

VWoA Compliance

From: Audi Communications
Sent: Thursday, April 20, 2017 3:17 PM
Subject: 3.0L TDI Settlement Program Update

Dealer Communication

DP	GM	Sales	CPO
Service	Parts	Warranty	F&I

From: Audi Operations

3.0L TDI Settlement Program Update

As we continue preparations for the 3.0L Settlement Program, we would like to share with you some of the activities that have occurred since the preliminary court approval, along with an update on some items you should expect to see implemented in the near future.

Since the preliminary court approval on February 14:

- 192,725 post cards and 317,700 emails have been sent to customers providing notice of the 3.0L settlement program
- 54,980 3.0L owners and former owners have signed up to receive more information

As we move towards an anticipated final court approval of the 3.0L settlement on or around May 11, we are working to firm up our plans to ensure a successful launch of the 3.0L settlement program. As such, some of the important dates that should be kept in mind are:

- May 1: Updated Dealer TDI Microsite and Dealer Journey infographics will become available
- May 12 (or one day following final approval): Customer Claim submission portal for 3.0L will be live (based on anticipated final approval on May 11)
- July 1: First available appointments for 3.0L Gen 1 Buyback and Trade-In, and 3.0L Gen 2 Emissions Compliant Repair Participation Payments (based on anticipated final approval on May 11)

Beginning with the July 1 projected start date of appointments for the 3.0L program, we expect the footprint of settlement specialist needs to look very different.

Thanks to your help, we've been able to process a significant portion of the 2.0L settlement claim volume already, leaving a much smaller pool of customers in July and beyond even with the addition of 3.0L claims. As the eligible customer base continues to shrink, we are optimizing the appointment schedule and will be modifying schedules to ensure that the continued settlement activities cause the least amount of disruption in your stores.

As we finalize the new schedule over the next week, we will briefly turn off the availability of appointments from June 26 and beyond. This helps prevent appointments from being scheduled that would not fall in line with the new schedule. Once completed, we will be sharing with each dealer their new schedule and reopen the appointment system with this schedule accordingly.

Should you have any questions or concerns with this new schedule please direct them to the TDI Dealer Hotline at (844) 357-7778.

We appreciate your continued support, effort and partnership through this process. Additionally, we will continue to provide updates as we progress along this journey and as additional details become available.

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