

Mr Matthias Müller
Chief Executive Officer
Volkswagen Aktiengesellschaft
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Ref.: BEUC-L-2015-368/MGO/rs

29 October 2015

RE: Response to your letter received on October 20 – request to meet

Dear Mr. Müller,

Firstly, thank you for responding to our letter that we sent you on 2nd October 2015. We appreciate you taking the time to outline your position. However, we also believe that further clarity is needed in order to adequately inform consumers about the current state of affairs concerning the use of the defeat devices and the ensuing recall of affected vehicles.

Specifically, we would like to raise the following questions with you in relation to the information included in your letter and other information detailed on the Volkswagen Group website and in media reports:

- We understand that the German Federal Motor Transport Authority (KBA) has ordered the Volkswagen Group to issue a recall of all affected Volkswagen vehicles. This compulsory recall is valid in Germany, but not for all other European countries. We understand that you intend to recall all affected cars throughout Europe. In this respect, we would like to know how the recall will be conducted and how the Volkswagen group cooperates with the competent authorities in other European countries, in particular, whether the Volkswagen group intends to submit written recall plans to the respective authorities.
- We note that neither your letter nor any information available on the Volkswagen Group website mentions anything about compensation for owners of affected vehicles and hence we would highlight again our call included in the letter of October 2 and would appreciate your response in this regard.
- Media reports suggest that the Volkswagen Group has issued a halt of sales of affected vehicles. Could you please confirm that this is the case and outline how this is being implemented? (i.e. is the halt of sales immediate/does this concern all European countries?)

.../...

- As you say in your letter, it is important that the Volkswagen Group's response to this situation is fully transparent. We agree with you, and think it is important that your plan of measures and timetable (and/or the final version agreed with the KBA) is made publically available. Will the Volkswagen Group ensure this is the case and by when will the plan and timetable be available?
- Can you confirm that webpages (for each brand concerned) developed for the purpose of allowing consumers to find out if their vehicle has been affected are available in each and every European country as well as information provided in the languages spoken in the respective countries? Furthermore, we would suggest that a dedicated webpage on the main Volkswagen Group website should store all the links to each national website – allowing for a convenient 'one-stop-shop' for consumers to find out information about their vehicles.
- Further to the recommendation we outlined in our previous letter, can you confirm that a courtesy car will be provided to all consumers whose vehicles are recalled?

On behalf of our 40 member organisations from across the EU, which are currently advising and supporting affected consumers with information and legal assistance, we suggest to meet with you at your earliest convenience to discuss consumer concerns and the measures that would best fit to achieve your goal, the regaining of European's consumer trust. We respectfully expect that you are open to such a meeting and look forward to your prompt response.

Yours sincerely,

Örjan Brinkmann
President

Monique Goyens
Director General