

VWoA Compliance

Subject: 3.0L TDI Update

From: Audi Communications

Sent: Thursday, May 11, 2017 5:04 PM

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Dealer Communication

DP	GM	Sales	CPO
Service	Parts	Warranty	F&I

From: Audi Operations

3.0L TDI Update

Dear Dealer Partners,

With final approval of the proposed 3.0L Class Action Settlement expected within a week, we want to make you aware of the tools and training that will become available. The tool set will allow you to learn more about what to expect under the proposed 3.0L Settlement, while highlighting the differences between it and what you've likely already experienced under the 2.0L Settlements.

3.0L Settlement Overview & Training

While we will be using many of the same tools, processes and resources to support transactions with 3.0L customers, there are also some key differences that will be important for you to understand. Materials, including an introductory video, have been developed and are available today on the updated TDI Microsite (found on iAudi under the menu option, TDI Settlement Program) with information covering the 3.0L topics. We will be rolling out a full communication and training plan once final approval is granted and your Area Teams will be working with you in the future to ensure your readiness.

In-Store Schedule Adjustments

An updated Settlement Specialist staffing plan has been completed and was loaded into the scheduling system effective May 8th. Your new dealer specific schedule for June 26th and beyond will be sent to you this week through your Regional teams. We are confident this new schedule will allow us to successfully handle the anticipated volumes for both the 2.0L and 3.0L settlements over the course of the coming months.

We appreciate your continued partnership through this process.

Sincerely,

Audi Operations

Click [here](#) to read the official dealer communication posted to iAudi.

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