

# IHlelo Lethu LokuBika UkuziPhatha KuMbi **NAWULIQAALA UDLULA**



Ukuvikelana



Ubulungiswa



Ukuthembana

Ukulandela kwethu imthetho yenarha neyangaphakathi yezamabubulo, neenkambisolawulo zeNdlela yeThu yokuziPhatha neNdlela yokuziPhatha kwabaLingani bethu eBubulweni kuyinto eqakatheke khulu kwa-Audi South Africa. Kuqakathekile bona sazi ngokuziphatha okungakalungi kwabasebenzi nabaletshi bezenzelwa, bese sikukhandele. Yeke, koke lokhu sikuphose ezandleni ze-Central Investigation Office ezijameleko, engathathi hlangothi, nebulunga ifihlo bona kube ngiyo ephatha iHlelo lokuBika ukuziPhatha kuMbi. Ngokwekambiso yobulungiswa, iHlelo lokuBika ukuziPhatha kuMbi lizokuqiniseka bona livikela ababikako, ababandakanyekileko nabasebenzi bona ukuziphatha kumbi kubikwe. Nawubika iinsolo zokukwepulwa okukhulu kwamalungelo wabantu newebhoduluko okwenziwa bahlinzekeli bezenzelwa, i-Ofisi lezokuPhenya lizokwazisa iminyango efaneleko okungiyi ezokurarulula umraro ngendlela efaneleko.

Thola ilwazi elinabileko ngeenkambisolawulo ze-Volkswagen Group Complaints Procedure [lapha](#).

## Indlela yokubika eHlelweni lokuBika ukuziPhatha kuMbi

Ihlelweni linamatjhaneli ahlukehlukeneko wokubika isisebenzi namkha oletha izenzelwa osolelwa ngokuziphatha kumbi, okuzokwenza bona indaba iqalelelwe msinya beyirarululwe yikhamphanethu nakutlhogekako. Ungabika nanyana kunini, 24/7.



### Mathupha

Bawa ukubonana nathi ngokuthumela i-imeyili ngaphambi kobana uze kithi



### Isiphande seposo

Volkswagen AG – Central Investigation Office, Mailbox 1717, Berliner Ring 2, 38436 Wolfsburg (Germany)



### I-Imeyili

[io@volkswagen.de](mailto:io@volkswagen.de)



### Itjhaneli yokubika ku-inthanedi

<https://goto.speakup.report/volkswagen>



### Umphenyi

<http://www.ombudsmen-of-volkswagen.com>



### Ukubika ngomrhala

Inomboro yomrhala: +27 (21) 427 7937 (ukhokha inani elivamileko lokudosa umrhala)

Ikhodi yehlangano: 122203



### I-App

**Igadango 1:** Dawunloda i-app usebenzisa i-QR khowudi



**Igadango 2:** Ngena ngekhowudi yeHlangano: 122203 [namkha](#) uskene i-QR khowudi



## Kghani uneminye imibuzo?

Sibawa uthumele imibuzo emalungana neHlelo lokuBika ukuziPhatha kuMbi e-Ofisini lezokuPhenya.