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

**From:** [redacted]
**Sent:** Monday, February 12, 2024 21:27
**To:** [redacted]
**Subject:** RE: Parts still missing

Hello [redacted],

Please see updates below:

- [redacted]
- [redacted]: 1TB 837 205 door handle – **dealer has not filed a warranty claim**
- [redacted] 1TB 837 205 door handle – **waiting for dealer to call back with pictures and part location**
- [redacted]
- [redacted]: 1TB 837 205 door handle – **dealer only replaced the door latch. Advised to get vehicle back in for door handle replacement**
- [redacted]: 1TB 837 205 door handle – **will get part sent out ASAP**
- [redacted] 1TB 837 205 door handle – **dealer did not replace any parts yet. Advised to replace the handle**
- [redacted]: 1TB 837 205 door handle - **part shipped out on 2/7 with tracking number 9720390400**
- [redacted]: 1TB 837 205 door handle – **part still in AH. Will send out ASAP.**

Thanks and Regards,

[redacted]

Volkswagen of America
3800 Hamlin Rd.
Auburn Hills, MI 48326
United States of America

Phone : [redacted]
Fax : [redacted]
www.vw.com

Internal

INTERNAL

**From:** [redacted]
**Sent:** Friday, February 9, 2024 5:12 AM
**To:** [redacted]
**Subject:** Parts still missing

Hey together,

we are still missing the following parts for the following VINs:

- [redacted]
- [redacted]: 1TB 837 205 door handle
- [redacted]: 1TB 837 205 door handle
- [redacted]
- [redacted]: 1TB 837 205 door handle
- [redacted]: 1TB 837 205 door handle
- [redacted]: 1TB 837 205 door handle
- [redacted]: 1TB 837 205 door handle
- [redacted]: 1TB 837 205 door handle

Please give me a status update.

Thanks and best regards,
[redacted]

[redacted] \ Best regards

[redacted]

[redacted]

[redacted]