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Thousand Oaks, CA [REDACTED]
[REDACTED]
[REDACTED]

Date: 08-21-2025

To:

- **National Highway Traffic Safety Administration (NHTSA)**
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue, SE
Washington, DC 20590
- **Federal Trade Commission (FTC)**
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
- **Audi of America Customer Experience**
Consumer Response Center.
3800 Hamlin Road
Auburn Hills, MI 48326

Cc:

- Attn: Steven Holloway
Rusnak Auto Group – Legal Counsel
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Pasadena, CA 91105-1863
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Subject: Urgent Complaint – Recall Refusal, Safety Defects, and Retaliatory Conduct by Rusnak Audi Westlake

Dear NHTSA/FTC,

I am submitting this urgent complaint regarding **dealer retaliation, refusal of federally mandated recall repairs, and life-threatening safety hazards** involving my 2023 Audi RS E-tron GT (VIN [REDACTED]) purchased from Rusnak Audi Westlake.

This matter has escalated beyond poor service — it represents an issue to be addressed by **the dealership and Audi of America** and places the public at immediate risk.

TR

NHTSA: Safety Defects and Recall Noncompliance

1. Critical Safety Failures

- On August 18, 2025, at approximately 4:30AM, my rear tail lights failed while driving in darkness, nearly resulting in a rear-end collision.
- This is not a cosmetic issue — it is a direct and immediate hazard that could have caused severe injury or death.

2. Mandatory Recall #74HC (Passenger Airbag Detection)

- This recall pertains to a **failure of the passenger airbag to deploy if a front passenger is seated**.
- The dealership has **refused to perform this federally mandated repair**, despite multiple attempts to schedule service.

3. Dealer Refusal of Recall Service

- On August 15, 2025, service advisor **Jorge Canul** informed me that service manager **Jesus Rios** instructed staff not to accept my vehicle for recall service (#74HC passenger occupant detection and #931A high-voltage battery).
- This refusal **fails federal recall obligations** and directly undermines NHTSA's recall enforcement authority.

I urge NHTSA to immediately examine the conduct of Rusnak Audi Westlake for recall noncompliance and dealer-level obstruction, and to compel the performance of these critical repairs before a fatality occurs.

FTC: Retaliatory and Unfair Practices

1. Targeted Retaliation Against Me as a Consumer

- Because I pressed the service manager on unresolved defects (sudden braking and on-going dashboard rattling) and pursued legal action against Audi, Mr. Rios retaliated by **blocking me from receiving federally mandated recall repairs**. Mr. Rios is frustrated and upset that I am holding him to a standard of ethics and asked him to perform and practice due diligence for investigating said unresolved defects and is now choosing to make this his own personal agenda of retaliation.
- He has refused to respond to repeated phone calls and emails and continues to prevent my car from being serviced.

2. Pattern of Misconduct Extending to Other Consumers

- This retaliation has even extended to my father's vehicle, a 2025 Audi S3 purchased from Rusnak Audi Westlake. Mr. Rios attempted to block warranty repair of a dent

present at delivery, instructing dealership leadership not to authorize the fix. An email warning Mr. Rios not to interfere was sent on July 18, 2025.

- This shows a **systemic abuse of authority**, undermining consumer protections and creating an unfair, hostile environment for Audi owners.

I ask that the FTC investigate this dealership's conduct as a **deceptive and unfair practice under federal law** and ensure Audi enforces compliance with consumer protection standards across its dealer network.

Evidence Available

- **Video recordings** of sudden braking.
- **myAudi App** screenshots showing defective tail lights
- **Service records** from at least six visits between 2024–2025.
- **Legal filing** in Los Angeles County Superior Court [REDACTED]
- **Emails and call logs** documenting the refusal of service and lack of response (most recently as an email sent and phone call placed to Mr. Rios as of Aug 18, 2025)
- **Verbal confirmation** from Rusnak Audi service advisor Jorge Canul regarding instructions from Jesus Rios to refuse recall service.

Requested Actions

1. NHTSA:

- Investigate and enforce compliance with recalls #74HC and #931A.
- Compel the dealership to perform taillight repairs immediately.
- Assess potential penalties for recall refusal.

2. FTC:

- Investigate retaliatory conduct, unfair practices, and obstruction of consumer rights.
- Ensure consumers are not denied federally mandated safety repairs as retaliation.

3. Audi of America:

- Intervene immediately to ensure my vehicle and my father's are serviced without obstruction.
- Review Rusnak Audi Westlake's management for conduct unbecoming of an authorized dealer.

Closing

The combination of **life-threatening defects** and **intentional refusal of federally mandated safety recalls** cannot be dismissed as routine customer dissatisfaction. These actions represent a **serious breach of public trust and consumer protection laws**, and without immediate intervention, they could result in tragedy.

I request urgent review and action by NHTSA, FTC, and Audi of America.

Sincerely,



Thousand Oaks, CA

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NHTSA

OFFICE OF DEFECTS INVESTIGATION (NVS-210)

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