



Das Auto.

Warranty Information

General Communication

Number: VWC-13-11

**Subject: VW CREW Member Announcement - Updated
(US Dealers)**

Date: Apr. 24, 2015

This document conveys
Volkswagen Warranty general
information.

Volkswagen Warranty is excited to announce the 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



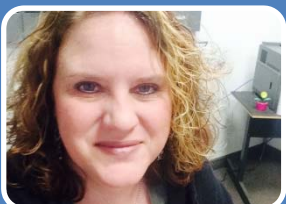
Angela Pacey, Dealer 403302, Falcone VW, Midwest Region

- I am thrilled to be a part of the VW CREW and look forward to contributing to the positive changes.
- I have been with Falcone Automotive for 17 years. I have been the Warranty Administrator for 15 years and am also the Warranty Administrator for Falcone Powersports.
- I am a proud Marine mom (Semper Parvum) and have been a volunteer with the Boy Scouts for the last 14 years. When I get time to relax, I like to curl up with my cat, C K Dexter Haven, and watch a movie or read.



Jimmy Dao - President, 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.



Amie Yeager, Dealer 420129, Emich Volkswagen, South Central Region

- I am grateful to be given the opportunity to be a part of this session's VW CREW. I look forward to learning from other warranty administrators and assisting when I am able.
- I have been with VW for 8 ½ years and a warranty administrator for the past 5 years.
- When I am not at work, I enjoy hanging out with my husband, shooting pool, and riding motorcycles. I also enjoy watching TV or reading a good book.



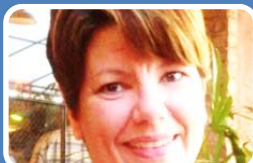
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Denean Ermel, Dealer 422578, City VW, Pacific Region

- 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!



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 19 years and have been with VW for 12 years.
- I enjoy reading, baking, and taking walks with my family. I have a 13 year old daughter and a 2 year old son, and of course, a wonderful husband.



Sarah VanOrsdell, Dealer 401106, Seacoast VW, Northeast Region

- I have worked as the Warranty Administrator at Seacoast Volkswagen for 13 years.
- When I am not at work I enjoy seeing live music, watching New England sports, spending time with friends, hiking, cooking and reading.
- I am looking forward to the opportunity to get to know the other CREW members and NER warranty administrators and working toward our goals.



Mary Lou Stoutzenberger - Vice Pres., 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 motorcycle and spending time with my family and friends.



Sam Tobeler, Dealer 409216, Keffer VW, Southeast Region

- I am super-excited about joining the VW CREW. I feel honored to be chosen to join such a great team and look forward to learning some new things and meeting new people.
- I have been with VW for 2 years but have been in the car business for 14 years (warranty for 7).
- I proudly spend my spare time with my kids and their award-winning high school marching band. I enjoy cooking, watching football and relaxing at my country home with my husband.

Questions

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