

February 19, 2024

To whom this may concern:

I am writing to file a formal complaint about my 2021 Audi e-tron quattro. In January of 2024, there was a recall 92U6 placed on my vehicle regarding the charging system cable. A recall repair is not currently available. It is recommended that I charge my car at 50% using my 220V/240V cable. On my current car, that gives me only 103 miles. After that, I can continue to charge my vehicle to the typical recommended charge using the 110V cable. This is putting me in a real bind. Several times a week, I need a daily charge on my car close to 200 miles. From the time I return home from work and plug the 220V cable in and bring the charge to 50%, then change to the 110 cable, I CANNOT get the charge I need in order to head out in the morning at my typical time of 6:00. Charging with the 110 cable is extremely slow. In 8 hours of charging, I can only increase the range of miles 23 miles. So using this method, (which is quite cumbersome to say the least!), I cannot get the charge needed to use my car for the next day.

I called the Audi Customer Experience hotline and they were unable to give me any solutions.

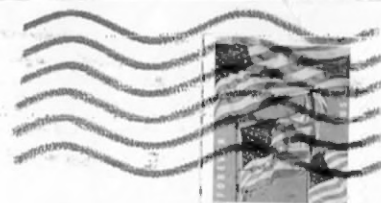
I am not being able to use the car I purchased to accommodate my needs at this time and am quite discouraged that Audi is not offering any solutions.

An unhappy, frustrated customer

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Franklin, TN
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