

VWoA Compliance

From: Volkswagen Dealer TDI Communications <lists@volkswagenresources.com>
Sent: Wednesday, September 05, 2018 4:35 PM
To: VWoA Compliance
Subject: Important TDI Announcement: Final Months of 2.0L Claims Program



September 5, 2018

TO: Dealer Principals, General Managers, Service Managers, and Sales Managers

RE: Important TDI Announcement: Final Months of 2.0L Claims Program

Dear Dealer Partners,

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

This last 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. At this point we have a clear picture of what remains in the final months of the program.

Increase to Activity in Buybacks and Service Lane

All complete claims will have until December 30 to complete their buyback, lease termination or AEM. Based on the count of qualifying claims, we expect the throughput for these activities to be roughly double what it has been in the last few months. 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](tel: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 the VW Hub 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

As we have seen a sharp uptick in the number of cars being sold back to the VW dealer network after their repurchase, we want to remind you that vehicles coming in as buybacks to your store can be flagged for an on-the-spot inspection, and price 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 touch and feel a car before electing to purchase. Please note that on some 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 dealer Ambassador is completing all of the IN-FORM processes after the buyback is complete. Until this is completed, we will not be able to send trucks to pick up vehicles from your lots.

Buyback Schedule Transparency and Additional Dealership Ambassadors

We will be opening up visibility of scheduled appointments at your dealerships from 30 days to extend through the end of the program in the "VW Final Schedule Report" (formerly the "30 Day Rolling Report") that can be found on the VW Hub. Please review closely and regularly to ensure that you will have coverage at your stores by an authorized Ambassador 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 V17UDFF1.

Continue Providing the Approved Emissions Modification

As a reminder, a customer does **not** have 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 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 settlement claim. This functionality will be discontinued effective immediately, as no new settlement 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 the modification for any unmodified vehicle where a customer consents to the modification being performed.

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.

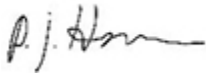
December 16, 2018 - Because of the time required to distribute closing materials and checks, no new appointments may be scheduled after this date.

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,

A handwritten signature in black ink, appearing to read "P. J. Hannon".

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