

VWoA Compliance

From: Volkswagen Dealer TDI Communications <lists@volkswagenresources.com>
Sent: Monday, July 23, 2018 2:18 PM
To: VWoA Compliance
Subject: CLARIFICATION — Important TDI Announcement: VW 3.0L TDI GEN 1.2 Modification Available July 26



July 23, 2018

TO: All Program Ambassadors, Dealer Principals, General Managers, Sales Managers, Service Managers & Parts Managers

RE: CLARIFICATION — Important TDI Announcement: VW 3.0L TDI GEN 1.2 Modification Available July 26

Please note the VW 3.0L TDI GEN 1.2 Modification communication sent on Friday, July 20, 2018 included the incorrect date within the subject line. The actual modification is available July 26.

Dear Dealer Partners,

Today marks another major milestone with regards to the 3.0L TDI Settlement. We are pleased to announce that Volkswagen 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 1.2 3.0L TDI affected vehicles.

The following 3.0L TDI engine Volkswagen vehicles fall into the category of Generation 1.2:

- Generation 1.2: 2011 -2012 Volkswagen Touareg

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 Thursday, July 26, 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 VWGoA 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, Volkswagen will be sending a letter to eligible customers enclosing that they can receive the AEM at Volkswagen dealerships free of charge with appointments available as soon as **Thursday, July 26, 2018** 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 1.2 VW Customer Letter

3.0L Generation 1.2 VW Approved Emissions Modifications Disclosure

In the booklet, customers will find that **Volkswagen dealers are required to provide eligible customers a full tank of AdBlue and fuel post modification**. Volkswagen 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 warranty communications will be provided soon for Volkswagen 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 a safety stock allocation of kits distributed to dealers prior to the launch of Generation 1.2. The parts will be placed on a high Upper Order Limit to allow dealers to order freely with minimum exception requests needed.

Best regards,

TDI Dealer Communications Team