Investigation Summary Report

INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2KR2CA7JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/24/2020	Mileage	20,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/24/2020 1:21:00 PM	CUSTOMER STATES: THE VEHICLE IS REGISTERED IN CO STATE; ORIGINAL OWNER; VEHICLE WAS PURCHASED; VEHICLE IS FINANCED THROUGH VCI; FIRST TIME VW/AUDI OWNER; MAINTAINED AT VW DEALER; FIRST TIME EXPERIENCING THIS ISSUE (STARTED IN JAN); VEHICLE EXPERIENCING: FUEL LEAK; VEHICLE IS CURRENTLY AT VW DEALERSHIP; DEALER STATES: REPLACED FUEL INJECTOR AND STILL LEAKING; WORKING WITH CORY AT DEALER; VEHICLE IN FOR AN OVERNIGHT REPAIR; HISTORICAL: HAD BATTERY FAILURE | | | | CUSTOMER SEEKING: REPLACEMENT OF THE VEHICLE; TRADE IN ASSISTANCE; CUSTOMER AVAILABLE AFTER 3:00PM | | | | CO ADVISED: CO WILL ESCALATE TO THE RCM; RCM WILL CALL COB 2/25/2020; CUSTOMER THANKED | | | | CO TO ESCALATE TO RCM
2/24/2020 1:25:00 PM	CA NOTIFIED RC OF THE CUSTOMER'S ALLEGED FUEL LEAK AND BUYBACK REQUEST. RC ASKED CA TO PLEASE ESCALATE TO AN RCM. RC NOTED THAT THERE'S NO NEED TO PROVIDE SAFETY WARNINGS AS THE VEHICLE IS ALREADY AT THE DEALER. | |
2/24/2020 1:34:00 PM	RCM TO REVIERW REPLACEMENT REQUEST AND THE FUEL LEAK ISSUES; RCM TO CALL COB 2/25/2020
2/24/2020 1:38:00 PM	CATEGORY SELECTION : ENGANDENGCOOLING / INEFFECTIVE - 1 / FUEL LEAK;
2/25/2020 1:33:00 PM	SA SHARED VEHICLE WAS IN FOR LOW COOLANT AND WE REPLACED THE HEAD GASKET, A WEEK LATER HER BATTERY FAILED AND IT WAS REPLACED, NOW SHE HAD A FUEL ODOR AND WE FOUND THAT FUEL IS LEAKING FORM 1 OF THE FUEL INJECTORS AND NOW WE ARE GOING TO COMPLETE A TEAR DOWN TO DETERMINE THE CAUSE, TECH, HOWEVER, HAS BEEN TIED UP AND CALLED IN TODAY AND WE ARE LIKEY GOING TO START THE TEAR DOWN BY THURSDAY AT THE LATEST, IF ALL GOES WELL. | | | RCM TO CONTACT CUSTOMER
2/25/2020 4:02:00 PM	[redacted] | | | | RCM CONTACTED CUSTOMER AND SHARED RCM IS FOLLOWING UP IN REGARD TO VEHICLE CONCERNS AND BUYBACK REQUEST, RCM SHARED AFTER CONNECTING WITH SA CAUTHER HE SHARED THEY WERE WAITING FOR TECH TO BECOME AVAILABLE TO FURTHER INSPECT THE FUEL LEAK. IN THE MEANTIME, I AM WAITING FOR CUSTOMER SERVICE HISTORY SO I CAN SUBMIT REQUEST FOR BUYBACK REVIEW, ONCE SUBMITTED REVIEW WILL TAKE 15-20 BUSINESS DAYS. | | | CUSTOMER THANKED RCM FOR CONTACT | | | RCM TO EMAIL CUSTOMER AND OFFERED TO FOLLOW-UP BY THURSDAY, THE 27TH | | |
2/25/2020 4:10:00 PM	REFERENCE #[redacted] | | | DEAR [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 (43613). | | | 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, | | | | | | | TASHA B | | REGION CASE MANAGER | | | RCM TO WAIT RO'S
2/25/2020 4:18:00 PM	HELLO, | | | [redacted] | | 1V2KR2CA7JC[redacted] | | 2018 ATLAS | | 20K MILES | | | | CUSTOMER CONCERN: FUEL ODOR | | CUSTOMER SEEKING: BUYBACK | | | | I WAS ABLE TO CONNECT WITH CAUTHER AND HE ADVISED ME OF THE CUSTOMER HISTORY TO DATE, VEHICLE WAS USING AN EXCESSIVE AMOUNT OF COOLANT AND HEAD GASKET WAS REPLACED, WEEK LATER, THE BATTERY FAILED AND WAS REPLACED AND CURRENTLY, THERE IS AN ACTIVE FUEL ODOR AND WE HAVE CONFIRMED THE FUEL INJECTOR IS LEAKING, HOWEVER, A TEAR DOWN IS REQUIRED TO CONFIRM WHERE THE LEAK IS COMING FROM. ONCE THE TECH HAS SOME AVAILABILITY, IT WILL BE BROUGHT INTO THE SERVICE BAY FOR FURTHER INSPECTION. | | | BRANDON, CAN YOU PLEASE PROVIDE ALL THE CUSTOMER OR ACCOUNTING COPY RO┬┤S FOR THIS CUSTOMER, INCLUDING THE OPEN RO? | | | THANK YOU IN ADVANCE | |
2/27/2020 4:03:00 PM	VEHICLE HAS NOT BEEN INSPECTED AS OF YET | | | RCM TO CONTACT CUSTOMER
2/27/2020 4:04:00 PM	RCM LVMM AND SHARED RCM WAITING FOR OPEN RO AND UPDATE ON WHEN VEHICLE WILL BE INSPECTED, RCM LEFT EXT 43613; RCM WILL FOLLOW-UP BY MONDAY | | | RCM TO CONTACT DEALER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2KR2CA7JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/24/2020	Mileage	20,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

3/2/2020 5:29:00 PM	RCM LVMM AND SHARED WILL TOUCH BASE BY COB TOMORROW | | | | RCM TO CONTACT DEALER
3/3/2020 2:10:00 PM	WE HAVE STARTED THE TEAR DOWN PROCESS, TO DETERMINE WHERE THE LEAK IS COMING FROM. | | | | RCM TO CONTACT SM BRANDON
3/3/2020 2:13:00 PM	HELLO BRANDON, | | | | [redacted] | | 1V2KR2CA7JC[redacted] | | 2018 ATLAS | | 20K MILES | | | | CUSTOMER IS ASKING FOR A BUYBACK DUE TO BATTERY FAILURE AND CURRENT FUEL LEAK WHICH IS BEING DIAGNOSED. CAN YOU PLEASE SEND ME ALL THE CUSTOMER SERVICE HISTORY INCLUDING THE OPEN RO? | | | | RCM TO CONTACT CUSTOMER
3/3/2020 2:13:00 PM	RCM LVMM AND SHARED RCM IS WAITING FOR THE OPEN RO AND WILL TOUCH BASE BY THURSDAY, DEALER WAS ABLE TO GET VEHICLE INTO SERVICE BAY AND IS WORKING ON TEAR DOWN. | | | | RCM TO WAIT RO'S
3/5/2020 12:08:00 PM	SA SHARED TEAR DOWN WAS COMPLETED AND VTA APPROVED REPLACEMENT OF THE FUEL INJECTOR SEAL AND INTAKE MANIFOLD GASKETS, PARTS SHOULD BE IN BY MONDAY AND REPAIRS SHOULD BE COMPLETED WITHIN 1-2 DAYS. | | | | RCM TO EMAIL SM FOR RO'S
3/5/2020 12:11:00 PM	HEY BRANDON, | | | | I WANTED TO FOLLOW-UP WITH YOU ON THE BELOW CASE I NEED SERVICE HISTORY: | | | [redacted] 1V2KR2CA7JC[redacted] I NEED THE FOLLOWING CUSTOMER OR ACCOUNTING RO┬┐ S : [redacted], [redacted] AND THE OPEN RO . | | | | THANK YOU IN ADVANCE FOR YOUR PROMPT REPLY ON THESE CASES! | | | | RCM TO CONTACT CUSTOMER
3/5/2020 12:12:00 PM	[redacted] | | | | CUSTOMER ADVISED SHE WILL TRY TO CALL RCM BACK IN 15-20 MINUTES | | | | RCM TO WAIT CUSTOMER CALL/WAIT RO'S
3/5/2020 12:17:00 PM	CATEGORY SELECTION : ELECTRICAL / HISTORICAL CONCERN / BATTERY FAILED; FUELSYS / LEAKS / FUEL LEAK;
3/9/2020 5:26:00 PM	RCM ADVISED WAITING FOR RO'S AND WILL TOUCN BASE BY WED | | | | RCM TO CONTACT DEALER
3/9/2020 5:29:00 PM	[redacted] 1V2KR2CA7JC[redacted] I NEED THE FOLLOWING CUSTOMER OR ACCOUNTING RO┬┐ S : [redacted] AND THE OPEN RO . | | | | RCM TO CONTACT DEALER
3/11/2020 11:52:00 AM	FROM: [redacted] [MAILTO [redacted]] | | SENT: TUESDAY, MARCH 10, 2020 9:33 PM | | TO: VW EXPERIENCE | | SUBJECT: 2018 ATLAS CASE # [redacted] | | | | HI TASHA, | | I PICKED UP MY VW ATLAS ON FRIDAY MARCH 6,. HOWEVER, ON SATURDAY MORNING THE SMELL OF GASOLINE IN MY GARAGE WHERE THE ATLAS WAS PARKED WAS OVERWHELMING AFTER I STARTED IT. THIS CAR HAS BEEN IN THE SHOP FOR MORE THAN 6 WEEKS FOR THIS PROBLEM A FUEL LEAK. FURTHER MORE, THE ENGINE WAS TAKEN A PART AND PUT BACK TWICE. WE ONLY HAD THIS CAR FOR TWO YEARS AND SO FAR IT HAD COUNTLESS RECALLS. I DON'T FEEL COMFORTABLE DRIVING THIS CAR OR EVEN HAVE IT IN MY GARAGE BECAUSE OF THE RISK OF EXPLOSION OR A FIRE . I TOOK BACK THE CAR YESTERDAY MARCH 10TH, TO TYNAN AGAIN TO BE FIXED. THIS PROBLEM IS TAKING LONGER THAN I EXPECTED. IN ADDITION, I PLANNED A TRIP TO TEXAS ON MARCH 20TH FOR SPRING BREAK. NOW I AM NOT SURE IF THIS GOING TO HAPPEN. AT THIS POINT, I AM WONDERING IF THERE IS ANY OTHER OPTION, BESIDES TAKING THE CAR BACK AND FORTH TO TYNAN TO HAVE IT FIXED. | | YOUR HELP WILL BE VERY MUCH APPRECIATED WITH THIS ISSUE. | | THANK YOU | | [redacted] | | [redacted] | | | | | | RCM TO REVIEW
3/11/2020 3:10:00 PM	RCM ASKED RCM FROM DEALER BE ADDED TO CASE | | | | RCM TO CONTACT CUSTOMER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2KR2CA7J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/24/2020	Mileage	20,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

3/11/2020 3:11:00 PM	RCM LVMM AND SHARED RCM DID SEE EMAIL AND IS SORRY FOR THE FUEL ODOR AFTER VEHICLE HAS BEEN AT DEALER FOR A LENGTHY TIME, RCM LEFT EXT 43613 AND SHARED RECEIVED RO'S FOR BUYBACK AND WILL TOUCH BASE TOMORROW AFTER RCM HAS SUBMITTED THEM FOR REVIEW. | | | RCM TO ASSIGN FOR REVIEW
3/12/2020 1:18:00 PM	CUSTOMER ADVISED VEHICLE WAS PICKED UP ON 03.06.2020 THEN RETURNED TO THE DEALER 03/09/2020 DUE TO FUEL ODOR. DEALER STILL HAS THE VEHICLE. ASKED IF RCM CAN ISSUE AN ATLAS LOANER FOR HER TRIP FROM CO TO TX FOR THE 20TH? ASKED ON BUYBACK OPTIONS AND TO BE CONTACTED BY 11 AM CO TIME | | | RCM ADVISED WILL TOUCH BASE WITH DEALER ON THE STATUS OF THE REPAIRS. WILL REVIEW FOR POSSIBLE LARGER LOANER TO TAKE TO TX CANNOT PROMISE AS LOANER TYPICALLY CANNOT BE TAKEN OUT OF STATE. RCM ADVISED BUYBACK CAN CONSIST OF WITHIN REASON ENDING LOAN, REPLACEMENT OR TRADE ASSISTANCE IF MET. | | | RCM TO CONTACT DEALER AND CUSTOMER BY COB TOMORROW
3/12/2020 9:10:00 AM	MEDIA ATTACHED IN DOC CENTER | | | FROM: BENMAN, TASHA | | SENT: WEDNESDAY, MARCH 11, 2020 3:11 PM | | TO: VWCAREMAILTEAM <VWCAREMAILTEAM@VW.COM> | | SUBJECT: ADD RO'S TO CASE [redacted] | | | CAN YOU PLEASE ADD THESE RO┬┐S TO CASE [redacted] | | | THANK YOU IN ADVANCE | | | NATASHA BENMAN | | REGION CASE MANAGER | | VOLKSWAGEN CUSTOMER CARE | | | VOLKSWAGEN GROUP OF AMERICA, INC. | | 3800 W. HAMLIN ROAD. | | AUBURN HILLS, MI 48326 | | UNITED STATES OF AMERICA | | | T. 248 754 3613 | | | WWW.VW.COM | | | INFORMATION SUBMITTED VIA EMAIL COMMUNICATIONS ARE SUBJECT TO OUR PRIVACY STATEMENT, AVAILABLE AT WWW.VW.COM/PRIVACY. | | | 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. | | | | | FROM: BRANDON READ [MAILTO:BRANDON.READ@TYNANS.COM] | | SENT: MONDAY, MARCH 09, 2020 5:54 PM | | TO: BENMAN, TASHA | | SUBJECT: RE: SERVICE CASES | | | HERE YOU GO | | | BRANDON READ | | SERVICE MANAGER | | | 700 S. HAVANA | | AURORA CO 80012 | | 303-343-8180 | | 303-341-3350 DIRECT | | 303-341-3559 FAX | | BRANDON.READ@TYNANS.COM | |
3/13/2020 2:29:00 PM	RCM LVMM SEEKING TO GATHER UPDATE ON DIAGNOSIS | | | RCM TO CONTACT CUSTOMER
3/13/2020 2:30:00 PM	RCM LVMM AND WILL FOLLOW-UP BY TUESDAY IF NOT SOONER, WAITING ON OPEN RO AND STATUS ON DIAGNOSIS AND NEEDED REPAIRS | | | RCM TO CONTACT DEALER
3/17/2020 4:10:00 PM	HEY BRANDON, | | | I HEAR [redacted] HAS RETURNED TO THE DEALERSHIP FOE A FUEL ODOR, CAN YOU PLEASE PROVIDE THE OPEN RO AS WELL AS AN UPDATE ON THE DIAGNOSIS? | | | THANK YOU IN ADVANCE | |
3/17/2020 4:12:00 PM	RCM LVMM AND SHARED RCM WILL FOLLOW-UP BY THURSDAY; RCM LEFT EXT 43613 | | | RCM TO CONTACT DEALER
3/19/2020 12:19:00 PM	GOOD MORNING BRANDON, | | | CAN YOU SHARE FEEDBACK ON THE ATTACHED CUSTOMER? ALONG WITH SENDING THE MOST RECENT OPEN OR CLOSED RO AS THE CUSTOMER ADVISED SHE HAD TO RETURN TO HE DEALERSHIP | |
3/19/2020 12:19:00 PM	RCM WAS ADVISED IT WAS JUST LEFT OVER RESIDUE AND THEY POWER WASHED THE ENGINE AND WILL KEEP IT FOR A FEW DAYS | | | RCM TO CONTACT CUSTOMER
3/19/2020 12:25:00 PM	RCM CONTACTED CUSTOMER AND SHARED THAT RCM DID GET UPDATE THAT DEALER DID NOTICE THE FUEL ODOR,HOWEVER, FOUND IT WAS DUE FROM THE PREVIOSU FUEL LEAK AND HAVE POWER WASHED VEHICLE TO ASSIST WITH THE ODOR, RCM WILL TOUCH BASE ON BUYBACK BY 04/06/2020 AND ON STATUS OF VEHICLE BY TUESDAY THE 24TH | | | CUSTOMER ADVISED THEIR TRIP WAS CANCELLED DUE TO THE HEATH CRISIS SO ADVISED DEALER TO KEEP VEHICLE LONGER, WHEN THEY GO OUTSIDE THEY DONT HAVE THE ODOR, BUT WHEN IT SITS OVERNIGHT IN THE GARAGE THE ODOR COMES INTO THE HOUSE. | | | RCM TO CONTACT DEALER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2KR2CA7JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/24/2020	Mileage	20,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

3/23/2020 11:16:00 AM	HELLO, | | | | THE VEHICLE IS AT THE DEALERSHIP FOR FUEL ODOR, DEALER FOUND THERE WAS BURNED FUEL FROM THE PREVIOUS LEAK AND POWER WASHED ENGINE BAY AND IS LETTING IT SIT AT THE DEALER TO AIR OUT, PER CUSTOMER REQUEST. | | | O CASE #: [redacted] | | O CUSTOMER NAME: [redacted] | | O VEHICLE: 2018 ATLAS | | O VIN: 1V2KR2CA7JC[redacted] | | O ORIGINAL OWNER/CPO/USED: | | O CPO/USED PURCHASE DATE (IF APPLICABLE): N/A | | O STATE REGISTERED: CO | | O CURRENT MILEAGE: 20K | | O SERVICING DEALERSHIP(S): DEALER(S) 420[redacted] | | O NUMBER OF VW/AUDI VEHICLES OWNED: BRAND LOYAL | | O OTHER PERTINENT LOYALTY INFO: N/A | | O WHY CUSTOMER IS SEEKING REPURCHASE/REPLACEMENT: BATTERY FAILURE, FUEL LEAK AND FUEL ODOR | | O LOCATION (DEALERSHIP/WITH CUSTOMER): | | O LIENHOLDER INFO (IF APPLICABLE): VCI | | THANK YOU IN ADVANCE | |
3/24/2020 5:40:00 PM	RCM LVMM AND SHARED WILL FOLLOW-UP AFTER CONNECTING WITH DEALER ON THE STATUS OF THE VEHICLE | | | | RCM TO CONTACT DEALER
3/24/2020 5:40:00 PM	RCM WAS ON HOLD FOR 5 MINUTES BEFORE ENDING CALL | | | | RCM TO CONTACT CUSTOMER
3/25/2020 12:21:00 PM	FROM: [redacted] | | SENT: WEDNESDAY, MARCH 25, 2020 12:18 PM | | TO: VW EXPERIENCE <VWEXPERIENCE@VW.COM> | | SUBJECT: [FROM: EXTERNAL] RE: 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. | | | | REFERENCE # [redacted] | | | | GOOD MORNING TASHA, | | | | HOPE YOU ARE STAYING SAFE AND HEALTHY. I JUST WANTED TO FOLLOW UP ON OUR CONVERSATION WE HAD LAST WEEK REGARDING THE ISSUES WE ARE HAVING WITH OUR 2018 ATLAS. THE VEHICLE HAS BEEN OUT OF SERVICE FOR REPAIRS FOR OVER 40 CONSECUTIVE BUSINESS DAYS AND THE ISSUES HAVE YET TO BE RESOLVED. I WOULD LIKE TO DISCUSS NEXT STEPS IN REGARDS TO BEING REMOVED FROM THE VEHICLE. YOUR HELP IN DISCUSSING THE OPTIONS AVAILABLE WILL BE GREATLY APPRECIATED. | | | | I LOOK FORWARD TO HEARING FROM YOU. | | | | THANK YOU, | | [redacted] | [redacted] | | [redacted] | |
3/26/2020 12:23:00 PM	GOOD AFTERNOON BRANDON, | | | | I HOPE ALL IS WELL. TASHA IS OUT OF THE OFFICE AND I WANTED TO FOLLOW UP ON HER CASE. | | | | CAN YOU SHARE FEEDBACK ON THE ATTACHED CUSTOMER IN REGARDS TO [redacted] 1V2KR2CA7JC[redacted] ARE THERE ANY UPDATES AVAILABLE ABOUT THE VEHICLE STATUS? | | | | THANK YOU, | | | |
3/26/2020 5:40:00 PM	REFERENCE # [redacted] | | | | DEAR [redacted] | | | | I HOPE ALL IS WELL, I AM REACHING OUT ON BEHALF OF YOUR REGION CASE MANAGER, TASHA, BECAUSE SHE IS OUT OF THE OFFICE TODAY. | | | | I WANTED TO FOLLOW UP REGARDING THE EMAIL WE RECEIVED. FIRST I WANT TO APOLOGIZE FOR THE EXPERIENCE YOU'VE HAD WITH YOUR 2018 ATLAS, THIS ISN'T THE EXPERIENCE VOLKSWAGEN ENVISIONS FOR OUR CUSTOMERS. I SEE THAT TASHA DID ESCALATE YOUR CASE FOR OUR MULTI DEPARTMENT BUYBACK REVIEW. VOLKSWAGEN IS CURRENTLY REVIEWING YOUR CASE TO DECIDE IF THAT IS A REQUEST WE CAN MEET. THE REVIEW PROCESS GENERALLY TAKES 15 BUSINESS DAYS FOR AN OUTCOME AND WE ARE ANTICIPATING THAT WE HAVE AN ANSWER BY APRIL 6, 2020. I ALSO REACHED OUT TO TYNAN'S VOLKSWAGEN TO GET AN UPDATE ON THE VEHICLE STATUS BUY I HAVEN'T RECEIVED AN UPDATE YET. WE WILL FOLLOW UP AGAIN BY MARCH 30TH WITH ANY UPDATES ON YOUR VEHICLE. IF YOU HAVE ANY FURTHER QUESTIONS PLEASE RESPOND TO THIS EMAIL OR CALL AT 800-822-8987. | | | | SINCERELY | | | | WAIT DEALER EMAIL
3/30/2020 7:33:00 PM	RCM LVMM AND SHARED RCM WILL FOLLOW-UP BEFORE COB TOMORROW | | | | RCM TO CONTACT DEALER
3/31/2020 2:27:00 PM	VM WAS FULL | | | | RCM TO CONTACT DEALER
4/6/2020 12:37:00 PM	CARTER WILL SEND 2 MISSING ROS + CURRENT OPEN RO- VEH AT DEALER. DEALER HAD NOTIFIED CUST THAT THERE IS NO FUEL SMELL BUT CUST WOULD LIKE TO WAIT FOR BUYBACK DETERMINATION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2KR2CA7J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/24/2020	Mileage	20,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

4/7/2020 7:18:00 AM	PLEASE REVIEW RO & RO SUMMARY ATTACHED IN DOC CENTER.
4/7/2020 7:18:00 AM	RO & RO SUMMARY ATTACHED IN DOC CENTER
4/8/2020 10:08:00 AM	5 DAYS DOWN IN CO LL RIGHTS PERIOD: AIR BAG LIGHT ON 1X, SQUEAKY NOISE FROM FRONT END 1X, 40M3 CAMPAIGN, 01C7 CAMPAIGN, 23X1 CAMPAIGN, 69V7 CAMPAIGN, 69X1 CAMPAIGN, 10K SERVICE | | NVLW: 20K SERVICE, 94L9 CAMPAIGN, COOLANT LEAK 1X, HARD TO START/FUEL ODOR 1X
4/8/2020 10:18:00 AM	UNABLE TO MEET THE CUSTOMER'S REQUEST BASED ON CURRENT REPAIR HISTORY. WILL OFFER 10% OF MSRP OF A NEW/CPO VEHICLE IN TRADE ASSISTANCE.
4/8/2020 3:21:00 PM	RCM CONTACTED CUSTOMER AND SHARED AFTER FURTHER REVIEW VW WOULD NOT BE IN THE POSITION TO MEET REQUEST, HOWEVER, BASED ON EXPERIENCE WILL OFFER 10% TA. | | | CUSTOMER ASKED RCM TO SPEAK WITH SPOUSE ABOUT OFFER. | | | RCM SPOKE WITH SPOUSE AND SHARED 10% TA AND CUSTOMER ADVISED THAT THE DEALER WAS NOT KEEPING IT IN A COMPACT PLACE TO IN TURN SMELL ODOR. | | | RCM SHARED THAT THE DEALER KEPT VEHICLE IN SERVICE BAY AND OUTSIDE AND HAS HAD IT FOR A FEW WEEKS AND STATES VEHICLE IS NORMAL, RCM IS SORRY FOR OUTCOME AND SHARED IF CUSTOMER STILL HAS CONCERNS WOULD ADVISE WHEN THEY ARE COMFORTABLE TO TAKE TO ANOTHER VW DEALER TO SEE IF THEY FIND ANY CONCERNS. | | | CUSTOMER GAVE PHONE BACK TO OWNER AND RCM WAS ADVISED THAT THEY BUY VEHICLES TO KEEP FOR 15-20 YEARS AND ISNT HAPPY WITH OUTCOME AND ADVISED VW SHOULD OPEN AN INVESTIGATION. IS N OT WILLIN GTO ACCEPT OFFER AS 10% OFF A $36K VEHICLE IS NOTHING. | | | RCM SHARED OUR DEALERS AR EOUR TECHNICAL SUPPORT, AT THIS TIME VW CANN OFFER 10% TA FOR EXPERIENCE AND UNDERSTAND CUSTOMER IS NOT WILLIN GTO ACCEPT. | | | RCM TO SEND EMAIL TO CRR
4/8/2020 3:36:00 PM	PLEASE NOTE CUSTOMER DECLINED ACCEPTANCE OF THE 10% TA OFFER. | | | THANK YOU | |
4/9/2020 10:58:00 AM	CUST STATES; WANT TO SPEAK WITH TASHA AND FOLLOW UP WITH YESTERDAY CONVERSATION; WANT HER TO SEND THE OFFER TO HER IN WRITTING TO TAKE TO THE DEALER | | | CUST SEEKING; SPEAK WITH TASHA | | | REVIEWED WITH SUP ROSS ADVISED; YOU WILL MAKE THE RCM AWARE THAT SHE WOULD LIKE THE OFFER SENT IN WRITING AND CAN FOLLOW UP ON THAT; | | | CA ADVISED; RCM IS UNAVAILABLE EITHER AWAY FROM HER COMPUTER OR ASSISTING WITH ANOTHER CUSTOMER; WILL MAKE RCM AWARE THAT YOU WOULD LIKE THE OFFER TO BE SENT IN WIRRTING AND CAN FOLLOW UP ON THAT | | |
4/9/2020 11:11:00 AM	CUSTOMER DECLINED OFFER, THERE IS NO OFFER ANY LONGER, OUTSIDE OF KEEPING VEHICLE.
4/9/2020 11:18:00 AM	GOOD MORNING, | | | THIS CUSTOMER HAS CALLED BACK AND IS NOW ASKING THAT THE OFFER LETTER BE EMAILED TO THEM. ONCE THEY HAVE DECLINED THE OFFER CAN WE SEND OUT THE OFFER LETTER NOW? | | | THANK YOU IN ADVANCE | |
4/9/2020 11:21:00 AM	CA ADVISED RCM CURRENTLY ASSISTING OTHER CUSTOMERS; SUP ADVISED CUSTOMER HAS ALREADY DECLINED; IF SEEKING OFFER IN WRITING CAN ADVISE WILL MAKE RCM AWARE AND HAVE RCM PROVIDE POSITION ON IF THIS CAN BE DONE. CUSTOMER SEEKING IF RCM IS WILLING TO STILL PROVIDE OFFER AFTER INITIALLY DECLINING
4/9/2020 11:29:00 AM	CRR ADVISED TYPICALLY ONCE DECLINED WILL NOT SEND OFFER, HOWEVER, WILL DO SO AS 1 TIME GOODWILL GESTURE. | | | RCM CONFIRMED EMAIL AND CRR WILL SEND EMAIL | | | RCM TO CLOSE CASE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2KR2CA7J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/24/2020	Mileage	20,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

4/24/2020 1:57:00 PM	CUSTOMER STATES; STILL HAVING THE SAME ISSUES WITH THE VEHICLE; THE VEHICLE HAS BEEN AT THE DEALER SINCE JANUARY ; THE VEHICLE HAS A SMELL OF GASOLINE IN THE ENGINE; THE DEALERSHIP DOESN┬┐T KNOW WHAT┬┐S WRONG WITH THE VEHICLE; AND WHY THE VEHICLE SMELLS LIKE GAS; WHEN THEY TURN ON THE VEHICLE THAT┬┐S WHEN THE VEHICLE STARTS TO SMELL LIKE GASOLINE; | | | | CUSTOMER SEEKING; TO REOPEN CASE AND LOOK INTO THE REPAIRS; LOOK INTO THE BUYBACK | | | | CUSTOMER ADVOCATE ADVISED; TO LOOK FURTHER INTO CUSTOMER CASE; REVIEWED WITH GREG; ADVISED THAT THE VEHICLE IS STILL A0T THE DEALER HAVE RCM TO LOOK INTO THE CUSTOMER CONCERNS; ADVISED TO CUSTOMER THAT CUSTOMER ADVOCATE WILL HAVE RCM CONTACT THE DEALER TO GET THE UPDATED DIAGNOSIS AND REVIEW THE CUSTOMER REQUEST; RCM WILL CNTACT THE CUSTOMER BY THE COB 04/27; | | | | CSTOMER ACKNOWLEDGED | | | | RCM TO REVIEW
4/27/2020 2:36:00 PM	RCM WAS ADVISED THE SA IS OO UNTIL THURDAY AS WE ARE DOING SPILT SHIFTS AND THERE IS NO UPDATE HE CAN SEE AT THIS TIME. | | | | RCM ASKED TO CONFIRM IF THE VEHICLE IS IN SERVICE? | | | | SA ADVISED HE CANNOT CONFIRM, HE DOES NOT SHOW AN OPEN RO AND THE TECH THAT WORKED ON THE VEHICLE PREVIOUSLY, IS NOT AVAILABLE. | | | | RCM TO CONTACT CUSTOMER
4/27/2020 3:14:00 PM	RCM LVMM AND ADVISED SA CAUTHER IS OOO UNTIL THURSDAY AND SA MANNY WAS UNABLE TO SHARE ANY UPDATE ON THE VEHICLE, THIS IS DUE TO COVID-19, RCM WAS SEEKING TO CONFIRM THE VEHICLE IS AT THE DEALERSHIP CURRENTLY, HOWEVER, RCM WILL FOLLOW-UP BY THURSDAY | | | | RCM TO CONTACT DEALER
4/27/2020 3:18:00 PM	HEY BRANDON, | | | | CAN YOU CHECK TO SEE IF MRS. [redacted]┬┐S 2018 ATLAS IS BACK IN SERVICE FOR A DUEL ODOR? | | | | I KNOW CAUTHER IS OUT UNTIL THURSDAY AND MANNY WAS UNABLE TO CONNECT WITH TECH IF THE VEHICLE WAS THERE AND CONFIRMED THERE IS NO OPEN RO. | | | | THANK YOU IN ADVANCE | |
4/30/2020 1:39:00 PM	SA ADVISED CUSTOMER BROUGHT VEHICLE BACK IN FOR FUEL ODOR, WE OPENED VTA AND THEY ADVISED TO REPLACE THE INJECTOR AND COOLANT PUMP, AS THE ODOR WAS COMING FROM THE RADIATOR, WHERE WE FEEL WHEN THERE WAS FUEL LEAK THE FUEL MAY HAVE LEAKED INTO THE COOLANT SYSTEM. PARTS ARE IN AND REPAIRS SHOULD BE DONE TODAY, HOWEVER, WE KEEP THE VEHICLE FOR A FEW DAYS TO ENSURE THERE ARE NO OUTSTANDING ISSUES. | | | | RCM TO CONTACT CUSTOMER
4/30/2020 1:45:00 PM	RCM CONTACTED CUSTOMER AND APOLOGIZED FOR THE CONCERNS AND ADVISED AFTER CONNECTING WITH SA CAUTHER HE SHARED THAT INJECTOR AND COOLANT PUMP HAS ARRIVED AND THE REPAIRS SHOULD BE DONE BY TOMORROW, HOWEVER, THE DEALERSHIP WILL KEEP VEHICLE UNTIL EARLY NEXT WEEK TO ENSURE THERE ARE NO OUTSTANDING CONCERNS. RCM WILL TOUCH BASE BY TUESDAY | | | | CUSTOMER THANKED FOR RCM FOLLOW-UP AND ADVISED WILL WAIT FOR SA CAUTHER TO TOUCH BASE WITH THEM AS WELL. | | | | RCM THANKED FOR PATIENCE
5/5/2020 5:33:00 PM	SA SHARED EVERYTHING WENT WELL AFTER REPAIRS, CUSTOMER CAME IN TODAY AND TOOK VEHICLE AND WILL UPDATE ME TOMORROW ON HOW IT GOES WITH ODOR. | | | | RCM TO CONTACT CUSTOMER
5/5/2020 5:35:00 PM	RCM LVMM AND SHARED RCM DID GET UPDATE THAT CUSTOMER DID PICK UP VEHICLE AND WILL UPDATE SA CAUTHER IF THERE ARE ANY ADDITONAL CONCERNS, RCM LEFT EXT 43613 IF NEEDED. | | | | RCM TO CLOSE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2ER2CA0KC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	12/10/2020	Mileage	33,978

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
12/28/2020 5:37:00 PM	FUEL LEAK FROM VEH
4/6/2021 11:01:00 AM	FOM: JEREMY RENNER, REPURCHASE, VCI LEASE (ACCOUNT ON HOLD). NONCONFORMITY: GAS LEAK FROM INJECTOR. TRANSACTION DEALER: ONTARIO VW 422[redacted] - CONTACT: SM: MANNY MONTANEZMMONTANEZ@ONTARIOVW.COM - CUSTOMER REPRESENTED BY MFS LEGAL - CONTACT: [redacted] ROB A HAS BOTH CHECKS.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2ME2CA5LC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas Cross Sport, 2020		
Report Date	12/28/2020	Mileage	400

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
12/29/2020 9:43:00 AM	CALL TO ASM RAPHAEL ASM STATES: VEH CAME IN DUE TO FUEL LEAK; HAS REPLACED FUEL PUMP, FUEL LINES, HOSES, FUEL DISTRIBUTOR; HAS ORDERED $1700 WORTH OF PARTS; HAS BEEN WORKING W/ VW TECHLINE; ORIGINAL ISSUE WAS BO PARTS, WHICH HAVE ARRIVED, HOWEVER NOW WAITING ON INJECTOR; HAS
1/15/2021 9:00:00 AM	RO REVIEW 2020 ATLAS CROSS SPORT PURCHASED ON 10/31/20 1DAY11/2/2082 MOISTURE IN HEADLIGHT ORDERED PART 2 DAYS11/25/20778 HEADLIGHT HAS EXCESSIVE MOISTURE REPLACED HEADLIGHT EPC ON- NOT ON AT TIME OF REVIEW 26 DAY 12/3/201114 EPC LIGHT ON FOUND FUEL INJECTOR LEAKING VTA FOUND LEAK AT HIGH PRESSURE FUEL PUMP AND REPLACED

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V21E2CA9LC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas Cross Sport, 2020		
Report Date	1/4/2021	Mileage	1,700

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
1/4/2021 11:05:00 AM	FUEL LEAK FROM FUEL INJECTOR FUEL RAIL
1/4/2021 11:09:00 AM	CALL FROM SM ED EXEL SM STATES CUSTOMER PURCHASED 2020 ATLAS CROSS SPORT FROM DEALER. VEHICLE RETURNED AT 1,700 MILES IN EARLY DECEMBER WITH COMPLAINTS THAT ENGINE WAS RUNNING ROUGH AND FUEL SMELL. DEALER FOUND FUEL LEAK FROM FUEL INJECTOR FUEL RAIL. WORKED WITH VTA TO DETERM
1/4/2021 11:13:00 AM	@GREG PETERS FYI FOR LEVEL 2: CUSTOMER BROUGHT VEHICLE TO DEALER IN EARLY DECEMBER WITH COMPLAINTS THAT THE ENGINE WAS RUNNING ROUGH AND HAD A FUEL ODOR. DEALER FOUND A FUEL LEAK FROM THE FUEL INJECTOR FUEL RAIL. THE VEHICLE IS DOWN WAITING FOR PARTS AT THIS TIME.
1/18/2021 3:31:00 PM	CR&R REVIEW (PA) - NEW 3/5/2021 CUSTOMER SEEKING REPURCHASE/REPLACEMENT REPEAT CONCERNS WITH FUEL LEAK NOT CURRENTLY AT DEALER SERVICED WITH VW OF SALEM COUNTY - [redacted] ROS IN CASE
3/5/2021 9:31:00 AM	CALL FROM SM ED EXEL SM STATES VEHICLE CAME IN TODAY FOR ISSUES WITH CLIMATE CONTROL CONTROLS AND STOP/START ISSUE. DEALER IS CURRENTLY SCANNING BUT CUSTOMER IS SEEKING TO LEAVE VEHICLE DUE TO CONCERNS WITH PREVIOUS FUEL LEAK. SM SEEKING STATUS OF BUYBACK. RCM ADVISED IS PR

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2DR2CA1J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	1/4/2021	Mileage	32,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
3/29/2021 11:36:00 AM	VTA NOTES: 01/27/21 14:39:26: US/EASTERN: BLAINE BALDERRAMA: INITIATED: ISSUE OPENED BY DEALERSHIP 01/27/21 14:39:26: US/EASTERN: BLAINE BALDERRAMA: INITIATED:LEAKING FUEL, CHECKED FOUND INJECTOR SEAL BLEW OUT AND IS LEAKING FUEL, WAITED FOR INJECTOR REMOVED AND WAS ABOUT TO CLEAN AND INSTALL BUT UPON REMOVAL OF INJECTOR FOUND GRAY MATERIAL, WHITE POWERED, AND DISBRE FOUND IN INJECTOR PORT, ALMOST LOOKS TO HAVE HAD PLAY WITH SPRING COMPRESSED COMPLETELY AND INJECTOR WORE OUT PORT UNABLE TO MEASURE OR DETERMINE, OTM WAS ON SIGHT SHOWED FINDING AND WAS ADVISE TO REOPEN VTA, TAKE PHOTOS AND ATTACHT TO VTA AND REPLACE CYLINDER HEAD WILL SUBMIT PHOTOS ON HELPLINE ATTACHMENTS @ VW 01/27/21 16:15:53: US/EASTERN: BRYAN BARKS: OPEN: CONSULTANT IN PROCESS: CUSTOMER COMMENTS:LEAKING FUEL, 01/27/21 16:15:53: US/EASTERN: BRYAN BARKS: OPEN: CONSULTANT IN PROCESS: WORKSHOP FINDINGS:CHECKED FOUND INJECTOR SEAL BLEW OUT AND IS LEAKING FUEL, WAITED FOR INJECTOR REMOVED AND WAS ABOUT TO CLEAN AND INSTALL BUT UPON REMOVAL OF INJECTOR FOUND GRAY MATERIAL, WHITE POWERED, AND DISBURSE FOUND IN INJECTOR PORT, ALMOST LOOKS TO HAVE HAD PLAY WITH SPRING COMPRESSED COMPLETELY AND INJECTOR WORE OUT PORT UNABLE TO MEASURE OR DETERMINE, OTM WAS ON SIGHT SHOWED FINDING AND WAS ADVISE TO REOPEN VTA, TAKE PHOTOS AND ATTACH TO VTA AND REPLACE CYLINDER HEAD WILL SUBMIT PHOTOS ON HELPLINE ATTACHMENTS @ VW 01/27/21 16:15:53: US/EASTERN: BRYAN BARKS: OPEN: CONSULTANT IN PROCESS:TECH UPDATED THAT PICTURES WERE SENT TO THE HELPLINEATTACHMENTS EMAIL. PICTURES HAVE BEEN ADDED TO THE VTA. TECH HAS REPAIR DIRECTION PER QTM DIRECTIONS. 01/27/21 16:16:12: US/EASTERN: BRYAN BARKS: OPEN: TECHNICIAN IN PROCESS: ISSUE SENT TO DEALERSHIP 01/28/21 21:58:02: US/EASTERN: DIRK SCHLEEF: OPEN: TECHNICIAN IN PROCESS:AT DEALER VISIT INPSEPECTED THE INJECTOR HOLE , UNABLE TO DETERMENT WHAT THE WHITE POWDER IS , RECOMMEND TO REPLACE HEAD 02/02/21 09:29:38: US/EASTERN: DIRK SCHLEEF: OPEN: TECHNICIAN IN PROCESS:PLEASE INSERT SALES
4/1/2021 8:17:00 AM	VTA NOTES: 03/30/21 22:55:21: US/EASTERN: DIRK SCHLEEF: OPEN: TECHNICIAN IN PROCESS:IS THIS CAR STILL THERE ??? 03/31/21 17:58:21: US/EASTERN: BLAINE BALDERRAMA: CLOSING IN PROCESS: DEALER COMPLETE:REMOVED AND REPLACED CYLINDER HEAD AS PER QTM BORE WORN FROM INJECTOR FUEL LEAK, BORE IS NOT TRUE AND NO WAY TO MEASURE , CLEAR FAULTS TEST DROVE VERIFIED REPAIRS 03/31/21 22:07:05: US/EASTERN: DIRK SCHLEEF: CLOSING IN PROCESS: DEALER COMPLETE: ISSUE UPDATED 03/31/21 22:07:06: US/EASTERN: DIRK SCHLEEF: CLOSED: ISSUE UPDATED REPLACED CYLINDER HEAD

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2NE2CA4LC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas Cross Sport, 2020		
Report Date	1/7/2021	Mileage	4,027

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
1/11/2021 2:31:00 PM	CR&R DECISION (DE) - I WILL CONTACT OWNER TO DISCUSS OPTIONS CUSTOMER SEEKING REPLACEMENT FUEL LEAK CONCERNS; ONGOING DEALER WORKING WITH VTA 35 DAYS DOWN SO FAR SERVICED WITH SMITH VW - 406103 ONE DEALER VISIT, WORK ORDER IN CASE DECISION ALREADY MADE; ASSIGNING TASK TO LAURA M. PER PROCESS.
1/13/2021 11:38:00 AM	RE: [FROM: EXTERNAL] RE[redacted] - 1V2NE2CA4LC[redacted] - [redacted] | ANDREA - GOOD MORNING. YES, IT SEEMS THE INJECTOR FOR CYLINDER #3 IS THE COURSE OF THE LEAK. WE HAVE PARTS ON ORDER. THANKS! JASON WILLEY SERVICE MANAGER SMITH VW 302-998-0131 JASON.WILLEY@SMITHVW.COM -----ORIGINAL MESSAGE----- FROM: "VWCARERCMTEAM@VW.COM" <VWCARERCMTEAM@VW.COM> SENT: WEDNESDAY, JANUARY 13, 2021 9:46AM TO: "JASON.WILLEY@SMITHVW.COM" <JASON.WILLEY@SMITHVW.COM> CC: "PATRICK.COLLINS@VW.COM" <PATRICK.COLLINS@VW.COM> SUBJECT: RE: [FROM: EXTERNAL] RE:[redacted] - 1V2NE2CA4LC[redacted] - [redacted] GOOD MORNING! ARE THERE ANY UPDATES ON THE DIAGNOSIS FOR THIS VEHICLE TODAY? THANK YOU! ANDREA WOODY ---------- ORIGINAL MESSAGE ---------- FROM: JASON WILLEY [JASON.WILLEY@SMITHVW.COM] SENT: 1/8/2021 8:54 AM TO: VWCARERCMTEAM@VW.COM CC: CKELLER@SMITHVW.COM; PATRICK.COLLINS@VW.COM SUBJECT: [FROM: EXTERNAL] RE:[redacted] - 1V2NE2CA4LC2[redacted] - [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 ANDREA - PLEASE SEE THE CURRENT OPEN RO ATTACHED. JUST LET ME KNOW IF YOU NEED ANYTHING ELSE. THANKS! JASON WILLEY SERVICE MANAGER SMITH VW 302-998-0131 JASON.WILLEY@SMITHVW.COM -----ORIGINAL MESSAGE----- FROM: "VWCARERCMTEAM@VW.COM" <VWCARERCMTEAM@VW.COM> SENT: FRIDAY, JANUARY 8, 2021 8:44AM TO: "CKELLER@SMITHVW.COM" <CKELLER@SMITHVW.COM>, "JASON.WILLEY@SMITHVW.COM" <JASON.WILLEY@SMITHVW.COM> CC: "PATRICK.COLLINS@VW.COM" <PATRICK.COLLINS@VW.COM> SUBJECT: RE:[redacted] - 1V2NE2CA4LC[redacted] - [redacted] GOOD MORNING! IM JUST EMAILING SO THIS CASE IS AT THE TOP OF THE INBOX. PLEASE RESPOND TO THIS MESSAGE WITH ROS FOR THIS VIN AND A COPY OF THE OPEN WORK ORDER. ACCOUNTING COPIES ARE PREFERRED, BUT CUSTOMER COPIES CAN BE ACCEPTED IF NEEDED. THANK YOU! ANDREA WOODY ---------- ORIGINAL
1/13/2021 3:06:00 PM	CALL TO OWNER MR. [redacted] RCM STATES DEALER ADVISED THEY FOUND LEAK APPEARS TO BE COMING FROM CYLINDER 3 FUEL INJECTOR. ADVISED PARTS HAVE BEEN ORDERED AND RCM WILL FOLLOW UP AGAIN WHEN THERE ARE UPDATES FROM DEALER. CUSTOMER STATES THOUGH DEALER ADVISED THEY ALREADY REPLACED IN
1/14/2021 5:29:00 PM	RE: FW: [FROM: EXTERNAL] FWD: VW CUSTOMER CARE[redacted] | GOOD AFTERNOON, I AM THE RCM CURRENTLY ASSIGNED TO THIS CASE. THIS CUSTOMERS CROSS SPORT IS EXPERIENCING A FUEL LEAK THAT THE DEALER HAS HAD DIFFICULTY PINPOINTING. THE DEALER HAS REPLACED MULTIPLE PARTS AND ARE CONTINUING THEIR DIAGNOSIS WITH VTA. AS OF THIS AFTERNOON, THEIR WORK IS ONGOING. I EXPECT FURTHER UPDATES TOMORROW. THE CUSTOMER IS IN A LOANER AND HAS BEEN PROVIDED 1 MONTHLY PAYMENT AS A GOODWILL GESTURE FROM THE DEALER THUS FAR. THE DEALER CONTACTED ME THE SAME DAY THE CUSTOMER CONTACTED CARE, THURSDAY, JANUARY 7TH. SINCE RECEIVING THE CASE, I HAVE ESCALATED THE CUSTOMERS REPLACEMENT REQUEST TO THE CR&R TEAM AS OF MONDAY, JANUARY 11TH, WHEN ALL OF THE NECESSARY INFORMATION WAS GATHERED. THE CUSTOMER HAS BEEN ADVISED OF THE CURRENT CR&R TURN AROUND TIME OF 6 WEEKS. PER OUR CURRENT PROCESS, I WOULD FOLLOW UP WITH CR&R AGAIN WHEN THEY PROVIDE A DECISION OR AT THE 6 WEEK MARK. THE CUSTOMER DID NOT REQUEST CONTACT INFORMATION FOR ANY EXECUTIVES WITHIN VOLKSWAGEN IN THE TIME FRAME OF MY CASE OWNERSHIP AND HAS NOT REQUESTED ANY OTHER ESCALATION. PLEASE LET ME KNOW IF THERE IS ANY OTHER INFORMATION I CAN PROVIDE OR ANY ACTION I CAN TAKE THAT MAY ASSIST OUTSIDE OF THE CURRENT REVIEW PROCESS. TO PROVIDE YOU WITH THE BEST SERVICE POSSIBLE, IT IS IMPORTANT THAT YOU RESPOND TO US BY REPLYING TO THIS EMAIL. REPLYING OUTSIDE OF THIS EMAIL WILL RESULT IN A DELAYED RESPONSE. SINCERELY, ANDREA WOODY REGION CASE MANAGER NER, VOLKSWAGEN CUSTOMER CARE VOLKSWAGEN GROUP OF AMERICA, INC. 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA T. 248 754 3429 WWW.VW.COM 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 WWW.VW.COM/PRIVACY. ---------- ORIGINAL MESSAGE ---------- FROM: ZALUZEC, RACHAEL [RACHAEL.ZALUZEC@VW.COM] SENT: 1/14/2021 3:56 PM TO: VWEXECUTIVEMAIL@VW.COM

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2NE2CA4LC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas Cross Sport, 2020		
Report Date	1/7/2021	Mileage	4,027

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

1/14/2021 5:33:00 PM	RE: FW: [FROM: EXTERNAL] FWD: VW CUSTOMER CARE [redacted] | THANKS ANDREA. HAS THE CUSTOMER FORMALLY REQUESTED A BUYBACK OR WAS THE ESCALATION TO CR&R BASED ON NORMAL ESCALATIONS? ALSO, DO WE KNOW IF THE TAC TEAM HAS BEEN ENGAGED TO TRY TO HELP ROOT CAUSE THE SOURCE OF THE CHALLENGE WITH THE LEAK? RACHAEL N ZALUZEC VICE PRESIDENT, CUSTOMER EXPERIENCE & DIGITAL STRATEGY VOLKSWAGEN GROUP OF AMERICA, INC. 3800 HAMLIN ROAD 4E-4222 AUBURN HILLS, MI 48326 HTTP://WWW.VOLKSWAGENGROUPAMERICA.COM/ 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. FROM: VWCARERCMTEAM@VW.COM <VWCARERCMTEAM@VW.COM> SENT: THURSDAY, JANUARY 14, 2021 5:29 PM TO: ZALUZEC, RACHAEL <RACHAEL.ZALUZEC@VW.COM> CC: DEEL, KATHRENE <KATHRENE.DEEL@VW.COM> SUBJECT: RE: FW: [FROM: EXTERNAL] FWD: VW CUSTOMER CARE [redacted] GOOD AFTERNOON, I AM THE RCM CURRENTLY ASSIGNED TO THIS CASE. THIS CUSTOMERS CROSS SPORT IS EXPERIENCING A FUEL LEAK THAT THE DEALER HAS HAD DIFFICULTY PINPOINTING. THE DEALER HAS REPLACED MULTIPLE PARTS AND ARE CONTINUING THEIR DIAGNOSIS WITH VTA. AS OF THIS AFTERNOON, THEIR WORK IS ONGOING. I EXPECT FURTHER UPDATES TOMORROW. THE CUSTOMER IS IN A LOANER AND HAS BEEN PROVIDED 1 MONTHLY PAYMENT AS A GOODWILL GESTURE FROM THE DEALER THUS FAR. THE DEALER CONTACTED ME THE SAME DAY THE CUSTOMER CONTACTED CARE, THURSDAY, JANUARY 7TH. SINCE RECEIVING THE CASE, I HAVE ESCALATED THE CUSTOMERS REPLACEMENT REQUEST TO THE CR&R TEAM AS OF MONDAY, JANUARY 11TH, WHEN ALL OF THE NECESSARY INFORMATION WAS GATHERED. THE CUSTOMER HAS BEEN ADVISED OF THE CURRENT CR&R TURN AROUND TIME OF 6 WEEKS. PER OUR CURRENT PROCESS, I WOULD FOLLOW UP WITH CR&R AGAIN

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2ME2CA5LC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas Cross Sport, 2020		
Report Date	1/17/2021	Mileage	400

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
1/18/2021 4:21:00 PM	RO REVIEW 2020 ATLAS CROSS SPORT PURCHASED ON 10/31/20 1DAY11/2/2082 MOISTURE IN HEADLIGHT ORDERED PART 2 DAYS11/25/20778 HEADLIGHT HAS EXCESSIVE MOISTURE REPLACED HEADLIGHT EPC ON- NOT ON AT TIME OF REVIEW 26 DAY12/3/201114 EPC LIGHT ON FOUND FUEL INJECTOR LEAKING VTA FOUND LEAK AT HIGH PRESSURE FUEL PUMP AND REPLACED
2/9/2021 1:43:00 PM	TRANSITION NEEDS CLOSING DATE FOR REPURCHASE. FOM IS BOBBY FIGS. CUSTOMERS LOAN IS WITH ALLY. DEAL WILL TAKE PLACE AT DEALER[redacted]) LEITH VW. PRIMARY CONCERN IS EPC LIGHT ON DUE TO FUEL LEAK FROM HIGH PRESSURE FUEL PUMP. CUSTOMER CAN BE REACHED VIA EMAIL[redacted] <[redacted]> AND[redacted] <[redacted]> *CO/OWNER[redacted] *VEHICLE IS LOCATED WITH OWNER *DEALER CONTACT IS JONES JERAME.JONES@LEITHCARS.COM ****CONTRIBUTION IS[redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2MR2CA6JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/10/2021	Mileage	44,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/12/2021 11:48:00 AM	1V2MR2CA6JC[redacted]-[redacted] | GOOD MORNING SCOTT, HAPPY FRIDAY! I RECEIVED A NEW CASE FOR[redacted] CUSTOMER STATES VEHICLE WAS AT DEALER FOR 3 WEEKS DUE TO A FAULTY FUEL INJECTOR AND FUEL LEAK; DEALER PROVIDED A TIGUAN AS A LOANER; CUSTOMER SEEKS: 1 MONTH VEHICLE PAYMENT RCM SEEKS: CONFIRMATION ON COMPLETED REPAIRS PLEASE PROVIDE ME WITH THE CUSTOMER COPY OF THE RO WHAT ARE YOUR THOUGHTS ON A VEHICLE PAYMENT, DUE TO DOWN TIME AND CUSTOMER EXPERIENCE; THANK YOU, SABRENA STEEN REGION CASE MANAGER VOLKSWAGEN CUSTOMER CARE VOLKSWAGEN OF AMERICA, INC. ADDRESS: 3800 HAMLIN ROAD, AUBURN HILLS, MI 48326 TEL: 248 754 3350 FAX: 248 754 6504 EMAIL: SABRENA.STEEN@VW.COM WWW.VW.COM 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 WWW.VW.COM/PRIVACY.
2/12/2021 2:39:00 PM	[FROM: EXTERNAL] RE: 1V2MR2CA6JC[redacted]-[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. HEY SABRENA, HAPPY FRIDAY!!!!! I HAVE ATTACHED THE 2 ROS YOU REQUESTED FOR[redacted] RO[redacted] 1/14-1/18 RO[redacted] 1/25-2/9 IF YOU NEED ANYTHING ELSE LET ME KNOW. THANKS SCOTT FROM: VWCARERCMTEAM@VW.COM [MAILTO:VWCARERCMTEAM@VW.COM] SENT: FRIDAY, FEBRUARY 12, 2021 11:49 AM TO: SCOTT KENNARD <SCOTT.KENNARD@DARLINGS.COM> CC: CHRIS.JUDE@VW.COM SUBJECT: 1V2MR2CA6JC[redacted]-[redacted] GOOD MORNING SCOTT, HAPPY FRIDAY! I RECEIVED A NEW CASE FOR[redacted] CUSTOMER STATES VEHICLE WAS AT DEALER FOR 3 WEEKS DUE TO A FAULTY FUEL INJECTOR AND FUEL LEAK; DEALER PROVIDED A TIGUAN AS A LOANER; CUSTOMER SEEKS: 1 MONTH VEHICLE PAYMENT RCM SEEKS: CONFIRMATION ON COMPLETED REPAIRS PLEASE PROVIDE ME WITH THE CUSTOMER COPY OF THE RO WHAT ARE YOUR THOUGHTS ON A VEHICLE PAYMENT, DUE TO DOWN TIME AND CUSTOMER EXPERIENCE; THANK YOU, SABRENA STEEN REGION CASE MANAGER VOLKSWAGEN CUSTOMER CARE VOLKSWAGEN OF AMERICA, INC. ADDRESS: 3800 HAMLIN ROAD, AUBURN HILLS, MI 48326 TEL: 248 754 3350 FAX: 248 754 6504 EMAIL: SABRENA.STEEN@VW.COM<MAILTO:SABRENA.STEEN@VW.COM> WWW.VW.COM<HTTP://WWW.VW.COM> 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 WWW.VW.COM/PRIVACY.[HTTPS://VWGOA.MY.SALESFORCE.COM/SERVLET/SERVLET.IMAGESERVER?OID=00D6A0000004FLG&ESID=0183U00000BBFMU&FROM=EXT] [HTTP://ASSETS.DARLINGS.COM/EMAIL/SIGNATURES/DARLINGS-DIRECT.PNG]<WWW.DARLINGS.COM/DARLINGS-DIRECT.HTM?UTM_SOURCE=INTERNAL&UTM_MEDIUM=EMAIL&UTM_CAMPAIGN=SIGNATURE>
2/12/2021 5:04:00 PM	[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. GOOD AFTERNOON, ATTACHED YOU WILL FIND THE DOCUMENTATION FOR ALL SERVICES DONE OUTSIDE OF DARLINGS VW ON MY 2018 ATLAS. AS WE DISCUSSED, I AM WILLING TO CONSIDER AN ATLAS THAT HAS DOCUMENTATION AND PROVEN DATA DEMONSTRATING YOUR SAFEST YEAR AND MODEL. I AM UNINTERESTED IN DISCUSSING ANOTHER VEHICLE THAT HAS A HIGHER CHANCE OF RECALLS, FAULTY PARTS, OR MANUFACTURING/ ASSEMBLY DEFECTS LIKE MINE HAS HAD. I BOUGHT MY VEHICLE KNOWING IT WAS WARRANTIED, BUT THAT DOES NOT PROTECT MY CURRENT SAFETY WHILE DRIVING THIS VEHICLE NOR DO I FEEL IT SAVES ME FROM FORESEEN CONTINUED PROBLEMS. FAULTY CATALYTIC CONVERTERS AND FUEL INJECTORS ARE NOT MINOR DEFECTS OR PROBLEMS, THEY ARE MAJOR COMPONENTS TO ANY VEHICLE. AND IT CONCERNS ME THAT THESE WERE THE ISSUES AND REPAIRS I HAVE EXPERIENCED IN MY 1 YEAR OF OWNING MY VEHICLE. BUT EVEN MORE THAT THESE WERE *KNOWN* ISSUES FOR MY YEAR/MAKE/MODEL FOR VW, A STATEMENT MADE FROM YOUR DARLINGS SERVICE MANAGER, * PARTICULARLY AND SPECIFICALLY IN COLD CLIMATES AND ENVIRONMENTS LIKE MAINE*, YET I HAD TO FIND OUT BY GAS LEAKING, LITTLE TO NO ENGINE POWER AND ULTIMATELY BREAKING DOWN-NOT BY BEING INFORMED BY DARLINGS OR VW. WITH THE ABOVE CONSIDERED, AND I AM DEEPLY CONCERNED AND FEARFUL FOR NOT ONLY MY SAFETY, BUT THE SAFETY OF MY FAMILY, THAT I WILL RUN INTO MORE MAJOR BREAKDOWNS AND CONTINUED ISSUES AS TIME CONTINUES. LOOKING FORWARD TO HEARING WHAT MY OPTIONS ARE. THANK YOU. ON FRI, FEB 12, 2021 AT 2:00 PM VWCARERCMTEAM@VW.COM <VWCARERCMTEAM@VW.COM> WROTE: > REFERENCE #[redacted] > > DEAR[redacted] > > THANK YOU FOR SPEAKING WITH ME. > > TO MAKE THINGS EASIER, I WANTED TO PROVIDE TO YOU MY DIRECT EXTENSION. I > CAN BE REACHED AT 800-822-8987, PRESS OPTION 9, AND MY EXTENSION 43350. > YOU CAN ALSO RESPOND DIRECTLY TO THIS EMAIL! > > SINCERELY,

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2MR2CA6JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/10/2021	Mileage	44,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

2/15/2021 12:13:00 PM	1V2MR2CA6JC[redacted]-[redacted] | GOOD MORNING SCOTT, [redacted] HAS DECIDED SHE WOULD LIKE TO SEE IF VW WILL REPURCHASE OR REPLACE THE ATLAS. PLEASE SEND ME ALL ROS YOU HAVE FOR THIS VEHICLE (CUSTOMER OR ACCOUNTING COPIES AND THE "HARD" COPY OF THE OPEN RO) SABRENA STEEN REGION CASE MANAGER VOLKSWAGEN CUSTOMER CARE ---------- ORIGINAL MESSAGE ---------- FROM: SCOTT KENNARD [SCOTT.KENNARD@DARLINGS.COM] SENT: 2/12/2021 2:38 PM TO: VWCARERCMTEAM@VW.COM SUBJECT: [FROM: EXTERNAL] RE: 1V2MR2CA6JC[redacted]-[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. HEY SABRENA, HAPPY FRIDAY!!!!! I HAVE ATTACHED THE 2 ROS YOU REQUESTED FOR[redacted] RO [redacted] 1/14-1/18 RO[redacted] 1/25-2/9 IF YOU NEED ANYTHING ELSE LET ME KNOW. THANKS SCOTT FROM: VWCARERCMTEAM@VW.COM [MAILTO:VWCARERCMTEAM@VW.COM] SENT: FRIDAY, FEBRUARY 12, 2021 11:49 AM TO: SCOTT KENNARD <SCOTT.KENNARD@DARLINGS.COM> CC: CHRIS.JUDE@VW.COM SUBJECT: 1V2MR2CA6JC[redacted] GOOD MORNING SCOTT, HAPPY FRIDAY! I RECEIVED A NEW CASE FOR[redacted] CUSTOMER STATES VEHICLE WAS AT DEALER FOR 3 WEEKS DUE TO A FAULTY FUEL INJECTOR AND FUEL LEAK; DEALER PROVIDED A TIGUAN AS A LOANER; CUSTOMER SEEKS: 1 MONTH VEHICLE PAYMENT RCM SEEKS: CONFIRMATION ON COMPLETED REPAIRS PLEASE PROVIDE ME WITH THE CUSTOMER COPY OF THE RO WHAT ARE YOUR THOUGHTS ON A VEHICLE PAYMENT, DUE TO DOWN TIME AND CUSTOMER EXPERIENCE; THANK YOU, SABRENA STEEN REGION CASE MANAGER VOLKSWAGEN CUSTOMER CARE VOLKSWAGEN OF AMERICA, INC. ADDRESS: 3800 HAMLIN ROAD, AUBURN HILLS, MI 48326 TEL: 248 754 3350 FAX: 248 754 6504 EMAIL: SABRENA.STEEN@VW.COM WWW.VW.COM 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 WWW.VW.COM/PRIVACY.
2/15/2021 12:44:00 PM	[FROM: EXTERNAL] RE: 1V2MR2CA6JC[redacted]-[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. HEY SABRENA, ASIDE FROM THE TWO ROS I SENT YOU LAST WEEK, I HAVE ATTACHED THE ONLY OTHER TWO REPAIR ORDERS THAT WE HAVE. THANKS SCOTT FROM: VWCARERCMTEAM@VW.COM [MAILTO:VWCARERCMTEAM@VW.COM] SENT: MONDAY, FEBRUARY 15, 2021 12:13 PM TO: SCOTT KENNARD <SCOTT.KENNARD@DARLINGS.COM> CC: CHRIS.JUDE@VW.COM SUBJECT: 1V2MR2CA6JC[redacted] GOOD MORNING SCOTT, [redacted] HAS DECIDED SHE WOULD LIKE TO SEE IF VW WILL REPURCHASE OR REPLACE THE ATLAS. PLEASE SEND ME ALL ROS YOU HAVE FOR THIS VEHICLE (CUSTOMER OR ACCOUNTING COPIES AND THE "HARD" COPY OF THE OPEN RO) SABRENA STEEN REGION CASE MANAGER VOLKSWAGEN CUSTOMER CARE ---------- ORIGINAL MESSAGE ---------- FROM: SCOTT KENNARD [SCOTT.KENNARD@DARLINGS.COM] SENT: 2/12/2021 2:38 PM TO: VWCARERCMTEAM@VW.COM<MAILTO:VWCARERCMTEAM@VW.COM> SUBJECT: [FROM: EXTERNAL] RE: 1V2MR2CA6JC[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. HEY SABRENA, HAPPY FRIDAY!!!!! I HAVE ATTACHED THE 2 ROS YOU REQUESTED FOR[redacted] RO [redacted] 1/14-1/18 RO[redacted] 1/25-2/9 IF YOU NEED ANYTHING ELSE LET ME KNOW. THANKS SCOTT FROM: VWCARERCMTEAM@VW.COM<MAILTO:VWCARERCMTEAM@VW.COM> [MAILTO:VWCARERCMTEAM@VW.COM] SENT: FRIDAY, FEBRUARY 12, 2021 11:49 AM TO: SCOTT KENNARD <SCOTT.KENNARD@DARLINGS.COM<MAILTO:SCOTT.KENNARD@DARLINGS.COM>> CC: CHRIS.JUDE@VW.COM<MAILTO:CHRIS.JUDE@VW.COM> SUBJECT: 1V2MR2CA6JC[redacted] GOOD MORNING SCOTT, HAPPY FRIDAY! I RECEIVED A NEW CASE FOR[redacted] CUSTOMER STATES VEHICLE WAS AT DEALER FOR 3 WEEKS DUE TO A FAULTY FUEL INJECTOR AND FUEL LEAK; DEALER PROVIDED A TIGUAN AS A LOANER; CUSTOMER SEEKS: 1 MONTH VEHICLE PAYMENT RCM SEEKS: CONFIRMATION
3/2/2021 8:42:00 AM	MANAGER, PARTICULARLY AND SPECIFICALLY IN COLD CLIMATES AND ENVIRONMENTS LIKE MAINE, YET I HAD TO FIND OUT BY GAS LEAKING, LITTLE TO NO ENGINE POWER AND ULTIMATELY BREAKING DOWN-NOT BY BEING INFORMED BY DARLINGS OR VW. WITH THE ABOVE CONSIDERED, AND I AM DEEPLY CONCERNED AND FEARFUL FOR NOT ONLY MY SAFETY, BUT THE SAFETY OF MY FAMILY, THAT I WILL RUN INTO MORE MAJOR BREAKDOWNS AND CONTINUED ISSUES AS TIME CONTINUES. LOOKING FORWARD TO HEARING WHAT MY OPTIONS ARE. THANK YOU. ON FRI, FEB 12, 2021 AT 2:00 PM VWCARERCMTEAM@VW.COM <VWCARERCMTEAM@VW.COM> WROTE: REFERENCE #[redacted] DEAR[redacted] THANK YOU FOR SPEAKING WITH ME. TO MAKE THINGS EASIER, I WANTED TO PROVIDE TO YOU MY DIRECT EXTENSION. I CAN BE REACHED AT 800-822-8987, PRESS OPTION 9, AND MY EXTENSION 43350. YOU CAN ALSO RESPOND DIRECTLY TO THIS EMAIL! SINCERELY, SABRENA S. 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 WWW.VW.COM/PRIVACY.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2MR2CA6JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/10/2021	Mileage	44,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

3/16/2021 10:16:00 AM	VW ON MY 2018 ATLAS. AS WE DISCUSSED, I AM WILLING TO CONSIDER AN ATLAS THAT HAS DOCUMENTATION AND PROVEN DATA DEMONSTRATING YOUR SAFEST YEAR AND MODEL. I AM UNINTERESTED IN DISCUSSING ANOTHER VEHICLE THAT HAS A HIGHER CHANCE OF RECALLS, FAULTY PARTS, OR MANUFACTURING/ ASSEMBLY DEFECTS LIKE MINE HAS HAD. I BOUGHT MY VEHICLE KNOWING IT WAS WARRANTIED, BUT THAT DOES NOT PROTECT MY CURRENT SAFETY WHILE DRIVING THIS VEHICLE NOR DO I FEEL IT SAVES ME FROM FORESEEN CONTINUED PROBLEMS. FAULTY CATALYTIC CONVERTERS AND FUEL INJECTORS ARE NOT MINOR DEFECTS OR PROBLEMS, THEY ARE MAJOR COMPONENTS TO ANY VEHICLE. AND IT CONCERNS ME THAT THESE WERE THE ISSUES AND REPAIRS I HAVE EXPERIENCED IN MY 1 YEAR OF OWNING MY VEHICLE. BUT EVEN MORE THAT THESE WERE KNOWN ISSUES FOR MY YEAR/MAKE/MODEL FOR VW, A STATEMENT MADE FROM YOUR DARLINGS SERVICE MANAGER, PARTICULARLY AND SPECIFICALLY IN COLD CLIMATES AND ENVIRONMENTS LIKE MAINE, YET I HAD TO FIND OUT BY GAS LEAKING, LITTLE TO NO ENGINE POWER AND ULTIMATELY BREAKING DOWN-NOT BY BEING INFORMED BY DARLINGS OR VW. WITH THE ABOVE CONSIDERED, AND I AM DEEPLY CONCERNED AND FEARFUL FOR NOT ONLY MY SAFETY, BUT THE SAFETY OF MY FAMILY, THAT I WILL RUN INTO MORE MAJOR BREAKDOWNS AND CONTINUED ISSUES AS TIME CONTINUES. LOOKING FORWARD TO HEARING WHAT MY OPTIONS ARE. THANK YOU. ON FRI, FEB 12, 2021 AT 2:00 PM VWCARERCMTEAM@VW.COM <VWCARERCMTEAM@VW.COM> WROTE: REFERENCE #[redacted] DEAR[redacted] THANK YOU FOR SPEAKING WITH ME. TO MAKE THINGS EASIER, I WANTED TO PROVIDE TO YOU MY DIRECT EXTENSION. I CAN BE REACHED AT 800-822-8987, PRESS OPTION 9, AND MY EXTENSION 43350. YOU CAN ALSO RESPOND DIRECTLY TO THIS EMAIL! SINCERELY, SABRENA S. 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 WWW.VW.COM/PRIVACY.
3/30/2021 1:49:00 PM	IT SAVES ME FROM FORESEEN > CONTINUED PROBLEMS. FAULTY CATALYTIC CONVERTERS AND FUEL INJECTORS ARE NOT > MINOR DEFECTS OR PROBLEMS, THEY ARE MAJOR COMPONENTS TO ANY VEHICLE. AND IT > CONCERNS ME THAT THESE WERE THE ISSUES AND REPAIRS I HAVE EXPERIENCED IN MY > 1 YEAR OF OWNING MY VEHICLE. BUT EVEN MORE THAT THESE WERE *KNOWN* ISSUES > FOR MY YEAR/MAKE/MODEL FOR VW, A STATEMENT MADE FROM YOUR DARLINGS SERVICE > MANAGER, * PARTICULARLY AND SPECIFICALLY IN COLD CLIMATES AND > ENVIRONMENTS LIKE MAINE*, YET I HAD TO FIND OUT BY GAS LEAKING, LITTLE TO > NO ENGINE POWER AND ULTIMATELY BREAKING DOWN-NOT BY BEING INFORMED BY > DARLINGS OR VW. WITH THE ABOVE CONSIDERED, AND I AM DEEPLY CONCERNED AND > FEARFUL FOR NOT ONLY MY SAFETY, BUT THE SAFETY OF MY FAMILY, THAT I WILL > RUN INTO MORE MAJOR BREAKDOWNS AND CONTINUED ISSUES AS TIME CONTINUES. > > LOOKING FORWARD TO HEARING WHAT MY OPTIONS ARE. > > THANK YOU. > > ON FRI, FEB 12, 2021 AT 2:00 PM VWCARERCMTEAM@VW.COM <VWCARERCMTEAM@VW.COM> > WROTE: > >> REFERENCE #[redacted] >> >> DEAR[redacted] >> >> THANK YOU FOR SPEAKING WITH ME. >> >> TO MAKE THINGS EASIER, I WANTED TO PROVIDE TO YOU MY DIRECT EXTENSION. I >> CAN BE REACHED AT 800-822-8987, PRESS OPTION 9, AND MY EXTENSION 43350. >> YOU CAN ALSO RESPOND DIRECTLY TO THIS EMAIL! >> >> SINCERELY, >> >> >> SABRENA S. >> 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 WWW.VW.COM/PRIVACY. >> >> >> > > > > >

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2MR2CA6JC[redacted]
Owner Or Fleet	?[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/10/2021	Mileage	44,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

3/30/2021 9:59:00 AM

IF YOU NEED TO GET IN CONTACT WITH ME, PLEASE RESPOND TO THIS EMAIL OR YOU CAN CALL ME AT 800-822-8987, PRESS OPTION 9, AND MY EXTENSION 43350. SINCERELY, SABRENA S. 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 WWW.VW.COM/PRIVACY. ---------- ORIGINAL MESSAGE ---------- FROM: [redacted] SENT: 2/12/2021 5:03 PM TO: VWCARERCMTEAM@VW.COM 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. GOOD AFTERNOON, ATTACHED YOU WILL FIND THE DOCUMENTATION FOR ALL SERVICES DONE OUTSIDE OF DARLINGS VW ON MY 2018 ATLAS. AS WE DISCUSSED, I AM WILLING TO CONSIDER AN ATLAS THAT HAS DOCUMENTATION AND PROVEN DATA DEMONSTRATING YOUR SAFEST YEAR AND MODEL. I AM UNINTERESTED IN DISCUSSING ANOTHER VEHICLE THAT HAS A HIGHER CHANCE OF RECALLS, FAULTY PARTS, OR MANUFACTURING/ ASSEMBLY DEFECTS LIKE MINE HAS HAD. I BOUGHT MY VEHICLE KNOWING IT WAS WARRANTIED, BUT THAT DOES NOT PROTECT MY CURRENT SAFETY WHILE DRIVING THIS VEHICLE NOR DO I FEEL IT SAVES ME FROM FORESEEN CONTINUED PROBLEMS. FAULTY CATALYTIC CONVERTERS AND FUEL INJECTORS ARE NOT MINOR DEFECTS OR PROBLEMS, THEY ARE MAJOR COMPONENTS TO ANY VEHICLE. AND IT CONCERNS ME THAT THESE WERE THE ISSUES AND REPAIRS I HAVE EXPERIENCED IN MY 1 YEAR OF OWNING MY VEHICLE. BUT EVEN MORE THAT THESE WERE KNOWN ISSUES FOR MY YEAR/MAKE/MODEL FOR VW, A STATEMENT MADE FROM YOUR DARLINGS SERVICE MANAGER, PARTICULARLY AND SPECIFICALLY IN COLD CLIMATES AND ENVIRONMENTS LIKE MAINE, YET I HAD TO FIND OUT BY GAS LEAKING, LITTLE TO NO ENGINE POWER AND ULTIMATELY BREAKING DOWN-NOT BY BEING INFORMED BY DARLINGS OR VW. WITH THE ABOVE CONSIDERED, AND I AM DEEPLY CONCERNED AND FEARFUL FOR NOT ONLY MY SAFETY,

4/12/2021 10:17:00 AM

DO NOT >>> CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW >>> THE CONTENT IS SAFE.* >>> GOOD AFTERNOON, >>> >>> ATTACHED YOU WILL FIND THE DOCUMENTATION FOR ALL SERVICES DONE OUTSIDE >>> OF DARLINGS VW ON MY 2018 ATLAS. >>> >>> AS WE DISCUSSED, I AM WILLING TO CONSIDER AN ATLAS THAT HAS >>> DOCUMENTATION AND PROVEN DATA DEMONSTRATING YOUR SAFEST YEAR AND MODEL. I >>> AM UNINTERESTED IN DISCUSSING ANOTHER VEHICLE THAT HAS A HIGHER CHANCE OF >>> RECALLS, FAULTY PARTS, OR MANUFACTURING/ ASSEMBLY DEFECTS LIKE MINE HAS >>> HAD. I BOUGHT MY VEHICLE KNOWING IT WAS WARRANTIED, BUT THAT DOES NOT >>> PROTECT MY CURRENT SAFETY WHILE DRIVING THIS VEHICLE NOR DO I FEEL IT SAVES >>> ME FROM FORESEEN CONTINUED PROBLEMS. FAULTY CATALYTIC CONVERTERS AND FUEL >>> INJECTORS ARE NOT MINOR DEFECTS OR PROBLEMS, THEY ARE MAJOR COMPONENTS TO >>> ANY VEHICLE. AND IT CONCERNS ME THAT THESE WERE THE ISSUES AND REPAIRS I >>> HAVE EXPERIENCED IN MY 1 YEAR OF OWNING MY VEHICLE. BUT EVEN MORE THAT >>> THESE WERE *KNOWN* ISSUES FOR MY YEAR/MAKE/MODEL FOR VW, A STATEMENT >>> MADE FROM YOUR DARLINGS SERVICE MANAGER, * PARTICULARLY AND >>> SPECIFICALLY IN COLD CLIMATES AND ENVIRONMENTS LIKE MAINE*, YET I HAD >>> TO FIND OUT BY GAS LEAKING, LITTLE TO NO ENGINE POWER AND ULTIMATELY >>> BREAKING DOWN-NOT BY BEING INFORMED BY DARLINGS OR VW. WITH THE ABOVE >>> CONSIDERED, AND I AM DEEPLY CONCERNED AND FEARFUL FOR NOT ONLY MY SAFETY, >>> BUT THE SAFETY OF MY FAMILY, THAT I WILL RUN INTO MORE MAJOR BREAKDOWNS AND >>> CONTINUED ISSUES AS TIME CONTINUES. >>> >>> LOOKING FORWARD TO HEARING WHAT MY OPTIONS ARE. >>> >>> THANK YOU. >>> >>> ON FRI, FEB 12, 2021 AT 2:00 PM VWCARERCMTEAM@VW.COM < >>> VWCARERCMTEAM@VW.COM> WROTE: >>> >>>> REFERENCE #[redacted] >>>> >>>> DEAR [redacted] >>>> >>>> THANK YOU FOR SPEAKING WITH ME. >>>> >>>> TO MAKE THINGS EASIER, I WANTED TO PROVIDE TO YOU MY DIRECT EXTENSION. >>>> I CAN BE REACHED AT 800-822-8987, PRESS OPTION 9, AND MY EXTENSION 43350. >>>>

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2MR2CA6JC[redacted]
Owner Or Fleet	?[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/10/2021	Mileage	44,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

4/12/2021 10:29:00 AM	FOR ALL SERVICES DONE OUTSIDE OF DARLINGS VW ON MY 2018 ATLAS. AS WE DISCUSSED, I AM WILLING TO CONSIDER AN ATLAS THAT HAS DOCUMENTATION AND PROVEN DATA DEMONSTRATING YOUR SAFEST YEAR AND MODEL. I AM UNINTERESTED IN DISCUSSING ANOTHER VEHICLE THAT HAS A HIGHER CHANCE OF RECALLS, FAULTY PARTS, OR MANUFACTURING/ ASSEMBLY DEFECTS LIKE MINE HAS HAD. I BOUGHT MY VEHICLE KNOWING IT WAS WARRANTIED, BUT THAT DOES NOT PROTECT MY CURRENT SAFETY WHILE DRIVING THIS VEHICLE NOR DO I FEEL IT SAVES ME FROM FORESEEN CONTINUED PROBLEMS. FAULTY CATALYTIC CONVERTERS AND FUEL INJECTORS ARE NOT MINOR DEFECTS OR PROBLEMS, THEY ARE MAJOR COMPONENTS TO ANY VEHICLE. AND IT CONCERNS ME THAT THESE WERE THE ISSUES AND REPAIRS I HAVE EXPERIENCED IN MY 1 YEAR OF OWNING MY VEHICLE. BUT EVEN MORE THAT THESE WERE KNOWN ISSUES FOR MY YEAR/MAKE/MODEL FOR VW, A STATEMENT MADE FROM YOUR DARLINGS SERVICE MANAGER, PARTICULARLY AND SPECIFICALLY IN COLD CLIMATES AND ENVIRONMENTS LIKE MAINE, YET I HAD TO FIND OUT BY GAS LEAKING, LITTLE TO NO ENGINE POWER AND ULTIMATELY BREAKING DOWN-NOT BY BEING INFORMED BY DARLINGS OR VW. WITH THE ABOVE CONSIDERED, AND I AM DEEPLY CONCERNED AND FEARFUL FOR NOT ONLY MY SAFETY, BUT THE SAFETY OF MY FAMILY, THAT I WILL RUN INTO MORE MAJOR BREAKDOWNS AND CONTINUED ISSUES AS TIME CONTINUES. LOOKING FORWARD TO HEARING WHAT MY OPTIONS ARE. THANK YOU. ON FRI, FEB 12, 2021 AT 2:00 PM VWCARERCMTEAM@VW.COM <VWCARERCMTEAM@VW.COM> WROTE: REFERENCE #[redacted] DEAR [redacted] THANK YOU FOR SPEAKING WITH ME. TO MAKE THINGS EASIER, I WANTED TO PROVIDE TO YOU MY DIRECT EXTENSION. I CAN BE REACHED AT 800-822-8987, PRESS OPTION 9, AND MY EXTENSION 43350. YOU CAN ALSO RESPOND DIRECTLY TO THIS EMAIL! SINCERELY, SABRENA S. 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 WWW.VW.COM/PRIVACY.
4/12/2021 10:37:00 AM	AND ENVIRONMENTS LIKE MAINE*, YET I HAD >>>> TO FIND OUT BY GAS LEAKING, LITTLE TO NO ENGINE POWER AND ULTIMATELY >>>> BREAKING DOWN-NOT BY BEING INFORMED BY DARLINGS OR VW. WITH THE ABOVE >>>> CONSIDERED, AND I AM DEEPLY CONCERNED AND FEARFUL FOR NOT ONLY MY SAFETY, >>>> BUT THE SAFETY OF MY FAMILY, THAT I WILL RUN INTO MORE MAJOR BREAKDOWNS AND >>>> CONTINUED ISSUES AS TIME CONTINUES. >>>> >>>> LOOKING FORWARD TO HEARING WHAT MY OPTIONS ARE. >>>> >>>> THANK YOU. >>>> >>>> ON FRI, FEB 12, 2021 AT 2:00 PM VWCARERCMTEAM@VW.COM < >>>> VWCARERCMTEAM@VW.COM> WROTE: >>>> >>>>> REFERENCE #[redacted] >>>>> >>>>> DEAR [redacted] >>>>> >>>>> THANK YOU FOR SPEAKING WITH ME. >>>>> >>>>> TO MAKE THINGS EASIER, I WANTED TO PROVIDE TO YOU MY DIRECT EXTENSION. >>>>> I CAN BE REACHED AT 800-822-8987, PRESS OPTION 9, AND MY EXTENSION 43350. >>>>> YOU CAN ALSO RESPOND DIRECTLY TO THIS EMAIL! >>>>> >>>>> SINCERELY, >>>>> >>>>> >>>>> SABRENA S. >>>>> 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 WWW.VW.COM/PRIVACY. >>>>> >>>>> >>>>> >>>>> >>>> >>>> >>>> >>>> >>>> >>>> >>> > >
4/12/2021 11:54:00 AM	THE SENDER AND KNOW >>>>> THE CONTENT IS SAFE.* >>>>> GOOD AFTERNOON, >>>>> >>>>> ATTACHED YOU WILL FIND THE DOCUMENTATION FOR ALL SERVICES DONE OUTSIDE >>>>> OF DARLINGS VW ON MY 2018 ATLAS. >>>>> >>>>> AS WE DISCUSSED, I AM WILLING TO CONSIDER AN ATLAS THAT HAS >>>>> DOCUMENTATION AND PROVEN DATA DEMONSTRATING YOUR SAFEST YEAR AND MODEL. I >>>>> AM UNINTERESTED IN DISCUSSING ANOTHER VEHICLE THAT HAS A HIGHER CHANCE OF >>>>> RECALLS, FAULTY PARTS, OR MANUFACTURING/ ASSEMBLY DEFECTS LIKE MINE HAS >>>>> HAD. I BOUGHT MY VEHICLE KNOWING IT WAS WARRANTIED, BUT THAT DOES NOT >>>>> PROTECT MY CURRENT SAFETY WHILE DRIVING THIS VEHICLE NOR DO I FEEL IT SAVES >>>>> ME FROM FORESEEN CONTINUED PROBLEMS. FAULTY CATALYTIC CONVERTERS AND FUEL >>>>> INJECTORS ARE NOT MINOR DEFECTS OR PROBLEMS, THEY ARE MAJOR COMPONENTS TO >>>>> ANY VEHICLE. AND IT CONCERNS ME THAT THESE WERE THE ISSUES AND REPAIRS I >>>>> HAVE EXPERIENCED IN MY 1 YEAR OF OWNING MY VEHICLE. BUT EVEN MORE THAT >>>>> THESE WERE *KNOWN* ISSUES FOR MY YEAR/MAKE/MODEL FOR VW, A STATEMENT >>>>> MADE FROM YOUR DARLINGS SERVICE MANAGER, * PARTICULARLY AND >>>>> SPECIFICALLY IN COLD CLIMATES AND ENVIRONMENTS LIKE MAINE*, YET I HAD >>>>> TO FIND OUT BY GAS LEAKING, LITTLE TO NO ENGINE POWER AND ULTIMATELY >>>>> BREAKING DOWN-NOT BY BEING INFORMED BY DARLINGS OR VW. WITH THE ABOVE >>>>> CONSIDERED, AND I AM DEEPLY CONCERNED AND FEARFUL FOR NOT ONLY MY SAFETY, >>>>> BUT THE SAFETY OF MY FAMILY, THAT I WILL RUN INTO MORE MAJOR BREAKDOWNS AND >>>>> CONTINUED ISSUES AS TIME CONTINUES. >>>>> >>>>> LOOKING FORWARD TO HEARING WHAT MY OPTIONS ARE. >>>>> >>>>> THANK YOU. >>>>> >>>>> ON FRI, FEB 12, 2021 AT 2:00 PM VWCARERCMTEAM@VW.COM < >>>>> VWCARERCMTEAM@VW.COM> WROTE: >>>>> >>>>>> REFERENCE #[redacted] >>>>>> >>>>>> DEAR [redacted] >>>>>> >>>>>> THANK YOU FOR SPEAKING WITH ME. >>>>>> >>>>>> TO MAKE THINGS EASIER, I WANTED TO PROVIDE TO YOU MY DIRECT >>>>>> EXTENSION. I CAN BE REACHED AT 800-822-8987, PRESS OPTION 9, AND MY >>>>>>

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2MR2CA6JC[redacted]
Owner Or Fleet	?[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/10/2021	Mileage	44,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

4/12/2021 8:06:00 AM	YOUR SAFEST YEAR AND MODEL. I AM UNINTERESTED >> IN DISCUSSING ANOTHER VEHICLE THAT HAS A HIGHER CHANCE OF RECALLS, FAULTY >> PARTS, OR MANUFACTURING/ ASSEMBLY DEFECTS LIKE MINE HAS HAD. I BOUGHT MY >> VEHICLE KNOWING IT WAS WARRANTIED, BUT THAT DOES NOT PROTECT MY CURRENT >> SAFETY WHILE DRIVING THIS VEHICLE NOR DO I FEEL IT SAVES ME FROM FORESEEN >> CONTINUED PROBLEMS. FAULTY CATALYTIC CONVERTERS AND FUEL INJECTORS ARE NOT >> MINOR DEFECTS OR PROBLEMS, THEY ARE MAJOR COMPONENTS TO ANY VEHICLE. AND IT >> CONCERNS ME THAT THESE WERE THE ISSUES AND REPAIRS I HAVE EXPERIENCED IN MY >> 1 YEAR OF OWNING MY VEHICLE. BUT EVEN MORE THAT THESE WERE *KNOWN* >> ISSUES FOR MY YEAR/MAKE/MODEL FOR VW, A STATEMENT MADE FROM YOUR DARLINGS >> SERVICE MANAGER, * PARTICULARLY AND SPECIFICALLY IN COLD CLIMATES AND >> ENVIRONMENTS LIKE MAINE*, YET I HAD TO FIND OUT BY GAS LEAKING, LITTLE >> TO NO ENGINE POWER AND ULTIMATELY BREAKING DOWN-NOT BY BEING INFORMED BY >> DARLINGS OR VW. WITH THE ABOVE CONSIDERED, AND I AM DEEPLY CONCERNED AND >> FEARFUL FOR NOT ONLY MY SAFETY, BUT THE SAFETY OF MY FAMILY, THAT I WILL >> RUN INTO MORE MAJOR BREAKDOWNS AND CONTINUED ISSUES AS TIME CONTINUES. >> >> LOOKING FORWARD TO HEARING WHAT MY OPTIONS ARE. >> >> THANK YOU. >> >> ON FRI, FEB 12, 2021 AT 2:00 PM VWCARERCMTEAM@VW.COM < >> VWCARERCMTEAM@VW.COM> WROTE: >> >>> REFERENCE #[redacted] >>> >>> DEAR[redacted] >>> >>> THANK YOU FOR SPEAKING WITH ME. >>> >>> TO MAKE THINGS EASIER, I WANTED TO PROVIDE TO YOU MY DIRECT EXTENSION. I >>> CAN BE REACHED AT 800-822-8987, PRESS OPTION 9, AND MY EXTENSION 43350. >>> YOU CAN ALSO RESPOND DIRECTLY TO THIS EMAIL! >>> >>> SINCERELY, >>> >>> >>> SABRENA S. >>> 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 WWW.VW.COM/PRIVACY. >>> >>> >>> >> >> >> >> >> >>

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2DR2CA2KC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	2/19/2021	Mileage	10,617

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
3/18/2021 2:18:00 PM	[FROM: EXTERNAL] 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. HI MATT, I HOPE THIS E-MAIL FINDS YOU WELL. JUST FOLLOWING UP ON CASE #[redacted] ON BEHALF OF MY PARENTS ERNEST AND [redacted] I UNDERSTAND THERE IS A PENDING REVIEW REQUEST TO BE RELIEVED OF THE VEHICLE. TO ASSIST YOU IN THIS REVIEW, IVE COMPILED A LIST BELOW DOCUMENTING THE PROBLEM / SERVICE HISTORY WITH THEIR VW ATLAS. WE DO FEEL THIS ATLAS IS A LEMON AND THE HISTORY BELOW SPEAKS FOR ITSELF. THE VEHICLE WAS UNABLE TO START AND HAD TO BE TOWED 4 TIMES IN RELATION TO A FUEL SYSTEM ISSUE. THE OTHER 2 INSTANCES WHERE THE VEHICLE COULD BE DRIVEN INTO SERVICE, THERE WERE WARNING LIGHTS ACCOMPANIED BY EITHER INTERMITTENT STALLING OR A JERKY ENGINE. ONE INSTANCE WAS AGAIN RELATED TO A FUEL SYSTEM ISSUE AND THE OTHER A LEAKING AIR HOSE. AT THE TIME OF WRITING THIS E-MAIL (18 MARCH 2021) THE MILEAGE IS ONLY 11,599 AND THE VEHICLE HAS BEEN IN SERVICE A TOTAL OF 32 DAYS. WE FEEL THERE HAVE BEEN MORE THAN REASONABLE ATTEMPTS TO REPAIR ISSUES RELATING TO THE FUEL SYSTEM AMONG OTHER ISSUES, YET TIME AND TIME AGAIN THIS ATLAS PRESENTS PROBLEMS. I THINK THEY HAVE BEEN QUITE PATIENT GIVEN THE CIRCUMSTANCES AND WOULD VERY MUCH APPRECIATE YOUR ASSISTANCE IN REACHING A POSITIVE RESOLUTION AS SOON AS POSSIBLE. PLEASE LET US KNOW WHAT STEPS IF ANY VW WILL TAKE FROM HERE SO WE MAY PLAN ACCORDINGLY. THANK YOU FOR YOUR TIME AND COOPERATION. ERIK NAGAMATSU ===== 2019 VW ATLAS SE PURCHASED 3 JUN 2019 VIN: 1V2DR2CA2DC[redacted] *PROBLEM / SERVICE HISTORY* *#ONE* *14 AUG 2019 RO OPENED ([redacted]* PROBLEM: VEHICLE DID NOT START, *TOWED IN *CAUSE: LOW FUEL PRESSURE REGULATION ACTION: REMOVE AND REINSTALL FUSE CIRCUIT *15 AUG 2019 READY * *DAYS IN SERVICE: 2* *#TWO* *9 DEC 2019 RO OPENED ([redacted]* PROBLEM: VEHICLE MADE GRUMBLING NOISE WHEN STARTED,
3/18/2021 2:18:00 PM	INTERMITTENT STALLING, START AND STOP WARNING LIGHT ON CAUSE: LOW FUEL PRESSURE DUE TO DEFECTIVE LOW-PRESSURE FUEL SENSOR ACTION: REPLACED SENSOR *12 DEC 2019 READY * *DAYS IN SERVICE: 4* *#THREE* *11 MAY 2020 RO OPENED * RECALL 22 FK *11 MAY 2020 READY* *DAYS IN SERVICE: 1* *#FOUR* *29 JUN 2020 RO OPENED [redacted])* PROBLEM: VEHICLE WOULD NOT START, MALFUNCTION INDICATOR LIGHT ON, *TOWED IN* CAUSE: LOW PRESSURE FUEL REGULATION (FUEL PRESSURE SENSOR ALREADY REPLACED BEFORE), FAULTY WIRING PIN ACTION: REPLACED PIN AND OVERLAY WIRES TO FUEL PRESSURE SENSOR CONNECTOR *3 JUL 2020 READY* *DAYS IN SERVICE: 5* *#FIVE* *18 JUL 2020 RO OPENED[redacted]* PROBLEM: VEHICLE WOULD NOT START, EPC LIGHT ON, *TOWED IN* CAUSE: FAULT 219D, AIR FUEL RATIO IMBALANCE ACTION: REPLACE FUEL INJECTOR CYLINDER *28 JUL 2020 READY* * DAYS IN SERVICE: 11* *#SIX* *22 SEP 2020 RO OPENED [redacted]* PROBLEM: MALFUNCTION INDICATOR LIGHT AND CHECK ENGINE LIGHT ON, FLASHING AT TIMES, ENGINE JERKS WHILE DRIVING CAUSE: AIR HOSE AT MASS AIR FLOW SENSOR LEAKING ACTION: SECURE AIR INTAKE HOSE CLAMP *23 SEP 2020 READY * * DAYS IN SERVICE: 2* *#SEVEN* *18 FEB 2021 RO OPENED [redacted]) * PROBLEM: VEHICLE WOULD NOT START, *TOWED IN* CAUSE: IN-TANK FUEL PUMP ASSEMBLY INTERNAL FAULT AND CONSEQUENTIAL DAMAGE TO THE HIGH-PRESSURE FUEL PUMP DUE TO FUEL STARVATION ACTION: REPLACE IN-TANK FUEL PUMP ASSEMBLY AND SEAL, REPLACE HIGH-PRESSURE FUEL PUMP THE LOW-PRESSURE HOSE AND CLAMPS *25 FEB 2021 - READY* *DAYS IN SERVICE: 8*
3/19/2021 1:03:00 PM	INDICATOR LIGHT ON, *TOWED > IN* > > CAUSE: LOW PRESSURE FUEL REGULATION (FUEL PRESSURE SENSOR ALREADY REPLACED > BEFORE), FAULTY WIRING PIN > > ACTION: REPLACED PIN AND OVERLAY WIRES TO FUEL PRESSURE SENSOR CONNECTOR > > *3 JUL 2020 READY* > > *DAYS IN SERVICE: 5* > > > > *#FIVE* > > *18 JUL 2020 RO OPENED[redacted])* > > PROBLEM: VEHICLE WOULD NOT START, EPC LIGHT ON, *TOWED IN* > > CAUSE: FAULT 219D, AIR FUEL RATIO IMBALANCE > > ACTION: REPLACE FUEL INJECTOR CYLINDER > > *28 JUL 2020 READY* > > * DAYS IN SERVICE: 11* > > > > *#SIX* > > *22 SEP 2020 RO OPENED[redacted])* > > PROBLEM: MALFUNCTION INDICATOR LIGHT AND CHECK ENGINE LIGHT ON, FLASHING > AT TIMES, ENGINE JERKS WHILE DRIVING > > CAUSE: AIR HOSE AT MASS AIR FLOW SENSOR LEAKING > > ACTION: SECURE AIR INTAKE HOSE CLAMP > > *23 SEP 2020 READY * > > * DAYS IN SERVICE: 2* > > > > *#SEVEN* > > *18 FEB 2021 RO OPENED[redacted]) * > > PROBLEM: VEHICLE WOULD NOT START, *TOWED IN* > > CAUSE: IN-TANK FUEL PUMP ASSEMBLY INTERNAL FAULT AND CONSEQUENTIAL DAMAGE > TO THE HIGH-PRESSURE FUEL PUMP DUE TO FUEL STARVATION > > ACTION: REPLACE IN-TANK FUEL PUMP ASSEMBLY AND SEAL, REPLACE HIGH-PRESSURE > FUEL PUMP THE LOW-PRESSURE HOSE AND CLAMPS > > *25 FEB 2021 - READY* > > *DAYS IN SERVICE: 8* > > >

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2DR2CA2KC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	2/19/2021	Mileage	10,617

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

3/19/2021 1:03:00 PM	PROBLEM / SERVICE HISTORY WITH THEIR VW ATLAS. > > WE DO FEEL THIS ATLAS IS A LEMON AND THE HISTORY BELOW SPEAKS FOR > ITSELF. > > THE VEHICLE WAS UNABLE TO START AND HAD TO BE TOWED 4 TIMES IN RELATION TO > A FUEL SYSTEM ISSUE. THE OTHER 2 INSTANCES WHERE THE VEHICLE COULD BE > DRIVEN INTO SERVICE, THERE WERE WARNING LIGHTS ACCOMPANIED BY EITHER > INTERMITTENT STALLING OR A JERKY ENGINE. ONE INSTANCE WAS AGAIN RELATED TO > A FUEL SYSTEM ISSUE AND THE OTHER A LEAKING AIR HOSE. > > AT THE TIME OF WRITING THIS E-MAIL (18 MARCH 2021) THE MILEAGE IS ONLY > 11,599 AND THE VEHICLE HAS BEEN IN SERVICE A TOTAL OF 32 DAYS. > > WE FEEL THERE HAVE BEEN MORE THAN REASONABLE ATTEMPTS TO REPAIR ISSUES > RELATING TO THE FUEL SYSTEM AMONG OTHER ISSUES, YET TIME AND TIME AGAIN > THIS ATLAS PRESENTS PROBLEMS. I THINK THEY HAVE BEEN QUITE PATIENT GIVEN > THE CIRCUMSTANCES AND WOULD VERY MUCH APPRECIATE YOUR ASSISTANCE IN > REACHING A POSITIVE RESOLUTION AS SOON AS POSSIBLE. > > PLEASE LET US KNOW WHAT STEPS IF ANY VW WILL TAKE FROM HERE SO WE MAY PLAN > ACCORDINGLY. > > THANK YOU FOR YOUR TIME AND COOPERATION. > > ERIK NAGAMATSU > > ===== > > > 2019 VW ATLAS SE > > PURCHASED 3 JUN 2019 > > VIN: 1V2DR2CA2DC[redacted] > > > > *PROBLEM / SERVICE HISTORY* > > *#ONE* > > *14 AUG 2019 RO OPENED [redacted] * > > PROBLEM: VEHICLE DID NOT START, > *TOWED IN *CAUSE: LOW FUEL PRESSURE REGULATION > > ACTION: REMOVE AND REINSTALL FUSE CIRCUIT > > *15 AUG 2019 READY * > > *DAYS IN SERVICE: 2* > > > > *#TWO* > > *9 DEC 2019 RO OPENED [redacted])* > > PROBLEM: VEHICLE MADE GRUMBLING NOISE WHEN STARTED, INTERMITTENT STALLING, > START AND STOP WARNING LIGHT ON > > CAUSE: LOW FUEL PRESSURE DUE TO DEFECTIVE LOW-PRESSURE FUEL SENSOR > > ACTION: REPLACED SENSOR > > *12 DEC 2019 READY * > > *DAYS IN SERVICE: 4* > > > > *#THREE* > > *11 MAY 2020 RO OPENED * > > RECALL 22 FK > > *11 MAY 2020 READY* > > *DAYS IN SERVICE: 1* > > > *#FOUR* > > *29 JUN 2020 RO OPENED[redacted])* > > PROBLEM: VEHICLE WOULD NOT START, MALFUNCTION

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2DR2CA3JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/22/2018	Mileage	4,717

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/22/2018 12:00:00 AM	CUSTOMER STATES VEHICLE HAS FUEL SMELL WHEN STARTING THE VEHICLE. | UPON START UP FOUND A FAINT SMELL OF FUEL IN CABIN OF VEHICLE. INSTECED FUEL SYSTEM NO OBVIOUS FUEL LEAKS AT THIS TIME, SCANED VEHICLE AND FOUND FAULT FOR FUEL DELIVERY SYSTEM. USING DUSTING OF TALCUM / BABY POWDER, LEAK WAS FOUND ON INJECTOR 1#. SPRING FOR SEAL IN GOOD CONDITION. CANNOT SEE OTHER INJECTORS OR TEST FOR LEAKS WITH INTAKE SYSTEM INSTALLED. | REPLACE FUEL INJECTOR FOR SMALL LEAK ON 1# CYLINDER OTHER INJECTORS ARE NOT VISIBLE UNTIL INTAKE SYSTEM HAS BEEN REMOVED. QTM RECOMMEND TO REPLACE ALL INJECTORS.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2DR2CA9JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/19/2019	Mileage	13,417

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/19/2019 12:00:00 AM	CUSTOMER STATES FUEL SMELL WHILE DRIVING. VEHICLE WAS DRIVEN INTO DEALERSHIP. | QTM AT DEALER TO INSPECT. FUEL LEAKAGE NOTICED AT BOTTOM FUEL RAIL AT CYLINDER #2, N31 INJECTOR. HARNESS CONNECTOR WAS WET WITH FUEL. UPPER FUEL RAIL WAS REMOVED TO INSPECT #1 LONG INJECTOR AND NOTED TO BE DRY. | REPLACING #2 INJECTOR AND ALL SEALS FOR BOTH FUEL RAILS. ALL NEEDED BOLTS, ETC. WILL BE REPLACED.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2LR2CA3JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	5/10/2019	Mileage	6,837

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
5/10/2019 12:00:00 AM	FUEL SMELL. | INJECTOR #4 LEAKING. | REPLACED BOTH FUEL RAILS, INJECTOR #4.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2UR2CA1K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	6/6/2019	Mileage	27

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/6/2019 12:00:00 AM	CUSTOMER REPORTED A FUEL LEAK. | WORKSHOP REPORTED LEAK FROM INJECTOR #5 AND THAT THE INJECTOR SEAL WAS FOLDED OVER. | | NO SEALS WERE RETURNED TO THE FACTORY FOR ANALYSIS BUT THE RETURNED INJECTOR SHOWED CRUSH DAMAGE TO THE COLLAR SITUATED AT THE CONNECTION OF INJECTOR AND INJECTOR EXTENSION. | DEALER REPLACED THE INJECTOR.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2WR2CA1K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	6/6/2019	Mileage	191

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/6/2019 12:00:00 AM	CUSTOMER REPORTED A FUEL LEAK. | WORKSHOP DIAGNOSED INJECTOR #5 TO BE LEAKING. | WORKSHOP REPLACED INJECTOR #5.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2WR2CA9K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	7/25/2019	Mileage	85

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
7/25/2019 12:00:00 AM	FUEL LEAK AT ENGINE BAY. STRONG FUEL SMELL. | WORKSHOP: LEAK AT INJECTOR FOR CYLINDER #5. SEALS ON INJECTOR #5 CAME APART. | | FACTORY: PICTURES SHOW DAMAGE TO A SPACER BETWEEN UPPER AND LOWER HALVES OF INJECTOR. | DEALER REPLACED DAMAGED PART.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2WR2CA3K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	8/9/2019	Mileage	36

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
8/9/2019 12:00:00 AM	CUSTOMER: WHILE DRIVING, VEHICLE SHUT OFF. STARTED TO SMELL GASOLINE. | WORKSHOP: FUEL LEAKING FROM NUMBER 3 CYLINDER FUEL INJECTOR. | | FACTORY: INJECTOR LEAKING FROM CONNECTION BETWEEN TOP AND BOTTOM SECTIONS. | INJECTOR REPLACED.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2NR2CA9KC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	8/9/2019	Mileage	1,667

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
8/9/2019 12:00:00 AM	CUSTOMER: STRONG SMELL OF RAW FUEL WHILE DRIVING. | WORKSHOP: #5 INJECTOR LEAKING. SEAL WHERE INJECTOR EXTENSION IS ATTACHED TO INJECTOR IS NOT SEATED CAUSING LEAK. | | FACTORY: INJECTOR IS LEAKING FROM CONNECTION OF INJECTOR TO INJECTOR EXTENSION. | INJECTOR REPLACED.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2YR2CA8KC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	11/21/2019	Mileage	9,616

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
11/21/2019 12:00:00 AM	EPC AND CHECK ENGINE LIGHTS ON. VEHICLE HAS EXTENDED START AND IS LEAKING FUEL AND SMOKING. | INJECTOR AT CYLINDER 3 IS LEAKING FUEL. APPEARS TO HAVE BLOWN A SEAL. | | FACTORY CONFIRMS INJECTOR #3 SEAL AND UPPER SPRING DAMAGED. | DAMAGED PARTS REPLACED.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2UR2CA7KC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	12/13/2019	Mileage	3,582

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
12/13/2019 12:00:00 AM	STRONG FUEL SMELL. STRONGER AFTER CAR IS SITTING FOR A PERIOD OF TIME. SMELL IT INSIDE AND OUTSIDE THE CAR. | SMELL COMING FROM AREA OF INJECTOR #4 ON LOWER FUEL RAIL. | REPLACED INJECTOR.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2UR2CA2K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	12/13/2019	Mileage	4,591

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
12/13/2019 12:00:00 AM	CHECK ENGINE AND EPC LIGHTS ARE ON. | FUEL LEAK AT INJECTOR #3. SEAL THAT IS LEAKING IS NOT SERVICEABLE. | REPLACED INJECTOR.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2MR2CA5K[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	2/6/2020	Mileage	1,475

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/6/2020 12:00:00 AM	CAR HAS BAD FUEL SMELL UNDER HOOD. | FOUND NUMBER 1 AND 3 INJECTORS LEAKING INTO THE CONNECTORS. | REPLACED FUEL RAIL AND #1, #3 AND #5 INJECTORS. ALSO REPLACED CONNECTOR WHAT WAS DAMAGED FROM FUEL EXPOSURE.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2DR2CA6KC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	2/7/2020	Mileage	398

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/7/2020 12:00:00 AM	ENGINE LIGHT ON. CAN SMELL FUEL. | LEAKAGE FROM #3 INJECTOR. INJECTOR IS DAMAGED. | REPLACED INJECTOR.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2RR2CA2JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/24/2020	Mileage	20,694

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/24/2020 12:00:00 AM	FUEL LEAKING UNDER VEHICLE. | INJECTOR #3 HAS BLOWN O-RING | REPLACED INJECTOR.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2UR2CAXK[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	2/24/2020	Mileage	7,653

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/24/2020 12:00:00 AM	FUEL SMELL FROM ENGINE AREA. CAN HEAR HISSING SOUND FROM ENGINE. | INJECTOR DAMAGED. SEALS ON INJECTOR DAMAGED. | REPLACED INJECTOR AND RESEALED OTHER INJECTORS.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2NR2CA1K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	2/24/2020	Mileage	1,271

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/24/2020 12:00:00 AM	CAN SMELL FUEL AROUND THE ENGINE COMPARTMENT. THE VEHICLE SOMETIMES TAKES A LONG TIME TO START. | P014800 FUEL DELIVERY ERROR. DEALER BELIEVED THERE MIGHT BE A LEAK OF FUEL FROM THE FUEL RAIL. | DEALER REPLACED FUEL RAIL AND #4 INJECTOR. FACTORY REVIEWED PARTS RETURNED AND FOUND #4 INJECTOR WAS MISSING AN O RING.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2MR2CA5K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	3/12/2020	Mileage	20

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
3/12/2020 12:00:00 AM	FUEL LEAK ENGINE COMPARTMENT. | #5 INJECTOR LEAKING FROM SEAL BETWEEN TOP AND BOTTOM HALVES. | REPLACED #1, #3 AND #5 INJECTORS AND RAIL.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2UR2CA6K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	6/8/2020	Mileage	16,845

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/8/2020 12:00:00 AM	FUEL SMELL. | DTC P014800 FUEL DELIVERY ERROR. | | SHOP REPLACED MULTIPLE PARTS AND CHECKED THE VEHICLE AFTER EACH REPLACEMENT. THE REPLACEMENT OF THE #2, #4, #6 INJECTORS ENDED THE SYMPTOMS. | DEALER REPLACED #2, #4, #6 INJECTORS. | | FACTORY REVIEW OF RETURNED PARTS SHOWED THAT ONE OF THE THREE INJECTORS WAS INTERNALLY FAULTY.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2YR2CA2KC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	6/10/2020	Mileage	60

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/10/2020 12:00:00 AM	CHECK ENGINE LIGHT AND EPC LIGHT ON. VEHICLE LOST POWER. STRONG FUEL SMELL. | DEALER WITNESSED FUEL MISSED FROM ONE OF THE UPPER INJECTORS WHILE RUNNING THE ENGINE. | | FACTORY: A BACKUP RING, LARGE OUTER O RING, SMALL O RING, SPRING AND LOWER SEAL WERE RETURNED. | | THE SPRING IS CRUSHED. THE BACKUP RING HAS A SLIGHT BURR. | | THE O RINGS AND THE LOWER SEAL ARE NOT VISIBLY DAMAGED. | | THE RETURNED PARTS ARE INSUFFICIENT TO ESTABLISH CAUSE WITH A SUFFICIENT LEVEL OF CONFIDENCE. | PARTS REPLACED.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2NR2CA9KC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	6/11/2020	Mileage	239

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/11/2020 12:00:00 AM	THERE IS A FUEL SMELL. | FUEL LEAK FROM INJECTOR #5. | | FACTORY: UPPER SPRING CRUSHED. LOWER BACKUP RING HAS BURR. SMALL INTERNAL O RING FROM TOP/BOTTOM UNION MISSING. | REPLACED PART.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2YR2CA4KC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	6/11/2020	Mileage	35

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/11/2020 12:00:00 AM	FUEL LEAKING FROM ENGINE COMPARTMENT. | CYLINDER 3 INJECTOR INTERNAL SEAL NOT SEATED PROPERLY. | | FACTORY: UPPER SPRING CRUSHED. | | LOWER BACKUP RING HAS BURR. | | SMALL INTERNAL O RING FROM TOP/BOTTOM UNION MISSING. | REPLACED INJECTOR.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2UR2CA3K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	7/21/2020	Mileage	28

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
7/21/2020 12:00:00 AM	WORKSHOP DETERMINED THAT THE VEHICLE WAS LEAKING FUEL. | INJECTOR #3 LEAKING. | | FACTORY: RETURNED PART HAS A CRUSHED UPPER SPRING, A BURRED MIDDLE BACKUP RING AND THERE WAS NO CENTER SECTION O RING ITH THE RETURNED PART. | REPLACED PART

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2DR2CAXK[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	7/24/2020	Mileage	61

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
7/24/2020 12:00:00 AM	VEHICLE TOWED INTO DEALER. | VEHICLE LEAKING FUEL FROM INJECTOR #1. | | FACTORY: INJECTOR #1 CRUSHED, | REPLACED PART.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2LR2CA6K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	7/24/2020	Mileage	3,404

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
7/24/2020 12:00:00 AM	VEHICLE RUNS ROUGH. CEL AND EPC LIGHTS ON. VEHICLE WILL NOT GO OVER 40MPH. STRONG FUEL SMELL. | FUEL LEAKING FROM #5 INJECTOR. | | FACTORY: INJECTOR #%: UPPER SPRING CRUSHED. CENTER SECTION BACKUP RING BURRED. CENTER SECTION O RING BUCKLED. | REPLACED PART

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2MR2CA4JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/10/2021	Mileage	20,951

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/10/2021 12:00:00 AM	VEHICLE SMELLS LIKE FUEL. CHECK ENGINE LIGHT IS ON. | | FUEL RESIDUE "DAMPNESS" AROUND #3 AND #4 INJECTORS. DIRT STUCK TO WELD OF #4 INJECTOR ON FUEL RAIL. | NO CLEAR DIAGNOSIS. REPLACED FUEL RAIL AND INJECTORS BASED ON OBSERVATION OF DAMPNESS AT #3 AND #4 INJECTORS AND DIRT ON RAIL AT #4 AREA. | | FACTORY: NO FAULT OBSERVED ON REPLACED PARTS. | REPLACED PARTS.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2MR2CA7K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	2/10/2021	Mileage	21,161

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/10/2021 12:00:00 AM	CAR RUNS ROUGH AND THERE IS FUEL SPEWING OUT FROM THE ENGINE. | CHECK ENGINE LIGHT ON. FOUND FUEL LEAKING FROM INJECTOR #1. | | FACTORY: RETURNED LONG INJECTOR HAS CRUSHED SPRING ELEMENT STILL ATTACHED. | | LARGE DIAMETER O RING FROM UPPER INJECTOR PORTION IS SEVERED AND NO LONGER ATTACHED TO INJECTOR. SMALL SEAL INSIDE INJECTOR IS SEVERED AND THE PINK BACKUP RING IS NOT PRESENT. | REPLACED INJECTOR.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V21E2CA9LC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas Cross Sport, 2020		
Report Date	2/24/2021	Mileage	1,762

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/24/2021 12:00:00 AM	EPC AND CEL ON. RUNS ROUGH WHEN COLD. FUEL SMELL. CAN SEE POOL OF FUEL ON GROUND, RIGHT SIDE FRONT. | WORKSHOP: CONFIRMED SMELL. SECOND TIME IN FOR CONCERN. FOUND #6 INJECTOR WET WITH FUEL. REPLACED #2/4/6 INJECTORS AND RAIL. | | FACTORY: FOUND DEFECT WITH 1 OF THE RETURNED INJECTORS. | REPLACED PARTS.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2UR2CA7KC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	3/19/2021	Mileage	3,919

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
3/19/2021 12:00:00 AM	FUEL SMELL. VEHICLE SMOKING. EPC LIGHT CAME ON. VEHICLE BEING TOWED. | FUEL LEAK AT INJECTOR #3. | REPLACED PART.

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2DR2CA3J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/7/2018	Mileage	4,717

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
1/3/2018 1:40:00 PM	WILL PERFORM TEST
1/3/2018 1:53:00 PM	THANKS FOR UPDATING THE VTA.
1/3/2018 12:03:00 PM	CUSTOMER STATES VEHICLE HAS FUEL SMELL WHEN STARTING THE VEHICLE. UPON START UP FOUND A FAINT SMELL OF FUEL IN CABIN OF VEHICLE. INSTECED FUEL SYSTEM NO OBVIOUS FUEL LEAKS AT THIS TIME, SCANED VEHICLE AND FOUND FAULT FOR FUEL DELIVERY SYSTEM.
1/3/2018 12:03:00 PM	ISSUE OPENED BY DEALERSHIP
1/3/2018 12:15:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE HAS FUEL SMELL WHEN STARTING THE VEHICLE.
1/3/2018 12:15:00 PM	ADVISED TECH TO SMOKE TEST TANK AND CHECK FOR LEAKS, REPAIR AS NEEDED. IF ALL OK INSTALL LEAK DYE IN TANK, ROAD TEST AND EVALUATE.
1/3/2018 12:15:00 PM	WORKSHOP FINDINGS: UPON START UP FOUND A FAINT SMELL OF FUEL IN CABIN OF VEHICLE. INSTECED FUEL SYSTEM NO OBVIOUS FUEL LEAKS AT THIS TIME, SCANED VEHICLE AND FOUND FAULT FOR FUEL DELIVERY SYSTEM.
1/3/2018 12:16:00 PM	ISSUE SENT TO DEALERSHIP
1/5/2018 10:26:00 AM	THANKS FOR THE UPDATE. HAS LEAK DYE BEEN INSTALLED?
1/5/2018 11:33:00 AM	YES DYE WAS INJECTED INSPECTED USING UV LIGHT NO LEAKS FOUND
1/5/2018 12:34:00 PM	ISSUE UPDATED
1/5/2018 12:36:00 PM	ISSUE UPDATED
1/5/2018 9:42:00 AM	PERFORMED SMOKE TEST FOUND NO VISABKE SMOKE TO BE LEAKING OUT FROM FUEL SYSTEM AT THIS TIME. FOUND FUEL ODOR TO BE STRONGEST UPON COLD START
1/8/2018 2:31:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2DR2CA3JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/7/2018	Mileage	4,717

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

1/9/2018 3:31:00 PM	IS THERE A ETA FOR QTM TO UPDATE CUSTOMER
1/16/2018 4:20:00 PM	QTM SPOKE WITH RYAN, SUSPECT FUEL PRESSURE CONCERN. IF WE CHECK THE FUEL PRESSURE OVER NIGHT AND IT DROPS, WE CHANGE THE FUEL PUMP FIRST. IF IT DOES NOT CHANGE, WE CHANGE THE FUEL PUMP ANYWAY FOR AN INTERMITTENT CONCERN. PEASE CHANGE THE FUEL PUMP ASAP. CHECK FOR SMELL AND RETURNING DTCS. CAL QTM RULAND BACK WITH RESULTS. THANKS RUSS
1/16/2018 9:58:00 AM	ANY ETA UPDATES, THE CUSTOMER NEEDS AN UPDATE.
1/17/2018 3:43:00 PM	FOUND FUEL PRESSURES TO BE WITHIN SPEC, REMOVED AND REPLACED FUEL PUMP PARKING VEHICLE OUTSIDE IN COLD TO VERIFY CONCERN IS REPAIRED.
1/18/2018 8:39:00 AM	ISSUE UPDATED
1/19/2018 1:50:00 PM	QTM WILL INSPECT NEXT WEEK
1/19/2018 9:23:00 AM	AFTER LEAVING VEHICLE OUTSIDE IN THE COLD FOUND UPON START UP THE FUEL ODOR TO CONTINUE FROM THE ENGINE BAY.
1/23/2018 12:06:00 PM	WHAT DAY WILL YOU BE HERE RUSS? THE CUSTOMER IS NEEDING AN ANSWER. (THIS IS BLAKE HENRY)
1/24/2018 4:45:00 PM	QTM RULAND CAN NOT GET TO DEALER TOMORROW. REPLACE FUEL RAIL AND ALL SEALS AND O-RINGS. IF TECH FINDS SOMETHING ELSE WHEN THE INTAKE IS REMOVED, CALL QTM WITH INFORMATION.
1/26/2018 3:42:00 PM	ISSUE UPDATED
2/1/2018 11:02:00 AM	QTM ONSITE 1/31/18. WAITING ON LOWER FUEL RAIL TO ARRIVE. ETA IS 2/1/18.
2/5/2018 10:51:00 AM	REMOVED AND REPALCED ALL REALTED COMPONITS RELARTED TO REPALCEING BOTH FUEL RAILS ALONG WITH ALL 6 FUEL INJECTOR SEALS. TEST DROVE VEHICLE FOUND THE VEHICLE BE OPERATING AS DESIGNED AT THIS TIME AND FUEL SMELL TO NO LONGER BE PRESENT.
2/7/2018 12:00:00 AM	CUSTOMER STATES VEHICLE HAS FUEL SMELL WHEN STARTING THE VEHICLE. | UPON START UP FOUND A FAINT SMELL OF FUEL IN CABIN OF VEHICLE. INSTECED FUEL SYSTEM NO OBVIOUS FUEL LEAKS AT THIS TIME, SCANED VEHICLE AND FOUND FAULT FOR FUEL DELIVERY SYSTEM. Using dusting of talcum / baby powder, leak was found on injector 1#. Spring for seal in good condition. Cannot see other injectors or test for leaks with intake system installed. | Replace fuel injector for small leak on 1# cylinder other injectors are not visible until intake system has been removed. QTM recommend to replace all injectors.
2/8/2018 10:37:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2DR2CA3J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/7/2018	Mileage	4,717

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

2/8/2018 10:40:00 AM	ISSUE UPDATED
2/8/2018 10:49:00 AM	QTM ONSITE 2/7/18, FOUND INJECTOR 1 HAS SMALL WEEP OF FUEL. REMOVE INTAKE MANIFOLD TO INSPECT FOR ADDITIONAL LEAKS. TIME TO REMOVE PARTS FOR ACCESS TO INSPECT WAS TO LONG. RECOMMEND TO REPLACE ALL 6 INJECTORS AND BOTH FUEL LINES IF AVAILABLE. ETA TO COMPLETE REPAIR IS FRIDAY THIS WEEK. OVER NIGHT TESTING SAT AND MONDAY AM. CALL QTK RULAND WITH RESULTS BEFORE RETURNING VEHICLE TO CUSTOMER.
2/14/2018 8:41:00 AM	CLOSING TICKET
2/14/2018 8:41:00 AM	VEHICLE NO LONGER HAS A FUEL SMELL. EVERYTHING IS TESTING OK AT THIS TIME.
2/22/2018 10:13:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2DR2CA4J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	1/30/2018	Mileage	1,626

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
1/30/2018 12:00:00 AM	Technician states, Tow In - Customer states there is a fuel leak. Inspected car and found fuel injector #1 spraying fuel out. Video attached. | On site with factory engineer, inspected vehicle and verified fuel leak @ #1 cylinder fuel injector P# 03H 906 036 F. Removed injector and noticed retention clip flatten no issues with other injectors. As per factory request, B1 fuel injectors, fuel rail and cylinder head to be replaced, parts ordered. Factory engineer took removed parts to factory for analysis. Please update with results after new parts are installed. | Technician replaced cylinder head, B1 fuel rail and injectors, performed test drive and vehicle operating normally.

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2MR2CA4JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	3/5/2018	Mileage	8,080

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/22/2018 3:46:00 PM	ISSUE OPENED BY DEALERSHIP
2/22/2018 3:46:00 PM	CUSTOMER STATES HAS A FUEL SMELL ON THE OUTSIDE OF THE CAR, AFTER A LONG DRIVE OR A HOT SOAK AND PARKED IN A GARAGE. UNABLE TO PROPERLY DUPLICATE. HAVE TRIED MULTIPLY TIMES TO RE-CREATE THE ISSUE BUT HAVE FAILED. CHECKED THE FUEL PUMP, LINES AND TANK AND ALL FEED LINES AND NO SIGNS OF LEAKS OR WITNESS MARKS. PLEASE ADVISE. HAS HAPPENED 3-4 TIMES. AND HAS BEEN TO ANOTHER DEALER FOR THIS ISSUE AND THEY WHERE GAFFED OFF AND TOLD ITS NOTHING AND THE CUSTOMER IS CONCERNED.
2/22/2018 4:00:00 PM	ADVISED TECH TO INSTALL LEAK DYE IN FUEL TANK. ADD 1-4 OZ LEAK DYE. MOST ENGINE OIL LEAK DYES ARE COMPATIBLE WITH FUEL SYSTEMS. ROAD TEST AND EVALUATE. IF CONCERN IS NOT DUPLICATED RELEASE CAR TO CUSTOMER.
2/22/2018 4:00:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES HAS A FUEL SMELL ON THE OUTSIDE OF THE CAR, AFTER A LONG DRIVE OR A HOT SOAK AND PARKED IN A GARAGE. UNABLE TO PROPERLY DUPLICATE. HAVE
2/22/2018 4:00:00 PM	WORKSHOP FINDINGS: TRIED MULTIPLY TIMES TO RE-CREATE THE ISSUE BUT HAVE FAILED. CHECKED THE FUEL PUMP, LINES AND TANK AND ALL FEED LINES AND NO SIGNS OF LEAKS OR WITNESS MARKS. PLEASE ADVISE. HAS HAPPENED 3-4 TIMES. AND HAS BEEN TO ANOTHER DEALER FOR THIS ISSUE AND THEY WHERE GAFFED OFF AND TOLD ITS NOTHING AND THE CUSTOMER IS CONCERNED.
2/22/2018 4:01:00 PM	ISSUE SENT TO DEALERSHIP
2/23/2018 4:25:00 PM	THANKS FOR THE UPDATE, PLEASE CALL AND CHECK IN IF FURTHER ASSISTANCE IS NEEDED.
2/23/2018 7:36:00 AM	ISSUE UPDATED
2/23/2018 9:41:00 AM	ADDED DYE TO FUEL SYSTEM TODAY AND THEN TOPPED OFF TANK 3.337 GALLONS OF FUEL. ADDED 4 OZ OF DYE
2/27/2018 4:17:00 PM	THANKS FOR THE UPDATE, PLEASE CALL AND CHECK IN IF FURTHER ASSISTANCE IS NEEDED.
2/27/2018 8:20:00 AM	DROVE HOME LAST NIGHT. WAS ABLE TO SMELL FUEL THIS MORNING WHILE THE HVAC WAS ON FRESH AIR. SO WE HAVE NARROWED THE SMELL DOWN TO THE ENGINE BAY. CHECKED FOR DYE LEAKS THIS MORNING AND COULDN'T FIND ANYTHING OBVIOUS. WILL KEEP DRIVING FOR A FEW MORE DAYS AND CHECKING AGAIN. WILL CALL IN THURSDAY AND GIVE AN UPDATE ON DIRECTION OF DIAGNOSES.
2/28/2018 6:46:00 PM	THANKS FOR THE UPDATE, PLEASE CALL AND CHECK IN IF FURTHER ASSISTANCE IS NEEDED.
2/28/2018 7:44:00 AM	THIS MORNING NO SMELL. AND NO ISSUES. I DID NOTICE YESTERDAY WHEN I SMELLED THE FUEL I DID HAVE AN EXTENDED CRANK TIME.
3/1/2018 10:13:00 AM	STILL WAITING ON OTHER PARTS TO FIX SUSPENSION PROBLEM, BUT AS SOON AS THAT IS DONE WILL LET CAR GO BACK TO CUSTOMER AND ADVISE THAT IF SMELL RETURNS TO PLEASE RETURN TO US FOR A DYE CHECK AT THAT TIME.

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2MR2CA4JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	3/5/2018	Mileage	8,080

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

3/1/2018 4:36:00 PM	THANKS FOR THE UPDATE.
3/1/2018 8:11:00 AM	DROVE AGAIN YESTERDAY AND LAST NIGHT. NO SMELL. THIS MORNING, NO SMELL, AND CHECKED FOR DYE TRACING AND FOUND NONE. UNPLUGGED TWO CONNECTORS, ONE ON FEED LINE AND ONE AT THE PUMP. NO SIGNS OF DYE OR FUEL TRACING IN THE CONNECTORS. PLEASE ADVISE OF NEXT MOVE. HAVE RAN ONE WHOLE TANK OF FUEL THUR THE ENGINE. 375 MILES WORTH AND FILLED UP AGAIN YESTERDAY AND DROVE 100 MILES ON THAT TANK SO FAR. NO SIGNS OF FUEL LEAK HAVE BEEN SPOTTED.
3/1/2018 8:44:00 AM	ADVISED TECH TO RELEASE CAR TO CUSTOMER.
3/2/2018 7:47:00 PM	PARTS ARE ORDER. CUSTOMER HAS REFUSED TO TAKE CAR BACK EVEN WITH THE SUSPENSION FIXED B/C OF SAID FUEL SMELL.
3/5/2018 12:00:00 AM	Customer states has a fuel smell on the outside of the car, after a long drive or a hot soak and parked in a garage. | Tried multiply times to re-create the issue but have failed. checked the fuel pump, lines and tank and all feed lines and no signs of leaks or witness marks. installed dye in fuel system and checked with black light, found leak at injector. Replace injector. | Replaced Injector
3/5/2018 6:27:00 PM	FYI QTM AND QTMRL
3/5/2018 7:43:00 PM	RECOMMEND BRINGING THE ENGINE UP TO OPERATING TEMPERATURE, SHUT ENGINE OFF AND ALLOW TO HOT SOAK FOR 15-20 MINUTES - USE SOAP AND WATER ON FUEL SUPPLY LINES TO SEE IF A LEAK CAN BE LOCATED. IF LEAK CANNOT BE FOUND, REMOVE INTAKE MANIFOLD, DISCONNECT FUEL INJECTORS AND CHECK INJECTOR CONNECTORS FOR ANY SIGN OF FUEL LEAKAGE. IF OK, REMOVE INJECTORS AND INSPECT O-RING SEALS FOR DAMAGE.
3/6/2018 2:35:00 PM	TEST DROVE HOME AND DIDN'T SMELL THIS MORNING. GOING TO DRIVE TO LUNCH AND GET WARM AND THEN PULL IN AND CHECK FOR LEAKS.
3/6/2018 5:01:00 PM	TEST DROVE CAN NOT SEE ANY LEAKS. CRACKED FUEL LINE AT THE PUMP AND THE FUEL IS DYED AND SHOWS UP UNDER THE UV LIGHT. I DID FIND WHAT MIGHT HAVE BEEN A SLIGHTY LOOSE BRASS FITTING ON THE FUEL RAIL, BUT UNSURE IF IT WAS JUST OVER SPRAY OR NOT. IN THE PROCESSES OF REMOVING THE INJECTORS.
3/6/2018 8:44:00 PM	FOUND THE REAR LOWER INJECTOR TO BE LEAKING. ATTACHED WILL BE A PHOTO OF WHERE THE LEAK IS SHOWING.
3/7/2018 6:10:00 PM	ALL NEEDED PARTS HAVE BEEN ORDERED PER CONVERSATION WITH QTM.
3/8/2018 5:30:00 PM	PHOTOS INJECTOR 3
3/8/2018 5:30:00 PM	INJECTOR 3 SEAL
3/8/2018 5:31:00 PM	SEAL REMOVED

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2MR2CA4JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	3/5/2018	Mileage	8,080

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

3/9/2018 10:56:00 AM	INSTALLED NEW INJECTOR AND NEW SEALS, BLEED COOLANT SYSTEM AND TEST DROVE. SO FAR NO SMELL, AND NO LEAKS. WILL TEST DRIVE HOME AGAIN AND SEE WHAT COMES OF IT.
3/12/2018 8:30:00 PM	ISSUE SENT TO DEALERSHIP
3/12/2018 8:56:00 AM	TEST DROVE HOME FRIDAY NIGHT AND IN SATURDAY MORNING. NO LEAKS AND NO SMELLS. LET SIT ALL WEEKEND AND CHECKED AGAIN THIS MORNING AND STILL NOTHING. IT IS MY BEST BELIEVE THAT THIS ISSUES IS FIXED AT THIS TIME AND WE UNABLE TO DUPLICATE AGAIN. ALSO THE FUEL SYSTEM IS STILL DYED AND IF ANY FURTHER LEAKS SHOW UP, WE WILL HAVE DYE IN SYSTEM TO HELP AID IN LEAKS DETECTING. THANKS AGAIN FOR ALL THE HELP AND DIRECTION.
3/14/2018 3:13:00 PM	THIS PART OF THE VEHICLE IS COMPLETED.
3/20/2018 9:22:00 AM	CAN THIS VTA BE CLOSED SINCE THE REPAIR IS COMPLETE.
3/22/2018 10:28:00 PM	PLEASE CLOSE THE VTA
3/29/2018 8:49:00 AM	TECH IS MEDICAL LEAVE, WILL UPDATE AGAIN TOMORROW
4/3/2018 6:55:00 PM	CLOSING
4/3/2018 9:10:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2HR2CA6J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	4/6/2018	Mileage	11,022

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
4/6/2018 12:00:00 AM	Vehicle would not accelerate, check engine light on and fuel smell is present from engine area. | Strong fuel smell present in engine compartment. DTCs P008700: Fuel Rail/System Pressure - Too Low, P014800: Fuel Delivery Error, and P053F00: Cold Start Fuel Pressure Performance stored in ECM. Fuel was leaking from Cylinder 1 fuel injector area with vehicle running. Removed upper portion of intake manifold and found fuel present on lower portion of intake manifold. Found electrical connectors to fuel injectors saturated with fuel. Removed upper fuel rail and upper injectors (cylinders 1,3,and 5). Inspected upper injector and found that cylinder 1 injector was leaking from seal/spacer at connection between both upper and lower portion of injector. Inspected the other two upper injectors and found the clip holding the pieces of the injectors together not fully secured. | Replaced upper fuel injectors 03H906036F.
4/6/2018 2:00:00 PM	C/S WAS DRIVING, WOULD NOT ACCELERATE, STRONG FUEL SMELL, TOWED IN. CONFIRMED STRONG FUEL SMELL, MIL AND EPC LIGHTS ARE ON. HAS MANY FUEL RAIL/ HI PRESSURE DTCS. FUEL SPRAYING AROUND CYL 1 INJECTOR. ANY WAY TO TELL WHAT RAIL PRESSURE WAS AT TIME OF FAILURE?
4/6/2018 2:00:00 PM	ISSUE OPENED BY DEALERSHIP
4/6/2018 2:12:00 PM	WORKSHOP FINDINGS: FUEL SPRAYING AROUND CYL 1 INJECTOR. ANY WAY TO TELL WHAT RAIL PRESSURE WAS AT TIME OF FAILURE?
4/6/2018 2:12:00 PM	CUSTOMER COMMENTS: C/S WAS DRIVING, WOULD NOT ACCELERATE, STRONG FUEL SMELL, TOWED IN. CONFIRMED STRONG FUEL SMELL, MIL AND EPC LIGHTS ARE ON. HAS MANY FUEL RAIL/ HI PRESSURE DTCS.
4/6/2018 2:12:00 PM	ADVISED TECH TO PLEASE DISASSEMBLE THE FRONT END TO GAIN ACCESS TO THE AREA AND ADVISE OF FINDINGS WITH PICTURES IF POSSIBLE. UPDATE THE VTA WITH RESULTS AND CALL BACK IN IF FURTHER ASSISTANCE IS NEEDED.
4/6/2018 3:40:00 PM	QTM ONSITE 4/6/18. VERIFIED FUEL SPRAY FROM # 1 INJECTOR AREA WITH VEHICLE RUNNING. (ATTACHED VIDEO).
4/6/2018 5:06:00 PM	WITH INTAKE MANIFOLD REMOVED FOUND FUEL LEAK FROM CYLINDER1 INJECTOR AT CONNECTION O-RING BETWEEN INJECTOR AND EXTENSION. REMOVED CYLINDER 3 AND 4 AND FOUND LOCKING CLIP NOT FULLY SEATED. ADVISED TECHNICIAN TO REPLACE ALL THREE UPPER INJECTORS ALSO ADVISED TECHNICIAN TO REPLACE CONNECTORS TO ALL 6 INJECTORS DUE TO FUEL DAMAGE TO WEATHER SEALS. PLEASE ALSO REFER TO REPAIR MANUAL AND REPLACE ANY ONE TIME USE HARDWARE AND SEALS.
4/6/2018 5:15:00 PM	EVIDENCE OF FUEL LEAKAGE AT FUEL PRESSURE SENSOR IN LOWER RAIL. PLEASE ALSO REPLACE THE HIGH FUEL PRESSURE SENSOR.
4/7/2018 8:13:00 AM	I BELIEVE YOU MEANT CYL 5, NOT 4. ORDERED PARTS
4/9/2018 8:49:00 AM	VW CLOSED ON SATURDAY, PARTS WILL BE HERE TOMMORROW
4/9/2018 9:02:00 AM	THANK YOU FOR THE UPDATE.
4/10/2018 6:13:00 PM	HAVE INJECTORS INSTALLED, WAITING ON A COUPLE MORE PARTS , WILL BE IN TOMMORROW

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2HR2CA6J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	4/6/2018	Mileage	11,022

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

4/10/2018 8:41:00 AM	PICTURES ADDED.
4/10/2018 9:51:00 PM	THANK YOU FOR THE UPDATE.
4/11/2018 4:37:00 PM	INSTALLED ALL PARTS DISCUSSED, RE-ASSEMBLED, NO MORE LEAK. ERASED DTCS, RD TESTED EXTENSIVELY, NO ISSUES. NO DTCS RETURNED. RETURNED TO CUSTOMER
4/11/2018 7:16:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2NR2CA1JC[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	10/2/2019	Mileage	17,126

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
10/2/2019 12:00:00 AM	Customer states vehicle has fuel smell when using interior fan. | Dealer verified strong fuel smell from under hood area. After vehicle sat and cooled off no further fuel smell. After extended road test, and let sit for 20 minutes for heat soak opened hood to heavy fuel smell, no visible leaks. | Dealer replaced fuel injector seals and rails. Test drove smell gone.

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2UR2CA2K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	12/2/2019	Mileage	6,990

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
10/30/2019 12:25:00 PM	ISSUE OPENED BY DEALERSHIP
10/30/2019 12:25:00 PM	CODE P0148 RETURNED OTHERS CODES FOR FUEL TRIM DID NOT. FUEL PRESSUER DROPPING OFF.
10/30/2019 2:00:00 PM	REPLACE THE IN TANK FUEL PUMP AND ALL NECESSARY HARDWARE.
10/30/2019 2:08:00 PM	PARTS ORDERED
11/7/2019 2:07:00 PM	WAITING FOR PARTS
11/22/2019 12:52:00 PM	STILL WAITING FOR FUEL PUMP
12/2/2019 1:26:00 PM	REPLACE THE UPPER INJECTORS, LOWER INJECTORS, BOTH FUEL RAILS AND ALL FUEL LINES. REPLACE ALL NECESSARY HARDWARE.
12/2/2019 12:00:00 AM	CODE P0148 RETURNED OTHERS CODES FOR FUEL TRIM DID NOT. FUEL PRESSUER DROPPING OFF. | NONE | REPLACED FUEL RAILS AND INJECTORS VERIFY FUEL LEAK/ SMELL NO LONGER PRESENT COLD START CORRECT NO CODES
12/2/2019 12:16:00 PM	INSTALLED IN TANK FUEL PUMP, PERFORM COLD START CODE RETURNED WITH MIS FIRE CODES CAN SMELL FUEL UNDER HOOD LOOKING FOR FUEL SMELL NOW
12/2/2019 12:18:00 PM	GFF SENT
12/2/2019 12:27:00 PM	INSPECT FOR FUEL LEAKS AROUND FUEL RAILS AND INJECTORS.
12/4/2019 11:24:00 AM	PARTS ORDERED
12/18/2019 5:02:00 PM	LOWER FUEL RAIL RED ORDERED
12/20/2019 11:46:00 AM	REPLACED FUEL RAILS AND INJECTORS VERIFY FUEL LEAK/ SMELL NO LONGER PRESENT COLD START CORRECT NO CODES WORKING AS LIKE VEHICLE...THANKS FOR THE HELP
12/20/2019 7:45:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2NR2CA2K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	1/2/2020	Mileage	8,869

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
1/2/2020 12:00:00 AM	check engine light on and epc light on, | vehciel runs rough and was towed in. found vehicle to spew fuel from the injector number 1 area. | Dealer reinstalled injector and rail correctly.

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2DR2CAXK[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	3/3/2020	Mileage	61

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
3/3/2020 12:00:00 AM	Customer states vehicle will not start | Vehicle towed in, while driver was unloading vehicle, raw fuel was smelled and observed dripping onto the bed of the tow truck. opening the hood, found fuel spraying from cylinder #1 injector at the side of the injector. Ordered a new injector with seals and advised the tech to inspect the rest of the injectors. Removal of the injector found it to be bent and cracked. | Ordered new injector and seals.

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2NR2CA4JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	10/29/2020	Mileage	34,635

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
10/29/2020 12:00:00 AM	CUSTOMER STATES SHE SMEELS FUEL IN ENGINE BAY ON FIRST START UPS. VERIFIED FUEL SMELL COMING FROM ENGINE WHEN ENGNINE IS COLD, AND HAS NOT BEEN STARTED YET. | QTM verified smell from injector area. Recommend to replace all 6 injectors. | Replace injectors all 6

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2MR2CA5JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	11/11/2020	Mileage	24,644

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
11/11/2020 12:00:00 AM	Customer noted a fuel odor. | The odor was noted outside of the vehicle after driving and shutting the engine off, and raising the hood. The fuel rail was found to have corrosion and fuel stains near an injector. | Both fuel rails were replaced as well as the #2 injector, injector seals, and required fasteners.
11/11/2020 12:05:00 PM	CUSTOMER STATES SMELLS LIKE FUEL. COULD NOT DUPLICATE THE PREVIOUS 2 VISITS THEY CAME HERE, WITH OTHER TECHNICIANS OBSERVING THE CONCERN. CUSTOMER STATES IT HAPPENS AFTER DRIVING AND THEY LEAVE THE VEHICLE, YOU DO NOT SMELL THE FUEL WHEN THE A/C IS RUNNING. POPPED THE HOOD AFTER DRIVING, COULD SMELL IT COMING FROM MORE OF THE FRONT-PASSENGER PORTION, AROUND THE LIGHT ASSEMBLY, THAT FUEL HAS A STRONG ODOR. FROM THE FRONT-DRIVER SIDE AROUND THE OPPOSITE PORTION, CAN'T SMELL MUCH OF ANYTHING AT ALL. CHECKED THE LINES, COULD NOT FIND ANY NOTICEABLY ACTIVE FUEL LEAKS WHILE VEHICLE IS RUNNING. CHECKED THE FUEL LINES, COULDN'T FIND LOOSE CONNECTIONS. THERE WAS A GREEN SPOT THAT WAS AROUND THE FUEL RAIL, PROVIDED IN THE "ATLAS FUEL RAIL.JPEG" FILE THAT WAS THE ONLY THING NOTICED.
11/11/2020 12:05:00 PM	ISSUE OPENED BY DEALERSHIP
11/11/2020 12:52:00 PM	WORKSHOP FINDINGS: COULD NOT DUPLICATE THE PREVIOUS 2 VISITS THEY CAME HERE, WITH OTHER TECHNICIANS OBSERVING THE CONCERN. CUSTOMER STATES IT HAPPENS AFTER DRIVING AND THEY LEAVE THE VEHICLE, YOU DO NOT SMELL THE FUEL WHEN THE A/C IS RUNNING. POPPED THE HOOD AFTER DRIVING, COULD SMELL IT COMING FROM MORE OF THE FRONT-PASSENGER PORTION, AROUND THE LIGHT ASSEMBLY, THAT FUEL HAS A STRONG ODOR. FROM THE FRONT-DRIVER SIDE AROUND THE OPPOSITE PORTION, CAN'T SMELL MUCH OF ANYTHING AT ALL. CHECKED THE LINES, COULD NOT FIND ANY NOTICEABLY ACTIVE FUEL LEAKS WHILE VEHICLE IS RUNNING. CHECKED THE FUEL LINES, COULDN'T FIND LOOSE CONNECTIONS. THERE WAS A GREEN SPOT THAT WAS AROUND THE FUEL RAIL, PROVIDED IN THE "ATLAS FUEL RAIL.JPEG" FILE THAT WAS THE ONLY THING NOTICED.
11/11/2020 12:52:00 PM	ISSUE SENT TO DEALERSHIP
11/11/2020 12:52:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES SMELLS LIKE FUEL.
11/11/2020 12:53:00 PM	FORWARD TO QTMRL
11/11/2020 12:54:00 PM	ISSUE UPDATED
11/11/2020 4:13:00 PM	SPOKE WITH SVC. MGR. AND TECHNICIAN VIA PHONE. IT THERE ARE NO LEAKS OR STAINS VISIBLE IN THE ENGINE COMPARTMENT OR UNDER THE VEHICLE, RECOMMEND TO CHECK RESIDUAL FUEL PRESSURE WITH FUEL PRESSURE TEST GAUGE PER ELSA INSTRUCTIONS. IF RESIDUAL PRESSURE IS BLEEDING DOWN YOU MOST LIKELY HAVE AN INJECTOR LEAK. REMOVE INJECTORS FOR INSPECTION. YOU WILL NEED NEW SEALS AND FASTENERS WHEN IT IS TIME FOR REASSEMBLY. GO THROUGH THE REPAIR MANUAL TO MAKE A LIST OF MANDATORY REPLACEMENT FASTENERS AND SEALS SO YOUR PARTS DEPARTMENT CAN ORDER THEM. IF THERE IS ANY SIGN OF THE EITHER FUEL RAIL LEAKING IT WILL NEED TO BE REPLACED, CONTACT QTM WITH ANY QUESTIONS, 914-325-0021. TAKE PHOTOS OF THE DEFECT WHEN YOU FIND IT AND ATTACH TO TICKET OR SEND TO QTM VIA EMAIL OR TEXT. THANK YOU.
11/12/2020 10:42:00 AM	TECH SWITCHED TO CHET #73

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2MR2CA5JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	11/11/2020	Mileage	24,644

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

11/13/2020 9:42:00 AM	THANK YOU.
11/17/2020 8:43:00 AM	TECHNICIAN HAVING TROUBLE ACCESSING TICKET BUT HAS FOUND CORROSION ON FUEL RAIL AND LEAKING INJECTOR SEALS.
11/19/2020 10:37:00 AM	REPLACED BOTH FUEL RAILS AND CYLINDER #2 FUEL INJECTOR
11/25/2020 9:25:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2TR2CA9LC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2020		
Report Date	1/5/2021	Mileage	4,854

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
1/5/2021 12:00:00 AM	Tech states | Tech reports | Replaced leaking injector seals.

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2DR2CA1J[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/10/2021	Mileage	32,216

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/10/2021 12:00:00 AM	LEAKING FUEL, | CHECKED FOUND INJECTOR SEAL BLEW OUT AND IS LEAKING FUEL, WAITED FOR INJECTOR REMOVED AND WAS ABOUT TO CLEAN AND INSTALL BUT UPON REMOVAL OF INJECTOR FOUND GRAY MATERIAL, WHITE POWERED, AND DISBURSE FOUND IN INJECTOR PORT, ALMOST LOOKS TO HAVE HAD PLAY WITH SPRING COMPRESSED COMPLETELY AND INJECTOR WORE OUT PORT UNABLE TO MEASURE OR DETERMINE, OTM WAS ON SIGHT SHOWED FINDING AND WAS ADVISE TO REOPEN VTA, TAKE PHOTOS AND ATTACH TO VTA AND REPLACE CYLINDER HEAD WILL SUBMIT PHOTOS ON HELPLINE ATTACHMENTS @ VW | Replaced Cylinder head

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2NR2CA4JC[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	12/14/2017	Mileage	3,873

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
12/14/2017 10:53:00 AM	ISSUE OPENED BY DEALERSHIP
12/14/2017 10:53:00 AM	CUST HAD CAR TOWED IN WITH FUEL LEAK I FOUND A SEAL AT THE BOTTOM OF THE INJECTOR WERE THE ELECTRICAL PINS PLUG IN WAS PUSHED OUT I ORDERED A NEW INJECTOR AND INSTALLED IT TO FIX JUST WANTED YOU TO KNOW
12/14/2017 11:11:00 AM	WORKSHOP FINDINGS: I ORDERED A NEW INJECTOR AND INSTALLED IT TO FIX JUST WANTED YOU TO KNOW
12/14/2017 11:11:00 AM	TECH REPLACED FUEL INJECTOR AND SEAL FOR FUEL LEAK.
12/14/2017 11:11:00 AM	CUSTOMER COMMENTS: CUST HAD CAR TOWED IN WITH FUEL LEAK I FOUND A SEAL AT THE BOTTOM OF THE INJECTOR WERE THE ELECTRICAL PINS PLUG IN WAS PUSHED OUT .
12/20/2017 2:32:00 PM	ATTEMPTED TO CONTACT DEALER. NO ONE AVAILABLE TO ANSWER PHONE AT THIS TIME.
12/29/2017 1:32:00 PM	D1. SPOKE WITH MASON. VEHICLE COMPLETED AND HAS LEFT THE DEALER. ADVISED TO PLEASE HAVE THE TECH CLOSE TICKET WITH REPAIR DETAILS.
1/3/2018 2:23:00 PM	HAPPY HOLLIDAYS
1/3/2018 2:32:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2DR2CA3J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	1/3/2018	Mileage	4,717

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
1/3/2018 1:40:00 PM	WILL PERFORM TEST
1/3/2018 1:53:00 PM	THANKS FOR UPDATING THE VTA.
1/3/2018 12:03:00 PM	CUSTOMER STATES VEHICLE HAS FUEL SMELL WHEN STARTING THE VEHICLE. UPON START UP FOUND A FAINT SMELL OF FUEL IN CABIN OF VEHICLE. INSTECED FUEL SYSTEM NO OBVIOUS FUEL LEAKS AT THIS TIME, SCANED VEHICLE AND FOUND FAULT FOR FUEL DELIVERY SYSTEM.
1/3/2018 12:03:00 PM	ISSUE OPENED BY DEALERSHIP
1/3/2018 12:15:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE HAS FUEL SMELL WHEN STARTING THE VEHICLE.
1/3/2018 12:15:00 PM	ADVISED TECH TO SMOKE TEST TANK AND CHECK FOR LEAKS, REPAIR AS NEEDED. IF ALL OK INSTALL LEAK DYE IN TANK, ROAD TEST AND EVALUATE.
1/3/2018 12:15:00 PM	WORKSHOP FINDINGS: UPON START UP FOUND A FAINT SMELL OF FUEL IN CABIN OF VEHICLE. INSTECED FUEL SYSTEM NO OBVIOUS FUEL LEAKS AT THIS TIME, SCANED VEHICLE AND FOUND FAULT FOR FUEL DELIVERY SYSTEM.
1/3/2018 12:16:00 PM	ISSUE SENT TO DEALERSHIP
1/5/2018 10:26:00 AM	THANKS FOR THE UPDATE. HAS LEAK DYE BEEN INSTALLED?
1/5/2018 11:33:00 AM	YES DYE WAS INJECTED INSPECTED USING UV LIGHT NO LEAKS FOUND
1/5/2018 12:34:00 PM	ISSUE UPDATED
1/5/2018 12:36:00 PM	ISSUE UPDATED
1/5/2018 9:42:00 AM	PERFORMED SMOKE TEST FOUND NO VISABKE SMOKE TO BE LEAKING OUT FROM FUEL SYSTEM AT THIS TIME. FOUND FUEL ODOR TO BE STRONGEST UPON COLD START
1/8/2018 2:31:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2DR2CA3JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	1/3/2018	Mileage	4,717

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

1/9/2018 3:31:00 PM	IS THERE A ETA FOR QTM TO UPDATE CUSTOMER
1/16/2018 4:20:00 PM	QTM SPOKE WITH RYAN, SUSPECT FUEL PRESSURE CONCERN. IF WE CHECK THE FUEL PRESSURE OVER NIGHT AND IT DROPS, WE CHANGE THE FUEL PUMP FIRST. IF IT DOES NOT CHANGE, WE CHANGE THE FUEL PUMP ANYWAY FOR AN INTERMITTENT CONCERN. PEASE CHANGE THE FUEL PUMP ASAP. CHECK FOR SMELL AND RETURNING DTCS. CAL QTM RULAND BACK WITH RESULTS. THANKS RUSS
1/16/2018 9:58:00 AM	ANY ETA UPDATES, THE CUSTOMER NEEDS AN UPDATE.
1/17/2018 3:43:00 PM	FOUND FUEL PRESSURES TO BE WITHIN SPEC, REMOVED AND REPLACED FUEL PUMP PARKING VEHICLE OUTSIDE IN COLD TO VERIFY CONCERN IS REPAIRED.
1/18/2018 8:39:00 AM	ISSUE UPDATED
1/19/2018 1:50:00 PM	QTM WILL INSPECT NEXT WEEK
1/19/2018 9:23:00 AM	AFTER LEAVING VEHICLE OUTSIDE IN THE COLD FOUND UPON START UP THE FUEL ODOR TO CONTINUE FROM THE ENGINE BAY.
1/23/2018 12:06:00 PM	WHAT DAY WILL YOU BE HERE RUSS? THE CUSTOMER IS NEEDING AN ANSWER. (THIS IS BLAKE HENRY)
1/24/2018 4:45:00 PM	QTM RULAND CAN NOT GET TO DEALER TOMORROW. REPLACE FUEL RAIL AND ALL SEALS AND O-RINGS. IF TECH FINDS SOMETHING ELSE WHEN THE INTAKE IS REMOVED, CALL QTM WITH INFORMATION.
1/26/2018 3:42:00 PM	ISSUE UPDATED
2/1/2018 11:02:00 AM	QTM ONSITE 1/31/18. WAITING ON LOWER FUEL RAIL TO ARRIVE. ETA IS 2/1/18.
2/5/2018 10:51:00 AM	REMOVED AND REPALCED ALL REALTED COMPONITS RELARTED TO REPALCEING BOTH FUEL RAILS ALONG WITH ALL 6 FUEL INJECTOR SEALS. TEST DROVE VEHICLE FOUND THE VEHICLE BE OPERATING AS DESIGNED AT THIS TIME AND FUEL SMELL TO NO LONGER BE PRESENT.
2/7/2018 12:00:00 AM	CUSTOMER STATES VEHICLE HAS FUEL SMELL WHEN STARTING THE VEHICLE. | UPON START UP FOUND A FAINT SMELL OF FUEL IN CABIN OF VEHICLE. INSTECED FUEL SYSTEM NO OBVIOUS FUEL LEAKS AT THIS TIME, SCANED VEHICLE AND FOUND FAULT FOR FUEL DELIVERY SYSTEM. Using dusting of talcum / baby powder, leak was found on injector 1#. Spring for seal in good condition. Cannot see other injectors or test for leaks with intake system installed. | Replace fuel injector for small leak on 1# cylinder other injectors are not visible until intake system has been removed. QTM recommend to replace all injectors.
2/8/2018 10:37:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2DR2CA3JC5[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	1/3/2018	Mileage	4,717

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

2/8/2018 10:40:00 AM	ISSUE UPDATED
2/8/2018 10:49:00 AM	QTM ONSITE 2/7/18, FOUND INJECTOR 1 HAS SMALL WEEP OF FUEL. REMOVE INTAKE MANIFOLD TO INSPECT FOR ADDITIONAL LEAKS. TIME TO REMOVE PARTS FOR ACCESS TO INSPECT WAS TO LONG. RECOMMEND TO REPLACE ALL 6 INJECTORS AND BOTH FUEL LINES IF AVAILABLE. ETA TO COMPLETE REPAIR IS FRIDAY THIS WEEK. OVER NIGHT TESTING SAT AND MONDAY AM. CALL QTK RULAND WITH RESULTS BEFORE RETURNING VEHICLE TO CUSTOMER.
2/14/2018 8:41:00 AM	CLOSING TICKET
2/14/2018 8:41:00 AM	VEHICLE NO LONGER HAS A FUEL SMELL. EVERYTHING IS TESTING OK AT THIS TIME.
2/22/2018 10:13:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2MR2CA4JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/22/2018	Mileage	8,080

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/22/2018 3:46:00 PM	ISSUE OPENED BY DEALERSHIP
2/22/2018 3:46:00 PM	CUSTOMER STATES HAS A FUEL SMELL ON THE OUTSIDE OF THE CAR, AFTER A LONG DRIVE OR A HOT SOAK AND PARKED IN A GARAGE. UNABLE TO PROPERLY DUPLICATE. HAVE TRIED MULTIPLY TIMES TO RE-CREATE THE ISSUE BUT HAVE FAILED. CHECKED THE FUEL PUMP, LINES AND TANK AND ALL FEED LINES AND NO SIGNS OF LEAKS OR WITNESS MARKS. PLEASE ADVISE. HAS HAPPENED 3-4 TIMES. AND HAS BEEN TO ANOTHER DEALER FOR THIS ISSUE AND THEY WHERE GAFFED OFF AND TOLD ITS NOTHING AND THE CUSTOMER IS CONCERNED.
2/22/2018 4:00:00 PM	ADVISED TECH TO INSTALL LEAK DYE IN FUEL TANK. ADD 1-4 OZ LEAK DYE. MOST ENGINE OIL LEAK DYES ARE COMPATIBLE WITH FUEL SYSTEMS. ROAD TEST AND EVALUATE. IF CONCERN IS NOT DUPLICATED RELEASE CAR TO CUSTOMER.
2/22/2018 4:00:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES HAS A FUEL SMELL ON THE OUTSIDE OF THE CAR, AFTER A LONG DRIVE OR A HOT SOAK AND PARKED IN A GARAGE. UNABLE TO PROPERLY DUPLICATE. HAVE
2/22/2018 4:00:00 PM	WORKSHOP FINDINGS: TRIED MULTIPLY TIMES TO RE-CREATE THE ISSUE BUT HAVE FAILED. CHECKED THE FUEL PUMP, LINES AND TANK AND ALL FEED LINES AND NO SIGNS OF LEAKS OR WITNESS MARKS. PLEASE ADVISE. HAS HAPPENED 3-4 TIMES. AND HAS BEEN TO ANOTHER DEALER FOR THIS ISSUE AND THEY WHERE GAFFED OFF AND TOLD ITS NOTHING AND THE CUSTOMER IS CONCERNED.
2/22/2018 4:01:00 PM	ISSUE SENT TO DEALERSHIP
2/23/2018 4:25:00 PM	THANKS FOR THE UPDATE, PLEASE CALL AND CHECK IN IF FURTHER ASSISTANCE IS NEEDED.
2/23/2018 7:36:00 AM	ISSUE UPDATED
2/23/2018 9:41:00 AM	ADDED DYE TO FUEL SYSTEM TODAY AND THEN TOPPED OFF TANK 3.337 GALLONS OF FUEL. ADDED 4 OZ OF DYE
2/27/2018 4:17:00 PM	THANKS FOR THE UPDATE, PLEASE CALL AND CHECK IN IF FURTHER ASSISTANCE IS NEEDED.
2/27/2018 8:20:00 AM	DROVE HOME LAST NIGHT. WAS ABLE TO SMELL FUEL THIS MORNING WHILE THE HVAC WAS ON FRESH AIR. SO WE HAVE NARROWED THE SMELL DOWN TO THE ENGINE BAY. CHECKED FOR DYE LEAKS THIS MORNING AND COULDN'T FIND ANYTHING OBVIOUS. WILL KEEP DRIVING FOR A FEW MORE DAYS AND CHECKING AGAIN. WILL CALL IN THURSDAY AND GIVE AN UPDATE ON DIRECTION OF DIAGNOSES.
2/28/2018 6:46:00 PM	THANKS FOR THE UPDATE, PLEASE CALL AND CHECK IN IF FURTHER ASSISTANCE IS NEEDED.
2/28/2018 7:44:00 AM	THIS MORNING NO SMELL. AND NO ISSUES. I DID NOTICE YESTERDAY WHEN I SMELLED THE FUEL I DID HAVE AN EXTENDED CRANK TIME.
3/1/2018 10:13:00 AM	STILL WAITING ON OTHER PARTS TO FIX SUSPENSION PROBLEM, BUT AS SOON AS THAT IS DONE WILL LET CAR GO BACK TO CUSTOMER AND ADVISE THAT IF SMELL RETURNS TO PLEASE RETURN TO US FOR A DYE CHECK AT THAT TIME.

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2MR2CA4JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/22/2018	Mileage	8,080

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

3/1/2018 4:36:00 PM	THANKS FOR THE UPDATE.
3/1/2018 8:11:00 AM	DROVE AGAIN YESTERDAY AND LAST NIGHT. NO SMELL. THIS MORNING, NO SMELL, AND CHECKED FOR DYE TRACING AND FOUND NONE. UNPLUGGED TWO CONNECTORS, ONE ON FEED LINE AND ONE AT THE PUMP. NO SIGNS OF DYE OR FUEL TRACING IN THE CONNECTORS. PLEASE ADVISE OF NEXT MOVE. HAVE RAN ONE WHOLE TANK OF FUEL THUR THE ENGINE. 375 MILES WORTH AND FILLED UP AGAIN YESTERDAY AND DROVE 100 MILES ON THAT TANK SO FAR. NO SIGNS OF FUEL LEAK HAVE BEEN SPOTTED.
3/1/2018 8:44:00 AM	ADVISED TECH TO RELEASE CAR TO CUSTOMER.
3/2/2018 7:47:00 PM	PARTS ARE ORDER. CUSTOMER HAS REFUSED TO TAKE CAR BACK EVEN WITH THE SUSPENSION FIXED B/C OF SAID FUEL SMELL.
3/5/2018 12:00:00 AM	Customer states has a fuel smell on the outside of the car, after a long drive or a hot soak and parked in a garage. | Tried multiply times to re-create the issue but have failed. checked the fuel pump, lines and tank and all feed lines and no signs of leaks or witness marks. installed dye in fuel system and checked with black light, found leak at injector. Replace injector. | Replaced Injector
3/5/2018 6:27:00 PM	FYI QTM AND QTMRL
3/5/2018 7:43:00 PM	RECOMMEND BRINGING THE ENGINE UP TO OPERATING TEMPERATURE, SHUT ENGINE OFF AND ALLOW TO HOT SOAK FOR 15-20 MINUTES - USE SOAP AND WATER ON FUEL SUPPLY LINES TO SEE IF A LEAK CAN BE LOCATED. IF LEAK CANNOT BE FOUND, REMOVE INTAKE MANIFOLD, DISCONNECT FUEL INJECTORS AND CHECK INJECTOR CONNECTORS FOR ANY SIGN OF FUEL LEAKAGE. IF OK, REMOVE INJECTORS AND INSPECT O-RING SEALS FOR DAMAGE.
3/6/2018 2:35:00 PM	TEST DROVE HOME AND DIDN'T SMELL THIS MORNING. GOING TO DRIVE TO LUNCH AND GET WARM AND THEN PULL IN AND CHECK FOR LEAKS.
3/6/2018 5:01:00 PM	TEST DROVE CAN NOT SEE ANY LEAKS. CRACKED FUEL LINE AT THE PUMP AND THE FUEL IS DYED AND SHOWS UP UNDER THE UV LIGHT. I DID FIND WHAT MIGHT HAVE BEEN A SLIGHTY LOOSE BRASS FITTING ON THE FUEL RAIL, BUT UNSURE IF IT WAS JUST OVER SPRAY OR NOT. IN THE PROCESSES OF REMOVING THE INJECTORS.
3/6/2018 8:44:00 PM	FOUND THE REAR LOWER INJECTOR TO BE LEAKING. ATTACHED WILL BE A PHOTO OF WHERE THE LEAK IS SHOWING.
3/7/2018 6:10:00 PM	ALL NEEDED PARTS HAVE BEEN ORDERED PER CONVERSATION WITH QTM.
3/8/2018 5:30:00 PM	PHOTOS INJECTOR 3
3/8/2018 5:30:00 PM	INJECTOR 3 SEAL
3/8/2018 5:31:00 PM	SEAL REMOVED

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2MR2CA4JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/22/2018	Mileage	8,080

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

3/9/2018 10:56:00 AM	INSTALLED NEW INJECTOR AND NEW SEALS, BLEED COOLANT SYSTEM AND TEST DROVE. SO FAR NO SMELL, AND NO LEAKS. WILL TEST DRIVE HOME AGAIN AND SEE WHAT COMES OF IT.
3/12/2018 8:30:00 PM	ISSUE SENT TO DEALERSHIP
3/12/2018 8:56:00 AM	TEST DROVE HOME FRIDAY NIGHT AND IN SATURDAY MORNING. NO LEAKS AND NO SMELLS. LET SIT ALL WEEKEND AND CHECKED AGAIN THIS MORNING AND STILL NOTHING. IT IS MY BEST BELIEVE THAT THIS ISSUES IS FIXED AT THIS TIME AND WE UNABLE TO DUPLICATE AGAIN. ALSO THE FUEL SYSTEM IS STILL DYED AND IF ANY FURTHER LEAKS SHOW UP, WE WILL HAVE DYE IN SYSTEM TO HELP AID IN LEAKS DETECTING. THANKS AGAIN FOR ALL THE HELP AND DIRECTION.
3/14/2018 3:13:00 PM	THIS PART OF THE VEHICLE IS COMPLETED.
3/20/2018 9:22:00 AM	CAN THIS VTA BE CLOSED SINCE THE REPAIR IS COMPLETE.
3/22/2018 10:28:00 PM	PLEASE CLOSE THE VTA
3/29/2018 8:49:00 AM	TECH IS MEDICAL LEAVE, WILL UPDATE AGAIN TOMORROW
4/3/2018 6:55:00 PM	CLOSING
4/3/2018 9:10:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2HR2CA6J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	4/6/2018	Mileage	11,022

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
4/6/2018 12:00:00 AM	Vehicle would not accelerate, check engine light on and fuel smell is present from engine area. | Strong fuel smell present in engine compartment. DTCs P008700: Fuel Rail/System Pressure - Too Low, P014800: Fuel Delivery Error, and P053F00: Cold Start Fuel Pressure Performance stored in ECM. Fuel was leaking from Cylinder 1 fuel injector area with vehicle running. Removed upper portion of intake manifold and found fuel present on lower portion of intake manifold. Found electrical connectors to fuel injectors saturated with fuel. Removed upper fuel rail and upper injectors (cylinders 1,3,and 5). Inspected upper injector and found that cylinder 1 injector was leaking from seal/spacer at connection between both upper and lower portion of injector. Inspected the other two upper injectors and found the clip holding the pieces of the injectors together not fully secured. | Replaced upper fuel injectors 03H906036F.
4/6/2018 2:00:00 PM	C/S WAS DRIVING, WOULD NOT ACCELERATE, STRONG FUEL SMELL, TOWED IN. CONFIRMED STRONG FUEL SMELL, MIL AND EPC LIGHTS ARE ON. HAS MANY FUEL RAIL/ HI PRESSURE DTCS. FUEL SPRAYING AROUND CYL 1 INJECTOR. ANY WAY TO TELL WHAT RAIL PRESSURE WAS AT TIME OF FAILURE?
4/6/2018 2:00:00 PM	ISSUE OPENED BY DEALERSHIP
4/6/2018 2:12:00 PM	WORKSHOP FINDINGS: FUEL SPRAYING AROUND CYL 1 INJECTOR. ANY WAY TO TELL WHAT RAIL PRESSURE WAS AT TIME OF FAILURE?
4/6/2018 2:12:00 PM	CUSTOMER COMMENTS: C/S WAS DRIVING, WOULD NOT ACCELERATE, STRONG FUEL SMELL, TOWED IN. CONFIRMED STRONG FUEL SMELL, MIL AND EPC LIGHTS ARE ON. HAS MANY FUEL RAIL/ HI PRESSURE DTCS.
4/6/2018 2:12:00 PM	ADVISED TECH TO PLEASE DISASSEMBLE THE FRONT END TO GAIN ACCESS TO THE AREA AND ADVISE OF FINDINGS WITH PICTURES IF POSSIBLE. UPDATE THE VTA WITH RESULTS AND CALL BACK IN IF FURTHER ASSISTANCE IS NEEDED.
4/6/2018 3:40:00 PM	QTM ONSITE 4/6/18. VERIFIED FUEL SPRAY FROM # 1 INJECTOR AREA WITH VEHICLE RUNNING. (ATTACHED VIDEO).
4/6/2018 5:06:00 PM	WITH INTAKE MANIFOLD REMOVED FOUND FUEL LEAK FROM CYLINDER1 INJECTOR AT CONNECTION O-RING BETWEEN INJECTOR AND EXTENSION. REMOVED CYLINDER 3 AND 4 AND FOUND LOCKING CLIP NOT FULLY SEATED. ADVISED TECHNICIAN TO REPLACE ALL THREE UPPER INJECTORS ALSO ADVISED TECHNICIAN TO REPLACE CONNECTORS TO ALL 6 INJECTORS DUE TO FUEL DAMAGE TO WEATHER SEALS. PLEASE ALSO REFER TO REPAIR MANUAL AND REPLACE ANY ONE TIME USE HARDWARE AND SEALS.
4/6/2018 5:15:00 PM	EVIDENCE OF FUEL LEAKAGE AT FUEL PRESSURE SENSOR IN LOWER RAIL. PLEASE ALSO REPLACE THE HIGH FUEL PRESSURE SENSOR.
4/7/2018 8:13:00 AM	I BELIEVE YOU MEANT CYL 5, NOT 4. ORDERED PARTS
4/9/2018 8:49:00 AM	VW CLOSED ON SATURDAY, PARTS WILL BE HERE TOMMORROW
4/9/2018 9:02:00 AM	THANK YOU FOR THE UPDATE.
4/10/2018 6:13:00 PM	HAVE INJECTORS INSTALLED, WAITING ON A COUPLE MORE PARTS , WILL BE IN TOMMORROW

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2HR2CA6J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	4/6/2018	Mileage	11,022

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

4/10/2018 8:41:00 AM	PICTURES ADDED.
4/10/2018 9:51:00 PM	THANK YOU FOR THE UPDATE.
4/11/2018 4:37:00 PM	INSTALLED ALL PARTS DISCUSSED, RE-ASSEMBLED, NO MORE LEAK. ERASED DTCS, RD TESTED EXTENSIVELY, NO ISSUES. NO DTCS RETURNED. RETURNED TO CUSTOMER
4/11/2018 7:16:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2ER2CA1J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/11/2019	Mileage	24,660

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/11/2019 9:10:00 AM	CUSTOMER STATES A VERY STRONG GAS SMELL AFTER STARTING UP. LASTED TWO DAYS. EPC LIGHT WILL COME ON, (NOW OFF). USED HALF A TANK OF FUEL IN TWO DAYS AND TEN MILES. VEHICLE HAS A LOSS OF POWER. TECH: VERIFIED CHECK ENGINE LIGHT CODES STORED (P0087 & P0148), FOLLOWED GFF TEST PLAN AND FOUND FUEL PRESSURE IS READING CORRECT AT THIS TIME. SLIGHT FUEL SMELL FOUND FROM THE ENGINE AREA, NO ACTIVE FUEL LEAKS FOUND. BOTH FUEL RAILS AND FUEL LINES WHERE REPLACED AT 4719 MILES.
2/11/2019 9:10:00 AM	ISSUE OPENED BY DEALERSHIP
2/11/2019 9:46:00 AM	WORKSHOP FINDINGS: LASTED TWO DAYS. EPC LIGHT WILL COME ON, (NOW OFF). USED HALF A TANK OF FUEL IN TWO DAYS AND TEN MILES. VEHICLE HAS A LOSS OF POWER. TECH: VERIFIED CHECK ENGINE LIGHT CODES STORED (P0087 & P0148), FOLLOWED GFF TEST PLAN AND FOUND FUEL PRESSURE IS READING CORRECT AT THIS TIME. SLIGHT FUEL SMELL FOUND FROM THE ENGINE AREA, NO ACTIVE FUEL LEAKS FOUND. BOTH FUEL RAILS AND FUEL LINES WHERE REPLACED AT 4719 MILES.
2/11/2019 9:46:00 AM	DTC NOTED AT SUB-FREEZING TEMPERATURES. -- ADVISED TECH TO LOCATE THE A/C LEAK DETECTOR (SNIFFER) AS THIS WILL DETECT SMALL AMOUNTS OF FUEL LEAKAGE. CHECK THE AREAS AROUND THE TOP OF THE FUEL TANK, FILLER NECK AND THE INJECTORS. INSPECT THE CONDITION OF THE CHARCOAL CANISTER FOR ANY RAW FUEL OR RATTLE. --- IF NO LEAKS ARE FOUND IN THE SYSTEM, DISCUSS THE CONCERN WITH THE CUSTOMER AND DETERMINE IF THERE WAS A CRANK NO START OR A LONG CRANK CONDITION. NOTE IF THE VEHICLE IS PARKED ON A SEVERE INCLINE AT THE TIME THE VEHICLE HAD SET THE DTCS/MIL. CHECK THE CONDITIONS THAT THE CUSTOMER HAD SEEN THE FUEL GAUGE MOVEMENT AND IF THEY HAVE CONFIRMED THE AMOUNT OF FUEL MISSING, BY REFILLING THE TANK.
2/11/2019 9:46:00 AM	CUSTOMER COMMENTS: CUSTOMER STATES A VERY STRONG GAS SMELL AFTER STARTING UP.
2/13/2019 10:40:00 AM	ALSO FOUND THAT THE VEHICLE WOULD HAVE EXTENDED CRANK WHEN COLD STARTING AND THE FUEL LEAKS ARE PRESENT.
2/13/2019 10:40:00 AM	NO EXCESSIVE AMOUNTS OF FUEL FOUND IN THE CHARCOAL CANISTER, REMOVED REAR SEATS AND FOUND NO LEAKS FOUND AROUND THE TOP OF THE FUEL TANK OR FILLER NECK, AFTER 2 DAYS OF COLD STARTS IN FREEZING AMBIENT CONDITIONS FOUND INJECTOR # 4 & # 6 WITH FUEL LEAKS. LEAKS ONLY PRESENT AFTER SITTING AND AMBIENT TEMP IS VERY COLD.
2/13/2019 10:52:00 AM	ADVISED TECH TO REPLACE THE #4 AND THE #6 FUEL INJECTORS.
2/13/2019 12:04:00 PM	FOUND INNER SEAL PUSHED IN AND TORN ON INJECTOR # 6 (DID NOT TAKE APART INJECTOR # 4) SEE PHOTO
2/13/2019 12:46:00 PM	THANK YOU FOR UPDATING THE TICKET. PLEASE CALL BACK IN IF FURTHER ASSISTANCE IS NEEDED AND CLOSE TICKET WHEN DONE. ALSO PLEASE FILL OUT VTA SURVEY TO HELP US KNOW HOW WE ARE DOING.
2/14/2019 10:32:00 AM	REPLACED CYLINDER # 4 & # 6 FUEL INJECTORS, REPLACED ALL DISTURBED FUEL SEALS, INTAKE GASKETS AND TORQUE TO YEILD BOLTS. REINSTALLED IN REVERSE ORDER AND CLEARED ALL CODES STORED, RECHECKED FOR FUEL LEAKS = NONE PRESENT, ROAD TESTED AND RECHECKED FOR FUEL LEAKS = NONE PRESENT, CHECK ENGINE LIGHT DID NOT RETURN AND NO CODES RETURNED AFTER ROAD TEST. ENGINE AREA NO LONGER HAS A FUEL SMELL.

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2ER2CA1J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/11/2019	Mileage	24,660

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

2/14/2019 ISSUE UPDATED
10:54:00 AM

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2DR2CA9J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/19/2019	Mileage	13,417

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/19/2019 10:33:00 AM	ISSUE OPENED BY DEALERSHIP
2/19/2019 10:33:00 AM	CUSTOMER STATES FUEL SMELL WHILE DRIVING. VEHICLE WAS DRIVEN INTO DEALERSHIP.
2/19/2019 12:00:00 AM	Customer states fuel smell while driving. Vehicle was driven into dealership. | QTM at dealer to inspect. Fuel leakage noticed at bottom fuel rail at cylinder #2, N31 injector. Harness connector was wet with fuel. Upper fuel rail was removed to inspect #1 long injector and noted to be dry. | Replacing #2 injector and all seals for both fuel rails. All needed bolts, etc. will be replaced.
2/19/2019 4:04:00 PM	QTM AT DEALER TO INSPECT. PICTURE 1489 SHOWING THE INJECTOR HOUSING AND WIRING DAMP. FUEL LEAKAGE NOTICED AT BOTTOM FUEL RAIL AT CYLINDER #2, N31 INJECTOR. HARNESS CONNECTOR WAS WET WITH FUEL. UPPER FUEL RAIL WAS REMOVED TO INSPECT #1 LONG INJECTOR AND NOTED TO BE DRY. REPLACING #2 INJECTOR AND ALL SEALS FOR BOTH FUEL RAILS. ALL NEEDED BOLTS, ETC. WILL BE REPLACED.
2/20/2019 3:50:00 PM	INJECTOR PART# 03H 906 036E
2/21/2019 8:13:00 AM	COMPLETED REPAIR, CLEANED THE ENGINE BAY AND TEST DROVE VEHICLE, NO FUEL LEAKS PRESENT.
2/25/2019 8:37:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2WR2CA1K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	3/5/2019	Mileage	191

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
3/5/2019 12:26:00 PM	CUSTOMER STATES EPC LIGHT IS ON AND THEY SMELL FUEL | SHOP FOUND FAULT P0087 AND ON COLD START IT WILL BE VISIBLE FUEL LEAK AT INJECTOR OF CYL 5, NOTE: IF THE ENGINE WAS WARMED UP JUST FOR A VERY SHORT PERIOD OF TIME THERE WAS NOT ANY LEAK . REMOVED INTAKE MANIFOLD (UPPER) AND COULD SEE FUEL LEAKING BETWEEN CYL HEAD AND INJECTOR...NOT FROM THE SEALING SEAL TO HIGH PRESSURE FUEL RAIL . AFTER REMOVAL OF INJECTOR COUD SEE LEAKAGE AT THE CONNECTION SHOWED IN THE ABOVE PICTURE . AT THIS POINT I HAVE QUESTIONS REGARDING BEING A DEFECTIVE INJECTOR AND NEEDS TO BE REPLACED OR HIGH PRESSURE RAIL AND INJECTOR SHOULD BE REPLACED .PLEASE ADVICE |
3/5/2019 12:26:00 PM	ISSUE OPENED BY DEALERSHIP
3/5/2019 12:42:00 PM	WORKSHOP FINDINGS: CUSTOMER STATES EPC LIGHT IS ON AND THEY SMELL FUEL
3/5/2019 12:42:00 PM	ADVISED TO REPLACE THE LEAKING INJECTOR AND THE SEALS. VERIFY THE INJECTOR IS NO LONGER LEAKING.
3/11/2019 11:27:00 AM	WE REPLACED FUEL INJECTOR ON CYL 5 AND PERFORMED SEVERAL COLD STARTS ...VEHICLE IS NOT LEAKING FUEL AND FAULT P0087 CLEARED .RELEASED VEHICLE TO CUSTOMER
3/11/2019 2:11:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2MR2CA6K[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	6/18/2019	Mileage	816

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/18/2019 11:57:00 AM	WORKSHOP FINDINGS: ATTACHED OLD GFF LOG.
6/18/2019 11:57:00 AM	CUSTOMER COMMENTS: FUEL SMELL IN AREA BY OIL CAP, IS THERE ANYTHING I SHOULD BE LOOKING FOR ON THIS?
6/18/2019 11:57:00 AM	ADVISED THE TECH TO FUEL LEAKS AROUND THE FUEL RAIL AND INJECTORS. CHECK FOR LOOSE SPARK PLUGS OR CONTAMINATION IN THE OIL. SMOKE TEST THE CRANKCASE AND INTAKE MANIFOLD FOR LEAKS.
6/18/2019 3:21:00 PM	SPARK PLUG TORQUE WAS GOOD AND NONE OF THE PLUGS ARE WET. OIL IS CONTAMINATED, HIGH PRESSURE PUMPS LEAKING ALREADY? SHOULD I CHANGE THE OIL AND SEE IF SMELL GOES AWAY?
6/18/2019 4:37:00 PM	BRIAN, THE HVAC A/C SNIFFER MAY BE USED TO HELP ISOLATE FUEL LEAKS ON THE ENGINE IF PRESENT. USE THE SNIFFER AROUND THE FUEL RAIL AND THE INJECTORS AND SEE IF YOU ARE ABLE TO FURTHER ISOLATE THE CONCERN.
6/18/2019 9:51:00 AM	ISSUE OPENED BY DEALERSHIP
6/18/2019 9:51:00 AM	FUEL SMELL IN AREA BY OIL CAP, IS THERE ANYTHING I SHOULD BE LOOKING FOR ON THIS? ATTACHED OLD GFF LOG
6/19/2019 10:26:00 AM	WE REALLY DO NOT SEE VERY MANY HIGH PRESSURE FUEL PUMPS FAIL IN THIS WAY. PLEASE CHECK THE FUEL RAIL PRESSURE WITH THE ENGINE AT OPERATING TEMPERATURE WITH THE KEY ON ENGINE OFF. THE PRESSURE SHOULD RISE AS THE FUEL WARMS. IF THE PRESSURE DROPS, AN INJECTOR IS LEAKING OR THE HIGH PRESSURE FUEL PUMP IS LEAKING. REMOVE THE HIGH PRESSURE FUEL PUMP FOR INSPECTION AND REPLACE AS NECESSARY AND CHANGE THE OIL AND FILTER.
6/19/2019 9:29:00 AM	THE ONLY PLACE THAT A/C SNIFFER IS HITTING ON IS THE ENGINE OIL WHEN I REMOVE FILL CAP. I AM NEW TO VW BUT HAVE BEEN WITH AUDI FOR SEVERAL YEARS AND THE HIGH PRESSURE FUEL PUMPS ON THE 2.0L ENGINES FAIL ALL THE TIME AND CONTAMINATE ENGINE OIL.
6/20/2019 11:17:00 AM	FOUND CYLINDERS 3 4 AND 5 LEAKING. I WILL REPLACE ALL INJECTORS
6/20/2019 11:18:00 AM	THANKS FOR THE HELP
6/20/2019 5:03:00 PM	ISSUE UPDATED
6/20/2019 8:54:00 AM	158961089 CURRENT GFF LOG | INJECTOR ADAPTED VALUES 1)23.88 2)19.52 3)-42.94 4)-17.31 5)-33.82 6)30.38 I WAS GOING TO PULL PLUGS AGAIN AND BORE SCOPE TO SEE IF I CAN IDENTIFY A LEAK BUT WHEN I SHUT CAR OFF CHECKING FUEL PRESSURES (SPECIFIED 5MPA) FUEL PRESSURE ROSE TO A PEAK OF 12.6 MPA 5 MINUTES AFTER SHUTTING VEHICLE DOWN. DROPPED TO 5MPA 15 MINUTES AFTER SHUTTING DOWN, 0.4 MPA 40 MINUTES AFTER SHUT DOWN. IS THAT MUCH OF A PRESSURE INCREASE NORMAL OR SHOULD I BE LOOKING INTO THAT?

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2MR2CA6K[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	6/18/2019	Mileage	816

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

6/20/2019 9:19:00 AM	THANK YOU FOR UPDATING THE VTA. PLEASE CALL IN FOR FURTHER ASSISTANCE.
6/20/2019 9:35:00 AM	ADVISED TECH TO MONITOR HIGH PRESSURE FUEL, AT OPERATING TEMP THEN KOEO ON A HOT SOAK. IF FUEL PRESSURE IS DROPPING. PLEASE REMOVE ALL SPARK PLUGS AND INSPECT FOR RAW FUEL IN THE CYLINDERS. IF ONLY ONE INJECTOR IS LEAKING, REPLACE THE FAULTY INJECTOR. IF MULTIPLE INJECTORS ARE LEAKING REPLACE THE SET OF INJECTORS
6/20/2019 9:36:00 AM	ISSUE SENT TO DEALERSHIP

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2WR2CA9KC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	7/24/2019	Mileage	85

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
7/24/2019 4:20:00 PM	ISSUE OPENED BY DEALERSHIP
7/24/2019 4:20:00 PM	CUSTOMER STATES, FUEL LEAKING FROM ENGINE BAY, STRONG SMEEL, PERFORMED VISUAL INSPECTION, FOUND HEAVY FUEL LEAK FROM FUE INJECTOR RAIL, CYL 1,3,5 TOP RAIL, R/R INTAKE TO CHECK FUEL INEJTOR RAIL COMPONENTS, FOUND CYL#5 INJECTOR SEALS CAME APART, BROKEN CYL#5 INJECTOR , CHECK PICS
7/24/2019 4:22:00 PM	DEFECTIVE FUEL INJECTOR CYL#5
7/24/2019 4:38:00 PM	ADVISED TECH TO REPLACE INJECTOR #5 AND ALL NECESSARY PARTS AS SHOWN IN ELSA.
7/25/2019 2:50:00 PM	THANK YOU FOR THE UPDATE.
7/25/2019 8:42:00 AM	SOP PARTS
7/26/2019 4:04:00 PM	REPLACED FUEL RAIL, INJECTOR CYL#5 ,SEALS AND GASKETS AS PER ELSA INSTRUCTIONS, DROVE VEHICLE TO VERIFY AND CONFIRM REPAIRS ,COMPLETED
7/26/2019 6:04:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2UR2CA5KC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	10/14/2019	Mileage	35

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
10/14/2019 5:58:00 PM	ISSUE OPENED BY DEALERSHIP
10/14/2019 5:58:00 PM	CUSTOMER BOUGHT THE VEHICLE. DROVE AROUND THE FIRST DAY EVERYTHING SEEMED GOOD. THE NEXT DAY STARTED DRIVING. CHECKED ENGINE LIGHT CAME ON, STARTED RUNNING ROUGH, THEN DIED. CHECKED OIL LEVEL FOUND OIL HAD A STRONG SMELL OF FUEL. VEHICLE TOWED IN RAN ODIS FOUND LOW FUEL PRESSURE CODES, MISFIRE CODES, AND A OXYGEN SENSOR SWAPPED CODE.
10/14/2019 6:05:00 PM	WORKSHOP FINDINGS: RUNNING ROUGH
10/14/2019 6:05:00 PM	ADVISED TO REMOVE SPARK PLUGS AND INSPECT FOR STUCK OPEN INJECTOR ALSO REMOVE THE HPFP AND INSPECT FOR ANY DAMAGE OR FUEL LEAKING, UPDATE THE CASE WITH YOUR RESULTS.
10/14/2019 6:24:00 PM	REMOVED SPARK PLUGS FOUND CYLINDER 3 WASHED OUT. REMOVED HIGH SIDE FUEL PUMP NO FUEL LEAKS FOUND NO DAMAGE FOUND.
10/14/2019 6:26:00 PM	PICTURE
10/14/2019 6:30:00 PM	AVISED TECH TO REPLACE THE #3 INJECTOR.
10/22/2019 4:44:00 PM	SPOKE WITH
10/22/2019 4:44:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2UR2CA2K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	10/30/2019	Mileage	6,990

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
10/30/2019 12:25:00 PM	ISSUE OPENED BY DEALERSHIP
10/30/2019 12:25:00 PM	CODE P0148 RETURNED OTHERS CODES FOR FUEL TRIM DID NOT. FUEL PRESSUER DROPPING OFF.
10/30/2019 2:00:00 PM	REPLACE THE IN TANK FUEL PUMP AND ALL NECESSARY HARDWARE.
10/30/2019 2:08:00 PM	PARTS ORDERED
11/7/2019 2:07:00 PM	WAITING FOR PARTS
11/22/2019 12:52:00 PM	STILL WAITING FOR FUEL PUMP
12/2/2019 1:26:00 PM	REPLACE THE UPPER INJECTORS, LOWER INJECTORS, BOTH FUEL RAILS AND ALL FUEL LINES. REPLACE ALL NECESSARY HARDWARE.
12/2/2019 12:00:00 AM	CODE P0148 RETURNED OTHERS CODES FOR FUEL TRIM DID NOT. FUEL PRESSUER DROPPING OFF. | NONE | REPLACED FUEL RAILS AND INJECTORS VERIFY FUEL LEAK/ SMELL NO LONGER PRESENT COLD START CORRECT NO CODES
12/2/2019 12:16:00 PM	INSTALLED IN TANK FUEL PUMP, PERFORM COLD START CODE RETURNED WITH MIS FIRE CODES CAN SMELL FUEL UNDER HOOD LOOKING FOR FUEL SMELL NOW
12/2/2019 12:18:00 PM	GFF SENT
12/2/2019 12:27:00 PM	INSPECT FOR FUEL LEAKS AROUND FUEL RAILS AND INJECTORS.
12/4/2019 11:24:00 AM	PARTS ORDERED
12/18/2019 5:02:00 PM	LOWER FUEL RAIL RED ORDERED
12/20/2019 11:46:00 AM	REPLACED FUEL RAILS AND INJECTORS VERIFY FUEL LEAK/ SMELL NO LONGER PRESENT COLD START CORRECT NO CODES WORKING AS LIKE VEHICLE...THANKS FOR THE HELP
12/20/2019 7:45:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2RR2CA2J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	1/22/2020	Mileage	20,694

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
1/22/2020 2:03:00 PM	ISSUE OPENED BY DEALERSHIP
1/22/2020 2:03:00 PM	CUSTOMER STATES THAT FUEL IS LEAKING COMING FROM UNDERNEATH VEHICLE. DUPLICATED CUSTOMER CONCERN AND FOUND A GOOD AMOUNT OF FUEL COMING FROM UNDERNEATH INTAKE MANIFOLD. TOOK UPPER INTAKE OFF AND FOUND THAT CENTER INJECTOR ON TOP RAIL THE O-RING HAS BLOWN OUT SEE PICTURE AND CAUSING A FUEL LEAK. PLEASE ADVISE
1/22/2020 2:13:00 PM	WORKSHOP FINDINGS: DUPLICATED CUSTOMER CONCERN AND FOUND A GOOD AMOUNT OF FUEL COMING FROM UNDERNEATH INTAKE MANIFOLD. TOOK UPPER INTAKE OFF AND FOUND THAT CENTER INJECTOR ON TOP RAIL THE O-RING HAS BLOWN OUT SEE PICTURE AND CAUSING A FUEL LEAK. PLEASE ADVISE
1/22/2020 2:13:00 PM	.THE TECH HAS ALREADY ORDERED THE FUEL INJECTOR AND NEW INJECTOR SEALS. THE TECH OPENED A VTA PER QTM ADVICE. PLEASE UPLOAD A GFF WHEN POSSIBLE - THE TECH IS HAVING SCANTOOL ISSUES. ADVISED THE TECH TO PROCEED WITH REPLACEMENT OF THE FUEL INJECTOR AND THE INJECTOR SEALS, THEN RETEST THE VEHICLE FOR LEAKS.
1/22/2020 2:13:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES THAT FUEL IS LEAKING COMING FROM UNDERNEATH VEHICLE.
1/23/2020 11:26:00 AM	PHOTOS OF INJECTOR. THE LARGE INJECTOR SEAL WAS THE ONE THAT WAS LEAKING FUEL OUT. BUT IT LOOKS LIKE THAT BODY OF THE FUEL INJECTOR IS LEAKING
1/23/2020 11:28:00 AM	THANK YOU FOR KEEPING THE VTA CURRENT.
1/23/2020 3:03:00 PM	GFF LOG ATTACHED
1/23/2020 3:17:00 PM	THANKS FOR THE UPDATE. PLEASE CALL BACK IF MORE HELP IS NEEDED OR CLOSE THE VTA WITH A RESOLUTION WHEN REPAIRS ARE COMPLETE.
1/23/2020 3:45:00 PM	INSTALLED NEW INJECTOR AND ALL SEALS. CLEARED FAULTS AND TEST DROVE FOR EXTENDED TEST DROVE. NO FAULTS RETURNED THANKS
1/23/2020 3:46:00 PM	THANKS
1/23/2020 3:47:00 PM	ISSUE UPDATED
1/23/2020 9:47:00 AM	.CALLED THE TECH AND REQUESTED THAT HE PLEASE ADD PHOTOS TO THE VTA SHOWING THE INJECTOR AND THE DAMAGED SEAL AFTER THEY ARE REMOVED.

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2UR2CA3K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	1/22/2020	Mileage	11,740

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
1/22/2020 4:02:00 PM	CUSTOMER CONCERN IS VEHICLE HAD FUEL ODOR INSIDE VEHICLE AND OUTSIDE VEHICLE AFTER PRIOR REPAIR FOR FUEL LEAK. CUSTOMER STATED ONE TIME WEEKS AFTER A REPAIR IN DECEMBER ODOR OF FUEL WAS NOTICED IN CABIN AGAIN, OUTSIDE TEMPS WERE -10F TO -20F, AND CUSTOMER STATED ODOR LINGERED IN GARAGE AFTER. CUSTOMER HAD NOT NOTICED ODOR SINCE THIS ONE OCCURRENCE AND NO WARNINGS HAVE BEEN PRESENT BY CLUSTER. PRIOR REPAIR HERE WAS FUEL INJECTOR, FOUND PRIOR VEHICLE HAD LONG CRANK WHEN EXTREMELY COLD FIRST START, EPC LIGHT WOULD COME ON AND FAULT RECORDED RELATED TO FUEL PRESSURE, CAUSE WAS FOUND TO BE AN INJECTOR LEAKING WHERE THE TWO HALVES WERE ASSEMBLED TOGETHER THE O-RING HAD BEEN CUT DURING ORIGINAL PRODUCTION. WITH A MIRROR CURRENTLY CANNOT SEE ANY LEAKS FROM ANY OF THE INJECTORS, CURRENTLY HAVE ONLY BEEN ABLE TO INSPECT AT TEMPS OF 2F AND NO FAULTS HAVE BEEN LOGGED SINCE THAT LAST REPAIR IN DECEMBER. ARE THERE ANY KNOWN ISSUES WITH INJECTORS LEAKING, SHOULD REMAINING INJECTORS ALL BE REPLACED AS PRECAUTION?
1/22/2020 4:02:00 PM	ISSUE OPENED BY DEALERSHIP
1/22/2020 4:38:00 PM	ADVISED TECH IF NO LEAK CAN BE DETECTED AND NO FUEL SMELL DUPLICATED THEN NO REPAIR IS RECOMMENDED AT THIS TIME. PLEASE CONTINUE TO ATTEMPT TO DUPLICATE THE ISSUE AND CHECK RESIDUAL FUEL PRESSURE LOSS AFTER DRIVING THE VEHICLE. UPDATE THE VTA WITH RESULTS AND CALL BACK IN IF FURTHER ASSISTANCE IS NEEDED.
1/22/2020 4:38:00 PM	CUSTOMER COMMENTS: CUSTOMER CONCERN IS VEHICLE HAD FUEL ODOR INSIDE VEHICLE AND OUTSIDE VEHICLE AFTER PRIOR REPAIR FOR FUEL LEAK. CUSTOMER STATED ONE TIME WEEKS AFTER A REPAIR IN DECEMBER ODOR OF FUEL WAS NOTICED IN CABIN AGAIN, OUTSIDE TEMPS WERE -10F TO -20F, AND CUSTOMER STATED ODOR LINGERED IN GARAGE AFTER. CUSTOMER HAD NOT NOTICED ODOR SINCE THIS ONE OCCURRENCE AND NO WARNINGS HAVE BEEN PRESENT BY CLUSTER. PRIOR REPAIR HERE WAS FUEL INJECTOR, FOUND PRIOR VEHICLE HAD LONG CRANK WHEN EXTREMELY COLD FIRST START, EPC LIGHT WOULD COME ON AND FAULT RECORDED RELATED TO FUEL PRESSURE, CAUSE WAS FOUND TO BE AN INJECTOR LEAKING WHERE THE TWO HALVES WERE ASSEMBLED TOGETHER THE O-RING HAD BEEN CUT DURING ORIGINAL PRODUCTION.
1/22/2020 4:38:00 PM	WORKSHOP FINDINGS: WITH A MIRROR CURRENTLY CANNOT SEE ANY LEAKS FROM ANY OF THE INJECTORS, CURRENTLY HAVE ONLY BEEN ABLE TO INSPECT AT TEMPS OF 2F AND NO FAULTS HAVE BEEN LOGGED SINCE THAT LAST REPAIR IN DECEMBER. ARE THERE ANY KNOWN ISSUES WITH INJECTORS LEAKING, SHOULD REMAINING INJECTORS ALL BE REPLACED AS PRECAUTION?
1/23/2020 11:15:00 AM	COLD START THIS MORNING, ROAD TESTED. NO FUEL LEAKS OR ODOR OCCURRED. NO FUEL SYSTEM BLEED DOWN.
1/23/2020 11:51:00 AM	ADVISED IF THE ISSUE CANNOT BE REPRODUCED THE VEHICLE SHOULD BE RETURNED TO THE CUSTOMER.
1/27/2020 12:28:00 PM	THANK YOU FOR THE UPDATE. IF NO FURTHER TECHNICAL DIRECTION IS REQUIRED, PLEASE CLOSE THE VTA.
1/27/2020 9:41:00 AM	VEHICLE BEING RELEASED TO BEST OF MY KNOWLEDGE
1/28/2020 8:57:00 AM	CLOSING, THANK YOU
1/28/2020 9:42:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2YR2CA8K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	8/8/2020	Mileage	23,653

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
8/8/2020 5:19:00 PM	CUSTOMER COMPLAINS OF FUEL LEAKING AND CHECK ENGINE AND EPC LIGHT ILLUMINATED WHEN LOOKING OVER VEHICLE WAS ABLE TO SEE FUEL LEAKING FROM TOP RIGHT INJECTOR, UNABLE TO SEARCH HISTORY BUT WAS INFORMED THAT THIS VEHICLE HAS ALREADY HAD AN INJECTOR REPLACED FROM IT LEAKING AROUND 1 YEAR AGO. AT THIS POINT ALL INJECTOR SEALS SHOULD BE REPLACED AS THAT IS WHAT I AM RECOMMENDING AS WELL AS THE REPLACEMENT OF THE ONE SINGLE LEAKING INJECTOR. JUST TRYING TO CONFIRM ON THE REPLACEMENT OF THE LEAKING INJECTOR WITH A NEW ONE OR IF SEALS SHOULD JUST BE REPLACED.. WITHOUT REMOVAL OF FRONT END AND FULL INTAKE MANIFOLD OF VEHICLE I AM UNABLE TO DETERMINE IF THE INJECTOR HAS JUST A FAILED SEAL OR AN EXTERNAL MALFUNCTION.
8/8/2020 5:19:00 PM	ISSUE OPENED BY DEALERSHIP
8/8/2020 5:32:00 PM	CUSTOMER COMMENTS: CUSTOMER COMPLAINS OF FUEL LEAKING AND CHECK ENGINE AND EPC LIGHT ILLUMINATED
8/8/2020 5:32:00 PM	WORKSHOP FINDINGS: WHEN LOOKING OVER VEHICLE WAS ABLE TO SEE FUEL LEAKING FROM TOP RIGHT INJECTOR, UNABLE TO SEARCH HISTORY BUT WAS INFORMED THAT THIS VEHICLE HAS ALREADY HAD AN INJECTOR REPLACED FROM IT LEAKING AROUND 1 YEAR AGO. AT THIS POINT ALL INJECTOR SEALS SHOULD BE REPLACED AS THAT IS WHAT I AM RECOMMENDING AS WELL AS THE REPLACEMENT OF THE ONE SINGLE LEAKING INJECTOR. JUST TRYING TO CONFIRM ON THE REPLACEMENT OF THE LEAKING INJECTOR WITH A NEW ONE OR IF SEALS SHOULD JUST BE REPLACED.. WITHOUT REMOVAL OF FRONT END AND FULL INTAKE MANIFOLD OF VEHICLE I AM UNABLE TO DETERMINE IF THE INJECTOR HAS JUST A FAILED SEAL OR AN EXTERNAL MALFUNCTION.
8/8/2020 5:32:00 PM	..ADVISED THE TECH TO PLEASE ATTACH PICTURES OF YOUR FINDINGS TO THE VTA FOR REVIEW/DOCUMENTATION.
8/10/2020 4:16:00 PM	I HAVE ATTEMPTED TO UPDATE THIS TICKET WITH PHOTOS THREE TIMES WITH TWO DIFFERENT BROWSERS AND NO LUCK IT CLOSES OUT AS IF IT SENT BUT DOES NOT SEND MY COMMENTS OR PHOTOS
8/10/2020 4:17:00 PM	PHOTO
8/10/2020 4:18:00 PM	THEY APPEAR TO BE SENDING NOW WHEN SENT ONE AT A TIME.
8/10/2020 4:18:00 PM	PHOTO
8/10/2020 4:38:00 PM	..ADVISE THE TECH TO PROCEED WITH REPLACING THE LEAKING FUEL INJECTOR AND ALL INJECTOR SEALS PER ELSA. THEN RETEST THE VEHICLE THOROUGHLY FOR LEAKS. IF THERE ARE ANY QUESTIONS REGARDING COVERAGE, PLEASE CONTACT THE WARRANTY HELPLINE PRIOR TO PERFORMING ANY REPAIRS. THE WARRANTY HELPLINE NUMBER IS 866-306-8447.
8/13/2020 8:23:00 AM	PLEASE UPDATE THE VTA TO REFLECT CURRENT VEHICLE STATUS.
8/18/2020 9:12:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2NR2CA7JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	10/19/2020	Mileage	15,194

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
10/19/2020 3:17:00 PM	AFTER VEHICLE WARMS UP IT WILL RUN ROUGH AND FEEL AS IT IS MISFIRING. WOULD SHOW UP ON THE MVB.WE DROVE VEHICLE OVER NIGHT AND 2 MISFIRE FAULTS SHOW UP IN MIL. P030500: CYL.5 MISFIRE DETECTED, P030600: CYL.6 MISFIRE DETECTED, AND P036300: MISFIRE DETECTED - FUELING DISABLED. WANT TO SWAP THWE COILS AND PLUS WITH OTHER CYLINDERS TO SEE IF IT FOLLOW TO ANOTHER CYLINDER BUT WHEN I REMOVE CYL#4 PLUG I CAN SMELL FUEL AND THE PLUG IS BLACK AND WHEN LOOK INTO THE CYL AT THE INJECTOR ON 4 YOU CAN SEE FUEL LEAKING FROM THE INJECTOR. | | |
10/19/2020 3:17:00 PM	ISSUE OPENED BY DEALERSHIP
10/19/2020 3:25:00 PM	TECH FOUND CODES FOR CYLINDE 5 AND 6 MISFIRES, WHEN MOVING SPARK PLUGS AROUND, FOUND CYLINDER #4 FULL OF FUEL FROM LEAKING INJECTOR. ADVISED TO REPLACE THE ALL 6 FUEL INJECTORS FOR MISFIRE FAULTS. PLEASE REVIEW TT 00-16-02 AND THE ELSA REPAIR PROCEDURES, MAKING CERTAIN TO ADDRESS THE REPLACEMENT OF FASTENERS AS INDICATED IN THE REPAIR MANUAL. IF THERE ARE ANY QUESTIONS REGARDING COVERAGE, PLEASE CONTACT THE WARRANTY HELPLINE @ 866 306 8447, PRIOR TO PERFORMING ANY REPAIRS.
10/19/2020 3:25:00 PM	CUSTOMER COMMENTS: AFTER VEHICLE WARMS UP IT WILL RUN ROUGH AND FEEL AS IT IS MISFIRING.
10/19/2020 3:25:00 PM	WORKSHOP FINDINGS: WOULD SHOW UP ON THE MVB.WE DROVE VEHICLE OVER NIGHT AND 2 MISFIRE FAULTS SHOW UP IN MIL. P030500: CYL.5 MISFIRE DETECTED, P030600: CYL.6 MISFIRE DETECTED, AND P036300: MISFIRE DETECTED - FUELING DISABLED. WANT TO SWAP THE COILS AND PLUS WITH OTHER CYLINDERS TO SEE IF IT FOLLOW TO ANOTHER CYLINDER BUT WHEN I REMOVE CYL#4 PLUG I CAN SMELL FUEL AND THE PLUG IS BLACK AND WHEN LOOK INTO THE CYL AT THE INJECTOR ON 4 YOU CAN SEE FUEL LEAKING FROM THE INJECTOR.
10/26/2020 2:41:00 PM	PARTS CAME IN, MAYBE I WILL START IT LATER TODAY OR TOMORROW
10/26/2020 2:47:00 PM	THANK YOU FOR THE UPDATE.
10/27/2020 2:36:00 PM	REPLACE ALL 6 INJECTORS. CLEAR FAULTS AND ROAD TEST, NO FAULTS RETURNED AFTER REPAIR. THANKS FOR THE HELP.
10/27/2020 3:11:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2MR2CA5JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	11/11/2020	Mileage	24,644

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
11/11/2020 12:00:00 AM	Customer noted a fuel odor. | The odor was noted outside of the vehicle after driving and shutting the engine off, and raising the hood. The fuel rail was found to have corrosion and fuel stains near an injector. | Both fuel rails were replaced as well as the #2 injector, injector seals, and required fasteners.
11/11/2020 12:05:00 PM	CUSTOMER STATES SMELLS LIKE FUEL. COULD NOT DUPLICATE THE PREVIOUS 2 VISITS THEY CAME HERE, WITH OTHER TECHNICIANS OBSERVING THE CONCERN. CUSTOMER STATES IT HAPPENS AFTER DRIVING AND THEY LEAVE THE VEHICLE, YOU DO NOT SMELL THE FUEL WHEN THE A/C IS RUNNING. POPPED THE HOOD AFTER DRIVING, COULD SMELL IT COMING FROM MORE OF THE FRONT-PASSENGER PORTION, AROUND THE LIGHT ASSEMBLY, THAT FUEL HAS A STRONG ODOR. FROM THE FRONT-DRIVER SIDE AROUND THE OPPOSITE PORTION, CAN'T SMELL MUCH OF ANYTHING AT ALL. CHECKED THE LINES, COULD NOT FIND ANY NOTICEABLY ACTIVE FUEL LEAKS WHILE VEHICLE IS RUNNING. CHECKED THE FUEL LINES, COULDN'T FIND LOOSE CONNECTIONS. THERE WAS A GREEN SPOT THAT WAS AROUND THE FUEL RAIL, PROVIDED IN THE "ATLAS FUEL RAIL.JPEG" FILE THAT WAS THE ONLY THING NOTICED.
11/11/2020 12:05:00 PM	ISSUE OPENED BY DEALERSHIP
11/11/2020 12:52:00 PM	WORKSHOP FINDINGS: COULD NOT DUPLICATE THE PREVIOUS 2 VISITS THEY CAME HERE, WITH OTHER TECHNICIANS OBSERVING THE CONCERN. CUSTOMER STATES IT HAPPENS AFTER DRIVING AND THEY LEAVE THE VEHICLE, YOU DO NOT SMELL THE FUEL WHEN THE A/C IS RUNNING. POPPED THE HOOD AFTER DRIVING, COULD SMELL IT COMING FROM MORE OF THE FRONT-PASSENGER PORTION, AROUND THE LIGHT ASSEMBLY, THAT FUEL HAS A STRONG ODOR. FROM THE FRONT-DRIVER SIDE AROUND THE OPPOSITE PORTION, CAN'T SMELL MUCH OF ANYTHING AT ALL. CHECKED THE LINES, COULD NOT FIND ANY NOTICEABLY ACTIVE FUEL LEAKS WHILE VEHICLE IS RUNNING. CHECKED THE FUEL LINES, COULDN'T FIND LOOSE CONNECTIONS. THERE WAS A GREEN SPOT THAT WAS AROUND THE FUEL RAIL, PROVIDED IN THE "ATLAS FUEL RAIL.JPEG" FILE THAT WAS THE ONLY THING NOTICED.
11/11/2020 12:52:00 PM	ISSUE SENT TO DEALERSHIP
11/11/2020 12:52:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES SMELLS LIKE FUEL.
11/11/2020 12:53:00 PM	FORWARD TO QTMRL
11/11/2020 12:54:00 PM	ISSUE UPDATED
11/11/2020 4:13:00 PM	SPOKE WITH SVC. MGR. AND TECHNICIAN VIA PHONE. IT THERE ARE NO LEAKS OR STAINS VISIBLE IN THE ENGINE COMPARTMENT OR UNDER THE VEHICLE, RECOMMEND TO CHECK RESIDUAL FUEL PRESSURE WITH FUEL PRESSURE TEST GAUGE PER ELSA INSTRUCTIONS. IF RESIDUAL PRESSURE IS BLEEDING DOWN YOU MOST LIKELY HAVE AN INJECTOR LEAK. REMOVE INJECTORS FOR INSPECTION. YOU WILL NEED NEW SEALS AND FASTENERS WHEN IT IS TIME FOR REASSEMBLY. GO THROUGH THE REPAIR MANUAL TO MAKE A LIST OF MANDATORY REPLACEMENT FASTENERS AND SEALS SO YOUR PARTS DEPARTMENT CAN ORDER THEM. IF THERE IS ANY SIGN OF THE EITHER FUEL RAIL LEAKING IT WILL NEED TO BE REPLACED, CONTACT QTM WITH ANY QUESTIONS, 914-325-0021. TAKE PHOTOS OF THE DEFECT WHEN YOU FIND IT AND ATTACH TO TICKET OR SEND TO QTM VIA EMAIL OR TEXT. THANK YOU.
11/12/2020 10:42:00 AM	TECH SWITCHED TO CHET #73

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2MR2CA5JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	11/11/2020	Mileage	24,644

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

11/13/2020 9:42:00 AM	THANK YOU.
11/17/2020 8:43:00 AM	TECHNICIAN HAVING TROUBLE ACCESSING TICKET BUT HAS FOUND CORROSION ON FUEL RAIL AND LEAKING INJECTOR SEALS.
11/19/2020 10:37:00 AM	REPLACED BOTH FUEL RAILS AND CYLINDER #2 FUEL INJECTOR
11/25/2020 9:25:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2MR2CA6K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	1/27/2021	Mileage	11,882

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
1/27/2021 12:42:00 PM	CUSTOMER STATES STRONG FUEL SMELL AND EPC/CHECK ENGINE LIGHTS ON. INSPECTED VEHICLE FOR CUSTOMER CONCERN. FOUND VEHICLE SMELLS LIKE FUEL AT ALL TIMES. FOUND CHECK ENGINE LIGHT AND EPC LIGHTS ON WHEN PULLING VEHICLE INTO THE SHOP. PERFORMED ODIS SCAN. FOUND FAULTS P050A COLD START IDLE AIR CONTROL SYSTEM PERFORMANCE (STATIC), P0087 FUEL RAIL/SYSTEM PRESSURE TOO LOW (STATIC), P0148 FUEL DELIVERY ERROR (STATIC), P053F COLD START FUEL PRESSURE PERFORMANCE BANK 1 (STATIC), P0300 RANDOM/MULTIPLE MISFIRE DETECTED (STATIC), P0301 CYLINDER 1 MISFIRE DETECTED (STATIC), P0302 CYLINDER 2 MISFIRE DETECTED (STATIC) AND P0316 ENGINE MISFIRE DETECTED ON START UP (STATIC) STORED IN SYSTEM MEMORY. INSPECTED VEHICLE FOR FUEL LEAKS. FOUND FUEL LEAKING FROM FRONT OF ENGINE. RECOMMEND REMOVE UPPER INTAKE MANIFOLD TO INSPECT. REMOVED UPPER INTAKE MANIFOLD TO INSPECT. FOUND FUEL LEAKING FROM CYLINDER 1 AND 2 FUEL INJECTORS.
1/27/2021 12:42:00 PM	ISSUE OPENED BY DEALERSHIP
1/27/2021 12:47:00 PM	WORKSHOP FINDINGS: INSPECTED VEHICLE FOR CUSTOMER CONCERN. FOUND VEHICLE SMELLS LIKE FUEL AT ALL TIMES. FOUND CHECK ENGINE LIGHT AND EPC LIGHTS ON WHEN PULLING VEHICLE INTO THE SHOP. PERFORMED ODIS SCAN. FOUND FAULTS P050A COLD START IDLE AIR CONTROL SYSTEM PERFORMANCE (STATIC), P0087 FUEL RAIL/SYSTEM PRESSURE TOO LOW (STATIC), P0148 FUEL DELIVERY ERROR (STATIC), P053F COLD START FUEL PRESSURE PERFORMANCE BANK 1 (STATIC), P0300 RANDOM/MULTIPLE MISFIRE DETECTED (STATIC), P0301 CYLINDER 1 MISFIRE DETECTED (STATIC), P0302 CYLINDER 2 MISFIRE DETECTED (STATIC) AND P0316 ENGINE MISFIRE DETECTED ON START UP (STATIC) STORED IN SYSTEM MEMORY. INSPECTED VEHICLE FOR FUEL LEAKS. FOUND FUEL LEAKING FROM FRONT OF ENGINE. RECOMMEND REMOVE UPPER INTAKE MANIFOLD TO INSPECT. REMOVED UPPER INTAKE MANIFOLD TO INSPECT. FOUND FUEL LEAKING FROM CYLINDER 1 AND 2 FUEL INJECTORS.
1/27/2021 12:47:00 PM	TECH HAS VERIFIED FUEL LEAK FROM INJECTORS #1 AND #2. ADVISED TO DOCUMENT LEAK WITH PICTURES AND ATTACH TO THE VTA.
1/27/2021 12:47:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES STRONG FUEL SMELL AND EPC/CHECK ENGINE LIGHTS ON.
1/27/2021 12:47:00 PM	ADVISE TO REPLACE THE #1 AND #2 FUEL INJECTORS AND FUEL RAILS FOR FUEL LEAK CONCERN. PLEASE REVIEW TT 00-16-02 AND THE ELSA REPAIR PROCEDURES, MAKING CERTAIN TO ADDRESS THE REPLACEMENT OF FASTENERS AS INDICATED IN THE REPAIR MANUAL. IF THERE ARE ANY QUESTIONS REGARDING COVERAGE, PLEASE CONTACT THE WARRANTY HELPLINE @ 866 306 8447, PRIOR TO PERFORMING ANY REPAIRS.
1/27/2021 3:39:00 PM	CONTACTED THE TECH AND REQUESTED HE ATTACH PICTURES TO THE VTA AFTER A TALCUM POWDER TEST TO SHOW THE FUEL LEAK. TECH TO DOCUMENT REPAIRS AND WHY FOR WARRANTY PURPOSES. PICTURES/VIDEOS CAN BE SENT TO: HELPLINEATTACHMENTS@VW.COM
1/28/2021 1:09:00 PM	TECH UPDATED WITH ADDITIONAL PICTURES. FOUND THAT THE #1 INJECTOR DAMAGED ON THE TIP AND HAD PUSHED BACK INTO THE CYLINDER HEAD. INJECTOR BORE IN THE CYLINDER HEAD HAS BEEN DAMAGED, NOW OVAL IN SHAPE, INJECTOR WILL NOT SEAT. TECH TO UPDATE WITH ADDITIONAL PICTURES OF THE INJECTOR BORE.
1/28/2021 1:09:00 PM	TECH TO REPLACE THE CYLINDER HEAD DUE TO DAMAGE TO THE INJECTOR BORE. PLEASE REVIEW TT 00-16-02 AND THE ELSA REPAIR PROCEDURES, MAKING CERTAIN TO ADDRESS THE REPLACEMENT OF FASTENERS AS INDICATED IN THE REPAIR MANUAL. IF THERE ARE ANY QUESTIONS REGARDING COVERAGE, PLEASE CONTACT THE WARRANTY HELPLINE @ 866 306 8447, PRIOR TO PERFORMING ANY REPAIRS.
1/28/2021 1:53:00 PM	PLEASE MARK THE INJECTORS AND POSITION THEY WERE REMOVED FROM. KEEP ALL PARTS TOGETHER AS THEY WILL BE REQUESTED BACK FOR ANALYSIS.

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2MR2CA6K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	1/27/2021	Mileage	11,882

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

1/28/2021 11:10:00 AM	SENT PICTURES TO EMAIL PROVIDED.
1/28/2021 12:40:00 PM	THANK YOU FOR THE UPDATE, PLEASE CONTINUE WITH THE INJECTORS AND FUEL RAILS REPLACEMENT.
1/28/2021 12:46:00 PM	ISSUE UPDATED
1/28/2021 12:47:00 PM	ISSUE UPDATED
2/5/2021 8:49:00 AM	ISSUE UPDATED
2/25/2021 12:25:00 PM	PLEASE UPDATE YOUR VTA, THERE HAS BEEN NO UPDATE FOR 20-DAYS.
2/25/2021 12:26:00 PM	ISSUE UPDATED
3/1/2021 1:37:00 PM	CYLINDER HEAD HAS NOT ARRIVED. SALES DOC#[redacted]
3/9/2021 5:57:00 PM	PARTS ON ORDER
3/12/2021 1:52:00 PM	PARTS HAVE NOT ARRIVED.
3/19/2021 6:31:00 PM	PARTS ON ORDER
4/2/2021 2:29:00 PM	CYLINDER HEAD ON BACK ORDER
4/6/2021 1:38:00 PM	UPDATED VTA CODE TO A P1, PARTS RED-ORDER. SALES DOC[redacted]
4/6/2021 1:42:00 PM	DEALER SUPPLIED SALES DOC:[redacted]

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2MR2CA6JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	1/28/2021	Mileage	44,275

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
1/28/2021 10:52:00 AM	ISSUE OPENED BY DEALERSHIP
1/28/2021 10:52:00 AM	CHECKED RESIDUAL FUEL PRESSURE IN VEHICLE WHILE IT WAS OUTSIDE FROM SITTING OVER NIGHT. RESIDUAL PRESSURE FROM THE FUEL PUMP TO THE VAS 6550 WAS 4 BAR. RESIDUAL FUEL PRESSURE FROM THE VAS 6550 TO THE FUEL RAIL WAS 1.5 BAR. ALSO I COULD SMELL FUEL AROUND THE CENTER OF THE UPPER INTAKE MANIFOLD. OPENED UP THE VAS 6550 AND BROUGHT THE VEHICLE IN THE SHOP. REALLY COULD NOT SEE ANY LEAKS WITH THE UPPER SECTION OF THE INTAKE MANIFOLD ON. REMOVED THE VAS 6550 FUEL PRESSURE TESTER AND REMOVED THE UPPER INTAKE MANIFOLD TO SEE THE INJECTORS AND THE FUEL RAIL BETTER. FOUND FUEL ALL OVER THE INTAKE MANIFOLD UPPER SECTION. ALSO THERE WAS FUEL ALL OVER ONE OF THE UPPER INJECTORS(IT WAS THE INJECTOR IN THE CENTER OF THE UPPER RAIL). COULD ALSO SEE SOME FUEL ALL AROUND THE LOWER FUEL INJECTORS USING A MIRROR. PUSHED THE VEHICLE OUT AND LET IT SIT OVER NIGHT AGAIN TO GET COLD WITH THE UPPER SECTION OF THE MANIFOLD OFF. THE NEXT MORNING I CHECKED FOR LEAKS AND FOUND THAT THE INJECTOR IN THE CENTER OF THE FUEL RAIL WAS LEAKING. COULD SEE FUEL DRIPPING FROM THE INJECTOR WHERE IT CONNECTS INTO THE FUEL RAIL. HAD A SECOND TECH CRANK THE VEHICLE OVER WHILE I CHECKED FOR THE SOURCE OF THE LEAK. THE OTHER INJECTORS HAD SOME FUEL AROUND THEM BUT DID NOT APPEAR TO BE LEAKING EVEN THOUGH THERE IS FUEL AROUND THEM. THERE UPPER INJECTOR IN THE CENTER OF THE FUEL RAIL IS ALSO LEAKING WHERE IT IS MADE TOGETHER IN THE CENTER OF THE INJECTOR ITS SELF. I KNOW IT NEEDS AT LEAST ONE INJECTOR AND POSSIBLE INJECTOR SEAL KITS FOR THE REST. PLEASE ADVICE.
1/28/2021 11:04:00 AM	WORKSHOP FINDINGS: FUEL LEAK
1/28/2021 11:06:00 AM	DOES THE FUEL AROUND THE OTHER INJECTORS APPEAR TO BE FROM THE KNOWN BAD INJECTOR, OR DOES IT LOOK LIKE THEY MAY BE LEAKING AS WELL?
1/28/2021 2:16:00 PM	APPEARS TO BE FROM THE LEAKING INJECTOR.
1/28/2021 2:34:00 PM	THANK YOU FOR THE UPDATE, PLEASE CONTINUE WITH REPLACEMENT OF THE FAULTY INJECTOR, AND REASSESS.
1/28/2021 5:06:00 PM	ASKING FOR A LITTLE MORE INFO. SHOULD WE REPLACE THE LOWER INJECTORS WHERE THERE IS SOME SIGNS OF FUEL ON THEM. AND WHERE THE VEHICLE IS APART DOWN TO THE LOWER INTAKE MANIFOLD.
1/28/2021 7:08:00 PM	..ADVISE THE TECH TO PROCEED WITH REPLACEMENT OF ONLY THE FAULTY/LEAKING INJECTOR, THEN REEVALUATE THE VEHICLE. PLEASE UPDATE THE VTA WITH YOUR FINDINGS.
2/2/2021 12:54:00 PM	QTM ENGAGED DUE TO LACK OF ACTIVITY FROM DEALER/TECHNICIAN. CASE HAS BEEN CODED D2 ~ DEALER PROCESS ISSUE. AN EMAIL NOTIFICATION HAS BEEN SENT TO THE SERVICE MANAGERS AND FOM. PLEASE UPDATE WITH A REPAIR STATUS.
2/4/2021 12:16:00 PM	PLEASE UPDATE WITH REPAIR STATUS OR CLOSE CASE IF REPAIRS IS COMPLETE.
2/5/2021 1:55:00 PM	AS THERE IS NO DEFECT OR REASON FOR REPLACEMENT OF OTHER INJECTORS, THE SERVICE MANAGER CAN APPLY GOODWILL.

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2MR2CA6JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	1/28/2021	Mileage	44,275

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

2/5/2021 12:12:00 PM	PLEASE PROVIDE A SALES DOCUMENT FOR ORDERED PARTS OR CLOSE CASE IF REPAIRS ARE COMPLETE AND VERIFIED.
2/5/2021 12:50:00 PM	SALES DOC[redacted] | COSTUMER IS ASKING IF WE CAN REPLACE THE REST OF INJECTORS ON THE CAR IS NOT CONFIDENT THAT THE REMAINING ORIGINAL INJECTORS ARE NOT GOING TO START LEAKING IN TIME ?
2/5/2021 2:20:00 PM	THANKS MONYEF . I'M ONLY GOIN TO REPLACE THE 2 INJECTORS AND UPPER FUEL RAIL
2/5/2021 2:43:00 PM	THANK YOU FOR UPDATING THE CASE.
2/5/2021 9:24:00 AM	REMOVED LOWER INTAKE MANIFOLD TO REPLACE THE UPPER INJECTOR AND FOUND #5 INJECTOR ON LOWER FUEL RAIL LEAKING AND DAMAGE ON THE UPPER FUEL RAIL WHERE #2 INJECTOR WAS LEAKING , INJECTOR HAD ROLLED SEAL AND HAS SCRAPED FUEL RAIL , ORDERED #5 INJECTOR AND UPPER FUEL RAIL
2/5/2021 9:37:00 AM	I GOT THE INJECTORS NUMBERS WRONG IS #3 AND #4
2/8/2021 12:37:00 PM	SD #[redacted] SHOWS COMPLETELY PROCESSED AS OF 02/06/2021. PLEASE PROVIDE AN UPDATE.
2/9/2021 7:56:00 AM	HAD TECHNICIAN RICHARD HOFFMAN REPLACED UPPER FUEL RAIL AND 2 INJECTORS CHECKED CAR FOR LEAKS THESE MORNING WHEN OUTSIDE TEMP WAS -6F , NO MORE FUEL LEAKS FOUND
2/9/2021 8:37:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2UR2CA7K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	2/19/2021	Mileage	23,772

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/19/2021 4:43:00 PM	ISSUE OPENED BY DEALERSHIP
2/19/2021 4:43:00 PM	CHECK ENGINE LIGHT IS ON. I RAN A GFF LOG AND FOUND FAULTS FOR MISFIRES IN CYLINDERS 1, 2, AND 3. I REMOVED THE PLUGS AND INSTANTLY SMELLED FUEL WHEN THE CYLINDER 3 SPARK PLUG WAS LOOSENED. USING A BORE SCOPE I FOUND THAT CYLINDER 3 WAS SOAKED IN FUEL. I ALSO FOUND THAT THE ELECTRODE FOR CYL 3 PLUG IS BLACK. I REMOVED THE REMAINING SPARK PLUGS AND FOUND EXCESSIVE CARBON BUILD UP ON THE INTAKE VALVES.
2/19/2021 4:52:00 PM	WORKSHOP FINDINGS: I RAN A GFF LOG AND FOUND FAULTS FOR MISFIRES IN CYLINDERS 1, 2, AND 3. I REMOVED THE PLUGS AND INSTANTLY SMELLED FUEL WHEN THE CYLINDER 3 SPARK PLUG WAS LOOSENED. USING A BORE SCOPE I FOUND THAT CYLINDER 3 WAS SOAKED IN FUEL. I ALSO FOUND THAT THE ELECTRODE FOR CYL 3 PLUG IS BLACK. I REMOVED THE REMAINING SPARK PLUGS AND FOUND EXCESSIVE CARBON BUILD UP ON THE INTAKE VALVES.
2/19/2021 4:52:00 PM	CUSTOMER COMMENTS: CHECK ENGINE LIGHT IS ON.
2/19/2021 4:52:00 PM	ADVISED TO REPLACE ALL 6 FUEL INJECTORS FOR THE MISFIRE CODES. REPLACE THE SPARK PLUGS DUE TO FOULING CONDITION. DURING THE INJECTOR REPLACEMENT, CHECK THE INTAKE VALVES FOR CARBON DEPOSITS, CLEAN IF NEEDED. UPDATE THE ECM TO THE NEWEST SOFTWARE, SEE TSB 01-21-05. PLEASE REVIEW TT 00-16-02 AND THE ELSA REPAIR PROCEDURES, MAKING CERTAIN TO ADDRESS THE REPLACEMENT OF FASTENERS AS INDICATED IN THE REPAIR MANUAL. IF THERE ARE ANY QUESTIONS REGARDING COVERAGE, PLEASE CONTACT THE WARRANTY HELPLINE @ 866 306 8447, PRIOR TO PERFORMING ANY REPAIRS.
2/23/2021 8:49:00 AM	I FOUND AT LAST NIGHT (2/22/2021) THAT THE INJECTORS ARE ON BACK ORDER SO IT WILL BE 1-2 WEEKS BEFORE REPAIRS CAN BE PERFORMED
2/23/2021 9:15:00 AM	THANK YOU FOR THE UPDATE. PLEASE REFER TO TT 00-13-04 ΓÇ£PLACE A DAILY ORDER AND IF THERE IS A BACK-ORDER, UPGRADE THE DAILY ORDER TO A RED ORDER AND CHECK THE ΓÇ£CAR DOWNΓÇ¥ BOX TO ESCALATE THE ORDER. IF PARTS ASSISTANCE IS NEEDED, PLEASE CALL 800-767-6552 TO SPEAK WITH A VWGOA PARTS SPECIALIST.ΓÇ¥
2/23/2021 9:16:00 AM	WHILE THE VEHICLE IS THERE, PLEASE KEEP THE VTA UPDATED EVERY COUPLE OF DAYS. IF THE VEHICLE LEAVES WHILE WAITING ON PARTS, UPDATE WITH SALES DOCUMENT NUMBER AND CLOSE THE VTA
3/2/2021 3:56:00 PM	QTM SENT EMAIL FOR PARTS UPDATE.
3/2/2021 5:31:00 PM	PARTS UPDATE: STILL WAITING ON THE LAST OF THE INJECTORS TO ARRIVE. ACCORDING TO OUR PARTS DEPARTMENT THERE ARE 77 OF THESE INJECTORS (PT# 03H906036F) ON THEIR WAY TO FORT WORTH PDC. WILL UPDATE ONCE PART ARRIVES. VEHICLE IS DOWN AT DEALERSHIP AND CUSTOMER IS IN A LOANER VEHICLE.
3/2/2021 5:55:00 PM	THANK YOU FOR THE UPDATE.
3/9/2021 6:33:00 PM	QTM EMAIL SM FOR UPDATE
3/10/2021 10:23:00 AM	WE ARE STILL WAITING FOR INJECTORS

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2UR2CA7KC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	2/19/2021	Mileage	23,772

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

3/10/2021 5:12:00 PM	THANK YOU FOR THE UPDATE.
3/16/2021 5:12:00 PM	TECH WORKING VEHICLE TODAY.
3/18/2021 11:11:00 AM	WE REPLACED THE INJECTORS, PLUGS, AND CLEANED THE CARBON FROM THE VALVES. I TEST DROVE THE VEHICLE FOR 60 MILES WITH NO ISSUES
3/19/2021 1:10:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2MR2CA4K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	2/24/2021	Mileage	6,521

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/24/2021 3:48:00 PM	ISSUE OPENED BY DEALERSHIP
2/24/2021 3:48:00 PM	CUSTOMER STATES THAT THE CHECK ENGINE LIGHT CAME BACK ON, EPC LIGHT COMES ON AND OFF. CUSTOMER DETECTED A FUEL SMELL WHILE AT IDLE THIS MORNING, FOR ABOUT TWO MINUTES, BUT WENT AWAY WHEN REVERSING. CONNECTED BATTERY CHARGER TO VEHICLE, CONNECTED VEHICLE TO ODIS, AND CHECKED VEHICLE FAULT MEMORY. FOUND FAULT P014800 FOR FUEL DELIVERY ERROR STORED IN ECM. VISUALLY INSPECTED FUEL LINES IN ENGINE COMPARTMENT FOR LEAKS, NO SIGNS OF LEAKS. VEHICLE HAD IN TANK FUEL DELIVERY UNIT REPLACED LAST VISIT, VEHICLE HAD IN TANK FUEL DELIVERY UNIT AND CONTROL MODULE REPLACED VISIT BEFORE LAST.
2/24/2021 5:54:00 PM	WORKSHOP FINDINGS: CONNECTED BATTERY CHARGER TO VEHICLE, CONNECTED VEHICLE TO ODIS, AND CHECKED VEHICLE FAULT MEMORY. FOUND FAULT P014800 FOR FUEL DELIVERY ERROR STORED IN ECM. VISUALLY INSPECTED FUEL LINES IN ENGINE COMPARTMENT FOR LEAKS, NO SIGNS OF LEAKS. VEHICLE HAD IN TANK FUEL DELIVERY UNIT REPLACED LAST VISIT, VEHICLE HAD IN TANK FUEL DELIVERY UNIT AND CONTROL MODULE REPLACED VISIT BEFORE LAST.
2/24/2021 5:54:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE CHECK ENGINE LIGHT CAME BACK ON, EPC LIGHT COMES ON AND OFF. CUSTOMER DETECTED A FUEL SMELL WHILE AT IDLE THIS MORNING, FOR ABOUT TWO MINUTES, BUT WENT AWAY WHEN REVERSING.
2/24/2021 5:54:00 PM	.
2/24/2021 5:57:00 PM	HAVE THE FUEL SMELL BEEN VERIFIED? ARE THERE ANY ISSUES WITH STARTING THE VEHICLE, OR WHEN THE VEHICLE IS RUNNING? PLEASE UPDATE WITH YOUR RESULTS, THE CASE WILL BE ESCALATED TO LEVEL 2 FOR REVIEW.
2/24/2021 5:57:00 PM	ISSUE UPDATED
2/24/2021 6:40:00 PM	HAVE NOT BEEN ABLE TO VERIFY FUEL SMELL, VISUALLY INSPECTED FUEL LINES, DID NOT SEE ANY LEAKS. CUSTOMER SAYS THEY MAY HAVE EXPERIENCED A BIT OF AN EXTENDED CRANK TIME, 3-5 SECONDS. NO DRIVABILITY ISSUES REPORTED.
2/25/2021 10:06:00 AM	ADVISE TO MONITOR LOW SIDE FUEL PRESSURE WITH A MECHANICAL GAUGE AFTER COLD SOAK AND CHECK FUEL PUMP PRIME.
2/25/2021 8:54:00 PM	USED MECHANICAL GAUGE TO CHECK FUEL PRESSURE AND FUEL PUMP PRIME. FUEL PUMP PRIMED WITH OPENING DOOR, PRESSURE READ 2.0 BAR, THEN SLOWLY DROPPED. FUEL PUMP PRIMED WITH KEY ON, PRESSURE READ 5.0 BAR, THEN SLOWLY DROPPED DOWN TO 0.3 BAR WITHIN APPROXIMATELY 20 SECONDS. FUEL PUMP PRIMED WITH OPENING DOOR AGAIN, FUEL PRESSURE READ 3.9 BAR, SLOWLY DROPPED TO 0.4 BAR. STARTED VEHICLE, FUEL PRESSURE READ 4.4 BAR WITH VEHICLE RUNNING, AND FLUCTUATED BETWEEN 4.1-4.5 BAR.
2/26/2021 1:07:00 PM	ADVISE FROM A COLD START CHECK FUEL RAIL AND INJECTORS FOR FUEL SMELL AND OR LEAKS. CHECK FUEL RAIL BOLTS FOR PROPER TORQUE REFER TO ELSA FOR SPECS.
2/26/2021 8:17:00 AM	ADVISE TO REPLACE THE IN TANK FUEL PUMP WITH FLANGE.

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2MR2CA4K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	2/24/2021	Mileage	6,521

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

2/27/2021 6:27:00 PM	CHECKED FUEL RAIL BOLTS TORQUE, CHECKED FUEL RAIL AND INJECTORS FOR LEAKS, FOUND EXTERNAL LEAK AT CYLINDER 6 INJECTOR. FUEL CAN BE SEEN DRIPPING FROM END OF INJECTOR/PLUG CONNECTION. SHOULD INJECTOR BE REPLACED, OR JUST RE SEALED?
3/1/2021 9:12:00 AM	ADVISE TO REPLACE THE FUEL INJECTOR AND SEALS.
3/4/2021 3:23:00 PM	REPAIRS COMPLETE, VEHICLE WAITING FOR ROAD TEST.
3/4/2021 4:18:00 PM	THANK YOU FOR UPDATING THE TICKET. PLEASE CALL OR CHECK BACK IN IF FURTHER ASSISTANCE IS NEEDED AND CLOSE TICKET WHEN DONE. ALSO PLEASE FILL OUT VTA SURVEY WHEN DONE.
3/5/2021 11:31:00 AM	VEHICLE WAS ROAD TESTED, NO CHECK ENGINE LIGHT, AND NO FAULTS HAVE RETURNED. RELEASING VEHICLE BACK TO CUSTOMER, CLOSING VTA. THANK YOU.
3/5/2021 11:55:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2DR2CA1JC[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	11/3/2020	Mileage	40,200

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
10/26/2020 8:17:00 PM	||AGERO SERVICE PROBLEM = (LEAKING FUEL)|| ||AGERO DISABLEMENT REASON = ( )||; CONTACT:

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2EE2CA6LC[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas Cross Sport, 2020		
Report Date	11/5/2020	Mileage	75

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
11/4/2020 10:35:00 AM	||AGERO SERVICE PROBLEM = (LEAKING FUEL)|| ||AGERO DISABLEMENT REASON = ( )||; CONTACT:

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2HR2CA9J[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	11/12/2020	Mileage	29,575

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
11/11/2020 6:08:00 PM	||AGERO SERVICE PROBLEM = (LEAKING FUEL)|| ||AGERO DISABLEMENT REASON = ( )||; CONTACT:

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2UR2CA8K[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	12/3/2020	Mileage	19,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
11/18/2020 8:40:00 AM	||AGERO SERVICE PROBLEM = (LEAKING FUEL)|| ||AGERO DISABLEMENT REASON = ( )||; CONTACT:

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2MR2CA7K[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	12/6/2020	Mileage	21,161

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
12/5/2020 2:24:00 PM	||AGERO SERVICE PROBLEM = (LEAKING FUEL)|| ||AGERO DISABLEMENT REASON = ( )||; CONTACT:

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2MR2CA7K[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	1/1/2021	Mileage	21,161

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
12/14/2020 9:48:00 AM	||AGERO SERVICE PROBLEM = (LEAKING FUEL)|| ||AGERO DISABLEMENT REASON = ( )||; CONTACT:

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2ER2CA0KC[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	1/1/2021	Mileage	33,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
12/14/2020 11:47:00 AM	||AGERO SERVICE PROBLEM = (LEAKING FUEL)|| ||AGERO DISABLEMENT REASON = ( )||; CONTACT:

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2UR2CA9K[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	1/1/2021	Mileage	8,500

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
12/31/2020 1:09:00 PM	||AGERO SERVICE PROBLEM = (LEAKING FUEL)|| ||AGERO DISABLEMENT REASON = ( )||; CONTACT:

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2UR2CA9K[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	1/10/2021	Mileage	6,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
1/9/2021 4:20:00 PM	||AGERO SERVICE PROBLEM = (LEAKING FUEL)|| ||AGERO DISABLEMENT REASON = ( )||; CONTACT:

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2WP2CA7K[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	1/26/2021	Mileage	12,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
1/25/2021 1:09:00 PM	||AGERO SERVICE PROBLEM = (LEAKING FUEL)|| ||AGERO DISABLEMENT REASON = ( )||; CONTACT:

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V26E2CA8LC[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas Cross Sport, 2020		
Report Date	1/30/2021	Mileage	3,544

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
1/29/2021 12:12:00 PM	||AGERO SERVICE PROBLEM = (LEAKING FUEL)|| ||AGERO DISABLEMENT REASON = ( )||; CONTACT:

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2HR2CA1J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	11/16/2017	Mileage	400

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
11/16/2017 4:25:00 PM	TYPED BY: MIKE TALKED BY: KEVIN | | | CUSTOMER STATES: GAS SMELL COMING FROM VEHICLE, DEALER 426[redacted] (SPOKE WITH CHRIS AND KEN BANKS) DISCOVERED FUEL LEAK AT FRONT OF CAR. IS UNHAPPY WITH ISSUE AND WANTS FURTHER STEPS TAKEN. | | | CUSTOMER SEEKS BUYBACK REQUEST | | | CO REVIEWED WITH REGIONAL COORDINATOR GREGG | | REGIONAL COORDINATOR AND CUSTOMER ADVOCATE DISCUSSED THE CUSTOMER'S ALLEGATION THAT THERE IS A FUEL LEAK AND THE FACT THAT THE VEHICLE IS ALREADY AT DEALER 426[redacted]. REGIONAL COORDINATOR ASKED CUSTOMER ADVOCATE TO ESCALATE TO AN RCM WHO CAN ADDRESS THIS MATTER WITH THE DEALER AS SOON AS POSSIBLE. | | | CO ADVISED CASE WOULD BE ESCALATED TO RCM AND WOULD FOLLOW UP BY COB TOMORROW 11/17/17 | | | CUSTOMER SEEKING RCM CONTACT TODAY | | | CO ADVISED WOULD NOTE IN CASE BUT SET EXPECTATION OF REPLY FOR TOMORROW | | | CO TO ESCALATE
11/16/2017 4:27:00 PM	RC AND CA DISCUSSED THE CUSTOMER'S ALLEGATION THAT THERE IS A FUEL LEAK AND THE FACT THAT THE VEHICLE IS ALREADY AT DEALER 426[redacted]. RC ASKED CA TO ESCALATE TO AN RCM WHO CAN ADDRESS THIS MATTER WITH THE DEALER AS SOON AS POSSIBLE.
11/16/2017 4:34:00 PM	RCM TO REACH OUT TO DEALER REGARDING DIAGNOSIS OF VEHICLE AND TO LOOK INTO BUYBACK REQUEST. | | | RCM TO FOLLOW UP WITH CUSTOMER BY COB TOMORROW 11/17/17 | | | RCM TO REVIEW
11/16/2017 5:05:00 PM	GOOD AFTERNOON, | | I HAVE A CASE THAT JUST CAME TO ME HIGH PRIORITY AS THE CUSTOMER IS STATING THAT THEIR NEW VEHICLE HAS A FUEL LEAK, AND THEY ARE NOW SEEKING REPURCHASE. | | CUSTOMER: MR. [redacted] | MODEL: 2018 ATLAS | | VIN: 1V2HR2CA1J[redacted] | | CAN YOU PLEASE LET ME KNOW WHAT WAS FOUND? | | THANK YOU, | | TIM | | | | RCM TO WAIT DEALER EMAIL
11/17/2017 11:03:00 AM	FUEL LEAK AT FUEL RAIL. TEC ORDERED NEW RAIL AND FITTINGS AND FUEL LINE AS WELL AS INJECTOR SEAL KIT FOR 1,3,5 A 3 | | MEDIA ATTACHED IN DOC CENTER | | | RCM TO REPLY
11/17/2017 11:04:00 AM	THANK YOU CHRIS, | | CAN YOU PLEASE LET ME KNOW WHEN REPAIRS MIGHT BE COMPLETED? THIS CUSTOMER IS NOW SEEKING REPURCHASE DUE TO NEEDED REPAIRS? I CAN'T START THE REVIEW UNTIL I HAVE AN RO TO GO OFF OF. | | HAPPY FRIDAY, | | TIM | | | | RCM TO WAIT DEALER EMAIL
11/17/2017 11:59:00 AM	PARTS ARE 5 TO 7 DAYS OUT AS OF YESTERDAY SIR. | | | | RCM TO CALL CUSTOMER
11/17/2017 4:45:00 PM	CUSTOMER STATES: WOULD LIKE TO SPEAK WITH TIM ON CASE CUSTOMER STARTED YESTERDAY (11.16.2017); | | | | CUSTOMER SEEKING: RCM CONTACT; | | | | CO ADVISES: RCM CURRENTLY UNAVAILABLE, WILL BE REACHING OUT TO YOU BY COB TODAY - 11.17.2017; | | | | CUSTOMER ACKNOWLEDGED; PROVIDED PREFERRED PHONE NUMBER FOR RCM CALL: [redacted]; | | | | RCM TO REVIEW.
11/17/2017 6:56:00 PM	[redacted] | | RCM LEFT VOICE MAIL MESSAGE ADVISING; CALLING TO SPEAK WITH CUSTOMER IN REGARDS TO REPURCHASE REQUEST; WILL NEED MOST RECENT REPAIR ORDER TO BEGIN REVIEW; DEALER HAS ADVISED THAT PARTS ARE 4-6 DAYS OUT; WILL CALL CUSTOMER ON 11/20 TO DISCUSS PROCESS; | | | | RCM TO CALL CUSTOMER
11/17/2017 7:00:00 PM	CUSTOMER REQUEST RCM | | | | CUSTOMER ADVOCATE CALLED RCM AND CHAT RCM; RCM UNAVAILABLE; CUSTOMER ADVOCATE ADVISED CUSTOMER THAT RCM IS UNAVAILABLE TO TAKE TO CALL BUT WILL CALL BACK BY COB 11/20/17 | | | | CUSTOMER STATES: WILL WAIT ON HOLD; RCM JUST CALLED HIM AND REFUSES TO WAIT UNTIL MONDAY TO SPEAK WITH HIM | | | | CUSTOMER ADVOCATE TRIED TO ADVISE RCM NOTES BUT CUSTOMER ONLY WANTED TO SPEAK WITH RCM; CUSTOMER ADVOCATE ADVISED CANNOT ALLOW CUSTOMER TO WAIT ON HOLD IN AN INBOUND CALL CENTER | | | | CUSTOMER CONTINUED TO REQUEST RCM OR LEADERSHIP | | | | CUSTOMER ADVOCATE ADVISED RCM IS IN BEST POSITION TO ASSIST WITH CASE | | | | CUSTOMER REFUSED TO ALLOW TO CUSTOMER ADVOCATE TO DISCONNECT | | | | CUSTOMER ADVOCATE DISCONNECTED CALL

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2HR2CA1J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	11/16/2017	Mileage	400

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

11/17/2017 7:37:00 PM	CUSTOMER CALLED SEEKING TO SPEAK WITH RCM; | | | CUSTOMER SEEKING RCM CONTACT; | | | CO ADVISED THAT HE IS NOT AVAILABLE TO SPEAK AND WILL CONTACT CUSTOMER BY COB 11/20/2017; ASKED WHAT WOULD BE A BETTER TIME TO CONTACT CUSTOMER ON MONDAY | | | CUSTOMER STATED HE IS NOT WAITING TO SPEAK TO HIM ON MONDAY, HES GOING TO SPEAK WITH SOMEONE TODAY; DEMANDED SUP | | | CO ADVISED SUPERVISOR IS UNAVOIDABLE TO MEET REQUEST TO SPEAK TODAY AND WILL RECEIVED A CALLBACK 11/20/2017 | | | CUSTOMER IS NO PLEASED WITH THE SERVICE AND DISCONNECTED | | | RCM TO REVIEW
11/20/2017 1:11:00 PM	GOOD AFTERNOON, | | THE FOLLOWING CUSTOMER HAS REQUESTED TO HAVE THEIR VEHICLE TO BE REPURCHASED BY VW DUE TO FUEL LEAK CONCERNS (FUEL RAIL) WITH THE VEHICLE. I HAVE PROVIDED THEIR INFO AS WELL AS THE VEHICLE┬┐S INFORMATION BELOW. THE CUSTOMER ASKED TO HAVE HIS CASE REVIEW FOR REPURCHASE BEFORE REPAIRS ARE COMPLETED. ATTACHED IS THE LETTER FROM THE CUSTOMER. | | CUSTOMER AND VEHICLE INFORMATION | | CUSTOMER NAME: [redacted] | | ORIGINAL OWNER: YES | | VEHICLE: 2018 ATLAS | | CURRENT MILEAGE: 400 MILES | | SERVICING DEALERSHIP: 426[redacted] ROSEVILLE | | NUMBER OF VWS OWNED:FIRST | | IN-SERVICE DATE: 11/3/2017 | | VIN #: 1V2HR2CA1J[redacted] | | CASE #: [redacted] | | CUSTOMER IS SEEKING REPURCHASE. | | ADDITIONAL INFO: CAN YOU PLEASE REPLY ALL WITH THE DECISION ON THIS CASE. IT HAS BEEN ESCALATED TO TEAM LEAD LAUREN, WHO IS INCLUDED IN THIS EMAIL. CAN WE PLEASE HAVE THE DECISION BY WEDNESDAY AS THE VEHICLE IS VERY NEW? | | | | TL AND RCM TO WAIT DECISION
11/20/2017 1:33:00 PM	MORNING CHRIS, | | WE ARE GOING TO BEGIN THE REVIEW FOR THIS CUSTOMER┬┐S REQUEST NOW. MAY I PLEASE GET A COPY OF THE OPEN RO, WITH THE DATE AND MILEAGE THAT THE CUSTOMER CAME IN? | | THANK YOU, | | | | RCM TO WAIT DEALER EMAIL
11/20/2017 1:36:00 PM	CASE#[redacted] | | | | DEAR [redacted], | | | | THANK YOU FOR SPEAKING WITH ME TODAY. | | | | I DO UNDERSTAND YOUR FRUSTRATIONS WITH GETTING A BRAND NEW VEHICLE, THAT YOU EXPECT TO RELY ON AND ENJOY, ONLY TO FIND OUT THAT YOU NEED TO HAVE SUBSTANTIAL REPAIRS DONE. I HAVE INITIATED YOUR REVIEW TO BE RELIEVED OF THE VEHICLE. AS I HAVE MENTIONED, I WILL CONTACT YOU ONCE I RECEIVE ANY UPDATES ON YOUR REQUEST. I UNDERSTAND THE GOAL IS HAVE ANSWERS FOR YOU PRIOR TO THE HOLIDAY AND I WILL DO MY BEST. | | | IF YOU ARE IN NEED OF ASSISTANCE IN THE MEANTIME, YOU ARE WELCOME TO REACH OUT TO ME. I CAN BE CONTACTED AT 1-800-822-8987, SELECT PROMPT 9, AND DIAL EXTENSION 43332. OR, YOU ARE WELCOME TO REPLY TO THIS EMAIL. | | | I DO HOPE YOU ARE HAVING A WONDERFUL DAY. | | | VERY SINCERELY, | | | | | LAUREN H. | | VOLKSWAGEN LEADERSHIP TEAM | | VOLKSWAGEN GROUP OF AMERICA | | | RCM TO REVIEW.
11/20/2017 11:01:00 AM	RCM TO ASSIGN TO TL PER TL DIRECTION
11/20/2017 11:15:00 AM	WILL YOU CALL THIS CUSTOMER TOMORROW AND SEE IF YOU CAN HELP NAVIGATE THIS PROBLEM | | MEDIA ATTACHED IN DOC CENTER | | | | TL TO REVIEW
11/20/2017 12:48:00 PM	TEAM LEAD CALLED CUSTOMER @[redacted]; CUSTOMER STATED HAVING A NEW VEHICLE WORKED ON SO EARLY IS NOT ACCEPTABLE; IT'S NOT A NEW VEHICLE ANYMORE; WANTS A NEW VEHICLE, THAT HE PAID FOR, NOW, TEAM LEAD ADVISED THAT IT IS BEST TO REVIEW HIS CASE ONCE REPAIRS ARE COMPLETED TO HAVE AN ACCURATE AND UP TO DATE ACCOUNT OF HIS ENTIRE EXPERIENCE TO HAVE THE MOST THOROUGH REVIEW; CUSTOMER STATED HE WANTED HIS REVIEW TO BE STARTED NOW; TEAM LEAD ADVISED WILL WORK TO GET ANSWERS AS QUICKLY AS POSSIBLE; CUSTOMER STATED WANTED AN ANSWER BEFORE THE HOLIDAY; TEAM LEAD ADVISED CANNOT GUARANTEE BUT WILL SEE WHAT CAN BE DONE; TEAM LEAD TO CALL CUSTOMER 11/22. | | | RCM AND TEAM LEAD TO REVIEW.
11/21/2017 10:47:00 AM	GOOD MORNING TIMOTHY, | | | AS LAUREN HAD MENTIONED, CAN YOU PLEASE COLLECT THE OPEN RO OR WORK ORDER FROM THE DEALER, E-MAIL ME AND REASSIGN THE CASE BACK TO ME. | | | THANK YOU, | | | | | ANGELINE | |
11/21/2017 10:56:00 AM	GOOD MORNING, | | MAY I PLEASE GET A COPY OF THE OPEN RO, WITH THE DATE AND MILEAGE THAT THE CUSTOMER CAME IN? | | | | RCM TO WAIT DEALER EMAIL
11/21/2017 2:38:00 PM	OPEN RO ATTACHED IN DOC CENTER | | | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2HR2CA1J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	11/16/2017	Mileage	400

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

11/21/2017 2:39:00 PM	HI ANGELINE, | | THE OPEN RO FOR THIS CASE IS ATTACHED TO THIS EMAIL AND IN THE DOC CENTER. | | LET ME KNOW IF YOU NEED ANYTHING ELSE, | | TIM | | | | RCM TO WAIT DECISION
11/22/2017 1:15:00 PM	FURTHER RESEARCH IS NEEDED; DECISION WILL NOT BE AVAILABLE UNTIL MIDDLE OF NEXT WEEK;
11/22/2017 1:15:00 PM	HEY VANESSA, | | I HAVE A CASE WHERE THE CUSTOMER IS SEEKING REPURCHASE, AND THE CASE IS BEING REVIEWED. | | CUSTOMER: [redacted] | | MODEL: 2018 ATLAS | | VIN: 1V2HR2CA1J[redacted] | | CAN YOU PLEASE CHECK AND LET ME KNOW WHERE THIS CUSTOMER IS FINANCED THROUGH? THE MEDIATIONS TEAM NEEDS TO KNOW TO COMPLETE THEIR REVIEW. | | | RCM TO WAIT DEALER EMAIL
11/22/2017 10:48:00 AM	PLEASE REVIEW REPAIR ORDER AND REPAIR ORDER SUMMARY ATTACHED IN DOC CENTER. | | | |
11/22/2017 4:14:00 PM	SERVICE MANAGER UNAVAILABLE. | | | | TEAM LEAD TO EMAIL DEALER.
11/22/2017 4:17:00 PM	HELLO CHRIS, | | | | I HOPE ALL IS WELL. | | | | I OBTAINED THIS CASE FROM TIM AS THE CUSTOMER WANTED TO SPEAK WITH A SUPERVISOR. I SEE THAT YOU WERE WAITING ON PARTS TO BEGIN THE FUEL RAIL REPAIRS. DO YOU HAVE ANY UPDATES AS TO IF THOSE PARTS HAVE ARRIVED TO YOUR DEALER OR NOT? | | | | I APPRECIATE YOUR TIME AND I DO HOPE YOU HAVE A NICE HOLIDAY. | | | | TL TO CALL CUST.
11/22/2017 4:18:00 PM	TEAM LEAD CALLED CUSTOMER @ [redacted]; ADVISED THAT CUSTOMER'S CASE IS STILL BEING REVIEWED PER HIS REQUEST; APOLOGIZED THAT TEAM LEAD WAS UNABLE TO DELIVER ONE BEFORE THE HOLIDAY; CR&R ADVISED TEAM LEAD THAT DECISION MAY NOT COME UNTIL THE MIDDLE OF NEXT WEEK; CUSTOMER ASKED IF HE WOULD NEED TO GET ANOTHER VW IF HIS REQUEST IS ACCEPTED; TEAM LEAD MENTIONED THAT IT DEPENDS ON THE OFFER THAT VW IS ABLE TO GIVE AND IF THE CUSTOMER ACCEPTS IT OR NOT, IF IT GETS TO THE POINT OF AN OFFER BEING APPROVED; CUSTOMER ALSO ASKED THAT TEAM LEAD LOOK INTO GETTING CUSTOMER INTO A LARGER VEHICLE IN THE INTERIM; THE CURRENT LOANER VEHICLE IS NOT BIG ENOUGH FOR HIS FAMILY; TEAM LEAD ADVISED LOANERS ARE NOT A PROVISION OF WHAT VW CAN OFFER BUT CAN CERTAINLY REVIEW WITH CR&R IF THEY ACCEPT THE OFFER AND IT MAY TAKE A WHILE BEFORE THE CUSTOMER GETS ANOTHER VEHICLE, ETC.; ALL DEPENDS ON THE DETAILS AT THAT TIME; TEAM LEAD ADVISED WILL CALL CUSTOMER NEXT WEEK BY WEDNESDAY. | | | TEAM LEAD TO CALL DEALER.
11/22/2017 4:27:00 PM	ALL PARTS HAVE ARRIVED AND TEC IS INSTALLING | | | TO YOUR SUCCESS, | | | TL TO REVIEW.
11/24/2017 9:19:00 AM	GOOD MORNING ESSEX, | | WERE YOU ABLE TO GET THIS INFORMATION? | | TIM | | | RCM TO WAIT DEALER EMAIL
11/27/2017 12:31:00 PM	GOOD EVENING, | | OUR DIGITAL DEAL JACKET SHOWS [redacted] LOAN IS WITH SIERRA CENTRAL CREDIT UNION. PLEASE LET ME KNOW IF YOU NEED ANYTHING ELSE. | | KIND REGARDS, | | | MED/ARB TO REVIEW | |
11/27/2017 2:49:00 PM	CUSTOMER STATES HE HAS TALKED WITH HIS WIFE AND THEY ARE THINKING OF KEEPING THE VEHICLE BUT HE WANTS TO SPEAK WITH SOMEONE WITH VW ON SOME OPTIONS THAT VW MAY CONSIDER IF THE DECIDES TO DO SO. CUSTOMER WILL BE PICKING UP VEHICLE TODAY. | | | CUSTOMER ADVOCATE ADVISED THAT TEAM LEAD LAUREN WOULD BE THE POINT OF CONTACT AND IF THERE WAS SOMETHING HE WAS SEEKING TO LET CO KNOW AND SHE WOULD BE ABLE TO REVIEW THE REQUEST. | | | CUSTOMER SEEKING TO HAVE THE FIRST PAYMENT COVERED, THE PLATINUM WARRANTY EXTENSION AND MAINTENENCE COVERED FOR THE FIRST 100K MILES. | | | CUSTOMER ADVOCATE ADVISED UNSURE IF ALL OF THAT CAN BE CONSIDERED BUT WILL ENSURE THAT TEAM LEAD LAUREN IS AWARE OF WHAT HE IS SEEKING. CUSTOMER STATED IF POSSIBLE TO HAVE HER CALL TODAY. CA ADIVSED UNABLE TO PROMISE A FOLLOW-UP TODAY BUT WILL LET TL KNOW OF REQUEST.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2HR2CA1J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	11/16/2017	Mileage	400

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

11/28/2017 10:44:00 AM	MED/ARB ADVISED; CURRENTLY LOOKING INTO REQUEST FOR REPURCHASE; REVIEW TO BE COMPLETED BY COB 11/30
11/28/2017 3:47:00 PM	CUSTOMER STATED HASN'T DRIVEN THE VEHICLE; HAPPY TO SEE THAT THERE IS NO FUEL SMELL COMING FROM THE VEHICLE; TEAM LEAD ADVISED IS HAPPY THAT THE VEHICLE REPAIRS WERE TURNED AROUND FOR THE CUSTOMER; TEAM LEAD MENTIONED THAT THE EMAIL FOR THE CUSTOMER'S GOODWILL REQUESTS WAS RECEIVED; TEAM LEAD IS HAPPY TO LOOK INTO CUSTOMER'S REQUESTS; TEAM LEAD ASKED HOW MUCH THE CUSTOMER'S MONTHLY PAYMENT FOR THE VEHICLE IS AND WHERE THAT IS FINANCED SO THAT REQUEST CAN BE CONSIDERED; CUSTOMER STATED MAY NOT FINANCE WITH VW CREDIT; TEAM LEAD MENTIONED WILL EMAIL THE CUSTOMER AGAIN AND THE CUSTOMER CAN RESPOND TO THE EMAIL WITH AN INVOICE FOR THE VEHICLE PAYMENT; ALSO, CR&R WILL BE REVIEWING THE CUSTOMER'S CASE AS WELL ON THURSDAY TO SEE WHAT THE DETERMINATION MAY BE PER HIS REQUEST; CUSTOMER STATED WOULD LIKE TO SEE THE RESULTS OF THAT; TEAM LEAD STATED WILL CALL CUSTOMER BY FRIDAY WITH THOSE RESULTS AND POSSIBLE OPTIONS ON COMPENSATION PER HIS EXPERIENCE. | | | TEAM LEAD TO EMAIL CUSTOMER.
11/28/2017 4:10:00 PM	CASE#[redacted] | | | DEAR [redacted], | | | IT WAS A PLEASURE SPEAKING WITH YOU TODAY. | | | I AM EMAILING YOU, AS I ADVISED I WOULD, SO YOU CAN FORWARD YOUR INVOICE IN REFERENCE TO YOUR MONTHLY VEHICLE PAYMENT AMOUNT FOR YOUR ATLAS. ONCE I RECEIVE THAT, I WILL REVIEW YOUR REQUESTS FOR GOODWILL COMPENSATION. | | | ALSO, YOUR REQUEST TO BE RELIEVED OF THE VEHICLE IS STILL BEING REVIEWED. | | | I WILL BE ABLE TO FOLLOW UP WITH YOU BY FRIDAY, 12/1, TO LET YOU KNOW THE RESULTS OF YOUR BUYBACK REQUEST AND THE POSSIBLE COMPENSATION THAT CAN BE OFFERED. SHOULD YOU NEED ANY ASSISTANCE BEFORE I REACH OUT TO YOU, PLEASE CONTACT ME. | | | I HOPE THE REMAINDER OF THE WEEK GOES WELL FOR YOU AND I LOOK FORWARD TO SPEAKING WITH YOU SOON. | | | VERY SINCERELY, | | | | | LAUREN H. | | VOLKSWAGEN LEADERSHIP TEAM | | VOLKSWAGEN GROUP OF AMERICA | | | TL TO REVIEW.
11/29/2017 11:18:00 AM	PLEASE LET THE CUSTOMER KNOW WE WILL BE IN CONTACT WITHIN THE NEXT 7-10 BUSINESS DAYS.
11/29/2017 8:44:00 AM	FROM: [redacted] [MAILTO[redacted]] | | SENT: TUESDAY, NOVEMBER 28, 2017 9:41 PM | | TO: VW EXPERIENCE | | SUBJECT: RE: VOLKSWAGEN CUSTOMER CARE[redacted] | | | HERE IS OUR FIRST PAYMENT STUB. | | | | | |
11/29/2017 8:44:00 AM	MEDIA ATTACHED IN DOC CENTER
11/30/2017 3:45:00 PM	TEAM LEAD LET CUSTOMER KNOW THAT CR&R HAD DECIDED TO RETAIN CUSTOMER CASE; WILL CALL HIM WITHIN 7-10 BUSINESS DAYS TO DISCUSS POSSIBLE OPTIONS PER CUSTOMER'S REQUEST; OBVIOUSLY WILL CALL CUSTOMER AS SOON AS POSSIBLE TO GO OVER WHAT THEY MAY BE ABLE TO OFFER THE CUSTOMER PER HIS REQUEST; TEAM LEAD ADVISED THAT IS FOR ANY REASON CUSTOMER DECIDES TO DECLINE OFFER; TEAM LEAD CAN LOOK INTO COMPENSATION FOR THE CUSTOMER. | | | NO FURTHER ACTION.
11/30/2017 3:51:00 PM	CUSTOMER HAD FUEL RAIL REPAIRS EARLY IN OWNERSHIP; CR&R RETAINED CASE TO REVIEW CUSTOMER REQUEST TO BE RELIEVED OF THE VEHICLE, FURTHER; TEAM LEAD OFFERED CUSTOMER TO CONTACT TEAM LEAD BACK IF CUSTOMER DECLINES CR&R REQUEST AND WOULD LIKE TEAM LEAD TO REVIEW FOR COMPENSATION. | | |
12/7/2017 6:07:00 PM	CUSTOMER CALLED IN SEEKING AN UPDATE | | | CUSTOMER ADVOCATE ADVISED THAT CUSTOMER RELATIONS & RSTENTION HAS THE CASE AND WILL BE REACHING OUT TO THE CUSTOMER BY 12/13/2017 | | | CUSTOMER ACKNOWLEDGED | | | RCM TO REVIEW
12/8/2017 9:48:00 AM	NO FURTHER ACTION.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2DR2CA4JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/15/2018	Mileage	1,626

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/15/2018 2:02:00 PM	HELLO, | | | RO SUMMARY IS ATTACHED AND IN CASE DOC CENTER FOR REVIEW. | | | BEST REGARDS, | | | [redacted]
2/15/2018 2:04:00 PM	MEDIA ATTACHED IN DOC CENTER
2/15/2018 2:08:00 PM	VEHICLE DOWN FOR OVER 20 DAYS TO THIS POINT. | | | VEHICLE IN FOR FUEL LEAK, WAITING ON PARTS.
2/15/2018 2:10:00 PM	LVMM SEEKING CALL BACK.
2/15/2018 2:10:00 PM	WILL OFFER REPLACEMENT.
2/19/2018 12:25:00 PM	CUSTOMER WOULD LIKE TO KNOW IF WE CAN MODIFY THE PRICE OR WHAT OTHER GOODWILL GESTURES THAT WE CAN OFFER. CUSTOMER BELIEVES THAT THIS WAS A PRETTY SIGNIFICANT EVENT. CUSTOMER ADVISED THAT THE VEHICLE LEASE. I THANKED AND ADVISED THAT I WILL NEED A COPY OF THE LENDER/LESSOR FORM, REGISTRATION, AND DRIVER LICENSE. CUSTOMER ACKNOWLEDGED.
2/19/2018 12:49:00 PM	GOOD AFTERNOON [redacted] | | | AS PER OUR CONVERSATION PLEASE SEE THE ATTACHED. | | | REGARDS, | | | ADRIAN G.
2/21/2018 11:31:00 AM	THE REQUESTED DOCUMENTS ARE ATTACHED. PLEASE REPLY TO CONFIRM YOU VE RECEIVED THEM. | | | THANKS, | [redacted] | | | THANKS, | [redacted]
2/21/2018 11:40:00 AM	HELLO, | | | I WOULD LIKE TO REQUEST THE PAYOFF, COPY OF SALES AGREEMENT, AND PAYMENT HISTORY FOR THE FOLLOWING ACCOUNT: | | | NAME: [redacted] | VIN: 1V2DR2CA4JC[redacted] | ACCOUNT: [redacted] | | | THANK YOU, | | | ADRIAN
2/27/2018 12:04:00 PM	HELLO ADRIAN, | | | HERE IS THE INFORMATION YOU REQUESTED. THE PAYMENT HISTORY WILL BE FAXED TO YOU BY THE END OF BUSINESS DAY. | | | PAYOFF QUOTE: $40,788.54 | GTD: 03/03/18 | | | THANKS, | | | MARIA
2/27/2018 12:23:00 PM	GOOD AFTERNOON [redacted] | | | APOLOGIZE ABOUT THE TIMEFRAME TO GET BACK TO YOU. HOWEVER, I DO HAVE A REPLACEMENT OFFER LETTER ATTACHED. PLEASE REVIEW THE LETTER AND LET ME KNOW IF YOU HAVE ANY QUESTIONS. | | | REGARDS, | | | ADRIAN G.
3/2/2018 10:56:00 AM	ADRIAN, | | THANK YOU FOR THE ENCLOSED LETTER AND OFFER. BASED ON THE SEVERITY OF THE INCIDENT, I WAS HONESTLY HOPING FOR BIT MORE OF A GOOD WILL GESTURE FROM VW. I WOULD LIKE TO SEE IS 4 6 PAYMENT REIMBURSEMENTS WITH THE ADDITION OF A FEW ACCESSORIES ADDED TO THE REPLACEMENT CAR. I WOULD LIKE THE MODEL AND TRIM TO REMAIN THE SAME, BUT WITH THE ADDITION OF THE ITEMS BELOW. | | | 20" TRENTON WHEEL - GALVANO GREY METALLIC | | HTTPS://PARTS.VW.COM/P/VOLKSWAGEN__ATLAS/20-TRENTON-WHEEL---GALVANO-GREY-METALLIC/72022131/3QF601025EZ49.HTML | | | BASE CARRIER BARS | | HTTPS://PARTS.VW.COM/P/VOLKSWAGEN__ATLAS/BASE-CARRIER-BARS/69560329/3CN[redacted]HTML | | | PLEASE REVIEW THE ABOVE REQUEST WITH THE VW STAKEHOLDERS ON YOUR END, AND LET ME KNOW YOUR THOUGHTS. PLEASE REPLY TO THIS EMAIL TO CONFIRM RECEIPT. | | | THANK YOU, | [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2DR2CA4JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/15/2018	Mileage	1,626

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

3/2/2018 11:04:00 AM	GOOD MORNING [redacted] | | | | I WILL RESEARCH AND GET BACK TO YOU. HOWEVER, JUST LOOKING THROUGH YOUR REQUEST THE 20┬┐ WHEELS ONLY COME WHEN YOU ADD THE R-LINE PACKAGE TO THE VEHICLE. I WILL GET BACK TO YOU EARLY NEXT WEEK. | | | | THANK YOU, | | | | ADRIAN G.
3/5/2018 1:59:00 PM	GOOD AFTERNOON [redacted] | | | | PLEASE SEE THE UPDATED OFFER LETTER. VW IS WILLING TO APPROVE THE OFFER BY OFFER 2 VEHICLE PAYMENTS AND NOW INCLUDING THE BASE CARRIER BARS(ROOF RACK) TO THE REPLACEMENT VEHICLE. | | | | PLEASE LET ME KNOW IF YOU HAVE ANY QUESTIONS. | | | | REGARDS, | | | | ADRIAN G.
3/8/2018 8:19:00 AM	ADRIAN, | | THANK YOU FOR THE UPDATED OFFER. I WAS HOPING THAT VW WOULD AT MINIMUM COVER THE INITIAL FEW MONTHS THAT WE┬┐VE HAD THE CAR, BUT IF THE BEST THEY WILL OFFER IS THE TWO PAYMENTS, WE WILL ACCEPT. I DO HAVE A QUESTION ABOUT THE WHEELS DISCUSSED. YOU MENTIONED THEY DON┬┐T COME ON THE SE WITH TECH, BUT I HAVE FOUND SEVERAL VEHICLES ONLINE THAT ARE ALREADY EQUIPPED WITH THEM. PLEASE CHECK THE LINKS BELOW. IS THERE ANY REASON THE REPLACEMENT VEHICLE CAN┬┐T BE AN ATLAS ALREADY EQUIPPED WITH THESE WHEELS? | | | | HTTPS://WWW.CARS.COM/VEHICLEDETAIL/DETAIL/726556524/OVERVIEW/ | | | | HTTPS://WWW.CARS.COM/VEHICLEDETAIL/DETAIL/723893198/OVERVIEW/ | | | | HTTPS://WWW.CARS.COM/VEHICLEDETAIL/DETAIL/728384930/OVERVIEW/ | | | | HTTPS://WWW.CARS.COM/VEHICLEDETAIL/DETAIL/725811865/OVERVIEW/ | | | | THANKS FOR YOUR TIME. | | | [redacted]
3/8/2018 9:49:00 AM	GOOD MORNING [redacted] | | | | I APOLOGIZE ABOUT THE MISCOMMUNICATION ON MY END WHEN RESPONDED TO THE WHEELS QUESTION. THE WHEELS ARE AVAILABLE TO ADD TO THE VEHICLE BUT ONLY WHEN ADDED WITH THE R-LINE PACKAGE, A $1,960 OPTION. VW CAN GO AHEAD AND ADD THAT PACKAGE TO THE VEHICLE BUT WOULD THEN ONLY BE ABLE TO PROVIDE YOU WITH A $300 CHECK AT THE CLOSING. VW WOULD NOT BE ABLE TO REIMBURSE YOU 2 PAYMENTS, ADD THE ROOF RACK, AND ADD THE R-LINE PACKAGE. | | | | PLEASE LET ME KNOW HOW YOU WOULD LIKE TO PROCEED. FOR YOUR CONVENIENCE I WAS ABLE TO ATTACH THE MONRONEY LABELS OF THE VEHICLES YOU MENTIONED IN YOUR EMAIL AND THEY ALL HAVE THE R-LINE PACKAGE AS HIGHLIGHTED. | | | | THANK YOU, | | | | ADRIAN G.
3/9/2018 10:46:00 AM	ADRIAN, | | I SEE THE RETAIL PRICE OF THE R-LINE PACKAGE IS $1960, BUT THAT IS CERTAINLY NOT VW┬┐S COST FOR THAT OPTION. I THINK MY REQUEST WAS MORE THAN REASONABLE GIVEN HOW DANGEROUS OF A SITUATION THAT MY FAMILY WAS PUT IN DUE TO A VEHICLE MALFUNCTION. I WILL TAKE THE ORIGINAL OFFER OF THE 2 PAYMENTS AND ROOF RACK. I┬┐LL COMPLETE THE ORIGINAL FORM AND SEND IT BACK TO YOU SHORTLY. | | | [redacted]
3/12/2018 1:59:00 PM	ALL YOURS
3/12/2018 9:23:00 AM	ADRIAN, | | I┬┐VE ATTACHED THE SIGNED OFFER. PLEASE REPLY TO CONFIRM RECEIPT. | | | | THANKS, | [redacted]
3/12/2018 9:24:00 AM	GOOD MORNING [redacted] | | | | THIS WILL CONFIRM RECEIPT OF YOUR SIGNED ACCEPTANCE. I WILL FOLLOW UP WITH YOU ONCE I HAVE SECURED A REPLACEMENT VEHICLE. | | | | THANK YOU, | | | | ADRIAN G.
3/12/2018 9:38:00 AM	GOOD MORNING [redacted] | | | | SEEKING TO GET THE FOLLOWING REPLACEMENT VEHICLE: | | | | ┬┐ COMM: PJ5418 | | ┬┐ 407341 ┬┐ VIC BAILEY VOLKSWAGEN | | | | THANKS, | | | | ADRIAN

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2DR2CA4JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/15/2018	Mileage	1,626

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

3/15/2018 11:44:00 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] | | [redacted] | | | 2018 ATLAS SE W/TECH 3.6 FWD | | 1V2DR2CA4JC[redacted] | | | REPLACEMENT VEHICLE: | | | 2018 ATLAS SE W/TECH 3.6 FWD | | 1V2DR2CA6JC[redacted] (PJ5418) | | | ACCOUNTING: | | | SEND MCO AND INVOICE TO ADRIAN GUERRERO. PLEASE RUSH IF POSSIBLE. | | | MCO SHOULD SHOW OWNER AS: | | | VOLKSWAGEN CREDIT LEASING LTD LSR | | 1401 FRANKLIN BLVD | | LIBERTYVILLE, IL 60048 | | | MCO SHOULD SHOW LIENHOLDER AS: | | | NONE | | | DISTRIBUTION: | | | PLEASE BILL PJ5418 TO 491/991. ALSO, PELASE ADD ABC. PLEASE SHIP VEHICLE TO DLR 407/641. IN COMMENTS FIELD PUT "CR REPLACEMENT [redacted]. | | | THANKS, | | | ADRIAN
3/15/2018 11:46:00 AM	GOOD MORNING [redacted] | | | WANTED TO CONFIRM THAT I WAS ABLE TO SECURE A REPLACEMENT VEHICLE FOR. VEHICLE IS AS FOLLOWS: | | | 2018 ATLAS SE W/TECH 3.6 FWD | | DEEP BLACK PEARL EFFECT/TITAN BLACK | | 1V2DR2CA6JC[redacted] | | | VEHICLE SHOULD ARRIVE AT THE DEALER WITHIN THE NEXT 2-3 WEEKS. I WILL KEEP YOU UPDATED. | | | REGARDS, | | | ADRIAN G.
3/15/2018 11:49:00 AM	REQUESTED CHECK REPRESENTING 2 VEHICLE PAYMENTS.
3/16/2018 9:17:00 AM	HI ADRIAN, | | | 1V2DR2CA6JC[redacted] HAS BEEN BILLED TO 491991 AND WILL SHIP TO 407341 - VIC BAILEY VOLKSWAGEN. | | | BEST REGARDS, | | | CHRIS
3/20/2018 2:10:00 PM	CHECK #[redacted] FOR AMOUNT $1,359.12 RECEIVED. | FORWARDED TO ADVOCATE FOR HANDLING
3/20/2018 5:52:00 PM	RECEIVED MCO.
3/20/2018 5:52:00 PM	RECEIVED PAYMENT REIMBURSEMENT CHECK.
3/20/2018 5:56:00 PM	HELLO, | | I AM HAVING A REPLACEMENT VEHICLE DELIVERED TO YOUR DEALERSHIP TO ADDRESS [redacted] TS VEHICLE REPLACEMENT FOR A LEMON LAW CONCERN. THE VEHICLE IS A 2018 DEEP BLACK PEARL/TITAN BLACK ATLAS SE W/TECH, 1V2DR2CA6JC[redacted] IT IS SCHEDULED TO BE DELIVERED THIS WEEK. PLEASE LET ME KNOW WHEN IT ARRIVES AND PLACE A HOLD/SOLD SIGN ON IT FOR ME. PLEASE ALERT SALES AND ADVISE NOT TO SELL THIS CAR. | | ALSO, TO WHOTS ATTENTION CAN WE SEND THE PAPERWORK TO? | | THANK YOU, | | | ADRIAN
3/21/2018 9:15:00 AM	NEEDS CLOSING DATE FOR REPLACEMENT. FOM IS CHRIS HUGHES. CUSTOMERS LOAN IS WITH VCI. DEAL WILL TAKE PLACE AT DEALER 407[redacted]. PRIMARY CONCERN IS FUEL LEAK. CUSTOMER CHECK IN FILE. CUSTOMER CAN BE REACHED VIA EMAIL THAT IS IN CUSTOMER SCREEN [redacted]) | | | *DEALER CONTACT IS SCOTT GLOVER | | **CUSTOMER IN LOANER | | ***NO VW CARE | | *CHECK FOR CUSTOMER IN FILE.
3/26/2018 11:15:00 AM	GENRATED CLOSING DOCUMENTS
3/26/2018 11:17:00 AM	UPS/NDS

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2DR2CA4JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/15/2018	Mileage	1,626

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

3/26/2018 11:20:00 AM	HELLO[redacted], | | | | MY NAME IS ASHEDA AND I WILL BE HANDLING THE FINAL STEPS OF YOUR VEHICLE REPLACEMENT TRANSACTION. JUST A QUICK UPDATE, I WILL BE MAILING YOUR CLOSING DOCUMENTS AND CHECK OUT TO VIC BAILEY VOLKSWAGEN TO THE ATTENTION OF SCOTT GLOVER WHICH WILL ARRIVE BY 03/27/2018. I HAVE REQUESTED THAT HE REACH OUT TO YOU ONCE HE GETS THE PAPERWORK TO SCHEDULE A MUTUALLY AGREEABLE TIME FOR THE REPLACEMENT TRANSACTION. PLEASE LET ME KNOW IF FOR SOME REASON YOU DO NOT HEAR FROM THE DEALERSHIP SOON. YOU MAY ALSO SEND ME YOUR AVAILABILITY OVER THE COMING WEEK AND I CAN FORWARD THAT INFORMATION TO THE DEALERSHIP. | | | | PLEASE MAKE SURE YOU BRING BOTH SETS OF KEYS TO THE ORIGINAL VEHICLE, THE OWNER┬┐S MANUALS AND ANY ORIGINAL VEHICLE EQUIPMENT TO YOUR CLOSING. ALSO, FOR INSURANCE PURPOSES THE VIN OF YOUR REPLACEMENT VEHICLE IS 1V2DR2CA6JC[redacted] ONCE YOU HAVE A DATE SET FOR YOUR CLOSING, PLEASE CONTACT YOUR INSURANCE PROVIDER AND UPDATE THEM WITH THIS INFORMATION SO THAT YOU MAY BE ABLE TO PROVIDE PROOF OF INSURANCE ON THE NEW VEHICLE AT CLOSING. | | | | IF YOU HAVE ANY QUESTIONS AT ALL PLEASE DO NOT HESITATE TO RESPOND TO THIS EMAIL OR GIVE ME A CALL! | |
3/26/2018 11:22:00 AM	HELLO SCOTT, | | VIN 1V2DR2CA4JC[redacted] (ORIGINAL) | | VIN 1V2DR2CA6JC[redacted] (REPLACEMENT) | | DLR: VIC BAILEY VOLKSWAGEN (407[redacted]) | | | | I AM ASSISTING WITH THE FINAL STEPS OF THE VEHICLE REPLACEMENT TRANSACTION LISTED ABOVE. I WILL BE MAILING THE CLOSING DOCUMENTS OUT TO YOUR ATTENTION FOR THE ABOVE CUSTOMER WHICH WILL ARRIVE BY TUESDAY 03/27/18 BY 3PM. | | | | PLEASE CONTACT THE CUSTOMER AT YOUR EARLIEST CONVENIENCE TO SCHEDULE AN APPOINTMENT FOR THE CLOSING AND LET ME KNOW ONCE A DATE HAS BEEN DETERMINED. DON┬┐T HESITATE TO CONTACT ME IF YOU HAVE ANY QUESTIONS THROUGHOUT THIS PROCESS! | |
3/26/2018 11:30:00 AM	1V2DR2CA4JC[redacted], [redacted], REPLACEMENT; BRANDING FEE
3/26/2018 3:55:00 PM	WANTED TO KNOW IF WE WERE COVERING THE ROOF RACK, ADVISED WE WILL COVER IT, PUT ON THE REIMBURSEMENT REQUEST FORM
3/30/2018 12:19:00 PM	CHECK #[redacted] FOR AMOUNT $60.00 RECEIVED. | FORWARDED TO ADVOCATE FOR HANDLING
4/10/2018 2:01:00 PM	LPOA, ODO, AVS, BBRP, VCR, CNC, ACF, RO[redacted], [redacted]
4/10/2018 2:25:00 PM	PLEASE PLACE THE FOLLOWING VIN IN SERVICE: | | | | VIN 1V2DR2CA6JC[redacted] | | ISD 03/31/2018 | | [redacted] | | [redacted] | |
4/10/2018 2:26:00 PM	GOOD AFTERNOON [redacted], | | | | I HOPE THE CLOSING TRANSACTION WENT WELL FOR YOU AT VIC BAILEY VOLKSWAGEN AND THAT YOU ARE ENJOYING YOUR NEW VEHICLE! 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 GLAD TO POINT YOU INTO 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. THANK YOU SO MUCH FOR YOUR PATIENCE THROUGHOUT THIS PROCESS. | | | | WE ARE THANKFUL FOR THE OPPORTUNITY TO RESTORE YOUR FAITH IN THE VOLKSWAGEN BRAND AND LOOK FORWARD TO SHARING MANY HAPPY MILES WITH YOU. BEST WISHES! | |
4/10/2018 2:27:00 PM	HI SCOTT, | | | | I HAVE EVERYTHING I NEED TO COMPLETE THE SUBSTITUTION FOR THE [redacted] ┬┐S WITH THE EXCEPTION OF THE TITLE APPLICATION. CAN YOU PLEASE HAVE THIS FORWARDED TO ME AS SOON AS POSSIBLE? THANK YOU! | |
4/17/2018 10:19:00 AM	TITLE APP

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2DR2CA4JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/15/2018	Mileage	1,626

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

4/17/2018 10:35:00 AM	PLEASE SEE ATTACHED DOCUMENTS TO COMPLETE THE SOC FOR [redacted] ACCOUNT# [redacted].
4/17/2018 10:37:00 AM	HANDING OVER: FAXED COPIES - TITLE APP, LPOA, ODO, AVS, BBRP, VCR, ACF, RO[redacted], [redacted] | | | | SCOTT GLOVER WAS CONTACT | | WAITING FOR ORIGINALS
4/18/2018 4:09:00 PM	CASE RECEIVED. | | | | REVIEW CASE FOLDER. | |
4/22/2018 5:55:00 PM	1V2DR2CA4JC[redacted], REPLACEMENT REIMBURSEMENT REQUEST: | | TITLE/REGISTRATION COSTS: $ 525.00 | | CLEANING: $ 20.00 | | FUEL: $ 34.64 | | PDI: $ 87.39 | | ROOFRACK INSTALL: $ 394.13 | | TOTAL: $ 1,061.16 | | | | WAIT FOR TITLE.
4/23/2018 3:27:00 PM	RECEIVED FINAL RO. | | | | REQUEST VEHICLE TO AUCTION. | | | |
4/23/2018 3:28:00 PM	REQUESTED VEHICLE TO AUCTION. | | | | WAIT FOR TITLE.
4/27/2018 4:00:00 AM	EFT FOR AMOUNT $ 1061.16 PROCESSED ON 04/26/2018. AP REFERENCE NUMBER: [redacted]
4/30/2018 5:10:00 PM	RECIEVED TITLE. | | | | PREPARE TITLE FOR BRANDING.
5/1/2018 1:25:00 PM	UPS/2 DAY SAVER TITLE FOR BRANDING. | | | | WAIT FOR BRANDED TITLE. | |
6/22/2018 1:17:00 PM	CHECKED UPS RETURN ENVELOPE STATUS FOR [redacted] CASE APPREARS TO PROCESSED AND SENT BACK WITH BRANDED TITLE. TITLE SHOULD ARRIVE BY 5/25/2018 | | | | FOLLOW UP ON BRANDED TITLE STATUS ON 6/29.
6/27/2018 4:51:00 PM	RECEIVED BRANDED TITLE. | | | | GENERATE DISCLOSURE.
6/28/2018 12:31:00 PM	GENERATED DISCLOSURE. TITLE COPY IN DISCLOSURE. | | | | FORWARD FOR REVIEW. | |
7/3/2018 11:15:00 AM	REVIEWED DISCLOSURE. SENDING TO AUCTION.
7/5/2018 10:53:00 AM	SCANNED DISC
7/5/2018 10:53:00 AM	SCANNED FILE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2DR2CA4JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/15/2018	Mileage	1,626

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

12/5/2018 10:52:00 AM ADDED VW CARE TO REPLACEMENT VIN 1V2DR2CA6JC[redacted] | | | | NO FURTHER ACTION NEEDED.

1/8/2019 10:37:00 AM WAS ADVISED THAT THIS WAS ADDED PER YOUR REQUEST ON 12-18-18. | | | | NO FURTHER ACTION NEEDED.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2MR2CA6K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	8/6/2019	Mileage	816

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
8/6/2019 4:42:00 PM	RECEIVED RCM REVIEW REQUEST, CUSTOMER SEEKING REPURCHASE DUE TO TIME DOWN
8/6/2019 4:45:00 PM	30+ DAYS DOWN IN LL: FUEL LEAK ON FPS 1X | |
8/6/2019 4:45:00 PM	CATEGORY SELECTION : FUELSYS / LEAKS / FUEL LEAK;
8/6/2019 4:45:00 PM	REPURCHASE/REPLACE | |
8/6/2019 4:46:00 PM	HELLO[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 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 THURSDAY OR FRIDAY TO DISCUSS YOUR CASE AND THE REQUESTED INFORMATION. IS THERE A TIME AND NUMBER THAT IS PREFERRED? I AM AVAILABLE 9AM-4PM EST. | | | | BEST REGARDS, | |
8/6/2019 8:44:00 AM	FOLLOW-UP
8/7/2019 12:02:00 PM	HELLO[redacted] | | | | THANK YOU FOR PROVIDING THE REQUESTED INFORMATION. I WILL REACH OUT TO KEY BANK TO REVIEW. | | | | ALSO, I DO HAVE YOU SCHEDULED FOR A CALL AT 9AM TOMORROW MORNING. IF ANYTHING CHANGES WITH YOUR SCHEDULED PLEASE LET ME KNOW AND WE CAN MAKE ADJUSTMENTS. | | | | BEST REGARDS, | |
8/7/2019 12:08:00 PM	HELLO ROSANNE, | | | | I WAS PROVIDED YOUR CONTACT INFORMATION BY AN ASSOCIATE WHO ADVISED YOU MAY BE ABLE TO ASSIST ME. | | | | THE ABOVE CUSTOMER HAS A 2019 ATLAS THAT THERE EXPERIENCING ISSUES WITH. I┬┐M REVIEWING OPTIONS TO GET THEM OUT OF THE VEHICLE AND I WOULD LIKE TO KNOW IF KEY BANK ALLOWS SUBSTITUTIONS OF COLLATERAL AND IF SO WHAT IS NEEDED FROM US TO COMPLETE THE EXCHANGE. | | | | ANY INFORMATION YOU CAN PROVIDE IS APPRECIATED. | | | | BEST REGARDS, | |
8/7/2019 9:43:00 AM	HI BRITTANY: | | | | THANK YOU FOR REACHING OUT TO ME REGARDING OUR VEHICLE. ATTACHED IS THE INFORMATION REQUESTED. I AM AVAILABLE AT 9:00AM ON THURSDAY, AUGUST 8, 2019 TO DISCUSS THE CASE AND THE REQUESTED INFORMATION. PLEASE FEEL FREE TO CONTACT ME AT [redacted] OR I CAN CONTACT YOU AT THE PHONE NUMBER BELOW - JUST LET ME KNOW WHICH IS PREFERRED. PLEASE CONFIRM RECEIPT OF THIS INFORMATION AND CONFERENCE CALL AND HOW WE ARE TO CONNECT. I LOOK FORWARD TO HEARING FROM YOU. THANK YOU. | | | | SINCERELY, | |
8/8/2019 9:11:00 AM	CALLED TO REVIEW ATLAS, APOLOGIZED FOR CONCERNS/OFFERED TO REPLACE OR REPURCHASE, EXAPLINED SOC VS REPURCHASE UNDER LL, CUSTOMER STATED WOULD PREFER REPURCHASE, CUSTOMER ASKED ABOUT TIMELINE, REQUESTED CUSTOMER SEND IN RECEIPTS FOR PAYMENTS MADE TO DATE/ONCE RECEIVED WOULD ASSEMBLE AND SEND OFFER, REVIEWED TIMELINE/CLOSING PROCESS, CUSTOMER ASKED ABOUT TODAYS PAYMENT, ADVISED TO MAKE PAYMENT AND SEND WITH RECEIPTS

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2MR2CA6KC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	8/6/2019	Mileage	816

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

8/12/2019 10:49:00 AM	HI BRITTANY: | | | I AM JUST WAITING FOR MY PAYMENT FROM YESTERDAY TO KEY BANK TO CLEAR AND WILL THEN SEND OVER THE INFORMATION SHOWING THE 2 PAYMENTS OF $699.19 TO KEY BANK. ATTACHED IS PIC SHOWING FIRST PAYMENT AND AMOUNT OF SECOND PAYMENT MADE YESTERDAY. AS SOON AS I HAVE THE SCREEN SHOT OF SECOND PAYMENT FROM YESTERDAY CLEARED WITH KEY BANK THEN I WILL FORWARD TO YOU. | | | ALSO, THE DEALERSHIP HAS CONTACTED ME THAT THE CAR IS READY TO BE PICKED UP AND I JUST WANTED TO CONFIRM THAT I AM TO PICK UP THE VEHICLE AND THIS WILL NOT AFFECT THE REPURCHASE OF THE VEHICLE BY VW OF AMERICA? | | | PLEASE ADVISE ASAP AS THEY WOULD LIKE ME TO PICK UP THE CAR. THANK YOU SO MUCH FOR YOUR HELP AND I LOOK FORWARD TO HEARING FROM YOU. | | | SINCERELY, | | | [redacted] | |
8/12/2019 10:50:00 AM	HI BRITTANY: | | | PLEASE SEE ATTACHED SCREENSHOT SHOWING BOTH PAYMENTS TO KEY BANK FOR A TOTAL OF $1,398.38 (2 PAYMENTS FOR $699.19). PLEASE CONFIRM RECEIPT OF THIS EMAIL AND SEND BACK PAPERWORK FOR ME TO COMPLETE FOR THE REPURCHASE OF THE VEHICLE. | | | ALSO, YESTERDAY I EMAILED AND LEFT YOU A VOICEMAIL REGARDING PICKING UP OUR VEHICLE FROM THE DEALERSHIP. BASED ON THE FACT THAT I DID NOT HEAR BACK FROM YOU REGARDING THIS I WILL ASSUME THAT PICKING UP OUR VEHICLE DOES NOT AFFECT THE REPURCHASE OF THE VEHICLE BY VW OF AMERICA. | | | PLEASE LET ME KNOW IF THERE IS ANYTHING ELSE YOU NEED. I LOOK FORWARD TO HEARING BACK FROM YOU AND RECEIVING THE REQUIRED PAPERWORK FROM YOU. THANK YOU. | | | SINCERELY, | | | [redacted] | |
8/12/2019 12:18:00 PM	GOOD MORNING[redacted] | | | THANK YOU FOR SENDING IN YOUR PAYMENT HISTORY. I'VE ATTACHED THE REPURCHASE OFFER TO THIS EMAIL FOR REVIEW. PLEASE LET ME KNOW IF YOU HAVE ANY QUESTIONS. | | | BEST REGARDS, | |
8/13/2019 2:50:00 PM	HI BRITTANY: | | | PLEASE SEE ATTACHED SIGNED OFFER THAT HAS BEEN NOTARIZED. THE OFFER LETTER WAS MISSING THE BANK THAT SHOULD BE KEY BANK WHERE IT STATES IN THE FIRST PARAGRAPH "WITH YOUR AUTHORIZATION, WE WILL PAY YOUR OUTSTANDING OBLIGATION TO ." | | | ALSO, I SIGNED THE AUTHORIZATION FOR RELEASE OF TITLE AND PAYOFF AS I WAS NOT SURE IF I WAS TO SIGN AND RETURN THAT NOW OR WHEN TURNING IN THE VEHICLE, PLEASE NOTE THAT THE MILEAGE WILL CHANGE AS THAT IS THE VEHICLE THAT WE ARE CURRENTLY DRIVING. | | | PLEASE CONFIRM RECEIPT OF THIS EMAIL AND ADVISE IF THERE IS ANYTHING ELSE NEEDED FROM ME. THANK YOU. | | | SINCERELY, | | | [redacted] | |
8/13/2019 2:57:00 PM	HELLO EMIL, | | | I WANTED TO PROVIDE A HEADS UP THAT WE WILL BE REPURCHASING THE ABOVE VEHICLE. THE CUSTOMER WILL BE DROPPING THE VEHICLE OFF AT YOUR DEALERSHIP. GENERALLY WE SEND REPURCHASE PAPERWORK TO THE ATTENTION OF THE SERVICE MANAGER. PLEASE LET ME KNOW IF THIS IS ACCEPTABLE OR IF YOU WISH FOR IT TO GO TO SOMEONE ELSE. | | | THANKS! | |
8/13/2019 2:58:00 PM	HELLO[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 YOUR CASE WILL MOVE TO OUR CLOSING TEAM. THE CLOSING COORDINATOR WILL ASSEMBLE THE LAST OF THE REPURCHASE PAPERWORK AND WILL ASSIST WITH THE FINAL STEPS OF THE TRANSACTION. AS SOON AS THE PAPERWORK HAS BEEN PLACED IN THE MAIL SHE WILL REACH OUT TO YOU DIRECTLY TO REVIEW THE FINAL STEPS. | | | I'VE ALSO ATTACHED A LOYALTY ASSISTANCE VOUCHER TO THIS EMAIL. SHOULD YOU WISH TO USE THE VOUCHER SIMPLY PRESENT IT TO THE DEALERSHIP AND THEY WILL ACCOUNT FOR THE DISCOUNT. | | | BEST REGARDS, | |
8/13/2019 3:00:00 PM	1V2MR2CA6KC[redacted] REPURCHASE, 1398.38
8/13/2019 8:28:00 AM	GOOD AFTERNOON, | | | PLEASE SEE THE ATTACHED FORM THAT OUR DEPARTMENT USES FOR SUBSTITUTION OF COLLATERAL. | | WE REQUIRE THE BULLETED ITEMS TO BE PROVIDED BY THE DEALERSHIP. THE FORM NEEDS TO BE SIGNED BY BOTH THE DEALERSHIP AND THE CUSTOMER. | | | PLEASE CALL ME WITH ANY QUESTIONS I AM IN THE OFFICE FROM 9AM-5:30PM. | | | THANK YOU, | |
8/16/2019 12:01:00 PM	CHECK #[redacted] FOR AMOUNT $1,398.38 RECEIVED. | FORWARDED CHECK TO ADVOCATE FOR HANDLING.
8/16/2019 2:15:00 PM	REPURCHASE, NONCONFORMITY FUEL LEAK, RETAIL KEY BANK, CANCEL VW CARE PLAN, NO CUSTOMER CONTRIBUTION, 1398.38 CHECK TO OWNER, DLR 403125 / VW OF AKRON, DEALER CONTACT EMIL CHADIMA,[redacted] | | VEHICLE AT DEALER | |

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2MR2CA6K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	8/6/2019	Mileage	816

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

8/20/2019 2:31:00 PM	CREATE REPURCHASE CLOSING PACKAGE
8/20/2019 2:39:00 PM	REPURCHASE[redacted], BRANDING FEES
8/21/2019 10:50:00 AM	| | | | GOOD AFTERNOON,[redacted] | | | | MY NAME IS RENEE AND I WILL BE HANDLING THE FINAL STEPS IN THE REPURCHASE OF YOUR 2019 ATLAS, 1V2MR2CA6K[redacted] | | | | THE CLOSING PACKAGE SHOULD ARRIVE AT THE DEALERSHIP THURSDAY AFTERNOON (8/22). PLEASE CONTACT EMIL CHADIMA, SERVICE MANAGER AT VOLKSWAGEN OF AKRON (330) 434-8989 AND SCHEDULE THE VEHICLE SURRENDER. PLEASE RETURN THE VEHICLE TO US AS ORIGINALLY EQUIPPED AND WITH ALL OWNER┬┐S MANUALS AND KEYS. | | | | IF YOU HAVE ANY QUESTIONS IN THE MEANTIME PLEASE DON┬┐T HESITATE TO CONTACT ME! | | | | | RENEE H. | | CLOSING COORDINATOR | | CUSTOMER RESOLUTION & RETENTION | | | | VOLKSWAGEN GROUP OF AMERICA, INC. | |
8/21/2019 12:17:00 PM	OUTGOING[redacted] | | RETURN[redacted]
8/21/2019 9:24:00 AM	RECEIVED ATOMATED PAYOFF UPDATE | | | | $ 47,490.16 G/T 9-9-19
8/21/2019 9:28:00 AM	REPURCHASE,[redacted] PAYOFF,[redacted]
8/21/2019 9:29:00 AM	SENT CLOSING PACKAGE TO DEALER VIA UPS/NDS
8/21/2019 9:36:00 AM	| | GOOD MORNING, EMIL, | | | | THANK YOU FOR HELPING OUT WITH THIS REPURCHASE FOR[redacted] THE CLOSING PACKAGE WILL BE GOING OUT TODAY VIA UPS. YOU SHOULD RECEIVE IT ON THURSDAY (8/22). I HAVE ASKED THE CUSTOMER TO CONTACT YOU TO SCHEDULE THE CLOSING. AT THE CLOSING, PLEASE ASSIST THE CUSTOMER WITH THE VEHICLE SURRENDER AND THE SIGNING OF A COUPLE OF DOCUMENTS. I HAVE ALSO INCLUDED THE CUSTOMER┬┐S SETTLEMENT CHECK IN THE CLOSING PACKAGE. PLEASE GIVE THE CHECK TO THE CUSTOMER AFTER THE VEHICLE SURRENDER HAS BEEN COMPLETED. | | | PLEASE EMAIL OR FAX THE REPAIR DOCUMENTS TO ME AND RETURN THE VEHICLE SURRENDER DOCUMENTS USING THE PROVIDED UPS ENVELOPE. | | | IF YOU HAVE ANY QUESTIONS, PLEASE DO NOT HESITATE TO CONTACT ME. | | THANK YOU! | | | | RENEE HENDERSON | | CLOSING COORDINATOR | | CUSTOMER RESOLUTION & RETENTION | |
8/22/2019 2:04:00 PM	HI RENEE | | | | THANK YOU SO MUCH. I WILL LOOK FORWARD TO HEARING BACK. | | SINCERELY, | | | |[redacted] | |
8/22/2019 9:22:00 AM	GOOD MORNING, PETE, | | | | I WANTED TO REACH OUT BECAUSE WE ARE DOING A BUYBACK FROM A CUSTOMER WHO HAS MOVED TO MICHIGAN AND WOULD LIKE TO DO HIS CLOSING (SIGNING 3 DOCUMENTS AND PICKING UP HIS CHECK AND SURRENDERING HIS VEHICLE) AT RALPH THAYER LIVONIA VOLKSWAGEN. I WANTED TO SEE IF THE DEALERSHIP COULD DO THE CLOSING AND IF SO WHOM CAN I SEND THE PAPERWORK TO? THANKS FOR YOUR HELP. | | | REGARDS, | | | | RENEE HENDERSON | | CLOSING COORDINATOR | | CUSTOMER RESOLUTION & RETENTION | | | |
8/23/2019 11:20:00 AM	OUTGOING[redacted] | | RETURN[redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2MR2CA6K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	8/6/2019	Mileage	816

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

8/23/2019 8:08:00 AM	GOOD MORNING, | | | I FOUND A DEALERSHIP THAT WILL BE ABLE TO PERFORM THE CLOSING/SURRENDER THE VEHICLE FOR YOU. RALPH THAYER LIVONIA VOLKSWAGEN (734) 425-5400. THE SALES MANAGER WILL DO THE CLOSING HIS NAME IS MIKE SOTO. I WILL OVERNIGHT THE PACKAGE TO HIM TODAY AND HE SHOULD HAVE IT MONDAY. FEEL FREE TO CONTACT HIM TO SET UP AN APPOINTMENT AND I WILL EMAIL HIM TO LET HIM KNOW YOU WILL BE REACHING OUT TO DO SO. PLEASE LET ME KNOW IF YOU HAVE ANY QUESTIONS. | | | | | REGARDS, | | | RENEE HENDERSON | | CLOSING COORDINATOR | | CUSTOMER RESOLUTION & RETENTION | | | | VOLKSWAGEN GROUP OF AMERICA, INC. | | 3800 HAMLIN ROAD | |
8/23/2019 8:16:00 AM	GOOD MORNING, MIKE, | | | THANK YOU FOR HELPING OUT WITH THIS REPURCHASE FOR [redacted] THE CLOSING PACKAGE WILL BE GOING OUT TODAY VIA UPS. YOU SHOULD RECEIVE IT ON MONDAY (8/26). I HAVE ASKED THE CUSTOMER TO CONTACT YOU TO SCHEDULE THE CLOSING. AT THE CLOSING, PLEASE ASSIST THE CUSTOMER WITH THE VEHICLE SURRENDER AND THE SIGNING OF A COUPLE OF DOCUMENTS. I HAVE ALSO INCLUDED THE CUSTOMER┬┐S SETTLEMENT CHECK IN THE CLOSING PACKAGE. PLEASE GIVE THE CHECK TO THE CUSTOMER AFTER THE VEHICLE SURRENDER HAS BEEN COMPLETED. | | | PLEASE EMAIL OR FAX THE REPAIR DOCUMENTS TO ME AND RETURN THE VEHICLE SURRENDER DOCUMENTS USING THE PROVIDED UPS ENVELOPE. | | | IF YOU HAVE ANY QUESTIONS, PLEASE DO NOT HESITATE TO CONTACT ME. | | THANK YOU! | | | | RENEE HENDERSON | | CLOSING COORDINATOR | | CUSTOMER RESOLUTION & RETENTION | | | |
8/29/2019 1:30:00 PM	CHECK # [redacted] FOR AMOUNT $47,490.16 RECEIVED. | FORWARDED CHECK TO ADVOCATE FOR HANDLING.
8/29/2019 3:01:00 PM	GOOD AFTERNOON, MIKE, | | | I WANTED TO FOLLOW UP TO SEE IF [redacted] CAME INTO DO HIS CLOSING AND SURRENDER THE VEHICLE? IF SO COULD YOU LET ME KNOW SO THAT I MAY SEND THE LOAN PAYOFF WHILE I WAIT FOR THE CLOSING PACKAGE. | | THANKS AGAIN FOR DOING THE CLOSING. | | | REGARDS, | | | RENEE HENDERSON | | CLOSING COORDINATOR | | CUSTOMER RESOLUTION & RETENTION | | | | VOLKSWAGEN GROUP OF AMERICA, INC. | | 3800 HAMLIN ROAD | |
8/30/2019 7:57:00 AM	HELLO RENEE, | | | I HOPE THIS DOESN'T NOT CAUSE ANY ISSUES BUT HE IS ACTUALLY DUE TO COME IN TOMORROW AT 10AM TO SIGN THE DOCUMENTS AND SURRENDER THE VEHICLE. | | | LET ME KNOW IF THERE IS ANY ISSUES AND I WILL TOUCH BASE WITH YOU TOMORROW WITH AN UPDATE. | | | IT'S BEEN MY PLEASURE TO HELP OUT. | | | BEST REGARDS, | | MIKE SOTO | | | | | |
9/3/2019 1:02:00 PM	SENT PAYOFF VIA UPS/NDS
9/3/2019 12:39:00 PM	FAX IS COMING OVER AND THE DOCS ARE GETTING MAILED. | | | THANKS, | | MIKE | | | | ON 2019-08-30 09:30, HENDERSON, RENEE WROTE: | | > MORNING, | |
9/3/2019 4:22:00 PM	OUTGOING [redacted] | | RETURN [redacted]
9/4/2019 8:26:00 AM	RECEIVED: PAYOFF RELEASE,LPOA,ODO
9/5/2019 4:42:00 PM	ADDED TO SPREADSHEET
9/5/2019 4:45:00 PM	RECEIVED: PAYOFF RELEASE, LPOA, ODO
9/5/2019 4:47:00 PM	RECEIVED: PAYOFF RELEASE, LPOA, ODO | | | | | VEHICLE AT 403[redacted] (MIKE SOTO) | | BRANDING CHEK IN FILE.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2MR2CA6KC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	8/6/2019	Mileage	816

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

9/16/2019 11:14:00 AM	CHECK #[redacted] FOR AMOUNT $15.00 RECEIVED. | FORWARDED CHECK TO ADVOCATE FOR HANDLING.
9/16/2019 12:34:00 PM	WAIT FOR REPAIRS AND TITLE. | | WAIT FOR PAPERWORK.
9/17/2019 7:48:00 AM	TO: 'ECHADIMA@VWOFAKRON.COM' | | CC: 'MBOYLE@VWOFAKRON.COM' | | SUBJECT: 1V2MR2CA6KC[redacted] | | | | GOOD MORNING, | | | I┬┤M THE AUCTION COORDINATOR FOR THIS VEHICLE. I┬┤M FOLLOWING UP ON THE REPAIRS. PLEASE ADVISE IF THE VEHICLE┬┤S REPAIRS WERE COMPLETED AT YOUR DEALERSHIP. | | IF SO, WOULD YOU FILLOUT AND FORWARD THE REPAIR PAPERORK ATTAHCED BACK TO ME ALONG WITH THE FINAL RO. | | | ALSO IS THE 2019 VW ATLAS ON VOLKSWAGEN OF AKRON┬┤S LOT? I WAS ADVISED THE CLOSING HAPPENED IN MICHIGAN. YOUR ASSISTANCE IS GREATLY APPRECIATED. | | | | CLOSING DOCUMENTS REQUESTED: | | AUCTION CONSIGNMENT FORM | | VEHICLE CONDITION REPORT | | CORRECTION OF NON-CONFORMITY | | BUY BACK REPAIR PLAN | | FINAL RO | |
9/26/2019 1:39:00 PM	FINAL RO RECEIVED | | SEND VEHICLE TO AUCTION
9/26/2019 1:40:00 PM	SENT VEHICLE TO AUCTION | | WAIT FOR TITLE
10/11/2019 8:38:00 AM	CALLED KEY BANK TO CONFIRM THE LOAN HAS BEEN PAID IN FULL[redacted], THE REP., DID CONFIRM THE LOAN HAS BEEN PAID IN FULL AND THAT THE RELEASE OF LIEN WAS SENT TO OH BMV ON 9/6/19. HE ALSO CONFIRMED THAT A RELEASE OF LIEN WAS SENT TO 3800 AUBURN HILLS. | | | NEXT STEP IS TO CALL THE OH BMV AND CONFIRM THEY HAVE RELEASED AND ASK FOR TITLE TO BE SENT TO AUBURN HILLS. IF WE NEED ANYTHING FROM KEY BANK, WE CAN CALL BACK AND REQUEST AS THEY HAVE CONFIRMED THE AUTO LOAN WAS PAID BY VWOA.
2/17/2020 11:21:00 AM	WILL CALL OH TITLE OFFICE[redacted] 2/18. OH TITLE OFFICE CURRENTLY OFFICE CLOSED FOR PRESIDENTS DAY. | |
3/5/2020 8:56:00 AM	1V2MR2CA6KC[redacted] DUPLICATE TITLE FEE
3/12/2020 11:42:00 AM	CHECK #[redacted] FOR AMOUNT $20.00 RECEIVED. | FORWARDED CHECK TO ADVOCATE FOR HANDLING.
3/12/2020 3:18:00 PM	LPOA OUT F/SIGNATURES/NOTARIZATION | | MAIL WITH PAPERWORK TO REQUEST DUPLICATE TITLE
3/19/2020 9:53:00 AM	DUPLICATE TITLE PAPERWORK READY TO BE MAILED ON 3/18 | | WILL BE SENT OUT PENDING BUILDING REOPENING
4/13/2020 2:01:00 PM	GENERATED DISCLOSURES | | REQUESTED DUPLICATE TITLE | | INCLUDE RO[redacted] FROM RALPH THAYER LIVONIA VOLKSWAGEN
4/13/2020 2:15:00 PM	CALLED RALPH THAYER LIVONIA VOLKSWAGEN AND REQUESTED MOST RECENT RO. | | INCLUDE IN DISCLOSURE FOLDER ONLY | | SERVICE DIRECTOR CONFIMRED HE WOULD EMAIL.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2MR2CA6K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	8/6/2019	Mileage	816

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

4/13/2020 2:30:00 PM	FINAL RO[redacted] ATTACHED IN DOC CENTER
4/13/2020 2:32:00 PM	MOST RECENT RO[redacted] ATTACHED IN DOC CENTER
4/16/2020 7:16:00 AM	GENERATED DISCLOSURES | | REQUESTED DUPLICATE TITLE | | RECEIVED RO[redacted] IN DOC CENTER.
6/4/2020 10:56:00 AM	REASSIGN FROM LAHABKA TO TWANA PER CHERI MORRIS | | | |
9/15/2020 1:18:00 PM	DUPLICATE TITLE WAS NOT REQUESTED AS NOTED IN LISTEN. CHECK[redacted] IS NOW EXPIRED.REQUEST DUPLICATE CHECK MAIL DUPLICATE REQUEST
11/23/2020 9:13:00 AM	DUPLICATE TITLE REQUEST IN FILE.WAIT FOR CHECK. MAIL REQUEST PREPARE TITLE FOR BRANDING ONCE RECEIVED.
3/29/2021 11:43:00 AM	DUPLICATE TITLE APPLICATION WAS NEVER SENT TO CUYAHOGA COUNTY. REQUESTED $15 CHECK FOR OH DUPLICATE TITLE.
4/6/2021 10:53:00 AM	DUPLICATE TITLE APPLICATION SENT TO OH. FEDEX TRACKING #[redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2UR2CA6K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	9/19/2019	Mileage	5,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
9/19/2019 1:00:00 PM	CO ADVISED: CALLED CUST BACK AT[redacted] TO ADVISE THAT CASE IS ESCULATED TO A RCM WHO WILL BE IN CONTACT WITH CUST BY COB 9/20/2019 | |
9/19/2019 11:42:00 AM	CUSTOMER STATES: VEHICLE WAS TOWED DUE TO FUEL LEAKS; VEHICLE IS AT THE DEALER GETTING REPAIRS DONE; CUST IS OUT OF TOWN AND WOULD NEED VEHICLE TOWED TO HER LOCATION; VEHICLE IS LOCATED AT JOE MACHENS 424[redacted] CUST STATES THIS IS FIRST VW AND WILL BE CUST LAST VW | | | CUSTOMER SEEKS: TO HAVE VEHICLE TOWED TO CUST LOCATION | | | FACE TO FACE WITH TEAM LEAD JULIE WHO ADVISED TO REVIEW FUEL CONCERN WITH LEVEL 2; CO WILL NEED TO FIND OUT WHAT DEALER THE VEHICLE IS LOCATED AT; IF CUSTOMER IS 100 MILES OR MORE FROM HOME CUSTOMER CAN SPEAK WITH ROADSIDE IN REGARD TO TRIP INTERRUPTION; CO CAN ASSIGN CASE TO RCM TO CONTACT DEALER IN REGARD TO DIAGNOSIS AND REPAIR ESTIMATED TIME OF ARRIVAL; RCM CAN FOLLOW UP 9/20; | | | CO ADVISED: WILL NEED TO KNOW WHAT DEALER VEHICLE IS LOCATED AT; CUST STATES: DOES NOT KNOW WHERE DEALER VEHICLE IS AT DUE TO VW ROADSIDE TOWED IT THERE: CO CALLED ROADSIDE TO CONFIRM WHERE VEHICLE WAS LOCATED; VEHICLE IS LOCATED AT JOE MACHENS VW 424165; CUST DISCONNECTED CALL AND ASKED FOR CARE TO CALL CUST BACK DUE TO CELL PHONE WAS GOING TO DIE | | | CO LINKED LEVEL 2 WHO ADVISED PLEASE ESCALATE TO AN RCM TO ENSURE RESOLUTION. THANK YOU. AS IT'S ALREADY AT THE DEALER, WE DON'T NEED TO GIVE ANY PARTICULAR WARNINGS. | | | CO TO ESCALATE TO RCM | | | |
9/19/2019 11:46:00 AM	TEAM LEAD ADVISED TO REVIEW FUEL CONCERN WITH LEVEL 2; CO WILL NEED TO FIND OUT WHAT DEALER THE VEHICLE IS LOCATED AT; IF CUSTOMER IS 100 MILES OR MORE FROM HOME CUSTOMER CAN SPEAK WITH ROADSIDE IN REGARD TO TRIP INTERRUPTION; CO CAN ASSIGN CASE TO RCM TO CONTACT DEALER IN REGARD TO DIAGNOSIS AND REPAIR ESTIMATED TIME OF ARRIVAL; RCM CAN FOLLOW UP 9/20; CO TO RETURN TO CUSTOMER
9/19/2019 12:03:00 PM	CA NOTIFIED RC OF THE ALLEGED FUEL LEAK. RC ADVISED: | | PLEASE ESCALATE TO AN RCM TO ENSURE RESOLUTION. THANK YOU. AS IT'S ALREADY AT THE DEALER, WE DON'T NEED TO GIVE ANY PARTICULAR WARNINGS.
9/19/2019 12:42:00 PM	RCM TO REVIEW | | | RCM TO CONTCAT DEALER 424[redacted]5 REGARDING THE DIAGNOSIS AND REPAIR ESTIMATED TIME OF ARRIVAL; RCM CAN FOLLOW UP WITH CUST BY 9/20/2019 BY COB AT [redacted]| |
9/19/2019 12:58:00 PM	CATEGORY SELECTION : FUELSYS / LEAKS / FUEL LEAK ;
9/20/2019 1:20:00 PM	THIS IS A `DUPLICATE CASE, PLEASE REFER TO CASE #[redacted]
9/20/2019 12:48:00 PM	DUPLICATE CASE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2CP2CA7JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	5/2/2020	Mileage	18,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
5/2/2020 10:34:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2KR2CA3JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	5/5/2020	Mileage	35,900

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
5/5/2020 10:40:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2AP2CAXJ[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	5/5/2020	Mileage	21,899

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
5/5/2020 10:40:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2UR2CA5K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	5/12/2020	Mileage	7,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
5/12/2020 10:39:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2LR2CA2K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	5/23/2020	Mileage	6,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
5/23/2020 10:34:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2MR2CA8JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	5/27/2020	Mileage	35,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
5/27/2020 10:36:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2WP2CA8K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	5/29/2020	Mileage	9,171

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
5/29/2020 10:41:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2ER2CA9KC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	6/2/2020	Mileage	6,899

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/2/2020 10:38:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2LR2CA7JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	6/2/2020	Mileage	21,895

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/2/2020 10:38:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2LR2CA6JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	6/3/2020	Mileage	35,500

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/3/2020 10:39:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2DR2CA8J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	6/4/2020	Mileage	3,700

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/4/2020 10:40:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2MR2CA4K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	6/12/2020	Mileage	36,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/12/2020 12:03:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2MR2CA6JC[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	7/4/2020	Mileage	27,850

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
4/2/2020 3:56:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT:[redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2UR2CA2K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	7/4/2020	Mileage	2,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
4/4/2020 11:38:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2ER2CA1KC[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	7/4/2020	Mileage	200

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
4/7/2020 4:46:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2KR2CA8JC[redacted]
Owner Or Fleet	? ? [redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	7/4/2020	Mileage	27,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
4/22/2020 1:23:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT:[redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2CP2CA7JC[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	7/4/2020	Mileage	18,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
5/1/2020 2:42:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT:[redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2KR2CA3JC[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	7/4/2020	Mileage	35,900

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
5/4/2020 11:35:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2AP2CAXJ[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	7/4/2020	Mileage	21,899

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
5/4/2020 12:42:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2LR2CA2KC[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	7/4/2020	Mileage	6,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
5/22/2020 8:10:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT:[redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2LR2CA6JC[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	7/4/2020	Mileage	35,500

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
5/26/2020 11:08:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2MR2CA8JC[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	7/4/2020	Mileage	35,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
5/26/2020 1:53:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2UR2CA8K[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	7/4/2020	Mileage	25,611

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
5/28/2020 10:38:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT:[redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2WP2CA8K[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	7/4/2020	Mileage	9,171

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
5/28/2020 7:23:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2LR2CA7JC[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	7/3/2020	Mileage	21,895

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/1/2020 9:25:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2ER2CA9KC[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	7/3/2020	Mileage	6,899

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/1/2020 10:15:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2DR2CA8J[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	7/3/2020	Mileage	3,700

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/3/2020 7:43:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2MR2CA4K[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	7/3/2020	Mileage	36,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/11/2020 11:23:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted] [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2LR2CA4JC[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	6/19/2020	Mileage	50,009

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/17/2020 8:50:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT:[redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2ER2CA5JC[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	6/19/2020	Mileage	30,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/17/2020 5:28:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2KR2CA8J[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	6/19/2020	Mileage	29,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/18/2020 2:27:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2UR2CA4K[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	6/21/2020	Mileage	11,586

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/22/2020 7:38:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = ( )||; CONTACT:[redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2DR2CAXJ[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	6/23/2020	Mileage	35,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/22/2020 9:52:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2CR2CA4JC[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	6/30/2020	Mileage	65,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/29/2020 4:29:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2UR2CA4K[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	7/1/2020	Mileage	10,130

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/30/2020 1:51:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2LR2CA7JC[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	7/1/2020	Mileage	20,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/30/2020 5:39:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT:[redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2MR2CA5JC[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	7/2/2020	Mileage	25,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
7/1/2020 4:21:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2UR2CA5K[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	7/3/2020	Mileage	10,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
7/2/2020 5:58:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2MR2CA4LC[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2020		
Report Date	7/7/2020	Mileage	2,300

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
7/6/2020 12:27:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V21E2CA4LC[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas Cross Sport, 2020		
Report Date	7/10/2020	Mileage	500

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
7/9/2020 6:29:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2WR2CA0K[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	7/13/2020	Mileage	14,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
7/12/2020 9:01:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2MR2CA1K[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	7/14/2020	Mileage	13,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
7/13/2020 5:27:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2WR2CA6K[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	7/15/2020	Mileage	15,289

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
7/14/2020 3:20:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT:[redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2UR2CA9K[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	7/15/2020	Mileage	11,544

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
7/14/2020 6:12:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2DR2CA1J[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	7/22/2020	Mileage	36,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
7/21/2020 8:15:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2MR2CA7K[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	7/25/2020	Mileage	13,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
7/24/2020 2:04:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2KR2CAXJC[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	7/29/2020	Mileage	29,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
7/28/2020 1:53:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2LR2CA8JC[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	9/3/2020	Mileage	23,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
8/1/2020 8:06:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2UR2CA9K[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	8/9/2020	Mileage	12,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
8/8/2020 2:17:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FUEL LEAK)||; CONTACT: VOLKSWAGENOFMANDEVILLE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2CR2CA1JC[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	8/10/2020	Mileage	25,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
8/9/2020 7:54:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2MR2CA2K[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	8/17/2020	Mileage	11,115

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
8/15/2020 10:54:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2WR2CA6K[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	8/27/2020	Mileage	15,713

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
8/26/2020 1:50:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted] [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2DR2CA9KC[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	9/4/2020	Mileage	26,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
9/3/2020 1:24:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FUEL LEAK)||; CONTACT: [redacted] [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2DR2CA4J[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	9/9/2020	Mileage	32,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
9/8/2020 11:51:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2DR2CAXJ[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	9/10/2020	Mileage	30,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
9/9/2020 10:17:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2XR2CA6K[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	9/12/2020	Mileage	4,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
9/11/2020 2:48:00 PM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT:[redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2LR2CA7K[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	9/15/2020	Mileage	5,400

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
9/14/2020 9:20:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT: [redacted]

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2DR2CA6J[redacted]
Owner Or Fleet	U ? ?, UNKNOWN, UNKNOWN, MI, 000000 Phone #:		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	12/8/2020	Mileage	17,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
12/7/2020 9:42:00 AM	||AGERO SERVICE PROBLEM = (FLUID FUEL LEAK)|| ||AGERO DISABLEMENT REASON = (FLUID LEAK)||; CONTACT:

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2NR2CA0KC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	11/30/2020	Mileage	20,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
11/30/2020 12:37:00 PM	@CARE CASE AND GOODWILL REVIEW I HAVE A CUST THAT HAS A 2019 ATLAS WITH 20,000 MILES ON IT THAT STATED THAT HE WANTS A NEW VEH; VEH WONT GO OVER 20MPH AND ALSO THE FUEL PUMP IS LEAKING ; THE DEALER STATED THAT THERE WAS NOTHING WRONG THE FIRST TIME; WILL THIS BE HANDED OVER TO RCM FOR A REVIEW IN REGARDS TO THIS ?
11/30/2020 12:51:00 PM	[redacted] | HELLO KEVIN, THANK YOU FOR THE HEADS UP ABOUT THIS ALLEGED FUEL LEAK. AS THE VEHICLE IS ALREADY AT A VW DEALER, WE WOULDNT NEED TO SHARE ANY PARTICULAR WORDS OF WARNING. GREG PETERS REGIONAL CONSULTANT, VOLKSWAGEN CUSTOMER CARE VOLKSWAGEN GROUP OF AMERICA, INC. 3800 HAMLIN RD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA T. 800 822 8987 WWW.VW.COM 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 WWW.VW.COM/PRIVACY.
11/30/2020 12:51:00 PM	FUEL PUMP LEAK
11/30/2020 12:57:00 PM	CALL FROM OWNER CUST STATED THAT HE HAS BEEN HAVING ISSUES WITH HIS VEH NOT GOING OVER 20MPH; HE HAD TO GET A RENTAL FOR THE PASS 3WKS;DEALER TOLD HIM THE CAR WAS FINE BUT ITS STILL HAVING ISSUES HIGH PRESSURE FUEL PUMP AND ITS LEAKING; HE SPOKE TO THE VCI GROUP BUT THEY
11/30/2020 12:59:00 PM	WYATT JOHNSON VW OF CLARKSVILLE/FUEL PUMP LEAK-BB RCM REACHED OUT TO CUSTOMER; RCM ADVISED UNABLE TO REPURCHASE OR REPLACE VEHICLE AT THIS TIME; WILL CONTINUE TO WORK WITHIN REMAINING WARRANTIES OF VEHICLE; RCM ADVISED TO NOTIFY VW IF VEHICLE HAS ANY REPAIRS AND IF CUSTOMER WOULD LIKE US TO REVIEW THEIR

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2KR2CA9JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	12/2/2020	Mileage	75,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
12/2/2020 1:05:00 PM	@CARE CASE AND GOODWILL REVIEW CUSTOMER BOUGHT VEHICLE PRE-OWNED FROM A NON-VW DEALERSHIP WITH A CPO WARRANTY THROUGH THEM AND THE CUSTOMER IS HAVING REPEAT REPAIR CONCERNS WITH THE VEHICLE. IT IS CURRENTLY DOWN AT THE DEALERSHIP BECAUSE OF A GAS AND COOLANT LEAK AND THE CUSTOMER IS REQUESTING A BUYBACK. THE VEHICLE IS 3K OUTSIDE OF THE NVLW HOWEVER. PLEASE ADVISE
12/2/2020 1:36:00 PM	CALL CUSTOMER: VEHICLE HAS BEEN TO DEALERSHIP FOR REPEAT REPAIR MULTIPLE TIMES. BROUGHT VEHICLE TO DEALERSHIP TODAY. VEHICLE IS LEAKING GASOLINE AND COOLANT. EPC LIGHT KEEPS COMING ON. DOESNT FEEL THAT VEHICLE IS SAFE TO DRIVE ANYMORE. CUSTOMER WANTS TO BE SW
12/2/2020 1:37:00 PM	FUEL LEAK IN VEHICLE
12/2/2020 1:38:00 PM	COOLANT LEAK
12/2/2020 1:41:00 PM	WAIT DEALER GUNTHER CC ***FUEL LEAK FROM VEHICLE. RCM TO REVIEW DIAGNOSIS AND REPAIR DOCUMENTS. RCM TO LOOK INTO FUEL LEAK ISSUE. RCM TO CONTACT CUSTOMER BY COB 12/3/2020.
12/3/2020 10:51:00 AM	DEALER 405[redacted]: GUNTHER VW OF COCONUT CREEK / [redacted] / 1V2KR2CA9JC[redacted] | DEALER 405[redacted]: GUNTHER VW OF COCONUT CREEK CUSTOMER: [redacted] VIN: 1V2KR2CA9JC[redacted]- 2018 ATLAS GOOD MORNING, I AM REACHING OUT TO YOU ON THIS NEW CASE OF OURS DUE TO YOUR REGION CASE MANAGER CURRENTLY BEING OUT OF THE OFFICE. THIS CUSTOMER CONTACTED US ADVISING THE VEHICLE HAS BEEN TO THE DEALERSHIP MULTIPLE TIMES FOR A REPEAT REPAIR AND RECENTLY BROUGHT BACK IN FOR A FUEL LEAK AND A COOLANT LEAK AS WELL AS THE EPC LIGHT KEEPS COMING ON. CUSTOMER NO LONGER FEELS SAFE IN THE VEHICLE AND WANTS A BUYBACK REVIEW FOR A REPLACEMENT VEHICLE. CAN YOU PROVIDE A CURRENT STATUS UPDATE ON THIS ONE PLEASE? ALSO, PLEASE EMAIL 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. THANKS, TO PROVIDE YOU WITH THE BEST SERVICE POSSIBLE, ITS IMPORTANT THAT YOU RESPOND TO US BY REPLYING TO THIS EMAIL. REPLYING OUTSIDE OF THIS EMAIL WILL RESULT IN A DELAYED RESPONSE. THANK YOU FOR CONTACTING VOLKSWAGEN CUSTOMER CARE. KEITH BARNES REGION CASE MANAGER VOLKSWAGEN CUSTOMER CARE VOLKSWAGEN OF AMERICA, INC. 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA T. 248 754 3228 WWW.VW.COM 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 WWW.VW.COM/PRIVACY.
12/3/2020 10:51:00 AM	HI @PRESTON AUSTERMANN @ASHLEY SETTLE THIS FUEL LEAK WAS NEVER REVIEWED WITH LEVEL 2 IT APPEARS BUT IT IS ALREADY AT THE DEALER. JUST WANTED TO GIVE YOU A HEADS UP. THANKS.
12/3/2020 11:02:00 AM	[redacted] | HI KEITH, THANK YOU FOR THE HEADS UP WITH THIS FUEL LEAK. AS THE VEHICLE IS NOT IN THE CUSTOMERS POSSESSION, THERE ARE NO PRECAUTIONARY ACTIONS THAT WE NEED TO ADVISE. TO PROVIDE YOU WITH THE BEST SERVICE POSSIBLE, ITS IMPORTANT THAT YOU RESPOND TO US BY REPLYING TO THIS EMAIL. REPLYING OUTSIDE OF THIS EMAIL WILL RESULT IN A DELAYED RESPONSE. THANK YOU FOR CONTACTING VOLKSWAGEN CUSTOMER CARE. ASHLEY S. SPECIAL PROJECTS ADVOCATE, CRM LOYALTY & CX PERFORMANCE VOLKSWAGEN OF AMERICA, INC. 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA WWW.VW.COM 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 WWW.VW.COM/PRIVACY.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2KR2CA9JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	12/2/2020	Mileage	75,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

12/4/2020 11:31:00 AM	RE: DEALER 405[redacted]: GUNTHER VW OF COCONUT CREEK / [redacted] / 1V2KR2CA9JC[redacted] | GOOD MORNING, JUST WANTED TO FOLLOW UP ON THIS EMAIL FROM YESTERDAY. PLEASE REVIEW AND LET ME KNOW ANY UPDATES WHEN YOU HAVE A MOMENT? THANKS, KEITH BARNES REGION CASE MANAGER ---------- ORIGINAL MESSAGE ---------- FROM: VWCARERCMTEAM@VW.COM [VWCARERCMTEAM@VW.COM] SENT: 12/3/2020 10:51 AM TO: PATTIW@GUNTHERCREEK.NET CC: ROBERT.SILVERNAIL@VW.COM SUBJECT: DEALER 405[redacted] GUNTHER VW OF COCONUT CREEK / [redacted] / 1V2KR2CA9JC[redacted] DEALER 405[redacted]: GUNTHER VW OF COCONUT CREEK CUSTOMER [redacted] VIN: 1V2KR2CA9JC[redacted] - 2018 ATLAS GOOD MORNING, I AM REACHING OUT TO YOU ON THIS NEW CASE OF OURS DUE TO YOUR REGION CASE MANAGER CURRENTLY BEING OUT OF THE OFFICE. THIS CUSTOMER CONTACTED US ADVISING THE VEHICLE HAS BEEN TO THE DEALERSHIP MULTIPLE TIMES FOR A REPEAT REPAIR AND RECENTLY BROUGHT BACK IN FOR A FUEL LEAK AND A COOLANT LEAK AS WELL AS THE EPC LIGHT KEEPS COMING ON. CUSTOMER NO LONGER FEELS SAFE IN THE VEHICLE AND WANTS A BUYBACK REVIEW FOR A REPLACEMENT VEHICLE. CAN YOU PROVIDE A CURRENT STATUS UPDATE ON THIS ONE PLEASE? ALSO, PLEASE EMAIL 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. THANKS, TO PROVIDE YOU WITH THE BEST SERVICE POSSIBLE, ITS IMPORTANT THAT YOU RESPOND TO US BY REPLYING TO THIS EMAIL. REPLYING OUTSIDE OF THIS EMAIL WILL RESULT IN A DELAYED RESPONSE. THANK YOU FOR CONTACTING VOLKSWAGEN CUSTOMER CARE. KEITH BARNES REGION CASE MANAGER VOLKSWAGEN CUSTOMER CARE VOLKSWAGEN OF AMERICA, INC. 3800 HAMLIN
12/7/2020 10:51:00 AM	[redacted] - 1V2KR2CA9JC[redacted] - [redacted] | GOOD MORNING DAVE & PATTI, I HOPE THAT YOU HAVE BEEN WELL. THANK YOU FOR ASSISTING MY COLLEAGUES WHILE I WAS OUT EXPECTANTLY LAST WEEK. I WAS HOPING TO GET SOME INFORMATION ON [redacted] AND HER 2018 ATLAS BY CHANCE WITH THE EPC LIGHT CONCERNS. CUSTOMER IS ALSO REQUESTING BUYBACK FROM US HERE. CAN ANY ROS BE SENT OVER BY CHANCE WITH THE INFORMATION? THANK YOU SO MUCH, GOOD MORNING, JUST WANTED TO FOLLOW UP ON THIS EMAIL FROM YESTERDAY. PLEASE REVIEW AND LET ME KNOW ANY UPDATES WHEN YOU HAVE A MOMENT? THANKS, KEITH BARNES REGION CASE MANAGER ---------- ORIGINAL MESSAGE ---------- FROM: VWCARERCMTEAM@VW.COM [VWCARERCMTEAM@VW.COM] SENT: 12/3/2020 10:51 AM TO: PATTIW@GUNTHERCREEK.NET CC: ROBERT.SILVERNAIL@VW.COM SUBJECT: DEALER 405[redacted]: GUNTHER VW OF COCONUT CREEK / [redacted] / 1V2KR2CA9JC[redacted] DEALER 405[redacted]: GUNTHER VW OF COCONUT CREEK CUSTOMER: [redacted] VIN: 1V2KR2CA9JC[redacted] - 2018 ATLAS GOOD MORNING, I AM REACHING OUT TO YOU ON THIS NEW CASE OF OURS DUE TO YOUR REGION CASE MANAGER CURRENTLY BEING OUT OF THE OFFICE. THIS CUSTOMER CONTACTED US ADVISING THE VEHICLE HAS BEEN TO THE DEALERSHIP MULTIPLE TIMES FOR A REPEAT REPAIR AND RECENTLY BROUGHT BACK IN FOR A FUEL LEAK AND A COOLANT LEAK AS WELL AS THE EPC LIGHT KEEPS COMING ON. CUSTOMER NO LONGER FEELS SAFE IN THE VEHICLE AND WANTS A BUYBACK REVIEW FOR A REPLACEMENT VEHICLE. CAN YOU PROVIDE A CURRENT STATUS UPDATE ON THIS ONE PLEASE? ALSO, PLEASE EMAIL 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. THANKS,

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2KR2CA9J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	12/2/2020	Mileage	75,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

12/7/2020 11:59:00 AM	HAS BEEN TO THE DEALERSHIP MULTIPLE TIMES FOR A REPEAT REPAIR AND RECENTLY BROUGHT BACK IN FOR A FUEL LEAK AND A COOLANT LEAK AS WELL AS THE EPC LIGHT KEEPS COMING ON. CUSTOMER NO LONGER FEELS SAFE IN THE VEHICLE AND WANTS A BUYBACK REVIEW FOR A REPLACEMENT VEHICLE. CAN YOU PROVIDE A CURRENT STATUS UPDATE ON THIS ONE PLEASE? ALSO, PLEASE EMAIL 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. THANKS, TO PROVIDE YOU WITH THE BEST SERVICE POSSIBLE, ITS IMPORTANT THAT YOU RESPOND TO US BY REPLYING TO THIS EMAIL. REPLYING OUTSIDE OF THIS EMAIL WILL RESULT IN A DELAYED RESPONSE. THANK YOU FOR CONTACTING VOLKSWAGEN CUSTOMER CARE. KEITH BARNES REGION CASE MANAGER VOLKSWAGEN CUSTOMER CARE VOLKSWAGEN OF AMERICA, INC. 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA T. 248 754 3228 WWW.VW.COM <HTTPS://US-EAST-2.PROTECTION.SOPHOS.COM?D=VW.COM&U=D3D3LNZ3LMNVBQ==&I=NWU3OTFKMDYYMGM5NZGXNZAYMGRMYTFL&T=BDJKQJBXS1J6OHNCTUHSNU9ZTNDVOFZFAM1VQU00NLC0V1IZQLZ3C1BPDZ0=&H=3C96FC7F0BE24F2E883862DC570DC696> 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 WWW.VW.COM/PRIVACY. <HTTPS://US-EAST-2.PROTECTION.SOPHOS.COM?D=VW.COM&U=D3D3LNZ3LMNVBS9WCML2YWN5&I=NWU3OTFKMDYYMGM5NZGXNZAYMGRMYTFL&T=WJVAZWNQWGRIA2HTSMJEY1LXN1RRUKVVADD4RU4ZS0DXDE5KTMIXDS9WRT0=&H=3C96FC7F0BE24F2E883862DC570DC696.> <HTTPS://VWGOA.MY.SALESFORCE.COM/SERVLET/SERVLET.IMAGESERVER?OID=00D6A0000004FLG&ESID=0183U00000AC10O&FROM=INT>
12/9/2020 12:55:00 PM	OUT TO YOU ON THIS NEW CASE OF OURS DUE TO YOUR REGION CASE MANAGER CURRENTLY BEING OUT OF THE OFFICE. THIS CUSTOMER CONTACTED US ADVISING THE VEHICLE HAS BEEN TO THE DEALERSHIP MULTIPLE TIMES FOR A REPEAT REPAIR AND RECENTLY BROUGHT BACK IN FOR A FUEL LEAK AND A COOLANT LEAK AS WELL AS THE EPC LIGHT KEEPS COMING ON. CUSTOMER NO LONGER FEELS SAFE IN THE VEHICLE AND WANTS A BUYBACK REVIEW FOR A REPLACEMENT VEHICLE. CAN YOU PROVIDE A CURRENT STATUS UPDATE ON THIS ONE PLEASE? ALSO, PLEASE EMAIL 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. THANKS, TO PROVIDE YOU WITH THE BEST SERVICE POSSIBLE, ITS IMPORTANT THAT YOU RESPOND TO US BY REPLYING TO THIS EMAIL. REPLYING OUTSIDE OF THIS EMAIL WILL RESULT IN A DELAYED RESPONSE. THANK YOU FOR CONTACTING VOLKSWAGEN CUSTOMER CARE. KEITH BARNES REGION CASE MANAGER VOLKSWAGEN CUSTOMER CARE VOLKSWAGEN OF AMERICA, INC. 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA T. 248 754 3228 WWW.VW.COM 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 WWW.VW.COM/PRIVACY. TO PROVIDE YOU WITH THE BEST SERVICE POSSIBLE, ITS IMPORTANT THAT YOU RESPOND TO US BY REPLYING TO THIS EMAIL. REPLYING OUTSIDE OF THIS EMAIL WILL RESULT IN A DELAYED RESPONSE. THANK YOU FOR CONTACTING VOLKSWAGEN CUSTOMER CARE. KEITH BARNES REGION CASE MANAGER VOLKSWAGEN CUSTOMER CARE VOLKSWAGEN OF AMERICA, INC. 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA T. 248 754 3228 WWW.VW.COM

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2KR2CA9JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	12/2/2020	Mileage	75,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

12/9/2020 2:16:00 PM

MY COLLEAGUES WHILE I WAS OUT EXPECTANTLY LAST WEEK. I WAS HOPING TO GET SOME INFORMATION ON [redacted] AND HER 2018 ATLAS BY CHANCE WITH THE EPC LIGHT CONCERNS. CUSTOMER IS ALSO REQUESTING BUYBACK FROM US HERE. CAN ANY ROS BE SENT OVER BY CHANCE WITH THE INFORMATION? THANK YOU SO MUCH, GOOD MORNING, JUST WANTED TO FOLLOW UP ON THIS EMAIL FROM YESTERDAY. PLEASE REVIEW AND LET ME KNOW ANY UPDATES WHEN YOU HAVE A MOMENT? THANKS, KEITH BARNES REGION CASE MANAGER ---------- ORIGINAL MESSAGE ---------- FROM: VWCARERCMTEAM@VW.COM <MAILTO:VWCARERCMTEAM@VW.COM> [VWCARERCMTEAM@VW.COM] SENT: 12/3/2020 10:51 AM TO: PATTIW@GUNTHERCREEK.NET <MAILTO:PATTIW@GUNTHERCREEK.NET> CC: ROBERT.SILVERNAIL@VW.COM <MAILTO:ROBERT.SILVERNAIL@VW.COM> SUBJECT: DEALER 405[redacted]: GUNTHER VW OF COCONUT CREEK / [redacted] / 1V2KR2CA9JC[redacted] DEALER 405[redacted]: GUNTHER VW OF COCONUT CREEK CUSTOMER: [redacted] VIN: 1V2KR2CA9JC5[redacted] - 2018 ATLAS GOOD MORNING, I AM REACHING OUT TO YOU ON THIS NEW CASE OF OURS DUE TO YOUR REGION CASE MANAGER CURRENTLY BEING OUT OF THE OFFICE. THIS CUSTOMER CONTACTED US ADVISING THE VEHICLE HAS BEEN TO THE DEALERSHIP MULTIPLE TIMES FOR A REPEAT REPAIR AND RECENTLY BROUGHT BACK IN FOR A FUEL LEAK AND A COOLANT LEAK AS WELL AS THE EPC LIGHT KEEPS COMING ON. CUSTOMER NO LONGER FEELS SAFE IN THE VEHICLE AND WANTS A BUYBACK REVIEW FOR A REPLACEMENT VEHICLE. CAN YOU PROVIDE A CURRENT STATUS UPDATE ON THIS ONE PLEASE? ALSO, PLEASE EMAIL 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. THANKS, TO PROVIDE YOU WITH THE BEST

12/9/2020 3:29:00 PM

BEEN WELL. THANK YOU FOR ASSISTING MY COLLEAGUES WHILE I WAS OUT EXPECTANTLY LAST WEEK. I WAS HOPING TO GET SOME INFORMATION ON [redacted] AND HER 2018 ATLAS BY CHANCE WITH THE EPC LIGHT CONCERNS. CUSTOMER IS ALSO REQUESTING BUYBACK FROM US HERE. CAN ANY ROS BE SENT OVER BY CHANCE WITH THE INFORMATION? THANK YOU SO MUCH, GOOD MORNING, JUST WANTED TO FOLLOW UP ON THIS EMAIL FROM YESTERDAY. PLEASE REVIEW AND LET ME KNOW ANY UPDATES WHEN YOU HAVE A MOMENT? THANKS, KEITH BARNES REGION CASE MANAGER ---------- ORIGINAL MESSAGE ---------- FROM: VWCARERCMTEAM@VW.COM [VWCARERCMTEAM@VW.COM] SENT: 12/3/2020 10:51 AM TO: PATTIW@GUNTHERCREEK.NET CC: ROBERT.SILVERNAIL@VW.COM SUBJECT: DEALER 405[redacted]: GUNTHER VW OF COCONUT CREEK / [redacted] / 1V2KR2CA9JC[redacted] DEALER 405[redacted]: GUNTHER VW OF COCONUT CREEK CUSTOMER: [redacted] VIN: 1V2KR2CA9JC[redacted] - 2018 ATLAS GOOD MORNING, I AM REACHING OUT TO YOU ON THIS NEW CASE OF OURS DUE TO YOUR REGION CASE MANAGER CURRENTLY BEING OUT OF THE OFFICE. THIS CUSTOMER CONTACTED US ADVISING THE VEHICLE HAS BEEN TO THE DEALERSHIP MULTIPLE TIMES FOR A REPEAT REPAIR AND RECENTLY BROUGHT BACK IN FOR A FUEL LEAK AND A COOLANT LEAK AS WELL AS THE EPC LIGHT KEEPS COMING ON. CUSTOMER NO LONGER FEELS SAFE IN THE VEHICLE AND WANTS A BUYBACK REVIEW FOR A REPLACEMENT VEHICLE. CAN YOU PROVIDE A CURRENT STATUS UPDATE ON THIS ONE PLEASE? ALSO, PLEASE EMAIL 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. THANKS, TO PROVIDE YOU WITH THE BEST SERVICE POSSIBLE, ITS IMPORTANT THAT YOU RESPOND TO US BY REPLYING

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2KR2CA9JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	12/2/2020	Mileage	75,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

12/9/2020 3:29:00 PM	[FROM: EXTERNAL] RE: [redacted] - 1V2KR2CA9JC[redacted] - [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. THE FUEL RAIL IS LEAKING AT THE WELD POINT WE HAVE ORDERED THE PART AND EXPECT IT HERE TOMORROW. -----ORIGINAL MESSAGE----- FROM: DAVEK@GUNTHERCREEK.NET SENT: WEDNESDAY, DECEMBER 9, 2020 2:15PM TO: VWCARERCMTEAM@VW.COM, PETER@GUNTHERCREEK.NET CC: PATTIW@GUNTHERCREEK.NET SUBJECT: RE: [redacted] - 1V2KR2CA9JC[redacted] - [redacted] PETE, IS THIS THE ONE WE ARE WAITING ON A FUEL RAIL? DAVID KLAUS G0UNTHER MOTOR COMPANY 4300 NORTH STATE RD 7 COCONUT CREEK FL. 33073 DIRECT 954-590-3820 FAX 954-590-3727 EMAIL DAVEK@GUNTHERCREEK.NET FROM: VWCARERCMTEAM@VW.COM <VWCARERCMTEAM@VW.COM> SENT: WEDNESDAY, DECEMBER 9, 2020 12:55 PM TO: DAVEK@GUNTHERCREEK.NET CC: PATTIW@GUNTHERCREEK.NET SUBJECT: [redacted] - 1V2KR2CA9JC[redacted] - [redacted] AFTERNOON DAVE! JUST CHECKING HERE IF THERE HAD BEEN ANY UPDATES OR CHANGES BY CHANCE? THANK YOU AGAIN, ---------- ORIGINAL MESSAGE ---------- FROM: [DAVEK@GUNTHERCREEK.NET] SENT: 12/7/2020 11:56 AM TO: VWCARERCMTEAM@VW.COM CC: PATTIW@GUNTHERCREEK.NET SUBJECT: [FROM: EXTERNAL] RE: [redacted] - 1V2KR2CA9JC[redacted] - [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. THE VEHICLE HAS NOT BEEN FULLY DIAGNOSED YET. ATTACHED ARE THE REPAIR ORDERS ON FILE ALONG WITH THE CURRENT WORK ORDER. DAVE DAVID KLAUS GUNTHER MOTOR COMPANY 4300 NORTH STATE RD 7 COCONUT CREEK FL. 33073 DIRECT 954-590-3820 FAX 954-590-3727 EMAIL DAVEK@GUNTHERCREEK.NET FROM: VWCARERCMTEAM@VW.COM <VWCARERCMTEAM@VW.COM> SENT: MONDAY, DECEMBER 7, 2020 10:52 AM TO: DAVEK@GUNTHERCREEK.NET CC: PATTIW@GUNTHERCREEK.NET SUBJECT: [redacted] - 1V2KR2CA9JC[redacted] - [redacted] GOOD MORNING DAVE & PATTI, I HOPE THAT YOU HAVE
12/9/2020 4:52:00 PM	OFFER 10% TRADE ASSISTANCE BUYBACK REQUEST FUEL LEAK(FUEL LINE LEAK DETECTED AND BEING REPAIRED) ROS IN FILE - MINUS CURRENT RO GUNTHER COCONUT CREEK
12/11/2020 10:50:00 AM	[redacted] - 1V2KR2CA9JC[redacted] - [redacted] | GOOD MORNING ALL! JUST CHECKING IN ON [redacted] IF REPAIRS HAD BEEN ABLE TO BE COMPLETED OR IF THERE WAS AN ETA? THANK YOU! ---------- ORIGINAL MESSAGE ---------- FROM: PETER@GUNTHERCREEK.NET [PETER@GUNTHERCREEK.NET] SENT: 12/9/2020 3:29 PM TO: DAVEK@GUNTHERCREEK.NET CC: VWCARERCMTEAM@VW.COM; PATTIW@GUNTHERCREEK.NET SUBJECT: [FROM: EXTERNAL] RE: [redacted] - 1V2KR2CA9JC[redacted] - [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. THE FUEL RAIL IS LEAKING AT THE WELD POINT WE HAVE ORDERED THE PART AND EXPECT IT HERE TOMORROW. -----ORIGINAL MESSAGE----- FROM: DAVEK@GUNTHERCREEK.NET SENT: WEDNESDAY, DECEMBER 9, 2020 2:15PM TO: VWCARERCMTEAM@VW.COM, PETER@GUNTHERCREEK.NET CC: PATTIW@GUNTHERCREEK.NET SUBJECT: RE: [redacted] - 1V2KR2CA9JC[redacted] - [redacted] PETE, IS THIS THE ONE WE ARE WAITING ON A FUEL RAIL? DAVID KLAUS G0UNTHER MOTOR COMPANY 4300 NORTH STATE RD 7 COCONUT CREEK FL. 33073 DIRECT 954-590-3820 FAX 954-590-3727 EMAIL DAVEK@GUNTHERCREEK.NET FROM: VWCARERCMTEAM@VW.COM <VWCARERCMTEAM@VW.COM> SENT: WEDNESDAY, DECEMBER 9, 2020 12:55 PM TO: DAVEK@GUNTHERCREEK.NET CC: PATTIW@GUNTHERCREEK.NET SUBJECT: [redacted] - 1V2KR2CA9JC[redacted] - [redacted] AFTERNOON DAVE! JUST CHECKING HERE IF THERE HAD BEEN ANY UPDATES OR CHANGES BY CHANCE? THANK YOU AGAIN, ---------- ORIGINAL MESSAGE ---------- FROM: [DAVEK@GUNTHERCREEK.NET] SENT: 12/7/2020 11:56 AM TO: VWCARERCMTEAM@VW.COM CC: PATTIW@GUNTHERCREEK.NET SUBJECT: [FROM: EXTERNAL] RE: [redacted] - 1V2KR2CA9JC[redacted] - [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. THE VEHICLE HAS NOT BEEN FULLY DIAGNOSED YET. ATTACHED ARE THE REPAIR ORDERS ON FILE ALONG WITH THE CURRENT WORK ORDER. DAVE DAVID KLAUS GUNTHER

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2KR2CA9JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	12/2/2020	Mileage	75,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

12/11/2020 10:50:00 AM	MOTOR COMPANY 4300 NORTH STATE RD 7 COCONUT CREEK FL. 33073 DIRECT 954-590-3820 FAX 954-590-3727 EMAIL DAVEK@GUNTHERCREEK.NET FROM: VWCARERCMTEAM@VW.COM <VWCARERCMTEAM@VW.COM> SENT: MONDAY, DECEMBER 7, 2020 10:52 AM TO: DAVEK@GUNTHERCREEK.NET CC: PATTIW@GUNTHERCREEK.NET SUBJECT: [redacted] - 1V2KR2CA9JC[redacted] - [redacted] GOOD MORNING DAVE & PATTI, I HOPE THAT YOU HAVE BEEN WELL. THANK YOU FOR ASSISTING MY COLLEAGUES WHILE I WAS OUT EXPECTANTLY LAST WEEK. I WAS HOPING TO GET SOME INFORMATION ON [redacted] AND HER 2018 ATLAS BY CHANCE WITH THE EPC LIGHT CONCERNS. CUSTOMER IS ALSO REQUESTING BUYBACK FROM US HERE. CAN ANY ROS BE SENT OVER BY CHANCE WITH THE INFORMATION? THANK YOU SO MUCH, GOOD MORNING, JUST WANTED TO FOLLOW UP ON THIS EMAIL FROM YESTERDAY. PLEASE REVIEW AND LET ME KNOW ANY UPDATES WHEN YOU HAVE A MOMENT? THANKS, KEITH BARNES REGION CASE MANAGER ---------- ORIGINAL MESSAGE ---------- FROM: VWCARERCMTEAM@VW.COM [VWCARERCMTEAM@VW.COM] SENT: 12/3/2020 10:51 AM TO: PATTIW@GUNTHERCREEK.NET CC: ROBERT.SILVERNAIL@VW.COM SUBJECT: DEALER 405[redacted]: GUNTHER VW OF COCONUT CREEK / [redacted] / 1V2KR2CA9JC[redacted] DEALER 405[redacted]: GUNTHER VW OF COCONUT CREEK CUSTOMER: [redacted] VIN: 1V2KR2CA9JC[redacted] - 2018 ATLAS GOOD MORNING, I AM REACHING OUT TO YOU ON THIS NEW CASE OF OURS DUE TO YOUR REGION CASE MANAGER CURRENTLY BEING OUT OF THE OFFICE. THIS CUSTOMER CONTACTED US ADVISING THE VEHICLE HAS BEEN TO THE DEALERSHIP MULTIPLE TIMES FOR A REPEAT REPAIR AND RECENTLY BROUGHT BACK IN FOR A FUEL LEAK AND A COOLANT LEAK AS WELL AS THE EPC LIGHT KEEPS COMING ON. CUSTOMER NO LONGER FEELS SAFE IN THE VEHICLE AND WANTS A BUYBACK REVIEW FOR A REPLACEMENT VEHICLE. CAN YOU PROVIDE A CURRENT STATUS UPDATE ON THIS ONE PLEASE? ALSO, PLEASE EMAIL ALL REPAIR ORDERS THAT YOU HAVE FOR THE VEHICLE THAT CONTAIN THE FOLLOWING INFORMATION ON THEM: - DATE OPENED/CLOSED - MILEAGE - COMPLAINT/ISSUES -
12/11/2020 10:54:00 AM	BEING OUT OF THE OFFICE. THIS CUSTOMER CONTACTED US ADVISING THE VEHICLE HAS BEEN TO THE DEALERSHIP MULTIPLE TIMES FOR A REPEAT REPAIR AND RECENTLY BROUGHT BACK IN FOR A FUEL LEAK AND A COOLANT LEAK AS WELL AS THE EPC LIGHT KEEPS COMING ON. CUSTOMER NO LONGER FEELS SAFE IN THE VEHICLE AND WANTS A BUYBACK REVIEW FOR A REPLACEMENT VEHICLE. CAN YOU PROVIDE A CURRENT STATUS UPDATE ON THIS ONE PLEASE? ALSO, PLEASE EMAIL 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. THANKS, TO PROVIDE YOU WITH THE BEST SERVICE POSSIBLE, ITS IMPORTANT THAT YOU RESPOND TO US BY REPLYING TO THIS EMAIL. REPLYING OUTSIDE OF THIS EMAIL WILL RESULT IN A DELAYED RESPONSE. THANK YOU FOR CONTACTING VOLKSWAGEN CUSTOMER CARE. KEITH BARNES REGION CASE MANAGER VOLKSWAGEN CUSTOMER CARE VOLKSWAGEN OF AMERICA, INC. 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA T. 248 754 3228 WWW.VW.COM 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 WWW.VW.COM/PRIVACY. TO PROVIDE YOU WITH THE BEST SERVICE POSSIBLE, ITS IMPORTANT THAT YOU RESPOND TO US BY REPLYING TO THIS EMAIL. REPLYING OUTSIDE OF THIS EMAIL WILL RESULT IN A DELAYED RESPONSE. THANK YOU FOR CONTACTING VOLKSWAGEN CUSTOMER CARE. KEITH BARNES REGION CASE MANAGER VOLKSWAGEN CUSTOMER CARE VOLKSWAGEN OF AMERICA, INC. 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA T. 248 754 3228 WWW.VW.COM THIS MESSAGE, INCLUDING ANY ATTACHMENTS, IS INTENDED ONLY FOR THE NAMED

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2KR2CA9JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	12/2/2020	Mileage	75,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

12/11/2020 10:54:00 AM

[FROM: EXTERNAL] RE: [redacted] - 1V2KR2CA9JC[redacted] - [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. WE HAVE COMPLETED OUR FINAL QUALITY CHECK THIS MORNING. THE VEHICLE WILL BE READY FOR PICK UP THIS AFTERNOON. ----- ORIGINAL MESSAGE----- FROM: "VWCARERCMTEAM@VW.COM" <VWCARERCMTEAM@VW.COM> SENT: FRIDAY, DECEMBER 11, 2020 10:50AM TO: "PETER@GUNTHERCREEK.NET" <PETER@GUNTHERCREEK.NET> CC: "PATTIW@GUNTHERCREEK.NET" <PATTIW@GUNTHERCREEK.NET>, "DAVEK@GUNTHERCREEK.NET" <DAVEK@GUNTHERCREEK.NET> SUBJECT: [redacted] - 1V2KR2CA9JC[redacted] - [redacted] GOOD MORNING ALL! JUST CHECKING IN ON [redacted] IF REPAIRS HAD BEEN ABLE TO BE COMPLETED OR IF THERE WAS AN ETA? THANK YOU! ---------- ORIGINAL MESSAGE ---------- FROM: PETER@GUNTHERCREEK.NET [PETER@GUNTHERCREEK.NET] SENT: 12/9/2020 3:29 PM TO: DAVEK@GUNTHERCREEK.NET CC: VWCARERCMTEAM@VW.COM; PATTIW@GUNTHERCREEK.NET SUBJECT: [FROM: EXTERNAL] RE: [redacted] - 1V2KR2CA9JC[redacted] - [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. THE FUEL RAIL IS LEAKING AT THE WELD POINT WE HAVE ORDERED THE PART AND EXPECT IT HERE TOMORROW. -----ORIGINAL MESSAGE----- FROM: DAVEK@GUNTHERCREEK.NET SENT: WEDNESDAY, DECEMBER 9, 2020 2:15PM TO: VWCARERCMTEAM@VW.COM, PETER@GUNTHERCREEK.NET CC: PATTIW@GUNTHERCREEK.NET SUBJECT: RE: [redacted] - 1V2KR2CA9JC[redacted] - [redacted] PETE, IS THIS THE ONE WE ARE WAITING ON A FUEL RAIL? DAVID KLAUS G0UNTHER MOTOR COMPANY 4300 NORTH STATE RD 7 COCONUT CREEK FL. 33073 DIRECT 954-590-3820 FAX 954-590-3727 EMAIL DAVEK@GUNTHERCREEK.NET FROM: VWCARERCMTEAM@VW.COM <VWCARERCMTEAM@VW.COM> SENT: WEDNESDAY, DECEMBER 9, 2020 12:55 PM TO: DAVEK@GUNTHERCREEK.NET CC: PATTIW@GUNTHERCREEK.NET SUBJECT: [redacted] - 1V2KR2CA9JC[redacted] - [redacted] AFTERNOON DAVE! JUST CHECKING

12/11/2020 10:59:00 AM

[redacted] | GOOD MORNING [redacted] HAPPY FRIDAY TO YOU! I AM REACHING OUT AS I HAD ATTEMPTED TO REACH OUT TO YOU THROUGH PHONE AGAIN BUT WAS UNSUCCESSFUL THIS EMAIL IS DIRECTLY TIED TO YOUR CASE, AND YOU MAY RESPOND HERE AS WELL. I DID RECEIVE YOUR DOCUMENTS TO LOOK INTO YOUR BUYBACK REQUEST. WHAT IS DONE IS YOUR REPAIR ORDERS ARE SENT TO OUR CUSTOMER RESOLUTION & RETENTION TEAM TO BE REVIEWED AS WELL AS THE FLORIDA LEMON LAW TO DETERMINE IF VOLKSWAGEN CAN MEET THAT REQUEST. THE FORMAL MULTI-DEPARTMENT REVIEW IS APPROXIMATELY 4-6 WEEKS TO ENSURE ALL DOCUMENTS ARE REVIEWED. THAT WAS SENT UP AS OF WEDNESDAY 12/09. I DID SPEAK WITH GUNTHER VOLKSWAGEN WHO ADVISED THEY HAD FOUND A LEAK IN THE FUEL RAIL NEAR A WELD POINT. THEY ADVISED THAT PARTS WERE ORDERED AND EXPECTED TO BE RECEIVED YESTERDAY. I JUST REACHED OUT TO THEM AGAIN TO CONFIRM IF THEY HAD BEGUN REPAIRS, AND AM WAITING FOR THEIR FEEDBACK. AGAIN YOU CAN REPLY DIRECTLY TO THIS EMAIL HERE, OR REACH OUT AGAIN AT 1-800-822-8987 PRESSING OPTION 9, AND MY EXTENSION IS 43629. THANK YOU, TO PROVIDE YOU WITH THE BEST SERVICE POSSIBLE, ITS IMPORTANT THAT YOU RESPOND TO US BY REPLYING TO THIS EMAIL. REPLYING OUTSIDE OF THIS EMAIL WILL RESULT IN A DELAYED RESPONSE. THANK YOU FOR CONTACTING VOLKSWAGEN CUSTOMER CARE. JOHN B REGION CASE MANAGER, VOLKSWAGEN CUSTOMER CARE VOLKSWAGEN GROUP OF AMERICA, INC. 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA WWW.VW.COM 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 WWW.VW.COM/PRIVACY.

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2KR2CA9JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	12/2/2020	Mileage	75,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

12/11/2020 11:18:00 AM	[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. HI JOHN, THANK YOU KINDLY FOR YOUR RESPONSE. I HAVE REACHED OUT TO GUNTHER TO SEE IF THEY WOULD HAVE A RENTAL VEHICLE FOR ME BY NOW...ABSOLUTELY NO RESPONSE. THE DEALERSHIP DID NOT HAVE A LOANER FOR ME WHEN I DROPPED OFF MY ATLAS TO BE FIXED. THIS HAS FORCED ME TO GET MY OWN RENTAL, WHICH NOW HAS COST ME ALMOST THE EQUIVALENT OF MY CAR PAYMENT. WILL VOLKSWAGEN BE COVERING THE COST OF MY RENTAL? THIS FUEL LEAK HAS NOW COSTED ME ALMOST TWO WEEKS, A RENTAL CAR, AND HAS PUSHED BACK MY CLIENTS, AS I RUN A MOBILE BUSINESS. THIS HAS BEEN INCREDIBLY DIFFICULT FINANCIALLY RIGHT BEFORE THE HOLIDAYS. [redacted] > ON DEC 11, 2020, AT 10:59 AM, VWCUSTOMERCARE@VW.COM WROTE: > > GOOD MORNING [redacted] > > HAPPY FRIDAY TO YOU! I AM REACHING OUT AS I HAD ATTEMPTED TO REACH OUT TO YOU THROUGH PHONE AGAIN BUT WAS UNSUCCESSFUL THIS EMAIL IS DIRECTLY TIED TO YOUR CASE, AND YOU MAY RESPOND HERE AS WELL. I DID RECEIVE YOUR DOCUMENTS TO LOOK INTO YOUR BUYBACK REQUEST. WHAT IS DONE IS YOUR REPAIR ORDERS ARE SENT TO OUR CUSTOMER RESOLUTION & RETENTION TEAM TO BE REVIEWED AS WELL AS THE FLORIDA LEMON LAW TO DETERMINE IF VOLKSWAGEN CAN MEET THAT REQUEST. THE FORMAL MULTI-DEPARTMENT REVIEW IS APPROXIMATELY 4-6 WEEKS TO ENSURE ALL DOCUMENTS ARE REVIEWED. THAT WAS SENT UP AS OF WEDNESDAY 12/09. I DID SPEAK WITH GUNTHER VOLKSWAGEN WHO ADVISED THEY HAD FOUND A LEAK IN THE FUEL RAIL NEAR A WELD POINT. THEY ADVISED THAT PARTS WERE ORDERED AND EXPECTED TO BE RECEIVED YESTERDAY. I JUST REACHED OUT TO THEM AGAIN TO CONFIRM IF THEY HAD BEGUN REPAIRS, AND AM WAITING FOR THEIR FEEDBACK. AGAIN YOU CAN REPLY DIRECTLY TO THIS EMAIL HERE, OR REACH OUT AGAIN AT 1-800-822-8987 PRESSING OPTION 9, AND MY EXTENSION IS 43629. > > THANK YOU, > > TO PROVIDE YOU WITH THE BEST SERVICE POSSIBLE,
12/14/2020 9:35:00 AM	[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. JUST WANTED TO FOLLOW UP WITH MY PREVIOUS EMAIL. PLEASE ADVISE. [redacted] > ON DEC 11, 2020, AT 11:18 AM, [redacted] <[redacted]> WROTE: > > HI JOHN, THANK YOU KINDLY FOR YOUR RESPONSE. > > I HAVE REACHED OUT TO GUNTHER TO SEE IF THEY WOULD HAVE A RENTAL VEHICLE FOR ME BY NOW...ABSOLUTELY NO RESPONSE. > THE DEALERSHIP DID NOT HAVE A LOANER FOR ME WHEN I DROPPED OFF MY ATLAS TO BE FIXED. THIS HAS FORCED ME TO GET MY OWN RENTAL, WHICH NOW HAS COST ME ALMOST THE EQUIVALENT OF MY CAR PAYMENT. WILL VOLKSWAGEN BE COVERING THE COST OF MY RENTAL? THIS FUEL LEAK HAS NOW COSTED ME ALMOST TWO WEEKS, A RENTAL CAR, AND HAS PUSHED BACK MY CLIENTS, AS I RUN A MOBILE BUSINESS. THIS HAS BEEN INCREDIBLY DIFFICULT FINANCIALLY RIGHT BEFORE THE HOLIDAYS. > > [redacted] > >>> ON DEC 11, 2020, AT 10:59 AM, VWCUSTOMERCARE@VW.COM WROTE: >>> >> GOOD MORNING [redacted] >> >> HAPPY FRIDAY TO YOU! I AM REACHING OUT AS I HAD ATTEMPTED TO REACH OUT TO YOU THROUGH PHONE AGAIN BUT WAS UNSUCCESSFUL THIS EMAIL IS DIRECTLY TIED TO YOUR CASE, AND YOU MAY RESPOND HERE AS WELL. I DID RECEIVE YOUR DOCUMENTS TO LOOK INTO YOUR BUYBACK REQUEST. WHAT IS DONE IS YOUR REPAIR ORDERS ARE SENT TO OUR CUSTOMER RESOLUTION & RETENTION TEAM TO BE REVIEWED AS WELL AS THE FLORIDA LEMON LAW TO DETERMINE IF VOLKSWAGEN CAN MEET THAT REQUEST. THE FORMAL MULTI-DEPARTMENT REVIEW IS APPROXIMATELY 4-6 WEEKS TO ENSURE ALL DOCUMENTS ARE REVIEWED. THAT WAS SENT UP AS OF WEDNESDAY 12/09. I DID SPEAK WITH GUNTHER VOLKSWAGEN WHO ADVISED THEY HAD FOUND A LEAK IN THE FUEL RAIL NEAR A WELD POINT. THEY ADVISED THAT PARTS WERE ORDERED AND EXPECTED TO BE RECEIVED YESTERDAY. I JUST REACHED OUT TO THEM AGAIN TO CONFIRM IF THEY HAD BEGUN REPAIRS, AND AM WAITING FOR THEIR

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2KR2CA9JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	12/2/2020	Mileage	75,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

12/15/2020 10:00:00 AM	ATLAS BY CHANCE WITH THE EPC LIGHT CONCERNS. CUSTOMER IS ALSO REQUESTING BUYBACK FROM US HERE. CAN ANY ROS BE SENT OVER BY CHANCE WITH THE INFORMATION? THANK YOU SO MUCH, GOOD MORNING, JUST WANTED TO FOLLOW UP ON THIS EMAIL FROM YESTERDAY. PLEASE REVIEW AND LET ME KNOW ANY UPDATES WHEN YOU HAVE A MOMENT? THANKS, KEITH BARNES REGION CASE MANAGER ---------- ORIGINAL MESSAGE ---------- FROM: VWCARERCMTEAM@VW.COM [VWCARERCMTEAM@VW.COM] SENT: 12/3/2020 10:51 AM TO: PATTIW@GUNTHERCREEK.NET CC: ROBERT.SILVERNAIL@VW.COM SUBJECT: DEALER 405[redacted]: GUNTHER VW OF COCONUT CREEK / [redacted] / 1V2KR2CA9JC[redacted] DEALER 405[redacted]4: GUNTHER VW OF COCONUT CREEK CUSTOMER: [redacted] VIN: 1V2KR2CA9JC[redacted] - 2018 ATLAS GOOD MORNING, I AM REACHING OUT TO YOU ON THIS NEW CASE OF OURS DUE TO YOUR REGION CASE MANAGER CURRENTLY BEING OUT OF THE OFFICE. THIS CUSTOMER CONTACTED US ADVISING THE VEHICLE HAS BEEN TO THE DEALERSHIP MULTIPLE TIMES FOR A REPEAT REPAIR AND RECENTLY BROUGHT BACK IN FOR A FUEL LEAK AND A COOLANT LEAK AS WELL AS THE EPC LIGHT KEEPS COMING ON. CUSTOMER NO LONGER FEELS SAFE IN THE VEHICLE AND WANTS A BUYBACK REVIEW FOR A REPLACEMENT VEHICLE. CAN YOU PROVIDE A CURRENT STATUS UPDATE ON THIS ONE PLEASE? ALSO, PLEASE EMAIL 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. THANKS, TO PROVIDE YOU WITH THE BEST SERVICE POSSIBLE, ITS IMPORTANT THAT YOU RESPOND TO US BY REPLYING TO THIS EMAIL. REPLYING OUTSIDE OF THIS EMAIL WILL RESULT IN A DELAYED RESPONSE. THANK YOU FOR CONTACTING VOLKSWAGEN CUSTOMER CARE. KEITH BARNES REGION
12/15/2020 10:00:00 AM	OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. THE FUEL RAIL IS LEAKING AT THE WELD POINT WE HAVE ORDERED THE PART AND EXPECT IT HERE TOMORROW. -----ORIGINAL MESSAGE----- FROM: DAVEK@GUNTHERCREEK.NET SENT: WEDNESDAY, DECEMBER 9, 2020 2:15PM TO: VWCARERCMTEAM@VW.COM, PETER@GUNTHERCREEK.NET CC: PATTIW@GUNTHERCREEK.NET SUBJECT: RE: [redacted] - 1V2KR2CA9JC[redacted] - [redacted] PETE, IS THIS THE ONE WE ARE WAITING ON A FUEL RAIL? DAVID KLAUS G0UNTHER MOTOR COMPANY 4300 NORTH STATE RD 7 COCONUT CREEK FL. 33073 DIRECT 954-590-3820 FAX 954-590-3727 EMAIL DAVEK@GUNTHERCREEK.NET FROM: VWCARERCMTEAM@VW.COM <VWCARERCMTEAM@VW.COM> SENT: WEDNESDAY, DECEMBER 9, 2020 12:55 PM TO: DAVEK@GUNTHERCREEK.NET CC: PATTIW@GUNTHERCREEK.NET SUBJECT: [redacted] - 1V2KR2CA9JC[redacted] - [redacted] AFTERNOON DAVE! JUST CHECKING HERE IF THERE HAD BEEN ANY UPDATES OR CHANGES BY CHANCE? THANK YOU AGAIN, ---------- ORIGINAL MESSAGE ---------- FROM: [DAVEK@GUNTHERCREEK.NET] SENT: 12/7/2020 11:56 AM TO: VWCARERCMTEAM@VW.COM CC: PATTIW@GUNTHERCREEK.NET SUBJECT: [FROM: EXTERNAL] RE: [redacted] - 1V2KR2CA9JC[redacted] - [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. THE VEHICLE HAS NOT BEEN FULLY DIAGNOSED YET. ATTACHED ARE THE REPAIR ORDERS ON FILE ALONG WITH THE CURRENT WORK ORDER. DAVE DAVID KLAUS GUNTHER MOTOR COMPANY 4300 NORTH STATE RD 7 COCONUT CREEK FL. 33073 DIRECT 954-590-3820 FAX 954-590-3727 EMAIL DAVEK@GUNTHERCREEK.NET FROM: VWCARERCMTEAM@VW.COM <VWCARERCMTEAM@VW.COM> SENT: MONDAY, DECEMBER 7, 2020 10:52 AM TO: DAVEK@GUNTHERCREEK.NET CC: PATTIW@GUNTHERCREEK.NET SUBJECT: [redacted] - 1V2KR2CA9JC[redacted] GOOD MORNING DAVE & PATTI, I HOPE THAT YOU HAVE BEEN WELL. THANK YOU FOR ASSISTING MY COLLEAGUES WHILE I WAS OUT EXPECTANTLY LAST WEEK. I WAS HOPING TO GET SOME INFORMATION ON [redacted] AND HER 2018

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2KR2CA9JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	12/2/2020	Mileage	75,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

12/15/2020 10:01:00 AM	GOOD MORNING, I AM REACHING OUT TO YOU ON THIS NEW CASE OF OURS DUE TO YOUR REGION CASE MANAGER CURRENTLY BEING OUT OF THE OFFICE. THIS CUSTOMER CONTACTED US ADVISING THE VEHICLE HAS BEEN TO THE DEALERSHIP MULTIPLE TIMES FOR A REPEAT REPAIR AND RECENTLY BROUGHT BACK IN FOR A FUEL LEAK AND A COOLANT LEAK AS WELL AS THE EPC LIGHT KEEPS COMING ON. CUSTOMER NO LONGER FEELS SAFE IN THE VEHICLE AND WANTS A BUYBACK REVIEW FOR A REPLACEMENT VEHICLE. CAN YOU PROVIDE A CURRENT STATUS UPDATE ON THIS ONE PLEASE? ALSO, PLEASE EMAIL 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. THANKS, TO PROVIDE YOU WITH THE BEST SERVICE POSSIBLE, ITS IMPORTANT THAT YOU RESPOND TO US BY REPLYING TO THIS EMAIL. REPLYING OUTSIDE OF THIS EMAIL WILL RESULT IN A DELAYED RESPONSE. THANK YOU FOR CONTACTING VOLKSWAGEN CUSTOMER CARE. KEITH BARNES REGION CASE MANAGER VOLKSWAGEN CUSTOMER CARE VOLKSWAGEN OF AMERICA, INC. 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA T. 248 754 3228 WWW.VW.COM <HTTPS://US-EAST-2.PROTECTION.SOPHOS.COM?D=VW.COM&U=D3D3LNZ3LMNVBQ==&I=NWU3O TFKMDYYMGM5NZGXNZAYMGRMYTFL&T=BDJKQJBXS1J6OHNCTUHSNU9ZTNDVOFZFAM1VQU00NLC0V1 IZQLZ3C1BPDZ0=&H=3C96FC7F0BE24F2E883862DC570DC696> 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 WWW.VW.COM/PRIVACY. <HTTPS://US-EAST-2.PROTECTION.SOPHOS.COM?D=VW.COM&U=D3D3LNZ3LMNVBS9WCML2YWN5 &I=NWU3OTFKMDYYMGM5NZGXNZAYMGRMYTFL&T=WJVAZWNQWGRIA2HTSMJEY1LXN1RRUKVVADD4RU 4ZS0DXDE5KTMIXDS9WRT0=&H=3C96FC7F0BE24F2E883862DC570DC696.>
12/15/2020 10:01:00 AM	JUST CHECKING IN ON [redacted] IF REPAIRS HAD BEEN ABLE TO BE COMPLETED OR IF THERE WAS AN ETA? THANK YOU! ---------- ORIGINAL MESSAGE ---------- FROM: PETER@GUNTHERCREEK.NET <MAILTO:PETER@GUNTHERCREEK.NET> [PETER@GUNTHERCREEK.NET] SENT: 12/9/2020 3:29 PM TO: DAVEK@GUNTHERCREEK.NET <MAILTO:DAVEK@GUNTHERCREEK.NET> CC: VWCARERCMTEAM@VW.COM <MAILTO:VWCARERCMTEAM@VW.COM> ; PATTIW@GUNTHERCREEK.NET <MAILTO:PATTIW@GUNTHERCREEK.NET> SUBJECT: [FROM: EXTERNAL] RE: [redacted] - 1V2KR2CA9JC[redacted] - [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. THE FUEL RAIL IS LEAKING AT THE WELD POINT WE HAVE ORDERED THE PART AND EXPECT IT HERE TOMORROW. -----ORIGINAL MESSAGE----- FROM: DAVEK@GUNTHERCREEK.NET <MAILTO:DAVEK@GUNTHERCREEK.NET> SENT: WEDNESDAY, DECEMBER 9, 2020 2:15PM TO: VWCARERCMTEAM@VW.COM <MAILTO:VWCARERCMTEAM@VW.COM> , PETER@GUNTHERCREEK.NET <MAILTO:PETER@GUNTHERCREEK.NET> CC: PATTIW@GUNTHERCREEK.NET <MAILTO:PATTIW@GUNTHERCREEK.NET> SUBJECT: RE: [redacted] - 1V2KR2CA9JC[redacted] - [redacted] PETE, IS THIS THE ONE WE ARE WAITING ON A FUEL RAIL? DAVID KLAUS G0UNTHER MOTOR COMPANY 4300 NORTH STATE RD 7 COCONUT CREEK FL. 33073 DIRECT 954-590-3820 FAX 954-590-3727 EMAIL <MAILTO:DAVEK@GUNTHERCREEK.NET> DAVEK@GUNTHERCREEK.NET FROM: VWCARERCMTEAM@VW.COM <MAILTO:VWCARERCMTEAM@VW.COM> <VWCARERCMTEAM@VW.COM <MAILTO:VWCARERCMTEAM@VW.COM> > SENT: WEDNESDAY, DECEMBER 9, 2020 12:55 PM TO: DAVEK@GUNTHERCREEK.NET <MAILTO:DAVEK@GUNTHERCREEK.NET> CC: PATTIW@GUNTHERCREEK.NET <MAILTO:PATTIW@GUNTHERCREEK.NET> SUBJECT: [redacted] - 1V2KR2CA9JC[redacted] [redacted] AFTERNOON DAVE! JUST CHECKING HERE IF THERE HAD BEEN ANY UPDATES OR CHANGES BY CHANCE? THANK YOU AGAIN, ---------- ORIGINAL MESSAGE ---------- FROM: [DAVEK@GUNTHERCREEK.NET] SENT: 12/7/2020 11:56 AM TO: VWCARERCMTEAM@VW.COM

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2KR2CA9JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	12/2/2020	Mileage	75,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

12/15/2020 9:04:00 AM	RE: [FROM: EXTERNAL] RE: [redacted] - 1V2KR2CA9JC[redacted] - [redacted] | GOOD MORNING ALL, HAS [redacted] BEEN NOTIFIED? SHE HAD SENT ME AN EMAIL YESTERDAY ABOUT A LOANER RENTAL. THANK YOU AGAIN! ---------- ORIGINAL MESSAGE ---------- FROM: PETER@GUNTHERCREEK.NET [PETER@GUNTHERCREEK.NET] SENT: 12/11/2020 10:54 AM TO: VWCARERCMTEAM@VW.COM CC: DAVEK@GUNTHERCREEK.NET; PATTIW@GUNTHERCREEK.NET SUBJECT: [FROM: EXTERNAL] RE: [redacted] - 1V2KR2CA9JC[redacted] - [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. WE HAVE COMPLETED OUR FINAL QUALITY CHECK THIS MORNING. THE VEHICLE WILL BE READY FOR PICK UP THIS AFTERNOON. -----ORIGINAL MESSAGE----- FROM: "VWCARERCMTEAM@VW.COM" <VWCARERCMTEAM@VW.COM> SENT: FRIDAY, DECEMBER 11, 2020 10:50AM TO: "PETER@GUNTHERCREEK.NET" <PETER@GUNTHERCREEK.NET> CC: "PATTIW@GUNTHERCREEK.NET" <PATTIW@GUNTHERCREEK.NET>, "DAVEK@GUNTHERCREEK.NET" <DAVEK@GUNTHERCREEK.NET> SUBJECT: [redacted] - 1V2KR2CA9JC5[redacted] - [redacted] GOOD MORNING ALL! JUST CHECKING IN ON [redacted] IF REPAIRS HAD BEEN ABLE TO BE COMPLETED OR IF THERE WAS AN ETA? THANK YOU! ---------- ORIGINAL MESSAGE ---------- FROM: PETER@GUNTHERCREEK.NET [PETER@GUNTHERCREEK.NET] SENT: 12/9/2020 3:29 PM TO: DAVEK@GUNTHERCREEK.NET CC: VWCARERCMTEAM@VW.COM; PATTIW@GUNTHERCREEK.NET SUBJECT: [FROM: EXTERNAL] RE: [redacted] - 1V2KR2CA9JC[redacted] - [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. THE FUEL RAIL IS LEAKING AT THE WELD POINT WE HAVE ORDERED THE PART AND EXPECT IT HERE TOMORROW. -----ORIGINAL MESSAGE----- FROM: DAVEK@GUNTHERCREEK.NET SENT: WEDNESDAY, DECEMBER 9, 2020 2:15PM TO: VWCARERCMTEAM@VW.COM, PETER@GUNTHERCREEK.NET CC: PATTIW@GUNTHERCREEK.NET SUBJECT: RE: [redacted] - 1V2KR2CA9JC[redacted] - [redacted] PETE, IS THIS THE ONE WE ARE
12/15/2020 9:04:00 AM	[VWCARERCMTEAM@VW.COM] SENT: 12/3/2020 10:51 AM TO: PATTIW@GUNTHERCREEK.NET CC: ROBERT.SILVERNAIL@VW.COM SUBJECT: DEALER 405[redacted]: GUNTHER VW OF COCONUT CREEK / [redacted] / 1V2KR2CA9JC[redacted] DEALER 405[redacted] GUNTHER VW OF COCONUT CREEK CUSTOMER: [redacted] VIN: 1V2KR2CA9JC[redacted] - 2018 ATLAS GOOD MORNING, I AM REACHING OUT TO YOU ON THIS NEW CASE OF OURS DUE TO YOUR REGION CASE MANAGER CURRENTLY BEING OUT OF THE OFFICE. THIS CUSTOMER CONTACTED US ADVISING THE VEHICLE HAS BEEN TO THE DEALERSHIP MULTIPLE TIMES FOR A REPEAT REPAIR AND RECENTLY BROUGHT BACK IN FOR A FUEL LEAK AND A COOLANT LEAK AS WELL AS THE EPC LIGHT KEEPS COMING ON. CUSTOMER NO LONGER FEELS SAFE IN THE VEHICLE AND WANTS A BUYBACK REVIEW FOR A REPLACEMENT VEHICLE. CAN YOU PROVIDE A CURRENT STATUS UPDATE ON THIS ONE PLEASE? ALSO, PLEASE EMAIL 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. THANKS, TO PROVIDE YOU WITH THE BEST SERVICE POSSIBLE, ITS IMPORTANT THAT YOU RESPOND TO US BY REPLYING TO THIS EMAIL. REPLYING OUTSIDE OF THIS EMAIL WILL RESULT IN A DELAYED RESPONSE. THANK YOU FOR CONTACTING VOLKSWAGEN CUSTOMER CARE. KEITH BARNES REGION CASE MANAGER VOLKSWAGEN CUSTOMER CARE VOLKSWAGEN OF AMERICA, INC. 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA T. 248 754 3228 WWW.VW.COM 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 WWW.VW.COM/PRIVACY. TO PROVIDE YOU WITH THE BEST SERVICE POSSIBLE, ITS IMPORTANT
12/17/2020 11:17:00 AM	@GREG PETERS HEY GREG JUST WANT TO MAKE SURE THIS IS ADDRESSED WITH YOU. CUSTOMER HAD A FUEL LEAK, REPAIRS WERE MADE AND VEHICLE RETURNED CUSTOMER ASKING FOR BUYBACK BUT ADVISED WILL BE WORKING THROUGH LEGAL COUNSEL. JUST MAKING SURE YOU ARE ALERTED FOR THE FUEL LEAK.THANKS!
12/18/2020 8:51:00 AM	@JOHN BELISLE WITHOUT AN ACTIVE FUEL LEAK, L2 WOULD NOT NEED TO BE ENGAGED. THANK YOU. GREG PETERS

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2KR2CA9J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	12/2/2020	Mileage	75,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

2/2/2021 9:41:00 AM	@JOHN BELISLE PLEASE OFFER CUSTOMER 10% TRADE ASSISTANCE RO REVIEW: FIRST 24 MONTHS: 25 DAYS DOWN; MIL/SLOW CRANK/EPC LIGHT 4XS (BRAKE SWITCH 1X, HIGH PRESSURE FUEL PUMP 1X, CATALYTIC CONVERTER 1X, FUEL PUMP 1X) AFTER FIRST 24 MONTHS; MIL/EPC/SLOW CRANK 2XS (#2 INJECTOR 1X, FUEL PUMP 1X); COOLANT LEAK 1X (REPLACED WATER PUMP). OUTSIDE OF WARRANTY- DEALER COVERED REPAIR AS GOODWILL; MIL/EPC/SLOW CRANK 1X (REPLACED FUEL RAIL) VEHICLE IS CURRENTLY AT 35 MONTHS IN SERVICE, 76,000 MILES

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V26E2CAXL[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas Cross Sport, 2020		
Report Date	1/21/2021	Mileage	2,500

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/16/2021 2:24:00 PM	NEW (2/16/2021) CR&R REVIEW (PA) / OFFER 15% TRADE ASSISTANCE CUSTOMER SEEKING REPLACEMENT REPEAT REPAIRS FOR FUEL LEAK AND MOST RECENTLY DEALER UNABLE TO DUPLICATE CONCERN WITH ENGINE SHUTTING DOWN WHILE DRIVING VEHICLE NOT CURRENTLY AT DEALER SERVICED WITH NORTH PENN VW -[redacted]ROS IN CASE

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2CP2CAXJC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	1/29/2021	Mileage	17,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
1/29/2021 12:05:00 PM	FUEL ODOR LEAK
1/29/2021 12:11:00 PM	@GREG PETERS CUST BELIEVES THERE IS A FUEL LEAK IN THE VEHICLE. HE FILLED THE TANK WITHIN 12 MILES IT DROPPED AN 8TH OF A TANK. HE ALSO COMMENTS A FUEL ODOR IN THE VEHICLE. I RECOMMENDED THE CUST TO HAVE VEHICLE TOWED TO LOCAL DLR AND TO HAVE NO OPEN FLAMES OR SPARKS NEAR VEHICLE. THE VEHICLE IS AT HIS HOME IN HIS GARAGE. JUST WANTED TO FYI YOU IN THIS CASE.
1/29/2021 12:14:00 PM	CALL FROM OWNER CUST STATES: I BELIEVE THERE IS A FUEL LEAK ON MY VEHICLE. FILLED THE TANK DROVE 12 MILES AND THE TANK DROPPED AN 8TH OF THE TANK. I CAN SMELL FUEL IN THE VEHICLE CUST SEEKS: IF THERE IS RECALL ON THE VEHICLE AND WHAT WE ADVISE HIM TO DO CO ADVISED: VEH

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2UR2CA7KC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	2/4/2021	Mileage	3,900

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/5/2021 4:14:00 PM	@ASHLEY SETTLE @GREG PETERS CUST HAD VEH REPAIRED AND SINCE HAVING IT HOME, HAS NOT DRIVEN VEH; HAS SMELLED FUEL SMELLS OUTSIDE OF VEH THAT ARE SO STRONG SHE HAS HAD HEADACHES BECAUSE OF FUEL SMELL; DLR HAS BEEN CONTACTED AND IS GOING TO CUST HOME TO INSPECT VEH FOR ANY POSSIBLE LEAKS.
2/5/2021 5:06:00 PM	THE CUSTOMER? CUSTOMER WOULD LIKE TO BE REMOVED FROM THE VEHICLE IF CUSTOMER IS REQUESTING COMPENSATION OBTAIN REPAIR ORDER OR OTHER PROOF OF THEIR LOSS FOR REVIEW. CRASH QUESTIONS HELLO, PLEASE REVIEW THE ATTACHED VEHICLE REPORT FOR A 2019 ATLAS IN NORTH CAROLINA. THE VEHICLE WAS PREVIOUSLY SERVICED AT LEITH VOLKSWAGEN FOR A FUEL LEAK. THE CUSTOMER PICKED UP THEIR VEHICLE, RETURNED HOME AND IS STILL SMELLING FUEL. THE CUSTOMER IS NOW EXPERIENCING HEADACHES. A TECH FROM THE DEALERSHIP IS GOING TO GO TO THE CUSTOMERS HOUSE TO INSPECT THE VEHICLE. I ASKED IF THE DEALER WORKED WITH TECHLINE DURING THE PREVIOUS VISIT HOWEVER I HAVE NOT HEARD BACK. THE CUSTOMER IS REQUESTING TO BE REMOVED FROM THE VEHICLE. TO PROVIDE YOU WITH THE BEST SERVICE POSSIBLE, ITS IMPORTANT THAT YOU RESPOND TO US BY REPLYING TO THIS EMAIL. REPLYING OUTSIDE OF THIS EMAIL WILL RESULT IN A DELAYED RESPONSE. THANK YOU FOR CONTACTING VOLKSWAGEN CUSTOMER CARE. ASHLEY S. SPECIAL PROJECTS ADVOCATE, CRM LOYALTY & CX PERFORMANCE VOLKSWAGEN OF AMERICA, INC. 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA WWW.VW.COM 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 WWW.VW.COM/PRIVACY.
2/5/2021 5:06:00 PM	VIN = 1V2UR2CA7KC[redacted]; CASE = [redacted]CUSTOMER = [redacted] | [redacted] CUSTOMER DESCRIPTION OF INCIDENT: CUSTOMER HAD FUEL LEAK REPAIRS COMPLETED AT LEITH VOLKSWAGEN; UPON RETURNING HOME THE VEHICLE STILL SMELLS OF FUEL; CUSTOMER IS NOW EXPERIENCING HEADACHES FROM THE FUEL SMELL; THE DEALERSHIP IS SENDING SOMEONE TO THE CUSTOMERS HOUSE TO INSPECT THE VEHICLE WHO PROVIDED THIS DESCRIPTION? CUSTOMER X / DEALER / INSURANCE CO. / OTHER: WHAT COMPONENT IS CUSTOMER CLAIMING HAD A FAILURE? FUEL LEAK 1V2UR2CA7KC[redacted] [redacted] ATLASATLAS SE 3.6 CUSTOMER ADDRESS: 2019 IS CUSTOMER ORIGINAL OWNER: YES 3,900 DRIVER DURING INCIDENT: [redacted] DATE/TIME OF INCIDENT: 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? WEATHER VARIOUS APPROXIMATE TEMP: ROAD CONDITIONS VARIOUS TYPE OF STREET : VARIOUS OPERATION WITH TRAILER: NO SPEED OF VEHICLE DURING INCIDENT: VARIOUS WHERE WAS VEHICLE MAINTAINED? DEALER X / INDEPENDENT / OTHER: WAS VEHICLE SERVICED AT PROPER INTERVALS? YES X / NO WHEN WAS LAST SERVICE/MAINTENANCE? MM/DD/YY WHAT WAS DONE TO THE VEHICLE? WHERE THERE ANY PROBLEMS PRIOR TO INCIDENT? YES X / NO IF YES, EXPLAIN: CUSTOMER PREVIOUSLY SMELLED FUEL REPAIR INFORMATION HAS THE VEHICLE HAD ANY REPAIRS SINCE THE INCIDENT? YES / NO X IF YES, OBTAIN REPAIR ORDER. WHERE WERE REPAIRS MADE? ARE PARTS AVAILABLE? YES / NO IF SO, WHERE ARE PARTS LOCATED? WHERE THERE ANY INJURIES? YES / NO X - HEADACHE IF YES, DID THEY SEEK MEDICAL ATTENTION? YES / NO HAS ANYONE ALREADY INSPECTED THE VEHICLE? YES / NO X IF YES, BY WHOM AND WHAT WAS FOUND? IS A REPORT AVAILABLE? YES / NO IF YES, REQUEST REPORT WHERE IS THE VEHICLE LOCATED? AT THE CUSTOMERS HOUSE IS THE VEHICLE AVAILABLE FOR INSPECTION? YES X / NO WAS AN EMERGENCY SERVICE NOTIFIED? YES / NO X IF YES: POLICE FIRE EMS WHAT CAN BE DONE TO SATISFY
2/5/2021 5:09:00 PM	CALL TO OWNER MS. [redacted]CUST STATES: SM CALLED AND CAME OUT TO HER HOME; BELIEVES SM BUT STILL CONCERNED THAT THE VEH HAS HAD FUEL LEAK WHICH MADE VEH STOP MORE THAN ONCE; WOULD LIKE TO GO FORWARD WITH BB REQUEST. RCM STATES: WILL CONTINUE WITH REQUEST TO REPURCHASE VEH; AGAIN

Investigation Summary Report

Category	Consumer Complaints

VW's File Number	[redacted]	VIN	1V2NE2CA9LC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas Cross Sport, 2020		
Report Date	2/26/2021	Mileage	17,000

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
3/31/2021 8:03:00 AM	FUEL LEAK WONT FILL

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2BR2CA5JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	9/19/2017	Mileage	369

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
9/19/2017 12:00:00 AM	CUSTOMER STATES HE CAN SMELL GAS OR OIL BURNING UNDER THE HEAD. CUSTOMER ALSO STATED HE SAW A PUDLE ON THE GROUND AS HE DROVE AWAY AND HIS GAS TANK WAS FULL. 2 DAYS LATER IT WAS MORE THAN HALF WAY EMPTY. | | | TECHNICIAN FOUND LEAK ON DRIVER SIDE LOWER AREA OF FUEL TANK. TECHNICIAN HAS OREDED GAS TANK. | REPLACE FUEL TANK (3QF201055F)

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2LR2CA5JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	1/8/2018	Mileage	52

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
1/8/2018 12:00:00 AM	FUEL LEAK | DEALER PERSONAL WAS INQUIRING ON WHETHER UPCOMING CAMPAIGN 20AQ APPLIED VEHICLE. DEALER WAS ADVISED THAT CAMPAIGN 20AQ DID NOT APPLY TO THIS VEHICLE. ADVISED THAT THE TECHNICIAN PROCEED WITH DIAGNOSIS TO PINPOINT LEAK. | TECHNICIAN CONTACTED THE TECHNICIANS HELPLINE. CASE NUMBER MR[redacted]

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2BR2CA2JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	1/18/2018	Mileage	13,444

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
1/18/2018 12:00:00 AM	CUSTOMER STATES GASOLINE SMELL WHEN OUTSIDE THE VEHICLE ON PASSENGER SIDE. CHECK AND ADVISE. | FOUND FUEL SUPPLY LINE ON TOP OF TANK HAS A PIN HOLE IN IT AND IS SPRAYING A MIST OF FUEL UP TOWARD THE PASSENGER COMPARTMENT. FUEL LINE MAY HAVE BE DAMAGED BY RUBBING THE ACCESS DOOR PANEL. QTM ON SITE AND VERIFIED THE TECHNICIANS FINDINGS. PLEASE SEE ATTACHED PHOTOS. I INSTRUCTED THE TECHNICIAN TO REPLACE THE LINE AND TO ALSO REPLACE THE FUEL PUMP CONNECTOR. ALSO, IF THE WEATHER PACK CONNECTORS ARE SWOLLEN TO CONTACT ME. | THE FUEL LINE WAS REPLACED AND THE CONNECTOR WAS ORDERED.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2LR2CA5JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	1/29/2018	Mileage	52

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
1/29/2018 12:00:00 AM	CUSTOMER STATES THEY SMELL FUEL IN VEHICLE | INSPECTED VEHICLE AND FOUND RAW FUEL SMELL PRESENT IN FRONT OF VEHICLE IN ENGINE BAY AREA. INSPECTED CONNECTIONS TO HIGH PRESSURE FUEL PUMP FOUND SMALL TRACES OF RAW FUEL AT HIGH PRESSURE CONNECTION TO HIGH PRESSURE FUEL PUMP. CONNECTION WAS LOOSE FROM HIGH PRESSURE PIPE TO BRASS FITTING ON HIGH PRESSURE FUEL PUMP. | REPLACED HIGH PRESSURE FUEL LINE FOR FUEL RAIL AND HIGH PRESSURE PUMP. | | ORIGINAL HP FUEL LINE PART # 03H 133 321 G REPLACEMENT PART # 03H 133 321 G | | ORIGINAL HP FUEL PUMP PART # 03H 127 025 S REPLACEMENT PART # 03H 127 025 S

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2NR2CA1J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	6/14/2018	Mileage	700

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/14/2018 12:00:00 AM	THE TECHNICIAN STATED ON THE VTA TICKET: "VEHICLE IS OWNED BY VOLKSWAGEN CORPORATE EMPLOYEE AND IS LOW MILEAGE WITH A FUEL LEAK CONCERN WHICH IS WHY I'M OPENING A VTA. CUSTOMER STATES THERE IS A FUEL LEAK FROM THE PASSENGER SIDE OF THE VEHICLE. VERIFIED CONCERN. FOUND LEAK COMING FROM FRAME RAIL AREA. REMOVED FUEL LINE THAT RUNS FROM THE FUEL TANK TO THE FRONT OF THE VEHICLE. FOUND SMALL CRACK IN FUEL LINE. ORDERED NEW FUEL LINE." | THE TECHNICIAN STATED ON THE VTA TICKET: "FUEL SMELL." | | 05/08/18 16:57:41: US/EASTERN: JUAN GARCIA: OPEN: TECHNICIAN IN PROCESS: QTM ON SITE. QTM INSPECTED THE VEHICLE AND VERIFIED THE CONCERN. A SCRATCH IS PRESENT ON THE FUEL LINE ABOUT 100 CM FROM THE FUEL TANK CONNECTION AND ABOUT 100 CM FROM THE FRONT CRIMP ONTO THE HARD LINE. SEE PICTURE. BEFORE INSTALLING THE NEW PART, PLEASE MEASURE THE DISTANCE TO MATCH THE LOCATION WHERE THE LINE IS DAMAGE INSIDE THE TUNNEL. IF NEEDED USING A BORE SCOPE INSPECT THE INSIDE OF THE TUNNEL FOR ANYTHING THAT MIGHT HAVE CAUSED THE SCRATCH. TAKE PICTURES IF POSSIBLE AND REPAIR AS NEEDED. UPDATE THE TICKET WITH YOUR FINDINGS. | REPLACED FUEL LINES. COULD NOT FIND ANY CONCERNS WITH SHARP OBJECTS ETC THAT COULD OF CAUSED FUEL LINE TO LEAK. ROAD TESTED CAR. OK. RESOLUTION SUPPLIED.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2NR2CA8JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	9/26/2018	Mileage	25,226

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
9/26/2018 12:00:00 AM	CUSTOMER STATES THEY SMELL GAS INSIDE THE VEHICLE. | TECH TRACED THE FUEL SMELL TO THE REAR SEAT AREA. TECH REMOVED REAR SEAT AND CARPET TO ACCESS THE FUEL PUMP ASSEMBLY. TECH OBSERVED THE FUEL HOSE HAD RUBBED AGAINST THE BODY OF THE VEHICLE AND CREATED A HOLE IN THE HOSE. TECH OBSERVED FUEL SPRAYING OUT OF THE HOSE WHEN THE PUMP IS ENERGIZED. | TECH REPLACED THE FUEL HOSE AND ROUTED HOSE TO PREVENT MAKING CONTACT WITH BODY OF VEHICLE. HOSE REPLACEMENT PART # 3QF-201-293.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2PR2CA3JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/13/2019	Mileage	9,202

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/13/2019 12:00:00 AM	CUSTOMER STATES THERE IS A STRONG FUEL SMELL FROM UNDE R THE HOOD-CK OUT | VERIFIED CUSTOMER'S CONCERN. INSPECTION FOUND THE HIGH PRESSURE FUEL LINE IS LEAKING. REPLACED THE LINE FROM THE PUMP TO FUEL RAIL. TEST DROVE VEHICLE. | A VISUAL CHECK WAS PERFORMED. THE PART SHOWS SCRATCHES AND FUEL RESIDUE AFTER THE SEALING SURFACE. THE LINE SHOWS ALSO A TOOL MARKS WITH CORROSION INCLUSION.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2DR2CA4JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	8/22/2019	Mileage	18,220

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
8/22/2019 12:00:00 AM	CUSTOMER: FUEL SMELL FROM ENGINE AREA. | WORKSHOP: FUEL IS LEAKING FROM LOWER FUEL RAIL AREA. REPLACED RAIL, LOCKING CLIPS AND SEALS. | | FACTORY: RETURNED PARTS SHOW NO CAUSAL DAMAGE. | VARIOUS FUEL SYSTEM PARTS REPLACED.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2NR2CA3JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	9/30/2019	Mileage	6,624

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
9/30/2019 12:00:00 AM	FUEL SMELL IN CABIN. | WORKSHOP: LEAK AT CONNECTION OF HIGH PRESSURE FUEL PUMP TO LINE SUPPLYING FUEL RAIL. | | FACTORY: PUMP RETURNED. PUMP SHOWED NO DAMAGE. LINE NOT AVAILABLE FOR ANALYSIS. CAUSE NOT DETERMINED. | PUMP AND LINE REPLACED.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2WR2CA3K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	11/20/2019	Mileage	2,770

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
11/20/2019 12:00:00 AM	CUSTOMER REPORTS STRONG SMELL OF FUEL WHEN DRIVING AND WHEN CAR PARKED IN GARAGE. | DEALER FOUND A BLUE PLASTIC MATERIAL PRESENT BETWEEN THE UPPER SEALS OF THE #1, #3 AND #5 INJECTORS AND THE INJECTOR CUPS ON THE UPPER FUEL RAIL. FUEL WAS LEAKING AT THESE AREAS. | PLASTIC REMOVED AND AFFECTED PARTS REPLACED.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2MR2CA9K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	11/22/2019	Mileage	8,777

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
11/22/2019 12:00:00 AM	MIL ON AFTER PRIOR REPAIR. | FUEL LEAKING FROM CONNECTION OF LOW PRESSURE FUEL SENSOR TO ADAPTER. | SENSOR AND ADAPTER REPLACED.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2UR2CA4KC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	12/10/2019	Mileage	4,472

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
12/10/2019 12:00:00 AM	HEAVY FUEL SMELL ON COLD START UP. CHECK ENGINE LIGHT ON. | CONFIRMED SMELL. FAULT CODE P0148 FUEL DELIVERY ERROR SPORADIC. STAINING AROUND FUEL PRESSURE SENSOR OF LOWER RAIL. | REPLACED THRUST SENSOR G247

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2MR2CA0JC[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/7/2020	Mileage	13,890

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/7/2020 12:00:00 AM	C/S SMELL OF GAS WHEN CAR IS ON. | 01/06/20 QTM EMAILED SERVICE MANAGER AND REQUESTED HE RE-ASSIGN THE RO AND VTA TO A TECH THAT IS AN ENGINE SPECIALIST. MARVIN IS LISTED AS SERVICE EXPRESS, AND ACCORDING TO THE LMS HAS NOT ATTENDED ANY ILT'S. PLEASE HAVE THEM TAKE A LOOK AT THE VEHICLE, THEN HAVE THEM UPDATE THE VTA THAT SHOULD BE IN THEIR NAME, AND REACH OUT TO ME. | | 01/13/20 DEALER UPDATED: FUEL RAIL IS LEAKING FROM THE END OF THE FUEL RAIL. PARTS ARE ORDERED. | | 01/13/20 QTM REQUESTED DEALER TAKE A PHOTO WHERE THE FUEL LEAK WAS OBSERVED. | | 01/15/20 DEALER COMPLETE: NO PICS WERE TAKEN BUT THE LEAK WAS AT THE BRAZED CAP ON THE DRIVERS SIDE OF THE FUEL RAIL, QTM CAME OUT TODAY AND I WAS ABLE TO SHOW HIM THE LOCATION. ALSO I SHOWED HIM ANOTHER LEAK AT A BUSHING THAT CONNECTS THE HIGH PRESSURE LINE TO THE UPPER FUEL RAIL. VEHICLE WAS PARTIALLY ASSEMBLED AND ALLOWED TO RUN FOR OVER AN HOUR WITH NO SIGNS OF FUEL LEAKAGE. THE TECH IS CURRENTLY WORKING ON PUTTING THE REST OF THE PARTS BACK ON THE VEHICLE AND WORK IS EXPECTED TO BE COMPLETED TOMORROW. WILL OPEN ANOTHER VTA IF ANYTHING ELSE IS NEEDED. | | (STATUS UODATE BY MIKE CORVIN) | | | PHOTOS ATTACHED OF FUEL RAIL, ONE WITH RED ARROW INDICATING WHERE DEALER STATED FUEL WAS LEAKING FROM, AND ONE WITH A RED CIRCLE OF THE SHOWING THE END OF THE RAIL WHERE THE DEALER STATED THE FUEL WAS LEAKING. | DEALER REPLACED FUEL RAIL.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2LR2CA4JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	3/12/2020	Mileage	30,673

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
3/12/2020 12:00:00 AM	FUEL SMELL WHILE DRIVING. THIRD PARTY MECHANIC TOLD CUSTOMER THERE WAS A FUEL LEAK AT THE HIGH PRESSURE PUMP. | WORKSHOP CONFIRMED THAT THERE WAS A FUEL LEAK AT THE CONNECTION OF THE HIGH PRESSURE LINE TO THE HIGH PRESSURE FUEL PUMP. | PUMP AND LINE REPLACED.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2GC2CA3LC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas Cross Sport, 2020		
Report Date	4/16/2020	Mileage	215

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
4/16/2020 12:00:00 AM	CHECK ENGINE LIGHT ON. SMELL OF FUEL. SMALL AMOUNT OF FUEL SEEN OUTSIDE THE VEHICLE. | DDTC P0442. FOUND VAPOR LINE DISCONNECTED FROM EVAPORATIVE EMISSIONS CANNISTER. | RECONNECTED LINE.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2MR2CA8JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	4/22/2020	Mileage	29,395

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
4/22/2020 12:00:00 AM	CAR SMELLS LIKE FUEL. | FUEL LEAK AT FUEL SUPPLY LINE UNDER VEHICLE WHERE THE AND PLASTIC AND METAL PARTS OF THE LINE JOIN. | REPLACED PART. CLEANED CAR.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2NR2CA7K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	5/29/2020	Mileage	13,719

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
5/29/2020 12:00:00 AM	CUSTOMER STATES " FUEL SMELL COMING FROM UNDER THE HOOD OF VEHICLE." | | | THE SHOP STATES AFTER THE FIRST REPAIR FUEL INJECTOR FOR A MIL ON CONDITION. SINCE THEN HAVE HAD MULTIPLE FUEL LEAKS FROM BRASS FITTINGS ON UPPER FUEL RAIL. REPLACED FUEL RAIL AND LINES LAST VISIT AND RETURNED THE SHOP OBSERVED FUEL RAIL IS LEAKING AT THE BRASS FITTING SEE PICTURE. | | | | | THE SHOP REPLACED THE FUEL RAIL, FITTINGS AND LINE.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2NR2CA2K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	6/8/2020	Mileage	24,022

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/8/2020 12:00:00 AM	FAINT SMELL OF FUEL FOR ABOUT TWO MONTHS, GETTING WORSE RECENTLY. | FOUND FUEL LEAKING FROM CROSS OVER TUBE FROM FUEL PUMP TO UPPER FUEL RAIL. | REPLACED PARTS.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2RR2CA4KC[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	6/10/2020	Mileage	33,753

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/10/2020 12:00:00 AM	NO CUSTOMER COMPLAINT. DEALER REPORTED FUEL SMELL ON TEST DRIVE AFTER ANOTHER REPAIR | DEALER REPORTED FUEL SEEPAGE AT BANJO BOLT FITTING AT HIGH PRESSURE PUMP. | | RETURNED PART SHOWS DAMAGE FROM SERVICE REPAIRS BUT DID NOT SUPPORT THE PUMP SEEPING FUEL REPORT. | PUMP REPLACED.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2MR2CAXK[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	7/15/2020	Mileage	3,755

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
7/15/2020 12:00:00 AM	CHECK ENGINE LIGHT COMES ON SPORADICALLY. | REPLACED LOW PRESSURE FUEL PUMP TO CORRECT CEL. NOTICES FUEL SMELL. DIAGNOSED LEAKAGE AT INLET TO HIGH PRESSURE FUEL PUMP. REPLACED HIGH PRESSURE FUEL PUMP AND INLET HOSE. | | FACTORY: UNABLE TO CONFIRM LEAKAGE. | REPLACED DAMAGED PARTS.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2MR2CA9K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	10/12/2020	Mileage	8,777

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
10/12/2020 12:00:00 AM	(WORKSHOP REPORTED PROBLEM) MIL ON DURING ROAD TEST FOLLOWING A SEPARATE REPAIR. | FUEL LEAKING FROM CONNECTION OF LOW PRESSURE SENSOR TO ADAPTER. | | FACTORY: DEALER DID NOT RETURN PART INITIALLY. | | UPDATE: PART (SENSOR) RETURNED SOME MONTHS LATER. IMAGES WERE TAKEN AND SUPPLIED TO THE ANALYST. THOSE IMAGES ARE THE BASIS OF THIS UPDATED REPORT. | | PART EXHIBITS PHYSICAL DAMAGE ON THE SEALING SURFACE. THIS DAMAGE IS SMEARED AS IF THE PART WAS BEING ROTATED WHILE THE SMEARING OCCURRED. THE TIP APPEARS TO BE OVATE. | | HISTORY: HISTORY DOES NOT SPECIFY THAT THE LOW PRESSURE SENSOR WAS REMOVED DURING PRIOR REPAIR WORK. THE PRIOR REPAIR WORK DID INVOLVE THE FUEL SYSTEM. | PARTS REPLACED.

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2NR2CA7K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	11/23/2020	Mileage	8,141

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
11/23/2020 12:00:00 AM	FUEL SMELL AND ENGINE SPUTTERING. | DEALER FOUND OIL SEAL FOR FUEL PUMP LEAKING. | | FACTORY: O RING RETURNE4D AND NO FAULT FOUND WITH O RING. | PARTS REPLACED

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2UR2CA9LC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2020		
Report Date	2/23/2021	Mileage	4,416

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/23/2021 12:00:00 AM	EPC LIGHT ON. INTERIOR OF VEHICLE SMELLS LIKE GAS. | FUEL RAIL LEAKING. P014800 ERROR. LEAK IS SMALL AND AT CONNECTION OF INTER-RAIL TUBE TO LOWER RAIL (CYLINDERS #2, #4, #6) | | FACTORY: NO FAULT OBSERVED ON RETURNED FUEL RAIL AND INTER-RAIL TUBE. | PARTS REPLACED

Investigation Summary Report

Category	Field Reports - FRED

VW's File Number	[redacted]	VIN	1V2DR2CA1J[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	4/1/2021	Mileage	32,216

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
4/1/2021 12:00:00 AM	LEAKING FUEL, | CHECKED FOUND INJECTOR SEAL BLEW OUT AND IS LEAKING FUEL, WAITED FOR INJECTOR REMOVED AND WAS ABOUT TO CLEAN AND INSTALL BUT UPON REMOVAL OF INJECTOR FOUND GRAY MATERIAL, WHITE POWERED, AND DISBURSE FOUND IN INJECTOR PORT, ALMOST LOOKS TO HAVE HAD PLAY WITH SPRING COMPRESSED COMPLETELY AND INJECTOR WORE OUT PORT UNABLE TO MEASURE OR DETERMINE, OTM WAS ON SIGHT SHOWED FINDING AND WAS ADVISE TO REOPEN VTA, TAKE PHOTOS AND ATTACH TO VTA AND REPLACE CYLINDER HEAD WILL SUBMIT PHOTOS ON HELPLINE ATTACHMENTS @ VW | REPLACED CYLINDER HEAD

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2BR2CA5JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	9/18/2017	Mileage	369

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
9/18/2017 12:00:00 AM	CUSTOMER STATES HE CAN SMELL GAS OR OIL BURNING UNDER THE HEAD. CUSTOMER ALSO STATED HE SAW A PUDLE ON THE GROUND AS HE DROVE AWAY AND HIS GAS TANK WAS FULL. 2 DAYS LATER IT WAS MORE THAN HALF WAY EMPTY. | | | Technician found leak on driver side lower area of fuel tank. Technician has oreded gas tank. | Replace fuel tank (3QF201055F)

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2LR2CA5JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	1/10/2018	Mileage	52

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
1/10/2018 12:00:00 AM	customer states they smell fuel in vehicle | Inspected vehicle and found raw fuel smell present in front of vehicle in engine bay area. Inspected connections to High pressure fuel pump found small traces of raw fuel at high pressure connection to high pressure fuel pump. Connection was loose from high pressure pipe to brass fitting on High pressure fuel pump. | Replaced high pressure fuel line for fuel rail and High pressure pump. | | Original HP fuel line part # 03H 133 321 G Replacement part # 03H 133 321 G | | Original HP fuel pump part # 03H 127 025 S Replacement part # 03H 127 025 S

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2BR2CA2JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	1/18/2018	Mileage	13,444

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
1/18/2018 12:00:00 AM	CUSTOMER STATES GASOLINE SMELL WHEN OUTSIDE THE VEHICLE ON PASSENGER SIDE. CHECK AND ADVISE. | Found fuel supply line on top of tank has a pin hole in it and is spraying a mist of fuel up toward the passenger compartment. Fuel line may have be damaged by rubbing the access door panel. QTM on site and verified the technicians findings. Please see attached photos. I instructed the technician to replace the line and to also replace the fuel pump connector. Also, if the weather pack connectors are swollen to contact me. | The fuel line was replaced and the connector was ordered.

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2KR2CA0JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/9/2018	Mileage	4,630

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/9/2018 12:00:00 AM	The customer states there is an odor of fuel when starting the engine. | The vehicle previously had the HPFP replaced at another dealer. Prior to the onsite visit for a final repair attempt the vehicle sat for an extended period and was covered with snow from a storm on 1/17/2018. The driver's side door was opened to prime the fuel system. As the snow was being cleared from the front hood and front grille an odor of fuel was noted. The odor increased when the hood was opened. The technician was present and confirmed there is an odor of fuel. The smell is strongest at the right front (passenger side) corner of the engine. A Mahle ArcticPro LD-2 dual mode refrigerant leak detection unit was used to isolate the source of the fuel smell. The leak detection unit alarmed at the right front corner of the fuel rail on both the upper and the lower fuel rail area. The QTM was onsite 2/9/18 to evaluate the success of the repairs, the vehicle had sat for three days prior to the onsite visit. No fuel odors were noted upon approaching the vehicle and walking around the right front. The driver's door was opened (fuel pump primed system), the hood was opened and the engine compartment was checked for fuel odors of which none were noted. The engine was started and a check for fuel odors was conducted, none were noted. The engine was shut off and a final check for fuel odors was performed, none were noted. The parts removed form the vehicle were inspected in turn; one of the fuel injectors for cylinders 1,3,5 came out of the box in two pieces. The fuel injectors for the upper cylinders can be separated into two parts and are held together by a retaining clip. The clips on two of the injectors were loose and allowed movement between the two components. The third injector had a clip that was secure in place. The manner in which the clip seats is affected by how tight the union between the upper and lower section of the fuel injector is. | The fuel rails, fuel injectors and lines have been replaced.

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2CR2CA2JC[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	1/25/2019	Mileage	19,278

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
1/25/2019 12:00:00 AM	Technician states | Leak tested vehicle with dealer, no external leaks observed with k-line smoke tester and pressure check. Wiggled connections, no leaks observed. | Dealer replaced gas tank, DMTL and lines.

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2DR2CA9J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	2/19/2019	Mileage	13,417

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/19/2019 10:33:00 AM	ISSUE OPENED BY DEALERSHIP
2/19/2019 10:33:00 AM	CUSTOMER STATES FUEL SMELL WHILE DRIVING. VEHICLE WAS DRIVEN INTO DEALERSHIP.
2/19/2019 12:00:00 AM	Customer states fuel smell while driving. Vehicle was driven into dealership. | QTM at dealer to inspect. Fuel leakage noticed at bottom fuel rail at cylinder #2, N31 injector. Harness connector was wet with fuel. Upper fuel rail was removed to inspect #1 long injector and noted to be dry. | Replacing #2 injector and all seals for both fuel rails. All needed bolts, etc. will be replaced.
2/19/2019 4:04:00 PM	QTM AT DEALER TO INSPECT. PICTURE 1489 SHOWING THE INJECTOR HOUSING AND WIRING DAMP. FUEL LEAKAGE NOTICED AT BOTTOM FUEL RAIL AT CYLINDER #2, N31 INJECTOR. HARNESS CONNECTOR WAS WET WITH FUEL. UPPER FUEL RAIL WAS REMOVED TO INSPECT #1 LONG INJECTOR AND NOTED TO BE DRY. REPLACING #2 INJECTOR AND ALL SEALS FOR BOTH FUEL RAILS. ALL NEEDED BOLTS, ETC. WILL BE REPLACED.
2/20/2019 3:50:00 PM	INJECTOR PART# 03H 906 036E
2/21/2019 8:13:00 AM	COMPLETED REPAIR, CLEANED THE ENGINE BAY AND TEST DROVE VEHICLE, NO FUEL LEAKS PRESENT.
2/25/2019 8:37:00 AM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2HR2CA7J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	3/5/2019	Mileage	15,148

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
3/5/2019 12:00:00 AM	The customer states the engine cranks before starting. | The number 6 injector is leaking at the fuel rail. The dealer had the fuel rail off during the last visit. | Replaced the injectors and fuel rails.

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2ER2CA1KC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	6/11/2019	Mileage	1,153

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
6/11/2019 12:00:00 AM	Customer states the smell fuel and have poor acceleration . | Dealer scanned for codes and observed codes P008700, P102000 and P053F00. Dealer observed that there is a rough idle on start up when cold. Dealer checked the entire fuel system and used test plans and did not observe any issues. Dealer checked low fuel pressure system and observed that they have 5.6 bar at the bulkhead connection station. Dealer checked sealing of fuel cap and no issues were observed. Dealer checked the spark plugs and observed some fouling. Dealer replaced the high pressure fuel pump. Dealer replaced the high pressure fuel pump and observed that the rough idle is still present and observed codes P102000 and P053F00 return. Dealer inspected the high pressure fuel pump gear timing and observed it was off by 3 teeth. Dealer retimed the fuel pump gear correctly and assembled the vehicle again and observed the codes still return. Dealer checked the fuel rail high pressure sensor and high pressure fuel pressure and observed they were both reading 4.6 bar. Dealer replaced the high pressure fuel pump again and observed that the codes no longer return. | Replaced the high pressure fuel pump.

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2DR2CA4KC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	7/3/2019	Mileage	6,239

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
7/3/2019 12:00:00 AM	customer states when driving car feels like it is slower and hiccups. | | check engine light on. | performed gff. evap leak p0442 p0456 faults | | rechecked wiring | | last time when preforming a smoke test I found the connector part of the ldp leaking so I replaced the ldp. | Replaced fuel tank (3QF201055K)

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2ER2CA7KC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	8/14/2019	Mileage	4,214

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
8/14/2019 12:00:00 AM	Customer reports the check engine light is on again | Confirmed customer concern. Scanned via gff found faults p0456 evap very small leak , p0442 evap emission small leak . Previous tech replaced fuel tank as per qtm 249 miles ago. Smoke tested and found no leaks. Thinking n80 and test drive? | Replace LDP Pump (7L0906243A)

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2MR2CA0JC[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	1/15/2020	Mileage	13,890

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
1/15/2020 12:00:00 AM	C/S SMELL OF GAS WHEN CAR IS ON. | 01/06/20 QTM emailed service manager and requested he re-assign the RO and VTA to a tech that is an Engine Specialist. Marvin is listed as service express, and according to the LMS has not attended any ILTTÇÖs. Please have them take a look at the vehicle, then have them update the VTA that should be in their name, and reach out to me. | | 01/13/20 Dealer Updated: Fuel rail is leaking from the end of the fuel rail. Parts are ordered. | | 01/13/20 QTM requested dealer take a photo where the fuel leak was observed. | | 01/15/20 Dealer Complete: no pics were taken but the leak was at the brazed cap on the drivers side of the fuel rail, QTM came out today and I was able to show him the location. also I showed him another leak at a bushing that connects the high pressure line to the upper fuel rail. vehicle was partially assembled and allowed to run for over an hour with no signs of fuel leakage. the tech is currently working on putting the rest of the parts back on the vehicle and work is expected to be completed tomorrow. will open another vta if anything else is needed. | | (status uodate by Mike Corvin) | | | Photos attached of fuel rail, one with red arrow indicating where dealer stated fuel was leaking from, and one with a red circle of the showing the end of the rail where the dealer stated the fuel was leaking. | Dealer replaced fuel rail.

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2DR2CA7KC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	5/19/2020	Mileage	9,432

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
5/19/2020 12:00:00 AM	On 04-03-2020 miles 7295 customer states engine light is on perform GFF and found dtc p0442 EVAP EMISSION SYS (SMALL LEAK) AND P0456 EVAP (VERY SMALL LEAK) perform test plan on evap and pass perform smoke test and found LEAK DETECTION PUMP LEAKING FROM TH | 05-19-2020 miles 9432 p0442 and p0456 perform smoke test and leaking from leak detection pump. | Replace fuel tank.

Investigation Summary Report

Category	Field Reports - FTIS

VW's File Number	[redacted]	VIN	1V2AP2CA3KC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	7/8/2020	Mileage	470

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
7/8/2020 12:00:00 AM	Customer states check engine light is on | Verified customer concern and found p0456. performed smoke test on previous visit and found no visual leaks.. Previous repairs- N80 and LDP replaced. vehicle returned 200 miles later and check engine light is back on with p0456. still no visual concerns and N80 valve is ok during testing this time. Performed pressure and soapy water test; found bubble/leak at fuel tank filler neck crimp area. | Replaced fuel tank for leak at filler neck

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2LR2CA9J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	7/31/2017	Mileage	386

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
7/31/2017 3:22:00 PM	CAN SMELL FUEL IN ENGINE COMPARTMENT. MOST NOTICEABLE NEAR HIGH PRESSURE FUEL PUMP.
7/31/2017 3:22:00 PM	ISSUE OPENED BY DEALERSHIP
7/31/2017 3:30:00 PM	CUSTOMER COMMENTS: CAN SMELL FUEL IN ENGINE COMPARTMENT.
7/31/2017 3:30:00 PM	WORKSHOP FINDINGS: MOST NOTICEABLE NEAR HIGH PRESSURE FUEL PUMP.
7/31/2017 3:30:00 PM	ADVISED THE TECH THAT THIS CASE WILL BE SENT TO ENGINEERING FOR REVIEW.
7/31/2017 3:32:00 PM	ISSUE UPDATED
7/31/2017 4:04:00 PM	ADVISED THE TECH THAT THIS CASE WILL BE SENT TO THE QTM FOR REVIEW... A3
7/31/2017 8:41:00 PM	QTM IN CONTACT WITH DEALER.
8/1/2017 1:27:00 PM	QTM CALLED AND SAID TO DIAGNOSE LEAK. FOUND FUEL LEAKING FROM CONNECTION AT LOWER FUEL RAIL. REMOVED LINE AND FITTING LOOKS LIKE LINE DID NOT SEAT PROPERLY INTO FITTING. ORDERED NEW LINE AND FITTING.
8/1/2017 1:32:00 PM	FOUND FUEL LEAKING FROM FITTING ON LOWER FUEL RAIL (SEE PICS). FITTING WAS TIGHT HOWEVER, UPON DISASSEMBLY FOUND A SPOT ON THE BRASS FITTING THAT DID NOT SEEM TO BE SEALING PROPERLY. FITTING COMES FREE WITH A NEW FUEL RAIL. WE HAVE ORDERED A NEW FUEL RAIL WITH FITTING AND ALL REQUIRED INSTALLATION COMPONENTS.
8/3/2017 12:58:00 PM	INSTALLED NEW FUEL LINE TO LOWER FUEL RAIL AND FUEL RAIL FITTING. RECHECKED FOR LEAK. NO FUEL LEAKS.
8/3/2017 6:33:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2LR2CA5JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	10/31/2017	Mileage	4,541

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
10/31/2017 2:38:00 PM	ISSUE OPENED BY DEALERSHIP
10/31/2017 2:38:00 PM	CUSTOMER STATES SMELLS LIKE GASOLINE IN THE AM WHEN STARTING AND HEARS A RATTLE NOISE FROM ENGINE. CHECKED FOR FUEL LEAKS NONE VISIBLE AND CANNOT SMELL FUEL. DO NOT HEAR RATTLE NOISE AT THIS TIME EITHER. ARE THERE ANY KNOWN ISSUES TO LOOK FOR OR EXPLINATIONS
10/31/2017 2:54:00 PM	ADVISED TECH TO COLD SOAK THE VEHICLE OVER NIGHT AND LISTEN FOR RATTLE IN THE MORNING ON A COLD START. CHECK THE FUEL LINE AT THE PASSENGER FIREWALL CONNECTION. IF NO LEAK IS FOUND DEPRESSURIZE THE FUEL SYSTEM AND CHECK THE O RING CONNECTION AT THE SAME CONNECTION FOR DEFECTS OR TEARS. SUPPLY PICTURES IF DEFECTS ARE FOUND. UPDATE THE VTA WITH RESULTS AND CALL BACK IN IF FURTHER ASSISTANCE IS NEEDED.
10/31/2017 2:54:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES SMELLS LIKE GASOLINE IN THE AM WHEN STARTING AND HEARS A RATTLE NOISE FROM ENGINE.
10/31/2017 2:54:00 PM	WORKSHOP FINDINGS: CHECKED FOR FUEL LEAKS NONE VISIBLE AND CANNOT SMELL FUEL. DO NOT HEAR RATTLE NOISE AT THIS TIME EITHER. ARE THERE ANY KNOWN ISSUES TO LOOK FOR OR EXPLANATIONS.
11/6/2017 10:21:00 AM	ISSUE UPDATED
11/6/2017 9:16:00 AM	LET SIT OVERNIGHT STARTED IN MORNING NOTICED DAMPNESS AROUND HOSE CONNECTION REMOVED CONNECTION AND CHECK SEAL NO VISIBLE PROBLEMS WITH SEAL REPLACED FUEL LINE AND RE CHECKED NO DAMPNESS AROUND CONNECTOR TEST DROVE AND CHECKED AGAIN RELEASED TO CUSTOMER

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2GR2CA9JC[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	5/4/2018	Mileage	146

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
5/4/2018 1:51:00 PM	ISSUE OPENED BY DEALERSHIP
5/4/2018 1:51:00 PM	CUSTOMER STATES THAT THERE IS AN ODOR OF FUEL BOTH INSIDE AND OUTSIDE OF THE VEHICLE. CHECKED VEHICLE. FUEL SMELL COMING FROM CENTER OF INTAKE MANIFOLD/FUEL RAIL AREA, BUT CAN NOT PINPOINT SOURCE BECAUSE INTAKE MANIFOLD COVERS THE AREA. PERFORMED GFF, NO FAULTS.
5/4/2018 1:56:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES THAT THERE IS AN ODOR OF FUEL BOTH INSIDE AND OUTSIDE OF THE VEHICLE.
5/4/2018 1:56:00 PM	ADVISED TECH TO REMOVE THE INTAKE MANIFOLD AND INSPECT FURTHER.
5/4/2018 1:56:00 PM	WORKSHOP FINDINGS: CHECKED VEHICLE. FUEL SMELL COMING FROM CENTER OF INTAKE MANIFOLD/FUEL RAIL AREA, BUT CAN NOT PINPOINT SOURCE BECAUSE INTAKE MANIFOLD COVERS THE AREA. PERFORMED GFF, NO FAULTS.
5/7/2018 12:21:00 PM	FOUND FUEL LEAKING FROM HIGH PRESSURE FUEL PUMP. SEEMS TO BE COMING FROM WHAT LOOKS TO BE A SILVER CAP AT THE END OF THE PUMP WHICH IS HELD ON BY 2 BOLTS. NEW FUEL PUMP IS ON ORDER.
5/7/2018 12:22:00 PM	THANK YOU. PLEASE ATTACH A PHOTO OF YOUR FINDINGS TO THE VTA.
5/7/2018 12:25:00 PM	PHOTO
5/7/2018 12:26:00 PM	PHOTO 2
5/7/2018 12:29:00 PM	ADVISED TECH TO REPLACE THE HIGH PRESSURE FUEL PUMP AND ANY ADDITIONAL REQUIRED COMPONENTS.
5/9/2018 1:57:00 PM	ISSUE UPDATED
5/9/2018 11:11:00 AM	THANK YOU. PLEASE LEAVE VTA TICKET OPEN AND UPDATED UNTIL THE VEHICLE IS FIXED OR LEAVES DEALERSHIP. WHEN THE VEHICLE IS COMPLETED, ADD REPAIR SPECIFICS TO CLOSING COMMENTS FOR PROPER DOCUMENTATION. IF FURTHER ASSISTANCE IS REQUIRED PLEASE CALL THE HELPLINE BACK AT 800-678-2389.
5/9/2018 12:34:00 PM	REPLACED HIGH PRESSURE FUEL PUMP WITH ASSOCIATED ONE TIME USE PARTS. RE-INSPECTED FOR LEAKS, NONE FOUND. SET READINESS AND ROAD TESTED VEHICLE. VEHICLE NO LONGER HAS A FUEL ODOR. THANK YOU.
5/9/2018 8:28:00 AM	PARTS HAVE ARRIVED. BEGINNING WORK TODAY.

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2GR2CA9JC[redacted]
Owner Or Fleet	?, ?, ?, ?, ? Phone #: N/A		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	5/4/2018	Mileage	146

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

5/9/2018 PHOTOS
9:01:00 AM

5/9/2018 PHOTOS.
9:03:00 AM

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2KR2CA9J[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	5/16/2018	Mileage	69

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
5/16/2018 12:48:00 PM	ISSUE OPENED BY DEALERSHIP
5/16/2018 12:48:00 PM	CUSTOMER STATES SMELLS FUEL INSIDE VEHICLE. INSPECTED ENGINE COMPARTMENT AND WAS ABLE TO SMELL FUEL VAPORS COMING FROM AROUND THE HIGH PRESSURE PUMP. I DO NOT SEE A SOLID FUEL LEAK, BUT THE ODOR IS PRETTY STRONG ESPECIALLY WHEN THE ENGINE IS REVED AT IDLE. NO MIL IS ON. P014800 FAULT STORED IN ECM.
5/16/2018 12:58:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES SMELLS FUEL INSIDE VEHICLE.
5/16/2018 12:58:00 PM	ADVISED TECH TO INSPECT FUEL RAIL AND REMOVE NECESSARY COMPONENTS TO CHECK FOR FUEL LEAKAGE. UPDATE TICKET WITH PICTURES OF FINDINGS.
5/16/2018 12:58:00 PM	WORKSHOP FINDINGS: INSPECTED ENGINE COMPARTMENT AND WAS ABLE TO SMELL FUEL VAPORS COMING FROM AROUND THE HIGH PRESSURE PUMP. I DO NOT SEE A SOLID FUEL LEAK, BUT THE ODOR IS PRETTY STRONG ESPECIALLY WHEN THE ENGINE IS REVVED AT IDLE. NO MIL IS ON. P0148 FAULT STORED IN ECM.
5/16/2018 3:04:00 PM	LOWER FUEL RAIL (RIGHT SIDE) IS LEAKING FUEL BETWEEN FUEL RAIL CONNECTION/GOLDEN ADAPTER AND FUEL LINE THAT ROUTES UP TO THE HIGH PRESSURE PUMP. I WAS ABLE TO CONFIRM LEAKAGE AT THAT EXACT LOCATION.
5/16/2018 3:06:00 PM	LAST TWO PHOTOS.
5/16/2018 3:15:00 PM	ADVISED TECH TO REPLACE THE FUEL RAIL, LINE AND AS NEEDED LINE FITTING ADAPTER. REPLACE INJECTOR SEALS AS NEEDED.
5/21/2018 2:50:00 PM	REPLACED LEAKING FUEL RAIL & LINE. ROAD TEST & LET CAR IDLE AFTER REPAIR , NO LEAKS FOUND. RETURNING TO CUSTOMER.
5/21/2018 3:25:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2NR2CA7K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	12/20/2019	Mileage	8,141

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
12/20/2019 6:06:00 PM	CUSTOMER STATES FUEL SMELL AND ENGINE SPUTTERING. WAS NOT ABLE TO DUPLICATE. DURING INSPECTION FOUND A/C COMPRESSOR LEAKING, FINAL DRIVE LEAKING AND OIL SEAL FOR FUEL PUUMP LEAKING. SEE ATTACHED PHOTOS.
12/20/2019 6:06:00 PM	ISSUE OPENED BY DEALERSHIP
12/21/2019 2:06:00 PM	WORKSHOP FINDINGS: WAS NOT ABLE TO DUPLICATE. DURING INSPECTION FOUND A/C COMPRESSOR LEAKING, FINAL DRIVE LEAKING AND OIL SEAL FOR FUEL PUUMP LEAKING. SEE ATTACHED PHOTOS.
12/21/2019 2:06:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES FUEL SMELL AND ENGINE SPUTTERING.
12/21/2019 2:06:00 PM	ADVISE TO CHECK AROUND THE FITTINGS ON THE FUEL RAIL, HIGH PRESSURE PUMP AND THE FUEL INJECTORS FOR LEAKS. CHECK THE N80 VALVE MAKE SURE THAT IT IS NOT STICKING OPEN. CHECK FOR RAW FUEL IN THE CHARCOAL CANISTER. DOCUMENT ANY LEAKS FOUND WITH PICTURES. ADVISE THAT SEPARATE VTA'S WILL NEED TO BE OPENED FOR EACH CONCERN.
12/23/2019 12:48:00 PM	INSPECTED VEHICLE RUNNING FOR ACTIVE FUEL LEAKS AROUND HIGH PRESSURE FITTINGS, INJECTORS AND CONNECTIONS. FOUND NO ISSUES. APPLIED LOAD TO ENGINE, NO CHANGE. INSPCETED N80 VALVE, GOOD VOLTAGE AND GROUND. SPECIFIED RESITANCE 15OHMS TO 35OHMS, CURRENTLY 28, IN SPEC. APPLIED VACUUM TO VALVE, HOLDS VACUUM. INSPECTED FOR RAW FUEL IN CHARCOAL CANISTER, FOUND NONE AT THIS TIME. | | *WILL OPEN SEPERATE VTA'S FOR LEAK CONCERNS.
12/23/2019 4:37:00 PM	IF THE CANISTER RATTLES, REPLACE THE CANISTER.
12/23/2019 4:37:00 PM	THANK YOU FOR THE UPDATE, PLEASE VERIFY THE CHARCOAL CANISTER DOES NOT RATTLE WHEN SHAKEN. RECHECK FOR FUEL LEAKS FROM THE HPFP, IF NONE ARE FOUND TO REPLACE THE O-RING SEAL FOR THE HPFP.
12/26/2019 12:17:00 PM	REMOVED RIGHT REAR WHEEL AND LINER TO INSPECT CHARCOAL CANISTER. REMOVED LEAK DETECTION PUMP TO INSPECT FOR RATTLE. PERFORMED SECOND INSPECTION FOR LIQUID FUEL, FOUND NO ISSUES. WILL PROCEED WITH HPFP O-RING.
12/26/2019 12:21:00 PM	THANK YOU FOR THE UPDATE. PLEASE REFER TO TT 00-13-04 ΓÇ£PLACE A DAILY ORDER AND IF THERE IS A BACKORDER, UPGRADE THE DAILY ORDER TO A RED ORDER AND CHECK THE ΓÇ£CAR DOWNΓÇ¥ BOX TO ESCALATE THE ORDER. IF PARTS ASSISTANCE IS NEEDED, PLEASE CALL 800-767-6552 TO SPEAK WITH A VWGOA PARTS SPECIALIST.ΓÇ¥
12/26/2019 2:06:00 PM	HPFP O-RING HAS BEEN REPLACED. NO ACTIVE FUEL LEAKS OR ODORS AT THIS TIME.
12/26/2019 3:31:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2NR2CA1K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	1/7/2020	Mileage	1,271

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
1/7/2020 3:40:00 PM	CUSTOMER STATES THEY CAN SMELL FUEL AROUND ENGINE COMPARTMENT AND INTERMITTENTLY VEHICLE TAKES A LONGTIME TO START. VERIFIED SLIGHT SMELL OF FUEL AROUND INTAKE MANIFOLD. NO VISIBLE LEAKS OR STAINS. SCANNED VEHICLE AND HAS FAULT P014800 FUEL DELIVERY ERROR. WANTED TO OPEN TICKET BEFORE REMOVING INTAKE IN ORDER TO DIAGNOSE.
1/7/2020 3:40:00 PM	ISSUE OPENED BY DEALERSHIP
1/7/2020 4:45:00 PM	WORKSHOP FINDINGS: VERIFIED SLIGHT SMELL OF FUEL AROUND INTAKE MANIFOLD. NO VISIBLE LEAKS OR STAINS. SCANNED VEHICLE AND HAS FAULT P014800 FUEL DELIVERY ERROR. WANTED TO OPEN TICKET BEFORE REMOVING INTAKE IN ORDER TO DIAGNOSE.
1/7/2020 4:45:00 PM	ISSUE SENT TO DEALERSHIP
1/7/2020 4:45:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES THEY CAN SMELL FUEL AROUND ENGINE COMPARTMENT AND INTERMITTENTLY VEHICLE TAKES A LONGTIME TO START.
1/7/2020 5:03:00 PM	ADVISED TECH TO IDENTIFY THE SOURCE OF THE LEAK THEN UPDATE TICKET WITH FINDINGS AND ATTACH PICTURES.
1/8/2020 12:14:00 PM	REMOVED UPPER INTAKE MANIFOLD AND FOUND THAT FUEL LEAK IS COMING FROM LOWER FUEL RAIL AT CYLINDER 4 AREA WHERE THE WELDING IS ON THE FUEL RAIL. IT HAS A VERY FINE MIST SPRAYING INTO INJECTOR CONNECTOR WHICH CAUSED SWELLING OF THE SEAL. ORDERED LOWER FUEL RAIL FOR CYLINDERS 2-4-6, INJECTOR(IN CASE), ELECTRICAL CONNECTOR FOR INJECTOR AND ALL MANDATORY REPLACEMENT PARTS. I AM TOLD THERE ARE NO FUEL RAILS IN COUNTRY. WILL GET ORDER NUMBER AND ATTACH TO TICKET WHEN AVAILABLE.
1/8/2020 12:21:00 PM	ADVISED TECH AGREE WITH FINDINGS TO REPLACE FUEL RAIL, INJECTOR, INJECTOR SEALS, CONNECTOR HOUSING SEAL AND BOLTS.
1/10/2020 10:03:00 AM	ALL PARTS CAME IN TODAY. HOPEFULLY START REPLACING TODAY.
1/10/2020 10:27:00 AM	THANK YOU FOR KEEPING THE VTA CURRENT.
1/16/2020 5:39:00 PM	ISSUE UPDATED
1/16/2020 9:01:00 AM	D2. SPOKE WITH KEVIN , WHO INDICATED THE TECH IS WORKING ON THE VEHICLE. ADVISED TO PLEASE HAVE THE TECH UPDATE TO REFLECT CURRENT STATUS.
1/16/2020 9:08:00 AM	COULD NOT DETERMINE IF FUEL LEAK WAS COMING FROM INJECTOR OR FUEL RAIL BUT THE FUEL WAS MISTING INTO THE CYLINDER FOUR ELECTRICAL CONNECTOR AND SEEMED TO BE COMING OUT OF THE WELDED AREA OF THE FUEL RAIL. CYLINDER FOUR INJECTOR SEALS LOOKED NORMAL. REPLACED CYLINDER 4 FUEL INJECTOR AND LOWER FUEL RAIL AND ALL MANDATORY REPLACEMENT PARTS. WASHED ENGINE OF FUEL AND RAN VEHICLE AND ROAD TESTED AND CHECKED FOR FUEL LEAKS,NONE. RESET READINESS CODES AND LET VEHICLE SIT OVERNIGHT AND DID NOT HAVE ANY FUEL SMELL. RELEASING VEHICLE TO CUSTOMER.

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2NR2CA7KC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	4/29/2020	Mileage	13,719

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
4/29/2020 7:13:00 AM	FIRST REPAIR WAS A FUEL INJECTOR FOR A MIL ON CONDITION. SINCE THEN HAVE HAD MULTIPLE FUEL LEAKS FROM BRASS FITTINGS ON UPPER FUEL RAIL. REPLACED FUEL RAIL AND LINES LAST VISIT AND RETURNED. APPEARS FUEL RAIL FAILED OUT OF BOX
4/29/2020 7:13:00 AM	ISSUE OPENED BY DEALERSHIP
4/30/2020 10:00:00 AM	DEALER WILL REPLACE THE FUEL RAIL DUE TO THE LEAK FROM THE FITTING
5/13/2020 6:26:00 AM	PLEASE UPDATE TICKET WITH THE STATUS OF THE REPAIR AND OR IF YOU ARE STILL WAITING ON PARTS.
5/19/2020 10:56:00 AM	REPLACE FUEL RAIL, FITTINGS AND LINE AFTER CONSULT WITH BRAD WEBB. RECHECK OK
5/29/2020 4:36:00 PM	ISSUE UPDATED

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2MR2CA3K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	2/8/2021	Mileage	15,009

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
2/8/2021 1:59:00 PM	CUSTOMER STATES THAT THERE IS A FUEL SMELL IN THE MORNING AND THE CHECK ENGINE LIGHT IS ON. CURRENTLY THERE IS NO FUEL SMELL OR LIGHT ON BUT THERE IS A FAULT CODE PRESENT IN THE ECM P0148 FUEL DELIVERY ERROR. THE INTANK FUEL PUMP HAS BEEN REPLACED 2 TIMES THE 2ND TIME WE ALSO DID THE MODULE AND THE VEHICLE WAS FINE AFTER LETTING IT SIT WHILE IT WAS IN MY POSSESSION FOR TESTING. THE VEHICLE CURRENTLY HAS A HALF A TANK AND IS STARTING RIGHT UP.
2/8/2021 1:59:00 PM	ISSUE OPENED BY DEALERSHIP
2/8/2021 2:44:00 PM	ADVISED TO CHECK THE HIGH PRESSURE FUEL PUMP MECHANICAL TIMING. REFER TO REPAIR MANUAL, ENGINE / 6-CYLINDER DIRECT INJECTION (3.6L ENGINE, 4V) / 15 CYLINDER HEAD, VALVETRAIN / CHAIN DRIVE / HIGH PRESSURE PUMP DRIVE CHAIN SPROCKET, REMOVING AND INSTALLING. CORRECT AS NECESSARY AND RETEST OPERATION.
2/8/2021 2:44:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES THAT THERE IS A FUEL SMELL IN THE MORNING AND THE CHECK ENGINE LIGHT IS ON.
2/8/2021 2:44:00 PM	PLEASE REVIEW TT 00-16-02 AND THE ELSA REPAIR PROCEDURES, MAKING CERTAIN TO ADDRESS THE REPLACEMENT OF FASTENERS AS INDICATED IN THE REPAIR MANUAL. IF THERE ARE ANY QUESTIONS REGARDING COVERAGE, PLEASE CONTACT THE WARRANTY HELPLINE @ 866 306 8447, PRIOR TO PERFORMING ANY REPAIRS.
2/8/2021 2:44:00 PM	WORKSHOP FINDINGS: CURRENTLY THERE IS NO FUEL SMELL OR LIGHT ON BUT THERE IS A FAULT CODE PRESENT IN THE ECM P0148 FUEL DELIVERY ERROR. THE INTANK FUEL PUMP HAS BEEN REPLACED 2 TIMES THE 2ND TIME WE ALSO DID THE MODULE AND THE VEHICLE WAS FINE AFTER LETTING IT SIT WHILE IT WAS IN MY POSSESSION FOR TESTING. THE VEHICLE CURRENTLY HAS A HALF A TANK AND IS STARTING RIGHT UP.
2/9/2021 12:02:00 PM	CALLED THE TECH BACK. ADVISED THE TECH TO MONITOR LOW SIDE FUEL PRESSURE, SPECIFIED VALUE AND ACTUAL, AND COMPARE TO A MECHANICAL GAUGE. ALSO CHECK FOR FUEL LEAKING AT OR AROUND INJECTORS AND IN THE FUEL RAIL AREA. PLEASE UPDATE THE VTA WITH YOUR FINDINGS.
2/9/2021 8:45:00 AM	CHECKED ENGINE TIMING CRANK PULLEY NOTCH LINES UP WITH THE MARK ON ENGINE BLOCK REMOVED VALVE COVER T10068A SLIDES INTO CAM SHAFTS CHECKED BOTH CAM GEARS GEARS LINE UP WITH NOTCHES INSTALLED T10363 ONTO FUEL PUMP AND THE DOT ON THE PUMP IS FACING UPWARDS. BEFORE I REASSEMBLE ANYTHING IS THERE ANYTHING ELSE TO LOOK AT WHILE I HAVE THIS APART?
2/9/2021 8:53:00 AM	..ADVISED THE TECH THAT I WILL CALL HIM BACK WITH DIRECTION.
2/10/2021 1:23:00 PM	REASSEMBLED UPPER TIMING COVER AND REINSTALLED VALVE COVER. VEHICLE STARTED UP WITHOUT ANY ISSUES RAN VEHICLE AND FOUND FUEL ON THE CONNECTING PIPE LINE OF THE FUEL NEED TO REMOVE FUEL PUMP TO REPLACE AS A PRECAUTIONARY MATTER IM GOING TO REPLACE THE HIGH PRESSURE PIPE AND THE LOW SIDE FLEX LINE ALONG WITH INJECTOR SEALS
2/10/2021 2:15:00 PM	THANK YOU FOR THE UPDATE.
2/15/2021 3:41:00 PM	THANK YOU FOR THE HELP
2/15/2021 3:41:00 PM	REPLACED ALL INJECTOR SEALS AND HIGH PRESSURE PIPES AND LOW SIDE HOSE FROM FUEL PUMP TO FUEL RAIL. RECHECK FUEL SYSTEM FOR A LEAK EVERYTHING IS OK.

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2MR2CA3K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	2/8/2021	Mileage	15,009

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

2/15/2021 ISSUE UPDATED
4:05:00 PM

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2LR2CA8JC[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2018		
Report Date	3/15/2021	Mileage	18,497

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
3/15/2021 1:23:00 PM	CALLED THE TECHNICIAN AND THE TECHNICIAN TO TRY TO ISOLATE THE LEAK AND GET PICTURES BEFORE DISASSEMBLY WHERE POSSIBLE. IF NEEDED PLEASE USE POWDER TO ISOLATE LEAK. IF THE ISSUE IS ISOLATED TO A SPECIFIC INJECTOR PLEASE GET PICTURES OF FINDINGS AS WELL AS PICTURES SHOWING THE MANUFACTURING INFORMATION ON EITHER SIDE OF INJECTOR. IF IT IS ONE OF THE LONG INJECTORS, A SHOT (IMAGE) OF THE MANUFACTURING INFORMATION (EITHER SIDE OF THE SOLENOID ON THE INJECTOR ΓÇô SEE A AND B BELOW) AND A SHOT OF THE UPPER SPRING (C BELOW) AND A SHOT LOOKING DOWN INTO THE SOLENOID WHEN THE UPPER SECTION OF THE INJECTOR HAS BEEN REMOVED (D BELOW) WOULD BE GREATLY APPRECIATED.
3/15/2021 10:56:00 AM	PULLED VEHICLE IN TO PERFORM 26N6, WHEN OPENED HOOD SMELLED RAW FUEL. LOOK FOUND THE FUEL LEAKING FROM FUEL RAIL WELD...
3/15/2021 10:56:00 AM	ISSUE OPENED BY DEALERSHIP
3/15/2021 11:07:00 AM	CUSTOMER COMMENTS: PULLED VEHICLE IN TO PERFORM 26N6,
3/15/2021 11:07:00 AM	ADVISED THE TECHNICIAN THAT THEY WILL NEED TO REMOVE THE UPPER INTAKE AND VERIFY THAT IT IS JUST THE FUEL RAIL LEAKING. IF IT IS JUST THE FUEL RAIL, REPLACE IT AND THE INJECTOR SEALS. IF THE INJECTOR IS LEAKING ALSO, DOC WITH PICS AND REPLACE THE INJECTOR AND FUEL RAIL
3/15/2021 11:07:00 AM	WORKSHOP FINDINGS: WHEN OPENED HOOD SMELLED RAW FUEL. LOOK FOUND THE FUEL LEAKING FROM FUEL RAIL WELD...
3/15/2021 2:06:00 PM	REMOVED FUEL RAIL. FOUND WHAT APPEARS TO BE A CRACK IN THE BRAZING
3/15/2021 2:14:00 PM	THANK YOU FOR THE UPDATE.
3/22/2021 1:15:00 PM	ISSUE UPDATED
3/30/2021 1:17:00 PM	ISSUE UPDATED
3/30/2021 12:17:00 PM	INSTALL NEW FUEL RAIL, OK AT THIS TIME

Investigation Summary Report

Category	Field Reports - TACS

VW's File Number	[redacted]	VIN	1V2MR2CA4K[redacted]
Owner Or Fleet	[redacted]		
Make, Model, Model Year	Volkswagen, Atlas, 2019		
Report Date	4/9/2021	Mileage	9,799

Crash	Property Damage	Alleged Fire	Alleged Injuries	Alleged Fatalities
No	No	No	0	0

Date/Time	Case Comment
4/9/2021 1:04:00 PM	ISSUE OPENED BY DEALERSHIP
4/9/2021 1:04:00 PM	C/S THEY SMELLS GAS INTERMITTENTLY AT THE FRONT OF VEHICLE. CAN NOT SMELL IT INSIDE VEHICLE. PERFORMED TEST DRIVE VEHICLE HAS NO DRIVABILITY ISSUES. CHECKED FAULTS, LOW REMOTE BATTERY VOLTAGE FAULT. CHECKED FOR TSBS, NO TSBS. REMOVED LOWER ENGINE COVER. FOUND RESIDUE ON HIGH PRESSURE PUMP. LOWERED VEHICLE AND INSPECTED WITH MIRROR. LOOKS LIKE HIGH PRESSURE PUMP IS LEAKING THROUGH. INCLUDED PICTURES. RECOMMEND REPLACING PUMP & ASSOCIATED PARTS PLEASE ADVISE.
4/9/2021 1:10:00 PM	ADVISED TECHNICIAN TO CONTINUE WITH THE REPLACEMENT OF THE HIGH PRESSURE FUEL PUMP.
4/9/2021 1:10:00 PM	CUSTOMER COMMENTS: CUSTOMER STATES THEY CAN SMELL FUEL IN THE FRONT OF THE VEHICLE.
4/9/2021 1:10:00 PM	WORKSHOP FINDINGS: TECHNICIAN SCANNED VEHICLE AND FOUND FUEL RESIDUE AROUND THE HIGH PRESSURE FUEL PUMP.
4/9/2021 4:09:00 PM	PARTS ARE OUT OF STOCK, WILL UPDATE WITH SALES DOC MONDAY
4/13/2021 5:09:00 PM	SHOULD YOUR ORDER BE FOR A CRITICAL CAR DOWN AND YOU DO NOT SEE INVENTORY IN THE NETWORK, YOU HAVE THE OPTION TO UPGRADE YOUR DAILY ORDER TO A RED ORDER AND OPEN A CRITICAL ALERT TO OBTAIN ETA INFORMATION VIA POC. IF PARTS ASSISTANCE IS NEEDED, PLEASE CALL 800-767-6552 TO SPEAK WITH A VWGOA PARTS SPECIALIST.