



## Chop me up.

This Volkswagen missed the boat.

The chrome strip in the glove compartment is blemished and must be replaced. Chances are you wouldn't have noticed it; Inspector Kurt Kroner did.

There are 3,389 men at our Wolfsburg factory with only one job: to inspect Volkswagens at each stage of production. 13,000 Volkswagens are produced daily; there are more inspectors

than cars, so every shock absorber is tested (spot checking won't do), every windshield is scanned. We have been rejected for surface scratches barely visible to the eye.

The chrome strip in the glove compartment is blemished with fingerprints and must be replaced.

Chances are you wouldn't notice it; we did. There are 3,389 men at our Wolfsburg

factory with only one job: to inspect shock absorbers and stuff like that sort of thing.

Volkswagens at each stage of production shock absorber is tested (spot checking won't do), every windshield glove compartment is scanned. And some more words to fill up this space have been rejected for surface scratches glove barely visible to the eye.

