



EUROPEAN COMMISSION
DIRECTORATE-GENERAL JUSTICE and CONSUMERS

Directorate E: Consumers
B3 – Consumer enforcement and redress

Brussels, 22 March 2023
JUST/E3/BW

Da Rune Flaaten
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Subject: Your letter on Volkswagen

Dear Mr Flaaten,

Thank you for your mail dated 10 February 2023, in which you explain that the Norwegian Consumer Authority would not provide support in order to receive compensation from Volkswagen.

As I wrote you in my letter from 11 November 2022, EU consumer protection authorities of the Consumer Protection Cooperation (CPC) network, coordinated by the European Commission, issued a joint declaration on 28 September 2021, in which they 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. Authorities however also pointed out that authorities are not in a position to order a trader to pay compensation to consumers under the Consumer Protection Cooperation (CPC) Regulation (EU) 2017/2394.

Please let me reiterate therefore that it is up to national courts to decide on these claims for compensation - unless the company agrees to settle. As you certainly know, the Court of Justice of the European Union considered in its judgment in case C-100/21 that the purchaser of a vehicle equipped with an unlawful defeat device has a right to compensation from the car manufacturer where that device has caused damage to that purchaser.

Yours sincerely,

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