

VWoA Compliance

Subject: TDI Virtual Closing Resources

From: Audi Communications

Sent: Wednesday, March 21, 2018 12:50 PM

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Dealer Communication

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| DP | GM | Sales | CPO |
| Service | Parts | Warranty | F&I |

From: TDI Dealer Communications, Audi Sales Operations

TDI Virtual Closing Resources

Dear Dealer Partners,

The Virtual Closing Process has now officially rolled out to all dealers across the nation thanks to the positive engagement from your teams! To continue providing a seamless customer experience, please ensure that the teams at your dealerships are aware of the resources below and take all necessary steps to become familiar with the Virtual Closing Process.

Also included is contact information should they have additional questions.

| Topic | Supporting Resource | Contact Information |
|------------------------------|--|--|
| Training Material | Please reference the series of short training modules we created to explain the steps of the Virtual Closing Process. | iAudi – APP Links – Academy CRC. Search for course code 617260. Training Video Link |
| Virtual Close Process | The Virtual Close Support Team: Available to support any Virtual Close questions or to help you begin a Virtual Close appointment. | 833-399-6360 |
| Dealer Support | The TDI Dealer Support Team: Available to answer any questions you may have regarding schedule changes, Virtual Close. | 844-DLR-SPRT (844-357-7778) |

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| iPad Support | The IT Bravo Support team: Available to assist with technical issues surrounding the iPad issued for the Virtual Closing process. | 866-892-3375 (Option 4, then Option 2) |
| Appointment Schedules/ Customer Packets | Appointment schedules should be downloaded via iAudi on a weekly basis to ensure proper preparation. Please verify that the corresponding Customer Packet arrives 2 days prior to any scheduled appointment at your dealer. | iAudi → App Links → My Dealership Reports - Operations |
| Updating my Availability | The Schedule Change Request Form: This must be submitted to vcchedules@vwgoa.com and meet the minimum requirements as started on the form. | Please call the TDI Dealer Support Team or email vcchedules@vwgoa.com to receive the change request form |

Thank you for your continued support,

TDI Dealer Communications

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

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