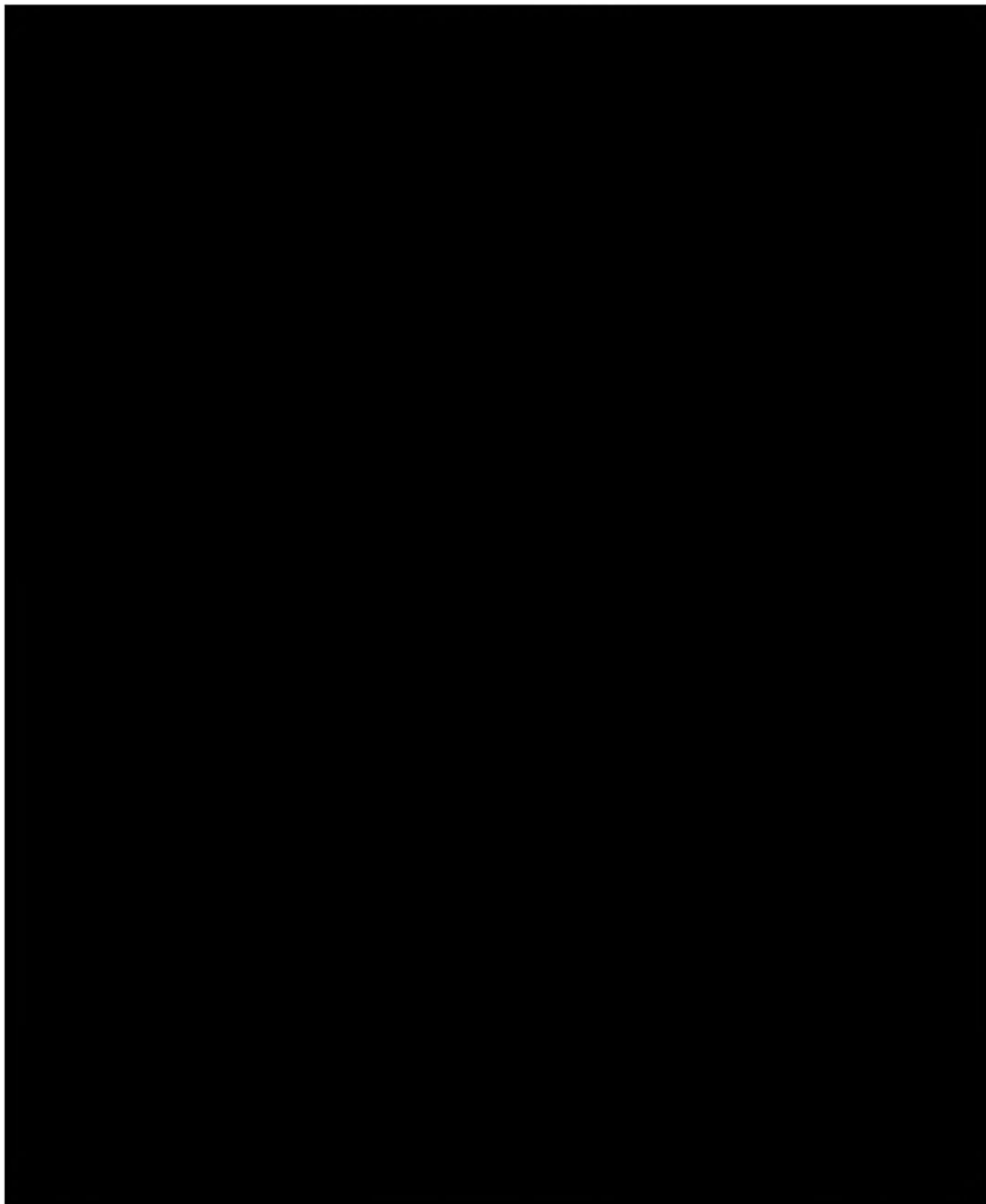


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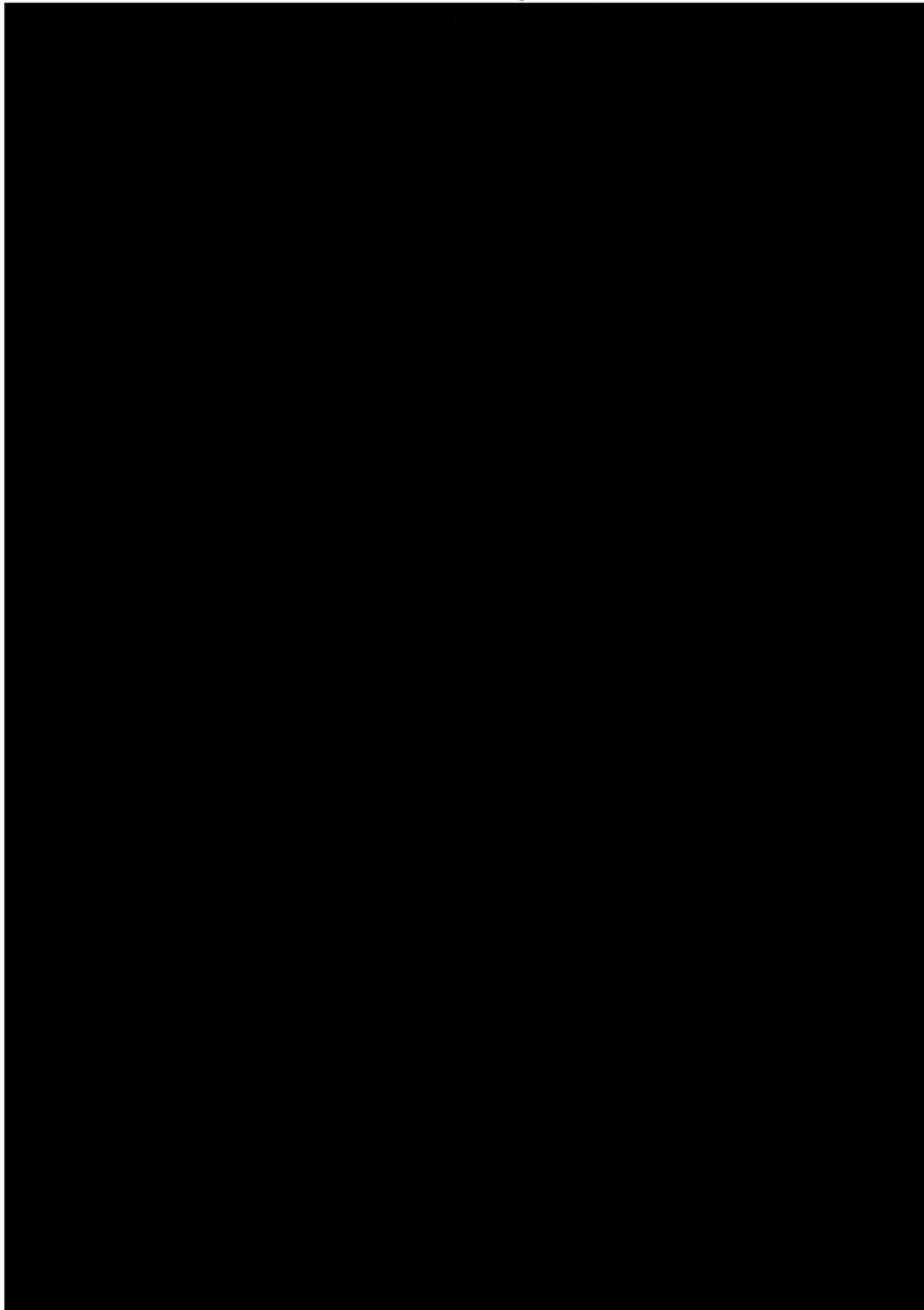


Escalated Matters Report 8/2022 Meeting, Friday 25 March



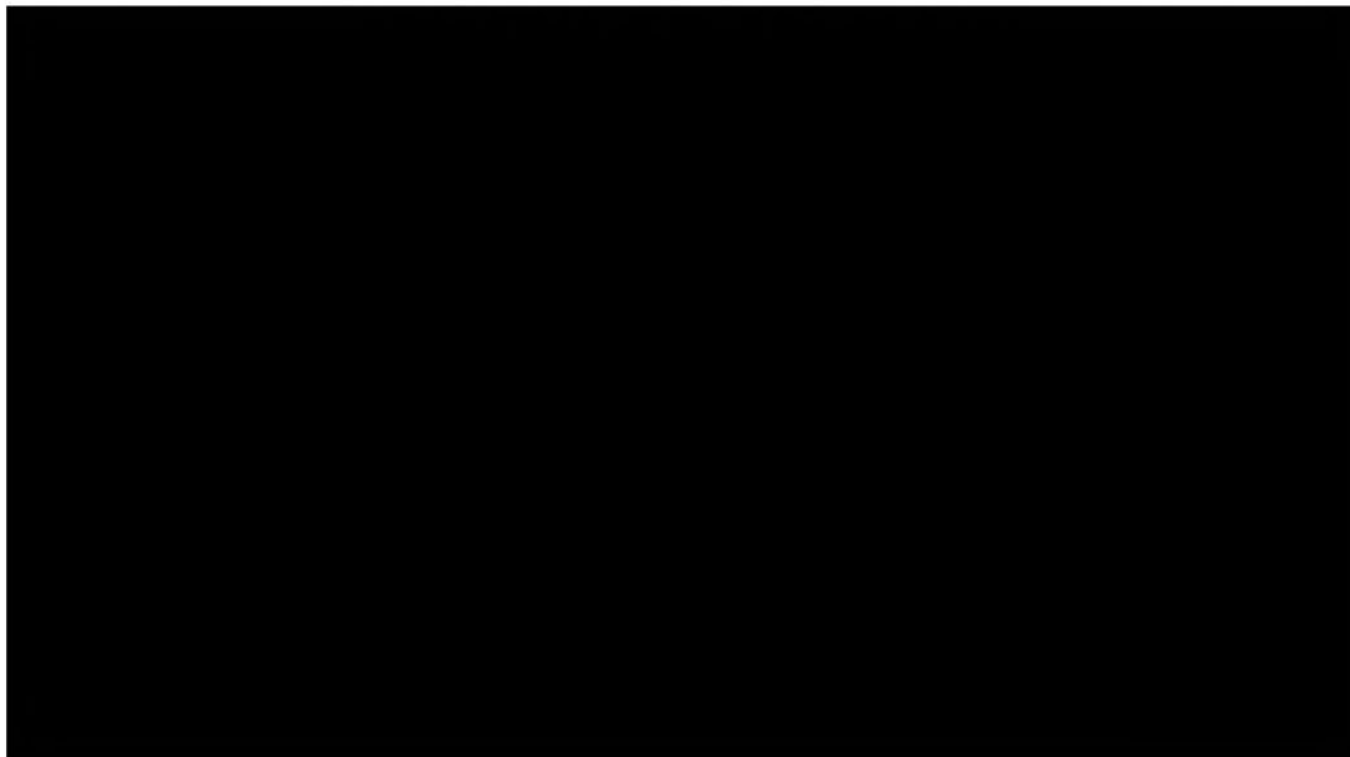
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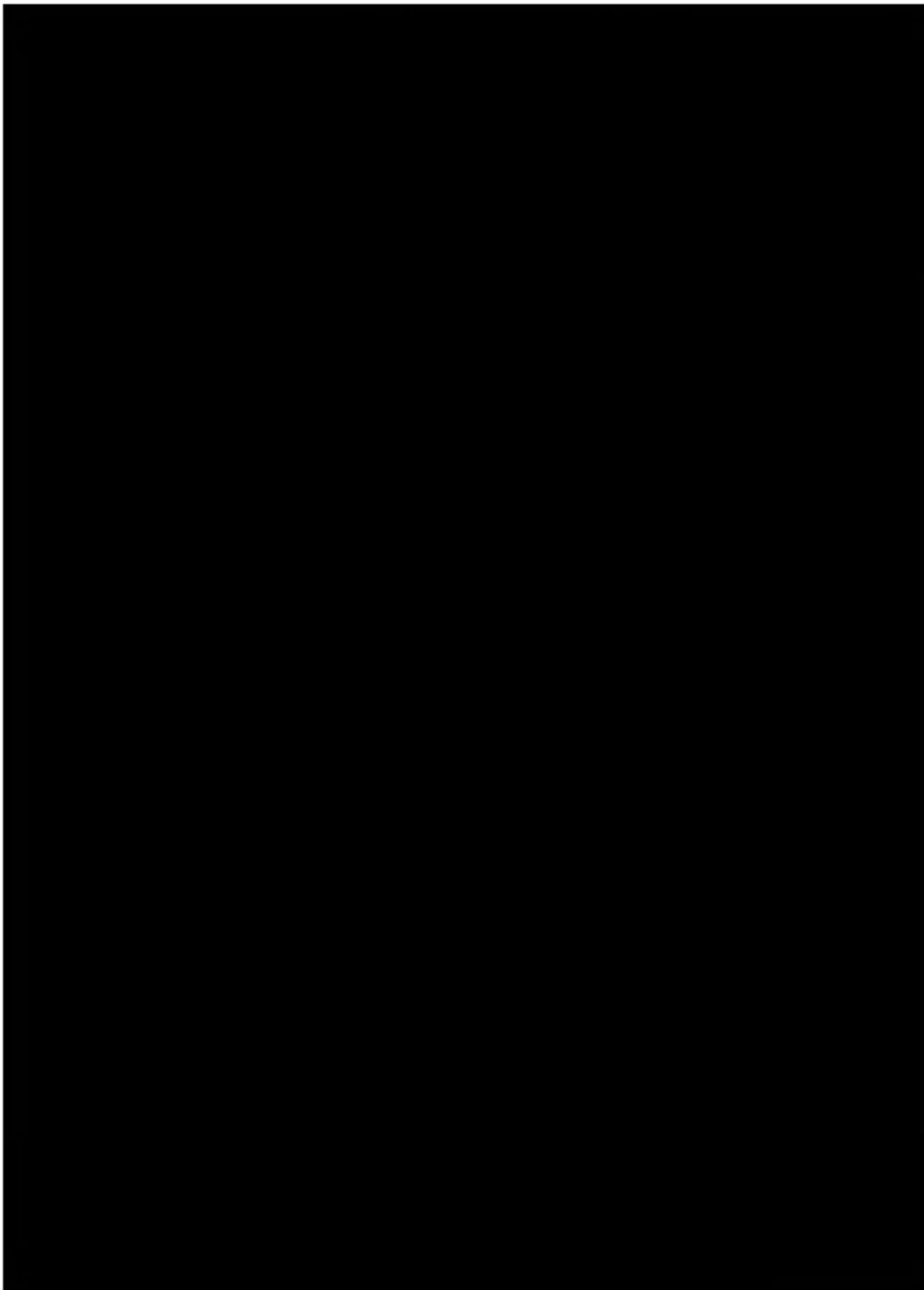
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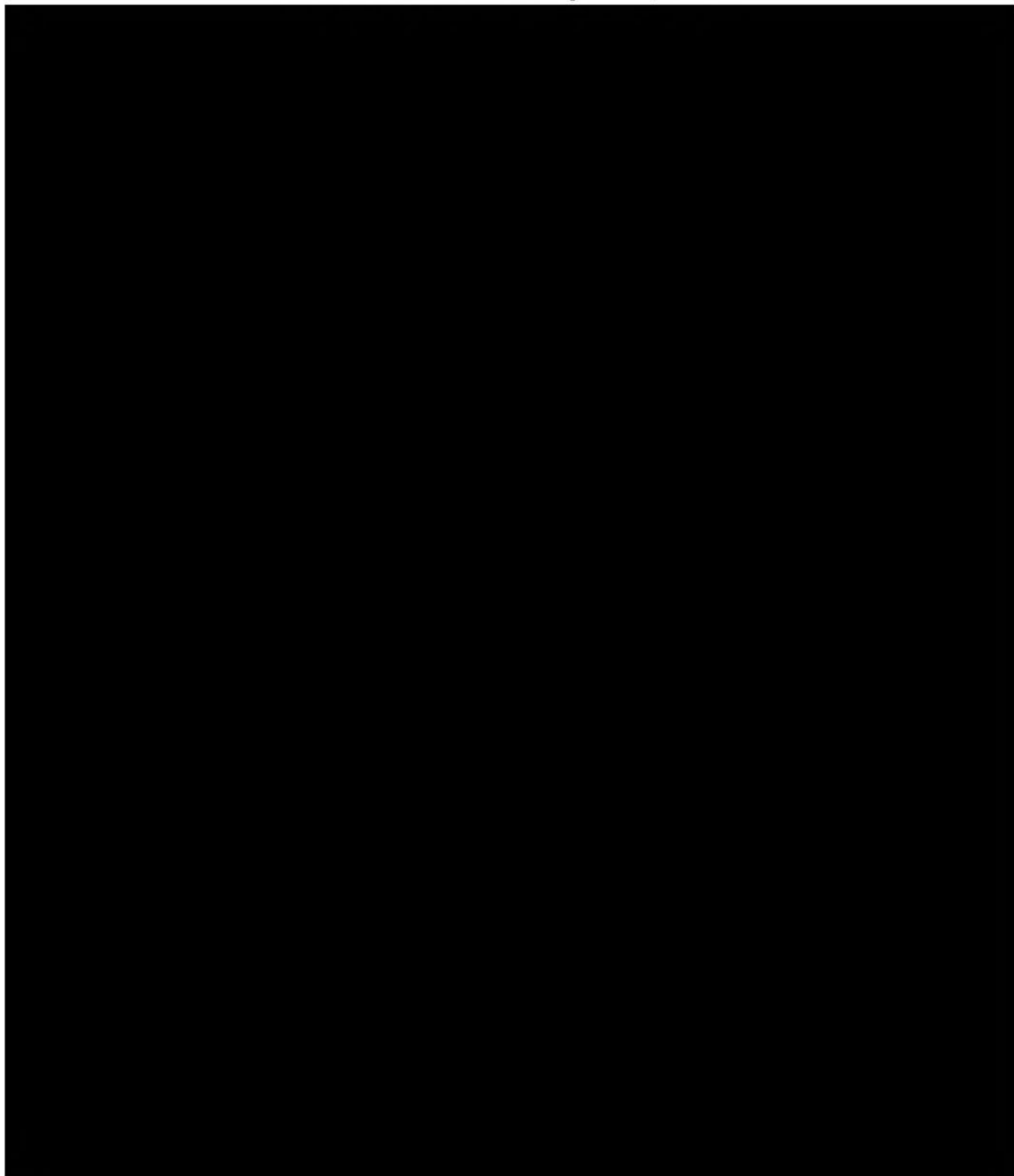
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Escalated Matters Report 8/2022

Item Number 25 March 2022 - 00003

Case Particulars	
Case Reference	CS1050591
InfoForm Number	REF3649828 [REDACTED]
Customer Profile	[REDACTED]
Primary Trader	Volkswagen Australia (VW Motors Australia - Use for all)
Trader Profile	[REDACTED]
Conducts	[REDACTED]
Mode of Contact	Phone UA Response Required: [REDACTED]
Reason for UA	
Reason	[REDACTED]
Description for UA	
Conduct summary:	
[REDACTED]	
<ul style="list-style-type: none"> On its website Volkswagen provides information regarding the DPF: <ul style="list-style-type: none"> 'DPFs are an advanced technology that helps modern diesel engines run cleaner and more efficiently. If your Volkswagen Diesel car is used exclusively for short trips or left standing idle for extended periods, it may not meet the requirements needed to clean itself (regeneration). You may receive a reminder about this in the instrument cluster.' The Infocentre notes that the ACCC accepted a 87B court enforceable undertaking from Volkswagen in 2018 in relation to compliance with the Australian Consumer Law. Other vehicle manufacturers have since been investigated by the ACCC in relation to issues consumers have experienced with their vehicles DPF, with Toyota Motor Corporation Australia Ltd, most notably, accepting a 87B court enforceable undertaking in 2020. The ACCC also took action against Ford Motor Company of Australia Ltd (Ford) in 2018 in relation to the handling of complaints about PowerShift transmission (PST) cars whereby Ford told customer the faults were the result of the customer's driving style. 	
UA rationale:	
[REDACTED]	

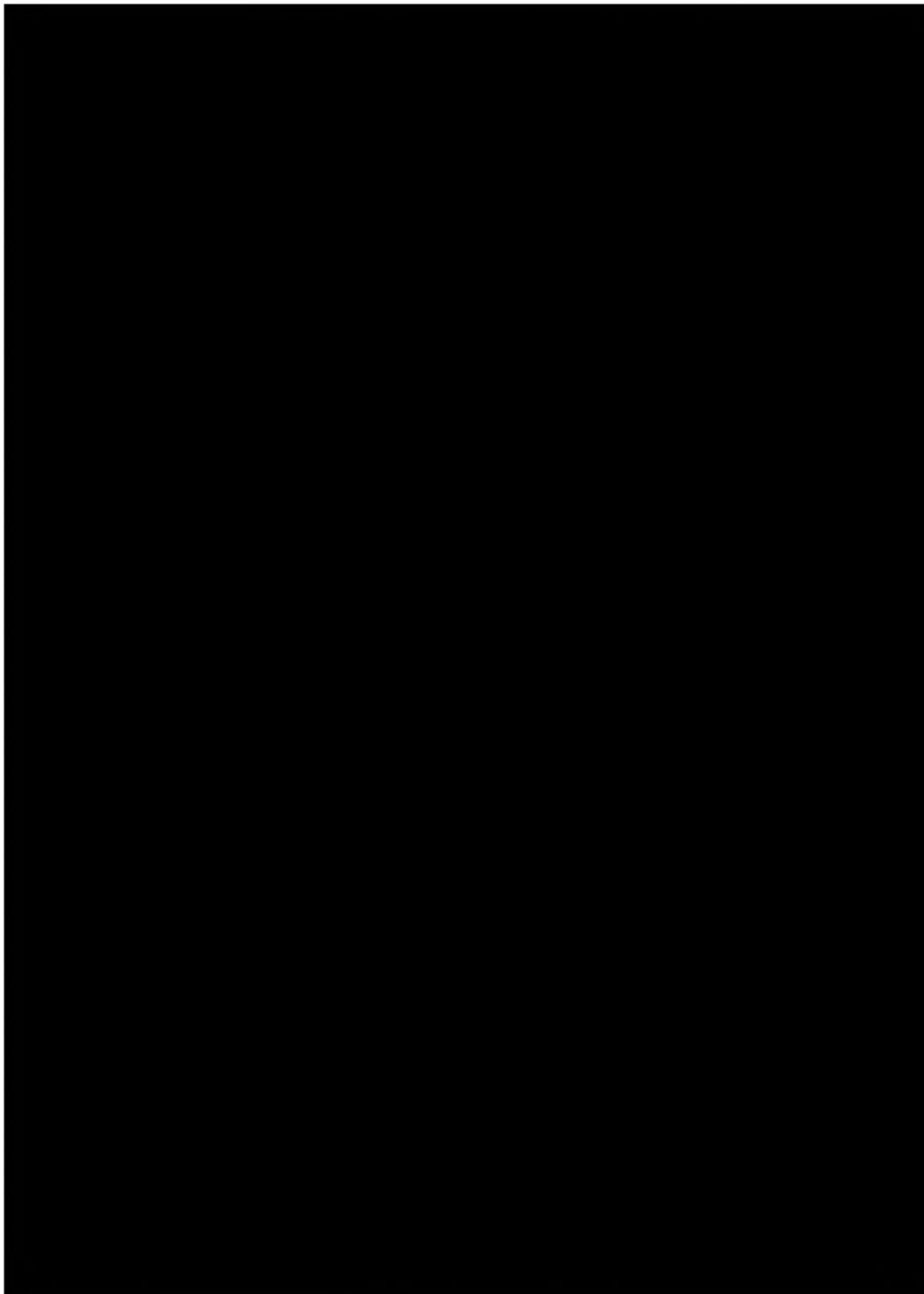
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Escalated Matters Report 8/2022

<i>Supplementary Info</i>	
Previous Reports	[Redacted]
<i>Decision</i>	
Status	[Redacted]
Escalated To	[Redacted]
Comments	[Redacted]

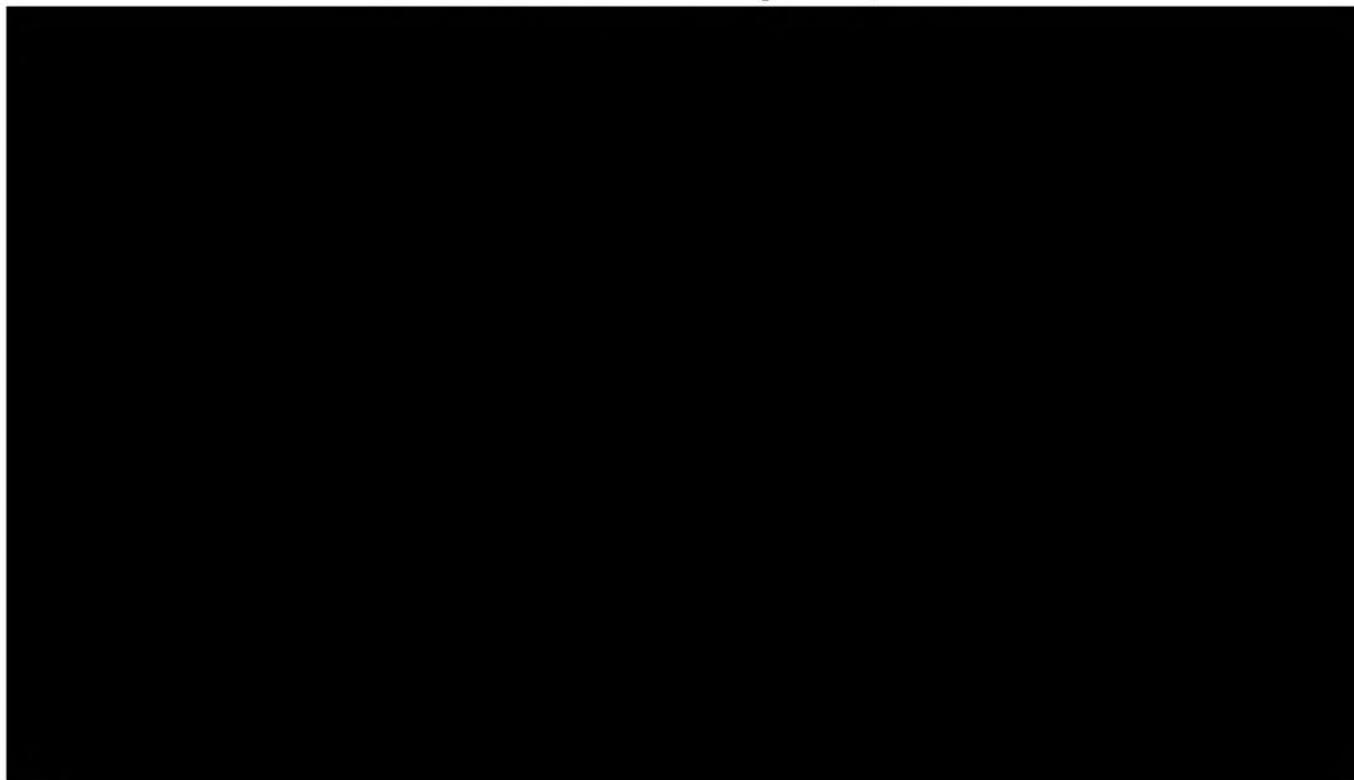
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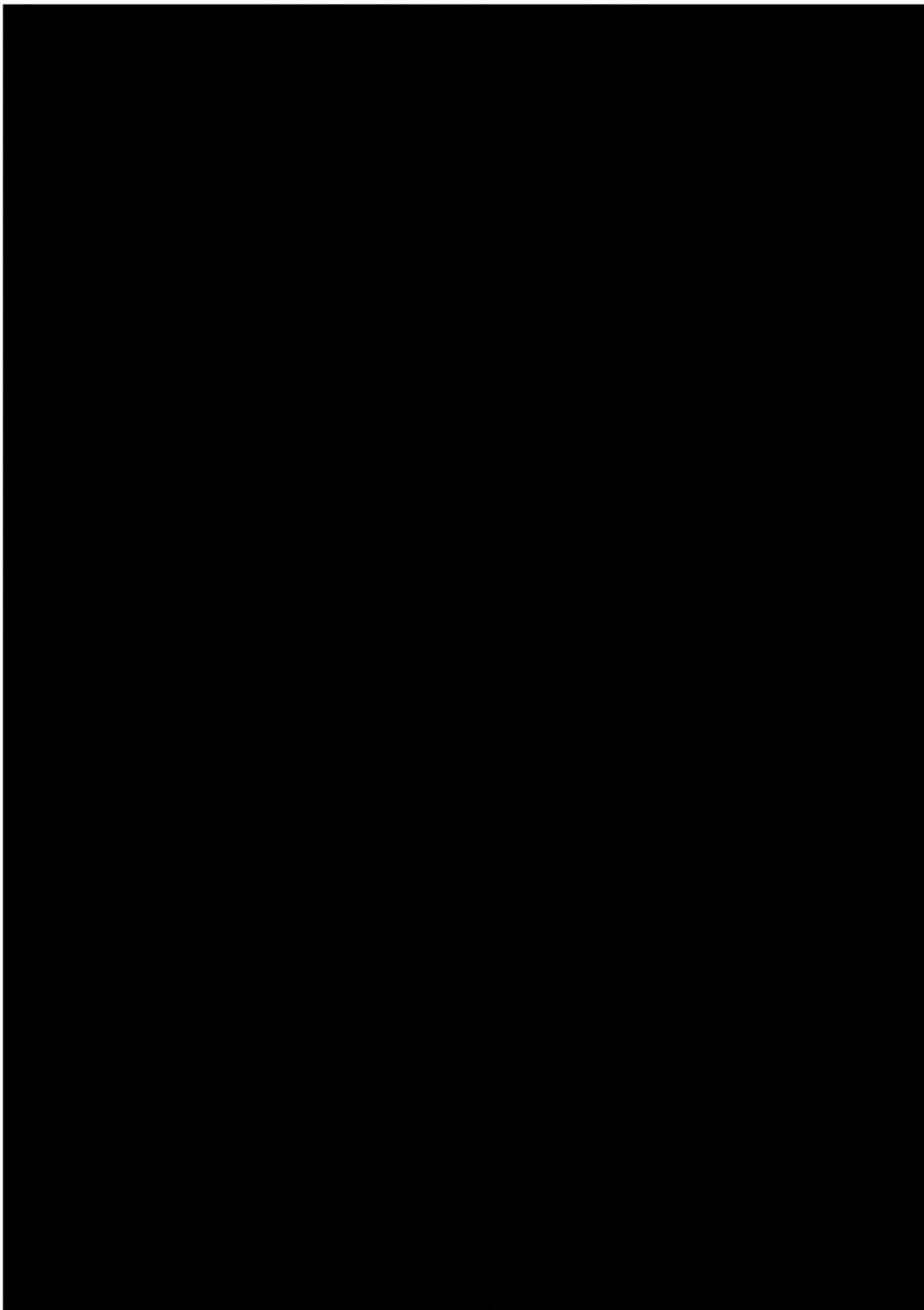
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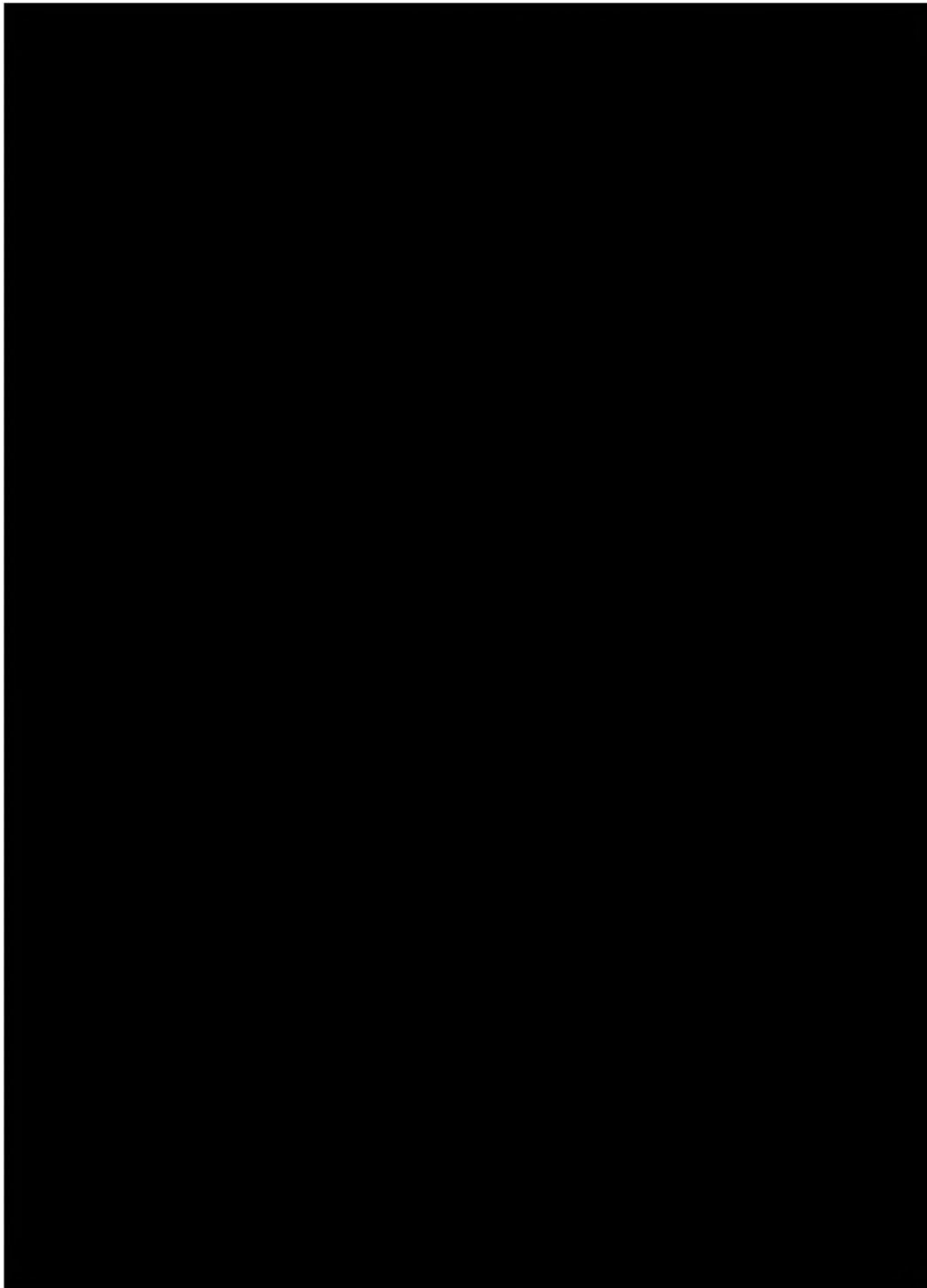
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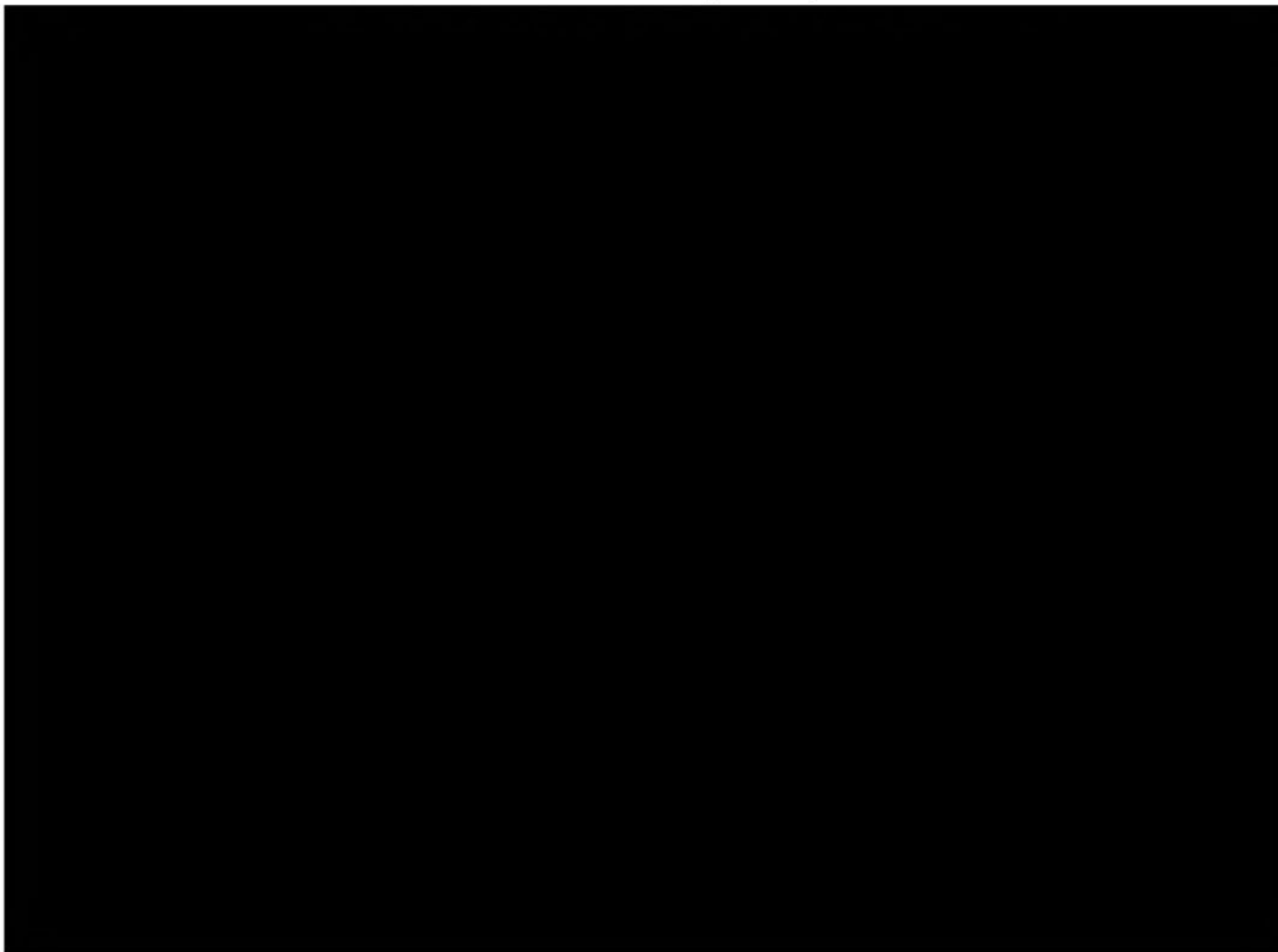
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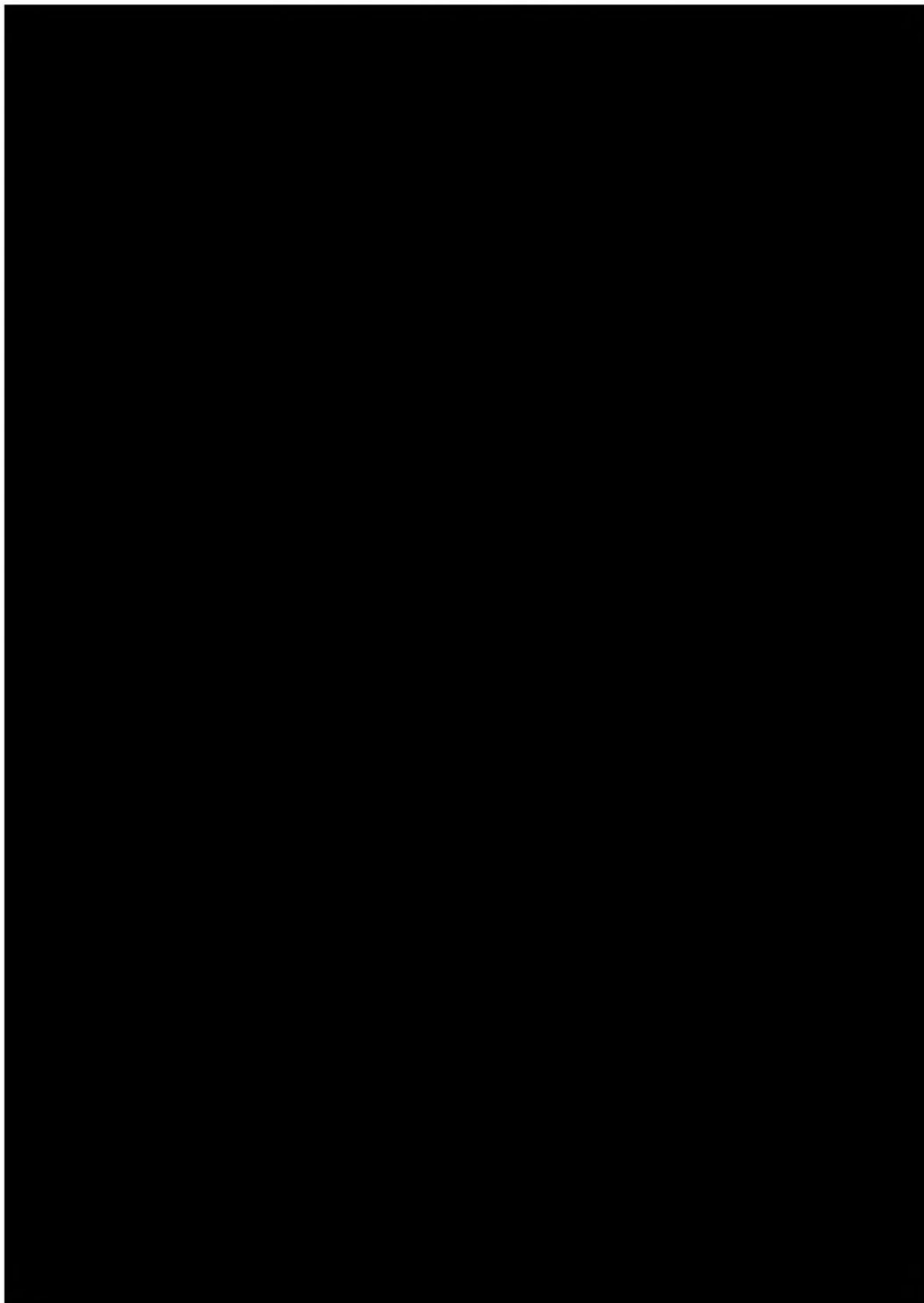
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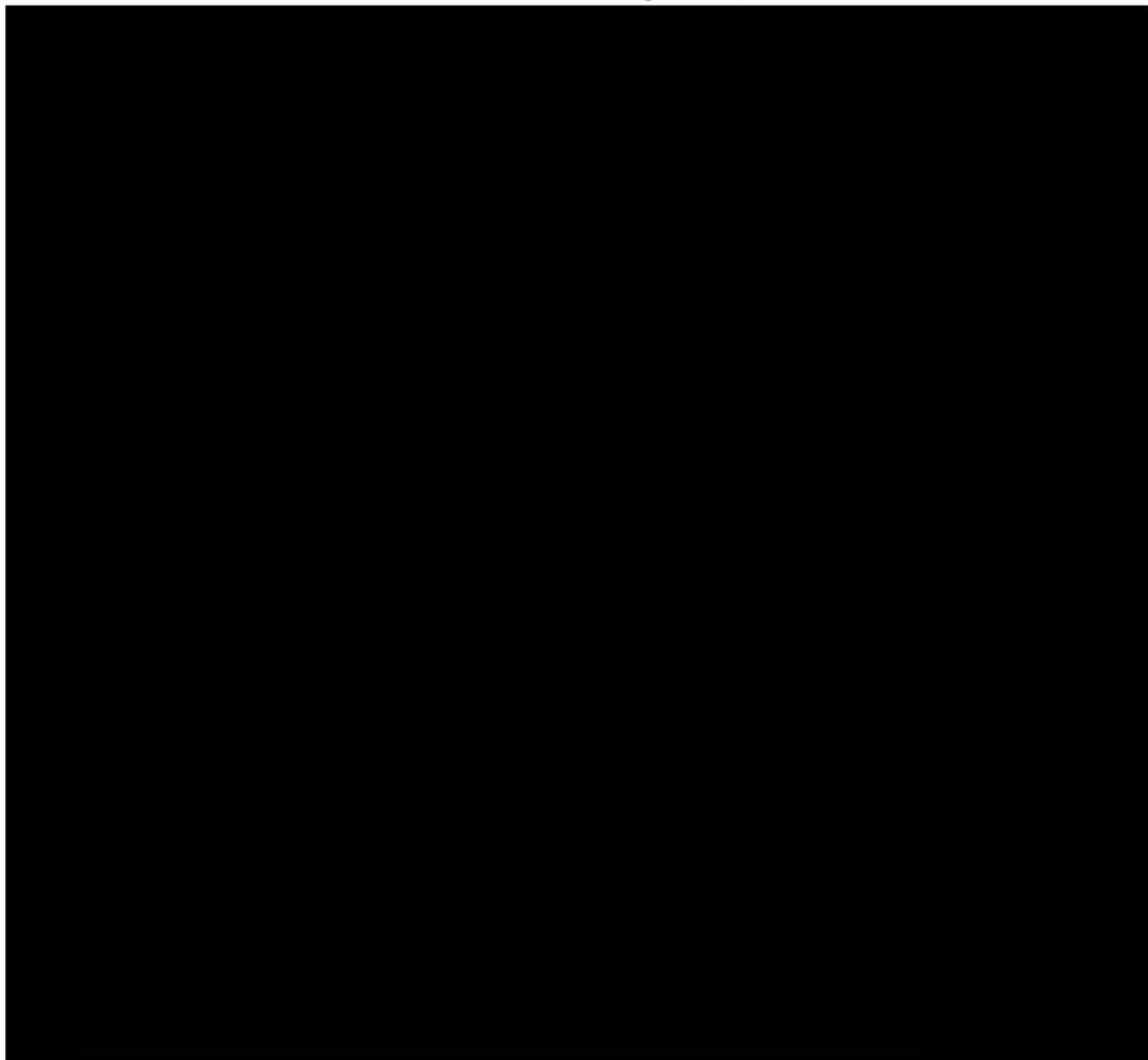
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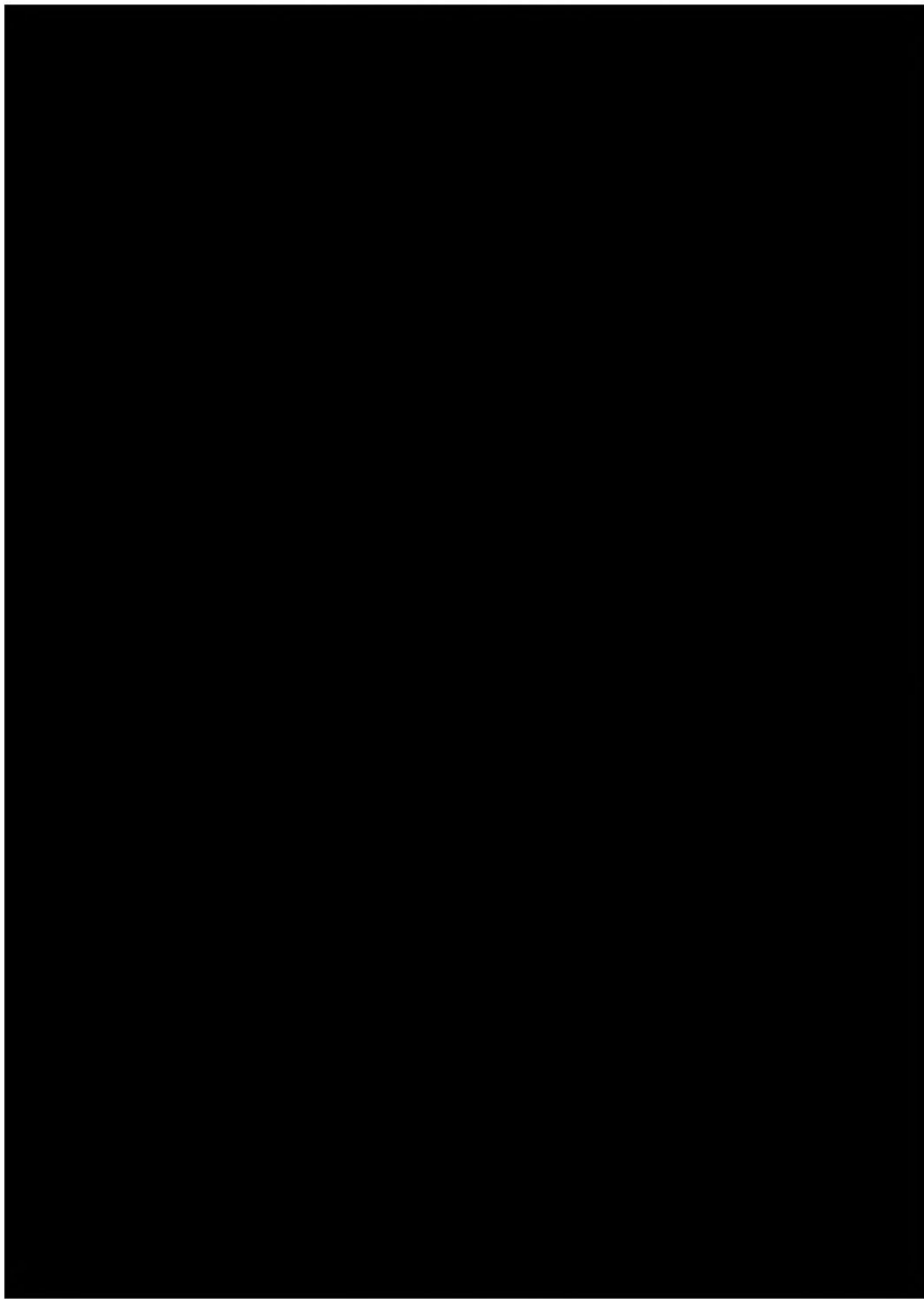
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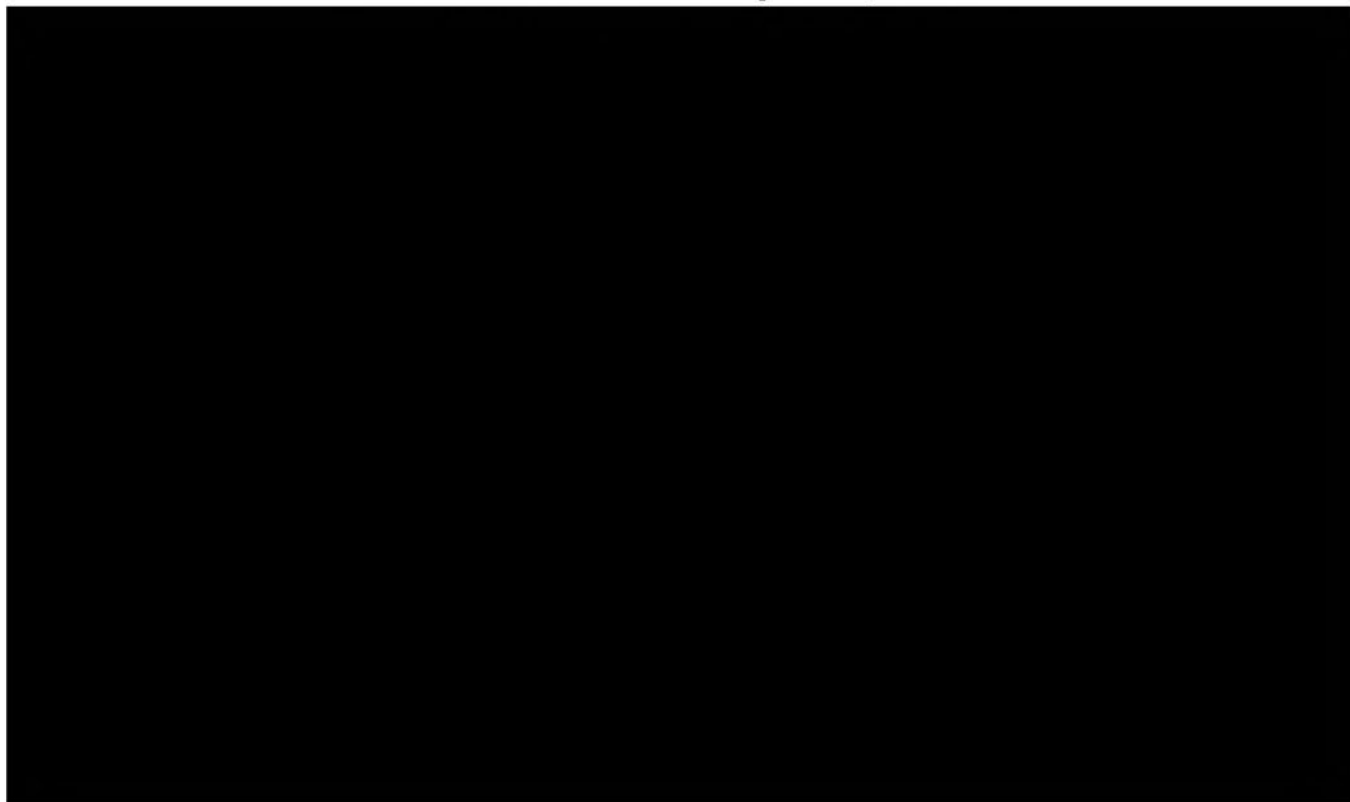
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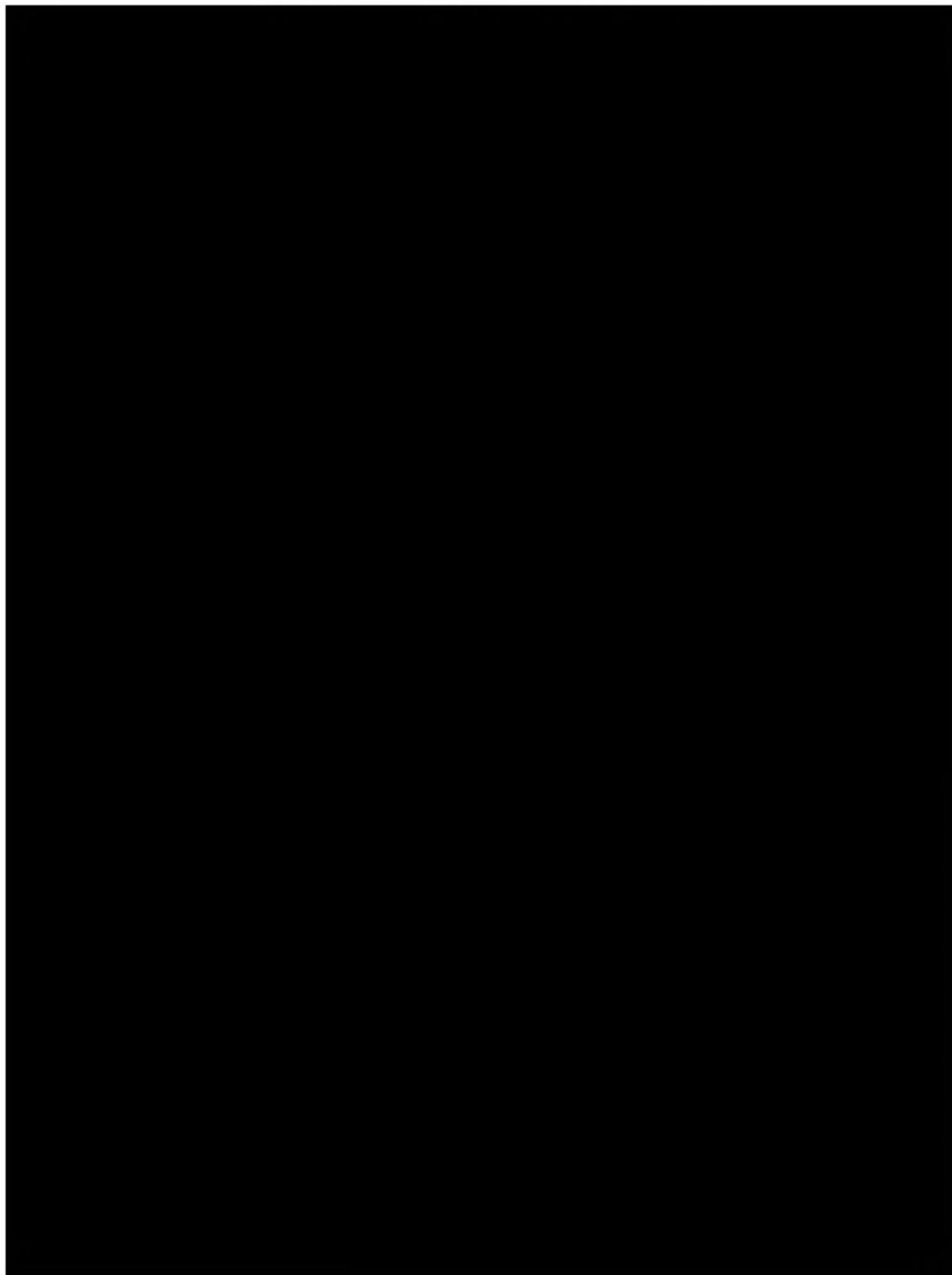
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