

VOLKSWAGEN

GROUP OF AMERICA

Volkswagen Group of America
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December 14, 2018

RE: 3.0-Liter VW/Audi/Porsche Diesel Emissions Settlement Program – Generation 1 Vehicles – **SECOND REMINDER NOTICE**

You are receiving this letter because you may be eligible to receive a remedy, including compensation, under the 3.0-Liter VW/Audi/Porsche Diesel Emissions Settlement, but you have not yet completed a claim. Certain owners or lessees of eligible 3.0-Liter Generation 1 vehicles may be eligible to receive compensation for a Buyback, Trade-In, Early Lease Termination, or Approved Emissions Modification, and a refund on unused portions of vehicle warranty or service contracts, if applicable. To participate, you **must** complete a claim application (including submitting all required documents) by **June 1, 2019**. **To ensure that you have time to correct any document deficiencies, we encourage you to submit your documents as soon as possible, and at the latest by May 1, 2019.** The 3.0-Liter Settlement Program for Generation 1 vehicles ends on September 30, 2019.

IMPORTANT INFORMATION. PLEASE READ THIS FULL DOCUMENT TO UNDERSTAND THE DEADLINES ASSOCIATED WITH PARTICIPATION IN THE 3.0-LITER SETTLEMENT PROGRAM AND RECEIPT OF BENEFITS.

- **June 1, 2019 – Claims Deadline:** If you are eligible for the 3.0-Liter Settlement Program, you must complete a claim and submit all of the required documents by June 1, 2019 for your claim to be timely. You must submit a complete claim by June 1, 2019, regardless of the remedy you choose (i.e., Buyback, Trade-In, Early Lease Termination, or Approved Emissions Modification). **To avoid significant risk that your claim will be considered untimely, your claim must include all requested information and documents by June 1, 2019.**

You may submit your claim, including all required documents, online via the Online Claims Portal (which is accessible via www.VWCourtSettlement.com) or through mail or fax using the Paper Claim Form available at www.VWCourtSettlement.com or by calling 1-844-98-CLAIM. The Online Claims Portal is the most efficient way for you to submit your claim and required documents. To submit your claim and required documents through the Online Claims Portal, you must complete Step 14 (the Document Submission step). If you register on the Online Claims portal but do not complete Step 14 by submitting the required documents, your claim will be deemed ineligible. If you create a claim through the Online Claims Portal and choose to mail or fax documents, you must select “Mail/Fax” and “Submit” in the Online Claims Portal and postmark or fax documents by June 1, 2019. You should also keep proof of the date you mailed or faxed your documents, such as a certified mail receipt or a fax transmission confirmation showing the recipient and the date and time of the transmission.

Because different remedy elections require different documents, we encourage you to select your desired remedy in advance of June 1, 2019 so that you submit the appropriate documents for your selected remedy. To learn more about your options, please visit www.VWCourtSettlement.com.

- If you decide to switch your remedy after June 1, 2019, you **must** do so before June 30, 2019. You may only change your remedy once after June 1, 2019. To switch your remedy, please contact Volkswagen at 1-844-98-CLAIM and notify them that you would like to switch your remedy. If you change your remedy from an Approved Emissions Modification to a Buyback, you will be required to submit additional documents to establish your eligibility to participate in the Settlement Program, including proof of vehicle registration, a financial consent form and information about your vehicle loan (if applicable), the front and back of your vehicle title, and, if the claim is made on behalf of a business, proof of authority to transact on behalf of a business or corporation. You must submit all required documents within 3 days of your change of remedy – and no later than July 3, 2019 – in order to participate in the Settlement Program.
- **September 1, 2019 – Signed Offer Letter Submission:** Once your timely-submitted documents are reviewed and approved, an offer letter will be generated and provided to you. To receive your benefits, you must sign and notarize the offer letter and return it to Volkswagen via the Online Claims Portal, mail, or fax. If Volkswagen determines your offer letter is complete with the required signatures and notarizations, you will receive notification of that acceptance. If you select a Buyback, Trade-In, or Early Lease Termination for your remedy, you will then be able to schedule your closing appointment via the Online Claims Portal or by calling 1-844-98-CLAIM. If you elect to

keep your vehicle and receive an Approved Emissions Modification, you may schedule your service appointment directly with a Volkswagen or Audi Dealer. **Regardless of the remedy you choose, we strongly encourage you to submit your signed offer letter to Volkswagen for review no later than September 1, 2019.** We anticipate that there will be a large volume of claims submitted prior to the closing of the Settlement Program. **If you submit your signed offer letter after September 1, 2019, there is a significant risk that your offer letter will not be reviewed and approved in time for you to schedule and complete a buyback or early lease termination prior to the end of the Settlement Program on September 30, 2019. If that happens, you will not receive benefits under the Settlement Program.**

- **September 30, 2019 – Deadline to Complete Buyback, Trade-In, Early Lease Termination, or Approved Emissions Modification:** The 3.0-Liter Settlement Program for Generation 1 vehicles will end on September 30, 2019, and you must complete your selected remedy by that date.
 - **Buyback/Trade-In/Early Lease Termination Closing Appointments:** We cannot guarantee closing appointment availability on the date and time and at the Dealer you desire. If you delay scheduling your Buyback, Trade-In or Early Lease Termination closing appointment, you may be unable to find an available appointment at your preferred Dealer prior to the September 30, 2019 deadline. Additionally, if you do not have all of the required paperwork at your closing appointment, Volkswagen may be unable to reschedule your closing appointment if you wait until the last days of the Settlement Program. **If that happens, you will not receive benefits under the Settlement Program.**
 - **Approved Emissions Modification Appointments:** We cannot guarantee appointment availability for an Approved Emissions Modification on the date and time and at the Dealer you desire, particularly given parts availability. If you delay scheduling your Approved Emissions Modification appointment with your preferred Dealer, you may be unable to find an available appointment at your preferred Dealer prior to the September 30, 2019 deadline. **If that happens, you will still be able to have an Approved Emissions Modification performed on your vehicle free of charge, but you will not receive compensation under the Settlement Program.**
- **We STRONGLY recommend that you file your claim, including all required documentation, as soon as possible. If you wait, you risk losing a cash payment that may be available to you under the Settlement Program.**

For questions or other issues related to the VW/Audi/Porsche Diesel Emissions Settlement, please visit www.VWCourtSettlement.com or contact the Settlement Support Team at 1-844-98-CLAIM.

Sincerely,

Volkswagen Group of America, Inc.