



TDI Vehicle Review Communication

Subject Evaluate TDI vehicle for repurchase prior to repairs

Release Date September 28, 2022

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle
USA	2010	2016	All TDI Models

Overview Due to some TDI vehicles having extensive repair histories, repeat repairs, or no repair solution currently available these vehicles will be evaluated for a repurchase. Prior to starting repair you **MUST** contact the Technical Assistance Center.

Parameters To be evaluated for buyback, the vehicle must meet the following parameters:

- ✓ TDI-10-120K-EXT TDI WARRANTY EXTENSION - 10YR/120,000 MI is still active
Or
- ✓ TDI-4-48K-EXT TDI WARRANTY EXTENSION - 4YR/48,000 MI is still active
And one of the following criteria
- ✓ Current repair exceeds \$10,000
Or
- ✓ 4th repair visit for the same item
Or
- ✓ No current repair solution

Process Open a Web Ticket with the Technical Assistance Center and provide them with the following:

- ✓ VIN
- ✓ Vehicle Concern
- ✓ Estimate of repair
- ✓ Open Repair Order (must include the customer name and contact number) either .PDF or .JPEG

The request will be escalated for review. The Customer Resolution & Retention (CR&R) will follow up with the Service Manager to either continue with repairs or that the customer will be contacted to discuss options regarding their vehicle.

Additional Information The full review may take 5-7 business days.