



2nd October 2015

Restoring consumer trust in the global car industry

Consumers International is the international federation of consumer organisations with more than 240 Members. Our Members work to protect the interests of consumers in 120 countries around the globe.

The recent scandal over Volkswagen's use of in-car technology to rig the results of emissions tests on diesel cars sold in the US has undermined consumer trust in your sector and raised serious issues about the reliability of test results in the global car manufacturing industry.

This particular scandal reflects ongoing concerns about testing for fuel efficiency and emissions across the wider industry that have been raised by several of our national members.

A number of actions are needed to restore consumer trust. We ask you to proactively and openly issue a statement in support of all of the following:

- Immediate and thorough investigations of the technology used in your own cars to ensure that they are not rigging the results of emissions tests or other tests such as fuel efficiency tests.
- Complete transparency in the publication of the results of these investigations with a CEO announcement within the next seven days.
- Commitment to providing consumers redress if problems are identified.
- Support a thorough review and improvement in test protocols for emissions tests including improved oversight of testing and independent testing where necessary.

The right to accurate and timely information is fundamental to a well-functioning economy and the ability of consumers to make an informed choice. It is vital to act to restore consumer confidence at this time.

I look forward to your immediate response.

Yours sincerely,

A handwritten signature in purple ink, which appears to read "Amanda Long". The signature is written in a cursive style and is underlined with a long horizontal stroke.

Amanda Long

Director General, Consumers International

A cross section of Consumers International's 240 Members support this, here are some examples from across the world.

James Guest
President
Consumers International



AUSTRALIA



THE NETHERLANDS



UNITED KINGDOM



SOUTH KOREA



UNITED STATES



Consumidores Argentinos

ARGENTINA



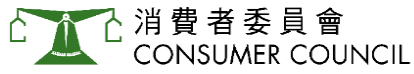
DENMARK



MALAYSIA



THAILAND



HONG KONG



BRAZIL



INDIA



KENYA



GERMANY