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Dutch consumer authority: Volkswagen misled consumers

In a [statement](#) published today the Dutch Authority for Consumers and Markets (ACM) said that Volkswagen misled buyers of its diesel cars.

Dutch consumers' association and BEUC member [Consumentenbond](#) asked ACM last year to launch an investigation into Volkswagen.

Monique Goyens, Director General of The European Consumer Organisation, commented:

"The Dutch consumer authority's decision is yet another official verdict that Volkswagen breached EU law and misled car drivers. Yet Volkswagen continues to shrug off consumers' legitimate demands for compensation.

"More and more consumers complain about Volkswagen's botched software fixes. It is crucial that national authorities re-examine Volkswagen's so-called repair and publish their findings.

"Volkswagen must not be left off the hook. Authorities in other EU countries must follow the Dutch example and investigate the company's practices."

The ACM concluded that Volkswagen breached unfair commercial practices legislation and has fined the company for an amount of €450,000 (which is the maximum amount).

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