

ELŻBIETA BIEŃKOWSKA

MEMBER OF THE EUROPEAN COMMISSION

Mr Matthias Müller
Chairman of the Board
Volkswagen AG
38436 Wolfsburg
Germany

Brussels, **15 JAN 2016**

Dear Mr Müller,

Thank you for your letters of 26 November and 9 December 2015 and for the general update regarding progress of investigation and remedial action taken so far by Volkswagen.

More than three months have passed since the revelation of irregularities related to a number of vehicles manufactured by the VW group. Taking into account the importance of the problem for the Commission, responsible national authorities and especially consumers, I would like to ask you to provide me with detailed information regarding specific elements related to the investigation carried out by you.

Regarding the issue of NO_x emissions, I will be grateful for the following information on the affected vehicles, concerning all brands of the VW group:

1. Precise number of vehicles affected per Member State, per year of sales, per type and Euro standard.
2. What is the increase of NO_x emissions per km expected to be found in affected vehicles? This information will allow us to assess how these new emission values can be expected to influence the emission inventories and air quality in the Member States.
3. Detailed technical explanation of the proposed corrective measures for each of the affected vehicle types and brands, which were approved by KBA.
4. Clear description of the expected changes to the vehicle durability, fuel consumption, power and pollutant emissions once the corrective measures are applied.

It is in everyone's interest to demonstrate the credibility of the proposed improvements as only reliable and proven solutions can help restore confidence of the European customers in your products.

I would like to ask for information regarding the recall action undertaken by VW per Member State, specifying whether the proposed recall is voluntary or not, and how you intend to control that a large number of customers do actually comply with the recall.

We understand that VW will take over the full charge of the repair of affected vehicles and neither consumers nor dealers performing the repairs will bear the costs thereof.

Your decision to offer assistance to clients during the recalls is to be welcomed. We consider this as a necessary minimum service that your company should render.

I would like to stress the importance and the necessity of applying the same approach to all customers affected by the irregularity of the engine emission system. This is why I would like to ask you to re-consider your stance regarding compensation and reflect on the ways to offer compensation also to the European consumers.

The issue of compensation goes beyond the difference in the legal set up between the US and the EU, and plays a fundamental role in viewing VW as a responsible and trustworthy company.

I acknowledge the fact that you are taking decisive steps to reorganise your company and I hope that these measures will help avoiding similar incidents in the future.

Rest assured that we are doing our best in a difficult situation in order to defend both the competitiveness of the automotive industry and the interests of European consumers.

Yours sincerely,



Elżbieta Bieńkowska