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Introduction

This report has been written for the Transport Select Committee to highlight the everyday problems customers are suffering at the hands of Volkswagen (VAG) and their updated software to remove the 'cheat device'. These problems range from mechanical issues with their vehicles, to treatment by VAG personnel, and their representatives; i.e. Dealerships.

The Volkswagen Diesel Customer Forum (Emissions Scandal) was set up in the wake of VAG being exposed for fitting 'Cheat Software' to their vehicles in September 2015 and initiating a programme to remove this 'Cheat Software' in 2016. There are over 1000 members in the group, a figure that is increasing on average by around 13 per day. All the members are VAG customers, who have been affected by this scandal.

Summary

VAG started recalling the EA189 2.0 ltr Nox affected vehicles in 2016, after claiming that a Software Update had been '*extensively tested*' and approved by '*relevant independent authorities*'. VAG claimed that all affected vehicles would see no '*change to vehicle's engine performance, maximum torque or noise levels. The performance data already published for your vehicle, including fuel consumption values and Co2 emissions will also remain unchanged*'..

When affected customers started receiving the letters in regard to EA189 engines, the insistence of this statement caused suspicion. It is now apparent that this statement is not true in many cases. Customers are regularly reporting the exact changes to their vehicles behaviour that VAG insisted would not happen. Worse still, many vehicles break down immediately or shortly after implementation of VAG's 'measures'.

There are many mechanical issues being reported, which are as follows:-

- Reduced MPG
- Reduced performance
- Diesel Particle Filter (DPF) excessively regenerating
- DPF Failure
- Exhaust Gas Regeneration Valve (EGR) Valve failure
- Vehicles entering Limp Mode
- Turbo failure
- Excessive engine noise
- Excessive exhaust fumes/ burning smell
- Injection failure.

Customers have become increasingly frustrated and angered by VAG, and their responses once a complaint has been raised. It is apparent that VAG have sent instructions to all their employees, and dealerships, stating what to say when a complaint is raised by a customer.

The generic response to every customer reporting problems to VAG, after they have had the upgrade applied, has been "*we have heard of no other issues from other customers who have had the update applied*".

The VW Emissions helpline, do not accept any problem relating to the update when they are contacted by customers. They seem to have a list of responses to work through depending on how many times the customer has contacted them. Customers are advised by the emissions team, that they are unable to discuss any technical matters in regard to the fix. Some of the excuses are as follows, however this list is far from exhaustive;-

- The wheels are turning freely so there is nothing wrong.
- Data (Diss Report) shows nothing wrong.
- We said in our letter there would be no change, so there is nothing wrong.
- 200,000 cars were tested worldwide, so there is nothing wrong.
- The VCA in the UK actually tested your model, so there is nothing wrong.

At present, the only course of action that seems to be effective in obtaining some acknowledgment and/or action regarding concerns has been to insistently pursue the dealerships. In recent times, emailing Paul Willis in person has also proved worthwhile, however these are isolated cases.

Paul Willis, when giving evidence at the Transport Select Committee meeting on 20th February stated that *“0.75% of total updated vehicles had received a complaint.”* When calculated, this figure translates to 3,500 individual complaints received by VAG, a considerable amount. The nature of complaints seemed to be treated in total disregard by Paul Willis who, claimed 60% of them were *“subjective, as in a difference in engine noise.”* This is entirely inconsistent with the information supplied in the recall letters and subsequent written correspondence, as VAG specifically stated that this would not be a characteristic experienced after the fix. The fact that 20,000 cars are being updated weekly, will further keep that figure dishonestly low, enabling Volkswagen to continue stating there is nothing wrong with the update.

There is also evidence to suggest that VAG refuse to log complaints, or will close complaints off after giving a generic excuse. This questions the integrity of VAG, and validity of the numbers Paul Willis quoted. In addition to this, it is a regular occurrence for VAG to lose correspondence and not have any records of telephone conversations with customers. VAG are using any means available to them, to continue to deceive and disrupt customers and their complaints, and falsify their figures at every opportunity.

Discussion

A number of members of the group have managed to correspond on a personal level with VAG and Paul Willis. On the contrary, VAG and its senior officials have blocked all requests to meet the forum as a group and discuss our concerns. They have been actively obstructive with every attempt made.

VAG have continually refused to adequately respond directly to the issues and concerns that have been raised to them by individuals. They have been asked on many occasions to provide details of the update, its type of approval and details of the exact testing carried out. In particular they have failed to provide any information demonstrating that the performance, fuel consumption, reliability and durability of vehicles will not be degraded in real world driving conditions as experienced by the customer. To this date, none of this vital information has been supplied to consumers. VAG, without adequate explanation, have classified this information as '*commercially sensitive*'.

Paul Willis has replied in person to most customers that have contacted him by email. He does not address each question and/or concern raised, instead, all replies are furnished with the generic VAG response of, '*KBA approved and extensively tested to have no effect on performance, fuel consumption, Co2 emissions, maximum torque and noise*'. This does not answer why the faults listed above are occurring in so many vehicles after they have had the updated software applied.

The amount of complaints by customers, regarding the listed faults with their vehicles, is rising daily. VAG continue to insist that all these faults are purely coincidental and have nothing to do with the update. It is incredulous, that VAG continue to act in this way, denying everything and as a result inflicting untold stress and worry back on to its customers.

We have conducted several polls within our Volkswagen Diesel Customer Forum. For example it appears that vehicles which have covered more than 40,000 miles are most likely to experience an EGR failure shortly after implementation of the 'Software Fix'. However such faults have been noted at vehicle mileages as low as 27,000 miles.

There are reports of customers paying in excess of £1300 in order to get a replacement EGR fitted. VAG deny that EGR failure, or any other fault, has anything to do with the update. However in recent times, customers with persistence are managing to get some or all the costs funded as goodwill payments by VAG. They of course deny that this has anything to do with the 'Software Fix'. It is important to note that there is a current shortage of replacement EGR valves, with customers being quoted a 10 week wait before they can get a replacement.

There is no guarantee by VAG that this will apply in every circumstance. Customers who have no access to social media as an example, will be unaware of the information now coming forward in regard to the update, and the way it is affecting vehicles. There also appears to be a strong reluctance from other media sources, to report these matters in an unbiased manner. It is believed, that this is due to the huge advertising revenues paid by VAG may well influence this apparent bias. This is evident in every car magazine, which are filled with glossy photos of VW, Audi, Seat and Skoda vehicles.

There is also a serious concern in regard to vehicles with currently less mileage. There is no doubt that these vehicles will suffer at least an EGR failure in the future, maybe at a time when VAG are no longer in the spotlight over their failings. This will inevitably lead to a large cost to customers, who will have no recourse. VAG will be content, as they will be able to obtain unfair repair bills into their profits.

Customers have been left in dangerous situations, due to the update. Although these are relatively infrequent; one car entering limp mode on a motorway forcing other cars to swerve and avoid them is in itself one too many instances. There are other similar reports of young families waiting for recovery on the side of a motorway with no hard shoulder. In the opinion of the group, this shows scant regard from Volkswagen of customers safety.the vehicle in real world conditions as experienced by the customer. The technical evidence and the statement of facts from the USA Justice Department, which is based on the Jones Day Report, indicate that such issues will arise in the short medium or long term. The Customer is reporting such degradation in the short term (i.e. shortly after implementation of the measures). It is inevitable that all vehicles will experience such issues in the longer term.

The question has to be asked about affected customers protection under Consumer Rights Legislation. Paul Willis clearly stated that VAG cars are not advertised, or sold based on NOx emissions. This is strongly disputed as customers purchased cars that were advertised as meeting the EU5 specification which has well defined limits for the NOx emissions.

While the paying customer may not be aware of the full EU5 specification, they are still charged a premium when buying newer cars which are sold as meeting the published specifications as set out below:-

Euro 5 Emission Limits (Diesel)

- CO – 0.50 g/km
- HC+ NOx – 0.23 g/km
- NOx – 0.18 g/km
- PM – 0.005 g/km
- PM – 6.0×10^{-11} /km

It is clear that VAG are technically unable to construct an engine that is EU5 compliant, provides the quoted performance and fuel consumption in the hands of the customers and achieves acceptable levels of reliability and durability. For this reason, VAG will have made a conscious decision at the highest managerial and engineering level to have software implemented so that the car would operate differently when in test mode compared to on the road real life driving environment. We appreciate that by its very nature a test cycle such as the NEDC can not be fully representative of real world driving. However, it is clearly unacceptable to perform a legislative test with the software in one operating mode, then switch to a completely different operating mode when the vehicle is driven by the customer. Similarly it is completely wrong to say that because the performance in the test cell does not change after implementation of the 'Software Fix', the customer will not be disadvantaged in any way. The customer experiences changes in the real world, not changes in the test cell.

According to the BMVI/KBA report, it was possible to verify that four Volkswagen Euro 5 cars tested (Polo, Golf Plus, Beetle, Passat) use an illegal defeat device that drastically reduces the exhaust after treatment as soon as there is a deviation from the normal NEDC speed trace.

It is for this reason we believe the Transport Select Committee should use its powers to protect consumer rights using all legislation available with regards to mis-selling of goods and/or fraud. This was a deliberate top level managerial and engineering decision to cheat consumers and the authorities with total disdain for the health implications of their acts, not to mention the governments drive to reduce pollution. A solution is required which will right this wrong, without seriously disadvantaging the innocent customers, who are embroiled in this deception due to no fault of their own.

There is basis for questions to be asked into the legality of VAG's use of 'defeat devices'. This is covered within EU Legal and Regulatory framework for Euro 5 type approval Regulations. (Appendix 5) As a group we believe that there is a EU Legal and Regulatory framework that governs the Euro5 type approval that the Transport Select Committee should consider closely.

From the extracts of the regulations, it is possible that:-

- VAG has infringed Section 2 of Article 4 of Chapter 2 as the 'defeat device' implicates that the manufacturer has not ensured that conformity with EU5 emission levels are met 'in service' and normal life (where in service means for a period of 5 years or 100000km)
- VW has infringed Section 1 of Article 5 of Chapter 2 as the manufacturer has not constructed and assembled the vehicle to comply with emission limits in normal use.
- VAG has infringed Section 2 of Article 5 of Chapter 2 as a 'defeat device' has been used outside of the provisions of the regulations.
- VAG has infringed section 17 of page 2 as car vehicle brochures given to prospective buyers state the cars meets Euro5 emission criteria. The specification clearly set limits not only for CO but also NOx. VAG are unable to manufacture an engine that meets the Euro 5 regulations and has a real life performance and durability that wins market share when in competition with other manufacturers. This is why the defeat device was implemented.

The reasons we believe there is basis are in the following statement made by Paul Willis:

“To be clear, NOx emissions limits under the EU5 emissions standard are the prescribed limits during New European Driving Cycle testing, and these limits only regulate NOx emissions in the context of that prescribed testing and do not regulate ordinary driving conditions on the road – there is currently no legal limit for real world NOx emissions on the road in the UK. “

It is our understanding that this contrary to the EU5 Regulations.

Conclusion

VAG are strenuously denying anything has been untoward in their behaviour in regard to the software they have applied to EA189 engines. If this is the case, then questions need to be asked; if the engines met EU emissions standards without the software, then why was it applied in the first place? - *'To reassure our customers'*, according to Paul Willis, is a statement of little bearing, and just doesn't make sense. If there is no emissions defeating software on our vehicles, why are VAG updating our engines to remove any doubt?

What exactly are they updating our engines to?

It has been established that vehicles with the 'Cheat Software' on them were designed to reduce NOx emissions during testing. Subsequently, after the vehicle was removed from test conditions, the vehicle would sense this and higher levels of NOx were being emitted, i.e the defeat device causes the vehicle to run in Low NOx mode during the test and High NOx mode on the road.

The software fix, is designed to ensure the vehicle run in low NOx mode during the test, and on the road. Thus, before implementing the 'Software Fix' vehicles on the road operated in High NOx mode and after implementation of the 'Software Fix' they run in Low NOx mode. As a result, following implementation of the 'Software Fix' more soot is created which eventually blocks the EGR valve and at the same time requires the DPF to regenerate more often, leading to higher fuel consumption and eventual failure of the EGR and/or DPF.

The original software was tested in low NOx emission conditions. The new software is to provide low NOx emissions, so therefore, under test conditions which it is supposed the KBA did, there would be no change to vehicle characteristics, as it was exactly the same test. In real life running though, it is a totally different matter. The vehicles are now running in a totally different mode (low NOx), which requires more fuel and therefore produces more soot to regenerate. The test does not see the difference, the driver does.

VAG have treated all their affected customers with total disdain. VAG as an entity, has adopted a policy of trying to cover everything up, through a series of pre meditated obfuscation, misinformation, half truths and possibly lies. Customers are left totally angered and frustrated by the treatment they are receiving, and feel they have no other direction they can turn to seek help. VAG have actively

employed a 'divide and conquer' policy, aimed at keeping as many people with affected cars away from the actual truth. This is apparent at the first point of contact a customer makes, which is with their dealer and the, "we haven't had any other cars report issues", statement.

As time goes on, there is more and more employees of VAG becoming sympathetic to affected customers and truths about the fix are starting to appear. These tiny insights are confirming the suspicions we have had since the emissions scandal broke into the news.

For many customers the values of their vehicles appear to have dropped drastically. They now have lost all confidence in their vehicles, face increasing maintenance costs, but are unable to trade them in because of the loss in resale value. The more that VAG are exposed on this matter, nobody will want to buy a vehicle with an EA189 engine fitted. It is totally unfair for a customer to lose thousands of pounds on a vehicle they bought in good faith. Paul Willis categorically stated that no vehicles are sold on NOx emissions. This maybe the case for a number of customers, but the other figures such as MPG and Torque (and of course quality, reliability and durability) most certainly are considered when purchasing. These are the figures VAG were so insistent would not be affected, yet in reality its a different story.

VAG should be brought to task over their actions. Their continuous misinformation, untruths, actions and disregard for customers is apparent in many ways. As a group, it is our intention to seek redress for all affected customers. We would appreciate the aid and assistance of the DfT and the Transport Committee to achieve this.

As members of The Volkswagen Diesel Customer Forum, we would like to recommend that the recall of vehicles is stopped and the following be implemented with immediate effect:-

- Before any more vehicles are fitted with the software update, it is requested a comprehensive and long lasting Warranty for the fix is put in place. VAG are obviously stalling on supplying this Warranty, but for what reason? Once they have rushed through all the fixes, the affected customer will have no recourse against them.
- A full report of the the testing of the fix by the KBA, providing exact details of the testing they undertook.

- A full report detailing the the validation testing undertaken to prove conclusively that the performance, fuel consumption, drivability, maintainability, reliability and durability of the the vehicle as experienced by the user has not been impaired in anyway by the implementation of the 'Software Fix'.
- Any complaints are dealt with to the customers satisfaction, not VAG's.
- Confirmation that VAG do not believe they are putting customers lives at risk.
- Full publication of the Jones Day Report.
- A comprehensive compensation package is sought for every owner with an affected vehicle. This should include buy back option of the vehicle with no additional cost to the owner.

VAG as a worldwide company, from its senior management to the dealerships, have shown they have no respect for their customers in any way. They continue to deceive at every opportunity and are becoming more antagonistic in their behaviour. This is apparent in an article printed in Autocar on 14th March 2017. (see appendix 4)

It is extremely difficult for any individual to seek recourse from VAG. It is also apparent that VAG will throw their wealth and might against any individual who dares to seek justice against them. As a result, customers are left with all the stress, anger and frustration, as well as suffering financial loss. VAG continue without penalty, oblivious to the fact they are ruining customers lives as well as their vehicles. It is inconceivable to us as a group that VAG can continue in this manner and therefore implore the Transport Select Committee stand up for affected customers.

March 2017

Appendix

Appendix 1

Posted Reports

This is just a few reports of actual experiences, by Volkswagen customers within the Volkswagen Diesel Customer Forum (Emissions Scandal). There are numerous others, all outlining the same problems and experience...

Hi all, thanks for the add. I have a VW Caddy that had the fix two weeks ago. On Thursday I broke down on the M5 - only able to go at 20 mph, and had to be trucked home. The car is now at the dealers who are quoting a 2 week wait to even look at it, but the RAC suggested an injector failure. It has only done 30k and VW are saying this is unrelated to the emissions fix. Any helpful hints on how to proceed are appreciated.

Hello my car has been diagnosed with an egr valve fault with a replacement required. My 2011 tdi 1.6 golf recently had the emissions update. No work has yet been undertaken on my vehicle to replace the valve. So any advice before I approach Volkswagen would be much appreciated.

Thank you for the add, just had my emissions update done and now I seem to of gained an engine fault! (Coil light flashing engine management light on and engine fault workshop! Message on dash) car still seems to be driving ok ATM. Did a little bit of research online yesterday and it seems to be a common thing that's happening after update. I will be contacting VW Heritage Westbury first thing tomorrow fingers crossed they are helpful.

Hi, So I'm after some help, had my 2009 golf tdi emissions fix about 3 weeks ago and iv noticed the cars now very sluggish, and also I seem to be using fuel quicker as well. today whilst driving iv had the coil looking light flashing (now know this to be the fault in the engine light!) at me and pretty much lost all power! Turned around and went home rather than continued with the journey. After turning the car off and back on, the light has gone off - reset its self? So hubby took it out to see how it drove and at low revs it's fine, but taking it up to 70 and the lights back on, and cars sluggish again. After a Google I'm wishing I never got the fix!! .

Hi all, found this group after googling my problem. My car, mk 6 golf, 2.0 TDI, 2009 went in on Thursday for its emissions fix. When driving the car to work the last 2 mornings, just after pulling away from the house the car starts juddering (miss firing?). Once the engine warms up it stops happening. Didn't have this problem before it went in for the fix. I'll be giving the dealership a ring on Monday to advise of the problem. Seems like I'm not the only one!!!!

I had my update done at the end of January. I have had crap mpg since and my engine malfunction emissions failure light has come on but then gone off again. It is driving very rough and I am taking a diary of my mpg. I have a Passat 2.0 140 brake. This is a Ea189 bag engine. So far I have filled up as follows £30 24ltrs 98 miles £40 36 lets 138 miles This has been done from my trip rather than the computer as that is saying I am doing 18mpg. Does anyone know what I can do?

Hi everyone. Yeti owner from Cornwall with the usual engine "clatter" people are hearing after the recall "fix". Both Citygate in Watford and a lady on the emissions recall helpline claim to have never come across the symptoms before. My car was updated between test drive and collection, despite me explicitly asking for it not to be. It seemed okay for about a week and I thought I was one of the lucky ones. In hindsight, I should've rejected it immediately. Are there any tuners offering a downgrade for a reasonable price? Much as I'd rather Skoda/VW sorted this out, I'm not holding out much hope for a decent outcome.

Getting so annoyed about this now have been back to dealers numerous times now and have been told the same thing that they've not been able to find any fault on my car yet since the update has been done my car while driving revs up and down and then cuts out on me and have been numerous occasions where I've nearly been involved in a crash due to it cutting off, anyone else in sheffield had any luck getting any sort of closure.

I'm scared my vw Passat is going back to garage tonight as since update it limp modes as soon as it goes into 5th gear smokes smells and I have engine management light on! I have had turbo sensor changed already but made no difference. I'm worried they are going to charge me a fortune which I don't have! I feel like I don't have a leg to stand on! .

I have a 63 reg VW scirocco GT 2.0tdi DSG and had the recall update late 2016. To start with I didn't really notice any difference and the MPG actually started to climb and thought after reading comments on here I was a lucky one. However, at the turn of the new year I started to notice the DPF regenerating far more often than usual - every 200-300 miles, which it did not do before. My parents, friends and neighbours have all commented on the disconcerting burning smell a DPF regeneration gives off! I do 60 miles to work and back a day, on a dual carriageway, so the overactive DPF could not be blamed on completing short distances. When contacting the garage I got the impression of 'oh god not another one' and my car has now been back to VW 3 times who have tested the vehicle 'under goodwill', subsequently advising there is nothing wrong with it. I was told however that with the new software the DPF would regenerate more often than previously (anyone else been told this?). I asked the question would the DPF then fail quicker as it's working harder (and following the comments on here) - I was told no. It's not so much that I don't trust the staff at the dealership as me and my family have used them for a long time, however I'm concerned about hearing all the issues everyone else is having and I have now lost total confidence in my car. What frustrates me is that VWs are not cheap, we will have all had to shell out a lot of money when purchasing and servicing these cars and VW have quite literally mugged us off. If VW did miraculously turn around and offer to buy the cars back in the UK I don't think I would hesitate!

Hi folks, I've read through a lot of the previous posts and I'm appalled but sadly not surprised. My story is similar to many, I foolishly allowed Audi Hamilton to apply the update to my 2011 A3 1.6 last week. Yesterday it went into limp mode, so I took it back to them immediately. They checked it out and have now said it needs a new EGR Cooler which will be £1100 for the part alone and are also saying this is coincidental and completely unrelated to the update. I've contacted Audi UK and await a response. I only wish I'd found this page a week earlier! .

Hi folks, just been given access to this page and thought I would ask for some advice. I had my 2010 Yeti updated in November, wish I had known about all the problems as I wouldn't have had it done !! So low and behold a week ago got the flashing lights syndrome on the dash, took it in and is the EGR. Skoda staff feigning complete surprise....and saying they've had no problems with anyone else's car....oh really !!! I'm not very mechanically minded but even I can see the connection !!!! So now I have put a comment on the Skoda fb page and received a reply saying they have passed my details to the 'dedicated emissions team'. Does anyone else have any experience dealing with this....and getting any help with costs (quoted £1200 by skoda) ? I have had a look at comments below but can't see anything specific....If anyone can help with a bit of advice I would really appreciate it ! thanks..... .

Appendix 2

Group Responses to Question regarding EGR Failures

The following question was asked on the Forum, the responses are below.

'Admin Notice.

Can everyone please comment below with the mileage of your vehicle, and if your EGR has failed post fix, or not! Thank you.'

Comments:-

1. A3 1.6, 72k, failed 1 week after fix.
2. Volkswagen 1.9 Tiguan, 42k, failed 3 months after fix.
3. MK6 Golf Her fail 6 weeks 70000 miles
4. Passat 2.0 dsg 47k not failed yet
5. VW Touran 2.0 13 reg. 38K- EGR failure 8 weeks (1800 miles) after fix
6. Passat 1.6 TDI, 62k, had fix 24/01/17.....no fails YET!
7. golf 2.0 tdi 40,000 EGR fault. reset by RAC .went to main dealer, BREEZE Poole, they said wouldn't do anything as fault codes were reset and even though i had email from RAC saying EGR, they wouldn't take their word for it!!! this was pre fix. but had ...See more
8. Caddy max 2010 44,000 miles EGR failure the day after fix
9. 2012 Audi q5.. 40100 at time of recall.. 44300 turbo failure.
10. 2009 Passt CC 2.0 TDi GT170 115K EGR failing post fix @ 3 weeks
11. Audi A3 62 plate 55000 Egr failed 2 weeks after fix
12. 2011 Skoda Fabia 75,000 miles- no failure, no fix
13. 2010 Polo 1.6 tdi 71000 no fix
14. 2012 1.6 Bluemotion Passat ,56,000 ..No fix.
15. 2010 1.6tdi golf 52,000 no fx getting it remapped
16. Post fix 2000 mile turbo failure
17. 2010 Passat CC blue motion tdi gt 170. 75k miles. Six weeks after the fix the EGR Valve failed. It's in the garage due to be repaired under 'good will'.

18. 2010 Passat Highline tdi 98k. DPF failed 1 week after fix. Repaired at no cost at local VW garage. What will be "interesting" is repeating this for those fixed under goodwill in a few years. I predict the recent crop of fixed parts will fail again in a few years if they've had the fix applied.
19. Golf 1.6 tdi (2011), egr fail post fix, 130k miles
20. 2015 Tiguan 140, 23k, 4K since fix with no issues
21. 2010 Golf gtd, 39k MLS - no fix
22. 68k couple of weeks after fix, Audi A3
23. 2012 Passat estate 121k update done about 5 weeks ago - no issues so far
24. Skoda Yeti 2.0 TDi 4x4 ...2010...71400fix on 23 November 2016... diagnosed on 23rd February 2017 as 'EGR valve sticking'
25. 2012 golf match 27k. Egr replacement a week after update but limp mode twice in weeks before.
26. 2010 Audi A3 2.0 Cabriolet Sline. 75,000 diesel 8 days after update glow light came on, went off. Yesterday (3 months after update) glow and emission warning lights - local garage diagnostics said EGR fail - Audi won't accept 3rd party diagnostic and say no problem on their diagnostic. Awaiting response from Audi UK Care We need to state reg year as well, to show if it was a below average mileage car? A lot of people say if you drive lots of short journeys in traffic it doesn't help diesel, I'm no expert by the way !
27. 44k, no egr failure yet! 63 reg, fix applied
28. 2010 1.6 105 BHP not blue motion, 78K no fix and no failures... yet! All vw dealer servicing until last one this month. I had timing belt and water pump done this month.
29. 80K failed post fix, bloody huge bill....
30. 61 Ibiza 1.2tdi 100k had fix, EGR broke!
31. 2011 2.0 Passat 62000 EGR failed after fix replaced at VW expense
32. 2011 1.6tdi bluemotion passat estate 93k no failures, local dealer have my records marked that I do not want the fix "until VAG convince me that it will not damage or reduce the efficiency of my car"
33. 80000 2012 Q5 tdi 3 days after fix
34. 2013 q5 2.0 tdi 48k egr failed post fix. Replaced foc
35. 60k after the fix wife's car 80k during the fix
36. 2012 A3 2.0 tdi 63,000 miles egr fail month post fix.

37. 19000 fix OK at moment
38. 2010 44000, 3 days after the fix.
39. 2010 A4 S-Line 2.0TDI, 103k miles, fixed in autumn. EGR and DPF full of soot but not had to be garaged yet... no warning lights.
40. 2010 1.6 TDI Golf, 38k. EGR valve failure. Pre. Didn't have the fix, had an EGR delete remap.
41. 2014 Passat 140 TDi no EGR fail before or after fix 25000 fix at 24000
42. 2010 SEAT Leon 1.6 tdi 47k EGR failed 130 miles post fix
43. 2011 EOS 2.0 TDi 26000k nothing done, everything fine!
44. 2012 Golf 52k no EGR/DPV problems as yet - pre or post fix
45. 140127 Golf TDi Bluemotion 1.6. No fix.
46. 2011 golf 2.0 tdi 78K EGR failed 2 weeks after fix
47. 2014 audi a5 177ps 2.0 TDI. No EGR fault, but reduced power, mpg, rattle when cold, more dpf regents. Voted on poll.
48. Audi A3 2010 118k miles - limp mode after 3 weeks post fix
49. Vw Passat 2 l 64 plate . 11k . No issues re egr . Broke everything else though
50. Audi A3 2.0 tdi 26k. EGR failed 300 miles after fix.
51. Seat alhambra 2.0 TDI 2012 EA 189 update. Within one week EGR failed approx 600 km
52. Golf GTD 2012. 39k. No fix no problems
53. Audi A3 2.0 tdi, 114000 miles. Dpf sensor and suspected egr cooler failure one day after the fix.
54. 2011 Polo 1.2 76000. EGR failed after fix
55. 2015 Superb 1.6td 60,000 miles had 2 bulbs....no fix
56. A3 113000 failed after fix. Since traded car in for a pittance.
57. Vw golf mk6 2l tdi 2009, 200k, no egr problems, got second letter from vw for updates, but not interested.
58. 64 plate Passat 2.0TDI Bluemotion, 23k, no fix, no probs
59. 2011 audi a3 2.0 tdi 90,000 2 weeks after the fix dpf light comes on weekly car makes a horrible knocking when turned off been told its my egr broken into pieces due to the fix! "
60. 2010 Golf 1.6 TDi, 124K miles, no EGR problems at all. Had fix but remapped back after approx 100 miles.

61. Vw tiguan 2014 egr failed 3 months post fix at about 31000 miles. All of my journeys are quite long with no stop starts.
62. 1.6tdi bluemotion golf. 93,000 miles. Unsure of egr problems as “no faults were found” but car is definitely running poorly post fix.
63. No problems or dash lights before the fix. 2 days after vw fix, car in limp mode, egr light on, engine light followed. Golf mk6 1.6tdi 129000miles. Cleared the faults and took another drive - check the video , same again. Car in limp mode 3 times on 8mile trip
64. VW golf 2ltr tdi 2011 76,000 miles running at 10 miles to the gallon less after fixfail !
65. I had my egr changed the week before the fix at 90000 had the fix and currently no egr issue will report when it fails
66. Vw golf 1.6tdi 2011.. 132,000 on clock. Replaced EGR last week after car went into limp mode. Local garage. Car drives ok apart from a bit of vibration in 2nd and 3rd gear. Fix not done.
67. 2012 Skoda Fabia Greenline II (1.2), 49K miles, EGR failed at 48K miles. Fix not done, as far as I know (serviced October 2016).
68. 2011 Audi 2.0 tdi 57000 miles. Never had a problem with the EGR prior to the fix.
69. VW Golf 1.6Tdi '10 reg 60k fix done 27/1/17 no EGR failure yet by DPF regens every 7-10 days!
70. Audi Q3 62k fix done in January. Emissions light on poor fuel consumption .In tomorrow for Diagnostics #
71. My 1.6 this golf developed egr problem the day after the fix with 43+K on the clock.
72. My 2012 Audi TT 20tdi 24000 drives perfect,no bangs or rattles.....forgot to add no fix needed :)
73. Touran 1.6 tdi bluemotion 57500 and engine management light on now with egr code on diagnostic. No fix.
74. If this one thread isn't evidence enough then I don't know what is vw is killing customers cars just to please the motoring authorities

75. Audi Q5 2012 114k miles. EGR cooler needed replaced 700 miles after the update. Mpg currently averaging 32 for combined journeys.
76. VW Golf 2.0 GT TDI140, 62 plate 37000 on the clock. EGR intermittant failure post fix Software update 16 January EGR replaced 8 Febuary so EGR lasted 2 weeks.
77. Skoda Yeti 2010 - 60K - Fix done October 2016 - EGR failed on Saturday
78. VW 1.6 Golf. Fix done, 2 fuel injectors failed within a month. 56,000
79. 2.0 TDI EOS Software updated 3weeks ago, ok so far I wonder why all the dealers have ran out of EGR valves
80. VW Golf 1.6Tdi '10 reg 60k fix done 27/1/17 no EGR failure yet by DPF regens every 7-10 days!
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Appendix 3

Generic Response Letter from Paul Willis

23 February 2017

Dear Mr Read

Thank you for your email of 21 February 2017. Thank you for taking the time to speak with me after the Transport Select Committee on Monday. I have also had the opportunity to read your letter dated 7 January 2017, your email dated 17 January 2017 to Rebecca Hall, and your email to Volkswagen Financial Services dated 12 February 2017. I understand that a response to your communications from Audi UK was in the process of being finalized although this has taken too long. As we agreed on Monday, I would like to respond to you personally.

I am very sorry to hear that you are disappointed with Audi UK. I would like to apologise for your concern regarding your vehicle and for the way in which your complaint has been dealt with by Audi UK. It is not acceptable that you did not receive a timely and full response to your letter and emails and I have raised this internally to ensure that it does not happen again. I am also investigating the responses you were apparently given by Audi technicians in recent months, my colleagues had already contacted the relevant centre to confirm their understanding of the events. They had informed us that they have no record of such details being provided to you. If you are able to provide more specific evidence or the names of the individuals with whom you spoke I will investigate this further. It is important to me to get to the bottom of this as many of the reported responses are clearly inaccurate and unhelpful.

I understand that you have had the software update, in respect of the NOx emissions issues, applied to your vehicle on 16 August 2016 at Inchcape Audi Tunbridge Wells, and that on around 20 September 2016 you reported an apparent change in noise of your vehicle, loss of power and a change of fuel economy. You also report in your email to me that your vehicle has less torque and that the vehicle has been emitting a burning smell.

Having raised these concerns I understand that your vehicle was taken back to Inchcape Audi Tunbridge Wells on 30 September 2016. They could not find any physical concerns with the vehicle and carried out investigation comprising of a vehicle health check, a tyre pressure check and a full diagnostic log investigation.

Nevertheless, you report that the issues persist, and given your concerns, I would like to offer that a member of our technical team in Milton Keynes carries out our investigation into your vehicle.

If you would like to proceed with this investigation please let me know and I will arrange for one of my colleagues to contact you to discuss available dates with you, and I will also discuss your case with the technical team following the investigation. We can also arrange for a courtesy vehicle to be provided if this is necessary while our technical team's investigation is carried out. We will do all we can to accommodate your requirements and minimise any inconvenience caused as a result of this so please do not hesitate to let us know if you do require anything.

I would like to assure you that the German Federal Motor Transport Authority (the *KBA*), which is the relevant authority for Audi's European Vehicle Type Approval, as you know, has been performing independent tests of the implementation of the technical measures in the affected vehicles, to ensure that the measures have no adverse impact on performance. The KBA has tested the technical measures and has confirmed that the measures have no adverse impact on MPG figures, CO2 emissions figures, engine performance, maximum torque and noise emissions.

Notwithstanding that, I acknowledge your ongoing concerns in relation to the fuel consumption of your vehicle. As you will be aware, several factors will affect the fuel economy of your vehicle, including acceleration and braking patterns, excessive idling, weather, electrical accessories, terrain and the vehicle driving mode. I also note that published MPG figures are obtained under standardized test conditions using a representative model. They are included in the sales literature to allow a direct comparison between different models from different manufacturers, but may not represent the

actual MPG achieved in real world driving conditions. This is the case for all vehicles, regardless of the NOx emissions issue and regardless of the technical measures.

Given the approval from the KBA, the extensive testing we have conducted and the low incidence rate of any complaints from other customers who have had the technical measures implemented we do not anticipate that the technical measures cause the issues which you have reported. That said, we would like the opportunity to investigate your vehicle and the reported changes further to identify what is happening.

I further note your comments in your email of 12 February 2017 in relation “*numerous examples of issues created by the ‘fix’*” and your question as to why we have not investigated the problems to which you refer. I would like to assure you that the vast majority of customers have been fully satisfied with the technical measures and that any issues are treated very seriously. The Volkswagen Group has received approval and released technical measures for over 1 million vehicles in the UK and have implemented the technical measure in over 470,000 vehicles. Of those, only a very small number of customers have reported what they consider to be a change in their vehicle following implementation of the technical measures. In almost all cases, after further investigation, either no fault or a fault entirely unrelated to the technical measures has been identified.

Thank you for taking the time to contact me. I hope the details in this letter go some way to answering your concerns and that after further investigation by our technical team in Milton Keynes you can continue to enjoy driving your Audi A5.

Yours sincerely

Paul Willis
Managing Director
Volkswagen Group UK Ltd

Appendix 4

Article in Autocar dated
14th March 2017

<http://www.autocar.co.uk/car-news/industry/volkswagen-ready-take-european-owners-court-over-compensation-claims>

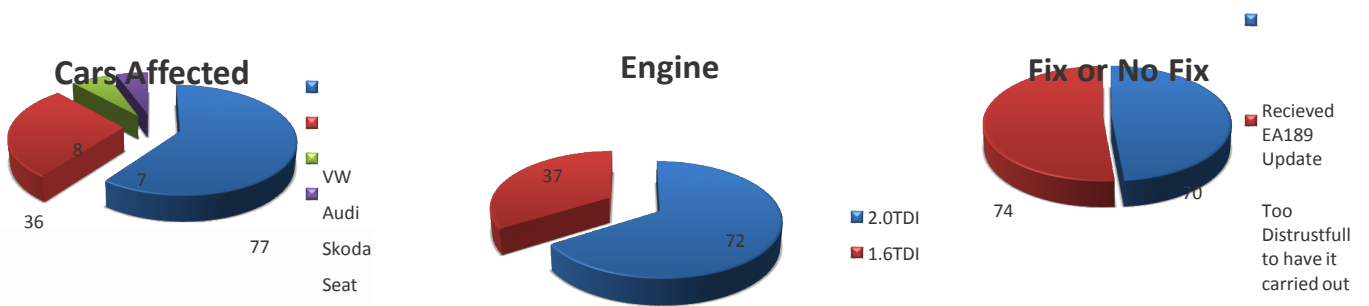
Appendix 5

REGULATION (EC) No 715/2007 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL

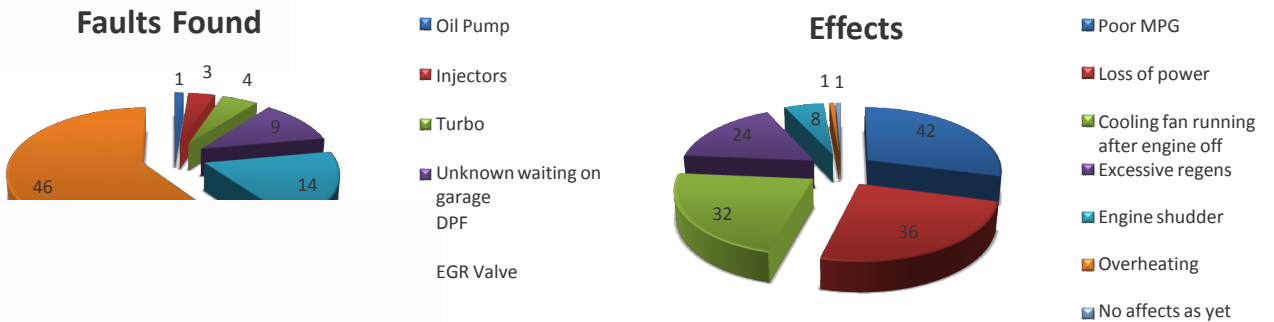
EU Legal and Regulatory framework for
EURO5 type approval.

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2007:171:0001:0016:EN:PDF>

Appendix 6 Group Survey Response



The Volkswagen Diesel Customer Forum (Emissions Scandal) Group Survey Respondents Carried Out 27/02/17 – 04/03/17



Appendix 7

Measurement of VAG Diesel Particulate Filter Carbon Collection and Regenerations Before and After Implementation of VAG “Measures”

Vehicle

- Model:- VW Passat 2.0 TDi DSG RLine Estate
- Registered:- 1 March 2014
- Mileage : Approximately 22,000 miles on commencement of test

Instrumentation

- OBD2 ELM327 Bluetooth Car Scanner
- Android Phone and Apps
- VAG DPF (to measure DPF loading)
- Torque (To Measure EGR opening)

Background

Shortly following the revelation that VAG had secretly introduced measures to manipulate NOx emissions tests, VAG announced that they would introduce software “measures” to remove the defeat device. VAG stated that their engineers had been briefed that such measures should not affect performance or fuel consumption. A quick internet search revealed that (with a none-SCR vehicle), reducing NOx would inevitably increase soot. I was aware that soot can potentially cause problems with the DPF and other engine systems. Hence the software “measures” could potentially lead to reliability and durability with the vehicles.

I raised this possibility with VAG (and others) many times. I received no satisfactory explanation only platitudes. VAG would not admit that soot would increase. They would not explain what (if any) tests were being carried out to ensure that the “measures” would not adversely affect reliability and durability. I therefore decided to undertake some tests myself.

Test Method

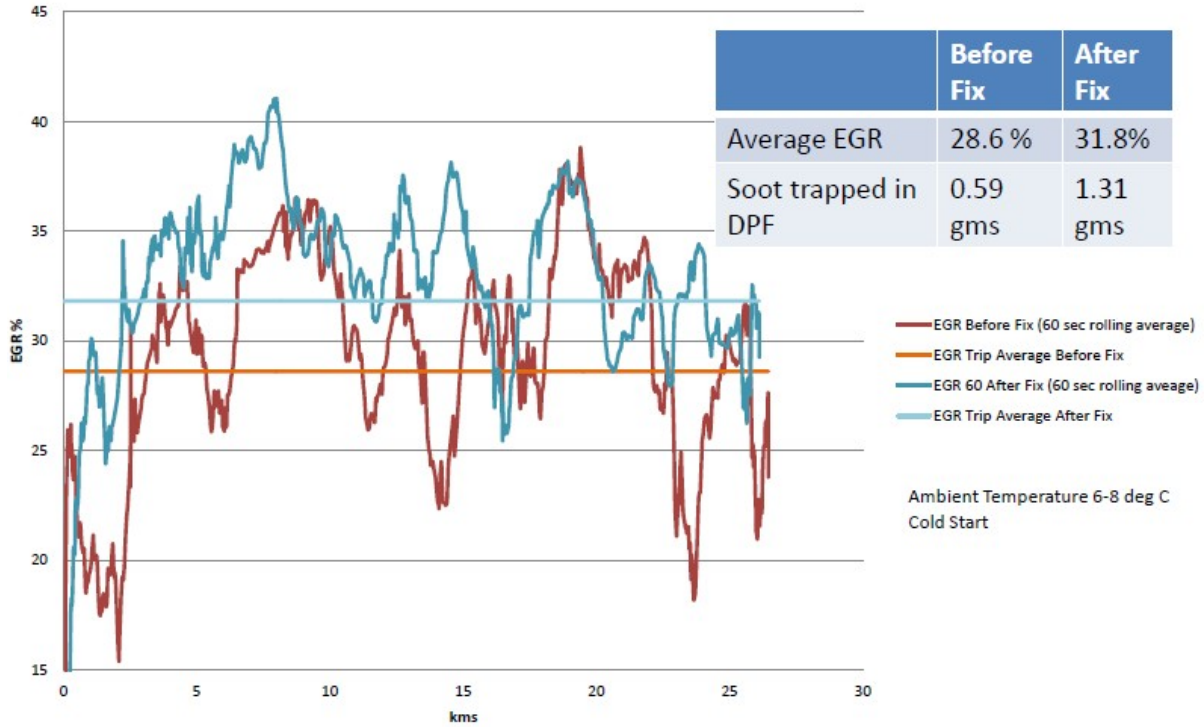
After fitting the instrumentation to the vehicle, I drove my vehicle as normal. I made no special journeys, but manually recorded Date, DPF soot loading and kms since last regeneration, before and after every long journey and periodically, after several short journeys. The DPF appears to start active regeneration once above 22 gms load. As I approached this figure I tried to make recordings after every journey until regeneration was complete, and the cycle started over again.

Results and Discussion

I started recording data in August 2016. The VAG measures were applied to my vehicle on the 19 Dec 2016. I recorded EGR opening on the way to the garage. I made the same journey to the garage the day after and recorded EGR opening once again. I continued monitoring DPF loading on a regular basis (as before application of the measures).

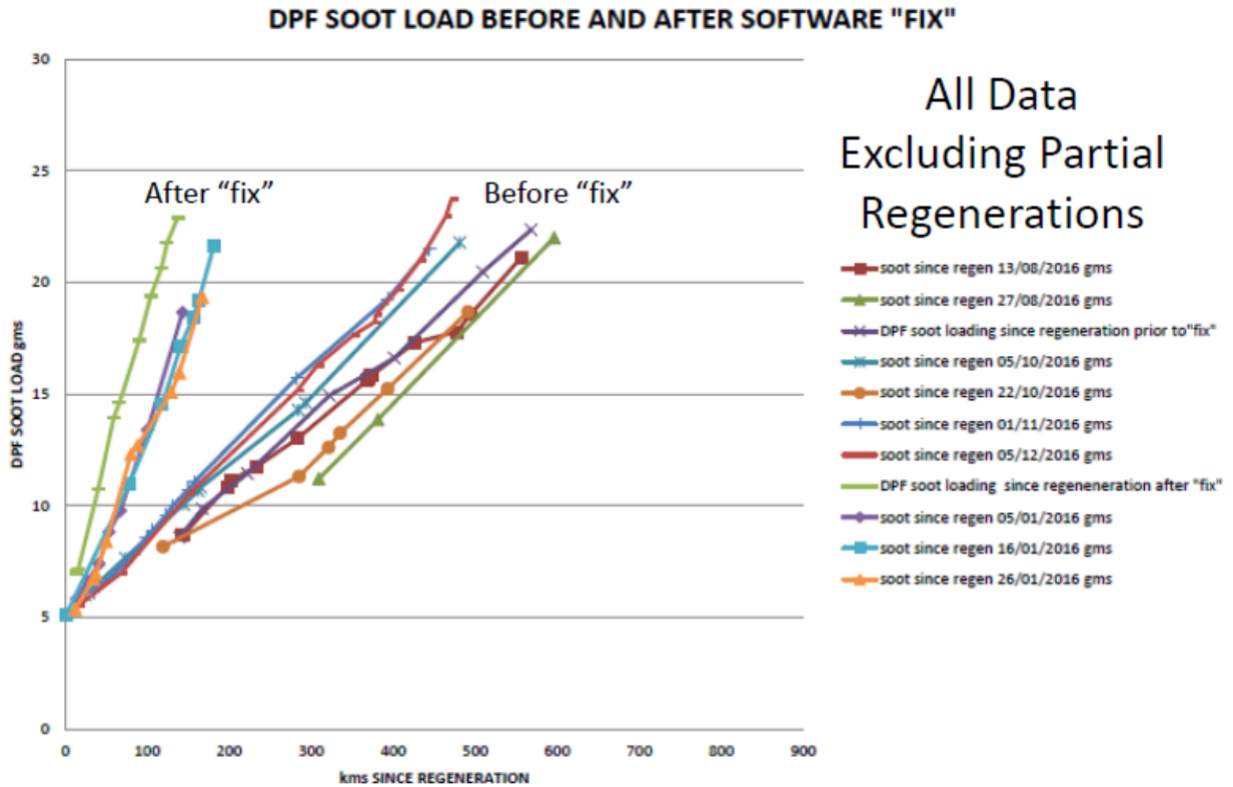
EGR Opening Before and After Application of The Measures

**Impact of Software “Fix” on EGR % Soot From Engine
EGR % Journey to VW Garage Before and After Software Fix**



As shown in the above graph, EGR opening was consistently higher on the journey to the garage after application of the “measure”. The average opening increased from 28.6% to 31.8%. On both journeys the vehicle commenced the trip immediately following an overnight stop on the drive and a cold start. Ambient temperatures traffic conditions and journey times were similar. Although this was only a one off test, the results show that there was a small but significant increase in EGR opening after implementation of the measures. It is known that a small change in EGR setting can have a disproportionately large affect on NOx and Carbon production. It is possible therefore that the measured change in EGR setting could achieve a significant reduction in NOx whilst making a similar increase to soot emissions.

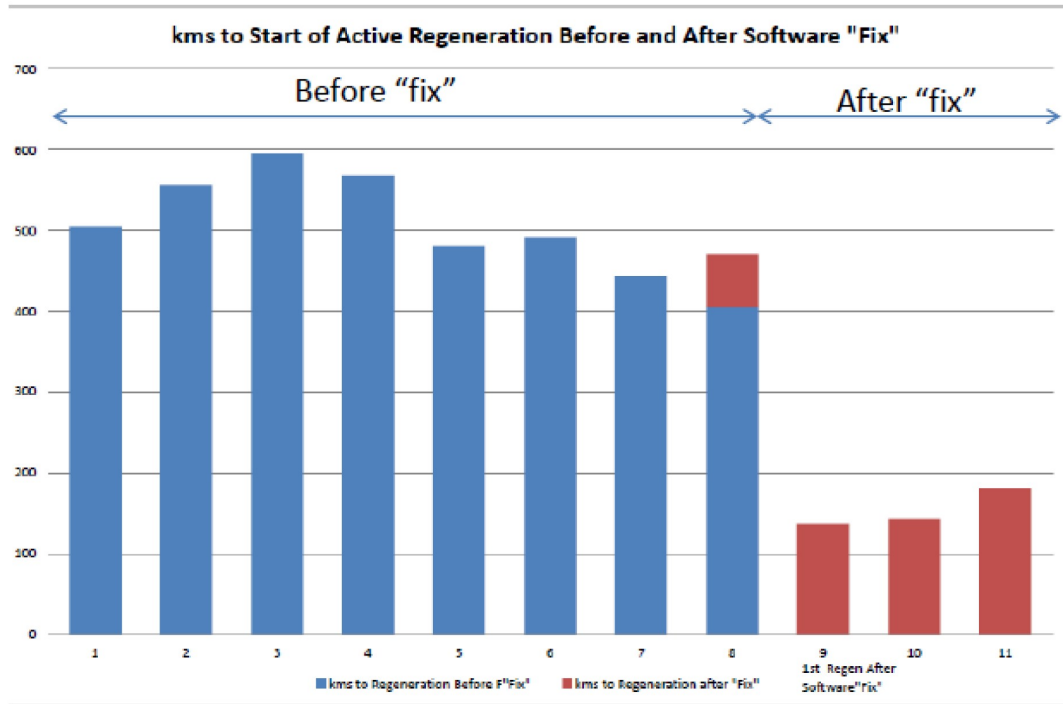
Rate of Soot Collected in DPF Before and After Implementation of the Measures



As shown in the above graph, there is a step change in the rate of soot collected in the DPF after implementation of the “measures”. Over the course of a regeneration cycle, the rate of soot collected in the DPF is shown to rise by a factor of 2 to 4 fold. (note, for clarity, data from partial regenerations are omitted from the graph).

Bearing in mind, that the measurements were taken over a period of 6 months, with a range of driving conditions and journey lengths, the rate of soot production is much more consistent than I ever imagined. The difference between rate of soot production before and after implementation of the measures is far more distinct than I expected. It appears that the defeat device has more affect on the rate of soot production than either the ambient temperature or the driving cycle.

Distance To DPF Regeneration Before and After Implementation of Measure



As shown in the above graph, there is a step change in the distance travelled to DPF generation once the VAG “measures” are applied. Again, for the sake of clarity, partial regenerations are not show. Very approximately, my vehicle regenerates 2 - 3 times more frequently after implementation of the measures. It is worth noting however, that before implementation of the measures, partial regenerations (which happen when the engine is switched off whilst the DPF is actively regenerating) occurred very infrequently. After implementation of the measures, partial regenerations are a common occurrence.

Concluding Remarks

Implementation of the VAG measures causes the EGR opening to increase. The rate of soot collected by the DPF increases 2 – 4 fold and the regenerations occur 2 – 3 times more frequently. Partial regenerations (which are characterised by the fan stopping on after the engine switches off) are now a frequent event. Given the wide range of ambient temperatures, driving conditions and journey lengths, occurring throughout this 6 month test, the consistency of soot production is remarkably consistent. The step increase in soot following implementation of the measures is far more distinct than I ever imagined. This suggests that defeat device has a much greater influence on the rate of soot production than the other variables. VAG have advised the DfT that (in broad terms) my DPF measurements are in line with their expectations.

Appendix 8

VW Emissions Fix Survey Google Forms

3/16/2017

VW Emissions Fix Survey - Google Forms



" will" from the manufacturer (no cost)	37	61.7%
£1 to £100	1	1.7%
£100 to £500	4	6.7%
£500 to £1000	12	20%
£1000 to £2000	2	3.3%
More than £2000	4	6.7%

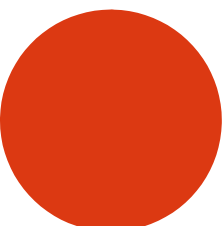
How long did the repairs take?



1 Day	13	23.2%
2 Days	5	8.9%
2 - 3 Days	8	14.3%
4 - 7 Days	6	10.7%
1 to 2 Weeks	6	10.7%
More than 2 weeks	18	32.1%

Would you recommend a friend to have the emissions fix applied

Yes	0	0%
No	105	100%



Have you experienced any of the following after the fix? If you answer other please let details

3/16/2017

VW Emissions Fix Survey - Google Forms

3. What year was your vehicle manufactured? i.e. 2010

- 2010
- 2011
- 2012
- 2014
- 2013
- 2009
- 2015
- 2008
- 2913

Have you had the emissions fix applied to your vehicle?

Yes	77	73.3%
No	28	26.7%



Did you have any issues with your vehicle before the fix?

Yes	5	4.8%
No	100	95.2%



Have you had problems with your vehicle after the fix was applied?

Yes	71	81.6%
No	16	18.4%



How many days after the fix did your vehicle start experience issues

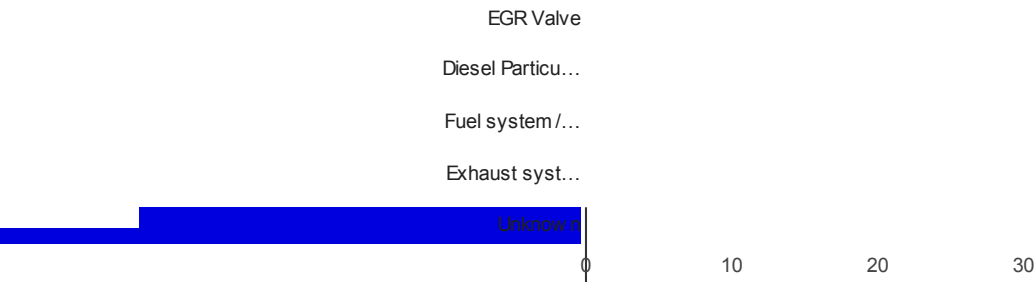
3/16/2017

VW Emissions Fix Survey - Google Forms



ely	23	31.9%
ay	6	8.3%
2 Days	8	11.1%
3 Days	1	1.4%
4 - 7 Days	4	5.6%
1 - 2 Weeks	10	13.9%
2 Weeks to a month	14	19.4%
Over a month	6	8.3%

If your vehicle needed repairs what component/s were at fault? (After the fix)



EGR Valve	40	60.6%
Diesel Particulate Filter DPF	13	19.7%
Fuel system / Pump	11	16.7%
Exhaust system	5	7.6%
Unknown	16	24.2%

Did your dealership deny that the fix caused your vehicles issues

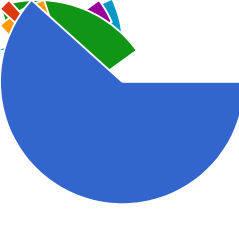
Yes	58	85.3%
No	10	14.7%



How much was the fix?

3/16/2017

VW Emissions Fix Survey - Google Forms



It was provided "good will" from the manufacturer (no cost)	37	61.7%
£1 to £100	1	1.7%
£100 to £500	4	6.7%
£500 to £1000	12	20%
£1000 to £2000	2	3.3%
More than £2000	4	6.7%

How long did the repairs take?



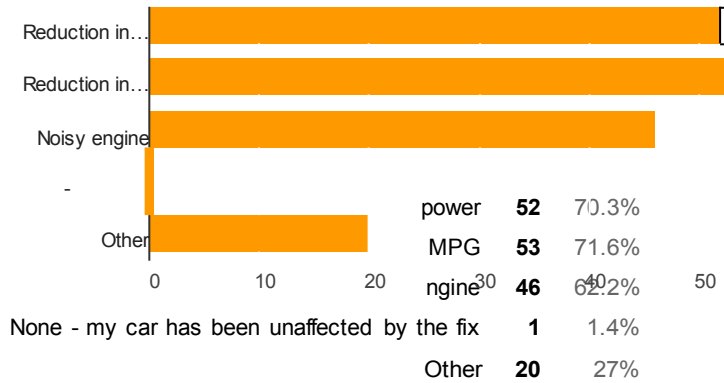
1 Day	13	23.2%
2 Days	5	8.9%
2 - 3 Days	8	14.3%
4 - 7 Days	6	10.7%
1 to 2 Weeks	6	10.7%
More than 2 weeks	18	32.1%

Would you recommend a friend to have the emissions fix applied

Yes	0	0%
No	105	100%



Have you experienced any of the following after the fix? If you answer other please let details



If you answered "Other" you may also leave further details below to help us understand your issues with the fix

not going to have the fix

I am still awaiting them to repair my vehicle

My mpg only improves on very cold frosty days, and on mild days my mpg is now very reduced

Smoke coming out of exhaust engine not ticking over properly

fan running on after engine shut off

Injectors giving high readings on smooth running control

High idle speeds, sometimes even when engine appears up to temperature. Increased DPF regeneration frequency. Greatly increased times for the engine to get up to full working temperature - some 30-40 mins in cold weather.

Engine stuttering and misfiring on several occasions while driving.

Refused fix in December 2016; traded car in against 2nd hand BMW in March 2017.

Immediately after the fix we had power losses on hills and EGR faults coming up. It was "fixed" by a change of a cooler in the exhaust system. However, even after the fix we have the same power loss issues, only without the engine light coming on. The garage claims to find no issue and refuses to fix it. Currently it drives like an old Beetle with lots of hiccups.

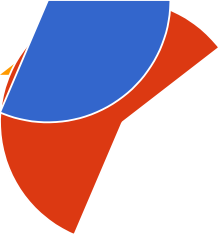
I had the car remapped to fix it audi dealership did not return my calls

Would you buy another VAG vehicle? (VW, Audi, Skoda or Seat)

Yes	20	19%
No	85	81%



Have you joined one of the VW Legal claims groups?



	Yes	33	31.4%
	No	61	58.1%
I was unaware of any legal claims against VW		11	10.5%

Have you joined the VW Emissions UK Facebook page



	Yes	78	74.3%
	No	11	10.5%
I was unaware of it		16	15.2%

Have your say! Let us know your experiences with the fix

My car has had no issues apart from normal wear and tear until the 'fix'. The car randomly went into limp mode but turning car off and on resolved it. But about a month after fix it happened more frequently. The car was plugged in and error was egr valve! Audi advised they could do check but would charge. My husband cleaned the egr etc all ok atm. But I think looking at all the cars with same issues that they need to do the right thing thanks

After replacing the EGR valve which did not fix the problem. My 2.0 gold is still in the dealership in slough 8 weeks later with no answer to what is wrong with my car after the fix. They keep telling me there waiting for a response from the vw factory in Germany.

Difficult to prove difference in power and sound of engine. Only took car back to dealer when noticed mpg was under 40, even after careful driving in motorway at 55mph. Dealer reapplied fix or remapped ecu, slightly better power, noise and mpg still bad though. VW deny any other cars have had issues. Feel only solution is to have car remapped at independent tuner. Dealer accidentally applied the fix, despite having a long conversation about NOT having it done... They're doing some other work FOC and taking car back to see if there are any other faults.

Havent got tje vehicle fully fixed yet

Car booked in for diagnostics was happy with car before fix but it's unreliability and lies from VW would prevent me from buying another

Soot is bad for engines. The fix triples soot. There will be long term consequences. My engine is EU5, but it sending 3 times as much carbon into the DPF as an EU4 pushes into the atmosphere. We were sold a lie.

Had the update notice reduced power increase in mph this was 16 January. Several days later EML came on add dipstick test EGR phone VW deied liability but quoted me £1200. Sinclair / Capital VW. S Wales

Really not happy 2 weeks down the line.. And still no answers this is a serious cover up..

Very poor response from Audi Northampton, no information from them despite various requests, definite no that problem was related to update despite obvious immediate changes in the car afterwards.

We had a reliable, economic car before the fix with no issues in 5 years. after fix done in January, 2 episodes of limp mode , the second on the motor way the cause being 2 separate fuel injectors. Lost all faith in the cars reliability.

My car runs fine why would I want to risk it being damaged by the so called Fix. No thanks I will keep it as the factory supplied it.

I refuse to go through with the 'fix' after hearing on forums how many people are having issues afterwards. I've had to opt out of it with my dealership twice though they 'say' they haven't heard about any issues...

Where do you start lol. Bought car from dealership & was told categorically it wouldn't be affected by Emmisions scandal, what a surprise that was a lie. Had the fix & engine management light came on on way home followed by going into limp mode & noisy engine. Taken back in next day (Only just made it) was then told that it was my fault as I'd put petrol in it, funny that considering it was fine the day before & I hadn't put any fuel in it for a week. Anyway, they couldn't provide a fuel sample (no shock there). They told me id need a new fuel pump at £400 or so. They git told there was no way i was paying. Over the next 8 days & after changing from the service manager to the after sales manager (Due to him being rude & clueless) we were told it was ready for collection. They'd replaced the fuel pump & all 4 injectors, 17 litres of fuel to flush the system + a full tank of fuel afterwards + filters. In total nearly £1500. I was ready for another argument as far as payment goes but before I could say anything the manager (Steve) held his hands up & said he'd been onto head office & they told him this had happened to other people's vehicles after the update so there would be no charge. I'm happy we didn't have to pay anything (not that I would of anyway) It's the being lied to in the beginning about the wrong fuel etc that really annoys me. After everything we've been through & uneccasaraly, because of greed, we (everyone affected like us) should be compensated

Dealership were great but lost a days work and all in all very inconvenient if I had been made to pay for the repairs I would be incandescent!

Was avoiding responding to the invitation to install the fix. Until the experiences with early adopters were better known. Shan't be getting the fix now. Already had the EGR and throttle bodies replaced in early 2016 at around 145,000 miles. Turbo at 160,000. Don't need more bother, thanks VW.

Glow light came on immediately after the fix £80 to replace. 200 miles later the EGV was replaced at 90% discount (I agreed to pay 10% so as to have the 2 year warranty). Today the DPF has come on and tomorrow I will try and regenerate it. What makes me so cross is my dealer has denied that there are any problems post fix. I have overheard their staff speaking to other owners about the EGV and why would they offer a huge discount without

me requesting it? It's just not the NOX problem but I've had to replace front wheel bearings and a water pump and the car has always rattled from the dash. VW's were excellent in the 70's and 80's but other manufacturers have caught up and literally overtaken them. I am not sure how they are still selling so many cars!!

Haven't got car back yet, so don't know time to fix. Caused unsafe situation on motorway. Concerned about long term damage, as I need to run my car everyday for work. Devaluation is also a big concern. My dpf is regenerating much more often since the fix, so concerned about the amount of increased soot being put through the engine. I have been fighting my case with vw since October 2016, and they still won't do anything about the loss of mpg, car engine shuddering, loss of power at low revs. They said, that if I pay someone to restore my software to its previous version, then this will void my remaining warranty.

Was told it wouldn't affect Mpg and performance. Egr valve failed almost straight after the fix. Car now noisy and lacks power and is horrible to drive. Brother has exactly the same car without the fix and they drive so differently. His has more power, smoother and quite engine and better mpg. Car has 100 percent changed straight after fix applied.

Dealers tried 2 tell me my car had gone wrong but not due to fix however got advice and knowledge from my mechanic and vw Facebook forum so challenged them they agreed 2 fix 4 free and I have courtesy car am worried though this may be an ongoing issue my car has devalued and may not give the performance I brought it for

Have got rid of the car. Became horrible to drive after fix applied. Lost power. Noisy engine. Uses more fuel constant dpf regen. Was told I wouldn't notice any differences after fix applied. The car couldn't have been any different. Used to enjoy driving it, but fix made it horrible to drive. God rid as I think the fix will cause other expensive damage. Probably the new egr won't last long and I bet with all the regens the dpf life will be reduced. Not worth the risk keeping it. Was a loyal vw customer for years. No longer. Don't trust them.

I will not allow the fix until VW can guarantee that that the fix does not alter the operation of the engine, does not result in damage to the engine and environmental protection technology, and that any damage will be repaired by VW.

Car judders lacks power and mpg down. Wouldn't have had the fix if I had known it would damage my car.

Very poor response from Audi uk, dealership not interested over 5 weeks and still no further forward

Even though Audi have replaced the EGR for I am left with no confidence in my car. I bought it on 2/1/16 so am just over the cut off date to join a group action.

I am afraid my car will develop further problems so I am not using it as much as before the fix. This is my first diesel car after decades of driving petrol cars and will be my last diesel. I bought VW diesel thinking it would be better for the environment! I was told by VW that my car would hold its value better than others..... this is most certainly not likely to be the case! I am certain that my losses will be significant but I will be trading it in for another make very soon.

Top end rattle, at 1200-1800 rpm, loss of low end torque, erratic auto gear changes at low speed, (linked to rattle and torque loss) . less MPG

I won't buy any VAG car unless directly compensated.

Very annoying, especially the refusal of the garage to actually fix our problems that clearly resulted from the update.

Number of daily responses

