



JON S. CORZINE  
Governor

# New Jersey Office of the Attorney General

Division of Consumer Affairs  
Consumer Service & Intake Center  
124 Halsey Street, 3rd Floor, Newark, NJ 07102



ZULIMA V. FARRER  
Attorney General

KIMBERLY S. RICKETTS  
Director

May 3, 2006

Mailing Address:  
P.O. Box 45026  
Newark, NJ 07101  
(973) 504-6200

[Redacted]  
Glassboro, NJ [Redacted]

Re: Client Relations Audi of America, Inc  
File No.: 06-04793

Dear Sir/Madam:

Thank you for contacting the New Jersey Division of Consumer Affairs. Because the allegations you made in your letter are not within the Division's jurisdiction, we are referring this matter to:

National Highway Traffic Safety Administration  
400 7th Street, SW Room 5232  
Washington, DC 20590  
(888) 324-4236

All future correspondence, including inquiries and copies of additional documents should be addressed to them.

71 JUN 13 11 20 AM '06

Sincerely,

Patricia D. Pate  
Supervisor  
Consumer Service Center

PDP:aro  
CSCI1B.frm

*Answered  
5/27/06*



State of New Jersey  
 DEPARTMENT OF LAW AND PUBLIC SAFETY  
 DIVISION OF CONSUMER AFFAIRS  
 P.O. Box 45025  
 NEWARK, NEW JERSEY 07101  
 (973) 504-6200  
 (800)-242-5846

E-Mail: AskConsumerAffairs@lps.state.nj.us

Please be advised that any information you supply on this complaint form may be subject to public disclosure. If an investigation into the matter is conducted, the information is subject to public disclosure only after the completion of the investigation. You are also advised that the completed complaint form is a "government record," which the Board may be obligated to provide to anyone making a request pursuant to the Open Public Records Act (OPRA).

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME: [REDACTED] ADDRESS: [REDACTED] City: <u>Coltsboro</u> STATE: <u>New Jersey</u> ZIP: [REDACTED] HOME TELEPHONE NUMBER: [REDACTED] WORK TELEPHONE NUMBER: [REDACTED] E-MAIL ADDRESS: _____	BUSINESS: <u>Client-Relations Audi of America, Inc.</u> ADDRESS: <u>3800 Hamlin Road</u> CITY: <u>Auburn Hills</u> STATE: <u>MT.</u> ZIP: <u>48326</u> TELEPHONE NUMBER (1): <u>1-800-822-2834</u> TELEPHONE NUMBER (2): _____ <u>Reference # 60027004</u>
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For statistical and informational purposes only. Your age:  18-29  30-44  45-59  60 or older

1. Nature of complaint (please check the appropriate box(es)):

- |                                               |                                                        |                                             |                                              |
|-----------------------------------------------|--------------------------------------------------------|---------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> Automotive           | <input checked="" type="checkbox"/> Automotive Repairs | <input type="checkbox"/> Banking            | <input type="checkbox"/> Credit Card         |
| <input type="checkbox"/> Charity              | <input type="checkbox"/> Direct Mail/Sweepstakes       | <input type="checkbox"/> Home Repair        | <input type="checkbox"/> Internet/Cyberspace |
| <input type="checkbox"/> Professional Service | <input type="checkbox"/> Stocks/Securities             | <input type="checkbox"/> Telemarketing      | <input type="checkbox"/> Telecommunications  |
| <input type="checkbox"/> Bingo/Raffle         | <input type="checkbox"/> Health Club                   | <input type="checkbox"/> Warranty           | <input type="checkbox"/> Advertising         |
| <input type="checkbox"/> Wheelchair Lemon Law | <input type="checkbox"/> Weighing/Measuring Devices    | <input type="checkbox"/> Used Car Lemon Law | <input type="checkbox"/> New Car Lemon Law   |
| <input type="checkbox"/> Home Furnishings     | <input type="checkbox"/> Other (specify) _____         |                                             |                                              |

2. If your complaint involves a motor vehicle, please provide the following information:

- a.  New  Used
- b.  Purchased  Leased
- c. Purchase Price \$37,598.00 Current Mileage 64,224
- d. Date of purchase 7/1/00  Factory With Warranty  With Service Contract  As Is
- e. Make Audi Model A-6 2.8 Quattro Sedan Year 2001

3. Name of company with which you dealt: Cheery Hill Imports Corp.

4. Name and title of company agents or employees with whom you dealt: Horraine Milosevic, Christopher Donald Collett, Christopher Shellin

5. Describe the facts of your complaint in the order in which they happened. Please print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

Dear Sir or Madam Enclosed are copies of previous complaints I had with my vehicle. This had been a ongoing problem since Dec. 2002, Audi dealers, couldnt find the problem, I went back again & that's when they started to get down to business. As you will see on Dec. 18, 2002 they changed both valve cover gasket. It lasted only to June 2003. my Audi started leaking oil again they did nothing until Jan. 25, 2004 they changed only (2) one valve cover gasket. Jan 2006 my car was leaking oil again I called Client Relations, since this has been a on going problem to see what they could do for me. Spoke with Barbara said "you are pass 50,000 miles & 4 yrs. So there's really nothing we can do. I told her that my car only has 44,000 miles And I have had nothing but problems with this oil leaking. She told me to take it back to the Audi dealer & see what they can do, I told her I didnt want the my Hill to work on my car anymore. She said take it to any I picked Delaware & they diagnose oil leak at left valve cover gasket. Also mechanic said, they should have changed both instead of just one. I called client relations back & told them that the car was diagnosed by Audi dealer, and what was said & she told me that I have to take it to the my Hill, Delaware cant do nothing for me, this is not what the dealer in Delaware said. So she wanted me to pay out of my pocket to get the car diagnose. I was quoted to many times we stand behind our dealers. I feel as though the money I paid for this vehicle I shouldnt have to pay out of my pocket for this, & such low mileage. It would be greatly appreciated if you can help me to get my money back that I had to pay to get my car fixed. Enclosed are copies of complaint & bills.

6. The amount of loss involved in this complaint: \$ 226.35 . Please provide a breakdown of these losses:  
Labor Rate \$88.40 To check for oil leak, left valve cover gasket & R. Value cover & replace gasket, \$ 40.56 Replace Rear Nose Assy - was broken & taped together \$88.23 Sub. Total \$217.19 TAX \$9.16 make a total of \$ 226.35


I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.

  
Signature\*

3/6/06  
Date

\* This certification must be signed by the person completing the form.

I wrote and a letter copy of letter enclosed  
 on Feb 16, 2006 Barbara called me on phone & ask could she  
 speak to me a few min. I said yes. She said I got  
 your letter, And I see you want to your own mechanic  
 Well we don't reimburse; you must go to our mechanics  
 "As for the broken tabs on your car, I stopped here. Said  
 she need not say any more because I was taking  
 further action she said ok & I hung up the  
 phone. I got nothing from Client Relations but  
 the run around as well. I tried very hard to  
 get upper mgmt. that was impossible.  
 I couldn't get pass customer Service

Sincerely  


February 6, 2006

Glassboro, New Jersey

Client Relations  
Audi of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326

Subject: Reference # 60027004, Request for Reimbursement Because of Inadequate Service

Dear Sir or Madam:

This letter is to request reimbursement of \$226.35, because of inadequate service having been performed on my car by an Audi dealer.

The service that should have been performed was based on an ongoing problem I have had with a 2001 Audi A6 that I purchased in August 2000, from Don Rosen Imports, in Conshohocken, Pennsylvania.

The specific problem is an oil leak; which leak Audi dealers in New Jersey and Delaware have looked at.

The details of service are as follows:

1. December 18, 2002, Cherry Hill Imports... The right-hand side camshaft tensioner seals were replaced.
2. January 25, 2004, Cherry Hill Imports... A valve cover gasket was replaced.
3. January 31, 2006, George and Son, Elmer, NJ... R&R (Replaced and refitted?) valve cover, and replaced gasket. Also, replaced the PCV hose assembly; which had been broken and taped together (apparently by Cherry Hill Imports).

Prior to having the repairs done in January of this year, I spoke with Audi Client Relations; who advised me to have my diagnosed by an Audi dealer...

I then had the vehicle diagnosed at Winner Audi, in Wilmington, Delaware...

The service department at Winner Audi then informed me that the valve-cover replacement of January 25, 2004 had been performed inadequately; that is, **ONLY ONE valve gasket cover had been replaced, WHEN in fact BOTH VALVE COVER GASKETS SHOULD HAVE BEEN REPLACED.**

(Incidentally, on November 22, 2003 and on November 20, 2004, the battery died in the Audi, and I had to have the car towed each time; and the second time, the towing was at my expense.)

[REDACTED]  
[REDACTED]  
Glassboro, New Jersey [REDACTED]

February 6, 2006

Client Relations  
Audi of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326

**Subject: Reference # 60027004, Request for Reimbursement because of Inadequate Service**

Request your immediate consideration of the facts I have presented; and reimbursement for the money I had to pay due to the inadequate service that had been performed on my Audi by Cherry Hill Imports.

I look forward to soon hearing from your office. Thank you.

Yours truly,

[REDACTED]  
Glassboro, New Jersey

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**