

Volkswagen Group: Speak up via phone

You can leave us a voice message by phone 24 hours a day, 7 days a week.

1. Select a phone number from the following list for your country or region
2. Have the organizational code "**122344**" ready

After entering the telephone number and the organizational code, a report can be given as a voice recording via Voice Intake. Only a written transcript will be received by the Investigation Office. Dial back in to listen to the reply or further questions by our team.

| <u>Country</u> | <u>Phone instructions</u> |
|---------------------------------|--|
| Albania | Number: +355 4 530 1801 Call charged at local rate |
| Algeria | Number: +213 983 29 93 38 Call charged at local rate |
| Angola | Number: +244 226 425 610 Call charged at local rate |
| Anguilla | Freephone: 1833 422 2005 |
| Antigua and Barbuda | Freephone: 1833 422 2006 |
| Argentina | Number: +54 11 2039 7280 Call charged at local rate |
| Australia | Number: +61 2 8284 6262 Call charged at local rate |
| Austria | Freephone: 0800 909 683 |
| Bahamas | Freephone: 1833 422 2007 |
| Bahrain | Number: +973 1650 1936 |
| Bangladesh | Freephone: +880 (0) 9610 998462 |
| Barbados | Number: +1 (246) 623 9631 Call charged at local rate |
| Belarus | Freephone: 8 820 0491 0089 |
| Belgium | Freephone: 0800 89 326 |
| Belize | Freephone: 1800 0130 076 |
| Benin | Number: +229 20 90 0380 Call charged at local rate |
| Bermuda | Freephone: 1833 422 2008 |
| Bhutan | Freephone: +975 2 379 003 |
| Bolivia, Plurinational State of | Freephone: 800 105 122 |
| Bosnia and Herzegovina | Number: +387 70 330 093 Call charged at local rate |
| Botswana | Freephone: 800 786 1103 |
| Brazil | Number: +55 (11) 4700 8838 Call charged at local rate |
| Brunei Darussalam | Freephone: 801 4657 |

| Country | Phone instructions |
|--------------------|---|
| Bulgaria | Freephone: 800 210 0645 |
| Burkina Faso | Number: +226 25 30 09 82 Call charged at local rate |
| Cambodia | Freephone: 1800 209 867 |
| Cameroon | Freephone: +237 6 57 10 31 12 |
| Canada | Number: +1 (514) 395 0496 Call charged at local rate |
| Cayman Islands | Number: +1 (345) 769 5580 Call charged at local rate |
| Chile | Number: +56 22 483 5917 Call charged at local rate |
| China | Country wide number with no supplier restriction: 400 120 1842 Call charged at local rate. |
| China | Freephone (Via China United Network): 1080 0852 2221 |
| China | Freephone (via China Telecom): 1080 0152 3042 |
| Colombia | Number: +57 601 242 1247 Call charged at local rate |
| Costa Rica | Number: +506 4036 0350 Call charged at local rate |
| Côte d'Ivoire | Freephone: +225 05 66 77 0918 |
| Croatia | Freephone: 0800 7745 |
| Cyprus | Freephone: 800 91142 |
| Czechia | Freephone: 800 050 833 |
| Denmark | Number: +45 43 31 09 61 Call charged at local rate |
| Dominica | Freephone: 1833 422 1998 |
| Dominican Republic | Number: +1 (829) 947 1996 Call charged at local rate |
| Ecuador | Freephone: 1800 001 432 |
| Egypt | Freephone: 0800 000 0083 |
| El Salvador | Number: +503 2230 4752 Call charged at local rate |
| Estonia | Number: +372 609 3008 Call charged at local rate |
| Ethiopia | Freephone: 800 86 1919 |
| Fiji | Freephone: 008 002 650 |
| Finland | Freephone: 0800 392 912 |
| France | Freephone: 080 554 3753 |
| French Guiana | Freephone: 0800 99 1448 |
| French Polynesia | Freephone: 0800 91 4886 |
| Georgia | Freephone: 1800 008 013 |
| Germany | Freephone: 0800 1818 952 |
| Ghana | Number: +233 59 699 3553 Call charged at local rate |
| Greece | Freephone: 0080 0441 45924 Can only be connected by Cosmote mobile and OTE landline |
| Grenada | Number: +1 (473) 230 0333 |

| Country | Phone instructions |
|--------------------------|---|
| | Call charged at local rate |
| Guam | Freephone: 1833 809 6777 |
| Guatemala | Number: +502 2302 8459 Call charged at local rate |
| Honduras | Freephone: 800 2791 6139 |
| Hong Kong | Number: +852 3019 4193 Call charged at local rate |
| Hungary | Freephone: 06 809 845 89 |
| Iceland | Number: +354 415 0349 Call charged at local rate |
| India | Freephone: 0008 0005 03159 |
| Indonesia | Number: +62 21 8063 0074 Call charged at local rate |
| Ireland | Freephone: 1800 800 636 |
| Israel | Number: +972 3374 1225 Call charged at local rate |
| Italy | Freephone: 800 147 694 |
| Jamaica | Number: +1 (876) 677 9125 Call charged at local rate |
| Japan | Number: +81 3 6627 0734 Call charged at local rate |
| Jordan | Freephone: 0800 23801 No mobile access |
| Kazakhstan | Number: (+7) 877 2735 74582 Call charged at local rate; No mobile access |
| Kenya | Number: +254 20 765 0957 Call charged at local rate |
| Korea, the Republic of | Number: +82 2 3700 5146 Call charged at local rate |
| Kuwait | Freephone: +965 2205 5730 |
| Latvia | Freephone: 800 05929 |
| Lebanon | Freephone: first dial 01-426-801 and then 833 816 0913 |
| Lithuania | Freephone: 8800 30366 |
| Luxembourg | Number: +352 342 080 8982 Call charged at local rate |
| Malaysia | Number: +60 3 7724 3136 Call charged at local rate |
| Malta | Freephone: 8006 5144 |
| Martinique | Freephone: 0800 90 1651 |
| Mauritius | Number: +230 5 297 0999 Call charged at local rate |
| Mexico | Number: +52 55 4780 6198 Call charged at local rate |
| Moldova, the Republic of | Freephone: 080 060 016 |
| Morocco | Number: +212 5 30 14 41 08 Call charged at local rate |
| Myanmar | Freephone: 0800 800 8062 |
| Namibia | Freephone: +264 83 380 0103 |
| Nepal | Freephone: 1800 001 0186 |
| Netherlands | Number: +31 10 700 75 03 Call charged at local rate |
| New Zealand | Number: +64 9 913 5892 Call charged at local rate |

| Country | Phone instructions |
|----------------------------------|--|
| Nicaragua | Number: +505 7513 7610 Call charged at local rate |
| Nigeria | Freephone: 070 8060 1221 |
| North Macedonia | Number: +389 2551 3216 Call charged at local rate |
| Norway | Number: +47 24 14 06 01 Call charged at local rate |
| Oman | Freephone: 8007 4161 |
| Pakistan | Freephone: 0080 0900 44437 |
| Panama | Number: +507 308 4480 Call charged at local rate |
| Papua New Guinea | Freephone: 0008 61322 |
| Paraguay | Freephone: 0098 0044 10266 No mobile access |
| Peru | Freephone: 0800 74535 |
| Philippines | Freephone: 1800 8394 8474 Can only be connected by Globe Telecom device |
| Poland | Freephone: 800012953 |
| Portugal | Freephone: 800 831 302 |
| Puerto Rico | Number: +1 (787) 200 7305 Call charged at local rate |
| Qatar | Freephone: 00800 101 094 |
| Réunion | Freephone: 1800 916 980 |
| Romania | Freephone: 0800 400 653 |
| Russian Federation | Freephone: 8 (800) 100 69 94 |
| Saudi Arabia | Freephone: 800 850 1433 |
| Serbia | Number: +381 10 520 043 Call charged at local rate |
| Seychelles | Freephone: 800 131 |
| Singapore | Number: +65 6403 7051 Call charged at local rate |
| Slovakia | Freephone: 0800 113 418 |
| Slovenia | Freephone: 0800 83115 |
| South Africa | Number: +27 (21) 427 7937 Call charged at local rate |
| Spain | Number: +34 900 031 156 Call charged at local rate |
| Sri Lanka | Number: +94 (72) 091 0370 Call charged at local rate |
| Sudan | Freephone: +249 15 655 9883 |
| Suriname | Freephone: 833 816 0919 |
| Sweden | Freephone: 020 160 4703 |
| Switzerland | Freephone: 080 000 5691 |
| Taiwan, Province of China | Number: +886 2 7743 8912 Call charged at local rate |
| Tanzania, the United Republic of | Freephone: 0800 11 1020 |
| Thailand | Number: +66 2 844 9693 Call charged at local rate |
| Trinidad and Tobago | Number: +1 (868) 224 1869 Call charged at local rate |
| Tunisia | Number: +216 31 300 338 Call charged at local rate |

| Country | Phone instructions |
|-----------------------------------|---|
| Turkey | Freephone: 0080 04488 28602 |
| Turks and Caicos Islands | Freephone: 1833 462 1355 |
| Uganda | Number: +256 41 423 8162 Call charged at local rate |
| Ukraine | Freephone: 0800 801 205 |
| United Arab Emirates | Freephone: 800 0444 0408 |
| United Kingdom | Freephone: 080 0022 4118 |
| United States of America | Number: +1 (669) 288 7154 Call charged at local rate |
| Uruguay | Freephone: 0004 1598 5762 |
| Venezuela, Bolivarian Republic of | Number: +58 212 335 7722 Call charged at local rate |
| Viet Nam | Number: +84 1900 3271 Call charged at local rate |
| Virgin Islands (British) | Freephone: 1833 462 1356 |
| Virgin Islands (U.S.) | Freephone: 1833 724 6398 |
| Zimbabwe | Freephone: +263 867 742 2010 |