

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 Jetta A5 2.0T [REDACTED]	090190701	Recovery	3VWRJ71K98M [REDACTED]			
ZIEHMEC	08/04/2009 12:30:27 PM	Note To CCC				inquiry 402611
	RCM to e-mail dealer 402611					Pr. Part: 3885-Mechatronics
						Pr. Rsn: 55J Outbound
ZIEHMEC	08/04/2009 01:36:42 PM	Note To CCC				
	No further action.					

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

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2008 Jetta A5 2.0T [REDACTED]	090190704	Customer Relations	3VWRJ71K98M [REDACTED]	17,000		
JARAMIV	08/04/2009 12:36:23 PM	Call From [REDACTED]				
<p>Customer States: New VW; 1st VW; vehicle down 2 months; had to pay car payment of around \$440 for vehicle did not have; was at Dealer 420130; transmission concern requiring new part to fix; vehicle had been jerking when accelerating; vehicle now fine after repair. Customer seeking: VW to compensate Customer for inconvenience of being without vehicle for 2 months and having to pay for a vehicle was not driving. CO advised: will escalate to RCM to review case and RCM will contact Customer by COB 8/5/09 at work phone # [REDACTED] between (12-5 best time) and will ask for [REDACTED] as works with mom. CO to escalate to RCM.</p>						<p>Complaint 420130 Pr. Part: 3511-Mechatronic Pr. Rsn: 50E Shuddering/Shaking</p>
JARAMIV	08/04/2009 12:47:15 PM	Assigned To unassigned				
<p>Customer States: New VW; 1st VW; VW maintained; vehicle down 2 months; had to pay car payment of around \$440 for vehicle did not have; was at Dealer 420130; transmission concern requiring new part to fix; vehicle had been jerking when accelerating; vehicle now fine after repair. Customer seeking: VW to compensate Customer for inconvenience of being without vehicle for 2 months and having to pay for a vehicle was not driving. Please review case and contact Customer by COB 8/5/09 at work phone # [REDACTED] between (12pm-5pm best time) and ask for [REDACTED] as works with mom. RCM to review.</p>						<p>Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment</p>
ZEHELD	08/04/2009 12:50:12 PM	Assigned To CONLINR				

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ZEHELD	08/04/2009 12:58:40 PM	E-Mail To William Wheeler		420130		

***** Email to bwheeler@gebauto.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 Jetta

VIN: 3VWRJ71K98M [REDACTED]

Reason for Inquiry:

Customer states vehicle was down for an extensive period of time waiting for transmission parts.

Please advise of diagnosis

What part were we waiting for

Total days down

If dealer provided any type of goodwill due to down time

Advise if vehicle is still down

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.

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 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.

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

RCM to wait Dealer 420130 e-mail.

ZEHELD 08/04/2009 01:32:32 PM E-Mail From Bill Wheeler 420130

Please advise of diagnosis-Mechatronics unit

What part were we waiting for- Mechatronics unit had to be ordered from Germany-VTA 46840

Total days down-from 6/11/2009-7/31/2009

If dealer provided any type of goodwill due to down time-Provided customer rental

Advise if vehicle is still down-No, picked up 07/31/2009

Vehicle down for 51 days. RCM to call Customer and offer 2 vehicle payments.

SMITHN 08/04/2009 03:33:14 PM Call To [REDACTED]

RCM advised Customer that VWoA would like to make two vehicle payments to cover the amount of time Customer was without a vehicle. RCM advised Customer to mail or fax in payment statement; payment will take 4-5 weeks to apply to account; Customer will want to continue making payments until she is sure money is in account; gave Customer fax number [REDACTED] and reference number. No further action pending mail.

CAMILOM 08/11/2009 01:27:16 PM FAX From Nubia Hogan

Fax in doc center.

CONLINR 08/11/2009 01:47:01 PM Note To CCC

RCM to generate check request

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CONLINR	08/11/2009 01:49:25 PM	Note To CCC				
		RCM generated the following check request: 851089980; 3VWRJ71K98M [REDACTED] [REDACTED] VW to EFT funds to assist with 2 months of Vehicle payments as goodwill. total = \$873.98				
		wait for check				
CAMILOM	08/11/2009 02:15:32 PM	FAX From [REDACTED]				
		Fax in doc center.				
CAMILOM	08/12/2009 01:49:47 PM	FAX From [REDACTED]				
		Fax in doc center.				
CR_BATCH	08/18/2009 04:00:21 AM	Note To CONLINR				
		Amount for \$ 873.98 was Posted on 08/15/2009. AP reference number: 40043296				

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2008 Jetta A5 2.0T [REDACTED]	090190711	Recovery	3VWRJ71K28M [REDACTED]			inquiry 402651 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/04/2009 12:34:20 PM	Note To CCC				
RCM to e-mail dealer 402651						

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

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NARDONP	08/05/2009 09:34:43 AM	E-Mail To Tim Johnson		402651		

Tim,

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.

VIN(s): 3VWRJ71K28M170556

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

- 1) Is the customer in a rental/loaner and if so how long?
- 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,
Pete Nardone
Central Region Case Manager
Contractor
Volkswagen of America
3499 West Hamlin Road
Rochester Hills, MI 48309
248-754-3383

Wait Dealer 402651 email.

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

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NARDONP	08/05/2009 05:42:49 PM	E-Mail From Tim Johnson		402651		
		The customer is driving her own car while we wait for the part. We have not promised an arrival time on the part. We have not offered goodwill.				
		Tim				
		RCM to assign to CA.				
NARDONP	08/05/2009 05:43:16 PM	Assigned To MANNAE				
ABDULAM	08/06/2009 03:07:47 PM	Voice Mail To [REDACTED]				
ABDULAM	08/06/2009 03:08:37 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.				

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2008 Jetta A5 2.0T [REDACTED]	090190722	Recovery	3VWRJ71K08M [REDACTED]			
ZIEHMEC	08/04/2009 12:39:18 PM	Note To CCC				
RCM to e-mail dealer 402655						inquiry 402655 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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NARDONP	08/04/2009 12:59:22 PM	E-Mail To Joey		402655		

Joey/Gary,

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.

VIN(s): 3VWCL71K19M [REDACTED]
3VWRJ71K08M [REDACTED]

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

- 1) Is the customer in a rental/loaner and if so how long?
- 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,
Pete Nardone
Central Region Case Manager
Contractor
Volkswagen of America
3499 West Hamlin Road
Rochester Hills, MI 48309
248-754-3383

Wait Dealer 402655 email.

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NARDONP	08/06/2009 08:55:19 AM	E-Mail From Joey		402655		
						Customer is not in a rental/loaner, no Goodwill has been offered, and Customer has been told mid to end of August for ETA on the part. RCM to assign to CA.
NARDONP	08/06/2009 08:56:48 AM	Assigned To MANNAE				
ABDULAM	08/06/2009 03:11:52 PM	Call To [REDACTED]				
						Spouse states Dealer called and advised the part arrived and they made an appointment. No further action.

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2008 Jetta A5 2.0T [REDACTED]	090190727	Recovery	3VWRJ71K78M [REDACTED]			inquiry 402902 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/04/2009 12:42:52 PM	Note To CCC				
RCM to e-mail dealer 402902						

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NARDONP	08/05/2009 09:32:34 AM	E-Mail To Steve Partyka		402902		

Steve,

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.

VIN(s): 3VWRJ71K78M [REDACTED]

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

- 1) Is the customer in a rental/loaner and if so how long?
- 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,
Pete Nardone
Central Region Case Manager
Contractor
Volkswagen of America
3499 West Hamlin Road
Rochester Hills, MI 48309
248-754-3383

Wait Dealer 402902 email.

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NARDONP	08/05/2009 10:23:13 AM	E-Mail From Steve Partyka		402902		
	Pete, customer is in a enterprise rental car since 7/18/09 no goodwill and parts on red order showing parts should be here on 08/07/2009 no shipping info as of yet thanks Steve					
	RCM to assign to CA.					
NARDONP	08/05/2009 10:23:39 AM	Assigned To MANNAE				
MANNAE	08/07/2009 10:05:38 AM	Call To [REDACTED]				
	RCM backup attempted to call home and it was disconnected and work was for Bank America and no [REDACTED] there. RCM to call dealer.					
MANNAE	08/07/2009 10:09:47 AM	Call To Dave		402902		
[REDACTED]	090190740	Recovery	3VWRJ71K58M	[REDACTED]		
ZIEHMEC	08/04/2009 12:47:58 PM	Note To CCC				
	RCM to e-mail dealer 403163					
ZIEHMEC	08/04/2009 01:39:11 PM	Note To CCC				
	No further action.					

inquiry 403163
 Pr. Part: 3885-Mechatronics
 Pr. Rsn: 55J Outbound

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2008 Jetta A5 2.0T						
[REDACTED]	090190743	Recovery	3VWRJ71K28M [REDACTED]			inquiry 403200 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/04/2009 12:50:10 PM	Note To CCC				
	RCM to send e-mail to dealer 403200					
CAMPOSA	08/05/2009 08:17:34 AM	E-Mail To Eric		403200		
	Customer Name: [REDACTED]					
	Model Year/Model: 2008 Jetta					
	VIN: 3VWRJ71K28M [REDACTED]					
	At your earliest convenience, please review and respond to the following questions:					
	1) Is the customer in a rental or loaner? If so, when did they receive the rental?					
	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?					
	RCM to wait Dealer email					
CAMPOSA	08/05/2009 03:15:15 PM	E-Mail From Eric		403200		
	ANN. [REDACTED] is driving the car.					
	Did not offer goodwill.					
	About a month.					
	n/a					
	Eric Friend					
	RCM to assign to CO					
CAMPOSA	08/05/2009 03:15:35 PM	Assigned To MANNAE				

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MANNAE	08/07/2009 10:16:11 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.						

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2008 Jetta A5 2.0T [REDACTED]	090190745	Recovery	3VWRJ71K08M [REDACTED]			inquiry 403234 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/04/2009 12:55:56 PM	Note To CCC RCM to e-mail dealer 403234				
CAMPOSA	08/05/2009 08:21:30 AM	E-Mail To Sherri			403234	

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K08M [REDACTED]

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

- 1) Is the customer in a rental or loaner? If so, when did they receive the rental?
- 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?

CAMPOSA 08/05/2009 03:09:27 PM E-Mail From Chuck 403234

Ann,
 Customer is in a rental since 7/27/09.
 We have not offered any goodwill.
 We have not mentioned an arrival time for the part.
 The customer loves her car and is in a ford hybrid rental and wishes it was a VW, but we have none available. she has been very understanding.

let me know if you need anything else.

Chuck

RCM to assign to CO

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CAMPOSA	08/05/2009 03:09:46 PM	Assigned To MANNAE				

MANNAE 08/07/2009 10:25:54 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.

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2008 Jetta Wolfsburg Edition						
[REDACTED]	090190819	Recovery	3VWRA71K28M [REDACTED]			inquiry 401057 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/04/2009 01:55:18 PM	Note To ccc RCM to e-mail dealer 401057				
PABSTM	08/04/2009 04:01:21 PM	E-Mail To Pat collins RCM emailed dealer 401057 with mechatronic email. RCM to wait email from dealer 401057.		401057		
SZYMANT	08/04/2009 04:21:50 PM	Call To Patrick Service manager states was ordered June 23rd; customer was told ETA of next week; driving their own vehicle currently; if customer needs a rental, they can call dealership and get one. RCM to assign to CO.		401057		
SZYMANT	08/04/2009 04:34:48 PM	Assigned To MANNAE				
MANNAE	08/07/2009 10:40:47 AM	Call To [REDACTED] Co attempted to call customer and number has been disconnected. CO to call dealer.				
MANNAE	08/07/2009 10:44:17 AM	Call To Joanne CO obtained customer phone number and inquired if part has come in. SA states part has not come in yet. CO to call customer.		401057		
MANNAE	08/07/2009 10:51:50 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.				

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2008 Jetta A5 2.0T [REDACTED]	090190832	Recovery	3VWRJ71K58M [REDACTED]			inquiry 402120 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/04/2009 02:02:53 PM	Note To CCC				
RCM to e-mail dealer 402120						

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NARDONP	08/05/2009 09:23:29 AM	E-Mail To Bill Barnickel		402120		

Bill,

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.

VIN(s): WVWBA71FX8V [REDACTED]
3VWRJ71K58M [REDACTED]
WVWBA71F78V [REDACTED]
WVWBA71F78V [REDACTED]

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

- 1) Is the customer in a rental/loaner and if so how long?
- 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,
Pete Nardone
Central Region Case Manager
Contractor
Volkswagen of America
3499 West Hamlin Road
Rochester Hills, MI 48309
248-754-3383

Wait Dealer 402120 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

<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	08/05/2009 10:16:03 AM	Call From Bill Barnickel		402120		Service Manager states no Goodwill has been offered to Customer, Customer is not in a loaner vehicle, part was ordered on 7/30, and Customer was told an ETA of up to 8 weeks. RCM to assign to CA.
NARDONP	08/05/2009 10:17:27 AM	Assigned To MANNAE				
MANNAE	08/07/2009 01:12:47 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 Jetta A5 2.0T [REDACTED]	090190839	Recovery	3VWRJ71K08M [REDACTED]			inquiry 402408 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/04/2009 02:05:03 PM	Note To CCC				
RCM to e-mail dealer 402408						

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>
NARDONP	08/05/2009 09:14:59 AM	E-Mail To John Olson		402408		

John,

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.

VIN(s): WVWBA71F08V [REDACTED]
 3VWRJ71K08M [REDACTED]
 3VWXJ71K36M [REDACTED]

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

- 1) Is the customer in a rental/loaner and if so how long?
- 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,
 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.

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	08/05/2009 10:48:43 AM	E-Mail From John Olson		402408		Service Manager states Customer is not in a rental/loaner, no Goodwill has been offered, and Customer was not told any ETA for part arrival; Customer is working with Service Advisor Jonathon. RCM to assign to CA.
NARDONP	08/05/2009 10:49:51 AM	Assigned To MANNAE				
MANNAE	08/07/2009 01:11:10 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 Jetta A5 2.0T [REDACTED]	090190842	Recovery	3VWRJ71K28M [REDACTED]			inquiry 402503 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/04/2009 02:06:22 PM	Note To CCC				
	RCM to e-mail dealer 402503					

NARDONP 08/05/2009 09:28:57 AM E-Mail To Doug Hartman 402503

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.

VIN(s): 3VWRJ71K28M [REDACTED]

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

- 1) Is the customer in a rental/loaner and if so how long?
- 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,
Pete Nardone
Central Region Case Manager
Contractor
Volkswagen of America
3499 West Hamlin Road
Rochester Hills, MI 48309
248-754-3383

Wait Dealer 402503 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>
NARDONP	08/05/2009 12:15:51 PM	Voice Mail To Matt		402503		
		RCM LMTRMC. Wait Service Advisor call.				
NARDONP	08/05/2009 12:37:40 PM	Call From Matt		402503		
		Service Advisor states Customer is driving her vehicle and is not in any alternate transportation; no Goodwill has been offered to her and she was told about 2 months for an ETA on delivery; the part was ordered on 7/23. RCM to assign to CA.				
NARDONP	08/05/2009 12:39:31 PM	Assigned To MANNAE				
MANNAE	08/07/2009 12:00:20 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>
2008 Jetta A5 2.0T [REDACTED]	090190850	Recovery	3VWRJ71K38M [REDACTED]			
ZIEHMEC	08/04/2009 02:22:39 PM	Note To CCC RCM to e-mail dealer 403058				inquiry 403058 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
CAMPOSA	08/05/2009 08:23:30 AM	E-Mail To Greg			403058	

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K38M [REDACTED]

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

- 1) Is the customer in a rental or loaner? If so, when did they receive the rental?
- 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?

RCM to wait Dealer email

CAMPOSA 08/05/2009 09:53:25 AM E-Mail From Greg 403058

Ann,

Customer currently has her car. I have not offered any goodwill. We told the customer that it would be a couple of weeks from July 31st and we would update them around Aug. 12th.

Thanks,

Greg Ludden
 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>
CAMPOSA	08/05/2009 09:53:47 AM	Assigned To	MANNAE			

MANNAE 08/07/2009 10:55:02 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>
2008 Jetta A5 2.0T [REDACTED]	090190852	Recovery	3VWRJ71K18M [REDACTED]			inquiry 403100 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/04/2009 02:23:22 PM	Note To CCC				
	RCM to e-mail dealer 403100					
CAMPOSA	08/05/2009 08:25:24 AM	E-Mail To Mike		403100		
	Customer Name: [REDACTED]					
	Model Year/Model: 2008 Jetta					
	VIN: 3VWRJ71K18M [REDACTED]					
	At your earliest convenience, please review and respond to the following questions:					
	1) Is the customer in a rental or loaner? If so, when did they receive the rental?					
	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?					
	RCM to wait Dealer email.					
CAMPOSA	08/05/2009 09:29:03 AM	E-Mail From Mike		403100		
	CUSTOMER IS IN OUR VW LOANER ----- SINCE --- 31ST OF JULY ---- NO GOODWILL OFFER --- WE WERE TOLD 4-5 WEEKS BEFORE IT GETS HERE , HOWEVER THEY HAVE BEEN COMING FASTER THAN THAT .					
	RCM to assign to CO					
CAMPOSA	08/05/2009 09:42:16 AM	Assigned To MANNAE				
MANNAE	08/07/2009 10:56:23 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>
2008 Jetta A5 2.0T [REDACTED]	090190862	Recovery	3VWRJ71K08M [REDACTED]			inquiry 403112 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/04/2009 02:23:59 PM	Note To CCC RCM to e-mail dealer 403112				

CAMPOSA 08/05/2009 08:27:50 AM E-Mail To Jason 403112

Customer Name: [REDACTED]

Model Year/Model: 2008 Jetta

VIN: 3VWRJ71K08M [REDACTED]

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

- 1) Is the customer in a rental or loaner? If so, when did they receive the rental?
- 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?

RCM to wait Dealer email.

CAMPOSA 08/05/2009 09:43:56 AM E-Mail From Jason 403112

- 1) Is the customer in a rental or loaner? If so, when did they receive the rental? Customer is in an enterprise rental from 07/31/09
- 2) Have you offered any goodwill? Not as of this point
- 3) What part arrival time has been communicated to the customer? Customer was told that the wait time is estimated at 2 month
- 4) Other pertinent information that you think we should be aware of? None at this time

RCM to assign to CO

CAMPOSA 08/05/2009 09:44:29 AM Assigned To MANNAE

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	08/07/2009 10:59:05 AM	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>
2008 Jetta Wolfsburg Edition						
██████████	090191552	Recovery	3VWRA71KX8M ██████████	10,145		Complaint 408207
PABSTM	08/05/2009 08:36:06 AM	E-Mail To john lindstrom		408207		Pr. Part: 3885-Mechatronics
	RCM emailed mechatronic email to dealer and FOM. RCM to wait email from deaelr				408207.	Pr. Rsn: 81K Mechatronics Outbound
MANNAE	08/10/2009 12:08:49 PM	Voice Mail To John Lindstrom		408207		Inquiry 408207
	CA LMTRMC. CA/RCM to wait customer call.					Part: GIFT-DINNER, FREE MAINTENANCE, ACCESSORY
ZIEHMEC	08/11/2009 10:08:15 AM	Assigned To MANNAE				Rsn: 69B 10K Cust. Sat. Service
	Assigned for handling.					
ABDULAM	08/11/2009 04:44:53 PM	Voice Mail To John		408207		
	CO LMTRMC. Wait dealer call.					
ABDULAM	08/12/2009 09:47:22 AM	Voice Mail To Lucen		408207		
	CO LMTRMC. CO advised CO is seeking information on Customer waiting for mechatronics. 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>
ABDULAM	08/12/2009 11:13:02 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:

Mark Neri - 3VWRA71KX8M [REDACTED]

Giovanna Confalonieri - 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 01:32:40 PM	E-Mail From John		408207		
Below is the information on [REDACTED] which someone else up there called me on.						
Name: [REDACTED]						
Serial: 3VWRA71KX8M [REDACTED]						
Loaner Car: Yes, Customers car is down, undriveable						
Additional Offerings: None						
Part#: 02E-325-025-AD-ZDA						
ETA: 8/22/2009						
R.O. Opened: 7/31/2009						
Other Pertinent Information: I HAVE A HEADACHE X 2						

Please let me know if you require anything else.

Love,
John Lindstrom

ABDULAM	08/12/2009 01:53:39 PM	Call To [REDACTED]		408207		
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 the part should be arriving on 8/22. CO advised that the Dealer is monitoring the order and will be in touch once vehicle is repaired. CO seeking to know if loaner is okay for Customer. Customer states he is okay with the loaner. Customer states the loaner is okay. CO thanked Customer. No further action.						
HAWLEYD	08/20/2009 04:26:37 PM	Call From Andrea		408207		
Service advisor advised that the mechatronics unit has arrived and has been installed. Service advisor advised that customer is seeking for VW to assist with the 10k maintenance, which cost \$180. RCM advised that VW will assist 100% with the 10k maintenance. RCM advised service advisor to fax in the RO and we will EFT the funds back to the dealer for the 10k maintenance. No further action pending fax.						

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	08/21/2009 09:33:37 AM	Note To ccc				No further action, wait dealer mail.
MARASHS	08/21/2009 04:28:29 PM	FAX From Andrea		408207		Fax in Doc Center.
MARASHS	08/21/2009 04:29:06 PM	Assigned To BOMMARJ				
BOMMARJ	08/21/2009 05:24:57 PM	Reviewed By BOMMARJ				Dealer 408207 faxed 3 pages; seeking reimbursement of 10k maintenance Repair Order Dealer 408207, 10,145 miles, 8/21/09, 10k maintenance, total \$177.12 CO to generate EFT.
BOMMARJ	08/21/2009 05:30:28 PM	Note To CCC				Check request not processing properly. CO to e-mail Supervisor.

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>
BOMMARJ	08/21/2009 05:42:06 PM	E-Mail To Dan Bickmann				
		Dan,				
		This check request will not print. When I try to print it I get an error message. Can you take a look?				
		Thanks,				
		Ms. Jamie Bommarito Volkswagen Customer CARE Center 3499 W Hamlin Rd. Rochester Hills, MI 48309 Phone: 248-754-3629 Jamie.Bommarito@vw.com				
		CO to wait Supervisor.				
BOMMARJ	08/24/2009 11:03:59 AM	Note To CCC				
		3VWRA71KX8M [REDACTED] VW to reimburse Dealer 408207 \$177.12 for 10k maintenance on 8/21/09. CO to wait check.				
CR_BATCH	08/28/2009 04:00:30 AM	Note To BOMMARJ				
		EFT for amount \$ 177.12 processed on 08/27/2009. AP reference number: 00030577				

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 Jetta Wolfsburg Edition [REDACTED]	090191553	Recovery	3VWRA71K48M [REDACTED]			inquiry 408355 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics 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>
MULLINT	08/05/2009 08:36:38 AM	E-Mail To John Koepfel		408355		
ACTION REQUIRED: Mechatronic update - 3VWRA71K48M [REDACTED]						

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 Jetta

VIN: 3VWRA71K48M [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) When was the part ordered?
- 5) Has the FOM been involved?
- 6) 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.

Tronda Mullins

VWoA Customer Care Center

Eastern Regional Case Manager

Area's 5 & 7

(248) 754-3364

Please consider the environment before printing this e-mail

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

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>
Tronda Mullins VWoA Customer Care Center Eastern Regional Case Manager Area's 5 & 7 (248) 754-3364 RCM to wait dealer email.						
MANNAE	08/10/2009 12:06:11 PM	Call To Tamara		408355		
		SA states part is in and vehicle was repaired today. CO to review and close.				
MULLINT	08/10/2009 12:09:03 PM	Note To CCC				
		Case reviewed and closed.				

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 Jetta Wolfsburg Edition [REDACTED]	090191562	Recovery	3VWRA71K28M [REDACTED]			inquiry 408061 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics 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>
MULLINT	08/05/2009 08:42:59 AM	E-Mail To Seth Goldstein		408061		
ACTION REQUIRED: Mechatronic update - 3VWRA71K28M [REDACTED]						

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 Jetta

VIN: 3VWRA71K28M [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) When was the part ordered?
- 5) Has the FOM been involved?
- 6) 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.

Tronda Mullins

VWoA Customer Care Center

Eastern Regional Case Manager

Area's 5 & 7

(248) 754-3364

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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>
MULLINT	08/07/2009 04:40:22 PM	Note To CCC				
[REDACTED]	090191563	Recovery	3VWRA71K28M [REDACTED]			
PABSTM	08/05/2009 08:43:51 AM	Call From jamie Kaliszewski				Complaint 406401
		FOM advised dealer 406401 has a new part # on order, no ETA yet, per the SM, the customer is not in rental and FOM advised to put the cusotmer in a rental if necessary. RCM to assign to CO.				Pr. Part: 3885-Mechatronics
						Pr. Rsn: 81K Mechatronics
						Outbound
PABSTM	08/05/2009 08:46:00 AM	Assigned To ABDULAM				
ABDULAM	08/05/2009 10:59:20 AM	Assigned To MANNAE				
ABDULAM	08/07/2009 11:16:02 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>
2008 Jetta Wolfsburg Edition [REDACTED]	090191568	Customer Relations	3VWRA71KX8M [REDACTED]			inquiry 408080 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics 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>
MULLINT	08/05/2009 08:47:09 AM	E-Mail To Mike Mahoney		408080		
ACTION REQUIRED: Mechatronic update - 3VWRA71KX8M [REDACTED]						

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 Jetta

VIN: 3VWRA71KX8M [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) When was the part ordered?
- 5) Has the FOM been involved?
- 6) 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.

Tronda Mullins

VWoA Customer Care Center

Eastern Regional Case Manager

Area's 5 & 7

(248) 754-3364

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RCM 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

<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	08/05/2009 09:41:47 AM	E-Mail From Mike Mahoney		408080		<p>Vehicle is drivable; customer is not in a loaner. (Customer is employed at the dealership)</p> <p>Customer has been offered a one-month payment as goodwill.</p> <p>Part is due in about 5 -7 working days.</p> <p>Part ordered on 07/08/09 ETA 08/07</p> <p>FOM (Souчек) was notified and approved lease payment.</p> <p>Michael J. Mahoney Service Manager Volkswagen of Old Saybrook 319 Middlesex Turnpike Old Saybrook, Connecticut 06475 860-388-3400 x103</p> <p>mike.vwoldsaybrook@snet.net</p> <p>RCM to assign to CO.</p>
MULLINT	08/05/2009 09:43:32 AM	Assigned To MANNAE				<p>Reassigned for handling.</p>
ABDULAM	08/07/2009 11:17:26 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>

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 Jetta Wolfsburg Edition [REDACTED]	090191573	Recovery	3VWRA71K78M [REDACTED]			inquiry 408060 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics 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>
MULLINT	08/05/2009 08:48:53 AM	E-Mail To Ray Angle		408060		
ACTION REQUIRED: Mechatronic update - 3VWRA71K78M [REDACTED]						

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 Jetta

VIN: 3VWRA71K78M [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) When was the part ordered?
- 5) Has the FOM been involved?
- 6) 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.

Tronda Mullins

VWoA Customer Care Center

Eastern Regional Case Manager

Area's 5 & 7

(248) 754-3364

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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	08/05/2009 01:16:13 PM	E-Mail From Ray Angle		408060		
<p>Tronda,</p> <p>The customer is not in a loaner. We have not offered any goodwill. Part arrival time has been conveyed 2-4 weeks minimum. FOM has not been involved. No other info other than he a Hartford, CT police officer....</p> <p>Take care,</p> <p>Ray RCM to assign to CO.</p>						
MULLINT	08/05/2009 01:19:01 PM	Assigned To MANNAE				
<p>Reassigned for handling.</p>						
ABDULAM	08/07/2009 11:23:12 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>						

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>
2008 Jetta A5 2.0L GLI						
[REDACTED]	090191580	Recovery	3VWFJ71K78M [REDACTED]			inquiry 405029 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/05/2009 09:45:49 AM	Note To ccc RCM to e-mail dealer 405029				
JANSSEL	08/05/2009 12:03:58 PM	Call To Joe Benitez (Service Manager on vacation, Service Advisor offered to assist)		405029		
		RCM seeking to know if customer was provided a loaner/rental, part ETA communicated to customer, and if dealer 405029 has offered goodwill. Service Advisor advised: customer was provided a rental, ETA-8/21/09, no goodwill offered. RCM to assign case to CA.				
JANSSEL	08/05/2009 12:06:05 PM	Assigned To MANNAE				
ABDULAM	08/07/2009 11:29:24 AM	Note To ccc Phone number is inoperable. CA to call dealer.				
ABDULAM	08/07/2009 11:30:31 AM	Call To Joe SA states phone number is [REDACTED]. CA to call customer.		405029		
ABDULAM	08/07/2009 11:35:28 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>
LOPEZJ	08/07/2009 11:52:49 AM	Return Call From	██████████			
<p>Customer states: returning call to VW CCC. CA advised: we are calling to see how everything is going with Customer; understand Dealer 405029 has placed Customer in a rental vehicle; inquired how that is working out for Customer. Customer advised: Dealer placed Customer in a nice Jeep Wrangler; it is a larger vehicle and uses more fuel but Customer is glad to have a vehicle. CA states: appreciates Customer understanding; we really appreciate Customer allowing us to work with her on this matter; advised we are also seeking to let Customer know the ETA for the needed part is 8/21/09, which is two weeks from today. Customer advised: surprised but accepts; as long as Customer has another vehicle. CA advised: if Customer needs anything Customer to contact us back; we want to make this process as comfortable as possible. Customer thanked. No further action.</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>
2008 Jetta A5 2.0T ██████████	090191592	Recovery	3VWRJ71K18M ██████████			
ZIEHMEC	08/05/2009 09:49:32 AM	Note To ccc				
	RCM to e-mail dealer	405242				inquiry 405242 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

JANSSEL 08/05/2009 04:05:16 PM E-Mail To Charles 405242

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: ██████████

Model Year/Model: 2008 Eos

VIN: 3VWRJ71K18M ██████████

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 405242 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

<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	08/06/2009 09:22:05 AM	E-Mail From Charles		405242		<p>Answers in reference to questions 1 - 4.</p> <ol style="list-style-type: none"> 1. Underage driver not qualified to operate Loaner/Rental. Owner driving vehicle. 2. ζGoodwillζ not applicable, vehicle under factory Warranty. 3. Transmission complaint of jumps out of gear on acceleration, SOP ζValve Bodyζ part was ordered on July 24, and approximate delivery date is August 27, 2009. 4. None. <p>Regards Charles Howell RCM to assign case to CA.</p>
JANSSEL	08/06/2009 09:24:05 AM	Assigned To MANNAE				
ABDULAM	08/07/2009 11:48:52 AM	Note To ccc				both phone numbers for customer are inoperable. CA to call dealer.
ABDULAM	08/07/2009 11:53:25 AM	Call To Cindy		405242		SA states parts arrived today. 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>
2008 Jetta A5 2.0L GLI						
[REDACTED]	090191594	Recovery	3VVDJ71K68M [REDACTED]			Inquiry 406429 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/05/2009 09:50:18 AM	Note To ccc RCM to e-mail dealer 406429				
PABSTM	08/05/2009 10:31:15 AM	E-Mail To Jim Gallagher RCM sent email to daeler 406429. RCM to wait dealer email.		406429		
MANNAE	08/10/2009 12:19:59 PM	Call To Jim SM states part is in and customer is scheduled to come in on Thursday, currently in vehicle and will be placed in loaner while vehicle is getting repaired. CO to review and close.		406429		
PRENTIM	08/10/2009 12:22:00 PM	Note To CCC RC reviewed case for RCM. No further action.				
[REDACTED]	090191595	Recovery	3VWRA71K78M [REDACTED]			Complaint 408258 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound
PABSTM	08/05/2009 09:04:36 AM	E-Mail To david Brodtman RCM emailed mechatronic. RCM to wait email from dealer 408258.		408258		
PABSTM	08/07/2009 08:56:34 AM	Note To ccc 2 cases were open. RCM closing this case. refer to 9091591.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>
2008 Jetta Wolfsburg Edition						
[REDACTED]	090191596	Recovery	3VWRA71K78M [REDACTED]			inquiry 406449 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/05/2009 09:51:15 AM	Note To ccc RCM to e-mail dealer 406449				
PABSTM	08/05/2009 10:35:01 AM	E-Mail To Jim Gallagher RCM sent mechatronic email to Service Manager and FOM. RCM to wait email from dealer 406449.		406449		
MANNAE	08/10/2009 12:14:20 PM	Call To Glenn Boyer SM states part came in and SA received slip this morning to call customer, not sure if he is in a rental as he would have to check with SA. RCM to review and close.		406449		
PABSTM	08/10/2009 12:22:06 PM	Note To ccc RCM reviewed and closed. 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>
2008 Jetta A5 2.0T [REDACTED]	090191598	Recovery	3VWRJ71K08M [REDACTED]			inquiry 406483 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/05/2009 09:51:49 AM	Note To ccc RCM to e-mail dealer 406483				
CAMPOSA	08/05/2009 09:57:03 AM	E-Mail To Jack Customer Name: [REDACTED] Model Year/Model: 2008 Jetta VIN: 3VWRJ71K08M [REDACTED]		406483		
		At your earliest convenience, please review and respond to the following questions: 1) Is the customer in a rental or loaner? If so, when did they receive the rental? 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? RCM to wait Dealer email.				
CAMPOSA	08/05/2009 03:11:04 PM	E-Mail From Jack [REDACTED] is coming in tomorrow morning 08/06/2009 to pick up a rental vehicle. he has been driving the vehicle up to this point but it has now become undrivable due to the jerking and his unit is supposed to be in on 08/07/2009 according to depot. RCM to assign to CO		406483		
CAMPOSA	08/05/2009 03:11:25 PM	Assigned To MANNAE				
ABDULAM	08/07/2009 01:09:45 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>
2008 Jetta A5 2.0T [REDACTED]	090191601	Customer Relations	3VWRJ71K18M [REDACTED]	19,000		Complaint 409416 Pr. Part: 1009-Cylinder block Pr. Rsn: 71Q Complaint - Availability of Accessories
CALDWEM	08/05/2009 09:10:24 AM	Call From [REDACTED]				Complaint Part: 2445-Mass air flow sensor Rsn: H96 (EPC) Warning Light
Customer states seeking to speak with a manager, Customer states the transmission was replaced after months recent the engine were open a part replaced, Customer states because of the most important parts has been addressed does not want this vehicle anymore. Customer states: Original owner; Customer purchased the vehicle; (\$300.00-vehicle payments) This customer/family has owned 1 vehicle(s); maintains the vehicles at our dealers; services the vehicle as recommended; has experienced multiple vehicle issues; No additional warranty/Service contract; engine and transmission noises; Customer is seeking/expecting states do not want this vehicle anymore; working with Pascal Halavia; this customer perceives this to be a premature failure; CO advised can understand his concerns, this is not the type of experience we want for the vehicle or the Customer. CO advised the dealer did use all technical resources to address the vehicle concerns, our main goal is to ensure the vehicle is repaired and operating to manufacture specifications, we can look into the request, we cannot guarantee we will be able to meet the expectations, we will escalate to a RCM to address Customer concerns to address repairs with total days down, and will follow up with Customer THURS 8/6/09 by COB on the cell [REDACTED]. CO assigns to RCM.						
CALDWEM	08/05/2009 09:16:46 AM	Assigned To SOR				Complaint 409416 Part: 3735-Automatic transmission Rsn: 10T Unusual transmission noises
Customer states does not this vehicle anymore due to the engine has been replaced, recent transmission concerns. Customer is picking up the vehicle this morning from Dealer 409416. Customer cell phone [REDACTED]. RCM contacts Dealer 409416.						
ISTIFOV	08/05/2009 09:36:13 AM	Assigned To ISTIFOV				
Assigned.						
ISTIFOV	08/05/2009 10:41:10 AM	Voice Mail For Pete D'Alessandro		409416		
RCM left message advising to please contact RCM back regarding customer's vehicle concerns. Wait dealer call.						
ISTIFOV	08/06/2009 08:25:18 AM	Return Call From Pete D'Alessandro		409416		
(Call was taken on 8/5/09 at approximately 4:30 pm) Service Manager advised that customer had a mechatronics unit replaced back in April 2009, downtime was only two days as the parts weren't on Backorder then, had the S4 campaign performed, downtime was 10 days as dealer 409416 had to wait for parts. Service Manager advised total downtime has been around 12-13 days for all repairs. Service Manager advised the vehicle is now with the customer. RCM to contact customer and advise that VW will continue to service the vehicle under the terms of the warranty however, will offer one month vehicle payment in light of the early vehicle concerns. 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>
ISTIFOV	08/06/2009 01:04:23 PM	Call To	[REDACTED]			
<p>RCM advised was calling in regards to his file. RCM advised that VW will continue to work under the terms of the warranty at this time however, will offer customer one month vehicle payment in light of the early vehicle concerns. Customer states that the transmission has been opened up as well as the engine and suspension have been replaced and he does not feel that he has a new car anymore and would like for VW to replace his vehicle. RCM advised that VW is confident that the vehicle concerns have been addressed and should there be another concern in the future then VW would certainly explore further options for customer. Customer states that he would like an extended warranty placed on his vehicle. RCM advised VW will also not be able to extend his warranty at this time however, will entertain that as an option in the future if further concerns occur. Customer states he will weigh his options and contact CCC back with a decision. No further action.</p>						
HOFFMAB	08/10/2009 12:36:31 PM	Call From	[REDACTED]			
<p>Customer seeking to speak with RCM. CA advised customer she has noted that he was offered a vehicle payment but that VW will continue to work under terms of warranty and cannot provided warranty extension at this time. Customer states ideally he would like warranty extension or at least 2 vehicle payments. CA advised she can only provide the decision as provided by the RCM. Customer states he would like the courtesy of speaking with RCM at least. CA asked customer to hold while calling RCM. Customer agreed to hold. CA to transfer to RCM.</p>						
HOFFMAB	08/10/2009 12:40:05 PM	Call To associate				
<p>RCM not available. CA to return to customer.</p>						
HOFFMAB	08/10/2009 12:40:29 PM	Return To	[REDACTED]			
<p>CA advised RCM was not available, but she will alert him to customers request. Customer states can be reached on cell [REDACTED] 8 - 5 RCM to call customer.</p>						
ISTIFOV	08/10/2009 02:56:14 PM	Voice Mail For	[REDACTED]			
<p>RCM left message advising to please contact RCM back regarding his file. Wait customer call.</p>						
ISTIFOV	08/11/2009 11:08:12 AM	Voice Mail For	[REDACTED]			
<p>RCM left message advising to please contact RCM with any questions or concerns regarding his file. No further action.</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>
LANDRYK	08/17/2009 09:19:16 AM	Return Call From	[REDACTED]			
	Customer states: seeking to speak with RCM. CA advised: will see if RCM is available; if RCM is not available call will go to voicemail and Customer can leave a message. CA to transfer to RCM.					
LANDRYK	08/17/2009 09:20:27 AM	Transfer To Vance				
	CA transferred Customer to RCM. RCM to continue comments with Customer.					
ISTIFOV	08/17/2009 09:23:30 AM	Continued Comment With	[REDACTED]			
	Customer states that the EPC check engine light is on at this time, seeking to know if VW may offer him an extended warranty on his vehicle. RCM advised that RCM may have his file re-evaluated once customer has a diagnosis for the EPC light concern. Customer states that he will fax in a conv of his vehicle payment. RCM provided main fax number and advised the one month					
[REDACTED]	090191606	Recovery	3VWRJ71K58M	[REDACTED]		
ZIEHMEC	08/05/2009 09:53:04 AM	Note To ccc				Inquiry 407129
	RCM to e-mail dealer 407129					
ZIEHMEC	08/05/2009 01:55:47 PM	Call To Mark		407129		Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
	RCM advised Service Manager of the info that RCM is seeking. Service Manager states: part is not in; customer is in loaner; no good will offered; no ETA given; customer has more than 1 part on order; one of them came in and she was told both were in so the customer was not happy when she they had to call her back and tell her they were wrong. RCM to assign to CO.					
ZIEHMEC	08/05/2009 02:15:58 PM	Assigned To MANNAE				
	RCM assigned to CO. CO to call customer.					
ABDULAM	08/07/2009 01:19:18 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>
2008 Jetta A5 2.0T [REDACTED]	090191607	Recovery	3VWRJ71K68M [REDACTED]			inquiry 407235 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/05/2009 09:53:23 AM	Note To ccc				
	RCM to e-mail dealer 407235					

ZIEHMEC 08/05/2009 11:50:52 AM E-Mail To Terry 407235

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 Jetta

VIN: 3VWRJ71K68M [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

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 03:22:24 PM	Voice Mail To Terry Freeman		407235		CA LMTRMC. RCM/CA to wait dealer call.
MANNAE	08/10/2009 04:32:25 PM	Call From Terry		407235		SM states customer part is still on order, one month ETA, no rental or loaner. CA to reassign for handling.
MANNAE	08/10/2009 04:32:54 PM	Assigned To MANNAE				CO to call customer.
ABDULAM	08/11/2009 12:35:26 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 scared driving her vehicle and would like a loaner vehicle. CO advised that CO will contact the Dealer and either the Dealer or CR will follow up with Customer about getting her into a loaner or rental. CO to call Customer.
ABDULAM	08/11/2009 12:40:28 PM	Call To Terry		407235		SM states he will get CUST into a loaner or rental VEH and he will follow up with the CUST. CO thanked SM. CO 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>
2008 Jetta A5 2.0T [REDACTED]	090191613	Recovery	3VWRJ71K18M [REDACTED]			
ZIEHMEC	08/05/2009 09:55:33 AM	Note To ccc RCM to e-mail dealer 407460				inquiry 407460 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

ZIEHMEC 08/06/2009 10:31:44 AM E-Mail To Dwayne 407460

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 Jetta
 VIN: 3VWRJ71K18M [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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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	08/06/2009 12:35:39 PM	E-Mail From Dwayne		407460		
<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. Customer Name: [REDACTED] Model Year/Model: 2008 Jetta VIN: 3VWRJ71K18M [REDACTED]</p> <p>At your earliest convenience, please review and respond to the following questions:</p> <ol style="list-style-type: none"> 1) Is the customer in a rental or loaner? No driving vehicle. 2) Have you offered any goodwill? No 3) What part arrival time has been communicated to the customer? 08/08/09 4) Other pertinent information that you think we should be aware of? <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. Thank you in advance for your help. Christine Ziehmer 248-754-3577 RCM backup</p> <p>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 assign to CO.</p>						
ZIEHMEC	08/06/2009 12:41:47 PM	Assigned To MANNAE				
<p>RCM assigned to CO. CO to call customer.</p>						
ABDULAM	08/07/2009 01:25:44 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>						

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>
2008 Jetta Wolfsburg Edition						
[REDACTED]	090191620	Recovery	3VWRA71K08M [REDACTED]			Inquiry 408288
ZIEHMEC	08/05/2009 09:55:56 AM	Note To ccc RCM to e-mail dealer 408288				Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
MANNAE	08/10/2009 11:46:43 AM	Call To John CA attempted to call dealer and no answer. RCM to call dealer.		408288		
ZIEHMEC	08/11/2009 10:04:54 AM	Assigned To MANNAE Assigned for handling.				
ABDULAM	08/11/2009 03:32:56 PM	Call To John Service Manager states no ETA, part ordered 7/31, no loaner, no Goodwill, no FOM. CO to call customer.		408288		
MANNAE	08/11/2009 04:39:59 PM	Call To [REDACTED] CO attempted to call customer and home phone disconnected after 3 rings, called business number and it had a charge starting at .69 cents. CO to call dealer.				
MANNAE	08/11/2009 04:44:16 PM	Call To Jordon SA provided correct home number and cell phone. CO to call customer.		408288		
MANNAE	08/11/2009 04:45:26 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 Jetta A5 2.0T [REDACTED]	090191621	Recovery	3VWRJ71K18M [REDACTED]			
ZIEHMEC	08/05/2009 09:56:24 AM	Note To ccc RCM to e-mail dealer 409151				inquiry 409151 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ISTIFOV	08/05/2009 10:18:51 AM	Call To Brad		409151		
(Service Manager is out today) Service Advisor advised that the part has arrived and the vehicle will be repaired by today. 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 Jetta A5 2.0T [REDACTED]	090191627	Recovery	3VWRJ71K58M [REDACTED]			
ZIEHMEC	08/05/2009 09:57:33 AM	Note To ccc				
RCM to e-mail dealer 409449						
						inquiry 409449
						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>
ISTIFOV	08/05/2009 10:13:02 AM	E-Mail To Miranda Godfrey		409449		

***** Email to mgodfrey@shagauto.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 Jetta

VIN: 3VWRJ71K58M [REDACTED]

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

Is the customer in a rental or loaner?

Have you offered any goodwill?

What part arrival time has been communicated to the customer?

Other pertinent information that you think we should be aware of?

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.

Vance Istifo
(248) 754-3310

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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>
ISTIFOV	08/05/2009 02:48:32 PM	E-Mail From Miranda Godfrey		409449		Customer is in his vehicle and has not asked for anything.. Everything is okay.... RCM to assign to CO.
ISTIFOV	08/05/2009 02:49:45 PM	Assigned To MANNAE				CO to call customer.
ABDULAM	08/07/2009 01:29:31 PM	Note To ccc				Phone number is incorrect. CA to call Customer.
ABDULAM	08/07/2009 01:34:08 PM	Call To Lindsay		409449		Service Advisor states she does not have information on Customer to leave Service Manager a VMM. CA to call Service Manager.
ABDULAM	08/07/2009 04:01:22 PM	Voice Mail To Miranda		409449		CA LMTRMC. Wait service manager call.
ABDULAM	08/11/2009 02:32:49 PM	Call To ROBIN		409449		DP provided 2 contact numbers for customer. CO to call customer.
MANNAE	08/11/2009 05:42:23 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>
2008 Jetta A5 2.0T [REDACTED]	090191629	Recovery	3VWRJ71K58M [REDACTED]			
ZIEHMEC	08/05/2009 09:59:12 AM	Note To ccc RCM to e-mail dealer 420156				inquiry 420156 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZEHELD	08/05/2009 01:32:50 PM	E-Mail To Mike McArthur		420156		Inquiry Part: 3885-Mechatronics Rsn: 36A Rental/Loaner
<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 Jetta VIN: 3VWRJ71K58M [REDACTED]</p> <p>At your earliest convenience, please review and respond to the following questions:</p> <ol style="list-style-type: none"> 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? <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. Thank you in advance for your help.</p> <p>RCM to wait Dealer 420156 e-mail.</p>						
ZEHELD	08/06/2009 12:00:48 PM	Call From Mike McArthur		420156		
<p>Service Manager states has his own plan to offer Goodwill (i.e. vehicle payment) depending on the Customer situation and wait time; would like to handle the Goodwill situation himself and not have CCC offer anything; Service Manager usually calls Customer that has been waiting for 3 weeks for parts and will tell them he can offer a vehicle payment. RCM advised will note the file; this project is merely to let Customer's know we are aware of the delay and are working to get the parts ASAP; if Customer does ask for compensation we will deny from CCC and allow Service Manager to make that decision based on Service Manager request. Service Manager states will send e-mails with request mechatronic information.</p> <p>RCM to wait Dealer 420156 e-mail.</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>
ZEHELD	08/06/2009 12:14:55 PM	E-Mail From Mike McArthur		420156		
		1) Is the customer in a rental or loaner?yes				
		2) Have you offered any goodwill?not yet				
		3) What part arrival time has been communicated to the customer?n/a				
		4) Other pertinent information that you think we should be aware of?				
		RCM to assign to outbound CO.				
ZEHELD	08/06/2009 12:15:35 PM	Assigned To MANNAE				
		CO to call Customer.				
ABDULAM	08/07/2009 01:47:37 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.				
LOPEZI	08/07/2009 04:38:16 PM	Return Call From Sortiros [REDACTED]				
		Customer states: returning call from VW CCC. CA advised: calling to apologize to Customer for concerns with vehicle and to inquire how everything is going with Customer in regards to the rental vehicle and the entire situation. Customer advised: Customer is fine, although he is driving a Cavalier that has manual windows and Customer has to pay an additional \$2 per day due to some fee, however, Dealer advised they were going to try to get that covered for him. CA advised: if Dealer cannot get that covered then it is possible we can take care of it for Customer. Customer advised: Dealer also mentioned that they might offer Customer a vehicle payment due to Customer is paying for a vehicle and is not driving it all this time; Customer expected to hear back from Dealer today regarding the part delivery and repair, however he has not heard from them let; advised he will just give them a call. CA states seeking: if Customer has any other concerns in which CA can be of assistance. Customer declined. CA to research.				
LOPEZI	08/07/2009 04:49:11 PM	Face-To-Face With MANNAE				
		CA advised: Customer responsible for \$2 additional per day due to a regulatory fee on rental vehicle. CA advised: if Dealer is unable to cover it then VW CCC will. CA acknowledged. CA to alert RCM.				

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>
ZEHELD	08/07/2009 04:59:30 PM	E-Mail To Mike McArthur		420156		

***** Email to mmcArthur@lhm.com; *****

ACTION REQUIRED: Goodwill Request

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: 2008 Jetta

VIN: 3VWRJ71K58M [REDACTED]

Mileage:

The customer is seeking the following:

Hi Mike,

Customer advised he is having to pay \$2 fee on rental vehicle while waiting for mechatronics. He said you were looking in to getting that covered. If you cannot, I will cover it as goodwill. Also, he is seeking an update on the part status, I believe he will be calling today.

Finally, he told us his rental vehicle is pretty poor. He didn't ask for a replacement but it would be nice if you could look in to it. Not sure if you can upgrade but I wanted to bring it to your attention regardless.

Thank you in advance for your help.

Darrell Zehel
248-754-3653

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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>
						CO to review and close.
MANNAE	08/07/2009 07:53:48 PM	Note To ccc				CO reviewed case. No further action.
CONLINR	08/10/2009 02:22:51 PM	E-Mail From Mike McArthur		420156		We will take care of the \$2.00 fee as a dealer for the customer. VWoA needs to take a look at this fee in the state of Colorado!!! It is a new tax and we should increase the rental fee to \$27.00 for your Colorado dealers. Thanks- Mike McArthur no further action
WHEELEK	08/12/2009 10:48:12 AM	Call From [REDACTED]				Typed by Jennifer Hiddleson Customer states: Original owner; Customer purchased the vehicle; This customer/family has owned 1 vehicle(s); Customer is having transmission problems due to recall of mechatronics; Customer is seeking/expecting to get out of vehicle; working with Dealer 420156; this customer perceives this to be a premature failure; advised part will be shipped on 08/07/09, now informed that the part will be shipped end of this week. CA advised: VW wants vehicle operating as designed; we will escalate his file and research his request; will received an update by COB Thursday 08/13/09. CO to research.
ABDULAM	08/13/2009 09:58:48 AM	Assigned To ccc				Please review Customer request placed on 8/12/09, Customer follow up date for call is for 8/13. Please review.
CONLINR	08/13/2009 11:33:12 AM	Assigned To CONLINR				
CONLINR	08/13/2009 04:23:03 PM	Call To Mike McArthur		420156		LVMM RCM advised seeking total days down for repairs. 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>
CONLINR	08/13/2009 06:54:23 PM	Voice Mail To [REDACTED]				
	LVMM RCM advised still researching concerns and will follow up with Customer by COB 6-14-09. RCM to wait Dealer call					
CONLINR	08/14/2009 01:56:49 PM	Call To Mike McArthur		420156		
	RCM advised seeking update. SM states: total days down is 21; offered Customer a \$250 Detailing on 8-13-09, which was accepted and Customer is very pleased. RCM to email FOM					
CONLINR	08/14/2009 02:12:00 PM	E-Mail To Harald Gomez				
	RCM sent action required email to FOM. RCM to wait FOM email					
CONLINR	08/14/2009 05:27:06 PM	Voice Mail To [REDACTED]				
	LVMM RCM advised still researching concerns; RCM will follow up with Customer by COB 8-17-09. RCM to wait FOM email					
WHEELEK	08/17/2009 10:47:17 AM	Return Call From [REDACTED]				
	Customer states: seeking to speak with RCM; he picked up the vehicle; he noticed there is a crease on the passenger front door; took the vehicle back to dealer (420156) on Saturday, but they asked him to bring the vehicle back today; he does not want the vehicle to go back to this dealer. CA advised: the RCM will arrive soon; will forward this information to the RCM, to return your call. RCM to call customer & wait for field contact.					
CONLINR	08/17/2009 02:28:14 PM	E-Mail From Harald Gomez		420156		
	Hello Ryan, we've made a car payment for the customer very early in the process. According to the service manager the customer was satisfied with the payment. I will check with the service manager if the situation has changed. Have a super day, Harald. 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>
CONLINR	08/17/2009 02:29:54 PM	E-Mail To harald Gomez				
		Harald.				
		So at this point in time a vehicle payment and a \$250 Detailing has been given to the Customer. Does this mean we will continue to work within the terms of the warranty?				
		Also the Customer states Dealer damaged his passenger front door while in for service RCM to wait FOM email				
CONLINR	08/17/2009 03:21:52 PM	E-Mail From Harald Gomez				
		FOM states VW will continue to work within the terms of the warranty. RCM to call Customer				
YOUNGLI	08/17/2009 04:24:41 PM	Return Call From [REDACTED]				
		Customer stated, is seeking to speak to RCM. CA advised, can transfer Customer, if RCM is not available would customer like to go to RCM VM. CA to call the RCM.				
YOUNGLI	08/17/2009 04:27:43 PM	Call To Ryan Conlin				
		RCM not available, customer transferred to RCM VM. RCM to call the customer.				
CONLINR	08/17/2009 05:29:44 PM	Voice Mail From [REDACTED]				
		Customer states seeking call back. RCM to call Customer				
CONLINR	08/17/2009 05:33:59 PM	Call To [REDACTED]				
		RCM advised: following up with Customer; Dealer has provided a Vehicle payment and \$250 Detailing as goodwill; VW will continue to work within the terms of the warranty to address manufacturer shortcomings. Customer states is satisfied with this answer, but seeking to know what to do regarding workmanship concerns on passenger door. RCM advised Customer workmanship concerns will need to be addressed with the Dealer; Customer should call back with any further concerns. 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>
WHEELK	08/19/2009 10:57:53 AM	Call From	[REDACTED]			Customer states: he is seeking to verify RCM's statement about a vehicle payment; he received a vehicle detailed, but the dealer does not know what he is talking about for a vehicle payment. CA asked customer if he is speaking to the Service Manager. Customer states: he is working with Service Advisor, Daniel. CA advised: to have the Service Advisor, speak directly to his Service Manager, Mike regarding the vehicle credit to his VCI account; may contact CCC if he has additional questions. RCM to review/close.
CONLINR	08/19/2009 11:34:48 AM	Note To CCC				RCM reviewed. NO further action
ABDULAM	08/24/2009 10:38:24 AM	Call From Mike		420156		Service Manager states Dealer has NOT offered Customer a vehicle payment at any point. Service Manager states Dealer only offered Customer \$250 Goodwill for a detail. Service Manager states Dealer will NOT offer a vehicle payment. CO advised CO will document this information in the case to reflect this and if Customer calls we can advise him of this information. No further action.
CONLINR	08/24/2009 11:48:23 AM	Call To Mike McArthur		420156		RCM advised seeking clarification as FOM has advised Dealer did offer a Vehicle payment in addition to detailing Vehicle. SM states: did not offer a Vehicle payment; offered detailing instead of a payment. RCM advised will contact FOM for clarification and handle Customer concerns from CCC; if a Vehicle payment is offered, CCC will handle it accordingly and Dealer contact not necessary. RCM to call FOM
CONLINR	08/24/2009 11:54:22 AM	Note To CCC				FOM on vacation. RCM to call FOM back up
CONLINR	08/24/2009 03:11:37 PM	Voice Mail To Natassia- back up				LVMM RCM advised FOM of concerns. RCM to wait FOM call
CONLINR	08/24/2009 07:15:34 PM	Call From Natassia				FOM back up states: VW will honor offer for Vehicle payment as well as Dealers offer for detailing service. 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>
CONLINR	08/24/2009 07:50:41 PM	Voice Mail To	[REDACTED]			LVMM RCM advised update available; provided CCC number. RCM to wait Customer call
ROSADMA	08/25/2009 10:16:16 AM	Return Call From	[REDACTED]			Customer stated: wanted to speak to RCM. CA advised: if can be placed on hold to read the notes and will come back with an update; before placing the call on hold the customer hung up. CO to review.
CASABD	08/25/2009 10:22:57 AM	Return Call From	[REDACTED]			Customer states: Was speaking with Advocate and call was disconnected. Customer seeks to speak with Advocate. CA advised: Case is being handled by a RCM; CA will attempt to locate RCM; if he is assisting other customers CA will transfer to voice mail directly. Customer acknowledged. CA to locate RCM.
CASABD	08/25/2009 10:24:36 AM	Transfer To CONLINR -RCM Western				CA transferred customer to RCM's voicemail. RCM to review.
CONLINR	08/25/2009 12:56:08 PM	Voice Mail From	[REDACTED]			Customer seeking call back. RCM to call Customer
PEONJU	08/25/2009 03:22:00 PM	Call From	[REDACTED]			Customer states returning a call from RCM; CA to transfer to RCM
PEONJU	08/25/2009 03:24:37 PM	Transfer To CONLINR				CA attempted to transfer; RCM on another call; CA to return to Customer.
PEONJU	08/25/2009 03:25:37 PM	Return To	[REDACTED]			CA advised of RCM on another call, offered customer RCM VMM or I can notate file with return call since he already LVMM; customer declined VMM ok with notating file. CA advised will notate return call. RCM to follow up.

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	08/25/2009 03:39:37 PM	Call To	[REDACTED]			

RCM advised: VW will process 1 month Vehicle payment; will require payment coupon; provided CCC fax number and reference number; advised once document is received it will take roughly 1 month to process so Customer should make payments as usual in the mean time. Customer states he understands and will fax in information. 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>
2008 Jetta A5 2.0T [REDACTED]	090191636	Recovery	3VWRJ71K98M [REDACTED]			
ZIEHMEC	08/05/2009 10:00:24 AM	Note To ccc RCM to e-mail dealer 422116				inquiry 422116 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

ZIEHMEC 08/06/2009 09:49:42 AM E-Mail To Jay 422116

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 Jetta
 VIN: 3VWRJ71K98M [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 422116 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>
ZIEHMEC	08/06/2009 01:06:07 PM	E-Mail From Jay		422116		
He is driving his car at the moment & was told that the part needed is back ordered to Germany & may take 2 to 3 weeks to arrive. We have not yet made a goodwill offer but will probably do when when the part arrives and the vehicle fixed. RCM to assign to CO.						
ZIEHMEC	08/06/2009 01:06:16 PM	Assigned To MANNAE				
RCM assigned to CO. CO to call customer.						
ABDULAM	08/07/2009 01:54:24 PM	Note To ccc				
No answer at customer home number, customer is not at work at this time and has no voicemail. CA to call dealer.						
ABDULAM	08/07/2009 01:59:04 PM	Call To Dale-parts		422116		
DP states they have the part at the 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>
2008 Jetta A5 2.0T [REDACTED]	090191663	Recovery	3VWRJ71K68M [REDACTED]			inquiry 423312 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/05/2009 10:06:53 AM	Note To ccc RCM to e-mail dealer 423312				
ZEHELD	08/05/2009 01:21:54 PM	E-Mail To Peter Drake		423312		
<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 Jetta VIN: 3VWRJ71K68M [REDACTED]</p> <p>At your earliest convenience, please review and respond to the following questions:</p> <ol style="list-style-type: none"> 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? <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. Thank you in advance for your help.</p> <p>RCM to wait Dealer 423312 e-mail.</p>						
ZEHELD	08/05/2009 03:15:10 PM	E-Mail From Peter Drake		423312		
<p>Customer has traded car in and the new owner is waiting for parts to arrive. No phone call is needed.</p> <p>Peter Drake, service manager</p> <p>RCM to assign to outbound CO.</p>						

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

<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>
ZEHELD	08/05/2009 03:16:51 PM	Assigned To MANNAE				
	**If Customer sold vehicle I would assume that we can close the case.					
	CO to review.					
ABDULAM	08/07/2009 01:40:10 PM	Note To ccc				
	CO to call dealer to obtain new customer information.					
ABDULAM	08/07/2009 04:04:11 PM	Call To Angela		423312		
	SA provided new customer information and states part came in. Reference case 90195600. 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>
2008 Jetta A5 2.0T [REDACTED]	090191665	Recovery	3VWRJ71K88M [REDACTED]			inquiry 423322 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/05/2009 10:07:57 AM	Note To ccc				
	RCM to e-mail dealer 423322					
ZEHELD	08/05/2009 01:27:48 PM	E-Mail To Tom Stapleton		423322		
	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 Jetta VIN: 3VWRJ71K88M [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 423322 e-mail.					
MANNAE	08/10/2009 05:08:12 PM	Call To tom		423322		
	CA left message with receptionist to RMC or speak with RCM to update case. RCM to wait dealer call.					
ZIEHMEC	08/11/2009 10:12:43 AM	Assigned To MANNAE				
	Assigned for handling.					
ABDULAM	08/11/2009 04:37:27 PM	Call To Tom		423322		
	Service Manager states vehicle belongs to one of their Service Advisor, states customer is not a happy customer, Customer is driving vehicle, they will do something for her i.e. car payment, still waiting for part with no ETA. CO to call customer.					

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

<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 05:45:49 PM	Note To ccc				CO reviewed case and customer is a Service Advisor at 423322 as dealership is addressing concerns with vehicle payment. No further actions.

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>
2008 Jetta A5 2.0T [REDACTED]	090191720	Recovery	3VWRJ71K18M [REDACTED]			inquiry 424219 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/05/2009 10:51:48 AM	Note To CCC RCM to e-mail dealer 424219				
CAMPOSA	08/05/2009 03:07:36 PM	E-Mail To Randy Customer Name: [REDACTED] Model Year/Model: 2008 Jetta VIN: 3VWRJ71K18M [REDACTED]		424219		
		At your earliest convenience, please review and respond to the following questions: 1) Is the customer in a rental or loaner? If so, when did they receive the rental? 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?				
CAMPOSA	08/06/2009 10:30:50 AM	Call To Steve Service Advisor states: Customer is in their own vehicle; customer was provided an ETA of 30-60 days; customer has not been provided any goodwill; customer lives very far from dealership. RCM to assign to CO.		424219		
CAMPOSA	08/06/2009 10:32:55 AM	Assigned To MANNAE				
ABDULAM	08/07/2009 02:32:06 PM	Voice Mail To Ms Laubscher 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

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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>
2008 Jetta A5 2.0T [REDACTED]	090191721	Recovery	3VWRJ71KX8M [REDACTED]			inquiry 425018 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/05/2009 10:52:10 AM	Note To CCC				
RCM to e-mail dealer 425018						

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	08/06/2009 09:34:49 AM	E-Mail To Sherry		425018		
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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 Jetta

VIN: 3VWRJ71KX8M [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 425018 e-mail.

MANNAE	08/10/2009 12:44:19 PM	Call To Kevin		425018		
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SM is out of office, SA advised part arrived Friday and customer will be contacted today. 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.
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>
BALDWIA	08/10/2009 02:09:45 PM	Note To CCC				RCM reviewed. 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>
2008 Jetta A5 2.0T [REDACTED]	090191730	Recovery	3VWRJ71K98M [REDACTED]			
ZIEHMEC	08/05/2009 10:54:48 AM	Note To CCC				
	RCM to e-mail dealer	425153				inquiry 425153 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

BALDWIA 08/05/2009 04:34:18 PM E-Mail To Sean Brady 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 Jetta

VIN: 3VWRJ71K98M [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

Aaron Baldwin
 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>
BALDWIA	08/06/2009 09:33:48 AM	E-Mail From Sean Brady		425153		

[REDACTED] no longer owns this car the car was traded in at a Toyota dealer in town, the new owner is driving the car while we are waiting for the part. No we have not offered any goodwill to the customer (Classic Toyota brought the car to us, we do not know the actual customers name if there is one)
No further action.

ETA end of August at this time,

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 Jetta A5 2.0T [REDACTED]	090194512	Recovery	3VWRJ71K08M [REDACTED]			
PABSTM	08/06/2009 04:14:53 PM	E-Mail To chip Brestowksi		406436		Complaint 406436 Pr. Part: 3885-Mechatronics Pr. Rsn: 81K Mechatronics Outbound
RCM sent mechatronic email to the Service Manager. RCM to wait contact from dealer 406436.						

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 08/07/2009 08:59:24 AM E-Mail From jamie kaliszewski

Michele,

This is an employee of the dealership. I have spoken to Joe, during my visit on Tuesday I did suggest to Joe that he get into a loaner.

There have been other concerns with his vehicle, I feel that after the mechatronics is installed and verify correction, I want to offer a payment, maybe two. Please keep this in mind if you offer additional goodwill.

Thank you,

Jamie Kaliszewski

F.O.M Area 13

Cell
814-355-1681 Office

Michele,

This is an employee of the dealership. I have spoken to Joe, during my visit on Tuesday I did suggest to Joe that he get into a loaner.

There have been other concerns with his vehicle, I feel that after the mechatronics is installed and verify correction, I want to offer a payment, maybe two. Please keep this in mind if you offer additional goodwill.

Thank you,

Jamie Kaliszewski

F.O.M Area 13

Cell
814-355-1681 Office
814-355-4664 Fax
RCM to email the FOM.

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	08/07/2009 09:02:17 AM	E-Mail To Jamie Kaliszewski				
						<p>Good morning Jamie, Should we make the courtesy call to him? After all - he is still a customer. We will leave goodwill in your hands. No sense having dual conversations.</p> <p>Michele Pabst Eastern Region Case Manager VWoA Customer CARE Center</p> <p>Volkswagen of America, Inc. 3499 Hamlin Road Rochester Hills, MI 48309</p> <p>Phone: 248-754-3324 Fax: 248-754-6504</p> <p>michele.pabst@vw.com</p>
PABSTM	08/07/2009 09:38:12 AM	Call From jamie Kaliszewski				
						<p>FOM advised to not call the customer, as he is working with the customer and will offer payments according to the situation. No further action.</p>

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 Jetta Wolfsburg Edition [REDACTED]	090195067	Customer Relations	3VWRA71K48M [REDACTED]	10,000		<hr/> inquiry 401052 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound <hr/> Suggestion 401052 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
ZIEHMEC	08/07/2009 10:15:59 AM	Note To CCC				
RCM to e-mail dealer 401052						

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 10:19:13 AM	E-Mail To Michael		401052		
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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 Jetta

VIN: 3VWRA71K48M [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 12:35:37 PM	Call To Mike		401052		
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SM states part was ordered 8-3-09, in a loaner, no GW offered as of yet, advised ETA is up to a month. CA to reassign for handling.

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 12:36:32 PM	Assigned To MANNAE				
	CO to call customer.					
ABDULAM	08/11/2009 11:19:36 AM	Note To ccc				
	Message states customer phone number is not in service. CO to call dealer.					
ABDULAM	08/11/2009 11:22:48 AM	Call To Ian		401052		
	DP states contact number is [REDACTED] CO to call Customer.					
ABDULAM	08/11/2009 11:41:07 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 delay was due to a Backorder part. CO advised part is VIN specific. CO advised that dealer has escalated the use and the dealer is monitoring the order closely and will be in touch with Customer once part arrives. Customer states that they are paying for a vehicle that they are not using they are paying \$300 plus and are financing through VCI. Customer states also his wife is in a Durango rental and she is unhappy with that as well. CO advised VW will cover one month of their vehicle payment as a Goodwill gesture. CO advised to fax payment coupon to VW CCC and we will credit one of their monthly payments. CO advised to make their payments as usual. Customer seeking for CO to leave information on his VM and also for CO to call his Spouse. CO to call Customer.					
ABDULAM	08/11/2009 11:41:28 AM	Voice Mail To [REDACTED]				
	CO LVMM. CO advised VW will cover one month vehicle payment, CO advised to fax payment coupon to 6504, CO advised to make payments as usual and one month will be credited, CO advised to make fax attention to reference number, CO left reference number. CO to call Customer spouse.					

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>
ABDULAM	08/11/2009 11:41:43 AM	Call To [REDACTED]				CO apologized to Customer for the inconvenience. CO advised VW will cover one month vehicle payment. CO advised to fax payment coupon to 6504 and to continue to make their normal payments. Customer states she is unhappy with Durango rental as it is a gas guzzler and seeking to get a Camry or Accord. Customer states she was going to get an Accord, but it smelled really bad and had ashes in the ash tray. Customer states she uses her vehicle to take Clients around. CO apologized to Customer for rental experience. CO advised VW will work with Dealer to see what options are available for a different rental vehicle. Customer seeking mid-size rental. Customer seeking to document one concern, but this is not a complaint. Customer states she took her vehicle to the Dealer and worked with Ian the Service Advisor. Customer states that they did a 10k service and she waited 2 hours for that and diagnosis. Customer states she asked him if he found anything with the bucking concern and he advised her that they could not find the concern. Customer states then the Service Advisor Mike over heard and said that he has heard of others with same concern and they went did verify her vehicle had that same concern and they ordered the part. Customer states her concern is that either Ian didn't check her concern or is not knowledgeable about the vehicle he serviced. Customer states she feels fortunate that Mike the other Service Advisor was there to assist her. CO apologized for Dealer service. RCM to follow up with Dealer to get Customer into a different rental.
ABDULAM	08/11/2009 12:21:53 PM	Note To ccc				Customer is in a Durango rental, customer is seeking for a mid-size rental like either a Accord or Camry. CO to follow up with dealer.
ABDULAM	08/11/2009 02:43:39 PM	Voice Mail To mike		401052		CO LMTRMC. CO advised that Customer is seeking to get a mid size sedan rental like a Camry or Accord. Wait Service Manager call.
ABDULAM	08/11/2009 03:18:40 PM	Call From Mike		401052		Service Manager states they are working on getting Customer into a mid-size vehicle and will contact Customer as soon as they have one. CO advised just as an FYI VW offered customer a vehicle payment. No further action pending Customer fax.
ABDULAM	08/11/2009 04:09:31 PM	Call To [REDACTED]				CO advised that Service Manager is working on getting a rental and they will contact her once they have one. 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>
ABDULAM	08/13/2009 01:40:47 PM	Call From [REDACTED]				Customer states she is unhappy with the rental situation as Enterprise called her and told her they had a Saab, but it will not be covered by VW. Customer states Enterprise first told her they had an accord, but then they advised her they did not have one. CO advised Customer to hold while CO calls Service Manager.
ABDULAM	08/13/2009 01:43:19 PM	Call To Mike		401052		CO advised that VW will authorize up to \$35/day for a rental vehicle. Service Manager states he is unsure on how much the Saab will cost, but Dealer will follow up with Customer.
ABDULAM	08/13/2009 01:45:25 PM	Call To Justin@Enterprise				Enterprise states their Saab cost \$40/day. Enterprise states they have about 3-5 Accords in their Fleet, but the concern is that all their contracts are open ended so they do not know when the vehicles come back. Enterprise states they are trying to work with Customer. Enterprise they offered Customer an Accord initially, but Customer turned it down because of the interior. Enterprise states they offered Customer 5-6 options as she was not happy with the Durango and each cost \$30/day. Enterprise states they offered Customer an Avenger, Civic, Spectra, and HHR, but Customer turned them all down. CO thanked Enterprise. CO to return to Customer.
ABDULAM	08/13/2009 01:51:17 PM	Return To [REDACTED]				CO advised that VW is unable to cover the Saab as VW is only covering \$35/day for the rental and Saab cost \$40/day. CO advised that Enterprise has 4-5 options for Customer including Avenger, HHR, Civic, and Spectra. Customer states she would be interested with the HHR. CO advised Dealer will follow up with Customer in regards to her rental concerns. CO advised Customer can contact VW back if she has any other questions or concerns. No further action.
CAMILOM	08/13/2009 04:05:03 PM	FAX From [REDACTED] Esq.				Fax in doc center.
CAMILOM	08/13/2009 04:05:09 PM	Assigned To ABDULAM				
ABDULAM	08/13/2009 04:12:10 PM	Assigned To ccc				Please process 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>
ZIEHMEC	08/13/2009 04:40:58 PM	Assigned To SZYMANT				
		Assigned for handling.				
EDWARDAM	08/17/2009 08:35:01 AM	Note To check request				
	851133163 3VWRA71K48M	██████████ VW to credit one month's vehicle payment due to length of time waiting for mechatronics unit. Total = \$321.95				
		RCM to wait check.				
CR_BATCH	08/22/2009 04:00:45 AM	Note To EDWARDAM				
		Amount for \$ 321.95 was Posted on 08/21/2009. AP reference number: 40044332				

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 Jetta A5 2.0L GLI [REDACTED]	090195082	Recovery	3VWDJ71K88M [REDACTED]	59,000		inquiry 403084 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/07/2009 10:46:47 AM	Note To CCC				
RCM to send e-mail to dealer 403084						

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 10:47:00 AM	E-Mail To Chris		403084		
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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 Jetta

VIN: 3VWDJ71K88M [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 10:04:40 AM	Call To Chris		403084		
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Service Manager states no loaner, part was ordered 8-3-09 and advised don't have ETA, no Goodwill offered, no FOM involvement. CA to reassign for handling.

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 10:05:59 AM	Assigned To MANNAE				
		CO to call customer.				
CAMPOSA	08/10/2009 12:54:22 PM	Return Call From Chris		403084		
		Service Manager advised: Vehicle had 59k+ miles when it came in for the mechatronics concern; vehicle is at dealership; customer is not in a loaner/rental because customer is outside NVLW; customer is currently also having an oil consumption test being performed as well, so mileage may be over 60k miles at this time; no goodwill has been offered; order date was 8/3; customer was advised it will take 6-8 weeks. CO to contact customer				
ZIEHMEC	08/11/2009 09:17:36 AM	E-Mail From Chris		403084		
		1) Is the customer in a rental or loaner? Yes, was given one last night. 2) Have you offered any goodwill? Yes a loaner vehicle. 3) What part arrival time has been communicated to the customer? 6 to 8 weeks 4) Other pertinent information that you think we should be aware of? None at this time. CO to call customer.				
ABDULAM	08/11/2009 12:14:37 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.				
MULLIGM	08/11/2009 03:34:01 PM	Return Call From [REDACTED]				
		Customer states returning CO call; vehicle been down one week for recall and part at Dealer 403084; he is in loaner vehicle; CA apologized for delay, advised as part made specifically for vehicle it does take 4-6 weeks, not something that can be mass produced; we have made concerns priority and some orders have been starting to fill; hopefully will not be down 8 weeks; CA offered further assistance; Customer declined (seemed satisfied with information and did not request anything) CO advised to call CCC back with further questions; to review and close.				
MANNAE	08/11/2009 03:47:26 PM	Note To ccc				
		CO reviewed case. 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 Jetta A5 2.0T [REDACTED]	090195089	Recovery	3VWRJ71KX8M [REDACTED]			
ZIEHMEC	08/07/2009 10:52:10 AM	Note To CCC				
RCM to e-mail dealer	407343					
						inquiry 407343
						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 10:52:14 AM	E-Mail To Peter		407343		
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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 Jetta

VIN: 3VWRJ71KX8M [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 01:03:01 PM	Voice Mail To Mark		407343		
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CA LMTRMC as SM was out of office. 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>
MANNAE	08/10/2009 02:00:48 PM	Return Call From Mark		407343		SA states still waiting for part, ordered about a month ago, no loaner, not sure if any GW was offered would need to speak with SM who is out of office. CA to reassign for handling.
MANNAE	08/10/2009 02:01:34 PM	Assigned To MANNAE				CO to call customer.
MANNAE	08/11/2009 11:45:22 AM	Call To [REDACTED]				CO spoke with customer and apologized for any inconvenience, inquired if customer was ok in driving his vehicle. Customer states he has been very uncomfortable driving vehicle. CO advised we can contact 407343 to get customer set up in a loaner vehicle. Customer states just concerned down the line since his LNVW will expire in 36k miles. CO advised his vehicle has a 4 year or 50k LNVW and 5 year or 60k PT warranty WCF, advised dealership will follow up with customer by COB tomorrow or sooner in regards to loaner, invited customer to call CCC with any questions. CO to call dealer.
MANNAE	08/11/2009 11:49:02 AM	Call To Mark		407343		SM is out of office. CO advised SA of customer concerns. SA states will call customer to get loaner set up. 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
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2008 Jetta Wolfsburg Edition

[REDACTED]	090195095	Recovery	3VWRA71K58M [REDACTED]			inquiry 408159 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
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ZIEHMEC 08/07/2009 10:57:37 AM Note To CCC

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 Jetta
 VIN: 3VWRA71K58M [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 10:57:42 AM	E-Mail To Fabian	408159
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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 10:34:28 AM	Call To Fabian		408159		SM states customer in vehicle, part ordered 8-4-09, NO FOM involvement, no GW, no ETA provided. CA to reassign for handling.
MANNAE	08/10/2009 10:35:19 AM	Assigned To MANNAE				CO to call customer.
MANNAE	08/11/2009 10:47:04 AM	Call To [REDACTED]				CO followed up to apologize for customer experience and inquired if she was ok in driving her vehicle. Customer states vehicle jolts back and forth at a stop and it pushes back and forth. CO advised if customer is not comfortable can have customer set up in a loaner vehicle. Customer states will speak to her husband and who covers repairs if something should happen to loaner as far as insurance. CO advised VW does not cover additional insurance purchased as we cover up to \$25.00 a day for loaners, advised she can speak with her insurance company to see if they cover loaner vehicles while she is driving. Customer states to call dealer and find out and call her back. CO advised will call customer by COB tomorrow or sooner if update is available. CO to call dealer.
MANNAE	08/11/2009 10:56:42 AM	Voice Mail To Fabian		408159		CO LMTRMC. CO to wait dealer call.
MANNAE	08/11/2009 03:09:35 PM	Voice Mail From Fabian		408159		SM states when they rent a car through enterprise they are responsible for the deductible, if customer doesn't want to be responsible she can purchase extra insurance, which is not sure what cost maybe, stated to call with any other questions. CO to review.
MANNAE	08/11/2009 03:18:25 PM	Call To [REDACTED]				CO advised have spoken with Service Manager and he has advised when they rent a vehicle through enterprise they are responsible for the deductible should anything happen, if customer doesn't want to be responsible she may purchase extra insurance which may cost any were from \$11 to \$20.00 per day, advised may also review her insurance policy to see what they may cover for a loaner vehicle. Customer states will speak with her husband and call CO tomorrow. CO advised she may also speak with Service Manager at 408159 as he would be able to set up loaner vehicle. 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 Jetta Wolfsburg Edition [REDACTED]	090195096	Recovery	3VWRA71K78M [REDACTED]			inquiry 408207 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/07/2009 11:01:45 AM	Note To CCC				
RCM to e-mail dealer 408207						

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 11:01:48 AM	E-Mail To John		408207		
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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 Jetta

VIN: 3VWRA71K78M [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 10:41:16 AM	Voice Mail To John		408207		
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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 12:14:27 PM	Call From John Lindstorm		408207		Service manager advised that the customer is driving her vehicle, no goodwill and nothing special. CO to follow up.
HAWLEYD	08/10/2009 12:23:38 PM	Assigned To MANNAE				CO to contact customer.
MANNAE	08/11/2009 01:03:16 PM	Call To Joe		408207		CO called dealership to obtain customer phone number. CO to call customer.
ABDULAM	08/11/2009 02:29:19 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 Jetta A5 2.0T [REDACTED]	090195102	Recovery	3VWRJ71K78M [REDACTED]			inquiry 420129 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/07/2009 11:10:57 AM	Note To CCC				
RCM to e-mail dealer 420129						

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 11:11:18 AM	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: 2008 Jetta

VIN: 3VWRJ71K78M [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 11:57:16 AM	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] Rental						
2) Have you offered any goodwill?[Todd at Emich] No						
3) What part arrival time has been communicated to the customer?[Todd at Emich] About one month						
4) Other pertinent information that you think we should be aware of?[Todd at Emich] He's not happy at all. RCM to assign to CO.						
ZIEHMEC	08/07/2009 11:57:51 AM	Assigned To MANNAE				
RCM assigned to CO. CO to call customer						
ABDULAM	08/07/2009 04:23:00 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.						
[REDACTED]	090195104	Recovery	3VWBJ71KX8M	[REDACTED]		
ZIEHMEC	08/07/2009 11:29:18 AM	Note To CCC				Inquiry 422235
RCM to call dealer 422235						Pr. Part: 3885-Mechatronics
ZIEHMEC	08/07/2009 02:41:44 PM	Call To Bret		422235		Pr. Rsn: 55J Outbound
RCM advised Service Advisor: of the info that RCM is seeking. Service Advisor states: the customer was driving their vehicle but the parts just came in; no goodwill offered. 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 Jetta A5 2.0L GLI [REDACTED]	090195107	Recovery	3VWFJ71K08M [REDACTED]			
ZIEHMEC	08/07/2009 11:33:00 AM	Note To CCC				
RCM to e-mail dealer 423303						
						<hr/> inquiry 423303 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound <hr/> Inquiry 423303 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>
ZIEHMEC	08/07/2009 11:33:12 AM	E-Mail To Dale		423303		

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 Jetta

VIN: 3VWFJ71K08M [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 12:20:10 PM	E-Mail From dALE		423303		
		Cust is driving the vehicle				
		no goodwill has been offered				
		no eta has been communicated other than "the advisor will call with an update by monday RCM to assign to CO.				
ZIEHMEC	08/07/2009 12:20:40 PM	Assigned To MANNAE				
		RCM assigned to CO. CO to call customer				
MANNAE	08/07/2009 04:25:15 PM	Call To [REDACTED]				
		CO advised following up to apologize for any inconvenience due to back ordered part. Customer states flying in on Sunday from Iraq and they have a few vacations planned, will be driving out on Monday for 2 to 3 days and then going on a two week driving trip and at that time would like to be put in a loaner vehicle, wife's wants to know if it's ok to drive vehicle with shifting concerns. CO advised vehicle is ok to drive and if customer is not comfortable will be able to set up loaner for customer through 423303; advised if review parts status and call customer by COB Monday 8-10-09. CO to review.				
MANNAE	08/07/2009 04:29:20 PM	Face-To-Face With Christine				
		ETA is showing mid to late August for Mechatronics unit. CO to reassign to RCM to verify and review for loaner.				
MANNAE	08/07/2009 04:30:01 PM	Assigned To RCM- Western				
		Customer seeking ETA on part and to be put in loaner while he is going to be leaving for a two week driving trip. RCM to call dealer.				
ZEHELD	08/07/2009 04:38:55 PM	Assigned To ZEHELD				
ZEHELD	08/07/2009 08:11:23 PM	Call To Dale Reeves		423303		
		Service Manager states would be happy to place Customer in a loaner; if they plan on going out of state they have to make arrangements with the rental company; have Customer call and they will take care of them. RCM to call Customer.				

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>
ZEHELD	08/10/2009 07:53:28 PM	Voice Mail To	[REDACTED]			RCM LVMM; advised spoke with Dealer 423303 Service Manager who advised if Customer is seeking a rental they can call in and acquire one; if they plan on leaving the states they will have to make arrangements with the rental company. 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 Jetta A5 2.0T [REDACTED]	090195108	Recovery	3VWRJ71K48M [REDACTED]			inquiry 423320 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/07/2009 11:35:07 AM	Note To CCC				
RCM to e-mail dealer 423320						

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 11:35:16 AM	E-Mail To Phillip		423320		

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 Jetta

VIN: 3VWRJ71K48M [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>
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ZIEHMEC	08/07/2009 01:22:04 PM	E-Mail From Phillip		423320		
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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? UNKNOWN ARRIVAL NO
- 4) Other pertinent information that you think we should be aware of? NONE

RCM to assign to CO.

ZIEHMEC	08/07/2009 01:22:25 PM	Assigned To MANNAE				
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RCM assigned to CO. CO to call customer

MANNAE	08/07/2009 04:11:59 PM	Call To [REDACTED]				
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CO advised following up to apologize for any inconvenience and to inquire if she is ok with driving her vehicle. Customer states she was in a rental vehicle and dealership 423320 advised it would be about 3 weeks for part, driving another Jetta expect it's not a turbo and she is ok with everything. No further action.

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 Jetta A5 2.0T [REDACTED]	090195113	Recovery	3VWRJ71K78M [REDACTED]			inquiry 425019 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/07/2009 11:40:46 AM	Note To CCC				
RCM to e-mail dealer 425019						

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 11:41:13 AM	E-Mail To Eddie		425019		
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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 Jetta

VIN: 3VWRJ71K78M [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 12:40:21 PM	Voice Mail To Eddie		425019		
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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>
MANNAE	08/10/2009 03:11:29 PM	Voice Mail From Eddie		425019		SM left message that customer is not in rental or loaner, part has not come in yet and to call him with any other questions, at 469-688-0051. CA to reassign for handling.
MANNAE	08/10/2009 03:12:21 PM	Assigned To MANNAE				CO to call customer.
MANNAE	08/11/2009 12:47:16 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 Jetta A5 2.0T [REDACTED]	090195116	Recovery	3VWRJ71K28M [REDACTED]			inquiry 425156 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/07/2009 11:47:12 AM	Note To CCC				
RCM to e-mail dealer 425156						

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 11:47:22 AM	E-Mail To Dan		425156		
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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 Jetta

VIN: 3VWRJ71K28M [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 04:21:02 PM	Voice Mail From Dan		425156		
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Service Manager states: that he is not sure about the answers to the e-mail but he is seeking to speak to RCM; call back at 214-325-6960. RCM to call Service Manager.

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	08/10/2009 10:02:22 AM	E-Mail From Dan		425156		
<p>I may have more info on the back order part for this vehicle on Monday, 8/10/09.</p> <p>The customer is in a loaner.</p> <p>No goodwill has been offered.</p> <p>We are working with tech line to improve the smoothness of acceleration from a stop on the DSG transmission.</p> <p>The transmission concern we are addressing has nothing to do with the impact damage to the driver side door.</p> <p>Please call Dan Turk on Monday 8/10/09 concerning the door damage matter.</p> <p>Dan Turk, Service Mgr, Rusty Wallis VW 214-325-6960 RCM to call dealer 425156</p>						
BALDWIA	08/10/2009 11:00:27 AM	Call To Dan Turk		425156		
<p>Service Manager advised that Customer stated that they were in their garage with the vehicle in reverse and the door open pouring out coffee and the vehicle suddenly accelerated in reverse and the open door was damaged; Dealer has mechatronic on order to address smoothness of acceleration from a stop which is not the same cause for the concern in reverse; dealer has test driven the vehicle multiple times but has not experienced the unintended acceleration that customer was stating; if the brake was engaged that would override the power of engine acceleration; FOM was advised of the concern also. RCM asked for clarification that Service Manager is saying the mechatronic unit on order is to address the smoothness of acceleration from a stop and had nothing to do with the unintended acceleration. Service Manager advised that is correct. RCM to assign to CO.</p>						
BALDWIA	08/10/2009 11:44:42 AM	Assigned To MANNAE				
ZIEHMEC	08/10/2009 01:02:24 PM	Voice Mail From Dan		425156		
<p>Please note that this message was left 8/7. Service Manager states: he sent an e-mail about this customer and he is seeking a call back. RCM to call dealer 425156</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>
ZIEHMEC	08/10/2009 01:02:39 PM	Voice Mail From Dan		425156		
Please note that this message was left 8/7. Service Manager states he sent an e-mail about this customer and he is seeking a call back. RCM to call dealer 425156						
MANNAE	08/10/2009 04:42:40 PM	Call To Dan Tuk		425156		
SM states spoke with RCM earlier and states customer in a loaner. CO to call customer.						
MANNAE	08/11/2009 05:49:26 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.						
[REDACTED]	090195600	Recovery	3VWRJ71K68M [REDACTED]			
ABDULAM	08/07/2009 04:07:03 PM	Call To Angela		423312		
SA states part arrived at the dealer. No further action.						
						inquiry 423312 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

CUSTOMER NAME	CASE NUM	PROGRAM	VIN	MILES	YEAR/SUBMODEL	PARTS/REASONS
2008 Jetta A5 2.0T						
[REDACTED]	090196725	Customer Relations	3VWRJ71K48M [REDACTED]	17,000		Complaint 403054 Pr. Part: 3511-Mechatronic Pr. Rsn: 50E Shuddering/Shaking
HOFFMAB	08/10/2009 09:27:10 AM	Call From father - [REDACTED]				Complaint 403054 Part: 3511-Mechatronic Rsn: 36A Rental/Loaner
	Customer calling on behalf of daughter who owns vehicle, has been waiting until middle of June for part (Mechatronic) to arrive and daughter is driving vehicle but is literally getting sick from the lurching and snaps her neck when going into gear. Customer states family has owned many VWs and Audi's, and now his daughter was told it may be another month or more until the part arrives. Customer states is wondering if there is anything VW can do for him to speed up obtaining this part. CO advised the best resource for part arrival is the parts department at the dealer 403054 but if customer would hold she will review. Customer agreed to hold. CO to review					
HOFFMAB	08/10/2009 10:21:07 AM	Face-To-Face With April Falkenbury				
	Assign to RCM to review with dealer					
HOFFMAB	08/10/2009 10:21:57 AM	Return To Father - [REDACTED]				
	CO advised she will escalate concern to RCM to review and he can expect return call by COB on Tuesday, the 11th. Customer requested to be called on his cell [REDACTED] CO to assign to RCM (Central)					
HOFFMAB	08/10/2009 10:23:35 AM					
	Category Selection					
HOFFMAB	08/10/2009 10:23:44 AM	Assigned To associate - Central Region				
	Customer seeking to know about part arrival (Mechatronic) Customers father can be reached on his cell [REDACTED] 8 - 5pm. RCM to contact dealer 403054					
CAMPOSA	08/10/2009 11:00:17 AM	Assigned To CAMPOSA				
CAMPOSA	08/10/2009 03:07:45 PM	Call To George		403054		
	Service Manager advised: mechatronics ordered 6/30; customer is not in a loaner; customer was advised mid to late August. RCM to advise customer: vehicle component is VIN specific; can take 4-6 weeks; if customer is seeking a loaner/rental vehicle, we can certainly provide that for the customer; we can follow up with customer by COB August 31. 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>
ZIEHMEC	08/11/2009 11:50:49 AM	Call To [REDACTED]	(Father)			
RCM advised customer: the part is on order and is expected to be in late August; if customer needs alternate transportation she will need to call dealer and they will arrange that; the part is VIN specific; can take 4-6 weeks; RCM will continue to look into this and call him back by COB 8/31 unless there is an update sooner. Customer states seeking to know how much for a rental. RCM advised customer if the dealer has a loaner for him there will be no cost but if he has to get a rental VW covers \$25 per day. Customer states: currently between he and his immediate family there are 5 VW; 9 VW total; considering not getting VW in future because of concerns. RCM advised customer that VW will be offering him appropriate compensation once the vehicle is repaired but cannot say what that might be until the vehicle is repaired. RCM to follow up with dealer 403054.						
CAMPOSA	08/31/2009 03:08:21 PM	Call To Brant		403054		
Service Advisor states: mechatronics is not in yet; was red ordered 7/1; will transfer RCM to parts department. RCM to continue with parts.						
CAMPOSA	08/31/2009 03:11:12 PM	Continued Comment With Lewis	(Parts 403054)			
DP advised: part number 000325025XZD7; sales doc 1005805481; on red order; part has shipped mid-August. RCM to advise customer: mechatronics has shipped from Germany; it shipped a few weeks ago; we cannot control customs, but we do expect the vehicle part to be in any day; we would like to compensate customer for a vehicle payment now; will follow up with customer to verify repairs have been completed, and will review for possible additional compensation. RCM to call customer.						
GIROUXS	08/31/2009 04:02:39 PM	Voice Mail For [REDACTED]				
RCM LVMTRMC. RCM to call customer.						
AUSTINS	08/31/2009 04:35:31 PM	Call From [REDACTED]	(Father)			
Customer states: he would like to speak to RCM. CA advised: will see if RCM is available. CA to call RCM.						
AUSTINS	08/31/2009 04:37:00 PM	Note To CCC				
RCM is assisting another Customer. CA to return to Customer.						
AUSTINS	08/31/2009 04:37:11 PM	Return To [REDACTED]	(Father)			
CA advised: RCM is assisting another Customer; CA will have RCM call Customer back by COB tomorrow (09/01). Customer states: he would like a call today if possible. CA advised: cannot guarantee that contact but will document this information. RCM to call Customer.						

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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	09/01/2009 10:30:09 AM	Call To [REDACTED]	- Father			RCM backup advised we have spoken with dealership and do show part has shipped out and hoping it to be at dealership any day, no control over customers, advised VW will like to offer one month vehicle payment for experience, advised will follow up to verify repairs have been completed and follow through with customer, asked customer to mail or fax a copy of vehicle payment statement and we can generate EFT to VW Credit which can take 4-6 weeks to post on her account. Customer asked if customer can get a loaner while repairs are completed. CO advised yes they will be provided a loaner while repairs are completed, just to request it when appointment is scheduled. RCM to set follow up date.
CAMPOSA	09/01/2009 01:14:05 PM	Call To George		403054		Service Manager advised: mechatronics is not in yet. RCM advised: Customer is seeking a loaner; seeking Dealer to call customer to set up loaner while we wait on mechatronics component. RCM to follow up with dealer on 9/4. RCM to call dealer.
CAMPOSA	09/04/2009 11:02:45 AM	Call To George		403054		Service Manager advised: part is not in yet. RCM to advise customer: part is not in yet; we understand that the customer is now in a loaner; will follow up with customer by COB Friday 9/11. RCM to call customer.
GIROUXS	09/04/2009 03:30:37 PM	Call To [REDACTED]	Goode			RCM advised: seeking to touch base with customer; part has not arrived yet to dealer; understands that daughter is now in a loaner. Customer states: daughter is not in a loaner; the lurching is getting progressively worse. RCM apologized, advised: dealer service manager was intending on calling customer to arrange a loaner vehicle; if customer calls dealership, that can be arranged while we wait for the part to come in. Customer thanked, advised that will help ease the pain a little; appreciates help from CARE. RCM advised: we will follow up again next Friday, 9/11, and provide any updates we've recieved. Customer thanked. RCM to follow up.
CAMPOSA	09/11/2009 11:11:53 AM	Call To Brian		403054		RCM LVMM. RCM advised: seeking repair update on vehicle. RCM to wait Dealer call.
CAMPOSA	09/11/2009 02:09:04 PM	Call To Brian		403054		Service Advisor states: part is not in yet; will follow up with Service Manager next week; believes that the Service Manager has already contacted FOM to see if FOM can provide a possible ETA. RCM to call customer.

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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>
CAMPOSA	09/11/2009 02:11:29 PM	Call To [REDACTED]	- Father			RCM advised: verifying that customer (daughter) was in a loaner; and to let customer know that the part is not in yet; VW has escalated the order internally to see if we can get a better ETA for customer; will follow up with customer by COB Friday 9/18. Customer advised: his daughter is in a loaner. RCM to call Dealer.
CAMPOSA	09/18/2009 10:42:31 AM	Call To Ian		403054		DP advised: will research and call RCM back. RCM to wait Dealer call.
CAMPOSA	09/18/2009 10:58:49 AM	Return Call From Ian		403054		DP advised: part was released on 8/12; do not have part at Dealership yet. RCM advised: seeking to speak with Parts Manager. RCM to continue with Parts Manager
CAMPOSA	09/18/2009 10:59:51 AM	Continued Comment With Lewis		403054		RCM advised: part has been on order since 6/30; part was released on 8/12; seeking to know if there is any other information regarding part. Parts Manager transferred RCM to DP (Parts). RCM to continue with DP.
CAMPOSA	09/18/2009 11:00:57 AM	Continued Comment With Mike (Parts)		403054		DP advised: Sales Doc 1005805481; part number 000325025XZD7; placed on red-order 7/1. RCM advised: Seeking to have dealership contact their VW Parts specialist for an update; seeking call back from Dealer after they speak with Parts specialist. RCM to wait Dealer call.
CAMPOSA	09/18/2009 11:23:10 AM	Voice Mail From Mike (Parts)		403054		DP LVMM. DP advised: work was completed 9/16. RCM to call Dealer.
CAMPOSA	09/18/2009 11:25:15 AM	Call To Mike (Parts)		403054		DP advised: customer's repairs were completed; installed a mechatronics that was already at the dealership. RCM asked to speak with Service Manager. RCM to continue with Service department

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

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CAMPOSA	09/18/2009 11:28:15 AM	Call To Brian		403054		
Service Manager unavailable this morning. RCM advised: seeking to know how a mechatronics unit for another vehicle was able to be installed in customer's vehicle; mechatronics is VIN specific; mechatronics may have the same part number, but each have a very unique flash that is done; it is a security feature that discourages theft. Service Advisor states: will have Service Manager research and call RCM back. RCM to wait Dealer call.						
CAMPOSA	09/18/2009 04:04:35 PM	Call To George		403054		
Service Manager advised: mechatronics works fine in customer's vehicle; vehicle is repaired; customer has been contacted to pick up her vehicle. RCM to advise customer: due to length of time for repair, RCM would like to provide customer two vehicle payments. RCM to call customer.						
CAMPOSA	09/18/2009 04:35:38 PM	Call To [REDACTED] ather)				
RCM advised: understand that vehicle is repaired and ready for pick up; as customer already knows given his family has owned so many VW's this vehicle experience is not typical; as a goodwill gesture and due to the length of time it took to get component in, VW would like to provide two vehicle payments; RCM seeking copy of payment coupon or bank statement; provided fax number (6504) and mailing address (3499 W. Hamlin); will take 4 weeks from time of payment information being received to process vehicle payments. Customer thanked. Customer advised: has never had any problems with any of his other VW's; customer is sure his daughter will appreciate the payments. No further action pending customer payment information.						

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

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2008 Jetta A5 2.0T [REDACTED]	090196834	Recovery	3VWRJ71K08M [REDACTED]			
ZIEHMEC	08/10/2009 10:31:11 AM	Note To CCC RCM to e-mail dealer 409460				inquiry 409460 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ISTIFOV	08/10/2009 11:33:10 AM	Voice Mail For Paul Boots RCM left message advising to please contact RCM back regarding customer's vehicle concerns. Wait dealer call.		409460		
ISTIFOV	08/10/2009 12:03:03 PM	Return Call From Paul Boots Service Manager advised the part was ordered on 8/6/09, no ETA however, dealer 409460 is expecting it around end of the month, customer is driving his own vehicle, has not asked for compensation. RCM to assign to CO.		409460		
ISTIFOV	08/10/2009 12:06:27 PM	Assigned To MANNAE CO to call customer.				
MANNAE	08/11/2009 12:59:53 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>
2008 Jetta A5 2.0T [REDACTED]	090196854	Recovery	3VWRJ71K18M [REDACTED]			
ZIEHMEC	08/10/2009 10:41:58 AM	Note To CCC RCM to e-mail dealer 402128				inquiry 402128 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
CAMPOSA	08/10/2009 01:58:24 PM	Call To Nancy Service Advisor states: will research and call RCM back. RCM to wait Dealer call.		402128		
CAMPOSA	08/10/2009 02:20:51 PM	Return Call From Nancy Service Advisor states: customer is in a loaner; part just ordered 8/5; customer was not advised of an ETA for part delivery. (No goodwill offered) RCM to assign to CO.		402128		
CAMPOSA	08/10/2009 02:23:40 PM	Assigned To MANNAE				
ABDULAM	08/11/2009 12:44:35 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 with the loaner. CO advised that the Dealer has escalated the issue and Dealer will be in touch once part has arrive at the Dealer. 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

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2008 Jetta Wolfsburg Edition [REDACTED]	090197400	Recovery	3VWRA71K98M [REDACTED]			inquiry 406401 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/10/2009 05:05:15 PM	Note To CCC				
CO to e-mail dealer 406401						

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

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MANNAE	08/10/2009 06:34:21 PM	E-Mail To Tony		406401		

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 Jetta

VIN: 3VWRA71K98M [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 03:40:37 PM	Call To Tony		406401		
						SM states not at his desk, customer is not in a rental, believes part was ordered 4 or 5 days ago, also has a driveshaft on order, no GW. CO to call customer.
MANNAE	08/11/2009 05:28:04 PM	Call To [REDACTED]				
						CO attempted to speak with customer and spoke with female, advised calling from VWoA to apologize for any inconvenience as we understand customers are waiting for mechatronics unit, asked if anything we can offer customer for inconvenience. Customer states [REDACTED] is not home. CO advised he may call with any questions at 800-444-8982 were open 8-5. 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.
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2008 Jetta Wolfsburg Edition [REDACTED]	090197401	Recovery	3VWRA71KX8M [REDACTED]			
ZIEHMEC	08/10/2009 05:06:20 PM	Note To CCC				
CO to e-mail dealer 406449						
						inquiry 406449
						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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<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 05:49:42 PM	E-Mail To Glenn		406449		

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 Jetta

VIN: 3VWRA71KX8M [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	08/11/2009 09:14:13 AM	E-Mail From Glenn		406449		

Eva / Team,

We have the car here.

1. We do have the customer in a loaner.
2. No offer of goodwill has been made as we never know how long the customer will be inconvenienced. For instance, despite rhetoric to the contrary Friday we received a mechatronics unit that we had waited for since June. Therefore my FOM and I are in agreement it is best to wait and see how much damage has been done to the relationship before offering goodwill. i.e. no sense offering one month's car payment only to find out the customer is without their car for 2 months.
3. We are using the VW suggested voice track of ¿we anticipate receiving the part within 30 days¿ on all of these units. We are not experiencing receiving them in that time but we are being obedient foot soldiers and doing as suggested.
4. The car is under the name of Robert Michael. We have no service history for a [REDACTED] for that VIN or any other for that matter. ELSA does show the owner as being [REDACTED] Must have been an owner change as we have done a State Inspection of these vehicle which would / should have included a registration confirmation.

Regards,

Glenn Boyer
 Service Director
 Autohaus Lancaster
 406449

CO to call customer.

MANNAE	08/11/2009 11:03:48 AM	E-Mail To Glenn		406449		
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I just noticed reading the notes completely that we have vehicle listed under different owner, do you have the number for Robert Michael.

Thank you
 CO to wait dealer e-mail.

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MANNAE	08/11/2009 11:25:26 AM	E-Mail From Glenn		406449		
	VEHID 8M190067		SERIAL NO. 3VWRA71KX8M [REDACTED]			
	[REDACTED]		(OWNER) CUSTOMER 7173338606			
	[REDACTED]		DELV. DATE 01JAN08			
	OXFORD PA [REDACTED]		IN SERVICE 01JAN08			
	HOME PHONE [REDACTED]		(On NSO) WAR.EXP.DATE			
	BUS. PHONE N/A EXT.		LICENSE NO.			
	CELL PHONE N/A		UNIT N/A			
	PAGER N/A CODE		SA			
	E-MAIL					
	08 VOLKSWAGEN JETTA 1					
	Command? (Enter, *, N, VEH, CUST, ?)?					
	CO to call customer.					
MANNAE	08/11/2009 12:04:59 PM	Note To ccc				
	CO to close, updated ownership, please reference case # 90198354.					

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

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2008 Jetta Wolfsburg Edition [REDACTED]	090197406	Customer Relations	3VWRA71K48M [REDACTED]	6,000		
ZIEHMEC	08/10/2009 05:09:10 PM	Note To CCC				
	CO to e-mail dealer 408252					
						Complaint 408252 Pr. Part: 3735-Automatic transmission Pr. Rsn: 37A Lease Payment
						Inquiry 408252 Part: 3885-Mechatronics Rsn: 55J Outbound
						Complaint 408252 Part: 3735-Automatic transmission Rsn: 56E Hesitation
						Complaint 408252 Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 97J Part Delays (No Error in Dealer Ordering)

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 06:03:13 PM	E-Mail To Pedro		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 Jetta

VIN: 3VWRA71K48M [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 11:33:50 AM	Voice Mail From Pedro		408252		Service Manager states customer is in loaner, no Goodwill offered at this time, part came in with water corrosion from factory and had to reorder another part. CO to call customer.
ABDULAM	08/11/2009 02:26:07 PM	Call To Elizabeth-sister				Relative states Customer is not available. CO advised VW understands Customer is waiting for a part for her vehicle and if she has any questions she can contact VW direct at 800-444-8982. No further action.
CLAYTOY	08/20/2009 05:33:11 PM	Call From [REDACTED]				Customer states: Original owner; Customer leased from VCI; This customer/family has owned one vehicle(s); maintains the vehicles at our dealers; services the vehicle as recommended; has not experienced multiple vehicle issues; No additional warranty/Service contract; vehicle was jerking trying to get the S4 campaign performed but the first part came in damaged and now she is waiting for the part again and it might not arrive until sometime in 9/09; Customer is seeking/expecting VW to waive the vehicle payment; working with Michelle; this customer perceives this to be a premature failure; CA advised the CO would call the customer by the COB on 8-21-09. CO to call the customer.
MANNAE	08/21/2009 09:37:44 AM	Note To ccc				ETA is set for 8-21-09. CO to call dealer to obtain down time.
ABDULAM	08/21/2009 01:25:03 PM	Call To Betty		408252		DP states she will have Service Manager return my call. Wait Service Manager call.
MANNAE	08/21/2009 03:59:58 PM	Call To Pedro		408252		SM states VW can offer vehicle payment as customer has been without her vehicle, will follow up with SA to verify if part arrived today and have them follow up with customer. CO to call customer.
MANNAE	08/21/2009 04:02:54 PM	Call To [REDACTED]				CO left message with female to return my call. If/when customer calls please advise we have reviewed her request and VW will offer to assist with one month vehicle payment, advise customer to mail or fax copy of vehicle payment stub and we can credit her VW credit account, advise process can take up to 4-6 weeks and customer will need to monitor her account in order to miss a vehicle payment through VW Credit. CO to wait 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>
ALEXANLA	08/21/2009 04:18:59 PM	Return Call From	[REDACTED]			Customer states returning call from CO. CA to locate CO.
ALEXANLA	08/21/2009 04:19:43 PM	Transfer To Eva				CA transferred Customer to CO. CO to continue with Customer.
MANNAE	08/21/2009 04:29:28 PM	Continued Comment With	[REDACTED]			CO advised have reviewed customer request and VW will assist with one month vehicle payment, advised to mail or fax copy of payment stub and we can credit her VW Credit account with EFT, advised she will need to monitor her account before missing a vehicle payment, advised process will take 4-6 weeks. No further action, wait customer mail.
HOWARDB	08/21/2009 04:34:28 PM	Return Call From	[REDACTED]			Customer called, and stated that she wanted to take the survey for the previous CO, but the call disconnected. CA placed the Customer on hold to locate Supervisor.
LEDESMM	08/21/2009 04:59:03 PM	Continued Comment With	[REDACTED]			Supervisor administered manual survey to Customer. No further action pending Customer mail.
CAMILOM	08/24/2009 04:17:56 PM	FAX From	[REDACTED]			Fax in doc center.
CAMILOM	08/24/2009 04:18:22 PM	Assigned To ZIEHMEC				
PETERSG	08/31/2009 10:24:27 AM	Note To CCC				RC generated the following EFT request: "851562174, 3VWRA71K48M [REDACTED] [REDACTED] VW to reimburse the customer for one month of vehicle payment due to down time. Total = \$348.94"
CR_BATCH	09/03/2009 04:00:47 AM	Note To PETERSG				Amount for \$ 348.94 was Posted on 09/02/2009. AP reference number: 40046563

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 Jetta A5 2.0T [REDACTED]	090197413	Recovery	3VWRJ71K58M [REDACTED]			inquiry 422228 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/10/2009 05:10:03 PM	Note To CCC				
CO to e-mail dealer 422228						

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 05:54:50 PM	E-Mail To Keith		422228		

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 Jetta

VIN: 3VWRJ71K58M [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 09:18:25 AM	E-Mail From Keith		422228		
						1) NO THE CUSTOMER IS NOT IN A RENTAL 2) THE VEHICLE IS UNDER WARRANTY 3) 10-12 BUSINESS DAYS 4) THE CUSTOMER HAD TO RETURN FOR DIAG DUE TO TECH LINE BEING IN A MEETING AND THE CUSTOMER NOT HAVING TIME TO WAIT FOR THEM. CO to call customer.
MANNAE	08/11/2009 01:20:28 PM	Voice Mail To [REDACTED]				
						CO attempted to call home number and message box was full, left message at work number. 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 Jetta A5 2.0T [REDACTED]	090197424	Recovery	3VWRJ71K58M [REDACTED]			inquiry 424339 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/10/2009 05:11:15 PM	Note To CCC				
CO to e-mail dealer 424339						

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 06:28:12 PM	E-Mail To Matthew		424339		

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 Jetta

VIN: 3VWRJ71K58M [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 06:38:09 PM	Note To ccc				User mailbox exceeds allowed size: jhorning@stevenvw.com
						Original message follows.
						Received: from amgwyot01.vw.com [199.5.47.53] by customertouchservices.com with ESMTTP (SMTPD-8.22) id AF2A0DBC; Mon, 10 Aug 2009 17:28:58 -0500
						Received: from 10.136.45.152 (EHLO vwoaahsxb101.vwoa.na.vwg) ([10.136.45.152]) by amgwyot01.vwoa.na.vwg (MOS 4.1.3-GA FastPath queued) with ESMTTP id AFB48882; Mon, 10 Aug 2009 18:28:56 -0400 (EDT)
						Received: from VWOAAHSXH002.vwoa.na.vwg ([10.136.103.212]) by vwoaahsxb101.vwoa.na.vwg with Microsoft SMTPSVC(6.0.3790.3959); Mon, 10 Aug 2009 18:28:55 -0400
						X-MimeOLE: Produced By Microsoft Exchange V6.5
						Content-class: urn:content-classes:message
						MIME-Version: 1.0
						Content-Type: multipart/alternative; boundary="----_=_NextPart_001_01CA1A09.D4F13F1A"
						Subject: Mechatronic- [REDACTED]
						Date: Mon, 10 Aug 2009 18:28:06 -0400
						Message-ID: <E14FA64BD19BEE4DB066A695EF01F6D61347D35A@VWOAAHSXH002.vwoa.na.vwg>
						CO to call dealer.
ABDULAM	08/11/2009 03:21:56 PM	Call To Keith-parts		424339		Parts DP states ETA is 8/21. CO to speak with service.
ABDULAM	08/11/2009 03:29:51 PM	Call To Elaine		424339		DP took message for Service Manager to return my call. Wait Service Manager 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>
ABDULAM	08/12/2009 09:43:04 AM	Call To Matt		424339		
						Service Manager states 8/21/09 is the ETA, no Goodwill offered, no FOM involvement, and Customer is not in a loaner or rental. CO to call Customer.
ABDULAM	08/12/2009 02:22:36 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>
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2008 Jetta Wolfsburg Edition

[REDACTED]	090198052	Mediation/Arbitration	3VWRA71K48M [REDACTED]	15,000		
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Unknown	408220
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MORRISC 08/11/2009 07:04:52 AM Call From [REDACTED]

Pr. Part: 3511-Mechatronic

I am the unhappy owner of a 2008 Jetta Wolfsburg 2.0T with the DSG Transmission. The Vin number to my car is 3VWRA71K48M [REDACTED]. The vehicle is in good working order and only has 15,000 miles EXCEPT for the DSG Transmission. I almost got into a serious accident with my family in the car last week due to my transmission continuing to malfunction. This has been an ongoing problem with this vehicle and it has been off the road for a total of almost 8 weeks this year while the service technicians attempted to fix the problems.

Pr. Rsn: T01 Auto/Hybrid -
Shifts roughly

Last week, after my near accident, I contacted my dealership (Millennium Volkswagen of Somerville NJ) and asked them to kindly get me into a similar car with a MANUAL transmission. They "ran some numbers" and determined that I am owe approx. \$5000 more than they are prepared to give me for the vehicle. This is unacceptable, as I have never had the car I paid for working properly. Volkswagen should step in here and do whatever it takes to get me out from under this defective vehicle and allow me to purchase another one with a MANUAL TRANSMISSION.

I really LOVE the Volkswagen product and just want to enjoy my vehicle for years to come. With this completely dangerous and erratic transmission, I cannot. This is my first experience with Volkswagen, and it will certainly be my last if I don't get some level of satisfaction. I JUST WANT WHAT I PAID FOR - A car that functions properly.

If I don't get see any results by the end of this week I will be forced to contact a lemon-law attorney in this matter. I don't want to go this route, however at this point I don't see any alternative.

Thank you for any assistance you can provide in this matter. I can send you any and all documentation on this vehicle, but it has only been serviced by the dealer so it should be in the computers.

[REDACTED]
Iselin, NJ [REDACTED]

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	08/11/2009 07:05:39 AM	E-Mail To Karen Riveros & Christophe				
		Good morning,				
		We received the following e-mail from [REDACTED] What are the total days out of service? Is the vehicle currently there?				
		Thank you! Cheri				
ATMANIB	08/11/2009 08:35:52 AM	Voice Mail From [REDACTED]				
		voicemail is dated 08/10; customer stated seeking to be contacted by mediation arbitration.				
MORRISC	08/12/2009 09:08:21 AM	Call To [REDACTED]				
		Cust stated the vehicle will not properly down shift. Cust stated when trying to accelerate when traveling approx 50mph, the vehicle won't always go down a gear to give the vehicle the power to accelerate. Cust stated there is a harsh down shift when coming to a stop. Cust stated sometimes he can hear a grinding noise from the transmission. Cust also stated the GM stated a rep will be there on 8/14. Advised I will contact the dlr and call him back.				
MORRISC	08/12/2009 09:15:38 AM	E-Mail To Karen Riveros				
		The customer stated the GM mentioned a rep will be at the dlr on Friday. Is that you? The customer is stating the vehicle will not properly down shift. He said when trying to accelerate when traveling approx 50mph, the vehicle won't always go down a gear to give the vehicle the power to accelerate. He also said there is a harsh down shift when coming to a stop. He said sometimes you can hear a grinding noise from the transmission.				
MORRISC	08/12/2009 10:04:04 AM	E-Mail From Karen Riveros				
		I will be there on Friday. I don't believe I need to see the vehicle.				
		Karen Riveros				
MORRISC	08/18/2009 09:27:56 AM	E-Mail From Karen Riveros		408220		
		I offered \$3,000 in trade assistance on this.				
		Karen Riveros				

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 09:29:52 AM	Call To Tony Silva		408220		
		SM stated the last time the veh was there was in 6/09. SM stated the dlr set the basic settings for the trans.				
MORRISC	08/18/2009 09:31:59 AM	Voice Mail From [REDACTED]				
		Cust requested a return call.				
MORRISC	08/18/2009 09:32:26 AM	E-Mail To Karen Riveros				
		Thanks. Did you call him directly or is the dealer communicating the offer to the customer? He left me a message so I want to make sure before I call him back.				
MORRISC	08/18/2009 04:10:52 PM	E-Mail From Karen Riveros				
		Did not communicate with the customer. Okayed this with Tony Silva, the SM. He is to communicate to the General Manager, Steve Osborne. Don't know what has transpired or what communications have occurred since Friday, the day of my visit.				
MORRISC	08/18/2009 04:11:08 PM	Voice Mail To [REDACTED]				
		LMTRMC. Will offer \$3k in trade assistance. If cust is seeking additional assistance, will have cust take veh to dlr for a current diagnosis.				
MORRISC	08/18/2009 04:17:05 PM	Call From [REDACTED]				
		Cust stated he spoke with the GM and understands they are working on trading him into another veh. Cust stated his salesperson, Chris, was on vacation until today. Cust stated the GM stated Chris will give him a call. Cust stated he appreciates the offer and will work with the dlr. Advised cust I will follow up with the dlr as well.				

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 04:41:23 PM	E-Mail To Steve Osborne (GM)		408220		
Hi Steve,						
I am following up on a case that was reviewed by Karen. We offered \$3,000 in trade assistance to [REDACTED] Do you know if this has been completed?						
3VWRA71K48M [REDACTED]						
Thank you, Cheri						
MORRISC	09/11/2009 03:35:08 PM	E-Mail From Steve Osborne		408220		
Ms. Morris,						
Thanks for following up Cheri. [REDACTED] is very happy with what we have accomplished for him and has taken advantage of the trade asst. We are waiting on his factory order comm# 905204. If we can keep the good will in place or renew it inorder to time it with this order that would be great. On behalf of our customer we thank you!						
Steve O						

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
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2008 Jetta Wolfsburg Edition

[REDACTED]	090198354	Customer Relations	3VWRA71KX8M [REDACTED]			inquiry 406449 Pr. Part: 3511-Mechatronic Pr. Rsn: 55J Outbound
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MANNAE 08/11/2009 12:04:05 PM Note To ccc
CO updated ownership. CO to input dealership e-mail.

MANNAE 08/11/2009 12:06:46 PM E-Mail From [REDACTED] 406449

We have the car here.

1. We do have the customer in a loaner.
2. No offer of goodwill has been made as we never know how long the customer will be inconvenienced. For instance, despite rhetoric to the contrary Friday we received a mechatronics unit that we had waited for since June. Therefore my FOM and I are in agreement it is best to wait and see how much damage has been done to the relationship before offering goodwill. i.e. no sense offering one month's car payment only to find out the customer is without their car for 2 months.
3. We are using the VW suggested voice track of ¿we anticipate receiving the part within 30 days¿ on all of these units. We are not experiencing receiving them in that time but we are being obedient foot soldiers and doing as suggested.
4. The car is under the name of [REDACTED]. We have no service history for a [REDACTED] for that VIN or any other for that matter. ELSA does show the owner as being [REDACTED]. Must have been an owner change as we have done a State Inspection of these vehicle which would / should have included a registration confirmation.

Regards,

Glenn Boyer
 Service Director
 Autohaus Lancaster
 406449

CO to call customer.

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	08/11/2009 12:08:57 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>
2008 Jetta A5 2.0T [REDACTED]	090198649	Customer Relations	3VWRJ71K38M [REDACTED]	14,000		Complaint 403128 Pr. Part: 3885-Mechatronics Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
SHORTK	08/11/2009 04:15:01 PM	Call From [REDACTED]				Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
	Customer states 1st VW, leased thru VCI (payment \$320), maintained at DLR 403128, VEH does not shift smoothly - will jump, transmission component needs to be replaced, seeking VEH payment. Customer states she has been driving VEH in condition for past 3 months. Customer states DLR was waiting for part to arrive and she will have new part installed 8/13/09. CO advised customer our primary goal is to repair the VEH under the terms of the warranty. CO advised customer RCM would evaluate her request with no guarantee. CO advised customer RCM would contact her by COB 8/14/09. CO advised customer of S4 campaign. CO to escalate to RCM.					
SHORTK	08/11/2009 04:20:40 PM	Assigned To ccc				
	Customer states seeking RCM to evaluate for lease payment. RCM to email DLR 403128.					
NARDONP	08/11/2009 04:40:55 PM	Assigned To CAMPOSA				
CAMPOSA	08/12/2009 01:52:16 PM	Call To Peter		403128		
	RCM LVMM. RCM advised: provided customer's name and last 8 of VIN; seeking to know when mechatronics was placed on order, if customer is in a loaner/rental, and if any goodwill was promised. RCM to wait Dealer call.					
CAMPOSA	08/12/2009 04:27:46 PM	Voice Mail From Pete		403128		
	Service Manager LVMM. Service Manager advised: customer coming in tomorrow for loaner. RCM to call dealer					
CAMPOSA	08/12/2009 04:37:41 PM	Call To Jeff		403128		
	Service Advisor states: part was ordered 6/17/09; can transfer to parts department to see if/when the part arrives. RCM to continue with 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>
CAMPOSA	08/12/2009 04:39:04 PM	Continued Comment With Scott (Parts)	403128			DP advised: part came in. (Customer bringing vehicle back to have part installed tomorrow) RCM to advise customer: as customer waited almost 60 days, we would like to provide 2 vehicle payments for customer's frustration; just need a bank statement or payment coupon; we understand that the part is in and the customer is going tomorrow to get the vehicle repaired. RCM to call customer.
CAMPOSA	08/12/2009 05:53:31 PM	Call To [REDACTED]				Cellphone number does not work. RCM to research
CAMPOSA	08/12/2009 05:53:57 PM	Note To CCC				ELSA shows customer's home phone as being accurate. RCM to call customer's home number.
CAMPOSA	08/12/2009 05:54:21 PM	Call To [REDACTED]				RCM attempted to call home number. Message says that the number has been disconnected. RCM to call business number.
CAMPOSA	08/12/2009 05:55:00 PM	Call To [REDACTED]				RCM attempted to call business number. Message states that we have reached "Fast Eddie's Chop Shop" and they are not open at this time. RCM to call Dealer tomorrow to verify phone numbers. RCM to call Dealer.
CAMPOSA	08/13/2009 04:01:35 PM	Call To Joy		403128		DP advised: customer's number is [REDACTED]. RCM updated customer's cellphone number. RCM to call customer.
ABDULAM	08/13/2009 04:08:50 PM	Voice Mail To [REDACTED]				CA LMTRMC. RCM to advise customer: as customer waited almost 60 days, we would like to provide 2 vehicle payments for customer's frustration; just need a bank statement or payment coupon; we understand that the part is in and the customer is going tomorrow to get the vehicle repaired. Wait Customer call.
SHORTK	08/13/2009 04:39:06 PM	Call From [REDACTED]				Customer seeking to return RCM call. CA to contact RCM.

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>
SHORTK	08/13/2009 04:39:31 PM	Call To Ann				CA attempted to contact RCM. CA to return to customer.
SHORTK	08/13/2009 04:40:01 PM	Return To [REDACTED]				Customer states she should be contacted at phone# [REDACTED] RCM to return call.
CAMPOSA	08/13/2009 05:19:56 PM	Call To Co-Worker				RCM advised: seeking to speak with customer. Other advised that customer was unavailable. RCM advised: will call customer tomorrow. RCM to call customer.
ABDULAM	08/14/2009 01:10:56 PM	Voice Mail To [REDACTED]				CA LMTRMC. RCM to advise customer: as customer waited almost 60 days, we would like to provide 2 vehicle payments for customer's frustration; just need a bank statement or payment coupon; we understand that the part is in and the customer is going tomorrow to get the vehicle repaired. Wait Customer call.
ALEXANLA	08/14/2009 02:24:06 PM	Return Call From [REDACTED]				Customer states calling about case. CA to transfer Customer to RCM.
ALEXANLA	08/14/2009 02:24:36 PM	Transfer To Ann / RCM				CA transferred Customer to RCM voice mail. RCM to call Customer.
CAMPOSA	08/14/2009 03:14:01 PM	Voice Mail From [REDACTED]				Customer LVMM. Customer advised: attempting to get in touch with RCM for several days; phone number is [REDACTED] RCM to call customer.
CAMPOSA	08/14/2009 03:17:36 PM	Voice Mail To [REDACTED]				RCM LVMM. RCM advised: apologized for the "phone tag"; RCM was attempting to contact customer to apologize for the extraordinary delay in the delivery of the mechatronics; we understand that the part came in; we would like to offer the customer two vehicle payments as a goodwill gesture; CCC needs a copy of the customer's bank statement or a payment coupon; once the payment information is received the customer can expect the EFT transfer in 4 weeks; provided fax number (6504) if customer is seeking to fax information. No further action pending correspondence

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>
WILLIAC2	08/20/2009 05:08:52 PM	FAX From	[REDACTED]			
	Fax in doc center.					
CAMPOSA	08/20/2009 07:58:02 PM	Note To CCC				
	850826591, 3VWRJ71K38M [REDACTED] [REDACTED] vehicle payment due to lengthy wait for repairs. Total = \$307.00					
CR_BATCH	08/27/2009 04:00:53 AM	Note To CAMPOSA				
	Amount for \$ 307.00 was Posted on 08/26/2009. AP reference number: 40044842					

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>
2008 Jetta A5 2.0T [REDACTED]	090199404	Recovery	3VWRJ71K88M [REDACTED]			inquiry 407129 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/12/2009 09:16:26 AM	Note To CCC				
	CO to contact dealer 407129					

ABDULAM 08/12/2009 11:27:00 AM E-Mail To Mark 407129

Mark,

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] - 3VWRJ71K88M [REDACTED]

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

Martin Abdulahad

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 3499 W Hamlin Rd.
 Rochester Hills, MI 48309

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 Fax. (248)754-6504
 Mailto:martin.abdulahad@vw.com
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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>
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ABDULAM	08/12/2009 11:28:17 AM	Note To ccc fmarcello@newcountry.com				
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ABDULAM	08/12/2009 11:29:30 AM	E-Mail To David		407129		
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David,

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:

██████████ - 3VWRJ71K88M ██████████

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

Martin Abdulahad

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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	08/13/2009 08:42:24 AM	Note To ccc				
<p>Please note that the customer called in and a new case was opened under 90199922. CO advised customer that they would receive a call back by COB 8/13.</p> <p>Customer stated:</p> <p>Customer states: has had this vehicle since 9/2008; since the 1st oil change she has brought this concern to the Dealer 407129; current concerns on the vehicle is when the vehicle's engine is still cold it will putt putt and stall; Dealer in the past has not pulled anything up on the computer; they have just reset the code and the light goes away; then the light comes back again; finally spoke to a mechanic and they pulled up no codes; so they test drove the vehicle and experienced the same concern; they advised her to leave the vehicle at the Dealer; they at first tried to tell her they could not give her a loaner until they knew what was wrong with the vehicle; if they didn't know then how would she; the Dealer called her Yesterday stating that they ordered a new mechatronic and it is in on backorder; no idea when the part will come in; they do have another Customer that has been waiting for 1.5 months; how can VW expect Customer to wait that long to fix a major concern with their vehicle. Customer seeking to know why this part is taking so long; and a ETA. CO advised: the Dealer is the best resource on when this part will arrive; due to the nature of the concerns a RCM will research and follow up with the Customer by the COB on 8/13. CO to assign.</p> <p>CO to call dealer 407129.</p>						
ABDULAM	08/13/2009 10:10:16 AM	Call To Mark		407129		
<p>Service Manager states no ETA, Customer is in a loaner, no FOM, no Goodwill offered. CO to call Customer.</p>						
ABDULAM	08/13/2009 11:09:38 AM	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 dealer escalated the issue and our records indicate that ETA is 8/21. CO advised that the Dealer is closely monitoring the order and they will be in touch with Customer once part arrives. Customer states she is okay driving her vehicle until part arrives. CO thanked Customer. No further action.</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>
2008 Jetta A5 2.0T [REDACTED]	090199416	Recovery	3VWRJ71K48M [REDACTED]			inquiry 423344 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
ZIEHMEC	08/12/2009 09:06:31 AM	Note To CCC				
	CO to contact dealer 423344.					

ABDULAM 08/12/2009 11:37:36 AM E-Mail To Jerry 423344

Jerry,

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] - 3VWRJ71K48M [REDACTED] If you can please reply to all I would appreciate it.

Martin Abdulahad

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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>
ABDULAM Martin,	08/12/2009 01:26:33 PM	E-Mail From Jerry		423344		
<p>This customer was not in a loaner/rental and we have not offered any goodwill at this time. Customer has their vehicle back at this time. At this time there is no eta on the Mechatronics unit. We will contact customer when the part arrives.</p> <p>Regards,</p> <p>Jerry Podgorski Parts and Service Director Auburn Volkswagen 3109 Auburn Way N. Auburn Wa. 98002 253 833-4940 ext 225</p>						
ABDULAM	08/12/2009 02:46:17 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.</p>						
[REDACTED]	090199475	Customer Relations	3VWRJ71K78M [REDACTED]	17,270		
EDWARDAM	08/12/2009 10:10:42 AM	Call From Greg Brown		401081		
<p>Customer states vehicle came in with shifting and stalling concerns; test drove it and it stalled on him as well; opening VTA today, but believes this will need a mechatronics unit; Customer is in a rental vehicle currently. RCM advised to confirm with techline this will need a mechatronic and to provide to proper ETA 6-8 weeks in case it takes this long for it to arrive; also explain to the Customer they will be compensated depending on the reaction of the Customer once it's confirmed the total downtime; let RCM know if any further involvement is needed. No Further Action.</p>						
						Suggestion 401081
						Pr. Rsn: 33R Dealer Calling In
						Inquiry 401081
						Part: 3885-Mechatronics Rsn: 44E Stalling

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>
2008 Jetta A5 2.0T [REDACTED]	090199816	Mediation/Arbitration	3VWRJ71K38M [REDACTED]	10,693		Unknown 420111 Pr. Part: 3511-Mechatronic Pr. Rsn: 56E Hesitation
CARDONN	08/12/2009 03:23:51 PM	Attached Mail From Harald Gomez				Unknown 420111 Part: 3511-Mechatronic Rsn: 82E Parts Delay
		Recd repurchase request from FOM. Vehicle has 10693 miles and has been serviced at Dealer 420100. Noted that the vehicle has been down for 46 days and counting due to Mechatronic concerns. Noted that the FOM offered 2 vehicle payments and also offered a replacement but the customer is unwilling to accept the offer and will only accept a repurchase.				Unknown 420111 Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY Rsn: 43Q Repurchase/Replacement(M Only)
CARDONN	08/12/2009 03:28:19 PM	Call To Harald Gomez				
		FOM stated that he will research to see if the dealer has processed the 2 vehicle payments as goodwill. Advised that I will not reimb the payments made as goodwill.				
CARDONN	08/12/2009 03:45:40 PM	Call To [REDACTED]				
		Apologized for vehicle concerns and offered a replacement vehicle. Customer stated that she is no longer interested in replacement. Confirmed that the dealer did process 1 vehicle payment. Advised to send repurchase offer to PO Box 844 and send to her via e-mail.				
CARDONN	08/12/2009 03:50:31 PM	E-Mail To VCI				
		VCI, Please note that VW Med Arb will be offering to repurchase [REDACTED] vehicle under the terms of the CO LL. Please forward a copy of the payment history to my attention ASAP. 3VWRJ71K38M [REDACTED] 851573242				
		Thanks,				
CARDONN	08/13/2009 01:47:47 PM	Attached Mail From VCI				
		Recd copy of payment history.				

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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>
CARDONN	08/13/2009 04:57:08 PM	Mail To [REDACTED]				
		Sent offer letter.				
CARDONN	08/13/2009 04:57:42 PM	E-Mail To Ed Groth				
		Sent offer letter.				
CARDONN	08/14/2009 10:49:38 AM	E-Mail From Harald Gomez				
		1 payment made for [REDACTED] deal \$ 376.55				
CARDONN	08/14/2009 10:50:03 AM	E-Mail To Harald Gomez				
		Sent copy of offer letter to correct FOM.				
CARDONN	08/17/2009 09:23:39 AM	E-Mail From [REDACTED]				
		My father faxed his signed letter on Friday. I will be faxing mine tomorrow with a copy of the registration, Monday August 17, 2009. I will be over-nighting the ignition and valet key to Mcdonals where the car is at on Tuesday Morning, is that okay? Thanks, Kayla				
CARDONN	08/18/2009 10:24:06 AM	Attached Mail From [REDACTED]				
		Recd signed offer letter.				
CARDONN	08/18/2009 10:24:07 AM	Attached Mail From [REDACTED]				
		Recd signed offer letter.				
CARDONN	08/18/2009 10:51:01 AM	Approved By Nick Cardoni				
		Req check.				

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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

CARDONN 08/18/2009 10:55:12 AM E-Mail To VCI
VCI,

Please note that VW Med Arb will be repurchasing [REDACTED] vehicle under the terms of the CO LL. Please place this account in a protective status until the payoff is received.

3VWRJ71K38M [REDACTED]
851573242

Thanks,

ANGERK 08/20/2009 01:21:27 PM Assigned To CARDONN
Check # [REDACTED] for amount \$4,640.40 received.
Forwarded check to advocate for handling

CARDONN 08/20/2009 03:43:12 PM Assigned To MONTERB
FOM is Harald Gomez, FI is VCI and nonconformity is due to Mechatronic/ time out of service.

MONTERB 08/20/2009 04:31:18 PM E-Mail To Harald Gomez
Hi Harald,

We are ready to complete the buyback of [REDACTED] vehicle at DLR 420111. Would you be available to handle the paperwork on this one? If not could you please advise me on a person at the dealer that would be willing to assist.

Thanks,

Benedetto Monterosso
Mediation Remarketing Coordinator
Mediation/Arbitration

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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>
MONTERB	08/20/2009 04:31:46 PM	E-Mail From Harald Gomez				
	Thank you for sending me a message. I am on vacation until August 31st. please contact Natassia Scott if you have any issues, 1-818-575-5602. Thanks, and have a wonderful Volkswagen day, Harald					
MONTERB	08/21/2009 02:54:10 PM	E-Mail To Robert Miller		420111		
	Hi Thomas,					
	We would like to complete this buyback at your dealer. Harald Gomez is out on vacation until 8/31. I am looking to see if you would be able to assist us by handling the paperwork for this Buyback next week? Please let me know if you are able to and I can mail out the paperwork on Monday.					
	Thanks,					
	Benedetto Monterosso Mediation Remarketing Coordinator Mediation/Arbitration					
MONTERB	08/24/2009 09:42:09 AM	E-Mail From Robert Miller		420111		
	Happy to help.					
MONTERB	08/24/2009 11:43:17 AM	Closing Package (M/A Only) To Rober		420111		
	SON					
MONTERB	08/25/2009 03:45:59 PM	Voice Mail For [REDACTED]				
	Advised that SM will contact them to schedule the repurchase.					
MONTERB	08/27/2009 03:58:54 PM	Voice Mail From [REDACTED]				
	Customer calling about a question about her insurance on the vehicle. Customer asked to call her back					

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

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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>
MONTERB	08/27/2009 04:02:14 PM	Call To [REDACTED]				Customer advised that she lives 4 hours away from the dealer that the vehicle is down at. Customer seeking to complete this on Friday 9/4. Customer confirmed that she has mailed all the keys to DLR 420111 and has taken all of her possessions out of the vehicle already. I advised customer that we will overnight to her the SPOA forms for her to sign and when we receive them back we will over night her check to her so she won't have to drive 8 hours in one day to make it to the dealer and back. Customer agreed.
MONTERB	08/28/2009 11:03:07 AM	Mail To [REDACTED]				Mailed POA form.
MONTERB	08/28/2009 11:16:30 AM	Mail To Thomas Costur				Mailed SPOA form
MONTERB	08/28/2009 11:25:12 AM	Approved By btm				3VWRJ71K38M [REDACTED] [REDACTED] Reimbursement for vehicle payment
MONTERB	08/28/2009 11:25:44 AM	Call From [REDACTED]				Customer states that she has automatic payment setup with VCI and they processed another payment yesterday for her vehicle. I advised customer that we will reimburse her for the payment with a seperate check to go along with the original check.
MONTERB	08/28/2009 02:53:35 PM	Call To Bill Vogel			420111	Advised SM to send back the check and paperwork after he fills out the ACF, VCR and BBRP.
MONTERB	09/03/2009 12:04:53 PM	Attached Mail From Robert Miller				ACF, VCR, CNC, final RO, BBRP and customer settlement check.
ANGERK	09/03/2009 01:10:33 PM	Assigned To MONTERB				Check # [REDACTED] for amount \$376.55 received. Forwarded check to advocate for handling

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

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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>
MONTERB	09/04/2009 11:10:02 AM	Attached Mail From	[REDACTED]			Received POA form from customer
MONTERB	09/15/2009 11:20:14 AM	Attached Mail From	[REDACTED]			Received SPOA
MONTERB	09/15/2009 11:32:47 AM	Approved By Loan Payoff				3VWRJ71K38M [REDACTED] [REDACTED] EFT payment for Loan Payoff of Acct # [REDACTED]
MONTERB	09/16/2009 04:17:51 PM	Vehicle To btm				
CR_BATCH	09/17/2009 04:00:46 AM	Note To MONTERB				Amount for \$ 17084.59 was Posted on 09/16/2009. AP reference number: 40048468
MONTERB	09/23/2009 01:10:21 PM	Attached Mail From Emma Bridges				Received Title

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

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2008 Jetta A5 2.0T [REDACTED]	090199922	Customer Relations	3VWRJ71K88M [REDACTED]	35,500		Complaint 407129 Pr. Part: 3511-Mechatronic Pr. Rsn: H25 (MIL) Check Engine Light
DUBROCN	08/12/2009 05:09:36 PM	Call From [REDACTED]				
	Customer states: has had this vehicle since 9/2008; since the 1st oil change she has brought this concern to the Dealer 407129; current concerns on the vehicle is when the vehicle's engine is still cold it will putt putt and stall; Dealer in the past has not pulled anything up on the computer; they have just reset the code and the light goes away; then the light comes back again; finally spoke to a mechanic and they pulled up no codes; so they test drove the vehicle and experienced the same concern; they advised her to leave the vehicle at the Dealer; they at first tried to tell her they could not give her a loaner until they knew what was wrong with the vehicle; if they didn't know then how would she; the Dealer called her Yesterday stating that they ordered a new mechatronic and it is in on backorder; no idea when the part will come in; they do have another Customer that has been waiting for 1.5 months; how can VW expect Customer to wait that long to fix a major concern with their vehicle. Customer seeking to know why this part is taking so long; and a ETA. CO advised: the Dealer is the best resource on when this part will arrive; due to the nature of the concerns a RCM will research and follow up with the Customer by the COB on 8/13. CO to assign.					
DUBROCN	08/12/2009 06:18:06 PM	Category Selection				
DUBROCN	08/12/2009 06:18:51 PM	Assigned To ccc				
	Customer seeking to know why this part is taking so long; and a ETA. CO advised: the Dealer is the best resource on when this part will arrive; due to the nature of the concerns a RCM will research and follow up with the Customer by the COB on 8/13. RCM to research.					
ZIEHMEC	08/13/2009 08:30:54 AM	Note To CCC				
	Please note there is a case already open on this concern. Please see case number 90199404. RCM to close this case. 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>
2008 Jetta A5 2.0T						
[REDACTED]	090200589	Customer Relations	3VWRJ71K58M [REDACTED]	20,000		
ALEXANLA	08/13/2009 11:59:20 AM	Call From [REDACTED]				
<p>Talk and type by Chris Branstrom. Customer states: Dealer 424339 referred customer to CCC; vehicle surging during steady driving; took to dealer 424339; dealer states SOP sensor causing vehicle to surge; while surging; vehicle damaged customer's i-pod that was connected; her cell phone was also plugged in and got so hot it turned off, but no damage occurred; dealer replaced fuel filter prior to repairing sensor; customer has previously owned a VW Beetle; dealer advised customer to return vehicle to dealership if she continues to have concerns with vehicle; vehicle currently at dealer to have repairs done; customer has loaner. Customer seeks: reimbursement for damaged i-pod. CO advised: will document concerns and transfer to level 2 advocate to evaluate and research. CO transferred to level 2.</p>						<hr/> Complaint 424339 Pr. Part: 3885-Mechatronics Pr. Rsn: 31G Surging <hr/> Complaint 424339 Rsn: 44E Stalling <hr/> Inquiry 424339 Rsn: 69C Dealer Referred Customer to CARE
ALEXANLA	08/13/2009 12:23:06 PM	Call To L2				
CO attempted to contact Level 2 but after an extensive time, they were not available. CO to return to Customer.						
ALEXANLA	08/13/2009 12:25:01 PM	Return To [REDACTED]				
CO advised Customer the department that would best be able to handle her concern was assisting other customers. Advised customer will escalate her case to Level 2 and they would call her back by COB today, 8/13/09. Customer acknowledged. CO to assign case to Level 2.						
ALEXANLA	08/13/2009 12:29:46 PM	Assigned To L2				
Customer seeking reimbursement for i-pod due to being damaged due to vehicle surging. Call customer by COB today, 8/13/09 at [REDACTED] Level 2 to call customer.						
PETERSG	08/13/2009 03:56:29 PM	Call To John		424339		
SA states this customer needed a new mechatronics unit, which arrived yesterday. SA states the repairs are under way. SA confirmed that while the customer's cigarette lighter is currently working just fine, he can also say that when the engine surge would occur, there was an electrical surge that would cause warning lights to come on the instrument cluster. SA states that this customer is very loyal to the dealer and the brand (She owned a New Beetle in the past as well as this Jetta). SA states he doesn't know the type of i-pod the customer has. RC to call the customer tomorrow.						

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>
PETERSG	08/14/2009 10:56:01 AM	Voice Mail To John Saylor		424339		
<p>Techline states is is highly unlikely that the Jetta's mechatronic surging caused a failure of the Ipod. Techline states that if the customer's Ipod was plugged into the cigarette lighter, the Ipod adapter has an internal fuse and the Jetta itself has a fuse that would have failed, if there was an electrical surge. Techline states that furthermore, if there was a surge in electricity, it would be one of lower voltage, not of higher voltage, based on the way the alternator works in our vehicles.</p> <p>NOTE: Yesterday, the dealer confirmed that the fuse is not broken for the cigarette lighter circuit. RC to engage PL.</p>						
PETERSG	08/14/2009 10:59:30 AM	Call To Chris Lewis				
<p>PL's position is that VW will not offer compensation for the Ipod concern. RC to call the customer.</p>						
PETERSG	08/14/2009 11:53:36 AM	Voice Mail To [REDACTED]				
<p>RC LVMM for the customer to RMC. When the customer calls back, please warm transfer to Level 2, so we can discuss the matter of the customer's ipod failure.</p> <p>NOTE: RC intends to compensate the customer due to her loyalty to the brand and the inconvenience of the mechatronic replacement, but to advise her that it seems as though something other than our product caused our</p>						
CALDWEM	08/14/2009 12:18:40 PM	Return Call From [REDACTED]				
<p>Customer states returning the RC call, CA attempt to contact RC.</p>						
CALDWEM	08/14/2009 12:19:18 PM	Transfer To PETERSG				
<p>CA transfer call to RC, RC continues with Customer.</p>						
PETERSG	08/14/2009 12:25:46 PM	Call From [REDACTED]				
<p>RC explained that our position is that the failure of the Ipod isn't due to a VW manufacturing shortcoming and that perhaps she should speak with Apple about possible warranty coverage. RC explained that we do appreciate her loyalty to the brand and the dealership. RC explained that VW would like to offer her a \$150.00 dealer services certificate to help replace her Ipod Nano (customer estimated the value of the Nano at about \$150). Customer accepted and thanked. Customer states her vehicle is still at 424339 and while it was supposed to be finished today, they said something else is needed or the wrong part was shipped. RC advised an RCM will follow up with the dealer and then provide updates on the repair progress.</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>
PETERSG	08/14/2009 12:29:07 PM	Assigned To ccc				
	Team 5. Please send a \$150.00 dealer services voucher to the customer.					
	RCM. Please follow up with the dealer to find out why there is a delay in repair then provide updates to the customer. (The mechatronics unit arrived a couple days ago, but now they are saying something is missing or was incorrectly shipped).					
BICKMAD	08/17/2009 05:29:36 AM	Assigned To BOSLEYJ				
CAMPOSA	08/17/2009 11:53:14 AM	Call To Matt		424339		
	Service manager advised: customer's mechatronics had not come in yet; there was another mechatronics that was at the dealership already; thought they could use the mechtronics that came in for this customer's vehicle; were wrong; waiting on the vehicle's mechatronics which should be at the dealership this week. RCM to advise customer: mechatronics is VIN specific; dealer thought that a mechatronics that came in for a different vehicle could be used in his vehicle; that is incorrect; the customer's mechatronics is due in this week; apologize that this has been frustrating. RCM to call customer.					
BOSLEYJ	08/17/2009 03:53:47 PM	Mail To [REDACTED]				
	Letter generated and sent. RCM to review.					
BOSLEYJ	08/17/2009 03:54:18 PM	Assigned To CAMPOSA				
CAMPOSA	08/17/2009 04:35:39 PM	Voice Mail To [REDACTED]				
	RCM advised: Dealer was going to put another customer's mechatronics on this vehicle; didn't realize that mechatronics are VIN specific; so the other mechatronics does not work in his vehicle; dealer is expecting customer's mechatronics this week; RCM will follow up by COB Monday 8/24. RCM to call Dealer.					
SHORTK	08/24/2009 08:45:00 AM	Call From [REDACTED]				
	Customer states seeking to know if DLR Service voucher was mailed. CA advised customer voucher was mailed. RCM to contact DLR 424339					

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	08/24/2009 11:05:02 AM	Call To Jeff		424339		Service Advisor states: vehicle has not been repaired yet; waiting on Mechatronics. Service Advisor to transfer RCM to Parts Department.
CAMPOSA	08/24/2009 11:05:51 AM	Continued Comment With Brock (Parts 424339				DP advised: part was FedEx'd in today; waiting for part to be reviewed, and will send out to service department. RCM to call customer.
CAMPOSA	08/24/2009 12:16:01 PM	Vehicle To [REDACTED]				RCM LVMM. RCM advised: vehicle's mechatronics came in today; will follow up with customer by COB tomorrow. RCM to call Dealer.
CAMPOSA	08/25/2009 01:34:45 PM	Call To Matt		424339		Service Manager advised: finished test driving; vehicle is repaired; vehicle still requires window tinting so it will not be returned to customer yet; customer is aware of that. RCM to advise customer: vehicle is repaired; we understand that the dealership is applying window tinting to windows so the vehicle is not ready for pick up today; because of the confusion, we would like to send customer an additional \$150 for dealer services as a goodwill gesture. RCM to call customer.
CAMPOSA	08/25/2009 03:42:39 PM	Call To [REDACTED]				RCM LVMM. RCM to advise customer: Mechatronics unit has been installed; vehicle is operating fine now; we understand that the dealer is installing tinting which will take an additional day to install; as there was some confusion at the beginning RCM would like to send customer a second \$150 service voucher; customer should receive in 7-10 business days. RCM to assign to Correspondence
CAMPOSA	08/25/2009 03:47:21 PM	Assigned To CORR				Please send customer a second \$150 service voucher. Correspondence to mail voucher.
BICKMAD	08/26/2009 05:20:50 AM	Assigned To BOSLEYJ				
BOSLEYJ	08/26/2009 04:00:40 PM	Mail To [REDACTED]				Letter generated and sent. RCM 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.
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>
BOSLEYJ	08/26/2009 04:01:05 PM	Assigned To CAMPOSA				
CAMPOSA	08/26/2009 05:33:33 PM	Note To CCC				
		RCM reviewed. 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>
2008 Jetta A5 2.0T [REDACTED]	090200743	Recovery	3VWRJ71K48M [REDACTED]			
MANNAE	08/14/2009 10:47:03 AM	E-Mail To Bill		402172		
ACTION REQUIRED: Mechatronic update						inquiry 402172 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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 Jetta

VIN: 3VWRJ71K48M [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

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

MANNAE 08/14/2009 10:51:21 AM Note To ccc

Your message did not reach some or all of the intended recipients.

Subject: Mechatronic- [REDACTED]

Sent: 8/14/2009 10:47 AM

The following recipient(s) cannot be reached:

bnotoli@theautobarn.com on 8/14/2009 10:48 AM

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 5.7.1 Unable to deliver to <bnotoli@theautobarn.com>>

CO to call dealer.

MANNAE 08/14/2009 12:16:09 PM Call To Bill

402172

SM states owner is [REDACTED] and provided mailing address. CO to update ownership, please reference case # 90201627.

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 Jetta A5 2.0T [REDACTED]	090200760	Recovery	3VWRJ71K08M [REDACTED]			inquiry 403112 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 10:42:34 AM	E-Mail To Jason		403112		

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 Jetta

VIN: 3VWRJ71K08M [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 04:55:37 PM	Call To Mike		403112		
	CO spoke with Service Advisor who states he is only one in service and to call back on Monday. CO to call dealer.					
MANNAE	08/17/2009 09:59:36 AM	E-Mail From Jason		403112		
	Hello Eva,					
	Here are the answers to your questions on the Haven [REDACTED] car					
	<ol style="list-style-type: none"> 1. Customer is in a loaner car 2. No goodwill has been offered at this time 3. She was told 2-6 weeks. 					
	Thanks,					
	Jason Romanak Service Director Ganley Westside Imports (440)734-2000 Ext. 3045 CO to call customer.					
MANNAE	08/17/2009 12:39:16 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>
2008 Jetta A5 2.0T [REDACTED]	090200786	Recovery	3VWRJ71K38M [REDACTED]			
MANNAE	08/14/2009 10:03:54 AM	E-Mail To colonial service		406530		
ACTION REQUIRED: Mechatronic update						inquiry 406530 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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 Jetta

VIN: 3VWRJ71K38M [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 04:52:15 PM	Call To Dennis		406530		
		CO LMTRMC. CO to wait dealer call.				
MANNAE	08/14/2009 04:58:44 PM	Call From Dennis		406530		
		SA states customer driving vehicle, no GW, 4-6 weeks, part was ordered 8-10-09. CO to call customer.				
MANNAE	08/14/2009 05:02:18 PM	Call To [REDACTED]				
		CO attempted to call home number and advised it's wrong number, left message at work number for [REDACTED] 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 Jetta A5 2.0T [REDACTED]	090200788	Recovery	3VWRJ71K88M [REDACTED]			inquiry 407201 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 10:01:37 AM	E-Mail To Peter		407201		

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 Jetta

VIN: 3VWRJ71K88M [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	08/17/2009 11:42:59 AM	Call To Peter		407201		SM states will need to transfer call to SA Bruce Lion who is assisting customer, states to call him back at 1:00 PM as he is gone to lunch. CO to call dealer.
MANNAE	08/17/2009 01:15:03 PM	Call To Bruce		407201		Service Advisor states in rental, no ETA, no Goodwill, part was ordered 8-10-09. CO to call customer.
MANNAE	08/17/2009 01:16:15 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 Jetta A5 2.0T [REDACTED]	090200893	Recovery	3VWRJ71K08M [REDACTED]			inquiry 422207 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 09:46:07 AM	E-Mail To Ken		422207		

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 Jetta

VIN: 3VWRJ71K08M [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>
ABDULAM	08/14/2009 11:20:04 AM	Call From Ken		422207		
						<ol style="list-style-type: none"> 1. The customer is driving the vehicle. 2. No goodwill offered at this time. 3. No ETA available at this time. 4. None <p>Ken Howey Director, Service & Parts</p> <p>Berge Volkswagen (422-207) 385 W. Baseline Rd Gilbert, AZ 85233</p> <p>480 833-0001 x20330 [REDACTED] Cell 480 833-6410 Fax kenh@bergegroupp.com</p>
MANNAE	08/14/2009 03:37:29 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>

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 Jetta A5 2.0T [REDACTED]	090200899	Recovery	3VWRJ71K58M [REDACTED]			inquiry 424154 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 09:45:08 AM	E-Mail To North Town Service		424154		

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 Jetta

VIN: 3VWRJ71K58M [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>
ABDULAM	08/14/2009 11:29:28 AM	E-Mail From Jim		424154		
	Customer has been in rental since 8-11-09 We have offered no goodwill We expect part to be here 9-11-09 Customer does speak English well					
	Jim					
MANNAE	08/14/2009 03:27:57 PM	Call To [REDACTED]				
	CO attempted to call home number and memory was full, work number said code or number has been dialed is in correct. CO to call dealer.					
MANNAE	08/14/2009 03:31:44 PM	Call To Bobby		424154		
	SA provided customer phone number [REDACTED] CO to call customer.					
MANNAE	08/14/2009 03:32:07 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.					
[REDACTED]	090201627	Customer Relations	3VWRJ71K48M [REDACTED]			
MANNAE	08/14/2009 12:17:40 PM	Call To Bill		402172		
	SM states customer driving there vehicle, part was ordered 8-10-09, no dealer GW, ETA is four weeks. CO to call customer.					
MANNAE	08/14/2009 03:23:12 PM	Call To [REDACTED]				
	CO advised following up to apologize for any inconvenience due to parts delay on Mechatronics, inquired if there were any questions I could answer, asked if customer was comfortable in driving vehicle. Customer states dealership has done a great job in answering her questions and they assured her she was ok to drive vehicle, states a month prior took vehicle to Fox Valley VW and they advised her nothing was wrong with vehicle and it's the way she is driving, will never go back to Fox Valley. CO advised concerns have been documented and looked at internally by VW, invited customer to call with any questions or concerns. No further action.					

inquiry 402172
Pr. Part: 3511-Mechatronic
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

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

2009 Jetta TDI

██████████ 080323358 Customer Relations 3VWCL71K29M██████████ 4,050

REIDN2 09/19/2008 12:10:48 PM Call From ██████████

Customer states that he just purchased his 09 Jetta TDI back in August and that he also owns a 06 Jetta TDI; is a big Diesel fan and this is about his 5th VW Diesel Vehicle and has also owned 2 Audi Diesels; Currently he is having some issues with the Vehicle hesitating while driving like there is some issues with the automatic transmission; sometimes when he tries to slow down it accelerates on its own; him and his wife loves to travel and the TDI is great for gas mileage which is why always have purchased the Diesel Vehicles; he was one of the first to purchase our diesel Vehicle when it first came out. Customer states that he has a long history with VW and frustrates him to see that the he just purchased if having concerns like this and that he is not able to drive it because now he has to wait for a part that will take about 3 weeks to get; has already been waiting for 2 weeks and the Vehicle is currently sitting in his garage at the time waiting for the Dealer 422231 to get the part in; the Dealer is waiting for a shifting module but he wants VW to speed up the process on the shipping and try to get shipped over night. CO advised Customer that we will contact the Dealer 422231 and look into his concerns but can not promise that we will be able to do anything to speed up the time of the shipping. CO advised that we will follow up with him by COB Monday 9/22/08 once we get more information from the Dealer. CO to Email Dealer 422231.

Complaint 422231
 Pr. Part: 3511-Mechatronic
 Pr. Rsn: E08
 Stumbles/hesitates/dies in
 steady hwy driving

Inquiry
 Part: LEAS-LEASE AND
 LOAN PAYMENT
 Rsn: 37A Lease
 Payment

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>
REIDN2	09/19/2008 07:04:42 PM	E-Mail To James Lovering		422231		
***** Email to shaslam@penskeautomotive.com;jlovering@penskeautomotive.com; *****						
ACTION REQUIRED: Back Ordered Part(s)						

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 Jetta

VIN: 3VWCL71K29M [REDACTED]

Customer's Description of Part: Customer states that he is waiting on a shifting module for his transmission repairs. Customer states that he was having some hesitation while driving. Could you please let me know what information you have on this Customer Diagnosis and what parts you are waiting on and if it is on Red Order. Thanks

Requested Information

- 1) Part Number:
- 2) Sales Document Number:
- 3) Order Date:

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.

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>
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CO to wait Dealer Email.

REIDN2	09/22/2008 12:32:23 PM	E-Mail From James Lovering		422231		
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Good afternoon,

A few things, please take James Lovering off of your email list as he no longer works at our store. Please replace his name with Mike Pinney mpinney@penskeautomotive.com

We do not have delivery number for this part as it is not good in your system yet. Please below as well the attached.

The current price we received for the part was MSRP \$1,976.90. Currently we are having supplier issues witch is delaying the departure of this part. Sourcing is telling me that this should be cleared up and ship next week. I will let you know when the order goes threw and when part ships. You should have the part in your hands in about 2 weeks. I will advise as soon as I have more info.

Thank you
 Brock Phillips
 Parts Specialist

Customer Support

Stef Haslam
 Parts Manager
 VW North Scottsdale

CO to call Customer.

REIDN2	09/22/2008 07:49:08 PM	Voice Mail To [REDACTED]				
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CO advised that we are still researching his concerns at this time and will be following with him by COB tomorrow 9/23/08. CO to Call Dealer 422231.

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>
REIDN2	09/23/2008 07:09:57 PM	Voice Mail To [REDACTED]				
CO LMTRMC for Customer. CO provided 800# and reference # . CO to wait Customer Call.						
CONLINR	09/25/2008 05:43:44 PM	Call From [REDACTED]				
Customer states the following: has been waiting for 3 weeks for part to arrive; CO did not call him back as promised. CA advised CO has attempted to call Customer and has left Voicemail Messages on both 9-22-08 and 9-23-08. Customer states the following: if VW cannot repair this Vehicle; Customer would like a new Vehicle. CA advised VW can make this repair, but it will take time for part to arrive. Customer states does not want to wait, wants Dealer to sell Vehicle to another person. CA advised would have CO follow up with Dealer, but VW does not have a program in place to trade Vehicles like this. CA advised VW may not be able to meet this expectation, but would research requests. Customer states CO is not leaving voicemails on cell phone. Customer states will contact Consumer reports if a message is not left next time. CA advised CO would attempt to contact Customer via cell phone, and if Customer is not available, CO would leave a message. CA advised CO would follow up with Customer 9-29-08 COB. CO to research						
ZIEHMEC	09/26/2008 03:23:19 PM	Call To Ronnie		422231		
Parts states that the Part Manager is not available, but he can assist. CA advised parts that CA is seeking to get the part number. ordered states, order date, and sales number. Parts states: this part takes about 2 weeks or more; the part number is 04E325ADZE0, it was ordered as a red order on 9/17; he will have to call CA back with the sales number. CA to wait parts call.						
ZIEHMEC	09/26/2008 03:50:57 PM	Call From Jason		422231		
Parts states: this is a valve body which is not available yet, the part number does not even exist; he has been speaking to the PDC through e-mail; there is not even a way for them to get a sales number; the parts should be shipped on Monday 9/29 and they should get it by end of next week; he will call CCC once he hears anything. CO to wait dealer 422231 call.						
BIDEK	09/30/2008 05:48:44 PM	Call From [REDACTED]				
Customer states: was promised a call back twice now and has not received one; seeking to have his vehicle replaced because it is not safe to drive. CA apologized that Customer has not received a call back; assured Customer that CO has been researching concern and would contact Customer back by the COB tomorrow. Customer acknowledged and wants noted that if he does not receive a call by tomorrow he will be contacting the attorney general. CA advised would be noted. CO 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>
REIDN2	10/01/2008 03:45:28 PM	Call To Robert		422231		
	CO advised; that we were calling to see if a part was shipped for a Customer and to see when it will possibly arrive. Service Manager states that the part has arrived at their Dealer 422231 and they are trying to get the part in the Vehicle as we speak. CO advised Service Manager that we will contact the Customer and let him know. CO to call Customer.					
REIDN2	10/01/2008 04:02:03 PM	Call To [REDACTED]				
	CO advised Customer that we were just calling to advise that we did get word from the Dealer that the part did come in today and that they are putting it in the Vehicle as we speak. Customer states that he will contact the Dealer to get an update. CO advised that we will follow up with him also once we obtain more information. CO to Follow up.					
BRISBOA	10/03/2008 06:59:26 PM	Call To Rob		422231		
	CA advised of current status of vehicle. Service Advisor states Midtronics was put in; Vehicle picked up on Wednesday. CA to call customer.					
BRISBOA	10/03/2008 07:04:58 PM	Call To [REDACTED]				
	CA advised how has vehicle been running since it was picked up. Customer states vehicle is running as it should have in the beginning; Is afraid that he will later have transmission concerns because of this. Customer is seeking a navigation system due to the loss of using his Sirius for a month and his warranty; Feels VW should compensate him for this. CA advised will forward information to CO. Customer states he will be out of town until Wednesday. CA advised CO will follow up on Thursday by COB. CO to research.					
POWELLS	10/07/2008 10:10:39 AM	Assigned To ZIEHMEC				
	Please take ownership of case.					
PETERSG	10/07/2008 12:04:54 PM	Call From Christine				
	RC asked CO to find out how much the customer pays per month.					
ZIEHMEC	10/07/2008 01:02:38 PM	Voice Mail To [REDACTED]				
	CO advised customer that CO is seeking to get more information and to call CCC back. Please attempt to find out what the customers payments are. CO to wait customers 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>
ZIEHMEC	10/08/2008 11:50:16 AM	Voice Mail To	██████████			CO advised customer that CO is seeking to get more information and to call CCC back. Please attempt to find out what the customers payments are. No further action.
ZIEHMEC	10/10/2008 10:00:45 AM	Call From	██████████			Customer states that he is calling back. CO advised customer that CO is seeking to know if he is still making payments on his vehicle and if so what they are. Customer states that he is seeking to know what CO needs this information for. CO advised customer that CO is looking into what CCC may be able to do for him. Customer states: that he pays the vehicle payments several months in advance; he put a lot down; his next payment is not due until March 09; the payments are \$235.18. CO to call level 2.
ZIEHMEC	10/10/2008 10:10:04 AM	Call To CCC				CO attempted to call level 2 but was on hold for an extensive period of time. CO to return to customer.
ZIEHMEC	10/10/2008 10:10:15 AM	Return To	██████████			CO advised customer that CO will need some more time to look into this. Customer states: he was originally seeking a navigation unit to be added to the vehicle; he is aware that this vehicle needs the ultra low sulfur diesel, but they take the vehicle to Mexico and has had concerns with finding out how much sulfur is in there diesel; seeking to know if he can use the Mexican diesel. CO advised customer: that based off what he has said it is unlikely that they have the ultra low sulfur diesel; if he were to use the diesel from there and had concerns later they may not be covered because he was not using the fuel that was recommended. CO to call level 2.
MORITZD	10/10/2008 11:01:45 AM	Call From Christine				RC advised to offer 2 vehicle payments due to downtime at no more then \$250 a piece.
ZIEHMEC	10/10/2008 01:09:58 PM	Call To	██████████			CO advised customer: that VW is not able to assist with a navigation unit, but VW is able to offer 2 vehicle payments not to exceed \$250 a piece; he can fax or mail that. Customer states that he will fax it. CO advised customer of the fax number. No further action, pending customer fax.
CAMILOM	10/27/2008 04:23:45 PM	FAX From	██████████			Fax in doc center.

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>
CAMILOM	10/27/2008 04:23:50 PM	Assigned To ccc				
MORITZD	10/27/2008 04:27:45 PM	Assigned To MORITZD				
MORITZD	10/28/2008 09:18:55 AM	Note To CCC				
	RC received statement from Bank of the West. RC offered 2 payments. Total payment: \$235.18. Total: \$470.36					
CR_BATCH	11/01/2008 04:00:26 AM	Note To MORITZD				
	Check # [REDACTED] for amount \$ 470.36 mailed on 10/31/2008					

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>
2009 Jetta TDI ██████████	080379182	Customer Relations	3VWRL71K69M ██████████	4,950		Complaint 408147 Pr. Part: 1560-Intake valve Pr. Rsn: 56E Hesitation
FALKENA	11/20/2008 09:16:23 AM	Call From ██████████				
Customer states the following: vehicle has been at Dealer 408147 for 2 weeks for a transmission concern; vehicle hadn't even made it to 5K miles and the entire transmission needs to be replaced; Customer did not want to take the automatic transmission as Customer originally ordered a manual, but the Dealer finally convinced Customer to take the automatic; this is Customer's 3rd VW and Customer is very disappointed in this experience; Customer is no longer confident in this vehicle. Customer is seeking to be put in to a different TDI. CO advises the following: do not want to set any false expectations as it is our goal to work within the terms of the warranty, however, we would like to look in to this concern; a RCM will be handling the case from here on and will contact Dealer; RCM will follow up with Customer no later than COB 11/21/08. CO to assign to RCM.						
FALKENA	11/20/2008 09:25:04 AM	Assigned To CA				
This is Customer's 3rd VW and Customer is requesting to get out of vehicle because the entire transmission needs to be replaced before 5K miles. Please follow up with Dealer 408147 for diagnosis information and follow up with Customer no later than COB 11/21/08. RCM to contact Dealer.						
EDWARDAM	11/20/2008 12:57:29 PM	Assigned To EDWARDAM				
RCM to follow up with Dealer 408147 for techline involvement and notify FOM.						

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>
EDWARDAM	11/20/2008 02:00:10 PM	E-Mail To Joseph Weibel		408147		

***** Email to jweibel@paolozzi.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: 3VWRL71K69M [REDACTED]

Customer alleged days down: 2 weeks/14 days

Vehicle repair history: Vehicle too new to determine

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.

- 3) What is the current diagnosis?
- 4) What is the ETA on this repair?
- 5) Is techline currently involved?

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.

Amanda Edwards
 Eastern Regional Case Manager

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>
Areas 3, 4, & 6 Volkswagen Of America, Inc. Customer CARE Center & Phaeton Direct Phone: (248) 754-3597 RCM to wait Dealer 408147 e-mail or call.						
EDWARDAM	11/20/2008 03:43:41 PM	E-Mail From Joseph		408147		
<p>Amanda,</p> <p>Spoke with [REDACTED] today to let her know her vehicle is completed had a bad valve body,tech line has been involved.after replacement of valve body noticed clicking noise on turns.replaced both outer cv joints.customer advised me of this problem today.i told her we had already addressed it.now she sais she has problem</p> <p>With cd changer I will diagnos the cd changer as soon as possible.but I don;t think customer is being straight forward and keeps adding repairs.customer has already</p> <p>Expressed her dislike for this vehicle and said she does not feel confident in keeping it.the vehicle was towed in to our shop and I received it on moday11/10 so the</p> <p>Vehicle has been here 11 days</p> <p style="text-align: center;">Any questions call or e-mail me thank you</p> <p style="text-align: center;">Joe weibel</p> <p>RCM to e-mail Dealer 408147.</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>
EDWARDAM	11/20/2008 03:47:22 PM	E-Mail To Joe		408147		
<p>Hi Joe,</p> <p>Thanks for e-mailing me back. Very much appreciated. [REDACTED] is wanting another Jetta TDI since it's new so just a heads up. If you would keep me updated on this I would appreciate it since it's already been down for 11 days thus far.</p> <p>Thanks a bunch,</p> <p>RCM to wait Dealer 408147 e-mail or call.</p>						
NEWSOMM	11/20/2008 03:57:07 PM	E-Mail From [REDACTED]				
<p>MY CAR DID NOT MAKE IT TO THE 5000 MILE CHECK UP BEFORE THE TRANSMISSION FAILED. MY PREFERENCE ORDERED WAS A STANDARD SHIFT BUT WAS PERSUADED TO SETTLE FOR AN AUTOMATIC SHIF. I DONT WANT THE CAR BACK. I WANT WHAT I ORDERED.</p> <p>[REDACTED]</p>						
ALEXANLA	11/21/2008 11:06:39 AM	Call From [REDACTED]				
<p>Customer states calling as she was suppose to be called back by today; states has more information that she wants to add to her claim. CA advised Customer that the RCM will contact her back by COB today 11/21; seeking to know what additional information is Customer seeking to add. Customer states that dealer just advised her that yesterday they had to replace both outer CV joints; states asked the dealer about concerns with her CD changer and was told that there is nothing they can do; states she only listens to audio books and that the disc does not pick up in the beginning and will start in mid sentence; states the same concern is happening with the CD changer in the loaner as well. CA advised Customer that CA has documented this update for the RCM to see and Customer will be called back by COB today 11/21. Customer acknowledged and states for RCM to call her at work today. CA acknowledged. RCM to wait Service Manager e-mail.</p>						
EDWARDAM	11/21/2008 01:14:24 PM	Voice Mail To Joe		408147		
<p>RCM LMTRMC. RCM advised seeking to verify status of the vehicle; seeking call back or e-mail which ever is easier for Service Manager. RCM to wait Dealer 408147.</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>
EDWARDAM	11/21/2008 01:35:00 PM	E-Mail From Joe		408147		
<p>AMANDA I CALLED CUSTOMER THIS MORNING AND TOLD HER THE CAR HAS BEEN COMPLETED SHE WILL BE PICKING IT UP TOMORROW AT THE SHOW ROOM.THIS IS THE ONLY TIME SHE CAN BRING MY CAR BACK AND PICK HERS UP.ALSO I FOUND NO PROBLEM WITH HER CD CHANGER.THIS CUSTOMER IS GOING TO TRY TO GO LEMON LAW.IF I HAD TO GUESS</p> <p style="text-align: center;">THANKS JOE</p> <p>RCM to e-mail FOM.</p>						
EDWARDAM	11/21/2008 01:54:52 PM	E-Mail To Robert				
<p>RCM e-mailed ACTION REQUIRED to FOM. RCM to wait FOM response.</p>						
EDWARDAM	11/21/2008 02:16:59 PM	E-Mail From Robert				
<p>Amanda - Customers vehicle has been repaired. She does not have grounds for LL, as of yet. I will contact the dealer, and let them know I will work with them if they can get her into another VW.</p> <p>Thanks</p> <p>Bob</p> <p>RCM to e-mail FOM.</p>						
EDWARDAM	11/21/2008 02:19:30 PM	E-Mail To Robert				
<p>RCM e-mailed FOM seeking what to advise Customer at this time. RCM to wait field response.</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>
EDWARDAM	11/21/2008 02:43:32 PM	E-Mail From Bob				<p>I have spoke to the dealer, advised them to look into the poss. Trade assist to get the customer into the vehicle of her choice (she has some buyer's remorse, wanted a stick).</p> <p>You can let her know of the dealers interest to get her into the vehicle of her choice, her contact should first be Sales Manager ; Bob Frye.</p> <p>RCM to contact Customer.</p>
EDWARDAM	11/21/2008 02:57:24 PM	Call To [REDACTED]				<p>RCM advised is following up with Customer; did speak with several personnel's today about her vehicle; the Service Manager did advise her vehicle is done and they did escalate this for her; RCM would refer Customer to speak with Sales Manager Bob Frye as they have expressed interest in assisting with getting her into the vehicle of her choice and will further assist her with this; if there is any further questions he is welcome to contact RCM. No Further Action.</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>
2009 Jetta TDI						
	080389366	Mediation/Arbitration	3VWRL71K09M	1,832		Unknown 408230
MORRISC	12/03/2008 10:36:04 AM	Call From Cindy Goglia		408230		Pr. Part: 3511-Mechatronic Pr. Rsn: H98 Other Warning Light
	SM stated repl veh has returned for the second time due to concerns (see 80354131). SM stated the veh was there from 11/19/08-11/24/08 and the megatronics unit was replaced. SM stated the veh came back on 11/28/08 for the diesel light and MIL. SM stated VW engineers are inspecting the veh. SM stated cust no longer wants the veh. Advised to call with diagnosis and we'll review cust request.					Unknown
MORRISC	12/03/2008 03:51:46 PM	Call From Cindy Goglia		408230		Rsn: H22 Technical Issue (Med/Arb only)
	SM stated engineers have replaced the oxygen sensor and have spoken with the cust. SM stated she does not have any additional info. Advised I would call the engineer.					Unknown 408230
MORRISC	12/03/2008 03:52:45 PM	Call To Paul Hamburg				Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY
	Engineer advised O2 sensor was replaced and there is a drive recorder in the veh. Engineer advised concern is not a drivability concern. Engineer stated there is a fault for the regeneration of the particulate filter.					Rsn: 43Q
MORRISC	12/11/2008 09:34:37 AM	Call From Cindy Goglia		408230		Repurchase/Replacement(Mt Only)
	SM stated diesel light is back on again and veh was returned to the dlr last night. SM stated the engineer drove with the cust and advised the light is coming on because the cust is constantly hitting the brakes and gas and the particulate filter is not being given the opportunity to clean itself out. SM stated, however, FOM advised Germany wants this veh. SM stated cust is seeking a gas veh. Advised I would contact the FOM.					
MORRISC	12/11/2008 09:37:27 AM	Voice Mail To Rick Barke				
	LMTRMC. Advised of call from the SM.					
MORRISC	12/15/2008 07:33:31 AM	Attached Mail From RICHARD BARK				
	Repl request. FOM advised engineers want veh at the emissions lab. FOM stated fault is for T2000. FOM advised veh has already been moved. FOM advised cust will go into gas repl.					

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VOLKSWAGEN OF AMERICA, INC.
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MORRISC	12/15/2008 07:38:49 AM	E-Mail To Rick Barke				
		Hi Rick,				
		Who specifically wants this vehicle? Also, have you spoken with [REDACTED] and offered a replacement vehicle? If so, what is the VIN for the replacement?				
		Thanks, Cheri				
MORRISC	12/15/2008 12:37:13 PM	Call From Cindy Goglia		408230		
		Dir stated repl VIN is 3VWRZ71K89M [REDACTED]. Advised I would call the FOM.				
MORRISC	12/17/2008 03:08:16 PM	Call To Rick Barke				
		FOM confirmed repl and no cust contribution.				
MORRISC	12/17/2008 03:08:35 PM	Voice Mail To Sovereign Bank				
		LMTRMC. Advised of soc request.				
MORRISC	12/17/2008 03:29:56 PM	E-Mail To Rick Barke				
		Attached is the [REDACTED] replacement offer. I'm waiting to hear from the bank. I'm still going to send the offer because it is pending the bank's approval.				
MORRISC	12/17/2008 03:30:49 PM	Mail To [REDACTED]				
		Mailed repl offer.				
MORRISC	12/18/2008 10:00:45 AM	E-Mail From Tom Kerr				
		Hello Cheri and Rick,				
		Hank Bernstein from Allendale has requested the car. You would need to contact Hank regarding details.				
		Regards, Thomas Kerr				

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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>
MORRISC	12/22/2008 03:33:59 PM	Call From Cindy Goglia		408230		
		SM stated she just faxed back the cust signed offer letter.				
MORRISC	12/22/2008 03:59:17 PM	Call From Richard Holmes				
		Bank will approve the soc. Bank will fax the soc docs.				
MORRISC	12/22/2008 04:01:47 PM	FAX From Richard Holmes				
		Received soc docs.				

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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

MORRISC 12/22/2008 04:02:08 PM E-Mail To Dist & Accounting

We have previously replaced [REDACTED] vehicle and this request is for her replacement vehicle.

December 22, 2008

80389366

CUSTOMER AND VEHICLE INFORMATION

[REDACTED]

[REDACTED]

Franklin, NJ [REDACTED]

2009 Volkswagen Jetta

3VWRL71K09M [REDACTED]

In the interest of customer satisfaction, we have agreed to replace the above vehicle with a new 2009 Volkswagen Jetta VIN:
3VWRZ71K89M [REDACTED]

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

*ACCOUNTING

Please generate a new vehicle invoice and Certificate of Origin showing customer as OWNER and LIEN HOLDER for

VIN: 3VWRZ71K89M [REDACTED]

Sovereign Bank

450 Penn St

Mailstop 10-421-CT2

Reading, PA 19601

Please send vehicle invoice and Certificate of Origin to Cheri Morris in Customer Relations.

*DISTRIBUTION

Credit 408230 and bill 491991 for VIN: 3VWRZ71K89M [REDACTED] No shipping is necessary.

Cheri Morris
Mediation/Arbitration Analyst

Volkswagen/Audi of America

(248) 754-3509

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	12/22/2008 04:14:37 PM	E-Mail From Heather Trisch				
		Replacement request fulfilled				
		Heather Trisch				
MORRISC	12/23/2008 01:23:55 PM	Attached Mail From Hannelore Weyern				
		Signed repl offer. Waiting for MCO.				
MORRISC	01/02/2009 12:20:55 PM	Attached Mail From CRYSTAL BATS'				
		MCO.				
MORRISC	01/02/2009 12:21:47 PM	Assigned To HILLL				
		Repl due to diesel light and MIL. Veh is financed through Sovereign Bank. Soc doc is in the file. No cust contribution. Dlr 408230. FOM Rick Barke. Please contact Cindy Goglia at 408230 to schedule the closing. Thanks.				
HILLL	01/02/2009 02:26:53 PM	Call To Cindy		408230		
		Service Manager states once she receives paperwork 408230 will begin process of reg repl vehicle; therefore, she will call customer after DMV paperwork is completed. Service Manager states to provide her some lead time before contacting customer.				
HILLL	01/02/2009 03:01:15 PM	Closing Package (M/A Only) To Cindy		408230		
		SON closing docs				

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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>
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HILLL	01/05/2009 09:17:47 AM	E-Mail From Hank Bernstein				
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From: Bernstein, Hank
 Sent: Monday, January 05, 2009 8:40 AM
 To: Sinka, Melanie
 Cc: Barke, Richard; Wells, Laura
 Subject: RE: 3VWRL71K09M [REDACTED]

Hello Melanie and Happy New Year.
 Yes, this is the buyback / trade out TDI Common Rail car we have requested. (Trend Motors)
 Thanks,
 Hank Bernstein - Manager, Allendale Technical Center
 Engineering & Environmental Office
 7 Pearl Court
 Allendale, New Jersey 07401
 Phone: (201) 995-1090
 Fax: (201) 995-1101

From: Sinka, Melanie
 Sent: Monday, December 22, 2008 1:04 PM
 To: Bernstein, Hank
 Subject: 3VWRL71K09M [REDACTED]

Hi Hank, are you expecting this vehicle?

Melanie Sinka

HILLL	01/05/2009 04:03:45 PM	Call To [REDACTED]				
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MRC advises customer that SM is working on DMV paperwork for repl vehicle and will call customer to schedule closing. Customer states due to an accident that totalled her first rental vehicle she opted to obtain insurance on the second rental vehicle and amount owed is approximately \$500.00 and she is seeking for VW to cover this amount and she refuses to pay it and will take VW to small claims court if she has to. Customer states she was promised 3 vehicle payments and is seeking an update on the payments. Customer also states she paid \$170 for lettering for original vehicle, \$220 for lettering for 1st repl, and will also have to have lettering for 2nd repl and is seeking reim for these expenses. MRC advises customer that Analyst will review her requests.

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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>
HILLL	01/05/2009 04:06:52 PM	Reviewed With MORRISC				
		MRC reviews customer's requests for reim of expenses including rental vehicle insurance, lettering, and vehicle payments (3). Analyst advises MRC to contact FOM for verification if he had offered any assistance to customer.				
HILLL	01/06/2009 07:54:30 AM	Voice Mail To Rick Barke				
		MRC LMTRMC on 01/05/09 seeking to know if FOM offered any monetary compensation to customer.				
HILLL	01/06/2009 02:17:35 PM	E-Mail To MORRISC				
		FYI -- Barke has not responded to my voice mail. Maybe it would be best for you to follow up on this one as he seems to respond to you.				
		Thanks, Leslie				
MORRISC	01/06/2009 03:37:29 PM	Voice Mail To Rick Barke				
		LMTRMC.				
MORRISC	01/06/2009 03:46:09 PM	Call From Rick Barke				
		FOM stated he did not offer cust 3 payments. FOM stated, however, he will call the SM and work something out between the dlr and the cust.				
HILLL	01/09/2009 10:05:59 AM	E-Mail To Cindy Goglia; cc: Morris	408230			
		Hi Cindy				
		Any updates on if/when this one has been scheduled?				
		Thanks, Leslie				

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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>
HILLL	01/09/2009 10:23:05 AM	E-Mail From Cindy Goglia		408230		I received her paperwork, she signed it and we sent info to trenton for the title. Waiting on that. Once it's back she will be in the new car.
HILLL	01/09/2009 10:23:19 AM	E-Mail To Cindy Goglia; cc: Morris		408230		Ok, thanks for the update. Can you please let me know when she receives the new vehicle? Thanks, Leslie
HILLL	01/09/2009 11:18:05 AM	E-Mail From Cindy Goglia		408230		Of course
HILLL	01/12/2009 01:35:03 PM	Call From Marissa		408230		DP states she is new to dealership and is working on registration paperwork for repl vehicle and has questions on that and what docs need to be returned to MRC. MRC reviews paperwork with DP.
HILLL	01/21/2009 08:47:17 AM	E-Mail To Rick Barke; cc: Morris				Hi Rick [REDACTED] is inquiring about assistance with rental vehicle charges, including rental insurance coverage. Please advise as to any assistance you have offered or provided to her. I know that Cheri had previously inquired as to vehicle payments [REDACTED] had indicated would be provided to her. Do you have any updates on the status of these payments? Please advise as quickly as possible as [REDACTED] is upset that the rental vehicle charges are being applied to her credit card and she is anxious to have an answer regarding any assistance we are providing. Thanks, Leslie

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

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HILLL	01/21/2009 11:17:29 AM	Call To Cindy Goglia		408230		MRC inquires as to status of repl transaction. SM states waiting on Trenton for DMV paperwork and she has asked her title clerk to push for this to happen ASAP. MRC advises SM that customer is inquiring as to rental expenses which are being charged to her credit card. MRC inquires as to total vehicle payments being made to customer. SM states customer has been in rental for over a month, rental coverage is being GW (except insurance coverage) and 1 vehicle payment has been processed and 2nd one is currently in process. SM states she has spoken with manager of Enterprise who states customer's credit card has a \$2,500 hold (no actual charges at this point) and SM states she asked Enterprise manager to lift the hold; however, he can't guarantee this will happen. SM states estimate for insurance coverage is approximately \$500.
HILLL	01/21/2009 11:21:19 AM	Reviewed With MORRISC				MRC reviews rental and vehicle payment with Analyst.
HILLL	01/21/2009 01:40:11 PM	E-Mail From Rick Barke; cc: Morris; G				Hi Leslie, Yes, her payments and rental are being taken care of. She has just been in rental for so long that the company has put a hold on funds in her card. The dealer has contacted the rental company to get them to take the hold off. Should not be much longer. Dealer has also put in claim for payments, I have authorized and customer will be paid shortly. Richard Barke
HILLL	01/21/2009 01:40:19 PM	E-Mail To Rick Barke; cc: Morris; Gog				That's great. I am sure [REDACTED] will be happy to hear this. Is the rental insurance being covered too? Leslie
HILLL	01/21/2009 01:42:02 PM	E-Mail From Rick Barke				I will cover the insurance. You drive a hard bargain! Richard Barke

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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>
HILLL	01/21/2009 01:44:00 PM	E-Mail To Rick Barke; cc: Morris; Gog				
		Thanks, we will follow up with [REDACTED] regarding all the assistance you are providing her.				
HILLL	01/21/2009 02:17:11 PM	Call To [REDACTED]				
		MRC advises customer that a) 2 vehicle payments are being provided with one already completed and the other currently being processed, b) rental vehicle expenses are being covered, and c) rental insurance will be covered with the customer initially paying directly to Enterprise and sending receipt to MRC for reimbursement. Customer acknowledges and states she has owned many VW's including Rabbit diesel, Golf, 2 Passats, and a Fox and she is falling behind on her bills due to inability to park rental vehicle in loading zones. Customer states seeking: a) price difference between MY 2009 TDI and MY 2009 gas engine, b) to know what to do with fuel receipts she incurred while driving VIN [REDACTED] as TFM Joe Petersen told her to submit them for reimbursement, and c) reim for letter/detailing of vehicle in the amount of \$175 for original, \$220 for 1st repl, and unknown amount for 2nd repl. MRC advises customer we appreciate her loyalty to VW and that we will review all of her requests with no promises on the reim of lettering expenses.				
HILLL	01/21/2009 02:32:47 PM	E-Mail To Barke; cc: Morris; Goglia				
		I just got off the phone with [REDACTED]. She is very thankful and appreciative of the assistance provided to her. Thanks to all of you for your generosity and time/efforts to assist her.				
		Cindy -- she is most anxious to take delivery of the replacement. Any thoughts on a possible delivery date for her? Also thank you for contacting Enterprise on her behalf. She seemed a little more at ease when I explained there was only a hold on the credit card.				
		Leslie				

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HILLL	01/21/2009 02:39:46 PM	E-Mail To Joe Petersen		408230		
<p>Hi Joe,</p> <p>I have been working with our customer, [REDACTED] regarding a replacement vehicle transaction regarding this vehicle. She provided your name and said that a black box had been placed in this vehicle and she was instructed to save the fuel receipts for any fuel expenses she incurred while driving this vehicle and to submit them for reimbursement. She said she has left a few voicemail messages for you in attempts to find out where she should send the receipts. Do you have any knowledge of this and any information to provide to [REDACTED]. Her phone number is [REDACTED].</p> <p>Thanks, Leslie</p>						
HILLL	01/21/2009 02:48:56 PM	E-Mail To Hank Bernstein				
<p>Hi,</p> <p>The customer has not as of yet received the replacement vehicle. During a conversation with Cindy the Service Manager at 408230 she mentioned that a VW rep had contacted 408230 today to advise that the vehicle will be retrieved soon. Do you have any updates as to the status of the vehicle and where it is to be shipped?</p> <p>Also, FYI -- in a conversation I had with the customer today she mentioned this vehicle, along with the original VIN 3VWAL71K89M [REDACTED] were used by her during her job as a courier and by law, she had to remove the back seats. Therefore, it may be advisable to check the seats on both vehicles to be sure they have been properly reinstalled and are not damaged.</p> <p>Please let me know if you have any questions.</p> <p>Thanks, Leslie</p>						
HILLL	01/21/2009 02:50:41 PM	E-Mail From Cindy Goglia		408230		
<p>Her paperwork and car is ready - Glenn in sales will be contacting her today to come and take the car</p>						

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HILLL	01/21/2009 04:00:13 PM	E-Mail From Hank Bernstein				
		<p>Hello Leslie, We just retrieved the vehicle directly from the dealer since the resident engineer here, (Miguel Ortiz) who needs to perform and report the analysis is on a very tight schedule. This will also save the organization substantial trucking costs. We are not directly involved in the replacement vehicle or it's status. Thanks for your inquiry and support!</p> <p>Hank Bernstein - Manager, Allendale Technical Center</p>				
HILLL	01/21/2009 04:00:25 PM	E-Mail To Hank Bernstein				
		<p>The vehicle is now at Allendale, correct?</p> <p>The customer removed the back seats -- so please check to be sure they have been reinstalled properly and there is no damage to them.</p> <p>Thanks, Leslie</p>				
HILLL	01/21/2009 04:11:16 PM	E-Mail From Hank Bernstein				
		<p>Leslie, Yes, Correct. Hank Bernstein - Manager, Allendale Technical Center</p>				
HILLL	01/22/2009 11:11:48 AM	E-Mail From Hank Bernstein				
		<p>Leslie, The rear seat is in the car and will be installed and the entire vehicle will be re-inspected prior to completing our analysis on it. The seats appear to be intact and undamaged at this time.</p> <p>Hank Bernstein - Manager, Allendale Technical Center</p>				

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 CUSTOMER COMMENT DETAIL REPORT
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HILLL	01/22/2009 11:45:16 AM	E-Mail From Joe Petersen				
<p>Hi Leslie,</p> <p>Please see attached document</p> <p>I visited [REDACTED] this morning and reimbursed her \$122.00 as promised.</p> <p>While I was speaking with her she received a phone call from Trend VW.stating her paperwork came in.</p> <p>Please contact her to verify.</p> <p>Thanks, Joe</p>						
HILLL	01/22/2009 03:44:27 PM	Reviewed With MORRISC				
<p>Reviewed customer's requests.</p>						
HILLL	01/22/2009 03:53:22 PM	Call To [REDACTED]				
<p>MRC advises customer that I am following up on our prior conversations and to ensure she has received repl vehicle. Customer states she just received repl and is very satisfied with vehicle, is on Cloud Nine and that vehicle even has the lettering on it. MRC advises customer that I also received info from TFM that he reimbursed customer for fuel expenses. Customer acknowledges and states she appreciates all the assistance that MRC has provided customer and also all that VWoA has done for customer. MRC advises customer that we appreciate her loyalty and are happy to hear that she has repl vehicle and hope that she has a much better experience with it.</p>						
HILLL	01/28/2009 02:50:02 PM	E-Mail To Cindy Goglia		408230		
<p>(e-mail sent 01/26/09)</p> <p>Hi Cindy</p> <p>Do you have a status on the closing docs for this one? I need to process paperwork but am unable to proceed further without the docs.</p> <p>Thanks, Leslie</p>						

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>
HILLL	01/28/2009 03:59:25 PM	Call From Cindy Goglia		408230		SM states sending closing docs to MRC today.
SINKAM	01/29/2009 10:51:43 AM	Attached Mail From SOVEREIGN BA				rcvd faxed copy of SOC.
HILLL	01/29/2009 11:37:23 AM	FAX To Sovereign Bank; Attn: Holmes				Fax request for SOC and advising remainder of docs will be forwarded by FedEx upon receipt.
HILLL	01/29/2009 03:51:29 PM	FAX From Sovereign Bank; Holmes				Financial rep sent fax indicating to send motor vehicle paperwork and original substitution agreement to: Candie Heller, Sovereign Bank, Mail Stop 10-421-PC2, 450 Penn St, Reading, PA 19602; Fax 610-988-1684.
HILLL	02/02/2009 03:23:24 PM	Attached Mail From TREND MOTORS				Original signed soc
HILLL	02/02/2009 03:23:31 PM	Attached Mail From CINDY GOGLIA				Receipt of closing docs: incomplete vcr and odo without mileage (as vehicle was transported to corporate repair facility before Service Manager had an opportunity to complete the docs), lpoa, bbrp, cnc, receipt for NJ DMV expenses in the amount of \$44.50.
HILLL	02/02/2009 03:34:03 PM	Assigned To SINKAM				
HILLL	02/02/2009 03:43:51 PM	Call To Marissa, Title Clerk		408230		MRC advises DP that we need copy of title app for repl vehicle with lienholder info. DP states she has the original title to repl vehicle with lienholder shown and she will fax a copy of this to MRC at #3670.
SINKAM	02/03/2009 01:11:50 PM	E-Mail From Hank				Testing / Measurements underway. Expect to have car for approx. 3-4 more weeks.

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

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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>
HILLL	02/03/2009 01:33:33 PM	FAX From Marissa		408230		
	Fax of title for repl vehicle indicating Sovereign Bank as lienholder.					
HILLL	02/03/2009 01:39:31 PM	Mail To Sovereign Bank				
	EON request for soc					
HILLL	02/04/2009 10:22:38 AM	Call From [REDACTED]				
	Customer states she has received one vehicle payment; however, she is inquiring as status of other payments. MRC advises customer that I will review same and follow up with her.					
HILLL	02/04/2009 10:24:19 AM	E-Mail To Rick Barke; Cindy Goglia		408230		
	Hello,					
	[REDACTED] just phoned me stating she has received one payment; however, she is inquiring about the other two payments. Do you have an ETA on when she can expect these?					
	Thanks, Leslie					
HILLL	02/04/2009 02:54:18 PM	E-Mail From Cindy Goglia		408230		
	I told her my office is handling the payment which was paid on our audit trail and a check should be cut for her soon.					
HILLL	02/04/2009 02:56:59 PM	Call To [REDACTED]				
	MRC advises customer that per SM the check will be cut soon and sent to customer.					

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CARUSOL	02/09/2009 10:26:20 AM	Attached Mail From [REDACTED]				
		<p>Note from customer indicating she was told that 408230 paid most of the insurance expenses and all she was charged was \$303.84 (insurance related expenses). Customer provides invoice from Enterprise for rental expenses incurred 11/18/08 through 11/26/08 with total charges being \$543.84.</p> <p>8 days rental @ 30 = \$240.00 8 days DW @ 16.99 = \$135.92 8 days PAI @ 3.00 = \$24.00 8 days SLP @ 12.99 = \$103.92 DSF = \$40.00 Total charges \$543.84</p>				
CARUSOL	02/09/2009 10:32:47 AM	E-Mail To Cindy Goglia		408230		
		<p>Hi Cindy,</p> <p>Please find attached a note and invoice from [REDACTED] for the Enterprise expenses (\$303.84) pertaining to the rental vehicle.</p> <p>In our previous e-mail correspondence, I understood that Rick Barke had approved coverage of [REDACTED] rental expenses including the insurance.</p> <p>Have you already covered these expenses? If not, will you be doing so?</p> <p>Please let me know if you have any questions.</p> <p>Thanks, Leslie</p>				
CARUSOL	02/09/2009 10:43:09 AM	Call From Cindy Goglia		408230		
		<p>SM states she has not previously received this invoice from customer or Enterprise. SM states 408230 can process reim to customer of insurance related expenses; however, it will take some time to process as claim will have to be submitted and approved under warranty.</p>				

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CARUSOL	02/09/2009 10:44:57 AM	E-Mail To MORRISC				
	I just talked to Cindy about this and she said Trend could cover these expenses but it will take awhile to process because she has to open a claim under warranty, warranty has to process it, and then a check can be cut to [REDACTED].					
	She wants to know if you want her to proceed in that manner or have us provide a check directly to [REDACTED]					
	Thanks, Leslie					
CARUSOL	02/09/2009 10:45:38 AM	Assigned To SINKAM				
CARUSOL	02/09/2009 10:58:33 AM	E-Mail From MORRISC				
	The dealer and/or Rick should cover this. Just explain the process to [REDACTED] so she knows it may take a while. Thanks.					
CARUSOL	02/09/2009 10:58:57 AM	E-Mail To Cindy Goglia		408230		
	Ok, I spoke with Cheri about this and she is providing direction to have Trend reimburse [REDACTED] even if that takes some time. I will call [REDACTED] and let her know that she will be reimbursed but to be patient waiting for the check(s).					
	Thanks!					
SINKAM	02/09/2009 11:14:22 AM	Attached Mail From SOVEREIGN BA]				
	rcvd title					
CARUSOL	02/09/2009 12:14:15 PM	E-Mail From Cindy Goglia		408230		
CARUSOL	02/09/2009 12:16:38 PM	Approved By CARUSOL				
	3VWRL71K09M [REDACTED] [REDACTED] flip to Michigan title fee					

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CARUSOL	02/09/2009 03:56:00 PM	E-Mail To SINKAM				
Hello,						
Could you please obtain (from corporate repairs) the mileage of this vehicle? I need to place it on the Title App for flip to MI title.						
Thanks, Leslie						
CARUSOL	02/10/2009 09:47:05 AM	E-Mail From SINKAM				
From: Ortiz Ortiz, Miguel Angel Sent: Tuesday, February 10, 2009 9:41 AM To: Sinka, Melanie Cc: Petersen, Joe; Hamburg, Paul; Bernstein, Hank Subject: RE: 3VWRL71K09M [REDACTED] mileage						
Hello Melanie:						
Find attached the current mileage of the Buyback car of Trend Motors						
(Mileage = 3034)						
ANGERK	02/12/2009 01:15:26 PM	Assigned To CARUSOL				
Check # [REDACTED] for amount \$15.00 received. Forwarded check to advocate for handling						
CARUSOL	02/12/2009 01:49:59 PM	Assigned To SINKAM				
CARUSOL	02/13/2009 01:19:55 PM	Call To [REDACTED]				
MRC advises customer to continue working with 408230 regarding reimbursement. Customer states she received reimbursement check on 02/12/09 and it is appreciated.						

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SINKAM	02/16/2009 03:15:19 PM	E-Mail From Hank				no change
CARUSOL	02/18/2009 12:10:13 PM	Mail From State of MI DMV				Receipt of request for title
CARUSOL	02/25/2009 11:41:20 AM	Attached Mail From State of MI				Receipt of title
CARUSOL	02/25/2009 11:41:52 AM	Assigned To SINKAM				
MONTERB	03/04/2009 09:21:13 AM	E-Mail To Hank Bernstein				Sent report
MONTERB	03/19/2009 10:30:39 AM	Call From Joe Peterson				They advised the vehicle is repaired and is ready to be picked up. They asked what paperwork do we need besides the repair order. I advised we need the ACF, VCR & CNC. I advised that I will fax over the documents for them to fill out and fax back.
MONTERB	03/19/2009 04:45:46 PM	Final Repair Order (M/A only) From Pe				ACF, VCR, CNC and final RO 1
MONTERB	03/19/2009 04:46:50 PM	Assigned To CARUSOL				
CARUSOL	03/20/2009 01:54:28 PM	Note To RVDS				C - Diesel light and MIL C - Vehicle operating to manufacturer specifications C - Vehicle operating to manufacturer specifications RO #1; mileage 4113

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CARUSOL	03/20/2009 02:11:22 PM	Vehicle To CB Auction Assignments				
CARUSOL	03/20/2009 02:34:52 PM	Assigned To MORRISC Disclosure complete. Forwarding folder for review.				
MORRISC	03/26/2009 12:21:51 PM	Disclosure (M/A Only) To VCI Reviewed disclosure. Sending to auction.				
ARMITAR	03/30/2009 06:46:21 PM	Note To CCC scanned file to doc center				

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2009 Jetta TDI						
[REDACTED]	090040206	Customer Relations	3VWRL71K89M [REDACTED]	1,200		Complaint 409016 Pr. Part: 3735-Automatic transmission Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
BRISBOA	02/11/2009 01:40:05 PM	Call From [REDACTED]				
	Customer states; 2nd VW; vehicle clunks when shifting; will not go through same concerns had with 06 with this vehicle. Customer is seeking to get another vehicle; road with DP and told seems like transmission; has not been diagnosed yet. CO advised our main goal and obligation is to repair the vehicle under the terms of the warranty; will document complaint/request; cannot guarantee outcome; Will forward to RCM; RCM will review available options; vehicle will need to be diagnosed at dealer before RCM can review; contact CCC back with APPT time; will then be forwarded to RCM. Customer states will contact dealer and call CO back. CO to wait customer call.					
ALEXANLA	02/11/2009 02:28:35 PM	Call From [REDACTED]				
	Customer states seeking to speak with CO. CA to locate CO.					
ALEXANLA	02/11/2009 02:30:22 PM	Call To Aleda				
	CO was not available. CA to return to Customer.					
ALEXANLA	02/11/2009 02:30:55 PM	Return To [REDACTED]				
	CA advised Customer that CO was not available; seeking to know if appointment date has been set. Customer states that vehicle is at Dealer 409460 now. CA advised Customer that update will be noted and case will be assigned to RCM and a follow up will be made by COB tomorrow 2/12. Customer acknowledged. CA to assign case to RCM.					
ALEXANLA	02/11/2009 02:33:20 PM	Assigned To RCM				
	Customer seeking for VW to replace the vehicle. Customer states he will be leaving the country and wishes to be called on cell [REDACTED] RCM to research.					
ISTIFOV	02/11/2009 03:05:35 PM	Assigned To ISTIFOV				
	Assigned for handling.					
ISTIFOV	02/12/2009 09:35:56 AM	Voice Mail For Paul Boots		409460		
	RCM left message advising to please contact RCM back regarding diagnosis on customer's vehicle. Wait dealer call.					

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ISTIFOV	02/12/2009 09:56:21 AM	Call From Paul Boots		409460		
	Service Manager advised that the vehicle came in to dealer 409460 on 2/11/09 and now the customer has left town leaving the vehicle with dealer 409460. Service Manager advised that dealer 409460 found the battery to be low and causing the rest of the vehicle to lose power. Service Manager advised that a reflash maybe necessary to performed however, dealer 409460 does not wish to perform any repairs and is requesting for customer to take the vehicle back to original selling dealer which was 409016. Service Manager advised to please have customer come and pick up the vehicle. RCM to call customer and advise.					
ISTIFOV	02/12/2009 02:08:49 PM	Voice Mail For [REDACTED]				
	RCM left message advising to please contact RCM back regarding customer's file. Wait customer call.					
JONESTR	02/12/2009 04:08:35 PM	Return Call From [REDACTED]				
	Customer seeking to speak with RCM. CA advised I will transfer call to RCM direct line, if not available, customer will need to leave a detailed message for a return call. CA to call RCM.					
JONESTR	02/12/2009 04:10:24 PM	Transfer To Vance				
	CA spoke with RCM, advised to transfer call. CA transferred call.					
ISTIFOV	02/12/2009 04:37:10 PM	Call From [REDACTED]				
	Customer states that he is returning call from RCM. RCM advised that dealer 409460 has not confirmed a diagnosis on the vehicle and is also not going to service the vehicle due to the low age and mileage and is requesting that customer take vehicle to original selling dealer 409016 for a diagnosis. RCM advised that until there is a diagnosis and a repair needed, VW will continue to service the vehicle under the terms of the warranty. Customer states he will speak further with dealer 409460. RCM advised will also research further and will contact customer back by 2/13/09. RCM to research.					
ISTIFOV	02/13/2009 08:07:33 AM	Face-To-Face With Nicole Dejesus/Dav				
	Supervisors advised if dealer 409460 is not willing to service vehicle, then RCM may authorize Roadside to tow vehicle to original dealership which is 409016. RCM to call customer.					

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ISTIFOV	02/13/2009 09:02:27 AM	Call From Steve Kendall				
	FOM advised received an email from Service Manager at dealer 409016 advising of customer's request for a replacement vehicle. RCM advised FOM that the vehicle is currently at dealer 409460 and they will not further diagnose or repair the vehicle and if need be, RCM will authorize to have vehicle towed to dealer 409016. FOM advised he will call the Service Manager at dealer 409460 to discuss vehicle concerns and will contact RCM back. Wait field contact.					
ISTIFOV	02/13/2009 10:23:02 AM	Conference Call With Steve Kendall/Pa				
	RCM had conference call with FOM, Service Manager from dealer 409460, and Service Manager from dealer 409016. Service Manager from dealer 409460 advised that dealer 409460 has road tested the vehicle, connected it to the diagnosis machine and found no fault codes therefore, declaring the vehicle to be operating to specifications. FOM advised Service Manager from dealer 409460 to take a road test with the customer to see what the customer is stating is the concern with the transmission and if Service Manager is not able to duplicate the concern then to officially declare the vehicle to be operating to specifications in which VW will continue to service the vehicle under the terms of the warranty. Service Manager advised he will see about taking a road test with the customer today and will contact RCM back later today to advise of outcome. Wait dealer call.					
CLAYTOY	02/13/2009 12:23:51 PM	Call From [REDACTED]				
	Customer states he is seeking to speak with the RCM regarding his case. Customer states he picked up the vehicle a few minutes ago but the customer would not go further with the CA. CA advised the customer the CA would transfer the customer to RCM phone line and if the RCM is not available the customer could leave a voice mail message. Transfer for RCM.					
CLAYTOY	02/13/2009 12:27:10 PM	Transfer To Vance Istifo				
	Transfer to RCM.					
ISTIFOV	02/13/2009 12:47:48 PM	Voice Mail From [REDACTED]				
	Customer left message advising that he has picked up his vehicle and to please contact him back. RCM to call customer.					

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ISTIFOV	02/13/2009 02:37:04 PM	Call To	[REDACTED]			
<p>RCM advised was following up with customer regarding customer picking up the vehicle from dealer 409460. Customer states that he did go on a road test with a Service Advisor from dealer 409460 and was unable to find the concern to the transmission as customer stated there was. Customer states that dealer 409460 checked for fault codes and there were none found. Customer states that the shifting concern appears to be intermittent as the rough shift appears to come and go. Customer states that he also wants to have notated that he feels dealer 409460 reflashed the ECM although it is not indicated on the Repair Order as there were 15 additional miles put on his vehicle and according to a procedure he found online, once the ECM has been reflashed, the car is to be test driven for 15 miles. Customer states that he will pay close attention to the shifting concern over the weekend and will call RCM back with any further concerns. No further action.</p>						
DEARB	02/18/2009 03:27:36 PM	Return Call From	[REDACTED]			
<p>Customer states: calling seeking to speak with the RCM; Customer was advised upon last call that he should drive vehicle to insure that the update worked; currently vehicle is experiencing same concerns; customer is going to be taking vehicle to dealer 409016 for repairs when time is available; seeking to speak with RCM. CA to transfer call</p>						
DEARB	02/18/2009 03:33:15 PM	Transfer To Vance				
<p>CA transferred call to RCM. RCM to review</p>						
ISTIFOV	02/18/2009 03:37:58 PM	Voice Mail From	[REDACTED]			
<p>Customer left message stating that he is still experiencing concerns with his transmission and that he will be taking the vehicle to dealer 409016 and would like to discuss concerns with RCM. RCM to call customer.</p>						
ISTIFOV	02/18/2009 03:42:56 PM	Call To	[REDACTED]			
<p>RCM advised was following up with customer in regards to the transmission concern. Customer states he has not yet made an appointment with dealer 409016 however, will contact them shortly to schedule one. RCM advised to please contact CCC back once the appointment has been made and RCM will follow up with diagnosis. No further action, pending customer call back with appointment.</p>						

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GHIDROA	02/20/2009 10:05:23 AM	Return Call From	[REDACTED]			Customer states: he took the vehicle to Dealer 409416; went on a 10 minute test-drive; shop foreman rode with customer who admitted that there was a noise but did not believed to be coming from the transmission; Dealer advised that there was nothing wrong; customer offered to leave the vehicle at Dealer for a few days; customer requested a rental; Dealer refused to accept to continue working on the vehicle; Dealer advised: a rental is not provided in this case. Customer seeking: for VW to authorize a rental for the duration of the possible repairs, to authorize a megatronics repair along with a check of the transmission fluid; customer seeking a printout of the case notes. CA advised: a rental vehicle is provided while the vehicle is down due to a warranty repair; Dealer has to diagnose the vehicle to determine which repairs are needed; the case notes are confidential information and cannot be provided to customer; CA will transfer the call to RCM for further information. CA to transfer the call.
GHIDROA	02/20/2009 10:19:58 AM	Transfer To Vance				CA transfers call to RCM. RCM to continue the conversation with customer.
ISTIFOV	02/20/2009 10:38:43 AM	Call From	[REDACTED]			Customer states that he is still experiencing concerns with the transmission as it does not shift properly. Customer states that he is seeking for the vehicle concerns to be addressed and both dealers 409016 and 409460 are not willing to go further with diagnosing the vehicle. Customer states that there may be low transmission oil as well based off the vehicle concerns. Customer states that he just wants a dealer to put more time in diagnosing the vehicle concerns. RCM advised will contact dealer 409016 to go over vehicle concerns and if anything else is necessary to do further and RCM will contact customer back later today. RCM to email dealer 409016.
ISTIFOV	02/20/2009 10:51:13 AM	E-Mail To Allen Stevenson		409016		RCM sent email advising of any necessary next steps of diagnosing vehicle concerns. Wait dealer email.
ISTIFOV	02/20/2009 01:19:06 PM	Call From Steve Kendall				FOM advised that dealer 409016 and dealer 409460 has done all they can to diagnose this vehicle and further diagnosis will not be able to take place as the vehicle has been declared operating to specifications by both dealers 409016 and 409460. FOM advised he will research the concern further and will contact RCM back. Wait field contact.
ISTIFOV	02/20/2009 03:44:47 PM	Call To	[REDACTED]			RCM advised that RCM is still researching his file and attempting to gather further information in regards to customer's vehicle concerns and will contact customer back by Monday 2/23/09 with an update. Customer acknowledged. Wait field contact.

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ISTIFOV	02/23/2009 09:15:28 AM	Call From Steve Kendall				
		FOM advised that the Service Manager from dealer 409016 will contact the customer today to advise to bring the vehicle in for this Thursday or Friday for the QTM to inspect. RCM to call customer and follow up.				
ISTIFOV	02/23/2009 10:20:18 AM	Call To [REDACTED]				
		RCM advised that the Service Manager from dealer 409016 will contact the customer shortly to schedule an appointment to bring the vehicle in later this week for a VW representative to inspect the vehicle. RCM advised to contact RCM back once his vehicle is at dealer 409016 for RCM to follow up. Customer acknowledged. Customer states that he would also like to go over some of the records regarding his file number as well and he will obtain the information when he calls RCM back. No further action, pending customer call.				

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2009 Jetta TDI [REDACTED]	090088500	Customer Relations	3VWRL71K09M [REDACTED]	4,000		
FALKENA	04/09/2009 11:52:06 AM	Call From [REDACTED]				Complaint 405093 Pr. Part: 3511-Mechatronic Pr. Rsn: E21 Engine lacks power in stop/go driving
		Customer states the following: when Customer purchased vehicle, Dealer 405093 advised would order a block heater for vehicle; the Dealer is now advising Customer that US vehicles cannot get block heaters; when Customer took the vehicle in for the courtesy vehicle check, advised Customer the gas pedal does not seem to be getting enough gas to go; Dealer advised it is a gas pedal that receives electrical impulses to go and they cannot do anything about that; would like to make a suggestion about the oil that is used for this vehicle; because the oil is so hard to find (besides at a VW Dealer), at the time of sale, DP should advise Customer to buy a quart of oil and keep it in the vehicle at all times. Customer is seeking for CCC to gather more information as to why the block heaters are not available in the US and would like the gas concern looked at by Dealer 405093 as Customer has an appointment with them today. CO advises the following: we can look into vehicle concerns and try to gather more information on the block heaters; a RCM will be handling the case from here on as the RCM is in place to help determine the next best course of action; RCM will follow up with Customer no later than COB 4/10/09. CO inquires if it is best to reach Customer before or after noon Customer time zone. Customer states, anytime. CO to assign to RCM.				Suggestion 405093 Rsn: 83J Product
FALKENA	04/09/2009 12:12:13 PM	Assigned To RCM				Complaint 405093 Rsn: 96J Dealer did not follow-up
		Customer is seeking more information as to why the block heaters are not available on US vehicles and would like gas pedal concern looked at by Dealer 405093. Please follow up with Customer no later than COB 4/10/09 on cell # [REDACTED] at anytime. RCM to research.				
JANSSEL	04/09/2009 01:20:05 PM	Assigned To JANSSEL				

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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>
JANSSEL	04/10/2009 09:56:34 AM	Call To Tracy		405093		RCM seeking diagnosis for vehicle concerns. Service Advisor advised: customer brought vehicle to dealer 405093 yesterday for a hesitation concern and vehicle slow to react concern which is intermittent, the customer and technician road tested the vehicle together, vehicle has been diagnosed, there are no faults in the system or software discrepancy, dealer has contacted tech line for further suggestions to resolve concerns, dealer should hear back from tech line today or Monday 4/13/09, customer also had a concern regarding a block heater, the General Manager has agreed to pay for the part and customer would be responsible for the labor, customer stated he was under the impression at time of sale that a block heater was with the vehicle, the FOM is involved and he is researching to see if they can have a block heater imported from Canada, if not available then the customer may have to go to Canada to have it installed and the dealer would reimburse customer the parts cost, will call RCM when an update is available. RCM to email FOM.
JANSSEL	04/10/2009 10:07:46 AM	E-Mail To Bob Silvernail				RCM sent FOM an action required email regarding vehicle concern and block heater. RCM to wait dealer call.
JANSSEL	04/10/2009 11:37:10 AM	Voice Mail From Bob Silvernail				FOM seeking return call. RCM to call FOM.
JANSSEL	04/10/2009 11:37:39 AM	Call To Bob Silvernail				FOM advised: spoke with Service Advisor from dealer 405093 yesterday regarding transmission concern and block heater concern, the FOM recommends customer to have a block heater installed in vehicle in Canada as the Canadian dealers have the proper tools and knowledge to perform the installation, it would be the benefit of the customer to work with a Canadian dealer, also the dealer must update the ECM once installed which would then require additional tools and knowledge of the part, the vehicle from factory is able to start in negative 45 degrees, the oil/coolant and parts are protected and should be able to start in that temperature, the dealer advised customer that they would reimburse him for the part only if installed in Canada, in regarding to the hesitation concern, FOM spoke with the Service Advisor and technician at the dealer, dealer opened a VTA which advised dealer to order a new mechatronic module for transmission. RCM to call dealer.
JANSSEL	04/10/2009 03:44:40 PM	Call To Tracy		405093		RCM advised: spoke with FOM who advised customer would need to work with a Canadian dealer to have block heater installed as they have the proper tools and knowledge, seeking update on vehicle, seeking to verify if a mechatronic was ordered. Service Advisor advised: after speaking with tech line, dealer 405093 has ordered a mechatronic however ETA is not yet determined, has not yet informed customer, dealer should have an ETA by Tuesday 4/14/09, Service Advisor does not want RCM to provide part information. 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>
JANSSEL	04/10/2009 05:01:01 PM	Call To [REDACTED]				RCM advised: contacted dealer 405093 who advised they are working with our technical assistance to diagnose vehicle, in regards to a block heater customer would need to work with a Canadian dealer to have block heater installed as they have the proper tools and knowledge, dealer has advised they will reimburse customer the parts cost for block heater. Customer states: vehicle is at the dealer for the second time, the block heater was on the demo vehicle at the time of sale, was informed by the dealer that the block heater is not legal in US, worried about the vehicle's battery not starting, customer was provided the wrong literature for vehicle, literature shown block heater, not satisfied with the oil and gas availability at stores and gas stations, would like VW to offer block heaters in US. RCM advised: will document concerns and suggestions, advised the block heater is a Canadian option that is not available in the US and the US market has options that are not available in Canada, advised to keep working with our dealers for service and parts needs. No further action.
CAMILOM	04/13/2009 03:26:53 PM	E-Mail From [REDACTED]				i have been in contact with my dealer with no satisfactory results .a little more support would be helpful;;;;;;;;;;
JANSSEL	04/13/2009 04:53:38 PM	Note To CCC				RCM to call customer to advise email was received and to inquire what customer is seeking.
JANSSEL	04/14/2009 12:36:11 PM	Call To [REDACTED]				RCM advised: we have received customer's email, seeking to know if customer requires further assistance. Customer states: he has not heard back from dealer 405093 regarding concerns with the throttle, the service consultant advised they could get with VW for more information, feels the vehicle is hard to diagnosis, when accelerating from a stop the vehicle does not move, the oil and block heater concerns have been addressed already, seeking repair update. RCM advised: will document concerns, will follow up with dealer to obtain update, will call customer by COB today. RCM to call dealer.
JANSSEL	04/14/2009 12:41:35 PM	Call To Tracy			405093	RCM seeking update on part ETA and repair. Service Advisor advised: vehicle is not at dealer 405093 currently, the mechatronic has been ordered and is expected to arrive within the next two weeks, hesitation concern was not duplicated at the dealer but tech line advised dealer to order/replace the mechatronic component, dealer is sending customer a letter regarding the block heater, will call customer when part arrives at dealer. RCM to call Customer.

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

VOLKSWAGEN OF AMERICA, INC.
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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>
JANSSEL	04/14/2009 04:29:37 PM	Call To [REDACTED]				RCM advised: followed up with dealer 405093 who advised a mechatronic component was ordered and should arrive within the next two weeks, as soon as the part arrives, customer will be called and advised to bring the vehicle back to the dealer. Customer states: the last time he spoke with the dealer they advised the part ETA of 2 months as it was coming from Germany. RCM advised: the part ETA may have changed as the dealer advised today an ETA of two weeks, the dealer is equipped with the best tracking tools for ordering parts, advised to call CCC with further questions or concerns. No further action.
CAMILOM	05/04/2009 04:26:42 PM	E-Mail From [REDACTED]				The Topic: Marketing / Public Relations / Sponsorship The Name: [REDACTED] The Email: [REDACTED] The Comment: maintainance on my car in canada. vw tdi 2009 vin 3vwr171k09m [REDACTED] car needs oil change .dealer in red deer alberta can will not honor maintainance warrenty,says any work i have to pay for, [REDACTED] ph [REDACTED]
CAMILOM	05/05/2009 08:39:45 AM	Note To ccc				Disregard last case note (email from owner). See case # 90112838.
ZIEHMEC	05/05/2009 09:06:23 AM	Note To CCC				RCM reviewed and closed. No further action.

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VOLKSWAGEN OF AMERICA, INC.
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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>
2009 Jetta TDI [REDACTED]	090132254	Customer Relations	3VWRL71K49M [REDACTED]	352		
SHEARDA	05/26/2009 05:42:08 PM	Call From [REDACTED]				
<p>Customer states he just purchased this vehicle on Saturday, 05/23/2009; states while driving the vehicle started hiccupping, then losing power, states there was no reverse, but it did have two forward gears; Customer states that the vehicle was towed to dealer 422577, where he has been advised that the speed sensor needs to be replaced, the transmission and/or to replace the vehicle; Customer states he is seeking for us to replace the vehicle or give him his trade in back; Customer states he is on his way to pick up the rental and for us to call him with a decision. CO advised customer that our goal as the manufacture is to repair the vehicle within the parameters of the warranty; advised customer because of the nature of his concern CO is going to assign to the RCM to evaluate and will follow up with the customer before the close of business on Wed., 05/27/2009 on his cell phone. Customer did not have the VIN. CO to assign to RCM to evaluate.</p>						<hr/> Complaint 422577 Pr. Part: 3511-Mechatronic Pr. Rsn: T07 Auto/Hybrid - Gearshift hard to operate <hr/> Complaint 422577 Part: 3511-Mechatronic Rsn: E19 Engine lacks power when engine hot
SHEARDA	05/26/2009 05:50:11 PM	Assigned To CCC				
<p>Customer just purchased 2009 Jetta TDI automatic on Saturday, 05/23/2009; vehicle would not go into reverse and was lacking power; vehicle is at dealer 422577; Customer seeking for us to take vehicle back and give him another vehicle or give him his trade in back; RCM to follow up with the customer on his cell, [REDACTED] RCM to evaluate</p>						
CONLINR	05/26/2009 05:55:34 PM	Assigned To SMITHN				

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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>
SMITHN	05/26/2009 07:20:39 PM	E-Mail To Matt Chudy		422577		

***** Email to service@kimballmotors.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: XXXXXXXXXX

VIN: Don't have VIN number if you could send it to me I would be most grateful!

Customer alleged days down:

Vehicle repair history:

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.

- 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.

Nancy Smith
(248) 754-3636

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

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 on DLR 422577 email.

SMITHN 05/27/2009 11:56:47 AM E-Mail From Matt Chudy 422577

VIN on this car is 3VWRL71K49M [REDACTED]

Received car yesterday, 05/26/2009. It has 352 miles on it.

current diagnosis is it needs transmission valve body replaced per techline. Part ordered yesterday coming out of Germany. Not sure on ETA for part at this time.

Matt Chudy
Service Manager
RCM to email FOM.

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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<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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SMITHN	05/27/2009 12:12:44 PM	E-Mail To Joe Ackerman				
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The following customer has contacted Customer CARE. I have confirmed that the vehicle 2 days down but has a valve body for transmission on order. Customer contacted customer care asking for a vehicle replacement.

Customer Name: [REDACTED]

VIN: 3VWRL71K49M [REDACTED]

Model/Model Year: 2009 Jetta TDI

In-service Date: Not sure, it isn't showing up in Listen

Mileage: 352 miles

Is the vehicle at the dealer for repairs: yes

What has the Service Manager indicated: The vehicle needs a new valve body in the transmission.

Overview of confirmed vehicle repairs:

Days Down: 2 but part is coming from Germany according to dealer

What is the customer looking for:

(a) The customer has lost faith in the vehicle and is asking us to escalate the issue. I have explained to the customer we will work within the terms of the warranty to repair their vehicle. If there is any additional action you'd like to take on this case, please let me know by tomorrow if possible.

Next steps/CARE action: I have promised the customer a return call by 5/27/09; it would helpful if I could have your input before this date. If you don't feel any additional action is warranted, no need to respond to this email.

RCM to call DLR 422577.

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

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>
SMITHN	05/27/2009 06:28:01 PM	Call To Bill		422577		
	Part Manager advised that part is a mechatronic unit; he was originally given a time frame of next week; then Nick at 402 advised that had stock in Germany; Part Manager called parts today and spoke with Brock and was told that all the parts in Germany are spoken for and they don't have an ETA; part number is 02E325025AJZ4G; sales doc # 105699362 and was ordered on 5-26-09. RCM to call Customer.					
SMITHN	05/27/2009 07:35:54 PM	Call To Joe Ackerman				
	RCM advised FOM that Customer vehicle needs a mechatronic. FOM advised he is going to look into a replacement vehicle but may have trouble because vehicle is a diesel. RCM to call Customer.					
SMITHN	05/27/2009 07:46:51 PM	Call To [REDACTED]				
	RCM advised Customer that our field is looking into Customer request. RCM advised Customer that RCM will call Customer tomorrow before COB. RCM to wait on field.					
SMITHN	05/28/2009 11:24:34 AM	Call From Joe Ackerman				
	VMM was all static, phone number on VMM was FOM. RCM to call FOM.					
SMITHN	05/28/2009 11:25:23 AM	Call To Joe Ackerman				
	FOM advised that there are 3 Jetta diesels on the lot at Dealer 422577 but he has to check them to see if any of them are the same as the customer's vehicle; he has sent a form to Brian Lindsay in med/arb. RCM asked FOM if they are going to contact Customer or if RCM will be doing the contacting. FOM advised he will call the Customer. RCM to call customer to close loop.					
SMITHN	05/28/2009 12:01:05 PM	Call To [REDACTED]				
	RCM advised Customer that my FOM will be contacting him about this issue and RCM will no longer involved. Customer states he appreciates everything that has been done. No further action.					

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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>
2009 Jetta TDI [REDACTED]	090137804	Mediation/Arbitration	3VWRL71K49M [REDACTED]	352		Unknown 422577 Pr. Part: 3511-Mechatronic Pr. Rsn: 56E Hesitation
CARDONN	06/02/2009 10:33:33 AM	Attached Mail From JOS ACKERMAN				Unknown 422577 Part: 3511-Mechatronic Rsn: 82E Parts Delay
		Recd request to replace from FOM. Vehicle has 352 miles and has been serviced at DLR 422577. Vehicle is not repaired as of yet as the transmission needs to be replaced.				
CARDONN	06/02/2009 10:54:56 AM	Attached Mail From Joe Ackerman				Unknown 426031 Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY Rsn: 43Q Repurchase/Replacement(M Only)
		Recd copy of contract showing no lien.				
CARDONN	06/02/2009 10:55:55 AM	E-Mail From JOS ACKERMAN				
		Hello Nick, I have a customer at 422577 who needs a new Mechatronic unit for his DSG transmission. This customer was traveling from up north and with only 350 miles on his new Volkswagen, broke down in San Luis Obispo. The part unfortunately is four to six weeks away. Can I get this customer in a replacement using 422577 stock? They have three TDI's on the ground. Call or email me tomorrow and let me know if this is possible. Thanks Joseph Ackerman				
CARDONN	06/02/2009 10:58:29 AM	E-Mail To JOS ACKERMAN				
		Joe, I will get the replacement offer out today. If 422577 has a vehicle in their stock that is the same as the original vehicle and they are willing to part with it we can defiantly use it. It will make our jobs much easier. Please let me know the vin on the replacement. Thanks,				
CARDONN	06/02/2009 11:15:11 AM	E-Mail To JOS ACKERMAN				
		Sent offer letter.				

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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>
CARDONN	06/02/2009 11:15:20 AM	Voice Mail To Mr Palmucci				
		LVMM to offer replacement and advised that offer letter is being sent via Fed Ex.				
CARDONN	06/02/2009 11:15:59 AM	Mail To Mr Palmucci				
		Sent offer letter via Fed Ex.				
CARDONN	06/02/2009 04:29:01 PM	E-Mail From Joe Ackerman				
		Hello Nick, I spoke to the customer and he wants to return to his selling dealer. I discussed the situation with Ed Groth and he will handle the replacement and I can do the inspection on his old car. I believe Ed is looking into a stock unit at the selling Dealer.				
		Thanks				
		Joseph Ackerman				
CARDONN	06/09/2009 09:23:39 AM	Attached Mail From CARL PALMUCC				
		Recd signed offer letter with receipt for reimb due to trip interruption (\$549.04).				
CARDONN	06/09/2009 09:48:31 AM	E-Mail To Joe Ackerman and Ed Groth				
		Joe and Ed, I have received the signed offer letter from [REDACTED] Has there been a suitable replacement vehicle located as of yet or should I contact Sal Mazzara to find on for us at Port? The customer also sent in a request for reimb of \$550.00. This covers his rental, hotel, fuel and food while the vehicle broke down (trip interruption). I can reimb this amount as a goodwill gesture, I just want to make sure he was not promised this from other funds. I want to make sure he is not reimb 2x for the same thing. Please let me know. Thanks,				

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CARDONN	06/09/2009 03:03:19 PM	Call From Ed Groth				
		I have not been looking for a replacement vehicle.				
		As far as the reimbursement, aren't these items covered by Roadside Assistance?				
CARDONN	06/09/2009 03:11:35 PM	Call From Joe Ackerman				
		FOM stated that he has spoken to the customer and all the reimb docs will be submitted through roadside and he will goodwill what RS does not pick up.				
CARDONN	06/09/2009 03:35:14 PM	E-Mail To Lucy H and Rod Lunde				
		Lucy and Rob,				
		Please see the attached documents regarding [REDACTED] I am replacing his vehicle but he is requesting reimb through roadside for trip interruption. Please let me know how much of his request is eligible for reimb so the field has goodwill the remainder.				
		Thanks,				
CARDONN	06/09/2009 03:41:26 PM	E-Mail To Sal Mazzara				
		Sal,				
		I am hoping that you can locate and secure a suitable replacement vehicle for a Med Arb customer. The specs are as follows:				
		1K277M- 2009 Jetta TDI				
		2R2R - Platinum Gray Exterior				
		MR- Gray Interior				
		3FE (Power Sunroof), JMK (Mats and Liner) and PJI (17" Wheels)				
		The transaction will take place at 426031.				
		Please let me know if anything is available.				
		Thanks,				

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CARDONN	06/10/2009 05:11:06 PM	E-Mail From Sal Mazzara				
						Nick, these are hard to come by right now. I have one that have the JTL option instead of PJI. Can we make this one work? 761809
CARDONN	06/10/2009 05:11:17 PM	E-Mail To Sal Mazzara				
						That will work.
CARDONN	06/10/2009 05:20:37 PM	E-Mail To DIST, Accounting, FOM, SO				
						090137804 3VWRL71K49M [REDACTED] [REDACTED] [REDACTED] Fremont, CA [REDACTED]
						DIST Please credit [REDACTED] for 3VWRL71KX9M [REDACTED] COMM # 761809) and bill to 491991 (VW Med Arb).
						ACCOUNTING Please create new Invoice and forward to my attention ASAP.
						Thanks,
CARDONN	06/11/2009 09:54:23 AM	E-Mail From Joe Ackerman				
						Hello Lucille, I have Attached is a copy of the repair order from Kimball 422577 for [REDACTED]
						Thanks

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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>
CARDONN	06/11/2009 09:54:48 AM	E-Mail From Lucy Heald				<p>Thank You Joe. I will submit this today. I will have roadside reimburse the customer \$460.38. The fuel and the alcohol are not covered. Of the \$90.94 in receipts submitted from the two restaurants, only \$43.44 was for food, the remainder of the charges were for alcoholic beverages, not covered. The fuel is another item not covered by TI, as this would have been used without the disablement. Both rentals and the hotel, along with the amount I gave you for food is covered. The customer will receive the reimbursement within 10-14 business days.</p> <p>Lucy</p>
CARDONN	06/16/2009 11:32:39 AM	Attached Mail From Crystal Batstra				<p>Recd Invoice.</p>
CARDONN	06/24/2009 09:43:09 AM	Order Status To Nick Cardoni				<p>Contact dealer as CRS shows that the vehicle just arrived.</p>
CARDONN	06/24/2009 09:57:37 AM	E-Mail To Rob Lunde and Lucy Heald				<p>Lucy or Rob,</p> <p>I am hoping that you can give me a quick update on a roadside reimbursement. I am currently replacing [REDACTED] vehicle but I submitted his paperwork for trip interruption through Roadside. He has stated that he has not recd he check as of yet. The roadside case was 90152552. I will be contacting him later today to set up his replacement transaction and I am hoping to give him an update on his reimb.</p> <p>Thanks,</p>

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

CARDONN 06/24/2009 10:47:14 AM E-Mail From Rob Lunde

Nick - given this, I would tell him early to mid next week via US mail to be safe. But, hopefully by tomorrow or Friday?

Rob

From: Manjaree Harwood [mailto:mharwood@crosscountry-auto.com]
Sent: Wednesday, June 24, 2009 10:37 AM
To: Lunde, Robert
Subject: RE: [REDACTED] 90137804

Hello Rob,

The check for [REDACTED] was issued on Monday, June 22, 2009 in the amount of \$460.38. Please let me know if you need any additional information.

I am copying Luke Foley since this was for a 2009 Volkswagen Jetta.

Thank you,

Manjaree M. Harwood
Client Services Manager

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>
CARDONN	06/24/2009 02:05:39 PM	Call To Abby (Inventory Manager)	426031			Confirmed that the vehicle has arrived.
CARDONN	06/24/2009 02:11:18 PM	Voice Mail To [REDACTED]				Advised that replacement vehicle has arrived and check has been req and sent to reimb for roadside. Advsied that he will be contacted to set up transaction.
CARDONN	06/24/2009 02:12:06 PM	Assigned To MONTERB				FOM is Ed Groth, No lien (please collect the title) and nonconformity is due to transmission replacement. Note that the original vehicle is still at 422577 (Joe Ackermans dealer) and the transaction will take place at 426031 (Ed Groth's dealer).
MONTERB	06/25/2009 01:51:55 PM	Call To Matt Chudy	422577			Advised SM that I am sending him the ACF, VCR, CNC and BBRP forms to be filled out and returned.
MONTERB	06/25/2009 01:52:35 PM	Mail To Matt Chudy	422577			Mailed ACF, VCR, CNC and BBRP forms
MONTERB	06/25/2009 01:55:09 PM	Call To Robert Aponte	426031			Advised SM that the customer's Replacement vehicle is ready at their dealer and I asked SM if he could complete the replacement paperwork. SM states that he has never done this. SM states he will talk with the Sales Manager and see if they can handle the paperwork for VW. SM states he will have the Sales Manager contact me back.
MONTERB	06/25/2009 03:13:19 PM	Call From Jay Mujadadi	426031			SM states that he will complete the paperwork for VW. SM states he is available tomorrow afternoon like 2 PM to complete the replacement.
MONTERB	06/25/2009 03:14:15 PM	Closing Package (M/A Only) To Jay M	426031			PON

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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>
MONTERB	06/25/2009 03:14:41 PM	Voice Mail For [REDACTED]				
	Advised customer that Sales Mgr will have the paperwork tomorrow an is available in the afternoon to complete the replacement. I advised customer to call Sales Mgr to set up a time with him.					
MONTERB	06/25/2009 03:17:12 PM	Approved By btm				
	3VWRL71K49M [REDACTED] [REDACTED], title branding fees					
MONTERB	06/26/2009 04:14:42 PM	Call For Jay Mujadadi		426031		
	SM states the customer is stopping by at 2 PM to complete replacement. SM states that the package has not arrived yet. I advised SM that FedEx is showing that the package was delivered this morning and DP at the dealer signed for it. I provided SM the tracking number so he can verify it with FedEx.					
MONTERB	06/29/2009 02:28:23 PM	Call To [REDACTED]				
	Customer confirmed that the closing was not completed on Friday. Customer states the dealer kept telling him that it would be later in the day until there was no more time on Friday to complete this. Customer states nobody from the dealer has contacted him to come in today.					
MONTERB	06/30/2009 03:14:51 PM	E-Mail To Abby Mujadadi		426031		
	Hello Abby,					
	I am following up on the [REDACTED] Replacement transaction. I was working with Jay last week and the replacement was suppose to take place last Friday. I spoke to the customer yesterday and he informed me that it did not take place. Could you please provide me with an update on where we stand with getting [REDACTED] into his new vehicle?					
	Thanks, Benedetto Monterosso Mediation Remarketing Coordinator Mediation/Arbitration					

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

VOLKSWAGEN OF AMERICA, INC.
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MONTERB	06/30/2009 03:23:14 PM	Call To Abby Mujadadi		426031		
	SM states that the dealer does not complete vehicle Replacements for VW. SM states the FOM comes in and handles these. I advised SM that this was suppose to have been completed on Friday by Jay. I advised SM that the FOM is not stopping by to complete this. I advised SM on what needs to be done to complete the replacement. SM states he has to help a customer and will call me back.					
MONTERB	06/30/2009 03:32:25 PM	Call To [REDACTED]				
	I advised customer that I am working with the dealer to get them to handle the paperwork to put him into his new vehicle. Per Analyst I offered customer \$500 for the trouble we are having with the dealer to complete this. I advised customer I will contact him once I have an update.					
MONTERB	06/30/2009 03:39:45 PM	Approved By btm				
	3VWRL71K49M [REDACTED] [REDACTED], Goodwill due to the dealer not assisting with completing the replacement for the customer.					
MONTERB	07/01/2009 09:41:16 AM	Voice Mail From Abby Mojadadi		426031		
	SM states that he tried to call the customer but the number seems to be disconnected. SM asked to have the customer call them so they can schedule the replacement.					
MONTERB	07/01/2009 02:24:28 PM	Call To [REDACTED]				
	Advised customer to call the Sales Manager at dealer after 2 PM today to schedule a time to meet to complete the replacement.					
FERGUSH	07/06/2009 12:48:36 PM	Assigned To MONTERB				
	Check # [REDACTED] for amount \$32.00 received. Forwarded check to advocate for handling.					
FERGUSH	07/06/2009 12:48:39 PM	Assigned To MONTERB				
	Check # [REDACTED] for amount \$500.00 received. Forwarded check to advocate for handling.					
MONTERB	07/06/2009 02:49:10 PM	Call To Abby Mojadadi		426031		
	SM confirmed the replacement has been completed and he will mail back the paperwork.					

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MONTERB	07/06/2009 02:50:14 PM	Vehicle To btm				
MONTERB	07/08/2009 03:18:22 PM	Call From Matt Chudy		422577		
		SM states the vehicle is repaired and he is mailing back the paperwork.				
MONTERB	07/10/2009 11:42:36 AM	Attached Mail From Matt Chudy				
		ACF, VCR, CNC, FInal RO and BBRP				
MONTERB	07/10/2009 11:44:43 AM	Final Repair Order (M/A only) From bt		422577		
MONTERB	07/13/2009 12:06:17 PM	Mail To [REDACTED]				
		Mailed goodwill check to customer.				
MONTERB	07/14/2009 03:29:25 PM	Call To Abby Mujadadi		426031		
		SM states that he has completed the paperwork and it is being mailed back today.				
MONTERB	07/16/2009 11:02:39 AM	Attached Mail From Abby Mujadadi				
		Vessel, Title, Title App, License plates, Plate tags and Dealer invoice for Title / Reg fees				
MONTERB	07/16/2009 12:13:20 PM	Mail To ca dmv				
		Mailed Title for branding				

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MONTERB	07/16/2009 12:14:42 PM	E-Mail To btm				
	Hello:					
	Please put VIN 3VWRL71KX9M [REDACTED] into service as of 7/2/2009.					
	Customer:					
	[REDACTED]					
	Fremont, CA [REDACTED]					
	Thanks, Benedetto Monterosso Mediation Remarketing Coordinator					
MONTERB	07/16/2009 12:22:47 PM	Approved By btm				
	3VWRL71K49M [REDACTED] [REDACTED], Dealer reimbursement for Title/Reg fees					
MONTERB	07/16/2009 01:30:51 PM	Vehicle To btm				
CR_BATCH	07/24/2009 04:00:31 AM	Note To MONTERB				
	EFT for amount \$ 448.75 processed on 07/23/2009. AP reference number: 00026373					
MONTERB	08/04/2009 11:02:04 AM	Attached Mail From State of CA				
	Received Registration card					
MONTERB	08/10/2009 11:14:53 AM	Attached Mail From State of CA				
	Received title from CA DMV that was not stamped with "Lemon Law Buyback" Mailing Title back to CA DMV.					

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MONTERB	08/10/2009 12:02:45 PM	Mail To CA DMV				Mailed title for branding.
MONTERB	08/27/2009 02:44:15 PM	Attached Mail From CA DMV				Received title
MONTERB	09/03/2009 12:14:32 PM	Note To rvds				RO 07972 Mileage 360 Vehicle sputters and dies Faulty transmission replaced transmission
MONTERB	09/03/2009 12:24:50 PM	Assigned To CARDONN				Disclosure completed.
CARDONN	09/03/2009 02:12:44 PM	Disclosure (M/A Only) To VCI				Reviewed disclosure and sent to auction.
ARMITAR	09/04/2009 12:42:08 PM	Note To CCC				Scanned file and disclosure in doc center.

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2009 Jetta TDI						
[REDACTED]	090149961	Customer Relations	3VWTL71K09M [REDACTED]			Complaint 409415 Pr. Rsn: 79G General Inquiry
FOXK1	06/16/2009 08:34:45 AM	Mail To Mark Barnes				
	[REDACTED] purchases his vehicle in April. At a traffic light the vehicle would not accelerate but it did roll into the middle of the intersection. His wife did manage to turn the key off and re-start the vehicle, getting it home, luckily without incident. The vehicle was towed to Stohlman Volkswagen and it was found the transmission control unit needs replacement. [REDACTED] wife it reluctant to drive the vehicle even after the repairs and would like to get a refund for the vehicle and just start fresh.					Complaint 409415 Part: 3730-Transmission ECM
FOXK1	06/16/2009 08:42:08 AM	E-Mail To Steve				Rsn: 44E Stalling
	ES forwarded customer email to the field. ES call dealer.					
FOXK1	06/16/2009 08:42:15 AM	Voice Mail To Kelly		409415		
	LMTRMC. ES wait for dealer call.					
FOXK1	06/16/2009 08:50:52 AM	Voice Mail To [REDACTED]				
	LMTRMC. Transfer to me at x 43432. ES wait for dealer call.					
FOXK1	06/16/2009 10:18:37 AM	Call From Steve				
	FOM advised the customer is driving a loaner, part is on red order, no ETA, would prefer to correct the vehicle and offer some goodwill. ES advised have left a message for the dealer, will contact the parts manager, and will keep him in the loop. ES call dealer.					
FOXK1	06/16/2009 10:30:07 AM	Call To Rich		409415		
	ES seeking information on the TCM on order. Parts advised they have a speed sensor on critical BO and he will need to call us back with the sales document number. ES asked to be transferred to the operator. ES transferred.					
FOXK1	06/16/2009 10:32:33 AM	Voice Mail To Joe		409415		
	ES LVMM for a call back with the repair order open date, need for contact number, and noted parts is researching the Backorder concern for the ES. ES wait dealer call.					

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FOXK1	06/16/2009 12:09:43 PM	Call To Joe		409415		
	Service manager advised the repair order was opened 6/10, the temperature sensor in the valve body went bad and caused the vehicle to go into limp mode, tech-line is involved, they attempted to locate the part at another dealer using D2D, but were not successful, they ordered the part Monday 6/15, red order, part number 02E927321A, sales document number 100575778, the number he has on file for the customer is [REDACTED] to keep him in the loop via his cell at [REDACTED] ES call customer.					
FOXK1	06/16/2009 12:09:58 PM	Voice Mail To [REDACTED]				
	LMTRMC. Transfer to me at x 43432. ES escalate to level 2.					
FOXK1	06/16/2009 12:19:46 PM	Assigned To CCC				
	Please research part ETA; Ordered 6/15, via Red order Part number 02E927321A Sales document number 100575778 Temperature Sensor in the Valvebody					
FOXK1	06/16/2009 02:42:37 PM	Face-To-Face With Mindy				
	RC advised the sales document number is not valid. ES call dealer.					
FOXK1	06/16/2009 02:43:18 PM	Call To Joe - Cell #		409415		
	Recording advised subscriber is not available and to try back later. ES call dealer.					
FOXK1	06/16/2009 02:44:34 PM	Voice Mail To Joe		409415		
	LVMM noting sales document number is not valid to check on it and call us back. ES wait dealer call.					
FOXK1	06/16/2009 02:48:02 PM	Voice Mail From [REDACTED]				
	Customer LVMM to call her back. ES call customer.					
FOXK1	06/16/2009 02:49:50 PM	Voice Mail From Steve				
	FOM just checking in on customer. ES call customer.					

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FOXK1	06/16/2009 02:55:47 PM	Call To [REDACTED]				ES advised of apology for her poor and early vehicle experience, we are actively researching the part availability, but it is on Backorder, this can take a few days, but it could take longer, we do understand what they are seeking and we are researching, but would like to reserve our position until the part arrives and the vehicle is corrected, we do work in warranty and may want to offer some goodwill, but we will wait and see. Customer advised they purchased this vehicle with the intentions of giving it to their daughter, she is about to start driving, she has never had this happen and cannot imagine how her daughter would have reacted, they are asking to be reimbursed for what they paid, they can appreciate our making good vehicles, they have driven Audi for some time, but they are not comfortable with this vehicle any longer. ES advised of being clear, will forward her desires, we will follow up on Friday or before if we have an update. ES contact field.
FOXK1	06/16/2009 03:07:11 PM	E-Mail To Steve				ES advised of update with the customer conversation and the sales document issue, noted the dealers attempt to do a D2D, possibly the FOM could assist in getting the needed part from another dealer. ES wait dealer call.
PRENTIM	06/16/2009 03:34:35 PM	Face-To-Face With Katie Fox				RC informed ES that sales doc # was incorrect. ES to obtain correct sales doc #.
PRENTIM	06/16/2009 03:35:56 PM	Assigned To FOXK1				
FOXK1	06/17/2009 08:42:19 AM	Call From Joe		409415		Service advised they have the part and are installing it, they will call the customer and get her permission to test drive it overnight, and return it tomorrow, will call the customer and us later today. ES wait for dealer call.
FOXK1	06/17/2009 08:50:36 AM	Call From Steve				FOM advised he will be at the dealer this afternoon. ES wait for dealer call.
FOXK1	06/17/2009 03:25:04 PM	Voice Mail From Joe		409415		SD LVMM noting they have attempted to reach the customer to authorize an overnight test drive. ES call customer.

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FOXK1	06/17/2009 03:25:36 PM	Call To [REDACTED]				ES advised of the update and the dealers need to speak to her. Customer advised she will call them in about 20 minutes. ES call dealer.
FOXK1	06/17/2009 03:26:41 PM	Call To Joe		409415		ES advised of the customer conversation. ES wait dealer call.
FOXK1	06/18/2009 09:43:22 AM	Call To Joe		409415		ES call customer.
FOXK1	06/18/2009 09:45:48 AM	Call To [REDACTED]				ES advised the customer the vehicle is ready, the dealer will make contact with her to work out the logistics in returning her vehicle and obtaining the alternate transportation, we are unable to meet her expectations, but do want to offer a small apology for the early concerns, we are confident the dealer has corrected her concerns, asked if she was making payments. Customer advised they are not making payments. ES advised we can offer dealer service credit or discuss a warranty extension to give her confidence in the vehicle, or we could offer her an amount that would be what she would have in a monthly vehicle payment. Customer advised they purchased an extended service contract, what would we offer in place of the payment. ES advised \$300-350, that she can consider this, discuss it with her husband and get back to us, we are not trying make her make a decision now. Customer was impressed in our getting the vehicle repaired so quickly, but his is a major issue, what guarantee can we offer that this will not happen again, she is not sure how long she will need to drive it before she will feel comfortable letting her daughter drive it. ES advised we cannot make a promise that she will never have another vehicle concern, we do our very best to ensure this is never the case, but parts can fail, to call us back after she has had time to consider our conversation. ES call dealer.
FOXK1	06/18/2009 09:50:02 AM	Call To Joe		409415		ES advised of the customer conversation, that she is not making payments, but we can still get her a check as a gift, that we will phone him once we hear back from her. No further action pending customer call.
FOXK1	06/18/2009 04:13:50 PM	Call To Steve				ES advised of the customer's question in offering assistance into a new VW and maybe a new Audi, will call Audi but wanted to know what he thought. FOM advised we have fixed the vehicle, if we want to offer a loyalty voucher we can do that. ES contact Audi.

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FOXK1	06/18/2009 04:14:58 PM	Voice Mail To Anna				
	ES noted the concerns seeking if Audi would offer a loyalty voucher. ES call customer.					
FOXK1	06/18/2009 04:50:13 PM	Call To [REDACTED]				
	ES advised the customer of leaving a message for Audi, we are unable to offer anything on an Audi, we can offer her \$1500 to help her into a new VW, will follow up tomorrow. Customer appreciated the call, she is not sure what her husband will want to do, but wanted to ask the questions. ES wait for update.					
FOXK1	06/19/2009 09:51:25 AM	Call From Anna				
	ES advised of the customer concerns and request. Anna asked for the original email and for us to include what we have offered. ES sent email. ES wait for update.					
FOXK1	06/19/2009 11:03:12 AM	Call From Anna				
	Advised they can offer help, but seeking what they are looking for, new or used, can due friends and family which offers the vehicle at dealer invoice + \$300 or they maybe able to work with AFS on getting a returned corporate Q7 or A8, but they may have to keep their Jetta, will need to work that out. ES call customer.					
FOXK1	06/19/2009 11:05:10 AM	Call To [REDACTED]				
	ES advised of reaching out to Audi and they are willing to help, seeking more details on the make of vehicle they may be interested in, new, used. Customer advised she is unsure of the make, they did enjoy their A8, will go out to the dealer lot and look at new vehicles for VW and Audi. ES discussed friends and family and how it works with Audi, to take her time and get back to us. Customer seeking to know when this part was re-designed. ES advised of not know it was re-designed, can ask, but the part failed, unfortunately parts will do that. Customer advised they will get their vehicle and follow up next week. No further action.					
FOXK1	06/22/2009 05:09:56 PM	Voice Mail From Joe		409415		
	SD advised the customer is working to trade out of the vehicle. No further action.					
FOXK1	06/24/2009 02:31:30 PM	Voice Mail To [REDACTED]				
	LMTRMC. ES wait customer call.					

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FOXK1	06/24/2009 03:35:00 PM	Call From [REDACTED]				
	Customer seeking more information on the 12/12 wof warranty extension. ES advised this would be through VW, it would make her 3/36 wof 4/48 wof. Customer advised she will discuss this further with her spouse, do we know where the part that failed was built. ES advised of not knowing, we obtain parts from all over the world, only know the vehicle is assembled in MX. No further action.					
FOXK1	07/09/2009 01:52:48 PM	Call To [REDACTED]				
	ES checking in to see if they made a decision on the goodwill offers we made. Customer advised she has been on vacation in NY					
[REDACTED]	090150061	Mediation/Arbitration	3VWPL71K19M [REDACTED]	1,019		
CARDONN	06/16/2009 10:31:34 AM	Attached Mail From Joe Matussak				Unknown 425019 Pr. Part: 3511-Mechatronic Pr. Rsn: 47E No Start (temperature-independent)
	Recd TA req from FOM. Vehicle has 1,019 miles, is serviced at 425019 and FI through JP Morgan. Customer was traveling from Arizona to Dallas and Mechatronics Unit failed. Vehicle would be down well over 30 days as part needed to be order. Replacement vehicle is 3VWPL71K49M [REDACTED] and seeking \$6200. Vehicle was sold at Invoice and provide fair trade in.					
CARDONN	06/16/2009 11:15:29 AM	Note To Nick Cardoni				Unknown 425019 Part: 3511-Mechatronic Rsn: 82E Parts Delay
	Note that large TA was more cost effective for company as it saved \$1000 on replacement and \$3000 on repurchase. Dealer assisted in TA as they gave \$2000 more on trade in than VCI auction report. TA was best for customer as well as they were traveling when incident occurred.					
CARDONN	06/16/2009 11:27:50 AM	Approved By Nick Cardoni				Unknown 425019 Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY Rsn: 43Q Repurchase/Replacement(M Only)
	Req check/ EFT to dealer.					
BENSONE	06/18/2009 04:10:15 PM	Note To ccc				
	Scanned file into doc center					
CR_BATCH	07/02/2009 04:00:51 AM	Note To CARDONN				
	EFT for amount \$ 6200.00 processed on 07/01/2009. AP reference number: 00023554					

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2009 Jetta TDI [REDACTED]	090150472	Customer Relations	3VWPL71K49M [REDACTED]	2,000		Complaint 425019 Pr. Part: 3435-Transmission Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
HOFFMAB	06/16/2009 04:34:20 PM	Call From [REDACTED]				
	Customer states just purchased VW, 1st VW, was told to contact CCC as he noticed shortly after taking delivery that the transmission would shift into neutral by itself but not actually shift into gear and would lose power. Customer states he had appointment at dealer 425019 for 4:00 pm, was there until 7:00 pm waiting for rental from Enterprise as the service person did not take care of this in timely manner, but he did finally get rental, a Chevy with MIL on and this is being addressed with Enterprise as well. Customer states he was told a new transmission needed to be ordered and this would take 2 - 3 weeks, but it may possibly be something else going on. Customer states he wants this documented with VW, is happy with his service person Jeff, who did everything as best he could. Customer states he understands the dealer 425019 is working directly with VW and hopefully it will not be entire transmission. CO apologized for experience and advised she will escalate to RCM to look into to be sure the dealer is utilizing all resources to repair his vehicle. CO advised he can expect return call by COB on Wednesday, the 17th. CO to assign to RCM (Southern)					
HOFFMAB	06/16/2009 04:49:51 PM	Category Selection				
HOFFMAB	06/16/2009 04:50:31 PM	Assigned To Associate - Southern Regi				
	Customer contacted CCC as was suggested by the dealer 425019 as he wants to be sure his vehicle concerns with transmission are being addressed fully. Customer can be reached at [REDACTED] preferably from 8 to 2:30 pm. RCM to contact dealer 425019.					
BALDWIA	06/16/2009 05:00:13 PM	Assigned To BALDWIA				
BALDWIA	06/17/2009 11:09:28 AM	Voice Mail To Steve Mulholland		425019		
	RCM advised seeking to discuss customer's concern. Wait dealer call.					
BALDWIA	06/17/2009 12:35:37 PM	Call From Steve Mulholland		425019		
	Service Manager advised they suspect the vehicle is needing a valve body; Dealer has opened a VTA with Techline (VTA #466527); Dealer is waiting on Techline feedback; Service Manager will call RCM when an update becomes available. RCM to wait dealer call.					

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BALDWIA	06/17/2009 03:12:31 PM	Call From [REDACTED]				RCM advised calling regarding concern; Service Manager advised that they are using their technical resources to address the concern; they suspect they need the valve body for the vehicle but are waiting on feedback from their technical support line; RCM will call customer with another update as soon as RCM has additional information but RCM will call back no later than COB on Friday 6-19-09. RCM to wait dealer call.
BALDWIA	06/19/2009 10:20:24 AM	Voice Mail To Steve Mulholland		425019		RCM advised customer name, last 8 of VIN and concern. Wait dealer call.
BALDWIA	06/19/2009 04:37:45 PM	Voice Mail To [REDACTED]				RCM advised calling regarding customer's concern; waiting on update from Service Manager; will call customer with an update as soon as it is available; will call customer with an update no later than COB on Tuesday 6-23-09. RCM to call Dealer.
BALDWIA	06/22/2009 11:21:36 AM	Voice Mail To Steve Mulholland		425019		RCM advised calling regarding customer vehicle concern. Wait dealer call.
BALDWIA	06/23/2009 02:06:53 PM	Call To Billy		425019		RCM advised calling regarding customer concern. Service Advisor advised Service Manager was with customers in his office. RCM LMTRMC. Wait dealer call
BALDWIA	06/23/2009 02:41:33 PM	Call From Steve Mulholland		425019		Service Manager advised VTA number is 466527; found to need the speed sensor on the transmission replaced; vehicle is ready; vehicle was brought in on 6-15-09. RCM to call customer.
BALDWIA	06/23/2009 03:44:58 PM	Call To [REDACTED]				RCM advised spoke to Service Manager and RCM understands vehicle is back with customer. Customer states it is. RCM advised Service Manager advised the speed sensor was replaced; asked how the vehicle was driving. Customer states the vehicle is driving well; Customer took it on a short trip and everything is operating properly. 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>
2009 Jetta TDI [REDACTED]	090155879	Customer Relations	3VWCL71K69M [REDACTED]	35,000		Complaint 420129 Pr. Part: 3490-Speed sensor Pr. Rsn: 31G Surging
DUBROC N	06/23/2009 02:18:07 PM	Call From [REDACTED]				
Customer states: since he has owned the vehicle vehicle surges; sometimes gets up to 200 RPM; Dealer 420129 has tried to repair the vehicle; happens intermittently; the last service at 30k they were going to look at this concern; they had the vehicle for 6 days and was unable to find what was wrong; working with Jay the Service Advisor; is going to speak with the Service Manager to see what options they have; loves the vehicle when it is working. Customer seeking: VW to help get the vehicle repaired. CO advised: reference number; connect the Dealer and make an appointment; call CCC and let us know when and where will the vehicle be. No further action pending Dealer appointment.						
ALEXANLA	06/24/2009 10:34:29 AM	Call From [REDACTED]				
Customer states calling to advise that vehicle is now at Dealer 420129; states also spent the last week recording the times and mileage that the vehicle would surge and also video recorded it; states will put it on YouTube so that VW can see and maybe able to address the matter; states has advised dealer of this information. CA advised Customer that information will be noted and case will be assigned to a RCM to further research; seeking to know the best time of day for contact. Customer states doesn't matter. CA advised Customer that RCM will follow up by COB tomorrow 6/25. Customer acknowledged. CA to assign case to RCM.						
ALEXANLA	06/24/2009 10:38:59 AM	Assigned To RCM				
Customer seeking for surging concerns to be repaired; please follow up with dealer on vehicle concerns; call [REDACTED] RCM to research.						
CONLINR	06/24/2009 11:29:32 AM	Assigned To CONLINR				

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

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CONLINR	06/24/2009 01:10:08 PM	E-Mail To Todd Ellis		420129		

***** Email to tellis@emichautomotive.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 Jetta

VIN: 3VWCL71K69M [REDACTED]

Reason for Inquiry: Customer states he is having surging concerns, which he videotaped for Dealerships viewing pleasure to prove that concerns were occurring

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

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RCM to wait Dealer email

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CONLINR	06/24/2009 03:52:18 PM	E-Mail From Todd Ellis		420129		
	The car is here and waiting to go to the shop foreman for diagnosis. We have never been able to duplicate this in the past. RCM to email Dealer					
CONLINR	06/24/2009 03:52:32 PM	E-Mail To Todd Ellis		420129		
	RCM advised SM to email RCM when diagnosis is complete. RCM to wait Dealer email					
CONLINR	06/25/2009 04:23:41 PM	Voice Mail To Todd Ellis		420129		
	RCM advised seeking diagnosis. RCM to wait Dealer call					
CONLINR	06/25/2009 06:29:58 PM	Voice Mail To [REDACTED]				
	RCM advised still researching concerns; will follow up with Customer by 6-26-09 COB. RCM to wait Dealer call					
CONLINR	06/26/2009 02:45:17 PM	Call To Todd Ellis		420129		
	RCM advised seeking diagnosis. SM states: QTM inspected Vehicle; believes concerns to be operating to specifications as Dealer suspects what Customer is experiencing is the particulate filter cleaning itself; expects QTM to contact Dealer today with a decision at which point Dealer will contact RCM. RCM to wait Dealer call					
CONLINR	06/26/2009 07:05:39 PM	Call To [REDACTED]				
	RCM advised: still researching concerns with Dealer; Dealer does feel that particulate filter may be the cause of the concerns that Customer is experiencing, in which case the diagnosis will be the Vehicle is operating to specifications; VW has involved a Field Representative who will be determining the cause of Customers concerns; RCM will call Customer 6-29-09 COB. Customer states if VW tells Customer Vehicle is operating to specifications, Customer will want VW to show Customer another Jetta TDI that does the same thing; Customer also has video of Vehicle demonstrating concerns. RCM to wait Dealer call					
CONLINR	06/29/2009 02:26:45 PM	Call To Todd Ellis		420129		
	RCM advised seeking update. SM states: contacted QTM today and has not heard anything back yet. RCM to call Customer to move follow up date					

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CONLINR	06/29/2009 05:47:48 PM	Call To [REDACTED]				RCM advised: still reviewing concerns with Dealer; will call Customer by COB 6-30-09. Customer states he is seeking to be put in a loaner Vehicle while his Vehicle is down for diagnosis. RCM advised Customer of rental policies, advised VW will assist with \$30 a day towards a rental while Vehicle is down for repairs/diagnosis. Customer states he will call Dealer to obtain a rental. RCM to call Dealer tomorrow
CONLINR	06/30/2009 03:40:07 PM	Call To Jason		420129		(SM unavailable) RCM advised seeking update. SA states: Dealer has not heard from QTM yet. RCM advised seeking to know if Dealer could assist Customer with a rental Vehicle as goodwill for the time being. SA states will be able to obtain a rental Vehicle for Customer. RCM to call Customer
CONLINR	06/30/2009 06:01:48 PM	Voice Mail To [REDACTED]				RCM advised: no update available at this time; Dealer will have a rental Vehicle available which RCM will authorize at \$30 a day until 7-2-09 while a diagnosis is being obtained; RCM will call Customer by COB 7-2-09. RCM to call Dealer tomorrow
CONLINR	07/01/2009 05:45:47 PM	Call To Jason		420129		(SM unavailable) RCM advised seeking update. SA states: QTM has instructed Dealer to measure "value blocks" which entail engine output measurements; this will be completed 7-2-09. RCM to call Dealer tomorrow
CONLINR	07/02/2009 03:24:14 PM	Call To Todd Ellis		420129		RCM advised seeking update. SM states: Dealer found mechatronic needs to be replaced; have placed part on order which should take about 1 month; will attempt to find a loaner for Vehicle, otherwise enterprise will be able to provide a rental Vehicle for \$30 a day. RCM to call Customer
CONLINR	07/02/2009 03:32:33 PM	Call To [REDACTED]				RCM advised: mechatronic unit is being replaced; unit is expected by Dealer to arrive within 1 month, however VW does have an allowance of up to 8 weeks for part; Dealer will either be providing a loaner Vehicle or setting Customer up with a rental Vehicle, up to \$30 a day contributed by VW; Dealer will be contacting Customer. NO further action

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2009 Jetta TDI [REDACTED]	090157432	Mediation/Arbitration	3VWRL71K89M [REDACTED]	829		Unknown 409215 Pr. Part: 3732-Vehicle speed sensor Pr. Rsn: 10E Overheating
GELFUSB	06/25/2009 07:20:52 AM	Attached Mail From Kevin Norton				Unknown Rsn: 82E Parts Delay
		Rec'd req to replace veh due to repeat repairs for cooling fans and DSG temp/pressure sensor. Cust purchased veh from one state and drove to home state, he started having issues immediately. Dlr repaired veh and sent him, a few days later had to come back and now the part needed is on b/o. Cust has owned his vehicle for 20 days and most of that time has been spent at the dlr. Repl vin identified as 3VWRL71K29M [REDACTED]. This veh is not going to be avail until Aug. Cust paid cash for veh.				
GELFUSB	06/25/2009 07:27:47 AM	Voice Mail To Kevin Norton				Unknown 409215 Part: 3885-Mechatronics Rsn: T03 Auto/Hybrid - Slips/shifts erratically
		Left msg about replacement vehs avail.				
GELFUSB	06/25/2009 08:35:28 AM	Mail To [REDACTED]				Unknown 409215 Part: SCV2-SPECIAL CODE -CORPORATE USE ONLY Rsn: 43Q Repurchase/Replacement(Mk Only)
		Sent offer to owner, SON.				
GELFUSB	06/25/2009 08:35:52 AM	E-Mail To Andre Smith				
		Andre, do you know approx how long it will take to get the veh to the dealer from the port once it arrives? CRS has the veh getting to the dlr in Aug, we can expedite that, right?				
GELFUSB	06/25/2009 08:43:44 AM	E-Mail From Andre Smith				
		Yes, it should take 5 ; 7 days once it arrives at port, add a couple of days if we do the MDO wheels (port installed). VIM ETA's are not reliable, this unit should be dealer delivered 2nd or 3rd week in July.				
		André Smith				
GELFUSB	06/25/2009 08:44:36 AM	E-Mail To Kevin Norton				
		Here is the offer, going out today.				
GELFUSB	06/29/2009 01:14:03 PM	Voice Mail From [REDACTED]				
		He wanted me to call the selling dlr regarding the registration, since veh is so new he does not have the title or registration yet, does not want this to hold things up.				

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GELFUSB	06/29/2009 01:20:48 PM	Call To Bon		409446		
	She states that the veh is registered in NC and they should have the registration in house today or tomorrow and cust should have title in about 8 days. Bon will fax me the registration as soon as she gets it.					
GELFUSB	06/29/2009 01:22:06 PM	Call To [REDACTED]				
	Confirmed with him that everything is on track and we will order the paperwork on the new veh as soon as I get his acceptance and the registration from the dlr. He will fax the signed acceptance today.					
GELFUSB	07/01/2009 08:05:53 AM	Attached Mail From [REDACTED]				
	Rec'd signed acceptance.					

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GELFUSB	07/01/2009 08:25:40 AM	E-Mail To acct & dist				
	Case 090157432					
	VIN 3VWRL71K89M [REDACTED]					
	[REDACTED]					
	Nashville NC [REDACTED]					
	* dist *					
	Please credit 409215 for Vin 3VWRL71K29M [REDACTED]					
	Bill to 491/991 ; keep ship to as 409/215					
	*accounting *					
	Please generate a new invoice and MCO showing the purchaser as:					
	[REDACTED]					
	Nashville NC [REDACTED]					
	NO LIEN					
GELFUSB	07/07/2009 10:54:59 AM	Attached Mail From [REDACTED]				
	Rec'd copy of title.					
GELFUSB	07/07/2009 01:55:49 PM	Call From [REDACTED]				
	He wanted to see where we were in the replacement transaction, advised that veh is not at port yet, but should be in the next 2 weeks. Cust is in loaner veh still. He wants to make sure that the wheels are swapped out. also, wants to know if there is some type of goodwill that can be done for him. Advised I would look into that and get back with him.					

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GELFUSB	07/07/2009 02:10:31 PM	E-Mail To Kevin Norton				
<p>Kevin,</p> <p>██████████ wanted your number 'again', I told him that I can't give your number out m, but would discuss anything with him that he would like. He wanted to once again make sure that the wheels are swapped on his vehicle. Also wants compensation since he purchased new veh and has been in a loaner for all this time. Advised him I would remind you about the wheels and look into the compensation.</p> <p>He wants an extended warr or something. I just wanted to see if you have done anything for him or arranged anything. I can see giving him about \$350, he paid cash and that is about a car payment.</p> <p>What do you think?</p>						
GELFUSB	07/10/2009 03:16:22 PM	Call To ██████████				
<p>Advised him that i would offer him \$350 for his time without his vehicle. Cust was not impressed with that, asked what about the fact that his veh was hesitating with people in it. Advised him that's why we are replacing the vehicle. Cust asked about the ext warr, advised him that we did not sell ext warr, but he could address that with selling dealer. He said that he could have had this handled a diff way. He knows someone in 'German politics', he told him just to park the vehicle at the German consulate in DC and he would 'take care of the situation for him'. I advised him that it would still have to come through me and we would still be in the same place, we would have repurchased or replaced the vehicle, nothing more. Cust agreed to the \$350. He wants to be emailed with any updates on when he can take delivery of the vehicle.</p>						
GELFUSB	07/10/2009 03:34:15 PM	Approved By BG				
<p>Req'd ck.</p>						
GELFUSB	07/15/2009 07:44:01 AM	Attached Mail From Crystal Batstra				
<p>Rec'd MCO and invoice.</p>						
GELFUSB	07/15/2009 07:45:52 AM	Assigned To ATMANIB				
<p>FOM is Kevin Norton, dlr is 409215, replacement due to cooling fans and DSG temp/pressure sensor, cust HAS TITLE, no usage. I am waiting for a check for the owner, it will actually come to you, make sure if you send the package out without the check, you let Kevin know that it will be mailed directly to the owner.</p>						

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ATMANIB	07/15/2009 03:42:11 PM	E-Mail To Kevin Norton				
	Hello Kevin					
	We have a replacement transaction at dealer 409215 for Mr [REDACTED]					
	Original VIN : 3VWRL71K89M [REDACTED]					
	New Vin : 3VWRL71K29M [REDACTED]					
	Please advise on when your would be available at the dealership 409215 for that transaction or advise of a name at the dealership if you decide to assign it					
ATMANIB	07/15/2009 04:07:15 PM	Call To [REDACTED]				
	customer states that he is available on 07/22/2009 at 11.00 am ; I advised that he would need to bring the title, keys manuals and navigation items if applicable. CUST states seeking to have the details of the equipment on the vehicle. I advised that I will work on it and give him a call back					
ATMANIB	07/15/2009 04:46:17 PM	E-Mail To kevin Norton				
	Thanks					
	Then you are all set for wednesday July 22nd at 11.00 am with [REDACTED] at dealer 409215					
	I will mail the closing paperwork to your attention tomorrow					
	have a great day					
	Baya					
ATMANIB	07/16/2009 10:57:27 AM	Call From [REDACTED]				
	customer states has just spoken to dealer 409215 and was advised that the replacement vehicle does not have the correct equipment: the Ipod Adapter is missing and the vehicle might not have the correct wheels. CUST states that he is seeking analyst to contact him as soon as possible, stated that he contacted his attorney who recommends that if VW plans to swap the wheels from the original vehicle to the new vehicle , they he should be able to also keep the wheels from the new vehicle . I advised that I will address the concern to the analyst and we will follow up with him.					

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GELFUSB	07/16/2009 11:15:40 AM	E-Mail From [REDACTED]				
<p>Bonnie,</p> <p>I was informed that the delivery for my vehicle would be for next wed. I decided to ride out to the dealer to see if the car had arrived there and it has. Sold to VW NA...Ship to Southern States. The car does not have the premium ipod adapter nor does it have the avignon wheels. I was told by Kevin that the wheels would be changed at the port, they obviously have not been changed at all. 2 strikes. So, was the plan all along to just swap my old wheels out without me knowing about it? I hope this is not the case. Also, I will need the warranty information for the NEW tires and wheels that go on my NEW car. Also, make sure that the lock kit and tools go with the car as well. I hope the new avignon wheels and tires are sitting inside the service dept somewhere..I have marked the old tires so I will know that the ones I will receive are new. The fact that the premium ipod adapter is not factory installed is concerning to me considering the electrical issues that seem to come up concerning the Jetta. Hopefully it's just a plug and play adapter and not an adapter that has to plugged into the back of the removed radio. I'm sure there was no deception intended.</p> <p>Thanks for answering my questions,</p> <p>Jeff Hinton</p>						
GELFUSB	07/16/2009 11:15:51 AM	Call To Kevin Norton				
<p>Discussed the situation with him, we are not going to order new tires/wheels for him, his vehicle only has 800 miles on it. He asked me to find out info about the ipod adapter.</p>						
GELFUSB	07/16/2009 11:16:55 AM	Call To Dana K.				
<p>Called someone in accessories and he provided me info on the dealer installed ipod adapter.</p>						

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GELFUSB	07/16/2009 11:17:35 AM	E-Mail To [REDACTED]				
<p>Bonnie,</p> <p>I was informed that the delivery for my vehicle would be for next wed. I decided to ride out to the dealer to see if the car had arrived there and it has. Sold to VW NA...Ship to Southern States. The car does not have the premium ipod adapter nor does it have the avignon wheels. I was told by [REDACTED] that the wheels would be changed at the port, they obviously have not been changed at all. 2 strikes. So, was the plan all along to just swap my old wheels out without me knowing about it? I hope this is not the case. Also, I will need the warranty information for the NEW tires and wheels that go on my NEW car. Also, make sure that the lock kit and tools go with the car as well. I hope the new avignon wheels and tires are sitting inside the service dept somewhere..I have marked the old tires so I will know that the ones I will receive are new. The fact that the premium ipod adapter is not factory installed is concerning to me considering the electrical issues that seem to come up concerning the Jetta. Hopefully it's just a plug and play adapter and not an adapter that has to plugged into the back of the removed radio. I'm sure there was no deception intended.</p> <p>Thanks for answering my questions,</p> <p>[REDACTED]</p>						
ATMANIB	07/16/2009 01:08:12 PM	Voice Mail From [REDACTED]				
<p>customer left voicemail expressing his dissatisfaction and advised that he is seeking the issue to be resolved before he addresses it to an upper level</p>						
ANGERK	07/16/2009 01:32:57 PM	Assigned To GELFUSB				
<p>Check # [REDACTED] for amount \$350.00 received. Forwarded check to advocate for handling</p>						

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GELFUSB	07/16/2009 01:48:17 PM	Call To [REDACTED]				Explained that the tire situation was not on purpose, advised bases on the last phone conversation that we had when he was talking about having his money wrapped up in a vehicle that he did not have and having to pay insurance on a vehicle that he did not have, advised that instead of waiting for the port to install the tires/wheels, we decided to get his vehicle to the dlr and get him in it sooner than later. He asked about the iPod adapter, he wanted price diff between his and the dlr installed one, explained that the dealer installed one is \$30 more. He make the comment, "so that was just over looked", I advised that it was over looked when the vehicle was found, we understand that there has been some errors both with the orig veh and now with the equip on the new veh, that is why I offered to just repurchase the vehicle if that is what he wanted. Advised that I would reimb the purchase price of the vehicle. He said that he would have to call me back in 5 minutes.
GELFUSB	07/16/2009 02:45:42 PM	Call From [REDACTED]				He is going to take the replacement, he just does not like how this process is going. He states that if we gave him fog lights that would make him feel better. Advised I would look into it.
GELFUSB	07/16/2009 02:46:29 PM	Assigned To ATMANIB				
ATMANIB	07/16/2009 03:14:43 PM	Closing Package (M/A Only) To kevin SON				
ATMANIB	07/21/2009 11:20:10 AM	Voice Mail From [REDACTED]				customer left voicemail stating he has contacted the dealership and was advised that no one there is aware of the replacement and no one received any instruction to swap the wheels and to install an Ipod Adapter.
ATMANIB	07/21/2009 01:17:39 PM	Voice Mail To Kevin Norton LMTRMC				
LINDSAB	07/21/2009 01:18:51 PM	Face-To-Face With Brad Dean				Brad states he rcv'd vm from cust seeking a rc.

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09/23/2009

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LINDSAB	07/21/2009 01:19:17 PM	Face-To-Face With Baya Atmani				
		Cust seeks rc to discuss closing.				
ATMANIB	07/21/2009 01:23:46 PM	E-Mail To kevin Norton				
		Hello Kevin				
		I got a voicemail from [REDACTED]; the replacement transaction is scheduled for tomorrow Do you know when the dealer will swap the wheels and install that Ipod Adapter?? Will it be done at the time of closing?				
		let me know				
		thanks				
		Baya Atmani Remarketing Coordinator Mediation Arbitration				
		Volkswagen Group of America, Inc. 3499 West Hamlin Rd Rochester Hills, MI 48309				
		Phone: (248) 754-3559				
		Fax: (248) 754-3819 Email: Bher.Atmani@vw.com				

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ATMANIB	07/21/2009 01:29:58 PM	Call To [REDACTED]				Customer states seeking to know if I had received an email from the CEO of VW. I advised that I did not; I advised that I got his voicemail and trying to get a hold of the FOM to obtain more details on when the wheel swap and Ipod adapter work will be completed. Customer states that he would like me to understand how serious the situation is, that he has contacted the highest levels at VW and that " everyone involved in that case will be thrown under the bus". I advised customer that I understand his concern and frustration regarding the experience he is going through; advised that the closing is scheduled for tomorrow 07/22 and at this time I am waiting for a contact from the FOM to make sure that all the arrangements are made to complete the replacement transaction; advised that once I have the information, I will give him a call.
ATMANIB	07/21/2009 02:13:23 PM	Call From kevin Norton				FOM stated that he is actively working on resolving the situation; advised that Analyst did not know that the Ipod adapter part is not available in the country, he is trying to have one fedex from port but is waiting for the confirmation that it is possible to do so; stated that he will contact the customer himself to update him .
ATMANIB	07/21/2009 02:38:45 PM	Call To [REDACTED]				I advised customer that I was able to speak to FOM who is working on making arrangements to obtain the part adapter part and to have it installed on the vehicle; advised that FOM stated he would contact customer once he has confirmation . Customer acknowledged
ATMANIB	07/21/2009 02:43:10 PM	Call From Kevin Norton				FOM stated that he found out that the dealer has the part, and that he has made arrangements for the replacement vehicle to be ready for the time of closing; stated that he will contact the customer today to update him.
GELFUSB	07/22/2009 02:18:42 PM	Voice Mail From [REDACTED]				He states that the TPMS light came on after leaving the dealer and this is just one more way to show how our customer service sucks.
GELFUSB	07/22/2009 02:27:51 PM	Call To [REDACTED]				Light is off, he will call again if it comes on.
ATMANIB	07/29/2009 10:35:53 AM	Vehicle To 07/22				

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>
ATMANIB	07/30/2009 03:52:25 PM	Attached Mail From Kevin Norton				
		received ACF; BBRP (vehicle is repaired) VCR; CNC; copy of ID, RO Title; SPOA				
ATMANIB	07/30/2009 04:24:25 PM	Final Repair Order (M/A only) From K				
ATMANIB	07/30/2009 04:38:33 PM	Vehicle To 07/30				
ATMANIB	07/30/2009 04:42:46 PM	E-Mail To 07/22				
		VIN : 3VWRL71K29M [REDACTED]				
		Date : 07/22/09				
		[REDACTED]				
		Nashville NC [REDACTED]				
		Baya Atmani Remarketing Coordinator Mediation Arbitration				
ATMANIB	07/31/2009 10:35:42 AM	Assigned To GELFUSB				
		disclosure complete				
GELFUSB	07/31/2009 12:56:51 PM	Disclosure (M/A Only) To BG				
GELFUSB	08/14/2009 01:05:46 PM	Attached Mail From Nadine				
		Title and POA was returned as the POA is incorrect, gave file to Baya to flip title.				

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09/23/2009

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CASE NUMBERS SOURCE: All

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GELFUSB	08/14/2009 01:06:29 PM	Assigned To ATMANIB				
ATMANIB	08/17/2009 03:48:10 PM	Note To med/arb titles needs to be flipped to MI title				
ATMANIB	08/17/2009 04:00:35 PM	Approved By Bher Atmani 15.00 dollars MI title flip fees				
ANGERK	08/20/2009 01:21:28 PM	Assigned To ATMANIB Check # [REDACTED] for amount \$15.00 received. Forwarded check to advocate for handling				
ATMANIB	08/21/2009 02:58:01 PM	Face-To-Face With leslie Caruso was advised that MI flipping fee is now 30.00 dollars and not 15.00				
ATMANIB	08/21/2009 02:59:07 PM	Approved By BA 15.00 dollars check request				
GELFUSB	08/24/2009 10:13:35 AM	E-Mail From [REDACTED] Bonnie,				

I wanted to know if my new vehicle is involved in this recall of 2009 jetta's? I guess I was the lucky one that experienced several false neutrals on the highway? I hope all is well and I really hope my car is not involved in this recall.

Thanks for your help,
[REDACTED]

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GELFUSB	08/24/2009 10:13:42 AM	E-Mail To Maria Cotter				
	Asked if replacement veh was part of the recall.					
GELFUSB	08/24/2009 10:14:09 AM	E-Mail From Maria Cotter				
	Hello Bonnie,					
	This VIN did not appear on the affected vehicle list.					
	Kind regards,					
GELFUSB	08/24/2009 10:14:45 AM	E-Mail To [REDACTED]				
	[REDACTED] I just confirmed with my product compliance group that your new vehicle is not part of this recall.					
ANGERK	08/27/2009 02:05:56 PM	Assigned To ATMANIB				
	Check # [REDACTED] for amount \$15.00 received.					
	Forwarded check to advocate for handling					
GELFUSB	08/31/2009 08:05:44 AM	E-Mail From [REDACTED]				
	Bonnie,					
	I receive updates from NHTSA on a day to day basis and was made aware of this new customer service program VW has implemented for dsg owners. I am assuming that my car is included in this extended warranty for the dsg transmissions....I would like for it to be covered considering my vast experience with this issue. Also, I have been made aware that VW is contacting individuals who have filed complaints with the NHTSA to see if their problem has been resolved.					
	Thanks for the help,					
	[REDACTED]					

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>
GELFUSB [REDACTED]	08/31/2009 08:05:54 AM	E-Mail To [REDACTED]	[REDACTED]			
<p>The VIN breaks for the service action have not been released to me yet, as soon as I know more I will let you know if your vehicle is included. Once we know whether your vehicle is included or not and what the VIN break is, we can make a decision on any goodwill extensions.</p> <p>As soon as I know more I will let you know.</p> <p>Regards,</p> <p>Bonnie</p>						
ATMANIB	09/11/2009 02:57:44 PM	Note To med/arb				
<p>request for MI title flip drop at DMV 09/04</p>						
ATMANIB	09/14/2009 10:46:52 AM	Attached Mail From Sec of State MI				
<p>received MI title</p>						
ATMANIB	09/14/2009 10:48:21 AM	IOM (Inter-Office Mail) To titles-remar				
<p>sent MI title IOM</p>						
ATMANIB	09/14/2009 10:49:13 AM	Assigned To GELFUSB				
<p>disclosure complete. no further action</p>						
ARMITAR	09/23/2009 12:30:57 PM	Note To CCC				
<p>Scanned file in doc center.</p>						

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2009 Jetta TDI						
[REDACTED]	090159917	Customer Relations	3VWPL71K29M [REDACTED]	298		Complaint 408112 Pr. Part: 3735-Automatic transmission Pr. Rsn: 31G Surging
EDWARDAM	06/29/2009 09:24:17 AM	Note To CCC	Reference previous case # 90143421 for old VIN # and previous concerns with manual transmission; Customer traded VIN # 3VWPL71K59M [REDACTED] for this vehicle.			
EDWARDAM	06/29/2009 09:25:21 AM	Voice Mail From [REDACTED]	Customer LVMM. Customer states his brand new Jetta Sportswagen broke down over the weekend; was going over the bridge with his 2 girls in the back; going on the ramp doing about 45 mph to about 50 mph when the transmission began slipping and the engine was revving; almost got into 2 accidents; seeking a return call on this. RCM to call Customer.			
YOUNGLI	06/29/2009 10:21:03 AM	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, yes. CA to call RCM.			
YOUNGLI	06/29/2009 10:22:27 AM	Call To Amanda Edwards	RCM not available, Customer transferred to RCM VM. RCM to call the Customer.			
EDWARDAM	06/29/2009 10:42:02 AM	Call To [REDACTED]	RCM advised is returning his call. Customer states the transmission slipped; people behind him beeping the horn and had to pull to the right and was there 4 minutes; turned off the vehicle and went into gear drive; almost to the middle of the bridge and it slipped again; had to coast and almost 2 accidents; called Roadside and waited 3 hours; wife had to come and pick up the kids and take them home; had to leave work early to have this done; tow truck finally came; had to pay the tow and 3 guys came to tow his vehicle; Roadside finally sent the right truck for him not to pay; doesn't want this vehicle and does not like this vehicle; not going to buy this vehicle the next year or the year after; big concern with the DSG because it's on the TDI club website; a lot of people complain about this on the NHTSA; this was on Saturday when this happened; called Dealer and left a note for this morning; does not want it because 9 days old; the gears were flashing and people have been complaining about this with the instruments flashing; wants a full refund on this; believes there is a policy under 10 days they can return it; he had to take off work today for this; 2010 will promise to purchase this vehicle when these are all worked out; doesn't want to take this further and doesn't want to hurt VW anymore. RCM advised will research his request; we may not be able to meet this, but will look into what may be able to be done; will need to follow up with Dealer 408112 to seek if there is a current diagnosis and will follow up by COB tomorrow, 6/30. RCM to call Dealer 408112.			

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

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EDWARDAM	06/29/2009 12:54:56 PM	Voice Mail To Mike Dolce		408112		
	RCM LMTRMC. RCM advised Customer's new vehicle has been towed in and seeking if there is any current updates on diagnosis. RCM to wait Dealer 408112 call.					
EDWARDAM	06/30/2009 09:34:11 AM	Voice Mail To Mike Dolce		408112		
	RCM LMTRMC. RCM advised seeking if they have been able to diagnosis Customer's vehicle as it was towed in over the weekend. RCM to wait Dealer 408112 call.					
EDWARDAM	06/30/2009 09:56:29 AM	Return Call From Mike Dolce		408112		
	Service Manager advised has not been able to look at this Customer's vehicle yet; should be able to tomorrow. RCM to follow up with customer.					
EDWARDAM	06/30/2009 04:02:33 PM	Call To [REDACTED]				
	RCM advised is following up on his case; currently still researching his request as it will take several days before further information will be available; Dealer 408112 still does not have a diagnosis at this time; will follow up when further updates are available. Customer states that's fine; they can keep the vehicle as he does not want it back. RCM to follow up with Dealer 408112.					
EDWARDAM	07/01/2009 12:42:26 PM	Voice Mail To Mike Dolce		408112		
	RCM LMTRMC. RCM advised seeking if there is any updates on Customer's vehicle. RCM to wait Dealer 408112 call.					
EDWARDAM	07/01/2009 03:19:15 PM	Voice Mail From Mike Dolce		408112		
	Service Manager LVMM. RCM to call Dealer 408112.					
EDWARDAM	07/01/2009 03:21:44 PM	Call To Mike Dolce		408112		
	Service Manager advised they put 10 miles on it and have not been able to get it to act up; their finding its operating to specifications. RCM advised seeking if they have contacted techline. Service Manager advised they have not because they can't find anything. RCM advised has 2 other cases with exact same vehicle and concerns; they contacted techline and were authorized to replace the temperature sensor in the transmission; seeking for them to follow up with techline to seek if they advise the same repair. Service Manager advised will do that. RCM to wait Dealer 408112 call.					

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EDWARDAM	07/02/2009 09:09:45 AM	Call To Marissa		408112		
		RCM advised seeking to speak with Service Manager. Service Advisor advised he is not in their building and to call him on his cell phone. RCM to call Dealer 408112.				
EDWARDAM	07/02/2009 09:10:30 AM	Call To Mike Dolce		408112		
		RCM advised seeking if they contacted techline on Customer's vehicle. Service Manager advised they did and it was exactly what RCM explained; they had the temperature sensor in stock, have installed it, and will test driving here in about 10 minutes to ensure everything is good to go; then will be releasing vehicle back to Customer. RCM to follow up with field.				
EDWARDAM	07/02/2009 10:54:59 AM	E-Mail To Juergen Pietsch				
		RCM sent urgent action required to FOM; seeking if FOM would like to take any action on case due to customer going through 2 brand new 2009 Jetta TDI's and having same concerns with both. RCM to wait field contact.				
EDWARDAM	07/02/2009 11:52:22 AM	E-Mail From Juergen Pietsch				
		Amanda, I was at the dealer yesterday, I spoke to the shop foremen and Michael about this vehicle. I left them with the advice to ask the client to drive with the customer and let him demonstrate what his concerns are.				
		Juergen Pietsch Fixed Operation Manager Eastern Region Area 4				
		RCM to research.				
HOWARDB	07/02/2009 04:49:50 PM	Return Call From [REDACTED]				
		Customer called to speak to the RCM. CA placed the Customer on hold to contact the RCM.				
HOWARDB	07/02/2009 04:50:34 PM	Call To Amanda				
		RCM is assisting another Customer. CA to return to the Customer.				

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HOWARDB	07/02/2009 04:52:01 PM	Return To	[REDACTED]			
	CA advised the Customer that the RCM is assisting another Customer. CA offered to transfer the Customer to the RCM voicemail. Customer stated that would be fine. CA to transfer Customer.					
HOWARDB	07/02/2009 04:52:58 PM	Transfer To Amanda-RCM Eastern				
	CA transfered the Customer to the RCM. RCM to call the Customer.					
GIROUXS	07/06/2009 09:48:37 AM	Call From	[REDACTED]			
	Customer states: seeking to speak with RCM. CA Advised: will place customer on hold and review case, and see if RCM is available. Customer acknowledged. CA to call RCM.					
GIROUXS	07/06/2009 09:49:33 AM	Call To Amanda				
	CA attempted to reach RCM but RCM is unavailable. CA to return to owner.					
GIROUXS	07/06/2009 09:50:10 AM	Return To	[REDACTED]			
	CA advised: RCM not available at the moment; seeking to know if customer would like to leave a voicemail. Customer states he would. CA to transfer to RCM.					
GIROUXS	07/06/2009 09:50:54 AM	Transfer To Amanda (VM)				
	CA transferred customer to RCM voicemail. RCM to call customer.					
CALDWEM	07/06/2009 04:17:59 PM	Return Call From	[REDACTED]			
	CUST states seeking to speak with the RCM, left a VM this moning, CA advised th erCM will keep her promise to call th eCUST back today by COB, VM offered, CA attempt to contact RCM.					
CALDWEM	07/06/2009 04:20:21 PM	Transfer To EDWARDA				
	CA transfers call to the RCM VM, RCM continues with Customer.					

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CARPENCH	07/07/2009 09:18:32 AM	Call From	[REDACTED]			Customer stated he would like to speak to RCM. CA offered to assist customer. Customer insisted to speak to RCM. CA offered to transfer customer and customer said he had to go, but wanted a call back from RCM. Customer states his two girls were in the car and the car was only 9 days old, but provided no other information. Customer terminated call. RCM to call customer.
EDWARDAM	07/07/2009 09:24:55 AM	Voice Mail From	[REDACTED]			Customer LVMM. Customer states is not happy at all and is borrowing his mother's vehicle right now as he does not want this vehicle; would like an update on his case. RCM to call Dealer 408112.
EDWARDAM	07/07/2009 09:25:16 AM	Call To Mike Dolce		408112		(RCM was talking to Service Manager on other Customer cases) Service Manager advised the vehicle is completed and has been ready for pick up; Customer does not want to pick up the vehicle though. RCM advised we explain we will continue to work within the terms of the warranty; he has requested his money back on the vehicle and would purchase it in 2010. RCM to call Customer.
ROETHEN	07/07/2009 11:20:22 AM	Call From	[REDACTED]			Customer states: sent fax in this morning and would like to know if CC has received fax. CA advice: Customer fax will take up to 24 hours to be attached to Customer case. Customer states: would like to talk to RCM at this time as Customer is really unhappy with situation and has not heard anything yet. CO to transfer to RCM.
ROETHEN	07/07/2009 11:22:39 AM	Transfer To Amanda				RCM is assisting other Customer. CA to return to Customer.
ROETHEN	07/07/2009 11:23:22 AM	Return To	[REDACTED]			CA advice: RCM is assisting other Customer at this time; will let RCM know Customer sent in fax for RCM to review. Customer states: does not want to pick up vehicle at Dealer; will get his plate from vehicle; will go to government.com and TDIclub.com if necessary; Customer would rather not do that as Customer likes VW and would rather wait to buy a 2010 TDI to make sure there is no concern with vehicle. CA advice: will forward this information to RCM and RCM will call Customer back COB tomorrow. RCM to review fax and call Customer.

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EDWARDAM	07/07/2009 01:51:52 PM	Call To [REDACTED]	[REDACTED]			RCM advised we understand his expectations with wanting the vehicle taken back and refunded; we are unable to meet that expectation and would continue to work within the terms of the warranty. Customer states does not want this vehicle back and doesn't want to pick it up either; his wife will not get in the vehicle nor will he let his children in it either; does want to work with VW and give us a bad name; seeking if VW would assist with him with a loyalty voucher towards a 2005 CPO Passat. RCM advised loyalty vouchers are only towards a new purchase or lease only; they cannot be used towards a used vehicle purchase. Customer states is willing to go back into a manual Jetta TDI brand new; seeking if VW would help him out again as he likes the manual more and is willing to trade this vehicle in for a manual again. RCM advised would need to look into that for him; would not like to set false expectations, but will look into it for him. RCM to research.
EDWARDAM	07/07/2009 02:13:03 PM	Face-To-Face With Dawn & Stefanie				RCM advised Customer wants to get back into the Manual TDI that he was in the beginning; did not like the way the manual would shift and stated it was stalling so he traded it in for the Automatic DSG which we gave \$2,000 towards the purchase; broke down about a week after purchasing new vehicle and was taken to Dealer 408112; had a temperature sensor replaced in it, but the Customer does not want the vehicle; Customer is wanting to trade this in again to get into a brand new Manual TDI again; seeking assistance from VW to do this. Level 2 Supervisor advised to speak with their selling Dealer 408319 to seek if they would be willing to work a deal with him to have this done first. RCM to call Dealer 408319.
EDWARDAM	07/07/2009 02:22:26 PM	Call To Paul		408319		RCM advised Customer traded Manual in for current Automatic TDI; seeking if they would be willing to work with Customer in trading this current vehicle in for a brand new manual TDI again. Sales Manager advised they still have his 1st manual TDI if he wants to get back into that he can and is willing to work with him for that; as for a brand new TDI manual they don't have any and is not willing to work a deal towards that. RCM to research.
WILLIAC2	07/07/2009 03:30:47 PM	FAX From [REDACTED]				Fax in doc center.
EDWARDAM	07/08/2009 11:00:32 AM	Call To Mike Dolce		408112		RCM advised of FYI on Customer wanting to get back into the TDI manual again and trading this vehicle in; spoke with his selling Dealer 408319 on this vehicle and they unfortunately do not want to assist him as they don't have a manual in stock except for the first vehicle he traded in for the AUTO; did make him aware his vehicle is repaired and may be picked up but Customer does not want the vehicle back. Service Manager advised he appreciates the update on what is going on. RCM to research.

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EDWARDAM	07/08/2009 11:05:42 AM	Voice Mail To Wallace Leung		408112		RCM LMTRMC. RCM advised seeking if he would be willing to assist Customer. RCM to wait Dealer 408112 call.
MULLIGM	07/08/2009 02:00:39 PM	Call From [REDACTED]				Customer states seeking RCM; CA to call RCM.
MULLIGM	07/08/2009 02:01:22 PM	Call To Amanda				RCM not available; CA to return to Customer; while attempting to return to Customer, Customer accidentally transferred to VM; RCM to call Customer.
SYLVESM	07/08/2009 02:50:26 PM	Call From [REDACTED]				Customer states calling in regards to case RCM is dealing with. CA advised will transfer to RCM or voicemail option is available. CA to transfer to RCM.
SYLVESM	07/08/2009 02:52:27 PM	Transfer To RCM - Amanda				CA transferred call to RCM voicemail. RCM to call back Customer.
EDWARDAM	07/08/2009 03:44:04 PM	Face-To-Face With [REDACTED]				RCM advised spoke with selling Dealer 408319 and he does not have another new TDI manual on their lot and is not willing to assist Customer in getting into another one; he is willing to work with Customer to put him back in the original vehicle. Supervisor advised a new TDI manual would operate the same as the first one the Customer was in; we would not be able to assist him with further assistance towards another new purchase; could seek what the difference would be for the Customer to be put into the original vehicle. RCM to follow up with customer.

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EDWARDAM	07/08/2009 06:25:35 PM	Return Call From	[REDACTED]			Customer states just picked his vehicle up and the radiator fan just keeps running and running really loud; started to smell something burning too; is so upset and does not want this vehicle; Dealer 408112 service is now closed because he just tried to call them; doesn't know what to do and is freaking out since he is on the bridge again where it happened; his wife was behind him following up with the kids, but she isn't anymore and does not have a cell phone on her; doesn't know what to do; needs a car and has to work tomorrow. RCM advised seeking what exactly the vehicle is doing. Customer states the radiator fan or cooling fan is running really loud. RCM advised seeking if he is able to make it home safely in the vehicle; if not RCM can connect him to Roadside to have it towed back to Dealer. Customer states then how will be get home; just wants out of this vehicle. RCM advised does not have much options for him except to contact Roadside to tow it or he can make it home; seeking if RCM can contact Dealer 408112 sales to seek if there is anything they can do. RCM to call Dealer 408112.
EDWARDAM	07/08/2009 06:26:01 PM	Call To Wallace Leung		408112		RCM advised has a big dilemma with Customer's vehicle; just pick up and the radiator fans are running really loudly with burning smell; seeking if there is anything they could help with. Sales Manager advised they are about 3 miles away from the service building; they don't have loaners or rentals on their facility either; sorry can't assist, but should have the vehicle taken back to Dealer which they have night drop off. RCM to return to Customer.
EDWARDAM	07/08/2009 06:26:13 PM	Return To	[REDACTED]			RCM advised sales is 3 miles away from the service and they don't have loaners or rental; recommended Customer turn the vehicle off; let it cool down and also for him to calm down too; attempt to restart it to seek if it's doing the same thing; if not safely get home or contact Roadside to have it towed back to Dealer 408112; if he could make it to rental agency RCM can help him with a vehicle in the meantime; this is all RCM can provide right now; will call service in the morning and him back when RCM comes in the morning to check status. Customer states will do that and speak with RCM tomorrow. RCM to call Dealer 408112.
EDWARDAM	07/09/2009 09:48:10 AM	Call To	[REDACTED]			RCM has attempted to reach Customer this morning and the phone will ring once and then go into a busy signal. RCM to try again.
EDWARDAM	07/09/2009 03:39:13 PM	Call To	[REDACTED]			RCM has attempted to reach Customer again; phone will ring once and then go into a busy signal. ***LEVEL 1/RCM please seek if Customer was able to get home or have the vehicle taken back to Dealer 408112; please inquire if the fan noise is still present. RCM to wait Customer call.

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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>
GIROUXS	07/09/2009 05:54:53 PM	Call From	[REDACTED]			Customer states: seeking to speak with RCM; RCM was supposed to call but she must have gotten busy or something. CO advised: looks like she tried calling twice and wasn't able to get through; seeking to know if customer made it home. Customer states: brought car home last night; drove mother's car to work and vehicle is just sitting at home. CA advised: seeking to know if the fan noise is still present. Customer states: it hasn't shown up again; talked with a Jetta owner who has a gas engine, and he advised that his fan comes on like that too, so customer feels that maybe it's normal; seeking to know when he can speak with RCM. CO advised: RCM will be available tomorrow; will put in notes that customer is seeking a call back; RCM will call by COB tomorrow; seeking to verify that number on file is correct. Customer verified number, advised that people in the area were complaining about their phones not working, so thinks there might have been something wrong with the signal; doesn't know if fan noise is normal or not though, and really just wants to trade car, since this isn't first problem. CA acknowledged. RCM to call customer.
SYLVESM	07/10/2009 09:32:20 AM	Call From	[REDACTED]			Customer seeks to speak with RCM. CA to transfer to RCM.
SYLVESM	07/10/2009 09:34:04 AM	Transfer To RCM-Voicemail				CA transferred to RCM voicemail. RCM to call back Customer.
EDWARDAM	07/10/2009 09:51:18 AM	Voice Mail From	[REDACTED]			Customer LVMM. Customer states his wife took his cell phone today because hers is dead; he is unable to be contacted as he doesn't have a # to provide; will try back later and hopes to reach RCM. RCM to wait Customer call.
GHIDROA	07/10/2009 01:00:16 PM	Return Call From	[REDACTED]			Customer seeking to speak with RCM. CA advised: will transfer the call to RCM; in case RCM is assisting another customer, call will be transferred into RCM voicemail. Customer states: he has already left a message and would prefer not to leave a message. CA to see if RCM is available.
GHIDROA	07/10/2009 01:03:29 PM	Call To Amanda				RCM is assisting another customer. CA to return to owner.

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>
GHIDROA	07/10/2009 01:03:58 PM	Return To	[REDACTED]			CA advised: RCM is assisting another customer; will let RCM know that customer is expecting RCM phone call. Customer states: he is seeking to trade this vehicle in with no loss of value; customer can be reached at the business number [REDACTED] until 4:30PM; after 5PM customer can be reached at phone number [REDACTED] RCM to call customer.
EDWARDAM	07/10/2009 04:05:07 PM	Call To Ilene (ER of Franklin)				RCM advised seeking to speak with Customer. Other advised seeking is that a patient here. RCM advised may be a Doctor that works there; RCM was provided this number to call to reach him. Other advised isn't aware of this personnel there, but will give RCM to the operator to try that. RCM to continue with operator.
EDWARDAM	07/10/2009 04:06:56 PM	Continued Comment With Maria (Oper				RCM advised seeking if she would be able to locate Customer. Other advised does not have a listing of employees and would need an extension or direct line for them. RCM advised does not have that. **Level 1: please locate an available RCM to take call; RCM attempted to reach Customer at work and was unable to and shift ends at 5 pm. **RCM to advise we have researched his request and we are unable to assist him with any further loyalty voucher assistance towards a new purchase or lease; if he is experiencing any vehicle concerns he would need to take the vehicle back to the Dealer. RCM to wait Customer call back.
ABDULAM	07/10/2009 04:58:45 PM	Call From	[REDACTED]			Customer seeking to speak with RCM. CA to call RCM.
ABDULAM	07/10/2009 04:59:06 PM	Call To Amanda				CA attempted for each RCM. CA to return to Customer.
ABDULAM	07/10/2009 04:59:26 PM	Return To	[REDACTED]			CA advised that RCM was unavailable. CA advise that VW has researched his request and VW is unable to assist him with any further loyalty voucher assistance towards the purchase or lease of a new VW. CA advised if CSUT still experiences any vehicle concerns he would need to take the vehicle back to the Dealer. Customer states he is unhappy with VW decision, he will contact BBB and post his concerns on the internet. RCM to review and close. .
MULLINT	07/13/2009 08:11:51 AM	Note To CCC				Case reviewed and closed.

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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>
2009 Jetta TDI [REDACTED]	090161172	Customer Relations	3VWRL71K99M [REDACTED]	190		Complaint 408151 Pr. Part: 3885-Mechatronics Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
SHORTK	06/30/2009 09:58:13 AM	Call From [REDACTED]				
Customer states: Original owner; Customer purchased the vehicle and he is making payment to VCI; This customer/family has owned 6 vehicle(s); transmission not working properly; Customer is seeking/expecting vehicle to be replaced; working with Al and Bunny; this customer perceives this to be a premature failure; Customer states he has not heard from anyone at DLR. Customer states VEH broke down last Thursday. CO advised customer our primary goal is to repair the vehicle under the warranty terms. CO advised customer his request will be evaluated and RCM would contact him by COB 7/1/09. CO to escalate to RCM.						
SHORTK	06/30/2009 09:58:47 AM	Assigned To ccc				
Customer seeking VEH to be replaced. VEH is currently at DLR 408151. RCM to email DLR						
EDWARDAM	06/30/2009 10:10:02 AM	Assigned To EDWARDAM				
EDWARDAM	06/30/2009 10:28:51 AM	Call To Reinaldo Cruz		408151		
RCM advised received a call from FOM on this vehicle and wants to confirm if this is the same Customer. Service Manager advised it is; just purchased it 5 days ago; it's not drivable; it's locked up and won't move; all the gears are flashing as well; needs a mechatronics unit and just put in on red order. RCM advised we need to put the Customer in a rental or loaner vehicle because the ETA on these parts are 6-8 weeks; Customer is requesting replacement vehicle; will contact FOM to discuss. RCM to contact field.						
EDWARDAM	06/30/2009 10:43:08 AM	Call To Anthony Martinez				
RCM advised the Customer did contact CCC and is requesting for their vehicle to be replaced; spoke with Service Manager and he explained it's needing a mechatronics unit; it's not drivable and will not go into park, drive, or reverse; this is the Customer's 5th VW and Service Manager was explaining that their previous VW had several concerns too and they convinced them to get into this vehicle; they just purchased the vehicle on Friday, 6/26 and will be down for 4 weeks plus waiting on the part; did request Service Manager to contact Customer to place them in alternative transportation, but wanted to give the urgent FYI on this case. FOM advised to send him the case information and he will discuss with Med/Arb. RCM to e-mail field.						

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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	06/30/2009 10:50:47 AM	E-Mail To Anthony Martinez				RCM sent urgent Customer case to FOM regarding Customer's request for a replacement vehicle and will be down for 4+ weeks waiting on a mechatronic unit; Service Manager will place Customer in alternative transportation; seeking any additional action FOM would like to take on case. RCM to wait field contact.
EDWARDAM	07/01/2009 09:48:34 AM	Return Call From Reinaldo Cruz		408151		(RCM was speaking with Service Manager on another Customer case) RCM advised seeking if he received any updates from field regarding Customer's vehicle. Service Manager advised he did; they are trading it and are currently searching for a new vehicle for her; the Customer has been made aware of this as well. RCM to follow up with Customer.
EDWARDAM	07/01/2009 01:14:23 PM	Call To [REDACTED]				RCM advised is following up on his case; seeking to ensure Dealer 408151 has updated them on what is taking place. Customer states they are looking for a replacement vehicle. RCM advised that is correct; they are doing an equity swap with a new vehicle with the same options as this one; once they can locate that vehicle and complete the paperwork they will set this up with Customer; the process can usually take 2 weeks. Customer states seeking what they are doing for his wife for the inconvenience. RCM advised is not sure if they are doing anything further; they have made the request for the vehicle to be replaced and that is being completed; would need to refer him to the Sales Manager or Service Manager of Dealer 408151 as they are completing this transaction for him. No Further Action.

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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>
2009 Jetta TDI						
	090167598	Customer Relations	3VWTL71K49M	4,000		
CAMPOSA	07/07/2009 09:08:55 AM	Call From Paul Stec	403089			inquiry 420158 Pr. Part: 3723-Temperature sensor Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
	Dealer 403089 Service Manager advised: customer is at Dealer 420158 for a temperature sensor; customer just purchased vehicle; customer is very loyal to dealership; customer contacted Dealer 403089 because they were hoping to get a same day repair; Dealer 420158 advised that the part is on red-order; scheduled to come in today; Dealer 403089 wants to make sure that the customer's repair is followed up on by the area's RCM; customer is anxious to get on the road again; customer has a 3 year old and 5 month old they are traveling with. RCM advised: will assign to Dealer 420158 RCM to follow up with Dealer today to verify there are no problems with the repair; RCM advised that once vehicle is repaired we can certainly send the customer \$100 for a dinner; before we have Dealer 403089 make that offer, RCM wants to make sure that there are no problems with the repairs; RCM (CER) will follow up with Dealer 403089 tomorrow. RCM (CER) to assign to RCM (WER)					Inquiry Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 37A Lease Payment
CAMPOSA	07/07/2009 09:15:24 AM	Assigned To WER				Inquiry Part: 3723-Temperature sensor Rsn: 36A Rental/Loaner
	RCM to contact Dealer 420158 to verify that the parts have arrived and that the vehicle has been repaired. Please assign back to RCM (CER) once repairs completed. No contact with customer is required of RCM (WER). RCM to call Dealer 420158					
CONLINR	07/07/2009 11:34:04 AM	Assigned To CONLINR				
CONLINR	07/07/2009 01:17:57 PM	Call From Harald Gomez				
	FOM states seeking to know if VW will assist with plane tickets to fly Customers family back home. RCM advised FOM to have Customer contact Roadside for trip interruption. RCM to call Dealer					
CONLINR	07/07/2009 01:19:49 PM	Note To CCC				
	Customer called and another case was set up accidentally- 90167784. Customer was seeking a rental Vehicle. RCM to call Dealer					
CONLINR	07/07/2009 01:20:37 PM	Call To Richard	420158			
	RCM advised seeking to know if part arrived today; also Customer is seeking a rental. Service Manager states: put Customer into a loaner today; part has not arrived, however sometimes parts do not come in until 1pm mountain time; Service Manager will call RCM when part comes in. RCM to wait Service Manager 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>
LANDRYK	07/07/2009 04:04:21 PM	Return Call From	[REDACTED]			Customer states: has been advised by Dealer 420158 that the part has not come in and will not be in until tomorrow; he is on vacation and was supposed to leave several days ago; Dealer has advised that once the part comes in it could be a few more days before the repair is complete; would like to know if his vehicle is safe to drive or if he will be given a vehicle to get home in; he has no hotel; he is sitting in front of a ice cream shop with his 2 kids because they have nothing to do. Customer seeking: to know if his vehicle is safe to drive to get him home; to know if VW will arrange for another vehicle and have his shipped back to him. CA advised: will see if RCM is available to discuss this with Customer. CA to transfer Customer to RCM.
LANDRYK	07/07/2009 04:07:32 PM	Transfer To Ryan				CA transferred Customer to RCM. RCM to continue comments with Customer.
CONLINR	07/07/2009 04:19:33 PM	Call From	[REDACTED]			Customer states: seeking to know if Vehicle can be driven home without the repair taking place, Dealer has advised against doing this; seeking to know if VW will pay for plane tickets for entire family to go home, and then pay for a plane ticket for Customer to come back to CO to pick up Vehicle or have Vehicle towed to Michigan; seeking to know, if Customer waits for Vehicle to be repaired, will VW pay for all expenses. RCM advised: If Dealer has advised Customer against driving Vehicle, RCM would not obtain any different information; VW will not assist with towing Vehicle to Michigan; RCM can review to see if VW has any decision as to what the next step would be, however RCM does not expect to have an answer for Customer today. Customer states seeking call back by COB. RCM advised will call Customer, however does not expect to have any new information. RCM to call FOM
CONLINR	07/07/2009 04:25:06 PM	Voice Mail To Harald Gomez				RCM advised seeking to discuss possible resolutions. RCM to wait FOM call
CONLINR	07/07/2009 04:28:13 PM	Voice Mail From Rich		420158		SM states: part will not arrive until tomorrow; cannot take one off another Vehicle or else that Vehicle would be down for a few months; seeking call back. RCM to call SM

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CUSTOMER COMMENT DETAIL REPORT
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CAMPOSA	07/07/2009 05:08:46 PM	Call From Paul Stec		403089		
<p>Service Manager advised: just received a call from customer; customer advised that even if the part came in tomorrow, it would still take another day to repair; customer was seeking to know if air fare is an option; wants to know if reunite is option; wants to know who will cover his expenses; customer is seeking a call back. RCM (CER) advised: let customer know that for sure, any expenses for their stay in CO while vehicle is being repaired will be covered by Roadside Assistance, and VW (any expenses above Roadside Assistance to be covered by VW goodwill); let customer know that we will also provide them with a vehicle payment as a goodwill gesture; unfortunately we will not be able to provide customer with airfare to Michigan for customer and family; RCM (WER) has a call into his FOM for further guidance. Service Manager advised: will contact customer right now to advise customer that between VW and Roadside their expenses while vehicle down will be covered; and that we will provide a vehicle payment. RCM to wait FOM contact.</p>						
CONLINR	07/07/2009 05:48:14 PM	Call To Josh Robnet		420158		
<p>SM unavailable. RCM advised: Central RCM spoke with selling Dealer, and advised Dealer that Customer will need to file for trip interruption; VW will pay for any costs Customer receives above what Roadside offers through trip interruption; VW will not assist with air fare; and will assist with 1 month Vehicle payment in addition. SA states seeking to know restrictions on VW's assistance with costs, such as how much will VW assist with a hotel. RCM advised: Central RCM has not set any restrictions on cost, having advised VW will assist with any cost above Roadside's contribution; RCM will be contacting Customer to make aware of VW's decision. SA states Vehicle may not be ready until 7-9-09. RCM to call Customer</p>						
CONLINR	07/07/2009 06:53:07 PM	Call To [REDACTED]				
<p>RCM advised following up with Customer. Customers phone disconnected. RCM to call Customer</p>						
CONLINR	07/07/2009 06:58:59 PM	Call To [REDACTED]				
<p>RCM advised: following up with Customer. Customer states has spoken with Dealer 403089 who has advised VW will assist with expenses incurred while waiting for Vehicle to be repaired, as well as 1 month Vehicle payment; seeking to know if there is a way to ensure that part arrives and Vehicle is repaired by tomorrow. RCM advised part has been expedited, and there is not a way to further expedite part; there is a chance that Vehicle may not be ready until 7-9-09; Customer will more than likely have to submit receipts to CCC, as Dealer may not be able to claim reimbursement; Customer should call CCC when Vehicle is repaired so that RCM can review reimbursement and Vehicle payment. RCM to call Dealer tomorrow</p>						
CAMPOSA	07/08/2009 11:29:28 AM	Voice Mail From Paul Stec		403089		
<p>Service Manager LVMM. Service Manager seeking to know if we can put customer in rental vehicle, then do a reunite. RCM (CER) to call Dealer 403089.</p>						

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VOLKSWAGEN OF AMERICA, INC.
CUSTOMER COMMENT DETAIL REPORT
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CAMPOSA	07/08/2009 11:30:12 AM	Voice Mail To Paul Stec		403089		
	RCM advised: Enterprise does not usually do one-way rentals; we can wait to see if part comes in today and determine if repairs will be completed tomorrow before reviewing any other alternatives for customer; at this point we will continue to reimburse customer for anything trip interruption does not cover while customer is in Colorado. RCM (WER) to call Dealer.					
CAMPOSA	07/08/2009 01:39:06 PM	Voice Mail From Paul Stec		403089		
	Service Manager advised: Service Manager at Dealer 420158 and Service Manager 403089 spoke together about the option of customer renting vehicle to drive home, then Dealer 420158 sending a driver to deliver customer's vehicle to their residence, while also picking up rental; could be covered under goodwill, and customer would get home in time for work; Service Manager (Dealer 403089) seeking call back. RCM to review.					
CONLINR	07/08/2009 01:59:38 PM	Call To Rich Frizzell		420158		
	RCM advised: Dealer 403089 has advised they contacted SM and discussed a possible reunite with Customer. SM states: discussed this with Dealer 403089; never approved that this would take place, rather SM wanted to discuss this solution with RCM; part did come in, and Dealer does expect this repair to be completed by COB today, in which case reunite would not be necessary. RCM advised will call SM later on today to confirm that Vehicle is repaired. RCM to call Dealer					
CAMPOSA	07/08/2009 02:10:04 PM	Call To Paul Stec		403089		
	RCM LVMM. RCM (CER) advised: Dealer 420158 believes the repairs will be completed today; RCM (WER) is keeping close tabs on repairs, and is in contact with the customer; if Service Manager (Dealer 403089) has further questions, he is welcome to contact RCM. RCM (WER) to call Dealer.					
CONLINR	07/08/2009 06:34:26 PM	Call To Rich Frizzell		420158		
	RCM advised seeking update on Vehicle repair. SM states: Vehicle was repaired; test drove Vehicle for about 15 miles; Customer has picked up Vehicle and left for Michigan. RCM to call Customer					
CONLINR	07/08/2009 06:39:57 PM	Call To [REDACTED]				
	RCM advised: Dealer has made RCM aware that Vehicle is repaired; advised Customer to submit receipts and proof of payment, along with VCI statement, to CCC; provided CCC address and reference number; advised reimbursement will take 4-6 weeks and Vehicle payment will take about 1 month to process, so Customer should make payments as usual. Pending Cusotmer mail, 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>
CAMILOM	07/21/2009 09:27:27 AM	Attached Mail From	[REDACTED]			
		Scanned mail in doc center.				
CONLINR	07/21/2009 12:32:27 PM	Note To CCC				
		RCM to generate check request				
CONLINR	07/21/2009 12:35:05 PM	Note To CCC				
		RCM generated the following check request: 3VWTL71K49M [REDACTED] [REDACTED] VW to generate check to reimburse Customer for expenses incurred due to Vehicle concerns. total = \$808.68				
		RCM to call Customer				
CONLINR	07/21/2009 12:38:55 PM	Voice Mail To	[REDACTED]			
		LVMM RCM advised mail was recieved and a check is being processed for \$808.68; check should arrive within 4-6 weeks. Wait for check				
CR_BATCH	08/06/2009 04:00:40 AM	Note To CONLINR				
		Check # 70928042 for amount \$ 808.68 mailed on 08/05/2009				

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2009 Jetta TDI [REDACTED]	090167784	Customer Relations	3VWTL71K49M [REDACTED]	3,800		Complaint 420158 Pr. Part: 3723-Temperature sensor Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
GIROUXS	07/07/2009 12:18:05 PM	Call From [REDACTED]				
Customer states: purchased vehicle 3 weeks ago; drove to Colorado Springs, and while in cruise control transmission suddenly slipped into neutral and vehicle would no longer operate; had vehicle towed to 402902 yesterday, where they began diagnosis and advised a loaner wouldn't be provided until a diagnosis was made; this morning SA called to advise that transmission temperature sensor was bad and they would need to order part, but they couldn't authorize rental vehicle and that customer should call CARE. CO advised: will assign to RCM. Customer's phone disconnected at this point. CO to call customer.						
GIROUXS	07/07/2009 12:18:13 PM	Voice Mail For [REDACTED]				
CO LVMTRMC. CO to wait customer call.						
GIROUXS	07/07/2009 12:23:17 PM	Call From [REDACTED]				
Customer states: disconnected call on accident. CO advised: going to assign up to a RCM to follow up with dealer and determine why rental isn't being offered and get a rental vehicle arranged; RCM will follow up with customer by COB today. Customer thanked. CO to assign to RCM.						
GIROUXS	07/07/2009 12:30:16 PM	Assigned To ccc				
Please follow up with dealer and verify rental assistance and diagnosis; assist customer with getting a rental vehicle while vehicle is down. Call customer by COB today on cell phone. RCM to call dealer.						
ZEHELD	07/07/2009 12:32:26 PM	Assigned To CONLINR				
CONLINR	07/07/2009 01:22:01 PM	Note To CCC				
reference case 90167598. 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>
2009 Jetta A5 2.0T [REDACTED]	090172842	Customer Relations	3VWRJ71K29M [REDACTED]	621		Complaint 409460 Pr. Part: 3435-Transmission Pr. Rsn: T07 Auto/Hybrid - Gearshift hard to operate
HERRINB	07/14/2009 04:14:24 PM	Call From [REDACTED]				
Customer states that he is calling because he has a major concern with his vehicle. Customer states that the vehicle has 621 miles on it, and the transmission has gone out. Customer states that he is working with 3 different dealers, but the vehicle has not been towed to a Dealer as of yet. Customer states that he would like to know if VW is aware of this major concern or not. CO advised Customer that CO was not aware of a widespread concern with the transmissions. Customer states that it's all over the NHTSA website. Customer states that there have been 3,000 complaints about this concern. Customer states that he would like to speak with someone that will advise what VW will do. CO advised Customer that VW's first goal is to repair the vehicle under the terms of the warranty. CO advised Customer that VW would recommend having the vehicle towed to a Dealer. Customer states that he is going to work with the Dealer and may pursue lemon law. CO advised Customer that VW can follow-up with the Dealer if Customer would like. Customer states that he will do it himself. No further action.						
HERRINB	07/14/2009 04:30:25 PM	Category Selection				
BAKERCR	07/23/2009 04:57:14 PM	Call From [REDACTED]				
Customer states has had nothing but issues since he bought it; 1 week after vehicle was bought both rear window fell out due to tracks being installed upside down for factory; then received recall notice regarding DSG screws; now vehicle needs a new transmission; Customer states wants out of vehicle; CO advise could document concerns and request; cannot guarantee outcome; advised customer would receive a follow up call by COB 7-27-09; customer request we use cell # [REDACTED]; CO to assign to RCM.						
BAKERCR	07/23/2009 05:09:11 PM	Assigned To CCC				
Customer seeking to get out of lease; RCM to review						
ISTIFOV	07/24/2009 07:57:32 AM	Assigned To ISTIFOV				
Assigned.						

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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>
ISTIFOV	07/24/2009 02:49:18 PM	Voice Mail For	[REDACTED]			RCM left message advising that RCM will follow up with dealer 409460 and with customer on Friday 8/7/09. RCM to call dealer 409460 on 8/7/09.
HOFFMAB	07/24/2009 03:14:22 PM	Call From	[REDACTED]			Customer seeking to speak with RCM CA to transfer call.
HOFFMAB	07/24/2009 03:14:54 PM	Transfer To associate				Call transferred to RCM.
ISTIFOV	07/24/2009 03:17:59 PM	Continued Comment From	[REDACTED]			Customer states that his vehicle is parked in the garage as the vehicle has had concerns with the window falling down, the screws to the drive shaft have come off and now is down due to a mechatronics unit. Customer states that he is financing the vehicle through VW credit for three years and pays over \$500 per month. Customer states he has lost confidence in the vehicle and would like for VW to take it back. RCM advised VW's goal is to address any manufacture shortcomings under warranty however, RCM will research customer's request and will contact him back by Tuesday 7/28/09. RCM to call dealer 409460.
ISTIFOV	07/27/2009 09:33:17 AM	Voice Mail For Paul Boots		409460		RCM left message advising to please contact RCM back regarding customer's vehicle. Wait dealer call.
ISTIFOV	07/27/2009 09:49:56 AM	Voice Mail From Paul Boots		409460		SM left message advising to please contact him back regarding customer's vehicle. RCM to call customer.
ISTIFOV	07/27/2009 09:57:51 AM	Call To Paul Boots		409460		SM advised that vehicle has had window regulator concerns early one which were addressed the same day, has had the S4 campaign which was also completed the same day and now needs a new transmission due to a mechatronics concern. SM advised the vehicle is with the customer as it is drivable. SM advised he expects for the transmission to arrive later this week. RCM to call customer and advise that VW will continue to work under the terms of the WARR however, will offer one month vehicle payment. 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>
ABDULAM	07/27/2009 02:26:09 PM	Call To	[REDACTED]			CA advised transmission should be in this week and vehicle should be repaired. CA advised that VW will work under the terms of the warranty and would like to offer one month's vehicle payment. Customer states the vehicle almost killed them and they may get an attorney. Customer states the NHTSA opened an investigation in regards to the DSG concern. Customer states Dealer never checked the front axle and they lied to CCC. Customer states that Dealer is not replacing the mechatronics would trigger the lemon law and they are replacing the transmission. Customer states they complained about the transmission and while driving on highway and vehicle went into neutral. Customer states that Dealer is advising VW incorrectly and he will go the media. Customer states the Service Manager documented on the Repair Order that MIL is on due to engine concern and vehicle actually went into Dealer for window repair. Customer states the Service Manager gave him a letter stating he made a mistake. Customer seeking for VW to take this vehicle back or replaced. CA advised VW will work within the terms of the warranty and VW is unable to meet his request. No further action.
ISTIFOV	07/27/2009 04:38:19 PM	Note To	CCC			No further action.
SHORTK	07/29/2009 11:13:31 AM	Call From	[REDACTED]			Customer states seeking VW position in writing. CA advised customer he request will be forwarded and he would receive letter in 7-10 business days. CA to escalate to team 5
SHORTK	07/29/2009 11:14:38 AM	Assigned To	ccc			Please send VW position in writing. Wait correspondence.
BICKMAD	07/30/2009 06:15:51 AM	Assigned To	FOSTERC			
FOSTERC	07/31/2009 10:54:47 AM	Mail To	[REDACTED]			CA generated and mailed letter. Letter can be viewed in doc center. RCM to review and close.
FOSTERC	07/31/2009 10:55:15 AM	Assigned To	ISTIFOV			RCM to review and close.

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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>
ISTIFOV	07/31/2009 11:05:32 AM	Note To CCC				No further action.
GHIDROA	08/07/2009 11:44:12 AM	Return Call From [REDACTED]				Customer states: he received the letter sent by CCC; the rear window fell out, the transmission died and there was an issue with the customer spoke with Dealer 409460 Service Manager Mr. Boots yesterday and Service Manager is advising customer that he should be entitled to get out of the vehicle; DP advised that there are 40 vehicles on the lot for DSG repairs; Dealer advised customer that there is no space on the lot for customer's vehicle; customer states: he is afraid to drive the vehicle; he is aware of the fact that NHTSA is investigating the DSG issue in VW vehicles; DP is advising that even after the S4 recall has been completed the vehicles are coming back for repairs; customer states: there is not a guarantee that VW can provide that would make customer believe that this vehicle will ever be safe to drive. Customer seeking for VW to buy the vehicle back; customer would like for VW to resolve this so that customer would not be forced to take legal action. CA advised: would like to see if RCM is available to speak with customer. CA to call RCM.
GHIDROA	08/07/2009 12:11:23 PM	Call To Vance				RCM advised: based on information as of today VW will continue to work with the terms of the warranty as VW obligation is to repair the vehicle; VW has offered 1 months vehicle payment. CA to return to customer.
GHIDROA	08/07/2009 12:16:34 PM	Return To [REDACTED]				CA advised: had a chance to consult with RCM; RCM advised that VW obligation is to repair the vehicle; at this time VW would be able to offer a month vehicle payment; customer should work with Service Manager. Customer states: he is highly dissatisfied with this response; Service Manager advised that there is a 30% failure after the repairs have been completed on the DSG units; customer can arrange a 3-way conference call with RCM and Service Manager to bring everyone on the same page since Service Manager has advised customer that he agrees with customer. Customer seeking to have noted that he will hold RCM personally responsible if something goes wrong after the vehicle has been repaired; seeking a return call from RCM. CA advised: will document request however since RCM has already completed the possible research so far CA would not be able to promise customer a call back. RCM to review.
ISTIFOV	08/07/2009 12:23:25 PM	Note To CCC				Customer has already been provided with VW CCC's decision. 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>
FOXK1	08/13/2009 02:29:22 PM	Call From Steve				FOM alerted the ES to the customer's concerns, the vehicle was done one day, the transmission was ordered and has arrived, customer is in the vehicle, will continue to work through warranty, RCM and he offered a vehicle payment as goodwill, the customer has his cell number, customer is not happy with our position, customer is to call him back to let him know if he will bring the vehilce back in. ES advised have noted. No further action.
WOJCIED	08/14/2009 01:45:09 PM	Note From D.Dameron				DO NOT COMPLETE OUTBOUND CUSTOMER CALL AS CARE CASE HAS BEEN ESTABLISHED. If CUSTOMER CONTACTS CARE, PLEASE CONTACT DAWN DAMERON.

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2009 Jetta TDI [REDACTED]	090172873	Customer Relations	3VWTL71K09M [REDACTED]	2,000		Complaint 424339 Pr. Part: 3723-Temperature sensor Pr. Rsn: T03 Auto/Hybrid - Slips/shifts erratically
DELANDG	07/14/2009 04:35:18 PM	Call From [REDACTED]				
	Customer states: vehicle is currently at Dealer 424339 for a concern which he refers to as a "false neutral"; he has a rental that he is paying for out of pocket; he was on a trip out of town when the car just stops accelerating; Service Manager Matt Bates has advised that they have not been able to reproduce the concern; he feels this is a safety issue, but that the Service Manager has dismissed his concerns; there have been no codes which have come up, but he is seeking for resolution of this concern so that he can enjoy his car; he passed up to other brands to come to VW; his experience from the sales to service has been disappointing; on a side note, he has not received a call to take the survey. CO advised: surveys are administered third-party, but we will document his sentiment; his case will be brought to the attention of an RCM who be in touch with him by close of business July 15; cannot promise that we will be able to offer a repair solution if the vehicle has so far been operating to specifications per Dealer 424339, but we can research to ensure that all available resources are being utilized in order to have concerns addressed to the best of our ability. CO to assign to RCM.					
DELANDG	07/14/2009 05:04:26 PM	Assigned To CER				
	Customer is seeking a repair solution for what he describes as a "false neutral" but Dealer 424339 has found no concern to be present. Please contact Dealer 424339 to ensure all available resources are being utilized in order to assist him. RCM to contact Dealer 424339.					
NARDONP	07/14/2009 05:47:13 PM	Assigned To CAMPOSA				

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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>
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CAMPOSA	07/14/2009 05:51:21 PM	E-Mail To Matthew Bates		424339		
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***** Email to mbchevy58@hotmail.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 Jetta

VIN: 3VWTL71K09M [REDACTED]

Reason for Inquiry: Customer says that his vehicle is having acceleration concerns. He says that the vehicle stops accelerating.

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.

Ann Camposeo
(248) 754-3242

RCM to wait dealer call.

CAMPOSA	07/15/2009 09:42:28 AM	E-Mail From Matt Bates		424339		
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ANN

WE DID FIND THAT THE TRANS TEMP SENSOR IS BAD AND I HAVE ONE ORDERED CAR DOWN
MATT

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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ISTIFOV	07/15/2009 04:04:57 PM	Call To [REDACTED]				
RCM advised that dealer 424339 has advised that the transmission temperature sensor is needed to address transmission concerns and has been ordered. Customer states that dealer 424339 has advised customer of the update and he had a feeling the concern was related to the transmission temperature sensor as he has read many reports over the internet regarding the concern. Customer states that he is in a rental vehicle that dealer 424339 is paying for. RCM apologized for vehicle concerns and advised that RCM will continue to follow up with dealer 424339 regarding vehicle repair updates and RCM will contact customer back by COB Friday 7/17/09. Customer acknowledged. RCM to call dealer 424339.						
CAMPOSA	07/17/2009 11:37:42 AM	Call To Stephanie		424339		
Service Advisor states: vehicle was brought in 7/13; part is in today; technician hopes to have vehicle completed today. RCM to call customer.						
SZYMANT	07/17/2009 03:34:19 PM	Call To [REDACTED]				
RCM advised customer we are calling to advise the part arrived and repairs will hopefully be complete today; hope customer has better experience moving forward. Customer advised it's been frustrating that dealership was ready to release the vehicle without looking into it further; he had to help them find the concerns. RCM advised understands his frustration; if there are any further questions or concerns, can let us know. CO to review and close.						
CAMPOSA	07/17/2009 03:51:51 PM	Note To CCC				
RCM reviewed. No further action.						

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CUSTOMER COMMENT DETAIL REPORT
CASE NUMBERS SOURCE: All

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2009 Jetta TDI [REDACTED]	090174280	Customer Relations	3VWRL71KX9M [REDACTED]	10,000		
STATONJ	07/15/2009 09:29:03 AM	Call From [REDACTED]				Complaint 407342 Pr. Rsn: 18Q Product Knowledge
		Customer states: purchased new; on vacation; grinding noise from transmission; will not go into reverse; took to Dealer 407342 Saturday 07/11/09; Dealer rental agency was closed; rented a vehicle for \$260; Dealer advised would only reimburse \$30 per day; Dealer advised technician has driven vehicle home on Monday and Tuesday; Dealer advised they were supposed to be downloading a chip; does not understand why Dealer is driving vehicle if all they need to do is download a chip. Customer seeking: if Dealer is supposed to be driving vehicle; reimbursement for entire rental cost. CO advised: will assign to RCM to review status of repair with Dealer; will review rental concern; RCM will call Customer back by EOB 07/16/09. CO to escalate to RCM.				Complaint 407342 Part: 3511-Mechatronic Rsn: 10T Unusual transmission noises
STATONJ	07/15/2009 09:37:48 AM	Assigned To RCM				Complaint 407342 Part: 3511-Mechatronic Rsn: 36A Rental/Loaner
		Customer is on vacation; grinding from transmission; no reverse; at Dealer 407342 since 07/11/09. Customer seeking why Dealer technician has driven vehicle home twice. Customer seeking reimbursement for entire rental fee. Please call Customer by EOB 07/16/09 at [REDACTED] any time. RCM to research.				
HEARNSN	07/15/2009 10:04:37 AM	Assigned To HEARNSN				
HEARNSN	07/15/2009 01:47:54 PM	Voice Mail To George		407342		
		RCM LMTRMC in regards to vehicle diagnosis and customer concerns with Dealer Technician driving vehicle for last 2 days; seeking to know if drop off slip has information pertaining to Dealer test drive; provided direct contact. RCM to wait Dealer call.				
HEARNSN	07/15/2009 02:13:02 PM	Call To George		407342		
		Service Manager states that he is returning call in regards to customer vehicle; Dealer was unable to retrieve codes regarding customer complaint and concerns; Dealer then called customer on MON, 07/13 at 4:55 pm obtaining authorization for Shop Foreman to test drive vehicle in hopes of replicating concern; Dealer consulted with Techline who advised Dealer to replace mechatronics in vehicle; part ordered; unaware that customer was not in Dealer loaner; will contact customer advising to return her rental to obtain Dealer rental/loaner which is \$30/day; will follow up as to repair. RCM to call customer.				

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HEARNSN	07/16/2009 04:51:18 PM	Voice Mail To [REDACTED]				RCM LVMM advising that Dealer states that customer provided authorization for Shop Foreman to test drive vehicle allowing Dealer replicate concerns with vehicle; customer can submit rental receipt and proof of payment to Dealer for reimbursement; Service Manager was to have called customer to arrange putting customer in Dealer rental/loaner yesterday, provided Dealer number to arrange if not yet spoke to Dealer; Dealer has ordered mechatronic for vehicle; best to follow up with Dealer in regards to order receipt, however RCM can also stay in contact with customer as to update; will follow up on FRI, 07/31/2009. RCM to call Dealer.
HEARNSN	07/20/2009 09:11:02 AM	Call To George		407342		RCM called Dealer and requested update to rental matter. Service Manager states that customer was contacted ad placed in a Dealer rental; Service Manager called Hertz and advised that cost of rental will be charged to Dealer at \$30.00/day; will follow up as to mechatronic repair, once available. RCM to wait Dealer call.
HEARNSN	07/28/2009 06:01:20 PM	Call To George		407342		RCM called Dealer and requested update to repair. Service Manager states that vehicle repair was completed on 07/24/2009 and vehicle was picked up. RCM to call customer.
GENERAM	07/29/2009 06:53:23 PM	Call To [REDACTED]				Customer states she picked up her vehicle and so far, everything is working well. RCM to review and close.
GENERAM	07/29/2009 06:54:29 PM	Assigned To HEARNSN				RCM to review and close.
HEARNSN	07/30/2009 09:04:15 AM	Note To CCC				RCM reviewed and no further action.

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VOLKSWAGEN OF AMERICA, INC.
 CUSTOMER COMMENT DETAIL REPORT
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2009 Jetta TDI [REDACTED]	090174332	Customer Relations	3VWPL71K29M [REDACTED]	900		
GIROUXS	07/15/2009 10:34:00 AM	Call From [REDACTED]	(pronounced regal			
<p>Customer states: purchased vehicle 3 weeks ago, and two days after purchasing, he was immediately having problems; transmission is hesitating when going from a stop, which is a dangerous concern; dealer has had vehicle for 8 days, and finally diagnosed it's some sensor that needs to be replaced, but they don't have part and don't know when it is coming in; service advisor stated maybe tomorrow it will be in; doesn't understand why Volkswagen doesn't have parts; seeking to know what is going on with company; seeking to be transferred to Stefan Jacoby. CO advised: Mr. Jacoby is the CEO of VWoA and is only available by mail; apologized for ongoing vehicle concerns so soon in ownership experience; seeking to assign up to a RCM to follow up with dealer and verify diagnosis and part ordered and any ETA they might have for part; will also ensure all technical resources are being utilized to properly diagnose and repair vehicle. Customer advised best to contact before noon tomorrow; seeking CEO address. CO advised RCM will call customer no later than Noon tomorrow; provided address. CO to assign to RCM.</p>						<hr/> Complaint 405080 Pr. Part: 3735-Automatic transmission Pr. Rsn: 56E Hesitation <hr/> Complaint Rsn: 74A Customer leaving brand <hr/> Complaint Rsn: 61Q Dissatisfied w/CR Decision <hr/> Complaint Part: LEAS-LEASE AND LOAN PAYMENT Rsn: 57K Parts information (avail, pricing, locator)
GIROUXS	07/15/2009 10:42:02 AM	Assigned To ccc				
<p>Please follow up with dealer and determine the following: what needs to be repaired; number of days down; part being ordered; ETA for part; whether FOM/tech helpline has been contacted. Customer states vehicle is in for third time for same issue with hesitation when coming from a stop, and that dealer can't say when part will be in. Please follow up with customer by noon tomorrow. RCM to call dealer.</p>						
JANSSEL	07/15/2009 12:23:59 PM	Assigned To JANSSEL				

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CUSTOMER COMMENT DETAIL REPORT
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JANSSEL	07/16/2009 02:30:09 PM	Call To Christian Havneraas		405080		RCM advised Service Manager of customer's concerns. Service Manager advised: he is currently away from the dealer 405080 as he is currently in training, will provide some information such as the first time vehicle was brought to dealer it was for a MIL, dealer diagnosed vehicle and found a code for boost pressure, dealer found that the boost pressure hose was twisted from the factory and was untwisted, while vehicle was at the dealer the technician was installing mud flaps, the technician slipped and caused some damage on the lower left side of vehicle, the second visit was at the dealer's body shop, the dealer repaired the damage and released vehicle, the current visit is for the vehicle stopping while driving, vehicle was diagnosed needing a new temperature speed sensor in transmission, vehicle was brought in on Monday 7/13/09, the part may arrive tomorrow, advised RCM to follow up tomorrow for further updates. RCM to advise customer: we are still researching concerns, will follow up by COB Monday 7/20/09. RCM to call Customer.
JANSSEL	07/16/2009 04:05:28 PM	Voice Mail For [REDACTED]				RCM advised: still researching concerns, will follow up by COB Monday 7/20/09 the latest. RCM to call dealer on 7/17/09.
MULLIGM	07/16/2009 04:16:50 PM	Call From [REDACTED]				Customer states seeking RCM; CA advised RCM still researching; will update Customer by COB 7/20/09; Customer states why is there no further information; why can't VW find a part for a brand new vehicle; Dealer 405080 has had vehicle longer than he has; CCC is worthless and VW is crazy if we think he will ever buy another VW again and disconnected; RCM to call Dealer.
ZIEHMEC	07/20/2009 03:06:19 PM	Call To Chris		405080		RCM advised Service Manager of the customers concerns and what the customer is seeking: Service Manager states: they are replacing the temperature speed sensor; there were no parts available at the time and they had to order it from Canada; part will be in tomorrow; total days down before was 4 and that included the damage the mud flaps did to the runners; customer is in a loaner; vehicle came in on 7/13 should be done tomorrow. RCM to call customer

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BALDWIA	07/20/2009 05:48:37 PM	Call To [REDACTED]				
RCM advised we spoke to Service Manager who advised the part is expected tomorrow and if it does then the vehicle should be ready. Customer states he doesn't know if Dealer diagnosed the first issue with a yellow light that started flashing a couple of days after purchase of the vehicle; it is disturbing to him as a customer that VW doesn't have parts and can't get parts; Dealer has had the vehicle longer than he has; this is the 3rd time he has had an issue and has not even paid for the vehicle yet; doesn't know he can trust the vehicle is repaired; if he has another issue he doesn't want the car; Customer thinks he may have made a mistake in trading in his BMW for this car. RCM advised this is not the normal time frame for getting parts; we will call customer tomorrow with an update. RCM to call dealer.						
PABSTM	07/21/2009 02:30:27 PM	Voice Mail To chris		405080		
RCM LMTRMC. RCM to wait call from dealer 405080.						
PABSTM	07/21/2009 05:52:48 PM	Call To Mary		405080		
RCM asked if the part came in or if the car is repaired. Service Advisor advised the Service Manager is not available but the car is all done. RCM to call the customer.						
PABSTM	07/21/2009 05:56:24 PM	Call To [REDACTED]				
RCM made 2 attempts to cusotmer phone, got busy signal both times with no means of leaving a message. RCM to call dealer 405080.						
PABSTM	07/21/2009 05:58:29 PM	Call To john		405080		
Service Advisor advised he just hung up from the customer, who sounded happy, the Service Advisor is going to wash the car and have it ready for the customer in the morning of 7/22/09, and that the Service Advisor has the same phone #. RCM to call the customer.						
PABSTM	07/22/2009 02:58:27 PM	Voice Mail To [REDACTED]				
RCM LMTRMC, following up on vehicle repairs. RCM to offer payment reimbursement due to repair time frame. RCM to wait customer call.						
ABDULAM	07/23/2009 05:27:45 PM	Call To [REDACTED]				
CA advised that CA is following up with repairs. CA offered Customer a vehicle payment reimbursement due to repair time frame. CA advised to fax payment to 6504. Customer thanked CA. Wait Customer fax. RCM to review.						

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ZIEHMEC	07/23/2009 05:30:44 PM	Note To CCC				
	RCM reviewed and closed. No further action.					
CAMILOM	07/24/2009 09:13:35 AM	FAX From Miguel Camilo				
PRENTIM	07/24/2009 09:20:33 AM	Note To CCC				
	RC generated check request in the amount of \$516.55 for customer's vehicle payment, not through VCI.					
MARASHS	07/24/2009 01:42:07 PM	FAX From [REDACTED]				
	Fax in doc center.					
CR_BATCH	08/06/2009 04:00:39 AM	Note To PRENTIM				
	Check # [REDACTED] for amount \$ 516.55 mailed on 08/05/2009					

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2009 Jetta TDI [REDACTED]	090176126	Customer Relations	3VWAL71K49M [REDACTED]	10,400		
NESTORD	07/17/2009 10:11:53 AM	Call From [REDACTED]				Complaint 408152 Pr. Part: 4435-Valve Pr. Rsn: T01 Auto/Hybrid - Shifts roughly
		Customer states: vehicle would not shift properly: took vehicle to Dealer 408152 for diagnosis; working with Jason Miller at Dealer; Dealer advised: transmission valve (POO valve) needs to be repaired; the vehicle has been down for 5 weeks due to the part being on backorder; Dealer did offer loaner but Customer declined. Customer seeking: to have vehicle repaired as soon as possible; how long will it take to receive parts. CO advised: cannot guarantee that we will be able to assist in expediting the parts but we can follow up with the Dealer on the Customer behalf; will escalate Customer concern to RCM for further review; RCM will follow up with Customer by COB 7/20/2009 at home phone number. CO to assign to RCM.				Complaint 408152 Part: 4435-Valve Rsn: 04Q Order Fill Time
NESTORD	07/17/2009 10:17:48 AM	Assigned To RCM				
		Customer states: vehicle has been down for 5 weeks to repair a transmission valve. Customer seeking: how long will it take to receive parts. CO advised: will escalate Customer concern to RCM for review and follow up with Customer by COB 7/20/2009 at home phone number. RCM to review.				
EDWARDAM	07/17/2009 10:53:47 AM	Assigned To EDWARDAM				

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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>
EDWARDAM	07/17/2009 10:56:12 AM	E-Mail To James Swider		408152		
***** Email to m.klis@northtownauto.com;j.swider@northtownauto.com; *****						
ACTION REQUIRED: Back Ordered Part(s)						

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 Jetta
 VIN: 3VWAL71K49M [REDACTED]

Customer's Description of Part: transmission valve (POO valve) needs to be replaced but vehicle has been down 5 weeks due to backordered parts.

Requested Information

- 1) Part Number:
- 2) Sales Document Number:
- 3) Order Date:

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.

Amanda Edwards

RCM to wait Dealer 408152 e-mail or 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>
EDWARDAM	07/17/2009 12:34:30 PM	E-Mail From Jim Swider		408152		
		1) Part Number: 02E-325-025-AD-ZE0				
		2) Sales Document Number: 1005734785				
		3) Order Date: 6/8/09				
		ETA 7/24				
		RCM to assign to Level 2.				
EDWARDAM	07/17/2009 12:36:40 PM	Assigned To Part # 02E-325-025-AD-Z				
		Could you please confirm ETA of 7/24 part is to arrive?				
		Part # 02E-325-025-AD-ZE0				
		Sales Document #: 1005734785				
		Order Date: 6/8/09				
		RCM to wait level 2 response.				
PETERSG	07/17/2009 02:08:35 PM	Note To Amanda Edwards				
		RC cannot provide a different ETA from what is listed on the Mechatronics Spreadsheet. (This VIN is listed there and shows an ETA of 7/24).				
EDWARDAM	07/17/2009 02:36:18 PM	Call To [REDACTED]				
		RCM advised is following up on her case; the part she is waiting for is a mechatronics unit; this component is a VIN specific made and can take up to 6 to 8 weeks for it to be built; the ETA for the part is next Friday 7/24 for it to arrive at DLR 408152. CUST states seeking if there will be compensation for the downtime and her not taking the loaner. RCM advised it would be reviewed, but first we want to ensure the VEH is repaired and we have a total days down before we look into that further; wants to ensure she knows DLR is doing everything they can for her, it's just a matter of the parts coming in for repairs; seeking if there is any additional assistance we can offer at this time. CUST states no, she will just wait a little while longer. RCM to e-mail DLR 408152.				

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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<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	07/17/2009 02:46:27 PM	E-Mail To Jim/PM & Mike/SM		408152		

Hello!

Thanks for the parts info Jim and ETA for this. I have explained this to the customer and she is willing to wait a bit longer for her vehicle to be repaired. Just wanted to give both you and Mike FYI that she did seek if there would be compensation for the downtime, which I did say there would be but we need to confirm the vehicle is repaired and have a total downtime. I ensured her you guys were doing everything you can it was just a matter of waiting on parts.

Thanks guys!

Amanda

No Further Action.

VOLKSWAGEN OF AMERICA, INC.
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2009 Jetta TDI						
[REDACTED]	090177845	Customer Relations	3VWAL81KX9M [REDACTED]	1,600		Complaint 425072 Pr. Part: 3435-Transmission Pr. Rsn: 91E Transmission in safe mode/flashing
CASABD	07/20/2009 02:10:52 PM	Call From [REDACTED]				Complaint 425072 Part: 3435-Transmission Rsn: 94J Dissatisfied w/Dealer Decision
		(Call and notes taken by Alex Tajiboy) Customer states: vehicle acts as if it were in neutral when he puts it on drive; it happened 3 times; transmission indicator lights blink; it happened once when he first started vehicle and twice while vehicle was running; took it to Dealer 425072 for diagnosis but Dealer advised no fault codes were found and that VW Corporate would not support any repairs; Customer disagrees with decision; Customers research shows that other TDI vehicles with DSG transmission might have a shortcoming with temperature sensor, which might lead it to send wrong message to transmission module; vehicle spent 2 weeks at Dealer and was picked up on 7/18/09. Customer seeking: to have vehicle repaired under warranty; for CARE to contact tech line; working with Service Advisor Carrie. CO advised: If there are no fault codes showing then it is hard for Dealer to diagnose what's wrong with vehicle and what to repair; would document his concerns and escalate to RCM for research; RCM will contact Customer by EOB 7/21/09 with follow up; Tech line is a Dealer resource; since the vehicle was just at the Dealer, CO did not advise Customer to take vehicle back to Dealer just yet, after RCM research Customer might be asked to do so; if concerns become a trend it is possible that it could lead to a campaign. CO to assign to RCM southern.				Complaint 425072 Part: 3435-Transmission Rsn: 69C Dealer Referred Customer to CARE
CASABD	07/20/2009 02:28:36 PM	Assigned To Unassigned				
		CUST seeking: for DLR to repair VEH. Contact CUST by EOB 7/21/09 prefferably before 1pm at 210-481-0947. RCM to research.				
BALDWIA	07/20/2009 03:14:11 PM	Assigned To BALDWIA				
BALDWIA	07/21/2009 10:45:59 AM	Voice Mail To Michael Vaughn		425072		
		RCM advised Customer name, last 8 of VIN and concern. Wait dealer call.				
BALDWIA	07/21/2009 10:52:55 AM	Call From Michael Vaughn		425072		
		Service Manager advised returning RCM call; there were no codes in the system and Dealer was not able to verify the complaint; there are 35 pages of documentation with the Repair Order and Service Manager was not able to verify VTA number from the text of the documents; will have to discuss the issue with the shop foreman and have him check for VTA number; DSG does have a different feel to it from the normal automatic vehicle but Service Manager cannot account for the customer's complaint about the light coming on; Service Manager will speak to shop foreman and call RCM back. 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>
BALDWIA	07/21/2009 11:10:52 AM	Call From Michael Vaughn		425072		Service Manager advised there was not a VTA opened because there were no hard codes or sporadic codes found in the vehicle. RCM to call Level 2.
BALDWIA	07/21/2009 12:34:07 PM	Face-To-Face With Mindy				RCM advised of customer complaint and Dealer comments. RC advised the complaint symptoms sound like it could be related to the mechatronics unit; RC suggested that customer return the vehicle to dealer for dealer to look at mechatronics unit and call techline to obtain further instructions. RCM to call dealer.
BALDWIA	07/21/2009 07:21:44 PM	Call To Mother				RCM asked to speak to Customer. Relative states Customer was not in. RCM advised calling to advise we are still looking into the concern further and will be doing further research with dealer; will call Customer no later than COB on Thursday 7-23-09. RCM to call dealer.
BALDWIA	07/22/2009 12:18:45 PM	Call From Michael Vaughn		425072		Service Manager called about another customer and RCM advised of update. RCM advised spoke to RC who advised the symptoms customer was describing appeared to be same symptoms as mechatronics unit and suggested that Customer bring the vehicle in again and Techline be contacted even without the codes to see if there is something that Techline may suggest to do. Service Manager advised he would have the customer called. RCM to call customer.
BALDWIA	07/23/2009 03:37:57 PM	Call To Mother				Other states Customer is not available and asked if RCM could call back. RCM to call customer.
BALDWIA	07/23/2009 04:26:54 PM	Call To [REDACTED]				
BALDWIA	07/23/2009 04:29:48 PM	Voice Mail To [REDACTED]				RCM advised calling regarding concern; spoke to Service Manager at dealer and we discussed possibility of customer taking the vehicle back to the dealer so Dealer can contact technical resources again to try to address the vehicle concern. Wait 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>
ABDULAM	07/27/2009 11:11:22 AM	Call To [REDACTED]				CA advised that VW discussed concerns with Service Manager at Dealer and they suggest Customer taking vehicle back to the Dealer and they will call techline in order to try to address vehicle concerns. Customer states she will contact the Dealer. No further action.
ZIEHMEC	07/27/2009 11:15:11 AM	Note To CCC				RCM reviewed and closed. No further action.

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

<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>
2009 Jetta TDI [REDACTED]	090178657	Recovery	3VWCL71K89M [REDACTED]			inquiry 402107 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>
NARDONP	07/21/2009 09:27:38 AM	E-Mail To Robert Linn		402107		

Robert,

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?
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.

WVWFV71K68W [REDACTED]
WVWBA71F58V [REDACTED]
WVWHV71K98W [REDACTED]
3VWRJ71K08M [REDACTED]
3VWCL71K89M [REDACTED]
3VWRJ71K98M [REDACTED]
WVWFA71F98V [REDACTED]

Thank You,
Pete Nardone
Central Region Case Manager
Contractor
Volkswagen of America
3499 West Hamlin Road

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>
Rochester Hills, MI 48309 248-754-3383						
		Wait Service Manager email.				
NARDONP	07/21/2009 03:05:16 PM	E-Mail From John McGowan		402107		
		Customer is not in a rental				
		We have offered no assist to any of the listed vin's				
		We have given no due dates to parts				
		Hope this helps				
		RCM to assign to CA.				
NARDONP	07/21/2009 03:05:53 PM	Assigned To MANNAE				
ABDULAM	07/22/2009 04:50:49 PM	Voice Mail To [REDACTED]				
		CO LVMM. CO apologized for Customer being without her vehicle and the 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.
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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>
2009 Jetta TDI [REDACTED]	090178971	Recovery	3VWRL71KX9M [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

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	07/21/2009 01:31:38 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.

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>
NARDONP	07/22/2009 09:07:11 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 09:07:25 AM	Assigned To MANNAE				
MANNAE	07/28/2009 11:49:21 AM	Call To [REDACTED]				CO spoke with customer and apologized for the inconvenience on part status, advised VWoA is taking this as a high priority and are aware of the delay. Customer states feels unsafe with his vehicle and not sure what will happen every time he accelerates, seeking status. CO advised can have him set up in a loaner vehicle if he would like, advised being advised parts are going to start shipping end of July or beginning of August, advised dealership will continue to follow up on part and contact customer once part comes in, advised will call dealership and have them contact customer to set up rental. Customer states may be reached on his cell phone. CO to reassign to RCM.
MANNAE	07/28/2009 11:57:36 AM	Assigned To NARDONP				Please call dealer 402408 to call customer to set up in a rental, customer can be reached on his cell phone. RCM to call dealer.
NARDONP	07/28/2009 02:49:32 PM	Call To Jacob		402408		RCM advised seeking to know if Dealer 402408 would be able to set Customer up with alternate transportation for the time it takes for his mechatronics unit to come in and the vehicle be repaired; he mentioned he was experiencing shifting issues where he was not comfortable driving the vehicle anymore. Service Advisor states Service Manager is in a meeting so he could most likely get Customer into one of their loaners soon. RCM requests that Service Advisor contact Customer to arrange the loaner to be provided to him. Service Advisor states he will contact Customer since he does have some relationship with him. RCM to call Customer.
NARDONP	07/28/2009 03:00:36 PM	Voice Mail To [REDACTED]		402408		RCM LVMM. RCM advised following up with Customer regarding the concerns with the mechatronics unit; understand Customer was concerned with the way the vehicle was shifting and not confident driving the vehicle anymore; spoke with Dealer 402408 to arrange a loaner vehicle and Dealer will be contacting Customer to set it up; Customer can contact RCM with any other questions or concerns. 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

2009 Jetta TDI

██████████ 090180149 Customer Relations 3VWAL71K49M██████████ 10,000

ABDULAM 07/22/2009 03:08:06 PM E-Mail From Jim 408152

Bob, can you please have someone call these upset customers as per the memo? These ones right now are the 3 hottest ones.

██████████ ██████████ 02e-325-025-ad-ze0 order # 1005734785 eta 8/7

Thanks,
 Jim

ABDULAM 07/22/2009 03:13:59 PM Call To ██████████

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. Customer states she has spoken to her Dealer and they advised her that part maybe in this week. CO advised that this maybe the case or it could be the 1st week in August around 8/7. CO advised seeking to know if Customer is in a loaner. Customer states initially she was in a loaner and returned it as she did not think the vehicle would be down 5 weeks. Customer states she would like a loaner and compensation from VW. Customer states her vehicle is paid off cash. CO advised that VW can obtain a loaner for Customer and would like to offer Customer \$300 due to her vehicle concerns and experience with downtime of the vehicle. Customer states she would like to speak to her Spouse first. CO provided VW phone number 800-444-8982 and reference number. No further action pending Customer call.

inquiry 408152
 Pr. Part: 3885-Mechatronics
 Pr. Rsn: 55J Outbound

Suggestion 408152
 Part: GIFT-DINNER,
 FREE MAINTENANCE,
 ACCESSORY
 Rsn: 71B Other Cust.
 Sat. Service

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

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EDWARDAM	07/22/2009 03:32:39 PM	E-Mail To Mike/SM & Jim/PM		408152		
<p>Hello All,</p> <p>We have reached out to [REDACTED] regarding the Mechatronics situation. She seemed to be ok in speaking with her, but just did not realize it would take this long for her new vehicle to be repaired. We have extended \$300 in cash gift to her as a goodwill gesture for compensation since she has let us know her vehicle is paid off and she is already receiving the carefree maintenance program. She did state she would like to speak with her husband first. She did request if a loaner would be applicable now as she will be needing alternative transportation due to the downtime.</p> <p>Mike - is this something you can provide to this customer?</p> <p>Let me know if you have any further questions, Amanda Edwards Eastern Region Case Manager Areas 3, 4, & 6</p> <p>CO to review and close, pending Dealer reply.</p>						
ABDULAM	07/22/2009 03:34:58 PM	Note To ccc				
<p>No further action.</p>						
MULLIGM	07/27/2009 03:22:56 PM	Call From [REDACTED]				
<p>Customer states was offered \$300 cash for her vehicle being down 5 weeks; she has been advised will likely be down another 2 weeks; seeking to know if there is more VW could offer, especially as she has not taken loaner; CA advised \$300 is our offer at this point, CA would be unable to offer more; will document comments and forward to RCM for review, but unable to advise amount would increase; RCM would update Customer by COB 7/28./09; CA to assign to RCM.</p>						
MULLIGM	07/27/2009 03:25:34 PM	Assigned To RCM				
<p>Customer states seeking to know if VW would offer her anymore due to vehicle expected down for another 2 weeks; CA advised unlikely; RCM to search.</p>						
EDWARDAM	07/28/2009 07:53:07 AM	Assigned To EDWARDAM				

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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	07/28/2009 09:06:10 AM	Face-To-Face With Martin				RCM advised Customer has contacted CCC back seeking additional compensation due to her vehicle being down possibly 2 more weeks; part was ordered 6/8/2009; seeking CO's opinion on this. CO advised he would support RCM's decision as the vehicle will be down almost 2 months. RCM advised believes we should double the compensation to \$600 due vehicle possibly being down 2 months. CO advised he would agree. RCM to call Customer.
EDWARDAM	07/28/2009 10:27:52 AM	Call To Jason Miller (Asst. SM)		408152		RCM advised seeking if rental or loaner was provided. SA advised he LVMM for her and hasn't gotten a call back yet. RCM to follow up with customer.
EDWARDAM	07/28/2009 04:17:48 PM	Return Call From Jason Miller (Asst. SI)		408152		Service Advisor advised they received the mechatronic unit for the Customer's vehicle; have updated her and waiting for her to bring her vehicle in. RCM to follow up with customer.
GENERAM	07/28/2009 05:12:24 PM	Call To [REDACTED]				Advised customer the part is in; she'll need to take the vehicle in to the dealer to complete the repairs; advised customer of \$ 600 check that will be mailed to her; customer very appreciative. RCM to review and close.
GENERAM	07/28/2009 05:13:42 PM	Note To Amanda				RCM to review and close.
EDWARDAM	07/29/2009 08:19:53 AM	Note To check request				3VWAL71K49M [REDACTED] [REDACTED] dinner on VW for vehicle being down due to mechatronic parts delay. Total = \$600.00 RCM to wait check.

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

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>
LOPEZJ	07/30/2009 02:48:21 PM	Return Call From	[REDACTED]			Customer states: picked up the vehicle today and it was a complete disaster; Customer was told the vehicle would be ready at 8:00 am and Customer went with her husband to pick it up this morning and it was filthy; Customer vehicle was sitting in a detail line and there was grease everywhere on the exterior and the interior of the vehicle; Customer had to wait for the vehicle to be cleaned which took about two hours; Customer was unable to receive the vehicle until about 10:00 am; Customer husband drove the vehicle and advised it appears to be working properly, however Customer has not drove it at this point; Customer working with Service Advisor Jason whom is fine, however Customer feels the offer presented to Customer does not appreciate Customer level of inconvenience and dissatisfaction in regards to her vehicle only being 9 months old and down for 51 days. Customer seeking: consideration for inconvenience. CA advised: CA will alert RCM to Customer update; will request RCM to follow up with Customer by COB tomorrow 7/31/09 at [REDACTED] Customer accepts. RCM to call Customer.
EDWARDAM	07/30/2009 03:09:26 PM	Note To CCC				Please note we have provided \$600 in cash as a gift for Customer due to the inconveniences on length of time for repairs; we would not be able to offer anything further at this time. RCM to call Customer.
ABDULAM	07/30/2009 03:14:21 PM	Call To	[REDACTED]			CA apologized to CUST for experience. CA advised that VW is unable to offer more to CUST and VW is offering \$600 cash gift and it is a GW gesture. CUST states she accepts offer. RCM to generate check request.
EDWARDAM	07/30/2009 03:19:11 PM	Note To CCC				Case reviewed. RCM to wait check.
CR_BATCH	08/06/2009 04:00:33 AM	Note To EDWARDAM				Check # 70928002 for amount \$ 600.00 mailed on 08/05/2009

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

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>
2009 Jetta TDI [REDACTED]	090180738	Recovery	3VWRL71KX9M [REDACTED]			inquiry 420129 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound
SMITHN	07/23/2009 08:32:03 AM	Assigned To CONLINR				
RCM to send mechatronic email to Dealer 420129.						
CONLINR	07/23/2009 01:26:56 PM	E-Mail To Todd Ellis		420129		
ACTION REQUIRED: Mechatronic update - 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: 2009 Jetta

VIN: 3VWRL71KX9M [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 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

<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	07/23/2009 05:10:15 PM	E-Mail From Todd Ellis		420129		
		1) Is the customer in a rental or loaner?[Todd at Emich] Emich VW loaner. 2) Have you offered any goodwill?[Todd at Emich] No 3) What part arrival time has been communicated to the customer?[Todd at Emich] Beginning of August. 4) Other pertinent information that you think we should be aware of?[Todd at Emich] Gave bad CSI already. RCM to assign to Point of Contact				
CONLINR	07/23/2009 05:10:32 PM	Assigned To MANNAE				
		CO to review				
MANNAE	08/03/2009 06:05:42 PM	Call To [REDACTED]				
		CO attempted to call home number and it was for Eric and business phone was disconnected. CO to call dealer.				
MANNAE	08/03/2009 06:09:06 PM	Call To Tony		420129		
		SA states vehicle was repaired on Friday 7-31-09, and provided customer phone number. 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>
2009 Jetta TDI [REDACTED]	090180745	Recovery	3VWCL71K79M [REDACTED]			
CAMPOSA	07/23/2009 11:00:25 AM	E-Mail To Daniel Dunn		403158		
ACTION REQUIRED: Mechatronic update						inquiry 403158 Pr. Part: 3885-Mechatronics Pr. Rsn: 55J Outbound

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: 2009 Jetta TDI

VIN: 3VWCL71K79M [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.

CAMPOSA	07/28/2009 10:13:29 AM	Call To Daniel Dunn	403158
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Service Manager advised: customer is not in a rental/loaner; customer has not been extended any goodwill at this point; have not provided any ETA for delivery date at this point. RCM to assign to CO

CAMPOSA	07/28/2009 10:16:19 AM	Assigned To MANNNAE
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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>
ABDULAM	07/30/2009 11:05:13 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>
2009 Jetta TDI [REDACTED]	090180836	Customer Relations	3VWRL71K49M [REDACTED]	1,300		Complaint 402426 Pr. Part: 3730-Transmission ECM Pr. Rsn: E22 Engine lacks power in steady highway driving
SHORTK	07/23/2009 10:11:32 AM	Call From [REDACTED]				
Customer states: Original owner; Customer purchased the vehicle; This customer/family has owned 1 vehicle(s); maintains the vehicles at our dealers; has experienced multiple vehicle issues; No additional warranty/Service contract; VEH will not accelerate and acts as if it is stuck in neutral; Customer is seeking/expecting VEH technical assistance to be involved with repair; working with SM (Julie); this customer perceives this to be a premature failure; Customer states she has had acceleration concern occur 4 times. Customer states VEH is currently at DLR 402426 and they refuse to involve VW tech support due to no codes stored nor have they been able to replicate the concern. Customer states she is afraid to drive the vehicle. CO advised customer her complaint will be escalated to RCM to evaluate. CO advised customer we will work with DLR to utilize our technical resources. CO advised customer RCM would contact her by COB 7/24/09. CO to escalate to RCM.						
SHORTK	07/23/2009 10:12:12 AM	Assigned To ccc				
Customer seeking technical resources to be exhausted. RCM to email DLR 402426						
NARDONP	07/23/2009 10:13:52 AM	Assigned To NARDONP				
NARDONP	07/23/2009 11:59:23 AM	Call To DP		402426		
RCM advised seeking to speak with Service Manager on Customer vehicle. Service Advisor states Service Manager is not available but he will leave a message for her to call RCM back. Wait Service Manager call.						
NARDONP	07/23/2009 12:39:06 PM	Call From Shelly Peterson		402426		
Service Manager states Customer is saying the vehicle acts like it is being stuck in neutral when it is in drive; Dealer 402426 has put 185 miles on the vehicle and have found no concerns; Service Manager just spoke with FOM who stated to open a VTA ticket which she will be doing shortly. RCM advised will follow up with Service Manager tomorrow to see if there is any new information. Service Manager states she will let RCM know of any updates as they become available. RCM to follow up.						
NARDONP	07/24/2009 01:53:23 PM	Call To Brad		402426		
RCM advised seeking to speak with Service Manager. Service Advisor states Service Manager is speaking with FOM currently but she will contact RCM back shortly. RCM to wait Service Manager call.						

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