

VW Credit, Inc.

BUY WITH CONFIDENCE

Before we sell each car, it is:

- fully inspected by trained auction personnel
- operationally checked for mechanical soundness
- thoroughly cleaned & detailed
- mileage-verified to warranty repair and service records
- re-inspected by Volkswagen Credit/AFS representative
- fully disclosed with regard to major option content and known, hidden conditions
- supported by our arbitration policy

If selected for Pre-Qualification, a car must:

- be 100% operationally sound and backed by our Auction Team
- have less than 60,000 miles
- be less than 5 years old
- pass a vigorous, multi-point, brand-based inspection
- be repaired with genuine VW or Audi parts, as required

Read and listen to all announcements carefully, as our intention is to accurately represent every vehicle. We tell you as much as we know about each car so that you will be satisfied with your purchase. Remember, however, these cars are pre-driven, and each one is unique.

*Your Volkswagen Credit | Audi Financial
Services selling team - - -*

Corporate: Dave Sutton, Eric Stephens,
Paul Hickman, Mary Ochalek

Field Sales: Peter Craig, Bill Norling, Chuck Porter,
Bill Giffen, Dave Siebert, Todd Kaitis,
Chris Haraburda

Technical Support: Jim Blaschak, John Mercier,
Luben Mitevski

ARBITRATION

Items that CAN be arbitrated

Until the close of business on sale day, or prior to vehicle exit from auction premises, whichever occurs first:

Undisclosed "PPW" (previous paint and/or body repair) on current and one year old vehicles.

Up to seven calendar days from the original sale date:

Any single material defect that exceeds \$500 per item in repair costs that was not disclosed (or visible) at the time of sale.

Undisclosed inoperative odometers, or undisclosed odometer reading discrepancies.

Undisclosed frame damage (existing or previously repaired).

Undisclosed flood damage.

Items that CANNOT be arbitrated

Any defect that was visible or disclosed at the time of sale.

Any defect that does not exceed \$500 per item to repair.

Any defect the repair of which is covered under warranty.

Any vehicle sold "AS-IS" (except for undisclosed odometer discrepancies, frame or flood damage).

Any condition reported by a vehicle information service not substantiated.

General

It is the buyer's responsibility to inspect his purchased vehicles prior to exiting the auction. All sale day arbitrations must be handled through the respective auction's arbitration office. For vehicles removed from the auction, contact Auction Technical Support at 888-216-3375. Emissions compliance is the responsibility of the buyer.

VWC/AFS Remarketing arbitration policy may supersede those of the selling auction.

Buyer is responsible for any costs incurred prior to arbitration, including transportation.

All arbitrations will be based on manufacturer repair times and suggested retail prices.

Volkswagen Credit/Audi Financial Services
Remarketing Toll-free number: 888-216-3375
Email: AuctionCommunications@vwcredit.com