



EUROPEAN COMMISSION
DIRECTORATE-GENERAL JUSTICE and CONSUMERS

Directorate E: Consumers
E3 – Consumer enforcement and redress

Brussels,
JUST/E3/BW

Da Rune Flaaten
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Subject: Your letter on Volkswagen

Dear Mr Flaaten,

Thank you for your letter from 21 September, in which you point out that Volkswagen is still refusing to compensate Norwegian consumers and ask the Commission to confirm that it believes that also Norwegian consumer affected by Dieselgate should receive a compensation. Commissioner Reynders asked me to reply on his behalf.

The European Commission is closely following this case. It expressed firm support for the legitimate claims of consumers affected by Volkswagen's Dieselgate since the beginning of this case. Following Volkswagen's settlement with the German consumer organisation Verbraucherzentrale Bundesverband (vzbv) and in line with similar outreaches of previous Commissioners, Commissioner Reynders reached out to the company. He made clear that all consumers, not only those residing in Germany, expect to receive adequate compensation for the damage they have suffered in a similar way across the Union.

In view of Volkswagen's continued refusal to compensate and the judgment of the Court of Justice of the European Union in case C-693/18, EU consumer protection authorities of the Consumer Protection Cooperation (CPC) network, coordinated by the European Commission, supported this call and issued the joint declaration, that you mention in your letter, on 28 September 2021. Authorities concluded that Volkswagen's commercial practices as regards the marketing of diesel cars equipped with illegal exhaust gas manipulation systems violated EU consumer protection law. These consumer protection rules apply similarly also in the European Economic Area (EEA) and thus for Norwegian consumers.

As the company's position has still not changed, it is up to national courts to decide on these claims for compensation. Courts in different Member States have already granted compensation to consumers in first instance decisions. While Volkswagen is appealing these decision, the European Commission will continue to closely follow the further developments in this regard.

I hope that this information is useful for you.

Yours sincerely,

Marie-Paule Benassi
Head of Unit
(*e-signed*)