

CC Tire Settlement and Settlement Benefit Dealer FAQ

Settlement Benefit

- **What is the effective date of the Class Action Settlement and/or Settlement Benefit?**
03/02/2020
- **Who is eligible to receive the "Certificate of Eligibility" for the complimentary tire rotation(s) under the Settlement?**
Present owners/lessees of the Settlement Class Vehicles are eligible to download their Certificate of Eligibility for up to two complimentary tire rotation(s) via the settlement website at www.TireSettlement.com on the "Effective Date" or by contacting the Claim Administrator at 1-855-964-0515. The Certificate of Eligibility is valid until the vehicle reaches an original odometer mileage of 110,000.
- **When can customers expect to receive their complimentary tire rotation(s) under the Settlement?**
On the "Effective Date" of the Settlement (which is determined by the court's final approval order and whether any appeals have been resolved), present owners/lessees of Settlement Class Vehicles will be able to download their Certificates of Eligibility for future tire rotation(s) via the settlement website at www.TireSettlement.com or by contacting the Settlement Claim Administrator at 1-855-964-0515.
- **What if the customer requests a complimentary tire rotation at a time prior to reaching the tire manufacturer's recommended tire rotation mileage interval?**
Owners and lessees of Settlement Class Vehicles should continue to have their tires rotated in accordance with the rotation intervals recommended by the tire manufacturer. Therefore, they should not redeem a Certificate of Eligibility for a complimentary tire rotation at a time prior to reaching the tire manufacturer's recommended tire rotation mileage interval.
- **What is the dealer's involvement?**
The dealer will be responsible for administering two complimentary tire rotations for the customer (until the Settlement Class Vehicle reaches an original odometer mileage of 110,000) and submitting the claim for reimbursement in SAGA following the claiming instructions in VWP-20-02
- **What if the customer's tires require replacement?**
The tire replacement will be an out-of-pocket expense. The class settlement does not provide free tire replacement.

Please refer them to the Settlement Claim Administrator at Volkswagen CC Tire Settlement, 1-855-964-0515, info@TireSettlement.com for reimbursement.

- **Are dealer owned vehicles eligible for the Settlement Benefit?**
Per the Settlement Agreement, "anyone who purchased a Settlement Class Vehicle for purpose of commercial resale" is excluded from the Settlement Class. This would apply to authorized VW dealers or any other commercial reseller.

However, if the dealer kept a Class Vehicle for purposes such as use as a loaner vehicle, it would be covered by the Settlement Benefit.
- **Are independent shop owned vehicles eligible for the Settlement Benefit?**
The Settlement Agreement excludes "anyone acting as a used car dealer" from the Settlement Agreement.

However, if the independent shop purchased or lease the vehicle for its own use, then it would be entitled to the Settlement Benefit.

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- **Is the Settlement Benefit transferrable?**
The Settlement Benefit is fully transferable to subsequent owners, until the vehicle reaches an odometer reading of 110,000 miles or redeems up to two complimentary rotations, whichever occurs first, excluding those that purchased the vehicle for purpose of commercial resale (such as car dealers).
- **What if the customer does not have their Tire Rotation Certificate upon arrival at the dealership?**
The Tire Rotation Certificate is an added Settlement Benefit but is not required to be present at the time of the tire rotation service. However, if the customer does not have the Certificate, he/she must at least have requested the complimentary tire rotation. There will be 2 Warranty keys in place to assist the dealers with validating the vehicle is eligible for up to two complimentary tire rotations. The dealer must refer to Elsa > Vehicle Data to verify an active Warranty Key for the complimentary tire rotation is present on each VIN prior to performing all tire rotation services. This will show whether the vehicle is a Settlement Class Vehicle and whether one or both of the two complimentary tire rotations were already performed.
- **What if the customer presents a Certificate of Eligibility but there are no active Warranty Keys in Elsa?**
Elsa must reflect an active Warranty Key for the Settlement Class Member to receive this settlement benefit. If a discrepancy occurs, please refer to the vehicle's Service History in Elsa to verify if an applicable tire rotation has previously been claimed. If a discrepancy still exists, please contact the Warranty Helpline at 866-306-8447.
- **How will the dealer know if the customer is eligible for a tire rotation or if a tire rotation has already been claimed?**
Each eligible VIN will have 2 Warranty Keys added to Elsa under Vehicle Data. Each Warranty Key will become "inactive" in Elsa once the tire rotation is claimed in SAGA.
- **Is there a time frame the dealership needs to claim for the complimentary tire rotation(s)?**
Yes, these complimentary tire rotation(s) must be claimed as soon as completion to ensure reimbursement for the services performed. If a dealer delays submitting the claim for payment which results in another dealership performing that same maintenance, then the first dealer risks losing eligibility for reimbursement.
- **What is the cut off for tire rotation eligibility?**
An odometer reading of 110,000 miles or greater.

Settlement

- **What vehicles are included in the Wilson CC Tire Class Action Settlement?**
The scope of the vehicles included in the settlement include *2009-2017 Volkswagen CC* vehicles imported and distributed by VWGoA in the U.S. and Puerto Rico.
- **How should my dealership respond to questions regarding the terms of the settlement?**
If you receive a contact from a Settlement Class Member (customer) regarding questions/concerns regarding the details of the settlement or any applicable procedures or deadlines, please refer them to the Settlement Claim Administrator at Volkswagen CC Tire Settlement, 1-855-964-0515, info@TireSettlement.com, and/or to visit the settlement website at www.TireSettlement.com, which will contain copies of the Class Notice and other necessary information.



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- **What is the process for owner reimbursement?**

The reimbursement part of the settlement does not involve dealerships. If you receive a contact from a Settlement Class Member (customer) regarding reimbursement of a prior out-of-pocket expense, please refer them to the Settlement Class Administrator at Volkswagen CC Tire Settlement, 1-855-964-0515, info@TireSettlement.com, and/or to visit the settlement website at www.TireSettlement.com, which will contain copies of the Class Notice and other necessary information. The settlement website will also enable them to input their vehicle's VIN to see whether it is included in the settlement and/or Settlement Benefit.

- **What if a customer asks whether his/her vehicle is covered by the class settlement?**

If you receive a contact from a Settlement Class Member (customer) asking if their vehicle is included in the Settlement and/or Settlement Benefit, please refer them to the Settlement Claim Administrator at Volkswagen CC Tire Settlement, 1-855-964-0515, info@TireSettlement.com, and/or to visit the settlement website at www.TireSettlement.com, which will contain copies of the Class Notice and other necessary information.

- **What if a customer asks about the process or deadline for filing a claim for a reimbursement under the terms of the settlement, or asks other questions about the settlement?**

If you receive a contact from a Settlement Class Member (customer) regarding reimbursement of a prior out-of-pocket expense, or the deadline or procedures for filing a reimbursement claim, please refer them to the Settlement Claim Administrator at Volkswagen CC Tire Settlement, 1-855-964-0515, info@TireSettlement.com, and/or to visit the settlement website at www.TireSettlement.com, which will contain copies of the Class Notice and other necessary information.