



JUL 10 2018

CL-11102194-4125

Bob Ferguson

ATTORNEY GENERAL OF WASHINGTON

800 Fifth Avenue, Suite 2000 • Seattle, WA 98104-3188 • (206) 464-6684

June 21, 2018

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

RE: Audi Spokane and Audi of America

File #: [REDACTED]

Dear National Highway Traffic Safety Administration:

Enclosed, please find information our office received as a consumer complaint. 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. 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]
Spokane, WA [REDACTED]

Day Phone:

[REDACTED]

Evening Phone:

E-mail Address:

[REDACTED]

Age Group (optional):
50-59

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 Spokane

Address:
10006 E Sprague Ave
Spokane Valley, WA 99206

Phone:
(509) 850-9361

Toll-Free:
(888) 897-1421

Fax:

E-mail:

Name of owner or manager (if known):

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

Audi of America
3800 Hamlin Rd
Auburn Hills, MI 48326

Item or service purchased:

Cost of item or service:

Did you sign a contract?

Date of transaction:

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:

On June 12, 2018, I received via mail an "important safety recall" "19N4 - After Run Coolant Pump notice from Audi of America regarding my 2014 Audi Allroad purchased from Audi Spokane in July 2014. The recall describes a potential risk of fire. In addition, it is recommended I park my vehicle outdoors as a precaution. The vehicle part in question is under warranty based on the terms of my original purchase agreement.

I called Audi Spokane on two separate occasions and left a voice message for the service manager. I have not received a call back.

Given the serious nature of the defect along with the unreasonable delay in repair and inconvenience of not parking in my garage (not to mention other serious potential risks), I request an immediate repair or repurchase of the vehicle.

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** June 15, 2018

Received via the Internet

City and State where signed Spokane, WA

IMPORTANT SAFETY RECALL

Audi of America, Inc.



This notice applies to

NHTSA: 18V229

IMPORTANT!

Information about Safety Recall 19N4 – After Run Coolant Pump

THIS RECALL REPAIR IS NOT YET AVAILABLE. We will send another letter as soon as the recall work can be completed on your vehicle.

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2013-2017 model year Audi vehicles equipped with a 2.0L TFSI gasoline engine. Our records show that you are the owner of a vehicle affected by this action. At this time, the recall repair is not yet available; however we anticipate being able to begin recall repairs in late 2018.

Recall Description: In certain vehicles equipped with a 2.0L TFSI gasoline engine, the electric coolant pump may experience a short circuit and/or overheat. A short circuit or overheating within the electric coolant pump may lead to a fire resulting in vehicle or other property damage.

What You Need to Do:

- ✓ **Contact your Audi dealer without delay if the EPC light comes on.**
An illuminated EPC light can mean that the coolant pump in your vehicle is blocked. For **FREE**, your dealer will diagnose the reason for the EPC light and also replace the coolant pump for **FREE** if necessary.
- ✓ **Until Safety Recall 19N4 has been completed on your vehicle, Audi recommends parking your vehicle outdoors as a precaution.**
- ✓ **Contact your dealer or Audi if you have any concerns about your vehicle.**
Your authorized Audi dealer knows your vehicle best, and has the tools and information necessary to address your vehicle concerns. If you should have any questions about this communication, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.audiusa.com and enter your Vehicle Identification Number (VIN).

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.



Bob Ferguson
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