



Warranty Administrators: Need-to-know information about the TDI Modification process!

Before performing a TDI emissions modification, dealers should review the following important information:

Customer Initiation

- ▶ **Before the customer brings the vehicle to the dealership for the emissions modification**, he or she **must** register and upload required documents online at www.vwcourtsettlement.com. An independent claims supervisor will review the customer's information.
- ▶ **After the independent claims supervisor approves the emissions modification for the vehicle and customer accepts offer and returns signed paperwork**, the customer can schedule a service appointment with the dealer.
- ▶ **The customer will receive a claim number after registering at www.vwcourtsettlement.com**. The customer **must** provide the claim number at the dealership.
- ▶ **Note that the customer must be present upon initial entry of the VIN at the dealership before the repair is started in case additional information is needed in the IN-FORM tool** (for example, in certain cases, an unlock code may be required). Ensure that the Service Initiation Form has a checkmark before proceeding.

A warning screen with a white background and a blue header. The header says "Warning!". Below the header, there is a paragraph of text: "In order to proceed with the service for this vehicle you will need to contact the Settlement Support Team with the customer present, to have the forms unlocked. We will need to speak with both you and the customer. Please call 844-908-9834." Below the text is a text input field labeled "Unlock Code" and a blue button labeled "Unlock".

A screenshot of the TDI IN-FORM tool interface. The top navigation bar includes "Settings", "Video Library", "Home User", and "Log out". Below the navigation bar, there is a table with columns "Brand", "VIN", "Transmission", and "Repair Type". The table contains one row of data: "Volkswagen", "0000000000000000", "Automatic", and "Cat 2". Below the table, there is a section titled "Please select a form below to continue." with a list of forms: "Service Modification Documentation and Validation", "Service Initiation Form" (which has a checkmark and a yellow arrow pointing to it), "Service Modification Documentation Form", "Service Modification Manager Validation Form", and "Service Delivery Confirmation".

Image on left shows warning screen for unlock code requirement. When an unlock code is required, both the customer and dealer must be present for the phone call to receive the code. Image on right shows a checkmark on the Service Initiation Form, which means that the Service Modification Form can be initiated.

- ▶ **The customer must be aware that the repair is being performed**. If a customer brings a vehicle in for unrelated service and an Emissions Modification Campaign (23T4 or 23U7) is open, **do not** perform the campaign unless the customer approves the repair and has completed the registration and approval process through www.vwcourtsettlement.com.

TDI IN-FORM Tool

- ▶ The TDI Inform Tool (accessible through the TDI microsite on AccessAudi/iAudi) **must be used** to validate that the vehicle is eligible for modification, to document the modification steps performed, and to create a repair receipt and trigger the restitution payment.

- ▶ **RISK of Non-payment!** Not using the IN-FORM tool to document and validate the modification will stop the processing of payment for your dealership, even if the modification has been completed.

Performing the repair

- ▶ Once the repair order is received, the technician **must** perform the modification exactly as outlined in the recall document. Recall documents are located on ServiceNet, under *Campaign Circulars*. (If any issues occur during or after the software update, a TAC contact **must** be created. See TSB 2045801 in ElsaPro for more information).

- Campaign 23T4 applies to Gen 3 Model Year 2015 A3 2.0L vehicles

- Campaign 23U7 applies to Gen 1 Model Year 2010 - 2013 A3 2.0L vehicles

Note that the technician must use a cable connection (not a Bluetooth connection) when performing the software update. Claims for consequential damage resulting from use of a Bluetooth connection will be denied.



ODIS screens showing connection type. Do not perform the update while using a Bluetooth connection (left). A cable connection must be used (right).

Delighting the customer

- ▶ Once the service appointment has been scheduled, dealers are encouraged to offer “Delight” elements to the customer (such as pickup and delivery, loaner, fuel, or other transportation).
 - **For Gen 3 Model Year 2015 A3 2.0L vehicles**, see *AWC 17-01: Customer Delight Coding – “Extended Emissions Warranty” Limited Warranty Extension for Model Year 2015 A3 2.0L TDI vehicles* for full details (located on Audi Warranty Online, under *Bulletins & Communications >> Communications*).
 - **For Gen 1 Model Year 2010 - 2013 A3 2.0L vehicles**, see *AWC 17-11: Customer Delight Coding – “Extended Emissions Warranty” Limited Warranty Extension for Gen 1 A3 2.0L vehicles* for full details (located on Audi Warranty Online, under *Bulletins & Communications >> Communications*).

Extended Warranty

- ▶ Complete details of the extended warranty for updated vehicles is in the following documents:
 - ▶ **For Gen 3 Model Year 2015 A3 2.0L vehicles:** *AWA 17-01: “Extended Emissions Warranty” Limited Warranty Extension for Model Year 2015 A3 2.0L TDI vehicles* (located on Audi Warranty Online, under *Bulletins & Communications >> Bulletins*).
 - ▶ **For Gen 1 Model Year 2010 - 2013 A3 2.0L vehicles:** *AWA 17-10: “Extended Emissions Warranty” Limited Warranty Extension for Gen 1 A3 2.0L vehicles* (located on Audi Warranty Online, under *Bulletins & Communications >> Bulletins*).

TDI Contact Information

- ▶ Customer Support.....1-844-982-5246
- ▶ Dealer Support.....1-844-357-7778
- ▶ IN-FORM Tool Support.....1-855-734-8722
- ▶ Audi Claims Assistance.....1-866-677-2834

Frequently Asked Questions

1. **Q: If a vehicle has a previous condition, should it be resolved before proceeding with the AEM?**
 A: If the previous condition is related to drivability or emissions in any way, TAC must be contacted.

- 2. Q: What are customer's options if he or she allows the AEM to be installed without having made an election?**
A: The customer is no longer eligible for a buyback via the class action, but he or she can still elect the AEM through www.vwcourtsettlement.com and receive the restitution amount.
- 3. Q: What should a technician do if TAC recommends a repair beyond the AEM?**
A: All TAC repair recommendations must follow the typical Service Manager and customer approval process before repairs are performed.
- 4. Q: When should a technician contact TAC?**
A: Technicians should contact TAC for any pre-existing drivability or emissions-related issues and for any issues during or after the update (other than ODIS-related issues).
- 5. Q: Can a dealer modify a stock unit or service loaner?**
A: - **For Gen 1 vehicles:** No. Only customer-owned vehicles can be modified. All vehicles must be initiated by the IN-FORM tool, and dealer inventory vehicles will be stopped.
- **For Gen 3 vehicles:** Yes.
- 6. Q: If a vehicle requires a new ECM, does the vehicle need to be updated with the AEM?**
A: Yes, it is illegal to install an ECM in a vehicle without the AEM. If the customer does not want the AEM, he or she must consider a buyback.
- 7. Q: How can I check if a recall is still open on a VIN?**
A: Check Elsa and/or ODIS.
- 8. Q: What if a Canadian vehicle is brought to a US dealership for modification?**
A: US dealers should not perform cross-border modifications, as doing so complicates the settlement obligations and validations. US dealers can only modify vehicles built for the US market, and US vehicles should not be modified in Canadian dealerships.
- 9. Q: Can the IN-FORM tool be downloaded?**
A: The IN-FORM tool is not available for download. It is a web site. Enter tdi-inform.track360.com into the browser on a computer, mobile device, or tablet and save it as a favorite for quick access.
- 10. Q: What if the dealership is having timeout issues or the IN-FORM tool freezes when processing (Access Pending)?**
A: Confirm that the dealership's WiFi bandwidth is sufficient (at least 3G speed). If this step can be processed on a desktop computer with a hard connection, the issue is likely related to the WiFi bandwidth.
- 11. Q: Can I use another person's login for the IN-FORM tool?**
A: No. Individuals **must** use their own login.
- 12. Q: How do dealer employees get authorization to access forms?**
A: The employee should follow the process in the IN-FORM tool to be added/updated in the LMS. Once his or her Service Manager approves the request, it can take 24-48 hours for 24G to update the employee's profile.
For urgent requests (due to an immediate issue), the AASM may contact the IN-FORM helpline (1-855-734-8722) directly to have the change made. Such requests will be monitored for abuse.
- 13. Q: Why is an unlock code requested when some VINs are entered?**
A: The IN-FORM tool immediately checks the customer portal to verify that the customer elected to have the AEM and that all necessary steps were performed. If these steps were not performed, the tool immediately stops any progress until the customer calls the TDI Helpline to verbally approve the completion of the AEM, as there are legal implications for this decision.

14. Q: If a technician performs the modification portion, why can't he or she also complete the validation portion?

A: The intent of the validation portion is to have an additional person review the modification to ensure that nothing was missed or incorrectly completed.

15. Q: What happens if a dealer performs the modification on a vehicle without the customer knowing about it or approving it? (For example, if the vehicle was brought in for unrelated service and due to the open campaign, the technician performed the modification without using the IN-FORM tool.)

A: This will prevent the customer from getting his or her vehicle bought back. In addition, the dealer will not be paid for performing this AEM.

16. Q: What if the photos are not clear?

A: All photos must be clear and accurate. The photos are used for documentation for the government to show that every vehicle was properly modified. Unclear or incorrect photos will not be accepted, and Warranty will cancel the claim.

17. Q: Is there a specific photo size or resolution requirement for the IN-FORM photos?

A: Photos must not be larger than 15MB. Photos smaller than 250KB may be too small to be clear.

18. Q: Can the IN-FORM tool be opened up to change photos after submission?

A: No. Photos can be modified in the IN-FORM tool only up until service manager validation, but once the service manager validates the repair, no changes can be made to the photos. If changes need to be made to photos that have already been submitted, AASM approval is required.

19. Q: What should the dealership do if the IN-FORM tool will not provide a checkmark for the software update?

A: The technician should follow the directions provided by the tool, which say to push the logs again. If that does not fix the issue immediately, contact TAC for assistance.

20. Q: Are there instances when the complete GFF log might not be visible?

A: This is occurring in limited instances and is under investigation. If this occurs, the technician should attempt to resubmit the log, and if it still is not complete or progressing, the technician should contact TAC.

21. Q: Can we have VINs removed from the Dealer Open Recall Report?

A: While the IN-FORM tool will stop all inventory vehicles, a process is being developed with Germany to block all of these VINs.

22. Q: Should a customer receipt print \$0.00?

A: No. There is a customer portal issue that causes this when a vehicle has very low mileage. The issue is being investigated. A correct receipt is typically available within an hour.

23. Q: Is it possible to perform multiple updates on a vehicle during a single ODIS session?

A: No. When performing an emissions recall such as the 23U7 during the same repair visit as another recall, technicians must not complete more than one software update during a single ODIS Diagnostic Session. The technician must fully complete one update and send all GFF Paperless logs before beginning the other update. Failure to perform these recalls separately may cause errors updating the FAZIT server in Germany. These errors create reporting anomalies and can result in delayed payment of any submitted emissions modification claim.

24. Q: What are some differences between the VECI labels?

- A: - Each Label shows the specific generation and model years affected.
- The lower-right corner displays a part number unique to the vehicle generation.

VOLKSWAGEN / AUDI VEHICLE EMISSION CONTROL INFORMATION				
Conforms to Consent Decree Maximum Emissions Modification Limits: 2009-2014 MY Diesel GEN 1				
Emission Levels for Modified Vehicles				
Test	NMOG + NOx g/mi	CO g/mi	HCHO g/mi	PM g/mi
Transmission	Auto / Man	Auto / Man	Auto / Man	Auto / Man
FTP	0.160 / 0.190	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01
Hwy FE test	0.160 / 0.160	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01
SFTP composite	0.250 / 0.260	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01
FTP@1620m	0.360 / 0.390	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01

VOLKSWAGEN / AUDI VEHICLE EMISSION CONTROL INFORMATION				
Conforms to Consent Decree Maximum Emissions Modification Limits: 2014 MY Diesel GEN 3				
Emission Levels for Modified Vehicles				
Test	NMOG + NOx g/mi	CO g/mi	HCHO g/mi	PM g/mi
Transmission	Auto / Man	Auto / Man	Auto / Man	Auto / Man
FTP	0.160 / 0.190	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01
Hwy FE test	0.160 / 0.160	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01
SFTP composite	0.250 / 0.260	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01
FTP@1620m	0.360 / 0.390	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01

Note that it is critical to apply the correct VECI label to the vehicle due to strict legal requirements.

25. Q: How do I know that I have the latest Campaign work procedure?

- A: Because Recall/Campaign Circulars are frequently updated, it is critical always to verify that you have the latest version on ServiceNet.

26. Q: Can the 23U7 and the 23W1 Campaigns be completed independently?

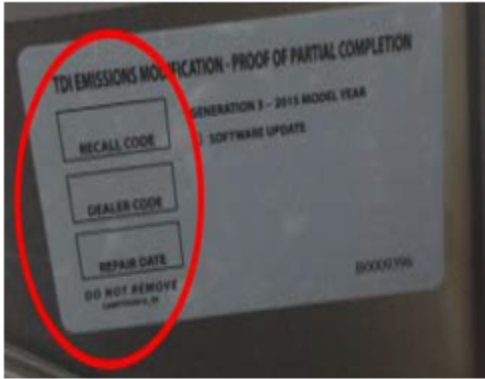
- A: Yes. The 23U7 will check the O2 sensor in the background, whereas, the O2 sensor will need to be checked manually during the 23W1.

IN-FORM Tool Checklist:

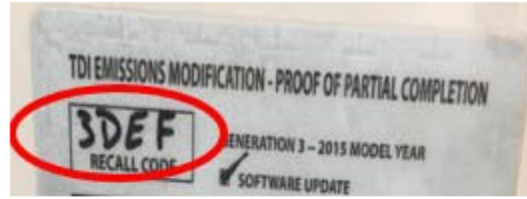
- ✓ The Mileage entered into IN-FORM matches the odometer photo.
- ✓ Gen 1 vehicles require a photo of the new snow-flap installed during the 23W1 campaign.
- ✓ The Partial Completion label is completely filled out with recall code “23T4” or “23U7”, dealer code and date of completion.
- ✓ New VECI label is NOT placed over old VECI label.
- ✓ Correct labels are installed for corresponding generation.
- ✓ All AEM labels are placed on the correct location per Campaign Circular.
- ✓ Verify all photos are accurate and legible prior to Validation.
- ✓ All 17 digits of the VIN are legible in the Validation photo.
- ✓ Validation photo includes business card next to VIN.
- ✓ All photos must be clear and legible.

Common Errors:

Empty TDI Label



Incorrect Recall Code



TDI Label Missing Recall Code

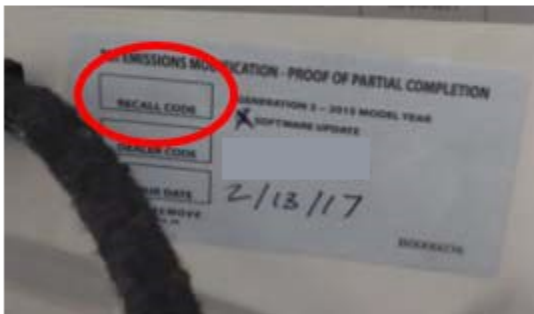


Photo of Old VECI Label

