

Action Title	Start Date	End Date	Subject & Objective	Responsible	Findings / Conclusion
Testing			01 - Testing	VWGoA	On going
Reporting of Failures	Feb-19	Sep-19	02 - Internal Investigation and Reporting	VWGoA	Incidents are reported to monitor field performance; initiate escalation process via Priority Customer Complaint (PCC)
Management Information			03 - Management Information	-	
Design Changes			04 - Testing of service solution	-	
Analysis & Monitoring			05 - Field Data	VWGoA	VW dealers convey allegations to Volkswagen Technical Helpline; Quality Assurance maintains field monitoring

Exhibit 8 - Response Letter

November 21, 2019