

VWoA Compliance

Subject: 3.0L TDI Update - Claims Processing Appointments

Importance: High

From: Audi Communications

Sent: Friday, June 09, 2017 2:24 PM

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Dealer Communication



From: Audi Operations

3.0L TDI Update - Claims Processing Appointments

Dear Dealer Partners,

The 3.0L Diesel Emissions Settlement claims process has begun and offers are now being extended to eligible customers. As a reminder, the following Audi 3.0L TDI vehicles are affected:

- MY '09-'12 Audi Q7 (Gen 1)
- MY '13-15 Audi Q7 and MY '14 -'16 Audi A6, A7, A8, A8L and Q5 (Gen 2)

Appointments for Buyback, Trade-In (for 3.0L Gen 1 vehicles) and Participation Payments (for 3.0L Gen 2 vehicles) are now being scheduled through the customer Online Claims Portal. The first appointments for these claims will begin July 5th, 2017. You can now view the 30 day rolling schedule of both 2.0L and 3.0L appointments for your dealership found on iAudi under My Dealership Reports.

Given the proximity to the first scheduled appointments, you may be receiving questions from customers regarding the settlement process and their options. **We continue to strongly recommend that you do not offer any advice to your customers regarding what is covered or not covered under these settlement documents.** In instances where your customers or members of your staff have questions, there are several official resources available to provide guidance. We encourage everyone to visit the special website we have established for all diesel settlement matters, www.vwcourtsettlement.com. There you can read all of the actual documents, and obtain fast answers to frequently asked questions.

That said, we are encouraging owners of 3.0L Gen 1 vehicles that elect the Trade-In Credit to contact their preferred dealership to discuss options regarding available vehicles and delivery timelines. Customers are reminded of this at several steps in the process and directed to this [link](#) to further explain the trade-in process and encourage their early engagement with their preferred dealer. Further information and training on how the Trade-In transactions will work will be communicated to dealers in the coming weeks.

Important reminder: Customers who are Eligible Owners and transfer ownership of their 3.0-liter TDI vehicles after January 31st, 2017 outside of the Settlement process may no longer be eligible for settlement benefits.

The long-form class member notification document provides as follows: "Class Members who wish to claim benefits under the Class Action Settlement, and have not already sold their vehicles, should retain them." This means that any customers trading in their otherwise eligible vehicles outside of the settlement program will **not** be eligible to participate in the Settlement or receive benefits.

The Dealer Support Team is staffed and ready to assist with any questions that you may have at 844-357-7778 regarding either the 2.0L or 3.0L Settlements or processes.

Thank you for your continued support as we start the next phase of our journey to make things right for owners of 3.0L vehicles.

Sincerely,

Audi Operations

Click [here](#) to read the official dealer communication posted to iAudi.

For more dealer communications, visit the [Communications](#) page on iAudi.