



CU-10189007-9351

State of North Carolina

ROY COOPER
ATTORNEY GENERAL

Department of Justice
9001 Mail Service Center
Raleigh, NC 27699-9001

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

April 11, 2007

[REDACTED]
[REDACTED]
Cary, NC [REDACTED]

RE: File No. [REDACTED]
[REDACTED]
[REDACTED]
Cary, NC [REDACTED]

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 [REDACTED] 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: [REDACTED]

Audi of America
NHTSA

11/12/07

ET
4/23/07
CC

Motor Vehicles Consumer Complaint Form

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

Consumer Protection

Attorney General's Office
9001 Mail Service Center
Raleigh, North Carolina 27699-9001
Telephone: (919) 716-6000
Fax: (919) 716-6050

10/2007

From:

Your Name(s):

Address:

City:

State:

Zip:

Telephone: Home:

Business:

Dealer or Repair Shop Complained About:

Name:

Address:

City:

State:

Zip:

Telephone:

Is your complaint about (please check one)?

☐ New car sales practices ☐ Used car sales practices ☐ Warranty

☐ Manufacturing defect ☒ Repairs ☐ Financing or leasing?

Did you buy your vehicle: New ☐ , Demo ☐ , Used ☒ ?

Make, Model & Year:

Date of Purchase:

Where Financed (if relevant):

Name:

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 what happened, when it happened, and where 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 bill of \$4000 seems out of place. The repair notice from Michele Lukas of Leith Audi had handwritten in the margin "These are safety concerns. Will not pass inspection". I talked to another Audi owner of a similar car and they experienced 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 sock it 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?

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

The above information is true to the best of my knowledge and belief.

Signature

4/5/07

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).