

Transport Committee

House of Commons London SW1A 0AA

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Mr Paul Willis
Volkswagen Group Limited
Yeomans Drive
Blakelands
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1 November 2017

Dear Mr Willis

Volkswagen emissions scandal

As you are aware, the actions of Volkswagen (VW) Group in relation to the diesel emissions scandal and its aftermath continue to be of great public concern. Whilst I have had the benefit of reviewing the evidence you provided to the previous Transport Committee, the current Committee would appreciate an update on VW's recent activities with respect to the following points:

1. Please confirm that it is still VW's position that customers within the European Union are not entitled to any compensation as a result of VW's actions in the diesel emissions scandal, despite customers in the United States receiving at least \$5,100 in compensation.
2. You told the previous Committee that you hoped the technical measures programme would be complete by autumn 2017. Please provide an update on the progress of this programme, including how many vehicles have so far received the measures and how many are still outstanding.
3. The Committee has received representations from VW owners who claim that the application of the technical measures has impaired the performance of their vehicle and in particular the Exhaust Gas Recirculation valve; such claims have been repeated in media reports.¹ The Committee is also aware of reports that VW owners complaining of identical problems following the application of measures have been treated inconsistently, with some provided with "goodwill" payments, and others required to pay for repairs. Please provide the number of reports of impaired performance that have been made to VW following the application of the technical measures. Please also provide the number of customers who have been provided with free or discounted repairs following a report of impaired performance after the measures.
4. In June 2017, VW announced a scheme in which vehicles that had defeat devices and had the technical measures applied are covered free of charge for two years or 250,000km of driving if problems emerge with relevant

¹ See for instance: *The Guardian*, [Up in smoke: the VW emissions 'fix' has left our car undriveable](#), 25 March 2017

components. Please confirm that you have informed owners who have already had the technical measures applied of this agreement. How many owners who had the technical measures applied before June 2017 and subsequently paid for repairs to the affected components have been reimbursed by VW?

5. Following the Diesel National Forum held in Germany in August 2017, VW announced a package of measures to reduce nitrogen oxide emissions and improve air quality in Germany. Although the package included pan-European software upgrade for some vehicles, the rest of the measures including a diesel scrappage scheme and contribution to a “sustainable mobility fund for consumers” apply only in Germany. Please explain what, if any, equivalent measures VW is taking to address nitrogen oxide emissions in the UK and what resources VW has made available for these purposes.

The Committee will continue to follow developments in this matter closely. I intend to publish this letter and your response, which I look forward to receiving soon.

Yours sincerely

A handwritten signature in blue ink that reads "Lilian". Below the signature is a long, thin blue horizontal line.

Lilian Greenwood MP
Chair of the Transport Committee