

July 13, 2018

RE: 2.0-Liter VW/Audi Diesel Emissions Settlement Program – **SECOND REMINDER NOTICE**

Dear [Customer Name]:

You are receiving this letter because you may be eligible to receive a remedy, including compensation, under the 2.0-Liter VW/Audi Diesel Emissions Settlement, but you have not yet completed a claim. Certain current or former owners or lessees of eligible 2.0-Liter vehicles may be eligible to receive compensation for a Buyback, Early Lease Termination, or Approved Emissions Modification. In order to participate, you **must** complete a claim application (including submitting all required documents) by **September 1, 2018** or risk losing your opportunity to participate in the Settlement Program and receiving a cash payment. To ensure that you have time to timely correct any document deficiencies, **we encourage you to submit your documents as soon as possible, and at the latest by August 1, 2018**. The 2.0-Liter Settlement Program ends on December 30, 2018.

IMPORTANT INFORMATION. PLEASE READ THIS FULL DOCUMENT TO UNDERSTAND THE DEADLINES ASSOCIATED WITH PARTICIPATION IN THE 2.0-LITER SETTLEMENT PROGRAM AND RECEIPT OF BENEFITS.

- **September 1, 2018 – Claims Deadline:** If you are eligible for the 2.0-Liter Settlement Program, you must complete a claim and submit all of the required documents by September 1, 2018 for your claim to be timely. 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. **To avoid significant risk that your claim will be considered untimely, your claim must include all requested information and documents by September 1, 2018.**

The Online Claims Portal is the most efficient way for you to submit your claim and required documents. 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 September 1, 2018. If you do not submit your required documents by September 1, 2018, your claim may be considered untimely and you may lose your rights. You should also keep proof of the date you mailed or faxed your documents.

You must register on the Online Claims Portal by September 1, 2018 regardless of the remedy you choose (i.e., Buyback, Early Lease Termination, or Approved Emissions Modification). Additionally, if you register on the Online Claims Portal but do not submit the required documents by September 1, 2018, your claim may be deemed ineligible. Because different remedy elections require different documents, we encourage you to select your desired remedy in advance of

September 1, 2018 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 September 1, 2018, you must do so before September 30, 2018. You may only change your remedy once after September 1, 2018. 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 October 3, 2018 – in order to participate in the Settlement Program.

Volkswagen may not accept documents for review after September 1, 2018. All documents that you submit must be clear and legible. To ensure that you have time to timely correct any document deficiencies, we strongly encourage you to submit your documents as soon as possible, and at the latest by August 1, 2018.

- **December 1, 2018 – Signed Offer Letter Submission:** Once your timely-submitted documents are reviewed and approved by Volkswagen and the Claims Supervisor, 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 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 December 1, 2018. 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 December 1, 2018, 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 December 30, 2018. If that happens, you will not receive benefits under the Settlement Program.
- **December 30, 2018 – Deadline to Complete Buyback, Early Lease Termination, or Approved Emissions Modification:** The 2.0-Liter Settlement Program will end on December 30, 2018, and you must complete your selected remedy by that date.
 - **Buyback/Early Lease Termination Closing Appointments:** We cannot guarantee closing appointment availability on the date and time and at the Dealer you desire, particularly given the December holidays. If you delay scheduling your Buyback or Early Lease Termination closing appointment, you may be unable to find an available appointment at

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your preferred Dealer prior to the December 30, 2018 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 the December holidays and 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 December 30, 2018 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 to ensure that you are able to complete your appointment before the end of the claims program. If you wait, you risk losing a cash payment that may be available to you under the Settlement Program.

If you would like to participate in the Settlement Program, please file a claim through the Online Claims Portal or through the Paper Claim Form, which can be found on www.VWCourtSettlement.com or requested by calling 1-844-98-CLAIM. You will be required to submit certain documents and information that are needed to determine your eligibility. Please note that a claim may not be considered filed until all required documentation is received by Volkswagen. Once that information has been received, your claim will be reviewed for eligibility and, if you are deemed eligible, you will receive a letter detailing the benefits you are entitled to receive under the Settlements and information on what steps you need to take to receive those benefits. If you are not eligible to participate in the Settlement Program, Volkswagen will inform you of your ineligibility. As stated above, all claims must be registered and all documents must be submitted by September 1, 2018 or risk losing your opportunity to participate in the Settlement Program and receive a cash payment. We encourage you to submit your claim in advance of the September 1, 2018 deadline to allow you to cure any document or eligibility issues that may arise.

For questions or other issues related to the VW/Audi 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.