

VWoA Compliance

Subject: 3.0L TDI Update - Claims Processing Appointments - June 27, 2017

From: Audi Communications

Sent: Tuesday, June 27, 2017 5:15 PM

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Dealer Communication



From: Audi Operations

3.0L TDI Update - Claims Processing Appointments - June 27, 2017

Dear Dealer Partners,

The 3.0L Class Action Settlement was approved a little more than a month ago, and we began accepting claim submissions from consumers on May 18th. In the past 30 days over 40,000 customers have started claims and over 20,000 offers have been extended. Claimants have also started scheduling appointments for 3.0L TDI buybacks, lease terminations, trade-ins, and participation payments. The first appointments start July 5th, 2017.

When you review your appointment schedule report, you will now see 3.0L appointments in addition to your 2.0L appointments. There are three (3) appointment types that will show on the report; buyback, participation payment, and if you opted to participate in the TDI Trade-Program, you'll see the new trade-in appointment. Due to the new offering of the trade-in under the 3.0L Settlement, we have developed a training guide for dealers because you are heavily involved in the transaction.

An element of this training material is a video that reviews the trade-in process from the moment the customer schedules their appointment through the completion of the trade-in at your dealerships. Please click this [link](#) to view the video.

Additionally, a Trade-In Job Aid has been created and can be viewed on the TDI dealer portal. As you'll see in these materials, customers who have accepted a trade-in offer have been encouraged to contact their authorized dealer ahead of their scheduled appointment to ensure the vehicle of their choice is available on their scheduled closing date. Your Program Ambassador(s) should be prepared to speak with these customers and to assist them in any way possible.

Lastly, since we launched the dealer enrollment process for the trade-in program in early May, we've received a few questions seeking clarification of the vehicle titling, storage and document upload requirements. As such, we have posted a document providing additional detail on these processes on the TDI dealer portal found on iAudi.

As a reminder, while the first 3.0L appointments won't begin until July 5th, your Settlement Specialists will begin their new schedules on June 26th to introduce themselves and to make sure they are prepared to receive customers.

If you have questions about details of the process, please call the Settlement Dealer Support Team at **844-DLR-SPRT (844-357-7778)**.

Thank you for your attention to this important communication and your continued support.

TDI Dealer Communications

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

For more dealer communications, visit the [Communications](#) page on iAudi.