

Date: January 4, 2016	<h1 style="color: #0070C0;">Monthly Updates</h1> <p>VW PROFI Program</p>	Quality Monitoring - VWoA
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<h2>Quality Monitoring Updates</h2>

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1. Inbound Requests – Overview

2014

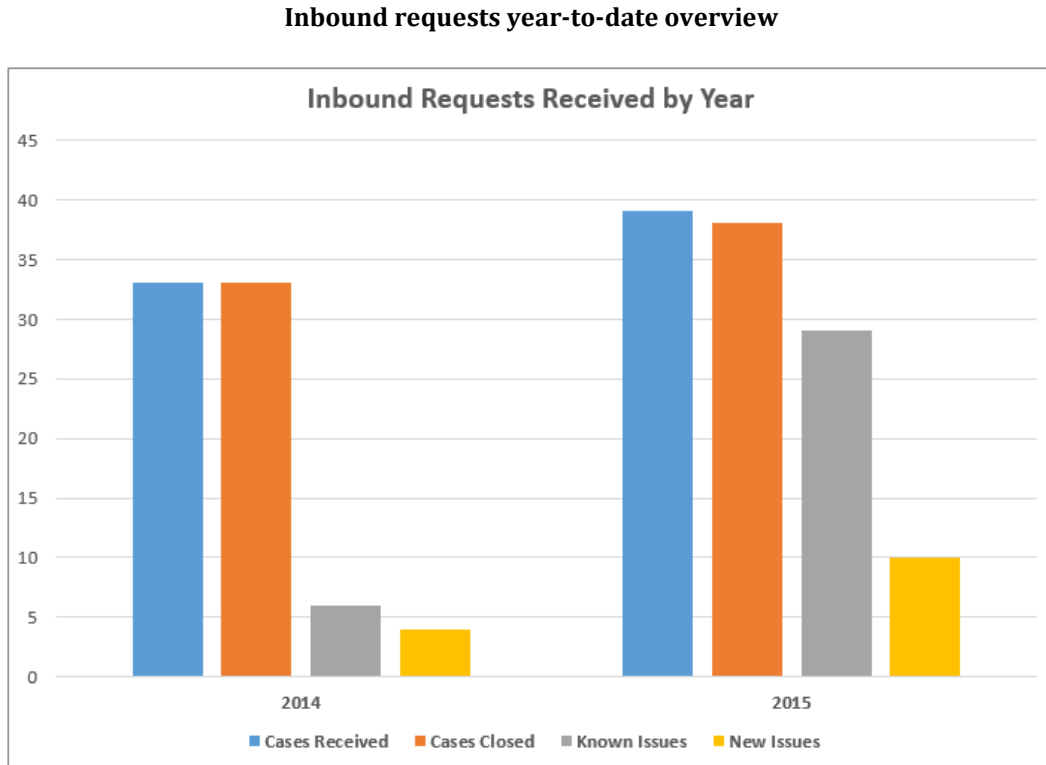
Cases Received
33

Cases Closed
33

Cases with Known Issues*
6

New Unknown Issues*
4

Average Time to Close*
23 days



2015

Cases Received
39

Cases Closed
38

Cases with Known Issues
29

New Unknown Issues
10

Average Time to Close
9 days

* 2014 tracking did not begin until October.

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2. Outbound Requests – New/Open

Topic ID		New/Open outbound requests	Opened	Weeks Open
2015-045		<p data-bbox="431 512 935 541">Passat and Jetta Door locks (VIN-4-A-PIN)</p> <p data-bbox="431 575 1122 667">Model Year: 2015-2016 Carline(s): Jetta, Passat See outbound request form attached for the required actions.</p> <p data-bbox="431 701 808 730">Still currently investigating topic.</p> <p data-bbox="431 764 1157 823">Please send any information/case details to the Profi Inbox with the request title in the subject line.</p>	11/5/2015	9

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2. Outbound Requests – New/Open

Topic ID	New/Open outbound requests	Opened	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 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>	11/9/2015	8

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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 1159 823">Please send any information/case details to the Profi Inbox with the request title in the subject line.</p>	11/10/2015	8

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2. Outbound Requests – New/Open

Topic ID	New/Open outbound requests	Opened	Weeks Open
2015-049	<p>Golf Front Window Regulator</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	6

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3. Outbound Requests – Closed

Topic ID	Outbound requests closed within the last month	Closed	Weeks Open
	<p>There were no outbound requests closed in the last month.</p>		