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VOLKSWAGEN

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Response from Volkswagen Group United Kingdom Limited.

"My colleagues here and in Germany were already working hard to seek solutions for our customers before the matter was raised by the Watchdog programme.

We wish to clarify that this is not a safety-related recall, but a planned workshop campaign. As reported, misfiring can occur on vehicles with 1.8T, V5, V6 and W8 petrol engines and can lead to erratic engine operation or reduced engine performance. The problem is caused by an electrical fault in the ignition coil and in no way endangers the driver or the car.

This type of ignition system uses an ignition coil for each cylinder. Should a failure occur, one cylinder will fail to provide power. This will result in unburnt fuel passing into the exhaust system; at this point the engine management warning light will be illuminated instructing the driver to drive to the nearest retailer.

We admit that some drivers have been inconvenienced and, wherever possible, we have provided a loan car whenever a customer's vehicle has been awaiting replacement parts. Supply of affected parts is increasing significantly and we expect to catch up with the demand for these ignition components in the next few weeks.

Our policy in support of those customers whose cars are awaiting the ignition components in question is to provide them with a replacement car while their own vehicles are off the road.

During the period of parts shortage we have been replacing only failed components. As we reach full availability of parts we will replace all the ignition components in question. Owners who have had only one coil replaced will then be able to have the remaining coils changed.

We will treat all customers sympathetically. This issue will be dealt with at no cost to the customer. It is our policy that customers should not be charged for this work. Costs will be met under our warranty/goodwill scheme."

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