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Berliner Ring 2
38440 Wolfsburg

[Redacted]

Volkswagen Group Italia
Verona (VR)

[Redacted]

Attn. Mr. [Redacted]
Global Legal Chief

Attn. Board of Management:

[Redacted] (Chairman)
[Redacted]
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Brussels, 6 June 2022

Re: Volkswagen’s management of the Dieseldate scandal

Dear Mr. Haarmann, Dear Board of Management,

I’m writing 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 recent press communications that Volkswagen has chosen to settle the Dieseldate scandal with some 91.000 British consumers, paying a total settlement compensation of around 225 million euros. Volkswagen also settled the Dieseldate matter in Germany (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, we are baffled to see that only British and German consumers are being compensated, while Belgian, Italian, Spanish and Portuguese victims are not.

As you may know, on July 2021, Euroconsumers' member Altroconsumo won in first degree the Italian class action against your group: in a historic decision VW AK and VW Italia were condemned to pay € 3.300, plus interest, to each one of the more than 63.000 consumers who joined the class action. A total of more than 200 million euros. Moreover, on January 2021, for the same issue, The Spanish Commercial Court found that VW used unfair commercial practices, and the Company had to compensate affected consumers with an amount of € 3.000 per individual.

Indeed, Volkswagen, as a company, is active throughout Europe and has benefited significantly from the advantages given to it by the European Union. However, when it now comes to taking responsibility, the Dieseldate scandal is only being resolved between Volkswagen and German consumers and Volkswagen and British consumers.

We believe that the time has come to put an end to this discrimination. We believe that the time has come for a serious and responsible market player like Volkswagen to sit down with the consumer organizations of the Euroconsumers group to find together the best solution in the interest of consumers.

On september 2021, also the European Commission and the Consumer Protection Cooperation (CPC) network urged Volkswagen to find a fair solution on compensation to the European consumers represented in courts in the Dieseldate legal actions.

Recently, in his Opinion delivered on June 2, 2022, Advocate General Athanasios Rantos proposed stating ([C-100/21](#)), in a similar case, that EU law requires Member States to provide that a purchaser of a vehicle has a right to compensation from the vehicle manufacturer where that



vehicle is equipped with an unlawful defeat device. **In that regard, Member States must implement effective, proportionate and dissuasive penalties.**

Euroconsumers again calls out Volkswagen to immediately halt its discriminatory behaviour against Belgian, Italian, Spanish and Portuguese consumers and to grant the fair compensation they are entitled to. Should Volkswagen have no intention to that regard, we ask you to be upfront about the fact that Volkswagen values its Belgian, Italian, Spanish and Portuguese customers less than their German and British counterparts and **this, of course, has an impact on your reputation whose value is far greater than the amount of the money involved.**

Euroconsumers is at your disposal to sit down at your earliest convenience to engage in amicable settlement talks and we look forward to hearing from you soon.

Your sincerely,

Marco Scialdone
Euroconsumers
Head of Litigation

