

**From:** [REDACTED]  
**To:** [EVOO \(NHTSA\)](#)  
**Subject:** Re: Follow up to ODI Complaint ---11564562  
**Date:** Tuesday, February 13, 2024 12:11:27 PM  
**Attachments:** [REDACTED]

**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 of the message.

To Whom It May Concern;

Approximately 8 months ago I noticed the sunroof would leak on my Audi Etron (vin: WA1VAAGE4KB[REDACTED]). Unfortunately I didn't have the finances to get it repaired, but I did discover that there was a class action suit regarding the leaking of the sunroof on Audi Etron's [REDACTED].

Then around August I began to notice that the stitching on leather dashboard had broke and it was coming up. Again I did not have the finances to get the repair and Audi advised that there was not a recall on that.

On Wednesday, Dec 27, 2023 it was raining really heavy, I had my 2029 Audi Etron charging on the 220/240 home charger provided by Audi. I disconnected at approximately 1730 hrs and began driving my boys to wrestling practice, I noticed that the charge did not increase to much. As we began driving, it seemed like every sensory light began to go off (stability, drive system malfunction, traction control, tpms, parking brake malfunction, suspension, sos, contact dealer...). While driving I noticed it did not have the fast acceleration it use to have. Later that night I proceeded to the Electrify America charging stations located at the Walmart in Abingdon, MD. I plugged in to charge and observed that the red light at the charge port lite up and the said vehicle would not charge (I attempted to charge at all of the charging stations there). To my surprise none of the charging stations were able to connect. I figured the storm may have knocked them off-line (unfortunately that was not the case). I proceeded home and attempted to connect the said vehicle to the Audi 220/240 charger. Again the red indicator light came on.

On Thursday, Dec 28, 2023 I took the said vehicle to Churchville Automotive and Diagnostic. After they were able to run diagnostics, they contacted via telephone and advised me that the charge port needs to be replaced. I then contacted Audi USA via telephone (1-800-822-2834, my complaint number: [REDACTED]) to see if there were any recalls. They advised me that there were no recalls at this time involving the charge port or the electrical system. While on the phone with them, I was able to discover a bunch of different recalls (Audi campaign numbers: 93U6, 93U9, 93E8, [REDACTED]). I mentioned this to the service agent and they advised they didn't know anything about them. I asked the agent if they had any loaner vehicles while they repaired my vehicle, if I brought the said vehicle to them for repair. The agent informed me that there were no vehicles available to loan out. I got off the phone with Audi and informed my mechanic to order the part.

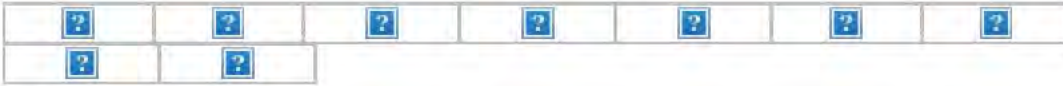
On Friday, Dec 29, 2023 I drove to 5 different vehicle rentals to locate a vehicle to drive. I ended up renting a vehicle from Hertz on E. Joppa Rd, Towson, MD. I had to pay approximately \$307 to rent the vehicle for the week (I have now paid over \$1,200 out of pocket for the rental vehicle).

On Tuesday January 2, 2024, I contacted Audi of America via telephone. The agent I spoke with advised that the repairs may be covered under one of the recalls, but I would have to have the said vehicle towed to the Audi dealership. I then contacted Audi of Huntvalley and they advised that they would have to inspect the said vehicle and that it was my responsibility to have it towed there. I contacted my mechanic who began taking apart the charge port. I advised him of what was conveyed to me. He contacted Audi to make sure the repairs were going to be covered under the recall. After a little while had passed, my mechanic contacted me and informed that Audi advised him that they were not going to cover the cost of the charge port. I told my mechanic to go ahead and finish repairing the charge port, at which time he told me that the vehicle would be finished by Thursday (Jan. 4, 2024).

On Thursday, Jan. 4, 2024, I contacted my mechanic who advised that they had finished repairing the charge port, however the vehicle was having troubling charging and that the software and the charge port had to be flashed so that the electrical system would pair. My mechanic informed that Audi would not release the software needed for the flashing and that I would have to take the vehicle to Audi. I left my vehicle with my mechanic so that it could charge a little more bc there was not enough charge to drive it home.

On Friday, Jan 5, 2024, I retrieved the said vehicle and drove it home. Once I arrived at home I contacted AAA to have them pick up the said vehicle and transport it to Audi of Huntvalley. I contacted Audi of Huntvalley, at which time I made contact with Chris and informed him that the said vehicle was on its way to them and that it needed to be flashed. Chris advised me that they would have to perform a full diagnostic inspection and that, that would cost approximately \$200. I explained to him that my mechanic had already ran a diagnostic, repaired the charge port and that it just needed to be flashed. Chris then stated that the flashing would cost \$200.00. I agreed to that. That afternoon Chris called me and stated that there was no reason for the charge port to be replaced and that the issue was with the battery modular. Chris continued to inform me that to repair the said vehicle would be approximately \$5,200.00. I told him that I would not be paying and that I did see there were recalls involving the battery modular (recall: 93E8, moisture getting in the battery modular and ruining the electrical system) Chris then informed me that that the recalls were not for that. I hung up and went into my garage to roll up the charging cords. As I began to roll up the charging cords I observed a dark discoloration on the cords and further inspection revealed they were burnt. At that moment I called Chris and explained to him what I had found and that I knew for a fact there was a recall (93U6) pertaining to the Audi charge cord 220/240 overheating and causing electrical fire. I further informed him if the Audi charge cord had malfunctioned and was pulling enough energy to cause the electrical cords to burn, that the power could have caused a surge and damaged the electrical system of the vehicle. Chris told me that could not happen and that all of this was just my opinion. I told him I have pictures of the burnt cords and the recalls and if Audi didn't want to do the right thing, that I would look for a lawyer.

Later on Friday, Jan. 5, 2024, I contacted the NHTSA and advised them of my situation. They informed me that they would forward my complaint to the Office of Defects for further investigation.



Sent from my iPhone

On Feb 12, 2024, at 13:11, EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (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

