

DIVISION OF CONSUMER PROTECTION

STATE OF NEW YORK
DEPARTMENT OF STATE
ONE COMMERCE PLAZA
99 WASHINGTON AVENUE
ALBANY, NY 12231-0001
TELEPHONE: (518) 474-8583
FAX: (518) 486-3936
CONSUMER COMPLAINT HELPLINE: 1-800-697-1220
WWW.DOS.NY.GOV

KATHY HOCHUL
GOVERNOR

WALTER T. MOSLEY
SECRETARY OF STATE

June 27, 2024

Sir/Madam
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, D.C. 20590

File No. [REDACTED]
Re: Audi of America, Inc.

Dear Sir/Madam:

Enclosed please find a consumer complaint received by the Division of Consumer Protection (DCP). Due to the fact that this matter falls within your jurisdiction, we are forwarding it to you for your review and appropriate action.

As a part of our mediation and settlement process, the Division of Consumer Protection maintains a database of all complaints that are filed with the agency. In order to ensure the accuracy of our records, we ask that you please provide us with a copy of any correspondence that leads to the resolution of this dispute.

Thank you for your assistance.

Sincerely yours,

[REDACTED]

Dakota Bathrick
Consumer Advisor

[REDACTED]
Southampton, NY [REDACTED]



Department
of State



Department of State

Division of Consumer Protection

Staff Assigned: Dakota Bathrick
Reference # [REDACTED]

Date Opened: 05/17/2024
Status: Closed
Date Closed: 05/21/2024

Complainant

[REDACTED]
Southampton, NY [REDACTED]

County: Suffolk
Phone: [REDACTED]
Email: [REDACTED]

Company Complained Against

Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

County: Oakland
Phone: 800-822-2834
Email: www.audiusa.com

Description

safety concern issue with vehicle

Action

No action required, the consumer is providing information to the DCP.

Complaint Information

Elapsed Days:	Was open for 4 day(s)	Responded:	Y
External File #:		Response Date:	05/21/2024
Incident Date:	04/10/2024	Date Due:	
Receipt Date:	05/17/2024	Subject Option:	No Options
Origin:	Consumer	Primary Method:	e-mail correspondence
Subject:	Auto Repairs - Quality/Billing	Military Service:	no
How Received:	Electronic form (Web Page)	Indicator:	
Involvement:	Assistance provided to consumer		

Consumer Description

Request for Intervention on Safety Issues with 2020 Audi Q5 Dear Sir/Madam, I am writing to escalate a significant safety issue concerning my 2020 Audi Q5, which I purchased following the conclusion of its lease agreement on or about March 12, 2024, and seeking your assistance. Following an accident on April 10, 2024, I emailed Audi of America on April 15 to report a significant safety issue with the vehicle and requested an investigation into its safety and reliability before any repairs were made. Despite repeated follow-ups on May 8, 10, 14, 15, 16, and 17, 2024, I have received no response. These communications emphasized the need for a prompt and effective resolution to the safety concerns I raised. Regrettably, Audi of America has neither inspected the vehicle nor provided the requested information. This lack of engagement shows a disregard for both customer service and safety commitments, compelling me to seek your assistance. As I am currently receiving medical treatment for injuries sustained in the accident, it is crucial that these safety concerns are addressed promptly. The vehicle remains at the Audi Southampton service center, and without

confirmation of its safety from Audi of America, I am unable to proceed with any repairs. Enclosed are copies of my correspondence with Audi of America and the Audi Southampton dealership for your reference. I would greatly appreciate your assistance look forward to your anticipated response. Thank you for your assistance. Kindly note that I have supporting documentation regarding my complaint that I would like to email or fax copies of these documents. Please confirm email or fax number. Sincerely, [REDACTED]

Company Information

Audi of America
3800 Hamlin Road
Auburn, MI 48326

Phone: 248-754-3408

Web Data

Dates(s) you complained to Company:	04/10/2024
To Whom:	AudiTalk@audi.com, Audi Customer Support, Audi of Southampton, NY
Company Response Date:	04/15/2024
Serial Number:	
Warranty Expiration Date:	
Date Signed the Contract or Order	03/12/2024
Order, Contract, Acct, or Policy:	
Name of Salesperson:	Meghan Nagel, Customer Experience Liaison
Have you already paid for product or service?	Yes
Purchase Price:	
Amount in Dispute:	to be determined
Method Of Payment:	Check
What settlement would you consider fair?	
Requested Settlement:	I am seeking the following resolutions: An interpretation of the Diagnostic Log provided to me via email by my Vehicle Adjuster from Geico, dated approximately April 27, 2024. The findings from Audi of America's investigation into the safety and reliability of the 2020 Audi Q5. A formal statement from Audi of America certifying the vehicle's safety and reliability, including detailed conclusions from their investigation. A refund and compensation for additional expenses and economic losses incurred since the accident on April 10, 2024.
Have you contacted any other agency for help in resolving this complaint?	No
Other Agency Details:	
Agency Name:	
Agency Contact:	
Agency Address:	
Agency Assistance:	
Attorney:	Have attempted to contact or retain an attorney. I am not represented by any attorneys.
Court:	no

Resolution

Resolution:	Information provided to the consumer
Mediation Attempted:	No
Thank You received:	No
Thank You Date:	

References

Referred To

Sir/Madam
National Highway Traffic Safety Administration

Phone:

888-327-4236

Costs**Avoided Costs**

Date	Cost Option	Description	Total(\$)
			\$0.00

Disputed Amount

Date	Cost Option	Description	Total(\$)
			\$0.00

Consumer Savings

Date	Cost Option	Description	Total(\$)
			\$0.00

5/17/24

CONSUMER ASSISTANCE HOTLINE

(518) 474-8583

(800) 697-1220

→ 23 Page Via Fax

→ 5/17/24 supplementing Document to
Instructions online Complaint Form

It is important that you attempt to resolve your complaint with the company before filing with the Division of Consumer Protection (DCP). **Complaints already the subject of a lawsuit or other legal action cannot be handled by the DCP.**

Please be sure that your statement is complete and factual, but as brief as possible. The DCP will attempt to help you and the company reach a satisfactory settlement. However, we cannot require the company to make an adjustment.

For "complaint description" please include dates of the observation or purchase, and any information you may have to demonstrate that the same goods were being sold for a different price previously by the same seller or for a lesser price by other merchants in the same area.

The Division's Consumer Assistance Unit will review the complaint and, if appropriate, engage in voluntary mediation on behalf of the consumer or refer the complaint to the Office of the Attorney General to initiate an enforcement action.

* Required Fields

Printable Complaint Form

If you wish to submit your complaint form via U.S. mail, please complete, print and sign the Printable Complaint Form and submit it to:

New York State Department of State
Division of Consumer Protection
Consumer Assistance Unit
99 Washington Avenue
Albany, New York 12231-0001

RECEIVED

MAY 23 2024

CONSUMER INFORMATION

NY DEPARTMENT OF STATE
DIVISION OF CONSUMER PROTECTION

Title:

Last Name: * [REDACTED] First Name: [REDACTED]
Street Address: [REDACTED]
City: * Southampton State: * New York
Phone (Day): [REDACTED] Phone (Evening): [REDACTED] Fax: [REDACTED]
Email Address: [REDACTED]
Have you ever served in the military? * ☐ Yes ☒ No

COMPANY INFORMATION

Company or Seller: * Audi of America
Representative/
Salesperson & Title: Meghan Nagel, Customer Experience Liaison
Street Address: * 3800 Hamlin Road
City: Auburn State: * Michigan Zip* Code: 48326
Company Phone: 248-754-3408 Company Fax: [REDACTED]
Website Address: [REDACTED]
License Number:
(if applicable) [REDACTED]

COMPLAINT INFORMATION

Description of Complaint:
*Please type a clear description of the complaint
(e.g., nature or type of complaint: car, mail
order, telemarketing, internet, etc)*

* Request for Intervention on Safety Issues with 2020 Audi Q5

Dear Sir/Madam,

I am writing to escalate a significant safety issue concerning my 2020 Audi Q5, which I purchased following the conclusion of its lease agreement on or about March 12, 2024, and seeking your assistance.

Following an accident on April 10, 2024, I emailed Audi of America on April 15 to report a significant safety issue with the vehicle and requested an investigation into its safety and reliability before any repairs were made.

Despite repeated follow-ups on May 8, 10, 14, 15, 16, and 17, 2024, I have received no response. These communications emphasized the need for a prompt and effective resolution to the safety concerns I raised.

Regrettably, Audi of America has neither inspected the vehicle nor provided the requested information. This lack of engagement shows a disregard for both customer service and safety commitments, compelling me to seek your assistance.

As I am currently receiving medical treatment for injuries sustained in the accident, it is crucial that these safety concerns are addressed promptly. The vehicle remains at the Audi Southampton service center, and without confirmation of its safety from Audi of America, I am unable to proceed with any repairs.

Enclosed are copies of my correspondence with Audi of America and

the Audi Southampton dealership for your reference.

I would greatly appreciate your assistance look forward to your anticipated response.

Thank you for your assistance.

Kindly note that I have supporting documentation regarding my complaint that I would like to email or fax copies of these documents. Please confirm email or fax number.

Sincerely

Date problem first occurred:

04/10/2024 (MM/DD/YYYY)

Date(s) you complained to company:

04/15/2024

To whom you complained:

AudiTalk@audi.com, Audi Customer Supp

Brand Name or Manufacturer:

Audi Q5-2020

Model Name or Number:

Serial Number:

Warranty Expiration Date:

Date Purchased:

03/12/2024 (MM/DD/YYYY)

Contract, Acct. or Policy #:

Date Signed the Contract or Order:

03/12/2024 (MM/DD/YYYY)

PAYMENT INFORMATION

Have you already paid for the product or service? ☒ Yes ☐ No ☐ Partial Purchase

Amount in Dispute: *

Method of Payment:

☐ Cash ☒ Check ☐ Credit Card ☐ Money Order ☐ Other

Description of the Resolution you are Requesting:
(e.g., refund, credit, exchange or rebate)

* I am seeking the following resolutions:

An interpretation of the Diagnostic Log provided to me via email by my Vehicle Adjuster from Geico, dated approximately April 27, 2024.

The findings from Audi of America's investigation into the safety and reliability of the 2020 Audi Q5.

A formal statement from Audi of America certifying the vehicle's safety and reliability, including detailed conclusions from their investigation.

A refund and compensation for additional expenses and economic losses incurred since the accident on April 10, 2024.

Have you contacted any other government agency to assist in resolving this complaint? ☐ Yes ☒ No

Agency contacted:

Agency contact person:

Address:

Assistance Received:

Have you contacted an attorney:

Have attempted to contact or retain an attorney. I am not represented by any attorneys.

Court action pending? ☐ Yes ☒ No

ACKNOWLEDGE AND SUBMIT

Before you press the "Submit" button, please print a copy of the completed Consumer Complaint Form for your records. If you have supporting documentation regarding your complaint such as contracts, warranties, bills received, canceled checks, correspondence, etc., please mail or fax copies of these documents as well as a copy of the completed Consumer Complaint Form to the address at the bottom of this screen. **DO NOT SEND ORIGINALS.**

New York State Department of State
Division of Consumer Protection
Consumer Assistance Unit
99 Washington Avenue
Albany, New York 12231-0001
Fax: 518-486-3936

PLEASE READ THE FOLLOWING BEFORE SUBMITTING THIS FORM:

In filing this form, I understand that the Division of Consumer Protection (DCP) is attempting to mediate my complaint. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I hereby authorize the DCP to work with the appropriate government and private sector entities on my behalf, including requesting and reviewing appropriate documents, to attempt to resolve my dispute. **I have no objection to the contents of this complaint being forwarded to the business or service person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.**

This document is subject to disclosure under the Freedom of Information Law. The person or firm you are complaining about will receive a copy of this complaint.

Department of State

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Department of State

Consumer Protection ► *Complaint Form*

CONSUMER ASSISTANCE HOTLINE

(518) 474-8583

(800) 697-1220

Instructions

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For "complaint description" please include dates of the observation or purchase, and any information you may have to demonstrate that the same goods were being sold for a different price previously by the same seller or for a lesser price by other merchants in the same area.

The Division's Consumer Assistance Unit will review the complaint and, if appropriate, engage in voluntary mediation on behalf of the consumer or refer the complaint to the Office of the Attorney General to initiate an enforcement action.

* Required Fields

Printable Complaint Form

If you wish to submit your complaint form via U.S. mail, please complete, print and sign the Printable Complaint Form and submit it to:

New York State Department of State
Division of Consumer Protection
Consumer Assistance Unit
99 Washington Avenue
Albany, New York 12231-0001

Confirmation:

Your complaint form has been successfully submitted. The Division of Consumer Protection will notify you upon receipt of response from the company or entity you are complaining against.

Click to submit an additional complaint : [**New Complaint Form**](#)

Click to return to the Consumer Protection Home Page: [**Consumer Protection Home Page**](#)

Department of State

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From: [REDACTED]

Date: May 17, 2024 at 8:03:20 AM EDT

To: AudiTalk@audi.com

Cc: AudiTalk@audi.com, Dan Carbone <DCarbone@geico.com>, Jack Weckerle <JWeckerle@geico.com>, jknapp@audisouthampton.com, shanley@audisouthampton.com, tmarro@audisouthampton.com, Bart Siciliano <bsiciliano@audiporsche.sixsigmaauto.com>

Subject: Re: [REDACTED]

Subject: Unresolved 4/15/24 Email Correspondence re Investigations and Safety Concerns

Dear Meghan,

I am following up on the unresolved safety concerns I have raised regarding the 2020 Audi Q5 (the "Vehicle"), which I initially reported to Audi on April 15, 2024, following the accident on April 10, 2024.

Despite multiple follow-up emails on May 8, May 10, May 14, and May 15, 2024, Audi of America has yet to conduct an inspection or address these issues. The alarming lack of communication prompted me to hire an independent forensic service to gather any necessary data from the Vehicle.

On April 27, 2024, I received a Diagnostic Log via email from my insurance adjuster, Dan Carbone at Geico, which contained series of codes that even the Southampton Audi Service team could not interpret, (although they confirmed in their 4/26/24 voicemail that the vehicle inspection was completed and all documentation, photos was sent to Audi), there remains a significant lack of clarity regarding the Vehicle's safety and reliability.

Further, following a voicemail on April 26, 2024, and during a meeting on May 14, 2024, with John Knapp, Service Manger at the Southampton Audi dealership, it was confirmed that the dealership is unable to decipher the aforementioned diagnostic log, or the concerns which I raised to Audi of America on April 15, 2024.

Each of Geico and the independent forensic service have also declared their inability to decipher the aforementioned diagnostic log or to address the safety concerns, the concerns which I raised to Audi of America on April 15, 2024.

Geico despite conducting their own "physical" inspection of the Vehicle on April 11, 2024, and further following a teleconference with Kyle [Hanseman], a Geico Liability supervisor and a written statement from Geico Supervisor, Jack Weckerle, Geico has declared that Geico is unable to address the safety and reliability of the Vehicle, the concerns which I raised to Audi of America on April 15, 2024.

Moreover, I have been advised by Jack Weckerle, a Geico supervisor, that a Geico employee [physical adjuster] inspected the Vehicle on or about 4/11/24, and Geico rendered an estimate in connection to the "physical" damages to the Vehicle pursuant to the "collision feature" of my auto insurance policy with Geico.

As you are well aware, I have not been able to address the "physical" damages or any physical repairs of the Vehicle (well over a month now) and will not be able to do so without your confirmation of the

Vehicle's safety and reliability - concerns which were raised to Audi of America on April 15, 2024, following the accident on April 10, 2024.

As you are well aware, the Vehicle remains at the Southampton Audi dealership service center.

To date, Audi of America have failed to inspect the Vehicle. Audi of America have failed to provide the requested information.

Moreover, Audi of America have demonstrated a lack of good-faith and commitment to resolving this issue.

Given these circumstances, and Audi of America's continued neglect, I am escalating this issue to both the New York State Department of Financial Services, Consumer Assistant Unit, Financial Fraud and Consumer Protection Division, and the National Highway Traffic Safety Administration ("NHTSA") for further review and action.

Despite my extensive efforts to address this issue while also receiving medical treatments for injuries sustained, my attempts through multiple channels have not been acknowledged, the Vehicle's ongoing safety concerns continue to be overlooked by Audi of America, underscoring the gravity of the situation, and the safety concerns persist.

I hereby reiterate and reserve my rights to seek legal advice and pursue engagement of legal counsel and/or further legal actions as may be deemed necessary, and/or seek compensation for any damages and additional costs incurred due to your ongoing neglect.

Yours truly,



On May 16, 2024, at 6:41 AM,  wrote:

Subject: Request for Immediate Attention to Unresolved 4/15/24 Email Correspondence re Investigation and Safety Concerns

Dear Meghan,

As you are well aware, on April 15, 2024, I notified Audi via email of a significant safety concern involving the 2020 Audi-Q5 (hereinafter "the Vehicle") purchased on March 12, 2024. In the aforementioned communication, I explicitly requested an investigation into the Vehicle's safety and a prompt resolution to the safety concerns raised.

Following the initial notification, I sent follow-up email communications on each of May 8, May 10, May 14, and May 15, 2024, seeking an update and expressing concern over the lack of response from Audi.

As you are aware, on April 10, 2024, the Vehicle was involved in an accident, heightening my concerns regarding the safety and reliability of the Vehicle.

Despite these repeated attempts to engage with Audi, there has been no response, substantive response, acknowledgment, or effort to address the safety concerns raised.

I hereby reassert that Audi's failure to respond may constitute a breach of the implied warranty of merchantability and possibly a violation of state consumer protection laws, which require seller, manufacturers, dealers alike to ensure that products are fit for their intended use and free from defects that could render them unsafe;

I hereby reiterate and respectfully request Audi to provide a detailed response to my repeated communications and to address the the safety concerns raised concerning the Vehicle;

I hereby reiterate and reserve my rights to seek counsel, to be compensated for any damages, losses, and additional expenses incurred as a result of Audi's failure to address these concerns.

I urge you to address this matter with the seriousness it warrants in your next communication, demonstrating Audi's commitment to resolving these issues in good faith.

Life is invaluable and must be protected at every opportunity. Audi, as a significant entity with affiliates and alliances, has all the necessary resources to investigate, assess and determine if any potential defects, and thus potentially preserve the vitality of life.

I will leave it to your legal team to act as they deem appropriate, guided by good conscience. However, I acknowledge a disconnect in this ideal, given your current stance on the issue at hand.

Yours truly,

[REDACTED]

On May 15, 2024, at 3:51 PM, [REDACTED] wrote:

Subject: Follow-up on Vehicle Documentation and Independent Forensic Analysis

Dear Meghan,

Following the voicemail I received on April 26th from John Knapp, the Service Manager at Southampton Audi, if you haven't been updated, I hereby inform you that the dealership has in fact complied with Audi's instructions. I was advised by John in his voicemail that they have thoroughly documented everything and provided all relevant reports and photographs to Audi.

Due to the absence of responses from your end, I was forced to engaged an independent forensic service to recover specific data from the vehicle in question and will forward an invoice to that effect.

I would like to reiterate my previous request and look forward to your prompt reply.

My insurance andjuster, Dan Carbone, and Geico supervisor, Jack Weckerle, have been copied on all my correspondences to date. Likewise copied herein.

Yours truly,

On May 15, 2024, at 3:05 PM, AudiTalk@audi.com wrote:

Thank you for your reply.

As Audi of America did not inspect your vehicle, we would not be able to provide you with the requested information. The dealerships are their own entity and we do not own them. The dealership would have the information you are seeking from any diagnosis they have performed. We would not have access to that information. However, we will most certainly pass along your request for the invoice with the diagnosis the dealership made.

Should your insurance or investigation person decide a joint inspection is necessary, we would need the information requested for their contact. We would be happy to oblige this request, but would need the contact information of both parties in order to assist further.

We look forward to your reply when time permits.

Warmest Regards,

Meghan Nagel
Customer Experience Liaison

To provide you with the best service possible, it's important that you respond to us by replying to this email. Replying outside of this email will result in a delayed response. Thank you for contacting the Audi Customer Experience Center.

Audi of America, Inc.
Customer Experience Center
3800 Hamlin Road
Auburn Hills, MI 48326
United States of America
Tel. +1 248 754 3408
mailto: AudiTalk@audi.com
<http://www.audiusa.com>

----- Original Message -----

From: [REDACTED]
Sent: 5/15/2024 1:03 PM
To: auditalk@audi.com
Cc: dcarbone@geico.com; jweckerle@geico.com
Subject: [From: External] Re: 06201560

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Meghan,

To reiterate please review my below emails as to the location of the vehicle being at your own Southampton Audi dealership, and please provide me with the outstanding information requested therein.

Yours truly,

On May 15, 2024, at 12:30?PM, AudiTalk@audi.com wrote:

?

Good Afternoon,

When possible so we may schedule a joint inspection, please verify the following via email:

Investigators Name and phone number:

Insurance Representatives name, phone number and claim number:

Current location of vehicle:

Warmest Regards,

Meghan Nagel
Customer Experience Liaison

To provide you with the best service possible, it's important that you respond to us by replying to this email. Replying outside of this email will result in a delayed response. Thank you for contacting the Audi Customer Experience Center.

Audi of America, Inc.
Customer Experience Center
3800 Hamlin Road
Auburn Hills, MI 48326
United States of America
Tel. +1 248 754 3408
mailto: AudiTalk@audi.com
<http://www.audiusa.com>

----- Original Message -----

From [REDACTED]

Sent: 5/15/2024 10:17 AM

To: auditalk@audi.com

Cc: jweckerle@geico.com; bsiciliano@audiporsche.sixsigmaauto.com;

jknapp@audisouthampton.com; tmarro@audisouthampton.com; dcarbhone@geico.com;

shanley@audisouthampton.com

Subject: [From: External] Re: URGENT Follow up required - Follow up re 4/10/24 Accident; 2020 Audi Q5 at Southampton Audi

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

?May 15, 2024

Dear Melody and Teams at Audi Customer Service, Audi of Southampton, New York; Audi of America, Audi USA; Audi of Smithtown, New York; and VWCLL, VCI Account Services, LLC, along with any affiliated entities:

In addition to my below correspondence, I am following up to a voicemail which I just received from "Destiny" with your CXC team (with whom I spoke with earlier this morning). She inquired if I was interested in "a joint investigation" and/or looking for "a joint inspection".

I reiterate my continued distress following the accident on April 10, 2024, which has significantly impacted my life and livelihood. For over a month, I have faced not only physical injuries but also financial losses and additional expenses.

Despite multiple attempts to reach your team for updates and answers, I have not received any response to my inquiries. This lack of communication has been deeply concerning.

On this mornings call with "Destiny" from your CXC team, I was informed that your team was notified by Spar & Bernstein law firm on or around April 22, 2024, concerning their involvement in this matter. And yet I had sent multiple emails to your team prior thereto.

I have yet to receive any findings from your team regarding investigation into the safety and reliability of the vehicle, 2020 Audi Q5.

To reiterate, I urgently require the following items, which have been previously requested and remain outstanding:

- - **An interpretation of the Diagnostic Log, which was sent to me by Dan Carbon, Vehicle Adjuster from Geico, via email on or around April 27, 2024;**
- - **The results of Audi's investigation concerning the safety and reliability of the 2020 Audi Q5;**
-

- A certified statement from Audi confirming the safety and reliability determinations for the aforementioned vehicle.

I trust that you will treat this matter with the seriousness it warrants and respond promptly. Your immediate attention to these issues is crucial.

Thank you for your prompt attention to this matter.

Sincerely,

On May 15, 2024, at 9:36?AM

wrote:

?

Subject: Urgent: Follow-Up re April 10, 2024, Audi 2020-Q5 Accident Involvement

Date: May 15, 2024

Dear Melody and Teams at Audi Customer Service, Audi of Southampton, New York; Audi of America, Audi USA; Audi of Smithtown, New York; and VWCLL, VCI Account Services, LLC, along with any affiliated entities:

I am writing to express my concern over the lack of communication from your side regarding the accident on April 10, 2024, involving the subject Audi vehicle. Despite previous attempts to resolve this matter, I had to contact Audi Support directly this morning at 1-800-822-2834 and spoke with "Destiny" from your CXC team.

Destiny informed me that the issue has been escalated to your legal team and noted that there has been communication between your team and my attorneys, Spar & Bernstein. Please note that Spar & Bernstein are no longer representing me as of May 2, 2024, due to their improper withdrawal from this matter. I have filed a complaint with the grievance committee concerning their handling of my case.

Currently, I am not represented by any legal counsel, but I reserve my right to seek legal advice moving forward. Additionally, I have informed my auto insurance company also copied herein about the change in legal representation as of May 6.

Given the above, I have not yet received a response to my previous emails and urgently request your immediate attention to this matter to facilitate a resolution.

Sincerely,

On May 14, 2024, at 8:29?AM

[REDACTED] wrote:

?

May 14, 2024

Urgent Follow-Up Required: April 10, 2024 Accident Involving Audi Vehicle

Dear Melody and Audi Customer Service Teams, Audi of Southampton, New York and Audi of America, Audi USA, Audi of Smithtown, New York, and VWCLL, VCI Account Services, LLC, and any affiliated entities:

I am writing to follow up on my previous correspondences regarding the accident on April 10, 2024. I have yet to receive a response, and I am concerned by the lack of communication.

I urgently request your immediate attention and a prompt reply to address the ongoing issues and delays caused by this unresolved matter. The absence of a response, particularly regarding safety concerns, is troubling and suggests a lack of engagement in resolving the issue.

Thank you for your attention to this urgent matter. I look forward to your prompt response.

Yours truly,

[REDACTED]
cc: Geico Adjuster, Dan Carbone and Geico Supervisor, Jack Weckerle via emails

bcc

On May 10, 2024, at 8:35?PM

[REDACTED] wrote:

?

Greetings,

I am following up on my below correspondence of Wednesday 5/8. To date, I have not received any response thereto.

As noted below, I have retained services of an investigative professional to inspect and collect certain data on my behalf re the 4/10/24 accident involving the subject vehicle, 2020-Audi Q5, currently held at the Southampton Audi dealership.

I would like to coordinate for a mutually agreed upon time to meet at the Southampton Audi dealership during the coming week.

Please be advised that I have arranged for a driver so that I can also be present personally.

Finally, I am hereby requesting for the Audi technician who inspect the subject vehicle and the Audi technician whom produced the document titled "Offboard Diagnostic Information System" - "Diagnostic Log (Long)", that was released to Geico, to be present at the same time.

I look forward to your anticipated response.

Yours truly,

cc: Geico Adjuster, Dan Carbone and Geico Supervisor, Jack Weckerle via emails

bcc

On May 8, 2024, at 5:16?PM, [REDACTED] wrote:

?

5/8/2024 - Access to my vehicle at Southampton Audi Dealership

Please be advised that I have retained services of an investigative professional to inspect and collect certain data on my behalf re the 4/10/24 accident involving the subject vehicle, 2020-Audi Q5, that is currently being held at Southampton Audi dealership.

Please provide me with a contact number or have someone from the dealership reach out to me directly on my cell at [REDACTED] in order to arrange for a mutually agreed upon date and time.

Your expedited response is highly appreciated.

Yours truly

On May 8, 2024, at 5:33?AM, [REDACTED] wrote:

?

Dear Melody, and Audi Customer Service, and Audi of America, and Audi USA, and Audi of Southampton, New York, and Audi of Smithtown, New York, and VWCLL, and VCI Account Services, LLC, and any affiliated entities:

I am following up once again on my below email correspondence of 4/15/24, and my subsequent voicemails to Southampton Audi service department, including but not limited to my most recent calls to Southampton Audi service department, on each of 5/3/24, 5/4/24, 5/7/24, all resulting in my leaving voicemails to Audi of Southampton service department.

Please be advised, I am in receipt of one voicemail on 4/26/24 from the service manager ("John") at Southampton Audi. John indicated that "... we are done with it" ... "sent all information to Audi".

Please be advised, I have not yet received the written detailed statement requested previously in my below 4/15/24 correspondence.

Please be advised, on or about 4/27/24, I received a document titled "Offboard Diagnostic Information System" - "Diagnostic Log (Long)", via email from Geico Adjuster, Dan Carbone. The

document contains what appears to be a mere series of codes. Dan indicated "must contact Audi with any questions".

Please provide me with a written statement and translation of the above referenced diagnostic log, allegedly produced and/or prepared by Southampton Audi.

Please be advised, I highly urge and anticipate your dedicated analysis, due diligence here to ensure the safety and reliability of the vehicle.

Please be advised, the subject vehicle, 2020-Audi Q5, is to remain at Southampton Audi, as previously stated, and that no repairs of any kind to be made or undertaken as previously stated, and until such a time that you are able to provide me with a written document certifying the safety and reliability of the vehicle.

Please be advised that I reserve all my rights to further investigate any reports concerning the subject vehicle.

Please be advised that none of Audi and/or its affiliated dealers, entities, mechanics, have been authorized by me to make any repairs, alterations, changes to the subject vehicle.

Please be advised that none of Geico and/or its affiliated mechanics, entities alike, have been authorized by me to make any repairs, alterations, changes to the subject vehicle.

Please be advised, I have not and will not authorize any repairs, alterations, changes to the subject vehicle, until such a time that you, Audi, and its affiliated entities are able to provide me with a written document certifying the safety and reliability of the vehicle, and until such time that I have been able to review and/or verify any such written documentation, certifications as may be alleged by Audi and/or its affiliated entities.

Please be advised that I reserve all my rights to enlist services of any licensed professional and/or a forensic technician and/or engineer to conduct further investigation on my behalf, including but not limited to obtaining and/or retrieving the subject vehicle's event data recorder, crash data recorder, and any other relevant information pertaining to the subject vehicle, 2020-Audi Q5.

Please be advised that I reserve all my rights to seek and enlist services of legal counsel and/or any other professional persons.

Your anticipated response and cooperation on this matter is highly urged.

Yours truly,

[REDACTED]
cc: Dan Carbone and Jack Weckerle via email
cc: Southampton Audi via email
bcc

On Apr 15, 2024, at 5:20?AM, [REDACTED] wrote:

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Typo correction to " vehicle (202-Audi Q5)", vehicle (2020-Audi Q5)

[REDACTED]
On Apr 15, 2024, at 5:09?AM [REDACTED] wrote:

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?Dear Melody, and Audi Customer Service, and Audi USA, and Audi of Southampton, New York and Audi of Smithtown New York, and VWCLL, and VCI Account Services, LLC, and any affiliated entities,

Following my correspondence of 10/8/23 copy of which is below for your reference and our subsequent exchange (copies of which also below for your reference), I am experiencing yet another issue with the Audi of Southampton and to your below correspondence, as indicated to contact you with further questions, I am contacting you for further assistance.

Please be advised that I reached out the Audi of Southampton to inquire about the status of my vehicle (202-Audi Q5) which was towed to the Audi of Southampton (located in Watermill Mill, NY) on 4/11/2024, in order for the vehicle to be diagnosed and investigated. To date I have not received a response from Audi of Southampton.

Please be advised that I was involved in an accident on Wednesday 4/10/24, returning home from work, as I pulled into the driveway, I applied the brakes in the Audi Q5 in order to park. The vehicle instead accelerated uncontrollably, rushing forward and crashed into the garage door. There is a defective component with the vehicle that led to the dangerous crash. The failure of the brakes, the unpredictable acceleration charging forward uncontrollably caused injuries to me and damages to the garage door, a life threatening circumstances.

The defect within the vehicle impacted my safety, could have impacted safety of others and resulted in personal injuries and economic losses.

Consumers of Audi are to be notified of the dangers of driving such a death trap with grave consequences that any consumer can be exposed to. I have recently learned following the accident on several online platforms that other consumers have experienced the same and yet there seems to be no remedy or solution from Audi.

Please be advised that I was taken to the hospital on 4/11/24, with contusion to left chin, cheek and shoulder, as well as concussion, amongst other things as a result of the accident. I have missed work and have been forced to take time off as a result the accident. I have yet to determine the full scope of my injuries and seeking further medical diagnosis;

- * Clicking or popping of my jaw
- * Pain on the side of face
- * Pain in the chin and cheek areas
- * Cracked upper left tooth with a gap in the metal amalgam of the tooth
- * Pain to open or close my mouth
- * Headache or "pressure" in head
- * Pain in neck, shoulder, upper back area (radiating to back of upper arms)

- * Balance problems or dizziness, or double or blurry vision.
- * Bothered by light or noise
- * Concussion
- * Feeling sluggish, hazy, foggy, or groggy.
- * Confusion, or concentration or memory problems
- * Just not "feeling right," or "feeling down"
- * Have since developed gastrointestinal symptoms like diarrhea
- * Have developed pain in lower back
- * Have developed insomnia and unable to rest or sleep

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Please be advised that I notified my auto insurance company on 4/10/2024.

As noted above, my vehicle was towed to Southampton Audi on 4/11/24, in order to determine the cause of the vehicle malfunctioning including but not limited to the brakes, the charging forward and the uncontrollable acceleration.

As noted above, I have yet to hear back from Audi of Southampton regarding the status of my vehicle. I have left two voicemails with Audi of Southampton.

Please be advised that I purchased my vehicle following the end of my lease term.

Please be advised that on March 14, 2024 Audi Financial or VWCLL or VCI Account Service, LLC, cashed my personal check for the payoff quote rendered in the amount of 22,303.30 (including residual value \$20,532.38 and \$1770.92 tax amount), yet to date Audi Financial or VWCLL or VCI Account Service, LLC, or affiliated entities have not released the vehicle Title to me, and continue to holdover the Title on the claim that the Odometer reading was not rendered.

Please see attached copy of correspondence dated April 9, 2024, which I received via email from Audi together with my response thereto, dated April 10, 2024, via facsimile (which I sent during the day while I was at work, and prior to the dangerous accident caused by the defective 2020-Audi Q5) The same was mailed on 4/10/2024 via Certified Mail with Return Receipt Requested.

Please arrange to provide me with a status of my vehicle that was towed to Southampton Audi on Thursday 4/11/2024.

Please arrange to provide me with a written detailed statement of diagnosis including thorough investigation with detailed documentation as to the reason for the Audi Q5 malfunctioning, and further as to its condition and safety.

Please be advised, I have instructed my auto insurance company, Geico and its Adjuster, Dan Carbone, that the Audi Q5 be taken to Audi of Southampton, in order to determine the cause of the defect, the malfunctioning, and prior to any repairs to the vehicle and/or any repairs to the damages caused to the body of the vehicle. (Attached photo a copy of the Adjusters confirmation notice to that effect).

Please be advised that I do not trust the vehicle and remain concern for my safety and security. I have not been able to sleep since the accident. I have sustained personal injuries, damages to property, expenses and economic losses as a result of the accident caused by the defective vehicle, that of 2020 Audi Q5.

Your due diligence regarding this matter is highly critical, and I look forward to your anticipated response.

Yours truly,

[REDACTED]

Encls.

cc: Southampton Audi with enclosures

On Oct 18, 2023, at 8:32?AM, AudiTalk@audi.com wrote:

? Hello [REDACTED]

I appreciate you providing consent to share your feedback! I wanted to let you know that your feedback has been shared with Audi Southampton and our internal team. Additionally, it's been my absolute pleasure assisting you with your dealer and vehicle concerns.

At this time, I will bring my file to a close which will generate a short survey regarding our interaction. I hope it was a positive one! We would appreciate any feedback you are willing to share with us to ensure I continue to assist my customers to the best of my ability.

You are a valued member of the Audi family, [REDACTED] If you have future questions, you can contact me by responding to this email or by telephone at +1 800 822 2834.

Warm regards,

Melody B
Customer Chat and Email Advocate

To provide you with the best service possible, it's important that you respond to us by replying to this email. Replying outside of this email will result in a delayed response. Thank you for contacting the Audi Customer Experience Center.

Audi of America, Inc.
Customer Experience Center
3800 Hamlin Road
Auburn Hills, MI 48326
United States of America
Tel. +1 800 822 2834
Fax. +1 248 754 6521
mailto: AudiTalk@audi.com
<http://www.audiusa.com>

[REDACTED]

Begin forwarded message:

From: [REDACTED]
Date: October 11, 2023 at 3:52:14 AM EDT
To: AudiTalk@audi.com
Subject: Re: [REDACTED] Reference [REDACTED] October 10, 2023; MB

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Dear Melody,

I remain most appreciative for your follow up correspondence to my email inquiry dated 10/8/23.

Subsequent to my 10/07/23 call to Southampton Audi Service department at 3:47P/EST regarding status of my vehicle, I contacted them again on Tuesday 10/11/23 at 4:05P regarding the same. While I cannot say that my 10/11/23 teleconference with the same agent was a positive experience, I made a subsequent call to Southampton Audi Sales department in an effort to be able to connect and inquire to speak with an on-site manager.

After 3 attempts, I was able to connect with John Knapp, service manager at Audi Southampton on 10/11/23 at 4:11P.

John is a consummate professional with whom my family and I have had several interactions with over the course of the past twelve or so years servicing our vehicle at Audi Southampton and remaining an Audi client. I was able to recap the scope of my experience (incepting 10/5/23 thru 10/10/23) with John in an effort to hopefully alleviate like-kind client experiences.

As I indicated in my 10/07/23 email to your department, I was traveling on 10/09/23 and was forced to secure alternative mode of transportation. My husband however went to the dealership on 10/10/23 subsequent to my call with John Knapp and was able to pick up the vehicle on or 4:45P and paid for the scope of the services performed.

As expressed in my 10/8/23 email correspondence to your department (with a copy of the same to Audi Southampton team), my aim in sharing the recent experience was to bring to your attention perhaps areas of opportunity at every client touch point; beginning at the point of client intake to commencement and completion of service, and ultimately to your point the brand experience.

Very truly yours,

[REDACTED]

On Oct 10, 2023, at 5:38 PM, AudiTalk@audi.com wrote:

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Hello [REDACTED]

Thank you for reaching out to Audi of America in regard to your recent experience at Audi Southampton. Your feedback will certainly help us improve service and customer satisfaction. This is especially true of our authorized Audi dealership partners, as they are the point where customers have the majority of their direct interaction with our brand.

While I regret the circumstances that prompted your contact, I appreciate the opportunity to assist you with this matter. Our role here at the Audi Customer Experience Center is to bridge the line of communication between you and the dealership. While we strive to ensure that our customers receive an unparalleled experience, we do rely heavily on our dealer partners to execute in delivering this. Therefore, we would like the opportunity to explore any options available to assist further and attempt to come to a reasonable resolution.

In addition, we truly appreciate you taking the time to summarize and illuminate the details of your experience. This information will be formally documented within our organization and corresponds to the reference number listed in the subject line of this email. We will then review and forward this information with the internal Audi parties responsible for the interactions between our dealerships and our customers.

In order to try to retain you as a satisfied Audi owner, Audi of America is more than willing to try and look for opportunities to craft this experience into a positive one for you. There are no hard or fast rules on how we might be able to help a customer and there are many different opportunities that may be available. We do have a couple options to address matters such as what you experienced. Moving forward, we can reach out to the dealer on your behalf to discuss your concerns in an attempt to mend your relationship or experience with them. Also, we have the ability to document this matter to ensure your comments and concerns are reviewed by the appropriate parties who work directly with our dealer partners. Please let us know how you would like to proceed.

You are a valued member of the Audi family. [REDACTED] If you have any additional questions or if there is anything further that we may assist with, please do not hesitate to reach back out to us by email at AudiTalk@audi.com or you may contact us by phone at +1 800 822 2834. I look forward to your response.

Kindest regards,

Melody B
Customer Chat and Email Advocate

To provide you with the best service possible, it's important that you respond to us by replying to this email. Replying outside of this email will result in a delayed response. Thank you for contacting the Audi Customer Experience Center.

Audi of America, Inc.
Customer Experience Center
3800 Hamlin Road
Auburn Hills, MI 48326
United States of America
Tel. +1 800 822 2834
Fax. +1 248 754 6521
mailto: AudiTalk@audi.com
<http://www.audiusa.com>



On Oct 8, 2023, at 1:27?PM [REDACTED] wrote:

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Dear Sir/Madam,

I am reaching out regarding my recent service issue (10/5/23) and experience at your Southampton, NY dealership.

On Thursday 10/5, I dropped off my 2020 - Q5 vehicle at the above referenced service center. I met with your front desk customer service representative ("Jeff") and alerted him to as the low tire pressure signal that came about while I was driving to my office in Water Mill.

I advised Jeff that I had no prior appointment, my tire pressure signal came up suddenly and expressed my concerns regarding the potential of a flat tire (rear-right). I also advised Jeff that I was traveling on Monday 10/9 and would like to make sure that vehicle would be safe for the imminent trip scheduled for Monday morning. In reviewing my service records at the time of intake, Jeff advised that my vehicle was in fact due for an oil change. I advised Jeff that he may proceed with the impending oil change, refill of the windshield fluid, together with the vehicle inspection (expiring on or about October or November 2023) and the rear-tire pressure issue.

At that time, Jeff advised me that "there was no way I can get the car back to you today, you just walked in and we have other cars ahead of you" - I then inquired about a prospect of a loaner vehicle and Jeff advised that there were no loaners available. I then inquired if the on-site driver may be able to provide me with a ride from the Southampton Dealership to my office in Water Mill (located at 50 Station Road) less than two miles away (as it was so accommodated during my many prior service visits to the Southampton location). Jeff indicated that he does not have anyone on site that could give me a ride. I proceeded with securing an Uber ride through my own effort accordingly.

On 10/6 Friday afternoon, I received a phone call from Jeff inquiring whether I received a text message re proposed service/maintenance. I advised Jeff that I had not received any text messages regarding the vehicle. At this juncture, Jeff advised me that Audi service technician has recommended for two (2) new rear tires to be purchased, and that they are not able to plug the rear-right tire, that there is a leak in the rear right tire and "if I don't want to purchase the (2) rear tires, I can take my car elsewhere". I reminded Jeff that I was traveling on Monday 10/9, and have been a client of Audi since 2011, and I have never taken any of my leased vehicles to any other service center, but that of Audi of Southampton. I asked Jeff to be patient (I even said to Jeff, you seem annoyed by my questions, and I am trying to understand what service is required) and to walk me through the details of service that was proposed by the Audi technician along with the reasons for the proposed recommendations. Subsequent to Jeff's explanations, I advised Jeff to proceed with the (2) recommended new rear tires, as well as the oil change which I requested at the point of intake on Thursday 10/5, and refill of windshield fluids. Jeff advised that he will have the vehicle ready for the weekend.

On Saturday 10/7, I contacted Southampton Audi service center @3:47P. There was no answer and I left a voicemail inquiring about the status of my vehicle.

Following my teleconference with Jeff, on Friday 10/6, I received no further communications and/or status update re my vehicle.

Following my teleconference inquiry on 10/7 to your service center, I also received no communications.

Today, Sunday 10/8, I learned that your Southampton service center is in fact closed. I am scheduled to travel tomorrow, Monday 10/9, early morning, as noted to your representative Jeff on Thursday 10/5 at the point of his intake of my vehicle.

At this juncture, I am forced to arrange for a rental vehicle through my own efforts.

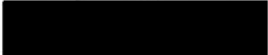
I have found the recent experience to have been r careless, with the lack of due diligence, a sub-par client service at the point of intake lacking basic professional customer service (to which we have been accustomed to in our collective experiences with Audi).

Between our family members, we have leased/purchased that of (18) vehicles from Audi. I personally have carried (5) leases from Audi incepting in 2011 to date, from Prestige Audi in North Miami to Southampton/Smithtown, NY.

My aim in sharing the recent experience is to bring to your attention, the basics of client service/courtesy that were grossly missed, and hopefully an opportunity for Audi as a whole to elevate and/or resolve the same.

At every instance of my experience beginning on Thursday 10/5 and through today, every single client touch-point has been missed and well neglected.

Very truly yours,


cc: Audi Southampton (via email)

cc: Customer Experience (via Certified Mail, RRR)

<image0.png>


DOS-1932 (06/12)
New York Department of State
Division of Consumer Protection
One Commerce Plaza
99 Washington Avenue
Albany, NY 12231-0001



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