Transport Committee
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Gareth Llewellyn, Chief Executive
Driver and Vehicle Standards Agency
Berkeley House, Croydon Street
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Dear Gareth

Volkswagen emissions scandal – technical measures

I have received representations from members of the public highlighting ongoing issues with the technical measures programme implemented by Volkswagen (VW) to repair vehicles affected by the emissions scandal. In particular, it has been suggested that the technical measures can impair the performance of the vehicle; that VW has treated customers with the same concerns regarding the fix inconsistently by providing some with a “goodwill” payment and requiring others to pay for repairs; and that VW has misled customers by implying that the application of the measures is compulsory. I also understand that EU consumer authorities and the European Commission have sent a joint letter to the CEO of the VW Group setting out concerns that many of the affected vehicles have yet to be repaired.¹

I understand that VW in June 2017 VW agreed to a “trust building measure” in which vehicles which have the technical measures applied are covered free for two years or 250,000km of driving if components associated with the emissions scandal need replacement or repair. This applies to vehicles which had the technical measures applied before June 2017.

In view of the above, I would be grateful if you could provide an assessment of the efficacy of the technical measures and the progress of the recall. It would also be useful to understand whether you are satisfied with how VW has handled the recall, including in relation to its treatment of customers who have concerns regarding the technical measures and who have already paid for repairs following the application of those measures.

I look forward to working with you in relation to this matter and future Committee work.

Yours sincerely

Lilian Greenwood MP
Chair of the Transport Committee

¹ Consumer Authorities and the European Commission urge Volkswagen to finalise repairs of all cars affected by emissions scandal, 7 September 2017