

VWoA Compliance

From: Volkswagen Dealer Communications <lists@volkswagenresources.com>
Sent: Friday, February 28, 2020 3:39 PM
To: VWoA Compliance
Subject: Upcoming Volkswagen CC Tire Settlement



February 28, 2020

TO: Dealer Principals, General Managers, Service Managers, Warranty Administrators

RE: Upcoming Volkswagen CC Tire Settlement

Dear Volkswagen Dealers,

Beginning March 2nd, as part of an approved Class Action Settlement concerning the original equipment tires, current owners and lessees of certain 2009-2017 Volkswagen CC Vehicles ("Settlement Class Vehicles") will be eligible to receive up to two (2) free tire rotations per Settlement Class Vehicle, to be administered by Volkswagen Warranty until the vehicle reaches an original odometer mileage of 110,000. These tire rotations are to be performed on the Settlement Class Vehicle by an authorized Volkswagen dealer at no charge to the customer, and should be performed at the recommended tire rotation intervals of the vehicle's tire manufacturer until the Settlement Class Vehicle reaches the original odometer mileage of 110,000 miles or until both complimentary tire rotations have been redeemed, whichever occurs first.

This Class Action Settlement goes into effect on March 2nd, 2020. In preparation for this Class Action Settlement, Volkswagen Warranty will be providing several resources to support our dealer partners in fulfilling requirements of the settlement and providing a positive experience for our customers. The following resources will be available on WISE beginning on March 2nd, 2020.

- **Warranty Policy Communication VWP-20-02**

- This communication will contain detailed information in regards to warranty parameters and additional information. This bulletin will be located in WISE > Bulletins and Communications > Policy Bulletins.
- **Warranty Keys**
 - Eligibility can be determined under the "Warranty" section of the "Vehicle Data" screen in ElsaPro. This section will be populated with the applicable Warranty Keys for up to two complimentary tire rotations.
- **Certificate of Eligibility**
 - Each Settlement Class Vehicle will be issued a Certificate of Eligibility to present to the dealer for each tire rotation which will be made available through the settlement website www.TireSettlement.com.
- **Volkswagen CC Tire Class Action Settlement FAQ**
 - For additional details on the Volkswagen CC Tire Class Action Settlement, refer to the Dealer FAQ located on WISE > Bulletins & Communications > Communications > FAQs.
- **Settlement Class Member notification (Customer notification)**
 - Settlement details for class members will be available beginning on March 2nd, 2020 on the settlement website www.TireSettlement.com.

For additional questions on the complimentary tire rotations once the Class Action Settlement goes live, please contact the Volkswagen Warranty Helpline at 866-306-8447.

Sincerely,

Volkswagen After Sales