

Authority for
Consumers & Markets



COMMISSION EUROPÉENNE
DIRECTION GÉNÉRALE
JUSTICE et CONSOMMATEURS

Brussels, June 2018

Mr. Ch. S. Klitz
Volkswagen Aktiengesellschaft
Group EU Representation/VGS
Rue Archimède 25
B-1000 Brussels

Dear Mr Klitz,

With this letter, the Consumer Protection Cooperation (CPC) Authorities inform the Volkswagen group (hereafter: Volkswagen) about their final assessment of how Volkswagen addressed the concerns expressed in their common position of September 2017.

CPC Authorities, under the lead of the Netherlands Authority for Consumers and Markets (ACM), and with the facilitation of the European Commission, referred to the repair and guarantee of the diesel cars owned by consumers residing in the European Union and affected by the use of the non-authorized defeat software

In response to the CPC Common position, Volkswagen committed to continue to offer the technical update measure in 2018 for free and to improve the information provided to consumers. These two commitments have been implemented. In particular, the information on the diesel issue on the websites of the different brands in all EU28 member states is now clearer and easier to find. However, Volkswagen has not implemented all of the suggested changes yet (see attached documents).

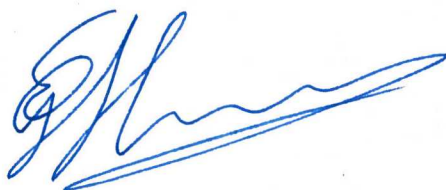
In addition, CPC Authorities regret that Volkswagen has not agreed with their request to improve the legal position of consumers by providing a clear and full guarantee that the update is not affecting the cars' performance and refuses to simplify the conditions giving access to the Trust Building Measure. This information will be communicated publicly in a couple of weeks, unless Volkswagen informs CPC Authorities that it intends to take more steps to improve the situation for consumers before 10 working days of the sending of this letter.

The detailed assessment, which is going to be published, is attached.

Sincerely,


Ms Tiina ASTOLA

Director General, DG Justice and Consumers



Mr Evert Jan HUMMELEN

Acting Director Consumers, Netherlands Authority for Consumers and Markets