

2008 OCT -7 PM 3:35

[REDACTED]
[REDACTED]
Parsippany, NJ [REDACTED]

CL- 10 244850 - 9088

September 16, 2008

Audi of America, Inc.

AND Administrator, National Highway Traffic Safety Administration
AND Audi Corporate Germany
3499 West Hamlin Road, Rochester Hills MI 48309
1200 New Jersey Avenue S.E., Washington, DC 20590
Postfach 100457, D-85045 Ingolstadt, Germany

Dear Sir or Madam:

Re: Customer# [REDACTED] 2003 Audi A6
Vin# WAULT64B13N [REDACTED]

On September 08, 2008 at 10:22am I had repaired my 2003 Audi A6 Vin#
WAULT64B13N [REDACTED] at DCH Millburn Audi 2211 Millburn Avenue, Maplewood, NJ
07040. (973) 762-8501 paying \$353.56, for diagnose and fix.

My car was bought in by AAA tow due to the blinking check engine light, smoking and
little to none acceleration. Therefore I bought the car to this particular location for the
first time only because it was the closes at the time. (What a mistake) Unfortunately, the
service was inadequate and what I would consider fraudulent diagnosis for payment.

I was told by the Service Department Mr. Richard Geddes at 3:01pm 09-08-08 that the
codes that the car read when being diagnosed is 3383 CPA8 and 2 06C-905-115-L
IGNIT. Coil which indicates I need to replace two coils #1 and #3. This was ok with me
considering I thought the problem would have been more sever and very costly
considering the condition in which the car performed at the time. Because this was on the
Labor Day weekend and I had already made plans to go away I left the car and advised
the service department to have the car repaired and I will pick it up at a later date.

I am disappointed because I picked my car up at 8:30am 09-15-08 and drove less than a
mile and the check engine light came back on blinking and car moving very hard. I
immediately turned around and bought the car right back. When I returned and the

NM
3:36
10/1/08
NJ

service department allegedly diagnosed the car again Mr. Geddes told that the new code read 3383 IPSA 1 06C-905-115-L IGNIT.Coil and now I need to replace #6 ignition coil. Well this just didn't sound right to me considering the condition of the car which appeared to me as if it was never fixed from the start. Because no one ever test drove my car after when it was allegedly fixed on 09-08-08 he agreed to have coil #6 replaced for free. I not believing any of this, waited once again patiently for my car. My car was returned to me at 10:07am. And this time "test driven".

I left once again only going about a mile and half away and the check engine light came on again only this time the light was not blinking and the car wasn't riding as hard but not quite normal. I returned the car once again at 11:30am and Mr. Geddes said it will be diagnosed again. At 1:25pm 09-15-08 Mr. Geddes told me they have a new diagnoses code #P0741 Torque Converter Clutch circuit performance, 118 Charles bond lic#118 ilnau. Which will cost \$3,000.00 to repair and the check engine light will come back on

This is when I became very unsatisfied and furious, but never did I make a fuss or ask for the supervisor because I had already detected from the first time I came back that I will be overwhelmed with excuses and everyone will protect each other, I just listened. Not only did I have to take the day off of work, I spent most of the day back and forth at this Audi shop. No one can make me believe that in the condition in which my car was performing along with the check engine light blinking and smoking that it took 3 diagnoses for my car to finally read such a sever and costly problem. I believe this would have immediately come up and would have even made more sense to me then this. I never believed I needed coils and I think the service man just took a guess considering the car symptoms and coils usually being the cause. Before I bought the car in and had called the service dep. I was told what the problem may be "the coils".

Well one thing Mr. Geddes was right about the check engine light did come back on and now I am scared to drive the car because now I don't know what may be wrong with the car and how dangerous it may be for me to be driving the car with my kids in it and the light starts flashing again and smoking, this time it may be worse considering I don't even know what the service people did to my car. I know what Mr. Geddes said but I don't know what they did considering I'm right back where I started from. I don't believe anything from those people, I will never go there again or recommend anyone I know to that Audi Service. I feel they are a scam. I paid \$350.00 for nothing. They knew I wasn't going to pay \$3,000.00 for the last code and that my warranty had run out so they figured they would have me pay for something. I know this is a hard time for everyone but I didn't think it was this bad for Audi that they would need to rip there customers off. I feel ripped off.

I am a single mom with 2 kids and times are hard for me also, so I don't have \$350.00 to just give away and still have to park my car and take the bus. This is the case now. This \$350.00 could have gone towards getting the new problem fixed and or getting a rent a car. I have nothing now because I have to save to get my car fixed.

To resolve this problem, I would appreciate my money back on my credit card and a free diagnoses done again at a different Audi Service, possibly at the one in Edison NJ (Bell Audi) I've never had any problems there.

I look forward to your reply and a resolution to my problem and I will wait a few weeks from this letter sent before seeking help from a consumer protection agency or Better Business Bureau. Please contact me at the above address or by phone at [REDACTED] or [REDACTED]

Sincerely,

[REDACTED]

Enclosure (s)

CUSTOMER #:

9 5 7 1 2

DCH Millburn Audi
2211 Millburn Avenue
Maplewood, NJ 07040
(973) 762-8501
Fax: (973) 762-8542

DCH AUTO GROUP



INVOICE

PAGE 1

RVINGTON, NJ

OME: CONT:N/A

JS: CELL:

SERVICE ADVISOR: 260 RICHARD GEDDES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	03	AUDI A 6	WAULT64B13N		66132/66134		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20OCT02 DD			17:30 30AUG08		0.00	CASH	30AUG08
R.O. OPENED		READY	OPTIONS: DLR:3467 ENG:3.0_Liter				
0:22 30AUG08		14:01 30AUG08					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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CUST STATES THAT THE CHECK ENGINE LIGHT IS FLASHING

REPLACE #1 AND #3 IGNITION COILS CLEAR CODES SET

READINESS CODES

3383 CPA8

2 06C-905-115-L IGNIT.COIL

	230.00	230.00
45.12	45.12	90.24

PERFORM JY RECALL

AUSE:

WTY PERFORM FUEL TANK RECALL

3383 WA3

2 Z3M-DP8-005 ADHESIVE

2 D-001-001 MIXING JET

1 4B0-298-403 REP.SET

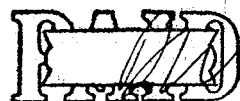
1 AKL-450-005-05 BUTYL TAPE

1 183-521-141-A GASKET

6 N-019-926-1 BOLT

2 191-253-141-F CLAMP

(N/C)
(N/C)
(N/C)
(N/C)
(N/C)
(N/C)
(N/C)



FC:

PART#:

COUNT:

CLAIM TYPE:

AUTH CODE:

*

CALL 973-634-8432

CALL CALL THIS NUMBER READY

99 CPA8

0.00	0.00
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THANK YOU FOR CHOOSING DCH MILLBURN AUDI!



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION

TOTALS

LABOR AMOUNT	230.00
PARTS AMOUNT	90.24
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	10.00
TOTAL CHARGES	330.24
LESS INSURANCE	0.00
SALES TAX	23.12

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

PLEASE PAY
THIS AMOUNT

353.36

Customer Copy

CUSTOMER #:

9 6 1 6 1

DCH Millburn Audi
2211 Millburn Avenue
Maplewood, NJ 07040
(973) 762-8501
Fax: (973) 762-8542

DCH AUTO GROUP



INVOICE

PAGE 1

RVINGTON, NJ
OME:
US: CONT:N/A
CELL:

SERVICE ADVISOR: 260 RICHARD GEDDES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	03	AUDI A 6	WAULT64B13N		66138/66143	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20OCT02 DD			17:30 15SEP08		0.00	CASH	15SEP08

R.O. OPENED	READY	OPTIONS:
		DLR:3467 ENG:3.0 Liter

8:46 15SEP08	10:07 15SEP08
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LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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CUST STATES THAT THE CHECK ENGINE LIGHT IS FLASHING
REPLACE #6 IGNITION COIL ASSY

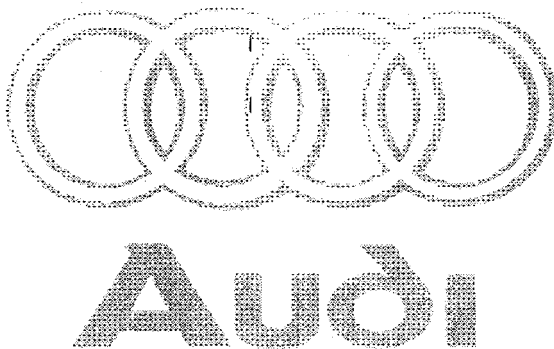
3383 IPSA

(N/C)

1 06C-905-115-L IGNIT.COIL

(N/C)

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Customer Copy

CUSTOMER #:

9 6 1 7 6

DCH Millburn Audi
 2211 Millburn Avenue
 Maplewood, NJ 07040
 (973) 762-8501
 Fax: (973) 762-8542

DCH AUTO GROUP

INVOICE



RVINGTON, NJ

PAGE 1

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 260 RICHARD GEDDES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	03	AUDI A 6	WAULT64B13N		66170/66170		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
2OCT02 DD			17:30 15SEP08		0.00	CASH	15SEP08
R.O. OPENED		READY	OPTIONS: DLR:3467 ENG:3.0_Liter				
3:24 15SEP08		13:28 15SEP08					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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CUST STATES THAT THE CHECK ENGINE LIGHT IS ON

SCAN FOR STORED CODES CAR HAS STORED CODE #P0741

TORQUE CONVERTER CLUTCH CIRCUIT PERFORMANCE

CLEAR CODES SET READINESS CODE

118 CHARLES BOND LIC#: 118

ILNAU

(N/C)

INFO IF CHECK ENGINE LIGHT COMES BACK CUST TO

HAVE RECHECKED--IF CODE RETURNS CAR MAY NEED

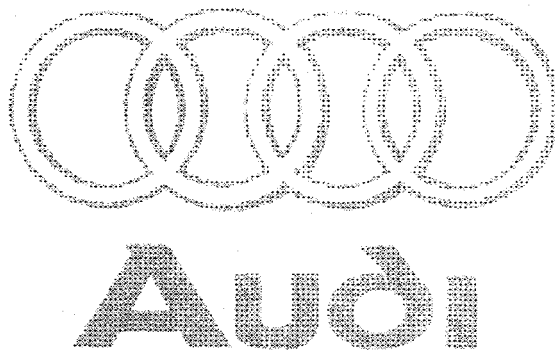
TORQUE CONVERTER ASSY APPROX \$3,000

118 CHARLES BOND LIC#: 118

ILNAU

(N/C)

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Customer Copy