MEMORANDUM TO FILE

Reference: EA03-013 3/4/04

Subject: Addition to file

From: John Abbott, Safety Defects Specialist

To: Case File Assistant

1. Please add the attached update to Warranty and Field reports to the file.

2. On January 21, 2004 a meeting was held to discuss technical issues related to EA03-013.

A list of attendees follows:

Kathy DeMeter	ODI
Tom Cooper	ODI
John Abbott	ODI
Ray Woo	NCC
Lou Brown	VWoA
John Maddox	VWoA
Kevin McDonald	VWoA
Bernd Gottweis	VWAG
Klaus Hitzelroth	VWAG
Toens Brinkmann	VWAG

Volkswagen of America, Inc.
3800 Hamlin Road
Auburn Hills MI 48326

Fax

To: Thomas Z. Cooper
From: John Maddox
Phone:
Pages: 24 Including Cover Sheet
Fax: (202) 366-1767
Date: January 26, 2004

(202) 366-8065 per Connie

NOTES:

Tom, here are the additional warranty claims and field reports that you requested in our meeting. We are preparing the Request for Confidentiality for the presentation also.

—John M

VOLKSWAGEN

3800 Hamlin Road
Auburn Hills, MI 48326
Tel. [illegible] 754-5000

January 23, 2004

Thomas Z. Cooper, Chief
Office of Defects Investigation
US Department of Transportation
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590

Subject: EA03-013

Dear Mr. Cooper,

Per our meeting on Wednesday, January 21, 2004 I am sending the updated Customer Relations and Warranty claims with this transmission.

If you have any questions or require additional information please contact me.

Regards,

John Meddox
Compliance Officer
VWoA

UNMATCHED WARRANTY CLAIMS

Claim ID	Customer Name	Customer Phone	VIN	Repair Date	Repair Miles	Repair Facility	Repair Location	Repair Phone	Labor Op	Problem Code	Part Number	Part Description	Cust Complaint
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Washington	[illegible]	[illegible] : Remove and install Fan Motor	10 Mechanical defect	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	California	[illegible]	[illegible] : Remove and install Fan Motor	15 Broken, cracked, torn	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	California	[illegible]	[illegible] : Remove and install Fan Motor	10 Mechanical defect	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible] : Remove and install Fan Motor	40 Electrical Malfunction	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Florida	[illegible]	[illegible] : Remove and install Fan Motor	[illegible]	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Pennsylvania	[illegible]	[illegible] : Remove and install Fan Motor	40 Electrical Malfunction	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Texas	[illegible]	[illegible] : Remove and install Fan Motor	40 Electrical Malfunction	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Maryland	[illegible]	[illegible] : Remove and install Fan Motor	10 Mechanical defect	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Florida	[illegible]	[illegible] : Remove and install Fan Motor	40 Electrical Malfunction	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Virginia	[illegible]	[illegible] : Remove and install Fan Motor	40 Electrical Malfunction	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Maryland	[illegible]	[illegible] : Remove and install Fan Motor	10 Mechanical defect	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Virginia	[illegible]	[illegible] : Remove and install Fan Motor	10 Mechanical defect	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Arizona	[illegible]	[illegible] : Remove and install Fan Motor	15 Loose	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Florida	[illegible]	[illegible] : Remove and install Fan Motor	40 Electrical Malfunction	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Massachusetts	[illegible]	[illegible] : Remove and install Fan Motor	40 Electrical Malfunction	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible] : Remove and install Fan Motor	10 Mechanical defect	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Virginia	[illegible]	[illegible] : Remove and install Fan Motor	40 Electrical Malfunction	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Florida	[illegible]	[illegible] : Remove and install Fan Motor	40 Electrical Malfunction	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Colorado	[illegible]	[illegible] : Remove and install Fan Motor	10 Mechanical defect	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Florida	[illegible]	[illegible] : Remove and install Fan Motor	40 Electrical Malfunction	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Tennessee	[illegible]	[illegible] : Remove and install Fan Motor	40 Electrical Malfunction	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Tennessee	[illegible]	[illegible] : Remove and install Fan Motor	40 Electrical Malfunction	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	California	[illegible]	[illegible] : Remove and install Fan Motor	15 Broken, cracked, torn	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Nevada	[illegible]	[illegible] : Remove and install Fan Motor	40 Electrical Malfunction	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	California	[illegible]	[illegible] : Remove and install Fan Motor	40 Electrical Malfunction	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Illinois	[illegible]	[illegible] : Remove and install Fan Motor	15 Broken, cracked, torn	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	California	[illegible]	[illegible] : Remove and install Fan Motor	10 Mechanical defect	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	New Mexico	[illegible]	[illegible] : Remove and install Fan Motor	40 Electrical Malfunction	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible] : Remove and install Fan Motor	10 Mechanical defect	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Maryland	[illegible]	[illegible] : Remove and install Fan Motor	10 Mechanical defect	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Virginia	[illegible]	[illegible] : Remove and install Fan Motor	10 Mechanical defect	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Louisiana	[illegible]	[illegible] : Remove and install Fan Motor	20 Noisy	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Pennsylvania	[illegible]	[illegible] : Remove and install Fan Motor	40 Electrical Malfunction	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Oregon	[illegible]	[illegible] : Remove and install Fan Motor	40 Electrical Malfunction	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	North Carolina	[illegible]	[illegible] : Remove and install Fan Motor	10 Mechanical defect	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	South Carolina	[illegible]	[illegible] : Remove and install Fan Motor	10 Mechanical defect	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	North Carolina	[illegible]	[illegible] : Remove and install Fan Motor	40 Electrical Malfunction	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Colorado	[illegible]	[illegible] : Remove and install Fan Motor	15 Broken, cracked, torn	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Oklahoma	[illegible]	[illegible] : Remove and install Fan Motor	40 Electrical Malfunction	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Maine	[illegible]	[illegible] : Remove and install Fan Motor	10 Mechanical defect	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	Oregon	[illegible]	[illegible] : Remove and install Fan Motor	10 Mechanical defect	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible] : Remove and install Fan Motor	20 Noisy	[illegible]	ELECTR FAN	N/A
[illegible]	N/A	N/A	[illegible]	[illegible]	[illegible]	[illegible]	North Carolina	[illegible]	[illegible] : Remove and install Fan Motor	40 Electrical Malfunction	[illegible]	ELECTR FAN	N/A

sorted by VIN
N/A = Not Available

Tech Notes	Tech Notes
?	?
100 AIR/H VIN/BIGH REPLACE RADIATOR & ELECTRIC FANS	?
MB PER WILLIE BURNING AND TB NP SENSOR 30P28 FOUND THAT SO	TB FAN FINE AFRIJ[illegible] AND AIR INTAKE SENSOR IS BROKING OFF
108. COOLANT FAN MOTOR DEFECTIVAL LOW MEANS FAILURE	?
BROKEN FAN 30MB COOLING FANS VIBRATE LEFT FAN IS BROKEN REP	LACK LOSE COOLING FAN LIYYYYY.CODE 9M
FANS NOMAY	BYP-AVEID CODE
REPLACED ELEC. FAN FOR AID - VIBRATING - PLASTIC BROKEN	?
BROKEN	?
40 VC BRIMENS 30000 RAD FANS HAVE SECTIONS ON BIDES MISSING	ROAD TEST TO VERIFY. INSPECT AID AND ENGINE FAN BLADES THAT
FAN BROKEN	?
100% GOODWILL FOR FIXIT ONLY. MIPROVE. REPLACED COOLANT FAN,	GAME APART NO SAREEMBRA.
REPLACED RADIATOR FAN DUE TO [illegible]	"4[illegible]NE7 6[illegible]0AC"
***POLIM PARTS WERE SENT TO RAMBIN M. *** SPOKE WITH TIMY OEN	TER
DIAGNOSING REPLACE LEFT SIDE COOLANT FAN	?
DIAG AND REPLACE RADIATOR FAN MOTOR	?
BOTH COOLINGFAN FINS BROKEN AND CRACKED REPLACED LEFT ON TH	IB CLAIM***ALREADY SENT BACK UNDER 00 CLA
BOTH FANS GAME APART	?
REP COOLANT FAN	?
COOLING FAN VIBRATES BADLY WHEN RUNNING. A/C FAN BROKEN. WIP	RETURN TO DEALER PER REQUIRTIP<JR
AUBERRID AND REPLACE BOTH RADIATOR FANS	VENDOR ***SENDER SUB LEN+TOW BILL
G.B. COOLANT FAN KEEP RUNNING WHEN ENG IS OFF, VIBRA IDEAL IS	AD. REPLACED FANS. VENDOR SENDING. 2 DAYS.RENTAL FORM1.
BAD-EUROMAN DAMPER. BLE FANS FAILED. DRIVY TIES IS THE DAMPER	MATTHEW TALKED TO YOU ABOUT
RIB, VOL TO PAY 50% PARTS AND LABOR	DONE AKES TO 695 ~JEFF T.
CHECKED FOR LOUD NOISE AND VIBRATION--REPLACED BOTH ENGINE	COOLING FAN MOTORS—OK AFTER REPAIR
NOISE IN ENGINE. TRACED TO AND REPLACED FAN MOTOR.AS NEEDED.	?
100 VIBRATION WITH A/C ON COOLING FAN BLADE BROKEN JUNT REPL	AIDED ENGINE 07-09-09 * 4[illegible]11 [illegible]AD7
PARTS WARRANTY BLADE CRACKED UPON SENDT UP	VC 6P0
PARTS ORDERED PRIOR TO 10/ENE ACTUAL MILES ARE 30000 ON 11-6	-BIAC AND COOLENT FAN VAN BROKE AND WERE
105 COOLING FAN GAME APART FOUND COOLING FANS BROKE REPLACED	BOTH COOLING FANS ON SIE
RE-SUBMIT FOR "IP CLAIM.INCORRECT DIAGNOSTIC OPERATION CODE	BEND PART PREVIOUSLY SENT [illegible].
RADIATOR FAN GAME APART VIDEO MOTOR BINE	?
CUSTOMER STATES A/C FAN COMES ON MORE NOISE . BLADE BROKE,	REPLACE FAN
PARTS SENT UP & [illegible]	?
VIBRATION FROM FAN AFTER WE IN SERVICE UP.FOUND FAULTY COOLI	RB FAN.REPLACED FAN. VC<SM
DAI REQUEST FOR FOR REWARRANTY.NOW. POSSR	REPLACED FAN MOTOR FOR BROKEN BLADE, 8 DAY RENTAL VC<SM
LT 4S/6 COOLING FAN BROKEN BROKEN FAN BLADE.REP FAN.7[illegible]/AC FOR	INSPECT ENG COOLING FAN.
COOLING FANS BROKEN.BLADES GAME APART.VENDOR GAM.REPAIR RE	VIEWED WITH JAMIN(FOR BUILDER) FOR BALTA 50% LABOR
100-GOODWILL PER CDH BILL MONILLIFE. VIN [illegible] REPLACED F	AND AND TOOK OLD ONES WITH THEM.
WHEN REPLACING DEFECTIVE FAN ON AD CLAIM THE FAN FROM BO CLA	IN BROKE OTHER FAN CAUSING IT TO BREAK TOO-REPLCD FAN-BRMCK
REPLACED BROKEN FAN BALTA	?
WEN FOUND THAT THE COOLING FANS HAD COME APART AND DAMAGED	THE RADIATOR AND COOLANT HOSE, TE CM REPLACED ALL OF THE DA
RAD FAN MOTOR NOISY	?
100% GOODWILL DIAG AND REPL BOTH COOLING FANS WENT OUT COME B	NE SUBLET FOR LABOR MINK UP

Eurovan

Case 030380543

Customer:	[redacted]	Vehicle:	2000 Volkswagen Eurovan WV2MH4707YH097624
Program:	Customer Relations	Production Date:	1/11/2000
Status:	09/11/2003 Closed	Odometer:	19,733 Miles
Source:	Phone	Wty Start Date:	11/24/2000
Assigned:	Release Claims (@CLAIMS)	Dealer:	Ourisman Volkswagen of Laurel (409150)

Reasons

CATEGORY / TYPE / REASON	PART DESCRIPTION	ASST REQUEST	RESOLUTION
Vehicle Problem / Engine / Other engine problem	FAN MOTOR	Goodwill Repair	Partial Assistance

Offers

DATE	TYPE	STATUS	AMOUNT	DEALER
09/03/2003	Repair	Accepted 09/(	$0.00	Al Packer Volkswagen (409101)

Contacts

09/11/2003 08:38:09 OLLEYC Assigned To Volkswagen - @CLAIMS

At Release Claims

09/03/2003 08:56:50 PATRICN Call From Relative - [redacted]

Customer states would like to know if VW will assist with the tow bill. Customer states had the vehicle towed because he did not want the other fan to break. Customer states VW is already going to assist 100% part only with repairs. CA advised Customer VW will not be able to assist with the tow bill. CA apologized. Customer concerns addressed.

09/03/2003 09:40:25 PETRUCM Call To Relative - [redacted]-son

CA advised, completed review with Service Manager & VW will assist with repair at 100% parts only ($336.70). Customer states his elderly parents will appreciate assistance very much & asked if VW would reimburse for the first fan that he replaced on the vehicle. Customer states 409101 assisted with cost of part & he paid something like $220, instead of $336. CA advised, VW unable to offer additional assistance beyond that provided by 409101 & VW would be unable to review, anyway, without authorized diagnosis of concern. Customer thanked for assistance. Case pending submission of claim by 409101.

09/03/2003 09:35:50 PETRUCM Call To Dealer Service Mgr - Terry Liepold @ Al Packer Volkswagen (409101)

Dealer advised of the following: Mileage is 19733; Repair cause: failure of fan-does not appear to be outside influence; Vehicle repair was replace AC fan; Service Manager has not offered/provided Goodwill; Yes-Repeat/related repairs: customer had recently replaced left side fan; Field/Tech Line not involved; Vehicle has been down 2 days; Alternate trans. has not been provided; Unknown dealer maintenance; Cost breakdown as follows: part $336.70, labor $74; No previous goodwill. Service Manager recommended assistance at 100% Parts only. CA provided authorization # MMP03085 for Repair Order# 193321. CA to call customer with decision.

09/03/2003 09:21:58 PETRUCM Call To Dealer Service Mgr - Terry Liepold @ Al Packer Volkswagen (409101)

Documented checklist.

09/03/2003 09:08:06 PETRUCM Call From Relative - [redacted]

Customer states, he purchased & replaced entire motor assembly with fan on left side & drove 100 feet & right side (opposite) fan blade broke & shattered & took vehicle to 409101 $250 for fan blade & now, replacement fan is $336, plus labor & tow bill. Caller states Service Manager was not able to explain what caused fans to break & repairs have been completed, but customer advised Service Advisor, before paying for repair, he wants to call VW to request assistance. Caller asking VW to assist with cost of bill for retired father, who has owned VW vehicles all his life. CA apologized for concern & advised, will review diagnosis & repair with Service Manager. Customer states, calling from 409101 on cell phone & about to leave to go to work, so unable to hold & asking CA to call him back at cell phone [redacted] with decision. CA advised, can't guarantee call back will be today. Case pending call to Service Manager.

Contacts

08/20/2003 02:08:07 OLLEYC Call From Spouse - [redacted]

Customer states the following: original owner; purchaser; does not have an extended service contract; 1st VW; maintained at VW DLRS and independents; vehicle is at residence and current mileage is 18K. Customer states recently the fan in front of the engine broke and made a noise. Customer states took the vehicle to an independent and the independent repaired the fan with VW parts. Customer states now the the other fan in front of engine broke. Customer is seeking to know if there is any campaigns on the vehicle. CA advised Customer, there are no campaigns on the vehicle. CA advised Customer, VW would happy to review for possible assistance, with no guarantee. CA advised Customer, vehicle needs to be diagnose at a VW Dealer. CA advised Customer, since the vehicle is outside of warranty, there will be a diagnostic fee. CA advised Customer, once the vehicle is at the VW Dealer, to advised VWCCC. Customer, states does not like Dealer 400150. CA advised Customer, based on the zip code of: 21050, of VW DLRS. Customer states she will have to think about go to a VW Dealer. Closing-pending Customer calling back.

E/VAN

Case 020285572

Customer:	[redacted]	Vehicle:	2000 Volkswagen Eurovan WV2MH4709YH027679
Program:	Customer Relations	Production Date:	7/20/1999
Status:	09/28/2002 Closed	Odometer:	24,179 Miles
Source:	Phone	Wty Start Date:	06/19/2000
Assigned:	Dawn Craig (CRAIGDA)	Dealer:	Terry Volkswagen (409427)

Reasons

CATEGORY / TYPE / REASON	PART DESCRIPTION	ASST REQUEST	RESOLUTION
Vehicle Problem / Heating,Cooling and Ventilatio	FAN	Reimbursement	Denied Assistanc
Vehicle Problem / Heating,Cooling and Ventilatio	RADIATOR	Reimbursement	Denied Assistanc

Contacts

09/20/2002 03:04:21 CRAIGDA Voice Mail To Owner - [redacted]

Customer Relations left a VM asking for the customer to please return my call in regards to the updates on the REIM they were seeking for the repairs they had completed on the vehicle. When the customer calls, please refer to Customer Relations' case notes on 9"19"02. Thank you!

09/19/2002 04:54:16 CRAIGDA Voice Mail To Owner - [redacted]

Customer Relations left the customer a VM asking for them to please return my call in regards to the decision VW has made on the REIM. Once the customer calls VW, please apologize to the customer for the concerns and states since there is absolutely no maintenance history on this vehicle, VW is unable to REIM the customer for the repairs she had completed. Please advise the customer to have all her maintenances performed at a VW dealer.

09/17/2002 03:15:10 CRAIGDA Face-To-Face With Level 2 - [redacted]

Since there is no maintenance history of this vehicle and proof of maintaining this vehicle, VW will not be REIM the customer for the repairs completed. Customer Relations to call the customer.

09/17/2002 03:06:13 CRAIGDA Call To Dealer Service Advisor - ANN @ Terry Volkswagen (409427)

Service Advisor states no FOM, miles=24,179, Service Manager has not offered Goodwill, no previous Goodwill, no previous concerns, diagnosis was the Radiator fan blew off right into the radiator destroying the both of them. Service Advisor states the Repair Order was open on the 10th and closed on the 12th, dealer not aware what caused this to happen, parts replaced, customer paid a bit over $1,100, no technical line involved, no rental, Customer Relations researched the VDF and this customer has not ever had any maintenances performed on this vehicle at their dealer(409427), no active campaigns, concerns have been addressed and vehicle is now with the customer. Customer Relations to review with a Regional Coordinator.

09/17/2002 02:41:25 SMITHP Call From Owner - ???

Cust states the veh was repaired on 9/12 and she is calling to obtain a fax number to fax the RO and maintenace records for the veh into. CR advised cust that CCC will follow up with the dir to review the repair details and once we have spoken with the dir and have an update we will contact her.

09/06/2002 09:59:10 CRAIGDA Call From Owner - ???

Customer states she is the original owner, miles=24,179, purchased this vehicle from dealer(409427) with 0 miles and no extended warranty, no active campaigns, no previous concerns, no repeat related repairs, vehicle is now with the customer. Customer states her cooling fan has disintegrated and caused a hole in the radiator. Customer seeking Goodwill assistance from VW because this should not be happening. Customer Relations apologized to the customer for the concerns and asked the customer to call VW once her vehicle is at the dealer(409427) to have the diagnosis performed and VW will then review for the Goodwill assistance. Customer Relations provided the customer her carefl. Case pending customer call.

W/BAGO

Case 030380002

Customer:	[redacted]	Vehicle:	2002 Volkswagen Eurovan WV2[illegible]
Program:	Customer Relations		
Status:	10/02/2003 Closed	Production Date:	11/19/2001
Source:	Phone	Odometer:	16,000 Miles
Owned:	Dawn Craig (WEBCRAD)	Wty Start Date:	09/27/2002
		Dealer:	Winnebago Industries, Inc. (402399)

Reasons

CATEGORY / TYPE / REASON	PART DESCRIPTION	ASST REQUEST	RESOLUTION
Manufacturer / Service / VW Refund Inquiry	MISC.(EXT WAR;DED;TAX;S	Not Applicable	Not Applicable
Vehicle Problem / Engine / (MIL) indicated a prot	FAN	Repair	Full Assistance

Offers

DATE	TYPE	STATUS	AMOUNT	DEALER
09/22/2003	Reimbursement	Accepted 09/5	$122.00	

Contacts

10/01/2003 03:54:27 PARKERS Assigned To VW - Web Mail Mid Atlantic - WEBCRAD

Check # 70913878 for amount $122.00 received.
Generated check enclosed letter and forwarding for signing.

09/23/2003 02:40:17 WEBCRAD Note To User -

VW REIM the customer $122.00 for customer having to pay camp ground stay because of vehicle being down. DMC

09/23/2003 02:36:16 WEBCRAD Call To Owner - [redacted]

CA verified the mailing address. CA advised the customer without proof (receipt) showing he has spent $250.00 in food, VW will not reimbursement. CA states there must be receipts provided as stated in the owners manual. Customer acknowledged. CA invited the customer to call VW back if there is anything else VW can assist with. Customer concerns addressed. CA to cut a check.

09/23/2003 02:31:12 WEBCRAD Note To User - ???

CA cannot call the dealer as the customer did not go to a dealer for repairs, rather an independent for fan replacement. CA to call the customer to advise of reimbursement updates/decision. CA to verify mailing address, then cut a check.

09/22/2003 11:27:20 WEBCRAD Note To User - ???

Original CA to call the dealer to verify repairs and to call the customer to advise that VW will reimbursement the customer for the campground fees in the amount of $122.00, however VW will not reimbursement for the food if there is no receipts to provide VW. Please verify the customers mailing address and document that you have done so in your notes. Thank you! CA to cut a check for $122.00.

09/22/2003 11:19:57 MYERSJ Assigned To Team 1 & 2 (NE) - LAMBOUR

The dates on the campsite receipts do correspond to the days customer had the break down and the amounts are not unreasonable, we can reimburse 100% for this. Without receipts for the food, we cannot reimburse.

09/22/2003 10:29:41 WEBCRAD Assigned To Southeast - ???

Please review this case and advise the original CA of the decision. Thank you! (If VW is going to REIM anything, please advise me as well so I may cut a check).

Contacts

09/22/2003 08:13:30 CAVANAS Note To User - ???

TA advised to review case with level 2.

09/22/2003 06:56:29 WEBCRAD Attached Mail From Owner - [redacted]

Customer sent in copy of 5 receipts on 1 sheet of paper from Settler's RV Park (1333 East 100 South St. George, Utah 84790 ((435*628*1624)) or ((800*628*1624)) Arrival date 7*14*03, site 11-3, number of days=1, for $26.00. On 7*15*03, site A3, number of days=1 for $24.00. On 7*16*03, site A3, number of days=1, for $24.00. On 7*17*03, site A3, number of days=1, for $24.00. On 7*18*03, site A3, number of days=1, for $24.00. (The amounts that are on the receipts are wrote on with pen, no proof of payment, so not sure how customer paid). Customer states in his brief letter he sent along with receipts that he does not have a receipt for the food, however the food was $250.00. Customer verified his mailing address in his letter. CA to review with TA/RC.

09/04/2003 11:22:06 GRACEYC Call From Owner - [redacted]

Customer states he is seeking updates. CA advised Customer to mail in the original receipts for the camp site and food for VW to review for request. CA provided mailing address. Case pending Customer mail.

09/03/2003 09:24:49 PRICEME Call To Owner - [redacted]

TA contacted Customer, no answer. If Customer contacts CCC please advise Customer of previous notes. Thank you. Customer concerns addressed pending Customer contact.

08/29/2003 04:41:11 KASHATR Call To Owner - [redacted]

Customer cell phone was not working.

08/29/2003 04:39:35 KASHATR Call To Owner - [redacted]

Home phone kept ringing Customer did not have a answering machine.

08/27/2003 11:46:20 PIEROEK Assigned To Team 1 & 2 (NE) - LAMBOUR

VW will need the Customer to mail in the original receipts for the camp site and food for VW to review for request. Please follow up with the Customer. Thank you.

08/26/2003 08:00:11 LAMBOUR Assigned To Southeast - ???

Please refer back to case number 30321476. Customer seeking reimbursement for cost of spending 5 days at a camp site and for food due to vehicle repair done while on vacation. Customer states that he spent $126.00 on the camp site and $250.00 on food. Please advise. Thank you.

08/26/2003 08:40:23 PRICEME Face-To-Face With Associate - Rachel Lambourn

Escalate to Level 2.

08/26/2003 05:13:52 LAMBOUR Note To QA - TA - Megan

Case pertaining to case number 30321476. Customer seeking reimbursement for cost of spending 5 nights at camp site and food. Please advise.

08/20/2003 11:13:53 LAMBOUR Call From Owner - [redacted]

Customer states that he would like to reimbursed for the cost of spending 5 days at a camp site and for food due to vehicle repair done while on vacation. Customer states that he spent $126.00 on the camp site and $250.00 on food. Customer states that he had the vehicle repaired at spoke with Diesel services at 888-879-8342. CA advised Customer of case number and advised Customer that CA will have to research. Customer acknowledged. CA to research.

W/BAKD

Case 030388735

Customer:	[redacted]	Vehicle:	2002 Volkswagen Eurovan WV3AB47002H023419
Program:	Customer Relations	Production Date:	6/30/2001
Status:	10/28/2003 Closed	Odometer:	10,000 Miles
Source:	Phone	Wty Start Date:	02/23/2002
Assigned:	Michael LaRue (LARUEM)	Dealer:	Auto Import, Inc. (402406)

Reasons

CATEGORY / TYPE / REASON	PART DESCRIPTION	ASST REQUEST	RESOLUTION
Dealer / Service / 3rd attempt for Dir.Ser.Mgr.-Es		Not Applicable	Not Applicable
Vehicle Problem / Engine / Overheating	FAN	Not Applicable	Not Applicable
Vehicle Problem / Transmission / Pending Diagn		Not Applicable	Not Applicable

Contacts

10/28/2003 10:47:57 LARUEM Note To User -

Case pending Customer call.

10/28/2003 10:45:34 LARUEM Call To Dealer Service Mgr - Gary @ Eich Motor Company, Inc. (402406)

Service Manager advised the phone number he has for Customer matches phone number in VDF.

10/27/2003 04:18:59 DENIAUE Assigned To Team 6 (W) - LARUEM

Please call servicing dir for updated phone #, please find out how many days down for last repair. Please contact the customer to advise that VW understands vehicle is repaired. VW would like to know what repairs were done at the independent, VW will review for reimbursement, need to understand why vehicle was taken to an independent in order to consider reimbursement.

7/2003 04:18:36 DENIAUE Call To Owner - Mr Curtis

Phone in Customer screen is disconnected.

10/27/2003 04:14:50 DENIAUE E-Mail From FOM/QTM - Bob Haugebak

Elizabeth, this vehicle has been repaired and picked up by the customer 10/13/03. Per Gary Layne service manager at Eich Motor Company.

BOB HAUGEBAK

10/22/2003 05:01:42 DENIAUE E-Mail To FOM/QTM - Bob Haugebak

Hi Bob -

Do you know about this vehicle? WV3AB47002H023419, 19 mos in ave, Rialta

Service Advisor provided the following diagnosis: mileage 10,200, trailer wiring was checked, AC concern was repaired at different VW Dealer and Dealer 402415 checked the AC, performed an oil change and Customer experience shifting concern during the trip, vehicle is found to be operating to specifications, this is customers, first visit to Dealer 402406, vehicle has been transferred to RV Dealer for the work on RV portion. Service Advisor is not sure if FOM was involved.
Service Manager advised the following: vehicle will be inspected by QTM Bob Haugebak will be at Dealer 402406 on 09/03/2003. CA to follow up with Dealer 402406 on 09/03/2003.

Do you know if the customer concerns have been resolved?

9/2003 02:27:08 FOXK1 Reviewed With Associate - M. Lambersky

RC advised to leave in level 2 for possible QTM involvement.

Contacts

09/19/2003 02:23:45 LEMBERM Call To Dealer Service Mgr - Gary @ Eich Motor Company, Inc. (402406)

Service Manager is out of the office. Service Advisor Nick is in charge when Service Manager is out. Service Advisor provided the following diagnosis: mileage 10,200, trailer wiring was checked, AC concern was repaired at different VW Dealer and Dealer 402416 checked the AC, performed an oil change and Customer experience shifting concern during the trip, vehicle is found to be operating to specifications, this is customers, first visit to Dealer 402406, vehicle has been transferred to RV Dealer for the work on RV portion. Service Advisor is not sure if PDM was involved.

09/19/2003 02:20:18 LARUEM Assigned To Central - 777

CA attempted to contact Dealer 402406 Service Manager 3 times.

09/19/2003 02:19:29 LARUEM Voice Mail To Dealer Service Mgr - Gary @ Eich Motor Company, Inc. (402406)

CA LMTRMC.

09/16/2003 01:21:06 LARUEM Voice Mail To Dealer Service Mgr - Gary @ Eich Motor Company, Inc. (402406)

CA LMTRMC.

09/08/2003 06:17:29 LARUEM Voice Mail To Dealer Service Mgr - Gary @ Eich Motor Company, Inc. (402406)

CA LMTRMC.

09/03/2003 10:16:59 LARUEM Call To Dealer Service Mgr - Gary @ Eich Motor Company, Inc. (402406)

Service Manager advised QTM and Service Manager have yet to inspect vehicle. CA provided CC number and direct line. CA to call Dealer 402406.

09/02/2003 06:50:17 LARUEM Call To Dealer Service Mgr - Gary @ Eich Motor Company, Inc. (402406)

Service Manager advised the following: vehicle will be inspected by QTM Bob Haugebak will be at Dealer 402406 on 09/03/2003. CA to follow up with Dealer 402406 on 09/03/2003.

08/25/2003 08:20:20 MONCRJ Call From Owner - [redacted]

Customer stated she has the appointment date scheduled for 8/26/03. CA advised customer the appointment date has been documented. CA to follow up with DLR 402406.

08/25/2003 04:00:30 LARUEM Call From Owner - [redacted]

Customer states the following: original owner; 10000 miles on the vehicle, purchased the vehicle, Customer states she received no assistance from Roadside, fan in vehicle stopped functioning properly, Customer was on vacation and after not receiving any assistance from Roadside, had to have the vehicle repaired at an independent repair facility for $916.52, Customer seeking reimbursement for Customer concerns, first VW, no extended warranty, vehicle with Customer, concerns not addressed. CA provided CC number. CA advised Customer of emergency repair procedures. Customer states she still has concerns with her transmission and will be establishing an appointment with Dealer 402406 to have the vehicle repaired. CA advised Customer to contact CCC as to when an appointment date has been set, so CA can follow up. Case pending Customer call.

W/BAGO

Case 030390416

Customer:	[redacted]	Vehicle:	2002 Volkswagen Eurovan
Program:	Customer Relations		WV3AE47032H[illegible]
Status:	08/26/2003 Closed	Production Date:	7/24/2001
Source:	Phone	Odometer:	9,000 Miles
Assigned:	Cyndy Olley (OLLEYC)	Wty Start Date:	05/24/2002
		Dealer:	City Volkswagen (422578)

Reasons

CATEGORY / TYPE / REASON	PART DESCRIPTION	ASST REQUEST	RESOLUTION
Roadside / Inquiry / Dissatisfied with Customer S		Not Applicable	Not Applicable
Vehicle Problem / Engine / Other engine problem	FAN	Not Applicable	Not Applicable

Contacts

08/26/2003 02:14:43 OLLEYC Call From Owner - [redacted]

Customer states the following: original owner; purchaser; Eurovan/camper (Winnebago); 1st VW; vehicle is at Dealer 422607, and current mileage is 9k. Customer states while traveling from CA to Las Vegas, NV on 6/24 the vehicle was vibrating. Customer states the cadant fans had broke. Customer states called roadside assistance and was advised to call Winnebago. Customer states called Winnebago and was advised only the first year of 12/12 the Winnebago handles towing; after that it is covered under VW warranty. Customer states has AAA insurance and had his own insurance company to the vehicle to Dealer 422607. Customer is seeking to have a complaint to roadside assistance. CA advised Customer, VW will address a complaint against roadside assistance. Customer states the Dealer 422607 will try to have the vehicle repaired by 8/28. Customer is seeking trip interruption. CA advised Customer, trip interruption is covered under roadside. CA advised Customer, to call VW CCC for any further assistance. CA transfer called to roadside assistance,.

W/BAG

Case 030389052

Customer:	[redacted]	Vehicle:	2000 Volkswagen Eurovan WV3AH470XYH114480
Program:	Internet Email	Production Date:	2/14/2000
Status:	09/06/2003 Closed	Odometer:	15,174 Miles
Source:	Email-Web	Wty Start Date:	11/04/2000
Assigned:	Cathy Schilling (WEBSCHC)	Dealer:	Puente Hills Volkswagen (422102)

Reasons

CATEGORY / TYPE / REASON	PART DESCRIPTION	ASST REQUEST	RESOLUTION
Manufacturer / Vehicle / Related Comment		Not Applicable	Not Applicable
Vehicle Problem / Heating,Cooling and Ventilatio	FAN	Goodwill C.R.	Partial Assistanc

Contacts

09/06/2003 11:43:04 WEBSCHC Call To Owner - [redacted]

CA asked if all was going good and customer stated that it was. Concerns addressed.

09/06/2003 08:53:12 WEBSCHC Voice Mail From Dealer Service Mgr - Pete @ Timmons Volkswagen (422516)

Service Manager advised that the concern was covered under the customer's extended warranty and had to pay 50.00 for the deductible, and did not seem to have a concern with paying for it. CA to follow up with customer on repairs.

09/05/2003 02:29:44 WEBSCHC Call To Dealer Service Mgr - Pete @ Timmons Volkswagen (422516)

CA LVMM returning SM's VMM that if the customer has an extension we have to use it, but we might be able to do the deductable under GW, and asked SM to call with the status. CA to wait SM call.

09/02/2003 02:57:19 WEBSCHC Call From Dealer Service Mgr - Peter @ Timmons Volkswagen (422516)

Service Manager advised that the cause was due to the retainer bolt backing off and destroying the fans. Service Manager states that this is not a repeat concern and the last time the customer was in was 8/00 at 5400 miles for an oil change. Service Manager advised that this is not a repeat concern (although they have seen a few), and the cost will be about 500 under warranty. Service Manager advised that the customer should pay the labor. CA advised Service Manager to make the offer and call with the Repair Order# and cost and CA will call with the Authorization if the customer accepts. CA to wait Service Manager call.

08/28/2003 12:41:25 WEBSCHC Note To User - follow up 9/2

Appointment 9/2 call SM.

08/26/2003 12:39:39 WEBSCHC Voice Mail To Dealer Service Mgr - Peter @ Timmons Volkswagen (422516)

CA left message of the customer's concerns and that the vehicle will be there on Tuesday; described the concern and asked he call when there is a diagnosis. Pending 9/5 appointment.

Contacts

08/26/2003 12:24:54 WEBSCHC Call To Owner - [redacted]

CA apologized for the concern. Customer states that they were traveling about 250 miles and as they were going up hill there was a loud bang. Customer states that he opened the hood and could not see anything unusual and heard the fan running so he got back in the vehicle and continued. Soon after there was another bang and he got out with the engine off this time and saw that the fan to the radiator was gone and the connector to the 2 was loose, he re-connected it and drove another 30 miles to the lodge and the temperature gauge started to move. Customer states that when he left for home he drove at night and had no concern. Customer states that he found that NHTSA was looking into the fan concern and they have no determination at this point as to what will be done. CA asked if the vehicle had been diagnosed yet. Customer states that he has an appointment for next Tuesday at 422518. CA advised customer that there is nothing can be said at this point about the concern until the Service Manager looks at it. Customer states the following: original owner, 2nd VW purchased, has extended service policy with United something for 7 years, the vehicle is at home, has maintenance done at 422518, this is not a repeat concern, and the Service Manager is not aware of the concern. CA advised will contact Service Manager in advance to make him aware and will be in touch with Service Manager on 9/2. CA to call Service Manager.

08/26/2003 12:03:57 WEBSCHC Note To User - 777

Thead

08/27/2003 10:26:13 CRAMERD Assigned To VW - Web Mail NorthEast - WEBSCHC

08/25/2003 10:18:06 CP_BATCH E-Mail From Owner - [redacted]

Comments: The cooling fans (primary ; A/C) was disintegrated during uphill climb on 08-22-03. After checking with NHTSA, found out that there is several complaint on this same matter. I am concerned as I need replacement fans. Also, I fear that perhaps some wiring or hoses may be damaged due to possible cutting caused by flying pieces of fans. Please advise if this replacement is covered under warranty. Also, will VW dealership replace fans which made with better material or the same type of fans? If same type of fans, I am scared and concerned as I would not know when will next fan disintegration happen. Please advise.. Would like VWoA to: Best way is to notify all dealership in regard to this matter. Also, contact your fan vender (Siemen??) to change to better materials and recall all Eurovan/ Rialta that has possible fan problems..

N/BAGO

Case 030395823

Customer:	[redacted]	Vehicle:	2001 Volkswagen Eurovan WV3AB47041H094086
Program:	Customer Relations	Production Date:	12/20/2000
Status:	09/09/2003 Reactivated	Odometer:	21,996 Miles
Source:	Phone	Wty Start Date:	05/31/2001
Assigned:	Waiting Checks (@L2CHECKS)	Dealer:	Southern States Volkswagen Durham (40925

Reasons

CATEGORY / TYPE / REASON	PART DESCRIPTION	ASST REQUEST	RESOLUTION
Vehicle Problem / Heating,Cooling and Ventilatio	FAN MOTOR	Not Applicable	Not Applicable
Vehicle Problem / Heating,Cooling and Ventilatio	TOWING	Not Applicable	Not Applicable

Offers

DATE	TYPE	STATUS	AMOUNT	DEALER
09/29/2003	Reimbursement	Accepted 09/2	$250.00	Valley Auto World, Inc. (409217)

Contacts

09/17/2003 11:45:18 NORTONA Note To User - ???

EFT (09/19/2003)

09/10/2003 02:06:11 NORTONA Note To User - ???

Created Folder.

08/29/2003 08:30:01 KAMRADJ Assigned To Supervisor - @L2CHECKS

Wait check.

[illegible]9/2003 08:28:38 KAMRADJ Call From Dealer Service Mgr - Rick Brown @ Valley Auto World, Inc. (409217)

Reimburse dealer for towing re: cooling fan repair.

W/BAP

Case 030397648

Customer:	[redacted]	Vehicle:	2000 Volkswagen Eurovan WV3AH47XXYH[illegible]
Program:	Customer Relations		
Status:	09/25/2003 Closed	Production Date:	7/12/1999
Source:	Phone	Odometer:	13,960 Miles
Assigned:	Susan McCarty (MCCARTS1)	Wty Start Date:	05/12/2000
		Dealer:	Bill Jacobs Volkswagen (402147)

Reasons

CATEGORY / TYPE / REASON	PART DESCRIPTION	ASST REQUEST	RESOLUTION
Dealer / Service / Dealer Opted Not to Assist	FAN MOTOR	Not Applicable	Not Applicable
Vehicle Problem / Engine / Overheating	FAN MOTOR	Goodwill Repair	Partial Assistance

Contacts

09/25/2003 12:06:24 MCCARTS1 Call To Owner - [redacted]

Customer states he was not happy with outcome. Customer states he cannot get vehicle serviced. Customer states nobody wants to work on Rialta. Customer states that at 14k miles he would still expect VW to stand behind parts. CA advised that concerns would be documented. Customer concerns addressed.

09/16/2003 01:09:21 EBERLES Call From Owner - ???

Winnebago gave [redacted] my direct number to discuss the offer of goodwill. I spoke with [redacted] and advised VW would uphold the current offer on the table. [redacted] indicated he would park this vehicle on his dealership lot with signs on it. We spoke for a long time frame and I advised 2/24 covered previous goodwill parts and the fan motor. We have done goodwill in the past and I was a little disappointed that he would threaten to park it with signs on it...however we were both professionals and I knew he would understand not throwing goodwill money at a vehicle that could not creat goodwill. I apologized to him for the need for repairs. He states his dealership has done all the oil changes. We discussed the wires being cut (which may have been by his dealership...although he was not sure). Advised if he wanted to send me previous repair bills, I would take a look at them. Stated the unit door would not open once and his team of people tracked that down. It is a dealership owner that owns the vehicle...S/M calling works for [redacted] Advised I would have to stand behind his goodwill offer of labor only.

09/16/2003 11:01:58 GATTONJ Call From Other - [redacted]

Customer seeking an update on the case. CA advised that VW will pay 100% for labor and the customer will be responsible for the parts. Customer states he will contact the Dealer 402147. Customer needs addressed. Case pending Dealer 402147 authorization.

09/16/2003 09:27:15 ROBINSD Assigned To Team 7 & 8 (SE) - MCCARTS1

Reassigned for handling.

09/12/2003 08:58:34 BROWNP Call To Dealer Service Mgr - Steve @ Bill Jacobs Volkswagen (402147)

Service Manager advised there is no sign of outside influence. Service Manager advised the vehicle looks like Winnebago tried to address the concern but was not able to address the problem. Service Manager advised would assist with labor and Customer would pay for parts. Service Manager advised L-$320 and parts about $860. Service Manager advised does not have the exact part and labor break available. CA advised will assist 100% labor and Customer will pay for parts. Service Manager advised will make offer to Customer and if not satisfied will retract the offer. CA to follow up with Customer.

09/12/2003 05:13:19 MORITZD Call From Owner - [redacted]

Customer states seeking update. CA advised Customer VW is reviewing request and he will be contacted with update. Customer states requesting 800 number for Winnebago. CA provided. CA advised Customer he will be contacted once an update is available.

Contacts

09/12/2003 04:47:54 CALDWEM Return To Dealer Service Mgr - STEVE DERosa @ The Autobahn VW of Mt. Pro

CA return Dealer 402147 Service Manager call. Service Manager states accurate mileage 13,880. Service Manager states the vehicle diagnosis as the 2 electric fans, 2 resistors and 2 fuses need to be replaced ($1100.00). labor op codes not available at this time, Service Manager states this is the first concern, Service Manager states no Goodwill have been offered on the part. CA advised Service Manager in the VDF screen of the Goodwill have been offered from Dealer 402172 (2469), (8794), (2445) 9/2002. Service Manager states the parts is not in stock. Service Manager states no history from Dealer 402147. CA advised Service Manager VW will look into possible assistance with the repairs.,

09/12/2003 03:17:54 CALDWEM Return To Owner - [redacted]

CA advised Customer the Service Manager was on a road test drive and she left a voice message for a return call. Customer concerns addressed.

09/12/2003 03:16:59 CALDWEM Call To Dealer-cust.holding - STEVE @ Bill Jacobs Volkswagen (402147)

CA LMTRMC with direct number, CCC# and customer last name with last 8 of vin. Pending Service Manager call.

09/12/2003 03:08:24 CALDWEM Call From Owner - [redacted]

Customer states he has purchased 6 vehicles from Dealer 402172. Customer states Dealer 402172 no longer service the Rabbit vehicle due to new management. Customer states he owns an independent dealership. Customer seeking update. Customer states his Service Manager was advised Dealer 402147 advised the Service Manager VW had not offered any assistance with the repair. CA apologized for the miscommunication. CA advised Customer there is not a current diagnosis of the vehicle. CA advised customer VW is still proactively working on the case. CA advised VW is looking into if there is any possible assistance can be offered to the customer. CA advised Customer VW did leave a voice message for the Service Manager to return the call. CA advised Customer VW will contact him with the current update. CA to contact Dealer 402147.

09/11/2003 06:01:50 PRICEME Face-To-Face With Associate - Patricia Brown

Customer Advocate advised that Customer Advocate would contact Service Manager to verify vehicle diagnosis for Goodwill assistance.

09/11/2003 06:00:47 PRICEME Face-To-Face With Associate - Jennifer Reed

TA advised Customer Advocate to inform the Customer that case is currently being researched and the Customer will be contacted once there is an available update.

09/11/2003 05:48:21 REEDJ Call From Other - [redacted]

Customer seeking an update on case. CA asked Customer to be placed on hold while CA reviews case. CA thanked Customer for holding and advised Customer that concerns were still being researched and that Customer would be contacted once there is an available update. Customer provided additional number for [redacted] to be contacted [redacted] press 0 and have him paged. Customer would like himself and the owner of vehicle to be contacted with updates. Wait for review.

09/11/2003 05:23:26 PRICEME Voice Mail To Dealer Service Mgr - Mr. DeRosa @ Bill Jacobs Volkswagen (402

TA left a voice mail message with TA and Customer information. Customer Advocate to contact dealer 402147 Service Manager to verify diagnosis.

09/11/2003 05:53:19 PETRUCM Call From Dealer Service Advisor - Pete @ Bill Jacobs Volkswagen (402147)

Dealer advised of the following: Mileage is 13000; Repair cause internal failure of parts; Repairs needed are replacement of 2 cooling fans, 2 resistors & fuses; Service Manager has not offered/provided Goodwill; No-Repeat/related repairs; Field/Tech Line not involved; Vehicle has been down since 9/2/03 to present; Alternate transportation has not been provided; Unknown dealer maintenance; Cost breakdown as follows: parts total cost is $905.58 labor estimate at about $270; Previous Goodwill provided: compressor (8794), mass air flow sensor (2445) & O2 sensor (2469) on 9/8/02 at 11k; Service Advisor calling 800#, states Service Manager asked him to call to see if VW will assist with repair. CA advised, case notes indicate a previous CA determined that VW is unable to assist with repair & CA advised Service Advisor, if Service Manager would recommend assistance, he can check with (ASM/CTM). Case pending call from customer.

Contacts

09/11/2003 03:49:24 PETRUCM Call From Dealer Service Advisor - Pete @ Bill Jacobs Volkswagen (402147)

09/11/2003 12:08:50 BROWNP Voice Mail To Other - [redacted]

LMTRMC-Please advise calling to provide an update. CA to wait Customer call.

09/10/2003 06:09:52 BROWNP Call To Other - [redacted]

LMTRMC-Please advise calling to provide an update. CA to wait Customer call.

09/05/2003 02:59:24 COXJ Call From Owner - [redacted]

Customer seeking update. Customer disconnected before CCC could provide update. pending CUST call

09/05/2003 10:50:46 LARUEM Call To Dealer Service Mgr - Steve - Assistant Service Manager @ Bill Jacobs Vi

Service Manager advised the following: Customer brought the vehicle to an independent repair facility and they were not able to repair the vehicle, all of the wire looms are out, due to workmanship concerns. Service Manager will not offer assistance, no Field or technical line involvement, first visit to Dealer 402147, so there is no history of Goodwill, maintenance, or repair, Repair Order number 41337 was opened 09/02/2003 and will be closed when repairs are authorized, concerns not addressed. CA advised VWoA will not assist with the repairs.

09/04/2003 12:28:42 FRENTZE Call From Dealer Service Advisor - Clayton @ Bill Jacobs Volkswagen (402147)

Dealer 402147 Service Advisor Clayton advised the CA that he was seeking to know some details regarding the case history. CA summarized to the Service Advisor that the case history. Service Advisor thanked. Service Advisor states the vehicle was towed in on Monday. CA to close case pending further Customer contact.

09/29/2003 02:09:28 BROWNP Return To Other - Jim Bryers

CA advised DLR 402147 will work on Rialta. CA advised once VEH is diagnosed VWOA can look into possible assistnce with no guarantees. CUST states: original owner, SM is not aware of CSUT need for assistnce, 16K, buy, 2nd VW, current location INDEP. Case pending CUST call with appointment.

09/29/2003 02:08:57 BROWNP Call To Dealer Service Advisor - Clayton @ Bill Jacobs Volkswagen (402147)

SA advised DLR 402147 does service Rialta. CA to advise CUST.

09/29/2003 02:07:57 BROWNP Call To Dealer Service Advisor - Richard @ The Autobarn VW of Mt. Prospect (

SA advised DLR 402172 does not service Rialta. CA inquired if there is another DLR in the area thatservices Rialta. SA advised CA to contactDLR 402147. CA to call DLR 402147.

09/29/2003 01:45:32 BROWNP Call From Other - [redacted]

Customer states calling to inquire about possible assistance with the repair. Customer states has called VW Dealer in the area and no one will service the vehicle. Customer states vehicle is currently at Winnebago Dealer. Customer states vehicle was diagnosed as needing both cooling fans and relays. Customer seeking assistance with repair. CA advised diagnosis would have to be completed by an authorized VW Dealer. Customer states can not locate a VW Dealer in the area. CA advised contacted Dealer 402172 and they will not service the vehicle. CA advised Customer to hold. CA to call Dealer 402172.

W/BAGO

Case 030414988

Customer:	[redacted]	Vehicle:	2000 Volkswagen Eurovan WV3AH470XYH[illegible]
Program:	Mediation/Arbitration		
Status:	01/09/2004 Wait Prod Compliance	Production Date:	1/5/2000
Source:	Field	Odometer:	15,000 Miles
Assigned:	Nicholas Cardoni (CARDONN)	Wty Start Date:	08/20/2000
		Dealer:	Winnebago Industries, Inc. (402399)

Reasons

CATEGORY / TYPE / REASON	PART DESCRIPTION	ASST REQUEST	RESOLUTION
Manufacturer / Service / Repurchase/Replaceme	SPECIAL CODE -CORPORAT	Not Applicable	Not Applicable
Vehicle Problem / Heating,Cooling and Ventilatio	FAN	Not Applicable	Not Applicable

Offers

DATE	TYPE	STATUS	AMOUNT	DEALER
09/17/2003	Repurchase	Accepted 09/1	$0.00	Elk Grove Volkswagen (426026)
09/17/2003	Reimbursement	Accepted 09/1	$7,879.53	
09/17/2003	Reimbursement	Accepted 09/1	$39.00	

Contacts

12/04/2003 08:19:42 CARDONN E-Mail To Associate - Jim Chipman

req status of repairs

11/24/2003 01:54:52 CARDONN Attached Mail From ASM - dirk schleef

recd VEH condition report and auction consignment form

11/19/2003 01:55:13 CARDONN Attached Mail From Other - CA DMV

recd branded title

11/03/2003 11:04:02 CARDONN Attached Mail From Other - CA-DMV

recd reg

10/07/2003 03:23:54 CARDONN E-Mail To Associate - Jim

seeking update

10/07/2003 12:47:36 CARDONN Call To FOM/QTM - Dirk

QTM advised that Germany has requested that the vehicle is kept for testing. QTM stated that vehicle is in Sacramento and Jason Borham in PLE is involved with addressing vehicle concerns. QTM advised that vehicle can not be picked up until German gives green light. QTM advised that Correction of not conformity and ROs will be sent when vehicle can be sent to auction.

10/07/2003 07:57:16 CRAMERB Assigned To Remarketing Coordinator - CARDONN

10/07/2003 07:56:42 CRAMERB Attached Mail From FOM/QTM - Dirk Schleef

Rec'd all needed docs - no auction consignment, asked nick to e-mail dirk on details of pick up

09/23/2003 10:34:13 CRAMERB Mail To TM - DIRK

Sent rep pack

Contacts

09/17/2003 02:00:41 CRAMERB Attached Mail From Owner - JOHN HIGHAM

rec'd signed acceptance - rec'd ok

09/16/2003 04:52:14 CRAMERB E-Mail To TM - dirk

Dirk,

OK, so the customer is going to drop her vehicle off at noon at 429/004, Prestige Imports in Santa Rosa. She is going to give keys to Ron, the service manager. you should probably call him to let him know that she is coming. She is also going to ask for a receipt for the vehicle to ensure that we know that she dropped it off.

I told her that someone would meet at her at 10AM on 9/30 to give her the check and to sign the needed docs. Put this in your calendar please, she is taking a big risk by giving us this vehicle without any $.

That is it, my job is done!

09/16/2003 04:43:03 CRAMERB Call To Owner - ???

She will accept the offer, she is going on vacation on Friday until 9/29 - asked her if she would drop the veh off tomorrow, she will drop the vehicle off at noon, advised her that someone will meet with her on 9/30 @ 10 to give her the check and have her sign the forms

09/15/2003 02:12:51 CRAMERB Mail From Owner - ???

Rec'd purchase contract and receipts for repairs to cooling fan, install of solar and bike rack - sent offer to repurchase

09/11/2003 03:00:19 CRAMERB Call From Spouse - [redacted]

she is going to fed ex everything today - she has not rec'd the lien release from bank of america and is working on that now

09/11/2003 12:59:03 CRAMERB Call To Owner - ???

Left msg to see if paperwork was sent and how she sent it

09/10/2003 01:58:34 CRAMERB Call To Other - [redacted]

Advised him that the veh is solar powered

09/10/2003 01:52:34 CRAMERB Call From Spouse - [redacted]

Advised her that we have heard of the concerns with her vehicle - advised I would like to help get her out of the vehicle - she paid cash, she will forward me copy of title, purchase contract, ROs that they are seeking reimb for and reimb for installation of the solar panels they had installed, the veh runs completely on solar now - she will mail all the info to me this week

09/10/2003 12:49:28 CRAMERB Call To Owner - ???

Left msg to rmb at home # - cell # provided by Jason does not work

09/10/2003 10:58:40 CRAMERB E-Mail To Other - Jason

I will contact the owner and repurchase the vehicle, Kim would not be involved with this. As for your question about selling it back to the owner, that is not possible as I will have to brand the title as a lemon and sell it at auction with full disclosure of the repurchase- in California we have to brand all titles -

Contacts

09/10/2003 10:57:19 CRAMERB E-Mail From Other - [redacted]

I just spoke with Kim Kong in Ajax about the buyback we are attempting- for analysis and testing of a Winnebago Rialta in Sacramento.

Mr. Kong has asked me to have you use your usual buyback account and process to purchase the vehicle. Once VWoA receives the vehicle and tests it we will repair it and sell it at auction. Mr. Kong will track it on his account until it is resold under auction and then bill VWAG for the difference once it is sold.

Please call me if you have any questions relating to this transaction.

09/10/2003 10:54:17 CRAMERB E-Mail From Other - [redacted]

I am working with VWAG Engineering to repurchase a vehicle for testing and analysis. I was given your name to contact relating to repurchase a vehicle from a customer. The vehicle is a Winnebago Rialta, VIN WV3AH470XYH005426. The owner's last name is Highman. She has logged a case number: 30[illegible]7.

The customer is not yet aware that we want to repurchase it.

She has experienced problems with her cooling fan breaking apart on three separate occasions. Engineering wants VWoA to repurchase the vehicle and use it for testing. How do I do this? Can you assist me with this buyback?

Case 030436256

Customer: [redacted]
Program: Customer Relations
Status: 12/15/2003 Closed
Source: Letter
Owned: Dawn Craig (WEBCRAD)

Vehicle: 2000 Volkswagen Eurovan WV3AH4705YH099228
Production Date: 1/5/2000
Odometer: 1,800 Kilometres
Wty Start Date: 05/14/2002
Dealer: Winnebago Industries, Inc. (402399)

Reasons

CATEGORY / TYPE / REASON	PART DESCRIPTION	ASST REQUEST	RESOLUTION
Manufacturer / Warranty / 2/24 or 3/50 Limited W	RENTAL/LOANER	Not Applicable	Not Applicable
Vehicle Problem / Engine / Unusual engine noise	FAN MOTOR	Not Applicable	Not Applicable

Offers

DATE	TYPE	STATUS	AMOUNT	DEALER
12/02/2003	Reimbursement	Accepted 12K	$338.95	

Contacts

12/12/2003 02:33:13 NORTONA Assigned To VW - Web Mail Mid Atlantic - WEBCRAD

Check # 70632512 for amount $338.95 received.
Generated check enclosed letter and forwarding for signing.

12/02/2003 12:09:58 WEBCRAD Note To User - ???

Wait for check.

11/12/2003 04:01:13 WEBCRAD Note To User - ???

CA pulled the file and is showing the information from level 2 RC correct. CA to generate a check for $338.95

11/06/2003 12:35:04 WEBCRAD Note To User - ???

CA to pull the file and re"check for the REM amount.

10/30/2003 01:10:09 WINSETL Call From Spouse - [redacted]

Customer states she is seeking an update on her case. CR advised Customer that VW will reimburse her $338.95 for cost of the food that was in fridge, rental, hotel, towing. Customer states that amount is in correct. Customer states for meals, hotel, telephone calls and towing while staying in Winnipeg = $411.07 and for meals, hotel, phone calls and towing while staying in Sue St. Marie = $621.07. Customer states in her letter she also requested for VW to repurchase the vehicle; Customer states she no longer wants the vehicle. CR advised Customer that VW will research her concerns further and a VW representative will contact her with updated information. CR to research and return Customer call.

10/29/2003 08:41:14 WEBCRAD Note To User - ???

CA to get the folder from mail room)). CA figured out the exchange rates from 8/19/03 to be $150.25 US dollars and from 8/24/03 to be $158.70 US dollars. CA to generate a check to the customer in the amount of $338.95.
VW to REIM for the foo that was in fridge, rental, hotel, towing. ($338.95)

10/28/2003 04:38:47 WEBCRAD Note To User - ???

CA researching to get the total to reimbursement the customer in US dollar as well as Canada dollars.

Contacts

10/23/2003 11:47:39 PUSTELA Call From Owner - [redacted]

Customer states seeking update. CA advised Customer VW is actively research Customer request. CA apologized to Customer for the frustrations. Customer states seeking an update ASAP. Customer verified name is Joanne Shannon, and husbands name is [redacted] Customer verified mailing address and telephone number. CA advised Customer CR will contact Customer as soon as further information is available. CR to research.

10/14/2003 09:50:25 CUSTERJ Note To Associate - Dawn

Please proceed with the reimbursement to customer the following charges: $49.90 for food in refrigerator; rental vehicle $70.10; hotel $89.00; towing $78.40; hotel $187.78 - total in Canadian funds: 473.18 (figure out exchange rates for $209 on 9/19/03 and $264.18 on 9/24/03)

10/14/2003 09:49:35 CUSTERJ Call To Dealership Personnel - 777 @ Algoma Auto Sales (4993112)

Attempted to contact dealer and line was busy.

10/09/2003 04:05:18 CUSTERJ Call From ASM - Scotty

ASM faxed RC a copy of customer's letter/receipts that were sent to dealer; RC and ASM reviewed documents and feel that reimbursing customer the following charges: $49.90 for food in refrigerator; rental vehicle $70.10; hotel $89.00; towing $78.40; hotel $187.78 - total in Canadian funds: 473.18 (figure out exchange rates for $209 on 9/19/03 and $264.18 on 9/24/03); customer does not qualify for any sort of reimbursement under VW Roadside trip interruption. RC advised will contact 4993112 to verify what repairs were done as they needed to be completed again 5 days later at 4992724. ASM states that the respective field reps should be contacted and 499312 charged back for warranty work.

09/30/2003 05:03:24 BROWNP Call From Spouse - [redacted]

Customer states returning advocate call. CA advised calling to advise letter was received. CA advised will contact both Dealer's to obtain a repair history. Customer states the vehicle broke down 2 times in Canada. CA advised will obtain all information. CA advised once all information is obtained will contact Customer. CA to call Dealer.

0/2003 04:10:02 WEBCRAD Voice Mail To Owner - [redacted]

CA LMTRMC. Once the customer calls, please apologize to the customer for the concerns to their vehicle. (Breaking down 2 times). Advise the customer that VW will call the dealers (X2) to gather the repair history and get back to her with the decision. Thank you! Wait customer call.

09/30/2003 09:30:45 WEBCRAD Note From Owner - [redacted]

Customer sent in copy of letter addressed to Roadside and VW seeking trip interruption stating they purchased this vehicle to be able to travel to several time shares with their dog. Customer states as they were on their way to Canada and had 2 break downs not able to make it to their destinations. Customer states the first break down requires to be towed over 200K to nearest VW dealer in Sault Ste Marie in Ontario where they waited 2 days for the part. Customer states the second time he was towed, it was towed to dealer in Winnipeg, Manitoba for a 3 day wait for the part. Customer states both break downs were caused from a breaking up of two fans that caused severe vibration. Customer states they called VW Canada and was told to take all the paperwork to his selling dealer and express to see what can be done for the customer for his inconvenience. Customer states they had and still no resolution. Customer states they no longer feel safe in this vehicle and would like for VW refund the money(50,472.00). Customer sent in Repair Order#57423, dated=9/25/03, miles=6808, Repair Order closed on 9/27/03, replaced the engine cooling fan blade. Customer sent in receipts showing where he stayed, (Comfort Inn) receipt, phone bill receipt, food receipt, rental bill receipt,

09/29/2003 12:50:19 WEBCRAD Attached Mail From Owner - [redacted]

Assigned in 9*28*03

09/24/2003 12:24:21 WEBCRAD Assigned To VW - Web Mail Mid Atlantic - WEBCRAD

Assigned on 9/24/03

Case 030400195

Customer:	[redacted]	Vehicle:	2002 Volkswagen Eurovan WVWB47012H040133
Program:	Customer Relations		
Status:	09/02/2003 Closed	Production Date:	8/21/2001
Source:	Phone	Odometer:	Miles
Assigned:	James Kamradt (KAMRADJ)	Wty Start Date:	09/13/2002
		Dealer:	Winnebago Industries, Inc. (402399)

Reasons

CATEGORY / TYPE / REASON	PART DESCRIPTION	ASST REQUEST	RESOLUTION
Vehicle Problem / Heating,Cooling and Ventilatio	FAN MOTOR	Not Applicable	Not Applicable

Contacts

09/02/2003 11:14:07 KAMRADJ Call From Roadside-AAA - ???

Phil Wild with coastcast called regarding towing to the nearest VW dealer that can work on this veh. Just verifying pay ment for towing. Yes VW will cover the cost, dealer to call Jim K at CCC for follow up.