



TDI Diesels



IMPORTANT INFORMATION

For purchasing TDI Diesel vehicles

Please review the applicable important information below before purchasing Volkswagen and Audi TDI Diesel vehicles from Volkswagen Group of America and Audi of America.

For questions, contact TDI Dealer Support at 1-844-DLR-SPRT (1-844-357-7778).



**Franchised VW and Audi dealers
purchasing from TDI Direct sites**

**All dealers purchasing from ADESA.com
or ADESA auction locations**

APPROVED EMISSIONS MODIFICATIONS

- The vehicle has not had the Approved Emissions Modification (AEM) completed at the time of purchase.
 - The purchasing franchise dealer must complete the AEM, submit the warranty claim and complete the InForm Tool process in order to be paid for the modification work.
 - All open recalls must be completed prior to the retail sale of the vehicle.
 - All disclosure documents must be provided to the retail customer, and the TDI Advertising and Communication Guidelines must be followed.
- The vehicle has had the Approved Emissions Modification (AEM) completed at time of offering.
 - The warranty claim and InForm Tool process have been completed during the pre-sale process.
 - All open recalls have been completed before the vehicle is offered for sale at the physical auction.
 - All disclosure documents must be provided to the retail customer. These documents include: the new EPA label, found on the rear driver's side window; the AEM booklet and the two disclosure letters found in the glovebox of the vehicle.

VEHICLE SALES

- The TDI Direct sites are closed sales for franchise dealers only.
 - The franchise dealer who has facilitated the return of the customer repurchase has the first option to buy vehicle. If the dealer declines, the vehicle is then open to all VW and Audi franchise dealers.
 - Please be aware of the storage location listed for the vehicle. The vehicle may have been moved to a storage site which is not located near your dealership. The vehicle's location will be clearly noted on the TDI Direct sites.
 - Vehicles may be offered as they arrive on the grounding dealer's lot or while they are in storage locations.
 - Vehicles have not been through any reconditioning processes.
- Sale offerings at ADESA physical auction sites are open to all wholesale buyers.
 - Vehicles are present at the physical auction site. They may be offered online via ADESA.com and/or in the physical lane at the individual auction sites.
 - Vehicles that are sent to physical auctions will be offered at ADESA auction locations.
 - Vehicles have been through the auction reconditioning process.



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HOW TO PURCHASE

- VW dealers can purchase vehicles directly by visiting www.vwtdirect.com. To register for the site, please visit www.volkswagendirect.com and click **'Register Now'**.
- Audi dealers can purchase vehicles directly by visiting www.auditdirect.com. To register for the site, please visit www.auditdirect.com and click **'Register Now'**.
- VW and Audi franchise dealers will use the same log in for the TDI Direct sites as they currently use for the VW & Audi Direct sites.
- To update the email address being used or to opt in or opt out of notifications of vehicle sale offerings, please sign into the TDI Direct sites and visit the **'My Account'** page.
- Franchise dealers are able to utilize their floor plan line for purchases. Dealers who want to apply for a floor plan line with Volkswagen Credit or Audi Financial Services should contact their Region Risk Manager or Region BDM.
- Vehicles may be offered online on ADESA.com or in-lane at ADESA auction locations.
- To register as a buyer, please visit: <https://buy.adesa.com/openauction/registration.htm#step1>.
- Dealers interested in utilizing a floorplan account to finance their ADESA auction purchases, please download, complete and submit the Floorplan Partnership Request at: <http://images.adesa.com/publicweb/dealer-registration-forms/141119-Floorplan-Partnership-Request.pdf>.

TRANSPORTATION

- Purchasers are required to use CarsArrive as their transportation carrier. The purchasing dealer is responsible for payment to CarsArrive.
- For dealer inquiries on the transportation status of vehicles purchased from the TDI Direct site, please contact CarsArrive at **866-209-1794** option 1 or transportationcs@carsarrive.com.
- Purchasing dealer is responsible to arrange and pay for their own transportation.



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TITLE

- The purchasing dealer must complete the AEM, submit the SAGA warranty claim and complete the InForm Tool process in order to receive a title for the vehicle.
- Title availability for purchased vehicles may be delayed up to 75 days.
- Purchasing dealers are unable to arbitrate solely for title delay until day 76.
- The vehicle title is present at the time of offering for sale.

ARBITRATION

- Purchasing dealers are unable to arbitrate solely for title delay until day 76.
- Arbitration requests are submitted through www.vwtdirect.com or auditdirect.com.
- Arbitration requests are available up to 14 days post-purchase.
- Arbitration requests are handled by Bravo Remarketing Auburn Hills Team: TDIArbitrations@vwcredit.com or TDIArbitrations@audifs.com.

WARRANTY

- VW: To check the terms of any applicable emissions warranty, or to verify AEM completion on an individual VIN, please visit <http://www.vw.com/owners-recalls> or contact VW Customer Care at **800-822-8987**.
- Audi: To check the terms of any applicable emissions warranty, or to verify AEM completion on an individual VIN, please visit <http://www.audiusa.com/recalls> or contact Audi Customer Support at **800-822-2834**.
- VW: To check the terms of any applicable emissions warranty, or to verify AEM completion on an individual VIN, please visit <http://www.vw.com/owners-recalls> or contact VW Customer Care at **800-822-8987**.
- Audi: To check the terms of any applicable emissions warranty, or to verify AEM completion on an individual VIN, please visit <http://www.audiusa.com/recalls> or contact Audi Customer Support at **800-822-2834**.



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