

VWoA Compliance

Subject: TDI Virtual Closing Training Reminder

Importance: High

From: Audi Communications

Sent: Wednesday, February 07, 2018 4:30 PM

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Dealer Communication

DP	GM	Sales	CPO
Service	Parts	Warranty	F&I

From: TDI Dealer Communications

TDI Virtual Closing Training Reminder

Dear Dealer Partners,

Now that we have initiated the transition to the TDI Virtual Closing Process, we must reiterate the importance of your staff completing the Virtual Closing Process training series and highlight the available resources.

ONLINE RESOURCES:

- Web-Based Training Modules: View this series of short modules to become familiar with the steps of the Virtual Closing Process. They reside in the Academy CRC via [iAudi](#) – APP Links – Academy CRC. Search for course code **617260**. The direct link to the video is [here](#).
 - Note: This training is **mandatory** for Program Ambassadors but open to all individuals who wish to become familiar with the process, in case the Program Ambassador is not available.
 - Note: For TDI customer closings (buyback, trade-in, early lease-termination) transacted under the terms of Class Action Settlement Agreements on or after February 5, 2018 and where the designated Program Ambassadors have satisfactorily completed the mandatory training, the facilitation fee will increase to \$200 per closing. Please see Program Bulletins [A17UDFF1](#) and [A17UDFF3](#) for more details.

IN-PERSON RESOURCES:

- Settlement Specialist Handoff: As part of the designated 3-week handoff period, the settlement specialist assigned to your dealership will work with your Program Ambassador(s) to ensure they are fully capable of performing closings on their own in the near future.
 - Note: Program Ambassadors must be scheduled and available on the day(s) of appointments in your store as Settlement Specialists will only be available during this time.

TELEPHONE SUPPORT:

- TDI Dealer Support Team: Available to answer any questions you may have regarding the Virtual Closing Process at [844-DLR-SPRT \(844-357-7778\)](tel:844-DLR-SPRT).
- TDI IT Bravo Support Team: Available to assist with technical issues surrounding the iPads issued for the Virtual Closing process at [866-892-3375, Option 4, then Option 2](tel:866-892-3375).

Thank you for your continued support in ensuring the success of this transition.

Best,

TDI Dealer Communications

Click [here](#) to read the official Audi Communication.

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