



CL-10980297-5715

MAY -2 2017

**Bob Ferguson**

**ATTORNEY GENERAL OF WASHINGTON**

800 Fifth Avenue, Suite 2000 • Seattle, WA 98104-3188 • (206) 464-6686

April 25, 2017

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

National Highway Traffic Safety Administration  
1200 New Jersey Ave SE  
West Building  
Washington, DC 20590

RE: Audi of America and Landmark Motors  
File #: [REDACTED]

Dear National Highway Traffic Safety Administration:

Enclosed, please find information our office received as a consumer complaint. We are processing this complaint through our Informal Complaint Resolution Service. We are forwarding you a copy for your information because it may include information of interest to your agency.

If you have questions about this complaint, please contact the Consumer Resource Center by email at [CRCComplaints@ATG.WA.GOV](mailto:CRCComplaints@ATG.WA.GOV). Please include the complaint number given above on any correspondence to our office.

Sincerely,

ANTHONY OGLE  
Consumer Services Coordinator  
Consumer Protection Division  
1-800-551-4636 for in-state callers  
1-206-464-6684 for out-of-state callers

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# COMPLAINT SUMMARY

## Consumer Information

**Name:**

[REDACTED]

**Address:**

[REDACTED]  
Medina, WA [REDACTED]

**Day Phone:**

[REDACTED]

**Evening Phone:**

**E-mail Address:**

[REDACTED]

**Age Group (optional):**

18-29

**Are you a member or former member of the U.S. Armed Forces, Guard, Reserves or a dependent? (optional):**

No

**If English is not your first language, what is your first language?**

**Do you want the Attorney General's Office to send this business a copy of your complaint?**

Yes

**Names and addresses of any other complainants involved:**

## Business Information

**Name of business that I am complaining about:**

Audi of America

**Address:**

3800 Hamlin Rd  
Auburn Hills, MI 48326

**Phone:**

(248) 754-5000

**Toll-Free:**

**Fax:**

**E-mail:**

Nick.Cardoni@vw.com

**Name of owner or manager (if known):**

**Names and addresses of any other businesses involved in your complaint:**

Landmark Motors  
13123 NE 124th  
Kirkland, WA 98034

**Item or service purchased:**

**Cost of item or service:**

8000

**Did you sign a contract?**

**Date of transaction:**

04/01/2017

**Salesperson's name:**

**Was an advertisement involved?**

**Date and source of advertisement:**

### **About Your Complaint**

**Have you complained to the business?**

**If YES, to whom (include position)?**

**What response did you receive?**

**If you have not contacted the business, explain why:**

**Have you filed a complaint about this business with the Attorney General's Office before?**

**If yes, list the file number assigned to that complaint:**

**Have you contacted a private attorney?**

**If YES, identify the name and address of the attorney:**

**Is there a court or other legal proceeding pending?**

**If YES, please explain:**

**Explain your complaint in detail:**

- I purchased a used 2013 Audi Q5 Hybrid from Landmark Motors, Inc on November 27, 2016.
- It had 60,000 miles on it.
- I did not buy the extended warranty that the offered me since it was \$5,000
- 4 Months later, on March 31st, I was driving home and the check engine light went on saying Hybrid system failure.
- Then as I was almost home, I was driving down a very steep driveway, and the breaks started skipping (foot slammed on breaks and car finally stopped after about 20 feet).
- The engine warning then read "hybrid system, power steering, and transmission system failure"

flashing in red

- Scared for my life; I put car in park and had it towed to Audi of Bellevue the next AM (Saturday April 1st)
- They finally got to it on Tuesday April 4 and then called me a quoted me \$8,000 for the repair
- Since it now had 65,000 miles it was out of warranty (factory warranty ended at 60,000) and this would be out of pocket
- They said "a coolant valve in the back of the engine slowly leaked coolant over time, leaking over the entire electrical harness and wicked up into the control module.
- They quoted me \$4800 for parts and \$3500 for labor, plus taxes/fees
- I contacted Landmark Motors, Inc and they said sorry you bought it "AS-IS" and that they weren't skilled enough to repair themselves and to "just have Audi repair it"
- I went to Audi and had the service tech show me what happened and I took pictures and this is an apparent "known issue" and there have been safety recalls for this issue
- The techs also have said the part has since been redesigned in newer models - indicating they know this is an issue
- The fact that a failure of a 100 dollar part can cause an 8000 dollar repair, seems like a complete design flaw
- I then called Audi's USA headquarters - Customer Experience center, and have been working with Meghan Vagts meghan.vagts@audi.com, and Barbara Smitter barbara.smitter@audi.com . After weeks all I have been offered is 25% coverage.
- I referenced Audi Safety Recall 80B9 recalling all Audi A8's for this exact issue.
- I still have heard nothing from them
- I have now been without my car for 3.5 weeks
- Please help

**What do you think the business should do to resolve your complaint?**

**Explain if you have circled 'Other':**

**SIGNATURE**

I acknowledge that my complaint and attachments, once submitted, become public records and may be disclosed to others in response to a Public Records Request. Complaint information received by this office will be exported into the FTC's database, Consumer Sentinel, a secure online database. This data is then made available to thousands of civil and criminal law enforcement authorities worldwide.

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I authorize the Washington State Attorney General's Office to contact the party(ies) against which I have filed this complaint in an effort to reach an amicable resolution. I authorize the party(ies) against which I have filed this complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office. By selecting NO below, I acknowledge that the Attorney General's Office will not contact the party (ies) named in my complaint and will not attempt to facilitate resolution of my complaint with the party(ies). My complaint will be kept by the Attorney General's Office for informational purposes.

**Signature** [REDACTED] **Date** 40/24/2017

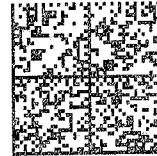
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**City and State where signed** Bellevue, WA



**Bob Ferguson**  
**ATTORNEY GENERAL OF WASHINGTON**  
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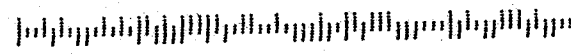


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