

- A: Recommended set of Q&A's, which Volkswagen sent to their National Sales Companies in all EU28.**
- B: Extra set of Q&A's on the TBM.**
- C: Requested additional Q&A's, as requested by the CPC network.**

Highlighted: the Q&A where the CPC network has suggested a different wording and Volkswagen has not finally agreed to it. **Again, we ask Volkswagen to implement the suggested changes.**

A. Recommended set of Q&A's:

1. My vehicle is affected. Do I need to take it to a workshop immediately?

No. Once the technical measures for your vehicle are ready to be implemented, we will write directly to you with details of how and when they can be implemented in your vehicle. The NOx emissions issue does not change the fact that your car remains safe and roadworthy. There is no evidence to suggest that the affected EA189 diesel engine vehicles present a risk to health or safety as a result of the NOx emissions issue. In addition, this issue does not impact the fuel consumption or any other aspect of the affected vehicles' performance during normal use.

2. Why does my car need a technical measure?

[CPC] The affected cars have a piece of software installed that recognizes once the car is driven in test conditions. At that moment the output of nitrogen oxides (NOx) is reduced. The use of this software is prohibited according to EU-law.

[Volkswagen] In the engine controller of the vehicles with affected engines, a software function was used that recognized the driving curve of the official type test. Depending on the recognition of the driving curve the engine controller switches to 2 different modes: mode 1 with an optimum NOx level for testing conditions or mode 2 for optimum levels of particulate matter in use on the road.

2. I've received a letter telling me that the technical measures for my vehicle are ready, what do I do now?

If you have received a letter from [BRAND - country] advising that the technical measures are now available for your vehicle, you should contact your local or preferred [BRAND] Authorised Repairer or book online by using our online service booking tool at your earliest convenience.

3. My vehicle is affected. Can I still drive it?

Yes. The emissions issue relates to the characteristics of nitrogen oxides (NOx) emissions when experiencing test conditions. The NOx emissions issue does not change the fact that your car remains safe and roadworthy. There is no evidence to suggest that the affected EA189 diesel engine vehicles present a risk to health or safety as a result of the NOx emissions issue. In addition the result of your car's MOT will not be affected by the NOx emissions issue; whether your car receives the technical measures or not and there is no reason why your car insurance would be affected by this NOx emissions issue.

4. My vehicle is affected. Who will contact me about the next steps?

Once the technical measures are ready to be implemented for your particular vehicle, [BRAND] will be in touch directly with further details. [BRAND] are working closely with our network of [BRAND] Authorized Repairers to ensure that they're fully prepared to carry out this service action for you.

5. My vehicle is affected. Will I be charged for getting the repair?

No, you will not be charged for the implementation of the technical measures.

Once the technical measures for your vehicle are ready to be implemented, we will write directly to you with details of how and when they can be implemented in your vehicle.

[BRAND] will do its utmost to minimize any inconvenience including, if required, keeping you mobile while the work is carried out. [BRAND] can do the work alongside any scheduled service event you may have (although we recommend that you book the service action as soon as you can once it is available for your vehicle). You will also be able to have the work done at any [BRAND] Authorized Repairer.

6. When will I be contacted with further information?

Once the technical measures for your vehicle are ready to be implemented, we will write directly to you with details of how and when they can be implemented in your vehicle.

7. Are EU6 Diesel engines affected by the NOx emissions testing issue?

No, our EU6 diesel engines are not affected by the NOx emissions issue.

8. Can the update cause any damage to the vehicle?

No, the update cannot cause any damage to your vehicle.

9. Will the planned Service action apply to all vehicles affected by this issue?

Yes, all vehicles affected by the NOx emissions issue will have technical measures made available.

10. I do not want to have my car updated. What will happen?

If the technical measure is not mandatory in your country and you do not need to register your car in a country where the update is mandatory, nothing will happen.

11. How do I find out whether the authority in my country has made the update mandatory?

In the following countries the update is mandatory (for at least some models of the affected cars): Germany, Austria, Finland, Portugal and Denmark. If you want to make sure whether your car is affected by the mandatory update, please contact your local authority.

12. I have a complaint after my car has received the technical measure

First you should contact the workshop where the car received the update and give them the opportunity to solve your problem. If after all, they do not handle your complaint satisfactory, you can contact the national Volkswagen-branch (click here for contact details).

B. Extra set of Q&A's on the TBM:

1. What is [BRAND]'s Trust Building Measure?

With the Trust Building Measure, [BRAND] is informing its customers that it would consider any complaints that are established to have arisen as a result of the implementation of the technical measure on vehicles with EA189 type diesel engines and that relate to certain parts of the engine and exhaust treatment system. The Trust Building Measure applies for a period of 24 months from when the vehicle receives the technical measure and only to vehicles with mileage of under 250,000 km at the time the Trust Building Measure is implemented (whichever comes earlier).

[CPC] [BRAND] **assures**¹ its customer that implementing the technical measure has no adverse impact on fuel consumption figures, CO2 emissions figures, engine output, torque, noise emissions, or durability of the engine and its components. All figures relevant to type approval for the vehicle will remain valid. The regulatory authorities have confirmed that the regulatory requirements are met. The confirmation also applies to the durability requirements for emission control systems. The Trust Building Measures has no bearing on this position.

[Volkswagen] The Trust Building Measure has no bearing on [BRAND's] position that the technical measures do not have any negative effects on the durability of the engine and the after treatment system. The regulators have confirmed that the technical measures meet all legal requirements and have no adverse impact on fuel consumption figures, CO2 emissions figures, engine output, maximum torque and noise emissions. [All figures relevant to type approval for the vehicle will remain valid. The regulatory authorities have confirmed that the regulatory requirements are met.

With the Trust Building Measure, [BRAND] is sending a clear signal that the update has no negative effects on vehicle durability. This measure should serve to strengthen customer confidence in the technical measure and should encourage more customers to have their cars updated.

Customers can receive detailed information about the terms and scope of the Trust Building Measure from all authorized dealers and workshops for their respective vehicle brand.

2. Which brands are offering the Trust Building Measure and which models are affected?

The Trust Building Measure applies to all Volkswagen, Audi, Seat, Skoda and Volkswagen Commercial Vehicles models with EA189 type diesel engines that have received the technical measure.

¹ Volkswagen had already agreed to that wording during the meeting on 21 February 2018.

3. To whom does the Trust Building Measure apply?

The Trust Building Measure will be offered to all [BRAND] customers whose vehicles are fitted with an EA189 type diesel engine and who are having their vehicle updated as part of service measure [BRAND SPECIFIC SERVICE ACTION NUMBER, e.g., 23R7] in the context of the diesel matter. It applies only to vehicles with mileage of under 250,000 km at the time the Trust Building Measure is implemented. To be eligible, customers must present proof that all manufacturer-recommended service and maintenance work has been completed (i.e. this applies to vehicles with a full service history).

The Trust Building Measure also extends to all customers whose eligible vehicles have already received the technical measure, from the date they received it (provided that all other requirements for the Trust Building Measure are met). The Trust Building Measure is linked to the vehicle identification number and would extend to a new owner [CPC] whether the car was bought from an official [BRAND] dealer or not) if the vehicle is sold within the 24-month period covered by the application criteria.

The Trust Building Measure applies worldwide with the exception of the United States, Canada and South Korea, which are subject to different regulations.

4. Which components are covered by the Trust Building Measure?

The Trust Building Measure covers a total of 11 components within the exhaust gas recirculation system, the fuel injection system and the emissions after treatment system: lambda probe, temperature sensor, EGR changeover valve, exhaust gas recirculation valve, exhaust gas recirculation pressure differential sensor, injector, high pressure pump, fuel rail, pressure control valve, pressure sensor, high pressure pipelines.

The Trust Building Measure has no bearing on [BRAND]'s position that the technical measures do not have any negative effects on the durability of the engine and its components. The regulators have confirmed that the technical measures meet all legal requirements and have no adverse impact on fuel consumption figures, CO₂ emissions figures, engine output, torque and noise emissions.

5. What are the conditions for the Trust Building Measure?

In addition to the conditions outlined above:

1) The Trust Building Measure

- * can only be made to, assessed by and used with an authorised dealer,
- * applies to complaints only in materials used and work performed on the following components of the EGR, fuel injection system and emissions after treatment system: lambda probe, temperature sensor, EGR changeover valve, EGR valve, EGR pressure differential sensor, injector, high pressure pump, fuel rail, pressure control valve, pressure sensor, high pressure pipelines,
- * does not cover replacement vehicles, out of pocket expenses, damages etc.

(2) provided that

- * the affected EA 189 vehicle has participated in the service action [BRAND SPECIFIC SERVICE ACTION NUMBER, e.g., 23R7]
- * the vehicle has been correctly serviced in accordance with the service schedules, updates and recalls as required by [BRAND]

(3) and provided that none of the following cases apply:

- * cases [CPC] only caused by natural wear and tear,
- * the owner or a non-authorized service partner or dealer has not orderly repaired, serviced or cared the vehicle (e.g. by using non genuine parts etc.),
- * instructions for operation, treatment and care of the vehicle as e.g. outlined in the instruction manual have [CPC] obviously not been met,
- * vehicle has been damaged by third party instances or external conditions such as accident, thunderstorm / hail, flood etc. which has caused the issue complained of,
- * any complaint regarding the particulate filter which is due to ash load,
- * parts have been built into the vehicle or the vehicle has been changed in an unauthorised way, e.g. through (chip) tuning,
- * vehicle has been [CPC] obviously operated improperly, eg for motorsport competitions or in case of overload,
- * vehicle holder has not notified a complaint within a reasonable time frame,
- * vehicle holder has not given [BRAND] the opportunity to deal with the issue within a reasonable time frame.

6. Does the Trust Building Measure also apply if my vehicle has already participated in the technical measure?

Yes. As above, the Trust Building Measure also extends to all customers whose eligible vehicles have already received the technical measure, from the date they received it (provided that all other requirements for the Trust Building Measure are met).

If any customer has already incurred costs for relevant work performed on their vehicle, which they established to have arisen as a result of the implementation of the technical measure, [BRAND] will be pleased to investigate for you whether those costs will be covered by [BRAND]. Any requests for such cost coverage must be made to an authorised [BRAND] service partner within the same country as the work was conducted before 31 December 2017.

C. Additional Q&A's, as requested by the CPC network:

1. What should a customer do when selling or purchasing a used car that has not yet been updated with the software?

Please contact your Volkswagen, Volkswagen Commercial Vehicles, Audi, Skoda or Seat Partner.

2. What rights do consumers have according to the Trust Building Measure (TBM)?

With the Trust Building Measure, Volkswagen is informing its customers that it would consider any complaints that are established to have arisen as a result of the implementation of the technical measure on vehicles with EA189 type diesel engines and that relate to certain parts of the engine and exhaust treatment system. The Trust Building Measure covers a total of 11 components within the exhaust gas recirculation system, the fuel injection system and the emissions after treatment system: lambda probe, temperature sensor, EGR changeover valve, EGR valve, EGR pressure differential sensor, injector, high pressure pump, fuel rail, pressure control valve, pressure sensor, high pressure pipelines.

The Trust Building Measure applies for a period of 24 months from when the vehicle receives the technical measure and only to vehicles with mileage of under 250,000 [160,000 miles] kilometres

at the time the Trust Building Measure is implemented (whichever comes earlier). It also extends to all customers whose eligible vehicles have already been updated.

The Trust Building Measure has no bearing on Volkswagen's position that the technical measures do not have any negative effects on the durability of the engine and the after treatment system.

[CPC] Volkswagen assures that the implementation of the technical measure entails no deterioration in terms of fuel consumption, CO₂-emissions, engine performance and torque, or noise emissions, and that all type-approval-related vehicle values to apply unaltered.

The regulators have confirmed that the technical measures meet all legal requirements and have no adverse impact on fuel consumption figures, CO₂ emissions figures, engine output, maximum torque and noise emissions.

With the Trust Building Measure, Volkswagen is sending a clear signal that the update has no negative effects on vehicle durability. This measure should serve to strengthen customer confidence in the technical measure and should encourage more customers to have their cars updated. Detailed information is available about the terms and conditions of the Trust Building Measure from all authorized dealers and workshops for their respective vehicle brand, as well as online. Of course all customers can also contact the responsible customer service contact by letter, e-mail or telephone. Links will be added.

4. I am an owner of an affected vehicle and live in the European Union. I chose not to take part in the software implementation measure. Am I allowed to continue to drive in a country where the implementation of the technical measure was mandatory (for example upon holiday)?

Yes. For example in Germany an owner of an affected vehicle is allowed to continue to drive, as long as the vehicle does not have to be registered in Germany. A change of registration is usually necessary if you move to Germany or the car is driven mainly there for more than a year. Please contact your Volkswagen, Volkswagen Commercial Vehicles, Audi, Skoda or Seat Partner if you have specific questions about this topic.

[CPC]

5. I am an owner of an affected vehicle and live in the EU28. I chose not to take part in the software implementation measure. What happens if I move to a country where the technical measure is mandatory and I want to take my car with me?

You will have to register your car in that country. Normally the authorities will inform you that you need to get the update within a certain period of time (xxx months?). Please contact a workshop in your new home country.

6. For my car, the technical measure has been executed, but I cannot find my certificate / have lost the certificate / in my opinion, I haven't received a certificate. What can I do?

Please contact your Volkswagen, Volkswagen Commercial Vehicles, Audi, Skoda or Seat Partner.

[CPC] You will be provided with a new certificate.