

Volkswagen / Audi
2.0-Litre TDI Emissions Settlement in Canada

FREQUENTLY ASKED QUESTIONS (FAQ)
Dated April 27, 2017

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CLASS ACTION QUESTIONS

1. WHAT ARE MY OPTIONS?

If you think you are included in the Settlement, you have the following options:

LEARN MORE ABOUT THE SETTLEMENT AND WHETHER YOU MAY BE ELIGIBLE	<p>STEP 1: Determine whether you may be eligible for the Settlement, and learn more about the estimated benefits to which you may be entitled, using the Check My Eligibility section of this website.</p> <p>STEP 2: Determine whether your vehicle may be included in the Settlement because it was originally sold in Canada or leased from VW Credit Canada, Inc., also known as Volkswagen Finance and Audi Finance using the Vehicle Look-Up section of this website. You will need your vehicle's VIN for this step (see Question 48).</p> <p>STEP 3: Sign up on this website's homepage to receive updates about the Settlement.</p>
MAKING A CLAIM UNDER THE SETTLEMENT	<p>Starting on April 28, 2017, you may make a claim under the Settlement. You have until September 1, 2018 to submit your completed claim for settlement benefits. Details on how claims can be submitted are outlined in the CLAIMS PROCESS QUESTIONS section of these FAQ beginning at Question 46.</p>
IF YOU TAKE NO STEPS	<p>You will not receive any benefits from the Settlement if you do not make a claim in the Settlement before September 1, 2018. If you did not validly opt out of the Settlement by March 4, 2017 (see Question 36) you are bound by the Settlement, and you have given up any right you had to separately sue Volkswagen / Audi for the claims resolved by it.</p>

2. WHAT ARE THE CLASS ACTIONS ABOUT?

Following a September 18, 2015 disclosure of emissions-related issues, class actions were commenced in Canada seeking damages and other relief on behalf of consumers with affected 2.0-litre TDI vehicles. These actions allege that the affected 2.0-litre TDI vehicles emit nitrogen oxide (NOx) emissions up to levels that exceed the standards to which the vehicles were certified because software installed in those vehicles allowed them to operate one way when recognizing driving cycles in NOx emissions laboratory testing, and in a different way when the vehicles were in on-road operation.

These consumer class actions consist of a national class action (*Quenneville et al v. Volkswagen Group Canada, Inc. et al*, Court File No. CV-15-537029-00CP) before the Ontario Superior Court of Justice and a class action in Québec (*Option consommateurs & François Grondin v. Volkswagen Group Canada, Inc. et al*, Court File No. 500-06-000761-151) before the Superior Court of Québec (collectively, the “Class Actions” and the “Courts”).

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3. WHAT HAPPENED IN THE CLASS ACTIONS?

Volkswagen Group has reached a nationwide Settlement involving 2.0-litre Volkswagen and Audi TDI vehicles with current owners and certain former owners and lessees who are Settlement Class Members (see [Question 9](#)). The Settlement was reached following negotiations between Volkswagen Group and class action lawyers for the owners and lessees, in consultation with the Commissioner of Competition in Canada.

The Settlement was approved by the Courts following settlement approval hearings held in Ontario and Quebec, and the settlement claims program to distribute settlement benefits commenced as of **April 28, 2017**.

4. IS THE SETTLEMENT IN CANADA THE SAME AS IN THE U.S.?

No. The Settlement is specific to Eligible Vehicles originally bought in Canada or leased from VW Credit Canada, Inc. (also known as Volkswagen Finance and Audi Finance) and registered in Canada at any point from **September 18, 2015** through **January 4, 2017** (see [Question 6](#)).

Details of the types of benefits you may be entitled to receive are outlined in the SETTLEMENT BENEFITS QUESTION section of these FAQ beginning at [Question 13](#).

If your vehicle was originally purchased or leased in Canada, but was registered in the U.S. during the period from September 18, 2015 through January 4, 2017, you are not a Settlement Class Member but you may participate in the settlement program in Canada if the other requirements in the Settlement are met (see [Question 8](#)). If you wish to participate, you may submit a claim, and will receive the same benefits that are available to a similarly situated Settlement Class Member.

CLASS MEMBERSHIP QUESTIONS

5. AM I INCLUDED IN THE SETTLEMENT?

You may be included in the Settlement if:

- You have or had an Eligible Vehicle (see [Question 6](#)); and
- You are a Settlement Class Member (see [Question 9](#)).

If you sell your vehicle, you may lose any benefits for which you may be eligible.

Find out if you qualify and, if so, what benefits you may be entitled to, by reviewing the

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FAQ on this website.

6. IS MY VEHICLE AN “ELIGIBLE VEHICLE”?

Only Eligible Vehicles are included in the Settlement. If your vehicle meets the following criteria, it may be considered an Eligible Vehicle:

- It must be one of the following 2.0-litre TDI Volkswagen and Audi vehicles:

Brand / Model	Model Year
VW Jetta TDI	2009-2015
VW Jetta Wagon TDI	2009
VW Golf TDI	2010-2013, 2015
VW Passat TDI	2012-2015
VW Beetle TDI	2013-2015
VW Golf Wagon TDI	2010-2014
VW Golf Sportwagon TDI	2015
Audi A3	2010-2013, 2015

- It must have been originally bought in Canada or leased from VW Credit Canada, Inc., also known as Volkswagen Finance and Audi Finance;
- It must have been registered in Canada at any point from **September 18, 2015** through **January 4, 2017 (See exceptions below)**; and
- It must not already be modified pursuant to all phases of the Approved Emissions Modification, unless completed by you pursuant to a Recall (see [Question 30](#)).

You can enter your Vehicle Identification Number, also known as VIN (see [Question 48](#)), in the Vehicle Look-Up section to help you determine whether your vehicle may be included in the Settlement because it was originally sold in Canada or leased from VW Credit Canada, Inc., also known as Volkswagen Finance and Audi Finance. You will need your vehicle’s VIN for this step (see [Question 48](#)).

The eligibility of claims will be determined by the Court-appointed Claims Administrator. Additional eligibility requirements apply in order to participate in the Settlement.

NOTE:

If you are within one of the following exceptions, you are not a Settlement Class Member but may participate in the settlement program in Canada if the other requirements in the Settlement are met.

- If your vehicle was registered in the U.S. during the period from September 18,

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2015 through January 4, 2017; or

- If your vehicle was registered outside of Canada or the U.S. during the period from September 18, 2015 through January 4, 2017 due to a military or government posting overseas.

In that case, if you wish to participate, you may submit a claim, and will receive the same benefits that are available to a similarly situated Settlement Class Member (see [Question 9](#)). If you do not want to participate in the Settlement, because you are not a Settlement Class Member, you will not be bound by the Settlement and will retain any right you have to separately sue Volkswagen/Audi.

7. WHAT IF I BOUGHT OR LEASED MY VEHICLE IN THE U.S. OR ABROAD AND MOVED TO CANADA?

Only vehicles originally bought in Canada or leased from VW Credit Canada, Inc. and registered in Canada at any point from **September 18, 2015** through **January 4, 2017** are included in the Settlement.

Volkswagen Group of America has expanded the scope of the U.S. settlement program to include vehicles that were purchased in the U.S. but were ineligible to participate in the U.S. settlement because the vehicles were registered in Canada rather than the United States between September 18, 2015 and June 28, 2016. More information on how those claims can be made is available on the U.S. settlement website at www.vwcourtsettlement.com.

8. WHAT IF I BOUGHT OR LEASED MY VEHICLE IN CANADA BUT IT IS NOT REGISTERED IN CANADA?

Only vehicles originally bought in Canada or leased from VW Credit Canada, Inc. and registered in Canada at any point from **September 18, 2015** through **January 4, 2017** are included in the Settlement (**see exceptions below**).

You can enter your Vehicle Identification Number, also known as VIN (see [Question 48](#)), in the Vehicle Look-Up section to help you determine whether your vehicle may be included in the Settlement because it was originally sold in Canada or leased from VW Credit Canada, Inc., also known as Volkswagen Finance and Audi Finance. You will need your vehicle's VIN for this step (see [Question 48](#)).

The eligibility of claims will be determined by the Court-appointed Claims Administrator. Additional eligibility requirements apply in order to participate in the Settlement.

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NOTE:

If you are within one of the following exceptions, you are not a Settlement Class Member but may participate in the settlement program in Canada if the other requirements in the Settlement are met.

- If your vehicle was originally sold in Canada or leased from VW Credit Canada, Inc., also known as Volkswagen Finance and Audi Finance and was registered in the U.S. during the period from September 18, 2015 through January 4, 2017; or
- If your vehicle was originally sold in Canada or leased from VW Credit Canada, Inc., also known as Volkswagen Finance and Audi Finance and was registered outside of Canada or the U.S. during the period from September 18, 2015 through January 4, 2017 due to a military or government posting overseas.

In that case, if you wish to participate, you may submit a claim, and will receive the same benefits that are available to a similarly situated Settlement Class Member (see [Question 9](#)). If you do not want to participate in the Settlement, because you are not a Settlement Class Member, you will not be bound by the Settlement and will retain any right you have to separately sue Volkswagen/Audi.

9. AM I A “SETTLEMENT CLASS MEMBER”?

You may be a Settlement Class Member and included in the Settlement if you:

- Were an owner of an Eligible Vehicle on **September 18, 2015**; or
- Were a lessee of an Eligible Vehicle leased from VW Credit Canada, Inc. (also known as Volkswagen Finance and Audi Finance) on **September 18, 2015**; or
- Purchased an Eligible Vehicle after **September 18, 2015** and continue to own the vehicle at the time of participating in the Settlement.

Some exceptions apply (see [Question 12](#)).

There are four categories of Settlement Class Members who are entitled to benefits from the Settlement if they submit a claim during the settlement program:

Eligible Owners:

Eligible Owners are Settlement Class Members who owned an Eligible Vehicle on September 18, 2015 and continue to own the vehicle at the time of participating in the Settlement.
Settlement Class Members who owned an Eligible Vehicle on

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Eligible Lessees:	September 18, 2015 and transfer title to an insurance company on or after March 5, 2017 because their vehicle is totalled or appraised as a total loss are also Eligible Owners (see Question 24).
	Eligible Lessees are Settlement Class Members who were leasing an Eligible Vehicle from VW Credit Canada, Inc. (also known as Volkswagen Finance and Audi Finance) on September 18, 2015 . Such lessees qualify as Eligible Lessees regardless of whether their lease is active, their lease has since concluded or if they buy out their leased vehicle at the conclusion of their lease.
	Eligible Purchasers: Eligible Purchasers are Settlement Class Members who purchase an Eligible Vehicle after September 18, 2015 , and continue to own the vehicle at the time of participating in the Settlement. Eligible Purchasers do not include Eligible Lessees who buy out their leased vehicle at the conclusion of their lease.
Eligible Sellers:	Eligible Sellers are Settlement Class Members who owned an Eligible Vehicle on September 18, 2015 and sold their vehicle before January 4, 2017 . Eligible Sellers include those Settlement Class Members who transferred title to an insurance company before January 4, 2017 because their vehicle was totalled or appraised as a total loss (see Question 24).

You can answer the questions in the [Check My Eligibility](#) section to help you determine whether one of these categories of Settlement Class Members applies to you and, if so, the estimated benefits to which you may be entitled.

10. I AM A NON-VOLKSWAGEN/AUDI DEALER. AM I INCLUDED IN THE SETTLEMENT?

If you are an automobile dealer or seller other than an authorized Volkswagen or Audi dealer, were in business as of **January 4, 2017**, and are located in Canada, you may be a Settlement Class Member and included in the Settlement if you:

- Held an Eligible Vehicle by title or bill of sale dated on or before **September 18, 2015**; or
- Hold an Eligible Vehicle by title or bill of sale dated after **September 18, 2015**, and continue to be the owner when you participate in the Settlement.

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11. I AM LEASING MY VEHICLE TO SOMEONE ELSE. AM I INCLUDED IN THE SETTLEMENT?

An owner of an Eligible Vehicle does not qualify as an Eligible Owner while the vehicle is under lease to someone else, but could become an Eligible Owner in certain circumstances. To find out more about your options, please review [section 2.38](#) of the [Settlement Agreement](#) and contact the Canadian Settlement Claims Centre by calling 1-888-670-4773.

12. AM I AN “EXCLUDED PERSON”?

The Settlement applies only to Settlement Class Members (see [Question 9](#)). You are not a Settlement Class Member if you are an Excluded Person. Excluded Persons are:

- All those who timely and properly excluded themselves (opted out) from the Settlement (see [Question 36](#));
- Anyone who owned an Eligible Vehicle on **September 18, 2015** and sells the vehicle after **January 4, 2017** other than through the Buyback and Trade-In options of the Settlement, except for those owners who transfer title to an insurance company on or after March 5, 2017 because their Eligible Vehicle was totalled or appraised as a total loss (see [Question 24](#));
- Anyone who owned an Eligible Vehicle on **September 18, 2015** and who, on or after **January 4, 2017** and before **March 5, 2017**, transfers title to an insurance company because the Eligible Vehicle was totalled or appraised as a total loss;
- Insurance companies and other owners of totalled Eligible Vehicles (see [section 2.94](#) of the [Settlement Agreement](#));
- Any lessees of an Eligible Vehicle leased from a leasing company other than VW Credit Canada, Inc. (also known as Volkswagen Finance or Audi Finance);
- Anyone who owns an Eligible Vehicle on **January 4, 2017** that cannot be driven under the power of its own 2.0-litre TDI engine on **January 4, 2017**;
- Anyone who owns an Eligible Vehicle with a branded title of “Dismantled”, “Junk”, “Salvage” or “Mechanically Unfit” on **September 18, 2015**;
- Anyone who owns an Eligible Vehicle that was acquired from a junkyard or salvage yard on or after **September 18, 2015**;
- Volkswagen/Audi’s officers, directors and employees and participants in Volkswagen/Audi’s internal lease program; Volkswagen/Audi’s affiliates and those affiliates’ officers, directors and employees; and Volkswagen/Audi dealers and those dealers’ officers and directors;
- The Judges overseeing the Class Actions; and

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- Class Counsel in the Class Actions who represent Settlement Class Members.

SETTLEMENT BENEFITS QUESTIONS

13. IF I AM AN ELIGIBLE OWNER, WHAT BENEFITS CAN I RECEIVE?

If you are an Eligible Owner (see [Question 9](#)) and continue to own the vehicle when you participate in the Settlement, the benefits you can receive depend upon whether you choose the **Buyback** (see [Question 17](#)), **Trade-In** (see [Question 18](#)) or **Approved Emissions Modification** option (see [Question 23](#)). With each of these options, you will receive a **cash payment** as shown in Table A below based on your vehicle's brand and model year.

**Table A
Cash Payments to Eligible Owners**

Model Year	VW Eligible Owners	Audi Eligible Owners
2009	\$5,100	N/A
2010	\$5,100	\$5,200
2011	\$5,100	\$5,200
2012	\$5,250	\$5,350
2013	\$5,500	\$5,950
2014	\$5,950	N/A
2015	\$7,000	\$8,000

If you have a model year 2015 Eligible Vehicle and choose the Approved Emissions Modification, you will receive the first half of the above cash payment when you complete the first phase of the modification. The remaining one-half will be paid to you when you complete the second phase of the modification.

14. IF I AM AN ELIGIBLE SELLER, WHAT BENEFITS CAN I RECEIVE?

If you are an Eligible Seller (see [Question 9](#)), you can select a **cash payment** as shown in Table B below based on your vehicle's brand and model year:

**Table B
Cash Payments to Eligible Sellers**

Model Year	VW Eligible Sellers	Audi Eligible Sellers
2009	\$2,550	N/A
2010	\$2,550	\$2,600
2011	\$2,550	\$2,600

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2012	\$2,625	\$2,675
2013	\$2,750	\$2,975
2014	\$2,975	N/A
2015	\$3,500	\$4,000

15. IF I AM AN ELIGIBLE PURCHASER, WHAT BENEFITS CAN I RECEIVE?

If you are an Eligible Purchaser (see [Question 9](#)), you can select the **Approved Emissions Modification** (see [Question 23](#)). With this option, you will receive a **cash payment** as shown in Table C below based on your vehicle's brand and model year.

The amount of the cash payment also depends upon whether your vehicle was previously under lease from VW Credit Canada, Inc. to someone else on **September 18, 2015**, in which case you may be eligible for a cash payment of one-half of the amount shown in Table C. To determine whether this applies to your vehicle, enter your VIN in the [Vehicle Look-Up](#) section (see [Question 48](#)).

**Table C
Cash Payments to Eligible Purchasers**

Model Year	VW Eligible Purchasers	Audi Eligible Purchasers
2009	\$2,550	N/A
2010	\$2,550	\$2,600
2011	\$2,550	\$2,600
2012	\$2,625	\$2,675
2013	\$2,750	\$2,975
2014	\$2,975	N/A
2015	\$3,500	\$4,000

If you have a model year 2015 Eligible Vehicle and select the Approved Emissions Modification, you will receive the first half of the applicable cash payment when you complete the first phase of the modification. The remaining one-half will be paid to you when you complete the second phase of the modification.

16. IF I AM AN ELIGIBLE LESSEE, WHAT BENEFITS CAN I RECEIVE?

If you are an Eligible Lessee (see [Question 9](#)), the benefits you can receive will depend upon your situation when you participate in the Settlement:

- Your lease has concluded;
- Your lease remains active;

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- You purchased your leased vehicle at the conclusion of your lease and no longer own it; or
- You purchased your leased vehicle at the conclusion of your lease and continue to own it.

If your lease has ended when you participate in the Settlement, you can select a **cash payment** as shown in column A of Table D based on your vehicle's brand and model year.

If instead your lease remains active when you participate in the Settlement, you can choose an **Early Lease Termination** (see [Question 22](#)) or the **Approved Emissions Modification** (see [Question 23](#)). With each of these options, you will receive a **cash payment** as shown in column A of Table D based on your vehicle's brand and model year.

In the event that you purchase your vehicle at the conclusion of your lease and continue to own your vehicle when you participate in the Settlement, you can select the **Approved Emissions Modification** (see [Question 23](#)) and receive a **cash payment** as shown in column A of Table D based on your vehicle's brand and model year. Even if you sell your vehicle before receiving the Approved Emissions Modification, you remain eligible for a **cash payment** as shown in column B of Table D based on your vehicle's brand and model year.

**Table D
Cash Payments to Eligible Lessees**

Model Year	VW Eligible Lessees		Audi Eligible Lessees	
	A	B	A	B
2009	\$2,550	\$1,275	N/A	N/A
2010	\$2,550	\$1,275	\$2,600	\$1,300
2011	\$2,550	\$1,275	\$2,600	\$1,300
2012	\$2,625	\$1,312.50	\$2,675	\$1,337.50
2013	\$2,750	\$1,375	\$2,975	\$1,487.50
2014	\$2,975	\$1,487.50	N/A	N/A
2015	\$3,500	\$1,750	\$4,000	\$2,000

If you have a model year 2015 Eligible Vehicle and select the Approved Emissions Modification, you will receive the first half of the above cash payment shown in column A when you complete the first phase of the modification. The remaining one-half will be paid to you when you complete the second phase of the modification, with one exception: a payment of the remaining one-half may be paid as of the last day of your lease if the

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second phase of the modification is not completed by that date, provided that you do not purchase your leased vehicle at the conclusion of your lease.

17. IF I CHOOSE A BUYBACK, WHAT BENEFITS CAN I CLAIM?

If you choose a Buyback, Volkswagen will offer to buy back your Eligible Vehicle at its Vehicle Value (see [Question 19](#)) and provide an additional cash payment based on your Settlement Class Member category (see [Question 13](#); see also [Question 31](#)).

To receive a Buyback, you must arrange to resolve any outstanding loans on your Eligible Vehicle and unpaid Québec traffic tickets and fines before it is surrendered. To assist with satisfying any outstanding loans on your Eligible Vehicle, some or all of your Vehicle Value and additional cash payment may be paid to your lender(s), if you direct Volkswagen to do so. If available, loan forgiveness provides additional assistance to Settlement Class Members who owe more on their vehicle than they will receive as Vehicle Value plus the additional cash payment (see [Question 26](#)). You will be responsible for payment of any loan balance not satisfied by payments made by Volkswagen.

18. IF I CHOOSE A TRADE-IN, WHAT BENEFITS CAN I CLAIM?

If you choose to trade in your Eligible Vehicle at a Volkswagen or Audi dealership for a new or used Volkswagen or Audi vehicle, the purchase price of the vehicle you are buying will be reduced by the Fair Market Value (see [Question 20](#)) of your Eligible Vehicle at the time of the Trade-In. This will reduce the taxable portion that must be paid on the replacement vehicle. In addition, you will receive a cash payment equal to the difference between the Vehicle Value (see [Question 19](#)) and Fair Market Value (see [Question 20](#)) of your Eligible Vehicle at the time of the Trade-In, plus an additional cash payment based on your Settlement Class Member category (see [Question 13](#); see also [Question 31](#)).

To receive a Trade-In, you must arrange to resolve any outstanding loans on your Eligible Vehicle and unpaid Québec traffic tickets and fines before it is surrendered. To assist with satisfying any outstanding loans on your Eligible Vehicle, the portion of your Vehicle Value and cash payment remaining after reduction for the Fair Market Value trade-in credit may be paid to your lender(s), if you direct Volkswagen to do so. If available, loan forgiveness provides additional assistance to Settlement Class Members who owe more on their vehicle than they will receive as Vehicle Value plus the additional cash payment (see [Question 26](#)). You will be responsible for payment of any loan balance not satisfied by payments made by Volkswagen.

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19. HOW IS THE “VEHICLE VALUE” CALCULATED AND WHEN WILL I KNOW MY “VEHICLE VALUE”?

The buyback amount, also known as “Vehicle Value”, for the Buyback and Trade-In options will be determined based on Canadian Black Book® Inc.’s (“CBB”) used vehicle wholesale values as of **September 18, 2015**.

“Vehicle Value” will be based on your vehicle’s brand, model year, model, trim level, factory options and mileage at the time of a Buyback or Trade-In offer. Canadian Black Book® Inc. uses these factors to establish vehicle categories, which in turn are used to identify used vehicle values. Your vehicle’s category at the time of a Buyback or Trade-In will be used to find its Vehicle Value based upon **September 18, 2015** wholesale values independently reported by Canadian Black Book® Inc.

Because Vehicle Value will be identified from your vehicle’s mileage in the future, at the time of your Buyback or Trade-In offer, Vehicle Values cannot be accurately assessed at this time. If you are the owner of an Eligible Vehicle, you will have access to individualized information about your Vehicle Value when you submit a claim, to assist with evaluating the Buyback and Trade-In options.

If you submit a claim and a Buyback or Trade-In offer is made, Vehicle Value will be determined by the Court-appointed Claims Administrator. The Vehicle Value will be based on your vehicle’s mileage no more than 20 days before the Buyback or Trade-In, provided that the mileage does not increase by more than 2,000 kilometres when you bring your vehicle into a Volkswagen or Audi dealership. If your vehicle’s mileage exceeds this allowance, your Buyback or Trade-In will need to be rescheduled and your Vehicle Value may change.

20. HOW IS THE “FAIR MARKET VALUE” CALCULATED AND WHEN WILL I KNOW MY “FAIR MARKET VALUE” ?

“Fair Market Value” will be based on your vehicle’s brand, model year, model, trim level, factory options and mileage and market conditions. Canadian Black Book® Inc. (“CBB”) uses these factors to establish vehicle categories, which in turn are used to identify used vehicle values. Your vehicle’s category at the time of the Trade-In will be used to find its Fair Market Value based upon its then wholesale value as independently reported by CBB.

Because Fair Market Value will be determined from your vehicle’s mileage and market conditions in the future, at the time of your Trade-In offer, Fair Market Values cannot be accurately assessed at this time.

If you submit a claim and a Trade-In offer is made, Fair Market Value will be determined by the Court-appointed Claims Administrator. Fair Market Value will be based on your vehicle’s mileage no more than 20 days before the Trade-In, provided that the mileage

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does not increase by more than 2,000 kilometres when you bring your vehicle into a Volkswagen or Audi dealership. If your vehicle's mileage exceeds this allowance, your Trade-In will need to be rescheduled and your Fair Market Value may change.

21. DOES THE CONDITION OF MY VEHICLE AFFECT MY ELIGIBILITY FOR A BUYBACK OR TRADE-IN?

Except for mileage, the physical condition of your Eligible Vehicle does not affect its Vehicle Value (see [Question 19](#)) or Fair Market Value (see [Question 20](#)) as long as it is due to normal wear and tear or accidental damage. Intentional damage, including stripping of parts, may result in the Claims Administrator denying a claim for a Buyback or Trade-In. If you have questions, please refer them to the Canadian Settlement Claims Centre by calling 1-888-670-4773.

22. IF I CHOOSE AN EARLY LEASE TERMINATION, WHAT BENEFITS CAN I CLAIM?

If you choose an Early Lease Termination for your leased Eligible Vehicle, you can terminate your lease from VW Credit Canada, Inc. (also known as Volkswagen Finance and Audi Finance) before the end of the lease term without any early termination penalty and receive a cash payment (see [Question 16](#)). To obtain this benefit, you will need to pay any delinquent balance, along with any other fees due, pursuant to the terms of the lease.

23. IF I CHOOSE THE APPROVED EMISSIONS MODIFICATION, WHAT BENEFITS CAN I CLAIM?

The Approved Emissions Modification option will only be available if a modification of the emissions system for your Eligible Vehicle is approved by the United States Environmental Protection Agency (EPA).

Please note that on January 6, 2017, Volkswagen Group received approval from U.S. regulators, including the EPA, for a two-phase emissions modification for model year 2015 Volkswagen and Audi 2.0-litre TDI vehicles (see [Questions 28](#) and [32](#) for more details). Volkswagen Group continues to work with U.S. regulators to develop Approved Emissions Modifications for model year 2014 and earlier 2.0-litre TDI vehicles.

If available, you can choose the Approved Emissions Modification and receive the Approved Emissions Modification Extended Warranty (see [Question 29](#)), plus a cash payment based on your Settlement Class Member category (see [Questions 13](#), [15](#) and [16](#)), with one exception for model year 2015 Eligible Vehicles explained below.

If you have a model year 2015 Eligible Vehicle, you will receive the first half of your cash payment when you complete the first phase of the Approved Emissions Modification. The

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remaining one-half will be paid to you, or a subsequent purchaser if ownership of the vehicle changes, when the second phase of the modification is completed. An oil and filter change will also be provided at no charge when the second phase of the modification is completed.

In the event that there is no Approved Emissions Modification for your vehicle by **June 15, 2018**, the benefit options that you will be able to choose will depend upon your circumstances (see [Question 31](#)).

24. CAN I RECEIVE BENEFITS IF MY VEHICLE WAS TOTALLED?

If you owned an Eligible Vehicle on **September 18, 2015**, and your vehicle was subsequently totalled and the title was transferred to an insurance company before **January 4, 2017**, you are an Eligible Seller and can receive a cash payment as shown in Table B of [Question 14](#) based on your vehicle's brand and model year.

Alternatively, if you owned an Eligible Vehicle on **September 18, 2015**, and your vehicle is subsequently totalled and the title is transferred to an insurance company on or after **March 5, 2017**, you are an Eligible Owner and can select a cash payment as shown in Table A of [Question 13](#) based on your vehicle's brand and model year.

Please note, you are an Excluded Person under the Settlement if you transfer title to an insurance company on or between **January 4, 2017** and **March 4, 2017** because your vehicle was totalled, even if your vehicle is an Eligible Vehicle that could be driven under the power of its own 2.0-litre TDI engine on **January 4, 2017**. Because you are not a Settlement Class Member, you are excluded from the Settlement and retain any rights and claims you have against Volkswagen/Audi.

25. CAN I RECEIVE BENEFITS IF MY VEHICLE IS NOT OPERABLE?

In order for eligible Settlement Class Members to receive a Buyback, Trade-In or Approved Emissions Modification from the Settlement, their Eligible Vehicle must be operable—*i.e.*, can be driven under the power of its own 2.0-litre TDI engine—when brought in to a Volkswagen or Audi dealership to participate in the Settlement. A vehicle is not considered operable if, among other reasons, it had a branded title of “Dismantled”, “Junk”, “Salvage” or “Mechanically Unfit” on **September 18, 2015**, or was acquired from a junkyard or salvage yard on or after **September 18, 2015**.

If you are an eligible Settlement Class Member who owns an Eligible Vehicle that becomes inoperable on or after **March 5, 2017**, and remains inoperable when you participate in the Settlement, you may surrender your vehicle to a Volkswagen/Audi dealer and receive a cash payment based on your Settlement Class Member category (see [Questions 13](#), [15](#) and [16](#)). You will not receive Vehicle Value for your vehicle.

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To receive this option, you must arrange to resolve any outstanding loans on your Eligible Vehicle and unpaid Québec traffic tickets and fines before it is surrendered. To assist with satisfying any outstanding loans on your Eligible Vehicle, some or all of your cash payment may be paid to your lender(s), if you direct Volkswagen to do so. You will be responsible for payment of any loan balance not satisfied by payments made by Volkswagen. Loan forgiveness will not be available if you surrender an inoperable vehicle.

Please note, you are an Excluded Person under the Settlement if you were the owner of an Eligible Vehicle on **January 4, 2017** that was not operable on that date. Because you are not a Settlement Class Member, you are excluded from the Settlement and retain any rights and claims you have against Volkswagen/Audi.

26. CAN I PARTICIPATE IN THE SETTLEMENT IF I HAVE A VEHICLE LOAN?

Yes. However, if you are receiving a Buyback or Trade-In or surrendering your Eligible Vehicle for inoperability, you must arrange to resolve any outstanding loans on your Eligible Vehicle and unpaid Québec traffic tickets and fines before it is surrendered.

To assist with paying down any outstanding loans on your Eligible Vehicle, you will have the opportunity to direct Volkswagen to pay some or all of your cash payment benefits directly to your lender(s). You will be responsible for payment of any loan balance not satisfied by payments made by Volkswagen.

If available, loan forgiveness provides additional assistance to Settlement Class Members who choose a Buyback or Trade-In and who owe more on their vehicle than they will receive as Vehicle Value plus the additional cash payment based on their Settlement Class Member category (see [Questions 13, 15, 16 and 31](#)). Loan forgiveness will be available to such Settlement Class Members if there is no Approved Emissions Modification available for their Eligible Vehicle by **June 15, 2017**.

In such circumstances, Settlement Class Members will qualify for a loan forgiveness payment up to a maximum of 30% of the sum of their Vehicle Value and additional cash payment payable towards satisfaction of the loan on their Eligible Vehicle, with certain exceptions set forth in [section 2.51](#) of the [Settlement Agreement](#). If the loan forgiveness payment is not sufficient to pay down the loan, the Settlement Class Member must arrange to resolve any remaining balance in order to receive a Buyback or Trade-In.

To learn more about loan forgiveness, please consult [Exhibit 1](#) of the Settlement Agreement or contact the Canadian Settlement Claims Centre by calling 1-888-670-4773.

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APPROVED EMISSIONS MODIFICATION QUESTIONS

27. WHAT IS THE APPROVED EMISSIONS MODIFICATION?

The Approved Emissions Modification option allows eligible Settlement Class Members to keep their Eligible Vehicle and receive an emissions system modification from a Volkswagen or Audi dealership at no cost, except that any costs to complete the modification that are necessitated by reason of an aftermarket modification of the vehicle must be covered by the Settlement Class Member.

The Approved Emissions Modification option will only be available if a modification of the emissions system for your Eligible Vehicle is approved by the United States Environmental Protection Agency (EPA).

Please note that on January 6, 2017, Volkswagen Group received approval from U.S. regulators, including the EPA, for a two-phase emissions modification for model year 2015 Volkswagen and Audi 2.0-litre TDI vehicles (see [Questions 28](#) and [32](#) for more details). Volkswagen Group continues to work with U.S. regulators to develop Approved Emissions Modifications for model year 2014 and earlier 2.0-litre TDI vehicles.

28. WHEN WILL EMISSIONS MODIFICATIONS BE APPROVED?

The Approved Emissions Modification option will only be available if a modification of the emissions system for your Eligible Vehicle is approved by the United States Environmental Protection Agency (EPA).

Please note that on January 6, 2017, Volkswagen Group received approval from U.S. regulators, including the EPA, for a two-phase emissions modification for model year 2015 Volkswagen and Audi 2.0-litre TDI vehicles with Generation 3 engines. In Canada, the first phase of the modification will be available starting in February 2017, and the second phase of the modification will become available in early 2018. Volkswagen Group does not expect this modification will result in any significant changes in fuel consumption or driving characteristics. More information is provided in the [Recall notice](#) for the modification and accompanying [booklet](#).

Volkswagen Group continues to work with U.S. regulators to develop Approved Emissions Modifications for model year 2014 and earlier 2.0-litre TDI vehicles with Generation 1 or 2 engines. Volkswagen Group submitted proposed emissions modifications for these vehicles to U.S. Regulators by the deadlines shown in the table below. U.S. regulators will approve or disapprove such proposals. If they initially disapprove the proposed emissions modification, Volkswagen Group may challenge the decision through a dispute resolution procedure.

Because the regulatory review process and possible subsequent dispute resolution procedure will take place in the U.S., followed by a regulatory process in Canada, it is

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difficult to predict whether and when there will be Approved Emissions Modifications for model year 2014 and earlier 2.0-litre TDI vehicles with Generation 1 or 2 engines.

1st Generation Engine Vehicles	Final Submittal Deadline to U.S. Regulators
2009-2014 VW Jetta 2009 VW Jetta Wagon 2010-2013 VW Golf 2013-2014 VW Beetle 2010-2013 Audi A3 2010-2014 Golf Wagon TDI	January 27, 2017
2nd Generation Engine Vehicles	Final Submittal Deadline to U.S. Regulators
2012-2014 VW Passat	March 3, 2017

Updates will be made available by mail, e-mail and on this website to keep Settlement Class Members apprised of the process and of the availability of Approved Emissions Modifications. Notifications of Approved Emissions Modifications will include a clear and accurate disclosure regarding all of their effects that may be reasonably important to customers.

29. WHAT IS THE APPROVED EMISSIONS MODIFICATION EXTENDED WARRANTY?

The Approved Emissions Modification Extended Warranty is a transferrable warranty that will apply to all vehicles that receive the Approved Emissions Modification. It will cover all replaced components that are part of the Approved Emissions Modification and any component that reasonably could be impacted by effects of the Approved Emissions Modification, as determined by the United States Environmental Protection Agency (EPA).

The Approved Emissions Modification Extended Warranty period will be the greater of:

- In the case of model year 2009 to 2014 Eligible Vehicles, 10 years or 193,000 kilometres, whichever comes first, from the vehicle's original in-service date, **and** 4 years or 77,000 kilometres, whichever comes first, from the date and mileage of implementing the Approved Emissions Modification.
- In the case of model year 2015 Eligible Vehicles, 11 years or 261,000 kilometres, whichever comes first, from the vehicle's original in-service date, **and** 5 years or 97,000 kilometres, whichever comes first, from the date and mileage of implementing the first or, if applicable, second phase of the Approved Emissions

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Modification. These are upgraded parameters from those set forth in the Settlement Agreement as a result of an amendment agreed to by the Parties and approved by the Courts.

The original in-service date is the date that an Eligible Vehicle was originally leased or sold to a retail customer.

30. WHAT IS THE DIFFERENCE BETWEEN THE APPROVED EMISSIONS MODIFICATION AND A RECALL?

The Approved Emissions Modification option will only be available if a modification of the emissions system for your Eligible Vehicle is approved by the United States Environmental Protection Agency (EPA).

Before or during the settlement program in Canada, you may receive a notice of Recall to implement the Approved Emissions Modification for your vehicle.

A Recall will entitle owners and lessees in Canada subject to the Recall to receive the Approved Emissions Modification and Approved Emissions Modification Extended Warranty, but will not provide for benefits from the Settlement.

If you receive a notice of Recall, you can participate in the Settlement if you are eligible and choose any benefit that is available to you, **subject to the following**:

- If you have the Approved Emissions Modification performed on your vehicle through a Recall **before the settlement program begins**, there will be no impact on the choice of eligible benefits available to you based on your Settlement Class Member category;
- If you have the Approved Emissions Modification performed on your vehicle through a Recall **after the settlement program begins and before you submit a claim in the Settlement**, you will eliminate any rights that you may have to choose a Buyback, Trade-In or Early Lease Termination. You will, however, retain the right to receive the cash payment based on your Settlement Class Member category (see [Questions 13](#) and [16](#)), as well as the second phase of the modification if you have a model year 2015 Volkswagen or Audi 2.0-litre TDI vehicle.

Please note that on January 6, 2017, Volkswagen Group received approval from U.S. regulators, including the EPA, for a two-phase emissions modification for model year 2015 Volkswagen and Audi 2.0-litre TDI vehicles (see [Questions 28](#) and [32](#) for more details). Volkswagen Group continues to work with U.S. regulators to develop Approved Emissions Modifications for model year 2014 and earlier 2.0-litre TDI vehicles.

If you think you are included in the Settlement, it is recommended that you **contact the**

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Canadian Settlement Claims Centre by calling 1-888-670-4773 before proceeding with a Recall for an Approved Emissions Modification.

31. WHAT IF THERE IS NO APPROVED EMISSIONS MODIFICATION FOR MY VEHICLE?

The Approved Emissions Modification option will only be available if a modification of the emissions system for your Eligible Vehicle is approved by the United States Environmental Protection Agency (EPA).

Please note that on January 6, 2017, Volkswagen Group received approval from U.S. regulators, including the EPA, for a two-phase emissions modification for model year 2015 Volkswagen and Audi 2.0-litre TDI vehicles (see [Questions 28](#) and [32](#) for more details). Volkswagen Group continues to work with U.S. regulators to develop Approved Emissions Modifications for model year 2014 and earlier 2.0-litre TDI vehicles.

It is possible that there may be Approved Emissions Modifications for some Eligible Vehicles, but not for others. If an Approved Emissions Modification is not yet available for your vehicle, you can wait to see whether an Approved Emissions Modification becomes available or choose any other benefit that is available to you under the claims process.

In the event that there is no Approved Emissions Modification for your vehicle by **June 15, 2017**, you may become eligible for a loan forgiveness payment if you are an Eligible Owner and choose a Buyback or Trade-In (see [Question 26](#)).

In the event that there is no Approved Emissions Modification for a particular Eligible Vehicle by **June 15, 2018**, Settlement Class Members who own such vehicles will have an opportunity to opt out of the Settlement during the period from **June 15, 2018** through **August 15, 2018**, if they have not already made a claim or received benefits from the Settlement. If you are a Settlement Class Member who owns such a vehicle and you remain in the Settlement, you can:

- If you are an Eligible Owner, choose between the Buyback and Trade-In options and receive your unclaimed cash payment (see [Question 13](#)). To receive a Buyback or Trade-In, you must arrange to resolve any outstanding loans on your vehicle and unpaid Québec traffic tickets and fines before it is surrendered. Loan forgiveness will, where applicable, be available toward satisfaction of any outstanding loans on your vehicle (see [Question 26](#));

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- If you are an Eligible Purchaser or an Eligible Lessee who purchased your vehicle at lease-end, choose a Buyback or Trade-In and receive your cash payment based on your Settlement Class Member category (see [Questions 15](#) and [16](#)). To receive a Buyback or Trade-In, you must arrange to resolve any outstanding loans on your vehicle and unpaid Québec traffic tickets and fines before it is surrendered. Loan forgiveness will, where applicable, be available toward satisfaction of loans on your vehicle (see [Question 26](#)); or
- If you are an Eligible Lessee and your lease is active at that time, choose an Early Lease Termination and receive your cash payment (see [Question 16](#)).

If you own a Volkswagen 2.0L TDI Generation 2 Manual Transmission Passat model years 2012-2014 and are looking for additional information about how to opt out during the second opt-out period, please read the update that has been posted on the Settlement Website at <https://www.vwcanadasettlement.ca> on June 15, 2018.

32. HOW WILL THE APPROVED EMISSIONS MODIFICATION AFFECT MY VEHICLE?

For each Approved Emissions Modification, Volkswagen shall provide notice with a clear and accurate written disclosure based on the best available information regarding the impacts of the Approved Emissions Modification on applicable Eligible Vehicles. The notice will describe:

- The Approved Emissions Modification generally;
- Any software changes required to perform the Approved Emissions Modification;
- All hardware changes required to perform the Approved Emissions Modification;
- For model year 2015 Eligible Vehicles, a clear explanation of the second phase of the Approved Emissions Modification;
- Any and all reasonably predictable changes resulting from the Approved Emissions Modification for a particular Eligible Vehicle, including but not limited to changes to reliability, durability, fuel economy, noise vibration, vehicle performance, drivability and any other vehicle attributes that may reasonably be important to vehicle customers;
- A summary of how to receive the Approved Emissions Modification; and
- Any limitations of the Approved Emissions Modification that make identification and repair of any components difficult or impossible, compromise warranty coverage or may reduce the effectiveness of inspection and maintenance program vehicle inspections.

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Please note that on January 6, 2017, Volkswagen Group received approval from U.S. regulators, including the Environmental Protection Agency (EPA), for a two-phase emissions modification for model year 2015 Volkswagen and Audi 2.0-litre TDI vehicles. In Canada, the first phase of the modification will be available starting in February 2017, and the second phase of the modification will become available in early 2018. Volkswagen Group does not expect this modification will result in any significant changes in fuel consumption or driving characteristics. More information is provided in the [Recall notice](#) for the modification and accompanying [booklet](#).

If you think you are included in the Settlement, it is recommended that you **contact the Canadian Settlement Claims Centre by calling 1-888-670-4773 before proceeding with a Recall** for an Approved Emissions Modification (see [Question 30](#) for more details).

33. WILL A SUBSEQUENT PURCHASER KNOW IF A VEHICLE HAS BEEN MODIFIED WITH THE APPROVED EMISSIONS MODIFICATION?

Yes. The Volkswagen/Audi dealer performing the Approved Emissions Modification will install labels under the vehicle hood after the modification (or each of the two phases of the modification in the case of model year 2015 Eligible Vehicles) is completed.

SETTLEMENT PROCESS QUESTIONS

34. IF I AM A SETTLEMENT CLASS MEMBER, WHAT RIGHTS DID I GIVE UP?

A settlement is an agreement to resolve legal claims, and usually involves compromises by both sides. Settlements end all or part of a lawsuit while allowing the parties to avoid the costs and risks of a trial. A settlement also allows the parties to avoid the significant time delays of litigation.

Because the Settlement was approved by the Courts, Settlement Class Members who did not validly opt out of the Settlement (see [Question 36](#)), have released Volkswagen/Audi from the claims related to the software or auxiliary emission control device in any Eligible Vehicle, including those that they owned or leased before **September 18, 2015** and that they no longer owned or leased on **September 18, 2015**. Releasing someone from a claim means giving up the right to sue them for that claim.

All Settlement Class Members are bound by a release that will take effect whether they claim benefits or not. Settlement Class Members should be sure to make their claim before the claims submission deadline. You have until **September 1, 2018** to submit a claim.

You will have to sign an individual release in order to receive benefits. If you have more than one Eligible Vehicle, signing the individual release will not prevent you from obtaining benefits in respect of any other Eligible Vehicle during the settlement program. You will

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however be required to submit a separate claim for each Eligible Vehicle before the claim submission deadline.

The above is only a summary of the general release and individual release. The [Settlement Agreement](#) sets out and describes these releases in [Section 5](#), so read them carefully. If you have any questions, you can talk to Class Counsel (see [Question 43](#)) for free or you can, of course, talk to your own lawyer if you have questions about what this means.

Note: The Settlement does not release Volkswagen/Audi for claims of personal injury or wrongful death, or claims relating to 3.0-litre TDI vehicles.

35. CAN I OBJECT TO THE SETTLEMENT?

The deadline to object to the Settlement elapsed **March 4, 2017**.

Written objections received prior to the deadline were reviewed by the Judges. The Judges also heard oral submissions from some objectors at the settlement approval hearings.

Following the approval hearings, both Courts approved the Settlement as being fair and reasonable and in the best interests of the Settlement Class Members as a whole.

Please note, persons who objected to the Settlement are not disqualified from making a claim to receive benefits from the Settlement.

36. CAN I OPT OUT OF THE SETTLEMENT?

The deadline to exclude yourself from the Settlement by opting out elapsed **March 4, 2017**.

The Opt Out Administrator determined that 36 of the 128 Opt-Out Requests received were timely and valid. If you sent an Opt-Out Request, you will receive written notice from the Opt Out Administrator by email or Canada Post mail advising whether or not you have timely and validly opted-out of the Class Actions.

If you timely and validly opted out, you are not eligible to receive any benefits from the Settlement. Because you are no longer a Settlement Class Member, you retain any right you have to separately sue Volkswagen/Audi at your own cost.

If you did not timely and validly opt out from the Settlement, you are bound by the terms of the Settlement approved by the Courts and you have given up the right to sue Volkswagen/Audi for the claims resolved by the Settlement (see [Question 34](#)).

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37. IF I DID NOT EXCLUDE MYSELF (OPT OUT), CAN I SUE VOLKSWAGEN / AUDI FOR THE SAME THING LATER?

No. Unless you timely and validly excluded yourself from the Settlement, you are bound by the terms of the Settlement which has been approved by the Courts and you have given up the right to sue Volkswagen/Audi for the claims resolved by the Settlement (see [Question 34](#)).

Please note that in the event that there is no Approved Emissions Modification for a particular Eligible Vehicle by **June 15, 2018**, Settlement Class Members who own or lease such vehicles will have a further opportunity to opt out of the Settlement during the period from **June 15, 2018** through **August 15, 2018**, if they have not already made a claim or received benefits from the Settlement. (See [Question 31](#) for information about alternate benefits which may become available to you if you remain in the Settlement in these circumstances.)

38. IF I EXCLUDED MYSELF (OPTED OUT), CAN I STILL GET BENEFITS FROM THE SETTLEMENT?

No. If you timely and validly excluded yourself from the Settlement, you will not be eligible for any benefits from the Settlement. You will still be able to receive a Recall for an Approved Emissions Modification, if one becomes available for your vehicle, and the Approved Emissions Modification Extended Warranty, but you will not receive any benefits in the Settlement, including the cash payment. Because you are not a Settlement Class Member, you retain any rights and claims you have against Volkswagen/Audi.

39. WHEN DID THE COURTS DECIDE WHETHER TO APPROVE THE SETTLEMENT?

The Superior Court of Québec held a Settlement approval hearing in Montreal on March 22, 2017.

The Ontario Superior Court of Justice held a Settlement approval hearing in Toronto on March 31, 2017.

At these hearings, the Courts considered whether the Settlement is fair, reasonable and adequate. The Courts heard from Class Counsel and objectors who appeared in person and considered the written objections that had been delivered. Following the hearings, on April 21, 2017, the Courts each released an order approving the Settlement as fair and reasonable. Each Court delivered written reason for its decision approving the Settlement.

40. I STARTED AN INDIVIDUAL/JOINDER/CLASS ACTION LAWSUIT AGAINST VOLKSWAGEN/AUDI, CAN I PROCEED WITH THAT ACTION?

If you timely and validly opted out of the Settlement, you are not a Settlement Class

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Member and you retain the right to sue Volkswagen / Audi for the claims resolved by the Settlement. The Opt Out Administrator determined that only 36 of the 128 Opt-Out Requests received were timely and valid. Those persons who submitted an Opt-Out Request will receive written notice from the Opt Out Administrator by email or Canada Post mail advising whether or not their request was timely and valid.

If you did not timely and validly opt out of the Settlement, you are a Settlement Class Member and you have given up the right to sue Volkswagen / Audi for the claims resolved by the Settlement. If you reside in a province/territory other than Québec and already have an action (other than these Class Actions) pending against Volkswagen/Audi relating to the same facts underlying the claims resolved by the Settlement, you must now take steps to bring the action to an end, with prejudice where available

If you reside in Québec and have an action (other than these Class Actions) pending against Volkswagen/Audi relating to the same facts underlying the claims being resolved by the Settlement, you are considered as having opted out of the Settlement unless you discontinued the litigation by **March 4, 2017**. You can proceed with that action. See [Question 41](#) if you want to opt back in the Settlement.

41. I STARTED AN INDIVIDUAL/JOINDER/CLASS ACTION LAWSUIT AGAINST VOLKSWAGEN/AUDI, WHAT DO I NEED TO DO TO PARTICIPATE IN THE SETTLEMENT?

If you did not timely and validly opt out of the Settlement, you are a Settlement Class Member and you have given up the right to sue Volkswagen / Audi for the claims resolved by the Settlement. If you reside in a province/territory other than Québec and already have an action (other than these Class Actions) pending against Volkswagen/Audi relating to the same facts underlying the claims resolved by the Settlement, you must now take steps to bring the action to an end, with prejudice where available. You will also need to submit your claim for settlement benefits as outlined in these FAQ before the **September 1, 2018** deadline.

If you reside in Québec and commenced an individual or joinder proceeding outside of Québec before **March 5, 2017** against Volkswagen/Audi relating to the same facts underlying the claims being resolved by the Settlement, and that proceeding remained in effect as of **March 5, 2017**, you may submit a claim under the Settlement and, upon proof of filing of a discontinuance of the proceeding, be deemed to have elected to opt back into the Settlement Class.

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42. CAN I PARTICIPATE IN THE SETTLEMENT IF I RECEIVED THE OWNER CREDIT PACKAGE?

Yes. The Owner Credit Package is separate from the Settlement. Receipt of the Owner Credit Package is not determinative of and does not affect eligibility for the Settlement. In addition, if you are eligible for benefits from the Settlement, your benefits will be unaffected by your participation in the Owner Credit Package program.

43. WHO IS MY LAWYER (CLASS COUNSEL)?

The law firms representing all Settlement Class Members are listed below:

Sutts, Strosberg LLP (Co-Lead Counsel) 600-251 Goyeau St. Windsor, ON N9A 6V4	Siskinds LLP (Co-Lead Counsel) 302-100 Lombard St. Toronto, ON M5C 1M3	Belleau Lapointe LLP (Québec Class Counsel) 306 D'Youville Place (B-10) Montréal, QC H2Y 2B6
Roy O'Connor LLP 2300-200 Front St. W. Toronto, ON M5V 3K2	Koskie Minsky LLP 900-20 Queen St. W., Box 52 Toronto, ON M5H 3R3	Camp Fiorante Matthews Mogerman 400-856 Homer St. Vancouver, BC V6B 2W5
Rochon Genova LLP 900-121 Richmond St. W. Toronto, ON M5H 2K1	McKenzie Lake Lawyers LLP 1800-140 Fullarton St. London, ON N6A 5P2	Branch MacMaster LLP 1410-777 Hornby St. Vancouver, BC V6Z 1S4

You will not be charged for contacting these lawyers. Class Counsel can be reached by telephone at:

- Canadian residents except for Québec: 1-866-881-2292 or 1-844-425-2934; and
- Québec residents and French inquiries: 1-888-987-6701.

44. I RECEIVED SOLICITATION LETTERS FROM OTHER LAWYERS. DO I NEED TO HIRE MY OWN LAWYER TO PARTICIPATE IN THE SETTLEMENT?

No, it is not necessary to hire your own lawyer. You may contact any of the Class Counsel listed under [Question 43](#) to assist you in connection with the Settlement at no charge to you. Any fees paid to Class Counsel for their work will be paid by Volkswagen and will not affect your compensation from the Settlement. If, however, you choose to hire another lawyer to assist you with the Settlement, you will be solely and personally responsible for any fees charged by the lawyer of your choice.

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45. HOW WILL CLASS COUNSEL BE PAID?

In addition to the Settlement benefits described above, Volkswagen has agreed to pay the legal fees and costs of Class Counsel that are approved by the Courts. This means that eligible Settlement Class Members will receive 100% of the compensation available to them under this Settlement and their compensation will not be reduced by legal fees or costs.

CLAIMS PROCESS QUESTIONS

46. WHAT ARE THE NEXT STEPS NOW THAT THE SETTLEMENT IS APPROVED?

Starting on April 28, 2017, Canadian settlement class members and U.S. customers with affected 2.0L TDI vehicles that were first sold or leased in Canada may submit claims for benefits under the Settlement by way of an online portal at www.VWCanadaSettlement.ca or a paper claim form (available at www.VWCanadaSettlement.ca or by calling the Canadian Settlement Claims Centre at 1-888-670-4773).

If you believe you are included in the Settlement, you will have until September 1, 2018 to submit a complete and valid claim to obtain benefits.

You will be required to submit certain documents and information that are needed to determine your eligibility under the Settlement. Once that information is received, your claim will be reviewed for eligibility by the Claims Administrator and, if you are determined to be eligible, you will receive an offer for benefits. The offer will include information on what steps you need to take to receive those benefits.

47. WHAT SUPPORTING DOCUMENTS ARE NEEDED TO MAKE A CLAIM?

To submit a claim for benefits under the Settlement, you will need to provide the following information and supporting documents:

- Valid driver's license or other government-issued photo identification;
- Dates you owned or leased your vehicle; and
- Proof of vehicle ownership (in the case of an owned vehicle, a copy of the vehicle's registration certificate or bill of sale, and in the case of a vehicle leased from VW Credit Canada, Inc., a copy of the lease agreement).

Additional documentation may be required to verify your eligibility for benefits depending on the nature of your claim. Once your claim is submitted, the Claims Administrator will provide a list of all required documentation.

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48. WHAT IS A VIN AND HOW DO I FIND IT?

A VIN is a Vehicle Identification Number. It is a unique identification number for a vehicle. It contains a combination of 17 numbers and letters. You can find it on the province/territory vehicle registration, vehicle insurance card or the vehicle itself—either on the driver's side of the dashboard at the bottom of the windshield or on the driver's side door jamb. A VIN will never include the letter 'i' or 'o', but may include the number '1' or '0'.

49. WHAT ARE THE STEPS TO MAKE A CLAIM?

The claims process will take place in five steps.

At Step 1, based on information you provide through the online claims portal, paper claim form or by telephone, you will obtain information about your available options for benefits. You can proceed at your chosen pace. For example, if you are certain you would like a Buyback or Trade-In, you can immediately proceed to submitting the required documentation in Step 2 below. If you wish to take time to consider your options further before proceeding, you can pause the claims process at Step 1 and you will have until **September 1, 2018** to submit a complete and valid claim and, if eligible, until at least **December 30, 2018** to obtain your chosen benefit.

At Step 2, once you are ready to proceed with the claims process, you will submit a claim that contains certain information about your Eligible Vehicle along with required documentation, which varies depending on the benefits selected. Because the benefits require different documentation to be submitted, the claims process will prompt you to make an initial non-binding benefit selection that can later be changed, as described below. Once your claim is submitted, you become a claimant.

At Step 3, your eligibility to participate in this Settlement will be determined. An offer will be made to you if you are determined to be eligible.

At Step 4, if you received an offer for benefits, you can accept the offer and, if applicable, schedule an appointment at your preferred authorized dealership to execute your settlement transaction, subject to availability. If you change your mind about which benefits option you want, you can, at any point until 20 days before your appointment, go back to Step 2 and submit the required information or documentation to proceed with a different option. Such changes will affect how quickly the claims process can be completed.

At Step 5, you will obtain your chosen benefit in exchange for an individual release (see [Question 53](#)).

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50. WHAT IS THE DEADLINE FOR MAKING A CLAIM?

You will have until **September 1, 2018** to submit a complete and valid claim and, if eligible, until at least **December 30, 2018** to obtain your chosen benefit.

51. I RECEIVED MY OFFER LETTER. WHAT DO I DO?

To accept an offer for benefits, you must sign and complete your offer letter and the individual release, and then return both documents by uploading a copy to the online claims portal or mailing a copy to Volkswagen Class Action Administration, P.O. Box 7071, 31 Adelaide Street East, Toronto, ON M5C 3H2.

52. CAN I APPEAL DECISIONS MADE BY THE CLAIMS ADMINISTRATOR?

You may appeal decisions by the Claims Administrator of your ineligibility to receive benefits under the Settlement Agreement, or if you believe that your offer letter includes a miscategorization or calculation error of your benefits. If you wish to appeal your offer of benefits, **do not sign and return your offer letter**.

In order to initiate an appeal, you must first notify the Claims Administrator in writing within 10 days of the issuance of the decision that you are appealing. The Claims Administrator will deliver your appeal for review to Class Counsel lawyers and lawyers representing Volkswagen. You will be advised of the outcome of this review in writing. In the event that you are not satisfied with the outcome, you will have 30 days from this notice to advise the Claims Administrator in writing that you wish to appeal to the arbitrator. Class Counsel and Volkswagen will receive appeals to the arbitrator and have the opportunity to respond. The Claims Administrator will provide to the arbitrator all documents and responses to the appeal, and the arbitrator will render a final determination in writing within 30 days of receipt of the materials.

Please note that the requirements for submitting an appeal to the arbitrator include providing for payment of a \$150 filing fee. To satisfy this requirement, you may submit to the Claims Administrator a certified cheque or money order for the amount, or provide a signed written agreement that, if your appeal is denied by the arbitrator, you agree to a \$150 filing fee being deducted from your payment of settlement benefits. This fee will be reimbursed to you and/or not payable if your appeal is granted.

Notices of appeal to the Claims Administrator must include the following information:

- Your name, address, and telephone number;
- The VIN of your affected vehicle;
- Your claim reference number; and
- A brief statement explaining your reasons for appealing.

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You may send your notice of appeal by email to vw@ricepoint.com or by mail to Volkswagen Class Action Administration, P.O. Box 7071, 31 Adelaide Street East, Toronto, ON M5C 3H2.

For more information on the appeal process, see [section 6.7](#) of the [Settlement Agreement](#).

53. I HAVE ACCEPTED MY OFFER FOR BENEFITS. WHAT HAPPENS NEXT?

If you currently own or lease your Eligible Vehicle, the Claims Administrator will notify you after receiving your accepted offer and signed individual release that you may schedule your appointment for a Buyback, Trade-In, Early Lease Termination, or Surrender for Inoperability online at www.VWCanadaSettlement.ca or by calling the Canadian Settlement Claims Centre at 1-888-670-4773. If you select the Approved Emissions Modification, once you have been notified by the Claims Administrator, you may schedule an appointment with your preferred authorized dealership either by contacting them directly or, where available, using the online claims portal.

If you formerly owned or leased your Eligible Vehicle, the Claims Administrator will send your payment to you within 15 days of receiving your accepted offer and signed individual release.

54. WHEN WILL I RECEIVE MY PAYMENT FOR BENEFITS?

If you currently own or lease your Eligible Vehicle and choose a Buyback, Trade-In, Early Lease Termination or Surrender For Inoperability, you will receive any applicable payment by cheque at the dealership if you complete the transaction on the day of your appointment.

If you currently own or lease your Eligible Vehicle and choose to receive an Approved Emissions Modification, a cheque for the applicable payment amount will be mailed to you within 15 days of completing the modification (or a phase of the modification in the case of a model year 2015 vehicle). If you have already received the modification (or a phase of the modification in the case of a model year 2015 vehicle) at the time of submitting your claim, a cheque will be mailed to you within 15 days of receiving your accepted offer and signed individual release.

If you formerly owned or leased your Eligible Vehicle, the Claims Administrator will send your payment to you within 15 days of receiving your accepted offer and signed individual release.

55. WHAT DO I DO IF I HAVE MORE THAN ONE ELIGIBLE VEHICLE?

If you have more than one Eligible Vehicle, you may submit a claim for each of them. You do not need to submit each claim at the same time. However, all claims for Eligible

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Vehicles must be submitted before **September 1, 2018** (see [Question 46](#)).

56. WILL MY SETTLEMENT PAYMENT BE TAXED?

There is no intended tax effect to claimants from payments made pursuant to the Settlement Agreement, except as would apply to a vehicle trade-in in the ordinary course of business (see [Question 18](#)). You are encouraged to consult a tax advisor for assistance regarding any tax ramifications of the Settlement for your particular circumstances.

57. CAN I CHANGE MY MIND ABOUT THE BENEFITS I CHOOSE?

Yes. Claimants choosing a Buyback, Trade-In, Early Lease Termination, Approved Emissions Modification or Surrender For Inoperability can change their choice of benefits until 20 days prior to their appointment for the transaction. Certain exceptions apply, please refer to [Section 6.3](#) of the [Settlement Agreement](#) for details.

Changing the selection of benefits will affect the timing for receiving a benefit and may require the submission of additional documentation to the Claims Administrator to verify eligibility for the alternative benefit.

58. WILL MY OUT-OF-POCKET COSTS TO GET MY VEHICLE TO A VOLKSWAGEN OR AUDI DEALERSHIP BE COVERED?

No. Claimants who choose a Buyback, Trade-In, Early Lease Termination, Approved Emissions Modification, or Surrender For Inoperability, must bring their vehicle to their preferred authorized dealership at their own expense.

59. CAN VOLKSWAGEN OFFER ME ANY OTHER INCENTIVES?

Yes. Under the terms of the Settlement, your preferred authorized dealership is able to offer you incentives, such as special offers to reduce the price on a future Volkswagen or Audi purchase.

60. HOW DO I KNOW IF THERE IS A LIEN ON MY VEHICLE?

You can visit www.ppsa.ca to search for any outstanding liens on your vehicle in Canada. This is a private website and you will be charged a fee on top of the government disbursement associated with the search.

Alternatively, each Province and Territory has a tool that allows you to search for any outstanding liens on your vehicle. You can find more information by visiting the websites

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below:

Province/Territory	Website
Alberta	http://www.servicealberta.gov.ab.ca/find-registrations.cfm
British Columbia	https://www.bconline.gov.bc.ca/
Manitoba	https://www.tprmb.ca/ppr/actions/mainPageInitAction
New Brunswick	https://pprs.acol.ca/lc/index.do
Newfoundland and Labrador	
Northwest Territories	
Nova Scotia	
Nunavut	
Prince Edward Island	
Yukon	
Ontario	
Quebec	https://www.rdprm.gouv.qc.ca
Saskatchewan	https://www.isc.ca/SPPR/Pages/default.aspx

61. WHAT IS THE PRE-APPOINTMENT CONFIRMATION CALL?

If you choose a Buyback, Trade-In, Early Lease Termination or Surrender For Inoperability, you will receive a telephone call from the Claims Administrator that will take place no more than 20 days prior to your scheduled appointment for your transaction. Please provide a telephone number where you are easy to reach and make yourself available for the call in order to provide your vehicle's mileage at that time. Your appointment cannot proceed without this call.

If you choose a Buyback or Trade-In, the Claims Administrator will use your updated mileage information from the pre-appointment confirmation call to calculate your Vehicle Value (see [Question 19](#)) and, if applicable, Fair Market Value (see [Question 20](#)).

If you choose an Early Lease Termination, the Claims Administrator will use your updated mileage information from the pre-appointment confirmation call to determine any fee for excess mileage that applies for kilometres driven beyond the total mileage allowed under the full term of your lease agreement based on the charge in your lease agreement for any such kilometres (see also [Question 22](#)).

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Please note that driving your vehicle more than 2,000 km between your pre-appointment confirmation call and your appointment may result in a reduction in Vehicle Value and Fair Market Value, or an increased excess mileage fee, as applicable.

62. HOW AND WHEN CAN I SCHEDULE AN APPOINTMENT FOR A BUYBACK OR TRADE-IN?

The claims program will begin on **April 28, 2017**. After submitting a claim for a Buyback/Trade-In and accepting your offer (see [Question 53](#)), you may schedule your appointment with your preferred authorized dealership online at www.VWCanadaSettlement.ca or by calling the Canadian Settlement Claims Centre at 1-888-670-4773. While the timing of appointments will depend upon the availability of your preferred authorized dealership, you will be offered an appointment within 120 days of returning your offer.

63. IF I CHOOSE A TRADE-IN, CAN I TRADE MY AUDI VEHICLE FOR A VW VEHICLE? CAN I TRADE MY VW FOR AN AUDI VEHICLE?

Yes. You should schedule your Trade-In appointment at the authorized dealership where you intend to purchase your new or used replacement vehicle.

64. HOW AND WHEN CAN I SCHEDULE AN APPOINTMENT FOR EARLY LEASE TERMINATION?

The claims program will begin on **April 28, 2017**. After submitting a claim for Early Lease Termination and accepting your offer (see [Question 53](#)), you may schedule your appointment with your preferred authorized dealership online at www.VWCanadaSettlement.ca or by calling the Canadian Settlement Claims Centre at 1-888-670-4773. While the timing of appointments will depend upon the availability of your preferred authorized dealership, you will be offered an appointment within 60 days of returning your offer.

Please note that you are responsible for any fees for excess mileage, wear and use, and any other assessments owed under your lease agreement (see [Question 22](#)). During your pre-appointment confirmation call, you will be asked to provide your vehicle's mileage at that time (see [Question 60](#)). The Claims Administrator will use this information to determine any fee for excess mileage that applies for kilometres driven beyond the total mileage allowed under the full term of your lease agreement based on the charge in your lease agreement for any such kilometres.

65. DO I HAVE TO CHECK WITH VW CREDIT CANADA, INC. BEFORE TERMINATING MY LEASE?

No. You do, however, need to make a claim for Early Lease Termination under the Settlement.

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66. HOW AND WHEN CAN I SCHEDULE AN APPOINTMENT FOR A SURRENDER FOR INOPERABILITY?

The claims program will begin on **April 28, 2017**. After submitting a claim for a Surrender for Inoperability and accepting your offer (see [Question 53](#)), you may schedule your appointment with your preferred authorized dealership online at www.VWCanadaSettlement.ca or by calling the Canadian Settlement Claims Centre at 1-888-670-4773. While the timing of appointments will depend upon the availability of your preferred authorized dealership, you will be offered an appointment within 120 days of returning your offer.

Please note that you must bring your vehicle to your preferred authorized dealership at your own expense.

67. HOW AND WHEN CAN I SCHEDULE AN APPOINTMENT FOR AN APPROVED EMISSIONS MODIFICATION?

The claims program will begin on **April 28, 2017**.

If your vehicle is a 2015 model, after submitting a claim for an Approved Emissions Modification and accepting your offer (see [Question 53](#)), you may schedule an appointment with your preferred authorized dealership either by contacting them directly or, where available, using the online claims portal. While the timing of appointments will depend upon the availability of your preferred authorized dealership, you will be offered an appointment within 120 days of returning your offer.

If your vehicle is a 2014 or earlier model, you may submit a claim for an Approved Emissions Modification. You will not receive an offer unless an emissions modification for your vehicle is approved by regulators. If you do not want to wait for an offer, other eligible benefits may be available to you right away. In addition, if there is no Approved Emissions Modification available for your vehicle by June 15, 2017, you may qualify for Loan Forgiveness if you are eligible for and select the Buyback or Trade-In option (see [Question 26](#)). After receiving and accepting your offer (see [Question 53](#)), you may schedule an appointment with your preferred authorized dealership either by contacting them directly or, where available, using the online claims portal. While the timing of appointments will depend upon the availability of your preferred authorized dealership, you will be offered an appointment within 120 days of returning your offer. In the event that there is no Approved Emissions Modification for your vehicle by **June 15, 2018**, additional benefits may become available for you (see [Question 31](#)).

68. HOW DO I GET MORE INFORMATION?

The FAQ on this website provides only a summary of some of the terms of the Settlement Agreement. To the extent that there is any conflict between the information provided in the FAQ and the Settlement Agreement, the Settlement Agreement controls.

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To get more detailed information about the options and benefits available in the Settlement, you can review the [Settlement Agreement](#) and call the Canadian Settlement Claims Centre at 1-888-670-4773. In addition, you can register [here](#) to receive updates about the status of the Settlement.