

## VWoA Compliance

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**Subject:** 2.0L TDI Update  
**Attachments:** FTC Dealer Notice\_Final.pdf

**From:** Keogh, Scott  
**Sent:** Tuesday, October 25, 2016 12:54 PM  
**Subject:** 2.0L TDI Update

Dear Dealer Partners,

Today, Judge Charles R. Breyer signed the order granting final approval for the 2.0L TDI settlement agreement with customer-class plaintiffs. This is another important milestone on our journey to make things right in the United States.

Now that we have final approval we can begin administering the 2.0L settlement program. We have dedicated substantial resources in preparation for this, to ensure that the program runs smoothly both for our owners and for you, our dealer partners. We are committed to making this a success. You are a crucial part of this process and I am confident that with your help we will be able to provide a personalized and seamless customer experience.

The Volkswagen Group is hiring approximately 900 contract employees to assist you in customer support, claims processing, technical support and parts and vehicle logistics. Eligible customers will now be able to work with the Settlement Office to schedule appointments with a designated Settlement Specialist to complete their vehicle buy-back or early lease termination at your dealerships. We expect the first appointments to take place in mid-November.

More information regarding this process is forthcoming. As always, please contact the dedicated Settlement Dealer Support Team, at 1-844-DLR-SPRT if you have any questions or comments. Please continue to direct all customers with questions to [VWCourtSettlement.com](http://VWCourtSettlement.com) or (844) 982-5246. The attached notice provides further details on the 2.0L TDI settlement program and the role you will play in this process.

We continue to work closely with our regulators on an approved emissions modification for affected 2.0L TDI engine vehicles and to reach an agreement on an approved resolution for affected 3.0L V6 TDI vehicles as quickly as possible. The Court will hold a status update hearing relating to affected 3.0L vehicles on November 3rd. We will continue to keep you updated as things move forward.

We appreciate all your hard work and support as we begin implementing this program. We are doing our utmost to ensure it runs smoothly and causes you as little disruption as possible. This is an opportunity to reconnect with our customers and remind them why you are the best in the business. Thank you for the patience and professionalism you continue to demonstrate as ambassadors for our brand. We are making progress and, together, we will emerge stronger than before.

Sincerely,

Scott Keogh

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**VOLKSWAGEN AND AUDI DEALER NOTICE  
REGARDING COURT-APPROVED 2.0-LITER TDI SETTLEMENTS  
FOR DETAILED INFORMATION VISIT:**

[www.VWCOURTSETTLEMENT.COM](http://www.VWCOURTSETTLEMENT.COM) OR [www.AUDICOURTSETTLEMENT.COM](http://www.AUDICOURTSETTLEMENT.COM)

**1. Overview of Settlements**

The Court has approved settlements entered into between Volkswagen Group of America and the United States and California (the U.S. Department of Justice on behalf of the Environmental Protection Agency, the California Air Resources Board, and the California Attorney General); the U.S. Federal Trade Commission; and a class comprised of owners and lessees of 2.0-liter VW/Audi vehicles. Under the Settlements, consumers will choose whether to accept a buyback, lease termination or receive an approved emissions modification (if and when it becomes available). All three options include cash payments to owners and lessees. In addition, some former owners/lessees are entitled to cash payments. Volkswagen has also agreed to pay for environmental remediation and invest in zero emission vehicle technology.

The parties filed the proposed Settlement documents with the Court on June 28, 2016 and the Court has now approved the Settlement documents.

Dealers should encourage affected customers to participate in the Settlements. Dealers cannot offer customers any compensation or benefits that interfere with, or dissuade, customer participation in the Settlements.

**2. Eligible Vehicles**

The following 2.0-liter TDI vehicles are included in the Settlements:

<b>MODEL</b>	<b>MODEL YEARS</b>
Jetta	2009-2015
Jetta SportWagen	2009-2014
Golf 2-Door	2010-2013
Golf 4-Door	2010-2015
Golf SportWagen	2015
Beetle, Beetle Convertible	2013-2015
Passat	2012-2015
Audi A3	2010-2013, 2015

The Settlements do not include the following 3.0-liter TDI vehicles: Volkswagen (Touareg), Audi (Q7, A6 Quattro, A8, A8L, Q5), and Porsche (Cayenne).

### **3. Informational Website and Toll-Free Number**

Customers requesting information should be directed to the settlement website for more details: [www.VWCourtSettlement.com](http://www.VWCourtSettlement.com) or [www.AudiCourtSettlement.com](http://www.AudiCourtSettlement.com).

Here, customers will be able to determine program eligibility, review specific settlement options, consult a list of Frequently Asked Questions, and obtain a link to important settlement documents filed with the Court.

We will also have a Customer Support and Administration team to take calls and answer questions at 844-98-CLAIM.

### **4. Claims Portal**

An online Claims Portal is available for customers to: obtain information about the settlements and their options under them including restitution amounts, claims submission, and appointment scheduling at dealerships for buybacks, lease terminations and approved emissions modifications. Upon confirmation that a customer is eligible to participate in the Settlements, a customer will then select a buyback, lease termination or an approved emissions modification, all of which involve a cash payment. Certain former owners and lessees may also use the claims portal to determine their eligibility for a cash payment and submit claims.

### **5. Dealer Role in Handling Buybacks, Lease Terminations, and Emissions Modifications**

Dealership Program Ambassadors within each store will be nominated and trained to support processes for buybacks, lease terminations, and (if approved by regulators) emissions modifications. Eligible customers will schedule appointments for these online or by phone. The Company and third-party Settlement Specialists will process all payments to customers.

#### Dealer Role in Handling Buybacks/Lease Terminations

Buyback transactions will be executed between VWGoA and the customer and facilitated by a third-party Settlement Specialist at the dealership of the customer's choice. Dealerships will have certain duties and obligations to maintain the integrity of the transaction and the vehicle post-buyback/lease termination until it is modified and resold or removed from the dealership by VWGoA.

#### Dealer Role in Handling Emissions Modifications

Any approved emissions modifications will be managed through normal dealer service scheduling processes, and customers will be encouraged to schedule appointments through the dealership's online scheduling tool. We will provide customers who choose an emissions modification with an Extended Emissions Warranty covering all parts and labor. Dealers cannot charge customers any

fees related to this warranty service. In certain circumstances, Dealers will provide loaners to customers who choose the emissions modification.

Details regarding process and dealer responsibilities will be communicated through the regional support structure.