

**VOLKSWAGEN**

AKTIENGESELLSCHAFT

# Leading the transformation.

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Director Group Sales,  
Volkswagen AG

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CAPITAL MARKETS DAY 2019



## DISCLAIMER

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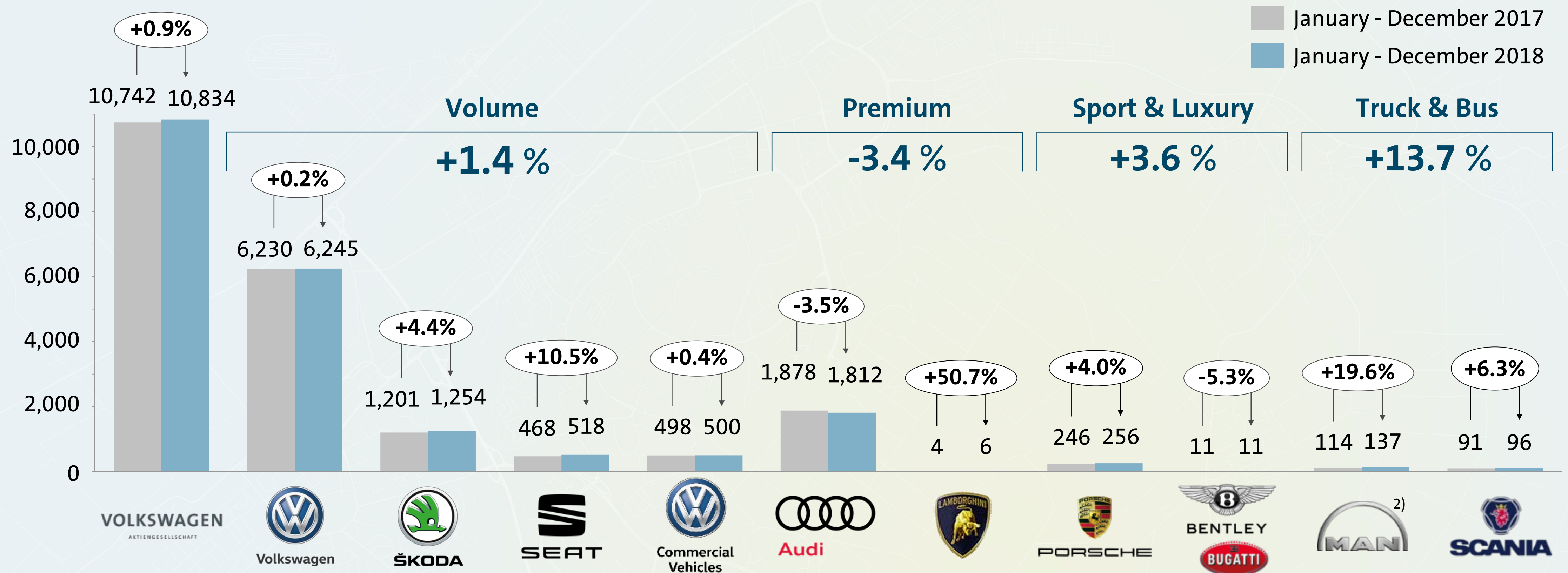
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VOLKSWAGEN GROUP – DELIVERIES TO CUSTOMERS BY BRANDS<sup>1)</sup>

JANUARY TO DECEMBER 2018 VS. 2017  
(thsd. units)



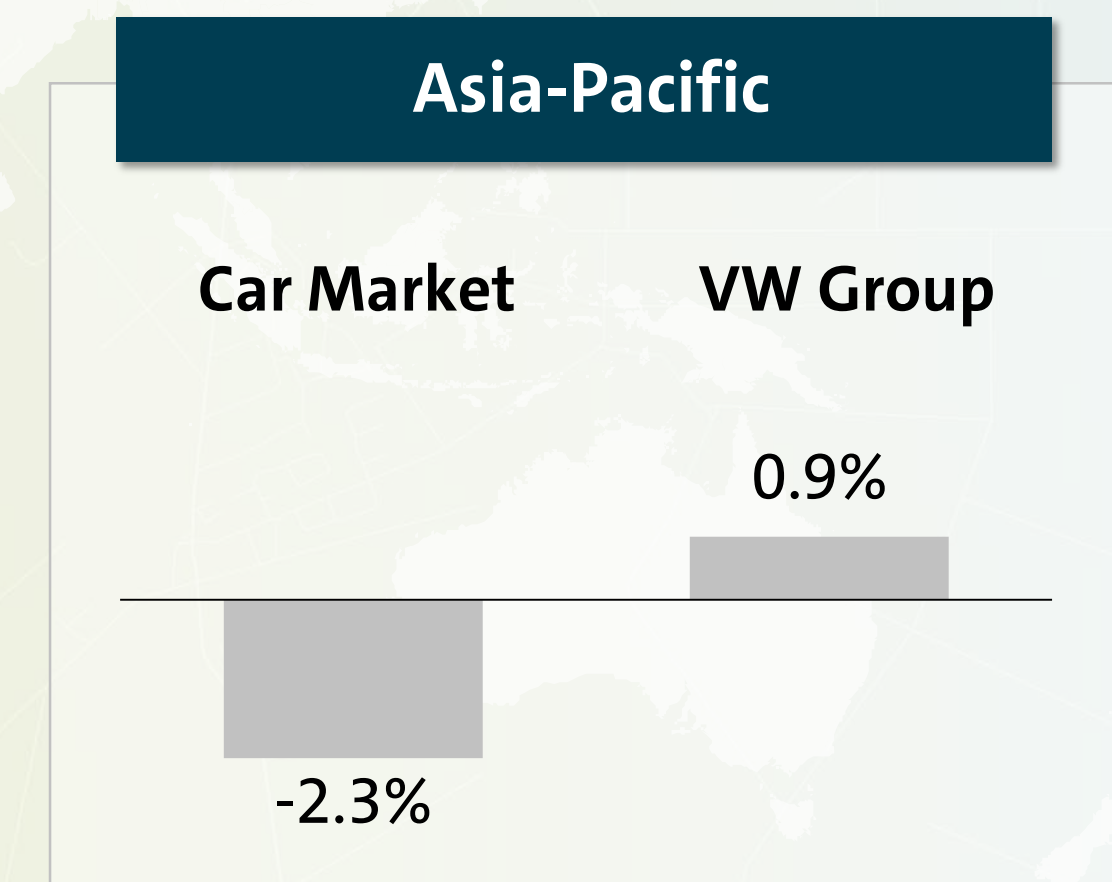
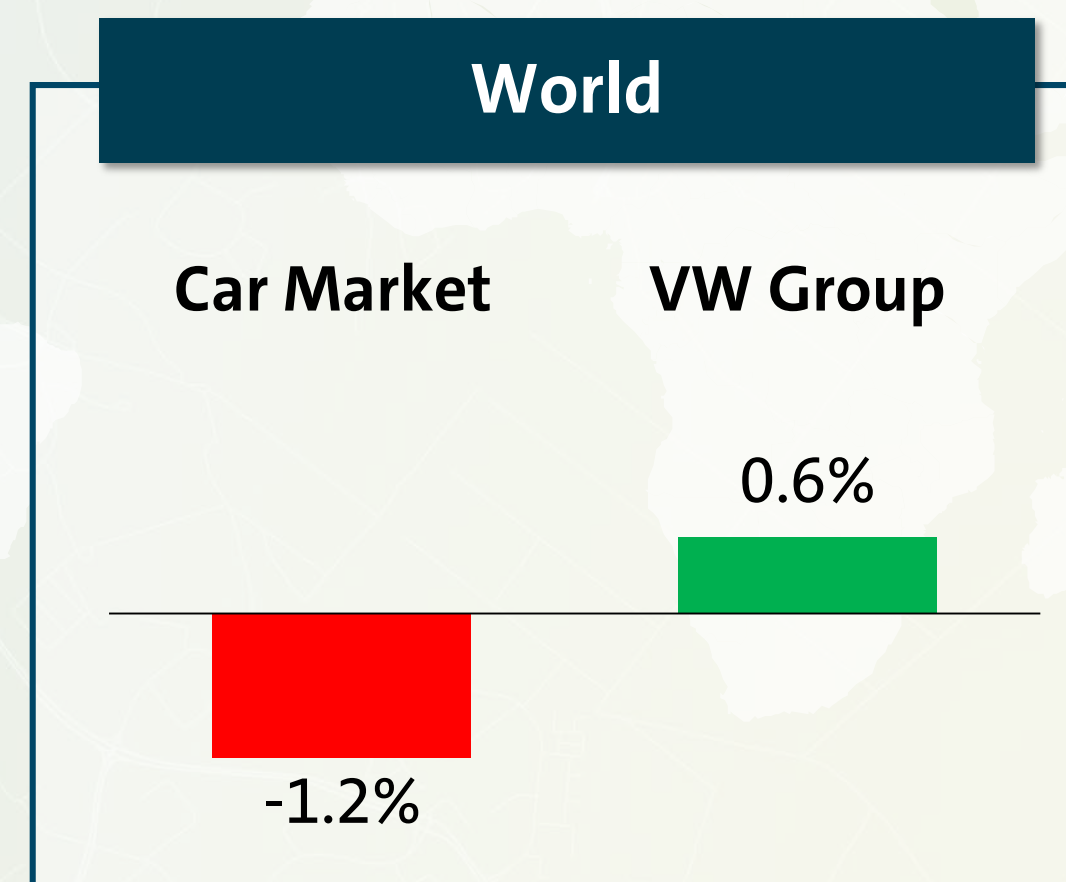
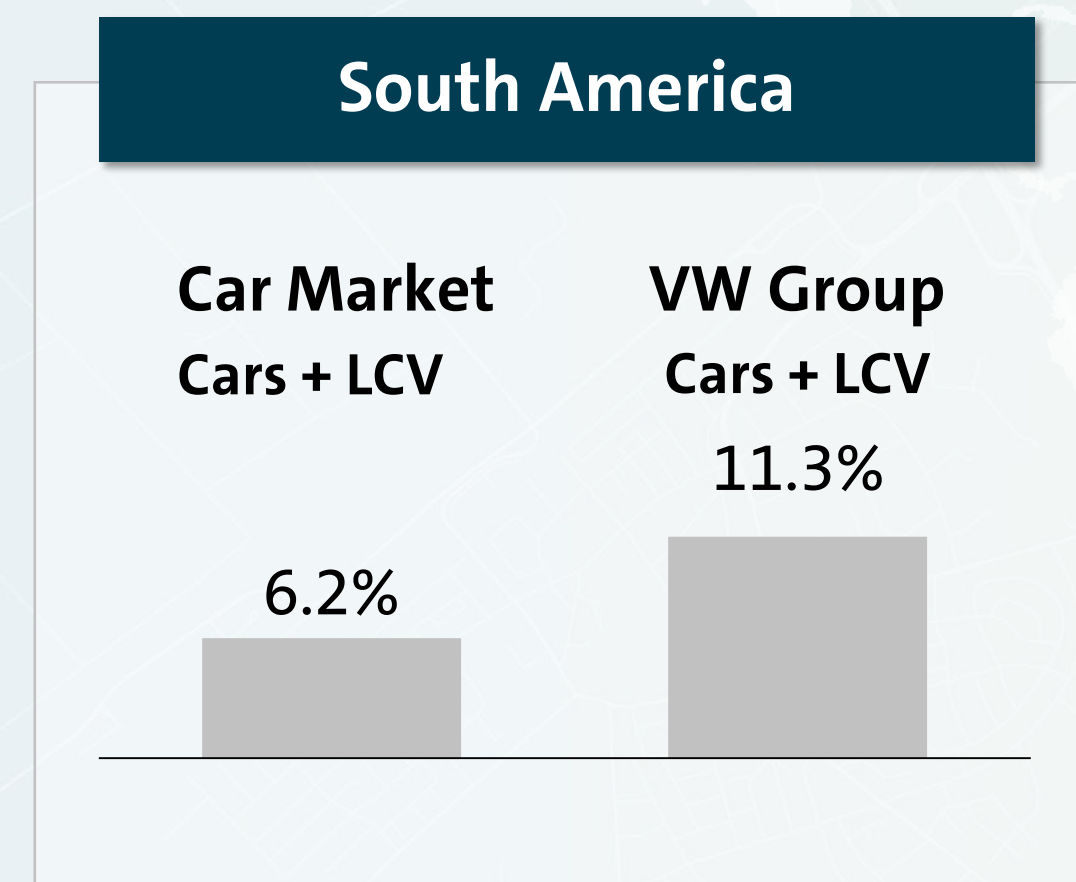
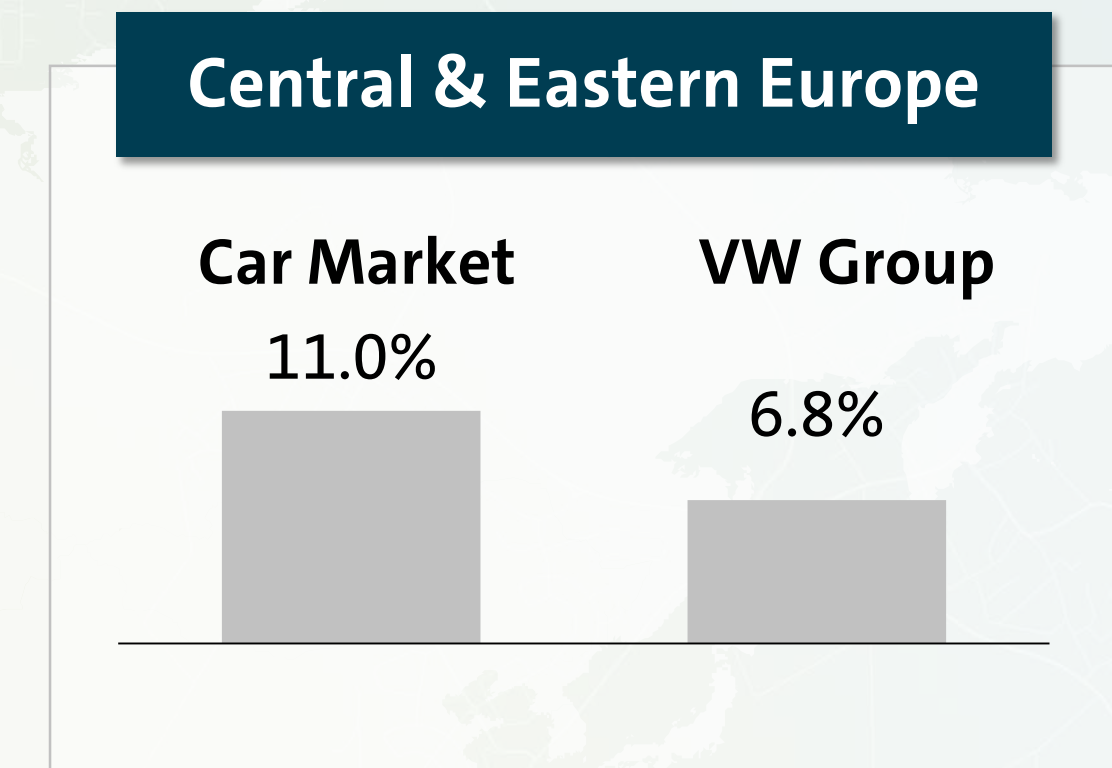
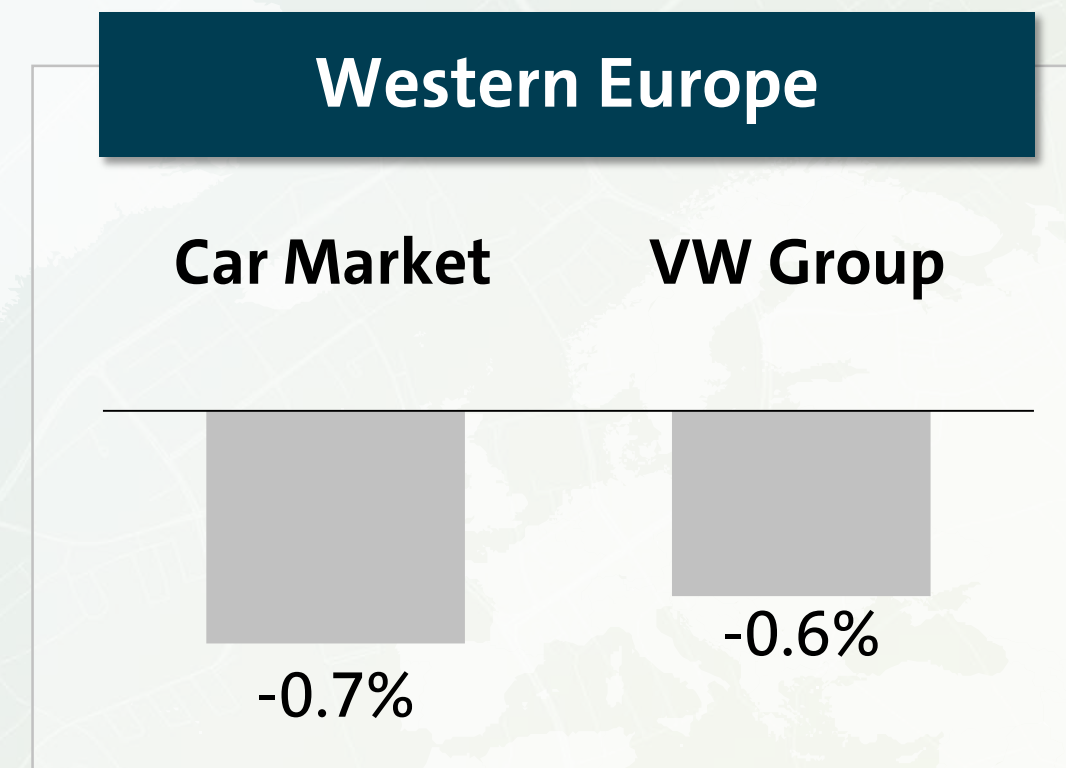
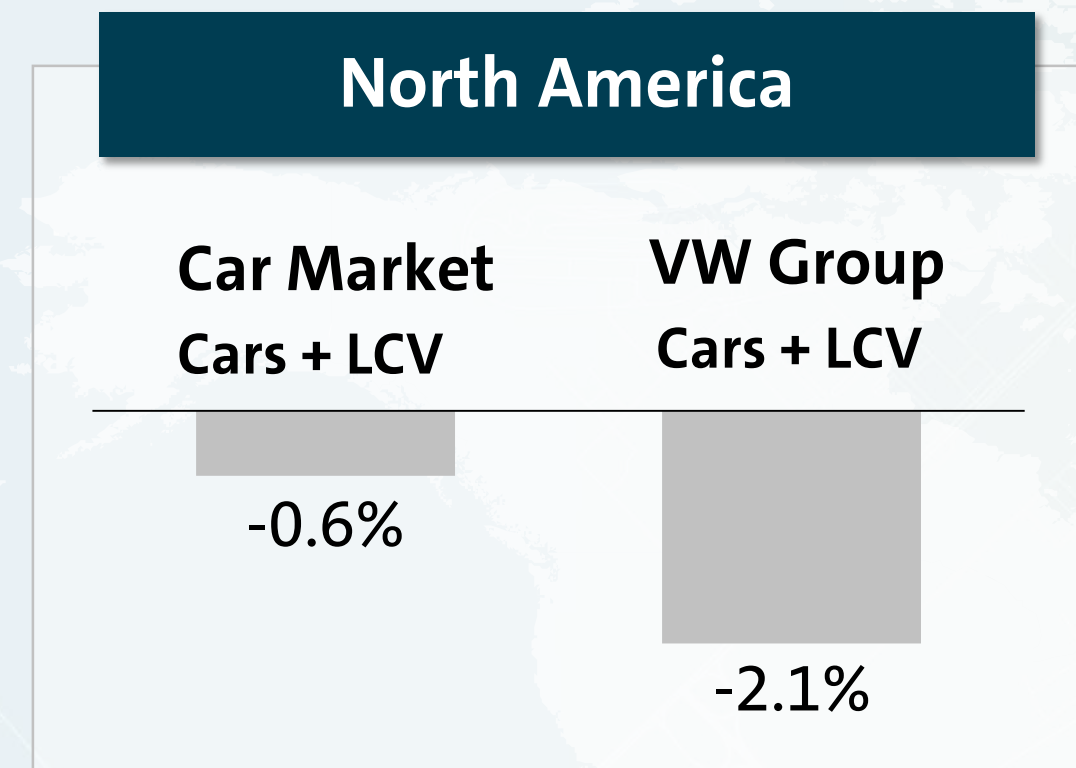
<sup>1)</sup> Incl. all brands of Volkswagen Group (Passenger Cars and Commercial Vehicles); +0.6% excl. Volkswagen Commercial Vehicles, Scania and MAN.

<sup>2)</sup> MAN incl. MAN Latin America Trucks and Busses GVW > 5t.



DEVELOPMENT WORLD CAR MARKET VS. VOLKSWAGEN GROUP CAR DELIVERIES TO CUSTOMERS<sup>1)</sup>

GROWTH Y-O-Y IN DELIVERIES TO CUSTOMERS, JANUARY TO DECEMBER 2018 VS. 2017

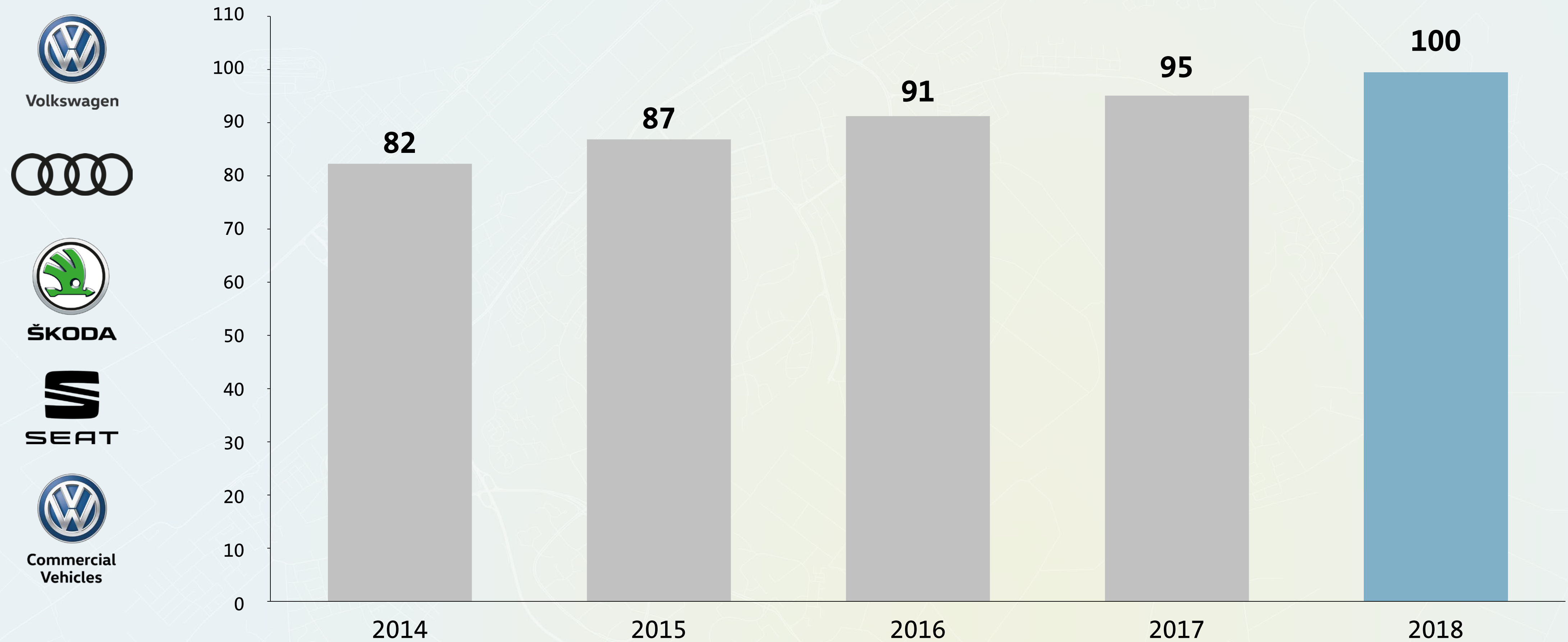


<sup>1)</sup> Figures excl. Volkswagen Commercial Vehicles, Scania and MAN.



## VOLKSWAGEN GROUP CAR PARK CONTINUED TO GROW IN 2018

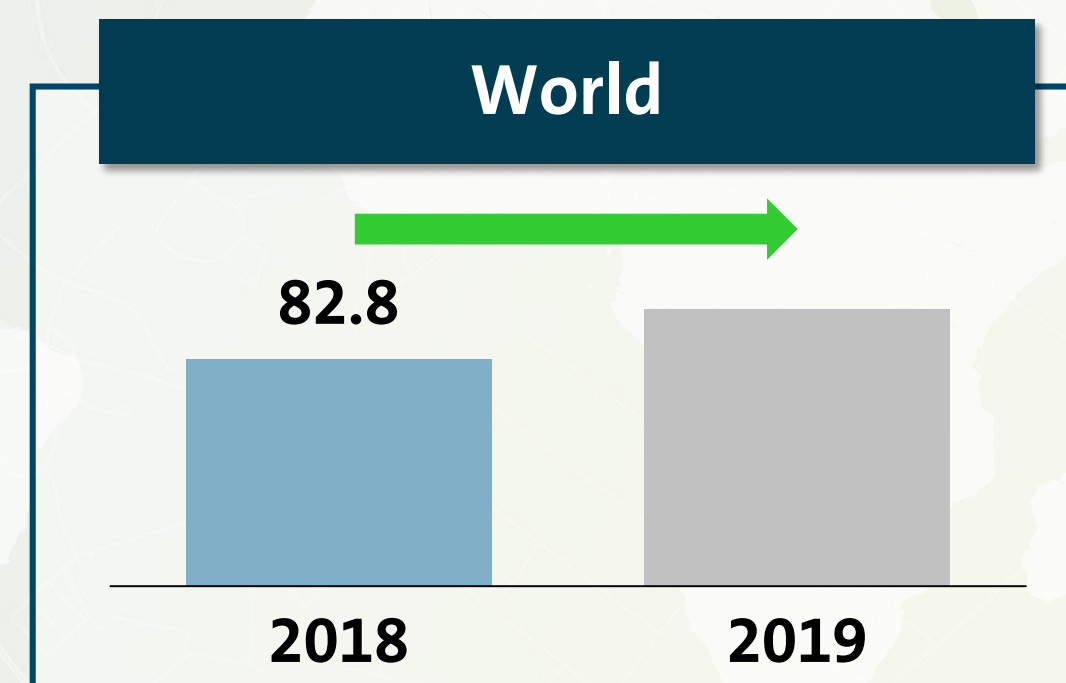
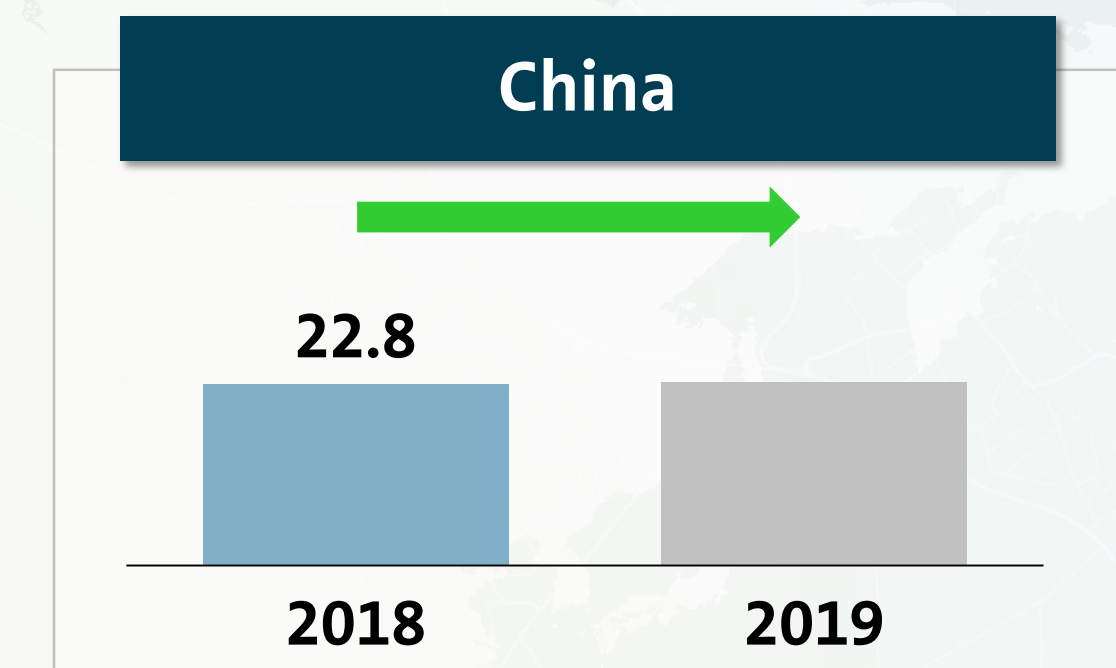
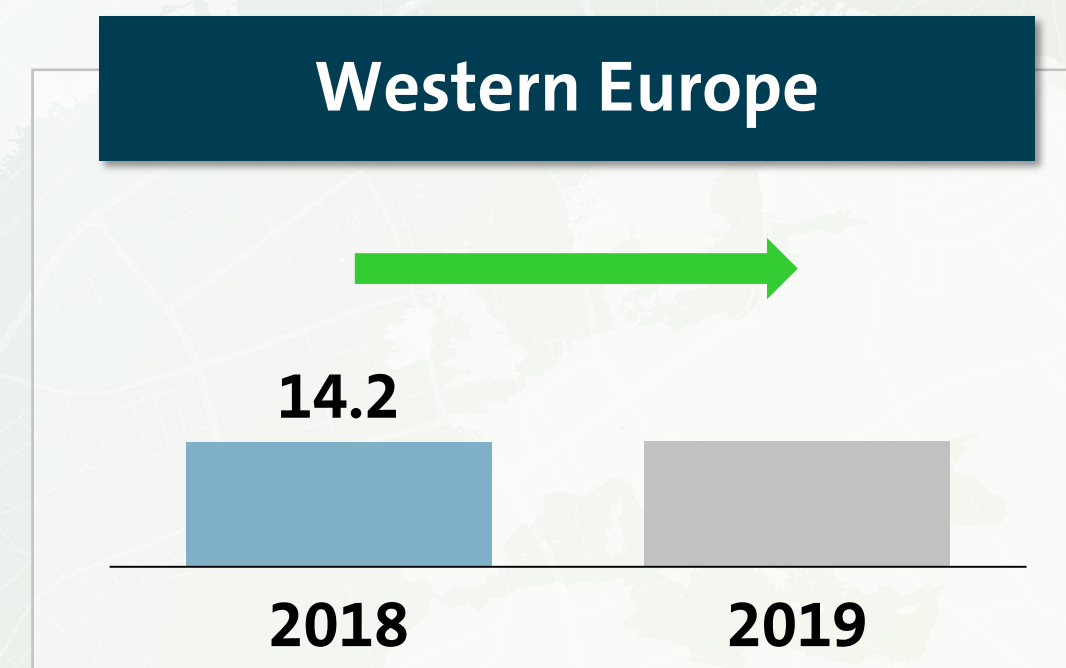
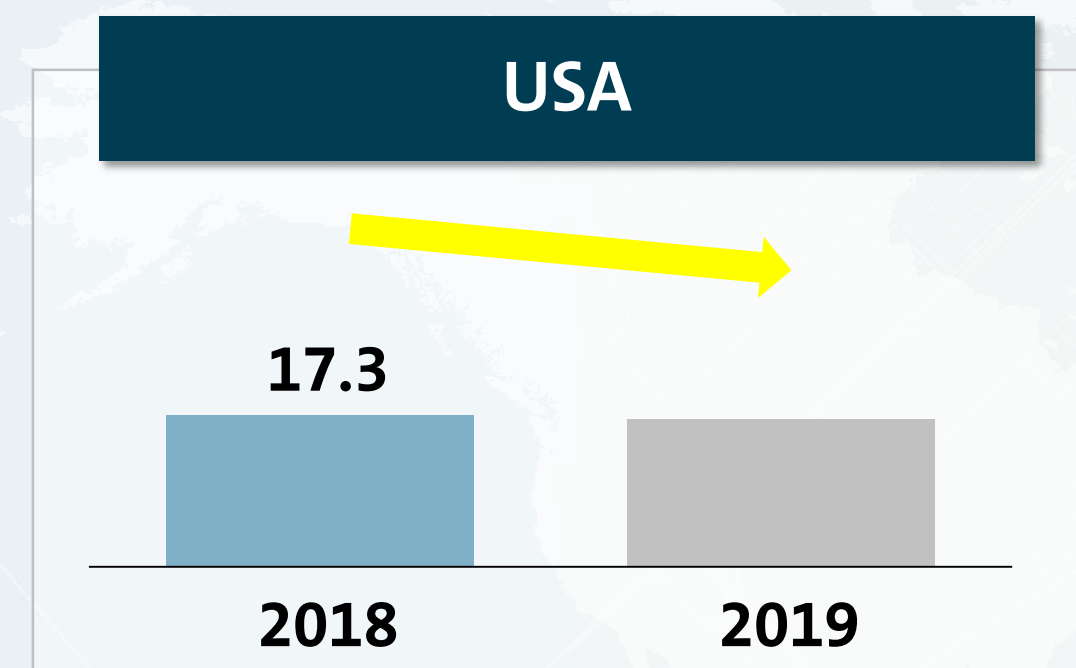
### CAR PARK WORLDWIDE (IN MIL.)





GLOBAL PASSENGER CAR MARKET 2018 - 2019

CHINA REMAINS LARGEST DRIVER OF PASSENGER CAR DEMAND, WESTERN EUROPE STABLE, SLOWDOWN IN THE US FROM A HIGH LEVEL (m units)



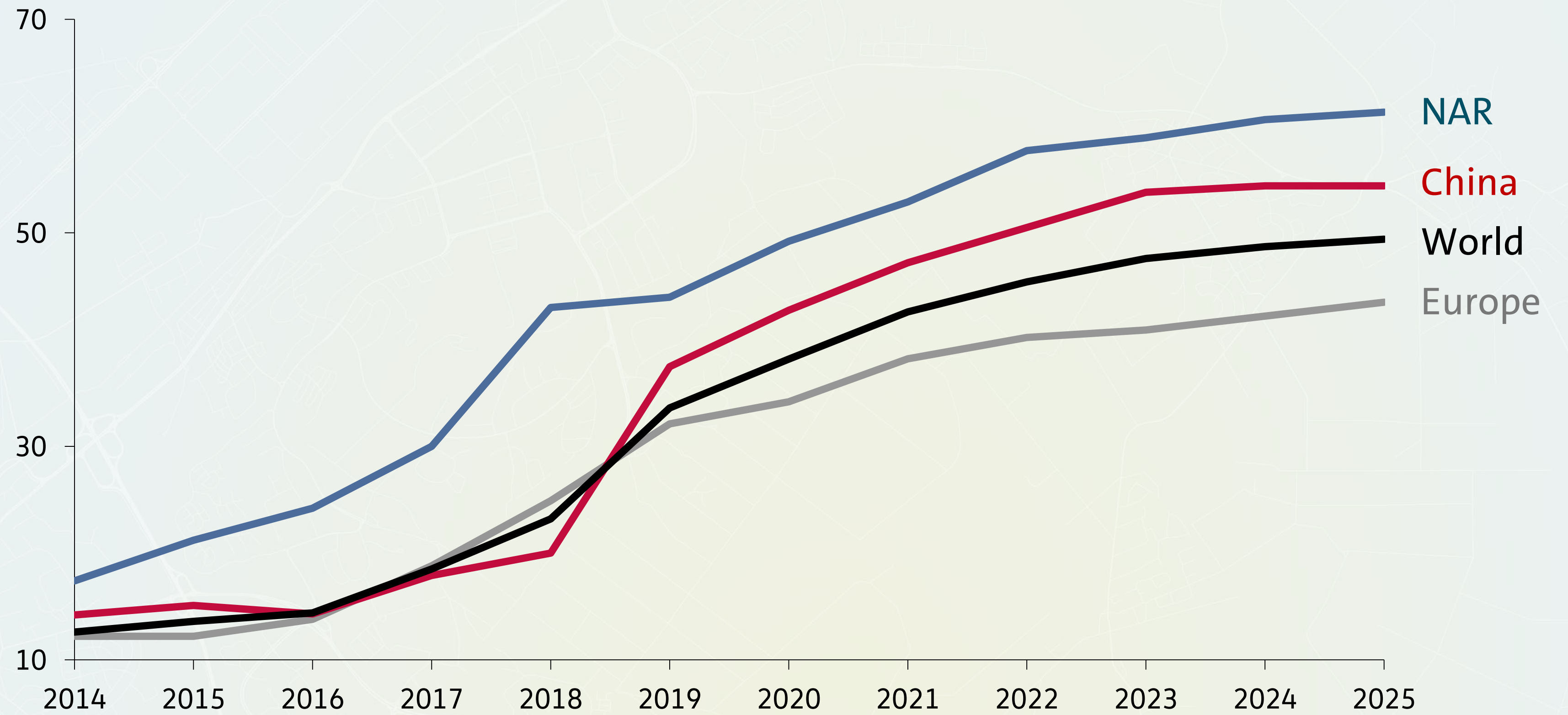
Actuals Forecast

▶ Deliveries to customers of the Volkswagen Group in 2019 will still grow moderately amid continuously challenging market conditions



# WE RESPONDED TO THE WORLDWIDE SUV TREND WITH A VERSATILE PRODUCT PORTFOLIO / SUV MIX<sup>1)</sup>

## SUV SHARE IN % OF REGIONAL GROUP DELIVERIES TO CUSTOMERS

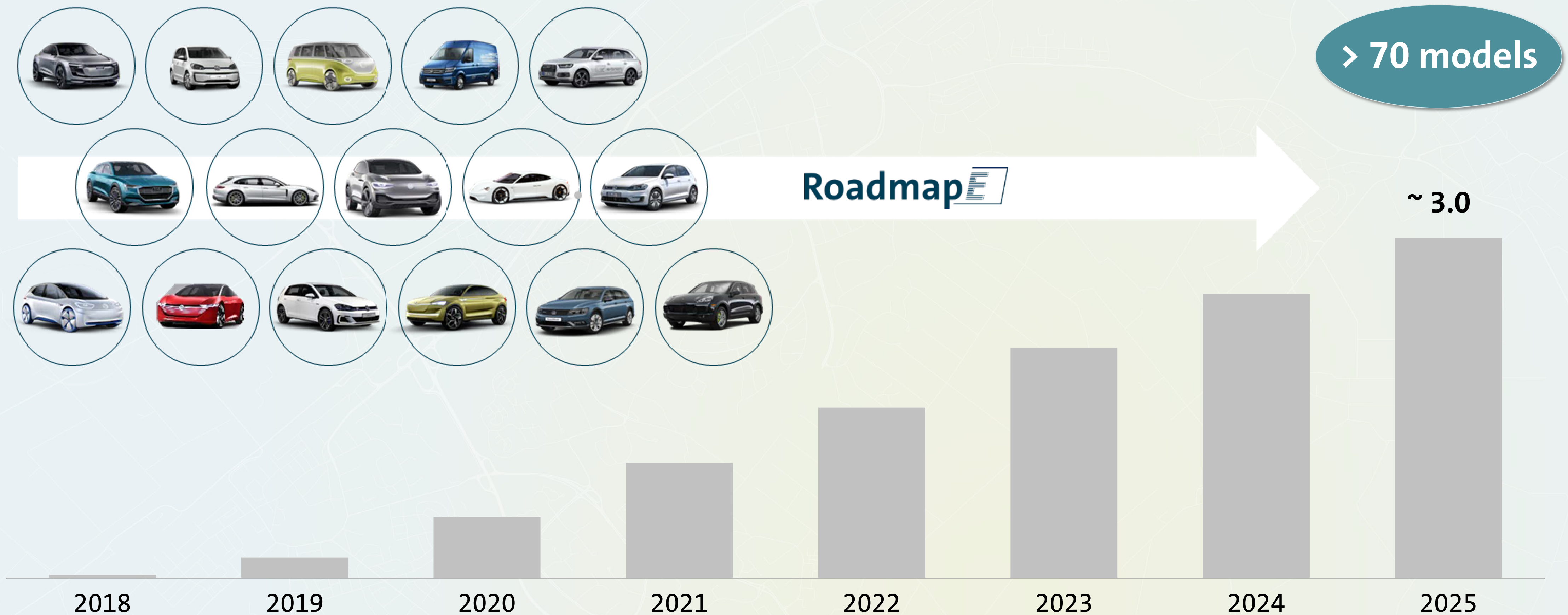


<sup>1)</sup> Internal Planning



# STRONG ELECTRIFICATION OF PORTFOLIO: ENORMOUS INCREASE WORLDWIDE IN BEV DELIVERIES BY 2025 ACROSS ALL BRANDS

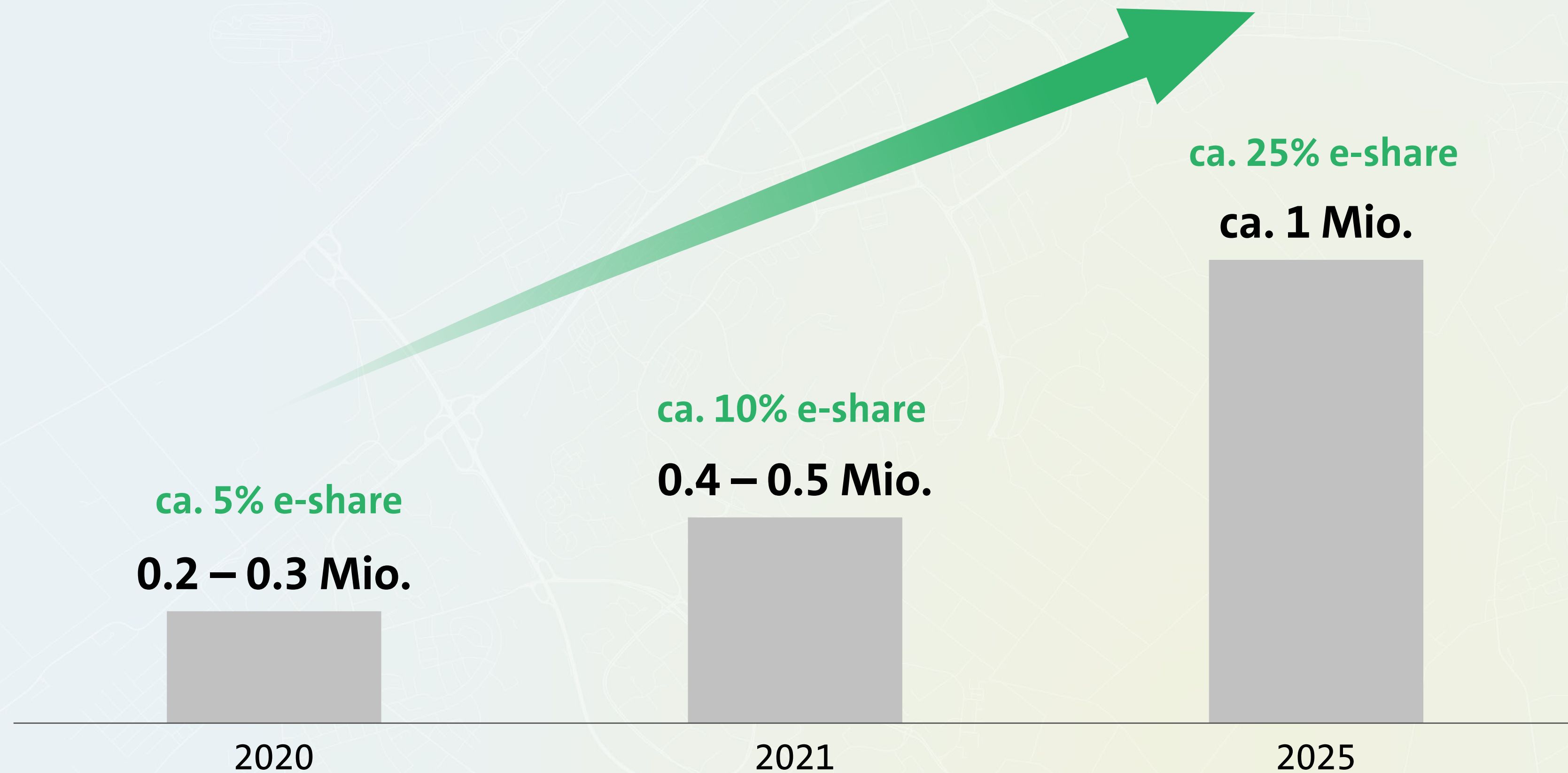
(WORLD, IN MIO.)





## OUR E-OFFENSIVE WILL ENSURE CO2 COMPLIANCE

### CO2 COMPLIANCE VOLUME INCL. WLTP-EFFECT





# CUSTOMER DEMAND FOR BEV ADDRESSED BY THREE KEY ELEMENTS

## Usability / Range



e-Golf

up to 231 km (WLTP)



MEB-platform

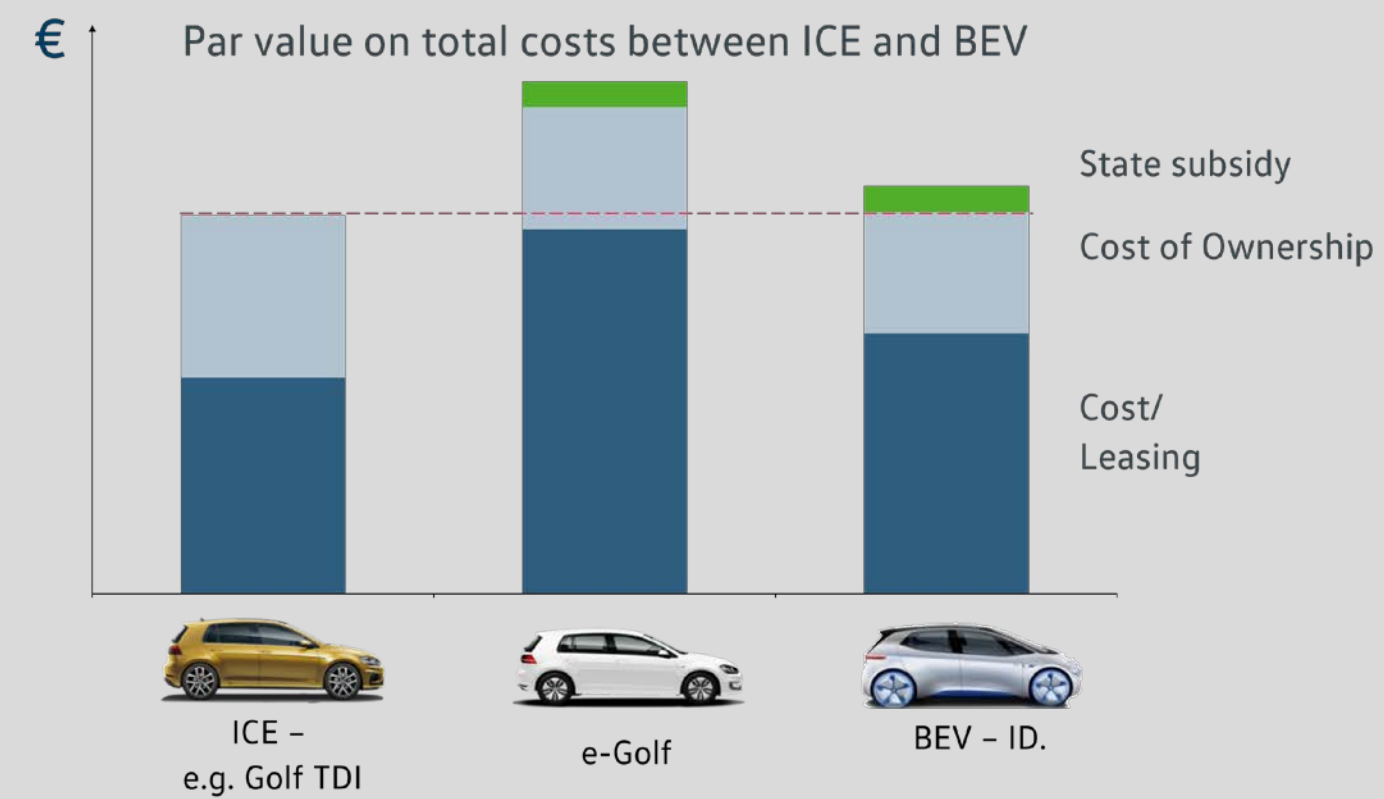
330 km (WLTP)

up to 550 km (WLTP)

scalable



## Total Cost of Ownership



## Systematic Sales Approach

"Rate instead of price":

- Leasing for all customer groups
- Package offers incl. After Sales
- For new and used vehicles

New Car

ID. Lifetime Concept

Used Car

Effects:

- Stabilization of residual values
- Increase of customer loyalty towards dealers & brand



# RANGE ISSUES SOLVED: UP TO 550 KM WITH MEB



e-Golf

up to 231 km (WLTP)



MEB-platform

330 km (WLTP)

up to 550 km (WLTP)

scalable





# THE CHARGING INFRASTRUCTURE: AN ENABLER FOR THE TRANSFORMATION TO E-MOBILITY



~ 61.000



5.000 (2020)



~ 160.000



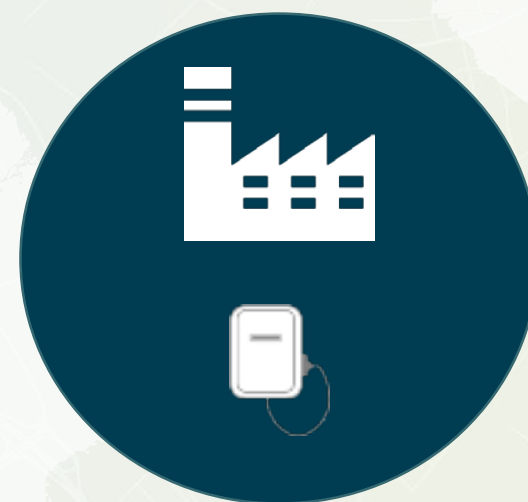
2.400 (2020)



~ 330.000  
(2020)



@ Home



@ Work



@ Public



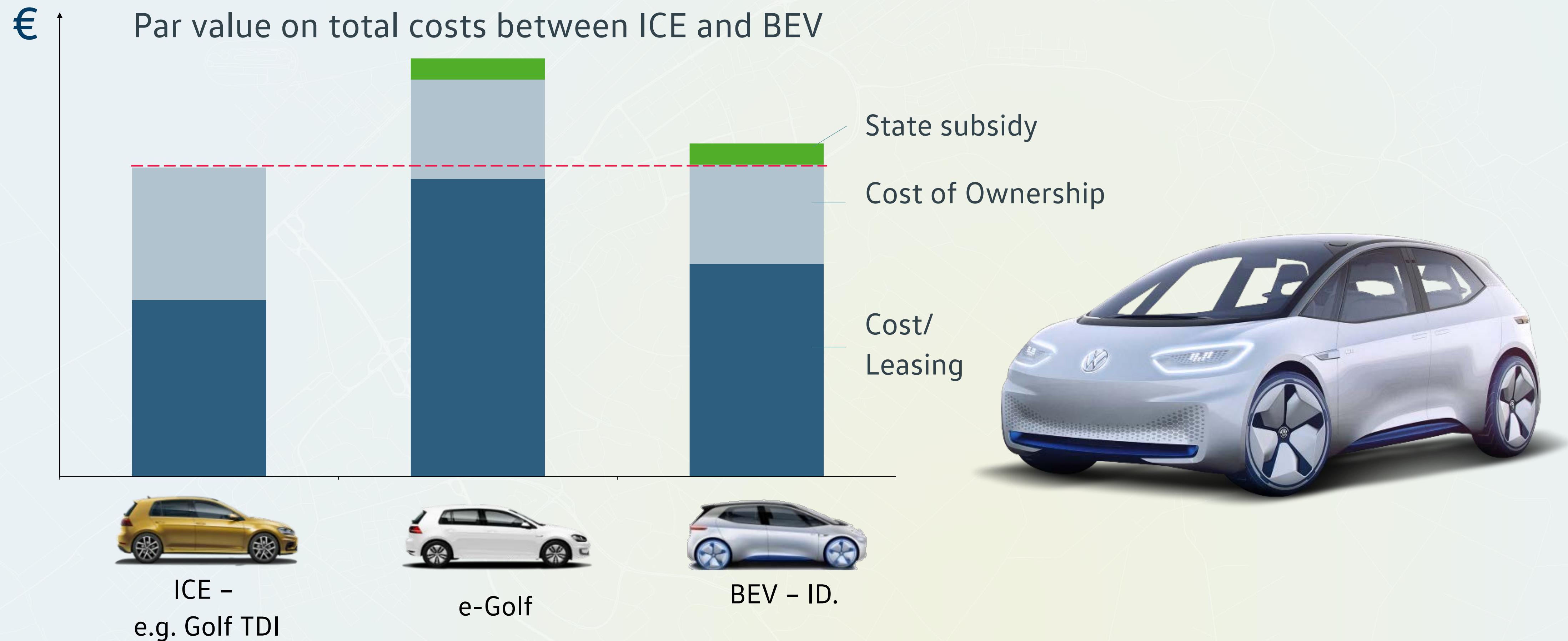
@ Highway

11kW AC / 22kW DC

125kW DC / 11kW AC



## THE TOTAL COST OF OWNERSHIP IS ON THE LEVEL OF A COMPARABLE ICE



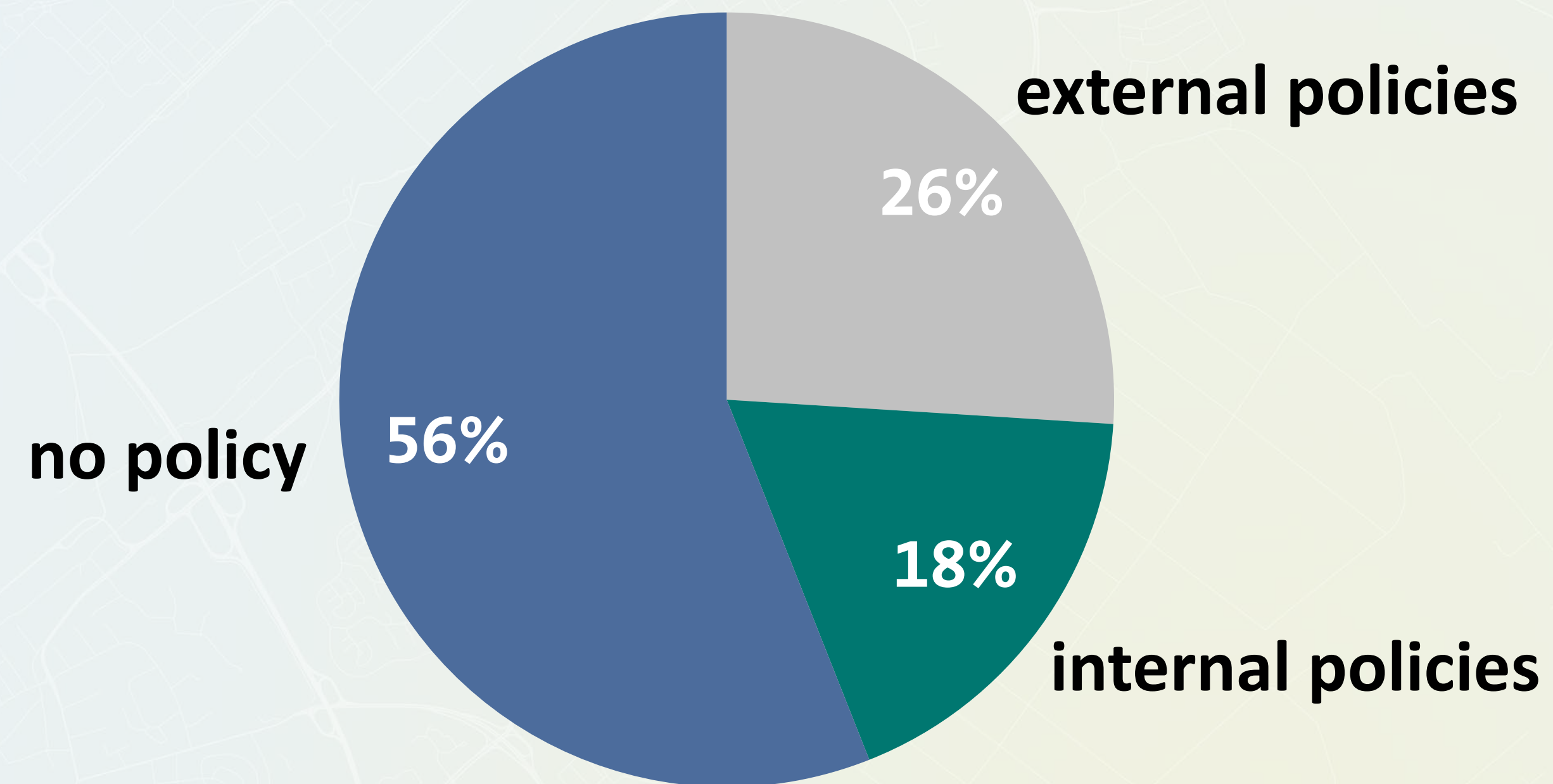


## INCREASING DEMAND FROM FLEET CUSTOMERS FOR BEV VEHICLES

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SURVEY OF CO<sub>2</sub> COMPLIANCE POLICY OF CA. 190 MULTINATIONAL COMPANIES. TREND TO MORE POLICY INCREASING.

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SIMPLIFICATION OF ORDERING PROCESS: CONFIGURATION IN A FEW CLICKS ONLY  
 EXAMPLE OF VW ID. CONFIGURATION PROCESS

The screenshot displays the Volkswagen ID. configuration interface. It is organized into several sections:

- Choose your ID. Model:** Shows five car models: a white hatchback, a red SUV, two grey SUVs, and a yellow van.
- Line/Range:** Offers three options: Pure, Range, and Long Range / Performance.
- Options:** Displays 'Option Packages & Additional Options' with icons for various features like navigation, music, and wheels.
- customize your contract:** A section with three sliders:
  - Contract duration:** 24 Months, 36 Months, 72 Months.
  - Mileage per year:** 8.000 Km, 10.000 Km, 50.000 Km.
  - Downpayment:** 0 €, 2.000 €, 10.000 €.
- Choose your ID. Lease&Care package:** Three packages are shown with their monthly rates:
  - Service:** 299€
  - Service Maintenance Tyres:** 339€
  - Service Maintenance Tyres Insurance:** 399€
 A red 'exemplary' label is placed over the third package.
- see your monthly rate:** A vertical blue bar on the left side of the lease packages section.

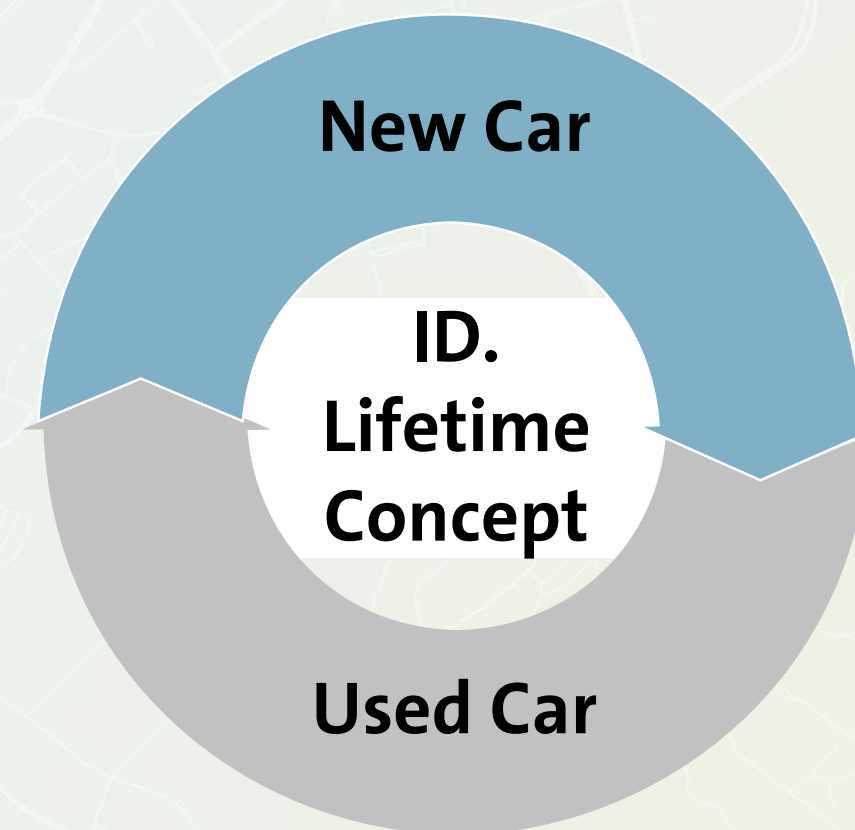


## HOLISTIC SALES APPROACH BENEFITS CUSTOMERS THE ID. LIFETIME CONCEPT

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### “Rate instead of price”:

- Leasing for all customer groups
- Package offers incl. After Sales
- For new and used vehicles

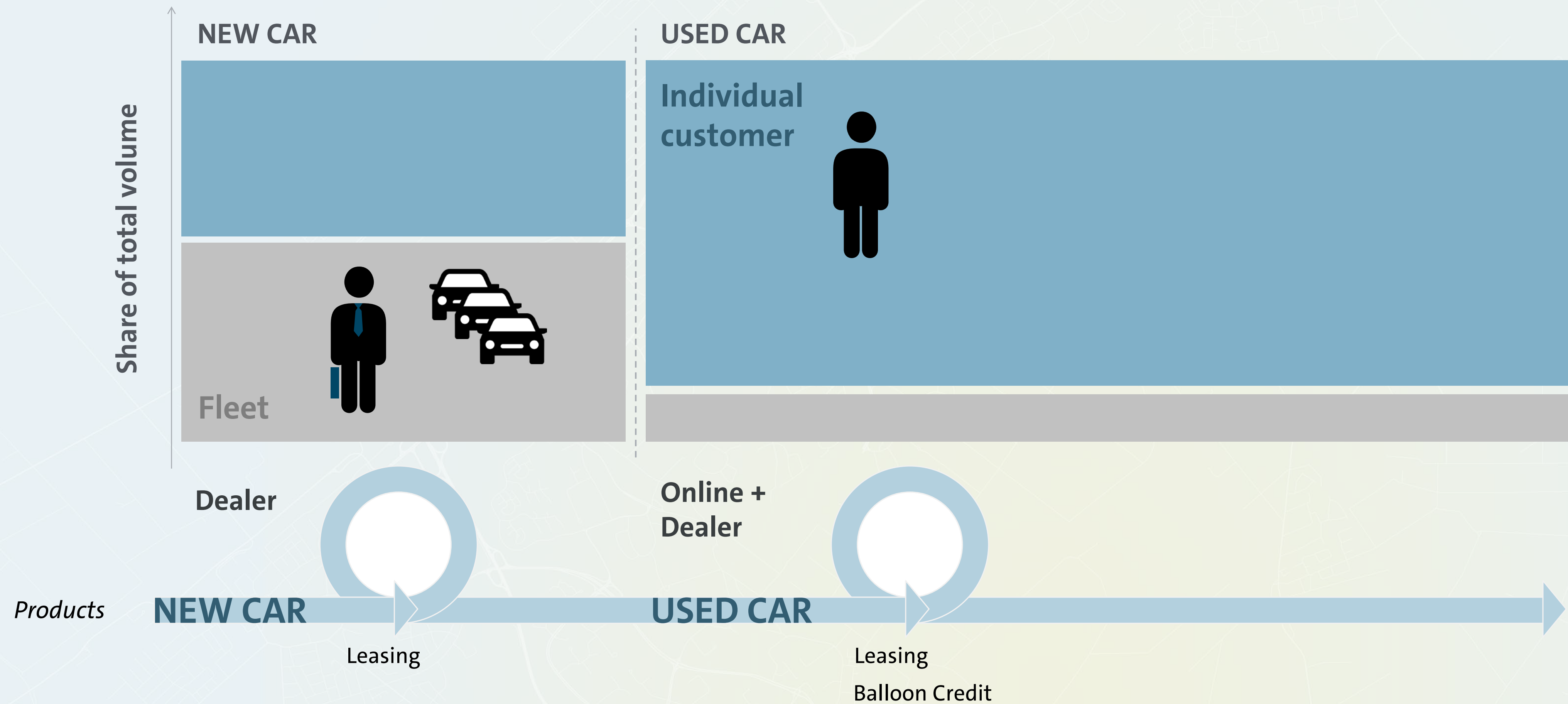


### Effects:

- Stabilization of residual values
- Increase of customer loyalty towards dealers & brand



**CORE IDEA OF ID. LIFETIME CONCEPT: STABILIZE RESIDUAL VALUES AND INCREASE CUSTOMER LOYALTY BY STRONGER FOCUS ON RATES AND ON USED CARS**





## THE FUTURE SALES MODEL: REDUCTION OF TDC<sup>1)</sup> AND MORE PRICE CONTROL

Retail partnerships ready for the future – Customer is central to all touch-points



**Consumer  
Centricity**



**Integrated customer  
data management for  
direct customer access**



**Digital products, functions  
on demand and new services  
for additional business**



**Profitability &  
Efficiency**



**Over-the-Air  
diagnosis and updates  
sales and service**



**Integrated, direct  
online channel for  
lean sales and service activities**

<sup>1)</sup> Total Distribution Costs