



Mr Herbert Diess,
Chairman of the Board of Management of
Volkswagen AG

Brussels, 27th April 2020

Re: All European Dieseltgate victims are equal and should be treated that way

Dear Mr Diess,

We are writing you on behalf of Euroconsumers, the world's leading consumer cluster gathering five national consumer organisations in Belgium, Spain, Portugal, Italy and Brazil.

We understand from past press communications that Volkswagen has chosen to settle the Dieseltgate scandal with German consumers (with 260,000 German consumers receiving compensation of up to €6,500, according to the information available to the public).

Whilst we applaud Volkswagen's decision to recognise the harm it has inflicted upon consumers, we are baffled to see that only German consumers are being compensated, while other European victims are not.

Indeed, Volkswagen, as a company, is active throughout Europe and has benefited significantly from the advantages given to it by the European Union. Through its Dieseltgate scandal, Volkswagen has also polluted all over Europe. By doing so, it has defrauded and harmed the interests of all European consumers.

However, when it now comes to taking responsibility, the Dieseltgate scandal is only being resolved between Volkswagen and German consumers.

Obviously, for Euroconsumers this is clearly unacceptable. As representative of Belgian, Italian, Spanish and Portuguese Dieseltgate victims, Euroconsumers has started a series of class actions against the Volkswagen Group four years ago in all of its European countries. Given the Volkswagen Group has consistently misled its customers over the true polluting effect of its cars, all consumers that have been cheated have the right to be compensated.

Dieseltgate is not merely a German problem. It is a global and hence, a European one. By granting German consumers access to fair compensation, whilst denying the same to all other European victims, the Volkswagen Group is not only indicating that it values its German costumers more than all its other European ones. It is also jeopardizing one of the core values of the European Union - that all European citizens are equal and should be treated that way.

That is why Euroconsumers - gathering affected Volkswagen customers in Belgium, Italy, Spain and Portugal - wants to put forward two important questions:

1. Does the Volkswagen Group consider its Belgian, Italian, Spanish and Portuguese customers to be less valuable than its German ones?

2. If not, will the Volkswagen Group take all necessary steps to compensate the Belgian, Italian, Spanish and Portuguese Dieselpgate victims as it has done with German consumers?

We call on the Volkswagen Group to turn this black page in the company's history, put an end to the emissions scandal and finally compensate all European Dieselpgate victims.

Euroconsumers is at your disposal to sit down at your earliest convenience to discuss concrete steps in this direction. We look forward to hearing from you soon.

Yours sincerely,



Ivo Mechels
Executive Director at Euroconsumers



Marco Pierani
Director of Public Affairs at Euroconsumers



Els Bruggeman
Head Policy and Enforcement at Euroconsumers

Gathering five national consumer organisations and giving voice to a total of more than 1.5 million people, Euroconsumers is the world's leading consumer cluster in innovative information, personalised services and defence of consumer's rights. Our organisations work together and also with BEUC, the European Consumer Organisation, and Consumers International to ensure consumers are safe, that markets are fair and benefit from honest relations with businesses and authorities.

