

### **Repair Process**

In respect of the repair process, clearly this subject has taken us on a journey but we are confident that the factory solution, which we discussed in our meeting, will address issues in full. We do acknowledge you have outstanding concerns on the nature of the repair instruction. While we are unfortunately currently unable to provide the exact details of the repair; I would like to reassure you that I am personally liaising with the factory to ask whether this information can be made public.

In the meantime, and in response to your question concerning customer vehicles that might show corrosion reappearing, we would like to reassure you – and all California customers – that a full inspection of any vehicle would be conducted and a course of action agreed with the customer, subject to the nature of the issue. As I hope you can appreciate, this would be treated on a vehicle by vehicle basis.

### **Exhaust Gas Recirculation (EGR)**

On the subject of the exhaust gas recirculation (EGR) valves, Volkswagen Commercial Vehicles has previously reviewed EGRs, resulting in the introduction of new components new components – this happened 18 months ago.

Should an issue occur under warranty, the vehicle would be repaired in full at no cost to the customer. If a customer previously experienced an issue during warranty, but before the new part was issued, subject to the specific details and age/mileage of the vehicle, we will often fund the repair for a reasonable period after the warranty on a goodwill basis.

### **Steering Knock**

Volkswagen Commercial Vehicles is aware of a few cases where T5 owners have experienced a minor noise from the front of their vehicles, specifically in respect to the steering. An extensive investigation has been conducted and we can confirm this is not a safety related issue, with no evidence of component wear.

While a very small number of right-hand drive vehicles have demonstrated the noise, customer satisfaction is of paramount importance to us; we have therefore been working with our colleagues at the factory to identify a repair.

Last month our engineers from Hanover visited Milton Keynes, and along with our technical team in the UK, a number of new components were fitted to a selection of T5 vehicles. These units are currently being tested to confirm the elimination of the noise. This process will take six months, due to the nature of the issue and specific weather-related conditions.