

* St. Pete Beach, FL

October 4, 2019

VIA FACSIMILE TO: (703) 247-9700**BBB Auto Line**3033 Wilson Boulevard, Ste. 600
Arlington, VA 22201

Attention: Rhonda Eakins

Re: 2018 Audi Q-5 Prestige
Florida Lemon Law Claim Number: [REDACTED]
VIN #: WA1CNAFY6J [REDACTED]

Gentlemen,

I have completed the attached Resolution Form by agreeing that the negotiated settlement has been performed. However, I have not agreed that it was resolved to my satisfaction, but have decided not to proceed with arbitration due to the difficulty in proving a defect that only occurs sporadically. I understand that they were not able to duplicate the hesitation, and was told that the on-board computer system did not disclose any problem. Consequently they did nothing to correct the problem.

Both from my own experience, as well as many online complaints, I feel certain that Audi knows this problem exists – but refuses to acknowledge it or is unable to produce a fix for it. That does not eliminate a problem that is not only annoying, but may cause a severe accident under certain circumstances.

Please understand that my inaction at this point is not intended in any way as a release of liability for Audi from any further action on this matter. I fully expect Audi to be responsible for any repairs or accidents related to this complaint for as long as I own my car.

Respectfully,

cc: NHTSA; Complaint # 11240812
Audi Customer Experience; Reference [REDACTED]



BBB AUTO LINE

September 27, 2019

[Redacted]
ST PETE BEACH FL [Redacted]

Re: [Redacted] vs Audi of America, Inc. WA1CNAFY6 [Redacted]

Dear Madam/Sir:

Our records show that you and the manufacturer agreed to a negotiated settlement of the claim you filed with BBB AUTO LINE. To make sure our records are accurate, please answer the following questions:

Was the settlement performed? (Please circle)

Yes No

On what date was the settlement performed?

10/1/19

Was the performance satisfactory?

Yes No *

If the performance was NOT satisfactory, do you want to pursue your claim further through the BBB AUTO LINE program?

Yes No

If you want to pursue your claim further, what is the current mileage on your vehicle's odometer?

If your settlement involved a repurchase or replacement of your vehicle, please answer the following questions:

On what date did the manufacturer or its dealer advise you the transaction could take place? _____

On what date did you complete the transaction? _____

I will continue to help you by reopening your case or starting a new case depending on how much time has elapsed and the specific situation in your case. Please complete the above questions and return this letter to our office. If I have not heard from you **within eight days** from the date of this letter, I will assume that performance was satisfactory and will close your case.

This form can be faxed to us at 703.247.9700. Please feel free to contact me at 800.955.5100 if you have any questions. Thank you for letting us be of help.

Sincerely,

Rhonda Eakins at Extension 2421

Council of Better Business Bureaus, Inc.

3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone 800.955.5100 · Fax: 703.247.9700

* See attached statement