

Dear lady at head office (Customer Experience Genius),

At your request I have tested the Yeti provided by Wippells to compare its behaviour to our Yeti.

As per your request this testing was performed both with and without a Wippells representative present.

The purpose of the trial was to demonstrate that there is “nothing wrong with our vehicle” as “all DSG equipped vehicles behave the same”.

The current issues with our Yeti are:

The vehicle intermittently loses drive when attempting a right hand turn after a period of driving at speed with the cruise control engaged,

The vehicle randomly loses drive when attempting to drive up an incline in forward or reverse. This loss of drive is not enunciated to the driver.

The vehicle experiences a non-consistent “delayed throttle response”, and

The vehicle often shudders in first gear when automatically downshifting from second.

The first three of these constitute safety hazards to both our vehicle and other road users.

The test vehicle was a Skoda Yeti registration number 426XHZ equipped with a 1.2l TSI engine and a 7 speed DSG transmission (the same engine size and transmission as our Yeti). When picked up from Wippells on 27<sup>th</sup> June it had 90km on the odometer.

## Initial testing on 27<sup>th</sup> June 2017

Outside temp 14°C

Test conducted with myself and a Wippells technician to determine if the vehicle would lose drive and roll back when driving up a slope.

Initial testing was performed in the driveway of 7 Springs Health + Dental on Ruthven Street Toowoomba. This consisted of several attempts to drive slowly up the inclined driveway at speeds of between 5 and 10km/h with D1 indicated on the instrument panel. This spot was selected as it was the last spot in Toowoomba where our vehicle had exhibited this behaviour.

Several trips up the driveway were conducted and the vehicle showed no sign of hesitation. The clutch did not disengage and the vehicle did not roll backwards. Due to increasing traffic in the facility further attempts in this location were abandoned.

A number of attempts were then made at the driveway of the car wash next door to the medical facility. This driveway was significantly longer however the vehicle still showed no signs of losing drive when driven up the incline at low speed. There were no indications of overheating of the clutch assembly. Several attempts were also made in 2<sup>nd</sup> gear however when under load it kept automatically switching back to 1<sup>st</sup>. Consequently all further attempts were made with 1<sup>st</sup> gear initially automatically selected.

The vehicle was then driven to the Kmart car park while experimenting to determine the extent of its delayed throttle response from a standing start. Several take-offs were performed both on the road and in the car park itself however the only delay was caused by turbo lag. This was consistent and expected. No additional delay was noted.

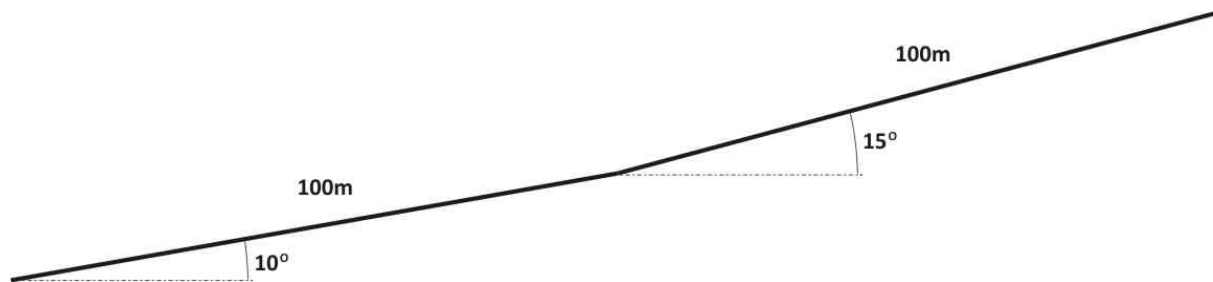
Initial testing was concluded and the vehicle was driven back to Wippells.

Dedicated testing 30 June 2017

Outside temp 21°C

Occupants + cargo approx. 330kg + ¼ tank of fuel

5 trips up Murphy Street Ipswich (initial slope approximately 100m long at 10° with a second slope approximately 100m long at 15° ) @ approximately 10km/h with D1 indicated on the instrument panel.



Murphey Street gradients

The test was conducted continuously with the vehicle being driven in up Murphy Street with a left hand turn at the top into Chelmsford Avenue, another left hand turn into Ellenborough Street, another left hand turn into Roderick Street and then a final left hand turn back into Murphy Street. Driving from the top of Murphy Street around the block to the bottom of Murphy Street was conducted at normal road speed.



Approximately 20m from the top of Murphey Street on the 5<sup>th</sup> lap there was a “hot clutch” smell and gearbox overheat warning appeared on the maxidot display. The clutch disengaged and the vehicle began to roll backwards unchecked down the slope. The vehicle was brought to a halt using the brake and driven away normally after the gearbox overheat warning had extinguished.

Until this point there had been no “hot clutch smells” or other indications that the clutch was about to disengage.

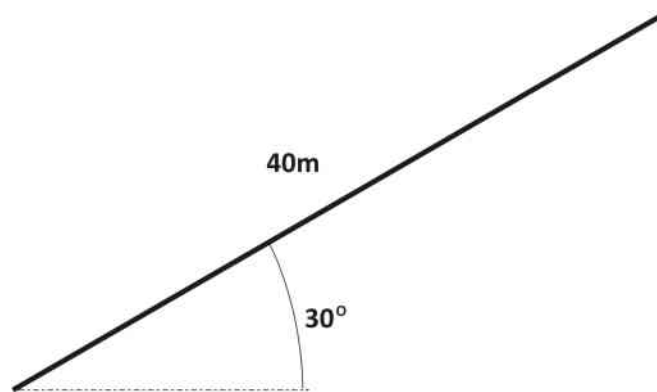
This concluded formal testing for the day.

## Dedicated testing 01 July 2017

Outside temp 14°C

Occupants + cargo approx. 190kg + 3/4 tank of fuel

10 trips up the underground car park centre exit (40m long at a slope of approximately 30°) of Riverlink Shopping Centre Ipswich @ approximately 3 - 8km/h with D1 indicated on the instrument panel. This testing was continuous with a U turn being performed shortly after the top of the exit before travelling back down into the car park at normal driving speed. This slope was selected as our vehicle has experienced several warning level 1 clutch disengagements here.



Riverlink Centre Exit gradient

During this testing there was no level 1 or level 2 clutch disengagement, no hot clutch smell or gearbox overheat warning.

The vehicle was then driven back to Murphy Street and the test from the previous day was repeated. A total of 10 trips were then conducted up Murphy Street @ approximately 10km/h with D1 indicated on the instrument panel. After completing each drive to the top of Murphy Street the vehicle was then driven at road speed around the same block as the previous day.

During this testing there was no level 1 or level 2 clutch disengagement, no "hot clutch" smell or gearbox overheat warning.

Four trips were then made reversing the vehicle up the top (100m long 15°) portion of Murphy Street @ approximately 4 - 8km/h with R indicated on the instrument panel. This test was conducted as our vehicle has exhibited a loss of drive and rolled forwards when attempting to reverse up a slope.

Approximately ½ way up the 4<sup>th</sup> attempt there was a "hot clutch" smell but no overheat light. At this point the vehicle was driven forwards down Murphy Street and around the block at normal road speed.

Three trips were then conducted up Murphy Street @ approximately 2 - 4km/h with D1 indicated on the instrument panel.

Just before the end of the 3<sup>rd</sup> run there was a "hot clutch" smell and the gearbox overheat warning appeared on the maxidot display. The clutch did not disengage the gearbox from the engine.

The overheat warning went away and the vehicle was driven back to Riverlink without further incident.

Whilst at Riverlink the vehicle was allowed to "heat soak" for approximately 20 minutes prior to 2 more attempts to drive up the underground car park centre exit @ approximately 3 - 8km/h with D1 indicated on the instrument panel. The vehicle completed both of these attempts without clutch disengagement or "hot smells". This test was performed as "heat soak" has previously been blamed for clutch disengagement.

Scheduled testing was then completed for the day.

## Dedicated testing 02 July 2017

Outside temp 15°C

Occupants + cargo approx. 190kg + ½ tank of fuel

The purpose of today's testing was twofold:

to examine the ability of the test vehicle to perform a right hand turn after "sharp" braking from high speed with cruise control engaged, and

to determine the extent of shudder following the transmission automatically deselecting from 2<sup>nd</sup> to 1<sup>st</sup> gear at low speed.

Both of these situations had been encompassed in normal day to day driving since 27<sup>th</sup> June as well as in the dedicated test drives.

Driving in Gatton the vehicle was slowed to a point where the transmission automatically deselected from 2<sup>nd</sup> to 1<sup>st</sup> whilst still maintaining forward motion. This manoeuvre was performed 20 times on level, upward sloping and downward sloping roadways. Each time the transition to 1<sup>st</sup> gear was smooth. There was no shuddering evident after 1<sup>st</sup> gear had been automatically selected.

The vehicle was then driven along Tenthill Road towards Gatton at speed (both 80 and 100km/h) for a distance of approximately 4km with cruise control engaged. Approximately 20m from the Cross Road intersection the vehicle was rapidly braked until it had slowed to a speed of 10 – 15km/h with D2 indicated on the instrument panel. A right hand turn was executed into Cross Road and the accelerator pressed to the floor during the turn.

This manoeuvre was repeated 25 times. Each time the tachometer indicated an increase in engine RPM consistent with the pedal position and the engine / drivetrain responded accelerating the vehicle through the turn and into Cross road. A 3 point turn was performed on Cross Road and the vehicle returned to the starting point for another attempt.

Including day to day driving and the dedicated test drives this turning manoeuvre has been performed 43 times without the vehicle emulation our Yeti's intermittent behaviour (losing drive and rolling for several seconds with D2 indicated on the instrument panel, the accelerator pressed to the floor and the tachometer indicating approximately 1200RPM).

On the way back through Gatton the vehicle was again slowed several times to the point where the transmission automatically deselected from 2<sup>nd</sup> to 1<sup>st</sup>. Each time this manoeuvre was completed with no shuddering evident either during or after the transition to 1<sup>st</sup> gear.

This completed scheduled testing for the day.

## Conclusion

After being repeatedly subjected to the same (or equivalent conditions) that cause our vehicle to exhibit hazardous behaviour the test vehicle performed with safety and repeatability. At the time of writing the test vehicle has accumulated an additional 800km in both normal driving and test scenarios since 27 June.

Specifically:

After 43 attempts to get the vehicle to lose drive during a right hand turn (after a period of driving at speed with the cruise control engaged) it has successfully executed the manoeuvre each time without incident.

After 35 attempts to induce a loss of drive on an incline the test vehicle only did so once. This disengagement was accompanied by a warning on the maxidot display as detailed in the owner's handbook.

To date the only delay in acceleration is the small, consistent amount of turbo lag. No additional delayed throttle response has been noted. and

The vehicle has been driven in such a manner as to force the transmission to automatically deselect from 2<sup>nd</sup> to 1<sup>st</sup> in excess of 20 times. At no time has shuddering been present during the transition to 1<sup>st</sup> or after 1<sup>st</sup> is engaged.

I will continue to monitor the test vehicles behaviour until I return it on 04 July however given the above it is evident that it does not exhibit the same hazardous behaviour as our Yeti when exposed to the same or similar driving conditions. Thus the position of Skoda / VW that "all DSG's operate the same" and "there is nothing wrong with your vehicle" would seem to be disproven.

Consequently I request you either replace our vehicle or provide a full refund in accordance with Queensland Consumer Law.