

Date: April 27, 2016	<h1 style="color: #0070C0;">Monthly Updates</h1> <p>VW PROFI Program</p>	Product Support - VWoA
----------------------	--	------------------------

ProFI Program Updates

Contents				
	1.	Inbound Requests – Overview	Pg. 2	
	2.	Outbound Requests – New/Open	Pg. 3	
	3.	Outbound Requests – Closed	Pg. 4	

1. Inbound Requests - Overview

April 2015

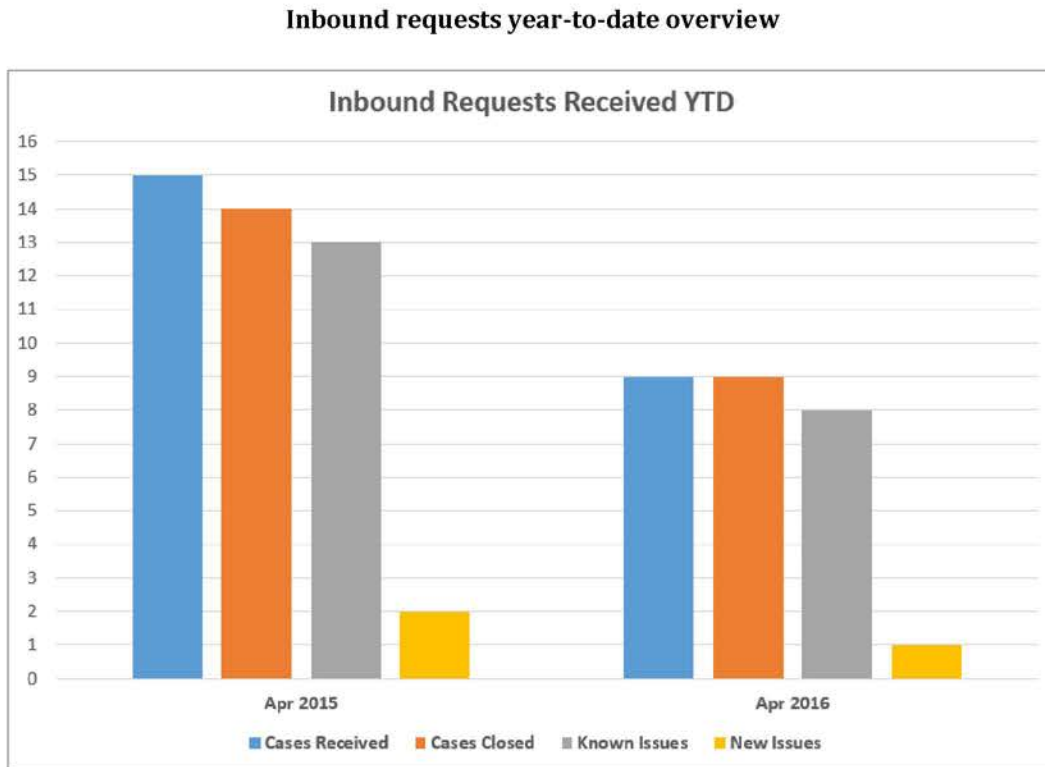
Cases Received
15

Cases Closed
14

Cases with Known Issues
13

New Unknown Issues
2

Average Time to Close
6 days



April 2016

Cases Received
9

Cases Closed
9

Cases with Known Issues
8

New Unknown Issues
1

Average Time to Close
19 days

Date: April 27, 2016	<h1 style="margin: 0;">Monthly Updates</h1> <p style="margin: 0;">VW PROFI Program</p>	Product Support - VWoA
----------------------	--	------------------------

2. Outbound Requests - New/Open

Topic ID	New/Open outbound requests	Opened	Weeks Open
	<p style="margin: 0;">There are no outbound requests currently open.</p>		

Date: April 27, 2016	<h1 style="color: #0070C0;">Monthly Updates</h1> <p>VW PROFI Program</p>	Product Support - VWoA
----------------------	--	------------------------

3. Outbound Requests - Closed

Topic ID	Outbound requests closed within the last month	Closed	Weeks Open
2015-047	<p>Golf SportWagen Sunroof Drain Tube (VIN-4-A-PIN)</p> <p>Model Year: 2015-2016 Carline(s): Golf SportWagen See outbound request form attached for details.</p> <p>This topic is now closed as an outbound request and we are no longer requesting any further actions.</p> <p>We have collected all of the information we need for this concern.</p> <p>We greatly appreciate your support with this topic.</p>	4/12/2016	22

Date: April 27, 2016	<h1 style="color: #0070C0;">Monthly Updates</h1> <p>VW PROFI Program</p>	Product Support - VWoA
----------------------	--	------------------------

3. Outbound Requests - Closed

Topic ID	Outbound requests closed within the last month	Closed	Weeks Open
2015-049	<p>Golf Front Window Regulator (VIN-4-A-PIN)</p> <p>Model Year: 2015-2016 Carline(s): Golf, Golf GTI, Golf SportWagen See outbound request form attached for details.</p> <p>This topic is now closed as an outbound request and we are no longer requesting any further actions.</p> <p>We have collected all of the information we need for this concern.</p> <p>We greatly appreciate your support with this topic.</p>	4/12/2016	20

PROFI Dealer Outbound Information Request Form

MY(s) Affected:	2015-2016	Issue ID #	2015-047
Vehicle Model(s):	Golf SportWagen	Photos (if applicable):	
VIN Range (if applicable):	All		
Engine Code(s):	All		
Gearbox (Manual / Automatic):	All		
Issue Description / Symptom:			
Water leak from sunroof / water stains on headliner.			
Workshop Problem Validation Procedure:			
Inspect vehicle for loose or pinched sunroof drain tubes.			
Required Actions:			
<p>If a loose or pinched sunroof drain tube is found to be the cause of the complaint, please obtain pictures showing the condition of the sunroof drain tube and the location of the pinched/disconnected drain on the vehicle. Please send pictures and vehicle information in to the Profi inbox with the title "2015-047 Golf SportWagen Sunroof Drain Tube."</p> <p>Please repair the vehicle as needed.</p>		VWoA Contact Information:	
		Requestor:	Jeff Zimmerman
		E-mail:	jeffrey.zimmerman@vw.com
		Phone Number:	248-754-4340
		Alternative Contact:	Kevin Lentzer
		E-mail:	kevin.lentzer@vw.com
		Phone Number:	248-754-5901

PROFI Dealer Outbound Information Request Form

MY(s) Affected:	2015-2016	Issue ID #	2015-049
Vehicle Model(s):	Golf, GTI, Golf SportWagen	Photos (if applicable):	
VIN Range (if applicable):	All	N/A	
Engine Code(s):	All		
Gearbox (Manual / Automatic):	All		
Issue Description / Symptom:			
Rattle noise when closing front door.			
Workshop Problem Validation Procedure:			
Inspect front window regulator assembly for any loose components. Verify regulator cables are properly secured and window regulator mounting nuts are properly torqued.			
Required Actions:			
Please obtain pictures showing the location of any loose components. Send pictures and vehicle information into the Profi Mailbox with the title "2015-049 Golf Front Window Regulator."			
VWoA Contact Information:			
Requestor:	Jeff Zimmerman		
E-mail:	jeffrey.zimmerman@vw.com		
Phone Number:	248-754-4340		
Alternative Contact:	Kevin Lentzer		
E-mail:	kevin.lentzer@vw.com		
Phone Number:	248-754-5901		