

Date: February 1st 2017	<h1>Monthly Updates</h1> <p>VW PROFI Program</p>	Product Support - VWoA
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ProFI Program Updates

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1. Inbound Requests - Overview

January 2016

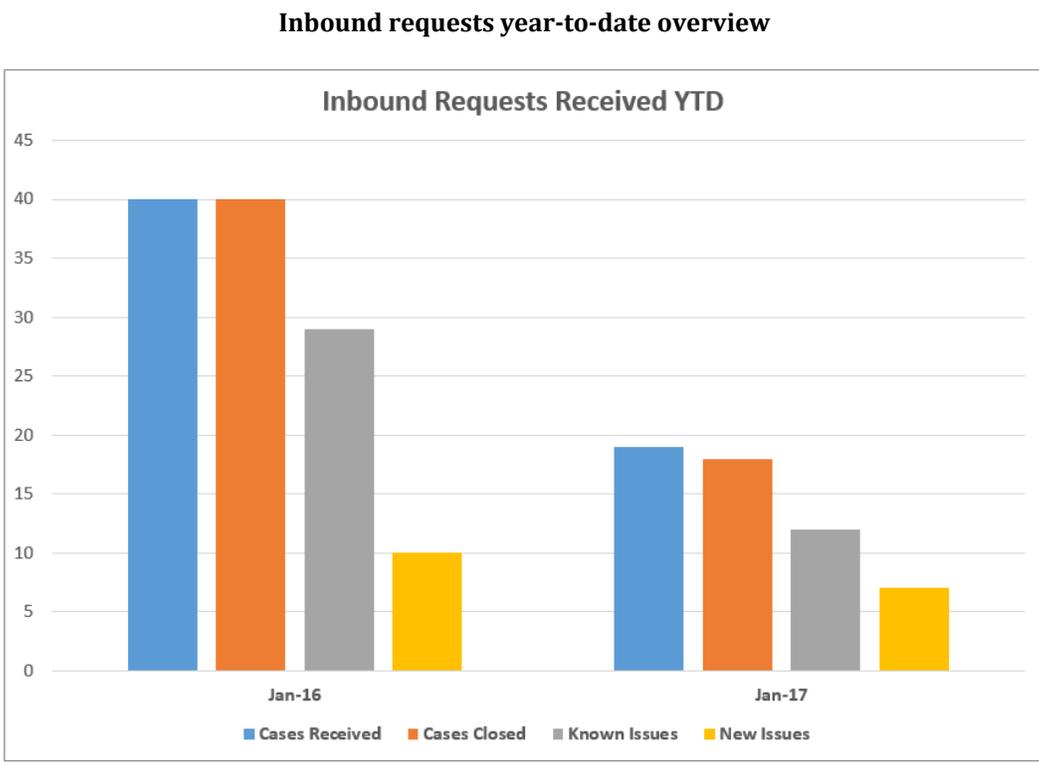
Cases Received
40

Cases Closed
40

Cases with Known Issues
29

New Unknown Issues
10

Average Time to Close
12 days



January 2017

Cases Received
19

Cases Closed
18

Cases with Known Issues
12

New Unknown Issues
7

Average Time to Close
9 days

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2. Outbound Requests – New/Open

Topic ID	New/Open outbound requests	Opened	Weeks Open
2016_018	<p>Turbocharger Wastegate Rod</p> <p>Model Year: 2009-2016 Carline(s): Tiguan 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>	10/25/2016	13

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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>		

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:			

