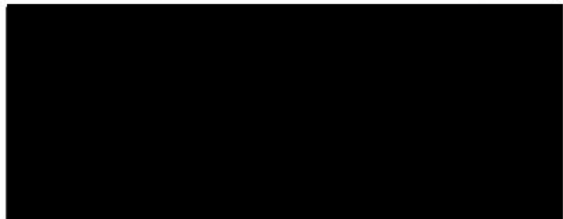


INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

To Whom it May Concern:

I am filing the enclosed complaint. This letter has been sent via certified mail to Audi Corporation. Please keep for your records.

Sincerely,



3/24/2026

12

[REDACTED]
[REDACTED]
Bernardsville, NJ [REDACTED]

[REDACTED]
[REDACTED]

March 24, 2026

Customer Relations Audi Corporation
2200 Ferdinand Porsche Drive
Herndon, VA 20171

RE: Repeated Reliability Issues - 2025 Audi Q5 Vin: [REDACTED]

To Whom It May Concern:

As a long time Audi owner, I am writing to express my serious dissatisfaction and concern with my 2025 Audi Q5 (VIN above), purchased [REDACTED]. Since purchase I have experienced repeated and escalating reliability and safety-related issues that have undermined my trust in the vehicle and in Audi.

THESE DISRUPTIONS HAVE RESULTED IN THE CAR BEING OUT OF COMMISSION (OOC) FOR OVER 30 DAYS.

Below is a summary of service visits and problems:

- 1) August 15, 2025 - Returned for service for an intermittent rattle and the central information screen going black. (4 days OOC)
- 2) September 9, 2025 - "Check Engine" and multiple malfunction warnings illuminated: loose wheel, brakes, parking aid, occupant assistance, rear-cross traffic assistance, and emergency assistance not available. (6 days OOC)
- 3) December 20, 2025 - Returned to service for the SAME cluster of warnings and malfunctions noted above. (17 days OOC)
- 4) March 9, 2026 - Vehicle taken in for a trunk/liftgate malfunction (would not open) (5 days OOC)
- 5) March 14, 2026 - Returned for a general check engine light. (3 days OOC)

These recurring faults - many of them safety-related and affecting driver-assistance systems - have left me without confidence in the vehicle's safety, reliability, and the ownership experience I expect from Audi. I have followed recommended service procedures and returned the vehicle when problems occurred, yet the issues persist. I am requesting that Audi review my case and advise what options are available to restore my confidence. Specifically, I would like Audi to consider one or more of the following remedies, or to propose other suitable solutions:

- 1) Thorough diagnostic review and documented permanent repair (including software/ ECU updates if applicable).
- 2) Extended warranty or goodwill coverage for affected systems and related repairs.
- 3) Buyback, replacement or other escalation under Lemon Law or goodwill program if problem cannot be permanently resolved.
- 4) A point of contact and timeline for resolution.

Please respond in writing, within 14 days to confirm receipt of this letter, outline next steps and provide the contact of the person who will handle my case. If I do not receive a response within this timeframe I will seek legal counsel.

Thank you for your prompt attention to this matter. I hope Audi will work with me to restore my confidence in the brand.

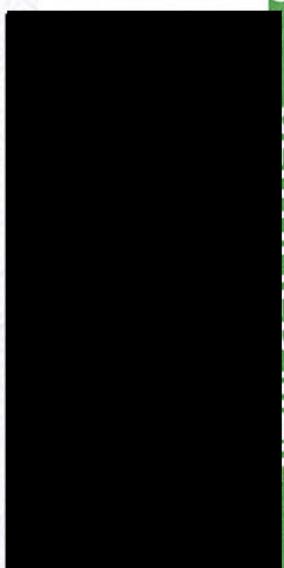
Sincerely,

3/24/2026

Cc: National Highway Traffic Safety Administration (for formal safety/defect complaints)
Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration
1200 New Jersey Ave SE
West Building
Washington, DC 20590

Bernardsville, NJ

W48-020



National Highway Safety Admin
Office of Defect Investigation
1200 New Jersey Ave SE
West Building
Washington
20590-
[Redacted]

Retail



RDC 99



20590

\$6.08

S2324N500587-19

U.S. POSTAGE PAID
FCM LETTER
BERNARDSVILLE, NJ 078
MAR 24, 2026

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

