

VWoA Compliance

From: Audi Communications
Sent: Thursday, September 06, 2018 6:30 AM
To: VWoA Compliance
Subject: Dealer Communication: Important TDI Announcement: Final Months of 2.0L Claims Programs



Dealer Communication

To: DP, GM, CPO, F&I, Parts, Sales, Service, Warranty
From: Audi Operations

Important TDI Announcement: Final Months of 2.0L Claims Programs

Dear Dealer Partners,

Thank you again for your continued support as we near the end of the 2.0L Consumer Claims Program.

This past weekend marked a major deadline in the program, as we have now closed the system to prevent the initiation of any new claims. Additionally, any claims that did not contain all required documents for their specified remedy have been cancelled.

Increase to Activity in Buybacks and Service Lane

All complete claims will have until December 30 to complete their buyback or AEM. While we expect an increase to the activity, it will not approach the volumes that we experienced in late 2016 through early 2017. We will have resources on the Dealer Support Line (844-357-7778) to assist in any issues that may arise from this increased activity.

Please review the Dealer Report by Claims Status report on iAudi to find the final count of claims to be processed at your dealership by claim type and status. This report will update daily as activity is processed through our systems and at your stores. This report will be modified to show the modifications in queue by generation to allow for service hour planning. In light of other campaigns currently impacting the brand, we encourage you to staff accordingly to handle any increased activity.

Buyback Vehicle Check-in and Pick-up

We would like to remind you that vehicles coming in as buybacks to your store can be flagged for an on-the-spot inspection and pricing to allow for purchase of vehicles prior to transport. As the quantity of cars coming in increases, we encourage you to take advantage of the opportunity to inspect the vehicle carefully before electing to purchase. Please note that on many of these cars, a 3rd party lien may need to be cleared, and title may not be available immediately.

If you elect to not purchase a vehicle, please ensure that your dealership Ambassador is completing all of the IN-FORM processes after the buyback is complete. Vehicles cannot be transported until the IN-FORM process is complete.

Buyback Schedule Transparency and Additional Dealership Ambassadors

We will be opening up visibility of scheduled appointments at your dealership from the current 30 day period and extending it through the end of the program. The report formerly known as the "30 Day Rolling

report” found on iAudi will now be renamed the “Audi Final Schedule report”. Please review closely and regularly to ensure that an authorized Ambassador is present during all appointment times, and that no appointments fall on days that your dealership facilities will be closed outside of the normal Federal holiday calendar.

As the holidays approach we will need to ensure that there is consistent coverage during regular store operating hours. We encourage you to designate additional dealership employees as Ambassadors so that they can assist with Virtual Closing appointments. Please contact the Dealer Support Line to enroll additional employees into this aspect of the program. Please remember that each closing conducted at your store will pay \$200 under program A17UDFF1.

Continue Providing the Approved Emissions Modification

As a reminder, a customer does not need to have a claim of any kind to receive the Approved Emissions Modification. If a vehicle has not yet received the modification, and a customer requests it to be completed, they should not be denied the modification under any circumstances.

In the past if a customer had the modification completed at a dealership, but did not have a claim in process, we had provided a handout to you through the IN-FORM tool to instruct them how to file a claim. This functionality no longer exists as no new claims may be initiated.

Please note that even with the end of the Consumer Claims Program on December 30th, the emissions recall will go on indefinitely and you should continue to provide them for any unmodified vehicle.

Remaining Important Deadlines

September 30, 2018 – Customers with active claims may switch from Buyback to AEM, and vice versa, only once. The “Switch” period ends this day.

December 1, 2018 – All signed and notarized offer letters must be returned to the claims program to continue with participation in the settlement

December 16, 2018 – Because of the time required to distribute closing materials and checks, no new appointments may be scheduled after this date

December 30, 2018 – Final day of buyback, early lease termination, or Approved Emissions Modifications to qualify for payment under the program

Please note that there will likely be an increased sense of urgency from customers as the final deadline approaches. We will have agents ready to address any questions and walk them through any repairable complications they may face.

As we move through this important final phase of the 2.0 Liter Settlement, we remain grateful for your support in our efforts to make things right.

Sincerely,

Patrick Hannon
Vice President, TDI Settlement Program

Please click [here](#) to read the official Audi Dealer Communication posted to iAudi.

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

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