

[REDACTED]
Thousand Oaks, CA
[REDACTED]

Date: 09-15-2025

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

Subject: Urgent Complaint – Recall Refusal, Safety Defects, and Retaliatory Conduct by Rusnak Audi Westlake

Dear NHTSA/FTC,

From my original letter date August 21, 2025, **I ask for this investigation request to be cancelled** as I was able to resolve this matter directly with the dealership and they performed the necessary manufacturer recall work.

You had emailed me a report number: [REDACTED]

Thank you
[REDACTED]

THOUSAND OAKS, CA

SANTA CLARITA CA 913

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NHTSA

OFFICE OF DEFECTS INVESTIGATION (NVS-210)
1200 NEW JERSEY AVE, SE
WASHINGTON, DC 20590

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