

VOLKSWAGEN

AKTIENGESELLSCHAFT

GROUP EU REPRESENTATION / VIB

Tiina Astola
Director General,
Consumers and Justice
European Commission

Evert van Hummelen
Acting Director Consumers,
Netherlands Authority for Consumer and Markets

Christof-S. Klitz
Head of Office
Volkswagen Group
EU Representation
Rue Archimède 25
B-1000 Brussels

Brussels, 5 of July 2018

Dear Ms Astola,
Dear Mr. Hummelen,

Thank you very much for your letter from 25 of June as well as for sharing with us your preliminary final assessment of the Volkswagen Group's reaction to your Common Position and the following structural dialogue with the CPC-authorities.

CPC final Assessment

First, let me thank you for the constructive dialogue with the representatives from your DG and the representatives of the CPC authorities.

We are pleased to hear that the CPC authorities are satisfied with **the level of transparency and customer communication**. We are pleased to hear that our commitment to **offer the technical measure throughout the year EU-wide 2018 free of charge** has satisfied the CPC authorities.

Regarding the **Trust Building Measure**, we have communicated our legal position throughout the whole dialogue with the CPC representatives. We again regret to inform you that we cannot implement the changes proposed by the CPC authorities.

Further measures/ commitments of the Volkswagen Group

Regarding your offer to extend, possible measures from our side we would like to list the following comments to your letter:

Volkswagen will offer to **extend the service measure for free for customers until end of 2020**. This includes the brands Volkswagen, AUDI, Seat, Skoda and Volkswagen Commercial Vehicles within all EU28 countries.

Regarding the issue of **car travels/ passages with a non-flashed vehicle in a country with a mandatory recall** the Q&A section of websites of all NSCs has been supplemented with an additional answer. Against this background, it may be desirable to refer to the following wording of the final report: "*Volkswagen informs consumers in countries without mandatory recalls about this on its websites in the FAQ section.*"

Our current recall rate now is: **79,7%**

Q&A sections

Furthermore, we have some additional remarks on **the annex documents (Q&A section)**.

As we have communicated during the CPC dialogue, in our EU markets we have slightly deviating Q&A sections because of varying discussions in the markets and market-specific histories of our NSCs. We have reached out to our NSCs to have additional proposals/wordings of the CPC network implemented by 30 of June (see our e-mail to Marie Paule Benassi, DG JUST from 18 of June 2018).

Additional remarks regarding the yellow marked points in the Q&A section document

- Ad A2): We cannot implement the proposal of the CPC representatives due to our legal position. However, the Volkswagen Group would offer to upload the VW proposal in a standardized EU-wide form unless it has not been done so already.
- Ad B1) and B3) and B5 and C3): Due to our legal position regarding the TBM we cannot implement the proposals of the CPC network.
- Ad C5) Volkswagen can accept this proposal. We would offer to upload the wording suggested by the CPC-network EU-websites after internal clearing through our communication.

I remain at your disposal for any further questions.

Best regards,



Christof-S. Klitz