

VWoA Compliance

From: Audi Communications
Sent: Friday, May 25, 2018 1:01 PM
To: VWoA Compliance
Subject: Dealer Communication: Important TDI Announcement: Audi 3.0L TDI GEN 1.1 Modification Available June 4



Dealer Communication

To: DP, GM, Parts, Sales, Service
From: TDI Dealer Communications, Audi Sales Operations

Important TDI Announcement: Audi 3.0L TDI GEN 1.1 Modification Available June 4

Dear Dealer Partners,

Today marks another major milestone with regards to the 3.0L TDI Settlement. We are pleased to announce that Audi has received approval from the U.S. Environmental Protection Agency (EPA) and California Air Resources Board (CARB) for an Approved Emissions Modification (AEM) for Generation 1.1 3.0L TDI affected vehicles.

The following 3.0L TDI engine Audi vehicles fall into the category of Generation 1.1

- Generation 1.1: 2009 -2010 Audi Q7

Please be aware that once the AEM is announced to the general public, you will most likely receive calls from customers right away. You may advise your customers that appointments for the **AEM are available beginning Monday, June 4th, 2018, but not before.** Please direct customers to VWCourtSettlement.com for more information.

Customer Returns and Resale

This modification, for the moment, will only be provided to customers who are currently in possession of their vehicle. For clarity, the approval has not been provided for vehicles in AoA or dealer inventory for purposes of resale. In the coming weeks we will update you on the status of the availability of previously bought back vehicles for purchase and resale.

Upon completion of the AEM, Eligible Owners that have already filed a claim and accepted their offer will be able to receive their full Owner Repair Payment, or any portion remaining thereof if they took advantage of the Repair Participation Payment.

Customer Letter and Booklet

With this approval, Audi will be sending a letter to eligible customers advising that they can receive the AEM at Audi dealerships free of charge with appointments available as soon as **Monday, June 4** and a booklet advising them of this approval and their options.

The booklet is to be kept in the glove box of their vehicle, and is intended to remain with the vehicle if ownership is ever transferred. The booklet will contain detailed information about the Approved Emissions Modifications, including an explanation of the software and hardware updates and how they affect the vehicle and its emissions, changes in the maintenance schedule, estimated timing, information about the Approved Emissions Extended Warranty, and their options in the settlement process.

3.0L Generation 1.1 Audi Customer Letter

3.0L Generation 1.1 Audi Approved Emissions Modifications Disclosure

In the booklet, customers will find that **Audi dealers are required to provide eligible customers a full tank of AdBlue and fuel post modification.** Audi will also continue to provide AdBlue re-fillings free of charge between service intervals for, whichever, is the greater of:

- 10 years or 120,000 miles, whichever occurs first from the vehicle's original in-service; **OR**
- 4 years or 48,000 miles, whichever occurs first, from the date and mileage of the emissions modifications

Appropriate technical bulletins will be provided soon for Audi dealers regarding the proper submission of AdBlue re-filling and refueling.

Customers will also be notified that a *loaner vehicle must be offered to the customer at zero cost during the scheduled AEM appointment.* The repair instructions will also cover this topic and steps for submission.

IN-FORM Updates, Repair Procedures, and Parts Ordering

The IN-FORM tool will be updated to reflect the new repair procedures, including steps confirming the vehicle has a full tank of AdBlue and a full tank of fuel post modification as well as ensuring a service loaner was offered at zero cost to the customer. Please take care to follow them closely as the tool will guide you through exactly the steps necessary to close out the AEM campaign.

There will be no allocation of parts required for the AEM prior to the launch of Generation 1.1 as these parts are currently available to order at this time. The parts will be placed on a high Upper Order Limit to allow dealers to order freely with minimum exception requests needed.

While we are thrilled to achieve this milestone in the 3.0L settlement, we continue to work diligently with U.S. regulators to develop approved emissions modifications for the remaining Generation 1.2 3.0L TDI vehicles. We appreciate your continued patience and will update you as soon as we can share additional details.

Best regards,
TDI Dealer Communications

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