



**COMPANY CONTEXT / VOLKSWAGEN GROUP & BRAND**

**€28.352bn**

Closing provision for sales obligations (mixed category)

31 Dec 2025 | €28.378bn at FY24

**6,924**

Complaint records  
Volkswagen brand, all model years

Received 1 Jan 2022 - 16 Jun 2026

**1,204**

Cumulative base trajectories  
Volkswagen brand

Observed by 16 Jun 2026

Finance: global Volkswagen Group; warranty and other sales obligations. Complaints: Volkswagen brand, U.S. dataset. Q1 2026: this provision is not separately disclosed. No allocation to Jetta. [1, 2]

**SCM KPIs / VOLKSWAGEN BRAND / ALL MODELS**

**Complaint activity | 3 x 30 days**

**127 → 151 → 153**

Changes: +24, then +2

Still rising; the latest increase is smaller.

**Failure architecture | review sample**

**Below display threshold**

17 records in the review sample.  
Minimum display support: 20 records.  
No concentration statistic is shown.

Windows: 19 Mar-17 Apr | 18 Apr-17 May | 18 May-16 Jun 2026. Unique complaint IDs. [2]

# Volkswagen Jetta 2022

Cost of Poor Quality | Repeat service

**KEY TAKEAWAY**

The selected trajectory contains **12 brake-related complaint records**. Several describe replacement followed by continued wear or noise. A new report on **4 June 2026** follows a 373-day reporting gap. The operational question is whether the service history shows repeat work or unresolved symptoms. [2, 3]

**CASE INDICATORS / SELECTED TRAJECTORY**

**Complaint records**

**12**

Model-year total: 40

**Reported outcome flags**

**0 / 12**

Records with ≥1 positive flag

**Case activity | 3 x 30 days**

**0 → 0 → 1**

Same windows as OEM above

**OPERATIONAL REVIEW QUESTION**

Do repair dates, mileage and fitted-part records confirm repeat brake work or continuing symptoms? Check record independence and repair scope before attributing a common cause.

COPQ is the review perspective. Financial balances retain their stated accounting scope. These reports do not calculate total COPQ, parts demand or vehicle failure rates.



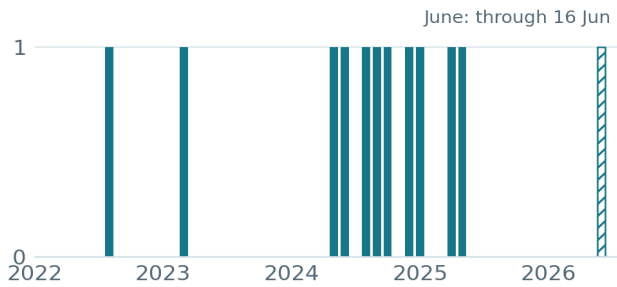
CASE EVIDENCE / VOLKSWAGEN JETTA 2022

## Activity, component categories & location

All four views use the same 12 unique complaint IDs. Time is the complaint receipt date, from 2022 through 16 June 2026; the vehicle model year is 2022. [2]

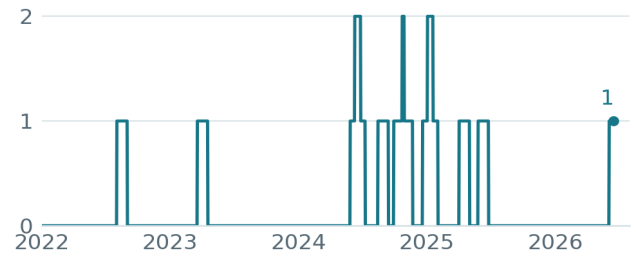
### Calendar-month complaints

Unique complaint records



### Trailing 30-day complaints

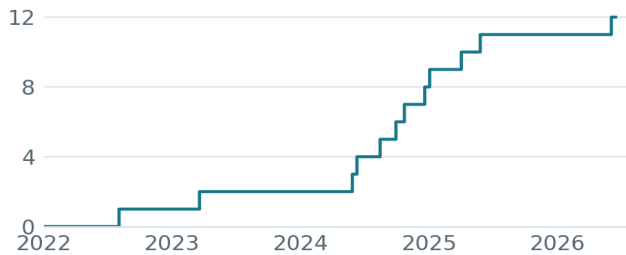
Unique complaint records



### Cumulative complaints / outcome dates

Unique complaint records

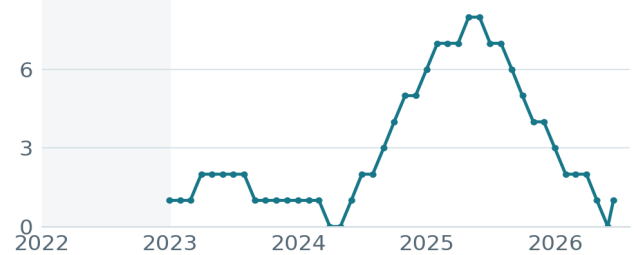
No positive outcome flags in 12 records



### Rolling 365-day complaints

Unique complaint records

First full window: 31 Dec 2022



## COMPONENT CATEGORIES

Unique IDs | selected trajectory

Service brakes

12

A common brake category focuses the review. The narratives distinguish wear, drag, noise after replacement and hill-start assist; these are different service questions.

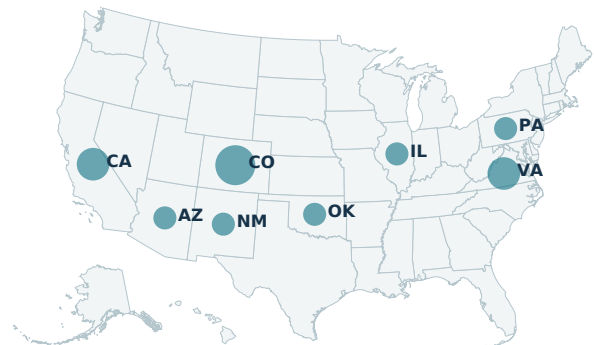
Trajectory projection; source labels may be broader.

Parts relevance is an estimate; no SKU / quantity inferred.

**How to use this view.** Colorado 3, California 2 and Virginia 2 account for 7 of 12 records. The other five records are spread across five states. Geography can help organize a service review, but does not establish a geographic cause.

## GEOGRAPHIC CONTEXT

Recorded consumer state | same trajectory



12 mapped IDs | circle area  $\propto$  count

State summaries; no exposure or climate adjustment.

Map: US Atlas 3.0.1 (Census-derived boundaries).



OPERATIONAL EVIDENCE / ALL 12 RECORDS IN THE SELECTED PATH

## From reported symptoms to a service question

**ODINO** is the individual complaint record number in NHTSA's **Office of Defects Investigation (ODI)** database. Entries below paraphrase the frozen source narratives; descriptions remain complainant reports. [3]

**Repeat-service review:** 11631862, 11633945, 11652587 and 11663209 describe replacement followed by further wear or noise. The December 2024 and January 2025 reports may be follow-up reporting; independent vehicles have not been established.

| RECEIVED    | COMPLAINT ID    | REPORTED ISSUE                                                   |
|-------------|-----------------|------------------------------------------------------------------|
| 03 Aug 2022 | <b>11477372</b> | Brakes fail to release after hill-start assist; feature dispute. |
| 20 Mar 2023 | <b>11512817</b> | Left-rear pad wear, dragging and eventual grinding noise.        |
| 28 May 2024 | <b>11591032</b> | Rear brakes replaced; squealing reportedly continues.            |
| 10 Jun 2024 | <b>11593426</b> | Rear brake sticks; early pad/rotor wear and handling concern.    |
| 15 Aug 2024 | <b>11608851</b> | Rear pads replaced at 30,530 miles; rotor work reported.         |
| 29 Sep 2024 | <b>11617140</b> | Brake wear at 13,400 miles; separate door complaint.             |
| 23 Oct 2024 | <b>11621423</b> | Rear brakes drag and wear; noise reported at low mileage.        |
| 20 Dec 2024 | <b>11631862</b> | Two rear-brake replacements; noise and other system issues.      |
| 03 Jan 2025 | <b>11633945</b> | Brake noise and scraping after two rear-brake replacements.      |
| 03 Apr 2025 | <b>11652587</b> | Repeated pad and rotor wear after earlier replacement.           |
| 27 May 2025 | <b>11663209</b> | Further rear-pad wear within 12,000 miles of replacement.        |
| 04 Jun 2026 | <b>11741996</b> | Rear brakes/rotors replaced below 25,000 miles for inspection.   |

### NEXT INTERNAL DATA PULL

- 1. Warranty / service:** collect repair dates, mileage, findings and fitted-part revisions.
- 2. Field Quality:** check repeat-work history and whether records describe the same vehicle.
- 3. Service operations:** verify the manufacturer letter and eligibility mentioned in record 11741996.

### SCOPE, DEFINITIONS & SOURCES

**Evidence boundary.** Reporting gaps do not establish defect absence or recurrence. The manufacturer letter has not been reviewed. No common cause, supplier linkage, repair-effectiveness rate or inventory quantity is established.

[1] Volkswagen 2025 Annual Report, Note 30: €28,352m sales-obligation provision, mainly warranty plus discounts, bonuses and similar allowances. [Official Note 30](#).

[2] NHTSA consumer complaints received 1 Jan 2022-16 Jun 2026. Counts use distinct complaint IDs. Manufacturer totals, selected trajectories and the fixed review sample have separate populations.

[3] Complaint narratives matched by ID and receipt date. Indicators cover reported crash, fire, injury, death, medical, police or towing information. Absence of a positive indicator is not a safety finding.