

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ABDULAM	08/11/2009 02:04:40 PM	Call To James Gardner		422600		
DP states that Customer of this vehicle is [REDACTED] and not [REDACTED] CO added Customer information, please reference case 90198502. Closing case. No further action.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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<b>2008 Eos 2.0L</b> [REDACTED]	090191658	Recovery	WVWFA71F28V [REDACTED]			inquiry 422607 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/05/2009 10:05:19 AM	Note To ccc				
	RCM to e-mail dealer 422607					
ZEHELD	08/05/2009 01:35:18 PM	E-Mail To Thomas Schottmuller		422607		
<p>We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.</p> <p>Customer Name: [REDACTED]</p> <p>Model Year/Model: 2008 Eos</p> <p>VIN: WVWFA71F28V [REDACTED]</p> <p>At your earliest convenience, please review and respond to the following questions:</p> <ol style="list-style-type: none"> <li>1) Is the customer in a rental or loaner?</li> <li>2) Have you offered any goodwill?</li> <li>3) What part arrival time has been communicated to the customer?</li> <li>4) Other pertinent information that you think we should be aware of?</li> </ol> <p>If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.</p> <p>Thank you in advance for your help.</p> <p>RCM to wait Dealer 422607 e-mail.</p>						
MANNAE	08/10/2009 03:26:57 PM	Call To Tom		422607		
	SM states part came in today. RCM to review and close.					
CONLINR	08/10/2009 06:12:07 PM	Voice Mail To Tom Shottmueller		422607		
	LVMM RCM advised seeking to know if any goodwill was provided to Customer or was Customer in a rental/loaner. RCM to wait Dealer call					
ZIEHMEC	08/11/2009 10:10:01 AM	Assigned To MANNAE				
	Assigned for handling.					

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ABDULAM	08/11/2009 02:48:36 PM	Note To ccc				
Per CO conversation with dealer, part has arrived at dealer, no further contact required. No further action.						

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<b>2008 Eos 2.0L</b> [REDACTED]	<b>090191700</b>	<b>Recovery</b>	<b>WVWBA71F58V</b> [REDACTED]	<b>20,000</b>		
NARDONP	08/05/2009 10:08:49 AM	Call From Bill Barnickel		402120		inquiry 402120 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
	(Service Manager following up with RCM regarding other mechatronics customers and mentioned this Customer as well) Service Manager states Customer just had her order placed on 8/3; the vehicle is down and Customer has been provided a loaner vehicle; Customer stated she was seeking to get an Eos Loaner but Service Manager does not have that vehicle to offer; she has been told the part can take up to 8 weeks to arrive. RCM to assign to CA.					
NARDONP	08/05/2009 10:11:18 AM	Assigned To MANNAE				
ABDULAM	08/07/2009 02:11:47 PM	Voice Mail To Ms Dugo				
	CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.					
MULLIGM	08/11/2009 03:07:43 PM	Call From [REDACTED]				
	Customer states received VM from CO but was unable to make out what he said; vehicle at Dealer 402120 for mechatronics; ordered 8/3/09; Dealer advised vehicle likely would be down for about 2 months; she is in Jetta loaner but Dealer has not offered anything else; unable to use her convertible in the summer; would be nice if VW made her payments for her while she is unable to use vehicle; CA apologized and advised we are aware of concerns and have made concerns a priority; part is made for vehicle and is not something that can be mass produced; shipments are coming in and hopefully will not take 2 months; we can research possible vehicle payment assistance once vehicle repaired; can attempt to get ETA; RCM will update Customer by COB 8/12/09; Customer states home phone is fine; CA updated address and last name; RCM to research.					
MULLIGM	08/11/2009 03:15:36 PM	Note To CCC				
	Please verify address with Customer; system keeps advising house number not recognizable even after CA updated system.					
MANNAE	08/11/2009 04:20:17 PM	Note To ccc				
	ETA is mid to late August. CO to call customer.					

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MANNAE	08/11/2009 04:26:19 PM	Call To [REDACTED]				
CO advised ETA is set for Mid to late August, advised will follow up with dealership on 8-30-09 to verify if part came in and down time to review for compensation in reference to customer request for vehicle payment and will also follow up with customer to advise of update or to advise still researching. Customer states her vehicle payments are \$555.00. CO to set follow up 8-30-09.						
NARDONP	08/27/2009 05:18:36 PM	Voice Mail From Bill Barnickel		402120		
Service Manager states the vehicle has been repaired and he is going to offer Customer a 1 month vehicle payment for the time down; he wanted to make sure RCM was aware of the offer so we do not double up on any Goodwill offered to Customer. CO to review and close.						
ABDULAM	08/27/2009 05:37:03 PM	Note To ccc				
CO to review and close. No further action.						

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<b>2008 Eos 2.0L</b> [REDACTED]	090191716	Recovery	WVWBA71F08V [REDACTED]			
ZIEHMEC	08/05/2009 10:50:12 AM	Note To CCC				
	RCM to e-mail dealer	423342				inquiry 423342 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZEHELD	08/05/2009 01:25:07 PM	E-Mail To Steve Striegel		423342		Complaint Rsn: 54Q Extensive Repair History
<p>We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.</p> <p>Customer Name: [REDACTED]  Model Year/Model: 2008 EOS  VIN: WVWBA71F08V [REDACTED]</p> <p>At your earliest convenience, please review and respond to the following questions:</p> <ol style="list-style-type: none"> <li>1) Is the customer in a rental or loaner?</li> <li>2) Have you offered any goodwill?</li> <li>3) What part arrival time has been communicated to the customer?</li> <li>4) Other pertinent information that you think we should be aware of?</li> </ol> <p>If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.</p> <p>Thank you in advance for your help.</p> <p>RCM to wait DLR 423342 e-mail.</p>						
ZEHELD	08/05/2009 03:11:43 PM	E-Mail From Steve Striegel		423342		
<p>Hi Darrell,</p> <p>As of now, cust doesnt need a rental, no goodwill has been offered, eta on part in August 21, motor was replaced last month due to oil consumption</p> <p>Any other info, please let me know.</p> <p>Steve Striegel  Service mgr  423-342</p> <p>RCM to assign to outbound CO.</p>						

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ZEHELD	08/05/2009 03:13:29 PM	Assigned To MANNAE				
		CO to call Customer.				
ABDULAM	08/07/2009 02:15:52 PM	Call To [REDACTED] r				
		CO apologized to Customer in regards to vehicle concerns. CO advised that CO is aware of the vehicle concerns. CO advised that ETA is 8/21. Customer states that she had vehicle engine replaced and has had a lot of concerns with the vehicle. Customer states there is something wrong with this vehicle and should be a new vehicle. Customer seeking for VW to provide a new vehicle. Customer states currently vehicle has been down 8 days, total days down has been 3-6 weeks, vehicle is paid cash. Customer states she had a 98 Cabrio with no concerns and has had a lot of concerns with this vehicle. CO apologized for vehicle experience. CO advised VW goal is to work under the terms of the warranty. CO advised we will research her concerns and follow up with Customer either 8/10 or 8/11 at the latest. RCM to review.				
ABDULAM	08/07/2009 02:21:58 PM	Assigned To ccc				
		Customer seeknig a new vehicle.				
ZEHELD	08/07/2009 02:37:03 PM	Assigned To ZEHELD				

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ZEHELD	08/07/2009 03:13:55 PM	E-Mail To Steve Striegel		423342		

\*\*\*\*\* Email to steves@parrauto.com; \*\*\*\*\*

ACTION REQUIRED: Confirm Repair History

Hello! The following customer has come to us requesting assistance. In order to review their request, I need to confirm the information I have regarding their vehicle's repair history.

Customer Name: [REDACTED]

VIN: WVWBA71F08V [REDACTED]

Customer alleged days down:

**\*\*PLEASE PROVIDE TOTAL SERVICE DAYS DOWN TO DATE\*\***

Vehicle repair history:

1570 Cylinder head	06/24/2009	9,000
2379 Throttle valve housing	05/28/2009	9,000
1716 Dipstick	05/28/2009	9,000
1754 Oil drain plug	03/24/2009	5,000
3730 Transmission ECM	10/17/2008	4,000

Hi Steve,

I know we are still waiting for a Mechatronic unit for the vehicle. Customer is seeking vehicle replacement and I need total service days down, including the current days down we have been waiting for the Mechatronic. Thanks!

Requested Information

- 1) Does this history match your customer records?
- 2) If not, could you please indicate any additional repairs and days down?

If the vehicle is still at your dealership, please answer the questions below.

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3) What is the current diagnosis?

4) What is the ETA on this repair?

If you could please respond within 4 business hours, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Darrell Zehel  
(248) 754-3653

The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is

RCM to wait Dealer 423342 e-mail.

ZEHELD	08/10/2009 11:50:57 AM	E-Mail From Steve Streigel	423342			
	10/13/08 4358 MILES	Repair Order-129781 - 1) TOWED IN, LOW ON OIL, TOPPED OIL, NO LEAKS, LAG FROM STOP UNDER ACEL, NO CODES, UNABLE TO VERIFY, LOF 1 DAY				
	2) 3/20/09 7668 MILES	Repair Order-134147 TOWED IN LOW OIL. WENT 3309 MILES FROM LAST LOF, UNABLE TO VERIFY ANY LEAKS. 1 DAY				
	3) 04/28/09 8737 MILES	Repair Order-135237 OIL LOW, STARTED OIL CONSUMPTION PART 1, JERKING HARSH SHIFTING, UNABLE TO VERIFY, NO CODES 2 DAYS				
	4) 06/03/09 9490 MILES	RO136244 TOWED IN LOW OIL, PERFORMED PART 2 OF OIL COMSUMPTION TEST, REPORTED TO technical LINE AND FOM, TOLD TO REPLACE MOTOR, Customer STATES JERKING IN DRIVE AND REVERSE, UNABLE TO VERIFY, Customer DIDNT NEED LOANER, FINISHED WITH VEHICLE, 6/23/09				
	5) 7/30/09 10345 MILES	RO137878 Customer REPORTS JERKING AND POOR RUN IN DRIVE AND REVERSE, VERIFIED CONCERN, CALLED TECK LINE, ORDERED MECHTRONIC UNIT, VEHICLE STILL DOWN UNABLE TO DRIVE, UNSAFE. Customer SO FAR DOESNT NEED LOANER, PART RED ORDERED				

RCM to call FOM.

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ZEHELD	08/10/2009 11:53:03 AM	Note To ccc				According to previous repair history and vehicle currently down for mechatronic; vehicle down for 36 days as of 8/10. RCM to call FOM.
ZEHELD	08/10/2009 03:04:52 PM	Call To Mike Modl				FOM states is aware of Customer situation; advised Dealer 423342 to place Customer in a new VW; FOM Goodwill, VW, and Customer will all be contributing to an upgraded 2009 Eos; has not heard from Dealer 423342 yet; will call RCM back with an update. RCM to wait FOM call.
ZEHELD	08/11/2009 03:29:58 PM	Call To Mike Modl				FOM states sales manager at Dealer 423342 is trying to make the numbers work for the customer; RCM should advise the Customer Dealer 423342 is working to get Customer in to a new 2009 Eos and should continue to work with them; RCM can close case. RCM to call Customer.
ZEHELD	08/11/2009 05:24:28 PM	Voice Mail To [REDACTED]				RCM LVMM; Dealer 423342 will be attempting to place Customer in a new 2009 Eos; sales manager is currently running some numbers and has been in touch with the field representative; Dealer 423342 will be taking over from here and should be following up with Customer sometime this week; encouraged Customer to speak with Dealer 423342 for any further questions or call CCC. No further action.
SYLVESM	08/17/2009 05:58:35 PM	Call From [REDACTED]				Customer states has not received call back from Dealer 423342 in regards to new Eos. Customer seeks further information on vehicle as well as a letter documenting what is being done by VW on her behalf with this case. CA advised RCM will contact Dealer and callback by COB 08/18. RCM to contact Dealer 423342.
ZEHELD	08/18/2009 02:22:01 PM	Voice Mail To Brian Dunn			423342	RCM LMTRMC. RCM to wait Dealer 423342 call.

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ZEHELD	08/18/2009 04:23:12 PM	Return Call From Brian Dunn		423342		Sales manager states called Customer yesterday; thought FOM was calling Customer with numbers; trying to explain to Customer that she cannot get a 2008 replacement Eos; working to get her a 2009 but she will have to pay out of pocket to some extent because it is a new vehicle and this vehicle has been in service for 16 month; current vehicle is fixed and Customer needs to take delivery while working out replacement vehicle details; is going to call Customer again tonight and continue to work with her. RCM to call Customer.
CONLINR	08/18/2009 06:50:11 PM	Voice Mail To [REDACTED]				LVMM RCM advised concerns have been forwarded to Dealer; Sales Manager will be contacting Customer to discuss arrangements; Customer will need to work with Dealer to come to a resolution; provided Dealer and CCC phone number. NO further action

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<b>2008 Eos 2.0L</b> [REDACTED]	090191724	Recovery	WVWBA71F88V [REDACTED]	4,466		inquiry 425047 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/05/2009 10:53:30 AM	Note To CCC				
	RCM to e-mail dealer 425047					
BALDWIA	08/06/2009 11:30:06 AM	E-Mail From Jeff Asmussen				
	This customer has damaged vehicle that dealership personnel witnessed transmission shifting irregularities in. Parts are on order. Please file with liaison too since customer wants reimbursement for damages. RCM to call dealer.					
BALDWIA	08/06/2009 11:47:51 AM	Call To James Rushing		425047		
	RCM advised calling regarding customer concern. SM advised the mechatronic unit is supposed to be in next week; CUST is in a loaner vehicle at this time; customer was told the mechatronic unit can take 4-6 weeks to arrive. RCM asked if DLR was able to experience the complaint that customer described caused the rear bumper damage. SM advised that he can see the concern happening as Customer described; there is a bad hesitation and surging back and forth; the whole rear bumper. RCM to assign to Level 2.					
BALDWIA	08/06/2009 12:03:28 PM	Assigned To unassigned				
	Please research concern with damage to customer rear bumper. Level 2 to research.					
PRENTIM	08/06/2009 12:13:21 PM	Assigned To PRENTIM				
	RC to engage PL.					
PRENTIM	08/06/2009 12:13:44 PM	E-Mail To SM-James Rushing, FOM Je				
	Hi everyone: Aaron forwarded this to me so that I could engage our Product Liaison team. I will forward this information to Chris Lewis for review. In the meantime, could I get a repair order showing that the mechatronic unit failure contributed to this accident and also an estimate for repairs? Please fax whatever documentation there is to me at 248-754-6504. Thanks! RC to forward incident report and pictures to PL for review.					

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PRENTIM	08/06/2009 12:22:08 PM	FAX To Chris Lewis				RC faxed incident report to PL. RC to forward pictures via email.
PRENTIM	08/06/2009 12:24:56 PM	FAX To Chris Lewis				RC faxed incident report. RC to forward pictures.
PRENTIM	08/06/2009 12:26:07 PM	E-Mail To Chris Lewis				RC forwarded pictures to PL. Wait PL.
PRENTIM	08/06/2009 01:41:35 PM	E-Mail From Chris Lewis				If a failure of the DSG caused the damage and the repair of the DSG is a warranty matter than wouldn't the bumper repair be warranty as well? RC to call warranty helpline.  Let's wait for the estimate and see what we're looking at. RC to call warranty helpline.
PRENTIM	08/06/2009 01:52:01 PM	Call To Linda				RC asked if damage caused by failed mechatronic unit could be claimed as consequential damage. Warranty Helpline (Linda) placed RC on hold to consult with supervisor. RC was transferred to Powertrain leader, John Booms.
PRENTIM	08/06/2009 02:09:59 PM	Continued Comment With John Booms				Warranty advised the damage to the bumper would not be covered under warranty as consequential damage as the failure of the DSG does not override the brake. The customer would have been able to engage the brake and the surging does not occur when brake is engaged. Additionally, the surge only occurs forward or backward depending on the gear it is in. It would never surge back and forth in the same gear. RC to inform PL.
PRENTIM	08/06/2009 02:18:57 PM	Call To Chris Lewis				RC informed PL that warranty was not going to cover bumper repairs. PL to wait for all information from dealer before making a decision. RC to wait dealer fax.

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PRENTIM	08/06/2009 02:20:08 PM	E-Mail From Jeff Asmussen				FOM advised he just asked Service Manager to forward all information to RC for review. Wait dealer fax.
CAMILOM	08/06/2009 04:06:11 PM	E-Mail From James Rushing <jwrushin 425047				Email attachments in doc center.
CAMILOM	08/06/2009 04:11:43 PM	Assigned To ccc				
PRENTIM	08/06/2009 04:12:18 PM	Assigned To PRENTIM				
PRENTIM	08/10/2009 08:54:10 AM	E-Mail To Jeff Asmussen				RC advised FOM that RC has not yet received any documentation from Service Manager regarding this case. RC to continue to wait fax.
PRENTIM	08/10/2009 02:47:41 PM	E-Mail From James Rushing		425047		Service Manager forwarded same pictures of vehicle as what is already on file. RC to respond to email asking again for Repair Order's related to repair and an estimate for the damage.
PRENTIM	08/10/2009 02:48:48 PM	E-Mail To James Rushing		425047		RC asked again for repair orders related to Mechatronics repair and an estimate for bumper damage. Wait fax from dealer.

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PRENTIM	08/11/2009 10:06:48 AM	Call From James Rushing		425047		Service Manager advised he just faxed documentation RC had requested. Service Manager inquired if VW was going to assist customer. RC advised it is possible through PL but warranty has denied. RC gave Service Manager explanation that warranty provided as to why this is not consequential damage. Service Manager states he was not able to duplicate the hesitation concern but could feel surging as he drove with customer. Service Manager put new mechatronic in vehicle and drove it home last night. Service Manager states it is still shifting rough so he is going to have technician ensure all memory codes are re-set on the vehicle and test drive it again as he does not want to give the vehicle back to the customer until he is 100% sure it is repaired. Service Manager advised customer stated they backed into a pole and now whole bumper will need to be replaced for about \$1000. RC advised PL is out of the office until Friday. RC advised once all faxes are received, RC will review and hopefully have decision no later than COB Friday. Service Manager is going to work with customer until then. Service Manager wants call on his cell phone with update. [REDACTED] RC to wait fax.
MARASHS	08/11/2009 04:05:58 PM	FAX From James Rushing		425047		Fax in Doc Center.
MARASHS	08/11/2009 04:06:28 PM	Assigned To CCC				
PRENTIM	08/11/2009 04:24:11 PM	E-Mail To Chris Lewis				RC forwarded ROs and estimate for repairs to PL for review. Repairs are estimated at \$936.43. RC to wait PL. (PL will not be in the office until Friday so Service Manager is updating customer and RC promised to update Service Manager by COB Friday.)
PRENTIM	08/11/2009 04:48:02 PM	Assigned To PRENTIM				
PRENTIM	08/14/2009 09:15:33 AM	Voice Mail For Chris Lewis				RC left message to see if PL has reviewed case yet. RC to wait PL call.
PRENTIM	08/14/2009 09:57:32 AM	Return Call From Chris Lewis				PL advised that since dealer has confirmed the vehicle was surging, PL will pay for bumper repairs. RC to call Service Manager to advise to send completed Repair Order to Chris Lewis @ PL for payment.

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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PRENTIM	08/14/2009 10:05:43 AM	Voice Mail For James Rushing		425047		RC LVMTRMC. RC advised PL is going to pay for repairs. RC to advise of PL fax # for dealer reimbursement and to discuss who will give customer good news. Wait Dealer call.
PRENTIM	08/14/2009 10:11:29 AM	E-Mail To SM James, FOM-Jeff, PL-CI				Good morning, all: Just to close the loop-- I spoke to Chris Lewis with PL this morning and he has agreed to pay for the damage to the bumper. James: I left you a voicemail with this information. You can fax the completed Repair Order to Chris at 201-894-5498 once repairs are completed for EFT reimbursement. Let me know if you would like to give the customer the good news. Thanks, everyone!!! RC to wait for dealer call.
PRENTIM	08/17/2009 11:33:28 AM	Call To James Rushing		425047		Service Manager states he has customer's vehicle in body shop making repairs to bumper. Service Manager has informed customer and they are pleased with VW decision. RC advised for Service Manager to fax completed Repair Order to PL for reimbursement once repairs are complete. No further action pending fax from dealer.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
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<b>2008 Eos 2.0L</b> [REDACTED]	090191742	Recovery	WVWBA71FX8V [REDACTED]	7,473		
ZIEHMEC	08/05/2009 10:56:02 AM	Note To CCC				
RCM to e-mail dealer 426050						
						<hr/> inquiry 426050 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound <hr/> Complaint 426050 Part: 3885-Mechatronics Rsn: 56E Hesitation

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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ZIEHMEC	08/06/2009 09:53:18 AM	E-Mail To John		426050		

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71FX8V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Christine Ziehmer  
 248-754-3577  
 RCM backup

The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000. RCM to wait dealer 426050 e-mail.

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ZIEHMEC	08/06/2009 12:29:45 PM	E-Mail From John		426050		
<p>Hello Christine,            Yes this customer is in a rental at no charge to her. We contacted our f.o.m and he is going to pay for 1 month worth of car payments for her as goodwill. And the arrival time aug 7th .Customer is aware of all this facts and is grateful. Any other questions call me at 831-444-7700 or email back</p> <p style="text-align: center;">Chuck Storelli</p> <p>RCM to assign to CO.</p>						
ZIEHMEC	08/06/2009 12:34:43 PM	Assigned To MANNAE				
<p>RCM assigned to CO. CO o call customer.</p>						
ABDULAM	08/07/2009 02:51:11 PM	Call To [REDACTED]				
<p>CO apologized to Customer in regards to vehicle concerns. CO advised that CO is aware of the vehicle concerns. CO advised that Dealer is making her vehicle repairs a high priority and has taken all the right steps in getting the vehicle repaired. CO advised that delay was due to a Backorder part and part is VIN specific. Customer states they are not happy that rental vehicle they were given was a Nissan Sentra and not a VW Eos. Customer states they have been without their vehicle for 3 weeks during the best weather. CO advised that part ETA is for today 8/7 and when part arrives dealer will be contacting customer. CO to call dealer.</p>						
ABDULAM	08/07/2009 02:57:42 PM	Call To Chuck		426050		
<p>Service Manager states part has arrived and they will call the customer. Service Manager states vehicle will be repaired either today or Monday. CO inquired if we can upgrade Customer rental. CO advised CO will authorize an upgrade in rental. CO advised he can contact CO back if vehicle is not repaired and Service Manager finds an upgrade rental. No further action.</p>						
SHORTK	08/10/2009 12:53:55 PM	Call From [REDACTED]				
<p>Customer states parts came in 8/7/09 and VEH transmission concern is not addressed and VEH is still at DLR 426050. Customer states he is seeking a new transmission or a new VEH. Customer states VEH is leased thru VCI. CA advised customer our primary goal is to repair the VEH under the warranty parameters. CA advised customer his request will be evaluated with no guarantee. CA to escalate to RCM.</p>						
SHORTK	08/10/2009 12:56:49 PM	Assigned To ccc				
<p>Customer seeking new transmission or VEH to be replaced. RCM to email DLR 426050</p>						

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SMITHN	08/10/2009 01:00:33 PM	Assigned To SMITHN				
		RCM to call Dealer 426050.				
SMITHN	08/10/2009 01:49:13 PM	Call To Receptionist		426050		
		DP advised Service Manager is out on a test drive. RCM left message to return my call.				
SMITHN	08/10/2009 03:36:23 PM	Call To Chuck Storelli		426050		
		RCM advised Service Manager that Customer is requesting new transmission or new vehicle. Service Manager advised that mechatronic unit that came in was for a vehicle in OH and their mechatronic unit went to the Dealer in OH; part is being shipped to them. RCM to email FOM.				
SMITHN	08/10/2009 04:50:00 PM	E-Mail To Joe Ackerman				
		RCM sent action email to FOM. RCM to call Customer.				
SMITHN	08/10/2009 04:50:44 PM	Call To [REDACTED]				
		RCM advised Customer that Dealer 426050 got the wrong mechatronic unit and the correct one is in OH; Dealer's are going to overnight that part to each other. Customer states he would like VWoA to verify part is being overnighed. RCM to call Dealer 426050.				
SMITHN	08/10/2009 04:54:11 PM	Call To Brian Clinton		426050		
		Part Manager advised that part is at Byers Imports 403200. RCM to call Dealer.				
SMITHN	08/10/2009 04:56:35 PM	Call To Paul		403200		
		Part Manager advised that they already overnighed to Dealer 426050; 3rd party fedex number 060610886 address is 401 N. Hamilton Rd. Columbus OH 43213. RCM to call Dealer 426050.				
SMITHN	08/10/2009 04:58:08 PM	Call To Brian		426050		
		RCM advised Part Manager that Dealer 403200 overnighed part to Dealer 426050 and they want Dealer 426050 to overnight their part; the Fedex number to use is 060610886. Part Manager advised they would ship part out today. RCM to call Customer.				

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SMITHN	08/10/2009 05:01:19 PM	Call To [REDACTED]				
RCM advised Customer that Customer part has already gone out in overnight Fedex. Customer states thanks for looking into it for him. No further action.						

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<b>2008 Eos 2.0L</b> [REDACTED]	090191751	Recovery	WVWBA71F78V [REDACTED]	15,000		inquiry 426085 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/05/2009 10:56:31 AM	Note To CCC				
	RCM to e-mail dealer 426085					
ZEHELD	08/05/2009 01:54:15 PM	E-Mail To Neil Vitro		426085		
	We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them. Customer Name: [REDACTED] Model Year/Model: 2008 Eos VIN: WVWBA71F78V [REDACTED] At your earliest convenience, please review and respond to the following questions: 1) Is the customer in a rental or loaner? 2) Have you offered any goodwill? 3) What part arrival time has been communicated to the customer? 4) Other pertinent information that you think we should be aware of? If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response. Thank you in advance for your help.  RCM to wait Dealer 426085 e-mail.					
GHIDROA	08/05/2009 03:20:01 PM	Call From [REDACTED]				
	Customer states: original owner; the vehicle has been at Dealer 426085 for 2 weeks; DP advised that they do not know when they should expect the part to arrive; customer states: she is worried about the fact that there is not a way to track a backordered part. Customer seeking to know whether there is a way to find out when the part will arrive. CA advised: the best source for tracking the part would be the Dealer; RCM would be able to research on customer's behalf and will follow-up with customer by COB tomorrow 08-06-09. RCM to wait for Dealer contact.					
ZEHELD	08/05/2009 07:07:50 PM	Call From John		426085		
	Service Advisor advised vehicle came in on 7/30; part ordered on 8/1; Customer is in a loaner vehicle; doesn't have an ETA; has not offered Goodwill. RCM to call Customer.					

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ZEHELD	08/06/2009 08:21:37 PM	Voice Mail To	██████████			RCM LVMM; advised part is VIN specific which is why it is taking so long to arrive; we are aware of the delay; possibility the parts may arrive by the end of the month; cannot provide specific ETA; Dealer 426085 will be contacting Customer when part arrives and vehicle is repaired; understands Customer is in a loaner vehicle; any questions call CCC. No further action.

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<b>2008 Eos 2.0L</b> [REDACTED]	090191753	Recovery	WVWBA71F48V [REDACTED]			inquiry 426105 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/05/2009 10:56:58 AM	Note To CCC				
RCM to e-mail dealer 426105						

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ZIEHMEC	08/06/2009 09:52:10 AM	E-Mail To Greg		426105		
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We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71F48V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Christine Ziehmer  
 248-754-3577  
 RCM backup

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ZIEHMEC	08/06/2009 10:49:20 AM	E-Mail From Greg		426105		
CUSTOMER IS IN RENTAL-ETA OF 8/12-NO GOODWILL OFFERED YET-LET ME KNOW						

RCM to assign to CO.

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ZIEHMEC	08/06/2009 10:49:50 AM	Assigned To MANNAE				
		RCM assigned to CO. CO to call customer.				
ABDULAM	08/07/2009 03:11:53 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

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<b>2008 Eos 2.0L</b> [REDACTED]	090192302	Customer Relations	WVWBA71F78V [REDACTED]	14,000		Complaint 402902 Pr. Part: 3885-Mechatronics Pr. Rsn: 04Q Order Fill Time
HOWARDB	08/05/2009 05:56:23 PM	Call From [REDACTED]				
<p>Customer is the original owner; vehicle is at Dealer 402902; current mileage on the vehicle is 14,000. Customer stated that while she was driving her vehicle; when the vehicle was surging forward with a hard jerk; Customer took the vehicle to Dealer 402902 for service, and the Dealer advised the Customer that the Mechatronics needed to be ordered for the transmission, and it can take 30 days for the part to come in; Dealer advised the Customer that the vehicle was not drivable, and provided her with a rental vehicle. Dealer advised the Customer that this was a known concern. Customer stated that she was upset that VW did not notify her in advance about this issue. Customer is also upset that it is taking so long to repair the vehicle, and she is making payments on her vehicle that she is not driving. Customer is concerned that her transmission may have been damaged, due to the surging issue; Customer stated that she spoke with her attorney, and they advised the Customer to request a new vehicle. CO advised the Customer that our main goal is to repair the vehicle under the terms of the warranty. CO Advised the Customer that her file will be forwarded to a RCM for further research, and she will be contacted with an update before the close of business on 08/06/09. CO to assign to RCM Central Region.</p>						
HOWARDB	08/05/2009 07:15:26 PM	Assigned To Regional Case Manager				
<p>Customer vehicle is down at the Dealer, due to mechatronics part on order; Dealer advised the Customer that is can take at least 30days for the part to come in. Customer is upset that it is taking so long for the part to come in, and she making payments on a vehicle she is not driving. Customer is in a rental vehicle. Customer can be reached on her cell phone after 10am on 08/06/09. RCM to e-mail Dealer.</p>						
CAMPOSA	08/06/2009 07:58:06 AM	Assigned To NARDONP				
NARDONP	08/06/2009 09:45:20 AM	Call To Steve Partyka		402902		
<p>RCM advised seeking information on Customer vehicle. Service Manager states the vehicle came in on Tuesday 8/4 and the mechatronics unit was ordered; Customer was put into an upgraded convertible rental since her vehicle is an Eos; she still seemed unhappy with the rental because the vehicle did not have power seats; FOM has been contacted with all of the Customer information and part information. RCM advised Customer is seeking to have the vehicle replaced. RCM to email FOM.</p>						

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NARDONP	08/06/2009 09:56:35 AM	E-Mail To Ed Pohl				
		RCM advised Customer is down for a mechatronics repair and Customer is seeking a replacement vehicle after she reviewed with her attorney. Wait FOM response.				
NARDONP	08/06/2009 05:04:05 PM	Call To Anna- receptionist				
		RCM advised if Customer was available. Other states Customer will be in later today. RCM advised would like to leave a message for Customer to call RCM back; RCM left reference number and 800 number. Other states she will give Customer the message. RCM to wait Customer call.				
NARDONP	08/10/2009 03:59:24 PM	Call To Anna				
		RCM advised seeking to speak with Customer. Other states Customer has just stepped out but she can take a message for her. RCM advised seeking to have Customer return RCM call.				
		RCM seeking to discuss replacement of the vehicle but will need to wait until the vehicle is repaired. RCM left 2 messages for Customer with no response. RCM to follow up on 9/1.				
SHORTK	08/10/2009 05:54:56 PM	Call From [REDACTED]				
		Customer states seeking to speak with RCM. CA to contact RCM.				
SHORTK	08/10/2009 05:55:27 PM	Transfer To [REDACTED]				
		CA transferred customer to RCM. RCM to address customer call.				

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NARDONP	08/10/2009 06:18:19 PM	Continued Comment With	[REDACTED]			
	Customer states she does not feel safe in her vehicle since there has been transmission/shifting issues; she is also concerned with the damage caused to the transmission; she feels that the vehicle should be replaced because even though repairs will be completed, she does not know for sure she will not have these issues in the future. RCM advised do want to review Customer request for a replacement vehicle; will need to wait until we have a repair completed before we can make that decision; we have an ETA for the part at 8/21 and have great success in these repairs correcting all of the issues Customer had with the shifting; our obligation is to repair the vehicle and not replace it so we want to have that opportunity. Customer states she feels that the emphasis is being put on the time down of the vehicle and not the safety; she has already contacted a lawyer and researched these issues with the vehicle; she feels that replacing the vehicle is the only option because we cannot guarantee the repairs will address all of the concerns. RCM advised we cannot make that guarantee just as we could not guarantee that a new vehicle would have zero issues; if Customer is requesting a replacement vehicle through VW then RCM will need to have an opportunity to repair the vehicle as our warranties state; will review Customer request once that time comes; will follow up with Customer on any changes in ETA or any new updates. Customer states she is going to be out of town the week the part is due to arrive and will return 8/25. RCM will follow up with Customer at the very latest by COB 8/25. RCM to follow up.					
NARDONP	08/25/2009 12:57:25 PM	Call To Steve Partyka		402902		
	RCM advised seeking an update on Customer vehicle. Service Manager states the part came in this morning and they are expecting to have the vehicle repaired by COB today. RCM to call Customer.					
NARDONP	08/25/2009 05:49:42 PM	Call To Shannon- Co-worker				
	RCM advised seeking to speak with Customer. Other states she is not available right now but she can take a message for her to call RCM back. RCM left 800 number and reference number. Wait Customer call.					
BAKERCR	08/25/2009 05:54:10 PM	Return Call From	[REDACTED]			
	customer states returning RCM call; CA to transfer per customer request					
BAKERCR	08/25/2009 05:55:20 PM	Transfer To NARDONP				
	Transfer to RCM voice mail; RCM to return customers call					
HOFFMAB	08/26/2009 10:38:58 AM	Call From	[REDACTED]			
	Customer returning call. CA to transfer to RCM					

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HOFFMAB	08/26/2009 10:40:05 AM	Call To associate				RCM not available. CA to return to customer.
HOFFMAB	08/26/2009 10:40:34 AM	Return To [REDACTED]				CA advised RCM not currently available, but she will alert him to her call. Customer states she is home today, ill and to call her at [REDACTED] RCM to call customer.
NARDONP	08/26/2009 12:47:12 PM	Call To [REDACTED]				RCM advised spoke with Dealer 402902 and was informed the repairs have been completed to Customer vehicle and the vehicle is ready to be picked up; we will not be able to meet Customer request to replace the vehicle but would like to offer a 1 month vehicle payment. Customer states her selling Dealer has already offered a vehicle payment but she has been instructed by her lawyer not to cash the check yet; if RCM is not able to replace the vehicle she would like some security in a warranty extension to at least 100,000 miles. RCM advised we will not be able to provide a warranty extension but RCM would be willing to participate with a service contact through a third party if Customer had interest in that. Customer states she is going to go pick up the vehicle but she has been advised by her lawyer to sign no releases from Dealer so she will not; since she will not do that she will expect that RCM force Dealer to release the vehicle if they choose not to. RCM advised would not be able to force Dealer to release the vehicle if they do need a signature from Customer, if that is a Dealer policy then RCM will not be able to say otherwise. Customer states she will pick up the vehicle and review with her lawyer on what her next steps will be. No further action.

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<b>2008 Eos 2.0L</b> [REDACTED]	<b>090194140</b>	<b>Mediation/Arbitration</b>	<b>WVWBA71F88V</b> [REDACTED]	<b>18,576</b>		
CRUSEJ	08/06/2009 10:35:38 AM	Attached Mail From Chuck Tremper				Unknown 409412
	AASM seeks SOC. non-conformity is 50+ days down awaiting mechatronics unit and engine (excessive oil consumption).					Pr. Part: 3511-Mechatronic Pr. Rsn: 82E Parts Delay
CRUSEJ	08/06/2009 11:22:28 AM	Call To Chuck Tremper				Unknown 409412
	Advised Customer to fax copies of her FI contract, purchase agreement and current vehicle registration. Customer states she will do so. Advised Customer that we won't charge usage under the circumstances.					Part: 3511-Mechatronic Rsn: H22 Technical Issue (Med/Arb only)
CRUSEJ	08/10/2009 04:55:33 PM	Attached Mail From [REDACTED]				Unknown 409412
	Rec'd supporting docs.					Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY
CRUSEJ	08/11/2009 10:24:00 AM	Call To NFCU				Rsn: 43Q Repurchase/Replacement(Mr Only)
	FI states they are OK with SOC. FI states all Customer needs to do is call them with new VIN and they will release the title to VGoA.					
CRUSEJ	08/11/2009 10:28:17 AM	Call To [REDACTED]				
	Informed Customer that offer will go out today via FedEx and that all Customer will need to do is sign offer letter and fax or mail it back to my attention and once I receive it, I will begin the process of locating the replacement. I also informed the Customer of the SOC process with NFCU.					
CRUSEJ	08/11/2009 10:59:45 AM	Mail To [REDACTED]				
	EON repl offer w/ cc to FOM.					
CRUSEJ	08/14/2009 02:51:08 PM	Attached Mail From [REDACTED]				
	Rec'd signed acceptance.					
CRUSEJ	08/14/2009 04:45:13 PM	E-Mail To FOM and SOM				
	Sent possible repl to FOM and SOM.					

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CRUSEJ	08/18/2009 05:47:01 PM	E-Mail To Jeff Owens		409449		
		Jeff,				
		You have the below unit in transit from port. Do you think I can take this vehicle off of your hands to use for a replacement transaction I am working on to settle a lemon law case? Please let me know as soon as you can. I would of course credit your floor plan for the car and send a transporter to pick it up.				
CRUSEJ	08/19/2009 11:13:58 AM	Call To Jeff Owens		409449		
		Discused with GM. GM states I can take the unit.				
CRUSEJ	08/19/2009 11:28:09 AM	Note To Replacement				
		VIN: WVWBA71F29V [REDACTED] comm# 544422				
CRUSEJ	08/19/2009 12:24:56 PM	E-Mail To Distribution				
		credit/re-bill				
CRUSEJ	08/19/2009 12:28:25 PM	E-Mail From Sue Pritchard				
		Distribution has completed your request.				
CRUSEJ	08/21/2009 05:31:06 PM	Attached Mail From Crystal Batstra				
		Rec'd MCO/Invoice.				
CRUSEJ	08/24/2009 09:59:49 AM	Voice Mail To Jeff Owens		409449		
		LVMM to return my call. Seeking to verify the replacement vehicle was delivered.				
CRUSEJ	08/25/2009 09:38:22 AM	Voice Mail To Jeff Owens		409449		
		LVMM to RMC.				
CRUSEJ	08/25/2009 05:17:01 PM	Call From Jeff Owens		409449		
		GM confirmed VEH is at the dealer.				

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CUSTOMER COMMENT DETAIL REPORT  
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CRUSEJ	08/25/2009 05:17:29 PM	Call To Chuck Tremper				
		Discussed with FOM. FOM states he will go pick repl vehicle up from 409449 and drive it to 409412. FOM to pick up repl this Thurs or Friday. FOM states to send paper work directly to dealer 409412.				
CRUSEJ	08/25/2009 05:19:37 PM	Assigned To MONTERB				
		Chuck Tremper is the FOM. Navy Federal Credit union is the lien holder. Non-conformity is 50+ days down for mechatronics unit. 409412 is the transaction dealer. Please send paperwork directly to dealer 409412. NOTE: The dealer has to conference call the customer to the Credit Union authorizing a clear title to be mailed to VWoA. The customer must call the Credit Union giving them the make, model and replacement VIN.				
MONTERB	08/26/2009 08:51:46 AM	Assigned To CARUSOL				
CARUSOL	08/26/2009 10:25:19 AM	E-Mail To Chuck Tremper; cc: Cruse				
		Hello Chuck,				
		I have the paperwork ready for the replacement vehicle for [REDACTED] Per your previous instructions to James, I will send the docs directly to Checkered Flag. Do you prefer that I send the docs to the Sales Manager or the Service Manager? Do they need my assistance in scheduling this transaction?				
		FYI ı Dealership will need to place a conference call with the customers to NEFCU to provide Make, Model, and VIN of replacement to authorize release of clear title to VWGoA.				
		Also, I understand on Thursday or Friday you will be picking up the vehicle from 409449 and delivering it to 409412. Please confirm when the replacement is delivered to the dealership.				
		Please let me know if you have any questions.				
		Thanks, Leslie				

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CARUSOL	08/26/2009 10:39:51 AM	E-Mail From Chuck Tremper				
		Send the package to Mark Stevens, the service manager. I will let them know the details of the replacement and I'll call you to let you know when the car will be there. I should deliver it tomorrow.				
		Chuck Tremper				
CARUSOL	08/26/2009 10:40:04 AM	Closing Package (M/A Only) To Mark : 409412				
		SON closing docs				
CARUSOL	08/28/2009 01:37:16 PM	E-Mail To Charles Tremper				
		Hello,				
		Just checking to see if you have delivered the vehicle to 409412 and if you have any updates on scheduling this one.				
		Thanks, Leslie				
CARUSOL	08/28/2009 02:16:51 PM	E-Mail From Chuck Tremper				
		I delivered the car yesterday. There is some minor paint damage on the bumper of the car that the dealer is fixing. The transaction will happen next week. I will be on vacation but I have gone over the package with the service manager and he is prepared to do the transaction when necessary.				
		Chuck Tremper				
CARUSOL	08/28/2009 02:17:02 PM	E-Mail To Chuck Tremper; cc: Cruse				
		Ok, I will follow up with the Service Manager, Mark Stevens, early next week for an update on the paint repair and to schedule this one.				
		Thanks, Leslie				

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CARUSOL	08/31/2009 02:30:55 PM	Call To Mark Stevens		409412		Repl vehicle was sent to body shop today 08/31/09 for paint repairs to bumper. Service Manager states he will call me when repairs are complete and vehicle is ready for customer, expected time frame of 1-2 days.
CARUSOL	09/04/2009 09:28:50 AM	Voice Mail To Mark Stevens		409412		LMTRMC regarding status of vehicle repairs and closing.
CARUSOL	09/08/2009 03:42:12 PM	Call To Mark Stevens		409412		SM states customer has been notified vehicle is available for her. SM states they are just waiting for customer to arrive at dealership (no specific time was provided to customer other than by COB today).
CARUSOL	09/11/2009 11:42:35 AM	Call To Mark Stevens		409412		SM states closing was rescheduled for today at 4:00 p.m.
CARUSOL	09/14/2009 11:42:12 AM	Call To Mark Stevens		409412		SM states customer cancelled closing set for 09/11/09 and is to stop by today to take delivery of repl vehicle.
CARUSOL	09/15/2009 08:52:56 AM	Call From Keith		409412		Closing took place 09/14/09. Vehicle is repaired and paperwork will be faxed and sent back to me ASAP.
CARUSOL	09/16/2009 10:38:25 AM	FAX From Keith		409412		Fax of closing docs: spoa and bbrp indicating vehicle is repaired under RO 367334.
CARUSOL	09/21/2009 04:05:49 PM	Attached Mail From Keith Bradshaw				Closing docs: acf, cnc, bbrp, vcr, soc, title app, RO 367334 dated 07/31/09, and spoa.
CARUSOL	09/21/2009 04:24:34 PM	Vehicle To 09/14/09; 19,956 miles				

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CUSTOMER COMMENT DETAIL REPORT  
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CARUSOL	09/21/2009 04:25:08 PM	E-Mail To Distribution				
	Hello,					
	Please place VIN WVWBA71F29V [REDACTED] into service as of 09/14/09.					
	Customer:					
	[REDACTED]					
	Virginia Beach, VA [REDACTED]					
	Thanks, Leslie					
CARUSOL	09/21/2009 04:33:03 PM	E-Mail From Dolores Jackson				
	In i service is complete					
	Dolores Jackson Distribution Support Specialist					
CARUSOL	09/22/2009 09:46:26 AM	Voice Mail To Mark Stevens		409412		
	LMTRMC regarding obtaining RO indicating vehicle is operating to specifications.					
CARUSOL	09/22/2009 12:43:59 PM	Final Repair Order (M/A only) From M		409412		
	Final RO 373637					

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<b>2008 Eos 2.0L</b> [REDACTED]	090194382	Customer Relations	WVWFA71F88V [REDACTED]	15,000		Complaint 420111 Pr. Part: 3511-Mechatronic Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
NESTORD	08/06/2009 02:02:02 PM	Call From [REDACTED]				
Customer states: vehicle has been experiencing a difficulty shifting for the past 4 to 5 months; took vehicle to Dealer 420111 working with Derrick Avery; Dealer advised the mechatronics is the causing the concerns and would need to be repaired; part was ordered on July 15, 09. Customer seeking: compensations for the difficulties with the vehicle and the time that it has taken to receive the necessary parts to repair the vehicle; a lease payment or another vehicle until Customer can be repaired. CO advised: the part needed to repair the vehicle is VIN specific; cannot guarantee we will be able to meet Customer request; will escalate to RCM for further review; RCM will contact Customer by COB 8/7/2009 at phone number [REDACTED] at anytime. CO to assign to RCM.						
NESTORD	08/06/2009 02:12:55 PM	Assigned To RCM				
Customer states: vehicle was shifting roughly; Dealer 420111 advised would need to repair the mechatronic; parts were ordered on July 15, 09 and has still not arrived. Customer seeking: some kind of compensations for the time it has taken to receive the necessary parts needed to repair the vehicle. CO advised: will escalate to RCM for further review; RCM will follow up with Customer by COB 8/7/2009 at phone number [REDACTED] at anytime. RCM to research.						
ZEHELD	08/06/2009 03:06:14 PM	Assigned To CONLINR				

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ZEHELD	08/06/2009 03:53:27 PM	E-Mail To Robert Miller		420111		

\*\*\*\*\* Email to rmiller@mcdonaldag.com; \*\*\*\*\*

ACTION REQUIRED: Seeking Vehicle Repair Update

Hello! The following customer has contacted Customer CARE seeking a vehicle repair update.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWFA71F88V [REDACTED]

Reason for Inquiry: Customer seeking VW to provide compensation for vehicle down time due to mechatronics on backorder.

Please advise of diagnosis and confirm Mechatronic is on Red order. Also, please answer the following questions:

Is the customer in a loaner?

Do you have an ETA for part arrival?

Has the customer been advised of any ETA?

Have you provided any goodwill to customer at this time?

Any other important information you think we should have.

Thanks!

Please review and advise me of the vehicles status.

If you could please respond within 4 business hours, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Darrell Zehel  
248-754-3653

The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only

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for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000.

RCM to wait Dealer 420111 e-mail.

ZEHELD	08/06/2009 04:04:55 PM	E-Mail From Robert Miller		420111		
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Is the customer in a loaner? NO  
 Do you have an ETA for part arrival? MIDDLE OF AUGUST  
 Has the customer been advised of any ETA? NOT YET  
 Have you provided any goodwill to customer at this time? WE WILL MAKE A CAR PAYMENT

RCM to advise Customer that we are aware of the parts delay and are doing all we can to get parts to Customer ASAP; willing to research Customer request after vehicle is repaired; Dealer 420111 will be providing Customer with a response to her request for compensation after vehicle is repaired; if Customer has any further questions she can call CCC back. RCM to call Customer.

NARDONP	08/07/2009 04:30:51 PM	Voice Mail To [REDACTED]				
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RCM LVMM. RCM advised following up with Customer regarding her concerns with the mechatronics order; we want to discuss any options of assistance with Customer.

Pending Customer call, RCM to advise: we are aware of the parts delay and are doing all we can to get parts to Customer ASAP; willing to research Customer request after vehicle is repaired; Dealer 420111 will be providing Customer with a response to her request for compensation after vehicle is repaired. Wait Customer call.

CONLINR	08/10/2009 01:52:56 PM	Call To [REDACTED]				
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RCM advised: have reviewed concerns with Dealer; once part arrives and Vehicle is repaired, the Dealer will be review for possible compensation and contact Customer with decision; Customer should call CCC if there are any further questions or concerns once Vehicle is repaired. Customer states: when Customer brought Vehicle to Dealer 420111, they did not start diagnosis until the second day they had the Vehicle; Customer has also had concerns diagnosed at Dealer 420129 several times, but no repairs were made; Customer has had several Audis, and will not be leasing another VW due to the experience with this Vehicle; would like to write a letter of complaint to CCC. RCM provided CCC address and reference number; advised Customer to call back with any further concerns. RCM to email FOM

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CONLINR	08/10/2009 02:00:55 PM	Note To CCC				
		RCM sent email to FOM. RCM to wait FOM email				
CONLINR	08/10/2009 02:04:06 PM	E-Mail From harald Gomez				
		Yes, that's how I had worked it out with Bob Miller.				
		No further action				

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<b>2008 Eos 2.0L</b> [REDACTED]	<b>090194459</b>	<b>Customer Relations</b>	<b>WVWBA71F38V</b> [REDACTED]			
CAMPOSA	08/06/2009 03:11:25 PM	Voice Mail From Jim Worden		403325		Complaint 403325 Pr. Part: 3885-Mechatronics Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
	Service Manager LVMM. Service Manager advised: customer has been waiting a long time for his unit; customer is very frustrated; customer's best contact number is [REDACTED] or [REDACTED] Service Manager seeking VW to call customer to "smooth things over". RCM to research.					
CAMPOSA	08/06/2009 03:12:47 PM	Note To CCC				Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
	VIN is not on Mechatronics Spreadsheet. RCM to call Dealer.					
CAMPOSA	08/06/2009 07:02:47 PM	Face-To-Face With Heather				
	(earlier in day) Supervisor advised: once information collected from Dealer, assign to CO MANNAE to call through outbound recovery program; do not change program code however (leave at Customer Relations). RCM to call Dealer.					
CAMPOSA	08/07/2009 02:40:38 PM	Call To Ron		403325		
	Service Advisor states: part ordered on 6/29; customer is currently in their vehicle; customer was advised originally that the part would be 4-6 weeks. RCM to assign to CA					
CAMPOSA	08/07/2009 02:44:32 PM	Assigned To MANNAE				
ABDULAM	08/07/2009 03:36:41 PM	Voice Mail To [REDACTED]				
	CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.					

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WHEELEK	08/12/2009 02:48:31 PM	Call From	[REDACTED]			
	Typed by Jennifer Hiddleson Customer states: returning CCC call; waiting for parts to come in; very unhappy; does not feel Dealer has communicated with him. Customer seeking: feels he should be compensated somehow like a month payment. CA advised proactively contacting Customer to acknowledge current vehicle concerns; seeking to know if Customer would like a rental vehicle until part arrives; may research any request on a case by case basis. Customer states: he is willing to drive the vehicle; Dealer states the part will be installed on Monday 08/17/09. CA asked to hold to research with RCM or Supervisor.					
WHEELEK	08/12/2009 03:10:51 PM	Face-To-Face With A Camposa				
	Typed by J Hiddleson RCM advised: to offer goodwill to Customer; options: one and a half month payment or one month payment with \$300 Dealer services. CA to return to Customer					
WHEELEK	08/12/2009 03:14:52 PM	Return To	[REDACTED]			
	Typed by J Hiddleson CA advised: spoke with manager; VW willing to offer goodwill services; either one and a half month payment or one monthly payment with \$300 in Dealer services; also seeking to know if he would like a follow up call after repairs are completed. Customer states: he will accept the one and a half month payment; no need to follow up he will call if needed. CA advised: Customer would need to fax or mail in a copy of his lease payments so that we may EFT right into his account; fax number and mailing address was given. CO to review and close .					
ABDULAM	08/13/2009 10:29:23 AM	Note To ccc				
	No further action pending customer fax.					
WILLIAC2	08/19/2009 02:31:56 PM	FAX From Todd Hill				
	Fax in doc center.					
WILLIAC2	08/19/2009 02:32:35 PM	Assigned To CAMPOSA				
CONLINR	08/19/2009 03:50:04 PM	Note To CCC				
	RCM to generate check request					

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CONLINR	08/19/2009 03:57:26 PM	Note To CCC				
		RCM generated the following check request: [REDACTED] Todd; VW to EFT funds to VCI to assist with 1 1/2 Vehicle payments due to lengthy inconveniences for repairs. total = \$752.82				
		wait for check				
ABDULAM	08/24/2009 12:07:27 PM	Call From [REDACTED]				
		Customer seeking to know we received his fax. CA advised we received his fax and generated a request for 752.82. Wait for EFT.				
CR_BATCH	08/27/2009 04:00:52 AM	Note To CONLINR				
		Amount for \$ 752.82 was Posted on 08/26/2009. AP reference number: 40044836				

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<b>2008 Eos 2.0L</b> [REDACTED]	<b>090194505</b>	<b>Recovery</b>	<b>WVWBA71F48V</b> [REDACTED]			
PABSTM	08/06/2009 04:01:18 PM	E-Mail To Glenn Boyer		406429		Complaint 406429 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound
		RCM sent mechatronic email. RCM to wait call from dealer 406429.				
PABSTM	08/07/2009 03:19:02 PM	Voice Mail From glenn boyer		406429		
		Service Manager advised customer is in their own car, not a loaner and no goodwill has been provided. RCM to assign to CO.				
PABSTM	08/07/2009 03:21:53 PM	Assigned To MANNAE				
ABDULAM	08/07/2009 03:39:17 PM	Call To unknown				
		Other states wrong number. CA to call dealer.				
ABDULAM	08/07/2009 03:40:59 PM	Call To chuck		406429		
		Service Advisor states part is not in, states phone number is [REDACTED] and customer is not in a loaner. CO to call customer.				
ABDULAM	08/07/2009 03:45:18 PM	Call To [REDACTED]				
		CO apologized to Customer in regards to vehicle concerns. CO advised that CO is aware of the vehicle concerns. CO advised that Dealer is making her vehicle repairs a high priority and has taken all the right steps in getting the vehicle repaired. CO advised that delay was due to a Backorder part and part is VIN specific. Customer states they are okay with their vehicle and they do not need a loaner. CO advised parts are starting to ship within the next couple of weeks and when part arrives for Customer they will get contacted by the dealer. No further action.				

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<b>2008 Eos 2.0L</b> [REDACTED]	<b>090194514</b>	<b>Recovery</b>	<b>WVWFA71F88V</b> [REDACTED]			
PABSTM	08/06/2009 04:10:27 PM	E-Mail To Brandon Beck		406482		Complaint 406482 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound
		RCM sent mechatronic email to the Service Manager. RCM to wait contact from dealer 406482.				
PABSTM	08/07/2009 02:41:19 PM	Voice Mail To brandon beck		406482		
		RCM LMTRMC regarding mechatronic customer. RCM to wait call from dealer 406482.				
ZIEHMEC	08/11/2009 10:07:47 AM	Assigned To MANNAE				
		Assigned for handling.				
ABDULAM	08/11/2009 02:36:00 PM	Call To DJ		406482		
		Service Advisor states no ETA, Customer did not want a rental, okay driving his vehicle, no Goodwill offered or planned, no FOM involvement. CO to call Customer.				
MANNAE	08/11/2009 04:34:12 PM	Call To [REDACTED]				
		CO advised following up to apologize for any inconvenience as we are aware he is waiting for a mechatronic unit. Customer states fine with driving vehicle and inquiring when part should be in. CO advised were looking for parts to ship out mid to late August depending when customers part was ordered, advised if at any time he feels vehicle got worse or uncomfortable driving he may contact 406482 and they would be happy to set him up in a loaner vehicle, advised dealership 406482 will follow up with him once part arrives. No further action.				

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<b>2008 Eos 2.0L</b> [REDACTED]	090194596	Customer Relations	WVWBA71F68V [REDACTED]	24,000		Complaint 424168 Pr. Part: 3885-Mechatronics Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
HOWARDB	08/06/2009 05:59:19 PM	Call From [REDACTED]				
Customer is the original owner; VEH was serviced at DLR 424168; current mileage on the vehicle is 24,000; Customer stated that his transmission has a hard surge; Customer went to Dealer 424168, and advised that the part (Mechatronics) is on backorder. Customer stated that it has been 3 weeks since the part was ordered. Customer stated that the concern with the transmission is getting worse. Customer advised that he is not in a loaner vehicle, and the Dealer advised that it was okay to drive the vehicle. Customer stated that he is going on vacation soon, and he does not have his VEH to drive. Customer is seeking to get his vehicle repaired soon or he would like for his vehicle payments to be postponed until his vehicle is repaired. CO advised the CUST that due to his VEH concerns, his file will be forwarded to an RCM for further research, and he will be contacted with an update before the close of business on 08/07/09. CO to assign to RCM Central Region.						
HOWARDB	08/06/2009 06:25:31 PM	Assigned To Regional Case Manager				
Customer is seeking to postpone his vehicle payments, until the part arrives at the Dealer. Customer stated that he is not in a rental vehicle. Customer can be reached on his cell phone before the close of business on 08/07/09. RCM to contact Dealer.						
CAMPOSA	08/07/2009 07:50:59 AM	Assigned To CAMPOSA				
CAMPOSA	08/07/2009 01:42:20 PM	Call To Chris		424168		
Service Advisor states: part has been on order since 7/22; if customer is seeking rental, have them call dealership and the dealer will set them up. RCM to call customer.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	08/07/2009 01:51:22 PM	Call To [REDACTED]				RCM advised: spoke with Dealer regarding rental/loaner; Dealer has advised that they would set customer up in a loaner vehicle; mechatronics unit is a VIN specific component; can take 4 weeks for that part to come from Germany. Customer advised: if it takes 4 weeks will the vehicle be ready for customer's vacation?; customer is set to leave on September 22nd. RCM advised: cannot guarantee that as the vehicle component is coming from overseas; if part comes in Dealer will do what they can to get vehicle up and running before customer's vacation; if for some reason the part arrives while customer is on vacation, VW will cover rental while customer is away; if part takes longer than 4 weeks, RCM would like to look at compensation for the additional time; seeking to know how long customer will be on vacation. Customer advised: will be gone for 5 days; has another vehicle, so he may just take his second vehicle on vacation. RCM advised: will follow up with customer on Monday Sept 21nd as that is the day before the customer leaves for vacation. RCM to call Dealer.
CAMPOSA	09/21/2009 09:05:21 AM	Call To Bill		424168		Service Advisor states: Mechatronics was installed on 8/18; vehicle returned to customer same day. RCM to provide customer \$250 service voucher. RCM to call customer.
CAMPOSA	09/21/2009 02:02:58 PM	Call To [REDACTED]				Customer advised: vehicle was repaired a week after he contacted CCC; vehicle is running fine; just purchased a pre-owned Jetta. RCM advised: would like to send customer \$250 service voucher good for one year. Customer thanked. RCM to assign to correspondence
CAMPOSA	09/21/2009 02:04:38 PM	Assigned To CORR				Please send customer \$250 Service Voucher. Correspondence to mail voucher.
BICKMAD	09/22/2009 05:29:15 AM	Assigned To ROGERSD				
ROGERSD	09/22/2009 03:57:43 PM	Mail To [REDACTED]				Letter and certificate generated and sent to Customer. Correspondence to reassign to RCM.
ROGERSD	09/22/2009 03:58:35 PM	Assigned To CAMPOSA				

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	09/22/2009 04:12:16 PM	Note To CCC				
RCM reviewed. No further action.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2008 Eos 2.0L</b> [REDACTED]	090195068	Recovery	WVWFA71F18V [REDACTED]			inquiry 401206 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/07/2009 10:19:53 AM	Note To CCC				
RCM to e-mail dealer 401206						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ZIEHMEC	08/07/2009 10:20:01 AM	E-Mail To Raymond		401206		
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We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWFA71F18V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Christine Ziehmer  
 248-754-3577  
 RCM backup

The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000. RCM to wait dealer 401206 e-mail.

MULLINT	08/10/2009 11:33:23 AM	Call To John		401206		
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RCM advised seeking information for Customer vehicle and part on order. Service Manager advised this part is on order for customer Donald Rogers. RCM seeking to know if customer has the vehicle or is in a rental vehicle. Service Manager advised the customer has the vehicle; advised there has been no Goodwill offered and the customer has been advised it is possible that it take the part 6-8 weeks to come in. RCM to assign to CO.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLINT	08/10/2009 11:43:58 AM	Assigned To MANNAE				Reassigned for handling.
ABDULAM	08/11/2009 11:02:32 AM	Note To ccc				CO to call dealer and obtain current customer information.
ABDULAM	08/11/2009 11:07:15 AM	Call To Scott		401206		Service Advisor states Donald Rogers is the current owner of this vehicle and provided Customer information. CO to close case and open new case under correct Customer name and information. reference case 90198283. No further action.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2008 Eos 2.0L</b> [REDACTED]	090195074	Recovery	WVWBA71F68V [REDACTED]			inquiry 402134 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/07/2009 10:22:20 AM	Note To CCC				
RCM to email dealer 402134						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	08/07/2009 10:22:37 AM	E-Mail To Darren		402134		

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71F68V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Christine Ziehmer  
 248-754-3577  
 RCM backup

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**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	08/07/2009 12:01:24 PM	E-Mail From Darren		402134		
		At your earliest convenience, please review and respond to the following questions:				
		1) Is the customer in a rental or loaner?NO				
		2) Have you offered any goodwill?NO				
		3) What part arrival time has been communicated to the customer?ETA 8/10/09.				
		4) Other pertinent information that you think we should be aware of?				
		RCM to assign to CO.				
ZIEHMEC	08/07/2009 12:01:59 PM	Assigned To MANNAE				
		RCM assigned to CO. CO to call customer				
MANNAE	08/07/2009 01:48:48 PM	Call To [REDACTED]				
		CO followed up with customer to apologize for any inconvenience due to part, inquired if customer was ok in driving vehicle. Customer states she is fine with vehicle, when she took vehicle to dealership 402134 advised they were aware of concern, seeking why VW didn't notify her prior to her having to experience problem. CO advised concern is not a campaign or warranty extension, should any open campaigns or warranty extensions come up in the future customer would be notified by mail, advised customer if at any point she would like a loaner because she is uncomfortable driving vehicle may contact her dealership or CCC. No further action.				

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2008 Eos 2.0L</b> [REDACTED]	090195077	Recovery	WVWBA71F68V [REDACTED]			inquiry 402147 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/07/2009 10:33:39 AM	Note To CCC				
RCM to e-mail dealer 402147						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ZIEHMEC	08/07/2009 10:33:51 AM	E-Mail To Kevin		402147		
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We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71F68V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Christine Ziehmer  
 248-754-3577  
 RCM backup

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MANNAE	08/10/2009 10:11:22 AM	Voice Mail To Kevin		402147		
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CA LMTRMC, also advised may advise RCM. CA to wait dealer call.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/10/2009 11:40:26 AM	Call From Kevin		402147		
	SM states customer in vehicle, ETA provided was 8-21-09, no GW. CA to reassign for handling.					
MANNAE	08/10/2009 11:41:19 AM	Assigned To MANNAE				
	CO to call customer.					
ABDULAM	08/11/2009 12:48:06 PM	Call To [REDACTED]				
	CO apologized to Customer in regards to vehicle concerns. CO advised that CO is aware of the vehicle concerns. CO advised that Dealer is making her vehicle repairs a high priority and has taken all the right steps in getting the vehicle repaired. CO advised that delay was due to a Backorder part. CO advised that Dealer has escalated the issue and ETA for part is 8/21. CO advised once part arrives they will contact Customer. Customer states he is okay driving his vehicle. CO thanked Customer. No further action.					

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2008 Eos 2.0L</b> [REDACTED]	<b>090195080</b>	<b>Recovery</b>	<b>WVWBA71F08V</b> [REDACTED]			
ZIEHMEC	08/07/2009 10:39:35 AM	Note To CCC				
RCM to e-mail dealer	402408					
						inquiry 402408
						Pr. Part: 3885-Mechatronics
						Pr. Rsn: 55J Outbound

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ZIEHMEC	08/07/2009 10:39:49 AM	E-Mail To John		402408		
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We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71F08V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Christine Ziehmer  
 248-754-3577  
 RCM backup

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**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	08/07/2009 12:03:00 PM	E-Mail From John		402408		Customer is driving their vehicle. No goodwill offered. End of August ETA. John Olson RCM to assign to CO.
ZIEHMEC	08/07/2009 12:03:24 PM	Assigned To MANNAE				RCM assigned to CO. CO to call customer
MANNAE	08/07/2009 01:54:35 PM	Voice Mail To [REDACTED]				CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2008 Eos 2.0L</b> [REDACTED]	090195090	Recovery	WVWBA71F28V [REDACTED]			inquiry 408061 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/07/2009 10:54:14 AM	Note To CCC				
RCM to e-mail dealer 408061						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ZIEHMEC	08/07/2009 10:54:18 AM	E-Mail To Seth		408061		
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We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71F28V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Christine Ziehmer  
 248-754-3577  
 RCM backup

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ZIEHMEC	08/07/2009 12:23:32 PM	Note To CCC				
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Please note that RCM got out of office reply. RCM to call dealer 408061

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLINT	08/07/2009 02:52:56 PM	Call To Ian		408061		
						RCM advised seeking information for parts on order for vehicle. Service Manager advised the customer is not in a loaner or rental vehicle; advised the part was ordered 8-4-09; there has been no Goodwill offered; the FOM has not been involved; the ETA on the part is 8-21-09. RCM to assign to CO.
MULLINT	08/07/2009 02:54:45 PM	Assigned To MANNAE				
						Reassigned for handling.
ABDULAM	08/07/2009 04:11:27 PM	Note To ccc				
						no answer at home number and no voicemail available, CO to call dealer for contact number.
ABDULAM	08/07/2009 04:12:29 PM	Call To Sherryl		408061		
						CA seeking contact number for customer. DP states [REDACTED] home, [REDACTED]-work. CA to call customer.
ABDULAM	08/07/2009 04:18:56 PM	Voice Mail To [REDACTED]				
						CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2008 Eos 2.0L</b> [REDACTED]	090195099	Recovery	WVWBA71F28V [REDACTED]			inquiry 408261 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/07/2009 11:04:40 AM	Note To CCC				
RCM to e-mail dealer 408261						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ZIEHMEC	08/07/2009 11:04:51 AM	E-Mail To Thomas		408261		
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We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71F28V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Christine Ziehmer  
 248-754-3577  
 RCM backup

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MANNAE	08/10/2009 11:27:49 AM	Voice Mail To Tom		408261		
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CA LMTRMC. CA/RCM to wait dealer call.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HAWLEYD	08/10/2009 01:07:12 PM	Call From Tom Carino		408261		Service director advised that the customer is driving the vehicle, no goodwill and nothing special. Service director advised that the part was ordered on 8/4/09. CO to contact customer.
HAWLEYD	08/10/2009 01:11:31 PM	Assigned To MANNAE				CO to contact customer.
ABDULAM	08/11/2009 12:27:33 PM	Voice Mail To [REDACTED]				CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.
YOUNGLI	08/12/2009 10:22:30 AM	Call From [REDACTED]				Customer stated, she receive a message regarding up date with vehicle part. CA advised, part was ordered on 8/4, ETA a week or so. Customer stated, will the concern be covered under the warranty. CA advised, what is the current mileage on the vehicle. Customer stated, she does not know what the mileage is, CA advised, NVLW 4/50K WCF. Customer stated, ok, she would like to be called by Dealer and CCC when the part arrives. CA advised, will note. CA to assign to RCM.
YOUNGLI	08/12/2009 10:26:49 AM	Assigned To CCC				Please advised Dealer 408261 that customer would like to be contacted in the part comes in. RCM to email Dealer.
ZIEHMEC	08/12/2009 10:40:19 AM	Assigned To HAWLEYD				Assigned for handling.
HAWLEYD	08/13/2009 09:09:54 AM	Return Call To Tom Carino		408261		Service director advised that they will contact the customer when the part comes in and they have also advised that if she has any concerns driving the vehicle while she is waiting for the part to arrive, she can come in and they will provide her a rental vehicle. No further action.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2008 Eos 2.0L</b> [REDACTED]	090195100	Recovery	WVWBA71F98V [REDACTED]			inquiry 409255 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/07/2009 11:06:56 AM	Note To CCC				
RCM to e-mail dealer 409255						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ZIEHMEC	08/07/2009 11:07:06 AM	E-Mail To Allen		409255		
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We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71F98V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Christine Ziehmer  
 248-754-3577  
 RCM backup

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MANNAE	08/10/2009 01:10:05 PM	Call To Allen		409255		
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SM states will review and call CA back. CA to wait dealer call

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/10/2009 01:15:07 PM	Return Call For Allen		409255		
	SM states part was just ordered and customer was advised 4-6 weeks, no loaner. CA to reassign for handling.					
MANNAE	08/10/2009 01:16:10 PM	Assigned To MANNAE				
	CO to call customer.					
ABDULAM	08/11/2009 12:17:04 PM	Call To Kyle-son				
	Relative states Customer is not available. CO advised if Customer has any questions regarding her vehicle repair and/or the status					
	090195101	Recovery	WVWFA71F58V		11,531	
ZIEHMEC	08/07/2009 11:08:55 AM	Note To CCC				
	RCM to call dealer 409454.					
ISTIFOV	08/07/2009 01:06:13 PM	Call To Ben Ong		409454		
	Service Manager advised he is not aware of the vehicle information and will research and contact RCM back. Wait dealer call.					
ISTIFOV	08/07/2009 01:32:19 PM	Return Call From Ben Ong		409454		
	Service Manager advised the part is not available and the ETA is roughly going to be another 2-3 weeks, customer is driving her vehicle, customer has not asked for compensation. RCM to assign to CO.					
ISTIFOV	08/07/2009 01:36:00 PM	Assigned To MANNAE				
	CO to call customer.					
ABDULAM	08/07/2009 04:20:57 PM	Voice Mail To				
	CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.					

inquiry 409454  
Pr. Part: 3885-Mechatronics  
Pr. Rsn: 55J Outbound

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2008 Eos 2.0L</b> [REDACTED]	090195103	Recovery	WVWBA71FX8V [REDACTED]			inquiry 420156 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/07/2009 11:16:44 AM	Note To CCC				
RCM to e-mail dealer 420156						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ZIEHMEC	08/07/2009 11:17:08 AM	E-Mail To Mike		420156		
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We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71FX8V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Christine Ziehmer  
 248-754-3577  
 RCM backup

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ZIEHMEC	08/07/2009 12:23:54 PM	Note To CCC				
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Please note that e-mail came back undeliverable. RCM to call dealer 420156

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	08/07/2009 03:08:08 PM	Call To Mike		420156		RCM advised Service Advisor of the info that RCM is seeking. Service Advisor states: part is not in; customer in a rental vehicle; no goodwill; no ETA given. RCM to assign to CO.
ZIEHMEC	08/07/2009 03:16:40 PM	Assigned To MANNAE				RCM assigned to CO. CO to call customer
ABDULAM	08/07/2009 04:26:07 PM	Note To ccc				phone number is inoperable. CO to call dealer.
ABDULAM	08/07/2009 04:26:48 PM	Call To J.D.		420156		CO seeking contact number. SA states he has [REDACTED]-business, [REDACTED] CA to call customer.
ABDULAM	08/07/2009 04:29:55 PM	Voice Mail To [REDACTED]				CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.
SHEARDA	08/13/2009 01:06:09 PM	Return Call From [REDACTED]				Customer states he is returning call from CCC; customer states that he has been advised that the part for his vehicle may not be arrive until mid September and he has a rental, Pontiac Vibe and the driver seat does not adjust and he is seeking to know if we can upgrade him as this vehicle is too small for his family of four and dealer 420156 advised him to contact us at no cost to him. CA to evaluate.
SHEARDA	08/13/2009 01:19:32 PM	Face-To-Face With Martin				CA advised Associate of the customer's request. CA was advised that either CCC or dealer 420156 will evaluate his request and follow up with the customer on Friday 08/14/2009, before the close of business. CA to return to customer.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
SHEARDA	08/13/2009 01:21:25 PM	Return To	[REDACTED]			CA advised customer that his concern will be evaluated and either dealer 420156 or CCC will follow up with him on Friday, 08/14/2009 before the close of business. CO to evaluate up grading the rental vehicle at no cost to the customer.
ABDULAM	08/13/2009 01:51:41 PM	Call To Keith		420156		CO advised VW will authorize up to \$35/day for a rental vehicle. CO advised Customer is seeking an upgraded rental. Service Advisor states he will call the Customer to see what they are seeking and he will check options for the Customer. CO left my direct line if he needs to return my call.
ABDULAM	08/13/2009 01:54:24 PM	Voice Mail To	[REDACTED]			CA LVMM. CA advised that Service Advisor will follow up with Customer in regards to their rental concerns. CA advised if Customer has any questions he can contact CCC. No further action.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2008 Eos 2.0L</b> [REDACTED]	090195105	Recovery	WVWBA71F58V [REDACTED]			inquiry 422607 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/07/2009 11:31:23 AM	Note To CCC				
RCM to e-mail dealer 422607						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ZIEHMEC	08/07/2009 11:31:38 AM	E-Mail To Thomas		422607		
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We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71F58V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Christine Ziehmer  
 248-754-3577  
 RCM backup

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ZIEHMEC	08/07/2009 12:25:08 PM	Note To CCC				
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Please note that e-mail came back undeliverable. RCM to call dealer 422607

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	08/07/2009 02:54:41 PM	Call To Renaldo		422607		
		RCM advised Service Advisor of the customers concerns and the info that RCM is seeking. Service Advisor states: the part is not in; customer in a loaner; no goodwill offered; customer not given an ETA. RCM to assign to CO.				
ZIEHMEC	08/07/2009 02:58:35 PM	Assigned To MANNAE				
		RCM assigned to CO. CO to call customer				
ABDULAM	08/07/2009 04:33:17 PM	Call To [REDACTED]				
		CO apologized to Customer in regards to vehicle concerns. CO advised that CO is aware of the vehicle concerns. CO advised that Dealer is making her vehicle repairs a high priority and has taken all the right steps in getting the vehicle repaired. CO advised that delay was due to a Backorder part and part is VIN specific. CO advised ETA is within the next couple of weeks and she will get contacted once part arrives at the Dealer. Customer states she is okay with the loaner and only concern is that Dealer did not give her a time frame. CA apologized to Customer. No further action.				

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2008 Eos 2.0L</b> [REDACTED]	090195110	Recovery	WVWBA71F68V [REDACTED]			inquiry 424154 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/07/2009 11:36:44 AM	Note To CCC				
RCM to e-mail dealer 424154						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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ZIEHMEC	08/07/2009 11:36:54 AM	E-Mail To James		424154		
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We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71F68V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Christine Ziehmer  
 248-754-3577  
 RCM backup

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ZIEHMEC	08/07/2009 02:22:04 PM	E-Mail From James		424154		
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The deal [REDACTED] fell through, this Eos is still in our used car inventory.

Jim  
 No further action.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2008 Eos 2.0L</b> [REDACTED]	090195114	Recovery	WVWBA71F28V [REDACTED]			inquiry 425049 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/07/2009 11:52:19 AM	Note To CCC				
RCM to send e-mail to dealer 425049						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	08/07/2009 11:52:30 AM	E-Mail To Jamie		425049		

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71F28V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Christine Ziehmer  
 248-754-3577  
 RCM backup

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**VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	08/07/2009 02:21:14 PM	E-Mail From jAMIE		425049		Customer is in a rental vehicle no goodwill has been offered the customer was made aware that no exact e.t.a. was available and that it could take as many as 30 days or more Customer seemed understanding  RCM to assign to CO.
ZIEHMEC	08/07/2009 02:21:40 PM	Assigned To MANNAE				RCM assigned to CO. CO to call customer
MANNAE	08/07/2009 03:56:39 PM	Voice Mail To [REDACTED]				CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made his vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to his vehicles repairs he can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2008 Eos 2.0L</b> [REDACTED]	090195115	Recovery	WVWBA71F38V [REDACTED]			inquiry 425153 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/07/2009 11:44:34 AM	Note To CCC				
RCM to e-mail dealer 425153						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	08/07/2009 11:44:46 AM	E-Mail To Sean		425153		

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71F38V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Christine Ziehmer  
 248-754-3577  
 RCM backup

The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000. RCM to wait dealer 425153 e-mail.

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	08/07/2009 05:17:06 PM	E-Mail From sEAN		425153		
	At your earliest convenience, please review and respond to the following questions:					
	1) Is the customer in a rental or loaner? I offered but no not yet.					
	2) Have you offered any goodwill? still under NLVW					
	3) What part arrival time has been communicated to the customer? 8/21/09					
	4) Other pertinent information that you think we should be aware of? No RCM to assign to CO.					
ZIEHMEC	08/07/2009 05:17:30 PM	Assigned To MANNAE				
	RCM assigned to CO. CO to call customer.					
MANNAE	08/11/2009 12:39:24 PM	Call To [REDACTED]				
	CO attempted to call customer and home number is not working number and business was wrong number. CO to call dealer.					
MANNAE	08/11/2009 12:44:44 PM	Call To Chris		425153		
	CA attempted to speak with service and only one SA was available, SM was not available. CO to call dealer.					
ABDULAM	08/11/2009 02:46:35 PM	Voice Mail To Chris		425153		
	CA LVMM seeking Customer contact number. Wait Dealer call.					
ABDULAM	08/12/2009 09:53:36 AM	Voice Mail To Chris		425153		
	CA LVMM seeking Customer contact number. Wait Service Advisor call.					
ABDULAM	08/12/2009 10:12:34 AM	Call To Chris		425153		
	SA states contact number is [REDACTED] CO to call customer.					
ABDULAM	08/12/2009 02:25:01 PM	Voice Mail To [REDACTED]				
	CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.					

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2008 Eos 2.0L</b> [REDACTED]	<b>090196830</b>	<b>Recovery</b>	<b>WVWFA71F68V</b> [REDACTED]			
ZIEHMEC	08/10/2009 10:29:35 AM	Note To CCC RCM to e-mail dealer 422144				inquiry 422144 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	08/10/2009 12:44:17 PM	E-Mail To Jaime Trujillo RCM sent mechatronic email to Dealer 422144. RCM to wait on Dealer email.		422144		
SMITHN	08/10/2009 01:09:03 PM	Call From Jaime Trujillo SM advised this customer is in a rental; they have done no goodwill at this time. RCM to assign to associate.		422144		
SMITHN	08/10/2009 01:09:58 PM	Assigned To MANNNAE CO to call Customer.				
MANNNAE	08/11/2009 01:38:57 PM	Voice Mail To [REDACTED] CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made his vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to his vehicles repairs he can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2008 Eos 2.0L</b> [REDACTED]	<b>090196840</b>	<b>Recovery</b>	<b>WVWBA71F88V</b> [REDACTED]			
ZIEHMEC	08/10/2009 10:33:01 AM	Note To CCC RCM to e-mail dealer 408207				inquiry 408207 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
HAWLEYD	08/10/2009 12:17:34 PM	Return Call From John Lindstorm Service manager advised that they have a mechatronic on order, customer is driving the vehicle, no goodwill and nothing special. CO to contact customer.		408207		
HAWLEYD	08/10/2009 12:22:36 PM	Assigned To MANNAE CO to contact customer.				
MANNAE	08/11/2009 10:40:20 AM	Voice Mail To [REDACTED] CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2008 Eos 2.0L</b> [REDACTED]	<b>090196850</b>	<b>Recovery</b>	<b>WVWBA71F48V</b> [REDACTED]			inquiry 408117 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/10/2009 10:39:09 AM	Note To CCC RCM to e-mail dealer 408117				
EDWARDAM	08/10/2009 12:05:47 PM	E-Mail To Peter Girardi Hi Peter,		408117		
<p>As you may already know, we here at Customer Care are trying to proactively make outbound calls to customers with a mechatronics unit on order to apologize for the delay and to make an attempt to smooth the situation over. In order for us to have a knowledgeable conversation with each customer, we are requiring some information from you to help us in this process. Below I've listed one VIN for a mechatronics unit we have on order with your dealership. There are a couple of questions I would need answered in order to assist in our efforts and including to gather the parts information for each.</p> <ol style="list-style-type: none"> <li>1. Is the customer in a rental/loaner and if so, how long has the customer been in a rental/loaner?</li> <li>2. Have you offered the customer any goodwill at this time? Or plan to offer goodwill? - We are not implying that you should make any offers but this information will help us when speaking with these customers.</li> <li>3. What, if any, arrival date has been communicated to the customer?</li> <li>4. Any other pertinent information you feel would be helpful?</li> <li>5. Is FOM involved?</li> </ol> <p>VIN #: WVWBA71F48V [REDACTED] [REDACTED]</p> <p>Please answer these questions for each VIN/customer so we may proceed with contacting these customers. If you could please respond before the end of the business day, it would be greatly appreciated.</p> <p>Thank you for your assistance, Amanda Edwards</p> <p>RCM to wait Dealer 408117 e-mail or call.</p>						
EDWARDAM	08/10/2009 01:59:06 PM	Voice Mail From Pete Service Manager LVMM. RCM to call Dealer 408117.		408117		

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**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	08/10/2009 03:32:12 PM	Call To Heart VW		408117		
		RCM attempted to call Dealer 408117 and the phone continuously rings with no one picking up line. RCM to attempt at a later time.				
EDWARDAM	08/11/2009 09:26:54 AM	E-Mail From Peter		408117		
		Hello Amanda My phones are down . The [REDACTED] car has not been to us in a long time. I do have a new car that did not make it off the lot. The vin is 3VWAL71K39M [REDACTED]. The customers name is [REDACTED]. Their number is [REDACTED]. I would appreciate you calling them.  Thanks as always Pete RCM to call Dealer 408117.				
EDWARDAM	08/11/2009 09:27:23 AM	Voice Mail To Pete		408117		
		RCM LMTRMC. RCM advised seeking if they have a mechatronics on order for this Customer or when is the actual last time they were in. RCM to wait Dealer 408117 call.				
EDWARDAM	08/11/2009 10:47:07 AM	Assigned To MANNAE				
EDWARDAM	08/11/2009 10:47:26 AM	Voice Mail From Peter Girardi		408117		
		Service Manager LVMM. Service Manager advised they have ordered a mechatronics unit for this, not realizing they have an open Repair Order; seeking call back to discuss further; extension 312. CO to follow up with Dealer 408117.				
ABDULAM	08/11/2009 03:13:19 PM	Call To Petar		408117		
		Service Manager states no ETA, part was ordered 7/15, no Goodwill, no loaner or rental, Customer is driving their vehicle, No FOM involvement. CO to call Customer.				
MANNAE	08/11/2009 04:49:27 PM	Call To [REDACTED]				
		CO attempted to speak with customer and advised he was assisting a customer and didn't have voicemail. CO advised can call customer at later time. Other advised they close at 5. CO to call customer later at home.				

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**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/11/2009 06:21:44 PM	Voice Mail To [REDACTED]	[REDACTED]			
CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made his vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to his vehicles repairs he can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F.						
[REDACTED]	090196856	Recovery	WVWBA71F78V [REDACTED]			
ZIEHMEC	08/10/2009 10:42:49 AM	Note To CCC				
RCM to e-mail dealer 401206						
MULLINT	08/10/2009 11:36:40 AM	Call To John			401206	
RCM advised seeking information for the customer vehicle; seeking if customer is in the vehicle. Service Manager advised the customer is in the vehicle; they are waiting on the part; advised they have let the customer know that it can be up to 6-8 weeks for the part to come in; advised there has been no Goodwill offered. RCM to assign to CO.						
MULLINT	08/10/2009 11:40:53 AM	Assigned To MANNAE				
Reassigned for handling.						
MANNAE	08/11/2009 11:37:44 AM	Voice Mail To Mr. Gumpson				
CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made his vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to his vehicles repairs he can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.						
						inquiry 401206 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

VOLKSWAGEN OF AMERICA, INC.  
 CUSTOMER COMMENT DETAIL REPORT  
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2008 Eos 2.0L</b> [REDACTED]	<b>090197380</b>	<b>Recovery</b>	<b>WVWBA71F88V</b> [REDACTED]			
ZIEHMEC	08/10/2009 05:01:42 PM	Note To ccc CO to e-mail dealer 401206				inquiry 401206 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
MANNAE	08/10/2009 06:22:34 PM	Note To ccc CO to call dealer no dealer e-mail.				
ABDULAM	08/11/2009 02:40:14 PM	Call To Scott		401206		
		Service Advisor states Customer is not in a rental or loaner, not sure about Goodwill or FOM involvement, and Customer Service Advisor is out to lunch, does not have an ETA, states to speak with parts for ETA. CO to call parts.				
ABDULAM	08/11/2009 02:41:24 PM	Call To Ken-parts		401206		
		DP states no ETA on part. CO to call customer.				
ABDULAM	08/11/2009 04:57:42 PM	Call To [REDACTED]				
		CO apologized to Customer in regards to vehicle concerns. CO advised that CO is aware of the vehicle concerns. CO advised that Dealer is making her vehicle repairs a high priority and has taken all the right steps in getting the vehicle repaired. Customer states they are okay with driving their vehicle. CO advised that dealer has escalated the issue and they are monitoring the order closely and they will follow up with customer once part arrives. CO thanked Customer. No further action.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2008 Eos 2.0L</b> [REDACTED]	090197381	Recovery	WVWBA71F58V [REDACTED]			inquiry 402107 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/10/2009 05:02:09 PM	Note To CCC				
CO to e-mail dealer 402107						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/10/2009 06:06:07 PM	E-Mail To Robert		402107		

ACTION REQUIRED: Mechatronic update

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWBA71F58V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Eva Manna

Volkswagen Customer Care Advocate

Contractor

Volkswagen of America

3499 West Hamlin Road

Rochester Hills, MI 48309

Phone: 248-754-3420

Fax: 248-754-6504

extern.eva.manna@vw.com

CO to wait dealer e-mail.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

VOLKSWAGEN OF AMERICA, INC.  
 CUSTOMER COMMENT DETAIL REPORT  
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/10/2009 06:07:27 PM	Note To ccc				
Your message did not reach some or all of the intended recipients.						
Subject: Mechatronic - [REDACTED]						
Sent: 8/10/2009 6:06 PM						
The following recipient(s) cannot be reached:						
[REDACTED] on 8/10/2009 6:07 PM						
The e-mail account does not exist at the organization this message was sent to. Check the e-mail address, or contact the recipient directly to find out the correct address.						
< amgwyot01.vwoa.na.vwg #5.1.1 SMTP; 550 sorry, mail to that recipient is not accepted (#5.7.1)>						
CO to call dealer.						
ABDULAM	08/11/2009 02:51:18 PM	Call To William		402107		
Service Advisor states no ETA, unknown if FOM is involved, no goodwill offered, no rental or loaner, driver of vehicle is [REDACTED]						
[REDACTED] contact numbers are [REDACTED] or [REDACTED] CO to call customer.						
ABDULAM	08/11/2009 05:00:49 PM	Call To [REDACTED]				
CO apologized to Customer in regards to vehicle concerns. CO advised that CO is aware of the vehicle concerns. CO advised that Dealer is making her vehicle repairs a high priority and has taken all the right steps in getting the vehicle repaired. Customer states she is okay driving her vehicle. CO advised that dealer has escalated the issue and is closely monitoring the part and will contact part once part arrives at the dealer. CO thanked customer. No further action,						

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09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2008 Eos 2.0L</b> [REDACTED]	<b>090197384</b>	<b>Recovery</b>	<b>WVWFA71F78V</b> [REDACTED]			<hr/> inquiry 402172 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/10/2009 05:03:07 PM	Note To CCC				
CO to e-mail dealer 402172						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/10/2009 06:30:26 PM	E-Mail To Bill		402172		

ACTION REQUIRED: Mechatronic update

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWFA71F78V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Eva Manna

Volkswagen Customer Care Advocate

Contractor

Volkswagen of America

3499 West Hamlin Road

Rochester Hills, MI 48309

Phone: 248-754-3420

Fax: 248-754-6504

extern.eva.manna@vw.com

CO to wait dealer e-mail.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/10/2009 06:42:16 PM	Note To ccc				
		1) Is the customer in a rental or loaner? Customer Driving Her own Car.				
		2) Have you offered any goodwill? No				
		3) What part arrival time has been communicated to the customer? Red Order = 10 Business Days				
		CO to call dealer.				
ABDULAM	08/11/2009 05:04:35 PM	Call To [REDACTED]				
		Phone number is disconnected. CO to call dealer.				
ABDULAM	08/11/2009 05:07:15 PM	Call To Ken		402172		
		Service Advisor states contact number for customer is [REDACTED]. CO to call customer.				
ABDULAM	08/11/2009 05:08:27 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

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09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2008 Eos 2.0L</b> [REDACTED]	090197389	Recovery	WVWFA71F78V [REDACTED]			inquiry 402320 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/10/2009 05:04:09 PM	Note To CCC				
CO to e-mail dealer 402320						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/10/2009 06:13:25 PM	E-Mail To Jesse		402320		

ACTION REQUIRED: Mechatronic update

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWFA71F78V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Eva Manna

Volkswagen Customer Care Advocate

Contractor

Volkswagen of America

3499 West Hamlin Road

Rochester Hills, MI 48309

Phone: 248-754-3420

Fax: 248-754-6504

extern.eva.manna@vw.com

CO to wait dealer e-mail.

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**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/11/2009 03:30:51 PM	Voice Mail To Jesse		402320		
		CO LMTRMC or respond to e-mail. CO to wait dealer call.				
MANNAE	08/11/2009 05:57:31 PM	Call From Jesse		402320		
		SM states he had a concern with this as the SA who previously worked at dealership didn't do a good job with RO, as RO stated vehicle stalled at times, states he was concerned with this case and left yellow note on RO if customer called, states he just left customer a message to call him back, he isn't sure if a part was ordered or if customer will be back to his dealership 402320, states once he hears from customer he will call CO with update, hoping she will call him within a couple of days. CO advised if CO is unavailable to relay information to RCM to update case. CO to wait dealer call.				
ABDULAM	08/13/2009 10:06:48 AM	Voice Mail To Jesse		402320		
		CA LVMM. CA seeking to know if there is a mechatronic part ordered for Customer. Wait Service Manager call.				
ABDULAM	08/13/2009 11:12:55 AM	Call From Jesse		402320		
		Service Manager states he spoke with Customer yesterday, Service Manager states that Customer is okay driving her vehicle, Service Manager states once part arrives he will get Customer in a rental and then repair vehicle and will offer Customer some sort of Goodwill like a car wash and detail. Service Manager states that part may arrive anywhere from 8/15-8/30, Service Manager states part was ordered 2 weeks ago. Service manager states if necessary CO can follow up with him on 8/25. CO advised our records show possible ETA as 8/21. CO to call Customer.				
ABDULAM	08/13/2009 11:17:19 AM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2008 Eos 2.0L</b> [REDACTED]	<b>090197398</b>	<b>Recovery</b>	<b>WVWFA71F78V</b> [REDACTED]			inquiry 403200 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/10/2009 05:04:36 PM	Note To CCC				
CO to e-mail dealer 403200						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/10/2009 05:52:08 PM	E-Mail To Eric		403200		

ACTION REQUIRED: Mechatronic update

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWFA71F78V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Eva Manna  
Volkswagen Customer Care Advocate  
Contractor  
Volkswagen of America  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
Phone: 248-754-3420  
Fax: 248-754-6504  
extern.eva.manna@vw.com  
CO to wait dealer e-mail.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/11/2009 03:24:56 PM	Voice Mail To Eric		403200		CO LMTRMC. CO to wait dealer call.
MANNAE	08/11/2009 07:00:02 PM	Voice Mail From Eric		403200		CO left message to return call to Abdulam or his RCM as I will be out of the office, advised not sure if at this point we would follow up with customer being they would be aware of concerns and it's dealership owners daughter, unless he feels we should and customer is not happy, advised if he feels we should follow up to please provide name and phone number for driver. CO to wait dealer call.
ABDULAM	08/12/2009 09:50:07 AM	Voice Mail To Eric		403200		CO LMTRMC. CO seeking information on mechatronics. Wait Service Manager call.
ABDULAM	08/12/2009 01:12:15 PM	Voice Mail From Eric		403200		Service Manager LVMM. Service Manager states Customer is driving the vehicle, phone [REDACTED] CO to call Service Manager.
ABDULAM	08/12/2009 01:36:57 PM	Voice Mail To Eric		403200		CO LVMM. CO advised seeking Customer contact information and whether Goodwill was offered. Wait Service Manager call.
ABDULAM	08/13/2009 09:39:03 AM	Note To ccc				Service Manager VMM states he is out until 8/18. CO to call dealer service dept.
ABDULAM	08/13/2009 09:44:22 AM	Voice Mail To Josh		403200		CO LVMM. Wait Service Advisor call.
MANNAE	08/14/2009 11:54:43 AM	Call To Steve		403200		SM is out of the office till Tuesday 8-18-09. CO LMTRMC. CO to wait dealer call.
MANNAE	08/14/2009 12:28:15 PM	Return Call From Steve		403200		SA states no need to call customer, driving her vehicle and will call SA if she has any questions. No further action.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2008 Eos 2.0L</b> [REDACTED]	090197404	Recovery	WVWFA71F88V [REDACTED]			inquiry 408150 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/10/2009 05:07:55 PM	Note To CCC				
CO to e-mail dealer 408150						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/10/2009 06:21:51 PM	E-Mail To Evan		408150		

ACTION REQUIRED: Mechatronic update

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWFA71F88V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Eva Manna

Volkswagen Customer Care Advocate

Contractor

Volkswagen of America

3499 West Hamlin Road

Rochester Hills, MI 48309

Phone: 248-754-3420

Fax: 248-754-6504

extern.eva.manna@vw.com

CO to wait dealer e-mail.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/10/2009 06:23:36 PM	Return Call From Evan		408150		

SM states part is in and appointment has been made by his SA. No further action.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2008 Eos 2.0L</b> [REDACTED]	<b>090197429</b>	<b>Recovery</b>	<b>WVWFA71F48V</b> [REDACTED]			
ZIEHMEC	08/10/2009 05:12:40 PM	Note To CCC				
CO to e-mail dealer 425152						inquiry 425152 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/10/2009 05:46:58 PM	E-Mail To Chad		425152		

ACTION REQUIRED: Mechatronic update

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVWFA71F48V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Eva Manna  
 Volkswagen Customer Care Advocate  
 Contractor  
 Volkswagen of America  
 3499 West Hamlin Road  
 Rochester Hills, MI 48309  
 Phone: 248-754-3420  
 Fax: 248-754-6504  
 extern.eva.manna@vw.com  
 CO to wait dealer e-mail.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/10/2009 06:40:08 PM	E-Mail From Chad		425152		
		1) Is the customer in a rental or loaner? Customer Driving Her own Car. 2) Have you offered any goodwill? No 3) What part arrival time has been communicated to the customer? Red Order = 10 Business Days CO to call customer.				
MANNAE	08/11/2009 12:50:31 PM	Call To [REDACTED]				
		CO attempted to call customer and phone just rang. CO to call customer at later time.				
ABDULAM	08/11/2009 02:16:30 PM	Call To Mickey		425152		
		Service Advisor states she has the same phone number as what CR has. CA to call Customer.				
ABDULAM	08/11/2009 02:20:43 PM	Call To [REDACTED]				
		Attempted to reach owner, no answer or voicemail available. No further action.				

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2008 Eos 2.0L</b> [REDACTED]	<b>090198099</b>	<b>Mediation/Arbitration</b>	<b>WVWBA71F48V</b> [REDACTED]	<b>14,000</b>		
MORRISC	08/11/2009 08:52:36 AM	Attached Mail From [REDACTED]				Unknown 408203 Pr. Part: 6140-Conv top middle part Pr. Rsn: X20 Water leaks roof
		Received letter from cust seeking repairs under NJ lemon law. Cust is listing concerns with the trans and a water leak. Cust advised the veh has been to the dlr 4x and out of service for a total of 20 non consecutive days.				
MORRISC	08/11/2009 09:40:06 AM	E-Mail To Bob Gross cc:Barke & McD 408203				Unknown 408203 Part: 3511-Mechatronic Rsn: T01 Auto/Hybrid - Shifts roughly
		Hi Bob,  We received a letter from [REDACTED] seeking relief under the NJ lemon law. She is listing 4 repairs and 20 days out of service for a water leak. She is also listing concerns with the transmission and advised there is a mechatronics unit on order.  Do you have a current status? How may days out of service and repeat repairs are there? Is the vehicle leaking? Is she currently driving her vehicle and what is the ETA for the mechatronics?  WVWBA71F48V [REDACTED]  Thank you! Cheri				
MORRISC	08/12/2009 01:01:00 PM	E-Mail From Bryan McDonald				
		Hello Cheri, Please let me know if you hear anything about this, I will involve Tom Kerr if needed.  Bryan				Thanks,
MORRISC	08/12/2009 01:23:09 PM	Voice Mail To Bob Gross			408203	
		LMTRMC.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CLAYTOY	08/13/2009 09:45:07 AM	Call From [REDACTED]				Customer states she is calling to speak with the RCM who was assigned to the case 90189722. CO advised the customer she has a new case owner now and any questions or concern will be with the case owner. CA advised the customer of her new case owner. Customer states she was going to discuss her concern with the process she been going through. Customer states she is seeking to know the CO direct phone number. CA advised the CO direct phone number. CA advised if the CO is not available the customer could leave a voicemail message. CA to transfer the call to Med/Arb department.
MORRISC	08/13/2009 03:32:33 PM	Call To Bob Gross		408203		SM stated the cust brought the veh back after torrential rain and there was one drop of water in the rear of the veh. SM stated there is a mechatronic on order and the cust is currently driving the veh. SM stated he does not have an ETA for the part.
MORRISC	08/13/2009 03:36:26 PM	Voice Mail To [REDACTED]				LMTRMC.
MORRISC	08/13/2009 03:38:09 PM	E-Mail To Bryan McDonald				Thanks. Do you know what the current ETA for the mechatronic is? Bob did not know.
MORRISC	08/13/2009 03:38:31 PM	E-Mail From Bryan McDonald				Hello, I will be out of the office on business from 8/13/2009 until 9/1/2009. I will have access to E-mail, but please expect delays in return mail. Thanks, Bryan
MICKLUL	08/14/2009 01:50:34 PM	Call From [REDACTED]				Advised owner that Cheri is researching her concern and she will let her know our position / resolution to concerns asap.
MORRISC	08/18/2009 12:36:42 PM	Voice Mail To Bob Gross		408203		LMTRMC. Inquired if part has arrived.
MORRISC	08/18/2009 12:37:32 PM	Voice Mail To [REDACTED]				LMTRMC. Will offer 10% trade assistance into a new VW or Audi, not to exceed \$3,5k. Will also offer Friends and Family Certificate.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MORRISC	08/18/2009 02:29:40 PM	Call From	[REDACTED]			
	Discussed trade assistance offer. Cust stated she is interested in an Audi. Cust stated she is not interested in keeping the current veh. Cust stated she will go to an Audi dealer and will call me back.					
MORRISC	08/18/2009 02:30:48 PM	E-Mail To	[REDACTED]			
	Attached is the Friends and Family offer for Audi. If you decide you are interested in another VW, I will send you a VW one.					
	The Audi dealers in your area are: Jack Daniels Motors in Fairlawn, NJ - 201.796.8500 DCH Milburn Audi in Maplewood, NJ - 973.762.8500 Paul Miller Audi in Parsippany, NJ - 973.575.7750. Sales manager Eric Schiffman Town Audi in Englewood, NJ - 201.568.5200. Sales manager Roger Ziontz Audi Manhattan in New York, NY - 212.515.8200. Sales manager Roger Detanico					
	Let me know if you have any questions.					
	Best regards, Cheri					
MORRISC	08/20/2009 03:38:42 PM	Call From	[REDACTED]			
	Cust stated the dlr is only giving \$20k on the trade. Cust stated under LL she would get approx \$29k. Cust stated she likes having a convertible but does not want to spend the additional money on an Audi. Inquired if cust would be interested in keeping the veh and having a field rep inspect the veh. Offered to reim of a couple of payments. Cust stated she would be interested, however, she does not want to give up future rights. Cust stated she would be inclined accept if VWoA would assist her should the concern arise again. Advised I would contact the dlr and review her request. Advised I would call her tomorrow with an update.					
MORRISC	08/20/2009 03:42:01 PM	Call To Bob Gross		408203		
	SM stated part should arrive any day now.					
MORRISC	08/21/2009 03:46:03 PM	Voice Mail To Bob Gross		408203		
	LMTRMC.					

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**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MICKLUL	08/26/2009 12:32:04 PM	Voice Mail To Bob Gross		408203		Request for return call re: status of repair.
MICKLUL	08/26/2009 12:43:01 PM	Call To Rick Barke				Request for current status of repair. Rick will contact Bob @408203 to find out and call me back.
MICKLUL	08/26/2009 03:20:24 PM	Call To Bob Gross		408203		Mechatronics unit is still on order. The customer is driving the vehicle and plans to return to the dealer to have the water leak addressed when the unit comes in . Bryan McDonald QTM will be involved in repairing the vehicle. Owner came in today for maint and didn't mention any other concerns.
MICKLUL	08/26/2009 03:23:39 PM	Voice Mail To [REDACTED]				Request for return call.
MICKLUL	08/27/2009 09:50:06 AM	Return To [REDACTED]				Request for return call.
MICKLUL	08/27/2009 09:58:18 AM	Reviewed With Rick Barke				
MICKLUL	08/27/2009 11:42:58 AM	Voice Mail To [REDACTED]				Advised owner we can reimburse her for \$1,763.85 . 3 payments. Advised owner I will be out of the office returning Monday.
MICKLUL	08/31/2009 11:57:43 AM	Return To [REDACTED]				Request for return call.
MICKLUL	08/31/2009 12:19:22 PM	Call From [REDACTED]				Advised of plan for repair, (QTM involvement) Owner will give us till 9/10 to fix the vehicle, if not she will involve an attorney and pursue the LL.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MICKLUL	08/31/2009 12:25:37 PM	Reviewed With Rick Barke				
		Per Rick - he rec'd a message saying the part was released and is being shipped to 408203 as of 8/28. Rick will let Bob Gross know to contact [REDACTED] as soon as the part arrives to schedule repair.				
MORRISC	09/01/2009 10:17:59 AM	E-Mail To Bob Gross cc:Rick Barke	408203			
		Hi Bob,				
		Has the part arrived for [REDACTED] vehicle?				
		WVWBA71F48V [REDACTED]				
		Thanks! Cheri				
CARUSOL	09/03/2009 08:53:37 AM	Voice Mail From Bob Gross	408203			
		Service Manager LVMM on 09/02/09 at 4:58 p.m. stating the part has arrived and he has communicated same to customer who made the vehicle available for repairs. Customer has been provided a loaner.				
MORRISC	09/04/2009 08:12:36 AM	Voice Mail From Bob Gross	408203			
		Part has arrived. Dlr is aware of 9/10 deadline and is contacting the FOM and QTM.				
MORRISC	09/04/2009 08:22:35 AM	E-Mail To Bob Gross cc:Barke & McD	408203			
		Hi Bob,				
		I got your voicemail stating the part has arrived. Have you been able to schedule an appointment with her yet?				
		WVWBA71F48V [REDACTED]				
		Thank you! Cheri				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MORRISC	09/04/2009 04:59:05 PM	E-Mail From	[REDACTED]			
Hello Everyone, I have inspected this vehicle today at Gensinger motors. I have noticed the small drop that came from the rear window after excessive heavy water was applied. This is normal from a convertible top and is not an issue. We will have to explain to the customer that this is normal and can't be changed. If you have any questions please let me know.						
Thanks, Bryan						
MORRISC	09/10/2009 02:20:46 PM	Call From	[REDACTED]			
Cust stated she spoke with the dlr and does not agree that it is acceptable for the vehicle to leak. Customer stated she will consider getting into an Audi if VW gives her \$29k for the Eos. Inquired what Audi veh the cust is interested in. Cust stated she would have to research and call me back. Cust stated she has been paying \$5 a day for the last 37 days she has been in the loaner. Cust inquired if VW will assist with that. Advised we can certainly work with her to try and resolve.						
MORRISC	09/10/2009 02:31:49 PM	E-Mail To Bob Gross cc:Rick Barke	408203			
Hi Bob, [REDACTED] called and said she has been in a loaner for 37 days. Is this true? If so, why is she in a loaner? Thanks! Cheri						
MORRISC	09/11/2009 01:21:01 PM	Call From	[REDACTED]			
Cust stated she found a white A4 cab at DCH that she is interested in. Advised I would call the dealer and call her back. Cust stated she spoke with Leo Yam.						
MORRISC	09/11/2009 01:23:06 PM	Voice Mail To Leo Yam	408B32			
LMTRMC. Inquired about trade assistance.						
MORRISC	09/11/2009 02:08:54 PM	Call To Leo Yam	408B32			
Dlr stated cust is interested in comm#613071. Dlr stated he will put the trade assistance numbers together and call me back.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MORRISC	09/11/2009 02:10:00 PM	Call To [REDACTED]				
	Cust stated she understands she will be responsible for the approx \$12k difference between both veh. Cust stated she is willing to contribute approx \$15k towards the trade assistance. Advised I would call her back.					
MICKLUL	09/14/2009 02:32:34 PM	Call To Leo Yam		408B32		
	Trade value for original is \$19,000. Owner to pay \$15,000. Invoice of repl is \$43,098. Advised Leo we will assist \$5,500 based on MSRP of \$45,775.					
MICKLUL	09/14/2009 02:42:26 PM	Call To [REDACTED]				
	Advised owner that if she can contribute 15K , Leo can make the deal work. Owner will contact Leo to discuss further.					
MICKLUL	09/14/2009 03:32:31 PM	Call From Leo		408B32		
	Request for additional 300.00 due to taxes that are due . Leo will fax the buyer's order and vehicle invoice to my attn.Total contribution \$5,800					
MICKLUL	09/14/2009 04:00:11 PM	Call From [REDACTED]				
	Dealer said owner will have to payoff the loan plus contribute the \$15,000. Advised owner I will review with the dealer again.					
CARUSOL	09/15/2009 01:24:48 PM	Call From Leo		408B32		
	Reviewed DP's conversation with customer regarding TA process. DP states seeking return call from Analyst, best number to reach him at is 973-216-9426.					
MICKLUL	09/16/2009 10:10:40 AM	Call To Leo		408B32		
	Request for return call.					
MICKLUL	09/16/2009 10:36:05 AM	Reviewed With Leo		408203		
	Owner will have to payoff the current loan 13K along with the 15K contribution.					
MICKLUL	09/16/2009 10:37:20 AM	Voice Mail To [REDACTED]				
	Request for return call.					

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

VOLKSWAGEN OF AMERICA, INC.  
 CUSTOMER COMMENT DETAIL REPORT  
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MICKLUL	09/16/2009 11:01:34 AM	Call From [REDACTED]				
	Offered to pay (1,935.85) 3 months payment plus \$5 per day for 33 days(loaner expense) plus extension of the warranty 12 month/12,000 miles. Owner accepted our offer.					
MICKLUL	09/16/2009 11:14:03 AM	Assigned To MICKLUL				
MICKLUL	09/16/2009 11:20:16 AM	Approved By lm				
	Requested check for owner.					
ANGERK	09/21/2009 01:24:15 PM	Assigned To MICKLUL				
	Check # [REDACTED] for amount \$1,935.85 received.					
[REDACTED]	090198283	Recovery	WVWFA71F18V [REDACTED]			
ABDULAM	08/11/2009 11:09:14 AM	Call To John		401206		
	RCM made call to SM per case 90195068. RCM advised seeking information for Customer vehicle and part on order. Service Manager advised this part is on order for customer [REDACTED] RCM seeking to know if customer has the vehicle or is in a rental vehicle. Service Manager advised the customer has the vehicle; advised there has been no Goodwill offered and the customer has been advised it is possible that it take the part 6-8 weeks to come in.					
ABDULAM	08/11/2009 11:15:16 AM	Call To [REDACTED]				
	CO apologized to Customer in regards to vehicle concerns. CO advised that CO is aware of the vehicle concerns. CO advised that Dealer is making her vehicle repairs a high priority and has taken all the right steps in getting the vehicle repaired. CO advised that part is VIN specific. Customer states they are driving their vehicle and it is okay for now. CO advised if they are seeking a loaner they either contact VW or their Dealer. CO advised Dealer will follow up with Customer once part arrives at the Dealer. CO thanked Customer. No further action.					

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 inquiry

Pr. Part: 3885-Mechatronics

Pr. Rsn: 55J Outbound

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2008 Eos 2.0L</b> [REDACTED]	090198332	Recovery	WVWFA71F28V [REDACTED]			
CONLINR	08/11/2009 11:45:31 AM	E-Mail From Jeff Kammeier		422600		inquiry 422600 Pr. Part: 3511-Mechatronic Pr. Rsn: 81K Mechatronics Outbound
Ryan						
For your records . last 8 of vin 8v [REDACTED]						
The car is completed that is one of the cars that were waiting for a mechatronics unit						
Customer name [REDACTED]						
was given a loaner, no goodwill						
Jeff Kammeier						
RCM to assign to point of contact						
CONLINR	08/11/2009 11:46:05 AM	Assigned To MANNNAE				
CO to review						
MANNNAE	08/11/2009 01:09:56 PM	Note To ccc				
Vehicle has been repaired. No further action.						

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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2008 Eos 2.0L</b> [REDACTED]	090198502	Recovery	WVWBA71F88V [REDACTED]			
ABDULAM	08/11/2009 02:10:20 PM	E-Mail From Jeff		422600		inquiry 422600 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
Customer is in a rental car No goodwill has been offered No talk to the customer regarding when part will be here We have been in contact with the customer for updates But no release yet on the part						
Customer is ok						
Customer is on our waiting list for a loaner car						
Jeff Kammeier						
ABDULAM	08/11/2009 02:11:20 PM	Call From Jeff		422600		
CO Eva Manna spoke with SM: SM states customer is in an enterprise rental, will put in dealership rental when one becomes available to take away rental cost. CO to call customer.						
ABDULAM	08/11/2009 02:12:27 PM	Assigned To MANNAE				
ABDULAM	08/11/2009 02:12:52 PM	Voice Mail To [REDACTED]				
CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.						

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VOLKSWAGEN OF AMERICA, INC.  
 CUSTOMER COMMENT DETAIL REPORT  
 CASE NUMBERS SOURCE: All

CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
<b>2008 Eos 2.0L</b> [REDACTED]	<b>090199399</b>	<b>Recovery</b>	<b>WVWBA71F68V</b> [REDACTED]			
ZIEHMEC	08/12/2009 09:12:42 AM	Note To CCC				
	CO to contact dealer	402120				inquiry 402120 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

ABDULAM 08/12/2009 11:42:35 AM E-Mail To Jack 402120

Jack,

We at CARE, are making proactive outbound calls to these customers to apologize for the delay and to make an attempt to smooth things over. But, in order to have a good conversation we need some additional information:

- 1) Is the customer in a loaner/rental?
- 2) Has the dealer offered any goodwill or do they plan to offer goodwill. We are not to imply that the dealer should make an offer, but it's good information to have before we reach out to the customer?
- 3) What part arrival date have they communicated to the customer?

The Customers that I am seeking this information on is:

[REDACTED] - WVWBA71F68V [REDACTED]

If you can please reply to all I would appreciate it.

Martin Abdulahad

VWoA Special Projects  
 3499 W Hamlin Rd.  
 Rochester Hills, MI 48309

Tel. (248) 754-3536  
 Fax. (248)754-6504  
 Mailto:martin.abdulahad@vw.com  
 www.vw.com

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
NARDONP	08/12/2009 12:00:53 PM	Call From Bill Barnickel		402120		
	<p>Service Manager states he received an email from CO Martin who addressed it to the Service Manager who no longer works with Dealer 402120; he wanted to make sure that all CCC contact information for Dealer 402120 was updated with him as the current Service Manager. RCM advised our information does show that we have the updated information; not sure where CO obtained the information for the previous Service Manager. Service Manager states he can also give RCM the information CO was seeking in the email; the Customer is not in a loaner/rental, no Goodwill has been offered, and Customer has been given no ETA. CO to review.</p>					
ABDULAM	08/13/2009 11:04:21 AM	Voice Mail To [REDACTED]				
	<p>CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.</p>					

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 CUSTOMER COMMENT DETAIL REPORT  
 CASE NUMBERS SOURCE: All

CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
<b>2008 Eos 2.0L</b> [REDACTED]	090199400	Recovery	WVWBA71F58V [REDACTED]			inquiry 403089 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/12/2009 09:13:38 AM	Note To CCC				
	CO to contact dealer 408089					

ABDULAM 08/12/2009 11:18:51 AM E-Mail To Paul 403089

Paul,

We at CARE, are making proactive outbound calls to these customers to apologize for the delay and to make an attempt to smooth things over. But, in order to have a good conversation we need some additional information:

- 1) Is the customer in a loaner/rental?
- 2) Has the dealer offered any goodwill or do they plan to offer goodwill. We are not to imply that the dealer should make an offer, but it's good information to have before we reach out to the customer?
- 3) What part arrival date have they communicated to the customer?

The Customers that I am seeking this information on:

Jeremy Hoff - WVWBA71F58V [REDACTED]

If you can please reply to all I would appreciate it.

Martin Abdulahad

VWoA Special Projects  
 3499 W Hamlin Rd.  
 Rochester Hills, MI 48309

Tel. (248) 754-3536  
 Fax. (248)754-6504  
 Mailto:martin.abdulahad@vw.com  
 www.vw.com

VOLKSWAGEN OF AMERICA, INC.  
 CUSTOMER COMMENT DETAIL REPORT  
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ABDULAM	08/12/2009 01:02:15 PM	E-Mail From Paul		403089		
<p>The customer is not currently in a loaner/rental.</p> <p>No goodwill has been offered at this point.</p> <p>ETA on part arrival is currently 08.17.09</p> <p>Vehicle has been down since 07.14.09</p> <p>Paul Stec            Service Manager            Volkswagen, Audi, Porsche            Howard Cooper Inc.            734-761-3200 x 209            734-761-8587 fax</p>						
ABDULAM	08/12/2009 01:51:19 PM	Voice Mail To [REDACTED]				
<p>CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.</p>						

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<b>2008 Eos 2.0L</b> [REDACTED]	<b>090199401</b>	<b>Recovery</b>	<b>WVWFA71F68V</b> [REDACTED]			
ZIEHMEC	08/12/2009 09:14:31 AM	Note To CCC				
	CO to contact dealer 403200					inquiry 403200 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ABDULAM	08/12/2009 11:53:13 AM	E-Mail To Paul		403200		Inquiry 403200 Part: 3885-Mechatronics Rsn: 36A Rental/Loaner
	<p>Paul,  We at CARE, are making proactive outbound calls to these customers to apologize for the delay and to make an attempt to smooth things over. But, in order to have a good conversation we need some additional information:</p> <ol style="list-style-type: none"> <li>1) Is the customer in a loaner/rental?</li> <li>2) Has the dealer offered any goodwill or do they plan to offer goodwill. We are not to imply that the dealer should make an offer, but it's good information to have before we reach out to the customer?</li> <li>3) What part arrival date have they communicated to the customer?</li> </ol> <p>The Customers that I am seeking this information on is:  [REDACTED] - WVWFA71F68V [REDACTED]  If you can please reply to all I would appreciate it.</p>					
	<p>Martin Abdulahad</p> <p>VWoA Special Projects  3499 W Hamlin Rd.  Rochester Hills, MI 48309</p> <p>Tel. (248) 754-3536  Fax. (248)754-6504  Mailto:martin.abdulahad@vw.com  www.vw.com</p>					
ABDULAM	08/13/2009 09:39:23 AM	Note To ccc				
	Service Manager VMM states he is out until 8/18. CO to call dealer service dept.					

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ABDULAM	08/13/2009 09:43:35 AM	Voice Mail To Josh		403200		CO LVMM. Wait Service Advisor call.
MANNAE	08/14/2009 12:51:46 PM	Call To Mandy		403200		SA states customer is in her vehicle, ETA is 3 weeks, no GW. CO to call customer.
MANNAE	08/14/2009 01:15:57 PM	Call To [REDACTED]				CO followed up to apologize for any inconvenience, advised dealership is taking appropriate steps to address customer concerns, advised we are aware she is waiting for the mechatronics and are advised parts should start shipping out by end of month depending on when dealership ordered part for customer. Customer states this is the third time and vehicle is very uncomfortable to drive and hesitates and will not take off, seeking to know if she can drive another EOS while her vehicle is in for service. CO advised can review her request, can't guarantee it will be a Eos but can review to see if we can get her set up in a loaner convertible, advised will follow up with customer by COB Monday 8-17-09. CO to call dealer.
MANNAE	08/14/2009 01:28:34 PM	Call To Mandy		403200		SA states she can contact enterprise, she maybe able to get customer in a Chrysler Convertible. CO to wait dealer call.
ABDULAM	08/14/2009 05:12:38 PM	Call To Steve		403200		Service Advisor states they have a convertible sitting there that another Customer turned in from Hertz. Service Advisor states that he will advise Service Advisor Mandy that they have rental and have Service Advisor call Hertz to see if they can rent that out for this Customer. CO to follow up.
MANNAE	08/17/2009 09:15:12 AM	Voice Mail To Mandy		403200		CO LMTRMC. CO to wait dealer call.
MANNAE	08/17/2009 01:20:20 PM	Voice Mail To Mandy		403200		CO LMTRMC. CO to wait dealer call.
CAMPOSA	08/17/2009 03:33:11 PM	Voice Mail To Steve		403200		RCM advised: CO has been attempting to get information from Dealership regarding outcome of customer's request for a convertible loaner vehicle; RCM seeking Service Advisor to either contact RCM or CO regarding outcome. CO to call customer.

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MANNAE	08/17/2009 04:03:26 PM	Call To [REDACTED]				
CO followed up with customer and inquired if she has spoken with dealer. Customer states no and she left message for Mandy and still has yet to hear back, will need vehicle with the next 1/2 hour. CO to review.						
MANNAE	08/17/2009 04:23:25 PM	Voice Mail To [REDACTED]				
CO left message advising unable to speak with dealership and have left message to return my call, advised Service Manager is out of office, can only advise if it's on her way to drive in and see if they are able to assist her as they are aware of her request, advised will follow up with customer by COB tomorrow. CO to wait dealer call.						
CAMPOSA	08/17/2009 04:46:06 PM	Voice Mail From Steve		403200		
Service Advisor LVMM. Service Advisor states: will need to follow up with Service Advisor "Mandy"; convertible in question is still under the other customer's name; do not have an update. CO to wait Dealer call.						
MANNAE	08/17/2009 04:54:36 PM	E-Mail To Eric		403200		
CO e-mailed SM for update on customer request for convertible loaner. CO to wait dealer e-mail.						
CAMPOSA	08/18/2009 01:32:19 PM	Return Call From Eric		403200		
Service Manager advised: seeking to know what notes state on this case. RCM advised: customer was contacted on Friday 8/14 because she was part of the outbound calls; customer requested a convertible loaner by Monday 8/17; CO contacted Service Advisor and was advised there was a possibility of getting the customer into a convertible; the CO called the dealership again and was advised that a different customer had returned their rented convertible but dealer still showed the paperwork in the different customer's name; the CO attempted to contact the service advisors yesterday as the customer needed the convertible rental by close of business yesterday; RCM sees that the customer never received a call back from Dealer; RCM also sees that CO emailed Service Manager seeking update. Service Manager advised: will review and email a reply to CO. CO to wait dealer email						
MANNAE	08/18/2009 06:16:30 PM	Voice Mail To [REDACTED]				
CO left message apologizing for experience, advised have made SM aware of her concerns and dealership would be following up with customer, invited customer to call CO with any questions. No further action.						

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CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
<b>2008 Eos 2.0L</b> [REDACTED]	090199411	Recovery	WVWBA71FX8V [REDACTED]			inquiry 420111 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/12/2009 09:13:07 AM	Note To CCC				
	CO to contact dealer 420111					

ABDULAM 08/12/2009 11:44:41 AM E-Mail To Robert 420111

Robert,

We at CARE, are making proactive outbound calls to these customers to apologize for the delay and to make an attempt to smooth things over. But, in order to have a good conversation we need some additional information:

- 1) Is the customer in a loaner/rental?
- 2) Has the dealer offered any goodwill or do they plan to offer goodwill. We are not to imply that the dealer should make an offer, but it's good information to have before we reach out to the customer?
- 3) What part arrival date have they communicated to the customer?

The Customers that I am seeking this information on is:

David Grant - WVWBA71FX8V [REDACTED]

If you can please reply to all I would appreciate it.

Martin Abdulahad

VWoA Special Projects  
 3499 W Hamlin Rd.  
 Rochester Hills, MI 48309

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ABDULAM	08/13/2009 10:49:30 AM	Call To Bob		420111		
		Service Manager states that if vehicle is down 7-10 days they may offer a vehicle payment per FOM, Service Manager states Customer is no in a rental/loaner, Service Manager states that they have no ETA and part was ordered 8/4. CO to call Customer.				
ABDULAM	08/13/2009 12:59:52 PM	Note To ccc				
		Customer phone number is not in service. CO to call dealer.				
ABDULAM	08/13/2009 01:02:22 PM	Call To Natasha		420111		
		Dealer does not have a phone number for the customer. CO to research on whitepages.com				
ABDULAM	08/13/2009 01:05:29 PM	Note To ccc				
		CO found a contact number for Customer on whitepages.com; [REDACTED] CO to call customer.				
ABDULAM	08/13/2009 01:06:40 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

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<b>2008 Eos 2.0L</b> [REDACTED]	<b>090199415</b>	<b>Recovery</b>	<b>WVWBA71F48V</b> [REDACTED]			
ZIEHMEC	08/12/2009 09:15:59 AM	Note To CCC CO to contact dealer 423072				inquiry 423072 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ABDULAM	08/12/2009 11:47:47 AM	Note To ccc no dealer email. CO to call dealer.				
ABDULAM	08/12/2009 01:28:54 PM	Call To Ken		423072		
		Service Advisor states No ETA on part, Customer is driving the vehicle, Dealer has not offered Goodwill, FOM was involved. CO to call Customer.				
ABDULAM	08/12/2009 02:29:20 PM	Call To [REDACTED]				
		CO apologized to Customer in regards to vehicle concerns. CO advised that CO is aware of the vehicle concerns. CO advised that Dealer is making her vehicle repairs a high priority and has taken all the right steps in getting the vehicle repaired. CO advised that delay was due to a Backorder part. CO advised that the Dealer escalated issue. CO advised that the dealer is monitoring the order closely and will be in touch with Customer once part arrives. CO seeking to know if Customer is okay driving their vehicle. Customer states they are scared to drive their vehicle. CO advised that VW can get Customer into a loaner or rental until vehicle is repaired. Customer state they would like that. CO to call Dealer.				
ABDULAM	08/12/2009 02:39:00 PM	Call To Caleb		423072		
		CO advised that Customer is seeking a rental or loaner as they do not want to drive the vehicle. Service Advisor states they do not have loaner vehicle, but they have rental it cost \$30/day and states that it is not covered because no one is working on the vehicle. CO advised that VW will cover the rental at \$30/day and he can submit that under warranty. CO provided my name and direct line if there is any questions. Service Advisor states he will locate a rental and call Customer. CO to call Customer.				
ABDULAM	08/12/2009 02:42:10 PM	Call To [REDACTED]				
		CA advised VW will cover rental for Customer, CA advised that Dealer will call Customer when they have rental available. CA advised to call VW if he has any questions or concerns. No further action.				

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<b>2008 Eos 2.0L</b> [REDACTED]	090199444	Customer Relations	WVWBA71F78V [REDACTED]	10,405		Unknown Pr. Rsn: 18K New Letter	
CAMILOM	08/12/2009 09:32:11 AM	Attached Mail From Miguel Camilo					
CAMPOSA	08/12/2009 09:56:38 AM	FAX From [REDACTED]					Complaint
	The following was in the Fax from the customer: Included is the last workorder regarding case 9016600 VCI account number is [REDACTED] and the monthly payment is \$454.40. It is now August 8th and my car now slips in reverse. This has reached a point of exasperation. RCM to call customer.					Part: 3885-Mechatronics Rsn: T01 Auto/Hybrid - Shifts roughly	
CAMPOSA	08/12/2009 09:57:28 AM	Category Selection					Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
CAMPOSA	08/12/2009 05:45:25 PM	Call To [REDACTED]					
	(reference case 9016000) Customer advised: received a postcard today that the mechatronics just came in; customer is not having a new concern, it's that her transmission function is getting worse; customer is going to drop off vehicle tonight with dealership for repair. RCM advised: we received customer's fax today; was concerned that customer had additional concerns; happy to hear that the mechatronics came in; as customer was out of vehicle for a little over 4 weeks, and as RCM will be processing customer for a vehicle payment anyway, RCM would like to process customer for 1 and 1/2 vehicle payments. Customer advised: very happy to hear this; does not need RCM to follow up. RCM to process check.						
CAMPOSA	08/12/2009 06:39:07 PM	Note To CCC 850697433, WVWBA71F78V [REDACTED], [REDACTED] one and one-half month vehicle payment due to lengthy wait for repairs. Total = \$681.60					
CR_BATCH	08/18/2009 04:00:24 AM	Note To CAMPOSA Amount for \$ 681.60 was Posted on 08/15/2009. AP reference number: 40043305					

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<b>2008 Eos 2.0L</b> [REDACTED]	090199893	Customer Relations	WVWFA71F28V [REDACTED]	9,000		Complaint 405080 Pr. Part: 3511-Mechatronic Pr. Rsn: 73F Manual Transmission/Clutch Inoperative
HOFFMAB	08/12/2009 04:41:17 PM	Call From [REDACTED]				
		Customer states call is being recorded. CO advised she cannot provide permission to record call. Customer asked if COs call was recorded and if so he has the right to record as well. CO advised calls are randomly recorded and asked customer to hold. CO to review with supervisor.				
HOFFMAB	08/12/2009 05:01:28 PM	Face-To-Face With Heather Ries				
		Assist customer once CO advises she is not giving him permission to record call. CO to return to customer.				
HOFFMAB	08/12/2009 05:02:32 PM	Return To [REDACTED]				
		CO offered assistance. Customer states the Service Manager at dealer 405080 is waiting for a call from Customer Service regarding concern he is having with vehicle. Customer states he owned 6 VWs, feels there should be a class action suit for the issue with DSG Transmission, especially since VW knew about this for a long time and obviously did nothing about it. Customer states he had a 2007 Fahrenheit with same transmission concern, no longer owns it. Customer states this vehicle was first there 1st time on July 6th and then brought back on July 29 and is still there waiting for a part that has no ETA. CO advised customer she will escalate to RCM to review and he can expect return call by COB on Thursday the 13th. CO to escalate to RCM (southern)				
HOFFMAB	08/12/2009 05:13:15 PM	Category Selection				
HOFFMAB	08/12/2009 05:13:27 PM	Assigned To associate - southern region				
		Customer seeking to know when part will arrive to address his transmission issue and can be reached 9 to 5 at business [REDACTED] RCM to contact dealer 405080				
JANSSEL	08/12/2009 05:33:27 PM	Assigned To JANSSEL				
JANSSEL	08/13/2009 03:31:54 PM	Voice Mail For Christian			405080	
		RCM seeking diagnosis and part information. RCM to wait dealer 405080 call.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MULLIGM	08/13/2009 04:18:53 PM	Call From	[REDACTED]			talk and type by JHiddleson Customer states: was supposed to receive a follow-up call today and no one has contacted her; Customer upset that repair has taken so long and that her vehicle is located in a Dealer 405080 lot across from salt water; Customer seeking: update on case; CA advised: CCC is waiting for a return call from Dealer; Customer stated that she will call Dealer and make them call us back; RCM waiting Dealer call
LANDRYK	08/13/2009 04:36:03 PM	Return Call From	[REDACTED]			Customer ([REDACTED]) states: would like to speak with. CA advised: did review file; understand that Customer is waiting on a mechatronic unit and RCM is researching the concern. Customer states: her vehicle has been at Dealer 405080 for 2 weeks; it is sitting outside across from salt water. CA advised: RCM is researching to see if we have an ETA and will follow up with Customer by COB today as promised. Customer ([REDACTED]) states: VW is in violation of is lease agreement; would like to speak with a Supervisor. CA advised: will see if Supervisor is available. CO to locate Supervisor.
LANDRYK	08/13/2009 04:37:51 PM	Note To CCC				No Supervisor available. CO to return to Customer.
LANDRYK	08/13/2009 04:37:59 PM	Return To	[REDACTED]			CO advised: no SUP available; SUP will contact CUST back by noon tomorrow. CUST ([REDACTED]) states: is still expecting a call back from RCM as well. CO to forward to SUP for handling.
LANDRYK	08/13/2009 04:44:02 PM	Assigned To CCC				Please contact Customer by noon on 8-14-09. Wait Supervisor call.
JANSSEL	08/13/2009 04:55:01 PM	Return Call From Christian		405080		Service Manager advised: the mechatronic unit needs replacement, the first one that was ordered arrived at dealer 405080 but it was the wrong part (customer was not informed of the wrong part arrival), QTM came out and a new part was ordered on 8/12/09, vehicle has been down since 7/29/09, part #- 02E325025ADZD, sales doc #- 1005926989. RCM to call customer.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

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JANSSEL	08/13/2009 05:14:06 PM	Call To	[REDACTED]			
	RCM advised: following up in regards to part concerns, RCM is researching and can follow up by COB Monday 8/17/09 with an update. Customer states; 2nd VW, not happy with vehicle and downtime, does not have an ETA for part, may be filling for lemon law as vehicle is not repaired and has been down for 4-6 weeks. RCM advised: per case notes, a supervisor will call customer by noon tomorrow, we will also continue to look into concerns. Supervisor to call Customer.					
ROSTEKE	08/13/2009 05:32:13 PM	Assigned To	LEDESMM			
LEDESMM	08/14/2009 12:45:08 PM	Call To	[REDACTED]			
	Customer stated he was not expecting a Supervisor call, but he just wants to mention that he is very dissatisfied with the situation. Supervisor apologized for the experience and assured Customer we are doing everything in our power to get the part, repair the vehicle and return it back to him for his enjoyment. Customer stated he is upset because Volkswagen should have taken action earlier as he had a Farenheight with the same problem 3 years ago. Supervisor advised that the delay is caused mainly because the part is VIN specific. Customer stated he was supposed to received a call this morning from Dealer to look at the possibility of replacing the vehicle, but he did not receive a call, so he will be filing a Lemon Law today. Supervisor advised we have scheduled a follow up with Customer on Monday 08/17/09 and we are hoping for a positive update. Customer acknowledged. Supervisor to reassign to RCM.					
LEDESMM	08/14/2009 12:59:19 PM	Assigned To	JANSSEL			
	RCM to follow up.					
JANSSEL	08/17/2009 10:59:39 AM	Assigned To	CCC			
	Please research part status. Part #- 02E325025ADZD, sales doc #- 1005926989, ordered on 8/12/09. RC to track part.					
PRENTIM	08/17/2009 11:12:32 AM	Assigned To	JANSSEL			
	Mechatronic unit was just ordered on 8/12/09. Please allow 4-6 weeks for part to arrive.					

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/17/2009 03:26:21 PM	Voice Mail To	[REDACTED]			RCM backup left message advising we don't have an exact ETA date, can only advise part can take 4-6 weeks, advised we are working to get part to dealership ASAP to get vehicle repaired as quickly as possible, invited customer to call RCM with any questions. RCM to review and close.
JANSSEL	08/17/2009 03:29:32 PM	Note To CCC				RCM reviewed. No further action.

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09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
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2008 Eos 2.0L [REDACTED]	090200737	Recovery	WVWBA71F58V [REDACTED]			inquiry 402147 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/14/2009 09:37:43 AM	E-Mail To Kevin		402147		

ACTION REQUIRED: Mechatronic update

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]  
Model Year/Model: 2008 Eos

VIN: WVWBA71F58V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Eva Manna  
Volkswagen Customer Care Advocate  
Contractor  
Volkswagen of America  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
Phone: 248-754-3420  
Fax: 248-754-6504  
extern.eva.manna@vw.com  
CO to wait dealer e-mail.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

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MANNAE	08/14/2009 01:30:15 PM	E-Mail From Keviin		402147		Customer is in a loaner with parts arrival date of 8.21.09. No goodwill has been offered at this time.
		Kevin Wales CO to call customer.				
MANNAE	08/14/2009 04:29:33 PM	Voice Mail To [REDACTED]				CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

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<b>2008 Eos 2.0L</b> [REDACTED]	090200762	Recovery	WVWBA71F48V [REDACTED]			inquiry 403200 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

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MANNAE	08/14/2009 10:37:43 AM	E-Mail To PCollins		403200		

ACTION REQUIRED: Mechatronic update

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]  
 Model Year/Model: 2008 Eos

VIN: WVWBA71F48V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.  
 Eva Manna  
 Volkswagen Customer Care Advocate  
 Contractor  
 Volkswagen of America  
 3499 West Hamlin Road  
 Rochester Hills, MI 48309  
 Phone: 248-754-3420  
 Fax: 248-754-6504  
 extern.eva.manna@vw.com

CO to wait dealer e-mail.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

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MANNAE	08/14/2009 12:49:35 PM	Call To Mandy		403200		
	SA states customer has vehicle, ETA is about 3 weeks, no GW. CO to call customer.					
MANNAE	08/14/2009 03:36:07 PM	Call To Ms. [REDACTED]				
	CO attempted to call customer and phone just rang. CO to call customer.					
MANNAE	08/14/2009 04:32:14 PM	Call To [REDACTED]				
	CO attempted to call customer and phone just rang. CO to call dealer.					
ABDULAM	08/14/2009 05:09:03 PM	Call To Steve		403200		
	CO seeking contact number. Service Advisor states they had part for Customer on 8/10, but it was damaged and Dealer had to order another. Service Advisor states phone number 614-595-9326. CO to call Customer.					
MANNAE	08/14/2009 05:35:38 PM	Voice Mail To [REDACTED]				
	CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.					

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

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CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

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2008 Eos 2.0L [REDACTED]	090200763	Recovery	WVWBA71F88V [REDACTED]			inquiry 405074 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

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MANNAE	08/14/2009 10:17:50 AM	E-Mail To Dave and Patti		405074		

ACTION REQUIRED: Mechatronic update

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]  
 Model Year/Model: 2008 Eos

VIN: WVWBA71F88V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.  
 Eva Manna  
 Volkswagen Customer Care Advocate  
 Contractor  
 Volkswagen of America  
 3499 West Hamlin Road  
 Rochester Hills, MI 48309  
 Phone: 248-754-3420  
 Fax: 248-754-6504  
 extern.eva.manna@vw.com  
 CO to wait dealer e-mail.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

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**CUSTOMER COMMENT DETAIL REPORT**  
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MANNAE	08/14/2009 11:29:50 AM	E-Mail From Patti		405074		
		Eva, The customer did not leave the vehicle, they were insistant on taking it, they did not want a rental for a month. We didn't offer any goodwill. We explained that it could take up to a month for the part to come in. Patti CO to call customer.				
MANNAE	08/14/2009 04:23:56 PM	Call To [REDACTED]				
		CO attempted to call home number and they picked up and disconnected call, called business number and it's wrong number. CO to customer.				
MANNAE	08/14/2009 04:44:47 PM	Call To Service		405074		
		DP provided customer contact phone number. CO to call customer.				
MANNAE	08/14/2009 04:46:24 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made his vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to his vehicles repairs he can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

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09/23/2009

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CUSTOMER COMMENT DETAIL REPORT  
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2008 Eos 2.0L [REDACTED]	090200767	Recovery	WVWBA71F88V [REDACTED]			inquiry 405074 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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MANNAE	08/14/2009 10:15:27 AM	E-Mail To Dave and Pattie		405074		

ACTION REQUIRED: Mechatronic update

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]  
 Model Year/Model: 2008 Eos

VIN: WVWBA71F88V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.  
 Eva Manna  
 Volkswagen Customer Care Advocate  
 Contractor  
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 CO to wait dealer e-mail.

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ABDULAM	08/14/2009 11:31:02 AM	E-Mail From Pattie		405074		
<p>Eva,  This customer was traded out of her last 2007 Eos with help from VW. She is currently in a rental, we have not offered any good will at this time. We told her we're sure when the part would be here. We could give her a round about time once the part was in the country. Vehicle has been at my store since 8/7/09.  Patti</p>						
MANNAE	08/14/2009 04:03:53 PM	Voice Mail To [REDACTED]				
<p>CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.</p>						

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CUSTOMER COMMENT DETAIL REPORT  
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2008 Eos 2.0L [REDACTED]	090200770	Recovery	WVWBA71F28V [REDACTED]			inquiry 406404 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
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MANNAE	08/14/2009 10:14:47 AM	E-Mail To Ellen Becker		406404		

ACTION REQUIRED: Mechatronic update

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]  
Model Year/Model: 2008 Eos

VIN: WVVBA71F28V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.  
Eva Manna  
Volkswagen Customer Care Advocate  
Contractor  
Volkswagen of America  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
Phone: 248-754-3420  
Fax: 248-754-6504  
extern.eva.manna@vw.com  
CO to wait dealer e-mail.

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MANNAE	08/14/2009 10:38:46 AM	E-Mail From Ellen		406404		
		I am out of the office. I will return Mon. Aug 17th.				
		Thank you Ellen Becker Service Manager H.A.Boyd Volkswagen CO to call dealer.				
MANNAE	08/14/2009 12:08:16 PM	Call To Amanda		406404		
		Service Advisor states customer is in their car, part was ordered 8-11-09, no ETA, no Goodwill. CO to call customer.				
MANNAE	08/14/2009 03:41:01 PM	Call To [REDACTED]				
		CO attempted to call customer at home and number wasn't valid, called customer at work number and it was for operating room, states to take number off list and will not accept any calls at work. CO to review.				
MANNAE	08/14/2009 03:50:51 PM	Reviewed With Mindy				
		CO can have letter sent apologizing for customer concerns, and attach at \$100.00 in dealership services. CO to reassign to team 5.				
MANNAE	08/14/2009 03:51:37 PM	Assigned To ccc				
		Please send letter apologizing to customer for any inconvenience on Mechatronics delay and call to her work number (number has been removed from our data base, operating room), if she has any questions she may call 800-444-8982, please include a \$100.00 in dealership services. CO to wait mail.				
BICKMAD	08/17/2009 05:45:59 AM	Assigned To DELANDG				
MANNAE	08/17/2009 10:50:10 AM	Call From Ellen		406404		
		SM states was out of office. CO advised of customer situation and will be sending out letter and including \$100.00 in dealership services to smooth things over. CO to wait letter.				

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

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CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
DELANDG	08/19/2009 12:00:40 PM	Mail To [REDACTED]				
		Letter has been generated, sent to Customer, and can be viewed in the Doc Center. CA to reassign.				
DELANDG	08/19/2009 12:01:26 PM	Assigned To LANDRYK				
		Letter has been sent to Customer. CO out of the office. CO/CA to review and close.				
LANDRYK	08/19/2009 12:40:01 PM	Note To CCC				
		CO backup reviewed. No further action.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L [REDACTED]	090200774	Recovery	WVWBA71F58V [REDACTED]			inquiry 406482 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/14/2009 10:12:47 AM	E-Mail To Brandon		406482		

ACTION REQUIRED: Mechatronic update

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]  
Model Year/Model: 2008 Eos

VIN: WVVBA71F58V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.  
Eva Manna  
Volkswagen Customer Care Advocate  
Contractor  
Volkswagen of America  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
Phone: 248-754-3420  
Fax: 248-754-6504  
extern.eva.manna@vw.com  
CO to wait dealer e-mail.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/17/2009 11:49:26 AM	Call To DJ		406482		
		SA states no rental loaner, 4 week ETA, differen owner listed [REDACTED], [REDACTED] PA [REDACTED] [REDACTED]. CO to update and call customer.				
MANNAE	08/17/2009 11:52:15 AM	Note To ccc				
		CO closing please reference case # 90203190. No further action.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L [REDACTED]	090200796	Recovery	WVWBA71F68V [REDACTED]			inquiry 408076 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/14/2009 09:59:32 AM	E-Mail To Steve		408076		

ACTION REQUIRED: Mechatronic update

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]  
Model Year/Model: 2008 Eos

VIN: WVWBA71F68V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.  
Eva Manna  
Volkswagen Customer Care Advocate  
Contractor  
Volkswagen of America  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
Phone: 248-754-3420  
Fax: 248-754-6504  
extern.eva.manna@vw.com  
Co to wait dealer e-mail.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/14/2009 12:05:36 PM	E-Mail From Steve		408076		
						The customer is driving the vehicle. Goodwill has not been offered. Parts are on backorder. That is all. CO to call customer.
MANNAE	08/14/2009 04:26:11 PM	Voice Mail To [REDACTED]				
						CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L [REDACTED]	090200881	Recovery	WVWBA71F88V [REDACTED]			inquiry 408151 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/14/2009 09:57:13 AM	E-Mail To Reinaldo		408151		

ACTION REQUIRED: Mechatronic update

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]  
 Model Year/Model: 2008 Eos

VIN: WVWBA71F88V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.  
 Eva Manna  
 Volkswagen Customer Care Advocate  
 Contractor  
 Volkswagen of America  
 3499 West Hamlin Road  
 Rochester Hills, MI 48309  
 Phone: 248-754-3420  
 Fax: 248-754-6504  
 extern.eva.manna@vw.com  
 CO to wait dealer e-mail.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/14/2009 05:09:32 PM	Call To Reinaldo		408151		
	DP stated service was gone home for the day. CO to call dealer.					
MANNAE	08/17/2009 11:39:13 AM	Call To Brianna		408151		
	SM not available, SA states not in rental loaner, no GW, ETA advised end of this month. CO to call customer.					
MANNAE	08/17/2009 01:06:44 PM	Call To Nicole - Driver				
	CO advised following up to apologize for any inconvenience to parts delay on Mechatronics unit, inquired if there were any question I can answer. Customer states dealership 408151 has advised her of the parts delay and vehicle is ok to drive at this point, this is a repeat concern and she is just happy concerns are going to be addressed. CO advised at any time if she is uncomfortable in driving vehicle and part is still not in she may contact dealership and they are happy to set her up in a loaner vehicle. No further action.					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L [REDACTED]	090200882	Recovery	WVWFA71FX8V [REDACTED]			inquiry 408252 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/14/2009 09:53:23 AM	E-Mail To P Martin		408252		

ACTION REQUIRED: Mechatronic update

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]  
 Model Year/Model: 2008 Eos

VIN: WVWFA71FX8V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.  
 Eva Manna  
 Volkswagen Customer Care Advocate  
 Contractor  
 Volkswagen of America  
 3499 West Hamlin Road  
 Rochester Hills, MI 48309  
 Phone: 248-754-3420  
 Fax: 248-754-6504  
 extern.eva.manna@vw.com  
 CO to wait dealer e-mail.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/14/2009 03:03:36 PM	Voice Mail From Pedro		408252		
		SM states no rental or loaner, no ETA besides advised maybe a few weeks, no GW. CO to call customer.				
MANNAE	08/14/2009 03:58:12 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made his vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to his vehicles repairs he can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
2008 Eos 2.0L [REDACTED]	090200888	Recovery	WVWBA71F38V [REDACTED]			<hr/> Inquiry 420111 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound <hr/> Inquiry 420111 Part: 3885-Mechatronics Rsn: 36A Rental/Loaner

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/14/2009 09:48:07 AM	E-Mail To Robert		420111		

ACTION REQUIRED: Mechatronic update

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]  
Model Year/Model: 2008 Eos

VIN: WVVBA71F38V [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.  
Eva Manna  
Volkswagen Customer Care Advocate  
Contractor  
Volkswagen of America  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
Phone: 248-754-3420  
Fax: 248-754-6504  
extern.eva.manna@vw.com  
CO to wait dealer e-mail.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNAE	08/14/2009 01:10:00 PM	E-Mail From Robert		420111		Customer is in a rental car, we have not offered a car payment yet but we will shortly, I do not have a part ETA Bob CO to call customer.
MANNAE	08/14/2009 04:07:33 PM	Voice Mail To [REDACTED]				CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made his vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to his vehicles repairs he can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.
WHEELEK	08/17/2009 10:31:44 AM	Return Call For [REDACTED]				Customer states: returning CCC's call; Original owner; leasing/VCI/ \$420-\$430.00; has been advised by dealer, it will take time for the part to arrive; currently in a rental vehicle (Hyundai), but the vehicle does not have automatic windows or door locks; had an event planned with her girlfriend, but the vehicle has been down for a month; seeking to have a different rental; has placed a call to Enterprise, but have not received a return call. CO advised: VW is aware of your vehicle concern, and have made this a high priority issue; the dealer will also have up-to-date information on your part; CO asked customer if she will hold to research her rental inquiry. CO to research with associate.
WHEELEK	08/17/2009 10:39:10 AM	Face-To-Face With MannaE				Face-Face with associate, who advised CCC can research a rental upgrade. CA to return to customer.
WHEELEK	08/17/2009 10:39:33 AM	Return To [REDACTED]				CA advised: CCC will research providing a different type of rental vehicle; will provide an update by Tuesday, 8-18-2009. Customer sates: she works in an operating room, and to please leave a message with a return number. CA advised: will have associate leave a "semi" detailed message and will provide our toll free number. CO to research.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
WHEELEK	08/17/2009 10:53:38 AM	Note To MannaE				
		Please research customer's request to have a rental with power features (i.e. windows, door locks). CO to research.				
MANNAE	08/17/2009 11:34:13 AM	Assigned To ccc				
		Please review customer request for a loaner with power features. CO to wait dealer e-mail.				
CONLINR	08/17/2009 11:42:53 AM	Assigned To CONLINR				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CONLINR	08/17/2009 01:00:42 PM	E-Mail To Robert Miller		420111		

\*\*\*\*\* Email to rmiller@mcdonaldag.com; harald.gomez@vw.com \*\*\*\*\*

ACTION REQUIRED: Seeking Vehicle Repair Update

Hello! The following customer has contacted Customer CARE seeking a vehicle repair update.

Customer Name: [REDACTED]

Model Year/Model: 2008 Eos

VIN: WVVBA71F38V [REDACTED]

Reason for Inquiry: Customer states Vehicle is waiting for mechatronics repairs; Customer is seeking to have his rental Vehicle upgraded to a Vehicle with automatic door locks and power windows

Please review and advise me of the vehicle's status.

If you could please respond within 4 business hours, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Ryan Conlin  
(248) 754-3428

The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000.

RCM to wait Dealer email

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CONLINR	08/17/2009 05:51:02 PM	E-Mail From Harald Gomez				
		Hello Ryan. VWGoA allows \$ 25.00 and \$ 30.00 in car rentals. Several years ago we discontinued paying for aextar cost through customer relations with good will funds. Please check if this is still the case, if you get the green light to have the difference in expenses paid through good will go ahead and do it. I like to approve more rental car than what warranty pays, but the guide lines do not permit me to do so. Hope this helps. Harald. RCM to wait Dealer email				
CONLINR	08/18/2009 01:28:56 PM	Face-To-Face With Mindy				
		Level 2 advised VW can offer up to \$40 a day as goodwill towards a rental while Vehicle is down for mechatronics repairs. RCM to call Dealer				
CONLINR	08/18/2009 01:36:16 PM	Voice Mail To Bob Miller		420111		
		RCM advised seeking to discuss rental possibilities. RCM to wait Dealer call				
CONLINR	08/18/2009 03:34:25 PM	E-Mail From Bob miller		420111		
		Part ETA date is 8/21/2009 it has been on order since 8/10/2009.  RCM to email Dealer				
CONLINR	08/18/2009 03:34:41 PM	E-Mail To Bob Miller		420111		
		RCM advised seeking to know if Dealer can provide an upgraded rental to Customer. RCM to wait Dealer email				
CONLINR	08/18/2009 04:01:11 PM	E-Mail From Bob Miller		420111		
		I believe we can if Enterprise has an upgrade will VW pay the additional rental charge?  RCM to email Dealer				
CONLINR	08/18/2009 04:01:29 PM	E-Mail To Bob		420111		
		RCM advised VW will assist with up to \$40 a day towards a rental until 8-22-09. RCM to wait Dealer email				

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CONLINR	08/18/2009 05:37:24 PM	Call To Bob Miller		420111		
						RCM advised seeking outcome/update. SM states: working with Enterprise to obtain a rental; RCM should direct Customer to SM regarding outcome. RCM to call Customer
CONLINR	08/18/2009 05:41:31 PM	Call To [REDACTED]				
						RCM advised: have contacted Dealer regarding Customers rental request; SM will be working with Enterprise to attempt to obtain a upgraded rental; Customer should contact Dealer for update as to the outcome. Customer states will call Dealer. No further action

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.  
 CUSTOMER COMMENT DETAIL REPORT  
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2009 Eos 2.0L</b> [REDACTED]	090064425	Customer Relations	WVWFA71F19V [REDACTED]	800		Complaint 405095 Pr. Part: 3511-Mechatronic Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
BRISBOA	03/11/2009 02:40:31 PM	Call From [REDACTED]				
Customer states vehicle has been in for service for 10 days; told by dealer 405095 that it will be in another 5-10 days; vehicle jumps out of gear; told by Service Manager VW will pay one lease payment; is paying for a \$40k but driving a \$10k rental. Customer is seeking to have vehicle repaired; VW will have a lawsuit if anything happens to him/family. CO advised will document information; FOM is a dealer contact and probably the person who authorized the vehicle payment; RCM can verify; follow up by COB on tomorrow. Customer states would like to get a name of person who authorized; will contact attorney and stop payment on lease payment if no call is received by noon; someone should be able to give name of person who is making decisions; who is RCM and supervisor of RCM. CO advised RCM over region is Lisa and supervisor is Moises; may receive a call from one of RCM associates; RCM will provide information after researching. updated contact information. CO to forward to RCM.						
BRISBOA	03/11/2009 02:55:26 PM	Assigned To .				
[REDACTED] seeking for vehicle to be repaired. obtain information on repair status. name of person who authorized lease payment. call [REDACTED] RCM to research.						
RYDAM	03/11/2009 03:51:28 PM	Call From Sarah				
VCI states has Customer on phone and has complaint about vehicle; was advised that a vehicle payment would be made by VW; Customer is seeking something in writing from VW regarding this; Customer also states CCC did not assist. CA advise that Customer called CCC just over an hour ago; was advised that any offer of payment was made by Dealer or FOM; Customer would need to address directly with them, but case would be forwarded to a RCM to review and Customer would be contacted back. VCI acknowledged; requested a case number and information to update Customer. CA provided reference number and advised that the RCM will need time to review concern and Customer will be contacted back no later than COB 3/12/2009. RCM to review						
JANSSEL	03/12/2009 08:12:13 AM	Assigned To JANSSEL				
JANSSEL	03/12/2009 11:50:27 AM	Voice Mail For Rolando		405095		
RCM seeking diagnosis and repair update. RCM to wait dealer call.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
JANSSEL	03/12/2009 12:15:46 PM	Return Call From Rolando		405095		Service Manager advised: vehicle was brought to dealer 405095 on 3/4/09 for a shifting pattern concern, dealer diagnosed vehicle and opened a VTA with tech line, the dealer changed the temperature sensor in the transmission, test drove vehicle and vehicle was still having a transmission concern, dealer opened another VTA, tech line advised dealer to change the mechatronics in the transmission, part is delayed and should arrive in 5-10 days, once part arrives it will take about 2 days to disassemble the transmission, replace part, and reassemble vehicle, customer was provided a loaner when vehicle was brought in, customer was dissatisfied with the loaner so dealer upgraded him into a rental vehicle, the Service Advisor has been following up with customer with updates, Service Manager spoke with FOM who authorized Service Manager to offer customer a lease payment once vehicle is repaired, when the repairs are complete and customer picks up vehicle, Service Manager will give the customer a check for a one month vehicle payment. RCM to call Customer.
BRISBOA	03/12/2009 03:13:22 PM	Return Call From [REDACTED]				Customer request RCM; told would receive a call. CA advised can transfer to RCM, if unavailable will need to leave a VM. Customer states wont leave a message, can leave a number for RCM to call. CA to transfer to RCM.
BRISBOA	03/12/2009 03:27:15 PM	Call To Lisa				RCM unavailable. CA to return to customer.
BRISBOA	03/12/2009 03:28:41 PM	Return To [REDACTED]				CA advised RCM unavailable. Customer states would like to speak with a supervisor Moises; needs resolution today. CA to locate supervisor.
BRISBOA	03/12/2009 03:29:17 PM	Note To CCC				Supervisor not available. CA to return to customer.
BRISBOA	03/12/2009 03:29:50 PM	Return To [REDACTED]				CA advised supervisor available; RCM states will follow up by COB today. Customer states CCC hasn't offered any assistance; what does a customer advocate do; VW doesn't care of concerns; will consult with an attorney and news media; is waiting on president from VCI to call. CA advised CCC assist customers with concerns and problems. Customer states no one is assisting him. RCM to call customer.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

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JANSSEL	03/12/2009 04:26:03 PM	Call To	[REDACTED]			RCM advised: contacted dealer 405095 Service Manager who advised: dealer opened another VTA, tech line advised dealer to change the mechatronics in the transmission, part is delayed and should arrive in 5-10 days, once part arrives it will take about 2 days to disassemble the transmission, replace part, and reassemble vehicle, dealer upgraded him into a rental vehicle as a loaner was initially provided, Service Manager spoke with FOM who authorized Service Manager to offer customer a lease payment once vehicle is repaired, when the repairs are complete and customer picks up vehicle, Service Manager will give the customer a check for a one month vehicle payment. Customer states: he does not have faith in VW or dealer, when he turned in his Mitsubishi trade in the dealer advised that they would pay the remaining balance however the account is now delinquent, customer called the dealer who advised they forgot to send out the payment and will do so right away, does not feel the dealer will provide a vehicle payment, would like a better rental vehicle as he was provided a Hyundai, Customer asked RCM repeatedly for CCC to provide the vehicle payment offer and case notes in writing and send to customer. RCM advised: will document concerns, advised our files here are for internal review only and cannot send to customer, the dealer would be responsible to provide the vehicle payment offer in writing as they initiated the offer, can document and forward his sales concerns to the sales manager, RCM can also stay in contact with the dealer to ensure part arrival, repair completion, and receipt of vehicle payment. Customer states: dissatisfaction, seeking supervisor. RCM advised: a supervisor would provide same information as RCM. Customer seeking supervisor. RCM to locate supervisor.
JANSSEL	03/12/2009 04:26:51 PM	Note To CCC				All Supervisors are assisting other customers. RCM to return to spouse.
JANSSEL	03/12/2009 04:26:57 PM	Return To	[REDACTED]			RCM advised: all supervisors are assisting other customers, will document his concerns and request, a supervisor will contact customer by noon tomorrow 3/13/09. Customer seeking a supervisor to call before 5pm today. RCM advised: cannot set that expectation, the follow up has been set by noon tomorrow. Customer states: would like his VCI account number documented (853300615), also seeking RCM to contact dealer 405095 DP-Pablo to obtain a copy of the memo from customer to dealer. RCM to assign case to supervisor.
JANSSEL	03/12/2009 04:56:23 PM	Assigned To CCC				Please call customer by noon tomorrow 3/13/09. Supervisor to call customer.
SCAVARA	03/13/2009 08:28:16 AM	Assigned To LEDESMM				Assigned for handling.

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LEDESMM	03/13/2009 11:50:21 AM	Call To	[REDACTED]			Customer stated spouse is not home. Supervisor left contact number for spouse to call us back. Supervisor to wait Customer call.
EDWARDB	03/13/2009 01:02:41 PM	Return Call From	[REDACTED]			Customer Seeking: to speak with Supervisor. CA advised: will see if supervisor is available. CA to locate supervisor.
EDWARDB	03/13/2009 01:04:37 PM	Note To CCC				Supervisor is in a meeting; another supervisor can take call. CA to return to customer
EDWARDB	03/13/2009 01:05:13 PM	Return To	[REDACTED]			CA advised: supervisor is in a meeting; have another supervisor able to take call. Customer States: wants to speak with supervisor Moises. Customer Seeking: Supervisor to return call. CA advised: will have supervisor return call. Supervisor to call customer
LEDESMM	03/13/2009 04:26:18 PM	Call To	[REDACTED]			Customer related all previous problems with vehicle. Customer requested to have offer in writing. Supervisor advised that because the offer originated from Dealer 405095 they will have to accommodate his request. Customer stated he requested this from DP Pablo but they have not returned his call yet. Supervisor stated that if he feels Dealer will not fulfill their commitment, in order to restore his confidence Supervisor guarantees that if this situation occurs, CCC will fulfill the commitment Dealer made. Customer stated if we can put that in writing. Supervisor advised we don't write offers on conditional basis. Customer requested if Supervisor could check with upper management and call him back. Customer stated he wanted documented that Maria Fitzpatrick who is now the Finance Manager has been great. Customer stated he has already submitted document to Dealer showing his payment amount is \$532.27. Supervisor advised he will research the issue of putting our commitment in writing and offered a call back before noon on Monday 03/16/09. Supervisor to research.
LEDESMM	03/16/2009 11:35:26 AM	Face-To-Face With Dan Bickman				WEB/Correspondence Supervisor advised we can draft a letter to Customer advising we are aware of Dealer 405095 offer to compensate Customer with a check for the equivalent to a 1 month lease payment and if Dealer would default in their offer, CCC will assist by honoring the commitment. Supervisor to call Customer.

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LEDESMM	03/16/2009 11:46:11 AM	Call To	[REDACTED]			Supervisor advised that after checking with the appropriate Manager, we will be able to send him a letter stating we are aware of offer made by Dealer 405095 and in the event the Dealer with default on their commitment, CCC will assist by honoring offer. Customer stated satisfaction with outcome. Customer stated he will just wait for vehicle to be repaired soon. Supervisor to assign for correspondence delivery.
LEDESMM	03/16/2009 11:51:30 AM	Assigned To	CCC			Please send letter to Customer advising we are aware of Dealer 405095 offer to compensate Customer with the equivalent of 1 month lease payment once the vehicle is repaired. Also advise, if Dealer would default on their commitment CCC will assist Customer by honoring offer. Team 5 to send letter.
BICKMAD	03/17/2009 05:44:36 AM	Assigned To	ANDERSK			
ANDERSK	03/18/2009 10:23:21 AM	Mail To	[REDACTED]			Letter generated and sent. CA to reassign.
ANDERSK	03/18/2009 10:23:41 AM	Assigned To	JANSSEL			CO to review and close.
JANSSEL	03/18/2009 10:46:23 AM	Note To	CCC			RCM reviewed case. No further action.
SHORTK	03/18/2009 03:28:25 PM	Call From	[REDACTED]			Customer states seeking to speak with Supervisor (LEDESMM). CA to contact supervisor.
SHORTK	03/18/2009 03:30:42 PM	Return To	[REDACTED]			CA advised customer Supervisor (LEDESMM) was not available. Customer seeking a return call only from (LEDESMM). CA advised customer his request will be documented. Supervisor to return customer call.

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SHORTK	03/18/2009 03:31:39 PM	Assigned To LEDESMM				
LEDESMM	03/19/2009 06:32:08 PM	Call To [REDACTED]				Supervisor advised returning Customer call. Customer seeking to know if her vehicle was ready. Supervisor advised we have not received information on that regard. Supervisor advised he thought the call was in reference to a letter Spouse requested with Dealer's 405095 offer. Supervisor advised this letter was already mailed. Customer stated she believes husband had conversation with Dealer today. Customer stated she will have husband call Supervisor tomorrow. Supervisor to wait Customer call.
MANNAE	03/23/2009 12:32:31 PM	Return Call From [REDACTED]				Customer seeking to speak with supervisor. CA to locate.
MANNAE	03/23/2009 12:33:07 PM	Transfer To Moises				Supervisor to continue comments.
LEDESMM	03/23/2009 12:47:39 PM	Continued Comment With [REDACTED]				Customer stated he has not received feedback from Dealer 405095. Customer stated Service Advisor Pablo promised him his vehicle will be ready either Friday; 03/20/09 or today; 03/23/09. Customer stated he has left a message with Service Manager, but have not heard from him yet. Customer seeking for RCM to follow up with Dealer on status of repair and then contact Customer back with update. Supervisor advised we will have RCM contact Dealer and then RCM will follow up ASAP with Customer. Customer stated tomorrow it will be exactly 3 weeks with vehicle down. Customer stated he is at the limit of his patience and if repair takes longer than tomorrow he will expect another vehicle payment as compensation and if it goes longer than that, he will want a new vehicle. RCM to call Dealer.
LEDESMM	03/23/2009 12:53:15 PM	Assigned To JANSSEL				RCM to contact Service Manager at Dealer 405095 for repair update and message left, then follow up with Customer. RCM to call Dealer.
ZIEHMEC	03/23/2009 02:11:08 PM	Call To Pablo		405095		Service Advisor states that the Service Manager is not in, but he can assist. RCM advised Service Advisor that RCM is seeking an update. Service Advisor states: he just spoke to the customer; the vehicle is ready to be picked up and they have a check for him also. RCM to call customer.

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ZIEHMEC	03/23/2009 02:15:00 PM	Call To	[REDACTED]			RCM advised customer: that RCM spoke with the Service Advisor the vehicle is ready and they also have his check; he will be picking it up tomorrow. Customer states that is correct. RCM advised customer to call CCC if he has any other questions. No further action.
HOFFMAB	03/24/2009 02:26:40 PM	Call From	[REDACTED]			Customer seeking to speak with supervisor (Moeses) CA to transfer call.
HOFFMAB	03/24/2009 02:27:16 PM	Call To	Moeses			Supervisor not available. CA to return to customer.
HOFFMAB	03/24/2009 02:27:42 PM	Return To	[REDACTED]			CA advised supervisor was not available, offered assistance. Customer states he already told CA what he wants and that is he wants to speak only with supervisor (Moeses). CA asked for specific time to call. Customer states as soon as possible at [REDACTED] CA to assign to supervisor (Moeses) and e-mail supervisor with customers concern.
HOFFMAB	03/24/2009 03:02:50 PM	Assigned To	LEDESMM			Customer insisted on speaking with supervisor that he previously spoke with as soon as possible. Can be reached at [REDACTED] Supervisor to call customer.
DEARB	03/25/2009 12:59:08 PM	Call From	[REDACTED]			Customer states: calling seeking to speak with Supervisor. CA to locate Supervisor.
DEARB	03/25/2009 01:00:33 PM	Face-To-Face With	Moises			CA advised: customer seeking to speak with Supervisor. Supervisor advised: will contact customer by COB today. CA to return to owner
DEARB	03/25/2009 01:01:53 PM	Return To	[REDACTED]			CA advised: Supervisor is assisting another customer; Supervisor will contact customer by COB today. Supervisor to contact customer at [REDACTED]

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09/23/2009

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LEDESMM	03/25/2009 04:52:46 PM	Call To	██████████			
Customer stated he received his vehicle back and everything seems to be working properly. Customer stated he wants to once again mention that Service Advisor Pablo has provided outstanding customer service. Customer stated he is disappointed that Service Manager never called him back, but Pablo always did. Supervisor advise he is pleased he can now enjoy his vehicle and ask Customer to contact CCC back if he had any questions or concerns in the future. RCM to review and close.						
LEDESMM	03/25/2009 04:57:22 PM	Assigned To	JANSSEL			
RCM to review and close.						
JANSSEL	03/26/2009 08:09:15 AM	Note To	CCC			
RCM reviewed case. No further action.						

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<b>2009 Eos 2.0L</b> [REDACTED]	090128646	Customer Relations	WVWBA71FX9V [REDACTED]	1,023		Complaint 425019 Pr. Part: 1009-Cylinder block Pr. Rsn: E21 Engine lacks power in stop/go driving
CLAYTOY	05/20/2009 05:32:46 PM	Call From [REDACTED]				Complaint 425019 Rsn: 54Q Extensive Repair History
Customer states: Original owner; Customer purchased the vehicle; This customer/family has owned first vehicle(s); Does not maintain the vehicle at our dealer the vehicle is not scheulde for maintainace at this age; has not experienced multiple vehicle issues; has a service contract; intermittent concern with lack power dealer 425019 has not been able to find a manufacture shortcoming however they have open a ticket with tech line; Customer is seeking/expecting to get traded out of the vehicle regardless if dealer can find the problem or not; working with Steve MuCulla SM and SA Jason; this customer perceives this to be a premature failure. CO advised the customer VW would continue to work with in the terms of the warranty regarding the customer request. CA advised the customer VW CCC would follow up on the repair to mak sure dealer 425019 is utilizing every resource avaiable to repair the vehicle. Customer states she is not making a complaint against dealer 425019 she wants her concern known to VW. CO advised the customer a RCM wopuld call the customer not the COB on 5-21-09. CO to assgin to RCM.						
CLAYTOY	05/20/2009 05:38:18 PM	Assigned To CCC				
Please call the customer at the home phone number by the COB on 5-21-09. Customer was seeking VW to trade out of the vehicle regardless if dealer found a manufacture shortcoming or not. CO advised VW would continue to work within the terms of the warranty. CO advised the customer VW would follow up on the vehicle repair to make sure every resource is utilize to repair the vehicle. RCM to follow up.						
LEDESMM	05/21/2009 08:49:48 AM	Assigned To BALDWIA				
Assigned for handling. RCM to follow up.						

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MULLINT	05/21/2009 10:19:39 AM	E-Mail To Steve Mulholland		425019		

\*\*\*\*\* Email to smulholland@boardwalkag.com \*\*\*\*\*

ACTION REQUIRED: Seeking Vehicle Repair Update

Hello! The following customer has contacted Customer CARE seeking a vehicle repair update.

Customer Name: [REDACTED]

Model Year/Model: 2009 Eos

VIN: WVVBA71FX9V [REDACTED]

Reason for Inquiry: Can you please advise me of any updates you have regarding the vehicle. The customer states that they are having concerns with the vehicle locking power.

Please review and advise me of the vehicle's status.

If you could please respond within 4 business hours, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Aaron Baldwin  
(248) 754-3581

The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000.

RCM to wait dealer email.

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BALDWIA	05/21/2009 05:24:02 PM	Call To [REDACTED]				RCM advised calling to follow up on customer's concern; RCM is waiting to speak to Service Manager regarding the concern; RCM will ensure dealer is using all technical resources to address the concern. Customer states she is sure dealer is using their resources but her greatest concern is that the dealer states they are hoping the part that VW has been advising to replace might address the concern; customer has doubts when that kind of language is used; Dealer has not really been able to have the concern happen for them; Customer doesn't think they were driving the vehicle enough but doesn't want the vehicle returned and have the same concern and be rear ended; Customer wants CCC file open to run with the technical file that is open; Dealer has been great; she is in a loaner and has not been asked to provide money toward the loaner. RCM advised RCM will contact dealer in order to work with Service Manager to address the concern; RCM will call customer by COB tomorrow with another update of some kind. RCM to call Dealer.
BALDWIA	05/22/2009 10:59:49 AM	Call To Steve Mulholland		425019		RCM advised calling regarding customer concern. Service Manager advised they have opened a VTA and Techline instructed them to replace the speed sensor on the vehicle; there were no faults on the vehicle and they were not able to verify the concern; the part is expected soon and dealer will keep the vehicle to ensure the concern is addressed; this is the first visit and repair attempt but customer states the concern has happened 3 times; QTM has reviewed the concern also. RCM asked for VTA number. Service Manager advised that he will have to obtain the VTA number from Shop Foreman and will call RCM back with the number. RCM to wait dealer call.
BALDWIA	05/22/2009 11:14:20 AM	Call From Steve Mulholland		425019		Service Manager advised the VTA number is 454856 and is closed now. RCM asked when the vehicle was brought in and asked to clarify when the part was expected. Service Manager advised the vehicle was brought in on 5-15-09 and customer was put into a loaner car; the part has arrived and been installed; Dealer is just doing additional testing to ensure the vehicle is operating properly; Service Manager advised he drove the vehicle himself for 30 miles; RCM to call customer.
BALDWIA	05/22/2009 04:24:27 PM	Call To [REDACTED]				RCM advised calling regarding concern. Customer states that she has picked up the vehicle. RCM advised spoke to Service Manager who advised the vehicle would be tested further and RCM expected that customer would be able to pick the vehicle up on Monday 5-25-09; RCM advised can look into customer concern about having the vehicle traded and call customer on Tuesday when we return from the holiday weekend. Customer states Service Advisor advised that they were finally able to get signals about the bad part so Service Advisor made her feel more confident about the vehicle; Customer is fine with vehicle now but if the concern happens again then she will expect to be traded out of the vehicle. RCM advised if there are further concerns Customer can call CCC back and we can look into any request customer may have. No further action.

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<b>2009 Eos 2.0L</b> [REDACTED]	090138138	Customer Relations	WVWFA71F39V [REDACTED]	2,800		
CLAYTOY	06/02/2009 03:14:15 PM	Call From [REDACTED]				
<p>Customer states: Original owner; Customer purchased the vehicle; This customer/family has owned one vehicle(s); has not experienced multiple vehicle issues; No additional warranty/Service contract; current symptoms are transmission bucking and stutters; Customer is seeking/expecting VW to authorize the repair for the transmission even though the dealer cannot find a manufacture shortcoming with the transmission. Customer states dealer 408156 advised they know exactly what's wrong with the vehicle but would have to contact VW to see if they could get authorization to replace the part without proof of a manufacture shortcoming.; customer forgot the name of the person he was working with; this customer perceives this to be a premature failure. CO advised the customer VW main objective is to work within the terms of the warranty however VW would evaluate the customer's request. CO advised the customer generally a manufacture shortcoming does need found prior to a part being replaced. CO advised the customer a RCM would call the customer by the COB on 6-3-09 on the cell phone number. Customer states if the vehicle is not repaired then he will sale his vehicle. CO to assign to RCM.</p>						<hr/> Complaint 408156 Pr. Part: 3885-Mechatronics Pr. Rsn: 56E Hesitation <hr/> Complaint 408156 Rsn: 33Q Vehicle Working to Operating Specs
CLAYTOY	06/02/2009 03:39:26 PM	Assigned To CCC				
<p>Customer is seeking a call on cell phone number by the COB on 6-3-09. Customer is seeking VW to authorize the repair to the transmission even though dealer 408156 found the transmission working to manufacture specification. Customer has an intermittent concern with the transmission bucking. Customer states dealer 408156 is trying to get authorization from VW to get the transmission repaired. Customer states his vehicle concern is a known concern. RCM to follow up.</p>						
EDWARDAM	06/02/2009 03:43:55 PM	Assigned To EDWARDAM				

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EDWARDAM	06/03/2009 09:14:30 AM	E-Mail To Tom McDevitt		408156		

\*\*\*\*\* Email to tmd@sunrisevw.com \*\*\*\*\*

ACTION REQUIRED: Goodwill Request @ 408156

Good Morning Tom: The following customer has contacted Customer CARE seeking goodwill. I wanted to share with you as much as I know about the customer and obtain your feedback regarding their request for goodwill.

Customer Name: [REDACTED]

Model Year/Model: 2009 Eos

VIN: WVWFA71F39V [REDACTED]

Mileage: 2,800 miles

The customer is seeking the following: VW to authorize the repair for the transmission even though the dealer cannot find a manufacture shortcoming with the transmission. Customer states current symptoms are transmission bucking and stutters and dealer 408156 advised they know exactly what's wrong with the vehicle but would have to contact VW to see if they could get authorization to replace the part without proof of a manufacture shortcoming.

#### Additional Information

Ownership: This customer/family has 1 VW

This customer generally goes to a VW dealership for repair and maintenance work: too new to determine

This customer experienced multiple vehicle issues during ownership: No

This customer perceives that the vehicle failure occurred prematurely: Yes

This customer services their vehicle as recommended by VW: too new to determine

Based on the information gathered above and the knowledge you have on this customer, please answer the following questions:

- 1) Should this customer receive Goodwill?
- 2) If yes, how much goodwill?
- 3) If yes, would you like to make the offer?
- 4) If no, please provide an explanation so that we may update our case notes.

If you could please respond within 4 business hours, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

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Amanda Edwards (248) 754-3597						
						RCM to wait Dealer 408156 e-mail or call.
EDWARDAM	06/03/2009 10:34:15 AM	E-Mail From Tom McDevitt		408156		
						Good Morning!
						I have had my technician contact VW techline and open a case. Even though the condition is not occurring, techline has authorized replacement of mechatronics unit based upon readings found in measured value blocks. The part has been ordered. Seeing that the part is red-ordered from Germany, it is unlikely this repair will be completed for at least 2 weeks. I have already offered the customer a rental before we had final diag. At that time he did not need it. I imagine he will probably take it now.
						Please let me know if there is anything else you need from me.
						RCM to e-mail Dealer 408156.
EDWARDAM	06/03/2009 10:35:17 AM	E-Mail To Tom McDevitt		408156		
						Hi Tom,
						JUST FYI - We've had many mechatronics and usually the ETA on this part is 6-8 weeks. We should be looking to get the customer into a rental vehicle because of the length of time and the condition the vehicle is when trying to drive it.
						Let me know if this can be done.
						Thank you,
						Amanda
						RCM to wait Dealer 408156 e-mail.

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**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	06/03/2009 11:07:34 AM	E-Mail From Tom McDevitt		408156		
		I have already contacted customer and am in the process of getting him a rental through Enterprise. I told him it could be a while.				
		I had one mechatronics in stock. I had thought that I would be able to use it for his car, but the part numbers don't match. The customer is aware of this and is a bit upset at me for what he calls lying to him. Oh well.				
		Call me if you have any other questions.				
		RCM to e-mail Dealer 408156.				
EDWARDAM	06/03/2009 11:08:27 AM	E-Mail To Tom McDevitt		408156		
		Thanks for doing that. The issue with the mechatronics unit is their VIN specifically made. So the one you have in stock may not fit another one. That's why it takes 6 to 8 weeks to build it then send it. I will explain it to the customer to ensure he's aware you're not giving him false information, it's just the design of the parts. Could you verify the date when the part was ordered for me?				
		RCM to wait Dealer 408156 e-mail.				
EDWARDAM	06/03/2009 11:23:26 AM	E-Mail From Tom McDevitt		408156		
		Ordered yesterday 6/02/09.				
		RCM to call customer.				
EDWARDAM	06/03/2009 03:05:15 PM	Voice Mail To [REDACTED]				
		RCM LMTRMC. RCM advised seeking to discuss the part that is needing to be replaced; Service Manager of Dealer 408156 advised he contacted him to set him up in a rental vehicle; they do have this part in stock, but RCM wanted to explain the mechatronic unit a VIN specifically made part; this part has to be made to his VIN # and takes 6-8 weeks to make; wanted to provide the possible ETA on this and we are researching the ETA as well; also looking into further compensation due to the possible downtime his vehicle may have due to this part; seeking call back to further discuss. RCM to wait Customer call.				
SHEARDA	06/03/2009 03:42:36 PM	Return Call From [REDACTED]				
		Customer is returning call from RCM. CA to call RCM.				

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

VOLKSWAGEN OF AMERICA, INC.  
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SHEARDA	06/03/2009 03:43:22 PM	Transfer To Amanda				
		CA transferred customer to the voice mail of the RCM. RCM to call customer.				
YOUNGLI	06/03/2009 04:25:43 PM	Return Call From [REDACTED]				
		Customer stated, he is seeking to speak to RCM. CA advised, can transfer Customer to RCM, if RCM is not available would Customer like to go to RCM VM. Customer stated, no, he has already called before and gone to RCM VM, he really needs to speak to RCM. CA advised, will return to the line if RCM is not available. CA to call RCM.				
YOUNGLI	06/03/2009 04:28:26 PM	Call To [REDACTED]				
		RCM, not available, CA to return to Customer.				
YOUNGLI	06/03/2009 04:29:30 PM	Return To [REDACTED]				
		CA advised, RCM is not currently available can advise for return my call to call Customer before COB 6/4. Customer stated, he wants to have RCM call him back today. CA advised, due to the lateness of the time, cannot advise Customer will receive a call back today, but, will note for RCM to call Customer back ASAP, before COB 6/4. Customer stated, Ok, just have RCM call him back. RCM to call Customer back.				
EDWARDAM	06/04/2009 11:52:28 AM	Voice Mail To [REDACTED]				
		RCM LMTRMC. RCM advised is returning his call; seeking call back to further discuss. RCM to wait Customer call.				
YOUNGLI	06/04/2009 01:47:10 PM	Return Call From [REDACTED]				
		Customer stated, he is seeking to speak to RCM. CA advised, can transfer Customer to RCM, if RCM is not available, would Customer like to go to RCM VM. Customer stated, no. CA to call RCM.				
YOUNGLI	06/04/2009 01:49:16 PM	Call To Amanda Edwards				
		RCM is not available, CA to return to Customer.				
YOUNGLI	06/04/2009 01:51:23 PM	Return To [REDACTED]				
		CA advised, the RCM is not available, can advise for RCM to call Customer back before COB 6/5. Customer stated, he is seeking a follow up call today, because he has missed several call backs from RCM. CA advised, can note that Customer is seeking a follow up call from Customer today and will prioritize it, but cannot guarantee Customer will receive call back today, but Customer will receive a call back ASAP, no later than COB 6/5. Customer stated, Ok. RCM to call the Customer.				

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SHEARDA	06/04/2009 02:06:05 PM	Call From	[REDACTED]			Customer states she is seeking to speak to the RCM. CA to call RCM.
SHEARDA	06/04/2009 02:06:51 PM	Transfer To Amanda				CA transferred the customer to the voice mail of the RCM. RCM to evalaute.
ALEXANLA	06/04/2009 03:02:06 PM	Call From	[REDACTED]			Spouse states seeking to speak with RCM or someone equivalent of RCM; states has been trying to contact RCM but has not been successful and needs to speak with someone now. CA to try and locate RCM.
ALEXANLA	06/04/2009 03:06:29 PM	Call To Amanda				RCM was not available. CA to return to Spouse.
ALEXANLA	06/04/2009 03:07:04 PM	Return To	[REDACTED]			CA advised Spouse that RCM was assisting another Customer; advised CA will try to locate another RCM. Spouse acknowledged. CA to locate another RCM.
ALEXANLA	06/04/2009 03:08:14 PM	Transfer To Michele				CA located and transferred Spouse to RCM. RCM to continue with Spouse.
PABSTM	06/04/2009 03:11:34 PM	Continued Comment With	[REDACTED]			RCM advised the part does take 6-8 weeks, it is a part created specifically to the VIN and not kept in stock, and that the RCM will call the customer with an ETA when it is available. CUST states that he has prostrate cancer with only so many months to live, he bought this car to enjoy through the summer and he doesn't want this car. RCM advsied our obligation to repair the car under warranty, that we will look into the ETA and if we can get him another car, but will not make promises, and will call the customer by the COB Friday, 6/5/09, on the cell or [REDACTED] (added to customer screen). RCM to research.
CASABD	06/05/2009 01:17:49 PM	Call From	[REDACTED]			Customer states/seeks: To speak with RCM (PABST); if not with RCM (EDWARDAM). CA advised: Will attempt to locate either RCM. CA to locate RCM.

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CASABD	06/05/2009 01:21:44 PM	Return To	[REDACTED]			(Both RCM's were attending other customers) CA advised: Both RCM's are attending other customers. Customer seeks to be transferred to PABSTM voice mail. CA to transfer customer.
CASABD	06/05/2009 01:22:46 PM	Transfer To PABSTM				CA located RCM before transferring customer to voice mail. RCM to continue conversation with customer.
PABSTM	06/05/2009 01:26:32 PM	Continued Comment With	[REDACTED]			Customer asked for an update and when she would receive an update. RCM advised the assigned RCM is looking into their concerns, and will call the customer by the COB today, 6/5/09, which is between 5-6pm. EST. RCM to follow up.
EDWARDAM	06/05/2009 02:56:54 PM	Call To Juergen Pietsch				RCM advised is calling on Customer's case of new vehicle needing mechatronic unit; no longer wants the vehicle due to the length of time waiting for it; Customer has cancer and only has a couple of months to live; seeking recommendation of what we do to satisfy Customer in the meantime. FOM advised seeking RCM to e-mail phone # and he will discuss with them about alternative options. RCM to e-mail FOM.
EDWARDAM	06/05/2009 02:58:46 PM	E-Mail To Juergen Pietsch				RCM e-mailed FOM Customer's contact information. RCM to wait field contact.
EDWARDAM	06/05/2009 04:28:57 PM	Return Call From Juergen Pietsch				FOM advised he spoke with the Customer who explained he was only interested in a repurchase, not a replacement; spoke with the QTM to get in faster; end of next week hopefully; he is willing to do a replacement, but does not qualify for repurchase with only 3 days down; will update RCM next week on the parts. RCM to follow up with Customer.
EDWARDAM	06/05/2009 04:40:52 PM	Call To	[REDACTED]			RCM advised is following up on his case; understands he spoke with our VW field rep who provided him with our position; he is working on getting the part as quickly as he can and will provide RCM with an update by Monday or Tuesday; seeking to follow up next Tuesday with parts update. Customer states no that's ok. RCM advised seeking if he wants RCM to continue to follow up on his case at all. Customer states no; he has made it clear what he is seeking and FOM explained what can be done; appreciates the follow up. No Further Action.

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<b>2009 Eos 2.0L</b> [REDACTED]	<b>090143268</b>	<b>Mediation/Arbitration</b>	<b>WVWBA71F19V</b> [REDACTED]	<b>860</b>		
CRUSEJ	06/08/2009 08:52:32 AM	Attached Mail From Edith Newton				Unknown 409460
	Rec'd ccf. Contact date is 5/29/2009. No start date. Non-conformity is mechatronic unit needs to be replaced. No lien holder. Customer seeks repurchase. vehicle down since 5/21/2009.					Pr. Part: 3511-Mechatronic Pr. Rsn: 82E Parts Delay
CRUSEJ	06/08/2009 09:17:09 AM	Call To Paul Boots		409460		Unknown 409460
	LVMM to RMC.					Part: 3511-Mechatronic Rsn: H22 Technical Issue (Med/Arb only)
CRUSEJ	06/08/2009 09:22:04 AM	E-Mail To Stephen Kendall				Unknown 409460
	sent copy of CCF.					Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY
CRUSEJ	06/08/2009 09:34:09 AM	Call From Paul Boots		409460		Rsn: 43Q Repurchase/Replacement(Mr Only)
	Service Manager states the transmission came in this morning. Service Manager states the vehicle should be repaired by tomorrow.					
CRUSEJ	06/08/2009 10:07:54 AM	Call To [REDACTED]				
	Called Customer to acknowledge receipt of CCF.					
CRUSEJ	06/09/2009 05:31:13 PM	Voice Mail From [REDACTED]				
	CUST LVMM asking me to call him to discuss VEH further.					
CRUSEJ	06/09/2009 05:49:25 PM	Voice Mail To Paul Boots		409460		
	LVMM to RMC.					
CRUSEJ	06/10/2009 11:12:44 AM	Voice Mail To Stephen Kendall				
	LVMM to RMC.					

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CRUSEJ	06/10/2009 11:15:38 AM	Voice Mail To Paul Boots		409460		
		LVMM to RMC.				
CRUSEJ	06/10/2009 02:37:33 PM	Call From Stephen Kendall				
		reviewed				
CRUSEJ	06/10/2009 02:49:07 PM	FAX To Edie Newton		409460		
		MRF inspection/repair.				
CRUSEJ	06/12/2009 01:40:45 PM	Voice Mail To Paul Boots		409460		
		LVMM to RMC.				
CRUSEJ	06/12/2009 02:02:00 PM	Voice Mail From Paul Boots		409460		
		Part is at the dealer and the vehicle should be repaired either today of tomorrow.				
CRUSEJ	06/15/2009 01:14:45 PM	Conference Call With FOM and SM				
		Discussed vehicle with FOM and Service Manager. Repairs still ongoing. I will offer Customer a replacement vehicle at this point.				
CRUSEJ	06/15/2009 01:17:45 PM	Voice Mail To [REDACTED]				
		LVMM to RMC.				
CRUSEJ	06/15/2009 01:18:07 PM	E-Mail To Edith Newton				
		Edith,				
		At this point Volkswagen would like to offer to replace [REDACTED] 2009 Eos with a new 2009 Eos. I left him a voicemail message to call me.				
CRUSEJ	06/16/2009 01:15:37 PM	Call From [REDACTED]				
		Customer returned call. Offered replacement. Customer declined. Customer states he wants repurchase. Offered repurchase. Advised Customer that repurchase offer letter will be coming. Customer states there is no lien holder.				

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CRUSEJ	06/17/2009 09:49:00 AM	Mail To	[REDACTED]			
		Repurchase offer w/ cc to FOM.				
CRUSEJ	06/22/2009 03:12:13 PM	Attached Mail From	[REDACTED]			
		Rec'd signed acceptance.				
CRUSEJ	06/22/2009 03:13:33 PM	Approved By	CRUSEJ			
		WVWBA71F19V [REDACTED] - [REDACTED] repurchase \$32,735.86, nonconformity is transmission, mechatronic unit in back order.				
ANGERK	06/25/2009 01:23:47 PM	Assigned To	CRUSEJ			
		Check # [REDACTED] for amount \$32,735.86 received. Forwarded check to advocate for handling				
CRUSEJ	06/25/2009 03:25:10 PM	Assigned To	CARUSOL			
		Stephen Kendall is the FOM. Cash deal. No lien holder. Please collect title. nonconformity is transmission, mechatronic unit in back order. 30 plus days down. Lindsay Volkswagen (409460) is the transaction Dealer. BBB case. Customer represented by self.				
CARUSOL	06/26/2009 11:48:54 AM	E-Mail To	Stephen Kendall			
		Hi				
		I have the paperwork ready for the repurchase of the [REDACTED] vehicle; WVWBA71F19V [REDACTED]				
		Do you want me to send the repurchase package to you or do you recommend someone at the dealership to handle this? If you are handling same, please advise as to your availability.				
		Thanks, Leslie				

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CARUSOL	06/26/2009 01:03:24 PM	E-Mail From Stephen Kendall				
		Hey,				
		Spoke with James this morning and was wondering when this one might appear. You can send it to me but I do not anticipate being able to do anything until mid July (taking the week after the 4th off).				
		kendall				
CARUSOL	06/26/2009 01:11:52 PM	E-Mail To Stephen Kendall; cc: Cruse				
		Ok will make note of same.				
		Please keep in mind this a BBB case and we have 30 days from June 26 to complete the repurchase.				
		Thanks, Leslie				
CARUSOL	06/26/2009 01:12:28 PM	Attached Mail From Edith Newton				
		Confirmation of settlement terms letter indicating MFR has 30 days from 06/26/09 to complete the agreement.				
CARUSOL	06/26/2009 02:44:21 PM	Closing Package (M/A Only) From Stej				
		EON closing docs				
CARUSOL	06/30/2009 11:06:54 AM	E-Mail To Stephen Kendall				
		Hi				
		Do you have a specific day in mid-July in mind for this one? I have to call the customer to schedule this.				
		Thanks, Leslie				

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CARUSOL	06/30/2009 12:27:08 PM	E-Mail From Stephen Kendall				I did my schedule for July yesterday and have put Lindsay on Wednesday the 15th . Want to see if he can do that day at 11:00am?  Kendall
CARUSOL	06/30/2009 12:39:41 PM	Call To [REDACTED]				Advise of FOMs availability on July 15 at 11:00 a.m. Customer is very upset about having to wait to have repurchase take place. Closing is not set as customer stated he will call me back after he reviews this date.
CARUSOL	07/01/2009 11:29:54 AM	Call From [REDACTED]				Closing scheduled for 07/15/09 at 11:00 a.m.
CARUSOL	07/01/2009 11:32:20 AM	E-Mail To Stephen Kendall				All set for Wed July 15 at 11:00 a.m.
CARUSOL	07/07/2009 09:32:26 AM	Attached Mail From Edith Newton				Dup signed offer letter
CARUSOL	07/16/2009 07:59:32 AM	E-Mail To Stephen Kendall				Hi,  Did this go ok yesterday? If so, what is the status of the paperwork and repairs to the vehicle?  Thanks, Leslie
CARUSOL	07/16/2009 08:12:13 AM	E-Mail From Stephen Kendall				Fine, car is repaired, title and paperwork including final RO were all placed back in the packet and dropped at FedEx.  Kendall

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CARUSOL	07/16/2009 08:12:24 AM	Vehicle To	07/15/2009			
CARUSOL	07/20/2009 10:56:33 AM	Attached Mail From Stephen Kendall				
		Closing docs: Title, spoa, sales tax recovery auth form, acf, cnc, Final RO 80069, bbrp, and vcr.				
CARUSOL	07/20/2009 11:03:05 AM	Final Repair Order (M/A only) From St				
		Final RO 80069				
CARUSOL	07/20/2009 11:03:17 AM	Vehicle To CB Auction Assignments				
CARUSOL	07/20/2009 03:48:59 PM	Note To RVDS				
		C - Transmission, mechatronic on back order				
		C - Mechatronic / temp sensor				
		C - Replace transmission and mechantronic unit				
		RO 80069; mileage 861				
CARUSOL	07/20/2009 04:03:42 PM	Assigned To CRUSEJ				
		Disclosure complete. Forwarding folder for review. Please re-assign to me for sales tax recovery.				
CRUSEJ	07/21/2009 09:25:23 AM	Note To User				
		Rev'd file.				
CRUSEJ	07/21/2009 09:26:11 AM	Assigned To CARUSOL				
CARUSOL	07/21/2009 11:06:58 AM	Assigned To @TAX				

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CARUSOL	08/06/2009 11:11:33 AM	Mail To VA DMV				EON request for sales tax recovery in the amount of \$950.97.
CARUSOL	09/09/2009 10:29:02 AM	Mail From Commonwealth of VA				Recovery of sales tax in the amount of \$950.97.
CARUSOL	09/09/2009 10:29:41 AM	IOM (Inter-Office Mail) To 4-C02				September 9, 2009  VIA INTEROFFICE MAIL  Volkswagen Group of America, Inc. Corporate Treasury Department 4CO2

Dear Sir/Madam:

Attached please find check [REDACTED] from the Commonwealth of Virginia in the amount of \$950.97. This check represents Sales Tax Recovery for the following case:

WVWBA71F19V [REDACTED] -- [REDACTED]

Thank you for your time and assistance.

Sincerely,

Leslie Caruso  
Mediation Arbitration Department

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CARUSOL	09/09/2009 10:34:07 AM	Assigned To CRUSEJ				Sales tax recovery complete. No further action.
BENSONE	09/11/2009 11:18:26 AM	Note To ccc				Scanned file into doc center

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<b>2009 Eos 2.0L</b> [REDACTED]	090145021	Customer Relations	WVWFA71F19V [REDACTED]	5,000		
MANNAE	06/09/2009 03:44:31 PM	Call From [REDACTED]				Complaint 408156 Pr. Part: 1009-Cylinder block Pr. Rsn: E07 Stumbles/hesitates/dies in stop/go driving
Customer states was advised by dealer 408156 to call VW CCC; 4th time to dealership, when pushing on gas vehicle doesn't go and tachometer goes to hot zone, dealership has replaced the magnetic, vehicle was picked up on Thursday and will be going back to dealership, owner is in meting and waiting to know when he is available; seeking to get another Convertible, doesn't want to keep returning to dealership multiple times; will not make payment. CO advised can't advise not to make payment, as that is customer discretion; advised can escalate to RCM to research customer request and follow up with customer by COB tomorrow; advised no guarantee VW will meet customer request. Customer states maybe reached anytime on cell phone; wants an e-mail that we spoke today and case number. CO advised can forward to our correspondence team to generate e-mail for customer. CO to reassign to RCM.						Complaint 408156 Rsn: 69C Dealer Referred Customer to CARE
MANNAE	06/09/2009 03:48:11 PM	Assigned To RCM-Eastern				Complaint 408156 Part: 1009-Cylinder block Rsn: 14H Repeat Repair
Customer seeking VW to replace with another convertible, states will stop making payments till VW completes request; can be reached on cell phone [REDACTED] RCM to e-mail dealer.						
EDWARDAM	06/09/2009 04:05:32 PM	Assigned To EDWARDAM				
Dealer e-mail does not apply as there is not history listed to fill out template. RCM to call Dealer 408156.						
MANNAE	06/09/2009 04:12:35 PM	Assigned To Team 5				
Please generate e-mail advising contact to CCC and reference number. CO to wait dealer contact.						
BICKMAD	06/10/2009 05:20:49 AM	Assigned To GORALCT				

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EDWARDAM	06/10/2009 09:46:18 AM	Call To Bob		408156		
RCM advised seeking if the vehicle is currently with them. SD advised it is not; 5/11/09 they replaced the magnetic shift level was replaced and it's still acting up so the next thing to replace would be the mechatronic unit; spoke with Customer on Monday and explained he would need to bring the vehicle in for a diagnosis and can determine if the mechatronic will need to be replaced or not; 4/2009 was a courtesy check and they were unable to verify the transmission concerns he was having; those are the only 2 visits they have. RCM to follow up with Customer to advise we need the vehicle to go to a VW Dealer for a current diagnosis if it's having current concerns to evaluate his request further.						
EDWARDAM	06/10/2009 12:34:16 PM	Voice Mail To [REDACTED]				
RCM LMTRMC. RCM to seek if Customer will be taking his vehicle back to Dealer 408156 if he's currently having concerns; we are unable to research his request for another convertible until we address his current concerns and to allow us to repair it; explain our main goal is to repair the vehicle within the terms of the warranty and it's unlikely we will be able to meeting his expectations with providing him with another convertible. RCM to wait Customer call.						
GORALCT	06/10/2009 06:54:29 PM	E-Mail To [REDACTED]				
CA generated and sent email to owner which can be viewed in the doc. center. CA to reassign to RCM. RCM to wait customer call.						
GORALCT	06/10/2009 06:55:09 PM	Assigned To EDWARDAM				
RCM to wait customer call.						
EDWARDAM	06/11/2009 04:42:03 PM	Voice Mail To [REDACTED]				
RCM LMTRMC. RCM to seek if Customer will be taking his vehicle back to Dealer 408156 if he's currently having concerns; we are unable to research his request for another convertible until we address his current concerns and to allow us to repair it; explain our main goal is to repair the vehicle within the terms of the warranty and it's unlikely we will be able to meeting his expectations with providing him with another convertible. No Further Action, pending Customer call.						

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2009 Eos 2.0L</b> [REDACTED]	<b>090158559</b>	<b>Customer Relations</b>	<b>WVWBA71F39V</b> [REDACTED]	<b>1,011</b>		
ALEXANLA	06/26/2009 12:29:57 PM	Call From [REDACTED]				
<p>Customer states has some concerns with vehicle and Dealer 403235; states leased vehicle from Dealer 403235 who used to be named Champion VW but has since been sold and is under Kerry VW; states after having vehicle the temporary tags were about to expire and had not received plates so called Dealer 403235 and was advised that plates may have been sent to other dealer; states called other dealer and DP there was helpful and advised that plates were not sent there and the system shows that plates have been sent out to Dealer 403235; states DP had generated an extended temporary tags until plates arrived; states was not pleased that Dealer 403235 did not take the time to look for plates or make sure that they were sent out and received; states also had a concern with the vehicle losing power when driving and getting stuck in gears; states was able to get vehicle to drive after a while and called Dealer 403235 and they advised that the vehicle would need to be brought to them; states advised dealer that she does not feel safe driving vehicle and dealer advised for Customer to have vehicle towed on a flat bed to dealer; states ended up calling other dealer back and spoke with DP who advised for Customer to take vehicle to Dealer 403189 who is closer; states Dealer 403189 has been very nice and at first they couldn't find the concern but then worked more with the vehicle and tech line and was able to find the concern and has to replace something with the computer; states dealer advised that parts have to be ordered and will take 10 days to come in; states dealer did provide a rental which is a KIA Rio; states will be going out of town next Thursday 7/2 on a road trip and is concerned that vehicle won't be ready by then; states already called Enterprise to inquire if rental can be taken out of state and was told yes however if vehicle is ready before Customer returns from out of town then it may be possible that dealer won't cover the rental for those extra days;</p>						<hr/> Complaint 403189 Pr. Part: 1009-Cylinder block Pr. Rsn: E22 Engine lacks power in steady highway driving <hr/> Complaint 403189 Part: 1009-Cylinder block Rsn: 36A Rental/Loaner <hr/> Complaint 403189 Part: 1009-Cylinder block Rsn: 97J Part Delays (No Error in Dealer Ordering) <hr/> Complaint 403235 Rsn: 85J Treatment by Personnel
ALEXANLA	06/26/2009 12:47:36 PM	Continued Comment From [REDACTED]				
<p>Continued Comment: states should that situation occurs is seeking for dealer/VW to cover the rental for those extra days; states also would like for dealer/VW to upgrade the rental for her trip as the KIA Rio is such a down grade from her EOS; states leaves for her trip on Thursday 7/2 and comes back on Thursday 7/9 as she will be gone for a week. CO advised Customer that VW can look into request should the vehicle not be ready for Customer trip however no promises can be made. Customer acknowledged and states vehicle is leased through VCI, first VW, is working with Brian in service. CO advised Customer that case will be assigned to RCM to further research; seeking to know the best time of day for contact. Customer states doesn't matter. CO advised Customer that RCM will follow up by COB Monday 6/29 and that complaint for Dealer 403235 will be forwarded. Customer acknowledged. CO to assign case to RCM.</p>						

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ALEXANLA	06/26/2009 12:56:38 PM	Assigned To RCM				Customer vehicle is being repaired at Dealer 403189 and is waiting for parts to come in. Customer is concerned that vehicle may not be ready by the time she leaves for her road trip on Thursday 7/2. Should the vehicle not be repaired until once Customer has left for her trip, Customer is seeking for VW/dealer to cover for those extra days of having the rental until she returns on Thursday 7/9. Customer is also seeking for VW/dealer to upgrade her rental for her trip. Also please forward FYI complaint to Dealer 403235. Call Customer any time of day on cell [REDACTED] by COB Monday 6/29. RCM to research.
CAMPOSA	06/26/2009 01:06:32 PM	Assigned To CAMPOSA				
CAMPOSA	06/26/2009 03:55:45 PM	Call To John		403189		Service Manager advised: transmission temperature strip is on order; ordered yesterday; on red order; techline is involved; if customer wishes an upgrade, he will authorize; just have Enterprise call Dealer for verification of payment; agrees with RCM that we will cover rental vehicle while customer is out of town should the customer's vehicle not be ready. RCM to call customer.
CAMPOSA	06/26/2009 04:00:37 PM	Voice Mail To [REDACTED]				RCM LVMM. RCM advised: Dealer Service Manager has authorized a vehicle upgrade; customer will just need to have Enterprise contact Dealer to verify payment; if vehicle is not repaired by 7/2, VW will certainly cover customer's rental vehicle while customer is out of town; RCM would need to know how many days that may be; RCM will follow up with customer by COB Monday to verify all rental concerns have been addressed. RCM to email Dealer 403235
CAMPOSA	06/29/2009 09:59:37 AM	Note To CCC				Customer purchased vehicle from Dealer 403232. Dealer 403232 closed. New Dealer 403235 is not responsible for Dealer 403232 concerns. Dealer 403235 attempted to assist customer. No email to be sent. RCM to call customer.
CAMPOSA	06/29/2009 02:32:09 PM	Call To [REDACTED]				RCM LVMM. RCM advised: customer's concerns with Dealer 403232 have been documented; RCM is following up regarding vehicle rental concerns and customer's rental while on vacation; as per our previous message, Dealer 403189 has authorized the rental upgrade; the rental will be covered while customer is on their trip; part isn't expected in until 7/3; RCM referring customer to Dealer 403189 for vehicle repair updates; customer is welcome to contact CCC for any other concerns. No further action.

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<b>2009 Eos 2.0L</b> [REDACTED]	090158800	Customer Relations	WVWFA71F39V [REDACTED]	1,000		Complaint 424140 Pr. Rsn: 66J Overcharge
CLAYTOY	06/26/2009 05:04:32 PM	Call From [REDACTED]				Complaint 424140 Part: 5055-Fender Rsn: 70J Condition of Vehicle @ Time of Delivery
<p>Customer states: Original owner; Customer leased from VW Credit; This customer/family has owned first vehicle(s); has experienced multiple vehicle issues with workmanship concern dealer repaired the paint scratches.; No additional warranty/Service contract; the symptoms are wait to pull you foot up from the accelerator prior to the vehicle moving faster. The vehicle dies when you try to accelerate; Customer is seeking/expecting some compensation due to the problem so early in ownership and make VW aware of her dealer complaint against dealer 424140. CO advised to call VW CCC with the date and the VW dealer the customer is going to bring the vehicle to for repair; this customer perceives this to be a premature failure. Customer states the sales person who was supposed to be showing the customer the Eos vehicle at dealer 424140 did not even know how to work the converter top. Customer states dealer 424140 was suppose to have two Eos for the customer to view to determine which one she would like and when the customer came back at the agreed upon time 6PM to 6.30PM on a Friday the vehicles were not at dealer 424140. Customer states the sales person just told the customer he would need to take a ride down the street. Customer states the sales person did not ask the customer to take a ride down the street. Customer states when she declined she found out the vehicles were not at the dealer. Customer states the sales person was rude and did not even apologize for not being available for the customer between 6PM and 6.30PM. Customer states she spoke with the sales manager who advised the customer due to her inconvenience she could come anytime the next day and have the vehicle over the weekend to test drive the vehicle. Customer states the sales manager advised the keys would be under matt and the vehicle would be in back area where no one would see.</p>						Praise 424140 Rsn: 12K Dealer
						Complaint 424140 Rsn: 85J Treatment by Personnel
						Complaint Part: 3490-Speed sensor Rsn: E07 Stumbles/hesitates/dies in stop/go driving
						Complaint 424140 Rsn: 08Q Product Knowledge

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CLAYTOY	06/26/2009 05:16:01 PM	Continued Comment By YVONNE SC				
<p>Customer states the next day around 11 AM she received a call from the sales person inquiring if the customer is going to pick up the vehicle because someone is going to purchase the vehicle from the customer. Customer states she went to dealer 424140 spoke with the Sales manager and advised she would not like to work with the salesperson again. Customer states the sales manager was so nice she purchased the vehicle from sales manager. Customer states she takes the blame but she is dissatisfied dealer 424140 charge the customer \$42,000 when the vehicle is normally sold for \$39,000. Customer states she receive price from three different dealers and one from one of the Dean Team franchise by e-mail. Customer states she went to pick up the vehicle Sales manager left and came back and advised the customer they would have to detail the car the next day. Customer states she felt rushed. Customer states she had to drop off some sales personnel who originally was suppose to drive her vehicle back to dealer 424140. Customer states she drove the vehicle home. Customer states her brother and father saw two big scratches on the right front fender well. Customer states she called the dealer 424140 right away. Customer states she spoke with the Phil Bean the manager of the whole dealer 424140 and he declined to take back the vehicle. Customer states dealer 424140 did agree to paint the scathes on the fender well. Customer states she took the vehicle back to dealer 424140 to have the fender painted and to have the vehicle detailed because she was promised a detail. Customer states the fender was painted but the vehicle was returned with smudges in the inside it was not vacuumed and the outside of the vehicle was wet. Customer states she advised the vehicle was not detailed because it was just painted. Customer states the outside was already wet so it could have been cleaned.</p>						
CLAYTOY	06/26/2009 05:35:13 PM	Continued Comment With YVONNE S				
<p>Customer states she was promised a free tank of gas when she brings the vehicle back on for the detail. Customer states when she brought the vehicle back for the detail and picked up the vehicle the tank was on empty. Customer states her frustration because now the vehicle is stalling. CO advised the customer before VW would be able to follow up on the vehicle and to look into compensation the customer would need to call VW CCC with the date and the VW dealer she is taking the vehicle. Customer states she does not want to go back to dealer 424140. CO advised the customer could take the vehicle to any VW dealer for diagnosis. CO advised the customer of phone number to dealer in St Louis the CO believe dealer 424125. Customer did not request back after VW forward the customer's request to dealer 424140. CO to assign to RCM.</p>						
CLAYTOY	06/26/2009 05:56:55 PM	Category Selection. CO to assign to RCM.				

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09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
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CLAYTOY	06/26/2009 05:57:55 PM	Assigned To CCC				Customer will call back later with the dealer and the date she is bringing in the vehicle for diagnosis regarding the stalling concern CO advised once vehicle is repaired VW would look into compensation for the vehicle being down so early in ownership. Customer does want VW to forward a complaint against dealer 424140. Customer is not seeking a return call after VW forwards the complaint to dealer 424140. Customer states dealer 424140 overcharge for the vehicle, the manager over the whole dealer 424140 was rude, the vehicle was delivered with two big scratches on the fender well, the sales person did not know how to work the convertible top. RCM to follow up.
CAMPOSA	06/29/2009 08:06:01 AM	Assigned To CAMPOSA				

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CAMPOSA	06/29/2009 08:40:39 AM	E-Mail To Tom Kasner		424140		

\*\*\*\*\* Email to tomkasner@deanteam.com \*\*\*\*\*

FYI ONLY: Sales Experience

Hello! The following customer has contacted Customer CARE regarding feedback with their sales experience. Please review the details below:

Customer Name: [REDACTED]

Model Year/Model: 2009 Eos

VIN: WVWFA71F39V [REDACTED]

Customer Concern: [REDACTED] says that she made an appointment with a salesperson to look at two Eos between 6:00pm and 6:30pm. When [REDACTED] arrived for the appointment, the salesperson was not available. And there was only one Eos. She says that the salesperson was rude, and didn't even know how to work the convertible top.

You, the Sales Manager, advised [REDACTED] that she could test drive the Eos over the weekend. The following day the salesperson contacted her to say that the vehicle she was to test drive was going to be sold unless she picked it up for the test drive.

[REDACTED] says that you, the Sales Manager, were very helpful. She ended up purchasing the vehicle directly from you. [REDACTED] says that at the delivery there were two scratches in the fender. She was advised that the Dealer would repair the scratches, detail her new vehicle, and provide her with a full tank of gas.

When [REDACTED] came to pick up the vehicle the car had not been detailed, nor was there gas in the tank.

[REDACTED] is now having accelerator concerns with the vehicle. We have suggested that the customer contact your service department to address the vehicle accelerator concerns.

Thank you for your help.

Ann Camposeo  
(248) 754-3242

RCM to send FYI email to SOM.

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CAMPOSA	06/29/2009 08:44:35 AM	E-Mail To Bob Chandler				
	RCM sent FYI email to SOM. No further action.					
CAMPOSA	06/29/2009 08:45:08 AM	Note To CCC				
	Your message did not reach some or all of the intended recipients.					
	Subject: RE: ACTION REQUIRED: [REDACTED] - VW - DEALER EMAIL - Sales Experience FYI ONLY					
	Sent: 6/29/2009 8:41 AM					
	The following recipient(s) cannot be reached:					
	tomkasner@deanteam.com on 6/29/2009 8:41 AM					
	RCM to call Dealer.					
CAMPOSA	06/29/2009 10:37:11 AM	E-Mail From Bob Chandler				
	Thank you Ann. I will forward this to the General Sales Manager, Phillip Dean. Thank you. Bob					
	(NOTE: As SOM is going to get in contact with Dealer regarding customer's concern, RCM does not need to call Dealer). No further action.					
GIROUXS	07/10/2009 12:53:07 PM	Call From [REDACTED]				
	Customer states: brought vehicle in for engine trouble on July 8th at 424140; dealer called last night to ask if someone could drive vehicle home so they could try and experience concerns; knows there is something wrong with car because warning light came on, which is when she brought it to dealer; just following up to make aware of appointment like previous advocate advised. CO advised: will have RCM follow up with dealer to ensure all resources are being utilized; RCM will then call customer no later than COB on Monday. Customer acknowledged and advised her business line will be best to try first, but if she isn't there to try her cell phone; she'll be available any time. CO acknowledged. RCM to call dealer and ensure all resources are being utilized.					
CAMPOSA	07/13/2009 10:17:27 AM	Call To Annie		424140		
	Service Advisor states: when vehicle was first brought in, customer complained of an MIL and stalling; vehicle was brought in with gas cap off; replaced cap and MIL is no longer on; dealer finds that the vehicle is operating as designed regarding the stalling concern; customer complained about the rental vehicle; Dealer upgraded customer into another vehicle at no cost to the customer; will be opening a VTA today; so far, there is no diagnosis. RCM to call customer.					

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CAMPOSA	07/13/2009 03:42:47 PM	Call To [REDACTED]		424140		Customer advised: stalling occurs when vehicle is either stopped or going slow; and always when the radio is on; first time was when the vehicle was turning; second and third time was when vehicle was stopped; last time vehicle stalled customer was turning vehicle into sub-division; customer advised that Dealer Service Advisor has been very helpful; feels like she listened. RCM advised: appreciate the feedback (RCM reason-coded as Praise/Dealer/Service/Dealer because LISTEN would not allow a Praise/Dealer/Service/Treatment by Personnel. LISTEN advised that it was a duplicate reason code); RCM will follow up with customer by COB tomorrow. RCM to call Dealer.
CAMPOSA	07/13/2009 03:52:01 PM	Call To Cindy		424140		DP advised: Service Manager is on vacation; and Service Advisor unavailable. RCM advised: RCM was advised by Service Advisor that a VTA would be opened; RCM wanted to share information from customer regarding stalling condition; customer advised that the radio was always on when condition occurred, and that the vehicle was going slow; customer also advised that twice the customer was making a slow turn from one street to another; and the other two times the vehicle was at a stop sign. DP advised: will pass information to Service Advisor. RCM to call Dealer.
CAMPOSA	07/14/2009 11:22:32 AM	Voice Mail To Annie		424140		RCM LVMM. RCM advised: seeking update on vehicle diagnosis. RCM to wait Dealer call.
CAMPOSA	07/14/2009 04:37:01 PM	Call To Mary Beth		424140		Service Advisor states: vehicle is waiting on Mechatronics unit and input speed sensor; customer is in a loaner vehicle. RCM to call customer.
CAMPOSA	07/14/2009 05:45:25 PM	Voice Mail To [REDACTED]				RCM LVMM. RCM advised: Dealer has ordered a mechatronics unit for vehicle; VIN specific component; can take 4 weeks to receive as it is shipped from Germany; will follow up with customer by COB Thursday 7/16 to verify customer received message. RCM to call dealer.
DUBROCN	07/14/2009 05:48:59 PM	Return Call From YVONNE SCHWAN				Customer returning RCM call; if unavailable will take VM. CA to transfer Customer.
DUBROCN	07/14/2009 05:49:45 PM	Transfer To Ann				CA transferred Customer to RCM VM. RCM to call Customer.

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CAMPOSA	07/15/2009 08:56:21 AM	Voice Mail From [REDACTED]				Customer LVMM. Customer advised: did not hear from Dealer 424140; customer is very upset that she has a brand new vehicle and will be without a car for a month; next week she was planning on taking a trip with her girlfriends in the convertible; seeking options from VW. RCM to call Dealer.
CAMPOSA	07/15/2009 01:58:12 PM	Call To Annie		424140		Service Advisor states: mechatronics bolt needs replacement, not the mechatronics unit; also needs speed sensor; there was some confusion on what was required; parts department should know delivery date tomorrow. RCM to call customer.
CAMPOSA	07/15/2009 02:02:08 PM	Call To [REDACTED]				RCM LVMM. RCM advised: Dealer has advised that the entire mechatronics unit does not need to be replaced; only specific components; one of them being a mechatronics bolt; as the mechatronics bolt is not VIN specific, we are no longer looking at a 4-6 week lead time on the parts; Dealer has placed the parts on red-order, which is the highest priority possible; the dealer will have an ETA tomorrow; RCM will follow up with customer by COB tomorrow. RCM to send FYI email to FOM

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CAMPOSA	07/15/2009 02:14:52 PM	E-Mail To Trent Hauschild				
Model/Model Year: 2009 Eos						
In-service Date: 5/30/2009						
Mileage: 1000 miles						
<p>What is the concern: Stalling concerns. Vehicle has been at dealership since 7/8/09. It was just determined that the speed sensor and the mechatronics bolt needed replacement. This customer did not have a favorable sales experience, and the vehicle was delivered by the sales team with two scratches. The dealership repaired the scratches after a couple attempts and had promised a tank of gas. But the dealership did not follow through on the promise. The customer is very frustrated with her ownership experience, and has a vacation planned for next week.</p> <p>What is the customer seeking: The customer currently is seeking compensation for her experiences. She is also seeking the vehicle to be repaired before her trip Annie, at the dealership has upgraded the customer's rental. The customer says that she appreciates the service she has been receiving from Annie (the Service Advisor)</p> <p>Next steps/CARE action: I will offer the customer a vehicle payment once the vehicle is repaired. I will follow up with the dealership tomorrow for an ETA on the mechatronics bolt and speed sensor. RCM to call Dealer.</p>						
CAMPOSA	07/16/2009 02:57:39 PM	Call To Cindy		424140		
RCM advised: seeking ETA on parts. Service Advisor (Cindy) advised: Service Advisor (Annie) unavailable; dealer will research and call RCM back. RCM to wait dealer call.						
CAMPOSA	07/16/2009 04:39:23 PM	Call To DP		424140		
DP advised: Parts advised that the speed sensor shipped today; bolts are already in stock. RCM seeking to be transferred to Service Department. RCM to speak with Service Advisor						
CAMPOSA	07/16/2009 04:46:33 PM	Call To Cindy		424140		
Service Advisor states: bolt is in stock; speed sensor has been shipped; RCM will need to follow up tomorrow for ETA on repair. RCM to call customer.						

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CAMPOSA	07/16/2009 05:29:58 PM	Call To [REDACTED]				
<p>RCM advised customer: speed sensor shipped today; bolt is at dealership; RCM would like to follow up with customer tomorrow with a ETA on repair time. Customer advised: customer is so frustrated with the way that Dealer 424140 has handled this; customer was going to be sent home with her vehicle last Friday 7/10; she had to fight with the dealership to keep it over the weekend; then on Monday 7/13 she finds out that the vehicle needs a part that will take 4 weeks; after complaining she is told that it is a speed sensor; feels like the dealership sold her a damaged vehicle; they have broken promised; not upset with VW but with the dealership; believes that the dealer should take back her vehicle; and refund her money; customer does not want to have to deal anymore with the dealer as she doesn't trust them; will be writing a letter to Dealer explaining all the problems she has had and ask for them to take her vehicle back. RCM advised: customer has right to take any steps she feels necessary; RCM wants to set customer's expectations that it is not likely that the dealer will take back customer's vehicle; but as customer has had such an unpleasant experience, RCM would like to offer customer a vehicle payment. Customer advised: she loves the vehicle, just hates the dealership. RCM advised: RCM will follow up with customer by COB tomorrow; customer has 30 days to accept vehicle payment by sending in payment coupon or bank statement; SOM, Techline, FOM and RCM are all aware of customer's experience during vehicle ownership; which is why customer's vehicle repair is a high priority for VW. RCM to call dealer.</p>						
CAMPOSA	07/17/2009 03:59:35 PM	Call To Annie		424140		
<p>Service Advisor states: customer is very disappointed; vehicle is being worked on; even if repairs are completed today, dealer wants to drive vehicle for several days to verify repairs are completed; customer was contacted an hour ago regarding update. RCM to call customer on cellphone.</p>						
CAMPOSA	07/17/2009 04:54:03 PM	Voice Mail To [REDACTED]				
<p>RCM LVMM. RCM advised customer: vehicle is currently being worked on; dealer hoping to have repairs completed today; but not positive; even if repairs are completed today, dealer still wants to keep vehicle a couple days to test drive and make sure there are no further concerns with the vehicle; will follow up with customer by COB Tuesday 7/21. RCM to call Dealer.</p>						
CAMPOSA	07/20/2009 04:09:21 PM	Call To Cindy		424140		
<p>Service Advisor advised: speed sensor failed; on red order. RCM to call dealer.</p>						
CAMPOSA	07/21/2009 04:25:52 PM	Call To Annie		424140		
<p>Service Advisor states: part is on red-order; customer has been notified that part is on order; will have an ETA tomorrow. RCM advised: customer has already been informed that we would like to provide a vehicle payment. Service Advisor states: will follow up with RCM tomorrow once she has the ETA. RCM to call customer</p>						

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CAMPOSA	07/21/2009 04:32:29 PM	E-Mail To Trent Hauschild				
<p>Good Afternoon Trent,</p> <p>Just an update on this vehicle concern. Vehicle's RO has been opened for 14 days as of today. The customer had a speed sensor installed. It apparently failed, so there is another speed sensor on backorder. The failed component was found before the vehicle was returned to the customer. The customer has been offered a vehicle payment. I will be contacting the customer this afternoon to follow up.</p> <p>Best Regards,  Ann Camposeo  RCM to call customer.</p>						
NARDONP	07/21/2009 05:57:48 PM	Call To [REDACTED]				
<p>RCM advised spoke with Dealer 424140 and was informed they have ordered another speed sensor and will have the part tomorrow; we would like to follow up with Customer again by COB Thursday 7/23 after repairs are completed to make sure all concerns with the vehicle have been addressed; understand we will be covering a vehicle payment for the time the vehicle has been down. Customer states she appreciates the work done by RCM-Ann and the Service Advisor who has been in contact with her at Dealer but her experience with Dealer has completely awful; she has heard nothing from Dealer about her concerns and she plans on contacting the owner to discuss these issues as well; she is likely going to contact a lawyer to help her resolve her issues with Dealer. RCM advised we will follow up with Customer by COB Thursday 7/23. RCM to follow up.</p>						
SHORTK	07/22/2009 12:31:54 PM	Call From Ms. Newbury		424140		
<p>SA seeking to speak with RCM. CA to contact RCM.</p>						
SHORTK	07/22/2009 12:32:27 PM	Call To Ann				
<p>CA attempted to contact RCM. CA to return to SA.</p>						
SHORTK	07/22/2009 12:32:51 PM	Return To Ms. Newbury		424140		
<p>CA advised SA RCM was not available. CA to transfer to RCM voicemail.</p>						
SHORTK	07/22/2009 12:33:26 PM	Transfer To Ann				
<p>RCM to return SA call.</p>						

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CAMPOSA	07/22/2009 01:04:57 PM	Voice Mail From Annie		424140		Service Advisor LVMM. Service Advisor states: no eta yet. RCM to call customer.
CAMPOSA	07/22/2009 01:05:33 PM	Voice Mail From Molly		424140		Service Manager LVMM. Service Manager seeking to know what customer has been promised. RCM to call Dealer
CAMPOSA	07/22/2009 01:09:16 PM	Voice Mail To Molly		424140		RCM advised: customer was offered vehicle payment; customer has not accepted yet; customer was advised she has 30 days to accept; customer's experience with the vehicle starting from the sale has not been what she was expecting; customer advised she had concerns at time of sale; and then when she had vehicle concerns, she had to talk the service department into keeping vehicle over weekend; only to find that there was indeed a concern; RCM has advised customer that dealership is doing what they can to expedite her parts; customer was encouraged by RCM to call Dealership to voice her concerns as they may be able to regain her confidence in the vehicle and the dealership. RCM to call customer.
CAMPOSA	07/22/2009 04:47:11 PM	Call To [REDACTED]				RCM advised: component is on order; no ETA; will follow up with customer. Customer advised: spoke with Dealer Owner's sister today; voiced her concerns; was advised that they would research her request regarding being taken out of vehicle; will be faxing in her payment information. RCM advised: QTM, FOM and RCM are all following customer's repair. RCM to call Dealer.
CAMILOM	07/23/2009 10:14:48 AM	FAX From [REDACTED]				Fax in doc center.
CAMPOSA	07/23/2009 04:19:12 PM	Call To Annie		424140		Service Advisor states: part came in today. RCM to call customer.
CAMPOSA	07/23/2009 05:46:12 PM	Call To [REDACTED]				RCM LVMM. RCM advised: part is in; dealer will be installing tomorrow; will follow up with customer by COB Tuesday 7/28. RCM to call Dealer.

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CAMPOSA	07/27/2009 01:12:20 PM	Return Call From Molly		424140		Service Manager advised: vehicle is repaired; vehicle has been test driven 300 miles; no light has come back on; customer will be provided a vehicle payment via check from the dealership directly (on top of VW vehicle payment); customer has advised that they do not want to pick vehicle up; vehicle has been down 13 days as of today; will be contacting customer today to advise them that the vehicle is repaired, there is a dealership vehicle payment waiting and that the dealership is seeking their rental vehicle back. RCM advised: seeking Dealer to follow up with RCM on outcome of conversation with customer as RCM is scheduled to call customer tomorrow. RCM to wait Dealer call.
CAMPOSA	07/28/2009 04:05:31 PM	Call To Molly		424140		Service Manager advised: customer accepted Dealership's offer of a vehicle payment directly from Dealership; customer will not pick up vehicle until mailed check from dealership is in customer's hands. RCM to call customer to remind customer of the vehicle payment offered by VW. RCM to call customer.
CAMPOSA	07/28/2009 04:32:38 PM	Voice Mail To [REDACTED]				RCM LVMM. RCM advised: following up as promised; understand that vehicle is repaired; also understand that Dealer 424140 has provided customer a vehicle payment from the Dealership; VW still has the offer on the table to make a vehicle payment; customer will need to contact CCC to approve. No further action pending call from customer.

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<b>2009 Eos 2.0L</b> [REDACTED]	<b>090163181</b>	<b>Customer Relations</b>	<b>WVWBA71F79V</b> [REDACTED]	<b>1,360</b>			
YOUNGLI	07/02/2009 11:30:57 AM	Call From ADAM PENNA					Complaint 406496 Pr. Part: 3732-Vehicle speed sensor Pr. Rsn: 04Q Order Fill Time
	Customer stated, he recently purchased his vehicle, he has only driven the vehicle 4 our 5 weeks, his vehicle broke down and Dealer is currently at Dealer 406496 for repair, Dealer is waiting on parts, not sure of the name of the part, but believes it is a speed module control, he has not concern with Dealer treatment, customer service has been great, with Dealer, Roadside and CCC (Customer would like to have that noted), Customer is seeking to get help expediting the part and repair of vehicle. CO advised, have noted concerns and complements, can research customer part concern by escalating concern to RCM to research and follow up with Customer. Customer stated, he is available all day at [REDACTED] CO advised, (due to holiday, Customer will receive follow up before COB 7/6. Customer stated, ok. CO to assign to RCM.					Inquiry 406496 Part: 3732-Vehicle speed sensor Rsn: 63Q Technical	
YOUNGLI	07/02/2009 11:42:57 AM	Assigned To CCC					Inquiry Part: GIFT-DINNER, FREE MAINTENANCE, ACCESSORY Rsn: 71B Other Cust. Sat. Service
	Customer is seeking assistance with vehicle part and repair, Customer can be reached all day at [REDACTED]. RCM to email Dealer.						
PABSTM	07/02/2009 11:46:18 AM	Call To greg salerno		406496		Praise 406496 Part: 3732-Vehicle speed sensor Rsn: 85J Treatment by Personnel	
	RCM asked about the part on order. General Manager advised its the vehicle speed sensor, on back order but should be in Tuesday, 7/7/09. RCM advised not needing the sales doc # and part # if the dealer has an ETA. RCM advised of the great service he is getting from the dealer, and that he wanted this passed on to you. General Manager advised he will pass it on to the Service Advisor. RCM to call the customer.						
PABSTM	07/02/2009 11:53:32 AM	Voice Mail To mr. Penna					
	RCM LMTRMC. RCM to advise part is expected to arrive late next week, to stay in touch with the dealer who tracks parts the same as CCC. RCM to wait customer call.						
ALEXANLA	07/02/2009 04:46:26 PM	Return Call From Mr. Penna					
	Customer states returning call from RCM. CA to transfer Customer to RCM.						
ALEXANLA	07/02/2009 04:47:19 PM	Transfer To Michele					
	CA transferred Customer to RCM. RCM to continue with Customer.						

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PABSTM	07/02/2009 04:54:39 PM	Continued Comment With	[REDACTED]			
	RCM advised the part is expected to be late next week, 7/06/09, there is no way to expedite the order, and CCC tracks the part the same way our dealers do. Customer states that he wants it tracked, and he wants the RCM and everyone at VW involved, as no one should have to go through this on a new car. Customer asked why this part wasn't taken out of the showroom car, and what this part may affect in the future, like is his transmission going to be affected? RCM advised it does happen, but it is rare that our dealers remove a part from an existing car to repair another, and that the customer is best asking our Service Manager about what parts affect another. RCM advised will stay involved through part delivery and installation, and will call the customer by the COB Tuesday, 7/7/09. RCM to contact dealer 406496.					
PABSTM	07/07/2009 03:04:35 PM	Call To greg salerno		406496		
	General Manager advised dealer 406496 received the part, the vehicle should be road tested within the hour and he will update the RCM when the vehicle is ready. RCM to wait call from dealer 406496.					
PABSTM	07/07/2009 05:27:18 PM	Call To	[REDACTED]			
	Customer states that he will be picking up the car tomorrow 7/8/09, so he is better now. RCM advised will call the customer by the COB Thursday, 7/9/09, giving time for getting the car back and driving it. RCM to call dealer 406496.					
PABSTM	07/09/2009 10:26:35 AM	Call To Lauren		406496		
	DP advised the General Manager is not answering the page, the Service Advisor is with a customer, but in looking at their records, the car was picked up on Thursday, 7/8/09. RCM to call the customer.					
PABSTM	07/09/2009 10:33:40 AM	Call To	[REDACTED]			
	RCM advised understanding his concerns with the brand new car needing repairs, and being patient while waiting for parts, RCM will send the customer a check for \$150 to have dinner on VW, and it will take up to 4-6 weeks. RCM to process settlement.					
PABSTM	07/09/2009 11:24:34 AM	Note To ccc				
	WVWBA71F79V [REDACTED] [REDACTED] dinner for customer with new car, waiting for parts, total = \$150. no further action.					
CR_BATCH	07/18/2009 04:00:23 AM	Note To PABSTM				
	Check # [REDACTED] for amount \$ 150.00 mailed on 07/17/2009					

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VOLKSWAGEN OF AMERICA, INC.  
 CUSTOMER COMMENT DETAIL REPORT  
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<b>2009 Eos 2.0L</b> [REDACTED]	090171674	Customer Relations	WVWBA71F39V [REDACTED]	54		Complaint 402902 Pr. Part: 3435-Transmission Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
SHEARDA	07/13/2009 03:43:53 PM	Call From [REDACTED]				
Customer states: Original owner; Customer purchased the vehicle; This customer/family has owned yes vehicle(s), one CPO; Customer states while driving the vehicle would not stay in gear, vehicle was towed to dealer 402902 where he has been advised that the transmission has to be replaced; Customer states he has lost confidence in this vehicle and has advised dealer that he no longer wants it and is seeking for us to take it back and give him one off of the dealership floor. CO advised customer that our obligation as the manufacture is to repair the vehicle within the parameters of the warranty; advised that because of the nature of the request CO will be assigning the case to a RCM to evaluate; advised that the RCM will follow up on Tues., 07/14/2009 before the close of business. CO to assign to RCM to evaluate.						
SHEARDA	07/13/2009 03:51:19 PM	Assigned To CCC				
Customer states while driving the vehicle would not stay in gear; transmission has to be replaced; Customer seeking for us to take this vehicle back and give him on off of the showroom floor as he no longer had confidence in this vehicle. RCM to evaluate and follow up with the customer on his cell, [REDACTED] RCM to evaluate.						
CAMPOSA	07/13/2009 04:09:48 PM	Assigned To NARDONP				
MARASHS	07/13/2009 04:16:31 PM	E-Mail From [REDACTED]				
Waited on the phone high call volume . Please contact me . Picked up Eos June 30th with 24 miles. Had to be towed in on July 5th from bad neighborhood . Transmission is damaged and requires replacement. Have lost confidence product. Help						
NARDONP	07/14/2009 09:22:18 AM	Call To Steve Partyka		402902		
RCM advised seeking an update on Customer vehicle. Service Manager states the vehicle needed a mechatronics unit and FOM was contacted and he authorized a complete transmission; the part arrived late last night and the vehicle should be finished by tomorrow; the vehicle has been down since 7/4. RCM advised Customer contacted CCC to request replacing the vehicle; wanted to know if FOM has been made aware of this request. Service Manager states he was not aware of it so FOM is not either. RCM to contact FOM.						

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NARDONP	07/14/2009 11:24:27 AM	E-Mail To Ed Pohl				
		RCM advised Customer is seeking a buy back. Wait FOM response.				
NARDONP	07/14/2009 12:55:20 PM	Call From Ed Pohl				
		FOM states he is going to be moving forward with replacing the vehicle for Customer; he is in the process of securing a vehicle for Customer which may have about \$500 more of accessories on it; he is going to have to go through all the paperwork and getting the vehicle to Dealer 402902. RCM will advised the Customer of this update. RCM to call Customer.				
NARDONP	07/14/2009 02:40:55 PM	Voice Mail To [REDACTED]				
		RCM LMTRMC. RCM to wait Customer call.				
NORMANS	07/14/2009 03:15:30 PM	Return Call From [REDACTED]				
		Customer states returning call from RCM and Customer seeks to speak to RCM; CA advised Customer CA will transfer to RCM and if RCM is not available Customer can LVMM; CA to transfer.				
NARDONP	07/14/2009 03:27:13 PM	Continued Comment With [REDACTED]				
		RCM advised FOM was contacted and he has stated he is in the process of allocating a vehicle for replacement; RCM will have limited involvement from here and FOM has advised he will be contacting Customer within a few days to provide Customer all the information on replacing the vehicle. No further action.				

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<b>2009 Eos 2.0L</b> [REDACTED]	090172398	Customer Relations	WVWBA71F19V [REDACTED]	509		
CASABD	07/14/2009 08:19:21 AM	Call From [REDACTED]				
Customer states: Original owner; lease at \$465/month and is upset he is paying without having the vehicle; current concern is that while driving in highway the transmission lights in dashboard began flashing back and forth; rpm's indicator went from 140 to 0; vehicle was in neutral; lost power; very upset; working with Service Advisor Kevin and Michael Kapse at Dealer 405666; vehicle has been at Dealer since Friday 7/10/09; Dealer advised they did not have an ETA for part and that it could be 3 weeks; also advised the concern has not been duplicated so they cannot assure customer that it will be repaired; Service Manager's best guess is that the part is an engine temperature regulator (customer unsure of part); concerned about safety issue. Customer seeks: For CARE to follow up with repair; customer is also thinking that VW should provide a replacement vehicle. CO advised: VW's goal is to have customer enjoy the vehicle; CO can offer to follow up with repairs and ensure all technical resources are being used; CO will escalate to a RCM who will call customer to [REDACTED] (at any time) by COB WED 7/15/09. CO to assign to RCM.						Complaint 405666 Pr. Part: 2426-Temperature regulator Pr. Rsn: H98 Other Warning Light
CASABD	07/14/2009 08:28:06 AM	Assigned To Unassigned				
Customer seeks: Customer seeks: For CARE to follow up with repair; customer is also thinking that VW should provide a replacement vehicle; please call customer to [REDACTED] (at any time) by COB WED 7/15/09. RCM to research.						Complaint 405666 Part: 2426-Temperature regulator Rsn: I42 Gauges/Instruments don't work properly
JANSSEL	07/14/2009 09:27:52 AM	Assigned To JANSSEL				
JANSSEL	07/14/2009 09:50:11 AM	Call From Mike Kapsak		405666		
Service Manager advised: vehicle was drove to dealer 405666 on 7/10/09 for a loss of power concern, vehicle was test driven on Saturday 7/11/09 and Sunday 7/12/09, concerns were not duplicated, customer advised the dealer that he feels unsafe, at that point the dealer opened a VTA who advised dealer to replaced the temperature sensor in the transmission, dealer ordered the part on 7/13/09 however it is backordered with no ETA, dealer has provided a rental vehicle, customer started to Service Manager that he feels VW and the dealer owe him something for having concerns so early in ownership such as navigation or rims, the dealer advised customer that the vehicle will be repaired under warranty and cannot guarantee any assistance outside of that, Service Manager will contact the FOM to make him aware that customer wants out of vehicle and call RCM back with more information. RCM to wait dealer call.						Complaint 405666 Rsn: 04Q Order Fill Time

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JANSSEL	07/14/2009 03:59:15 PM	Return Call From Mike Kapsak		405666		Service Manager advised: spoke with FOM who advised Service Manager to offer customer one vehicle payment, Service Manager will call customer tomorrow to advise of part/repair update and offer of a payment. RCM to contact field.
JANSSEL	07/15/2009 01:42:38 PM	E-Mail To Bill Manson				RCM sent FOM an FYI email regarding customer's concerns/request and dealer 405666 Service Manager has indicated that a vehicle payment will be offered. RCM to call dealer 405666.
JANSSEL	07/15/2009 01:43:22 PM	Voice Mail For Mike Kapsak		405666		RCM seeking updates on part/repair, seeking to know if customer has been contacted with vehicle payment offer. RCM to call customer.
JANSSEL	07/15/2009 04:21:50 PM	Call To [REDACTED]				RCM advised: still researching concerns and request, will follow up by COB Friday 7/17/09. Customer states: frustrated with vehicle concerns, vehicle has less than 500 miles, would like vehicle back. RCM advised: will document concerns, we are working on getting part and repair complete, cannot set expectations regarding request of getting out of vehicle. Customer acknowledged. RCM to wait dealer 405666 call.
JANSSEL	07/16/2009 09:31:47 AM	Voice Mail For Mike Kapsak		405666		RCM seeking updates on part/repair, seeking to know if customer has been contacted with vehicle payment offer. RCM to wait dealer 405666 call.
JANSSEL	07/16/2009 12:29:35 PM	Return Call From Mike Kapsak		405666		Service Manager advised: the part arrived at dealer 405666 today, left a message for customer yesterday advising following up on repairs and may be able to offer compensation, the customer has not called dealer back yet, the ETA for repair completion would be possibly tomorrow, Service Manager wants to thoroughly test drive vehicle, will call RCM back when an update on repair is available. RCM to wait dealer call.
JANSSEL	07/17/2009 09:31:08 AM	Voice Mail For Mike Kapsak		405666		RCM seeking repair update. RCM to wait dealer 405666 call.

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JANSSEL	07/17/2009 11:05:20 AM	Return Call From Mike Kapsak		405666		
		Service Manager advised: repairs and test drive will be done sometime today, Service Advisor spoke with customer today who may pick it up by COB today or tomorrow, very happy with payment offered. RCM advised: will follow up with customer to advise of update and support the payment offered by dealer 405666. RCM to call customer.				
JANSSEL	07/17/2009 01:46:32 PM	Voice Mail From [REDACTED]				
		RCM LVMM. RCM to advise: dealer 405666 Service Manager advised repairs and test drive will be done sometime today, his request has been evaluated, we will continue to work within the terms of the warranty, dealer has offered one vehicle payment as compensation and we support their offer. RCM to wait customer call.				
SYLVESM	07/17/2009 02:13:31 PM	Call From [REDACTED]				
		Customer states calling back in regards to case. CA advised will transfer Customer to RCM or to voicemail if not available. CA to transfer to RCM.				
SYLVESM	07/17/2009 02:15:21 PM	Transfer To RCM - Lisa				
		CA to transfer to RCM. RCM to call back Customer.				
JANSSEL	07/17/2009 03:05:39 PM	Voice Mail From [REDACTED]				
		Customer seeking call back on home phone number. RCM to call customer.				
ISTIFOV	07/20/2009 04:46:42 PM	Call To [REDACTED]				
		RCM advised was calling in regards to his file. Customer states he cannot speak right now and he will call CCC with any further questions. No further action.				
ZEHELD	07/21/2009 01:44:04 PM	Note To ccc				
		Customer has been presented with offer by Dealer 405666 and is satisfied according to Dealer 405666 Service Manager; last contacted with Customer states Customer would call CCC back with any further questions. No further action.				

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09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
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2009 Eos 2.0L [REDACTED]	090175525	Mediation/Arbitration	WVWBA71F39V [REDACTED]	71		Unknown 402902 Pr. Part: 3511-Mechatronic Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically Unknown 402902 Part: 3511-Mechatronic Rsn: H22 Technical Issue (Med/Arb only) Unknown 402902 Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY Rsn: 43Q Repurchase/Replacement(Mt Only)

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CRUSEJ 07/16/2009 03:27:57 PM E-Mail From Ed Pohl

Hi James:

I need to complete a substitution of collateral with VCI;

With this customer (ASAP) [REDACTED]

Open Case Number:

090171674

Dealer 402902 TEAM

I spoke to [REDACTED] today July 16th at 8:30am

The case notes state that a Mechatronics unit went down shortly after delivery. EOS has 71 miles.

In an effort to expedite the repair I authorized a complete transmission.

When I spoke today with customer, I advised [REDACTED] that his car was repaired. And I would like to make a car payment for his inconvenience.

\$542.

He said his wife has lost confidence in the car. Therefore, I have located a replacement car (comm. Number 587884) from 402172 Autobarn of Mt. Prospect that would give up the car. Spoke to Rafi - Sales Mgr.

Can we do a credit and re-bill - ASAP???

Also, Please note that [REDACTED] original car had zero options. This replacement car, the customer changed to black interior, and now this replacement car has wheels \$450 MSRP additional. Can we throw this in???

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Please advise,

Yes, I will put this on the official MED ARB form, but this should get us jump started; I need to get this moving.

CRUSEJ 07/16/2009 04:46:35 PM Call To Ed Pohl

Discussed with FOM. FOM to send request form. FOM states mechatronics failed just days after delivery. FOM states he has selected a repl and it is already at the dealer. FOM to send Repair Order as well.

CRUSEJ 07/16/2009 05:10:55 PM Mail To [REDACTED]

EON repl offer.

CRUSEJ 07/17/2009 11:16:18 AM E-Mail To Ed Pohl

Asked FOM had he considered trade assistance.

CRUSEJ 07/17/2009 11:16:43 AM E-Mail From Ed Pohl

FOM states it will cost \$6,000 to trade the Customer into a new veh.

CRUSEJ 07/17/2009 11:18:10 AM E-Mail To Ed POhl

Advised FOM that replacing the car will cost the same (based on loss numbers), so go ahead and do trade assistance. Closing file pending paper work from the field.

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CRUSEJ	07/17/2009 02:10:04 PM	E-Mail From Ed Pohl				
		James:				
		Invoice is \$32,157---COM # 451360				
		Less holdback \$1003				
		Less trade \$24,000 (Based on a Florida Auction of an EOS w/ 495 miles getting \$23,500				
		=				
		\$7154 needed to do a trade assist.				
CRUSEJ	07/17/2009 02:10:38 PM	Call To Ed Pohl				
		Advised FOM that we will be better off doing a SOC. FOM agreed. sending offer letter.				
CRUSEJ	07/17/2009 03:03:57 PM	FAX To [REDACTED]				
		Offer letter.				
CRUSEJ	07/17/2009 03:16:56 PM	Note To Replacement				
		WVWBA71F69V [REDACTED]				
CRUSEJ	07/20/2009 12:29:07 PM	Attached Mail From [REDACTED]				
		Rec'd signed acceptance.				
CRUSEJ	07/20/2009 12:44:49 PM	Attached Mail From [REDACTED]				
		Rec'd duplicate.				
CRUSEJ	07/20/2009 03:39:02 PM	Voice Mail To Mac Cannon		402902		
		Asked Sales Mgr to fax me a copy of the title application				

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CRUSEJ	07/21/2009 10:52:43 AM	Attached Mail From Team Imports				rec'd copy of title application.
CRUSEJ	07/21/2009 11:04:52 AM	E-Mail To Distribution				credit rebill
CRUSEJ	07/21/2009 11:19:44 AM	E-Mail From Delores Jackson				Hi James,  completed  Dolores Jackson
CRUSEJ	07/23/2009 10:32:20 AM	Voice Mail To [REDACTED]				LVMM advising Customer that I am still awaiting the necessary paperwork to come back from accounting and as soon as it does we will get the paper work to the dealer and contact you to schedule to exchange. Advised Customer that the exchange will not take place tomorrow as Customer hoped, simply because we don't have the MCO-Invoice back from accounting yet.
CRUSEJ	07/24/2009 01:10:40 PM	Attached Mail From Crystal batstra				Rec'd MCO-Invoice.
CRUSEJ	07/24/2009 01:11:48 PM	Assigned To KORTHA				Ed Pohl is the FOM. VCI is the lein holder. Non-conformity is Mechatronics. Team Volkswagen (402902) is the transaction dealer. Customer represented by self.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KORTHA	07/24/2009 02:05:19 PM	E-Mail To Ed Pohl		402902		
		Hey Ed, RE: WVVBA71F39V [REDACTED] / Repl Vin: WVVBA71F69V [REDACTED] / San & Laura Biscuso Replacement at Team VW. I have rec'd the closing documents for the Biscuso Replacement, would you be able to do this closing or do you have a accountable Dealership contact that would be able to assist?				
KORTHA	07/24/2009 03:04:41 PM	Attached Mail From Alicia Korth				
KORTHA	07/24/2009 03:04:46 PM	Note To Repl Instructions Attached Repl Instructions Attached in doc center.				
KORTHA	07/24/2009 03:18:40 PM	Approved By ak req tb check				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

CUSTOMER NAME      CASE NUM      PROGRAM      VIN      MILES      YEAR/SUBMODEL      PARTS/REASONS

KORTHA      07/24/2009 03:42:34 PM      E-Mail From Ed Pohl  
Yes send to me. I will call Sam. Ed

---

From: Korth, Alicia

To: Pohl, Ed

Sent: Fri Jul 24 15:27:13 2009

Subject: RE: [REDACTED] Repl @ Team 402902

Hey Ed,

Quick question

I'm out in 5 mins and the customer isn't answering either # I have for them; would you prefer I Saturday overnight the paperwork to you and you can call them to set up for Monday [REDACTED] or [REDACTED]; Or do you prefer I just have it to you by Monday and try to set it up for Wed am or Friday?

Both [REDACTED] need attend; Heres a scan of the PPW..

~Alicia Korth

VWGoA - Med/Arb

From: Pohl, Ed

Sent: Friday, July 24, 2009 3:17 PM

To: Korth, Alicia

Subject: Re: [REDACTED] Repl @ Team 402902

Not sure on the customer. But, Monday am only. Wed am only. Friday any time. Ed

KORTHA      07/24/2009 03:42:44 PM      Closing Package (M/A Only) To Ed Poi

Its in route # 941868149246

Have a good weekend!

~Alicia Korth

VWGoA - Med/Arb

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KORTHA	07/24/2009 03:43:12 PM	Call To [REDACTED]				No answer on either Line FOM Ed Pohl will call customer on Saturday to set up apt for next week.
KORTHA	07/28/2009 07:43:41 AM	E-Mail To Ed Pohl				Hey Ed, Just checking in on this one? Were you able to close or set up another day? Thanks,  ~Alicia Korth
KORTHA	07/28/2009 08:04:59 AM	E-Mail From Ed Pohl				In Fed ex as of monday Ed
KORTHA	07/29/2009 09:54:07 AM	E-Mail From Ed Pohl				Yes, Friday, July 31st at 9am. Ed
CRUSEJ	07/29/2009 09:56:49 AM	Voice Mail From [REDACTED]				Customer LVMM asking me to call him because the temporary tags on the vehicle he is currently driving expire today.
ANGERK	07/30/2009 01:40:28 PM	Assigned To KORTHA				Check # [REDACTED] for amount \$40.00 received. Forwarded check to advocate for handling
KORTHA	08/03/2009 12:49:22 PM	E-Mail To Ed Pohl 7/31				Did the closing go ok? Any chance of getting the closing fax (Ap for title for new car, Sub Form, Copy of PoA, Buyback repair plan) if you haven't mailed out the fed ex ppw yet? Fax(248)754-3670 (*Need this to update VCI of the new vehicle so they will release title on the original to me and to know the status of the repair on the original Vehicle.)
KORTHA	08/04/2009 09:13:00 AM	Vehicle To 7/31/09				Fax of SOC, ap for title, poa, BBRP stating veh repaired.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KORTHA	08/04/2009 09:17:43 AM	E-Mail To SOC TO VCI				
		SOC TO VCI				
KORTHA	08/04/2009 09:24:43 AM	E-Mail To Repl Into Svc.				
		Please put WVWBA71F69V [REDACTED] into service on 7/31/09 for:				
		[REDACTED]				
		Crown Pt. IN [REDACTED]				
		Thanks,				
		Alicia M. Korth				
		Remarketing Coordinator				
KORTHA	08/05/2009 10:26:47 AM	E-Mail From VCI				
		This request is complete and title is in route. Thanks				
KORTHA	08/06/2009 11:14:32 AM	Attached Mail From Emma Bridges				
		TITLE REC'D				
KORTHA	08/14/2009 10:41:54 AM	E-Mail To Ed Pohl				
		Hey Ed,				
		RE: WVWBA71F39V [REDACTED] / Rep @ Team VW 402902 on 7/31/09				
		Checking on the status of the return of the Biscuso paperwork?				
		Thanks,				
		Alicia M. Korth				
KORTHA	08/18/2009 01:02:59 PM	E-Mail To Ed Pohl				
		Hey Ed,				
		Have you had a chance to return the Biscuso doc's				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KORTHA	08/19/2009 08:20:56 AM	E-Mail From Ed Pohl				
		Fed ex'd today. Ed				
KORTHA	08/21/2009 10:45:38 AM	Assigned To TRISCHH				
		REASSIGNED FOR HANDLING				
TRISCHH	08/25/2009 11:56:35 AM	Attached Mail From Ed Pohl				
		Received: Vessel form,VCR, ACF, CNC, BBRP, ODO, LPOA, RO# 173055, SOC, Title App				
TRISCHH	08/25/2009 01:25:44 PM	Vehicle To CB Auction Assignments				
TRISCHH	08/25/2009 01:58:22 PM	Mail To IN DMV				
		EON title for branding.				
CR_BATCH	08/28/2009 04:00:28 AM	Note To TRISCHH				
		EFT for amount \$ 271.04 processed on 08/27/2009. AP reference number: 00030346				
TRISCHH	09/04/2009 11:52:33 AM	Attached Mail From in bmv				
TRISCHH	09/08/2009 02:39:14 PM	Attached Mail From State of IN				
		Received Branded Title				
TRISCHH	09/08/2009 02:42:22 PM	Assigned To CRUSEJ				
		Disclosure submitted for review; NO SALES TAX RECOVERY				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
CRUSEJ	09/08/2009 04:45:24 PM	Note To Disclosure				reviewed file.
ARMITAR	09/11/2009 12:08:42 PM	Note To CCC				Scanned file and disclosure in doc center.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2009 Eos 2.0L</b> [REDACTED]	090177397	Customer Relations	WVWBA71F19V [REDACTED]	2,300		Complaint 405080 Pr. Part: 3435-Transmission Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
HOFFMAB	07/20/2009 08:24:28 AM	Call From [REDACTED]				Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
	Customer states first VW since daughter owned a VW Fox, has had it to dealer 3 times since owning for transmission going into neutral and over revving, lights flashing, 3rd time this happened was on Friday, the 17th, working with Lenny Hendricks, service manager, is in rental. Customer states last time prior to Friday, dealer reset the megatronics, and fluid level was okay, but this time it happened while on interstate and she does not feel comfortable driving vehicle, would like this documented with VW as if this continues she will request VW take vehicle back. CO advised she will document her concerns/comments internally and assign to a RCM to review and she can expect return call by COB on Tuesday, the 21st. CO to assign to RCM (southern)					
HOFFMAB	07/20/2009 09:24:47 AM	Assigned To associate ( Southern)				Complaint 405080 Part: 3490-Speed sensor Rsn: 14H Repeat Repair
	Customer states has had vehicle to dealer 405080 3 times since owning for transmissions concerns, is seeking to have vehicle replaced if this continues or cannot be fixed. Customer can be reached 8 - 5pm at [REDACTED] RCM to contact dealer 405080					
HOFFMAB	07/20/2009 09:31:02 AM	Category Selection				
ZIEHMEC	07/20/2009 10:28:49 AM	Assigned To JANSSEL				
	Assigned for handling.					
ZIEHMEC	07/20/2009 03:06:32 PM	Call To Chris		405080		
	RCM advised Service Manager of the customers concerns and what he is seeking. Service Manager states: the vehicle has been there for this but each time the vehicle is found operating to specifications; 1 day down each; is there now still diagnosing but looks like specifications again; will call RCM once he has an update. Internal note-per Service Manager dealer did a ride and drive with the customer and they drive very aggressively. RCM to wait Service Manager call.					
ZIEHMEC	07/20/2009 03:32:21 PM	Return Call From Chris		405080		
	Service Manager states: the temperature speed sensor is needed; they are on order; he will call back with order information. RCM to wait Service Manager call.					

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PABSTM	07/21/2009 02:31:55 PM	Voice Mail To Christian H		405080		RCM LMTRMC. RCM to wait call from dealer 405080.
PABSTM	07/21/2009 06:19:46 PM	Voice Mail From christian		405080		Service Manager LMTRMC. RCM to call dealer 405080.
PABSTM	07/21/2009 06:22:07 PM	Call To receptionist		405080		DP advised the service department closed at 6:00pm. RCM to call the customer.
PABSTM	07/21/2009 06:23:39 PM	Call To [REDACTED]				RCM advised we are looking into the concerns with her EOS and will call her with an update by the COB Thursday, 7/23/09. Customer states she is aware from john at dealer 405080 that a sensor was ordered and will arrive in a couple of days, and this is the third time the car has been to the dealer since purchased. RCM to wait call from dealer 405080.
PABSTM	07/22/2009 09:01:24 AM	Return Call From chris		405080		Service Manager advised the speed temperature sensor is on backorder, he will call back with the order information. RCM to wait call from dealer 405080.
PABSTM	07/22/2009 09:17:59 AM	Return Call From Christian		405080		Service Manager advised the order was placed p89 vehicle down, it's not red eligible because stock is coming in to the depots, dealer 405080 has the bolts, they need the temperature speed sensor:  doc 1005854703 part 02e927321A ordered Monday, 7/20/09 RCM to advise level 2.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PABSTM	07/22/2009 09:51:57 AM	Assigned To ccc				please check on backorder part: temperature speed sensor. oc 1005854703 part 02e927321A ordered Monday, 7/20/09
PRENTIM	07/22/2009 10:52:18 AM	Assigned To PRENTIM				RC to email parts for status on speed sensor.
PRENTIM	07/22/2009 10:52:54 AM	E-Mail To 02E-927-321-A Speed senso				RC asked for status on part. Wait parts.
PRENTIM	07/23/2009 10:10:43 AM	E-Mail From Hope Warren				Please be advised that I have referred this part out of the 410 PDC and it is expected to ship today. Please allow 5-7 days for part to arrive at dealer. RCM to follow up.
PRENTIM	07/23/2009 10:13:00 AM	Assigned To PABSTM				
PABSTM	07/23/2009 10:18:07 AM	Call To Christian H		405080		RCM advised part shipping from 410 PDC today, 7/23.09, dealer 405080 should have it within 5-7 business days, will advise the customer and offer her vehicle payment reimbursement due to car being 1 month old and number of repairs. RCM to call the customer.
PABSTM	07/23/2009 10:20:01 AM	Call To [REDACTED]				RCM advised the part should arrive at dealer 405080 within 5-7 business days, and that we would like to apply a vehicle payment to her because of the concerns the vehicle has experienced so early in ownership, and asked for payment information. Customer asked that the information be emailed to her, she is driving. RCM advised will email the fax and mailing address, with case # to jillft@aol.com, and that the RCM will follow up to assure the part arrives and vehicle is repaired. RCM to advise team 5.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PABSTM	07/23/2009 10:25:26 AM	Assigned To ccc				
	Please send an email to the customer at Jillft@aol.com containing the following information:					
	Please send information containing VW credit payment amount and account # via fax or mail to:					
	Fax # 248--754-3324					
	Volkswagen of America					
	3499 W. Hamlin Road					
	Rochester Hills, MI 48309					
	Attention: case # 90177397					
	It can take up to 48 hours for the information to be scanned to your case, once received we will forward an amount equal to one monthly payment, to Volkswagen Credit, to be applied to your account. Please allow up to 60 days for this transaction, you will see the amount on a future Volkswagen statement.					
	CO to email the customer.					
BICKMAD	07/24/2009 05:41:16 AM	Assigned To ANDERSK				
ANDERSK	07/27/2009 11:57:54 AM	E-Mail To [REDACTED]				
	CA sent e-mail to [REDACTED] E-mail can be viewed in the doc center. CA to reassign.					
ANDERSK	07/27/2009 11:58:32 AM	Assigned To PABSTM				
	CO to review and close.					
PABSTM	07/27/2009 12:15:04 PM	Note To ccc				
	RCM to email dealer 405080.					

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
PABSTM	07/27/2009 12:24:54 PM	E-Mail To Chris Havneraas		405080		

\*\*\*\*\* Email to service@melbournevw.com; \*\*\*\*\*

ACTION REQUIRED: Seeking Vehicle Repair Update

Hello Christian! As you know, the following customer has contacted Customer CARE regarding her vehicle.

Customer Name: [REDACTED]

Model Year/Model: 2009 Eos

VIN: WVVBA71F19V [REDACTED]

Reason for Inquiry: Since we know the part has shipped, please advise us when it arrives and the vehicle is repaired. I have emailed her information to that she can provide us information on her VCI account, where we will reimburse her a monthly vehicle payment.

Thanks so much for all you help last week. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Michele Pabst  
(248) 754-3324

The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000.  
RCM to wait dealer email.

CAMILOM	07/29/2009 12:30:42 PM	E-Mail From [REDACTED]				
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CASE ALREADY IN SYSTEM... No. 90177397 Regional Case Manager was to email information necessary for reimbursement of a months note to VW Credit on July 23. Have not received that email yet. Please advise.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

VOLKSWAGEN OF AMERICA, INC.  
 CUSTOMER COMMENT DETAIL REPORT  
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MARASHS	07/29/2009 04:52:06 PM	E-Mail From	[REDACTED]			
	Dear Michele:					
	I just found your email in my spam folder!					
	Thank you for your help and the contact information. I will forward my Volkswagen credit statement tomorrow.					
	Got my car back today. I love it and am hoping this latest repair was the answer to the problem.					
	[REDACTED]					
PABSTM	07/31/2009 01:51:40 PM	Note To ccc				
	No further action, pending customer fax.					
WILLIAC2	08/05/2009 04:50:50 PM	Attached Mail From	[REDACTED]			
	Scanned mail in doc center.					
PABSTM	08/05/2009 06:03:10 PM	Note To ccc				
	WVWBA71F19V [REDACTED] reimburse customer vehicle payment for repeat repair, total = \$486.99. No further action.					
CR_BATCH	08/08/2009 04:00:37 AM	Note To PABSTM				
	Amount for \$ 486.99 was Posted on 08/07/2009. AP reference number: 40042005					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.  
 CUSTOMER COMMENT DETAIL REPORT  
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2009 Eos 2.0L</b> ██████████	090177939	Customer Relations	WVWFA71FX9V ██████████	5,000		Complaint 407458 Pr. Part: 3726-Transmission speed sensor Pr. Rsn: 44E Stalling
CASABD	07/20/2009 03:26:09 PM	Call From ██████████				Complaint 407458 Part: 3726-Transmission speed sensor Rsn: 38Q Backorder
		(Call and notes by Alex Tajiboy) Customer states: purchased 2 new VW and one other VW; EOS vehicle began to stall while driving it on a vacation trip; took vehicle to Dealer 407458 on 6/30/09; vehicle has been in Dealer for the past 3 weeks because of backordered part; wife has been stuck in TN 700 miles from home for the past 3 weeks using a rental; Dealer advised its a transmission sensor; and part was express ordered; the vacation has taken 1 week longer than anticipated and it doesn't make sense for her to go back to VA until vehicle is repaired. Customer seeking: to find out what the status of the part and ETA; after finding out the ETA, depending on length a solution for wife returning home and then picking up the vehicle (possible reunite). CO advised: if the part is truly unavailable there is nothing the Dealer can do; would document concerns and escalate to RCM for research; RCM to call back Customer by EOB 7/21/09. CO to assign to RCM southern.				
CASABD	07/20/2009 03:44:06 PM	Assigned To Unassigned				
		Customer seeking: to find out the status of backordered part and ETA; depending on length seek other options to assist Customer since wife is 700 miles from home (possible reunite); please contact spouse (██████████) at ██████████ by EOB 7/21/09 at any time. RCM to research.				
HEARNSN	07/20/2009 04:07:11 PM	Assigned To HEARNSN				
HEARNSN	07/21/2009 11:44:20 AM	Voice Mail To TJ		407458		
		RCM LMTRMC in regards to customer vehicle repair update; provided direct contact number. RCM to call Dealer/Parts.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HEARNSN	07/21/2009 11:54:12 AM	Call To CHRIS		407458		RCM called Dealer and advised of customer complaint regarding time needed to address repair; requested part order information. Part Manager states that QTM was involved in vehicle repair recommended replacing transmission speed sensor repair; following part order process used: Dealer ordered part on 07/10/2009 as Dealer to Dealer order later kicked out Dealer then ordered on 07/16/2009 Part: transmission speed sensor Part # 02E927321A Sales Document # 1005846099 Order Type: Red Order RCM to call FOM.
HEARNSN	07/21/2009 12:18:11 PM	Call To Lisa Brown				RCM called Dealer and advised per cases discussed concerning Dealer 407458, existing case which has been at Dealer was never noted; seeking to advise as vehicle as been down for 3 weeks. FOM states received e-mail from Service Manager in regards to matter as Dealer Principal had placed customer in a loaner vehicle before replicating concern; going to Dealer later today and will review. RCM advised that customer is seeking possible reunite as live in VA. FOM states that this is something that can be provided. RCM to wait Dealer call.
HEARNSN	07/21/2009 12:38:42 PM	Return Call From TJ		407458		Service Manager states that Dealer diagnosed customer vehicle having a faulty temperature sensor sending message that vehicle transmission is overheating; part have been ordered and expect soon; QTM involved; will follow up regarding repair completion. RCM to call customer.
SHORTK	07/21/2009 03:30:57 PM	Call From [REDACTED]				Customer states seeking to speak with RCM because he was supposed to receive a call in 24 hours. CA advised customer he would receive a call by COB today. CA to contact RCM.
SHORTK	07/21/2009 03:32:02 PM	Call To Nell				CA attempted to contact RCM. CA to return to customer.
SHORTK	07/21/2009 03:32:37 PM	Return To [REDACTED]				CA advised customer RCM would contact him by COB. RCM to follow up with customer's wife.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HEARNSN	07/21/2009 06:20:37 PM	Voice Mail To	[REDACTED]			RCM LVMM advising customer that Dealer has been contacted in regards to part order status; Dealer states that part was upgraded to red order today and Dealer anticipate in next day or two; will like to follow up with customer on THUR, 07/23/2009 as to order arrival/repair update; also aware of request as customer is traveling. RCM to wait Dealer call.
HEARNSN	07/22/2009 03:06:25 PM	Voice Mail To TJ		407458		RCM LMTRMC in regards to customer vehicle part update; provided direct contact. RCM to wait Dealer call.
HEARNSN	07/23/2009 10:27:57 AM	Return Call From TJ		407458		Service Manager states calling to provide update. Service Manager states that transmission speed sensor thermostat come in this morning; repair should be complete tomorrow. RCM to call customer.
PRENTIM	07/23/2009 04:29:33 PM	Voice Mail For	[REDACTED]			RC left message that Service Manager advised that part arrived today and repair should be completed by tomorrow. RC advised customer should follow up with dealer for time to pick up vehicle. No further action.
STEINBJ1	08/10/2009 03:07:04 PM	Call From	[REDACTED]			Customer states: calling to find out if trip interruption will be reimbursed to her without utilizing roadside. CO advised would have to transfer to roadside to answer that question. CO to transfer.
STEINBJ1	08/10/2009 03:09:59 PM	Transfer To CA				CA transferred to roadside. CO to review and close.
HEARNSN	08/10/2009 03:26:34 PM	Note To CCC				RCM reviewed case and no further action.

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VOLKSWAGEN OF AMERICA, INC.  
 CUSTOMER COMMENT DETAIL REPORT  
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>	
<b>2009 Eos 2.0L</b> [REDACTED]	090179930	Customer Relations	WVWBA71F19V [REDACTED]	1,600			
NESTORD	07/22/2009 12:11:56 PM	Call From Mrs. Maureen McDermott					Complaint 401057 Pr. Part: 3885-Mechatronics Pr. Rsn: 97J Part Delays (No Error in Dealer Ordering)
		Customer states: recently purchased vehicle; serious problems with transmission; has been at Dealer 401057 since 7/14/2009; working with Ray Hovsepien at Dealer; Dealer ordered initial part for repairs and advised will need to order another part; Dealer advised does not know when additional part will arrive; vehicle would not shift while driving; while stopped vehicle would not move or shift to drive; Customer would have to turn vehicle off then back on to get it to move. Customer seeking: to log complaint; wants follow up regarding the delay for the parts. CO advised: cannot guarantee we will be able to assist with expediting the parts needed for repair: will escalate Customer concern to RCM for further review; RCM will contact Customer by COB 7/23/2009 at phone number [REDACTED] after 4:30pm. CO to assign to RCM.					Complaint 401057 Part: 3885-Mechatronics Rsn: T01 Auto/Hybrid - Shifts roughly
NESTORD	07/22/2009 12:24:38 PM	Assigned To RCM					Complaint 401057 Part: 3885-Mechatronics Rsn: E07 Stumbles/hesitates/dies in stop/go driving
		Customer states: recently purchased vehicle has transmission concerns; at Dealer 401057 since 7/14/09 waiting for parts. Customer seeking: to log complaint; follow up regarding parts delay. CO advised: will escalate to RCM for review; RCM will contact Customer by COB 7/23/2009 at phone number [REDACTED] after 4:30pm. RCM to review					
SZYMANT	07/22/2009 05:13:02 PM	Assigned To SZYMANT					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
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SZYMANT	07/22/2009 05:31:17 PM	E-Mail To Vincent Ferraro		401057		

\*\*\*\*\* Email to vin1945@yahoo.com; \*\*\*\*\*  
 ACTION REQUIRED: Part Concern

Hello! The following customer has contacted Customer CARE seeking an update on their backordered part(s). Please review the details below:

Customer Name: [REDACTED]

Model Year/Model: 2009 Eos

VIN: WVWBA71F19V [REDACTED]

Customer's Description of Part: Transmission part

Are we waiting on a mechatronics unit, or is it something else?

Thanks,  
 Terrie Szymanski Eastern Region Case Manager  
 248 754 3699

The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000.

RCM to wait dealer 401057 e-mail.

SZYMANT	07/23/2009 03:43:57 PM	Note To ccc				
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RCM to call customer and advise we are still waiting to get some information to better track the situation; may not be able to provide an ETA at this point.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

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ABDULAM	07/23/2009 04:20:31 PM	Call To Ms McDermott				CA advised we are still obtain more information and VW does not have an ETA on part arrival at this point and we will continue to follow up with Customer. RCM to follow up.
PABSTM	07/27/2009 06:05:34 PM	Call To Vinnie		401057		Part Manager advised the latest update shows ETA 7/29. RCM asked if the customer is in a loaner? Part Manager advised not knowing if the customer is in a loaner, that service is closed, they are working with the FOM, and the part was just ordered 7/21/09. RCM to call the customer.
PABSTM	07/27/2009 06:11:45 PM	Call To ms McDermott - cell #				Customer states it is not a good time to call her, but tell her the reason for the call. RCM advised part ETA of 7/29.09. Customer states she will contact dealer 401057 tomorrow, 7/28.09. RCM to email the FOM.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

CUSTOMER NAME      CASE NUM      PROGRAM      VIN      MILES      YEAR/SUBMODEL      PARTS/REASONS

PABSTM      07/27/2009 06:19:34 PM      E-Mail To George Kaniwac

As you may know, the following customer has contacted Customer CARE. After speaking with Vinnie, our Parts manager, I understand you have been involved in this case.

Customer Name: [REDACTED]

VIN: WVWBA71F19V [REDACTED]

Model/Model Year: 2009 EOS

What is the concern: Mechatronic ordered 7/21/09, latest ETA 7/29/09 !!!

The customer had been promised a return call by today, 7/27/09. I advised her of the ETA. She advised it was not a good time to take my call, but with this information, she would follow up with our dealer on 7/28/09. Thank you for your time.

Michele Pabst (assisting Terrie Szymanski)  
Eastern Region Case Manager  
VWoA Customer CARE Center

Volkswagen of America, Inc.  
3499 Hamlin Road  
Rochester Hills, MI 48309

Phone: 248-754-3324  
Fax: 248-754-6504

michele.pabst@vw.com  
No further action.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
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<b>2009 Eos 2.0L</b> [REDACTED]	<b>090186595</b>	<b>Customer Relations</b>	<b>WVWBA71F69V</b> [REDACTED]	<b>5,000</b>		
CALDWEM	07/30/2009 09:28:06 AM	Call From [REDACTED]				Complaint 406461 Pr. Rsn: 75G Complaint about Offer
		Customer states seeking to speak with a RCM [REDACTED], Customer states don't want vehicle anymore due to vehicle is not safe, driving the vehicle last week almost involved in an accident, vehicle slipped into neutral. Customer states she is UNWILLING to take a rental that is not a convertible, not leaving the dealer without a convertible rental this morning, seeking a update ASAP. Customer states just return back from vacation, enroute to the dealer at this time. Customer states seeking a decision within 1/2 hour, states the dealer has been to CCC all week address the parts and vehicle concerns. Customer states has been advised does not expect the part until mid AUG. Customer states seeking to have the VEH replaced another vehicle same color. Customer agrees to hold, CA attempt to contact the RCM.				Complaint Rsn: 74G Complaint about Advocate
CALDWEM	07/30/2009 09:41:03 AM	Transfer To PABSTM				Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
		CA transfers call to the RCM, RCM continues with Customer.				
PABSTM	07/30/2009 09:42:07 AM	Continued Comment With [REDACTED]				Complaint 406461 Part: 3885-Mechatronics Rsn: 56E Hesitation
		Customer states that she turned her car in 3 months early to drive a convertible, the Service Manager at dealer 406461 advised she won't have her car until the end of summer, she will only accept a convertible, the Service Manager advised he has been talking to her the RCM all week, she was almost in an accident with the car, she is a first time VW owner, she is not happy, she is driving from the Baltimore Pier to the dealer right now, the Service Manager is waiting for the RCM's call and to call her at the dealer. RCM advised having no knowledge of the customer's request for a convertible, most dealers do not have a convertible in their loaner fleet, the mechatronic delay is the highest priority at VW, we may or may not be able to meet this convertible expectation, we do not expect the delay to be until the end of summer, the RCM will call the customer by end of day. Customer states she is on way to dealer and will not wait until the end of the day. RCM advised calling dealer 406461.				Complaint 406461 Part: 3885-Mechatronics Rsn: 36A Rental/Loaner
PABSTM	07/30/2009 10:01:20 AM	Call To mike stephens			406461	
		RCM advised of customers conversation, her concern with being without the EOS for the summer, and only accepting a convertible. Service Manager advised his latest information is that the part should be in by mid august, he will relay updated information to the customer and her husband when they arrive, he has a NBC on the lot, but needs to sell it during convertible season, so cannot provide this as a loaner, he found a convertible for \$110 a day. RCM advised will discuss with an associate and call the Service Manager right back.				

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**VOLKSWAGEN OF AMERICA, INC.**  
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PABSTM	07/30/2009 10:22:47 AM	Face-To-Face With mindy prentice				
		RC and RCM agreed customer can be reimbursed up to \$50 a day for her choice of a rental, up to 30 days, if the part takes longer than 30 days, VWoA will re-evaluate at that time. RCM to email dealer 406461.				
PABSTM	07/30/2009 10:24:33 AM	E-Mail To jamie Kaliszewski & Mark s 406461				
		Final offer to the customer. VWoA will reimburse the customer up to \$50 a day towards an upgrade of her rental vehicle for up to 30 days. If the part takes more than 30 days, we will re evaluate at that time.				
		Mark, I'm calling you.				
		Michele Pabst Eastern Region Case Manager VWoA Customer CARE Center				
		Volkswagen of America, Inc. 3499 Hamlin Road Rochester Hills, MI 48309				
		Phone: 248-754-3324 Fax: 248-754-6504				
		michele.pabst@vw.com				
		RCM to call dealer 406461.				
PABSTM	07/30/2009 10:25:40 AM	Call To mark stephens		406461		
		RCM advised having just sent an email with rental offer, VWoA will reimburse the customer up to \$50 a day for the vehicle of her choice, for up to 30 days, if the part takes longer than 30 days, we will re-evaluate at this time. Service Manager advised he is with the customer now. RCM to call the customer.				
PABSTM	07/30/2009 10:31:12 AM	Voice Mail From mark stephens		406461		

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**CUSTOMER COMMENT DETAIL REPORT**  
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SHEARDA	07/30/2009 10:41:40 AM	Call From Ms. [REDACTED]				
	Customer states she is returning call from the RCM. CA to call RCM.					
MARASHS	07/30/2009 10:50:43 AM	Call From [REDACTED]				
	[REDACTED] called the switchboard to request to speak to the highest management she can. Transferred to the Exec Line.					
MARASHS	07/30/2009 10:53:50 AM	Call From [REDACTED]				
	Customer called the switchboard to request to speak with the Exec Asst. Transferred to Exec VM.					
MARASHS	07/30/2009 10:54:06 AM	Assigned To FOXK1				
PABSTM	07/30/2009 10:54:37 AM	Continued Comment With [REDACTED]				
	Customer asked for the update. RCM advised having evaluated her request for a convertible, that we can reimburse her up to \$50 a day, up to 30 days, if the part takes longer we will re-evaluate at this time, we don't expect it to take the 30 days. Customer states she was just told that 15 minutes ago, it is not new and asked for the Supervisor name. RCM advised direct Supervisor name. Customer asked the Supervisor's title. RCM advised she is the direct Supervisor over the RCM, who handles all customer cases for Eastern And Central PA. Customer asked who the Supervisor reports to. RCM advised do not know exactly who she reports to. Customer asked to be transferred to the Supervisor. RCM advised the Supervisor is assisting other customer, RCM advised can see if another Supervisor is available to take her call, as we have a team of SUPs'. RCM advised not having another Supervisor, having walked the floor in search of one, and that a Supervisor can call her back. Customer states wanting to know the Supervisor's managers name. RCM advsied not knowing who the Supervisor directly reports to. Customer states she is calling Herndon and ended the call. RCM to advise Supervisor.					
FOXK1	07/30/2009 11:11:13 AM	Call From Timo				
	Executive advised of the customers concerns, customer was a convertible for alternate transportation. ES advised will contact the customer and attempt to smooth things over, noted the part situation and our rental provisions. ES call customer.					

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FOXK1	07/30/2009 11:15:47 AM	Call To	██████████			
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Customer advised she has had conversations with customer care and no one cares, she is dissatisfied with the service she has received from customer care, she was almost in an accident and it would just be easier to make her happy, she is not able to enjoy a convertible due to this part issue that she has to wait an extended period of time for, if we do not make her happy and if she does not see a recall on this issue in the next couple of weeks, we can be sure to see law suits and many calls from unhappy customers, the dealer has a convertible that they can rent to her. ES advised of apology for this issue, we can understand how the joy of owning a convertible in the summer months has been taken from her, it is not our desire to have unhappy customers, our rental provision, right or wrong, is for basic transportation at \$25/day, due to her early experience we have offered \$50/day, how much is the convertible. Customer advised it is \$109/day. ES advised we are unable to offer \$109/day, we can once the vehicle is repaired and returned to her research possible additional goodwill beyond the \$25/day we are good willing now, in a possible vehicle payment. Customer advised she wants us to give her two vehicle payments, she does not want to pay for September or August. ES advised we are unable to offer a decision until the vehicle is repaired, but we can assure her we take her concerns seriously and do want to turn this experience around. Customer seeking follow up in two weeks. ES advised of taking over her concerns and will follow up in two weeks. ES set follow up date.

PABSTM	07/30/2009 11:19:08 AM	E-Mail To elaine				
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RCM sent email to the SUP advising of customers concern and call to Virginia. RCM to take email from the dealer.

PABSTM	07/30/2009 11:19:51 AM	E-Mail From mark stephens	406461			
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We have put her in a Saturn Aura from Avis. She seems happy right now, but beware- she is in contact with Herndon and seems to be moving up the ladder in people she is talking to.

Mark Stephens  
 Fixed Operations Manager  
 York Volkswagen-406461  
 web address www.yorkvw.com  
 e-mail markstephens@yorkvw.com  
 717-755-1015  
 406461  
 ES to talk to the customer.

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FOXK1	07/30/2009 11:44:19 AM	Call To Jamie				ES advised of issue, have left a message for the dealer to recieve the days down, but wanted to give him a heads up on the customer. FOM advised he appreciates this, he noted the part was just ordered yesterday and that maybe an issue depending on when the repair order was opened, he will keep an eye on this and we will touch base in a week and a half to see where the ETA is. ES set follow up for 8/12.
FOXK1	07/30/2009 02:15:45 PM	Return Call From Mark		406461		Service advised the repair order was opened at intial diagnosis the dealer did not find the mechatroncis being the failure, but it turned into this yesterday, RO was opened 7/25/2009 at 4,589 miles. ES email FOM.
FOXK1	07/30/2009 02:20:01 PM	E-Mail To Jamie				ES advised of the RO open date. ES wait for follow up date.
FOXK1	07/31/2009 11:00:19 AM	Call From Jamie				FOM advised the ETA is 8/7, next Friday, that the customer left a message for 406461 wanting a different rental, but due to the ETA he has informed them to leave her in the rental she is in and if the part is not here next Friday we will look at alternatives. ES advised this is great news, will follow up 8/7. ES set follow up date for 8/7.
FOXK1	08/07/2009 09:11:32 AM	Call To Mark		406461		Dealer advised the vehicle is fixed and the customer picked it up yesterday, she has a dent in a door and as goodwill they fixed it. ES email FOM.
FOXK1	08/07/2009 09:18:18 AM	E-Mail To Jamie				ES advised the customer is back in her vehicle as of yesterday. ES call customer.
FOXK1	08/07/2009 09:18:51 AM	Voice Mail To [REDACTED]				LVMM noting the good news from the dealer, just seeking to follow up, encouraged her to phone if needed. No further action.  (internal: we did goodwill of an additional \$25/day on the rental, total \$325)

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WHEELEK	08/07/2009 11:24:55 AM	Return Call From	[REDACTED]			Customer states: seeking to speak with ES. CA to contact ES.
WHEELEK	08/07/2009 11:26:12 AM	Call To FokK1				CA attempted to contact ES. CA to return to customer.
WHEELEK	08/07/2009 11:26:31 AM	Return To	[REDACTED]			CA advised: ES is assisting another customer; may forward her call to ES's voice mail. CA to transfer to ES voice mail.
WHEELEK	08/07/2009 11:27:14 AM	Transfer To FoxK1				Transferred call to ES voice mail.
FOXK1	08/07/2009 11:46:20 AM	Voice Mail From	[REDACTED]			Customer LVMM did pick up her vehicle, thanked for the phone call, not happy with treatment, due to not giving her a convertible, this is a nationwide issue, someone is going to get hurt, we need to issue a recall, we talked about picking up two vehicle payments, she no longer feels that is necessary, but one would be appropriate, to call her on her cell [REDACTED]. ES call customer.
FOXK1	08/07/2009 02:09:47 PM	Call To	[REDACTED]			ES advised the customer of the Goodwill we provided on her rental of \$325, that we are unable to offer help on a Goodwill vehicle payment, but we are happy to hear her vehicle is back. Customer advised she understands, but we need to do a recall, are we. ES advised of not being privy to that information, if one comes she will be notified. No further action.
SHEARDA	08/12/2009 02:08:40 PM	Call From	[REDACTED]			Customer is seeking to speak to the ES. CA advised that the ES had advised that we would cover the rental payment, however we would not be able to provide a vehicle payment. Customer stated dissatisfaction; states we advised we were going to provide a nicer vehicle for \$50 a day and when she checked her contract the cost was \$25; Customer states who does the ES report to and who can she speak to that is over her. CA advised that there is no one her higher than the ES as she is the ES to the CEO. CA advised that CA will evaluate with the ES. Customer states she does not want CA to evaluate but just to transfer her to the ES. CA to call ES.

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FOXK1	08/12/2009 02:25:50 PM	Continued Comment With	[REDACTED]			Customer advised the vehicle we rented was not for \$50. ES advised this was what we were told by the dealer, will call them. ES call dealer.
FOXK1	08/12/2009 02:26:10 PM	Call To Mark		406461		Dealer advised they were able to get a rate in \$25/day, that he was able to use up to \$50/day, but did not need too. ES return to customer.
FOXK1	08/12/2009 02:26:38 PM	Return To	[REDACTED]			ES advised of apology for error, as a goodwill gesture due to her downtime will offer \$325 towards her VCI account, the fax number was provided. No further action.
MARASHS	08/12/2009 04:37:28 PM	FAX From	[REDACTED]			Fax in Doc Center.
FOXK1	08/12/2009 05:02:08 PM	FAX From	[REDACTED]			Customer faxed payment coupon. ES generate check request.
FOXK1	08/12/2009 05:02:34 PM	Note To Generated check request				For \$325. No further action.
CR_BATCH	08/15/2009 04:00:33 AM	Note To FOXK1				Amount for \$ 325.00 was Posted on 08/14/2009. AP reference number: 40043018

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<b>2009 Eos 2.0L</b> [REDACTED]	090189643	Customer Relations	WVWBA71F89V0 [REDACTED]	500		Complaint 401057 Pr. Part: 3511-Mechatronic Pr. Rsn: 10T Unusual transmission noises
BAKERCR	08/03/2009 03:51:16 PM	Call From [REDACTED]				Complaint Rsn: 74A Customer leaving brand
Customer states purchased vehicle around July 4th; it took 3 separate trips to the dealer to take delivery of vehicle; feels her salesman does not care about her issue; states the day after she picked the vehicle up she had to take it pack because the top was leaking; the vehicle has spent the last week and half at the dealer having the mechatronic replaced; customer states no longer feels safe in vehicle; has not enjoyed her first VW experience; has considered trading it in already; claims the vehicle has been at the dealer more then she has had it; customer is seeking a warranty extension on the transmission for the trouble she has had in the first 500 miles; CO advised customer would document customers concerns and request; could not guarantee outcome; advised customer would receive a follow up call with our decision no later than COB 8-4-09; use [REDACTED] CO to assign to RCM.						
BAKERCR	08/03/2009 03:59:45 PM	Assigned To CCC				Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
Customer seeking warranty extension on transmission; RCM to review						
EDWARDAM	08/03/2009 04:17:21 PM	Assigned To SZYMANT				Complaint 401057 Rsn: 62J Treatment by Personnel

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	08/03/2009 05:17:20 PM	E-Mail To Patrick		401057		

Hello! The following customer has contacted Customer CARE seeking goodwill. I wanted to share with you as much as I know about the customer and obtain your feedback regarding their request for goodwill.

Customer Name: [REDACTED]

Model Year/Model: 2009 Eos

VIN: WVWBA71F89V [REDACTED]

Mileage: 500 miles

The customer is seeking the following: Customer states purchased vehicle around July 4th and it has taken it 3 separate trips to the dealer to take delivery of vehicle. Customer feels her salesman does not care about her issue. Customer states the day after she picked the vehicle up she had to take it back because the top was leaking. The vehicle has spent the last week and half at the dealer having the mechatronic replaced. Customer states no longer feels safe in vehicle and has not enjoyed her first VW experience so far. Customer has considered trading it in already.

Additional Information

Ownership: Unknown

This customer generally goes to a VW dealership for repair and maintenance work: NA

This customer experienced multiple vehicle issues during ownership: Yes

This customer perceives that the vehicle failure occurred prematurely: Yes

This customer services their vehicle as recommended by VW: NA

Based on the information gathered above and the knowledge you have on this customer, please answer the following questions:

- 1) Should this customer receive Goodwill?
- 2) If yes, how much goodwill?

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
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3) If yes, would you like to make the offer?

4) If no, please provide an explanation so that we may update our case notes.

If you could please respond within 4 business hours, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Christine Ziehmer  
 248-754-3577  
 RCM backup

RCM to wait dealer 401057 e-mail.

SZYMANT	08/04/2009 04:20:08 PM	Call To Patrick		401057		
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Service manager states the vehicle was down for less than 7 days; mechatronics unit was replaced; he already tried to offer her a vehicle payment and she declined; the vehicle is repaired. RCM to call customer.

SZYMANT	08/04/2009 04:52:59 PM	Call To [REDACTED]				
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RCM advised customer calling to follow up with her; seeking to know how things are going with the vehicle. Customer states just got it back yesterday; only put about 10 miles on it; don't really know how the vehicle is at this point; don't feel it is reliable; dealership told her they've seen several of these mechatronics go; had concerns with sunroof too; dealership was going to act like nothing was wrong and release the vehicle but she insisted they keep it; there was a sound of metal hitting metal and she fears there are deeper concerns and she'll have to pay for a new transmission when warranty is expired. RCM advised we will continue to work within the terms of the warranty to address any manufacturer's shortcomings; if there was subsequent damage, very likely would have already showed up; she has warranty on transmission until 60 k miles or 7/16/2014 WCF for manufacturer's shortcomings; would like to still offer her the vehicle payment that dealership had offered in light of her vehicle and sales concerns. Customer accepted; has VCI loan; will take it but is still not satisfied and can't recommend VW. RCM advised if concerns continue she can let us know; would be happy to evaluate any request; however, our goal is always to repair vehicle within terms of warranty; feel confident her concerns are addressed but we are here for her if that is not the case; would advise her to take some time to drive the vehicle and see how it goes. RCM advised for the vehicle payment, fax us payment stub and we'll make payment to VCI within a few billing cycles; she should keep making payments in the interim. Customer seeks letter outlining the incident and her contact with CCC. RCM agreed and advised she'll receive it within 5-10 business days. RCM to e-mail field/med arb.

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ZIEHMEC	08/04/2009 05:50:21 PM	E-Mail From Patrick		401057		
<p>I spoke to [REDACTED] yesterday morning and she expressed her dissatisfaction with me. Unfortunately we were at the mercy of VW for the megatronic unit and we did the best we could with getting her back into her vehicle. I have no information in reference to her delivery problems. She expressed that she didn't want the vehicle any longer and unfortunately there is nothing I could do for her on that request. I did offer goodwill offer for car payment which she did not accept.</p> <p>[REDACTED] also stated that she will not recommend this dealership to anyone and that she doesn't want to do business with us. I am asking Customer Relations to handle this customer because it appears we can not appease her or her demands at this time.</p> <p>Thank You</p> <p>RCM to contact FOM.</p>						
SZYMANT	08/05/2009 03:45:14 PM	E-Mail To Pat		401057		
<p>Hey Pat,  When you have a chance, can you let me know the total days down for the mechatronics repair as well as any previous repairs on this vehicle?  Thanks!  Terrie  RCM to wait dealer 401057 e-mail.</p>						
SZYMANT	08/05/2009 03:53:42 PM	Call To Patrick		401057		
<p>Service manager states vehicle was there from July 24-31 for mechatronics, and July 7 for 1 day repair for sunroof repair. RCM to e-mail fom and med/arb.</p>						

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SZYMANT	08/05/2009 04:02:21 PM	E-Mail To George (FOM), LINSAB (M				
Info Only - Customer Case @ 401057						

The following customer has contacted Customer CARE. I have confirmed that the vehicle has 10 days down on a vehicle less than 1 month old.

Customer Name: [REDACTED]

WVWBA71F89V [REDACTED]

2009 EOS

500 miles

Vehicle was there for a 1 day sunroof repair, and 9 day mechatronic repair.

Customer states she lost faith in vehicle and wanted us to replace it. I offered her a vehicle payment and she accepted with great reservations. I did invite her to call us back if there were further questions or concerns.

Is there any additional action you'd like to take on this case? If so, please let me know. Otherwise, don't need to reply.

Since this is coming from a group mailbox, we'd appreciate if you could select ¿REPLY TO ALL¿ when responding to this email.

Thank you for your help.

Terrie

Therese Szymanski  
 VWoA Customer CARE Center  
 Eastern Region Case Manager

Volkswagen of America  
 3499 West Hamlin Road  
 Rochester Hills, MI 48309

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	Phone: 248-754-3699 mailto:therese.szymanski@vw.com No further action pending customer fax.					
CAMILOM	08/10/2009 08:37:08 AM	FAX From Miguel Camilo				
SZYMANT	08/10/2009 05:11:52 PM	Note To ccc RCM to generate check request and have letter mailed to customer.				
SZYMANT	08/11/2009 08:49:01 AM	Note To ccc WVWBA71F89V [REDACTED] Account # [REDACTED] VW to make one vehicle payment to VCI. Total = \$300.26. RCM to assign to team 5.				
SZYMANT	08/11/2009 08:50:36 AM	Assigned To ccc Please send letter to customer confirming her contact to us (for her records). RCM waiting for check.  Team 5 to send mail to customer.				
BICKMAD	08/12/2009 05:38:13 AM	Assigned To ROGERSD				
ROGERSD	08/13/2009 12:36:48 PM	Mail To [REDACTED] Letter generated and sent to Customer. Correspondence to reassign to RCM.				
ROGERSD	08/13/2009 12:37:17 PM	Assigned To SZYMANT				
SZYMANT	08/13/2009 01:39:04 PM	Note To ccc Wait for check.				

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CR_BATCH	08/14/2009 04:00:41 AM	Note To SZYMANT				
	Amount for \$ 300.26 was Posted on 08/13/2009. AP reference number: 40042896					
SMITHN	08/17/2009 10:35:57 AM	Call From [REDACTED]				
	Customer states that she had the vehicle break down again and she got rid of the vehicle and into a new vehicle (Nissan); wants to know what will happen with the vehicle payment; she has left brand and will never buy another VW vehicle. RCM advised Customer that if she can hold, RCM would like to talk with RCM to see what we can do. RCM to face to face with Eastern RCM.					
SMITHN	08/17/2009 10:37:51 AM	Face-To-Face With Terri Szymanski				
	RCM advised that she will have to research to see if she can stop payment, advise Customer she will call back by COB tomorrow. RCM to return to Customer.					
SMITHN	08/17/2009 10:38:52 AM	Return To [REDACTED]				
	RCM advised Customer that original RCM is going to research to try to stop payment and will call Customer by COB tomorrow with update. RCM to research.					
SZYMANT	08/17/2009 05:45:26 PM	E-Mail To ANGERK				
	Hi Kitsi, We requested a vehicle payment to VCI for this customer - [REDACTED], case 90189643. Is it too late to do a stop payment on this one? Thanks, Terrie RCM to wait accounting research.					
SZYMANT	08/18/2009 02:30:03 PM	E-Mail From ANGERK				
	It has already been posted, do you need it reversed?  RCM to e-mail accounting.					

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SZYMANT	08/18/2009 02:30:34 PM	E-Mail To ANGERK				
		Hi Kitsi, If we can go ahead and retract the funds that were paid to VCI for the vehicle payment, that would be great, I will just cut her a check instead b/c she no longer has the vehicle we made the payment for. Just confirm if you don't mind! Thanks, Terrie				
		RCM to wait accounting response.				
SZYMANT	08/18/2009 03:25:19 PM	Call To [REDACTED]				
		RCM advised customer we are sorry to hear she has traded the vehicle and that she had further concerns. Customer states she is sorry as well. RCM advised we are working with accounting to verify how those funds would be either sent to her as check or credited back; will update her tomorrow 8/19. RCM to wait accounting response.				
ANGERK	08/19/2009 10:15:06 AM	Note To ccc				
		Per Cathy Marchese in accounting the payment to VCI has been reversed.				
SZYMANT	08/19/2009 11:12:39 AM	Call To [REDACTED]				
		RCM advised customer we will be sending her a check for \$300.26; she should receive anywhere between 3 and 6 weeks; we hope she rejoins the VW family someday. RCM to generate check.				
SZYMANT	08/19/2009 11:17:32 AM	Note To ccc				
		WVWBA71F89V [REDACTED] [REDACTED] VW reimbursing customer directly for one month's vehicle payment (VCI account is closed). Total = \$300.26.				
		Wait for check.				
CR_BATCH	08/27/2009 04:00:38 AM	Note To SZYMANT				
		Check # [REDACTED] for amount \$ 300.26 mailed on 08/26/2009				

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<b>2007 New GTI 2.0T</b> [REDACTED]	070026224	Customer Relations	WVWFV71K57W [REDACTED]	400		
SOTOS	01/19/2007 03:50:48 PM					Unknown 422513 Pr. Part: 3511-Mechatronic Pr. Rsn: 10T Unusual transmission noises
	Case List/Survey initiated. See following activity log(s).					
SOTOS	01/19/2007 03:56:29 PM	Call From [REDACTED]				Unknown 422513 Part: 9126-Control panel car radio Rsn: 05F Radio Inoperative
	Customer states the following: Original owner; Current mileage is 400; Customer purchased vehicle; 2002 GTI; Working with dealer 422513, Service Manager's name is unknown; Vehicle is currently down; Vehicle location-dealership; Vehicle has been down 7 days; Total days down unknown; Vehicle concern/symptoms are noise in vehicle, rattles, and AUX hook up did not work; Customer is seeking/expecting new vehicle; Customer states that he is calling in because he is having concerns with the vehicle. Customer states that it has gone in for the transmission making noises. Customer states that it needs a TCM and will be another 30 days for the vehicle repaired. Customer states that also the AUX adapter is not working, and there are rattles in the vehicle. Customer states that he is seeking a new vehicle. CA advised that VW will look in to it. CA and Customer set a follow up for 1/22. CA to contact Dealer 422513.					
	Unknown Part: 6694-Pillar trim panel Rsn: 91D Body Squeaks- Front of Vehicle					
	Unknown Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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SOTOS	01/19/2007 04:07:18 PM	E-Mail To Phil		422513		

The following customer has contacted Customer CARE seeking a vehicle repair update. Please review the details below:

Customer Name:

[REDACTED]

Model Year/Model:

2007 GTI

VIN:

WVWFV71K57W [REDACTED]

What customer is seeking?

To have a new vehicle. Please confirm the following:

- 1)What needs to be done to the vehicle?
- 2)The customer mention a TCM is needed and it will take 30 days to fix, is this true?
- 3) If question two is true is the part on back order or something that is taking it 30 days to repair. Please specify and if on backorder please provide part number, sales document number, and order date.
- 4) What day did the vehicle come in?

Please review this case and advise us of your recommendation. Please make every effort to respond within 4 business hours.  
Please select REPLY TO ALL, with your response to this e-mail.

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Thank you in advance for your consideration.

Shauna Soto  
 VW Customer Care  
 248.754.3637  
 CA to wait e-mail.

SOTOS	01/22/2007 12:42:40 PM	Call To Aaron Brabo		422513		
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DP states that the Service Manager is out for the day so he is next in charge. DP states that he is well aware of the vehicle. DP states that the vehicle went for some noise concerns. DP states that during the test drive it was found that DSG was having concerns and the reverse gear was lost. DP states that tech line was involved and Mechatronic was order and installed. DP states that did not work. DP states he spoke with tech line again and they want a new gear box to be ordered. DP states that the tech line ticket number is TF-58393. DP states that it will listed that it was open on the 19th but that is not right since there where two VIN's listed in the system so the original ticket number was under the wrong VIN so a new one was established. DP states that this gear box is not available in the country. DP states that the vehicle has been down since the 10th of January. DP advised of the following:

Sale Document #: 1003339934  
 P/N: 02E300043QX002  
 Ordered: 1/19  
 Type: Red  
 Backordered.  
 CA to escalate to RC.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

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SOTOS	01/22/2007 01:00:59 PM					Part advised to be on back order. Customer has placed request. Please see original notes for request.  Sale Document #: 1003339934 P/N: 02E300043QX002 Ordered: 1/19 Type: Red Backordered. CA to wait RC.
MORITZD	01/22/2007 01:59:42 PM	Assigned To MORITZD				
MORITZD	01/22/2007 02:03:02 PM					RC e-mailed parts seeking ETA. Wait parts.
BALINSR	01/22/2007 04:55:11 PM	Call From [REDACTED]				Customer states seeking to know of update, Customer states that CCC closes at 5 o'clock eastern and Customer has not received update. CA advised Customer that CCC closes at 5 pm in each time zone. CA advised Customer that CA is gathering information regarding backordered part to further investigate request. CA advised Customer that ETA is unavailable, but CA will update Customer no later than 1/24/07. CA to wait parts.
SOTOS	01/22/2007 06:24:49 PM					vehicle has been down 13 days and counting. CA to wait RC.
MORITZD	01/23/2007 09:42:05 AM					RC e-mailed parts seeking update.

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MORITZD	01/23/2007 10:02:50 AM	E-Mail From Robynne				
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Hello Donald,

Part#02E-300-043-QX-002 on SD# 1003339934, is a regular Daily order. This part is backordered and will come into Germany first, so I would suggest a Red order. We are currently working on a more firm ETA, but the latest one we have is end of Jan, beginning of Feb. Have a great day.

Thank you,

Robynne

MORITZD	01/23/2007 10:03:56 AM					
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Please refer to above note. Please advise dealer they may want to upgrade to a RED order.

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SOTOS	01/23/2007 11:22:03 AM	E-Mail To Edward		422513		

The following customer has contacted Customer CARE seeking an update on their backordered part(s). Please review the details below:

Customer Information

Customer Name:

[REDACTED]

Model Year/Model:

2007 GTI

VIN:

WVWFV71K57W [REDACTED]

Requested Information

Part Number:

Sales Document Number:

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

CUSTOMER NAME      CASE NUM      PROGRAM      VIN      MILES      YEAR/SUBMODEL      PARTS/REASONS

Order Date:

Edward, This is the information I have for a backorder part for a customer.

Sale Document #: 1003339934

P/N: 02E300043QX002

Ordered: 1/19

Type: Red

My parts people are showing this is a Daily order. If this is a red order is there a different sales document number? If so can you please provide. If this is not on a red order can this please be moved to one and any new information provided.

Thanks

Please review this case and provide us with the Requested Information. Please make every effort to respond within 4 business hours. Please select REPLY TO ALL, with your response to this e-mail.

Thank you in advance for your consideration.

Shauna Soto  
VW Customer Care

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248.754.3637 CA to wait parts.						
SOTOS	01/23/2007 11:39:31 AM	E-Mail From Mail Daemon				
The following message to <egodfrey@dc.rr.com> was undeliverable. The reason for the problem: 5.1.0 - Unknown address error 550-'5.1.1 unknown or illegal alias: egodfrey@dc.rr.com' CA to contact Part Manager.						
SOTOS	01/23/2007 11:52:55 AM	Call To Tim		422513		
Part Manager states that the part is on red order. Part Manager states he placed it on red order. Part Manager states that he will send information showing that. CA to receive fax.						
SOTOS	01/23/2007 12:12:54 PM	FAX From Tim		422513		
CA received Part Manager fax information showing order is on red. CA contact RC.						
SOTOS	01/23/2007 12:13:47 PM	Face-To-Face With Don				
CA advised RC of paper work and advise the part is on red order. RC advised that everything is set then. CA to RC for part ETA.						
SOTOS	01/24/2007 06:43:30 PM	Call To [REDACTED]				
CA advised that VW is still looking in to the request. Customer states why. CA advised that the Customer is asking to be taken out of the vehicle based on the first concerns with the vehicle. CA advised that CA would like to know all the information about that concern to make the best decision on the Customer be haft. Customer acknowledged. CA and Customer set a follow up for 1/29. CA to wait RC.						
MORITZD	01/25/2007 09:15:07 AM					
RC e-mailed parts seeking any available update. Wait parts.						

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MORITZD	01/25/2007 09:44:34 AM					
	Hello Donald,					
	This part is backordered and will come into Germany first, so I would suggest a Red order. We are currently working on a more firm ETA, but the latest one we have is end of Jan, beginning of Feb. Have a great day.					
	Thanks Doug					
MORITZD	01/29/2007 09:22:45 AM					
	Please follow up dealer to inquire if they have received part as of yet.					
SOTOS	01/29/2007 03:54:39 PM	Call To Tim		422513		
	CA inquired if the part has arrived. Part Manager states that the part has not arrived. Part Manager states that he received an e-mail from PFC Administration and it advised that the part would not be introduced until 2/1. Part Manager states that there was no ETA provided on length of time from introduction to delivery. CA to place note.					
SOTOS	01/29/2007 03:58:09 PM					
	vehicle has been down 20 days and counting. CA to wait RC.					
SOTOS	01/29/2007 06:49:44 PM					
	CA attempted to contact Customer but voice service advised that mailbox is full. CA to wait RC.					
MORITZD	01/30/2007 09:38:01 AM					
	No update on part as of yet.					
MORITZD	01/30/2007 10:45:34 AM	Voice Mail To Kurt Thomas				
	RC LMTRMC seeking direction. Wait field contact.					

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SHAFFEK	01/30/2007 01:33:55 PM	Call From	[REDACTED]			Customer provided Reference number. Customer states is seeking update on part for his vehicle. CA advised the backordered Gearbox support is not yet available. Customer seeking to know name of original advocate. CA advised Customer originally spoke with Shauna Soto. CA advised CCC is still in contact with Germany, however Germany has not yet received the part. CA advised Customer we will contact him when part is able to be tracked and we have an ETA. CA to wait for parts.
DEANGES	01/30/2007 02:01:58 PM	Call From	[REDACTED]			Customer called to seek update on his case. CA advised Customer that we are aware of his request to be put in a replacement vehicle and that we are still researching his request, as soon as there is an update on the part a decision could be provided. CA advised Customer that his case is being monitored by a higher authority and that a CA will contact him with an update on 2/1/2007. CA to contact Customer with an update.
MORITZD	01/30/2007 02:39:08 PM	Voice Mail From	Kurt Thomas			FOM LVMM advising there are very few GTI's available which will make replacing the vehicle very difficult. FOM suggested offering a vehicle payment and possible a second vehicle payment depending on how long downtime would extend. RC to follow up with Customer.
MORITZD	01/30/2007 02:42:14 PM	Voice Mail To	[REDACTED]			RC LMTRMC. Please transfer to RC. Please refer to above note from FOM. Please advise that VW understands Customer request for replacement, however due to very few GTI's being available, the wait time could be very extensive. Please offer a vehicle payment and advise we will evaluate further compensation based on how long it takes for part to arrive and vehicle to be repaired. Wait Customer call.
CALDWEM	01/31/2007 10:37:50 AM	Call From	[REDACTED]			Customer stated he is returning VW call. Customer agreed to hold, while CA attempts to contact the RC.
CALDWEM	01/31/2007 10:39:12 AM	Call To queue/WES				CA was advised to transfer Customer call. Call transferred.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MORITZD	01/31/2007 10:45:50 AM	Call From	[REDACTED]			RC apologized to Customer for concerns. RC advised that replacing a GTI would be very difficult at this point in time due to a shortage of them. RC offered one vehicle payment and advised once concerns are resolved, RC will look into further compensation as well. Customer states he is interested in the ground effects kit. RC advised will offer a vehicle payment and \$200 in dealer services he can use toward purchase of ground effects kit. Customer thanked. RC advised will continue to follow up. RC will generate vehicle payment and dealer services letter.
MORITZD	01/31/2007 10:52:25 AM					VCI acct # [REDACTED]. Total vehicle payment: \$513.62. RC will generate manual check.
MORITZD	01/31/2007 11:12:43 AM					RC generated dealer services letter for \$200.00.
MORITZD	02/01/2007 12:41:31 PM					RC e-mailed parts seeking update. Wait parts.
MORITZD	02/01/2007 02:21:13 PM					Hello Donald,  Part#02E-300-043-QX-002 on SD# 1003339934, is a regular Daily order. This part is backordered and will come into Germany first, so I would suggest a Red order. We are currently working on a more firm ETA, but the latest one we have is end of Jan, beginning of Feb. Have a great day.
MORITZD	02/01/2007 02:21:29 PM					Please refer to above note and follow up with dealer.
PARKERS	02/02/2007 12:58:48 PM	FAX To Anna Stojanovic				Faxed manual request in the amount of \$513.62.

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**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MORITZD	02/05/2007 11:48:21 AM	Assigned To WINERR				
		Please assign for follow up. Please inquire if part has arrived, and if not, please assure part is on a RED order. If part has not arrived, please verify sales doc # and re-escalate.				
GOJCAJN	02/05/2007 02:48:51 PM	Call To Tim		422513		
		Part Manager states part was initially ordered as red order. Part Manager states that system shows that part is showing as a daily order. Part Manager states system is showing as ZINL order type. Part Manager states not familiar with ZINL order type. Part Manager states that part number is 02E300043QX002 and Sale Document number is 1003339934. CA pending parts research. CA to contact Customer.				
GOJCAJN	02/05/2007 03:00:50 PM	Call To [REDACTED]				
		CA advised Customer that VW will need to research further into parts status. CA advised Customer that part did not arrive as expected. CA advised Customer that VW CCC will return call to Customer as more information becomes available hopefully in the next 2 to 3 days. CA to escalate to RC for part research.				
GOJCAJN	02/05/2007 03:03:54 PM					
		Please continue to research into parts status and advise.				
MORITZD	02/05/2007 03:23:10 PM	Assigned To MORITZD				
PARKERS	02/06/2007 12:19:07 PM	E-Mail From Anna Stojanovic				
		EFT in the amount of \$513.62 has posted to the customer's VCI account.				
MORITZD	02/07/2007 10:18:16 AM					
		RC e-mailed parts seeking ETA. Wait parts.				

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**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

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MORITZD	02/07/2007 12:40:31 PM					
						Hello Don,  Part#02E-300-043-QX-002 on SD# 1003339934 was rejected by Germany, because at the time the order was placed the parts introduction date was not until Feb 1st. This part would need to be reordered. I would suggest a Red order. No stock at this time. Have a great day.  Thank you,  Robynne
MORITZD	02/07/2007 12:40:56 PM					Please refer to above note and contact dealer.
GOJCAJN	02/08/2007 10:48:17 AM	Call To Carla - Receptionist		422513		CA seeking to speak to Part Manager Ed. DP advises that new Part Manager name is Tim. DP advises that he is not in yet. DP advises that Part Manager does not have VMM. CA left message with DP for Part Manager to return call. CA provided Customer information and CA's direct line. CA to wait for Dealer call.
GOJCAJN	02/08/2007 10:59:18 AM	Call From Tim		422513		Part Manager states Dealer 422513 placed red order on 02/06/07. New Sales Documentation number 1003385777. CA pending parts research.
GOJCAJN	02/08/2007 01:26:28 PM	Voice Mail To [REDACTED]				CA advised Customer that VW is continuing to monitor the parts. CA advised Customer \$513.62 has posted to the customer's VCI account. CA advised Customer CCA will return call as more information becomes available. CA pending parts research.

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**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
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SLATTEL	02/08/2007 04:29:54 PM	Call From	[REDACTED]			Customer states he received voice mail from CCC. Customer states he does appreciate that VW of A is attempting to alleviate his discomfort of being without his vehicle by providing him with a loaner vehicle and by making a lease payment for him however, at this time, Customer would appreciate a firm timeline for when the part will arrive and when the vehicle will be fixed. CA advised Customer that the part is on backorder and that CCC will continue to update him as we receive information. Customer states please call him when we receive date that part will arrive and please keep contacting him with updates. CA pending parts research.
MORITZD	02/12/2007 10:32:43 AM					RC e-mailed parts seeking ETA. Wait parts.
MORITZD	02/12/2007 12:44:05 PM					Hello Don,  Part#02E-300-043-Q -002, scheduled to ship from Germany 02/13/2007. Have a great day.  Thank you,  Robynne
MORITZD	02/12/2007 12:44:25 PM	Assigned To	SOTOS			Please follow up.
SOTOS	02/12/2007 02:58:38 PM	Call To	[REDACTED]			CA advised that CA has more part information. CA advised that the part will ship from Germany tomorrow. CA advised that on the long end it takes 7-10 days from Germany. Customer mentioned that RC advised that VW would offer vehicle payments till the vehicle is fixed. CA advised that CA does see that RC advised that further compensation can be reviewed. CA advised that will be looked at as closer to repair date. Customer acknowledged. CA and Customer set a follow up for 2/20. CA to place note.
SOTOS	02/12/2007 03:02:23 PM					CA set follow up for 2/20. (Note: vehicle been down 34 days and counting.) No further action pending follow up.

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**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

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SOTOS	02/20/2007 03:14:19 PM	Call To George		422513		DP states that the Part Manager is out to lunch at the moment. CA inquired about the part. DP states that he will have the Part Manager call CA back. CA provided direct line. CA to wait Part Manager call.
SOTOS	02/20/2007 03:18:51 PM	Call From Tim		422513		Part Manager states that the part is in. CA advised CA is seeking service for ETA. CA to continue call.
SOTOS	02/20/2007 03:22:22 PM	Continued Comment With Jack		422513		Service Manager states that the vehicle is done. Service Manager states that it was done on Friday. Service Manager states that the vehicle was down the complete time. CA to contact RC.
NOFALM	02/20/2007 03:27:31 PM	Call From Shauna Soto				VW can offer the customer a 5K and 10K maintenances.
SOTOS	02/20/2007 03:37:20 PM	Call To [REDACTED]				CA did not make offer that was consulted with M. Nofel as the vehicle still is having the same concerns.  CA advised that CA is following up. CA inquired about the vehicle. Customer states that the vehicle is still having the sound concern that he initially took the vehicle in for. Customer states that the foreman and Customer are going for a test drive today. CA advised that VW would like to follow up on that before making a further offer. Customer states that is fine. CA and Customer set follow up for 2/21. CA to contact Service Manager.
SOTOS	02/23/2007 02:47:11 PM	Call To Jack		422513		Service Manager states that the vehicle was driven and no concern with the transmission was found and the vehicle is back with the customer. CA to contact Customer.

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**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

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MANNINM	02/27/2007 12:07:44 PM	Call To	[REDACTED]			
CA LVMM. CA advised Customer that VW would like to cover Customer 5k and 10k maintenances. CA advised if Customer has any question to contact CCC. CA advised CCC number and reference #. No further action, pending Customer call back.						
TRISCHH	02/27/2007 01:20:22 PM	Call From	[REDACTED]			
Customer states that he was advised by RC MORITZD that his vehicle payments would be covered for the DURATION of the repair. Customer states that he finally got his vehicle back on Friday 2/23/2007. Customer states that he is seeking to know if his February vehicle payment will be covered partially or in-full. CA advised the Customer that she will have to speak with RC regarding this offer. CA requested to place the Customer on hold. CA to call Level 2.						
TRISCHH	02/27/2007 01:24:50 PM	Call To	Jason Koontz			
CA directed RC to case note on 1/30/2007 at 2:42 p.m. a VMM to the Customer from RC. CA advised RC that the Customer is under the impression that the vehicle payments would be covered the entire time the vehicle is being repaired. CA advised the Customer picked up the vehicle on 2/23/2007. CA seeks to know if the CCC will offer an additional vehicle payment. RC advised that the CCC will not offer further compensation beyond the 1 vehicle payment, \$200 in Dealer services and the 5k and 10k maintenance. RC advised if the Customer says anything about seeking lemon law or filing with the BBB to escalate the case to Level 2 for possible further field involvement. CA to return to Customer.						
KOONTZJ	02/27/2007 01:29:08 PM	Call From	Heather Trisch			
RC informed the associate the offer was for 1 vehicle payment and \$200 in dealer services and in addition we offered a 5 and 10K service. This would be the extent of our offers. If the customer claims that he will file LL or BBB please let RC know.						
TRISCHH	02/27/2007 01:32:30 PM	Return To	[REDACTED]			
CA thanked Customer for holding. CA advised Customer that the CA has spoken to an Associate of RC MORITZD. CA advised that RC offered the Customer one vehicle payment on 1/30/2007 and advised that we would look into further compensation after the vehicle had been repaired. CA advised Customer that the Customer expressed to the RC on 1/31/2007 that the Customer was interested in ground effects for the vehicle. CA advised that the RC then gave the Customer \$200 in dealer services to assist in getting the ground effects. CA advised in addition the CCC has also offered the Customer both the 5k and 10k maintenances. CA advised Customer that this would be the extent of compensation that VWoA would be able to offer. Customer states that this was not his understanding. Customer states he would like to speak with RC MORITZD. CA advised that she will make him aware of this request. CA offered additional assistance. Customer declined further CA assistance. CA to e-mail RC.						

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**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
TRISCHH	02/27/2007 01:49:11 PM	E-Mail To Don Moritz				
		CA sent e-mail to RC advising that the Customer is seeking to speak with him regarding the Customer understanding of the offer made by the RC. RC to call Customer [REDACTED]				
TRISCHH	02/27/2007 01:52:01 PM					
		RC to call Customer.				
MORITZD	02/27/2007 02:00:41 PM	Assigned To TRISCHH				
		Please be advised that offer of a vehicle payment, \$200 in dealer services as well as a 5K and 10K service will be the extent of our offers. VW will continue working under terms of warranty.				
TRISCHH	02/27/2007 02:02:32 PM	Call To [REDACTED]				
		CA advised Customer that the CA has spoken to the RC. CA advised RC requested that CA call the Customer and advise that there is no further compensation that VWoA will offer. CA seeks to know if the Customer has additional questions. Customer declined. No further action necessary.				
DEANGES	03/09/2007 07:50:36 PM	Call From [REDACTED]				
		Customer stated that he is seeking to have an extended trail period for the time that he had been without his radio. Customer stated that he wished to speak with Don about the matter. CA advised Customer that we can research his request. CA asked Customer how much he pays for his radio service. Customer states that he has not paid anything yet because it is a trail period. CA advised Customer that a CA will contact him 3/12/2007.				
DEANGES	03/12/2007 11:29:55 AM	Face-To-Face With Heather Trisch				
		Associate directed CA to note from RC on 2/27/2007. CA to contact Customer.				
DEANGES	03/12/2007 12:22:24 PM	Call To [REDACTED]				
		CA advised Customer that we will not offer the satellite radio service extension. No further action.				

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**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2007 New GTI 2.0T</b> [REDACTED]	070135560	Customer Relations	WVWFV71K17W [REDACTED]	1,600		Unknown 405074 Pr. Rsn: 69C Dealer Referred Customer to CARE
HUBBART	04/23/2007 08:59:11 AM	Call From [REDACTED]				Unknown 405074 Part: 3877-Valve block Rsn: T09 Difficult to shift in/out of 4WD
						Unknown 405074 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: T09 Difficult to shift in/out of 4WD
SLATTEL	04/23/2007 09:07:43 AM	Call From [REDACTED]				Unknown Part: 3735-Automatic transmission Rsn: 56E Hesitation

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VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
HUBBART	04/23/2007 04:13:40 PM	E-Mail To David		405074		

The following customer has contacted Customer CARE seeking goodwill within warranty. Please review the details below:

Customer Name:

[REDACTED]

Model Year/Model:

2007 GTI

VIN:

WVWFV71K17W [REDACTED]

Mileage:

1,600 miles (Customer is unsure about mileage)

Where has this customer had the vehicle serviced and maintained?

N/A

Has this customer/family owned multiple VWs? If so, how many?

Has this customer been offered goodwill in the past? If so, indicate reason for goodwill:

No previous goodwill

What customer is seeking?

Component name and amount:

Customer is seeking for VWoA to provide him with a Vehicle payment.

Please advise of Customer mileage, diagnosis, needed repairs, and the days down

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

CUSTOMER NAME      CASE NUM      PROGRAM      VIN      MILES      YEAR/SUBMODEL      PARTS/REASONS

Please review this case and advise us of your recommendation. Please make every effort to respond within 4 business hours.  
Please select REPLY TO ALL, with your response to this e-mail.

If you would like to offer Goodwill, please indicate the percentage of contribution or part and labor split for any category below:

Customer  
\*Dealer  
VWoA

% Split Total Bill

Or

Customer  
\*Dealer  
VWoA

% Part

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VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
% Labor						

\*Dealer participation is not mandatory

Thank you in advance for your consideration.

Toliah Hubbard  
VW Customer CARE Center  
248-754-3475

CA to wait Dealer e-mail.

HUBBART 04/25/2007 04:07:21 PM Call To [REDACTED]

CA advised Customer that CA is still awaiting additional information from Dealer 405074. CA advised Customer of follow up date of 4/27/07. CA to contact Dealer.

HUBBART 04/26/2007 02:32:14 PM

Vehicle is at Dealer 405073. CA to contact Dealer.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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MONTERB	04/26/2007 04:14:57 PM	Call To Kim		405073		
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CA advised seeking to know if customer has brought their VEH to DLR 405073. SM states she does not have customer listed in their system. CA to email DLR 405074.

MONTERB	04/26/2007 05:17:07 PM	E-Mail To Dave / Patti		405074		
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The following customer has contacted Customer CARE seeking a vehicle repair update. Please review the details below:

Customer Name:

[REDACTED]

Model Year/Model:

2007 GTI

VIN:

WVWFV71K17W [REDACTED]

What customer is seeking?

Customer states that his vehicle has been down for the past month at your dealer for repairs. Customer is seeking a vehicle payment for the inconvenience he has gone through. I am seeking to get the diagnosis on his vehicle and to get the total number of days down the vehicle has been at your dealer. Thank you.

Please review this case and advise us of your recommendation. Please make every effort to respond within 4 business hours. Please select REPLY TO ALL, with your response to this e-mail.

Thank you in advance for your consideration.

Benedetto Monterosso

Volkswagen Customer Care Advocate

(248)754-3694

CA to wait DLR 405074 email.

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VOLKSWAGEN OF AMERICA, INC.  
 CUSTOMER COMMENT DETAIL REPORT  
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
Story for Repair Order# 141656, line A, Version # 2:						
MECHATRONICS technical INSPECTED VEHICLE FOR CONCERN. technical VARIFIED CUSTOMERS SHIFTING CONCERN. technical SCANNED VEHICLE FOR DTC'S, NONE PRESENT. technical CALLED						
MONTERB	04/26/2007 05:36:23 PM	Continued Comment From Dave		405074		
Continued Comment: technical LINE AND SPOKE WITH MARK CHARBONNEAU. CONSULTANT ADVISE  CA to assign to original CA.						
MONTERB	04/26/2007 05:36:44 PM	Assigned To				
FOXK1	04/27/2007 03:51:37 PM	Call From Toliah				
RC advised as a Goodwill gesture due to the downtime of 22 days for the valve body and the age of the vehicle offer \$350 towards his vehicle payment.						
HUBBART	04/27/2007 03:57:53 PM	Call To				
CA advised Customer that VW would like to offer him \$350.00 toward a vehicle payment for the vehicle downtime. CA advised Customer to send over a copy of his monthly vehicle payment and we will credit VCI. CA advised Customer of the main fax number (6504). No further action, pending Customer call.						
PRENTIM	05/04/2007 02:07:29 PM	Attached Mail From				
RC received payment coupon from VCI showing that customer's vehicle payment is \$469.68. RC will process EFT for \$350 toward this payment due to days down per previous notes.						
PRENTIM	05/04/2007 02:12:22 PM					
RC submitted EFT to VCI on behalf of customer in the amount of \$350.00 for partial vehicle payment.						

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09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
WILLIACU	05/10/2007 04:46:36 PM	Call From	[REDACTED]			
		Customer states seeking status of vehicle payment. CA advised Customer that information has been received and payment has been sent to VW Credit and should post to Customer account in a few days. No further action.				
CR_BATCH	05/15/2007 04:00:24 AM	Note To PRENTIM				
		Amount for \$ 350.00 was Posted on 05/12/2007. AP reference number: 40000015				

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VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2007 New GTI 2.0T</b> [REDACTED]	070298159	Customer Relations	WVWHV71K37W [REDACTED]	5,000		Unknown 426101 Pr. Part: 3730-Transmission ECM Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
MANNINM	09/13/2007 05:04:46 PM	Call From [REDACTED]				Unknown Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
	Customer was transferred from VCI. Customer states his vehicle is at Dealer 426101. Customer states he was advised Friday his vehicle needs a transmission component because the vehicle was slipping in and out of gear. Customer states the dealer advised the part is on backorder and that were not sure when the part would be available. Customer states is seeking a vehicle payment as his vehicle may be down for three weeks. Customer states is seeking to know VW policy for compensation when Customer is without vehicle. CA advised Customer concerns are handled on a case by case basis. CA advised CA would have to verify when the part is expected to arrive. CA advised based upon the time Customer is without his vehicle we could look into Customer request for a vehicle payment. CA advised will look into whatever request Customer makes. Customer states he will speak with Dealer 426101 and contact CCC. No further action, pending Customer call.					
WEBHOFB	10/08/2007 03:28:09 PM	Call From [REDACTED]				
	Customer states he leased VW, first VW, seeking a months vehicle payment for the time vehicle was at the dealer 426101. Customer states dealer 426101 paid for a rental for one day to get him to the airport where he was going on vacation. Customer states he went to Los Angeles and had planned to drive but could not due to waiting for part to arrive. CA apologized for experience and advised she will review his request and he will be contacted by Wednesday, 10-10. CA to review with Level 2.					
MANNINM	10/10/2007 04:00:56 PM	Call To Robert Byers		426101		
	CA advised seeking information on Customer vehicle. Service Manager advised vehicle was in from 9/7-9/14(7 days). Service Manager advised performed flash for radio and 5K. Service Manager advised there was a throttle lag concern. Service Manager advised they called techline and were advised to top off transmission fluid. Service Manager advised Customer states the brakes felt like they were not engaging. Service Manager advised no concerns. Service Manager advised Customer states the AC was weak and ineffective. Service Manager advised the AC is working to specifications. Service Manager advised Customer advised of a rattle left side of vehicle and a rattle in the left A-Pillar. Service Manager advised he drove vehicle himself and no concerns found. CA to research.					
PETERSG	10/10/2007 04:10:26 PM	Call From Ms. Manning				
	RC advised that at this time, VW will not be able to meet the customer's expectations for a months vehicle payment. (RC does not consider the topping off of transmission fluid and a radio repair to be an "extensive" repair history).					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MANNINM	10/10/2007 05:02:52 PM	Call To [REDACTED]				CA contacted Customer to provide update. Customer states is on another call. Customer sates he will have to contact CCC back or CA can call in about 15 minutes. CA advised will attempt to follow-up in 15 minutes. If Customer calls, lease advise of RC notes. Wait follow-up.
DODGEC	10/10/2007 07:18:28 PM	Call From [REDACTED]				Customer states that he is calling to get update on vehicle. CA advised that at this time we are not able to meet his expectations in offering a vehicle payment. CA advised that we will continue to work under the terms of the warranty. Customer states that he does not feel that it is right because he was without his vehicle for 3 weeks and wants to be compensated. Customer states he would like to speak with my Supervisor. CA advised that speaking with Supervisor would not change the out come of the decision. Customer said that is ok and he would like one any way. While CA was locating Supervisor, Customer disconnected the call. CA to assign to TA.
DODGEC	10/10/2007 07:23:03 PM	Assigned To ROSECRA				Please call Customer back by the COB tomorrow.
PROSEUK	10/10/2007 07:37:20 PM	Call From [REDACTED]				Customer states seeking to speak to Supervisor. CA asked Customer to please hold. CA to contact Supervisor.
KOONTZB	10/10/2007 08:08:11 PM	Continued Comment From [REDACTED]				Call taken at 7:46 pm. Supervisor took sup call per customer request. Customer states that he was told by the previous CA that the dealer informed VW that there was no part replaced only topped off transmission fluid. Customer states that this is incorrect and that his vehicle was down at the dealership for 3 weeks waiting for a part from Germany - a transmission control unit. Customer states they purchased this vehicle because his one-year old's car seat fits very well in this vehicle and not their previous vehicles. Customer states that the family was going on vacation and could not drive this vehicle because of the part not being available, they had to purchase airline tickets and rent a vehicle instead of driving this vehicle like they planned. Customer states that he is not asking for reimbursement for the airline tickets and rental vehicle, but he would like some type of assistance due to his vehicle not being drivable for 3 weeks. Supervisor apologized for the concerns, the added expenses, and the information provided by the dealer. Supervisor advised that we would contact the dealer and re-evaluate his request. Customer states that a vehicle payment would be appreciated due to the huge inconvenience and early concerns with the vehicle. Supervisor asked who we was financed through. Customer states VCI and his payment is approximately \$350. Supervisor advised that we would follow up with him tomorrow with an update. Customer asked for supervisor to handle the case. Sup agreed. Sup to contact dealer 425101.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
KOONTZB	10/10/2007 08:09:56 PM	Assigned To KOONTZB				
KOONTZB	10/11/2007 01:52:58 PM	Call To Craig		426101		SM not available. SA states that the vehicle was in for a transmission throttle lag issue. They contacted techline who advised to top off trans fluid, which did not resolve the customer's issue. Continued diagnosis with techline. They then had to RED order a mecatronic unit from Germany. The part was replaced and resolved the shifting lag issue. RO open 9/7/07 closed on 9/24/07. Customer picked up the vehicle on 9/24/07. Sup to review with L2.
MORITZD	10/11/2007 02:02:43 PM	Call From Brandie				RC advised to offer a vehicle payment as a one time GW gesture not to exceed \$400.
KOONTZB	10/11/2007 02:12:27 PM	Call To [REDACTED]				Sup advised that I received additional information from the dealer and due to the inconvenience and early concern with the vehicle, we will offer him a vehicle payment credit to his VCI account. Sup asked customer to fax in a copy of bill. Customer states that he has it automatically withdrawn from his account and he does not have a paper bill. Customer asked if he could call me back with his account/payment information for us to look it up on our side. Sup advised customer to go ahead and call me back with his account information and I will see if we can access his account, but generally we do need a copy of his bill. Wait customer call. Sup to call L2.
KOONTZB	10/11/2007 02:12:37 PM	Call To Don				RC advised that he was able to locate customer's account and will credit the vehicle payment. RC advised sup to call customer back and advise that we do not need his payment coupon. Sup to call customer.
KOONTZB	10/11/2007 02:13:35 PM	Call To [REDACTED]				Sup advised that we do not need him to send in a payment coupon as we are able to access his account info. Customer acknowledged. RC to process vehicle payment.
MORITZD	10/11/2007 02:14:24 PM	Call From Brandie				RC advised will run statement on I-quote and generate vehicle payment.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MORITZD	10/11/2007 02:14:38 PM	Note To CCC				
	VCI acct # [REDACTED]					
	Payment: \$352.68					
CR_BATCH	10/19/2007 04:00:13 AM	Note To MORITZD				
	Amount for \$ 352.68	was Posted on 10/18/2007.				
	AP reference number: 40041031					

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.  
 CUSTOMER COMMENT DETAIL REPORT  
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2007 Golf A5 2.0T GTI</b>						
[REDACTED]	070331153	Customer Relations	WVWFV71K87W [REDACTED]	20,000		Unknown 409417
WILLIACU	10/22/2007 04:57:50 PM	Note To ccc				Pr. Part: 3735-Automatic transmission
	Case List/Survey initiated. See following activity log(s).					Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
WILLIACU	10/22/2007 05:03:37 PM	Call From [REDACTED]				Unknown 409417
	Customer states the following: Original owner; Current mileage is 20,000; Customer purchased vehicle; several VW's in the family; No additional warranty/service contract; not happy with vehicle experience; Maintained at dealer(s):409417; Working with dealer 409417, Service Manager's name is; No; Vehicle location-customer residence; Vehicle concern/symptoms are transmission slips; Customer is seeking/expecting VW to take vehicle back; Dealer is aware that customer is seeking assistances; Customer states has taken vehicle to Dealer 409417 several times for transmission concerns and does not feel safe in vehicle. CA advised Customer that Dealer 409417 would be contacted for repair history and previous diagnosis and Customer would be contacted 10/23/07 with update. CA to email Dealer 409417.					Part: 3735-Automatic transmission Rsn: 53Q Repeat Repair

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
WILLIACU	10/22/2007 05:06:38 PM	E-Mail To Michael		409417		

Please review the repair history and number of days down for the customer listed below:

Customer Name:

[REDACTED]

VIN:

WVWFV71K87W [REDACTED]

Customer alleged days down:

Vehicle repair history:

(Date and PID)

2007/09/18 3511 MECHATRONICS  
2007/06/04 9025 INSTRUMENT CLUSTER

Please confirm back to me that the history above matches your customer records. If not, please include in your reply any additional repairs/days down.

If the vehicle is still at your Dealership, please answer the questions below.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
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What is the current diagnosis?

What is the ETA on this repair?

Please make every effort to respond within 4 business hours. Please select REPLY TO ALL, with your response to this e-mail.

Thank you in advance for your consideration.

Curtis Williams  
VWoA Customer Service  
248-754-3450

The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email.

CA to wait DLR 409417 email.

WILLIACU 10/23/2007 04:42:05 PM Voice Mail To Michael 409417

CA LVMM. CA advised Service Manager of Customer name, last 8 of VIN, and callback number. CA to call Customer.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
WILLIACU	10/24/2007 10:57:19 AM	Voice Mail To Michael		409417		CA LVMM. CA advised Service Manager of Customer name, last 8 of VIN, and callback number. CA to call Customer.
WILLIACU	10/24/2007 11:07:51 AM	Call To [REDACTED]				CA advised Customer that request is being researched and Customer would be contacted by 10/27/07 with update. CA to wait Dealer 409417 call.
TURNERA	10/24/2007 11:10:21 AM	Call From [REDACTED]				Customer called in seeking to speak with original advocate. CA offered assistance. Customer states that he only wants to speak with the original advocate. CA advised that we will document his request. CA advised that we are still researching his request. Customer states that he appreciate the assistance offer but would request the previous advocate only. CA to call customer.
WILLIACU	10/24/2007 11:21:45 AM	Call To [REDACTED]				Customer states seeking decision ASAP as he is driving his mothers vehicle because he is afraid to drive vehicle. CA advised Customer would be contacted by 10/27/07 with decision. CA to wait Dealer 409417 call.
WILLIACU	10/24/2007 04:34:32 PM	Call To Michael		409417		Service Manager confirmed repairs in VDF and mechatronics was replaced on 10/1/07 per techline. Service Manager states Customer advised that concern is still happening but vehicle has not come back in. Service Manager states total days down is 6. CA to call level 2.
MENCHAR	10/24/2007 04:41:22 PM	Call From Curtis				RC advised associate at this point in time we will continue to address our customer's concerns within the provisions of the warranty.
WILLIACU	10/24/2007 05:51:11 PM	Call To [REDACTED]		409417		CA advised Customer that VW will continue to work within the terms of the warranty. Customer states is not happy with decision and does not want vehicle. CA advised Customer would have to pursue avenues outside of VW to obtain a different resolution. CA advised Customer should have vehicle towed to Dealer 409417 and contact CCC back once vehicle is there and we can follow up to ensure all technical resources are being used to address concerns. Customer states Service Advisor Don advised that vehicle is not safe and there is nothing else that can be done to repair vehicle. CA advised Customer that CA would speak to Service Advisor Don to make aware that when vehicle comes in to contact CA and CA would work with Dealer 409417 to repair vehicle. CA to call Dealer 409417.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
WILLIACU	10/24/2007 06:16:17 PM	Voice Mail To Don		409417		
CA LVMM. CA advised Service Advisor to contact CA once vehicle comes back in for diagnosis. Case pending Dealer 409417 call.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2007 New GTI 2.0T</b> [REDACTED]	080006345	Customer Relations	WVWHV71K37W [REDACTED]	5,000		Unknown 426101 Pr. Rsn: 69C Dealer Referred Customer to CARE
LEDWELN	01/09/2008 02:37:50 PM	Call From [REDACTED]				Unknown Rsn: 78G Complaint about Product
<p>Customer states the following: Original owner; Current mileage is 5000; Customer leased vehicle from VCI; 1 VW; Maintained at dealer(s):426101; Working with dealer 426101, Service Manager's name is Vincent; Vehicle is currently down; Vehicle location-dealership; Working with Vincent; Vehicle concern/symptoms are vehicle has abrupt shifting and sliding; Customer is seeking/expecting VW to pay vehicle payment and buy vehicle back; Dealer is not aware that customer is seeking assistances; Customer states having concerns with vehicle. Customer states vehicle is experiencing abrupt shifting when in drive and also while going up an incline. Customer states took vehicle in on the 27th of December for diagnosis with Dealer 426101. Customer states is very dissatisfied with vehicle because he missed a vacation. Customer states Dealer 426101 advised vehicle will need a new transmission. Customer states 2nd time vehicle is down for a major concern. Customer states seeking a vehicle payment for the time vehicle was down. Customer states payment is \$352.00 monthly. Customer states VW provided assistance with previous concern. Customer states this is his wife's vehicle and he is concerned for her to drive it. Customer states seeking for VW to buy vehicle back. CO advised VW may need to know the entire time down before assistance can be provided. CO advised will document and contact Dealer 426101 for research. CO advised will follow up before COB 1/11/08 with more information. CO advised can not guarantee assistance. CO to email Dealer.</p>						Unknown Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
						Unknown Rsn: 61Q Dissatisfied w/CR Decision
						Unknown 426101 Rsn: 47D Complaint - Dealer did not provide Appr. Loaner
						Unknown 426101 Part: 3730-Transmission ECM Rsn: T01 Auto/Hybrid - Shifts roughly

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**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
LEDWELN	01/09/2008 04:00:48 PM	E-Mail To Robert Byers		426101		Unknown 426101 Rsn: 41D Complaint - Length of time for repairs

\*\*\*\*\* Email to b.byers@sunnyvalevw.com; \*\*\*\*\*  
Hello Robert,  
Customer contacted VW today about concerns with vehicle. Customer states vehicle is currently down and needing a transmission replacement. Please provide any information you may have to further assess customers claim. Customer is seeking a vehicle payment for the time vehicle is down or for vehicle to be bought back.  
Thank You very much for your help.

**ACTION REQUIRED:** Mr. Ashish Suri - Confirm Repair History

Please review the repair history and number of days down for the customer listed below:

Customer Name: [REDACTED]  
VIN: WVWHV71K37W [REDACTED]  
Customer alleged days do  
Vehicle repair history:

3885 Mechatronics	09/18/2007	5,000	
LEAS LEASE AND LOAN PAYMENT		10/11/2007	5,000
9130 Radio	09/18/2007	5,000	

Please confirm back to me that the history above matches your customer records. If not, please include in your reply any additional repairs/days down.

If the vehicle is still at your Dealership, please answer the questions below.

What is the current diagnosis?  
What is the ETA on this repair?

Please make every effort to respond within 4 business hours. Please select **REPLY TO ALL**, with your response to this e-mail.

Thank you in advance for your consideration.

Nichole Ledwell

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
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(248) 754-3515						

The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000.

CO to wait DLR email.

LEDWELN 01/09/2008 07:05:17 PM Note To CCC

Your message did not reach some or all of the intended recipients.

Subject: RE: ACTION REQUIRED: [REDACTED] - VW - DEALER EMAIL - Confirm Repair History  
 Sent: 1/9/2008 4:01 Part Manager

The following recipient(s) could not be reached:

b.byers@sunnyvalevw.com on 1/9/2008 4:01 Part Manager

The e-mail account does not exist at the organization this message was sent to. Check the e-mail address, or contact the recipient directly to find out the correct address.

<aseap420.vwoa.na.vwg #5.1.1 SMTP; 550 <b.byers@sunnyvalevw.com>, Recipient unknown>

CO to call Dealer.

LEDWELN 01/09/2008 07:07:24 PM Voice Mail To Bob Byers 426101

CO advised seeking updates on Customer vehicle. CO advised Customer seeking goodwill on vehicle payment for time down. CO advised seeking vehicle history and repair information including ETA. CO advised of direct line. CO to wait Dealer call.

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**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
LEDWELN	01/10/2008 04:32:58 PM	Call From Robert Byers		426101		
	Service Manager states vehicle came in 12/28/07 with a shifting concern. Service Manager states vehicle has had a previous concern with a replacement Techtronic which is a part of the transmission. Service Manager states spoke with Technical line and was advised vehicle will need a replacement transmission. Service Manager states parts were delayed due to the holiday but repairs will be complete this evening. Service Manager states Customer can pick up vehicle today or tomorrow. Service Manager states vehicle should be back to specification. CO to research.					
LEDWELN	01/11/2008 04:07:07 PM	Call To Greg				
	CO advised Customer seeking vehicle payment or buy back. CO advised Customer has had multiple concerns with transmission. Customer seeking assistance for time down. RC advised will meet provide vehicle payment as goodwill. CO to call Customer.					
PETERSG	01/11/2008 04:08:41 PM	Call From Nichole				
	CO states the customer just finished having a transmission installed and she either wants a vehicle payment, or a buy back. RC advised that as a goodwill gesture, VW will reimburse for one month of vehicle payment as a goodwill gesture.					
LEDWELN	01/11/2008 04:13:22 PM	Voice Mail To [REDACTED]				
	CO LVMM. CO advised VW will provide vehicle payment. CO advised Customer will need to send in a copy of payment receipt so that VW can process payment. CO advised of fax # 6504 and mailing address. No further action pending Customer call back or correspondence.					
DODGEC	01/14/2008 02:03:45 PM	Call From [REDACTED]				
	Customer states returning call to get update. CA advised that we are going to provide him with one vehicle payment for his inconvenience. Customer stated that they have completed the repairs but the transmission is not 100%. Customer states that he is going to have to take the vehicle back. CA advised to give us a call if he would like us to address the concerns. CO to review and close.					
LEDWELN	01/14/2008 02:09:29 PM	Note To CCC				
	CO reviewed and closed.					
MARASHS	01/18/2008 10:56:18 AM	FAX From [REDACTED]				
	Mail In Doc Center					

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**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
MARASHS	01/18/2008 10:56:26 AM	Assigned To ccc				
MORITZD	01/18/2008 11:39:12 AM	Assigned To MORITZD				
MORITZD	01/18/2008 11:50:50 AM	Note To CCC VCI acct # 845031753. Total payment: \$352.68				
CALDWEM	01/21/2008 02:07:22 PM	Call From [REDACTED] Customer stated he is seeking a update. CA provided Customer with the information. CA stated we processed his VCI acct # 845031753 with a total VEH payment in the amount of \$352.68. Customer stated because the transmission has been replaced and he is not happy with the vehicle transmission performance shifting concerns. Customer stated he is seeking for VW to take back the vehicle. CA stated because of the unpleasant concerns and the vehicle downtime with his new vehicle, which this is not our intent for the unpleasant concerns with his new VEH, our main goal s to ensure the VEH is repaired a doperating as design and to work within the terms of the warranties. CUST stated hhis wife feels undafe to drive the VEH because of the rtanmission shifting concerns. CUST stated he has not taken the vEH back to the dealership t this time. CUST agreed to hold. CA to call level 2.				
PRENTIM	01/21/2008 02:15:53 PM	Call From Margret RC asked CO to send up to Level 2 as customer is not satisfied with transmission repair and vehicle is still within first year of ownership. We have already provided one vehicle payment but customer is seeking to be taken out of this vehicle.				
CALDWEM	01/21/2008 02:18:29 PM	Return To [REDACTED] CA stated we would follow up with Dealer 426101 to look into his request. Customer stated he has been driving the vehicle for 7-10 days after the VEH was picked up from the dealership. Customer stated the vehicle is not shifting correctly. Customer stated he has not contacted Dealer 426101 at this time before he called VW. Customer stated he was advised by Dealer 426101 to drive the vehicle for about 200 miles to address the new transmission. Customer agreed to a follow up by FRI 1/25/08 on the cell phone. Pending next directive from level 2.				
MORITZD	01/22/2008 09:57:02 AM	Assigned To CALDWEM Please refer Customer back to dealer for diagnosis. Once dealer has diagnosed, RC will evaluate Customer's request.				

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CALDWEM	01/22/2008 01:28:07 PM	Call To [REDACTED]				
<p>CO placed a follow up call to the Customer. CO stated due to the Customer states he is still experiencing the same transmission concerns at this time we are seeking the Customer take the vehicle back to dealer for diagnosis. CO stated once there was an appointment with diagnosis, CO will follow up with the dealership. Customer stated he was advised by Dealer 426101 to call VW because of the transmission concerns. Customer stated he declines to return back and forth to the dealership to further look into and research his request. Customer stated he feels the vehicle is not safe to drive. Customer stated the dealership does not provide a loaner/rental vehicle. CO stated once there was an appointment we could look into possible alternate transportation. Customer stated he is seeking to speak with the CO manager. CO to contact a Supervisor.</p>						
CALDWEM	01/22/2008 01:34:48 PM	Face-To-Face With ROSECRANSA				
<p>TA was advised she was unavailable at this time due to a scheduled meeting/training. TA stated she would call the Customer back today TUES 1/22/08 by 3:00 eastern standard time. CO returns back to the CUST.</p>						
CALDWEM	01/22/2008 01:36:39 PM	Return To [REDACTED]				
<p>CO advised CUST the Supervisor was unavailable at this time. CO stated he would receive a call back today TUES 1/22/08 by 3:00 eastern standard time. Pending Supervisor call to the Customer.</p>						
ROSECRA	01/22/2008 01:56:23 PM	Call To [REDACTED]				
<p>TA reiterated and apologized for the Customer's concerns. TA reiterated that we have advised the Customer that in order for us to further research his request that we would need to have a current diagnosis. Customer states he understands what we are saying, but states we don't understand that it takes half a day to for Dealer 426101 to diagnose the vehicle and states he is not provided with a loaner or a rental vehicle. Customer states the transmission has been opened up once and previously was replaced. Customer states he feels unsafe with the vehicle. Customer states his concern is the amount of time that he has to waste. Customer states if I don't get what I want, then Customer states he feels the vehicle should be taken back as it is no longer a brand new vehicle as the transmission has replaced. Customer expressed dissatisfaction on length of time it took for the diagnosis. Customer states if you won't look into it I will take the legal channel. Customer states the last time Dealer 426101 ran all of the diagnostics they came clean. TA apologized, advised the Customer of the rental vehicle parameters, advised our goal is to repair the vehicle, but advised we need a current diagnosis. Customer states what would you research consist of. TA advised the Customer that we would obtain the diagnosis and then go from there. Customer states do you have someone on top of you. TA advised the Customer that there isn't anyone else that TA can transfer him to that would advise him of anything other than we would encourage him to go to a VW Dealer to have a current diagnosis. Customer states I need to know in terms of the lemon law would it come to you or to the Dealer.</p>						

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**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ROSECRA	01/22/2008 02:29:30 PM	Continued Comment With	██████████			<p>TA advised the Customer that TA could not say for sure as TA is not sure how the lemon law works, advised it is at his discretion to pursue his concerns further outside of us, and advised the Customer that he can pursue his concerns through the consumer protection in his owners manual via the BBB. TA advised the Customer that his concerns will be documented and advised can also utilize another VW Dealer if he is not having a good experience with another VW Dealer. Customer states he has also been to Dealer 426085. TA advised the Customer if he does make an appointment at a VW Dealer to contact us back and let us know. Customer states he will make an appointment and will contact us back. TA acknowledged. CO to review and close.</p>
CALDWEM	01/22/2008 02:35:51 PM	Note To ccc				<p>CO-review and close  No further action.</p>
CR_BATCH	01/26/2008 04:00:26 AM	Note To MORITZD				<p>Amount for \$ 352.68 was Posted on 01/25/2008. AP reference number: 40005462</p>

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
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CUSTOMER NAME      CASE NUM      PROGRAM      VIN      MILES      YEAR/SUBMODEL      PARTS/REASONS

**2007 New GTI 2.0T**

██████████      080174521      Customer Relations      WVWFV71K67W ██████████      2,000

Complaint      401020  
Pr. Part: 3511-Mechatronic  
Pr. Rsn: 71Q Complaint -  
Availability of Accessories

REIDN2      04/18/2008 04:26:11 PM      Call From ██████████

Customer states that a month ago her son's Vehicle broke down and they took it to a VW Dealer to have it diagnosis because it was having shifting problems; the Dealer end up having to call a technical specialist to come out and take a look at the Vehicle and the Dealer advised that they needed to order a part and it would be in by today. Customer states that now the Dealer informed her that the part will not be in until May because it is coming from Germany. Customer states that she wants her Vehicle fixed now and is tired of getting the run around. CO advised Customer that we will have to contact the Dealer 401020 to obtain some information about the part; we will follow up with her no later than COB Monday 4/21/08. CO to email Dealer 401020.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
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REIDN2	04/21/2008 11:38:15 AM	E-Mail To Scott Torres		401020		

\*\*\*\*\* Email to storres@barrymotors.com; \*\*\*\*\*

ACTION REQUIRED: [REDACTED] - Back Ordered Part(s)

The following customer has contacted Customer CARE seeking an update on their backordered part(s). Please review the details below:

Customer Name: [REDACTED]

Model Year/Model: 2007 GTI

VIN: WVWFV71K67W [REDACTED]

Requested Information

Part Number:

Sales Document Number:

Order Date:

Was Parts Voice or D2D utilized? If so, what was the outcome of this search?

Please review this case and advise us of your recommendation. Please make every effort to respond within 4 business hours. Please select REPLY TO ALL, with your response to this e-mail.

Thank you in advance for your consideration.

Norris Reid  
(248) 754-3233

The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
						CO to wait Dealer Email.
REIDN2	04/21/2008 05:38:50 PM	Note To CCC				CO attempt to call Customer but there was no answer and no voicemail. CO to Call Dealer and follow up with Customer again tomorrow 4/21/08. CO to call Dealer 401020.
CAMPOSA	04/22/2008 11:33:15 AM	Call From [REDACTED]				Customer states: She was told that she would receive a phone call yesterday, and she didn't; vehicle has been down three weeks; her son cannot drive the rental since he is only 17 yrs old. Customer seeking: Status on her backordered parts. CA advised customer: CO attempted to call yesterday, but there was no answer/no voice message; CA corrected phone number; CO is still researching and is scheduled to call customer by close of business today. CA to forward customer contact information for update.
CAMPOSA	04/22/2008 11:36:52 AM	Note To CCC				CA forwarded customer contact information for update. CO to call Dealer.
REIDN2	04/22/2008 03:33:20 PM	Call To Scott Mills		401020		CO advised Part Manager that we were calling to find out if a part was on back order for a Customer. Part Manager states; that they had to order a Mechatronic Unit for the Customer and that have the a ETA on the part for 4-30-08; Part # 02E325025ADZ8H, Doc # 100-455-3275, Order Date 4-08-08. CO advised that we will contact the Customer and inform her of the information he has provided. CO to call Customer.
REIDN2	04/22/2008 07:36:09 PM	Voice Mail To [REDACTED]				CO LVMM for Customer advising that we were calling to inform her that her part is expected to come in by 4-30-08. CO advised that we will continue to research to see if we can speed up the process. CA provided 800# if they have any questions. CA to call Dealer.
DODGEC	04/24/2008 10:48:43 AM	Note To CCC				Case reviewed.
REIDN2	04/24/2008 01:55:32 PM	Face-To-Face With DODGEC				TA advised to Review with Level 2.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
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REIDN2	04/24/2008 01:56:58 PM	Assigned To EAR				
CO received email from Cheri Morris advising to reimburse Customer a Vehicle payment. CO wanted to confirm this information with Level 2 and to also check the status on a back order part. Please Review case notes. Part # 02E325025ADZ8H, Doc # 100-455-3275, Order Date 4-08-08						
RC to Research.						
BICKMAD	04/24/2008 03:27:14 PM	Assigned To ccc				
PETERSG	04/24/2008 03:34:29 PM	Note To Norris				
Please forward to RC, the e-mail from Cheri Morris, so RC can confirm the intent of the message.						
Regarding the part, it appears that dealer was able to already obtain an ETA of 4/30/08.						
REIDN2	04/24/2008 03:44:03 PM	E-Mail To EAR				
CO forwarded email to RC for Review. RC to Research.						
PETERSG	04/24/2008 03:45:30 PM	E-Mail From Norris				
RC forwarded the e-mail to RC. It appears that the FOM asked the dealer to cut the month of payment to the customer, (not CCC).						
DODGEC	04/29/2008 04:28:27 PM	Note To CCC				
Case reviewed.						
REIDN2	04/30/2008 01:20:24 PM	Call To Scott Mills		401020		
CO advised Part Manager that we were calling to see if a part came in for the Customers Vehicle and if it has been repaired. Part Manager states that part came in and is already taken cared off and the Vehicle is gone from the Dealer. CO to call Customer.						
REIDN2	04/30/2008 01:22:57 PM	Voice Mail To Mr. [REDACTED]		401020		
CO advised Customer that we were just calling to confirm that the Vehicle was returned to them and is repaired. CO provided 800# if they have any questions to call back. No further Action.						

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

VOLKSWAGEN OF AMERICA, INC.  
 CUSTOMER COMMENT DETAIL REPORT  
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2007 New GTI 2.0T</b> [REDACTED]	080339325	Customer Relations	WVWFV71K47W [REDACTED]	14,000		Complaint 406105 Pr. Part: 3511-Mechatronic Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
JANSSEL	10/06/2008 03:25:56 PM	Call From [REDACTED]				Complaint 406105 Rsn: 72J Dealer failed to assist
Customer states: purchased vehicle one week ago from dealer 406105, the vehicle is not shifting properly in first gear and in reverse, vehicle has been down at the dealer for 5 days, dealer replaced a sensor but it did not correct the concerns, dealer advised they would contact their technical assistance, Customer only had the vehicle for 2 days and then she had to take it to the dealer service department, dealer Used Sales Manager-Lee advised he could not take the vehicle back and she is stuck with it, would like to get into a new GTI instead of having this vehicle, seeking complaint documented. CO advised: will document concerns, will forward concerns to the dealer Sales Manager and inquire how Customer would get out of the vehicle, advised once a vehicle is taken off of the dealership property it depreciates in value, cannot get involved in sales negotiations, will also contact the dealer Service Manager regarding a repair update and to ensure that they are utilizing all of their technical resources to diagnosis vehicle, will follow up with Customer by the close of business on Wednesday 10/8/08. CO to email dealer.						
JANSSEL	10/06/2008 03:37:29 PM	Category Selection				

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**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
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JANSSEL	10/06/2008 03:39:30 PM	E-Mail To Paul Razzano		406105		

\*\*\*\*\* Email to vwservice@delaware.net; \*\*\*\*\*

ACTION REQUIRED: Seeking Vehicle Repair Update

Hello! The following customer has contacted Customer CARE seeking a vehicle repair update.

Customer Name: [REDACTED]

Model Year/Model: 2007 GTI

VIN: WVWFV71K47W [REDACTED]

Reason for Inquiry: Customer states the transmission is shifting roughly in reverse and first gear.

Please review and advise me of the vehicle's status.

If you could please respond within 4 business hours, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Lisa Janssens  
(248) 754-3170

The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000.

CO to wait dealer email.

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

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JANSSEL	10/06/2008 03:54:54 PM	E-Mail From Paul		406105		Tech line has us chasing out tails with this car. Tech rep is to be here tomorrow to look at another car and I'm going to let him look at this car also if he has time. CO to email dealer on 10/7/08.
JANSSEL	10/07/2008 12:27:32 PM	E-Mail To Paul		406105		Is there an update yet regarding Customer's vehicle? CO to wait dealer email.
JANSSEL	10/07/2008 01:38:13 PM	E-Mail From Paul		406105		Megatronic unit is ordered. Should be here Thursday. CO to call dealer 406105 Used car Sales Manager as no email on file.
JANSSEL	10/07/2008 01:47:11 PM	Call To Stu- CPO Sales		406105		CO advised: calling in regards to Customer, seeking to know if Customer is able to trade in vehicle. Sales Manager advised: vehicle is currently having a shifting issue and is at the service department, parts are on order, is not sure if it would make financial sense to trade vehicle in for a new one, payments may go up and is not sure what type of loan Customer has, advised if Customer would like to get into another vehicle then Sales Manager can review her information and follow up with Customer. CO advised: will document information, will follow up with Customer. CO to call Customer.
JANSSEL	10/08/2008 01:20:33 PM	Voice Mail For [REDACTED]				CO advised: calling in regards to our follow up date, contacted dealer 406105 Service Manager who advised a part was ordered and should arrive at the dealer on Thursday 10/9/08, contacted Sales Manager-Stu who advised if Customer would like to get out of vehicle and into a new GTI then he would review her file however it may be costly to get out of this vehicle, will follow up with the dealer Service Manager on Thursday 10/9/08 to ensure the part arrives, will follow up with Customer no later than the close of business on Friday 10/10/08. CO to call dealer on 10/9/08.
JANSSEL	10/09/2008 12:19:42 PM	E-Mail To Paul		406105		Hi Paul, Did the part arrive today and if so what is the status/ETA of repair? CO to wait dealer email.

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DEARB	10/09/2008 06:09:19 PM	E-Mail From Paul		406105		<p>The part is on red order directly from Germany. I just found that out yesterday. Sorry for the incorrect information. The customer is in Chicago right now. If the part is not in by the time she gets back we will put her back in her car until the part arrives. Her car is driveable.</p> <p>CO to research</p>
JANSSEL	10/10/2008 01:25:11 PM	Voice Mail For [REDACTED]				<p>CO advised: contacted dealer 406105 Service Manager who advised we are still waiting on the part to arrive at the dealer, will contact the dealer and Customer no later than the close of business on Tuesday 10/14/08. CO to email dealer on Tuesday 10/14/08.</p>
JANSSEL	10/14/2008 10:31:26 AM	E-Mail To Paul		406105		<p>Hi Paul, Do you have any further information on the part/ETA? Is the part on backorder? CO to wait dealer email.</p>
JANSSEL	10/14/2008 03:31:26 PM	E-Mail From Paul		406105		<p>Car is done and customer has been contacted. CO to call Customer.</p>
JANSSEL	10/14/2008 04:02:00 PM	Voice Mail For [REDACTED]				<p>CO advised: contacted dealer 406105 Service Manager who advised the repair is complete and vehicle is ready to be picked up, advised to call CCC with further questions or concerns, provided CCC's phone number and reference number. No further action.</p>
HOFFMAB	10/20/2008 01:59:03 PM	Call From [REDACTED]				<p>Customer states she picked up vehicle, but it is still doing the same thing, when going into 1st gear, the vehicle shudders. Customer states she cannot bring it back to the dealer 406105 until tomorrow, the 21st. CA advised she will advise CO of her concern and she will follow-up with dealer for the diagnosis and be back in contact with her by COB Wednesday, the 22nd. CO to review</p>

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JANSSEL	10/21/2008 10:33:59 AM	E-Mail To Paul		406105		
<p>Hi Paul, The Customer called Customer care and told one of my associates that the vehicle is shuddering when driving in first gear. Customer stated she has an appointment today with your dealership. When the vehicle comes in and a diagnosis is available, please let me know as I am following up on the Customer's behalf. Thanks, Lisa. CO to wait dealer email.</p>						
JANSSEL	10/22/2008 12:51:08 PM	Call To Paul		406105		
<p>CO seeking update for vehicle. Service Manager advised: Customer brought vehicle to dealer 406105 yesterday, a technician test drove vehicle with Customer, will speak to the technician for more information, advised to call Service Manager back in 20 minutes. CO to call dealer.</p>						
JANSSEL	10/22/2008 01:22:05 PM	Call To Paul		406105		
<p>CO seeking update. Service Manager advised: the shop foreman test drove the vehicle with the Customer yesterday, the shop foreman advised when the gas pedal is lightly touched there is slight clutch chatter with her automatic transmission, this concern occurs intermittently and no repair is needed at this time, Service Manager advised if the noise becomes more consistent or worse then Customer can bring vehicle back to the dealer for diagnosis, the Sales Manager spoke with the Customer yesterday regarding getting her out of this vehicle and into a new 2009 GTI but does not know if Customer would like to do that. CO advised: will relay this information to the Customer. CO to call Customer.</p>						
JANSSEL	10/22/2008 03:09:27 PM	Voice Mail For [REDACTED]				
<p>CO advised: calling in regards to our follow up date, contacted dealer 406105 Service Manager who advised a shop foreman drove vehicle with Customer yesterday and advised when the gas pedal is lightly touched there is slight clutch chatter with her automatic transmission, this concern occurs intermittently and no repair is needed at this time, Service Manager advised if the noise becomes more consistent or worse then Customer can bring vehicle back to the dealer for further diagnosis, advised to call CCC if vehicle goes back to the dealer for diagnosis or can call CCC with further questions or concerns. No further action.</p>						

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<b>2007 New GTI 2.0T</b> [REDACTED]	090079586	Customer Relations	WVWFV71K37W [REDACTED]	30,000		Complaint 405029 Pr. Part: 3735-Automatic transmission Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
CALDWEM	03/30/2009 04:22:54 PM	Call From [REDACTED]				
PREVIOUS CASE 90079586						
Customer states seeking to speak with a RCM, states the vehicle was taken to Dealer 405029 2 weeks ago, still experiencing the same rough shift after the repair, the mega tronic control module was replaced, frustrated with the vehicle, seeking to address the Lemon Law. CO advised of the Consumer Protection Pamphlet. Customer states he wants the vehicle repaired, CO advised can understand the frustrations, our main goal is to ensure the vehicle is repaired operating to manufacture specifications and to work within the terms of the warranty, not our intent for the unpleasant experience. CO advised due to the VEH is still has the same concerns after the part was replaced, contact Dealer 405029 make aware, then contact us with the appointment, we will ensure all technical resources are being utilized. Pending Customer appointment/call. No further action.						

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<b>2007 New GTI 2.0T</b> [REDACTED]	090178967	Recovery	WVWHV71K77W [REDACTED]			inquiry 402408 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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NARDONP	07/21/2009 01:30:01 PM	E-Mail To John Olson		402408		

John,

We are proactively making outbound calls to customers with a mechatronics unit on order to apologize for the delay and to make an attempt to smooth the situation over. In order for us to have a knowledgeable conversation with each customer, we are requiring some information from you to help us in this process. Below I've listed the VINs for each mechatronics unit we have on order with your dealership. There are a couple of questions I would need answered in order to assist in our efforts.

1. Is the customer in a rental/loaner and if so, how long has the customer been in a rental/loaner?
2. Have you offered the customer any goodwill? Or plan to offer goodwill? - We are not implying that you should make any offers but this information will help us when speaking with these customers.
3. What, if any, arrival date has been communicated to the customer?
4. Any other pertinent information you feel would be helpful?

Please answer these 4 questions for each VIN/customer so we may proceed with contacting these customers. All of your help is greatly appreciated.

3VWRJ71K78M [REDACTED]

WVWHV71K77W [REDACTED]

WVWFA71F77V [REDACTED]

3VWRL71KX9M [REDACTED]

3VWRJ71K28M [REDACTED]

WVWFA71F38V [REDACTED]

WVWBA71F58V [REDACTED]

Thank You,  
Pete Nardone  
Central Region Case Manager  
Contractor  
Volkswagen of America  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
248-754-3383

Wait Dealer 402408 email.

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NARDONP	07/22/2009 09:04:24 AM	E-Mail From John Olson		402408		Customer not in loaner. No Goodwill has been offered. No ETA has been provided to Customer.  RCM to assign to CA.
NARDONP	07/22/2009 09:05:47 AM	Assigned To MANNAE				
MANNAE	07/28/2009 11:21:19 AM	Call To [REDACTED]				CO attempted to call customer and advised has voice mail box that has not been set up yet. CO to call dealer 402408.
MANNAE	07/28/2009 11:32:23 AM	Call To Jonathan		402408		SA advised they only had one number on file and it was same number. CO to call customer at later time.
ABDULAM	07/30/2009 12:40:12 PM	Voice Mail To [REDACTED]				CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.

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CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
<b>2007 GTI FAHRENHEIT 2.0T</b>						
[REDACTED]	090180311	Recovery	WVWFV71K17W [REDACTED]			
EDWARDAM	07/22/2009 05:38:14 PM	E-Mail To Mike Dolce		408112		
Good Morning Mike,						inquiry 408112
						Pr. Part: 3885-Mechatronics
						Pr. Rsn: 55J Outbound

We are proactively making outbound calls to customers with a mechatronics unit on order to apologize for the delay and to make an attempt to smooth the situation over. In order for us to have a knowledgeable conversation with each customer, we are requiring some information from you to help us in this process. Below I've listed the VINs for each mechatronics unit we have on order with your dealership. There are a couple of questions I would need answered in order to assist in our efforts.

1. Is the customer in a rental/loaner and if so, how long has the customer been in a rental/loaner?
2. Have you offered the customer any goodwill? Or plan to offer goodwill? - We are not implying that you should make any offers but this information will help us when speaking with these customers.
3. What, if any, arrival date has been communicated to the customer?
4. Any other pertinent information you feel would be helpful?

VIN #: WVWBA71F38V [REDACTED]

VIN #: WVWFV71K17W [REDACTED]

Please answer these 4 questions for each VIN/customer so we may proceed with contacting these customers. If you could please respond before the end of the business day, it would be greatly appreciated.

Thank You,  
 Amanda Edwards  
 Eastern Region Case Manager  
 Areas 3, 4, & 6

RCM to wait Dealer 408112 e-mail.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
EDWARDAM	07/22/2009 05:41:23 PM	E-Mail From Mike Dolce		408112		
						CUSTOMERS ARE DRIVING THERE CARS WE ONLY TOLD THEM THAT THEY ARE ON BACKORDER AND IT WOULD BE AT LEAST 1 MONTH BEFORE THEY ARRIVED. NO GOODWILL WAS OFFERED
						Michael Dolce Bayside VW Service Manager
						RCM to assign to CA.
EDWARDAM	07/22/2009 05:42:27 PM	Assigned To MANNAE				
MANNAE	07/28/2009 04:46:08 PM	Voice Mail To [REDACTED]				
						CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer 408112 or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
CUSTOMER COMMENT DETAIL REPORT  
CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2007 New GTI 2.0T</b> [REDACTED]	090186552	Recovery	WVWFV71K37W [REDACTED]			inquiry 420129 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	07/30/2009 08:25:45 AM	Assigned To CONLINR				
RCM to send mechatronic email to Dealer 420129.						

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
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ZIEHMEC	08/05/2009 04:44:08 PM	E-Mail To Todd		420129		

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2007 GTI

VIN: WVWFV71K37W [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Christine Ziehmer  
 248-754-3577  
 RCM backup

The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately via email or at (248) 754-5000. RCM to wait dealer 420129 e-mail.

**VOLKSWAGEN OF AMERICA, INC.**  
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ZIEHMEC	08/05/2009 05:27:48 PM	E-Mail From Todd		420129		
		At your earliest convenience, please review and respond to the following questions:				
		1) Is the customer in a rental or loaner?[Todd at Emich] No. It is under powertrain warranty, which doesn't cover rentals.				
		2) Have you offered any goodwill?[Todd at Emich] No.				
		3) What part arrival time has been communicated to the customer?[Todd at Emich] None yet.				
		4) Other pertinent information that you think we should be aware of?[Todd at Emich] The customer's name is Taj Allen.				
		David Guttenberg is not the owner of that car.				
		RCM to assign to CO.				
ZIEHMEC	08/05/2009 05:28:28 PM	Assigned To MANNAE				
		RCM assigned to CO. CO to call customer.				
ABDULAM	08/06/2009 01:05:00 PM	Note To ccc				
		SM states that David Guttenberg is not the owner of the vehicle and Taj Allen is the owner. CO to call dealer for CUST INFO to add to listen.				
ABDULAM	08/06/2009 01:07:04 PM	Call To Brian		420129		
		Service Advisor provided correct Customer information and also states part has not arrived yet. CO to open case under correct Customer name. Please reference case 90194318. No further action.				

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

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<b>2007 New GTI 2.0T</b> [REDACTED]	090191655	Recovery	WVWFV71K87W [REDACTED]			inquiry 422505 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/05/2009 10:02:43 AM	Note To ccc				
	RCM to e-mail dealer 422505					

ZIEHMEC 08/06/2009 12:51:51 PM E-Mail To Ted 422505

We at CARE are making proactive, outbound calls to our customers to apologize for the part delay and to make an attempt to smooth things over. It would help our conversation with the customer if we were aware of certain things before we call them.

Customer Name: [REDACTED]

Model Year/Model: 2007 GTI

VIN: WVWFV71K87W [REDACTED]

At your earliest convenience, please review and respond to the following questions:

- 1) Is the customer in a rental or loaner?
- 2) Have you offered any goodwill?
- 3) What part arrival time has been communicated to the customer?
- 4) Other pertinent information that you think we should be aware of?

If you could please respond before the end of the business day, it would be greatly appreciated. Please select REPLY TO ALL, so my team and I both receive your response.

Thank you in advance for your help.

Christine Ziehmer  
248-754-3577

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**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

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**CUSTOMER COMMENT DETAIL REPORT**  
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<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ZIEHMEC	08/07/2009 11:59:55 AM	E-Mail From Ted		422505		
	At your earliest convenience, please review and respond to the following questions:					
	1) Is the customer in a rental or loaner?yes					
	2) Have you offered any goodwill?no					
	3) What part arrival time has been communicated to the customer?08/17/09					
	4) Other pertinent information that you think we should be aware of?no					
	RCM to assign to CO.					
ZIEHMEC	08/07/2009 12:00:36 PM	Assigned To MANNAE				
	RCM assigned to CO. CO to call customer					
ABDULAM	08/07/2009 02:07:42 PM	Voice Mail To [REDACTED]				
	CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.					

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

VOLKSWAGEN OF AMERICA, INC.  
 CUSTOMER COMMENT DETAIL REPORT  
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2007 New GTI 2.0T</b> [REDACTED]	090194318	Recovery	WVWVFV71K37W [REDACTED]			
ABDULAM	08/06/2009 01:08:43 PM	E-Mail From Todd		420129		inquiry 420129 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
		At your earliest convenience, please review and respond to the following questions:				
		1) Is the customer in a rental or loaner?[Todd at Emich] No. It is under powertrain warranty, which doesn't cover rentals.				
		2) Have you offered any goodwill?[Todd at Emich] No.				
		3) What part arrival time has been communicated to the customer?[Todd at Emich] None yet.				
		4) Other pertinent information that you think we should be aware of?[Todd at Emich] The customer's name is [REDACTED]				
		David Guttenberg is not the owner of that car.				
ABDULAM	08/06/2009 01:09:09 PM	Call To Biran		420129		
		Service Advisor provided correct Customer information and also states part has not arrived yet. CO to call customer.				
ABDULAM	08/06/2009 01:11:37 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized to Customer for their inconvenience. CO advised that Dealer has made her vehicle repairs a priority and is seeking to get the vehicle repaired as quickly as possible. CO advised if Customer has any questions or concerns in regards to her vehicles repairs she can contact the Dealer or VW at 800-444-8982. CO advised that VW is open 8:00 AM - 5:00 P.M. M-F. No further action pending Customer call.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

**VOLKSWAGEN OF AMERICA, INC.**  
**CUSTOMER COMMENT DETAIL REPORT**  
**CASE NUMBERS SOURCE: All**

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2007 New GTI 2.0T</b> [REDACTED]	090196826	Recovery	WVWHV71K57W [REDACTED]			
ZIEHMEC	08/10/2009 10:25:27 AM	Note To CCC RCM to e-mail dealer 422144				inquiry 422144 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	08/10/2009 12:51:37 PM	E-Mail To Jaime Trujillo RCM sent mechatronic email to Dealer 422144. RCM to wait on Dealer email.		422144		
SMITHN	08/10/2009 01:10:36 PM	Call From Jaime Trujillo Customer is driving vehicle still; Service Manager has not done any goodwill at this time. RCM to assign to associate.		422144		
SMITHN	08/10/2009 01:11:44 PM	Assigned To MANNAE				
MANNAE	08/11/2009 01:27:09 PM	Call To [REDACTED] CO advised following up to apologize for any inconvenience, advised we are aware this is a back order part and understand from dealership 422144 that customer has a part on order, inquired if customer was comfortable driving vehicle. Customer states he is fine driving vehicle and seeking to know when part should start shipping out. CO advised depending on when part was ordered were looking at part to start shipping out middle or end of this month, advised if at anytime feels vehicle is worse he may contact 422144 and they will be happy to set him up in a loaner vehicle. No further action.				

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

VOLKSWAGEN OF AMERICA, INC.  
 CUSTOMER COMMENT DETAIL REPORT  
 CASE NUMBERS SOURCE: All

CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
<b>2007 New GTI 2.0T</b> [REDACTED]	090199407	Recovery	WVWHV71K77W [REDACTED]			inquiry 408207 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/12/2009 09:11:18 AM	Note To CCC				
	CO to contact dealer 408207					

ABDULAM 08/12/2009 11:12:38 AM E-Mail To John 408207

John,

We at CARE, are making proactive outbound calls to these customers to apologize for the delay and to make an attempt to smooth things over. But, in order to have a good conversation we need some additional information:

- 1) Is the customer in a loaner/rental?
- 2) Has the dealer offered any goodwill or do they plan to offer goodwill. We are not to imply that the dealer should make an offer, but it's good information to have before we reach out to the customer?
- 3) What part arrival date have they communicated to the customer?

The Two VINs for Customers that I am seeking this information on are:

[REDACTED] - 3VWRA71KX8M [REDACTED]

[REDACTED] - WVWHV71K77W [REDACTED]

If you can please reply to all I would appreciate it.

Martin Abdulahad

VWoA Special Projects  
 3499 W Hamlin Rd.  
 Rochester Hills, MI 48309

Tel. (248) 754-3536  
 Fax. (248)754-6504  
 Mailto:martin.abdulahad@vw.com  
 www.vw.com

VOLKSWAGEN OF AMERICA, INC.  
 CUSTOMER COMMENT DETAIL REPORT  
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
ABDULAM	08/12/2009 01:31:30 PM	E-Mail From John		408207		
	Name:	[REDACTED]				
	Serial:	WVWHV71K77W [REDACTED]				
	Loaner Car:	Yes, Customers car is down, undriveable				
	Additional Offerings:	None				
	Part#:	02E-325-025-AD-Z8H				
	ETA:	8/22/2009				
	R.O. Opened:	08/07/2009				
	Other Pertinent Information:	I HAVE A HEADACHE Please let me know if you require anything else.				
	Love,	John Lindstrom				
ABDULAM	08/12/2009 01:59:52 PM	Note To ccc				
	Customer phone number is disconnected. CO to contact dealer.					
ABDULAM	08/12/2009 02:01:06 PM	Call To Lou		408207		
	Service Advisor states contact number is [REDACTED] CO to call Customer.					
ABDULAM	08/12/2009 02:03:41 PM	Call To [REDACTED]				
	CO apologized to Customer in regards to vehicle concerns. CO advised that CO is aware of the vehicle concerns. CO advised that Dealer is making her vehicle repairs a high priority and has taken all the right steps in getting the vehicle repaired. CO advised that delay was due to a Backorder part. CO advised that Dealer has escalated the issue and our records indicate that ETA is 8/22. CO advised that the Dealer is monitoring his order closely and will be in ouch with Customer once part arrives. CO seeking to know if loaner is okay. Customer states they are in a New Beetle loaner and they want a vehicle similar to theirs. Customer states they are working with their Service Advisor Lou and he is going to get them a different loaner. Customer states they have had a few concerns with vehicle, but loves the vehicle. CO advised if they still need further assistance they can contact VW CCC back. CO thanked Customer. No further action.					

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<b>2008 New GTI 2.0T</b> [REDACTED]	080018474	Customer Relations	WVWFV71K48W [REDACTED]	1,004		Unknown 426002 Pr. Part: 3877-Valve block Pr. Rsn: 44E Stalling
CALDWEM	01/30/2008 11:10:18 AM	Call From [REDACTED]				Unknown 426002 Part: 3877-Valve block Rsn: 62Q Difficult to Service Vehicle
Customer states the following: Original owner; Current mileage is 1004; VCI (\$370.00); yes; No additional warranty/service contract; not happy; This is not a repeat repair; Maintained at dealer(s):426002; Working with dealer 426002 Service Manager's name is Oscar and Sales Person (Dorsey); Vehicle is currently down; Vehicle location-unknown; Vehicle has been down 2 days; Total days down 3; Working with Oscar; Vehicle concern/symptoms are stalled out; Customer is seeking/expecting an exact replacement vehicle; Dealer is aware that customer is seeking assistances; Customer sated she has owned VW's over 15 years. Customer stated the vehicle was towed to the dealership MON 1/28/08, picked up the vehicle on TUES at 4:00 drove the vehicle. Customer stated the vehicle stalled put last night at 10:00. Customer stated she is waiting for a call from Dealer 426002 to make arrangements to pick up the vehicle and bring her a loaner/rental vehicle to her place of work. Customer stated there was a red order part ordered on MON and expected to arrive in 3 weeks. Customer stated she was assured the vehicle was repaired. CO advised Customer this is not our intent for the unpleasant concerns and experience with her new vehicle. CO stated our main goal is to ensure the vehicle is repaired and operating as design and to work within the terms of the warranties. Customer agreed to a follow up FRI 2/1/08. CO to call Dealer 426002.						
CALDWEM	01/30/2008 11:18:42 AM	Note To CCC				
Due to case in high priority status, and due to age and mileage of the vehicle. CO to call Dealer 426002.						
CALDWEM	01/30/2008 11:23:50 AM	Call To CHRIS		426002		
CO sated seeking to address the vehicle concerns and the Customer is seeking to have the vehicle replaced. Dealer 426002 Service Manager stated he would look into the vehicle concerns and would call the CO back. CO to wait Dealer 426002 Service Manager call.						

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CALDWEM	01/30/2008 11:38:34 AM	Call From CHRIS		426002		Dealer 426002 Service Manager stated 1/29/08 with 991 miles, Customer stated the vehicle would not go into reverse and the engine revved high when shifting. CO was advised tech line was contacted, performed the recommended repairs, drive the vehicle for 20 miles. CO was advised after the repairs, drove the vehicle for 20 miles, the vehicle was operating as design. CO was advised tech line advised to replace the transmission valve body. CO was advised the Customer agreed to drive the vehicle due to the vehicle was operating as design until the part arrives. CO was advised the part is on national back order, RED ORDER DATE-1/19/08, PART# 02E325025ADZC1, SALES DOC#1004360106. Dealer 426002 Service Manager stated Dealer 426002 Service Advisor will contact the Customer to make aware the Customer could be picked up and brought into the dealership to obtain a rental vehicle. CO to contact level. 2
PETERSG	01/30/2008 02:15:06 PM	Call From Margaret				CO states the customer has only owned the vehicle for 13 days and she no longer wants this vehicle because it had a catastrophic transmission failure. CO states the vehicle needs a transmission valve body, which happens to be on backorder. RC asked CO to escalate so we can research the customer's request.
CALDWEM	01/30/2008 02:16:52 PM	Assigned To ccc				
MORITZD	01/30/2008 02:30:20 PM	Assigned To MORITZD				
MORITZD	01/30/2008 02:30:24 PM	Note To Jon Soanes				
MORITZD	01/31/2008 02:28:24 PM	Voice Mail To Jon Soanes				RC LMTRMC seeking to discuss. Wait field contact.
MORITZD	01/31/2008 03:24:52 PM	Voice Mail From Jon Soanes				FOM LVMM advising that vehicle is waiting for a valve body, part # 02E 325 025 ADZC1, sales doc # 1004360106. RC to contact FOM.

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MORITZD	01/31/2008 03:27:08 PM	Note To CCC				Part was ordered 1/29 and a PO was issued 1/30. RC to contact FOM.
MORITZD	01/31/2008 03:27:27 PM	Voice Mail To Jon Soanes				RC LMTRMC seeking call back. Wait field contact.
MORITZD	02/01/2008 11:26:04 AM	Call To Jon Soanes				FOM advised he is currently looking into part situation. RC advised will e-mail parts specialists to seek ETA. FOM advised we will determine next course of action based on part ETA. RC to e-mail parts specialists.
MORITZD	02/01/2008 11:27:11 AM	E-Mail To PS				RC e-mailed parts specialists seeking ETA. Wait Parts.
MORITZD	02/01/2008 02:05:29 PM	E-Mail From PS				Hello,  This order shipped from Germany today, please allow 5-7 days for delivery.
MORITZD	02/01/2008 02:05:52 PM	Call To Jon Soanes				FOM advised in light of part information, VW will continue working under terms of warranty. FOM advised he will contact the dealer to advise them that the part is in transit and ask the dealer to offer the Customer a vehicle payment. RC thanked.
MORITZD	02/01/2008 02:07:06 PM	Assigned To CALDWEM				Please follow up. VW will continue working under terms of warranty. FOM will be asking dealer to offer the Customer a vehicle payment for concerns so early in ownership. Please allow the dealer time to follow up with Customer.
CALDWEM	02/01/2008 03:58:14 PM	Voice Mail To [REDACTED]				CO LVMM (43341) CO stated she does not have a update as expected for today. CO advised Customer CO would contact the Customer by TUES 2/5/08. CO to call Dealer 426002.

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CALDWEM	02/04/2008 12:59:36 PM	Call To CHRIS		426002		
<p>CO stated this was a courtesy call to ensure the Customer has been provided the offer of a vehicle payment for 1 month per Dealer 426002 FOM (Mr. Soanes) due to the unpleasant experience at the age and mileage. CO stated at this time we will continue to service the vehicle within the terms of the warranties. Dealer 426002 Service Manager stated he was not aware of the offer. Dealer 426002 Service Manager stated he would be more than willing to provide the Customer with a 1 month vehicle payment. Dealer 426002 Service Manager stated he would contact the CO back with the update. CO to wait Dealer 426002 Service Manager call.</p>						
CALDWEM	02/05/2008 04:35:04 PM	Call To Oscar (assist to SM)		426002		
<p>CO was advised Dealer 426002 Service Manager was in a meeting. CO was advised the Customer has been contacted today. CO was advised the dealership is attempting to offer the Customer with a 1 month vehicle payment. CO was advised the part did not arrive to the dealership as of this afternoon. CO was advised Dealer 426002 Service Manager was waiting for a return call from the CUST. CO to call Customer as promised.</p>						
CALDWEM	02/05/2008 04:40:52 PM	Voice Mail To [REDACTED]				
<p>CO received Customer VMM stating the Customer was out of the office from 2/4-2/8/08.  CO LVMM (43341)  When the Customer returns the call CO to advise Customer of the Goodwill offer in the amount of 1 month vehicle as at this time we will continue to work within the terms of the warranties to address any manufacture shortcoming. CO to call Dealer 426002 Service Manager on FRI 2/8/08.</p>						
CALDWEM	02/08/2008 03:01:42 PM	Voice Mail To [REDACTED]				
<p>CO LVMM  When the Customer returns the call CO to advise Customer of the Goodwill offer in the amount of 1 month vehicle as at this time we will continue to work within the terms of the warranties to address any manufacture shortcoming. CO to wait Customer call.  CO stated she would call the CUST back on MON 2/11/08.</p>						
BRECHTD	02/08/2008 04:12:16 PM	Note To CCC				
<p>Case reviewed.</p>						

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CALDWEM	02/11/2008 02:19:26 PM	Call To BRIAN (asst SM.)		426002		
	CO placed a follow up call to ensure the Customer has been contacted with the one month vehicle payment offer and that we will continue to service the vehicle within the terms of the warranties. CO was advised the Customer has been contacted with the offer. CO was advised the dealership has made arrangements for the Customer with a rental vehicle as well to address the vehicle concerns. CO to call Customer.					
CALDWEM	02/11/2008 02:23:04 PM	Voice Mail To [REDACTED]				
	CO LVMM (43341) CO stated this was a courtesy call to ensure her satisfaction with the vehicle payment offer. CO stated she has been advised by the dealership they have provided her with a rental until her vehicle concerns are addressed. CO stated to feel free to call the CO if there was any further assistance needed. CO to wait Customer call. No further action.					
CALDWEM	02/11/2008 02:28:14 PM	Call From [REDACTED]				
	Customer stated the dealership will replace the transmission and she was happy with the information and updates. CO stated to feel free to call the CO if there was any additional assistance needed. Pending Customer call. No further action.					
CALDWEM	02/11/2008 02:37:19 PM	Note To ccc				
	CO request California BBB letter.					
CALDWEM	02/11/2008 02:38:19 PM	Assigned To ccc				
	Please generate and sent Customer California BBB letter.					
CUSTERJ	02/11/2008 06:11:00 PM	Assigned To BOSLEYJ				
BOSLEYJ	02/13/2008 08:55:21 AM	Note To first review				
	CA submitted letter for first review. CA wait for approval.					
BOSLEYJ	02/18/2008 02:18:10 PM	Mail To [REDACTED]				
	CA sent mail to customer. Mail can be viewed in doc center. CO to review and close.					

**Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call**

09/23/2009

VOLKSWAGEN OF AMERICA, INC.  
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CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
BOSLEYJ	02/18/2008 02:18:43 PM	Assigned To CALDWEM				
CALDWEM	02/18/2008 02:34:15 PM	Note To ccc				
		CO-review and close. No further action.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

VOLKSWAGEN OF AMERICA, INC.  
 CUSTOMER COMMENT DETAIL REPORT  
 CASE NUMBERS SOURCE: All

<u>CUSTOMER NAME</u>	<u>CASE NUM</u>	<u>PROGRAM</u>	<u>VIN</u>	<u>MILES</u>	<u>YEAR/SUBMODEL</u>	<u>PARTS/REASONS</u>
<b>2008 New GTI 2.0T</b> [REDACTED]	080110340	Mediation/Arbitration	WVWVFV71K08W [REDACTED]	1,000		Unknown 422595 Pr. Part: 3735-Automatic transmission Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
CARDONN	02/19/2008 09:26:02 AM	Attached Mail From BOB MARTIN				Unknown 422595 Part: 3735-Automatic transmission Rsn: H22 Technical Issue (Med/Arb only)
		Recd replacement request from FOM. Vehicle has 1000 miles and has been serviced at dealer422595. Listed concerns as transmission will shift into neutral while driving without warning. Vehicle is not repaired and customer is in a rental. QTM and Steve Lerian have been working on repair for the vehicle. Customer has had the vehicle for less than 30 days of ownership. Vehicle has been FI through VCI Leasing.				Unknown 422595 Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY Rsn: 43Q Repurchase/Replacement(Me Only)
CARDONN	02/19/2008 09:30:59 AM	E-Mail From BOB MARTIN				
		Please find attached a Replacement Vehicle Request for customer [REDACTED] 2008 GTI less than 30 days is service. Vehicle shifts into neutral while driving without warning. Dealer was able to duplicate once. QTM Leader has been involved with repair. Unable to repair at this time. Vehicle had 857 mile on it when customer first brought into dealership for repairs. Now has over 1,100 miles trying to duplicate concern. Best regards,				
CARDONN	02/19/2008 04:21:34 PM	Call To [REDACTED]				
		Advised that offer letter will be sent via Fed Ex.				
CARDONN	02/19/2008 04:46:56 PM	E-Mail To Bob Martin				
		Sent offer letter.				
CARDONN	02/19/2008 04:47:12 PM	Mail To [REDACTED]				
		Sent offer letter via Fed Ex EON.				
STATONJ	02/22/2008 02:57:01 PM	Call From Mary Klein				
		Customer seeking to speak with named Western RC or named Central RC regarding vehicle owned by Customer and spouse. CA placed Customer on hold to contact RC.				
STATONJ	02/22/2008 02:58:43 PM	Face-To-Face With Moritz				
		RC advised CA to determine reason for Customer call. CA to return to Customer.				

Note: Does not include program codes for Roadside Assistance, iSKY or IQS Outbound Call

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STATONJ	02/22/2008 03:00:04 PM	Return To Mary Klein				Customer states has specific questions regarding letter received. CA advised would take message and ask RC to call Customer back when available. Customer states call at [REDACTED] CA to contact RC.
STATONJ	02/22/2008 03:01:34 PM	Face-To-Face With Moritz				RC advised Customer should contact CO. CA to contact CO.
STATONJ	02/22/2008 03:04:51 PM	Call To Cardonni				CO advised had just finished speaking with Customer. Wait Customer mail.
CARDONN	02/26/2008 11:09:48 AM	Attached Mail From MICHAEL FAJAC				Red signed offer letter.
CARDONN	02/26/2008 11:32:36 AM	E-Mail To Sal Mazzara				Sal,  I was hoping that you might be ale to locate and secure a suitable replacement vehicle for a Med Arb customer. The specs are as follows:  1K19V3- 2008 GTI 2 Door X6X6- United Gray Exterior RZ- Anthracite Cloth 3FE (Power Sunroof), PIT (I-Pod Adapter) and PKZ (18" Huff with all Season)  The transaction will take place at 422595. Please let me know if anything is available.
CARDONN	02/26/2008 04:20:38 PM	E-Mail From Sal Mazzara				Stated that replacement will be at Port with 30 days and vin # is WVWFV1KX8W [REDACTED]

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CARDONN	02/26/2008 04:40:19 PM	E-Mail To DIST, FOM, Accounting, Pc				
	80110340		WVWFV71K08W [REDACTED]			
	[REDACTED]		[REDACTED]			
	Los Angeles, CA		[REDACTED]			
	**DIST**					
	Please credit [REDACTED] for WVWFV71KX8W [REDACTED] (COMM # 239874) and bill to 491991 (VW MED ARB). Please have the vehicle shipped to 422595.					
	**PORT**					
	Please have this vehicle shipped to 422595.					
	**ACCOUNTING**					
	Please create Invoice and forward to my attention.					
CARDONN	02/26/2008 04:43:41 PM	Order Status To Nick Cardoni				
	ETA the first week of April.					
CARDONN	03/04/2008 10:52:14 AM	Call To [REDACTED]				
	Advised that replacement vehicle has been located and will arrive the first week of April. Agreed to reimb a vehicle payment for every month down. Est 2 months reimb.					
CARDONN	03/13/2008 10:22:35 AM	Order Status To Nick Cardoni				
	ETA 4/7.					
CARDONN	03/27/2008 11:44:55 AM	Attached Mail From KIM KONG				
	Recd invoice.					

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CARDONN	03/31/2008 10:20:48 AM	E-Mail To B Martin, M Ruhle, B Monte				
<p>Mike and Bob,</p> <p>I am hoping that you would be able to confirm that a replacement vehicle has arrived on your lot. The specs are as follows:</p> <p>Replacement vehicle for [REDACTED]            Arrived 3/28            WVWFV71KX8W [REDACTED]            2 Door GTI- United Gray Exterior with Cloth Interior</p> <p>Please let Ben Monterosso or myself know as we will forward the needed paperwork to complete the transaction.</p> <p>Thanks,</p>						
CARDONN	03/31/2008 10:41:59 AM	Approved By Nick Cardoni				
<p>Req Check.</p>						
CARDONN	03/31/2008 10:42:19 AM	Assigned To MONTERB				
<p>FOM is Bob Martin, VCI Leasing is the FI and the nonconformity is due to transmission concerns.</p>						
MONTERB	03/31/2008 02:39:10 PM	E-Mail To btm				
<p>Hello,</p> <p>I am looking to get a copy of this customer's title application emailed to me. We are replacing this vehicle and I need to see how the customer's name is listed so I can fill out the paperwork with the correct name.</p> <p>Thank you,</p> <p>Benedetto Monterosso</p>						

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09/23/2009

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MONTERB	03/31/2008 02:58:51 PM	E-Mail To Mike Ruhle		422595		
	Hi Mike,					
	We have a replacement we need to schedule at your dealer. I am sending you the closing paperwork on it. Please let me know if there are any changes.					
	Thank you,					
	Benedetto Monterosso					
MONTERB	03/31/2008 03:52:54 PM	E-Mail From Title				
	The title application has not yet been scanned. I have requested it as a rush and will forward it to you ASAP.					
	Thanks,					
	Karen R. Horsley					
MONTERB	03/31/2008 03:53:16 PM	E-Mail From Mike Ruhle		422595		
	Thanks Ben					
	Mike					
MONTERB	04/01/2008 10:40:12 AM	Face-To-Face By Title branding fees				
	WVWFV71K08W [REDACTED] [REDACTED] Title branding fees					
MONTERB	04/02/2008 02:13:47 PM	Closing Package (M/A Only) To Mike		422595		
	EON					
MONTERB	04/03/2008 01:47:21 PM	Call To [REDACTED]				
	Advised that SM will be handling the closing. I advised customer that SM should have the paperwork tomorrow. Customer asked if they would be able to complete the transaction this weekend. I advised customer that would be up to the SM If he would be able to.					

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MONTERB	04/03/2008 01:50:40 PM	Call To Mike Ruhle		422595		
	I advised SM he will have the paperwork tomorrow. I advised SM that the customer is anxious to get into their vehicle and will be calling him. SM stated they already have.					
CAMILOM	04/03/2008 02:22:04 PM	Assigned To MONTERB				
	Check # [REDACTED] for amount \$32.00 received. Forwarded check to advocate for handling.					
CAMILOM	04/03/2008 02:22:05 PM	Assigned To CARDONN				
	Check # [REDACTED] for amount \$729.84 received. Forwarded check to advocate for handling.					
MONTERB	04/03/2008 03:13:43 PM	Voice Mail For Bob Martin				
	LMTRMC seeking to get information on the rental vehicle that customer is being charged for.					
MONTERB	04/03/2008 03:16:26 PM	Voice Mail For Mike Ruhle		422595		
	LMTRMC about customer's rental bill.					
MONTERB	04/03/2008 03:21:14 PM	Assigned To MONTERB				
MONTERB	04/03/2008 03:40:56 PM	Mail To [REDACTED]				
	Reimbursement check for vehicle payments					
MONTERB	04/04/2008 05:10:00 PM	Call From Mike Ruhle		422595		
	SM stated the closing is scheduled for Saturday. SM asked if this vehicle is going to westlake because they have only been able to duplicate the transmission concern once and can not duplicate it again and nothing comes up in the scanning for codes. I advised SM I will asked the FOM what he wants to do with the vehicle.					

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MONTERB	04/04/2008 05:19:46 PM	E-Mail To Bob Martin		422595		
<p>Hi Bob,</p> <p>I spoke with Mike Ruhle about this vehicle we are replacing. Mike informed me that they have only been able to duplicate the transmission concern once on this vehicle. Tech line even asked them to close out their case because the concern can not be duplicated. Should we send this vehicle to Westlake to be repaired?</p> <p>Benedetto Monterosso</p>						
MONTERB	04/07/2008 09:54:43 AM	E-Mail From Bob Martin				
<p>HI Ben,</p> <p>I think it would be a good idea to send this vehicle to Westlake.</p> <p>Let me know If you would like me to make the arrangements.</p> <p>Best regards,</p> <p>Bob Martin</p>						
MONTERB	04/07/2008 10:02:12 AM	E-Mail To Bob Martin				
<p>Good morning Bob,</p> <p>If you could make the arrangements to move this vehicle to Westlake that would be great. Please let me know when this has been scheduled so I can let the person who handles the communication with Westlake here know.</p> <p>Thanks,</p> <p>Ben</p>						

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