

Dear VW/Audi 2L Customer,

Re: Important Notice Regarding Claims Deadline in the Volkswagen/Audi 2.0-Litre TDI (Diesel) Emissions Settlement in Canada

You are receiving this notice because you may be eligible to receive benefits under the Volkswagen/Audi 2.0-Litre Diesel Emissions Class Action Settlement in Canada, but have not yet completed a claim and received your benefits.

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

September 1, 2018 – Claims Submission Deadline: This is the deadline to submit a complete and valid claim, including all required documents.

You must submit your claim, including all required documents, online via the Online Claims Portal or by mail using the Paper Claim Form by September 1, 2018.

Your claim must include all requested information and documentation. If you register on the Online Claims Portal or by mail using the Paper Claim Form but do not submit the required documents by September 1, 2018, your claim will be deemed ineligible.

The Online Claims Portal is the most efficient way for you to submit your claim and required documents.

A claim will not be considered submitted until all required documentation is received by the Claims Administrator. All documents that you submit must be clear and legible. Common mistakes in completing a claim submission that lead to delays in approval of the claim include the following:

- Missing or incorrect information (e.g., Name or VIN are missing or do not match between claim submission and documentation provided)
- Documents are incorrect (e.g., does not demonstrate proof of purchase, incorrect Repair Order provided, etc.), portions of documents are cut-off, or documents are scanned in a way that makes them too small or blurry to read
- Government ID is expired
- Required information for co-owner/lessee is missing
- Claim is submitted for wrong eligibility category (e.g., Eligible Owner instead of Eligible Purchaser)

Because different remedy elections (e.g., Buyback, Buyback With Trade-In, Early Lease Termination, Surrender for Inoperability, or Approved Emissions Modification) require different documents, we encourage you to select your desired remedy in advance of September 1, 2018. To ensure that you have submitted the appropriate documents for your selected remedy and that you have time to correct any document deficiencies, we recommend that you submit your documents by August 1, 2018, or earlier if possible.

If you create a claim through the Online Claims Portal and choose to mail documents, you must select “Mail” and “Submit” in the Online Claims Portal and postmark the documents by September 1, 2018 or you will be considered late and lose your rights. You should also keep proof of the date you mailed your documents.

December 30, 2018 – Claims Period Deadline: This is the deadline to complete a Buyback, Buyback With Trade-In, Early Lease Termination, Surrender for Inoperability, or Approved Emissions Modification. The 2.0-Litre Settlement Program will end on December 30, 2018, and you must obtain your selected benefit by that date.

Once your submitted documents are reviewed and the Claims Administrator determines your eligibility to participate in the settlement, an offer letter will be generated and provided to you. To receive your benefits, you must sign the offer letter and return it to the Claims Administrator via the Online Claims Portal, mail, or courier. If the Claims Administrator determines your offer letter is complete with the required signatures, you will receive notification of that acceptance.

If you select a Buyback, Buyback With Trade-In, Early Lease Termination, or Surrender for Inoperability as your remedy, you will then be able to schedule your closing appointment via the Online Claims Portal or by calling the Canadian Settlement Claims Centre at 1-888-670-4773. 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. We anticipate that there will be a large volume of claims submitted prior to the closing of the Settlement Program. For this reason, regardless of the remedy you choose, we strongly encourage you to submit your signed offer letter for review no later than November 1, 2018, or earlier if possible. **Submitting your signed offer letter after November 1, 2018 increases the risk that your offer letter will not be reviewed and approved in time for you to schedule and complete a Buyback, Buyback With Trade-In, Early Lease Termination, Surrender for Inoperability or Approved Emissions Modification prior to the end of the Settlement Program on December 30, 2018.**

Further, if you delay scheduling your closing appointment, we cannot guarantee closing appointment availability on the date and time and at the Authorized Dealership you desire, particularly given the December holidays. The Claims Administrator will be unable to accommodate you if you are unable to find an available appointment due to delay in scheduling. Additionally, if you do not have all of the required paperwork at your closing appointment, you 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 2.0-Litre Settlement Program.**

If you have any questions related to the Volkswagen/Audi 2.0-Litre TDI (Diesel) Emissions Settlement in Canada, please visit www.VWCanadaSettlement.ca or contact the Canadian Settlement Claims Centre by calling 1-888-670-4773.

RECEIPT OF THIS EMAIL DOES NOT MEAN THAT YOU ARE A SETTLEMENT CLASS MEMBER OR THAT YOU ARE ENTITLED TO RECEIVE SETTLEMENT BENEFITS. SETTLEMENT CLASS MEMBERS WHO DO NOT SUBMIT A TIMELY CLAIM WILL NOT RECEIVE ANY SETTLEMENT BENEFITS. IF YOU ARE A SETTLEMENT CLASS MEMBER, YOU ARE BOUND BY THE SETTLEMENT UNLESS YOU PREVIOUSLY OPTED OUT.