



Volkswagen AG . Customer Service . P.O. Box 1998 . 38436 Wolfsburg

Ms  
Els Bruggeman  
Euroconsumers  
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15 July 2020  
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**Please always indicate!**

Dear Ms Bruggeman,

We refer to your letters dated 27 April 2020, 22 May 2020 and 25 June 2020 in which you are seeking amicable settlements talks to agree on a compensation for Belgian, Italian, Spanish and Portuguese customers.

We would like to start by informing you, that all EA189 type diesel vehicles have been, and still are, absolutely safe and technically roadworthy. In addition, the technical measures provided for these vehicles ensure that they continue to comply with the most advanced technology applicable and has been approved by the competent authorities.

Having said that, we trust you will understand that we cannot accept your request to compensate customers in Belgium, Italy, Spain and Portugal, in view of the on-going court proceedings in these countries. Moreover, customers have not incurred any loss or damage. The issue affects neither the safety nor the roadworthiness of the vehicles in question, nor has the market value of these vehicles been adversely impacted by the switching logic or the technical measures. This has been confirmed by numerous public authorities, court-appointed experts and independent service providers.

The decision rendered by the Federal Court of Justice in Karlsruhe on 25 May 2020, which you are referring to, rests on specific grounds of German civil law and does not change the position that customers have not suffered any loss or damage as a result of this issue. As each jurisdiction is unique, with different local laws and legal systems, rulings in one jurisdiction have little legal bearing on the position in another country. While all of our customers are important to us, we cannot and must not ignore the fundamental differences in the legal systems of the different EU jurisdictions.

Yours sincerely

i.V. Sinan Bulut

i.V. Marcos Vieira

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