

## **Consumer Protection Cooperation authorities push Volkswagen to fully deliver on its commitments to repair the affected cars**

Brussels, 19 December 2017

**Today, European Consumer Authorities announced that Volkswagen committed to continue and speed up the repair, free of charge, of the remaining cars affected by the Dieselgate in 2018, and beyond if necessary.. This is a result from their joint letter sent last September to the CEO of Volkswagen, urging the group to swiftly repair all affected cars.**

The level of repair should still be improved, as it reaches by now 73% of cars across the EU. Volkswagen committed to continue to offer the technical measure to update the remaining affected cars free of charge, throughout 2018 and beyond if necessary and to sustain their information effort to encourage consumers to take up the technical measure. Cars repaired after 2017 will still be eligible for the Trust Building Measure.

Authorities also insisted that Volkswagen works harder to handle all complaints pre and post repair, provides detailed information about the repair to all affected consumers and facilitates the application of the Trust Building Measure, notably by making it legally binding. These are some of the remaining demands from authorities which will be taken up in the continuation of their dialogue with Volkswagen in early 2018.

### **Background**

After talks with Commissioner **Jourová** in 2016, Volkswagen committed to repairing all affected cars by autumn 2017. In September 2017, EU consumer authorities, under the leadership of the Netherlands Authority for Consumers and Markets (ACM), and with the facilitation of the Commission, made a number of demands to the group to take steps to ensure a fair treatment of consumers across the Union.

Volkswagen agreed to improve and clarify the information: on the need for repair; on the consequences when travelling with an affected car; what if you buy or sell an affected car; how to file a complaint if dissatisfied with a repair and on the Trust Building Measure which concerns inter alia specific parts of the engine involved in exhaust gas management. These improvements are currently being implemented in the various websites of the group throughout Europe and should be completed by early 2018 in all the EU languages.

The EU Consumer Protection Cooperation (CPC) [Regulation](#) links national consumer authorities in a pan-European enforcement network. Thanks to this framework, a national authority in one EU country can call on their counterpart in another EU country to ask them to intervene in case of a cross-border infringement of EU consumer rules.

The cooperation is applicable to consumer rules covering various areas, such as the [Unfair Commercial Practices Directive](#), the [Consumer Rights Directive](#) or the Sales and Guarantee Directive. Under the CPC framework, authorities regularly review issues of common concern for consumer protection in the Single Market and coordinate their market surveillance and eventual enforcement actions. The Commission facilitates the exchange of information among authorities and their coordination.

[Link to press release of 7 September 2017](#)

[Link to CPC common position.](#)