



To all Partners

Your ref / Date	Our ref	Contact person / Phone	Date
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Unofficial grey imports from China

Dear Colleagues,

We would like to inform you that various Škoda vehicles produced in China have been imported to Europe and other markets through unofficial channels.

This is an illegal activity, as Škoda Auto a.s. and the Chinese manufacturer of Škoda branded vehicles did not arrange for the respective vehicles to be imported and it has negative impact on Škoda brand. As far as we know, the affected vehicles were sold by our Chinese joint ventures to major Chinese customers, who then sold the vehicles from China to various international markets via third parties who are unknown to us.

These vehicles were built for the Chinese market exclusively. They neither have a European type approval nor an official Certificate of Conformity (CoC). To our knowledge, these vehicles and their parts meet the registration requirements under Chinese law, but deviate from European and UN-ECE requirements in essential aspects (e.g. these vehicles most likely contain materials which are inadmissible in Europe, eCall does not work, software is not compatible with European/potentially also international network).

The respective vehicles are not serviceable for the Škoda service organization outside of China. Despite inaccurate claims made by unauthorized resellers, those vehicles do not have an official international warranty and Škoda Auto a.s. cannot provide any spare parts for these vehicles. May we please ask you for your support in this matter:

1. Škoda Auto a.s. does not provide technical measures (neither hardware/spare part nor software) for the vehicles mentioned above and explicitly did not authorize any measures to be taken. Against that background, please refrain from taking any service/maintenance or goodwill measures on these vehicles within your authorized activities under Škoda brand.
2. Please inform your dealers about the aforementioned situation and instruct them



- a. to immediately inform you if they receive any information about unofficially imported vehicles and
 - b. to refrain from providing any service measures under Škoda brand to such vehicles as described above.
3. In case an owner of a vehicle mentioned above visits your workshops, sales touchpoints or customer care departments please collect information available about unofficially imported vehicles, in particular the respective VIN number as far as this is admissible under your local legal regime (especially data protection and antitrust laws) and inform us accordingly. Also please check your national websites for vehicle sales in order to find further unofficially imported Chinese vehicles.
4. Please reach out to your local type approval and market surveillance authorities (or any local equivalent) and inform them about the aforementioned situation. To inform your local authorities you can use as a draft letter attached to this email. Please amend the letter as far as this is necessary to comply with any local regulations or other requirements of your market.
5. We would like to ask you to keep us informed about any unofficial imported vehicles you find.

Please allow us to draw your attention to the fact that also spare parts imported through these unofficial channels may be affected for the same reasons. For officially imported vehicles Škoda Genuine Parts can be ordered through the official ordering process (ETKA).

The Chinese built vehicles were not licensed by Škoda Auto a.s. to be used in other markets and the import to another market is a trademark infringement.

Škoda Auto a.s. and the official importer remain committed to customers and therefore we strongly encourage customers to exercise the utmost caution and rethink purchasing a Škoda model through unofficial channels. We recommend customers to visit authorized dealers to explore the latest range of available Škoda products that are officially released for sale in the specific market and come with the established warranty and servicing support. Škoda and the authorized importer will be happy to arrange contact with authorized dealers.

Yours sincerely

Lucie Kuhn

Head of Sales Region (VE-2)