

**OFFICE OF THE ATTORNEY GENERAL OF VIRGINIA - CONSUMER PROTECTION SECTION
OFFICIAL CONSUMER COMPLAINT FORM**

➤ **SECTION 1 – Your Information**

Mr. Mrs. Ms. [REDACTED]		First name [REDACTED]		Mid. Initial
Mailing address [REDACTED]				Apt. or suite number
City Chester		State VA	Zip code [REDACTED]	Country, if not U.S.
Home number, including area code ([REDACTED])		Work number, including area code ([REDACTED])		Fax number, including area code ([REDACTED])
City or county of residence Chesterfield		Your e-mail address [REDACTED]		
Do you prefer to be contacted at home, work or by e-mail? At Home or by email			Best time to reach you between 8AM and 5PM? Anytime after 6 pm	

➤ **SECTION 2 – Name of Company Against Which You Are Complaining**

Full name of company Volkswagen Group of America, Inc			
Mailing address 1950 Opportunity Way			Office or suite number
City Reston		State VA	Zip code 20190
Country, if not U.S.			
Company's Internet address (URL) https://www.volkswagengroupofamerica.com/contact			
Telephone number, incl. area code (248) 54-5000		Fax number, including area code ([REDACTED])	
		Other contact number, including area code ([REDACTED])	

➤ **SECTION 3 – Complaint Information**

Type of product, item, or service involved (For motor vehicles, please specify if automobile, boat, motorcycle, etc.) Vehicle		
Manufacturer, make or brand Audi		Model Q7
		Year 2020
Serial number, Vehicle Identification Number (VIN) [REDACTED]		
Date of purchase or lease 10/30/2023		Was this a new or used item? Used
Did you sign a contract or a lease? Yes [] or No [X]		If yes, please indicate the following Starting date: Purchase Expiration date: Purchase
Total amount paid \$42,204.98	Total amount in dispute \$17,873.76	How was payment made? (cash, credit card, check) Cash
Did you buy an extended service contract? Yes [] or No [X]		If yes, name of company responsible for extended service contract or extended warranty
For automobile complaints, indicate type of repairs or services performed (Air conditioner, brakes, oil change, transmission, etc.)		
Before any work was performed, did you ask for and receive a written copy of the cost estimate? Yes [X] or No []		
Did you authorize any changes to the original estimate? Yes [] or No [X] If yes, provide details on the next page		
Were the completed repairs different from what you had authorized? Yes [] or No [] If yes, provide details on the next page		

➤ **SECTION 4 – Resolution Attempts You Have Made**

Have you contacted the company? Yes [] or No [X]		If yes, name of person most recently contacted	Their phone number, incl. area code ([REDACTED])
What resolution are you seeking? I am asking for reimbursement of repairs and an extended warranty for the known issues for future repairs. This vehicle is now worth \$20,000. and I have owned it for 2 years to date. It is only 6 years old with 62,000 miles. I have only put 20,000 miles on the car.			
List any other organizations you have contacted (i.e., other consumer protection offices, Better Business Bureau, etc.) None			
Do you have an attorney in this case? Yes [] or No [X]		If yes, name of your attorney	Attorney's number, incl. area code ([REDACTED])
Has your complaint been heard or is it scheduled to be heard in court? Yes [] or No [X] If yes, where and when?			

SECTION 5 – Full Description of Complaint - Use additional sheets if necessary

This vehicle has known issues concerning the 2020 Audi Q7 model. The water pump is a known failure leaking into hoses.

Audi has not addressed this issue to date. I did test drive the vehicle and its performance was good. I was not made aware of the existing issues with the Water pump and other concerns with this vehicle model.

(Use additional sheets if necessary)

➤ **SECTION 6 – Disclaimers and Affidavits**

- The information requested on this form and on any subsequent requests for additional information is subject to the Virginia Government Data Collection and Dissemination Practices Act, Va. Code Section 2.2-3800 et seq.
- All information provided to this Office is available for public inspection under the Virginia Freedom of Information Act (FOIA), Va. Code Section 2.2-3700 et seq., except in the case of ongoing investigations. Closed complaints will be retained until they are destroyed in accordance with established procedures for destroying public records.
- You have the option to request that your personal contact information not be included with any copy of your complaint that is provided in response to a FOIA request. If you do not make this request, your contact information will be included.
- By signing this form, you authorize the Office of the Attorney General and any other local, state or federal agencies to which we may refer your complaint, to evaluate your complaint, to contact you and to take whatever lawful actions are deemed appropriate with regard to your complaint.
- By signing this form, you certify that the statements made herein or on any attached documentation are true and complete to the best of your knowledge, information and belief.

☒ By checking this box, I request that my personal contact information NOT be made available for purposes of FOIA requests.

my personal contact information will be made available for purposes of FOIA requests.

d agent

Date _____

(Revised 05/2016)

CARMAX**USED VEHICLE BUYER'S ORDER**901 MURRAY OLDS DRIVE
MIDLAND, TX 79701

In this Used Vehicle Buyer's Order ("Contract"), the words "you" and "your" means anyone signing this Contract as a Buyer or Co-Buyer. The words "CarMax," "we," "us," and "our" means the Seller, CarMax Auto Superstores, Inc.

Buyer: [REDACTED]

Address: [REDACTED]

CHESTER, VA

Co-Buyer: N/A

Name: [REDACTED]

Address: [REDACTED]

Zip Code: N/A

You are purchasing this used vehicle (the "Vehicle")

Year: 2020 Make: AUDI Body Style: 4D SPORT UTILITY
Model: Q7 Stock No: 25007847 Mileage: 42,543
VIN: [REDACTED]**NO LIABILITY INSURANCE INCLUDED**

Liability insurance is not included. You attest that you currently maintain or have arranged for at least the minimum motor vehicle liability insurance required by state law with this insurance company.

Insurance: [REDACTED] Eff. Date: 05/14/2023
Policy No: [REDACTED] Phone: (210) 531-8722
Agent Name: USAA
Address: 9800 FREDERICKSBURG RD
City/State/Zip: SAN ANTONIO, TX 78258

A Trade-In Credit is being credited for the following vehicles ("Trade-In"):

Year: N/A Make: N/A Body Style: N/A
Model: N/A Mileage: N/A
VIN: N/A
Year: N/A Make: N/A Body Style: N/A
Model: N/A Mileage: N/A
VIN: N/A**Limited Warranty:** The Vehicle is covered by CarMax's Limited Warranty for 90 days or 4,000 miles, whichever comes first. The Limited Warranty is part of this Contract. Please read the Limited Warranty for important details.**Limitation of Warranties:** CARMAX MAKES NO EXPRESS WARRANTIES OTHER THAN THE LIMITED WARRANTY, TO THE EXTENT PERMITTED BY LAW, ANY AND ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS, APPLICABLE TO THE VEHICLE AND PRODUCTS SOLD HEREUNDER ARE LIMITED TO THE DURATION OF THE LIMITED WARRANTY. To the extent permitted by law, CarMax shall not be liable for any damages relating to the loss of use of the Vehicle or products, loss of time, inconvenience or commercial loss, or any other incidental or consequential damages. Any and all warranties are extended only to the original purchaser(s). SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. SOME STATES DO NOT ALLOW FOR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.You acknowledge that you have reviewed a vehicle history report for the Vehicle. You also acknowledge that the Vehicle has the following prior uses, as known at the time of delivery, as:
N/A**ITEMIZATION OF PURCHASE**

1. Base Price of Vehicle	\$	38,598.00
2. Accessories	\$	0.00
3. Additional Charges		
a. CarMax Processing Fee	\$	399.00
b. N/A	\$	0.00
c. N/A	\$	0.00
d. Dealer Business License Tax	\$	0.00
e. VA Sales Tax	\$	76.75
f. VA Registration Fees	\$	1,678.48
g. VA Title Fee	\$	35.75
h. N/A	\$	15.00
i. N/A	\$	0.00
j. N/A	\$	0.00
k. N/A	\$	0.00
l. N/A	\$	0.00
m. VA Online Systems Filing Fee	\$	0.00
n. N/A	\$	4.00
o. N/A	\$	0.00
Total Additional Charges	\$	0.00
4. Total Contract Price (1 + 2 + 3)	\$	2,206.98
5. Trade-In Allowance	\$	42,204.98
a. Total Trade-In Credit Amount	\$	0.00
b. Amount of Trade-In to Buyer	\$	0.00
c. Discharge of Lien on Trade-In	\$	0.00
To: N/A	\$	0.00
To: N/A	\$	0.00
d. Applied Equity to Purchase (5a - 5b - 5c)	\$	0.00
e. Remaining Liability for Trade-In to CarMax where 5c is greater than 5a	\$	0.00
6. Total Contract Amount Due ((4 + 5e) - 5d)	\$	42,204.98
7. Payments Made Toward Purchase		
a. Down Payment	\$	42,238.73
b. N/A	\$	0.00
c. Mail Refund	\$	33.75
Total Payments Made Toward Purchase (a + b - c)	\$	42,204.98
8. Other Credits		
a. N/A	\$	0.00
9. Net Balance Due at Settlement (6 - (7 + 8a))	\$	0.00

Cash: X, Financed: N/A, Finance Co.: N/A

SAFETY RECALLS: YOU ACKNOWLEDGE THAT YOU HAVE REVIEWED THE SAFETY RECALL STATUS BEFORE PURCHASE OF THE VEHICLE. CARMAX URGES BUYER TO HAVE ANY SAFETY RECALL WORK DONE IMMEDIATELY FOLLOWING PURCHASE. CARMAX ASSUMES NO RESPONSIBILITY TO INSPECT FOR, REPAIR OR IMPLEMENT RECALLS.

By signing, you acknowledge reading the entire Contract (three pages), including any incorporated agreements and the Arbitration Provision, and agree to be bound by all of this Contract's terms and conditions. You certify to being 18 years of age or older and to receiving a fully completed copy of this Contract. This Contract is not binding upon either CarMax or you until signed by an authorized CarMax representative.

10/30/2023
DATE

CO-BUYER SIGNATURE

DATE

DANE CATER
CARMAX SALESPERSONOrder Number: 1113068
VA BO Revision Date 05/19

CARMAX AUTHORIZED REP. SIGNATURE

DMC Tracking #: 4508578
10/30/2023 06:56 PM

Reprint #: 0

MIS ID: 1000003

10/30/2023
DATEPFF163
Legal CAA

CUSTOMER #:

AUDI RICHMOND

PRE-WORKORDER

A MEMBER OF THE PAGE AUTO GROUP

12592 Broad Street Rd.

Richmond Va 23233

Phone: (804) 273-8700

Service: (804) 217-6331

Service Fax: (804) 273-8669

www.pageauto.com



Audi

Page 1 of 2

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: Steven Powers

SERVICE ADVISOR: Steven Powers									
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
Blue	2020	Audi Q7 3.0T					67558		5514
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
02/08/2020								03/31/2026	
R.O. OPENED		READY		OPTIONS:					
03/31/2026									

LINE	OP CODE	DESCRIPTION	DURATION	ESTIMATE
# A	90TV	90TV RECALL - Rearview Camera Software 01		0.00
# B	53ZC	UPDATE - Engine Control Module Software Update (WARR EXT - U82)		0.00
# C	MISC	C/S CHECK ENGINE LIGHT IS ON - DURING HEAVY ACCELERATION THE DASHBOARD WILL DISPLAY A DRIVE SYSTEM MALFUNCTION.		217.99
# D	F	MULTI-POINT VEHICLE INSPECTION		0.00
# E	CW	COURTESY WASH		0.00
ADDITIONAL SERVICE RECOMMENDATIONS				
# F	CSSM2	COOLANT SYSTEM DRAIN & REFILL 2 GAL. #01161--dealer recommendation to renew engine coolant every 2 years or 20,000 miles. Guards against coolant breakdown which reduces internal engine corrosion, and mitigates the build up of contaminants and sediment which can restrict flow.		246.32
# G	ACFF	INSTALL NEW A/C CABIN AIR POLLEN FILTER---factory recommendation to replace every 2 years or 20,000 miles. Reduces entry of dust, dirt, and allergens into the passenger compartment. Ensures heating and cooling system efficiency. Includes adding Filter Fresh deodorizing agent to air passageways.		130.00
# H	V	VIDEO MPI PERFORMED		0.00
# I	BRF3	BRAKE FLUID FLUSH 2*#06012--factory recommendation to perform every 2 years. Prevents fluid break down to guard against diminished braking performance and longer stopping distances.		184.82

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. Not responsible for damage from freezing due to lack of antifreeze. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing of that data with the manufacturer for diagnostic and research purposes.

PRELIMINARY ESTIMATE \$ 6973.76

DATE: SIGNED: X

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

CUSTOMER #:

AUDI RICHMOND

PRE-WORKORDER

A MEMBER OF THE PAGE AUTO GROUP

12592 Broad Street Rd.

Richmond Va 23233

Phone: (804) 273-8700

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Service Fax: (804) 273-8669

www.pageauto.com



Audi

Page 2 of 2

CHESTER, VA

SERVICE ADVISOR: Steven Powers

HOME: CONT

BUS: CELL

SERVICE ADVISOR: Steven Powers

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
Blue	2020	Audi Q7 3.0T			67558	5514	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02/08/2020							03/31/2026
R.O. OPENED		READY	OPTIONS:				
03/31/2026							

LINE	OP CODE	DESCRIPTION	DURATION	ESTIMATE
# J	RTB	ROTATE AND BALANCE--recommended to prolong tire life by evening out wear since most models wear tires faster on front than rear.		119.95
# K	CFF	PERFORM COMPLETE FUEL SERVICE (INDUCTION & INJECTION) #01276, #01121--dealer recommendation to perform every 2 years to counteract inevitable carbon deposit build up in engine air and fuel delivery systems that reduce engine performance and economy. Minimizes emissions.		234.52
# L	2524210	REPLACE AIR FILTER ELEMENT		229.24
# M	MISC	water pump, thermostat, coolant shut off valve vacuum lines, coolant pipe replacement and coolant pipe o rings		5367.47

Subtotal 6730.31

Shop Charges 75.00

Sales Tax 168.45

Total 6973.76

Printed On 03/31/2026 9:32 AM

Estimate Expires on 04/30/2026

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. Not responsible for damage from freezing due to lack of antifreeze. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing of that data with the manufacturer for diagnostic and research purposes.

PRELIMINARY ESTIMATE \$

DATE: SIGNED: X

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

AUTHORIZED BY

X

CUSTOMER SIGNATURE

IMPORT AUTOHAUS LIMITED
13941 HULL STREET ROAD
MIDLOTHIAN, VA 23112
804-739-0169
WWW.IMPORTAUTOHAUS.COM

Repair Order # [REDACTED]
 Date : 6/30/2026 Page 1 of 2
 Orig Est #: [REDACTED] Center : 1

Customer : [REDACTED]	Vehicle : 2020 AUDI Q7
Address : [REDACTED]	License : [REDACTED] PRO- : 11/19
City : CHESTER, VA	VIN : [REDACTED]
HOME : [REDACTED] Ext :	Engine : [REDACTED] Trans :
CELL : [REDACTED] Ext :	Mileage : 68979 INSP : 10/26

Op	Tech	Description						
Quan	Part Number	Part Description	Reason for Replacement	Labor	Parts	Subtotal	Price	

Estimate Approvals:
 Original Approval Date: 06/16/2026 11:36 AM Reason:
 Amount: \$2,750.00 Auth By: [REDACTED] Contacted: By Phone
 Phone: (804) By:
 Revised Approval: 06/22/2026 9:51 AM Reason:
 Amount: \$8,650.00 Auth By: [REDACTED] Contacted: By Phone
 Difference from Previous Approval: \$5,873.05
 Phone: (804) By:

IGN005 RB	REPLACE SPARK PLUGS			350.00	129.36	479.36		
6.00	06M-905-606-F	OEM LASER IRRIDIUM SP			129.36			
DIA501 RB	CHECK ENGINE LIGHT IS ON.			0.00				
ENG0 RB	REPLACE ENGINE VACUUM LINES AND TURBO WASTE GATE BOOST CONTROL SOLENOID.			1000.00	1613.23	2613.23		
1.00	06M-131-055-HS	VACUUM HOSE KIT			857.13			
1.00	G 013 A8J 1G	PURPLE VW/AUDI COOLANT			38.31			
	Location:	01A						
1.00	4M0-122-101-DR	COOLANT HOSE			115.57			
1.00	06M-145-674-DR	AIR CHARGE PIPE			266.67			
2.00	06M-133-026-A	SEAL WASHER			19.14			
1.00	06M-133-026-D	GASKET SEAL			13.09			
1.00	WHT-007-920	SEAL RING			5.17			
1.00	06M-121-437-E	SEAL WASHER			6.49			
1.00	PAC 145 710	DIVERTER VALVE			291.66			
RB	REPLACE TURBO CHARGER			1250.00	3863.71	5113.71		
1.00	06M 145 689AC	TURBOCHARGER			3050.36			
1.00	06M 145 100L	VACUUM PUMP			550.00			
2.00	06M-253-039-G	GASKET			10.78			
1.00	059-253-139-D	CLIP			52.00			
1.00	059-253-232-C	GASKET			15.89			
1.00	06M-145-736-F	OIL LINE			113.33			
4.00	WHT-007-689	SEAL RING			20.52			
1.00	WHT-007-923	SEAL RING			5.13			
1.00	8W0-253-115-G	GASKET			18.45			
1.00	06M-133-554-A	JET			27.25			
ELE0 RB	REPLACE FRONT PARK ASSIST CAMERA			0.00				
1.00	4N0 980 546	FRONT PARK ASSIST CAMEF			0.00			

Payments:
 (On Account), \$8,567.68, on 6/30/2026

IMPORT AUTOHAUS LIMITED

13941 HULL STREET ROAD

MIDLOTHIAN, VA 23112

804-739-0169

WWW.IMPORTAUTOHAUS.COM

Repair Order # [REDACTED]

Date : 6/30/2026 Page 2 of 2

Orig Est #: Center : 1

Customer: [REDACTED]

Address: [REDACTED]

City: CHESTER, VA

HOME : [REDACTED]

Ext :

CELL : [REDACTED]

Ext :

Vehicle : 2020 AUDI Q7

License : [REDACTED]

PRO- : 11/19

VIN : [REDACTED]

Engine :

Trans :

Mileage : 68979

INSP : 10/26

Op	Tech	Description				Labor	Parts	Subtotal
	Quan	Part Number	Part Description	Reason for Replacement			Price	

WARRANTY ON PARTS AND LABOR IS 2 YEARS/24,000 MILES WHICHEVER COMES FIRST.

THERE IS NO WARRANTY ON NORMAL WEAR ITEMS, (BRAKE PADS & CLUTCHES).

THERE IS NO WARRANTY ON CUSTOMER SUPPLIED PARTS.

THERE IS NO LABOR WARRANTY ON USED PARTS.

WARRANTY WORK HAS TO BE PERFORMED IN OUR SHOP & CANNOT EXCEED ORIGINAL COST OF REPAIR.

THERE IS NO REFUND ON ELECTRICAL PARTS.

SPECIAL ORDER PARTS ARE SUBJECT TO A 20% RESTOCKING FEE.

WARRANTY ONLY APPLIES TO ORIGINAL OWNER AT THE TIME OF REPAIRS.

Labor :	\$2,600.00
Parts :	\$5,606.30
Sublet :	\$0.00
Other Fees :	\$0.00
Suppl/Eviro	\$25.00
Subtotal :	\$8,231.30
Sales Tax :	\$336.38
Total :	\$8,567.68
Paid :	\$0.00
Due :	\$8,567.68

Signature [REDACTED]

IMPORT AUTOHAUS
13941 HULL STREET RD
MIDLOTHIAN VA 23112
804/739-0169

SALE



SALE AMT \$8,567.68

APPROVED \$3,500.00
AMOUNT DUE \$5,067.68

AVAIL BAL \$0.00

PARTIAL APPROVAL

Thank You
Please Come Again

CUSTOMER COPY

IMPORT AUTOHAUS
13941 HULL STREET RD
MIDLOTHIAN VA 23112
804/739-0169

SALE



AMOUNT \$1,567.68

APPROVED



Thank You
Please Come Again

CUSTOMER COPY

[REDACTED]
Dripping Springs, TX
[REDACTED]

May 19, 2025

NHTSA Headquarters
1200 New Jersey Avenue SE. West Building
Washington, DC 20590

Daniel Weissland
President, Audi of America
Volkswagen Group of America
2200 Ferdinand Porsche Drive
Herndon, VA 20171

Jaime Dennis
SVP, Product Quality, Technical Service and After Sales
Volkswagen Group of America
2200 Ferdinand Porsche Drive
Herndon, VA 20171

Audi Customer Experience Center & Audi Warranty
3800 West Hamlin Rd
Auburn Hills, MI 48326

****Subject: Urgent: Demand for Action on Systemic Coolant Leak Issues in Audi Q7 and Other EA839-Equipped Vehicles, Reimbursement for Affected Owners, and Notification to NHTSA****

Dear Mr. Weissland,

I am writing to you as a concerned Audi Q7 owner, and on behalf of a significant number of fellow Audi customers, to address a persistent and costly issue: systemic coolant leaks affecting Audi Q7 models, particularly those equipped with the 3.0-liter turbocharged V6 (EA839) engine, such as my 2020 Audi Q7 55 TFSI. It pained me to learn that after speaking

me

1. ****Full Reimbursement:**** Provide full reimbursement to all owners who have incurred out-of-pocket expenses for the diagnosis and replacement of faulty cooling system components (including, but not limited to, water pumps, thermostats, PCV systems, and related pipework) outside of the standard warranty period.
2. ****Extended Warranty:**** Issue an extended warranty specifically covering these known problematic cooling system components for all affected Audi Q7 vehicles and other models equipped with the EA839 engine experiencing these failures. This warranty should reflect the premature failure rate of these parts.
3. ****Stand Behind Your Product:**** Publicly acknowledge these issues and demonstrate a commitment to your customers by implementing a comprehensive solution that ensures the long-term reliability and safety of our vehicles.

Should Audi of America fail to address these serious issues and meet the reasonable demands outlined above, we will be left with no alternative but to explore all available legal avenues to protect our rights and investments.

Audi has built its reputation on "Vorsprung durch Technik" – advancement through technology. It is time for Audi to apply this principle to customer care and vehicle reliability by addressing these coolant system defects head-on. We trust that you will give this matter the serious attention it deserves and look forward to a prompt and positive response outlining the steps Audi of America will take.

Please be advised that a copy of this letter has also been forwarded to the National Highway Traffic Safety Administration (NHTSA) for their information and potential investigation, given the safety implications of these defects.

Sincerely,

[REDACTED]
Audi Q7 Owner

VIN [REDACTED]

Chester, VA



RICHMOND VA RPDC 23131

5 AUG 2026 PM 8

NHTGA Headquarters
1200 New Jersey Ave. SE
West Building
Washington, DC 20590

20590-