

# Customer Journey | Timely Approved Emissions Compliant Repair

If you are a Class Member who owns or leases a vehicle that is eligible for the Volkswagen/Audi/Porsche Emissions Settlement, you are eligible to receive an Emissions Compliant Repair performed at no cost (if the Repair is approved by the EPA & CARB) and an extended emissions warranty. Below is a high-level overview of the process for Class Members, including the claim submission and payment.

For complete details, please visit [VWCourtSettlement.com](http://VWCourtSettlement.com).



Customer



Customer Support and Administrative Team



Independent Claims Supervisor

\*If missing documents or incorrect information provided



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



Customer uploads required documents



Documents reviewed for completeness



Independent Claims Supervisor reviews documentation and approves Repair Payment offer



Customer reviews offer, signs and returns documents



Customer may schedule appointment with Settlement Specialist to receive half of the Repair Payment before an approved Emissions Compliant Repair becomes available (optional)



Customer is notified when an Emissions Compliant Repair is approved and schedules appointment with desired dealer online or by phone



Vehicle receives approved Emissions Compliant Repair



Customer receives remaining approved Repair Payment via Electronic Funds Transfer or regular mail