

VWoA Compliance

Subject: 2.0L & 3.0L TDI Settlement Updates

Importance: High

From: Audi Communications

Sent: Friday, June 30, 2017 6:27 PM

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Dealer Communication



From: Audi Operations

2.0L & 3.0L TDI Settlement Updates

Dear Dealer Partners,

As a reminder, there are important changes taking place in the coming days in the 2.0L and 3.0L Settlement Processes. To best prepare you and your teams, this message contains a high level overview of what you and your customers can expect in the months ahead. Please review this message in its entirety.

With the launch of the 3.0L processing in your stores, next week will have much more activity than we've seen in the last several weeks. We've increased staffing on the Customer and Dealer Support phone lines to support any questions.

Settlement Specialist Schedules

Changes in schedules and appointment times for Settlement Specialists took place earlier this week. Specialists will now only be present in your dealerships on those days on which appointments are scheduled. In observance of the Independence Day holiday, there are no appointments scheduled July 1st-July 4th.

Buyback Appointments

While the volume has decreased, Buybacks will continue following the same process for eligible 2.0L vehicles. Starting July 5th, buybacks for eligible Generation 1 2009-2012 Q7 TDI vehicles will also begin. The buyback process and involvement of Settlement Specialists and Program Ambassadors will be the same. As there is not yet an Approved Emissions Modification for the 3.0L vehicles, all 3.0L buyback vehicles will be removed from dealership lots and brought to storage.

3.0L Generation 1: Trade-In Appointments (2009-2012 Q7)

Appointments for Generation 1 3.0L owners who selected Trade-In as their Settlement Option will also begin on July 5th. Please review the email and comprehensive [video](#) and [job aid](#) distributed earlier this week covering the details of this process and your involvement. Please encourage your staff to do the same.

Throughout the claims process, we've strongly encouraged customers to work directly with their preferred dealership in advance of their Trade-In appointment to ensure availability of a replacement vehicle. You can review upcoming scheduled Trade-In appointments in your dealership reports [here](#) to be prepared to support those transactions.

3.0L Generation 2: Participation Payment Appointments

The first appointment for Participation Payments for Generation 2 3.0L vehicles will take place on July 5th. An overview of this process can be reviewed [here](#). For Participation Payments, owners will meet with the Settlement Specialist who will confirm the owner's identity and that the subject vehicle is the correct eligible vehicle, and will take photos of the vehicle and VIN plate and enter all necessary information in the application they use to facilitate the transaction. All of these details will be reviewed by the Settlement Support Team in Auburn Hills to confirm accuracy before payment will be triggered to the customer. For Participation Payments, no funds change hands in the dealership and thus no checks will be sent to your stores. All funds are sent directly to the customer by either EFT or paper check to the mailing address provided by the customer in the claims process.

2.0L Approved Emissions Modifications – 2015 A3 TDIs

Emissions modifications have been approved for 2.0L Generation 3 2015 A3 TDIs consumer and resale vehicles. You should expect customers to continue scheduling appointments directly with your Service Departments to complete these campaigns. **As a very important reminder, there are critical steps that are required of Service Technicians, Service Managers and Program Ambassadors in the IN-FORM tool when completing these campaigns.**

All of these vehicles must undergo specific labeling and require you to provide certain disclosures to the customer once the modification is complete. The repair validation process in the IN-FORM tool should be completed prior to the customer picking up their vehicle and the customer should be provided the receipt generated by the IN-FORM tool at the time of their vehicle pickup. In cases where the customer does not have a claim against the vehicle, please ensure to provide them the infographic explaining how to file a claim after the completion of their AEM. If you do not complete the necessary steps in the IN-FORM tool, **warranty claims will be denied** and **customer payment could be impacted**. Please review the information [here](#) regarding your obligations when completing these campaigns. We thank you for your diligence in ensuring all personnel in the Service Department are educated on these processes.

Thank you for your partnership in executing these important processes. The Dealer Support Team is available and ready to assist with any questions that you have at 844-357-7778.

We wish a safe and happy Independence Day to all.

Best,

TDI Dealer Communications

Please click [here](#) to view the official dealer communication on iAudi.

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