

VWoA Compliance

From: Volkswagen Dealer TDI Communications <lists@volkswagenresources.com>
Sent: Tuesday, November 06, 2018 4:08 PM
To: VWoA Compliance
Subject: Important TDI Announcement: Duplicate Photos in IN-FORM



November 6, 2018

TO: Dealer Principals, General Managers, Service Managers

RE: Important TDI Announcement: Duplicate Photos in IN-FORM

Dear Volkswagen Dealers,

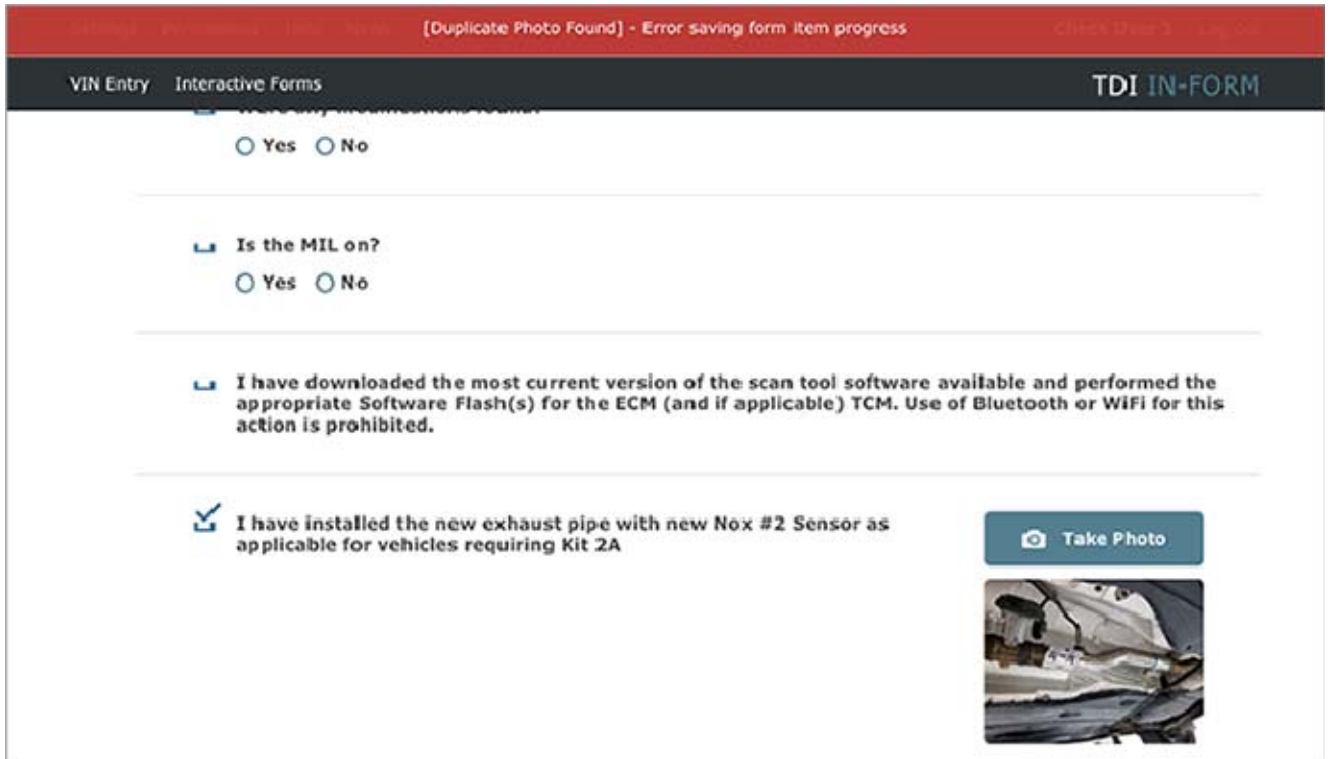
I am writing you today with a matter of critical importance. Your support throughout the process of repurchasing, modifying, and, when applicable, reselling TDI vehicles has been instrumental to our ability to conduct the settlements to date. Although we have provided you with tools and training to ensure that this is done in a streamlined and consistent manner, recently we have identified certain irregularities in the submitted photographic documentation associated with approved emissions modifications and emissions compliant repairs that must be corrected immediately.

Proper use of the IN-FORM tool and conformance with all aspects of the repair instructions are critical to ensuring that the dealer body and Volkswagen give our regulatory partners a high level of confidence that the repairs that you execute on our behalf comply with the settlements. While the standards are specific and precise, we have ensured that there are time units allocated within the repair that will allow for proper documentation of all critical elements, including application of labels, installation of hardware, and return of core parts.

It has recently come to our attention that a number of technicians and service managers have used the same photos across multiple repairs for these critical repair validations rather than original photos for each actual repaired vehicle.

This behavior must stop immediately. Please gather your service staff and share this message with them directly.

We will shortly be sending out an update to the IN-FORM tool that will prevent the upload of duplicate photos in IN-FORM. Please note that any attempts to upload a duplicate photo will result in the error message seen at the top of the screenshot below.



In addition, we intend to send auditors to verify a sample of vehicles that have been returned to customers post-modification to confirm that the hardware and labels have been properly applied. We expect that this audit will confirm there are no instances of vehicles being returned to customers without proper completion of the AEM, and that these submission of duplicate photos in the IN-FORM tool are an unfortunate result of improper attempts to shortcut the repair procedures by using the same photographs to document repairs that were otherwise properly completed. We appreciate your support in reaching out to your customers where necessary to access and audit these vehicles. We will review each case on an individual basis to determine if additional corrective actions are needed.

Sincerely,

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

Dave Durant
Senior Vice President, Volkswagen Aftersales
Volkswagen of America, Inc.