

1. Inbound Requests – Overview																	
December 2015 Cases Received 39 Cases Closed 38 Cases with Known Issues 29 New Unknown Issues 10 Average Time to Close 9 days	Inbound requests year-to-date overview Inbound Requests Received YTD <table><thead><tr><th>Month</th><th>Cases Received</th><th>Cases Closed</th><th>Known Issues</th><th>New Issues</th></tr></thead><tbody><tr><td>December 2015</td><td>39</td><td>38</td><td>29</td><td>10</td></tr><tr><td>December 2016</td><td>19</td><td>18</td><td>14</td><td>5</td></tr></tbody></table>	Month	Cases Received	Cases Closed	Known Issues	New Issues	December 2015	39	38	29	10	December 2016	19	18	14	5	December 2016 Cases Received 19 Cases Closed 18 Cases with Known Issues 14 New Unknown Issues 5 Average Time to Close 12 days
Month	Cases Received	Cases Closed	Known Issues	New Issues													
December 2015	39	38	29	10													
December 2016	19	18	14	5													

Date: January 2 nd 2016	Monthly Updates VW PROFI Program	Product Support - VWoA
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2. Outbound Requests – New/Open				
Topic ID		New/Open outbound requests	Opened	Weeks Open
2016_018		Turbocharger Wastegate Rod Model Year: 2009-2016 Carline(s): Tiguan See outbound request form attached for the required actions. Still currently investigating topic. Please send any information/case details to the Profi Inbox with the request title in the subject line.	10/25/2016	8

PROFI Dealer Vehicle Information Request Form

MY(s) Affected:	2009-2016	Issue ID #	2016-018
Vehicle Model(s):	Tiguan	Photos (if applicable): 	
VIN Range (if applicable):	All		
Engine Code(s):	CCTA		
Gearbox (Manual / Automatic):	All		
Issue Description / Symptom: Vehicle requires turbo replacement			
Workshop Problem Validation Procedure: Remove Turbocharger			
Required Actions: Obtain a photo of the wastegate rod and lever area as shown. Email photos to Michael Storms.			
		VWoA Contact Information:	
		Requestor:	Michael Storms
		E-mail:	michael.storms@vw.com
		Phone Number:	248-754-6042
		Alternative Contact:	
		E-mail:	
		Phone Number:	