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OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

KWAME RAOUL
ATTORNEY GENERAL

September 23, 2024

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington DC 20590

Re: Audi Orland Park

File No: [REDACTED]

Dear Sir/Madam:

The Consumer Protection Division of the Attorney General's Office has received a complaint concerning a company which appears to fall under your jurisdiction. A copy of the complaint is enclosed for your review.

Thank you for your cooperation and assistance.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Cara Crockett

Cara Crockett
Citizen's Advocate
Consumer Protection Division
Cara.crockett@ilag.gov
773-590-7855

Enclosure

500 South Second Street, Springfield, Illinois 62701 • (217) 782-1090 • Fax: (217) 782-7046
115 South LaSalle Street, Chicago, Illinois 60603 • (312) 814-3000 • Fax: (312) 814-3806
1745 Innovation Drive, Suite C, Carbondale, Illinois 62903 • (618) 529-6400 • Fax: (618) 529-6416

Individuals with hearing of speech disabilities can reach us by using the 7-1-1 relay service.



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Office of the
Illinois Attorney General
Kwame Raoul



Contact Information

Consumer Complaint

Please read before filling out this form:

Complete the form below to file your complaint with our office. **Note that you must complete all the required fields in order for your complaint to be accepted.** When filling out this form, if you have any additional supporting documents, you will need to upload them electronically on the section/tab at the top of this form titled **"Additional Documents"**. Please prepare the corresponding documents before attachment to your complaint.

Sections/Tabs:

The Consumer Complaint online submission form has five sections. The sections of this form can be navigated to by clicking the tabs at the top of this form.

The section/tab names at the top part of this form are:

- **Contact Information** - This section is where you will fill out all contact information regarding your complaint.
- **Transaction** - All transaction related information will need to be filled out on this tab.
- **Description** - Describe the relief you are seeking and describe the transaction and your complaint in detail.
- **Additional Documents** - This section is where you can upload additional documents related to the complaint you are filing.
- **Read before submission** - Please read each point and agreement before submitting.

NOTICE

Complaint forms are public records, which are subject to the Freedom of Information Act, just like other public records. If we receive a request for copies of records that include your complaint, we may be required to provide a copy of your complaint to the requestor. Information that would reveal your identity as a complainant is, however, exempt from disclosure and will be deleted from copies that we provide, allowing the requestor to read your complaint without compromising your privacy.

Your Information ▼

Title

Mr. Mrs. Ms. Other

First Name*



Last Name*



Address*

Street Address



City

Homewood

State

Illinois

Zip Code



Daytime Phone Number*



Evening Phone Number

County

E-mail*



Name of seller or provider of service



Name of seller or provider

Audi Orland Park

Seller or provider address

Street Address

8021 W 159th st

City

Tinley Park

State

Illinois

Zip Code

60477

Website

Phone Number

(877) 621-5898

I have complained to the company or individual

Person contacted

Mgr

Phone Number

(877) 621-5898

Would you like to add additional seller or provider's name?

Yes No

To continue to the next section of this form, please click on the Next button or scroll up and click on the "Transaction" Tab.

(c) Transaction

I have submitted this to another government agency, an arbitration service, an attorney or this matter is part of a court action.

(c) Information about transaction



Date of Transaction

03/27/2023

I signed a contract

This product or service was advertised

Amount paid to date or down payment

50.00

Method of payment

- Cash
- Credit Card
- Wire Transfer
- Mobile App (Zelle/Pay Pal/Etc.)
- Money Order
- Debit Card
- Automatic Debit
- Prepaid/reload credit or debit cards
- Check
- Bank Draft
- Cryptocurrency
- Other (please specify)

Where did the transaction take place?

- At my home
- By mail
- Trade show - convention - home show
- By facsimile
- There was no transaction
- Over the telephone
- Over the Internet
- At the firm's place of business

Other

Please specify

Total cost of product and or service

\$10,000.00

- I have contacted my credit card company to register a complaint. (Under the Federal Fair Credit Billing act, you have 60 days from the time that you receive your statement to dispute the charge.)

To continue to the next section of this form, please click on the Next button or scroll up and click on the "Description" Tab.

Description

Is this regarding a motor vehicle?

- Yes
- No

For complaints regarding motor vehicles

Make	Model	Year
Audi	Q7	2010
<input type="radio"/> New	<input checked="" type="radio"/> Used	Purchase Date
<input type="checkbox"/> As-Is	<input checked="" type="checkbox"/> Warranty	07/20/2019
Mileage at Purchase	Current Mileage	
110,000	145,000	
Name of Extended Warranty	Expiration Date	
Veritas	07/20/2023	

Complaint Description

Briefly describe the transaction and your complaint*

I purchased a car that had an emissions recall on it and was told to have Audi make whatever necessary repairs to the car . I've taken my car in for the same issue a number of times throughout the years to have it returned unrepai red . The last time I took the car in it was in their possession for over six months only to be returned three times with the same issue. I took videos of literally driving home from the dealership with the same problem. It is my belief the car was held intentionally until the warranty expired only to be returned in worst shape and asked to pay 2000 to fix it. The car was in their possession while covered by both my own extended warranty and the emissions warranty.

To continue to the next section of this form, please click on the Next button or scroll up and click on the "Additional Documents" Tab.

Additional Documents



Please submit any additional documents that relate to this consumer complaint.

*** All supporting documents must be uploaded before your complaint is submitted.**

Do not submit duplicate complaints. Submitting duplicate complaints may only slow down the processing of such complaint.

Add Additional Documents

To continue to the next section of this form, please click on the Next button or scroll up and click on the "Read before submission" Tab.

Read before submission

Read the following before submitting

- By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Office of the Attorney General about any and all matters connected with this complaint.
- I also understand that if I have any questions concerning my legal rights or responsibilities I should contact a private attorney.

Choose one

- Please do not send this complaint to the business.
- I have no objections to the content of this complaint being forwarded to the business or person the complaint is directed against.

You have made it to the last section of this complaint form. If you are ready to submit your form, press the "Submit" button. If you would like to review your information before submitting. Click on each section tab or any of them and review your information before pressing Submit.

*** Remember that all supporting documents must be uploaded in the Additional Documents tab before your complaint is submitted.**

Please do not submit duplicate complaints, doing so may only slow down the processing of such complaint.

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25 SEP 2024 PM 5 L

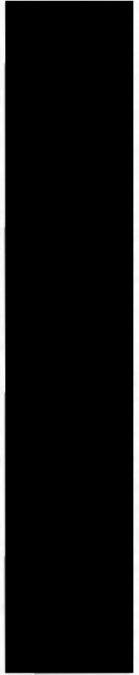
ATTORNEY GENERAL
STATE OF ILLINOIS
115 S. LaSalle Street
Chicago, IL 60603



NEP

Re: Audi Orange

006 CTCRAMB 20590



10/14/24
NEP

PRESORTED
FIRST CLASS



US POSTAGE
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STATE OF ILLINOIS
115 S. LaSalle Street
Chicago, IL 60603