

VWoA Compliance

From: Audi Communications
Sent: Friday, May 11, 2018 6:30 AM
To: VWoA Compliance
Subject: Dealer Communication: 3.0L TDI Trade-In Issue Resolution



Dealer Communication

To: DP, GM, Sales

From: TDI Dealer Communications, Audi Sales Operations

3.0L TDI Trade-In Issue Resolution

Dear Dealer Partners,

Over the past several weeks we have seen an increase in Trade-In volume transactions under the 3.0L TDI Settlement Agreement. While the majority of these transactions have closed successfully, we'd like to identify some common issues, provide recommended resolutions, and reinforce the training resources available to ensure compliance and success in this process.

Common Issues:

Completing Trade-In Transactions without Confirmed Customer Appointments: As per the program rules and under the 3.0L TDI Settlement Agreement, only confirmed customer appointments at the program approved dealership can complete the Trade-In transaction.

- If a customer **without a confirmed** Trade-In appointment is at your dealership and is interested in a purchase, they must enter the TDI Customer Portal or call the TDI Customer Help Line and schedule an appointment. **Do not attempt to execute a trade transaction outside of a program confirmed appointment date.**
- If a customer has a confirmed Trade-In appointment BUT the appointment is not at your dealership, please have the customer access their TDI Customer portal or contact the TDI Customer Help Line to **reschedule their appointment** and select your dealership (if your dealership has opted-in). **Do not attempt to execute a trade transaction outside of a program confirmed appointment date at your dealership.**

Trade-In Transactions on Different Day of the Sale and at Non-Approved Trade-In Dealers: As per the program rules, all **confirmed** customer appointments are required to complete the 3.0L Trade-In Transaction **on the approved appointment date, on the same day of the sale and at the approved specified dealership.** If the dealership is unable to secure a new vehicle for the customer, please **do not complete** the Trade-In transaction. Wait until the new vehicle is secured and can be transacted on the same day as the trade.

Missing Documentation: Dealers are required to upload a copy of the following documents in the TDI IN-FORM tool as well as physically mail the Title and Power of Attorney to VWGoA :

- **Executed Sales Agreement and or Bill of Sales** copy properly disclosing the Trade-In credit
- **Executed Odometer Disclosure Statement** copy
- **Executed Trade-In Certificate** copy printed by the Program Ambassador at time of appointment
 - Documents not included at time of closing in the IN-FORM tool can be submitted via email to TDIDealerTradeIn@vwgoa.com. Please ensure the Claim number and document type for the claim are listed in the subject line; example "Odometer Statement – Claim#1234567."

- **Title and executed Power of Attorney:** Must be physically mailed to the TDI Claims team, ATTN: 3.0I TDI Dealer Trade-In Program, 3800 Hamlin Road, Auburn Hills, MI 48321

Resources for additional information: Links to additional information can be found below or under the 3.0L Section of the TDI Dealer Settlement Portal on [iAudi](#).

1. **[Trade-In Video Example](#):** Brief video example of a Trade-In transaction from start to finish.
2. **[Trade-In Job Aid](#):** Reference guide on how to properly conduct a Trade-In under the 3.0L TDI Settlement.
3. **[Trade-In Program Rules](#):** Original program rules outlining the Dealer Trade-In responsibilities and process.
4. **[Trade-In Additional Clarifications](#):** Document clarifying certain terms and conditions within the original Dealer Trade-In Agreement

TDI Dealer Support Team at 844-357-7778: Please contact if you have additional questions regarding the Trade-In process, or to check the status of outstanding claims.

TDI Customer Support Team at 844-98-CLAIM: Please have the customer contact if there is any uncertainty regarding customer Trade-In transactions or appointments.

Sincerely,
TDI Dealer Communications Team

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

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