

## **Customer Journey | Approved Emissions Modification Option**

If you are a Class Member who owns or leases a vehicle that is eligible for the Volkswagen/Audi/Porsche Emissions Settlement, you have the option to keep your vehicle and have a Reduced Emissions Modification performed at no cost (if the modification is approved by the EPA & CARB). Those selecting this option will also receive an extended emissions warranty. Below is a high-level overview of the process for Class Members, including the claim submission and payment steps.

You can also <u>choose to wait</u> and learn more about an emissions modification (if approved for your vehicle) before selecting an option.

For complete details, please visit VWCourtSettlement.com.



Customer



Customer Support and Administrative Team



Independent Claims Supervisor

\*If missing documents or incorrect information provided



Settlement Specialist



Customer navigates to the claims portal, enters required information & documentation



Customer saves progress or selects approved Reduced Emissions Modification option



Customer uploads required documents



Documents reviewed



Independent Claims Supervisor reviews documentation and approves payment offer



Customer reviews offer, signs and returns documents



Customer is notified when a Reduced Emissions Modification is approved



Customer schedules service appointment with desired dealer online or by phone



Vehicle receives approved Reduced Emissions Modification



Customer receives approved payment via Electronic Funds Transfer or regular mail

Customer support via phone/web chat and visual digital status tracker available throughout process