

Date: February 25, 2016	<h1 style="margin: 0;">Monthly Updates</h1> <p style="margin: 0;">VW PROFI Program</p>	Quality Monitoring - VWoA
-------------------------	--	---------------------------

<h2 style="margin: 0;">Quality Monitoring Updates</h2>
--

Contents			
1.		Inbound Requests – Overview	Pg. 2
2.		Outbound Requests – New/Open	Pg. 3
3.		Outbound Requests – Closed	Pg. 6

1. Inbound Requests – Overview

February 2015

Cases Received
4

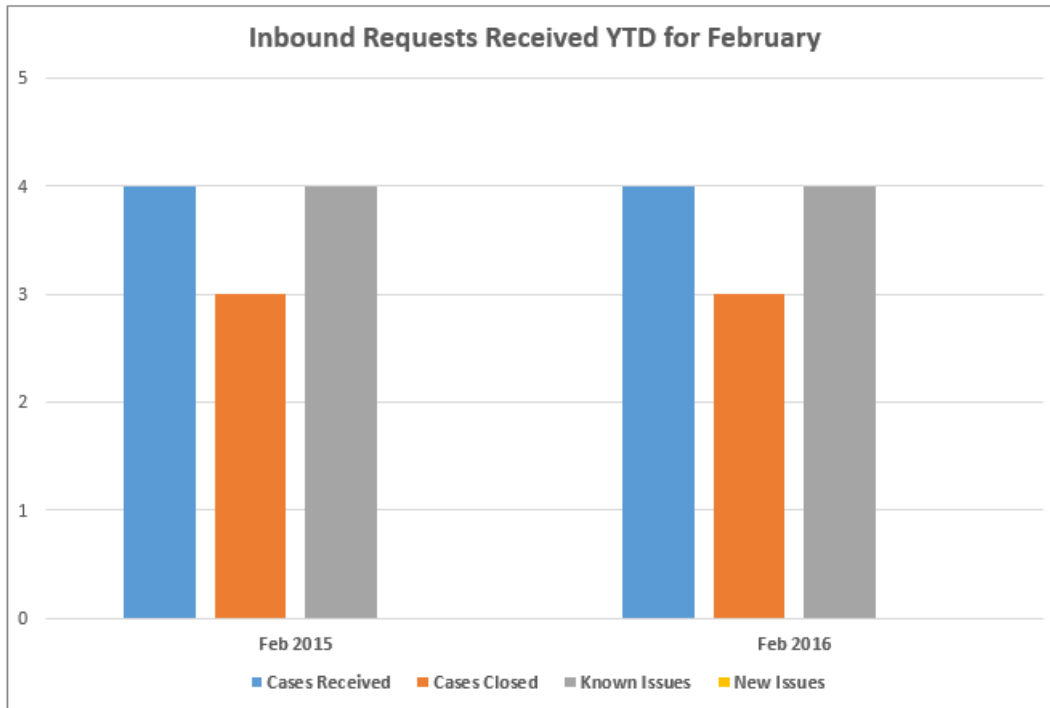
Cases Closed
3

Cases with Known Issues
4

New Unknown Issues
0

Average Time to Close
1 days

Inbound requests year-to-date overview



February 2016

Cases Received
4

Cases Closed
3

Cases with Known Issues
4

New Unknown Issues
0

Average Time to Close
24 days

Date: February 25, 2016	<h1 style="margin: 0;">Monthly Updates</h1> <p style="margin: 0;">VW PROFI Program</p>	Quality Monitoring - VWoA
-------------------------	--	---------------------------

2. Outbound Requests – New/Open

Topic ID	New/Open outbound requests	Opened	Weeks Open
2015-045	<p data-bbox="430 514 933 546">Passat and Jetta Door locks (VIN-4-A-PIN)</p> <p data-bbox="430 577 1120 661">Model Year: 2015-2016 Carline(s): Jetta, Passat See outbound request form attached for the required actions.</p> <p data-bbox="430 703 803 735">Still currently investigating topic.</p> <p data-bbox="430 766 1153 829">Please send any information/case details to the Profi Inbox with the request title in the subject line.</p>	11/5/2015	16

Date: February 25, 2016	<h1 style="margin: 0;">Monthly Updates</h1> <p style="margin: 0;">VW PROFI Program</p>	Quality Monitoring - VWoA
-------------------------	--	---------------------------

2. Outbound Requests – New/Open

Topic ID	New/Open outbound requests	Opened	Weeks Open
2015-047	<p data-bbox="428 512 1057 541">Golf SportWagen Sunroof Drain Tube (VIN-4-A-PIN)</p> <p data-bbox="428 575 1122 667">Model Year: 2015-2016 Carline(s): Golf SportWagen See outbound request form attached for the required actions.</p> <p data-bbox="428 701 808 730">Still currently investigating topic.</p> <p data-bbox="428 764 1157 823">Please send any information/case details to the Profi Inbox with the request title in the subject line.</p>	11/10/2015	15

Date: February 25, 2016	<h1 style="color: #0070C0;">Monthly Updates</h1> <p>VW PROFI Program</p>	Quality Monitoring - VWoA
-------------------------	--	---------------------------

2. Outbound Requests – New/Open

Topic ID	New/Open outbound requests	Opened	Weeks Open
2015-049	<p>Golf Front Window Regulator (VIN-4-A-PIN)</p> <p>Model Year: 2015-2016 Carline(s): Golf, Golf GTI, Golf SportWagen See outbound request form attached for the required actions.</p> <p>Still currently investigating topic.</p> <p>Please send any information/case details to the Profi Inbox with the request title in the subject line.</p>	11/24/2015	13

Date: February 25, 2016	<h2 style="color: #0070C0;">Monthly Updates</h2> <p>VW PROFI Program</p>	Quality Monitoring - VWoA
-------------------------	--	---------------------------

3. Outbound Requests – Closed

Topic ID	Outbound requests closed within the last month	Closed	Weeks Open
2015-046	<p>Beetle Front Door Window Guide (VIN-4-A-PIN)</p> <p>Model Year: 2016 Carline(s): Beetle, Beetle Convertible See outbound request form attached for details.</p> <p>This topic is now closed as an outbound request and we are no longer requesting any further actions.</p> <p>We have collected all of the information we need for this concern.</p> <p>We greatly appreciate your support with this topic.</p>	1/13/2016	9

PROFI Dealer Outbound Information Request Form

MY(s) Affected:	2015 - 2016	Issue ID #	2015-045																																																																																																								
Vehicle Model(s):	Jetta GP & Passat	Photos (if applicable):																																																																																																									
VIN Range (if applicable):	Jetta: FM219981 – FM350000 or after FM354021 Passat After: FC025559	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center; margin: 0;">Door Lock Worksheet <small>Please return Completed Copy to VWGoABodyHVAC@vw.com</small></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="4" style="background-color: #0070C0; color: white; text-align: center;">VEHICLE INFORMATION</th> </tr> <tr> <td style="width: 20%;">Model</td> <td style="width: 40%;">VIN</td> <td colspan="2" style="width: 40%;">Model Year</td> </tr> <tr> <td style="background-color: #FF0000; color: white; text-align: center;">Service Representative <small>By Section 1</small></td> <td style="background-color: #FFFF00; text-align: center;">Customer Concern</td> <td colspan="2" style="background-color: #FF0000; color: white; text-align: center;">Important! <small>In some cases it is possible to submit more than one opinion.</small></td> </tr> <tr> <td style="background-color: #FF0000; color: white; text-align: center;">Failure Description <small>CUSTOMER</small></td> <td style="background-color: #FF0000; color: white; text-align: center;">Applicable</td> <td style="background-color: #FF0000; color: white; text-align: center;">Not Applicable</td> <td style="background-color: #FF0000; color: white; text-align: center;">No Information Available</td> </tr> <tr> <td style="background-color: #FF0000; color: white; text-align: center;">1</td> <td style="background-color: #FF0000; color: white; text-align: center;">Failure Description <small>CUSTOMER</small></td> <td style="background-color: #FF0000; color: white; text-align: center;">Applicable</td> <td style="background-color: #FF0000; color: white; text-align: center;">No Information Available</td> </tr> <tr> <td style="background-color: #FF0000; color: white; text-align: center;">Affected Door</td> <td style="background-color: #FF0000; color: white; text-align: center;">Front Left Door</td> <td style="background-color: #FF0000; color: white; text-align: center;">Applicable</td> <td style="background-color: #FF0000; color: white; text-align: center;">No Information Available</td> </tr> <tr> <td style="background-color: #FF0000; color: white; text-align: center;">Affected Door</td> <td style="background-color: #FF0000; color: white; text-align: center;">Front Right Door</td> <td style="background-color: #FF0000; color: white; text-align: center;">Applicable</td> <td style="background-color: #FF0000; color: white; text-align: center;">No Information Available</td> </tr> <tr> <td style="background-color: #FF0000; color: white; text-align: center;">Affected Door</td> <td style="background-color: #FF0000; color: white; text-align: center;">Rear Left Door</td> <td style="background-color: #FF0000; color: white; text-align: center;">Applicable</td> <td style="background-color: #FF0000; color: white; text-align: center;">No Information Available</td> </tr> <tr> <td style="background-color: #FF0000; color: white; text-align: center;">Affected Door</td> <td style="background-color: #FF0000; color: white; text-align: center;">Rear Right Door</td> <td style="background-color: #FF0000; color: white; text-align: center;">Applicable</td> <td style="background-color: #FF0000; color: white; text-align: center;">No Information Available</td> </tr> <tr> <td style="background-color: #FF0000; color: white; text-align: center;">Climate, weather or other conditions at the time of the failure</td> <td colspan="2" style="background-color: #FF0000; color: white; text-align: center;">Maximal Temperature when failure occur (in °C/F). If temperature is unknown provide one of the following descriptions: Extremely Cold / Cold / Warm / Hot / Extremely Hot</td> <td style="background-color: #FF0000; color: white; text-align: center;">Test Field</td> </tr> <tr> <td style="background-color: #FF0000; color: white; text-align: center;">Climate, weather or other conditions at the time of the failure</td> <td style="background-color: #FF0000; color: white; text-align: center;">Rain</td> <td style="background-color: #FF0000; color: white; text-align: center;">Applicable</td> <td style="background-color: #FF0000; color: white; text-align: center;">No Information Available</td> </tr> <tr> <td style="background-color: #FF0000; color: white; text-align: center;">Climate, weather or other conditions at the time of the failure</td> <td style="background-color: #FF0000; color: white; text-align: center;">Snow/Ice</td> <td style="background-color: #FF0000; color: white; text-align: center;">Applicable</td> <td style="background-color: #FF0000; color: white; text-align: center;">No Information Available</td> </tr> <tr> <td style="background-color: #FF0000; color: white; text-align: center;">Climate, weather or other conditions at the time of the failure</td> <td style="background-color: #FF0000; color: white; text-align: center;">Cold (no precipitation)</td> <td style="background-color: #FF0000; color: white; text-align: center;">Applicable</td> <td style="background-color: #FF0000; color: white; text-align: center;">No Information Available</td> </tr> <tr> <td style="background-color: #FF0000; color: white; text-align: center;">Climate, weather or other conditions at the time of the failure</td> <td style="background-color: #FF0000; color: white; text-align: center;">Hot (sunlight direct sunlight)</td> <td style="background-color: #FF0000; color: white; text-align: center;">Applicable</td> <td style="background-color: #FF0000; color: white; text-align: center;">No Information Available</td> </tr> <tr> <td style="background-color: #FF0000; color: white; text-align: center;">Climate, weather or other conditions at the time of the failure</td> <td style="background-color: #FF0000; color: white; text-align: center;">After the vehicle was washed or used through the carwash</td> <td style="background-color: #FF0000; color: white; text-align: center;">Applicable</td> <td style="background-color: #FF0000; color: white; text-align: center;">No Information Available</td> </tr> <tr> <td colspan="4" style="text-align: center; background-color: #FF0000; color: white;">Handover to Technician with Repair Order</td> </tr> <tr> <td style="background-color: #FF0000; color: white; text-align: center;">Service Technician <small>Section 2 - 5</small></td> <td style="background-color: #FF0000; color: white; text-align: center;">Workshop Findings <small>The function test must be carried out under the same conditions when the customer complaint is present (May require testing outside the workshop or at temperature under 0°C/32°F)</small></td> <td style="background-color: #FF0000; color: white; text-align: center;">Applicable</td> <td style="background-color: #FF0000; color: white; text-align: center;">No Information Available</td> </tr> <tr> <td colspan="4">Required Actions:</td> </tr> <tr> <td colspan="4">Complete worksheet and attached scanned copy or completed excel file to vwgoabodyhvac@vw.com</td> </tr> <tr> <td colspan="4">VWoA Contact Information:</td> </tr> <tr> <td style="width: 50%;">Requestor:</td> <td colspan="3">Maurice Haynes</td> </tr> <tr> <td>E-mail:</td> <td colspan="3">maurice.haynes@vw.com</td> </tr> <tr> <td>Phone Number:</td> <td colspan="3">248-754-6459</td> </tr> <tr> <td>Alternative Contact:</td> <td colspan="3">Alex Kellenberger</td> </tr> <tr> <td>E-mail:</td> <td colspan="3">extern.alex.kellenberger@vw.com</td> </tr> <tr> <td>Phone Number:</td> <td colspan="3">248-754-6024</td> </tr> </table> </div> <div data-bbox="126 1526 686 1560" data-label="Page-Footer"> <p>Volkswagen Group of America Quality Monitoring</p> </div>		VEHICLE INFORMATION				Model	VIN	Model Year		Service Representative <small>By Section 1</small>	Customer Concern	Important! <small>In some cases it is possible to submit more than one opinion.</small>		Failure Description <small>CUSTOMER</small>	Applicable	Not Applicable	No Information Available	1	Failure Description <small>CUSTOMER</small>	Applicable	No Information Available	Affected Door	Front Left Door	Applicable	No Information Available	Affected Door	Front Right Door	Applicable	No Information Available	Affected Door	Rear Left Door	Applicable	No Information Available	Affected Door	Rear Right Door	Applicable	No Information Available	Climate, weather or other conditions at the time of the failure	Maximal Temperature when failure occur (in °C/F). If temperature is unknown provide one of the following descriptions: Extremely Cold / Cold / Warm / Hot / Extremely Hot		Test Field	Climate, weather or other conditions at the time of the failure	Rain	Applicable	No Information Available	Climate, weather or other conditions at the time of the failure	Snow/Ice	Applicable	No Information Available	Climate, weather or other conditions at the time of the failure	Cold (no precipitation)	Applicable	No Information Available	Climate, weather or other conditions at the time of the failure	Hot (sunlight direct sunlight)	Applicable	No Information Available	Climate, weather or other conditions at the time of the failure	After the vehicle was washed or used through the carwash	Applicable	No Information Available	Handover to Technician with Repair Order				Service Technician <small>Section 2 - 5</small>	Workshop Findings <small>The function test must be carried out under the same conditions when the customer complaint is present (May require testing outside the workshop or at temperature under 0°C/32°F)</small>	Applicable	No Information Available	Required Actions:				Complete worksheet and attached scanned copy or completed excel file to vwgoabodyhvac@vw.com				VWoA Contact Information:				Requestor:	Maurice Haynes			E-mail:	maurice.haynes@vw.com			Phone Number:	248-754-6459			Alternative Contact:	Alex Kellenberger			E-mail:	extern.alex.kellenberger@vw.com			Phone Number:	248-754-6024		
VEHICLE INFORMATION																																																																																																											
Model	VIN			Model Year																																																																																																							
Service Representative <small>By Section 1</small>	Customer Concern			Important! <small>In some cases it is possible to submit more than one opinion.</small>																																																																																																							
Failure Description <small>CUSTOMER</small>	Applicable	Not Applicable	No Information Available																																																																																																								
1	Failure Description <small>CUSTOMER</small>	Applicable	No Information Available																																																																																																								
Affected Door	Front Left Door	Applicable	No Information Available																																																																																																								
Affected Door	Front Right Door	Applicable	No Information Available																																																																																																								
Affected Door	Rear Left Door	Applicable	No Information Available																																																																																																								
Affected Door	Rear Right Door	Applicable	No Information Available																																																																																																								
Climate, weather or other conditions at the time of the failure	Maximal Temperature when failure occur (in °C/F). If temperature is unknown provide one of the following descriptions: Extremely Cold / Cold / Warm / Hot / Extremely Hot		Test Field																																																																																																								
Climate, weather or other conditions at the time of the failure	Rain	Applicable	No Information Available																																																																																																								
Climate, weather or other conditions at the time of the failure	Snow/Ice	Applicable	No Information Available																																																																																																								
Climate, weather or other conditions at the time of the failure	Cold (no precipitation)	Applicable	No Information Available																																																																																																								
Climate, weather or other conditions at the time of the failure	Hot (sunlight direct sunlight)	Applicable	No Information Available																																																																																																								
Climate, weather or other conditions at the time of the failure	After the vehicle was washed or used through the carwash	Applicable	No Information Available																																																																																																								
Handover to Technician with Repair Order																																																																																																											
Service Technician <small>Section 2 - 5</small>	Workshop Findings <small>The function test must be carried out under the same conditions when the customer complaint is present (May require testing outside the workshop or at temperature under 0°C/32°F)</small>	Applicable	No Information Available																																																																																																								
Required Actions:																																																																																																											
Complete worksheet and attached scanned copy or completed excel file to vwgoabodyhvac@vw.com																																																																																																											
VWoA Contact Information:																																																																																																											
Requestor:	Maurice Haynes																																																																																																										
E-mail:	maurice.haynes@vw.com																																																																																																										
Phone Number:	248-754-6459																																																																																																										
Alternative Contact:	Alex Kellenberger																																																																																																										
E-mail:	extern.alex.kellenberger@vw.com																																																																																																										
Phone Number:	248-754-6024																																																																																																										

Function Test

The function test must be carried out outside the workshop

1	Outside door handle	The outer door handle does not open the door			
		The door handle can not be pulled / no movement of the door handle possible			
		The door handle can be pulled, but with a lot of effort/force.			
			a) Door handle returns to the start position		
		The door handle can be pulled to the fully open / end position.	b) Door handle does not return completely to the start position / remains in the open position		
			c) reduced operating force		
		* referenc operating force from a door that operate normally (in the case that all four doors are affected another vehicles door must be used as a reference)			
		Door does not close after the vehicle was opened from the OUTSIDE			
2	Inside door handle	Door can not be opened from the inside door handle			
		ONLY applicable for rear doors:			
		Door handle can not be pulled / no movement of the door handle is possible			
		The door handle can be pulled, but with a lot of effort/force.			
		The door handle can be pulled to the fully open / end position.	The operating force remains the same afer the second attempt		
			* referenc operating force from a door that operate normally (in the case that all four doors are affected another vehicles door must be used as a reference)		
			the operating force is reduced after the second attempt		
			* referenc operating force from a door that operate normally (in the case that all four doors are affected another vehicles door must be used as a reference)		
		Door does not close after the vehicle was opened from the INSIDE			
3	Door handle outside	After successfullly opening the door using the inner door handle, the door CANNOT be opened using the outer door handle.			
4	Check of the rotary latch	<p>When the door is open, manually close the rotary latch.</p> <p>Important:</p> <p>The switch cam (white or black) should follow the rotary latch function, (See Photo)</p> <p>Important for the completion of the check:</p> <p>Before the door is closed, the rotary latch must be released by using the outer or inner door handle. Otherwise it will be damaged!!!</p>			
5	BEFORE Repair	Customer complaint does not occur in the workshop. Meaning the complaint only occurs outside when it is cold, not when the vehicle is brought into the warm workshop.			
6	AFTER Repair	Was the plastic cover/cap (5K0 837 349 B/ 350 B) installed on the door lock.	installed, ok		
		Position of the cover/cap?	installed, not ok (poor fitment_loose_etc.)		
		Bowden cable (inner and outer)	Is there damage present/visible?		
			If yes please take a photot of the damage.		

PROFI Dealer Outbound Information Request Form

MY(s) Affected:	2015-2016	Issue ID #	2015-047
Vehicle Model(s):	Golf SportWagen	Photos (if applicable):	
VIN Range (if applicable):	All		
Engine Code(s):	All		
Gearbox (Manual / Automatic):	All		
Issue Description / Symptom:			
Water leak from sunroof / water stains on headliner.			
Workshop Problem Validation Procedure:			
Inspect vehicle for loose or pinched sunroof drain tubes.			
Required Actions:			
If a loose or pinched sunroof drain tube is found to be the cause of the complaint, please obtain pictures showing the condition of the sunroof drain tube and the location of the pinched/disconnected drain on the vehicle. Please send pictures and vehicle information in to the Profi inbox with the title "2015-047 Golf SportWagen Sunroof Drain Tube."		VWoA Contact Information:	
Please repair the vehicle as needed.		Requestor:	Jeff Zimmerman
		E-mail:	jeffrey.zimmerman@vw.com
		Phone Number:	248-754-4340
		Alternative Contact:	Kevin Lentzer
		E-mail:	kevin.lentzer@vw.com
		Phone Number:	248-754-5901

PROFI Dealer Outbound Information Request Form

MY(s) Affected:	2015-2016	Issue ID #	2015-049
Vehicle Model(s):	Golf, GTI, Golf SportWagen	Photos (if applicable):	
VIN Range (if applicable):	All	N/A	
Engine Code(s):	All		
Gearbox (Manual / Automatic):	All		
Issue Description / Symptom:			
Rattle noise when closing front door.			
Workshop Problem Validation Procedure:			
Inspect front window regulator assembly for any loose components. Verify regulator cables are properly secured and window regulator mounting nuts are properly torqued.			
Required Actions:			
Please obtain pictures showing the location of any loose components. Send pictures and vehicle information into the Profi Mailbox with the title "2015-049 Golf Front Window Regulator."			
VWoA Contact Information:			
Requestor:	Jeff Zimmerman		
E-mail:	jeffrey.zimmerman@vw.com		
Phone Number:	248-754-4340		
Alternative Contact:	Kevin Lentzer		
E-mail:	kevin.lentzer@vw.com		
Phone Number:	248-754-5901		

PROFI Dealer Outbound Information Request Form

MY(s) Affected:	2016	Issue ID #	2015-046
Vehicle Model(s):	Beetle, Beetle Convertible	Photos (if applicable):	
VIN Range (if applicable):	All		
Engine Code(s):	All		
Gearbox (Manual / Automatic):	All		
Issue Description / Symptom:			
Window goes up half way then stops / front door window seal rolls up with window.			
Workshop Problem Validation Procedure:			
Verify the complaint is caused by a front door window guide that has come loose from the inner guide track on the door.			
Required Actions:			
Please check customer and new stock vehicles and obtain pictures showing the condition from any vehicles found with this concern. Send pictures to the Profi inbox with the subject line 2015-046 Beetle Front Door Window Guide. Please ensure the vehicle information is also included in the email.			
Reinstall or replace the window guide seal.			
VWoA Contact Information:			
Requestor:	Jeff Zimmerman		
E-mail:	jeffrey.zimmerman@vw.com		
Phone Number:	248-754-4340		
Alternative Contact:	Kevin Lentzer		
E-mail:	kevin.lentzer@vw.com		
Phone Number:	248-754-5901		