

## VWoA Compliance

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**From:** Volkswagen Dealer TDI Communications <lists@volkswagenresources.com>  
**Sent:** Monday, July 23, 2018 1:22 PM  
**To:** VWoA Compliance  
**Subject:** Important TDI Announcement: Upcoming Close of 2.0L Settlement Program



**Volkswagen**

**July 23, 2018**

**TO: All Dealer Principals, General Managers, Service Managers, Sales Managers**

**RE: Important TDI Announcement: Upcoming Close of 2.0L Settlement Program**

Dear Dealer Partners,

As we approach the end of this year, we are coming up on the close of a significant period in the company's history. We have worked with you to make things right for our customers for nearly 2 years following the first 2.0-Liter vehicle buyback in November of 2016 and are excited to announce the end of the 2.0 Liter Consumer Settlement Program on December 30, 2018. We are keeping a keen focus on every aspect of this operation and continue to rely on your support to execute the Settlement Program and ensure that all customers with a valid claim receive the proper treatment under the agreed upon terms.

### **2.0 Liter Settlement Deadlines and Important Information**

Many of you are aware that we have sent multiple reminders to the affected 2.0L customers over the last few months advising them of key deadlines that will affect their ability to receive compensation under the Settlement Program. We are including a copy of the second reminder notice, which was sent to consumers in July, and encourage your whole staff to read it and familiarize yourself with the deadlines. We do not expect you to be experts on these complicated matters. To ensure that customers receive the best available information concerning the close of the Settlement Program, you should direct any confused customers to contact our support team at **1-844-98-CLAIM (982-5246)**. An overview of the upcoming deadlines follows.

**August 1, 2018 — Recommended Claims Submission Date:** Because there may be unexpected complexities with an individual's claim, we strongly recommend having all required documentation submitted to Volkswagen via the Online Claims Portal or mail/fax by August 1 to allow for any resubmissions or clarification needed to process their claim in a timely manner.

**September 1, 2018 — Claims Deadline:** To qualify for payments under the Settlement Program, a complete claim must be filed by this date. To be considered "complete" all of the required documents for their specific claim type must be provided to Volkswagen by this date. The preferred method is upload via the Online Claims Portal. If a customer elects to fax or mail their paperwork, they must select "mail/fax" and "submit" in the Online Claims Portal to be considered complete. If incorrect or incomplete documents are submitted and have not been reviewed and corrected by September 1, we cannot guarantee eligibility to participate in the Claims Program.

**September 30, 2018 — Switch Deadline:** A customer may choose to switch their remedy (e.g. Buyback/Early Lease Termination to AEM, or vice-versa) only once during the period between September 1 and September 30. In the case that their new election requires additional documentation to be processed, those documents must be provided within 3 days of the change of claim, and no later than October 3 in order to participate in the Settlement Program.

**December 1, 2018 — Signed Offer Letter Submission:** As document packages are reviewed and approved, an offer letter will be generated and provided to the customer. They will have until December 1 to review, sign, have notarized and return the letter to continue with participation in the Settlement Program.

**December 30, 2018 — Deadline to Complete Buyback, Early Lease Termination, or Approved Emissions Modification:** Regardless of the customer's remedy election, the action that will trigger payment under the Settlement Program must be completed at a participating dealership by December 30. We will try to work with customers to reasonably accommodate scheduling challenges, but recommend that customers schedule an appointment in advance as we cannot guarantee appointment availability as we draw closer to the end of the Settlement Program.

We will provide the same appointment availability as today for Buyback and Early Lease Termination appointments, adjusted to meet any previously scheduled store closings, to provide the maximum number of opportunities for customers to complete their transaction. Please also remind your customers to ensure that they have all of the required paperwork at the time of closing including, if applicable, a Title or Power of Attorney; if they do not, we may not be able to reschedule their appointment.

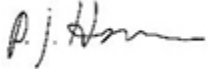
Please also ensure that you are providing normal appointment availability in your service bays to accommodate any consumer that elects an AEM. While they can still have the AEM performed on their vehicle for the life of the recall campaign, they will not be eligible for settlement benefits unless the vehicles has had an AEM performed by December 30, 2018.

As a reminder, the 3.0 Liter Settlement will continue until September 30, 2019 for the Model Year 2009-2012 eligible Touareg vehicles, and April 30, 2020 for the Model Year 2013-2016 eligible Touareg vehicles.

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. Any questions on these topics can be addressed to TDI Dealer Support at [844-357-7778](tel:844-357-7778).

**2<sup>ND</sup> CONSUMER EMAIL REMINDER**

Sincerely,



Patrick Hannon  
Vice President, TDI Settlement Program  
Volkswagen Group of America, Inc.