



**For Immediate Release**

28 September 2021

**Media Contact:**

Chloé Momas

[chloe@thegoodlobby.eu](mailto:chloe@thegoodlobby.eu)

**Another huge step in Euroconsumers' fight for Dieselgate victims:  
EU Commission and CPC network issue joint statement urging  
compensation**

**Brussels - 28 September 2021** - *Euroconsumers welcomes the joint statement from the European Commission and the Consumer Protection Cooperation (CPC) network that urges Volkswagen to find a fair solution on compensation to the European consumers represented in courts in the Dieselgate legal actions.*

The joint statement today is a direct result of [Euroconsumers' letter to the European Commission](#), our exchanges with the Directorate-General of the European Commission on Justice and Consumers, including the cabinet of Commissioner Reynders, and our strong alignment with BEUC, the European Consumer Organisation, that has been systematically and regularly calling on the CPC network to act, ever since the Dieselgate scandal came to light in 2015, battling against unacceptable Volkswagen's refusal to willingly compensate consumers affected by the Dieselgate.

In our letter on July 2020, we called on the Commission to take all necessary action to compel Volkswagen to treat all European consumers equally, and finally compensate all consumers for the Dieselgate fraud. We are now glad that the Commission and EU consumer authorities formally recognize that Volkswagen's commercial practices violate EU consumer protection law as regards the marketing of diesel cars equipped with illegal systems.

Euroconsumers, together with Test-Achats/Test-Ankoop, Organización de Consumidores (OCU), DECO PROTESTE and Altroconsumo, encourages the European Commission to take the necessary steps to ensure EU consumers are compensated with no further delay. Moreover, we further urge the Commission to clarify whether the authorities will take enforcement measures if Volkswagen does not react positively to these requests, as we called for in our letter.

“The words of Commissioner Reynders are not only very welcome but also clear and definitive for Volkswagen,” said Marco Pierani, Director of Public Affairs and Media Relations at Euroconsumers. “Honestly, it remains unclear to me how such a large and relevant European company that has extensively benefited from the rules of the EU internal market can continue to deliberately disregard consumers, their clients, and the rules of the market itself, notably after unequivocal judgments such as those obtained in Spain by OCU and in Italy by Altroconsumo.”

“This is great news for the consumers who have been fighting for compensation for six years now,” said Els Bruggeman, Head of Policy and Enforcement at Euroconsumers. “This historic fraud impacted consumers’ rights, the public health, and the environment, not only in the EU but across the world. It is only right that, six years on, Volkswagen ceases causing distress to consumers and compensate. Time is up: it is time for VW to adequately compensate all consumers, not only the Germans as it has already done but also the Belgians, the Portuguese, the Italians, the Spanish and ... all European consumers!”

## **Background**

Euroconsumers’ national organisations have all taken class actions against Volkswagen: DECO PROTESTE in Portugal, Organización de Consumidores (OCU) in Spain, Test-Achats/Test-Ankoop in Belgium and Altroconsumo in Italy, with our Spanish and Italian members achieving victories in the first instance.

On 25 January, [The Spanish Commercial Court found that Volkswagen used unfair commercial practices, and that it must compensate affected consumers](#) with an amount of Euro 3.000 per individual following a long-running legal dispute against Volkswagen initiated by Euroconsumers’ member OCU.

On 7 July 2021, in the largest class action won in Europe to this day, [Euroconsumers’ Italian member Altroconsumo won the Italian class action against the Volkswagen group](#) which was condemned to pay Euro 3.300, plus interest, to each one of the more than 63.000 consumers who joined the class action.

## **About Euroconsumers**

About 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. We work closely together with Consumers International to ensure consumers are safe, that markets are fair and benefit from honest relations with businesses and authorities. Our European member groups are also part of the umbrella network of BEUC, the European Consumer Organisation. Together, we advocate for EU policies that benefit consumers in their daily lives.

