

[REDACTED]
La Crescenta, CA

Cell [REDACTED]

Email [REDACTED]

Audi USA Corporate Headquarters
c/o Customer Service
2200 Ferdinand Porsche Drive
Herndon, VA 20171

April 24, 2026

RE: Issue with my 2019 Audi Q7 - VIN# [REDACTED]

Dear Sir or Madam,

I'm writing to inform you of my extreme displeasure, anger, and frustration with my 2019 Audi Q7 Premium build quality.

My wife was driving the vehicle last week when she suddenly noticed the car and steering wheel shaking and the Check Engine light coming on. She immediately pulled over and had the car towed to our nearby mechanic.

The mechanic performed diagnostics which revealed multiple fault codes. He proceeded to perform further testing only to find that one of the cylinders in the car had zero compression and was causing the engine and car to shake. His diagnosis was that this is a serious issue that would potentially be as expensive as rebuilding or replacing the entire engine. In short, a cost that if done at a dealership would likely exceed the value of the car.

I called the Pasadena Audi dealership where I have always serviced the vehicle only to be told essentially the same thing by the service advisor. Furthermore, the dealership quoted me up to \$2,000 in labor to diagnose the problem again just to determine what it would cost to repair. The dealership also advised me that my car is no longer under warranty and that I would have to pay all of this out of pocket.

To give you some background, we purchased the Audi (VIN # in subject line) in September 2019, brand new from the dealership and drive it in city streets and highways in normal driving conditions and with great care. The car has 58,174 miles which is well below the 10,000 annual miles, specifically 8680 miles/year, that is considered normal miles per year for a car. Ever since we purchased the car, we have been servicing it at an authorized Audi dealer on a regular and consistent basis, with no delays. Last service was in late 2025 on schedule. Not a single time did the dealer identify any potential or upcoming issues with the engine.

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Since this incident has occurred, I have been checking the Internet and found many many customers of this particular engine, in different Audi models, have the same exact issue which has ended up costing them tens of thousands of dollars in engine repair or replacement, or junking the car.

I am truly shocked, disappointed, and frustrated at the extremely poor build quality of Audi. This is a car with presumably a reputation for building excellent vehicles and the basis for us purchasing the Q7. I see that all of that publicity and information is FALSE and a LIE.

My ask from Audi is simple. I'm asking the company to make things right. Specifically, take the vehicle, and repair or replace the engine as needed with no or minimal cost to me.

I look forward to hearing from you as soon as possible as I'm currently without any form of transportation and paying out of pocket to rent a car to go to work.

Regards



Cc: National Transportation Safety Board,
Consumer Reports
Car and Driver Magazine
Motor Trend Magazine

La Crescenta, CA

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NHTSA

C/O CONSUMER COMPLAINTS
1200 NEW JERSEY AVE SE
WEST BUILDING
WASHINGTON, DC 20590

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