

VOLKSWAGEN

GROUP OF AMERICA

Sharon Yukevich
Chief, Vehicle Defect Division A
Office of Defects Investigation
U.S. Department of Transportation
National Highway Traffic Safety Administration
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Washington, DC 20590

Christopher T. Sandvig	NAME
Director	Title
Group Customer Protection	Department
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August 21, 2025	Date

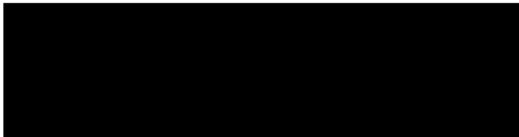
Re: Response to your information request ID EA18003-03

Dear Sharon,

Please find below Volkswagen Group of America's responses to Information Request EA18003-03, dated July 25, 2025.

Please contact me if you have any questions regarding this response.

Sincerely,



Christopher T. Sandvig
Director, Group Customer Protection
Volkswagen Group of America, Inc.

Enclosures

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Response to Questions

1. *State the number of each of the following, received by VW during the Time Frame of Interest, or of which VW is otherwise aware, which relate to, or may relate to, the Alleged Defect in the Subject and Peer Vehicles:*
 - a. *Customer complaints, including those from fleet operators;*
 - b. *Field reports, including dealer field reports;*
 - c. *Reports involving a crash, injury or fatality;*
 - d. *Property damage claims;*
 - e. *Third-party arbitration proceedings, both pending and closed, where VW is or was a party to the arbitration; and*
 - f. *Lawsuits, both pending and closed, in which VW is or was a defendant or codefendant.*

Volkswagen's response:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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2. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 1, state the following information in tabular form in an Excel spreadsheet titled "COMPLAINT DATA":
- a. VW's file number or other identifier used;
 - b. The category of the item, as identified in Request No. 1 (i.e., consumer complaint, field report, etc.);
 - c. Vehicle owner or fleet name (and fleet contact person), email address and telephone number (please use distinct fields for each data type);
 - d. Vehicle identification number (17-character VIN);
 - e. Vehicle's make, model and model year (please use distinct fields for each data type);
 - f. Vehicle's mileage at time of incident (numeric data type);
 - g. Clock spring manufacturer;
 - h. Clock spring part number;
 - i. Incident date (MM/DD/YYYY);
 - j. Report or claim date (MM/DD/YYYY);
 - k. Whether a crash is alleged;
 - l. Whether property damage is alleged;
 - m. Number of alleged injuries, if any;
 - n. Number of alleged fatalities; if any.

Volkswagen's response:



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4. *State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by VW to date that relate to, or may relate to, the Alleged Defect during the Time Frame of Interest in the Subject and Peer Vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign. Separately, for each such claim, state the following information in tabular form using the provided Excel spreadsheet titled "WARRANTY DATA":*
- a. *VW's claim number;*
 - b. *Claim Type (Recall 15V-483, Warranty, Goodwill, Warranty Extension, or Other).*
 - c. *Vehicle identification number (17-character VIN);*
 - d. *Make;*
 - e. *Model;*
 - f. *Model Year;*
 - g. *Repair date (MM/DD/YYYY)*
 - h. *Replaced clock spring manufacturer;*
 - i. *Replaced clock spring part number;*
 - j. *Replacement clock spring manufacturer;*
 - k. *Replacement clock spring part number;*
 - l. *Recall 15V-483 Remedy Performed (Shield, Clock Spring, No Repair);*
 - m. *Warranty Extension Number;*
 - n. *Technical Service Bulletin Number;*
 - o. *Vehicle mileage at time of repair (numeric data type).*

Volkswagen's response:

[REDACTED]

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5. *Describe in detail the search methods and search criteria used by VW to identify the claims in response to Request No. 4, including the labor operations, problem codes, diagnostic trouble codes, part numbers and any other pertinent parameters used.*

Volkswagen's response:

[REDACTED]

I [REDACTED]

I [REDACTED]

I [REDACTED]

I [REDACTED]

I [REDACTED]

I [REDACTED]

[REDACTED]

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6. Provide additional information regarding Warranty Extension VWP-18-11 as well as its current status and any future plans for any updates or expansions, including, but not limited to:
- The current scope of vehicles included in VWP-18-11;
 - How the scope of VWP-18-11 has changed between different version updates;
 - Why the scope of VWP-18-11 has changed between different version updates;
 - Provide the definitions for and differences between Warranty Keys U36 and U37; and
 - Provide all reasons for ineligibility of coverage under VWP-18-11.

Volkswagen's response:

■ [REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

■ [REDACTED]

[REDACTED]

■ [REDACTED]

■ [REDACTED]

[REDACTED]

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7. *Provide VW's assessment of the effectiveness of Warranty Extension VWP-18-11, including, but not limited to:*
- a. *Number of claims paid under the warranty extension for Subject and Peer Vehicles. Separate these counts by model, model year, Subject Component part number, and Subject Component supplier;*
 - b. *Number of claims paid under the warranty extension for Subject Vehicles previously repaired under the Subject Recall. Separate these counts by model, model year, subject component part number, and Subject component supplier; and*
 - c. *Number of repeat failures in Subject and Peer Vehicles after a repair under the warranty extension was performed. Separate these counts by model, model year, Subject Component part number, and Subject Component supplier.*

Volkswagen's response: _____

■ [REDACTED]

■ [REDACTED]

[REDACTED]

[REDACTED]

■ [REDACTED]

[REDACTED]

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8. *Provide copies of all service, warranty, and other documents that relate to or may relate to the Alleged Defect or Subject Component in the Subject and Peer Vehicles that VW has issued to any dealers, regional or zone offices, field offices, fleet purchasers, vehicle owners, or other entities. This includes, but is not limited to, technical service bulletins, warranty extensions, customer satisfaction campaigns, advisories, informational documents, training documents or other documents or communications except for standard shop manuals.*

Volkswagen's response:

[REDACTED]

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Conclusion

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]