

Mr Matthias Müller  
Chief Executive Officer  
Volkswagen Aktiengesellschaft  
Berliner Ring 2

DE – 38440 Wolfsburg

Ref.: BEUC-L-2015-412/MGO/UPA/rs

26 November 2015

Dear Mr. Müller,

We are writing to express our disappointment that we have not received a reply to our letter that we sent, by email and post, to you on October 29, 2015 and in which we asked for a meeting with you at your earliest convenience to discuss consumer concerns and measures that would best fit to achieve your goal, as stated by yourself, the regaining of European's consumer trust.

Besides the questions we have already communicated to you twice, in particular those related to financial compensation for owners of affected vehicles, we would like to receive information **about the following issues reported today by the media:**

- We understand that the Volkswagen Group will waive their rights to object the limitation of legal guarantee rights (Verzicht auf Einrede der Gewährleistung) towards affected car owners. This is very good news for German consumers but **do you confirm that the Volkswagen Group AG will make such a promise in favour of all affected car owners across Europe?**
- We understand that the Volkswagen Group will provide for a courtesy car (Ersatzmobilität) for free. **Will this apply to all affected car owners across Europe?**
- We note that the Kraftfahrt-Bundesamt (KBA) has accepted the proposal of the Volkswagen Group AG as to the measures of modification of the 1.6 litres engines: Will Volkswagen make the details of the measures publicly available?

On behalf of our member organisations from across the EU, which are currently advising and supporting affected consumers with information and legal assistance, we ask you to discuss these and other issues with us in Brussels as soon as possible.

We look forward to your prompt response.

Yours sincerely,



Örjan Brinkmann  
President



Monique Goyens  
Director General