Transport Committee
House of Commons
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Mr Paul Willis
Managing Director
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11 December 2018

Dear Mr Willis

Volkswagen emissions scandal and related issues

It has been almost a year since your last letter on the emissions issue and related matters and I would appreciate an update, including on: the progress of the UK recall and the application of technical measures, including in relation to further vehicles discovered by the German investigation to have been fitted with defeat devices; your investigation and responses to problems reported by consumers following the application of technical measures; and your broader support of UK consumers, including though the Trust Building Measure.

In particular:

1. The Minister, Jesse Norman MP, wrote to me in July 2018 expressing extreme concern that the German investigation had discovered in 2018 that further VW Group vehicles, I believe Audi models, had been fitted with defeat devices. He was also disappointed by VW's apparent unwillingness to include such vehicles in the Trust Building Measure and could see "no reason" why it should not do so. **How many such vehicles are UK-owned? How many have been recalled? To how many have the technical measures been applied? Are UK owners of these vehicles now included in the Trust Building Measure? If not, why not?**

2. Your letter of 30 November 2017 reported that almost 820,000 UK vehicles had been recalled and had technical measures applied. **What is the figure now, and when do you expect the process to be complete?**
3. The Transport Committee continues to receive regular reports from owners that the technical “fix” has impaired the performance or reliability of their vehicles. Your letter of 30 November 2017 confirmed that VW’s UK Customer Services Centre had handled 16,904 complaints about problems with vehicles after application of the technical measures. You reported that VW was “carefully considering each one on an individual basis” and that no systemic issue had been identified. How many complaints about adverse effects of the technical measures have now been received? How many have been resolved? How have they been resolved? What further steps have you taken to identify any systemic issues with the technical measures?

4. Your letter of 30 November 2017 reported that around 75% of processed claims from customers who sought reimbursement of the cost of repairs to their vehicles under the “Trust Building Measure” had received or been issued reimbursement. How many UK customers have made a claim for reimbursement under the “Trust Building Measure”? How many claims have been processed? How many claims have resulted in the reimbursement of costs to customers? What steps are you taking to evaluate the effectiveness of the Trust Building Measure?

Thank you for your cooperation in this matter. I would be grateful to receive your reply as soon as possible, ideally no later than 31 December 2018.

Yours sincerely,

Lilian Greenwood MP
Chair of the Transport Select Committee