMER CARE CENTER AT (800) 822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43270. YOU CAN ALSO REPLY TO THIS EMAIL. | | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | | SINCERELY, | | | | | | | JAMELLIA G | | REGION CASE MANAGER | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX8CW[redacted]
Owner Or Fleet	[redacted], PICKERINGTON, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	2/27/2020	Incident Date	N/A
Mileage	110,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/27/2020 4:10:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN OH; 2ND OWNER; VEHICLE PURCHASED JANUARY 2016; VEHICLE PURCHASED FROM NON-VW DEALER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; BRAND LOYAL CUSTOMER; MAINTAINED AT LOCAL BUSINESS (NON-VW); MAINTENANCE RECORDS ARE AVAILABLE; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: HAD AIRBAG CLOCK SPRING REPAIRED PREVIOUSLY; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP; | | | CUSTOMER SEEKING: WANTS REIMBURSEMENT FOR REPAIR; | | | CO ADVISED: VEHICLE HAS NO OPEN RECALLS; VEHICLE HAS WARRANTY EXTENSION ON THE INTAKE MANIFOLD UNTIL 5/31/2022 OR 120,000 MILES WOF; FUEL INJECTOR UNTIL 5/31/2022 OR 120,000 MILES WOF; INJECTION PUMP UNTIL 5/31/2022 OR 120,000 MILES WOF; AIRBAG CLOCK SPRING UNTIL 6/1/2027 WITH UNLIMITED MILEAGE; CO OFFERED TO SEND CUSTOMER CASE NUMBER; CUSTOMER AGREED; | | | CO ADVISED: CUSTOMER SHOULD SEND IN REPAIR ORDER WITH VIN, DATE, MILEAGE, PART NUMBER, DIAGNOSIS, WHAT WAS DONE AND WHY; ALSO NEED POP; | | | CO TO SEND CUSTOMER EMAIL;
2/27/2020 4:27:00 PM	REFERENCE #[redacted]| | | DEAR MS. [redacted]| | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┬T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted]| | | SINCERELY, | | | | | | JARROD B | CUSTOMER CARE ADVOCATE | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted]| | | | | CO TO WAIT FOR CUSTOMER CONTACT;
2/27/2020 4:37:00 PM	DELIVERY HAS FAILED TO THESE RECIPIENTS OR GROUPS: | [redacted]| A PROBLEM OCCURRED DURING THE DELIVERY OF THIS MESSAGE TO THIS E-MAIL ADDRESS. TRY SENDING THIS MESSAGE AGAIN. IF THE PROBLEM CONTINUES, PLEASE CONTACT YOUR HELPDESK. | THE FOLLOWING ORGANIZATION REJECTED YOUR MESSAGE: [redacted]| |
2/28/2020 5:34:00 PM	CO ATTEMPTED CUSTOMER VIA PHONE; LEFT VOICEMAIL ADVISED: FOLLOWING UP; EMAIL UNDELIVERABLE; RECOMMEND CALL BACK WITH EMAIL ADDRESS OR WE CAN PROVIDE OUR EMAIL ADDRESS; LEFT CASE NUMBER; LEFT CALLBACK NUMBER; | | | CO TO WAIT FOR CUSTOMER CONTACT;
3/2/2020 11:55:00 AM	CUSTOMER STATES: HAD SOMEONE SEND OVER AN EMAIL AND HASN'T RECIEVED. | | | CUSTOMER SEEKING: IF THE EMAIL WAS CORRECT. | | | CA ADVISED: UPDATED EMAIL. RESENT CUSTOMER EMAIL. CUSTOMER STILL DID NOT RECIEVE. CA ADVISED CUSTOMER OF EMAIL AND CASE NUMBER. CAN SEND IN THE INFORMATION DIRECTLY. | | | CO TO REVIEW.
3/5/2020 3:11:00 PM	CO ATTEMPTED CUSTOMER VIA PHONE; LEFT VOICEMAIL ADVISED: FOLLOWING UP; LEFT CASE NUMBER; LEFT CALLBACK NUMBER; | | | CO TO WAIT FOR CUSTOMER CONTACT;
3/9/2020 3:48:00 PM	MEDIA ATTACHED IN DOC CENTER | | | FROM: [redacted]| SENT: MONDAY, MARCH 9, 2020 11:00 AM | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | SUBJECT: RE: [redacted]| | | HI, JARROD- | WHAT ELSE DO YOU NEED FROM ME AGAIN? ATTACHED IS ALL THE INFORMATION. | | | THANKS, | [redacted]| [redacted]|
3/12/2020 6:09:00 PM	CO ATTEMPTED CUSTOMER VIA PHONE NUMBER; LEFT VOICEMAIL ADVISED: RECEIVED DOCUMENTS FROM CUSTOMER AND WILL BEGIN REVIEWING FOR REIMBURSEMENT; | | | CO TO ESCALATE TO SP;
3/12/2020 6:12:00 PM	SPECIAL PROJECTS TO REVIEW CUSTOMER DOCUMENTS FOR REIMBURSEMENT FOR THE AIRBAG CLOCK SPRINGS; | | | SP TO REVIEW;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX8CW[redacted]
Owner Or Fleet	[redacted], PICKERINGTON, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	2/27/2020	Incident Date	N/A
Mileage	110,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

3/24/2020 10:08:00 AM	CUST SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEP REPAIR SHOP; THE INDEP REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING PRIOR TO THE RELEASE OF THE WARRANTY EXTENSION; INDEP CHARGED LESS THAN THE MAX AMOUNT FOR PARTS AND LABOR; VW TO REIMBURSE TOTAL: $429.73. | | | | SP TO GENERATE CHECK REQUEST.
3/24/2020 10:10:00 AM	WVGAV7AX8CW[redacted] VW TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $429.73. | | | | GENERATED CHECK REQUEST.
4/9/2020 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 429.73 MAILED ON 04/08/2020

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A37F[redacted]
Owner Or Fleet	[redacted] O Brien, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	2/28/2020	Incident Date	N/A
Mileage	125,777		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/28/2020 2:59:00 PM	CUSTOMER ADVOCATE PHONED CUSTOMER: NO ANSWER; CUSTOMER ADVOCATE LEFT VOICEMAIL ; | | | CUSTOMER ADVOCATE ADVISED CUSTOMER ADVOCATE TO CONTACT CUSTOMER BY COB MONDAY MARCH 2 AT [redacted] | | | **LEVEL 1 TO ADVISE: DUE TO MILEAGE OF VEHICLE, VW WILL NOT OFFER COST ASSISTANCE FOR AIRBAG CLOCK SPRING (NOT YET DIAGNOSED) AS WARRANTY EXTENSION IS VALID UNTIL 120,000 MILES; ALSO ADVISE VW DOES NOT HAVE A CUSTOMER FACING "SAFETY DEPARTMENT" AND VW HAS PROVIDED THEIR DECISION
2/28/2020 3:14:00 PM	CUSTOMER STATES; RETURNING CO BOBBY CALL BUT DID NOT PROVIDE AN DIRECT EXT. NUMBER | | | CUSTOMER SEEKING; RETURNING CALL | | | CUSTOMER ADVOCATE ADVISED; BOBBY IS UNAVAILABLE TO TAKE CALL AT THE MOMENT THIS IS AN INBOUND CALL CENTER BUT WAS ABLE TO GET AN UPDATE OF REASON OF VOICEMAIL ; UNDERSTAND SEEKING FOR ASSISTANCE ON THE CLOCK SPRING, NORMALLY WOULD BE COVERED UNDER NVLW AND VW EXTENDED FOR ANOTHER 7 YEARS AND UP TO 120K MI WOF DUE TO MILEAGE OF VEHICLE, VW WILL NOT OFFER COST ASSISTANCE FOR AIRBAG CLOCK SPRINGS WARRANTY EXTENSION IS VALID UNTIL 120,000 MILES; ALSO ADVISE VW DOES NOT HAVE A CUSTOMER FACING "SAFETY DEPARTMENT" AND VW HAS PROVIDED THEIR DECISION | | | CUSTOMER STATES; HE ALREADY PROVIDED THAT INFORMATION TO CUSTOMER THIS MORNING THERE HAVE TO BE AN UPDATE; BECAUSE CUSTOMER ADVOCATE IS REPEATING WHAT CO ALREADY PROVIDED EARLIER SO WHAT WAS THE REASON OF THE CALL AGAIN WHICH GOING TO MAKE CUSTOMER MAD FOR PROVIDING INFORMATION TWICE WITH NO ASSISTANCE | | | CUSTOMER ADVOCATE ADVISED UNDERSTAND BUT THIS WAS THE ONLY UPDATED INFORMATION THAT WAS LEFT TO PROVIDE TO CUSTOMER IF RETURN THE CALL; CUSTOMER ACKNOWLEDGE | | | CO TO REVIEW
2/28/2020 8:05:00 AM	CUSTOMER STATES: PRE OWNED; PURCHASED FROM DEALER 405074 (GUNTHER); NO WARRANTY EXTENSIONS PURCHASED; NOT FINANCED THROUGH VCI; CUSTOMER STATES NOT THEIR FIRST VW | | | CURRENT CONCERNS; CUSTOMER HAS LOST ELECTRICAL FUNCTION IN STEERING WHEEL; AIRBAG LIGHT ON ACTIVE; WORKING WITH DEALER 405015 (GAINESVILLE) WORKING WITH MIKE (TECHNICIAN); VEHICLE HAS NOT BEEN DIAGNOSED AT DEALER AS OF YET; DEALER REFERRED CUSTOMER TO CONTACT CARE; | | | CUSTOMER SEEKS: COST ASSISTANCE FOR YET TO BE DIAGNOSED CLOCK SPRING CONCERN; | | | CUSTOMER ADVOCATE ADVISED: NO OPEN RECALLS; AIRBAG WAS COMPLETED AS RECALL IN APRIL 2019; OUTSIDE OF WARRANTY EXTENSION (UP TO 120,000 MILES WOF); DUE TO MILEAGE OF VEHICLE, VW WILL NOT OFFER COST ASSISTANCE; CUSTOMER ADVOCATE OFFERED TO SCHEDULE APPOINTMENT WITH DEALER TO ADDRESS VEHICLE CONCERNS, CUSTOMER DECLINED AT THIS TIME; | | | CUSTOMER ACKNOWLEDGED; NO FURTHER ACTION;
2/28/2020 8:25:00 AM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT; ELECTRICAL / INEFFECTIVE - 2 / HORN INEFFECTIVE; ELECTRICAL / INEFFECTIVE - 1 / CLOCK SPRING INEFFECTIVE;
2/28/2020 9:35:00 AM	CUSTOMER LEFT VOICE MAIL MESSAGE ADVISING [redacted] NEEDS HELP WITH THE VEHICLE AS HAS A WARRANTY ON A CLOCK SPRING ;
3/2/2020 1:42:00 PM	CASE OWNER REVIEWED UPDATED INFORMATION; | | | CUSTOMER HAS BEEN ADVISED VW DOES NOT HAVE A CUSTOMER FACING "SAFETY DEPARTMENT" AND VW HAS PROVIDED THEIR DECISION THAT AIRBAG CLOCK SPRING WARRANTY EXTENSION HAS ENDED AT 120,000 MILES AND NO COST ASSISTANCE WILL BE PROVIDED BY VW; | | | CASE RESOLVED AS NO FURTHER ACTION NEEDED;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A34FC[redacted]
Owner Or Fleet	[redacted], League City, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	3/2/2020	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/2/2020 1:10:00 PM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES: MY PASSAT 2015 HAS THE AIRBAGS SYMBOL BEEN COMING ON FOR MORE THAN A WEEK NOW I RESEARCH ON THE AIRBAG RECALL BUT THE SERVICE IN MY AREA IS NOT ANSWERING MY CALL | | | CUSTOMER SEEKING: ANY OPEN RECALLS | | | CO ADVISED: I DO SEE THAT THERE WAS AN AIRBAG RECALL ON YOUR PASSAT, BUT IT WAS COMPLETED 3.15.19, HOWEVER THERE IS AN OPEN RECALL ON THE HEADLIGHT ADJUSTING SCREW CAPS. TO GET THAT LIGHT DIAGNOSED TO ENSURE THERE ARE NO PROBLEMS, YOU WOULD NEED TO HAVE IT DIAGNOSED AT YOUR LOCAL VW DEALERSHIP. I KNOW YOU MENTIONED THEY ARE NOT ANSWERING YOUR CALLS, I'D BE HAPPY TO SET UP AN APPOINTMENT FOR YOU TO HAVE THE RECALL COMPLETED AS WELL AS THE LIGHT DIAGNOSED, IF YOU'D LIKE. | | | CUSTOMER AGREED | | | CO ADVISED: SCHEDULED AT VW CLEAR LAKE ON WEDNESDAY AT 9:30AM FOR THE RECALL AND THE DIAGNOSIS. | | | CUSTOMER THANKED | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ8BM[redacted]
Owner Or Fleet	[redacted] Tucker, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	3/2/2020	Incident Date	N/A
Mileage	62,000		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/2/2020 6:03:00 PM	CUSTOMER STATES: CUSTOMER RECIEVED A NOTICE FOR THE MICRO SWITCH RECALL. AIRBAG LIGHT IS ON BUT NEVER RECIEVED A RECALL NOTICE. | | | | CUSTOMER SEEKING: RECALL ON THE AIRBAG. | | | | CO ADVISED: VEHICLE HAS ONE OPEN RECALL FOR MICROSWITCH. CUSTOMER ALSO HAS AIRBAG CLOCKSPRING WARRANTY EXT. ADVISED TO TAKE THE VEHICLE IN FOR DIAGNOSIS. OFFERED APPOINTMENT. CUSTOMER DECLINED. WILL CALL ON HIS OWN | | | | NO FURTHER ACTION
3/2/2020 6:07:00 PM	CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / WARNING LIGHT;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWJK7AN2AE[redacted]
Owner Or Fleet	[redacted] CREWE, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	3/3/2020	Incident Date	N/A
Mileage	120,413		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/3/2020 3:45:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN VA; 2ND OWNER; VEHICLE PURCHASED 2017; VEHICLE PURCHASED FROM NON-VW DEALER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: HAD RECALL COMPLETED AT DEALER FOR AIRBAG AND THE AIRBAG LIGHT CAME BACK ON LATER THAT DAY; VEHICLE IS CURRENTLY AT VW DEALERSHIP; DEALER STATES: ISSUE IS UNRELATED TO THE RECALL REPAIR COMPLETED ON THE VEHICLE LAST YEAR; WORKING WITH ASHLEY EVENS AND WAYNE AT DEALER; VEHICLE IN FOR AN OVERNIGHT REPAIR; | | | CUSTOMER SEEKING: WANTS DEALER TO TAKE CARE OF THE ISSUE; | | | CO ADVISED: VEHICLE HAS NO OPEN RECALLS; VEHICLE HAS WARRANTY EXTENSION ON THE AIRBAG CLOCK SPRING UNTIL 2025-08-08 WITH UNLIMITED MILEAGE; IF CUSTOMER BELIEVES ISSUE WITH AIRBAG LIGHT IS CAUSED BY WORKMANSHIP CONCERN THEN, BECAUSE THE DEALER ALREADY DIAGNOSED THAT IT ISN'T A WORKMANSHIP CONCERN, RECOMMEND GETTING VEHICLE TO ANOTHER DEALER FOR A SECOND OPINION; CO OFFERED TO SCHEDULE APPOINTMENT AT LOYALTY VW; | | | CUSTOMER DECLINED; STATES: WANTS TO KNOW IF WILL HAVE TO PAY ANOTHER DIAGNOSIS FEE AT DIFFERENT DEALER; | | | CO ADVISED: CUSTOMER WILL BE RESPONSIBLE FOR AUTHORIZING A DIAGNOSIS FEE AT OTHER DEALERSHIP FOR SECOND OPINION; | | | CUSTOMER STATES: SINCE CUSTOMER THINKS BROWNS VW CREATED ISSUE, CUSTOMER SHOULDN'T HAVE TO PAY FOR DIAGNOSIS OR REPAIRS; | | | CO ADVISED: SINCE VEHICLE HAS BEEN DIAGNOSED BY BROWNS VW, WE WOULD SUPPORT THAT DIAGNOSIS OF NOT WORKMANSHIP RELATED ISSUES; AND IF CUSTOMER THINKS IT IS A DIFFERENT ISSUE THAN THE ONE DIAGNOSED, RECOMMEND GETTING A SECOND OPINION ON THE VEHICLE; | | | CO OFFERED TO ASSIST CUSTOMER IN SETTING AN APPOINTMENT; | | | NO FURTHER ACTION;
3/3/2020 4:13:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / WARNING LIGHT IS ON SINCE AIRBAG RECALL COMPLETION;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX4DW[redacted]
Owner Or Fleet	[redacted] MIAMI BEACH, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	3/4/2020	Incident Date	N/A
Mileage	56,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/4/2020 9:13:00 AM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN FL STATE; 2ND OWNER; VEHICLE PURCHASED 2014 AT MILEAGE 9K; VEHICLE PURCHASED FROM NON-VW DEALER; NOT A CPO; UNSURE IF USED CAR COVERAGE WAS PROVIDED; EXTENDED SERVICE PLAN NOT PURCHASED; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; BRAND LOYAL CUSTOMER; MAINTAINED AT LOCAL BUSINESS (NON-VW) AND DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG, ABS AND BRAKE LIGHT ON; BRAKE NOISE; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. INDEPENDENT REFERRED TO DEALER, COMPUTER CONCERN AND IT MAY HAVE BEEN A RECALL; CUSTOMER HAS HAD MULTIPLE CONCERNS WITH VEHICLE; CLOCK SPRING WAS REPAIRED BUT CONTROLS ON STEERING WHEEL STILL DON┬┐T WORK; AIR CONDITIONING WAS REPLACED; VEHICLE PREVIOUSLY SHUT OFF WHILE DRIVING | | | CUSTOMER SEEKING: FINANCIAL ASSISTANCE | | | CO ADVISED NO RECALLS; WARRANTY EXT FOR AIRBAG CLOCK SPRING UNTIL 120K MILES OR 4/2023 WOF; COOLANT PUMP EXT UNTIL 100K MILES OR 4/2023 WOF; CORROSION WARRANTY UNTIL 4/2025; NO COVERAGE FOR CURRENT CONCERNS; UNABLE TO ASSIST | | | CUSTOMER INQUIRED IF SHE COULD PURCHASE EXT WARRANTY | | | CO ADVISED VW DOESN┬┐T SELL THEM; USUALLY THROUGH FIDELITY OR DRIVE EASY; REFERRED CUSTOMER TO FINANCE DEPARTMENT AT VW DEALER TO SEE WHAT'S AVAILABLE TO CUSTOMER | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW217AU6GM[redacted]
Owner Or Fleet	[redacted] NORTH BRANFORD, CT, [redacted]		
Make, Model, Model Year	Volkswagen, Golf, 2016		
Report Date	3/4/2020	Incident Date	N/A
Mileage	25,500		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/4/2020 9:24:00 AM	CUSTOMER SUBSEQUENT OWNER, CALLING TO SEE IF THERE IS RECALL OR WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING, STATES THE AIRBAG LIGHT IS ON, HORN DOES NOT WORK AND THE STEERING WHEEL CONTROLS ARE NOT WORKING EITHER, DID RESERACH AND FOUND THIS ISSUE WITH VWS. | | | CO ADVISED NO OPEN RECALLS, WARRANTY EXTENSION IS APPLICABLE FOR THE AIARBAG CLOCK SPRING FOR 10/120, WCF, ADVISED CAN ADDRESS WITH A VW DEALER, LOCATED HARTE VW 408066, OFFERED TO SET APPT. CUSTOMER ASKED TO BE TRANSFERRED. CO TRANSFERRED CUSTOMER TO HARTE VW. NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A34DC[redacted]
Owner Or Fleet	[redacted], ABERDEEN, SD, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	3/4/2020	Incident Date	N/A
Mileage	83,330		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/4/2020 7:12:00 PM	CUSTOMER STATES; RECENTLY TOOK VEHICLE TO INDEPENDENT FOR SERVICE AND THEY DIAGNOSED THAT IT WAS A CLOCK SPRING ISSUE; CUSTOMER PAID THE DIAGNOSIS FEE AND FOUND THAT THERE WAS AN EXTENDED WARRANTY THAT WILL COVER THE REPAIR; MADE APPOINTMENT FOR LOCAL DEALER ON 03/07/2020 FOR THE REPAIR AND FOR RECALL 94L9 BUT WOULD ALSO LIKE TO BE REIMBURSED FOR THE DIAGNOSIS FEE THAT WAS PAID | | | CUSTOMER SEEKS; REIMBURSEMENT FOR DIAGNOSIS FEE | | | FACE TO FACE WITH AALIYAH (EM)TO HAVE THE CUSTOMER SUBMIT THE REPAIR ORDER AND POP OF THE DIAGNOSIS FEE FROM THE INDEPENDENT; CO CAN┬┐T GUARANTEE BUT ONCE THE INFORMATION HAS BEEN SUBMITTED THE CO CAN HAVE THE REQUEST REVIEWED. | | | CO ADVISED; CAN SEND IN POP AND REPAIR ORDER FOR POSSIBLE REIMBURSEMENT REVIEW; | | | CO TO WAIT CUSTOMER MAIL
3/4/2020 7:13:00 PM	EM ADVISED; TO HAVE THE CUSTOMER SUBMIT THE REPAIR ORDER AND POP OF THE DIAGNOSIS FEE FROM THE INDEPENDENT; CO CANT GUARANTEE BUT ONCE THE INFORMATION HAS BEEN SUBMITTED THE CO CAN HAVE THE REQUEST REVIEWED. CO TO ADVISE;
3/4/2020 7:58:00 PM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | CHERELLE G | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | |
3/5/2020 11:25:00 AM	MEDIA ATTACHED IN DOC CENTER | | | | | | | FROM:[redacted] | | SENT: WEDNESDAY, MARCH 04, 2020 9:43 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE[redacted] |
3/9/2020 6:31:00 PM	SP TO REVIEW FOR REIMBURSEMENT FOR DIAGNOSIS FEE RELATED TO WARRANTY EXTENSION REPAIR | | | SP TO REVIEW
3/16/2020 11:23:00 AM	*PLEASE NOTE; THERE WERE NO CONTENTS IN THIS EMAIL* | | | FROM:[redacted] | | SENT: FRIDAY, MARCH 13, 2020 9:06 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: [FROM: EXTERNAL] RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | |
3/24/2020 5:05:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM DLR; THE DLR CHARGED THE CUST FOR THE DIAG FEE THOUGH THE CUST HAS THE WARRANTY EXTENSION FOR THE AIR BAG CLOCK SPRING; VW TO REIMBURSE TOTAL: $145.91. | | | | SP TO GENERATE CHECK REQUEST.
3/24/2020 5:31:00 PM	1VWBH7A34DC[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $145.91. | | | GENERATED CHECK REQUEST.
4/9/2020 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 145.91 MAILED ON 04/08/2020

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AXXHK[redacted]
Owner Or Fleet	[redacted] Lawnside, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	3/5/2020	Incident Date	N/A
Mileage	12,656		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/5/2020 11:13:00 AM	CUSTOMER STATES VEHICLE SINCE HAVING THE AIRBAG RECALL DONE HAS AN ERROR POP UP; TODAY AIRBAG ERROR POPPED UP ON DASH AND WILL NOT LET CUSTOMER START THE VEHICLE; USUALLY WILL GO OFF AFTER AN HOUR; | | | CO ADVISED DO SEE THAT CUSTOMER HAD RECALL DONE BACK IN 2018; VEHICLE STILL WITHIN WARRANTY AND ROADSIDE COVERAGE; CO OFFERED TO SET UP APPOINTMENT FOR CUSTOMER TO GET VEHICLE LOOKED AT; CO MADE APPOINTMENT VIA XTIME FOR MONDAY 03/09 AT 1:00PM WITH DEALER 408278; CO OFFERED TO GET ROADSIDE ON THE LINE; CO TRANSFER CUSTOMER TO ROADSIDE; | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJ2EM[redacted]
Owner Or Fleet	[redacted] Rusk, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	3/5/2020	Incident Date	N/A
Mileage	44,500		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/5/2020 12:18:00 PM	CUSTOMER STATES: AIR BAG LIGHT ON; RECEIVED LETTER REGARDING RECALLS ON AIRBAG AND KEY SWITCH | | | | CUSTOMER SEEKING: DEALER APPOINTMENT TO HAVE RECALL SERVICED AND DIAGNOSIS REGARDING AIRBAG LIGHT ON | | | | CO ADVISED: 1 OPEN RECALL: SHIFT LEVER MICRO SWITCH; VEHICLE DO HAVE WARRANTY EXT: AIRBAG CLOCK SPRING 10Y/120K MI, WOF | | STEERING WHEEL LOCK WARRANTY EXT; CO SCHEDULED DEALER 425173 APPOINTMENT; PROVIDED CONFIRMATION CODE | | | | NO FURTHER ACTION
3/5/2020 12:19:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A35EC[redacted]
Owner Or Fleet	[redacted], MARBLE FALLS, TX,[redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	3/5/2020	Incident Date	N/A
Mileage	78,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/5/2020 1:21:00 PM	CUSTOMER STATES AIRBAG LIGHT CAME ON AND HORN STOPPED WORKING; TOOK TO HILL COUNTRY COLLISION AND SAID THE CLOCK SPRING WAS BAD; FIXED THE HORN AND REMOVED THE AIRBAG LIGHT BUT NOW THE VEHICLE IS NOW PULLING CODES; WORKED ON CUSTS CARS IN THE PAST...MECHANIC CALLED AND IS UNABLE TO GET CODES TO GO AWAY AND RECOMMENDED TO CALL A VW DEALER...MADE APPOINTMENT FOR WITH DEALER 425016; CUSTOMER ALLEGES SHE NEVER RECEIVED ANY NOTICES FOR THE AIR BAG CLOCK SPRING WARRANTY EX IN THE MAIL; | | | CUSTOMER SEEKING REIMBURSEMENT FOR THE CLOCK SPRING REPAIR COMPLETED AT AN INDEPENDENT SHOP | | | CO ADVISED CUSTOMER TO SEND IN REPAIR ORDER AND PROOF OF PAYMENT FOR REIMBURSEMENT REVIEW; CUSTOMER ACKNOWLEDGED | | | CO TO REVIEW AND CLOSE PENDING DOCUMENTS
3/5/2020 1:24:00 PM	EM AGREES WITH CO THAT CUSTOMER CAN SUBMIT REPAIR ORDER AND POP TO VW CUSTOMER CARE CENTER TO LOOK INTO POSSIBLE REIMBURSEMENT
3/5/2020 3:22:00 AM	FOLLOW-UP
3/12/2020 10:57:00 AM	CUSTOMER STATES: THIS IS HER DAUGHTERS VEHICLE; ONE DAY SHE HEARD CLICKING IN THE STEERING WHEEL, A LOUD POP & THEN THE AIRBAG LIGHT CAME ON & THE HORN STOPPED WORKING; BROUGHT IT TO AN INDEPENDENT MECHANIC; REPLACED CLOCK SPRING FOR $575; AFTER THEY GOT IT REPLACED & WORKING PROPERLY, THE MECHANIC STATED IT KEPT THROWING TIRE SENSOR CODE & SOMETHING ELSE; COULDNT GET IT TO GO AWAY, ADVISED CUSTOMER TO TAKE IT TO A VW DEALER; BROUGHT THE VEHICLE TO HEWLETT VW 425016 & SPOKE WITH MITCHELL; HE ADVISED THAT THIS REPAIR WOULD HAVE BEEN COVERED UNDER THE EXT WARRANTY; CUSTOMER STATES SHE WASN'T AWARE OF IT, NEVER RECEIVED AN EMAIL/LETTER IN REGARDS TO THE EXT WARRANTY; | | | CUSTOMER SEEKING: HOW TO RECEIVE HER REIMBURSEMENT FOR THIS REPAIR; | | | CUSTOMER ADVOCATE ADVISED: OFFERED TO SEND CUSTOMER AN EMAIL THAT WILL LIST THE DOCUMENTS WE WILL NEED TO LOOK INTO THE REIMBURSEMENT FOR HER; CONFIRMED EMAIL ADDRESS; ADVISED ONCE WE RECEIVE THE DOCUMENTS, CUSTOMER WILL THEN EITHER RECEIVE A RESPONSE OR A CHECK WITHIN 60 DAYS; | | | CUSTOMER ADVOCATE TO EMAIL REIMBURSEMENT EMAIL TO CUSTOMER; CO TO REVIEW & CLOSE;
3/12/2020 11:07:00 AM	REFERENCE [redacted] | | | DEAR MRS. [redacted] | | | I APPRECIATE YOU TAKING THE TIME TO REACH OUT TO ME ABOUT YOUR PASSAT. | | | TO START OUR REIMBURSEMENT REVIEW FOR OUT-OF-POCKET REPAIR EXPENSES FOR SERVICES NOW COVERED UNDER A WARRANTY EXTENSION, RECALL, OR SERVICE ACTION, PLEASE PROVIDE US WITH ITEMS BELOW. | | | HERE┬┐S WHAT WE┬┐LL NEED: | | 1. NAME OF WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | 2. TOTAL AMOUNT OF REIMBURSEMENT REQUESTED | | 3. LEGIBLE REPAIR ORDER INCLUDING: | | ┬┐ NAME AND ADDRESS OF FACILITY | | ┬┐ NAME AND ADDRESS OF CUSTOMER (PAYEE) | | ┬┐ VIN (VEHICLE IDENTIFICATION NUMBER) | | ┬┐ MILEAGE | | ┬┐ DETAILED DESCRIPTION OF REPAIRS | | 4. PROOF OF PAYMENT | | | HOW TO SUBMIT YOUR CLAIM: | | ELECTRONICALLY | | REPLY TO THIS EMAIL AND ATTACH THE APPROPRIATE DOCUMENTATION TO INITIATE YOUR REIMBURSEMENT REQUEST. | | | OR, EMAIL YOUR DOCUMENTATION AS AN ATTACHMENT TO: REIMBURSEMENT.REQUEST@VW.COM. IN THE SUBJECT LINE, INCLUDE YOUR VIN AND THE APPLICABLE WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | | U.S. MAIL | | WRITE US A LETTER AND INCLUDE COPIES OF YOUR SUPPORTING DOCUMENTATION. MAIL TO: | | | VOLKSWAGEN OF AMERICA, INC. | | ATTN: CAMPAIGN REIMBURSEMENT | | 3800 HAMLIN RD, AUBURN HILLS, MI 48326 | | | WHAT TO EXPECT: | | ┬┐ YOUR REFUND CLAIM WILL BE ACTED UPON WITHIN 60 DAYS OF RECEIPT | | ┬┐ IF THE CLAIM IS APPROVED, WE┬┐LL SEND A CHECK TO THE ADDRESS YOU PROVIDED | | ┬┐ TOTAL REIMBURSEMENT AMOUNT MAY BE LIMITED TO WHAT THE REPAIR COST WOULD BE IF IT HAD BEEN COMPLETED BY A VOLKSWAGEN DEALER OR AUTHORIZED REPAIR FACILITY | | ┬┐ IF THE CLAIM IS INCOMPLETE, WE┬┐LL REACH OUT TO GATHER ANY MISSING INFORMATION FROM YOU | | ┬┐ SHOULD YOUR CLAIM BE DENIED, WE┬┐LL PROVIDE YOU WITH THE REASON(S) FOR DENIAL | | | WE LOOK FORWARD TO HEARING FROM YOU SOON! | | | SINCERELY, | | | | | HANNAH K | | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A35EC[redacted]
Owner Or Fleet	[redacted] MARBLE FALLS, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	3/5/2020	Incident Date	N/A
Mileage	78,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

3/12/2020 6:43:00 PM	CO REVIEW AND CLOSE
4/7/2020 4:22:00 PM	CUSTOMER STATES; WANTED TO KNOW IF VWCC HAS RECEIVED DOCUMENTS FOR THE REIMBURSEMENT CLAIM OF THE AIR BAG CLOCK SPRING ; THE CUSTOMER HAD PAID FOR THE REPAIR WHEN THE REPAIR WAS COVERED UNDER WARRANTY; | | | CUSTOMER ADVOCATE ADVISED; ASKED THE CUSTOMER IF THEY MAILED IN THE DOCUMENTS OR EMAIL; THE CUSTOMER STATED THEY MAILED THE DOCUMENTS IN; ADVISED THAT IT┬┐S A POSSIBILITY THAT THE DOCUMENTS ARE AT THE BUILDING BUT FROM VWCC BEING CLOSED DUE TO COVID 19 ; ADVISED FOR THE CUSTOMER TO SEND IN AN EMAIL OF THE POP AND THE REPAIR ORDER FOR THE REIMBURSEMENT; CUSTOMER ADVOCATE WILL SEND EMAIL | | | CUSTOMER ACKNOWLEDGED | | | CUSTOMER ADVOCATE TO SEND EMAIL
4/16/2020 3:33:00 PM	MEDIA ATTACHED IN DOC CENTER | | | FROM: [redacted] | SENT: THURSDAY, APRIL 16, 2020 9:40 AM | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | SUBJECT: [FROM: EXTERNAL] RE: CASE NUMBER [redacted] | | | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. | | | MILEAGE IS 78,045 | WARRANTY EXTENSION WAS ┬┐CLOCK SPRING.┬┐ | SENT USING THE FREE MAIL.COM IPHONE APP | | | |
4/16/2020 5:46:00 PM	CUST SUBMITTED REPAIR ORDER FOR THE AIRBAG CLOCK SPRING | | | SPS TO REVIEW
4/17/2020 1:01:00 PM	1VWBP7A35EC[redacted] VW TO REIMBURSE CUSTOMER FOR AIR BAG CLOCK SPRING PART AS GOODWILL; TOTAL: $290.07. | | | GENERATED CHECK REQUEST.
4/17/2020 1:05:00 PM	TEAM 5 PLEASE EMAIL CUSTOMER [redacted] THE "CAMPAIGN - INDEPENDENT PARTIAL GOODWILL PARTS ONLY" DOC IN THE CORRESPONDENCE SCREEN. | | | REASSIGN TO MLYNARA IN INACTIVE
4/17/2020 12:59:00 PM	CUST SEEKING REIMBURSEMENT UNDER THE WECY WARRANTY EXTENSION; SUBMITTED RO AND POP FROM INDEP REPAIR SHOP; THE INDEP REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING AFTER THE RELEASE OF THE WARRANTY EXTENSION AND AFTER THE LAST VALID OUT OF POCKET DATE FOR REIMBURSEMENT; AS SUCH VW WILL REIMBURSE THE AIR BAG CLOCK SPRING PARTS ONLY AS A ONE TIME GOODWILL GESTURE; VW TO REIMBURSE TOTAL: $290.07. | | | SP TO GENERATE CHECK REQUEST.
4/20/2020 1:07:00 PM	| | | FROM: [redacted] | SENT: MONDAY, APRIL 20, 2020 10:34 AM | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | SUBJECT: [FROM: EXTERNAL] RE: VOLKSWAGEN CUSTOMER CARE [redacted] | | | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. | | | I APPRECIATE THE FACT THAT VOLKSWAGEN PAID FOR THE PARTS ON THE REPAIR. THE MAIN ISSUE HOWEVER IS, VOLKSWAGEN FAILED TO CONTACT ME DURING THE PURCHASE OF THIS CAR, OR ANY TIME AFTERWARDS THAT THERE WAS A WARRANTY EXTENSION ON THE CLOCK SPRING. I WAS ACTUALLY EVEN TOLD BY OUR LOCAL VOLKSWAGEN DEALER SERVICE CENTER IN GEORGETOWN TEXAS THAT THIS SHOULD HAVE BEEN INCLUDED IN OUR CONTRACT OR THAT WE SHOULD HAVE BEEN MADE AWARE OF IT THROUGH MAIL. THIS IS A FAILURE ON VOLKSWAGEN┬┐S PART BECAUSE IF I HAD BEEN MADE AWARE OF A POTENTIAL PROBLEM WITH THIS PART, AND THAT IT WAS UNDER AN EXTENDED WARRANTY, I WOULD OF COURSE, TAKEN IT STRAIGHT TO THE DEALERSHIP. | | WE HAVE BOUGHT 2 VOLKSWAGEN VEHICLES IN THE LAST 3 YEARS, BUT I WILL RETHINK THE BRAND OF CAR WE PURCHASE IN THE FUTURE. I FEEL LIKE THIS WAS UNFAIR BUSINESS PRACTICE. [redacted] | | | SENT USING THE FREE MAIL.COM IPHONE APP | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A35EC[redacted]
Owner Or Fleet	[redacted] MARBLE FALLS, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	3/5/2020	Incident Date	N/A
Mileage	78,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

4/20/2020 12:25:00 PM	FROM: [redacted] | | SENT: MONDAY, APRIL 20, 2020 8:06 AM | | TO: VW EXPERIENCE | | SUBJECT: [FROM: EXTERNAL] RE: CASE NUMBER[redacted] | | | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. | | | | I AM CHECKING TO SEE IF YOU GOT THE EMAIL THAT I SENT WITH THE ATTACHMENTS. THANK YOU.[redacted] | | | | | CO TO REVIEW
4/20/2020 9:41:00 AM	** ATTACHED LETTER | | | | REFERENCE #[redacted] | | | | DEAR MRS. [redacted] | | | | I HOPE YOU HAD A GREAT WEEKEND. I WANTED TO FOLLOW UP WITH YOU TO LET YOU KNOW THAT A DECISION HAS BEEN MADE IN REGARDS TO OUR REIMBURSEMENT REVIEW UNDER THE CLOCKSPRING WARRANTY EXTENSION. | | | | PLEASE SEE THE ATTACHED LETTER FOR OUR DECISION IN THIS MATTER. THANK YOU FOR YOUR PATIENCE DURING THIS PROCESS. | | | | IF YOU HAVE ANY OTHER QUESTIONS, PLEASE FEEL FREE TO LET ME KNOW BY REPLYING TO THIS EMAIL. | | | | SINCERELY, | | | | | | | | ASHLEY S. | | CUSTOMER CARE ADVOCATE | | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | |
4/20/2020 9:42:00 AM	CA SENT EMAIL; CO TO HANDLE CASE AS NECESSARY
4/24/2020 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 290.07 MAILED ON 04/23/2020
5/27/2020 11:22:00 AM	CUSTOMER STATES: HAS OPEN CASE WITH VW CUSTOMER CARE CENTER; WAITING FOR REIMBURSEMENT; HAD REPAIR COMPLETED AT DEALER BECAUSE VEHICLE NO LONGER UNDER WARRANTY; WAS NOT NOTIFIED OF WARRANTY EXTENSION; | | | CUSTOMER SEEKING: WANTS TO KNOW WHERE REIMBURSEMENT IS; | | | CUSTOMER ADVOCATE ADVISED: REIMBURSEMENT CHECK WAS SENT OUT ON 4/23/2020 AND CAN TAKE UP TO 60 DAYS TO ARRIVE; VW ALWAYS RECOMMENDS TAKING VEHICLE TO DEALER FOR DIAGNOSIS AND TO SEE IF SOMETHING IS COVERED UNDER WARRANTY; | | | CO TO REVIEW;
5/27/2020 8:44:00 AM	FROM: [redacted] | | SENT: TUESDAY, MAY 26, 2020 3:35 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: [FROM: EXTERNAL] RE: CASE NUMBER[redacted] | | | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. | | | | HI ASHLEY, WE NEVER RECEIVED PAYMENT FROM V/W | | ON THIS CLAIM.[redacted] | | | | SENT USING THE FREE MAIL.COM IPHONE APP | |
5/28/2020 10:26:00 AM	| | FROM:[redacted] | | SENT: THURSDAY, MAY 28, 2020 9:28 AM | | TO: VW EXPERIENCE | | SUBJECT: [FROM: EXTERNAL] RE: VOLKSWAGEN CUSTOMER CARE[redacted] | | | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. | | | | GOOD MORNING ASHLEY, THANK YOU. YES, MY ADDRESS | | IS;[redacted] MARBLE FALLS, TX [redacted] | | | | CO TO REVIEW
5/28/2020 10:47:00 AM	FROM: SCHADEGG, SARAH | | SENT: THURSDAY, MAY 28, 2020 10:47 AM | | TO: GROUP CUSTOMER RELATIONS CHECK REQUEST ADMINISTRATION <GCRCHECKREQUEST@VW.COM> | | SUBJECT: STOP/ REISSUE OR VOID CHECK REQUEST CASE[redacted] | | | HELLO, | | | O CHECK ORIGIN CASE NUMBER-[redacted] | O AMOUNT- $290.07 | | O POSTING DATE (STATUS DATE)- 04/24/2020 | | O CHECK NUMBER-[redacted] | | O VIN- 1VWBP7A35EC[redacted] | | O CUSTOMER/ PAYEE NAME- MRS.[redacted] | | O REASON YOU ARE REQUESTING A STOP PAYMENT- CUSTOMER DID NOT RECEIVE CHECK | | O UPDATED CUSTOMER INFORMATION (NAME, ADDRESS, ETC.)- SAME AS ORIGINAL: [redacted] MARBLE FALLS, TX [redacted] | | | | THANKS. | | SARAH SCHADEGG | | DIGITAL OPERATIONS ADVOCATE, VOLKSWAGEN CUSTOMER CARE | | | | VOLKSWAGEN OF AMERICA, INC. | | 3800 HAMLIN RD. | | AUBURN HILLS, MI 48326 | | UNITED STATES OF AMERICA | | | | PHONE: [redacted] | | | [redacted] | | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS IS SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A35EC[redacted]
Owner Or Fleet	[redacted]?, MARBLE FALLS, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	3/5/2020	Incident Date	N/A
Mileage	78,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

5/28/2020 10:58:00 AM	REFERENCE #[redacted] | | | DEAR MRS. [redacted] | | | I APPRECIATE YOUR QUICK REPLY. | | | I HAVE PUT IN THE STOP PAYMENT AND REISSUE REQUEST. OUR ACCOUNTING TEAM MUST CONFIRM THAT THE CHECK WAS NOT CASHED FIRST BEFORE SENDING A NEW CHECK. WITH THE CURRENT COVID-19 SITUATION, THE ACCOUNTING TEAM IS ONLY WORKING PART TIME SO THIS COULD TAKE AROUND 15 BUSINESS DAYS. I WILL LET YOU KNOW AS SOON AS I HAVE AN UPDATE. | | | THANK YOU FOR YOUR PATIENCE AND COOPERATION. HAVE A GREAT DAY. | | | SINCERELY, | | | | | | | ASHLEY S. | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | |
5/28/2020 9:26:00 AM	REFERENCE #[redacted] | | | DEAR MRS. [redacted] | | | I HOPE THIS EMAIL FINDS YOU WELL. I RECOGNIZE YOU SPOKE WITH MY COLLEAGUE JARROD YESTERDAY, AS YOUR REIMBURSEMENT CHECK HAS NOT YET ARRIVED. I┬┐M SORRY ABOUT THIS. | | | | USUALLY OUR REIMBURSEMENT CHECKS ARRIVE WITHIN 7 TO 14 BUSINESS DAYS OF BEING MAILED OUT. AS YOUR CHECK WAS MAILED A MONTH AGO, I BELIEVE IT MAY HAVE BEEN LOST IN THE MAIL. THE BEST COURSE OF ACTION IS TO PUT IN A STOP PAYMENT AND REISSUE REQUEST. | | | BEFORE I DO THAT, I WOULD LIKE TO VERIFY WE HAVE YOUR ADDRESS CORRECT IN OUR SYSTEM. PLEASE REPLY TO THIS EMAIL WITH YOUR FULL MAILING ADDRESS. | | | I┬┐LL KEEP AN EYE OUT FOR YOUR CONTACT. | | | SINCERELY, | | | | | | | ASHLEY S. | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | CA TO WAIT CUSTOMER CONTACT
5/29/2020 8:31:00 AM	E-MAILED STOP PAYMENT, CHECK #[redacted] IN THE AMOUNT OF $290.07 TO ACCOUNTS PAYABLE; CUSTOMER NEVER RECEIVED. IF CHECK HAS NOT BEEN CASHED, AP WILL ISSUE A NEW CHECK. THE PROCESS NORMALLY TAKES 10-14 BUSINESS DAYS.
6/23/2020 12:54:00 PM	EMAIL: [FROM: EXTERNAL] RE: VOLKSWAGEN CUSTOMER CARE CASE REFERENCE #[redacted]
6/23/2020 12:54:00 PM	[FROM: EXTERNAL] RE: VOLKSWAGEN CUSTOMER CARE CASE REFERENCE #[redacted] | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. HELLO ASHLEY, I HAVENT RECEIVED THE CHECK YET. ITS BEEN OVER 10 DAYS SINCE THAT WAS MAILED, SO I AM HOPING THIS ONE DIDNT GET LOST AS WELL. I WILL LET YOU KNOW IF I DONT RECEIVE IT BY THE END OF THIS WEEK. THANK YOU, LEAH CARPENTER SENT USING THE FREE MAIL.COM IPHONE APP ON 6/23/20 AT 6:46 AM, VWCUSTOMERCARE@VW.COM WROTE: FROM: "VWCUSTOMERCARE@VW.COM" <VWCUSTOMERCARE@VW.COM> DATE: JUNE 23, 2020 TO: [redacted] C: SUBJECT: VOLKSWAGEN CUSTOMER CARE CASE REFERENCE #[redacted] I HOPE YOU ARE DOING WELL. IM HAPPY TO LET YOU KNOW THAT I JUST RECEIVED AN UPDATE: YOUR REISSUED CHECK MAILED ON JUNE 11TH. IM HOPING THAT IF YOU HAVENT RECEIVED IT YET, IT SHOULD ARRIVE FOR YOU WITHIN THE NEXT WEEK. PLEASE DONT HESITATE TO REPLY TO THIS EMAIL OR CALL US AT 800-822-8987 IF YOU HAVE ANY QUESTIONS. HAVE A GREAT DAY! SINCERELY, ASHLEY S. CUSTOMER CARE ADVOCATE INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS IS SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted]
6/23/2020 7:14:00 AM	EMAIL TO CHECK ADMIN FROM: SCHADEGG, SARAH SENT: TUESDAY, JUNE 23, 2020 7:13 AM TO: MINTON, JAMIE <EXTERN.JAMIE.MINTON@VW.COM> SUBJECT: CASES [redacted] AND [redacted] GOOD MORNING, I WANTED TO CHECK IN WITH YOU ON TWO CASES: [redacted] (SF [redacted] AND [redacted] (SF [redacted]
6/23/2020 7:32:00 AM	@SARAH SCHADEGG GOOD MORNING SARAH, THE REISSUED CHECK NUMBER IS [redacted] THE CHECK WAS MAILED OUT ON 6/11/20. PLEASE LET ME KNOW IF I CAN BE OF FURTHER ASSISTANCE. THANK YOU

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A35EC[redacted]
Owner Or Fleet	[redacted]P, MARBLE FALLS, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	3/5/2020	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

6/23/2020 7:46:00 AM	VOLKSWAGEN CUSTOMER CARE CASE REFERENCE #[redacted] | I HOPE YOU ARE DOING WELL. IM HAPPY TO LET YOU KNOW THAT I JUST RECEIVED AN UPDATE: YOUR REISSUED CHECK MAILED ON JUNE 11TH. IM HOPING THAT IF YOU HAVENT RECEIVED IT YET, IT SHOULD ARRIVE FOR YOU WITHIN THE NEXT WEEK. PLEASE DONT HESITATE TO REPLY TO THIS EMAIL OR CALL US AT 800-822-8987 IF YOU HAVE ANY QUESTIONS. HAVE A GREAT DAY! SINCERELY, ASHLEY S. CUSTOMER CARE ADVOCATE INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS IS SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted]
6/24/2020 10:28:00 AM	@SARAH SCHADEGG HEY SARAH, MS [redacted]CALLING IN ABOUT THE CHECK, STATING IT HASNT BEEN RECEIVED. ITS SHOWING AS 13 DAYS, WORRIED IT MAY AGAIN BE LOST.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A39C[redacted]
Owner Or Fleet	[redacted]DAVENPORT, IA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	3/5/2020	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/5/2020 2:10:00 PM	CUSTOMER STATES: AIRBAG WARNING LIGHT ON. HORN NOT WORKING. CUSTOMER CALLED DEALER 402315, DEALER TOLD CUSTOMER THERE WERE NO OPEN RECALLS. CUSTOMER INSISTS THERE ARE. | | | CUSTOMER SEEKS: INFORMATION REGARDING AIRBAG CLOCK SPRING RECALL. | | | CO ADVISED: AIRBAG CLOCK SPRING RECALL WAS PERFORMED ON VEHICLE ON 6/24/19. INFORMED CUSTOMER OF AIRBAG CLOCK SPRING WARRANTY EXT OF 6/23/27 OR UNLIMITED MILES AS WELL AS ADBLUE HEATER LIMITED WARRANTY EXT OF 6/2/22 OR 120000 WOF, TDI TURBOCHARGER WARRANTY EXT OF 6/2/22 OR 120K MI WOF EXHAUST FLAP WARRANTY EXT 6/2/22 OR 120K MI WOF, DIESEL HIGH PRESSURE FUEL PUMP WARRANTY EXT 6/2/22 OR 120K MI WOF, TDI WARRANTY EXTENSION 9/2/22 123000MI WOF. RECOMMENDED CUSTOMER BRING VEHICLE TO DEALER FOR DIAGNOSIS AS THEY WOULD BE IN THE BEST POSITION TO DETERMINE WHAT WOULD BE COVERED UNDER THE WARRANTY. OFFERED TO MAKE DEALER APPOINTMENT. CUSTOMER DECLINED | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH5CV[redacted]
Owner Or Fleet	[redacted] PALM COAST, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	3/5/2020	Incident Date	N/A
Mileage	94,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/5/2020 7:06:00 PM	CUSTOMER STATES HEARD POPPING NOISE IN STEERING WHEEL HORN NO LONGER WORKS IS SHOOK UP BY NOISE DOESN┬┐T FEEL SAFE | | | | CUSTOMER SEEKS WHAT┬┐S GOING ON | | | | CO ADVISED CUSTOMER IS HAVING ALL THE SYMPTOMS OF AN AIRBAG CLOCK SPRING WOULD NEED A DIAGNOSIS FROM DEALER TO CONFIRM IF IT IS AN AIRBAG CLOCK SPRING IT WOULD BE COVERED UNDER WARRANTY SUGGESTED TAKING VEHICLE TO DEALER CUSTOMER ALREADY HAD TAKETA RECALL PERFORMED ON VEHICLE BACK IN 2019 | | | | NO FURTHER ACTION
3/9/2020 10:02:00 AM	CUSTOMER STATES; LAST THURSDAY SPOKE WITH ROGER REGARDING CLOCK SPRING HAD BROKEN AND WAS SUPPOSED TO TAKE VEHICLE ON SATURDAY TO DEALER BECAUSE ON FRIDAY THE COOLANT LIGHT CAME ON AND DIRECTED CUSTOMER TO OWNER┬┐S MANUAL; CUSTOMER WAS SCARED TO DRIVE THE VEHICLE AND THE DEALER NEVER CALLED THE CUSTOMER BACK; BUT WANTED TO VERIFY THE EXTENDED WARRANTIES AGAIN | | | | CUSTOMER SEEKING; VERIFY EXTENDED WARRANTIES | | | | CO CONFIRMED EXTENDED WARRANTIES; INTAKE MANIFOLD, FUEL INJECTOR, INJECTION PUMP EXTENDED WARRANTIES UNTIL 2/14/22 OR 120K MI WOF, TIMING CHAIN AND COOLANT PUMP EXTENDED WARRANTIES UNTIL 2/14/22 OR 120K MI WOF, AIRBAG CLOCK SPRING EXTENDED WARRANTIES UNTIL 2/15/27; OFFERED TO SEND VIA EMAIL WITHIN 1-3 BUSINESS DAYS AND CUSTOMER ACCEPTED IF IT CAN PROVIDE WHAT EACH EXTENDED WARRANTIES MEAN; CO ACKNOWLEDGE; CO OFFERED TO SCHEDULE AN APPOINTMENT AND CUSTOMER DECLINED WILL GIVE DEALER CHANCE TO FOLLOW UP; PROVIDED CASE NUMBER | | | | ESCALATE TO TEAM 5
3/9/2020 10:21:00 AM	TEAM 5 TO EMAIL CUSTOMER AT [redacted] | | | | TO SEND EXTENDED WARRANTIES COPY LETTERS | | | | INTAKE MANIFOLD, INJECTION PUMP, FUEL INJECTOR, COOLANT PUMP, TIMING CHAIN, AND AIRBAG CLOCK SPRING EXTENDED WARRANTIES | | | | TEAM 5 TO REVIEW
3/9/2020 10:24:00 AM	CATEGORY SELECTION : STEERING / NOISE / STEERING WHEEL HAVE POPPING NOISES;
3/10/2020 8:39:00 AM	CA ATTACHED CUSTOMER LETTERS** | | | | REFERENCE # [redacted] | | | | DEAR MRS. [redacted] | | | | THANK YOU FOR SPEAKING WITH ME THE OTHER DAY. | | | | VOLKSWAGEN HAS VOLUNTARILY EXTENDED THE WARRANTY ON A FEW COMPONENTS WITHIN YOUR EOS. IN ORDER FOR THESE WARRANTIES TO BE VALID, YOU MUST BE WITHIN THE TIME AND MILEAGE PARAMETERS. PLEASE SEE THE EXTENDED WARRANTIES BELOW: | | | | ┬┐ INTAKE MANIFOLD, INJECTION PUMP, AND FUEL INJECTOR WARRANTY EXTENSION: THIS EXPIRES ON FEBRUARY 14, 2022 OR WHEN YOUR VEHICLE EXCEEDS 120,000 MILES (WHICHEVER COMES FIRST). | | | | ┬┐ COOLANT PUMP AND TIMING CHAIN WARRANTY EXTENSION: THIS EXPIRES FEBRUARY 14, 2022 OR WHEN YOUR VEHICLE EXCEEDS 100,000 MILES (WHICHEVER COMES FIRST). | | | | ┬┐ AIRBAG CLOCK SPRING WARRANTY EXTENSION: THIS EXPIRES ON FEBRUARY 15, 2027. | | | | IF A CONCERN ARISES, YOU WOULD HAVE TO BRING THE VEHICLE INTO A VW DEALER, AND AUTHORIZE A DIAGNOSIS. IF A VW DEALER DETERMINES THAT COMPONENT NEEDS REPLACEMENT, THE WORK WILL BE PERFORMED AT NO CHARGE AS LONG AS THE VEHICLE IS WITHIN THE WARRANTY EXTENSION PARAMETERS. THERE IS NO ACTION YOU NEED TO TAKE CURRENTLY REGARDING THE WARRANTY EXTENSIONS; THEY SIMPLY PROVIDE EXTRA COVERAGE IF A CONCERN COMES UP IN THE FUTURE. | | | | IF YOU HAVE ANY OTHER QUESTIONS, PLEASE FEEL FREE TO EMAIL ME AGAIN. | | | | SINCERELY, | | | | | | | | KAREN S. | | CUSTOMER CARE ADVOCATE | | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | | CA TO REASSIGN TO CO
3/10/2020 8:41:00 AM	CA SENT EMAIL TO CUSTOMER; CO TO REVIEW AND CLOSE PENDING CUSTOMER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAA7A35JC[redacted]
Owner Or Fleet	[redacted], Pacific Palisades, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	3/5/2020	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/5/2020 8:16:00 PM	CUSTOMER STATES AIR BAG LIGHT IS ON | | | | CUSTOMER SEEKING TO HAVE VEHICLE TOWED TO DEALER BY ROADSIDE | | | | CO CONFIRMED VEHICLE IS COVERED BY ROADSIDE AND TRANSFERRED CUSTOMER TO ROADSIDE ASSISTANCE | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A32DC[redacted]
Owner Or Fleet	[redacted] Winston Salem, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	3/6/2020	Incident Date	N/A
Mileage	67,574		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/6/2020 4:13:00 PM	MEDIA ATTACHED IN DOC CENTER
3/9/2020 11:06:00 AM	CUST SEEKING REIMBURSEMENT UNDER WECY WARR EXT; SUBMITTED RO AND POP FROM INDEP REPAIR SHOP; THE INDEP REPAIR SHOP PERFORMED REPAIRS TO THE AIR BAG CLOCK SPRING WITHIN THE WARRANTY EXTENSION PARAMETERS; VW TO REIMBURSE MAX PARTS $302.57; VW TO REIMBURSE CUST FOR MAX LABOR $206.70; TAX $40.25; VW TO REIMBURSE TOTAL: $549.52. | | | | SP TO GENERATE CHECK REQUEST.
3/9/2020 11:11:00 AM	1VWBP7A32DC[redacted]/W TO REIMBURSE CUST FOR WECY WARR EXT; TOTAL: $549.52. | | | | GENERATED CHECK REQUEST.
3/9/2020 11:14:00 AM	SP MAILED CAP REIMBURSEMENT LETTER TO CUSTOMER.
3/19/2020 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 549.52 MAILED ON 03/18/2020

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBA7AH7AV[redacted]
Owner Or Fleet	[redacted] Minneapolis, MN, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	3/6/2020	Incident Date	N/A
Mileage	101,864		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/6/2020 4:21:00 PM	MEDIA ATTACHED IN DOC CENTER
3/9/2020 1:00:00 PM	WVWBA7AH7AV[redacted] VW TO REIMBURSE CUST FOR WECI WARR EXT; TOTAL: $517.07. | | | | GENERATED CHECK REQUEST.
3/9/2020 1:15:00 PM	SP MAILED LETTER EXPLAINING REIMBURSEMENT AMOUNT.
3/9/2020 12:54:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEP REPAIR SHOP WITHIN THE WARRANTY EXTENSION REIMBURSEMENT TIME PARAMETERS; THE INDEP REPALCED THE AIR BAG CLOCK SPRING AND TEH CRUISE CONTROL; ONLY THE AIR BAG CLOCK SPRING IS COVERED BY THE WARRANTY EXTENSION; VW TO RIEMBURSE PARTS $290.07; VW TO REIMBURSE MAX LABOR $206.70; TAX $20.30; VW TO REIMBURSE TOTAL: $517.07. | | | | SP TO GENERATE CHECK REQUEST AND MAIL CAP REIMBURSEMENT LETTER TO CUSTOMER.
3/19/2020 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 517.07 MAILED ON 03/18/2020

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A3XG[redacted]
Owner Or Fleet	[redacted] North Bellmore, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	3/9/2020	Incident Date	N/A
Mileage	78,856		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/9/2020 1:50:00 PM	CUSTOMER CALLED IN AND STATED ANOTHER REPRESENTATIVE WAS WORKING ON HIS CASE; | | | CUSTOMER PLACED ON HOLD AND REVIEWED WITH KIM K WHO ADVISED SHE HAS NOT HAD THE CHANCE TO REACH OUT TO DEALER YET; | | | CUSTOMER ADVOCATE ADVISED; CUSTOMER ADVOCATE CAN REACH OUT TO DEALER ON CUSTOMER BEHALF; CUSTOMER DECLINED AND SAID HE WILL REACH OUT TO DEALER ON HIS OWN; | | | CO TO FOLLOW UP WITH CUSTOMER TOMORROW 03/10/2020 TO SEE IF CUSTOMER HAS MADE ANY PROGRESS; | | |
3/9/2020 2:12:00 PM	| | LEVEL ONE MAY ASSIST/ADVISE: | | | CO WAS ADVISED WOULD NEED TO SPEAK WITH DP-CATHY | | | | | CO LEFT DETAILED MESSAGE FOR DP-CATHY; ADVISED CUSTOMER MAY CONTACT DEALER; FEELS HE HAS A REPEAT ISSUE WITH VEHICLE; SYMPTOMS ARE THE AIRBAG LIGHT IS ON; THE HORN IS NOT WORKING AND STEERING WHEELIS MAKING NOISE AND WANTS A LOANER VEHICLE. | | | | | CO TO CALL DEALER
3/9/2020 8:57:00 AM	CUSTOMER STATES: VEHICLE REGISTERED IN NY STATE; SUBSEQUENT OWNER; NON-CPO; VEHICLE WITH CUSTOMER; VEHICLE HAD CLOCK SPRING REPLACED IN 1-2020 AT DEALER 408126; CURRENT MILEAGE - 78,856K; CURRENT CONCEN- THE AIRBAG LIGHT IS ON, THE HORN DOESN'T WORK, THE STEERING WHEEL IS MAKING NOISE; HE FEELS THIS IS A SAFETY ISSUE; HE WANTS TO KNOW THE DATE THEY REPLACED THE CLOCK SPRING; | | | CUSTOMER SEEKING: AN APPOINTMENT AT DEALER 408126 AND A LOANER VEHICLE. | | | | CO ADVISED: THE MOBILITY PROGRAM IS THROUGH AN AUTHORIZED VW DEALER, IF THE DEALER PARTICIPATES; MOBILITY PROGRAM IS NOT THROUGH VW; THE VEHICLE FALLS WITHIN THE WARRANTY EXTENSION AND/OR A LIMITED PARTS WARRANTY IF APPLICABLE. | | | | | CO TO CALL DEALER 408126
3/9/2020 9:09:00 AM	CO ADVISED: CALLING FROM CUSTOMER CARE CENTER; SEEKING TO SPEAK WITH VW SERVICE (CALL WENT TO PORSCHE SERVICE DEPARTMENT); | | DEALER PERSONNEL STATES: THE SERVICE ADVISORS ARE ASSISTING CUSTOMERS; CAN CALL BACK AND ASK FOR DEALER PERSONNEL-CATHY | | | | | >>>> BACK TO CUSTOMER. | | | CO ADVISED: THE SERVICE ADVISORS ARE WITH CUSTOMERS; SEEKING AVAILABILITY FOR AN APPOINTMENT. | | | CUSTOMER STATES: HE WANTS TO DROP OFF THE VEHICLE ANY DAY AROUD 3:30-3:10PM, BUT HE WANTS A RENTAL OR LOANER AT NO COST TO HIM, BECAUSE THERE IS A FAULTY PART IN THE VEHICLE. | | | CO ADVISED: WILL CONTACT THE DEALER REGARDING YOUR INQUIRIES AND REQUEST; THE MOBILITY PROGRAM IS THROUGH AN AUTHORIZED VW DEALER, NOT VW; WILL PROVIDE AN UPDATE THIS AFTERNOON. | | | CO TO CALL DEALER
3/10/2020 4:15:00 PM	CO ADVISED: CALLING FROM CUSTOMER CARE CENTER; SEEKING TO KNOW IF YOU WERE ABLE TO SET UP AN APPOINTMENT FOR THE CUSTOMER, WHO WAS ALSO SEEKING A LOANER. | | | DEALER PERSONNEL SAID: SHE SPOKE WITH THE CUSTOMER YESTERDAY, AND THEY WANT TO DIAGNOSE THE VEHICLE; HE WAS SUPPOSED TO DROP OFF THE VEHICLE; HE WAS OK, THAT THERE WASN'T A LOANER, AS LONG HE COULD DROP OFF THE VEHICLE IN THE EVENING, HOWEVER, HE DID NOT SHOW UP; IF CO TALKS TO THE CUSTOMER, HE CAN BRING THE VEHICLE TO THE THIS EVENING. | | | CO THANKED. | | | | | CO TO CALL CUSTOMER.
3/10/2020 4:17:00 PM	[redacted] | | | LEVEL MAY ADVISE | | | CO LVMM; CO ADVISED: SPOKE WITH DP-CATHY, WHO ADVISED THE VEHICLE WAS NOT DROPPED OFF LAST NIGHT, BUT THEY WANT TO DIAGNOSE THE VEHICLE AND YOU CAN STILL DROP OFF THE VEHICLE TONIGHT., | | | | | NOTE: PER DP, CUSTOMER WAS OK, WITH NOT GETTING A LOANER, AS LONG AS HE WAS ABLE TO DROP OFF IN THE EVENING. | | | CO TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A33GC[redacted]
Owner Or Fleet	[redacted] Beachwood, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	3/9/2020	Incident Date	N/A
Mileage	68,900		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/9/2020 4:37:00 PM	CO APOLOGIZED FOR MISSING HIM, WILL FOLLOW UP AGAIN EITHER LATER TODAY OR TOMORROW FOR DEALER APPT. CO ADVISED CUSTOMER HE CAN ALSO CALL BACK WITH THIS INFORMATION, PROVIDED 800 AND CASE NUMBERS. CO TO FOLLOW UP AGAIN ON 3/10
3/9/2020 9:02:00 AM	CUSTOMER CALLING ON BEHALF OF HIS DAUGHTER WHO OWNS VEHICLE, IS 3RD VW, HAD HAD A 2004 PASSAT AND 2011 JETTA, IS TAKING VEHICLE BACK TO DEALER 403106 SOMETIME THIS WEEK, FOR WHAT WILL BE THE 9TH CLOCK SPRING, HAS OWNED A 2011 JETTA 2004 PASSAT, SERVICES MOSTLY AT VW DEALER 403106, DUE TO WHAT IS HAPPENING WITH CLOCK SPRING AND INCONVENIENCE HE WOULD LIKE TO SEND A LETTER WITH HIS REQUEST AND COMPLAINT, ASKING THAT VW REPLACE VEHICLE, GIVE HIM FAIR TRADE IN VALUVE WHICH HE FINDS TO BE 9K AND A 15% DISCOUNT, GETTING HIS DAUGHTER INTO A 4 MOTION 2020 TIGUAN. | | | CO ADVISED SHE WILL FOLLOW UP LATER IN DAY, CUSTOMER SUGGESTED CALL BACK AROUND 4:00 PM FOR APPT DATE, AT THAT TIME A RCM WILL BE ASSIGNED TO DISCUSS CONCERN/REQUEST WIHT THE DEALER. CO TO CALL CUSTOMER.
3/10/2020 1:58:00 PM	CUSTOMER STATES SHE IS TAKING VEHICLE TO DEALER 403106 TOMORROW, FOR WHAT WILL BE 8TH OR 9TH AIRBAG CLOCK SPRING. | | | CO ADVISED CUSTOMER DURING CONVERSATION WITH HER FATHER HE ASKED THAT VW REPLACE VEHICLE WITH A 2020 TIGUAN, AND THAT HIS LETTER HAS BEEN RECEIVED WITH INFORMATION ABOUT THIS REQUEST, WILL BE ASSIGNED TO A RCM WHO WILL REVIEW HIS REQUEST, TYPICALLY TAKES 10 - 15 BUSINESS DAYS BUT RETURN CALL CAN BE EXPECTED BY COB TOMORROW, TO DISCUSS FURTHER. CO TO ASSIGN TO RCM
3/10/2020 2:05:00 PM	CUSTOMER IS TAKING VEHICLE TO DEALER 403106 TOMORROW, THE 11TH FOR 8TH OR 9TH CLOCK SPRING, IS REQUESTING VW REPLACE VEHICLE WITH A 2020 TIGUAN DUE TO THIS REPEATED CONCERN, FATHER CAN BE REACHED AT [redacted] NOTE; CUST SENT LETTER WITH REQUEST IN DOC CENTER. | | | RCM TO CONTACT DEALER.
3/10/2020 8:23:00 AM	MEDIA ATTACHED IN DOC CENTER
3/11/2020 11:47:00 AM	SERVICE ADVISOR STATES: BILL @ DEALER ID # 403102. NEEDS THE CASE RELEASED TO THE TECH HELPLINE. | | | CUSTOMER ADVOCATE ADVISED: VERIFIED DEALER ID AND TRANSFERRED SERVICE ADVISOR TO RCM. | | | CO TO REVIEW.
3/11/2020 12:24:00 PM	SERVICE ADVISOR CONFIRMED VTA HAS BEEN OPENED AND CONCERN IS BEING ESCALATED FOR QTM INVOLVEMENT. RCM REQUESTED CALL BACK WITH ANY UPDATES. RCM TO WAIT DEALER CALL.
3/11/2020 4:06:00 PM	RCM LVMM FOR CUSTOMER ADVISING DEALER WAS CONTACTED AND SHARED THAT THEY HAVE ENGAGED THEIR VW TECHNICAL MANAGER AND CURRENTLY WAITING DIRECTION ON HOW TO PROCEED. RCM ADVISED CUSTOMER WILL REMAIN ENGAGED AND SET NEXT FOLLOW UP FOR COB 3/13. RCM TO WAIT DEALER CONTACT.
3/11/2020 9:24:00 AM	SA BILL STATES VEHICLE WAS DROPPED OFF THIS MORNING AND HAS NOT HAD CHANCE TO DIAGNOSE AS YET. SM CONFIRMED CLOCK SPRING HAS BEEN REPLACED PREVIOUSLY. RCM ADVISED SA DUE TO POSSIBLE REPEAT CONCERN TO MAKE SURE A VTA IS OPENED. RCM TO WAIT DEALER CALL.
3/13/2020 4:16:00 PM	RCM LVMM FOR CUSTOMER ADVISING WAITING ON FEEDBACK AND SET FOLLOW UP FOR COB 3/16. RCM TO CALL DEALER.
3/13/2020 9:18:00 AM	RCM LEFT VOICE MAIL MESSAGE FOR QTM SEEKING CALL BACK TO DISCUSS VEHICLE CONCERN. RCM TO WAIT FIELD CONTACT.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A33GC[redacted]
Owner Or Fleet	[redacted] Beachwood, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	3/9/2020	Incident Date	N/A
Mileage	68,900		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

3/16/2020 11:03:00 AM	RCM LEFT VOICE MAIL MESSAGE FOR QTM SEEKING CALL BACK TO DISCUSS VEHICLE CONCERN. RCM TO WAIT FIELD CONTACT
3/16/2020 3:38:00 PM	SA STATES WAITING FOR QTM WHO IS SCHEDULED TO BE ONSITE THIS WEEK. RCM TO WAIT FIELD CONTACT.
3/16/2020 3:43:00 PM	RCM ADVISED CUSTOMER DEALER WAS CONTACTED AND THEY HAVE ADVISED THAT TECHNICAL TICKET HAS BEEN OPENED AND CURRENTLY WAITING FOR THEIR VW TECHNCIAL MANAGER TO VISIT TO PROVIDE DIRECTION DUE TO THE REPETITETIVE NATURE OF CONCERN. RCM SET NEXT FOLLOW UP FOR COB 3/18. RCM TO E-MAIL CUSTOMER CONTACT INFORMATION.
3/16/2020 3:48:00 PM	DEAR MR. [redacted] | | | THANKS FOR SPEAKING WITH ME TODAY. | | | CUSTOMER CARE IS AVAILABLE BY EMAIL AT VWCUSTOMERCARE@VW.COM. YOU CAN ALSO FAX ANY IMPORTANT DOCUMENTS TO US AT [redacted] | | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS IN THE MEANTIME, PLEASE DO NOT HESITATE TO GIVE ME A CALL. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43699. YOU CAN ALSO REPLY TO THIS EMAIL. | | | SINCERELY, | | | | | | | KENNETH S | | REGION CASE MANAGER | | | | | [redacted] | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | THE INFORMATION CONTAINED IN THIS COMMUNICATION IS CONFIDENTIAL, PRIVATE, PROPRIETARY, OR OTHERWISE PRIVILEGED AND IS INTENDED ONLY FOR THE USE OF THE ADDRESSEE. UNAUTHORIZED USE, DISCLOSURE, DISTRIBUTION OR COPYING IS STRICTLY PROHIBITED AND MAY BE UNLAWFUL. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY THE SENDER IMMEDIATELY VIA EMAIL OR AT (248) 754-5000. | | | | | RCM TO CONTACT FIELD.
3/18/2020 3:16:00 PM	HI PAUL, CHECKING TO SEE IF HE HAD THE OPPORTUNITY TO DRIVE A 2020 ATLAS AWD TO SEE IF NOISE IS SAME AS 2019. ALSO WANTED TO KNOW YOUR FINDINGS WITH THE REPEAT CLOCKSPRINGS ON THE VEHICLE AT STREETSBORO. | | | LET ME KNOW. | | | THANKS | | | | | KENNETH SWIANTEK | | NORTH EAST REGION CASE MANAGER | | VWOA CUSTOMER CARE CENTER | | VOLKSWAGEN OF AMERICA, INC. | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | | T 248-754-3699 | | | KENNETH.SWIANTEK@VW.COM | [redacted] | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | THE INFORMATION CONTAINED IN THIS COMMUNICATION IS CONFIDENTIAL, PRIVATE, PROPRIETARY, OR OTHERWISE PRIVILEGED AND IS INTENDED ONLY FOR THE USE OF THE ADDRESSEE. UNAUTHORIZED USE, DISCLOSURE, DISTRIBUTION OR COPYING IS STRICTLY PROHIBITED AND MAY BE UNLAWFUL. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY THE SENDER IMMEDIATELY VIA EMAIL OR AT (248) 754-5000. | | | | | RCM TO WAIT FIELD CONTACT.
3/18/2020 3:24:00 PM	RCM LVMM FOR CUSTOMER ADVISING WAITING ON FEEDBACK AND SET FOLLOW UP FOR COB 3/19. RCM TO WAIT FIELD CONTACT
3/19/2020 1:17:00 PM	RCM LVMM ADVISING VW TECHNICAL MANAGER CONFIRMED THAT CLOCK SPRING NEEDED TO BE REPLACED, DUE TO BEING TANGLED WITH HAIR. RCM ADVISED DEALER WAS TAKING STEPS TO CLOSE THE GAP TO PREVENT THIS SCENARIO FROM RETURNING. RCM ADVISED WILL FOLLOW UP AGAIN BY COB 3/23 TO GAUGE SATISFACTION. RCM TO CALL CUSTOMER.
3/19/2020 9:08:00 AM	HELLO KEN, THE CLOCK SPRING CAR WAS FULL OF HAIR. THEY GROUNDED US SO I COULD NOT DRIVE A 2020. THE DEALER IS GOING TO REPLACE THE CLOCK SPRING AND TRY TO TIGHTEN THE GAP TO STOP HAIR FROM GETTING INTO IT. | | THANKS | | PAUL | | RCM TO CALL CUSTOMER.
3/23/2020 1:45:00 PM	RCM LVMM FOR CUSTOMER ADVISING DEALER WAS CONTACTED SHARED NOT ONLY WAS CLOCK SPRING REPLACED AND PROTECTIVE COVERING INSTALLED, BUT STEERING WHEEL IS BEING REPLACED AS WELL TO ENSURE CONCERN DOES NOT RETURN. RCM SET NEXT FOLLOW UP FOR COB 3/25. RCM TO CALL CUSTOMER.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A33GC[redacted]
Owner Or Fleet	[redacted] Beachwood, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	3/9/2020	Incident Date	N/A
Mileage	68,900		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

3/23/2020 9:57:00 AM	SERVICE ADVISOR STATES CLOCK SPRING HAS BEEN REPLACED AS WELL AS PROTECTIVE COVER, BUT QTM HAS ALSO REQUESTED THE STEERING WHEEL REPLACED AND PART IS EXPECTED TO ARRIVE TOMORROW. SERVICE ADVISOR STATES CUSTOMER HAS BEEN UPDATED. RCM TO CALL CUSTOMER.
3/25/2020 3:08:00 PM	DEAR MR. [redacted] | | | THANKS FOR YOUR PATIENCE WHILE I WORK WITH VOLKSWAGEN OF STREETSBORO. | | | I WANTED TO LET YOU KNOW THAT I CONTACTED THE DEALER AND THE SERVICE ADVISOR, SCOTT HE WAS CHECKING WITH PARTS AS TO WHETHER THE STEERING WHEEL HAS ARRIVED. | | | I WILL REMAIN ENGAGED AND CONTINUE TO FOLLOW UP WITH THE DEALER AND WILL PROVIDE NEXT STATUS UPDATE BY 03/27/2020. | | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS IN THE MEANTIME, PLEASE DO NOT HESITATE TO GIVE ME A CALL. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL 43699. YOU CAN ALSO REPLY TO THIS EMAIL. | | | SINCERELY, | | | | | | | KENNETH S | | REGION CASE MANAGER | | | [redacted] | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | | THE INFORMATION CONTAINED IN THIS COMMUNICATION IS CONFIDENTIAL, PRIVATE, PROPRIETARY, OR OTHERWISE PRIVILEGED AND IS INTENDED ONLY FOR THE USE OF THE ADDRESSEE. UNAUTHORIZED USE, DISCLOSURE, DISTRIBUTION OR COPYING IS STRICTLY PROHIBITED AND MAY BE UNLAWFUL. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY THE SENDER IMMEDIATELY VIA EMAIL OR AT (248) 754-5000. | | | | | RCM TO WAIT DEALER CONTACT. | |
3/25/2020 4:40:00 PM	FROM: [redacted] | | SENT: WEDNESDAY, MARCH 25, 2020 4:37 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | CC: [redacted] | SUBJECT: [FROM: EXTERNAL] RE: [redacted] | | | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. | | | DEAR KENNETH, | | | THANK YOU VERY MUCH FOR YOUR ADVOCACY AND GUIDANCE WITH THIS 'CLOCK SPRING' ISSUE. RACHEL FEELS VW OF STREETSBORO WENT ABOVE AND BEYOND AND FOR THE FIRST TIME SHE FEELS THE PROBLEM WAS ACTUALLY COMPLETELY FIXED. SHE PICKED UP THE CAR THIS AFTERNOON. | | | BOTTOM LINE HERE IS THAT RACHEL (AND I) WOULD NEVER HESITATE TO PURCHASE ANOTHER VW TO REMAIN IN THE VW FAMILY. THIS IS DUE TO YOUR HELPFULNESS. THANK YOU, AGAIN. | | [redacted]
3/25/2020 8:28:00 AM	SERVICE ADVISOR STATES HE BELIEVES THEY ARE STILL WAITING ON PARTS IN ORDER TO COMPLETE REPAIR. SERVICE MANAGER STATES WILL HAVE TO RESEARCH AND WILL CALL RCM BACK WITH UPDATE, RCM TO WAIT DEALER CALL.
3/26/2020 7:25:00 AM	RCM REVIEWED AND CLOSED. NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A37FC[redacted]
Owner Or Fleet	[redacted] Berkeley, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	3/9/2020	Incident Date	N/A
Mileage	75,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/9/2020 10:28:00 AM	CUSTOMER CALLING ABOUT WARRANTY. | | | CO ADVISED FACTORY WARRANTY, THEN NOTTICED IS CPO AND CPO WARRANTY HAS ALSO EXPIRED, ASKED CUSTOMER IF SHE WAS HAVING CONCERNS. | | | CUSTOMER STATES VEHICLE DOES NOT START, AIRBAG LIGHT IS ON, HORN DOES NOT WORK, STEERING WHEEL CONTROLS DO NOT WORK. | | | CO ADVISED OPEN RECALL (94L9) FOR HEADLIGHT SCREW CAPS AND WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING WHICH MAY BE RELATED TO SYMPTOMS SHE IS HAVING, ASKED CUSTOMER IF SHE HAS TOWING WITH HER INSURANCE COMPANY, SUGGESTED SHE CALL TO SEE AND HAVE VEHICLE TOWED TO VW DEALER. CUSTOMER ACKNOWLEDGED. NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7ANXEE[redacted]
Owner Or Fleet	[redacted] SANTA CRUZ, CA, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2014		
Report Date	3/9/2020	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/9/2020 12:52:00 PM	CUSTOMER STATES STEERING WHEEL CONTROLS ARE NOT WORKING AND AIRBAG LIGHT IS ON; CUSTOMER CALLED DEALER AND DEALER ADVISED WOULD CHARGE $200 TO DIAGNOSE THE VEHICLE EVEN IF THE REPAIR IS COVERED UNDER THE WARRANTY EXTENSION | | | | CUSTOMER SEEKING TO KNOW IF THE VEHICLE IS AFFECTED BY WARRANTY EXTENSION FOR THE AIR BAG CLOCK SPRING | | | | CO ADVISED VEHICLE IS AFFECTED BY WARRANTY EXTENSION FOR THE AIR BAG CLOCK SPRING FOR 10YRS OR 120K MILES WOF AND COOLANT PUMP FOR 10YRS OR 100K MILES WOF; DIAGNOSIS FEE WOULD BE INCLUDED IN THE COST OF THE REPAIR AND IF RELATED TO WARRANTY EXTENSION WOULD NOT COST CUSTOMER | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGSV7AX1HK[redacted]
Owner Or Fleet	[redacted] Middle Grove, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	3/9/2020	Incident Date	N/A
Mileage	67,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/9/2020 2:11:00 PM	CUSTOMER STATES HORN IS NOT WORKING; CUSTOMER HEARD A POP IN THE STEERING WHEEL AND THE AIR BAG LIGHT WENT ON | | | | CUSTOMER SEEKING TO KNOW IF VEHICLE IS AFFECTED BY WARRANTY EXTENSION FOR THE AIR BAG CLOCK SPRING | | | | CO ADVISED VEHICLE IS AFFECTED BY WARRANTY EXTENSION FOR THE AIR BAG CLOCK SPRING FOR 10YRS OR 120K MILES WOF; CAN SCHEDULE DEALER APPOINTMENT | | | | CUSTOMER STATES WILL CALL DEALER AND SCHEDULE OWN APPOINTMENT NOT SURE OF SCHEDULE | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX3CW[redacted]
Owner Or Fleet	[redacted] OMAHA, NE, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	3/11/2020	Incident Date	N/A
Mileage	72,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/11/2020 12:42:00 PM	CUSTOMER STATES: AIRBAG LIGHT IS ON AND THE HORN IS NOT WORKING; WOULD LIKE TO KNOW WHAT SHE CAN DO ABOUT THIS CONCERN | | | CUSTOMER SEEKING: WHAT TO DO ABOUT THE AIRBAG LIGHT BEING ON AND THE HORN NOT WORKING IN HER VEHICLE | | | CO ADVISED: YOU ARE GOING TO WANT TO GET THE VEHICLE INTO YOUR LOCAL DEALER SO THEY CAN DIAGNOSIS THE CONCERN; YOUR VEHICLE DOES HAVE AN EXT. WTY FOR THE AIRBAG CLOCK SPRING AND SOME SYMPTOMS OF THIS COMPONENT GOING BACK ARE THE AIRBAG LIGHT BEING ON AND THE HORN NOT WORKING | | | CUSTOMER SAID SHE WAS GOING TO REACH OUT TO THE DEALER ON HER OWN | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCM7A30DC[redacted]
Owner Or Fleet	[redacted] VALPARAISO, IN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	3/11/2020	Incident Date	N/A
Mileage	83,209		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/11/2020 2:24:00 PM	MEDIA ATTACHED IN DOC CENTER
3/25/2020 5:37:00 PM	CUST SEEKING REIMBURSEMENT UNDER WECI WARR EXT; SUBMITTED RO AND POP FROM INDEP REPAIR SHOP; THE REPAIR SHOP PERFORMED REPAIRS TO THE AIRBAG CLOCK SPRING AFTER THE LAST VALID OUT OF POCKET DATE FOR REIMBURSEMENT; AS THE REPAIRS WERE COMPLETED AFTER THE LAST VALID OUT OF POCKET DATE, VW WILL REIMBURSE PARTS ONLY AS GOODWILL; VW TO REIMBURSE TOTAL: $459.12. | | | SP TO GENERATE CHECK REQUEST.
3/25/2020 5:39:00 PM	1VWCM7A30DC[redacted] VW TO REIMBURSE CUST FOR WECI PARTS ONLY AS GOODWILL DUE TO DATE; TOTAL: $459.12. | | | GENERATED CHECK REQUEST.
3/25/2020 5:45:00 PM	TEAM 5 PLEASE EMAIL CUSTOMER [redacted] THE LETTER IN THE CORRESPONDENCE SCREEN. | | | REASSIGN TO MLYNARA IN INACTIVE
3/26/2020 10:19:00 AM	REVIEWED WITH SUP ROSS; EMAILED LETTER IN EMAIL FORMAT, AS WE ARE UNABLE TO SEND LETTERS DUE TO MANDATORY WFH | | | REASSIGNED TO SP
3/26/2020 10:20:00 AM	SP TO REVIEW
4/2/2020 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 459.12 MAILED ON 04/01/2020

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX1DW[redacted]
Owner Or Fleet	[redacted] LARES, PR, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	3/12/2020	Incident Date	N/A
Mileage	58,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/12/2020 6:14:00 PM	MEDIA ATTACHED IN DOC CENTER | | | | CUSTOMER STATES: THE VEHICLE IS REGISTERED IN PR STATE; 2ND OWNER; VEHICLE WAS PURCHASED; FIRST TIME VW/AUDI OWNER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: HORN DOES NOT WORK; AIRBAG WARNING LIGHT IS ON; STEERING WHEEL CONTROLS DON'T WORK; VEHICLE IS CURRENTLY AT VW DEALERSHIP; DEALER STATES: FAULT CODE IS FOR THE AIRBAG CLOCK SPRING BUT IS NOT COVERED UNDER WARRANTY; AIRBAG IS COVERED UNDER WARRANTY BUT NOT THE CLOCK SPRING; WORKING WITH MARISOL CARMONA AT DEALER; VEHICLE IN FOR AN OVERNIGHT REPAIR | | | CUSTOMER SEEKING: AIRBAG CLOCK SPRING WARRANTY EXTENSION | | | CO ADVISED: VEH HAS NO OPEN RECALLS; VEH HAS THE FOLLOWING WARRANTY EXTENSIONS: AIRBAG CLOCK SPRING FOR 1 MILLION MILES OR UNTIL 03/10/2028 WHICHEVER COMES FIRST AND A COOLANT PUMP WARRANTY EXTENSION FOR 100K MILES OR UNTIL 03/10/2023 WHICHEVER COMES FIRST; CO WILL ESCALATE CASE TO RCM; RCM WILL REACH OUT TO DLR 404200 TO CLARIFY VEH DIAGNOSIS AND FOLLOW UP WITH CUST BY COB 03/13/2020 | | | CO TO ESCALATE TO RCM
3/12/2020 6:34:00 PM	MEDIA ATTACHED IN DOC CENTER | | | RCM TO CONTACT DEALER 404200 TO CLARIFY VEHICLE DIAGNOSIS AND REASON FOR DENIAL OF WARRANTY EXTENSION; RCM TO FOLLOW UP WITH CUSTOMER BY COB 03/13/2020 AT 787-201-0228
3/13/2020 11:21:00 AM	RCM SEEKS A CALL BACK TO DISCUSS CASE; | | | RCM TO EMAIL DEALER
3/13/2020 11:26:00 AM	GOOD MORNING, EDISON! ┬┐ | | | I JUST LEFT YOU A VM IN REGARDS TO THIS CASE. | I HAVE A NEW CASE FOR YOU TODAY, PLEASE REVIEW BELOW AND PROVIDE FEEDBACK. | | | CUSTOMER STATES: HORN DOES NOT WORK, AIRBAG WARNING LIGHT IS ON AND STEERING WHEEL CONTROLS DO NOT WORK. CUSTOMER IS BEING ADVISED THAT THE FAULT CODE THAT APPEARS DOES IS NOT COMPATIBLE TO THE AIRBAG CLOCK SPRING WARRANTY EXTENSION AND THEREFORE THE AIRBAG IS ONLY COVERED BUT NOT THE CLOCK SPRING. | | | CUSTOMER SEEKS: VEHICLE REPAIRED UNDER AIRBAG CLOCK SPRING WARRANTY EXTENSION; | | | RCM IS SEEKING: | - CLARIFICATION ON DIAGNOSIS AND WHAT REPAIRS ARE NEEDED? | - WHY REPAIRS ARE NOT COVERED UNDER AIRBAG CLOCK SPRING WARRANTY EXTENSION? | - ANY OTHER PERTINENT INFORMATION? | | | THANK YOU, | | | RCM TO WAIT DEALER EMAIL
3/13/2020 11:28:00 AM	*SPANISH SPEAKING CUSTOMER* | | | RCM CALLED CUSTOMER IN REGARDS TO CASE; RCM APOLOGIZED FOR VEHICLE CONCERNS; CUSTOMER STATES TOOK VEHICLE IN ON 3/11; CUSTOMER STATES VEHICLE IS STILL THERE; RCM SHARED STILL WAITING FOR DEALER FEEDBACK; RCM WILL FOLLOW UP WITH CUSTOMER 3/16; RCM WILL EMAIL CUSTOMER RCM'S CONTACT INFORMATION; CUSTOMER THANKED; | | | RCM TO EMAIL CUSTOMER
3/13/2020 11:31:00 AM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | THANKS FOR YOUR PATIENCE WHILE I WORK ON YOUR CASE. | | | TO MAKE THINGS EASIER, I WANTED TO PROVIDE MY DIRECT EXTENSION SO THAT YOU CAN CONTACT ME ANYTIME. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┐9┬┐ AND DIAL (43341). | | | IF I AM ASSISTING OTHER CUSTOMERS WHEN YOU CALL, FEEL FREE TO LEAVE A VOICEMAIL. | | | YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | I LOOK FORWARD TO SPEAKING WITH YOU SOON! | | | SINCERELY, | | | SAIDA H | REGIONAL CASE MANAGER | | | | THIS MESSAGE, INCLUDING ANY ATTACHMENTS, IS INTENDED ONLY FOR THE NAMED ADDRESSEE(S). | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | RCM TO EMAIL DEALER
3/16/2020 12:36:00 PM	GOOD MORNING, EDISON! ┬┐ | | | I JUST LEFT YOU A VM IN REGARDS TO THIS CASE. | I HAVE A NEW CASE FOR YOU TODAY, PLEASE REVIEW BELOW AND PROVIDE FEEDBACK. | | | CUSTOMER STATES: HORN DOES NOT WORK, AIRBAG WARNING LIGHT IS ON AND STEERING WHEEL CONTROLS DO NOT WORK. CUSTOMER IS BEING ADVISED THAT THE FAULT CODE THAT APPEARS DOES IS NOT COMPATIBLE TO THE AIRBAG CLOCK SPRING WARRANTY EXTENSION AND THEREFORE THE AIRBAG IS ONLY COVERED BUT NOT THE CLOCK SPRING. | | | CUSTOMER SEEKS: VEHICLE REPAIRED UNDER AIRBAG CLOCK SPRING WARRANTY EXTENSION; | | | RCM IS SEEKING: | - CLARIFICATION ON DIAGNOSIS AND WHAT REPAIRS ARE NEEDED? | - WHY REPAIRS ARE NOT COVERED UNDER AIRBAG CLOCK SPRING WARRANTY EXTENSION? | - ANY OTHER PERTINENT INFORMATION? | | | THANK YOU, | | | RCM TO WAIT DEALER EMAIL

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX1DW[redacted]
Owner Or Fleet	[redacted] LARES, PR, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	3/12/2020	Incident Date	N/A
Mileage	58,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

3/16/2020 12:47:00 PM	RCM CALLED SM IN REGARDS TO CASE; SM SHARED VW DEALER 404200 IS CURRENTLY CLOSED UNTIL 3/30; | | | | RCM TO CALL CUSTOMER
3/16/2020 12:49:00 PM	*SPANISH SPEAKING CUSTOMER* | | | | RCM CALLED CUSTOMER IN REGARDS TO CASE; RCM SHARED VW DEALER 404200 IS CURRENTLY CLOSED UNTIL 3/30; RCM WILL FOLLOW UP WITH CUSTOMER BY COB 3/31; CUSTOMER THANKED; | | | | RCM TO CALL DEALER
3/30/2020 11:07:00 AM	RCM CALLED SM IN REGARDS TO CASE; SM SHARED VW DEALER 404200 IS CURRENTLY CLOSED UNTIL 4/30; | | | | RCM TO CALL CUSTOMER
3/31/2020 12:39:00 PM	*SPANISH SPEAKING CUSTOMER* | | | | RCM CALLED CUSTOMER IN REGARDS TO CASE; RCM SHARED VW DEALER 404200 IS CURRENTLY CLOSED UNTIL 4/30; RCM WILL FOLLOW UP WITH CUSTOMER BY COB 5/1; CUSTOMER THANKED; | | | | RCM TO CALL DEALER
5/1/2020 10:32:00 AM	RCM CALLED SM IN REGARDS TO CASE; SM SHARED VW DEALER 404200 IS ONLY OPENED FOR EMERGENCY REPAIRS ON WEDNESDAY AND THURSDAY FROM 9-5; CUSTOMERS NEED TO CALL THE SERVICE DEPARTMENT AND WEAR MASKS AND GLOVES; | | | | RCM TO CALL CUSTOMER
5/1/2020 10:53:00 AM	RCM LEFT VOICEMAIL ADVISED WOULD LIKE TO SPEAK IN REGARDS TO CASE AND RCM PROVIDED CONTACT INFORMATION - 800-822-8987, PRESS OPTION #9 AND DIAL EXT-43341; | | | | RCM TO CALL CUSTOMER 5/4;
5/4/2020 12:01:00 PM	*SPANISH SPEAKING CUSTOMER* | | | | RCM CALLED CUSTOMER IN REGARDS TO CASE; RCM SHARED VW DEALER IS ONLY OPENED ON WEDNESDAYS AND THURSDAYS; RCM WILL FOLLOW UP WITH CUSTOMER BY COB 5/6 FOR VEHICLE STATUS; CUSTOMER THANKED; | | | | RCM TO CALL DEALER
5/6/2020 2:16:00 PM	GOOD AFTERNOON, EDISON! ┬┐ | | | | WHAT IS THE STATUS OF THIS VEHICLE? | | | | THANK YOU, | | | | RCM TO WAIT DEALER EMAIL
5/6/2020 2:18:00 PM	*SPANISH SPEAKING CUSTOMER* | | | | RCM CALLED CUSTOMER IN REGARDS TO CASE; RCM SHARED CURRENTLY WAITING ON FEEDBACK FROM VW DEALER; RCM WILL FOLLOW UP WITH CUSTOMER BY COB 5/7 FOR VEHICLE STATUS; CUSTOMER THANKED; | | | | RCM TO CALL DEALER
5/7/2020 10:32:00 AM	GOOD AFTERNOON, EDISON! ┬┐ | | | | WHAT IS THE STATUS OF THIS VEHICLE? | | | | THANK YOU, | | | | RCM TO WAIT DEALER EMAIL
5/7/2020 5:26:00 PM	RCM CALLED CUSTOMER IN REGARDS TO CASE; RCM SHARED WAITING FOR DEALER FEEDBACK AT THIS TIME; CUSTOMER STATES RECEIVED A CALL FROM VW DEALER 404200 AND THEY ADVISED THE CUSTOMER THE REPAIRS WERE GOING TO BE COVERED UNDER WARRANTY; RCM SHARED WILL FOLLOW UP WITH CUSTOMER BY COB 5/13; | | | | RCM TO EMAIL DEALER
5/11/2020 12:49:00 PM	HI SAIDA, | | | | UNIT IS FINISHED ON WARRANTY CUSTOMER NOTIFIED. | | | | EDISONCRUZ | | | | RCM TO CALL CUSTOMER
5/11/2020 12:53:00 PM	*SPANISH SPEAKING CUSTOMER* | | | | RCM CALLED CUSTOMER IN REGARDS TO CASE; RCM SHARED SD REACHED OUT TO RCM AND ADVISED VEHICLE IS COMPLETED AND ADVISED THE REPAIRS WERE COVERED UNDER WARRANTY; CUSTOMER STATES WILL PICK UP VEHICLE ON 5/13; RCM SHARED WILL FOLLOW UP WITH CUSTOMER BY COB 5/18 ON REPAIRS; | | | | RCM TO CALL CUSTOMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX1DW[redacted]
Owner Or Fleet	[redacted] LARES, PR, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	3/12/2020	Incident Date	N/A
Mileage	58,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

5/18/2020 11:23:00 AM	*SPANISH SPEAKING CUSTOMER* | | | | RCM CALLED CUSTOMER IN REGARDS TO CASE; RCM ASKED CUSTOMER HOW VEHICLE IS PERFORMING AFTER REPAIRS; CUSTOMER STATES VEHICLE IS RUNNING GREAT; RCM SHARED WILL BE CLOSING CASE AND OFFERED SURVEY; CUSTOMER THANKED; | | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WA1EFCFS0GR[redacted]
Owner Or Fleet	[redacted] Coral Springs, FL, [redacted]		
Make, Model, Model Year	Audi, Q3, 2016		
Report Date	3/13/2020	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	8X0953501H		

Mileage	60,000

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/13/2020 3:16:00 PM	CUSTOMER STATES: AIRBAG LIGHT CAME ON, TOOK VEHICLE TO DEALER; I WAS TOLD THAT THE AIRBAG HAS AN 8 YEAR WARRANTY ON IT; BUT DEALER IS STATING THAT IT'S CUSTOMER PAY | | | | CUSTOMER SEEKS: WARRANTY INFORMATION | | | | CUSTOMER ADVOCATE ADVISES: NO EXTENDED WARRANTY IN REGARDS TO AIRBAGS; WARRANTY IS 4 YEARS OR 50,000 MILES WOF; CAN REACH OUT TO DIFFERENT DEALER IF YOU'D PREFER TO GET A SECOND DIAGNOSIS | | | | CUSTOMER DECLINES FURTHER ASSISTANCE; CUSTOMER ADVOCATE TO CLOSE CASE; NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWMN7ANXCE[redacted]
Owner Or Fleet	[redacted] MIAMI, FL, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	3/17/2020	Incident Date	N/A
Mileage	119,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/17/2020 10:57:00 AM	CUSTOMER STATES THAT HIS AIRBAG LIGHT IS ON AND HIS HORN DOESN'T WORK. CUSTOMER TOOK VEHICLE TO DEALER 405041 AND THEY CONFIRMED THAT WAS WHAT IT WAS BUT THEY WERE CLOSING AND COULDN'T DO THE WORK. CUSTOMER READ THAT THERE WAS A RECALL FOR THIS. | | | CUSTOMER SEEKING IF HIS VEHICLE HAS THIS RECALL. | | | CO EXPLAINED IT WAS A WARRANTY EXTENSION THAT WAS GOOD FOR 15 YEARS. CUSTOMER WOULD BE ENCOURAGED TO TAKE THE VEHICLE BACK AND HAVE THE WORK DONE. CO SET UP APPOINTMENT FOR 3/23/20 X03H80Q4B3 | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AXXEW[redacted]
Owner Or Fleet	[redacted] CHESAPEAKE, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	3/17/2020	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/17/2020 10:57:00 AM	CUSTOMER SUBSEQUENT OWNER, HAD A GENERATOR REPLACED BY AAA, WHO TOLD HIM THERE ARE RECALLS FOR HIS VEHICLE. | | | | CUSTOMER DID NOT HAVE VIN. CO ADVISED SHE CAN CALL HIM BACK LATER ONCE HE OBTAINS VIN. CO TO FOLOW UP WITH CVUSTOMER FOR VIN.
3/17/2020 3:18:00 PM	CUSTOMER STATES DEALER IS TAKING CARE OF AIRBAG CLOCK SPRING WHICH IS RECALL HE WAS WONDERING ABOUT STATES AURBAG LIGHT IS ON. | | | | CO ADVISED NO OPEN RECALLS, THIS IS A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING FOR 10/120,WCF. (CUSTOMER DID NOT KNOW MILEAGE BUT SAID IS UNDER 120K) THANKED FOR RETURN CALL. CO ADVISED THERE IS ALSO WARRANTY EXTENSION FOR THE STEERING WHEEL LOCK FOR 10/100, WCF. | | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBV7A35FC[redacted]
Owner Or Fleet	[redacted] Brunswick, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	3/17/2020	Incident Date	N/A
Mileage	50,838		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/17/2020 10:59:00 AM	CUSTOMER STATES; VEHICLE WAS JUST PURCHASED FROM NON VW DEALER. HAS ABS LIGHT, AIRBAG LIGHT, TPMS LIGHT IS ON. CUSTOMER HAS APPOINTMENT TO TAKE IT TO THE DEALER FOR INSPECTION. | | | CUSTOMER SEEKS; WARRANTIES TO BE EMAILED TO CUSTOMER. | | | CO ADVISED WILL ESCALATE TO SEND THROUGH EMAIL.
3/17/2020 11:02:00 AM	TEAM 5 TO EMAIL CUSTOMER AT [redacted] | | | A-RECALL - 2.0L TDI ENGINE (GEN 3 - PHASE 2 A & B) EMISSIONS MODIFICATION STILL NEEDS TO BE PERFORMED, AND THEN CUSTOMER WILL RECEIVE EEW. | | | AIRBAG CLOCK SPRING WARRANTY EXTENSION UNTIL 06-29-2025, OR 120K MI WOF
3/19/2020 3:16:00 PM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | THANK YOU FOR SPEAKING WITH ME TUESDAY. | | | AS PROMISED I WANTED TO PROVIDE YOU THE WARRANTY INFORMATION FOR YOUR PASSAT (VIN 1VWBV7A35FC[redacted] BELOW I HAVE LISTED THE WARRANTIES AND ATTACHED YOU WILL FIND DETAILS ABOUT THE OPEN CLOCK SPRING WARRANTY EXTENSION. ALL WARRANTIES AND WARRANTY EXTENSIONS BEGAN FROM THE IN-SERVICE DATE OF JUNE 30, 2015 UNLESS OTHERWISE NOTED. | | | ┬┐ THE POWERTRAIN LIMITED WARRANTY COVERS THE ENGINE, TRANSMISSION, DRIVETRAIN, AND RELATED SEALS AND GASKETS FOR A PERIOD OF 5 YEARS OR 60,000 MILES, WHICHEVER OCCURS FIRST, FOR MANUFACTURER┬┐S SHORTCOMINGS IN MATERIALS AND WORKMANSHIP. | | | ┬┐ THE LIMITED WARRANTY AGAINST CORROSION PERFORATION COVERS RUST-THROUGH CONDITIONS ON ALL BODY SHEET METAL PANELS, WHERE RUST FORMS FROM THE INSIDE TO THE OUTSIDE, AND HAS AN ACTUAL PERFORATION THAT IS DUE TO A MANUFACTURING SHORTCOMING IN MATERIALS OR WORKMANSHIP, FOR A PERIOD OF 12 YEARS, UNLIMITED MILES. | | | ┬┐ THE FEDERAL EMISSIONS WARRANTY COVERS THE ENGINE CONTROL MODULE (ECM), ON-BOARD DIAGNOSTIC DEVICE, CATALYTIC CONVERTER, AND PARTICULATE FILTER FOR 8 YEARS OR 80,000 MILES, WHICHEVER OCCURS FIRST, FOR MANUFACTURING SHORTCOMINGS IN MATERIALS OR WORKMANSHIP. | | | AT THIS TIME THE TDI APPROVED EMISSIONS MODIFICATION, 23Y8- TDI ENGINE EMISSIONS RECALL, HAS NOT BEEN PERFORMED ON YOUR VEHICLE. ANY VW DEALER CAN PERFORM THIS AT NO CHARGE TO YOU. ONCE THE RECALL IS COMPLETE, YOUR VEHICLE WILL BE COME WITH AN EXTENDED EMISSIONS WARRANTY. YOU CAN LEARN MORE INFORMATION ABOUT THE EMISSIONS MODIFICATION AND THE EXTENDED EMISSIONS WARRANTY AT [redacted] | | | PLEASE DON┬┐T HESITATE TO LET ME KNOW IF YOU HAVE ANY OTHER QUESTIONS BY CALLING US BACK AT 800-822-8987 OR REPLYING TO THIS EMAIL. | | | SINCERELY, | | | | | | | JOHN B. | | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | |
3/19/2020 3:17:00 PM	CO TO REVIEW AND HANDLE CASE AS APPROPRIATE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWRX7AJ5AM[redacted]
Owner Or Fleet	[redacted] Macomb, MI, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	3/17/2020	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/17/2020 3:51:00 PM	CUSTOMER STATES AIRBAG LIGHT IS ON; DEALER QUOTED $160; EXCESSIVE COST; RADIO STOPPED WORKING; BOUGHT ANOTHER RADIO CD CHANGER NOT WORKING AGAIN | | | | CUSTOMER WANTS TO KNOW IF AIRBAG LIGHT IS PART OF A RECALL; TO CONFIRM PRICE FOR DIAGNOSIS | | | | CO ADVISED CUSTOMER IS OUTSIDE OF THE AIRBAG CLOCK SPRING WARRANTY BY TIME AND MILEAGE; DLRS ARE FRANCHISED AND CAN ESSENTIALLY NAME THEIR PRICE; CUSTOMER CAN TAKE THE OEM RADIO TO A VW DEALER TO UNLOCK THE RADIO IF THAT IS THE ISSUE AND CUSTOMER STATED IT WAS THE CD CHANGER; OFFERED TO FIND VW DLRS IN THE AREA FOR CUSTOMER TO SHOP AROUND; CUSTOMER ACKNOWLEDGED AND STATED HE WOULD CALL AROUND HIMSELF | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX1FW[redacted]
Owner Or Fleet	[redacted]Douglasville, GA,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	3/18/2020	Incident Date	N/A
Mileage	42,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/18/2020 10:42:00 AM	CUSTOMER STATES : RECENTLY PURCHASED 2015 TIGUAN ; HAS HAD VEHICLE FOR LES THAN 5,000 MILES AND IS EXPERIENCING CONCERN WITH MULTIPLE WARNING LIGHTS IN VEHICLE ; CUSTOMER STATES WHEN GETTING INTO VEHICLE DOORS ARE UNLOCKING / LOCKING BY THEMSELVES ; VEHICLE ALSO HAS AIRBAG , TPMS ; ABS ; PARKING BRAKE; WARNING LIGHTS ON ; HAS APT WITH DEALERSHIP TODAY AT 12:30 | | | | CUSTOMER SEEKING : OPEN RECALLS | | | | CO ADVISED : NO OPEN RECALLS ; CUSTOMER DOES HAVE EXTEND WARRANTY FOR AIRBAG CLOCK SPRING COMPONENT UNTIL 120,000K MILES OR 5/21/2021 WOF ; DEALERSHIP WILL BE ABLE TO LOOK INTO CONCERN DURING APT TODAY | | | | NO FURTHER ACTION
4/16/2020 9:49:00 AM	CUSTOMER STATES: ALL LIGHTS ON VEHICLE DASHBOARD CAME ON; TOOK VEHICLE TO DEALER, DIAGNOSIS SPEED SENSOR; RECENTLY RECEIVED LETTER ON WARRANTY EXT. AND WOULD LIKE TO SEE IF THIS COVERED PREVIOUS REPAIR | | | | CUSTOMER SEEKING: TO VERIFY WARRANTY EXT. COVERAGE | | | | CO ADVISED: INTAKE MANIFOLD WARRANTY EXT 10Y/120K MI WOF; AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI WOF; WARRANTY ONLY COVERS THE DIAGNOSIS AND REPLACEMENT OF A FAULTY INTAKE MANIFOLD. | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX9EW[redacted]
Owner Or Fleet	[redacted]		GREENSBORO, NC,[redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	3/18/2020	Incident Date	N/A
Mileage	84,467		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/18/2020 2:53:00 PM	CUSTOMER STATES VEHICLE HAS CLOCK SPRING ISSUE; VEHICLE WAS DIAGNOSED AT INDEPENDENT; CALLED FEW MONTHS AGO TO MAKE APPOINTMENT; NEVER MADE IT TO APPOINTMENT; CANNOT USE STEERING WHEEL AT ALL; HORN NOT WORKING; | | | | CUSTOMER SEEKING INFORMATION ON CLOCK SPRING COVERAGE; | | | | CO ADVISED VEHICLE HAS AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI9/30/23-120K MILES WOF, COOLANT PUMP WARRANTY EXT 9/30/23-100K MILES WOF; IF PROBLEM IS CLOCK SPRING IT WOULD BE COVERED UNDER WARRANTY; DEALER WOULD WANT TO DO A DIAGNOSIS; WILL HAVE TO SIGN STATING IF ISSUE IS NOT CLOCK SPRING CUSTOMER WILL PAY FOR DIAGNOSIS; OFFERED TO SET APPOINTMENT; APPOINTMENT IS ALREADY MADE FOR TOMORROW; | | | | NO FURTHER ACTION; | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX3DW[redacted]
Owner Or Fleet	[redacted]		HOUSTON, TX, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	3/24/2020	Incident Date	N/A
Mileage	80,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/24/2020 9:15:00 AM	CUSTOMER SEEKING: INQUIRING ABOUT THE RECALL FOR THE STEERING WHEEL CLOCK SPRING; | | | | CO ADVISED: CAN SEE HERE THAT SHE HAS THE AIRBAG CLOCK SPRING EXT WARRANTY, GOOD UNTIL 02/23.2028 W/ UNLIMITED MILES; SYMPTOMS OF THIS WOULD BE THE HORN OR BUTTONS ON STEERING WHEEL STOP WORKING OR THE AIRBAG LIGHT COMES ON; ALSO HAVE AN EXT WARRANTY FOR THE COOLANT PUMP, GOOD UNTIL 02/22/2023 OR 100K MI WOF; | | | CUSTOMER STATES: HORN & BUTTONS ON STEERING WHEEL NOT WORKING; | | | CO OFFERED TO SCHEDULE APPT; CALLED VW CYPRESS 425055 & SPOKE WITH WILLIE IN THE SERVICE DEPARTMENT; HE ADVISED HE WOULD BE ABLE TO FURTHER ASSIST WITH CUSTOMER; | | | CO TRANSFERRED CUSTOMER OVER; NO FURTHER ACTION;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX0FW[redacted]
Owner Or Fleet	[redacted] Great Mills, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	3/26/2020	Incident Date	N/A
Mileage	95,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/26/2020 4:17:00 PM	CUSTOMER STATES THAT HER DAUGHTER TOOK THE VEHICLE TO DEALER 407321 ON 3/16 TO HAVE HER AIRBAG CLOCK SPRING REPAIRED UNDER THE WARRANTY EXTENSION. WHEN CUSTOMER GOT THE VEHICLE BACK THE STEERING WHEEL WAS TILTED AND THE ESCALATE AND TPMS LIGHTS WERE ON. WHEN CUSTOMER ASKED WHY THE STEERING WHEEL WAS TILTED LIKE THIS AND THOSE LIGHTS WERE NOW ON, THE SERVICE ADVISOR WAS VERY RUDE AND TOLD HER THAT IF SHE WANTED THEM TO LOOK AT IT, SHE WOULD HAVE TO PAY $200. CUSTOMER LEFT BECAUSE SHE DIDN'T HAVE THE MONEY AND WHEN SHE DROVE HOME TO HER PARENTS┬┐ HOME AND TOLD THEM WHAT HAPPENED SHE WANTED TO CALL VW AND MAKE US AWARE AND WANTED TO KNOW WHAT COULD BE DONE. | | | CO EXPLAINED THAT THIS WOULD BE A DEALER COMPLAINT FOR WORKMANSHIP AS WELL AS HOW SHE WAS TREATED. THE SERVICE MANAGER AT THE DEALER WOULD BE INFORMED AND ENCOURAGED TO REACH OUT TO TRY AND RESOLVE THE CONCERN. CO STRESSED THAT ANY RESOLUTION WOULD NEED TO COME FROM THE DEALER.
3/26/2020 4:23:00 PM	RCM TO FILE FYI COMPLAINT WITH DLR AND ASSIGN BACK TO CO TO CLOSE
3/27/2020 11:08:00 AM	RCM EMAILED DEALER ABOUT CONCERN | | | REASSIGN TO CO FOR HANDLING
3/27/2020 11:09:00 AM	FYI CONCERN FORWARDED | | | CO TO HANDLE ACCORDINGLY
4/13/2020 4:55:00 PM	CUSTOMER STATES BEEN WAITING FOR DEALER TO CONTACT CUSTOMER BACK; CUSTOMER HAS ATTEMPED TO CONTACT DEALER AND WAS TOLD DAUGHTER WOULD GET A CONTACT BACK FROM DEALER BUT STILL HAS GOTTEN NO REPSONSE BACK; CUSTOMER IS GETTING NO REPSONSE FROM DEALER; DAUGHTER WILL ONLY BE IN THE AREA UNTIL FRIDAY OTHERWISE DEALER IS 5 HOURS AWAY FROM CUSTOMER; | | | CA ADVISED DUE TO DEALER NOT COMMUNICATING BACK WOULD LIKE TO ESCALATE CASE TO RCM TO OPEN THE LINES OF COMMUNICATION; RCM TO CONTACT CUSTOMER BY COB 04/14 | | | CA TO RCM
4/13/2020 5:14:00 PM	RCM TO HELP OPEN LINES OF COMMUNOCATION BETWEEN DEALER AND CUSTOMER; RCM TO CONTACT DEALER AND CONTACT CUSTOME RBY COB 04/14 | | | RCM TO REVIEW
4/14/2020 3:51:00 PM	[redacted] | | | RCM CALLED CUSTOMER AND LEFT VOICE MAIL MESSAGE ADVISING THAT WAITING ON UPDATE FROM THE DEALER ON CUSTOMER CONCERN; WILL FOLLOW UP AGAIN BY COB 04/15/20; LEFT CALL BACK AND EXT. 43333; RCM TO WAIT DEALER | | |
4/14/2020 9:07:00 AM	ACTION REQUIRED: SERVICE/SALES EXPERIENCE | | HELLO! THE FOLLOWING CUSTOMER HAS CONTACTED CUSTOMER CARE REGARDING FEEDBACK WITH THEIR SERVICE EXPERIENCE. PLEASE REVIEW THE DETAILS BELOW: | | CUSTOMER NAME: MS. [redacted] | | MODEL YEAR/MODEL: 2015 TIGUAN | | VIN: WVGAV7AX0FW[redacted] | CUSTOMER (CONCERN): MS. [redacted] REACHED OUT TO CARE WITH CONCERNS ON HER SERVICE EXPERIENCE. SHE STATES THAT SHE BROUGHT IT IN FOR THE CLOCK SPRING RECALL AND WHEN SHE GOT IT BACK THE STEERING WHEEL WAS OFF CENTER AND THE TPMS AND ESCALATE LIGHTS WERE ON. WHEN SHE TRIED TO ADDRESS THAT WITH THE SERVICE ADVISOR SHE STATES HE WAS RUDE AND THAT SHE WOULD HAVE TO PAY A DIAGNOSIS FEE. SHE LEFT AS SHE DID NOT HAVE THE MONEY FOR THAT. | | THE CUSTOMER IS SEEKING THE FOLLOWING: TO FILE A DEALER COMPLAINT. TO MAKE AWARE OF HER EXPERIENCE. | | I AM SEEKING: | | ┬┐ TO FORWARD DEALER COMPLAINT | | ┬┐ DEALER FEEDBACK | | PLEASE RESPOND AFTER YOU HAVE THE CHANCE TO REVIEW THIS INFORMATION. PLEASE SELECT REPLY TO ALL, SO MY TEAM AND I BOTH RECEIVE YOUR RESPONSE. | | | RCM TO ASSIGN BACK TO CO

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX0FW[redacted]
Owner Or Fleet	[redacted] Great Mills, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	3/26/2020	Incident Date	N/A
Mileage	95,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

4/15/2020 6:02:00 PM	[redacted] | | | | RCM CALLED CUSTOMER AND ADVISED THAT WAITING ON UPDATE FROM THE DEALER ON CUSTOMER CONCERN; WILL FOLLOW UP AGAIN BY COB 04/17/20; CUSTOMER ACKNOWLEDGED; STATES: DEALER DID REACH OUT TO CUSTOMER TODAY AND ASKED TO BRING IT IN FRIDAY MORNING; RCM ACKNOWLEDGED WOULD LIKE TO ALLOW DEALER CHANCE TO TAKE CARE OF EVERYTHING; RCM WILL TOUCH BASE AGAIN ON MONDAY 4/20 TO SEE HOW IT WENT; CUSTOMER ACCEPTED; RCM TO WAIT DEALER
4/15/2020 9:10:00 AM	GOOD MORNING JOHN, | | I HOPE THAT ALL IS WELL. I WANTED TO SEE IF YOU HAVE ANY FEEDBACK TO PROVIDE FOR THIS CUSTOMERS CONCERNS? | | THANKS! | | | | RCM TO WAIT DEALER
4/20/2020 1:38:00 PM	SARAH, | | VEHICLE CAME IN ON FRIDAY. | | 4WHEEL ALIGNMENT WAS DONE ON VEHICLE ONLY. | | CUSTOMER PAID FOR ALIGNMENT | | | | RCM TO CALL CUSTOMER
4/20/2020 3:44:00 PM	[redacted] | | | | RCM CALLED CUSTOMER TO FOLLOW UP; ADVISED THE DEALER LET KNOW THAT CUSTOMER CAME IN ON FRIDAY AND THEY DID AN ALIGNMENT; SEEKING HOW VISIT WENT; CUSTOMER STATES THAT DID DO ALIGNMENT AND DID TAKE CARE OF EVERYTHING; DOES NOT FEEL THAT HAD THE ISSUE BEFORE TAKING IT IN; FEELS THAT WHEN THE STEERING WHEEL WAS PUT BACK ON IT WAS CROOKED AND THAT IS WHAT CAUSED IT TO BE OUT OF ALIGNMENT AND THE WARNING LIGHT ISSUES; RCM ACKNOWLEDGED; GLAD IT WAS TAKEN CARE OF BUT NOT THE EXPERIENCE THAT CUSTOMER SHOULD HAVE; WOULD LIKE TO OFFER A $100 VISA GIFT CARD FOR EXPERIENCE; IS GOOD ANYWHERE VISA IS; VERIFIED ADDRESS; ADVISED THAT NORMALLY TAKES ABOUT 4 WEEKS BUT COULD TAKE LONGER WITH EVERYTHING GOING ON; CUSTOMER ACCEPTED; THANKED; RCM TO SEND REQUEST
4/20/2020 3:51:00 PM	MS. [redacted] CURRENT OFFER DETAILS: | | ITEM 1) GIFT STATUS: APPROVED; GIFT TYPE: GIFT CARD; GIFT DESC: $100 GIFT CARD; QTY: 1 VALUE: 100.00 ; DELIVERY METHOD: USPS | | | | ADDITIONAL COMMENTS: RCM TO PROVIDE GIFT CARD FOR EXPERIENCE AND REPEAT TRIPS TO DEALER; TOTAL: $100
4/20/2020 9:23:00 AM	GOOD MORNING GUYS, | | I AM FOLLOWING UP ON THIS CUSTOMERS COMPLAINT. SHE SAID THAT THEY WERE CONTACTED AND WERE BRINGING IT BACK IN ON FRIDAY SO I WANTED TO SEE HOW IT WENT AND WHERE IT STANDS? | | THANKS! | | | | RCM TO WAIT DEALER
4/23/2020 8:14:00 AM	MS. [redacted] CURRENT OFFER DETAILS: | ITEM 1) GIFT STATUS: ORDERED; GIFT TYPE: GIFT CARD; GIFT DESC: $100 GIFT CARD; MODEL: TIGUAN; QTY: 1 VALUE: 100.00 ; DELIVERY METHOD: USPS |
5/4/2020 3:58:00 PM	[redacted] CURRENT OFFER DETAILS: | ITEM 1) GIFT STATUS: FULFILLED; GIFT TYPE: GIFT CARD; QTY: 1 VALUE: $100.00 ; TRACKING NUM: [redacted] DELIVERY METHOD: USPS | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBP7AN1DE[redacted]
Owner Or Fleet	[redacted]		CLIFTON PARK, NY,[redacted]
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	3/30/2020	Incident Date	N/A
Mileage	23,176		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/30/2020 9:09:00 AM	CUSTOMER STATES AIRBAG LIGHT IS ON, IS AWARE OF A RECALL FOR THE AIRBAG, IS SUBSEQUENT OWNER, PURCHASED FROM HERTZ YEAR AGO, 1ST VW, HAS EXTENDED WARRANTY. | | | CO ADVISED NO OPEN RECALLS, THE RECALL FOR THE TAKATA AIRBAG WAS PERFORMED IN OCTOBER, 2018, WARRANTY EXTENSIONS FOR AIRBAG CLOCK SPRING FOR 10/120, WCF AND COOLANT PUMP FOR 10/100, WCF, IT MAY BE THAT THE AIRBAG LIGHT IS RELATED TO THE WARRANTY EXTRNSION BUT IS UP TO A DEALER TO MAKE THAT DETERMINATION. | | | CUSTMER MENTIONED HE WAS TOLD BY NEMER 408396 WHEN HE CALLED THEM HE HAD TO PAY A DIAGNOSIS FEE AND DUE TO CIRCUMSTANCES WITH THE VIRUS SITUATION THIS IS A DIFFICULTY. CO ADVISED HE WOULD HAVE TO AUTHORIZE A DIAGNOSIS AND IF RELATED TO THE WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING, EVERYTHING WOULD BE COVERED, IT MAY BE HIS EXTENDED WARRANTY MAY COVER REPAIRS AS WELL, TO BE SURE HE ALERTS THE DEALER THAT HE HAS AN EXTENDED WARRANTY SO THEY CAN CHECK WWITH THEM IF NEEDED. CUSTOMER THANKED FOR INFORMATION. NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCH7A32DC[redacted]
Owner Or Fleet	[redacted] CARROLLTON, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	4/2/2020	Incident Date	N/A
Mileage	76,925		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/2/2020 2:18:00 PM	MEDIA ATTACHED IN DOC CENTER | | | FROM: [redacted] | | SENT: THURSDAY, APRIL 02, 2020 12:32 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: [FROM: EXTERNAL] RE: VOLKSWAGEN CUSTOMER CARE[redacted] | | | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. | | | THANK YOU FOR THE THE REMINDER, BELOW ARE THE DOCUMENTS YOU REQUESTED. | | | |
4/7/2020 1:00:00 PM	FROM:[redacted] | SENT: TUESDAY, APRIL 07, 2020 10:46 AM | | TO: VW EXPERIENCE | | SUBJECT: [FROM: EXTERNAL] RE: VOLKSWAGEN CUSTOMER CARE[redacted] | | | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. | | | THANK YOU SARA, | | | I SENT THOSE RECIPIENTS BECAUSE THAT SHOWS IT WAS REPAIR. I TOOK MY CAR IN WHEN MY HORN STOP WORKING I┬┐M 2018. | | I ACCUSED THE DIAGNOSIS FEE OF 148.00 THAT┬┐S WHAT I AM ASKING A REFUND ON. | | | THANKS | [redacted] | | | | | CO TO REVIEW
4/7/2020 9:46:00 AM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR TAKING THE TIME TO CONTACT US BACK AT HERE AT VOLKSWAGEN CUSTOMER CARE. AFTER HAVING THE CHANCE TO LOOK OVER YOUR PREVIOUS CASE, IT IS MY UNDERSTANDING YOU ARE SEEKING POSSIBLE REIMBURSEMENT UNDER THE CLOCK SPRING WARRANTY EXTENSION. MY NAME IS SERA AND I┬┐M GLAD TO HAVE THE OPPORTUNITY TO BECOME INVOLVED. | | | I APPRECIATE YOU PROVIDING ME WITH THE NEEDED DOCUMENTATION TO REVIEW YOUR REQUEST FURTHER. AFTER HAVING THE OPPORTUNITY TO REVIEW THE REPAIR ORDER, THE CLOCK SPRING REPAIR ON YOUR PASSAT WAS COVERED UNDER THE WARRANTY EXTENSION AT NO COST TO YOU. THE COSTS YOU INCURRED ON THE REPAIR ORDER WERE FOR THE THERMOSTAT AND HEATER CORE REPAIRS, AS THESE 2 COMPONENTS WERE OUTSIDE WARRANTY COVERAGE AT THE TIME OF THE REPAIRS. WITH THIS, WE ARE UNABLE TO MEET YOUR REQUEST FOR REIMBURSEMENT. | | | I WISH WE COULD OFFER YOU A MORE FAVORABLE RESPONSE, BUT I HOPE YOU ARE ENJOYING YOUR PASSAT CAREFREE CURRENTLY. SHOULD YOU HAVE ANY FURTHER QUESTIONS OR CONCERNS, PLEASE DON┬┐T HESITATE TO CALL US AT (800) 822-8987 OR REPLY TO THIS EMAIL. | | | SINCERELY, | | | | | SERA M. | | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | CO TO WAIT CUST CONTACT
4/9/2020 12:51:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | THANK YOU FOR YOUR REPLY AND I APPRECIATE YOU CLARIFY WHAT YOU ARE SEEKING TO BE REIMBURSED. | | | I REALIZE YOU HAD THE DIAGNOSIS OF THE HORN DONE IN 2018 AND HAD THE REPAIRS DONE MARCH 2020. FOR OUR REVIEWING PROCESS, WE WOULD ONLY LOOK FURTHER INTO REIMBURSEMENT IF THERE WAS A REPAIR COMPLETED WITH THE DIAGNOSIS. PLEASE FEEL FREE TO SEND THAT DOCUMENTATION IN IF THERE WAS A REPAIR YOU DID HAVE DONE, BUT IF NOT THAT DIAGNOSIS FEE WOULD BE AT YOUR EXPENSE. DIAGNOSIS FEES ARE AT DEALER DISCRETION TO COVER THEIR TIME AND EFFORT TO DETERMINE WHAT IS CAUSING A CONCERN. | | | I REALIZE THE INCONVENIENCES THIS MATTER HAS CAUSED YOU AND I DO APOLOGIZE FOR THIS. SHOULD YOU HAVE ANY FURTHER QUESTION OR CONCERNS, PLEASE DON┬┐T HESITATE TO REPLY TO THIS EMAIL OR CALL US AT (800) 822-8987. | | | IN THE MEANTIME, I WILL KEEP A SPECIAL EYE OUT FOR YOUR REPLY. | | | SINCERELY, | | | | | SERA M. | | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | CO TO WAIT CUST CONTACT | |
4/13/2020 12:53:00 PM	REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | I WANTED TO FOLLOW UP WITH YOU REGARDING YOUR REIMBURSEMENT REQUEST. | | | AGAIN, PLEASE FEEL FREE TO SEND DOCUMENTATION IN IF THERE WAS A REPAIR YOU HAD DONE DURING THE DIAGNOSIS. IF THERE WASN┬┐T A REPAIR DONE DURING THIS TIME, THE DIAGNOSIS FEE WOULD BE AT YOUR EXPENSE. AS WE WOULD ONLY BE ABLE TO LOOK FURTHER INTO REIMBURSEMENT IF THERE WAS A REPAIR COMPLETED WITH THE DIAGNOSIS. | | | I LOOK FORWARD TO YOUR REPLY. | | | SINCERELY, | | | | | SERA M. | | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | | CO TO WAIT CUST CONACT | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCH7A32DC[redacted]
Owner Or Fleet	[redacted] CARROLLTON, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	4/2/2020	Incident Date	N/A
Mileage	76,925		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

4/15/2020 10:05:00 AM CATEGORY SELECTION : AIRBAGS / INEFFECTIVE - 1 / AIRBAG CLOCKSPRING REPLACED ;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBW7AH3CV[redacted]
Owner Or Fleet	[redacted] CONGERS, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Eos, 2012		
Report Date	4/2/2020	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/2/2020 5:19:00 PM	CUSTOMER STATES: WENT TO OPEN ROAD 408310 FOR AIRBAG RECALL; AIRBAG LIGHT WENT ON; CUSTOMER SPOKE TO OPEN ROAD, DEALER ADVISED THAT IF CUSTOMER DROVE VEHICLE FOR A WHILE THE LIGHT WOULD TURN OFF; LIGHT DID NOT TURN OFF; CUSTOMER HAS NOT DRIVEN THE VEHICLE FOR SEVERAL MONTHS; CUSTOMER WILL BE TAKING VEHICLE IN FOR NEW YORK INSPECTION SOON | | | CUSTOMER SEEKS: TO KNOW IF AIRBAG LIGHT WILL INTERFERE WITH INSPECTION | | | CO ADVISED: UNSURE, CANNOT SPEAK TO NEW YORK LAWS; CO OFFERED TO SCHEDULE A DEALER APPOINTMENT; CUSTOMER SAID THE VEHICLE IS OUT OF WARRANTY, ASKED IF AIRBAG LIGHT IS RECALL RELATED; CO ADVISED THAT AN AIRBAG LIGHT IS NOT A SYMPTOM ASSOCIATED WITH THE AIRBAG INFLATOR RECALL, AND THUS WOULD BE UNRELATED; CUSTOMER ACCEPTED APPOINTMENT, REQUESTED WHITE PLAINS 408341; CO CALL TO WHITE PLAINS, DEALER ADVISED THEY WILL BE CLOSED TOMORROW AND ARE NOT ACCEPTING ANY MORE APPOINTMENTS UNTIL 4/21; CO CONFIRMED JOE HEIDT 408269 CLOSED, CONFIRMED MOHEGAN LAKE 408341 IS OPEN; CO RELAYED INFO TO CUSTOMER; CUSTOMER REQUESTED AN APPOINTMENT AT WHITE PLAINS ON 4/21; CO CALL TO WHITE PLAINS, NO ANSWER; CO RETURNED TO CUSTOMER, SPECULATED DEALER PERSONNEL HAVE LEFT FOR THE DAY, ADVISED CUSTOMER WILL LEAVE WHITE PLAINS A VOICEMAIL ASKING THEM TO CALL CUSTOMER | | | CO TO CALL
4/2/2020 5:28:00 PM	CO CALLED WHITE PLAINS 408341, DEALER ANSWERED; CO ADVISED WAS EXPECTING A VOICEMAIL; CO PROVIDED THE DEALER THE CUSTOMERS PHONE NUMBER, REQUESTED THEY CALL TO SET UP AN APPOINTMENT, DEALER ACCEPTED | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX7HK[redacted]
Owner Or Fleet	[redacted]		NORTH BRUNSWICK, NJ, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	4/7/2020	Incident Date	N/A
Mileage	44,478		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/7/2020 5:01:00 PM	CUSTOMER STATES: ENGINE WON'T START AND AIRBAG ERROR MESSAGE CAME ON | | | CUSTOMER SEEKING: IF HE HAS ANY RECALLS AND A DLR THATS OPEN | | | CO ADVISED: HE HAS NO RECALLS, HE HAS THE AIRBAG CLOCK SPRING WARRANTY EXT FOR 120K MILES OR 3/30/2027 WOF; I CALLED OPEN ROAD VW AND THEIR SERVICE DEPARTMENT IS OPEN; I TRANSFERRED CUSTOMER OVER; HE ASKED IF HE HAD ROADSIDE ASSISTANCE AND HE DOES NOT; | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A32EC[redacted]
Owner Or Fleet	[redacted] BOCA RATON, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	4/13/2020	Incident Date	N/A
Mileage	9,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/13/2020 10:36:00 AM	CUSTOMER STATES: PURCHASED VEHICLE 4/8/20.FROM DEALER 405028, BY THURSDAY 4 WARNING LIGHTS CAME ON. AIR BAG, TIRE PRESSURE MONITOR, CALLED DEALER 405028 . WAS ADVISED TO TAKE TO DLR4 05012. BROUGHT IT TO DEALER 405012 ON FRIDAY. SELLING DEALER SAID VEHICLE WAS CPO AND UPDATED ON SERVICE HUB AS OF FRIDAY. DEALER 405012 CAN'T FIND INFO ON SERVICE HUB, CAN'T PERFORM WARRANTY WORK UNTIL IT APPEARS IN SYSTEM. HAS PAPERWORK STATING VEHICLE IS CPO. | | | CUSTOMER SEEKS: CPO WARRANTY INFO. REPAIR TO BE COVERED UNDER WARRANTY. SUBMIT PAPERWORK PROVING CPO | | | CHAT WITH SUPERVISOR PETE P. CASE CAN BE ESCALATED TO RCM WHO WILL CONTACT BOTH DLRS TO SEE WHAT CAN BE DONE FOR CPO WARRANTY WORK. | | | CO ADVISED: EMAIL WILL BE SENT TO CUSTOMER WITH CASE NUMBER SO THEY MAY SUBMIT PAPERWORK. CASE WILL BE ESCALATED TO RCM WHO WILL WORK WITH BOTH DLRS TO LOOK INTO CPO WARRANTY WORK FOR CUSTOMER AND BE IN CONTACT WITH CUSTOMER BY COB 4/14/20 CUSTOMER ACCEPTED | | | CUSTOMER STATES: DEALER SAYS ALL REQUIRED MAINTENANCE HAS BEEN PERFORMED ON THE CAR. DEALER REPLACED BACK BRAKE ROTORS, BUT NOT FRONT. BELIEVES ISSUE ARE RELATED TO FRONT ROTORS BEING RUSTY AND NOT BEING REPLACED. BRAKE FLUID HASN'T BEEN CHANGED. DSG FLUID WASN'T CHANGED EITHER. | | | CO ADVISED: CONCERN WILL BE DOCUMENTED IN CASE FOR RCM TO REVIEW CUSTOMER ACKNOWLEDGED | | | CO TO SEND EMAIL TO CUSTOMER | | | CO TO ESCALATE TO RCM
4/13/2020 10:51:00 AM	SUPERVISOR ADVISED TO ESCALATE TO RCM; RCM CAN OPEN COMMUNICATION BETWEEN BOTH DEALERS AND FIELD IF NECESSARY TO ENSURE IF VEHICLE IS CPO AND WORK IS CPO COVERED THAT WORK IS DONE WHILE SYSTEM IS BEING UPDATED TO REFLECT CPO PURCHASE
4/13/2020 11:08:00 AM	CATEGORY SELECTION : TIRESRELATED / OTHER SYMPTOM - 1 / TIRE PRESSURE WARNING;
4/13/2020 11:10:00 AM	RCM TO REACH OUT TO SELLING DEALER 405012 AND DEALER 405028 REGARDING CPO WARRANTY WORK, AS WELL AS UNPERFORMED MAINTENANCE | | | RCM TO CONTACT CUSTOMER BY COB 4/14/20 | | | CUSTOMER CONTACT IS [redacted]
4/13/2020 3:58:00 PM	MEDIA ATTACHED IN DOC CENTER
4/14/2020 11:09:00 AM	FROM: [redacted] | | SENT: MONDAY, APRIL 13, 2020 3:23 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: [FROM: EXTERNAL] [redacted]2014 VW PASSAT TDI PREMIUM CPO # [redacted] | | | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. | | | DAVID, | | | DID YOU RECEIVE MY EMAIL [redacted] WITH THE CPO INSPECTION STATEMENT SAYING THAT ALL REQUIRED MAINTENANCE WAS DONE PRIOR TO DELIVERY TO CUSTOMER? | | PLEASE ENACT THE CPO WARRANTY ON YOUR VW SERVICE HUB SO THE LOCAL DEALER CAN BEGIN CORRECTION OF THE ISSUES. | | | THX | | GARY | |
4/14/2020 4:44:00 PM	CUSTOMER STATES; CALLING TO SPEAK TO RCM AND GET A FOLLOW UP ON CASE | | | CUSTOMER SEEKS; TO SPEAK TO RCM | | | CUSTOMER ADVOCATE REACHED RCM VIA LYNK WHO WAS IN THE PROCESS OF CALLING CUSTOMER | | | RCM TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2GW[redacted]
Owner Or Fleet	[redacted]	Durham, NC, [redacted]	
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	4/13/2020	Incident Date	N/A
Mileage	43,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/13/2020 11:32:00 AM	CUSTOMER STATES AIRBAG LIGHT IS ON IN VEHICLE FRIEND WHO WORKS AT DEALER STATES IT MAY BE WIRING HARNESS AND COULD COST UPWARDS OF $1000 | | | CUSTOMER SEEKS FINANCIAL ASSISTANCE ON REPAIR | | | CO ADVISED VEHICLE IS UNDER THE CPO THERE IS A $50 DEDUCTIBLE BUT THIS IS LIKELY SOMETHING THAT WOULD BE COVERED ; OFFERED TO MAKE APPOINTMENT; TRANSFERRED DIRECTLY TO SERVICE ADVISOR AT 409219 | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A39GC[redacted]
Owner Or Fleet	[redacted] FORT PIERCE, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	4/13/2020	Incident Date	N/A
Mileage	110,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/13/2020 12:48:00 PM	CUSTOMER STATES: VEHICLE HAS AIRBAG LIGHT ON; HORN DOES NOT WORK; CUSTOMERNHAS HEARD THAT IF THE VEHICLE IS UNDER 120K MILES, THIS WILL BE COVERED | | | | CUSTOMER SEEKS: TO KNOW IF REPAIR WOULD BE COVERED | | | | CO ADVISED: OPEN RECALL HEADLIGHT ADJUSTING SCREW CAPS, CAN BE COMPLETED AT A VW DEALER FREE OF CHARGE; VEHICLE HAS AIRBAG CLOCK SPRING WARRANTY EXTENSION 10Y/120K MI WOF; CO UNSURE IF THAT IS RELATED, BUT IF SO REPAIR WOULD BE COVERED; CO OFFERED TO SCHEDULE A DEALER APPOINTMENT, CUSTOMER ACCEPTED; CO CALL TO SUNRISE 405027, SET UP APPOINTMENT ON 4/15 AT 9AM; DEALER ADVISED THE WAITING ROOM IS CLOSED, CO RELAYED INFO TO CUSTOMER; CUSTOMER ASKED WHERE THEY ARE SUPPOSED TO WAIT, CO SUGGESTED THEY USE UBER TO GO TO AND FROM THE DEALER; CUSTOMER ASKED HOW LONG THE SERVICE WILL TAKE, CO ADVISED UNSURE | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCH7A31CC[redacted]
Owner Or Fleet	[redacted] Carlisle, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	4/14/2020	Incident Date	N/A
Mileage	30,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/14/2020 10:03:00 AM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | JANAE I | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | |
4/14/2020 9:53:00 AM	CUSTOMER STATES : HAS HAD RECENT CONCERNS WITH VW DEALERSHIP AND AIRBAG LIGHT ; CUSTOMER HAD AIRBAG REPLACED DUE TO AIRBAG LIGHT CONCERN EARLY 2020 ; ON MARCH 14TH 2020 CUSTOMER HAD A FAULTY WIRE AND HAD TO GET THAT REPAIRED FOR AIRBAG LIGHT ; AIRBAG LIGHT IS ON AGAIN CUSTOMER HAS NOT BEEN TO DEALERSHIP YET , CANNOT LEAVE HOME ; CUSTOMER STATES SHE HAS NEVER GOT RECEIPTS FOR LAST TWO VISITS WITH DEALERSHIP | | | CUSTOMER SEEKING : FOR VW TO CALL DEALERSHIP ABOUT RECEIPTS AND CUSTOMERS CONCERNS | | | CO ADVISED : CUSTOMER CAN REACH OUT TO VW CARE FOR APPOINTMENT TO BE SET ONCE CUSTOMER IS ABLE TO LEAVE HOME ; WOULD RECOMMEND CUSTOMER SPEAKING WITH DEALERSHIP ABOUT DOCUMENTATION FOR PREVIOUS REPAIRS ; APOLOGIZED FOR EXPERIENCE ; DID DOCUMENT CONCERN IN CASE AND WILL EMAIL CUSTOMER AS WELL | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWRP7AN7EE[redacted]
Owner Or Fleet	[redacted] VERNON ROCKVILLE, CT, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2014		
Report Date	4/15/2020	Incident Date	N/A
Mileage	79,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/15/2020 5:18:00 PM	CUSTOMER STATES; WANTED TO KNOW IF THERE WERE ANY RECALLS OR WARRANTIES ON THE VEHICLE THAT MAY COVER THE HORN REPAIR ; CUSTOMER STATED THE HORN, AIRBAG LIGHT, AND THE BUTTONS ON THE STEERING WHEEL AREN┬┐T WORKING; | | | | CUSTOMER SEEKING; RECALLS OR WARRANTIES; | | | | CO ADVISED; DOCUMENT THE CUSTOMER CONCERNS; ADVISED THAT THOSE ARE A WE SYMPTOMS OF THE AIR BAG CLOCK SPRING; ADVISED THAT THE VEHICLE DOESN┬┐T HAVE THAT WARRANTY EXTENSION ON THE VEHICLE; ADVISED FOR THE CUSTOMER TO GET THE VEHICLE DIAGNOSED TO SEE WHAT THE EXACT ISSUE IS WITH THE VEHICLE; | | | | CUSTOMER ACKNOWLEDGED | | | | CO TO CLOSE
4/29/2020 3:33:00 PM	CUSTOMER STATES HAS VEHICLE AT DEALER 408081 FOR AIRBAG LIGHT; HORN NOT WORKING; CONTROLS ON STEERING WHEEL NOT WORKING; DEALER STATED THERE WAS NO WARRANTY LEFT ON VEHICLE; DEALER WANTS TO CHARGE FOR DIAGNOSIS; DEALER REFERRED CUSTOMER TO CUSTOMER CARE CENTER; CUSTOMER DOES NOT SEE HOW THIS IS A WARRANTY ISSUE; KNOWN RECALL ALREADY TAKEN CARE OF; THIS IS A SAFETY ISSUE AIRBAG COULD GO OFF ANY TIME; CUSTOMER DOES NOT WANT TO PAY OUT OF POCKET FOR THIS | | | | CUSTOMER SEEKING VW TO COVER THE MAJORITY OF THE REPAIR TO THE VEHICLE PROBLEM | | | | FACE TO FACE WITH EM ADVISED OUTSIDE OF NVLW; NO WARRANTY EXTENSIONS | | | | CA ADVISED OUTSIDE OF NVLW; NO WARRANTY EXTENSIONS PERTAINING TO AIRBAG CLOCK SPRING; VEHICLE HAS NOT BEEN DIAGNOSED; CUSTOMER ASKED ABOUT AFTER DIAGNOSIS; ADVISED WOULD HAVE THE SAME ANSWER CONSIDERING OUTSIDE OF WARRANTY; AND NO WARRANTY EXTENSIONS | | | | CO TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBN7A38EC[redacted]
Owner Or Fleet	[redacted]		Fort Worth, TX, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	4/17/2020	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/17/2020 11:50:00 AM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN TX STATE; 2ND OWNER; VEHICLE PURCHASED __08/_01_/__2019__ AT MILEAGE 77K MILES; VEHICLE PURCHASED FROM NON-VW DEALER; NOT A CPO; NO COVERAGE PROVIDED; EXTENDED SERVICE PLAN WAS PURCHASED EXTENDED SERVICE PLAN NOT PURCHASED; TERMS OF EXTENDED WARRANTY: TDI WARRANTY; VEHICLE WAS PURCHASED; NON-VCI VEHICLE; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING:AIRBAG LIGHT CAME ON; HORN STOPPED WORKING; PHONE COULDNT CONNECT THE BLUETOOTH; CLICKING NOISE IN THE DASH; VEHICLE IS CURRENTLY AT VW DEALERSHIP; DEALER STATES: JUST BROUGHT VEH IN TODAY; WORKING WITH KENNETH AT DEALER; VEHICLE IN FOR AN OVERNIGHT REPAIR; | | | CUSTOMER SEEKING: IF REPAIRS ARE UNDER WARRANTY; | | | CO ADVISED CUST HAD TDI WARRANTY EXTENSION - 10YR/120,000 WOF, MI HEATER CORE WARRANTY EXT 10Y/120K MI WOF, ADBLUE HEATER LIMITED WARRANTY EXT 10Y/120K MI WOF, AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI WOF; DLR WILL HAVE TO CONFIRM REPAIRS NEEDED TO DETERMINE IF THEY FALL UNDER THOSE WARRANTIES OR NOT | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAP7A32CC[redacted]
Owner Or Fleet	[redacted] BURTONSVILLE, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	4/20/2020	Incident Date	N/A
Mileage	160,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/20/2020 11:03:00 AM	CUSTOMER STATES DIAGNOSED VEHICLE CAME UP AS AN AIRBAG PROBLEM WOULD LIKE TO KNOW IF IT WAS UNDER WARRANTY | | | | CUSTOMER SEEKS OPEN RECALLS/WARRANTIES ON VEHICLE | | | | CO ADVISED ONE OPEN RECALL FOR AIRBAG CLOCK SPRING THAT GOES UNTIL 2027; NO OTHER OPEN RECALLS OR WARRANTY EXTENSIONS; WOULD NEED A DIAGNOSIS AT DEALER TO CONFIRM | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWXM9AN1AE[redacted]
Owner Or Fleet	[redacted] HAYWARD, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat Wagon (Germany), 2010		
Report Date	4/21/2020	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/21/2020 2:26:00 PM	CUST STATES OWNS AN INDEP SHOP; CUSTS VEH HAS AN AIRBAG LIGHT AND THE HORN IS NOT WORKING; CONTACTED VW DLR WHO STATED ALL RECALLS ARE CLOSED; NO REPAIR OR REPLACMENT DATA ON THE AIRBAG CLOCK SPRING; DLR REFERRED INDEP TO CCC | | | CUST SEEKING IF THERE IS A RECALL ON THE AIRBAG CLOCK SPRING | | | CO CONFIRMED ALL RECALLS HAVE BEEN TAKEN CARE OF; THE AIRBAG CLOCK SPRING IS CURRENTLY A WARR EXTENSION EXPIRING ON 07/24/2020; RECOMMEND CUST TAKES THEIR VEH TO A VW DLR TO GET A DIAGNSIS AND IF RELATED TO WARR EXTENSION WOULD COVER PARTS AND LABOR; ADVISED INDEP THAT THE CUST HAS ADDITIONAL WARR EXTENSIONS ON VEH AND TO CALL CCC TO GATHER THAT INFORMATION IF THEY WOULD LIKE | | | NO FURTHER ACTION
4/22/2020 2:00:00 PM	CATEGORY SELECTION : ELECTRICAL / INOPERABLE - 1 / HORN NOT WORKING; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT ON

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBN7AN7FE[redacted]
Owner Or Fleet	[redacted]		BOLINGBROOK, IL, [redacted]
Make, Model, Model Year	Volkswagen, CC, 2015		
Report Date	4/21/2020	Incident Date	N/A
Mileage	62,623		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	3C5953501CN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/21/2020 5:42:00 PM	CUSTOMER STATES TOOK VEHICLE INTO DEALER 402146; AIRBAG LIGHT IS ON; DEALER STATED CLOCKSPRING NEEDS TO BE REPLACED; COST WILL BE OUT OF POCKET $800; VEHICLE IS NOT PART OF AIRBAG CLOCKSPRING WARRANTY EXT.; STATES THIRD VW AND HAS HAD TO REPLACE CLOCKSPRING ON ALL THREE, ALL AT CUSTOMER COST; SINCE INSPECTION NOTHING IS WORKING ON STEERING WHEEL; | | | | CUSTOMER SEEKING REPAIR COST OF $800 TO BE COVERED; | | | CO REVIEWED WITH SUPERVISOR ROSS; DENY DUE TO TIME AND MILEAGE OUTSIDE OF WARRANTY AND BEING SECOND OWNER; | | | CO ADVISED VEHICLE HAS INTAKE MANIFOLD WARRANTY EXT 1/30/25-120K MILES WOF; SINCE WARRANTY EXT. ARE VIN SPECIFIC APPLICABLE WARRANTY WOULD HAVE BEEN THE NVLW WHICH IS 3 YEARS/36K MILES WOF; VEHICLE IS OUTSIDE OF WARRANTY BY BOTH AGE AND MILEAGE; VW WILL NOT ASSIST IN REPAIR; I KNOW THIS IS NOT THE OUTCOME YOU WERE LOOKING FOR AND I'M SORRY; WILL DOCUMENT CALL AND CONCERNS; CUSTOMER STATES WANTS TO SPEAK WITH SOMEONE ELSE; ADVISED WILL REVIEW WITH MEMBER OF LEADERSHIP; | | | CO REVIEWED WITH SUPERVISOR ROSS; DECISION REMAINS; | | | CO ADVISED REVIEWED CASE WITH MEMBER OF LEADERSHIP; VW WILL NOT ASSIST IN REPAIR DUE TO THE AGE AND MILEAGE OUTSIDE OF WARRANTY; COMPLAINT WILL BE DOCUMENTED; CUSTOMER STATES WANTS TO SPEAK WITH SOMEONE ELSE; ADVISED CAN HAVE MEMBER OF LEADERSHIP FOLLOW UP BY COB 4/22 HOWEVER HAVE REVIEWED WITH MEMBER OF LEADERSHIP AND DECISION REMAINS THE SAME; | | | CO TO SUPERVISOR; | | | |
4/21/2020 5:57:00 PM	SUP ADVISED UNABLE TO ASSIST DUE TO TIME OUTSIDE OF WARRANTY
4/21/2020 6:22:00 PM	SUPERVISOR TO REVIEW AND FOLLOW UP WITH CUSTOMER BY COB 4/22;
4/22/2020 10:47:00 AM	CUSTOMER STATES: MY THIRD VW WITH THIS SAME PROBLEM; I BUY THESE ALL USED AS WELL; SO I FEEL LIKE THAT IS WHY I DON'T GET THE LEVEL OF RESPECT I DESERVE; I KNOW YOU CAN OVERIDE THIS DECISION AND I AM ASKING YOU TO ASSIST WITH THE COST OF THIS REPAIR BEAUSE YOU KNOW IT'S A PROBLEM AND YOU KNOW YOU CAN; IT'S AN 800.00 REPAIR AND THAT'S NOT FAIR EITHER; 3 YEARS AGO I HAD IT DONE ON A DIFFERENT VEHCILE FOR 500.00 AND THE CLOCKSPING SHOUDL LAST A LIFETIME THIS IS NOT A DESPESIBLE PART. SUP ADVISED: THE REASON WE ARE NOT ABLE TO ASSIST IS THE DISTANCE OUTSIDE OF THE WARRANTIES; YOUR VEHICLE IS NOT PART OF THE WARRANTY EXTENSION AT THIS TIME SO IT CANNOT BE COVERED. CUSTOMER STATES: I KNOW YOU CAN OVERRIDE THIS AND I EXPECT YOU TO. SUP ADVISED: I ENCOURAGE YOU TO KEEP ALL DOCUMENTS AND IF WE WERE TO EXPAND THE VIN LIST FOR THE WARRANTY EXTENSION FOR THE CLOCK SPRING THEN AT THAT TIME YOU COULD REQUEST REIMBURSEMENT CONSIDERATION. CUSTOMER STATES: I WILL MAKE SURE TO SHARE THIS INFORMATION WITH EVERYONE I KNOW BECAUSE THIS IS NOT FAIR. NO FURTHER ACTION.
4/22/2020 10:52:00 AM	CATEGORY SELECTION : ELECTRICAL / INOPERABLE - 1 / CLOCK SPRING NOT WORKING;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX2DW[redacted]
Owner Or Fleet	[redacted]Scranton, PA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	4/23/2020	Incident Date	N/A
Mileage	97,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/23/2020 11:40:00 AM	CUSTOMER STATES: OWN 2013 TIGAUN THE AIR BAG ON PASSENGER SIDE LIGHT AND THE AIR BAG: INDEPENDENT STATED THAT THE AIR BAG IS UNDER WARRANTY: THE HORN DOES NOT WORK 97K MILES | | | CUSTOMER SEEKING: TO SCHEDULE AN APPOINTMENT TO GET THE VEHICLE FIXED | | | CO ADVISED: GOT THE DEALER ON THE LINE WITH DEALER MIKE: TO SET APPOINTMENT VEHICLE HAS A-RECALL - STEERING WHEEL CLOCK SPRING: 04/23/2020 1:30 PM: VEHICLE HAS AIRBAG CLOCK SPRING WARRANTY 2027-11-24/ UNLIMITED WOF": COOLANT PUMP WARRANTY 2022-11-23/100000 MI WOF: | | | NO FURTHER ACTION | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCN7A35DC[redacted]
Owner Or Fleet	[redacted] LEBANON, MO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	4/24/2020	Incident Date	N/A
Mileage	84,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/24/2020 11:31:00 AM	CUSTOMER STATES AIRBAG LIGHT ON, HORN STOPPED WORKING AND BUTTONS ON STERRING WHEEL STOPPED WORKING; CUSTOMER READ ONLINE ABOUT RECALL FOR AIRBAG CLOCK SPRING; WANTED TO SEE IF VEHICLE WAS EFFECTED WITH THAT RECALL | | | | CO ADVISED LOOKS LIKE VEHICLE DID HAVE RECALL BUT WAS DONE BACK IN 2016 HOWEVER VEHICLE HAS WARRANTY EXT. FOR AIRBAG CLOCK SPRING WARRANTY EXT 15Y UNTIL 2027-10-10; RECOMMEND TO GET VEHICLE INTO VW DEALER AND THEY WILL BE ABLE TO ASSIST; | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ0CM[redacted]
Owner Or Fleet	[redacted]		Portland, OR, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	4/28/2020	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/28/2020 3:26:00 PM	CUSTOMER STATES; WANTED TO KNOW IF THE VEHICLE HAD A RECALL FOR THE AIRBAGS; THE CUSTOMER STATED THE AIRBAG LIGHT IS ON AND GIVES OFF AN WARNING SAY THE AIR BAGS AREN┬┐T FUNCTIONING; | | | CUSTOMER SEEKING; RECALL INFORMATION; | | | C ADVISED 1 OPEN RECALL FOR 37M2; ADVISED THAT THERE SET A RECALL FOR THE AIRBAGS; OFFERED TO SCHEDULE AN APPOINTMENT FOR THE DIAGNOSIS ON THE AIRBAG LIGHT AND RECALL REPAIR, CUSTOMER STATED THEY WILL CALL THE DEALERSHIP THEMSELVES TO FIGURE OUT THE PRICING FOR THE DIAGNOSIS ; | | | CUSTOMER ACKNOWLEDGED | | | CO TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX1DW[redacted]
Owner Or Fleet	[redacted]		BRIGHTON, MA, [redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	4/29/2020	Incident Date	N/A
Mileage	63,559		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/29/2020 10:03:00 AM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES/SEEKS: MY TIGUAN RECENTLY GAVE AN INDICATOR THAT I HAVE AN AIRBAG ERROR AND I NOTICED A BIG RECALL WITH THE TAKATA AIRBAG SYSTEM BUT WHEN I PUT IN MY VIN, THERE ARE NO RECALLS | | | CO ADVISED: YOU DO HAVE AN EXTENDED WARRANTY ON YOUR TIGUAN FOR THE AIRBAG CLOCK SPRING FOR 15 YEARS, UNLIMITED MILEAGE. I'D RECOMMEND MAKING AN APPOINTMENT FOR A DIAGNOSIS WITH YOUR PREFERRED DEALERSHIP, AS THIS MAY COVER WHAT YOU'RE EXPERIENCING. | | | CUSTOMER STATES: IF NOT COVERED, DO YOU HAVE AN ESTIMATE ON HOW MUCH THAT WOULD BE? I WANT TO GET THIS TAKEN CARE OF AS SOON AS POSSIBLE, BUT I AM JUST PUZZLED AS TO WHY THE AIRBAG WOULD READ AN ERROR SEEMINGLY OUT OF NOWHERE. THEN I GUESS TO FIND OUT MY VEHICLE DOESN'T QUALIFY FOR THE RECALL? | | | CO ADVISED: AS OUR DEALER-PARTNERS ARE INDEPENDENTLY OWNED AND OPERATED, THEY ARE ALLOWED TO SET THEIR OWN PRICES TO SUIT THEIR BUSINESS NEEDS. THIS MEANS THAT PRICES MAY VARY FROM DEALER TO DEALER. THE REASON THAT YOU DIDN'T SHOW AS HAVING A RECALL IS THAT THERE WAS A RECALL ON YOUR TIGUAN FOR THE AIRBAG CLOCK SPRING - UNRELATED TO THE TAKATA AIRBAG RECALL - WHICH WAS ALREADY PERFORMED. THAT'S WHY YOU HAVE THIS WARRANTY EXTENSION. | | | NO FURTHER ACTION
5/4/2020 11:00:00 AM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES/SEEKING: I HAVE BEEN TRYING FOR A WEEK TO SCHEDULE SERVICE AT VW OF NORWOOD, MA. THEY ARE NOT RESPONDING AND I HAVE AN AIRBAG ISSUE I NEED ADDRESSED ASAP; LAST CONTACTED DEALER LAST WEEK AND THIS MORNING AT 930AM; I NEED THESE TO BE TAKEN CARE OF 1) - AIRBAG CLOCK SPRING WARRANTY EXTENSION.2) NEW FRONT LICENSE PLATE HOLDER WITH NEW SCREWS, AND NEW SCREWS FOR THE BACK 3)DRIVER'S SIDE WINDOW AUTO UP/DOWN FUNCTION (ESTIMATE COST) 4) CAR WASH (ESTIMATE?) | | | CO ADVISED: THEY HAVE YOU ALL SET UP FOR MAY 7TH AT 10AM. IN REGARDS TO THE 20% OFF, THEY SAY TO JUST PRINT THAT OFF FROM THEIR WEBSITE AND BRING IT IN. THEY HAVE MADE NOTE OF YOUR LICENSE PLATE REQUESTS. IN TERMS OF THE CONCERNS YOU'RE HAVING WITH YOUR WINDOW, THEY WILL NEED TO DIAGNOSE IT FIRST, AND THEN BE ABLE TO PROVIDE AN ESTIMATE AFTER. IF YOU DECIDE TO GO WITH THE REPAIRS, THE DIAGNOSIS WILL BE ROLLED INTO THE PRICE. AT THIS TIME, THEY ARE NOT OFFERING THE CAR WASHES, AS THEIR CLEAN UP TEAM IS NOT AVAILABLE DUE TO THE ONGOING PANDEMIC WITH COVID-19. | | | CUSTOMER ACKNOWLEDGED | | | NO FURTHER ACTION
5/5/2020 6:37:00 PM	CUSTOMER STATES JUST READ A TEXT MESSAGE CONFIRMING MY APPOINTMENT FOR THE WRONG DATE ; DID EVERYTHING VIA CHAT WITH VW ; IT IS SUPPOSED TO BE FOR MAY 7TH AT 10AM ; DID NOT CALL DEALER SINCE THIS IS NOT CUSTOMERS ERROR ; HAD PREVIOUSLY CALLED DEALER AND NO CALLS WERE RETURNED ; ADMITTING FAULT WOULD BE A START ; I WANT TO SPEAK WITH A SUPERVISOR. THEY NEED TO KNOW HOW FAULTY THEIR BRAND IS LOOKING. | | | CUSTOMER SEEKING APPOINTMENT CHANGED | | | CA ADVISED I'M SORRY SHAWN BUT THE DEALER DID CLOSE AT 1PM TODAY ON THEIR RECORDING IT MENTIONS THEIR WEBSITE AND I AM CURRENTLY ON IT AND I'M SHOWING THEY HAVE NO AVAILABILITY FOR THE 7TH ; CAN REACH OUT TO OTHER DEALERS IN AREA ; TRULY SORRY THAT THE APPOINTMENT WAS SCHEDULED FOR THE WRONG DATE, SHAWN. ALL OF THIS IS BEING DOCUMENTED AND THEY GET REVIEWED INTERNALLY. | | | CUSTOMER STATES NEED NAME AND PHONE NUMBER FOR SUPERVISOR ; CA ADVISED OUR SUPERVISORS DO NOT HAVE DIRECT PHONE NUMBERS, | | | CUSTOMER STATES TO CANCEL APPOINTMENT AND DISCONNECTS CHAT | | | CO TO REVIEW AND CLOSE
5/5/2020 6:42:00 PM	MEDIA ATTACHED IN DOC CENTER
5/5/2020 6:56:00 PM	CUSTOMER STATES; TRIED CONTACTING THIS DEALER NUMEROUS TIMES TO SCHEDULE AN APPOINTMENT; THE CUSTOMER WENT THROUGH CHAT TO SCHEDULE THE APPOINTMENT WITH THE DEALER BUT THEY SCHEDULED THE APPOINTMENT FOR THE WRONG DAY AND THE CUSTOMER IS ONLY AVAILABLE ON 05/07; THE AIR BAG LIGHT IS ON IN THE VEHICLE AND THE CUSTOMER IS SCARED TO DRIVE THE VEHICLE; THE CUSTOMER NEEDS TO SCHEDULE AN APPOINTMENT FOR THE DIAGNOSIS; THE CUSTOMER WANTS TO ATTEND TO A DEALERSHIP THAT CAN DO THE PICKUP DROP OFF OPTION | | | CUSTOMER SEEKING; TO SCHEDULE AN APPOINTMENT FOR THE DIAGNOSIS; | | | CUSTOMER ADVOCATE ADVISED; OFFERED TO CONTACT A DEALER TO SCHEDULE AN APPOINTMENT; CALLED DEALER 401079; THEY DIDN┬┐T ANSWER; OFFERED TO FOLLOW UP WITH THE CUSTOMER 05/06 WHEN DEALERS ARE OPEN; CUSTOMER STATED THEY WILL CALL VWCC 05/06 EARLY TO GET THIS APPOINTMENT SITUATED; | | | CUSTOMER ACKNOWLEDGED | | | CO TO CLOSE PENDING CUSTOMER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX1DW[redacted]
Owner Or Fleet	[redacted]		BRIGHTON, MA,[redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	4/29/2020	Incident Date	N/A
Mileage	63,559		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

5/5/2020 7:13:00 PM	***LEVEL 1 IF CUSTOMER CALLS BACK SCHEDULE APPOINTMENT AT DEALER FOR DIAGNOSIS ON THE AIRBAG;
5/5/2020 9:44:00 AM	MEDIA ATTACHED IN DOC CENTER | | | | CUSTOMER STATES: CUSTOMER HAS RECEIVED NO CORRESPONDENCE FROM DEALER 401054; CUSTOMER NEEDS A VEHICLE TO GET TO WORK ON 05/08/2020; CUSTOMER IS CONCERNED THAT ALL REPAIRS WILL NOT BE ABLE TO BE COMPLETED DUE TO APPOINTMENT BEING SCHEDULED AT 10 AM 05.07.2020; CANNOT PHYSICALLY GO TO THE DEALERSHIP AND DEALER 401054 IS NOT CALLING OR EMAILING CUSTOMER; | | | | CUSTOMER SEEKS: WHY HAS DEALER 401054 NOT CONTACTED CUSTOMER; HAVE ALL REPAIRS COMPLETED BY DEALER 401054 BY 05/07/2020; NOT DIAGNOSE THE WINDOW CONCERNS | | | | CUSTOMER ADVOCATE ADVISED: UNDERSTAND CONCERNS; SINCE WE ARE NOT TECHNICALLY TRAINED HERE AT CARE; CUSTOMER ADVOCATE REGRETFULLY CANNOT PROVIDE A TIME FRAME AS TO HOW LONG THE NEEDED DIAGNOSIS AND REPAIRS ARE GOING TO BE; THE DEALERSHIP FIRST HAS TO DIAGNOSE THE CONCERNS CUSTOMER HAS BEEN HAVING AND THEN DETERMINE WHAT IS WRONG AND ANY REPAIRS THAT ARE REQUIRED; CUSTOMER ADVOCATE CONTACTED DEALER 401054 AND UPDATED APPOINTMENT DETAILS TO REMOVE THE AUTO UP/DOWN FEATURE DIAGNOSIS; CANNOT PROMISE OR GUARANTEE DEALER 401054 WILL CONTACT CUSTOMER; DEALER 401054 MAY CONTACT CUSTOMER 24 HOURS BEFORE APPOINTMENT; DEALER 401054 IS AWARE OF CHANGES TO APPOINTMENT AND IS AWARE OF SCHEDULED APPOINTMENT AS WELL AS ALL OF THE VEHICLE CONCERNS | | | | CUSTOMER BECAME INACTIVE ON CHAT; CUSTOMER ADVOCATE DISCONNECTED CHAT; CO TO REVIEW AND CLOSE
5/6/2020 9:40:00 AM	ADVISED RECEIVED A TEXT THAT VEHICLE IS NEEDING TO BE BROUGHT IN TODAY AND REQUESTED THE VEHICLE TO BE BROUGHT IN 05/07/2020 AND PICKED UP AND DROPPED OFF TRYING TO GET THE VEHICLE IN NICE APRIL 27; CUSTOMER ADVOCATE CONTACTED 2 DEALER IN THE AREA AND GOT IN CONTACT WITH DEALER 401080 AND WAS ABLE TO GET VEHICLE IN FOR PICK UP AND DROP OFF FOR 05/07/2020 AT 10 IN THE MORNING CUSTOMER THANKED
5/7/2020 11:51:00 AM	MEDIA ATTACHED IN DOC CENTER | | | | CUSTOMER STATES: VEHICLE IS CURRENTLY AT DEALER 401080; DEALER 401080 IS TRYING TO CHARGE CUSTOMER $180 DIAGNOSIS FEE; WEBSITE STATES DIAGNOSIS AND REPAIRS WILL BE FREE; CUSTOMER FOUND INFORMATION ON [redacted] | | | | CUSTOMER SEEKS: IS THE AIRBAG CLOCK SPRING WARRANTY EXTENSION RELATED TO THE TAKATA AIRBAG RECALL; WHY IS DEALER 401080 CHARGING CUSTOMER DIAGNOSIS FEE WHEN WEBSITE STATES DIAGNOSIS AND REPAIRS WILL BE FREE | | | | CUSTOMER ADVOCATE ADVISED: SINCE WE HERE AT CARE ARE NOT TECHNICALLY TRAINED AND I DO NOT WANT TO PROVIDE YOU WITH ANY WRONG INFORMATION; CUSTOMER SHOULD SPEAK WITH SERVICE MANAGER AT DEALER 401080 IN REGARDS TO VEHICLE CONCERNS AND DIAGNOSIS; THE AIRBAG CLOCK SPRING WARRANTY EXTENSION IS SEPARATE FROM THE TAKATA AIRBAG RECALL; ALL RECALLS ARE VIN SPECIFIC AND CUSTOMER VEHICLE DID NOT HAVE THE TAKATA AIRBAG RECALL ATTACHED TO YOUR VIN; THE AIRBAG CLOCK SPRING WARRANTY EXTENSION IS ADDITIONAL COVERAGE THAT WE'VE PROVIDED TO YOU FOR THAT SPECIFIC COMPONENT SHOULD IT FAIL OR MALFUNCTION; CUSTOMER HAD THE STEERING WHEEL CLOCK SPRING PERFORMED 4 YEARS AGO, SO IF CUSTOMER IS CURRENTLY HAVING ANY CONCERNS WITH THAT PART IT WOULD BE CONSIDERED A NEEDED REPAIR AND THERE WOULD BE A DIAGNOSIS FEE INVOLVED DUE TO THE TIME AND LABOR INVOLVED IN DIAGNOSING THE CONCERN; CUSTOMER DOES HAVE THE AIRBAG CLOCK SPRING WARRANTY EXTENSION AND IF THE DEALER DETERMINES THAT THE AIRBAG CLOCK SPRING IS WHAT NEEDS TO BE REPAIRED THE REPAIRS TO THE AIRBAG CLOCK SPRING COMPONENT AND THAT COMPONENT ONLY WOULD BE COVERED UNDER VEHICLE AIRBAG CLOCK SPRING WARRANTY EXTENSION. IF IT IS COVERED THE DIAGNOSIS FEE WILL BE REFUNDED TO CUSTOMER | | | | CUSTOMER DISCONNECTED CHAT; NO FURTHER ACTION; CO TO CLOSE PENDING CUSTOMER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A36GC[redacted]
Owner Or Fleet	[redacted]		MADISON, AL, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	4/29/2020	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/29/2020 11:17:00 AM	CUSTOMER STATES 6/19 REPLACED A SENSOR; AIRBAG LIGHTS WERE ON; TOOK VEHICLE INTO DEALER TODAY; AIRBAG LIGHT ON AGAIN; VEHICLE PENDING DIAGNOSIS; DEALER STATES IF IT IS THE SAME SENSOR, SENSOR WOULD BE COVERED UNDER SPARE PARTS; | | | | CUSTOMER SEEKING ARE SENSORS FREQUENT ISSUE WITH VW VEHICLE; | | | CO ADVISED AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI 12/29/25-120K MILES WOF; VEHICLE COMPLAINTS ARE DOCUMENTED AND IF THERE IS A TREND IN A VEHICLE PROBLEM AND A SPECIFIC PART THAT NEEDS TO BE FIXED VW ISSUES RECALLS AND SERVICE ACTIONS; DO NOT SEE ANYTHING REGARDING SENSORS FOR THE VEHICLE BUT WILL DOCUMENT CONCERN; IN REGARDS TO WHY SENSOR WOULD GO BAD WOULD RECOMMEND SPEAKING WITH SERVICE ADVISOR OR SERVICE MANAGER STAN AT DEALER; SERVICE ADVISOR ARE HIGHLY TRAINED IN VW VEHICLE AND MAY BE ABLE TO PROVIDE SOME INSIGHT; | | | | NO FURTHER ACTION; | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWPL7AJ7EM[redacted]
Owner Or Fleet	[redacted] WILBRAHAM, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2014		
Report Date	4/29/2020	Incident Date	N/A
Mileage	22,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/29/2020 4:08:00 PM	CUSTOMER STATES; AIRBAG LIGHT CAME ON IN THE VEHICLE. TAKEN TO THE INDEPENDENT WHO DIAGNOSED THE CONCERN AS THE AIRBAG CLOCK SPRING. | | | CUSTOMER SEEKS; ANY COVERAGE FOR THE AIRBAG CLOCK SPRING. | | | CO ADVISED; DEALER WOULD HAVE TO DIAGNOSE CONCERN THERE IS A AIRBAG CLOCK SPRING WARRANTY EXTENSION ON THE VEHICLE UNTIL 6-16-2024 OR 120K MI WOF. CO ATTEMPTED TO CONTACT DEALER 401081, ADVISED SERVICE WAS CLOSED AT 4PM. PROVIDED CONTACT INFORMATION FOR DEALER FOR CUSTOMER TO REACH OUT. | | | NO FURTHER ACTION.
4/29/2020 4:25:00 PM	REFERENCE #[redacted]| | | DEAR MS. [redacted]| | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON[redacted] | | | SINCERELY, | | | | | JOHN B | | CUSTOMER CARE ADVOCATE, VOLKSWAGEN CUSTOMER CARE | | | VOLKSWAGEN GROUP OF AMERICA, INC. | | 3800 HAMLIN ROAD | | AUBURN HILLS, MI 48326 | | UNITED STATES OF AMERICA | | | T. [redacted] | M.248 736 7805 | | | [redacted] | | | THIS MESSAGE, INCLUDING ANY ATTACHMENTS, IS INTENDED ONLY FOR THE NAMED ADDRESSEE(S). | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted]| |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A35G[redacted]
Owner Or Fleet	[redacted], STEVENSVILLE, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	5/1/2020	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/1/2020 12:10:00 PM	REFERENCE CASE [redacted] | | | CUSTOMER SEEKING UPDATE ON REIMBURSEMENT REQUEST | | | CO ADVISED RECEIVED EMAIL COPIES OF DOCUMENTATION BUT IT IS TOO LIGHT TO READ; ASKED CUSTOMER TO MAIL IN COPY ON 2/13; NEVER RECEIVED; UNABLE TO CONFIRM PHYSICAL MAIL AT THIS TIME; ONCE WE'RE ABLE TO RECEIVE PHYSICAL MAIL CAN CALL CUSTOMER BACK TO SEND IN INFORMATION AT THAT TIME | | | CUSTOMER AGREED | | | CO TO CALL CUSTOMER ONCE BACK IN OFFICE
5/1/2020 2:39:00 PM	MEDIA ATTACHED IN DOC CENTER
5/11/2020 2:23:00 PM	CO LVMM ADVISING RECEIVED A MORE CELAR COPY OF RO; MISSING PART NUMBERS AND POP; CAN PROVIDE PART INVOICE, CREDIT CARD RECEIPT OR BANK/CREDIT CARD STATEEMNT, OR INFORMATIONIN WRITING FROM INDEP THAT CUST PAID CASH; PROVIDED CASE NUMBER, EMAIL AND CCC PHONE NUMBER | | | CO TO WAIT CUST CONTACT
5/14/2020 3:27:00 PM	CO ADVISED RECEIVED A MORE CLEAR COPY OF REPAIR ORDER; MISSING PART NUMBERS AND POP; | | | CUSTOMER STATES JUST SENT A NEW EMAIL IN 5 MINUTES AGO WITH THE PROPER INFORMATION; ASKED INDEPENDENT TO PROVIDE DETAILED REPAIR ORDER WITH BREAKDOWN OF WORK PERFORMED AND PRICE; DOCUMENT WILL SHOW MUCH LARGER AMOUNT BECAUSE OTHER WORK WAS PERFORMED; ALSO INCLUDED COPY OF BANK STATEMENT FOR POP | | | CO ADVISED WILL REVIEW EMAIL AND CONTACT CUSTOMER BACK | | | CO TO WAIT CUSTOMER CONTACT INFORMATION
5/14/2020 4:17:00 PM	MEDIA ATTACHED IN DOC CENTER | | | FROM: [redacted] | SENT: THURSDAY, MAY 14, 2020 3:18 PM | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | SUBJECT: [FROM: EXTERNAL] RE: VW CUSTOMER CARE | | | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. | | | HI, | | | I HAD SENT THE ORIGINAL INVOICE WHICH WAS HARD TO READ AND HAD INSUFFICIENT DETAIL FOR THE WARRANTY WORK. ATTACHED IS AN INVOICE THAT ONLY LIST THE PART NUMBER AND LABOR COST FOR THE WARRANTY WORK. ALSO IS A CREDIT CARD STATEMENT FROM THE BANK. THE AMOUNT AGREES TO THE ORIGINAL INVOICE AS OTHER REGULAR MAINTENANCE WORK WAS ALSO DONE. | HOPEFULLY, THIS IS ADEQUATE DOCUMENTATION FOR REIMBURSEMENT OF THE WARRANTY WORK. | THANKS, | | | [redacted] | STEVENSVILLE, MD[redacted] | | [redacted] | | |
5/21/2020 2:22:00 PM	CO LEFT VOICE MAIL MESSAGE ADVISING RECEIVED NEW DOCUMENTATION; WANTED TO CLARIFY AMOUNT OF REIMBURSEMENT IS THE $526; PROVIDED CASE NUMBER AND CUSTOMER CARE CENTER PHONE NUMBER | | | CO TO WAIT CUSTOMER CONTACT
5/26/2020 2:35:00 PM	CO LEFT VOICE MAIL MESSAGE ADVISING RECEIVED NEW DOCUMENTATION; WANTED TO CLARIFY AMOUNT OF REIMBURSEMENT IS THE $526; PROVIDED CASE NUMBER AND CUSTOMER CARE CENTER PHONE NUMBER | | | CO TO WAIT CUSTOMER CONTACT
5/28/2020 3:22:00 PM	FROM:[redacted] | SENT: THURSDAY, MAY 28, 2020 1:18 PM | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | SUBJECT: [FROM: EXTERNAL] RE: VW CUSTOMER CARE | | | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. | | | HI, | | | GOT YOUR VOICE MAIL. THE AMOUNT TO BE REIMBURSED IS $361.45.. THAT IS THE AMOUNT CHARGED FOR THE WORK THAT WAS UNDER WARRANTY. THE $526.55 ON THE ORIGINAL INVOICE INCLUDED REGULAR MAINTENANCE, OIL CHANGE, ETC. DICK'S AUTOHAUS BROKE OUT THE WARRANTY WORK COST ON A SEPARATE INVOICE SENT MAY 14, 2020. THE CREDIT CARD PAYMENT WAS FOR THE FULL AMOUNT, $526.55, PAID BACK IN JANUARY 2020 WHICH INCLUDED THE WARRANTY WORK COST. | | THANKS, | | | [redacted] | REFERENCE # [redacted] |
5/28/2020 3:29:00 PM	PS TO REVIEW FOR REIMBURSEMENT UNDER CLOCK SPRING EXT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBT7A35GC[redacted]
Owner Or Fleet	[redacted], STEVENSVILLE, MD, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	5/1/2020	Incident Date	N/A
Mileage	70,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

5/29/2020 10:30:00 AM	TEAM 5 FOX PLEASE EMAIL CUSTOMER [redacted] LISTED IN CAMPAIGN INDEP GOODWILL PARTS ONLY FOUND IN CORRESP SCREEN | | | | REASSIGN BACK TO GARCSAR AS INACTIVE
5/29/2020 8:34:00 AM	SEE IMAGE DOCUMENTS; CUSTOMER SEEKING REIMBURSEMENT UNDER AIR BAG CLOCK SPRING WARRANTY EXT. CUSTOMER SUBMITTED REPAIR ORDER AND POP FROM INDEPENDENT REPAIR SHOP; INDEPENDENT REPAIR SHOP DIAGNOSED AND REPLACED THE AIRBAG CLOCK SPRING 5K0953569BC $190.05; INDEPENDENT CHARGED LESS FOR THE PART; REPAIR WAS COMPLETED 1/15/20 AND THE LAST VALID OUT OF POCKET DATE IS NOV 9 2018; VW TO REIMBURSE CUSTOMER PARTS ONLY PARTS $190.05 TAX $ 11.40 (6%) TOTAL $201.45 | | | | SP TO GENERATE CHECK REQUEST
5/29/2020 9:55:00 AM	1VWBT7A35GC[redacted] VW TO REIMBURSE CUSTOMER PARTS ONLY UNDER AIR BAG CLOCK SPRING WARRANTY EXT. TOTAL $201.45 | | | | GENERATED CHECK REQUEST
6/2/2020 9:44:00 AM	REFERENCE #[redacted] | | | | DEAR MS. [redacted] | | | | THANK YOU FOR BEING A MEMBER OF THE VOLKSWAGEN FAMILY. WE RECEIVED YOUR REIMBURSEMENT REQUEST UNDER THE AIR BAG CLOCK SPRING WARRANTY EXTENSION AND I APPRECIATE THE OPPORTUNITY TO RESPOND. | | | | WE HAVE REVIEWED YOUR REQUEST AND A CHECK FOR $201.45 SHOULD ARRIVE FOR YOU IN THE NEXT 4-6 WEEKS. | | | | UNFORTUNATELY, WE ARE UNABLE TO PROCESS A FULL REFUND AS THE REPAIR WAS NOT COMPLETED AT A VOLKSWAGEN DEALERSHIP. AS OUTLINED IN THE EXTENDED WARRANTY COMMUNICATION, ONCE A WARRANTY EXTENSION IS ACTIVE, IT MUST BE COMPLETED AT AN AUTHORIZED VOLKSWAGEN DEALER. BECAUSE YOUR VEHICLE WAS REPAIRED AT AN INDEPENDENT FACILITY AFTER THE WARRANTY EXTENSION WAS ACTIVE, YOU ARE NOT ELIGIBLE FOR REIMBURSEMENT OF LABOR COSTS. AS A GOOD FAITH GESTURE, WE WOULD LIKE TO PAY FOR THE COST OF THE VOLKSWAGEN PARTS USED TO COMPLETE YOUR REPAIR | | | | IF YOUR VEHICLE EVER EXHIBITS MECHANICAL DIFFICULTIES, OUR DEALERSHIP TECHNICIANS HAVE ACCESS TO OUR MOST UP-TO-DATE TECHNICAL RESOURCES AS WELL AS TECHNICAL SUPPORT FROM THE FACTORY. REPAIRS PERFORMED AT AN AUTHORIZED VOLKSWAGEN DEALER ARE THE ONLY WAY THAT WE, AS THE MANUFACTURER, CAN JUDGE THE QUALITY OF REPAIRS AND MAKE SURE THE MOST EFFICIENT PROCEDURES ARE UTILIZED. PLEASE BE ASSURED YOUR DISSATISFACTION HAS BEEN DOCUMENTED FOR VOLKSWAGEN┬┐S INTERNAL RECORDS. | | | | WE CARE ABOUT YOUR SAFETY. TO CHECK FOR OPEN RECALLS ON YOUR VEHICLE, PLEASE VISIT: [redacted] SHOULD YOU NEED FUTURE ASSISTANCE, PLEASE DON┬┐T HESITATE TO WORK WITH ONE OF OUR TRAINED ADVOCATES AT OUR CUSTOMER CARE CENTER. THEY ARE ACCESSIBLE BY PHONE AT (800) 893-5298. | | | | SINCERELY, | | SERA M. | | CUSTOMER CARE ADVOCATE | | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | | CA TO REASSIGN TO SP | |
6/2/2020 9:46:00 AM	SP TO REVIEW
6/4/2020 4:00:00 AM	CHECK # [redacted] FOR AMOUNT $ 201.45 MAILED ON 06/03/2020

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A35C[redacted]
Owner Or Fleet	[redacted] Springfield, NJ, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	5/4/2020	Incident Date	N/A
Mileage	88,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/4/2020 3:20:00 PM	CUSTOMER STATES: THE AIRBAG LIGHT HAS BEEN ON FOR OVER 2 YEAR; CUSTOMER WOULD LIKE TO KNOW WHY AND WHY IT ISN┬┤T PART OF THE RECALL | | | CUSTOMER SEEKING: WHY HIS AIRBAG LIGHT BEING ON ISN┬┤T PART OF THE RECALL | | | CO ADVISED: I WOULD NOT BE ABLE TO TELL YOU WHY YOUR AIRBAG LIGHT IS ON AND HAS BEEN ON FOR THE PAST FEW YEARS; YOUR VEHICLE DOES HAVE AN EXT. WTY FOR THE AIRBAG CLOCK SPRING AND A SYMPTOM OF THAT GOING BAD IS THE AIRBAG LIGHT BEING ON; YOU MIGHT WANT TO GET THE VEHICLE INTO YOUR LOCAL VW DEALER TO SEE IF THIS IS WHY THEY LIGHT IS ON | | | CUSTOMER ASKED FOR A REFERENCE NUMBER | | | CO PROVIDED HIM HIS REFERENCE NUMBER OVER THE PHONE AS WELL AS TOLD HIM HE WOULD SEND HIM AND EMAIL WITH THE NUMBER ON IT AS WELL | | | CUSTOMER ACKNOWLEDGED | | | CO TO EMAIL CUSTOMER CASE NUMBER | | | NO FURTHER ACTION
5/4/2020 3:32:00 PM	REFERENCE #[redacted] | | | DEAR MR.[redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┤T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | CHRISTIE B | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDZ7AJ7BM[redacted]
Owner Or Fleet	[redacted]		Live Oak, FL, [redacted]
Make, Model, Model Year	Volkswagen, Jetta, 2011		
Report Date	5/4/2020	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/4/2020 3:56:00 PM	GUSTOMER SUBSEQUENT OWNER, AIRBAG LIGHT IS ON, HORN DOES NOT WORK, WONDERING IF ANY RECALLS. | | | | CO ADVISED 0OPEN RECALL FOR 37M2 MICRO SHIFT LEVER SWITCH AND 42G8 FIOR REEAR AXLE TRAILING ARM, WARRANTY EXTENSIONS FOR AIRBAG CLOCK SPRING AND SECONDARY AIR PRESSURE SENSOR.(CUSTOMER DID NOT KNOW MILEAGE) LOCATED DEALER 401559 AS NEAREST, OFFERED TO SET APPT FOR CUSTOMER. | | | | CO TO CALL DEALER.
5/4/2020 4:02:00 PM	DP STATES DEALER 405119 WILL CALL CUSTOMER TO SET APPT IN FEW MINUTES.. CO RETURNED TO CUSTOMER, ADVISED DEALER WILL CALL HER TO SET APPT. SHORTLY. CUSOTMER THANKED. NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX5BW[redacted]
Owner Or Fleet	[redacted] FERRUM, VA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	5/6/2020	Incident Date	N/A
Mileage	158,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/6/2020 2:11:00 PM	CUSTOMER STATES VEHICLE SYMPTOMS LEAN TOWARD AN AIRBAG CLOCK SPRING ISSUE; NOISE WHILE TURNING WHEEL; AIRBAG LIGHT ON; STEER WHEEL BUTTONS INOPERABLE | | | CUSTOMER SEEKING IF VEHICLE IS COVERED UNDER THE AIRBAG CLOCK SPRING WARRANTY EXTENSION AND IF ANY OPEN RECALLS | | | CO ADVISED VEHICLE IS STILL COVERED UNDER THE AIRBAG CLOCK SPRING WARRANTY EXT 15Y 2026-04-30 UNL MILES; ALL RECALLS HAVE BEEN TAKEN CARE OF; CO OFFERED TO SET UP APPOINTMENT; CUSTOMER DECLINED | | | NO FURTHER ACTION
5/6/2020 2:16:00 PM	CATEGORY SELECTION : ELECTRICAL / INOPERABLE - 1 / CONTROLS ON STEERING WHEEL INOPERABLE;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBV7A31FC[redacted]
Owner Or Fleet	[redacted] GROVETON, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	5/8/2020	Incident Date	N/A
Mileage	123,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/8/2020 11:39:00 AM	CUSTOMER STATES; HER VEHICLE SAYS ABS ERROR; AIRBAG ERROR; CRUISE CONTROL DOESN┬┐T WORK; | | | | CUSTOMER SEEKING; IF VW CARE KNOWS WHAT THE CODES MEAN; | | | | CO CHECKED FOR RECALLS AND WARRANTY EXT.-NONE; CO ADVISED CUSTOMER WOULD NEED TO TAKE VEHICLE INTO DEALER FOR DIAGNOSIS; CO OFFERED TO MAKE AN APPOINTMENT; CUSTOMER DECLINED; | | | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX9CW[redacted]
Owner Or Fleet	[redacted], Austin, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	5/11/2020	Incident Date	N/A
Mileage	71,500		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/11/2020 12:28:00 PM	CUSTOMER STATES: HAD RECALL 69L2 TAKEN CARE OF BEFORE THE RECALL NOTICES EVEN CAME OUT; WAS ALREADY REIMBURSED FOR THE REPAIR; NOW THE CONCERN IS BACK AND HE IS NOT SURE WHAT CAN BE DONE; DOESN┬┐T BELIEVE THE DEALER PUT IN THE MODIFIED PART NEEDED FOR THE REPAIR | | | CUSTOMER SEEKING: WHAT TO DO ABOUT THE AIRBAG CLOCK SPRING GOING BAD AGAIN | | | CO ADVISED: YOUR VEHICLE HAS AN EXT. WTY FOR THE AIRBAG CLOCK SPRING FOR 15YR/UNLIMITED MILES; I WOULD GET THE VEHICLE BACK TO THE DEALER AND HAVE THEM LOOK INTO THE CONCERN; I┬┐LL SEND YOU AN EMAIL WITH YOUR RECORDS | | | CUSTOMER ACKNOWLEDGED | | | CO TO EMAIL CUSTOMER CASE NUMBER | | | NO FURTHER ACTION | | | | |
5/11/2020 12:36:00 PM	CATEGORY SELECTION : AIRBAGS / OTHER SYMPTOM - 1 / AIRBAG CLOCK SPRING; AIRBAGS / HISTORICAL CONCERN / AIRBAG CLOCK SPRING;
5/11/2020 12:37:00 PM	REFERENCE #[redacted] | | | DEAR MR. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┐T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | CHRISTIE B | | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX7DW[redacted]
Owner Or Fleet	[redacted] LONGMONT, CO, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	5/13/2020	Incident Date	N/A
Mileage	91,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/13/2020 3:06:00 PM	CUSTOMER STATES; RECEIVED A NOTICE IN THE MAIL REGARDING A RECALL; CUSTOMER AIRBAG LIGHT IS ON AND HORN DOES NOT WORK; | | | | CUSTOMER SEEKING; OPEN RECALL; DEALER APPOINTMENT; | | | | CO ADVISED; CUSTOMER DOES NOT OPEN RECALL ON VEHICLE; CUSTOMER HAS A WARRANTY EXT. FOR AN AIRBAG CLOCK SPRING 120K MILES/ 4/24/2023; AND ALSO A COOLANT PUMP WARRANTY EXT. 100K MILES/ 4/24/2023 WOF; CO ASSISTED WITH SETTING UP AN APPOINTMENT FOR DEALER 420130 FOR 5/21/2020 AT 10:00AM; | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A34DC[redacted]
Owner Or Fleet	[redacted] INDIAN TRAIL, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	5/14/2020	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/14/2020 11:14:00 AM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN NC STATE; 2ND OWNER; VEHICLE PURCHASED 2016; VEHICLE PURCHASED FROM NON-VW DEALER; NOT A CPO; VEHICLE WAS PURCHASED; MAINTAINED AT LOCAL BUSINESS (NON-VW); MAINTENANCE RECORDS ARE AVAILABLE; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: AIRBAG LIGHT ON, HEADLAMP LIGHT ON; CONTROLS STOPPED WORKING ON STEERING WHEEL; EPC LIGHT ON; HEADLAMP LIGHT ON VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT DEALER 409250 ON 5-11-2020; DEALER STATES: CLOCK SPRING NEEDS REPLACED; CHARGED $137; WORKING WITH MARTIN AT DEALER; | | | CUSTOMER SEEKING: WHY CLOCK SPRING REPAIRS ARE NOT COVERED; | | | CO ADVISED: NO OTHER RECALLS ON VEHICLE; CLOCK SPRING RECALL WAS PERFORMED; VEHICLE DOES HAVE A WARRANTY EXTENSION ON CLOCK SPRING UNTIL 10-13-27 UNLIMITED MILES; WILL ESCALATE TO RCM; RCM TO CONTACT DEALER 409250 TO REVIEW DENIAL UNDER WARRANTY AND FOLLOW UP WITH CUSTOMER BY COB 4-15-2020 | | | CO TO ESCALATE TO RCM
5/14/2020 11:51:00 AM	RCM TO CONTACT DEALER 409250 TO REVIEW CLOCK SPRING DENIAL UNDER WARRANTY AND FOLLOW UP WITH CUSTOMER BY COB 4-15-2020 | | | RCM TO REVIEW
5/14/2020 3:45:00 PM	1VWBH7A34DC[redacted] | GOOD AFTERNOON RICHARD, | MS. [redacted] REACHED OUT TO VW CARE REGARDING ISSUES WITH THE AIRBAG CLOCK SPRING ON HER PASSAT. AFTER THE VEHICLE WAS DIAGNOSED, SHE WAS INFORMED THAT THE CLOCK SPRING NEEDED TO BE REPLACED AND WAS QUOTED THE COST TO REPLACE IT WOULD BE $137.00. | ACCORDING TO ELSA, THERE IS A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING ON THIS VIN UNTIL 10/13/2027 / UNLIMITED MILEAGE. | COULD YOU PLEASE CONFIRM THE DIAGNOSIS AND IF THERE WAS THERE ANY OTHER PERTINENT INFORMATION AS TO WHY THIS REPAIR WOULD NOT BE COVERED UNDER WARRANTY? | THANK YOU, | | | RCM TO WAIT DEALER CONTACT | |
5/15/2020 1:57:00 PM	RCM ATTEMPTED TO CALL CUSTOMER; LEFT VOICE MESSAGE ADVISING OF RESEARCH; PROVIDED 800# AND DIRECT EXTENSION. | | | RCM TO CONTACT CUSTOMER BY COB 5/19. | |
5/19/2020 4:51:00 PM	RCM LVMM WANTED TO FOLLOW UP ON BEHALF OF YOUR RCM MARY JO AND YOUR CASE, X-43219, CURRENTLY AM AWAITING MORE INFORMATION WILL REACH BACK OUT NO LATER THAN 5/21 | | | RCM TO CALL DEALER OR EMAIL ON REPAIRS
5/20/2020 8:26:00 AM	GOOD MORNING RICHARD, | | JUST CHECKING IN TO SEE IF YOU HAVE AN UPDATE ON MS. [redacted] SHE HAS ALREADY PAID FOR THIS REPAIR, HOWEVER IT SEEMS IT MAY HAVE BEEN A WARRANTY ISSUE. | | PLEASE CONFIRM. | | THANK YOU, | | | | RCM TO WAIT DEALER CONTACT | |
5/21/2020 11:27:00 AM	GOOD MORNING- | | I APOLOGIZE FOR THE DELAY IN GETTING BACK TO YOU. WE'RE A LITTLE PERPLEXED BY THIS ISSUE. FROM WHAT I CAN SEE ON THE REPAIR ORDER, MS. [redacted] WAS NOT ACTUALLY CHARGED FOR THE CLOCK SPRING WARRANTY WORK. I'M ATTACHING THE CUSTOMER COPY OF THE REPAIR ORDER. | | IT APPEARS THAT THERE MAY HAVE BEEN A MISTAKE IN QUOTING HER A PRICE TO HAVE WARRANTY WORK PERFORMED. THE QUOTE SHOULD HAVE ONLY BEEN PROVIDED IF THE TECHNICIAN NOTICED SOMETHING THAT INDICATED IT WOULD NOT HAVE BEEN COVERED BY WARRANTY, HOWEVER I DO NOT KNOW THAT TO BE THE CASE. IF SHE WILL BRING THE CAR TO US, WE WILL PERFORM THE APPROVED WARRANTY WORK AT NO COST TO HER. | | I HOPE THIS HELPS, BUT FEEL FREE TO REACH OUT TO ME IF IT DOES NOT. | | BEST, | | DON | | | | DONALD AUTOMOTIVE GROUP | | | |RCM TO FOLLOW UP WITH CUSTOMER
5/21/2020 11:32:00 AM	RCM ATTEMPTED TO CALL CUSTOMER; LEFT VOICE MESSAGE PROVIDING 800# AND DIRECT EXTENSION. | | | RCM TO CONTACT CUSTOMER BY COB 5/25.
5/21/2020 5:19:00 PM	MEDIA ATTACHED IN DOC CENTER | | | FROM: FARLEY, MARY JO <EXTERN.MARYJO.FARLEY@VW.COM> | | SENT: THURSDAY, MAY 21, 2020 11:32 AM | | TO: VWCAREMAILTEAM <VWCAREMAILTEAM@VW.COM> | | SUBJECT: FW: [FROM: EXTERNAL] RE: 1VWBH7A34DC[redacted] | | | PLEASE ATTACH DOCUMENT TO CASE [redacted] | | | | THANK YOU, | | | | MARY JO | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A34DC[redacted]		
Owner Or Fleet	[redacted]	INDIAN TRAIL, NC, [redacted]			
Make, Model, Model Year	Volkswagen, Passat (USA), 2013				
Report Date	5/14/2020	Incident Date	N/A	Mileage	204,000
Clock Spring Manufacturer	Valeo				
Clock Spring Part Number	5K0953569H				

Crash	Property Damage	Injury	Fatality
No	No	0	0

5/26/2020 10:33:00 AM	REFERENCE # [redacted] | | DEAR MS. [redacted] | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH YOUR PASSAT. I'VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. | | I HAVE REACHED OUT TO CAROLINA VOLKSWAGEN TO INQUIRE ABOUT YOUR SITUATION. I WAS ADVISED TO HAVE YOU SCHEDULE AN APPOINTMENT TO BRING YOUR VEHICLE BACK INTO THE DEALERSHIP. IF IT IS DETERMINED THAT THE CLOCK SPRING NEEDS TO BE REPLACED DUE TO MANUFACTURE SHORTCOMING, IT WOULD BE REPLACED AT NO COST TO YOU ACCORDING TO THE AIRBAG CLOCK SPRING WARRANTY EXTENSION. | | IF YOU DECIDE TO SCHEDULE AN APPOINTMENT, PLEASE FEEL FREE TO CONTACT ME AT (800) 822-8987; WHEN PROMPTED, PRESS '9' AND DIAL 43441 AND I WILL FOLLOW UP ON YOUR REPAIRS. YOU CAN ALSO REPLY TO THIS EMAIL. | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | SINCERELY, | | | | RCM TO WAIT CUSTOMER CONTACT | |
5/28/2020 12:02:00 PM	NO FURTHER ACTION PENDING CUSTOMER CONTACT
6/1/2020 2:35:00 PM	CUSTOMER STATES; THE LAST EXPERIENCE AT THE DEALERSHIP WAS HORRIBLE AND CUSTOMER DOESN┬┐T FEEL COMFORTABLE GOING BACK THERE; | | | | CUSTOMER SEEKS; TO HAVE CLOCK SPRING WARRANTY EXTENSION HONORED AND INQUIRING ON IF THE VEHICLE CAN BE TAKEN SOMEWHERE ELSE | | | | CHAT WITH RCM (MARY JO) THE VEHICLE CAN BE TAKEN TO ANY VW DEALERSHIP; AND WHEN CUSTOMER HAS AN APPOINTMENT SET UP RCM WILL FOLLOW UP THE DAY AFTER | | | | CUSTOMER ADVOCATE ADVISED; REACHED OUT TO RCM WHO ADVISED THAT THE VEHICLE CAN TAKE TO ANY VW DEALERSHIP FOR THE WARRANTY EXTENSION WILL BE HONORED CO OFFERED TO SCHEDULE AN APPOINTMENT AT ANOTHER DEALERSHIP CUSTOMER DECLINED AND STATED THEY WOULD CALL BACK WITH THE APPOINTMENT DETAILS | | | | RCM TO REVIEW
6/4/2020 4:24:00 PM	REFERENCE # [redacted] | DEAR MS. [redacted] | | I JUST WANTED TO SEND YOU A REMINDER TO PLEASE FEEL FREE TO REACH OUT TO ME ONCE YOU KNOW THE TIME AND DATE OF YOUR DEALERSHIP APPOINTMENT FOR YOUR 2013 PASSAT. | | THIS WILL GIVE ME THE OPPORTUNITY TO REACH OUT TO THE SERVICE MANAGER TO DISCUSS THE DIAGNOSIS AND THEN FOLLOW UP WITH YOU BY THE CLOSE OF BUSINESS ON THE DAY AFTER YOUR APPOINTMENT. | | IF YOU HAVE ANY ADDITIONAL QUESTIONS OR CONCERNS, IN THE MEANTIME, PLEASE DO NOT HESITATE TO GIVE ME A CALL. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS '9' AND DIAL 43441. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | I LOOK FORWARD TO SPEAKING WITH YOU SOON. | | SINCERELY, | | | | RCM TO WAIT CUSTOMER CONTACT | |
6/8/2020 9:26:00 AM	PENDING CUSTOMER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ2CM[redacted]
Owner Or Fleet	[redacted] GAINESVILLE, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	5/20/2020	Incident Date	N/A
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Mileage	50,900

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/20/2020 2:10:00 PM	[redacted] 5/20/2020, 12:42 PM | | @[redacted] TO: @VW | | HELLO, I NEED ASSISTANCE. MY AIRBAG IS BROKEN, AND COVERED UNDER WARRANTY BUT THE LOCAL DEALER / REPAIR IS REFUSING TO HONOR IT BECAUSE THEY CAN┬┐T PULL THE DIAGNOSTIC CODE. | | | VOLKSWAGEN USA 5/20/2020, 12:54 PM | | @VW TO: @[redacted] | | THANK YOU FOR REACHING OUT KNONE, AND I KNOW HOW TROUBLING VEHICLE CONCERNS CAN BE. I'D LIKE TO KNOW MORE ABOUT YOUR AIRBAG CONCERN, BUT FIRST I'D LIKE TO CREATE A CASE TO CAPTURE OUR CONVERSATION. MAY I PLEASE HAVE YOUR VIN AND CURRENT MILEAGE ALONG WITH YOUR CURRENT MAILING ADDRESS, EMAIL, AND PHONE NUMBER? -LC BY SENDING US YOUR INFO, YOU AUTHORIZE VOLKSWAGEN AND OUR DEALERS TO CONTACT YOU WITH MARKETING INFORMATION. SEE [redacted] FOR DETAILS. | | | [redacted] 5/20/2020, 1:31 PM | | @[redacted] TO: @VW | | 3VWDX7AJ2CM[redacted] 50900K MILEAGE, [redacted] | | @[redacted] TO: @VW 5/20/2020, 1:33PM | | [redacted] GAINESVILLE FLORIDA, [redacted] | | | VOLKSWAGEN USA 5/20/2020, 1:40 PM | | @VW TO: @[redacted] | | THANK YOU VERY MUCH FOR THE INFORMATION KNONE. WHAT DEALERSHIP HAS YOUR JETTA, AND WHAT ISSUE WITH THE AIRBAG MADE YOU TAKE IT IN TO THE DEALERSHIP? WAS THERE A WARNING LIGHT ON OR ANY OTHER ISSUE? -LC | | | [redacted] 5/20/2020,1:43PM | | @[redacted] TO: @VW | | THE WARNING LIKE CAME ON AND THE HORN STOPPED WORKING. THE PUT IN ANOTHER HORN AND DETERMINED THAT ISSUE WAS A CLOCK SPRING. IT ACTIVATES THE AIRBAG IMPORT. THE ISSUE IS THE DEALERSHIP IS CLAIMING YEAH CAN┬┐T GET THE ISSUE CODE FROM THE DIAGNOSTIC COMPUTER TO PROCESS THE WARRANTY | | | VOLKSWAGEN USA 5/20/2020, 1:44 PM | | @VW TO: @[redacted] | | OH YES, MAY I ALSO HAVE YOUR FIRST AND LAST NAME PLEASE?-LC | | | VOLKSWAGEN USA 5/20/2020,1:48 PM | | @VW TO: @[redacted] | | THANK YOU VERY MUCH, AND I CAN IMAGINE THE FRUSTRATION THIS HAS CAUSED. IS THE DEALER STATING ANY REPAIRS ARE NEEDED IN ORDER TO READ THE CODE TO COMPLETE THE REPAIR ON YOUR JETTA? -LC | | | | | | | | |
5/20/2020 2:18:00 PM	[redacted] 5/20/2020, 1:49PM | | @[redacted] TO: @VW | [redacted] | | | [redacted] 5/20/2020, 1:52 PM | | @[redacted] TO: @VW | | NO. THEY ARE ONLY ADVISING WE PAY FOR THE REPAIRS ON THE CLOCK SPRING. | | | VOLKSWAGEN USA 5/20/2020, 1:57 PM | | @VW TO: @[redacted] | | THANK YOU FOR CONFIRMING THAT FOR ME [redacted] WHAT DEALERSHIP ARE YOU WORKING WITH AND WHEN WAS YOUR JETTA LAST SEEN BY THEM? ALSO, IN REGARD TO THE MILEAGE, IS IT 50900KM OR 50900 MILES?-LC | | | [redacted] 5/20/2020, 2:00 PM | | @[redacted] TO: @VW | [redacted] GAINESVILLE, FL [redacted] VOLKSWAGEN OF GAINESVILLE IT IS CURRENTLY THERE NOW. I PREVIOUSLY CALLED THE ONE IN ORLANDO AND THEY QUOTED ME THE PRICE BUT DIDN┬┐T MENTION WARRANTY AND THAT IS 50900 MILES | | | VOLKSWAGEN USA 5/20/2020 2:29 PM | | @VW TO: @[redacted] | | I'M SEEING YOU HAVE A WARRANTY EXTENSION ON YOUR AIRBAG CLOCK SPRING UNTIL 02/02/2020 OR ONCE YOUR JETTA REACHES 100,000 MILES WHICHEVER COMES FIRST. THIS EXTENSION COVERS A MANUFACTURERS DEFECT IN THAT PART AS DETERMINED BY A VW DEALER, AND YOU APPEAR TO BE WITHIN THOSE TERMS. I JUST HAVE A FEW MORE QUESTIONS. WERE YOU WORKING WITH ANYONE IN THE SERVICE DEPARTMENT AT GAINESVILLE VW AND DID THEY LET YOU KNOW HOW MUCH THE REPAIR WOULD BE? -LC | | | [redacted] 5/20/2020, 2:41 PM | | @[redacted] TO: @VW | | MY ADVISOR SAID WITH THE DIAGNOSTIC FEE, HORN, AND CLOCK SPRING THE TOTAL WOULD BE I BELIEVE $873 | | | [redacted] 5/20/2020, 2:53 PM | | @[redacted] TO: @VW | | THE DIAGNOSTIC FEE IS $150. THAT SHOULDN┬┐T BE CHARGED WHEN IT┬┐S A WARRANTY. THE HORN WAS NEVER THE ISSUE. THEY SHOULDN┬┐T HAVE CHANGED THE HORN OR CHARGED ME FOR IT WHEN THE ISSUE TURNED OUT TO BE THE CLOCK SPRING WHICH IS COVERED | | | | |
5/20/2020 3:06:00 PM	VOLKSWAGEN USA 5/20/2020, 3:02 PM | | @VW TO: @[redacted] | | THANK YOU VERY MUCH AND I CAN SEE WHY YOU HAVE CONCERNS WITH THIS SITUATION. SINCE YOU'RE BEING ADVISED YOU HAVE TO PAY FOR THE CLOCK SPRING REPAIR AND YOU HAVE A WARRANTY EXTENSION FOR IT, I'D LIKE TO HAVE A FOLLOW-UP COMPLETED ON THE DIAGNOSIS. THE FOLLOW-UP WILL BE COMPLETED BY A MEMBER OF OUR REGIONAL CASE MANAGER (RCM) TEAM WHO WORKS CLOSELY WITH OUR LOCAL VW DEALERS, AND WILL GET CLARIFICATION ON THE NEEDED REPAIR AND COVERAGE. IF THERE'S AN OPPORTUNITY TO ASSIST WITH THIS REPAIR, WE WANT TO CHECK FOR IT. YOUR RCM WILL CALL YOU BY NO LATER THAN 6PM LOCAL TIME 5/21/2020 AFTER CONTACTING THE DEALERSHIP. THE CASE NUMBER TO REFERENCE TO OUR CONVERSATION IS [redacted] AND PLEASE LET ME KNOW IF YOU HAVE ANY OTHER QUESTIONS OR CONCERNS.-LC

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ2CM[redacted]
Owner Or Fleet	[redacted] GAINESVILLE, FL,[redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	5/20/2020	Incident Date	N/A
Mileage	50,900		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

5/20/2020 3:16:00 PM	CUSTOMER STATES: HORN STOPPED WORKING AND AIRBAG LIGHT CAME ON; VEHICLE IS CURRENTLY WITH DEALER 405015 WHO REPLACED THE AIRBAG AND HAS ADVISED AIRBAG CLOCK SPRING NEEDS TO BE REPLACED BUT IS UNABLE TO GET DIAGNOSTIC READING FOR CODE TO PROCESS WARRANTY CLAIM SO THE CUSTOMER HAS TO PAY CLOSE TO $900 IN REPAIRS EVEN THOUGH CUSTOMER IS WITHIN TERMS OF AIRBAG CLOCK SPRING WARRANTY; CO ASKED IF DEALER NEEDED TO MAKE REPAIRS TO VEHICLE IN ORDER TO GET A READING AND CUSTOMER STATES THEY ARE JUST ADVISING THE CLOCK SPRING, AIRBAG CLOCK SPRING AND LABOR IN THE PRICE | | | RCM TO CONTACT CUSTOMER AT [redacted] BY COB 5/21/2020 TO GET CLARIFICATION ON DIAGNOSIS
5/21/2020 10:33:00 AM	JSM ADVISED THAT IN ORDER FOR THE FOR THE REPAIR TO BE COVERED BY THE EXTENDED WARRANTY IT HAS TO MEET THE CIRITA LISED IN THE P & P VAG00588 AND THE FAULT CODE FROM THE VEHICLE WAS VAG00778, WHCIH DOES NOT MEET THE FAILURE CODE. | | | RCM TO REVIEW WITH VW FOM.
5/21/2020 3:24:00 PM	RCM CALLED [redacted] | RCM ADVISED FOLLOWING UP FROM VWOA; ADVISED RCM HAS REACHED OUT TO DEALER 405015 FOR THE DIAGNOSIS ON THE VEHICLE TO UNDERSTAND WHY THE REPAIR IS NOT BEING COVERED BY THE WARRANTY; ADVISED WITH THIS BEING AN HOLIDAY WEEKEND, RCM MAY NOT HAVE AN UPDATE UNTIL TUESDAY. | | CUSTOMER STATED SHE IS FROM OUT OF TOWN AND HOPED TO BE TRAVELING , STATED DEALER 405015 HAD TO ORDER PARTS AND ARE EXPECTING FOR THE REPAIRS TO BE PAID FOR TOMORROW, FOR AN ISSUE THAT SHE IS BEING CHARGED AND DIAGNOSIS FEE, WHEN THE DEALER HAD TO GO IN MANUALLY AND DIAGNOSIS THE VEHICLE , FOR AN ISSUE THAT MOST LIKELY CAME FROM THE FACTORY. | | RCM ADVISED THAT THE VEHICLE HAS BEEN IN SERVICE SINCE 2012, IF THERE WAS AN ISSUE FROM THE FACTORY, IT WOULD OF HAPPENED BEFORE NOW; ADVISED RCM FOLLOW UP WITH HER ON FRIDAY, 05/22/2020, HOPING TO HAVE AN UPDATE; VERIFIED THE EMAIL ADDRESS ON FILE:[redacted] | | CUSTOMER ACKNOWLEDGED. | | | RCM TO SEND EMAIL TO CUSTOMER.
5/21/2020 3:43:00 PM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | | THANKS FOR YOUR PATIENCE WHILE I WORK ON YOUR CASE/RESEARCH YOUR REQUEST. | | | | TO MAKE THINGS EASIER, I WANTED TO PROVIDE MY DIRECT EXTENSION SO THAT YOU CAN CONTACT ME ANYTIME. I CAN BE REACHED AT 800-822-8987; WHEN PROMPTED, PRESS ┬┤9┬┤ AND DIAL (43422). | | | | IF I AM ASSISTING OTHER CUSTOMERS WHEN YOU CALL, FEEL FREE TO LEAVE A VOICEMAIL. | | | | YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | I LOOK FORWARD TO SPEAKING WITH YOU SOON! | | | | SINCERELY, | | | | | | | | ALETTA S. | | REGION CASE MANAGER | | | | RCM TO REVIEW WITH VW SUP
5/21/2020 4:25:00 PM	RCM REVIEWED THE WARRANTY EXTENSION WECY: | | | | A TORN STEERING WHEEL CLOCK SPRING DEMONSTRATED BY EITHER FAULT CODE B100001 (DRIVER AIRBAG IGNITER: RESISTANCE TOO HIGH) OR VAG00588 (DRIVER SIDE AIRBAG IGNITER: UPPER LIMIT EXCEEDED) MUST BE PRESENT IN THE TECHNICIAN┬┤S GUIDED FAULT FINDINGS LOG FOR THE WARRANTY EXTENSION TO APPLY. | | | | IF DIAGNOSIS CONFIRMS THAT THE ISSUE IS CAUSED BY A TORN STEERING WHEEL CLOCK SPRING, THE REPAIR WILL BE PERFORMED AT NO COST TO YOU. | | ┬┤ IF DIAGNOSIS REVEALS THAT YOUR VEHICLE HAS AN UNRELATED ISSUE(S), ANY NECESSARY REPAIRS WILL NOT BE COVERED UNDER THIS WARRANTY EXTENSION. YOUR DEALER WILL ADVISE YOU ON WHAT THE REPAIR COST(S) WILL BE. | | | | RCM TO CALL CUSTOMER.
5/21/2020 5:37:00 PM	CUSTOMER STATES: DEALER IS DENYING WARRANTY REPAIR STATING NO CODES ARE PRESENT BUT CLOCK SPRING IS VISIBLY CRACKED | | | | CUSTOMER SEEKS: IF THIS IS COMMON | | | | CUSTOMER ADVOCATE ADVISED: CANNOT SAY THAT THIS IS COMMON; THERE ARE SPECIFIC CONDITIONS THAT MUST BE PRESENT FOR WARRANTY COVERAGE; RCM IS LOOKING INTO WHY VEHICLE IS BEING DENIED UNDER WARRANTY | | | | RCM TO REVIEW
5/21/2020 8:53:00 AM	CM078369-[redacted] | | CUSTOMER STATED BROUGHT THE VEHICLE INTO DEALER 405015, BECAUSE THE AIR BAG LIGHT WAS ON AND THE HORN WAS NOT WORKING. | | STATED HE HAS BEEN TOLD SHE HAS TO PAY FOR THE CLOCK SPRING REPAIR BECAUSE THE DEALER STATED THEY CAN┬┤T PULL THE DIAGNOSTIC CODE. | | | | THERE IS AN WARRANTY EXTENSION FOR BOTH THE STEERING WHEEL LOCK AND AIRBAG CLOCK SPRING. | | | | RCM IS ASKING FOR THE MILEAGE, DIAGNOSIS-REPAIRS NEEDED. YOUR FEEDBACK. | | | | RCM TO WAIT EMAIL FROM DEALER 405015

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ2CM[redacted]
Owner Or Fleet	[redacted] GAINESVILLE, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	5/20/2020	Incident Date	N/A
Mileage	50,900		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

5/21/2020 9:02:00 AM	ACCORDING TO THE POLICY AND PROCEDURES MANUAL THE CLOCK SPRING MUST MEET THIS CRITERIA. | | | WARRANTY EXTENSION COVERAGE/LIMITATIONS | | A TORN STEERING WHEEL CLOCK SPRING DEMONSTRATED BY EITHER FAULT CODE B10001B (DRIVER AIRBAG IGNITER: | | RESISTANCE TOO HIGH) OR VAG00588 (DRIVER SIDE AIRBAG IGNITER: UPPER LIMIT EXCEEDED) MUST BE PRESENT IN THE | | TECHNICIAN┬┐S GUIDED FAULT FINDINGS LOG FOR THE WARRANTY EXTENSION TO APPLY. | | | CODES IN THE COMPUTER FOR CLOCK SPRING ISSUE: | | DTC MEMORY ENTRY | | NUMBER: VAG00778: STEERING ANGLE SENSOR | | ERROR TYPE 1: NO SIGNAL/COMMUNICATION | | ERROR TYPE 2: STATIC | | [ ]+STANDARD AMBIENT CONDITIONS: | | DATE: 5/20/20 | | TIME: 11:54:48 AM | | MILEAGE (DTC): 81178 | | PRIORITY: 2 | | FREQUENCY COUNTER: 1 | | ELIMINATION COUNTER / DRIVING CYCLE: 12 | | [ ]+EXPANDED AMBIENT CONDITIONS: | | | | | | | | | WITH HISTORY CODES. | | VAG01325 1 TIRE PRESSURE MONITORING CONTROL MODULE | | 2 VAG00778 1 STEERING ANGLE SENSOR | | 3 VAG00778 1 STEERING ANGLE SENSOR | | 4 VAG03591 1 SIGNAL HORN ACTIVATION | | 5 VAG00778 1 STEERING ANGLE SENSOR | | 6 VAG00778 1 STEERING ANGLE SENSOR | | 7 VAG02635 1 TUNER NOT ENABLED/ACTIVATED | | 8 VAG01325 2 TIRE PRESSURE MONITORING CONTROL MODULE | | 9 VAG00778 2 STEERING ANGLE SENSOR | | 10 VAG00778 2 STEERING ANGLE SENSOR | | 11 VAG03591 2 SIGNAL HORN ACTIVATION | | 12 VAG02635 2 TUNER NOT ENABLED/ACTIVATED | | 13 VAG00778 2 STEERING ANGLE SENSOR | | 14 VAG00778 2 STEERING ANGLE SENSOR | | 15 VAG00778 3 STEERING ANGLE SENSOR | | 16 VAG00778 3 STEERING ANGLE SENSOR | | 17 VAG01325 3 TIRE PRESSURE MONITORING CONTROL MODULE | | 18 VAG03591 3 SIGNAL HORN ACTIVATION | | 19 VAG02635 3 TUNER NOT ENABLED/ACTIVATED | | 20 VAG00778 3 STEERING ANGLE SENSOR | | 21 VAG00778 3 STEERING ANGLE SENSOR | | 22 VAG01325 4 TIRE PRESSURE MONITORING CONTROL MODULE | | | | | THE CLOCK SPRING DOES NOT FALL UNDER THE COVERAGE PARAMETERS. THIS IS WHY IT IS CUSTOMER PAY REPAIR. | | | ALL THE BEST, | | | MICHAEL POREMBA | | SERVICE DIRECTOR | | VOLKSWAGEN OF GAINESVILLE | | | RCM TO CALL DEALER 405015
5/22/2020 1:07:00 PM	CUSTOMER STATES CALLED NHTSA TO REPORT THAT CUSTS VEHICLE IS EXPERIENCING THE SAME SYMPTOMS AS OTHER VEHS REGARDING THE AIRBAG CLOCK SPRING RECALL; DEALER IS REFUSING TO COVER THE AIRBAG CLOCK SPRING UNDER RECALL; DEALER WAS UNABLE TO PULL THE SPECIFIC CODE NECESSARY TO DETERMINE ISSUE IS AIRBAG CLOCK SPRING RELATED; RCM MAY HAVE BEEN MISLED | | | CUSTOMER SEEKING RECALL INFORMATION AND TO SPEAK WITH A HIGHER UP PERSON | | | CO ADVISED RECALLS ARE VIN # BASED, NOT ALL 2012 MY VEHS ARE AFFECTED BY THE SAME RECALL(S); THE AIRBAG CLOCK SPRING IS A WARRANTY EXTENSION THEREFORE IF THE CUSTOMER TAKES VEHICLE IN FOR AN ISSUE AND THE DEALER FINDS IT IS RELATED, THEN THE DEALER WILL WARRANTY OUT PARTS AND LABOR; CUSTOMER ADVOCATE HAS REVIEWED WITH A MEMBER OF LEADERSHIP WHO WILL ADVISE THE SAME; RCM IS THE BEST IN LINE TO WORK WITH DLRS GIVEN CUSTS CASE; VW WILL NOT ASSIST IN THE REPAIR COSTS; CUST STATED AIRBAG LIGHT WAS ON AT ONE POINT AND CUSTOMER TOOK TO A DIFFERENT VW DEALER AT THE TIME AND THEY CLEARED THE CODE AND / OR AIRBAG LIGHT; CUST HAS NOT SEEN THE AIRBAG LIGHT ILLUMINATING SINCE; CUST WILL CONTACT THAT DEALER WHO CLEARED AIRBAG LIGHT AND UPDATE CUSTOMER CARE CENTER WITH THEIR FINDINGS AT THE TIME | | | RCM TO REVIEW
5/22/2020 10:47:00 AM	RCM CALLED [redacted] | | RCM ADVISED FOLLOWING UP FROM VWOA; RCM ADVISED SHE REVIEWED THE ISSUES AND CODES FOR THE WARRANTY EXTENSION; ADVISED THAT DEALER 405015 WAS ABLE TO GET THE CODES, HOWEVER THEY WERE NOT THE CODES THAT WERE PART OF THE WARRANTY EXTENSION; ADVISED THAT THE REPAIR IS NOT COVERED, ADVISED RCM UNDERSTANDS SHE IS NOT HAPPY WITH HEARING THIS AND RCM IS NOT HAPPY WITH SHARING THIS. | | SOMEONE STATED THIS IS PART OF A RECALL, THE REPAIR SHOULD BE COVERED; . | | RCM INQUIRED WHO IS RCM SPEAKING WITH, IF RCM IS ON SPEAKER PHONE, | | CUSTOMER STATED YES, STATED HER FRIEND JEFF AND SISTER JERRI ARE ON THE PHONE. | | RCM ADVISED THAT SHE THOROUGHLY TO MAKE SURE RCM DID NOT MISS ANY OPPORTUNITY TO HELP, ADVISED RCM WILL NO TALK TO THREE PEOPLE AT THE SAME TIME; RCM ADVISED SHE WILL SHARE THE INFORMATION FROM THE WARRANTY EXTENSION LETTER | | | | | | | | | RCM ADVISED THIS IS NOT AN RECALL, ADVISED RECALLS ARE PERFORMED TO YOUR VEHICLE WITH NO ISSUES, JUST TAKE THE CAR IN AND THEY PERFORM THE RECALL; ADVISED WARRANTY EXTENSIONS ARE LIKE ANY OTHER WARRANTY, THAT COVERS FOR MANUFACTURE SHORT COMINGS, HOWEVER THERE HAS TO BE AN DIAGNOSIS, THE REPAIR HAS TO BE WITHIN THE PARAMETERS OF THE WARRANTIES. | | CUSTOMER STATED IF AN PENCIL IS BROKEN, IT IS BROKEN. | | RCM ADIVISED WITH WARRANTY IT DEPENDS ON WHAT CAUSED THE PENCIL TO BREAK, IS WHAT DETERMINES IF THE REPAIR WILL BE COVERED BY THE FACTORY WARRANTY; ADVISED RCM IS NOT AN TECH, ADVISED IF THE CUSTOMERS HAVE QUESTIONS, THE SM IS THE BEST PERSON TO SPEAK WITH. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VWDX7AJ2CM[redacted]
Owner Or Fleet	[redacted]GAINESVILLE, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	5/20/2020	Incident Date	N/A
Mileage	50,900		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

5/22/2020 11:27:00 AM	CUSTOMER STATED SHE HAS AN MEETING AT 11AM, CAN SHE CALL RCM BACK. | | RCM ADVISED SHE CAN, THAT RCM ALSO HAS AN MEETING AT 11AM; ADVISED CUSTOMER CAN CALL BACK, HOWEVER RCM HAS PROVIDED THE DECISION | | | | | RCM TO SEND EMAIL TO DEALER 405015
5/22/2020 3:28:00 PM	| | 3VWDX7AJ2CM[redacted]| | RCM SPOKE WITH OUR CUSTOMER AND ADVISED THAT THE FAULT CODES FOUND IN HER VEHICLE DID NOT MATCH THE CRITERIA FOR THE AIRBAG CLOCK SPRING WARRANTY EXTENSION. | | ADVISED CUSTOMER THAT REPAIR FOR THIS ISSUE WILL BE AT HER COST. | |
5/26/2020 1:10:00 PM	RCM TO ASSIGN TO TEAM 5 FOX
5/26/2020 1:12:00 PM	CUSTOMER WAS ASKING FOR THE REPAIRS TO BE COVERED, CODES FOR THE EXTENDED WARRANTY ARE NOT THERE. | | | | PLEASE SEND BBB LETTER TO OUR CUSTOMER.
5/27/2020 10:34:00 AM	REFERENCE #[redacted] | | | DEAR MS. [redacted]| | | | THANK YOU FOR CONTACTING VW CUSTOMER CARE. | | | | I RECOGNIZE YOU ARE NOT SATISFIED WITH OUR DECISION REGARDING THE REPAIRS ON YOUR JETTA, AND I APOLOGIZE ABOUT THIS. ATTACHED TO THIS EMAIL YOU WILL FIND A LETTER WITH SOME INFORMATION REGARDING AN ALTERNATE RESOLUTION METHOD. | | | PLEASE LET ME KNOW IF YOU HAVE ANY OTHER QUESTIONS. | | | SINCERELY, | | | | | | | ALETTA S. | | CUSTOMER CARE ADVOCATE | | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | | BBB LETTER CAN BE VIEWED IN DOC CENTER
5/27/2020 10:34:00 AM	RCM TO REVIEW AND HANDLE CASE AS APPROPRIATE
5/27/2020 3:55:00 PM	BBB LETTER HAS BEEN SENT TO CUSTOMER. | | | | NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AXXBW[redacted]
Owner Or Fleet	[redacted] ORLANDO, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	5/20/2020	Incident Date	N/A
Mileage	150,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/20/2020 3:26:00 PM	CUSTOMER STATES; AIRBAG CLOCK SPRING HAS FAILED AND SO HAS THE WATER PUMP; HE HAS ALREADY PAID FOR THE WATER PUMP TO BE REPLACED; | | | | CUSTOMER SEEKING; REIMBURSEMENT OR REPAIR DONE; | | | | CO ADVISED; CUSTOMER HAS AN AIRBAG CLOCK SPRING APPLICABLE TO VEHICLE STILL; THE WATER PUMP HOWEVER IS OUTSIDE OF THE WARRANTY EXT. VW CARE WILL NOT REIMBURSE; | | | | CO OFFERED TO MAKE CUSTOMER AN APPOINTMENT; CO CALLED DEALER AND TRANSFERRED CUSTOMER TO MAKE AN APPOINTMENT; | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A39CC[redacted]
Owner Or Fleet	[redacted] LOS ANGELES, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	5/22/2020	Incident Date	N/A
Mileage	100,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/22/2020 2:16:00 PM	CUSTOMER STATES:, RECEIVED A RECALL LETTER REGARDING AIRBAG TOOK IT IN AND THE LIGHT WENT AWAY IN OCTOBER OF 2019, RECEIVING THE EXACT SAME ERROR MESSAGE TODAY, CALLED DEALER AND ADVISED THEY HAVE TO CHARGE CUSTOMER 180$ FOR A DIAGNOSE, CUSTOMER DOES NOT BELIEVE SHE SHOULD BE CHARGED AS IT IS NOT HER PROBLEM IT IS THE CAUSE OF THE RECALL SHE HAD DONE IN OCTOBER 2019 | | | CUSTOMER SEEKS: TO KNOW WHY THE DEALER IS CHARGING A DIAGNOSES FEE | | | C/O ADVISED: NO RECALLS ON THE VEHICLE, CUSTOMER HAS TWO WARRANTY EXTENSIONS ON THE VEHICLE FOR SECODARY AIR PRESSURE SENSOR WARRANTY EXT UNTIL 11/2021 OR 120,000 MILES WCF, AIRBAG CLOCK SPRING WARRANTY EXT 15Y UNTIL 11/2026, DEALERSHIPS REQUIRE A DIAGNOSES FEE BECAUSE THEY DON'T KNOW WHAT THE PROBLEM COULD BE RELATED TO, EACH DEALERSHIP HAS THEIR OWN COSTS FOR A DIAGNOSES | | | CUSTOMER STATES: THIS IS UNFAIR AND IS WRITING A LETTER TO CORPORATE | | | NO FURTHER ACTION
5/22/2020 2:31:00 PM	CATEGORY SELECTION : ENGANDENGCOOLING / HISTORICAL CONCERN / OIL LEAKS;
5/22/2020 2:31:00 PM	CATEGORY SELECTION : ENGANDENGCOOLING / WARNING LIGHT ON / AIRBAG LIGHT;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV3AX9EW[redacted]
Owner Or Fleet	[redacted] COLUMBIA, SC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	5/26/2020	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/26/2020 8:38:00 AM	CUST STATES: VEH HAS AIR BAG LIGHT ON IN VEH AND HORN ISN'T WORKING. SAW ONLINE THERE IS A RECALL RELATED TO THE AIR BAG CLOCK SPRING | | | CUST SEEKS: WOULD REPAIR BE COVERED BY RECALL | | | CO ADVISED: CONFIRMED THERE IS NO OPEN RECALL ON VEH. VEH DOES HAVE AIR BAG CLOCKSPRING WARR EXT THAT RUNS UNTIL 6/20/20 OR 120K MI WOF. THIS MAY BE WHAT CUST IS REFERRING TO. CONCERN WOULD NEED TO BE DIAGNOSED BY AUTHORIZED VW DLR TO DETERMINE IF CONCERN WOULD BE COVERED BY THE WARR. CUST ACKNOWLEDGED. INFORMAED CUST OF COOLANT PUMP WARR EXT OF 6/19/24 OR 100K MI WOF. OFFEREF TO HELP CUST MAKE APPOINTMENT, CUST DECLINED. | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBP7A30CC[redacted]
Owner Or Fleet	[redacted] Quincy, MA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	5/26/2020	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/26/2020 9:19:00 AM	CUSTOMER STATES: HAD STEERING WHEEL CLOCK SPRING RECALL PERFORMED ON VEHICLE LAST YEAR. NEVER HAD AN ISSUE WITH IT BEFORE REPAIR, BUT IS HAVING AN ISSUE NOW A YEAR AFTER. AIR BAG LIGHT ON, CONTROLS ON STEERING WHEEL NOT WORKING | | | CUSTOMER SEEKS: WOULD THIS BE COVERED? | | | CO ADVISED: ALL VW REPLACEMENT PARTS CARRY A WARRANTY OF 12MO/12K MI WOF. IF THERE IS A SPECIFIC PART THAT WAS REPLACED AND IS OUTSIDE OF THOSE PARAMETERS IT WOULD NOT BE COVERED. THERE IS AN AIRBAG CLOCK SPRING WARRANTY EXT. THAT RUNS UNIT 2026-12-19 AND HAS UNLIMITED MILEAGE. IF CUSTOMER WERE TO BRING VEHICLE TO AN AUTHORIZED VW DEALER, THEY WOULD BE ABLE TO PERFORM A DIAGNOSIS, WHICH THE CUSTOMER WOULD HAVE TO APPROVE, TO DETERMINE IF CONCERN IS RELATED TO PART WITH EXT., AND WHETHER OR NOT CONCERN IS MANUFACTURE DEFECT TO DETERMINE IF IT WOULD BE COVERED BY THE WARRANTY. CUSTOMER ACKNOWLEDGED. INFORMED CUSTOMER OF OPEN RECALL ON HEAD LIGHT ADJUSTING SCREWCAPS. CUSTOMER ACKNOWLEDGED. OFFERED TO HELP SET APPOINTMENT AT DEALER FOR CUSTOMER. CUSTOMER ACCEPTED. WARM TRANSFERRED CUSTOMER TO DEALER SERVICE DEPARTMENT. | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV4B7AX4JM[redacted]
Owner Or Fleet	[redacted]?, BRONX, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	5/28/2020	Incident Date	N/A
Mileage	12,979		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507JF		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/28/2020 10:14:00 AM	CATEGORY SELECTION : STRUCTURE / ODOR / MOLD/MILDEW; STRUCTURE / LEAKS / WATER LEAK;
5/28/2020 8:13:00 AM	ATTY DEMAND LETTER RECEIVED MAY 27, 2020 DATED MARCH 18, 2020. ATTY SEEKS REPURCHASE PURSUANT TO NY LEMON LAW, NY GENERAL BUSINESSLAW, AND MAGNUSON-MOSS WARRANTY ACT. ATTY STATES DEFECTS INCLUDE BUT ARE NOT LIMITED TO SEVERE WATER LEAK INTO CABIN OF THE VEHICLE CAUSING SUBSTANTIAL DAMAGE TO ELECTRICAL COMPONENTS, ALONG WITH MOLD AND MILDEW WITH RESULTING ODOR; VEHICLE SUBJECT TO SUBSTANTIAL WARRANTY REPAIR IN EXCESS OF 30 DAYS DURING THE 2 YEAR / 18,000 MILE NYS LEMON LAW PRESUMPTION PERIOD; ANY AND ALL ADDITIONAL COMPLAINTS ACTUALLY MADE, WHETHER OR NOT CONTAINED ON YOUR SERVICE RECORDS, COMPANY'S INVOICES, OR OTHERWISE. | | | ATTY DID NOT PROVIDE ANY ADDITIONAL DOCUMENTS FOR REVIEW. TIME FRAME TO BE CONTACTED IS 14 DAYS.
5/28/2020 8:20:00 AM	PREVIOUSLY REVIEWED 2/20/2020 TO RO [redacted] | | | NO VTA; 1 NEW ELSA RO
5/28/2020 8:25:00 AM	GOOD MORNING, | | | [redacted]HAS RETAINED LEGAL REPRESENTATION AND CONTACTED VOLKSWAGEN GROUP OF AMERICA, INC. REQUESTING TO BE REMOVED FROM THEIR VEHICLE DUE TO ALLEGED TECHNICAL SHORTCOMINGS WITH THEIR VEHICLE. | | | SERVICE MANAGER: PLEASE EMAIL OR FAX ALL REPAIR ORDERS THAT YOU HAVE FOR THE VEHICLE. CUSTOMER OR ACCOUNTING COPIES ONLY; WARRANTY AND INTERNAL COPIES ARE INSUFFICIENT FOR REVIEW. | | | ROS MUST CONTAIN THE FOLLOWING INFORMATION ON THEM: | | | - DATE OPENED/CLOSED | | - MILEAGE | | - COMPLAINT/ISSUES | | - DEALER REPAIR/FINDINGS | | - DEALER NAME & ADDRESS | | | INVOICE OR ACCOUNTING COPIES INCLUDING PUNCH TIMES TEND TO WORK BEST AS THESE ALLOW US TO SEE THE ACTUAL NUMBER OF DAYS DOWN AND WHEN THE CUSTOMER PICKED UP THE VEHICLE. | | | IF THE VEHICLE IS CURRENTLY DOWN, PLEASE SEND A HARD COPY OF THE OPEN WORK ORDER. | | | WE WOULD ALSO APPRECIATE ANY ADDITIONAL INFORMATION IF THERE ARE ANY SIGNS OF NEGLECT, ABUSE OR MODIFICATION TO THE VEHICLE. | | | REGARDS, | | | JESSICA K. | | CASE COORDINATOR | | CUSTOMER RESOLUTION & RETENTION
5/28/2020 8:34:00 AM	GOOD MORNING, | | | PLEASE SEE THE ATTACHMENT FOR OUR REQUEST TO RECEIVE ADDITIONAL DOCUMENTATION. | | | PLEASE KEEP IN MIND VOLKSWAGEN GROUP OF AMERICA IS ADHERING TO ALL REGULATIONS AND GUIDELINES FROM GOVERNMENT AUTHORITIES RELATED TO THE SPREAD OF THE CORONAVIRUS. WE ARE ADDITIONALLY TAKING PROACTIVE MEASURES TO ENSURE THE HEALTH AND SAFETY OF OUR TEAM MEMBERS, WHICH MAY LEAD TO AN EXTENDED WAIT TIME IN RESPONDING TO YOUR REQUEST. | | | SOME DEALERS ARE CURRENTLY CLOSED DUE TO COVID-19 SO IT IS IMPERATIVE THAT IF YOUR CLIENT IS IN POSSESSION OF ANY ROS, THEY PROVIDE THEM TO US AS WE MAY NOT BE ABLE TO SECURE THEM DIRECTLY FROM THE DEALER AS WE NORMALLY WOULD. | | | WE WILL REVIEW THE MATERIALS UPON RECEIPT AND GET BACK TO YOU PROMPTLY WITH OUR DECISION. | | | REGARDS, | | | | JESSICA K. | | CASE COORDINATOR | | CUSTOMER RESOLUTION & RETENTION
5/28/2020 9:45:00 AM	MEDIA ATTACHED IN DOC CENTER
5/29/2020 3:52:00 PM	FROM: MICHAEL PUCCIO <MICHAELP@BAYSIDEVW.COM> | | SENT: THURSDAY, MAY 28, 2020 3:55 PM | | TO: VWGOA CRR 34 <CRR34@VWGOA.COM> | | CC: ANDERSON, DANIEL <DANIEL.ANDERSON@VW.COM> | | SUBJECT: [FROM: EXTERNAL] RE: ATTORNEY CASE: 3VV4B7AX4JM[redacted]- 2018 TIGUAN 2.0T -[redacted] | | | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. | | | | I ATTACHED FOR YOU ALL REPAIR ORDERS FOR THIS CUSTOMER/VEHICLE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV4B7AX4JM[redacted]
Owner Or Fleet	[redacted]?, BRONX, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	5/28/2020	Incident Date	N/A
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507JF		

Crash	Property Damage	Injury	Fatality
No	No	0	0

6/1/2020 10:25:00 AM	MEDIA ATTACHED IN DOC CENTER | | | | FROM: EUGENE KRUKAS <EKRUKAS@LEMONFREEDOM.COM> | | SENT: MONDAY, JUNE 1, 2020 10:14 AM | | TO: VWGOA CRR 34 <CRR34@VWGOA.COM> | | SUBJECT: [FROM: EXTERNAL] RE: [redacted]/S. VOLKSWAGEN OF AMERICA, INC. | | | | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. | | | | PURCHASE CONTRACT, REGISTRATION CARD, AND REPAIR ORDERS ARE ATTACHED. | | | | | | EUGENE KRUKAS, ESQ. | | | | (516) 203-4001
6/1/2020 10:26:00 AM	PLEASE REVIEW RO & RO SUMMARY ATTACHED IN DOC CENTER
6/9/2020 8:48:00 AM	VEHICLE IS OUTSIDE OF NY LL | | 88 DAYS DOWN, WATER LEAK 1X, VISOR LIGHT 1X, AIRBAG LIGHT 1X, RADIO TSB, KEY 1X, REAR SPEED SENSOR X
6/9/2020 8:57:00 AM	OFFER A CASH SETTLEMENT
6/9/2020 9:03:00 AM	HI EUGENE, | | | | PLEASE SEE THE ATTACHED CASH SETTLEMENT OFFER LETTER. | |
8/11/2020 3:51:00 PM	COUNTER OFFER $14K
8/11/2020 3:52:00 PM	EUGENE I CAN DO $10K INCLUSIVE OF FEES.
8/13/2020 7:56:00 AM	I AM AUTHORIZED TO COUNTER WITH $12,000 INCLUSIVE.PLEASE ADVISE. EUGENE KRUKAS, ESQ. (516) 203-4001 (516) 717-3605 (FAX)
8/13/2020 8:00:00 AM	HI EUGENE, I CAN DO THE $10K INCLUSIVE OF FEES OR A REPURCHASE. PLEASE ADVISE. NICOLE
8/17/2020 1:53:00 PM	HE WILL MOVE FORWARD WITH THE REPURCHASE OFFER.LET ME KNOW WHAT YOU NEED TO MOVE FORWARD. EUGENE KRUKAS, ESQ. (516) 203-4001 (516) 717-3605 (FAX)
9/15/2020 11:23:00 AM	CALL TO FEDERAL CREDIT UNION AND WAIT TIME WAS 2 HRS.
9/15/2020 11:24:00 AM	HI KATIE, I KEEP TRYING TO CALL MR. [redacted] BANK TO OBTAIN VEHICLE PAYMENT HISTORY AND PAYOFF BUT THE WAIT TIMES ARE HOURS. IF HE HAS ACCESS TO HIS ACCOUNT TO PLEASE PROVIDE US WITH THE PAYOFF AMOUNT AND IF HE HAS THE VEHICLE PAYMENT HISTORY. I CAN THEM PUT TOGETHER OUR OFFER.THANK YOU, NICOLE
10/6/2020 1:07:00 PM	RECEIVED PAYMENT HISTORY AND PAYOFF

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV4B7AX4JM[redacted]
Owner Or Fleet	[redacted]?, BRONX, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	5/28/2020	Incident Date	N/A
Mileage	12,979		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507JF		

Crash	Property Damage	Injury	Fatality
No	No	0	0

11/19/2020 11:19:00 AM	HI EUGENE, PLEASE SEE THE REVISED OFFER LETTER. BEST REGARDS, NICOLE
12/7/2020 9:27:00 PM	@ROBERT HORGERREPURCHASE, NON-CONFORMITY- REAR SPEED SENSOR, RETAIL LOAN, MUNICIPAL FEDERAL CREDIT UNION, NO CUSTOMER CONTRIBUTION, NO VW CARE PLAN, DLR 408112/BAYSIDE VOLKSWAGEN, ANGELO, ATORNEY EUGENE KRUKAS, ATTORNEY CHECK $1,750.00 CUSTOMER CHECK $24,920.89
12/11/2020 3:37:00 PM	CANCEL/TRANSFER VW CARE/ACP
12/11/2020 3:37:00 PM	OBTAIN CLOSING PACKAGE
12/11/2020 3:37:00 PM	SEND CLOSING PACKAGE
12/11/2020 3:37:00 PM	SEND PAYOFF CHECK
12/14/2020 12:51:00 PM	HI ROBERT. I HAVE COPIED MR. [redacted]ON THIS EMAIL.WHEN VW IS READY TO COMPLETE THE TRANSFER YOU CAN CONTACT HIM DIRECTLY TO SCHEDULE.HIS PHONE # IS [redacted]EUGENE KRUKAS, ESQ. (516) 203-4001 (516) 717-3605 (FAX)
12/14/2020 12:52:00 PM	THANKS EUGENE! REGARDS,ROBERT HORGER CLOSING COORDINATOR CUSTOMER RESOLUTION & RETENTIONPHONE: [redacted] *PLEASE NOTE: EMAIL IS THE FASTEST WAY TO REACH ME *VOLKSWAGEN GROUP OF AMERICA, INC. 3800 HAMLIN ROAD AUBURN HILLS, MI 48326
12/14/2020 7:33:00 AM	FOLLOWING EMAIL SENT TO ANGELO ALEXIADIS AT DEALERSHIP WITH CLOSING PACKAGE (CUSTOMER/SERVICE PORTIONS) ATTACHED. GOOD MORNING ANGELO, IM REACHING OUT BECAUSE I HAVE A REPURCHASE TO COMPLETE FOR MR. [redacted]2018 TIGUAN AT YOUR DEALERSHIP BAYSIDE VOLKSWAGEN (408112) AND I WANTED TO PROVIDE YOU WITH A QUICK UPDATE ON THE CASE. THE CLOSING PACKAGE IS ATTACHED TO THIS EMAIL. I WILL BE HAVING HIS SETTLEMENT CHECK SENT DIRECTLY TO YOUR ATTENTION AT THE DEALERSHIP VIA UPS. ONCE THE CHECK ARRIVES, PLEASE CONTACT MR. [redacted]TO SCHEDULE THE CLOSING APPOINTMENT. AT THE CLOSING, WE WOULD JUST NEED YOU TO ASSIST THEM THROUGH THE PAPERWORK. ONCE THE CLOSING IS COMPLETED, PLEASESCAN AND EMAIL ALL CLOSING DOCUMENTS. I WILL THEN EMAIL YOU A UPS RETURN LABEL TO SEND THE PHYSICALS BACK. IF YOU HAVE ANY QUESTIONS OR CONCERNS, PLEASE DO NOT HESITATE TO LET ME KNOW. THANK YOU! REGARDS,ROBERT HORGER CLOSING COORDINATOR CUSTOMER RESOLUTION & RETENTIONPHONE: [redacted]PLEASE NOTE: EMAIL IS THE FASTEST WAY TO REACH ME *VOLKSWAGEN GROUP OF AMERICA, INC. 3800 HAMLIN ROAD AUBURN HILLS, MI 48326

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV4B7AX4JM[redacted]
Owner Or Fleet	[redacted]?, BRONX, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	5/28/2020	Incident Date	N/A
Mileage	12,979		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507JF		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/14/2020 7:33:00 AM	FOLLOWING EMAIL SENT TO CUSTOMER ATTORNEY. GOOD MORNING EUGENE, I WORK WITH MR. [redacted] SPECIALIST, NICOLE B., AT VOLKSWAGEN OF AMERICA. IM REACHING OUT BECAUSE I WILL BE HANDLING THE FINAL STEPS IN THE REPURCHASE OF THEIR 2018 VOLKSWAGEN TIGUAN. WITH THIS IN MIND, I WANTED TO TAKE A MOMENT TO INTRODUCE MYSELF AND PROVIDE YOU WITH A QUICK UPDATE ON THE CASE. I HAVE PREPARED THE CLOSING PACKAGE FOR YOUR TRANSACTION AND SENT IT OUT TO THE ATTENTION OF ANGELO ALEXIADIS, SALES MANAGER AT BAYSIDE VOLKSWAGEN. ANGELO WILL BE ASSISTING YOUR CLIENT WITH THE CLOSING STEPS AT THE DEALERSHIP. ONCE THEIR SETTLEMENT CHECK IS AT THE DEALER, MR. [redacted] WILL BE CONTACTED TO SCHEDULE THE CLOSING APPOINTMENT. DO WE HAVE APPROVAL TO CONTACT MR. [redacted] TO SCHEDULE THIS APPOINTMENT OR WOULD YOU LIKE TO FACILITATE THIS FOR YOUR CLIENT? AS A REMINDER, PLEASE ENSURE THEY BRING THEIR TITLE, ALL SETS OF KEYS AND MANUALS WITH TO THE CLOSING APPOINTMENT. IF YOU HAVE ANY QUESTIONS OR CONCERNS IN THE MEANTIME, PLEASE FEEL FREE TO LET ME KNOW. I AM HAPPY TO HELP HOWEVER I CAN. THANK YOU! REGARDS,ROBERT HORGER CLOSING COORDINATOR CUSTOMER RESOLUTION & RETENTION PHONE: [redacted] *PLEASE NOTE: EMAIL IS THE FASTEST WAY TO REACH ME *VOLKSWAGEN GROUP OF AMERICA, INC. 3800 HAMLIN ROAD AUBURN HILLS, MI 48326
12/23/2020 1:05:00 PM	ROBERT, I UNDERSTAND THAT MR. [redacted] RETURNED HIS VEHICLE TODAY.KINDLY ARRANGE FOR THE PAYOFF CHECK TO BE SENT OUT TO HIS LIENHOLDER, MUNICIPAL CREDIT UNION.ALSO KINDLY ARRANGE TO HAVE THE ATTORNEY FEE CHECK MAILED TO MY OFFICE. THANKS, EUGENE KRUKAS, ESQ. (516) 203-4001 (516) 717-3605 (FAX)
12/23/2020 1:09:00 PM	THANKS EUGENE! I WILL BEGIN THE PROCESS OF REQUESTING THE LOAN PAYOFF THROUGH HIS FINANCIAL INSTITUTION. REGARDS,ROBERT HORGER CLOSING COORDINATOR CUSTOMER RESOLUTION & RETENTIONPHONE: [redacted] *PLEASE NOTE: EMAIL IS THE FASTEST WAY TO REACH ME *VOLKSWAGEN GROUP OF AMERICA, INC. 3800 HAMLIN ROAD AUBURN HILLS, MI 48326
12/23/2020 2:38:00 PM	JUST SO I UNDERSTAND - THE AGREEMENT HAS THE PAYOFF AMOUNT IN IT.IS VW GOING TO SEND A DIFFERENT PAYOFF?IF SO WE PROBABLY HAVE TO FIGURE OUT A SUPPLEMENTAL CHECK TO COVER MR. [redacted] ADDITIONALPAYMENTS. EUGENE KRUKAS, ESQ. (516) 203-4001 (516) 717-3605 (FAX)
12/23/2020 2:40:00 PM	YES PLEASE EMAIL ME OR HAVE MR. [redacted] EMAIL ME PROOF OF HIS LOAN PAYMENTS MADE AFTER 11/19/2020. I WILL REVIEW AND REIMBURSE AS NECESSARY. THANKS EUGENE! REGARDS,ROBERT HORGER CLOSING COORDINATOR CUSTOMER RESOLUTION & RETENTIONPHONE: [redacted] *PLEASE NOTE: EMAIL IS THE FASTEST WAY TO REACH ME *VOLKSWAGEN GROUP OF AMERICA, INC. 3800 HAMLIN ROAD AUBURN HILLS, MI 48326
12/23/2020 9:39:00 AM	MR [redacted] S COMING IN TOMORROW.HES BRINGING IN THE TITLE AS WELL. ANGELO ALEXIADIS GENERAL SALES MANAGER BAYSIDE VW PHONE: 718-423-6389 EXT # 3138 FAX: 718-631-5414 ANGELO@BAYSIDEVW.COM
12/23/2020 9:42:00 AM	THANKS ANGELO! REGARDS,ROBERT HORGER CLOSING COORDINATOR CUSTOMER RESOLUTION & RETENTIONPHONE: [redacted] *PLEASE NOTE: EMAIL IS THE FASTEST WAY TO REACH ME *VOLKSWAGEN GROUP OF AMERICA, INC. 3800 HAMLIN ROAD AUBURN HILLS, MI 48326
12/24/2020 1:10:00 PM	HELLO EUGENE, I DEFINITELY UNDERSTAND YOUR LOGIC HERE, BUT THE WAY WE PROCESS PAYOFFS IN THESE SITUATIONS IS THAT ONCE THE CLOSING HAS BEEN COMPLETED, WE REACH OUT TO THE FINANCIAL INSTITUTION AGAIN AND OBTAIN THE MOST UP TO DATE PAYOFF AMOUNT ON THE ACCOUNT. I LIKE TO REIMBURSE CUSTOMERS DIRECTLY FOR OVERPAYMENTS MADE TO THEIR BANK WHEN I CAN BECAUSE ITS TYPICALLY FASTER THAN THEM RECEIVING A CHECK FROM THEM (IF AT ALL) AND WE CAN TRACK IT EASIER AS WELL.I DO HAVE TO OBTAIN MORE INFORMATION FROM HIS CASE SPECIALIST NICOLE ON THIS ONE IN ORDER TO CONFIRM THE REIMBURSEMENT. I WILL FOLLOW-UP WITH MORE INFORMATION ONCE IVE SPOKEN WITH HER. HAPPY HOLIDAYS!ROBERT HORGER CLOSING COORDINATOR CUSTOMER RESOLUTION & RETENTIONPHONE: [redacted] *PLEASE NOTE: EMAIL IS THE FASTEST WAY TO REACH ME *VOLKSWAGEN GROUP OF AMERICA, INC. 3800 HAMLIN ROAD AUBURN HILLS, MI 48326

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV4B7AX4JM[redacted]
Owner Or Fleet	[redacted]?, BRONX, NY, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	5/28/2020	Incident Date	N/A
Mileage	12,979		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507JF		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/24/2020 1:17:00 PM	AGREED. THANKS EUGENE, YOU TOO! I WONT BE ABLE TO GET THIS RESOLVED UNTIL MONDAY. NICOLE IS NOT IN THE OFFICE TODAY AND MR.[redacted] FINANCIAL INSTITUTION HAS CLOSED FOR THE DAY.ROBERT HORGER CLOSING COORDINATOR CUSTOMER RESOLUTION & RETENTIONPHONE:[redacted] *PLEASE NOTE: EMAIL IS THE FASTEST WAY TO REACH ME *VOLKSWAGEN GROUP OF AMERICA, INC. 3800 HAMLIN ROAD AUBURN HILLS, MI 48326
12/24/2020 1:17:00 PM	MY POSITION WOULD BE THAT PER THE AGREEMENT ANY MONEY NOT SENT TO MCU IN THE ITEMIZED PAYOFF MUST BE SENT DIRECTLY TO MR.[redacted] NSTEAD. IM FINE WITH COUNTING UP PAYMENTS SO LONG AS IT EQUALS OR EXCEEDS THAT AMOUNT. EITHER WAY, HAVE A GREAT HOLIDAY. EUGENE KRUKAS, ESQ. (516) 203-4001 (516) 717-3605 (FAX)
12/24/2020 12:41:00 PM	FOLLOWING EMAIL RECEIVED FROM CUSTOMER ATTORNEY WITH PROOF OF 11/9/2020 LOAN PAYMENT FOR $750.00. ROBERT, WE HAD ONLY PREVIOUSLY PROVIDED PAYMENTS THROUGH OCTOBER 8.I HAVE ATTACHED PROOF OF THE NOVEMBER 9 PAYMENT. THAT SAID - THE SETTLEMENT AGREEMENT ITSELF DOES NOT COUNT UP PAYMENTS.ITS NOT A LEASE - SO THE ENTIRE COST OF THE VEHICLE WAS REFUNDED.FROM THAT REFUND, VW IS TO PAY $9,270.16 TO MCU TO PAYOFF THE LIEN.I THINK THE EASIER WAY TO HANDLE THIS IS TO JUST MAKE SURE THAT $9,270.16 PAYMENT IS SENT PER THE AGREEMENT AND THEN MY CLIENT GETS BACK ANY APPLICABLE OVERPAYMENT FROM MCU.EUGENE KRUKAS, ESQ. (516) 203-4001 (516) 717-3605 (FAX)
12/30/2020 3:08:00 PM	FOLLOWING EMAIL SENT TO CUSTOMERS ATTORNEY AND CUSTOMER. GOOD AFTERNOON EUGENE AND MR.[redacted] I HAVE BEEN UNSUCCESSFUL IN OBTAINING A LOAN PAYOFF BALANCE FROM MUNICIPAL CREDIT UNION DUE TO NEEDING A PERSONAL IDENTIFICATION NUMBER (PIN) ASSOCIATED WITH YOUR ACCOUNT. ARE YOU ABLE TO PROVIDE THAT? IF NOT, PLEASE REACH OUT TO THE BANK AND OBTAIN A 10-DAY LOAN PAYOFF QUOTE WITH A DAILY INTEREST PER DIEM. I WILL REQUEST THE CHECK AS SOON AS I HAVE THAT INFORMATION. THANK YOU SO MUCH! KINDEST REGARDS,ROBERT HORGER CLOSING COORDINATOR CUSTOMER RESOLUTION & RETENTIONPHONE:[redacted] *PLEASE NOTE: EMAIL IS THE FASTEST WAY TO REACH ME *VOLKSWAGEN GROUP OF AMERICA, INC. 3800 HAMLIN ROAD AUBURN HILLS, MI 48326
1/6/2021 8:02:00 AM	GOOD MORNING ANGELO, I RECEIVED YOU VOICEMAIL THIS MORNING, THANK YOU! YES PLEASE EMAIL ME COPIES OF EVERYTHING FIRST, BUT YOU CAN PUT THEM ALL INTO THE SAME UPS RETURN ENVELOPE FOR SHIPPING. ALSO INCLUDE THE TRACKING # IF YOU CAN IN YOUR SCANNED COPIES EMAIL.THANKS AGAIN! REGARDS,ROBERT HORGER CLOSING COORDINATOR CUSTOMER RESOLUTION & RETENTIONPHONE:[redacted] *PLEASE NOTE: EMAIL IS THE FASTEST WAY TO REACH ME *VOLKSWAGEN GROUP OF AMERICA, INC. 3800 HAMLIN ROAD AUBURN HILLS, MI 48326
1/6/2021 8:02:00 AM	I HAVE CHEN READY TO BE RETURNED AS WELL AS TWO OTHERS ([redacted].CAN I ADD THEM TO ONE RETURN? ANGELO ALEXIADIS GENERAL SALES MANAGER BAYSIDE VW PHONE: 718-423-6389 EXT # 3138 FAX: 718-631-5414 ANGELO@BAYSIDEVW.COM
1/7/2021 1:33:00 PM	FOLLOWING EMAIL FROM CUSTOMER ATTORNEY CONFIRMING CURRENT LOAN PAYOFF BALANCE FOR $8,603.95 GOOD THROUGH 1/17/2021. PER DIEM IS $3.45. MAILING ADDRESS IS: MUNICIPAL CREDIT UNION ATTN: MAIL BANKING 22 COURTLANDT ST. NEW YORK, NY 10007 PAYOFF ATTACHED (2 ATTACHMENTS) EUGENE KRUKAS, ESQ. (516) 203-4001 (516) 717-3605 (FAX)
1/7/2021 1:34:00 PM	PERFECT, THANKS EUGENE! I WILL REQUEST A PAYOFF CHECK THIS AFTERNOON. REGARDS,ROBERT HORGER CLOSING COORDINATOR CUSTOMER RESOLUTION & RETENTIONPHONE:[redacted] *PLEASE NOTE: EMAIL IS THE FASTEST WAY TO REACH ME *VOLKSWAGEN GROUP OF AMERICA, INC. 3800 HAMLIN ROAD AUBURN HILLS, MI 48326

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCV7A35FC[redacted]
Owner Or Fleet	[redacted] Johnson City, TN, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	5/28/2020	Incident Date	N/A
Mileage	35,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/28/2020 11:22:00 AM	CUSTOMER STATES: SUBSEQUENT OWNER; NON-CPO; PURCHASED FROM INDEPENDENT WITH 26K; VEHICLE AT INDEPENDENT; CURRENT MILEAGE - 35K; CURRENT CONCERNS- THE AIRBAG LIGHT IS ON AND THE HORN IS NOT WORKING; HE READ THERE COULD BE A RECALL FOR THE AIRBAG CLOCK SPRING | | | CUSTOMER SEEKING: IF HIS VEHICLE IS COVERED | | | CO ADVISED: HAS A WARRANTY EXTENSON FOR THE AIRAG CLOCK SPRING FOR 10/120K WCF FOR A MFG SHORTCOMING FRMO THE ORIGINAL IN-SERVICE DATE; HE WILL NEED TO AUTHORIZE THE DIAGONSIS FEE; IF THE DIAGNOSIS FALLS UNDER THE WARRANTY EXTENSION THE REPAIR IS FREE OF CHARGE; WILL TRANSFER TO DEALER 407430 | | | CO TRANSFERRED TO DEALER 407430 TO CONTINUE WITH CUSTOMER | | | CO TO CLOSE
5/29/2020 2:30:00 PM	CUSTOMER STATES: WOULD LIKE AN EMAIL OF THE EXT. WTY ON HIS VEHICLE SO THAT HE HAS SOMETHING TO SHOW THE DEALER WHEN HE BRINGS IT IN | | | CUSTOMER ADVOCATE ADVISED: THE DEALER USES THE SAME SYSTEM THAT WE DO SO THEY WILL BE ABLE TO PULL UP THE SAME INFORMATION | | | CUSTOMER SAID OH OK WELL THANKS ANYWAYS I┬┐LL JUST HAVE THEM LOOK IT UP | | | | CO TO REVIEW AND HANDLE ACCORDINGLY | |
5/29/2020 3:38:00 PM	CO REVIEWED AND NO FURHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX5GW[redacted]
Owner Or Fleet	[redacted]Fort Stewart, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	6/1/2020	Incident Date	N/A
Mileage	56,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/1/2020 10:43:00 AM	CUST STATES: PURCHASED A 2016 TIGUAN LAST MONTH AND WITHIN THE LAST WEEK THE CLOCKSPRING BROKE; HAS WARR EXT FOR THE CLOCK SPRING; | | | | CUST SEEKING: TO KNOW WHAT TO DO FOR THIS TO BE FIXED; | | | | CO ADVISED: HAS AIRBAG CLOCK SPRING WARR EXT ON VEHICLE UNTIL 2026-07-20 OR 120K MI WOF; CO CAN REACH OUT TO DLR IF CUST WOULD LIKE TO SCHEDULE AN APPOINTMENT; CUST ACKNOWLEDGED; CO CALLED DLR 426030, SPOKE WITH REPRESENTATIVE WHO THEN ASKED FOR SOME CUSTOMER INFO AND THEN ASKED FOR THE CUSTOMER TO BE TRANSFERED SO SHE COULD FURTHER ASSIST IN SETTING UP THE APPOINTMENT. | | | | CO TRANSFERED CUST TO DLR. | | | | NO FURTHER ACTIONS. | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBS7A37FC[redacted]
Owner Or Fleet	[redacted]Unknown, Windermere, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	6/1/2020	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/1/2020 2:59:00 PM	CUSTOMER STATES: VEHICLE HAS AN AIRBAG LIGHT ON; CUSTOMER HAS CAR-NET, WAS TOLD THAT IT IS ABLE TO DIAGNOSE THE VEHICLE | | | | CUSTOMER SEEKS: CAUSE OF AIRBAG LIGHT | | | | CO ADVISED: CAR-NET HAS A VEHICLE HEALTH REPORT FEATURE, WHICH ALLOWS THE CHECKING OF CERTAIN STATUSES IN THE VEHICLE, BUT WILL NOT DIAGNOSE IT; FOR A DIAGNOSIS, WE WOULD NEED TO GET THE VEHICLE TO A DEALER; CO OFFERED TO SCHEDULE AN APPOINTMENT, CUSTOMER DECLINED; CUSTOMER SAID THEY CANNOT GET INTO THE APP BECAUSE THEY DO NOT HAVE AN ACCOUNT NUMBER; CO WARM-TRANSFERRED CUSTOMER TO CAR-NET | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX3DW[redacted]
Owner Or Fleet	[redacted], CONCORD, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	6/2/2020	Incident Date	N/A
Mileage	44,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/2/2020 1:11:00 PM	CUSTOMER ACKNOWLEDGED AND ASKED FOR WARRANTY COVERAGE TO BE EMAILED TO: | | | [redacted] | | | | CPO WARRANTY (UNTIL 6-18-2021 OR 58,585 MILES WHICHEVER OCCURS FIRST), | | WARRANTY EXTENSIONS FOR AIRBAG CLOCK SPRING (UNTIL 10-10-2027 WITH NO MILES RESTRICTION) | | AND COOLANT PUMP WARRANTY EXTENSION (UNTIL 10-9-2022 OR 100,000 MILES WHICHEVER OCCURS FIRST);
6/2/2020 1:14:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG WARNING LIGHT;
6/2/2020 12:53:00 PM	CUSTOMER STATES: CPO; PURCHASED FROM DEALER 409260 (HENDRICK VW); | | | | CURRENT CONCERNS; AIRBAG WARNING LIGHT CAME ON LAST WEEK; APPOINTMENT SCHEDULED TOMORROW TO ADDRESS; | | | | CUSTOMER SEEKS: INFORMATION ON WARRANTY FOR AIRBAG WARNING LIGHT CONCERNS; | | | | CUSTOMER ADVOCATE ADVISED; NO OPEN RECALLS; CPO WARRANTY (UNTIL 6-18-2021 OR 58,585 MILES WOF), WARRANTY EXTENSIONS FOR AIRBAG CLOCK SPRING (UNTIL 10-10-2027 WITH NO MILES RESTRICTION) AND COOLANT PUMP (UNTIL 10-9-2022 OR 100,000 MILES WOF); ADVISED WARRANTY WOULD APPLY TO MANUFACTURE SHORTCOMINGS IN MATERIALS OR WORKMANSHIP; | | | | CUSTOMER ACKNOWLEDGED AND ASKED FOR WARRANTY COVERAGE TO BE EMAILED TO: [redacted]
6/5/2020 4:41:00 PM	REFERENCE #[redacted] | | | | DEAR MS.[redacted] | | | THANK YOU FOR SPEAKING WITH ME. | | | | AS PROMISED, I AM EMAILING YOU THE INFORMATION ON YOUR 2013 TIGUAN. | | | | FIRST, I WOULD LIKE TO DISCUSS THE CERTIFIED PRE-OWNED WARRANTY. THIS BEGIN AT THE VEHICLE┬┐S IN-SERVICE DATE OF OCTOBER 9, 2012. IN ORDER FOR THESE WARRANTY TO BE VALID, YOU MUST BE WITHIN THE TIME PARAMETER. | | | | THE CERTIFIED PRE-OWNED (CPO) WARRANTY COVERS MOST COMPONENTS ON THE VEHICLE, EXCEPT FOR THE TIRES AND CERTAIN WEAR AND TEAR ITEMS, FOR MANUFACTURING SHORTCOMINGS IN WORKMANSHIP AND MATERIALS. THE CPO WARRANTY WILL EXPIRE FOR YOUR VEHICLE ON JUNE 18, 2021 OR WHEN 58,585 MILES, WHICHEVER OCCURRED FIRST. | | | | REST CAN BE VIEWED IN DOC CENTER; CA TO REASSIGN TO CO | | | | I HOPE YOU FIND THIS I
6/5/2020 4:43:00 PM	CO TO REVIEW
6/8/2020 8:03:00 AM	DELIVERY HAS FAILED TO THESE RECIPIENTS OR GROUPS: | [redacted] | THE E-MAIL ADDRESS YOU ENTERED COULDN'T BE FOUND. PLEASE CHECK THE RECIPIENT'S E-MAIL ADDRESS AND TRY TO RESEND THE MESSAGE. IF THE PROBLEM CONTINUES, PLEASE CONTACT YOUR HELPDESK. | | THE FOLLOWING ORGANIZATION REJECTED YOUR MESSAGE: [redacted] | | | | | | | | | | | | DIAGNOSTIC INFORMATION FOR ADMINISTRATORS: | | GENERATING SERVER: MG2.VWOA.NA.VWG | | [redacted] | | [redacted] THE EMAIL ACCOUNT THAT YOU TRIED TO REACH DOES NOT EXIST. PLEASE TRY> #SMTP# | | | | | CO TO REVIEW
6/9/2020 12:55:00 PM	CUSTOMER ADVOCATE REACHED BACK OUT TO CUSTOMER AND CONFIRMED CORRECT EMAIL ADDRESS: [redacted] | | | | CUSTOMER ASKED FOR WARRANTY COVERAGE TO BE EMAILED TO: [redacted] | | | | PAPERWORK IS VIEWABLE IN DOC CENTER AND EMAIL ADDRESS HAS BEEN VERIFIED | | | CPO WARRANTY (UNTIL 6-18-2021 OR 58,585 MILES WHICHEVER OCCURS FIRST), | | WARRANTY EXTENSIONS FOR AIRBAG CLOCK SPRING (UNTIL 10-10-2027 WITH NO MILES RESTRICTION) | | AND COOLANT PUMP WARRANTY EXTENSION (UNTIL 10-9-2022 OR 100,000 MILES WHICHEVER OCCURS FIRST);
6/10/2020 10:48:00 AM	DELIVERY HAS FAILED TO THESE RECIPIENTS OR GROUPS: | [redacted] | | THE E-MAIL ADDRESS YOU ENTERED COULDN'T BE FOUND. PLEASE CHECK THE RECIPIENT'S E-MAIL ADDRESS AND TRY TO RESEND THE MESSAGE. IF THE PROBLEM CONTINUES, PLEASE CONTACT YOUR HELPDESK. | | THE FOLLOWING ORGANIZATION REJECTED YOUR MESSAGE: [redacted] | | | | | | | | | | | | DIAGNOSTIC INFORMATION FOR ADMINISTRATORS: | | GENERATING SERVER: MG2.VWOA.NA.VWG | | [redacted] | | [redacted] THE EMAIL ACCOUNT THAT YOU TRIED TO REACH DOES NOT EXIST. PLEASE TRY> #SMTP# | | | | | CO TO REVIEW

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX3DW[redacted]
Owner Or Fleet	[redacted] CONCORD, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	6/2/2020	Incident Date	N/A
Mileage	44,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

6/10/2020 12:49:00 PM	CUSTOMER ADVOCATE REACHED BACK OUT TO CUSTOMER AND CONFIRMED CORRECT EMAIL ADDRESS: [redacted] | | | CUSTOMER ASKED FOR WARRANTY COVERAGE TO BE EMAILED TO: [redacted] | | | PAPERWORK IS VIEWABLE IN DOC CENTER AND EMAIL ADDRESS HAS BEEN VERIFIED | | | CPO WARRANTY (UNTIL 6-18-2021 OR 58,585 MILES WHICHEVER OCCURS FIRST), | | WARRANTY EXTENSIONS FOR AIRBAG CLOCK SPRING (UNTIL 10-10-2027 WITH NO MILES RESTRICTION) | | AND COOLANT PUMP WARRANTY EXTENSION (UNTIL 10-9-2022 OR 100,000 MILES WHICHEVER OCCURS FIRST);
6/10/2020 9:07:00 AM	** ATTACHED WE LETTER | | | REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | I HOPE THIS EMAIL FINDS YOU WELL. AS PROMISED, I AM EMAILING YOU THE WARRANTY INFORMATION ON YOUR 2013 TIGUAN. | | | FIRST, I WOULD LIKE TO DISCUSS THE CERTIFIED PRE-OWNED WARRANTY. THIS BEGIN AT THE VEHICLE┬┐S IN-SERVICE DATE OF OCTOBER 9, 2012. IN ORDER FOR THIS WARRANTY TO BE VALID, YOU MUST BE WITHIN BOTH THE MILEAGE AND TIME PARAMETER. | | | THE CERTIFIED PRE-OWNED (CPO) WARRANTY COVERS MOST COMPONENTS ON THE VEHICLE, EXCEPT FOR THE TIRES AND CERTAIN WEAR AND TEAR ITEMS, FOR MANUFACTURING SHORTCOMINGS IN WORKMANSHIP AND MATERIALS. THE CPO WARRANTY WILL EXPIRE FOR YOUR VEHICLE ON JUNE 18, 2021 OR WHEN 58,585 MILES, WHICHEVER OCCURRED FIRST. | | | VOLKSWAGEN HAS ALSO VOLUNTARILY EXTENDED THE WARRANTY ON A COMPONENT IN YOUR TIGUAN. IN ORDER FOR THIS WARRANTY TO BE VALID, YOU MUST BE WITHIN THE TIME AND MILEAGE PARAMETER. THIS WARRANTY ALSO BEGAN AT THE VEHICLE┬┐S IN-SERVICE DATE. PLEASE SEE THE EXTENDED WARRANTY BELOW: | | | ┬┐ AIRBAG CLOCK SPRING WARRANTY EXTENSION PROTECTS AGAINST MANUFACTURER SHORTCOMINGS FOR 15 YEARS, UNLIMITED MILEAGE. | | | IN ADDITION, YOU HAVE ONE MORE WARRANTY EXTENSIONS FOR THE COOLANT PUMP. THE PARAMETERS ARE 10 YEARS OR 100,000 MILES FROM THE IN-SERVICE DATE. IF YOU ARE WITHIN THE PARAMETERS THIS IS HANDLED JUST LIKE THE OTHER ONE WARRANTY EXTENSION. FOR MORE INFORMATION PLEASE UTILIZE THE RESOURCES BELOW: | | | [redacted] | SETTLEMENT ADMINISTRATOR PHONE: 1-877-363-7829 | | | IF A CONCERN ARISES, YOU WOULD HAVE TO BRING THE VEHICLE INTO A VW DEALER AND AUTHORIZE A DIAGNOSIS. IF A VW DEALER DETERMINES THE WARRANTY EXTENSION COMPONENT NEEDS REPLACEMENT, THE WORK WILL BE PERFORMED AT NO CHARGE AS LONG AS THE VEHICLE IS WITHIN THE WARRANTY PARAMETERS. THERE IS NO ACTION YOU NEED TO TAKE CURRENTLY REGARDING THE WARRANTY; THEY SIMPLY PROVIDE EXTRA COVERAGE IF A CONCERN COMES UP IN THE FUTURE. | | | REST OF EMAIL IN DOC CENTER
6/10/2020 9:08:00 AM	CO TO REVIEW AND CLOSE
6/12/2020 4:29:00 PM	EMAIL HAS BEEN SENT TO CUSTOMER; | | | CASE RESOLVED AS NO FURTHER ACTION NEEDED;
6/12/2020 8:21:00 AM	FROM: VW EXPERIENCE | | SENT: FRIDAY, JUNE 12, 2020 8:21 AM | | TO: [redacted] | SUBJECT: VOLKSWAGEN CUSTOMER CARE [redacted] | | | REFERENCE # [redacted] | | | DEAR MS. [redacted] | | | I HOPE THIS EMAIL FINDS YOU WELL. AS PROMISED, I AM EMAILING YOU THE WARRANTY INFORMATION ON YOUR 2013 TIGUAN. | | | FIRST, I WOULD LIKE TO DISCUSS THE CERTIFIED PRE-OWNED WARRANTY. THE CERTIFIED PRE-OWNED (CPO) WARRANTY COVERS MOST COMPONENTS ON THE VEHICLE, EXCEPT FOR THE TIRES AND CERTAIN WEAR AND TEAR ITEMS, FOR MANUFACTURING SHORTCOMINGS IN WORKMANSHIP AND MATERIALS. THE CPO WARRANTY WILL EXPIRE FOR YOUR VEHICLE ON JUNE 18, 2021 OR AT 58,585 MILES, WHICHEVER OCCURS FIRST. | | | VOLKSWAGEN HAS ALSO VOLUNTARILY EXTENDED THE WARRANTY ON A COMPONENT IN YOUR TIGUAN. IN ORDER FOR THIS WARRANTY TO BE VALID, YOU MUST BE WITHIN THE TIME AND MILEAGE PARAMETER. THIS WARRANTY ALSO BEGAN AT THE VEHICLE┬┐S IN-SERVICE DATE. PLEASE SEE THE EXTENDED WARRANTY BELOW: | | | ┬┐ AIRBAG CLOCK SPRING WARRANTY EXTENSION PROTECTS AGAINST MANUFACTURER SHORTCOMINGS FOR 15 YEARS, UNLIMITED MILEAGE. | | | IN ADDITION, YOU HAVE ONE MORE WARRANTY EXTENSIONS FOR THE COOLANT PUMP. THE PARAMETERS ARE 10 YEARS OR 100,000 MILES FROM THE IN-SERVICE DATE. IF YOU ARE WITHIN THE PARAMETERS THIS IS HANDLED JUST LIKE THE OTHER ONE WARRANTY EXTENSION. FOR MORE INFORMATION PLEASE UTILIZE THE RESOURCES BELOW: | | | [redacted] | SETTLEMENT ADMINISTRATOR PHONE: 1-877-363-7829 | | | REST OF EMAIL CAN BE VIEWED IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX3DW[redacted]
Owner Or Fleet	[redacted]		CONCORD, NC,[redacted]
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	6/2/2020	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

6/12/2020 8:22:00 AM CO TO REVIEW AND HANDLE CASE AS APPROPRIATE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW2K7AJXEM[redacted]
Owner Or Fleet	[redacted] Columbus, OH, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	6/3/2020	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/3/2020 10:21:00 AM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES/SEEKS: I RECEIVED IN A SAFETY RECALL SEVERAL MONTHS AGO WARNING OF AN ISSUE IN THE STEERING COLUMN THAT CAUSES THE AIRBAG LIGHT TO COME ON. HOWEVER, I CAN'T FIND THE PAPER AND THE AIRBAG LIGHT COMES ON. WHEN I DID A SEARCH OF MY VIN, IT WAS NOT LISTED IN THE RECALLS. HOW DO I FIGURE THIS OUT? | | | CO ADVISED: I APPRECIATE YOUR PATIENCE WHILE I RESEARCHED. I DID FIND ONE RECALL FOR THE SHIFT LEVER MICRO SWITCH. YOU CAN HAVE THAT PERFORMED AT ANY VW DEALERSHIP. THERE ARE NO RECALLS ON THE AIRBAGS FOR YOUR JETTA. THERE IS A WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING FOR 10 YEARS OR 120K MILES, WHICHEVER COMES FIRST. I'D RECOMMEND TAKING YOUR JETTA INTO YOUR PREFERRED VW DEALERSHIP FOR A DIAGNOSIS AND THEY'LL BE ABLE TO DETERMINE IF THE WARRANTY COVERAGE APPLIES. | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX7EW[redacted]
Owner Or Fleet	[redacted] WESTPORT, CT [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	6/3/2020	Incident Date	N/A
Mileage	65,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/3/2020 2:55:00 PM	CUSTOMER STATES: PRE OWNED; PURCHASED FROM INDEPENDENT DEALER AROUND 2017 AT 14,000 MILES; NO WARRANTY EXTENSIONS PURCHASED; | | | | CURRENT CONCERNS: MIL CHECK ENGINE LIGHT, AIRBAG WARNING LIGHT ALSO ACTIVE; | | | | CUSTOMER ADVOCATE REACHED OUT TO DEALER 408062 (PRESTIGE VW); UNABLE TO SPEAK TO SERVICE DEPARTMENT; APPOINTMENT SCHEDULED VIA X-TIME FOR FRIDAY JUNE 5 AT 9:30 AM; CUSTOMER NOTED THEY WILL DROP OFF VEHICLE; | | | CUSTOMER ADVOCATE ADVISED; NO OPEN RECALLS; WARRANTY EXTENSION FOR COOLANT PUMP (UNTIL 1-2-2024 OR 100,000 MILES WOF), AND AIRBAG CLOCK SPRING (UNTIL 1-2-2024 OR 120,000 MILES WOF); | | | | CUSTOMER ACKNOWLEDGED; NO FURTHER ACTION;
6/3/2020 3:12:00 PM	CATEGORY SELECTION : ENGANDENGCOOLING / WARNING LIGHT ON / CHECK ENGINE LIGHT; AIRBAGS / WARNING LIGHT ON / AIRBAG LIGHT;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VW567AJXCM[redacted]
Owner Or Fleet	[redacted] DALLAS, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	6/4/2020	Incident Date	N/A
Mileage	99,100		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/4/2020 12:58:00 PM	CUSTOMER STATES: AIRBAG LIGHT IS ON IN VEHICLE. SAW ONLINE THERE MAY BE A RECALL, AND THAT IT WOULD BE COVERED AT NO COST | | | | CUSTOMER SEEKS: IS THIS TRUE? | | | | CO ADVISED: ALL SAFETY RECALLS ARE DONE AT NO CHARGE TO THE CUSTOMER. RECALLS ARE VIN SPECIFIC, AND THIS PARTICULAR VEHICLE DOES NOT HAVE ANY OPEN RECALLS. THERE IS A WARRANTY EXTENSION ON THE AIR BAG CLOCK SPRING THAT GOES UNTIL 6/1/27 AND HAS NO MILEAGE PARAMETER. | | | | CUSTOMER SEEKS: ANY WARRANTY EXT. ON COOLANT PUMP. | | | | CO ADVISED THERE WAS A WARRANTY EXT. FOR THE COOLANT PUMP THAT RAN UNTIL 100K MI, WHICH VEHICLE IS OUTSIDE OF. CUSTOMER ACKNOWLEDGED | | | | NO FURTHER ACTION
6/8/2020 7:32:00 PM	CUST STATES /SEEKING AIRBAG LIGHT IS ON IN VEHICLE. SAW ONLINE THERE MAY BE A RECALL, AND THAT IT WOULD BE COVERED AT NO COST | | | | C/A ADVISED NO OPEN RECALLS THERE IS A WARRANTY EXTENSION ON THE AIR BAG CLOCK SPRING THAT GOES UNTIL 6/1/27 AND HAS NO MILEAGE PARAMETER.INTAKE MANIFOLD WARRANTY EXT FUEL INJECTOR WARRANTY EXT STEERING WHEEL LOCK WARRANTY EXT AIRBAG CLOCK SPRING WARRANTY EXT 15Y COOLANT PUMP WARRANTY EXT , CUSTOMER ACKNOWLEDGED | | | | C/O TO CLOSE AND REVIEW | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV3AX4EW[redacted]
Owner Or Fleet	[redacted] Athens, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	6/4/2020	Incident Date	N/A
Mileage	110,965		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/4/2020 4:17:00 PM	CUSTOMER STATES MULTIPLE WARNING LIGHTS ON VEHICLE; VEHICLE WAS AT INDEPENDENT; INDEPENDENT STATED CAUSE OF WARNING LIGHTS IS A BAG CLOCK SPRING WHICH HAS DONE DAMAGE TO THE ALTERNATOR; | | | CUSTOMER SEEKING OPEN RECALLS; | | | CO ADVISED THERE ARE CURRENTLY NOT ANY OPEN RECALLS BUT VEHICLE DOES HAVE AN AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI 7/31/24-120K MILES WOF; RECOMMEND VEHICLE GOING INTO A VW DEALER FOR A DIAGNOSIS; OFFERED TO SCHEDULE DEALER APPOINTMENT; CUSTOMER DECLINED; OFFERED NAMES OF TWO NEAREST DEALER; | | | NO FURTHER ACTION;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGAV7AX6DW[redacted]
Owner Or Fleet	[redacted] PLANTATION, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	6/4/2020	Incident Date	N/A
Mileage	120,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/4/2020 5:24:00 PM	CUSTOMER STATES: AIRBAG ERROR LIGHT IS ON; WANTS TO KNOW IF THIS IS COVERED UNDER WARRANTY | | | CUSTOMER SEEKING: VERIFICATION OF WARRANTY COVERAGE | | | CO ADVISED: NO OPEN RECALLS; AIRBAG CLOCK SPRING WARRANTY EXT 15Y; IF FOUND THAT AIRBAG LIGHT IS ON BECAUSE OF FAILED CLOCK SPRING THEN COST OF REPAIRS MAY BE COVERED; WILL NEED DEALER DIAGNOSIS TO CONFIRM; OFFERED TO SCHEDULE DEALER APPT. | | | CUSTOMER DECLINED; WILL CALL MECHANIC AND VERIFY IF AIRBAG LIGHT IS ON BECAUSE OF CLOCK SPRING, IF IT IS THEN WILL CALL BACK TO SCHEDULE APPT. | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A30DC[redacted]
Owner Or Fleet	[redacted], MARYLAND HEIGHTS, MO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	6/5/2020	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/5/2020 10:22:00 AM	CUSTOMER STATES: BACK IN JANUARY, STEERING WHEEL CLOCK SPRING BROKE; CUSTOMER WAS ABLE TO FIND THE PART & TOOLS TO DO THE REPAIR ON HIS OWN; PAID AROUND $200 FOR THIS; THEN FOUND OUT THE COMPONENT HAD TO BE RE-PROGRAMED; TOOK IT TO A VW DEALER IN MARCH & PAID $100 FOR THEM TO RE-PROGRAM; REALIZED HE RECEIVED THIS LETTER FOR THE STEERING WHEEL CLOCK SPRING EXTENDED WARRANTY; | | | CUSTOMER SEEKING: IF HE WERE TO SEND IN HIS RECEIPTS OF THE REPAIR, WOULD HE BE ABLE TO GET REIMBURSED? | | | CO ADVISED: WOULD BE ABLE TO EMAIL CUSTOMER A LIST OF THE DOCUMENTS WE WILL BE NEEDING TO LOOK INTO THE REIMBURSEMENT FOR HIM; ADVISED THAT ONCE WE RECEIVE THE DOCUMENTS, THEY WILL BE SENT FOR REVIEW & CUSTOMER CAN EXPECT TO RECEIVE A RESPONSE OR A CHECK WITHIN 60 DAYS; CONFIRMED EMAIL ADDRESS ON FILE [redacted] | | | CO TO EMAIL REIMBURSEMENT LETTER; NO FURTHER ACTION;
6/5/2020 10:35:00 AM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | I APPRECIATE YOU TAKING THE TIME TO REACH OUT TO ME ABOUT YOUR PASSAT. | | | TO START OUR REIMBURSEMENT REVIEW FOR OUT-OF-POCKET REPAIR EXPENSES FOR SERVICES NOW COVERED UNDER A WARRANTY EXTENSION, RECALL, OR SERVICE ACTION, PLEASE PROVIDE US WITH ITEMS BELOW. | | | HERE┬┐S WHAT WE┬┐LL NEED: | | 1. NAME OF WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | 2. TOTAL AMOUNT OF REIMBURSEMENT REQUESTED | | 3. LEGIBLE REPAIR ORDER INCLUDING: | | ┬┐ NAME AND ADDRESS OF FACILITY | | ┬┐ NAME AND ADDRESS OF CUSTOMER (PAYEE) | | ┬┐ VIN (VEHICLE IDENTIFICATION NUMBER) | | ┬┐ MILEAGE | | ┬┐ DETAILED DESCRIPTION OF REPAIRS | | 4. PROOF OF PAYMENT | | | | HOW TO SUBMIT YOUR CLAIM: | | ELECTRONICALLY | | REPLY TO THIS EMAIL AND ATTACH THE APPROPRIATE DOCUMENTATION TO INITIATE YOUR REIMBURSEMENT REQUEST. | | | | OR, EMAIL YOUR DOCUMENTATION AS AN ATTACHMENT TO: REIMBURSEMENT.REQUEST@VW.COM. IN THE SUBJECT LINE, INCLUDE YOUR VIN AND THE APPLICABLE WARRANTY EXTENSION, RECALL, OR SERVICE ACTION | | | | WHAT TO EXPECT: | | ┬┐ YOUR REFUND CLAIM WILL BE ACTED UPON WITHIN 60 DAYS OF RECEIPT | | ┬┐ IF THE CLAIM IS APPROVED, WE┬┐LL SEND A CHECK TO THE ADDRESS YOU PROVIDED | | ┬┐ TOTAL REIMBURSEMENT AMOUNT MAY BE LIMITED TO WHAT THE REPAIR COST WOULD BE IF IT HAD BEEN COMPLETED BY A VOLKSWAGEN DEALER OR AUTHORIZED REPAIR FACILITY | | ┬┐ IF THE CLAIM IS INCOMPLETE, WE┬┐LL REACH OUT TO GATHER ANY MISSING INFORMATION FROM YOU | | ┬┐ SHOULD YOUR CLAIM BE DENIED, WE┬┐LL PROVIDE YOU WITH THE REASON(S) FOR DENIAL | | | WE LOOK FORWARD TO HEARING FROM YOU SOON! | | | SINCERELY, | | | | | HANNAH K | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | |
6/5/2020 4:24:00 PM	MEDIA ATTACHED IN DOC CENTER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A30DC[redacted]
Owner Or Fleet	[redacted]?, MARYLAND HEIGHTS, MO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	6/5/2020	Incident Date	N/A
Mileage	99,500		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

6/5/2020 4:25:00 PM	MEDIA ATTACHED IN DOC CENTER | | | FROM: [redacted] | SENT: FRIDAY, JUNE 5, 2020 3:47 PM | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | CC: REIMBURSEMENT REQUEST <REIMBURSEMENT.REQUEST@VW.COM> | SUBJECT: [FROM: EXTERNAL] VIN: 1VWBH7A30DC[redacted] EXTENDED WARRANTY COVERAGE - STEERING WHEEL CLOCK SPRING | | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. | | | | REFERENCE #[redacted] | DEAR CUSTOMER CARE, | | THANK YOU FOR YOUR EMAIL. THIS IS TO REQUEST $302.84 AS A REIMBURSEMENT FOR MY TORN CLOCK SPRING THAT WAS REPLACED. THE REIMBURSEMENT IS REQUESTED AS PART OF THE EXTENDED WARRANTY COVERAGE. AFTER MY CLOCK SPRING WAS TORN, I PURCHASED AN ORIGINAL VW CLOCK SPRING FROM VW DIRECT AUTO PARTS FOR $197.84. SEE ATTACHED PROOF OF ORDER AND SHIPPING CONFIRMATION. THEN, I REPLACED THE CLOCK SPRING MYSELF AT HOME. AFTER FINISHING THE JOB, I TOOK THE CAR TO A VW DEALER TO REPROGRAM THE SYSTEM SO THAT IT WOULD WORK PROPERLY. THEY CHARGED $105 FOR THE LABOR (SEE ATTACHED DOCUMENT PAGE 5). | | | 1. NAME OF WARRANTY: EXTENDED WARRANTY COVERAGE - STEERING WHEEL CLOCK SPRING | 2. AMOUNT REQUESTED: | 3. | A. NAME OF ENTITY THAT THE PART WAS PURCHASED FROM: VWDIRECT AUTO PARTS (SEE ATTACHED) | B. NAME AND ADDRESS OF FACILITY: GREEN VOLKSWAGEN OF SPRINGFIELD, 3881 W. WABASH AVESPRINGFIELD IL 62711 | C. NAME AND ADDRESS OF CUSTOMER: [redacted], MARYLAND HEIGHTS, MO [redacted] | D. MILAGE: 99500, VIN: 1VWBH7A30DC[redacted] | E. INITIAL REPAIR WAS DONE BY CUSTOMER [redacted] SUBSEQUENT REPROGRAMING WAS DONE BY FACILITY ABOVE | 4. PROOF OF PAYMENT (SEE ATTACHED) ┬┐ PROOF OF PURCHASE OF VW ORIGINAL PART, PROOF OF SERVICE AT VW DEALER. | | | I LOOK FORWARD TO HEARING FROM YOU. | | | THANK YOU | | | [redacted] | | | | | | SENT FROM MAIL FOR WINDOWS 10 | |
6/8/2020 12:29:00 PM	MEDIA ATTACHED IN DOC CENTER
6/8/2020 8:00:00 AM	REFERENCE # [redacted] | | | DEAR MR. [redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | HANNAH K | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | |
6/8/2020 8:01:00 AM	SPECIAL PROJECTS TO LOOK INTO REIMBURSEMENT FOR THE AIRBAG CLOCK SPRING EXT WARRANTY; CUSTOMER PURCHASED & INSTALLED THE A VW PART HIMSELF; TOOK THE VEHICLE TO A VW DEALER TO HAVE IT PROGRAMED; PLEASE SEE ALL DOCUMENTS IN DOC CENTER;
6/9/2020 10:43:00 AM	CUST SEEKING REIMBURSEMENT UNDER THE WECI WARRANTY EXTENSION; SUBMITTED RECEIPT FOR PURCHASING THE PART - CUSTOMER PERFORMED REPAIRS; CUST ALSO SUBMITTED RO FROM DLR SHOWING THE DLR REPROGRAMMING THE CLOCK SPRING; CUST ONLY PAID LABOR AT DLR - DLR DID NOT COVER UNDER WARRANTY AS IT WAS ONLY THE REPROGRAMMING; VW TO REIMBURSE PART ONLY AS GOODWILL AS THE CUSTOMER PERFORMED THE REPAIR AFTER THE RELEASE OF THE WARRANTY EXTENSION; VW TO REIMBURSE TOTAL: $189.27. | | | SP TO GENERATE CHECK REQUEST AND SEND AN EMAIL TO THE CUSTOMER EXPLAINING REIMBURSEMENT.
6/9/2020 11:27:00 AM	1VWBH7A30DC[redacted] VW TO REIMBURSE CUST FOR AIR BAG CLOCK SPRING PART AS GW; TOTAL: $197.84. | | | GENERATED CHECK REQUEST.
6/9/2020 11:38:00 AM	TEAM 5 PLEASE EMAIL CUSTOMER [redacted] THE INFORMATION FOUND IN THE "INDEP PARTIAL GOODWILL PARTS ONLY" DOCUMENT IN THE CORRESP SCREEN. | | | REASSIGN TO MLYNARA IN INACTIVE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A30DC[redacted]
Owner Or Fleet	[redacted], ?, MARYLAND HEIGHTS, MO, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	6/5/2020	Incident Date	N/A
Mileage	99,500		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

6/10/2020 3:49:00 PM	REFERENCE #[redacted]| | | DEAR MR. [redacted] | | | THANK YOU FOR BEING A MEMBER OF THE VOLKSWAGEN FAMILY. WE RECEIVED YOUR REIMBURSEMENT REQUEST UNDER THE AIR BAG CLOCK SPRING WARRANTY EXTENSION, AND I APPRECIATE THE OPPORTUNITY TO RESPOND. | | | WE HAVE REVIEWED YOUR REQUEST AND A CHECK FOR $197.84 SHOULD ARRIVE FOR YOU IN THE NEXT 4-6 WEEKS. | | | UNFORTUNATELY, WE ARE UNABLE TO PROCESS A FULL REFUND AS THE REPAIR WAS NOT COMPLETED AT A VOLKSWAGEN DEALERSHIP. AS OUTLINED IN THE EXTENDED WARRANTY COMMUNICATION, ONCE A WARRANTY EXTENSION IS ACTIVE, IT MUST BE COMPLETED AT AN AUTHORIZED VOLKSWAGEN DEALER. BECAUSE THE PART WAS INSTALLED OUTSIDE OF THE VW DEALERSHIP AFTER THE WARRANTY EXTENSION WAS ACTIVE, YOU ARE NOT ELIGIBLE FOR REIMBURSEMENT OF LABOR COSTS. AS A GOOD FAITH GESTURE, WE WOULD LIKE TO PAY FOR THE COST OF THE VOLKSWAGEN PART USED TO COMPLETE YOUR REPAIR | | | IF YOUR VEHICLE EVER EXHIBITS MECHANICAL DIFFICULTIES, OUR DEALERSHIP TECHNICIANS HAVE ACCESS TO OUR MOST UP-TO-DATE TECHNICAL RESOURCES AS WELL AS TECHNICAL SUPPORT FROM THE FACTORY. REPAIRS PERFORMED AT AN AUTHORIZED VOLKSWAGEN DEALER ARE THE ONLY WAY THAT WE, AS THE MANUFACTURER, CAN JUDGE THE QUALITY OF REPAIRS AND MAKE SURE THE MOST EFFICIENT PROCEDURES ARE UTILIZED. PLEASE BE ASSURED YOUR DISSATISFACTION HAS BEEN DOCUMENTED FOR VOLKSWAGEN┬┐S INTERNAL RECORDS. | | | WE CARE ABOUT YOUR SAFETY. TO CHECK FOR OPEN RECALLS ON YOUR VEHICLE, PLEASE VISIT: [redacted] SHOULD YOU NEED FUTURE ASSISTANCE, PLEASE DON┬┐T HESITATE TO WORK WITH ONE OF OUR TRAINED ADVOCATES AT OUR CUSTOMER CARE CENTER. THEY ARE ACCESSIBLE BY PHONE AT (800) 893-5298. | | | SINCERELY, | | | | | | ASHLEY S | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | CA TO REASSIGN TO CO
6/10/2020 3:50:00 PM	CA SENT EMAIL TO CUSTOMER; CO TO REVIEW
6/18/2020 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 197.84 MAILED ON 06/17/2020
6/22/2020 6:40:00 PM	AIRBAG CLOCK SPRING
7/13/2020 12:04:00 PM	2668233F3084EA-957D-4D24-B312-FB7E7E07931ASUCCESS
9/2/2020 12:32:00 AM	2668233F3084EA-957D-4D24-B312-FB7E7E07931ASUCCESS
9/16/2020 3:45:00 PM	2668233F3084EA-957D-4D24-B312-FB7E7E07931ASUCCESS
10/26/2020 10:34:00 AM	2668233F3084EA-957D-4D24-B312-FB7E7E07931ASUCCESS

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVGBV7AX0CW[redacted]
Owner Or Fleet	[redacted] 1409 N NEIL ST, CHAMPAIGN, IL,[redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	6/5/2020	Incident Date	N/A
Mileage	105,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/5/2020 3:20:00 PM	CUSTOMER STATES: AIR BAG LIGHT CAME ON 1 MONTHS AND A HALF AGO; BUTTONS ON STEERING STOPPED WORKING AS WELL ; STATES HAS RECALL ON AIR BAG | | | CUSTOMER SEEKING: OPEN RECALL; IF DLR WILL PROVIDE LOANER ; | | | CO ADVISED: CONFIRMED NO OPEN RECALL BUT DOES HAVE OPEN WARRANTY EXTENSIONS AIRBAG CLOCK SPRING WARRANTY EXT UNL/ 3-20-2027 ; INTAKE MANIFOLD WARRANTY EXT 120K/ 3-19-2022 WOF ; FUEL INJECTOR WARRANTY EXT 120K / 3-19-2022 WOF ; INJECTION PUMP WARRANTY EXT 120K/ 3-19-2022 WOF; CO OFFERED TO CALL VW DLR 402170; CO CALLED VW DLR ; VW DLR ADVISED SERVICE DEPARTMENT NOT AVAILABLE; CO LEFT SERVICE DEPARTMENT A VM STATING CUSTOMER CONCERNS CUSTOMER NAME CONTACT INFO AND VIN NUMBER ; CO RETURNED TO CUSTOMER AND OFFERED TO CALL BACK TO MAKE SURE EVERYTHING WENT WELL WITH APPT ; | | | CO TO: FOLLOW UP COB 6-8-2020
6/8/2020 12:12:00 PM	CUSTOMER ADVOCATE REACHED OUT TO CUSTOMER; NO ANSWER; CUSTOMER ADVOCATE LEFT VOICEMAIL; | | | CASE OWNER TO FOLLOW UP ON DETAILS OF APPOINTMENT AT DEALER 402170 (NAPLETON VW); | | | CASE OWNER TO CONTACT CUSTOMER BY COB MONDAY JUNE 15 AT [redacted]
6/15/2020 2:43:00 PM	[redacted]| | | LEVEL ONE AY ASSIST/ADVISE | | | CA LVMM; CA CALLIG ON BEHALF OF CO; SEEKI GTO NOW IF YUO R VEHICLE CONCERNS HAVE BEEN ADDRESSED. | | |
6/15/2020 5:24:00 PM	[redacted] | | | REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | THANK YOU FOR CONTACTING VOLKSWAGEN TO DISCUSS YOUR CONCERNS WITH US. | | | WE┬┐VE TRIED TO CALL YOU TO DISCUSS YOUR CASE, BUT I HAVE BEEN UNABLE TO REACH YOU. YOU MAY CONTACT US TOLL FREE AT 800-822-8987 OR VW.COM* | | | AS A MEMBER OF THE VOLKSWAGEN FAMILY, YOUR SATISFACTION IS IMPORTANT TO US. I LOOK FORWARD TO SPEAKING WITH YOU. | | | *PLEASE BE ADVISED, OUR CONTACT CENTER WILL BE CLOSED STARTING AT 1PM EST ON WEDNESDAY, JUNE 17TH, AND WILL REOPEN AT 8AM EST ON MONDAY, JUNE 22ND, SO THAT WE CAN COMPLETE A SIGNIFICANT SYSTEM UPGRADE. DURING THIS TIME, OUR SYSTEMS WILL BE DOWN AND WE WILL BE UNABLE TO ACCEPT INBOUND EMAIL COMMUNICATION. PLEASE DO NOT REPLY TO THIS EMAIL DURING THIS TIME. | | | | | SINCERELY, | | | | | | | MAYRA C | | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT[redacted] | | | CO TO REVIEW/CLOSE
6/16/2020 2:56:00 PM	CO TO WAIT FOR CUSTOMER CONTACT

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCV7A36FC[redacted]
Owner Or Fleet	[redacted], Mineola, TX, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	6/5/2020	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/5/2020 6:51:00 PM	CUSTOMER STATES BELIEVES THERE IS AN ISSUE WITH THE CLOCK SPRING; MADE AN APPOINTMENT WITH DEALER 425173; DEALER ADVISED THE AIRBAG RECALL ON THE VEHICLE WILL NOT ADDRESS THE CLOCK SPRING CONCERN; INITIALLY THERE WAS A TICKING WHEN CUSTOMER TURNS THE WHEEL; NOW THE AIRBAG LIGHT IS ON AND THE BUTTONS ON THE STEERING WHEEL DO NOT WORK; WANTS TO SEE IF THERE IS A CLOCK SPRING RECALL ON THE VEHICLE BEFORE TAKING THE VEHICLE TO THE DEALER | | | | CUSTOMER SEEKS TO KNOW IF VEHICLE HAS A CLOCK SPRING RECALL | | | | CO ADVISED THERE IS NO CLOCK SPRING RECALL BUT THERE IS AN EXTENDED WARRANTY FOR IT; GOOD UNTIL 6/17/2027 OR 120K WOF; WITH THE SYMPTOMS DESCRIBED VEHICLE CAN BE DIAGNOSED UNDER THE EXTENDED WARRANTY AND IF THE ISSUE IS THE CLOCK SPRING IT WILL BE COMPLETED UNDER WARRANTY; DEALER WILL BE ABLE TO SEE THE VEHICLE HAS THE EXTENDED WARRANTY; | | | | NO FURTHER ACTION | | | | | | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	WVWBN7AN4EE[redacted]
Owner Or Fleet	[redacted] Elizabeth City, NC, [redacted]		
Make, Model, Model Year	Volkswagen, CC, 2014		
Report Date	6/8/2020	Incident Date	N/A
Mileage	72,412		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/8/2020 9:26:00 AM	MEDIA ATTACHED IN DOC CENTER | | | CUSTOMER STATES: THE VEHICLE IS REGISTERED IN NC STATE; 2ND OWNER; VEHICLE WAS PURCHASED; FIRST TIME EXPERIENCING THIS ISSUE; VEHICLE EXPERIENCING: ABS; TRACTION PARKING AND AIRBAG WARNING LIGHTS ON DASH; VEHICLE IS NOT CURRENTLY AT A VW DEALERSHIP. THE VEHICLE WAS LAST AT DEALER 409449 | | | CUSTOMER SEEKING: FIX VEHICLE CONCERNS | | | CO ADVISED: VEHICLE HAS NO OPEN RECALLS; VEHICLE HAS
6/8/2020 9:44:00 AM	CO CONTACTED DEALER 409449 AND SPOKE WITH NITA; CO SCHEDULED APPOINTMENT FOR CUSTOMER 06/09/2020 AT 9 AM | |
6/8/2020 9:51:00 AM	NOTES OUR OF ORDER | | | HI [redacted] | | | IT SEEMS THAT OUR CHAT GOT DISCONNECTED SO I WANTED TO MAKE SURE THAT I REACHED OUT TO YOU! I AM SEEING THAT SOUTHERN VOLKSWAGEN GREENBRIER IS THE NEAREST TO YOU! I WILL GET IN TOUCH WITH THEM TO ENSURE THEY ARE OPEN AND SCHEDULE AN APPOINTMENT FOR THEIR SOONEST AVAILABILITY AND FOLLOW UP WITH YOU AGAIN VIA EMAIL ONCE I HAVE THE APPOINTMENT DETAILS! | | | BEST, | | | RACHAEL E | | DIGITAL OPERATIONS ADVOCATE, VOLKSWAGEN CUSTOMER CARE | | | | | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | |
6/8/2020 9:52:00 AM	HI [redacted] | | | | I HAVE AN APPOINTMENT SCHEDULED AT SOUTHERN VOLKSWAGEN GREENBRIER FOR TOMORROW MORNING AT 9 AM. I SCHEDULED YOUR APPOINTMENT WITH NITA IN SERVICE AND IF YOU NEED TO RESCHEDULE YOU CAN GET IN TOUCH WITH THE DEALER AT 757-424-4689. I HAVE ALSO DOCUMENTED EVERYTHING THAT WE┬┐VE DISCUSSED TODAY FOR YOU IN CASE [redacted] I HOPE YOU FIND THIS INFORMATION HELPFUL, IF YOU HAVE ANY FURTHER QUESTIONS OR CONCERNS PLEASE DON┬┐T HESITATE TO REACH BACK OUT TO ME! | | | I HOPE YOU HAVE A GREAT REST OF YOUR DAY! STAY SAFE AND HEALTHY! | | | BEST REGARDS, | | | RACHAEL E | | DIGITAL OPERATIONS ADVOCATE, VOLKSWAGEN CUSTOMER CARE | | | | | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | NO FURTHER ACTION;CO TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV2B7AX7JM[redacted]
Owner Or Fleet	[redacted]?, OMAHA, NE, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	6/8/2020	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/8/2020 10:45:00 AM	CUSTOMER SEEKS TO BE REMOVED FROM VEHICLE
6/8/2020 10:55:00 AM	VEHICLE MEETS NE LL, VEHICLE DOWN 109 DAYS, WATER LEAK 3X, NOISE 2X, WASHER FLUID LEAK 1X, AIRBAG LIGHT 1X
6/12/2020 10:01:00 AM	HELLO MS.[redacted] | | I HOPE THIS EMAIL FINDS YOU WELL. MY NAME IS RENEE AND I WILL BE ASSISTING YOU WITH YOUR REQUEST TO BE RELIEVED OF YOUR VEHICLE. | | I HAVE ATTACHED A LENDER RELEASE FORM TO THIS EMAIL. WE WILL NEED YOUR LENDER INFORMATION TO PROVIDE YOU WITH OUR OFFER. PLEASE COMPLETE THE FORM AND RETURN TO ME VIA EMAIL OR FAX ALONG WITH: | | ┬┐ CURRENT VEHICLE REGISTRATION | | ┬┐ DRIVER┬┐S LICENSE FOR ALL REGISTERED OWNERS | | ┬┐ PURCHASE OR LEASE AGREEMENT | | ┬┐ PAYMENT SUMMARY AND PAYOFF ON BANK LETTERHEAD | | ┬┐ TITLE (IF IN YOUR POSSESSION) | | I WOULD ALSO LIKE TO SET UP A TIME WITH YOU THIS WEEK TO DISCUSS YOUR CASE AND THE REQUESTED INFORMATION. IS THERE A TIME AND NUMBER THAT IS PREFERRED? I AM AVAILABLE 8AM-4:00PM EST TUESDAY-FRIDAY. | | RENEE H | | SPECIALIST | |
6/16/2020 9:51:00 AM	HI RENEE, | | | | THANK YOU FOR DISCUSSING EVERYTHING OVER THE PHONE WITH ME! I HAVE ATTACHED THAT FORM FILLED OUT, MY REGISTRATION AND A COPY OF MY DRIVERS LICENSE. PLEASE LET ME KNOW IF THERE IS ANYTHING ELSE YOU NEED! | | | | THANK YOU, | |[redacted]| | | |
6/16/2020 9:55:00 AM	GOOD MORNING, | | | | THANK YOU, I HAVE REQUESTED THE INFORMATION NEEDED THAT TYPICALLY TAKES 3 DAYS TO RECEIVE BACK, HOWEVER I WANT TO LET YOU KNOW WE ARE UPGRADING OUR SYSTEM AND WE WILL BE TRAINING FOR THE REMAINDER OF THE WEEK. I MOST LIKELY WON┬┐T HAVE THE INFORMATION UNTIL MID TO LATE WEEK NEXT WEEK. I WILL FOLLOW UP THEN. | | | | RENEE H | | SPECIALIST | | CUSTOMER RESOLUTION & RETENTION | |
6/16/2020 9:59:00 AM	| | GOOD MORNING, | | WE ARE IN THE PROCESS OF REPURCHASING[redacted]VEHICLE, ACCOUNT #[redacted] COULD YOU PLEASE PROVIDE THE SALES CONTRACT AND PAYMENT HISTORY? | | | | RENEE H | | SPECIALIST | | CUSTOMER RESOLUTION & RETENTION | |
6/24/2020 10:44:00 AM	CALL WITH OWNER. OWNER WANTED AN UPDATE ON OFFER LETTER. I ADVISED OWNER ABOUT SYSTEM UPGRADES AND DELAYS. I ADVISED I SHOULD HAVE INFORMATION BACK FROM VCI AND I WILL REVIEW AND TRY AND HAVE OFFER LETTER BY THE END OF THE WEEK. OWNER ADVISED THAT WAS HER MAIDEN NAME AND CAN I CHANGE THE CHECK, I ADVISED I WOULD NEED THE MARRIAGE CERTIFICATE IN ORDER TO CHANGE. LOOK FOR VCI INFO TO PREPARE OFFER LETTER
6/24/2020 10:58:00 AM	TO VCI GOOD MORNING, COULD YOU RE-SEND THE SALES CONTRACT THE LENDER RELEASE FORM WAS ATTACHED.RENEE H SPECIALIST CUSTOMER RESOLUTION & RETENTION
6/26/2020 8:45:00 AM	GOOD MORNING, I HAVE ATTACHED YOUR FINAL OFFER FOR REVIEW. PLEASE SIGN AND RETURN ALL PAGES (NOTARY IS NOT NEEDED AT THIS TIME). ONCE RECEIVED I CAN SEND YOU THE LOYALTY VOUCHER AND I CAN ALSO PUT YOUR ACCOUNT IN PROTECTIVE STATUS SO THAT YOU NO LONGER NEED TO MAKE PAYMENTS DURING THE PROCESS.RENEE H SPECIALIST CUSTOMER RESOLUTION & RETENTION
6/26/2020 9:45:00 AM	HI, I WILL UPDATE THE OFFER LETTER AND SEND TO YOU. SEE ATTACHED. ONCE THE CHECK IS RECEIVED WHICH TAKES A COUPLE WEEKS, YOU WILL THEN HAVE TO CLOSE ON THE VEHICLE AND SIGN PAPERWORK AT THE DEALERSHIP (RETURN VEHICLE SIGN, CLOSING PAPERS AND PICK UP CHECK, THAT WAY THE VEHICLE IS OUT OF YOUR NAME AFTER THE CLOSING TAKES PLACE. ONCE I RECEIVE THE CHECK I TRANSITION YOUR CASE TO MY CLOSING COORDINATOR WHO WILL ASSIST IN THAT PROCESS. IF YOU CHOOSE TO PURCHASE A NEW VEHICLE DURING THE PROCESS THAT IS FINE BUT YOU ARE RESPONSIBLE FOR THAT VEHICLE UNTIL THE CLOSING TAKES PLACE.RENEE H SPECIALIST CUSTOMER RESOLUTION & RETENTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV2B7AX7JM[redacted]
Owner Or Fleet	[redacted]?, OMAHA, NE, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	6/8/2020	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

6/29/2020 11:30:00 AM	RENEE, HERE IS MY SIGNED AGREEMENT PAPERWORK! ILL JUST WAIT FOR THE LOYALTY LETTER. LET ME KNOW IF YOU NEED ANYTHING ELSE! THANK YOU, [redacted]
6/29/2020 8:22:00 AM	GOOD MORNING, WE ARE IN THE PROCESS OF REPURCHASING THIS VEHICLE. CAN YOU PLACE IN PROTECTIVE STATUS UNTIL 9/29/20. ACCOUNT # [redacted] RENEE H SPECIALIST
7/8/2020 10:55:00 AM	CHECK IS READY ROB HAS THE CHECK
7/8/2020 11:49:00 AM	GOOD AFTERNOON, WE ARE IN THE PROCESS OF REPURCHASING THIS VEHICLE FOR MRS. [redacted]18 TIGUAN. I WANTED TO REACH OUT TO SEE WHO COULD ASSIST IN THE CLOSING AND SEND THE PAPERWORK AND CHECK TO. I HAVE ALSO INCLUDED A LOYALTY VOUCHER FOR THE CUSTOMER AS WELL. RENEE H SPECIALIST CUSTOMER RESOLUTION & RETENTION
7/8/2020 11:50:00 AM	GENERATE/SEND OFFER
7/8/2020 11:50:00 AM	VERIFY SOC PROCESS WITH BANK
7/8/2020 11:50:00 AM	SEARCH FOR REPLACEMENT VEHICLE
7/8/2020 11:50:00 AM	REQUEST REPLACEMENT VEHICLE
7/8/2020 11:50:00 AM	OBTAIN NEEDED DOCUMENTS
7/8/2020 11:50:00 AM	FORWARD TO PAG
7/8/2020 11:50:00 AM	ENTER LENDER/LESSOR INFORMATION IN SYSTEM
7/8/2020 11:50:00 AM	DECIDE OFFER TYPE
7/8/2020 11:50:00 AM	CREATE AND SAVE REPAIR ORDER SUMMARY
7/8/2020 11:50:00 AM	CONTACT SOURCE TO NEGOTIATE OFFER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV2B7AX7JM[redacted]
Owner Or Fleet	[redacted]?, OMAHA, NE, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	6/8/2020	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

7/8/2020 11:50:00 AM	RECEIVE SIGNED ACCEPTANCE
7/8/2020 11:50:00 AM	CONTACT DEALER FOR REPAIR ORDERS
7/8/2020 12:07:00 PM	REQUEST PAYMENT(S)
7/8/2020 12:07:00 PM	NOTIFY CLOSING COORDINATOR
7/8/2020 12:07:00 PM	EMAIL VCI
7/8/2020 12:07:00 PM	VERIFY BUYBACK VEHICLE LOCATION
7/9/2020 10:36:00 AM	WATER LEAK,
7/9/2020 10:52:00 AM	TRANSITION NOTE: REPURCHASE, VCI LEASE, NON CONFORMITY WATER LEAK, WARNING LIGHT, DEALER IS 42418 AND DEALER CONTACT IS MATT PHILLIPS WILL BE YOUR CONTACT. MPHILLIPS@BAXTERAUTO.COM. I ADDED ALL THE REQUIRED DOCS ALSO. FOM DAVID NAWROCKI
7/9/2020 9:52:00 AM	HI RENEE, MATT PHILLIPS WILL BE YOUR CONTACT. MPHILLIPS@BAXTERAUTO.COM THANKS,KEVIN KIGHT GENERAL MANAGER (402) 397-8200 KKIGHT@BAXTERAUTO.COM BAXTER AUTO GROUP IS PROUD TO BE YOUR CHOICE FOR BEST OF OMAHA 2020.
7/14/2020 3:16:00 PM	OBTAIN CLOSING PACKAGE
7/14/2020 3:16:00 PM	VERIFY BUYBACK VEHICLE LOCATION
7/14/2020 3:16:00 PM	SEND PAYOFF CHECK
7/14/2020 3:16:00 PM	SEND CLOSING PACKAGE
7/14/2020 3:16:00 PM	SCHEDULE CLOSING

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV2B7AX7JM[redacted]
Owner Or Fleet	[redacted] ?, OMAHA, NE, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	6/8/2020	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

7/14/2020 3:16:00 PM	REQUEST TITLE BRANDING PAYMENT
7/14/2020 3:16:00 PM	REQUEST PAYMENT(S)
7/14/2020 3:16:00 PM	CANCEL/TRANSFER VW CARE/ACP
7/14/2020 3:16:00 PM	GENERATE CLOSING PAPERWORK
7/14/2020 3:16:00 PM	EMAIL VCI
7/14/2020 3:16:00 PM	CONTACT DEALER
7/14/2020 3:16:00 PM	CONTACT CUSTOMER
7/14/2020 3:16:00 PM	REQUEST PAYOFF
7/14/2020 4:03:00 PM	@LYNNTOIA WEBSTER UPS CHECK [redacted]
7/27/2020 3:58:00 PM	FROM: WEBSTER, LYNNTOIASENT: MONDAY, JULY 27, 2020 3:58 PM TO: HENDERSON, RENEE <EXTERN.RENEE.HENDERSON@VW.COM> SUBJECT: RE: #[redacted]HI RENEE, I WASNT AWARE THAT THE CUSTOMER CLOSED. I SENT A FOLLOW UP EMAIL TO THE DEALER ON 7/22/20. WE HAVE TO FOLLOW UP EVERY 5 BUSINESS DAYS SO ILL BE CALLING THE DEALER IN 2 DAYS. SINCE YOURE LETTING ME KNOW THE CUSTOMER HAS CLOSED I WILL GO AHEAD AND REQUEST A PAYOFF QUOTE.REGARDS,LYNNTOIA WEBSTER CLOSING COORDINATOR CUSTOMER RESOLUTION & RETENTION
8/4/2020 1:03:00 PM	FROM: WEBSTER, LYNNTOIASENT: TUESDAY, AUGUST 04, 2020 1:03 PM TO: NAWROCKI, DAVID <DAVID.NAWROCKI@VW.COM> SUBJECT: REPURCHASE FOR [redacted]HI DAVID, I RECEIVED AN EMAIL FROM SPECIALIST RENEE REGARDING THE CLOSING FOR MS. [redacted] I EMAILED THE CLOSING DOCUMENTS TO MATT PHILLIPS (AS INSTRUCTED BY RENEE) AND EMAILED THE CUSTOMER ON 7/14. THE CHECK WAS ALSO SENT TO THE DEALERSHIP AND DELIVERED ON 7/17 UPS TRACKING # [redacted] I SENT A FOLLOW UP EMAIL REGARDING THE CLOSING ON 7/22 TO MATT. RENEE REACHED OUT TO ME VIA EMAIL ON 7/27 FOR AN UPDATE AND I INFORMED HER THAT I WASNT AWARE THAT THE CUSTOMER HAD CLOSED SO I CALLED THE LIENHOLDER FOR A PAYOFF QUOTE AND REQUESTED THE PAYOFF CHECK ON 7/28. THE CHECK IS STILL WAITING FOR APPROVAL. I ALSO LEFT A VOICEMAIL FOR MATT PHILLIPS ON 7/29 FOR AN ADDITIONAL FOLLOW UP. TOMORROW WOULDVE BEEN THE DAY FOR ME TO FOLLOW UP WITH THE DEALER VIA EMAIL AND TO INCLUDE YOU ON THE EMAIL. I SEE IN THE EMAIL THREAD THAT I RECEIVED FROM RENEE THAT KEVIN KNIGHT IS REQUESTING CONTACT. I WILL REACH OUT TO HIM NEXT. PLEASE LET ME KNOW IF THERE IS ANYTHING ELSE I MAY DO TO ASSIST. REGARDS,LYNNTOIA WEBSTER CLOSING COORDINATOR CUSTOMER RESOLUTION & RETENTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV2B7AX7JM[redacted]
Owner Or Fleet	[redacted] ?, OMAHA, NE, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	6/8/2020	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

8/4/2020 1:11:00 PM	FROM: WEBSTER, LYNNTOIASENT: TUESDAY, AUGUST 04, 2020 1:11 PM TO: NAWROCKI, DAVID <DAVID.NAWROCKI@VW.COM> SUBJECT: RE: REPURCHASE FOR [redacted] YOURE MORE THAN WELCOME! I JUST LEFT AN EMAIL FOR KEVIN AND I WILL FORWARD HIM THE EMAILS I SENT TO THE CUSTOMER AND MATT SO THAT HE HAS THE CLOSING PACKAGE IF NEEDED. THANK YOU, LYNNTOIA
8/6/2020 12:25:00 PM	@LYNNTOIA WEBSTER LABEL REQUEST [redacted]
8/7/2020 10:57:00 AM	@CAROLINE HITE TRANSITION TO AC RECEIVED EMAIL COPIES: ODO, LPOA, VCR, BBRP WAIT FOR TITLE FROM VCI BRANDED CHECK REQUESTED VEHICLE LOCATED AT 42418 NON CONFORMITY WATER LEAK, WARNING LIGHT (DEALER WILL MAIL ORIGINAL DOCS; I REQUESTED THE REMAINING SERVICE DOCS)
8/13/2020 5:11:00 PM	@CAROLINE HITERECEIVED BRANDED TITLE CHECK WILL RETURN TO AH LOBBY NEXT WEEK.
8/19/2020 12:55:00 PM	@CAROLINE HITEIVE DROPPED A PDFINTO YOUR CASE FILES
8/28/2020 11:24:00 AM	OBTAIN BRANDED TITLE
8/28/2020 11:24:00 AM	REVIEW CLOSING DOCUMENTS
8/28/2020 11:24:00 AM	REQUEST BRANDED TITLE
8/28/2020 11:24:00 AM	RECOVER SALES TAX
8/28/2020 11:24:00 AM	PURGE FILE
8/28/2020 11:24:00 AM	PROCESS DEALER REIMBURSEMENT
8/28/2020 11:24:00 AM	PERFORM SUPERVISOR REVIEW
8/28/2020 11:24:00 AM	SEND VEHICLE TO AUCTION
8/28/2020 11:24:00 AM	OBTAIN FINAL REPAIR ORDER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV2B7AX7JM[redacted]
Owner Or Fleet	[redacted] ?, OMAHA, NE, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	6/8/2020	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

8/28/2020 11:24:00 AM	OBTAIN AUCTION CONSIGNMENT FORM, POA & ODO
8/28/2020 11:24:00 AM	GENERATE DISCLOSURE
8/28/2020 11:24:00 AM	OBTAIN TITLE / LIEN RELEASE
8/28/2020 11:24:00 AM	SEND SALES TAX TO TREASURY
8/28/2020 9:23:00 PM	@CAROLINE HITETITLE ADDED TO FILE
9/15/2020 4:38:00 PM	REVIEW CLOSING DOCUMENTS
9/15/2020 4:38:00 PM	REQUEST BRANDED TITLE
9/15/2020 4:38:00 PM	SEND SALES TAX TO TREASURY
9/15/2020 4:38:00 PM	OBTAIN BRANDED TITLE
9/15/2020 4:38:00 PM	RECOVER SALES TAX
9/15/2020 4:38:00 PM	PURGE FILE
9/15/2020 4:38:00 PM	PROCESS DEALER REIMBURSEMENT
9/15/2020 4:38:00 PM	PERFORM SUPERVISOR REVIEW
9/15/2020 4:38:00 PM	OBTAIN FINAL REPAIR ORDER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	3VV2B7AX7JM[redacted]
Owner Or Fleet	[redacted]?, OMAHA, NE, [redacted]		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	6/8/2020	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

9/15/2020 4:38:00 PM	OBTAIN AUCTION CONSIGNMENT FORM, POA & ODO
9/15/2020 4:38:00 PM	GENERATE DISCLOSURE
9/15/2020 4:38:00 PM	SEND VEHICLE TO AUCTION
9/15/2020 4:38:00 PM	OBTAIN TITLE / LIEN RELEASE
9/28/2020 1:40:00 PM	TITLE BRANDING PAPERWORK, SENT FROM BONNIES TEAM.
10/20/2020 8:15:00 AM	FROM: TRAVIS LOOMAN <TLOOMAN@BAXTERAUTO.COM>SENT: MONDAY, OCTOBER 19, 2020 6:48 PM TO: WEBSTER, LYNNTOIA <EXTERN.LYNNTOIA.WEBSTER@VW.COM> SUBJECT: [FROM: EXTERNAL] BUYBACKS LYNNTOIA, I STILL HAVE TWO BUYBACKS THAT HAVE NOT BEEN PICKED UP. 1V2NR2CA3KC[redacted]3VV2B7AX7JM[redacted]THANKSTRAVIS LOOMAN SERVICE MANAGER 17220BURTSTREET OMAHA, NE 68118(402) 397-8200 TLOOMAN@BAXTERAUTO.COMBAXTER AUTO GROUP IS PROUD TO BE YOUR CHOICE FOR BEST OF OMAHA 2020.
10/20/2020 8:17:00 AM	FROM: WEBSTER, LYNNTOIASENT: TUESDAY, OCTOBER 20, 2020 8:17 AM TO: TRAVIS LOOMAN <TLOOMAN@BAXTERAUTO.COM> CC: HITE, CAROLINE <EXTERN.CAROLINE.HITE@VW.COM> SUBJECT: RE: BUYBACKS GOOD MORNING TRAVIS, THANK YOU FOR YOUR INQUIRY. THE AUCTION COORDINATOR HAS BOTH CASES AND WILL REACH OUT TO YOU TO SCHEDULE VEHICLE PICK UP. I HAVE CCD HER ON THIS EMAIL. PLEASE LET ME KNOW IF YOU HAVE ANY QUESTIONS. THANK YOU, LYNNTOIA
10/30/2020 4:43:00 PM	@CAROLINE HITETITLE ADDED TO FILE
11/10/2020 2:06:00 PM	RECEIVED TITLE. GENERATE DISCLOSURE.
11/10/2020 3:00:00 PM	DISCLOSURE EMAILED TO AUCTION. TITLE TO BEN. CLOSED CASE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A35EC[redacted]
Owner Or Fleet	[redacted]		Huntersville, NC, [redacted]
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	6/8/2020	Incident Date	N/A
Mileage	90,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/8/2020 12:48:00 PM	CUSTOMER STATES: THE AIRBAG LIGHT IS ON; I WOULD LIKE TO KNOW IF MY VEHICLE HAS ANY OPEN RECALLS REGARDING THE AIRBAG | | | | CUSTOMER SEEKING: IF HIS VEHICLE HAS ANY OPEN RECALLS REGARDING THE AIRBAG | | | | CO ADVISED: YOUR VEHICLE HAS NO OPEN RECALLS; YOUR VEHICLE DOES HAVE AN EXT. WTY FOR THE AIRBAG CLOCK SPRING; A SYMPTOM OF THAT COMPONENT GOING BAD WOULD BE THE AIRBAG LIGHT GOING COMING ON; YOU ARE GOING TO WANT TO GET THE VEHICLE INTO YOUR LOCAL VW DEALER SO THEY CAN DIAGNOSIS THE CONCERN; CO OFFERED TO PROVIDE CUSTOMER CONTACT INFORMATION TO A DEALER IN HER AREA | | | | CUSTOMER DECLINED | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A32FC[redacted]
Owner Or Fleet	[redacted] Little Rock, AR, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	6/8/2020	Incident Date	N/A
Mileage	70,419		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/8/2020 2:47:00 PM	CUSTOMER STATES: AIRBAG LIGHT CAME ON; FOUND THAT THIS WAS FOR THE AIRBAG CLOCK SPRING AND THE COMBINATION SWITCH; WAS TOLD THIS PERTAINS TO OPEN RECALL ON VEHICLE FOR AIRBAG | | | CUSTOMER SEEKING: VERIFICATION OF VEHICLE OPEN RECALLS | | | CO ADVISED: A-RECALL- DRIVER FRONTAL AIRBAG INFLATOR (TAKATA) WAS COMPLETED IN 2019; S-SERV_ACT - ENGINE CONTROL MODULE (ECM) SOFTWARE; AIRBAG CLOCK SPRING WARRANTY EXT 10Y/120K MI WOF; REPAIR MAY BE COVERED UNDER VEHICLE WARRANTY EXT.; OFFERED TO SCHEDULE DEALER APPT. | | | CUSTOMER ACCEPTED | | | CO SCHEDULED APPT. VIA PHONE CALL AT DEALER 425373; SPOKE WITH JOHN; FOR MONDAY, JUNE 15TH AT 9AM; CO ADVISED APPT. DAY AT TIME | | | NO FURTHER ACTION
6/8/2020 2:54:00 PM	CATEGORY SELECTION : AIRBAGS / WARNING LIGHT ON / AIRBAG CLOCK SPRING AND COMBINATION SWITCH;

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWAT7A35G[redacted]
Owner Or Fleet	[redacted] GASTONIA, NC, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	6/10/2020	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/10/2020 5:24:00 PM	CUSTOMER STATES: VEHICLE HAS AIRBAG LIGHT ON; WAS WONDERING IF THERE WERE ANY REMAINING WARRANTIES ON VEHICLE RELATED TO THIS; HAD CONTACTED DEALER BUT JUST PROVIDED POWERTRAIN INFO; | | | CUSTOMER SEEKS: WARRANTY INFO; | | | CO ADVISED: VEHICLE HAS NO OPEN RECALLS; VEHICLE HAS WARRANTY EXTENSION FOR AIRBAG CLOCK SPRING UNTIL 04/15/2026 OR 120,000 MILES WOF; OFFERED TO REACH OUT TO DEALER TO SCHEDULE APPT; | | | CUSTOMER DECLINED; THANKED FOR ASSISTANCE; | | | NO FURTHER ACTION

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCH7A38DC[redacted]
Owner Or Fleet	[redacted] CALIFORNIA CITY, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	6/11/2020	Incident Date	N/A
Mileage	67,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/11/2020 2:53:00 PM	CUSTOMER STATES: SUBSEQUENT OWNER; NON-CPO; VEHICLE AT DEALER 422585; SHE IS ACTIVE DUTY MILITARY AND HAD TO WAIT FOR AN APPOINTMENT, BUT TOO THE VEHICLE TO AN INDEPENDENT; SHE WAS TOLD SHE NEED A CLOCK SPRING; WHEN SHE CALLED THE DEALER THEY SAID SHE IS COVERED BY A WARRANTY EXTENSION; SHE WOULD LIKE THE INFORMATION FOR THE WARRANTY EXTENSION | | | | CUSTOMER SEEKING: REIMBURSEMENT FOR THE DIAGNOSIS FEE FROM THE INDEPENDENT | | | | CO ADVISED: SHE MAY SUBMIT HER INVOICE AND PROOF OF PAYMENT FROM THE INDEPENDENT AND REPAIR ORDER FROM DEALER 422585 FOR RESEARCH OF POSSIBLE REIMBURSEMENT; PROVIDED E-MAIL ADDRESS | | | | NOTE: CUSTOMER SEEKING E-MAIL ADDRESS, REMAINING WARRANTIES , WARRANTY EXTENSION LETTER SENT VIA E-MAIL.
6/11/2020 5:54:00 PM	PLEASE SEND CUSTOMER | | | | 1. REIMBUSEMENT INFORMATION VWCUSTOMERCARE@VW.COM TO SEND DOCUMENTATIO NAND PROOF OF PAYMENT FOR POSSIBLE REIMBURSEMENT | | 2. COPY OF WARRANTY EXTENSION LETTER FOR AIRBAG CLOCK SPRING 15YEARS/UNLIMITED MILEAGE | | 3. REMAINING WARRANTIES - FROM ORIGINAL IN-SERVICE DAE OF 4-25-2013 | | A. LONG TERM EMISSIONS 8/80K WCF FOR A MFG SHORTCOMING | | B. CORROSIONWARRANTY 12 YEARS UNLIMITED MILEAGE | | | | | | TEAM 5 TO SEND E-MAIL
6/12/2020 12:14:00 PM	REFERENCE #[redacted] | | | | DEAR MS.[redacted] | | | | THANK YOU FOR SPEAKING WITH ME. | | | | AS PROMISED, I AM EMAILING YOU THE INFORMATION ON YOUR 2013 PASSAT. | | | | FIRST, I WOULD LIKE TO DISCUSS THE REMAINING WARRANTIES. THESE BEGIN AT THE VEHICLE┬┐S IN-SERVICE DATE OF APRIL 25, 2013. IN ORDER FOR THESE WARRANTIES TO BE VALID, YOU MUST BE WITHIN THE PARAMETERS. | | | | ┬┐ LONG-TERM FEDERAL EMISSIONS WARRANTY COVERS THE CATALYTIC CONVERTER, ON-BOARD DIAGNOSTIC DEVICE (OBD), AND ENGINE CONTROL MODULE (ECM). THIS EXPIRES ON APRIL 25, 2021 OR WHEN YOUR VEHICLE EXCEEDS 80,000 MILES (WHICHEVER COMES FIRST). | | | | ┬┐ LIMITED WARRANTY AGAINST CORROSION PERFORATION COVERS THE BODY SHEET METAL PANELS FOR CORROSION THAT STARTS ON THE INSIDE OF THE PANEL AND PERFORATES THROUGH TO THE OUTSIDE. THIS WARRANTY EXPIRES ON APRIL 25, 2025. | | | | VOLKSWAGEN HAS VOLUNTARILY EXTENDED THE WARRANTY ON A COMPONENT IN THIS PASSAT. IN ORDER FOR THIS WARRANTY TO BE VALID, YOU MUST BE WITHIN THE TIME AND MILEAGE PARAMETERS. THIS WARRANTY EXTENSION PROTECT AGAINST MANUFACTURER SHORTCOMINGS. THE WARRANTY ALSO BEGINS AT THE VEHICLES IN-SERVICE DATE. PLEASE SEE THE EXTENDED WARRANTY BELOW: | | | | | REST CAN BE VIEWED IN DOC CENTER: CA TO REASIIGN TO CO
6/12/2020 12:20:00 PM	CO TO REVIEW
6/12/2020 3:46:00 PM	MEDIA ATTACHED IN DOC CENTER
6/12/2020 5:50:00 PM	[redacted] | | | REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | | THANK YOU FOR CONTACTING VOLKSWAGEN. | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: WE RECEIVED THE DOCUMENTS AND APPRECIATE YOUR PATIENCE WHILE WE RESEARCH YOUR REIMBURSEMENT REQUEST. YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | IF YOU HAVE QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | | SINCERELY, | | | | | | KIMBERLY W | | CUSTOMER CARE ADVOCATE | | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | | | | CO TO FORWARD TO SP
6/12/2020 5:54:00 PM	WAIT SP
6/15/2020 11:47:00 AM	CUST SEEKING REIMBURSEMENT OF DIAGNOSIS FEE FOR WECI WARR EXT; CUST IS ACTIVE MILITARY AND HAD TO WAIT TO TO GO THE DLR; CUST PAID FOR DIAG ONLY; SP TO REIMBURSE AS ONE TIME GOODWILL GESTURE DUE TO SITUATION; VW TO REIMBURSE TOTAL: $125.00. | | | | SP TO GENERATE CHECK REQUEST.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWCH7A38DC[redacted]
Owner Or Fleet	[redacted], CALIFORNIA CITY, CA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	6/11/2020	Incident Date	N/A
Mileage	67,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

6/15/2020 12:03:00 PM	1VWCH7A38DC[redacted] VW TO REIMBURSE CUST FOR DIAG AS ONE TIME GOODWILL GESTURE; TOTAL: $125.00. | | | | GENERATED CHECK REQUEST.
6/18/2020 4:00:00 AM	CHECK #[redacted] FOR AMOUNT $ 125.00 MAILED ON 06/17/2020
6/22/2020 4:11:00 PM	MIL
7/13/2020 12:05:00 PM	266821014967A6-4031-4EE7-A691-4C31E75B6E3ESUCCESS
9/2/2020 3:04:00 AM	266821014967A6-4031-4EE7-A691-4C31E75B6E3ESUCCESS
9/16/2020 9:07:00 PM	266821014967A6-4031-4EE7-A691-4C31E75B6E3ESUCCESS
10/26/2020 10:52:00 AM	266821014967A6-4031-4EE7-A691-4C31E75B6E3ESUCCESS

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A32EC[redacted]
Owner Or Fleet	[redacted]?, LAWRENCEVILLE, GA, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	6/15/2020	Incident Date	N/A
Mileage	0		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/15/2020 1:31:00 AM	PENDING CUSTOMER DOCUMENTS
6/15/2020 12:40:00 PM	MEDIA ATTACHED IN DOC CENTER | | | FROM: [redacted] | | SENT: MONDAY, JUNE 15, 2020 9:58 AM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: RE: VW EXPERIENCE | | | GOOD MORNING KAREN: | | | | THANK YOU FOR YOUR PROMPT AND COURTEOUS ASSISTANCE THIS MORNING. A COPY OF THE REPAIR ORDER DETAIL FROM AUTONATION IS ATTACHED, SHOWING THAT WE HAVE ALREADY REPLACED THE CLOCKSPRING ONCE, AT MY OWN EXPENSE IN JANUARY 0F 2017. I SENT THIS SAME PAPERWORK IN FOR REIMBURSEMENT EARLIER THIS YEAR. I TOTALLY UNDERSTAND THAT OPERATIONS HAVE CHANGED AS A RESULT OF THE PANDEMIC AND I APPRECIATE YOUR HELP WITH MOVING THIS CLAIM FORWARD. | | | IF YOU NEED MORE INFORMATION THAN I HAVE PROVIDED HERE, FEEL FREE TO CONTACT ME AT THIS EMAIL ADDRESS OR AT [redacted] I WILL TAKE THE CAR BACK TO HAVE THE CLOCKSPRING REPLACED AGAIN AND LOOK FORWARD TO RECEIVING REIMBURSEMENT FOR THE ORIGINAL REPLACEMENT. | | | THANKS AGAIN, | [redacted] | MARKETING COMMUNICATIONS DIRECTOR | | | |
6/15/2020 5:34:00 PM	REFERENCE #[redacted] | | | DEAR MS.[redacted] | | | THANK YOU FOR TAKING THE TIME TO SPEAK WITH ME. | | I AM FOLLOWING UP WITH YOU BECAUSE WE HAVE NOT RECEIVED YOUR DOCUMENT FOR REIMBURSEMENT REVIEW AT THIS TIME. PLEASE PROVIDE US WITH THE FOLLOWING INFORMATION AT YOUR CONVENIENCE: | | PROOF OF PAYMENT SUCH AS BANK STATEMENTS, CREDIT CARD STATEMENTS, THE FRONT AND BACK OF A CHECK, A REPAIR ORDER STAMPED PAID, OR A STATEMENT ON BUSINESS LETTERHEAD FROM AN INDEPENDENT REPAIR SHOP SIGNED AND DATED BY THE OWNER/MANAGER | | | YOU CAN REPLY TO THIS EMAIL WITH THE DOCUMENTS. | | | CAMPAIGN/WARRANTY EXTENSION REIMBURSEMENT REQUEST: ONCE THE REQUESTED INFORMATION IS RECEIVED, YOU WILL RECEIVE A RESPONSE BY MAIL WITHIN 60 DAYS. | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME, PLEASE DON┬┐T HESITATE TO CALL US AT 800-822-8987. | | | | | SINCERELY, | | | | | KAREN S | | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | |
6/15/2020 9:30:00 AM	CUSTOMER STATES; VEHICLE HAD 76K MILES IN 1/2017 TOOK TO DEALER 405146 DUE TO HORN STEERING WHEEL BUTTON NOT WORKING AND AIRBAG LIGHT ON AND ISSUED A FAULTY CLOCK SPRING AND CUSTOMER PAID OUT OF POCKET; SUBMITTED DOCUMENT FOR REIMBURSEMENT AROUND 3/2020 AND HAVE NOT RECEIVED ANYTHING. NOW HAVING ISSUE WITH THE CLOCK SPRING AND FEEL LIKE IT PROBABLY WAS NEVER FIXED; CUSTOMER IS UNSURE ABOUT CURRENT MILEAGE | | | CUSTOMER SEEKING; STATUS ON REIMBURSEMENT | | | CO ADVISED; I WAS ABLE TO GET CLARIFICATION ON YOUR REQUEST DUE TO US WORKING FROM HOME MAILING WAS NOT PROCESSED FROM MID-MARCH UNTIL JUST RECENTLY. WE CANNOT CONFIRM AT THIS TIME IF DOCUMENTS HAVE BEEN RECEIVED OR NOT, AS OUR MAIL TEAM IS STILL PROCESSING MAIL SENT IN DURING THAT PERIOD. IF POSSIBLE CUSTOMER CAN EMAIL IN DOCUMENTS NOW SO WE CAN GET MOVING ON REVIEW PROCESS. WILL EMAIL CASE NUMBER AND CAN REPLY BACK WITH POP AND REPAIR ORDER AND ONCE WE RECEIVE IT, I WILL LET CUSTOMER KNOW AND PROVIDE TIME FRAME. IF I HAVE NOT HEARD FROM CUSTOMER IN A WEEK I WILL FOLLOW UP TO ENSURE. PROVIDED ALTERNATE EMAIL VWCUSTOMERCARE@VW.COM WITH CASE NUMBER | | | CUSTOMER ACKNOWLEDGE AND ADVISE WHAT ABOUT THE CURRENT CONCERN I WANT TO MAKE SURE I DON'T HAVE TO PAY AGAIN | | | CO ADVISED; SINCE I AM NOT SURE OF THE CURRENT MILEAGE CUSTOMER MAY STILL BE WITHIN THE WARRANTY EXTENSION FOR THE AIRBAG CLOCK SPRING FOR 10YR/120 MI WOF UNTIL 10/26/23 OR 120K MI WOF. DEALER WOULD NEED TO DO A DIAGNOSIS TO DETERMINE IF IT'S COVERED AND CUSTOMER ALSO HAVE OPEN RECALL FOR 94L9 CAN TAKE TO ANY DEALER TO HAVE REPAIR DONE AT NO COST. CUSTOMER STATES WILL CONTACT DEALER 405146 FOR APPOINTMENT | | | WAIT FOR CUSTOMER MAIL | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A32EC[redacted]		
Owner Or Fleet	[redacted]P, LAWRENCEVILLE, GA, [redacted]				
Make, Model, Model Year	Volkswagen, Passat (USA), 2014				
Report Date	6/15/2020	Incident Date	N/A	Mileage	0
Clock Spring Manufacturer	Valeo				
Clock Spring Part Number	5K0953569H				

Crash	Property Damage	Injury	Fatality
No	No	0	0

6/15/2020 9:46:00 AM	REFERENCE #[redacted] | | | DEAR MS. [redacted] | | | IT WAS NICE TALKING TO YOU TODAY. | | | AS YOU REQUESTED, YOUR CASE NUMBER IS AT THE TOP OF THIS EMAIL AND IN THE SUBJECT LINE. | | | IF I CAN BE OF FUTURE ASSISTANCE, DON┬┤T HESITATE TO CALL AT 800-822-8987. YOU CAN ALSO REPLY TO THIS EMAIL OR CHAT WITH US ON [redacted] | | | SINCERELY, | | | | | | | KAREN S | | CUSTOMER CARE ADVOCATE | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT [redacted] | |
6/22/2020 3:41:00 PM	NOTE TO USER VERIFY DOCUMENTS HAVE NOT BEEN RECEIVED. NO FURTHER ACTION PENDING CUSTOMER CONTACT
6/22/2020 4:30:00 PM	ISSUE WITH THE CLOCK SPRING
7/13/2020 12:04:00 PM	266956ED11C5AE-4F4A-44B8-8B49-524DEB862A20SUCCESS
9/2/2020 2:12:00 AM	266956ED11C5AE-4F4A-44B8-8B49-524DEB862A20SUCCESS
9/16/2020 2:34:00 PM	266956ED11C5AE-4F4A-44B8-8B49-524DEB862A20SUCCESS
10/26/2020 10:19:00 AM	266956ED11C5AE-4F4A-44B8-8B49-524DEB862A20SUCCESS

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1VWBH7A31DC[redacted]
Owner Or Fleet	[redacted] FORT LAUDERDALE, FL, [redacted]		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	6/16/2020	Incident Date	N/A
Mileage	30,000		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/16/2020 11:54:00 AM	CUSTOMER STATES: THE AIRBAG LIGHT TURNED ON AND SHE WANTS TO KNOW IF HAS ANYTHING TO DO WITH THE RECALL SHE HAD DONE IN THE PAST; SHE FEELS SHE SHOULDN'T HAVE TO PAY FOR A DIAGNOSIS FEE DUE TO THE INCONVINIENCE OF THE RECALL IN THE FIRST PLACE; | | | | CUSTOMER SEEKING: RECALL INFORMATION; DIAGNOSIS FEE WAIVED | | | | CO ADVISED: THE RECALL WAS DONE BACK IN 2018 FOR THE TAKATA AIRBAG; THE DIAGNOSIS FEE IS SOMETHING THAT CANNOT BE WAIVED IF VEH IS OUTSIDE OF WARRANTY; THE SCREW CAPS RECALL WAS DONE IN AUGUST OF 2019, IF SHE US UNDER 12K MILES SINCE SERVICED IT MAY BE COVERED IF IT IS A MANUFACTURER DEFECT; I ADVISED SHE HAS THE AIRBAG CLOCK SPRING WARRANTY EXT UNTIL 5-29-2028 UNLIMITED MILES | | | | NO FURTHER ACTION

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	WVGBV3AX5EW[redacted]
Owner Or Fleet	[redacted] BISMARCK, ND, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	10/4/2018	Incident Date	N/A
Mileage	35,611		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/4/2018 12:00:00 AM	CLICKING NOISE COMING FROM THE STEERING COLUMN. | DUE TO THE REPEAT NATURE OF THIS CONCERN AD VISED TO REPLACE BOTH THE STEERING WHEEL AND STEERING COLUMN ALONG WITH THE CLOCK SPRING IN EFFORT TO CORRECT A REPEAT OCCURRENCE OF THIS CONCERN | REPLACE BOTH THE STEERING WHEEL AND STEERING COLUMN ALONG WITH THE CLOCK SPRING

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	WVGBV7AX4HK[redacted]
Owner Or Fleet	[redacted], AURORA, CO, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	1/13/2019	Incident Date	N/A
Mileage	7,161		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/13/2019 12:00:00 AM	CUSTOMER STATES THE AIRBAG LIGHT IS ON. | THE TECHNICIAN FOUND DTC VAG00588 STORED FOR DRIVERS AIRBAG IGNITER RESISTANCE TOO HIGH. ALSO VAG02546 STEERING LIMIT STOPS AND STORED IN THE TRANSMISSION P1867 DATABUS DRIVETRAIN MISSING MESSAGE OF STEERING COLUMN ELECTRONICS. REPLACE CLOCK SPRING, CODE MODULE AND SET BASIC SETTINGS. PERFORMED OIL CHANGE SERVICE AND TRY AND RESET MAINTENANCE REMINDER, WRENCH ICON IN THE CLUSTER WILL NOT GO AWAY. RESCAN VEHICLE (NEW GFF ID [redacted] P1867 STORED IN THE TRANSMISSION MODULE. OWNERS MANUAL STATES WRENCH CAN STAY/FLASH IF DTC STORED IN TRANSMISSION. DTC WILL NOT CLEAR, TEST PLAN IS USELESS. WAS DTC SET WHEN CLOCK SPRING FAILED AND JUST WON'T CLEAR OR DID WE MISS A STEP? | INSTALLED OLD UNIT , CHECKED FOR CODING , CODE ERASED, RECONNECT NEW UNIT CHECKED FOR CODES , NO CODES , RESCAN SYSTEM 2 TIMES TEST DROVE CAR NO CODES

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1VWBT7A33G[redacted]
Owner Or Fleet	[redacted] BEACHWOOD, OH, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	1/28/2019	Incident Date	N/A
Mileage	49,969		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/28/2019 12:00:00 AM	CUSTOMER STATES STEERING WHEEL CONTROLS IN-OP AND AIR BAG LIGHT ON. | CONFIRMED COMPLAINT. CLOCK SPRING HAS BEEN REPLACED SEVERAL TIMES BEFORE. LAST TIME THE VEHICLE WAS IN 10/30/18 FOR THIS CONCERN. WE REPLACED CLOCK SPRING AND STILL HAD ISSUES. TECH CALLED HELPLINE AND IT WAS SUGGESTED THAT WE REPLACE CLOCK SPRING AGAIN, THAT DIDN'T FIX IT SO THEY REPLACED THE STEERING WHEEL CONTROLS AND HARNESS AND THAT FIXED THE ISSUE. NOW WERE BACK WHERE WE STARTED. THE CASE NUMBER WAS [redacted] REPLACED THE CLOCK SPRING AND CODED TO VEHICLE.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	WVWHN7AN2CE[redacted]
Owner Or Fleet	[redacted] MOUNT PLEASANT, MI[redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	4/30/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/30/2019 12:00:00 AM	CUSTOMER STATED THAT AFTER RECALL FOR AIRBAG WAS COMPLETED, THE STEERING WHEEL BUTTONS AND HORN WERE NOT FUNCTIONING SOMETIMES. | CHECKED THAT CONNECTIONS ARE ALL OK, AND FOUND NO POOR CONNECTIONS. INSTALLED STEERING WHEEL FROM ANOTHER PASSAT, STILL NO COMMUNICATION. CHECKED PART NUMBER ON NEW STEERING ANGLE SENSOR. FOUND IT TO BE THE INCORRECT PART FOR THE VEHICLE. | ORDERED CORRECT STEERING ANGLE SENSOR.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1VWBP7A3XDC[redacted]
Owner Or Fleet	[redacted]	GREENSBORO, NC, [redacted]	Phone #: N/A
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	5/9/2019	Incident Date	N/A
Mileage	138,356		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/9/2019 12:00:00 AM	SRS MODULE STORES DRIVER AIRBAG IGNITER FAULT, | RECOMMEND REPLACING THE SPIRAL SPRING - 2 PREVIOUS VISITS FOUND HAIR INSIDE SPIRAL SPRING. REMOVED AIRBAG, STEERING WHEEL, REMOVED AND REPLACED CLOCK SPRING, CODED MODULE, VERIFIED REPAIR. | REPLACE SPIRAL SPRING

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	WVGAV7AX6CW[redacted]
Owner Or Fleet	[redacted] MISSION, TX, [redacted]	Phone #: N/A	
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	10/28/2019	Incident Date	N/A
Mileage	61,839		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/28/2019 12:00:00 AM	THE CUSTOMER STATES THE AIRBAG LIGHT IS ON AND THE HORN IS NOT WORKING. | THE TECHNICIAN NOTED: "CLOCKSPRING HAS BEEN RPLACE ON 8/21/19, 9/9/19, AND UNIT CAM BACK TODAY . RAN GFF FOR CODES , HAS SAME CODES FOR AIRBAG 588, CHECK WIRING TO CLOCKSPRING ALL IS OK." INSPECTED THE VEHICLE WITH THE SHOP FOREMAN. FOUND WHEN THE AIRBAG AND STEERING WHEEL WERE REMOVED THERE WAS HAIR ON THE CLOCKSPRING. ONCE THE CLOCKSPRING WAS REMOVED THE COVER WAS TAKEN OFF. UNDER THE COVER HAIR WAS FOUND INSIDE THE CLOCKSPRING. PICTURES ARE ATTACHED. ADVISED TO REPLACE THE CLOCKSPRING AND RETEST FOR OPERATION. | THE CLOCK SPRING WAS FOUND TO HAVE AN OPEN CIRCUIT. REPLACED THE CLOCK SPRING AND RETESTED THE SYSTEM.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	WVWBN7AN8EE[redacted]
Owner Or Fleet	[redacted] ATLANTA, GA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, CC, 2014		
Report Date	11/1/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/1/2019 12:00:00 AM	AIRBAG LIGHT IS ON | CLOCK SPRING FAULTS STORED, NOT COMMUNICATING. | CLOCK SPRING FAILED. REPLACED CLOCK SPRING, ROAD TESTED. VEHICLE RETURNED TO CUSTOMER.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1VWAT7A34EC[redacted]
Owner Or Fleet	[redacted] BAYSIDE, CA, [redacted]	Phone #: N/A	
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	11/5/2019	Incident Date	N/A
Mileage	63,573		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/5/2019 12:00:00 AM	CUSTOMER CONCERN IS THAT STEERING WHEEL BUTTONS AND HORN INOP. FOUND CLOCK SPRING TO BE BAD | AS PER TEST PLAN AND CAN AUDIBLY HEAR THE RIBBON IN CLOCK SPRING RATTLING. | NO REPAIRS, PARTS ORDERED

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1VWAT7A36GC[redacted]
Owner Or Fleet	[redacted] GENEVA, FL, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	5/29/2020	Incident Date	N/A
Mileage	67,675		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/29/2020 12:00:00 AM	CUSTOMER STATES AIRBAG LIGHT IS ON, HORN AND STEERING WHEEL BUTTONS ARE INOP. | PERFORMED TEST PLAN AND FOUND FAULT DRIVERS AIRBAG IGNITER UPPER LIMIT EXCEEDED. | TECHNICIAN REPLACED CLOCK SPRING AND STEERING WHEEL BUTTON ASSEMBLY E221.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	3VV3B7AX5JM[redacted]
Owner Or Fleet	[redacted], GALVESTON, TX, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	6/29/2020	Incident Date	N/A
Mileage	15,225		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/29/2020 12:00:00 AM	THE CUSTOMER STATES THAT THERE IS A SQUEAKING NOISE FROM THE STEERING WHEEL AREA. | THE TECHNICIAN WAS ABLE TO DUPLICATE THE NOISE. THE CLOCK SPRING AND TRIM WERE REPLACED. IT WAS DETERMINED THAT THE CLOCK SPRING HAD TO BE ADJUSTED AND THE NOISE CEASED. | THE CLOCK SPRING WAS ADJUSTED AND THE NOISE CEASED.

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	WVGBV7AX4HK[redacted]
Owner Or Fleet	[redacted] AURORA, CO, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	12/18/2018	Incident Date	N/A
Mileage	7,161		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 2:20:00 PM	CUSTOMER STATES THE AIRBAG LIGHT IS ON. DTC VAG00588 STORED FOR DRIVERS AIRBAG IGNITER RESISTANCE TOO HIGH. ALSO VAG02546 STEERING LIMIT STOPS AND STORED IN THE TRANSMISSION P1867 DATABUS DRIVETRAIN MISSING MESSAGE OF STEERING COLUMN ELECTRONICS. REPLACE CLOCK SPRING, CODE MODULE AND SET BASIC SETTINGS. PERFORMED OIL CHANGE SERVICE AND TRY AND RESET MAINTENANCE REMINDER, WRENCH ICON IN THE CLUSTER WILL NOT GO AWAY. RESCAN VEHICLE (NEW GFF ID [redacted] P1867 STORED IN THE TRANSMISSION MODULE. OWNERS MANUAL STATES WRENCH CAN STAY/FLASH IF DTC STORED IN TRANSMISSION. DTC WILL NOT CLEAR, TEST PLAN IS USELESS. WAS DTC SET WHEN CLOCK SPRING FAILED AND JUST WON'T CLEAR OR DID WE MISS A STEP?
12/12/2018 2:20:00 PM	ISSUE OPENED BY DEALERSHIP
12/12/2018 3:15:00 PM	THE MAINTENANCE WRENCH IS NOT FLASHING LIKE THE OWNERS MANUAL STATES FOR A TRANSMISSION FAULT.
12/12/2018 4:56:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES THE AIRBAG LIGHT IS ON.
12/12/2018 4:56:00 PM	THANKS FOR CREATING THE VTA. PLEASE SUPPLY THE ORIGINAL P/N OF THE J527, 5K0-953-569-AJ, TO THE PARTS DEPARTMENT AND ENSURE THAT THE CORRECT PART WAS RECEIVED. IF THE CORRECT PART IS INSTALLED, PLEASE VERIFY THAT THE CODING OF THE NEW J527 MATCHES THE FOLLOWING CODING: 59 80 04 00 00. IF IT DOES NOT, PLEASE MANUALLY CODE THE MODULE AND RETEST.
12/12/2018 4:56:00 PM	WORKSHOP FINDINGS: THE TECHNICIAN FOUND DTC VAG00588 STORED FOR DRIVERS AIRBAG IGNITER RESISTANCE TOO HIGH. ALSO VAG02546 STEERING LIMIT STOPS AND STORED IN THE TRANSMISSION P1867 DATABUS DRIVETRAIN MISSING MESSAGE OF STEERING COLUMN ELECTRONICS. REPLACE CLOCK SPRING, CODE MODULE AND SET BASIC SETTINGS. PERFORMED OIL CHANGE SERVICE AND TRY AND RESET MAINTENANCE REMINDER, WRENCH ICON IN THE CLUSTER WILL NOT GO AWAY. RESCAN VEHICLE (NEW GFF ID [redacted] P1867 STORED IN THE TRANSMISSION MODULE. OWNERS MANUAL STATES WRENCH CAN STAY/FLASH IF DTC STORED IN TRANSMISSION. DTC WILL NOT CLEAR, TEST PLAN IS USELESS. WAS DTC SET WHEN CLOCK SPRING FAILED AND JUST WON'T CLEAR OR DID WE MISS A STEP?
12/12/2018 4:57:00 PM	IF THE ISSUES REMAINS, UNDER THE SPECIAL FUNCTIONS TAB, RUN THE TEST PLAN FOR ΓÇ£KS MASTER-GATEWAY CONNECTION SYSTEMSΓÇ¥ OR ΓÇ£KS MASTER-INSTRUMENT PANEL COMBINED SYSTEMSΓÇ¥. ONCE COMPLETED, PERFORM THE TEST PLAN FOR "CTRL. MODULE SOFTWARE CONFIGURATION" ON THE J527/AW-16 AS WELL AS THE TCM/AW-02. ONCE THE TEST PLAN FINISHES, SELECT THE FES ΓÇ£FUNCTION CLEARING SYSTEM (FES)ΓÇ¥, SELECTING #2 ΓÇ£RE-CREATE FUNCTIONΓÇ¥ OR "RESTORE FUNCTION" ON BOTH MODULES AND RETEST. IF COMPLETED OR THE CUSTOMER TAKES THE VEHICLE, PLEASE UPDATE AND CLOSE THE VTA WITH THE REPAIRS PERFORMED.
12/13/2018 1:52:00 PM	CHECKED WITH PARTS, ETKA IS NOT CLEAR SO THEY CALLED PARTS HELPLINE THEY SAID USE THE 5K0-953-569-AL. THE AL IS WHAT IS INSTALLED. CODING IS 59 80 04 00 00 BUT RAN THROUGH THE CODING PROCEDURE AGAIN WITH THE SAME RESULT. PERFORM ALL TEST STEPS LISTED BY CONSULTANT WITH NO CHANGE. IN OBD UNDER TRANSMISSION VALUE BLOCK 126 FIELD 3 SHOWS (STEERING 0), THAT IS THE ONLY PLACE I FOUND THE READING GUIDED FUNCTIONS MEASURED VALUES DOES NOT SHOW 126/3 AS A SELECTION OPTION (FYI). BECAUSE COMMUNICATION WITH J527 IS POSSIBLE AND THERE ARE NOT DTCS STORED IN ANY OTHER MODULE COULD THIS BE A HARDWARE/SOFTWARE COMMUNICATION PROBLEM OR SHOULD I TRY ANOTHER PART?

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	WVGBV7AX4HK[redacted]
Owner Or Fleet	[redacted] AURORA, CO, [redacted]	Phone #: N/A	
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	12/18/2018	Incident Date	N/A
Mileage	7,161		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/13/2018 2:39:00 PM	THANKS FOR THE UPDATE. IF YOU REINSTALL THE ORIGINAL J527 INTO THE VEHICLE, DOES THE FAULT CLEAR OUT? IF SO, I SUSPECT THAT THE NEW J527 MAY BE FAULTY AND SHOULD BE REPLACED. IF THE FAULT REMAINS, PLEASE CHECK THE WIRE FROM THE J527 TO THE SHIFTER ASSEMBLY FOR ISSUES. CHECK FOR ANY SPREAD TERMINALS, PINS BACKING OUT, OR WIRING DAMAGE. PLEASE ALSO CHECK AROUND THE SHIFTER AREA FOR SIGNS OF FLUID DAMAGE. PLEASE UPDATE THE VTA WITH FINDINGS.
12/14/2018 5:52:00 PM	NO CHANGE IF THE OLD MODULE IS INSTALLED. FAULT WILL NOT CLEAR. ALSO CHECK FOR LOOSE PINS AT 5527 NO LOOSE PINS OR A POOR CONNECTION. NO SIGNS OF FLUID SPILLAGE ON SHIFTER ASSEMBLY OR ELEC. | CONNECTION AT SHIFTER. NO SIGNS OF DAMAGED WIRES. WHATS NEXT?
12/14/2018 6:13:00 PM	PLEASE VERIFY THAT THE NEW MODULE HAS ALL OF THE PINS IN THE SAME LOCATIONS AND THAT NONE OF THE TERMINALS WERE DAMAGED WHEN REPLACING THE CLOCK SPRING.
12/18/2018 1:10:00 PM	THE DTC WAS STORED IN THE TRANSMISSION MODULE PRIOR TO REPLACING THE CLOCK SPRING. ALL TERMINALS LOOK OK. WHAT CAUSES THE FAULT TO SET? IS THIS A NETWORK SIGNAL THROUGH THE CAN-BUS OR IS THERE A DIRECT CIRCUIT FROM THE SHIFTER? THE ONLY THING I SEE IN THE WIRING DIAGRAM IS THE CIRCUIT FROM 16L/11 OF J527 THROUGH F319 SHIFTER PARK SWITCH TO GROUND, WHILE CHECKING THIS CIRCUIT THE SWITCH IS OPEN WHEN VEHICLE IS IN PARK AND WHEN THE SHIFTER BUTTON IS PUSHED THE CIRCUIT CLOSES BUT SHOWS 433 OHMS RESISTANCE (CHECKED FROM 16L/11 TO GROUND). THE CAN-BUS WIRING CHECKS OUT OK. HOW IS THE CIRCUIT MONITORED, WHAT IS THE TRANSMISSION MODULE LOOKING FOR AND IS THE FAULT IN THE TRANSMISSION MODULE CAUSING THE MAINTENANCE WRENCH TO STAY ON (PER INFO IN OWNERS MANUAL)? |
12/18/2018 1:49:00 PM	THANKS FOR THE UPDATE. WE DO NOT HAVE THE EXACT CONDITIONS THAT CAUSE THE FAULT TO OCCUR OR WHAT MESSAGE THE TCM IS ACTUALLY MISSING. THE FAULT IS SIGNALING THAT IT DID NOT RECEIVE A MESSAGE THAT IT WAS EXPECTING. WHAT THE SIGNAL FROM THE F319 TO THE J527 WILL BE USED FOR IS THE PARK POSITION SWITCH. THIS IS USED TO UNLOCK THE IGNITION LOCK SOLENOID TO BE ABLE TO REMOVE THE KEY WHEN PLACED IN PARK. CAN THE KEY BE REMOVED FROM THE IGNITION SWITCH WHEN PLACED IN PARK? IF IT DOES, THE WIRE FROM THE J527 TO THE F319 IS MOST LIKELY OK. ALSO, ARE THE HORN AND STEERING WHEEL BUTTONS CURRENTLY OPERATIONAL? IF AVAILABLE, PLEASE SWAP IN A KNOWN GOOD SET OF STEERING WHEEL BUTTONS AND RETEST.
12/18/2018 12:00:00 AM	Customer states the airbag light is on. | The technician found DTC VAG00588 stored for drivers airbag igniter resistance too high. Also VAG02546 steering limit stops and stored in the transmission P1867 databus drivetrain missing message of steering column electronics. Replace clock spring, code module and set basic settings. Performed oil change service and try and reset maintenance reminder, wrench icon in the cluster will not go away. Rescan vehicle (new GFF ID [redacted] P1867 stored in the transmission module. Owners manual states wrench can stay/flash if DTC stored in transmission. DTC will not clear, test plan is useless. Was DTC set when clock spring failed and just won't clear or did we miss a step? | installed old unit , checked for coding , code erased, reconnect new unit checked for codes , no codes , rescan system 2 times test drove car no codes
12/18/2018 2:10:00 PM	HORN WORKS VEHICLE IS NOT EQUIPPED WITH STEERING WHEEL BUTTONS.
12/18/2018 3:33:00 PM	PLEASE INSPECT THE HARNESS IN FRONT OF THE SHIFTER AND WHERE THAT CONNECTS TO THE MAIN HARNESS FOR ANY SIGNS OF CHAFING OR DAMAGE WHERE IT BENDS AROUND THE HVAC AIR BOX.
12/18/2018 4:44:00 PM	WHAT WIRES AM I LOOKING FOR TO HAVE A PROBLEM? ACCORDING TO THE WIRE DIAGRAM THE CAN BUS WIRES DO NOT GO FROM THE STEERING COLUMN ELEC. TO THE SHIFTER? THEY GO FROM J527 TO THE GATEWAY. SO WHAT AM I LOOKING AT FOR? THE CODE IS A COMMUNICATION CODE FROM J527 TO TRANSMISSION AND GATEWAY.
12/18/2018 5:16:00 PM	PLEASE CHECK THE WIRE OR MAKE A TEST OVERLAY OF THE WIRE FROM T16/11 OF THE J527 TO T10S/2 AT THE F319 OF THE SHIFTER.

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	WVGBV7AX4HK[redacted]
Owner Or Fleet	[redacted], AURORA, CO, [redacted]	Phone #: N/A	
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	12/18/2018	Incident Date	N/A
Mileage	7,161		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/18/2018 5:19:00 PM	ALSO, PERFORM ONLINE CODING OF ECM, J519, TCM, AND GATEWAY AND RETEST. CHECK J519 CONNECTORS FOR BEING FULLY SEATED.
12/20/2018 12:11:00 PM	D2. PER LAST UPDATE.
12/21/2018 11:10:00 AM	PERFORMED CODING OF RECOMMENDED CONTROL MODULES PER VTA AND TRIED CLEARING CODE WITH VAG6160. RAN TEST WIRE OVERLAY FOR F319, NO CHANGE. TEST CAN-BUS SIGNAL WITH DSO, SIGNAL IS PRESENT. QTM CONNECTED ROSTECH SCAN TOOL AND THE CODE CLEARED FROM THE TCM. SERVICE REMINDER WRENCH WENT OUT. NO DTCS STORED AFTER TEST DRIVE. RELEASE VEHICLE TO CUSTOMER. STILL WOULD HAVE LIKED TO KNOWN WHAT THE MISSING MESSAGE WAS THAT CAUSED THE DTC, IT MAY HAVE MADE DIAGNOSING THE CONCERN EASIER.
12/21/2018 9:20:00 AM	INSTALLED OLD UNIT , CHECKED FOR CODING , CODE ERASED, RECONNECT NEW UNIT CHECKED FOR CODES , NO CODES , RESCAN SYSTEM 2 TIMES TEST DROVE CAR NO CODES
1/1/2019 5:45:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1VWBT7A33GC[redacted]
Owner Or Fleet	[redacted] BEACHWOOD, OH, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	1/23/2019	Incident Date	N/A
Mileage	49,969		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/22/2019 11:32:00 AM	CUSTOMER STATES STEERING WHEEL CONTROLS IN-OP AND AIR BAG LIGHT ON. CONFIRMED COMPLAINT. CLOCK SPRING HAS BEEN REPLACED SEVERAL TIMES BEFORE. LAST TIME THE VEHICLE WAS IN 10/30/18 FOR THIS CONCERN. WE REPLACED CLOCK SPRING AND STILL HAD ISSUES. TECH CALLED HELPLINE AND IT WAS SUGGESTED THAT WE REPLACE CLOCK SPRING AGAIN, THAT DIDN'T FIX IT SO THEY REPLACED THE STEERING WHEEL CONTROLS AND HARNESS AND THAT FIXED THE ISSUE. NOW WERE BACK WHERE WE STARTED. THE CASE NUMBER WAS [redacted]
1/22/2019 11:32:00 AM	ISSUE OPENED BY DEALERSHIP
1/22/2019 11:44:00 AM	ADVISED THE TECHNICIAN TO CHECK PIN FIT, PIN DRAG AND FOR DAMAGED PINS AT THE J527.
1/22/2019 11:44:00 AM	CUSTOMER COMMENTS: CUSTOMER STATES STEERING WHEEL CONTROLS IN-OP AND AIR BAG LIGHT ON.
1/22/2019 11:44:00 AM	WORKSHOP FINDINGS: CONFIRMED COMPLAINT. CLOCK SPRING HAS BEEN REPLACED SEVERAL TIMES BEFORE. LAST TIME THE VEHICLE WAS IN 10/30/18 FOR THIS CONCERN. WE REPLACED CLOCK SPRING AND STILL HAD ISSUES. TECH CALLED HELPLINE AND IT WAS SUGGESTED THAT WE REPLACE CLOCK SPRING AGAIN, THAT DIDN'T FIX IT SO THEY REPLACED THE STEERING WHEEL CONTROLS AND HARNESS AND THAT FIXED THE ISSUE. NOW WERE BACK WHERE WE STARTED. THE CASE NUMBER WAS [redacted]
1/22/2019 11:47:00 AM	ISSUE UPDATED
1/22/2019 11:48:00 AM	ISSUE UPDATED
1/23/2019 12:00:00 AM	Customer states steering wheel controls in-op and air bag light on. | Confirmed complaint. Clock spring has been replaced several times before. Last time the vehicle was in 10/30/18 for this concern. We replaced clock spring and still had issues. Tech called helpline and it was suggested that we replace clock spring again, that didn't fix it so they replaced the steering wheel controls and harness and that fixed the issue. Now were back where we started. The case number was [redacted] | Replaced the clock spring and coded to vehicle.
1/23/2019 12:16:00 PM	ISSUE UPDATED
1/25/2019 10:22:00 AM	FOUND CLOCK SPRING MAKING NOISE WHILE TURNING STEERING WHEEL. CHECKED DISTANCE BETWEEN STEERING WHEEL AND COLUMN COVER WITH ANOTHER VEHICLE AND APPEARED NORMAL. PERFORMED PIN DRAG ON J527 NO ISSUES FOUND. REMOVED KICK PANEL AND CHECKED WIRING ALL THE WAY DOWN THE STEERING COLUMN TO THE BODY HARNESS NO PROBLEMS FOUND. CHECKED STEERING COLUMN FOR ISSUES NO PROBLEM FOUND. UPON REMOVING THE STEERING WHEEL I FOUND THAT ONE OF THE SCREWS ON THE CLOCK SPRING HAD NOT BEEN TIGHTENED DOWN ALL THE WAY CAUSING IT TO NOT SIT PROPERLY. REMOVED CLOCK SPRING AND INSPECTED ALL WIRING AND STEERING COLUMN SWITCH ASSEMBLY. FOUND STEERING COLUMN SWITCHES SEEMED A LITTLE LOOSER THAN THEY SHOULD BE BUT UPON COMPARING TO ANOTHER VEHICLE IT SEEMED NORMAL. FOUND NOTHING BROKEN OR OUT OF PLACE BESIDE THE LOOSE SCREW. REPLACED THE CLOCK SPRING AND CODED TO VEHICLE. REINSTALLED STEERING WHEEL AND KICK PANELS. ALL STEERING WHEEL FUNCTIONS ARE CURRENTLY OPERATING AS THEY SHOULD.

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1VWBT7A33GC[redacted]
Owner Or Fleet	[redacted] BEACHWOOD, OH, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	1/23/2019	Incident Date	N/A
Mileage	49,969		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/25/2019 CLOSING
11:58:00 AM

1/28/2019 ISSUE UPDATED
8:53:00 AM

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1VWBP7A3XDC[redacted]
Owner Or Fleet	[redacted]	GREENSBORO, NC, [redacted]	Phone #: N/A
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	5/6/2019	Incident Date	N/A
Mileage	138,356		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/6/2019 1:57:00 PM	RECOMMEND REPLACING CLOCK SPRING
5/6/2019 12:00:00 AM	SRS module stores driver airbag igniter fault, | Recommend replacing the spiral spring - 2 previous visits found hair inside spiral spring. Removed airbag, steering wheel, removed and replaced clock spring, coded module, verified repair. | Replace spiral spring
5/6/2019 9:15:00 AM	ISSUE OPENED BY DEALERSHIP
5/6/2019 9:15:00 AM	SRS MODULE STORES DRIVER AIRBAG IGNITER FAULT, REMOVED AIRBAG, STEERING WHEEL, REMOVED AND REPLACED CLOCK SPRING, CODED MODULE, VERIFIED REPAIR.
5/8/2019 8:08:00 AM	REPLACED CLOCK SPRING, TEST DROVE, NO FAULTS RETURNED.
5/9/2019 3:42:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1VWAT7A34EC[redacted]
Owner Or Fleet	[redacted] BAYSIDE, CA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	10/30/2019	Incident Date	N/A
Mileage	63,573		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/16/2019 1:38:00 PM	CUSTOMER CONCERN IS THAT STEERING WHEEL BUTTONS AND HORN INOP. FOUND CLOCK SPRING TO BE BAD AS PER TEST PLAN AND CAN AUDIBLY HEAR THE RIBBON IN CLOCK SPRING RATTLING. VEHICLE HAD A CLOCK SPRING PUT IN A 11 MONTHS AGO AND ANOTHER 9 MONTHS BEFORE THAT. THIS WILL BE ITS 3RD CLOCK SPRING.
10/16/2019 1:38:00 PM	ISSUE OPENED BY DEALERSHIP
10/16/2019 1:54:00 PM	ADVISED TO RUN A CAR FAX REPORT FOR ANY ACCIDENT HISTORY, THAT MIGHT RELATED TO A STEERING COLUMN ISSUE. ADVISE TECH THAT CASE WILL BE ESCALATED TO QTMRL. A3
10/16/2019 1:54:00 PM	CUSTOMER COMMENTS: CUSTOMER CONCERN IS THAT STEERING WHEEL BUTTONS AND HORN INOP. FOUND CLOCK SPRING TO BE BAD
10/16/2019 1:54:00 PM	WORKSHOP FINDINGS: AS PER TEST PLAN AND CAN AUDIBLY HEAR THE RIBBON IN CLOCK SPRING RATTLING. VEHICLE HAD A CLOCK SPRING PUT IN A 11 MONTHS AGO AND ANOTHER 9 MONTHS BEFORE THAT. THIS WILL BE ITS 3RD CLOCK SPRING. | | | | TECH STATES IT SOUNDS LIKE THE RIBBON CABLE IS BROKEN INSIDE OF CLOCK SPRING.
10/16/2019 1:55:00 PM	ISSUE UPDATED
10/16/2019 1:58:00 PM	ADDED CASE NOTES, CLOCK SPRING HAS THE DUST COVER.
10/29/2019 9:11:00 PM	ISSUE UPDATED
10/30/2019 10:53:00 AM	ISSUE SENT TO DEALERSHIP
10/30/2019 12:00:00 AM	customer concern is that steering wheel buttons and horn inop. found clock spring to be bad | as per test plan and can audibly hear the ribbon in clock spring rattling. | no repairs, parts ordered
11/1/2019 12:28:00 PM	CLOSING VTA. THE CUSTOMER LIVES OUT OF THE AREA AND IS LEAVING FOR HOME.
11/4/2019 1:02:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	WVGAV7AX6CW[redacted]
Owner Or Fleet	[redacted]MISSION, TX, [redacted]Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	10/23/2019	Incident Date	N/A
Mileage	61,839		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/23/2019 1:55:00 PM	PLEASE UPDATE THE VTA WITH THE REQUESTED INFORMATION. CONTACT QTM DIRECTLY WITH RESULTS AS WELL.
10/23/2019 11:06:00 AM	CUSTOMER STATES AIRBAG LIGHT ON,AND HORN INOPERATIVE, CLOCKSPRING HAS BEEN RPLACE ON 8/21/19,9/9/19, AND UNIT CAM BACK TODAY . RAN GFF FOR CODES ,HAS SAME CODES FOR AIRBAG 588, CHECK WIRING TO CLOCKSPRING ALL IS OK
10/23/2019 11:06:00 AM	ISSUE OPENED BY DEALERSHIP
10/23/2019 11:32:00 AM	CUSTOMER COMMENTS: CUSTOMER STATES AIRBAG LIGHT ON,AND HORN INOPERATIVE,
10/23/2019 11:32:00 AM	RECOMMEND TO CHECK THE PART NUMBER OF THE RACK AND OF THE CLOCK SPRING. ASK THE ADVISOR TO CHECK CAR FAX REPORTS. INSPECT THE STEERING COLUMN AND STEERING WHEEL.
10/23/2019 11:32:00 AM	WORKSHOP FINDINGS: CLOCKSPRING HAS BEEN RPLACE ON 8/21/19, 9/9/19, AND UNIT CAM BACK TODAY . RAN GFF FOR CODES , HAS SAME CODES FOR AIRBAG 588, CHECK WIRING TO CLOCKSPRING ALL IS OK
10/23/2019 11:50:00 AM	CHECK THE PART NUMBER OF THE RACK AND OF THE CLOCK SPRING AT PARTS THEY CALLED PARTS HELP LINE , PARTS ARE CORRECT, CHECK CARFAX NO ACCIDENTS REPORTED
10/23/2019 11:57:00 AM	RECOMMEND TO CHECK A COMPARE CAR FOR DIFFERENCES IN LOCK TO LOCK TURNS, FOR GAPS BETWEEN THE STEERING WHEEL AND THE STEERING COLUMN, MAYBE STEERING WHEEL IS BENT OF COLUMN IS COLLAPSED. SENDING TO LEVEL 3 FOR REVIEW.
10/23/2019 12:00:00 AM	The customer states the airbag light is on and the horn is not working. | The technician noted: | The clock spring was found to have an open circuit. Replaced the clock spring and retested the system.
10/23/2019 4:04:00 PM	COMPARED UNIT TO SIMILAR UNIT, GAP BETWEEN STEERING WHEEL AND STEERING COLUMN ALL LOOKS THE SAME. TURNED WHEEL TO RIGHT SIDE AT 1.25 TURN, LEFT SIDE TURNED 1.25 TURN AND BOTH UNITS ARE THE SAME.
10/24/2019 9:57:00 AM	SPOKE WITH THE FOREMAN. ADVISED TO REVIEW WITH THE CUSTOMER THEIR OPERATION OF THE VEHICLE. DETERMINE IF ADDITIONAL TORQUE IS APPLIED TO THE STEERING WHEEL. ADVISE TO REPLACE THE CLOCK SPRING AND ENSURE PROPER OPERATION.
10/25/2019 1:39:00 PM	QTM ONSITE 10/24/2019 AND INSPECTED THE VEHICLE WITH THE FOREMAN. FOUND HAIR AROUND THE STEERING WHEEL, BEHIND THE AIRBAG AND INSIDE THE CLOCKSPRING. ADVISED TO REPLACE THE CLOCKSPRING. UPDATE WITH RESULTS.
10/25/2019 4:59:00 PM	CLOCKSPRING WAS REPLACED. ROAD TEST UNIT. ALL OK AT THIS TIME. CUSTOMER WANTS TO KNOW IF ITS OK FOR HER TO PICK UP?
10/25/2019 5:51:00 PM	YES IF NO ISSUES ARE FOUND THE VEHICLE IS REPAIRED.

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	WVGAV7AX6CW[redacted]
Owner Or Fleet	[redacted] MISSION, TX, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	10/23/2019	Incident Date	N/A
Mileage	61,839		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/25/2019 OK WILL RELEASE TO CUSTOMER
6:06:00 PM

10/25/2019 OK WILL RELEASE TO CUSTOMER
6:07:00 PM

10/28/2019 ISSUE UPDATED
9:51:00 AM

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1VWAT7A36GC[redacted]
Owner Or Fleet	[redacted] GENEVA, FL, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	5/21/2020	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/19/2020 6:01:00 PM	CUSTOMER STATES AIRBAG LIGHT IS ON, HORN AND STEERING CONTROLS ARE INOP. PERFORMED TEST PLAN AND FOUND FAULT DRIVERS AIRBAG IGNITER UPPER LIMIT EXCEEDED. REPLACED CLOCK SPRING AND RECODED MODULE, FAULT FOR STEERING CONTROL MODULE NO COMMUNICATION CAME ON STATIC AND WONT ERASE. AIRBAG LIGHT IS OFF AND NO FAULT, HORN STILL DOES NOT OPERATE OR STEERING CONTROLS. TEST PLAN SAYS REPLACE STEERING COLUMN ELECTRONIC
5/19/2020 6:01:00 PM	ISSUE OPENED BY DEALERSH
5/19/2020 6:03:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES AIRBAG LIGHT IS ON, HORN AND STEERING CONTROLS ARE INO
5/19/2020 6:03:00 PM	ISSUE UPDAT
5/19/2020 6:03:00 PM	WORKSHOP FINDINGS: PERFORMED TEST PLAN AND FOUND FAULT DRIVERS AIRBAG IGNITER UPPER LIMIT EXCEEDED. REPLACED CLOCK SPRING AND RECODED MODULE, FAULT FOR STEERING CONTROL MODULE NO COMMUNICATION CAME ON STATIC AND WONT ERASE. AIRBAG LIGHT IS OFF AND NO FAULT, HORN STILL DOES NOT OPERATE OR STEERING CONTROLS. TEST PLAN SAYS REPLACE STEERING COLUMN ELECTRONIC
5/19/2020 6:16:00 PM	THANKS FOR THE VTA ON THIS 2016 PASSAT. PLEASE VERIFY THE STEERING WHEEL WIRING AND THAT THE CORRECT CLOCK SPRING WAS ORDERED. IF THE WIRING IS GOOD, PLEASE REPLACE THE J527. IF NEEDED, PLEASE CONTACT THE PARTS HELPLINE (800-767-6552
5/19/2020 6:34:00 PM	PART NUMBERS ARE IDENTICAL, CHECKED ALL WIRING AND FUSE TO MODULE, ALL OK. ORDERED NEW J5
5/19/2020 6:50:00 PM	THANKS FOR THE UPDAT
5/20/2020 1:08:00 PM	CALLED TECHNICIA
5/20/2020 12:18:00 PM	INSTALLED NEW J527 AND CODED, FAULT RETURNED AND STILL NO HORN, IS IT POSSIBLE SOMEONE CAN CALL ME TO CONTINUE FURTHER DIAGNOSIS. I HAVE TRIED A DIFFERENT STEERING WHEEL AND AIRBAG TO SEE IF IT WORKS FROM GOOD KNOWN VEHICL

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1VWAT7A36GC[redacted]
Owner Or Fleet	[redacted]	GENEVA, FL [redacted]	Phone #: N/A
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	5/21/2020	Incident Date	N/A
Mileage	67,675		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

5/20/2020 2:20:00 PM	TECH NOTES THEY DID ATTEMPT TO CALL IN, BUT EVERY TIME THE ACCESS CODE WAS ENTERED THE CALL WAS DISCONNECTED. - - AFTER REPLACING THE J527, THE AIRBAG LIGHT AND FAULT DO NOT RETURN. STILL FAULT FOR NO COMM WITH STEERING WHEEL CONTROLS J435. HAD TECH SEND MOST CURRENT GFF LOG TO GFF PAPERLESS. 08 82 C4 00 08 IS CURRENT CODING OF AW 16. CONFIRMED THAT MATCHES THE ORIGINAL CODING. HAD TECH CHECK POWER, GROUND, AND LIN VOLTAGE AT J435. - CURRENT BATTERY VOLTAGE IS 12.1V..... T5U/2 = 12V - 15 POWER..... T5U/1 = .022 V DROP ON GROUND CIRCUIT..... T5U/3 = 9.9 TO 10.0V LIN CIRCUIT. PERFORMED TELEDIAGNOSIS. CHECKED CODING OF J453 IN AW 16. FOUND ONLY ONE BYTE AND IT IS "00." THIS IS WITH THE KNOWN GOOD STEERING WHEEL INSTALLED. PERFORMED SOFTWARE CONFIGURATION AND FUNCTION CLEARING ON AW 16. NO CHANGE IN CONCERN. PERFORMED THE TEST PLANS ON AW 19. NO CHANGE. TRIED MANUALLY CODING J435. WILL NOT ALLOW CODING CHANGES. TRIED CHANGING PLAIN TEXT CODING ON AW 16 FOR THE STEERING WHEEL BUTTONS. CURRENT SETTING IS FOR MFS LIN 2.0. ATTEMPTED TO CODE TO MFS LIN 1.3. WILL NOT ALLOW, STATES FUNCTION NOT AVAILABLE. HAD TECH REMOVE STEERING WHEEL BUTTONS FORM STEERING WHEEL AND INSPECT THE PART STICKER. FOUND NOTHING INDICATING WHICH VERSION STEERING WHEEL BUTTONS (1.3 OR 2.0). RECOMMEND CONNECTING SCAN TOOL TO THE LIKE MODEL THE STEERING WHEEL WAS BORROWED FROM. CHECK THE PLAIN TEXT CODING IN AW 16 TO SEE WHICH VERSION MFS LIN IS 1.3 OR 2.0. ALSO CHECK STEERING BUTTON BINARY CODING TO SEE IF IT IS DIFFERENT. IF IT IS, TRY MANUALLY CODING THIS CAR TO THAT CODING. ALSO HAVE YOUR PART'S DEPARTMENT CALL PART'S HELPLINE TO SEE IF THERE ARE ANY KNOWN ISSUES (POSSIBLY NEEDING A SPECIFIC STEERING WHEEL BUTTON P/N FOR THE NEW J527 P/N?) ESCALATING TO LEVEL TWO CONSULTANT.
5/20/2020 2:21:00 PM	ISSUE UPDAT
5/20/2020 2:22:00 PM	ISSUE UPDAT
5/21/2020 12:00:00 AM	Customer states airbag light is on, horn and steering wheel buttons are inop. | Performed test plan and found fault drivers airbag igniter upper limit exceeded. | Technician replaced clock spring and steering wheel button assembly E221.
5/21/2020 4:30:00 PM	ADVISED THE TECHNICIAN TO JUMP PINS 7 AND 8 AT CONNECTER T12K AND SEE IF THE HORN ACTIVATES. TECHNICIAN STATED THAT IT DID NOT. HAD TE TECHNICIAN RUN OUTPUT TEST ON THE J519 AND THE HORS HONKED. ADVISED THE TECHNICIAN TO RUN A LOOSE OVERLAY ON THE LIN WIRE FROM THE J527 TO THE J51
5/21/2020 4:40:00 PM	ESCALATING TO QTMRL FOR REVIE
5/21/2020 4:41:00 PM	ISSUE UPDAT
5/21/2020 5:04:00 PM	ISSUE UPDAT
5/21/2020 5:05:00 PM	QTM IN CONVERSATION WITH SF
5/26/2020 5:36:00 PM	TECHNICIAN HE REPLACED J527 AND STEERING WHEEL HARNESS, PLEASE UPDATE WITH RESULT

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1VWAT7A36GC[redacted]
Owner Or Fleet	[redacted] GENEVA, FL, [redacted]	Phone #: N/A	
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	5/21/2020	Incident Date	N/A
Mileage	67,675		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

5/29/2020 10:29:00 AM	ISSUE UPDAT
5/29/2020 8:39:00 AM	FOUND E221 SHORTED OUT BY SPIRAL SPRING. REPLACED E22

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1VWBP7A36CC[redacted]
Owner Or Fleet	[redacted] BELMONT, CA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	7/1/2020	Incident Date	N/A
Mileage	80,920		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/1/2020 12:00:00 AM	customer state all steering wheel controls cruise control, there was a an exclamation point in mfi with a wrench. ran gff found several lost communication faults with a few different modules. no air bag faults. vehicle is functioning normally right now. | NONE | REPLACED CLOCK SPRING. VEHICLE OPERATING NORMALLY.

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV7AX2DW[redacted]
Owner Or Fleet	[redacted]	HIGHLANDS RANCH, CO, [redacted]	Phone #: N/A
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	9/22/2018	Incident Date	N/A
Mileage	96,331		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/22/2018 11:15:00 AM	CUSTOMER REQUEST 69L2 CAMPAIGN (INSPECT CLOCK SPRING). I FOUND THAT THE CLOCK SPRING NEEDS TO BE REPLACED UNDER THIS RECALL. HOWEVER WHEN I ORDERED THE REPLACEMENT CLOCK SPRING THERE ARE SEVERAL ADDITIONAL PARTS THAT ACCORDING TO THE PARTS DEPARTMENT ARE REQUIRED DUE TO A SUPERSESSION. CAN I REPLACE THESE ADDITIONAL PARTS OR SHOULD I JUST REPLACE THE PARTS INCLUDED IN THE RECALL?
9/22/2018 11:15:00 AM	ISSUE OPENED BY DEALERSHIP
9/22/2018 11:29:00 AM	ADVISED TECH TO JUST FOLLOW THE BULLETIN AS WRITTEN AND REPLACE THE CLOCKSPRING.
9/22/2018 11:29:00 AM	CUSTOMER COMMENTS: CUSTOMER REQUEST 69L2 CAMPAIGN (INSPECT CLOCK SPRING). I FOUND THAT THE CLOCK SPRING NEEDS TO BE REPLACED UNDER THIS RECALL.
9/22/2018 11:29:00 AM	WORKSHOP FINDINGS: HOWEVER WHEN I ORDERED THE REPLACEMENT CLOCK SPRING THERE ARE SEVERAL ADDITIONAL PARTS THAT ACCORDING TO THE PARTS DEPARTMENT ARE REQUIRED DUE TO A SUPERSESSION. CAN I REPLACE THESE ADDITIONAL PARTS OR SHOULD I JUST REPLACE THE PARTS INCLUDED IN THE RECALL?
9/22/2018 11:42:00 AM	PERFORMED REPAIRS AS PER BULLETIN. VEHICLE WORKING AS INTENDED. THANK YOU FOR YOUR ASSISTANCE.
9/22/2018 12:39:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVWFD7AJ8DW[redacted]
Owner Or Fleet	[redacted] NEW VERNON, NJ, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, GTI, 2013		
Report Date	9/24/2018	Incident Date	N/A
Mileage	75,930		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/24/2018 2:57:00 PM	CUSTOMER STATE STEERING CONTROLS ARE NOT WORKING AND AIR BAG LIGHT IS ON.I REPLACE THE CLOCK SPRING,SET THE CODING AND NOW HORN DONT WORK.CHECK WITH RELAY FOR HORN IS GETTING POWER AND GROUND AN CHECK OUT OK.
9/24/2018 2:57:00 PM	ISSUE OPENED BY DEALERSHIP
9/25/2018 10:35:00 AM	CUSTOMER COMMENTS: CUSTOMER STATE STEERING CONTROLS ARE NOT WORKING AND AIR BAG LIGHT IS ON.
9/25/2018 10:35:00 AM	VERIFIED CORRECT CODING IN J527. FOUND PART NUMBER IS DIFFERENT THAN WHAT WAS ORIGINALLY IN THE VEHICLE. ADVISED THE TECH TO GET WITH THEIR PARTS DEPARTMENT TO MAKE SURE IT IS THE CORRECT PART THAT WAS INSTALLED. ADVISED IF THE INCORRECT PART WAS INSTALLED, TO GET THE CORRECT PART COMING.
9/25/2018 10:35:00 AM	WORKSHOP FINDINGS: I REPLACE THE CLOCK SPRING,SET THE CODING AND NOW HORN DONT WORK.CHECK WITH RELAY FOR HORN IS GETTING POWER AND GROUND AN CHECK OUT OK.
9/26/2018 10:34:00 AM	PARTS COMFIRED CORRECT PART NMBER IS IN VEHICLE
9/26/2018 10:44:00 AM	THE TECH HAS TESTED ALL WIRING FOR THE HORN RELAY AND HORN AND IS OK. STEERING WHEEL BUTTONS ALL WORK. ADVISED THE TECH TO GET ANOTHER CLOCK SPRING COMING AND RETEST.
10/2/2018 10:32:00 AM	ATTEMPTED TO CONTACT DEALER. NO ONE AVAILABLE TO ANSWER PHONE AT THIS TIME.
10/4/2018 4:14:00 PM	CLOCK SPRING REPLACED ADPTED AND CODED ISSUE RESOLVED CAR RELWASED
10/4/2018 5:48:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAT7A33HC[redacted]
Owner Or Fleet	[redacted]	AUBURN HILLS, MI, [redacted]	Phone #: N/A
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	9/27/2018	Incident Date	N/A
Mileage	26,182		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/27/2018 1:02:00 PM	CUSTOMER COMPLAINT THAT AIRBAG LIGHT ON. FOUND AIR BAG LIGHT ON AND NO STEERING WHEEL CONTROLS WORK AT ALL. HAS CODE FOR DRIVER AIRBAG INFLATOR HIGH RESISTANCE.
9/27/2018 1:02:00 PM	ISSUE OPENED BY DEALERSHIP
9/27/2018 1:11:00 PM	ISSUE UPDATED
9/27/2018 1:17:00 PM	THANKS FOR CREATING THE VTA. HAVE ANY COMPONENTS BEEN REPLACED ON THE VEHICLE AS OF YET? IF NOT, PLEASE CHECK THE CONNECTIONS FOR THE CLOCK SPRING, J527, AND THE STEERING WHEEL BUTTONS. CHECK FOR ANY LOOSE CONNECTIONS OR SPREAD/DAMAGED TERMINALS. PLEASE UPDATE THE VTA WITH FINDINGS.
9/27/2018 1:38:00 PM	NOTHING HAS BEEN REPLACED, CHECKED ALL CONNECTIONS AND TERMINALS AND EVERYTHING APPEARS TO BE OKAY
9/27/2018 1:48:00 PM	RECOMMEND TO REPLACE THE CLOCK SPRING.
9/27/2018 3:32:00 PM	PART ORDERED, SHOULD BE IN TOMORROW.
9/27/2018 3:42:00 PM	THANKS FOR THE UPDATE. PLEASE CONTINUE TO KEEP US POSTED. IF COMPLETED OR THE CUSTOMER TAKES THE VEHICLE, PLEASE UPDATE AND CLOSE THE VTA WITH THE REPAIRS PERFORMED.
10/2/2018 5:31:00 PM	ISSUE UPDATED
10/2/2018 9:36:00 AM	REPLACED CLOCK SPRING AND VEHICLE IS OPERATING AS DESIGNED AT THIS TIME.

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV7AX7DW[redacted]
Owner Or Fleet	[redacted] MANCHESTER, CT, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	10/9/2018	Incident Date	N/A
Mileage	57,393		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/9/2018 1:06:00 PM	CUSTOMER STATESD AIR BAG LIGHT ON HORN INOP SCAN CAR HAS FAULT VAG00588 DRIVERS SIDE AIRBAG IGNITER UPPER LIMIT EXCEEDED SPRIAL SPRING WAS REPLACED ON 01/06/17 AS RECALL..ON 3/15/17 AND ON 02/08/18 AS FAR AS I CAN SEE IN HISTORY..NOTICED LOTS OF LONG BLONDE HAIR AROUND STEERING COLUMN..
10/9/2018 1:06:00 PM	ISSUE OPENED BY DEALERSHIP
10/9/2018 1:20:00 PM	ADVISED THE TECH THIS VEHICLE WILL NEED ANOTHER CLOCK SPRING. IT IS POSSIBLE THAT HAIR IS GETTING INTO THE CLOCK SPRING CAUSING FAILURE.
10/9/2018 1:20:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES AIR BAG LIGHT ON HORN INOP
10/9/2018 1:20:00 PM	WORKSHOP FINDINGS: SCAN CAR HAS FAULT VAG00588 DRIVERS SIDE AIRBAG IGNITER UPPER LIMIT EXCEEDED SPRIAL SPRING WAS REPLACED ON 01/06/17 AS RECALL..ON 3/15/17 AND ON 02/08/18 AS FAR AS I CAN SEE IN HISTORY..NOTICED LOTS OF LONG BLONDE HAIR AROUND STEERING COLUMN..
10/9/2018 2:17:00 PM	REPLACED SPRIAL CLOCK SPRING CLEAR FAULTS AND CODED NUIT AND DID ALL BASIC SETTINGS ROAD TEST TO VARIFY REPAIR
10/9/2018 2:39:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAA7A32JC[redacted]
Owner Or Fleet	[redacted] SELMA, CA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	10/10/2018	Incident Date	N/A
Mileage	16,718		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/10/2018 5:08:00 PM	C/S THAT CRUISE CONTROL INOP AND AIR BAG LIGHT IS ON. I DROVE VEHICLE IN WHEN TURNING STEERING WHEEL CAN HEAR CRUNCHING SOUNDS, ALSO NO STEERING WHEEL BUTTONS WORK. HAVE FAULT IN ECM FOR LOST COMM. WITH COLUMN CONTROL MODULE SAME IN TCM. IN AIR BAG MODULE HAVE FAULT FOR AIR BAG IGNITER RESIATANCE TOO HIGH AND THEN IN COLUMN CONTROL MODULE FAULT U108E00 NO COMM WITH CONTROL UNIT. I REC J527 I REPLACE IT BUT NOW IT WONT CODE I GET ERROR ERP0619E SOFTWARE CONFIGURATION COULD NOT COMPUTE STEERING WHEEL BUTTONS AND HORN ARE NO WORK I HAVE NEW FAULTS B105DF0 STEERING COLUMN ELECTRONICS MODULE CODED INCORRECTLY AND B10E7F0 CRUISE CONTROL FRONT DISTANCE RANGE SENSOR SEPERATED
10/10/2018 5:08:00 PM	ISSUE OPENED BY DEALERSHIP
10/10/2018 5:16:00 PM	ADVISED TECH TO START WITH A BATTERY MAINTAINER IN PLACE AND THE LATEST ONLINE VERSION OF ODIS SOFTWARE INSTALLED. UNDER THE SPECIAL FUNCTIONS TAB, RUN THE TEST PLAN FOR ΓÇ£KS MASTER-GATEWAY CONNECTION SYSTEMSΓÇ¥ OR ΓÇ£KS MASTER-INSTRUMENT PANEL COMBINED SYSTEMSΓÇ¥ AFTER THAT SELECT "CTRL. MODULE SOFTWARE CONFIGURATION" ON THE 16 MODULE. ONCE THE TEST PLAN FINISHES, THEN RUN FES ΓÇ£FUNCTION CLEARING SYSTEM (FES)ΓÇ¥, SELECTING #2 ΓÇ£RE-CREATE FUNCTIONΓÇ¥ OR "RESTORE FUNCTION". IF NO CHANGE TO THE CONCERN REPLACE THE CLOCK SPRING AGAIN AND ADVISE.
10/10/2018 5:16:00 PM	CUSTOMER COMMENTS: C/S THAT CRUISE CONTROL INOP AND AIR BAG LIGHT IS ON.
10/10/2018 5:16:00 PM	WORKSHOP FINDINGS: I DROVE VEHICLE IN WHEN TURNING STEERING WHEEL CAN HEAR CRUNCHING SOUNDS, ALSO NO STEERING WHEEL BUTTONS WORK. HAVE FAULT IN ECM FOR LOST COMM. WITH COLUMN CONTROL MODULE SAME IN TCM. IN AIR BAG MODULE HAVE FAULT FOR AIR BAG IGNITER RESIATANCE TOO HIGH AND THEN IN COLUMN CONTROL MODULE FAULT U108E00 NO COMM WITH CONTROL UNIT. I REC J527 I REPLACE IT BUT NOW IT WONT CODE I GET ERROR ERP0619E SOFTWARE CONFIGURATION COULD NOT COMPUTE STEERING WHEEL BUTTONS AND HORN ARE NO WORK I HAVE NEW FAULTS B105DF0 STEERING COLUMN ELECTRONICS MODULE CODED INCORRECTLY AND B10E7F0 CRUISE CONTROL FRONT DISTANCE RANGE SENSOR SEPERATED
10/12/2018 1:01:00 PM	TECH STATES THAT THE TEST PLANS DID NOT CHANGE THE CONCERN SO THE CLOCK SPRING WAS REPLACED AGAIN WITH NO CHANGE. ADVISED TECH TO MANUALLY CODE THE CLOCK SPRING 08 92 C4 00 08 AND RETEST.
10/12/2018 1:39:00 PM	THAT WORK PERFECTLY FAULTS FOR CODED INCORRECTLY ARE GONE. I STLL HAVE FAULT FOR B10E7FO CRUISE CONTROL FRONT DISTANCE RANGE SENSOR SEPARATED I INSPECTED SENSOR CANT SEE THAT ITS SEPARATED ALSO HAVE FAULTS IN ECM P0568 FOR CRUISE CONTROL SET SIGNAL. HOW TO VERIFY THAT ACC SENSOR IS BAD
10/12/2018 1:44:00 PM	ADVISED THE TECH TO RUN THE ADJUSTMENT PROCEDURE ON THE J428 AND SEE IF THE FAULT WILL CLEAR.
10/12/2018 3:25:00 PM	ROAD TESTED VEHICLE NOTICED THAT ACC ERROR MESSAGE WAS GONE. CHECKED FAULTS NOW THE B10E7FO WAS NOT INTERMITTENT AND NOWS CLEARED OUT | RE ROAD TESTED AND ACC IS WORKING AT THIS TIME WITH NO ISSUES WILL RELEASE VEHICLE
10/12/2018 3:46:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VW4T7AUXHM[redacted]
Owner Or Fleet	[redacted] LILBURN, GA, [redacted] hone #: N/A		
Make, Model, Model Year	Volkswagen, GTI, 2017		
Report Date	10/12/2018	Incident Date	N/A
Mileage	17,392		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507GH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/12/2018 11:48:00 AM	ISSUE OPENED BY DEALERSHIP
10/12/2018 11:48:00 AM	ON FIRST VISIT CUSTOMER STATED AIRBAG LIGHT AND TRANSMISSION ERROR LIGHT ON. TECH REPLACED CLOCK SPRING DUE TO FAULTS FOR LOST COMMUNICATION FOR STEERING COLUMN ELECTRONICS CONTROL MODULE. AFTER REPAIR ERROR MESSAGE "SERVICE VEHICLE, ONLY EXIT VEHICLE IN P POSITION" APPEARS ON DASH. NO FAULTS IN SYSTEM. PLEASE ADVISE
10/12/2018 11:53:00 AM	ADVISED TECH TO INSPECT THE SHIFTER CONNECTOR FOR SIGNS OF DEBRIS OR CORROSION. IF NO FAULTS NOTED, REPLACE THE SHIFTER AND RETEST.
10/12/2018 11:53:00 AM	CUSTOMER COMMENTS: ON FIRST VISIT CUSTOMER STATED AIRBAG LIGHT AND TRANSMISSION ERROR LIGHT ON.
10/12/2018 11:53:00 AM	WORKSHOP FINDINGS: TECH REPLACED CLOCK SPRING DUE TO FAULTS FOR LOST COMMUNICATION FOR STEERING COLUMN ELECTRONICS CONTROL MODULE. AFTER REPAIR ERROR MESSAGE "SERVICE VEHICLE, ONLY EXIT VEHICLE IN P POSITION" APPEARS ON DASH. NO FAULTS IN SYSTEM. PLEASE ADVISE
10/15/2018 8:25:00 AM	NO DAMAGE OR DEBRIS FOUND ON SHIFTER CONNECTOR. REPLACED SHIFTER MECHANISM. ERROR MESSAGE STILL PRESENT.
10/15/2018 9:40:00 AM	ADVISED THE TECHNICIAN TO CHECK POWER GROUND AND CAN SIGNALS AT THE J586.
10/15/2018 9:41:00 AM	ISSUE UPDATED
10/16/2018 1:09:00 PM	THE TECH CALLED BACK IN AND WAS LOOKING FOR HELP ON HOW TO CODE ADDRESS WORD 16 WITH THE TECH ON THE PHONE WE CODED THE MODULE AND THE ISSUE WAS CORRECTED.
10/16/2018 1:51:00 PM	TEST DROVE VEHICLE. VERIFIED ERROR MESSAGE DOES NOT RETURN, NO CODES OR LIGHTS RETURN. REPAIR COMPLETE, RETURNING VEHICLE TO CUSTOMER.
10/16/2018 1:52:00 PM	THANK YOU
10/16/2018 11:28:00 AM	CHECKED POWER, GROUND, CAN HIGH, AND CAN LOW SIGNALS AT SELECTOR LEVER. ALL SIGNALS NORMAL AT THIS TIME.
10/16/2018 11:31:00 AM	ADVISED THE TECH THERE IS NO CODING IN AW 16 PER GFF LOG. ADVISED THE TECH TO GO INTO OBD AND MANUALLY CODE AW 16 TO 04 10 AND RETEST CONCERN.

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VW4T7AUXHM[redacted]
Owner Or Fleet	[redacted] LILBURN, GA, [redacted]	Phone #: N/A	
Make, Model, Model Year	Volkswagen, GTI, 2017		
Report Date	10/12/2018	Incident Date	N/A
Mileage	17,392		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507GH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/16/2018 ISSUE UPDATED
3:56:00 PM

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAA7A33JC[redacted]
Owner Or Fleet	[redacted] GREGORY, TX, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	10/17/2018	Incident Date	N/A
Mileage	11,001		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/17/2018 10:19:00 AM	NO FURTHER CONCERNS EVERYTHING OPERATING AS PER DESIGN THANKS FOR THE HELP
10/17/2018 10:26:00 AM	ISSUE UPDATED
10/17/2018 9:33:00 AM	CUSTOMER CAME IN WITH CONCERN OF HORN DOES NOT WORK, AIRBAG LIGHT ON, AND BUTTONS ON STEERING WHEEL INOP. ALSO STATED HE COULD HEAR CLICKING WHEN TURNING WHEEL. FOUND J527 WAS FAULTY. I HAD MY APPRENTICE REPLACE J527 AND AFTER HE REPLACED IT HE ATTEMPTED TO PERFORM CODING AS PER ONLINE CODING OF CONTROL MODULE. ERROR MESSAGE RECEIVED FOR ONLINE CODING UNABLE TO BE COMPUTED. AIRBAG LIGHT WENT OFF, HORN NOW WORKS, RADIO VOLUME AND STATION CHANGING BUTTONS ON WHEEL WORK BUT CAN NOT SCROLL THROUGH MFI OR OPERATE CRUSIE CONTROL. NOW HAVE FAULTS FOR P1647 CHECKING CODING/VERSIONS OF CONTROL MODULES IN DRIVETRAIN. P0568 CRUISE CONTROL SET SIGNAL AND B114913 WIPER INTERMITTENT MODE SWITCH OPEN CIRCUIT. I HAD HIM REMOVE AIRBAG AND I CHECKED WIRING AS WELL AS WIRING AT J527. I SEE NO VISUAL CONCERNS AT THIS TIME. WHEN I RAN THROUGH TEST PLAN FOR CRUSIE CONTROL IT STATES THERE IS A PROBLEM WITH CAN SIGNAL STATUS BUT THE HARDWARE SIGNAL STATUS SHOWS BUTTON ITSELF OPERATES. WIPER SWITCH WORKS AS PER MVBS. WHEN ATTEMPING TO PERFORM CODING TEST FOR ECM IN RUNS THROUGH WITH NO PROBLEMS BUT CAN NOT CLEAR P1647 FAULT
10/17/2018 9:33:00 AM	ISSUE OPENED BY DEALERSHIP
10/17/2018 9:42:00 AM	ADVISED THE TECH PER PREVIOUS GFF LOGS THE CODING IN J527 IN INCORRECT. ADVISED THE TECH TO CHANGE CODING IN AW 16 TO 08 92 C4 00 08. THE CRUISE CONTROL BUTTONS NOW OPERATE AND FAULTS WERE ABLE TO BE CLEARED.
10/17/2018 9:42:00 AM	CUSTOMER COMMENTS: CUSTOMER CAME IN WITH CONCERN OF HORN DOES NOT WORK, AIRBAG LIGHT ON, AND BUTTONS ON STEERING WHEEL INOP. ALSO STATED HE COULD HEAR CLICKING WHEN TURNING WHEEL.
10/17/2018 9:42:00 AM	WORKSHOP FINDINGS: FOUND J527 WAS FAULTY. I HAD MY APPRENTICE REPLACE J527 AND AFTER HE REPLACED IT HE ATTEMPTED TO PERFORM CODING AS PER ONLINE CODING OF CONTROL MODULE. ERROR MESSAGE RECEIVED FOR ONLINE CODING UNABLE TO BE COMPUTED. AIRBAG LIGHT WENT OFF, HORN NOW WORKS, RADIO VOLUME AND STATION CHANGING BUTTONS ON WHEEL WORK BUT CAN NOT SCROLL THROUGH MFI OR OPERATE CRUSIE CONTROL. NOW HAVE FAULTS FOR P1647 CHECKING CODING/VERSIONS OF CONTROL MODULES IN DRIVETRAIN. P0568 CRUISE CONTROL SET SIGNAL AND B114913 WIPER INTERMITTENT MODE SWITCH OPEN CIRCUIT. I HAD HIM REMOVE AIRBAG AND I CHECKED WIRING AS WELL AS WIRING AT J527. I SEE NO VISUAL CONCERNS AT THIS TIME. WHEN I RAN THROUGH TEST PLAN FOR CRUSIE CONTROL IT STATES THERE IS A PROBLEM WITH CAN SIGNAL STATUS BUT THE HARDWARE SIGNAL STATUS SHOWS BUTTON ITSELF OPERATES. WIPER SWITCH WORKS AS PER MVBS. WHEN ATTEMPING TO PERFORM CODING TEST FOR ECM IN RUNS THROUGH WITH NO PROBLEMS BUT CAN NOT CLEAR P1647 FAULT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VV2B7AX4JM[redacted]
Owner Or Fleet	[redacted] NEPTUNE, NJ, [redacted]	Phone #: N/A	
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	10/17/2018	Incident Date	N/A
Mileage	2,337		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/17/2018 2:14:00 PM	CAR HAS A SCRAPING NOISE FROM STEERING COLUMN, I REPLACED THE CLOCK SPRING SINCE IT SOUNDED LIKE A BROKEN PART. YOU CAN SEE THAT IT LOOKS LIKE THE COLUMN IS MAYBE BENT COMPARED TO ANOTHER VEHICLE, I NEED THE QTM OUT HERE TO DETERMINE WHAT TO REPLACE ASAP, THIS CAR HAS BEEN OUT OF THE CUSTOMERS HANDS FOR 2 MONTHS FOR OTHER ISSUES.
10/17/2018 2:14:00 PM	ISSUE OPENED BY DEALERSHIP
10/17/2018 2:19:00 PM	CUSTOMER COMMENTS: CAR HAS A SCRAPING NOISE FROM STEERING COLUMN.
10/17/2018 2:19:00 PM	DUE TO REPEAT NOISE THE QTM WILL BE NOTIFIED.
10/17/2018 2:19:00 PM	WORKSHOP FINDINGS: REPLACED THE CLOCK SPRING SINCE IT SOUNDED LIKE A BROKEN PART. YOU CAN SEE THAT IT LOOKS LIKE THE COLUMN IS MAYBE BENT COMPARED TO ANOTHER VEHICLE, I NEED THE QTM OUT HERE TO DETERMINE WHAT TO REPLACE ASAP, THIS CAR HAS BEEN OUT OF THE CUSTOMERS HANDS FOR 2 MONTHS FOR OTHER ISSUES.
10/23/2018 5:54:00 PM	REMOVED AND REINSTALLED CLOCK SPRING, NOISE NO LONGER PRESENT. VEHICLE RETURNED TO CUSTOMER.
10/24/2018 11:01:00 AM	ISSUE UPDATED
11/26/2018 6:46:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVWMM7AJXBW[redacted]
Owner Or Fleet	[redacted] RAMONA, CA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Golf, 2011		
Report Date	10/17/2018	Incident Date	N/A
Mileage	132,778		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5K0953507BC		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/17/2018 3:25:00 PM	CLOCK SPRING WAS REPLACED PER GENERAL MANAGER REQUEST. NEW CLOCK SPRING CANNOT BE SUCCESSFULLY CODED TO VEHICLE, NEW CLOCK SPRING HAS SAME PART NUMBER AS THE OLD ONE. I HAVE ALREADY TRIED ONLINE CODING, AN MANUALLY UPDATING CODING WITH SAME RESULT.
10/17/2018 3:25:00 PM	ISSUE OPENED BY DEALERSHIP
10/17/2018 3:52:00 PM	ADVISED THE TECHNICIAN THAT AFTER REVIEWING THE PREVIOUS GFF PAPERLESS LOG, THE ORIGINAL PART NUMBER FOR THE J527 IS: 5K0-953-549E. THE NEW PART NUMBER THAT WAS INSTALLED IS PART NUMBER: 5K0-953-549A. ADVISED THE TECHNICIAN TO PLEASE SUPPLY THE PARTS DEPARTMENT WITH THE ORIGINAL PART NUMBER AND OBTAIN THE CORRECT SUPERSESSION FOR THE J527 AND ATTEMPT TO CODE. IF THERE IS ANY QUESTION ON WHICH PART TO OBTAIN FOR THE VEHICLE, PLEASE CONTACT THE PARTS HELPLINE FOR ASSISTANCE. IF COMPLETED OR THE CUSTOMER TAKES THE VEHICLE, PLEASE UPDATE AND CLOSE THE VTA WITH THE REPAIRS PERFORMED.
10/17/2018 3:52:00 PM	CUSTOMER COMMENTS: THE CUSTOMER STATES THAT THERE IS A NOISE FROM THE STEERING WHEEL WHEN TURNING.
10/17/2018 3:52:00 PM	WORKSHOP FINDINGS: CLOCK SPRING WAS REPLACED PER GENERAL MANAGER REQUEST. NEW CLOCK SPRING CANNOT BE SUCCESSFULLY CODED TO VEHICLE, NEW CLOCK SPRING HAS SAME PART NUMBER AS THE OLD ONE. I HAVE ALREADY TRIED ONLINE CODING, AN MANUALLY UPDATING CODING WITH SAME RESULT.
10/18/2018 3:08:00 PM	FOR PROPER DOCUMENTATION PURPOSES, UPDATE THE VTA BEFORE CALLING BACK IN.
10/18/2018 3:13:00 PM	RECOMMEND TO ORDER ANOTHER B SUFFIX CLOCK SPRING, CODE IT, AND CHECK FOR STEERING WHEEL CONTROL COMMUNICATION.
10/19/2018 5:56:00 PM	NEW B SUFFIX CLOCK SPRING WAS ORDERED AND INSTALLED, CODING WAS ACCEPTED AND ALL FUNCTIONALITY WAS RESTORED. PREVIOUS B SUFFIX CLOCK SPRING WAS RETURNED.
10/19/2018 6:05:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWDT7A33HC[redacted]
Owner Or Fleet	[redacted] KAYSVILLE, UT, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	10/19/2018	Incident Date	N/A
Mileage	27,020		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/19/2018 1:07:00 PM	CUSTOMER BROUGHT IN VEHICLE AND REPAIR ORDER STATES THEY WERE TURNING AND HEARD A GRINDING NOISE THEN A POP AND THE AIRBAG LIGHT CAME ON. SCANNED CAR AND FOUND FAULTS FOR DRIVER AIRBAG RESISTANCE TOO HIGH, CONTROL UNIT IN STEERING WHEEL NO COMMUNICATION. STEERING WHEEL BUTTONS DON'T WORK, HORN DOESN'T WORK. FOUND WHEN YOU ARE AT A STANDSTILL AND YOU TURN THE WHEEL BACK AND FORTH YOU CAN HEAR SOME BINDING IN THE CLOCK SPRING AREA. CHECKED SERVICE HISTORY AND FOUND THE CAR HAS ALREADY RECEIVED 2 CLOCK SPRINGS PRIOR TO THIS. SEEMS LIKE THIS IS THE FIRST TIME THE CLOCK SPRING ACTUALLY 'BROKE'. PLEASE ADVISE HOW TO PROCEED
10/19/2018 1:07:00 PM	ISSUE OPENED BY DEALERSHIP
10/19/2018 1:16:00 PM	ADVISED THE TECH TO REPLACE THE CLOCK SPRING AND MAKE SURE TO FOLLOW ELSA REPAIR PROCEDURE.
10/19/2018 1:16:00 PM	CUSTOMER COMMENTS: CUSTOMER BROUGHT IN VEHICLE AND REPAIR ORDER STATES THEY WERE TURNING AND HEARD A GRINDING NOISE THEN A POP AND THE AIRBAG LIGHT CAME ON.
10/19/2018 1:16:00 PM	WORKSHOP FINDINGS: SCANNED CAR AND FOUND FAULTS FOR DRIVER AIRBAG RESISTANCE TOO HIGH, CONTROL UNIT IN STEERING WHEEL NO COMMUNICATION. STEERING WHEEL BUTTONS DON'T WORK, HORN DOESN'T WORK. FOUND WHEN YOU ARE AT A STANDSTILL AND YOU TURN THE WHEEL BACK AND FORTH YOU CAN HEAR SOME BINDING IN THE CLOCK SPRING AREA. CHECKED SERVICE HISTORY AND FOUND THE CAR HAS ALREADY RECEIVED 2 CLOCK SPRINGS PRIOR TO THIS. SEEMS LIKE THIS IS THE FIRST TIME THE CLOCK SPRING ACTUALLY 'BROKE'. PLEASE ADVISE HOW TO PROCEED
10/24/2018 6:25:00 PM	REPLACED CLOCK SPRING ACCORDING TO ELSA AND CODED AND FOUND NO FURTHER ISSUE. THANK YOU.
10/24/2018 6:52:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGAV7AX2GW[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	10/19/2018	Incident Date	N/A
Mileage	22,886		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/19/2018 1:29:00 PM	ISSUE OPENED BY DEALERSHIP
10/19/2018 1:29:00 PM	TECH REPLACED CLOCK SPRING. PERFORMED ADAPTATION FOR CLOCK SPRING. BUT UNABLE TO PERFORM BASIC SETTINGS ON G85. TRIED SEVERAL DIFFERENT WAYS, ALL INEFFECTIVE. PERFORMED CODING VIA ONLINE FOR, STEERING COLUMN ELECTRICS, PERFORMED CAP DISCHARGE. OBSERVED MEASURING VALUE BLOCKS FOR G85, MOVEMENT IN THE STEERING WHEEL WAS SHOWN.
10/19/2018 1:36:00 PM	CUSTOMER COMMENTS: THE CUSTOMER STATED THE AIR BAG LIGHT WAS ON AND THE HORN IS NOT WORKING.
10/19/2018 1:36:00 PM	PLEASE CHECK THE MVB FOR THE ΓÇ£STEERING ANGLEΓÇ¥ IN AW16 ΓÇ£STEERING WHEEL ELECTRONICSΓÇ¥ IF THE READING OF THE STEERING ANGLE IS ┬▒360┬▒, PLEASE ROTATE THE STEERING SO THAT THE G85 READS ZERO (0), REMOVE THE STEERING WHEEL AND PIN THE G85. REMOVE THE G85, RE-CENTER THE WHEELS AND REINSTALL THE G85. SET BASIC SETTINGS.
10/19/2018 1:36:00 PM	WORKSHOP FINDINGS: TECH REPLACED CLOCK SPRING. PERFORMED ADAPTATION FOR CLOCK SPRING. BUT UNABLE TO PERFORM BASIC SETTINGS ON G85. TRIED SEVERAL DIFFERENT WAYS, ALL INEFFECTIVE. PERFORMED CODING VIA ONLINE FOR, STEERING COLUMN ELECTRICS, PERFORMED CAP DISCHARGE. OBSERVED MEASURING VALUE BLOCKS FOR G85, MOVEMENT IN THE STEERING WHEEL WAS SHOWN.
10/19/2018 2:02:00 PM	ROTATED CLOCK SPRING, TILL THE ANGLE READ 0. PERFORMED BASIC SETTINGS FOR G85(STEERING ANGLE SENSOR), REINSTALLED STEERING WHEEL ROAD TESTED VEHICLE, VEHICLE IS OKAY AT THIS TIME.
10/19/2018 2:13:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVWFD7AJ5AW[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, GTI, 2010		
Report Date	10/19/2018	Incident Date	N/A
Mileage	122,011		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549CD		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/19/2018 6:58:00 PM	ISSUE OPENED BY DEALERSHIP
10/19/2018 6:58:00 PM	REPLACE CLOCK SPRING PER DIAG PRIOR RO# [redacted] AFTER REPLACEMENT P1698 ACTIVE CODE COMES BACK IN ENG 01. BUT NO CODES IN STEERING MODULE 16 NO MIL ON CRUISE INOP
10/19/2018 7:11:00 PM	ADVISE TECHNICIAN TO REVIEW WITH PARTS DEPARTMENT TO VERIFY IF THE CLOCK SPRING INSTALLED IS THE CORRECT SUPERSEDING NUMBER FOR THIS VEHICLE. IF IT IS NOT, INSTALLED THE CORRECT NUMBER AND CODE AW 16.
10/19/2018 7:11:00 PM	WORKSHOP FINDINGS: FAULT P1698 IS STORED IN ECM AFTER REPLACEMENT OF CLOCK SPRING. CRUISE IS INOPERATIVE. ONLINE CODING WAS PERFORMED OF AW 16 AND AW 01. BUT FAULT WILL NOT CLEAR.
10/30/2018 1:11:00 PM	LEFT MESSAGE ON TECHNICIAN'S PHONE TO UPDATE VTA OR CLOSE IF COMPLETE.
11/12/2018 2:32:00 PM	ISSUE UPDATED
11/12/2018 2:32:00 PM	SPOKE WITH SERVICE ADVISOR. VEHICLE IS COMPLETE.

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBV7A36FC[redacted]
Owner Or Fleet	[redacted] SPENCER, OK, [redacted]	Phone #: N/A	
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	10/25/2018	Incident Date	N/A
Mileage	67,753		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/25/2018 6:02:00 PM	ISSUE OPENED BY DEALERSHIP
10/25/2018 6:02:00 PM	PERFORMED 23Y8 RECALL AND CAR HAS A ECU CODEING FAULT AND DPF LIGHT IS FLASHING
10/25/2018 6:13:00 PM	ADVISE TECHNICIAN TO PERFORM ONLINE CODING OF AW 16 AND CLEAR ALL FAULTS THROUGH CONTROL MODULE OBD. THEN REEVALUATE CONCERN. IF P1647 IS RETURNING, COMPARE CURRENT CODING OF MODULES TO CODING PRIOR TO REPAIRS.
10/25/2018 6:13:00 PM	CUSTOMER COMMENTS: 23Y8.
10/25/2018 6:13:00 PM	WORKSHOP FINDINGS: COMPLETED 23Y8. ATTEMPTED AGAIN AND IT STATED SOFTWARE VERSION IS CURRENT. TECHNICIAN ALSO REPLACED CLOCK SPRING. FAULT P1647 IS STORED.
10/25/2018 6:14:00 PM	IF THERE ARE ANY QUESTIONS REGARDING COVERAGE, PLEASE CONTACT THE WARRANTY HELPLINE AT 866-306-8447 PRIOR TO PERFORMING ANY REPAIRS.
11/1/2018 11:06:00 AM	ISSUE UPDATED
11/1/2018 9:48:00 AM	CAR IS FIXED AND RETURNED TO CUSTOMER THANKS FOR THE HELP
11/1/2018 9:50:00 AM	CLOSING VTA

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBS7A36GC[redacted]
Owner Or Fleet	[redacted]	PHENIX CITY, AL, [redacted]	Phone #: N/A
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	10/27/2018	Incident Date	N/A
Mileage	47,326		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/27/2018 1:48:00 PM	CUSTOMER BROUGHT CAR IN FOR 24DR ECM SOFTWARE UPDATE. ANOTHER TECH DID THE UPDATE AND UPON FINISHING AND WAS READY TO PULL THE CAR OUT THE DASH LIT UP WITH ERRORS INCLUDING AIRBAG, AND CLOCK SPRING DOESN'T WORK. PULLED CODES AND FOUND AIR BAG IGNITER RESISTANCE TOO HIGH, AS WELL AS NO COMMUNICATION WITH THE J527, NO COMMUNICATION TO CRUISE CONTROL SWITCH AND NO COMMUNICATION WITH THE SWITCH TO CHANGE SETTINGS IN MFI. CHECKED FUSES AND MADE SURE THEY WERE GOOD. NO BLOWN FUSES OR WIRING ISSUES TO THE J527. REMOVED AIRBAG INSPECTED WIRING AND NO FAULTS FOUND THERE.
10/27/2018 1:48:00 PM	ISSUE OPENED BY DEALERSHIP
10/27/2018 2:10:00 PM	ADVISED THE TECHNICIAN TO PLEASE CHECK FOR PROPER POWER, GROUND, AND BUS COMMUNICATION TO THE J527. IF FOUND TO BE OK, PLEASE REPLACE THE J527 AND RETEST OPERATION. IF ANY FAULTS RETURN FOR NO COMMUNICATION WITH THE CONTROL UNIT IN THE STEERING WHEEL, PLEASE CHECK THE FUNCTION OF THE STEERING WHEEL BUTTONS AND REPLACE AS NEEDED. IF COMPLETED OR THE CUSTOMER TAKES THE VEHICLE, PLEASE UPDATE AND CLOSE THE VTA WITH THE REPAIRS PERFORMED.
10/27/2018 2:10:00 PM	CUSTOMER COMMENTS: CUSTOMER BROUGHT CAR IN FOR 24DR ECM SOFTWARE UPDATE.
10/27/2018 2:10:00 PM	WORKSHOP FINDINGS: ANOTHER TECH DID THE UPDATE AND UPON FINISHING AND WAS READY TO PULL THE CAR OUT THE DASH LIT UP WITH ERRORS INCLUDING AIRBAG, AND CLOCK SPRING DOESN'T WORK. PULLED CODES AND FOUND AIR BAG IGNITER RESISTANCE TOO HIGH, AS WELL AS NO COMMUNICATION WITH THE J527, NO COMMUNICATION TO CRUISE CONTROL SWITCH AND NO COMMUNICATION WITH THE SWITCH TO CHANGE SETTINGS IN MFI. CHECKED FUSES AND MADE SURE THEY WERE GOOD. NO BLOWN FUSES OR WIRING ISSUES TO THE J527. REMOVED AIRBAG INSPECTED WIRING AND NO FAULTS FOUND THERE.
11/5/2018 3:29:00 PM	VERIFIED POWER AND GROUND AS WELL AS COMMUNICATON TO THE J527. ORDERED NEW J527 AND CUSTOMER TOOK CAR WHILE WAITING ON PARTS. CLOSING FOR NOW AND WILL REOPEN IF ANY FURTHER ASSISTANCE IS NEEDED.
11/5/2018 5:12:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAA7A30JC[redacted]
Owner Or Fleet	[redacted] VIRGINIA BEACH, VA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	10/30/2018	Incident Date	N/A
Mileage	19,563		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/30/2018 11:29:00 AM	INSTALLED NEW CLOCK SPRING. CANNOT CODE NEW CLOCK SPRING. WILL NOT CODE ONLINE. REINSTALLED OLD CLOCK SPRING AND PULLED CODING FROM OLD CLOCK SPRING, INSTALLED NEW AGAIN AND WOULD NOT CODE THROUGH TEST PLAN EITHER.
10/30/2018 11:29:00 AM	ISSUE OPENED BY DEALERSHIP
10/30/2018 11:32:00 AM	ADVISED TECH TO MANUALLY CODE THE CLOCK SPRING AND THEN RETEST FOR THE FAULTS. TECH TO ADVISE.
10/30/2018 11:32:00 AM	CUSTOMER COMMENTS: INSTALLED NEW CLOCK SPRING.
10/30/2018 11:32:00 AM	WORKSHOP FINDINGS: CANNOT CODE NEW CLOCK SPRING. WILL NOT CODE ONLINE. REINSTALLED OLD CLOCK SPRING AND PULLED CODING FROM OLD CLOCK SPRING, INSTALLED NEW AGAIN AND WOULD NOT CODE THROUGH TEST PLAN EITHER.
10/30/2018 12:08:00 PM	MANUALLY CODED 16 STEERING WHEEL MODULE OK. ALL CODES CLEARED OK NOW.
10/30/2018 2:47:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGAV7AX6FW[redacted]
Owner Or Fleet	[redacted], SIMPSONVILLE, SC, [redacted]	Phone #: N/A	
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	11/1/2018	Incident Date	N/A
Mileage	37,431		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/1/2018 1:16:00 PM	YEP THAT DID IT THANK YOU.
11/1/2018 1:33:00 PM	ISSUE UPDATED
11/1/2018 12:37:00 PM	CLOCK SPRING WAS CRUNCHIN WHEN TURNING THE WHEEL. RAN GFF, REPLACED THE CLOCKSPRING, CANT GET THE STEERING ANGLE TO RESET. THE PART NUMBER ON THE ORIGINAL SPRING WENT TO PARTS AT TIME OF LOOK UP..
11/1/2018 12:37:00 PM	ISSUE OPENED BY DEALERSHIP
11/1/2018 12:50:00 PM	CUSTOMER COMMENTS: CLOCK SPRING WAS CRUNCHIN WHEN TURNING THE WHEEL.
11/1/2018 12:50:00 PM	PLEASE CHECK THE MVB FOR THE ΓÇ£STEERING ANGLEΓÇ¥ IN AW16 ΓÇ£STEERING WHEEL ELECTRONICSΓÇ¥ IF THE READING OF THE STEERING ANGLE IS ┬▒360┬▒, PLEASE ROTATE THE STEERING SO THAT THE G85 READS ZERO (0), REMOVE THE STEERING WHEEL AND PIN THE G85. REMOVE THE G85, RE-CENTER THE WHEELS AND REINSTALL THE G85. SET BASIC SETTINGS.
11/1/2018 12:50:00 PM	WORKSHOP FINDINGS: RAN GFF, REPLACED THE CLOCKSPRING, CANT GET THE STEERING ANGLE TO RESET. THE PART NUMBER ON THE ORIGINAL SPRING WENT TO PARTS AT TIME OF LOOK UP..

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWDT7A31HC[redacted]
Owner Or Fleet	[redacted]		CORDOVA, TN, [redacted] Phone #: N/A
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	11/9/2018	Incident Date	N/A
Mileage	55,085		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/9/2018 1:33:00 PM	ISSUE OPENED BY DEALERSHIP
11/9/2018 1:33:00 PM	THE BUTTONS ON THE RIGHT SIDE OF THE STEERING WHEEL THAT YOU CAN SCROLL LEFT/RIGHT AND GO TO SETTING ,ETC. DON'T WORK. ALL THE OTHER BUTTONS WORK JUST NOT THE LEFT/RIGHT BUTTON ON THE RIGHT SIDE. ANOTHER TECH TRIED TO SWITCH THE BUTTONS AND TRIED A NEW PART BUT THE LEFT/RIGHT BUTTON STILL DON'T WORK. NOTICED THE WIRES OF THE LEFT PADDLE SHIFTER CAME OFF ITS CONNECTER AND THEY WONT CLIP BACK IN. TRIED TO PLACE IN BACK IN PLACE AND IT STAYS THERE BUT IT DOESN'T LOCK IN PLACE. THAT CONNECTER CONNECTS TO THE LEFT SIDE OF THE STEERING WHEEL BUTTONS. (COULD BE THE PROBLEM, MAYBE) I WAS GOING TO ORDER IT BUT THE SERVICE MANAGER TOLD ME TO OPEN UP THIS TICKET.
11/9/2018 2:24:00 PM	CUSTOMER COMMENTS: THE BUTTONS ON THE RIGHT SIDE OF THE STEERING WHEEL THAT YOU CAN SCROLL LEFT/RIGHT AND GO TO SETTING ,ETC. DON'T WORK.
11/9/2018 2:24:00 PM	HAS THE CLOCK SPRING BEEN REPLACED.
11/9/2018 2:24:00 PM	WORKSHOP FINDINGS: ALL THE OTHER BUTTONS WORK JUST NOT THE LEFT/RIGHT BUTTON ON THE RIGHT SIDE. ANOTHER TECH TRIED TO SWITCH THE BUTTONS AND TRIED A NEW PART BUT THE LEFT/RIGHT BUTTON STILL DON'T WORK. NOTICED THE WIRES OF THE LEFT PADDLE SHIFTER CAME OFF ITS CONNECTER AND THEY WONT CLIP BACK IN. TRIED TO PLACE IN BACK IN PLACE AND IT STAYS THERE BUT IT DOESN'T LOCK IN PLACE. THAT CONNECTER CONNECTS TO THE LEFT SIDE OF THE STEERING WHEEL BUTTONS. (COULD BE THE PROBLEM, MAYBE) I WAS GOING TO ORDER IT BUT THE SERVICE MANAGER TOLD ME TO OPEN UP THIS TICKET.
11/9/2018 2:56:00 PM	YES THE CLOCK SPRING HAVE BEEN REPLACED.
11/9/2018 3:05:00 PM	CAN YOU ATTACH A PICTURE OF THE CONNECTER THAT WONT STAY CONNECTED?
11/12/2018 10:07:00 AM	THE CUSTOMER HAD TO TAKE THE VEHICLE AND DON'T KNOW WHEN ITS GOING TO RETURN. DO YOU WANT TO CLOSE THIS TICKET AND WHEN THE VEHICLE COMES BACK OPEN A NEW TICKET?
11/12/2018 10:10:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAA7A32JC[redacted]
Owner Or Fleet	[redacted] VIRGINIA BEACH, VA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	11/16/2018	Incident Date	N/A
Mileage	23,493		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/16/2018 9:32:00 AM	ISSUE OPENED BY DEALERSHIP
11/16/2018 9:32:00 AM	VEHICLE HAS ACC ERROR DISPLAYED ON DASH. PERFORMED GFF SCAN, FAULTS FOR BOTH STEERING WHEEL CONTROLS LEFT(E440) AND RIGHT(E441). HAD NO COMUNICATION FROM THE STEERING WHEEL BUTTONS AND BUTTONS DID NOT OPERATE. CLOCK SPRING IS WHAT THOSE ARE PLUGGED INTO. REPLACED CLOCK SPRING, NOW HAVE COMMUNICATION BUT ONLY SOME CONTROLS. UNABLE TO CODE MODULE. J453 IS INTEGRATED INTO THE LEFT BUTTOMS WHICH IS CONECTED TO THE RIGHT BUTTONS. REPLACED J453, STILL CAN NOT CODE CLOCK SPRING OR J453 AND ACC ERROR STILL ON DASH
11/16/2018 9:53:00 AM	ADVISE TECHNICIAN TO REVIEW WITH PARTS DEPARTMENT TO DETERMINE THE CORRECT SUPERSEDING CLOCK SPRING PART NUMBER FOR THIS VEHICLE. IF THE INCORRECT ONE IS INSTALLED ORDER THE RIGHT ONE. IF THE CORRECT ONE IS INSTALLED MANUALLY CODE AW 16 THROUGH CONTROL MODULE OBD INPUTTING THE CODING FROM AN OLDER PAPERLESS LOG.
11/16/2018 9:53:00 AM	CUSTOMER COMMENTS: ACC ERROR.
11/16/2018 9:53:00 AM	WORKSHOP FINDINGS: REPLACED CLOCK SPRING AND STEERING WHEEL BUTTONS BUT B114913 WILL CURRENTLY NOT CLEAR. WILL NOT PERFORM ONLINE CODING.
11/27/2018 10:12:00 AM	ATTEMPTED TO CONTACT DEALER. NO ONE AVAILABLE TO ANSWER PHONE AT THIS TIME.
12/10/2018 11:54:00 AM	ISSUE UPDATED
12/10/2018 11:54:00 AM	SPOKE WITH SERVICE ADVISOR. REPAIRS ARE COMPLETE AND VEHICLE WAS LEFT THE DEALER.

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVWBP7AN1DE[redacted]
Owner Or Fleet	[redacted] WILLINGBORO, NJ, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	11/19/2018	Incident Date	N/A
Mileage	89,450		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/19/2018 1:18:00 PM	CUST HAD APPOINTMENT FOR AIRBAG CONCERN TOMORROW BUT IN MEAN TIME CAR MISFIRED AND TOWED IN ON SAT. FIXED MISFIRE CONCERN BUT AIRBAG CONCERN HAD A VAG00588 DRIVERS AIRBAG IGNITER. HAD RECALL DONE ALREADY. REMOVED AIRBAG TO CHECK CONNECTIONS .OK WENT THRU TEST PLAN RESISTANCE READINGS OK. ROAD TESTED ,CODE DID NOT RETURN. POSSIBLE CLOCK SPRING ?. ANY INFO APPRECIATED
11/19/2018 1:18:00 PM	ISSUE OPENED BY DEALERSHIP
11/19/2018 1:27:00 PM	CUSTOMER COMMENTS: CUST HAD APPOINTMENT FOR AIRBAG CONCERN TOMORROW BUT IN MEAN TIME CAR MISFIRED AND TOWED IN ON SAT.
11/19/2018 1:27:00 PM	FAULT SET 1 TIME ON SEPTEMBER 19, AIRBAG COULD HAVE BEEN UNPLUGGED. IF WE DO NOT KNOW THE CIRCUMSTANCES, NO REPAIR RECOMMENDED. ASK THE CUSTOMER TO COME IN AS SOON AS POSSIBLE IF THE AIRBAG LIGHT COMES ON AND TRY NOT TO WAIT 2 MONTHS.
11/19/2018 1:27:00 PM	WORKSHOP FINDINGS: FIXED MISFIRE CONCERN BUT AIRBAG CONCERN HAD A VAG00588 DRIVERS AIRBAG IGNITER. HAD RECALL DONE ALREADY. REMOVED AIRBAG TO CHECK CONNECTIONS .OK WENT THRU TEST PLAN RESISTANCE READINGS OK. ROAD TESTED ,CODE DID NOT RETURN. POSSIBLE CLOCK SPRING ?. ANY INFO APPRECIATED
11/19/2018 1:54:00 PM	CUST MADE APPT FOR AIRBAG FOR TUESDAY THE 20TH. WAS ON BEFORE THE 19TH. WAS ON WHEN I WENT TO GET CAR THIS MORNING. ERASED AFTER FIXING MISFIRES
11/19/2018 2:23:00 PM	RECOMMEND TO TEST DRIVE CAR FOR FAULT TO RETURN.
11/19/2018 2:37:00 PM	OK THANK YOU , WILL DO
11/19/2018 3:13:00 PM	THANKS. PLEASE KEEP US INFORMED.
11/23/2018 1:31:00 PM	CUST WILL TAKE CAR AND DRIVE TO SEE IF CODE RETURNS |
11/23/2018 8:00:00 PM	ISSUE UPDATED

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Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVWGU7AN6DE[redacted]
Owner Or Fleet	[redacted] SAN ANTONIO, TX, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	11/19/2018	Incident Date	N/A
Mileage	94,021		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/19/2018 1:58:00 PM	CUSTOMER STATES AIRBAG LIGHT ON , FOUND FAULTY CLOCK SPRING, WAS TOLD BY PART DEPARMENT TO USE SCAN TOOL TO DETERMINE PROPER PART NUMBER , PURT NUMBER INSATLLED IS 3C9953501BG, THIS | IS NOT AN OPTION AND DOES NOT GO TO THIS VEHICLE ACCORDING TO ETKA, MY CHOISES ARE 5K0953569AR OR 5K0953569AS, HOW CAN I DETERMINE THE CORRECT PART NUMBER AND WILL THIS AFFECT WARRANTY COVERAGE
11/19/2018 1:58:00 PM	ISSUE OPENED BY DEALERSHIP
11/19/2018 2:02:00 PM	ADVISED THE TECH THAT THE TECHNICIANS HELPLINE DOES NOT MAKE WARRANTY DECISIONS AND DOES NOT HAVE ACCESS TO ETKA. ADVISED THE TECH TO HAVE THEIR PARTS DEPARTMENT CONTACT PARTS HELPLINE TO DETERMINE THE CORRECT PART NUMBER. IF THERE ARE ANY QUESTIONS REGARDING COVERAGE, PLEASE CONTACT THE WARRANTY HELPLINE (866) 306-8447 PRIOR TO PERFORMING ANY REPAIRS.
11/19/2018 2:02:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES AIRBAG LIGHT ON ,
11/19/2018 2:02:00 PM	WORKSHOP FINDINGS: FOUND FAULTY CLOCK SPRING, WAS TOLD BY PART DEPARTMENT TO USE SCAN TOOL TO DETERMINE PROPER PART NUMBER , PART NUMBER INSTALLED IS 3C9953501BG, THIS IS NOT AN OPTION AND DOES NOT GO TO THIS VEHICLE ACCORDING TO ETKA, MY CHOICES ARE 5K0953569AR OR 5K0953569AS, HOW CAN I DETERMINE THE CORRECT PART NUMBER AND WILL THIS AFFECT WARRANTY COVERAGE.
11/20/2018 5:19:00 PM	REPLACED CLOCK SPRING AND PROGRAMMED ,
11/20/2018 5:31:00 PM	ISSUE UPDATED

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Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VWD17AJ1EM[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	11/21/2018	Incident Date	N/A
Mileage	79,856		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/21/2018 12:13:00 PM	CUSTOMER CAME IN WITH CONCERNS OVER AIR BAG LIGHT COMING ON AND FLASHING INTERMITTENTLY. PERFORMED GFF AND FOUND NO FAULT CODES ON, LIGHT WAS NOT ON AT THE TIME OF SCANNING. PULLED COLUMN COVER OFF TO INSPECT CONNECTION OF CLOCK SPRING HARNESS AND ALL CONNECTORS AROUND IT. ALL CONNECTION GOOD. SWAPPED PASSENGER SIDE AIR BAG INDICATOR MODULE UNDER THE CLIMATE CONTROL SWITCHES. LIGHT WAS STILL FLASHING. WHILE LIGHT WAS FLASHING, WAS ABLE TO IDENTIFY CONTROL MODULE BUT WOULD NO SHOW UP ON DTC MEMORY FOR AIR BAG CONTROL MODULE.NO TSB FOUND FOR RELATED ISSUES. CONTACTING TECHLINE FOR FURTHER DIAGNOSES.
11/21/2018 12:13:00 PM	ISSUE OPENED BY DEALERSHIP
11/21/2018 12:17:00 PM	ADVISED TECH THAT BASED ON THE CONCERN OCCURRING, TEST THE CONNECTIONS TO ENSURE THAT THEY ARE CLEAN AND TIGHT. IF NO FAULTS NOTED, REPLACE THE MODULE AND RETEST. TECH TO ADVISE.
11/21/2018 12:17:00 PM	CUSTOMER COMMENTS: CUSTOMER CAME IN WITH CONCERNS OVER AIR BAG LIGHT COMING ON AND FLASHING INTERMITTENTLY.
11/21/2018 12:17:00 PM	WORKSHOP FINDINGS: PERFORMED GFF AND FOUND NO FAULT CODES ON, LIGHT WAS NOT ON AT THE TIME OF SCANNING. PULLED COLUMN COVER OFF TO INSPECT CONNECTION OF CLOCK SPRING HARNESS AND ALL CONNECTORS AROUND IT. ALL CONNECTION GOOD. SWAPPED PASSENGER SIDE AIR BAG INDICATOR MODULE UNDER THE CLIMATE CONTROL SWITCHES. LIGHT WAS STILL FLASHING. WHILE LIGHT WAS FLASHING, WAS ABLE TO IDENTIFY CONTROL MODULE BUT WOULD NO SHOW UP ON DTC MEMORY FOR AIR BAG CONTROL MODULE.NO TSB FOUND FOR RELATED ISSUES. CONTACTING TECHLINE FOR FURTHER DIAGNOSES.
11/28/2018 11:53:00 AM	ISSUE UPDATED
11/28/2018 8:09:00 AM	CUSTOMER DECLINED REPAIR THANKS FOR THE HELP

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Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAA7A39JC[redacted]
Owner Or Fleet	[redacted] GLENVIEW, IL, [redacted]	Phone #: N/A	
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	11/23/2018	Incident Date	N/A
Mileage	1,889		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/23/2018 12:11:00 PM	C/S AIRBAG LIGHT IS ON.I FOUND A FAULTY CLACK SPRING. IT WAS REPLACE UPON GOING THRU GUIDED FUNCTION AND CODING MODULE ONLINE AN ERROR COMES UP SAYING TO CONTACT SUPPORT DUE TO CODING NOT POSSIBLE. PLEASE ADVICE ON CODING CLOCK SPRING.
11/23/2018 12:11:00 PM	ISSUE OPENED BY DEALERSHIP
11/26/2018 10:05:00 AM	ISSUE UPDATED
11/26/2018 9:06:00 AM	ADVISED THE TECH TO MANUALLY CODE THE CLOCK SPRING TO 08 92 C4 00 08 THE CODING CAME FROM GFF FROM PAPERLESS.
11/26/2018 9:06:00 AM	CUSTOMER COMMENTS: C/S AIRBAG LIGHT IS ON.
11/26/2018 9:06:00 AM	WORKSHOP FINDINGS: I FOUND A FAULTY CLACK SPRING. IT WAS REPLACE UPON GOING THRU GUIDED FUNCTION AND CODING MODULE ONLINE AN ERROR COMES UP SAYING TO CONTACT SUPPORT DUE TO CODING NOT POSSIBLE. PLEASE ADVICE ON CODING CLOCK SPRING.
11/26/2018 9:54:00 AM	MANUALLY CODE CLOCK SPRING VERIFY ALL FAULTS CLEAR.

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Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGAV7AX7CW[redacted]
Owner Or Fleet	[redacted] SAN DIEGO, CA, [redacted] hone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	11/26/2018	Incident Date	N/A
Mileage	51,639		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/26/2018 1:54:00 PM	CUSTOMER STATES AIR BAG LIGHT ON. ALSO CUSTOMER STATES REPAIRS HAVE BEEN DONE ON OTHER LOCATION. SCAN VEHICLE DTC# 588 DRIVERS AIRBAG IGNITER SAME FAULT FROM PREVIOUS REPAIRS. CUSTOMER PROVIDE A LIST OF DIFFERENT COMPONENTS THAT HAVE BEEN REPLACED. THEY HAVE REPLACE DRIVERS AIRBAG, AIRBAG CONTROL MODULE CENTRAL WIRING HARNESS , AIRBAG CONTROL MODULE, AND AIRBAG IGNITER CABLE.
11/26/2018 1:54:00 PM	ISSUE OPENED BY DEALERSHIP
11/26/2018 2:15:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES AIR BAG LIGHT ON.
11/26/2018 2:15:00 PM	ISSUE UPDATED
11/26/2018 2:15:00 PM	REVIEWED FINDINGS WITH LEVEL 2, RECOMMEND TO VERIFY THAT GOLD PLATED TERMINALS HAVE BEEN USED IN THE PREVIOUS REPAIR AT THE AIRBAG MODULE CONNECTOR T100 PINS 68 & 69 TO THE STEERING COLUMN HARNESS AT CLOCK SPRING T4K PINS 2 & 1. IF GOLD PLATED TERMINALS HAVE NOT BEEN USED, THEN REPLACE THESE TERMINALS WITH GOLD PLATED TERMINALS, CLEAR FAULTS AND RETEST OPERATION. IF GOLD PLATED TERMINALS HAVE BEEN USED, THEN RECOMMEND TO REPLACE CLOCK SPRING. UPDATE VTA WITH FINDINGS. ESCALATING TO LEVEL 2 CONSULTANT. A2
11/26/2018 2:15:00 PM	WORKSHOP FINDINGS: ALSO CUSTOMER STATES REPAIRS HAVE BEEN DONE ON OTHER LOCATION. SCAN VEHICLE DTC# 588 DRIVERS AIRBAG IGNITER SAME FAULT FROM PREVIOUS REPAIRS. CUSTOMER PROVIDE A LIST OF DIFFERENT COMPONENTS THAT HAVE BEEN REPLACED. THEY HAVE REPLACE DRIVERS AIRBAG, AIRBAG CONTROL MODULE CENTRAL WIRING HARNESS , AIRBAG CONTROL MODULE, AND AIRBAG IGNITER CABLE.
11/28/2018 3:37:00 PM	INSPECTED BOTH CONNECTOR AND THEY BOTH HAVE GOLD PLATER TERMINALS. I WILL REPLACE CLOCK SPRING.
11/28/2018 4:00:00 PM	THANK YOU FOR THE UPDATE.
12/3/2018 6:44:00 PM	REPLACE CLOCK SPRING AND TEST DROVE VEHICLE NO FAULTS CAME BACK.
12/3/2018 7:09:00 PM	ISSUE UPDATED

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Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGAV7AX7GW[redacted]
Owner Or Fleet	[redacted], ENNIS, TX, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	12/4/2018	Incident Date	N/A
Mileage	26,026		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2018 3:16:00 PM	CUSTOMER STATES HORN IS NOT WORKING AND AIR BAG LIGHT ON. PART NUMBER ON CLOCK SPRING AND PART NUMBER VIA SCAN TOOL IS NOT PULLING UP PART ON ETKA.
12/4/2018 3:16:00 PM	ISSUE OPENED BY DEALERSHIP
12/4/2018 3:21:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES HORN IS NOT WORKING AND AIR BAG LIGHT ON.
12/4/2018 3:21:00 PM	KEITH, PLEASE CONTACT THE PARTS HELPLINE FOR FURTHER QUESTIONS AT (800)767-6552.
12/4/2018 3:21:00 PM	WORKSHOP FINDINGS: PART NUMBER ON CLOCK SPRING AND PART NUMBER VIA SCAN TOOL IS NOT PULLING UP PART ON ETKA.
12/10/2018 4:17:00 PM	ISSUE UPDATED

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Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV7AX7JK[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	12/5/2018	Incident Date	N/A
Mileage	557		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/5/2018 3:24:00 PM	ISSUE OPENED BY DEALERSHIP
12/5/2018 3:24:00 PM	OK I GOT A TIJUAN IN TO INSTALL CRUISE CONTROL IN THE INSTRUCTION IT TELL ME IF PIN IF CONTROL CABLE IS FITTED IN PIN 5 GO TO PAGE5 I PROGRAMED THE NEW ACTION CODE IT ALL WAS COMPLETE BUT THE CRUISE DON'T WORK
12/5/2018 3:41:00 PM	CUSTOMER COMMENTS: OK I GOT A TIGUAN IN TO INSTALL CRUISE CONTROL
12/5/2018 3:41:00 PM	PIN 5 AT THE J527 FOR VEHICLES WITH CRUISE WAS ALREADY PRESENT. THE PR CODE FOR CRUISE IS ALREADY PRESENT. ADVISED THE TECH TO CHECK MVB IN AW 16 FOR CRUISE SWITCH, WHICH IS BEING SEEN. ADVISED THE TECH TO CHECK PIN T94/45 AT THE ECM TO MAKE SURE IT IS PRESENT AND NOT ISOLATED. IF OK ADVISED THE TECH TO RUN CONTROL MODULE SOFTWARE CONFIGURATION ON AW 16 AND AW 01 AND RETEST.
12/5/2018 3:41:00 PM	WORKSHOP FINDINGS: IN THE INSTRUCTION IT TELL ME IF PIN IF CONTROL CABLE IS FITTED IN PIN 5 GO TO PAGE5 I PROGRAMED THE NEW ACTION CODE IT ALL WAS COMPLETE BUT THE CRUISE DON'T WORK
12/5/2018 4:46:00 PM	OK THANKS FOR THE HELP I DID CHECK IF PIN 45 IS IN THE 94 PIN CONNECTOR YES ITS THEIR LOOKS OK . I PUT BACK TOGETHER AND RAN CONTROL MODULE CONFIGURATION ON ADDRESS WORD 16 AND 01 IT WAS COMPLETE TEST DROVE AGAIN AND NO CRUISE THE ONE THING THAT I DID NOTICE IS THAT WHEN CRUISE IS ON THE CLUSTER NEVER PUTS ON SIGNAL THAT THE CRUISE IS ON SHOULD I ONLINE CODE CLUSTER |
12/5/2018 4:46:00 PM	TEST PLAN
12/5/2018 4:56:00 PM	ADVISED TECH TO CHECK IF THERE IS A TEST PLAN FOR ACTIVATE/DEACTIVATE CRUISE CONTROL.
12/5/2018 5:03:00 PM	ADVISED TECH TO ATTEMPT TO RUN THE ACTIVATION AGAIN AND MAKE SURE TO IDENTIFY ZEROS AND OS CORRECTLY AS SOME CODES HAVE BOTH.
12/5/2018 5:40:00 PM	OK THANKS I RAN THE ACTIVATION CODE THIS TIME IT ONLY PROMPTED ME THAT IT WAS GOING TO PROGRAM THE ECM LAST TIME IT WASJ527 AND ECM NUT IT PASSED AND TEST DROVE CRUISE NOW WORKS THANKS FOR THE HELP |
12/5/2018 5:51:00 PM	ISSUE UPDATED

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Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV7AX0FW[redacted]
Owner Or Fleet	[redacted] MASSAPEQUA, NY, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	12/7/2018	Incident Date	N/A
Mileage	34,615		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/7/2018 10:51:00 AM	CAR CAME IN FOR AN AIR BAG LIGHT. FOUND TEST PLAN FOR CONTROL UNIT WHEEL NO COMMUNICATION, RAN THROUGH TEST PLAN AND WAS TOLD TO CHANGE THE CLOCK SPRING FROM THE TEST PLAN. I WENT TO PARTS TO ORDER THE PART NEEDED AND WAS TOLD I NEED TO CONTACT TECH LINE TO BE ABLE TO ORDER PART.
12/7/2018 10:51:00 AM	ISSUE OPENED BY DEALERSHIP
12/7/2018 11:09:00 AM	AS PER THE TECHNICIAN, THE PARTS DEPARTMENT HAS STATED TO CREATE A VTA SO THAT THE CLOCK SPRING CAN BE ORDERED. ADVISED THE TECHNICIAN THAT THE COMPONENT, 5K0-953-501DM, DOES NOT APPEAR TO BE ON BLOCK. ADVISED THE TECHNICIAN TO PLEASE CONSULT THE PARTS DEPARTMENT AND NOTE IF THE COMPONENT IS ON A TECHLINE BLOCK. IF NOT, PLEASE ORDER THE COMPONENTS AS NEEDED AND REPLACE. IF FURTHER ASSISTANCE IS NEEDED PLEASE ATTACH A GFF LOG FOR REVIEW AND CALL IN.
12/7/2018 11:09:00 AM	CUSTOMER COMMENTS: THE CUSTOMER STATES CAR AN AIR BAG LIGHT IS ILLUMINATED.
12/7/2018 11:09:00 AM	WORKSHOP FINDINGS: CAR CAME IN FOR AN AIR BAG LIGHT. FOUND TEST PLAN FOR CONTROL UNIT WHEEL NO COMMUNICATION, RAN THROUGH TEST PLAN AND WAS TOLD TO CHANGE THE CLOCK SPRING FROM THE TEST PLAN. I WENT TO PARTS TO ORDER THE PART NEEDED AND WAS TOLD I NEED TO CONTACT TECH LINE TO BE ABLE TO ORDER PART.
12/7/2018 3:11:00 PM	GFF LOG UPLOADED NEED TECH LINE TO APPROVE TO ORDER PART.
12/7/2018 3:40:00 PM	AFTER PERFORMING FURTHER RESEARCH, THE PART NUMBER SUPPLIED IS THE SOFTWARE PART NUMBER, NOT THE HARDWARE. ADVISED THE TECHNICIAN TO PLEASE SUPPLY THE PARTS DEPARTMENT WITH P/N: 5K0-953-569AP AND OBTAIN THE LATEST SUPERSESSION FOR THIS COMPONENT. IF COMPLETED OR THE CUSTOMER TAKES THE VEHICLE, PLEASE UPDATE AND CLOSE THE VTA WITH THE REPAIRS PERFORMED.
12/17/2018 9:26:00 AM	D2. SPOKE WITH JOSE , WHO INDICATED THE TECH IS WORKING ON THE VEHICLE. ADVISED TO PLEASE HAVE THE TECH UPDATE TO REFLECT CURRENT STATUS.
12/20/2018 1:16:00 PM	GIOVANNI IN SERVICE, THE VEHICLE HAS BEEN COMPLETED AND RELEASED TO THE CUSTOMER.
12/20/2018 1:16:00 PM	ISSUE UPDATED

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Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV3AXXEW[redacted]
Owner Or Fleet	[redacted] COLUMBUS, OH, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	12/12/2018	Incident Date	N/A
Mileage	67,717		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 2:19:00 PM	CUSTOMER STATES AIRBAG WARNING LIGHT IS ON, HORN DOES NOT WORK, AND STEERING WHEEL CONTROLS DO NOT WORK. VERIFIED CUSTOMER CONCERN AND SCANNED VEHICLE WITH GFF. FOUND FAULT CODE VAG00588 DRIVER SIDE AIRBAG IGNITER UPPER LIMIT EXCEEDED. RAN BOTH TEST PLANS IN ACCORDANCE WITH WARRANTY INFORMATION POLICIES AND PROCEDURES BULLETIN VWP-18-12. TEST PLANS THAT WERE POPULATED DURING GFF ADVISED TO REPLACE AIRBAG CONTROL MODULE AND STEERING WHEEL. SERVICE MANAGER CALLED WARRANTY HELPLINE AND ADVISED TECHNICIAN TO CREATE VTA TICKET. VEHICLE HAS EXTENDED WARRANTY FOR AIRBAG CLOCK SPRING.
12/12/2018 2:19:00 PM	ISSUE OPENED BY DEALERSHIP
12/12/2018 2:30:00 PM	ADVISED THE TECH TO REPLACE THE CLOCK SPRING AND MAKE SURE TO CODE IT AND THEN RETEST FOR THE STEERING CONTROLS AND THE HORN. IF THERE ARE ANY QUESTIONS REGARDING COVERAGE, PLEASE CONTACT THE WARRANTY HELPLINE @ 866 306 8447, PRIOR TO PERFORMING ANY REPAIRS. THE TECH WILL FOLLOW ALL REPAIR PROCEDURES IN ELSA FOR CLOCK SPRING REPLACEMENT.
12/12/2018 2:30:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES AIRBAG WARNING LIGHT IS ON, HORN DOES NOT WORK, AND STEERING WHEEL CONTROLS DO NOT WORK.
12/12/2018 2:30:00 PM	WORKSHOP FINDINGS: VERIFIED CUSTOMER CONCERN AND SCANNED VEHICLE WITH GFF. FOUND FAULT CODE VAG00588 DRIVER SIDE AIRBAG IGNITER UPPER LIMIT EXCEEDED. RAN BOTH TEST PLANS IN ACCORDANCE WITH WARRANTY INFORMATION POLICIES AND PROCEDURES BULLETIN VWP-18-12. TEST PLANS THAT WERE POPULATED DURING GFF ADVISED TO REPLACE AIRBAG CONTROL MODULE AND STEERING WHEEL. SERVICE MANAGER CALLED WARRANTY HELPLINE AND ADVISED TECHNICIAN TO CREATE VTA TICKET. VEHICLE HAS EXTENDED WARRANTY FOR AIRBAG CLOCK SPRING.
12/13/2018 11:29:00 AM	REPLACED CLOCK SPRING AND STEERING WHEEL BOLT. CODED CLOCK SPRING AND SET BASIC SETTING FOR G85. CLEARED DTC MEMORY AND CHECKED OPERATION. VEHICLE OPERATES SAME AS SIMILAR VEHICLE.
12/13/2018 11:35:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV7AX4HK[redacted]
Owner Or Fleet	[redacted] AURORA, CO, [redacted]	Phone #: N/A	
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	12/12/2018	Incident Date	N/A
Mileage	7,161		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/12/2018 2:20:00 PM	CUSTOMER STATES THE AIRBAG LIGHT IS ON. DTC VAG00588 STORED FOR DRIVERS AIRBAG IGNITER RESISTANCE TOO HIGH. ALSO VAG02546 STEERING LIMIT STOPS AND STORED IN THE TRANSMISSION P1867 DATABUS DRIVETRAIN MISSING MESSAGE OF STEERING COLUMN ELECTRONICS. REPLACE CLOCK SPRING, CODE MODULE AND SET BASIC SETTINGS. PERFORMED OIL CHANGE SERVICE AND TRY AND RESET MAINTENANCE REMINDER, WRENCH ICON IN THE CLUSTER WILL NOT GO AWAY. RESCAN VEHICLE (NEW GFF ID [redacted] P1867 STORED IN THE TRANSMISSION MODULE. OWNERS MANUAL STATES WRENCH CAN STAY/FLASH IF DTC STORED IN TRANSMISSION. DTC WILL NOT CLEAR, TEST PLAN IS USELESS. WAS DTC SET WHEN CLOCK SPRING FAILED AND JUST WON'T CLEAR OR DID WE MISS A STEP?
12/12/2018 2:20:00 PM	ISSUE OPENED BY DEALERSHIP
12/12/2018 3:15:00 PM	THE MAINTENANCE WRENCH IS NOT FLASHING LIKE THE OWNERS MANUAL STATES FOR A TRANSMISSION FAULT.
12/12/2018 4:56:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES THE AIRBAG LIGHT IS ON.
12/12/2018 4:56:00 PM	THANKS FOR CREATING THE VTA. PLEASE SUPPLY THE ORIGINAL P/N OF THE J527, 5K0-953-569-AJ, TO THE PARTS DEPARTMENT AND ENSURE THAT THE CORRECT PART WAS RECEIVED. IF THE CORRECT PART IS INSTALLED, PLEASE VERIFY THAT THE CODING OF THE NEW J527 MATCHES THE FOLLOWING CODING: 59 80 04 00 00. IF IT DOES NOT, PLEASE MANUALLY CODE THE MODULE AND RETEST.
12/12/2018 4:56:00 PM	WORKSHOP FINDINGS: THE TECHNICIAN FOUND DTC VAG00588 STORED FOR DRIVERS AIRBAG IGNITER RESISTANCE TOO HIGH. ALSO VAG02546 STEERING LIMIT STOPS AND STORED IN THE TRANSMISSION P1867 DATABUS DRIVETRAIN MISSING MESSAGE OF STEERING COLUMN ELECTRONICS. REPLACE CLOCK SPRING, CODE MODULE AND SET BASIC SETTINGS. PERFORMED OIL CHANGE SERVICE AND TRY AND RESET MAINTENANCE REMINDER, WRENCH ICON IN THE CLUSTER WILL NOT GO AWAY. RESCAN VEHICLE (NEW GFF ID [redacted] P1867 STORED IN THE TRANSMISSION MODULE. OWNERS MANUAL STATES WRENCH CAN STAY/FLASH IF DTC STORED IN TRANSMISSION. DTC WILL NOT CLEAR, TEST PLAN IS USELESS. WAS DTC SET WHEN CLOCK SPRING FAILED AND JUST WON'T CLEAR OR DID WE MISS A STEP?
12/12/2018 4:57:00 PM	IF THE ISSUES REMAINS, UNDER THE SPECIAL FUNCTIONS TAB, RUN THE TEST PLAN FOR ΓÇ£KS MASTER-GATEWAY CONNECTION SYSTEMSΓÇ¥ OR ΓÇ£KS MASTER-INSTRUMENT PANEL COMBINED SYSTEMSΓÇ¥. ONCE COMPLETED, PERFORM THE TEST PLAN FOR "CTRL. MODULE SOFTWARE CONFIGURATION" ON THE J527/AW-16 AS WELL AS THE TCM/AW-02. ONCE THE TEST PLAN FINISHES, SELECT THE FES ΓÇ£FUNCTION CLEARING SYSTEM (FES)ΓÇ¥, SELECTING #2 ΓÇ£RE-CREATE FUNCTIONΓÇ¥ OR "RESTORE FUNCTION" ON BOTH MODULES AND RETEST. IF COMPLETED OR THE CUSTOMER TAKES THE VEHICLE, PLEASE UPDATE AND CLOSE THE VTA WITH THE REPAIRS PERFORMED.
12/13/2018 1:52:00 PM	CHECKED WITH PARTS, ETKA IS NOT CLEAR SO THEY CALLED PARTS HELPLINE THEY SAID USE THE 5K0-953-569-AL. THE AL IS WHAT IS INSTALLED. CODING IS 59 80 04 00 00 BUT RAN THROUGH THE CODING PROCEDURE AGAIN WITH THE SAME RESULT. PERFORM ALL TEST STEPS LISTED BY CONSULTANT WITH NO CHANGE. IN OBD UNDER TRANSMISSION VALUE BLOCK 126 FIELD 3 SHOWS (STEERING 0), THAT IS THE ONLY PLACE I FOUND THE READING GUIDED FUNCTIONS MEASURED VALUES DOES NOT SHOW 126/3 AS A SELECTION OPTION (FYI). BECAUSE COMMUNICATION WITH J527 IS POSSIBLE AND THERE ARE NOT DTCS STORED IN ANY OTHER MODULE COULD THIS BE A HARDWARE/SOFTWARE COMMUNICATION PROBLEM OR SHOULD I TRY ANOTHER PART?

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV7AX4HK[redacted]
Owner Or Fleet	[redacted] AURORA, CO, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	12/12/2018	Incident Date	N/A
Mileage	7,161		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/13/2018 2:39:00 PM	THANKS FOR THE UPDATE. IF YOU REINSTALL THE ORIGINAL J527 INTO THE VEHICLE, DOES THE FAULT CLEAR OUT? IF SO, I SUSPECT THAT THE NEW J527 MAY BE FAULTY AND SHOULD BE REPLACED. IF THE FAULT REMAINS, PLEASE CHECK THE WIRE FROM THE J527 TO THE SHIFTER ASSEMBLY FOR ISSUES. CHECK FOR ANY SPREAD TERMINALS, PINS BACKING OUT, OR WIRING DAMAGE. PLEASE ALSO CHECK AROUND THE SHIFTER AREA FOR SIGNS OF FLUID DAMAGE. PLEASE UPDATE THE VTA WITH FINDINGS.
12/14/2018 5:52:00 PM	NO CHANGE IF THE OLD MODULE IS INSTALLED. FAULT WILL NOT CLEAR. ALSO CHECK FOR LOOSE PINS AT 5527 NO LOOSE PINS OR A POOR CONNECTION. NO SIGNS OF FLUID SPILLAGE ON SHIFTER ASSEMBLY OR ELEC. | CONNECTION AT SHIFTER. NO SIGNS OF DAMAGED WIRES. WHATS NEXT?
12/14/2018 6:13:00 PM	PLEASE VERIFY THAT THE NEW MODULE HAS ALL OF THE PINS IN THE SAME LOCATIONS AND THAT NONE OF THE TERMINALS WERE DAMAGED WHEN REPLACING THE CLOCK SPRING.
12/18/2018 1:10:00 PM	THE DTC WAS STORED IN THE TRANSMISSION MODULE PRIOR TO REPLACING THE CLOCK SPRING. ALL TERMINALS LOOK OK. WHAT CAUSES THE FAULT TO SET? IS THIS A NETWORK SIGNAL THROUGH THE CAN-BUS OR IS THERE A DIRECT CIRCUIT FROM THE SHIFTER? THE ONLY THING I SEE IN THE WIRING DIAGRAM IS THE CIRCUIT FROM 16L/11 OF J527 THROUGH F319 SHIFTER PARK SWITCH TO GROUND, WHILE CHECKING THIS CIRCUIT THE SWITCH IS OPEN WHEN VEHICLE IS IN PARK AND WHEN THE SHIFTER BUTTON IS PUSHED THE CIRCUIT CLOSES BUT SHOWS 433 OHMS RESISTANCE (CHECKED FROM 16L/11 TO GROUND). THE CAN-BUS WIRING CHECKS OUT OK. HOW IS THE CIRCUIT MONITORED, WHAT IS THE TRANSMISSION MODULE LOOKING FOR AND IS THE FAULT IN THE TRANSMISSION MODULE CAUSING THE MAINTENANCE WRENCH TO STAY ON (PER INFO IN OWNERS MANUAL)? |
12/18/2018 1:49:00 PM	THANKS FOR THE UPDATE. WE DO NOT HAVE THE EXACT CONDITIONS THAT CAUSE THE FAULT TO OCCUR OR WHAT MESSAGE THE TCM IS ACTUALLY MISSING. THE FAULT IS SIGNALING THAT IT DID NOT RECEIVE A MESSAGE THAT IT WAS EXPECTING. WHAT THE SIGNAL FROM THE F319 TO THE J527 WILL BE USED FOR IS THE PARK POSITION SWITCH. THIS IS USED TO UNLOCK THE IGNITION LOCK SOLENOID TO BE ABLE TO REMOVE THE KEY WHEN PLACED IN PARK. CAN THE KEY BE REMOVED FROM THE IGNITION SWITCH WHEN PLACED IN PARK? IF IT DOES, THE WIRE FROM THE J527 TO THE F319 IS MOST LIKELY OK. ALSO, ARE THE HORN AND STEERING WHEEL BUTTONS CURRENTLY OPERATIONAL? IF AVAILABLE, PLEASE SWAP IN A KNOWN GOOD SET OF STEERING WHEEL BUTTONS AND RETEST.
12/18/2018 12:00:00 AM	Customer states the airbag light is on. | The technician found DTC VAG00588 stored for drivers airbag igniter resistance too high. Also VAG02546 steering limit stops and stored in the transmission P1867 databus drivetrain missing message of steering column electronics. Replace clock spring, code module and set basic settings. Performed oil change service and try and reset maintenance reminder, wrench icon in the cluster will not go away. Rescan vehicle (new GFF ID [redacted] P1867 stored in the transmission module. Owners manual states wrench can stay/flash if DTC stored in transmission. DTC will not clear, test plan is useless. Was DTC set when clock spring failed and just won't clear or did we miss a step? | installed old unit , checked for coding , code erased, reconnect new unit checked for codes , no codes , rescan system 2 times test drove car no codes
12/18/2018 2:10:00 PM	HORN WORKS VEHICLE IS NOT EQUIPPED WITH STEERING WHEEL BUTTONS.
12/18/2018 3:33:00 PM	PLEASE INSPECT THE HARNESS IN FRONT OF THE SHIFTER AND WHERE THAT CONNECTS TO THE MAIN HARNESS FOR ANY SIGNS OF CHAFING OR DAMAGE WHERE IT BENDS AROUND THE HVAC AIR BOX.
12/18/2018 4:44:00 PM	WHAT WIRES AM I LOOKING FOR TO HAVE A PROBLEM? ACCORDING TO THE WIRE DIAGRAM THE CAN BUS WIRES DO NOT GO FROM THE STEERING COLUMN ELEC. TO THE SHIFTER? THEY GO FROM J527 TO THE GATEWAY. SO WHAT AM I LOOKING AT FOR? THE CODE IS A COMMUNICATION CODE FROM J527 TO TRANSMISSION AND GATEWAY.
12/18/2018 5:16:00 PM	PLEASE CHECK THE WIRE OR MAKE A TEST OVERLAY OF THE WIRE FROM T16/11 OF THE J527 TO T10S/2 AT THE F319 OF THE SHIFTER.

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV7AX4HK[redacted]
Owner Or Fleet	[redacted] AURORA, CO, [redacted]	Phone #: N/A	
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	12/12/2018	Incident Date	N/A
Mileage	7,161		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

12/18/2018 5:19:00 PM	ALSO, PERFORM ONLINE CODING OF ECM, J519, TCM, AND GATEWAY AND RETEST. CHECK J519 CONNECTORS FOR BEING FULLY SEATED.
12/20/2018 12:11:00 PM	D2. PER LAST UPDATE.
12/21/2018 11:10:00 AM	PERFORMED CODING OF RECOMMENDED CONTROL MODULES PER VTA AND TRIED CLEARING CODE WITH VAG6160. RAN TEST WIRE OVERLAY FOR F319, NO CHANGE. TEST CAN-BUS SIGNAL WITH DSO, SIGNAL IS PRESENT. QTM CONNECTED ROSTECH SCAN TOOL AND THE CODE CLEARED FROM THE TCM. SERVICE REMINDER WRENCH WENT OUT. NO DTCS STORED AFTER TEST DRIVE. RELEASE VEHICLE TO CUSTOMER. STILL WOULD HAVE LIKED TO KNOWN WHAT THE MISSING MESSAGE WAS THAT CAUSED THE DTC, IT MAY HAVE MADE DIAGNOSING THE CONCERN EASIER.
12/21/2018 9:20:00 AM	INSTALLED OLD UNIT , CHECKED FOR CODING , CODE ERASED, RECONNECT NEW UNIT CHECKED FOR CODES , NO CODES , RESCAN SYSTEM 2 TIMES TEST DROVE CAR NO CODES
1/1/2019 5:45:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBA7A34JC[redacted]
Owner Or Fleet	[redacted] FRESNO, CA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	12/20/2018	Incident Date	N/A
Mileage	5,093		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/20/2018 2:22:00 PM	CUSTOMER STATES AIR BAG LIGHT IS ON, GFF B10001B DRIVERS SIDE IGNITER RESISTANCE TOO HIGH , FOUND CLOCK SPRING NOISEY WHILE TURNING STEERING WHEEL AND HORN IN-OP, REPLACE CLOCK SPRING ASSEMBLY ATTEMPT TO RECODE A MALFUNCTION OCCURRED APPEARS ERP6195E CODE..
12/20/2018 2:22:00 PM	ISSUE OPENED BY DEALERSHIP
12/20/2018 2:27:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES AIR BAG LIGHT IS ON, GFF B10001B DRIVERS SIDE IGNITER RESISTANCE TOO HIGH ,
12/20/2018 2:27:00 PM	UNDER THE SPECIAL FUNCTIONS TAB, RUN THE TEST PLAN FOR ΓÇ£KS MASTER-GATEWAY CONNECTION SYSTEMSΓÇ¥ OR ΓÇ£KS MASTER-INSTRUMENT PANEL COMBINED SYSTEMSΓÇ¥ AFTER THAT SELECT "CTRL. MODULE SOFTWARE CONFIGURATION" ON AW 16 MODULE. ONCE THE TEST PLAN FINISHES, THEN RUN FES ΓÇ£FUNCTION CLEARING SYSTEM (FES)ΓÇ¥, SELECTING #2 ΓÇ£RE-CREATE FUNCTIONΓÇ¥ OR "RESTORE FUNCTION". VERIFY THAT THE CORRECT PART NUMBER IS INSTALLED AND UPDATE THE VTA AND ADVISE.
12/20/2018 2:27:00 PM	WORKSHOP FINDINGS: FOUND CLOCK SPRING NOISEY WHILE TURNING STEERING WHEEL AND HORN IN-OP, REPLACE CLOCK SPRING ASSEMBLY ATTEMPT TO RECODE A MALFUNCTION OCCURRED APPEARS ERP6195E CODE..
12/20/2018 3:30:00 PM	TECH ADVISED PARTS TO DOUBLE CHECK PARTS NUMBER IS CORRECT PARTS FOLLOWED VTA FORMAT AT (FES) RE-CREATE FUNCTION FOR 16,, NO RELEASE DATA EXISTS FOR THE SELECTED DIAGNOSTIC ADDRESS MESSAGE APPEARED .....
12/20/2018 4:44:00 PM	CLOSING VTA
12/20/2018 4:44:00 PM	VTA UPDATE PREFORM CAP DISCHARGE FOR 3O MINS , PREFORM ENTERED MANUAL CODING 2ND TIME ALL IS TO DESIGN THANK YOU FOR HELP,,,,,,
12/20/2018 4:59:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBA7A39JC[redacted]
Owner Or Fleet	[redacted] DUMONT, NJ, [redacted] hone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	12/27/2018	Incident Date	N/A
Mileage	3,418		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/27/2018 1:15:00 PM	ADVISED THE TECHNICIAN TO PLUG IN THE ORIGINAL J527 TO SEE IF THE CODING FAULTS CLEAR. ALSO SCAN WITH THE ORIGINAL MODULE TO SEE WHAT THE CODING WAS.
12/27/2018 12:18:00 PM	CUSTOMER STATES AIRBAG LIGHT IS ON, STEERING WHEEL BUTTONS NOT FUNCTIONAL. TECH REPLACED CLOCKSPRING. TECH CAN NOT ERASE FAULT CODES.
12/27/2018 12:18:00 PM	ISSUE OPENED BY DEALERSHIP
12/27/2018 12:23:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES AIRBAG LIGHT IS ON, STEERING WHEEL BUTTONS NOT FUNCTIONAL.
12/27/2018 12:23:00 PM	UNDER THE SPECIAL FUNCTIONS TAB, RUN THE TEST PLAN FOR ΓÇ£KS MASTER-GATEWAY CONNECTION SYSTEMSΓÇ¥ OR ΓÇ£KS MASTER-INSTRUMENT PANEL COMBINED SYSTEMSΓÇ¥ AFTER THAT SELECT "CTRL. MODULE SOFTWARE CONFIGURATION" ON AW 16. ONCE THE TEST PLAN FINISHES, THEN RUN FES ΓÇ£FUNCTION CLEARING SYSTEM (FES)ΓÇ¥, SELECTING #2 ΓÇ£RE-CREATE FUNCTIONΓÇ¥ OR "RESTORE FUNCTION".
12/27/2018 12:23:00 PM	WORKSHOP FINDINGS: TECH REPLACED CLOCKSPRING. TECH CAN NOT ERASE FAULT CODES.
12/27/2018 2:00:00 PM	TECH INSTALLED OLD CLOCK SPRING. CODING FAULTS ERASED.
12/27/2018 3:29:00 PM	ADVISED THE TECH TO MANUALLY CODE AW 16 TO 00 02 C4 00 08 AND RETEST. IF THE CONCERN IS STILL PRESENT ADVISED THE TECH TO HAVE THEIR PARTS DEPARTMENT ORDER CLOCK SPRING PART NUMBER 5K0953569BF. ADVISED PART NUMBER SUPER SESSIONS DO NOT GO BACKWARDS IN PART NUMBER.
12/27/2018 4:46:00 PM	TECH INSTALLED NEW STEERING ANGLE SENSOR. TECH MANUALLY CODED AW 16 TO 00 02 C4 00 08 . CODING WAS COMPLETED SUCCESFULLY. TECH ERASED ALL FAULT CODES. TEST DROVE VEHICLE. CODING IS OPERATING AS FACTORY. NO FAULTS.
12/27/2018 5:08:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVWRP7AN2EE[redacted]
Owner Or Fleet	[redacted] DUVALL, WA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, CC, 2014		
Report Date	12/28/2018	Incident Date	N/A
Mileage	27,342		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/28/2018 2:43:00 PM	CUSTOMER STATES THAT THE AIRBAG LIGHT IS ON AND THERE IS A CLICKING SOUND COMING FROM BEHIND THE STEERING WHEEL AND THE STEERING WHEEL BUTTONS ARE IN-OP. RAN GFF. FOUND FAULTS FOR DRIVER SIDE AIRBAG RESISTANCE HIGH AND FOR THE STEERING WHEEL MULTI FUNCTION BUTTONS. REMOVED THE DRIVER SIDE AIRBAG. RECOMMEND REPLACING THE CLOCK SPRING. PARTS CAN NOT ORDER THE CLOCK SPRING UNTIL VTA HAS BEEN CONTACTED. YOUR ASSISTANCE WOULD BE APPRICIATED.
12/28/2018 2:43:00 PM	ISSUE OPENED BY DEALERSHIP
12/28/2018 6:03:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE AIRBAG LIGHT IS ON AND THERE IS A CLICKING SOUND COMING FROM BEHIND THE STEERING WHEEL AND THE STEERING WHEEL BUTTONS ARE IN-OP. RAN GFF.
12/28/2018 6:03:00 PM	REQUESTED THE PART NUMBER OF THE BLOCKED PART.
12/28/2018 6:03:00 PM	WORKSHOP FINDINGS: FOUND FAULTS FOR DRIVER SIDE AIRBAG RESISTANCE HIGH AND FOR THE STEERING WHEEL MULTI FUNCTION BUTTONS. REMOVED THE DRIVER SIDE AIRBAG. RECOMMEND REPLACING THE CLOCK SPRING. PARTS CAN NOT ORDER THE CLOCK SPRING UNTIL VTA HAS BEEN CONTACTED. YOUR ASSISTANCE WOULD BE APPRICIATED.
12/28/2018 6:06:00 PM	ADVISED THAT I WILL RELEASE THE PART 5K0 953 569 AS
12/28/2018 6:06:00 PM	ISSUE UPDATED
12/28/2018 6:08:00 PM	PLEASE PROVIDE CASE CODE #WW-413659 TO YOUR PARTS DEPARTMENT AND HAVE THEM CONTACT THE PARTS SPECIALIST HOTLINE AT 800-767-6552. PLEASE BE SURE TO WAIT AT LEAST 15 TO 20 MINUTES TO ALLOW US TO GET THE PART RELEASE OUT TO THEM.
1/3/2019 2:16:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV3AX5EW[redacted]
Owner Or Fleet	[redacted] CHICAGO, IL, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	1/7/2019	Incident Date	N/A
Mileage	38,295		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/7/2019 12:28:00 PM	CUSTOMER STATES AIRBAG WARNING LIGHT CAME ON, THEY HAVE NO STEERING FUNCTIONS EITHER. | | DUPLICATED CUSTOMER CONCERN, NO STEERING WHEEL FUNCTIONS OR HORN OPERATION, SCANNED VEHICLE FOUND RELEVANT CODES; 16 - U108E00 (CONTROL UNIT IN STEERING WHEEL NO COMMUNICATION ACTIVE/STATIC), 15 - 588 1 (DRIVERS SIDE AIRBAG IGNITER UPPER LIMIT EXCEEDED STATIC). | | CUSTOMER STATES THAT THE AIR BAG HAS NOT BEEN DEPLOYED, NOR THAT THE VEHICLE WAS EVER IN A COLLISION OR IN A BODY SHOP FOR COLLISION RELATED REPAIR. |
1/7/2019 12:28:00 PM	ISSUE OPENED BY DEALERSHIP
1/7/2019 12:36:00 PM	ADVISED THE TECH TO REPLACE THE CLOCK SPRING FOR THE FAULTS AND THEN RETEST. IF THERE ARE ANY QUESTIONS REGARDING COVERAGE, PLEASE CONTACT THE WARRANTY HELPLINE @ 866 306 8447, PRIOR TO PERFORMING ANY REPAIRS.
1/7/2019 12:36:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES AIRBAG WARNING LIGHT CAME ON, THEY HAVE NO STEERING FUNCTIONS EITHER. | |
1/7/2019 12:36:00 PM	WORKSHOP FINDINGS: DUPLICATED CUSTOMER CONCERN, NO STEERING WHEEL FUNCTIONS OR HORN OPERATION, SCANNED VEHICLE FOUND RELEVANT CODES; 16 - U108E00 (CONTROL UNIT IN STEERING WHEEL NO COMMUNICATION ACTIVE/STATIC), 15 - 588 1 (DRIVERS SIDE AIRBAG IGNITER UPPER LIMIT EXCEEDED STATIC). CUSTOMER STATES THAT THE AIR BAG HAS NOT BEEN DEPLOYED, NOR THAT THE VEHICLE WAS EVER IN A COLLISION OR IN A BODY SHOP FOR COLLISION RELATED REPAIR. | | | |
1/14/2019 11:02:00 AM	ISSUE UPDATED
1/14/2019 11:02:00 AM	SPOKE WITH JAVIER IN SERVICE THE CAR IS FIXED.

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGAV7AXXHK[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	1/10/2019	Incident Date	N/A
Mileage	20,179		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/10/2019 2:17:00 PM	CUST STATES LOUD POP AND STEERING WHEEL CONTROLS BECAME INOP. AND AIRBAG LIGHT CAME ON. VERIFY AND SCAN FIND CODES. NOT ABLE TO PREFROM TEST PLAN DUE TO MISSING CABLES. TECH KNOWS PARTS NEEDED TO BE REPLACED. LOOKING FOR CONFIRMATION.
1/10/2019 2:17:00 PM	ISSUE OPENED BY DEALERSHIP
1/10/2019 2:26:00 PM	CUSTOMER COMMENTS: CUST STATES LOUD POP AND STEERING WHEEL CONTROLS BECAME INOP. AND AIRBAG LIGHT CAME ON.
1/10/2019 2:26:00 PM	RECOMMEND TO REPLACE THE CLOCK SPRING. IT IS AW16 SO BE SURE TO CODE THE NEW MODULE.
1/10/2019 2:26:00 PM	WORKSHOP FINDINGS: VERIFY AND SCAN FIND CODES. NOT ABLE TO PERFORM TEST PLAN DUE TO MISSING CABLES. TECH KNOWS PARTS NEEDED TO BE REPLACED. LOOKING FOR CONFIRMATION.
1/15/2019 10:26:00 AM	REPLACE MODULE AND CODE FIND ALL WORKING AS DESIGNED
1/15/2019 11:34:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV7AX2HK[redacted]
Owner Or Fleet	[redacted] SEATTLE, WA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	1/11/2019	Incident Date	N/A
Mileage	10,568		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/11/2019 6:40:00 PM	ISSUE OPENED BY DEALERSHIP
1/11/2019 6:40:00 PM	STEERING WHEEL CONTROLS INOP AND AIRBAG LIGHT ON. PREVIOUSLY WE HAVE REPLACED CLOCK AT 3548 MILES AND CAME BACK WITH THE SAME CONCERN AT 8694 MILES AND WE PARTS WARRANTY THE CLOCK SPRING. NOW IS BACK AGAIN AT 10568 MILES WITH THE SAME FAULTS AND CONCERN. SERVICE MANAGER INSTRUCTED ME TO OPEN A VTA TO SEE HOW WE SHOULD PROCEED?
1/11/2019 6:53:00 PM	ADVISED TECH TO INSECT THE STEERING COLUMN TO SEE IF IT HAS BEEN DAMAGED AT ALL. IF NO DAMAGE TO THE COLUMN, REPLACE THE CLOCK SPRING. IF IT IS DAMAGED, REPLACE COLUMN.
1/11/2019 6:53:00 PM	CUSTOMER COMMENTS: STEERING WHEEL CONTROLS INOP AND AIRBAG LIGHT ON.
1/11/2019 6:53:00 PM	WORKSHOP FINDINGS: PREVIOUSLY WE HAVE REPLACED CLOCK AT 3548 MILES AND CAME BACK WITH THE SAME CONCERN AT 8694 MILES AND WE PARTS WARRANTY THE CLOCK SPRING. NOW IS BACK AGAIN AT 10568 MILES WITH THE SAME FAULTS AND CONCERN. SERVICE MANAGER INSTRUCTED ME TO OPEN A VTA TO SEE HOW WE SHOULD PROCEED?
1/11/2019 6:54:00 PM	ISSUE UPDATED
1/15/2019 10:44:00 AM	FOUND STEERING COLUMN HAS EXCESSIVE PLAY IN IT COMPARED TO ANOTHER 17 TIGUAN. ORDERED STEERING COLUMN AND CLOCK SPRING
1/15/2019 2:39:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV7AX1GW[redacted]
Owner Or Fleet	[redacted] CEDAR CITY, UT, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	1/12/2019	Incident Date	N/A
Mileage	29,001		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/12/2019 11:01:00 AM	AIR BAG LIGHT ON. TRYING TO DO PROPER TESTING BUT WHEN FAULT FINDING HAS YOU HOOK UP VAS 5056C TESTER IT DOES NOT SPECIFY WHAT CONNECTOR TEST LEAD TO USE I CANT SEEM TO FIND THE RIGHT ONE AND FUNCTION DESCRIPTION SHOWS 15 OR MORE CONNECTORS BUT DOES NOT STATE WHICH ONE TO USE? LOOKED ON TOOL SITE AND IN SERVICE MANUAL BUT THERE IS NO FLOW CHART TO FOLLOW IN ELSA PRO?? FUSTRATED WITH THE LACK OF DIAGNOSTIC HELP WITH THIS SYSTEM. CODES DRIVER SIDE AIRBAG IGNITOR. AND U108E00 WHICH IS CONTROL UNIT IN STEERING COLUMN NO COMMUNICATION?? RELATED?? JUST WISH I COULD KNOW THE TEST LEAD FROM KIT I SHOULD BE USING NONE SEEM TO MATCH UP TO THE CONNECTORS IN THE AIRBAG AND COLUMN. THE 5056C BOX HAS TWO PLUGS ONE FOR CONNECTOR AND ONE IM NOT SURE WHAT FOR ALSO A PUSH BUTTON??? ANY HELP WITH THIS WOULD BE APPRECIATED.
1/12/2019 11:01:00 AM	ISSUE OPENED BY DEALERSHIP
1/12/2019 11:08:00 AM	CUSTOMER COMMENTS: AIR BAG LIGHT ON.
1/12/2019 11:08:00 AM	PLEASE SEND FEEDBACK TO ELSA AND ODIS WHENEVER POSSIBLE. DOES THE HORN CONTACT WORK?
1/12/2019 11:08:00 AM	WORKSHOP FINDINGS: TRYING TO DO PROPER TESTING BUT WHEN FAULT FINDING HAS YOU HOOK UP VAS 5056C TESTER IT DOES NOT SPECIFY WHAT CONNECTOR TEST LEAD TO USE. I CANT SEEM TO FIND THE RIGHT ONE AND FUNCTION DESCRIPTION SHOWS 15 OR MORE CONNECTORS BUT DOES NOT STATE WHICH ONE TO USE? LOOKED ON TOOL SITE AND IN SERVICE MANUAL BUT THERE IS NO FLOW CHART TO FOLLOW IN ELSA PRO?? FUSTRATED WITH THE LACK OF DIAGNOSTIC HELP WITH THIS SYSTEM. CODES DRIVER SIDE AIRBAG IGNITOR. AND U108E00 WHICH IS CONTROL UNIT IN STEERING COLUMN NO COMMUNICATION?? RELATED?? JUST WISH I COULD KNOW THE TEST LEAD FROM KIT I SHOULD BE USING. NONE SEEM TO MATCH UP TO THE CONNECTORS IN THE AIRBAG AND COLUMN. THE 5056C BOX HAS TWO PLUGS, ONE FOR CONNECTOR AND ONE IM NOT SURE WHAT FOR. ALSO A PUSH BUTTON??? ANY HELP WITH THIS WOULD BE APPRECIATED.
1/14/2019 4:16:00 PM	YES THE HORN WORKS.
1/14/2019 4:29:00 PM	THE 5056C HAS TWO PLUGS BECAUSE OF DIFFERENT TYPES OF CONNECTORS AND THE BUTTON IS USED TO CHANGE THE RESISTANCE, SO WHEN YOU ARE VIEWING THE MEASURED VALUES FOR A PARTICULAR COMPONENT AND PRESS THE BUTTON YOU SHOULD BE ABLE TO SEE THE VALUE CHANGE FROM CORRECT TO EITHER TOO HIGH OR TOO LOW. THE TWO PIN CONNECTOR IS USUALLY USED TO CONNECT THE HARNESS THAT WOULD PLUG INTO THE STEERING WHEEL AIRBAG, THE BIG CONNECTOR ON TOP HAS VARIOUS HARNESSES THAT CAN CONNECT TO IT FOR TESTING OF OTHER CONNECTIONS THAT HAVE ONLY TWO PINS, SUCH AS THE OLD MK3 AND 4 CONNECTORS BEFORE THE CLOCK SPRING.

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV7AX1GW[redacted]
Owner Or Fleet	[redacted]		CEDAR CITY, UT, [redacted] Phone #: N/A
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	1/12/2019	Incident Date	N/A
Mileage	29,001		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/14/2019 5:05:00 PM	OK THAT MAKES SENSE HOWEVER I DO NOT HAVE A NUMBER OF THE CONNECTOR TO SEARCH FOR IT AS THERE ARE MULTIPLE CONNECTORS THROUGHOUT THE TOOL BINS I HAVE GONE THROUGH ALL THE BINS AT OUR SHOP BUT DON'T SEEM TO HAVE ONE THAT FITS THE AIRBAG TWO PIN CONNECTOR OR THE STEERING COLUMN MODULE. I THINK I HAVE THE ONE FOR THE 12 PIN CONNECTOR THAT PLUGS INTO THE CLOCKSPRING BEHIND THE AIRBAG, BUT WITHOUT KN OWING WHAT CONNECTOR NUMBER I NEED HOW DO I TELL IF ITS RIGHT OR NOT NONE OF THE CONNECTORS FIT THE AIRBAG OR COLUMN CONNECTOR. ALSO ODIS DOES NOT CALL OUT WHAT CONNECTOR TO USE IT JUST LISTS THEM ALL STARTING WITH 5056C/1 AND GOES UP IN NUMBERS FROM THERE WE HAVE ABOUT 6 OR SEVEN CONNECTORS BUT NOT THE RIGHT ONES ARE THEY IN ANOTHER TEST KIT#??? ODIS IS VERY FRUSTRATING BECAUSE IT DOES NOT GIVE ENOUGH DETAILS OR GUIDANCE. IF I HAD A FLOW CHART LIKE OTHER MANUFACTURERS DO THEN IT WOULD CALL OUT THE CONNECTOR NUMBER IN THE GUIDED FUNCTIONS. CAN YOU PLEASE HELP WITH THIS.
1/14/2019 5:17:00 PM	SOMETIMES WITH SOME TEST PLANS THERE ARE "DOCUMENTS" THAT CAN BE ACCESSED VIA THE SCAN TOOL. THEY CAN ALSO BE FOUND IN THE "TEST PLAN" TAB IN GFF. IF THE DOCUMENT EXISTS IT CAN BE FOUND THERE. ALSO IF YOU HAVE THE PERSON IN CHARGE OF ORDERING TOOLS DO A SEARCH IN THE TOOL SITE, IT MIGHT HAVE A DESCRIPTION OF THE DIFFERENT ADAPTOR HARNESSES FOR THE 5056C. OTHER THAN THAT, IF THERE IS AN ISSUE WITH ODIS, THE ONLY WAY TO ASK FOR A CORRECTION IS TO USE THE FEEDBACK BUTTON IN THE TEST PLAN.
1/15/2019 11:51:00 AM	STILL NO WAY OF KNOWING WHAT TEST LEAD TO USE AS THERE IS NO SPECIFIC CALL OUT IN GUIDED FUNCTIONS OR FROM FEEDBACK FROM TECH LINE. PERFORMED A GROUNDING OF STEERING COLUMN MODULE AND FOUND A NEW CODE FOR THIS. REPLACED COMPLETE CONTROL MODULE AND CODE AND RELEARN SYSTEM. ROAD TEST TO SET STEERING ANGLE SENSOR. CLEARED CODES AND SENT NEW GFF LOG IN. VEHICLE IS FIXED AT THIS TIME HOWEVER THIS TOOK EXCESSIVE TIME DUE TO A VERY VAGUE TESTING DESCRIPTION.
1/15/2019 11:56:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGAV7AX6GW[redacted]
Owner Or Fleet	[redacted] BRENTWOOD, TN, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	1/14/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2019 11:12:00 AM	CUSTOMER STATES AIRBAG LIGHT IS ON AND STEERING CONTROLS NOT WORKING. FINDINGS: CLOCK SPRING FAULTY. PARTS CHECK ON PART AND DOES NOT SHOW OPTION FOR 5K0-953-569-AP WHICH IS INSTALLED IN VEHICLE FOR REPLACEMENT. PARTS ON COMMAND INSTRUCTED FOR TECHNICAL SUPPORT.? ANY ADVISE.
1/14/2019 11:12:00 AM	ISSUE OPENED BY DEALERSHIP
1/14/2019 11:15:00 AM	CUSTOMER COMMENTS: CUSTOMER STATES AIRBAG LIGHT IS ON AND STEERING CONTROLS NOT WORKING.
1/14/2019 11:15:00 AM	THANK YOU FOR OPENING THIS VTA. RECOMMEND TO HAVE PARTS CONTACT PARTS HELPLINE AT 8007676552 AS HERE AT THE TECHNICAL HELPLINE DO NOT HAVE ACCESS TO ETKA. THANK YOU.
1/14/2019 11:15:00 AM	WORKSHOP FINDINGS: FINDINGS: CLOCK SPRING FAULTY. PARTS CHECK ON PART AND DOES NOT SHOW OPTION FOR 5K0-953-569-AP WHICH IS INSTALLED IN VEHICLE FOR REPLACEMENT. PARTS ON COMMAND INSTRUCTED FOR TECHNICAL SUPPORT.? ANY ADVISE.
1/14/2019 12:38:00 PM	I THOUGHT THE SAME AND TOLD THEM. THANKS.
1/14/2019 12:46:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VWJZ7AJ6AM[redacted]
Owner Or Fleet	[redacted] NEW PALTZ, NY, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	1/17/2019	Incident Date	N/A
Mileage	83,256		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/17/2019 11:20:00 AM	AIRBAG LIGHT WAS ON FAULT 588 DRIVER SIDE AIRBAG IGNITER, PERFORM TEST PLAN CHECK WIRING/PLUG FOR DAMAGE NO PROBLEM FOUND. COMPLETED TEST PLAN SYSTEM IS READING GOOD.
1/17/2019 11:20:00 AM	ISSUE OPENED BY DEALERSHIP
1/17/2019 11:25:00 AM	ADVISED THE TECH TO INSPECT CONNECTIONS AND WIRING BETWEEN THE DRIVERS AIRBAG AND THE CLOCK SPRING. IF OK ADVISED THE TECH TO REPLACE THE CLOCK SPRING. THIS WAS THE FIX IN LIKE VTA CASES.
1/17/2019 11:25:00 AM	CUSTOMER COMMENTS: AIRBAG LIGHT WAS ON FAULT 00588 DRIVER SIDE AIRBAG IGNITER,
1/17/2019 11:25:00 AM	WORKSHOP FINDINGS: PERFORM TEST PLAN CHECK WIRING/PLUG FOR DAMAGE NO PROBLEM FOUND. COMPLETED TEST PLAN SYSTEM IS READING GOOD.
1/24/2019 10:53:00 AM	ISSUE UPDATED
1/24/2019 8:16:00 AM	INSTALLED NEW CLOCK SPRING AND CODED UNIT. FAULT DID NOT RETURN

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBT7A33GC[redacted]
Owner Or Fleet	[redacted] BEACHWOOD, OH, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	1/22/2019	Incident Date	N/A
Mileage	49,969		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/22/2019 11:32:00 AM	CUSTOMER STATES STEERING WHEEL CONTROLS IN-OP AND AIR BAG LIGHT ON. CONFIRMED COMPLAINT. CLOCK SPRING HAS BEEN REPLACED SEVERAL TIMES BEFORE. LAST TIME THE VEHICLE WAS IN 10/30/18 FOR THIS CONCERN. WE REPLACED CLOCK SPRING AND STILL HAD ISSUES. TECH CALLED HELPLINE AND IT WAS SUGGESTED THAT WE REPLACE CLOCK SPRING AGAIN, THAT DIDN'T FIX IT SO THEY REPLACED THE STEERING WHEEL CONTROLS AND HARNESS AND THAT FIXED THE ISSUE. NOW WERE BACK WHERE WE STARTED. THE CASE NUMBER WAS [redacted]
1/22/2019 11:32:00 AM	ISSUE OPENED BY DEALERSHIP
1/22/2019 11:44:00 AM	ADVISED THE TECHNICIAN TO CHECK PIN FIT, PIN DRAG AND FOR DAMAGED PINS AT THE J527.
1/22/2019 11:44:00 AM	CUSTOMER COMMENTS: CUSTOMER STATES STEERING WHEEL CONTROLS IN-OP AND AIR BAG LIGHT ON.
1/22/2019 11:44:00 AM	WORKSHOP FINDINGS: CONFIRMED COMPLAINT. CLOCK SPRING HAS BEEN REPLACED SEVERAL TIMES BEFORE. LAST TIME THE VEHICLE WAS IN 10/30/18 FOR THIS CONCERN. WE REPLACED CLOCK SPRING AND STILL HAD ISSUES. TECH CALLED HELPLINE AND IT WAS SUGGESTED THAT WE REPLACE CLOCK SPRING AGAIN, THAT DIDN'T FIX IT SO THEY REPLACED THE STEERING WHEEL CONTROLS AND HARNESS AND THAT FIXED THE ISSUE. NOW WERE BACK WHERE WE STARTED. THE CASE NUMBER WAS [redacted]
1/22/2019 11:47:00 AM	ISSUE UPDATED
1/22/2019 11:48:00 AM	ISSUE UPDATED
1/23/2019 12:00:00 AM	Customer states steering wheel controls in-op and air bag light on. | Confirmed complaint. Clock spring has been replaced several times before. Last time the vehicle was in 10/30/18 for this concern. We replaced clock spring and still had issues. Tech called helpline and it was suggested that we replace clock spring again, that didn't fix it so they replaced the steering wheel controls and harness and that fixed the issue. Now were back where we started. The case number was [redacted] Replaced the clock spring and coded to vehicle.
1/23/2019 12:16:00 PM	ISSUE UPDATED
1/25/2019 10:22:00 AM	FOUND CLOCK SPRING MAKING NOISE WHILE TURNING STEERING WHEEL. CHECKED DISTANCE BETWEEN STEERING WHEEL AND COLUMN COVER WITH ANOTHER VEHICLE AND APPEARED NORMAL. PERFORMED PIN DRAG ON J527 NO ISSUES FOUND. REMOVED KICK PANEL AND CHECKED WIRING ALL THE WAY DOWN THE STEERING COLUMN TO THE BODY HARNESS NO PROBLEMS FOUND. CHECKED STEERING COLUMN FOR ISSUES NO PROBLEM FOUND. UPON REMOVING THE STEERING WHEEL I FOUND THAT ONE OF THE SCREWS ON THE CLOCK SPRING HAD NOT BEEN TIGHTENED DOWN ALL THE WAY CAUSING IT TO NOT SIT PROPERLY. REMOVED CLOCK SPRING AND INSPECTED ALL WIRING AND STEERING COLUMN SWITCH ASSEMBLY. FOUND STEERING COLUMN SWITCHES SEEMED A LITTLE LOOSER THAN THEY SHOULD BE BUT UPON COMPARING TO ANOTHER VEHICLE IT SEEMED NORMAL. FOUND NOTHING BROKEN OR OUT OF PLACE BESIDE THE LOOSE SCREW. REPLACED THE CLOCK SPRING AND CODED TO VEHICLE. REINSTALLED STEERING WHEEL AND KICK PANELS. ALL STEERING WHEEL FUNCTIONS ARE CURRENTLY OPERATING AS THEY SHOULD.

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBT7A33GC[redacted]
Owner Or Fleet	[redacted] BEACHWOOD, OH, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	1/22/2019	Incident Date	N/A
Mileage	49,969		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/25/2019 CLOSING
11:58:00 AM

1/28/2019 ISSUE UPDATED
8:53:00 AM

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVWMN7AN2BE[redacted]
Owner Or Fleet	[redacted], OLIVE BRANCH, MS, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, CC, 2011		
Report Date	1/28/2019	Incident Date	N/A
Mileage	144,144		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/28/2019 10:26:00 AM	ISSUE OPENED BY DEALERSHIP
1/28/2019 10:26:00 AM	THE CUSTOMER COMPLAINDED OF THE STEERING CONTROLS NOT WORKING AS WELL AS THERE HORN. I REPLACED THE CLOCK SPRING AND I AM TRYING TO PROGRAM IT AND MY SCANNER IS NOT CONNECTING TO THE DEALER PORTAL. I HAVE TRIED TO MANUALLY CODE THE MODULE, BUT IT IS NOT EXCEPTING THE CODE I HAVE FOR THE MODULE. WONDERING IF I HAVE RIGHT CODE OR IF THERE IS ANOTHER WAY TO CODE MODULE. ADVISE
1/28/2019 10:32:00 AM	ADVISED TECH TO MANUALLY CODE AW 16 TO 09 8A 27 00 02 AND RETEST FOR THE PROPER OPERATION OF THE CAR. TECH TO ADVISE.
1/28/2019 10:32:00 AM	CUSTOMER COMMENTS: THE CUSTOMER COMPLAINDED OF THE STEERING CONTROLS NOT WORKING AS WELL AS THERE HORN.
1/28/2019 10:32:00 AM	WORKSHOP FINDINGS: I REPLACED THE CLOCK SPRING AND I AM TRYING TO PROGRAM IT AND MY SCANNER IS NOT CONNECTING TO THE DEALER PORTAL. I HAVE TRIED TO MANUALLY CODE THE MODULE, BUT IT IS NOT EXCEPTING THE CODE I HAVE FOR THE MODULE. WONDERING IF I HAVE RIGHT CODE OR IF THERE IS ANOTHER WAY TO CODE MODULE. ADVISE
2/4/2019 11:49:00 AM	ISSUE UPDATED
2/4/2019 11:49:00 AM	SPOKE WITH MARIA IN SERVICE AND SHE STATES THAT THE CAR IS COMPLETE. THE CLOCK SPRING WAS REPLACED.

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VV4B7AX9JM[redacted]
Owner Or Fleet	[redacted] SHEFFIELD, IA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	1/28/2019	Incident Date	N/A
Mileage	22,130		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507JF		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/28/2019 3:00:00 PM	CUSTOMER STATES HEATED STEERING WHEEL INOP. CHECK AND TRACED TO FAULTY CLOCK SPRING. REPLACED STEERING COLUMN CLOCK SPRING. REASSEMBLED AND RECHECK ALL COLUMN FUNCTIONS AND SWITCHES. RETURN TO CUSTOMER. CUSTOMER RETURNED SHORT TIME LATER WITH ERROR MESSAGE IN INST. CLUSTER. YELLOW TRIANGLE. AND MESSAGE SAYS SHIFT INTO P BEFORE EXITING CAR. SHIFT LEVER IN PARK. AND P IS INDICATED IN INST. CLUSTER. CHECK USING SCAN TOOL AND FOUND DTC U112300 DATA BUSS ERROR RECEIVED. DTC IS CURRENT IN STEERING COLUMN LOCK MODULE, ACCESSE AUTH. CONTROL MODULE.
1/28/2019 3:00:00 PM	ISSUE OPENED BY DEALERSHIP
1/28/2019 3:13:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES HEATED STEERING WHEEL INOP. CHECK AND TRACED TO FAULTY CLOCK SPRING.
1/28/2019 3:13:00 PM	WITH THE TECHNICIAN ON THE PHONE, WALKED THE TECHNICIAN THROUGH MANUALLY CODING AW-16/J527 TO CODING: 0C 10. THE TECHNICIAN HAS FOUND THAT THE ERROR HAS BEEN ELIMINATED AND THE WARNINGS ARE NO LONGER PRESENT. ADVISED THE TECHNICIAN THAT IF COMPLETED OR THE CUSTOMER TAKES THE VEHICLE, PLEASE UPDATE AND CLOSE THE VTA WITH THE REPAIRS PERFORMED.
1/28/2019 3:13:00 PM	WORKSHOP FINDINGS: REPLACED STEERING COLUMN CLOCK SPRING. REASSEMBLED AND RECHECK ALL COLUMN FUNCTIONS AND SWITCHES. RETURN TO CUSTOMER. CUSTOMER RETURNED SHORT TIME LATER WITH ERROR MESSAGE IN INST. CLUSTER. YELLOW TRIANGLE. AND MESSAGE SAYS SHIFT INTO P BEFORE EXITING CAR. SHIFT LEVER IN PARK. AND P IS INDICATED IN INST. CLUSTER. CHECK USING SCAN TOOL AND FOUND DTC U112300 DATA BUSS ERROR RECEIVED. DTC IS CURRENT IN STEERING COLUMN LOCK MODULE, ACCESSE AUTH. CONTROL MODULE.
1/28/2019 3:15:00 PM	PERFORM CODING ADDRESS WORD 0016 . AND RECHECK. OK.
1/28/2019 3:18:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VW117AU0GM[redacted]
Owner Or Fleet	[redacted]		SILVER SPRING, MD, [redacted] Phone #: N/A
Make, Model, Model Year	Volkswagen, Golf, 2016		
Report Date	2/5/2019	Incident Date	N/A
Mileage	20,466		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521K		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/5/2019 4:04:00 PM	AIRBAG LIGHT IS ON. FAULT B10001B STORED IN AIRBAG MODULE. RAN TEST PLAN AND TEST PLAN FAILED CONTROL MODULE. REPLACED CONTROL MODULE AND PERFORMED ALL BASIC SETTINGS. LIGHT STILL ON WITH THAT SAME FAULT. INSTALLED NEW INFLATOR AND FAULT STILL PRESENT. HARNESS HAS BEEN INSPECTED FOR DAMAGE AND NO DAMAGE IS PRESENT. THINKING | POTENTIAL FAILURE OF CLOCK SPRING MODULE BUT ALL OTHER INSTRUMENTS ON STEERING WHEEL OPERATE AS DESIGNED. THANK YOU FOR THE ASSISTANCE.
2/5/2019 4:04:00 PM	ISSUE OPENED BY DEALERSHIP
2/5/2019 4:12:00 PM	CUSTOMER COMMENTS: AIRBAG LIGHT IS ON. FAULT B10001B STORED IN AIRBAG MODULE. RAN TEST PLAN AND TEST PLAN FAILED CONTROL MODULE.
2/5/2019 4:12:00 PM	THANKS FOR CREATING THE VTA. IF THE CONNECTOR FOR THE AIRBAG ON THE CLOCK SPRING IS DISCONNECTED EITHER BEFORE OR AFTER THE CLOCK SPRING DOES THE FAULT CHANGE?
2/5/2019 4:12:00 PM	WORKSHOP FINDINGS: REPLACED CONTROL MODULE AND PERFORMED ALL BASIC SETTINGS. LIGHT STILL ON WITH THAT SAME FAULT. INSTALLED NEW INFLATOR AND FAULT STILL PRESENT. HARNESS HAS BEEN INSPECTED FOR DAMAGE AND NO DAMAGE IS PRESENT. THINKING | | POTENTIAL FAILURE OF CLOCK SPRING MODULE BUT ALL OTHER INSTRUMENTS ON STEERING WHEEL OPERATE AS DESIGNED. THANK YOU FOR THE ASSISTANCE.
2/6/2019 2:50:00 PM	TESTED HARNESS BEFORE AND AFTER CLOCK SPRING. HIGH RESISTANCE FAULT STAYED THE SAME. JUMPED THE HARNESS TO CREATE A LOW RESISTANCE BEFORE THE CLOCK SPRING CONNECTOR. FAULT CHANGED TO A LOW RESISTANCE FAULT. HARNESS IS OKAY. FAULT IS IN THE CLOCK SPRING BECAUSE JUMPING THE CONNECTOR AFTER THE CLOCK SPRING FAULT TURNED BACK TO A RESISTANCE TOO HIGH. GOING TO REPLACE CLOCK SPRING AND WILL UPDATE VTA AFTER REPAIR IS MADE
2/6/2019 2:54:00 PM	THANKS FOR KEEPING THE VTA UPDATED.
2/6/2019 3:11:00 PM	REPLACED CLOCK SPRING AND CODED MODULE. AIRBAG LIGHT WENT OUT AND VEHICLE IS OPERATING AS DESIGNED. THANK YOU FOR THE ASSISTANCE
2/6/2019 3:53:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAA7A35JC[redacted]
Owner Or Fleet	[redacted] LACEY, WA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	2/8/2019	Incident Date	N/A
Mileage	8,320		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/8/2019 2:00:00 PM	CUSTOMER STATES HORN IS INOP AND NO STEERING WHEEL BUTTON FUNCTIONS. DIAGNOSED CONCERN TO CLOCK SPRING. INSTALLED NEW CLOCK SPRING AND ATTEMPTED TO PERFORM ONLINE CODING ON 16. | (ACTIVE STEP: NOT OK | THE FOLLOWING MALFUNCTION HAS OCCURRED: | ERP6195E | SOFTWARE CONFIGURATION (CODING, ADAPTATION/CALIBRATION, PARAMETERIZATION) COULD NOT BE COMPUTED. PLEASE CHECK WHETHER A COMPATIBLE CONTROL MODULE OR REPLACEMENT PART IS INSTALLED IN THE VEHICLE. IF THE MALFUNCTION CONTINUES, CONSULT CUSTOMER SUPPORT.) | ATTEMPTED ONLINE CODING THROUGH GFF AS WELL AS IN SPECIAL FUNCTIONS A TOTAL OF 5 TIMES. UNABLE TO CODE. | HORN IS WORKING, AS WELL AS OK BUTTON AND ALL BUTTONS ON RIGHT SIDE OF STEERING WHEEL AFTER NEW CLOCK SPRING INSTALLED. LEFT SIDE STEERING WHEEL BUTTONS FOR ACC AND CRUISE CONTROL CURRENTLY INOP. CHECKED E45 THROUGH GFF. HARDWARE SIGNAL STATUS: OPERATED. CAN SIGNAL STATUS: NOT OPERATED. | THERE IS ALSO "ERROR ACC" AND "ERROR FRONT ASSIST".
2/8/2019 2:00:00 PM	ISSUE OPENED BY DEALERSHIP
2/8/2019 2:09:00 PM	WOULD LIKE TO REQUEST WEB RESPONSE. THANK YOU.
2/11/2019 1:11:00 PM	ADVISE TECHNICIAN TO REVIEW WITH PARTS DEPARTMENT TO VERIFY THE CORRECT CLOCK SPRING WAS INSTALLED PER VIN. IF PARTS ASSISTANCE IS NEEDED, PLEASE CALL 800-767-6552 TO SPEAK WITH A VWGOA PARTS SPECIALIST. IF THE CORRECT UNIT IS INSTALLED PERFORM MANUAL CODING USING THE ORIGINAL CODING FROM THE PREVIOUS FAULT LOG.
2/11/2019 1:11:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES HORN IS INOP AND NO STEERING WHEEL BUTTON FUNCTIONS.
2/11/2019 1:11:00 PM	WORKSHOP FINDINGS: REPLACED CLOCK SPRING. WILL NOT CODE ONLINE.
2/11/2019 2:57:00 PM	TECH MANUALLY CODED 16 FROM THE GFF SENT @ PDI. ALL FAULTS CLEARED AND ALL FUNCTIONS RETURNED. THANKS.
2/11/2019 3:56:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV7AX6BW[redacted]
Owner Or Fleet	[redacted]		ST. LOUIS, MO, [redacted] Phone #: N/A
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	2/13/2019	Incident Date	N/A
Mileage	98,066		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/13/2019 1:12:00 PM	CUST STATES AIRBAG LIGHT ON CODE 00588 DRIVERS AIRBAG RESISTANCE TO HIGH . PUT SIMULATOR IN FOR AIRBAG. CAN'T LOCATE WIRE HARNESS TO HOOK TO SIMULATOR. NEEDS CLOCK SPRING BUT CAN'T COMPLETE TEST PLAN |
2/13/2019 1:12:00 PM	ISSUE OPENED BY DEALERSHIP
2/13/2019 1:26:00 PM	ADVISED IF WE ARE MISSING THE SPECIAL TOOL I WOULD SUGGEST TO UNPLUG AT THE CLOCK SPRING AND SHORT THE 2 CIRCUITS TOGETHER THE FAULT SHOULD CHANGE FROM AN OPEN TO A SHORT. AS TO IF WARRANTY WILL ACCEPT THIS IN THE TEST PLAN I WOULD CONTACT WARRANTY AND REVIEW WITH THEM.
2/18/2019 11:04:00 AM	THANKS FOR HELP WARR. DID EXCEPT THIS
2/18/2019 11:17:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBA7A30JC[redacted]
Owner Or Fleet	[redacted] PALM BAY, FL, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	2/22/2019	Incident Date	N/A
Mileage	3,164		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/22/2019 1:11:00 PM	C/S STATES AIR BAG LIGHT ON NO BUTTONS ON STEERING WHEEL WORK. VERIFIED CONCERN COULD HERE CLOCK SPRING MAKING A BAD NOISE WHEN TURNING WHEEL. GFF HAD AIRBAG FAULT AND OTHERS. REPLACED CLOCK SPRING WITH PART NUMBER 5KO 953 569 BC. PART NUMBER THAT CAME OUT OF IT WAS 5KO 953 569 BF WAS TOLD BY PARTS THIS WAS A GERMAN PART# AND IT SUPERSEDES TO THE 569 BC. NEW CLOCK SPRING WILL NOT CODE TO VEHICLE IS THIS NEEDING THE 569 BF GERMAN PART#? OR IS THERE SOME SPECIAL WAY TO CODE IT? NEED HELP WITH THIS. THANKS
2/22/2019 1:11:00 PM	ISSUE OPENED BY DEALERSHIP
2/23/2019 1:51:00 PM	ANY UPDATE ON THIS ?
2/25/2019 3:28:00 PM	CASE CAN BE CLOSED PART CODED ALL GOOD
2/25/2019 3:43:00 PM	ISSUE UPDATED
2/25/2019 8:56:00 AM	ADVISED THE TECH TO INSTALL THE OLD CLOCK SPRING AND GET THE LONG CODING FROM IT AND THEN HE WILL TRY AND MANUAL CODE THE ADDRESS WORD 16 IN OBD.
2/25/2019 8:56:00 AM	CUSTOMER COMMENTS: C/S STATES AIR BAG LIGHT ON NO BUTTONS ON STEERING WHEEL WORK.
2/25/2019 8:56:00 AM	WORKSHOP FINDINGS: VERIFIED CONCERN COULD HERE CLOCK SPRING MAKING A BAD NOISE WHEN TURNING WHEEL. GFF HAD AIRBAG FAULT AND OTHERS. REPLACED CLOCK SPRING WITH PART NUMBER 5KO 953 569 BC. PART NUMBER THAT CAME OUT OF IT WAS 5KO 953 569 BF WAS TOLD BY PARTS THIS WAS A GERMAN PART# AND IT SUPERSEDES TO THE 569 BC. NEW CLOCK SPRING WILL NOT CODE TO VEHICLE IS THIS NEEDING THE 569 BF GERMAN PART#? OR IS THERE SOME SPECIAL WAY TO CODE IT? NEED HELP WITH THIS. THANKS

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVWBA7AH8AV[redacted]
Owner Or Fleet	[redacted] LYNNWOOD, WA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	2/22/2019	Incident Date	N/A
Mileage	79,361		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/22/2019 5:33:00 PM	ISSUE OPENED BY DEALERSHIP
2/22/2019 5:33:00 PM	REPLACED CLOCK SPRING, CODED CONTROL MODULE, CLEARED FAULTS, NOW I HAVE U0429 AND P1698 THAT WILL NOT CLEAR FROM ECM AND CRUISE CONTROL INOP. VERIFIED HEX CODING OF STEERING WHEEL ELECTRONICS MATCHES PRE REPAIR GFF LOG.
2/22/2019 5:41:00 PM	ADVISED THE TECH TO RECHECK THE CODING IN OBD ADDRESS WORD 16 AND MAKE SURE IT IS AT 18 8A 14 00 00 THEN RETEST.
2/22/2019 5:41:00 PM	CUSTOMER COMMENTS: THE AIR BAG LIGHT WAS ON.
2/22/2019 5:41:00 PM	WORKSHOP FINDINGS: REPLACED CLOCK SPRING, CODED CONTROL MODULE, CLEARED FAULTS, NOW I HAVE U0429 AND P1698 THAT WILL NOT CLEAR FROM ECM AND CRUISE CONTROL INOP. VERIFIED HEX CODING OF STEERING WHEEL ELECTRONICS MATCHES PRE REPAIR GFF LOG.
2/26/2019 5:17:00 PM	VERIFIED CODING. VEHICLE IS OPERATING AS DESIGNED
2/26/2019 6:46:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV7AX2HK[redacted]
Owner Or Fleet	[redacted], SEATTLE, WA, [redacted]	Phone #: N/A	
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	2/25/2019	Incident Date	N/A
Mileage	11,328		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/25/2019 12:21:00 PM	ISSUE OPENED BY DEALERSHIP
2/25/2019 12:21:00 PM	VEHICLE HAS BEEN IN PREVIOUSLY FOR AIRBAG CLOCK SPRING CONCERNS, FIRST VISIT REPLACED CLOCK SPRING, SECOND VISIT PARTS WARRANTIED CLOCK SPRING AND REPLACED, THIRD VISIT, FOUND STEERING COLUMN TO HAVE EXCESSIVE PLAY WHEN COMPARED TO LIKE VEHICLE, REPLACED STEERING COLUMN AND CLOCK SPRING. WAS ADVISED TO OPEN TICKET THIS VISIT, BECAUSE OF REPEAT CONCERNS FROM CUSTOMERS
2/25/2019 12:29:00 PM	CUSTOMER COMMENTS: VEHICLE HAS BEEN IN PREVIOUSLY FOR AIRBAG CLOCK SPRING CONCERNS
2/25/2019 12:29:00 PM	THANKS FOR CREATING THE VTA. WHAT IS THE CUSTOMER'S CONCERN?
2/25/2019 12:29:00 PM	WORKSHOP FINDINGS: FIRST VISIT REPLACED CLOCK SPRING, SECOND VISIT PARTS WARRANTIED CLOCK SPRING AND REPLACED, THIRD VISIT, FOUND STEERING COLUMN TO HAVE EXCESSIVE PLAY WHEN COMPARED TO LIKE VEHICLE, REPLACED STEERING COLUMN AND CLOCK SPRING. WAS ADVISED TO OPEN TICKET THIS VISIT, BECAUSE OF REPEAT CONCERNS FROM CUSTOMERS
2/25/2019 12:34:00 PM	ISSUE UPDATED
2/26/2019 5:08:00 PM	SHOP FOREMAN UPDATING TICKET. CONCERN IS CLOCK SPRINGS KEEP FAILING IN VEHICLE. 4TH TIME IN FOR CONCERN, PREVIOUS VISIT VTA ADVISED REPLACE COLUMN IF THERE IS ANY LOOSENESS. TECH REPLACED COLUMN. VEHICLE RETURNS WITH BAD CLOCK SPRING. HAVE HAD 2 SEPARATE TECHS WORK ON VEHICLE
2/26/2019 5:19:00 PM	THANKS FOR THE UPDATE. PLEASE CHECK WITH THE PARTS DEPARTMENT AND IF NEEDED THE PARTS HELPLINE IF THERE ARE ANY NOTED ISSUES WITH THE PARTS THAT ARE BEING RECEIVED. IF THERE ARE NOT ANY NOTED ISSUES, PLEASE REPLACE THE CLOCK SPRING ONCE AGAIN. BEFORE INSTALLING THE NEW CLOCK SPRING, PLEASE BENCH CLOCK THE CLOCK SPRING TO ENSURE THAT IT IS BEING INSTALLED IN THE CENTER POSITION.
3/1/2019 1:12:00 PM	ISSUE UPDATED
3/1/2019 12:42:00 PM	SHOP FOREMAN UPDATING AND CLOSING TICKET. TECH BENCH CLOCKED CLOCK SPRING INSTALLED AND TESTED OPERATION. CLEARED FAULTS AND NOW OPERATES AS DESIGNED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVWFW8AH8FV[redacted]
Owner Or Fleet	[redacted]	POTTSVILLE, PA, [redacted]	Phone #: N/A
Make, Model, Model Year	Volkswagen, Eos, 2015		
Report Date	2/28/2019	Incident Date	N/A
Mileage	53,332		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/28/2019 3:57:00 PM	ISSUE OPENED BY DEALERSHIP
2/28/2019 3:57:00 PM	VEHICLE CAME IN FOR 69Y5 AND A NO HORN CONCERN. PERFORM 69Y5. DIAGNOSE NO HORN AND NO STEERING WHEEL LITES. FOUND CLOCK SPRING FAULTY REPLACE CLOCK SPRING. VEHICLE NOW HAS TERMINAL 15 FAULT AIR BAG LITE STAYS ON AND EPC LITE ON RAN GFF. FOUND CLOCK SPRING WAS DEFECTIVE REPLACE IT AGAIN AND WHILE IN THE AIR BAG CAVITY NOTICED AIR BAG HARNESS PINCHED. REPLACED SECOND CLOCKSPRING AND AIR BAG HARNESS. PROBLEMS CORRECTED
2/28/2019 4:05:00 PM	CUSTOMER COMMENTS: VEHICLE CAME IN FOR 69Y5 AND A NO HORN CONCERN. PERFORM 69Y5. DIAGNOSE NO HORN AND NO STEERING WHEEL LITES. FOUND CLOCK SPRING FAULTY REPLACE CLOCK SPRING.
2/28/2019 4:05:00 PM	REQUESTED TO UPDATE VTA AND GFF PAPERLESS WITH SUPPORTING DOCUMENTATION INCLUDING CLEAR PHOTOS OF THE FINDINGS. THEN SINCE NO FURTHER TECHNICAL ASSISTANCE IS REQUIRED, CLOSE VTA WITH CLOSING COMMENTS.
2/28/2019 4:05:00 PM	WORKSHOP FINDINGS: VEHICLE NOW HAS TERMINAL 15 FAULT AIR BAG LITE STAYS ON AND EPC LITE ON RAN GFF. FOUND CLOCK SPRING WAS DEFECTIVE REPLACE IT AGAIN AND WHILE IN THE AIR BAG CAVITY NOTICED AIR BAG HARNESS PINCHED. REPLACED SECOND CLOCKSPRING AND AIR BAG HARNESS. PROBLEMS CORRECTED
3/6/2019 10:51:00 AM	ISSUE UPDATED
3/6/2019 10:51:00 AM	SPOKE WITH ELI IN SERVICE, REPAIRS HAVE BEEN COMPLETED. ADVISED THAT VTA WILL BE CLOSED WITH REPAIR COMMENTS. D1

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGAV7AX0GW[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	3/2/2019	Incident Date	N/A
Mileage	22,966		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/2/2019 10:56:00 AM	C/S AIRBAG LIGHT WAS ON SCANNED VEHICLE AND FOUND CODES FOR NO COMMUNICATION WITH STEERING CONTROL MODULE AND AIR BAG IGNITER REPLACED STEERING CONTROL MODULE NOW STEERING ANGLE SENSOR WILL NOT RESET.
3/2/2019 10:56:00 AM	ISSUE OPENED BY DEALERSHIP
3/2/2019 11:13:00 AM	CUSTOMER COMMENTS: C/S AIRBAG LIGHT WAS ON
3/2/2019 11:13:00 AM	DURING PHONE CALL FOUND THAT WITH THE STEERING STRAIGHT AHEAD THE G85 WAS READING 362 DEGREES. WITH THE STEERING WHEEL ONE FULL ROTATION CLOCKWISE STEERING ANGLE SENSOR READING 0 DEGREES. ADVISE TECH TO ALIGHT THE WHEEL STRAIGHT AND DISASSEMBLE. ROTATE THE CLOCK SPRING EXACTLY 360DEGREE CLOCKWISE AND REASSEMBLE. ATTEMPT THE BASIC SETTINGS AGAIN.
3/2/2019 11:13:00 AM	WORKSHOP FINDINGS: SCANNED VEHICLE AND FOUND CODES FOR NO COMMUNICATION WITH STEERING CONTROL MODULE AND AIR BAG IGNITER REPLACED STEERING CONTROL MODULE NOW STEERING ANGLE SENSOR WILL NOT RESET.
3/8/2019 11:01:00 AM	ISSUE UPDATED
3/8/2019 11:01:00 AM	SPOKE WITH ASHLEY, WHO REPORTED VEHICLE IS REPAIRED OR HAS LEFT THE DEALER. ADVISED THAT THE VTA TICKET WILL BE CLOSED.

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV7AX2HK[redacted]
Owner Or Fleet	[redacted] HOUSTON, TX, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	3/5/2019	Incident Date	N/A
Mileage	12,608		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/5/2019 10:34:00 AM	CUSTOMER CONCERN WAS A NOISE IN THE STEERING COLUMN WHICH WAS THE CLOCK SPRING REPLACE IT WITH A NEW WAS ABLE TO CODE ONLINE ADDRESS 16 AND 3 BUT G85 BASIC SETTING CANNOT BE DONE DUE TO ABS MODULE.
3/5/2019 10:34:00 AM	ISSUE OPENED BY DEALERSHIP
3/5/2019 10:58:00 AM	CUSTOMER COMMENTS: CUSTOMER CONCERN WAS A NOISE IN THE STEERING COLUMN WHICH WAS THE CLOCK SPRING
3/5/2019 10:58:00 AM	PLEASE CHECK THE MVB FOR THE ΓÇ£STEERING ANGLEΓÇ¥ IN AW16 ΓÇ£STEERING WHEEL ELECTRONICSΓÇ¥IF THE READING OF THE STEERING ANGLE IS ┬▒360┬▒, PLEASE ROTATE THE STEERING SO THAT THE G85 READS ZERO (0), REMOVE THE STEERING WHEEL AND PIN THE G85. REMOVE THE G85, RE-CENTER THE WHEELS AND REINSTALL THE G85. SET BASIC SETTINGS.
3/5/2019 10:58:00 AM	WORKSHOP FINDINGS: I REPLACE IT WITH A NEW CLOCK SPRING WAS ABLE TO CODE ONLINE ADDRESS 16 AND 3 BUT G85 BASIC SETTING CANNOT BE DONE DUE TO ABS MODULE.
3/5/2019 11:38:00 AM	AFTER SETTING THE CLOCKSPRING TO DEGREES WAS ABLE TO SET THE G85 ISSUE RESOLVED
3/5/2019 12:11:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAA7A31JC[redacted]
Owner Or Fleet	[redacted]		PALM BEACH SHORES, FL, [redacted] Phone #: N/A
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	3/7/2019	Incident Date	N/A
Mileage	10,542		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/7/2019 3:59:00 PM	CAN NOT CODE NEW CLOCKSPRING. KEEP GETTING AN ERROR MESSAGE. TRIED ANOTHER NEW CLOCK SPRING AND 3 DIFFERENT SCAN TOOLS STILL NO LUCK. PHOTO ATTACHED OF THE ERROR ERP6195E....
3/7/2019 3:59:00 PM	ISSUE OPENED BY DEALERSHIP
3/7/2019 4:09:00 PM	CUSTOMER COMMENTS: CAN NOT CODE NEW CLOCKSPRING.
3/7/2019 4:09:00 PM	THANK YOU FOR OPENING THIS VTA. RECOMMEND TO GO INTO OBD AND MANUALLY CODE AW 16 TO 08 82 44 00 08 AND RETEST. IF ASSISTANCE IS NEEDED ON HOW TO MANUALLY CODE A MODULE THROUGH OBD, PLEASE CALL IN TO THE HELPLINE. ALSO PLEASE SEND FEEDBACK THROUGH ODIS DUE TO FAILING TO CODE ONLINE.
3/7/2019 4:09:00 PM	WORKSHOP FINDINGS: KEEP GETTING AN ERROR MESSAGE. TRIED ANOTHER NEW CLOCK SPRING AND 3 DIFFERENT SCAN TOOLS STILL NO LUCK. PHOTO ATTACHED OF THE ERROR ERP6195E....
3/7/2019 4:26:00 PM	PERFORMED MANUAL CODING J527 16 TO 08 82 44 00 08 AND THAT CREATED MORE FAULTS. STILL INOP
3/7/2019 4:29:00 PM	PLEASE RE-IDENTIFY AW 16 AND UPDATE AN UPDATED GFF LOG TO THE VTA.
3/7/2019 4:38:00 PM	ATTACHED NEW GFF
3/7/2019 4:41:00 PM	91-18-18TT - HORN INOPERATIVE, STEERING WHEEL CONTROLS INOPERATIVE U108E AND OR U0212
3/7/2019 6:02:00 PM	REPLACED BUTTONS ON WHEEL, EVERYTHING CLEARED. THANKS
3/7/2019 6:11:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VWRL7AJ6AM[redacted]
Owner Or Fleet	[redacted], SPRING GROVE, PA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Jetta, 2010		
Report Date	3/11/2019	Incident Date	N/A
Mileage	90,230		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/11/2019 2:38:00 PM	CUST. STATES KEY WILL NOT COME OUT OF IGNITION. REPLACED LOCK CYLINDER HOUSING. FOUND THAT WITH BATTERY CONNECTED UNABLE TO TURN KEY BACK TO REMOVE KEY. WITH BATTERY DISCONNECTED AM ABLE TO TURN KEY BACK AND REMOVE.
3/11/2019 2:38:00 PM	ISSUE OPENED BY DEALERSHIP
3/11/2019 2:47:00 PM	WOULD N376(IGNITION KEY WITHDRAWAL LOCK SOLENOID) BE PREVENTING KEY FROM REMOVAL WITH BATTERY CONNECTED. POSSIBLY GETTING POWER FROM STEERING COLUMN CONTROL MODULE(J527).
3/11/2019 3:04:00 PM	CUSTOMER COMMENTS: CUST. STATES KEY WILL NOT COME OUT OF IGNITION.
3/11/2019 3:04:00 PM	THANK YOU FOR OPENING THIS VTA. RECOMMEND TO CHECK MVB IN BOTH AW 02 AND AW 16 FOR PARK POSITION TO MAKE SURE IT READS PARK. RECOMMEND TO ADJUST SHIFT CABLE PER ELSA AND RETEST.
3/11/2019 3:04:00 PM	WORKSHOP FINDINGS: REPLACED LOCK CYLINDER HOUSING. FOUND THAT WITH BATTERY CONNECTED UNABLE TO TURN KEY BACK TO REMOVE KEY. WITH BATTERY DISCONNECTED AM ABLE TO TURN KEY BACK AND REMOVE.
3/11/2019 4:00:00 PM	AW MVB2.1,2.2,2.4 ALL SHOW "P". AW16 MVB 5.1 DRIVE MODE ON, 5.2 POSITION P, 5.4 IGNITION KEY REMOVAL LOCK SOLENOID OK. ADJUSTED CABLE AND RECHECKED, NO CHANGE AS FAR AS KEY REMOVAL.
3/11/2019 4:03:00 PM	DUE TO AW 16 ALWAYS SHOWING DRIVE MODE ON, REPLACE J527.
3/11/2019 4:05:00 PM	I AM SORRY, DISREGARD THE PREVIOUS DIRECTION. TRY DISCONNECTING THE SHIFT CABLE FROM THE TRANSMISSION AND PUSH THE SELECTOR LEVEL FORWARD AND SEE IF THE KEY CAN THEN BE REMOVED. IF SO, REPLACE THE SELECTOR LEVER, IF THE CONCERN IS STILL PRESENT REPLACE J527.
3/11/2019 4:08:00 PM	WENT BACK TO AW 16 WHILE SHIFTING THROUGH GEARS FOUND MVB 5.2 CHANGES TO DRIVING MODE ON, IN GEAR BACK TO DETECTED IN PARK. MVB 5.1 ALWAYS READS DRIVING MODE ON, DOESN'T CHANGE EVEN IN PARK.
3/11/2019 4:20:00 PM	REPLACE THE J527.
3/13/2019 9:27:00 AM	J527 REPLACED. OPERATING TO DESIGN @ THIS TIME. THANK YOU FOR YOUR TIME AND ASSISTANCE.
3/13/2019 9:37:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWCT7A31EC[redacted]
Owner Or Fleet	[redacted]?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	3/13/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/13/2019 2:00:00 PM	CUST STATES AIRBAG LIGHT IS ON AND STEERING CONTROLS DON'T WORK. SCANNED HAD CODE B10001B DRIVER AIRBAG RESISTANCE TO HIGH.
3/13/2019 2:00:00 PM	ISSUE OPENED BY DEALERSHIP
3/13/2019 2:14:00 PM	ADVISED THE TECHNICIAN TO JUMP THE CONNECTER FROM THE COLUMN HARNESS THAT GOES INTO THE J527 AND SEE IF THE FAULT CHANGES TO SHORT TO GROUND, IF IT DOES THEN REPLACE THE CLOCK SPRING.
3/13/2019 2:14:00 PM	CUSTOMER COMMENTS: CUST STATES AIRBAG LIGHT IS ON AND STEERING CONTROLS DON'T WORK.
3/13/2019 2:14:00 PM	WORKSHOP FINDINGS: SCANNED HAD CODE B10001B DRIVER AIRBAG RESISTANCE TO HIGH.
3/13/2019 3:41:00 PM	JUMP WIRE BEFORE CLOCK SPRING CODE CHANGED CODE TO RESISTANCE TO LOW .REPLACED CLOCK SPRING AND CODED THX
3/13/2019 3:47:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGAV7AX0HK[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	3/15/2019	Incident Date	N/A
Mileage	43,803		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/15/2019 1:40:00 PM	I DID EVERYTHING AS INSTRUCTED AND NOW WORKING PROPERLY. THANK YOU FOR THE ASSISTANCE
3/15/2019 1:42:00 PM	ISSUE UPDATED
3/15/2019 12:37:00 PM	ISSUE OPENED BY DEALERSHIP
3/15/2019 12:37:00 PM	THE VEHICLE CAME IN WITH STEERING CONTROLS INOP AND HORN INOP, I REPLACED THE CONTROL MODULE AND EVERYTHING WORKS, CANNOT DO STEERING ANGLE G85, I HAVE STEERING SPEED BUT HAVE 00 FOR STEERING ANGLE AND DOES NOT CHANGE WHEN MOVING THE WHEEL |
3/15/2019 12:58:00 PM	CUSTOMER COMMENTS: THE VEHICLE CAME IN WITH STEERING CONTROLS INOP AND HORN INOP,
3/15/2019 12:58:00 PM	PLEASE LET US KNOW HOW HELPLINE IS DOING BY FILLING OUT A SURVEY FOR SCOTT KENNEDY. FROM ELSA PRO, CLICK ON THE ORANGE PHONE ICON AND THE SURVEY IS IN THE MIDDLE OF THE SCREEN.
3/15/2019 12:58:00 PM	USED TELEDIAGNOSIS. MVB SHOWS THE G85 IS AT -360┬▒. ADVISE TECH TO WATCH THE MVB WHILE LIFTING THE G85 UP, ROTATE TO 0┬▒ AND PUSH BACK DOWN. NOW TRY BASIC SETTINGS.
3/15/2019 12:58:00 PM	WORKSHOP FINDINGS: I REPLACED THE CONTROL MODULE AND EVERYTHING WORKS, CANNOT DO STEERING ANGLE G85, I HAVE STEERING SPEED BUT HAVE 00 FOR STEERING ANGLE AND DOES NOT CHANGE WHEN MOVING THE WHEEL

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAA7A39JC[redacted]
Owner Or Fleet	[redacted]	HALFMOON, NY, [redacted]	Phone #: N/A
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	3/18/2019	Incident Date	N/A
Mileage	16,388		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/18/2019 4:25:00 PM	CUST CAME IN AIR BAG LIGHT ON NO HORN AND STEERING WHEEL BUTTONS INOP, CLOCK SPRING REPLACED WHEN TRYING TO CODE COME UP WITH ERROR ERP6195E CONTACT SUPPORT CRUISE CONTROL SET SWITCH FAULT AND WIPER INTERMITTENT SWITCH FAULT WILL NOT CLEAR
3/18/2019 4:25:00 PM	ISSUE OPENED BY DEALERSHIP
3/18/2019 4:44:00 PM	CUSTOMER COMMENTS: CUST CAME IN AIR BAG LIGHT ON NO HORN AND STEERING WHEEL BUTTONS INOP,
3/18/2019 4:44:00 PM	WITH THE TECHNICIAN ON THE PHONE, HAD THE TECHNICIAN MANUALLY CODE THE J527 TO CODING: 08 82 44 00 08. THE TECHNICIAN THEN CYCLED THE KEY AND WAS ABLE TO CLEAR THE FAULT MEMORY. ADVISED THE TECHNICIAN TO PLEASE ROAD TEST THE VEHICLE AND CHECK THE FUNCTIONS OF THE J527. IF COMPLETED OR THE CUSTOMER TAKES THE VEHICLE, PLEASE UPDATE AND CLOSE THE VTA WITH THE REPAIRS PERFORMED.
3/18/2019 4:44:00 PM	WORKSHOP FINDINGS: CLOCK SPRING REPLACED WHEN TRYING TO CODE COME UP WITH ERROR ERP6195E CONTACT SUPPORT CRUISE CONTROL SET SWITCH FAULT AND WIPER INTERMITTENT SWITCH FAULT WILL NOT CLEAR.
3/21/2019 4:19:00 PM	CODING WENT THROUGH NO FURTHER ISSUES
3/21/2019 4:59:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGSV7AX6HW[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	3/21/2019	Incident Date	N/A
Mileage	15,953		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/21/2019 4:53:00 PM	ISSUE OPENED BY DEALERSHIP
3/21/2019 4:53:00 PM	HORN IS NOT WORKING AND THE AIR BAG LIGHT IS ON. REPLACE THE CLOCK SPRING AND THE ARE FAULTS IN THE SYSTEM THAT WASN'T THERE BEFORE. CAN'T CLEAR THEM. PLEASE ADVISE, THANKS TED.
3/21/2019 5:05:00 PM	CUSTOMER COMMENTS: HORN IS NOT WORKING AND THE AIR BAG LIGHT IS ON
3/21/2019 5:05:00 PM	WORKSHOP FINDINGS: . REPLACE THE CLOCK SPRING AND THE ARE FAULTS IN THE SYSTEM THAT WASN'T THERE BEFORE. CAN'T CLEAR THEM. PLEASE ADVISE, THANKS TED.
3/21/2019 5:05:00 PM	ASKED THE TECH TO MAKE SURE THE CORRECT CLOCK SPRING HAS BEEN INSTALLED IF YES HE WILL RECODE IT AND TRY AND CLEAR THE FAULTS.
3/27/2019 1:59:00 PM	THANKS. PERFORMED ONLINE CODING AND THE ISSUE WAS SOLVED,
3/27/2019 2:27:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVWAN7AN2EE[redacted]
Owner Or Fleet	[redacted]	EL PASO, TX, [redacted]	Phone #: N/A
Make, Model, Model Year	Volkswagen, CC, 2014		
Report Date	3/23/2019	Incident Date	N/A
Mileage	74,422		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AB		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/23/2019 12:03:00 PM	CUSTOMER STATES PERFORM RECALL 69Q9 | VEHICLE CAME FOR 69Q9 RECALL DRIVER SIDE AIR BAG INFLATOR REPLACEMENT AND PRODUCT DOCUMENTATION, IT IS UNDER CRITERIA N2 PART NUMBER 3C8898201B AIRBAG INFLATOR KIT WITHOUT VIBRATION DAMPER. AT THE TIME THAT THE OLD AIRBAG INFLATOR WAS TAKEN OFF IT WAS NOTICED THE AIRBAG INSTALLED USES AN AIRBAG INFLATOR KIT WITH VIBRATION DAMPER. PLEASE ADVISE IF PART NUMBER 3C8898201C AIRBAG INFLATOR KIT WITH VIBRATION DAMPER COULD BE INSTALLED.
3/23/2019 12:03:00 PM	ISSUE OPENED BY DEALERSHIP
3/23/2019 12:22:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES PERFORM RECALL 69Q9
3/23/2019 12:22:00 PM	PAGE 32 READS : IN THE EVENT AN AIRBAG HAD PREVIOUSLY BEEN REPLACED, THE REPLACEMENT AIRBAG MAY HAVE AN INFLATOR WITH THE VIBRATION ABSORBER. IF THIS SITUATION IS ENCOUNTERED, THE INFLATOR WITH VIBRATION ABSORPTION MUST BE INSTALLED: ΓÇó REPACKAGE THE PREVIOUSLY SCANNED INFLATOR AND RETURN TO THE PARTS DEPARTMENT. ΓÇó ACQUIRE THE CORRECT INFLATOR FROM THE PARTS DEPARTMENT. ΓÇó SCAN THE NEW INFLATOR USING THE GFF TEST PLAN. ΓÇó INSTALL THE NEW INFLATOR, FOLLOWING THE ΓÇ£INFLATOR, THREE SPOKE STEERING WHEEL, WITH VIBRATION ABSORPTIONΓÇ¥ INSTRUCTIONS
3/23/2019 12:22:00 PM	WORKSHOP FINDINGS: VEHICLE CAME FOR 69Q9 RECALL DRIVER SIDE AIR BAG INFLATOR REPLACEMENT AND PRODUCT DOCUMENTATION, IT IS UNDER CRITERIA N2 PART NUMBER 3C8898201B AIRBAG INFLATOR KIT WITHOUT VIBRATION DAMPER. AT THE TIME THAT THE OLD AIRBAG INFLATOR WAS TAKEN OFF IT WAS NOTICED THE AIRBAG INSTALLED USES AN AIRBAG INFLATOR KIT WITH VIBRATION DAMPER. PLEASE ADVISE IF PART NUMBER 3C8898201C AIRBAG INFLATOR KIT WITH VIBRATION DAMPER COULD BE INSTALLED.
3/23/2019 12:32:00 PM	THANK YOU FOR YOUR HELP.
3/23/2019 12:59:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBA7A30JC[redacted]
Owner Or Fleet	[redacted] HARMONY, FL, [redacted] hone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	3/26/2019	Incident Date	N/A
Mileage	13,861		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/26/2019 4:53:00 PM	CUSTOMER CONCERN WITH AIRBAG LIGHT BEING ON AND THE HORN AND STEERING WHEEL CONTROLS ARE NOT OPERATING. PERFORMED TEST PLANS AND FOUND THAT THE CLOCK SPRING IS THE CAUSE OF CUSTOMER CONCERN. REPLACED CLOCK SPRING AND ATTEMPTED TO CODE 16 TO VEHICLE AFTER REPLACEMENT OF THE CLOCK SPRING. WENT THROUGH ONLINE CODING, SOFTWARE CONFIGURATION, UNDER 16 USING GUIDED FUNCTION SELECTED REPLACE AND THE CODING TEST PLAN POPULATED AND STILL WOULD NOT CODE. AN ERROR ERP6195E KEEPS COMING UP WHEN ATTEMPTING EACH WAY OF CODING. PERFORMED CAP DISCHARGE AND CLEARED ALL FAULTS AND STILL THE ERROR APPEARS. VERIFIED THE CORRECT PART WAS GIVEN AND INSTALLED IN VEHICLE PLEASE ADVISE
3/26/2019 4:53:00 PM	ISSUE OPENED BY DEALERSHIP
3/26/2019 5:00:00 PM	ADVISED THE TECHNICIAN TO PLEASE ATTEMPT TO MANUALLY CODE THE J527/AW-16 TO CODING: 00 02 C4 00 08. IF THE CODING WILL ACCEPT, PLEASE CLEAR THE FAULT MEMORY AND RETEST. IF THE MODULE WILL NOT ACCEPT THE CODING, PLEASE CHECK IF THE PART RECEIVED IS THE CORRECT SUPERSESSION FOR THE ORIGINAL PART NUMBER, 5K0-953-569-BF. IF IT IS NOT, PLEASE OBTAIN THE CORRECT PART AND RETEST. IF COMPLETED OR THE CUSTOMER TAKES THE VEHICLE, PLEASE UPDATE AND CLOSE THE VTA WITH THE REPAIRS PERFORMED.
3/26/2019 5:00:00 PM	CUSTOMER COMMENTS: CUSTOMER CONCERN WITH AIRBAG LIGHT BEING ON AND THE HORN AND STEERING WHEEL CONTROLS ARE NOT OPERATING.
3/26/2019 5:00:00 PM	WORKSHOP FINDINGS: PERFORMED TEST PLANS AND FOUND THAT THE CLOCK SPRING IS THE CAUSE OF CUSTOMER CONCERN. REPLACED CLOCK SPRING AND ATTEMPTED TO CODE 16 TO VEHICLE AFTER REPLACEMENT OF THE CLOCK SPRING. WENT THROUGH ONLINE CODING, SOFTWARE CONFIGURATION, UNDER 16 USING GUIDED FUNCTION SELECTED REPLACE AND THE CODING TEST PLAN POPULATED AND STILL WOULD NOT CODE. AN ERROR ERP6195E KEEPS COMING UP WHEN ATTEMPTING EACH WAY OF CODING. PERFORMED CAP DISCHARGE AND CLEARED ALL FAULTS AND STILL THE ERROR APPEARS. VERIFIED THE CORRECT PART WAS GIVEN AND INSTALLED IN VEHICLE PLEASE ADVISE
3/26/2019 5:23:00 PM	PERFORMED THE MANUAL CODING AND THE CODING WAS ACCEPTED BY THE VEHICLE SUCCESSFULLY, CLEARED ALL FAULTS AND RETESTED AND NO MALFUNCTION HAS OCCURRED AND THE AIRBAG LIGHT STAYS OFF. THANKS THE FOR THE HELP. I DID CHECK WHETHER THE BF SUPERSEDED TO THE BC AND IT DOES NOT, NOR VICE VERSA.
3/26/2019 5:26:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV7AX0CW[redacted]
Owner Or Fleet	[redacted] MINNEAPOLIS, MN, [redacted] hone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	3/27/2019	Incident Date	N/A
Mileage	70,353		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/27/2019 4:05:00 PM	2012 TIGUAN WVGBV7AX0CW[redacted] | 3/26/2019 | CUSTOMER CONCERN THAT CRUISE CONTROL WAS NOT WORKING. TEST DROVE AND CONFIRMED THAT CRUISE CONTROL IS INOP. RECOVERED CODES FOR MULTIPLE SYSTEMS THAT RUN THROUGH THE CLOCK SPRING (J527). CONFIRMED WITH MVB THAT ECU IS NOT SEEING SWITCH CHANGES. | REPLACED CLOCK SPRING AND CODED. STILL HAD ISSUES AND THEN FOUND THAT STEERING CONTROLS WERE INOP AS WELL. AFTER WIRE CHECKING AND CODING CHECKING I SWAPPED CLOCK SPRING FOR ANOTHER ΓÇ£NEWΓÇ¥ CLOCK SPRING. CODED AND CONFIRMED OPERATIONS THROUGH MVB, ALL SYSTEMS WORK. PERFORMED STEERING ANGLE SENSOR BASIC SETTINGS. | AFTER ALL BASIC SETTING WERE RAN THROUGH, CODE IN ΓÇ£STEERING ASSISTANCEΓÇ¥ ΓÇô ΓÇ£2546 STEERING LIMIT STOP(NO OR INCORRECT BASIC SETTINGS)ΓÇ¥. ATTEMPTED TEST PLAN ΓÇ£ADAPT STEERING END STOP BASIC SETTINGSΓÇ¥ MULTIPLE TIMES. EACH TIME PERFORMED IVE NEVER HEARD THE ΓÇ£3 BEEPSΓÇ¥ TO CONFIRM THE WHEEL IS AT LOCK. ROAD TESTED MANY TIMES TO ATTEMPT TO PERFORM BASIC SETTINGS, NO LUCK. PERFORMED ΓÇ£CAP DISCHARGE/BATTERY VOODOOΓÇ¥, NO CHANGE. |
3/27/2019 4:05:00 PM	ISSUE OPENED BY DEALERSHIP
3/27/2019 4:22:00 PM	CUSTOMER COMMENTS: CUSTOMER CONCERN THAT CRUISE CONTROL WAS NOT WORKING.
3/27/2019 4:22:00 PM	WITH THE TECHNICIAN ON THE PHONE, VERIFIED THAT THE STEERING ANGLE SENSOR IS READING THE APPROX. POSITION OF THE WHEELS AND IS NOT 360 DEGREES OUT. THEN HAD THE TECHNICIAN MOVE THE STEERING WHEEL FROM LOCK TO LOCK WITH THE ENGINE RUNNING, HOLDING EACH LOCK FOR ONLY 10SEC. THE STEERING WARNING HAS GONE OUT AND THE FAULT HAS CLEARED. ADVISED THE TECHNICIAN TO PLEASE ROAD TEST AND CHECK FOR ANY FAULTS/WARNINGS AS NEEDED. IF THERE ARE NOT ANY CONCERNS PRESENT, NO FURTHER REPAIRS ARE RECOMMENDED. IF COMPLETED OR THE CUSTOMER TAKES THE VEHICLE, PLEASE UPDATE AND CLOSE THE VTA WITH THE REPAIRS PERFORMED.
3/27/2019 4:22:00 PM	WORKSHOP FINDINGS: TEST DROVE AND CONFIRMED THAT CRUISE CONTROL IS INOP. RECOVERED CODES FOR MULTIPLE SYSTEMS THAT RUN THROUGH THE CLOCK SPRING (J527). CONFIRMED WITH MVB THAT ECU IS NOT SEEING SWITCH CHANGES. REPLACED CLOCK SPRING AND CODED. STILL HAD ISSUES AND THEN FOUND THAT STEERING CONTROLS WERE INOP AS WELL. AFTER WIRE CHECKING AND CODING CHECKING I SWAPPED CLOCK SPRING FOR ANOTHER ΓÇ£NEWΓÇ¥ CLOCK SPRING. CODED AND CONFIRMED OPERATIONS THROUGH MVB, ALL SYSTEMS WORK. PERFORMED STEERING ANGLE SENSOR BASIC SETTINGS. | | AFTER ALL BASIC SETTING WERE RAN THROUGH, CODE IN ΓÇ£STEERING ASSISTANCEΓÇ¥ ΓÇô ΓÇ£2546 STEERING LIMIT STOP(NO OR INCORRECT BASIC SETTINGS)ΓÇ¥. ATTEMPTED TEST PLAN ΓÇ£ADAPT STEERING END STOP BASIC SETTINGSΓÇ¥ MULTIPLE TIMES. EACH TIME PERFORMED IVE NEVER HEARD THE ΓÇ£3 BEEPSΓÇ¥ TO CONFIRM THE WHEEL IS AT LOCK. ROAD TESTED MANY TIMES TO ATTEMPT TO PERFORM BASIC SETTINGS, NO LUCK. PERFORMED ΓÇ£CAP DISCHARGE/BATTERY VOODOOΓÇ¥, NO CHANGE.
3/28/2019 10:00:00 AM	ROAD TESTED AND CONFIRMED NO FURTHER ISSUE. THANK YOU.
3/28/2019 10:18:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WA1JCCFSXJR[redacted]
Owner Or Fleet	[redacted] NORWALK, CA [redacted] Phone #: N/A		
Make, Model, Model Year	Audi, Q3, 2018		
Report Date	3/29/2019	Incident Date	N/A
Mileage	16,112		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	8X0953501H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/29/2019 2:22:00 PM	CUSTOMER STATES STEERING WHEEL CONTROLS AREN'T OPERATING AND AIRBAG LIGHT IS ILLUMINATED. (FOUND FAULT B10001B: DRIVER AIRBAG IGNITER RESISTANCE TOO HIGH ,VAG00466: STEERING COLUMN ELECTRONICS CONTROL MODULE.(CARRIED OUT GFF TEST PLAN AND WAS ADVISED TO REPLACE SPIRAL SPRING UNIT. REPLACED SPIRAL SPRING PER SHOP MANUAL AND RECODE SYSTEM USING SVM SPECIFIED ACTUAL. ALL STEERING WHEEL CONTROL FUNCTIONS OPERATING PER INTEND AT THIS TIME BUT WAS UNABLE TO PERFORM STEERING ELECTRO MECHANICAL BASIC SETTINGS. | |
3/29/2019 2:22:00 PM	ISSUE OPENED BY DEALERSHIP
3/29/2019 2:52:00 PM	ADVISED TECH THAT BASED ON THE TEST PLAN THE G85 DOES NOT SEE 0 WHEN THE WHEELS ARE STRAIGHT AHEAD. ADVISED TO VERIFY THAT THE BOX WAS UNOPENED. REINSTALL THE ORIGINAL CLOCK SPRING AND IF IT COMPLETES THE CALIBRATION, REPLACE THE G85 AGAIN AND ADVISE.
3/29/2019 2:52:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES STEERING WHEEL CONTROLS AREN'T OPERATING AND AIRBAG LIGHT IS ILLUMINATED.
3/29/2019 2:52:00 PM	WORKSHOP FINDINGS: (FOUND FAULT B10001B: DRIVER AIRBAG IGNITER RESISTANCE TOO HIGH ,VAG00466: STEERING COLUMN ELECTRONICS CONTROL MODULE.(CARRIED OUT GFF TEST PLAN AND WAS ADVISED TO REPLACE SPIRAL SPRING UNIT. REPLACED SPIRAL SPRING PER SHOP MANUAL AND RECODE SYSTEM USING SVM SPECIFIED ACTUAL. ALL STEERING WHEEL CONTROL FUNCTIONS OPERATING PER INTEND AT THIS TIME BUT WAS UNABLE TO PERFORM STEERING ELECTRO MECHANICAL BASIC SETTINGS. | |
4/1/2019 11:35:00 AM	INSTALLED ORIGINAL SPIRAL CLOCK SPRING UNIT AND BASIC SETTING WERE CARRIED OUT. (SPECIAL ORDERED NEW SPRIAL CLOCK SPRING)
4/1/2019 7:07:00 PM	THANKS FOR THE UPDATE.
4/2/2019 10:55:00 AM	PLEASE UPDATE THE TAC TICKET WITH THE PART AND SALES DOC. NUMBERS.
4/3/2019 12:09:00 AM	WILL HAVE TECH UPDATE TICKET WITH DOC NUMBER AND PART NUMBER IN THE MORNING .
4/3/2019 12:19:00 PM	PART HAS ARRIVED (WAITING TO RETRIEVE FROM PART DEPARTMENT)
4/3/2019 12:24:00 PM	WORKING ON INSTALLING PART.
4/3/2019 5:12:00 PM	THANKS FOR THE UPDATE

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WA1JCCFSXJR[redacted]
Owner Or Fleet	[redacted] NORWALK, CA, [redacted] Phone #: N/A		
Make, Model, Model Year	Audi, Q3, 2018		
Report Date	3/29/2019	Incident Date	N/A
Mileage	16,112		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	8X0953501H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

4/4/2019 11:03:00 AM	PROCEEDEDING WITH INSTALLATION PROCESS
4/4/2019 11:29:00 AM	INSTALLED NEW SPIRAL CLOCK SPRING .WAS ABLE TO PREFORM BASIC SETTING . CLOSING AT TIS TIME .
4/4/2019 3:48:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBP7A3XCC[redacted]
Owner Or Fleet	[redacted] HAYMARKET, VA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	4/4/2019	Incident Date	N/A
Mileage	98,391		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/4/2019 12:11:00 PM	ISSUE OPENED BY DEALERSHIP
4/4/2019 12:11:00 PM	VEHICLE CAME IN WITH AIRBAG LIGHT HAD FAULT B102204 P/S OCCUPANT DETECTION SYSTEM CONTROL MODULE FAULTY. REPLACED MODULE ATTEMPTING TO RUN BASIC SETTINGS ON MODULE COMMUNICATION WITH AIR BAG MODULE FAILS. CAN IDENTIFY 15 OTHERWISE. ONLY FAILS IN BASIC SETTING. FAULTY CONTROL MODULE FAULT NO LONGER PRESENT ONLY BASIC SETTING AND CALIBRATION FAULTS CURRENTLY. PLEASE ADVISE
4/4/2019 12:40:00 PM	CUSTOMER COMMENTS: VEHICLE CAME IN WITH AIRBAG LIGHT
4/4/2019 12:40:00 PM	RECOMMEND REMOVING THE RIGHT FRONT SEAT COVER. INSPECT UNDER COVER AND ON SEAT CUSHION FOR ANY SIGNS OF FLUID / LIQUID STAINING. IF STAINING IS FOUND, UPDATE WITH CLEAR PHOTOS. THEN REPLACE SEAT COVER, SEAT CUSHION, FLEECE MAT AND SEAT HEATER ELEMENT IF EQUIPPED. IF NO FLUID STAINING IS FOUND, THEN EITHER SWAP THE R/F SEAT WITH A LIKE VEHICLE OR WITH THE SEAT COVER REMOVED, REATTEMPT POD BASIC SETTINGS. IF BASIC SETTINGS COMPLETES, THEN THERE IS SOME INFLUENCE IN THE R/F SEAT THAT IS PREVENTING POD BASIC SETTINGS FROM COMPLETING. RECOMMEND REPLACING SEAT COVER, SEAT CUSHION, FLEECE MAT AND SEAT HEATER ELEMENT IF EQUIPPED. UPDATE VTA WITH FINDINGS.
4/4/2019 12:40:00 PM	WORKSHOP FINDINGS: HAD FAULT B102204 P/S OCCUPANT DETECTION SYSTEM CONTROL MODULE FAULTY. REPLACED MODULE ATTEMPTING TO RUN BASIC SETTINGS ON MODULE COMMUNICATION WITH AIR BAG MODULE FAILS. CAN IDENTIFY 15 OTHERWISE. ONLY FAILS IN BASIC SETTING. FAULTY CONTROL MODULE FAULT NO LONGER PRESENT ONLY BASIC SETTING AND CALIBRATION FAULTS CURRENTLY. PLEASE ADVISE
4/5/2019 2:45:00 PM	VEHICLE SAT OVERNIGHT W/ BATTERY DISCONNECTED. WAS ABOUT TO START SEAT REMOVAL AND INSPECTION OF SYSTEM. ATTEMPTED BASIC SETTINGS ONE LAST TIME AND BASIC SETTINGS PERFORMED WITH NO ISSUE. TESTED PODS SYSTEM FOUND TO BE FUNCTIONING APPROPRIATELY NO FAULTS RETURNED. PLEASE CLOSE
4/5/2019 4:02:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV7AX8BW[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	4/5/2019	Incident Date	N/A
Mileage	106,708		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/5/2019 10:19:00 AM	CUSTOMER COMMENTS: AIRBAG LIGHT IS ON. STEERING WHEEL CONTROLS AND HORN ARE INOP.
4/5/2019 10:19:00 AM	IF COMPLETED OR THE CUSTOMER TAKES THE VEHICLE, PLEASE UPDATE AND CLOSE THE VTA WITH THE REPAIRS PERFORMED.
4/5/2019 10:19:00 AM	THANKS FOR CREATING THE VTA. BEFORE INSTALLING THE REPLACEMENT CLOCK SPRING, PLEASE BENCH CLOCK THE REPLACEMENT TO ENSURE THAT IT IS CENTERED. ONCE COMPLETED, INSTALL IT INTO THE VEHICLE AND RETEST.
4/5/2019 10:19:00 AM	WORKSHOP FINDINGS: JUST SENDING THIS TO ADVISE YOU GUYS THAT THIS WILL BE THE 5TH CLOCK SPRING THAT WE WILL HAVE TO REPLACE IN THIS VEHICLE WITHIN THE PAST 27000 MILES. THE MOST RECENT REPLACEMENTS WERE 10/23/2017 AT 89823 MILES, 7/23/2018 AT 98468 MILES, 8/30/2018 AT 100099 MILES.
4/5/2019 11:57:00 AM	OK. THANKS
4/5/2019 4:11:00 PM	ISSUE UPDATED
4/5/2019 9:53:00 AM	AIRBAG LIGHT IS ON. STEERING WHEEL CONTROLS AND HORN ARE INOP. JUST SENDING THIS TO ADVISE YOU GUYS THAT THIS WILL BE THE 5TH CLOCKSPRING THAT WE WILL HAVE TO REPLACE IN THIS VEHICLE WITHIN THE PAST 27000 MILES. THE MOST RECENT REPLACEMENTS WERE 10/23/2017 AT 89823 MILES, 7/23/2018 AT 98468 MILES, 8/30/2018 AT 100099 MILES.
4/5/2019 9:53:00 AM	ISSUE OPENED BY DEALERSHIP

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VW217AU8FM[redacted]
Owner Or Fleet	[redacted]		TULSA, OK, [redacted] Phone #: N/A
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	4/5/2019	Incident Date	N/A
Mileage	85,943		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/5/2019 3:28:00 PM	CUSTOMER CAME IN ON 4/1/19 STATING CLOCK SPRING HAS GONE FAULTY AGAIN, REPLACED CLOCK SPRING 11/30/18 AND PREVIOUSLY A YEAR AGO 4/05/18. EVERY TIME IT HAS COME IN WITH THE SAME CONCERN THAT THE HORN AND STEERING WHEEL CONTROLS INOP, THIS TIME (4/1/19) SAME CONCERNS HOWEVER WITH CRUISE CONTROL FAULTS STORED AND A MESSAGE ON THE MFA. TECHNICIAN REPLACED CLOCK SPRING AND HORN AND RIGHT SIDE OF THE MULTIFUNCTION STEERING WHEEL CONTROLS ARE FUNCTIONAL HOWEVER CRUISE CONTROL FAULTS STILL PRESENT, B115413 CCS SWITCH OPEN CIRCUIT, B115429 CCS SWITCH IMPLAUSIBLE SIGNAL. TECHNICIAN REPLACED MULTIFUNCTION STEERING WHEEL CONTROLS AND CODED THE MODULE AND DTCS WILL NOT CLEAR AND CCS STILL INOP.
4/5/2019 3:28:00 PM	ISSUE OPENED BY DEALERSHIP
4/5/2019 4:43:00 PM	UPDATE: RECODED CLOCK SPRING/STEERING COLUMN MODULE AND FIXED THE CRUISE CONTROL ISSUE, HOWEVER WOULD LIKE TO KNOW WHAT IS CAUSING CLOCK SPRING TO GO BAD AS OFTEN AS IT HAS RECENTLY.
4/9/2019 8:30:00 AM	ISSUE UPDATED
4/9/2019 8:30:00 AM	TICKET CLOSED INVALID DUE TO TIME ELAPSED, YOU MUST CALL IN FOR ASSISTANCE WHEN SELECTING ΓÇ£I WILL CALL NOWΓÇ¥ WITHIN 24 HOURS OF CREATING TICKET WITH PROVIDED ACCESS CODE.

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WA1FFCFSXFR[redacted]
Owner Or Fleet	[redacted] ORLANDO, FL, [redacted] Phone #: N/A		
Make, Model, Model Year	Audi, Q3, 2015		
Report Date	4/11/2019	Incident Date	N/A
Mileage	50,211		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	8X0953501H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/11/2019 3:29:00 PM	ISSUE OPENED BY DEALERSHIP
4/11/2019 3:29:00 PM	REPLACED CLOCK SPRING. PERFORMED SPEC ACTUAL AND CONTROL MODULE REPLACEMENT TEST PLAN. TEST PLAN ADVISES TO PERFORM STEERING ANGLE SENSOR G28 CALIBRATION. TEST PLAN STATES THAT J500, CALIBRATION FOR THE STEERING ANGLE G28 IS NOT POSSIBLE AFTER REPEATED ATTEMPTS. PLEASE ADVISE. GFF PROVIDED.
4/11/2019 4:34:00 PM	PLEASE STEER THE VEHICLE BACK TO WHERE IT READS 0 FROM THE SENSOR, COUNT THE TURNS IT TAKE TO GET THE STEERING BACK TO CENTER. ZERO OUT THE NEW SENSOR AND REMOVE IT. TURN THE VEHICLE BACK TO CENTER WITH THE STEERING ANGLE SENSOR REMOVED. WHEN IT IS BACK TO CENTER, REINSTALL THE STEERING ANGLE SENSOR AND THEN THE WHEEL. REASSEMBLE AND RUN THE BASIC SETTING AGAIN AND SEE IF IT WILL PASS. YOU MAY NEED TO RUN THE REPLACEMENT TEST PLAN AGAIN AND THEN THE BASIC SETTINGS. PLEASE UPDATE THE CASE WITH YOUR RESULTS. CALL BACK IF FURTHER ASSISTANCE IS NEEDED. THANK YOU.
4/11/2019 5:23:00 PM	THANK YOU FOR THE UPDATE. PLEASE UPDATE THE CASE WITH YOUR RESULTS AND CLOSE THE CASE IF YOU NO LONGER REQUIRE ANY FURTHER ASSISTANCE. THANK YOU.
4/11/2019 5:27:00 PM	PERFORMED ALL AS ADVISED. CALIBRATION OF G28 SUCCESSFUL AND VEHICLE IS OPERATING AS DESIGNED. THANK YOU.
4/12/2019 10:17:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAP7A37CC[redacted]
Owner Or Fleet	[redacted], TULSA, OK, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	4/16/2019	Incident Date	N/A
Mileage	85,215		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/16/2019 1:05:00 PM	ISSUE OPENED BY DEALERSHIP
4/16/2019 1:05:00 PM	PERFORMED 69L2 RECALL CLOCK SPRING FAULTY REPLACED CLOCK SPRING RECODE TO VEHICLE UNABLE TO PERFORM BASIC SETTINGS
4/16/2019 1:35:00 PM	RECOMMEND TO MONITOR MVB INFORMATION IN AW 16 FOR G85 OR STEERING ANGLE OR IT COULD BE WORDED "[LO]_A: LWS-DATEM (MAGNET)" FOR A ANGLE OF DEG READING. VERIFY THAT WITH THE STEERING WHEEL LEVEL / STRAIGHT & FRONT WHEELS STRAIGHT THAT THE ANGLE READS NEAR 0┬▒. IF IT'S FOUND TO BE OFF, THEN REMOVE THE STEERING WHEEL AND CLOCK SPRING, WHILE MONITOR MVB MANUALLY ROTATE THE CLOCK SPRING TO TILL IT READS NEAR 0.0┬▒, REINSTALL CLOCK SPRING & STEERING WHEEL. RETEST OPERATION OF THE CONCERN. UPDATE VTA WITH ANY FINDINGS.
4/16/2019 1:35:00 PM	WORKSHOP FINDINGS: AW 16 IS CODED CORRECTLY.
4/16/2019 2:05:00 PM	RECALABRATE CLOCKSPRING RETEST RESET BASIC SETTINGS OK
4/16/2019 5:42:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVWBM7AJ9DW[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Golf, 2013		
Report Date	4/17/2019	Incident Date	N/A
Mileage	67,770		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/17/2019 1:12:00 PM	AFTER 23U3 ENGINE CODE OF P1647 CHECK CODING/VERSION OF CONTROL MODULE DRIVETRAIN. TRIED TO PREFORM CODING AGAIN BUT IT SAYS ITS CURRENT
4/17/2019 1:12:00 PM	ISSUE OPENED BY DEALERSHIP
4/17/2019 1:18:00 PM	.
4/17/2019 1:18:00 PM	CUSTOMER COMMENTS: GLOW PLUG LIGHT IS ON AFTER 23U3.
4/17/2019 1:18:00 PM	WORKSHOP FINDINGS: FAULT P1647 IS STORED AFTER UPDATE.
4/17/2019 1:26:00 PM	IF THERE ARE ANY QUESTIONS REGARDING COVERAGE, PLEASE CONTACT THE WARRANTY HELPLINE AT 866-306-8447 PRIOR TO PERFORMING ANY REPAIRS.
4/17/2019 1:26:00 PM	SPOKE WITH TECHNICIAN, CLOCK SPRING WAS REPLACED WHILE IN SERVICE. ADVISE TECHNICIAN TO COMPLETE CODING OF CLOCK AW 16. IF ONLINE CODING DOES NOT COMPLETE SUCCESSFULLY, THEN SO TO THE SPECIAL FUNCTIONS TAB. PERFORM CONTROL MODULE SOFTWARE CONFIGURATION OF AW 16. THEN COMPLETE FES FUNCTION CLEARING RESTORE OF AW 16. CLEAR FAULTS THROUGH CONTROL MODULE OBD AND REEVALUATE.
4/23/2019 11:03:00 AM	ATTEMPTED TO CONTACT DEALER AND TECH. BOTH UNAVAILABLE.
4/24/2019 8:04:00 AM	PROGRAMED CLOCK SPRING AND THEN CODE IS GONE
4/24/2019 8:53:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAA7A35JC[redacted]
Owner Or Fleet	[redacted]	VIRGINIA BEACH, VA, [redacted]	Phone #: N/A
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	4/22/2019	Incident Date	N/A
Mileage	31,140		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/22/2019 4:11:00 PM	ISSUE OPENED BY DEALERSHIP
4/22/2019 4:11:00 PM	REPLACED CLOCKSPRING DUE TO AIRBAG LIGHT ON AND HORN INOP. REPLACED WITH SAME PART NUMBER THAT WAS INSTALLED 5K0-953-569-BC | CAN NOT CODE MODULE. WILL NOT ACCEPT CODING. KEEP GETTING ERROR CODE
4/22/2019 4:23:00 PM	CUSTOMER COMMENTS: REPLACED CLOCKSPRING DUE TO AIRBAG LIGHT ON AND HORN INOP.
4/22/2019 4:23:00 PM	UNDER THE SPECIAL FUNCTIONS TAB, RUN THE TEST PLAN FOR ΓÇ£KS MASTER-GATEWAY CONNECTION SYSTEMSΓÇ¥ OR ΓÇ£KS MASTER-INSTRUMENT PANEL COMBINED SYSTEMSΓÇ¥ AFTER THAT SELECT "CTRL. MODULE SOFTWARE CONFIGURATION" ON AW 16 MODULE. ONCE THE TEST PLAN FINISHES, THEN RUN FES ΓÇ£FUNCTION CLEARING SYSTEM (FES)ΓÇ¥, SELECTING #2 ΓÇ£RE-CREATE FUNCTIONΓÇ¥ OR "RESTORE FUNCTION". VERIFY THAT THE CORRECT PART NUMBER IS INSTALLED AND UPDATE THE VTA AND ADVISE.
4/22/2019 4:23:00 PM	WORKSHOP FINDINGS: REPLACED WITH SAME PART NUMBER THAT WAS INSTALLED 5K0-953-569-BC | | CAN NOT CODE MODULE. WILL NOT ACCEPT CODING. KEEP GETTING ERROR CODE
4/22/2019 4:26:00 PM	PERFORMED CODING MANUALLY FROM OLD GFF LOG, THANKS
4/22/2019 4:38:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAT7A38FC[redacted]
Owner Or Fleet	[redacted] NEW YORK, NY, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	4/30/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/30/2019 3:27:00 PM	ISSUE OPENED BY DEALERSHIP
4/30/2019 3:27:00 PM	VEHICLE ASKING FOR CODING. NOT ABLE TO PERFORM CODING
4/30/2019 3:44:00 PM	CUSTOMER COMMENTS: VEHICLE ASKING FOR CODING.
4/30/2019 3:44:00 PM	HAD TECH RUN THE ONLINE CODING FOR AW16, WARNING LIGHT WENT OUT. ADVISED TECH TO FINISH THE BASIC SETTINGS. IF THE FAULT RETURNS TO UPDATE WITH A NEW GFF LOG AND CALL BACK IN.
4/30/2019 3:44:00 PM	PERFORM ONLINE CODING ON ADDRESS 16 AND VEHICLE IS NOW PERFORMING AS PER DESIGN
4/30/2019 3:44:00 PM	WORKSHOP FINDINGS: NOT ABLE TO PERFORM CODING
4/30/2019 3:54:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVWHP7ANXAE[redacted]
Owner Or Fleet	UNKNOWN, [redacted] GAITHERSBURG, MD, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, CC, 2010		
Report Date	4/30/2019	Incident Date	N/A
Mileage	139,031		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/30/2019 5:10:00 PM	CUSTOMER STATES HORN INOPERATIVE AS WELL AS AIRBAG LIGHT ON AND STEERING WHEEL BUTTONS. REPLACED THE CLOCK SPRING AND CODED THE CONTROL MODULE. HOWEVER, AIRBAG LIGHT WON'T CLEAR AND STEERING LIGHT AND TRACTION LIGHT ARE ON. HORN IS STILL INOPERATIVE.
4/30/2019 5:10:00 PM	ISSUE OPENED BY DEALERSHIP
4/30/2019 5:22:00 PM	AS PER THE TECHNICIAN, THE REPLACEMENT PART NUMBER OF THE ACTUAL J527 IS: 5K0-953-569-T, BUT THE BOX ENDS IN A SUFFIX OF "AS". ADVISED THE TECHNICIAN THAT THE REPLACEMENT COMPONENT APPEARS TO BE MIS-BOXED AND SHOULD BE REPLACED WITH THE LATEST SUPERSESSION PART NUMBER. ONCE REPLACED, PLEASE CLEAR THE FAULT MEMORY AND NOTE IF ANY RETURN. IF COMPLETED OR THE CUSTOMER TAKES THE VEHICLE, PLEASE UPDATE AND CLOSE THE VTA WITH THE REPAIRS PERFORMED.
4/30/2019 5:22:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES HORN INOPERATIVE AS WELL AS AIRBAG LIGHT ON AND STEERING WHEEL BUTTONS.
4/30/2019 5:22:00 PM	WORKSHOP FINDINGS: REPLACED THE CLOCK SPRING AND CODED THE CONTROL MODULE. HOWEVER, AIRBAG LIGHT WON'T CLEAR AND STEERING LIGHT AND TRACTION LIGHT ARE ON. HORN IS STILL INOPERATIVE.
4/30/2019 6:03:00 PM	PUT IN THE CORRECT CLOCK SPRING PART NUMBER AND EVERYTHING WORKED. THANKS ERIC.
4/30/2019 6:50:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBP7A3XDC[redacted]
Owner Or Fleet	[redacted]	GREENSBORO, NC, [redacted]	Phone #: N/A
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	5/6/2019	Incident Date	N/A
Mileage	138,356		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/6/2019 1:57:00 PM	RECOMMEND REPLACING CLOCK SPRING
5/6/2019 12:00:00 AM	SRS module stores driver airbag igniter fault, | Recommend replacing the spiral spring - 2 previous visits found hair inside spiral spring. Removed airbag, steering wheel, removed and replaced clock spring, coded module, verified repair. | Replace spiral spring
5/6/2019 9:15:00 AM	ISSUE OPENED BY DEALERSHIP
5/6/2019 9:15:00 AM	SRS MODULE STORES DRIVER AIRBAG IGNITER FAULT, REMOVED AIRBAG, STEERING WHEEL, REMOVED AND REPLACED CLOCK SPRING, CODED MODULE, VERIFIED REPAIR.
5/8/2019 8:08:00 AM	REPLACED CLOCK SPRING, TEST DROVE, NO FAULTS RETURNED.
5/9/2019 3:42:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVWBP7AN1DE[redacted]
Owner Or Fleet	[redacted] CRANSTON, RI, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	5/8/2019	Incident Date	N/A
Mileage	66,769		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/8/2019 3:38:00 PM	CUSTOMER IS IN WITH A AIR BAG LIGHT, FOUND CLOCK SPRING TO BE FAULTY. REPLACED CLOCK SPRING, PERFORMED CODING AND BASIC SETTINGS. ATTEMPTED TO RUN THE ACTIVATING CRUISE CONTROL TEST PLAN. TEST PLAN SAYS THAT ACTIVATION IS THROUGH CODDING. CODDED 01 ECM, BUT FAULT P1698 STEERING CONTROL ELECTRONICS READ OUT DTC WILL NOT CLEAR. CHECK TO MAKE SURE 01 AND 16 SOFTWARE IS UP TO DATE AND PROPERLY CODDED. ALSO RAN SOFTWARE CONFIGURATION ON BOTH 01 AND 16. STILL CRUISE CONTROL IS INOP. ANY HELP WOULD BE APPRECIATED, THANK YOU.
5/8/2019 3:38:00 PM	ISSUE OPENED BY DEALERSHIP
5/8/2019 4:39:00 PM	CUSTOMER COMMENTS: CUSTOMER IS IN WITH A AIR BAG LIGHT ON.
5/8/2019 4:39:00 PM	THANK YOU FOR CREATING THE WEB VTA ON THE CC. ADVISE THE TECHNICIAN BASED ON A PRIOR LOG THE ORIGINAL J527 WAS A T SUFFIX, RECOMMEND TO INSTALL A J527 WITH AN "AS" SUFFIX, IT APPEARS CURRENTLY INSTALLED IS AR. PLEASE CHECK THE LASTED PARTS INFORMATION IN ETKA. UPDATE VTA WITH FINDINGS.
5/8/2019 4:39:00 PM	WORKSHOP FINDINGS: FOUND CLOCK SPRING TO BE FAULTY. REPLACED CLOCK SPRING, PERFORMED CODING AND BASIC SETTINGS. ATTEMPTED TO RUN THE ACTIVATING CRUISE CONTROL TEST PLAN. TEST PLAN SAYS THAT ACTIVATION IS THROUGH CODDING. CODDED 01 ECM, BUT FAULT P1698 STEERING CONTROL ELECTRONICS READ OUT DTC WILL NOT CLEAR. CHECK TO MAKE SURE 01 AND 16 SOFTWARE IS UP TO DATE AND PROPERLY CODDED. ALSO RAN SOFTWARE CONFIGURATION ON BOTH 01 AND 16. STILL CRUISE CONTROL IS INOP.
5/9/2019 8:50:00 AM	INSTALLED AS CLOCK SPRING, PERFORMED CODDING AND BASIC SETTINGS. CRUISE CONTROL NOW WORKS. THANK YOU.
5/9/2019 8:53:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAA7A39JC[redacted]
Owner Or Fleet	[redacted] VIRGINIA BEACH, VA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	5/16/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/16/2019 11:43:00 AM	AIR BAG LIGHT ON FOUND STEERING COLOUMN MODULE FAILED // REPLACED AND NOW WHEN TRYING TO CODE IT TELLS THE WRONG ONE IS IN THE CAR PART # IS THE SAME AS THE ONE THAT CAME OUT HELP ?
5/16/2019 11:43:00 AM	ISSUE OPENED BY DEALERSHIP
5/16/2019 12:06:00 PM	ADVISED THE TECH TO INSTALL THE OLD J527 MODULE AND THEN GET CODING FROM OBD UNDER THE J527 HE WILL DROP DOWN TO GET CODING FOR THE J453 STEERING CONTROLS THEN CODE THE NEWJ527 TO THIS.
5/16/2019 12:06:00 PM	CUSTOMER COMMENTS: AIR BAG LIGHT ON
5/16/2019 12:06:00 PM	WORKSHOP FINDINGS: FOUND STEERING COLOUMN MODULE FAILED // REPLACED AND NOW WHEN TRYING TO CODE IT TELLS THE WRONG ONE IS IN THE CAR PART # IS THE SAME AS THE ONE THAT CAME OUT HELP ?
5/16/2019 3:15:00 PM	INSTALLED OLD J527 AND FOUND THAT CODING OF J453 WAS THE SAME WITH BOTH J527'S // FOUND THAT CODING OF OLD J527 WAS DIFFERENT THAN THE NEW ONE // INPUT CODING FROM OLD ONE IN NEW J527 AND WAS ABLE TO CLEAR FAULTS | CODING WAS 08,92,C4,00,08
5/16/2019 3:29:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGRV7AX5HK[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	5/29/2019	Incident Date	N/A
Mileage	13,225		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/29/2019 6:17:00 PM	ISSUE OPENED BY DEALERSHIP
5/29/2019 6:17:00 PM	VEHICLE CAME IN AND CUSTOMER STATES STEERING WHEEL BUTTONS DO NOT WORK/ AIR BAG LIGHT IS ON. FOUND BUTTONS DO NOT WORK/ HORN DOESN'T WORK. FOLLOW TEST PLAN DETERMINE THE SPIRAL SPRING HAS FAILED. ORIGINAL SPIRAL SPRING PART # 5K0953569AP INSTALL NEW SPIRAL SPRING WITH PART #5K0953569AL PERFORM CODING AND VEHICLE IS HAVING FAULTS FOR STEERING COLUMN AND SHIFTER HOUSING. EPC LIGHT IS ON ALSO. ASKED PARTS IF THEIR IS A CONVERSION SVM FOR VEHICLE. PARTS STATES NO. PLEASE ADVISE ON REPAIR
5/29/2019 6:22:00 PM	ADVISED THE TECH TO MANUALLY CODE AW 16 TO 11 0A 14 00 00 AND RETEST. THEN ADVISED IF THE CONCERN IS STILL PRESENT TO HAVE THEIR PARTS DEPARTMENT ORDER THE SAME PART NUMBER CLOCK SPRING REMOVED OR NEWER.
5/29/2019 6:22:00 PM	CUSTOMER COMMENTS: VEHICLE CAME IN AND CUSTOMER STATES STEERING WHEEL BUTTONS DO NOT WORK/ AIR BAG LIGHT IS ON.
5/29/2019 6:22:00 PM	WORKSHOP FINDINGS: FOUND BUTTONS DO NOT WORK/ HORN DOESN'T WORK. FOLLOW TEST PLAN DETERMINE THE SPIRAL SPRING HAS FAILED. ORIGINAL SPIRAL SPRING PART # 5K0953569AP INSTALL NEW SPIRAL SPRING WITH PART #5K0953569AL PERFORM CODING AND VEHICLE IS HAVING FAULTS FOR STEERING COLUMN AND SHIFTER HOUSING. EPC LIGHT IS ON ALSO. ASKED PARTS IF THEIR IS A CONVERSION SVM FOR VEHICLE. PARTS STATES NO. PLEASE ADVISE ON REPAIR
6/3/2019 5:30:00 PM	PERFORM MANUAL CODING BUTTONS WORK/ FAULT FOR J500 WILL NOT GO AWAY. TRY TO ORDER SAME PART THAT CAME OF VEHICLE AND DOES NOT EXIST. PER PARTS DEPARTMENT. ORIGINAL PART NUMBER IS 5K0953569AP. PARTS DEPARTMENT IS STATING THAT 5K0953569AL IS THE ONLY ONE AVAILABLE FOR VEHICLE?
6/3/2019 5:42:00 PM	CENTER STEERING WHEEL (┬▒10┬▒) AND HOLD IT CENTERED FOR 5 SECONDS. TURN STEERING WHEEL COMPLETELY TO THE RIGHT, PUSHING ON THE END STOPS AND HOLD THERE FOR 10 SECONDS. TURN STEERING WHEEL COMPLETELY TO THE LEFT, PUSHING ON THE END STOPS AND HOLD THERE FOR 10 SECONDS. CENTER STEERING WHEEL (┬▒10┬▒). SWITCH OFF ENGINE AND IGNITION. SWITCH ON IGNITION. WAIT 5 SECONDS. STEERING ASSIST WARNING LAMP SHOULD TURN OFF. IF NOT, PERFORM A SHORT TEST DRIVE.
6/3/2019 6:12:00 PM	PERFORM SHORT ROAD TEST AND ATTEMPTED TO PERFORM BASIC SETTING AND STEERING WHEEL LIGHT IS STILL ON PLEASE ADVISED
6/4/2019 2:20:00 PM	AS PER UPDATE. D2
6/4/2019 8:50:00 AM	THANKS FOR THE UPDATE, PLEASE CALL BACK IF FURTHER ASSISTANCE IS REQUIRED.
6/6/2019 2:25:00 PM	CAN NOT PERFORM BASIC SETTING FOR G85. WILL NOT SET AND STEERING WHEEL LIGHT STAYS ON CLUSTER AS WELL
6/6/2019 2:25:00 PM	REPLACE SPIRIAL CLOCK SPRING AGAIN WITH PART # 5K0953569AS DID NOT ACCEPT ANY CODING DETERMINED THAT CLOCK SPRNG IS NOT FOR VEHICLE. INSTALL ANOTHER CLOCK SPRING PART # 5K0953569AL PERFORM CODING AND MANUAL CODING. ACCEPTED. NEW FAULT EMERGED U0429 INVALID DATA RECIEVED FROM STEERING COLUMN CONTROL MODULE AND STEERING ASSISTANCE OPERATION. FOLLOW TEST PLAN. TEST PLAN STATES TO REPLACE J500

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGRV7AX5HK[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	5/29/2019	Incident Date	N/A
Mileage	13,225		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

6/6/2019 2:33:00 PM	ASKED THE TECH TO CALL THE PARTS AT 800-767-6552 AND SEE WHY THE PART HAS GONE DOWN IN PART #.
6/6/2019 2:51:00 PM	CALLED PARTS HELPLINE. STATES 5K0953569AL IS THE CORRECT PART NUMBER FOR VEHICLE AND ALSO THAT PARTS DOES NOT NECESSARY FOLLOW ABC ORDER. STEERING WHEEL LIGHT IS STILL ON. PLEASE ADVISE.
6/6/2019 3:12:00 PM	TELEDIAGNOSED TO TRY AND SET THE G85. ENDED UP CHECKING MVB IN AW 16 AND FOUND THE CLOCK SPRING INDEXED 365 DEG OFF. AD VISED THE TECHNICIAN TO RE INDEX THE CLOCK SPRING AND SET BASIC SETTINGS ON THE G85.
6/7/2019 4:44:00 PM	PERFORM RE INDEX THE CLOCK SPRING AND SET BASIC SETTINGS ON THE G85 AND ROAD TEST VEHICLE NO LIGHT RETURN OR ERROR MESSAGES WILL RELEASE VEHICLE BACK TO CUSTOMER
6/7/2019 4:46:00 PM	THANKS
6/7/2019 4:55:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VWB17AJ5EM[redacted]
Owner Or Fleet	[redacted] CUBA, NY, [redacted]	Phone #: N/A	
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	6/7/2019	Incident Date	N/A
Mileage	32,367		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/6/2019 8:03:00 PM	HORN DOES NOT WORK(CAN ACTUATE USING OUTPUT DIAG MODE)GFF DOES NO COMMUNICATE WITH DOOR CMS-SEAMS LIKE LIN BUS ISSUE-NO GFF LOG FROM PDI-START DISCONNECTING CMS ON LIN BUS?
6/6/2019 8:03:00 PM	ISSUE OPENED BY DEALERSHIP
6/7/2019 9:49:00 AM	BASED ON TECHNICIANS FINDINGS SO FAR, ADVISE TECH TO DOUBLE CHECK THE SC 27 AND OR SC 35 FUSE. ALSO CHECK THE LIN BUS SIGNAL FROM THE J519 TO THE J350. LIN WIRE SHOULD HAVE 2 VOLTS LESS THAN BATTERY VOLTAGE. TECH CAN CHECK AT THE WHEEL SIDE OF THE CLOCK SPRING AT T12K/9 AND ON THE BACK SIDE OF THE SPRING AT T16K/8. IF NO VOLTAGE FOUND CHECK AT THE J519 ON T73B/17. ALSO INSPECT FOR POSSIBLE MISSING LIN CIRCUIT. IF NO VOLTAGE ON LIN CIRCUIT DISCONNECT COMPONENTS UNTIL J519 LIN OUTPUT IS RESTORED. IF LIN VOLTAGE IS PRESENT AT CLOCK SPRING AND NOT ON INFLATOR SIDE, SUSPECT INTERNAL OPEN IN CLOCKING AND REPLACE AS NEEDED AND RE-TEST FOR CUSTOMER CONCERN. UPDATE VTA WITH FINDINGS AND CALL BACK IN IF FURTHER TECHNICAL ASSISTANCE IS NEEDED.
6/7/2019 9:49:00 AM	CUSTOMER COMMENTS: CUSTOMER STATES HORN DOES NOT WORK
6/7/2019 9:49:00 AM	WORKSHOP FINDINGS: (CAN ACTUATE USING OUTPUT DIAG MODE)GFF DOES NO COMMUNICATE WITH DOOR CMS-SEAMS LIKE LIN BUS ISSUE-NO GFF LOG FROM PDI-START DISCONNECTING CMS ON LIN BUS? | | | STEERING WHEEL CONTROLS ALSO INOPERATIVE.
6/8/2019 11:56:00 AM	LIN BUS HAD 9.8 VOLTS-T12K/9 HAD 12.3-REPLACED CLOCK SPRING-REPAIR SUCCESSFUL
6/8/2019 4:17:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVWJK7AN5AP[redacted]
Owner Or Fleet	[redacted]	SPOTSYLVANIA, VA, [redacted]	Phone #: N/A
Make, Model, Model Year	Volkswagen, Passat (Germany), 2010		
Report Date	6/10/2019	Incident Date	N/A
Mileage	73,221		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/10/2019 8:35:00 AM	ISSUE OPENED BY DEALERSHIP
6/10/2019 8:35:00 AM	VEHICLE CAME IN WITH CONCERN OF AIRBAG LIGHT ON AGAIN. SCANNED THE VEHICLE AND FOUND IT TO HAVE THE 588 FAULT FOR LOWER LIMIT NOT REACHED. WHEN THE VEHICLE WAS HERE IN MARCH THE CLOCKSPRING WAS FOUND TO BE FAULTY. WHEN THE IGNITER WAS UNPLUGGED AND THEN PLUGGED BACK IN THE FAULT CHANGED FROM STATIC TO INTERMITTENT. THE 69Q9 RECALL WAS COMPLETED IN AUGUST OF 2018. CURIOUS IF THIS IS MORE THAN LIKELY A HARNESS OR THE IGNITER ITSELF OR POSSIBLY BOTH.
6/10/2019 8:40:00 AM	CUSTOMER COMMENTS: VEHICLE CAME IN WITH CONCERN OF AIRBAG LIGHT ON AGAIN.
6/10/2019 8:40:00 AM	SINCE CLOCK SPRING WAS REPLACE RECENTLY AND FAULT CHANGED WHEN UNPLUGGING AND PLUGGING BACK IN, RECOMMEND TO REPLACE THE IGNITER. IF THERE ARE ANY QUESTIONS REGARDING COVERAGE, PLEASE CONTACT THE WARRANTY HELPLINE PRIOR TO PERFORMING ANY REPAIRS. (1-866-306-8447).
6/10/2019 8:40:00 AM	WORKSHOP FINDINGS: SCANNED THE VEHICLE AND FOUND IT TO HAVE THE 588 FAULT FOR LOWER LIMIT NOT REACHED. WHEN THE VEHICLE WAS HERE IN MARCH THE CLOCK SPRING WAS FOUND TO BE FAULTY. WHEN THE IGNITER WAS UNPLUGGED AND THEN PLUGGED BACK IN THE FAULT CHANGED FROM STATIC TO INTERMITTENT. THE 69Q9 RECALL WAS COMPLETED IN AUGUST OF 2018. CURIOUS IF THIS IS MORE THAN LIKELY A HARNESS OR THE IGNITER ITSELF OR POSSIBLY BOTH.
6/13/2019 1:56:00 PM	REPLACED IGNITER TEST DROVE NO FAULTS RETURNED | |
6/13/2019 3:04:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWJM7A39JC[redacted]
Owner Or Fleet	[redacted]ANNANDALE, NJ, [redacted]Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	6/11/2019	Incident Date	N/A
Mileage	5,137		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/11/2019 1:00:00 PM	ISSUE UPDATED
6/11/2019 11:13:00 AM	2018 PASSAT I REPLACED CLOCKSPRING DUE TO DEFECT AND NOW IT WILL NOT CODE TO VEHICLE. HORN WORKS AND SOME OF STEERING WHEEL CONTROLS WORK BUT ERROR IN MFI FOR CRUISE CONTROL.
6/11/2019 11:13:00 AM	ISSUE OPENED BY DEALERSHIP
6/11/2019 11:22:00 AM	ADVISED THE TECH TO MANUALLY CODE AW 16 TO 00 12 44 00 08 THROUGH OBD AND RETEST. IF THE CONCERN IS STILL PRESENT ADVISED THE TECH TO GET WITH PARTS HELPLINE AND SEE IF THE CLOCKSPRING PART NUMBER INSTALLED IS CORRECT AS THE PART NUMBER SUFFIX WENT BACKWARDS FROM WHAT WAS INSTALLED. ADVISED TO SEE IF THE PART NUMBER THAT WAS REMOVED CAN BE ORDERED OR NEWER.
6/11/2019 11:22:00 AM	CUSTOMER COMMENTS: 2018 PASSAT I REPLACED CLOCKSPRING DUE TO DEFECT AND NOW IT WILL NOT CODE TO VEHICLE.
6/11/2019 11:22:00 AM	WORKSHOP FINDINGS: HORN WORKS AND SOME OF STEERING WHEEL CONTROLS WORK BUT ERROR IN MFI FOR CRUISE CONTROL.
6/11/2019 12:01:00 PM	CODED MODULE MANUALLY AND ALL FUNCTIONS WORK NOW AND NO FAULTS RETURNED.

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAS7A36GC[redacted]
Owner Or Fleet	[redacted] WATERLOO, IA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	6/14/2019	Incident Date	N/A
Mileage	18,755		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/14/2019 2:37:00 PM	CUSTOMER STATES AIRBAG LIGHT ON FOUND CODE B10001B DRIVER AIRBAG IGNITER RESISTANCE HIGH ALSO FOUND THAT BUTTONS ON SIDE OF STEERING WHEEL DO NOT WORK AND HORN DOES NOT WORK BELIEVE THE CLOCK SPRING IS OUT ANY OTHER CONCERNS THAT COULD CAUSE THIS
6/14/2019 2:37:00 PM	ISSUE OPENED BY DEALERSHIP
6/14/2019 2:50:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES AIRBAG LIGHT ON
6/14/2019 2:50:00 PM	THE TECH HAS INSPECTED THE WIRING AT THE CLOCK SPRING (OK). ADVISED THE TECH TO REPLACE THE CLOCK SPRING AND RETEST. THIS WAS THE FIX IN LIKE VTA CASES.
6/14/2019 2:50:00 PM	WORKSHOP FINDINGS: FOUND CODE B10001B DRIVER AIRBAG IGNITER RESISTANCE HIGH ALSO FOUND THAT BUTTONS ON SIDE OF STEERING WHEEL DO NOT WORK AND HORN DOES NOT WORK BELIEVE THE CLOCK SPRING IS OUT ANY OTHER CONCERNS THAT COULD CAUSE THIS
6/14/2019 3:03:00 PM	ORDERED CLOCK SPRING CUSTOMER WILL RETURN FOR REPAIR
6/14/2019 5:31:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VWDX7AJ2DM[redacted]
Owner Or Fleet	[redacted] PACE, FL, [redacted]	Phone #: N/A	
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	6/27/2019	Incident Date	N/A
Mileage	33,765		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/27/2019 1:07:00 PM	ADVISED TECH TO VERIFY POWER, GROUND AND CONNECTIONS. MAKE SURE THERE ARE NO DAMAGED PINS ON THE NEWLY INSTALLED CLOCK SPRING. IF ALL OK REPLACE THE CLOCK SPRING.
6/27/2019 1:07:00 PM	CUSTOMER COMMENTS: CUSTOMER CONCERN IS NOISE WHEN TURNING THE STEERING WHEEL BEHIND THE AIR BAG,
6/27/2019 1:07:00 PM	WORKSHOP FINDINGS: AND KEY HARD TO TURN IN THE IGNITION.. I REPLACED THE LOCK HOUSING.. CONCERN CORRECTED.. I REPLACED THE CLOCK SPRING DUE TO RIBBON NOISE AND CORRECTED THAT CONCERN.. THE CLOCK SPRING DOES NOT READ, IVE DONE SOFTWARE CONFIG ON THE ABS AND GATEWAY.. NO READ,, I PLUG THE OLD ONE BACK IN AND IT READS.. IS THERE A CODE ISSUE OR DO I HAVE A BAD CLOCK SPRING? THIS APPERAS TO BE A SLAVE MODUAL..
6/27/2019 12:50:00 PM	CUSTOMER CONCERN IS NOISE WHEN TURNING THE STEERING WHEEL BEHIND THE AIR BAG, AND KEY HARD TO TURN IN THE IGNITION.. I REPLACED THE LOCK HOUSING.. CONCERN CORRECTED.. I REPLACED THE CLOCK SPRING DUE TO RIBBON NOISE AND CORRECTED THAT CONCERN.. THE CLOCK SPRING DOES NOT READ, IVE DONE SOFTWARE CONFIG ON THE ABS AND GATEWAY.. NO READ,, I PLUG THE OLD ONE BACK IN AND IT READS.. IS THERE A CODE ISSUE OR DO I HAVE A BAD CLOCK SPRING? THIS APPERAS TO BE A SLAVE MODUAL..
6/27/2019 12:50:00 PM	ISSUE OPENED BY DEALERSHIP
6/28/2019 2:57:00 PM	WE GOT A BAD CLOCKSPRING OUT OF THE BOX... THE NEW ONE FIXED IT..
6/28/2019 4:17:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV7AX2HK[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	7/2/2019	Incident Date	N/A
Mileage	37,522		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/2/2019 1:27:00 PM	AFTER REPLACING CLOCK SPRING CAN NOT GET THE G85 TO SET PLEASE CHECK AND ADVISE.
7/2/2019 1:27:00 PM	ISSUE OPENED BY DEALERSHIP
7/2/2019 1:47:00 PM	CUSTOMER COMMENTS: THE CUSTOMER STATES THE AIRBAG LIGHT IS ILLUMINATED.
7/2/2019 1:47:00 PM	THANKS FOR CREATING THE VTA. IN AW-44/STEERING RACK, PLEASE GO TO CONTROL MODULE OBD AND SELECT THE OPTION FOR ADAPTATIONS. ONCE THERE SELECT CHANNEL 9 AND NOTE IF THE VALUE IS A "1" OR A "0". IF IT IS A VALUE OF "0", PLEASE CHANGE THIS TO A VALUE OF "1" AND ATTEMPT THE BASIC SETTINGS ONCE AGAIN.
7/2/2019 1:47:00 PM	WORKSHOP FINDINGS: AFTER REPLACING CLOCK SPRING CAN NOT GET THE G85 TO SET PLEASE CHECK AND ADVISE.
7/2/2019 1:58:00 PM	FUNCTION NOT AVAIL. WHEN IN OBD 44 ADDRESS 9
7/2/2019 2:02:00 PM	THANKS FOR THE UPDATE. UNDER CONTROL MODULE OBD FOR AW-44, IS THERE AN OPTION FOR ADAPTATIONS?
7/2/2019 2:06:00 PM	ADAPTIONS BUT SAYS NOT AVAIL.
7/2/2019 2:08:00 PM	THANKS FOR THE UPDATE. PLEASE START BY RESTARTING THE SCAN TOOL COMPLETELY AND THEN START A FRESH SESSION OF ODIS. ONCE PERFORMED, PLEASE NOTE IF YOU ARE NOW ABLE TO ACCESS THE ADAPTATIONS IN AW-44.
7/2/2019 3:29:00 PM	ADVISED THAT THERE USUALLY IS NO ISSUES WITH THIS MODEL VEHICLE. ADVISED TO CHECK ADAPTION CHANNEL 3 IN AW44 COULD NOT NEED A ACCESS AUTH CODE. ADVISED THAT WITH THE FAULTS SET AND SEEING THAT THERE WERE NO ISSUES BEFORE THE REPLACEMENT REPLACE THE J527 AGAIN AND REEVALUATE.
7/3/2019 4:42:00 PM	INSTALLLED NEW CLOCK SPRING AND ADPATED AS DESIGNED.
7/3/2019 5:47:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VW2A7AU7FM[redacted]
Owner Or Fleet	[redacted] SANTA FE, NM, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Golf, 2015		
Report Date	7/5/2019	Incident Date	N/A
Mileage	41,677		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521P		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/5/2019 4:36:00 PM	CUSTOMER INSTALLED NEW BATTERY HIMSELF. STEERING WHEEL CONTROLS NOT FUNCTIONING, NO HORN, NO CRUISE, AIR BAG ERROR AND TRANSMISSION ERROR MESSAGES IN MFI. SCANNED VEHICLE FOUND MULTIPLE FAULTS FOR LOW VOLTAGE CONDITION. SENT LOG, CLEARED FAULTS AND FAULTS REMAIN STATIC FOR TRANSMISSION AND ENGINE LOSS OF COMMUNICATION TO STEERING COLUMN CONTROL MODULE, CHECKED SC9 FUSE. SC9 FUSE OK.
7/5/2019 4:36:00 PM	ISSUE OPENED BY DEALERSHIP
7/5/2019 4:45:00 PM	ADVISED THE TECH TO CHECK THE CONNECTION AT THE CLOCK SPRING IF IT APPEARS OK HE WILL REPLACE THE CLOCK SPRING AND THEN RETEST.
7/5/2019 4:45:00 PM	CUSTOMER COMMENTS: CUSTOMER INSTALLED NEW BATTERY HIMSELF.
7/5/2019 4:45:00 PM	WORKSHOP FINDINGS: STEERING WHEEL CONTROLS NOT FUNCTIONING, NO HORN, NO CRUISE, AIR BAG ERROR AND TRANSMISSION ERROR MESSAGES IN MFI. SCANNED VEHICLE FOUND MULTIPLE FAULTS FOR LOW VOLTAGE CONDITION. SENT LOG, CLEARED FAULTS AND FAULTS REMAIN STATIC FOR TRANSMISSION AND ENGINE LOSS OF COMMUNICATION TO STEERING COLUMN CONTROL MODULE, CHECKED SC9 FUSE. SC9 FUSE OK.
7/5/2019 5:54:00 PM	CHECKED PINS 1 AND 2 FOR POWER AND GROUND ON CLOCK SPRING CONNECTOR T16R, BATTERY VOLTAGE MEASURED AT CONNECTOR. ATTEMPTED TO CODE THE STEERING COLUMN ELECTRONICS CONTROL MODULE. MODULE SUCCESSFULLY CODED, BUT PROBLEM STILL REMAINS. ***VEHICLE IN SHOP FOR 23Y8 RECALL, CAN I PERFORM THE CAMPAIGN AT WHILE WAITING ON PART?***
7/5/2019 6:17:00 PM	ADVISED THE TECH TO CONTINUE WITH THE PREVIOUS RECOMMENDATION AND REPLACE THE CLOCK SPRING.
7/9/2019 6:23:00 PM	REPLACED CLOCK SPRING, AND PERFORMED ONLINE CODING. CLEARED ALL FAULTS, VEHICLE WORKING AS DESIGNED. THANK YOU FOR YOUR HELP WILL PROCEED WITH 23Y8
7/9/2019 7:17:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAS7A35FC[redacted]
Owner Or Fleet	[redacted]	RICHMOND, VA, [redacted]	Phone #: N/A
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	7/8/2019	Incident Date	N/A
Mileage	65,490		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/8/2019 8:44:00 AM	ISSUE OPENED BY DEALERSHIP
7/8/2019 8:44:00 AM	PERFORMED 24DR. NOW ECM HAS FAULT P1647. TEST PLAN RECOMMENDS RECODING ECM. ECM CODING SEEMS TO BE CORRECT.
7/8/2019 8:53:00 AM	ADVISED TO CODE AW16 TO 400A140000, THIS IS THE CODING FROM THE MODULE PRIOR TO THE 24DR, SEE GFF LOG FROM 07/02/2019.
7/8/2019 8:53:00 AM	CUSTOMER COMMENTS: PERFORMED 24DR.
7/8/2019 8:53:00 AM	WORKSHOP FINDINGS: NOW ECM HAS FAULT P1647. TEST PLAN RECOMMENDS RECODING ECM. ECM CODING SEEMS TO BE CORRECT.
7/8/2019 9:05:00 AM	RECODED STEERING COLUMN CONTROL MODULE
7/8/2019 9:44:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVWBA7AH5AV[redacted]
Owner Or Fleet	[redacted] SURF CITY, NJ, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Eos, 2010		
Report Date	7/8/2019	Incident Date	N/A
Mileage	68,665		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/8/2019 9:05:00 AM	CUSTOMER STATES AIRBAG LIGHT IS ON AGAIN, WHEN AIRBAG LIGHT CAME ON CRUISE CONTROL STOPPED WORKING
7/8/2019 9:05:00 AM	ISSUE OPENED BY DEALERSHIP
7/8/2019 9:17:00 AM	ADVISED THE TECHNICIAN THAT DUE TO THE FAULTS STORED, TO PLEASE REPLACE THE CLOCK SPRING ONCE AGAIN. BEFORE INSTALLING THE NEW CLOCK SPRING, PLEASE BENCH CLOCK IT TO ENSURE THAT IT IS IN THE CENTERED POSITION. ONCE INSTALLED PLEASE RETEST OPERATION. IF COMPLETED OR THE CUSTOMER TAKES THE VEHICLE, PLEASE UPDATE AND CLOSE THE VTA WITH THE REPAIRS PERFORMED.
7/8/2019 9:17:00 AM	CUSTOMER COMMENTS: CUSTOMER STATES AIRBAG LIGHT IS ON AGAIN, WHEN AIRBAG LIGHT CAME ON CRUISE CONTROL STOPPED WORKING.
7/8/2019 9:17:00 AM	WORKSHOP FINDINGS: THE TECHNICIAN HAS VERIFIED THE CUSTOMER'S CONCERN.
7/12/2019 10:47:00 AM	ISSUE UPDATED
7/12/2019 10:47:00 AM	SPOKE WITH ADVISOR, WHO REPORTED VEHICLE IS REPAIRED OR HAS LEFT THE DEALER. ADVISED THAT THE VTA TICKET WILL BE CLOSED.

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGAV7AXXHW[redacted]
Owner Or Fleet	[redacted] SAN JOSE, CA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	7/10/2019	Incident Date	N/A
Mileage	70,081		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/10/2019 1:00:00 PM	SUGGEST TO GO TO AW-44/STEERING RACK, PLEASE GO TO CONTROL MODULE OBD AND SELECT THE OPTION FOR ADAPTATIONS. ONCE THERE SELECT CHANNEL 9 AND NOTE IF THE VALUE IS A "1" OR A "0". IF IT IS A VALUE OF "0", PLEASE CHANGE THIS TO A VALUE OF "1" AND ATTEMPT THE BASIC SETTINGS ONCE AGAIN. FOR THE FAULTS, INSPECT THE HARNESS AND BUTTONS WITHIN THE STEERING WHEEL AS THE J527 CODING SEEMS TO BE CORRECT. COULD YOU PROVIDE THE LOG THAT SHOWS A INCORRECT MODULE/CODING FAULT? THE 2 I SEE ARE U108E00 IN AW#16 AND VAG00588 IN AW#15.
7/10/2019 1:52:00 PM	UNABLE TO SELECT CHANNEL 9. LOGIN REQUIRED FOR CHANNELS I COULD SELECT. P1647 STORED IN ECM AFTER NEW CLOCK SPRING INSTALLED AND STEERING ANGLE SENSOR BASIC SETTINGS PERFORMED
7/10/2019 1:58:00 PM	HELPS TO HAVE THE MOST RECENT GFF! I SUGGEST TO CODE THE J527 MANUALLY TO '110A140000'. THAT SHOULD RESOLVE THE PROBLEMS. '
7/10/2019 10:48:00 AM	ISSUE OPENED BY DEALERSHIP
7/10/2019 10:48:00 AM	USA VEHICLE. CUSTOMER MOVED TO AREA FROM STATES. CUSTOMER CAME IN WITH AIRBAG LIGHT AND STEERING WHEEL BUTTONS NOT WORKING. INSTALLED NEW CLOCK SPRING PART NUMBER 5K0953569AL. AIRBAG LIGHT AND MOST STEERING WHEEL BUTTONS FIXED. ABLE TO PERFORM BASIC SETTING FOR STEERING ANGLE SENSOR BUT UNABLE TO DO STEERING STOP POSITIONS. STEERING LIGHT WILL NOT GO OUT AND EPC LIGHT ON WITH INCORRECT MODULE/CODING DETECTED.
7/15/2019 1:46:00 PM	CODED J527 MANUALLY. ABLE TO PERFORM ALL BASIC SETTINGS AND CLEAR STEERING LIGHT
7/15/2019 1:52:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBN7A34EC[redacted]
Owner Or Fleet	[redacted] FORT LAUDERDALE, FL, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	7/15/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/15/2019 4:20:00 PM	CAR HAS ABS LIGHT ON AND CODES 1325,778 AND 2214
7/15/2019 4:20:00 PM	ISSUE OPENED BY DEALERSHIP
7/15/2019 4:25:00 PM	ADVISED THE TECHNICIAN TO REPLACE THE CLOCK SPRING.
7/15/2019 4:25:00 PM	WORKSHOP FINDINGS: TECHNICIAN STATED THAT HE HAS FOLLOWED THE TEST PLAN AND THE TEST PLAN ADVISES REPLACEMENT OF THE CLOCK SPRING.
7/19/2019 10:06:00 AM	SPOKE WITH BRENDAN, WHO REPORTED VEHICLE IS REPAIRED OR HAS LEFT THE DEALER. ADVISED THAT THE VTA TICKET WILL BE CLOSED.
7/19/2019 10:07:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAA7A30JC[redacted]
Owner Or Fleet	[redacted] AURORA, IL, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	7/19/2019	Incident Date	N/A
Mileage	16,645		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/19/2019 11:04:00 AM	ISSUE OPENED BY DEALERSHIP
7/19/2019 11:04:00 AM	THE CUSTOMER STATED THAT THE AIRBAG LIGHT IS ON. TECH VERIFIED THE CONCERN AND SCANNED VEHICLE WITH GFF AND FOUND ONE FAULT IN THE AIRBAG CONTROL MODULE, B10001B: DRIVER AIRBAG RESISTANCE TOO HIGH (STATIC). ALSO THERE IS NO COMMUNICATION WITH THE STEERING COLUMN ELECTRONICS MODULE AND THE HORN DOES NOT WORK. TECH REMOVED THE DRIVER AIRBAG, STEERING WHEEL AND STEERING COLUMN TRIM AND INSPECTED THE CLOCK SPRING. COULD NOT SEE ANY VISUAL DAMAGE TO THE CLOCKSPRING, BUT WHEN TURNING IT THERE IS A CLICKING NOISE, INDICATING THAT THE RIBBON HARNESS INTERNAL TO IT IS FAULTY. THE CLOCKSPRING HAS BEEN REPLACED TWICE BEFORE FOR THE SAME CONCERN, ONCE IN DECEMBER OF 2018 AND ONCE IN APRIL OF 2019.
7/19/2019 11:12:00 AM	ADVISED TECH TO COMPARE THE STEERING COLUMN MEASUREMENTS TO A KNOWN GOOD VEHICLE AND CHECK IN THE COLLISION REPAIR SECTION OF ELSA PRO TO VERIFY THE COLUMN SHAFT IS NOT DAMAGED. IF THERE ARE ANY QUESTIONS REGARDING COVERAGE, PLEASE CONTACT THE WARRANTY HELPLINE @ 866 306 8447, PRIOR TO PERFORMING ANY REPAIRS.
7/19/2019 11:12:00 AM	CUSTOMER COMMENTS: THE CUSTOMER STATED THAT THE AIRBAG LIGHT IS ON.
7/19/2019 11:12:00 AM	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN AND SCANNED VEHICLE WITH GFF AND FOUND ONE FAULT IN THE AIRBAG CONTROL MODULE, B10001B: DRIVER AIRBAG RESISTANCE TOO HIGH (STATIC). ALSO THERE IS NO COMMUNICATION WITH THE STEERING COLUMN ELECTRONICS MODULE AND THE HORN DOES NOT WORK. TECH REMOVED THE DRIVER AIRBAG, STEERING WHEEL AND STEERING COLUMN TRIM AND INSPECTED THE CLOCK SPRING. COULD NOT SEE ANY VISUAL DAMAGE TO THE CLOCK SPRING, BUT WHEN TURNING IT THERE IS A CLICKING NOISE, INDICATING THAT THE RIBBON HARNESS INTERNAL TO IT IS FAULTY. THE CLOCK SPRING HAS BEEN REPLACED TWICE BEFORE FOR THE SAME CONCERN, ONCE IN DECEMBER OF 2018 AND ONCE IN APRIL OF 2019.
7/19/2019 5:14:00 PM	COMPARED THE STEERING COLUMN TO A KNOWN GOOD VEHICLE AND FOUND THAT THEY ARE SIMILAR. REPLACED THE CLOCKSPRING AND VERIFIED THAT ALL OF THE FUNCTIONS RELATED TO THE STEERING COLUMN ELECTRONICS ARE WORKING PROPELRY AND RELEASED THE VEHICLE TO THE CUSTOMER.
7/19/2019 6:06:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV7AX3HK[redacted]
Owner Or Fleet	[redacted]OMAHA, NE, [redacted]hone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	7/23/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/23/2019 2:17:00 PM	CLOCK SPRING/STEERING COLUMN MODULE WAS REPLACED DUE TO FAILURE OF CLOCK SPRING RIBBON. AFTER CODING NEW MODULE, TRANSMISSION CONTROL MODULE SETS FAULT FOR CAN COMMUNICATION WITH STEERING COLUMN ELECTRONICS. GATEWAY MODULE SHOWS PROPER COMMUNICATION WITH EACH MODULE. NO OTHER FAULTS ARE STORED. VERIFIED PROPER CODING OF STEERING MODULE. FAULT WILL NOT CLEAR.
7/23/2019 2:17:00 PM	ISSUE OPENED BY DEALERSHIP
7/23/2019 2:36:00 PM	ADVISED WITH THE FAULT SETTING TO CHECK THE POWERTRAIN DATA LINE TO THE J527 IF NO ISSUES ARE NOTED REPLACE THE J527 AND REEVALUATE THE CONCERN.
7/23/2019 2:36:00 PM	CUSTOMER COMMENTS: CLOCK SPRING/STEERING COLUMN MODULE WAS REPLACED DUE TO FAILURE OF CLOCK SPRING RIBBON.
7/23/2019 2:36:00 PM	WORKSHOP FINDINGS: AFTER CODING NEW MODULE, TRANSMISSION CONTROL MODULE SETS FAULT FOR CAN COMMUNICATION WITH STEERING COLUMN ELECTRONICS. GATEWAY MODULE SHOWS PROPER COMMUNICATION WITH EACH MODULE. NO OTHER FAULTS ARE STORED. VERIFIED PROPER CODING OF STEERING MODULE. FAULT WILL NOT CLEAR.
7/24/2019 1:49:00 PM	PERFORMED SOFTWARE CONFIGURATIONS, TEST DRIVE, AND CAPACITIVE DISCHARGE. FAULT DOES NOT CLEAR.
7/24/2019 1:52:00 PM	TRANSFERRED TO JOSH'S VOICE MAIL.
7/24/2019 10:02:00 AM	ADVISED THAT SEEING BOTH A NEW AND THE OLD J527 HAVE THE ISSUE ON THE POWERTRAIN CAN AND WE CAN SEE THE MODULE COMMUNICATE LOOKING AT THE GATEWAY INFORMATION. LETS BACK OUT THE COMFORT CAN CIRCUITS TO THE J527 AND RE CHECK TO SEE. DID WE CHECK FOR VOLTAGE ON THE POWERTRAIN BUS CIRCUITS AT THE J527 IF NOT PLEASE UPDATE WITH THAT AS WELL SENDING TO LEVEL 2
7/24/2019 10:14:00 AM	ADVISED THE TECH TO SWAP A KNOWN GOOD TCM INTO THE VEHICLE AND RETEST. IF THE CONCERN IS NO LONGER PRESENT, REPLACE THE TCM.
7/24/2019 11:05:00 AM	INSTALLED KNOWN GOOD TCM. FAULT SET RIGHT AWAY AND DOES NOT CLEAR.
7/24/2019 11:11:00 AM	SENT THE TECH TO JOSH'S VM
7/24/2019 11:26:00 AM	ADVISED THE TECH TO RUN CONTROL MODULE SOFTWARE CONFIGURATION ON AW 19, AW 16, AND AW 02 AND RETEST. ADVISED IF FAULT STILL PRESENT, DRIVE THE VEHICLE A COUPLE MILES AND TRY AND CLEAR AGAIN. IF STILL PRESENT, PERFORM A CAP DISCHARGE AND TRY TO CLEAR THE FAULT. THE TECH BACKED OUT THE TERMINALS FOR THE J527 AND STILL THE FAULT WILL NOT CLEAR.
7/24/2019 2:34:00 PM	ADVISED THE TECH THIS CASE WILL BE SENT TO THE QTM FOR REVIEW... A3

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV7AX3HK[redacted]
Owner Or Fleet	[redacted] OMAHA, NE, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	7/23/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

7/24/2019 9:13:00 AM	INSPECTED CONNECTOR AT J527. NO ISSUES WITH PINS OR CONNECTOR. REMOVED AND REPLACED J527 AND CODED, BUT FAULT IN TRANSMISSION DOES NOT GO AWAY.
7/24/2019 9:20:00 AM	ADVISED THE TECHNICIAN TO INSTALL THE ORIGINAL MODULE AND SEE IF THE FAULT CLEARS.
7/24/2019 9:37:00 AM	INSTALLED ORIGINAL MODULE(AJ). FAULT IS STILL STATIC AND COMES RIGHT BACK AFTER CLEARING.
7/24/2019 9:57:00 AM	TALKED TO BILL WEBER. DOESN'T APPEAR HE PUT NOTES IN. BILL HAD ME REMOVE COMFORT CAN WIRES FROM J527 TO MAKE SURE CAN SIGNAL DROPS OUT FROM GATEWAY MEASURED VALUE BLOCKS. ALSO STATED THAT IT WOULD BE ESCALATED TO LEVEL 2 WITH SCOTT KENNEDY.
7/25/2019 8:46:00 AM	ISSUE UPDATED
7/31/2019 5:25:00 PM	INSPECTED VEHICLE 3 FAULTS STEERING WHEEL CONTROL MODULE NO COMMUNICATION AND CAN BUS POWERTRAIN NO COMMUNICATION. POSSIBLE J527 STEERING WHEEL CONTROL POSSIBLE BAD NEW PART. TECH TO INSTALL NEW J527 RECODE AND ADVISE
7/31/2019 8:50:00 AM	QTM ARRIVAL THURSDAY AUGUST 1ST
8/1/2019 5:03:00 PM	SAME FAULT SETS WITH NEW MODULE, WHILE EVALUATING CODING IT WAS OBSERVED THAT IF THE CODING WAS CHANGED TO INCLUDED CRUISE CONTROL FAULT DOES NOT RETURN,
8/5/2019 4:52:00 PM	AFTER INSTALLING NEW MODULE AND BEFORE CODING, NOTICED THAT FAULT IN TRANS WAS NOT ACTIVE AND WOULD CLEAR OUT. AFTER CODING, FAULT IS STATIC AND WILL NOT CLEAR. THIS VEHICLE DOES NOT HAVE CRUISE CONTROL. SUSPECT THAT SOFTWARE FOR NEW MODULE WAS CREATED WITHOUT CONSIDERATION THAT A FEW TIGUANS CAME WITHOUT CRUISE. IF MODULE IS CODED TO THINK IT HAS CRUISE CONTROL, FAULT WILL CLEAR AND VEHICLE HAS NO ISSUES, OTHER THAN A FAULT STORED IN THE STEERING COLUMN CONTROL MODULE FOR OPEN CIRCUIT OF CC SWITCH. VEHICLE WAS CODED TO HAVE CRUISE CONTROL AND RELEASED TO THE CUSTOMER AFTER DISCUSSING WITH QTM.
8/6/2019 11:55:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGSV7AX6HK[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	7/30/2019	Incident Date	N/A
Mileage	18,959		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/30/2019 10:03:00 AM	ADVISED THE TECH HERE ON THE TECH HELPLINE WE DO NOT HAVE PART NUMBERS OR ACCESS TO ETKA. ADVISED TO CONTACT PARTS HELPLINE AT 8007676552.
7/30/2019 10:03:00 AM	CUSTOMER COMMENTS: VEHICLE IS IN FOR AIRBAG, SRS MODULE, AND CLOCK SPRING REPLACEMENT FROM BODY SHOP
7/30/2019 10:03:00 AM	WORKSHOP FINDINGS: WENT TO GET THE PART NUMBER FROM THE SCAN TOOL FOR THE CLOCK SPRING AND THE VW PART NUMBER IT GAVE ME 5K0 953 501 DM DOES NOT COME UP IN THE PARTS CATALOG NOR PARTS ON COMMAND NEITHER DOES THE PART NUMBER I PULLED OFF THE CLOCK SPRING ITSELF NEED SOME ASSISTANCE PLEASE
7/30/2019 9:57:00 AM	ISSUE OPENED BY DEALERSHIP
7/30/2019 9:57:00 AM	VEHICLE IS IN FOR AIRBAG, SRS MODULE, AND CLOCK SPRING REPLACEMENT WENT TO GET THE PART NUMBER FROM THE SCAN TOOL FOR THE CLOCK SPRING AND THE VW PART NUMBER IT GAVE MEW 5K0 953 501 DM DOES NOT COME UP IN THE PARTS CATALOG NOR PARTS ON COMMAND NEITHER DOES THE PART NUMBER I PULLED OFF THE CLOCK SPRING ITSELF NEED SOME ASSISTANCE PLEASE
8/3/2019 1:21:00 PM	PROCEEDED TO REPLACE CLOCK SPRING ASSEMBLY AND INSTALL NEW AIRBAG UNIT. PERFORMED ADAPTATION AND CODING OF COMPONENTS AND CLEARED ALL FAULTS. VEHICLE IS NOW OPERATING TO SPECIFICATIONS.
8/3/2019 2:07:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAT7A32FC[redacted]
Owner Or Fleet	[redacted] HOWELL, NJ, [redacted]	Phone #: N/A	
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	8/2/2019	Incident Date	N/A
Mileage	80,685		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/2/2019 3:50:00 PM	AFTER COMPLETING THE 69Y5 AIR BAG RECALL (CRITERIA T3, ENTIRE AIRBAG ASSEMBLY). THE CUSTOMER COMPLAINS OF A CLICKING NOISE WHEN TURNING THE STEERING WHEEL. I REMOVED THE CLAMSHELL AROUND THE STEERING COLUMN. FOUND NO OBJECT OR OBSTRUCTION AROUND CLOCK SPRING. REINSTALLED STEERING WHEEL AND TURNED IT. CLICKING NOISE IS STILL PRESENT WHEN TURNING THE STEERING WHEEL. CAR HAS A CLOCKSPRING WARRENTY. PLEASE ADVISE
8/2/2019 3:50:00 PM	ISSUE OPENED BY DEALERSHIP
8/2/2019 4:02:00 PM	ADVISED THE TECHNICIAN TO ISOLATE NOISE WITH MECHANICS STETHOSCOPE.
8/2/2019 4:02:00 PM	CUSTOMER COMMENTS: AFTER COMPLETING THE 69Y5 AIR BAG RECALL (CRITERIA T3, ENTIRE AIRBAG ASSEMBLY). THE CUSTOMER COMPLAINS OF A CLICKING NOISE WHEN TURNING THE STEERING WHEEL.
8/2/2019 4:02:00 PM	WORKSHOP FINDINGS: I REMOVED THE CLAMSHELL AROUND THE STEERING COLUMN. FOUND NO OBJECT OR OBSTRUCTION AROUND CLOCK SPRING. REINSTALLED STEERING WHEEL AND TURNED IT. CLICKING NOISE IS STILL PRESENT WHEN TURNING THE STEERING WHEEL. CAR HAS A CLOCKSPRING WARRENTY. PLEASE ADVISE
8/2/2019 4:17:00 PM	USED MECHANICS STETHOSCOPE TO ISOLATE CLICKING NOISE. VERIFIED CLICKING NOISE IS DEFINITELY COMING FROM CLOCK SPRING. ORDERED NEW CLOCK SPRING. WILL UPDATE VTA ONCE INSTALLED. THANK YOU -ADAM
8/2/2019 4:44:00 PM	THANK YOU FOR THE UPDATE. PLEASE UPDATE THE CASE EVERY COUPLE DAYS. PLEASE LEAVE THE VTA OPEN UNTIL REPAIRS ARE COMPLETED OR THE VEHICLE LEAVES THE DEALERSHIP FOR A PARTS ORDER.
8/6/2019 2:57:00 PM	INSTALLED NEW CLOCK SPRING/STEERING COLUMN MODULE.
8/6/2019 5:07:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VW4T7AU5HM[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, GTI, 2017		
Report Date	8/8/2019	Incident Date	N/A
Mileage	23,888		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507GH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/8/2019 1:35:00 PM	REMOVED THE SHIFTER ASSM. AND REPLACED IT, NO FAULTS WERE PRESENT AFTER THE REPLACEMENT. CUSTOMER RETURNED STATING ITS DOING THE SAME THING, I OPENED A VTA CASE PREVIOUSLY ON THIS VEHICLE, I DON'T HAVE THE ACCESS CODE THOUGH
8/8/2019 11:55:00 AM	CUSTOMER STATED AFTER THE INITIAL REPAIR THE TRANS. EMERG. ISSUE IS STILL DISPLAYED ON THE DASH
8/8/2019 11:55:00 AM	ISSUE OPENED BY DEALERSHIP
8/8/2019 12:04:00 PM	WHAT DIAGNOSIS, FINDINGS, AND REPAIRS HAVE BEEN PERFORMED ON THIS VEHICLE?
8/8/2019 2:16:00 PM	THANK YOU. PLEASE REPLACE J527 AND RETEST THE VEHICLE.
8/14/2019 11:58:00 AM	ISSUE UPDATED
8/14/2019 11:58:00 AM	SPOKE WITH ADVISOR, WHO REPORTED VEHICLE IS REPAIRED OR HAS LEFT THE DEALER. ADVISED THAT THE VTA TICKET WILL BE CLOSED.

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGAV7AX7GW[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	8/12/2019	Incident Date	N/A
Mileage	29,732		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/12/2019 10:22:00 AM	ISSUE OPENED BY DEALERSHIP
8/12/2019 10:22:00 AM	REPLACED CLOCK SPRING DUE TO AIR BAG LIGHT ON HORN NOT WORKING AND STEERING CONTROLS NOT WORKING RECODE MODULE AND STEERING ANGLE SENSOR WILL NOT DO BASIC SETTING
8/12/2019 11:38:00 AM	CUSTOMER COMMENTS: THE CUSTOMER STATES THAT THE AIRBAG LIGHT IS ILLUMINATED AND THE HORN DOES NOT WORK.
8/12/2019 11:38:00 AM	THANKS FOR CREATING THE VTA. PLEASE MANUALLY CODE THE NEW J527 TO CODING: 11 02 14 00 00. ONCE CODED, PLEASE CYCLE THE KEY, CLEAR ANY FAULTS THAT REMAIN, AND NOTE IF THE G85 WILL NOW SET. IF IT DOES, PLEASE ROAD TEST AND NOTE IF ANY FAULTS RETURN. IF THERE ARE NOT ANY FAULTS RETURNING AND THE CONCERN HAS BEEN ELIMINATED, PLEASE BE SURE TO SUBMIT AN ODIS FEEDBACK FOR THE CONCERN AND CLOSE THE VTA.
8/12/2019 11:38:00 AM	WORKSHOP FINDINGS: REPLACED CLOCK SPRING DUE TO AIR BAG LIGHT ON HORN NOT WORKING AND STEERING CONTROLS NOT WORKING. RECODE MODULE AND STEERING ANGLE SENSOR WILL NOT DO BASIC SETTING.
8/12/2019 12:42:00 PM	THE J527 ALREADY HAS CODE 11 02 14 00 00 AND THE G85 WILL NOT SET BASIC SETTING EVEN AFTER TEST DRIVE
8/12/2019 12:55:00 PM	THANKS FOR THE UPDATE. PLEASE CHECK IF THE 5K0-953-569-AL IS THE CORRECT PART SUPERSESSION FOR THE PART THAT WAS ORIGINALLY REMOVED, 5K0-953-569-AP. IF IT IS NOT, PLEASE OBTAIN THE CORRECT PART AND RETEST. IF IT IS THE CORRECT PART, PLEASE GO TO CONTROL MODULE OBD FOR AW-44/STEERING RACK > ENTER ADAPTATIONS > SELECT CHANNEL 9 > CHECK IF THE VALUE IS A "1" OR A "0". IF SET TO A "0", PLEASE CHANGE THIS TO A "1", CYCLE THE KEY, CLEAR FAULTS, AND ATTEMPT THE BASIC SETTINGS ONCE AGAIN.
8/12/2019 2:24:00 PM	THE VALUE IS AT 1 AND ITS THE RIGHT PART BUT STILL NO BASIC SETTINGS |
8/12/2019 2:40:00 PM	THANKS FOR THE UPDATE. PLEASE CHANGE THE VALUE TO "0", CYCLE THE KEY, THEN CHANGE IT BACK TO "1" AND NOTE IF THE BASIC SETTINGS WILL PERFORM. IF NOT, PLEASE CHECK THE MVB'S AND NOTE WHAT THE G85 IS CURRENTLY READING AND UPDATE THE VTA WITH THE RESULTS.
8/16/2019 8:51:00 AM	WILL TRY TODAY
8/16/2019 9:00:00 AM	IF IT DOES NOT SET, CHECK THE MVB IN THE J527 AW16 FOR STEERING ANGLE. SHOULD BE CLOSE TO 0┬ WHEN STRAIGHT. IF IT IS NOT, WHILE WATCHING THE MVB, LIFT THE CLOCK SPRING UP, ROTATE UNTIL IT IS 0┬, THEN SET IT BACK DOWN, THEN TRY BASIC SETTINGS AGAIN.
8/17/2019 10:01:00 AM	TOOK BASIC SETTING WORKING AS DESIGNED THANKS

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGAV7AX7GW[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	8/12/2019	Incident Date	N/A
Mileage	29,732		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

8/17/2019 ISSUE UPDATED
11:54:00 AM

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBP7A3XC[redacted]
Owner Or Fleet	[redacted] FREMONT, NE, [redacted]	Phone #: N/A	
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	8/15/2019	Incident Date	N/A
Mileage	101,497		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/15/2019 1:25:00 PM	ISSUE OPENED BY DEALERSHIP
8/15/2019 1:25:00 PM	VEHICLE CAME IN WITH AIR BAG LIGHT ON. FOUND CLOCK SPRING AND REPLACED IT. CODED CLOCK SPRING BIT BASIC SETTINGS FOR STEERING ANGLE SENSOR WILL NOT SET. IVE DRIVEN VEHICLE AND ATTEMPTED TO BASIC SETTINGS MULTIPLE TIMES.
8/15/2019 1:34:00 PM	CUSTOMER COMMENTS: VEHICLE CAME IN WITH AIR BAG LIGHT ON.
8/15/2019 1:34:00 PM	THANKS FOR CREATING THE VTA. PLEASE MANUALLY CODE THE NEW J527 TO CODING: 09 8A 14 00 00. ONCE CODED PLEASE ATTEMPT TO PERFORM THE G85 BASIC SETTINGS ONCE AGAIN. IF IT STILL WILL NOT COMPLETE, PLEASE RESTART THE SCAN TOOL AND BEGIN A FRESH SESSION OF ODIS. ONCE PERFORMED, ATTEMPT THE G85 BASIC SETTINGS AGAIN. IF COMPLETED, THE CUSTOMER TAKES THE VEHICLE, OR FURTHER ASSISTANCE IS NOT NEEDED WHILE THE PARTS ARE ON ORDER, PLEASE UPDATE AND CLOSE THE VTA WITH THE REPAIRS PERFORMED.
8/15/2019 1:34:00 PM	WORKSHOP FINDINGS: FOUND CLOCK SPRING AND REPLACED IT. CODED CLOCK SPRING BIT BASIC SETTINGS FOR STEERING ANGLE SENSOR WILL NOT SET. IVE DRIVEN VEHICLE AND ATTEMPTED TO BASIC SETTINGS MULTIPLE TIMES.
8/15/2019 3:03:00 PM	THE TECH CODED THE CLOCK SPRING AND TRIED TO RUN BASIC SETTING ON THE G85 BUT IT STILL IS NOT WORKING. HAD THE TECH CHECK THE MVB IN ADDRESS WORD 03 FOR THE G85 HE SHOWS NO ROTATION ASKED THE TECH TO RECHECK THE NEW G85.
8/15/2019 4:04:00 PM	REPLACED AND CODED CLOCK SPRING ONCE AGAIN AND BASIC SETTINGS WERE ABLE TO SET THIS TIME. VEHICLE DELIVERED TO CUSTOMER.
8/15/2019 4:28:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VW547AU7HM[redacted]
Owner Or Fleet	[redacted] BLOOMFIELD HILLS, MI, [redacted] hone #: N/A		
Make, Model, Model Year	Volkswagen, GTI, 2017		
Report Date	8/16/2019	Incident Date	N/A
Mileage	37,429		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521AT		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/16/2019 4:59:00 PM	CUSTOMER HAS AN AIR BAG LIGHT AND MULTI FUNCTION BUTTONS ON STEERING WHEEL DO NOT OPERATE. CUSTOMER HAS HAD CLOCK SPRING REPLACE PREVIOUSLY. HAS CODES FOR LOST OF COMMUNICATION WITH STEERING CONTROL MODULE AND DRIVER SIDE AIR BAG
8/16/2019 4:59:00 PM	ISSUE OPENED BY DEALERSHIP
8/16/2019 5:14:00 PM	CUSTOMER COMMENTS: CUSTOMER HAS AN AIR BAG LIGHT AND MULTI FUNCTION BUTTONS ON STEERING WHEEL DO NOT OPERATE.
8/16/2019 5:14:00 PM	THANKS FOR CREATING THE VTA. WHEN AND WHERE WAS THE CLOCK-SPRING REPLACED. PER THE FAULT LOG, THE J527/CLOCK SPRING APPEARS TO BE THE ORIGINAL COMPONENT. PER THE FAULT LOG THE J527 APPEARS TO BE A VALEO UNIT AND PER ELSA PRO REPAIR INSTRUCTIONS, THE CLOCK SPRING AND J527 ARE INTEGRATED. IF THE J527 W/CLOCK SPRING WAS NOT REPLACED PREVIOUSLY, PLEASE REPLACE IT PER ELSA PRO AND RETEST OPERATION. IF COMPLETED, THE CUSTOMER TAKES THE VEHICLE, OR FURTHER ASSISTANCE IS NOT NEEDED WHILE THE PARTS ARE ON ORDER, PLEASE UPDATE AND CLOSE THE VTA WITH THE REPAIRS PERFORMED.
8/16/2019 5:14:00 PM	WORKSHOP FINDINGS: CUSTOMER HAS HAD CLOCK SPRING REPLACE PREVIOUSLY. HAS CODES FOR LOST OF COMMUNICATION WITH STEERING CONTROL MODULE AND DRIVER SIDE AIR BAG
8/22/2019 9:57:00 AM	SPOKE WITH DAVE, WHO REPORTED VEHICLE IS REPAIRED OR HAS LEFT THE DEALER. ADVISED THAT THE VTA TICKET WILL BE CLOSED.
8/22/2019 9:58:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVWNM7AJ5BW[redacted]
Owner Or Fleet	[redacted] MILWAUKIE, OR, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Golf, 2011		
Report Date	8/19/2019	Incident Date	N/A
Mileage	61,081		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5K0953507AQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/19/2019 11:16:00 AM	ISSUE OPENED BY DEALERSHIP
8/19/2019 11:16:00 AM	OPEN CAMPAIGN 69Q9 N2 PART #3C8-898-201-B. WHEN ATTEMPTING TO IN STALL THE N2 CRITERIA PARTS. FOUND THAT THE DRIVERS AIR BAG HAS THE MODEL WITH THE AIR BAG THAT IS BUILT IN THE RUBBER FLOAT DAMPENERS. THE N2 CRITERIA PART WILL NOT MOUNT INTO THE AIR BAG THAT CAME OUT OF THE DRIVERS STEERING WHEEL AIR BAG. PLEASE ADIVSE
8/19/2019 11:25:00 AM	CUSTOMER COMMENTS: OPEN CAMPAIGN 69Q9
8/19/2019 11:25:00 AM	PLEASE REVIEW PAGE 32 OF THE 69Q9, IT ADVISED THAT YOU SHOULD USE THE ONE THAT MATCHES THE4 ONE YOU REMOVE FROM THE CAR.
8/19/2019 11:25:00 AM	WORKSHOP FINDINGS: N2 PART #3C8-898-201-B. WHEN ATTEMPTING TO IN STALL THE N2 CRITERIA PARTS. FOUND THAT THE DRIVERS AIR BAG HAS THE MODEL WITH THE AIR BAG THAT IS BUILT IN THE RUBBER FLOAT DAMPENERS. THE N2 CRITERIA PART WILL NOT MOUNT INTO THE AIR BAG THAT CAME OUT OF THE DRIVERS STEERING WHEEL AIR BAG. PLEASE ADIVSE
8/19/2019 3:29:00 PM	PROBLEM SOLVED THANK YOU FOR YOUR HELP
8/19/2019 4:17:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV7AX6GW[redacted]
Owner Or Fleet	[redacted]	WESTON, WV, [redacted]	Phone #: N/A
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	8/26/2019	Incident Date	N/A
Mileage	36,736		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/26/2019 11:39:00 AM	FOUND NO VISIBLE DEFECT/DAMAGE IN WIRING. FOUND FAULT DID NOT CHANGE. UNPLUGGED AIRBAG AND FOUND FAULT STILL DOESNΓÇÖT CHANGE. SUSPECT DEFECTIVE CLOCK SPRING. PERFORMED REPLACEMENT OF CLOCK SPRING AND CODED TO VEHICLE. AIR BAG LIGHT NO LONGER PRESENT. THANKS FOR THE HELP.
8/26/2019 5:56:00 PM	ISSUE UPDATED
8/26/2019 9:22:00 AM	CUSTOMER STATES AIRBAG LIGHT IS ON. CONFIRMED AIRBAG LIGHT IS ON AND PERFORMED GUIDED FAULT FINDING. FOUND FAULT FOR N95 DRIVER SIDE AIRBAG IGNITER UPPER LIMIT EXCEEDED. PERFORMED TEST PLAN AND USED VAS 5056 TO TEST DRIVER AIRBAG. TEST PLAN ENDS STATING REPLACE AIRBAG CONTROL MODULE. PERFORMED REPLACEMENT OF AIRBAG CONTROL MODULE AND PERFORMED CODING. AFTER CODING OF AIRBAG CONTROL MODULE, AIRBAG LIGHT AND FAULT FOR DRIVER SIDE AIRBAG STILL PRESENT. PERFORMED TEST PLAN ONCE AGAIN WITH TEST PLAN STATING TO REPLACE AIRBAG CONTROL MODULE. ATTEMPTED BATTERY RESET WITH NO SUCCESSES.
8/26/2019 9:22:00 AM	ISSUE OPENED BY DEALERSHIP
8/26/2019 9:51:00 AM	CUSTOMER COMMENTS: CUSTOMER STATES AIRBAG LIGHT IS ON.
8/26/2019 9:51:00 AM	THANKS FOR CREATING THE VTA. PLEASE REMOVE THE N95 AND CHECK FOR ANY LOOSE CONNECTIONS OR OBVIOUS CIRCUIT ISSUES. IF FOUND, PLEASE REPAIR/REPLACE THE AFFECTED COMPONENT. IF THERE ARE NOT ANY VISUAL DEFECTS FOUND, WITH THE N95 DISCONNECTED, PLEASE JUMP THE PINS AT THE CONNECTOR FOR THE SHORT HARNESS IN THE STEERING WHEEL FOR THE N95 AND NOTE IF THE FAULT HAS NOW CHANGED TO RESISTANCE TOO LOW/SHORT TO GROUND. IF IT DOES, PLEASE REPLACE THE N95 AND THE SHORT HARNESS. IF IT DOESN'T, PLEASE REVIEW THE WIRING SCHEMATIC AND CHECK THE CONNECTIONS TO THE CLOCK SPRING, J527 AND AT THE J234 ITSELF. CHECK FOR ANY SPREAD TERMINALS OR PINS THAT MAY BE BACKING OUT AND REPAIR AS NEEDED. IF COMPLETED, THE CUSTOMER TAKES THE VEHICLE, OR FURTHER ASSISTANCE IS NOT NEEDED, PLEASE UPDATE AND CLOSE THE VTA WITH THE REPAIRS PERFORMED.
8/26/2019 9:51:00 AM	WORKSHOP FINDINGS: CONFIRMED AIRBAG LIGHT IS ON AND PERFORMED GUIDED FAULT FINDING. FOUND FAULT FOR N95 DRIVER SIDE AIRBAG IGNITER UPPER LIMIT EXCEEDED. PERFORMED TEST PLAN AND USED VAS 5056 TO TEST DRIVER AIRBAG. TEST PLAN ENDS STATING REPLACE AIRBAG CONTROL MODULE. PERFORMED REPLACEMENT OF AIRBAG CONTROL MODULE AND PERFORMED CODING. AFTER CODING OF AIRBAG CONTROL MODULE, AIRBAG LIGHT AND FAULT FOR DRIVER SIDE AIRBAG STILL PRESENT. PERFORMED TEST PLAN ONCE AGAIN WITH TEST PLAN STATING TO REPLACE AIRBAG CONTROL MODULE. ATTEMPTED BATTERY RESET WITH NO SUCCESSES.

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV7AX2CW[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	9/4/2019	Incident Date	N/A
Mileage	129,590		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/4/2019 2:43:00 PM	FOUND CLOCK SRPING TO BE BAD REMOVED AND REPLACED CLOCKSPRING AND TRIED TO RESETSTEERING ANGLE SENSOR WOULD NOT RESET TRIED TO PERFORM BASIC SETTINGS STILL WOULD NOT RESET HOW TO PROCEED
9/4/2019 2:43:00 PM	ISSUE OPENED BY DEALERSHIP
9/4/2019 2:52:00 PM	ADVISED THE TECHNICIAN TO DRIVE THE VEHICLE.
9/4/2019 2:52:00 PM	CUSTOMER COMMENTS: FOUND CLOCK SRPING TO BE BAD REMOVED AND REPLACED CLOCKSPRING AND
9/4/2019 2:52:00 PM	WORKSHOP FINDINGS: TRIED TO RESETSTEERING ANGLE SENSOR WOULD NOT RESET TRIED TO PERFORM BASIC SETTINGS STILL WOULD NOT RESET HOW TO PROCEED
9/4/2019 3:02:00 PM	TEST DROVE VEHICLE STAYED ON RESCANNED VEHICLE AND HAD TEST PLAN FOR RESETTING ZERO COME UP IN TEST PLAN PERFORMED TEST PLAN AND WAS ABLE TO GET VEICLE TO RESET NO CODES AT THIS TIME
9/4/2019 4:24:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVWMN7AN0BE[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, CC, 2011		
Report Date	9/6/2019	Incident Date	N/A
Mileage	86,517		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/6/2019 1:24:00 PM	ISSUE OPENED BY DEALERSHIP
9/6/2019 1:24:00 PM	TRYING TO PERFORM 69Q9 RECALL, IGNITER IS STUCK AND WILL NOT REMOVE, TRIED PRYING OFF WITH FLAT HEAD SCREW DRIVERS ON BOTH SIDES, TRIED WIGGLING OFF, IT IS AS IF ITS WELDED ON. CAN WE REPLACE THE WHOLE UNIT? OR WHAT DO YOU SUGGEST.
9/6/2019 1:31:00 PM	CUSTOMER COMMENTS: TRYING TO PERFORM 69Q9 RECALL,
9/6/2019 1:31:00 PM	IF THE IGNITER CANNOT BE SEPARATED WITHOUT DAMAGE, BOTH PIECES WILL NEED TO BE REPLACED. IF THERE ARE ANY QUESTIONS REGARDING COVERAGE, PLEASE CONTACT THE WARRANTY HELPLINE PRIOR TO PERFORMING ANY REPAIRS. (1-866-306-8447).
9/6/2019 1:31:00 PM	WORKSHOP FINDINGS: IGNITER IS STUCK AND WILL NOT REMOVE, TRIED PRYING OFF WITH FLAT HEAD SCREW DRIVERS ON BOTH SIDES, TRIED WIGGLING OFF, IT IS AS IF ITS WELDED ON. CAN WE REPLACE THE WHOLE UNIT? OR WHAT DO YOU SUGGEST.
9/9/2019 2:27:00 PM	ORDERED DRIVERS AIGBAG UNIT, REPLACED WHOLE UNIT, PERFORMS AS DESIGNED
9/9/2019 3:23:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VW637AJ7DM[redacted]
Owner Or Fleet	[redacted]		SAN FRANCISCO, CA, [redacted] Phone #: N/A
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	9/11/2019	Incident Date	N/A
Mileage	53,929		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/11/2019 2:12:00 PM	ISSUE OPENED BY DEALERSHIP
9/11/2019 2:12:00 PM	PER PREVIOUS CONCERN FOR CHECK ENGINE LIGHT, PERFORMED TSB 1-13-38... PERFORMED SOFTWARE UPDATE SVM 384C, NOW HAVE LOST COMMUNICATION WITH STEERING COLUMN LOCK MODULE & DOOR LOCK MODULES. LOST WINDOW FUNCTIONS, HORN / STEERING COLUMN FUNCTIONS. CHECKED CODING & FOUND GOOD,ALSO SOFTWARE VERSIONS UP TO DATE.
9/11/2019 2:17:00 PM	ADVISED THE TECH TO REPLACE THE CLOCK SPRING AND RETEST.
9/11/2019 2:17:00 PM	CUSTOMER COMMENTS: PER PREVIOUS CONCERN FOR CHECK ENGINE LIGHT, PERFORMED TSB 1-13-38...
9/11/2019 2:17:00 PM	WORKSHOP FINDINGS: PERFORMED SOFTWARE UPDATE SVM 384C, NOW HAVE LOST COMMUNICATION WITH STEERING COLUMN LOCK MODULE & DOOR LOCK MODULES. LOST WINDOW FUNCTIONS, HORN / STEERING COLUMN FUNCTIONS. CHECKED CODING & FOUND GOOD,ALSO SOFTWARE VERSIONS UP TO DATE.
9/19/2019 9:31:00 AM	EMAILED THE TECH TO PLEASE UPDATE THE VTA WITH VEHICLE STATUS OR CLOSE IF VEHICLE IS COMPLETE OR HAS LEFT THE DEALER.
9/30/2019 2:51:00 PM	EMAILED THE TECH TO PLEASE UPDATE THE VTA WITH VEHICLE STATUS OR CLOSE IF VEHICLE IS COMPLETE OR HAS LEFT THE DEALER.
10/1/2019 2:50:00 PM	CAR LEFT DEALERSHIP.
10/1/2019 3:50:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAT7A32FC[redacted]
Owner Or Fleet	[redacted]	SANTA MONICA, CA, [redacted]	Phone #: N/A
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	9/12/2019	Incident Date	N/A
Mileage	45,367		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BN		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/12/2019 6:41:00 PM	CUSTOMER STATES THE AIRBAG LIGHT IS ON AND STEERING WHEEL CONTROLS WITH HORN ARE INOPERATIVE. FAULT B10001B: DRIVER AIRBAG IGNITER RESISTANCE TOO HIGH STORED IN AIRBAG ELECTRONICS. CLICKING FROM THE SPIRAL SPRING IS PRESENT WHEN TURNING THE WHEEL. THIS IS THE FORTH FAILURE OF THE CLOCK SPRING. |
9/12/2019 6:41:00 PM	ISSUE OPENED BY DEALERSHIP
9/12/2019 7:16:00 PM	ADVISED THE TECHNICIAN TO REPLACE CLOCK SPRING.
9/12/2019 7:16:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES THE AIRBAG LIGHT IS ON AND STEERING WHEEL CONTROLS WITH HORN ARE INOPERATIVE.
9/12/2019 7:16:00 PM	WORKSHOP FINDINGS: FAULT B10001B: DRIVER AIRBAG IGNITER RESISTANCE TOO HIGH STORED IN AIRBAG ELECTRONICS. CLICKING FROM THE SPIRAL SPRING IS PRESENT WHEN TURNING THE WHEEL. THIS IS THE FORTH FAILURE OF THE CLOCK SPRING.
9/12/2019 8:24:00 PM	REPLACED SPIRAL SPRING. SYSTEM OPERATION IS OKAY FOR NOW.
9/13/2019 8:59:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VV3B7AX8JM[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	9/24/2019	Incident Date	N/A
Mileage	19,783		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/24/2019 1:22:00 PM	CAR SAYS PUT IN PARK AND IT IS IN PARK THE CLICKING CONCERN HAS BEEN CORRECTED THIS VEHICLE IS A BUY BACK I PERFORMED A CAPACITY DISCHARGE PROBLEM PERSISTS IT SAYS TO PUT IN PARK | PLEASE ADVISE
9/24/2019 1:22:00 PM	ISSUE OPENED BY DEALERSHIP
9/24/2019 1:40:00 PM	ADVISED THE TECH THAT THE CLOCK SPRING IS NOT CODED (AW 16). ADVISED TO GO INTO OBD AND ENTER CODING 04 10 FOR AW 16. THE CONCERN IS NO LONGER PRESENT. PLEASE LET US KNOW HOW HELPLINE IS DOING BY FILLING OUT A SURVEY FOR JOSHUA NELSON. FROM ELSA PRO, CLICK ON THE ORANGE PHONE ICON AND THE SURVEY IS IN THE MIDDLE OF THE SCREEN.
9/24/2019 1:40:00 PM	CUSTOMER COMMENTS: CAR SAYS PUT IN PARK AND IT IS IN PARK
9/24/2019 1:40:00 PM	WORKSHOP FINDINGS: THE CLICKING CONCERN HAS BEEN CORRECTED THIS VEHICLE IS A BUY BACK I PERFORMED A CAPACITY DISCHARGE PROBLEM PERSISTS IT SAYS TO PUT IN PARK | | PLEASE ADVISE
9/24/2019 1:48:00 PM	THANK YOU FOR YOUR HELP
9/24/2019 2:38:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVWBP7AN0DE[redacted]
Owner Or Fleet	[redacted] UNION, NJ, [redacted]	Phone #: N/A	
Make, Model, Model Year	Volkswagen, CC, 2013		
Report Date	9/30/2019	Incident Date	N/A
Mileage	82,590		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/30/2019 1:05:00 PM	CUSTOMER STATES THAT AIR BAG LIGHT IS ON. SCANNED VEHICLE AND FOUND FAULT FOR DRIVER SIDE IGNITER UPPER LIMIT EXCEEDED (STATIC) AND ALSO CONTROL UNIT IN STEERING WHEEL NO COMMUNICATION...
9/30/2019 1:05:00 PM	ISSUE OPENED BY DEALERSHIP
9/30/2019 1:20:00 PM	ASKED FOR A FRESH SCAN TO PAPERLESS.
9/30/2019 1:20:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES THAT AIR BAG LIGHT IS ON.
9/30/2019 1:20:00 PM	WORKSHOP FINDINGS: SCANNED VEHICLE AND FOUND FAULT FOR DRIVER SIDE IGNITER UPPER LIMIT EXCEEDED (STATIC) AND ALSO CONTROL UNIT IN STEERING WHEEL NO COMMUNICATION...
9/30/2019 1:23:00 PM	RECOMMEND TO REPLACE THE CLOCK SPRING. BE SURE TO CODE THE NEW MODULE AS IT IS AW16.
10/1/2019 1:18:00 PM	ISSUE UPDATED
10/1/2019 11:15:00 AM	REPLACED CLOCK SPRING AND CODED THE UNIT AND VEHICLE IS OPERATING AS DESIGNED NOW... THANK YOU FOR YOUR HELP

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWCT7A39HC[redacted]
Owner Or Fleet	[redacted]	ALBUQUERQUE, NM, [redacted]	Phone #: N/A
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	10/7/2019	Incident Date	N/A
Mileage	22,598		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/7/2019 2:03:00 PM	ISSUE OPENED BY DEALERSHIP
10/7/2019 2:03:00 PM	VEHICLE CAME IN WITH CONCERNS OF AIRBAG LIGHT ON. CHECKED AND FOUND NO COMMS TO STEERING CONTROL MODULE. REPLACED MODULE, CODED AND CONCERNS WENT AWAY. VEHICLE IS NOW SHOWING CODES FOR CRUISE CONTROL SET. CHECKED WIRING IN STEERING WHEEL AND FIND NO VISIBLE SIGNS OF DAMAGE. PLEASE ADVISE
10/7/2019 2:14:00 PM	CUSTOMER COMMENTS: VEHICLE CAME IN WITH CONCERNS OF AIRBAG LIGHT ON.
10/7/2019 2:14:00 PM	THE TECH HAS REPLACED THE CLOCK SPRING. ASKED THE TECH TO CODE THE CLOCK SPRING TO 20 02 C4 00 08 AND THEN RETEST.
10/7/2019 2:14:00 PM	WORKSHOP FINDINGS: CHECKED AND FOUND NO COMMS TO STEERING CONTROL MODULE. REPLACED MODULE, CODED AND CONCERNS WENT AWAY. VEHICLE IS NOW SHOWING CODES FOR CRUISE CONTROL SET. CHECKED WIRING IN STEERING WHEEL AND FIND NO VISIBLE SIGNS OF DAMAGE. PLEASE ADVISE
10/7/2019 2:21:00 PM	RETESTED AND VEHICLE OPERATES AS DESIGNED. THANK YOU FOR THE HELP. HAVE A GREAT DAY
10/7/2019 2:59:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBS7A34FC[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	10/9/2019	Incident Date	N/A
Mileage	101,318		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/9/2019 10:09:00 AM	CUSTOMER STATES HORN INOP AFTER AIRBAG RECALL
10/9/2019 10:09:00 AM	ISSUE OPENED BY DEALERSHIP
10/9/2019 10:15:00 AM	THE TECH STATED AW 16 DOES NOT SEE THE HORN PRESS. THE HORN WILL SOUND WHEN POWER PROBED. ADVISED THE TECH TO INSPECT THE HARNESS GOING TO THE CLOCK SPRING TO MAKE SURE IT IS NOT DAMAGED. IF OK, ADVISED TO REPLACE THE CLOCK SPRING AND RETEST.
10/9/2019 10:15:00 AM	WORKSHOP FINDINGS: GFF LOG ATTACHED
10/9/2019 12:22:00 PM	REPLACED CLOCK SPRING AND HORN WORKS PROPERLY
10/9/2019 12:43:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAT7A34EC[redacted]
Owner Or Fleet	[redacted] BAYSIDE, CA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	10/16/2019	Incident Date	N/A
Mileage	63,573		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/16/2019 1:38:00 PM	CUSTOMER CONCERN IS THAT STEERING WHEEL BUTTONS AND HORN INOP. FOUND CLOCK SPRING TO BE BAD AS PER TEST PLAN AND CAN AUDIBLY HEAR THE RIBBON IN CLOCK SPRING RATTLING. VEHICLE HAD A CLOCK SPRING PUT IN A 11 MONTHS AGO AND ANOTHER 9 MONTHS BEFORE THAT. THIS WILL BE ITS 3RD CLOCK SPRING.
10/16/2019 1:38:00 PM	ISSUE OPENED BY DEALERSHIP
10/16/2019 1:54:00 PM	ADVISED TO RUN A CAR FAX REPORT FOR ANY ACCIDENT HISTORY, THAT MIGHT RELATED TO A STEERING COLUMN ISSUE. ADVISE TECH THAT CASE WILL BE ESCALATED TO QTMRL. A3
10/16/2019 1:54:00 PM	CUSTOMER COMMENTS: CUSTOMER CONCERN IS THAT STEERING WHEEL BUTTONS AND HORN INOP. FOUND CLOCK SPRING TO BE BAD
10/16/2019 1:54:00 PM	WORKSHOP FINDINGS: AS PER TEST PLAN AND CAN AUDIBLY HEAR THE RIBBON IN CLOCK SPRING RATTLING. VEHICLE HAD A CLOCK SPRING PUT IN A 11 MONTHS AGO AND ANOTHER 9 MONTHS BEFORE THAT. THIS WILL BE ITS 3RD CLOCK SPRING. | | | | TECH STATES IT SOUNDS LIKE THE RIBBON CABLE IS BROKEN INSIDE OF CLOCK SPRING.
10/16/2019 1:55:00 PM	ISSUE UPDATED
10/16/2019 1:58:00 PM	ADDED CASE NOTES, CLOCK SPRING HAS THE DUST COVER.
10/29/2019 9:11:00 PM	ISSUE UPDATED
10/30/2019 10:53:00 AM	ISSUE SENT TO DEALERSHIP
10/30/2019 12:00:00 AM	customer concern is that steering wheel buttons and horn inop. found clock spring to be bad | as per test plan and can audibly hear the ribbon in clock spring rattling. | no repairs, parts ordered
11/1/2019 12:28:00 PM	CLOSING VTA. THE CUSTOMER LIVES OUT OF THE AREA AND IS LEAVING FOR HOME.
11/4/2019 1:02:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBA7A33JC[redacted]
Owner Or Fleet	[redacted]		SAN LEANDRO, CA, [redacted] Phone #: N/A
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	10/17/2019	Incident Date	N/A
Mileage	9,636		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/17/2019 1:31:00 PM	ISSUE OPENED BY DEALERSHIP
10/17/2019 1:31:00 PM	VEHICLE ARRIVED WITH CRUISE CONTROL LIGHT ON, AND STEERING WHEEL BUTTONS INOP, ORDERED AND REPLACED CLOCK SPRING, PART RECEIVED 5K0-953-569-BC, | PART REMOVED FROM VEHICLE 5K0-953-569-BF, AFTER INSTALATION WAS UNABLE TO CODE THE STEERING MODULE(16) NO CRUISE CONTROL BUTTONS WORK ON STEERING | WHEEL, ATTEMPTED TO CODE 16 MODULE AND TEST PLAN STATES INCORECT PART, BUT PART DEPARTMENT STATES THE PART NUMBER GIVEN IS CORRECT, PLEASE ADVISE | ON HOW TO PROCEED
10/17/2019 1:46:00 PM	ADVISED THE TECH TO MANUALLY CODE AW 16 TO 00 02 C4 00 08 THROUGH OBD. THE STEERING WHEEL BUTTONS ARE STILL NOT WORKING. ADVISED TO SWAP A KNOWN GOOD STEERING WHEEL ON THIS VEHICLE AND RETEST. IF THE CONCERN IS NO LONGER PRESENT, REPLACE THE J453. IF THE CONCERN IS STILL PRESENT, REPLACE THE CLOCK SPRING WITH THE SAME PART NUMBER THAT WAS REMOVED.
10/17/2019 1:46:00 PM	CUSTOMER COMMENTS: VEHICLE ARRIVED WITH CRUISE CONTROL LIGHT ON, AND STEERING WHEEL BUTTONS INOP,
10/17/2019 1:46:00 PM	WORKSHOP FINDINGS: ORDERED AND REPLACED CLOCK SPRING, PART RECEIVED 5K0-953-569-BC, | | PART REMOVED FROM VEHICLE 5K0-953-569-BF, AFTER INSTALLATION WAS UNABLE TO CODE THE STEERING MODULE(16) NO CRUISE CONTROL BUTTONS WORK ON STEERING | | WHEEL, ATTEMPTED TO CODE 16 MODULE AND TEST PLAN STATES INCORECT PART, BUT PART DEPARTMENT STATES THE PART NUMBER GIVEN IS CORRECT, PLEASE ADVISE | | ON HOW TO PROCEED
10/28/2019 1:27:00 PM	ATTEMPTED TO CONTACT DEALER. NO ONE AVAILABLE TO ANSWER PHONE AT THIS TIME.
10/29/2019 3:34:00 PM	REPLACED CLOCK SPRING AND CODED. RELEASED VEHICLE BACK TO GUEST
10/29/2019 5:17:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGAV7AX6CW[redacted]
Owner Or Fleet	[redacted] MISSION, TX, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	10/23/2019	Incident Date	N/A
Mileage	61,839		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/23/2019 1:55:00 PM	PLEASE UPDATE THE VTA WITH THE REQUESTED INFORMATION. CONTACT QTM DIRECTLY WITH RESULTS AS WELL.
10/23/2019 11:06:00 AM	CUSTOMER STATES AIRBAG LIGHT ON,AND HORN INOPERATIVE, CLOCKSPRING HAS BEEN RPLACE ON 8/21/19,9/9/19, AND UNIT CAM BACK TODAY . RAN GFF FOR CODES ,HAS SAME CODES FOR AIRBAG 588, CHECK WIRING TO CLOCKSPRING ALL IS OK
10/23/2019 11:06:00 AM	ISSUE OPENED BY DEALERSHIP
10/23/2019 11:32:00 AM	CUSTOMER COMMENTS: CUSTOMER STATES AIRBAG LIGHT ON,AND HORN INOPERATIVE,
10/23/2019 11:32:00 AM	RECOMMEND TO CHECK THE PART NUMBER OF THE RACK AND OF THE CLOCK SPRING. ASK THE ADVISOR TO CHECK CAR FAX REPORTS. INSPECT THE STEERING COLUMN AND STEERING WHEEL.
10/23/2019 11:32:00 AM	WORKSHOP FINDINGS: CLOCKSPRING HAS BEEN RPLACE ON 8/21/19, 9/9/19, AND UNIT CAM BACK TODAY . RAN GFF FOR CODES , HAS SAME CODES FOR AIRBAG 588, CHECK WIRING TO CLOCKSPRING ALL IS OK
10/23/2019 11:50:00 AM	CHECK THE PART NUMBER OF THE RACK AND OF THE CLOCK SPRING AT PARTS THEY CALLED PARTS HELP LINE , PARTS ARE CORRECT, CHECK CARFAX NO ACCIDENTS REPORTED
10/23/2019 11:57:00 AM	RECOMMEND TO CHECK A COMPARE CAR FOR DIFFERENCES IN LOCK TO LOCK TURNS, FOR GAPS BETWEEN THE STEERING WHEEL AND THE STEERING COLUMN, MAYBE STEERING WHEEL IS BENT OF COLUMN IS COLLAPSED. SENDING TO LEVEL 3 FOR REVIEW.
10/23/2019 12:00:00 AM	The customer states the airbag light is on and the horn is not working. | The technician noted: | The clock spring was found to have an open circuit. Replaced the clock spring and retested the system.
10/23/2019 4:04:00 PM	COMPARED UNIT TO SIMILAR UNIT, GAP BETWEEN STEERING WHEEL AND STEERING COLUMN ALL LOOKS THE SAME. TURNED WHEEL TO RIGHT SIDE AT 1.25 TURN, LEFT SIDE TURNED 1.25 TURN AND BOTH UNITS ARE THE SAME.
10/24/2019 9:57:00 AM	SPOKE WITH THE FOREMAN. ADVISED TO REVIEW WITH THE CUSTOMER THEIR OPERATION OF THE VEHICLE. DETERMINE IF ADDITIONAL TORQUE IS APPLIED TO THE STEERING WHEEL. ADVISE TO REPLACE THE CLOCK SPRING AND ENSURE PROPER OPERATION.
10/25/2019 1:39:00 PM	QTM ONSITE 10/24/2019 AND INSPECTED THE VEHICLE WITH THE FOREMAN. FOUND HAIR AROUND THE STEERING WHEEL, BEHIND THE AIRBAG AND INSIDE THE CLOCKSPRING. ADVISED TO REPLACE THE CLOCKSPRING. UPDATE WITH RESULTS.
10/25/2019 4:59:00 PM	CLOCKSPRING WAS REPLACED. ROAD TEST UNIT. ALL OK AT THIS TIME. CUSTOMER WANTS TO KNOW IF ITS OK FOR HER TO PICK UP?
10/25/2019 5:51:00 PM	YES IF NO ISSUES ARE FOUND THE VEHICLE IS REPAIRED.

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGAV7AX6CW[redacted]
Owner Or Fleet	[redacted] MISSION, TX, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	10/23/2019	Incident Date	N/A
Mileage	61,839		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/25/2019 OK WILL RELEASE TO CUSTOMER
6:06:00 PM

10/25/2019 OK WILL RELEASE TO CUSTOMER
6:07:00 PM

10/28/2019 ISSUE UPDATED
9:51:00 AM

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAA7A31JC[redacted]
Owner Or Fleet	[redacted] ELK GROVE, CA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	10/28/2019	Incident Date	N/A
Mileage	26,222		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/28/2019 11:55:00 AM	B10001B STORED FOR 4TH TIME. PERVIOUS REPAIRS WERE AIRBAG HARNESS, AIRBAG, AND CONTROL MODULE. NEVER ONCE WERE WE ABLE TO SEE IN MVB THAT IT WOULD GO TO HIGH RESISTANCE WHILE DRIVING OR MOVING STEERING WHEEL AROUND. CLOCK SPRING AND OVER LAY HARNESSES ARE THE TWO ITEMS LEFT.
10/28/2019 11:55:00 AM	ISSUE OPENED BY DEALERSHIP
10/28/2019 12:03:00 PM	ADVISED THE TECHNICIAN TO PLEASE PERFORM A PIN TO PIN OVERLAY OF THE WIRES FROM THE J527 TO THE J234, BEING SURE TO USE GOLD PLATED TERMINALS IF NEEDED. ALSO RECOMMENDED THAT DUE TO THE NUMBER OF VISITS TO THE DEALER FOR THE ISSUE AND THE INTERMITTENT NATURE OF THE CONCERN, TO ALSO REPLACE THE J527 AND RETEST. IF COMPLETED, THE CUSTOMER TAKES THE VEHICLE, OR FURTHER ASSISTANCE IS NOT NEEDED, PLEASE UPDATE AND CLOSE THE VTA WITH THE REPAIRS PERFORMED.
10/28/2019 12:03:00 PM	CUSTOMER COMMENTS: THE CUSTOMER STATES THAT THE AIRBAG LIGHT IS ILLUMINATED.
10/28/2019 12:03:00 PM	WORKSHOP FINDINGS: B10001B STORED FOR 4TH TIME. PERVIOUS REPAIRS WERE AIRBAG HARNESS, AIRBAG, AND CONTROL MODULE. NEVER ONCE WERE WE ABLE TO SEE IN MVB THAT IT WOULD GO TO HIGH RESISTANCE WHILE DRIVING OR MOVING STEERING WHEEL AROUND. CLOCK SPRING AND OVER LAY HARNESSES ARE THE TWO ITEMS LEFT.
10/28/2019 12:04:00 PM	ISSUE UPDATED
10/28/2019 4:51:00 PM	ORDERED PINS, WIRE AND CLOCK SPRING. WILL UPDATE WHEN COMPLETED
10/28/2019 5:25:00 PM	THANK YOU
11/4/2019 12:03:00 PM	CALLED SERVICE. CAR IS DONE.
11/4/2019 12:03:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWCN7A32DC[redacted]
Owner Or Fleet	[redacted] FAIRMONT, MN, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	10/30/2019	Incident Date	N/A
Mileage	46,026		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/30/2019 11:19:00 AM	ISSUE OPENED BY DEALERSHIP
10/30/2019 11:19:00 AM	REPLACED SPIRAL SPRING(SRS LIGHT/NO STEERING WHEEL CONTROLS ETC). SRS LIGHT NOW OFF, STEERING WHEEL CONTROLS NOW OPERATE. GLOW PLUG LIGHT NOW FLASHES, HAS POWERTRAIN DATA BUS FAULTS (SEE GFF LOG). TEST PLANS COMPLETE BUT CONCERN STILL PRESENT, CAPACITIVE DISCHARGE AKA TECH LINE SPECIAL PROVIDED TO CHANGE IN SYMPTOMS, REMOVED PART# 5K) 953 569 E, INSTALLED PART# AL
10/30/2019 11:32:00 AM	ADVISED THE TECH TO TRY AND MANUALLY CODE THE NEW CLOCK SPRING TO 00 0A 14 00 00 AND THEN RETEST.
10/30/2019 11:32:00 AM	CUSTOMER COMMENTS: REPLACED SPIRAL SPRING(SRS LIGHT/NO STEERING WHEEL CONTROLS ETC). SRS LIGHT NOW OFF, STEERING WHEEL CONTROLS NOW OPERATE.
10/30/2019 11:32:00 AM	WORKSHOP FINDINGS: GLOW PLUG LIGHT NOW FLASHES, HAS POWERTRAIN DATA BUS FAULTS (SEE GFF LOG). TEST PLANS COMPLETE BUT CONCERN STILL PRESENT, CAPACITIVE DISCHARGE AKA TECH LINE SPECIAL PROVIDED TO CHANGE IN SYMPTOMS, REMOVED PART# 5K) 953 569 E, INSTALLED PART# AL
10/30/2019 11:50:00 AM	CLOSE
10/30/2019 11:50:00 AM	MANUALLY CODED TO OLD NUMBER, LIGHTS OFF
10/30/2019 11:52:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWCP7A30CC[redacted]
Owner Or Fleet	[redacted]	COLLEGEVILLE, PA, [redacted]	Phone #: N/A
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	10/31/2019	Incident Date	N/A
Mileage	87,733		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/31/2019 1:20:00 PM	CUSTOMER CONCERN IS THAT THERE IS A CLICKING NOISE COMING FROM STEERING WHEEL. REPLACED STEERING WHEEL CONTROL UNIT PUT CAR BACK TOGETHER AND THE NOISE WAS STILL THERE. REMOVED THE CLOCK SPRING AND JUST PLACED THE STEERING WHEEL BACK ON MOVING BACK AND FORTH, NOISE WENT AWAY. ANY KNOW CONCERNS
10/31/2019 1:20:00 PM	ISSUE OPENED BY DEALERSHIP
10/31/2019 1:30:00 PM	CUSTOMER COMMENTS: CUSTOMER CONCERN IS THAT THERE IS A CLICKING NOISE COMING FROM STEERING WHEEL.
10/31/2019 1:30:00 PM	RECOMMEND TO REMOVE AIRBAG ASSEMBLY AND RETEST FOR NOISE, IF NOISE REMAINS THEN RECOMMEND TO SWAP A STEERING WHEEL FROM ALIKE VEHICLE AND RETEST OPERATION.
10/31/2019 1:30:00 PM	WORKSHOP FINDINGS: REPLACED STEERING WHEEL CONTROL UNIT PUT CAR BACK TOGETHER AND THE NOISE WAS STILL THERE. REMOVED THE CLOCK SPRING AND JUST PLACED THE STEERING WHEEL BACK ON MOVING BACK AND FORTH, NOISE WENT AWAY. ANY KNOW CONCERNS | | | CLOCK SPRING REPLACED FOR NOISE CONCERN THIS VISIT, NOISE REMAINS. VEHICLE WAS FULLY ASSEMBLED WITH AIRBAG INSTALLED IN STEERING WHEEL.
11/6/2019 10:29:00 AM	SPOKE WITH ALICIA IN SERVICE, REPAIRS HAVE BEEN COMPLETED. ADVISED THAT VTA WILL BE CLOSED WITH COMMENTS. D1
11/6/2019 10:31:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVWBN7AN8EE[redacted]
Owner Or Fleet	[redacted] ATLANTA, GA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, CC, 2014		
Report Date	10/31/2019	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/31/2019 11:20:00 PM	ISSUE UPDATED
10/31/2019 5:31:00 PM	AIRBAG LIGHT IS ON
10/31/2019 5:31:00 PM	ISSUE OPENED BY DEALERSHIP
10/31/2019 5:39:00 PM	CLOCK SPRING FAILED. REPLACED CLOCK SPRING, ROAD TESTED. VEHICLE RETURNED TO CUSTOMER.

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VWLL7AJ8EM[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	11/4/2019	Incident Date	N/A
Mileage	56,242		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/4/2019 4:14:00 PM	CHECK FUSE ALL , ALL GOOD ,HORN IS NOT WORKING WHEN PRESS, BUT IS PUT POWER AND GROUNS ON THE HORN ,WORKS , AND CRUISE CONTROL /STEERING WHEEL BUTTONS FOR THE RADIO ARE NOT WORKING ,NO CODES FOR AIRBAG ,AIR BAG LIGHT IS OFF ,RE-CODES ADRESS 19,17 |
11/4/2019 4:14:00 PM	ISSUE OPENED BY DEALERSHIP
11/5/2019 1:24:00 PM	PLEASE CALL ME [redacted] OR THE DEALER ,I CALL FEW TIMES ,WAIT TO LONG
11/5/2019 3:54:00 PM	SERVICE ADVSER IS WAITING ON LINE FOR 2 H PLEASE CALL BACK ASK FOR NORELIS OR ALEX DE LIMA [redacted]
11/5/2019 4:09:00 PM	BASED N WORKSHOP FINDINGS, WITH FAULTS SETTING IN AW 09 J519 FOR THE J453 MODULE IN STEERING WHEEL, RECOMMEND TO SWAP A STEERING FROM A LIKE VEHICLE AND RETEST OPERATION OF CONCERN. IF CONCERN IS NO LONGER PRESENT, THEN RECOMMEND TO REPLACE THE J453 MODULE IN STEERING WHEEL.
11/5/2019 4:09:00 PM	CUSTOMER COMMENTS: CHECK FUSE ALL , ALL GOOD ,HORN IS NOT WORKING WHEN PRESS,
11/5/2019 4:09:00 PM	WORKSHOP FINDINGS: BUT IS PUT POWER AND GROUNS ON THE HORN ,WORKS , AND CRUISE CONTROL /STEERING WHEEL BUTTONS FOR THE RADIO ARE NOT WORKING ,NO CODES FOR AIRBAG ,AIR BAG LIGHT IS OFF ,RE-CODES ADRESS 19,17 | | | | FAULTS STORED IN THE J519, VEHICLE CAME IN WITH. WHEN HORN IS ACTIVATED WITH HORN PAD THERE IS NO CLICKING FROM THE J519, HORN OUTPUT TEST FOR J519 WILL SOUND THE HORN. WINDOWS OPERATE ON VEHICLE. | | LOW LINE JETTA, WITHOUT AW 16.
11/5/2019 4:41:00 PM	REMOVE THE MODULE J453 FROM ANOTHER JETTA TDI 2014 ,INSTALL ONT EH VEHICLE ,STILL THE SAME
11/5/2019 5:02:00 PM	ADVISED THE TECHNICIAN TO TRY SWAPPING THE CLOCK SPRING.
11/5/2019 5:55:00 PM	REMOVE CLOCK SPRING FROM THE OTHER JETTA, INSTALL ON THE JETTA,HORN WORKS AND STEERING WHELL RADIO BUTTON WORKING , STILL HAVE TO TEST DRIVE TO TRY CRUISE CONTROL ..
11/6/2019 10:06:00 AM	GOOD MORNING ,TEST DROVE VEHICLE CRUISE CONTROL WORKS ,EVERYTHING WORKS AS SPERC ,THE VEHICLE HAVE THE EXTANSION WARRANTY FOR CLOCK SPRING ,BUT DONT HAVE FAULT FOR AIRBAG .. STILL COVER?
11/6/2019 10:11:00 AM	THANKS FOR THE UPDATE. IF THERE IS A WARRANTY RELATED QUESTION, PLEASE CONTACT THE WARRANTY HELP LINE AT 866-306-8447.
11/6/2019 8:06:00 AM	THANKS FOR KEEPING THE VTA UPDATED.

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VWLL7AJ8EM[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	11/4/2019	Incident Date	N/A
Mileage	56,242		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5C0959653		

Crash	Property Damage	Injury	Fatality
No	No	0	0

11/8/2019 11:12:00 AM	CALLED DEALER TO GET AN UPDATE ON VEHICLE. NOT ABLE TO SPEAK WITH ANYONE IN SERVICE.
11/8/2019 11:14:00 AM	SPOKE WITH TECHNICIAN, REPAIRS HAVE BEEN COMPLETED. ADVISED THAT VTA WILL BE CLOSED WITH COMMENTS. D1
11/8/2019 11:15:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV7AX2FW[redacted]
Owner Or Fleet	[redacted] MILWAUKEE, WI, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	11/11/2019	Incident Date	N/A
Mileage	57,177		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/11/2019 1:06:00 PM	SO, I 'BORROWED' A CLOCKSPRING FROM A 2016 TIGUAN, ALSO AN 'AL' PART NUMBER. BASIC SETTINGS SET IMMEDIATELY AND STEERING END STOPS SET WITH NO PROBLEM.
11/11/2019 1:08:00 PM	THAT MEANS THE NEW CLOCK SPRING HAS AN ISSUE PLEASE GET ANOTHER NEW PART .
11/11/2019 11:00:00 AM	ATTACHED NEW LOG. SOME FAULTS ARE DUE TO ME PLUGGING IN OLD CLOCKSPRING AND TRYING A SECOND NEW ONE. PIN DRAG ON G85 CONNECTOR WAS OK. CODING IS OK. PARTS DEPT SAYS THIS IS CORRECT PART. OLD WAS AP, NEW IS AL.
11/11/2019 11:09:00 AM	THANKS FOR THE UPDATED FAULT LOG PLEASE HAVE PARTS CONTACT THE PARTS HELPLINE NORMALLY THE SUPERSESSION DOES NOT GO BACKWARDS IF YOU HAD AN AP NOW YOU HAVE AN AL THIS SEEMS THAT THIS WOULD BE THE ISSUE BECAUSE THE OLD ONE WILL ADAPT.
11/11/2019 12:08:00 PM	PARTS HOTLINE VERIFIED THAT THE 'AL' IS THE CORRECT PART FOR THIS VEHICLE.
11/11/2019 12:35:00 PM	HAVE YOU TRIED TO GET THE AP PART FOR THIS CAR? DID YOU CALL THE PARTS HELPLINE YOURSELF? 800-767-6552 . WHEN USING MVB 7 IN ADDRESS WORD 44 DOES THIS NEW CLOCK SPRING SHOW ROTATION ?
11/11/2019 12:41:00 PM	AP IS NOT A VALID PART NUMBER. IF I LOOK AT ADDRESS WORD 44, BLOCKS 7.1 THROUGH 7.4. NEW G85 SHOWS NO STEERING ANGLE FROM CAN BUS, DOES SHOW STEERING ANGLE SPEED FROM CAN BUS. BASIC SETTING NOT PERFORMED AND INTERNAL STATUS OF G85 IS 1. OLD G85 DOES SHOW STEERING ANGLE AND SPEED FROM CAN BUS, BASIC SETTING IS PERFORMED AND INTERNAL STATUS OF G85 IS ZERO.
11/11/2019 12:54:00 PM	IN ADDRESS WORD 44, PLEASE ENTER ADAPTATION CHANNEL 9 AND CHECK IF THIS VALUE IS SET TO A "1" OR A "0". IF IT IS SET TO A VALUE OF "0" PLEASE CHANGE THIS TO A "1", CYCLE THE KEY AND ATTEMPT THE BASIC SETTINGS ONCE AGAIN. IF IT IS AT A VALUE OF "1" ALREADY, PLEASE CHECK THE MVB'S IN THE ABS FOR THE VEHICLE SPEED, ROTATION RATE, ETC AND NOTE IF ANY SENSORS ARE READING ERRATICALLY POSSIBLY PREVENTING THE BASIC SETTINGS FROM COMPLETING. IF THERE ARE NOT ANY ISSUES FOUND, PERFORM A 5-10MIN CAPACITIVE DISCHARGE AND NOTE IF THE BASIC SETTINGS CAN THEN BE COMPLETED.
11/11/2019 3:23:00 PM	REPLACED CLOCK SPRING WITH SECOND NEW UNIT. ON-LINE CODED AND BASIC SETTINGS 0F G85 WENT THROUGH SUCCESSFULLY. ALL FAULTS CLEARED. THANK YOU!!
11/11/2019 3:52:00 PM	ISSUE UPDATED
11/11/2019 9:18:00 AM	CUSTOMER STATES AIRBAG LIGHT IS ON AND STEERING WHEEL CONTROLS ARE INOP. REPLACE CLOCKSPRING AND PERFORMED ONLINE CODING. AIRBAG LIGHT IS OFF AND CONTROLS NOW WORK. ATTEMPTING TO SET G85 STEERING ANGLE SENDER, BASIC SETTINGS WILL NOT COMPLETE. NO OTHER FAULTS. ATTEMPTED MULTIPLE TIMES THROUGH GUIDED FUNCTIONS AND GFF, WILL NOT SET. DATABUS CONNECTION TO G85 IS 1.
11/11/2019 9:18:00 AM	ISSUE OPENED BY DEALERSHIP

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV7AX2FW[redacted]
Owner Or Fleet	[redacted] MILWAUKEE, WI, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	11/11/2019	Incident Date	N/A
Mileage	57,177		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

11/11/2019 9:42:00 AM	CUSTOMER COMMENTS: CUSTOMER STATES AIRBAG LIGHT IS ON AND STEERING WHEEL CONTROLS ARE INOP.
11/11/2019 9:42:00 AM	THANK YOU FOR OPENING A WEB TICKET ON THIS 2015 TIGUAN. COULD YOU PLEASE SEND US A UPDATED GFF WITH THE NEW STEERING ELECTRONICS CONTROL MODULE PART NUMBER AND CODING? SUSPECTING THAT THE CLOCKING SPRING MAY BE THE ISSUE. PLEASE CHECK THE MVB FOR THE ΓÇ£STEERING ANGLEΓÇ¥ IN AW16 ΓÇ£STEERING WHEEL ELECTRONICSΓÇ¥ IF THE READING OF THE STEERING ANGLE IS ┬▒360┬▒, PLEASE ROTATE THE STEERING SO THAT THE G85 READS ZERO (0), REMOVE THE STEERING WHEEL AND PIN THE G85. REMOVE THE G85, RE-CENTER THE WHEELS AND REINSTALL THE G85. SET BASIC SETTINGS.
11/11/2019 9:42:00 AM	WORKSHOP FINDINGS: REPLACE CLOCKSPRING AND PERFORMED ONLINE CODING. AIRBAG LIGHT IS OFF AND CONTROLS NOW WORK. ATTEMPTING TO SET G85 STEERING ANGLE SENDER, BASIC SETTINGS WILL NOT COMPLETE. NO OTHER FAULTS. ATTEMPTED MULTIPLE TIMES THROUGH GUIDED FUNCTIONS AND GFF, WILL NOT SET. DATABUS CONNECTION TO G85 IS 1.
11/11/2019 9:43:00 AM	WHEN READING G85 THROUGH VALUE BLOCK, NEW SENSOR READS 0 DEGREES. INSTALLED OLD CLOCKSPRING, THAT SENSOR READS DEGREES OF ROTATION AND WILL SET BASIC SETTINGS. I WASN'T SURE IF NEW SENSOR READS 0 DEGREES DUE TO NOT BEING ADAPTED
11/11/2019 9:47:00 AM	PLEASE ATTACH A FAULT LOG WITH NEW PART INSTALLED.

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWDT7A38HC[redacted]
Owner Or Fleet	[redacted] PLANTATION, FL, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	11/13/2019	Incident Date	N/A
Mileage	21,274		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/13/2019 10:13:00 AM	CUSTOMER CONCERN IS THAT THE MULTIPLE WARNING LIGHTS ARE ON AND THE HORN DOES WORK. FOUND FAULT STORED B10001B IN ARIBAG MODULE. TESTED KNOWN GOOD CLOCK SPRING AND ISSUE IS STILL PRESENT. TESTED ANOTHER KNOWN GOOD CLOCK SPRING AND ISSUE IS STILL PRESENT. CHECKED FUSE SC35 FOR J527 AND IT IS GOOD AND READING BATTERTY VOLTAGE AT BOTH PINS. CHECKED CAN COMMUNICATION WIRES AT J527 AND BOTH ADD UP TO 5V(ONE READING 1V AND THE OTHER READING 4V). SWAPPED IN KNOWN GOOD HARNESS BETWEEN THE BOTTUNS AND AIRBAG TO THE CLOCK SPRING AND ISSUE IS STILL PRESENT. SWAPPED IN KNOWN GOOD BUTTONS AND ISSUE IS STILL PRESENT. PERFORMED AND OVER FOR THE CAN COMMUNCATION WIRES FROM J527 TO GATEWAY AND ISSUE IS STILL PRESENT PLEASE ADVISE.
11/13/2019 10:13:00 AM	ISSUE OPENED BY DEALERSHIP
11/13/2019 10:38:00 AM	ADVISED THE TECH TO SWAP A KNOWN GOOD DRIVERS AIRBAG AND RETEST. IF THE CONCERN IS STILL PRESENT ADVISED TO JUMP THE 2 TERMINALS FOR THE SIGNAL HORN ACTIVATION AND SEE IF THE HORN GOES OFF. IF IT DOES ADVISED TO GET WITH PARTS AND REPLACE EITHER THE STEERING WHEEL OR THE HORN CONTACT SWITCH.
11/13/2019 10:38:00 AM	CUSTOMER COMMENTS: CUSTOMER CONCERN IS THAT THE MULTIPLE WARNING LIGHTS ARE ON AND THE HORN DOES NOT WORK.
11/13/2019 10:38:00 AM	WORKSHOP FINDINGS: FOUND FAULT STORED B10001B IN AIRBAG MODULE. TESTED KNOWN GOOD CLOCK SPRING AND ISSUE IS STILL PRESENT. TESTED ANOTHER KNOWN GOOD CLOCK SPRING AND ISSUE IS STILL PRESENT. CHECKED FUSE SC35 FOR J527 AND IT IS GOOD AND READING BATTERY VOLTAGE AT BOTH PINS. CHECKED CAN COMMUNICATION WIRES AT J527 AND BOTH ADD UP TO 5V(ONE READING 1V AND THE OTHER READING 4V). SWAPPED IN KNOWN GOOD HARNESS BETWEEN THE BUTTONS AND AIRBAG TO THE CLOCK SPRING AND ISSUE IS STILL PRESENT. SWAPPED IN KNOWN GOOD BUTTONS AND ISSUE IS STILL PRESENT. PERFORMED AND OVER FOR THE CAN COMMUNICATION WIRES FROM J527 TO GATEWAY AND ISSUE IS STILL PRESENT PLEASE ADVISE.
11/13/2019 2:36:00 PM	SWAPPED IN KNOWN GOOD AIRBAG AND STEERING WHEEL AND ISSUE IT STILL PRESENT.
11/13/2019 3:33:00 PM	ADVISED THE TECHNICIAN TO PLEASE SWAP IN THE KNOWN GOOD J527 AND THE J453/STEERING WHEEL BUTTONS ONCE AGAIN. ONCE INSTALLED, CODE THEM AS NEEDED, CLEAR THE FAULT MEMORY, AND RETEST. IF THE CONCERN IS NO LONGER PRESENT AND ALL OF THE FAULTS HAVE CLEARED, PLEASE REPLACE BOTH THE J527 AND J453. PLEASE UPDATE THE VTA WITH FINDINGS.
11/14/2019 4:23:00 PM	INSTALLED KNOWN GOOD CLOCKSPRING AGAIN, AND SWAPPED OFF KNOWN GOOD BUTTONS AND HORN NOW WORKS AND ALL OTHER FUNCTIONS ARE WORKING PROPERLY THANKS FOR THE HELP.
11/14/2019 4:53:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWJM7A34JC[redacted]
Owner Or Fleet	[redacted], JAMAICA, NY, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	11/25/2019	Incident Date	N/A
Mileage	119,269		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/25/2019 1:23:00 PM	CODED CLOCK SPRING MANUALLY, CLEARED FAULTS CRUISE CONTROL NOW WORKS
11/25/2019 1:24:00 PM	CLOSING VTA THANKS FOR YOUR HELP
11/25/2019 1:25:00 PM	ISSUE UPDATED
11/25/2019 12:39:00 PM	CUSTOMER STATES AIRBAG LIGHT IS ON AND NOISE WHEN TURNING STEERING WHEEL AND BUTTONS ON STEERING WHEEL INOP. FOUND DTC FOR N95, REPLACED CLOCK SPRING, AIRBAG FAULT IS GONE BUT CANT USE CRUISE CONTROL, WONT LET ME CODE STEERING ELECTRONICS MODULE.
11/25/2019 12:39:00 PM	ISSUE OPENED BY DEALERSHIP
11/25/2019 12:46:00 PM	ADVISED THE TECH TO MANUALLY CODE THE CLOCK SPRING TO 00 12 44 00 08 OFF OLD GFF LOG.
11/25/2019 12:46:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES AIRBAG LIGHT IS ON AND NOISE WHEN TURNING STEERING WHEEL AND BUTTONS ON STEERING WHEEL INOP.
11/25/2019 12:46:00 PM	WORKSHOP FINDINGS: FOUND DTC FOR N95, REPLACED CLOCK SPRING, AIRBAG FAULT IS GONE BUT CANT USE CRUISE CONTROL, WONT LET ME CODE STEERING ELECTRONICS MODULE.

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAA7A32JC[redacted]
Owner Or Fleet	[redacted] MONMOUTH, OR, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	12/4/2019	Incident Date	N/A
Mileage	55,652		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/4/2019 5:03:00 PM	CUSTOMER HAD CONCERN ABOUT STEERING WHEEL CRUNCH AND LIGHTS CAME ON DASH. FOUND STEERING WHEEL CLOCK SPRING BROKEN. REPLACED CLOCK SPRING AND ATTEMPTED ONLINE CODING FOR STEERING ELECTRONICS MODULE 0016. FOUND THAT ODIS STATES AN ERROR SAYING NOT PROPER MODULE. VERIFIED THAT NEW CLOCK SPRING IS THE CORRECT ONE BY PART NUMBER
12/4/2019 5:03:00 PM	ISSUE OPENED BY DEALERSHIP
12/4/2019 5:10:00 PM	ADVISED THE TECH TO MANUALLY CODE AW 16 TO 08 92 C4 00 08 THROUGH OBD. THE CODING WENT THROUGH SUCCESSFULLY. THE TECH WAS THEN ABLE TO CLEAR THE FAULTS AND VEHICLE IS OPERATING AS LIKE VEHICLES. PLEASE LET US KNOW HOW HELPLINE IS DOING BY FILLING OUT A SURVEY FOR JOSHUA NELSON. FROM ELSA PRO, CLICK ON THE ORANGE PHONE ICON AND THE SURVEY IS IN THE MIDDLE OF THE SCREEN.
12/4/2019 5:10:00 PM	CUSTOMER COMMENTS: CUSTOMER HAD CONCERN ABOUT STEERING WHEEL CRUNCH AND LIGHTS CAME ON DASH.
12/4/2019 5:10:00 PM	WORKSHOP FINDINGS: FOUND STEERING WHEEL CLOCK SPRING BROKEN. REPLACED CLOCK SPRING AND ATTEMPTED ONLINE CODING FOR STEERING ELECTRONICS MODULE 0016. FOUND THAT ODIS STATES AN ERROR SAYING NOT PROPER MODULE. VERIFIED THAT NEW CLOCK SPRING IS THE CORRECT ONE BY PART NUMBER
12/4/2019 5:23:00 PM	CODING SUCCESSFUL - THANK YOU
12/4/2019 5:42:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBA7A37JC[redacted]
Owner Or Fleet	[redacted] WAKEFIELD, MA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	12/5/2019	Incident Date	N/A
Mileage	21,954		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/5/2019 10:28:00 AM	THANK YOU WORKED GREAT
12/5/2019 10:32:00 AM	ISSUE UPDATED
12/5/2019 8:22:00 AM	ISSUE OPENED BY DEALERSHIP
12/5/2019 8:22:00 AM	REPLACED CLOCK SPRING CANT GET IT TO CODE TRIED ONLINE AND MANUALLY
12/5/2019 9:42:00 AM	ADVISED THE TECH TO MANUALLY CODE THE NEW CLOCKSPRING TO 00 02 C4 00 08 AND SEE WHAT FAULTS WILL CLEAR.
12/5/2019 9:42:00 AM	CUSTOMER COMMENTS: THE CRUISE DOES NOT WORK AND THE AIR BAG LIGHT IS ON.
12/5/2019 9:42:00 AM	WORKSHOP FINDINGS: REPLACED CLOCK SPRING CANT GET IT TO CODE TRIED ONLINE AND MANUALLY

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVWMP7AN2CE[redacted]
Owner Or Fleet	[redacted]	BROOKLYN, NY, [redacted]	Phone #: N/A
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	12/13/2019	Incident Date	N/A
Mileage	84,973		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/13/2019 10:22:00 AM	-G85 WILL STILL NO SET BASIC AFTER TEST DRIVE.
12/13/2019 10:29:00 AM	HAD THE TECHNICIAN CHECK IN AW 16 FOR THE STEERING ANGLE SENSOR READING AND IT WAS READING -360 DEG WITH THE WHEELS STRAIGHT. ADVISED THE TECHNICIAN TO REMOVE THE CLOCK SPRING AND TURN THE SENSOR TILL IT READS 0 THEN REINSTALL.
12/13/2019 9:34:00 AM	ISSUE OPENED BY DEALERSHIP
12/13/2019 9:34:00 AM	CUSTOMERS STATES THAT AIRBAG LIGHT IS ON AND HORN IN INOP. NEXT RAN GFF AND FOUND FAULT FOR DRIVER FRONT AIRBAG; LOGGED IN AIRBAG CONTROL MODULE. NEXT PERFORMED VISUAL INSPECTION OF CLOCK SPRING AND FOUND THAT CLOCK SPRING WIRE RIBBON HAS FAILED. NEXT R&R CLOCK SPRING. NEXT PERFORMED CODING AND SOFTWARE CONFIGURATION OF CLOCK SPRING. NEXT ATTEMPTED TO PERFORM BASIC SETTINGS OF STEERING ANGLE SENSOR AND STEERING ANGLE SENSOR WILL NO COMPLETE BASIC SETTINGS.
12/13/2019 9:49:00 AM	ADVISED THE TECH TO CODE THE NEW CLOCK SPRING TO 79 82 A1 00 00 AND SEE IF THE G85 WILL SET.
12/13/2019 9:49:00 AM	CUSTOMER COMMENTS: CUSTOMERS STATES THAT AIRBAG LIGHT IS ON AND HORN IN INOP.
12/13/2019 9:49:00 AM	WORKSHOP FINDINGS: NEXT RAN GFF AND FOUND FAULT FOR DRIVER FRONT AIRBAG; LOGGED IN AIRBAG CONTROL MODULE. NEXT PERFORMED VISUAL INSPECTION OF CLOCK SPRING AND FOUND THAT CLOCK SPRING WIRE RIBBON HAS FAILED. NEXT R&R CLOCK SPRING. NEXT PERFORMED CODING AND SOFTWARE CONFIGURATION OF CLOCK SPRING. NEXT ATTEMPTED TO PERFORM BASIC SETTINGS OF STEERING ANGLE SENSOR AND STEERING ANGLE SENSOR WILL NO COMPLETE BASIC SETTINGS.
12/16/2019 2:54:00 PM	VEHICLE HAS BEEN REPAIRED AND CUSTOMER HAS PICKED UP VEHICLE.
12/16/2019 3:28:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBP7A3XC[redacted]
Owner Or Fleet	[redacted]SANTA CLARA, CA, [redacted]Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	12/16/2019	Incident Date	N/A
Mileage	69,369		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/16/2019 5:25:00 PM	AIRBAG LIGHT AND HORN IS NOT WORKING. TEST PLAN FOR N95 ENDS BEFORE ANY CHECKS ARE PERFORMED WITH NO OUTCOME.
12/16/2019 5:25:00 PM	ISSUE OPENED BY DEALERSHIP
12/16/2019 5:31:00 PM	CUSTOMER COMMENTS: AIRBAG LIGHT AND HORN IS NOT WORKING.
12/16/2019 5:31:00 PM	RECOMMEND TO INSPECT FOR ANY WIRING, CONNECTION OR TERMINAL ISSUES AT THE CLOCK SPRING, IF NO WIRING ISSUES ARE FOUND THEN RECOMMEND TO REPLACE CLOCK SPRING.
12/16/2019 5:31:00 PM	WORKSHOP FINDINGS: TEST PLAN FOR N95 ENDS BEFORE ANY CHECKS ARE PERFORMED WITH NO OUTCOME. | | | TECH HAS SUBMITTED GFF FEEDBACK.
12/17/2019 10:17:00 AM	REPLACE CLOCK SPRING. HORN IS WORKING AS DESIGN
12/17/2019 10:55:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAT7A33EC[redacted]
Owner Or Fleet	[redacted]	VIRGINIA BEACH, VA, [redacted]	Phone #: N/A
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	12/17/2019	Incident Date	N/A
Mileage	100,212		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2019 10:01:00 AM	CLOCK SPRING WAS VERY LOUD. FAULTS FOR RESISTANCE TOO HIGH. REPLACED THE CLOCK SPRING AND CODE WENT AWAY BUT TWO CODES APPEARED AND THE EPC LIGHT CAME ON. THERE WAS A TEST PLAN FOR ECM CODING SO I WENT THROUGH THAT AND IT DID NOT SOLVE THE ISSUE.
12/17/2019 10:01:00 AM	ISSUE OPENED BY DEALERSHIP
12/17/2019 10:17:00 AM	.ADVISED DEALER TO GO TO SPECIAL FUNCTIONS, SVM SOFTWARE VERSION MANAGEMENT. PERFORM THE FOLLOWING TESTS: ΓÇ£CONTROL MODULE SOFTWARE CONFIGURATIONΓÇ¥ AND ΓÇ£FES FUNCTION CLEARING SYSTEMΓÇ¥, SELECT "RE-CREATE FUNCTION" FOR AW 19. THE TECH PERFORMED THE RECOMMENDED STEPS AND P1647 CODE IS STILL RESETTING. THE TECH IS STILL GETTING STATIC CODES IN AW 16 ALSO. ADVISED THE TECH TO TRY PLUGGING IN ANOTHER CLOCK SPRING AND RECHECKING FOR CODES.
12/17/2019 10:17:00 AM	CUSTOMER COMMENTS: CLOCK SPRING WAS VERY LOUD.
12/17/2019 10:17:00 AM	WORKSHOP FINDINGS: FAULTS FOR RESISTANCE TOO HIGH. REPLACED THE CLOCK SPRING AND CODE WENT AWAY BUT TWO CODES APPEARED AND THE EPC LIGHT CAME ON. THERE WAS A TEST PLAN FOR ECM CODING SO I WENT THROUGH THAT AND IT DID NOT SOLVE THE ISSUE.
12/18/2019 8:45:00 AM	INSTALLED ANOTHER CLOCK SPRING AND FAULT CODES ARE STILL RETURNING.
12/18/2019 9:22:00 AM	JUST FINISHED CHECKING WIRES GOING INTO THE CLOCK SPRING. ALL WIRES/PINS HAVE THE PROPER VALUES.
12/18/2019 9:46:00 AM	UPDATE #3. DECIDED TO DO THE JOB OVER AGAIN BY REINSTALLING OLD PART. WORKS FINE JUST LOUD. INSTALLED THE SECOND PART. WORKS FINE BUT NO RECODING OF THE STEERING ANLGE SENSOR COMES INTO THE TEST PLAN. PERFORMED SAME FUNCTIONS AS RECOMMENDED. INSTALLED THE THIRD CLOCK SPRING AND WENT THROUGH THE BASIC SETTINGS JUST LIKE BEFORE BUT THIS TIME CODING FOR THE NEW STEERING ANLGE POPS UP IN THE TEST PLAN. NOT SURE WHY IT DOESN'T DO IT FOR THE OTHER "NEW" CLOCK SPRING BUT I AM CONSIDERING THAT ONE DEFECTIVE. VEHICLE IS NOW OPERATING AS DESIGNED.
12/18/2019 9:58:00 AM	ISSUE UPDATED
12/18/2019 9:58:00 AM	THANKS FOR THE UPDATE. PLEASE CALL BACK IF MORE HELP IS NEEDED OR CLOSE THE VTA WITH A RESOLUTION WHEN REPAIRS ARE COMPLETE.
12/26/2019 1:59:00 PM	PLEASE UPDATE THE VTA TO REFLECT CURRENT VEHICLE STATUS.
12/27/2019 9:53:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WA1BCCFS0JR[redacted]
Owner Or Fleet	[redacted] BOCA RATON, FL, [redacted] Phone #: N/A		
Make, Model, Model Year	Audi, Q3, 2018		
Report Date	12/17/2019	Incident Date	N/A
Mileage	12,800		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	8X0953501H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2019 10:05:00 AM	CUSTOMER STATES AIRBAG WARNING DISPLAYS.
12/17/2019 10:05:00 AM	ISSUE OPENED BY DEALERSHIP
12/17/2019 10:07:00 AM	AIRBAG LIGHT IS ON, PERFORMING TEST PLAN FOR FAULT B10001B: DRIVER AIRBAG IGNITER RESISTANCE TOO HIGH ACTIVE/STATIC. DURING THIS TEST PLAN THE SCAN TOOL IS ASKING, "CREATE A SHORT CIRCUIT ON THE HARNESS CONNECTOR TO AIRBAG SPIRAL SPRING/RETURN SPRING WITH SLIP RING -F138- FOR AIRBAG IGNITER -N95 DRIVERS SIDE BETWEEN THE B+ AND GROUND (GND) WIRE ACCORDING TO THE WIRING DIAGRAM." I'M NOT ABLE TO DETERMINE WHICH WIRE IM SUPPOSED TO CREATE A SHORT IN. | |
12/17/2019 11:57:00 AM	ADVISED TECH TO UNPLUG THE AIRBAG AND VERIFY THAT THE FAULT CHANGES TO LOW RESISTANCE. IF IT DOES NOT, REPLACE THE CLOCK SPRING AND RETEST.
12/17/2019 4:10:00 PM	REPLACED CLOCK SPRING. AIRBAG FAULT CLEARED. THANK YOU.
3/31/2020 4:50:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGAV7AX6CW[redacted]
Owner Or Fleet	[redacted] MISSION, TX, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2012		
Report Date	12/17/2019	Incident Date	N/A
Mileage	64,438		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/17/2019 10:10:00 AM	CUSTOMER STATES AIRBAG LIGHT ON , SCAN UNIT FOR CODES , FOUND CODE 588 DRIVER SIDE AIRBAG IGNITER, REMOVED CLOCK SPRING AND FOUND HAIR INSIDE IN CLOCK SPRING, SEND PHOTO, OPEN A VTA DUE TO CUSTOMER CARE
12/17/2019 10:10:00 AM	ISSUE OPENED BY DEALERSHIP
12/17/2019 10:11:00 AM	PHOTO
12/17/2019 10:16:00 AM	ADVISED THE TECH TO REPLACE THE CLOCK SPRING FOR THE ISSUE OF THE HAIR IN IT. IF THERE ARE ANY QUESTIONS REGARDING COVERAGE, PLEASE CONTACT THE WARRANTY HELPLINE @ 866 306 8447, PRIOR TO PERFORMING ANY REPAIRS.
12/17/2019 10:16:00 AM	CUSTOMER COMMENTS: CUSTOMER STATES AIRBAG LIGHT ON ,
12/17/2019 10:16:00 AM	WORKSHOP FINDINGS: SCAN UNIT FOR CODES , FOUND CODE 588 DRIVER SIDE AIRBAG IGNITER, REMOVED CLOCK SPRING AND FOUND HAIR INSIDE IN CLOCK SPRING, SEND PHOTO, OPEN A VTA DUE TO CUSTOMER CARE
12/18/2019 9:35:00 AM	CUSTOMER IS TRADING OUT FOR A NEW UNIT , THANKS
12/18/2019 9:43:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VW547AU9GM[redacted]
Owner Or Fleet	[redacted] SUN CITY, CA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, GTI, 2016		
Report Date	12/20/2019	Incident Date	N/A
Mileage	90,704		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953521K		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/20/2019 1:03:00 PM	CHECK POWER AND GROUND TO J527 OK , REPLACED J527 STILL STEERING BUTTONS DON'T WORK SAME FAULT IN ECM AND GATEWAY , THERE IS A BULLETIN 91-18-18TT BUT DOESN'T SAY WHAT TO CHECK , THERE IS NO FAULTS IN J527 NO FAULTS IN AIRBAG TURN SIGNALS AND WIPERS WORK HORN WORKS , BUT HORN WORKS ALL THE TIME EVEN WITH KEY OUT
12/20/2019 11:08:00 AM	CUSTOMER STATES STEERING WHEEL CONTROLS DO NOT WORK, VERIFIED, FAULTS CODE U0212 LOST COMMUNICATIONS TO STEERING COLUM, U108E CONTROL UNIT IN STEERING WHEEL NO COMMUNICATION, CHECK POWER AND GROUND AT STEERING WHEEL CONTROLS HAS POWER AND GROUND , REPLACED STEERING CONTROLS AND STILL NOT WORKING CODE STEERING COLUM CONTROLS STILL NOT WORKING MEASURE VALUES SHOW NOT INSTALLED TRIED CAP DISCHARGE STILL NOT WORKING
12/20/2019 11:08:00 AM	ISSUE OPENED BY DEALERSHIP
12/20/2019 11:18:00 AM	ADVISED TECH TO VERIFY THE POWER AND GROUND TO THE J527. IF ALL OK REPLACE THE J527.
12/20/2019 11:18:00 AM	CUSTOMER COMMENTS: CUSTOMER STATES STEERING WHEEL CONTROLS DO NOT WORK,
12/20/2019 11:18:00 AM	WORKSHOP FINDINGS: VERIFIED, FAULTS CODE U0212 LOST COMMUNICATIONS TO STEERING COLUM, U108E CONTROL UNIT IN STEERING WHEEL NO COMMUNICATION, CHECK POWER AND GROUND AT STEERING WHEEL CONTROLS HAS POWER AND GROUND , REPLACED STEERING CONTROLS AND STILL NOT WORKING CODE STEERING COLUM CONTROLS STILL NOT WORKING MEASURE VALUES SHOW NOT INSTALLED TRIED CAP DISCHARGE STILL NOT WORKING
12/26/2019 3:48:00 PM	ADVISED THE TECH TO PLUG THE OLD J453 IS AND SCAN THE VEHICLE. ADVISED TO GET THE OLD SLAVE MODULE CODING THROUGH OBD. THEN ADVISED TO MANUALLY ENTER THAT CODING INTO THE NEW J453 AND RETEST. IF THE TECH NEEDS ANY ASSISTANCE ON SLAVE MODULE CODING THEY WILL CALL BACK IN WITH THE OLD J453 PLUGGED IN AND VEHICLE SCANNED.
12/26/2019 4:55:00 PM	TELEDIAGNOSED AND WAS NOT ABLE TO COMMUNICATE WITH THE STEERING WHEEL CONTROL MODULE IN AW 16, OR 09. RAN CONTROL MODULE SOFTWARE CONFIG AND FES ON AW 16 AND 19. ADVISED THE TECHNICIAN TO CHECK POWER GROUND AND CAN SIGNALS AT THE J527 AND AT THE STEERING WHEEL ELECTRONICS MODULE.
12/26/2019 6:42:00 PM	CHECK VOLTAGE AT LIN BUS WIRE AT SPIRAL SPRING 0 VOLTS , CHECK FOR VOLTAGE AT DATA CO NTROL HAS 5 VOLTS AT CONTROL UNIT 13 FOUND WIRE HAS A BREAK IN IT SOME WHERE IN HARNESS , INSTALLED OVER LAY WIRE AND NOW EVERY THING WORKS, SORRY I DID NOT CHECK THIS TO START WITH, THERE WAS NO OPEN SHORT CIRCUIT FAULTS SO I DID NOT CHECK FOR THAT, STUPID ME LESSON WELL LEARNED, THANK YOU FOR YOUR ASSISTANCE
12/26/2019 6:59:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV7AX8GW[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	1/7/2020	Incident Date	N/A
Mileage	24,606		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/7/2020 10:16:00 AM	CAR CAME IN FOR FAULTY CLOCK SPRING- REPLACE CLOCK SPRING SCANNED VEHICLE NOW FAULT P1647 CHECKING CODING/VERSIONS OF CONTROL MODULES IN DRIVETRAIN STORED IN THE ECM. PERFORMED SOFTWARE CONFIG OF 19 / FES ON 19 FAULT STILL WONT CLEAR. TRIED CODING 01. NUMEROUS KEY CYCLES AND EXITING OUT OF GFF AND LETTING THE VEHICLE SI
1/7/2020 10:16:00 AM	ISSUE OPENED BY DEALERSH
1/7/2020 10:29:00 AM	ADVISED TECH TO SUBMIT AN ODIS FEEDBACK. THEN, START WITH A BATTERY MAINTAINER IN PLACE AND THE LATEST ONLINE VERSION OF ODIS SOFTWARE INSTALLED. UNDER THE SPECIAL FUNCTIONS TAB, RUN THE KS MASTER GATEWAY OR KS MASTER CLUSTER AND COMBINED SYSTEM TEST PLAN (IF A KESSY CAR, HAVE READER COIL EXPOSED FROM THE COLUMN TRIM), THEN "CTRL. MODULE SOFTWARE CONFIGURATION" ON THE 19 MODULE. THEN SELECT THE FES ΓÇ£FUNCTION CLEARING SYSTEM (FES)ΓÇ¥, SELECTING #2 ΓÇ£RE-CREATEΓÇ¥ OR ΓÇ£RESTORE FUNCTIONΓÇ¥. IF P1647 FAULT REMAINS PLEASE MANUALLY CODE THE J527 TO 11 0A 14 00
1/7/2020 10:29:00 AM	CUSTOMER COMMENTS: CAR CAME IN FOR FAULTY CLOCK SPRIN
1/7/2020 10:29:00 AM	WORKSHOP FINDINGS: REPLACE CLOCK SPRING SCANNED VEHICLE NOW FAULT P1647 CHECKING CODING/VERSIONS OF CONTROL MODULES IN DRIVETRAIN STORED IN THE ECM. PERFORMED SOFTWARE CONFIG OF 19 / FES ON 19 FAULT STILL WONT CLEAR. TRIED CODING 01. NUMEROUS KEY CYCLES AND EXITING OUT OF GFF AND LETTING THE VEHICLE SI
1/7/2020 10:37:00 AM	CODED STEERING ELECTRIONICS AND SYSTEM NOW OK, FAULTS CLEARED O
1/7/2020 2:24:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGAV7AX3GW[redacted]
Owner Or Fleet	[redacted] GULFPORT, MS, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	1/14/2020	Incident Date	N/A
Mileage	32,457		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/14/2020 1:49:00 PM	ISSUE UPDAT
1/14/2020 10:22:00 AM	ISSUE OPENED BY DEALERSH
1/14/2020 10:22:00 AM	PUT IN A SPIRAL CABLE. I DID ON LINE CODING AND MAID SURE IT WAS RIGHT. CAN NOT SET STEERING ANGLE SENSOR. OR SKID CONTROL. EVEN THE LOCK TO LOCK. WONT S
1/14/2020 10:42:00 AM	ADVISED THE TECH TO MANUALLY CODE AW16 WITH OBD CONTROL MODULE USING THE FOLLOWING, 11 1A 14 00 00. THEN RETEST OPERATIO
1/14/2020 10:42:00 AM	CUSTOMER COMMENTS: PUT IN A CLOCK SPRIN
1/14/2020 10:42:00 AM	WORKSHOP FINDINGS: I DID ON LINE CODING AND MADE SURE IT WAS RIGHT. CAN NOT SET STEERING, ANGLE SENSOR. OR SKID CONTROL. EVEN THE LOCK TO LOCK. WONT S
1/14/2020 11:07:00 AM	ADVISED TECH TO START WITH A BATTERY MAINTAINER IN PLACE AND THE LATEST ONLINE VERSION OF ODIS SOFTWARE INSTALLED. UNDER THE SPECIAL FUNCTIONS TAB, RUN THE KS MASTER GATEWAY OR KS MASTER CLUSTER AND COMBINED SYSTEM TEST PLAN (IF A KESSY CAR, HAVE READER COIL EXPOSED FROM THE COLUMN TRIM), THEN "CTRL. MODULE SOFTWARE CONFIGURATION" ON THE 19 MODULE. THEN SELECT THE FES ΓÇ£FUNCTION CLEARING SYSTEM (FES)ΓÇ¥, SELECTING #2 ΓÇ£RE-CREATEΓÇ¥ OR ΓÇ£RESTORE FUNCTIONΓÇ¥. IF THE SYMPTOM REMAINS, PLEASE TRY THE PRECEDING TEST PLANS ON AW16. ALSO PLEASE PERFORM AN ODIS FEEDBACK AND UPLOAD A CURRENT GFF WITH THE UPDATED J527 CODIN
1/14/2020 11:35:00 AM	ADVISED THE TECHNICIAN TO CHECK MVB IN AW 16 AND FOUND THE STEERING ANGLE SENSOR READING -365 DEGREES. AD VISED THE TECHNICIAN TO REMOVE THE CLOCK SPRING AND SET THE STEERING ANGLE TO 0 AND REINSTALL WITH THE STEERING WHEEL SET STRAIGHT AHEAD THEN READAPT THE G8
1/14/2020 12:03:00 PM	THANK YOU FOR YOUR HE

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBA7A30JC[redacted]
Owner Or Fleet	[redacted] BOCA RATON, FL, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	1/20/2020	Incident Date	N/A
Mileage	17,750		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/20/2020 4:16:00 PM	CUSTOMER STATE AIRBAG LIGHT ON ALL THE TI
1/20/2020 4:16:00 PM	ISSUE OPENED BY DEALERSH
1/20/2020 4:25:00 PM	ADVISED THE TECHNICIAN TO PLEASE COMPARE THE CODING OF THE NEW J527/AW-16 TO THE OLD CODING OF: 00 02 C4 00 08. IF THE CODING IS DIFFERENT, PLEASE MANUALLY CODE THE NEW J527 AS NEEDED AND RETEST. IF FURTHER ASSISTANCE IS NEEDED, PLEASE UPLOAD THE MOST CURRENT GFF LOG TO PAPERLESS FOR REVIEW. IF COMPLETED, THE CUSTOMER TAKES THE VEHICLE, OR FURTHER ASSISTANCE IS NOT NEEDED, PLEASE UPDATE AND CLOSE THE VTA WITH THE REPAIRS PERFORME
1/20/2020 4:25:00 PM	WORKSHOP FINDINGS: THE TECHNICIAN HAS FOUND FAULTS FOR THE CLOCK SPRING AND HAS REPLACED IT. THE NEW CLOCK SPRING WILL NOT CODE VIA ONLINE CODIN
1/20/2020 5:01:00 PM	GFF L
1/20/2020 5:11:00 PM	ADVISED TECH TO START WITH A BATTERY MAINTAINER IN PLACE AND THE LATEST ONLINE VERSION OF ODIS SOFTWARE INSTALLED. UNDER THE SPECIAL FUNCTIONS TAB, RUN THE TEST PLAN FOR ΓÇ£KS MASTER-GATEWAY CONNECTION SYSTEMSΓÇ¥ OR ΓÇ£KS MASTER-INSTRUMENT PANEL COMBINED SYSTEMSΓÇ¥. ONCE COMPLETED, PERFORM THE TEST PLAN FOR "CTRL. MODULE SOFTWARE CONFIGURATION" ON AW 17 ONCE THE TEST PLAN FINISHES, SELECT THE FES ΓÇ£FUNCTION CLEARING SYSTEM (FES)ΓÇ¥, SELECTING #2 ΓÇ£RE-CREATE FUNCTIONΓÇ¥ OR "RESTORE FUNCTION
1/20/2020 5:12:00 PM	ISSUE UPDAT
1/21/2020 11:03:00 AM	THAN
1/21/2020 2:08:00 PM	ISSUE UPDAT
1/21/2020 8:31:00 AM	NEW GFF LOG , TECH PERFORMED ALL PROCEDURES AS INSTRUCTED , CAR STILL HAS FAUL
1/21/2020 8:50:00 AM	WITH THE TECHNICIAN ON THE PHONE, WALKED THE TECHNICIAN THROUGH MANUALLY CODING THE J527/AW-16 THROUGH CONTROL MODULE OBD. THE TECHNICIAN HAS FOUND THAT THE FAULTS HAVE NOW CLEARED IN THE J527. ADVISED THE TECHNICIAN TO PLEASE CLEAR ANY REMAINING FAULTS IN THE VEHICLE AND IF THEY CLEAR, ROAD TEST AND NOTE IF ANY CONCERNS RETUR

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBA7A30JC[redacted]
Owner Or Fleet	[redacted]	HIALEAH, FL, [redacted]	Phone #: N/A
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	1/23/2020	Incident Date	N/A
Mileage	17,965		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/23/2020 10:21:00 AM	ISSUE OPENED BY DEALERSH
1/23/2020 10:21:00 AM	PERFORMED REPLACED CLOCK SPRING ,PERFORMED CODE ONLINE OK ,CHECK DTC FOUND P0568 CRUISE CONTROL SET SIGNAL ,TERMINAL 15 SIGNAL ,WINDSHIELD WIPER INTERMITTENT MODE SWITCH ,CHECK FUSE OK AND SIGNAL OK ,CODE ECM ONLINE OK ,PLEASE ADVISE THA
1/23/2020 10:30:00 AM	CUSTOMER COMMENTS: PERFORMED REPLACED CLOCK SPRING
1/23/2020 10:30:00 AM	ISSUE UPDAT
1/23/2020 10:30:00 AM	WORKSHOP FINDINGS: PERFORMED CODE ONLINE OK ,CHECK DTC FOUND P0568 CRUISE CONTROL SET SIGNAL ,TERMINAL 15 SIGNAL ,WINDSHIELD WIPER INTERMITTENT MODE SWITCH ,CHECK FUSE OK AND SIGNAL OK ,CODE ECM ONLINE OK ,PLEASE ADVISE THA
1/23/2020 10:33:00 AM	THANK YOU FOR OPENING THIS VTA. RECOMMEND TO MANUALLY CODE AW 16 TO 00 02 C4 00 08 THROUGH OBD AND RETEST. IF THE CONCERN IS STILL PRESENT, RECOMMEND TO GET WITH PARTS AND PARTS HELPLINE TO VERIFY CORRECT PART NUMBER WAS INSTALLED. THE NEW PART HAS A DIFFERENT PART NUMBER THAN WHAT WAS ORIGINALLY INSTALLE
1/31/2020 8:20:00 AM	ALL THE CODES WENT AWAY BUT NOW THE EPC STAYS
1/31/2020 8:28:00 AM	THANKS FOR THE UPDATE. PLEASE CLEAR FAULTS AND RE-CHECK FAULT MEMORY, THEN SUBMIT A GFF LOG SHOWING WHAT FAULTS RETUR
2/3/2020 12:24:00 PM	CUSTOMER TOOK VEHICLE WILL OPEN ANOTHER VTA IF FURTHER ASSISTANCE IS NEEDED THANK Y
2/3/2020 6:18:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VWPL7AJ3AM[redacted]
Owner Or Fleet	[redacted] SANTA CRUZ, CA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2010		
Report Date	1/24/2020	Incident Date	N/A
Mileage	70,116		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549CF		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
1/24/2020 12:13:00 PM	CUSTOMER CAME IN FOR NO STEERING WHEEL CONTROLS, HORN INOP. REPLACED STEERING WHEEL CLOCKSPRING UNDER WARRANTY EXTENSION. CANNOT CODE THE STEERING WHEEL CONTROL MODULE VIA ONLINE CODING. NO COMMUNICATION. PLEASE ADVIS
1/24/2020 12:13:00 PM	ISSUE OPENED BY DEALERSH
1/24/2020 12:17:00 PM	CUSTOMER COMMENTS: CUSTOMER CAME IN FOR NO STEERING WHEEL CONTROLS, HORN IN
1/24/2020 12:17:00 PM	ISSUE UPDAT
1/24/2020 12:17:00 PM	WORKSHOP FINDINGS: REPLACED STEERING WHEEL CLOCKSPRING UNDER WARRANTY EXTENSION. CANNOT CODE THE STEERING WHEEL CONTROL MODULE VIA ONLINE CODING. NO COMMUNICATION. PLEASE ADVIS
1/24/2020 12:28:00 PM	THANKS FOR THE VTA ON THIS 2010 JETTA WAGON. PLEASE CODE THE STEERING ELECTRICS MANUALLY THROUGH CONTROL MODULE OBD TO 5
1/24/2020 5:50:00 PM	FUNCTION NOT AVAILIABLE MESSAGE COMES
1/24/2020 5:54:00 PM	PREVIOUS CODING SAYS 22. ENTER 532 AND IT WILL NOT CODE WITH FUNCTION NOT AVAILIABLE MESSAGE POPPING U
1/24/2020 6:56:00 PM	PLEASE CHECK WITH PARTS AND VERIFY THAT THE CORRECT CLOCK SPRING WAS INSTALLED ON THE VEHICLE. THE ORIGINAL PART NUMBER WAS 1K0953549CF, AND ACCORDING TO THE GFF LOG THE NEW ONE IS 1K0953549AF. USUALLY SUPERSESSIONS WOULD GO UP FROM CF, NOT DOWN TO
1/24/2020 7:21:00 PM	THE PART NUMBER PROVIDED IS FOR THE TURN SIGNAL ETC. MODULE UNDERNEATH THE CLOCK SPRING(WHERE IT PLUGS INTO) IS THAT THE FAULTY PART IN QUESTIO
1/24/2020 8:00:00 PM	PLEASE VERIFY THE PART NUMBER FOR THE J527 WITH THE PARTS DEPARTMEN
1/27/2020 2:27:00 PM	1K0953549AF IS THE MODULE UNDER THE CLOCKSPRING. DID NOT REPLACE THE MODULE. REPLACED THE CLOCKSPRIN
1/27/2020 4:43:00 PM	THANK YOU FOR THE UPDATE. REPLACE THE CLOCK SPRING AGAIN AND REEVALUATE THE CONCER
1/29/2020 3:16:00 PM	REPLACED CLOCKSPRING. STILL CANNOT CODE ONLINE OR CODE TO 532. NEW GFF

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VWPL7AJ3AM[redacted]
Owner Or Fleet	[redacted] SANTA CRUZ, CA, [redacted]	Phone #: N/A	
Make, Model, Model Year	Volkswagen, Jetta Sportwagen, 2010		
Report Date	1/24/2020	Incident Date	N/A
Mileage	70,116		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	1K0953549CF		

Crash	Property Damage	Injury	Fatality
No	No	0	0

1/29/2020 3:18:00 PM	RECOMMEND TO REPLACE THE MODULE UNDER THE CLOCK SPRING. J52
1/29/2020 6:02:00 PM	GFF ADD
1/29/2020 6:04:00 PM	DISREGARD PRIVOUS NOTE, WRONG VTA TICK
1/29/2020 6:11:00 PM	THANKS FOR THE UPDAT
1/31/2020 12:01:00 PM	WORKED, THANK YO
1/31/2020 2:34:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBN7A32EC[redacted]
Owner Or Fleet	[redacted]		NEW CANAAN, CT, [redacted] Phone #: N/A
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	2/1/2020	Incident Date	N/A
Mileage	46,237		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/1/2020 2:59:00 PM	CUSTOMER CAME IN WITH AIRBAG LIGHT, NO STEERING WHEEL CONTROLS AND CONTROL UNIT IN STEERING COLUMN - NO COMMUNICATION. | REPLACED CLOCK SPRING WHICH FIXED THE STEERING CONTROLS, UNIT FAULT AND AIRBAG LIGHT. NOW THE GLOW PLUG LIGHT IS FLASHING WITH THE CODES PROVIDED BELOW: | P164700: CHECKING CODING/VERSIONS OF CONTROL MODULES IN DRIVETRAIN | U0235: LOST COMMUNICATION WITH CRUISE CONTROL FRONT DISTANCE RANGE SENSOR | B1788F0: CONTROL MODULE IMMOBILIZER DEACTIVATED | B114A13: ACTIVATION OF IGNITION SWITCH KEY LOCK SOLENOID OPEN CIRCUIT | B114829: TERMINAL 15 IMPLAUSIBLE SIGNAL | B114913: WINDSHIELD WIPER INTERMITTENT MODE SWITCH OPEN CIRCUIT | U000200: HIGH SPEED CAN COMMUNICATION BUS PERFORMANCE | B116854: STEERING ANGLE SENSOR NO BASIC SETTING | RAN TEST PLANS AFTER SCANNING IN AND CAP DISCHARGED SYSTEM AND SCANNED BACK IN TO CHECK AND FAULTS WERE STILL THERE | PLEASE ADVISE THANK YOU :(
2/1/2020 2:59:00 PM	ISSUE OPENED BY DEALERSH
2/1/2020 3:27:00 PM	CUSTOMER COMMENTS: CUSTOMER CAME IN WITH AIRBAG LIGHT, NO STEERING WHEEL CONTROLS AND CONTROL UNIT IN STEERING COLUMN - NO COMMUNICATIO
2/1/2020 3:27:00 PM	RECODED AW16 TO 100A140000. STILL HAS CODES B114913, U0002. ADVISED TECH TO START WITH A BATTERY MAINTAINER IN PLACE AND THE LATEST ONLINE VERSION OF ODIS SOFTWARE INSTALLED. UNDER THE SPECIAL FUNCTIONS TAB, RUN THE TEST PLAN FOR ΓÇ£KS MASTER-GATEWAY CONNECTION SYSTEMSΓÇ¥ OR ΓÇ£KS MASTER-INSTRUMENT PANEL COMBINED SYSTEMSΓÇ¥. ONCE COMPLETED, PERFORM THE TEST PLAN FOR "CTRL. MODULE SOFTWARE CONFIGURATION" ON AW 09 AND 19 ONCE THE TEST PLAN FINISHES, SELECT THE FES ΓÇ£FUNCTION CLEARING SYSTEM (FES)ΓÇ¥, SELECTING #2 ΓÇ£RE-CREATE FUNCTIONΓÇ¥ OR "RESTORE FUNCTION
2/1/2020 3:27:00 PM	WORKSHOP FINDINGS: REPLACED CLOCK SPRING WHICH FIXED THE STEERING CONTROLS, UNIT FAULT AND AIRBAG LIGHT. NOW THE GLOW PLUG LIGHT IS FLASHING WITH THE CODES PROVIDED BELOW: | | P164700: CHECKING CODING/VERSIONS OF CONTROL MODULES IN DRIVETRAIN | | U0235: LOST COMMUNICATION WITH CRUISE CONTROL FRONT DISTANCE RANGE SENSOR | | B1788F0: CONTROL MODULE IMMOBILIZER DEACTIVATED | | B114A13: ACTIVATION OF IGNITION SWITCH KEY LOCK SOLENOID OPEN CIRCUIT | | B114829: TERMINAL 15 IMPLAUSIBLE SIGNAL | | B114913: WINDSHIELD WIPER INTERMITTENT MODE SWITCH OPEN CIRCUIT | | U000200: HIGH SPEED CAN COMMUNICATION BUS PERFORMANCE | | B116854: STEERING ANGLE SENSOR NO BASIC SETTING | | RAN TEST PLANS AFTER SCANNING IN AND CAP DISCHARGED SYSTEM AND SCANNED BACK IN TO CHECK AND FAULTS WERE STILL THERE | | PLEASE ADVISE THANK YOU :(
2/1/2020 3:30:00 PM	ISSUE UPDAT
2/1/2020 3:41:00 PM	ADVISED TO COMPLETE A CAP DISCHARGE, COMPLETE A FRESH SCAN AND RECHECK FOR CODES. IF THE FAULTS ARE STILL THERE TO REPLACE THE J52
2/1/2020 3:55:00 PM	AFTER MODULE WAS CODED AND CAP DISCHARGE APPLIED FOR 5 MINUTES, THE CODES HAVE ALL GONE AWAY AND CAR IS FULLY OPERATIONAL WITH NO FAULTS. TY SO VERY MUCH FOR THE ASSISTANCE. OK TO CLOSE :) HAVE A GREAT WEEKE
2/1/2020 4:51:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBP7A32CC[redacted]
Owner Or Fleet	[redacted] LOS ANGELES, CA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/4/2020	Incident Date	N/A
Mileage	95,117		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/4/2020 4:09:00 PM	ISSUE OPENED BY DEALERSH
2/4/2020 4:09:00 PM	VEHICLE CAME BACK AFTER PERFORMING 69Q9 T3. AIRBAG LIGHT IS BACK ON AFTER A MONTH. PERFORMED GFF SCAN AND FOUND G85 STEERING ANGLE SENSOR FAULTY STATIC. I FOUND HORN AND STEERING WHEEL CONTROLS ARE OPERATIONAL. P1698 STEERING COLUMN ELECTRONICS READ OUT DTC (STATIC) PRESENT. I REMOVED AIRBAG AND STEERING WHEEL AND INSPECTED FOR ANY DAMAGES. NO DAMAGE FOUND. HOW SHOULD I PROCEE
2/4/2020 4:36:00 PM	CUSTOMER COMMENTS: VEHICLE CAME BACK AFTER PERFORMING 69Q9 T
2/4/2020 4:36:00 PM	WHILE ON THE PHONE, PERFORMED 45-09-05TT - FAULT CODE 01486 SYSTEM FUNCTION TEST ACTIVATED. CLEARED ALL FAULTS. ONLY RETURNING FAULTS ARE NOW FOR TPM AND G85. CHECKED COLUMN FOR SIGNS OF AFTER-MARKET EQUIPMENT. NONE FOUND. REMOVED COLUMN TRIM AND INSPECT J527 CONNECTIONS. ALL CHECK OKAY. RECOMMEND REPLACING THE STEERING ANGLE SENSOR. ONCE REPLACED, SET BASIC SETTINGS FOR G85 AND SET TPM, THEN ROAD TEST AND RE-CHEC
2/4/2020 4:36:00 PM	WORKSHOP FINDINGS: AIRBAG LIGHT IS BACK ON AFTER A MONTH. PERFORMED GFF SCAN AND FOUND G85 STEERING ANGLE SENSOR FAULTY STATIC. I FOUND HORN AND STEERING WHEEL CONTROLS ARE OPERATIONAL. P1698 STEERING COLUMN ELECTRONICS READ OUT DTC (STATIC) PRESENT. I REMOVED AIRBAG AND STEERING WHEEL AND INSPECTED FOR ANY DAMAGES. NO DAMAGE FOUND. HOW SHOULD I PROCEED? | | | | ***HYDRAULIC STEERING RAC
2/4/2020 7:39:00 PM	INSTALLED NEW G85 + CLOCK SPRING UNIT, SET BASIC SETTINGS FOR G85, SET TPM SYSTEM CLEARED FAULTS AND PERFORMED TEST DRIVE. RECHECKED AND VERIFIED PROPER OPERATION AND VERIFIED NO FAULTS PRESEN
2/5/2020 8:38:00 AM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWCT7A30HC[redacted]
Owner Or Fleet	[redacted], IVORYTON, CT, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	2/11/2020	Incident Date	N/A
Mileage	50,589		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CS		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/11/2020 9:11:00 AM	CUSTOMER STATES STEERING WHEEL CONTROLS INOPERATIVE, HORN INOPERATIVE. PULLED VEHICLE IN AND CONFIRMED THEN SCANNED WITH ODIS FOUND CODE U021200 FOR LOSS OF COMMUNICATION WITH STEERING WHEEL CONTROL MODULE AND CODE P056800 FOR CRUISE CONTROL SET SIGNAL. NOTICED TECH TIP FOR CONTROL MODULE CODE BUT DOES NOT CONTAIN ANY INFORMATION ABOUT A FIX AND JUST STATES THAT THE CODE IS FOR THE CONTROL MODULE. LEANING TOWARDS REPLACEMENT OF STEERING WHEEL CONTROL MODULE AND WOULD LIKE CONFIRMATIO
2/11/2020 9:11:00 AM	ISSUE OPENED BY DEALERSH
2/11/2020 9:17:00 AM	ADVISED THE TECH TO INSPECT THE SHORT WIRING HARNESS THAT GOES BETWEEN THE CLOCK SPRING, J453 AND DRIVERS AIRBAG. IF OK, ADVISED THE TECH TO CONTINUE WITH THE REPLACEMENT OF THE CLOCK SPRING AND RETES
2/11/2020 9:17:00 AM	CUSTOMER COMMENTS: CUSTOMER STATES STEERING WHEEL CONTROLS INOPERATIVE, HORN INOPERATIV
2/11/2020 9:17:00 AM	WORKSHOP FINDINGS: PULLED VEHICLE IN AND CONFIRMED THEN SCANNED WITH ODIS FOUND CODE U021200 FOR LOSS OF COMMUNICATION WITH STEERING WHEEL CONTROL MODULE AND CODE P056800 FOR CRUISE CONTROL SET SIGNAL. NOTICED TECH TIP FOR CONTROL MODULE CODE BUT DOES NOT CONTAIN ANY INFORMATION ABOUT A FIX AND JUST STATES THAT THE CODE IS FOR THE CONTROL MODULE. LEANING TOWARDS REPLACEMENT OF STEERING WHEEL CONTROL MODULE AND WOULD LIKE CONFIRMATIO
2/20/2020 11:10:00 AM	ISSUE UPDAT
2/20/2020 11:10:00 AM	SPOKE WITH SERVICE ADVISOR, WHO REPORTED VEHICLE IS REPAIRED OR HAS LEFT THE DEALER. ADVISED THAT THE VTA TICKET WILL BE CLOSE

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGAV3AX8EW[redacted]
Owner Or Fleet	[redacted] IOWA CITY, IA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	2/17/2020	Incident Date	N/A
Mileage	41,739		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/17/2020 4:53:00 PM	CUSTOMER STATES AIR BAG LIGHT IS COMING ON. CONFIRMED CUSTOMER CONCERN FOUND STEERING WHEEL CONTROLS NOT TO BE WORKING AND FAULT FOR DRIVERS AIR BAG IGNITOR. COMPLETED TEST PLAN, INSTRUCTED TO REPLACE CLOCK SPRING. REPLACED CLOCK SPRING AND GO TO SET BASIC SETTINGS OF STEERING ANGLE SENSOR AND STOP LIMITS. SCAN TOOL STATES CANNOT PERFORM BASIC SETTINGS AND TO WRITE A COMPLAINT TO CORPORATE VIA SCAN TOOL. EPC LIGHT IS NOW ON AS WELL WITH P1647, TRIED TO COMPLETE TSB FOR RESET OF THAT FAULT AND ALSO WILL NOT RESE
2/17/2020 4:53:00 PM	ISSUE OPENED BY DEALERSH
2/17/2020 5:02:00 PM	WORKSHOP FINDINGS: CONFIRMED CUSTOMER CONCERN FOUND STEERING WHEEL CONTROLS NOT TO BE WORKING AND FAULT FOR DRIVERS AIR BAG IGNITOR. COMPLETED TEST PLAN, INSTRUCTED TO REPLACE CLOCK SPRING. REPLACED CLOCK SPRING AND GO TO SET BASIC SETTINGS OF STEERING ANGLE SENSOR AND STOP LIMITS. SCAN TOOL STATES CANNOT PERFORM BASIC SETTINGS AND TO WRITE A COMPLAINT TO CORPORATE VIA SCAN TOOL. EPC LIGHT IS NOW ON AS WELL WITH P1647, TRIED TO COMPLETE TSB FOR RESET OF THAT FAULT AND ALSO WILL NOT RES
2/17/2020 5:02:00 PM	ADVISED THE TECH THAT THE PART NUMBER THAT ORIGINALLY WAS IN THE VEHICLE WAS 5K0953569AP. 5K0953569AL IS THE NEW ONE. ADVISED PART NUMBER SUPERCESIONS DO NOT GO BACKWARDS. ADVISED TO GET EITHER THE ORIGINAL PART NUMBER OR NEWER PER ETKA. VERIFIED THE CORRECT CODING IS PRESEN
2/17/2020 5:02:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES AIR BAG LIGHT IS COMING O
2/17/2020 5:21:00 PM	THE PART NUMBER GIVEN IS NOT A VALID PART NUMBER IN ETKA. HAD PARTS DEPARTMENT CALL PARTS ASSISTANCE, THE AP SUPERSEEDS BACK TO AL AND THEY SAY THE NUMBER I WAS GIVEN IS CORRE
2/17/2020 5:28:00 PM	ADVISED THE TECHNICIAN TO TRY MANUALLY CODING AW 16 TO 11 1A 14 00 0
2/17/2020 5:44:00 PM	AFTER MANUALLY CODING EPC LIGHT WENT OUT BUT STILL SAYS BASIC SETTINGS OF STEERING STOP LIMITS NEEDS SET AND BASIC SETTINGS OF STEERING ANGLE SENSOR. ATTEMPTED TO COMPLETE BASIC SETTINGS AND AM STILL BEING TOLD IT IS NOT POSSIBLE BY THE SCAN TO
2/17/2020 5:51:00 PM	THE TECH IS UNABLE TO READ OUT ANY MVBS IN AW 16. ADVISED THE TECH TO REPLACE THE CLOCK SPRING AGAIN. ADVISED TO MANUALLY CODE AW 16 THROUGH OBD INSTEAD OF ONLINE. ADVISED TO THEN SET STEERING ANGLE SENSOR BASIC SETTING
2/18/2020 12:29:00 PM	HAVE SECOND CLOCK SPRING ORDERED. WILL UPDATE TOMORROW WHEN PART ARRIV
2/18/2020 12:55:00 PM	THANK YOU FOR THE UPDAT
2/19/2020 4:03:00 PM	REPLACED CLOCK SPRING AGAIN AND WAS ABLE TO SET BASIC SETTINGS AND CLEAR FAUL

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGAV3AX8EW[redacted]
Owner Or Fleet	[redacted] IOWA CITY, IA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	2/17/2020	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

2/19/2020 ISSUE UPDAT
5:35:00 PM

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV7AX0FW[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	2/21/2020	Incident Date	N/A
Mileage	37,463		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/21/2020 3:22:00 PM	DID RECALL FOR AIRBAG MODGEL 69Z5 NO HAVE STATIC FAULT FORDRIVER SIDE AIRBAG IGNIT
2/21/2020 3:22:00 PM	ISSUE OPENED BY DEALERSH
2/21/2020 3:41:00 PM	CUSTOMER COMMENTS: DID RECALL FOR AIRBAG MODGEL 69Z5, STATIC FAULT, HORN INOP STEERING CONTROLS INO
2/21/2020 3:41:00 PM	RECOMMEND TO LOAD TEST POWER & GROUND CIRCUITS AT THE J527 T16L PIN 1 POWER, PIN 2 GROUND. IF THERE ARE NO WIRING CONCERNS THEN RECOMMEND TO REPLACE THE J52
2/21/2020 3:41:00 PM	WORKSHOP FINDINGS: NO HAVE STATIC FAULT FORDRIVER SIDE AIRBAG IGNITOR | | | AIRBAG MODULE WAS REPLACED AS PER 69Z5. CODED TO | | PREVIOUS AIRBAG WAS CODED TO 12343, NEW AIRBAG MODULE CODED WITH 12343 | | FAULT 00588 WILL NOT CLEAR, | | NO HORN OPERATION, STEERING WHEEL CONTROLS INOP, TECH STATES THAT NOTHING WAS DISCONNECTED AROUND OR AT THE STEERING COLUM
2/21/2020 3:42:00 PM	RECOMMEND TO LOAD TEST POWER & GROUND CIRCUITS AT THE J527 T16L PIN 1 POWER, PIN 2 GROUND. IF THERE ARE NO WIRING CONCERNS THEN RECOMMEND TO REPLACE THE J527 CLOCK SPRIN
3/2/2020 4:24:00 PM	SPOKE WITH SERVICE ADVISOR, REPAIRS HAVE BEEN COMPLETED. ADVISED THAT VTA WILL BE CLOSED WITH COMMENTS.
3/2/2020 4:25:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV3AX6DW[redacted]
Owner Or Fleet	[redacted]		RED BANK, NJ, [redacted] Phone #: N/A
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	2/24/2020	Incident Date	N/A
Mileage	114,598		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/24/2020 12:33:00 PM	CUSTOMER STATES AIR BAG LIGHT ON ,DAIG FOUND NO COMMUNICATION WITH CLOCK SPRING , REPLACE CLOCKSPRING CODE , AIR BAG LIGHT OFF ,STEERING LIGHTS ON ,TRIED RUNNING STEERING ANGLE CALIBRATION, WOULD NOT GO THREW , TRIED ALIGNMENT ,STILL NOT GOING THREW , PLEASE ADVI
2/24/2020 12:33:00 PM	ISSUE OPENED BY DEALERSH
2/24/2020 2:01:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES AIR BAG LIGHT
2/24/2020 2:01:00 PM	ISSUE UPDAT
2/24/2020 2:01:00 PM	WORKSHOP FINDINGS: ,DAIG FOUND NO COMMUNICATION WITH CLOCK SPRING , REPLACE CLOCKSPRING CODE , AIR BAG LIGHT OFF ,STEERING LIGHTS ON ,TRIED RUNNING STEERING ANGLE CALIBRATION, WOULD NOT GO THREW , TRIED ALIGNMENT ,STILL NOT GOING THREW , PLEASE ADVI
2/24/2020 2:05:00 PM	THANKS FOR THE WEB TICKET ON THIS 2013 TIGUAN. PLEASE SET ADAPTATION CHANNEL 9 IN THE STEERING ASSISTANCE (ADDRESS 44) TO A 0 WHICH WILL SHOW AN "ON" SETTING IN THE DISPLAY. CLEAR THE NO COMMUNICATION FAULT IN THE ABS AND SET THE BASIC SETTING OF THE G85. THIS PART OF THE BASIC SETTINGS CAN BE USED IF REPLACING A COMPONENT OR JUST SETTING THE G85. CAN SET EITHER THROUGH GFF TEST PLAN, OR THROUGH OBD BY LOGGING INTO ACCESS AUTHORIZATION (40168) , TURN STEERING WHEEL ONE TURN RIGHT AND BACK TO CENTER, ONE TURN LEFT AND END ON CENTER. ENTER BASIC SETTINGS GROUP 60 AND SHOULD READ 'SENSOR OK'. SEE ALSO TECH TIP 45-09-04 AS A GUIDE ONL
2/24/2020 3:19:00 PM	OBSERVED THE TECH IS USING AN ODIS AT VERSION 5.2.4. ADVISED THE TECH TO ATTEMPT THE PROCEDURE AGAIN USING AN ODIS AT SOFTWARE LEVEL 5.1.6 ON THIS VEHICLE WHEN PERFORMING THE PREVIOUS DIRECTIO
2/28/2020 10:01:00 AM	D2. SPOKE WITH ADVISOR, WHO INDICATED THE TECH IS WORKING ON THE VEHICLE. ADVISED TO PLEASE HAVE THE TECH UPDATE TO REFLECT CURRENT STATU
2/28/2020 9:58:00 AM	ATTEMPTED TO CONTACT DEALER. NO ONE AVAILABLE TO ANSWER PHONE AT THIS TIM
3/3/2020 5:18:00 PM	BODY SHOP CAME AND TOOK VEHICLE
3/3/2020 5:28:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VV4B7AX0JM[redacted]
Owner Or Fleet	[redacted] KEARNY, NJ, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	2/26/2020	Incident Date	N/A
Mileage	15,072		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507JF		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/26/2020 3:34:00 PM	CUSTOMER STATES THE HEATED STEERING WHEEL DOES NOT TURN ON SCANNED VEHICLE FOUND FAULTS FOR HEATED STEERING WHEEL HEATER OPEN CIRCUIT RAN TEST PLAN ATTACHED RESISTOR INSTEAD OF THE STEERING HEATER AT THE TWO PIN CONNECTOR THE MEASURED VALUE BLOCK WOULD NOT CHANGE TEST PLAN RESULTS CAME UP TO REPLACE THE STEERING WHEEL CONTROL E440 E4
2/26/2020 3:34:00 PM	ISSUE OPENED BY DEALERSH
2/26/2020 3:41:00 PM	ADVISED THE TECHNICIAN TO PLEASE CHECK THE CONNECTIONS TO THE CLOCK SPRING ASSEMBLY. IF FOUND TO BE OK, IT IS RECOMMENDED TO REPLACE THE CLOCK SPRING ASSEMBLY AND RETES
2/26/2020 3:41:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES THE HEATED STEERING WHEEL DOES NOT TURN
2/26/2020 3:41:00 PM	WORKSHOP FINDINGS: SCANNED VEHICLE FOUND FAULTS FOR HEATED STEERING WHEEL HEATER OPEN CIRCUIT RAN TEST PLAN. ATTACHED RESISTOR INSTEAD OF THE STEERING HEATER AT THE TWO PIN CONNECTOR THE MEASURED VALUE BLOCK WOULD NOT CHANGE TEST PLAN RESULTS CAME UP TO REPLACE THE STEERING WHEEL CONTROL E440 E4
3/4/2020 2:57:00 PM	PART WAS ON BACK ORDER WAITING ON PA
3/4/2020 5:20:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVWMM7AJ1DW[redacted]
Owner Or Fleet	[redacted]CHESAPEAKE, VA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Golf, 2013		
Report Date	2/27/2020	Incident Date	N/A
Mileage	76,447		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5K0953507BC		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/27/2020 1:10:00 PM	CUSTOMER COMMENTS: IM ATTEMPTING TO PERFORM THE 69Q9 AIRBAG RECAL
2/27/2020 1:10:00 PM	THANK YOU FOR THE VTA ON THIS GOLF. IF THERE ARE ANY QUESTIONS REGARDING COVERAGE, PLEASE CONTACT THE WARRANTY HELPLINE PRIOR TO PERFORMING ANY REPAIRS. (1-866-306-8447
2/27/2020 1:10:00 PM	WORKSHOP FINDINGS: AFTER REMOVING THE HORN RING AND 4 NUTS FOR THE IGNITOR PLATE THE COVER WILL NOT REMOVE FROM THE AIRBAG. ITS SEIZED ON. AFTER ATTEMPTING FOR 45 MINUTES TO REMOVE THIS PIECE I QUOTED AN AIRBAG TO REPLACE IT SINCE ITS A SAFETY ITEM THAT NEEDS DONE. I HAVE BEEN REQUESTED TO OPEN A VTA FOR THIS TO GET "AUTHORIZATION" FOR AN AIRBAG REPLACEMENT DUE TO A SEIZED AIRBAG THAT WILL NOT COME APAR
2/27/2020 12:47:00 PM	IM ATTEMPTING TO PERFORM THE 69Q9 AIRBAG RECALL. AFTER REMOVING THE HORN RING AND 4 NUTS FOR THE IGNITOR PLATE THE COVER WILL NOT REMOVE FROM THE AIRBAG. ITS SEIZED ON. AFTER ATTEMPTING FOR 45 MINUTES TO REMOVE THIS PIECE I QUOTED AN AIRBAG TO REPLACE IT SINCE ITS A SAFETY ITEM THAT NEEDS DONE. I HAVE BEEN REQUESTED TO OPEN A VTA FOR THIS TO GET "AUTHORIZATION" FOR AN AIRBAG REPLACEMENT DUE TO A SEIZED AIRBAG THAT WILL NOT COME APAR
2/27/2020 12:47:00 PM	ISSUE OPENED BY DEALERSH
2/27/2020 2:24:00 PM	WARRANTY HELP LINE APPROVED REPAIRS. THANKS GENTELM
2/27/2020 2:35:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBP7A39C[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	2/28/2020	Incident Date	N/A
Mileage	82,053		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
2/28/2020 10:29:00 AM	ISSUE OPENED BY DEALERSH
2/28/2020 10:29:00 AM	REPLACED CLOCKSPRING AND CODED MODULE. CANNOT SET BASIC SETTINGS ON G85 KEEP GETTING ESP FAULT ON DASH. NOTICED WHEN RUNNING MVB THAT G85 IS READING 0 WHEN STEERING WHEEL IS AT 12 O CLOCK POSITION BUT ONE FULL TURN TO THE LEF
2/28/2020 10:35:00 AM	ADVISED THE TECHNICIAN TO PLEASE CORRECT THE CLOCK SPRING POSITIONING TO WHERE IT WILL READ 0⊤‖ WITH THE WHEELS STRAIGHT AHEAD. ONCE COMPLETED, PLEASE RESET THE G85 BASIC SETTINGS AND RETEST. IF COMPLETED, THE CUSTOMER TAKES THE VEHICLE, OR FURTHER ASSISTANCE IS NOT NEEDED, PLEASE UPDATE AND CLOSE THE VTA WITH THE REPAIRS PERFORME
2/28/2020 10:35:00 AM	CUSTOMER COMMENTS: REPLACED CLOCKSPRING AND CODED MODUL
2/28/2020 10:35:00 AM	WORKSHOP FINDINGS: CANNOT SET BASIC SETTINGS ON G85 KEEP GETTING ESP FAULT ON DASH. NOTICED WHEN RUNNING MVB THAT G85 IS READING 0 WHEN STEERING WHEEL IS AT 12 O CLOCK POSITION BUT ONE FULL TURN TO THE LEF
2/28/2020 11:44:00 AM	TURNED CLOCKSPRIN ONE FULL TURN TO THE LEFT, SET G85 WITH NO ISSUES NOW, TEST DROVE VEHICLE NO FAULTS EXIST AT THIS TIM
2/28/2020 2:04:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VV1B7AX5JM[redacted]
Owner Or Fleet	[redacted] DECATUR, GA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	3/6/2020	Incident Date	N/A
Mileage	28,541		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507GH		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/6/2020 2:24:00 PM	CUSTOMER STATES NOISE COMING FROM STEERING WHELL .TECH REPLACE CLOCK SPRING ALREADY PLEASE ADVIS
3/6/2020 2:24:00 PM	ISSUE OPENED BY DEALERSH
3/6/2020 2:35:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES NOISE COMING FROM STEERING WHELL
3/6/2020 2:35:00 PM	RECOMMEND TO SWAP A STEERING WHEEL FROM A LIKE VEHICLE WITH AIRBAG. RETEST OPERATION OF THE NOISE, IF THE NOISE IS NO LONGER PRESENT THEN INSTALL THE AIRBAG FROM THIS VEHICLE STEERING WHEEL AND RETEST. IF NOISE REMAINS, THEN DOCUMENT WITH A SOUND CLIP OR VIDEO ADDED TO THE VTA FOR REVIEW. VIDEO CAN BE SENT TO [redacted] IF TOO LARGE TO ADD TO THE VTA. IF EMAILED PLEASE INCLUDE THE VTA NUMBE
3/6/2020 2:35:00 PM	WORKSHOP FINDINGS: TECH REPLACE CLOCK SPRING ALREADY PLEASE ADVISE. | | | NOISE IS WHEN TURNING, CLICK - CLICK. HAPPENS DRIVING AND STATIONARY. AFTER CLOCK SPRING REPLACED 02/01/2020 FOR THIS NOISE CONCERN, NOISE HAS RETURNE
3/6/2020 3:09:00 PM	SEE VIDEO FOR NOI
3/6/2020 3:14:00 PM	THE TECH HAS SWAPPED THE STEERING WHEEL AND IT STILL MAKES THE NOISE THE TECH WILL REMOVE THE CLOCK SPRING AND RECHECK FOR THE NOISE. IF THE NOISE IS GONE HE WILL REPLACE THE CLOCK SPRING AGAI
3/9/2020 4:37:00 PM	TECH REPLACE CLOCK SPRING ROAD TEST NO MORE NOISE.MESSAGE ON CLUSTER ONLY EXIT VEH IN P POSITION PLEASE SERVICE VEH....PLEASE AVI
3/9/2020 4:41:00 PM	ADVISED THE TECH TO RUN CONTROL MODULE SOFTWARE CONFIGURATION ON AW 16. ADVISED IF THE CONCERN IS STILL PRESENT UPDATE THE VTA WITH A CURRENT GFF LOG TO BE REVIEWE
3/9/2020 5:12:00 PM	TECH PERFORMED SOFTWARE CONFIGURATION ON AW 16 RESET ROAD TE
3/9/2020 5:13:00 PM	THANK YOU.
3/9/2020 6:15:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVWPF7AJ4DW[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Golf, 2013		
Report Date	3/19/2020	Incident Date	N/A
Mileage	73,873		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
3/19/2020 12:31:00 PM	AIRBAG LIGHT IS ON AND HORN IS INOP. AFTER DIAGNOSIS IT WAS DETERMINED THAT THE VEHICLE NEEDS A CLOCK SPRING. | THE CLOCK SPRING HAS BEEN REPLACED 5 TIMES ON THIS VEHICLE, FIRST REPAIR WAS IN 2015. EVERYTIME COMPLAINT IS SAME AND CLOCK SPRING MAKES NOISE WHEN TURNING STEERING WHEEL. STEERING WHEEL IS FACTORY AND EVRYTHING LOOKS OK IN VEHICLE. ANYTHING WE ARE MISSING
3/19/2020 12:31:00 PM	ISSUE OPENED BY DEALERSH
3/19/2020 12:48:00 PM	ADVISED NO KNOWN ISSUES, REQUESTED TO REVIEW WITH THE CUSTOMER AND A VEHICLE CAR-FAX FOR ANY HISTORY RELATED TO ACCIDENT DAMAGE THAT MAY HAVE CAUSED A STEERING COLUMN CONCERN, IF RELATED HISTORY IS FOUND, PLEASE UPDATE VTA. IF NO ACCIDENT RELATED HISTORY, THEN RECOMMEND TO REPLACE CLOCK SPRING, WITH DEFECTIVE PART REMOVE, INSPECT FURTHER FOR A POSSIBLE CAUSE RELATED TO THE NOISE, TO FURTHER HELP IDENTIFY THE POSSIBLE FAILURE. UPDATE VTA WITH ANY FINDINGS, INCLUDING CLEAR PHOTO
3/19/2020 12:48:00 PM	CUSTOMER COMMENTS: AIRBAG LIGHT IS ON AND HORN IS INO
3/19/2020 12:48:00 PM	WORKSHOP FINDINGS: AFTER DIAGNOSIS IT WAS DETERMINED THAT THE VEHICLE NEEDS A CLOCK SPRING. THE CLOCK SPRING HAS BEEN REPLACED 5 TIMES ON THIS VEHICLE, FIRST REPAIR WAS IN 2015. EVERYTIME COMPLAINT IS SAME AND CLOCK SPRING MAKES NOISE WHEN TURNING STEERING WHEEL. STEERING WHEEL IS FACTORY AND EVRYTHING LOOKS OK IN VEHICLE. ANYTHING WE ARE MISSING ? | | | | TECH STATES THAT DRIVER IS FEMALE, FOR POSSIBLE HAIR INGESTION TO THE CLOCK SPRING. | | VEHICLE HISTORY SHOWS 05/30/2018 - UPON REMOVAL OF CLOCK SPRING, FOUND THAT THERE WAS A HAIR CAUGHT INSIDE CLOCK SPRING WHICH HAS CAUSED COMPONENT TO FAI
3/19/2020 6:30:00 PM	CHECKEDE VEHICLE HISTORY AND FOUND A CLEAN CARFAX. INSPECTED DEFECTIVE CLOCK SPRING BUT NOT ABLE TO IDENTIFY CAUSE OF FAILURE AT THIS TIME.REPLACED CLOCK SPRING, TORQUED STEERING BOLT TO SPECIFICATION AND PERFORMED CODING. VEHICLE NOW OPERATING AS DESIGNED
3/19/2020 6:40:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBA7A32J[redacted]
Owner Or Fleet	[redacted] MYRTLE BEACH, SC, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	4/23/2020	Incident Date	N/A
Mileage	30,493		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/23/2020 2:30:00 PM	DIAGNOSED AND REPLACED FAULTY CLOCK SPRING. CODING CONTROL MODULE WILL NOT COMPLETE, I GET AN ERROR MESSAGE. SEE LOG FOR DETAILS. FOUND TECH TIP 01-19-10TT CONCERNING ONE OF THE FAULTS STORED. PREFORMED TSB. CODING STILL WILL NOT COMPLETE, GIVING THE SAME ERROR MESSAG
4/23/2020 2:30:00 PM	ISSUE OPENED BY DEALERSH
4/23/2020 3:32:00 PM	ADVISED TO MANUALLY CODE THE J527 THROUGH CONTROL MODULE OBD. ORIGINAL CODING WAS 0002C400
4/23/2020 3:32:00 PM	CUSTOMER COMMENTS: DIAGNOSED AND REPLACED FAULTY CLOCK SPRIN
4/23/2020 3:32:00 PM	WORKSHOP FINDINGS: CODING CONTROL MODULE WILL NOT COMPLETE, I GET AN ERROR MESSAGE. SEE LOG FOR DETAILS. FOUND TECH TIP 01-19-10TT CONCERNING ONE OF THE FAULTS STORED. PREFORMED TSB. CODING STILL WILL NOT COMPLETE, GIVING THE SAME ERROR MESSAG
4/23/2020 4:17:00 PM	I CANNOT FIND A WAY TO ENTER THE CODING THROUGH CONTROL MODULE OBD, OR THROUGH THE CODING FUNCTION IN GUIDED FUNCTIONS. THERE IS NO OPTION TO JUST ENTER CODING. I CAN ENTER IT PIECEMEAL, BUT THE OPTIONS ARE IN GERMAN, AND I CAN ENTER IT LINE BY LINE WITH HEX OR BINARY CODING, BUT I DO NOT HAVE THAT INFORMATION. AM I MISSING SOMETHIN
4/23/2020 4:25:00 PM	PLEASE LET US KNOW HOW HELPLINE IS DOING BY FILLING OUT A SURVEY FOR SCOTT KENNEDY. FROM ELSA PRO, CLICK ON THE ORANGE PHONE ICON AND THE SURVEY BUTTON IS IN THE MIDDLE OF THE SCREE
4/23/2020 4:25:00 PM	USED TELEDIAGNOSIS TO ASSIST TECH WITH MANUAL CODING. CODING TOOK AND FAULTS CLEARE
4/24/2020 10:12:00 AM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBN7A39E[redacted]
Owner Or Fleet	[redacted]	PASADENA, MD, [redacted]	hone #: N/A
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	4/30/2020	Incident Date	N/A
Mileage	61,309		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AE		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/30/2020 3:38:00 PM	AIR BAG LIGHT ON FAULT CODE B1214
4/30/2020 3:38:00 PM	ISSUE OPENED BY DEALERSH
4/30/2020 3:47:00 PM	CUSTOMER COMMENTS: AIR BAG LIGHT
4/30/2020 3:47:00 PM	RECOMMEND REMOVING THE RIGHT FRONT SEAT COVER. INSPECT UNDER COVER AND ON SEAT CUSHION FOR ANY SIGNS OF FLUID / LIQUID STAINING. IF STAINING IS FOUND, UPDATE WITH CLEAR PHOTOS, INCLUDING PHOTOS OF THE STICKY SUBSTANCE ON R/F SEAT COVER. THEN REPLACE SEAT COVER, SEAT CUSHION, FLEECE MAT AND SEAT HEATER ELEMENT IF EQUIPPED. IF NO FLUID STAINING IS FOUND, THEN EITHER SWAP THE R/F SEAT WITH A LIKE VEHICLE OR WITH THE SEAT COVER REMOVED, REATTEMPT POD BASIC SETTINGS. IF BASIC SETTINGS COMPLETES, THEN THERE IS SOME INFLUENCE IN THE R/F SEAT THAT IS PREVENTING POD BASIC SETTINGS FROM COMPLETING. RECOMMEND REPLACING SEAT COVER, SEAT CUSHION, FLEECE MAT AND SEAT HEATER ELEMENT IF EQUIPPED. UPDATE VTA WITH FINDING
4/30/2020 3:47:00 PM	WORKSHOP FINDINGS: FAULT CODE B121400 | | | | WHILE ON THE PHONE, IT WAS FOUND THAT THE PASSENGER SEAT HAS SOMETHING STICKY (SPILLED) ON SEA
5/7/2020 9:23:00 AM	SPOKE WITH JACKIE IN SERVICE, REPAIRS COMPLETED. ADVISED THAT VTA WILL BE CLOSED WITH COMMENTS.
5/7/2020 9:24:00 AM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBH7A33DC[redacted]
Owner Or Fleet	[redacted] LAWRENCE, KS, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	4/30/2020	Incident Date	N/A
Mileage	54,613		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
4/30/2020 5:58:00 PM	CUSTOMER CONCERN IS THAT THE STEERING WHEEL CONTROL ARE NON OPERATIONAL. I HAVE FOUND THAT THE STEERING CONTROLS ARE INFACT NON OPERATIONAL AND THE VEHICLE AIR-BAG LIGHT IS ON. STARTED GFF LOG WITH ODIS FOUND AIR-BAG IGNITER CODES AND A TEST PLAN FOR STEERING COLUMN CONTROL MODULE. TESTED HORN AND OTHER STEERING WHEEL FUNCTIONS, AND FOUND NOTHING TO BE FUNCTIONAL. RAN TEST PLAN FOR STEERING COLUMN CONTROL MODULE, ODIS DETERMINED THAT MODULE WAS DEFECTIVE. REPLACED SAID MODULE AND CODED CONTROL MODULE TO THE VEHICLE. TRIED TO SET BASIC SETTINGS FOR (G85 STEERING ANGLE SENSOR) (ERROR MESSAGE ABS CONTROL MODULE -J104 IS REPORTING THAT THE BASIC SETTING OF STEERING ANGLE SENSOR G85 - IS NOT POSIBLE. VEHICLE WILL NOT TAKE BASIC SETTINGS.
4/30/2020 5:58:00 PM	ISSUE OPENED BY DEALERSH
4/30/2020 6:21:00 PM	AS PER THE TECHNICIAN, THE VEHICLE HAS STANDARD HYDRAULIC STEERING. WITH THE TECHNICIAN ON THE PHONE, HAD THE TECHNICIAN ATTEMPT TO PERFORM THE BASIC SETTINGS OF THE G85 THROUGH THE TEST PLANS AS WELL AS MANUALLY, BUT IT STILL WILL NOT SET. WHILE CHECKING THE MVB'S, THE STEERING ANGLE SENSOR SHOWS A VALUE OF "0" AND IS NOT CHANGING WHEN TURNING THE STEERING WHEEL. ADVISED THE TECHNICIAN PLEASE CHECK IF THE NEW J527 THAT WAS INSTALLED INTO THE VEHICLE IS THE CORRECT SUPERSESSION FOR THE ORIGINAL PART, 5K0953569H/1K5953501Q. IF IT IS NOT, PLEASE OBTAIN THE CORRECT COMPONENT AND RETEST OPERATIO
4/30/2020 6:21:00 PM	CUSTOMER COMMENTS: CUSTOMER CONCERN IS THAT THE STEERING WHEEL CONTROL ARE NOT OPERATIONA
4/30/2020 6:21:00 PM	WORKSHOP FINDINGS: I HAVE FOUND THAT THE STEERING CONTROLS ARE IN FACT NOT OPERATIONAL AND THE VEHICLE AIR-BAG LIGHT IS ON. STARTED GFF LOG WITH ODIS FOUND AIR-BAG IGNITER CODES AND A TEST PLAN FOR STEERING COLUMN CONTROL MODULE. TESTED HORN AND OTHER STEERING WHEEL FUNCTIONS, AND FOUND NOTHING TO BE FUNCTIONAL. RAN TEST PLAN FOR STEERING COLUMN CONTROL MODULE, ODIS DETERMINED THAT MODULE WAS DEFECTIVE. REPLACED SAID MODULE AND CODED CONTROL MODULE TO THE VEHICLE. TRIED TO SET BASIC SETTINGS FOR (G85 STEERING ANGLE SENSOR) (ERROR MESSAGE ABS CONTROL MODULE - J104 IS REPORTING THAT THE BASIC SETTING OF STEERING ANGLE SENSOR G85 - IS NOT POSSIBLE. VEHICLE WILL NOT TAKE BASIC SETTINGS
5/12/2020 10:29:00 AM	SENT AN EMAIL TO THE TECHNICIAN TO PLEASE UPDATE THE VTA WITH THE STATUS OF THE VEHICLE. IF COMPLETED OR FURTHER ASSISTANCE IS NOT NEEDED, PLEASE UPDATE AND CLOSE THE VTA WITH ANY REPAIRS PERFORME
5/12/2020 10:59:00 AM	REPLACED STEERING COLUMN CONTROL MODULE WITH A CORRECT ONE. CALIBRATED JUST FI
5/12/2020 2:39:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBA7A34JC[redacted]
Owner Or Fleet	[redacted]		JUPITER, FL, [redacted] Phone #: N/A
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	5/5/2020	Incident Date	N/A
Mileage	25,031		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/5/2020 10:15:00 AM	CUSTOMER STATES AIR BAG LIGHT ON, FOLLOWED GUIDED FAULT FINDING FOUND DTC U021200 LOST COMMUNICATION WITH STEERING COLUMN CONTROL MODULE, B10001B DRIVER AIRBAG IGNITER RESISTANCE TOO HIGH , REPLACED STEERING WHEEL CONTROL MODULE AIR BAG LIGHT WENT OFF, UNABLE TO CODE STEERING WHEEL CONTROL MODULE , TRIED SECOND MODULE , UNABLE TO CODE MODUL
5/5/2020 10:15:00 AM	ISSUE OPENED BY DEALERSH
5/5/2020 10:32:00 AM	ADVISED THE TECHNICIAN TO PLEASE MANUALLY CODE THE NEW J527/AW-16 TO CODING: 00 02 C4 00 08. ONCE COMPLETED, PLEASE RETEST THE OPERATION OF THE STEERING WHEEL FUNCTIONS AND CHECK FOR ANY FAULTS THAT ARE RETURNING. IF THE MODULE WILL NOT CODE PROPERLY OR THE FUNCTIONS DO NOT WORK AFTER MANUAL CODING, PLEASE HAVE THE PARTS DEPARTMENT CONTACT THE PARTS HELPLINE AND CHECK IF THE PART RECEIVED IS THE CORRECT SUPERSESSION FOR THE ORIGINAL PART. IF IT IS NOT, OBTAIN THE CORRECT COMPONENT. IF THE MANUAL CODING WORKS, PLEASE BE SURE TO SUBMIT AN ODIS FEEDBACK FOR THE ONLINE CODING FUNCTION NOT WORKING PROPERLY. IF COMPLETED, THE CUSTOMER TAKES THE VEHICLE, OR FURTHER ASSISTANCE IS NOT NEEDED, PLEASE UPDATE AND CLOSE THE VTA WITH THE REPAIRS PERFORME
5/5/2020 10:32:00 AM	CUSTOMER COMMENTS: CUSTOMER STATES AIR BAG LIGHT O
5/5/2020 10:32:00 AM	WORKSHOP FINDINGS: FOLLOWED GUIDED FAULT FINDING FOUND DTC U021200 LOST COMMUNICATION WITH STEERING COLUMN CONTROL MODULE, B10001B DRIVER AIRBAG IGNITER RESISTANCE TOO HIGH , REPLACED STEERING WHEEL CONTROL MODULE, AIR BAG LIGHT WENT OFF, UNABLE TO CODE STEERING WHEEL CONTROL MODULE , TRIED SECOND MODULE , UNABLE TO CODE MODULE
5/5/2020 4:47:00 PM	MANUALLY CODE J527 , RECHECKED VEHICLE SYSTEM O
5/5/2020 5:03:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBH7A39C[redacted]
Owner Or Fleet	[redacted] JACKSONVILLE, FL, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	5/6/2020	Incident Date	N/A
Mileage	102,250		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/6/2020 1:04:00 PM	ISSUE OPENED BY DEALERSH
5/6/2020 1:04:00 PM	THIS IS A OLD GFF LOG FOR THIS CAR COULD NOT SCAN THE CAR. THE CAR WILL NOT CRANK OR START. RATATING THE IGNITION THE LIGHT ON THE DASH WILL NOT LIGHT UP IF YOU WIGEL THE CONNECTOR FROM IGNTION SWITCH TO STEERING COLUM CONTROL MODULE THE LIGHTS IN THE CLUSTER WILL LIGH
5/6/2020 1:22:00 PM	AS PER THE TECHNICIAN, THE TERMINAL 15 AND 75 RELAYS HAVE BEEN SWAPPED, BUT THE CONCERN REMAINS. ALSO, THE NEW IGNITION SWITCH AND IGNITION HOUSING INSTALLED CAME WITH A NEW HARNESS TO THE J527. WHEN WIGGLING THIS CONNECTION AT THE J527 WITH THE OLD AND NEW IGNITION, THE CONCERN WILL COME AND GO. ADVISED THE TECHNICIAN TO CHECK/WIGGLE THE OTHER CONNECTIONS ON THE J527 TO CHECK IF THE ISSUE IS WITH ONE OF THESE CONNECTIONS. IF IT IS FOUND THAT THE HARNESS CONNECTIONS ARE OK, IT IS RECOMMENDED TO REPLACE THE J527/AW-16 AND RETEST OPERATION. IF COMPLETED, THE CUSTOMER TAKES THE VEHICLE, OR FURTHER ASSISTANCE IS NOT NEEDED, PLEASE UPDATE AND CLOSE THE VTA WITH THE REPAIRS PERFORME
5/6/2020 1:22:00 PM	CUSTOMER COMMENTS: THE CUSTOMER STATES THE VEHICLE WILL INTERMITTENTLY TURN OF
5/6/2020 1:22:00 PM	WORKSHOP FINDINGS: THIS IS AN OLD GFF LOG FOR THIS CAR COULD NOT SCAN THE CAR. THE CAR WILL NOT CRANK OR START. ROTATING THE IGNITION THE LIGHT ON THE DASH WILL NOT LIGHT UP IF YOU WIGGLE THE CONNECTOR FROM IGNITION SWITCH TO STEERING COLUMN CONTROL MODULE THE LIGHTS IN THE CLUSTER WILL LIGH
5/8/2020 11:19:00 AM	REPLACED J527/ CLOCK SPRING AND IT FIXED IT THANKS FOR THE HE
5/8/2020 7:03:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVWHP7AN5CE[redacted]
Owner Or Fleet	[redacted] SAN JOSE, CA, [redacted]	Phone #: N/A	
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	5/12/2020	Incident Date	N/A
Mileage	92,160		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/12/2020 3:44:00 PM	CUSTOMER CAME IN AFTER RECALL 69Q9 WAS PERFORMED AND CONCERN WAS THAT THE AIRBAG LIGHT WAS ON AND THE STEERING WHEEL CONTROLS WERE NOT WORKING. CONFIRMED CUSTOMER COMPLAINT AND REMOVED AIRBAG AND CONNECTORS AND RECONNECTED CONNECTORS. FOUND THAT THE STEERING WHEEL CONTROL STARTED TO WORK BUT THE AIRBAG LIGHT WAS STILL ON. PERFORMED GFF AND FOUND FAULT FOR DRIVER'S SIDE AIRBAG IGNITER (UPPER LIMIT EXCEEDED, STATIC). CHECKED WIRING AND WIRING IS OK. REMOVED AND REPLACED AIRBAG IGNITER AND FAULT WAS REAPPEARED AFTER CLEARING. REPLACED AIRBAG AND FAULT WAS STILL THEIR. NOTICED ANOTHER FAULT FOR STEERING COLUMN ELECTRONICS SYSTEM AND FOR CONTROL UNIT IN STEERING WHEEL NO COMMUNICATIO
5/12/2020 3:44:00 PM	ISSUE OPENED BY DEALERSH
5/12/2020 4:10:00 PM	CUSTOMER COMMENTS: CUSTOMER CAME IN AFTER RECALL 69Q9 WAS PERFORMED AND CONCERN WAS THAT THE AIRBAG LIGHT WAS ON AND THE STEERING WHEEL CONTROLS WERE NOT WORKIN
5/12/2020 4:10:00 PM	ISSUE UPDAT
5/12/2020 4:10:00 PM	WORKSHOP FINDINGS: CONFIRMED CUSTOMER COMPLAINT AND REMOVED AIRBAG AND CONNECTORS AND RECONNECTED CONNECTORS. FOUND THAT THE STEERING WHEEL CONTROL STARTED TO WORK BUT THE AIRBAG LIGHT WAS STILL ON. PERFORMED GFF AND FOUND FAULT FOR DRIVER'S SIDE AIRBAG IGNITER (UPPER LIMIT EXCEEDED, STATIC). CHECKED WIRING AND WIRING IS OK. REMOVED AND REPLACED AIRBAG IGNITER AND FAULT WAS REAPPEARED AFTER CLEARING. REPLACED AIRBAG AND FAULT WAS STILL THEIR. NOTICED ANOTHER FAULT FOR STEERING COLUMN ELECTRONICS SYSTEM AND FOR CONTROL UNIT IN STEERING WHEEL NO COMMUNICATIO
5/12/2020 4:23:00 PM	THANKS FOR THE VTA ON THIS 2012 CC. DOES THE HORN WORK? IF THE HORN DOESN'T WORK, PLEASE REPLACE THE CLOCK SPRIN
5/12/2020 5:39:00 PM	THE HORN DOES WO
5/12/2020 6:10:00 PM	PLEASE CHECK THE AIRBAG WIRING FROM THE STEERING WHEEL TO J527 AND J527 TO J234 FOR OPENS. REPAIR ANY WIRING CONCERNS AND RE-EVALUAT
5/15/2020 1:27:00 PM	REMOVED AND REPLACED CLOCK SPRING AND PERFORMED STEERING WHEEL BASIC SETTINGS FOR G-85, STEERING WHEEL LOCK POSITIONS AND PERFORMED CODING FOR STEERING WHEEL ELECTRONICS VIA TEST PLAN. CLEARED FAULTS AND FOUND AIRBAG LIGHT WAS GONE AND NO FAULTS WERE PRESEN
5/15/2020 1:32:00 PM	THANKS FOR THE UPDAT
5/15/2020 1:35:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVWHP7AN5CE[redacted]
Owner Or Fleet	[redacted] SAN JOSE, CA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, CC, 2012		
Report Date	5/12/2020	Incident Date	N/A
Mileage	92,160		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569T		

Crash	Property Damage	Injury	Fatality
No	No	0	0

5/15/2020 11:19:00 AM	TESTED CLOCK SPRING AND FOUND THAT THERE IS AN OPEN ON TERMINALS 3 AND
5/15/2020 11:26:00 AM	PLEASE REPLACE THE CLOCK SPRIN

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGAV3AXXDW[redacted]
Owner Or Fleet	[redacted] VALRICO, FL, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	5/15/2020	Incident Date	N/A
Mileage	83,505		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569L		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/15/2020 4:04:00 PM	CUSTOMER FIRST CAME IN ON 4/23/20 FOR AIR BAG LIGHT ON NO HORN AND STEERING WHEEL CONTROLS. PERFORM GFF TEST PLAN. TEST LEAD TO REPLACE CLOCK SPRING. PERFORM BASIC SETTINGS AND CODING. NO AIR BAG WARING LIGHTS HORN AND CONTROLS WORK AS DESIGN. RELEASE VEHICLE TP CUSTOMER. CUSTOMER RETURN FOR NO HORN AND CONTROLS AT STEERING WHEEL. INSPECT WIRING BEHIND DRIVERS AIR BAD INFLATOR. PERFORM TEST PLAN. TEST PAN LEAD TO REPLACING J453 MODULE. REPLACE J453. TEST HORN AND CONTROLS BEFORE RELEASING TO CUSTOMER. CUSTOMER IS BACK AGAIN FOR NO HORN AND CONTROL
5/15/2020 4:04:00 PM	ISSUE OPENED BY DEALERSH
5/15/2020 4:15:00 PM	CUSTOMER COMMENTS: CUSTOMER FIRST CAME IN ON 4/23/20 FOR AIR BAG LIGHT ON NO HORN AND STEERING WHEEL CONTROL
5/15/2020 4:15:00 PM	RECOMMEND TO SWAP A STEERING WHEEL FROM A LIKE VEHICLE AND RETEST OPERATION. IF CONCERN IS NO LONGER PRESENT, THEN SUSPECT A WIRING ISSUE WITHIN THE STEERING WHEEL. IF CONCERN REMAINS THAT INSPECT THE HARNESS FROM THE CLOCK SPRING TO STEERING COLUM
5/15/2020 4:15:00 PM	WORKSHOP FINDINGS: PERFORM GFF TEST PLAN. TEST LEAD TO REPLACE CLOCK SPRING. PERFORM BASIC SETTINGS AND CODING. NO AIR BAG WARING LIGHTS HORN AND CONTROLS WORK AS DESIGN. RELEASE VEHICLE TP CUSTOMER. CUSTOMER RETURN FOR NO HORN AND CONTROLS AT STEERING WHEEL. INSPECT WIRING BEHIND DRIVERS AIR BAD INFLATOR. PERFORM TEST PLAN. TEST PAN LEAD TO REPLACING J453 MODULE. REPLACE J453. TEST HORN AND CONTROLS BEFORE RELEASING TO CUSTOMER. CUSTOMER IS BACK AGAIN FOR NO HORN AND CONTROLS. | | | TECH STATES THAT IF TAPS AT THE BACK OF THE STEERING WHEEL THE STEERING CONTROL AND HORN OPERATIONS RETUR
5/22/2020 2:21:00 PM	CALLED DEALER TO GET AN UPDATE ON VTA. NOT ABLE TO SPEAK WITH ANYONE IN SERVICE. AN EMAIL HAS BEEN SENT TO [redacted] REQUESTING A VTA UPDATE. IF THE REPAIR IS COMPLETED THEN CLOSE THIS VTA WITH REPAIR COMMENT
5/22/2020 2:22:00 PM	CALLED DEALER TO GET AN UPDATE ON VTA. NOT ABLE TO SPEAK WITH ANYONE IN SERVICE. AN EMAIL HAS BEEN SENT TO [redacted] REQUESTING A VTA UPDATE. IF THE REPAIR IS COMPLETED THEN CLOSE THIS VTA WITH REPAIR COMMENTS.
5/27/2020 10:14:00 AM	REMOVED TRIM AT STEERING COLUM. FOUND CLOCK SPRING CONNECTOR NOT FULLY SEATED. REMOVED CONNECTOR AND RE INSTALLED. FOUND HORN AND CONTROLS TO WORK AS DESIGN. ROAD TEST VEHICLE AND PERFORM MULTIPLY TURNS LOCK TO LOCK. HORN AND CONTROLS WORK AS DESIG
5/27/2020 10:46:00 AM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAT7A36GC[redacted]
Owner Or Fleet	[redacted] GENEVA, FL, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	5/19/2020	Incident Date	N/A
Mileage	67,675		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/19/2020 6:01:00 PM	CUSTOMER STATES AIRBAG LIGHT IS ON, HORN AND STEERING CONTROLS ARE INOP. PERFORMED TEST PLAN AND FOUND FAULT DRIVERS AIRBAG IGNITER UPPER LIMIT EXCEEDED. REPLACED CLOCK SPRING AND RECODED MODULE, FAULT FOR STEERING CONTROL MODULE NO COMMUNICATION CAME ON STATIC AND WONT ERASE. AIRBAG LIGHT IS OFF AND NO FAULT, HORN STILL DOES NOT OPERATE OR STEERING CONTROLS. TEST PLAN SAYS REPLACE STEERING COLUMN ELECTRONIC
5/19/2020 6:01:00 PM	ISSUE OPENED BY DEALERSH
5/19/2020 6:03:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES AIRBAG LIGHT IS ON, HORN AND STEERING CONTROLS ARE INO
5/19/2020 6:03:00 PM	ISSUE UPDAT
5/19/2020 6:03:00 PM	WORKSHOP FINDINGS: PERFORMED TEST PLAN AND FOUND FAULT DRIVERS AIRBAG IGNITER UPPER LIMIT EXCEEDED. REPLACED CLOCK SPRING AND RECODED MODULE, FAULT FOR STEERING CONTROL MODULE NO COMMUNICATION CAME ON STATIC AND WONT ERASE. AIRBAG LIGHT IS OFF AND NO FAULT, HORN STILL DOES NOT OPERATE OR STEERING CONTROLS. TEST PLAN SAYS REPLACE STEERING COLUMN ELECTRONIC
5/19/2020 6:16:00 PM	THANKS FOR THE VTA ON THIS 2016 PASSAT. PLEASE VERIFY THE STEERING WHEEL WIRING AND THAT THE CORRECT CLOCK SPRING WAS ORDERED. IF THE WIRING IS GOOD, PLEASE REPLACE THE J527. IF NEEDED, PLEASE CONTACT THE PARTS HELPLINE (800-767-6552
5/19/2020 6:34:00 PM	PART NUMBERS ARE IDENTICAL, CHECKED ALL WIRING AND FUSE TO MODULE, ALL OK. ORDERED NEW J5
5/19/2020 6:50:00 PM	THANKS FOR THE UPDAT
5/20/2020 1:08:00 PM	CALLED TECHNICIA
5/20/2020 12:18:00 PM	INSTALLED NEW J527 AND CODED, FAULT RETURNED AND STILL NO HORN, IS IT POSSIBLE SOMEONE CAN CALL ME TO CONTINUE FURTHER DIAGNOSIS. I HAVE TRIED A DIFFERENT STEERING WHEEL AND AIRBAG TO SEE IF IT WORKS FROM GOOD KNOWN VEHICL

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAT7A36GC[redacted]
Owner Or Fleet	[redacted]		GENEVA, FL, [redacted] Phone #: N/A
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	5/19/2020	Incident Date	N/A
Mileage	67,675		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

5/20/2020 2:20:00 PM	TECH NOTES THEY DID ATTEMPT TO CALL IN, BUT EVERY TIME THE ACCESS CODE WAS ENTERED THE CALL WAS DISCONNECTED. - - AFTER REPLACING THE J527, THE AIRBAG LIGHT AND FAULT DO NOT RETURN. STILL FAULT FOR NO COMM WITH STEERING WHEEL CONTROLS J435. HAD TECH SEND MOST CURRENT GFF LOG TO GFF PAPERLESS. 08 82 C4 00 08 IS CURRENT CODING OF AW 16. CONFIRMED THAT MATCHES THE ORIGINAL CODING. HAD TECH CHECK POWER, GROUND, AND LIN VOLTAGE AT J435. - CURRENT BATTERY VOLTAGE IS 12.1V..... T5U/2 = 12V - 15 POWER..... T5U/1 = .022 V DROP ON GROUND CIRCUIT..... T5U/3 = 9.9 TO 10.0V LIN CIRCUIT. PERFORMED TELEDIAGNOSIS. CHECKED CODING OF J453 IN AW 16. FOUND ONLY ONE BYTE AND IT IS "00." THIS IS WITH THE KNOWN GOOD STEERING WHEEL INSTALLED. PERFORMED SOFTWARE CONFIGURATION AND FUNCTION CLEARING ON AW 16. NO CHANGE IN CONCERN. PERFORMED THE TEST PLANS ON AW 19. NO CHANGE. TRIED MANUALLY CODING J435. WILL NOT ALLOW CODING CHANGES. TRIED CHANGING PLAIN TEXT CODING ON AW 16 FOR THE STEERING WHEEL BUTTONS. CURRENT SETTING IS FOR MFS LIN 2.0. ATTEMPTED TO CODE TO MFS LIN 1.3. WILL NOT ALLOW, STATES FUNCTION NOT AVAILABLE. HAD TECH REMOVE STEERING WHEEL BUTTONS FORM STEERING WHEEL AND INSPECT THE PART STICKER. FOUND NOTHING INDICATING WHICH VERSION STEERING WHEEL BUTTONS (1.3 OR 2.0). RECOMMEND CONNECTING SCAN TOOL TO THE LIKE MODEL THE STEERING WHEEL WAS BORROWED FROM. CHECK THE PLAIN TEXT CODING IN AW 16 TO SEE WHICH VERSION MFS LIN IS 1.3 OR 2.0. ALSO CHECK STEERING BUTTON BINARY CODING TO SEE IF IT IS DIFFERENT. IF IT IS, TRY MANUALLY CODING THIS CAR TO THAT CODING. ALSO HAVE YOUR PART'S DEPARTMENT CALL PART'S HELPLINE TO SEE IF THERE ARE ANY KNOWN ISSUES (POSSIBLY NEEDING A SPECIFIC STEERING WHEEL BUTTON P/N FOR THE NEW J527 P/N?) ESCALATING TO LEVEL TWO CONSULTANT.
5/20/2020 2:21:00 PM	ISSUE UPDAT
5/20/2020 2:22:00 PM	ISSUE UPDAT
5/21/2020 12:00:00 AM	Customer states airbag light is on, horn and steering wheel buttons are inop. | Performed test plan and found fault drivers airbag igniter upper limit exceeded. | Technician replaced clock spring and steering wheel button assembly E221.
5/21/2020 4:30:00 PM	ADVISED THE TECHNICIAN TO JUMP PINS 7 AND 8 AT CONNECTER T12K AND SEE IF THE HORN ACTIVATES. TECHNICIAN STATED THAT IT DID NOT. HAD TE TECHNICIAN RUN OUTPUT TEST ON THE J519 AND THE HORS HONKED. ADVISED THE TECHNICIAN TO RUN A LOOSE OVERLAY ON THE LIN WIRE FROM THE J527 TO THE J51
5/21/2020 4:40:00 PM	ESCALATING TO QTMRL FOR REVIE
5/21/2020 4:41:00 PM	ISSUE UPDAT
5/21/2020 5:04:00 PM	ISSUE UPDAT
5/21/2020 5:05:00 PM	QTM IN CONVERSATION WITH SF
5/26/2020 5:36:00 PM	TECHNICIAN HE REPLACED J527 AND STEERING WHEEL HARNESS, PLEASE UPDATE WITH RESULT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAT7A36GC[redacted]
Owner Or Fleet	[redacted] GENEVA, FL, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2016		
Report Date	5/19/2020	Incident Date	N/A
Mileage	67,675		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

5/29/2020 10:29:00 AM	ISSUE UPDAT
5/29/2020 8:39:00 AM	FOUND E221 SHORTED OUT BY SPIRAL SPRING. REPLACED E22

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGAV3AX1EW[redacted]
Owner Or Fleet	[redacted] WINTERVILLE, NC, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	5/27/2020	Incident Date	N/A
Mileage	91,531		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AP		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/27/2020 3:41:00 PM	CLIENT CONCERN OF AIRBAG LIGHT AS WELL AS HORN INOPERABLE AND STEERING WHEEL BUTTONS NOT WORKING. SCANNED FOR FAULTS AND FOUND CODE 588 FOR DRIVER AIRBAG IGNITOR RESISTANCE TOO HIGH. RAN THE TEST PLAN AND IT CONCLUDED THE CLOCK SPRING TO BE FAULTY. THE CLIENT HAS HAD THE CLOCK SPRING REPLACED TWO TIMES IN THE PAST THREE MONTHS BY A PREVIOUS DEALERSHIP. REPLACING THE CLOCK SPRING WORKED FOR ABOUT A MONTH AND THEN THIS SAME SYMPTOMS AND FAULTS WILL COME BACK. THIS HAPPENED BOTH TIMES THE CLOCK SPRING WAS REPLACED. COULD NOT FIND ANY DAMAGED WIRES CONNECTORS OR PIN
5/27/2020 3:41:00 PM	ISSUE OPENED BY DEALERSH
5/27/2020 3:49:00 PM	ADVISED THE TECH TO REPLACE THE CLOCK SPRING AGAIN. ADVISED THE TECH BEFORE INSTALLING THE CLOCK SPRING, BENCH CLOCK IT AND THEN INSTALL IT TO ENSURE IT IS INSTALLED PROPERL
5/27/2020 3:49:00 PM	CUSTOMER COMMENTS: CLIENT CONCERN OF AIRBAG LIGHT AS WELL AS HORN INOPERABLE AND STEERING WHEEL BUTTONS NOT WORKIN
5/27/2020 3:49:00 PM	WORKSHOP FINDINGS: SCANNED FOR FAULTS AND FOUND CODE 588 FOR DRIVER AIRBAG IGNITOR RESISTANCE TOO HIGH. RAN THE TEST PLAN AND IT CONCLUDED THE CLOCK SPRING TO BE FAULTY. THE CLIENT HAS HAD THE CLOCK SPRING REPLACED TWO TIMES IN THE PAST THREE MONTHS BY A PREVIOUS DEALERSHIP. REPLACING THE CLOCK SPRING WORKED FOR ABOUT A MONTH AND THEN THIS SAME SYMPTOMS AND FAULTS WILL COME BACK. THIS HAPPENED BOTH TIMES THE CLOCK SPRING WAS REPLACED. COULD NOT FIND ANY DAMAGED WIRES CONNECTORS OR PIN
6/5/2020 4:30:00 PM	ISSUE UPDAT
6/5/2020 4:30:00 PM	SPOKE WITH ADVISOR, VEHICLE IS OUT OF THE DEALERSHIP OR REPAIRS HAVE BEEN FIXE

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VW4S7AJ3EM[redacted]
Owner Or Fleet	[redacted] AUSTIN, TX, [redacted]	Phone #: N/A	
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	5/29/2020	Incident Date	N/A
Mileage	82,905		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
5/29/2020 10:58:00 AM	CS HORN ISNT WORKING CHECK AND ADVIS
5/29/2020 10:58:00 AM	ISSUE OPENED BY DEALERSH
5/29/2020 11:10:00 AM	WORK DONE TESTED CHECKED POWEER GROUND AT HORN HARNESS, FOUND 5V WHEN PRESSING HORN, REMOOVE AND TESTED WITH NEW HORN, PRBOME STILL PRESENT, CHECKED CONTACTS FOR HORN, NO PROBLEM FOUND, SCANNED VEHICLE FOUND FAULT CODES FOR CONTROL MOD FOR AMLFUCTION STRG EHRRL , NO SIGNAL NO COMMUNICATION,SENT LOG REPLACED CLOCK SPRING, COULD NOT PROGRAM OR IDENTIFY 0016 STEERING CONTROL MODULE FOR ONLINE PROGRAMMIN
5/29/2020 11:19:00 AM	WHEN CONDCUTING 631 CODE MULTIFUNCTION STEERING WHEEL CONTROL MODULE, STATES THE FOLLWOING MALFUCNTIOIN HAS OCCURED. SOFTWARE CONFIGURATION (CODING, ADAPTATION, CALIBRATION, PARAMETERIZATION) COULD NOT BE COMPUTED, PLEASE CHECK WEATHER A COMPATIBLE CONTROL MODULE OR REPLACEMENT PART IS INSTALLED IN THE VEHIC
5/29/2020 11:44:00 AM	FOUND THAT AW 16 IS NOT COMMUNICATING. IN THE J519 MVBS WHEN CHECKING FOR THE HORN BUTTON, IT ALWAYS SHOWS NOT OPERATED. THE HORN CAN BE ACTIVATED THROUGH OUTPUT DIAGNOSTIC TEST MODE THROUGH THE J519. FOUND THE PART NUMBER FOR THE J527 COMPLETELY DIFFERENT FROM WHAT WAS ORIGINALLY INSTALLED IN THE VEHICLE. THE ORIGINAL PART NUMBER WAS 1K5953521AR. ADVISED TO CHECK WITH PARTS TO SEE WHAT THE CORRECT PART NUMBER SHOULD BE, AND TO CONTACT PARTS HELPLINE TO VERIFY. ADVISED IF OK, CHECK FUSE SC35 TO MAKE SURE IT IS PRESENT, NOT OPEN, OR HAVE TERMINAL CONCERNS. ADVISED TO TEST THE POWER, GROUND, AND CAN BUS AT J527. ADVISED IF ALL IS PRESENT AND OK, REPLACE THE CLOCK SPRING AGAI
5/29/2020 11:44:00 AM	WORKSHOP FINDINGS: WORK DONE TESTED CHECKED POWER GROUND AT HORN HARNESS, FOUND 5V WHEN PRESSING HORN, REMOVE AND TESTED WITH NEW HORN, PROBLEM STILL PRESENT, CHECKED CONTACTS FOR HORN, NO PROBLEM FOUND, SCANNED VEHICLE FOUND FAULT CODES FOR CONTROL MOD FOR AMLFUCTION STEERING WHEEL , NO SIGNAL NO COMMUNICATION,SENT LOG REPLACED CLOCK SPRING, COULD NOT PROGRAM OR IDENTIFY 0016 STEERING CONTROL MODULE FOR ONLINE PROGRAMMING. WHEN CONDCUTING 631 CODE MULTIFUNCTION STEERING WHEEL CONTROL MODULE, STATES THE FOLLWOING MALFUCNTIOIN HAS OCCURED. SOFTWARE CONFIGURATION (CODING, ADAPTATION, CALIBRATION, PARAMETERIZATION) COULD NOT BE COMPUTED, PLEASE CHECK WEATHER A COMPATIBLE CONTROL MODULE OR REPLACEMENT PART IS INSTALLED IN THE VEHIC
6/3/2020 1:19:00 PM	CHECKED FUSE SC35 FOUND SOURSCE VOLTAGE 12.5V TESTED CAN BUS BRN/BLK 2.78V AND BRN/BRN 2.27V, FOUND POWER AT 12.5V, AND VERIFIED GROUND WILL ORDER CLOCK SPRING AND TEST AGA
6/3/2020 1:29:00 PM	THANK YOU FOR THE UPDAT
6/3/2020 10:09:00 AM	CHECKED WITH PARTS DEPTFOUND 5C0-959-654 WAS SUPERSEDED TO 5C0-959-654A THAT IS IN THE VEHICLE RIGHT N
6/3/2020 12:53:00 PM	THANK YOU FOR THE UPDATE. IF FURTHER ASSISTANCE IS NEEDED, PLEASE CALL BACK INTO THE HELPLIN
6/3/2020 3:46:00 PM	INSTALLED CLOCK SPRING AND TRIED TO PROGRAM UNIT THROUGH J519 GFF, FAILED TO CODE UNIT, PERFEOMED SOFTWARE CONFIGURATION ON J519 PARAMETERIZATION FAILED (PHOTO SUPPLIE

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VW4S7AJ3EM[redacted]
Owner Or Fleet	[redacted] AUSTIN, TX, [redacted]	Phone #: N/A	
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	5/29/2020	Incident Date	N/A
Mileage	82,905		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

6/3/2020 4:36:00 PM	ISSUE UPDAT
6/3/2020 4:36:00 PM	THE TECH STATES THAT THE VTA IS OPEN FOR THE WRONG VI

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGAV7AX0HK[redacted]
Owner Or Fleet	[redacted] SAN FRANCISCO, CA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	6/1/2020	Incident Date	N/A
Mileage	11,567		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/1/2020 2:35:00 PM	CUSTOMER STATES WRENCH ICON ON TOP RIGHT OF CLUSTER VERIFIED COCNERN SCANED VEHICLE FOR FAULTS AND FOUND CODE P1867 POWER TRAIN STEERING ELECTRONIC MISSING MESSAGE, STATIC. CHCKED CODING OF STEERING COLUM ELECTRONICS AND TRANMISSION CONTROL MODULE FOUND BOTH OK. STEERING WHEEL, AIR BAG, AND STEERING COLUM ELECTRONICS HAVE BEEN REPLACED AT ANOTHER DEALER. FIRST LOG ON PAPERLESS HAS PART NUMBER 5KO953501CL AND HARDWARE PART NUMBER 5KO953569AJ AND THE LOG SENT SHOWS PART NUMBER 5K0953569AL. PERFORMED CAPACITIVE DISCHARGE AND FAULTS COME BAC
6/1/2020 2:35:00 PM	ISSUE OPENED BY DEALERSH
6/1/2020 3:47:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES WRENCH ICON ON TOP RIGHT OF CLUSTER VERIFIED CONCERN SCANNED VEHICLE FOR FAULTS AND FOUND CODE P1867 POWER TRAIN STEERING ELECTRONIC MISSING MESSAGE, STATI
6/1/2020 3:47:00 PM	THANKS FOR CREATING THE VT
6/1/2020 3:47:00 PM	WORKSHOP FINDINGS: CHECKED CODING OF STEERING COLUMN ELECTRONICS AND TRANSMISSION CONTROL MODULE FOUND BOTH OK. STEERING WHEEL, AIR BAG, AND STEERING COLUMN ELECTRONICS HAVE BEEN REPLACED AT ANOTHER DEALER. FIRST LOG ON PAPERLESS HAS PART NUMBER 5KO953501CL AND HARDWARE PART NUMBER 5KO953569AJ AND THE LOG SENT SHOWS PART NUMBER 5K0953569AL. PERFORMED CAPACITIVE DISCHARGE AND FAULTS COME BAC
6/1/2020 3:56:00 PM	IF NOT YET PERFORMED, PLEASE CHECK WITH THE PARTS DEPARTMENT IF THE "AL" SUFFIX IS THE CORRECT SUPERSESSION FOR THE "AJ" SUFFIX. IF IT IS NOT, PLEASE OBTAIN THE CORRECT CONTROL UNIT AND RETEST. ALSO, IS THIS VEHICLE EQUIPPED WITH PADDLE SHIFTER
6/1/2020 4:10:00 PM	IT DOES NOT HAVE PADDLE SHIFTERS INSTALLED OR STEERING WHEEL BUTTONS IT HAS A BASIC STEERING WHEEL, IT WAS REPLACED ALONG WITH AIR BAG AS PER RECALL "69V2" WILL CHECK WITH PARTS ON THE SUFFI
6/1/2020 4:21:00 PM	THANKS FOR THE UPDATE. PLEASE KEEP US POSTE
6/1/2020 5:25:00 PM	PARTS DEPARTMENT CONFIRMED WITH PARTS HELP LINE AJ SUFFIX SUPERSEDES TO A
6/1/2020 5:26:00 PM	PARTS DEPARTMENT CONFIRMED WITH PARTS HELP LINE AJ SUFFIX SUPERSEDES TO A
6/1/2020 5:28:00 PM	THANKS FOR THE UPDATE. PLEASE START WITH A BATTERY MAINTAINER IN PLACE AND THE LATEST ONLINE VERSION OF ODIS SOFTWARE INSTALLED. UNDER THE SPECIAL FUNCTIONS TAB, RUN THE TEST PLAN FOR ΓÇ£KS MASTER-GATEWAY CONNECTION SYSTEMSΓÇ¥ OR ΓÇ£KS MASTER-INSTRUMENT PANEL COMBINED SYSTEMSΓÇ¥. ONCE COMPLETED, PERFORM THE TEST PLAN FOR "CTRL. MODULE SOFTWARE CONFIGURATION" ON THE J527/AW-16. ONCE THE TEST PLAN FINISHES, SELECT THE FES ΓÇ£FUNCTION CLEARING SYSTEM (FES)ΓÇ¥, SELECTING #2 ΓÇ£RE-CREATE FUNCTIONΓÇ¥ OR "RESTORE FUNCTION" ON THIS MODULE. IF THE CONCERN IS STILL PRESENT, PLEASE PERFORM THE CONTROL MODULE SOFTWARE CONFIGURATION TEST PLAN ON THE TCM/AW-02, CYCLE THE KEY, CLEAR ANY FAULTS, AND RETEST OPERATIO

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGAV7AX0HK[redacted]
Owner Or Fleet	[redacted] SAN FRANCISCO, CA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	6/1/2020	Incident Date	N/A
Mileage	11,567		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

6/1/2020 5:59:00 PM	PERFORMED STEPS AS DESCRIBED 3 TIMES FOUND NO CHANGE FAULT CODE STATIC RETUNRS RIGHT AWA
6/1/2020 6:11:00 PM	DOING RESEARCH ON THE CONCERN OTHER LIKE CASES WITH SAME FAULT CODE SET AND THE CLOCK SPRING BEING REPLACED HAVE REPLACED THE TCM AS THE FIX. PLEASE REPLACE THE TCM AND THEN RETES
6/11/2020 4:39:00 PM	SENT AN EMAIL TO THE TECHNICIAN TO PLEASE UPDATE THE VTA WITH THE STATUS OF THE VEHICLE. IF COMPLETED OR FURTHER ASSISTANCE IS NOT NEEDED, PLEASE UPDATE AND CLOSE THE VTA WITH ANY REPAIRS PERFORME
6/11/2020 6:13:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VV3B7AX5JM[redacted]
Owner Or Fleet	[redacted]		GALVESTON, TX, [redacted] Phone #: N/A
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	6/5/2020	Incident Date	N/A
Mileage	15,225		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/5/2020 10:33:00 AM	THANK YOU, NO EMAIL YET WITH THIS ACCESS CODE. WHAT SIZE IS THE VIDEO, CAN ONLY SEND ABOUT 22 OR 23 M
6/5/2020 2:54:00 PM	I RE SENT AGA
6/5/2020 3:24:00 PM	ONE THING WE CAN TRY IS TO REMOVE THE STEERING WHEEL AND APPLY ONE QUICK WRAP OF ELECTRICAL TAPE AROUND THE LOCATING DOWELS ON THE CLOCK SPRING, REINSTALL THE STEERING WHEEL AND RETEST. PLEASE UPDATE WITH YOUR FINDING
6/5/2020 8:26:00 AM	CUSTOMER STATES SQUEAKING/RUBBING NOISE HEARD WHEN TURNING STEERING LEFT OR RIGHT. DUPLICATED CUSOTMERS CONCERN. REMOVED AND REPALCED CLOCK SPRING FIRST AND THAN STEERING COLUMN BUT NOISE IS STILL HEARD. I HAVE VIDEO OF NOISE BUT CAN NOT ATTACHED TO VTA. IS THERE A WAY TO ATTACH VIDE
6/5/2020 8:26:00 AM	ISSUE OPENED BY DEALERSH
6/5/2020 8:45:00 AM	CUSTOMER COMMENTS: CUSTOMER STATES SQUEAKING/RUBBING NOISE HEARD WHEN TURNING STEERING LEFT OR RIGH
6/5/2020 8:45:00 AM	THANK YOU FOR SETTING THE VTA. IF THE FILE IS TOO LARGE TO ATTACH TO THE VTA, SEND IT TO HELPLINEATTACHMENTS@VW.COM, USING THE ACCESS CODE AS THE SUBJECT LIN
6/5/2020 8:45:00 AM	WORKSHOP FINDINGS: DUPLICATED CUSOTMERS CONCERN. REMOVED AND REPALCED CLOCK SPRING FIRST AND THAN STEERING COLUMN BUT NOISE IS STILL HEARD. I HAVE VIDEO OF NOISE BUT CAN NOT ATTACHED TO VTA. IS THERE A WAY TO ATTACH VIDE
6/5/2020 9:59:00 AM	SUBMITTED VID
6/9/2020 10:07:00 AM	INSTALLED TAPE ON LOCATING DOWELS. NOISE IS STILL PRESENT. REMOVED CLOCK SPRING AGAIN AND TEST DROVE VEHICLE I CAN NO LONGER HEAR NOISE. DUPLICATED NOISE ON REMOVED CLOCK SPRING. DO I GO AHEAD AND REPLACE CLOSK SPRING AGAI
6/9/2020 10:33:00 AM	YES, SINCE IT IS INTEGRAL TO THE CLOCK SPRING, REPLACE. TEST THE NEW ONE BEFORE INSTALLIN
6/11/2020 4:59:00 PM	REPLACED CLOCK SPRING WITH NEW ONE, NOISE IS NOT AS LOUD AS BEFORE BUT SOME NOISE IS STILL HEARD. COMPARED TO ANOTHER VEHICLE OF SAME MODEL. TEST VEHICLE MAKES SOME NOISE ALSO BUT NOT AS LOUD AS VEHICLE BEING WORKED O
6/11/2020 5:22:00 PM	THANKS FOR THE UPDATE. PLEASE PLACE ONE WRAP OF ELECTRICAL TAP AROUND EACH OF THE TWO LOCATING DOWELS ON THE J527/CLOCK SPRING. THEN RE-INS TALL THE STEERING WHEEL AND RE-EVALUATE NOISE. E-MAIL WITH PHOTO FOR REFERENCE WAS SENT TO [redacted] PLEASE UPDATE WITH FINDING
6/12/2020 11:05:00 AM	PLACED ONE WRAP OF ELECTRICAL TAPE AROUND EACH OF THE 2 LOCATING DOWELS ON THE J527/CLOCK SPRING AND NOISE IS STILL THER

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VV3B7AX5JM[redacted]
Owner Or Fleet	[redacted]		GALVESTON, TX, [redacted] Phone #: N/A
Make, Model, Model Year	Volkswagen, Tiguan, 2018		
Report Date	6/5/2020	Incident Date	N/A
Mileage	15,225		
Clock Spring Manufacturer	Kostal		
Clock Spring Part Number	5Q0953507HL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

6/12/2020 11:41:00 AM	SENDING TO LEVEL 3 FOROREVIE
6/16/2020 4:00:00 PM	INSTALLED TAPE ON DOWEL PINS BUT NOISE IS STILL PRESENT. QTM ADVISE TO SWAP TEERING WHEEL AND CLOCK SPRING FROM GOOD KNOWN VEHICLE. SWAPPED COMPONENTS BUT VEHICLE STILL MAKING NOISE. WHEN INSTALLING PARTS BACK ON TEST VEHICLE, VEHICLE WOULD NOT MAKE ANY NOISE. NOISE IS ONLY HEARD ON PROBLEM VEHICLE. UPON FURTHER INSPECTION INSPECTED CLOCK SPRING ON VEHICLE AND FOUND THAT THE CLOCK SPRING IS SITTING TO FAR UP TOUCHING HOUSINGAS IF SWITCH COMPONENTS WERE WARPED. RE MOVED EVERYTHING FROM STEERING COLUMN, SWITCH AND CLOCK SPRING FROM VEHICLE. RE INSTALLED EVERYTHING AGAIN ADJUSTING SCREWS AND TRIMS. AFTER ADJUSTING IT SEVERAL TIMES CLOCK SPRING WOULD FINALLY SIT PROPERLY IN STEERING COLUMN. RE INSTALLED EVERYTHING BACK IN PLACE. TEST DROVE TO VERIFY REPAIRS AND VEHICLE NO LONGER MAKING NOISE AT THIS TIM
6/16/2020 4:01:00 PM	THANK YOU FOR YOUR HE
6/18/2020 11:23:00 AM	ISSUE UPDAT
6/18/2020 4:15:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VWDP7AJ6DM[redacted]
Owner Or Fleet	[redacted] LOUISVILLE, KY, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	6/11/2020	Incident Date	N/A
Mileage	70,314		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/11/2020 3:32:00 PM	CUSTOMER STATES HORN OR STEERING WHEEL BUTTONS DONT WORK AND THE TRACTION CONTROL LIGHT TMPS LIGHT AND STEERING WHEEL LIGHT ARE ON TECH HAS CHECK FUSES AND WIRING EVERYTHING LOOKS GOO
6/11/2020 3:32:00 PM	ISSUE OPENED BY DEALERSH
6/11/2020 3:39:00 PM	ADVISED THE TECH TO REPLACE THE CLOCK SPRING J527 MODULE AND THEN RETEST. IF THERE ARE ANY QUESTIONS REGARDING COVERAGE, PLEASE CONTACT THE WARRANTY HELPLINE @ 866 306 8447, PRIOR TO PERFORMING ANY REPAIR
6/11/2020 3:39:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES HORN OR STEERING WHEEL BUTTONS DONT WORK AND THE TRACTION CONTROL LIGHT TMPS LIGHT AND STEERING WHEEL LIGHT ARE
6/11/2020 3:39:00 PM	WORKSHOP FINDINGS: TECH HAS CHECK FUSES AND WIRING EVERYTHING LOOKS GOO
6/15/2020 9:27:00 AM	REPLACED CLOCK SPRING/J527 MODU
6/15/2020 9:49:00 AM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAP7A38CC[redacted]
Owner Or Fleet	[redacted] GLENDORA, NJ, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	6/23/2020	Incident Date	N/A
Mileage	79,002		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/23/2020 11:52:00 AM	ISSUE OPENED BY DEALERSH
6/23/2020 11:52:00 AM	LST TIME VEHICLE CAME IN FOR AIRBAG RECALL AND HAD AIR BAG LIGHT ON AND HAD TO REPLACE CLOCK SPRING CHANGED BINARY CODES TO THE OLD ONE AND SET G85 OK EVERYTHING WORKED NORMAL, NOW VEHICLE CAME BACK WOTH HORN NOT WORKING AND AIR BAG FAULTS SO I REPLACED CLOCK SPRING AGAIN AND HORN WORKS OK AND CHANGED BINARY CODES TO OLD ONE AND CONTROLLERS WORK NOW BUT G85 STEERING ANGLE NOT SETTING, I TRIED FES ONLINE CODI
6/23/2020 4:30:00 PM	CUSTOMER COMMENTS: LST TIME VEHICLE CAME IN FOR AIRBAG RECALL AND HAD AIR BAG LIGHT ON, REPLACE CLOCK SPRING NOT ABLE TO SET G8
6/23/2020 4:30:00 PM	RECOMMEND WITH ODIS MONITOR MVB FOR STEERING WHEEL ANGLE, INTERNAL VALUE. WITH STEERING WHEEL STRAIGHT / LEVEL AND FRONT WHEELS STRAIGHT. REMOVE STEERING WHEEL, CLOCK SPRING TO RE-CLOCK THE CLOCK SPRING BACK TO NEAR 0.0┬, THEN REINSTALL ONTO STEERING SHAFT. THEN ATTEMPT TO SET G85 BASIC SETTING
6/23/2020 4:30:00 PM	WORKSHOP FINDINGS: AND HAD TO REPLACE CLOCK SPRING CHANGED BINARY CODES TO THE OLD ONE AND SET G85 OK EVERYTHING WORKED NORMAL, NOW VEHICLE CAME BACK WOTH HORN NOT WORKING AND AIR BAG FAULTS SO I REPLACED CLOCK SPRING AGAIN AND HORN WORKS OK AND CHANGED BINARY CODES TO OLD ONE AND CONTROLLERS WORK NOW BUT G85 STEERING ANGLE NOT SETTING, I TRIED FES ONLINE CODING | | | WHILE ON THE PHONE AW 16 MVB FOR STEERING WHEEL ANGLE VALUE WAS -373┬ WITH STEERING WHEEL STRAIGH
6/23/2020 4:47:00 PM	TURNED CLOCK SPRING TO 0 ANS G85 SET
6/23/2020 5:09:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGRV7AX3HK[redacted]
Owner Or Fleet	[redacted]		BOYNTON BEACH, FL, [redacted] Phone #: N/A
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	6/30/2020	Incident Date	N/A
Mileage	111,078		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
6/30/2020 1:15:00 PM	ISSUE OPENED BY DEALERSH
6/30/2020 1:15:00 PM	REPLACED CLOCK SPRING FOR NOT STEERING WHEEL CONTROLS. CODED OK. CANNOT SET STEERING ANGLE BASIC SETTING. SEEMS NO CAN COMMS WITH ABS MODU
6/30/2020 1:29:00 PM	CUSTOMER COMMENTS: REPLACED CLOCK SPRING FOR NOT STEERING WHEEL CONTROLS. CODED O
6/30/2020 1:29:00 PM	WHILE ON THE PHONE, THE TECH CHECKED THE MVB FOR STEERING ANGLE AND FOUND THAT IT WAS A T -361T WHEN THE STEERING WHEEL WAS STRAIGHT. ADVISED THE TECH TO REMOVE THE STEERING WHEEL WITH THE WHEELS IN THE STRAIGHT AHEAD POSITION AND WHILE MONITORING THE MVB FOR STEERING ANGLE, TO MOVE THE CLOCK SPRING UNTIL IT REACHES 0T. THEN REASSEMBLE AND TRY BASIC SETTINGS AGAI
6/30/2020 1:29:00 PM	WORKSHOP FINDINGS: CANNOT SET STEERING ANGLE BASIC SETTING. SEEMS NO CAN COMMS WITH ABS MODU
7/13/2020 10:14:00 AM	ISSUE UPDAT
7/13/2020 9:27:00 AM	CORRECTED STEERING ANGLE SENSOR. ALL

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV7AXXFW[redacted]
Owner Or Fleet	[redacted] ROCHESTER, NY, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	7/9/2020	Incident Date	N/A
Mileage	94,751		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501CQ		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/9/2020 10:22:00 AM	CAR CAME IN AIRBAG LIGHT ON, STEERING WHEEL CONTROLS NOT WORKING, HORN NOT WORKING. SCANNED CAR FOUND CODES THAT SEEMED CLOCK SPRING RELATED. BUT THEN FOUND OUT THAT THE CLOCK SPRING WAS REPLACED IN 2015 AND 2018 AT ANOTHER DEALERSHIP. ALSO CAME INTO THAT DEALERSHIP IN 2019 WITH THE SAME ISSUES AGAIN AND THEY RECOMMENDED TO REPLACE STEERING WHEEL CONTROL MODULE AND SWITCHE
7/9/2020 10:22:00 AM	ISSUE OPENED BY DEALERSH
7/9/2020 10:48:00 AM	WORKSHOP FINDINGS: SCANNED CAR FOUND CODES THAT SEEMED CLOCK SPRING RELATED. BUT THEN FOUND OUT THAT THE CLOCK SPRING WAS REPLACED IN 2015 AND 2018 AT ANOTHER DEALERSHIP. ALSO CAME INTO THAT DEALERSHIP IN 2019 WITH THE SAME ISSUES AGAIN AND THEY RECOMMENDED TO REPLACE STEERING WHEEL CONTROL MODULE AND SWITCHE
7/9/2020 10:48:00 AM	CUSTOMER COMMENTS: CAR CAME IN AIRBAG LIGHT ON, STEERING WHEEL CONTROLS NOT WORKING, HORN NOT WORKIN
7/9/2020 10:48:00 AM	THANK YOU FOR CREATING THE VT
7/9/2020 11:10:00 AM	RECOMMEND TO INSPECT THE T12K CONNECTOR AT THE CLOCK SPRING FOR PIN FIT/DAMAGE ISSUES. IF NO ISSUE, RECOMMEND TO REPLACE THE CLOCK SPRING AND RETES
7/16/2020 1:09:00 PM	CALLED THE DEALER AND WAS NOT ABLE TO REACH A SERVICE ADVISOR WHILE ON HOLD FOR 10 MINUTES. WE ARE LOOKING FOR THE CURRENT STATUS OF THE VEHICLE. PLEASE UPDATE THE TICKET WITH THE CURRENT STATUS OF THE VEHICLE. IF NO FURTHER ASSISTANCE IS NEEDED, PLEASE UPDATE AND CLOSE THE VT
7/16/2020 2:06:00 PM	REPLACED CLOCK SPRING CODES CLEARED AND NO FAULTS RETURNED. THANK Y
7/16/2020 2:57:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWCT7A32EC[redacted]
Owner Or Fleet	[redacted] WESTON, CT, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	7/9/2020	Incident Date	N/A
Mileage	62,210		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569E		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/9/2020 1:36:00 PM	AIRBAG LIGHT ON, HORN INOP. REPLACED CLOCK SPRING 09/24/20. VEHICLE HAD SIMILAR DTCS, VEHICLE CAME BACK AND HAS SAME ISSUE 10 MONTHS LATER. VERIFIED VIA GFF CODING FROM PREVIOUS CONTROL MODULE IS DIFFERENT THAN PRESENT CONTROL MODULE | | CURRENT GFF[redacted] | | ORIGINAL GFF[redacted]
7/9/2020 1:36:00 PM	ISSUE OPENED BY DEALERSH
7/9/2020 1:49:00 PM	ADVISED THE TECH TO REPLACE THE CLOCK SPRING FOR THE FAULTS AND THEN TRY AND RECODE ONLIN
7/9/2020 1:49:00 PM	CUSTOMER COMMENTS: AIRBAG LIGHT ON, HORN INO
7/9/2020 1:49:00 PM	WORKSHOP FINDINGS: REPLACED CLOCK SPRING 09/24/19. VEHICLE HAD SIMILAR DTCS, VEHICLE CAME BACK AND HAS SAME ISSUE 10 MONTHS LATER. VERIFIED VIA GFF CODING FROM PREVIOUS CONTROL MODULE IS DIFFERENT THAN PRESENT CONTROL MODULE CURRENT GFF[redacted] ORIGINAL GFF [redacted]
7/21/2020 5:05:00 PM	REPLACED CLOCK SPRING, NO FAULTS PRESENT AT THE MOMENT, VEHICLE HAS LEFT DEALE
7/21/2020 7:08:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGTV7AX0HK[redacted]
Owner Or Fleet	[redacted]	WAXHAW, NC, [redacted]	Phone #: N/A
Make, Model, Model Year	Volkswagen, Tiguan, 2017		
Report Date	7/20/2020	Incident Date	N/A
Mileage	53,331		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
7/20/2020 3:10:00 PM	ISSUE UPDAT
7/20/2020 9:24:00 AM	CANT LOCATE CORRECT CLOCKSPRING FOR VEHICLE 5KO 953 569 AP CANT BE FOUND THREW PARTS. NEED HELP IN FINDING CORRECT CLOCKSPRING FOR VEHIC
7/20/2020 9:24:00 AM	ISSUE OPENED BY DEALERSH
7/20/2020 9:50:00 AM	ISSUE SENT TO DEALERSH
7/20/2020 9:54:00 AM	THANK YOU FOR CREATING THE VTA. VTA DOES NOT PROVIDE PARTS SUPPORT. IF YOU NEED HELP FINDING THE CORRECT PART FOR THE VEHICLE, RECOMMEND TO HAVE YOUR PARTS DEPARTMENT CONTACT PARTS HELPLINE AT 800.767.655
7/20/2020 9:59:00 AM	10 4 THANK Y

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBN7A31CC[redacted]
Owner Or Fleet	[redacted]	GRANTS, NM, [redacted]	Phone #: N/A
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	8/5/2020	Incident Date	N/A
Mileage	25,372		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/5/2020 5:17:00 PM	ISSUE OPENED BY DEALERSH
8/5/2020 5:17:00 PM	VEHICLE IN SHOP FOR VARIOUS RECALLS, AFTER 69Q9 RECALL THE WINDOWS WILL NOT ROLL UP OR DOWN, NO COMMUNICATION TO STEERING COLUMN ELECTRONICS CONTROL MODULE, SUSPECT BAD CLOCK SPRING, PLEASE ADVI
8/5/2020 5:37:00 PM	CUSTOMER COMMENTS: VEHICLE IN SHOP FOR VARIOUS RECALLS, AFTER 69Q9 RECALL THE WINDOWS WILL NOT ROLL UP OR DOW
8/5/2020 5:37:00 PM	RECOMMEND TO SWAP A WORKING LIKE STEERING WHEEL AND RETEST OPERATIONS & FAULT. IF CONCERN IS RESOLVED, THEN RECOMMEND TO REPLACE STEERING WHEEL BUTTONS & HARNESS. IF CONCERN REMAINS, THEN LOAD TEST POWER & GROUND CIRCUITS TO THE J527, INCLUDING LIN CIRCUIT VOLTAGE AT THE J527 T12K/9 TO THE J453 T6BO/3. UPDATE VTA WITH FINDING
8/5/2020 5:37:00 PM	WORKSHOP FINDINGS: NO COMMUNICATION TO STEERING COLUMN ELECTRONICS CONTROL MODULE, SUSPECT BAD CLOCK SPRING, PLEASE ADVISE | | | | ONLY THE DRIVERS AIRBAG ASSEMBLY WAS REMOVED AND REPLACED, STEERING WHEEL REMAINED ON THE VEHICL
8/5/2020 7:32:00 PM	SWAPPED STEERING WHEEL WITH LIKE VEHICLE, DIDNT WORK. WILL TEST WIRING NE
8/5/2020 7:48:00 PM	TESTED POWER AND GROUND WIRES GOING INTO J527 CLOCK SPRING, SOURCE VOLTAGE (12V) MEASURED, TESTED LILAC AND WHITE WIRE AS WELL, MEASURED 7.2
8/6/2020 11:27:00 AM	CONNECTED BATTERY CHARGER TO VEHICLE AND RETESTED, 10.1V AT LILAC WIRE. SUSPECT J5
8/6/2020 5:54:00 PM	THANKS FOR KEEPING THE VTA UPDATE
8/6/2020 9:28:00 AM	THANKS FOR THE UPDATE, LIN VOLTAGE OF 7.2 IS LOW, LIN VOLTAGE SHOULD BE 2 VOLTS LESS THAN BATTERY VOLTAGE. CONTINUE WITH DIAG FOR LOW LIN CIRCUIT VOLTAGE, POSSIBLE J52
8/7/2020 1:50:00 PM	INSTALLED NEW CLOCK SPRING, PERFORMED CTRL. MOD. SOFTWARE CONFIG, USED OLD LOG FROM 2014 TO CORRECT THE FIRST HEX VALUE OF CODING, CLEARED FAULTS, GATEWAY NOT COMMUNICATING TO ADDRESS 16 AND 09. ATTEMPTED CONFIG OF 09, CODING OK + PARAMETERIZATION NOT
8/7/2020 1:52:00 PM	NEW FI

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBN7A31CC[redacted]
Owner Or Fleet	[redacted] GRANTS, NM, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	8/5/2020	Incident Date	N/A
Mileage	25,372		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

8/7/2020 2:19:00 PM	REVIEWED THE CODING IN THE J533 AND THE J527 AND COMPARED THEM TO WHAT IS STORED IN THE SERVER. THE CODING OF EACH MODULE MATCHES AND DOES NOT REQUIRE CORRECTION. IT WAS ALSO NOTED THAT WHEN THE KEY WAS REMOVED, THE RADIO DID NOT SHUT OFF, BUT THE DOOR LOCKS ARE WORKING PROPERLY. WHEN THE IGNITION SWITCH WAS UNPLUGGED, THE RADIO STILL REMAINED ON. ADVISED THE TECHNICIAN TO PLEASE PERFORM A 5-10MIN CAPACITIVE DISCHARGE ON THE VEHICLE AND RETEST. IF THE CONCERN REMAINS, PLEASE SWAP IN A KNOWN GOOD J533/GATEWAY IF AVAILABLE. IF THE CONCERN REMAINS, PLEASE SWAP IN THE J519 AND RETEST. IF THE CONCERN IS ELIMINATED WITH EITHER MODULE, PLEASE REPLACE THE AFFECTED MODULE AND RETES
8/7/2020 3:20:00 PM	CAP DISCHARGE PERFORMED, CLEARED FAULTS USING OBD AND FUNCTION OF POWER WINDOWS RETURNED, FAULTS CLEARED OUT. THANK YOU FOR YOUR TI
8/7/2020 5:31:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWCS7A32EC[redacted]
Owner Or Fleet	[redacted]ORT LAUDERDALE, FL, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	8/6/2020	Incident Date	N/A
Mileage	50,378		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569AL		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/6/2020 11:02:00 AM	AIR BAG LIGHT ON AND HORN AND ALL BUTTONS ON THE WHEEL NOT OPERATING VEHICLE HAD CAME IN FOR SAME ISSUE BACK IN FEBERUARY AND ANOTHER TECH INSTALLED A CLOCK SPRING AND CORRECTED THE ISSUE AT THAT TIME BUT BACK NOW, TECH SCANNED VEHICLE AND FOUND FAULTS FOR B10001B: DRIVER AIRBAG IGNITER RESISTANCE TOO HIGH AND U108E00: CONTROL UNIT IN STEERING WHEEL NO COMMUNICATION. TECH INSPECTED INSTALLATION OF CLOCK SPRING AND FOUND NO ISSUES WITH THE WAY IT WAS INSTALLED. TECH RAN TEST PLAN AND TEST PLAN ADVISED TECH TO REPLACE CLOCK SPRING AGAIN
8/6/2020 11:02:00 AM	ISSUE OPENED BY DEALERSH
8/6/2020 11:12:00 AM	ADVISED THE TECH TO REPLACE THE CLOCK SPRING AGAI
8/6/2020 11:12:00 AM	CUSTOMER COMMENTS: AIR BAG LIGHT ON AND HORN AND ALL BUTTONS ON THE WHEEL NOT OPERATING VEHICLE HAD CAME IN FOR SAME ISSUE BACK IN FEBERUARY AND ANOTHER TECH INSTALLED A CLOCK SPRING AND CORRECTED THE ISSUE AT THAT TIME BUT BACK NO
8/6/2020 11:12:00 AM	WORKSHOP FINDINGS: TECH SCANNED VEHICLE AND FOUND FAULTS FOR B10001B: DRIVER AIRBAG IGNITER RESISTANCE TOO HIGH AND U108E00: CONTROL UNIT IN STEERING WHEEL NO COMMUNICATION. TECH INSPECTED INSTALLATION OF CLOCK SPRING AND FOUND NO ISSUES WITH THE WAY IT WAS INSTALLED. TECH RAN TEST PLAN AND TEST PLAN ADVISED TECH TO REPLACE CLOCK SPRING AGAIN
8/6/2020 12:02:00 PM	TECH REPLACED CLOCK SPRING AND RECODED NOW OPERATING TO DESI
8/6/2020 12:24:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWCV7A31FC[redacted]
Owner Or Fleet	[redacted] MOORESVILLE, NC, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2015		
Report Date	8/21/2020	Incident Date	N/A
Mileage	63,645		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521BR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/21/2020 9:13:00 AM	AIRBAG LIGHT ON FOR DRIVER AIRBAG IGNITER RESISTANCE TOO HIGH. PREVIOUSLY RAN TEST PLAN AND REPLACED WIRE HARNESS BETWEEN DRIVER AIRBAG AND CLOCKSPRING. FAULT RETURNS INTERMITTENTLY. BOTH WIRES FROM AIRBAG CONTROL MODULE TO STEERING COLUMN ELECTRONICS CONTROL MODULE HAVE BEEN OVERLAYED. CHECKED RESISTANCE FROM T100/68 TO T4K/2 = .2OHMS AND T100/69 TO T4K/1 = .2OHM
8/21/2020 9:13:00 AM	ISSUE OPENED BY DEALERSH
8/21/2020 9:44:00 AM	7/22/2020 - TECH REPLACED THE HARNESS BETWEEN CLOCKSPRING AND THE AIRBAG. FAULT RETURNED. CONSULTING LEVEL 2 FOR REPEAT VISITS AND TECH WILL CONTACTED WITH FURTHER DIRECTIO
8/21/2020 9:44:00 AM	CUSTOMER COMMENTS: AIRBAG LIGHT ON FOR DRIVER AIRBAG IGNITER RESISTANCE TOO HIG
8/21/2020 9:44:00 AM	WORKSHOP FINDINGS: PREVIOUSLY RAN TEST PLAN AND REPLACED WIRE HARNESS BETWEEN DRIVER AIRBAG AND CLOCKSPRING. FAULT RETURNS INTERMITTENTLY. BOTH WIRES FROM AIRBAG CONTROL MODULE TO STEERING COLUMN ELECTRONICS CONTROL MODULE HAVE BEEN OVERLAYED. CHECKED RESISTANCE FROM T100/68 TO T4K/2 = .2OHMS AND T100/69 TO T4K/1 = .2OHM
8/21/2020 9:55:00 AM	CONSULTED LEVEL 2. RECOMMEND TO REPLACE THE CLOCKSPRING AND RETEST. UPDATE WITH YOUR RESULT
8/27/2020 1:09:00 PM	THANK YOU FOR UPDATING. PLEASE KEEP US POSTE
8/27/2020 8:49:00 AM	CALLED AND LEFT A VM ON THE TECHNICIANS CELL PHONE. IF THE VEHICLE IS REPAIRED AND/OR HAS LEFT THE DEALER, PLEASE UPDATE AND CLOSE THE VT
8/27/2020 9:00:00 AM	INSTALLED NEW CLOCKSPRING AND AM IN THE PROCESS OF DRIVING VEHICLE SEVERAL TIMES TO SEE IF FAULT RETURNS. IF ALL OKAY WILL CLOSE TICKET BY END OF DA
8/28/2020 10:34:00 AM	TEST DROVE SEVERAL TIMES AND NO FAULTS RETUR
8/28/2020 11:08:00 AM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBP7A30DC[redacted]
Owner Or Fleet	[redacted] EAST WINDSOR, NJ, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2013		
Report Date	8/25/2020	Incident Date	N/A
Mileage	243,517		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/25/2020 10:13:00 AM	FIRST TIME VEHICLE IS HERE AT DEALER. VEHICLE HAD 3 CLOCKS SPRINGS AND 2 AIR BAGS REPLACED AT ANOTHER DEALER AND ALL TIMES AIR BAG LIGHT WAS STILL ON AFTER EACH REPAIR. THE FAULTS I HAVE ARE FOR THE CLOCK SPRING AND DRIVER SIDE AIR BA
8/25/2020 10:13:00 AM	ISSUE OPENED BY DEALERSH
8/25/2020 10:32:00 AM	ADVISED NO KNOWN ISSUES WITH REPEAT CLOCK SPRING FAILURES. RECOMMEND TO REPLACE CLOCK SPRING. RECOMMEND TO RUN A VEHICLE CAR FAX REPORT FOR POSSIBLE PREVIOUS ACCIDENT RELATED REPAIRS THAT MAY LEAD TO A FAULTY STEERING COLUMN THIS IS CAUSING CLOCK SPRING FAILURES. RECOMMEND WHEN THIS FAILED CLOCK SPRING IS REMOVED, TO REMOVE RIBBON CABLE COVER AND INSPECT INSIDE THE CLOCK SPRING FOR ANY FOREIGN MATERIAL OR HAIR THAT MAY HAVE CAUSE FAILURE. UPDATE VTA WITH ANY FINDINGS, INCLUDING CLEAR PHOTO
8/25/2020 10:32:00 AM	CUSTOMER COMMENTS: FIRST TIME VEHICLE IS HERE AT DEALER. VEHICLE HAD 3 CLOCKS SPRINGS AND 2 AIR BAGS REPLACED AT ANOTHER DEALER AND ALL TIMES AIR BAG LIGHT WAS STILL
8/25/2020 10:32:00 AM	WORKSHOP FINDINGS: AFTER EACH REPAIR. THE FAULTS I HAVE ARE FOR THE CLOCK SPRING AND DRIVER SIDE AIR BAG. | | | | NO HORN OPERATION OR STEERING WHEEL CONTROL
8/25/2020 10:48:00 AM	LOOKED UP CAR FAX OF VEHICLE AND FOUND VEHICLE WAS IN 2 ACCIDENTS IN 2017. ONE ACCIDENT WAS FRONT OF VEHICLE AND REAR OF VEHICLE AND OTHER ACCIDENT WAS PASSENGER FRONT OF VEHICLE. WILL BE DOING CLOCK SPRING AND WILL BE CHECKING STEERING COLUMN FOR ANY DAMAG
8/25/2020 11:15:00 AM	THANKS FOR KEEPING THE VTA UPDATE
8/27/2020 4:23:00 PM	ISSUE UPDAT
8/27/2020 8:24:00 AM	THANK YOU FOR YOU HELP THE CLOCK SPRING ENDED UP FIXING THE PROBLEM. AND THE HORN DIDN'T WORK DUE TO IT HAVING A FAULTY AIR BA

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WA1JCCFS8HR[redacted]
Owner Or Fleet	[redacted]		CHARLOTTE, NC, [redacted] Phone #: N/A
Make, Model, Model Year	Audi, Q3, 2017		
Report Date	8/31/2020	Incident Date	N/A
Mileage	50,508		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	8X0953501H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
8/31/2020 2:43:00 PM	CUSTOMER STATE AIRBAG LIGHT ON ALSO THE HORN AND BUTTON FEAT NOT WORKING. PERFORM GFF SCAN OF VEHICLE | MULTIPLE DTC N95,J769 AND E2
8/31/2020 2:43:00 PM	ISSUE OPENED BY DEALERSH
8/31/2020 2:55:00 PM	ADVISED TECH TO REPLACE THE SPIRAL SPRING AND RETEST. I BELIEVE THE SPIRAL SPRING IS PART OF THE J527 BUT VERIFY WITH PART
8/31/2020 2:55:00 PM	WORKSHOP FINDINGS: B10001B: DRIVER AIRBAG IGNITER RESISTANCE TOO HI
9/1/2020 3:47:00 PM	INSTALL NEW SPIRAL SPRING, PERFORM SPEC ACTUAL.VEHICLE STEERING WHEEL OPERATING AS DESIGN. THANKS FOR THE HE
9/3/2020 5:59:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VW4T7AJ3EM[redacted]
Owner Or Fleet	[redacted] PEORIA, IL, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Jetta, 2014		
Report Date	9/1/2020	Incident Date	N/A
Mileage	41,696		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/1/2020 5:22:00 PM	ISSUE OPENED BY DEALERSH
9/1/2020 5:22:00 PM	REPLACED CLOCKSPRING TOO ADDRESS INOP HORN AND AIRBAG LIGHT HOWEVER HAVING ERRORS,CRUISE INOP ATTEMPTED CODING CAN NOT GET GUIDED FUNCTIONS FOR STEERING COLUMN CONTROL MODULE, AND YELLOW STEERING WHEEL ICON WILL NOT GO OUT AS ATTEMPT TEST PLANS FOR IT SAYS SUCCESSFUL BUT ERRORS REMAIN ATTTED CAP DISCHARGE AND CODING ENGINE ELECTRONICS AS WE
9/1/2020 5:35:00 PM	ADVISED THE TECH TO USE CONTROL MODULE OBD AND CODE AW16 STEERING ELECTRONICS TO 08 9A 14 00
9/1/2020 5:35:00 PM	CUSTOMER COMMENTS: REPLACED CLOCKSPRING TOO ADDRESS INOP HORN AND AIRBAG LIGHT HOWEVER HAVING ERROR
9/1/2020 5:35:00 PM	WORKSHOP FINDINGS: CRUISE INOP ATTEMPTED CODING CAN NOT GET GUIDED FUNCTIONS FOR STEERING COLUMN CONTROL MODULE, AND YELLOW STEERING WHEEL ICON WILL NOT GO OUT AS ATTEMPT TEST PLANS FOR IT SAYS SUCCESSFUL BUT ERRORS REMAIN ATTEMPTED CAP DISCHARGE AND CODING ENGINE ELECTRONICS AS WE
9/2/2020 7:57:00 AM	CODING ADDRESSED CONCERN THANKS FOR THE HEL
9/2/2020 7:58:00 AM	CODING ADDRESSED CONCERN THANKS FOR THE HEL
9/2/2020 9:34:00 AM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGAV3AX1DW[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2013		
Report Date	9/11/2020	Incident Date	N/A
Mileage	77,394		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/11/2020 1:30:00 PM	CUSTOMER HAD CAR TOWED IN DUE TO THE CLOCK SPRING GOING OUT AND THE HORN STUCK ON, REMOVED AND REPLACED CLOCK SPRING AND CODED CLOCK SPRING WITH OUT ANY ISSUE NOW WE CAN NOT GET G85 TO SET WE HAVE TRYED EVERTHING WE CAN. PLEASE ADVI
9/11/2020 1:30:00 PM	ISSUE OPENED BY DEALERSH
9/11/2020 1:36:00 PM	ADVISED THE TECH TO REPLACE THE CLOCK SPRING WITH PART NUMBER 5K0953569
9/11/2020 1:36:00 PM	CUSTOMER COMMENTS: CUSTOMER HAD CAR TOWED IN DUE TO THE CLOCK SPRING GOING OUT AND THE HORN STUCK O
9/11/2020 1:36:00 PM	WORKSHOP FINDINGS: REMOVED AND REPLACED CLOCK SPRING AND CODED CLOCK SPRING WITH OUT ANY ISSUE NOW WE CAN NOT GET G85 TO SET WE HAVE TRYED EVERTHING WE CAN. PLEASE ADVI
9/11/2020 1:39:00 PM	FOR PROPER DOCUMENTATION PURPOSES, UPDATE THE VTA BEFORE CALLING BACK IN. THIS WILL ALLOW ANYONE UTILIZING THE VTA SYSTEM TO SEE TESTING RESULTS AND CHANGES TO THE CONDITION, ET
9/11/2020 1:41:00 PM	ASKED FOR MVB FOR STEERING ANGLE IN AW1
9/11/2020 1:43:00 PM	TECH HAS A MVB READING -359T. RECOMMEND TO LIFT THE CLOCK SPRING UP, ROTATE TO 0T AND REINSTALL. NEW TRY SETTING THE G8
9/11/2020 3:23:00 PM	THANK YOU FOR YOUR HELP ROTATING THE CLOCK SPRING 359D WORKED CODING COMPLETE PLEASE CLOSE CA
9/11/2020 5:05:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV3AX6EW[redacted]
Owner Or Fleet	[redacted] MISSION HILLS, CA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2014		
Report Date	9/15/2020	Incident Date	N/A
Mileage	47,233		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/15/2020 3:02:00 PM	CUSTOMER DROVE VEHICLE IN REPORTING THAT STEERING WHEEL BUTTONS AND HORN DOES NOT WORK. VERIFIED STEERING WHEEL ELECTRONICS HAVE FAULT STORED. PERFORMED REPLACEMENT OF CLOCK SPRING, PERFORMED CODING OF CLOCK SPRING. VERIFIED BUTTONS AND HORN NOW OPERATE, UNABLE TO PERFORM BASIC SETTINGS OF STEERING ANGLE SENSOR AFTER ATTEMPTING FOR OVER TWO HOURS. PLEASE ADVISE. THANK YO
9/15/2020 3:02:00 PM	ISSUE OPENED BY DEALERSH
9/15/2020 3:14:00 PM	ADVISED THE TECH TO HAVE THE WHEELS POINTED STRAIGHT AHEAD AND CHECK THE MVBS TO SEE THE STEERING ANGLE. IF THE MVB IS NOT 0┬ PLEASE TURN THE CLOCK SPRING UNTIL THE MVB IS CORREC
9/15/2020 3:14:00 PM	CUSTOMER COMMENTS: CUSTOMER DROVE VEHICLE IN REPORTING THAT STEERING WHEEL BUTTONS AND HORN DOES NOT WOR
9/15/2020 3:14:00 PM	WORKSHOP FINDINGS: VERIFIED STEERING WHEEL ELECTRONICS HAVE FAULT STORED. PERFORMED REPLACEMENT OF CLOCK SPRING, PERFORMED CODING OF CLOCK SPRING. VERIFIED BUTTONS AND HORN NOW OPERATE, UNABLE TO PERFORM BASIC SETTINGS OF STEERING ANGLE SENSOR AFTER ATTEMPTING FOR OVER TWO HOURS. PLEASE ADVISE. THANK YO
9/15/2020 3:25:00 PM	PERFORMED MVB INSPECTION, VERIFIED STEERING ANGLE AT 358.525 DEGREES WITH WHEELS POINTED STRAIGHT AHEA
9/15/2020 3:49:00 PM	THANKS FOR THE UPDATE. PLEASE TURN THE CLOCK SPRING UNTIL IT READS 0┬ AND THEN RE-INSTALL THE STEERING WHEEL AND PERFORM G85 BASIC SETTING
9/15/2020 3:55:00 PM	TECH STATES THAT IT CAN NOT BE DONE ADJUSTING THE CLOCK SPRING AND THAT THE RACK IS CENTERED TURNING THE STEERING WHEEL LOCK TO LOCK. ADVISED TO HAVE PART VERIFY THAT THEY HAVE THE CORRECT PART AND REPLACE THE CLOCK SPRIN
9/15/2020 4:22:00 PM	PERFORMED REPLACEMENT OF CLOCK SPRING, BASIC SETTINGS PERFORMED SUCCESSFULLY. THANK YOU FOR ASSISTAN
9/15/2020 6:03:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VW4A7AJ4CM[redacted]
Owner Or Fleet	[redacted] HALEIWA, HI, [redacted]	Phone #: N/A	
Make, Model, Model Year	Volkswagen, Jetta, 2012		
Report Date	9/15/2020	Incident Date	N/A
Mileage	78,541		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/15/2020 4:08:00 PM	CUSTOMER REPORTS HORN DOES NOT WORK. AIRBAG LIGHT IS ON AND NO COMMUNICATION WI TH STEERING WHEEL CONTROLS. DIAGNOSE TO FAULTY CLOCK SPRING. REPLACE CLOCK SPRIN G, HORN NOW WORKS, I AM UNABLE TO CODE MODULE AND I HAVE NOW LOST COMMUNICATION WITH EVERYTHING. OLD PART NUMBER 5K0 953 569 B, NEW PART NUMBER 5K0 953 569 AL. I HAVE NOT SWAPPED OLD MODULE BACK INTO VEHICLE(YET).
9/15/2020 4:08:00 PM	ISSUE OPENED BY DEALERSH
9/15/2020 4:29:00 PM	CUSTOMER COMMENTS: CUSTOMER REPORTS HORN DOES NOT WOR
9/15/2020 4:29:00 PM	HAD THE TECH CHECK THE VOLTAGE AT TERMINALS 6 AND 14 AT THE DLC AND FOUND 0 VOLTS. ADVISED THE TECH TO HAVE THE PARTS DEPARTMENT CONTACT THE PARTS HELPLINE AT 800.767.6552 AND VERIFY THE PART NUMBER FOR THIS VEHICLE. IF THE PART IS CORRECT, RECOMMEND TO REMOVE THE CONNECTOR FOR THE J527 AND SEE IF COMMUNICATION RETURNS. UPDATE WITH YOUR RESULT
9/15/2020 4:29:00 PM	WORKSHOP FINDINGS: AIRBAG LIGHT IS ON AND NO COMMUNICATION WI TH STEERING WHEEL CONTROLS. DIAGNOSE TO FAULTY CLOCK SPRING. REPLACE CLOCK SPRIN G, HORN NOW WORKS, I AM UNABLE TO CODE MODULE AND I HAVE NOW LOST COMMUNICATION WITH EVERYTHING. OLD PART NUMBER 5K0 953 569 B, NEW PART NUMBER 5K0 953 569 AL. I HAVE NOT SWAPPED OLD MODULE BACK INTO VEHICLE(YET).
9/15/2020 5:54:00 PM	IF I UNPLUG J527, CLUSTER AND ALL COMMUNICATION GOES AWAY(LIKE TURNING THE KEY OFF. PART IS CORRECT. I HAVE REMOVED NEW CLOCK SPRING/J527 AND INSTALLED THE OLD PART, I AM GETTING THE SAME RESULTS, NO COMMUNICATI
9/15/2020 7:28:00 PM	I PERFORMED A CAPACITY DISCHARGE FOR 30 MINUTES, AFTER RECONECTING BATTERY, I WAS ABLE TO COMMUNICATE AND CODE J527...WHY
9/15/2020 7:28:00 PM	RELEASING VEHICLE...THANK Y
9/15/2020 7:33:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBT7A37HC[redacted]
Owner Or Fleet	[redacted]HOLLYWOOD, FL, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	9/17/2020	Incident Date	N/A
Mileage	37,267		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CR		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
9/17/2020 1:02:00 PM	CLEAN CARFAX AND NO OTHER EVIDENCE OR INFO FROM CUSTOMER THAT INDICATES AN ACCIDENT, WILL PROCEED WITH REPLACING CLOCK SPRIN
9/17/2020 11:26:00 AM	CUSTOMER STATES THAT AIR BAG LIGHT IS ON, STEERING WHEEL CONTROLS ARE INOP AND HORN INOP. ALSO CLICKING CAN BE HEARD FROM STEERING WHEEL AT TIMES. VERIFIED ALL THOSE CONCERNS BUT THIS VEHICLE HAS HAD MULTIPLE CLOCK SPRINGS REPLACED AND HAS NOW GOTTEN CUSTOMER CARE INVOVLED IN ATTEMPTS FOR A BY BACK. WRITING VTA MORE FOR DOCUMENTATION PURPOSES AND TO SEE IF THERE IS ANYTHING THAT MIGHT BE COMMON KNOWLEDGE FOR PREMATURE FAILUR
9/17/2020 11:26:00 AM	ISSUE OPENED BY DEALERSH
9/17/2020 11:41:00 AM	ADVISED NO KNOWN ISSUES FOR CONCERN, REQUESTED TO REVIEW WITH CUSTOMER AND A CAR FAX REPORT FOR VEHICLE THAT MAY INCLUDE POTENTIAL DAMAGE TO THE STEERING COLUMN FROM A VEHICLE ACCIDENT. IF THIS IS SUSPECTED, THEN RECOMMEND TO REPLACE STEERING COLUM
9/17/2020 11:41:00 AM	CUSTOMER COMMENTS: CUSTOMER STATES THAT AIR BAG LIGHT IS ON, STEERING WHEEL CONTROLS ARE INOP AND HORN INO
9/17/2020 11:41:00 AM	WORKSHOP FINDINGS: ALSO CLICKING CAN BE HEARD FROM STEERING WHEEL AT TIMES. VERIFIED ALL THOSE CONCERNS BUT THIS VEHICLE HAS HAD MULTIPLE CLOCK SPRINGS REPLACED AND HAS NOW GOTTEN CUSTOMER CARE INVOVLED IN ATTEMPTS FOR A BY BACK. WRITING VTA MORE FOR DOCUMENTATION PURPOSES AND TO SEE IF THERE IS ANYTHING THAT MIGHT BE COMMON KNOWLEDGE FOR PREMATURE FAILURE. | | | TECH DOESN'T SEE ANY ACCIDENT CONCERNS FOR VEHICLE. | | TECH KNOWS CLOCK SPRING NEEDS REPLACE
9/17/2020 3:23:00 PM	THANKS FOR KEEPING THE VTA UPDATE
9/18/2020 1:18:00 PM	REPLACED THE CLOCK SPRING AND NO ISSUES RETURNED RELEASING THE VEHICLE TO THE CUSTOME
9/18/2020 2:46:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	3VWDP7AJ5DM[redacted]
Owner Or Fleet	[redacted] DAVIS, CA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Jetta, 2013		
Report Date	10/13/2020	Incident Date	N/A
Mileage	108,207		
Clock Spring Manufacturer	N/A		
Clock Spring Part Number	5C095965*		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/13/2020 1:41:00 PM	CUSTOMER COMMENTS: VEHICLE TOWED IN FOR BROKEN LOCK CYLINDE
10/13/2020 1:41:00 PM	NEW AND OLD CLOCK SPRING /COLUMN ELECTRONICS HAVE SAME P/N OF 5K0 959 654A. THE MISSING PINS CORRESPOND TO T12K/5 AND /6. PLUG NEW CLOCK SPRING IN, THEN RIGHT-CLICK AW 04 AND CLICK IDENTIFY MODULE. ENSURE AW 04 (CLOCK SPRING) IDENTIFIES. THEN CLEAR ALL FAULTS AND ENSURE NONE RETURN AND ALL FEATURES WORK (HORN, ETC). IF STILL FAULTS SETTING, SEND A NEW LOG TO THE GFF PAPERLESS AND CALL IN FOR REVIE
10/13/2020 1:41:00 PM	WORKSHOP FINDINGS: PERFORMED REPLACEMENT OF LOCK CYLINDER AND CLOCK SPRING, DUE TO CUSTOMERS FAILED ATTEMPT AT REPAIR. REPLACEMENT CLOCK SPRING HAS TWO OF FOUR PINS CUT OFF AT AIR BAG CONNECTOR. PARTS MANAGER ADVISED ME THAT THE "MODIFICATION" WAS DONE AT MANUFACTURING FACILITY IN ORDER THAT TECHS MAY OPEN VTA AND ASK FOR ASSISTANCE. PLEASE ADVISE, THANK YO
10/13/2020 12:59:00 PM	ISSUE OPENED BY DEALERSH
10/13/2020 12:59:00 PM	VEHICLE TOWED IN FOR BROKEN LOCK CYLINDER. PERFORMED REPLACEMENT OF LOCK CYLINDER AND CLOCK SPRING, DUE TO CUSTOMERS FAILED ATTEMPT AT REPAIR. REPLACEMENT CLOCK SPRING HAS TWO OF FOUR PINS CUT OFF AT AIR BAG CONNECTOR. PARTS MANAGER ADVISED ME THAT THE "MODIFICATION" WAS DONE AT MANUFACTURING FACILITY IN ORDER THAT TECHS MAY OPEN VTA AND ASK FOR ASSISTANCE. PLEASE ADVISE, THANK YO
10/13/2020 2:19:00 PM	PERFORMED ALL STEPS AS ADVISED BY SETH GARLAND, CLEARED ALL DTC'S, PERFORMED ROAD TEST 10 MILES, VERIFIED HORN, STEERING WHEEL BUTTONS, WIPER AND TURN SIGNALS ALL WORK AND NO DTC'S PRESENT. THANK YOU FOR ASSISTANC
10/13/2020 3:54:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV7AX0FW[redacted]
Owner Or Fleet	[redacted]	UNIVERSITY HEIGHTS, OH, [redacted]	Phone #: N/A
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	10/14/2020	Incident Date	N/A
Mileage	58,636		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/14/2020 11:41:00 AM	CUSTOMER STATES THAT ALL DASH LIGHTS ARE ON, ABS, CHECK ENGINE, TPMS, STEERING. PLEASE REFERENCE GFF LOG, FOR ALL FAULTS. FOLLOWED TEST PLANS FOR THE F319, WAS INSTRUCTED TO REPLACE THE SHIFTER, FOLLOWED TEST PLAN FOR N376 AND IGNITION SWITCH. PER TEST WAS INSTRUCTED TO REPLACE IGNITION SWITCH D, FROM THE DIAGRAM THAT IS A MECHANICAL SWITCH AND VEHICLE HAS PUSH BUTTON. ALSO COULD NOT FULLY TEST THE SYSTEM FOR TEST PLAN REQUIREMENTS BECAUSE TEST PLAN FOLLOWS MECHANICAL IGNITION AND NOT PUSH BUTTON. I HAVE NOT REPLACED ANY COMPONENTS YET. THERE ARE ALSO FAULTS FOR WIPER SWITCH, POWERTRAIN CAN SYSTEM. PORTIONS OF ALL THE TEST PLANS HAVE YOU REMOVE THE AIRBAG FOR THE STEERING CONTROL MODULE AND FOR THE STEERING COLUMN ELECTRONICS. IN A DIAGRAM FOR TESTING WITH THE SCAN TOOL TEST PLAN, A CONNECTOR IT INSTRUCTS TO REMOVE IS NOT ON THIS VEHICLE. THE HORN, STEERING WHEEL CONTROLS ALL FUNCTION. WITH ALL THE TEST PLANS I AM CONCERNED THERE IS A INTERMITTENT FAULT WITH THE STEERING COLUMN ELECTRONICS MODULE, CREATING THE OTHER FAULTS, AND DO NOT BELIEVE THE SHIFTER, IGNITION SWITCH ARE AT FAULT AT THIS TIM
10/14/2020 11:41:00 AM	ISSUE OPENED BY DEALERSH
10/14/2020 12:06:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES THAT ALL DASH LIGHTS ARE ON, ABS, CHECK ENGINE, TPMS, STEERIN
10/14/2020 12:06:00 PM	ISSUE SENT TO DEALERSH
10/14/2020 12:06:00 PM	WORKSHOP FINDINGS: PLEASE REFERENCE GFF LOG, FOR ALL FAULTS. FOLLOWED TEST PLANS FOR THE F319, WAS INSTRUCTED TO REPLACE THE SHIFTER, FOLLOWED TEST PLAN FOR N376 AND IGNITION SWITCH. PER TEST WAS INSTRUCTED TO REPLACE IGNITION SWITCH D, FROM THE DIAGRAM THAT IS A MECHANICAL SWITCH AND VEHICLE HAS PUSH BUTTON. ALSO COULD NOT FULLY TEST THE SYSTEM FOR TEST PLAN REQUIREMENTS BECAUSE TEST PLAN FOLLOWS MECHANICAL IGNITION AND NOT PUSH BUTTON. I HAVE NOT REPLACED ANY COMPONENTS YET. THERE ARE ALSO FAULTS FOR WIPER SWITCH, POWERTRAIN CAN SYSTEM. PORTIONS OF ALL THE TEST PLANS HAVE YOU REMOVE THE AIRBAG FOR THE STEERING CONTROL MODULE AND FOR THE STEERING COLUMN ELECTRONICS. IN A DIAGRAM FOR TESTING WITH THE SCAN TOOL TEST PLAN, A CONNECTOR IT INSTRUCTS TO REMOVE IS NOT ON THIS VEHICLE. THE HORN, STEERING WHEEL CONTROLS ALL FUNCTION. WITH ALL THE TEST PLANS I AM CONCERNED THERE IS A INTERMITTENT FAULT WITH THE STEERING COLUMN ELECTRONICS MODULE, CREATING THE OTHER FAULTS, AND DO NOT BELIEVE THE SHIFTER, IGNITION SWITCH ARE AT FAULT AT THIS TIM
10/14/2020 12:34:00 PM	THANK YOU FOR CREATING THE VTA. BY THE PRODUCTION DATE OF THE J527, IT MAY HAVE BEEN REPLACED AT SOME POINT. CHECKED THE CODING PER A PREVIOUS FAULT LOG AND THE CODING DOES NOT MATCH. RECOMMEND TO CODE THE J527 WITH CODING 11 0A 14 00 00. RETEST AND UPDATE WITH THE RESULT
10/14/2020 12:47:00 PM	ALSO, RECOMMEND TO CHECK WITH YOUR PARTS DEPARTMENT AND VERIFY THE PART NUMBER INSTALLED IS THE CORRECT PART FOR THIS VEHICL
10/16/2020 12:27:00 PM	ISSUE UPDAT
10/16/2020 9:16:00 AM	NEW GFF ID [redacted] VERIFIED WITH PART TECH LINE THAT THE CATALOG PART N UMBER IS CORRECT FOR THE VEHICLE. INSTALLED NEW J527 AND CODED. SET BASIC SETTINGS FOR G85 SENSOR. FAULTS NOW IN THE SYSTEM FOR ABS VALVE SUPPLY VOLTAGE AND PASSENGER OCCUPANC

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGBV7AX0FW[redacted]
Owner Or Fleet	[redacted] UNIVERSITY HEIGHTS, OH, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2015		
Report Date	10/14/2020	Incident Date	N/A
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

10/16/2020 9:26:00 AM	FOUND ANOTHER MISSING IN THE SB FUSE PANEL, SB2 30 AMP FUSE. FOUND USING IWIRE, FUSE WAS NOT INSTRUCTED TO BE CHECKED WITH TEST PLANS SB4 AND SB25. WITH FUSE INSTALLED ABS FAULTS WOULD NOT CLEAR. THANK YOU FOR THE ASSISTAN

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGAV7AX4GW[redacted]
Owner Or Fleet	[redacted] LA CANADA, CA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Tiguan, 2016		
Report Date	10/26/2020	Incident Date	N/A
Mileage	66,479		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953501DM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
10/26/2020 2:43:00 PM	AFTER REPLACING AIRBAG CLOCK SPRING, VEHICLE NOW HAS FAULT P1647. FOLLOWED TT 01-1910TT KS, SOFTWARE CONFIG 19, AND FES 19. FAULT REMAI
10/26/2020 2:43:00 PM	ISSUE OPENED BY DEALERSH
10/26/2020 2:53:00 PM	PERFORMED SOFTWARE CONFIGURATION ON AW16 AND FAULT CLEARE
10/26/2020 3:14:00 PM	THANK YOU FOR YOUR HE
10/26/2020 4:53:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWBH7A30CC[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2012		
Report Date	11/4/2020	Incident Date	N/A
Mileage	116,696		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569H		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/4/2020 1:12:00 PM	CUSTOMER COMMENTS: REPLACED CLOCKSPRING/STEERING WHEEL ELECTRONICS MODULE, CODED MODUL
11/4/2020 1:12:00 PM	WITH THE TECHNICIAN ON THE PHONE, HAD THE TECHNICIAN READ OUT THE MVBS FOR THE G85 AND FOUND THAT IT IS SHOWING 0┬ WITH THE WHEELS STRAIGHT AHEAD. ADVISED THE TECHNICIAN TO PLEASE RESCAN THE VEHICLE WITH A DIFFERENT SCAN TOOL. ONCE COMPLETED, PLEASE PERFORM THE G85 BASIC SETTINGS ONCE AGAIN AND NOTE IF IT WILL NOW SUCCESSFULLY COMPLETE. IF COMPLETED, THE CUSTOMER TAKES THE VEHICLE, OR FURTHER ASSISTANCE IS NOT NEEDED, PLEASE UPDATE AND CLOSE THE VTA WITH THE REPAIRS PERFORME
11/4/2020 1:12:00 PM	WORKSHOP FINDINGS: WHILE TRYING TO PERFORM BASIC SETTING ON G85. KEEPS SAYING BASIC SETTINGS FAILE
11/4/2020 1:22:00 PM	FOR PROPER DOCUMENTATION PURPOSES, UPDATE THE VTA BEFORE CALLING BACK IN. THIS WILL ALLOW ANYONE UTILIZING THE VTA SYSTEM TO SEE TESTING RESULTS AND CHANGES TO THE CONDITION, ET
11/4/2020 1:27:00 PM	SINCE ANGLE IS 0┬ IN AW16 AND BASIC SETTINGS WILL NOT SET IN AW16 OR AW03, RECOMMEND TO REPLACE THE J527 AGAI
11/4/2020 12:55:00 PM	ISSUE OPENED BY DEALERSH
11/4/2020 12:55:00 PM	REPLACED CLOCKSPRING/STEERING WHEEL ELECTRONICS MODULE, CODED MODULE, WHILE TRYING TO PERFORM BASIC SETTING ON G85. KEEPS SAYING BASIC SETTINGS FAILE
11/19/2020 1:58:00 PM	REPLACED CLOCK SPRING, WORKED AS DESIGN
11/19/2020 6:52:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAT7A3XEC[redacted]
Owner Or Fleet	[redacted]		NEW MILFORD, NJ, [redacted] Phone #: N/A
Make, Model, Model Year	Volkswagen, Passat (USA), 2014		
Report Date	11/11/2020	Incident Date	N/A
Mileage	50,587		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569B		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/11/2020 11:17:00 AM	C/S HORN AND BUTTONS INOP ON STEERING WHEEL. CUSTOMER HAS HAD 2 CLOCK SPRINGS REPLACED IN THE LAST 2 YEAR
11/11/2020 11:17:00 AM	ISSUE OPENED BY DEALERSH
11/11/2020 11:31:00 AM	CUSTOMER COMMENTS: C/S HORN AND BUTTONS INOP ON STEERING WHEE
11/11/2020 11:31:00 AM	THANK YOU FOR OPENING THIS VTA. RECOMMEND TO REPLACE THE CLOCK SPRING AGAIN. RECOMMEND TO BENCH CLOCK THE CLOCK SPRING PRIOR TO INSTALLING I
11/11/2020 11:31:00 AM	WORKSHOP FINDINGS: CUSTOMER HAS HAD 2 CLOCK SPRINGS REPLACED IN THE LAST 2 YEAR
12/1/2020 5:24:00 PM	THIS CASE HAS BEEN CODED AS D2 ΓÇ£DEALER PROCESS ISSUEΓÇ¥. PLEASE UPDATE THE CASE WITH THE REPAIR STATUS OF THE VEHICLE AND/OR CONTACT QTM DIRECTLY AT 914-325-0021. IF PARTS HAVE BEEN ORDERED PLEASE UPDATE THE CASE AND INCLUDE THE PART NUMBER AND SALES DOCUMENT NUMBER. IF THE VEHICLE HAS LEFT THE DEALER OR REPAIRS ARE COMPLETE PLEASE ENTER THE DETAILS OF THE REPAIR AND CLOSE THE CASE. A NOTIFICATION EMAIL HAS BEEN SENT TO THE FOM AND SERVICE MANAGER. THANK YO
12/2/2020 9:25:00 AM	REPLACED CLOCK SPRING AND CODED. OPERATES AS DESIGN
12/4/2020 2:35:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAA7A37JC[redacted]
Owner Or Fleet	[redacted]EVANSVILLE, IN, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2018		
Report Date	11/30/2020	Incident Date	N/A
Mileage	43,620		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
11/30/2020 10:53:00 AM	CUSTOMER STATES THERE IS A CLICKING NOISE WHEN TURNING THE STEERING WHEEL AND THE STEERING WHEEL CONTROLS DON'T WORK. I HAVE FAULTS IN SEVERAL CONTROL MODULES FOR LOST COMMUNICATION WITH THE STEERING WHEEL CONTROL MODULE, AND DRIVER AIRBAG IGNITER RESISTANCE TOO HIGH STORED IN THE AIRBAG MODULE. THE STEERING WHEEL CLOCK SPRING HAS BEEN REPLACED TWICE ALREADY: ONCE ON 1-30-2020 AT 36,842 MILES, AND AGAIN ON 9-16-2020 AT 40,937 MILE
11/30/2020 10:53:00 AM	ISSUE OPENED BY DEALERSH
11/30/2020 11:36:00 AM	ADVISED THE TECHNICIAN TO CHECK THE STEERING WHEEL SQUARENESS AND THEY STATE IT APPEARS TO BE GETTING CLOSER AND FARTHER ON ONE SIDE AS THE STEERING WHEEL IS ROTATED, SUGGESTING THE STEERING WHEEL/COLUMN ARE NOT SQUARE. RECOMMEND TO CHECK A KNOWN GOOD LIKE VEHICLE AND COMPARE. RECOMMEND TO CHECK THE CAR-FAX FOR COLLISION HISTORY. RECOMMEND TO CHECK THE STEERING RACK AND VERIFY NO DAMAGE AND THAT THE CORRECT STEERING GEAR IS INSTALLE
11/30/2020 11:36:00 AM	CUSTOMER COMMENTS: CUSTOMER STATES THERE IS A CLICKING NOISE WHEN TURNING THE STEERING WHEEL AND THE STEERING WHEEL CONTROLS DON'T WOR
11/30/2020 11:36:00 AM	WORKSHOP FINDINGS: I HAVE FAULTS IN SEVERAL CONTROL MODULES FOR LOST COMMUNICATION WITH THE STEERING WHEEL CONTROL MODULE, AND DRIVER AIRBAG IGNITER RESISTANCE TOO HIGH STORED IN THE AIRBAG MODULE. THE STEERING WHEEL CLOCK SPRING HAS BEEN REPLACED TWICE ALREADY: ONCE ON 1-30-2020 AT 36,842 MILES, AND AGAIN ON 9-16-2020 AT 40,937 MILE
11/30/2020 5:33:00 PM	I WAS UNABLE TO FIND ANOTHER 2018 PASSAT ON OUR LOT. (WE ARE A SMALLER DEALER) ACCORDING TO CARFAX, THE VEHICLE HAD MINOR DAMAGE REPORTED THE SAME DAY THE VEHICLE WAS IN OUR POSSESSION FOR THE FIRST CLOCKSPRING REPLACEMENT. (1-30-2020) WE CONTACTED THE CUSTOMER, AND THEY SAID THE VEHICLE WAS BACKED INTO ON THE LEFT REAR, IN A PARKING LOT, AND IT WAS VERY MINOR DAMAGE. THEY SAY IT WAS ONLY AROUND $400 WORTH OF DAMAGE. I REMOVED THE STEERING WHEEL AND CLOCKSPRING TO INSPECT, AND FOUND A PORTION OF THE RED PLASTIC "PIN" THAT COMES WITH THE NEW CLOCKSPRING STILL IN THE SLOT. I AM NOT SURE IF THIS IS NORMAL. HOWEVER, I WAS ABLE TO LOOK AT A FAILED CLOCKSPRING THAT I RECENTLY REPLACED ON A TIGUAN THAT LOOKS IDENTICAL TO THIS PART, AND THAT RED PIECE WAS NOT PRESENT. I HAVE ATTACHED A PICTURE SHOWING THAT RED PIECE STILL PRESEN
11/30/2020 5:54:00 PM	ADVISED THAT THERE WERE NO ISSUES WITH THE J527 THAT I COULD SEE. ADVISED TO HAVE PARTS CONTACT PARTS HELPLINE. ADVISED TO REPLACE THE J527 VERIFY THAT THE STEERING IS CENTERED AND THAT THE CLOCK SPRING IS CENTERED AS WEL
12/1/2020 2:16:00 PM	I HAD OUR PARTS DEPARTMENT CONTACT THEIR HELPLINE. THEY SAY THEY HAVE HAD 3 ISSUES WITH THAT PARTICULAR PART NUMBER OUT OF 2500 UNITS, AND THEY DO NOT SEE A REPETITIVE ISSUE WITH IT. WE WENT AHEAD AND ORDERED THE NEW CLOCK SPRING. WILL UPDATE WHEN REPAIRS ARE COMPLET
12/1/2020 2:37:00 PM	THANK YOU FOR THE UPDATE. PLEASE KEEP US POSTE
12/2/2020 4:01:00 PM	I HAVE REPLACED THE CLOCK SPRING AND TESTED - ALL OK. JUST A NOTE: THAT RED PIECE I MENTIONED EARLIER THAT WAS STILL PRESENT IN THE FAILED CLOCK SPRING (SEE ATTACHED PICTURE) CAME COMPLETELY OUT OF THE NEW CLOCK SPRING WHEN I REMOVED THE PIN. POTENTIALLY THE CAUSE OF FAILURE. THANKS FOR THE HELP, HAVE A GOOD DA
12/2/2020 5:49:00 PM	ISSUE UPDAT

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	WVGAV7AX7BW[redacted]
Owner Or Fleet	[redacted]CASTAIC, CA, [redacted]	Phone #: N/A	
Make, Model, Model Year	Volkswagen, Tiguan, 2011		
Report Date	12/2/2020	Incident Date	N/A
Mileage	83,060		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	5K0953569F		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/1/2020 7:17:00 PM	CUSTOMER BROUGHT VEHICLE IN FOR SPIRAL SPRING REPLACEMENT AND NOW RETURNED STATING STEERING WHEEL CONTROLS DO NOT FUNCTION. TECH TRIED TO RECODE MODULE BUT CONTROLS STILL DO NOT WORK . REMOVED AIRBAFG TO CHCK CONNECTIONS, OK. BINARY BITS FOR STEERING CONTROLS ARE 19 80 14 00
12/1/2020 7:17:00 PM	ISSUE OPENED BY DEALERSH
12/1/2020 7:49:00 PM	CUSTOMER COMMENTS: CUSTOMER BROUGHT VEHICLE IN FOR SPIRAL SPRING REPLACEMENT AND NOW RETURNED STATING STEERING WHEEL CONTROLS DO NOT FUNCTIO
12/1/2020 7:49:00 PM	WITH THE TECHNICIAN ON THE PHONE, THE FAULT LOG WAS REVIEWED. IT APPEARS THAT THE ORIGINAL J527 IS STILL IN THE VEHICLE AND IT WAS NOT REPLACED. ADVISED THAT IT IS RECOMMENDED TO REPLACE THE J527, ADAPT IT TO THE VEHICLE, AND RETEST OPERATIO
12/1/2020 7:49:00 PM	WORKSHOP FINDINGS: TECH TRIED TO RECODE MODULE BUT CONTROLS STILL DO NOT WORK . REMOVED AIRBAG TO CHECK CONNECTIONS, OK. BINARY BITS FOR STEERING CONTROLS ARE 19 80 14 00
12/3/2020 8:04:00 AM	ISSUE SENT TO DEALERSH
12/28/2020 11:54:00 AM	PLEASE UPDATE YOUR VTA, THERE HAS BEEN NO UPDATE FOR 25-DAY
1/6/2021 6:44:00 PM	REPLACED J527 AND READAPTE

Investigation Summary Report

Category	Field Reports -TACS

VW's File Number	[redacted]	VIN	1VWAT7A38HC[redacted]
Owner Or Fleet	[redacted] ROANOKE, VA, [redacted] Phone #: N/A		
Make, Model, Model Year	Volkswagen, Passat (USA), 2017		
Report Date	12/15/2020	Incident Date	N/A
Mileage	44,861		
Clock Spring Manufacturer	Valeo		
Clock Spring Part Number	1K5953521CM		

Crash	Property Damage	Injury	Fatality
No	No	0	0

Date/Time	Case Comment
12/15/2020 12:24:00 PM	ISSUE OPENED BY DEALERSH
12/15/2020 12:24:00 PM	VEHICLE CAME IN WITH A CONCERN THAT THE CONTROLS ON THE WHEEL WERE NOT WORKING ALONG WITH THE HORN. ALSO STATED THAT THERE WAS A NOISE WHEN TURNING. VERIFIED CUSTOMERS CONCERN AND FOUND THAT ALL ISSUES WERE HAPPENING. SCANNED VEHICLE FOR FAULTS AND FOUND THAT THERE WERE FAULTS IN THE AIRBAG CONTROL MODULE FOR DRIVERS SIDE AIR BAG IGNITER RESISTANCE TOO HIGH (B10001B) AND THEN IN STEERING COLUMN CONTROL UNIT IN STEERING WHEEL NO COMMUNICATION. VERIFIED THAT THE CLOCK SPRING WAS FAULTY, REMOVED AND REPLACED, CODED AND STILL NO FUNCTION OF THE STEERING WHEEL OR HORN. ONLY FAULT THAT IS LEFT IS IN THE STEERING COLUMN FOR THE CONTROL UNIT NO COMMUNICATION (U108E00)PLEASE ADVISE ON NEXT ST
12/15/2020 12:35:00 PM	ADVISED THE TECHNICIAN TO PLEASE MANUALLY CODE THE NEW J527 TO CODING: 08 82 44 00 08. ONCE IT HAS BEEN CODED, PLEASE RETEST THE OPERATION OF THE STEERING WHEEL BUTTONS AS WELL AS THE HORN. IF THEY ARE BOTH STILL INOPERATIVE, PLEASE CHANGE THE CODING BACK TO THE ORIGINAL CODING. ONCE THIS IS PERFORMED, PLEASE CHECK FOR PROPER POWER, GROUND, AND LIN COMMUNICATION TO THE J453/STEERING WHEEL BUTTONS. IF THESE ARE ALL PRESENT AND THERE ARE NOT ANY CONNECTION ISSUES FOUND, IT IS RECOMMENDED TO REPLACE THE J453 AND RETEST. IF COMPLETED OR THE CUSTOMER TAKES THE VEHICLE, PLEASE UPDATE AND CLOSE THE VTA WITH THE REPAIRS PERFORME
12/15/2020 12:35:00 PM	CUSTOMER COMMENTS: VEHICLE CAME IN WITH A CONCERN THAT THE CONTROLS ON THE WHEEL WERE NOT WORKING ALONG WITH THE HORN. ALSO STATED THAT THERE WAS A NOISE WHEN TURNIN
12/15/2020 12:35:00 PM	WORKSHOP FINDINGS: VERIFIED CUSTOMERS CONCERN AND FOUND THAT ALL ISSUES WERE HAPPENING. SCANNED VEHICLE FOR FAULTS AND FOUND THAT THERE WERE FAULTS IN THE AIRBAG CONTROL MODULE FOR DRIVERS SIDE AIR BAG IGNITER RESISTANCE TOO HIGH (B10001B) AND THEN IN STEERING COLUMN CONTROL UNIT IN STEERING WHEEL NO COMMUNICATION. VERIFIED THAT THE CLOCK SPRING WAS FAULTY, REMOVED AND REPLACED, CODED AND STILL NO FUNCTION OF THE STEERING WHEEL OR HORN. ONLY FAULT THAT IS LEFT IS IN THE STEERING COLUMN FOR THE CONTROL UNIT NO COMMUNICATION (U108E00)PLEASE ADVISE ON NEXT ST
12/16/2020 3:36:00 PM	ISSUE UPDAT
12/16/2020 9:10:00 AM	NO CHANGE WHEN CHANGING CODING. CUSTOMER DECLINED LOOKING ANY FURTHER AND TOOK VEHIC

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Report Date: 1/27/21

Record Entry TREAD Data for VIN: WVWBW7AH7CV[redacted]

NHTSA Record Identifier: 1398544

Reference Number	[redacted]
NHTSA Report Date	2/27/19
Source System	Product Liaison
Number Of Injuries	0
Number of Deaths	0

TREAD Category Code	TREAD Category Description
01	Steering
11	Electrical
14	AirBags

TREAD Analyst Notes
?

Comments
Customer Alleges - Airbag Non-Deployment; Daughter broke hip from accident. Before the Accident - Airbag light was on; steering control were not working and horn not working

All Customer Contacts for: **Ms.** [redacted]

11/23/2018 05:03:03 PM LOPEZEN Case: [redacted]

Case Closed By RCM - SER - LOPEZEN

11/23/2018 05:01:00 PM LOPEZEN Case: [redacted]

Note To User - tread

Category Selection : AirBags / Warning Light On / airbag;

11/16/2018 10:10:44 AM LOPEZEN Case: [redacted]

Note To User - Add category and/or symptom

Category Selection : Electrical / Ineffective - 1 / steering wheel controls not working; AirBags / Did Not Deploy / Cusotmer states airbag did not deploy;

11/14/2018 04:33:50 PM LOPEZEN Case: [redacted]

Call To Dealer Service Mgr - Patti @ Gunther Volkswagen of Coconut Creek (405074)

SM advsied they would not be offering an apology to the customer; was not the dealer's fault the steering wheel controls were faulty; this was a year and a half ago;

RCM to close pending customer contact

11/14/2018 01:17:26 PM LOPEZEN Case: [redacted]

Voice Mail To Dealer Service Mgr - Patti @ Gunther Volkswagen of Coconut Creek (405074)

RCM advised calling in to get an update on case;

RCM to wait for dealer contact

11/13/2018 05:46:46 PM LOPEZEN Case: [redacted]

E-Mail To Owner - [redacted]

***** Email to [redacted] *****
Reference # [redacted]

Dear Ms. [redacted]

Thank you for contacting Volkswagen to discuss your concerns with your Eos.

I¿ve tried to call you to discuss your case, but I have been unable to reach you. At your earliest convenience, please call our Customer CARE Center at (800) 822-8987; when prompted, press ¿9¿ and dial 43719. You can also reply to this email.

As a member of the Volkswagen family, your satisfaction is important to us. I look forward to speaking with you.

Sincerely,

Endy L
Region Case Manager

All Customer Contacts for: **Ms.** [redacted]

11/13/2018 05:44:50 PM LOPEZEN Case: [redacted]

Voice Mail To Owner - Ms. [redacted]

2nd attempt

RCM advised calling to discuss case; provided ext. 43719

RCM to wait for Customer call

11/13/2018 01:32:02 PM LOPEZEN Case: [redacted]

Voice Mail To Dealer Service Mgr - Patti @ Gunther Volkswagen of Coconut Creek (405074)

RCM advised calling in to get update on the case;

RCM to wait for dealer email

11/13/2018 01:30:45 PM LOPEZEN Case: [redacted]

Voice Mail From Dealer Service Mgr - Patti @ Gunther Volkswagen of Coconut Creek (405074)

RCM advised calling in to follow up on case;

RCM to wait for dealer email

11/13/2018 11:18:42 AM LOPEZEN Case: [redacted]

Voice Mail To Dealer Service Mgr - Patti @ Gunther Volkswagen of Coconut Creek (405074)

RCM advised calling in to get feedback on customer's concerns;

RCM to wait for Dealer call

11/12/2018 04:00:52 PM LOPEZEN Case: [redacted]

Call To Owner - Ms. [redacted]

RCM advised calling in to follow up on case; provided ext. 43719

RCM to call Dealer

All Customer Contacts for: **Ms.** [redacted]

11/12/2018 10:50:37 AM LOPEZEN Case: [redacted]

E-Mail To Multiple Roles - SM, FOM @ Gunther Volkswagen of Coconut Creek (405074)

ACTION REQUIRED: Service Experience

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

Customer:Ms. [redacted]
Vehicle:2012 Eos
VIN:WVWBW7AH7CV[redacted]

Customer concern: Called in to share experience from 9 months to a year ago. Airbag light was on ; the steering controls were not working and horn not working; Felt advisor was rude: Was told that is how it is when customer took vehicle into Dealer; left the dealer without the steering controls working; after visit was involved in an accident and the air bag did not deploy and had injuries; vehicle was totaled from accident

Customer seeking: file dealer complaint; seeking an apology from dealer

What I am seeking:feedback to provide to customer

Thank you in advance for your help.

11/09/2018 09:23:36 AM LOPEZEN Case: [redacted]

Assigned To RCM - SER - LOPEZEN

11/09/2018 09:03:03 AM VELAZQJ Case: [redacted]

E-Mail To Owner - [redacted]

***** Email to [redacted] *****
Reference # [redacted]

Hello,

While we¿re working your case, we wanted to make it as convenient for you as possible.

A member from our Region Case Manager team will be reaching out to your dealership and will follow up with you by the close of business on 11/12/18. If you have any additional information or would prefer an update by email, please feel free to reply back.

You can also check on the progress of your case by chatting with us at [redacted]. Please use reference number [redacted] to make it easier to locate your case.

Sincerely,

Your Region Case Manager Team

All Customer Contacts for: **Ms.** [redacted]

11/09/2018 09:00:26 AM VELAZQJ Case: [redacted]

Assigned To RCM - SER - *NONE*

RCM to file a formal complaint with Dealer 405074 ; customer would like an apology from Dealer since vehicle had airbag light on and horn and steering controls not working and customer let vehicle leave the Dealer ; accident happened and daughter broke hip ; customer would like feedback from Dealer

RCM to follow up with customer by COB 11/12

RCM to review

11/09/2018 08:56:11 AM PETERSG Case: [redacted]

E-Mail To Product Liaison - Larry West

RC e-mailed an airbag report to PL as an FYI.

11/09/2018 08:55:19 AM VELAZQJ Case: [redacted]

Call To Owner - Ms. [redacted]

CO face to face with Level 2;
Regional Coordinator and Customer Advocate discussed the customer's concern that airbags didn't deploy in a crash 9 months to a year ago and now the vehicle has been totaled. Regional Coordinator advised that without access to the vehicle we would have no way to progress this matter. Customer Advocate agreed to let the customer know.

CO advised after researching further since vehicle was totaled and customer does not know where it is, there would be no way for VWoA to inspect the vehicle; Regional Coordinator would not be following up with customer ; can file a formal complaint with Dealer ; RCM will contact Dealer and follow up with customer by COB 11/12 ;

Customer acknowledged ;

CO to RCM

11/09/2018 08:49:41 AM PETERSG Case: [redacted]

Face-To-Face With Level 1 - VELAZQJ

RC and CA discussed the customer's concern that airbags didn't deploy in a crash 9 months to a year ago and now the vehcile has been totaled. RC advised that without access to the vehicle we would have no way to progress this matter. CA agreed to let the customer know.

11/09/2018 08:34:46 AM VELAZQJ Case: [redacted]

Call From Owner - Ms. [redacted]

Customer states: 2nd owner; Vehicle purchased 8/2015 at mileage Unknown; vehicle purchased from 405074 VW Dealer; Yes, this is a CPO; Vehicle was experiencing: Airbag light was on ; the steering control were not working and horn not working; Dealer 405074 advisor was just rude to customer stating that "that is just how it is" when customer took vehicle into Dealer previous to the accident that the air bag did not deploy ; Dealer allowed the vehicle to leave the dealer without the steering controls working ; this was 9 months to a year ago ; at the time of the accident vehicle had around 60k ; daughter broke hip from accident ; vehicle was totaled from accident ;

Customer Seeking: want apology from Dealer ; want this addressed with the service advisor; file a formal complaint and customer want to be in the loop on it;

CO attempted to reach out to Level 2 ; unavailable

CO advised will engage our Regional Coordinator to follow up with customer by COB 11/9 to discuss this further ;

Customer acknowledged;

Listen Case Number [redacted]	
Customer description of incident: Customer states: 2nd owner; Vehicle purchased 8/2015 at mileage Unknown; vehicle purchased from 405074 VW Dealer; Yes, this is a CPO; Vehicle was experiencing: Airbag light was on ; the steering control were not working and horn not working; Dealer 405074 advisor was just rude to customer stating that "that is just how it is" when customer took vehicle into Dealer previous to the accident that the air bag did not deploy ; Dealer allowed the vehicle to leave the dealer without the steering controls working ; this was 9 months to a year ago ago ; at the time of the accident vehicle had around 60k ; daughter broke hip from accident ; vehicle was totaled from accident ; Customer Seeking: want apology from Dealer Who provided this description? Customer x☐ Dealer ☐ Insurance Co. ☐ Other:	
What component is customer claiming had a failure? Airbags	
VIN: WVWBW7AH7CV[redacted]	Customer name: Ms. [redacted]
Model: Eos	Customer city, state: POMPANO BEACH, FL
Year: 2012	Is customer original owner: No
Mileage: 60,000	Driver during incident: Daughter
Date/Time of incident: August 2017 Weather: Unspecified	Which seats were occupied? None: ☐ Driver: x☐ Front Passenger: ☐ Rear Drivers Side: ☐ Rear Passenger Side: ☐ Was anything laying on any of the seats? If so, what?
Type of street: Unspecified	
Operation with trailer: ☐ No	
Speed of vehicle during incident: Unspecified	
Where was vehicle maintained? Dealer: x☐ Independent: ☐ Other: ☐	
Was vehicle serviced at proper intervals? Yes: x☐ No: ☐	
Where there any problems prior to incident? Yes: ☐ No: x☐ If yes, explain	
Has the vehicle had any repairs since the incident? Yes: ☐ No: x☐	
Where there any Injuries? Yes: x☐ No: ☐ If yes, did they seek medical attention? Yes: x☐ No: ☐	
Has anyone already inspected the vehicle? Yes: ☐ No: x☐	

Where is the vehicle located? Unknown
Is the vehicle available for inspection? Yes: ☐ No: x☐
Was an emergency service notified? Yes: x☐ No: ☐ Police x☐ Fire ☐ EMS ☐
What can be done to satisfy the customer? The customer asks for a dealer apology
.
AIRBAG QUESTIONS
Which airbags deployed? None
On which seats were the seat belts used? None: ☐ Driver: x☐ Front Passenger: ☐ Rear Drivers Side: ☐ Rear Passenger Side: ☐ Did any of the seatbelt tensioners deploy? Yes: ☐ No: ☐ If yes, which ones?
Did the customer hit anything? Yes
Was the vehicle involved in a collision in the past? Yes: ☐ No: x☐
Was the airbag warning light on before the incident? Yes: ☐ No: x☐
Did the roll over bars deploy (cabrio only)? Yes: ☐ No: x☐
NOTES (after each entry include next steps):

CARFAX Vehicle History Report™

US $39.99

2012 VOLKSWAGEN EOS KOMFORT

VIN: WVWBW7AH7CV[redacted]
CONVERTIBLE
2.0L I4 F DOHC 16V
GASOLINE
FRONT WHEEL DRIVE

This CARFAX Report Provided by:
Volkswagen Of America

	Branded Titles: Dismantled, Junk, Not Actual Mileage
	2 Previous owners
	At least 1 open recall
	12 Service history records
	Types of owners: Personal lease, Personal
	Last owned in Florida

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 1/28/21 at 1:23:02 PM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Ownership History

The number of owners is estimated

	Owner 1	Owner 2
Year purchased	2012	2015
Type of owner	Personal lease	Personal
Estimated length of ownership	3 years	2 yrs. 11 mo.
Owned in the following states/provinces	Florida	Florida
Estimated miles driven per year	7,523/yr	---
Last reported odometer reading	22,856	65,438

CARFAX Title History

CARFAX guarantees the information in this section

	Owner 1	Owner 2
Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon	No Problem	**Alert!** Problem Found
Not Actual Mileage | Exceeds Mechanical Limits	No Problem	**Alert!** Problem Found

ALERT! - Severe problems were reported by a state Department of Motor Vehicles (DMV). This vehicle does not qualify for the CARFAX Buyback Guarantee.

CARFAX Additional History

Not all accidents / issues are reported to CARFAX

	Owner 1	Owner 2
Total Loss Total loss reported on 07/08/2018.	✓ No Issues Reported	Total Loss Reported

Structural Damage CARFAX recommends that you have this vehicle inspected by a collision repair specialist.	✓ No Issues Reported	✓ No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	✓ No Issues Reported	✓ No Issues Reported
Odometer Check DMV title problems reported.	✓ No Issues Indicated	Odometer Problem
Accident / Damage DMV title problems reported. Damage reported on 08/15/2017. Accidents reported on: 07/08/2018 and 09/06/2018. Vehicle sold at a salvage auction on 09/06/2018.	✓ No Issues Reported	Severe Damage
Manufacturer Recall At least 1 manufacturer recall requires service. Locate an authorized Volkswagen dealer to obtain more information about this recall.	✓ No Recalls Reported	Recall Reported

CARFAX Detailed History

Owner 1
Purchased: 2012

Personal Lease Vehicle
7,523 mi/yr

Date	Mileage	Source	Comments
Not Reported		NICB	**Vehicle manufactured and shipped to Florida**
06/05/2012		Gunther VW of Coconut Creek Coral Springs, FL 954-590-3760 [redacted] 4.6 / 5.0 151 Verified Reviews 251 Customer Favorites	**Vehicle offered for sale**
06/09/2012	1	Gunther VW of Coconut Creek Coral Springs, FL 954-590-3760 [redacted] 4.6 / 5.0 151 Verified Reviews 251 Customer Favorites	**Vehicle serviced** - Pre-delivery inspection completed - Vehicle washed/detailed
07/22/2012	16	Florida Motor Vehicle Dept. Pompano Beach, FL	**Vehicle purchase reported** - Registration issued or renewed - Vehicle color noted as White
08/09/2012		Florida Motor Vehicle Dept. Libertyville, IL Title #[redacted]	**Title issued or updated** - First owner reported - Titled or registered as personal lease vehicle - Vehicle color noted as White
01/29/2013		Florida Motor Vehicle Dept. Miami, FL Title #[redacted]	**Registration issued or renewed** - Vehicle color noted as White
08/29/2013	9,143	Esserman International Acura VW Doral, FL 305-477-6666 essermaninternationalonline.com	**Vehicle serviced** - Maintenance inspection completed - 10,000 mile service performed



Two states? Vehicle leasing companies often title a car in one state but register it to be driven in another.

		4.7 / 5.0 286 Verified Reviews 417 Customer Favorites	
01/13/2014	12,331	Deel VW Miami, FL 305-448-3335 deelvolkswagen.com 4.5 / 5.0 119 Verified Reviews 144 Customer Favorites	**Vehicle serviced** - Battery/charging system checked - Battery replaced
09/16/2014	17,078	Esserman International Acura VW Doral, FL 305-477-6666 essermaninternationalonline.com 4.7 / 5.0 286 Verified Reviews 417 Customer Favorites	**Vehicle serviced** - Tire(s) replaced - Tire condition and pressure checked - Wheels checked
10/10/2014		Esserman International Acura VW Doral, FL 305-477-6666 essermaninternationalonline.com 4.7 / 5.0 286 Verified Reviews 417 Customer Favorites	**Vehicle serviced** - Maintenance inspection completed - 20,000 mile service performed - Cabin air filter replaced/cleaned - Interior trim checked - Trim repaired
01/26/2015		Florida Motor Vehicle Dept. Miami, FL Title #[redacted]	**Registration issued or renewed** - Registration updated when owner moved the vehicle to a new location - Vehicle color noted as White
05/05/2015	21,522	Esserman International Acura VW Doral, FL 305-477-6666 essermaninternationalonline.com 4.7 / 5.0 286 Verified Reviews 417 Customer Favorites	**Vehicle serviced** - Maintenance inspection completed - 30,000 mile service performed - Body electrical system checked - Brake fluid flushed/changed
06/11/2015	21,908	Esserman International Acura VW Doral, FL 305-477-6666 essermaninternationalonline.com 4.7 / 5.0 286 Verified Reviews 417 Customer Favorites	**Vehicle serviced** - License plate light bulb(s) replaced
08/04/2015	22,853	Gunther VW of Coconut Creek Coral Springs, FL 954-590-3760 [redacted] 4.6 / 5.0 151 Verified Reviews 251 Customer Favorites	**Vehicle offered for sale**
08/11/2015	22,856	Gunther VW of Coconut Creek Coral Springs, FL 954-590-3760 [redacted] 4.6 / 5.0 151 Verified Reviews 251 Customer Favorites	**Vehicle serviced** - Pre-delivery inspection completed - Maintenance inspection completed - 5,000 mile service performed - Fluids checked - Oil and filter changed - Tire condition and pressure checked - Four wheel alignment performed - Wheel(s) repaired

			- Tire(s) replaced - Two tires replaced - Air filter replaced - Cabin air filter replaced/cleaned - Wiper(s) replaced
08/26/2015		Gunther VW of Coconut Creek Coral Springs, FL 954-590-3760 [redacted] 4.6 / 5.0 151 Verified Reviews 251 Customer Favorites	**Vehicle sold**
08/26/2015		Florida Motor Vehicle Dept. Pompano Beach, FL Title #[redacted]	**Vehicle purchase reported** - Registration issued or renewed - Vehicle color noted as White
08/27/2015		Volkswagen Certified Dealer Pompano Beach, FL Certified Pre-Owned	**Sold as a Volkswagen Certified Pre-Owned vehicle**

Owner 2

Purchased: 2015

Personal Vehicle

Date	Mileage	Source	Comments
09/14/2015		Florida Motor Vehicle Dept. Pompano Beach, FL Title [redacted]	**Title issued or updated** - New owner reported - Titled or registered as personal vehicle - Loan or lien reported - Vehicle color noted as White
03/01/2016		Florida Motor Vehicle Dept. Pompano Beach, FL Title #[redacted]	**Registration issued or renewed** - Titled or registered as personal vehicle - Loan or lien reported - Vehicle color noted as White
03/03/2016	32,376	Gunther VW of Coconut Creek Coral Springs, FL 954-590-3760 [redacted] 4.6 / 5.0 151 Verified Reviews 251 Customer Favorites	**Vehicle serviced** - Maintenance inspection completed - 10,000 mile service performed - Oil and filter changed - Maintenance reminder reset - Tire condition and pressure checked - Engine/powertrain computer/module reprogrammed
06/30/2016	37,237	Gunther VW of Coconut Creek Coral Springs, FL 954-590-3760 [redacted] 4.6 / 5.0 151 Verified Reviews 251 Customer Favorites	**Vehicle serviced** - Maintenance inspection completed - Two tires mounted - Two tires balanced - Four wheel alignment performed - Tire condition and pressure checked - Tire(s) balanced
09/12/2016		Florida Motor Vehicle Dept. Boca Raton, FL Title #[redacted]	**Registration issued or renewed** - Titled or registered as personal vehicle - Loan or lien reported - Registration updated when owner moved the vehicle to a new location - Vehicle color noted as White
03/08/2017		Florida Motor Vehicle Dept.	**Registration issued or renewed** - Titled or registered as personal vehicle

Boca Raton, FL
Title #[redacted]
- Loan or lien reported
- Vehicle color noted as White

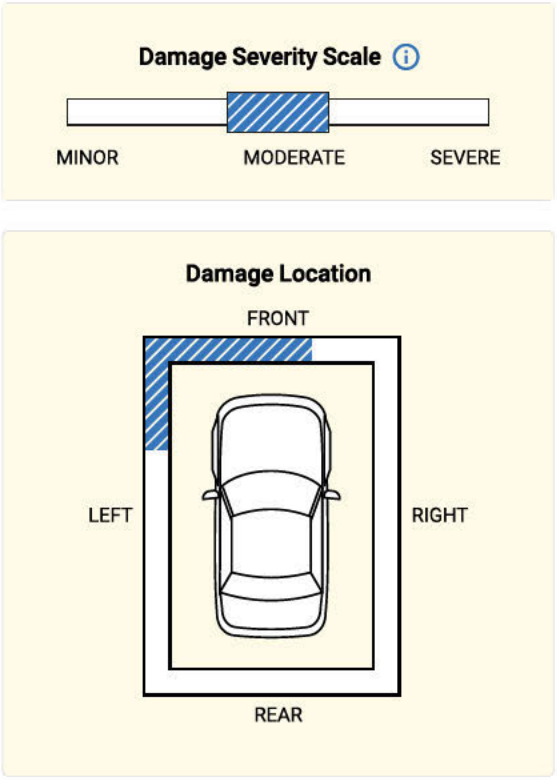
06/06/2017 51,084 Gunther VW of Coconut Creek
Coral Springs, FL
954-590-3760
[redacted]
4.6 / 5.0
151 Verified Reviews
251 Customer Favorites

Vehicle serviced
- Maintenance inspection completed
- Airbag replaced
- Tire condition and pressure checked

08/15/2017 Damage Report

Damage reported: moderate damage
- Damage to front
- Damage to left front





03/06/2018 Florida
Motor Vehicle Dept.
Pompano Beach, FL
Title #[redacted]

Registration issued or renewed
- Titled or registered as personal vehicle
- Loan or lien reported
- Registration updated when owner moved the vehicle to a new location
- Vehicle color noted as White

03/15/2018 Volkswagen

Manufacturer Safety Recall issued
- NHTSA #18V148
- Recall #69Q9 TAKATA SDI DRIVER INFLATOR
- Status: Remedy Available
- Locate an authorized Volkswagen dealer to obtain more information about this recall
- Learn more about this recall

Description: The driver airbag may explode in a crash with airbag deployment. Sharp metal fragments can hit people and cause serious injury or death. Owners should schedule this recall repair immediately, even if an interim repair was recently done.

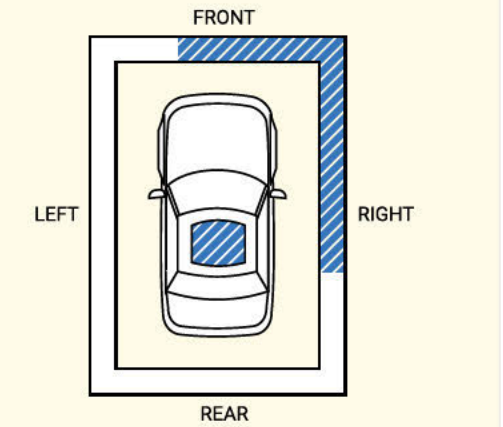
Remedy: Replace the driver frontal airbag inflator (final remedy repair).

06/23/2018 65,438 Julington Goodyear
Saint Johns, FL
904-230-2677
[redacted]
5.0 / 5.0 9 Verified Reviews

Vehicle serviced
- One tire mounted
- Tire(s) balanced
- Tires rotated

07/08/2018	Damage Report	**Accident reported: moderate to severe damage** - Biohazard vehicle reported - Vehicle involved in a rear-end collision - Involving a parked motor vehicle - Damage to right front - Damage to front - Damage to right side - Damage to roof - Damage to undercarriage - Disabling damage reported - Vehicle towed - Airbags did not deploy





07/08/2018	Florida Damage Report	**TOTAL LOSS VEHICLE** - Vehicle declared a total loss by an insurance company - Collision damage reported
08/13/2018	Florida Motor Vehicle Dept. Pompano Beach, FL Title #[redacted]	**Registration issued or renewed** - Titled or registered as personal vehicle - Vehicle color noted as White
08/29/2018	Florida Motor Vehicle Dept.	**Vehicle purchase reported**
08/30/2018	Florida Motor Vehicle Dept.	**Title or registration issued to insurance company**
08/30/2018	Florida Motor Vehicle Dept. Fort Lauderdale, FL Title #[redacted]	**NOT ACTUAL MILEAGE TITLE ISSUED** - **JUNK TITLE/CERTIFICATE ISSUED** - Vehicle color noted as White

There are many reasons an insurance company will declare a vehicle a total loss. Have this vehicle inspected by a qualified technician before you buy. Learn More



A NAM title is issued when the owner discloses to a DMV mileage fraud, a



		broken odometer or that the actual mileage of this vehicle is unknown. Mileage reported after this reading is potentially unreliable.
08/31/2018	Damage Report	**DISMANTLED TITLE ISSUED**
09/06/2018	Auto Auction	**Collision damage reported** - Sold at salvage auction

Have Questions? Consumers, please visit our Help Center at [redacted] Dealers or Subscribers, please visit our Help Center at [redacted]

CARFAX Glossary

Accident Indicator
CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada.

Not every accident is reported to CARFAX. As details about the accident become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- According to the National Safety Council, Injury Facts, 2015 edition, 8% of the 254 million registered vehicles in the U.S. were involved in an accident in 2013. Over 74% of these were considered minor or moderate.
- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 1/28/21 at 1:23:02 PM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

Damage Indicator
Damage can be a result of many different types of events. Examples include contact with objects (other cars, trees, traffic signs, road debris, etc), vandalism, or weather-related events. Not every damage event is reported to CARFAX. As details about the damage event become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 1/28/21 at 1:23:02 PM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

Damage Severity
Damage events result in one of the following severity levels:

- Minor: Generally, minor damage is cosmetic (including dents or scratches), may only require reconditioning, and typically does not compromise a vehicle's operation and/or safety.
- Moderate: Moderate damage may affect multiple components of the vehicle and may impair the vehicle's operation and/or safety.
- Severe: Severe damage usually affects multiple components of the vehicle and is likely to compromise the vehicle's operation and/or safety.

CARFAX recommends getting a pre-purchase inspection at a certified collision repair facility.

Dismantled Title
The vehicle sustained major damage to one or more major component parts and the cost of repairing the vehicle for safe operation exceeds its fair market value. When a Dismantled title is issued, the vehicle may be used only for parts or scrap metal. It cannot be re-titled or returned to the road.

Federal Odometer Act
The Federal Odometer Act requires a seller to disclose the vehicle's mileage on the title when ownership is transferred. Congress enacted this Act to prohibit odometer tampering and to protect consumers from mileage fraud. Under this act, sellers must disclose any issues with the vehicle's odometer. These disclosures translate into the Exceed Mechanical Limits and Not Actual Mileage titles.

First Owner
When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

Junk Title
A Junk Title is issued on a vehicle damaged to the extent that the cost of repairing the vehicle exceeds approximately 75% of its pre-damage value. This damage threshold may vary by state. The majority of states use this title to indicate that a vehicle is not road worthy and cannot be titled again. Some states treat Junk titles the same as Salvage.

Manufacturer Recall

Automobile manufacturers issue recall notices to inform owners of car defects that have come to the manufacturer's attention. Recalls also suggest improvements that can be made to improve the safety of a particular vehicle. Most manufacturer recalls can be repaired at no cost to you.

New Owner Reported
When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Not Actual Mileage Title
When the seller certifies, under the Federal Odometer Act, that the odometer reading does not reflect the vehicle's actual mileage. This may occur because the odometer was tampered with, broken, or replaced.

Ownership History
CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Salvage Auction Record
Most vehicles sold at Salvage auctions were declared totaled by insurance companies. Most of these vehicles have sustained significant damage but there are some exceptions. For instance, recovered stolen vehicles are often declared a total loss regardless of the actual damage. Rebuilders and Recyclers purchase these vehicles at auction with intentions to rebuild them or dismantle them for parts.

Title Issued
A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

Total Loss Vehicle
An insurance or fleet company declares a vehicle a total loss when a claim exceeds approximately 75% of its pre-damage value or if the vehicle is stolen and not recovered. This damage threshold varies by company. These companies typically take possession and obtain the title. Not all total loss vehicles result in a DMV-reported branded title. This may occur when an insurance company's definition of a total loss is different than the state DMV's definition for a branded title or when the owner of the vehicle is a self-insured company, like a fleet or rental company.

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1/28/21 1:23:02 PM (CST)

I have reviewed and received a copy of the CARFAX Vehicle History Report for this 2012 VOLKSWAGEN EOS vehicle (VIN: WVWBW7AH7CV[redacted] which is based on information supplied to CARFAX and available as of 1/28/21 at 2:23 PM (EST).

Customer Signature	Date	Dealer Signature	Date

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Report Date: 1/27/21

Record Entry TREAD Data for VIN: 1VWBS7A30EC[redacted]

NHTSA Record Identifier: 1404092

Reference Number	[redacted]
NHTSA Report Date	2/27/19
Source System	Product Liaison
Number Of Injuries	0
Number of Deaths	0

TREAD Category Code	TREAD Category Description
14	AirBags

TREAD Analyst Notes
?

Comments
Customer Alleges - Airbag Non-Deployment Vehicle was in an accident and the airbag did not deploy, customer believes this is due to pre-existing clock spring failure. Customer advised airbag light has been on and has not taken the vehicle to the dealership

All Customer Contacts for: **Mr.** [redacted]

02/08/2019 04:00:28 AM CR_BATCH Case: [redacted]

Note To User - BOYNETI

Check # [redacted] for amount $ 567.68 mailed on 02/07/2019

02/01/2019 10:29:14 AM BOYNETI Case: [redacted]

Note To User - INACTIVE

1VWBS7A30EC[redacted]; VW to reimburse WECY warr ext as goodwill; TOTAL: $567.68

SP generated check request

02/01/2019 10:29:05 AM BOYNETI Case: [redacted]

Note To User - CCC

GW-PROVIDED-FIRST OUT OF POCKET DATE

02/01/2019 10:25:46 AM BOYNETI Case: [redacted]

Reviewed By Associate - boyneti

Customer seeking reimbursement under WECY warr ext; submitted RO from dealer; POP verified in Xtime; RO shows repairs to clock spring performed before 120k miles; mileage of vehicle at time of repair is 95,031; RO is dated 3/3/2016; the first valid out-of-pocket date for WECY warr ext is 5/23/2018; VW to reimburse total as goodwill; TOTAL: $567.68

SP to generate check request

02/01/2019 10:09:34 AM MLYNARA Case: [redacted]

Assigned To VW Special Project - BOYNETI

01/08/2019 01:32:50 PM WEBBDAN Case: [redacted]

Call From Owner - Mr. [redacted]

Customer states; had repair done in 3/16; getting a reimbursement; clock spring failed again;

Customer seeking; VW to send check to VW dealer to pay for new repair

Customer Advocate advised; VW cannot expedite the check and send to dealer

Customer understood and acknowledged

01/08/2019 11:07:40 AM STANLST Case: [redacted]

Assigned To VW Special Project - *NONE*

SP to review for reimbursement

Please note, Customer Advocate verified payment via XTime

All Customer Contacts for: **Mr.** [redacted]

01/08/2019 11:07:12 AM STANLST Case: [redacted]

E-Mail To Owner - [redacted]

***** Email to [redacted] *****
Reference # [redacted]

Dear Mr. [redacted]

Thank you for contacting Volkswagen.
We received the documents and appreciate your patience while we research your reimbursement request. You will receive a response by mail within 120 days.
If you have questions in the meantime, please don¿t hesitate to call us at 800-822-8987. You can also reply to this email or chat with us on [redacted].

Sincerely,

Stefani S
Customer CARE Advocate

01/07/2019 03:07:52 PM BROWNAM Case: [redacted]

E-Mail From Owner - Mr. [redacted]

Media attached in doc center

01/07/2019 12:19:55 PM STANLST Case: [redacted]

E-Mail To Owner - [redacted]

***** Email to [redacted] *****
Reference # [redacted]

Dear Mr. [redacted]

Thank you for taking the time to speak with me.
I am following up with you because we have not received your documents for reimbursement review at this time.
Please provide us with the following information at your convenience:
A detailed and legible repair order including part numbers and vehicle diagnosis from your local Volkswagen dealer or licensed repair facility with their address and phone number (with area code)
Proof of payment such as bank statements, credit card statements, the front and back of a check, a repair order stamped paid, or a statement on business letterhead from an independent repair shop signed and dated by the owner/manager
You can reply to this email with the documents or send it in using one of the following methods:
Mail: Volkswagen of America 3800 Hamlin Rd. Auburn Hills, MI 48326
Fax: 248-754-6504
(Include your reference number listed above)

Once the requested information is received, you will receive a response by mail within 120 days.

If you have any questions in the meantime, please don¿t hesitate to call us at 800-822-8987.

Sincerely,

Stefani S
Customer CARE Advocate

All Customer Contacts for: **Mr.** [redacted]

01/07/2019 12:17:56 PM STANLST Case: [redacted]

Call From Owner - [redacted]

Customer states: repaired airbag clock spring a couple of years ago at 95k miles; has extended warranty on vehicle; would like to be reimbursed

Customer seeks: reimbursement for airbag clock spring warranty

CO sent Customer email with reimbursement instructions; asked if is a current concern with vehicle

Customer states: clock spring has failed again; is seeking reimbursement to cover new failure

CO to wait Customer mail

12/03/2018 12:23:44 PM PETERSG Case: [redacted]

E-Mail To Product Liaison - Larry West

Hello Larry,

Attached is an airbag report, regarding a 2014 Passat, with over 200,000 miles, in VA. There were no injuries. The customer admitted to having neglected to repair an existing airbag light concern. His daughter was allegedly in a crash, a few days ago where the airbag didn¿t deploy. The customer suspects it has something to do with the clock spring and he wants us to offer cost assistance toward a clock spring repair.

We denied his request for cost assistance due to the age/mileage beyond all applicable warranties.

12/03/2018 11:15:29 AM YOUNALE Case: [redacted]

Case Closed By Team 8 Northeast Region (NER) - YOUNALE

12/03/2018 11:01:25 AM PETERSG Case: [redacted]

Call From Level 1 - YOUNGALE

CA states the customer's daughter was recently in a crash and the airbags didn't deploy. CA states the customer's airbag light had been on, prior to the crash but the customer neglected to get it fixed. CA states the customer is beyond the warranty extension for the clock spring.

RC advised that as the airbag light being on, prior to the crash would indicate the possiblity that airbags may not deploy if all the proper criteria for a deployment is met. RC advised that this would be considered neglect on the customer's behalf for not having the light addressed. RC also confirmed that VW would not be able to offer cost assitance toward a clock spring repair, beyond all applicable campaigns.

All Customer Contacts for: **Mr.** [redacted]

12/03/2018 10:51:52 AM YOUNALE Case: [redacted]

Call From Owner - MR. [redacted]

Customer states: Original owner; extended service plan was purchased; Terms of Extended Warranty: powertrain; Vehicle was purchased; Vehicle is financed through VCI; Brand Loyal Customer; maintained at VW dealer; issue last occurred about a year and a half ago; Previous repairs were completed at Checkered flag VW, and repairs were clock spring replacement; Vehicle experiencing: airbag light was on and the steering wheel functions were not working; vehicle is not currently at a VW dealership. The vehicle was last at Checkered VW on 10/2018; Daughter was in an accident in the vehicle and the airbag did not deploy due to a preexisting clock spring failure;

Customer Seeking: Assistance with the cost of the clock spring;

Call with Greg P.; Advised due to the extent outside the clock spring warranty extension and with the issue existing prior to the accident VWoA would not be in the position to assist with the cost of the clock spring replacement;

CO Advised: Due to the vehicle being so greatly outside the mileage parameters of the clock spring warranty extension 10 years 120k miles WCF by about 80k miles and outside the spare parts warranty 12 months 12k miles by time from the previous clock spring repair VW would not be in the position to offer assistance with the repairs;

Customer Acknowledged;

no further action.

11/15/2016 04:25:29 PM SCAGNOJ Case: [redacted]

Case Closed By VW Product Reviews - SCAGNOJ

No further action.

11/10/2016 09:55:24 AM SCAGNOJ Case: [redacted]

Qorr - Email To Owner - [redacted]

***** Email to [redacted] *****
Reference # [redacted]

Dear Mr. [redacted]

Thank you for speaking with me this morning, and I hope this message reaches you well.

As we discussed, Drive Easy extended service plans sold by our dealerships are through a third party company called Fidelity. I understand you mentioned purchasing one from Checkered Flag VW when you bought your Passat, and for more information about your coverage, I encourage you to give Fidelity a call at 1-800-553-7146.

Should you have additional questions, please don¿t hesitate to let me know.

Have a great rest of your day,

Jessica S.
Customer CARE Advocate

All Customer Contacts for: **Mr.** [redacted]

11/10/2016 09:22:40 AM SCAGNOJ Case: [redacted]

Call From Owner - [redacted]

Customer states: original owner; most maintenance done at Dealer 409412; wife drives vehicle and Customer is unable to provide mileage estimate; had concern with driver¿s seat material and material on center console ripping and tearing previously; had repair done at independent authorized mechanic about 1 year ago; Customer is starting to notice the same thing happening again now. Customer seeking best next step.

CO advised: wasn't able to find any open recalls or warranty extensions on vehicle related to seats or console; if Customer had repair done at independent mechanic, recommended returning to see if there is warranty available on the work they completed; vehicle also still has NVLW coverage by time; expires in March of 2017 or 36K miles.

Customer states: knows vehicle has over 36K miles and is over base warranty; purchased extended service plan from Dealer 409412 when vehicle was originally purchased that specifically covers interior concerns; this warranty was applied on previous repair at independent.

CO advised: most extended service plans are sold through third party company called Fidelity; this would be best resource if Customer has questions about remaining coverage; provided Fidelity's phone number and offered to send via email.

Customer thanked; would like phone number sent via email.

CO to email Customer.

[redacted] - Internet Explorer

Vehicle data

VIN: 1VWBS7A30EC[redacted]

Campaigns/Actions

Serial number	Campaign/Action	Start	Designation	Repair data	Criterion	Campaign/Action Status
1	24DR	2018-09-14	S-SERV_ACT - Engine Control Module (ECM) Software	2018-10-26	02	Closed
2	37J2	2014-12-03	W-UPDATE ? AQ250 TCM Software (FED_EMS)	2015-04-27	02	Closed
3	69Q9	2018-03-15	A-RECALL - TAKATA SDI Driver Frontal Airbag Inflator	2017-07-14	T3	Closed

Close

90%

Vehicle data

VIN: 1VWBS7A30EC[redacted]
In-Service Date: 2014-03-02
Model: A323R6
Next General Inspection:
Next Emissions Test:

Invoice	Repair order date	Mileage	Repair order no.	Invoice no.	Dealer number	Claim type	Part ID
	2018-10-25	204848	[redacted]	[redacted]	09412	710	24DR

Labor Operation

Line item	Description	Maintenance	Paint	Sales code	Package
24702599	ECM electronic fuel injection progr	-	0000	V	0

Invoice	Repair order date	Mileage	Repair order no.	Invoice no.	Dealer number	Claim type	Part ID
	2017-07-13	158258	[redacted]	[redacted]	09412	710	69M9

Labor Operation

Line item	Description	Maintenance	Paint	Sales code	Package
69585699	Driver airbag unit replaced	-	0000		0

Parts Item

Line item	Description	Quantity	Production code	Factory Order	Parts Group	Sales code	Package
561898201C	KIT	1.00		OWN		V	0

Invoice	Repair order date	Mileage	Repair order no.	Invoice no.	Dealer number	Claim type	Part ID
	2015-04-26	59321	[redacted]	[redacted]	09412	710	37J2

Labor Operation

Line item	Description	Maintenance	Paint	Sales code	Package
37302599	Transmission ECM programmed	-	0000	V	0

Invoice	Repair order date	Mileage	Repair order no.	Invoice no.	Dealer number	Claim type	Part ID
	2014-07-07	19698	[redacted]	[redacted]	09412	1MA	0321

Labor Operation

Line item	Description	Maintenance	Paint	Sales code	Package
85181950	Dust and pollen filter rem +reins	-	0000		0

Labor Operation

Line item	Description	Maintenance	Paint	Sales code	Package
03210083	Maintenance 20000 mls/30000 km .	-	0000	V	0

Parts Item

Line item	Description	Quantity	Production code	Factory Order	Parts Group	Sales code	Package
06K115562	Filterelem	1.00		OWN			0

Parts Item

Line item	Description	Quantity	Production code	Factory Order	Parts Group	Sales code	Package
N 91167901	Plug	1.00		OWN			0

Parts Item

Line item	Description	Quantity	Production code	Factory Order	Parts Group	Sales code	Package
N 0138157	Washer	1.00					0

OWN

Parts Item

Line item	Description	Quantity	Production code	Factory Order OWN	Parts Group	Sales code	Package
G 052167S0	Engine oil	49.00					0

Parts Item

Line item	Description	Quantity	Production code	Factory Order OWN	Parts Group	Sales code	Package
1K0819644B	Pollenfilt	1.00					0

Invoice

Repair order date	Mileage	Repair order no.	Invoice no.	Dealer number	Claim type	Part ID
2014-04-30	8570	[redacted]	[redacted]	09412	1MA	0311

Labor Operation

Line item	Description	Maintenance	Paint	Sales code	Package
03110083	Maintenance 10000 mls/15000 km .	-	0000	V	0

Parts Item

Line item	Description	Quantity	Production code	Factory Order OWN	Parts Group	Sales code	Package
N 91167901	Plug	1.00					0

Parts Item

Line item	Description	Quantity	Production code	Factory Order OWN	Parts Group	Sales code	Package
N 0138157	Washer	1.00					0

Parts Item

Line item	Description	Quantity	Production code	Factory Order OWN	Parts Group	Sales code	Package
G 052167S0	Engine oil	49.00					0

Parts Item

Line item	Description	Quantity	Production code	Factory Order OWN	Parts Group	Sales code	Package
06K115562	Filterelem	1.00					0

Offboard Diagnostic Information System **Diagnostic Log(Long)** **18.05.2018 08:47**

XML_to_HTML_Main.xsl Version: 4.41.2 from 20.02.2017

General Information

RO Number: ---

Log type: Guided Fault Finding
Log status: Temporary log

Workshop information

Diagnostic tester serial number:	ce20179724378258e9c036b8139bd1d0
Hardware platform:	VAS 6150D (GETAC / S410)
Operating system:	Windows 10
VCI type:	VAS 6154 (5157875)
VCI connection type:	Wi-Fi (infrastructure)
Communication path:	CAN/K line
Importer number:	444
Dealer/facility number:	09412
Facility ID:	Checkered Flag Volkswagen 409412 (manual specification)
Contract status:	Authorized dealer

Software versions:

Offboard Diagnostic Information System Service:	Offboard Diagnostic Information System Service Patch 4.3.3
Main feature:	51.0.370
Additional:	
MCD server manufacturer:	Volkswagen AG
MCD server name:	VW-MCD
MCD server version:	9.0.1
MCD server API version:	3.0.0
PDU API manufacturer:	VOLKSWAGEN D-PDU-API
PDU API version:	13.0.0
PDU API API version:	13.0.0
ECF version:	36.1.0 (20171110)
General Testscript API Version:	unknown
API version test script:	4.43.1
Measurement Types:	13.0.0

Installed diagnostic data:

GFF DIDB brand:	V
GFF DIDB version:	2018.07.00
GFF DIDB language:	en_US, od_OD
GFF technical version:	2.35.9
Base DIDB version:	2018.3.13.AutoGenerated
Base DIDB language:	en_US

Vehicle:

Brand:	Volkswagen
Type:	A3 - Passat/New Midsize Sedan 2011 USA/CAN >
Model year:	2014 (E)
Version:	Sedan
Engine code:	CPKA 1,8l Motronic / 125kW
License plate:	(ElsaPro is not available)
VIN (automatic):	1VWBS7A30EC[redacted]
VIN (manual):	1VWBS7A30EC[redacted]
Odometer reading (km):	325400
ASAM project name	VW411
ASAM project version	31053.2.145

Diagnostic Session

Start diagnosis: 18.05.2018 08:35 Time required (TU): 12
End of diagnosis: 18.05.2018 08:47

Mouse clicks Diagnostic Session/Diagnostic Entrance/Diagnostic exit/Function tests: 24 /5 /0 /0
Keyboard input Diagnostic Session/Diagnostic Entrance/Diagnostic exit/Function tests: 12 /0 /0 /0

Used diagnostic data:

GFF DIDB brand:	V
GFF DIDB version:	2018.07.00
GFF DIDB language:	en_US
GFF technical version:	2.35.9
Base DIDB version:	2018.3.13.AutoGenerated
Base DIDB language:	en_US
DTC_Exclusion Version:	1.0.0

Global variables:

Name:	Type:	Content:
DIAGNOSTIC_ADMIT_CHECK	String	VAS6154 | NOT REQUIRED
laufleistung	String	325400
verlernzaehler	String	12

Name:	Type:	Content:
Sprachkennung	String	en
str_T_DTCcleared	String	50964 km
str_cvn_tcm	String	696482AD

Error messages outside of Guided Fault Finding:

Error: Core.ODS4011E
Text: ODS4011E Internal: The system does not support the coding DN#NA#NA#[redacted]

Error: Core.ODS4011E
Text: ODS4011E Internal: The system does not support the coding UP#NA#NA#[redacted]

Error: Core.ODS4011E
Text: ODS4011E Internal: The system does not support the coding UP#UP#NA#[redacted]

Error: Core.ODS4011E
Text: ODS4011E Internal: The system does not support the coding UP#UP#UP#[redacted]

Error: Infrastructure.Vehicle.ODS8002E
Text: ODS8002E Infrastructure.Vehicle (EcuCom): Communication to the control module with control address 0xFFFFFFFF was faulty.

Error: Core.ODS4010E
Text: ODS4010E Internal: The data structure 0#334800#0#0#JE55B42142222A11122#600#[redacted]#[redacted]#JE67Y2152422A11122#1500#[redacted]#[redacted]#JE8[redacted] contains content errors.

Error: Core.ODS4010E
Text: ODS4010E Internal: The data structure 0#340800#0#0#JE55B42142222A11122#600#[redacted]#[redacted]#JE67Y2152422A11122#1500#[redacted]#[redacted]#JE8[redacted] contains content errors.

First system test with DTC memory entries

Address: 0015 System name: 15 - Airbag Log versions: UDS/ISOTP (Events: 0)

Identification:

Hardware part number:	5C0959655AE
Part number:	5C0959655AE
Hardware version number:	014
Software version number:	0851
Production date:	17.11.2013
Coding:	00 00 50 33
Coding:	00005033
Ability to flash:	Unknown
System name:	AirbagVW10G
ASAM base version:	BV_AirbaUDS
ASAM 2D/ODX data set:	EV_AirbaVW10SMEVW360
ASAM 2D/ODX data set version:	001026
ASAM/ODX control module version being used:	EV_AirbaVW10SMEVW360_001
Target data container:	560003v____
Version of the target data container:	0061
Equipment code:	00 00 00 00 00 00 00 01
System abbreviation:	J234

Address: 0003 System name: 03 - Anti-lock brake system Log versions: KWP2000/TP20 (Events: 2)

Identification:

Hardware part number:	1K0907379BM
Part number:	1K0907379BM
Hardware version number:	H46
Software version number:	0164
Production date:	
Coding:	C5 4B C0 F5 49 28 00 FA A3 0F 03 EA 92 1D 00 [...]
Coding:	C54BC0F5492800FAA30F03EA921D0041A0100012
Ability to flash:	flashable
System name:	ESP MK60EC1

DTC memory entries:

DTC memory entry

Number:	VAG01325: Tire Pressure Monitoring Control Module
Error type 1:	No signal/communication
Error type 2:	static

Standard ambient conditions:

Date:	5/17/18
Time:	8:40:02 AM
Mileage (DTC):	325409
Priority:	2
Frequency counter:	1
Elimination counter / driving cycle:	12

Expanded ambient conditions:

16386
12
12800
16390
49152
256
768
0

DTC memory entry

Number:	VAG01315: Transmission control module (TCM)
Error type 1:	No signal/communication
Error type 2:	static

Standard ambient conditions:

Date:	5/17/18
Time:	8:39:53 AM
Mileage (DTC):	325409
Priority:	2
Frequency counter:	1
Elimination counter / driving cycle:	12

Expanded ambient conditions:

0
12
12800
8195
44800
0
768
0

Address: 0025 System name: 25 - Immobilizer Log versions: UDS/ISOTP (Events: 0)

Identification:

Hardware part number:	5K0953234
Part number:	5K0953234
Hardware version number:	H04
Software version number:	0811
Production date:	26.11.2013
Coding:	00 00 00
Coding:	000000
Ability to flash:	Unknown
System name:	IMMO
ASAM base version:	BV_ImmobUDS
ASAM 2D/ODX data set:	EV_Immo_UDS_VDD_RM09
ASAM 2D/ODX data set version:	A03710
ASAM/ODX control module version being used:	EV_ImmoUDSVDDRM09_A03
Target data container:	----------
Version of the target data container:	----
Equipment code:	2D 2D 2D 2D 2D 2D 2D 2D
System abbreviation:	J334

Address: 0017 System name: 17 - Instrument cluster Log versions: UDS/ISOTP (Events: 1)

Identification:

Hardware part number:	561920970F
Part number:	561920970F
Hardware version number:	H04
Software version number:	0811
Production date:	26.11.2013
Coding:	23 1E 01
Coding:	231E01
Ability to flash:	Unknown
System name:	KOMBI
ASAM base version:	BV_DashBoardUDS
ASAM 2D/ODX data set:	EV_Kombi_UDS_VDD_RM09
ASAM 2D/ODX data set version:	A04721
ASAM/ODX control module version being used:	EV_KombiUDSVDDRM09_A04
Equipment code:	00 00 00 00 00 00 00 00
System abbreviation:	J285

DTC memory entries:

DTC memory entry

Number:	U111100: Function limitation due to missing message
Error type 2:	active/static
Symptom:	12648704
Status:	00001001

Standard ambient conditions:

Date:	5/17/18
Time:	8:39:54 AM
Mileage (DTC):	325409
Priority:	6
Frequency counter:	1
Elimination counter / driving cycle:	12

Address: 0009 System name: 09 - Vehicle electrical system control module Log versions: KWP2000/TP20 (Events: 3)

Identification:

Hardware part number:	5K0937085AB
Part number:	5K0937085AB
Hardware version number:	122
Software version number:	0173

Production date:
Coding: EF 20 0E 1B 80 2B 2A D4 09 88 00 01 06 00 04 [...]
Coding: EF200E1B802B2AD40988000106000044800F1A08640801D20648060000C70
Ability to flash: flashable
System name: BCM PQ35 B+

DTC memory entries:

DTC memory entry
Number: VAG01038: Central locking overheating protection
Error type 2: Intermittent

Standard ambient conditions:
Date: 5/12/18
Time: 10:55:57 PM
Mileage (DTC): 324505
Priority: 6
Frequency counter: 2
Elimination counter / driving cycle: 44

Expanded ambient conditions:
Term.15 OFF
12.600000000000001 V
Off
On
Off
Off
Off

DTC memory entry
Number: VAG01315: Transmission control module (TCM)
Error type 1: No signal/communication
Error type 2: static

Standard ambient conditions:
Date: 5/17/18
Time: 8:39:56 AM
Mileage (DTC): 325409
Priority: 6
Frequency counter: 1
Elimination counter / driving cycle: 12

Expanded ambient conditions:
Term.15 ON
13.6 V
On
On
Off
Off
On

DTC memory entry
Number: VAG02743: Right brake lamp/turn signal bulb
Error type 1: Open circuit/short circuit to B+
Error type 2: Intermittent

Standard ambient conditions:
Date: 5/17/18
Time: 9:41:47 AM
Mileage (DTC): 325409
Priority: 1
Frequency counter: 1
Elimination counter / driving cycle: 52

Expanded ambient conditions:
Term.15 OFF
12.4 V
Off
On
Off
Off
Off

Address: 0019 System name: 19 - Data bus on board diagnostic interface Log versions: KWP2000/TP20 (Events: 1)

Identification:
Hardware part number: 7N0907530AM
Part number: 7N0907530AM
Hardware version number: H55
Software version number: 1642
Production date: 15.11.2013
Coding: 46 10 00
Coding: 461000
Ability to flash: flashable
System name: J533 Gateway
Target data container: ----------
Version of the target data container: ----

Equipment code: 0000000000000000

DTC memory entries:

DTC memory entry

Number: VAG01315: Transmission control module (TCM)
Error type 1: No signal/communication
Error type 2: static

Standard ambient conditions:

Date: 5/17/18
Time: 8:39:52 AM
Mileage (DTC): 325409
Priority: 2
Frequency counter: 1
Elimination counter / driving cycle: 12

Address: 0044 System name: 44 - Steering assist. - electro-mech. (left-hand drive) Log versions: KWP2000/TP20 (Events: 0)

Identification:

Hardware part number: ----------
Part number: 1K0909144R
Hardware version number: H22
Software version number: 3501
Production date: 18.10.2013
Coding:
Ability to flash: flashable
System name: EPS_ZFLS KI. 288

Address: 0042 System name: 42 - Driver door electronics Log versions: UDS/ISOTP (Events: 2)

Identification:

Hardware part number: 3C0959793B
Part number: 561959701
Hardware version number: 002
Software version number: 0525
Production date: 25.09.2013
Coding: 04 04 F5
Coding: 0404F5
Ability to flash: Unknown
System name: TUER-SG FT
ASAM base version: BV_DoorElectDriveSideUDS
ASAM 2D/ODX data set: EV_TSGFPQ25BRFVW46X
ASAM 2D/ODX data set version: A04001
ASAM/ODX control module version being used: EV_TSGFPQ25BRFVW46X_A04
Target data container: ----------
Version of the target data container: ----
Equipment code: 00 00 00 00 00 00 00 00 00 00 00 00 00
System abbreviation: J386

DTC memory entries:

DTC memory entry

Number: B11F029: Window regulator button, driver side Implausible signal
Error type 2: passive/sporadic
Symptom: 66304
Status: 00001000

Standard ambient conditions:

Date: 5/4/18
Time: 12:11:26 AM
Mileage (DTC): 322676
Priority: 2
Frequency counter: 3
Elimination counter / driving cycle: 50

DTC memory entry

Number: B11EE54: Motor for rear window regulator No basic setting
Error type 2: active/static
Symptom: 131584
Status: 00001001

Standard ambient conditions:

Date: 31:63:63 - 31.15.2127
Time: -
Mileage (DTC): 16777215
Priority: 7
Frequency counter: 1
Elimination counter / driving cycle: 12

Address: 0052 System name: 52 - Passenger door electronics Log versions: UDS/ISOTP (Events: 1)

Identification:

Hardware part number: 3C0959792B
Part number: 561959702

Hardware version number:	002
Software version number:	0525
Production date:	26.09.2013
Coding:	04 04 F4
Coding:	0404F4
Ability to flash:	Unknown
System name:	TUER-SG BT
ASAM base version:	BV_DoorElectPasseSideUDS
ASAM 2D/ODX data set:	EV_TSGBPQ25BRFVW46X
ASAM 2D/ODX data set version:	A04001
ASAM/ODX control module version being used:	EV_TSGBPQ25BRFVW46X_A04
Target data container:	----------
Version of the target data container:	----
Equipment code:	00 00 00 00 00 00 00 00 00 00 00 00
System abbreviation:	J387

DTC memory entries:

DTC memory entry

Number:	B11EE54: Motor for rear window regulator No basic setting
Error type 2:	active/static
Symptom:	131584
Status:	00001001

Standard ambient conditions:

Date:	31:63:63 - 31.15.2127
Time:	-
Mileage (DTC):	16777215
Priority:	7
Frequency counter:	1
Elimination counter / driving cycle:	12

Address: 0001 System name: 01 - Engine electronics Log versions: UDS/ISOTP (Events: 8)

Identification:

Hardware part number:	06K907425
Part number:	06K906070H
Hardware version number:	H09
Software version number:	6866
Production date:	01.12.2013
Coding:	00 1A 00 12 24 24 00 16 00 00
Coding:	001A0012242400160000
Ability to flash:	Unknown
System name:	Simos12.2
ASAM base version:	BV_EnginContrModul1UDS
ASAM 2D/ODX data set:	EV_ECM18TFS02006K906070H
ASAM 2D/ODX data set version:	001005
ASAM/ODX control module version being used:	EV_ECM18TFS02006K906070H_001
Equipment code:	00 00 00 00 00 00 00 00
System abbreviation:	J623

DTC memory entries:

DTC memory entry

Number:	P001100: A Camshaft Position (Bank1) Timing over-advanced or System Performance
Error type 2:	passive/sporadic
Symptom:	14870
Status:	01101000

Standard ambient conditions:

Date:	9/26/17
Time:	6:03:45 PM
Mileage (DTC):	274480
Priority:	2
Frequency counter:	164
Elimination counter / driving cycle:	255

Expanded ambient conditions:

Engine speed	2907.75	1/min
Normed load value	88.2353	%
Vehicle speed	38	km/h
Coolant temperature	82	°C
Intake air temperature	48	°C
Ambient air pressure	1010	mbar
Voltage terminal 30	13.886	V
Dynamic environmental data	20 96 26 11 0E 03 16 B7 00 2B 16 B9 0F 00 11 DC 0A B7 20 2F 0E 6B 16 BA 0E F2 16 BC 01	
Unlearning counter according OBD	38	
STATE_ENG	PL	
CAM_VCP[IN_1]	0.3359375	°
CAM_SP_IND_VCP[IN_1]	30.0	°
T_AST_SAE	2743.0	s
Engine oil temperature	95.96	°C

PWM_HLD_VCP[IN_1]	23.35205	%
STATE_PWM_VCP[IN_1]	ACT	

DTC memory entry

Number:	P034100: Camshaft Pos.Sensor Circ. Range/Performance
Error type 2:	passive/sporadic
Symptom:	14874
Status:	01100000

Standard ambient conditions:

Date:	4/30/18
Time:	6:27:45 PM
Mileage (DTC):	321837
Priority:	2
Frequency counter:	1
Elimination counter / driving cycle:	255

Expanded ambient conditions:

Engine speed	1480.25	1/min
Normed load value	22.352942	%
Vehicle speed	0	km/h
Coolant temperature	11	°C
Intake air temperature	11	°C
Ambient air pressure	1020	mbar
Voltage terminal 30	11.679	V
Dynamic environmental data	20 96 02 11 0E 02 11 EC 01 11 DC 00 00 11 ED 41 10 A6 01 A2 11 EE 2C 11 DB 04 0A	
Unlearning counter according OBD	2	
STATE_ENG	IS	
STATE_LS_SAE[1]	OL_CDN	
T_AST_SAE	0.0	s
MAP_MES_SAE	65.0	kPa
VLS_UP[1]	2.0410156	V
FAC_TPS_1_SAE	17.1875	%
FUP_H_SAE	10340.0	kPa

DTC memory entry

Number:	U010100: Lost Communication with TCM
Error type 2:	active/static
Symptom:	14908
Status:	10101111

Standard ambient conditions:

Date:	5/17/18
Time:	8:39:52 AM
Mileage (DTC):	325409
Priority:	2
Frequency counter:	2
Elimination counter / driving cycle:	255

Expanded ambient conditions:

Engine speed	1375.0	1/min
Normed load value	6.666667	%
Vehicle speed	0	km/h
Coolant temperature	86	°C
Intake air temperature	60	°C
Ambient air pressure	1010	mbar
Voltage terminal 30	12.148	V
Dynamic environmental data	20 96 28 11 0E 02 16 E0 02 20 2F 0D E9 11 A8 00 07 11 AB 00 00 43 83 00 00 17 04 07	
Unlearning counter according OBD	40	
STATE_ENG	IS	
ECU_STATE	SYN_ENG_IGK_ON	
Engine oil temperature	82.96	°C
T_AST	0.7	s
T_ES	0.0	min
Cruise control switch actuation	0	
not activated	not_actuated	
Plausible	plausible	
Not selected	Not selected	
not activated	not_actuated	
not activated	not_actuated	
No	no	
not activated	not_actuated	
not activated	not_actuated	
not activated	not_actuated	
not activated	not_actuated	
not activated	not_actuated	
not activated	not_actuated	
not activated	not_actuated	
OK	ok	
STATE_ERR_ABC_PRED	7.0	

DTC memory entry

Number:	P233900: Cylinder #4 Above Knock Threshold
Error type 2:	passive/sporadic
Symptom:	15085
Status:	01100000

Standard ambient conditions:

Date:	00:00:00 - 00.00.2000
Time:	-
Mileage (DTC):	322433
Priority:	2
Frequency counter:	2
Elimination counter / driving cycle:	255

Expanded ambient conditions:

Engine speed	1276.25	1/min
Normed load value	37.2549	%
Vehicle speed	72	km/h
Coolant temperature	86	°C
Intake air temperature	31	°C
Ambient air pressure	1010	mbar
Voltage terminal 30	13.808	V
Dynamic environmental data	20 96 1C 11 0E 03 11 EC 02 11 DC 13 6B 11 ED 5A 10 A6 01 99 11 EE 36 11 DB 07 C3	
Unlearning counter according OBD	28	
STATE_ENG	PL	
STATE_LS_SAE[1]	CL	
T_AST_SAE	4971.0	s
MAP_MES_SAE	90.0	kPa
VLS_UP[1]	1.9970703	V
FAC_TPS_1_SAE	21.09375	%
FUP_H_SAE	19870.0	kPa

DTC memory entry

Number:	P102F00: Torque limitation due to fuel pressure
Error type 2:	passive/sporadic
Symptom:	15357
Status:	01100000

Standard ambient conditions:

Date:	00:00:00 - 00.00.2000
Time:	-
Mileage (DTC):	322433
Priority:	2
Frequency counter:	2
Elimination counter / driving cycle:	255

Expanded ambient conditions:

Engine speed	1900.5	1/min
Normed load value	58.823532	%
Vehicle speed	14	km/h
Coolant temperature	85	°C
Intake air temperature	38	°C
Ambient air pressure	1010	mbar
Voltage terminal 30	13.73	V
Dynamic environmental data	20 96 1C 11 0E 03 11 EC 02 11 DC 13 CA 11 ED 55 10 A6 01 97 11 EE 3C 11 DB 07 BE	
Unlearning counter according OBD	28	
STATE_ENG	PL	
STATE_LS_SAE[1]	CL	
T_AST_SAE	5066.0	s
MAP_MES_SAE	85.0	kPa
VLS_UP[1]	1.9873047	V
FAC_TPS_1_SAE	23.4375	%
FUP_H_SAE	19820.0	kPa

DTC memory entry

Number:	U112300: Databus error value received
Error type 2:	passive/sporadic
Symptom:	19428
Status:	00101100

Standard ambient conditions:

Date:	9/26/17
Time:	11:53:03 AM
Mileage (DTC):	274445
Priority:	6
Frequency counter:	254
Elimination counter / driving cycle:	255

Expanded ambient conditions:

Engine speed	678.75	1/min
Normed load value	11.764706	%
Vehicle speed	0	km/h
Coolant temperature	77	°C

Intake air temperature	55	°C
Ambient air pressure	1010	mbar
Voltage terminal 30	13.847	V
Dynamic environmental data	20 96 28 11 0E 02 11 EC 04 11 DC 00 33 11 ED 21 10 A6 01 9D 11 EE 1E 11 DB 03 23	
Unlearning counter according OBD	40	
STATE_ENG	IS	
STATE_LS_SAE[1]	OL_INTR	
T_AST_SAE	51.0	s
MAP_MES_SAE	33.0	kPa
VLS_UP[1]	2.0166016	V
FAC_TPS_1_SAE	11.71875	%
FUP_H_SAE	8030.0	kPa

DTC memory entry

Number:	P164700: Checking coding/versions of control modules in drivetrain
Error type 2:	active/static
Symptom:	19437
Status:	10100111

Standard ambient conditions:

Date:	2/7/18
Time:	11:42:49 AM
Mileage (DTC):	303881
Priority:	2
Frequency counter:	40
Elimination counter / driving cycle:	255

Expanded ambient conditions:

Engine speed	0.0	1/min
Normed load value	0.0	%
Vehicle speed	0	km/h
Coolant temperature	60	°C
Intake air temperature	30	°C
Ambient air pressure	1010	mbar
Voltage terminal 30	12.285	V
Dynamic environmental data	20 96 28 41 6C 00 41 6F 01 43 83 00 00	
Unlearning counter according OBD	40	
ACC variants	ACC	
ACC variants (coding)	cruise_control	
Cruise control switch actuation	0	
not activated	not_actuated	
Plausible	plausible	
Not selected	Not selected	
not activated	not_actuated	
not activated	not_actuated	
No	no	
not activated	not_actuated	
not activated	not_actuated	
not activated	not_actuated	
not activated	not_actuated	
not activated	not_actuated	
not activated	not_actuated	
not activated	not_actuated	
not activated	not_actuated	
OK	ok	

DTC memory entry

Number:	P151E00: Reduced speed threshold for oil pressure switching
Error type 2:	active/static
Symptom:	21564
Status:	01101101

Standard ambient conditions:

Date:	10/13/17
Time:	8:01:57 AM
Mileage (DTC):	277669
Priority:	6
Frequency counter:	1
Elimination counter / driving cycle:	255

Expanded ambient conditions:

Engine speed	695.5	1/min
Normed load value	14.901961	%
Vehicle speed	0	km/h
Coolant temperature	85	°C
Intake air temperature	29	°C
Ambient air pressure	1020	mbar
Voltage terminal 30	13.847	V

Address: 0075 System name: 75 - Emergency call module & comm. unit Log versions: UDS/ISOTP (Events: 2)

Identification:

Hardware part number:	561035285
Part number:	561035285
Hardware version number:	014
Software version number:	0086
Production date:	30.09.2013
Coding:	02 14 01 02 C2 16 3A 10 7F 16 06 C0 00 00
Coding:	02140102C2163A107F1606C00000
Ability to flash:	Unknown
System name:	OCULowUSA
ASAM base version:	BV_TelemCommuUnitUDS
ASAM 2D/ODX data set:	EV_OCULow
ASAM 2D/ODX data set version:	001010
ASAM/ODX control module version being used:	EV_OCULow_001
Target data container:	----------
Version of the target data container:	----
Equipment code:	00 00 00 00 00 00 00 00 00 00 00 00 00
System abbreviation:	J949

DTC memory entries:

DTC memory entry

Number:	U112100: Databus missing message
Error type 2:	passive/sporadic
Symptom:	35
Status:	00001000

Standard ambient conditions:

Date:	1/23/18
Time:	8:44:57 AM
Mileage (DTC):	300437
Priority:	6
Frequency counter:	69
Elimination counter / driving cycle:	52

DTC memory entry

Number:	U112100: Databus missing message
Error type 2:	passive/sporadic
Symptom:	12670464
Status:	00001000

Standard ambient conditions:

Date:	1/27/18
Time:	4:16:00 PM
Mileage (DTC):	301631
Priority:	6
Frequency counter:	55
Elimination counter / driving cycle:	52

Address: 0056 System name: 56 - Radio Premium 8 Log versions: KWP2000/TP20 (Events: 2)

Identification:

Hardware part number:	1K0035188F
Part number:	1K0035188F
Hardware version number:	H05
Software version number:	0008
Production date:	06.12.2013
Coding:	01 00 04 40 04 00 0B
Coding:	0100044004000B
Ability to flash:	flashable
System name:	Radio Prem-8
Target data container:	----------
Version of the target data container:	----
Equipment code:	0000000000000000

DTC memory entries:

DTC memory entry

Number:	VAG02635: Tuner not enabled/activated
Error type 2:	static

Standard ambient conditions:

Date:	9/26/17
Time:	11:53:09 AM
Mileage (DTC):	274445
Priority:	7
Frequency counter:	6
Elimination counter / driving cycle:	136

DTC memory entry

Number:	VAG02873: Rearview camera system control module
Error type 1:	No signal/communication
Error type 2:	Intermittent

Standard ambient conditions:

Date:	5/16/18
Time:	6:36:54 PM
Mileage (DTC):	325152

Priority:	5
Frequency counter:	1
Elimination counter / driving cycle:	51

Address: 0016 System name: 16 - Steering wheel electronics_Log versions: UDS/ISOTP (Events: 6)

Identification:

Hardware part number:	5K0953569AL
Part number:	5K0953569AL
Hardware version number:	016
Software version number:	0180
Production date:	25.08.2015
Coding:	79 82 A0 00 00
Coding:	7982A00000
Ability to flash:	Unknown
System name:	LENKS.MODUL
ASAM base version:	BV_SteerColumElectUDS
ASAM 2D/ODX data set:	EV_VW360SteerWheelUDS
ASAM 2D/ODX data set version:	A03004
ASAM/ODX control module version being used:	EV_VW360SteerWheelUDS_A03
Target data container:	----------
Version of the target data container:	----
Equipment code:	30 30 30 30 30 30 30 30
System abbreviation:	J527

DTC memory entries:

DTC memory entry

Number:	U112100: Databus missing message
Error type 2:	active/static
Symptom:	516
Status:	00001001

Standard ambient conditions:

Date:	5/17/18
Time:	8:39:54 AM
Mileage (DTC):	325409
Priority:	6
Frequency counter:	5
Elimination counter / driving cycle:	12

DTC memory entry

Number:	B114913: Windshield wiper intermittent mode switch Open circuit
Error type 2:	active/static
Symptom:	227355
Status:	00001001

Standard ambient conditions:

Date:	9/26/17
Time:	2:50:25 PM
Mileage (DTC):	274447
Priority:	3
Frequency counter:	254
Elimination counter / driving cycle:	12

DTC memory entry

Number:	B115411: CCS Switch Short circuit to ground
Error type 2:	active/static
Symptom:	229127
Status:	00001001

Standard ambient conditions:

Date:	9/26/17
Time:	2:50:25 PM
Mileage (DTC):	274447
Priority:	3
Frequency counter:	27
Elimination counter / driving cycle:	12

DTC memory entry

Number:	B115413: CCS Switch Open circuit
Error type 2:	active/static
Symptom:	229147
Status:	00001001

Standard ambient conditions:

Date:	9/26/17
Time:	2:50:25 PM
Mileage (DTC):	274447
Priority:	3
Frequency counter:	63
Elimination counter / driving cycle:	12

DTC memory entry

Number:	U000200: High Speed CAN Communication Bus Performance
Error type 2:	active/static

Symptom: 335876
Status: 00001001

Standard ambient conditions:

Date: 9/26/17
Time: 2:50:25 PM
Mileage (DTC): 274447
Priority: 6
Frequency counter: 1
Elimination counter / driving cycle: 185

DTC memory entry

Number: B116854: Steering angle sensor No basic setting
Error type 2: active/static
Symptom: 1140738
Status: 00001001

Standard ambient conditions:

Date: 9/26/17
Time: 2:50:25 PM
Mileage (DTC): 274447
Priority: 2
Frequency counter: 1
Elimination counter / driving cycle: 185

Expanded ambient conditions:

13.9 V
0
0

Address: 0077 System name: 77 - Telephone | J412 Log versions: UDS/ISOTP (Events: 0)

Identification:

Hardware part number: 5N0035729A
Part number: 5N0035729A
Hardware version number: H05
Software version number: 0315
Production date: 19.11.2013
Coding: 0A 10 03 00 80 01 01 10
Coding: 0A10030080010110
Ability to flash: Unknown
System name: TELEFON
ASAM base version: BV_TelepUDS
ASAM 2D/ODX data set: EV_UHVUMI
ASAM 2D/ODX data set version: 001007
ASAM/ODX control module version being used: EV_UHVUMI_001
Target data container: 5N0035729A
Version of the target data container: 0001
Equipment code: 00 00 00 00 00 00 00 00
System abbreviation: J412

Address: 0008 System name: 08 - A/C/heating electronics (A/C - manual) Log versions: UDS/ISOTP (Events: 0)

Identification:

Hardware part number: 561907426E
Part number: 561907426E
Hardware version number: H02
Software version number: 0303
Production date: 05.12.2013
Coding: 00 10 00 10 02
Coding: 0010001002
Ability to flash: Unknown
System name: AC Manuell
ASAM base version: BV_AirCondiUDS
ASAM 2D/ODX data set: EV_ACManuaElectGen2BHTC
ASAM 2D/ODX data set version: 001002
ASAM/ODX control module version being used: EV_ACManuaElectGen2BHTC_001
Equipment code: 00 00 00 00 00 00 00 00
System abbreviation: J301

Address: 004F System name: 4F - Vehicle electrical system control module 2 Log versions: KWP2000/TP20 (Events: 0)

Identification:

Hardware part number: 7N0907530AM
Part number: 7N0907532
Hardware version number: H55
Software version number: 1642
Production date: 15.11.2013
Coding: 01 03 01 08
Coding: 01030108
Ability to flash: flashable
System name: EZE_2

Additional system tests with DTC memory entries

No system tests available.

Steps performed

No.	Form	Result
1	Diagnosis is being prepared	OK
2	Check radio connection	OK
3	Create results log	OK
4	Detecting VIN	OK
5	Log on for group system access	OK
6	The vehicle data inquiry is running	OK
7	Analyzing VIN	OK
8	Check vehicle identification	OK
9	Checking for DoIP vehicle project	OK
10	Establishing vehicle	OK
11	Use K line adapter	OK
12	Set brand design	OK
13	Check contract status	OK
14	Detect vehicle data	OK
15	Identify and select order data	OK
16	Check vehicle project	OK
17	Control module communication configuration	OK
18	Detect control module list	OK
19	Check for quick entrance	OK
20	Check for availability of LT3 vehicle	OK
21	Check for CAN diagnosis	OK
22	Evaluate Gateway components list	OK
23	Control module communication configuration	OK
24	Read control modules	OK
25	Control module communication configuration	OK
26	Check the Gateway communication.	OK
27	Pause quick entrance	OK
28	Perform traversal test	OK
29	Identify control modules again	OK
30	Check for fixed installation control modules	OK
31	Check control module versions	OK
32	Create knowledge base	OK
33	Index documents	OK
34	Perform start module	OK
35	Test plan is being calculated	OK
36	Determine special functions	OK
37		OK
38	Set diagnostic log type	OK
39	Reset user setting Avoid DoIP communication.	OK
40	Prepare secondary session	OK
41	Detect control module list	OK
42	Open components list	OK
43	Enter secondary session	OK
44	Synchronize control module lists	OK
45	Control module OBD: DTC memory 0001 - Engine Control Module 1	OK
46	Control module OBD: DTC memory 0003 - Brakes 1	OK

Test plans

Test plan 1

G40_X_1_1112_11_allEngines_X_el_Pruefungen_00011

Fault list:

Control module address	Error
0001	P034100: Camshaft Pos.Sensor Circ. Range/Performance

J623_X_1_0313_11_X_X_MSG_codieren_00011

Fault list:

Control module address	Error
0001	P164700: Checking coding/versions of control modules in drivetrain

P151E00_Red_DrehzSchw_f_Oeldruckumschalt_X_1011_11_00011

Fault list:

Control module address	Error
0001	

P151E00: Reduced speed threshold for oil pressure switching

U112300_Datenbus_empfangener_Fehlerwert_X_0212_11_00011
Fault list:
Control module address Error
0001 U112300: Databus error value received

SYS_5G_J623_1_0913_11_X_X_DBT_keine_Kommunikation_00011
Fault list:
Control module address Error
0001 U010100: Lost Communication with TCM

J623_X_1_0313_11_X_X_MSG_NW_Einlass_00011
Fault list:
Control module address Error
0001 P001100: A Camshaft Position (Bank1) Timing over-advanced or System Performance

SYS28_X_1_1212_11_allEngines_Klopfregelung_00011
Fault list:
Control module address Error
0001 P233900: Cylinder #4 Above Knock Threshold

SYS24_X_1_1112_11_X_X_Kraftstoffsystem_00011
Fault list:
Control module address Error
0001 P102F00: Torque limitation due to fuel pressure

SYS45_13_____1_0508_11_Reifendruckwarnung_00011
Fault list:
Control module address Error
0003 VAG01325: Tire Pressure Monitoring Control Module

E710_3C_96____1_0809_11_ASAM_00011
Fault list:
Control module address Error
0042 B11F029: Window regulator button, driver side Implausible signal

V471_3C_64_____1_0909_11_ASAM_00011
Fault list:
Control module address Error
0042 B11EE54: Motor for rear window regulator No basic setting

V472_3C_64_____1_0909_11_ASAM_00011
Fault list:
Control module address Error
0052 B11EE54: Motor for rear window regulator No basic setting

M57_X_1_1012_11_BCM_KWP_00011
Fault list:
Control module address Error
0009 VAG02743: Right brake lamp/turn signal bulb

SYS_J519_1_1112_11_ZV_Thermoschutz_BCM_KWP_00011
Fault list:
Control module address Error
0009 VAG01038: Central locking overheating protection

E22__A3_91____1_0311_11_UDS_00011
Fault list:
Control module address Error
0016 B114913: Windshield wiper intermittent mode switch Open circuit

E45__A3_91____1_0311_11_UDS_00011
Fault list:
Control module address Error
0016 B115411: CCS Switch Short circuit to ground
0016 B115413: CCS Switch Open circuit

G85__A3_91____1_0311_11_UDS_00011
Fault list:
Control module address Error
0016 B116854: Steering angle sensor No basic setting

SYS94________1_1109_11_CAN_Botschaft_UDS_00011
Fault list:
Control module address Error
0016 U112100: Databus missing message

CAN_ANT_J533_____1_0610_11_CAN_Antrieb_pruefen_NMS_00011
Fault list:
Control module address Error
0009 VAG01315: Transmission control module (TCM)
0019 VAG01315: Transmission control module (TCM)

SYS_X_X_1_1212_11_Allg_CAN_Fehler_00011
Fault list:
Control module address Error
0017 U111100: Function limitation due to missing message

R_____91_____1_1006_11_00011
Fault list:
Control module address Error
0056 VAG02635: Tuner not enabled/activated

SYS_X_1_0314_11_Tuner_SDARS_00011

Fault list:
Control module address | Error
0056 | VAG02635: Tuner not enabled/activated
SIG92_91_____1_0312_11_RVC_LOW_00011
Fault list:
Control module address | Error
0056 | VAG02873: Rearview camera system control module
KOM_J949_J533_1_1212_11_CAN_PRUEFUNG_00011
Fault list:
Control module address | Error
0075 | U112100: Databus missing message

Function tests

Function test 1: ID44_A3_____1_0311_11_00011

Time required (TU): 0.0
Mouse clicks: 0
Keyboard input: 0

Result: OK

Test step: Supply

Test step: Identification

Control module communication (KWP):
Control module: Steering Assistance (LL_SteerAssisKWP2000CAN20)
Job status: OKAY
Service: ReadECUIdentification2
Request parameters:

Number	Value
1	
2	0

Response parameters:

Name	Value
/PartNumberSW[@param=0]	1K0909144R
/SystemIdentification[@param=0]	EPS_ZFLS KI. 288

Test step: Return

Result: OK

Function test 2: ID56_X_1_0413_11_00011

Time required (TU): 0.0
Mouse clicks: 0
Keyboard input: 0

Result: OK

Test step: Supply

Test step: Address 56 / 37 installed?

Test step: Read system

Control module communication (KWP):
Control module: Radio (LL_RadioKWP2000CAN20)
Job status: OKAY
Service: ReadECUIdentification2
Request parameters:

Number	Value
1	
2	0

Response parameters:

Name	Value
/PartNumberSW[@param=0]	1K0035188F
/SystemIdentification[@param=0]	Radio Prem-8

Test step: Prepare TN

Test step: Assignment w/o index

Test step: Writing file

Test step: Return

Action: Message
Installation evaluation: 56
Part number: 1K0035188F
Part number prepared: 035188
System description: Radio Prem-8
System designated prepared:
Assignment: Teilenummer ohne Index
selected system: RCD510
File content: //////////

Action: Message

Result: OK

Function test 3: ID77_XX_1_0811_11_00011

Time required (TU): 0.0
Mouse clicks: 0
Keyboard input: 0

Result: OK

Test step: Supply

Test step: Telephone

Test step: Return

Result: OK

Function test 4: ID37_X_1_0413_11_00011

Time required (TU): 0.0
Mouse clicks: 0
Keyboard input: 0

Result: OK

Test step: Supply

Test step: Read Infotaiment file

Test step: Return

Action: Message
Installation evaluation:
System designation:
System designated prepared:
Assignment:
selected system:
File content: //////////

Action: Message

Result: OK

Function test 5: ID47_1K_____1_0309_66_00011

Time required (TU): 0.0
Mouse clicks: 0
Keyboard input: 0

Result: X

Test step: Supply

Test step: Digital sound

Test step: Return

Result: X

Function test 6: ID57_____1_0410_11_00011

Time required (TU): 0.0
Mouse clicks: 0
Keyboard input: 0

Result: OK

Test step: Supply

Test step: TV tuner

Test step: Return

Result: OK

Function test 7: ID08_A3_____1_0910_11_00011

Time required (TU): 0.0
Mouse clicks: 0
Keyboard input: 0

Result: OK

Test step: Supply

Test step: Identification

Test step: Return

Result: OK

Function test 8: SYS_X_1_0412_11_Startmodul_00011

Time required (TU): 0.1
Mouse clicks: 0
Keyboard input: 0

Result: OK

Test step: Supply

Test step: Write diagnostic session ID

Function call-up: sys_x_1_0412_11_datensammler_te_00011

Parameters:
RVar_laufleistung:

Test step: Supply

Test step: BCM data

Function call-up: sys_7p_____1_0511_11_messwerte_hybrid_bms_00011

Test step: Supply

Test step: Vehicle selection

Test step: Return

Function return: sys_7p_____1_0511_11_messwerte_hybrid_bms_00011

Result: OK

Test step: Read measured values DA3C

Test step: Start/stop data

Function call-up: sys_xx_____1_1110_11_laufleistung_ermitteln_00011

Parameters:
RVar_laufleistung:

Test step: Supply

Test step: Determine mileage from SGBD

Control module communication (KWP):
Control module: Dash Board (LL_DashBoardUDS)
Job status: ECF_NO_ECUCOM_JOB
Service: ReadECUIdentification
Request parameters:

Number	Value
1	

Response parameters:
No response parameters

Control module communication (KWP):
Control module: Dash Board (LL_DashBoardUDS)
Job status: OKAY
Service: ReadECUIdentification2
Request parameters:

Number	Value
1	

Response parameters:

Name	Value
/OdisResultVariant	SCH7000

Test step: Determine mileage from ODX

Control module communication (UDS):
Control module: Dash Board (LL_DashBoardUDS)
Job status: OKAY
Service: DiagnServi_ReadDataByIdentMeasuValue (Distance)
Request parameters:

Name	Value
Param_RecorDataIdent	Distance

Response parameters:

Name	Value
/Param_DataRecor/Param_Wegst/Case_Wegst/Param_Wegst	325400 km
/Param_RecorDataIdent	Wegstrecke
/Param_RespoServId	98

Test step: Add to log

Test step: Return

Function return: sys_xx_____1_1110_11_laufleistung_ermitteln_00011

Result: OK

Function call-up: sys_xx_____1_1110_11_Verlernzaehler_ermitteln_00011

Test step: Supply

Test step: Determine unlearning counter from SGBD

Control module communication (KWP):
Control module: Gateway (LL_GatewKWP2000CAN20)
Job status: ERROR_NRC_ServiceNotSupported:ServiceID:ResponseCode
Service: ReadECUIdentification
Request parameters:

Number	Value
1	

Response parameters:
No response parameters

Control module communication (KWP):
Control module: Gateway (LL_GatewKWP2000CAN20)
Job status: OKAY
Service: ReadECUIdentification2
Request parameters:

Number	Value
1	
2	0

Response parameters:

Name	Value
/OdisResultVariant	DID6000

Control module communication (KWP):
Control module: Gateway (LL_GatewKWP2000CAN20)
Job status: OKAY
Service: ReadMeasurementValueBlock
Request parameters:

Number	Value
1	2

Number	Value
2	1

Response parameters:

Name	Value
/MeasurementValue[@param=0]	12

Test step: Amend protocol

Test step: Return

Function return: sys_xx____1_1110_11_Verlernzaehler_ermitteln_00011

Result: OK

Test step: Amend protocol

Test step: Return

Function return: sys_x_1_0412_11_datensammler_te_00011

Result: OK

Function call-up: sys_x_1_0316_11_gesetzes_relevante_daten_00011

Test step: Supply

Test step: OBD data

Control module communication (UDS):
Control module: Engine Control Module 1 (LL_EnginContrModul1UDS)
Job status: OKAY
Service: DiagnServi_ReadDataByIdentGenerServi (62513)
Request parameters:

Name	Value
Param_RecorDataIdent	62513

Response parameters:

Name	Value
/Param_DataRecor	C7 14
/Param_MatchRecorDataIdent	F4 31
/Param_RecorDataIdent	62513
/Param_RespoServiId	98

Test step: Vehicle selection

Test step: CVN TCM

Control module communication (UDS functional):
Control module: LL_AllOBDSysteLegisAddre
Job status: OKAY
Service: DiagnServi_RequeVehicInfor
Request parameters:

Name	Value
Param_InfoType	Calibration Verification Numbers

Response parameters (BV_EnginContrModul1UDS):

Name	Value
/Param_DataRecor/Param_CalibVerifNumbeCheckWrapp[0]/Param_CalibVerifNumbeCheck	69 64 82 AD
/Param_InfoType	Calibration Verification Numbers
/Param_MatchInfoType	06
/Param_RespoServiId	73

Test step: Return

Function return: sys_x_1_0316_11_gesetzes_relevante_daten_00011

Result: OK

Function call-up: sys_x_1_0412_11_hinweise_00011

Test step: Supply

Function call-up: sys_x_x_1_0117_11_ea189_nar_Lambdasondenadaptionswert_00000

Test step: Supply

Test step: Heated oxygen sensors adaptation value

Test step: Return

Function return: sys_x_x_1_0117_11_ea189_nar_Lambdasondenadaptionswert_00000

Result: OK

Function call-up: sys57_3c____1_1109_11_mischverbau_tsg_00011

Test step: Supply

Test step: Type

Test step: Return

Function return: sys57_3c____1_1109_11_mischverbau_tsg_00011

Result: OK

Function call-up: sys45_3c____1_0408_11_esp_kundendienstsoftware_00011

Test step: Supply

Test step: Type

Test step: Return

Function return: sys45_3c____1_0408_11_esp_kundendienstsoftware_00011

Result: OK

Function call-up: sys24_6Q__xxx_1_0608_11_fehlercodeart_00011

Test step: Supply

Test step: Please wait . . .

Test step: Return

Function return: sys24_6Q__xxx_1_0608_11_fehlercodeart_00011

Result: OK

Function call-up: sys69_11_x_1_1111_11_sondermeldung_aag_australien_00011

Test step: Supply

Test step: Special indication

Test step: Return

Function return: sys69_11_x_1_1111_11_sondermeldung_aag_australien_00011

Result: OK

Function call-up: sys_5k____1_1211_11_egolf_00011

Test step: Supply

Test step: Type

Test step: Return

Function return: sys_5k____1_1211_11_egolf_00011

Result: OK

Function call-up: sys_7n_j623_cfxx_1_1110_11_hinweis_00011

Test step: Supply

Test step: Type/Equipment

Test step: Return

Function return: sys_7n_j623_cfxx_1_1110_11_hinweis_00011

Result: OK

Function call-up: sys91_x_1_1010_11_Radio_SW_HW_Teilenummer_00011

Test step: Supply

Test step: Type / equipment

Test step: Return

Function return: sys91_x_1_1010_11_Radio_SW_HW_Teilenummer_00011

Result: OK

Test step: SWITCH EA888 Wastegate

Function call-up: sys_x_x_1_0817_x_ea888_wastegate_00000

Parameters:
RVar_int_ANZEIGE: 0

Test step: Supply

Test step: Equipment

Test step: OK

Test step: Return

Function return: sys_x_x_1_0817_x_ea888_wastegate_00000

Result: OK

Test step: Assign vehicle type

Test step: OK

Test step: Return

Function return: sys_x_1_0412_11_hinweise_00011

Result: OK

Test step: Return

Result: OK

Offboard Diagnostic Information System **Diagnostic Log(Long)** **26.10.2018 10:09**

XML_to_HTML_Main.xsl Version: 4.41.2 from 20.02.2017

General Information

RO Number: ---

Log type: Guided Fault Finding
Log status: Temporary log

Workshop information

Diagnostic tester serial number:	c879f2da78a7fb56f7a60ba1c223e767
Hardware platform:	VAS 6150C (PanasonicCorporation / CF-52JE2VWVW)
Operating system:	Windows 7
VCI type:	VAS 5054 (140623426)
VCI connection type:	USB
Communication path:	CAN/K line
Importer number:	444
Dealer/facility number:	09412
Facility ID:	Checkered Flag VW Virginia Beach VA 409412 (manual specification)
Contract status:	Authorized dealer

Software versions:

Offboard Diagnostic Information System Service:	Offboard Diagnostic Information System Service Patch 5.0.3
Main feature:	75.0.10
Additional:	
MCD server manufacturer:	Volkswagen AG
MCD server name:	VW-MCD
MCD server version:	11.0.0
MCD server API version:	3.0.0
PDU API manufacturer:	Softing D-PDU API for VCIs
PDU API version:	1.20.42
PDU API API version:	1.20.42
ECF version:	40.2.0
General Testscript API Version:	unknown
API version test script:	4.50.7
Measurement Types:	16.0.1

Installed diagnostic data:

GFF DIDB brand:	V
GFF DIDB version:	2018.14.00
GFF DIDB language:	en_US, od_OD
GFF technical version:	2.36.7
Base DIDB version:	2018.9.14.AutoGenerated
Base DIDB language:	en_US

Vehicle:

Brand:	Volkswagen
Type:	A3 - Passat/New Midsize Sedan 2011 USA/CAN >
Model year:	2014 (E)
Version:	Sedan
Engine code:	CPKA 1,8l Motronic / 125kW
License plate:	
VIN (automatic):	1VWBS7A30EC[redacted]
VIN (manual):	1VWBS7A30EC[redacted]
Odometer reading (km):	329670
ASAM project name	VW411
ASAM project version	901.2.150

Diagnostic Session

Start diagnosis: 26.10.2018 10:07 Time required (TU): 11
End of diagnosis: 26.10.2018 10:09

Mouse clicks Diagnostic Session/Diagnostic Entrance/Diagnostic exit/Function tests: 13 /5 /0 /0
Keyboard input Diagnostic Session/Diagnostic Entrance/Diagnostic exit/Function tests: 26 /0 /0 /0

Used diagnostic data:

GFF DIDB brand:	V
GFF DIDB version:	2018.14.00
GFF DIDB language:	en_US
GFF technical version:	2.36.7
Base DIDB version:	2018.9.14.AutoGenerated
Base DIDB language:	en_US
DTC_Exclusion Version:	1.0.0

Global variables:

Name:	Type:	Content:
DIAGNOSTIC_ADMIT_CHECK	String	VAS5054 | NOT REQUIRED
laufleistung	String	329670
str_T_DTCcleared	String	4267 km

Name:	Type:	Content:
str_cvn_tcm	String	696482AD

Error messages outside of Guided Fault Finding:

Error: Core.ODS4011E
Text: ODS4011E Internal: The system does not support the coding DN#NA#NA#[redacted]

Error: Core.ODS4011E
Text: ODS4011E Internal: The system does not support the coding UP#NA#NA#[redacted]

Error: Core.ODS4011E
Text: ODS4011E Internal: The system does not support the coding UP#UP#NA#[redacted]

Error: Core.ODS4011E
Text: ODS4011E Internal: The system does not support the coding UP#UP#UP#[redacted]

Error: Infrastructure.Vehicle.ODS8002E
Text: ODS8002E Infrastructure.Vehicle (EcuCom): Communication to the control module with control address 0xFFFFFFFF was faulty.

Error: Core.ODS4010E
Text: ODS4010E Internal: The data structure 0#316500#0#0#JE55B42142222A11122#400#[redacted]#[redacted]#JE67Y2152422A11122#1200#[redacted]#[redacted]#JE8[redacted] contains content errors.

Error: Core.ODS4010E
Text: ODS4010E Internal: The data structure 0#322500#0#0#JE55B42142222A11122#400#[redacted]#[redacted]#JE67Y2152422A11122#1200#[redacted]#[redacted]#JE8[redacted] contains content errors.

First system test with DTC memory entries

Address: 0025 System name: 25 - Immobilizer Log versions: UDS/ISOTP (Events: 0)

Identification:

Hardware part number:	5K0953234
Part number:	5K0953234
Hardware version number:	H04
Software version number:	0811
Production date:	26.11.2013
Coding:	00 00 00
Coding:	000000
Ability to flash:	Unknown
System name:	IMMO
ASAM base version:	BV_ImmobUDS
ASAM 2D/ODX data set:	EV_Immo_UDS_VDD_RM09
ASAM 2D/ODX data set version:	A03710
ASAM/ODX control module version being used:	EV_ImmoUDSVDDRM09_A03
Target data container:	----------
Version of the target data container:	----
Equipment code:	2D 2D 2D 2D 2D 2D 2D 2D
System abbreviation:	J334

Address: 0003 System name: 03 - Anti-lock brake system Log versions: KWP2000/TP20 (Events: 1)

Identification:

Hardware part number:	1K0907379BM
Part number:	1K0907379BM
Hardware version number:	H46
Software version number:	0164
Production date:	
Coding:	C5 4B C0 F5 49 28 00 FA A3 0F 03 EA 92 1D 00 [...]
Coding:	C54BC0F5492800FAA30F03EA921D0041A0100012
Ability to flash:	flashable
System name:	ESP MK60EC1

DTC memory entries:

DTC memory entry

Number:	VAG02214: Tire pressure warning
Error type 1:	Lower limit not reached
Error type 2:	static

Standard ambient conditions:

Date:	9/1/18
Time:	4:21:59 PM
Mileage (DTC):	325458
Priority:	2
Frequency counter:	2
Elimination counter / driving cycle:	34

Expanded ambient conditions:

0
32768
4608
16401
50988
0
1534
256

Address: 0017 System name: 17 - Instrument cluster Log versions: UDS/ISOTP (Events: 0)

Identification:

Hardware part number:	561920970F
Part number:	561920970F
Hardware version number:	H04
Software version number:	0811
Production date:	26.11.2013
Coding:	23 1E 01
Coding:	231E01
Ability to flash:	Unknown
System name:	KOMBI
ASAM base version:	BV_DashBoardUDS
ASAM 2D/ODX data set:	EV_Kombi_UDS_VDD_RM09
ASAM 2D/ODX data set version:	A04721
ASAM/ODX control module version being used:	EV_KombiUDSVDDRM09_A04
Equipment code:	00 00 00 00 00 00 00 00
System abbreviation:	J285

Address: 0015 System name: 15 - Airbag Log versions: UDS/ISOTP (Events: 1)

Identification:

Hardware part number:	5C0959655AE
Part number:	5C0959655AE
Hardware version number:	014
Software version number:	0851
Production date:	17.11.2013
Coding:	00 00 50 33
Coding:	00005033
Ability to flash:	Unknown
System name:	AirbagVW10G
ASAM base version:	BV_AirbaUDS
ASAM 2D/ODX data set:	EV_AirbaVW10SMEVW360
ASAM 2D/ODX data set version:	001026
ASAM/ODX control module version being used:	EV_AirbaVW10SMEVW360_001
Target data container:	560003v____
Version of the target data container:	0061
Equipment code:	00 00 00 00 00 00 00 01
System abbreviation:	J234

DTC memory entries:

DTC memory entry

Number:	B10001B: Driver airbag igniter Resistance too high
Error type 2:	active/static
Symptom:	9437211
Status:	10001001

Standard ambient conditions:

Date:	10/12/18
Time:	8:38:57 AM
Mileage (DTC):	328115
Priority:	2
Frequency counter:	1
Elimination counter / driving cycle:	255

Address: 0009 System name: 09 - Vehicle electrical system control module Log versions: KWP2000/TP20 (Events: 1)

Identification:

Hardware part number:	5K0937085AB
Part number:	5K0937085AB
Hardware version number:	122
Software version number:	0173
Production date:	
Coding:	EF 20 0E 1B 80 2B 2A D4 09 88 00 01 06 00 04 [...]
Coding:	EF200E1B802B2AD409880001060004480 0F1A08640801D20648060000C70
Ability to flash:	flashable
System name:	BCM PQ35 B+

DTC memory entries:

DTC memory entry

Number:	VAG00955: Key 1
Error type 1:	no or incorrect basic setting/adaptation
Error type 2:	static

Standard ambient conditions:

Date:	8/31/18
Time:	1:24:55 AM
Mileage (DTC):	325409
Priority:	4
Frequency counter:	1
Elimination counter / driving cycle:	13

Expanded ambient conditions:

Term.15 ON
12.350000000000001 V

On
On
Off
Off
Off

Address: 0002 System name: 02 - Gearbox electronics Log versions: UDS/ISOTP (Events: 0)

Identification:

Hardware part number:	09G927749B
Part number:	09G927749B
Hardware version number:	101
Software version number:	2855
Production date:	08.10.2013
Coding:	00 03 48
Coding:	000348
Ability to flash:	Unknown
System name:	AISIN AG6 G3
ASAM base version:	BV_TransContrModulUDS
ASAM 2D/ODX data set:	EV_TCMAQ250031
ASAM 2D/ODX data set version:	001004
ASAM/ODX control module version being used:	EV_TCMAQ250031_001
Equipment code:	00 00 00 00 00 00 00 00
System abbreviation:	J217

Address: 0019 System name: 19 - Data bus on board diagnostic interface Log versions: KWP2000/TP20 (Events: 0)

Identification:

Hardware part number:	7N0907530AM
Part number:	7N0907530AM
Hardware version number:	H55
Software version number:	1642
Production date:	15.11.2013
Coding:	46 10 00
Coding:	461000
Ability to flash:	flashable
System name:	J533 Gateway
Target data container:	----------
Version of the target data container:	----
Equipment code:	0000000000000000

Address: 0001 System name: 01 - Engine electronics Log versions: UDS/ISOTP (Events: 4)

Identification:

Hardware part number:	06K907425
Part number:	06K906070H
Hardware version number:	H09
Software version number:	6866
Production date:	01.12.2013
Coding:	00 1A 00 12 24 24 00 16 00 00
Coding:	001A0012242400160000
Ability to flash:	Unknown
System name:	Simos12.2
ASAM base version:	BV_EnginContrModul1UDS
ASAM 2D/ODX data set:	EV_ECM18TFS02006K906070H
ASAM 2D/ODX data set version:	001005
ASAM/ODX control module version being used:	EV_ECM18TFS02006K906070H_001
Equipment code:	00 00 00 00 00 00 00 00
System abbreviation:	J623

DTC memory entries:

DTC memory entry

Number:	U112300: Databus error value received
Error type 2:	passive/sporadic
Symptom:	19428
Status:	00101100

Standard ambient conditions:

Date:	8/31/18
Time:	2:16:51 AM
Mileage (DTC):	325412
Priority:	6
Frequency counter:	254
Elimination counter / driving cycle:	255

Expanded ambient conditions:

Engine speed	794.75	1/min
Normed load value	16.862745	%
Vehicle speed	0	km/h
Coolant temperature	89	°C
Intake air temperature	58	°C
Ambient air pressure	1020	mbar
Voltage terminal 30	13.457	V

Dynamic environmental data

	20 96 28 11 0E 02 11 EC 04 11 DC 01 D1 11 ED 32 10 A6 01 B4 11 EE 20 11 DB 05 D3	
Unlearning counter according OBD	40	
STATE_ENG	IS	
STATE_LS_SAE[1]	OL_INTR	
T_AST_SAE	465.0	s
MAP_MES_SAE	50.0	kPa
VLS_UP[1]	2.1289062	V
FAC_TPS_1_SAE	12.5	%
FUP_H_SAE	14910.0	kPa

DTC memory entry

Number:	P056800: Cruise Control Set Signal
Error type 2:	active/static
Symptom:	19430
Status:	00101111

Standard ambient conditions:

Date:	9/13/18
Time:	4:34:37 AM
Mileage (DTC):	326369
Priority:	2
Frequency counter:	254
Elimination counter / driving cycle:	255

Expanded ambient conditions:

Engine speed	0.0	1/min
Normed load value	0.0	%
Vehicle speed	0	km/h
Coolant temperature	48	°C
Intake air temperature	48	°C
Ambient air pressure	1020	mbar
Voltage terminal 30	12.07	V
Dynamic environmental data	20 96 28 11 0E 00 11 EC 00 11 DC 00 00 11 ED 65 10 A6 01 A7 11 EE 2E 11 DB 02 BB	
Unlearning counter according OBD	40	
STATE_ENG	ES	
STATE_LS_SAE[1]	INI	
T_AST_SAE	0.0	s
MAP_MES_SAE	101.0	kPa
VLS_UP[1]	2.0654297	V
FAC_TPS_1_SAE	17.96875	%
FUP_H_SAE	6990.0	kPa

DTC memory entry

Number:	P164700: Checking coding/versions of control modules in drivetrain
Error type 2:	active/static
Symptom:	19437
Status:	10101111

Standard ambient conditions:

Date:	8/31/18
Time:	2:18:36 AM
Mileage (DTC):	325412
Priority:	2
Frequency counter:	15
Elimination counter / driving cycle:	255

Expanded ambient conditions:

Engine speed	0.0	1/min
Normed load value	0.0	%
Vehicle speed	0	km/h
Coolant temperature	34	°C
Intake air temperature	32	°C
Ambient air pressure	1020	mbar
Voltage terminal 30	12.167	V
Dynamic environmental data	20 96 28 41 6C 00 41 6F 01 43 83 01 00	
Unlearning counter according OBD	40	
ACC variants	ACC	
ACC variants (coding)	cruise_control	
Cruise control switch actuation	256	
operated	actuated	
Plausible	plausible	
Not selected	Not selected	
not activated	not_actuated	
not activated	not_actuated	
No	no	
not activated	not_actuated	
not activated	not_actuated	
not activated	not_actuated	
not activated	not_actuated	
not activated	not_actuated	

not activated	not_actuated
not activated	not_actuated
OK	ok

DTC memory entry

Number:	P151E00: Reduced speed threshold for oil pressure switching
Error type 2:	active/static
Symptom:	21564
Status:	01101101

Standard ambient conditions:

Date:	10/11/18
Time:	3:33:57 AM
Mileage (DTC):	327992
Priority:	6
Frequency counter:	1
Elimination counter / driving cycle:	255

Expanded ambient conditions:

Engine speed	795.0	1/min
Normed load value	17.647058	%
Vehicle speed	0	km/h
Coolant temperature	85	°C
Intake air temperature	45	°C
Ambient air pressure	1010	mbar
Voltage terminal 30	14.003	V

Address: 0042 System name: 42 - Driver door electronics Log versions: UDS/ISOTP (Events: 0)

Identification:

Hardware part number:	3C0959793B
Part number:	561959701
Hardware version number:	002
Software version number:	0525
Production date:	25.09.2013
Coding:	04 04 F5
Coding:	0404F5
Ability to flash:	Unknown
System name:	TUER-SG FT
ASAM base version:	BV_DoorElectDriveSideUDS
ASAM 2D/ODX data set:	EV_TSGFPQ25BRFVW46X
ASAM 2D/ODX data set version:	A04001
ASAM/ODX control module version being used:	EV_TSGFPQ25BRFVW46X_A04
Target data container:	----------
Version of the target data container:	----
Equipment code:	00 00 00 00 00 00 00 00 00 00 00 00
System abbreviation:	J386

Address: 0052 System name: 52 - Passenger door electronics Log versions: UDS/ISOTP (Events: 0)

Identification:

Hardware part number:	3C0959792B
Part number:	561959702
Hardware version number:	002
Software version number:	0525
Production date:	26.09.2013
Coding:	04 04 F4
Coding:	0404F4
Ability to flash:	Unknown
System name:	TUER-SG BT
ASAM base version:	BV_DoorElectPasseSideUDS
ASAM 2D/ODX data set:	EV_TSGBPQ25BRFVW46X
ASAM 2D/ODX data set version:	A04001
ASAM/ODX control module version being used:	EV_TSGBPQ25BRFVW46X_A04
Target data container:	----------
Version of the target data container:	----
Equipment code:	00 00 00 00 00 00 00 00 00 00 00 00
System abbreviation:	J387

Address: 0044 System name: 44 - Steering assist. - electro-mech. (left-hand drive) Log versions: KWP2000/TP20 (Events: 0)

Identification:

Hardware part number:	----------
Part number:	1K0909144R
Hardware version number:	H22
Software version number:	3501
Production date:	18.10.2013
Coding:	
Ability to flash:	flashable
System name:	EPS_ZFLS KI. 288

Address: 0056 System name: 56 - Radio Premium 8 Log versions: KWP2000/TP20 (Events: 1)

Identification:

Hardware part number:	1K0035188F

Part number:	1K0035188F
Hardware version number:	H05
Software version number:	0008
Production date:	06.12.2013
Coding:	01 00 04 40 04 00 0B
Coding:	0100044004000B
Ability to flash:	flashable
System name:	Radio Prem-8
Target data container:	----------
Version of the target data container:	----
Equipment code:	0000000000000000

DTC memory entries:

DTC memory entry

Number:	VAG02635: Tuner not enabled/activated
Error type 2:	static

Standard ambient conditions:

Date:	8/31/18
Time:	1:24:37 AM
Mileage (DTC):	325409
Priority:	7
Frequency counter:	1
Elimination counter / driving cycle:	13

Address: 0075 System name: 75 - Emergency call module & comm. unit Log versions: UDS/ISOTP (Events: 2)

Identification:

Hardware part number:	561035285
Part number:	561035285
Hardware version number:	014
Software version number:	0086
Production date:	30.09.2013
Coding:	02 14 01 02 C2 16 3A 10 7F 16 06 C0 00 00
Coding:	02140102C2163A107F1606C00000
Ability to flash:	Unknown
System name:	OCULowUSA
ASAM base version:	BV_TelemCommuUnitUDS
ASAM 2D/ODX data set:	EV_OCULow
ASAM 2D/ODX data set version:	001010
ASAM/ODX control module version being used:	EV_OCULow_001
Target data container:	----------
Version of the target data container:	----
Equipment code:	00 00 00 00 00 00 00 00 00 00 00 00
System abbreviation:	J949

DTC memory entries:

DTC memory entry

Number:	U112100: Databus missing message
Error type 2:	passive/sporadic
Symptom:	35
Status:	00001000

Standard ambient conditions:

Date:	9/1/18
Time:	1:53:55 AM
Mileage (DTC):	325439
Priority:	6
Frequency counter:	26
Elimination counter / driving cycle:	154

DTC memory entry

Number:	U112100: Databus missing message
Error type 2:	passive/sporadic
Symptom:	12670464
Status:	00001000

Standard ambient conditions:

Date:	9/1/18
Time:	5:48:24 AM
Mileage (DTC):	325580
Priority:	6
Frequency counter:	14
Elimination counter / driving cycle:	149

Address: 0077 System name: 77 - Telephone | J412 Log versions: UDS/ISOTP (Events: 0)

Identification:

Hardware part number:	5N0035729A
Part number:	5N0035729A
Hardware version number:	H05
Software version number:	0315
Production date:	19.11.2013
Coding:	0A 10 03 00 80 01 01 10
Coding:	0A10030080010110

Ability to flash:	Unknown
System name:	TELEFON
ASAM base version:	BV_TelepUDS
ASAM 2D/ODX data set:	EV_UHVUMI
ASAM 2D/ODX data set version:	001007
ASAM/ODX control module version being used:	EV_UHVUMI_001
Target data container:	5N0035729A
Version of the target data container:	0001
Equipment code:	00 00 00 00 00 00 00 00
System abbreviation:	J412

Address: 0016 System name: 16 - Steering wheel electronics Log versions: UDS/ISOTP (Events: 6)

Identification:

Hardware part number:	5K0953569AL
Part number:	5K0953569AL
Hardware version number:	016
Software version number:	0180
Production date:	25.08.2015
Coding:	79 82 A0 00 00
Coding:	7982A00000
Ability to flash:	Unknown
System name:	LENKS.MODUL
ASAM base version:	BV_SteerColumElectUDS
ASAM 2D/ODX data set:	EV_VW360SteerWheelUDS
ASAM 2D/ODX data set version:	A03004
ASAM/ODX control module version being used:	EV_VW360SteerWheelUDS_A03
Target data container:	----------
Version of the target data container:	----
Equipment code:	30 30 30 30 30 30 30 30
System abbreviation:	J527

DTC memory entries:

DTC memory entry

Number:	B114913: Windshield wiper intermittent mode switch Open circuit
Error type 2:	active/static
Symptom:	227355
Status:	00001001

Standard ambient conditions:

Date:	8/31/18
Time:	2:17:48 AM
Mileage (DTC):	325412
Priority:	3
Frequency counter:	254
Elimination counter / driving cycle:	117

DTC memory entry

Number:	B115411: CCS Switch Short circuit to ground
Error type 2:	active/static
Symptom:	229127
Status:	00001001

Standard ambient conditions:

Date:	8/31/18
Time:	2:17:48 AM
Mileage (DTC):	325412
Priority:	3
Frequency counter:	12
Elimination counter / driving cycle:	114

DTC memory entry

Number:	B115413: CCS Switch Open circuit
Error type 2:	active/static
Symptom:	229147
Status:	00001001

Standard ambient conditions:

Date:	8/31/18
Time:	2:17:48 AM
Mileage (DTC):	325412
Priority:	3
Frequency counter:	25
Elimination counter / driving cycle:	114

DTC memory entry

Number:	U000200: High Speed CAN Communication Bus Performance
Error type 2:	active/static
Symptom:	335876
Status:	00001001

Standard ambient conditions:

Date:	8/31/18
Time:	2:17:48 AM

Mileage (DTC):	325412
Priority:	6
Frequency counter:	1
Elimination counter / driving cycle:	13

DTC memory entry

Number:	U108E00: Control unit in steering wheel No Communication
Error type 2:	active/static
Symptom:	365080
Status:	00001001

Standard ambient conditions:

Date:	10/12/18
Time:	8:38:56 AM
Mileage (DTC):	328115
Priority:	6
Frequency counter:	1
Elimination counter / driving cycle:	86

DTC memory entry

Number:	B116854: Steering angle sensor No basic setting
Error type 2:	active/static
Symptom:	1140738
Status:	00001001

Standard ambient conditions:

Date:	8/31/18
Time:	2:17:48 AM
Mileage (DTC):	325412
Priority:	2
Frequency counter:	1
Elimination counter / driving cycle:	13

Expanded ambient conditions:

13.6	V
0	
0	

Address: 0008 System name: 08 - A/C/heating electronics (A/C - manual) Log versions: UDS/ISOTP (Events: 0)

Identification:

Hardware part number:	561907426E
Part number:	561907426E
Hardware version number:	H02
Software version number:	0303
Production date:	05.12.2013
Coding:	00 10 00 10 02
Coding:	0010001002
Ability to flash:	Unknown
System name:	AC Manuell
ASAM base version:	BV_AirCondiUDS
ASAM 2D/ODX data set:	EV_ACManuaElectGen2BHTC
ASAM 2D/ODX data set version:	001002
ASAM/ODX control module version being used:	EV_ACManuaElectGen2BHTC_001
Equipment code:	00 00 00 00 00 00 00 00
System abbreviation:	J301

Address: 004F System name: 4F - Vehicle electrical system control module 2 Log versions: KWP2000/TP20 (Events: 0)

Identification:

Hardware part number:	7N0907530AM
Part number:	7N0907532
Hardware version number:	H55
Software version number:	1642
Production date:	15.11.2013
Coding:	01 03 01 08
Coding:	01030108
Ability to flash:	flashable
System name:	EZE_2

Additional system tests with DTC memory entries

No system tests available.

Steps performed

No.	Form	Result
1	Diagnosis is being prepared	OK
2	Check radio connection	OK
3	Create results log	OK
4	Detecting VIN	OK
5	Log on for group system access	OK
6	The vehicle data inquiry is running	OK
7	Analyzing VIN	OK

No.	Form	Result
8	Check vehicle identification	OK
9	Establishing vehicle	OK
10	Use K line adapter	OK
11	Set brand design	OK
12	Check contract status	OK
13	Detect vehicle data	OK
14	Identify and select order data	OK
15	Check vehicle project	OK
16	Control module communication configuration	OK
17	Detect control module list	OK
18	Check for quick entrance	OK
19	Check for availability of LT3 vehicle	OK
20	Check for CAN diagnosis	OK
21	Evaluate Gateway components list	OK
22	Control module communication configuration	OK
23	Read control modules	OK
24	Control module communication configuration	OK
25	Check the Gateway communication.	OK
26	Pause quick entrance	OK
27	Perform traversal test	OK
28	Identify control modules again	OK
29	Check for fixed installation control modules	OK
30	Check control module versions	OK
31	Create knowledge base	OK
32	Index documents	OK
33	Background start module implementation started	OK
34	Perform start module	OK
35	Test plan is being calculated	OK
36	Determine special functions	OK
37		OK
38	Set diagnostic log type	OK
39	Prepare secondary session	OK
40	Detect control module list	OK
41	Open components list	OK
42	Enter secondary session	OK
43	Synchronize control module lists	OK

Test plans

Test plan 1

SYS_X_1_0717_X_X_GRA_XX_FSB_GRA_ACC_00000

Fault list:

Control module address	Error
0001	P056800: Cruise Control Set Signal

J623_X_1_0313_11_X_X_MSG_codieren_00011

Fault list:

Control module address	Error
0001	P164700: Checking coding/versions of control modules in drivetrain

P151E00_Red_DrehzSchw_f_Oeldruckumschalt_X_1011_11_00011

Fault list:

Control module address	Error
0001	P151E00: Reduced speed threshold for oil pressure switching

U112300_Datenbus_empfangener_Fehlerwert_X_0212_11_00011

Fault list:

Control module address	Error
0001	U112300: Databus error value received

SYS45_13_____1_0508_11_Reifendruckwarnung_00011

Fault list:

Control module address	Error
0003	VAG02214: Tire pressure warning

N95_X_1_0312_11_00011

Fault list:

Control module address	Error
0015	B10001B: Driver airbag igniter Resistance too high

J519_X_1_1112_11_Funkfernbedienung_pruefen_BCM_KWP_00011

Fault list:

Control module address	Error
0009	VAG00955: Key 1

E22__A3_91____1_0311_11_UDS_00011

Fault list:

Control module address	Error
0016	B114913: Windshield wiper intermittent mode switch Open circuit

E221_A3_91____1_0311_11_UDS_00011

Fault list:

Control module address	Error
0016	U108E00: Control unit in steering wheel No Communication

E45__A3_91____1_0311_11_UDS_00011

Fault list:

Control module address	Error
0016	B115411: CCS Switch Short circuit to ground
0016	B115413: CCS Switch Open circuit

G85__A3_91____1_0311_11_UDS_00011

Fault list:

Control module address	Error
0016	B116854: Steering angle sensor No basic setting

R_____91_____1_1006_11_00011

Fault list:

Control module address	Error
0056	VAG02635: Tuner not enabled/activated

SYS_X_1_0314_11_Tuner_SDARS_00011

Fault list:

Control module address	Error
0056	VAG02635: Tuner not enabled/activated

KOM_J949_J533_1_1212_11_CAN_PRUEFUNG_00011

Fault list:

Control module address	Error
0075	U112100: Databus missing message
0075	U112100: Databus missing message

Function tests

Function test 1: ID44_A3____1_0311_11_00011

Time required (TU): 0.0
Mouse clicks: 0
Keyboard input: 0

Result: OK

Test step: Supply

Test step: Identification

Control module communication (KWP):
Control module: Steering Assistance (LL_SteerAssisKWP2000CAN20)
Job status: OKAY
Service: ReadECUIdentification2
Request parameters:

Number	Value
1	
2	0

Response parameters:

Name	Value
/PartNumberSW[@param=0]	1K0909144R
/SystemIdentification[@param=0]	EPS_ZFLS KI. 288

Test step: Return

Result: OK

Function test 2: ID56_X_1_0413_11_00011

Time required (TU): 0.0
Mouse clicks: 0
Keyboard input: 0

Result: OK

Test step: Supply

Test step: Address 56 / 37 installed?

Test step: Read system

Control module communication (KWP):
Control module: Radio (LL_RadioKWP2000CAN20)
Job status: OKAY
Service: ReadECUIdentification2
Request parameters:

Number	Value
1	
2	0

Response parameters:

Name	Value
/PartNumberSW[@param=0]	1K0035188F
/SystemIdentification[@param=0]	Radio Prem-8

Test step: Prepare TN

Test step: Assignment w/o index

Test step: Writing file

Test step: Return

Action: Message
Installation evaluation: 56
Part number: 1K0035188F
Part number prepared: 035188
System description: Radio Prem-8
System designated prepared:
Assignment: Teilenummer ohne Index
selected system: RCD510
File content: //////////

Action: Message

Result: OK

Function test 3: ID77_XX_1_0811_11_00011

Time required (TU): 0.0
Mouse clicks: 0
Keyboard input: 0

Result: OK

Test step: Supply

Test step: Telephone

Test step: Return

Result: OK

Function test 4: ID37_X_1_0413_11_00011

Time required (TU): 0.0
Mouse clicks: 0
Keyboard input: 0

Result: OK

Test step: Supply

Test step: Read Infotaiment file

Test step: Return

Action: Message
Installation evaluation:
System designation:
System designated prepared:
Assignment:
selected system:
File content: //////////

Action: Message

Result: OK

Function test 5: ID47_1K_____1_0309_66_00011

Time required (TU): 0.0
Mouse clicks: 0
Keyboard input: 0

Result: X

Test step: Supply

Test step: Digital sound

Test step: Return

Result: X

Function test 6: ID57_____1_0410_11_00011

Time required (TU): 0.0
Mouse clicks: 0
Keyboard input: 0

Result: OK

Test step: Supply

Test step: TV tuner

Test step: Return

Result: OK

Function test 7: ID08_A3_____1_0910_11_00011

Time required (TU): 0.0
Mouse clicks: 0
Keyboard input: 0

Result: OK

Test step: Supply

Test step: Identification

Test step: Return

Result: OK

Function test 8: SYS_X_1_0518_X_STARTMODUL_PQ_00011

Time required (TU): 0.0
Mouse clicks: 0
Keyboard input: 0

Result: OK

Test step: Supply

Test step: MILEAGE SWITCH

Function call-up: sys_x_x_1_0418_x_laufleistung_ermitteln_00011

Parameters:
RVar_int_ANZEIGE: 0
RVar_str_ODOMETER:

Test step: Supply

Test step: Determine mileage

Control module communication (KWP):
Control module: Dash Board (LL_DashBoardUDS)
Job status: ECF_NO_ECUCOM_JOB
Service: ReadECUIdentification
Request parameters:

Number	Value
1	

Response parameters:
No response parameters

Control module communication (KWP):
Control module: Dash Board (LL_DashBoardUDS)
Job status: OKAY
Service: ReadECUIdentification2
Request parameters:

Number	Value
1	

Response parameters:

Name	Value
/OdisResultVariant	SCH7000

Control module communication (UDS):
Control module: Dash Board (LL_DashBoardUDS)
Job status: ECF_SET_VALUE_ERROR
Service: DiagnServi_ReadDataByIdentMeasuValue (Mileage)
Request parameters:

Name	Value
Param_RecorDataIdent	Mileage

No answer from the control module: Dash Board

Control module communication (UDS):
Control module: Dash Board (LL_DashBoardUDS)
Job status: OKAY
Service: DiagnServi_ReadDataByIdentMeasuValue (Distance)
Request parameters:

Name	Value
Param_RecorDataIdent	Distance

Response parameters:

Name	Value
/Param_DataRecor/Param_Wegst/Case_Wegst/Param_Wegst	329670 km
/Param_RecorDataIdent	Wegstrecke
/Param_RespoServiId	98

Test step: Return

Function return: sys_x_x_1_0418_x_laufleistung_ermitteln_00011

Result: OK

Test step: Added protocol

Test step: DATA ACQUISITION PQ SWITCH

Test step: REGULATORY DATA SWITCH

Function call-up: sys_x_1_0316_11_gesetzes_relevante_daten_00011

Test step: Supply

Test step: OBD data

Control module communication (UDS):
Control module: Engine Control Module 1 (LL_EnginContrModul1UDS)
Job status: OKAY
Service: DiagnServi_ReadDataByIdentGenerServi (62513)
Request parameters:

Name	Value
Param_RecorDataIdent	62513

Response parameters:

Name	Value
/Param_DataRecor	10 AB
/Param_MatchRecorDataIdent	F4 31
/Param_RecorDataIdent	62513
/Param_RespoServiId	98

Test step: Vehicle selection

Test step: CVN TCM

Control module communication (UDS functional):

Control module: LL_AllOBDSysteLegisAddre
Job status: OKAY
Service: DiagnServi_RequeVehicInfor
Request parameters:

Name	Value
Param_InfoType	Calibration Verification Numbers

Response parameters (BV_TransContrModulUDS):

Name	Value
/Param_DataRecor/Param_CalibVerifNumbeCheckWrapp[0]/Param_CalibVerifNumbeCheck	E3 9A 11 53
/Param_InfoType	Calibration Verification Numbers
/Param_MatchInfoType	06
/Param_NumbeOfDataItems	1
/Param_RespoServiId	73

Response parameters (BV_EnginContrModul1UDS):

Name	Value
/Param_DataRecor/Param_CalibVerifNumbeCheckWrapp[0]/Param_CalibVerifNumbeCheck	69 64 82 AD
/Param_InfoType	Calibration Verification Numbers
/Param_MatchInfoType	06
/Param_NumbeOfDataItems	1
/Param_RespoServiId	73

Test step: Return

Function return: sys_x_1_0316_11_gesetzes_relevante_daten_00011

Result: OK

Test step: SWITCH INFORMATION

Test step: OK

Test step: Return

Result: OK

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

All Customer Contacts for: **Ms.** [redacted]

05/16/2019 08:27:54 AM PETERSG Case: [redacted]

Case Closed By Midwest - PETERSG

05/16/2019 08:27:36 AM PETERSG Case: [redacted]

Note To User - CCC

No further action, pending customer interest.

04/15/2019 02:22:53 PM PETERSG Case: [redacted]

Note To Level 1 - LEVEL ONE

LEVEL ONE, When the customer calls back please advise the following:

- We apologize for her recent crash experience
- We see that she had previously called Customer Care, back on 12/17/18, to let us know that her airbag light was on and her horn didn't work
- We had set up an appontment for her to have the Clock Spring Warranty Extension performed by Island VW on 12/22/2018
- Did she have the clock spring repairs performed prior to her crash?
- If not, then that may explain why her airbags didn't deploy in her recent crash
- If she did have Clock Spring repairs performed and the airbag light was OFF, prior to her crash then we would like to research this matter
- To that end, we would ask for photos of the crash damage her Tiguan sustained in the crash and a copy of the police report

04/15/2019 02:22:32 PM PETERSG Case: [redacted]

Voice Mail To Owner - Ms. [redacted]

RC LVMM for the customer, asking her to RMC. Wait for the customer's call.

04/09/2019 11:31:44 AM PETERSG Case: [redacted]

Note To Level 1 - LEVEL ONE

LEVEL ONE, When the customer calls back please advise the following:

- We apologize for her recent crash experience
- We see that she had previously called Customer Care, back on 12/17/18, to let us know that her airbag light was on and her horn didn't work
- We had set up an appontment for her to have the Clock Spring Warranty Extension performed by Island VW on 12/22/2018
- Did she have the clock spring repairs performed prior to her crash?
- If not, then that may explain why her airbags didn't deploy in her recent crash
- If she did have Clock Spring repairs performed and the airbag light was OFF, prior to her crash then we would like to research this matter
- To that end, we would ask for photos of the crash damage her Tiguan sustained in the crash and a copy of the police report

04/09/2019 11:31:21 AM PETERSG Case: [redacted]

Voice Mail To Owner - Ms. [redacted]

RC LVMM for the customer, asking her to RMC. Wait for the customer's call.

All Customer Contacts for: **Ms.** [redacted]

04/09/2019 08:51:39 AM PETERSG Case: [redacted]

E-Mail To Product Liaison - Larry West

Good morning Larry,

Attached is a report, regarding a 2014 Tiguan in NY. There were no injuries. The customer says she rear ended another vehicle which totaled out the Tiguan. She says her horn didn¿t work and her airbag didn¿t deploy. I¿m going to find out whether her airbag light was on, prior to the crash and then ask for photos of the crash damage as well as a copy of the police report.

04/09/2019 08:51:32 AM PETERSG Case: [redacted]

Assigned To Midwest - PETERSG

Reassigned.

04/08/2019 07:31:57 PM MCCORST Case: [redacted]

Note To User - TREAD

Category Selection : AirBags / Did Not Deploy / airbag did not deploy in accident; Electrical / Ineffective - 1 / horn did not work ;

04/08/2019 07:30:11 PM MCCORST Case: [redacted]

Assigned To Northeast - *NONE*

Level 2 to look into why CUST airbags did not deploy

04/08/2019 07:23:08 PM MCCORST Case: [redacted]

E-Mail To Owner - Ms. [redacted]

Reference # [redacted]

Dear Ms. [redacted]

It was nice talking to you today.

Your case number is at the top of this email and in the subject line.

If I can be of future assistance, don¿t hesitate to call at 800-822-8987. You can also reply to this email or chat with us on [redacted].

Sincerely,

Stacie M
Customer CARE Advocate

All Customer Contacts for: **Ms.** [redacted]

04/08/2019 07:06:44 PM MCCORST Case: [redacted]

Call From Owner - Ms. [redacted]

Customer states: Customer was in an accident on Thursday; Customer was not injured in accident; Customer was on parkway; Customer tried sped up; vehicle in front of Customer started to brake; Customer tried to stop and use horn but Customer could not stop on time; says horn did not work and airbag did not deploy; Customer was told to contact Customer Care Center to cancel any extended warranties Customer may have purchased; Customer says vehicle is at body shop and insurance is going to be taken to a salvage; was declared as a total loss today; Customer would like to know next steps as this is their first accident; Customer did have GAP insurance

Customer seeks; to cancel any extended warranties and why airbag did not deploy

CO Advised: CO looked into Customer vehicle information and did not see any extended warranties on CO end; CO is going to escalate case to another department to look into why Customer airbags did not deploy; for any extended warranties CO did not see any; Customer would have to go through paper work Customer got a time of purchase and see if there is any third party warranty company information in there; if Customer did purchase extended warranties they would have to reach out to the companies to see if there is any information they could provide; for canceling GAP insurance Customer should reach out to Dealer; CO to send reference number email and escalate to level 2;

CO to escalate to level 2;

12/19/2018 12:42:04 PM WEBBDAN Case: [redacted]

Case Closed By Team 8 Northeast Region (NER) - WEBBDAN

12/19/2018 11:47:01 AM PETERKA Case: [redacted]

Case Reopened By Team 14 Southeast Region (SER) - PETERKA

12/19/2018 11:33:24 AM PETERKA Case: [redacted]

Call From Owner - [redacted]

Customer states received notice of warranty extension for the Air Bag Clock Spring; air bag light is on and steering wheel controls and horn are not working

Customer seeking to know what to do next

Customer Advocate advised can take vehicle to Dealer for diagnosis and repair; Customer Advocate scheduled appointment at Dealer 408317 on 12/22/2018 at 9am via Xtime [redacted]

CO to review and close

12/17/2018 01:17:44 PM WEBBDAN Case: [redacted]

Case Closed By Team 8 Northeast Region (NER) - WEBBDAN

All Customer Contacts for: **Ms.** [redacted]

12/17/2018 01:14:24 PM WEBBDAN Case: [redacted]

Call From Owner - [redacted]

Customer states; airbag light is on and steering wheel controls are not working; already scheduled a dealer appointment for the clock spring repair

Customer seeking; let VW know appointment was scheduled

CO acknowledged and thanked

no further action

Report Date: 1/27/21

Record Entry TREAD Data for VIN: WVGAV3AX8EW[redacted]

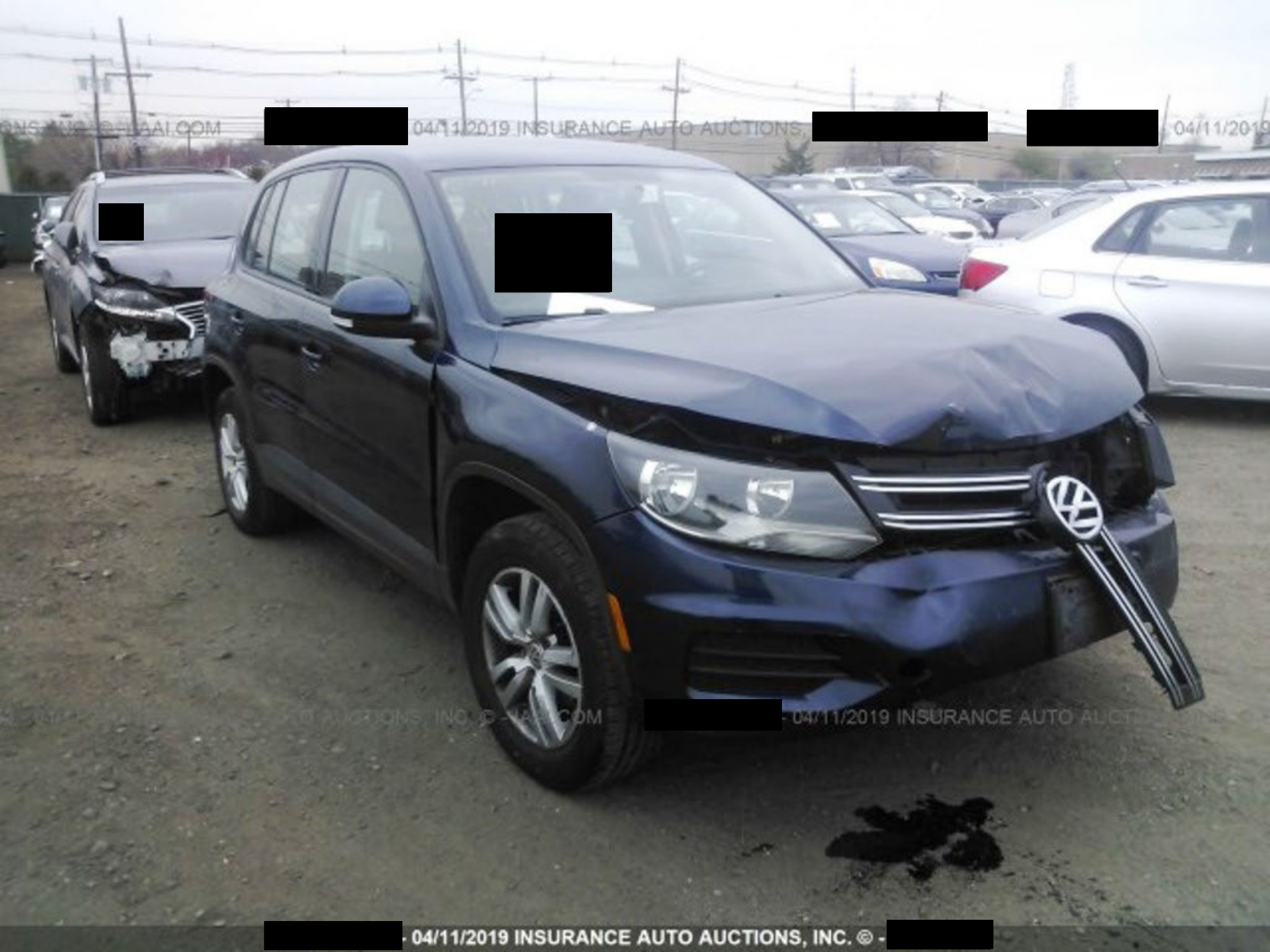
NHTSA Record Identifier: 1444410

Reference Number	[redacted]
NHTSA Report Date	8/26/19
Source System	Product Liaison
Number Of Injuries	0
Number of Deaths	0

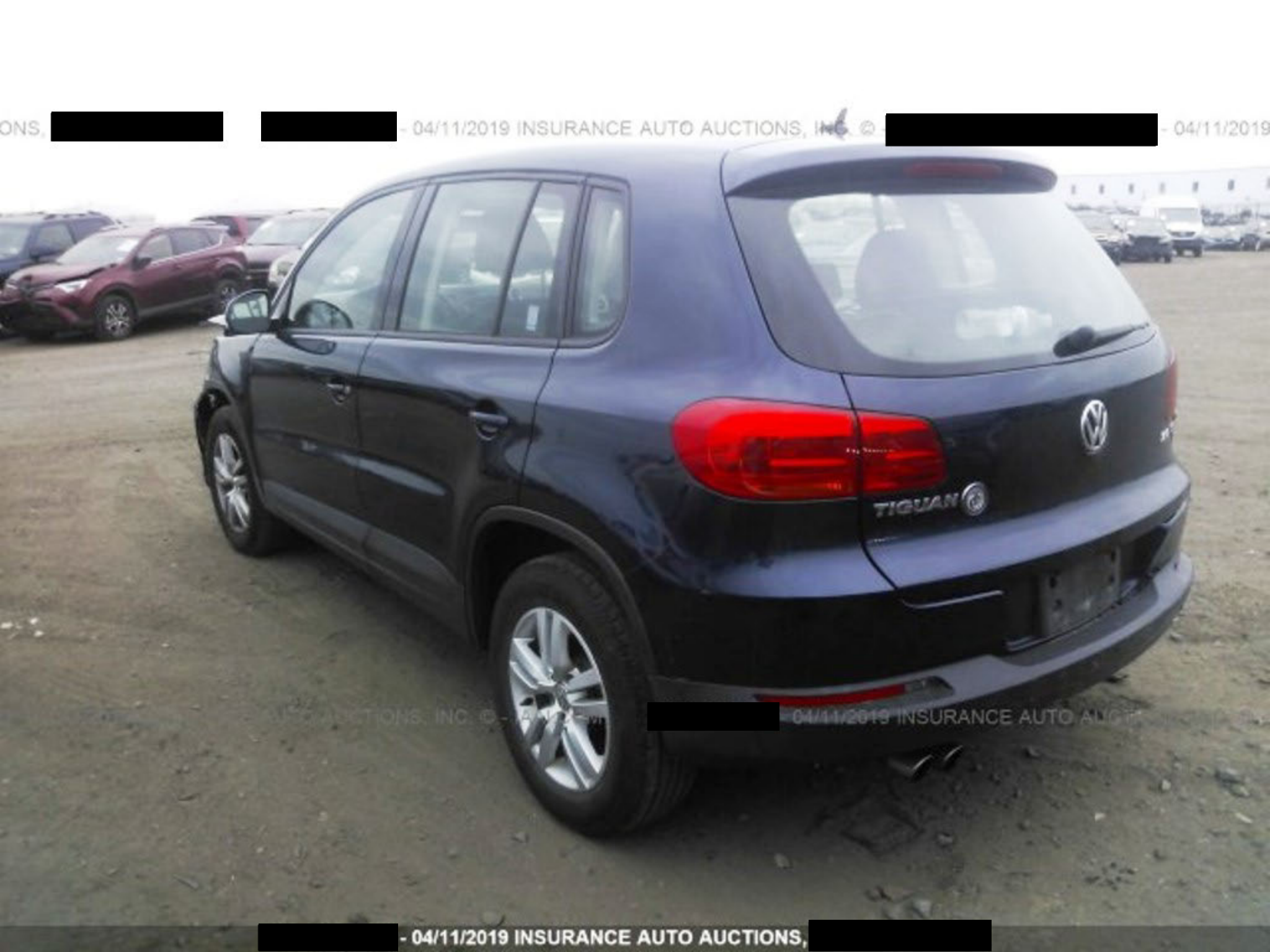
TREAD Category Code	TREAD Category Description
11	Electrical
14	AirBags

TREAD Analyst Notes
?

Comments
Customer Alleges - Airbag Non-Deployment Customer hit vehicle in front of them. Customer tried to brake and use horn but couldn't stop and time and horn wasn't working. Airbag did not deploy. Customer seeks; to cancel any extended warranties and why airbag did not deploy


[redacted] 04/11/2019 INSURANCE AUTO AUCTIONS, [redacted] [redacted] 04/11/2019
[redacted] - 04/11/2019 INSURANCE AUTO AUCTIONS, INC. © - [redacted]


04/11/2019 INSURANCE AUTO AUCTIONS,


TIGUAN

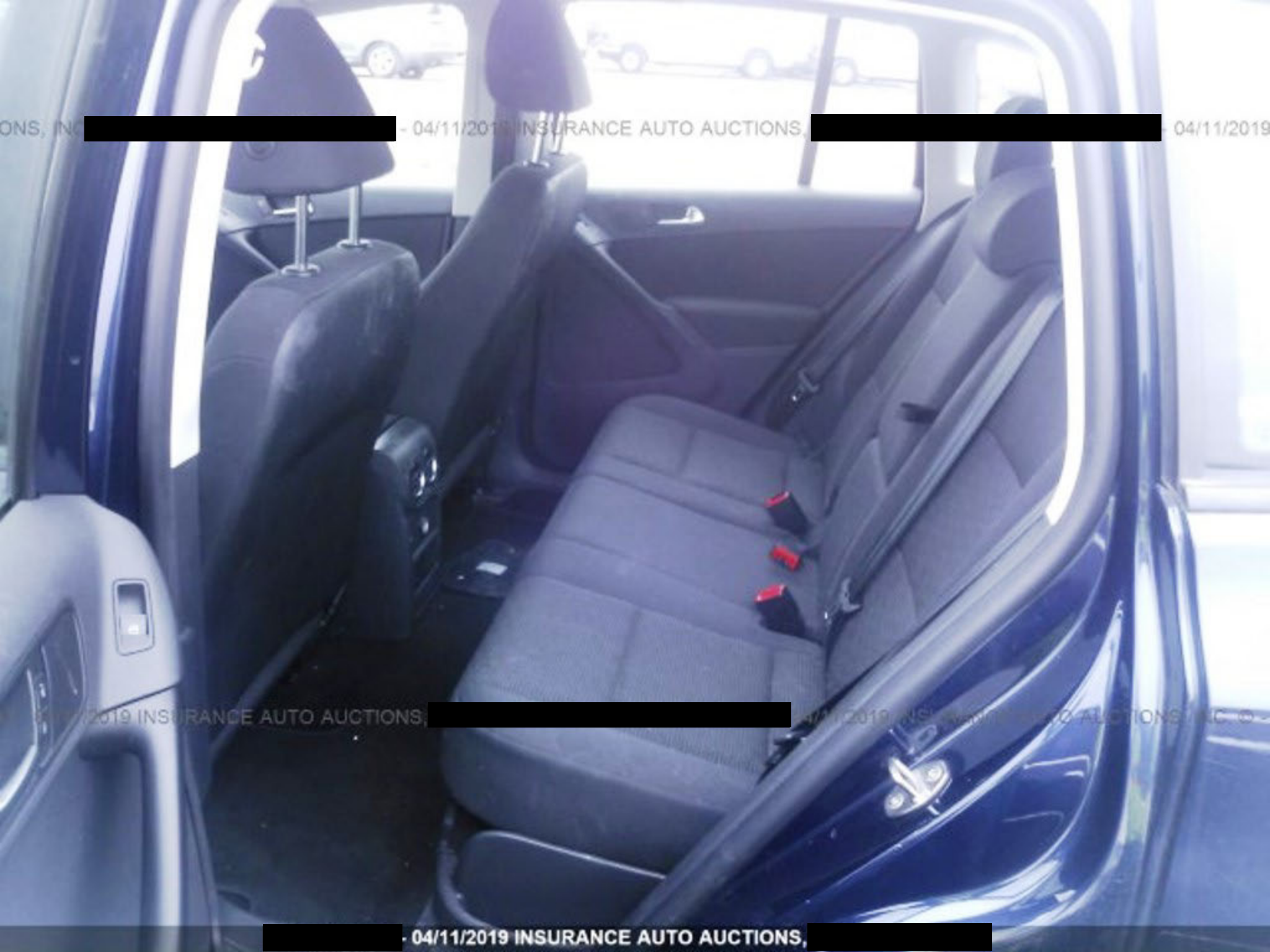

04/11/2019 INSURANCE AUTO AUCTIONS,
2.0 TSI
04/11/2019 INSURANCE AUTO AUCTIONS,

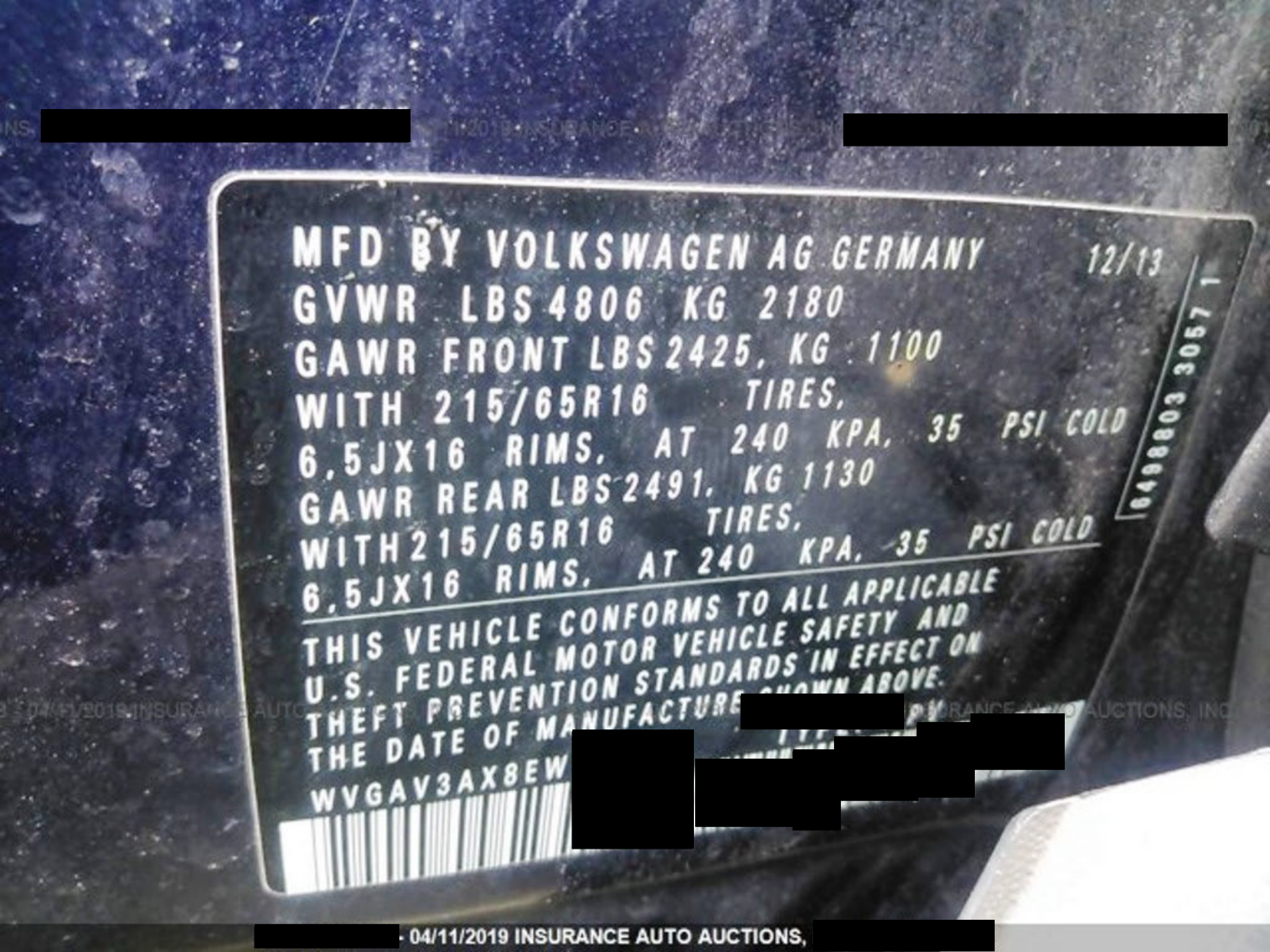

[redacted] - 04/11/2019 INSURANCE AUTO AUCTIONS, [redacted]


[redacted] - 04/11/2019 INSURANCE AUTO AUCTIONS, [redacted]
[redacted] - 04/11/2019 INSURANCE AUTO AUCTIONS, [redacted]



[redacted] - 04/11/2019 INSURANCE AUTO AUCTIONS, [redacted]


[redacted] - 04/11/2019 INSURANCE AUTO AUCTIONS, [redacted] - 04/11/2019
[redacted] - 04/11/2019 INSURANCE AUTO AUCTIONS, [redacted]
[redacted] - 04/11/2019 INSURANCE AUTO AUCTIONS, [redacted]


MFD BY VOLKSWAGEN AG GERMANY 12/13
GVWR LBS 4806 KG 2180
GAWR FRONT LBS 2425, KG 1100
WITH 215/65R16 TIRES,
6,5JX16 RIMS, AT 240 KPA, 35 PSI COLD
GAWR REAR LBS 2491, KG 1130
WITH 215/65R16 TIRES,
6,5JX16 RIMS, AT 240 KPA, 35 PSI COLD
THIS VEHICLE CONFORMS TO ALL APPLICABLE
U.S. FEDERAL MOTOR VEHICLE SAFETY AND
THEFT PREVENTION STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE SHOWN ABOVE.
WVGAV3AX8EW
04/11/2019 INSURANCE AUTO AUCTIONS,


[redacted] 04/11/2019 INSURANCE AUTO AUCTIONS, [redacted]
[redacted]
[redacted] 04/11/2019 INSURANCE AUTO AUCTIONS, [redacted]

Listen Case Number: [redacted]	
Customer description of incident: Customer states: Customer was in an accident on Thursday; Customer was not injured in accident; Customer was on parkway; Customer tried sped up; vehicle in front of Customer started to brake; Customer tried to stop and use horn but Customer could not stop on time; says horn did not work and airbag did not deploy; Customer was told to contact Customer Care Center to cancel any extended warranties Customer may have purchased; Customer says vehicle is at body shop and insurance is going to be taken to a salvage; was declared as a total loss today; Customer would like to know next steps as this is their first accident; Customer did have GAP insurance Customer seeks; to cancel any extended warranties and why airbag did not deploy Who provided this description? Customer x☐ Dealer ☐ Insurance Co. ☐ Other:	
What component is customer claiming had a failure? Airbags and Horn	
VIN: WVGAV3AX8EW[redacted]	Customer name: Ms. [redacted]
Model: Tiguan	Customer city, state: STATEN ISLAND, NY
Year: 2014	Is customer original owner: No
Mileage: 84,306	Driver during incident: Ms. [redacted]
Date/Time of incident: 4/4/19 Weather: Unspecified	Which seats were occupied? None: ☐ Driver: ☐ Front Passenger: ☐ Rear Drivers Side: ☐ Rear Passenger Side: ☐ Was anything laying on any of the seats? If so, what?
Type of street: Highway: x☐ City Road: ☐ Gravel Road: ☐ Paved: ☐ Dirt: ☐ Road with pot holes: ☐ Road w incline: ☐ …w decline: ☐	
Operation with trailer: ☐ No	
Speed of vehicle during incident: Unspecified	
Where was vehicle maintained? Dealer: ☐ Independent: x☐ Other: ☐	
Was vehicle serviced at proper intervals? Yes: x☐ No: ☐	
Where there any problems prior to incident? Yes: ☐ No: x☐ If yes, explain	
Has the vehicle had any repairs since the incident? Yes: ☐ No: x☐	

Confidential

Where there any Injuries? Yes: ☐ No: x☐ If yes, did they seek medical attention? Yes: ☐ No: x☐
Has anyone already inspected the vehicle? Yes: ☐ No: x☐
Where is the vehicle located? Body Shop
Is the vehicle available for inspection? Yes: x☐ No: ☐
Was an emergency service notified? Unspecified
What can be done to satisfy the customer? For VW to explain why the airbags didn't deploy and the horn didn't work.
AIRBAG QUESTIONS
Which airbags deployed? None
On which seats were the seat belts used? None: ☐ Driver: x☐ Front Passenger: ☐ Rear Drivers Side: ☐ Rear Passenger Side: ☐ Did any of the seatbelt tensioners deploy? Yes: ☐ No: ☐ If yes, which ones?
Did the customer hit anything? Yes
Was the vehicle involved in a collision in the past? Yes: ☐ No: x☐
Was the airbag warning light on before the incident? Unspecified
Did the roll over bars deploy (cabrio only)? Yes: ☐ No: x☐
NOTES (after each entry include next steps):

Confidential

[redacted] - Internet Explorer

Vehicle data

VIN: WVGAV3AX8EW[redacted]

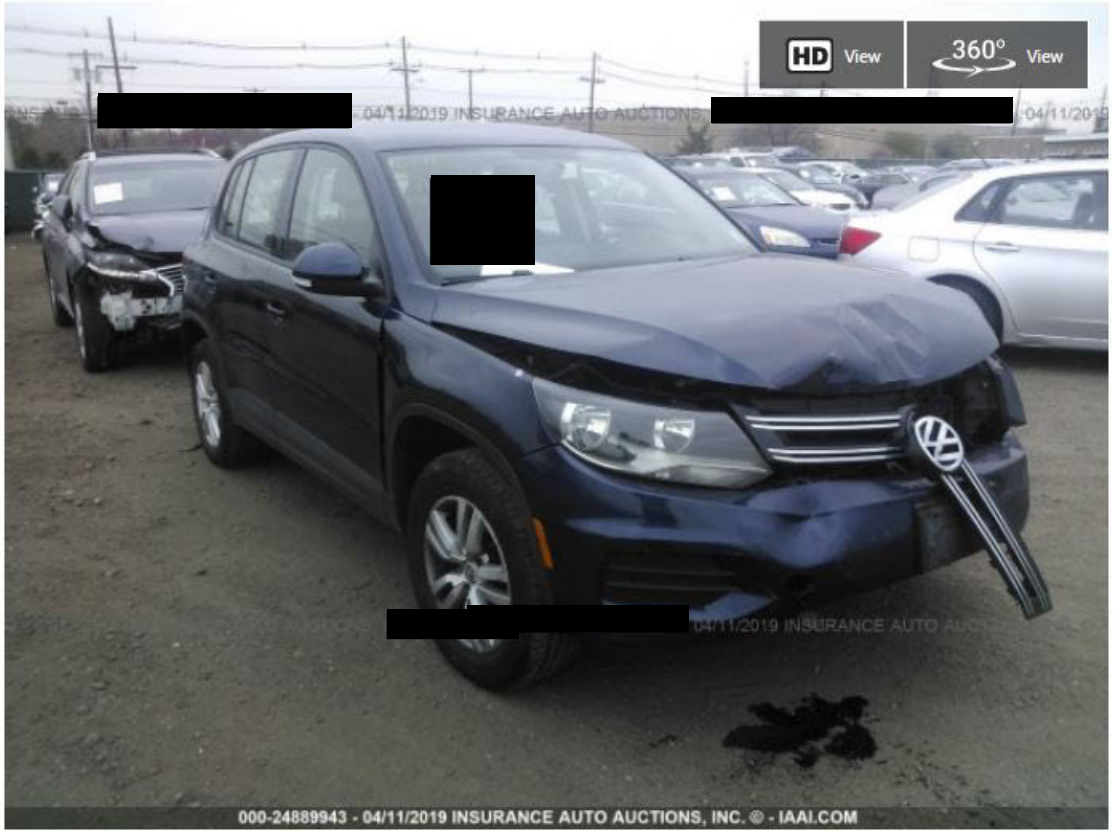
Campaigns/Actions

Serial number	Campaign/Action	Start	Designation	Repair data	Criterion	Campaign/Action Status
1	24AV	2014-07-22	A-RECALL - Fuel Pump	2014-09-30	01	Closed

Close

2014 VOLKSWAGEN TIGUAN S/SE/SEL/R-LINE

Stock#: [redacted] | VIN: WVGAV3AX8EW[redacted]



Collision | **Front & Rear** | **Left & Right Side**

84k mi (A), Starts, Key/Fob Present

Auction not assigned

Watch

View More Bidding Information

Northern New Jersey (NJ)

Not Ready for Sale | Geico Insurance

Wait Title | ACV: $11,167 USD | ERC: $8,371 USD

View More Sale Information

VIN Details

VIN (Status):	WVGAV3AX8EW[redacted] (OK)
Vehicle:	Automobile
Manufactured In:	US
Body Style:	Sport Utility Vehicle 4 Door
Vehicle Class:	2WD Sport Utility Vehicles
Model:	TIGUAN
Series:	S/SE/SEL/R-LINE

United States Department of Transportation

Search

REPORT A PROBLEM

Language:

Safety Issues & **Recalls**

Vehicle Identification Number (VIN)

Every vehicle has a unique VIN. Enter a VIN to learn if a specific vehicle needs to be repaired as part of a recall.

WVGAV3AX8EW[redacted] 17/17

Looking for more information on this vehicle?

NHTSA offers more safety information based on a vehicle's year, make and model. Check safety ratings, recommended technologies and other safety issues.

Learn More →

Privacy - Terms

2014

VW TIGUAN S 2.0T AUTOMATIC



VIN: WVGAV3AX8EW[redacted]

Recall data refreshed on Apr 27,2019

0 Recalls

associated with this VIN

What if my car isn't recalled now? Could it be recalled later?

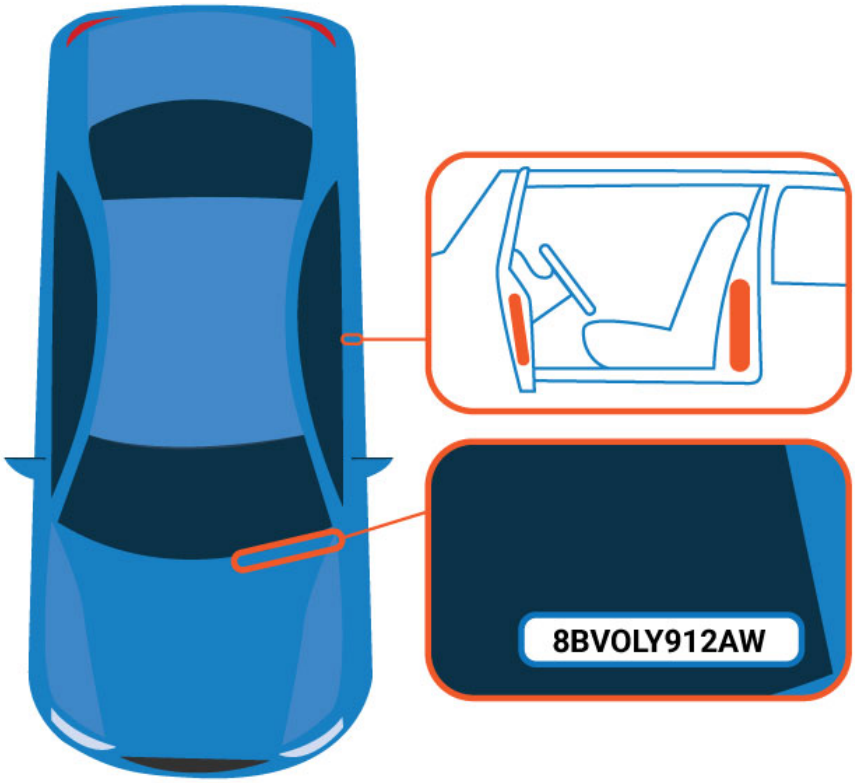
Yes. Whether a manufacturer independently conducts a safety recall or NHTSA orders one, the manufacturer must file a public report describing the safety-related defect or noncompliance. Manufacturers are also required to notify owners by mail within 60 days of notifying NHTSA of a recall decision.

Look for this distinct label to distinguish critical safety recall information from other marketing material.



Where's my VIN?

Look on the lower left of your car's windshield for your 17-character Vehicle Identification Number. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.



What this VIN search tool covers

- Vehicle safety recalls that are incomplete
- Vehicle safety recalls conducted over the past 15 calendar years

- Vehicle safety recalls conducted by major light auto automakers, including motorcycle manufacturers.

What this VIN search tool does not cover

- Completed safety recall information
- Manufacturer customer service or other nonsafety recall campaign
- International vehicles
- Very recently announced safety recalls for which not all VINs have been identified
- Safety recalls that are more than 15 years old (except where a manufacturer offers more coverage)
- Safety recalls conducted by small vehicle manufacturers, including some ultra-luxury brands and specialty applications

The Steps From Complaint To Recall

What happens to my complaint?

Your complaint fuels our work. Learn about the different steps that lead to recalls and safer vehicles.

The Steps From Complaint To Recall PDF, 5.56 MB →

From your complaints **to recall campaigns**

NHTSA issues vehicle safety standards and requires manufacturers to recall vehicles and

equipment's that have safety-related defects. Learn about NHTSA's recall process.

01 Complaints

Reporting your problem is the important first step.

Your complaint will be added to a public NHTSA database after personally identifying information is removed.

If the agency receives similar reports from a number of people about the same product, this could indicate that a safety-related defect may exist that would warrant the opening of an investigation.

Example of Complaints →

Have a safety problem?

Report a problem with your vehicle, tires, car seats or other equipment. We review every problem as we work to keep our roads safe.

Report a safety problem →

02 Investigations

NHTSA conducts an investigation from reported complaints.

A. SCREENING

NHTSA reviews filed complaints from vehicle owners and other information related to alleged defects to decide whether to open an investigation.

B. ANALYSIS

NHTSA conducts an analysis of any petitions calling for defect investigations. If the petition is denied, the reasons for the denial are published in the Federal Register.

C. INVESTIGATION

NHTSA opens an investigation of alleged safety defects. It is closed when they notify the manufacturer of recall recommendations or they don't identify a safety-related defect.

D. RECALL MANAGEMENT

NHTSA reviews filed complaints from vehicle owners and other information related to alleged defects to decide whether to open an investigation.

View monthly investigation reports →

03 Recalls

Initiated safety recalls require a manufacturer's action to announce and remedy the defects.

A recall is issued when a manufacturer or NHTSA determines that a vehicle, equipment, car seat, or tire creates an unreasonable safety risk or fails to meet minimum safety standards. Most decisions to conduct a recall and remedy a safety defect are made voluntarily by manufacturers prior to any involvement by NHTSA.

Manufacturers are required to fix the problem by repairing it, replacing it, offering a refund, or in rare cases repurchasing the vehicle.

Using our VIN lookup tool, you can access recall information provided by the manufacturer conducting the recall which may be not posted yet on NHTSA's site.

Go to search by VIN →

Takata Recalls Spotlight

The latest updates on Takata recalls

Recalls Spotlight monitors high-profile recalls and offers consumers resources to find and address vehicle recalls.

Takata Recall Spotlight →

Motor Vehicle Safety Defects And Recalls - What Every Vehicle Owner Should Know

Download this brochure to get more information about how and why recall campaigns are initiated, and to know your rights and responsibilities when a vehicle or item of motor vehicle equipment is recalled.

VIEW BROCHURE

Roles in the Recall Process



Manufacturer

Manufacturers will notify registered owners by first class mail within 60 days of notifying

NHTSA of a recall decision. Manufacturers should offer a proper remedy to the owner.

NHTSA

NHTSA will monitor each safety recall to make sure owners receive safe, free, and effective remedies from manufacturers according to the Safety Act and Federal regulations.

You (owner)

You'll be notified via mail from the manufacturer. When you receive a notification, follow any interim safety guidance provided by the manufacturer and contact your local dealership to fix the recalled part for free.

Tips For Your Safety
Register your vehicle, tires, car seats & equipment and check recalls twice a year.

Stay informed.

Know if there is a safety problem with your vehicles, tires or car seat, and how to get it fixed.

SIGN UP

NHTSA Information

Information For

NHTSA Sites

Website Information

National Highway Traffic Safety Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

1-888-327-4236
1-800- 424-9153 (TTY)

Submit Feedback >

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Report Date: 1/27/21

Record Entry TREAD Data for VIN: 1VWAP7A30CC[redacted]

NHTSA Record Identifier: 1503716

Reference Number	[redacted]
NHTSA Report Date	2/25/20
Source System	Product Liaison
Number Of Injuries	0
Number of Deaths	0

TREAD Category Code	TREAD Category Description
14	AirBags

TREAD Analyst Notes
?

Comments
Airbag Non-Deployment Customer states: 2012 Passat had the clock spring 2017 done; due to the recall husband head hit windshield and was bleeding and had concussion and did not go to hospital. eh had accident a week ago air bags did not deploy Customer seeks: to know who to speak to about the air bags not deployin

All Customer Contacts for: **Mr.** [redacted]

12/23/2019 11:29:24 AM PETERSG Case: [redacted]

Case Closed By Midwest - PETERSG

12/23/2019 11:29:12 AM PETERSG Case: [redacted]

Note To User - CCC

No further action pending customer interest.

11/22/2019 04:15:54 PM THOMPSI Case: [redacted]

Assigned To Midwest - PETERSG

LVL2

this case had been assigned to you for the injury but went to team 5; the email has been sent so CO assigned back to LVL2

LVL 2 to review

11/22/2019 08:52:34 AM LAWRENR Case: [redacted]

Assigned To Team 8 Northeast Region (NER) - THOMPSI

CO to review

11/22/2019 08:52:00 AM LAWRENR Case: [redacted]

E-Mail To Owner - Mr. [redacted]

Reference # [redacted]

Dear Mr. [redacted]

Thank you for allowing our CARE Center to work with you and your family in this ordeal.

To ensure that we are reviewing all important details related to this concern, please include the following documents in an emailed reply:

¿A copy of the police report
¿Photos of the damage your Passat sustained

Once this information is received, VW CARE will resume our research into this matter.

Your experience is highly important to me, so I will be on the close lookout for your documents and photos.

Sincerely,

Irima T.
Customer CARE Advocate

CO to review

11/22/2019 06:36:03 AM BOULWARR Case: [redacted]

Assigned To Team 5 Fox - LAWRENR

All Customer Contacts for: **Mr.** [redacted]

11/21/2019 11:42:01 AM THOMPSI Case: [redacted]

E-Mail To Owner - mr [redacted]

Reference # [redacted]

Dear Mr. [redacted]

It was nice talking to you today.

As you requested, your case number is at the top of this email and in the subject line.

If I can be of future assistance, don¿t hesitate to call at 800-822-8987. You can also reply to this email or chat with us on [redacted]

Sincerely,

Customer CARE Advocate

11/21/2019 11:35:40 AM THOMPSI Case: [redacted]

Assigned To Team 5 Fox - *NONE*

TEAM 5

Please email CUST the list of requested information from Greg P; a copy of the police report and photos of the crash damage their vehicle sustained.

email to; [redacted]

TEAM 5 to email

11/21/2019 11:24:14 AM PETERSG Case: [redacted]

E-Mail To Product Liaison - Larry West

Hello Larry,

Attached is an airbag report, regarding a non-deployment on a 2012 Passat in FL. The customer claims her husband¿s head was bleeding and he received a concussion when he allegedly hit the windshield. We¿re asking for photos and a police report.

Wait customer mail.

11/21/2019 11:24:04 AM PETERSG Case: [redacted]

Assigned To Midwest - PETERSG

Reassigned.

11/21/2019 11:23:35 AM PETERSG Case: [redacted]

Chat With Level 1 - THOMPSI

We ask that the customer share with us a copy of the police report and photos of the crash damage their vehicle sustained. When received, we will share them with our lead airbag engineer. After two business days for analysis, we will circle back with the customer to share our findings or intentions for a next step.

All Customer Contacts for: **Mr.** [redacted]

11/21/2019 11:16:50 AM THOMPSI Case: [redacted]

Call From Spouse - ms [redacted]

Customer states: 2012 Passat had the clock spring 2017 done; due to the recall husband head hit windshield and was bleeding and had concussion and did not go to hospital ; veh had accident a week ago air bags did not deploy; vehicle at the Collison shop:
Customer states: The vehicle is registered in FL state; 2nd owner; Vehicle purchased 07/2015 at mileage 55,000; vehicle purchased from 405022 VW Dealer; Yes, this is a CPO; extended service plan was purchased; Terms of Extended Warranty: GAP; Vehicle was purchased; Non-VCI Vehicle; First time VW/Audi Owner; maintained at VW dealer; first time experiencing this issue; Vehicle experiencing:; vehicle is not currently at a VW dealership.

Customer seeks: to know who to speak to about the air bags not deploying

chat with Greg advised: [¿11/¿21/¿2019 11:23 AM] Peters, Greg:
We ask that the customer share with us a copy of the police report and photos of the crash damage their vehicle sustained. When received, we will share them with our lead airbag engineer. After two business days for analysis, we will circle back with the customer to share our findings or intentions for a next step.

CO advised: We ask that the customer share with us a copy of the police report and photos of the crash damage their vehicle sustained. When received, we will share them with our lead airbag engineer. After two business days for analysis, we will circle back with the customer to share our findings or intentions for a next step. will send email with case number and to reply to the email with the requested information:

CO to email CUST list of request information from Greg P

Listen Case Number: [redacted]	
Customer description of incident: Customer states: 2012 Passat had the clock spring 2017 done; due to the recall husband head hit windshield and was bleeding and had concussion and did not go to hospital ; veh had accident a week ago air bags did not deploy; vehicle at the Collison shop: Customer states: The vehicle is registered in FL state; 2nd owner; Vehicle purchased 07/2015 at mileage 55,000; vehicle purchased from 405022 VW Dealer; Yes, this is a CPO; extended service plan was purchased; Terms of Extended Warranty: GAP; Vehicle was purchased; Non-VCI Vehicle; First time VW/Audi Owner; maintained at VW dealer; first time experiencing this issue; Vehicle experiencing:; vehicle is not currently at a VW dealership. Customer seeks: to know who to speak to about the air bags not deploying Who provided this description? Customer x☐ Dealer ☐ Insurance Co. ☐ Other:	
What component is customer claiming had a failure? Airbags	
VIN: 1VWAP7A30CC[redacted]	Customer name: Mr. [redacted]
Model: Passat	Customer city, state: Hudson, FL
Year: 2012	Is customer original owner: No…CPO
Mileage: 124,000	Driver during incident: Mr. [redacted]
Date/Time of incident: One week ago	Which seats were occupied? None: ☐
Weather: Unspecified	Driver: x☐ Front Passenger: ☐
Type of street: Unspecified	
Operation with trailer: ☐ No	
Speed of vehicle during incident: Unspecified	
Where was vehicle maintained? Dealer: ☐ Independent: x☐ Other: ☐	
Was vehicle serviced at proper intervals? Yes: x☐ No: ☐	
Where there any problems prior to incident? Yes: ☐ No: x☐ If yes, explain	
Has the vehicle had any repairs since the incident? Yes: x☐ No: ☐ The vehicle is at a body shop for repairs now	
Where there any Injuries? Customer claims her husband's head was bleeding and received a concussion If yes, did they seek medical attention? Yes: ☐ No: x☐	
Has anyone already inspected the vehicle? Yes: ☐ No: x☐	

Confidential

Where is the vehicle located? At a body shop
Is the vehicle available for inspection? Yes: x☐ No: ☐
Was an emergency service notified? Yes: x☐ No: ☐ Police x☐ Fire ☐ EMS ☐
What can be done to satisfy the customer? VW to explain why the airbags didn't deploy
AIRBAG QUESTIONS
Which airbags deployed? None
On which seats were the seat belts used? None: ☐ Driver: x☐ Front Passenger: ☐ Rear Drivers Side: ☐ Rear Passenger Side: ☐ Did any of the seatbelt tensioners deploy? Yes: ☐ No: ☐ If yes, which ones?
Did the customer hit anything? Yes
Was the vehicle involved in a collision in the past? Yes: ☐ No: x☐
Was the airbag warning light on before the incident? Yes: ☐ No: x☐
NOTES (after each entry include next steps):

Confidential

CARFAX History-Based Value Report

History events affecting this vehicle's value



$5,160 Retail Value

CARFAX Vehicle History Report™

US $39.99

2012 VOLKSWAGEN PASSAT S

VIN: 1VWAP7A30CC[redacted]
SEDAN 4 DR
2.5L I5 F DOHC 20V
GASOLINE
FRONT WHEEL DRIVE

This CARFAX Report Provided by:
Volkswagen Of America
2200 Ferdinand Porsche Dr
Herndon, VA 20171
(201) 227-7906
[redacted]

- Accident reported
- **3** Previous owners
- At least 1 open recall
- **14** Service history records
- Types of owners: Rental, Personal lease, Personal
- **82,700** Last reported odometer reading



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 12/19/19 at 3:50:13 PM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Ownership History The number of owners is estimated	Owner 1	Owner 2	Owner 3
Year purchased	2012	2013	2015
Type of owner	Rental	Personal lease	Personal
Estimated length of ownership	1 yr. 7 mo.	1 yr. 6 mo.	4 yrs. 5 mo.
Owned in the following states/provinces	Florida	Florida	Florida
Estimated miles driven per year	16,581/yr	19,300/yr	13,515/yr
Last reported odometer reading	26,492	55,942	82,700

CARFAX Title History

CARFAX guarantees the information in this section

	Owner 1	Owner 2	Owner 3
Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon	Guaranteed No Problem	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage | Exceeds Mechanical Limits	Guaranteed No Problem	Guaranteed No Problem	Guaranteed No Problem

GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back.
Register | View Terms

CARFAX Additional History

Not all accidents / issues are reported to CARFAX

	Owner 1	Owner 2	Owner 3
Total Loss No total loss reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
Structural Damage No structural damage reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
Odometer Check No indication of an odometer rollback.	No Issues Indicated	No Issues Indicated	No Issues Indicated
Accident / Damage Accidents reported on: 07/07/2015 and 11/14/2019.	No Issues Reported	Accident Reported	Accident Reported
Manufacturer Recall At least 1 manufacturer recall requires service. Locate an authorized Volkswagen dealer to obtain more information about this recall.	No Recalls Reported	No Recalls Reported	Recall Reported

CARFAX Detailed History

Owner 1

Purchased: 2012

Rental Vehicle
16,581 mi/yr

Date	Mileage	Source	Comments
Not Reported		NICB	**Vehicle manufactured** and shipped to original dealer
03/01/2012	10	Florida Motor Vehicle Dept. Tulsa, OK Title # [redacted]	**Vehicle purchase reported** - Title issued or updated - First owner reported - Titled or registered as rental vehicle - Vehicle color noted as Silver
01/10/2013	13,542	Midas Saint Petersburg, FL 727-528-0028 [redacted] 4.7 ★★★★½ 28 Verified Reviews	**Vehicle serviced** - Oil and filter changed
03/13/2013		Florida Motor Vehicle Dept. Tulsa, OK Title # [redacted]	**Registration issued or renewed** - Vehicle color noted as Silver

07/08/2013	23,665	Kuhn Volkswagen Tampa, FL 813-872-4841 [redacted] 4.5 110 Verified Reviews	**Vehicle serviced** - Engine/powertrain computer/module checked
10/04/2013	26,449	Fleet/Lease Company	**Vehicle sold**
10/09/2013		Dealer Inventory	**Vehicle offered for sale**
10/24/2013	26,490	Lakeland Toyota Inc Lakeland, FL 863-688-5451 [redacted] 4.6 32 Verified Reviews	**Vehicle serviced** - Vehicle washed/detailed
11/05/2013	26,492	Dealer Inventory	**Vehicle offered for sale**

Owner 2

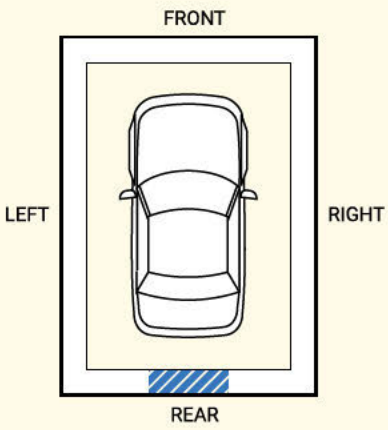
Purchased: 2013

Personal Lease Vehicle
19,300 mi/yr

Date	Mileage	Source	Comments
11/13/2013	26,542	Florida Motor Vehicle Dept. New Port Richey, FL Title #[redacted]	**Vehicle purchase reported** - Registration issued or renewed - Titled or registered as personal lease vehicle - Vehicle color noted as Silver
11/27/2013		Florida Motor Vehicle Dept. New Port Richey, FL Title #[redacted]	**Title issued or updated** - New owner reported - Loan or lien reported - Vehicle color noted as Silver
11/30/2013		Lakeland Chrysler Dodge Jeep Lakeland, FL 863-687-2501 [redacted] 4.2 21 Verified Reviews	**Vehicle serviced**
04/05/2014	34,501	Volkswagen of New Port Richey Holiday, FL 727-756-1700 [redacted] 4.8 6 Verified Reviews	**Vehicle serviced** - Maintenance inspection completed - 30,000 mile service performed - Brake fluid flushed/changed
12/22/2014	47,406	Lokey Volkswagen Clearwater, FL 727-799-2151 [redacted] 4.6 389 Verified Reviews	**Vehicle serviced** - Maintenance inspection completed - Fluids checked - Tire condition and pressure checked - Oil and filter changed
02/27/2015		Florida Motor Vehicle Dept. New Port Richey, FL Title #[redacted]	**Registration issued or renewed** - Loan or lien reported - Vehicle color noted as Silver
05/23/2015	55,942	Dealer Inventory	**Vehicle offered for sale**
06/05/2015		Volkswagen of New Port Richey New Port Richey, FL 727-219-1328 [redacted] 4.7 51 Verified Reviews	**Vehicle serviced**

06/08/2015	Volkswagen Certified Dealer New Port Richey, FL	Offered for sale as a Volkswagen Certified Pre-Owned vehicle - Tungsten silver exterior - Titan black interior
07/07/2015	Florida Damage Report	**Accident reported** - Vehicle involved in a rear-end collision with another motor vehicle - Involving rear impact - Rear primarily damaged - Disabling damage reported - Estimated damage exceeds $1,000 - Vehicle towed This incident was first available for display by CARFAX on 07/31/2015.
07/08/2015	Volkswagen Certified Dealer New Port Richey, FL	Sold as a Volkswagen Certified Pre-Owned vehicle
07/08/2015	Florida Motor Vehicle Dept. Hudson, FL Title #[redacted]	**Vehicle purchase reported** - Registration issued or renewed - Vehicle color noted as Silver





Owner 3

Purchased: 2015



Low mileage! This owner drove less than the industry average of 15,000 miles per year.

Personal Vehicle
13,515 mi/yr

Date	Mileage	Source	Comments
07/17/2015		Florida Motor Vehicle Dept. Hudson, FL Title #[redacted]	**Title issued or updated** - New owner reported - Titled or registered as personal vehicle - Loan or lien reported - Vehicle color noted as Silver

08/04/2015	57,002	Volkswagen of New Port Richey New Port Richey, FL 727-219-1328 [redacted] 4.7 ★★★★½ 51 Verified Reviews	**Vehicle serviced** - Four wheel alignment performed - Tires rotated
08/28/2015		Volkswagen of New Port Richey New Port Richey, FL 727-219-1328 [redacted] 4.7 ★★★★½ 51 Verified Reviews	**Vehicle serviced** - Fluids checked - Oil and filter changed - Maintenance reminder reset - Tire condition and pressure checked
12/29/2015	62,005	Volkswagen of New Port Richey New Port Richey, FL 727-219-1328 [redacted] 4.7 ★★★★½ 51 Verified Reviews	**Vehicle serviced** - Fluids checked - Oil and filter changed - Maintenance reminder reset - Tire condition and pressure checked
03/04/2016		Florida Motor Vehicle Dept. Hudson, FL Title #[redacted]	**Registration issued or renewed** - Titled or registered as personal vehicle - Loan or lien reported - Vehicle color noted as Silver
10/27/2016	72,283	Volkswagen of New Port Richey New Port Richey, FL 727-219-1328 [redacted] 4.7 ★★★★½ 51 Verified Reviews	**Vehicle serviced**
02/16/2017		Florida Motor Vehicle Dept. Hudson, FL Title #[redacted]	**Registration issued or renewed** - Titled or registered as personal vehicle - Loan or lien reported - Vehicle color noted as Silver
03/31/2017	79,677	Volkswagen of New Port Richey New Port Richey, FL 727-219-1328 [redacted] 4.7 ★★★★½ 51 Verified Reviews	**Vehicle serviced** - Fluids checked - Oil and filter changed - Maintenance reminder reset - Tire condition and pressure checked
04/21/2017	80,728	Volkswagen of New Port Richey New Port Richey, FL 727-219-1328 [redacted] 4.7 ★★★★½ 51 Verified Reviews	**Vehicle serviced**
06/28/2017	82,700	Volkswagen of New Port Richey New Port Richey, FL 727-219-1328 [redacted] 4.7 ★★★★½ 51 Verified Reviews	**Vehicle serviced**
03/13/2018		Florida Motor Vehicle Dept. Hudson, FL Title #[redacted]	**Registration issued or renewed** - Titled or registered as personal vehicle - Loan or lien reported - Vehicle color noted as Silver
02/27/2019		Florida Motor Vehicle Dept. Hudson, FL Title #[redacted]	**Registration issued or renewed** - Titled or registered as personal vehicle - Loan or lien reported - Vehicle color noted as Silver



Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller.

06/11/2019	Volkswagen	**Manufacturer Compliance Recall issued** - NHTSA #19V389 - Recall # 94L9 HEADLAMP CAPS - Status: Remedy Available Locate an authorized Volkswagen dealer to obtain more information about this recall - Learn more about this recall

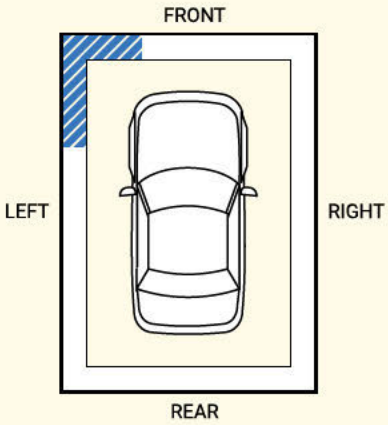
Description: The headlights are not permitted to have a horizontal adjustment for vehicles certified according to regulatory requirements. The horizontal adjuster is blocked from further adjustment by means of a cap (after the initial adjustment is performed in the production process). Some vehicles did not have the required cap installed. Incorrectly adjusted headlights may result in reduced visibility (for the driver and other motorists) which could increase the risk of a crash.

$line.text Remedy: Inspect and, if necessary install missing headlight adjusting screw caps.

11/14/2019	Florida Damage Report	**Accident reported** - Involving left front impact - Disabling damage reported - Vehicle towed - Airbags did not deploy



Damage Location



Have Questions? Consumers, please visit our Help Center at [redacted] Dealers or Subscribers, please visit our Help Center at [redacted]

CARFAX Glossary

Accident Indicator
CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada.

Not every accident is reported to CARFAX. As details about the accident become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- According to the National Safety Council, Injury Facts, 2015 edition, 8% of the 254 million registered vehicles in the U.S. were involved in an accident in 2013. Over 74% of these were considered minor or moderate.
- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 12/19/19 at 3:50:13 PM (CST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

Florida Damage Reports:

- Provide an estimate of the extent of damage in its accident reports for the following:
  - MINOR: The accident damage does not affect the operation of the vehicle and should not compromise vehicle safety.
  - FUNCTIONAL: The accident damage affects the operation of the vehicle and/or its parts. The vehicle could be driven from the accident location.
  - DISABLED: The vehicle cannot be driven from the accident scene due to damage. The vehicle had to be towed or hauled away from the accident location.
- Are required if the estimated damage exceeds $500

First Owner
When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

Manufacturer Recall
Automobile manufacturers issue recall notices to inform owners of car defects that have come to the manufacturer's attention. Recalls also suggest improvements that can be made to improve the safety of a particular vehicle. Most manufacturer recalls can be repaired at no cost to you.

New Owner Reported
When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Ownership History
CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Rental
Vehicle was registered by a rental agency.

Title Issued
A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
12/19/19 3:50:13 PM (CST)

I have reviewed and received a copy of the CARFAX Vehicle History Report for this 2012 VOLKSWAGEN PASSAT vehicle (VIN: 1VWAP7A30CC[redacted] which is based on information supplied to CARFAX and available as of 12/19/19 at 4:50 PM (EST).

Customer Signature	Date	Dealer Signature	Date

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Report Date: 1/27/21

Record Entry TREAD Data for VIN: WVGRV7AX2HK[redacted]

NHTSA Record Identifier: 1538631

Reference Number	[redacted]
NHTSA Report Date	
Source System	Product Liaison
Number Of Injuries	0
Number of Deaths	0

TREAD Category Code	TREAD Category Description
14	AirBags

TREAD Analyst Notes
?

Comments
Airbag Non-Deployment CUST states: DLR referred CUST to speak with Kyle Barclay in CCC; DLR had misdiagnosed the vehicle; also the clock spring and airbag went out; heard this was free to fix and CUST was driving and got into an accident and ran into the back of guys car; the vehicle airbags didn't deploy; also bought 5 different tows before for the vehicles issues; Matt at DLR 422232 referred CUST to CARE' CUST seeking: to know why air bags didn¿t deploy; vehicle is now being towed to a local shop due to the accident

All Customer Contacts for: **Ms.** [redacted]

04/27/2020 10:57:22 AM BARCLAK Case: [redacted]

Case Closed By RCM - PAR - BARCLAK

Customer informed RCM, the insurance company totaled the vehicle; based on the images provided VW determined the airbag not deploying was part of the design of the vehicle;

04/24/2020 05:10:03 PM BARCLAK Case: [redacted]

Call To Owner - [redacted]

[redacted];

RCM advised: following up on the case; RCM spoke with our Regional Coordinator, who had sent Customer an email, detailing the explanation for the operations of the airbag units and reason for the decision from VW Airbag Engineer, that the airbag not deploying was due to the design of the vehicle; all the safety features of VW's are deigned and programed to function in a specific manner to provide the utmost safety to the driver and occupants; if Customer has any future questions can reach back out to VWCC;

Customer states: after receiving the email and response from VW; Customer is unsure about purchasing another VW: the Dealer was offering to help Customer look at getting into a new VW, since insurance company totaled the vehicle; there was significate damage for the airbags to not deploy; appreciates RCM call;

RCM to close;

04/24/2020 02:28:59 PM MACGILS Case: [redacted]

E-Mail From Owner - Ms. [redacted]

From: [redacted]
Sent: Friday, April 24, 2020 2:00 PM
To: VW Experience <VWExperience@vw.com>
Subject: [From: External] Re: Customer = Price...VIN = WVGRV7AX2HK[redacted]...Case = [redacted]

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello,

So I'm not sure if Kyle explained to you but there was 8500 worth or damage is it was beyond what the pictures show as I was trying to explain to Kyle. My insurance company had totaled out the truck.
Sent from Yahoo Mail on Android

All Customer Contacts for: **Ms.** [redacted]

04/24/2020 01:50:33 PM PETERSG Case: [redacted]

E-Mail To Owner - Ms. [redacted]

Hello Ms. [redacted]

Thank you for sharing the crash damage photos of your 2017 Tiguan. We were able to share the photos with our engineers and they had some feedback.

For an airbag to deploy, two things have to be present. The first has to do with the angle of the impact and the second has to do with the rate of acceleration or deceleration. Both criteria must be satisfied in order for an airbag to deploy. The reason there is an angle criterion, is because the bodies of the occupants tend to move toward the point of impact. If an airbag were to deploy when an occupant is out of position, it could cause more harm than the possible benefit a deployment might afford. The reason for rate of acceleration or deceleration criterion is because the bodies of occupants could be injured if there is a life threatening change in velocity. We engineer our vehicles with this in mind and create a certain amount of flexibility and crushability into the vehicle. This allows for some mitigation of the forces involved in a crash. No crash would ever be considered a pleasant experience, but there are some crashes where the impact forces are below the thresholds required to keep occupants alive. In those cases, we wouldn¿t want an airbag to deploy.

Our lead airbag engineer analyzed photos, which show the crash damage 2017 Tiguan had sustained in this crash. He had the following observations:
¿Based on what I see, the impact to the front of the car cracked the bumper cover and shifted the left front bumper rearward, to a point that it got bent when the customer opened the driver door. I don¿t see the amount of damage that represents a high rate of deceleration, enough that would meet the criteria for an airbag deployment. This car performed as designed.

Our conclusion is that your 2017 Tiguan operated properly, by not deploying an airbag in in this crash because the rate of deceleration criteria was not met. Thank you for allowing us an opportunity to assess t

04/24/2020 01:49:37 PM PETERSG Case: [redacted]

Chat With RCM - PAR - BARCLAK

RC and RCM discussed how to proceed. RC and RCM agreed RC will send our findings to the customer in an e-mail and he can speak with the customer regarding her other concerns.

All Customer Contacts for: **Ms.** [redacted]

04/24/2020 01:48:59 PM PETERSG Case: [redacted]

E-Mail To Owner - Ms. [redacted]

Hello Ms. [redacted]

Thank you for sharing the crash damage photos of your 2017 Tiguan. We were able to share the photos with our engineers and they had some feedback.

For an airbag to deploy, two things have to be present. The first has to do with the angle of the impact and the second has to do with the rate of acceleration or deceleration. Both criteria must be satisfied in order for an airbag to deploy. The reason there is an angle criterion, is because the bodies of the occupants tend to move toward the point of impact. If an airbag were to deploy when an occupant is out of position, it could cause more harm than the possible benefit a deployment might afford. The reason for rate of acceleration or deceleration criterion is because the bodies of occupants could be injured if there is a life threatening change in velocity. We engineer our vehicles with this in mind and create a certain amount of flexibility and crushability into the vehicle. This allows for some mitigation of the forces involved in a crash. No crash would ever be considered a pleasant experience, but there are some crashes where the impact forces are below the thresholds required to keep occupants alive. In those cases, we wouldn¿t want an airbag to deploy.

Our lead airbag engineer analyzed photos, which show the crash damage 2017 Tiguan had sustained in this crash. He had the following observations:
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Our conclusion is that your 2017 Tiguan operated properly, by not deploying an airbag in in this crash because the rate of deceleration criteria was not met. Thank you for allowing us an opportunity to assess t

04/24/2020 11:09:52 AM PETERSG Case: [redacted]

E-Mail From Product Liaison - Larry West

based on what I see, the impact to the front of the car cracked the bumper cover and shifted the left front bumper rearward, to a point that it got bent when the customer opened the driver door. I don¿t see the amount of damage that represents a high rate of deceleration, enough that would meet the criteria for an airbag deployment. This car performed as designed.
Larry

04/24/2020 09:28:04 AM PETERSG Case: [redacted]

E-Mail To Product Liaison - Larry West

Good morning L.W.,

Any thoughts on this one as of yet?

04/23/2020 11:42:56 AM PETERSG Case: [redacted]

E-Mail To Product Liaison - Larry West

Hello Larry,

The customer says there was no police report. He rear ended another vehicle. Can you make heads or tails of why the airbags didn¿t deploy, based on the photos (attached)?

04/23/2020 11:40:57 AM PETERSG Case: [redacted]

E-Mail To RCM - PAR - BARCLAk

We¿ll, I¿ll see if we can get something based on what we see. There is minimal damage to the vehicle.

All Customer Contacts for: **Ms.** [redacted]

04/23/2020 11:32:45 AM BARCLAK Case: [redacted]

E-Mail To Level 2 / Exec - Greg Peters

Greg,

The customer mentioned they do not have a police report/accident report. I find odd, if there is concern for the airbags not deploying.

04/23/2020 11:30:52 AM PETERSG Case: [redacted]

E-Mail To RCM - PAR - BARCLAK

Hello Kyle,

The customer sent in his photos, but not a police report. Please thank him for the pictures and remind him that we still need a police report to progress this matter.

Thank you.

04/23/2020 11:21:16 AM FARLEYJ Case: [redacted]

E-Mail From Owner - Ms. [redacted]

Media attached in doc center

04/22/2020 05:06:15 PM BARCLAK Case: [redacted]

Call To Owner - [redacted]

[redacted];

RCM advised: following up on the case; RCM received the Customer voice mail message; RCM has not received any pictures of the damage/accident; Customer can reply directly to the email that RCM had sent; RCM will follow up with Customer by 04/24;

Customer states: did receive RCM email and tried to send RCM an email with the picture; it said message failed to send/receive; has been busy as well; will try and resend the pictures to RCM;

RCM to wait Customer mail; RCM to follow up with Customer by 04/24;

04/22/2020 12:18:46 PM BARCLAK Case: [redacted]

E-Mail To Dealer Service Director - Matt N @ Larry H. Miller Volkswagen Avondale (422232)

I called to our bodyshop in Peoria last week and the vehicle was not there. I am not sure where the vehicle is at this time. I have the check ready for them for the reimbursement of towing. Will was supposed to be here last Friday at 2pm to pick it up. I have not seen or heard from them since last week. The check is still on my desk and made out to [redacted] at their request.

Matt Norgard
Service Director
Larry Miller Volkswagen Avondale

All Customer Contacts for: **Ms.** [redacted]

04/22/2020 12:11:04 PM BARCLAK Case: [redacted]

E-Mail To Dealer Service Director - Matt N @ Larry H. Miller Volkswagen Avondale (422232)

Hey Matt,

Ms. [redacted] // 2017 Tiguan // WVGRV7AX2HK[redacted]

I am just following up, to see if the customer vehicle was at the body shop, LHM works with? If you were able to acquire any pictures of the vehicle from the accident.

The customer left me a voicemail, saying the insurance company is claim the vehicle as a total loss.

Thanks for any help.

04/22/2020 12:10:22 PM BARCLAK Case: [redacted]

Voice Mail From Owner - [redacted]

Customer left voice mail message advising: calling in regards to the 2017 Tiguan, the Airbag not deploying; the insurance copy is going to write it off as a total loss;

RCM to follow up with Customer;

04/17/2020 11:35:25 AM BARCLAK Case: [redacted]

Call From Dealer Service Director - Matt N @ Larry H. Miller Volkswagen Avondale (422232)

RCM took call from SD;

RCM advised: spoken with the Customer and RCM is waiting on the Customer to send over pictures of the damage from the accident; the Customer mentioned there is no police reports, which seems odd since, the Customer is stating how much damage there was and the vehicle passenger side was off the ground and the wheel were in the air; RCM will wait to hear from Customer or Dealer;

SD states: the Dealer has address the refund of the incorrect Fuel Pump that was installed and if the vehicle is at the body shop Dealer 422232 works with, then SD will have Dealer send over pictures they would take, to forward to RCM for the review with PL;

04/15/2020 05:22:17 PM BARCLAK Case: [redacted]

E-Mail To Owner - Ms. [redacted] and Mr. [redacted]

Reference # [redacted]

Dear Ms. [redacted] and Mr. [redacted]

Thanks for your patience while I work on your case.

To make things easier, I wanted to provide my direct extension so that you can contact me anytime. I can be reached at 800-822-8987; when prompted, press ¿9¿ and dial 43650.

If I am assisting other customers when you call, feel free to leave a voicemail.

You can also reply to this email or chat with us on [redacted].

I look forward to speaking with you soon!

Sincerely,

Kyle B
Region Case Manager

This message, including any attachments, is intended only for the named addressee(s).
Information submitted via email communications are subject to our privacy statement, available at [redacted]

04/15/2020 05:18:17 PM BARCLAK Case: [redacted]

Continued Comment To Owner - [redacted] and [redacted]

Continued Comment: the Dealer has not even offered to reimburse Customer for the Fuel Pump that was purchased and not the correct fuel pump, after Customer had purchased the part and had the Dealer do the installation; will contact SD Matt regarding the fuel pump part reimbursement; will send RCM the pictures;

RCM to email Customer;

All Customer Contacts for: **Ms.** [redacted]

04/15/2020 04:34:10 PM BARCLAK Case: [redacted]

Call To Owner - [redacted] and [redacted]

[redacted];

RCM advised: following up on the case; RCM spoke with SD Jason who shared: Customer back twice for a fuel pump issue. We did replace the wrong pump; the Dealer can reimburse Customer for towing; the Dealer replaced the clock spring in the vehicle under warranty to fix an airbag error. that was early February; RCM spoke with Regional Coordinator who has shared: We ask that the customer share with us a copy of the police report and photos of the crash damage their vehicle sustained. When received, we will share them with our lead airbag engineer. After two business days for analysis, we will circle back with the customer to share our findings or intentions for a next step; RCM will send Customer an email; any refund of a wrong part used, the Customer would need to speak with the Dealer; VW relies on our Dealer as technical advisors and can only speak to a Dealer diagnosis;

Customer states: there is No Police report/accident; does have photos of the damage, but that will not show the internal damage; was traveling 20-25 MPH and hit a vehicle that was at a dead spot, the Customer vehicle was just on the drive side wheel, the passenger side wheels were in the air; the drive of the vehicle that was hit, was in a police chase or something; then the Dealer 422232 has misdiagnosed the vehicle and wanted to charge Customer $1,000.00 for a Fuel Pump; Customer had to tell the Dealer what was wrong with the vehicle, because Customer knows a technician at North Scottsdale who shared that both Fuel Pumps would not fail at the same time; does not trust the Dealer nor VW: does not believe the Dealer installed the Airbag Clock Spring correctly; the vehicle is at the Dealer waiting for a tow company to pick up the vehicle and bring to Collision Center;

04/15/2020 01:34:38 PM BARCLAK Case: [redacted]

E-Mail To Dealer Service Director - Matt N @ Larry H. Miller Volkswagen Avondale (422232)

Matt,

Ms. [redacted] // 2017 Tiguan // WVGRV7AX2HK[redacted]

Our Regional Consultant advised: we would need a copy of the police report and photos of the crash damage their vehicle sustained. When received, we will share them with our lead airbag engineer. After two business days for analysis, we will circle back with the customer to share our findings or intentions for a next step.

I will let you know if we require, the vehicle to brought back into the dealer.

Thanks.

04/15/2020 01:24:03 PM PETERSG Case: [redacted]

E-Mail To Product Liaison - Larry West

Hello Larry,

Attached is an airbag report, regarding a non-deployment on a 2017 Tiguan in AZ. There were no injuries. The customer rear ended another vehicle and now the vehicle is at a body shop. We are requesting photos and a police report.

04/15/2020 01:06:25 PM PETERSG Case: [redacted]

Chat With RCM - PAR - BARCLAK

We ask that the customer share with us a copy of the police report and photos of the crash damage their vehicle sustained. When received, we will share them with our lead airbag engineer. After two business days for analysis, we will circle back with the customer to share our findings or intentions for a next step.

All Customer Contacts for: **Ms.** [redacted]

04/15/2020 01:02:09 PM BARCLAK Case: [redacted]

E-Mail From Dealer Service Director - Matt N @ Larry H. Miller Volkswagen Avondale (422232)

I have not seen the vehicle since the accident, and won¿t be able to tell much of anything since there is damage and warning lights on now. If he wants the vehicle looked at for a reason on why the air bags did not deploy this would have to get escalated to someone. Possible to engineering or definitely a QTM. As far as the tow reimbursement I am waiting to hear back from him. I left him a voicemail about 7:45am this morning. If you speak with him, its ok if you want to give him my email address: matthew.norgard@lhmauto.com.

Matt Norgard
Service Director
Larry Miller Volkswagen Avondale

04/15/2020 01:00:06 PM BARCLAK Case: [redacted]

E-Mail From Dealer Service Director - Matt N @ Larry H. Miller Volkswagen Avondale (422232)

I talked with [redacted] and [redacted] yesterday. They did have to come back twice for a fuel pump issue. We did replace the wrong pump. I talked to someone at warranty this morning and they said, If [redacted] emails me a copy of the tow bill, we can get that paid for them. I left a message with [redacted] this morning with some of the details. He just needs to call me back so he can email me the tow bill so I can get that processed. If I get it today I could have a check to him by Friday or Monday possibly.

As far as the air bag. We replaced the clock spring in the vehicle under warranty to fix an airbag error. That was early February. The airbag light has not come back on which means the system is working. It is my understanding they rear ended someone doing 15-20 mph and the bags did not deploy. I tried explaining to [redacted] that the system measures more than just speed to deploy the bags. It measures the deceleration of the vehicle, G force, impact angle, driving speed, and impact to the frame. I am sure there are more calculations but we just hear about the basics for calculations are a dealer level. I am not 100% sure how the software is written but do know it is more than just speed. That is something he does not seem to understand and was trying to fight me on it. He did admit the airbag light was not on before the accident which means the system was functioning and armed. He also mentioned that he was not wearing a seat belt, but I am not sure if that would affect anything or not.
CONTINUED>>>

04/15/2020 12:40:00 PM BARCLAK Case: [redacted]

Call From Dealer Service Director - Matt N @ Larry H. Miller Volkswagen Avondale (422232)

RCM took call live from

SD states: has just sent RCM an email on this case; the Customer was in back in Feb. 2020 for an Airbag light on; the Dealer replaced the Steering Wheel Clock Spring under the warranty ext.; the Airbag was off and the airbag system was active; the Customer mentioned was traveling at 15-20 MPH and rear ended another vehicle; the Customer was NOT wearing a Seat Belt; Dealer does not know at what speed, impact or G Force the airbag are designed to go off; the Customer mentioned had hit his face on the steering wheel and has a burses and bloody nose; the Customer mentioned seeking legal action for the airbag deployment issue; the Customer vehicle has a lot of front end damage and is not currently at the Dealer; also if the Customer emails a copy of tow bill to the SD and the Dealer will reimburse Customer;

RCM acknowledged; RCM received the email, RCM will speak with Regional Coordinator regarding next direction for the non-airbag deployment concern;

All Customer Contacts for: **Ms.** [redacted]

04/15/2020 12:31:47 PM BARCLAK Case: [redacted]

E-Mail To Dealer Service Director - Matt N @ Larry H. Miller Volkswagen Avondale (422232)

Hey Matt,

Ms. [redacted] // 2017 Tiguan // WVGRV7AX2HK[redacted]

I am reaching out on behalf of this customer, who called Customer Care concerning these issues with the vehicle. I would like to provide the customer with a little more information about the diagnosis and the potential repairs that are needed.

Customer Concern: dealer misdiagnosed the vehicle, the clockspring and airbag went out, heard this was free to fix, also was driving and got into an accident and ran into the back of guys car; the vehicle airbags didn't deploy.

Were you able to duplicate the customer¿s concerns?
Were you able to recommend or complete repairs?
Is this a repeat concern with this vehicle?
Has a VTA been opened?
Was alternative transportation provided or offered?
Is there anything else that you would like to share about the customer¿s concerns?
Is there a GFF Paperless or any faults/crash data stored?

I would appreciate if you could reply with any helpful information that you have, Thank you.

04/14/2020 07:54:42 PM DERUEKE Case: [redacted]

Assigned To RCM - PAR - BARCLAK

RCM to review case notes;

Will ESC to to LVL 2 if need be.

04/14/2020 07:32:12 PM DERUEKE Case: [redacted]

Call From Owner - [redacted]

CUST states: DLR referred CUST to speak with Kyle Barclay in CCC; DLR had misdiagnosed the vehicle; also the clockspring and airbag went out; heard this was free to fix and CUST was driving and got into an accident and ran into the back of guys car; the vehicle airbags didn't deploy; also bought 5 different tows before for the vehicles issues; Matt at DLR 422232 referred CUST to CARE'

CUST seeking: to know why air bags didnt deploy; vehicle is now being towed to a local shop due to the accident;

CO advised: going to ESC case to Kyle for clarification; May need to ESC to LVL 2 and follow process;

RCM to contact CO and get clarification, if not RCM then CO can review with Grep and send to LVL 2.

RCM to review

11/12/2019 01:55:56 PM BEATONC Case: [redacted]

Case Closed By Team 8 Northeast Region (NER) - BEATONC

All Customer Contacts for: **Ms.** [redacted]

11/12/2019 01:55:34 PM BEATONC Case: [redacted]

E-Mail To Owner - Ms. [redacted]

Reference # [redacted]

Dear Ms. [redacted]

It was nice talking to you today.

As you requested, your case number is at the top of this email and in the subject line.

If I can be of future assistance, don¿t hesitate to call at 800-822-8987. You can also reply to this email or chat with us on [redacted].

Sincerely,

Christie B
Customer CARE Advocate

11/12/2019 01:09:55 PM BEATONC Case: [redacted]

Call From Owner - [redacted]

Customer States: The airbag light came on in the vehicle and the horn is not working; they took his vehicle to an independent and were told that the vehicle had anywhere from 6-14 open recalls; vehicle has not been to a VW Dealer in about 5 or 6 months; Customer does not want to take the vehicle into a VW Dealer because is doesn¿t want to pay a diagnosis fee and have them not find anything wrong with the vehicle when they know for sure the vehicle is having issues; looking to find out why they have not be notified about all/any of the open recalls on the vehicle as well as have the VW Dealer diagnosis fee waved due to them already having the vehicle diagnosed at an independent

Customer Seeking: Why they have not be notified about all/any of the open recalls on the vehicle as well as have the VW Dealer diagnosis fee waved due to them already having the vehicle diagnosed at an independent

CO Advised: When I put the VIN of your vehicle into our system the vehicle come up with no recalls; your vehicle does have an ext. wty for the airbag clock spring for 10yr/120k miles WOF; I would advise you to take the vehicle into a VW Dealer and get it diagnosed if the issue with you vehicle is in regards of an open recall on your vehicle or wty ext they diagnosis fee would be reimbursed back to you; I will send you an email with your case number; if you decided to take the vehicle into the Dealer and are upset with what they do/say you can always reach back out to us after the VW Dealer completes the diagnosis

Customer acknowledged

CO to email Customer case number

No further action

10/12/2017 01:40:14 PM STUVERJ Case: [redacted]

Case Closed By Team 15 - STUVERJ

10/12/2017 01:04:30 PM MILLERR Case: [redacted]

Assigned To Team 15 - STUVERJ

RCM forwarded complaint to dealer Customer Relations Manager Gema Perry
CO to review

All Customer Contacts for: **Ms.** [redacted]

10/12/2017 01:01:50 PM MILLERR Case: [redacted]

Call From Dealer Sales Mgr - Gema @ Camelback Volkswagen (422238)

Sales Manager advised the current residual is $15,680 and the current payout for the lease was $33,000; there is a difference between a buyout vs. paying off and turning in the lease which must be what the customer is confused about
RCM to reassign to CO

10/11/2017 07:12:39 PM MILLERR Case: [redacted]

Voice Mail For Dealer Sales Mgr - gema @ Camelback Volkswagen (422238)

RCM LVMMTRMC
Wait dealer call

10/11/2017 04:32:04 PM MILLERR Case: [redacted]

E-Mail To Dealer Sales Mgr - Gema @ Camelback Volkswagen (422238)

Good Afternoon Gema,

Did you get a chance to review this case?

Thanks,
Ray
wait dealer email

10/10/2017 08:07:56 PM MILLERR Case: [redacted]

E-Mail To Dealer Sales Mgr - Gema @ Camelback Volkswagen (422238)

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

Customer Complaint:

¿Customer States: when Customer was at Dealer purchasing the vehicle Dealer talked Customer into leasing a vehicle because of her credit score; they told Customer that she was able to drive up to 40k miles and then trade in the vehicle for another once reaching the 40k mile mark; Dealer also informed Customer that the payoff amount for vehicle would be $23,000; Customer called Dealer 10/10/17 to discuss options and was told the only thing that she would be able to do would be to purchase a base trim level vehicle for an additional $15,000 on top of her pay off amount of $33,000; Customer called VCI to discuss the discrepancy and was informed that the final payoff amount was $33,000 rather than the $23,000 Dealer advised¿

The customer is seeking the following: file a dealer complaint

Thank you in advance for your help.

Ray Miller
[redacted]

10/10/2017 03:43:46 PM MILLERR Case: [redacted]

Assigned To RCM - PAR - MILLERR

10/10/2017 03:20:54 PM STUVERJ Case: [redacted]

Assigned To RCM - PAR - *NONE*

RCM to forward FYI Dealer complaint

All Customer Contacts for: **Ms.** [redacted]

10/10/2017 02:58:16 PM STUVERJ Case: [redacted]

Call From Owner - Ms. [redacted]

Customer States: when Customer was at Dealer purchasing the vehicle Dealer talked Customer into leasing a vehicle because of her credit score; they told Customer that she was able to drive up to 40k miles and then trade in the vehicle for another once reaching the 40k mile mark; Dealer also informed Customer that the payoff amount for vehicle would be $23,000; Customer called Dealer 10/10/17 to discuss options and was told the only thing that she would be able to do would be to purchase a base trim level vehicle for an additional $15,000 on top of her pay off amount of $33,000; Customer called VCI to discuss the discrepancy and was informed that the final payoff amount was $33,000 rather than the $23,000 Dealer advised;

Customer seeks: to be able to finance lease at this time rather than the lease end

CO advised: would like to escalate case to RCM to file an FYI Dealer complaint; apologized for poor experience; sales agreements are an agreement between Customer and Dealer and Customer Care Center does not have any direct involvement in the agreement

Customer acknowledged

CO to escalate

From: [redacted]
Sent: Wednesday, April 22, 2020 5:08 PM
To: VW Experience <VWExperience@vw.com>
Subject: [From: External] Re: Volkswagen Customer CARE [redacted]

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.















All Customer Contacts for: **Ms.** [redacted]

04/27/2020 10:57:22 AM BARCLAK Case: [redacted]

Case Closed By RCM - PAR - BARCLAK

Customer informed RCM, the insurance company totaled the vehicle; based on the images provided VW determined the airbag not deploying was part of the design of the vehicle;

04/24/2020 05:10:03 PM BARCLAK Case: [redacted]

Call To Owner - [redacted]

[redacted]

RCM advised: following up on the case; RCM spoke with our Regional Coordinator, who had sent Customer an email, detailing the explanation for the operations of the airbag units and reason for the decision from VW Airbag Engineer, that the airbag not deploying was due to the design of the vehicle; all the safety features of VW's are deigned and programed to function in a specific manner to provide the utmost safety to the driver and occupants; if Customer has any future questions can reach back out to VWCC;

Customer states: after receiving the email and response from VW; Customer is unsure about purchasing another VW: the Dealer was offering to help Customer look at getting into a new VW, since insurance company totaled the vehicle; there was significate damage for the airbags to not deploy; appreciates RCM call;

RCM to close;

04/24/2020 02:28:59 PM MACGILS Case: [redacted]

E-Mail From Owner - Ms. [redacted]

From: [redacted]
Sent: Friday, April 24, 2020 2:00 PM
To: VW Experience <VWExperience@vw.com>
Subject: [From: External] Re: Customer = Price...VIN = WVGRV7AX2HK[redacted]..Case = [redacted]

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello,

So I'm not sure if Kyle explained to you but there was 8500 worth or damage is it was beyond what the pictures show as I was trying to explain to Kyle. My insurance company had totaled out the truck.
Sent from Yahoo Mail on Android

04/24/2020 01:50:33 PM PETERSG Case: [redacted]

E-Mail To Owner - Ms. [redacted]

Hello Ms. [redacted]

Thank you for sharing the crash damage photos of your 2017 Tiguan. We were able to share the photos with our engineers and they had some feedback.

For an airbag to deploy, two things have to be present. The first has to do with the angle of the impact and the second has to do with the rate of acceleration or deceleration. Both criteria must be satisfied in order for an airbag to deploy. The reason there is an angle criterion, is because the bodies of the occupants tend to move toward the point of impact. If an airbag were to deploy when an occupant is out of position, it could cause more harm than the possible benefit a deployment might afford. The reason for rate of acceleration or deceleration criterion is because the bodies of occupants could be injured if there is a life threatening change in velocity. We engineer our vehicles with this in mind and create a certain amount of flexibility and crushability into the vehicle. This allows for some mitigation of the forces involved in a crash. No crash would ever be considered a pleasant experience, but there are some crashes where the impact forces are below the thresholds required to keep occupants alive. In those cases, we wouldn¿t want an airbag to deploy.

Our lead airbag engineer analyzed photos, which show the crash damage 2017 Tiguan had sustained in this crash. He had the following observations:
¿Based on what I see, the impact to the front of the car cracked the bumper cover and shifted the left front bumper rearward, to a point that it got bent when the customer opened the driver door. I don¿t see the amount of damage that represents a high rate of deceleration, enough that would meet the criteria for an airbag deployment. This car performed as designed.

Our conclusion is that your 2017 Tiguan operated properly, by not deploying an airbag in in this crash because the rate of deceleration criteria was not met. Thank you for allowing us an opportunity to assess t

04/24/2020 01:49:37 PM PETERSG Case: [redacted]

Chat With RCM - PAR - BARCLAK

RC and RCM discussed how to proceed. RC and RCM agreed RC will send our findings to the customer in an e-mail and he can speak with the customer regarding her other concerns.

04/24/2020 01:48:59 PM PETERSG Case: [redacted]

E-Mail To Owner - Ms. [redacted]

Hello Ms. [redacted]

Thank you for sharing the crash damage photos of your 2017 Tiguan. We were able to share the photos with our engineers and they had some feedback.

For an airbag to deploy, two things have to be present. The first has to do with the angle of the impact and the second has to do with the rate of acceleration or deceleration. Both criteria must be satisfied in order for an airbag to deploy. The reason there is an angle criterion, is because the bodies of the occupants tend to move toward the point of impact. If an airbag were to deploy when an occupant is out of position, it could cause more harm than the possible benefit a deployment might afford. The reason for rate of acceleration or deceleration criterion is because the bodies of occupants could be injured if there is a life threatening change in velocity. We engineer our vehicles with this in mind and create a certain amount of flexibility and crushability into the vehicle. This allows for some mitigation of the forces involved in a crash. No crash would ever be considered a pleasant experience, but there are some crashes where the impact forces are below the thresholds required to keep occupants alive. In those cases, we wouldn¿t want an airbag to deploy.

Our lead airbag engineer analyzed photos, which show the crash damage 2017 Tiguan had sustained in this crash. He had the following observations:
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Our conclusion is that your 2017 Tiguan operated properly, by not deploying an airbag in in this crash because the rate of deceleration criteria was not met. Thank you for allowing us an opportunity to assess t

04/24/2020 11:09:52 AM PETERSG Case: [redacted]

E-Mail From Product Liaison - Larry West

based on what I see, the impact to the front of the car cracked the bumper cover and shifted the left front bumper rearward, to a point that it got bent when the customer opened the driver door. I don¿t see the amount of damage that represents a high rate of deceleration, enough that would meet the criteria for an airbag deployment. This car performed as designed.
Larry

04/24/2020 09:28:04 AM PETERSG Case: [redacted]

E-Mail To Product Liaison - Larry West

Good morning L.W.,

Any thoughts on this one as of yet?

04/23/2020 11:42:56 AM PETERSG Case: [redacted]

E-Mail To Product Liaison - Larry West

Hello Larry,

The customer says there was no police report. He rear ended another vehicle. Can you make heads or tails of why the airbags didn¿t deploy, based on the photos (attached)?

04/23/2020 11:40:57 AM PETERSG Case: [redacted]

E-Mail To RCM - PAR - BARCLAk

We¿ll, I¿ll see if we can get something based on what we see. There is minimal damage to the vehicle.

All Customer Contacts for: **Ms.** [redacted]

04/23/2020 11:32:45 AM BARCLAK Case: [redacted]

E-Mail To Level 2 / Exec - Greg Peters

Greg,

The customer mentioned they do not have a police report/accident report. I find odd, if there is concern for the airbags not deploying.

04/23/2020 11:30:52 AM PETERSG Case: [redacted]

E-Mail To RCM - PAR - BARCLAK

Hello Kyle,

The customer sent in his photos, but not a police report. Please thank him for the pictures and remind him that we still need a police report to progress this matter.

Thank you.

04/23/2020 11:21:16 AM FARLEYJ Case: [redacted]

E-Mail From Owner - Ms. [redacted]

Media attached in doc center

04/22/2020 05:06:15 PM BARCLAK Case: [redacted]

Call To Owner - [redacted]

[redacted];

RCM advised: following up on the case; RCM received the Customer voice mail message; RCM has not received any pictures of the damage/accident; Customer can reply directly to the email that RCM had sent; RCM will follow up with Customer by 04/24;

Customer states: did receive RCM email and tried to send RCM an email with the picture; it said message failed to send/receive; has been busy as well; will try and resend the pictures to RCM;

RCM to wait Customer mail; RCM to follow up with Customer by 04/24;

04/22/2020 12:18:46 PM BARCLAK Case: [redacted]

E-Mail To Dealer Service Director - Matt N @ Larry H. Miller Volkswagen Avondale (422232)

I called to our bodyshop in Peoria last week and the vehicle was not there. I am not sure where the vehicle is at this time. I have the check ready for them for the reimbursement of towing. Will was supposed to be here last Friday at 2pm to pick it up. I have not seen or heard from them since last week. The check is still on my desk and made out to [redacted] at their request.

Matt Norgard
Service Director
Larry Miller Volkswagen Avondale

All Customer Contacts for: **Ms.** [redacted]

04/22/2020 12:11:04 PM BARCLAK Case: [redacted]

E-Mail To Dealer Service Director - Matt N @ Larry H. Miller Volkswagen Avondale (422232)

Hey Matt,

Ms. [redacted] // 2017 Tiguan // WVGRV7AX2HK[redacted]

I am just following up, to see if the customer vehicle was at the body shop, LHM works with? If you were able to acquire any pictures of the vehicle from the accident.

The customer left me a voicemail, saying the insurance company is claim the vehicle as a total loss.

Thanks for any help.

04/22/2020 12:10:22 PM BARCLAK Case: [redacted]

Voice Mail From Owner - [redacted]

Customer left voice mail message advising: calling in regards to the 2017 Tiguan, the Airbag not deploying; the insurance copy is going to write it off as a total loss;

RCM to follow up with Customer;

04/17/2020 11:35:25 AM BARCLAK Case: [redacted]

Call From Dealer Service Director - Matt N @ Larry H. Miller Volkswagen Avondale (422232)

RCM took call from SD;

RCM advised: spoken with the Customer and RCM is waiting on the Customer to send over pictures of the damage from the accident; the Customer mentioned there is no police reports, which seems odd since, the Customer is stating how much damage there was and the vehicle passenger side was off the ground and the wheel were in the air; RCM will wait to hear from Customer or Dealer;

SD states: the Dealer has address the refund of the incorrect Fuel Pump that was installed and if the vehicle is at the body shop Dealer 422232 works with, then SD will have Dealer send over pictures they would take, to forward to RCM for the review with PL;

04/15/2020 05:22:17 PM BARCLAK Case: [redacted]

E-Mail To Owner - Ms. [redacted] and Mr. [redacted]

Reference # [redacted]

Dear Ms. [redacted] and Mr. [redacted]

Thanks for your patience while I work on your case.

To make things easier, I wanted to provide my direct extension so that you can contact me anytime. I can be reached at 800-822-8987; when prompted, press ¿9¿ and dial 43650.

If I am assisting other customers when you call, feel free to leave a voicemail.

You can also reply to this email or chat with us on [redacted]

I look forward to speaking with you soon!

Sincerely,

Kyle B
Region Case Manager

This message, including any attachments, is intended only for the named addressee(s).
Information submitted via email communications are subject to our privacy statement, available at [redacted].

04/15/2020 05:18:17 PM BARCLAK Case: [redacted]

Continued Comment To Owner - [redacted] and [redacted]

Continued Comment: the Dealer has not even offered to reimburse Customer for the Fuel Pump that was purchased and not the correct fuel pump, after Customer had purchased the part and had the Dealer do the installation; will contact SD Matt regarding the fuel pump part reimbursement; will send RCM the pictures;

RCM to email Customer;

All Customer Contacts for: **Ms.** [redacted]

04/15/2020 04:34:10 PM BARCLAK Case: [redacted]

Call To Owner - [redacted] and [redacted]

[redacted];

RCM advised: following up on the case; RCM spoke with SD Jason who shared: Customer back twice for a fuel pump issue. We did replace the wrong pump; the Dealer can reimburse Customer for towing; the Dealer replaced the clock spring in the vehicle under warranty to fix an airbag error. that was early February; RCM spoke with Regional Coordinator who has shared: We ask that the customer share with us a copy of the police report and photos of the crash damage their vehicle sustained. When received, we will share them with our lead airbag engineer. After two business days for analysis, we will circle back with the customer to share our findings or intentions for a next step; RCM will send Customer an email; any refund of a wrong part used, the Customer would need to speak with the Dealer; VW relies on our Dealer as technical advisors and can only speak to a Dealer diagnosis;

Customer states: there is No Police report/accident; does have photos of the damage, but that will not show the internal damage; was traveling 20-25 MPH and hit a vehicle that was at a dead spot, the Customer vehicle was just on the drive side wheel, the passenger side wheels were in the air; the drive of the vehicle that was hit, was in a police chase or something; then the Dealer 422232 has misdiagnosed the vehicle and wanted to charge Customer $1,000.00 for a Fuel Pump; Customer had to tell the Dealer what was wrong with the vehicle, because Customer knows a technician at North Scottsdale who shared that both Fuel Pumps would not fail at the same time; does not trust the Dealer nor VW: does not believe the Dealer installed the Airbag Clock Spring correctly; the vehicle is at the Dealer waiting for a tow company to pick up the vehicle and bring to Collision Center;

04/15/2020 01:34:38 PM BARCLAK Case: [redacted]

E-Mail To Dealer Service Director - Matt N @ Larry H. Miller Volkswagen Avondale (422232)

Matt,

Ms. [redacted] // 2017 Tiguan // WVGRV7AX2HK[redacted]

Our Regional Consultant advised: we would need a copy of the police report and photos of the crash damage their vehicle sustained. When received, we will share them with our lead airbag engineer. After two business days for analysis, we will circle back with the customer to share our findings or intentions for a next step.

I will let you know if we require, the vehicle to brought back into the dealer.

Thanks.

04/15/2020 01:24:03 PM PETERSG Case: [redacted]

E-Mail To Product Liaison - Larry West

Hello Larry,

Attached is an airbag report, regarding a non-deployment on a 2017 Tiguan in AZ. There were no injuries. The customer rear ended another vehicle and now the vehicle is at a body shop. We are requesting photos and a police report.

04/15/2020 01:06:25 PM PETERSG Case: [redacted]

Chat With RCM - PAR - BARCLAK

We ask that the customer share with us a copy of the police report and photos of the crash damage their vehicle sustained. When received, we will share them with our lead airbag engineer. After two business days for analysis, we will circle back with the customer to share our findings or intentions for a next step.

All Customer Contacts for: **Ms.** [redacted]

04/15/2020 01:02:09 PM BARCLAK Case: [redacted]

E-Mail From Dealer Service Director - Matt N @ Larry H. Miller Volkswagen Avondale (422232)

I have not seen the vehicle since the accident, and won¿t be able to tell much of anything since there is damage and warning lights on now. If he wants the vehicle looked at for a reason on why the air bags did not deploy this would have to get escalated to someone. Possible to engineering or definitely a QTM. As far as the tow reimbursement I am waiting to hear back from him. I left him a voicemail about 7:45am this morning. If you speak with him, its ok if you want to give him my email address: matthew.norgard@lhmauto.com.

Matt Norgard
Service Director
Larry Miller Volkswagen Avondale

04/15/2020 01:00:06 PM BARCLAK Case: [redacted]

E-Mail From Dealer Service Director - Matt N @ Larry H. Miller Volkswagen Avondale (422232)

I talked with [redacted] and [redacted] yesterday. They did have to come back twice for a fuel pump issue. We did replace the wrong pump. I talked to someone at warranty this morning and they said, If [redacted] emails me a copy of the tow bill, we can get that paid for them. I left a message with [redacted] this morning with some of the details. He just needs to call me back so he can email me the tow bill so I can get that processed. If I get it today I could have a check to him by Friday or Monday possibly.

As far as the air bag. We replaced the clock spring in the vehicle under warranty to fix an airbag error. That was early February. The airbag light has not come back on which means the system is working. It is my understanding they rear ended someone doing 15-20 mph and the bags did not deploy. I tried explaining to [redacted] that the system measures more than just speed to deploy the bags. It measures the deceleration of the vehicle, G force, impact angle, driving speed, and impact to the frame. I am sure there are more calculations but we just hear about the basics for calculations are a dealer level. I am not 100% sure how the software is written but do know it is more than just speed. That is something he does not seem to understand and was trying to fight me on it. He did admit the airbag light was not on before the accident which means the system was functioning and armed. He also mentioned that he was not wearing a seat belt, but I am not sure if that would affect anything or not.
CONTINUED>>>

04/15/2020 12:40:00 PM BARCLAK Case: [redacted]

Call From Dealer Service Director - Matt N @ Larry H. Miller Volkswagen Avondale (422232)

RCM took call live from

SD states: has just sent RCM an email on this case; the Customer was in back in Feb. 2020 for an Airbag light on; the Dealer replaced the Steering Wheel Clock Spring under the warranty ext.; the Airbag was off and the airbag system was active; the Customer mentioned was traveling at 15-20 MPH and rear ended another vehicle; the Customer was NOT wearing a Seat Belt; Dealer does not know at what speed, impact or G Force the airbag are designed to go off; the Customer mentioned had hit his face on the steering wheel and has a burses and bloody nose; the Customer mentioned seeking legal action for the airbag deployment issue; the Customer vehicle has a lot of front end damage and is not currently at the Dealer; also if the Customer emails a copy of tow bill to the SD and the Dealer will reimburse Customer;

RCM acknowledged; RCM received the email, RCM will speak with Regional Coordinator regarding next direction for the non-airbag deployment concern;

All Customer Contacts for: **Ms.** [redacted]

04/15/2020 12:31:47 PM BARCLAK Case: [redacted]

E-Mail To Dealer Service Director - Matt N @ Larry H. Miller Volkswagen Avondale (422232)

Hey Matt,

Ms. [redacted] // 2017 Tiguan // WVGRV7AX2HK[redacted]

I am reaching out on behalf of this customer, who called Customer Care concerning these issues with the vehicle. I would like to provide the customer with a little more information about the diagnosis and the potential repairs that are needed.

Customer Concern: dealer misdiagnosed the vehicle, the clockspring and airbag went out, heard this was free to fix, also was driving and got into an accident and ran into the back of guys car; the vehicle airbags didn't deploy.

Were you able to duplicate the customer¿s concerns?
Were you able to recommend or complete repairs?
Is this a repeat concern with this vehicle?
Has a VTA been opened?
Was alternative transportation provided or offered?
Is there anything else that you would like to share about the customer¿s concerns?
Is there a GFF Paperless or any faults/crash data stored?

I would appreciate if you could reply with any helpful information that you have, Thank you.

04/14/2020 07:54:42 PM DERUEKE Case: [redacted]

Assigned To RCM - PAR - BARCLAK

RCM to review case notes;

Will ESC to to LVL 2 if need be.

04/14/2020 07:32:12 PM DERUEKE Case: [redacted]

Call From Owner - [redacted]

CUST states: DLR referred CUST to speak with Kyle Barclay in CCC; DLR had misdiagnosed the vehicle; also the clockspring and airbag went out; heard this was free to fix and CUST was driving and got into an accident and ran into the back of guys car; the vehicle airbags didn't deploy; also bought 5 different tows before for the vehicles issues; Matt at DLR 422232 referred CUST to CARE'

CUST seeking: to know why air bags didnt deploy; vehicle is now being towed to a local shop due to the accident;

CO advised: going to ESC case to Kyle for clarification; May need to ESC to LVL 2 and follow process;

RCM to contact CO and get clarification, if not RCM then CO can review with Grep and send to LVL 2.

RCM to review

11/12/2019 01:55:56 PM BEATONC Case: [redacted]

Case Closed By Team 8 Northeast Region (NER) - BEATONC

11/12/2019 01:55:34 PM BEATONC Case: [redacted]

E-Mail To Owner - Ms. [redacted]

Reference # [redacted]

Dear Ms. [redacted]

It was nice talking to you today.

As you requested, your case number is at the top of this email and in the subject line.

If I can be of future assistance, don¿t hesitate to call at 800-822-8987. You can also reply to this email or chat with us on [redacted].

Sincerely,

Christie B
Customer CARE Advocate

11/12/2019 01:09:55 PM BEATONC Case: [redacted]

Call From Owner - [redacted]

Customer States: The airbag light came on in the vehicle and the horn is not working; they took his vehicle to an independent and were told that the vehicle had anywhere from 6-14 open recalls; vehicle has not been to a VW Dealer in about 5 or 6 months; Customer does not want to take the vehicle into a VW Dealer because is doesn¿t want to pay a diagnosis fee and have them not find anything wrong with the vehicle when they know for sure the vehicle is having issues; looking to find out why they have not be notified about all/any of the open recalls on the vehicle as well as have the VW Dealer diagnosis fee waved due to them already having the vehicle diagnosed at an independent

Customer Seeking: Why they have not be notified about all/any of the open recalls on the vehicle as well as have the VW Dealer diagnosis fee waved due to them already having the vehicle diagnosed at an independent

CO Advised: When I put the VIN of your vehicle into our system the vehicle come up with no recalls; your vehicle does have an ext. wty for the airbag clock spring for 10yr/120k miles WOF; I would advise you to take the vehicle into a VW Dealer and get it diagnosed if the issue with you vehicle is in regards of an open recall on your vehicle or wty ext they diagnosis fee would be reimbursed back to you; I will send you an email with your case number; if you decided to take the vehicle into the Dealer and are upset with what they do/say you can always reach back out to us after the VW Dealer completes the diagnosis

Customer acknowledged

CO to email Customer case number

No further action

10/12/2017 01:40:14 PM STUVERJ Case: [redacted]

Case Closed By Team 15 - STUVERJ

10/12/2017 01:04:30 PM MILLERR Case: [redacted]

Assigned To Team 15 - STUVERJ

RCM forwarded complaint to dealer Customer Relations Manager Gema Perry
CO to review

All Customer Contacts for: **Ms.** [redacted]

10/12/2017 01:01:50 PM MILLERR Case: [redacted]

Call From Dealer Sales Mgr - Gema @ Camelback Volkswagen (422238)

Sales Manager advised the current residual is $15,680 and the current payout for the lease was $33,000; there is a difference between a buyout vs. paying off and turning in the lease which must be what the customer is confused about
RCM to reassign to CO

10/11/2017 07:12:39 PM MILLERR Case: [redacted]

Voice Mail For Dealer Sales Mgr - gema @ Camelback Volkswagen (422238)

RCM LVMMTRMC
Wait dealer call

10/11/2017 04:32:04 PM MILLERR Case: [redacted]

E-Mail To Dealer Sales Mgr - Gema @ Camelback Volkswagen (422238)

Good Afternoon Gema,

Did you get a chance to review this case?

Thanks,
Ray
wait dealer email

10/10/2017 08:07:56 PM MILLERR Case: [redacted]

E-Mail To Dealer Sales Mgr - Gema @ Camelback Volkswagen (422238)

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

Customer Complaint:

¿Customer States: when Customer was at Dealer purchasing the vehicle Dealer talked Customer into leasing a vehicle because of her credit score; they told Customer that she was able to drive up to 40k miles and then trade in the vehicle for another once reaching the 40k mile mark; Dealer also informed Customer that the payoff amount for vehicle would be $23,000; Customer called Dealer 10/10/17 to discuss options and was told the only thing that she would be able to do would be to purchase a base trim level vehicle for an additional $15,000 on top of her pay off amount of $33,000; Customer called VCI to discuss the discrepancy and was informed that the final payoff amount was $33,000 rather than the $23,000 Dealer advised¿

The customer is seeking the following: file a dealer complaint

Thank you in advance for your help.

Ray Miller
[redacted]

10/10/2017 03:43:46 PM MILLERR Case: [redacted]

Assigned To RCM - PAR - MILLERR

10/10/2017 03:20:54 PM STUVERJ Case: [redacted]

Assigned To RCM - PAR - *NONE*

RCM to forward FYI Dealer complaint

10/10/2017 02:58:16 PM STUVERJ Case: [redacted]

Call From Owner - Ms. [redacted]

Customer States: when Customer was at Dealer purchasing the vehicle Dealer talked Customer into leasing a vehicle because of her credit score; they told Customer that she was able to drive up to 40k miles and then trade in the vehicle for another once reaching the 40k mile mark; Dealer also informed Customer that the payoff amount for vehicle would be $23,000; Customer called Dealer 10/10/17 to discuss options and was told the only thing that she would be able to do would be to purchase a base trim level vehicle for an additional $15,000 on top of her pay off amount of $33,000; Customer called VCI to discuss the discrepancy and was informed that the final payoff amount was $33,000 rather than the $23,000 Dealer advised;

Customer seeks: to be able to finance lease at this time rather than the lease end

CO advised: would like to escalate case to RCM to file an FYI Dealer complaint; apologized for poor experience; sales agreements are an agreement between Customer and Dealer and Customer Care Center does not have any direct involvement in the agreement

Customer acknowledged

CO to escalate

Listen Case Number: [redacted]	
Customer description of incident: CUST states: DLR referred CUST to speak with Kyle Barclay in CCC; DLR had misdiagnosed the vehicle; also the clock spring and airbag went out; heard this was free to fix and CUST was driving and got into an accident and ran into the back of guys car; the vehicle airbags didn't deploy; also bought 5 different tows before for the vehicles issues; Matt at DLR 422232 referred CUST to CARE' CUST seeking: to know why air bags didn't deploy; vehicle is now being towed to a local shop due to the accident; Who provided this description? Customer x☐ Dealer ☐ Insurance Co. ☐ Other:	
What component is customer claiming had a failure? Airbags	
VIN: WVGRV7AX2HK[redacted]	Customer name: Ms. [redacted]
Model: Tiguan	Customer city, state: Glendale, AZ
Year: 2017	Is customer original owner: Yes
Mileage: 117,000	Driver during incident: Ms. [redacted]
Date/Time of incident: Unspecified	Which seats were occupied? None: ☐
Weather: Unspecified	Driver: x☐ Front Passenger: ☐ Rear Drivers Side: ☐
Type of street: Highway: ☐ City Road: x☐ Gravel Road: ☐ Paved: ☐ Dirt: ☐ Road with pot holes: ☐ Road w incline: ☐ …w decline: ☐	
Operation with trailer: ☐ No	
Speed of vehicle during incident: Unspecified	
Where was vehicle maintained? Dealer: ☐ Independent: x☐ Other: ☐	
Was vehicle serviced at proper intervals? Yes: x☐ No: ☐	
Where there any problems prior to incident? Yes: ☐ No: x☐ If yes, explain	
Has the vehicle had any repairs since the incident? Yes: ☐ No: x☐	
Where there any Injuries? Yes: ☐ No: x☐ If yes, did they seek medical attention? Yes: ☐ No: x☐	
Has anyone already inspected the vehicle? Yes: ☐ No: x☐	
Where is the vehicle located? Body Shop	
Is the vehicle available for inspection? Yes: x ☐ No: ☐	
Was an emergency service notified? Yes: x☐ No: ☐ Police x☐ Fire ☐ EMS ☐	
What can be done to satisfy the customer? VW to explain why airbags didn't deploy	

AIRBAG QUESTIONS
Which airbags deployed? None
On which seats were the seat belts used? None: ☐ Driver: x☐ ?
Did the customer hit anything? Yes
Was the vehicle involved in a collision in the past? Yes: ☐ No: x☐
Was the airbag warning light on before the incident? Yes: ☐ No: x☐
Did the roll over bars deploy (cabrio only)? Yes: ☐ No: x☐
NOTES (after each entry include next steps):

United States Department of Transportation

Search

REPORT A PROBLEM

Language:

Safety Issues & **Recalls**

Vehicle Identification Number (VIN)

Every vehicle has a unique VIN. Enter a VIN to learn if a specific vehicle needs to be repaired as part of a recall.

WVGRV7AX2HK[redacted] 17/17

Looking for more information on this vehicle?

NHTSA offers more safety information based on a vehicle's year, make and model. Check safety ratings, recommended technologies and other safety issues.

Learn More →

Privacy - Terms

2017

VW TIGUAN WOLFSBURG



VIN: WVGRV7AX2HK[redacted]

Recall data refreshed on Apr 15,2020

0 Unrepaired Recalls

associated with this VIN

What if my car isn't recalled now? Could it be recalled later?

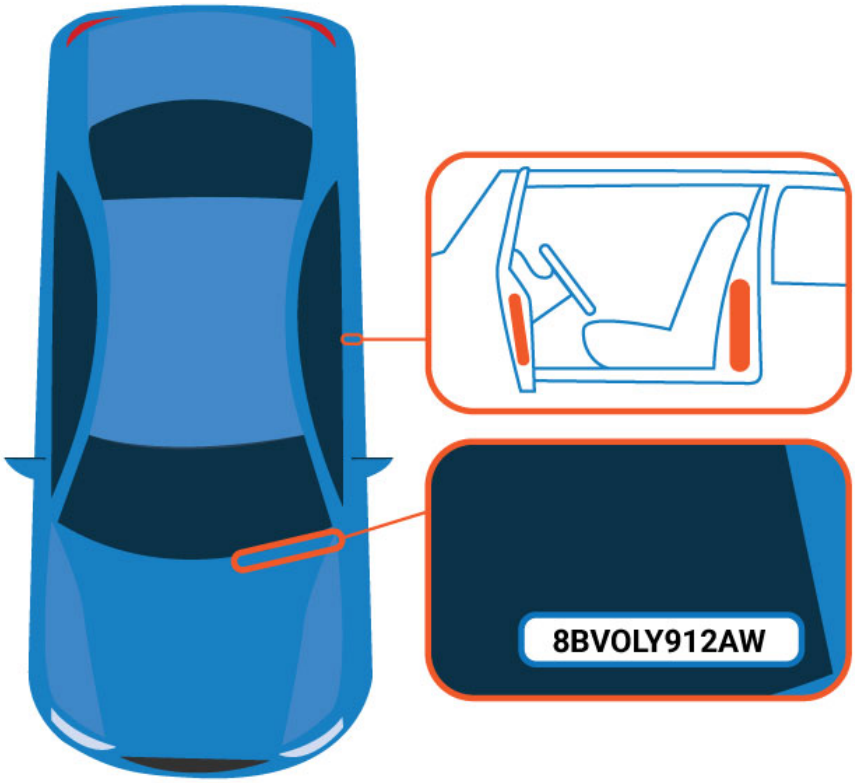
Yes. Whether a manufacturer independently conducts a safety recall or NHTSA orders one, the manufacturer must file a public report describing the safety-related defect or noncompliance. Manufacturers are also required to notify owners by mail within 60 days of notifying NHTSA of a recall decision.

Look for this distinct label to distinguish critical safety recall information from other marketing material.



Where's my VIN?

Look on the lower left of your car's windshield for your 17-character Vehicle Identification Number. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.



What this VIN search tool will show

- An unrepaired vehicle affected by a vehicle safety recall in the past 15 calendar years

- Vehicle safety recalls from major light auto automakers, motorcycle manufacturers and some medium/heavy truck manufacturers

What this VIN search tool will not show

- A vehicle with a repaired safety recall. If your vehicle has no unrepaired recalls, you will see the message: "0 Unrepaired recalls associated with this VIN"
- Manufacturer customer service or other nonsafety recall campaign
- International vehicles
- There may be a delay with very recently announced safety recalls for which not all VINs have been identified. VINs are added continuously so please check regularly.
- Safety recalls that are more than 15 years old (except where a manufacturer offers more coverage)
- Safety recalls conducted by small vehicle manufacturers, including some ultra-luxury brands and specialty applications

The Steps From Complaint To Recall

What happens to my complaint?

Your complaint fuels our work. Learn about the different steps that lead to recalls and safer vehicles.

The Steps From Complaint To Recall PDF, 5.56 MB →

From your complaints

to recall campaigns

NHTSA issues vehicle safety standards and requires manufacturers to recall vehicles and equipment's that have safety-related defects. Learn about NHTSA's recall process.

01 Complaints

Reporting your problem is the important first step.

Your complaint will be added to a public NHTSA database after personally identifying information is removed.

If the agency receives similar reports from a number of people about the same product, this could indicate that a safety-related defect may exist that would warrant the opening of an investigation.

Example of Complaints →

Have a safety problem?

Report a problem with your vehicle, tires, car seats or other equipment. We review every problem as we work to keep our roads safe.

Report a safety problem →

02 Investigations

NHTSA conducts an investigation from reported complaints.

A. SCREENING

NHTSA reviews filed complaints from vehicle owners and other information related to alleged defects to decide whether to open an investigation.

B. ANALYSIS

NHTSA conducts an analysis of any petitions calling for defect investigations. If the petition is denied, the reasons for the denial are published in the Federal Register.

C. INVESTIGATION

NHTSA opens an investigation of alleged safety defects. It is closed when they notify the manufacturer of recall recommendations or they don't identify a safety-related defect.

D. RECALL MANAGEMENT

NHTSA reviews filed complaints from vehicle owners and other information related to alleged defects to decide whether to open an investigation.

View monthly investigation reports →

03 Recalls

Initiated safety recalls require a manufacturer's action to announce and remedy the defects.

A recall is issued when a manufacturer or NHTSA determines that a vehicle, equipment, car seat, or tire creates an unreasonable safety risk or fails to meet minimum safety standards. Most decisions to conduct a recall and remedy a safety defect are made voluntarily by manufacturers prior to any involvement by NHTSA.

Manufacturers are required to fix the problem by repairing it, replacing it, offering a refund, or in rare cases repurchasing the vehicle. View the 2018 Recall Report.

Using our VIN lookup tool, you can access recall information provided by the manufacturer conducting the recall which may be not posted yet on NHTSA's site.

Go to search by VIN →

Takata Recalls Spotlight

The latest updates on Takata recalls

Recalls Spotlight monitors high-profile recalls and offers consumers resources to find and address vehicle recalls.

Takata Recall Spotlight →

Motor Vehicle Safety Defects And Recalls - What Every Vehicle Owner Should Know

Download this brochure to get more information about how and why recall campaigns are initiated, and to know your rights and responsibilities when a vehicle or item of motor vehicle equipment is recalled.

VIEW BROCHURE

Roles in the Recall Process



Manufacturer

Manufacturers will notify registered owners by first class mail within 60 days of notifying NHTSA of a recall decision. Manufacturers should offer a proper remedy to the owner.

NHTSA

NHTSA will monitor each safety recall to make sure owners receive safe, free, and effective remedies from manufacturers according to the Safety Act and Federal regulations.

You (owner)

You'll be notified via mail from the manufacturer. When you receive a notification, follow any interim safety guidance provided by the manufacturer and contact your local dealership to fix the recalled part for free.

Tips For Your Safety

Register your vehicle, tires, car seats & equipment and check recalls twice a year.

Sign Up for Recall Alerts via Email

Know if there is a safety problem with your vehicles, tires or car seat, and how to get it fixed.

SIGN UP

NHTSA Information

Information For

NHTSA Sites

Website Information

National Highway Traffic Safety Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

1-888-327-4236
1-800- 424-9153 (TTY)

Submit Feedback >

From: [redacted]
Sent: Wednesday, April 22, 2020 5:08 PM
To: VW Experience <VWExperience@vw.com>
Subject: [From: External] Re: Volkswagen Customer CARE [redacted]

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.















Vehicle data

VIN: WVGRV7AX2HK[redacted]

In-Service Date: 2016-11-30

Model: 5N21V1

Next General Inspection:

Next Emissions Test:

Invoice

Repair order date	Mileage	Repair order no.	Invoice no.	Dealer number	Claim type	Part ID
2020-02-05	117985	[redacted]	[redacted]	22232	110	6955

Labor Operation

Line item	Description	Maintenance	Paint	Sales code	Package
69551950	Air bag clock spring removed +reinst	-	0000		0

Labor Operation

Line item	Description	Maintenance	Paint	Sales code	Package
48101950	Steering wheel removed +reinstalled	-	0000		0

Labor Operation

Line item	Description	Maintenance	Paint	Sales code	Package
69581900	Driver airbag unit removed +reinstal	-	0000		0

Parts Item

Line item	Description	Quantity	Production code	Factory Order	Parts Group	Sales code	Package
N 9079910 2	Screw	1.00		OWN			0

Parts Item

Line item	Description	Quantity	Production code	Factory Order	Parts Group	Sales code	Package
5K0953569AL	CTRL UNIT	1.00		OWN		V	0

Invoice

Repair order date	Mileage	Repair order no.	Invoice no.	Dealer number	Claim type	Part ID
2017-06-22	23737	[redacted]	[redacted]	22238	2CM	4440

Labor Operation

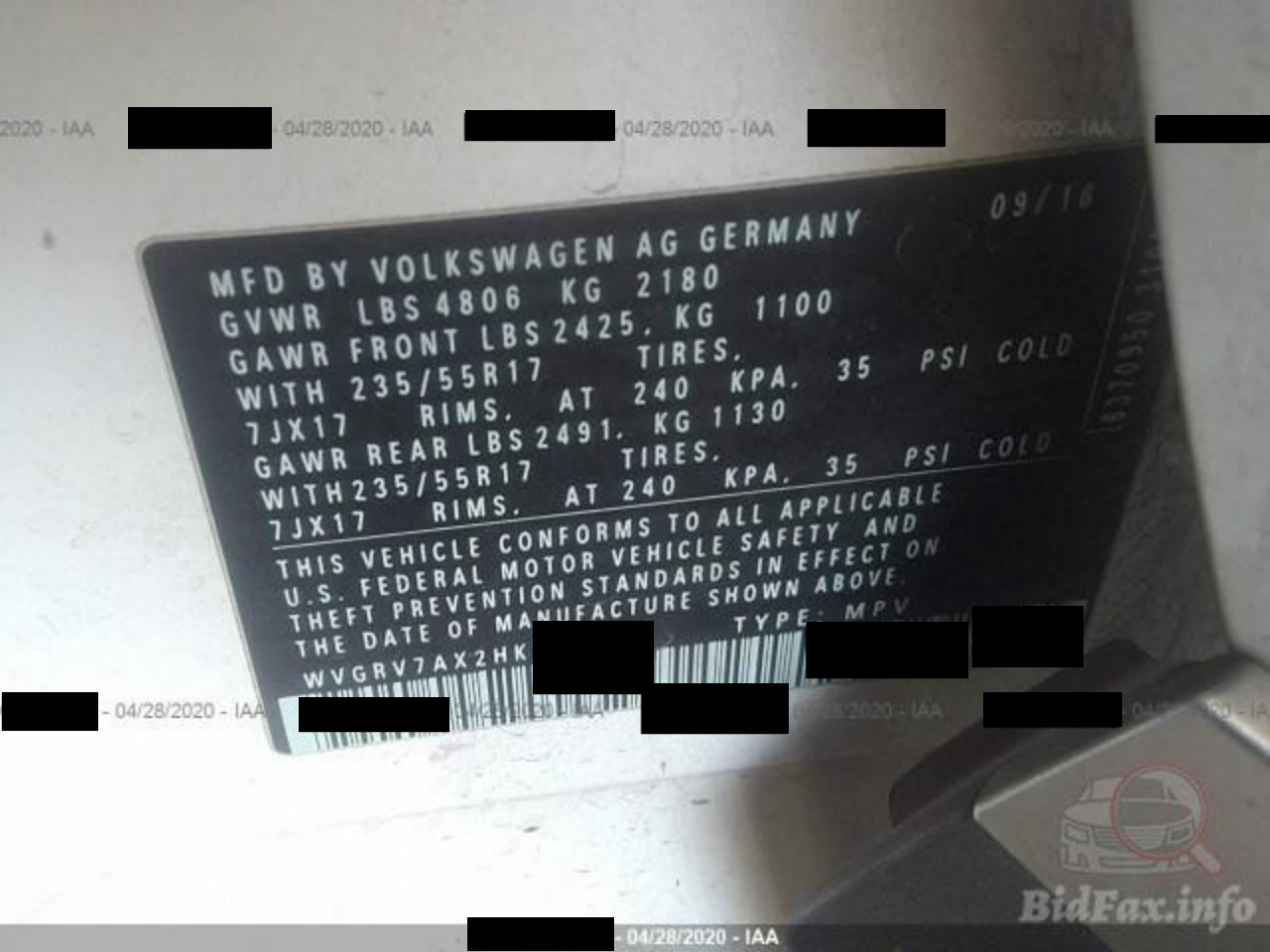
Line item	Description	Maintenance	Paint	Sales code	Package
44051900	Wheel removed+reinstalled	-	0000		0

Labor Operation

Line item	Description	Maintenance	Paint	Sales code	Package
44405550	Tire replaced	-	0000	V	0

Parts Item

Line item	Description	Quantity	Production code	Factory Order	Parts Group	Sales code	Package
DT0350367	CONTIPROCO	1.00		6			0


MFD BY VOLKSWAGEN AG GERMANY
09/16
GVWR LBS 4806 KG 2180
GAWR FRONT LBS 2425. KG 1100
WITH 235/55R17 TIRES.
7JX17 RIMS. AT 240 KPA. 35 PSI COLD
GAWR REAR LBS 2491. KG 1130
WITH 235/55R17 TIRES.
7JX17 RIMS. AT 240 KPA. 35 PSI COLD
THIS VEHICLE CONFORMS TO ALL APPLICABLE
U.S. FEDERAL MOTOR VEHICLE SAFETY AND
THEFT PREVENTION STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE SHOWN ABOVE.
TYPE: MPV
WVGRV7AX2HK
04/28/2020 - IAA
BidFax.info


[redacted] - 04/28/2020 - IAA


[redacted] - 04/28/2020 - IAA
[redacted] - 04/28/2020 - IAA
[redacted] - 04/28/2020 - IAA
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[redacted] - 04/28/2020 - IAA

Alleged Accidents and Injury Summary Assessment
Supplemental Response to Request No. 2(c)

As set forth below, due to varying circumstances and certain ambiguities within some reports, Volkswagen was unable to assess whether the clock spring contributed to every alleged accident. For the sake of completeness, Volkswagen has summarized the facts related to all six reported incidents below for the Agency's consideration.

FILE 48508: Alleged Accident / Injury – VIN WVWBW7AH7CV[redacted]

Summary

Customer states the airbag light was on, horn was inoperative, and steering controls did not function at a point prior to a crash in August 2017 during which the vehicle's airbag did not deploy. Customer states daughter broke her hip as a result of the crash. The vehicle was totaled.

Volkswagen's records indicate the vehicle was involved in Safety Recall 15V-483 / 69L2 and had clock spring replaced over a year before the crash on 03/03/2016.

Customer contacted Volkswagen about service treatment at dealer and the airbag non-deployment incident on 11/19/2018, more than one year after the crash.

Customer also stated that when vehicle was picked up after a service appointment, the steering controls were inoperative. The service visit occurred prior to the August 2017 crash, but it is unclear if customer is referring to March 2016 clock spring replacement date as the "service appointment" date.

Assessment

Volkswagen was unable to access the vehicle, therefore Volkswagen is unable to make a determination why the airbag did not deploy. It may relate to an improper repair/replacement prior to the crash (customer stated steering control were inoperative when the vehicle was picked up at the dealer).

FILE [redacted] Alleged Accident – VIN 1VWBS7A30EC[redacted]

Summary

Customer contacted Volkswagen 12/03/2018, stating daughter was in a crash and the vehicle's airbag did not deploy, alleging the non-deployment was due to a preexisting clock spring failure. No injury is alleged. Customer indicated clock spring was replaced at approximately 95K miles in March 2016. Customer acknowledged airbag light was on for a period of time prior to the crash.

A diagnostic log dated 10/26/2018 indicates that the airbag light most likely would have been illuminated, per the DTC B10000B recorded at that time. Volkswagen's records indicate the vehicle was not involved in Safety Recall 15V-483 / 69L2; vehicle was covered under warranty extension. Customer was reimbursed for out of pocket expense for a clock spring replacement in March 2016, under the parameters of the warranty extension.

Assessment

Based on the facts provided by the Customer and VW's lack of access to the vehicle, Volkswagen could not assess the airbag non-deployment nor assess whether it was clock spring related.

FILE [redacted] Alleged Accident – VIN 1VWAT7A3XGC[redacted]

Summary

Customer contacted Volkswagen 01/04/2019 and stated he "was operating vehicle and was turning going 10 mph and vehicle steering wheel would not turn, hit another vehicle and airbags did not deploy; Customer feels steering wheel did not turn due to warranty EXT (clock spring) on vehicle."

Customer acknowledged the airbag light was not on prior to the crash.

Volkswagen's records indicate the vehicle was not involved in Safety Recall 15V-483 / 69L2; vehicle was covered under warranty extension and had not had a clock spring replacement performed.

Customer was advised that Volkswagen would diagnose the vehicle once it has been repaired. There has been no further contact from the customer.

Assessment

Based on the statement by the customer, it appears due to the low speed (10 MPH), the vehicle was travelling at a speed below the threshold for a deployment. Additionally, the failure of a clock spring will not impair vehicle steering. Volkswagen would assess the concern is not clock spring related due to the customer' acknowledgement that the airbag bag light was not illuminated prior to the crash.

FILE [redacted] Alleged Accident – VIN WVGAV3AX8EW[redacted]

Summary

Customer contacted Volkswagen 04/08/2019 and stated she rear-ended another vehicle, which totaled the customer's Tiguan. Customer was not injured. Customer stated the horn was inoperative, acknowledged the airbag light was on prior to the crash, and the airbag did not deploy. Customer sought to have extended warranties cancelled on vehicle due to totaled status.

Prior to the crash, customer had an appointment 12/22/2018 at a dealer to replace clock spring. There is no record that indicates the vehicle was serviced on that date.

Volkswagen's records indicate the vehicle was not involved in Safety Recall 15V-483 / 69L2; vehicle was covered under warranty extension and has not had a clock spring replacement performed.

Assessment

Based on the facts provided by the Customer and VW's lack of access to the vehicle, Volkswagen could not assess the airbag non-deployment nor assess whether it was clock spring related.

FILE [redacted] Alleged Accident / Injury – VIN 1VWAP7A30CC[redacted]

Summary

Customer contacted Volkswagen 11/21/2019, indicating the clock spring had been replaced in 2017; the customer stated they were involved in a crash the prior week, in which the airbags did not deploy. Customer alleged "due to the recall husband head hit windshield and was bleeding and had concussion and did not go to hospital." It is unknown whether the airbag light was on prior to the crash. Customer requested who to speak with about why airbags did not deploy.

Customer was requested to provide a police report and photographs of vehicle after the crash.

VW contacted the customer several times and the customer did not respond.

Volkswagen's records indicate the vehicle was involved in Safety Recall 15V-483 / 69L2 and had a clock spring replaced 10/21/2016.

Assessment

Based on the limited information and lack of responsiveness from the customer, Volkswagen is unable to assess why the airbags did not deploy or if the incident was clock spring related.

FILE [redacted] Alleged Accident – VIN WVGRV7AX2HK[redacted]

Summary

Customer contacted Volkswagen 04/14/2020, indicating they rear-ended another vehicle and the customer's airbag did not deploy. Customer alleged "DLR had misdiagnosed the vehicle; also the clock spring and airbag went out; heard this was free to fix." Customer wanted to know why airbag did not deploy.

Customer acknowledged seat belt was not in use and the airbag light was not on when the crash occurred. Statements in the enclosed documents indicate the speed at the time prior to the crash was between 10-25 MPH.

Customer was requested to provide a police report and photographs of vehicle after the crash. Customer indicated there was not a police report and did provide photographs.

Volkswagen's records indicate the vehicle was not involved in Safety Recall 15V-483 / 69L2; vehicle was covered under warranty extension and had clock spring replaced 02/05/2020.

Upon review of the photographs of the vehicle provided by the customer, Volkswagen's lead engineer indicated, "Based on what I see, the impact to the front of the car cracked the bumper cover and shifted the left front bumper rearward, to a point that it got bent when the customer opened the driver door. I don't see the amount of damage that represents a high rate of deceleration, enough that would meet the criteria for an airbag deployment."

Assessment

Based on the acknowledgement that there was no airbag light on by the customer, the timeframe between the clock spring replacement and crash dates, and the low speed impact, it appears unlikely the clock spring was a contributing factor to the non-deployment of the airbag. Due to the low severity of the impact, deployment of the airbag was not necessary. Airbag performed as designed.