

<p style="text-align: center;">Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>	<p style="text-align: center;">FOR AGENCY USE ONLY 100145</p> <p>Date Received: 22-FEB-2023 JUL 06 2023</p> <p>Repository <input type="checkbox"/></p> <p>Reference No. 11508604</p>
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OWNER INFORMATION (Type or Print)			
Name	City	State	ZIP Code
Address	East Aurora	NY	
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 WA1AAAF3M2		MAKE AUDI	Model Year 2021
Date Purchased 7/21	Dealer's Name and Telephone Number		Engine: No. Cylinders
Original Owner <input checked="" type="checkbox"/>	Dealer's City	STATE NY	Fuel Type:
Transmission Type	Powertrain	Multiple Failure:	Incident Date(s) 09-FEB-2023
<input type="checkbox"/> Antilock Brakes	<input type="checkbox"/> Cruise Control		

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Components Codes: 060000 ENGINE (PWS)	Failure Mileage 138000.0	Failure Speed 60

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)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> 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			
<i>(Please describe in detail the incident(s), failure(s), crash(es), injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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. The contact stated while driving 60 MPH, the malfunction warning light illuminated, followed by the vehicle shaking. The vehicle was taken to the dealer for diagnostic testing. The dealer stated that metal fragment was found in the engine, and that the engine needed to be replaced. The vehicle was not repaired. The manufacturer was contacted, and the manufacturer stated that the contact needed to contact the dealer for assistance. The failure mileage was ~~128,000~~ Roughly 44,000 miles. The vehicle had 2 oil changes but was supposed to have 3 oil changes. See attached info regarding dispute. Regardless, the vehicles engine seized while on the highway. A warning light came on, the vehicle started shaking and sputtering. I had difficulty getting the car to accelerate and could not get the car to go very fast - Maybe 40 mph. Drove right to the dealership & they said the engine was blown & they wouldn't honor the warranty →

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.

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

Because I was missing an oil change. The attached documents outline the back + forth. They would not put me in touch with an Audi rep and they were not concerned with the fact I could have been killed. Regardless, a car with 2 oil changes and roughly 44,000 miles should not have a blown engine. As I started telling people what happened I found out that 3 other people I know had the engines on their cars seize, and their dealerships did not want to honor their warranties. Wondering if bad oil - due to Covid issues

ATTACH ADDITIONAL SHEETS IF NECESSARY

Never heard of an engine seizing on a new car. There was also a recall for this on other 2021 Q5s. w/production employees could be to blame.

U.S. Department of Transportation

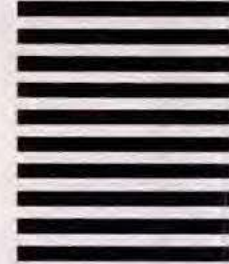
National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



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POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so: Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Wed, Mar 8, 12:09 PM

to ddodge, adent

Good Morning Dan,

I am in the process of writing a note to someone at Audi Corporate and would like to speak with the Audi area rep involved in my dispute prior to sending the letter. I would like to send the letter out by tomorrow so if you would be so kind as to forward that today, it would be greatly appreciated. Phone number and email would be helpful.

I would also like written confirmation of the following facts pertaining to my discussion with you and Allison on Saturday, February 25th.

1. During our meeting I told you that I had called both Audi of Buffalo and Paul Miller Audi, prior to oil change #1 and oil change #2 and inquired about driving the car over the 10,000 and 20,000 mile intervals. I inquired about this because I was concerned about the length of time that it was taking to get service appointments. We discussed the lag time at your dealership as you thought that things had gotten better, but Allison confirmed that customers are still waiting 4 weeks to get an oil change, longer if a loaner car is needed. We also discussed the numerous trips I take back and forth between our place in NJ and Buffalo as well as trips from Buffalo to Cincinnati to visit my son. I stated that both dealerships told me I would be fine going over the allotted miles.

2. During the meeting you told me that I had missed the 30,000 mile service interval. I was a bit puzzled about this and looked at you with a blank stare as I was certain I had that done. I stated that there was no way I would have missed 2 oil changes and a 30,000 mile service interval and told you that I was going to call around to a couple of places that may have serviced the vehicle and that I would get back to you.

3. We discussed my recent move to Buffalo from NJ, the fact that I still had 75 boxes to unpack and that I may need some time to sort through the boxes, especially given that my father was ill and the family has been at the hospital 24/7.

4. I asked for a copy of all service records on my vehicle and when I got to my car I realized that you did not give them to me, so I came back into the dealership and you had Allison print them off. She also highlighted the two oil changes that were performed on January 13, 2022 and July 28, 2022.

5. We discussed the two major/deadly snow storms that impacted the Buffalo area recently and how that hindered my efforts to get yet another appointment for an oil change as the service light came on again. I reiterated that none of this made sense to me as I was certain that I had another oil change on the vehicle.

6. We reviewed that I was in the car, driving down the 400, on the phone with your service center inquiring about an appointment for both an oil change and recall for a faulty camera, when another light came on the car. It was some sort of a malfunction light and the car started shaking immediately after the light came on. I took my foot off the gas a little bit and when I tried to accelerate again the car kind of shifted back and really struggled to gain momentum. It was almost as if I was driving over rumble strips. Naturally, I was worried as I was on a major road with cars /drivers honking at me and the car was shaking. I drove the car straight to the dealership and told the girl at the desk what had happened and that the person I was on the phone with told me the car should be scheduled into service on an emergency basis. That was over a month ago. I also stated that I reported the incident to the National Highway Transportation Safety Authority as I was in immediate danger of being in an accident.

7. I made you aware of the fact that we have owned 5 Audi's (most recently 4 and that one of them was purchased through your dealership), 2 Porsche's and a VW within the past 10 or so years and that I was quite surprised that the dealership and the Audi rep were not willing to honor the car warranty, especially given that we have been loyal Audi/Porsche/VW customers for quite some time.

8. On a subsequent phone call you had asked if I found the receipt for an oil change and I stated that did not. I reviewed my conversation with Andy Kless, at Kless Boys in Delevan, NY (this is one of the places where I thought I may have had the car serviced) and that Andy felt very strongly that the car's warranty should be honored as he has never heard of an engine seizing for going over the "recommended" miles for oil changes. He has seen cars go for 20,000 miles without an oil change and the engine doesn't seize. He offered to make an inquiry on my behalf as this issue seemed as puzzling to him as it did to me. Knowing that he, and his brothers, are very skilled mechanics, who have built a business with a solid reputation, I accepted his offer. He called me two days ago to see if anything had transpired and I told him all I have so far is an offer for discounted service - 15% off - similar to what one would receive with a coupon in the mail. He suggested I continue to pursue the matter further as the discount only amounted to \$1,300 which barely reduces the overall cost of the repair.

9. The final matter that we had discussed was the possibility of purchasing a new car. I asked what it would cost to get me into a new car, as I did not feel comfortable driving a car that literally almost stopped in the middle of a highway. There was no discount on the trade-in and the purchase price of the new vehicle was at list. Once again, I stated my disbelief that Audi wouldn't do more to rectify the situation and you said that you could probably discount the car a little bit.

Dan, if you agree to what has transpired please confirm the details above asap. I am trying to rectify the situation once and for all and would like to expedite things in a timely fashion. Also, please provide the contact info for the Audi rep.

Best,

[REDACTED]



Thu, Mar 9, 12:38 PM

to ddodge, adent

Good Morning Dan,

Just wanted you to know that I did receive your voice mail yesterday and I am glad that things seem to be moving in the right direction.

I did find a receipt for service that was done on the vehicle on September 29, 2022 at Audi of Buffalo. The service was supposed to be for an oil change (recommended 30,000 mile service that was missing) and repair for a TPMS light. I don't recall exactly what that was but I think it was a warning light that came on. I had driven the car right to the dealership when the light came on and asked if someone could take a quick look at it. Of course, I was told that an appointment would be several weeks out. I remember a conversation I had with the woman who took the call. I couldn't believe that a warning light would come on a car and the customer would be told they had to wait over a month to have the car serviced. I was concerned about driving the car back and forth from NJ

to NY and did not want to have any issues. The woman was very nice, and very honest. She said that you were having an extremely difficult time getting mechanics. She said that no one wants to work and that you just didn't have the staff. I appreciated the honesty and booked the appointment.

Fast forward 5 weeks later - I brought the car in, it was in the shop for 7 hours, both services were free of charge as one was under warranty and the other covered under my Audi Care package, but only one repair was done! I had no idea that the 30,000 mile service was not done as requested until I found this receipt the other day. That is why I told you at our initial meeting that it was done and all of this did not make any sense to me, because as far as I knew the service was done!

Dan, I have to tell you that I am pretty upset right now. Downright irate actually. When I picked up the car I just assumed that all of the requested work was performed. I didn't owe any money so I just came in, got my keys and left. I would've never thought that I had to visually inspect the invoice to make sure that all of the work requested was performed. I mean really, who does that?!

Additionally, I think you can recognize that Audi service reps are trained to "service the heck" out of these vehicles. How could they miss this? The answer is that the reps at your dealership are not on top of things. From what I understand, and from my own personal experience, the service department is a complete disaster. You don't have skilled mechanics, you can't get an appointment, people don't write things down, etc. Honestly, this is probably why the folks at Towne sold. They couldn't handle it and left West Herr with a mess.

Having said that, West Herr bought a going concern, an ongoing entity. You may not like having to honor the warranty but that does not absolve you of the duty to honor the obligation. You did not change the name, you did not change the people, you did not change the process. West Herr did assume the assets and the liabilities, and they do not get to walk away from this and leave the customer hanging.

I did everything I possibly could to maintain this car. It was serviced every 6 months, I had requested service that was not done, I had to wait excessive amounts of time for said service, I was told that my car was safe to drive while waiting for service, and I could have been killed or seriously injured when it gave out on a dime, so to speak. My car is under warranty and I expect the warranty to be honored.

I have no control whatsoever over how the Audi dealerships are run. I will tell you that since I was made to feel as if I had to prove every single thing that I

have said, I decided to do a little test the other day to help prove my point. I called Audi of Buffalo and requested service on a Q5. I told the rep it was a 30,000 mile service and I booked the first available appointment - April 20th!!!! Your time frame has not gotten better as you indicated at our meeting, it has gotten worse! Covid has gotten better but things at Audi of Buffalo have gotten worse. Seven weeks for an oil change is unheard of. The Audi manual highly suggests, in several places, that the cars be serviced through Audi as they cannot guarantee the work of outside service providers. We have been loyal customers who have spent upwards of \$450,000 - \$500,000 on vehicles with Audi/Porsche/VW and we have a proven history of servicing our vehicles through Audi. This is not how we expect to be treated. (Side note, the appointment was booked under Jamie Lawrence and you can go ahead and cancel it.)

As I mentioned previously, I now know that I have to prove everything I say because no one at West Herr or Audi wants to accept any responsibility for repairing the car, so I made a point of recording the conversation with the service rep. Sure enough, I asked if I was okay to drive over the allotted miles because I was going on a trip, and I was told yes! There's my proof! I haven't misrepresented one thing I've said and I am beyond mad that I have to spend my time dealing with this garbage!!! My father was near death and I had to take time away from him so that I could deal with this crap. That is unacceptable and I would hope that Audi Corporate does not want this kind of publicity out there, because that is exactly where we are. I am going to make my experience the most public experience in the history of Audi. I'm that mad.

I will also tell you that the service rep did not ask me anything about the current recall for a rear view camera. I note this because a) they are supposed to and b) because I also called Paul Miller Audi in NJ and requested the same service and their reps did follow protocol and asked about servicing the recall. Interestingly enough, they have improved their lead time to get service from 5-6 weeks during Covid to 2 weeks post Covid. (I recorded that conversation as well.) I am pointing that out because it shows that there is still an issue with the service center at Audi of Buffalo and the customer should not have to pay the price for things that are out of their control.

Dan, as I stated at the beginning of this letter, I am pleased that the issue is finally receiving the attention it deserves. I have more facts that I can argue, but quite frankly I don't think that I should have to present them at this point. I have certainly given you enough information to do the right thing. The car is under warranty, the car was serviced to the best of my ability, the errors all fall within Audi of Buffalo, and I expect the warranty to be honored. I am more than willing to pursue legal action if need be, but be aware, I will have this tried in both the court of law and the court of public opinion. Social media, You Tube, news

shows, blogs, word around town, filing a complaint with Paul Stasiak at the NFADA, you name it. I am beyond mad and I am ready to act on it.

Please let me know you thoughts on this within the next few days. I need to have a game plan, I need to have a car, and I need to move on from this experience.

Best,

A solid black rectangular redaction box covering the signature area.

East Aurora, NY

W48-276

U.S. Department of Transportation
National Highway Traffic Safety Admin.
Office of Defects Investigation, NEF-100
1200 New Jersey Ave, SE
Washington, DC 20077-9382

