



Volkswagen

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## Volkswagen starts recall of the first Golf model

- **Federal Motor Transport Authority (KBA) grants approval for the software solution for affected Golf 2.0l TDI BMT**
- **Customers can arrange workshop appointments at short notice**
- **Recall of further volume models to follow soon**

Wolfsburg, 28 April 2016 – The Volkswagen passenger car brand is starting the technical modification of vehicles affected with engine type EA 189. The first model that customers will be soon able to make a service appointment for is the Golf TDI Blue Motion Technology (BMT) with a 2.0l engine. In Europe around 15,000 Golf cars affected with a manual gearbox are being called to the workshops. Further Volkswagen passenger car brand models will follow shortly in the recall process.

In the development of the technical measures customer-friendly solutions have top priority. This is why the vehicles concerned will be staggered in several groups for the workshop recall to ensure efficient implementation of the modifications. Following examination and confirmation by the KBA, all customers affected have already received a first letter informing them about the recall measure. In a further letter at a later point in time the vehicle owners will be asked to make a workshop appointment with a Volkswagen partner company of their choice. This letter will shortly be sent to all owners of Golf 2.0l TDI BMT.

In close coordination with the Federal Motor Transport Authority it is Volkswagen's declared aim that the technical solution does not result in any changes to the fuel consumption levels, performance data or noise emissions of the vehicles concerned. For the Golf 2.0l TDI BMT the KBA has confirmed that this objective has been achieved in full.

Volkswagen is working at full speed to implement the technical solutions and will rectify all vehicles affected by the NOx issue. This will be done in close coordination with the responsible authorities. In Europe Volkswagen is exercising its right as a manufacturer to remedy defects. Volkswagen customers will not incur any costs as a result of these technical measures. Furthermore, as part of the recall process all customers will be offered appropriate replacement mobility options free of charge.

Over and above this the vehicles affected are technically safe and roadworthy. They can be driven on roads without any limitations until the modifications are implemented. The implementation of the necessary

technical measures is being carried out throughout Europe in accordance with a timetable and action plan coordinated with the Federal Motor Transport Authority (KBA).

**Volkswagen Communications**

Spokesperson Sales & Marketing Volkswagen Germany

Nicolai Laude

Tel. +49 (0) 5361 / 9-25097

E-mail: [nicolai.laude@volkswagen.de](mailto:nicolai.laude@volkswagen.de)

[www.volkswagen-media-services.com](http://www.volkswagen-media-services.com)

