

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint ---11503423
Date: Wednesday, February 22, 2023 7:35:10 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Tuesday, February 21, 2023 7:45 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Cc: [REDACTED]
Subject: FW: Follow up to ODI Complaint ---11503423

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Since our last conversation about my Audi Q5 issues, I have heard nothing back from MMVC Director Jeff Jernigan as to whether the Jackson Audi dealership was able to find “a fix” for the last Recall...or not. I did learn from Melissa at Auditalk that Audi of America was aware of Multi-Media Interface (MMI) and Lane Assist issues associated with my make/year. The corporate office hopes to be able to resolve these issues by the end of the 1st quarter of this year. Falling within the Mississippi statutory requirements, I submitted my Buyback request on February 10, 2023. I am currently waiting for them to complete their review. Attached above is a copy of my Buyback request. Also attached is a copy of VW/Audi’s acknowledgement of my Buyback request. The request contains all my Audi documentation, as well as my identification and purchase information. You may redact or remove/destroy any documents, as necessary.

I found it disappointing that these electric cars and hybrids are being distributed with so many unresolved issues. If functioning properly and/or the dealership service center would have been knowledgeable about addressing the issues, it would have been a great vehicle.

Please attach my Buyback request to DOT’s Vehicle Owner’s Questionnaire. If anything else is needed, please let me know.

Regards,

[REDACTED]

From: EVOQ (NHTSA) <EVOQ@dot.gov>

Sent: Tuesday, February 21, 2023 10:53 AM

To: [REDACTED]

Subject: Follow up to ODI Complaint ---11503423

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

24-JAN-2023

Repository ☐Reference No.
11503423

OWNER INFORMATION (Type or Print)

Name

Address

City

Flora

State

MS

ZIP Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The Information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

WA1E2AFY3M2

MAKE
AUDIModel
Q5 EModel Year
2021

Date Purchased

Dealer's Name and Telephone Number

Engine:
No. Cylinders

Fuel Type:

Original Owner
☐

Dealer's City Jackson

STATE

ZIP Code
39211

Transmission Type

☐ Antilock Brakes☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

16-JUN-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 110000 ELECTRICAL SYSTEM, 271000 LANE DEPARTURE: WARNING, 283000 BACK OVER PREVENTION: REARVIEW SYSTEM BRAKING

Failure Mileage

Failure Speed
10

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM1 9ABC036)

☐ Original Requirement
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

The contact owns a 2021 Audi Q5 E. The contact stated that when she purchased the vehicle the MMI (Multimedia Interface) system failed to load correctly. The contact stated that the dealer informed her that the system would upload later as the system was not communicating with Audi corporate and she would be able to finish the programming later. The contact stated that the vehicle was taken back to the dealer as messages that the navigation system was not loaded, the driver assistance was inoperable, the fuel gauge display was incorrect, and the Lane Assist feature had failed. The contact stated that she had experienced the failure for the past year. The contact stated she received notification of NHTSA Campaign Number: 22V742000 (Back Over Prevention) several months ago and the dealer informed the state DMV that they were unable to repair the recall at the time. The contact stated that she had been communicating with the director at her state DMV as she was unable to have the dealer repair the vehicle. The contact stated that a case was not opened with her state DMV. The contact stated that the manufacturer and dealer had exceeded a reasonable amount of time for the recall repair. The manufacturer was notified of the issue. The approximate failure mileage was 10.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



[REDACTED]
Flora, MS [REDACTED]

January 28, 2023

RE: Defective MMI on 2021 Audi that Ritchey dealership unable to correct
VIN #: VIN WA1E2AFY3M2 [REDACTED]

To Whom it may concern at Audi of America:

I purchased a custom ordered Audi Q5 during June of 2021 at Ritchey Autoplex in Jackson, MS. At the time of purchase, the Mult-Media Interface (MMI) would not load properly and recognize my cell phone. The Ritchey dealership stated this was a common problem with the software, due to frequent internet problems at Audi of America. They dismissed the matter, indicating that it should be resolved latter in the day. Unfortunately, that matter is still not resolved and the Ritchey dealership and service department have done little to nothing to resolve. Their repeated response was basically, "nothing was wrong." Not only has this dealership failed to fix the MMI issues at the time of purchase or other MMI issues discovered in the months following, The Director of the Mississippi Motor Vehicle Commission (MMVC) reached out to Audi of Jackson about the backup camera recall and was told by the service department the Recall correction was "currently not working on other cars" and they were "getting with Audi to find additional fix." That was December 2, 2022. As of the last week in January, the MMVC Director had not been able to reach management for follow-up. Now, I understand that Audi of America is addressing two (2) additional recall fixes, associated with my VIN number. Both are known issues with the MMI and specifically the Lane Assist/Traffic Jam Assist.

I had driven the same car for almost 20 years; so, I had a learning curve to catch up with the MMI technology...which the "good of boys" at Ritchey thoroughly used to ridicule any concerns I had about the erratic malfunctions that I was experiencing with this vehicle's MMI system. To compound my concerns, sometimes the various systems worked and other times the various components would not even load.

It took 1) three visits (with lengthy waits for each required scheduled appointment); 2) the assistance of Chris Capadagli, Regional Case Expert Southern Region, Audi CXC, at Auditalk; 3) photos showing "navigation system not available;" and 4) the Audi Technical Service Bulletin

(which I obtained from an internet blog)...before this dealership's management and service center would acknowledge that my navigation system was NOT working and the software was then reentered.

But this has not been my only issue. There are multiple other issues. As with the navigation system, the programs do infrequently work...but, are certainly not working consistently or reliably. For example, twice I have noticed the amount of gas on the panel did not change over the course of 20 miles...with no EV miles remaining.

The most concerning issue to me is the ASSIST software package, which was my primary reason of the purchase. Again, the Ritchey dealership has insisted the program works. The manager and salesperson even took me for a test drive for approximately ¼ of a mile on a straight frontage road to "demonstrate." Unfortunately, I could never emulate their same response, particularly on the mildest of curves. It would stay in the lane a few times, but, more often than not, it veered outside the lane. Also in those curves, I never noticed any indication of vibrations in the steering wheel, as the Ritchey management had insisted was working. My husband and I tried driving the vehicle on the highway with the Lane Assist and it bobbed from one side of the road to the other. My husband turned off the system, for fear of getting a ticket. I have since learned the Traffic Jam Assist/Adaptive Cruise Control (ACC) have to be turned on, along with the Lane Assist, for the system to operate properly. Yet, during the "demo" drive, the dealership management only turned on the Lane Assist. From that "test" drive, the Audi manager and salesperson would not have known if the ASSIST program worked or not. When I turned on the systems, the Traffic Jam Assist lights did NOT appear on the panel. The Traffic Jam Assist is standard with the Premium Plus trim level, which I purchased. The failure to properly install the software could be the problem or not. On a few occasions, the steering column felt like it was pulling against the direction intended for no justifiable reason. Again, I have experienced various other inconsistencies, all tied to the MMI system. Other situations that often malfunction include one of the FOB's hand sensitivity door functions, the phone charging tray and the foot sensor for the back hatch.

Another problem that I have experienced has been with my backup camera. As with the other systems discussed above, sometimes the camera works, while other times I have to turn on parking view to activate the front or back cameras. I understand the last RECALL pertains specifically to this malfunction. I have been working with our State, trying to get these issues resolved. **Unfortunately, according the Mississippi Motor Vehicle Commission (MMVC) Director Jeff Jernigan at phone number 601-987-3995 (ext. 104), this Audi dealership cannot even correct this latest RECALL problem...on any of the Audi's that it has already attempted to service. The MMVC is "getting with Audi to find additional fix."**

I started the vehicle recently and noticed panel indicator lights that have never been seen and do not recall seeing in my manual; although, still no traffic jam indicator lights. It was a pleasant surprise to see the Q5 recognizing my cell phone and even the cell phone charger plate was working. I had hoped that you company was in the process of correcting the issues remotely, but Melissa, at Auditalk, informed me that your company does not have that capability at this time.

I purchased the Audi Q5 to have a safe, reliable vehicle to drive; but, I do not feel safe driving this vehicle. It appears that Audi of America did not provide this dealership's service center with adequate training or the equipment, necessary to address these AI glitches, most of which apparently have not worked since my purchase...including features that had been my primary reasons for making the purchase. Again, this Audi dealership is not able to repair these issues and is now having difficulties with the last recall. My Q5 has less than 5,000 miles on it and is taking up space in the garage, along with costing needless insurance and tags. The vehicles software programs are too erratic to be trusted. For the last year, I have been driving my 2004 Mercedes station wagon while waiting on Audi to address my problems. I have found the station wagon to be more reliable.

For these reasons, I am requesting your BuyBack of the Q5, under [MS Code § 63-17-159 \(2016\)](#) which states: (1) *If the manufacturer or its agent cannot conform the motor vehicle to any applicable express warranty by repairing or correcting any default or condition which impairs the use, market value, or safety of the motor vehicle to the consumer after a reasonable number of attempts, the manufacturer shall give the consumer the option of having the manufacturer either replace the motor vehicle with a comparable motor vehicle acceptable to the consumer, or take title of the vehicle from the consumer and refund to the consumer the full purchase price, including all reasonably incurred collateral charges, less a reasonable allowance for the consumer's use of the vehicle. The subtraction of a reasonable allowance for use shall apply when either a replacement or refund of the motor vehicle occurs. A reasonable allowance for use shall be that sum of money arrived at by multiplying the number of miles the motor vehicle has been driven by the consumer by Twenty Cents (20 cent(s)) per mile. Refunds shall be made to the consumer and lienholder of record, if any, as their interests may appear.*

(2)(a) *Substantially the same nonconformity has been subject to repair three (3) or more times by the manufacturer or its agent and such nonconformity continues to exist; (4) The terms, conditions or limitations of the express warranty, or the period of one (1) year following the date of original delivery of the motor vehicle to a consumer, whichever expires earlier, may be extended if the motor vehicle warranty problem has been reported but has not been repaired by the manufacturer or its agent by the expiration of the applicable time period.*

If I have omitted any necessary or pertinent data, please feel free to contact me or my attorney. I would like for this Buyback to process, as smoothly as possible.

Thank you for your time.



IMPORTANT SAFETY RECALL

Audi of America, Inc.



Audi

OCTOBER 2022

FLORA, MS

According to MS MIC the Audi service center has no fix at this time. (see attached email)

This notice applies to your vehicle: 2021 AUDI Q5, WA1E2AFY3M2

NHTSA: 22V742

Subject: Compliance Recall 91DZ – Rearview Camera Software

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that certain 2021-2022 model year Audi vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 111, Rear Visibility. Our records show that you are the owner of a vehicle affected by this action.

Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
+1 800 253 2834
www.audiusa.com

What is the issue? Due to a software issue, upon selecting reverse, a blank or black screen may be displayed instead of the rearview camera image. In certain cases, this issue may also cause the main unit to become inoperative which will lead to no image being displayed at all. A rearview camera screen that displays a blank or no image can reduce the driver's view of what is behind the vehicle, increasing the risk of a crash.

What will we do? To correct this noncompliance, your authorized Audi dealer will update the infotainment system software. This work will take about two hours to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

What should you do? Please contact your authorized Audi dealer without delay to schedule this recall repair. For your convenience, you can also visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

Lease vehicles and address changes 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.

Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.

IMPORTANT SAFETY RECALL



Audi

**Checking your vehicle
for open Recalls and
Service Campaigns**

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>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection

[REDACTED]

From: Jernigan , William Jeffrey <JJernigan@mmvc.ms.gov>
Sent: Friday, December 2, 2022 4:47 PM
To: [REDACTED]
Subject: Update

It does have recall however the update we have is currently not working on other cars. We are getting with Audi to find additional fix. [REDACTED]

Sincerely,
Jeff Jernigan

VOLKSWAGEN

GROUP OF AMERICA

Lender/Lessor Information Request Form

Please check the box next to the Lender/Lessor that your lease or retail loan account is through.

☐

Volkswagen Credit Inc.
Volkswagen Credit
1401 Franklin Blvd.
Libertyville, IL 60048
1-800-428-4034

☐

Audi Financial Services
Audi Financial Services
1401 Franklin Blvd.
Libertyville, IL 60048
1-800-237-2834

☒

Other: Name of Bank/Credit Union

paid in full at time of purchase

Address: N/A

Phone Number: N/A

Customer Name:	[REDACTED]
Customer Phone:	[REDACTED] cell) & [REDACTED] (home)
Customer Address:	[REDACTED] Flora, MS [REDACTED]
Name(s) on Account:	N/A paid in full at time of purchase
Phone (if different from Buyer/Lessee):	N/A
Account Number:	N/A
Last 4 Digits of Social Security Number:	[REDACTED]
Current Vehicle Mileage:	4701

By signing below, I authorize the release of all information pertaining to my lease or loan, including but not limited to: contract, interest paid, payment history, and payoff information, to Volkswagen of America, Inc., an organizational unit of Volkswagen Group of America, Inc.

[REDACTED]

Signature (Owner/Lessee)

Date

1/28/23

Signature (Co-Owner/Lessee)

Date



Audi



JAGUAR



LAND ROVER



VOLKSWAGEN

Jackson, Mississippi 39211

Cust #

INVOICE NUMBER	Salesman 1202HADWICK NASON 1150JAMES O'BOYLE	Stock No.
DEAL NUMBER	F&I Manager DANIELLE WEAKLEY	Date 06/18/2021

PURCHASER

ADDRESS

City FLORA

State MS

Zip

Enter My Order For Yr. 2021 Make AUDI Type Q5 QUATTRO SD

V.I.N. No. WA1E2AFY3M2 Mod. # 15

PHONE NO.

RES.

BUS.

CASH

UNLESS OTHERWISE SPECIFICALLY STATED, ALL PRICES HEREON SHOWN ARE THE DEALER'S PRICES FOR CASH AND DO NOT CONSTITUTE THE TIME PRICE.

DOCUMENTARY/SERVICE FEE: The fee includes complete cosmetic detailing materials, administrative services, notary services, courier service and fuel. This charge represents cost and/or profit to the seller/dealer for items such as inspection, clearing and adjusting new and used vehicles and preparing documents related to the sale. This fee does not represent any payment for mechanical service, which have been reimbursed to the dealer from the manufacturer.

DISCLAIMER OF WARRANTIES: The seller, Audi Jackson, Jaguar Jackson, Land Rover Jackson, Volkswagen Jackson, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, and Audi Jackson, Jaguar Jackson, Land Rover Jackson, Volkswagen Jackson neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

The only warranties applicable to the vehicle are warranties made by the manufacturer. Your rights under any manufacturer's new vehicle warranty shall not be implied hereunder.

Any warranties issued in connection with dealer-installed equipment are warranties of the manufacturer of such equipment and not Audi Jackson, Jaguar Jackson, Land Rover Jackson, Volkswagen Jackson.

The undersigned further warrants and agrees that Audi Jackson, Jaguar Jackson, Land Rover Jackson, Volkswagen Jackson shall not be liable for any consequential damages, including, but not limited to, damages for inconvenience, annoyance and mental anguish.

TRADE-IN: In consideration of the amount of the trade-in allowance stated below, all of purchaser's right, title and interest in is hereby assigned, sold, and conveyed to Audi Jackson, Jaguar Jackson, Land Rover Jackson, Volkswagen Jackson. Purchaser is to execute all documents necessary to transfer certificate of title.

"A DOCUMENT/SERVICE FEE IS NOT AN OFFICIAL FEE AND IS NOT REQUIRED BY LAW. HOWEVER, IT MAY BE CHARGED TO A BUYER/LESSEE FOR THE HANDLING OF DOCUMENTS AND THE PERFORMING OF SERVICES RELATED TO THE SALE OR LEASE AND MAY INCLUDE DEALER PROFIT. THIS NOTICE IS REQUIRED BY REGULATION OF THE MISSISSIPPI MOTOR VEHICLE COMMISSION."

USED CAR ALLOWANCE
UPON VERIFICATION, BUYER AGREES TO PAY AMOUNT EXCEEDING THIS FIGURE. N/A Balance Owed

Pay Off Owed To:

Address

Yr. Make Model Color

Lic. No. Ser. No. Mileage

PAYMENT SCHEDULE/LIEN HOLDER

PAYMENT MADE PAYABLE TO: CASH

N/A equal monthly installments of \$ 61356.25

each, first payment due 08/02/2021

and due the same time of each succeeding month.

THE UNDERSIGNED DEALER HAS THIS DAY SOLD UNDER CONDITIONAL SALES CONTRACT TO THE ABOVE NAMED PURCHASER, THE HEREIN ABOVE DESCRIBED MOTOR VEHICLE, WARRANTS AND COVENANTS THAT THE UNDERSIGNED DEALER IS THE LAWFUL OWNER THEREOF WITH A GOOD RIGHT TO SELL SAME, THAT THERE IS NO LIEN OR ENCUMBRANCE THEREON EXCEPT CONDITIONAL SALES CONTRACT OR CHATTEL MORTGAGE, SIGNED BY ABOVE PURCHASER AND TO BE ASSIGNED TO ABOVE LIEN HOLDER, AND UNDERSIGNED WILL WARRANT AND DEFEND TITLE AGAINST ALL PERSONS EXCEPT ABOVE LIEN HOLDERS.

AUDI JACKSON, JAGUAR JACKSON,
LAND ROVER JACKSON, VOLKSWAGEN JACKSON

BY

TITLE CLERK

SWORN TO AND SUBSCRIBED AND

ACKNOWLEDGED BEFORE ME THIS 18th DAY OF June 2021

NOTARY PUBLIC, IN AND FOR COUNTY OF HINDS, STATE OF MISSISSIPPI

NOTARY PUBLIC

MY COMMISSION EXPIRES:

TITLE TO THE VEHICLE DESCRIBED HEREON REMAINS WITH THE SELLER PENDING
CLEARANCE OF CHECK (IF ANY) GIVEN IN PAYMENT THEREOF.

I CERTIFY THAT THIS IS A
TRUE AND EXACT COPY

Vehicle Selling Price	58000 00
FL DOC STAMP FEE	N/A
PREPAID FIN CHARGE	N/A
	N/A
	N/A
	N/A
	N/A
Total Car & Accessories	58000 00
	N/A
Service Contract	N/A
Gap	N/A
Trade In Allowance	N/A
Trade Difference	58000 00
Documentary/Service Fee	425 00
Business Tax	N/A
Sub-Total	58425 00
State Sales Tax	2921 25
Local Sales Tax	N/A
Temporary Tag	N/A
State License	N/A
Title Application	10 00
Inspection Fee	N/A
Wheel Tax	N/A
Balance Owed On Trade	N/A
Out of State Tax ()	N/A
Grand Total	61356 25
Rebate	N/A
REC. # Deposit	N/A
REC. # Cash on Del. \$	N/A
BALANCE DUE IF SOLD FOR CASH	N/A
	N/A
AMOUNT FINANCED	

X Buyers Signature

X Buyers Signature

Accepted By:



Audi



JAGUAR



Jackson, Mississippi 39211



VEHICLE BUYERS ORDER

NEW	☒
USED	☐

DATE 06/18/2021

SALESMAN CHADWICK NASON

STOCK

COLOR IBIS WHITE

PURCHASER

ADDRESS

City FLORA

State MS

Zip

Enter My Order For 1 Yr. 2021 Make AUDI

Type SD

V.I.N. No. WA1E2AFY3M

Mod. #

Mileage 15

PHONE NO.

RES.

BUS.

UNLESS OTHERWISE SPECIFICALLY STATED, ALL PRICES HEREON SHOWN ARE THE DEALER'S PRICES FOR CASH AND DO NOT CONSTITUTE THE TIME PRICE.

DOCUMENTARY/SERVICE FEE: The fee includes complete cosmetic detailing materials, administrative services, notary services, courier service and fuel. This charge represents cost and/or profit to the seller/dealer for items such as inspection, cleaning and adjusting new and used vehicles and preparing documents related to the sale. This fee does not represent any payment for mechanical service, which have been reimbursed to the dealer from the manufacturer.

DISCLAIMER OF WARRANTIES: The seller, Audi Jackson, Jaguar Jackson, Land Rover Jackson, Volkswagen Jackson, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, and Audi Jackson, Jaguar Jackson, Land Rover Jackson, Volkswagen Jackson neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

The only warranties applicable to the vehicle are warranties made by the manufacturer. Your rights under any manufacturer's new vehicle warranty shall not be implied hereunder.

Any warranties issued in connection with dealer-installed equipment are warranties of the manufacturer of such equipment and not Audi Jackson, Jaguar Jackson, Land Rover Jackson, Volkswagen Jackson.

The undersigned further warrants and agrees that Audi Jackson, Jaguar Jackson, Land Rover Jackson, Volkswagen Jackson shall not be liable for any consequential damages, including, but not limited to, damages for inconvenience, annoyance and mental anguish.

TRADE-IN: In consideration of the amount of the trade-in allowance stated below, all of purchaser's right, title and interest in is hereby assigned, sold, and conveyed to Audi Jackson, Jaguar Jackson, Land Rover Jackson, Volkswagen Jackson. Purchaser is to execute all documents necessary to transfer certificate of title.

"A DOCUMENT/SERVICE FEE IS NOT AN OFFICIAL FEE AND IS NOT REQUIRED BY LAW. HOWEVER, IT MAY BE CHARGED TO A BUYER/LESSEE FOR THE HANDLING OF DOCUMENTS AND THE PERFORMING OF SERVICES RELATED TO THE SALE OR LEASE AND MAY INCLUDE DEALER PROFIT. THIS NOTICE IS REQUIRED BY REGULATION OF THE MISSISSIPPI MOTOR VEHICLE COMMISSION."

USED CAR ALLOWANCE

UPON VERIFICATION, BUYER AGREES TO PAY AMOUNT EXCEEDING THIS FIGURE.

N/A Balance Owed

Pay Off Owed To:

Address

Yr.

Make

Model

Color

Lic. No.

V.I.N. No.

Mileage

PAYMENT SCHEDULE/LIEN HOLDER

PAYMENT MADE PAYABLE TO:

CASH

N/A equal monthly installments of \$ 61356.25

each, first payment due 08/02/2021

and due the same time of each succeeding month.

I (we) agree to pay the balance of purchase price on terms set forth above and will accept delivery within forty-eight (48) hours after being notified that car or truck is ready.

Failure on any part to complete this purchase under the terms of this contract forfeits my deposit as liquidated damages for your expense and efforts incident to this transaction and in which event permits you to dispose of my cash, car or truck without any liability on your part whatsoever. It is further agreed and understood that this instrument is not assignable nor transferable by the purchaser. In the event that any instrument of payment hereunder must be placed in outside hand for collection, I (we) agree to pay interest at the maximum legal rate and attorney or other collection fee and court cost incurred.

It is agreed that you will not be held liable for any delay or failure to make delivery through any cause whatsoever.

It is expressly agreed that legal title to said car or truck shall not pass to me until the full purchase price thereof, including freight and delivery charges, as stipulated above shall have been paid by me. It is also agreed that said vehicle will not be used for hire until fully paid for.

Any new vehicle price quoted is for immediate delivery, but if the price should be increased by the manufacturer before any new car or truck has been assigned to me then this order shall be construed as if the increased price was originally inserted herein.

Vehicle Selling Price	58000 00
FL DOC STAMP FEE	N/A
PREPAID FIN CHARGE	N/A
	N/A
	N/A
	N/A
Total Car & Accessories	58000 00
	N/A
Service Contract	N/A
Gap	N/A
Trade In Allowance	N/A
Trade Difference	58000 00
Documentary/Service Fee	425 00
Business Tax	N/A
Sub-Total	58425 00
State Sales Tax	2921 25
Local Sales Tax	N/A
Temporary Tag	N/A
State License	N/A
Title Application	10 00
City License	N/A
Wheel Tax	N/A
Balance Owed On Trade	N/A
Out of State Tax ()	N/A
Grand Total	61356 25
Rebate	N/A
REC. # Deposit	N/A
REC. # Cash on Del. \$	N/A
BALANCE DUE IF SOLD FOR CASH	N/A
	N/A
	N/A
AMOUNT FINANCED	61356 25

THIS VEHICLE RETAIL BUYERS ORDER

is an offer by me to purchase the vehicle described herein on the terms and conditions specified on this document. This agreement is not enforceable except upon the acceptance of my offer by the Sales Manager or other authorized representative of Audi Jackson, Jaguar Jackson, Land Rover Jackson, Volkswagen Jackson as indicated below. The buyer agrees that THERE ARE NOT REPRESENTATIONS, WARRANTIES OR CONDITIONS EXCEPT THOSE WHICH ARE WRITTEN WITHIN THE FOUR CORNERS OF THE VEHICLE BUYERS ORDER. The buyer agrees that all prior negotiations and verbal statements and representations are merged into this instrument and any representations not contained herein are void and unenforceable. I WARRANT THAT I AM EIGHTEEN YEARS OF AGE OR OLDER. I ACKNOWLEDGE THAT I HAVE READ THE ADDITIONAL TERMS AND CONDITIONS ON THE BACK OF THIS ORDER AND THAT THEY ARE PART OF THIS CONTRACT.

X Buyers Signature

X Buyers Signature

Accepted By:

Mississippi
STATE TAX COMMISSION
TITLE BUREAU - POST OFFICE BOX 1383
JACKSON, MS 39215

ODOMETER DISCLOSURE STATEMENT
THIS IS A REQUIRED SUPPORT DOCUMENT FOR THE APPLICATION OF A NEW
CERTIFICATE OF TITLE

BOTH FEDERAL LAW AND STATE LAW REQUIRE THAT YOU (THE TRANSFEROR) STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

I, RITCHEY JACKSON LLC STATE THAT THE ODOMETER NOW READS 15 (NO TENTHS)
Print Name of Transferor

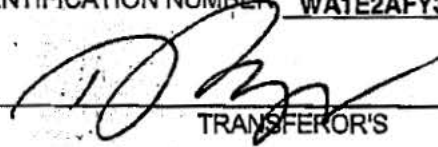
MILES AND TO THE BEST OF MY KNOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE DESCRIBED BELOW, UNLESS ONE OF THE FOLLOWING STATEMENTS IS CHECKED:

☐ (1) I HEREBY CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE ODOMETER READING REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS.

☐ (2) I HEREBY CERTIFY THAT THE ODOMETER READING IS NOT THE ACTUAL MILEAGE.

MAKE AUDI MODEL Q5 QUATTRO BODY TYPE SD

VEHICLE IDENTIFICATION NUMBER WA1E2AFY3M2 YEAR 2021


TRANSFEROR'S RITCHEY JACKSON LLC
PRINTED NAME

TRANSFEROR'S ADDRESS

5320 I-55 North JACKSON MS 39211
STREET CITY OR TOWN STATE ZIP CODE

DATE OF STATEMENT 06/18/2021


TRANSFEREE'S SIGNATURE 
PRINTED NAME

 OR
TRANSFEREE'S NAME - ENTER NAME AS IT APPEARS ON THE ASSIGNMENT OF MGFR'S, CERTIFICATE OF ORIGIN, OR TITLE

TRANSFEROR'S ADDRESS

 FLORA MS 
STREET CITY OR TOWN STATE ZIP CODE

CERTIFICATE OF TITLE

Form # 79-001

STATE OF MISSISSIPPI

ORIGINAL

VEHICLE IDENTIFICATION NUMBER

WA1E2AFY3M2

MAKE

AUDI

YEAR

2021

MODEL

Q5 E

BODY

UV

TITLE NUMBER

TITLE TEXT
(E.G. UNIT #)

TITLE DATE

08/03/2021

DATE OF FIRST SALE
FOR USE NEW ONLY

06/18/2021

NO. CYL

4

NEW/USED

NEW

TYPE OF VEHICLE

PC

ODOMETER - NO TENTHS

15

ACTUAL

OWNER(S)

FLORA MS

BRANDS

1ST LIENHOLDER

DATE:

2ND LIENHOLDER

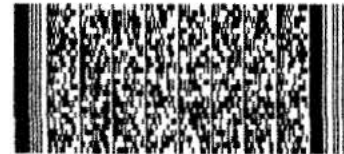
DATE:

MAIL TO



T4

FLORA MS



LIEN SATISFACTION: THE UNDERSIGNED HOLDER OF ABOVE DESCRIBED LIEN(S) ON THE MOTOR VEHICLE DESCRIBED HEREON HEREBY ACKNOWLEDGES SATISFACTION THEREOF.

1ST LIEN

(LIENHOLDER)

BY

(SIGNATURE AND TITLE)

THIS

DAY OF

20

2ND LIEN

(LIENHOLDER)

BY

(SIGNATURE AND TITLE)

THIS

DAY OF

20

IN WITNESS WHEREOF I HAVE HEREUNTO SET MY HAND THIS

THE 3RD

DAY OF AUGUST

20 21



CONTROL NUMBER

MISSISSIPPI DEPARTMENT OF REVENUE

The Mississippi Department of Revenue hereby certifies that on application duly made, the person named herein is registered by this office as the lawful owner of the vehicle described subject to the liens or security interests as may subsequently be filed with the Mississippi Department of Revenue. This certificate of title is issued pursuant to the Mississippi Motor Vehicle Title Law Section 63-21-1, Mississippi Code of 1972, and subject to the provisions thereof.

Chris Aulon

VOID IF ALTERED



COUNTY NAME MADISON		COUNTY NO. 458	TAX DISTRICT 420	TAG EXPIRATION DATE MO. YR. 06/2023		DECAL NUMBER [REDACTED]	VEHICLE I.D. NUMBER WA1E2AFY3M2		TITLE NUMBER [REDACTED]	ISSUE DATE MO. DAY YR. 06/17/2022
TAG NUMBER [REDACTED]	MSRP 55,800	YEAR 2021	MAKE AUDI	TYPE VEHICLE PC	REGISTRANT CODE SAME AS TITLE ☒ LESSEE ☐	FUEL TYPE B	CYL 4	MODEL Q5 E	BODY TYPE UV	
TAG TYPE AU	PASS 0	COLOR WHI	TITLE YES ☒ NO ☐ APPL. ☐		DATE PURCHASED 06/18/2021	PRIOR LEGISLATIVE TAG CREDIT 0		TRAUMA FUND	REGISTRATION FEE 12.75	
FOR USE TAX PURPOSES YES ☐ NO ☐		PURCHASE OUT OF STATE YES ☐ NO ☐		PURCHASE PRICE OR VALUE		TRADE-IN	NONTAXABLE	TAXABLE BASE	CREDIT	CASUAL/USE TAX .00
TAX COLLECTOR Kay Pace		CITE AUTHORITY FOR AD VALOREM EXEMPTION/REDUCTION					PRIVILEGE TAX 15.00	PENALTY .00	LESS CREDIT .00	NET PRIVILEGE TAX 15.00
CLERK 05		AD-VALOREM TAXES	VALUATION	TAX RATE	TAXES	LATE PMNT. PENALTY	LEGISLATIVE TAG CREDIT	CREDIT PREVIOUS TAX	TOTAL	TOTAL AD VALOREM TAX 355.24
		COUNTY TAXES	[REDACTED]		.03813	489.36	.00	342.03	.00	147.33
		MUN TAXES			.00000	.00	.00	.00	.00	382.99
834.21 *TAG CREDIT APPROVED BY THE MISSISSIPPI LEGISLATURE*		SCH OR SSD TAXES	[REDACTED]		.05455	700.09	.00	492.18	.00	207.91
										SPECIAL TAG FEE .00
										TOTAL ALL TAXES 457.99
										E/N TAX 75.00
										MAILING FEE .00
										TITLE FEE .00
										FINE PENALTY .00
										TOTAL DUE 457.99

FLORA MS

SEAT BELT AND CHILD RESTRAINT DEVICES ARE REQUIRED IN MS.

STATE OF MISSISSIPPI ROAD AND BRIDGE PRIVILEGE TAX AND REGISTRATION RECEIPT

Form (Rev. 12/10)

- INSTRUCTIONS FOR APPLYING PLATE DECALS:**
1. Verify plate number and decal match.
 2. Do not moisten decal or attempt to apply if temperature is below -10 degrees Fahrenheit.
 3. Clean and dry plate before affixing new decal.
 4. Remove decal by bending corner of card under decal along dotted line. **FEEL HERE**
-
5. Next, lift up corner of decal where card is creased.
 6. Decal is fragile, peel decal off slowly.
 7. If plate has a previous decal attached place new decal to cover old decal. See diagram on back of registration form for decal placement.
 8. Rub or press firmly around edges of decal after applying.

CUSTOMER #:

INVOICE



Audi Jackson

5320 I-55 North
Jackson, Mississippi 39211
(601) 987-9090
www.ritcheysautomotive.com

FLORA, MS

PAGE 1

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 12633 HEATHER OLSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
IBIS WHITE	21	AUDI Q5 QUATTRO	WA1E2AFY3M2		2891/2893		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JUN21 IS							
18JUN21 DD			WAIT 15MAR22			CASH	16MAR22
R.O. OPENED		READY	OPTIONS: SOLD-STK: ENG:2.0_Liter_TFSI				
12:26 15MAR22		16:04 16MAR22	TRN:7_SPEED_AUTOMATIC				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES SHE IS HAVING MULTIPLE ISSUES WITH THE HYBIRD FUNCTIONS OF THE VEHICLE. SHE STATES VEHICLE IS SLOW TO ACCEL WHEN IN HYBIRD MODE AND THINKS ITS USING GAS WHILE IN HYBIRD MODE. ONLY GETTING 12 MPG. GET TO BRIAN TO INSPECT WHILE CUSTOMER WAITS.

00 INSPECT ISSUES LISTED BY CUSTOMER ON ATTACHED LIST.

9779 WAU 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:

0.00

2893 Configuration implausible Completed GFF log and performed populated test plans, fault code stored for electrical system configuration implausible and IPv6 conflict. Completed SVM software configuration tested plan, cleared fault memory and test driven to verify repairs. Long term fuel trim at 33mpg. Page 121 of owners manual describes charging options and times. Charged vehicle using shop mid-charger, charge time 6hr to full charge. Vehicle operates as similar or alike vehicle.

B RECALL 90S9 GATEWAY MODULE

02 RECALL

9779 WAU 0.00

(N/C)

1 80A-907-577-C COVER

(N/C)

2 80A-886-373 GROMMET

(N/C)

2 N-107-370-01 NUT

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:

0.00

2893 Recall Installed protective cover over J533, recall completed.

C RECALL 93K8 PORTABLE CHARGING UNIT SETTINGS & LABEL

02 RECALL

9779 WAU 0.00

(N/C)

1 4KE-010-571-AA WARN. SIGN

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:

0.00

2893 Recall Set charger settings and installed label Recall completed.

WARRANTY STATEMENT: PURSUANT TO MISSISSIPPI LAW, CONSUMERS HAVE SPECIFIC IMPLIED WARRANTY RIGHTS IN CONNECTION WITH THIS REPAIR. ANY WARRANTIES BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP HOWEVER, ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. NO EXPRESS WARRANTIES ARE GIVEN BY OUR DEALERSHIP IF THIS REPAIR IS NOT PERFORMED IN CONNECTION WITH A CONSUMER TRANSACTION. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR.

* SHOP SUPPLY COSTS: We have added a charge equal to 30% of the total cost of labor and parts, not to exceed \$20.00, to the Repair Order for shop supplies used in connection with this repair.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

CUSTOMER #:

INVOICE

**Audi Jackson**
 5320 I-55 North
 Jackson, Mississippi 39211
 (601) 987-9090
 www.ritcheautomotive.com

FLORA, MS

PAGE 2

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 12633 HEATHER OLSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
IBIS WHITE	21	AUDI Q5 QUATTRO	WA1E2AFY3M2		2891/2893		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JUN21 IS							
18JUN21 DD			WAIT 15MAR22			CASH	16MAR22
R.O. OPENED		READY		OPTIONS: SOLD-STK:		ENG:2.0_Liter_TFSI	
12:26 15MAR22		16:04 16MAR22		TRN:7_SPEED_AUTOMATIC			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

D PERFORM AUDI MULTI POINT INSPECTION

RJAI PERFORM AUDI MULTI POINT INSPECTION

9779ISPAU 0.00

 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: (N/C) 0.00
 2893 Completed.

HOURS: MON - FRI 7:30 AM - 6 PM SAT 7:30 AM - 2 PM

WARRANTY STATEMENT: PURSUANT TO MISSISSIPPI LAW, CONSUMERS HAVE SPECIFIC IMPLIED WARRANTY RIGHTS IN CONNECTION WITH THIS REPAIR. ANY WARRANTIES BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP HOWEVER, ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. NO EXPRESS WARRANTIES ARE GIVEN BY OUR DEALERSHIP IF THIS REPAIR IS NOT PERFORMED IN CONNECTION WITH A CONSUMER TRANSACTION, THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR.

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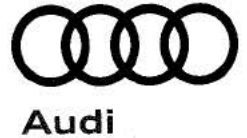
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

IMPORTANT SAFETY RECALL

Audi of America, Inc.



January 2022

FLORA, MS

This notice applies to your vehicle: 2021 AUDI Q5, WA1E2AFY3M2

NHTSA: 21V947

Subject: Safety Recall 90S9 – Gateway Control Module

Dear Audi Owner,

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 2018-2022 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
+1 800 253 2834
www.audiusa.com

What is the issue?

If liquid reaches and enters the gateway control module, mostly due to a liquid spill on the rear seats, it is being switched off as part of the safety concept. In very rare cases (such as when driving through heavy rain or deep water) there may also be water ingress through an insufficient underbody seam. Water/liquid ingress into the gateway control module may lead to various internal errors due to short circuits within the control unit.

The gateway control module has a safety concept in case implausible signals are detected in the control unit. If such implausible signals are detected, the gateway switches off its function in order to avoid unwanted vehicle reactions. The vehicle remains steerable and the brake system is fully operable. The engine goes into emergency mode and remains in operation with reduced power.

Unexpected reduced engine power may create an increased risk of a crash in certain driving situations.

What will we do?

To correct this defect, your authorized Audi dealer will install a protective cover for the gateway control module, which will protect the part from liquid ingress. In addition, on vehicles produced until end of August 2021, the dealer will also seal the insufficient underbody seam. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

What should you do? Please contact your authorized Audi dealer without delay to schedule this recall repair. For your convenience, you can also visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

Audi of America, Inc.



FEBRUARY 2022

[REDACTED]
FLORA, MS [REDACTED]

This notice applies to your vehicle: 2021 AUDI Q5, WA1E2AFY3M2 [REDACTED]

Subject: Service Action 93K8 - Portable Charging Unit Default Setting & Label

Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2019-2021 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

About this Service Action:

The charging equipment provided with your Audi vehicle can be used to its full capacity by following the safety information provided in the Owner's Manual and by ensuring that a qualified electrician has inspected your home's electrical wiring for safe operation of the charging equipment. Should the proper electrical requirements not be met, use of the compact charging system with improper or overburdened 220V power outlets and wiring may, in certain circumstances, lead to a risk of overheating of the home infrastructure. Power outlets and wiring incapable of handling the required electrical current can cause electric shock or home infrastructure damage when charging the high-voltage battery using the compact charging system.

What will we do?

Audi has decided to have an authorized Audi dealer change the setting on the charging system control unit to 50% and attach a warning label to the control unit of your Audi compact charging system. We would therefore ask you to bring the charging equipment that came with your vehicle, including: (1) the control unit, (2) the vehicle cable with vehicle charging connector, (3) the power cable with power plug for household sockets, and (4) the power cable with plug for 220/240V industrial sockets, to an authorized Audi dealer to take these steps.

This work will take about an hour to complete and will be performed for you free of charge.

NOTE: The charging equipment provided by Audi has been tested and can be used to its full capacity if the safety information provided in the Owner's Manual is observed and by ensuring that a qualified electrician has inspected your home's electrical wiring for safe operation of the charging equipment. It will still be possible to charge at a charging current of 100% by pressing the button (100%) on the control unit. If you do this, you should be sure that your home power supply meets all the requirements for safely charging the high-voltage battery at a current rating of 40 amperes, which likely

Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
+1 800 253 2834
www.audiusa.com

CUSTOMER #:

**Audi Jackson**

5320 I-55 North
Jackson, Mississippi 39211
(601) 987-9090
www.ritcheyaautomotive.com

INVOICE

PAGE 1

FLORA, MS

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 12633 HEATHER OLSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
IBIS WHITE	21	AUDI Q5 QUATTRO	WA1E2AFY3M2		3857/3862	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JUN21 IS			18:00 25MAY22			CASH	07JUN22
18JUN21 DD							

R.O. OPENED	READY	OPTIONS:	SOLD-STK:	ENG:2.0_Liter_TFSI
09:37 25MAY22	16:34 07JUN22	TRN:7_SPEED_AUTOMATIC		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES CHECK ENGINE LIGHT ON

CAUSE: Could not verify customers concern at this time.

10 DRIVEABILITY

12551ISPAU 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

3857 Could not verify customers concern at this time. No check engine light on during initial inspection. Completed GFF log, no static or intermittent fault codes stored in ECM memory. Vehicle operates as similar or alike vehicle.

B CUSTOMER STATES ESTIMATED MILEAGE IN ELECTRIC MODE IS 50%. IF IT SAYS

24MILES IT IS ACTUALLY 14

CAUSE: Vehicle operates as similar or alike vehicle.

10 DRIVEABILITY

12551ISPAU 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

3857 Vehicle operates as similar or alike vehicle. EV mileage can change depending on which electrical consumers are selected on in vehicle. Please refer to owners manual for further explanation of mileage calculations. Vehicle operates as similar or alike vehicle.

C CUSTOMER STATES VEHICLE WILL TAKE 30 HOURS TO CHARGE. CUSTOMER HAS A

110 OUTLET AT HOME

CAUSE: Vehicle operates as similar or alike vehicle.

10 DRIVEABILITY

12551ISPAU 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

3857 Vehicle operates as similar or alike vehicle. Completed GFF log, no faults stored for EV charging. Plugged in vehicle will shops 220v charger- charge time till full- 6hr and 30+hour charge time using 110v. Vehicle operates as similar or alike vehicle.

D CUSTOMER STATES ROARING NOISE IN FRONT END WHILE DRIVING. CUSTOMER

WARRANTY STATEMENT: PURSUANT TO MISSISSIPPI LAW, CONSUMERS HAVE SPECIFIC IMPLIED WARRANTY RIGHTS IN CONNECTION WITH THIS REPAIR. ANY WARRANTIES BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP HOWEVER, ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. NO EXPRESS WARRANTIES ARE GIVEN BY OUR DEALERSHIP IF THIS REPAIR IS NOT PERFORMED IN CONNECTION WITH A CONSUMER TRANSACTION, THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR.	DESCRIPTION	TOTALS
* SHOP SUPPLY COSTS: We have added a charge equal to 30% of the total cost of labor and parts, not to exceed \$20.00, to the Repair Order for shop supplies used in connection with this repair. By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES *	
	TOTAL CHARGES	
	LESS INSURANCE	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE
		PLEASE PAY THIS AMOUNT

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

CUSTOMER #:

**Audi Jackson**
 5320 I-55 North
 Jackson, Mississippi 39211
 (601) 987-9090
 www.ritcheysautomotive.com

INVOICE

PAGE 2

FLORA, MS

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 12633 HEATHER OLSEN

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
IBIS WHITE	21	AUDI Q5 QUATTRO		WA1E2AFY3M2		3857/3862		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
18JUN21 IS			18:00 25MAY22			CASH	07JUN22	
18JUN21 DD								
R.O. OPENED		READY		OPTIONS: SOLD-STK:		ENG:2.0_Liter_TFSI		
09:37 25MAY22		16:34 07JUN22		TRN:7_SPEED_AUTOMATIC				
LINE OPCODE TECH TYPE HOURS					LIST	NET	TOTAL	

READ ONLINE POSSIBLE BEARING NOISE.

CAUSE: Vehicle operates as similar or alike vehicle.

10 DRIVEABILITY

12551ISPAU 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

 3857 Vehicle operates as similar or alike vehicle. Test driven
 vehicle. Vehicle operates as similar or alike vehicle.

 E CUSTOMER STATES IN A 30MINUTE DRIVE AND WITH NO ELECTRIC POWER THE
 GAS GUAGE DID NOT MOVE. CUSTOMER STATES GAS GUAGE IS DEFECTIVE

CAUSE: Vehicle operates as similar or alike vehicle.

10 DRIVEABILITY

12551ISPAU 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

 3857 Vehicle operates as similar or alike vehicle. Completed GFF
 log, no faults stored in ECM and instrument cluster correctly performs
 self test. During test drive fuel range did decrease. Vehicle operates
 as similar or alike vehicle.

F CUSTOMER STATES MULTIPLE YELLOW WARNING LIGHTS ON DASH

CAUSE: Vehicle operates as similar or alike vehicle.

10 DRIVEABILITY

12551ISPAU 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

 3857 Vehicle operates as similar or alike vehicle. Lights
 illuminate during self test when vehicle is first started and cycle off
 after a couple seconds. Vehicle operates as similar or alike vehicle.

G CUSTOMER STATES CHARGE CALCULATION IS NOT COMPUTING CORRECTLY. WILL

GO FROM 5 TO 7 TO 6. CUSTOMER STATES DEFECTIVE COMPUTER

CAUSE: Vehicle operates as similar or alike vehicle.

10 DRIVEABILITY

12551ISPAU 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

WARRANTY STATEMENT: PURSUANT TO MISSISSIPPI LAW, CONSUMERS HAVE SPECIFIC IMPLIED WARRANTY RIGHTS IN CONNECTION WITH THIS REPAIR. ANY WARRANTIES BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP HOWEVER, ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. NO EXPRESS WARRANTIES ARE GIVEN BY OUR DEALERSHIP IF THIS REPAIR IS NOT PERFORMED IN CONNECTION WITH A CONSUMER TRANSACTION, THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR.

*SHOP SUPPLY COSTS: We have added a charge equal to 30% of the total cost of labor and parts, not to exceed \$20.00, to the Repair Order for shop supplies used in connection with this repair.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

CUSTOMER #:



Audi Jackson

5320 I-55 North
Jackson, Mississippi 39211
(601) 987-9090
www.rlicheyautomotive.com

INVOICE

PAGE 3

FLORA, MS

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 12633 HEATHER OLSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
IBIS WHITE	21	AUDI Q5 QUATTRO	WA1E2AFY3M2		3857/3862		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JUN21 IS			18:00 25MAY22			CASH	07JUN22
18JUN21 DD							
R.O. OPENED		READY	OPTIONS: SOLD-STK:		ENG:2.0_Liter_TFSI		
09:37 25MAY22		16:34 07JUN22	TRN:7_SPEED_AUTOMATIC				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

3862 Vehicle operates as similar or alike vehicle. Please refer to owners manual on EV charging. vehicle operates as similar or alike vehicle.

H CUSTOMER STATES MMI WILL NOT SAVE SETTINGS. PRESETS HAVE TO BE RESET PERIODICALLY.

CAUSE: Vehicle operates as similar or alike vehicle

51 BODY ELECTRICAL

12551ISPAU 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: (N/C) 0.00

3862 Vehicle operates as similar or alike vehicle Could not verify customers concern at this time.

I CUSTOMER STATES MICROPHONE IS DEFECTIVE, WHEN ON THE PHONE OTHER PERSON TELLS HER SHE SOUNDS MUFFLED

CAUSE: Vehicle operates as similar or alike vehicle

51 BODY ELECTRICAL

12551ISPAU 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: (N/C) 0.00

3862 Vehicle operates as similar or alike vehicle Connected technician's cell phone to vehicle and tested bluetooth operation, system operates as similar or alike vehicle.

J CUSTOMER STATES KEY IS DEFECTIVE, CUSTOMER HAD KEY IN THE VEHICLE AND IT LOCKED THE CAR. SHE WAS UNABLE TO GET INTO THE CAR. WILL NOT UNLOCK THE DOORS AT TIMES.

CAUSE: vehicle operates as similar or alike vehicle.

51 BODY ELECTRICAL

12551ISPAU 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE J: (N/C) 0.00

3862 vehicle operates as similar or alike vehicle. Started vehicle with both keys while separated. Vehicle starts, unlocks and locks with either key. vehicle operates as similar or alike vehicle.

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* SHOP SUPPLY COSTS: We have added a charge equal to 30% of the total cost of labor and parts, not to exceed \$20.00, to the Repair Order for shop supplies used in connection with this repair.		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES *	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

CUSTOMER #:

INVOICE

**Audi Jackson**

5320 I-55 North
Jackson, Mississippi 39211
(601) 987-9090
www.ritcheyaautomotive.com

PAGE 4

FLORA, MS

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 12633 HEATHER OLSEN

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
IBIS WHITE	21	AUDI Q5 QUATTRO		WA1E2AFY3M2		3857/3862		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
18JUN21 IS			18:00 25MAY22			CASH	07JUN22	
18JUN21 DD								

R.O. OPENED	READY	OPTIONS:	SOLD-STK	ENG:2.0_Liter_TFSI
09:37 25MAY22	16:34 07JUN22	TRN:7_SPEED_AUTOMATIC		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

K CUSTOMER STATES THERE IS A SHIMMY WHEN THE ENGINE IS TURNED OFF

10 DRIVEABILITY

12551ISPAU 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE K: 0.00

3862 Test driven vehicle and inspected suspension. vehicle operates as similar or alike vehicle.

L CUSTOMER STATES WIFI WILL KICK HER OFF AND WILL NOT WORK.

CAUSE: Vehicle operates as similar or alike vehicle.

10 DRIVEABILITY

12551ISPAU 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE L: 0.00

3862 Vehicle operates as similar or alike vehicle. Wifi operation is depended on signal strength.

M CUSTOMER STATES FUEL GUAGE ISNT READING PROPERLY. WILL NOT ACCURATELY

CALCULATE MILES TO E

CAUSE: Vehicle operates as similar or alike vehicle.

10 DRIVEABILITY

12551ISPAU 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE M: 0.00

3862 Vehicle operates as similar or alike vehicle. Test driven vehicle, MPG and range of vehicle changed depending on driving habits.

N CUSTOMER STATES VEHICLE TURNS ON AND OFF WHEN CHARGING

CAUSE: Vehicle operates as similar or alike vehicle

10 DRIVEABILITY

12551ISPAU 0.00

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE N: 0.00

3862 Vehicle operates as similar or alike vehicle Connected charger and performed vehicle inspection. Could not verify customers concern at this time.

O CUSTOMER REQUESTS TO RESET INSPECTION DUE LIGHT HAS SERVICE DONE

WARRANTY STATEMENT: PURSUANT TO MISSISSIPPI LAW, CONSUMERS HAVE SPECIFIC IMPLIED WARRANTY RIGHTS IN CONNECTION WITH THIS REPAIR. ANY WARRANTIES BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP HOWEVER, ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. NO EXPRESS WARRANTIES ARE GIVEN BY OUR DEALERSHIP IF THIS REPAIR IS NOT PERFORMED IN CONNECTION WITH A CONSUMER TRANSACTION, THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR.	DESCRIPTION	TOTALS
* SHOP SUPPLY COSTS: We have added a charge equal to 30% of the total cost of labor and parts, not to exceed \$20.00, to the Repair Order for shop supplies used in connection with this repair.	LABOR AMOUNT	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES *	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

CUSTOMER #:

INVOICE



Audi Jackson

5320 I-55 North
Jackson, Mississippi 39211
(601) 987-9090
www.rltcheyautomotive.com

PAGE 5

FLORA, MS

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 12633 HEATHER OLSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
IBIS WHITE	21	AUDI Q5 QUATTRO	WA1E2AFY3M2		3857/3862		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JUN21 IS							
18JUN21 DD			18:00 25MAY22			CASH	07JUN22
R.O. OPENED		READY	OPTIONS: SOLD-STK: ENG:2.0_Liter_TFSI				
09:37 25MAY22		16:34 07JUN22	TRN:7_SPEED_AUTOMATIC				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

ELSEWHERE

51 BODY ELECTRICAL

12551ISPAU 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE O: (N/C) 0.00
3862 reset

P MULTI POINT INSPECTION

CAUSE: MULTI POINT INSPECTION AUDI

MPIAU MULTI POINT INSPECTION

12551ISPAU 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE P: (N/C) 0.00
3862 completed.

HOURS: MON - FRI 7:30 AM - 6 PM SAT 7:30 AM - 2 PM

WARRANTY STATEMENT: PURSUANT TO MISSISSIPPI LAW, CONSUMERS HAVE SPECIFIC IMPLIED WARRANTY RIGHTS IN CONNECTION WITH THIS REPAIR. ANY WARRANTIES BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP, HOWEVER, ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. NO EXPRESS WARRANTIES ARE GIVEN BY OUR DEALERSHIP IF THIS REPAIR IS NOT PERFORMED IN CONNECTION WITH A CONSUMER TRANSACTION. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR.

***SHOP SUPPLY COSTS:** We have added a charge equal to 30% of the total cost of labor and parts, not to exceed \$20.00, to the Repair Order for shop supplies used in connection with this repair.

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DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE 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

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

Auto Problems, in addn to 2 recalls:

1. Yellow warning lights come on (while keep)
that ~~don't~~ stay on long enough for me to read —
often when driving.
2. Usually multiple yellow warnings
3. Motor continues to run after engine cut off
4. Often shakes when motor cuts off in EV mode
5. Road on road is not as noticeable in EV mode
6. All but front passenger door locks malfunction,
1/2 that door unlocks if you get within few
feet of it — automatically
7. Hands free hatch lock does not work
8. Stalls when pulling out into road in EV mode
9. Wifi on MMI works sporadically (w/ phone)
10. Garage door opener does not function
11. MMI will not hold function
12. Fork button on hatch malfunctions
13. Takes about 30 hrs to charge on NO outlet
14. Uses more than twice EV registered mileage/mile
15. ~~Uses~~ Registers gas usage in EV mode — sometimes
16. Last trip home it didn't register any gas
mileage altho no remaining EV
17. Charges inconsistently 1/2 does not hold charge

(Jackson #1)
4834

Please check wheel bearings

CUSTOMER #:



Audi Jackson

5320 I-55 North
Jackson, Mississippi 39211
(601) 987-9090
www.ritcheysautomotive.com

INVOICE

PAGE 1

FLORA, MS

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 12633 HEATHER OLSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
IBIS WHITE	21	AUDI Q5 QUATTRO	WA1E2AFY3M2		4548/4550	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JUN21 IS			14:30 10AUG22			CASH	10AUG22

R.O. OPENED	READY	OPTIONS:	SOLD-STK:	ENG:2.0_Liter_TFSI
10:38 10AUG22	18:10 10AUG22	TRN:7_SPEED_AUTOMATIC		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CONTACTED BY Capadagli WITH AUDI, CUSTOMER SENT AN EMAIL WITH PICTURE OF NAV SCREEN THAT SHOWS DATABASE NOT AVAILABLE. SET APPOINTMENT PER CAPADAGLI BUT INFORMED HIM WE WOULD ONLY ADDRESS CONCERNS THAT THE CUSTOMER COULD DUPLICATE AT TIME OF DROP OFF.

CAUSE: 5F control module update
00 QUICK SERVICE

9779 WAU 0.00 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
4550 5F control module update Fault code B126CF0 Navigation database malfunction fault stored and Technical bulletin 2037809 . Downloaded software content to the 5F module, reset control module and cleared fault memory. 2954969 technical #

B CUSTOMER STATES WHEN DRIVING IN THIS MORNING VOICE COMMANDS FOR PHONE ATTACHED BY BLUETOOTH WERE NOT FUNCTIONAL
01 RECOMMENDED MAINT

9779 WAU 0.00 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
4550 See line A. 5F control module update.

C CUSTOMER STATES LANE KEEPING ASSISTANCE DOESNT WORK AT TIMES WHILE DRIVING ON HWY 49 WILL RUN OFF THE ROAD. ASKED IF THERE WERE LINES ON BOTH SIDES OF THE ROAD THEY SAID YES.

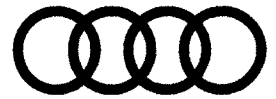
15 MIL
9779 WAU 0.00 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
4550 Vehicle operates as similar or alike vehicle. No fault codes stored in Lane assist control, test driven to verify proper operation of lane assist. System operates within its limits, please see page 162 of owners manual.

HOURS: MON - FRI 7:30 AM - 6 PM SAT 7:30 AM - 2 PM

WARRANTY STATEMENT: PURSUANT TO MISSISSIPPI LAW, CONSUMERS HAVE SPECIFIC IMPLIED WARRANTY RIGHTS IN CONNECTION WITH THIS REPAIR. ANY WARRANTIES BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP HOWEVER, ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. NO EXPRESS WARRANTIES ARE GIVEN BY OUR DEALERSHIP IF THIS REPAIR IS NOT PERFORMED IN CONNECTION WITH A CONSUMER TRANSACTION, THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR.		DESCRIPTION	TOTALS
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		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
DATE		CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE
		PLEASE PAY THIS AMOUNT	0.00

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

- data presented to service centers at time of Aug. 10, 2022 visit -
- the information was found in a blog -
- see one of photos from my vehicle on last page



Technical Service Bulletin

91 MIB2 High: Navigation data read error/reboots, DTC B126CF0 and/or B126CF1 stored in the information module

91 20 78 2057052/3 June 18, 2020. Supersedes Technical Service Bulletin Group 91 number 20-37 dated February 20, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A5, Q5	2018 - 2020	All	MIB2 High
A3, A6, A7, and TT	2016 - 2020	All	MIB2 High
A4, Q7, and R8	2017 - 2020	All	MIB2 High

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Added model year) Revised <i>Service</i> (Added Tip and updated TSB reference)
2	02/20/2020	Revised title Revised header (Added DTC) Revised <i>Condition</i> (Added DTC)
1	10/31/2019	Initial publication



Technical Service Bulletin

Customer states:

- The MMI shows the message "Read error occurred when accessing the navigation data" after initialization (Figure 1).
- The MMI reboots constantly.

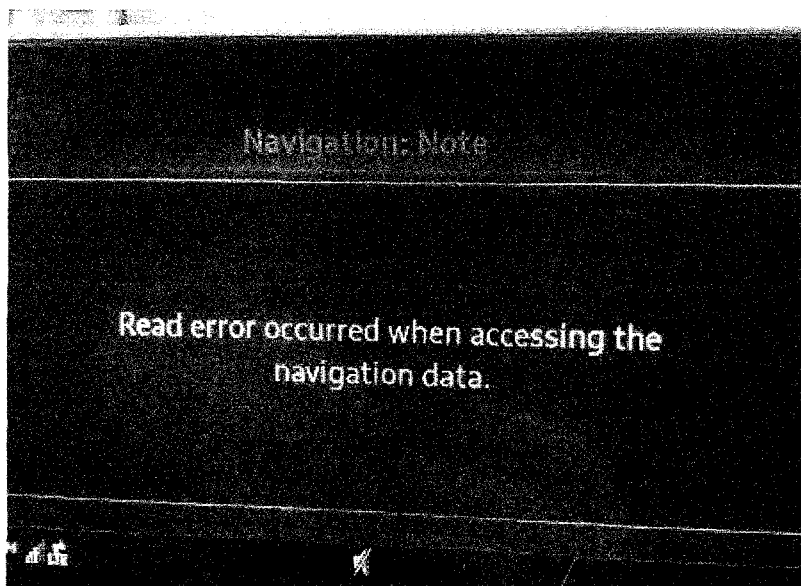


Figure 1. The error message is shown on initialization.

Workshop findings:

The following DTCs may be stored in the Information electronics control module 1, J794 (address word 005F):

- **DTC B126CF0** (Navigation system Navigation database malfunctioning).
- **DTC B126CF1** (Navigation system Navigation database not present).

Technical Background

If the navigation map database is corrupted during an online update, the message from Figure 1 is displayed and the navigation system is unavailable. The DTC B126CF0 is entered into the information electronics, J794 (address word 005F).

Production Solution

Not applicable.



Technical Service Bulletin

Service

1. In ODIS, please select "OBD" (1). Then select the 005F – Information Control Unit 1 (2) (Figure 2).

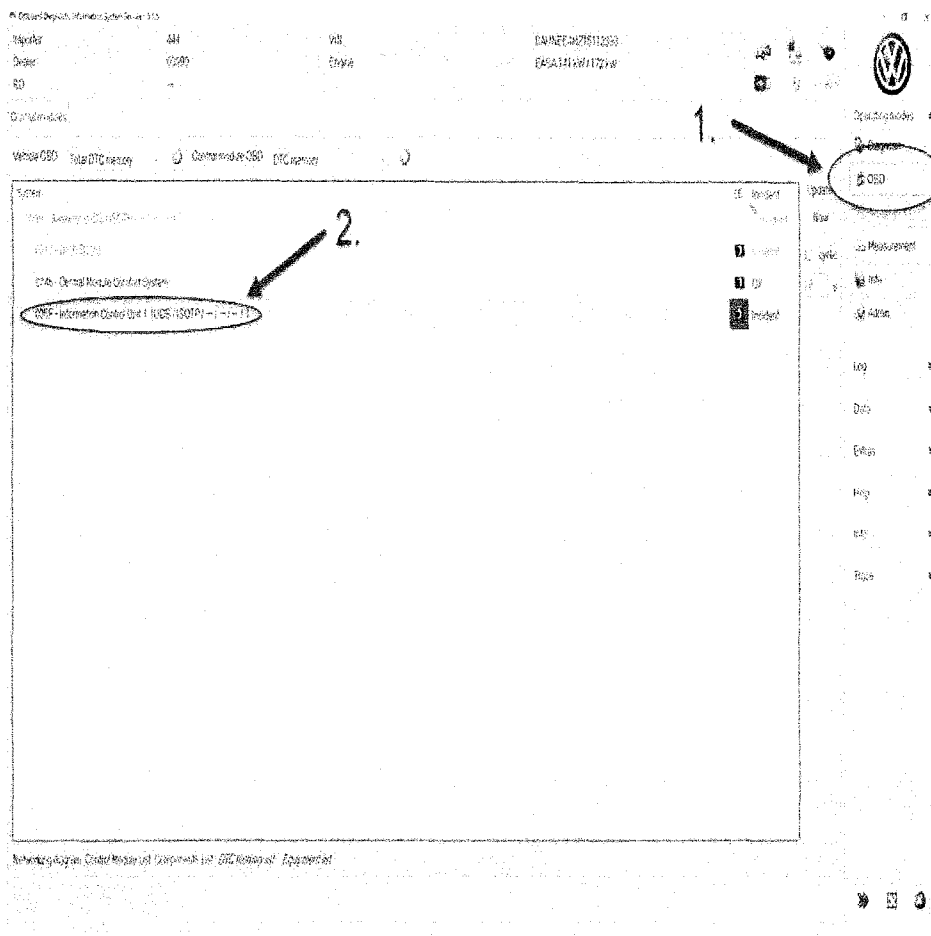


Figure 2. Select the 005F module.



- [illegible]

Page 4 of 11



Technical Service Bulletin

3. In the list on the left, select "[VO]_HDD_Partition_Form at" (5), then click the single right-pointing arrow in the center (6) (Figure 4).

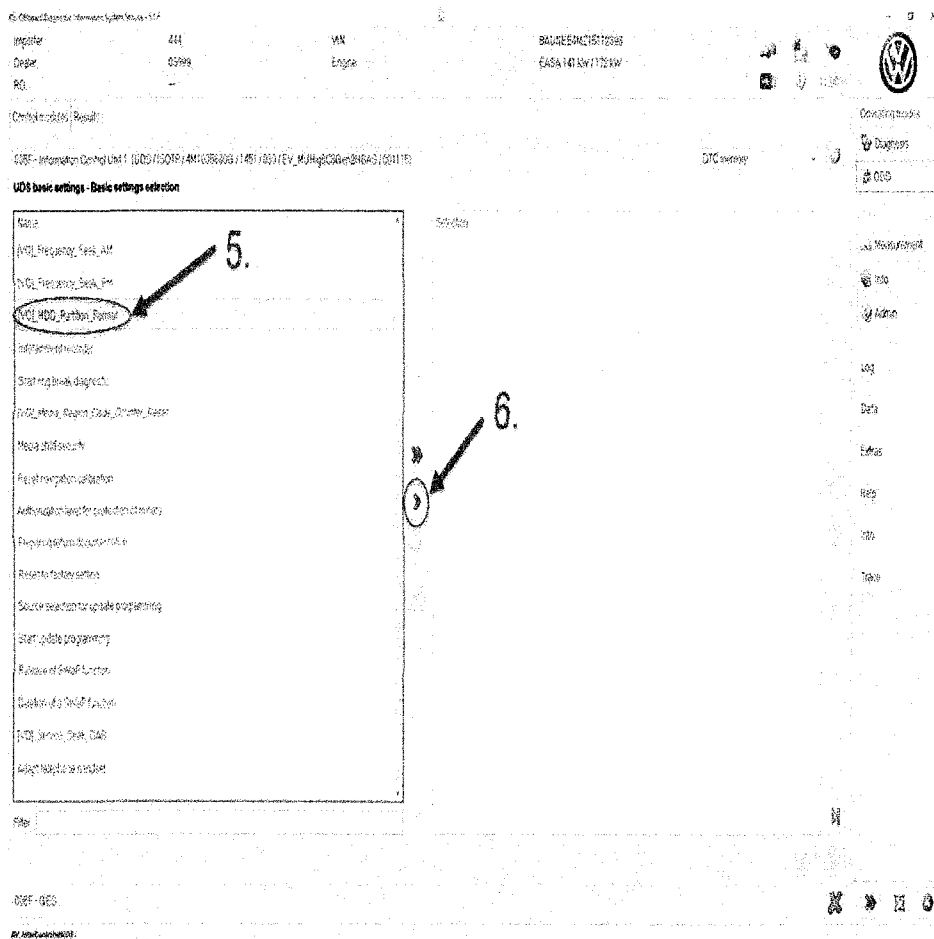


Figure 4. Select the basic setting.



Technical Service Bulletin

4. Hit the “Next” button on the bottom right (7) (Figure 5).

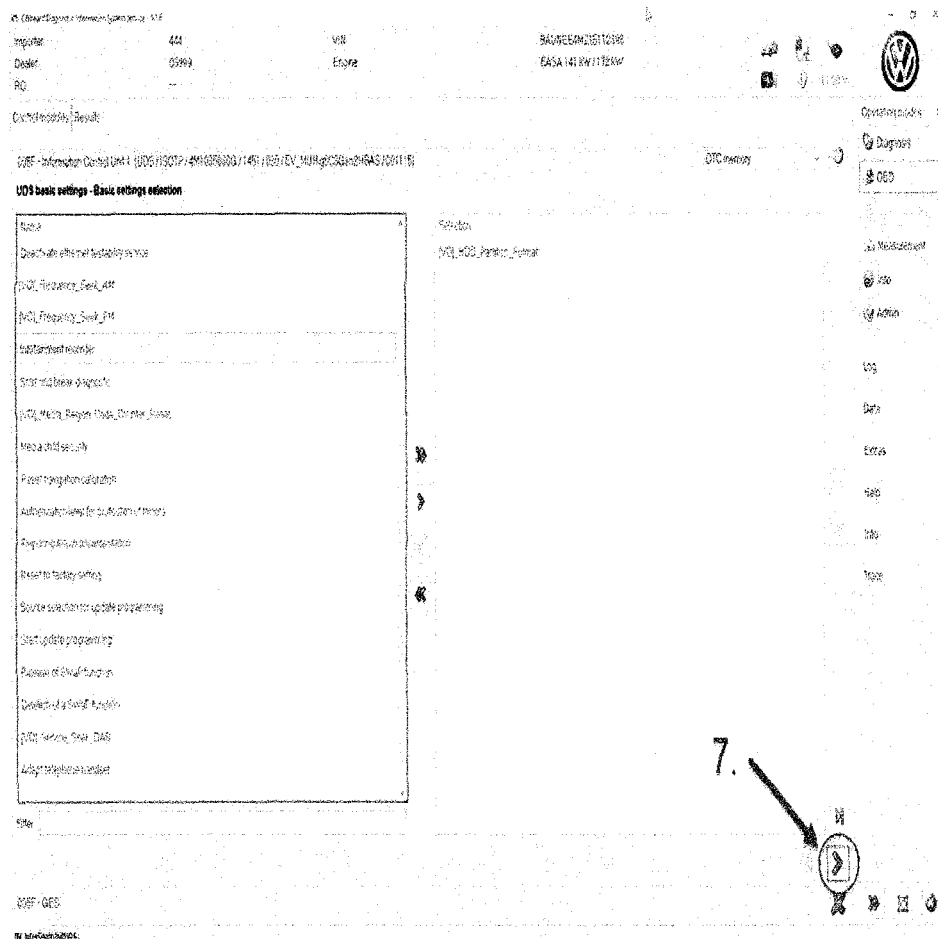


Figure 5. Select next.



Technical Service Bulletin

5. Make sure that the value for the parameter "[LO]_Routine Control Option Partition" says "Navigation data base" (8), then click "Next" (9) (Figure 6).



Tip: Make sure that the "Navigation data base" is selected. An incorrect selection in this step might render the control module/unit nonviable.

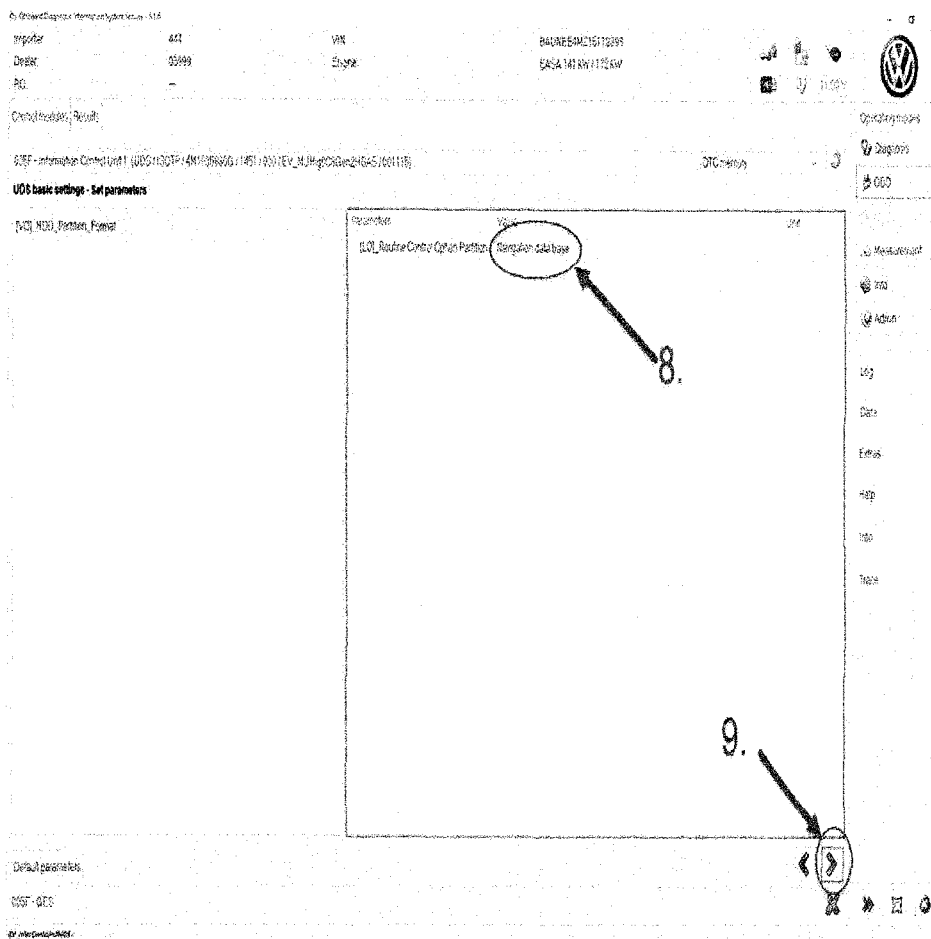


Figure 6. Navigation data base partition.



- [illegible]

Page 8 of 11



Technical Service Bulletin

7. Select "Start" (11). The basic setting should complete within a few seconds (Figure 8).

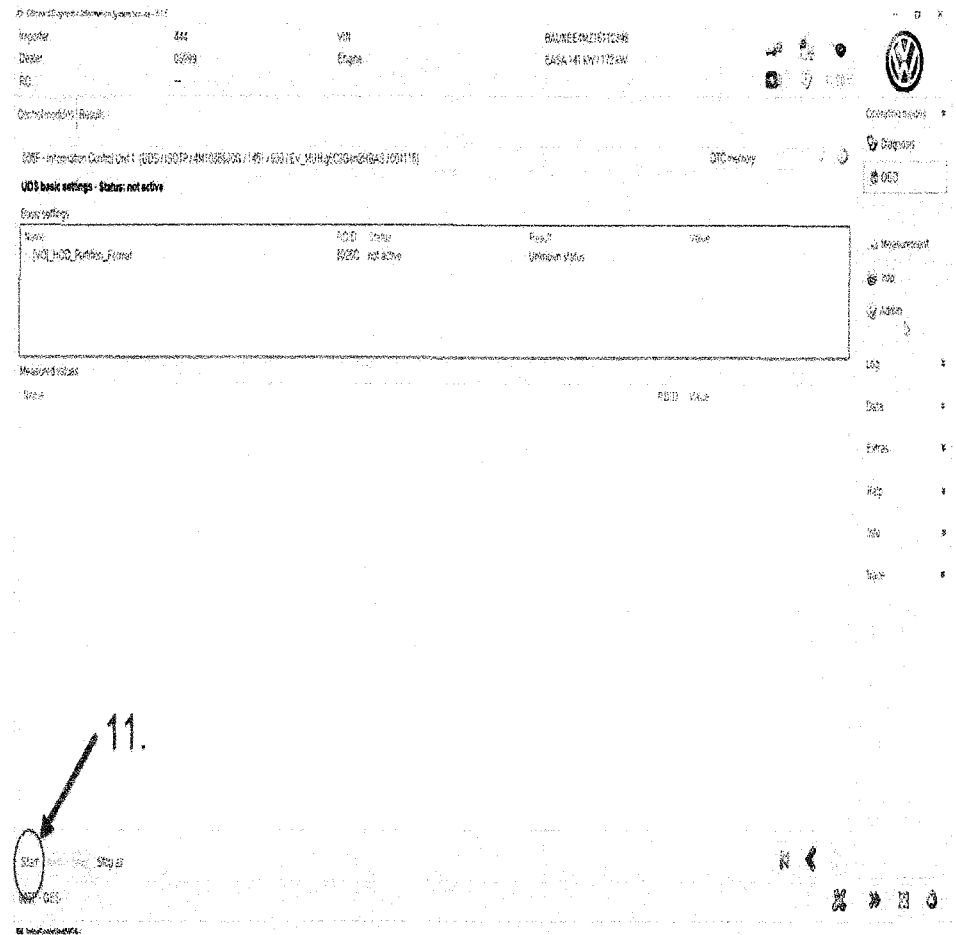


Figure 8. Execute the basic setting.

8. Update the navigation database according to the steps in TSB 2037809: "91 MIB MMI navigation map update "How-to guide" - potential customer concerns". This will reinstall a working navigation database.



Tip: Always perform a full map update via SD Card! Online updates are not supported after formatting the NavDB partition. An activation document is not required and will not be reimbursed by warranty.



Technical Service Bulletin

Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9196		
Damage Code:	0039		
Labor Operations:	Format the Navigation Database Partition via OBD	0151 0000	15 TU
	Program infotainment control unit & Test Functionality	9196 0299	70 TU
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2057052/3		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

Required Parts and Tools

See TSB 2037809.

Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2037809, 91 MIB MMI navigation map update "How-to guide" - potential customer concerns.

All part and service references provided in this TSB (2057052) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.



Technical Service Bulletin

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Navigation

Note

The navigation database is not available.



* MY VEHICLE *

From:

To: VWGoACRRSupportingDocuments@vw.com

Cc:

Attachments:

WA1E2AFY3M2

"BUYBACK REQUEST"

My cover letter and the documents requested are attached. You can also track the issues through AudiTalk correspondences.

Please let me know if you have any questions or need additional documentation. I had paid by check, so the loan information was N/A.

Sincerely,

[REDACTED]

cc: Dennis Horn, Esq.

From: [VWGoA No Reply](#)

To: [REDACTED]

Subject: VWGoA Customer Resolution & Retention - Repurchase/Replacement Request Review CR&R case# [REDACTED]

Date: Monday, December 31, 2001 9:02:00 PM

Dear Customer,

This email is to acknowledge that you have submitted a request to have your vehicle reviewed for repurchase. If additional information is needed for our review a member of the Customer Resolution & Retention department will reach out to you. We hope to have a decision provided to your request within in 20 business days.

Receipt of this email confirms we received your email. Please do not respond to this email. Again, should we require additional information prior to making a decision, we will contact you.