



# **Volkswagen emission scandal**

**Meeting of interested Consumer Organisations**

**8 September 2016**

# Applicable EU Consumer legislation

- *Unfair Commercial Practices Directive*
  - **Traders are prevented from misleading consumers on the key characteristics of the products they sell, including as it concerns the results and material features of tests or checks carried out on those products (see UCPD Article 6(1)(b)).**
- *Sales and Guarantees Directive*
  - **Sellers are liable to consumers for any defect which exists at the time the goods were delivered (“legal guarantee”), which appear within two years (Member States may, however, provide for a longer period) from the delivery of the good.**

## **During August 2016, the Commission sought information on actions/challenges from :**

- *31 authorities in charge of enforcing Dir 2005/29/EC on Unfair Commercial Practices (UCPD) and Dir 1999/44/EC on sales and guarantees – 30 replies received*
- *57 national consumer associations + EAC (European Automobile Clubs), BEUC, ANEC, Eurocoop, Coface) – 29 replies received*
- *All EU Member States plus Norway and Iceland*