



Warranty Information

General Communication

Number: VWC-12-16

Subject: Updated Warranty Support Specialist Information
REVISED

Date: Oct. 30, 2012

This document conveys
Volkswagen Warranty general
information.

The purpose of this communication is to provide updated information regarding Volkswagen Warranty Support Specialists and the states for which they are responsible.

Warranty Helpline

The states for which each Warranty Support Specialist is responsible has changed. Please refer to the list below for the updated information.

Your service from the Warranty Helpline will be uninterrupted. New Specialist assignments are effective **Tuesday, October 30, 2012**.

SPECIALIST	STATES
Daniel McCabe	Maine, New Hampshire, New York, Vermont
Dylan Dunbar	Connecticut, Massachusetts, Rhode Island, New Jersey
Scott Hanley	Delaware, District of Columbia, Maryland, Pennsylvania, West Virginia
Linda Berdy	Virginia, North Carolina, South Carolina, Tennessee, Georgia, Puerto Rico
Tiffany White	Alabama, Florida, Mississippi
Robin Mach	Indiana, Kentucky, Michigan, Ohio
Nurit Lerner	Arkansas, Louisiana, Oklahoma, Texas
Shirley Palmer	Illinois, Iowa, Missouri, Wisconsin
Kevin Ribant	Colorado, Kansas, Minnesota, Montana, Nebraska, New Mexico, North Dakota, South Dakota, Utah, Wyoming
Melissa Magee	Alaska, Arizona, Hawaii, Idaho, Nevada, Oregon, Washington
Quinn Spencer	California
Brian McManaman	California
Sherry Calabrese	Any
Nicole DeJesus	Any
Zac Koolthong	Any



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CUSTOMER LOYALTY SPECIALISTS	
Gabby Deland	Maine, New Hampshire, New York, Vermont, Connecticut, Massachusetts, Rhode Island, New Jersey, Delaware, District of Columbia, Maryland, Pennsylvania, West Virginia, Virginia, North Carolina, South Carolina, Tennessee, Georgia
Stefanie Powell	Alabama, Florida, Mississippi, Indiana, Kentucky, Michigan, Ohio, Colorado, Kansas, Minnesota, Montana, Nebraska, New Mexico, North Dakota, South Dakota, Utah, Wyoming, Alaska, Arizona, Hawaii, Idaho, Nevada, Oregon, Washington
Kimberly Landry	Arkansas, Louisiana, Oklahoma, Texas, Illinois, Iowa, Missouri, Wisconsin, California, Puerto Rico

Questions

For additional questions, contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.