

Managing Director Wim Van Poucke
SPF Economie
Directorate General for Economic
Inspection
Boulevard du Roi Albert II, 16
1000 Brussels

Brussels,

Re: Compensation mechanism for technical problems with AdBlue tanks in certain diesel vehicles manufactured by Stellantis - Unmotivated refusal of requests for compensation - Inadequate compensation – Unclear and ineffective communication

Dear Managing Director Van Poucke,

In December 2024, following a dialogue with the European Commission and the CPC network, Stellantis agreed to extend to all EU Member States the compensation measures relating to the technical issues with AdBlue tanks in certain diesel vehicles that had been accepted by the Italian Competition Authority (AGCM) in September 2023.¹

To implement these measures, Stellantis launched on 16 January 2025 an online platform² where consumers concerned can submit their request for compensation and upload the required documents. This platform was closed for maintenance on 23 January 2025 after problems with the confidentiality of user data were identified. The tool resumed service in the late evening of 6 February 2025.³

¹ European Commission, Sustainable consumption actions - AdBlue tanks in Stellantis cars, https://commission.europa.eu/live-work-travel-eu/consumer-rights-and-complaints/enforcement-consumer-protection/coordinated-actions/sustainable-consumption-actions_en (last accessed on 4 March 2025).

² Available at <https://stellantis-support.com/v2/>.

³ Gatién-Hugo Riposseau, “PureTech et AdBlue. La plate-forme de réclamation à nouveau disponible”, *L’Argus*, 9 February 2025, <https://www.largus.fr/actualite-automobile/puretech-et-adblue-la-plate-forme-de-reclamation-indisponible-pour-cause-de-bugs-30038506.html> (last accessed on 7 March 2025).

Since then, consumers have been able to submit their requests for compensation, although they have encountered some problems which they reported to Testachats/Testaankoop, via a dedicated online form. These problems are described in sections (1) and (2) below.

(1) Unmotivated refusal of requests for compensation

When Stellantis refuses to grant a request for compensation, it does not provide any reasons to the consumer concerned:⁴



Chère cliente, cher client,

Après analyse de votre demande nous avons le regret de ne pas pouvoir y répondre favorablement car elle ne respecte pas les critères de remboursement établis.

Nous ne pouvons donc pas donner suite à votre demande.

Pour plus d'informations vous pouvez consulter les conditions générales en suivant ce lien : <https://adblue-conditions-fr.tiny.site>

L'équipe de support Stellantis

The lack of a statement of reasons is problematic since it does not allow (1) the consumer concerned, who is convinced that he/she meets the criteria set by Stellantis for benefiting from the compensation mechanism, to understand why his/her request is rejected, to check (2) whether Stellantis is complying with the measures to which it has committed itself or (3) whether the criteria for benefiting of these measures, as agreed by Stellantis, the European Commission and the CPC network, are too restrictive and leave out too many consumers.

Euroconsumers⁵ and Testachats/Testaankoop therefore kindly request that the Directorate General for Economic Inspection recommends Stellantis to include in its response to each consumer concerned an individualised justification for the refusal of any compensation.

⁴ “After analysing your request, we regret that we are unable to respond favourably as it does not meet the established reimbursement criteria. We are therefore unable to process your request. For more information, please consult the general terms and conditions by following this link: [...]” (free translation)

⁵ Gathering five national consumer organisations and giving voice to a total of more than 1,5 million people in Italy (Altroconsumo), Belgium (Test Aankoop), Spain (OCU), Portugal (DecoProteste) and Brazil (Proteste), Euroconsumers is the world's leading consumer cluster in innovative information, personalised services and defence of consumer rights. Our European member organisations are part of the umbrella network of BEUC, the European Consumer Organisation. Together we advocate for EU policies that benefit consumers in their daily lives

In addition, the response sent to Dutch-speaking consumers redirects them to the compensation policy in English (adblue-conditions-en.tiiny.site) rather than Dutch, preventing them from effectively understanding the conditions of application of the compensation mechanism:



Euroconsumers and Testachats/Testaankoop therefore kindly request that the Directorate General for Economic Inspection recommends Stellantis to redirect Dutch-speaking consumers to the Dutch version of the terms and conditions of its AdBlue compensation mechanism.

(2) Insufficient amount proposed as compensation

Some Belgian consumers have expressed their astonishment and disappointment at the amount of compensation proposed by Stellantis (EUR 30), which is derisory compared to the alleged amount of the invoices relating to the replacement of and/or repairs to AdBlue tanks that varies between EUR 870 and EUR 2550. Examples are provided in Annex 1.

As with the response provided by Stellantis in the event of rejection of the request, the proposed settlement of EUR 30 is neither justified nor explained:⁶

⁶ “Details of the action to be taken

Action required

Your action is required to continue: Dear customer, thank you for finding our refund proposal after studying the information and documents you have provided. We invite you to read it and validate it if you agree. Thank you

Refund proposal

Proposed payment amount 30.00

Currency for refund proposal EUR.” (free translation)

Détail de la action à réaliser

Retourner à la liste
Remplir

Action requise

Votre action est requise pour continuer :

Chère cliente, cher client, merci de bien vouloir trouver notre proposition de remboursement suite à l'étude des informations et documents que vous nous avez fournis. Nous vous invitons à en prendre connaissance et à la valider si vous en êtes d'accord. Merci

Proposition de remboursement

Proposition de montant de paiement	Devise pour la proposition de remboursement
30.00	EUR

It is therefore impossible to determine whether this is a case of Stellantis misapplying the conditions of the compensation mechanism or a loophole in this mechanism, which excludes certain consumers from better compensation for the damage suffered.

Euroconsumers and Testachats/Testaankoop therefore kindly request that the Directorate General for Economic Inspection (1) recommends Stellantis to include in its response to each consumer concerned an individualised justification for the amount proposed and to duly motivate all refusal of requests for compensation, (2) questions it on the inadequacy of this amount in view of the repair costs incurred by the consumer concerned, and (3) recommends it, if necessary, to amend its compensation policy so that it benefits all consumers equally.

(3) Lack of clear and effective communication in Belgium

In addition to the problems directly reported by consumers, Euroconsumers and Testachats/Testaankoop deplore the chaotic and ineffective communication from Stellantis on the existence and operation of the platform, as well as the lack of clarity and comprehensibility of the criteria set to benefit from the compensation mechanism and of the extent of this compensation.

Furthermore, as mentioned above, the inaccessibility of the platform for several weeks at the end of January and the beginning of February 2025 may have confused or even discouraged some consumers, who decided not to submit a request for compensation.

For these reasons, Euroconsumers and Testachats/Testaankoop kindly request that the Directorate General for Economic Inspection recommends Stellantis to (re)launch a communication campaign in Belgium to inform the consumers concerned in a clear and comprehensible manner about the existence and operation of the platform, the criteria set to benefit from the compensation mechanism and the extent of this compensation.

We thank you for your attention to this letter and our requests, which aim to ensure the correct implementation and the effectiveness of the commitments adopted by Stellantis and whose importance cannot be underestimated in view of the substantial sums that consumers have had to pay to replace and/or repair the faulty AdBlue tanks. We remain at your entire disposal should you require any further information.

Sincerely,

Marco Scialdone
Head Of Litigation
Euroconsumers

Carine Seron
Legal Counsel
Euroconsumers



Jean-Philippe Ducart
Manager Public Affairs & Media Relations
Testachats/Testaankoop

Sara Vermeulen
General Legal Advisor
Testachats/Testaankoop

Julie Frère
Domain Head Communication & Public Affairs
Testachats/Testaankoop



About Euroconsumers: *Gathering five national consumer organisations and giving voice to a total of more than 1,5 million people in Italy (Altroconsumo), Belgium (Test Aankoop), Spain (OCU), Portugal (DecoProteste) and Brazil (Proteste), Euroconsumers is the world's leading consumer cluster in innovative information, personalised services and defence of consumer rights. Our European member organisations are part of the umbrella network of BEUC, the European Consumer Organisation. Together we advocate for EU policies that benefit consumers in their daily lives*

ANNEX 1

Initials of the consumer concerned ⁷	Explanation provided by the consumer in French or Dutch	Free translation
P. G.	Stellantis stelt mij 30€ vergoeding voor, ik betaalde 2550€...	Stellantis offers me 30€ compensation, I paid 2550€...
D. J.	Stellantis me propose 30€ alors que j'en ai payé plus de mille	Stellantis offers me 30€ when I paid more than a thousand
M. A.	On me propose 30€ sans demander de facture ni rien alors ma facture de réparation est de 1151.94€	I was offered 30€ without asking for an invoice or anything, while my repair bill is 1151.94€
P. G.	Niet akkoord met voorstel terugbetaling van 30EUR, waar factuur circa 870 EUR.	Do not agree with the proposal for a refund of EUR 30, where the invoice was approximately EUR 870.
P. L.	Uiteindelijk krijg ik nu op mijn scherm een voorstel van 30 euro !!! Mijn Citroën dealer heeft de Adblue tank vervangen en ik heb daar een korting gekregen, maar uiteindelijk heb ik aan mijn dealer (28/07/2023) toch een bedrag van 1050 euro moeten ophoesten voor de totale vervanging.	Finally, I now get a proposal of 30 euros on my screen!!! My Citroën dealer replaced the Adblue tank and I received a discount, but in the end I still had to pay my dealer (28/07/2023) an amount of 1050 euros for the total replacement.
C. B.	Betaalde factuur 1.946,75€. Ontvangen tussenkomst 622,45€ Bijkomende factuur opgemaakt van 1.324,30€, dit bedrag zouden wij terugbetaald krijgen van Stellantis.	Paid invoice €1,946.75. Received intervention €622.45 Additional invoice made of €1,324.30, this amount we would get back from Stellantis.
P. B.	montant remboursement seule 30€ pour une réparation entre 800 et 1200€	reimbursement amount only 30€ for a repair between 800 and 1200€

⁷ Euroconsumers and Testachats/Testaankoop can provide the full names and contact details of the consumers listed if required.

G. V.	Travaux effectué chez GP Automobile Court-St-Etienne (Concessionnaire Peugeot) le 31/10/2023 pour un montant total de 1353,54 euros. Stellantis, via sa plateforme, propose de me rembourser 30€.	Work carried out at GP Automobile Court-St-Etienne (Peugeot dealership) on 31/10/2023 for a total amount of 1353.54 euros. Stellantis, via its platform, offers to reimburse me 30€.
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