

MATTHIAS MÜLLER

CHAIRMAN OF THE BOARD OF MANAGEMENT

Bureau Européen des Unions de Consommateurs  
Mr. Örjan Brinkmann  
President  
Ms. Monique Goyens  
Director General  
Rue d'Arlon, 80 Bte 1  
B - 1040 Bruxelles  
Belgique

20<sup>th</sup> October 2015

Dear Mr. Brinkmann,

Dear Ms. Goyens,

Thank you very much for your letter of 2 October. First of all, I want to assure you that we take the allegations against the Volkswagen Group very seriously. Thus, we appreciate your enquiry and the issues that you raised.

The recent discoveries have shaken the entire company and contradict everything this company stands for.

We are currently working with all available means towards swift and relentless clarification. Important steps have already been taken. The Supervisory Board of Volkswagen AG has made some important decisions on the future management and organizational structure of the Group, thus laying the foundations for the necessary new start. Initial structural and staffing adjustments have been made, and the Supervisory Board of Volkswagen AG will continuously monitor the full investigation of the incidents with the support of German and US lawyers.

Volkswagen is closely cooperating with national authorities and the European Commission to investigate and clarify with full transparency. The German Kraftfahrt-Bundesamt (KBA) just recently issued a directive and picked up the proposed time line and list of measures. According to this, Volkswagen will submit the technical implementation and the envisaged measures by the end of November 2015. The recall will start in January 2016. The technical solutions can involve software as well as hardware measures. All measures will first be presented to the responsible authorities. Volkswagen will subsequently inform the owners of these vehicles over the next weeks and months. All of the vehicles affected remain technically safe and roadworthy.

For the European Union, the Kraftfahrt-Bundesamt directive makes it possible to achieve a common and coordinated approach in all member states. Such homogenous and reliable action would be in the spirit of Europe as well as in the interest of our customers. We will continue to cooperate constructively with the authorities, will announce all measures at an early stage and will coordinate them transparently.

Volkswagen will inform its customers regularly and comprehensively about planned measures. We will offer a solution for all affected EA 189 diesel engines. As a consequence, all vehicles will comply with statutory requirements. No customer will have to bear the costs of these measures. Having disappointed our customers so deeply, we regard it as a matter of course to do anything to keep the inconvenience caused by the planned recall procedure as small as possible.

Please be assured that we will do everything to win back the trust we have lost – with all stakeholders and especially the consumers.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Martin". The signature is written in a cursive, flowing style with a large initial letter.