

[REDACTED]
[REDACTED] ** St. Pete Beach, FL [REDACTED]
[REDACTED] ** [REDACTED]

July 15, 2019

VIA CERTIFIED MAIL – RETURN RECEIPT REQUESTED

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

Audi of America, Inc.
Customer Experience
3800 Hamlin Road
Auburn Hills, MI 48326

Re: 2018 Audi Q-5 Prestige
CRITICAL COMPLAINT
VIN #: WA1CNAFY6J2 [REDACTED]

Gentlemen,

I have complained about my car having a pause when starting forward several times to the dealer ever since it was new. So far, their diagnostics have not revealed (at least not to my knowledge) that there is any problem. Since this continues to occur regularly (at least several times a month), I can only surmise that there must be some sort of sensor, chip or algorithm that malfunctions occasionally.

While this may be hard to diagnose because it happens infrequently, it nevertheless does occur. Most of the time it is just annoying to depress the gas pedal and nothing happens for several seconds. The real problem occurs when starting to enter or cross a street with traffic heading toward you – the several seconds of delay in front of an oncoming vehicle is not just scary, some day it may cause a serious accident. While it mostly occurs from a dead stop, it has also occurred from moderate speed while attempting to change lanes. If I had to be more specific, I would say it seems to occur most often when turning the steering wheel at the same time.

Since I have reported this problem several times to Audi Service without correction, I am considering whether to file a claim under the Florida Lemon Law (which my wife is pressing me to do), and/or to file a complaint with the NHTSA. I am sending this letter certified in the hopes that a correction can be found, but also to go on record officially in case an accident occurs.

We really like virtually everything else about our Q5, and would prefer to have it fixed and safe to drive. Please note that we do not feel this is a problem with the Dealer Service Department.

Respectfully,

[REDACTED]

cc Crown Audi Clearwater FL (via email)