

VERY IMPORTANT INFORMATION. PLEASE READ THIS FULL DOCUMENT TO UNDERSTAND THE DEADLINES ASSOCIATED WITH PARTICIPATION IN THE 3.0-LITRE SETTLEMENT PROGRAM AND RECEIPT OF BENEFITS.

Dear VW/Audi/Porsche 3.0L Customer,

Re: Important Notice Regarding Claims Deadlines in the Volkswagen/Audi/Porsche 3.0-Litre Diesel Emissions Settlement in Canada

You are receiving this notice because you may be eligible to receive benefits under the Volkswagen/Audi/Porsche 3.0-Litre Diesel Emissions Class Action Settlement in Canada, but have not yet completed a claim and received your benefits.

MAY 31, 2019

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 May 31, 2019.

1. 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 May 31, 2019, 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 or that could result in your claim being deemed ineligible, include the following.

COMMON MISTAKES IN COMPLETING A CLAIM SUBMISSION

- 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)
- The documents are uploaded onto the Online Claims Portal, but are not then submitted by

pressing the “Submit” button

2. Don't wait until the last minute to choose your benefit. Because the different types of benefit you may choose require different supporting documents, we encourage you to select your desired remedy in advance of May 31, 2019. 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 April 30, 2019, or earlier if possible.

3. Not comfortable with uploading documents electronically? 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 May 31, 2019 or you will be considered late and lose your rights. You should also keep proof of the date you mailed your documents.

AUGUST 31, 2019

Claims Period Deadline

This is the deadline to complete a Buyback, Buyback With Trade-In, Early Lease Termination, Surrender for Inoperability, Reduced Emissions Modification, or Emissions Compliant Repair. The 3.0-Litre Settlement Program will end on August 31, 2019, and you must have obtained 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 and release will be generated and provided to you. To receive your benefits, you must:

1. **sign the offer letter and the release.** Please read the instructions in the offer letter carefully: your signature must be witnessed and each page of both documents must bear your initials;
2. **return the offer letter and the release to the Claims Administrator** via the Online Claims Portal, mail, or courier. If the Claims Administrator determines your offer letter and release are complete with the required signatures, you will receive notification of that acceptance;
3. **schedule your appointment.** Below is important information on how to proceed depending on your vehicle; and
4. **complete your appointment** before August 31, 2019.

3.0L Generation One Vehicles:

Scheduling an appointment for the Reduced Emissions Modification. If you elect to keep your vehicle and receive a Reduced Emissions Modification, you must schedule your service appointment directly with a Volkswagen or Audi Dealer and complete the Reduced Emissions Modification by August 31, 2019. So long as you return your signed offer letter and release, you can schedule and complete your appointment right now and don't have to wait until the Claims Administrator confirms acceptance of your signed offer letter and release. **Please read the box below.**

Scheduling an appointment for all other types of remedy. If you select a Buyback, Buyback With Trade-In, Early Lease Termination, or Surrender for Inoperability as your remedy, you must wait until the Claims Administrator confirms acceptance of your signed offer letter and release. You must then schedule your closing appointment via the Online Claims Portal or by calling the Canadian Settlement Claims Centre at 1-888-670-4773. You have to schedule your appointment before **August 1, 2019**. **Please read the box below.**

DON'T WAIT UNTIL THE LAST MINUTE: YOU MAY LOSE RIGHTS!

1. Submit your signed offer and release. 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 and release for review no later than July 1, 2019, or earlier if possible. **Submitting your signed offer letter and release after July 1, 2019 increases the risk that these documents 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 Reduced Emissions Modification prior to the end of the Settlement Program on August 31, 2019.**

2. Schedule your appointment. If you select a Buyback, Buyback With Trade-In, Early Lease Termination, or Surrender for Inoperability as your remedy, **the deadline to schedule a closing appointment for the last week of the Settlement Program is August 1, 2019**. You are strongly encouraged to book your closing appointment well in advance of August 1, 2019. The Claims Administrator requires 25 days to coordinate with the applicable dealership, confirm your vehicle mileage with you on the pre-surrender call 20 days before the appointment, and arrange for the relevant documents and cheque to be sent to your chosen dealership. If you do not schedule a closing appointment by August 1, 2019, the Claims Administrator will not be able to book an appointment for you before the Claims Period Deadline. **If that happens, you will need to switch your benefit to the Reduced Emissions Modification, book an appointment directly with your preferred dealership, and obtain the recall on your vehicle before the August 31, 2019 deadline or you will not receive benefits under the 3.0-Litre Settlement Program.**

3. Waiting will likely limit your options. 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. 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 3.0-Litre Settlement Program.**

3.0L Generation Two Vehicles:

To receive the Emissions Compliant Repair for Generation 2 vehicles, you must schedule your service appointment directly with a Volkswagen, Audi or Porsche Dealer and complete the Emissions Compliant Repair by August 31, 2019. So long as you submit your signed offer letter and release, you can schedule and complete your repair right now and don't have to wait until the Claims Administrator confirms acceptance of your signed offer letter and release. **Please read the box below.**

DON'T WAIT UNTIL THE LAST MINUTE: YOU MAY LOSE RIGHTS!

1. Submit your signed offer and release. We anticipate that there will be a large volume of claims submitted prior to the closing of the Settlement Program. For this reason we strongly encourage you to submit your signed offer letter and release for review no later than July 1, 2019, or earlier if possible. **Submitting your signed offer letter and release after July 1, 2019 increases the risk that these documents will not be reviewed and approved in time prior to the end of the Settlement Program on August 31, 2019.**

2. Schedule your appointment. If you delay scheduling your closing appointment, we cannot guarantee availability on the date and time and at the Authorized Dealership you desire. The Claims Administrator will be unable to accommodate you if you are unable to find an available appointment due to delay in scheduling.

If you have any questions related to the Volkswagen/Audi/Porsche 3.0-Litre 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 AND COMPLETE CLAIM AND COMPLETE THE REQUIRED APPOINTMENT IN ADVANCE OF THE APPLICABLE DEADLINES WILL NOT RECEIVE ANY SETTLEMENT BENEFITS. IF YOU ARE A SETTLEMENT CLASS MEMBER, YOU ARE BOUND BY THE SETTLEMENT UNLESS YOU PREVIOUSLY OPTED OUT.