Warranty Information

General Communication **Number: VWC-13-11**

Subject: VW CREW Member Announcement (US Dealers)

Date: Sept. 18, 2013

This document conveys Volkswagen Warranty general information.

Volkswagen Warranty is excited to announce the newly selected members of the Volkswagen Committee for the Review and Evaluation of Warranty (VW CREW). Each VW CREW member was asked to provide a few details about themselves that could be shared with all Volkswagen Dealers. A short bio about each member follows.

Additionally, we would like to take this opportunity to thank all of the VW CREW applicants for their interest in the committee. We received many qualified candidates and the final selection was difficult. So if you were not selected to be a VW CREW member this time around, please apply again in the future.

VW CREW Member Bios



Pepper Chapman, Dealer 403200, Byers Imports, Midwest Region

- I am looking forward to being on the VW CREW because I enjoy challenges and I look forward to making the job easier and more understandable for other Warranty Administrators.
- I have been in the auto industry for 18 years and have been with VW for 11 years.
- I enjoy reading, baking, and taking walks with my family. I have a 12 year old daughter and a 1 year old son, and of course, a wonderful husband.



Jimmy Dao, Dealer 409460, Lindsay VW of Dulles, Southeast Region

- I am honored to be a VW CREW member because I enjoy doing Warranty. I hope to network with others in the same field to help further improve VW Warranty and make it greater.
- I have been doing VW Warranty for 14 years (since 1999).
- I love spending time with my family; watching my 3 year old daughter grow up is a true joy. I also like photography, movies, and traveling.



Keri De Celles, Dealer 425141, Herb Easley VW, South Central Region

- I have worked in several positions from sales, service advisor, service manager, and warranty administrator. I enjoy the high speed pace and the daily challenges that my job has.
- I have been with Volkswagen for 4 1/2 years but have been in the car business 7 years.
- I have 3 teenage boys that keep my husband and I extremely busy. Right now my hobbies are including anything that they are doing!

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Warranty Information



Denean Ermel, Dealer 422578, City VW, Pacific Region

- I am very excited about this opportunity.
- I have been working for City Volkswagen for the past 19 years. I have also handled General Motors and Isuzu warranty.
- I love dancing and also enjoy most outdoor activities.



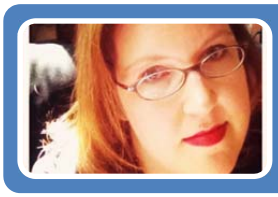
Niki Harris, Dealer 425129, DeMontrond, South Central Region

- I have worked for VW at my dealership for 10 years.
- I enjoy spending time with my family, like to go fishing, and enjoy cooking.
- I enjoy weekends at the ballpark with my daughter who plays softball or my nephews who play little league.



Allison Mote, Dealer 422188, Herman Cook VW, Pacific Region

- I am excited to be a part of the VW CREW and what it has to offer.
- I have been at Herman Cook VW for 9 years. I started as an intern when I was in high school and have been here ever since! I love the sense of community and family Herman Cook offers.
- I serve on the Parks and Recreation Commission for the City of Encinitas and on weekends you will usually find me making cakes, at the beach, or cruising Highway 101 in my Jetta!



Jennifer Poore, Dealer 403234, Bachman VW, Midwest Region

- I am thrilled to be a part of the VW CREW.
- I have been involved in the automotive field for over 14 years (7 of it with Volkswagen) and enjoy every aspect of the business.
- I am happily married to a wonderful man (sorry ladies!), mother of two amazingly wonderful teenagers, relocated Texan, avid traveler (when I am able), love reading and am a novice quilter.



Donna Seaman, Dealer 408076, Gene Langan VW, Northeast Region

- Through the years I worked at many different 'jobs', but when I started working with warranty claims, I realized I had found my profession.
- I have been doing warranty for over 20 years and I love my job!
- My hobbies are kayaking, painting, fishing, and collecting Cabrios. I am an avid reader and I love to shoot (targets not technicians).



Mary Lou Stoutzenberger, Dealer 406461, York VW, Northeast Region

- I am excited to be on the VW CREW because I enjoy interacting with and learning from others.
- I also hope to make a worthy contribution to the Warranty process.
- I enjoy riding my motorcyle and spending time with my family and friends



Jessie Thompson, Dealer 409254, Bob King VW, Southeast Region

- I am excited to be on the VW CREW because I love meeting people involved in the same field. I hope to help people enjoy being a warranty administrator as much as I do.
- I have worked at Bob King for over 11 years.
- I love spending my weekends on the beach or working in my yard. When I need to relax, I love curling up with a good book.

Questions

For any questions regarding this communication, please contact the Warranty Helpline at 1-866-306-8447 or warranty.helpline@vw.com.

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