

# FTC's Proposed Partial Stipulated Order for Permanent Injunction and Monetary Judgment

## Attachment 5

**VOLKSWAGEN AND AUDI DEALER NOTICE  
REGARDING COURT-APPROVED 2.0-LITER TDI SETTLEMENTS  
FOR DETAILED INFORMATION VISIT:**

[www.vw.com/settlements](http://www.vw.com/settlements) OR [www.audi.com/settlements](http://www.audi.com/settlements)

**1. Overview of Settlements**

The Court has approved settlements entered into between Volkswagen Group of America and the United States and California (the U.S. Department of Justice on behalf of the Environmental Protection Agency, the California Air Resources Board, and the California Attorney General), the U.S. Federal Trade Commission, and Volkswagen and owners of 2.0 liter VW/Audi vehicles. Under the Settlements, consumers will choose whether to accept a buyback/lease termination to return their vehicle and receive a cash payment, or a modification (if and when it becomes available). All three options include cash payments to owners and dealers. In addition, some former owners/lessors are entitled to cash payments. Volkswagen has also agreed to pay for environmental remediation and investment in 2.0 liter TDI vehicle technology.

The parties filed the proposed Settlement documents with the Court on June 28, 2016 and the Court has now approved the Settlement documents.

Dealers should encourage consumers to participate in the Settlements. Dealers should offer customers any compensation or benefits that interfere with, or dissuade, customer participation in the Settlements.

**2. Eligible Vehicles**

The following 2.0-liter TDI vehicles are included in the Settlements:

| MODEL                      | MODEL YEARS      |
|----------------------------|------------------|
| Jetta                      | 2009-2015        |
| Jetta SportWagen           | 2009-2014        |
| Golf 2-Door                | 2010-2013        |
| Golf 4 Door                | 2010-2015        |
| Golf SportWagen            | 2015             |
| Beetle, Beetle Convertible | 2013-2015        |
| Passat                     | 2012-2015        |
| Audi A3                    | 2010, 2013, 2015 |

The Settlements do not include the following 3.0-liter TDI vehicles: Volkswagen (Touareg), Audi (Q7, A6 Quattro, A8, A8L, Q5), and Porsche (Cayenne).

### 3. Informational Website and Toll-Free Number

Customers requesting information should first visit our informational website at [www.VWCourtSettlement.com](http://www.VWCourtSettlement.com) or [www.AudiCourtSettlement.com](http://www.AudiCourtSettlement.com).

Here, customers will be able to determine program eligibility, review specific settlement options, consult a list of frequently asked questions, and obtain a link to important settlement documents filed with the Court.

We will also have a Customer Support Center to answer your questions at 800-888-8888.

### 4. Claims Portal

An online Claims Portal is available for customers to obtain information about their settlement and their options under their pending restitution amounts, claims submission, scheduling of buybacks/lease terminations and approved emissions modifications. Upon confirmation that a customer is eligible to participate in the Settlement, they will then select a buyback/lease termination or an approved emissions modification, all of which involve a cash payment. Certain former owners and lessees may use the claims portal to determine their eligibility for a cash payment and submit claims.

### 5. Dealer Role in Handling Buybacks, Lease Terminations, and Emissions Modifications

Dealership processes for buybacks, lease terminations, and emissions modifications. Eligible customers will be notified of their settlement options. Company and third-party Settlement Specialists will process all payments to customers.

#### Dealer Role in Handling Buybacks/Lease Terminations

Buyback and lease termination transactions will be executed between VWGoA and the customer, and facilitated by third-party Settlement Specialists. Dealership will have certain duties and obligations to maintain the integrity of the transaction post-buyback/lease termination. Dealership will be responsible for providing information to VWGoA.

#### Dealer Role in Handling Emissions Modifications

Any approved emissions modifications will be managed through normal dealer service scheduling processes, and customers will be encouraged to schedule their emissions modification through the dealership's online scheduling tool. We will provide customers who choose an emissions modification with an Extended Emissions Warranty covering all parts and labor. Dealers will

charge customers any fees related to this warranty service. In certain circumstances, Dealers will provide loaners to customers who use the emissions modification.

Details regarding process and dealer responsibilities will be communicated through the regional support structure.