

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

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Orinda, CA,
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The Administrator,
National Highway Traffic Safety Administration,
1200 New Jersey Avenue, SE
Washington, DC 20590

JAN 24 2023

December 01, 2022

CL-11504613-1000

Dear Sir/Madam,

I recently received a recall notice from Audi for my 2021 Audi S4 VIN# WAUB4AF46MA [REDACTED], NHTSA 22V742. The recall stated that the work will be done free of charge and take two hours.

After much difficulty I managed to get an appointment at Audi Concord in California the dealer I have used for well over 10 years. The earliest appointment was November 30, 2022, some 4 weeks after I received the recall notice.

As a long-term Audi customer, I cannot start to express my disappointment and dissatisfaction with the service department of Audi Concord. I have tried to contact Audi USA, but their phone wait times are between 4 and 5 hours and they do not provide a postal address!

On dropping off my car at Audi Concord (at 7 am), I was told it would take over a day and not the two hours as stated on the recall notice. During that day (November 30, 2022) I texted the service advisor Patty Hudec once and left three messages for her trying to find out the status of my car. She did not respond to any of these communications. The next day I managed to get hold of her when she advised me that they had not done the recall because and I quote "the fix was not working and that the result was worse than before". She suggested I collect my car and have the recall done with my next service.

On arriving at Audi Concord, I was greeted by her without an apology nor by name nor any explanation as to what was going on. I was simply told that my car was outside. When I went to get my car, it wasn't even under cover even though it was raining hard.

I understand that NHTSA is not in control of Audi per se but as a long-term customer who has purchased five cars from that dealership, I am completely disgusted with their service department. Based on my experience I have no confidence that they are capable of executing the recall professionally.

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