

**Matthias Müller**  
Chief Executive Officer  
Volkswagen Aktiengesellschaft  
Berliner Ring 2  
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Germany

Ref.: BEUC-X-2015-092

02 October 2015

**RE: European consumer groups demand response from Volkswagen Group**

Dear Mr. Müller,

We are writing to you on behalf of BEUC, The European Consumer Organisation, which represents 41 national consumer organisations from 31 European countries. We are aware that you and your colleagues may also be contacted by our member associations, at a national level.

BEUC and its members are deeply concerned about the possible impacts (including financial implications) for consumers of the alarming and deeply disappointing use of 'defeat devices' installed in certain Volkswagen Group vehicles (including Volkswagen, Seat, Audi and Skoda brands) in order to lower the emissions of air pollutants during official emissions tests.

We now call on Volkswagen to do the following:

- Stop immediately the distribution and sale of any vehicles that have been equipped with the 'defeat devices' across Europe;
- Fully disclose which specific vehicles have had the 'defeat devices' installed in Europe;
- Ensure that a full recall of the vehicles affected in Europe will be communicated in a consistent and transparent way to the owners, providing a full and detailed information on the nature, content and purpose of the technical analysis and modifications to be made and on their aftermath and effects on the performance, safety and standard requirement (namely the ones on gas emissions) of the vehicles concerned;
- In relation to these technical interventions, ensure that the owners of vehicles which are recalled are not only exempted from any costs related to the alterations or repair work that would be needed to meet standards set out in marketing material, the contract or required under law, but also adequately compensated in case the necessary technical intervention would produce a negative impact on the performance of the cars (e.g. the fuel consumption performance); in parallel, ensure that a courtesy car is provided to owners whilst any alterations or repair work are carried out;

- Offer in any case timely financial compensation for any damages caused by or related to the 'defeat devices' installed in vehicles purchased by consumers – including the depreciation of the value of the affected vehicles;
- Ensure that any alterations or repair work conducted on affected cars will result in the emissions performance matching EU emissions limits based on real world performance, or, where lower, the advertised emission levels for the relevant vehicle;
- Ensure the fulfillment of any other consumer claim based on consumer sales law, including cancellation and repayment of the purchase price or proportionate reduction of the purchase price and damages for any loss.

The items listed in this call are preliminary and do not preclude any further request that we or our members may raise towards VW.

In case legal actions, both individual and collective (namely on the initiative of consumers' organisations), were initiated in connection with these facts, we hope that you take an open and constructive attitude in order to find satisfactory and fair solutions.

We are confident that this serious episode is an opportunity to accelerate the introduction of new parameter measurement systems in fuel consumption and emissions (CO<sub>2</sub>) of vehicles in Europe, which we know is actually totally unreliable, as demonstrated by laboratory tests carried out recently also from members BEUC (inclusive of VW cars). We are also confident that VW will agree and engage in this direction.

This whole episode concerning the use of 'defeat devices' has caused a great deal of alarm, anger and confusion amongst consumers, many of whom have bought Volkswagen diesel vehicles based on the environmental claims made in promotional materials. We believe that a prompt response addressing our concerns is critical in ensuring scope for regaining trust amongst consumers from across Europe. We hope very much that Volkswagen takes our concerns seriously and engages in the necessary action required to resolve these issues. We expect to hear back from you by October 8 at the very latest.

Please note that this initiative is coordinated internationally with our sister organisation, Consumers International, the Global Voice for Consumers.

Yours sincerely,

Örjan Brinkmann  
President

Monique Goyens  
Director General

## Executive members



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