

Other California Related Points

During our meeting you also raised a number of other potential issues specifically relating to the California. Having personally reviewed these items with my technical colleagues, I can confirm there is no indication of a product issue or a history of customer concerns. If customer experiences any of the following we would recommend that their vehicle is inspected at a Volkswagen Commercial Vehicle Van Centre. This will ensure that any concern or possible product failure is highlighted via our official reporting programme;

- Mains battery is drained due to a vehicle fault
- Sinks not draining
- Failed window blinds
- Roof shutters "creeping" open

Regarding the fridge glass, I can confirm the item is manufactured from toughened glass.

In respect of the roof control unit, issues are being monitored; this includes units being returned to Van Centres for inspection. Regarding the control knob, we have checked and the item is not available as an individual component purchase, however, I will raise a query to determine if it can be provided separately.

Additionally, having reviewed several customer cases, the issue of wiring being damaged through use of the swivel seat does not appear to be a reported concern. Again, I would urge any customer experiencing this to refer the problem on to a Van Centre, before any repair is attempted. This would allow the Van Centre to review the damage to the wiring and complete the appropriate technical report prior to repair.