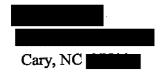
## State of North Carolina

ROY COOPER ATTORNEY GENERAL Department of Justice 9001 Mail Service Center Raleigh, NC 27699-9001

April 11, 2007

CONSUMER PROTECTION Toll Free In NC (877) 566-7226 Outside of NC (919) 716-6000 Fax: (919) 716-6050



RE: File No. | Cary, NC

Dear Sir:

The Consumer Protection Section has received the attached request for assistance regarding your business.

In order to assess the merits of the complaint and to determine appropriate action, we need to know your position in this matter. Therefore, we ask that within the next ten (10) business days you provide a written statement of your position along with any supporting documents.

Please refer to our File Number when you correspond with our office concerning this matter. Thank you for your cooperation.

Very truly yours,

Carol E. Johnson **Consumer Protection Specialist** CONSUMER PROTECTION SECTION

Enclosure

cc:

Audi of America

**NHTSA** 

11/12/15

4/23/07

# Motor Vehicles Consumer Complaint Form

**Consumer Protection** 

Please complete this form on your computer, print it and mail it to:

Attorney General's Office 9001 Mail Service Center Raleigh, North Carolina 27699-9001 Telephone: (919) 716-6000 Fax:(919) 716-6050	2. <b>1 0</b> 2007
From:	And the second of the second
Your Name(s):	
Address:	
City:	
State: Zip:	
Telephone: Home:	Business:
Dealer or Repair Shop Complained Abou	<u>ıt:</u>
Name:	
Address: 600 Auto Park Boulevard	APPLICATION OF THE PROPERTY OF
Cary	
State: nc Zip: 27511	
Telephone: (919) 460-3800	
Is your complaint about (please check o	ne)?
New car sales practices U	sed car sales practices Warranty
Manufacturing defect R	epairs Financing or leasing?

Did you buy your vehicle: New , Demo	, Used	<b>?</b>		
Make, Model & Year: Audi, A6, 1999				
Date of Purchase: 02/26/01				
Where Financed (if relevant):				
Name:				
The state of the s			, •	
Address:				
City:	•			-
State: Zip:				

### What does the Consumer Protection Office Do?

The Attorney General's Consumer Protection Office acts to protect the public from unlawful business practices. While we can often assist with the mediation of a dispute, we do not have the authority or resources to act as a lawyer for consumers in individual disputes. We encourage citizens to send us information about suspect business practices because this helps us identify areas for enforcement.

#### Instructions

Please explain in the space provided. You may use additional sheets, if necessary. We will send a copy of your complaint to the business you are complaining about, so please type or write clearly. Try to brief, but be sure to tell <u>what</u> happened, <u>when</u> it happened, and <u>where</u> it happened.

If this is a vehicle sales problem, please include copies (not originals) of your bill of sale, credit contract and any correspondence relating to the problem. If this is a used car warranty problem, please include a copy of the warranty and describe specifically any oral warranties or promises made about the condition of the car. If this is a repair problem, please include copies of the repair orders or written estimates.

#### **Explanation:**

On 9 Jan 07, I took my Audi A6 in to the dealer after receiving a safety recall notice from Audi of America. The recall was for a light switch wiring problem. To my surprise, they found nearly \$4000 worth of repairs to the steering and motor. I had no symptoms of any problems and don't know why they looked and inspected items that were so far removed for the recall issue. The car is worth about \$5000 and a repair bell of \$4000 seems out of place. The repair notice from Michele Lukas of Leith Audi had hand written in the margin "These are safety concerns. Will not pass inspection". I talked to another Audi owner of a similar car and they experieded the same thing ie, took in for a Recall and got a very large repair bill.

My car has 60,000 miles on it and it should not be worn out, unsafe to drive. The dealer explained that some wear out sooner than others. The Customer Car representative at Audi of America said the same thing and suggested that I talk to the dealer which I have already spoken to.

My concern is the sounds like a scam ie, send out a Recall and then socket to the owner with an large repair bill that might have been a safety recall by itself. If a part (Control arms and tie rods) wear out to be unsafe at 60,000 miles, should not the manufacture replace them as a safety recall? The told me the parts have been re-engineered to make them better and all control rods should be repaired. Is this not an admission of faulty parts on the original car? The Customer Car representative at Audi of America mentioned several times that the car was so old, "nearly nine years old", but age does not wear out parts.

My concern is that this is a wide spread plan between Audi and the dealers to soak the car owners.

What do you want the company to do?

The above

Signature

Admit a design flaw and issue a recall for these items.						
	•					
·				·		
			•	· .		
		•		·		
				.•		
			•			
		•				
	•					

and belief.

**WARNING**: Do not e-mail this form. The Consumer Protection Office currently is not equipped to handle substantive matters in this manner.

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).