

## VWoA Compliance

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**From:** Volkswagen Dealer TDI Communications <lists@volkswagenresources.com>  
**Sent:** Tuesday, December 18, 2018 3:43 PM  
**To:** VWoA Compliance  
**Subject:** 2.0L TDI Settlement Deadline 12/30/2018 - Important Reminders



December 18, 2018

**TO: Dealer Principals, General Managers, Service Managers & Program Ambassadors**

**RE: 2.0L TDI Settlement Deadline 12/30/2018 - Important Reminders**

Dear Volkswagen Dealers,

The deadline for claimants to complete their selected remedy for the 2.0L TDI Settlements is rapidly approaching. In advance of the deadline, there are a few important reminders we would like to communicate to ensure as smooth a wind down as possible

**IN-FORM:** All steps in IN-FORM **must be completed by the end of the day on 12/30/18 to ensure that claimant payment is not impacted.** Failure to complete all steps will result in a negative impact for the consumer. After 12/30, you are still required to complete all IN-FORM steps to be compensated for the warranty repair. In most cases, you will no longer be requested to input a claim number or unlock code as customer payments will end with the end of Settlement.

**2.0L Gen 2 Automatic — AEM Resumes:** On December 20, 2018 the campaign will resume for the 2.0L Gen 2 Automatic Transmission vehicles (2012-2014 Automatic Passat TDIs). Because the modification for these vehicles was paused for a period while we awaited agency approval of the AEM-Correction, we are temporarily extending the period in which affected consumers can elect for the AEM and still receive compensation under the Settlements. Owners and lessee of these vehicles that have not yet received a modification, will now have until January 31, 2019

to complete the AEM and still participate in the Settlement, if eligible. **NOTE:** This extension applies only to the AEM and not to buybacks or early lease terminations for these vehicles.

**Buyback Scheduling:** It is critical that you contact Dealer Support as soon as possible with any changes to appointment availability. Alternate appointment days or times should not be offered directly to customers. All appointments must be made via the online claims portal or by calling the Scheduling Team. Please identify a backup Program Ambassadors who can be available in your absence.

**Closing Packets:** Please return any closing packets that are still at your dealership as soon as possible, and no later than 12/30/18.

**Virtual Closing Ipads:** The ipad assigned to you for Virtual Closing must be retained for 3.0L closings. If you have any questions regarding the information provided, please contact TDI Dealer Support at **(844) 357-7778**.

Best Regards,

TDI Dealer Communications Team