

Investigation Summary Report

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|--------------------------------|---|---------------------|-------------------------|---------------------------|
| Category | Consumer Complaints | | | |
| VW's File Number | [REDACTED] | VIN | WAUR2AFD0DN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 3/11/2015 | Mileage | 28,760 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 3/11/2015 8:17:00 PM | [REDACTED] TALKING AND TYPING) CUSTOMER STATES: I TWEETED SOMETHING TO AUDI A FEW DAYS AGO; GOT A RESPONSE TO CALL AUDI OF AMERICA TO CALL YOUR CENTER. CA ADVISED: THANK YOU FOR CALLING IN AFTER YOUR TWEET; WILL TRANSFER YOU TO AN A8 ADVOCATE. CA TO TRANSFER TO ASSOCIATE | | | |
| 3/11/2015 8:19:00 PM | [REDACTED] TALKING, [REDACTED] TYPING) CUSTOMER STATES: A8 HAS BEEN A HEADACHE SINCE WE PURCHASED THE VEHICLE; MY DAD DRIVES THIS CAR AND IT'S WAY TOO UNSAFE FOR HIM TO DRIVE; HE'S 70 YEARS OLD AND I'M CONCERNED FOR HIM; VEHICLE STALLED SEVERAL TIMES WHILE DRIVING; HAVE HAD TO REPLACE SEVERAL SEALS, GASKETS; VEHICLE HAS BEEN AT DEALER MORE TIMES THAN MY FATHER HAS BEEN ABLE TO DRIVE AND ENJOY. CUSTOMER SEEKING: DON'T WANT TO GO THROUGH LEMON-LAW PROCESS; NOT REALLY SURE WHAT MY FATHER WOULD LIKE TO DO BUT WANTS TO KNOW WHAT AUDI OF AMERICA CAN DO TO HELP. CA ADVISED: NEED TO KNOW WHICH DIRECTION TO GO; WILL CALL MCKENNA AUDI (RAMZI IS THE PERSON HE SPOKE WITH) AND GET REPAIR ORDER'S ON YOUR BEHALF ONCE WE KNOW WHAT YOUR FATHER WANTS; SO WE CAN BE ONE STEP AHEAD; YOU SHOULD SPEAK WITH YOUR FATHER AND DISCUSS WITH HIM HOW HE WOULD LIKE TO MOVE FORWARD; CA PROVIDED REFERENCE NUMBER AND DIRECT CONTACT; CA TO WAIT FOR CUSTOMER CALL. | | | |
| 3/12/2015 6:17:00 PM | CA REVIEWED; NO CALL FROM CUSTOMER ON HOW TO PROCEED. CA TO FOLLOW UP ON 3/16. | | | |
| 3/16/2015 7:13:00 PM | CA ADVISED; CALLING TO FOLLOW UP WITH YOU. RELATIVE ADVISED; HAVE DISCUSSED ISSUE WITH FATHER; HE IS INTERESTED IN GETTING INTO ANOTHER A8. CA ADVISED; I WILL CONTACT THE DEALER FOR ADDITIONAL INFORMATION; WILL BE SUBMITTING REQUEST TO ANOTHER DIVISION WITHIN AOA; YOU WILL RECIEVE A FOLLOW UP CALL WITHIN 7-10 BUSINESS DAYS REGARDING THIS REQUEST. RELATIVE ACKNOWLEDGED. CA TO CALL DEALER FOR MORE DETAILED INFORMATION ON REPAIR HISTORY FOR AREA 66 REVIEW. | | | |
| 3/17/2015 6:33:00 PM | CA LVMM; CALLING REGARDING CUSTOMERS VEHICLE; LOOKING FOR SOME DETAILS ON THE REPAIR HISTORY; PLEASE GIVE ME A CALL AT [REDACTED] | | | |
| 3/18/2015 12:42:00 PM | CA ADVISED; CALLING FOR SOME ADDITIONAL INFORMATION REGARDING CUSTOMER. SM ADVISED; CUSTOMER HAS HAD SOME GROWING PAINS REGARDING THE 4.0; HAD ISSUES WITH PARKING SENSORS AND SIDE ASSIST; WAS JUST THE FACT THAT CUSTOMER DID NOT KNOW HOW TO OPERATE THE FEATURES; DID HAVE SOME ISSUES WITH CHECK ENGINE LIGHTS AND AN EPC LIGHT; HAD TO DO SOME REPAIR TO CYLINDER 6 CAM ADJUSTER; ADJUST THE BRAKE SENSOR; THERE WAS A FUEL ISSUE WE WERE UNABLE TO DUPLICATE; A SQUEAL IN THE ENIGNE THAT WAS FOUND TO BE A CRANKCASE BREATHER VALVE; LAST VISIT THE VEHICLE WAS OVERHEATING; CUSTOMER DID INDICATE THAT THE VEHICLE HAS STALLED OUT ON A FEW OCCASSIONS. CA ACKNOWLEDGED. CA TO SUBMIT FOR AREA 66 REVIEW. | | | |
| 3/18/2015 7:43:00 PM | CA REVIEWED; EMAIL SENT TO CR&R ACCORDING TO P/P FOR AREA 66 REVIEW. CA TO CLOSE; NO FURTHER ACTION. | | | |
| 3/18/2015 7:43:00 PM | HELLO, [REDACTED] IS REQUESTING TO BE TAKEN OUT OF CURRENT VEHICLE AND PLACED INTO ANOTHER A8. [REDACTED] ADVISED THAT THE VEHICLE HAS STALLED SEVERAL TIMES WHILE DRIVING AND HAD SEVERAL SERVICE ISSUES. [REDACTED] HAS LOST CONFIDENCE IN THE VEHICLE AND FEELS IT IS UNSAFE TO DRIVE. I HAVE CONTACTED THE SM AT MCKENNA AUDI (RAMZI); SM ADVISED THE VEHICLE WAS IN AT 10K FOR AN EPC LIGHT; HAD TO REPAIR CAM ADJUSTER FOR CYLINDER 6; 15K HAD TO ADJUST THE BRAKE SENSOR; AT 23K VEHICLE WAS OVERHEATING AND CAUSING A SHUDDER; SM ALSO ADVISED THERE WAS A SQUEAL IN THE ENGINE; REPLACE THE CRANKCASE BREATHER VALVE; OTHER ISSUES WERE WITH THE PARKING SENSORS, SUNSHADE(STICKING) AND START/STOP; CUSTOMER NEEDED TO BE SHOWN HOW THE START/STOP AND PARKING SENSORS OPERATED. VIN# WAUR2AFD0DN [REDACTED] [REDACTED] CELL [REDACTED] NOTE; SON [REDACTED] IS MAKING REQUEST ON BEHALF OF FATHER; CONTACT NUMBER IS FOR SON. THANK YOU, ED BICEGO CUSTOMER ADVOCATE, AUDI CXC | | | |

Investigation Summary Report

Category Consumer Complaints

| | | | |
|-------------------------|----------------|-----------------------------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAUR2AFD5DN [REDACTED] |
| Owner Or Fleet | [REDACTED] | West Orange, NJ, [REDACTED] | Phone #: [REDACTED] |
| Make, Model, Model Year | Audi, A8, 2013 | | |
| Report Date | 5/12/2015 | Mileage | 20,148 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|--------------------------|--|
| 5/12/2015 3:51:00 PM | RECEIVED ATTORNEY LETTER. ATTORNEY REQUEST CONTACTING CUSTOMER DIRECTLY TO ADDRESS CONCERNS AND AVOID LEGAL ACTION. ATTORNEY ALLEGES CONCERNS WITH THE TURBO FAILING AGAIN. ATTORNEY DID NOT PROVIDE ANY ROS OR PURCHASE/LEASE CONTRACTS FOR REVIEW. |
| 5/12/2015 4:06:00 PM | RETRIEVED ROS FROM CXC CASE [REDACTED] |
| 5/13/2015 9:37:00 AM | CS COMPLETED RO SUMMARY, ATTACHED BOTH SUMMARY AND HISTORY. |
| 5/13/2015 9:37:00 AM | MEDIA ATTACHED IN DOC CENTER |
| 5/14/2015 10:01:00 AM | PLEASE LET ME KNOW THE STATUS OF REPAIR OF THIS VEHICLE. WHAT IS THE ETA OF THE PART ORDERED ? WAUR2AFD5DN [REDACTED] 2013 A8 |
| 5/14/2015 10:23:00 AM | PARTS ARE COMING TOMORROW D2D AND JOB WILL RESUME WHEN THEY ARRIVE. IF YOU HAVE ANY OTHER QUESTIONS PLEASE LET ME KNOW. THANK YOU, |
| 5/14/2015 9:50:00 AM | NJ LEMON LAW IS 2 YRS/24000 MILES ; 3 REPAIRS /20 DAYS OUT OF SERVICE. VEHICLE PURCHASED CPO DURING THE LEMON LAW PRESUMPTION; 1X MIL ON, 1X CAR DIES ON PARKWAY (REPLACE TURBO) 17 DAYS OUT OF SERVICE FOLLOWING THE LEMON LAW PRESUMPTION; 1X TURBO MAKING NOISE. 23 DAYS OUT OF SERVICE. REPLACE ENGINE AND TURBO |
| 5/15/2015 8:49:00 AM | \$3500 TRADE ASSISTANCE . 2 DAY MAIL. PENDING SIGNED ACCEPTANCE. |
| 5/15/2015 8:51:00 AM | SETTLEMENT OFFER. |
| 5/16/2015 9:42:00 AM | CUSTOMER STATES: VEHICLE IS AT DEALER FOR REPAIRS; DEALER PROVIDED AN A6 LOANER; RECENTLY THE SERVICE THE CAR SOON WARNING CAME ON ALONG WITH A MESSAGE FOR THE LEFT REAR TIRE NOT FULLY INFLATED; TODAY THE OIL LIGHT CAME ON; DISGUSTED WITH WHOLE EXPERIENCE OWNS AN A8 SHOULD HAVE AN EQUIVALENT LOANER FOR THE AMOUNT OF MONEY BEING PAID. CUSTOMER SEEKS: REQUEST ASSISTANCE WITH BEING PUT INTO ANOTHER LOANER; PREFERABLY ONE OF COMPARABLE VALUE TO THE VEHICLE OWNED. CA ADVISED: LOANERS ARE PROVIDED AT DEALER DISCRETION; OFFERED TO CONTACT THE DEALER TO ASSIST WITH SWITCH TO ANOTHER LOANER OR ADDRESS CONCERNS. CUSTOMER ACCEPTS. CA TO CALL DEALER. |
| 5/16/2015 9:46:00 AM | CA STATES/SEEKS: CUSTOMER HAS AN A6 LOANER NOW; DISSATISFIED WITH MESSAGES FOR SERVICE RECOMMENDED ON LOANER AND NOT A VEHICLE OF SIMILAR VALUE TO THE ONE OWNED; REQUESTS TO SWITCH OUT CURRENT LOANER FOR ONE OF EQUAL VALUE TO WHAT CUSTOMER OWNS. SERVICE ADVISOR STATES: CUSTOMER CAN COME IN TODAY TO HAVE THE LOANER SERVICED; WILL FOLLOW UP WITH CUSTOMER WHEN ANOTHER LOANER IS AVAILABLE; DOESN'T HAVE ANY LOANERS AVAILABLE AT THIS TIME TO SWITCH OUT. CA SEEKS: WHEN POSSIBLY WOULD THE SERVICE ADVISOR CONTACT CUSTOMER FOR SWITCHING THE LOANER. SERVICE ADVISOR ADVISED: WILL PROBABLY BE NEXT WEEK. CUSTOMER ACCEPTS AND THANKS. CA RETURN TO CUSTOMER CALL. |

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|-------------------------|---|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAUR2AFD5DN [REDACTED] |
| Owner Or Fleet | [REDACTED], West Orange, NJ, [REDACTED] Phone #: [REDACTED] | | |
| Make, Model, Model Year | Audi, A8, 2013 | | |
| Report Date | 5/12/2015 | Mileage | 20,148 |

| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
|-------|-----------------|--------------|------------------|--------------------|
| No | No | No | 0 | 0 |

| | |
|--------------------------|--|
| 5/16/2015 9:55:00 AM | CA ADVISED: SERVICE ADVISOR ANNA INFORMED DEALER DOESN'T HAVE LOANERS AVAILABLE NOW TO SWITCH OUT BUT WILL BE HAPPY TO SERVICE THE LOANER TODAY IF CUSTOMER WOULD LIKE TO BRING IT IN; SERVICE IS OPEN TODAY UNTIL 4:00PM; SERVICE ADVISOR WILL FOLLOW UP WITH CUSTOMER SOMETIME NEXT WEEK WHEN OTHER LOANERS ARE AVAILABLE. CUSTOMER STATES/SEEKS: INQUIRY FOR WHEN MY VEHICLE WILL BE READY AND STATUS. CA ADVISED: YOUR ATTORNEY IS IN NEGOTIATIONS WITH AUDI LEGAL. CUSTOMER ACCEPTS. MED/ARB TO CONTINUE CASE PROGRESSION. |
| 5/20/2015 11:45:00 AM | RETURNED CUSTOMER CALL. CUSTOMER NOT HAPPY WITH TRADE ASSISTANCE OFFER. CUSTOMER STATES HE WILL HAVE TO CALL ME BACK TO DISCUSS FURTHER. |
| 5/20/2015 2:16:00 PM | CUSTOMER RETURNED CALL. CUSTOMER STATES HE IS NOT HAPPY WITH THE \$3,500 TRADE ASSISTANCE OFFER. ADVISED CUSTOMER THAT HE WILL NEED TO TAKE THIS UP WITH LAURA WHEN SHE IS BACK IN THE OFFICE ON TUESDAY. CUSTOMER OK WITH THAT. SETTING FOLLOW UP FOR LAURA ON TUESDAY. |
| 5/26/2015 3:22:00 PM | CUSTOMER INTERESTED IN LEASING A NEW Q7. WOULD LIKE TO GO TO JACK DANIEL AUDI. ADVISED OWNER THAT I CAN OFFER 10% OF THE MSRP AND NEW VEHICLE TO BE SOLD AT THE INVOICE PRICE. |
| 5/26/2015 4:09:00 PM | REQUEST FOR RETURN CALL. |
| 5/26/2015 4:10:00 PM | [REDACTED] IS INTERESTED IN LEASING A Q7. HE CURRENTLY HAS A 2013 A8; VIN - WAUR2AFD5DN [REDACTED] (APPROXIMATELY 20,000 MILES) AUDI IS WILLING TO OFFER TRADE ASSISTANCE INTO A NEW AUDI (10% OF THE MSRP). THE NEW VEHICLE WILL HAVE TO BE SOLD AT THE INVOICE PRICE. OUR ASSISTANCE SHOULD BE NOTED ON A SEPARATE LINE ON THE CONTRACT THAT STATES AUDI ASSISTANCE AND THE AMOUNT. [REDACTED] WOULD LIKE TO STOP BY IN THE NEXT FEW DAYS TO DISCUSS DETAILS. ARE YOU ABLE TO HELP OUT WITH THIS SITUATION? PLEASE LET ME KNOW . |
| 5/27/2015 10:57:00 AM | LOU WILL CONTACT [REDACTED] THIS AFTERNOON TO START THE PROCESS WITH A Q7. |
| 5/27/2015 11:24:00 AM | I JUST SPOKE TO LOU D'AMBROSIO @ JACK DANIELS PARAMUS. HE WILL CONTACT YOU THIS AFTERNOON TO DISCUSS DETAILS OF TRADING IN YOUR A8 FOR A Q7. I ADVISED LOU THAT AUDI WILL CONTRIBUTE 10% OF THE MSRP OF A NEW AUDI TOWARDS THE DEAL AND THAT THE NEW VEHICLE WILL NEED TO BE SOLD /LEASED TO YOU AT THE INVOICE PRICE. IF YOU HAVE ANY QUESTIONS, FEEL FREE TO CONTACT ME . |
| 5/27/2015 6:42:00 AM | , I DO NOT FORESEE A PROBLEM WITH THIS HOWEVER I DO HAVE SOME QUESTIONS. I AM OUT OF THE OFFICE TODAY AS I AM MOVING MY SONS BACK HOME FROM COLLEGE. I WILL BE IN TOMORROW. IF OK WITH YOU I WILL CALL YOU TOMORROW TO DISCUSS DETAILS. THX LOU D |
| 5/27/2015 6:48:00 AM | SOUNDS GOOD..ANYTIME TODAY WILL WORK . I AM HERE UNTIL 4. |
| 5/28/2015 1:52:00 PM | CUSTOMER CAN'T AFFORD ANOTHER AUDI RIGHT NOW. OFFERED TO REIMBURSE OWNER FOR 4 VEHICLE PAYMENTS DUE TO INCONVENIENCE . CUST AGREED. |
| 5/28/2015 2:07:00 PM | ATTACHED IS AN OFFER LETTER OUTLINING THE AGREEMENT DISCUSSED AND THE LENDER INFORMATION FORM . PLEASE COMPLETE THE FORM AND SIGN THE OFFER LETTER AND RETURN IT TO ME . UPON RECEIPT , I WILL REQUEST A CHECK FOR THE 4 VEHICLE PAYMENTS AND I WILL SEND IT DIRECTLY TO YOUR HOME ADDRESS. AGAIN, I APOLOGIZE FOR THE INCONVENIENCE YOU HAVE EXPERIENCED WITH YOUR VEHICLE AND I APPRECIATE YOUR LOYALTY TO AUDI. |

Investigation Summary Report

Category Consumer Complaints

VW's File Number

VIN

WAUR2AFD5DN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2013

Report Date

5/12/2015

Mileage

20,148

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

5/28/2015 8:33:00 AM WE MET WITH [REDACTED] THIS EVENING. HE EXPRESSED INTEREST IN BOTH THE Q7 AND A6. WE BELIEVE HE WAS LEANING MORE TOWARDS THE A6. WE ALSO APPRAISED HIS VEHICLE. HERE IS WHERE WE LEFT OFF. | | | MSRP OF THE NEW A6 WAS 63,675.00 | | HIS CURRENT A8 WAS APPRAISED AT 44,000. BASED ON CONDITION. HIS LEASE PAYOFF AS OF TODAY WAS APPROXIMATELY 51,200. BASED ON YOUR (AOA) ASSISTANCE OF 6,367 WE ARE JUST ABOUT ABLE TO WASH OUT THE OLD LEASE. APPROX 800 SHORTFALL WHICH IM SURE WE CAN WORK OUT. | | WE ALSO USED THE LOYALTY INCENTIVE AND LEASE CASH(2750.00) AVAILABLE TO WASH OUT THE NEW FEES DUE ON THE NEW LEASE OF THE A6 AS HE STATED HE IS GIVING US [REDACTED] NOTHING [REDACTED] TOWARD THE NEW LEASE. | | WITH THAT BEING SAID OUR PAYMENT AT DEALER INVOICE COMES OUT TO 832.37. HE IS TRYING TO ACCOMPLISH 650.00 PER MONTH. WE CANNOT ACCOMMODATE HIM, BUT HE WILL THINK ABOUT IT OVER THE NEXT DAY OR TWO. | | I WILL KEEP YOU POSTED AS THINGS PROGRESS. PLEASE DO THE SAME ON YOUR END. THANKS LAURA. | | |

5/29/2015 11:38:00 AM SIGNED ACCEPTANCE THANK YOU AGAIN AND PLEASE LET ME KNOW IF YOU NEED ANY ADDITIONAL INFORMATION [REDACTED]

5/29/2015 11:40:00 AM PLEASE SEND THE PAYMENT STATEMENT FOR THE ATTACHED ACCOUNT. | | | | |

6/1/2015 1:08:00 PM PAYMENT HISTORY.

6/1/2015 1:09:00 PM CHECK TO OWNER.

6/1/2015 12:56:00 PM SIGNED ACCEPTANCE FOR 4 VEH PAYMENTS AND LENDER REQUEST FORM.

6/5/2015 12:43:00 PM CHECK # [REDACTED] FOR AMOUNT \$3,480.00 RECEIVED. | FORWARDED CHECK TO ADVOCATE FOR HANDLING.

6/8/2015 8:17:00 AM CHECK TO OWNER.

7/10/2015 10:12:00 AM SCANNED FILE N DOC CENTER

Investigation Summary Report

Category Consumer Complaints

VW's File Number

VIN

WAU43AFD5GM

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2016

Report Date

1/26/2016

Mileage

2,000

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

1/26/2016
5:47:00 PM

CUSTOMER STATES: MY BRAND NEW VEHICLE HAS BEEN IN THE DEALERSHIP FOR OVER 30 DAYS AND I WOULD LIKE TO GET OUT OF THE VEHICLE; WE HAVE BEEN LOYAL TO AUDI AND WE WOULD LIKE TO STAY WITH AUDI, BUT THIS VEHICLE IS HAVING MULTIPLE ISSUES; VEHICLE IS AT DEALER 4, THEY BELIEVE IT IS AN ISSUE WITH THE FUEL INJECTORS; THE VEHICLE LACKS POWER AND ACCELERATION AND STALLS OUT OCCASIONALLY; NOTICED ACCELERATION LAG AT THE TIME OF PURCHASE BUT DIDN'T THINK IT WAS ANYTHING TO SERIOUS; EVENTUALLY WHEN THE VEHICLE STARTED TO STALL OUT IT WAS OBVIOUS THERE WAS AN ISSUE; TOOK IT INTO DEALER 426A58 AND ITS BEEN THERE FOR OVER 30 DAYS NOW; CUSTOMER SEEKS: TO GET OUT OF 2016 A8L AND INTO A NEW 2016 A8L, 2016 A6, OR 2017 Q7; CA ADVISED: WILL SEND YOUR REQUEST FOR REPLACEMENT THROUGH THE APPROPRIATE CHANNELS AT AUDI OF AMERICA; YOU CAN EXPECT AN EMAIL ALERTING YOU YOUR INFORMATION HAS BEEN RECEIVED WITHIN 2 BUSINESS DAYS

Investigation Summary Report

Category Consumer Complaints

VW's File Number

VIN

WAUD2AFD0DN

Owner Or Fleet

Make, Model, Model Year Audi, S8, 2013

Report Date

1/22/2018

Mileage

70,252

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

1/22/2018 4:34:00 PM VON: [REDACTED] [MAILTO:[REDACTED]] | | GESENDET: SAMSTAG, 20. JANUAR 2018 17:20 | | AN: [REDACTED] (I/GP-U2) | [REDACTED] PLESE HELP | | | GOOD AFTERNOON. | | | I HOPE THIS EMAIL FINDS YOU IN A GREAT MOOD. | | | I HAD A PRIVILEGE OF BUYING MY AUDI S8. | | | NOW, FOR A MONTH, I HAVE IT AT NEW YORK (MANHATTAN) AUDI DEALERSHIP. | | IT SEEMS IT IS IMPOSSIBLE TO FIND OUT WHAT KIND OD MELFUNCTION THIS CAR HAS, IT IS STOPS ON THE MOTORWAY EVERY TIME WE DRIVE IT. | | | WOULD YOU CARE TO HELP? | | | | | | | ALL THE BEST, | | [REDACTED] | | FOUNDER & CEO | | UNIVECINC.COM | | [REDACTED] | | O. [REDACTED] | | [REDACTED] | | 11TH FLOOR | |

1/22/2018 4:35:00 PM FROM: AOA EXECUTIVE CUSTOMER SERVICE | | SENT: MONDAY, JANUARY 22, 2018 11:05 AM | | TO: SARNOFF-WOOD, MICHAEL (AIA-G23) <MICHAEL.SARNOFF-WOOD@AUDI.DE>; AOA EXECUTIVE CUSTOMER SERVICE <AOAEXECCUSTSERV@AUDI.COM> | | SUBJECT: RE: US - AUDI-2018/01-041233 - [REDACTED] | | | GOOD MORNING, MIKE! | | | WE WILL LOOK INTO THIS ONE AS WELL. I APOLOGIZE FOR MY DELAYS TODAY T1 WE ARE HAVING SOME TECHNICAL DIFFICULTY WITH OUR CRM TOOL TODAY, SO I CAN T1 GET THIS CASE STARTED UP JUST YET. HOPEFULLY IT WILL ADDRESS THIS SOON SO I CAN OPEN A FILE AND GET MOVING ON IT! | | | BEST WISHES, | | | BARBARA A. SMITTER | | EXECUTIVE CASE SPECIALIST | |

1/22/2018 4:36:00 PM FROM: SMITTER, BARBARA | | SENT: MONDAY, JANUARY 22, 2018 4:36 PM | | TO: 'DAVID DELANEY' <DAVID.DELANEY@OPENROAD.COM> | | SUBJECT: EXECUTIVE CONTACT - [REDACTED] | | | HI DAVID T1 | | | NORMALLY I WOULD REACH OUT TO THE CUSTOMER FIRST ON THESE KINDS OF CONTACTS. HOWEVER, [REDACTED] IS NOT IN OUR SYSTEM. I WANTED TO TOUCH BASE WITH YOU TO SEE IF YOU COULD ADVISE OF THE CUSTOMER T1 S VIN, AND CURRENT CONCERNS. | | | I LOOK FORWARD TO YOUR INSIGHT AS ALWAYS. | | | BEST WISHES, | | | BARBARA A. SMITTER | | EXECUTIVE CASE SPECIALIST | |

1/23/2018 11:54:00 AM FROM: DAVID DELANEY [MAILTO:DAVID.DELANEY@OPENROAD.COM] | | SENT: MONDAY, JANUARY 22, 2018 5:07 PM | | TO: SMITTER, BARBARA <EXTERN.BARBARA.SMITTER@AUDI.COM> | | SUBJECT: RE: EXECUTIVE CONTACT - [REDACTED] | | | DON T1 HAVE IT UNDER HIS NAME NO OPEN REPAIR ORDER OR HIS NAME IN HISTORY ? | | | | | |

1/23/2018 11:54:00 AM FROM: SMITTER, BARBARA | | SENT: TUESDAY, JANUARY 23, 2018 11:54 AM | | TO: 'DAVID DELANEY' <DAVID.DELANEY@OPENROAD.COM> | | SUBJECT: RE: EXECUTIVE CONTACT - [REDACTED] | | | THANK YOU DAVID T1 | | | I WILL EMAIL THE CUSTOMER TODAY TO GET FURTHER CLARIFICATION. | | | AS A MATTER OF INTEREST, APART FROM THE CUSTOMER NAME, HAVE YOU HAD AN S8 THERE FOR AN EXTENDED TIME FOR REPAIRS? | | | BARBARA A. SMITTER | | EXECUTIVE CASE SPECIALIST | |

1/23/2018 3:15:00 PM FROM: SMITTER, BARBARA | | SENT: TUESDAY, JANUARY 23, 2018 3:15 PM | | TO: [REDACTED] <[REDACTED]> | | SUBJECT: RE: AUDI S8 | | | DEAR [REDACTED] | | | THANK YOU FOR CONTACTING AUDI AG REGARDING YOUR AUDI S8. AS AUDI OF AMERICA IS RESPONSIBLE FOR THE SALES AND SERVICE OF AUDI VEHICLES HERE IN THE UNITED STATES, YOUR MESSAGE WAS SENT ALONG TO ME IN ORDER TO RESEARCH YOUR CONCERNS. PLEASE ACCEPT THIS RESPONSE ON BEHALF OF MY ESTEEMED COLLEAGUES IN GERMANY. | | | IN ORDER TO BEST ASSIST YOU, I WILL NEED TO GATHER SOME ADDITIONAL INFORMATION FROM YOU. I WAS NOT ABLE TO LOCATE A VEHICLE OR CUSTOMER PROFILE FOR YOU BASED ON THE CONTACT INFORMATION YOU T1 VE PROVIDED TO US. IT WOULD HELP ME TO MOVE FORWARD THROUGH MY DUE DILIGENCE IF YOU HAVE A VEHICLE IDENTIFICATION NUMBER (VIN) FOR YOUR VEHICLE. YOU ADVISED IN YOUR MESSAGE THAT YOUR VEHICLE IS AT AUDI MANHATTAN FOR SERVICE AS WELL. IS THERE A PARTICULAR ADVISOR WITH WHOM YOU HAVE BEEN WORKING? | | | I WILL LOOK FORWARD TO HEARING BACK FROM YOU SO THAT I CAN FURTHER RESEARCH YOUR VEHICLE CONCERNS, AND SEEK OPPORTUNITIES TO HELP EXPEDITE THE REPAIR PROCESS. I AM MOST EASILY REACHED VIA RETURN EMAIL, BUT PLEASE FEEL FREE TO CONTACT ME BY TELEPHONE AT [REDACTED] IF YOU WOULD PREFER TO SPEAK WITH ME PERSONALLY. | | | BEST WISHES, | | | BARBARA A. SMITTER | | EXECUTIVE CASE SPECIALIST | |

Investigation Summary Report

Category Consumer Complaints

| | | | | |
|-------------------------|-----------------|--------------|------------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAUD2AFD0DN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S8, 2013 | | | |
| Report Date | 1/22/2018 | Mileage | 70,252 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

1/23/2018 4:08:00 PM FROM: [REDACTED] [MAILTO: [REDACTED]] | SENT: TUESDAY, JANUARY 23, 2018 3:40 PM | TO: SMITTER, BARBARA <EXTERN.BARBARA.SMITTER@AUDI.COM> | SUBJECT: RE: AUDI S8 | | | DEAR BARBARA, | HOW ARE YOU? | | I CAN NOT THANK YOU ENOUGH FOR THIS GESTURE OF YOURS. | I UNDERSTAND HOW BUSY YOU ARE, ESPECIALLY TO BE HELPING WITH SUCH A SMALL PROBLEM OF MINE. | | I HAD BEEN ABLE TO LAY MY HANDS ON THE GEICO INSURANCE POLICY FOR THE CAR - PLEASE SEE THE ATTACHED FILE. | IF YOU FIND A MOMENT, IS SEEMS THAT GUYS JUST CAN NOT FIND OUT WHAT THE PROBLEM IS. | | THANK YOU A LOT!!!! | GOD BLESS YOU!!! | ALWAYS YOUR FRIEND | | | | | | | | | | | | | | | | | | | | ALL THE BEST, | [REDACTED] | |

1/23/2018 4:09:00 PM FROM: SMITTER, BARBARA | SENT: TUESDAY, JANUARY 23, 2018 4:10 PM | TO: 'DAVID DELANEY' <DAVID.DELANEY@OPENROAD.COM> | SUBJECT: RE: EXECUTIVE CONTACT - [REDACTED] | | | HI DAVID | | | I HEARD BACK FROM THE CUSTOMER. THE VIN HE SHARED WITH ME IS: | | | WAUD2AFD0DN [REDACTED] | | | IS THIS VEHICLE WITH YOU? | | | BEST WISHES, | | | BARBARA A. SMITTER | EXECUTIVE CASE SPECIALIST | |

1/23/2018 4:12:00 PM FROM: SMITTER, BARBARA | SENT: TUESDAY, JANUARY 23, 2018 4:12 PM | TO: [REDACTED] <[REDACTED]> | SUBJECT: RE: AUDI S8 | | | DEAR [REDACTED] | | | THANK YOU FOR YOUR EXPEDIENT RESPONSE. IT IS SINCERELY APPRECIATED. I HAVE REACHED OUT TO OUR PARTNERS AT AUDI MANHATTAN TO SEEK INSIGHT ON THE CURRENT DIAGNOSIS OF YOUR VEHICLE. I WILL USE THIS INFORMATION TO CONTINUE MY RESEARCH. I WILL BE IN TOUCH WITH YOU BEFORE CLOSE OF BUSINESS ON FRIDAY, JANUARY 25 TO PROVIDE AN UPDATE. | | | BEST WISHES, | | | BARBARA A. SMITTER | EXECUTIVE CASE SPECIALIST | |

1/24/2018 5:24:00 PM FROM: DAVID DELANEY [MAILTO:DAVID.DELANEY@OPENROAD.COM] | SENT: WEDNESDAY, JANUARY 24, 2018 9:55 AM | TO: SMITTER, BARBARA <EXTERN.BARBARA.SMITTER@AUDI.COM> | SUBJECT: RE: EXECUTIVE CONTACT - [REDACTED] | | | HEY BARBARA, 2ND TIME CAR HAS BEEN HERE FIRST VISIT JUST TO PROGRAM KEYS A FEW MONTHS BACK. NO START CONDITION MASTER GUILD TECH HAS BEEN CHECKING HAS SOME VERY ODD PROBLEMS. TECH FOLLOWED A TSB FOR A NOISY BREATHER AND INSPECTED FOR VACUUM LEAKS FOR SEVERAL HOURS. TAC OPENED AND THEY ARE SUGGESTING REPLACING TURBO [REDACTED]S WHICH CLIENT WAS GIVING ESTIMATE ON MONDAY. I DON'T FEEL THAT IS THE ANSWER AND I ADVISED WRITER THERE MAY BE OTHER PROBLEMS INTERNALLY WITH ENGINE TIMING OR INTERMITTENT HARNESS PROBLEM. CLIENT WAS ADVISED \$10,000 ESTIMATE AND IT MAY JUST BE THE BEGINNING. CLIENT ASKED FOR A COUPLE DAYS TO DECIDE IF HE WANTS TO FIX. 2013 WITH 70,252 MILES | |

1/24/2018 5:24:00 PM FROM: SMITTER, BARBARA | SENT: WEDNESDAY, JANUARY 24, 2018 5:24 PM | TO: 'DAVID DELANEY' <DAVID.DELANEY@OPENROAD.COM> | SUBJECT: RE: EXECUTIVE CONTACT - [REDACTED] | | | DAVID | | | THANKS FOR THE INFO | | I REALLY APPRECIATE IT. I WILL REACH OUT TO THE CUSTOMER AS WELL TO LET HIM KNOW THAT WE HAVE BEEN INVOLVED IN DIAGNOSING HIS VEHICLE THROUGH OUR TECHNICAL SUPPORT TEAM. WE WILL WAIT TO SEE WHAT HIS DECISION IS. | | | BEST WISHES, | | | BARBARA A. SMITTER | EXECUTIVE CASE SPECIALIST | |

1/25/2018 4:49:00 PM FROM: [REDACTED] [MAILTO: [REDACTED]] | SENT: THURSDAY, JANUARY 25, 2018 3:03 PM | TO: SMITTER, BARBARA <EXTERN.BARBARA.SMITTER@AUDI.COM> | SUBJECT: RE: AUDI S8 | | | DEAR BARBARA, | I CAN NOT THANK YOU ENOUGH. | I HOPE WE COULD HEAR FROM OMEONE WHO KNOS THESE CARS WHAT KIND OF REPAIR THIS CAR NEEDS. | MY DAUGHTER IS LEADING [REDACTED] ENTERTAINMENT COMPANY AND SHE HAS OVER 17 MILLION FOLLOWERS - SHE WAS HOPING TO DO A REPORT ON THIS AUDI. | | THANK YOU AGAIN. | | | ALL THE BEST, | [REDACTED] | |

1/25/2018 4:50:00 PM FROM: SMITTER, BARBARA | SENT: THURSDAY, JANUARY 25, 2018 4:50 PM | TO: [REDACTED] <[REDACTED]> | SUBJECT: RE: AUDI S8 | | | DEAR [REDACTED] | | | THANK YOU FOR YOUR EMAIL. I HAVE BEEN IN CONTACT WITH THE DEALERSHIP ABOUT YOUR VEHICLE, AND AT THIS POINT IT MAY BE BEST IF WE SPEAK ON THE PHONE. IS THERE A TELEPHONE NUMBER AND TIME AT WHICH YOU CAN BEST BE REACHED? | | | BEST WISHES, | | | BARBARA A. SMITTER | EXECUTIVE CASE SPECIALIST | | |

1/31/2018 11:55:00 AM ES LVMM: SORRY WE MISSED ONE ANOTHER; WOULD WELCOME THE OPPORTUNITY TO SPEAK WITH YOU PERSONALLY; PLEASE RETURN MY CALL AT [REDACTED]

1/31/2018 12:00:00 PM CAR FAX IN DOC CENTER

Investigation Summary Report

Category Consumer Complaints

VW's File Number

VIN

WAUD2AFD0DN

Owner Or Fleet

Make, Model, Model Year Audi, S8, 2013

Report Date

1/22/2018

Mileage

70,252

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

1/31/2018 9:49:00 AM FROM: [REDACTED] [MAILTO: [REDACTED]] | | SENT: FRIDAY, JANUARY 26, 2018 12:30 AM | | TO: SMITTER, BARBARA <EXTERN.BARBARA.SMITTER@AUDI.COM> | | SUBJECT: RE: AUDI S8 | | | DEAR BARBARA. | | | SORRY FOR ANSWERING SO LATE. WE WERE DEPLOYING OUR GLOBAL MARKETING PLATFORM FOR THE 68 COUNTRIES TODAY AND WERE VERY BUSY ALL DAY. | | | I CANNOT THANK YOU ENOUGH FOR THE HELP WITH THIS AUDI. | | | WE HAVE BEEN HAVING PROBLEMS SINCE SEPTEMBER OF 2016 AND THE CAR WAS BEING REPAIRED AT ANOTHER DEALERSHIP IN MARYLAND PRIOR TO THIS. WE WERE INFORMED YESTERDAY THAT THE CAR COMPUTER DOES NOT INDICATE ANY PROBLEMS AND WE HAVE TO REPLACE NOW THE TWO TURBOS (EVEN THOU THE ONE IS WORKING OK). | | | WE WERE ALSO TOLD THAT THIS CAN ONLY BE THE BEGINNING OF OUR PROBLEMS WITH THIS CAR - AND THIS STATEMENT IS MAKING US FEEL NOT SO GOOD. | | | WE RATHER THOUGHT THAT AUDI IS A QUALITY BRAND. | | | I AM THRILLED TO HAVE THIS OPPORTUNITY TO BE SPEAKING WITH YOU ON FRIDAY. | | PLEASE FEEL FREE TO CALL MY CELL: [REDACTED] THE BEST TIME IS BETWEEN 11 AM AND 1 PM. | | | THANK YOU AGAIN. | | | | | | | | ALL THE BEST, | | [REDACTED] | | FOUNDER & CEO | |

2/2/2018 5:06:00 PM CUSTOMER LVMM SEEKING TO KNOW ES INTEREST LEVEL IN ASSISTING. ES TO CONTACT CUSTOMER.

2/2/2018 5:07:00 PM ES LVMM SEEKING TO SPEAK WITH CUSTOMER REGARDING S8

2/6/2018 4:32:00 PM FROM: SMITTER, BARBARA | | SENT: TUESDAY, FEBRUARY 06, 2018 4:32 PM | | TO: [REDACTED] <[REDACTED]> | | SUBJECT: RE: AUDI S8 | | | DEAR [REDACTED] | | | I APOLOGIZE THAT WE HAVE NOT BEEN ABLE TO CONNECT TO DISCUSS YOUR CONCERNS PERSONALLY. WHILE I WOULD PREFER AN OPPORTUNITY TO SPEAK WITH YOU, I WILL SHARE MY FINDINGS AND OUR POSITION WITH YOU IN THIS EMAIL. | | | WE DID REACH OUT TO AUDI MANHATTAN TO DISCUSS YOUR CONCERNS. I WAS ADVISED THAT THEY HAVE FOUND THAT YOUR VEHICLE CERTAINLY NEEDS REPAIRS, BUT THAT THE DEALERSHIP NEEDS ADDITIONAL TIME TO FULLY DIAGNOSE YOUR CONCERN TO DETERMINE THE PROPER REPAIRS. | | | I UNDERSTAND THAT YOU ARE HOPING AUDI COULD ASSIST WITH THE COST OF YOUR REPAIR NEEDS. WHEN WE EVALUATE A REQUEST FOR ASSISTANCE OUTSIDE OF THE TERMS OF THE NEW VEHICLE LIMITED WARRANTY, WE LOOK AT MANY FACTORS INCLUDING YOUR OWNERSHIP HISTORY, THE MAINTENANCE HISTORY OF THE VEHICLE DURING YOUR OWNERSHIP, AND THE EXACT REPAIR NEEDS AMONG OTHER CONCERNS. WE ARE NOT ALWAYS ABLE TO CONTRIBUTE TOWARD THE COST OF ANY REPAIRS. IN THIS SITUATION, YOU WOULD FIRST NEED TO AUTHORIZE A FULL DIAGNOSIS SO THAT WE CAN DETERMINE IF OFFERING TO ASSIST WITH THE COST WOULD BE SOMETHING WE CAN DO. THE BEST COURSE OF ACTION AT THIS STAGE WOULD BE FOR YOU TO CONTACT AUDI MANHATTAN TO DISCUSS THE CURRENT STATUS OF YOUR VEHICLE. PLEASE FEEL FREE TO CONTACT ME WITH ADDITIONAL QUESTIONS. | | | BEST WISHES, | | | BARBARA A. SMITTER | | EXECUTIVE CASE SPECIALIST | |

2/8/2018 6:57:00 PM FROM: [REDACTED] [MAILTO: [REDACTED]] | | SENT: TUESDAY, FEBRUARY 06, 2018 11:19 PM | | TO: SMITTER, BARBARA <EXTERN.BARBARA.SMITTER@AUDI.COM> | | SUBJECT: RE: AUDI S8 | | | DEAR BARBARA. | | | THANK YOU FOR YOUR ANSWER. | | I REALLY APPRICIATE YOUR TIME. | | | WE ARE IN PROCESS OF SPEAKING WITH AUDI OF MANHATTAN. | | I WOULD LIKE TO ASK YOU TO SPEAK WITH ME AGAIN AFTER WE AUTHORIZE THE REPAIRES, MAYBE YOU WOULD BE COMPELLED TO LOOK IN TO THIS SITUATION WITH A POSITIVE ATTITUDE. | | WE ON THE OTHER HAND WILL BE ABLE TO RSIPRICATE WITH POSITIVE COVERAGE ON OUR MEDA PLATFORM COVERING ABOUT 250 MILLION PEOPLE WORLDWIDE. | | MAYBE WE COULD HELP ONE ANOTHER. | | | THANK YOU AGAIN. | | | | | | | | ALL THE BEST, | | | [REDACTED] - FOUNDER & CEO | |

Investigation Summary Report

| Category | Consumer Complaints | | | |
|--------------------------------|--|---------------------|-------------------------|---------------------------|
| VW's File Number | [REDACTED] | VIN | WAUR2AFD2DN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 3/23/2018 | Mileage | 53,500 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 3/23/2018 2:10:00 PM | I WAS CALLING BECUASE I KEEP HAVE A RE OCCURRING ISSUE WITH MY VEHICLEI VE TAKING IT TO TWO DEALER SHIP AND IVE LOST CONFIDENCE THAT THE DEALERSHIP KNOW HOW TO REPAIR AND FIX MY VEHICLEI AM VERY UNHAPPY AND SOME ONE NEEDS TO FIX MY CAR IVE TRIED REACHING OUT TO THE DEALERSHIP AND I GET NO RETURN PHONE CALLS FROM MIKE I AM LOSING CONFIDENCE IN THE BRAND IVE SPENT 31 DAYS TRYING TO HAVE THIS SAME ISSUE RESLOVED IT STARTED WITH THE CHECK ENGINE LIGHT AND AND IT JUST STOPPED IN THE MIDDLE OF THE STREET AND BECAME IN OPERAABLE WHEN I WAS VISITING MY MOTHER CA ADVISED WE APPRECIATE THAT YOU HAVE TAKEN THE TIME TO REACH OUT TO US TO PROVIDE US WITH THIS VALUABLE FEEDBACK, AND YOUR QUESTIONS AND CONCERNS HAVE BEEN DOCUMENTED.IF YOU FEELS THAT THE VEHICLE HAS CONCERNS THAT HAVE NOT BEEN ADDRESSED, THE CXC CAN ALERT THE SERVICE MANAGER FOR CUSTOMER CONCERNS REGARDING WORKMANSHIP IN AN EFFORT TO REPAIR THE FRACTURED DEALER/CUSTOMER RELATIONSHIP; AT THIS TIME, I WOULD ENCOURAGE YOU TO CONTINUE WORKING WITH AUDI DEALER FOR ANY NEEDED RESOLUTIONS; DEALER IS ALSO IN BEST POSITION TO ADDRESS ANY WORKMANSHIP CONCERNS DIRECTLY WITH CUSTOMER CUST STATES PLEASE HAVE THEM CALL ME CA ADVISED I WILL FOLLOW UP WITH YOU IN TWO DAYS | | | |
| 3/27/2018 1:37:00 PM | CUSTOMER ADVOCATE TO CALL THE DEALER ABOUT THE CASE FOR THE TIRES CUSTOMER ADVOCATE TO LEAVE A MESSAGE WITH SERVICE ADVISOR FOR MICHAEL TO CALL BACK | | | |
| 3/28/2018 4:13:00 PM | CUSTOMER ADVOCATE TO REAH OUT THE DEALER FOR A FOLLOW UP ON THE CASE DEALER STATES I'VE TALKED TO THE CUSTOMER AND EVERYTHING IS BEING TAKING CARE OF I AM HAVING THE TURBO CHARGERS REPLACED FROM A FAULTY REPAIR HE HAD DONE AT ANOTHER SHOP BUT HE IS SQUARED AWAY CA ACCEPTS NO FURTHER ACTIONS | | | |
| 3/28/2018 4:20:00 PM | CUSTOMER ADVOCATE TO TRY TO REACH OUT THE CUSTOMER TO FOLLOW UP ON THE CASE CUSTOMER ADVOCATE TO CLOSE PENDING CUSTOMER CALL BACK | | | |
| 3/28/2018 8:42:00 AM | DEALER: CALLING CXC BACK; HOW CAN HELP; I HAVE BEEN TALKING TO CUSTOMER DAILY; CUSTOMER ADVOCATE: NOTES REFLEX LACK OF DEALERSHIP CONTACT; GOOD TO HEAR. DEALER: MY DIRECT LINE IS 215-392-9893. CUSTOMER ADVOCATE: I WILL SPEAK WITH OCA WHEN SHE ARRIVES AND HAVE HER REACH OUT TO YOU TODAY. DEALER: WE ARE WORKING ON GETTING CUSTOMER ESTIMATE OF REPAIRS. CUSTOMER ADVOCATE: GREAT; OCA REVIEW; AND CALL DEALER BACK | | | |

Investigation Summary Report

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|--------------------------------|--|---------------------|-------------------------|---------------------------|
| Category | Consumer Complaints | | | |
| VW's File Number | [REDACTED] | VIN | WAUJ2AFC9DN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S6, 2013 | | | |
| Report Date | 4/18/2018 | Mileage | 48,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 4/18/2018 3:58:00 PM | <p>CUSTOMER STATES: HAVE A 2013 S6; LOVE THE CAR SO MUCH AND HAS BEEN GREAT UP UNTIL 2 DAYS AGO WHEN WIFE WAS DRIVING IT AN HOUR AND A HALF AWAY FROM HOME AND THE CAR STOPPED WHILE DRIVING. BOTH TURBOS HAVE GONE, WOULD LIKE TO UNDERSTAND WHAT IS GOING ON. CUSTOMER ADVOCATE STATES: AM SORRY TO HEAR THAT; WHERE IS VEHICLE NOW? CUSTOMER: AUDI WILMINGTON. VEHICLE ONLY HAS 48,000 MILES; WANTING TO UNDERSTAND HOW THIS COULD HAPPEN? CUSTOMER ADVOCATE STATES: WE RELY ON DEALER FOR DIAGNOSIS REGARDING SPECIFIC VEHICLE. WHAT WAS THE DIAGNOSIS? CUSTOMER STATES: NO FAULT CODES NO WARNING LIGHTS BUT TURBO NEED TO BE REPLACED \$6,000 PARTS PLUS \$3,000 LABOR. FROM A QUALITY PERSPECTIVE HOW COULD THAT HAPPEN? I SAW ONLINE I'M NOT THE ONLY ONE. CUSTOMER ADVOCATE STATES: I CHECKED VIN, NO OPEN RECALLS AND ONLY ONE WARRANTY EXTENSION LEFT FOR NVLD IF YOU HAVE THAT CONCERN SO NO APPLICABLE TRENDS OR ANYTHING ASSOCIATED WITH YOUR VIN. WE CANNOT SPEAK TO WHY THIS WOULD HAPPEN; IS THERE SOMETHING WE CAN ASSIST WITH? CUSTOMER: I WOULD LIKE FOR AUDI TO COVER PARTS AND I WILL COVER LABOR. CUSTOMER ADVOCATE SEEKS IF CUSTOMER HAS REQUESTED ANY ASSISTANCE FROM DEALER LEVEL? CUSTOMER: NO, I DIDN'T KNOW THAT WAS AN OPTION TO NEGOTIATE. CUSTOMER ADVOCATE STATES: JUST CURIOUS BECAUSE WHEN VEHICLE IS OUTSIDE WARRANTY AND A REQUEST FOR ASSISTANCE IS MADE WE WOULD REVIEW WITH DEALER AND ANY OFFER IS ON BEHALF OF BOTH DEALER/AOA. WHO ARE YOU WORKING WITH? HOW LONG HAVE YOU OWNED VEH? CUST: JESSICA AND OWNED FOR 2.5 YEARS. CA STATES: WE CANNOT MAKE ANY GUAANTEES BUT WOULD CONSIDER AGE, MILEAGE, SERVICE HISTORY, DEALER LOYALTY AND BRAND LOYALTY. CAN CERTIANLY REVIEW THIS WITH DEALER FOR YOUR REQUEST. I CAN FOLLOW UP MONDAY FOR AN UPDATE BUT WILL TAKE ADDITIONAL TIME FROM THERE. CUST THANKS. CA TO ASSIGN FOR RCE REVIEW.</p> | | | |
| 4/18/2018 4:18:00 PM | <p>BUSINESS CASE (WHY YOU THINK THE CUSTOMER SHOULD, OR SHOULD NOT BE ASSISTED): VEH SERIVED ON TIME (VIA AUDI CARE); CUSTOMER IS TRAVELING AND HAD TURBOS GO OUT ON WIFE WHILE DRIVING; CUSTOMER STILL SEEKING TO CONTRIBUTE TOWARDS LABOR. IS THERE A PREVIOUS CASE FOR THIS CONCERN (PLEASE PROVIDE ALL RELATED CASE NUMBERS)? NA NEW, CPO, USED: USED PURCHASED OR LEASED? PURCHASE WHERE WAS THE VEHICLE PURCHASED? IND. PURCHASE/LEASE DATE: 2.5 YEARS HOW MANY MILES AT TIME OF PURCHASE? 25K # OF AUDIS IN THE FAMILY (INCLUDE VINS): NA SERVICING DEALER(S): AUDI ALLENTOWN DOES THE CUSTOMER HAVE AN EXTENDED SERVICE CONTRACT OR EXTENDED WARRANTY? AUDI CARE BRIEF SUMMARY OF THE CONCERN: VEHICLE STOPPED WHILE DRIVING IS THERE A CURRENT DIAGNOSIS FROM AN AUTHORIZED AUDI DEALERSHIP (WITHIN 30 DAYS)? Y WHAT IS THE DIAGNOSIS? BOTH TURBOS NEED TO BE REPLACED SERVICE AND MAINTENANCE HISTORY AT DEALERSHIP: TRAVELING; NO HISTORY WITH AUDI WILMINGTON HOW LONG HAS THE VEHICLE BEEN DOWN? 2 DAYS MULTIPLE REPAIRS? NA HAS DEALERSHIP ORDERED THE SAME PART MULTIPLE TIMES? NA WHAT IS THE REPAIR ESTIMATE? \$6,000 PARTS \$3,000 LABOR WHO, IF ANYONE, HAS THE CUSTOMER BEEN WORKING WITH AT THE DEALER (SERVICE ADVISOR, SERVICE MANAGER, SHOP FOREMAN, GENERAL MANAGER)? JESSICA HAS THE CUSTOMER ASKED THE DEALER FOR ASSISTANCE? NA OFFER PRESENTED TO CUSTOMER: NA WHAT IS THE CUSTOMER SEEKING?: AOA/DLR PAY PARTS \$6,000 AND CUSTOMER PAY LABOR \$3,000 ADDITIONAL DOCUMENTATION CUSTOMER MAY HAVE TO HELP WITH BUSINESS CASE: NA ARE THERE ANY EXTRAORDINARY CIRCUMSTANCES TO CONSIDER ON CUSTOMER'S BEHALF (MILITARY, TRAVELING, EMERGENCIES, ETC.)? TRAVELING</p> | | | |
| 4/18/2018 4:18:00 PM | <p>PER ELSA PRO 45K SERVICE 12/21/2017 AT 44,728 MILES AT AUDI ALLENTOWN 35K SERVICE 12/27/2016 AT 34,924 MILES AT AUDI ALLENTOWN PRIOR TO OWNERSHIP: 25K SERVICE 7/20/2015 AT 19,991 MILES AT AUDI WYNNEWOOD 15K SERVICE 7/3/2014 AT 11,698 MILES AT AUDI WYNNEWOOD 5K SERVICE 6/19/2013 AT 5,065 MILES AT AUDI WYNNEWOOD</p> | | | |
| 4/23/2018 10:35:00 AM | <p>CA ADVISED; FOLLOWING UP; CASE IS BEING REVIEWED; SENT UP FOR FURTHER REVIEW. EITHER MYSELF OR A COLLEAGUE WILL BE REACHING OUT IN THE NEXT FEW DAYS. CUST THANKS CUST STATES: WILL CALL DEALER NOW AND LET THEM KNOW. RCE TO REVIEW</p> | | | |
| 4/23/2018 2:56:00 PM | <p>RCE REVIEWED, CONTACT DEALER.</p> | | | |
| 4/23/2018 3:08:00 PM | <p>RCE FORWARDED CUSTOMER REQUEST FOR REPAIR ASSISTANCE</p> | | | |

Investigation Summary Report

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|--------------------------|---|--------------|------------------|--------------------|
| Category | Consumer Complaints | | | |
| VW's File Number | [REDACTED] | VIN | WAUJ2AFC9DM | [REDACTED] |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S6, 2013 | | | |
| Report Date | 4/18/2018 | Mileage | 48,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| 4/23/2018 8:13:00 AM | TEAM LEAD ASSIGNING TO RCE TO REVIEW FOR GOODWILL REPAIR ASSISTANCE OF BOTH TURBOS; COST - \$6,000 PARTS \$3,000 LABOR; CUSTOMER IS THE SECOND OWNER, VEHICLE PURCHASED FROM INDEPENDENT DEALER; HAS ONLY SERVICED WITH DEALER FOR AUDI CARE, OTHER SERVICE DONE WITH INDEPENDENT; | | | |
| 4/24/2018 3:13:00 PM | SM STATES VEHICLE HAS DAMAGED IMPELLER FINS ON TURBO CAUSIING NO START CONCERN, INTERNAL FAILURE. SM TO REVEIW WITH AASM FOR VOLUNTARY ASSISTANCE AND FOLLOW UP WITH CUSTOMER. WAIT FIELD | | | |
| 4/26/2018 12:33:00 PM | HI LARRY, [REDACTED] 2013 S6 48,000 MILES WAUJ2AFC9DM [REDACTED] TURBOCHARGER I AM FOLLOWING UP ON [REDACTED] CASE. DID YOU HAVE THE OPPORTUNITY TO REVIEW HIS DIAGNOSIS WITH ANDREW AND WERE WE ABLE TO OFFER ASSISTANCE TOWARDS THE COST OF REPAIRS? WAIT FIELD | | | |
| 4/26/2018 3:32:00 PM | AASM SEEKING PREVIOUS SERVICE HISTORY. EMAIL FIELD, | | | |
| 4/26/2018 3:37:00 PM | RCE FORWARDED CARFAX AND SERVICE INFO FROM ELSA. WAIT FIELD. | | | |
| 4/27/2018 3:31:00 PM | VM SENT TODAY AT 2:42 PM [REDACTED] CALLING; WE SPOKE MONDAY ABOUT 2013 S6 WAS HOPING TO HEAR BACK FROM AUDI THIS WEEK BASED ON DISCUSSION ON MONDAY; [REDACTED]; SEEKING UPDATE THANK YOU | | | |
| 4/27/2018 3:34:00 PM | CUSTOMER ADVOCATE STATES: COLLEAGUE HAS CONTACTED DEALER/AOA RESOURCES; AWAITING FINAL DECISION; WOULD EXPECT TO HEAR EARLY NEXT WEEK CUSTOMER THANKS. RCE TO WAIT FOR FIELD. | | | |
| 4/30/2018 11:51:00 AM | SEEKING FEEDBACK ON CUSTOMER REQUEST FOR REPAIRS ASSISTANCE ON TURBOCHARGER. WAIT REPLY | | | |
| 4/30/2018 11:53:00 AM | DEALER WILL BE CONTACTING THE CUSTOMER TO MAKE OFFER. REPAIRS WILL BE COVERED BY AUDI. RCE TO CALL CUSTOMER | | | |
| 5/1/2018 11:15:00 AM | CUST CONFIRMED DLR CONTACTED CUST 4/30, REPAIRS ARE BEING COVERED 100%. NO FURTHER ACTION. | | | |

Investigation Summary Report

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|--------------------------------|---|---------------------|-------------------------|---------------------------|
| Category | Consumer Complaints | | | |
| VW's File Number | [REDACTED] | VIN | WAUA2AFD1DN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 5/21/2018 | Mileage | 57,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 5/21/2018 8:50:00 PM | CUSTOMER STATES/SEEKS: I WANTED TO UPDATE MY CASE. CUSTOMER ADVOCATE STATES: OKAY WHAT WOULD YOU LIKE ME TO ADD? CUSTOMER STATES: SO I DO NOT UNDERSTAND WHY YOU ARE NOT CHALLENGING THE DEALERSHIP? I MEAN WHAT VEHICLE HAS BOTH TURBOCHARGERS GO OUT AT THE SAME TIME. I WANT YOU TO CALL ANOTHER DEALERSHIP TO ASK THEM IF THEY AGREE AT WHAT HAPPENED WITH MY VEHICLE. CUSTOMER ADVOCATE STATES: I AM SORRY THAT YOU ARE HAVING THESE ISSUES WITH THE VEHICLE. IF YOU WOULD LIKE ME TO CALL A DEALERSHIP I CAN BUT, I WILL TELL YOU RIGHT NOW THAT THEY WILL TELL ME THAT THEY WOULD NOT BE ABLE TO ANSWER TO HYPOTHETICAL AND THAT YOU WILL NEED TO BRING THE VEHICLE IN. AS TO WHY WE ARE NOT CHALLENGING OUR DEALERSHIP BECAUSE THEY ARE PROPERLY TRAINED TO WORK ON THE VEHICLE. WE MAY KNOW SOMETHINGS THAT THEY DO BUT WE DO NOT KNOW HOW TO FIX THE VEHICLE. WE CANNOT SEE THE VEHICLE OR TOUCH THE VEHICLE. WE RELY ON THEM FOR A DIAGNOSIS. CUSTOMER ACCEPTS. OCA TO CONTINUE. | | | |
| 5/21/2018 9:09:00 AM | CUSTOMER SEEKS/STATE: AUDI MENDHAM HAS MY CAR; WHILE TRAVELING THIS WEEKEND; 2013 A8; CAR SHUT DOWN; DID NOT START BACK UP; CALLED 911; BAD SPOT TO BREAK DOWN; TOWED TO DEALERSHIP; DEALER CALLED; SAID THEY NEVER SEEN THIS BEFORE TURBO CHARGED FAILED \$8500 TO FIX; 57K; CUSTOMER SEEKS: EXPLANATION OF VEHICLE PART FAILURE; REPAIR ASSISTANCE. CUSTOMER ADVOCATE: WE VERY MUCH APPRECIATE YOUR CONTACT AND LOYALTY TO THE BRAND. WHEN A VEHICLE FALLS OUTSIDE OF APPLICABLE WARRANTIES OR RECALLS, ALL REPAIRS BECOME THE OBLIGATION OF THE VEHICLE OWNER. OUR DEALERS ARE EMPOWERED BY AUDI TO EVALUATE FOR VOLUNTARY REPAIR ASSISTANCE. THIS EVALUATION INCLUDES BUT IS NOT LIMITED TO THE AGE/MILEAGE OF THE VEHICLE, THE COST OF REPAIRS, AND LOYALTY TO THE DEALER AND THE AUDI BRAND. WE WILL ALERT YOUR SERVICING DEALER OF YOUR REQUEST, WITH NO PROMISE THAT ASSISTANCE WILL BE OFFERED; 3-7 BUS DAYS FOR THIS REVIEW. CUSTOMER: ACCEPTS CUSTOMER ADVOCATE: TEAM LEAD REVIEW | | | |
| 5/21/2018 9:10:00 AM | IS THERE A PREVIOUS CASE: NO NEW, CPO, USED: USED PURCHASED OR LEASED: PURCHASE PURCHASED FROM: INDEPENDENT PURCHASE/LEASE DATE: 3/2017 MILES AT PURCHASE: 36K # OF AUDIS (INCLUDE VINS): CURRENT SERVICING DEALER(S): AUDI ERIE EXTENDED SERVICE CONTRACT OR EXTENDED WARRANTY: NO BRIEF SUMMARY OF THE CONCERN: VEH AT AUDI MENDHAM; ALSO KNOWN AS AUDI BRIDGEWATER; NO DLR CODE FOR AUDI MENDHAM; TURBO FAILURE; REPAIR 2 TURBOS AT CUST PAY CURRENT DIAGNOSIS: YES WHAT IS THE DIAGNOSIS: REPLACE 2 TURBOS SERVICE AND MAINTENANCE AT DEALERSHIP: NOT THIS DEALERSHIP - CUSTOMER WAS TRAVELING WHEN VEH SHUT DOWN HOW LONG HAS THE VEHICLE BEEN DOWN: 3 DAYS MULTIPLE REPAIRS: NO HAS DEALERSHIP ORDERED THE SAME PART MULTIPLE TIMES: NO REPAIR ESTIMATE: \$8,400 WORKING WITH AT THE DEALER: JASON [REDACTED] OFFER TO CUSTOMER: NONE CUSTOMER SEEKING: REPAIR ASSISTANCE (OUTSIDE OF BASE WARRANTY) EXTRA DOCUMENTATION CUSTOMER MAY HAVE TO HELP BUSINESS CASE: NO EXTRA CIRCUMSTANCES TO CONSIDER: NO BUSINESS CASE: LOW MILEAGE | | | |
| 5/21/2018 9:24:00 AM | CA: WHAT IS YOUR DLR ID? DLR: WE WORK WITH AUDI MENDHAM; 973-453-2751; I WILL TRANSFER YOU NOW CARRIE: I WILL TRANSFER YOU TO SERVICE; 408B59 SAME AS AUDI BRIDGEWATER; I WILL TRANSFER YOU NOW TO AUDI MENDHAM; DISCONNECTED; RECALL | | | |
| 5/21/2018 9:30:00 AM | CUSTOMER ADVOCATE: AUDI MENDHAM SERVICE; I UNDERSTAND YOU ARE AFFILIATED WITH AUDI BRIDGEWATER. DLR: YES WE ARE; SAME DEALER ID; I WILL TRANSFER YOU NOW TO SERVICE; ALL SERVICE ADVISORS ARE WITH CUSTOMER. CA: I CAN HOLD; NO ANSWER | | | |
| 5/21/2018 9:34:00 AM | CA: SIR, I WAS NOT ABLE TO SPEAK WITH ANYONE; AUDI MENDHAM NUMBER IS 973-453-2751; ALL AGENTS WERE BUSY. CUST: ACCEPTS I WILL CALL THEM BACK LATER. CA: [REDACTED] IS YOUR REFERENCE NUMBER; TL REVIEW FOR REPAIR ASSISTANCE | | | |
| 5/21/2018 9:41:00 AM | NOTE: AUDI MENDHAM HAS SAME DLR ID AS AUDI BRIDGEWATER | | | |
| 5/22/2018 11:08:00 AM | (LYNC SUMMARY) TEAM LEAD REVIEWED FILE. RCE STATES THAT THE CUSTOMER PURCHASED THE VEHICLE USED AS IS FROM AN INDEPENDENT; HAS NOT BUILT A RELATIONSHIP WITH AOA OR THE DEALER TO SOLIDIFY SPENDING GOODWILL MONEY. TEAM LEAD TO ASSIGN TO CUSTOMER ADVOCATE. | | | |

Investigation Summary Report

| | | | | |
|--------------------------|--|---------------------|------------------|--------------------|
| Category | | Consumer Complaints | | |
| VW's File Number | [REDACTED] | VIN | WAUA2AFD1DN | [REDACTED] |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 5/21/2018 | Mileage | 57,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| 5/22/2018 11:11:00 AM | <p>TL REVIEWED FOR : TURBOCHARGER REPAIR ASSISTANCE TL BROUGHT THIS TO THE ATTENTION OF: THE RCE THE OUTCOME IS: THERE IS NO BUSINESS CASE FOR ASSISTANCE RCE INDICATES CANNOT MEET EXPECTATION DUE TO: THE FACT THAT THE VEHICLE WAS PURCHASED USED AS IS; NO EXPECTATION OF ASSISTANCE FROM THE MANUFACTURER; HAS NOT BUILT A RELATIONSHIP WITH AOA OR DEALER TO SOLIDIFY SPENDING GOODWILL MONEY TL RCE/TL ALSO LOOKED OUTSIDE OF THIS REQUEST AND WOULD NEED THE FOLLOWING INFORMATION TO LOOK FOR ADDITIONAL OPPORTUNITIES: N/A O PLEASE CONTACT CUSTOMER AND REQUEST THE FOLLOWING: THERE IS NO BUSINESS CASE FOR ASSISTANCE O PLEASE CONTACT DEALER SALES/SERVICE AND REQUEST THE FOLLOWING: N/A CA TO FOLLOW UP WITH CUST.</p> | | | |
| 5/22/2018 11:28:00 AM | <p>CA: PER MY TEAM AT THIS TIME WE ARE NOT ABLE TO ASSIST; WE HAVE REVIEWED YOU CASE HISTORY. CUST: RECALL NOTICES? CA: NO, THERE ARE NOT ANY; GO TO SAFERCAR.GOV FOR MORE INFORMATION. CUST: THIS IS SAD. CA: SORRY WE CAN'T MEET; EXPECTATION. CUST: TWO TURBOS GOING ON A 57K VEH; IS NOT ACCEPTABLE; VOICES CONCERNS; CA: UNDERSTAND; TO CLOSE (LYNC SUMMARY) TEAM LEAD REVIEWED FILE. RCE STATES THAT THE CUSTOMER PURCHASED THE VEHICLE USED AS IS FROM AN INDEPENDENT; HAS NOT BUILT A RELATIONSHIP WITH AOA OR THE DEALER TO SOLIDIFY SPENDING GOODWILL MONEY. TEAM LEAD TO ASSIGN TO CUSTOMER ADVOCATE.</p> | | | |
| 5/22/2018 9:14:00 AM | <p>TL TO HAVE FACE TO FACE WITH RCE.</p> | | | |

Investigation Summary Report

| Category | Consumer Complaints | | | |
|-------------------------|---|--------------|------------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAUF2AFC3DN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S6, 2013 | | | |
| Report Date | 8/16/2018 | Mileage | 58,235 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 8/16/2018 2:47:00 PM | <p> CUSTOMER STATES: I HAVE 50,000 MILES ON MY VEHICLE AND I HAVE TWO FAILED TURBOS, I WENT ONLINE AND THIS IS A KNOWN ISSUE. THE CONCERN STARTED 8/14/18; THE VEHICLE WAS IDLEING ROUGH. THE VEHICLE WOULD ONLY RUN IF I KEPT MY FOOT ON THE GAS. CUSTOMER ADVOCATE STATES: I AM SORRY THAT YOU ARE EXPEIRENCING THIS CONCERN. IS THE VEHICLE AT AN AUDI DEALER RIGHT NOW? CUSTOMER STATES: NO I TOOK IT TO MY MACHANIC. CUSTOMER ADVOCATE STATES: OKAY, FOR US TO LOOK INTO THE ASSISTANCE YOU ARE SEEKING WE NEED YOUR VEHICLE TO GO TO AN AUDI DEALER FOR A DIAGNOSIS. CUSTOMER STATES: OKAY WELL I WILL TOW THE VEHICLE. CUSTOMER ADVOCATE ADVISED: I WILL SEND AN EMAIL WITH MY CONTACT INFORMATION; GIVE ME A CALL AFTER YOU HAVE BEEN TO THE AUDI DEALER. CUSTOMER ACCEPTS</p> | | | |
| 8/27/2018 5:43:00 PM | <p>SM STATES: VEH IS CURRENTLY HERE FOR THE TURBO AND BOTH NEED TO BE REPLACED FOR \$13K. RCE SEEKING: WHAT OCCURED AND WHEN DID THE CUSTOMER PURCHASE THE VEH. SM STATES: THE VEH WILL START FOR 30 SECONDS BEFORE THE CAR STOPS BUT THE TURBOS COMPLETELY FAILED; ALSO, WE RECEIVED A FAULT CODE FOR THE BREATHER VALVE BUT WON'T KNOW FULLY UNTIL THE VEH IS COMPLETLELY UP AN RUNNING. RCE ADVISED: WILL GAUGE FIELD AND FOLLOW UP WITH AN UPDATE. RCE TO EMAIL FIELD</p> | | | |
| 8/27/2018 6:21:00 PM | <p>[REDACTED] WAUF2AFC3DN [REDACTED] 2013 S6 AUDI WESTMONT 58,235 MILES HI PAT, I HOPE YOU HAD A GREAT WEEKEND. I RECEIVED A CALL FROM JERRY TODAY REGARDING A MUTUAL CUSTOMER THAT IS REQUESTING ASSISTANCE TOWARDS A TURBO REPAIR. THE CUSTOMER PURCHASED THE VEHICLE USED FROM AUDI WESTMONT IN MAY OF 2016. THE RECENTLY BROUGHT HIS VEHICLE INTO THE DEALER SINCE THE VEHICLE WOULD ONLY START FOR 30 SECONDS BEFORE IT CUT OFF. THE DEALER HAS INDICATED THE TURBOS HAS FAILED AND RECOMMENDED TO HAVE BOTH TURBOS REPLACED FOR \$9,000 AT WARRANTY RATES. THE CUSTOMER HAS SERVICED HIS VEHICLE WITH CONTINENTAL AUDI OF NAPERVILLE SINCE OWNERSHIP. CAN YOU PROVIDE YOUR THOUGHTS ON OFFERING ASSISTANCE TOWARDS THE REPAIR? I LOOK FORWARD IN HEARING FROM YOU. BEST REGARDS, WAIT FIELD CONTACT</p> | | | |
| 8/29/2018 4:55:00 PM | <p>RCE ADVISED: WANTED TO FOLLOW UP REGARDING V SEEKING IF YOU RECEIVED EMAIL. AASM STATES: I DID; SPOKE WITH THE DLR; THE CUST IS PAYING FOR A \$2500 DEDUCTIBLE AND WE ARE TAKING CARE OF THE REST. RCE ACCEPTS. RCE TO CALL CUST</p> | | | |
| 8/29/2018 6:54:00 PM | <p>LVMM ADVISED: WANTED TO FOLLOW UP REGARDING VEH; SEEKING: IF THE DLR HAS BEEN IN COMMUNICATION WITH YOU REGARDING THE OFFER; WILL FOLLOW UP BY THE COB TOMORROW. CALL CUST.</p> | | | |
| 8/30/2018 6:19:00 PM | <p>RCE ADVISED: WANTED TO FOLLOW UP REGARDING VEH; SEEKING: IF THE DLR HAS BEEN IN COMMUNICATION WITH YOU REGARDING THE OFFER. CUST STATES: THEY DID; THANK YOU FOR HELP AND FEEL THE DLR HAS IT FROM HERE. RCE ADVISED: IF ADDITIONAL ASSISTANCE IS REQUIRED, PLEASE FEEL FREE TO GIVE US A CALL. CA TO REVIEW AND CLOSE</p> | | | |

Investigation Summary Report

| Category | Consumer Complaints | | | |
|-------------------------|--|--------------|------------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAU32AFD5FN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2015 | | | |
| Report Date | 8/28/2018 | Mileage | 83,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 8/28/2018 3:05:00 PM | <p> CUSTOMER STATES: I WAS DRIVING DOWN THE ROAD TODAY AND MY VEHICLE SHUT DOWN. I WAS ABLE TO GET IT STARTED AGAIN TO GET IT TO THE DEALER. THE DEALER STATED THAT I WOULD NEED TWO NEW TURBOS AND THIS COULD COST \$10,000. MY CHECK ENGINE CAME ON BEFORE THIS OCCURRENCE HAPPENED. I AM JUST WONDERING IF AUDI WILL HELP ME WITH THIS REPAIR? CUSTOMER ADVOCATE ADVISED: I DO SEE YOU HAVE BEEN QUITE FAITHFUL TO US [REDACTED], WE DEFIANTLY APPRECIATE YOU AND SYMPATHIZE THAT YOU ARE HAVING THIS EXPERIENCE. I THINK THERE MAY BE SOME OPPORTUNITIES HERE I WILL BE BUILDING A CASE FOR YOU AND WILL BE CONTACTING THE DEALER TO CONFIRM DIAGNOSIS AND REPAIR COST. I DO NOT WANT TO PROMISE YOU ANYTHING BUT I WILL CERTAINLY ADVOCATE ON YOUR BEHALF AND LOOK FOR ANY POSSIBLE OPPORTUNITY THAT MAY BE HERE. I WILL CONTACT YOU NO LATER THAN 8/31/18 REGARDING YOUR CASE, IF I HAVE ANYTHING SOONER I CERTAINLY WILL REACH OUT TO YOU. CUSTOMER ACCEPTS CUSTOMER ADVOCATE TO CALL DEALER</p> | | | |
| 8/28/2018 3:16:00 PM | <p> CUSTOMER ADVOCATE LEFT MESSAGE FOR CALL BACK FROM DEALER</p> | | | |
| 8/28/2018 3:19:00 PM | <p>IS THERE A PREVIOUS CASE FOR THIS CONCERN (PLEASE PROVIDE ALL RELATED CASE NUMBERS)? NO NEW, CPO, USED: NEW PURCHASED OR LEASED? PURCHASED WHERE WAS THE VEHICLE PURCHASED? AUDI JACK INGRAM PURCHASE/LEASE DATE: 2/27/15 HOW MANY MILES AT TIME OF PURCHASE? 0 # OF AUDIS IN THE FAMILY (INCLUDE VINS): WAUHE0447JN [REDACTED], WAUFB0856EA [REDACTED], WAUKE544XLN [REDACTED], WAU32AFD5FN [REDACTED] AND CUSTOMER ALSO HAS A 1990 AUDI WITH NO VIN ON FILE SERVICING DEALER(S): AUDI JACK INGRAM DOES THE CUSTOMER HAVE AN EXTENDED SERVICE CONTRACT OR EXTENDED WARRANTY? NO BRIEF SUMMARY OF THE CONCERN: CUSTOMER WAS DRIVING DOWN THE ROAD AND THE VEHICLE SHUT DOWN. CUSTOMER TOOK TO THE DEALER AND IS DIAGNOSED TO NEED 2 NEW TURBOS IS THERE A CURRENT DIAGNOSIS FROM AN AUTHORIZED AUDI DEALERSHIP (WITHIN 30 DAYS): Y WHAT IS THE DIAGNOSIS? CUSTOMER NEEDS TWO TURBOS SERVICE AND MAINTENANCE HISTORY AT DEALERSHIP: ALL SERVICES WITH JACK INGRAM AUDI HOW LONG HAS THE VEHICLE BEEN DOWN? 1 DAY MULTIPLE REPAIRS? NO HAS DEALERSHIP ORDERED THE SAME PART MULTIPLE TIMES? NO WHAT IS THE REPAIR ESTIMATE? \$10,000 WHO, IF ANYONE, HAS THE CUSTOMER BEEN WORKING WITH AT THE DEALER (SERVICE ADVISOR, SERVICE MANAGER, SHOP FOREMAN, GENERAL MANAGER)? SERVICE ADVISOR BRANDON FREEMAN HAS THE CUSTOMER ASKED THE DEALER FOR ASSISTANCE? NO OFFER PRESENTED TO CUSTOMER: NONE WHAT IS THE CUSTOMER SEEKING? ASSISTANCE WITH TURBO CHARGER REPAIR ADDITIONAL DOCUMENTATION CUSTOMER MAY HAVE TO HELP WITH BUSINESS CASE: CUSTOMER IS VERY DEDICATED TO THE BRAND, CUSTOMER HAS HAD FIVE AUDI'S. CUSTOMER IS ORIGINAL OWNER OF THE VEHICLE, CUSTOMER ALWAYS SERVICES ALL OF HIS VEHICLE WITH AUDI DEALERSHIPS. CUSTOMER ADVOCATE BELIEVES CUSTOMER WOULD BE A GREAT CANDIDATE FOR ASSISTANCE. ARE THERE ANY EXTRAORDINARY CIRCUMSTANCES TO CONSIDER ON CUSTOMER'S BEHALF (MILITARY, TRAVELING, EMERGENCIES, ETC.)? BUSINESS CASE (WHY YOU THINK THE CUSTOMER SHOULD, OR SHOULD NOT BE ASSISTED):</p> | | | |
| 8/31/2018 3:55:00 PM | <p>CUSTOMER STATES: I AM CALLING FOR AN UPDATE ON MY CASE? CUSTOMER ADVOCATE NOTICED IT HAD NOT BEEN SENT UP REVIEW BUT WAS BEING PROCESSED. CUSTOMER ADVOCATE INFORMED CUSTOMER OCA WILL FOLLOW UP AS SOON AS POSSIBLE; TUESDAY/WEDNESDAY AT THE LATEST DUE TO HOLIDAY. OCA TO REVIEW.</p> | | | |
| 9/4/2018 2:17:00 PM | <p>CUST STATES: LOOKING FOR PERRYMJ CA ADVISED: SHE IS UNAVAILABLE; CASE IS STILL BEING REVIEWED; ONCE THERE IS AN UPDATE OCA WILL FOLLOW UP CUST ACCEPTS OCA TO CONTINUE HANDLING</p> | | | |
| 9/6/2018 12:41:00 PM | <p> DEALER STATES CUSTOMERS VEHICLE WAS THROWING CODES FOR THE SAME CONCERN AS A TECH BULLETIN FOR NEEDING TWO TURBO CHARGERS, CUSTOMER HAS APPROVED THE REPAIR AND NOW IS LOOKING FOR REIMBURSEMENT THE COST BOTTOM LINE IS \$9,870.56. </p> | | | |
| 9/6/2018 12:43:00 PM | <p> I SPOKE WITH BRANDON HE STATED YOU APPROVED THE REPAIR YOU ARE NOW LOOKING FOR REIMBURSEMENT I AM GOING TO CONTINUE WITH YOUR CASE PLEASE GIVE ME A CALL AND WE CAN DISCUSS THIS.</p> | | | |

Investigation Summary Report

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|-------------------------|---------------------|--------------|------------------|--------------------|
| Category | Consumer Complaints | | | |
| VW's File Number | [REDACTED] | VIN | WAU32AFD5FN | [REDACTED] |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2015 | | | |
| Report Date | 8/28/2018 | Mileage | 83,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| | |
|--------------------------|---|
| 9/11/2018 10:35:00 AM | CUSTOMER SEEKS UPDATES TO CASE. CUSTOMER ADVOCATE REVIEWED CASE; SEEKS TO CONFIRM IF CUSTOMER HAS INTENTIONS ON PAYING FOR REPAIR OR HAS REPAIR BEEN PAID FOR ALREADY? CUSTOMER STATES NO; THERE WAS DISCUSSION OF WHETHER I COULD PAY FOR THE REPAIR AND BE REIMBURSED THROUGH. CUSTOMER ADVOCATE ADVISED WOULD NOT BE ABLE TO MEET THOSE EXPECTATIONS OF REIMBURSEMENT; AUDIS OBLIGATION IS TO SERVICE VEHICLE UNDER TERMS OF WARRANTY AS APPLICABLE; WHEN A CUSTOMER FALLS OUTSIDE OF WARRANTY, ALL REPAIRS ARE CUSTOMER PAY; SO IF A CUSTOMER DECIDES TO PAY FOR REPAIRS WHEN THEY ARE OUTSIDE OF WARRANTY, IT IS THEIR RESPONSIBILITY ANYWAY SO WE WOULD NOT BE ABLE TO REIMBURSE; AS ASSISTANCE FROM AUDI IS VOLUNTARY AND PROVIDED ON CASE BY CASE BASIS; ASSISTANCE, IF GRANTED, IS PROVIDED DURING THE REPAIR NOT AFTER THE REPAIR. CUSTOMER ACCEPTS. CUSTOMER ADVOCATE NOTED THAT OCA IS NOT IN YET; ADVISED CUSTOMER THAT SHE WILL CONTACT DEALER TO DETERMINE IF ASSISTANCE HAS BEEN DISCUSSED AT DEALER LEVEL WITH SERVICE MANAGER AND AUDI REPRESENTATION; CANNOT GUARANTEE OUTCOME BUT WILL REVIEW FURTHER AND OCA WILL FOLLOW UP ONCE MORE INFORMATION IS AVAILABLE. CUSTOMER STATES HAVE BEEN LEAVING HER VMS BUT SHE HAS NOT RETURNED MY CALLS YET; BELIEVE VEHICLE WILL BE FINISHED TODAY; HOPE TO HEAR FROM HER TODAY IF POSSIBLE. CUSTOMER ADVOCATE ACCEPTS. CUSTOMER ADVOCATE TO CALL DEALER. |
| 9/11/2018 10:53:00 AM | CUSTOMER ADVOCATE LVMMTRC SEEKING TO CONFIRM IF ASSISTANCE REQUEST HAS BEEN REVIEWED WITH FIELD AND SERVICE MANAGER OR IF ANY ASSISTANCE WAS OFFERED; CAN CALL OCA OR CUSTOMER ADVOCATE. CUSTOMER ADVOCATE PROVIDED OCA AND CUSTOMER ADVOCATE CONTACT INFORMATION. OCA TO REVIEW. |
| 9/11/2018 3:54:00 PM | CUSTOMER ADVOCATE STATES: I NEEDED TO KNOW IF YOU HAD THE WORK DONE BRANDON HAD INFORMED ME THAT YOU OKAYED IT AND I NEEDED TO FIND OUT WHAT HAD BEEN DONE. CUSTOMER STATES: I HAVE TOLD THEM THEY CAN DO IT AND I WOULD SEEK REIMBURMENT FOR THE REPAIR. |
| 9/12/2018 8:36:00 PM | CUSTOMER STATES: I WOULD LIKE TO SPEAK WITH A SUPERVISOR REGARDING THE OFFER THAT WAS MADE; I DO NOT ACCEPT THIS OFFER. CUSTOMER STATES: GOODWILL STARTS AT THE DEALER LEVEL; I DO UNDERSTAND THE FRUSTRATION BUT OUR POSITION WOULD NOT CHANGE ON THIS; IS THERE ANYTHING ELSE I CAN HELP WITH? CUSTOMER STATES: NO, I WOULD LIKE REALLY LIKE A SUPERVISOR TONIGHT. CUSTOMER ADVOCATE STATES: I SEE THEY ARE ASSISTING CUSTOMERS; I DO VALUE YOUR TIME I CAN HAVE YOU HOLD FOR ABOUT FIVE MINUTES BUT IT MAY COME TO WAITING TO HEAR FROM THE SUPERVISOR TOMORROW. CUSTOMER ACCEPTS |
| 9/12/2018 8:57:00 AM | CUST STATES/SEEKS: I AM PLANNING TO PICK UP MY CAR TODAY AND JUST WANT TO KNOW IF THERE IS AN UPDATE OR NOT. CA ADVISED: BASED ON THE CASE NOTES, I CAN SEE THAT YOUR REQUEST IS STILL UNDER REVIEW. I WOULD BE HAPPY TO LOOK INTO THIS A BIT FURTHER WHILE I HAVE YOU ON THE PHONE. ARE YOU ABLE TO CONTINUE TO HOLD WHILE I DO SO, OR WOULD YOU PREFER A CALL BACK? CUST STATES: I WILL CONTINUE TO HOLD. |
| 9/12/2018 8:59:00 AM | DLR STATES: MY SM DID CONTACT OUR AASM, WE OFFERED 25% ASSISTANCE, TAKING THE PRICE FROM \$9800 TO ABOUT \$6200. |
| 9/12/2018 9:00:00 AM | CA STATES: I WAS ABLE TO DIG IN A BIT DEEPER AND I UNDERSTAND THAT THE DEALERSHIP HAS REACHED OUT WITH THEIR RESOURCES AND OFFERED 25% OFF OF THE REPAIR COST, WHICH IS A DECISION WE WOULD SUPPORT ON OUR END. ANYTIME ASSISTANCE IS OFFERED IT IS ON BEHALF OF AOA AND THE DEALERSHIP. CUST STATES: OH OK, WELL I APPRECIATE ANY ASSISTANCE FROM YOU. I JUST FEEL LIKE I SHOULDN'T PAY FOR A KNOWN ISSUE. CA STATES: I CAN UNDERSTAND THAT. WHILE I HAVEN'T PERSONALLY HEARD MANY CONCERNS RELATED TO THE TURBOS, WE HAVE MADE SURE THAT THIS IS DOCUMENTED ON OUR END. WHAT I CAN TELL YOU IS TO MAKE SURE YOU HANG ON TO YOUR REPAIR ORDER AND PROOF OF PAYMENT, THAT WAY IF A RECALL OR WARRANTY EXTENSION COMES OUT IN THE FUTURE, YOU MAY BE ELIGIBLE FOR POSSIBLE REIMBURSEMENT. CUST THANKS AND ACCEPTS OCA TO REVIEW AND CLOSE CASE |

Investigation Summary Report

Category Consumer Complaints

VW's File Number

VIN

WAU32AFD5FN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2015

Report Date

8/28/2018

Mileage

83,000

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

9/13/2018
12:24:00 PM

TEAM LEAD STATES: REVIEWED CASE; SUPPORT OFFER OF 25% GOODWILL ASSISTANCE; OFFER WILL NOT CHANGE. CUSTOMER STATES: IT IS PREMATURE FOR 2 TURBOS TO GO; I HAVE MAINTAINED THE VEHICLE AS I SHOULD, ALWAYS GOING TO AUDI; I COULD HAVE GONE TO JIFFY LUBE FOR OIL CHANGES ETC. BUT ALWAYS DID THE RIGHT THING AND NOW I AM STUCK WITH THIS EXPENSE; I WOULD LIKE TO MENTION THE PERSON I STARTED OFF WORKING WITH ME DID NOT FOLLOW UP AS PROMISED AND I HAD TO CALL AND CALL TO GET TO HER; PLEASE NOTE THAT I HAD TO CALL 2 TIMES A DAY EXCEPT ON WEEKENDS AND SHE ONLY RETURNED A VOICEMAIL 1 TIME SO I STARTED CALLING THE GENERAL LINE INSTEAD OF HER EXTENSION; ALSO THERE WAS A VEHICLE AT THE DEALER WITH SAME TURBO ISSUES AND I SEE ONLINE THAT THIS SEEMS TO BE A WIDE SPREAD ISSUE. TEAM LEAD STATES: NO RECALLS OR ASSOCIATED CAMPAIGNS THAT COVER YOUR VEHICLE AT THIS TIME; IF THAT SHOULD CHANGE YOU CAN REQUEST REIMBURSEMENT. NO FURTHER ACTION

Investigation Summary Report

Category Consumer Complaints

VW's File Number

VIN

WAU43AFD7GM

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2016

Report Date

2/23/2019

Mileage

73,725

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

2/23/2019 4:25:00 PM 12:06:08 - PRE-CHAT SURVEY RESULTS 12:06:08 - LANGUAGE: ENGLISH 12:06:08 - EMAIL ADDRESS: 12:06:08 - AN ONLINE ASSISTANT WILL BE WITH YOU SHORTLY. | | GABBY C - 12:06:26 HELLO! MY NAME IS GABBY C. HOW CAN I HELP YOU? | | 12:09:27 VEHICLE IS OUT OF WARRANTY AND AUDI EAST CINCINNATI HAS DIAGNOSED WITH BOTH TURBOS FAILED WITH A REPAIR COST OF OVER \$10,000. DEALER HAS BEEN GREAT AND NO ISSUE THERE BUT IN DOING SOME RESEARCH THIS FAILURE IS DUE TO A KNOWN ISSUE AN BASED ON FORUM POSTS IS A COMMON FAILURE LOOKING TO ESCALLATE TO SEE IF AUDI WILL COVER THIS UNDER WARRANTY AS A CUSTOMER SAT ISSUE. | | 12:10:40 THIS IS MY SECOND AUDI AND INTENDING TO TRADE IN FOR A NEW Q8, BUT THIS LEVEL OF ISSUE IS A DEAL BREAKER FOR ME | | GABBY C - 12:11:15 I'M SORRY TO READ YOU ARE HAVING ISSUES WITH YOUR TURBO. I'D LIKE TO SET THE PROPER EXPECTATION THAT I CAN'T GUARANTEE WE CAN MEET YOUR EXPECTATION, BUT I'M HAPPY TO SEE IF WE ARE ABLE TO PROVIDE ASSISTANCE TOWARD THE COST OF REPAIRS. | | 12:11:21 HOPING THERE IS A PATH FORWARD TO GET SOME ASSISTANCE FROM AOA ON THIS ISSUE | | GABBY C - 12:11:40 IS YOUR VEHICLE CURRENTLY AT THE DEALERSHIP? ALSO, CAN YOU TELL ME YOUR CURRENT MILEAGE? | | 12:12:00 UNDERSTAND MY ASK IS NOT PROGRAMMATIC BUT LOOKING TO SEE IF AUDI IS WILLING TO STEP UP ON A KNOWN ISSUE TO HELP YES STILL AT DEALER AND ABOUT 72,000 MILES | | 12:13:40 APPARENTLY THERE IS A KNOWN ISSUE WITH THE TURBO INLET OIL FILTER SCREENS THAT THEY CLOG AND STARVE THE TURBOS FOR OIL CAUSING THIS FAILURE. NEW SCREENS HAVE BEEN DESIGNED TO REMEDY BUT NO NOTICES HAVE GONE OUT TO OWNERS OR ANY RECALLS FOR ISSUE FROM WHAT I CAN TELL | | 12:14:30 WHEN TURBOS FAILED IT CAUSED THE CAR TO STALL IN TRAFFIC

2/23/2019 6:31:00 PM CONTINUED COMMENT: AND LOSS OF POWER TO STEERING AND BRAKE NEARLY CAUSING AN ACCIDENT | | | 12:14:40 SAID: | | | HAD IT TOWED TO DEALER ON FRIDY | | | 12:15:13 SAID: | | | VIN WAU43AFD7GM | | | 12:15:32 SAID: | | | PURCHASED 12/3/15 | | | 12:16:45 GABBY C SAID: | | | THANK YOU FOR THIS INFORMATION. WHAT KIND OF ISSUES WERE YOU HAVING THAT PROMPTED YOU TO BRING YOUR VEHICLE IN TO THE DEALER? | | | 12:16:58 GABBY C SAID: | | | *ISSUES WITH THE TURBO | | | 12:17:41 SAID: | | | STALLING, LOSS OF POWER IS WHY I HAD IT TOWED IN, THEY DETERMINED FAILED TURBOS THE ISSUE | | | 12:18:15 SAID: | | | HAVE HAD SEVERAL OTHER ISSUES THAT 2 DEALERS HAVE NOT BEEN ABLE TO ISOLATE AS WELL OVER THE LAST FEW YEARS | | | 12:18:43 SAID: | | | CONSTANT SMELL OF COOLANT AND SLOW COOLEST LOSS, DEALERS CANT FIND CAUSE | | | 12:20:07 SAID: | | | WHEN ADAPTIVE CRUISE IS ENGAGED PASSING SEMI'S ON THE HWY ON LEFT SIDE CAR WILL SLAM ON THE BREAKS THINKING THERE IS A PENDING COLLISION. TERRIFYING AND HAS HAPPENS DOZENS OF TIMES. DEALERS CANT FIND ISSUE | | | 12:20:41 SAID: | | | HAS CAUSED CARS BEHIND ME TO SWERVE OFF ROAD TO AVOID COLLISIONS | | | 12:21:22 GABBY C SAID: | | | OH WOW I'M SO SORRY THAT HAPPENED! I CAN ONLY IMAGINE HOW UNNERVING THAT MUST HAVE BEEN FOR YOU. | | | 12:21:36 GABBY C SAID: | | | I ALSO APPRECIATE YOUR SHARING MORE DETAILS REGARDING YOUR TURBO CONCERN. | | | 12:22:17 SAID: | | | IT GETS YOUR ATTENTION FOR SURE, NOW I HAVE ACCUSTOMED TO STOMPING THE GAS WHEN THIS HAPPENS TO KEEP CAR FROM COMING TO STOP | | | 12:22:59 SAID: | | | I KNOW THIS IS A BIG ASK AND THAT THIS IS NOT PROGRAMMATIC BUT COULD USE AUDIS HELP IN GETTING THIS CAR BACK RUNNING | | | 12:23:28 SAID: | | | SINCE THIS IS A KNOWN ISSUE WITH TSBS ON THIS TOPIC AND FIXES FOR THE ISSUE | | | 12:23:54 SAID: | | | UNFORTUNATELY THEY DONT NOTIFY OWNERS WHO ARE OUT OF WARRANTY | | | 12:24:14 SAID: | | | FAILURE

Investigation Summary Report

Category Consumer Complaints

| | | | |
|-------------------------|----------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAU43AFD7GM [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, A8, 2016 | | |
| Report Date | 2/23/2019 | Mileage | 73,725 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

2/23/2019 6:32:00 PM CONTINUED COMMENT: COULD HAVE BEEN PREVENTED | | | 12:25:03 GABBY C SAID: | | | WELL, WE CERTAINLY APPRECIATE WHERE YOU ARE COMING FROM, AND THE OPPORTUNITY TO LOOK INTO THIS FOR YOU. I WILL ENSURE THE DETAILS OF OUR CHAT ARE DOCUMENTED THOROUGHLY. AT THIS TIME, PLEASE ALLOW ABOUT 2-4 BUSINESS DAYS FOR REVIEW. I WILL CONTACT YOU VIA EMAIL AT [REDACTED] WITH EITHER UPDATES OR A FINAL RESOLUTION. | | | 12:25:15 GABBY C SAID: | | | DO YOU HAVE ANY OTHER QUESTIONS OR INFORMATION YOU'D LIKE ADDED TO YOUR CASE? | | | 12:26:02 [REDACTED] SAID: | | | EXCELLENT AND THANK YOU FOR YOUR HELP. I'M WORKING WITH AUSTIN AT AUDI OF CINCINNATI EAST ON THIS ISSUE AND HE IS AWARE I AM ESCALATING. CAR IS STILL AT DEALER | | | 12:26:56 GABBY C SAID: | | | GREAT! THANK YOU SO MUCH FOR YOUR TIME TODAY. I WILL BE IN TOUCH. ENJOY THE REST OF YOUR WEEKEND! | | | 12:27:12 [REDACTED] SAID: | | | LINK TO FORUM POSTS ON TOPIC JUST FOR REFERENCE | | | 12:27:14 [REDACTED] SAID: | | | [REDACTED] / | | | 12:27:21 GABBY C SAID: | | | THANK YOU!

2/25/2019 3:41:00 PM RCE REVIEWED CASE; CUST IS ORIGINAL OWNER, OUTSIDE OF NVLW; VEH IS NOT COVERED ANY WARRANTY EXTENSIONS.

2/25/2019 3:42:00 PM RCE REQUESTED DLR TO VERIFY DIAGNOSIS, COST OF REPAIR, AND SERVICE HISTORY.

2/25/2019 5:36:00 PM SM STATES: VEH NEEDS TURBO CHARGES, ESTIMATE PROVIDED TO CUST IS \$10,235; HAVE BEEN TO DLR 3 TIMES; 5/21/18 VEH WAS SEEN FOR A NOISE DLR RECOMMENDED TIRES AND CUST DECLINED; 4/20/18 INSURANCE COMPANY COVER COST OF STRUT REPLACEMENT; 3/16/17 FOR 35K SERVICE, WIPER BLADES, AND TIRE ROTATION; NO ASSISTANCE WAS OFFERED.

2/27/2019 10:01:00 AM LVMM. REQUESTED AASM TO CALL RCE.

2/27/2019 9:55:00 AM RCE INQUIRED IF DLR HAS ANY SERVICE/MAINTANENCE HISTORY. SM STATES: VEH HAS BEEN TO DLR 4 TIMES; LAST VISIT WAS IN OCTOBER 2017 AT 49K MILES HAD A ROOF MOLDING REPAIR COVERED VIA WARRANTY; COMPLETED 45K SERVICE AT DLR; AN ONE OIL CHANGE; NOTE IN SYSTEM THAT CUST WAS CHANGING DLR BECAUSE DLR CHARGES TO MUCH AND WOULD BE GOING TO AUDI CINCINNATI EAST. RCE ACKNOWLEDGED.

2/28/2019 11:57:00 AM LVMM. REQUESTED AASM CALL RCE.

2/28/2019 3:42:00 PM RCE AND AASM DISCUSSED CASE: AASM REQUESTED CUST PRODUCE MAINTENANCE RECORDS; WITH OIL SPECS AND FILTER PART NUMBERS ON INVOICES; WILL REVIEW ONCE MAINTENANCE RECORDS ARE RECEIVED.

3/4/2019 11:48:00 AM FROM: AUDI CUSTOMER EXPERIENCE CENTER | | SENT: MONDAY, MARCH 04, 2019 11:48 AM | | TO: [REDACTED] | | SUBJECT: [REDACTED] REFERENCE # [REDACTED]; 3/4/19; GC | | | DEAF [REDACTED], | | | THANK YOU FOR YOUR PATIENCE AS WE REVIEW YOUR CASE. I APOLOGIZE FOR THE DELAY IN MY RESPONSE! AT THIS TIME, I HAVE GOTTEN A HIGHER LEVEL OF SUPPORT INVOLVED WHO HAS BEEN ASSISTING WITH THE REVIEW PROCESS. IN ORDER TO CONTINUE, WE ASK THAT YOU SEND IN ALL MAINTENANCE/SERVICE RECORDS FOR OIL CHANGES NOT COMPLETED AT AUDI DEALERSHIPS. PLEASE BE SURE THAT OIL TYPE AND FILTER PART NUMBERS ARE LISTED ON THE OIL CHANGE INVOICES. ONCE WE HAVE RECEIVED THIS DOCUMENTATION, OUR REVIEW WILL RESUME. | | | SHOULD YOU HAVE ADDITIONAL QUESTIONS OR CONCERNS, PLEASE FEEL FREE TO REPLY TO THIS EMAIL OR CONTACT ME DIRECTLY AT +1 800 822 2834, EXTENSION 43874. | | | I LOOK FORWARD TO YOUR RESPONSE. HAVE A GREAT DAY! | | | BEST REGARDS, | |

3/4/2019 5:56:00 PM FROM: [REDACTED] [MAILTO:[REDACTED]] | | SENT: MONDAY, MARCH 04, 2019 4:45 PM | | TO: AUDI CUSTOMER EXPERIENCE CENTER | | SUBJECT: RE: [REDACTED]; REFERENCE [REDACTED]; 3/4/19; GC | | | I WILL PULL THOSE RECORDS, SCAN AND EMAIL TO YOU | | | THANKS GABRIELLA | |

Investigation Summary Report

| | | | | |
|-------------------------|---------------------|--------------|------------------|--------------------|
| Category | Consumer Complaints | | | |
| VW's File Number | [REDACTED] | VIN | WAU43AFD7GM | [REDACTED] |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2016 | | | |
| Report Date | 2/23/2019 | Mileage | 73,725 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| | |
|------------------------|---|
| 3/4/2019 8:50:00 AM | CA TO OBTAIN MAINTENANCE/SERVICE RECORDS FOR OIL CHANGES NOT COMPLETED AT AUDI DLRS; OIL TYPE AND FILTER PART NUMBERS MUST BE LISTED ON OIL CHANGE INVOICE, ONE DOUCMENTATION IS RECEIVED WILL REVIEW FURTHER. |
| 3/5/2019 6:12:00 PM | FROM: [REDACTED] [MAILTO: [REDACTED]] SENT: TUESDAY, MARCH 05, 2019 2:51 PM TO: AUDI CUSTOMER EXPERIENCE CENTER SUBJECT: RE: [REDACTED]; REFERENCE [REDACTED]; 3/4/19; GC GABRIELLA, IVE PULLED TOGETHER ALL THE DOCUMENTS I HAVE AND LOOKS LIKE MOST OF THE WORK HAS BEEN DONE BY EITHER AUDI CONNECTION OR AUDI OF CINCINNATI EAST. ONLY WORK DONE BY LOCAL SHOPS HAVE BEEN TIRES AND ALIGNMENTS. FROM WHAT I CAN TELL ALL SERVICES ARE ACCOUNTED FOR: 5K SERVICE ON 1-28-16 OIL CHANGE AT 21,880 9-15-16 35K SERVICE ON 3-17-17 45K SERVICE ON 9-12-17 OIL CHANGE AT 61,050 5-8-18 75K IS DUE NOW LET ME KNOW WHAT ADDITIONAL INFORMATION YOU NEED. MEDIA ATTACHED IN DOC CENTER |
| 3/5/2019 6:15:00 PM | FROM: CARLISI, GABRIELLA SENT: TUESDAY, MARCH 05, 2019 6:15 PM TO: [REDACTED] SUBJECT: [REDACTED] REFERENCE [REDACTED]; 3/5/19; GC DEAR [REDACTED], THANK YOU FOR YOUR PROMPT RESPONSE AND FORWARDING THE REQUESTED INFORMATION. I HAVE ATTACHED THE SERVICE RECORDS YOU SENT TO YOUR CASE FOR FURTHER REVIEW. I WILL FOLLOW UP WITH YOU AGAIN ONCE NEW INFORMATION IS AVAILABLE OR A FINAL RESOLUTION HAS BEEN REACHED. YOUR CONTINUED PATIENCE AND UNDERSTANDING IS VERY MUCH APPRECIATED. HAVE A GREAT DAY! |
| 3/6/2019 9:20:00 AM | FROM: [REDACTED] [MAILTO: [REDACTED]] SENT: TUESDAY, MARCH 05, 2019 8:41 PM TO: CARLISI, GABRIELLA SUBJECT: RE: [REDACTED] REFERENCE [REDACTED]; 3/5/19; GC THANKS FOR ALL YOUR HELP WITH THIS! |
| 3/6/2019 9:31:00 AM | RCE AND AASM DISCUSS CASE; BASED ON SERVICE/MAINTENANCE HISTORY; NO GOODWILL ASSISTANCE WILL BE PROVIDED. 5K COMPLETED AT 5,207 MILES OIL CHANGE AT 21,880 - 16,673 MILES BETWEEN OIL CHANGES 35K COMPLETED AT 36,801 - 20,128 MILES BETWEEN OIL CHANGES 45K COMPLETED AT 47,041 - 10,849 MILES BETWEEN OIL CHANGES CUST INDICATED THAT AN OIL CHANGE WAS COMPLETED AT 61,050 MILES; NO EVIDENCE IN SUPPLIED RO THAT THIS OCCURRED; IF IT WAS COMPLETED IF 13,400 MILES BETWEEN OIL CHANGES; |
| 3/6/2019 9:58:00 AM | RCE REVIEWED; BASED ON SERVICE/MAINTENANCE HISTORY; NO GOODWILL ASSISTANCE WILL BE PROVIDED TOWARDS TURBO REPAIR. |
| 3/7/2019 6:54:00 PM | FROM: AUDI CUSTOMER EXPERIENCE CENTER SENT: THURSDAY, MARCH 07, 2019 6:55 PM TO: [REDACTED] SUBJECT: [REDACTED] REFERENCE [REDACTED]; 3/7/19; GC DEAR [REDACTED] THANK YOU FOR YOUR PATIENCE. I APPRECIATE THE OPPORTUNITY TO REVIEW YOUR REQUEST WITH MY TEAM REGARDING YOUR 2016 AUDI A8. AS YOU KNOW, OUR NEW VEHICLE LIMITED WARRANTY COVERS MANUFACTURER'S SHORTCOMINGS IN MATERIALS AND WORKMANSHIP FOR EVERYTHING ON THE VEHICLE, EXCLUDING TIRES. THIS IS VALID FOR THE FIRST 4 YEARS OR 50K MILES OF THE VEHICLE'S LIFE. IN REGARD TO YOUR VEHICLE, YOU WOULD BE OUTSIDE OF THAT WARRANTY BY MILEAGE. EVEN SO, I STILL WANTED TO REVIEW YOUR REQUEST FOR ASSISTANCE WITH YOUR TURBOCHARGER FAILURE WITH MY TEAM. WE HAVE REVIEWED THE MAINTENANCE DOCUMENTS YOU SENT IN, AS WELL AS INFORMATION FROM OUR SYSTEM AND WHAT IS AVAILABLE AT THE DEALERSHIP LEVEL. BASED ON THAT INFORMATION, AUDI OF AMERICA IS, REGRETTABLY, NOT IN A POSITION TO PARTICIPATE IN THE COST FOR REPAIRS. WHILE I UNDERSTAND THIS WAS LIKELY NOT THE RESPONSE YOU WERE HOPING FOR, I WANT TO ASSURE YOU THAT ALL POSSIBLE OPPORTUNITIES FOR ASSISTANCE WERE EXPLORED DURING OUR REVIEW. IF YOU HAVE A SEPARATE CONCERN WE MAY ASSIST YOU WITH, PLEASE DON'T HESITATE TO REACH BACK OUT TO US. |
| 3/8/2019 4:21:00 PM | FROM: [REDACTED] [MAILTO: [REDACTED]] SENT: THURSDAY, MARCH 07, 2019 11:48 PM TO: AUDI CUSTOMER EXPERIENCE CENTER SUBJECT: RE: [REDACTED] REFERENCE [REDACTED]; 3/7/19; GC GABRIELLA, UNDERSTANDABLY I AM CONCERNED AND WOULD LIKE TO DISCUSS. THE REASON FOR THIS FAILURE IS WELL DOCUMENTED IN FORUMS BY OTHER OWNERS WITH THE 4.0T AND HAS I BEEN NOTIFIED OF THE DEFECT IN THE TURBO OIL SCREENS I COULD HAVE REMEDIED THE ISSUE BEFORE A CATASTROPHIC FAILURE. NEED TO UNDERSTAND THE PROCESS TO ESCALATE AND HAVE THIS MATTER REEVALUATED. [REDACTED] [REDACTED] |

Investigation Summary Report

Category Consumer Complaints

VW's File Number

VIN

WAU43AFD7GM

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2016

Report Date

2/23/2019

Mileage

73,725

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

3/8/2019 4:24:00 PM CUST LVM: 3:38PM [REDACTED]; WOULD LIKE TO DISCUSS POSITION AND SEE HOW I CAN ESCALATE THIS HIGHER

3/8/2019 4:37:00 PM CUST EXPRESSES DISSATISFACTION WITH OUTCOME; CA ADVISED: UNDERSTAND WHERE YOU ARE COMING FROM; YOUR CASE WAS REVIEWED WITH THE HIGHEST POINT OF ESCALATION WITH THE CUSTOMER EXPERIENCE CENTER. THIS WOULD BE AUDI OF AMERICA'S FINAL POSITION; AT LEAST WITH AOA, THERE IS NO FURTHER YOU CAN GO; CUST STATES: IS THERE AN ADDRESS I CAN SEND WRITTEN CORRESPONDENCE TO? CAN'T IN GOOD CONSCIENCE LET THIS GO; CA EMPATHIZES; PROVIDES ADDRESS; CUST STATES: SO WHAT WAS I MISSING? CA ADVISED: EACH CASE IS REVIEWED AT A CASE BY CASE BASIS; WITH RESPECT TO AGE/MILEAGE, WHERE THE VEHICLE WAS PURCHASED; WHERE IT'S SERVICED; IF IT'S NOT SERVICED WITH AN AUDI DEALERSHIP, WE LIKE TO SEE DOCUMENTATION SUPPORTING THAT THE VEHICLE HAS BEEN PROPERLY MAINTAINED; WE HAVE WORKED WITH OUR DEALERSHIPS, AND INTERNAL RESOURCES, AS WELL AS REVIEWED THE DOCUMENTATION YOU SENT IN; WE SEE THERE WAS SOME SPOTTY MAINTENANCE HISTORY; SO THAT IS WHY WE WERE UNABLE TO ASSIST; THIS WOULD REFLECT OUR FINAL POSITION; CUST ACCEPTS; CA TO CLOSE. NFA

Investigation Summary Report

Category **Consumer Complaints**

VW's File Number [REDACTED] VIN WAUJ2BFCXDN [REDACTED]

Owner Or Fleet [REDACTED]

Make, Model, Model Year Audi, S6, 2013

Report Date 5/14/2019 Mileage 65,000

| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
|-------|-----------------|--------------|------------------|--------------------|
| No | No | No | 0 | 0 |

Date/Time Case Comment

| | |
|-------------------------|--|
| 5/14/2019 2:13:00 PM | CUSTOMER STATES; ON SATURDAY MY VEH STALLED AND WAS HARD TO START, WHILE DRIVING ON THE HWY THE VEH STARTING IDLING DIFFERENTLY, LOOSING POWER; SATURDAY THE EPU LIGHT CAME ON AND WENT OFF ONCE THE VEH WAS STARTED; I TOOK VEH TO DLR TODAY AND WAS TOLD BY ANDREW IT'S IS ISSUE WITH THE TURBO AND THIS IS GOING TO COST ME \$15,000; I WILL NEVER PURCHASE AN AUDO AGAIN CUSTOMER SEEKS; I JUST WANT TO VEH TO BE FIXED AND BACK TO THE WAY IT SHOULD RUN CA ADVISED; I CAN GATHER ALL THE INFO YOU HAVE SHARED AND CREATE A CASE; MY NEXT STEP IS TO CONTACT YOUR DEALERSHIP TO GATHER SOME ADDITIONAL DETAILS; ONCE THAT IS COMPLETED, WE CAN REVIEW YOUR REQUEST WITH MY TEAM AND THE DEALERSHIP COLLECTIVELY CUSTMER ACCEPTS CA TO FOLLOW UP 5/17 CA TO CALL DLR |
| 5/15/2019 3:31:00 PM | CUSTOMER STATES THAT HE WAS SUPPOSED TO RECEIVE AN EMAIL YESTERDAY AND HE DIDN'T RECEIVE ANYTHING; CUSTOMER STATES THAT HE ALSO WANTED THE NAME OF THE PERSON HE SPOKE WITH YESTERDAY AND HIS CASE NUMBER; CUSTOMER STATES THAT HE WAS TOLD OCA WOULD BE IN CONTACT WITH THE DEALER TODAY CUSTOMER SEEKING AN UPDATE ON HIS CASE CUSTOMER ADVOCATE ADVISED THAT CURRENTLY THERE ARE NO UPDATES DOCUMENTED ON THE CASE, BUT THAT'S NOT TO SAY OCA DID NOT REACH OUT TO THE DEALER; CUSTOMER ADVOCATE ADVISED THAT I CAN DOCUMENT THAT YOU CALLED IN AND ALERT YOUR OCA; CUSTOMER ADVOCATE ALSO PROVIDED CUSTOMER WITH THE NAME OF THE PERSON HE SPOKE WITH AND HIS CASE NUMBER; CUSTOMER ACCEPTS AND THANKS |
| 5/15/2019 6:19:00 PM | CA PLACED CALL TO ANDREW SA WAS PLACED ON HOLD FOR 5 MINS CA RELEASED CALL WILL CALL DLR AGAIN 5/16 CA TO INFORM CUSTOMER |
| 5/15/2019 6:22:00 PM | CA CALLED CUSTOMER TO ADVISED STILL TRYING TO REACH SA ANDREW CALLED TODAY WAS NOT ABLE TO SPEAK WITH ZA; WILL TRY TO REACH SA 5/16 CUSTOMER ACCEPTS |
| 5/20/2019 4:17:00 PM | CA PLACED CALL TO SA ANDREW B WAS INFORMED HE IS OUT OF THE OFFICE TODAY, LVMM TO RTN CALL |
| 5/20/2019 4:21:00 PM | CA HA ATTEMPTED TO REACH SA ANDREW B NO SUCCESS |
| 5/20/2019 4:32:00 PM | CUSTOMER ADVOCATE CALLED AND LEFT MESSAGE WITH SERVICE SCHEDULER BONNIE REGARDING CUSTOMER'S REQUEST FOR ASSISTANCE WITH REPAIR OF TURBO CHARGER. DEALER ADVISED THAT ANDREW IS OOO TODAY AND WILL BE IN TOMORROW. CUSTOMER ADVOCATE PROVIDED NUMBER FOR OCA FOR DEALER TO REACH OUT TO. CUSTOMER ADVOCATE TO RETURN TO CUSTOMER TO ADVISE. |
| 5/20/2019 4:32:00 PM | CUSTOMER SEEKS/STATES: I'M SEEKING AN UPDATE ON MY CASE. CUSTOMER ADVOCATE ADVISED: WE ARE ATTEMPTING TO ENGAGE WITH THE DEALERSHIP REGARDING YOUR VEHICLE DIAGNOSIS. I CALL THE DEALER AND THE DEALER SAYS THEY ARE WAITING TO HEAR FROM YOU GUYS. CUSTOMER ADVOCATE ADVISED: I CAN ASSURE YOU WE ARE WORKING ON YOUR CASE TO ENGAGE THE DEALERSHIP. WE ARE CURRENTLY WAITING TO HEAR BACK FROM THE DEALER. IF YOU'D LIKE I CAN TRY CALLING THEM RIGHT NOW FOR YOU. CUSTOMER ACCEPTS. CUSTOMER ADVOCATE TO CALL DEALER |
| 5/20/2019 4:35:00 PM | CUSTOMER ADVOCATE RETURNED TO CUSTOMER TO ADVISE THAT MESSAGE HAS BEEN LEFT FOR ANDREW REGARDING HIS SITUATION AND THAT HE WOULD BE BACK IN OFFICE TOMORROW. TODAY WAS HIS DAY OFF. CUSTOMER ADVOCATE ADVISED: WILL NOTIFY OCA THAT YOU HAD REACHED OUT AS WELL. CUSTOMER ACCEPTS OCA TO CONTINUE TO REVIEW. |

Investigation Summary Report

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|-------------------------|---------------------|---------|-------------|------------|
| Category | Consumer Complaints | | | |
| VW's File Number | [REDACTED] | VIN | WAUJ2BFCXDN | [REDACTED] |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S6, 2013 | | | |
| Report Date | 5/14/2019 | Mileage | 65,000 | |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| | |
|--------------------------|--|
| 5/21/2019 2:13:00 PM | DEAR [REDACTED] I WANTED TO FOLLOW UP WITH YOU AS PROMISED. I AM CURRENTLY RESEARCHING YOUR INQUIRY AND WILL FOLLOW UP AGAIN TODAY. THANK YOU FOR YOUR PATIENCE AND UNDERSTANDING THROUGHOUT THIS PROCESS. IN THE MEANTIME, IF YOU HAVE ANY OTHER QUESTIONS OR REQUIRE FURTHER ASSISTANCE, YOU ARE WELCOME TO REPLY TO THIS EMAIL OR CONTACT ME VIA PHONE AT +1 800 822 2834. AFTER LISTENING TO THE AUDI GREETING, SELECT PROMPT 9, AND ENTER IN MY EXTENSION 43556 TO SPEAK WITH ME DIRECTLY. IF I AM NOT AVAILABLE, PLEASE LEAVE A VOICEMAIL AND I WILL FOLLOW UP WITH YOU AT MY EARLIEST OPPORTUNITY. BEST REGARDS, ERON W. CUSTOMER ADVOCATE, AUDI CXC AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA TEL. +1 800 822 2834 X43556 FAX. +1 248 754 6521 AUDICUSTOMEREXPERIENCECENTER@AUDI.COM HTTP://WWW.AUDIUSA.COM |
| 5/21/2019 4:05:00 PM | CA CALLED SA BACK TO GET INFO ON CUSTOMER TURBO CHARGER LVMM TO RTN CALL |
| 5/21/2019 4:13:00 PM | 10:47 CA RECIEVED VM FROM SA ANDREW B |
| 5/21/2019 4:16:00 PM | CA CALLED CUSTOMER TO PROVIDE UPDATED INFO ON CASE NO ANSWER VMM LEFT |
| 5/21/2019 5:00:00 PM | CA RECIEVED CALL FROM SA WAS ADVISED THE CUSTOMER HAS A HABIT OF COMING IN GETTING A DX AND TAKING HIS VEH ELSEWHERE, IT'S LIKE HE DOES'NT WANT TO SPREAD THE MONEY WITH AUDI; WHEN HE WAS HERE FOR THE 45K SERVICE INTERVAL HE DID NOT COME BACK FOR THE 55K HE CAME IN 2 YRS LATER AND HAD NOT BEEN ADDING ANY OIL TO THE VEH THERE WERE 17K MILES IN BETWEEN THE 45 MILE AND 55 MILE SERVICE INTERVALS; ALTHOUGH HE WAS NEVER GIVEN A SOLID ESTIMATE I OFFERED TO ASSIST HIM WITH DISCOUNTS AND BELOW LIST PRICE THE CUSTOMER NEVER FOLLOWED UP WITH OFFER EITHER YES OR NO. I WAS WILLING TO ASSIST HIM |
| 5/21/2019 6:44:00 PM | CA ADVISED CUSTOMER OF CONVERSATION WITH SA ANDREW B. REGARDING OFFERS AND BELOW LIST PRICE OFFERS FOR REPAIR ASSISTANCE; BUT THAT HE WOULD HAVE TO FOLLOW UP WITH SA TO ADVISED IF INTRESTED; ALSO THAT IN BETWEEN THE 45 & 55 MILE SERVICE INTERVALS THERE WAS 2 YEARS IN BETWEEN; ALSO THERE WAS NO OIL BEING ADDED TO THE VEH CUSTOMER STATES; HE JUST SPOKE WITH SA AND HE DID NOT OFFER ANY DISCOUNTS CA ADVISED TO REACH OUT TO SA FOR ASSISTANCE CUSTOMER ACCEPTS CA TO CLOSE CASE |
| 5/22/2019 1:13:00 PM | SME ASSIGN TO OCA; RCE IN COMMUNICATION WITH DLR |
| 5/22/2019 12:23:00 PM | SM SEEKING: IF TSB 20446404/6 |
| 5/22/2019 12:29:00 PM | RCE ADVISED: CUSTOMER'S VEHICLE ISI CURRENTLY AT THE DLR; THE IMPELLAR WAS LOOSE AND NOW BOTH TURBOS WILL NEED TO BE REPLACED; CUSTOMER IS THE CPO OWNER AND HAD UP TO THE 45K ON TIME; HOWEVER, CUSTOMER DID NOT HAVE ANY OIL CHANGES PERFORMED IN 17 AND THE 55K PERFORMED ON 7/18 AT AN AUDI DLR; TURBOS COST IS \$15K. AASM STATES: PROVIDED OFFER. RCE TO CALL DLR. |
| 5/22/2019 2:38:00 PM | RCE PROVIDED UPDATED OFFER. SM STATES: WILL HAVE ADVISOR PRESENT THE OFFER. RCE TO ADD A LINE. |
| 5/22/2019 2:39:00 PM | PLEASE FOLLOW UP WITH THE CUSTOMER TOMORROW OR FRIDAY TO CONFIRM THAT THE DEALER HAS BEEN IN COMMUNICATION WITH HIM REGARDING THE OFFER AS WELL AS WHAT HIS FINAL PORTION WILL BE; PLEASE LET ME KNOW IF YOU HAVE ANY QUESTIONS. CA FOR HANDLING |

Investigation Summary Report

| | | | | |
|-------------------------|-----------------|---------------------|------------------|--------------------|
| Category | | Consumer Complaints | | |
| VW's File Number | [REDACTED] | VIN | WAUJ2BFCXDN | [REDACTED] |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S6, 2013 | | | |
| Report Date | 5/14/2019 | Mileage | 65,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

5/22/2019 9:21:00 AM CUSTOMER STATED/SEEKS: I BOUGHT THE CAR IN 2015 IT WAS A CPO; RECENTLY MY CAR STALLED ON ME; I TOOK TO DEALER MONDAY AND THEY ARE SAYING THE TURBO IS BAD; THEY SAID THE WARRANTY EXPIRED TWO MONTHS AGO; I HAVE BEEN A LONG TIME AUDI CUSTOMER; IT IS VERY SAD TO SEE THIS HAPPEN TO ME AND I AM TRYING TO GET SOME HELP; I READ SO MUCH ON THE FORUMS ABOUT HOW AUDI HAS HELPED OTHER CUSTS AND I WANT TO ESCALATE THIS CASE TO SEE WHAT HELP CAN BE OFFERED; THIS SEEMS TO BE A FREQUENT PROBLEM WITH THIS CAR. CUSTOMER ADVOCATE ADVISED: I WOULD LIKE TO LOOK INTO YOUR CASE SIR AND SEE WHERE THIS REVIEW STANDS AT THIS POINT; I CANNOT SPEAK TO INFORMATION LISTED IN FORUMS FROM NON-AUDI SOURCES BUT IN LIGHT OF THE CONCERNS YOU ARE HAVING AT THIS TIME I WOULD LIKE TO SEE THE CURRENT STATUS OF YOUR REVIEW; I CAN SEE THAT THE LAST TIME YOU SPOKE WITH OCA ERON THEY HAD RECEIVED INFORMATION FORM DEALER THAT THEY WERE ALSO WILLING TO LOOK INTO DISCOUNT ON THE REPAIR ON YOUR BEHALF; HAVE YOU SPOKEN WITH THE DEALER SINCE THAT CONVERSATION? CUSTOMER STATED: NOT YET BUT THEY SENT ME AN EMAIL TODAY THEY CAME DOWN \$1000 FORM \$15K TO \$14K BUT I DO NOT KNOW IF I SHOULD SEE WHAT YOU GUYS CAN OFFER OR TRADE IT AND GET INTO ANOTHER AUDI BECAUSE WE ARE AN AUDI FAMILY. CUSTOMER ADVOCATE ADVISED :I CAN CERTAINLY RESPECT THE FACT THAT YOU HAVE BEEN A LONG TIME AUDI SUPPORTER AND WE DEFINITELY WANT TO MAKE CERTAIN THAT WE REVIEW YOUR CASE THOROUGHLY TO SEE IF THERE ARE ANY OPPORTUNITIES HERE. CUSTOMER THANKED. CUSTOMER ADVOCATE SENT EMAIL TO OCA TO UPDATE. OCA TO CONTINUE HANDLING.

5/28/2019 4:56:00 PM CA LVMM TO SEE IF HE HAS BEEN IN COMMUNICATION WITH DLR REGARDING THEIR OFFER AND HIS PORTION OF THE COST

6/13/2019 12:38:00 PM CA LVMM TO CONFIRM IF HE HAS BEEN IN COMMUNICATION WITH DLR ABOUT THEIR OFFER AND HIS PORTION | | | CA TO SEND NO CONTACT EMAIL AND CLOSE CASE

6/13/2019 12:44:00 PM DEAR [REDACTED] | | | THANK YOU FOR CONTACTING AUDI OF AMERICA REGARDING YOUR 2013 AUDI S6. I HAVE CONDUCTED MY INITIAL DUE-DILIGENCE RELATING TO YOUR CONCERN AND WOULD LIKE TO SPEAK WITH YOU TO DISCUSS THE MATTER PERSONALLY. REGRETTABLY, I HAVE BEEN UNABLE TO REACH YOU BY PHONE. | | | I DO LOOK FORWARD TO HEARING FROM YOU. IF YOU COULD PLEASE REPLY TO THIS EMAIL OR CONTACT ME VIA PHONE AT +1 800 822 2834, LISTEN TO THE AUDI GREETING, SELECT PROMPT 9, AND ENTER IN MY EXTENSION 43556 TO SPEAK WITH ME DIRECTLY. IF I AM NOT AVAILABLE, PLEASE LEAVE A VOICEMAIL AND I WILL FOLLOW UP WITH YOU AT MY EARLIEST OPPORTUNITY. | | | YOU ARE A VALUED MEMBER OF THE AUDI FAMILY AND I LOOK FORWARD TO HEARING FROM YOU. | | | BEST REGARDS, | | | | ERON W. | CUSTOMER ADVOCATE, AUDI CXC | | | AUDI OF AMERICA, INC. | CUSTOMER EXPERIENCE | 3800 HAMLIN ROAD | AUBURN HILLS, MI 48326 | UNITED STATES OF AMERICA | TEL. +1 800 822 2834 X43556 | FAX. +1 248 754 6521 | AUDICUSTOMEREXPERIENCECENTER@AUDI.COM | HTTP://WWW.AUDIUSA.COM | | | | |

Investigation Summary Report

| Category | Consumer Complaints | | | |
|--------------------------|--|--------------|------------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAUA2AFD3DN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 7/9/2019 | Mileage | 0 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 7/9/2019 2:29:00 PM | CUSTOMER STATES: I WAS FORCED TO TURN IN MY A8 BECAUSE THE TURBO IMPELLER FAILED AND GOT INTO A 2019 A6; NOW DUE TO THE MONEY I OWED ON THE LEASE AND THE STATE OF THE VEHICLE, I WAS ONLY OFFERED \$8000 TRADE-IN VALUE FOR MY VEHICLE; AND MY DEALER SAID I SHOULD CONTACT THIS NUMBER FOR CONTACT INFORMATION TO SUBMIT A CLAIM FOR THE MONEY I SPENT OUT OF POCKET THAT WAS LOST ON A VEHICLE THAT WAS MAINTAINED APPROPRIATELY AND FEEL I WAS OWED MONEY. CUSTOMER ADVOCATE ADVISED: WELL WE CAN CERTAINLY REVIEW THAT REQUEST GIVEN THE LOYALTY TO THE BRAND, BUT I CANNOT MAKE ANY GUARANTEES; YOU CAN ACTUALLY JUST EMAIL IN YOUR LETTER AND WE WILL REVIEW YOUR REQUEST; JUST PUT IN THE CASE NUMBER AT AUDITALK.COM AND I WILL RECEIVE IT; REVIEW CAN TAKE 5-7 BUSINESS DAYS AND I WILL FOLLOW UP WITH YOU IF WE DO NOT RECEIVE YOUR LETTER. CUSTOMER ACCEPTS. CUSTOMER ADVOCATE TO WAIT FOR CUSTOMER MAIL. | | | |
| 7/15/2019 10:20:00 AM | CUSTOMER ADVOCATE TO SUBMIT FOR SME/RCE REVIEW; CUSTOMER IS A LONG STANDING AUDI OWNER AND HAD MAINTAINED THE VEHICLE REGULARLY; CUSTOMER BELIEVES THAT FAULT IN TURBO IMPELLER AND RESULTING VEHICLE PURCHASE SHOULD NOT HAVE TRANSPIRED GIVEN ADEQUATE MAINTENANCE; CUSTOMER PURCHASED A 2019 A6, BUT IS SEEKING 20000 DOLLARS COMPENSATION FOR THE VALUES LISTED IN HIS LETTER(ATTACHED IN DOC CENTER). CUSTOMER ADVOCATE TO WAIT FOR SME/RCE REVIEW. | | | |
| 7/16/2019 1:26:00 PM | HELLO, 2013 A8 WAUA2AFD3DN [REDACTED] [REDACTED] THIS CUSTOMER IS MAKING A RATHER STRANGE REQUEST; HIS CAR FAILED EARLY; OUTSIDE OF WARRANTY; HE THEN PURCHASED A NEW CAR AND NOW FEELS THAT HE IS OWED 20,000\$ FROM US. THE CUSTOMER HAS PURCHASED 4-5 AUDIS WITH US; SO WE DID AT LEAST WANT TO REVIEW AND SEE IF THERE IS ANYTHING WE CAN DO FOR THE CUSTOMER GIVEN THE CIRCUMSTANCE. HE SENT IN A LETTER OF WHAT HE FEELS IS OWED TO HIM; I WENT OVER THE CASE WITH THE ADVOCATE (ZAC) TO INFORM HIM WE WERE PROBABLY NOT GOING TO BE ABLE TO GIVE THE CUSTOMER 20,000\$; ESPECIALLY SINCE WE NEVER HAD A CHANCE AT GOODWILL TO REPAIR THE VEHICLE. I ATTACHED WHAT THE CUSTOMER SENT IN. CUSTOMER COMMENTS: CUSTOMER IS A LONG STANDING AUDI OWNER AND HAD MAINTAINED THE VEHICLE REGULARLY; CUSTOMER BELIEVES THAT FAULT IN TURBO IMPELLER AND RESULTING VEHICLE PURCHASE SHOULD NOT HAVE TRANSPIRED GIVEN ADEQUATE MAINTENANCE; CUSTOMER PURCHASED A 2019 A6, BUT IS SEEKING 20000 DOLLARS COMPENSATION FOR THE VALUES LISTED IN HIS LETTER(ATTACHED IN DOC CENTER). CUSTOMER ADVOCATE TO WAIT FOR SME/RCE REVIEW. KIND REGARDS, JUSTIN P TECHNOLOGIST SME, AUDI CUSTOMER EXPERIENCE CENTER AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA TEL. +1 248 754 3509 AUDITALK@AUDI.COM HTTP://WWW.AUDIUSA.COM | | | |
| 7/18/2019 10:55:00 AM | RCE ADVISES THAT THE CUSTOMER NO LONGER OWNS THE VEHICLE THERE FOR THERE IS NO CURRENT REPAIR TO REVIEW; IN ORDER TO FORWARD THE REQUEST TO THE DEALERSHIP THERE NEEDS TO BE MORE INFORMATION; PLEASE REACH OUT TO THE DEALERSHIP AND FIND OUT WHAT THE CUSTOMERS LOYALTY IS; WAS THERE AN OFFER ON THE A8 FOR ASSISTANCE; PLEASE RETRIEVE THE REPAIR ORDER'S PERTAINING TO THE REPAIR FOR THE TURBOS; CONFIRM LOYALTY AND SERVICING | | | |
| 7/18/2019 11:00:00 AM | RCE ADVISES THAT THE CUSTOMER NO LONGER OWNS THE VEHICLE THERE FOR THERE IS NO CURRENT REPAIR TO REVIEW; IN ORDER TO FORWARD THE REQUEST TO THE DEALERSHIP THERE NEEDS TO BE MORE INFORMATION; PLEASE REACH OUT TO THE DEALERSHIP AND FIND OUT WHAT THE CUSTOMERS LOYALTY IS; WAS THERE AN OFFER ON THE A8 FOR ASSISTANCE; PLEASE RETRIEVE THE REPAIR ORDER'S PERTAINING TO THE REPAIR FOR THE TURBOS; CONFIRM LOYALTY AND SERVICING | | | |
| 7/31/2019 4:50:00 PM | RCE SEEKING TO GATHER MORE INFORMATION. SA STATES: CUSTOMER WAS DRIVING AND THE TURBOS FAILED; CUSTOMER DECIDED TO PURCHASE AN A6; SINCE HE WAS NOT OFFERED A LOT, WAS SEEKING FOR COMPENSATION. RCE ADVISED NOT SURE, HOWEVER WILL GAUGE FIELD. RCE TO CONTACT FIELD. | | | |
| 8/7/2019 5:57:00 PM | RCE ADVISED: OF CUSTOMER'S SITUATION CONCERNING THE TURBO; CUSTOMER DECIDED TO PURCHASE A NEW VEH AND TRADE IN THE A8 FOR A 2019 A6; SEEKING THOUGHTS ON REIMBURSING THE EQUIVALENT OF THE AUDI CARE ON HIS NEW VEH. AASM ACCEPTS. RCE TO ADD A LINE. | | | |

Investigation Summary Report

Category Consumer Complaints

VW's File Number

VIN

WAUW2AFCXFN

Owner Or Fleet

Make, Model, Model Year Audi, S7, 2015

Report Date

7/22/2019

Mileage

66,000

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

7/22/2019
1:04:00 PM

CUST STATES: MY TURBO CHARGERS WENT OUT IN APRIL (5,000 MI AGO), I GOT THEM FIXED, PAID OUT OF POCKET, AND THEN BOUGHT AN EXTENDED WARRANTY RIGHT AFTER. LAST WEEK, I STARTED HEARING A WHISTLING SOUND, TOOK IT TO THE DLR, AND THEY SAID IT WAS THE PCP. THEY FIXED IT, AND ON MY WAY HOME, MY VEH STARTED HAVING THE EXACT SAME SYMPTOMS AS WHEN THE TURBOS WENT OUT. IT STALLED, AND I ENDED UP HAVING TO GET IT TOWED BACK TO THE DLR. IT LOOKS LIKE ITS GOING TO BE A TURBO CHARGER ISSUE AGAIN, LUCKILY I WONT HAVE TO PAY DUE TO THE EXTENDED WARRANTY. I JUST WANTED TO VOICE MY CONCERNS AND SEE IF YOU KNOW WHY THIS HAPPENED | | | CA ADVISES: DLR IS GOING TO BE THE BEST RESOURCE FOR THESE TYPES OF QUESTIONS. WOULD BE HAPPY TO FOLLOW UP WITH YOU ONCE YOU GET IT BACK AND SEE HOW EVERYTHING GOES. ONCE A PART IS WORKED ON, IT DOES HAVE A 12000/12 MONTH WARRANTY ON IT | | | CUST THANKS AND ACCEPTS | | | CA TO FOLLOW UP

Investigation Summary Report

| Category | Consumer Complaints | | | |
|--------------------------|---|--------------|------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAUJ2AFC5DN | [REDACTED] |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S6, 2013 | | | |
| Report Date | 7/26/2019 | Mileage | 68,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 7/26/2019 2:44:00 PM | CUST STATES; I PURCHASED THE VEH IN 2013 AS ANEW VEH ABOUT 1 WEEK AGO I NOTICED THE VEH WAS RIDING RUFF AND THERE WAS A WHISTELING SOUND COMING FROM THE ENGINE; I JUST KEPT DRIVING THERE WAS NO WARNING LIGHT; THE NEXT DAY I NOTICED THE VEH BEGIN TO HESITATE AND STOP WHEN AT A STOP LIGHT; I HAD THE VEH TOWED TO AUDI I HAVE BEEN NOTIFIED THAT THE TURBO CHARGERS NEED TO BE REPLACED DUE TO OIL STARVATION TO THE TURBOS; I WAS TOLD THERE IS METAL THAT'S BLOCKING THE SCREEN WHICH CASUED THE OIL NOT TO GET TO THE TURBO CHARGES; I HAVE BEEN GIVEN AN ESTIMATE OF \$14-15K AND AM REQUESTING THAT AUDI COVERS THE ENTIRE COST CUST SEEKS; 100% REPAIR ASSISTANCE CA ADVISED; I CAN DOCEMENT YOUR EXPERIENCE AND CREATE A CASE FOR REVIEW; MY NEXT STEP WILL BE TO CONTACT THE DLR TO GET ADDITIONAL DETAILS ONCE THAT IS COMPLETED I WILL SEND THE CASE UP FOR REVIEW; ALSO, I'D LIKE TO SET THE EXPECTATION THAT EACH CASE IS REVIEWED ON A CASE BY CASE BASIS AND INCLUDES BUT NOT UNLIM TO, AGE, MILEAGE, MAINTENANCE HISTORY, REPAIR AND ITS COST, LOYALTY TO DLR AND BRAND. THIS IS NOT GUARANTEE; THE PROCESS CAN TAKE 7-10 BUSINESS DAYS FROM THE DATE WE OBTAIN ALL THE INFO NEEDED FOR THE CASE CUST ACCEPTS CA TO CALL DLR | | | |
| 8/13/2019 3:09:00 PM | AUDI I HAVE BEEN NOTIFIED THAT THE TURBO CHARGERS NEED TO BE REPLACED DUE TO OIL STARVATION TO THE TURBOS; I WAS TOLD THERE IS METAL THAT'S BLOCKING THE SCREEN WHICH CASUED THE OIL NOT TO GET TO THE TURBO CHARGES; I HAVE BEEN GIVEN AN ESTIMATE OF \$14-15K AND AM REQUESTING THAT AUDI COVERS THE ENTIRE COST CUST SEEKS; 100% REPAIR ASSISTANCE | | | |
| 8/20/2019 6:15:00 PM | AUDI I HAVE BEEN NOTIFIED THAT THE TURBO CHARGERS NEED TO BE REPLACED DUE TO OIL STARVATION TO THE TURBOS; I WAS TOLD THERE IS METAL THAT'S BLOCKING THE SCREEN WHICH CASUED THE OIL NOT TO GET TO THE TURBO CHARGES; I HAVE BEEN GIVEN AN ESTIMATE OF \$14-15K AND AM REQUESTING THAT AUDI COVERS THE ENTIRE COST CUST SEEKS; 100% REPAIR ASSISTANCE | | | |
| 8/23/2019 12:50:00 PM | CUST NAME: [REDACTED] VIN: WAUJ2AFC5DN [REDACTED] (2013 S6) MILES: 68K MILES DLR: HOFFMAN AUDI CONCERN: VEH WAS RIDING ROUGH AND THERE WAS A WHISTLING SOUND COMING FROM THE ENGINE; CUST CONTINUED DRIVING AS THERE WAS NO WARNING LIGHT; THE NEXT DAY CUST NOTICED THE VEH BEGIN TO HESITATE AND STOP WHEN AT A STOP LIGHT; VEH TOWED TO AUDI AND CUST HAS BEEN NOTIFIED THAT THE TURBO CHARGERS NEED TO BE REPLACED DUE TO OIL STARVATION TO THE TURBOS; HE WAS TOLD THERE IS METAL THAT'S BLOCKING THE SCREEN WHICH CAUSED THE OIL NOT TO GET TO THE TURBO CHARGES; HE RECEIVED AN ESTIMATE OF \$14-15K AND IS REQUESTING THAT AUDI COVERS THE ENTIRE COST CUST STATES HE PURCHASED VEH NEW HOWEVER CARFAX IS SHOWING SECOND OWNER SINCE 11/2016; VEH HAS AUDI CARE ON IT FROM ORIGINAL OWNER DOCUMENTS IN CASE SHOW OIL/FILTER CHANGES 8/2017 & 1/2019 CUST BELIEVES THIS TO BE A KNOWN FAULTY DESIGN THAT AOA HAS ACKNOWLEDGED DUE TO RESEARCH ON TSB-T1 S HE FOUND RELATED TO CONCERN; ALSO CUST IS QUESTIONING WHY THIS DOES NOT FALL UNDER CARB WARRANTY COST OF REPAIR \$14-15K; DLR SM HAS ALREADY DENIED GOODWILL DUE TO LACK OF SERVICE WITH AUDI | | | |
| 8/23/2019 4:26:00 PM | CUST NAME: [REDACTED] VIN: WAUJ2AFC5DN [REDACTED] (2013 S6) MILES: 68K MILES DLR: HOFFMAN AUDI CONCERN: VEH WAS RIDING ROUGH AND THERE WAS A WHISTLING SOUND COMING FROM THE ENGINE; CUST CONTINUED DRIVING AS THERE WAS NO WARNING LIGHT; THE NEXT DAY CUST NOTICED THE VEH BEGIN TO HESITATE AND STOP WHEN AT A STOP LIGHT; VEH TOWED TO AUDI AND CUST HAS BEEN NOTIFIED THAT THE TURBO CHARGERS NEED TO BE REPLACED DUE TO OIL STARVATION TO THE TURBOS; HE WAS TOLD THERE IS METAL THAT'S BLOCKING THE SCREEN WHICH CAUSED THE OIL NOT TO GET TO THE TURBO CHARGES; HE RECEIVED AN ESTIMATE OF \$14-15K AND IS REQUESTING THAT AUDI COVERS THE ENTIRE COST CUST STATES HE PURCHASED VEH NEW HOWEVER CARFAX IS SHOWING SECOND OWNER SINCE 11/2016; VEH HAS AUDI CARE ON IT FROM ORIGINAL OWNER DOCUMENTS IN CASE SHOW OIL/FILTER CHANGES 8/2017 & 1/2019 CUST BELIEVES THIS TO BE A KNOWN FAULTY DESIGN THAT AOA HAS ACKNOWLEDGED DUE TO RESEARCH ON TSB-T1 S HE FOUND RELATED TO CONCERN; ALSO CUST IS QUESTIONING WHY THIS DOES NOT FALL UNDER CARB WARRANTY COST OF REPAIR \$14-15K; DLR SM HAS ALREADY DENIED GOODWILL DUE TO LACK OF SERVICE WITH AUDI | | | |

Investigation Summary Report

| | | | | |
|-------------------------|--|--------------|------------------|--------------------|
| Category | Consumer Complaints | | | |
| VW's File Number | [REDACTED] | VIN | WAU32AFDXFN | [REDACTED] |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2015 | | | |
| Report Date | 7/31/2019 | Mileage | 70,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 7/31/2019 2:18:00 PM | CUST STATES; DECEMBER (2018) THE OIL SEPERATOR WENT OUT; BOTH OF TWIN TURBOS WENT BAD. THERE ARE 70K MILES ON THE VEH; AND IT RECENTLY SHUT OFF ON THE ROAD. I HAD TO HAVE IT TOWED TO A NON-AUTHORIZED AUDI DLR SINCE I DON'T HAVE ROADSIDE AND WAS NOT CLOSE TO MY AUDI DLR. CA ADVISED; YOU HAVE A U38-PCV VALVE/OIL SEP 10/120 US ONLY, THIS MAY BE COVERED; I JUST HAVE TO VERIFY WITH THE DLR; ALSO YOU HAVE ROADSIDE COVERAGE UNTIL 8/25/2019 CUST STATES; I PURCHASED EXTENDED WARRANTY ALSO THROUGH A 3RD PARTY. THE 3RD PARTY AJUSTOR CAME OUT TO THE INDEPENDENT AND SAID FOR THE TURBO; THEY WILL PAY FIRST 7K; THE COST OF PARTS; I WILL PAY \$1,500. | | | |

Investigation Summary Report

| Category | Consumer Complaints | | | |
|-------------------------|---|--------------|------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAUR2AFD2DN | [REDACTED] |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 8/1/2019 | Mileage | 85,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 8/1/2019 7:23:00 PM | <p>CUSTOMER STATES: I HAVE VEH CONCERN; I HAD TO REPLACE AIR SUSPENSION IN THE PAST AND NOW MY TURBOS FAILED WHILE ON THE HIGHWAY AND I NEEDED TO HAVE VEH TOWED TO DLR; I HAVE BEEN GIVEN A COST OF 10K FOR THIS REPAIR; WITH THIS BEING THE SECOND MAJOR REPAIR ON THIS VEHICLE IS VERY DISAPPOINTING; CUSTOMER SEEKING: REPAIR ASSISTANCE CUSTOMER ADVOCATE ADVISES: I UNDERSTAND HAVING THIS TYPE OF MAJOR REPAIR AGAIN ON YOUR VEH IS UNEXPECTED; I CAN HAVE THIS REVIEWED FOR ASSISTANCE; DID THE REPAIR COST INCLUDE ANY DISCOUNT FROM DLR, DO YOU SERVICE REGULARLY WITH THIS DLR CUSTOMER STATES: THE DLR DID STATE THE WILL CHECK AND THEY MAY BE ABLE TO GET COST DOWN TO \$9K AND I SERVICE AT THIS DLR ALL THE TIME; I WILL HAVE TO DECIDE DO I KEEP VEH OR GET RID OF AND HOPE AUDI WILL DO SOMETHING IN GOOD FAITH; ALSO CAN I GET THE EMAIL FOR AUDI PRESIDENT I WOULD LIKE TO EMAIL THEM CUSTOMER ADVOCATE ADVISES: WITH REVIEW FOR ASSISTANCE WHEN VEH IS OUTSIDE ANY WARRANTY WOULD BE ASSISTANCE AND I CANNOT GUARANTEE THAT WE WILL BE ABLE TO MEET THAT EXPECTATION BUT I WANT TO HAVE THE OPPORTUNITY FOR REVIEW; I CAN FOLLOW UP IN 3-5 BUSINESS DAYS; THAT EMAIL WOULD BE CIAN.OBRIEN@AUDI.COM CUSTOMER ACCEPTS</p> | | | |
| 8/2/2019 8:03:00 AM | <p>EMAIL FORWARDED FROM EXECUTIVE: FROM: [REDACTED] [MAILTO: [REDACTED]] SENT: THURSDAY, AUGUST 01, 2019 7:34 PM TO: O'BRIEN, CIAN <CIAN.OBRIEN@AUDI.COM> SUBJECT: MY AUDI A 8 DEAR MR. OBRIEN, I AM A CARDIOLOGIST PRACTICING IN SPRINGFIELD, MO. I HAVE BEEN A FAN OF AUDIS FOR A LONG TIME AND FINALLY PURCHASED A BRAND NEW AUDI A 8 L IN 2013 (VIN # WAUR2AFD2DN [REDACTED]). I WAS VERY HAPPY WITH THE CAR AND HAD HOPED TO BUY ANOTHER FOR MY WIFE, ESPECIALLY WITH THE NEW ELECTRIC MODELS COMING OUT SOON. I HAVE ALSO RECOMMENDED THE CAR TO MANY OF MY PROFESSIONAL COLLEAGUES WHO HAVE GONE ON TO BUY AUDIS. HOWEVER, MY ENTHUSIASM WAS DAMPED BY A FAILURE OF THE AIR SUSPENSION THREE YEARS AGO. THIS WAS AN EXPENSIVE REPAIR. I DECIDED TO GIVE AUDI ANOTHER CHANCE. HOWEVER, THIS YEAR BOTH THE TURBOS IN MY CAR FAILED SUDDENLY, STRANDING ME DANGEROUSLY ON A BUSY HIGHWAY. ONCOMING TRAFFIC MANGED TO SWERVE AND AVOIDED HITTING ME AND I TOWED THE CAR TO THE DEALER. THE DEALERS ARE QUOTING 10,000 DOLLARS TO REPAIR IT. I AM APPALLED AT HOW SUCH A HIGHLY ENGINEERED CAR CAN HAVE TWO MAJOR FAILURES IN LESS THAN 85000 MILES. I AM ALSO SURPRISED AT HOW THE CAR STOPPED SUDDENLY ON A 70 MILE/HR HIGHWAY WITH NO BACKUP MECHANISMS TO KEEP IT GOING AT A SAFE SPEED SO THAT I COULD HAVE PULLED OFF SAFELY TO THE SIDE. NEEDLESS TO SAY, THIS HAS LEFT ME SHAKEN. I HAVE A TURBOCHARGED PORSCHE AND A 10 YEAR OLD TURBOCHARGED BMW THAT HAVE NEVER HAD ANY OF THESE ISSUES. I AM REACHING OUT TO YOU TO SEE IF AUDI HAS ANY SOLUTIONS IN MY CASE AND AM HOPING YOU CAN RESTORE MY CONFIDENCE IN THE BRAND. ANY HELP FROM YOU WILL BE GREATLY APPRECIATED AND WILL GO A LONG WAY IN RESTORING AUDI'S IMAGE IN BOTH MY EYES AND THE PROFESSIONAL COMMUNITY HERE IN SPRINGFIELD. REGARDS, DR. [REDACTED] MD FAC ES TO REVEIW</p> | | | |
| 8/2/2019 8:03:00 AM | <p>ES FORWARDED EMAIL FROM CIAN TO RCE/OCA/AASM/AD:GOOD MORNING ERNIKA, WE RECEIVED THIS CONTACT FROM CIAN. IT SOUNDS AS THOUGH THE CUSTOMER CONTACTED OUR CXC YESTERDAY AS WELL REQUESTING CIAN'S CONTACT INFO. WE WILL BE LETTING THE CUSTOMER KNOW THAT CIAN RECEIVED THE CONTACT AND TAMIKA IS IN THE BEST POSITION TO ASSIST FURTHER WITH THE REVIEW. @ERIC: LOOKS AS THOUGH THIS CUSTOMER IS THE ORIGINAL OWNER. UNSURE IF WE HE HAS BEEN SERVICING AND MAINTAIN THOUGH THE DEALERSHIP. UNSURE IF WE HAVE PROVIDED GOODWILL IN THE PAST. WE WILL NEED TO PROVIDE CIAN WITH THE DETAILS SURROUNDING THE TURBO FAILURE IF POSSIBLE. @ERNIKA: CAN WE ENSURE THAT TAMIKA HAS THE SUPPORT AND GUIDANCE NECESSARY TO PROVIDE THIS CUSTOMER THE SUPPORT AND CONFIDENCE IN OUR REVIEW? I WILL THROW MYSELF IN ALERT TO PROVIDE CIAN UPDATES. LET ME KNOW HOW I CAN HELP OR IF THERE ARE ANY QUESTIONS. WARMEST REGARDS, MEGHAN NAGEL EXECUTIVE CASE SPECIALIST AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE ES TO REACH OUT TO CUSTOMER</p> | | | |
| 8/5/2019 11:53:00 AM | <p>YOU HAD ANYONE WITH AN A8 ASKING FOR HELP ON TURBOS. HEY CODY AND ABSOLUTELY. IS THIS REGARDING [REDACTED] A8. SM STATES: YES; WILL CALL YOU IN A BIT; WAIT FOR A RESPONSE</p> | | | |
| 8/5/2019 12:10:00 PM | <p>SM STATES: CUSTOMER ORIGINALLY CAME IN SINCE HIS TURBO'S FAILED WHILE DRIVING ON THE FREEWAY; SINCE HE IS A GOOD CUSTOMER OF OURS, WE DISCOUNTED THE REPAIR TO \$9100; HE ASKED IF WE COULD DO ANYTHING AND MENTIONED THAT WE COULDN'T FROM OUR END BUT COULD LOOK INTO THE MATTER AND FOLLOW UP; DIDN'T GIVE US THE OPPORTUNITY AND SAID HE WROTE THE PRESIDENT; SPOKE WITH THE FIELD ABOUT IT ALREADY, HE TOLD ME TO FILL OUT THE FORM AND HE WILL LET ME KNOW. RCE ADVISED: LET ME KNOW WHAT THE FIELD INDICATES. SM ACCEPTS. WAIT FOR RESPONSE</p> | | | |

Investigation Summary Report

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|--------------------------------|--|---------------------|-------------------------|---------------------------|
| Category | Consumer Complaints | | | |
| VW's File Number | [REDACTED] | VIN | WAUR2AFD7DN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 8/8/2019 | Mileage | 65,500 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 8/8/2019 7:17:00 PM | WAUR2AFD7DN [REDACTED] AUDI KANSAS CITY; CAR FAILED ON THE HIGHWAY; FAILING BECAUSE BOTH TURBOS ARE SCORED AND THEY NEED TO BOTH BE REPLACED; \$10,400 7600 IS PARTS ENGINE DOES NOT RUN; DRIVEABILITY; VERIFIED THE CONCERN THIS MORNING; TOOK A BORE SCOPE AND FOUND THE TURBINE HAS COME APART; WHICH IS CAUSING THE CAR NOT TO RUN; BOTH TURBOS ARE BADLY SCORED COST TO REPLACE PARTS \$10,400 WE HAVE NEVER SEEN THE CAR I AM IN UTTER SHOCK 65500; LANCE (888) 776-0819 POLICY IS IF HE WILL AUTHORIZE THE REPAIR, WE CAN PROVIDE A LOANER | | | |
| 8/9/2019 12:47:00 PM | CUSTOMER STATES/SEEKS: CAR FAILED ON THE HIGHWAY WHILE TRAVELING AWAY FROM HOME; TAKEN TO AUDI KANSAS CITY; FAILING BECAUSE BOTH TURBOS ARE SCORED AND THEY NEED TO BOTH BE REPLACED; COSTS \$10,400 AND \$7,600 OF THAT IS PARTS. I AM IN UTTER SHOCK. I ALSO NEED TO GET A HOTEL TONIGHT AND DO NOT HAVE A CAR; CAN I GET A LOANER? THIS IS TERRIBLE AND TO BE STUCK WITH A \$10K ON A A8. THIS IS YOUR MOST EXPENSIVE VEHICLE. CUSTOMER ADVOCATE ADVISED: UNDERSTAND THE MAGNITUDE OF CONCERN. CAN REVIEW INTERNALLY FOR OPPORTUNITY, BUT NOT GUARANTEED. CAR IS OUTSIDE OF ANY APPLICABLE WARRANTY. CAN DO ALL I CAN TO ENGAGE RESOURCES AS SOON AS POSSIBLE SINCE YOU ARE AWAY FROM HOME. ALSO, I CAN FORWARD REQUEST OF LOANER TO DEALER BUT THEY WOULD NEED TO MEET THAT REQUEST AS THEY OWN THE VEHICLES. CUSTOMER ACCEPTS. CUSTOMER ADVOCATE TO CALL DEALER. [REDACTED] | | | |
| 8/9/2019 12:53:00 PM | DEALER VERIFIED CONCERN WITH ENGINE; TOOK A BORE SCOPE AND FOUND THE TURBINE HAS COME APART; WHICH IS CAUSING THE CAR NOT TO RUN; BOTH TURBOS ARE BADLY SCORED. COST TO REPLACE BOTH TURBOCHARGERS IS \$10,400. THIS IS HIS FIRST VISIT WITH US. HE WOULD ONLY BE ABLE TO GET A LOANER IF HE DOES THE REPAIR WITH US. CUSTOMER ADVOCATE THANKS AND ACCEPTS. | | | |
| 8/9/2019 12:57:00 PM | OPEN REPAIR ORDER TO REPLACE BOTH TURBOCHARGERS; COST \$10,400; CUSTOMER LIVES IN DES MOINES, IA AND IS AWAY FROM HOME BUT HE DOES SERVICE THE VEHICLE WITH AUDI DES MOINES; PURCHASED CPO AND IS SECOND OWNER BUT CPO WARRANTY EXPIRED IN DECEMBER 2018; SEEKING TO ENGAGE RCE FOR GOODWILL REVIEW. SME TO CONTINUE. | | | |
| 8/9/2019 5:57:00 PM | DLR STATES/SEEKS: WHAT IS GOING ON WITH THIS CAR? 62497 - TURBO WORK DONE UNDER REPAIR ORDER | | | |
| 8/10/2019 1:56:00 PM | 2013 A8 WAUR2AFD7DN [REDACTED] IN-SERVICE=12/17/2012 2ND OWNER BOUGHT CPO 1/16/2016 AT 40,900 MILES CURRENT MILEAGE=65,500 2 AUDI'S ON FILE SELLING DEALER=[REDACTED] AUDI MINNEAPOLIS SERVICING DEALER=(CURRENTLY AT) 424A03 KANSAS CITY AUDI - VEHICLE BROKE DOWN WHILE CUSTOMER WAS OUT OF TOWN, (NORMALLY AT) 402B10 AUDI DES MOINES PER CASE NOTES: OPEN REPAIR ORDER TO REPLACE BOTH TURBOCHARGERS; COST \$10,400; CUSTOMER LIVES IN DES MOINES, IA AND IS AWAY FROM HOME BUT HE DOES SERVICE THE VEHICLE WITH AUDI DES MOINES; PURCHASED CPO AND IS SECOND OWNER BUT CPO WARRANTY EXPIRED IN DECEMBER 2018; SEEKING TO ENGAGE RCE FOR GOODWILL REVIEW. SME/RCE TO DISCUSS | | | |
| 8/10/2019 8:50:00 AM | CUSTOMER ADVOCATE ADVISED: FOLLOWING UP. CASE IS UNDER REVIEW. HAVE SPOKEN WITH AUDI DES MOINES TO GATHER MAINTENANCE HISTORY. ARE YOU STILL IN KANSAS CITY? CUSTOMER STATES: NO, I RENTED A CAR AND WENT BACK TO IOWA; ABOUT A 3 HOUR DRIVE. SO, I HOPE TO HAVE THIS RESOLVED SOON AND NEED AOA TO DO WHAT IS RIGHT AND PAY THIS. ALSO, PLEASE NOTE REPAIR ORDER [REDACTED] THERE WAS TURBO WORK DONE AT AUDI DES MOINES AS WELL PREVIOUSLY. CUSTOMER ADVOCATE ADVISED: WILL NOTE THAT. CUSTOMER ACCEPTS. SME REVIEW. | | | |
| 8/12/2019 5:21:00 PM | RCE SEEKING TO GATHER MORE INFORMATION. SM STATES: NOT SURE OF SERVICE HISTORY SINCE VEH CAME FROM IA, HOWEVER THE VEH NEEDS TURBOS FOR ABOUT \$11K. RCE ADVISED: WILL HAVE TO LOOK INTO THE SITUATION AND FOLLOW UP. RCE TO CONTACT FIELD | | | |
| 8/15/2019 12:39:00 PM | JUST TO KEEP YOU UPDATED, I AM COVERING THE TURBOS 100%, I HAVE TOLD THE DEALER ALREADY. RCE TO CALL THE DLR. | | | |

Investigation Summary Report

Category Consumer Complaints

VW's File Number

VIN

WAU32AFDXFN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2015

Report Date

8/19/2019

Mileage

0

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

8/19/2019
2:05:00 PM

CUST STATES; VEH BROKE DOWN DURING VACATION; BOTH OF THE TURBO CHARGERS WENT; USED ROADSIDE AND HAD THE VEH TOWED TO THE DLR AND EVERYTHING WAS COVERED UNDER WARRANTY; TRIP WAS INTERRUPTED AND WONDERED IF AUDI CAN DO SOMETHING ABOUT THIS | | CA ADVISED; CAN DEFINITELY GET THIS INFORMATION OVER TO ROADSIDE; WOULD HAVE TO SEND IN PICTURES OF RECEIPTS; | | CUST ACCEPTS | | CA ADVISED; GOING TO SEND CONTACT INFORMATION EMAIL; ONCE THAT INFORMATION IS RECEIVED PLEASE SEND THE PICTURES OVER | | CUST ACCEPTS | | CA TO WAIT FOR CUST MAIL

Investigation Summary Report

| Category | Consumer Complaints | | | |
|--------------------------------|--|---------------------|-------------------------|---------------------------|
| VW's File Number | [REDACTED] | VIN | WAUR2AFD5DN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 8/23/2019 | Mileage | 77,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 8/23/2019 4:08:00 PM | <p>CUST STATES: HAVE OWNED VEH FOR 3 YEARS. BOUGHT IT USED FROM INDPT DLR. IT DIED ON OUR WAY FROM VIRGINIA TO NEW YORK DUE TO TURBO CHARGERS CUST IS SEEKING: ASSISTANCE PAYING FOR REPAIRS (\$16,000). (TURBOS ARE \$5,000 EACH PLUS LABOR) CUST STATES: AS WE WERE COMING OFF THE HIGHWAY, THE EPC AND CHECK ENGINE LIGHT CAME ON. THEN THE WHEELS LOCKED UP AND THE VEH DIED. LUCKILY EVERYONE IS OK. HAD VEH TOWED 1 1/2 HOURS TO LOCAL DLR, WHO TOOK A COUPLE OF HOURS TO WORK ON IT. THEY SAID IT WAS A RARE ISSUE, BUT THAT BOTH TURBOS HAD DIED AND NEEDED TO BE REPLACED. WE HAD TO RENT A CAR TO GET TO OUR EVENT THIS WEEKEND, SO WE LEFT THE VEH AT THE DLR FOR NOW. (WYOMING VALLEY). SERVICES VEH REGULARLY AT AUDI TYSONS AND ROCKWELL. VEH HAD 40,000 MILES ON IT AT TIME OF PURCHASE. THIS WAS HUSBANDS DREAM CAR SAVED HIS WHOLE LIFE WYOMING VALLEY SA, BENJAMIN, ADVISED WE CXALL YOU TO TELL OUR EXPERIENCE AND HOPEFULLY GET ASSISTANCE. IS THERE ANY WAY THIS CAN BE DONE BY MONDAY? CA ADVISES: IM SO GLAD EVERYONES OK, AND THAT YOU WERE ABLE TO GET IT TO THE DLR! I WILL START PUTTING A CASE TOGETHER FOR YOU; BECAUSE IT'S OUTSIDE OF WARRANTY I CAN'T GUARANTEE WHAT ASSISTANCE WE WILL BE ABLE TO PROVIDE, BUT I WILL HAVE THIS REVIEWED. I WILL LIKELY NOT HAVE A DECISION FOR YOU BY MONDAY, AS I WILL NEED TO REACH OUT TO THE DLR WHERE THE VEH IS AS WELL AS WHERE YOU SERVICE, AND START THE REVIEW PROCESS WITH MY TEAM IN ORDER TO GET CASE MOVING. CAN TAKE 7-10 BUSINESS CASES. WILL ALSO SEND YOU A MY CONTACT INFORMATION VIA EMAIL CUST THANKS AND ACCEPTS CA TO SEND CONTACT INFO AND CALL DLRS</p> | | | |
| 8/23/2019 4:20:00 PM | <p>CATEGORY SELECTION : ENGANDENGCooling / OTHER SYMPTOM - 1 / TURBOCHARGER ASSEMBY FAILED ;</p> | | | |
| 8/30/2019 12:13:00 PM | <p>RCE TO REVIEW CUSTOMER CAR BROKE DOWN ON THERE WAY FROM VIRGINIA TO NEW YORK; VEH IS CURRENTLY AT AUDI WYOMING VALLEY DIAG AS TURBO CHARGERS REPAIR WILL COST (\$16,000) CUSTOEMR SEEKING ASSISTANCE ; 3RD OWENER BUT VEH HAS BEEN SERVICED WITH AUDI TYSON CORNER SEEKING OPTIONS FOR POSSIBLE DISCOUNT. RCE TO REVIEW.</p> | | | |
| 9/20/2019 2:06:00 PM | <p>[REDACTED] ADVISES: ENDED UP TAKING VEH FROM AUDI DLR AND HAVING IT TOWED BACK HOME. THE CHARGE OF \$16,000 WAS WAY TOO MUCH, SO WE TOOK IT TO THE LOCAL MECHANIC HERE, AND THE SAID IT WASNT THE TURBO CHARGERS, IT WAS A COOLANT LEAK. CHARGED \$7,000 SO WE HAD THE WORK DONE THERE. AM VERY DISAPPOINTED. HAVE LOST TRUST IN THE BRAND, HUSBAND WOULD LIKE TO SPEAK TO YOU, TOO [REDACTED] REITERATES MESSAGE FROM HIS WIFE, EXPRESSES FRUSTRATION IN FACT THAT HE'S HAD TO HAVE ALIGNMENT DONE TO HIS VEH SINCE PURCHASING IT USED, AS WELL AS HAVING TO REPLACE THE RIMS. IS NOT LOOKING FINANCIAL ASSISTANCE. JUST WANTS TO TAKE TIME TO EXPRESS DISAPPOINTMENT WITH BRAND AND VEH, STATES THAT HIS EXPERIENCE AT ALL DLRS IN PAST HAVE BEEN NEGATIVE CA LISTENS TO CUST'S STORY, ADVISES THAT THIS FEEDBACK IS APPRECIATED. OFFERS IF THERE IS ANYTHING SHE CAN LOOK INTO FOR CUST, CUST DECLINES. IS VERY NICE AND APPRECIATIVE OF TIME, BUT STATES THAT HE IS LIKELY TO SELL THE VEHICLE AS SOON AS POSSIBLE. NO FURTHER QUESTIONS CA TO CLOSE CASE.</p> | | | |

Investigation Summary Report

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|-------------------------|---------------------|--------------|------------------|--------------------|
| Category | Consumer Complaints | | | |
| VW's File Number | [REDACTED] | VIN | WAUW2AFC1DN | [REDACTED] |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S7, 2013 | | | |
| Report Date | 8/27/2019 | Mileage | 88,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|-------------------------|--|
| 8/27/2019 9:03:00 AM | <p>CUST STATES: I AM CALLING TO MAKE A FORMAL COMPLAINT ABOUT 2 EMPLOYEES AT THE OWINGS MILLS DLR. I HAVE OWNED 7 AUDI'S AND WILL NEVER OWN ONE AGAIN BECAUSE OF THE EXPERIENCE THAT I JUST HAD WITH THESE PEOPLE. SO, WHAT HAPPENED WAS...LET ME JUST START FROM THE BEGINNING. WHEN I FIRST PURCHASED THIS VEH, IT HAD ISSUES WITH STALLING ABOUT 5 TIMES A DAY. THEY ENDED UP REPLACING THE TURBOCHARGERS, AND 3 WEEKS LATER, THE ISSUES STARTED HAPPENING AGAIN. THEY ALWAYS GAVE ME A LOANER VEH. THE LAST TIME, THEY ACCUSED ME OF SMOKING IN THE LOANER VEH. I DON'T SMOKE, I AM A FATHER AND FAMILY MAN AND I DON'T DO THAT. SO, I HAD TO GET THIS RECALL DONE FOR THE PASSENGER AIRBAG (74D5) AND I MADE THE APPOINTMENT LIKE 2-3 WEEKS AGO, I ASKED THEM IF I COULD HAVE A LOANER AND THEY TOLD ME NO. SO, BECAUSE I COULDN'T GET THE LOANER, I HAD TO HAVE MY MOTHER RESCHEDULE HER PRE-SURGERY EYE EXAM. AND EVERYTHING WAS SET. ABOUT 45 MINUTES AGO, JEFF W. (SA) TEXTS ME AND LETS ME KNOW THAT THEY ARE GOING TO HAVE TO RESCHEDULE BECAUSE THEY DON'T HAVE THE PART. HE DOESN'T EVEN CALL ME, HE TEXTS ME THIS INFORMATION. SO, I REQUESTED THE NUMBER TO YOU GUYS AND THEN WAYNE (SM) ALL OF A SUDDEN TEXTED ME AND TOLD ME THEY FOUND ONE IN THE BACK THAT A TECH HADN'T PUT ON HIS OWN VEH AND PLEASE DON'T CALL AOA. I FEEL THEY WERE DOING IT ON PURPOSE BECAUSE FOR WHATEVER REASON, THEY DON'T LIKE ME AND ACCUSE ME OF THINGS I DIDN'T DO AND WON'T PROVIDE ME A LOANER. CA STATES: LET ME FIRST START OUT BY APOLOGIZING FOR YOUR EXPERIENCE. I AM MORE THAN HAPPY TO DOCUMENT THE EVENTS. ONCE I DO THAT, IT IS ESCALATED TO INTERNAL RESOURCES HERE AND DEALT WITH INTERNALLY, THEY NOTIFY ME WHEN THE DLR IS NOTIFIED. WE CAN'T GUARANTEE THE DLR WILL REACH OUT SINCE THEY ARE INDIVIDUALLY OWNED AND OPERATED. CUST STATES: THANKS SO MUCH FOR LISTENING TO ME. CAN YOU PLEASE SEND ME AN EMAIL OF ALL OF THIS AND PLEASE HAVE ONE OF YOUR RESOURCES CALLING THE DLR CALL ME AS WELL?</p> |

Investigation Summary Report

Category Consumer Complaints

VW's File Number [REDACTED] VIN WAU32BFC1DN [REDACTED]

Owner Or Fleet [REDACTED]

Make, Model, Model Year Audi, S7, 2013

Report Date 9/16/2019 Mileage 43,000

| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
|-------|-----------------|--------------|------------------|--------------------|
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|-------------------------|---|
| 9/16/2019 9:01:00 AM | CUSTOMER STATES: CAR BROKE DOWN IN A BUSY INTERSECTION; TOWED CAR INTO AUDI MAG DEALER AFTER BREAK DOWN; DIAGNOSED WITH TURBO CHARGER FAILURE; WORKING WITH JOSH GUTMORE; BILLED FOR 11K; NO ASSISTANCE OFFERED YET; VERY LOYAL MY STEP DAD WORKS FOR [REDACTED] SHOULD HAVE AN ACCOUNT WITH HUNDREDS OF VEHICLES; CUSTOMER SEEKS: GOODWILL REPAIR CA ADVISES: ALL REVIEWS ARE EVALUTAED AT DEALER FIRST; WILL REACH OUT TO THE DEALER; MAKE SURE NO OPPORTUNITES ARE BEING MISSED; REVIEW INCLUDES BUT NOT LIMITED TO AGE/MILEAGE, COST OF REPAIRS, CUSTOMER LOYALTY TO BRAND DEALER, MAINTENANCE RECORDS, CAR FAX CUSTOMER CONFIRMS |
| 9/16/2019 9:27:00 AM | -WHAT IS THE DIAGNOSIS? BACK UP BUZZER NEEDS TO BE REPLACED, TURBO CHARGER ASSEMBELY NEEDS TO BE REPLACE, OIL FEED RETURN, O-RINGS AND LINES AND AN OIL STRAINER NEED TO BE REPLACED -WHAT IS THE COST OF CURRENT REPAIR (PARTS AND LABOR)? \$11K APPROX. / 6800 FOR ONE TURBO BUT WE RECOMMEND BOTH SINCE WE ARE IN THERE/ BUZZER- \$235 -WHAT IS THE OUT OF POCKET COST OF PREVIOUS REPAIRS? \$1400 -DOES THE CUSTOMER SERVICE WITH YOU REGULARLY? MAINTAIN THE 2018 Q7 BUT THIS IS THE SECOND TIME / DEC 2017 BROUGHT S7 IN DUE TO CHECK ENGINE LIGHT ONLY THERE FOR DIAGNOSIS GRADE - D HAVE NOT OFFERED ANY ASSISTANCE, SERVICE MANAGER NOT INVOLVED |

Investigation Summary Report

| | | | | |
|-------------------------|---------------------|--------------|------------------------|--------------------|
| Category | Consumer Complaints | | | |
| VW's File Number | [REDACTED] | VIN | WAUF2AFC8GN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S6, 2016 | | | |
| Report Date | 9/23/2019 | Mileage | 92,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|-------------------------|---|
| 9/23/2019 5:14:00 PM | <p>CUST STATES: I HAD SOME PRETTY EXTENSIVE REPAIRS IN MAY- CHECK ENGINE LIGHT CAME ON, AND IT WAS AN ISSUE WITH THE PCV VALVEM BUT WAS COVERED UNDER WARRANTY. NOW, ABOUT A WEEK AGO (9/16), HAD TO LEAVE MY VEH AT THE AIRPORT, AND WHEN I PARKED IT I HEARD A CLICKING SOUND AND THE VEH VIBRATED AND TURNED OFF. I WAS ABLE TO TURN IT BACK ON AGAIN, AND SHUT IT OFF, THEN HAD TO CATCH MY PLANE. WHEN I CAME BACK, I IMMEDIATELY TOOK IT TO THE DLR. AM CURRENTLY IN A LOANER TODAY THEY TOLD ME THAT MY TURBO IS BLOWN AND THE REPAIR IS OVER \$12,000. I AM NOT SURE WHY THIS ISNT RELATED TO THE REPAIRS I HAD IN MAY, WILL TALK TO THE DLR ABOUT IT MORE. BOUGHT VEH BRAND NEW FROM AUDI RICHMOND AND TYPICALLY SERVICE IT THERE. ABSOLUTELY LOVE THIS CAR. ADVISOR IS BRAD. 1ST AUDI CA ADVISES: WILL REVIEW FOR POSSIBLE ASSISTANCE, AT THIS TIME CANNOT GUARANTEE ANYTHING WITH VEH OUTSIDE OF WARRANTY. WE LOOK AT FACTORS LILKE BRAND LOYALTY AND HOW WELL THE VEH IS MAINTAINED SPECIFICALLY AT OUR DLRs. I WILL NEED TO REACH OUT TO DLR FOR REPAIR ORDERS AND EXACT PRICE. IF YOU'D LIKE CAN PUT YOU ON HOLD AND REACH OUT TO THEM NOW. CUST THANKS AND ACCEPTS</p> |
| 9/25/2019 8:33:00 AM | <p>FROM: MIKER@PAGEAUTO.COM [MAILTO:MIKER@PAGEAUTO.COM] SENT: WEDNESDAY, SEPTEMBER 25, 2019 8:33 AM TO: CRAWFIS, SARA <EXTERN.SARA.CRAWFIS@AUDI.COM> CC: KOTELES, JOE <JOE.KOTELES@AUDI.COM> SUBJECT: RE: {EXTERNAL EMAIL} [REDACTED] WAUF2AFC8GN [REDACTED] GOODWILL SARA THIS CUSTOMER IS NOT ALL THAT LOYAL TO THE AUDI BRAND AS YOU CAN SEE SHE TAKES HER CAR ELSE WHERE TO HAVE SERVICE WORK DONE ON AS WELL AS BRINGING IT HERE. THE PCV VALVE REPLACEMENT IS A WARRANTY EXTENSION AT NO COST TO THE CUSTOMER AND THAT WOULD HAVE NOTHING TO DO WITH THE TURBOS GOING BAD AUDI RICHMOND WILL NOT BE OFFERING ANY ASSISTANCE TO THIS CUSTOMER. MIKE FROM: CRAWFIS, SARA <EXTERN.SARA.CRAWFIS@AUDI.COM> SENT: TUESDAY, SEPTEMBER 24, 2019 4:42 PM TO: MIKER@PAGEAUTO.COM CC: KOTELES, JOE <JOE.KOTELES@AUDI.COM> SUBJECT: {EXTERNAL EMAIL} [REDACTED] WAUF2AFC8GN [REDACTED] : [REDACTED] VIN: WAUF2AFC8GN [REDACTED] 2016 S6 IN-SERVICE 3/31/15 MILEAGE 92,000 ORIGINAL OWNER [REDACTED] PURCHASING DEALER AUDI RICHMOND- AUDI CARE NEW SERVICING DEALER AUDI RICHMOND AND INDEPENDENTS SEEKING ASSISTANCE WITH \$12K TURBO REPAIR HELLO MIKE, THIS CUSTOMER REACHED OUT TO AOA WITH CONCERNS ABOUT THE COST OF THE NEEDED REPAIR AFTER SHE RECENTLY HAD CONCERNS WITH THE PCV VALVE. I HAVE ATTACHED CARFAX. THIS IS THE CUSTOMER'S 1ST AUDI SEEKING YOUR THOUGHTS ON ASSISTANCE. @JOE ANY THOUGHTS ON THIS? KIND REGARDS, SARA CRAWFIS </p> |

Investigation Summary Report

Category Consumer Complaints

VW's File Number [REDACTED] VIN WAUJ2AFC8DM [REDACTED]

Owner Or Fleet [REDACTED]

Make, Model, Model Year Audi, S6, 2013

Report Date 10/8/2019 Mileage 81,000

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

Date/Time Case Comment

10/8/2019 11:44:00 AM CUSTOMER STATES: I AM LOOKING FOR SOME ASSISTANCE WITH MY VEHICLE; IT STALLED ON MY WAY TO PA AND I WAS TOLD BY AUDI OF WYOMING VALLEY THAT THE TURBO ON THE CAR BLEW; I HAVE HAD 4 AUDIS THIS IS VERY SAD BECAUSE I REALLY LIKE THIS VEHICLE | | | CUSTOMER SEEKS: ASSISTANCE WITH REPAIR FOR TURBO | | | CUSTOMER ADVOCATE STATES: YES SIR I CAN SEE IF WE CAN FILE FOR SOME TYPE OF ASSISTANCE FOR THE VEHICLE REPAIR, BUT THE FIRST THING WE NEED TO DO IS GET THE VEHICLE IN THE DEALER SO WE CAN GET A PROPER DIAGNOSIS; ONCE IT IS THERE WE CAN START THE CASE REGARDING THE REPAIR; THIS DOES TAKE TIME TO COMPLETE; AND I CANNOT GUARANTEE ANY RESULTS ON THE MATTER BUT I WILL DO MY BEST TO GET THE BEST FOR YOU. | | | CUSTOMER ACCEPTS | | | CUSTOMER ADVOCATE TO AWAIT CUSTOMER GETTING CAR TO DEALER

10/24/2019 3:22:00 PM FROM: AUDI CUSTOMER EXPERIENCE CENTER | | SENT: THURSDAY, OCTOBER 24, 2019 3:22 PM | | TO [REDACTED] | | SUBJECT: [REDACTED] REFERENCE [REDACTED] OCTOBER 24, 2019 ; AA | | | DEAR [REDACTED] | | | THANK YOU FOR CONTACTING AUDI OF AMERICA REGARDING YOUR 2013 AUDI S6. I HAVE CONDUCTED MY INITIAL DUE-DILIGENCE RELATING TO YOUR TURBO AND WOULD LIKE TO SPEAK WITH YOU TO DISCUSS THE MATTER PERSONALLY. REGRETTABLY, I HAVE BEEN UNABLE TO REACH YOU BY PHONE. | | | I DO LOOK FORWARD TO HEARING FROM YOU. IF YOU COULD PLEASE REPLY TO THIS EMAIL OR CONTACT ME VIA PHONE AT +1 800 822 2834, LISTEN TO THE AUDI GREETING, SELECT PROMPT 9, AND ENTER IN MY EXTENSION 43660 TO SPEAK WITH ME DIRECTLY. IF I AM NOT AVAILABLE, PLEASE LEAVE A VOICEMAIL AND I WILL FOLLOW UP WITH YOU AT MY EARLIEST OPPORTUNITY. | | | YOU ARE A VALUED MEMBER OF THE AUDI FAMILY AND I LOOK FORWARD TO HEARING FROM YOU. | | | BEST REGARDS, | | | | ASHLEY A. | | CUSTOMER ADVOCATE, AUDI CUSTOMER EXPERIENCE CENTER | | | CA TO WAIT FOR CUST CONTACT IF NOT CLOSE CAUSE OCT. 28

Investigation Summary Report

| Category | Consumer Complaints | | | |
|--------------------------|--|--------------|------------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAUR2AFD4DN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 11/5/2019 | Mileage | 53,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 11/5/2019 2:19:00 PM | CUSTOMER STATES: I WAS TRAVELING TO A WEDDING IN ILLINOIS; CAR STALLED OUT AND THE DEALER SAID THE VEHICLE NEEDS THE TURBOS REPLACED; I AM WORKING WITH WILL WETZEL; I AUTHORIZED THE REPAIRS YESTERDAY CUSTOMER SEEKS: GOODWILL ASSISTANCE/REPAIR CA ADVISES: T STATED JUST TO GO OVER WHAT WE DO AS THE MANUFACTURE IT IS OUR OBLIGATION TO MAINTAIN THE VEHICLE TO THE TERMS OF THE WARRANTY; WHEN A VEHICLE LEAVES THAT WARRANTY UP KEEPING THE VEHICLE BECOMES THE CUSTOMERS PAY SITUATION; I ALL REQUESTS FOR VOLUNTARY REPAIR ASSISTANCE ARE EVALUATED AND STARTED AT THE DEALER, THAT EVALUATION INCLUDES, BUT IS NOT LIMITED TO, THE AGE AND MILEAGE OF THE VEHICLE, THE COST OF REPAIRS AND THE CUSTOMERS LOYALTY TO THE DEALER AND THE AUDI BRAND, MAINTENANCE REVCORDS, AND WE CHECK THE CAR FAX; JUST TO BE COMPLETELY TRANSPARENT WITH YOU ALSO WHEN YOU AUTHORIZES THE REPAIRS YOUR ARE ALSO ACCEPTING THE COST; I WILL MAKE SURE NO OPPORTUNITIES ARE BEING MISSED CALL TO DEALER | | | |
| 11/5/2019 3:10:00 PM | -WHAT IS THE DIAGNOSIS? FAULTS FOR BANK 1 FOR THE 02 SENSOR / ROUGH IDLE TSB TURBOS WORN PAST WARE LIMIT REPLACEMENT OF BOTH TURBO -WHAT IS THE COST OF CURRENT REPAIR (PARTS AND LABOR)? 9984.54 W/O TAXES -WHAT IS THE OUT OF POCKET COST OF PREVIOUS REPAIRS? NOTHING -DOES THE CUSTOMER SERVICE WITH YOU REGULARLY? NONE - COUPON - 10% UP TO \$500 -S.A. WILL WETZEL | | | |
| 11/5/2019 3:11:00 PM | TO ASK THE CUSTOMER: -VIN: WAUR2AFD4DN [REDACTED] -MILEAGE: 53K -TREAD: COMPLETED -DEALERSHIP IN CASE: ZIMBRICK AUDI -VEHICLE LOCATION: AT DEALER -HAS THE DIAGNOSIS BEEN PERFORMED? YES -WHERE WAS THE VEHICLE PURCHASED? AUDI NAPLES -HAVE REPAIRS BEEN COMPLETED? NO, IN PROCESS -WHAT IS THE CUSTOMER ASKING FOR? GOODWILL ASSISTANCE -HAS THE DEALER DISCOUNTED THE REPAIR? YES -HOW MUCH WAS OFFERED IF SO? CPOUPON 10% OFF UP TO \$500; SO \$500 -DETAILED SUMMARY OF CONCERN: TURBOS BOTH FAILED AND NEED TO BE REPLACED -FOLLOW-UP DATE DOCUMENTED IN CASE: 2 BUSINESS DAYS ADDITIONAL INFORMATION: CUSTOMER HAS 2 VEHICLES CURRENTLY: WA1VAAF73JD [REDACTED] (2018) Q7 - PURCHASED FROM AUDI FORT MYERS PURCHASED AUDI CARE AND SERVICE 2013 A8 AT AUDI NAPLES | | | |
| 11/6/2019 6:44:00 PM | SME TO RCE TO REVIEW FOR GOODWILL; OCA TO CONTINUE MAKE FOLLOW-UPS AS PROMISED VIN: WAUR2AFD4DN [REDACTED] MODEL: 2013 AUDI A8 IN SERVICE: 1/7/2013 TYPE OF OWNERSHIP: NEW SERVICING DEALERSHIP: AUDI MINNEAPOLIS CONCERN: CUSTOMER IS SEEKING GOODWILL ASSISTANCE FOR 2 TURBOCHARGERS THAT COME OUT TO \$9984.54 AND DLR HAS PROVIDED 10% OFF COUPON OF UP TO \$500 OFF SO ~\$500 WAS TAKEN OFF. BETTER YET. CUSTOMER AUTHORIZED REPAIRS BUT ONLY BECAUSE THEY WERE TRAVELING FOR A WEDDING AND DID NOT WANT TO HOLD THE DEALER UP FOR THEIR LOANER VEH AS THEY WERE NOT AWARE OF OUR GOODWILL REVIEW PROCESS PRIOR TO CALLING IN. CUSTOMER DOES NOT HAVE LOYALTY WITH THIS DLR BECAUSE THEY WERE TRAVELING BUT SME CONFIRMED WITH HOMETOWN DLR T AUDI MINNEAPOLIS THAT CUSTOMER HAS COMPLETED ALL RECOMMENDED MAINTENANCE INCLUDING AND ADDITIONAL 55K INTERVAL THAT WAS SPENT OOP AS WELL AS A NEW BATTERY IN MARCH AND WIPER BLADES (DLR HAD HARD TIME ACTUALLY CALCULATING \$ AMOUNT OF OOP). CUSTOMER HAS ALSO RECENTLY PURCHASED A 2018 Q7 CPO FROM AUDI FORT MYERS THIS MARCH. | | | |
| 11/8/2019 7:53:00 AM | GOOD MORNING PAUL, I HOPE THIS EMAIL FINDS YOU WELL! YOU USUALLY WORK WITH MY COLLEAGUE ROB METEER, I AM FILLING IN FOR HIM THIS WEEK. WE WERE CONTACTED BY THE CUSTOMER T S THAT THEY WERE TRAVELING AND THE VEHICLE STALLED OUT. THEY TOOK THE VEHICLE TO YOUR DEALERSHIP. THEY STATED IT WAS DIAGNOSED WITH THE TURBOS REPLACED AND WOULD BE 10K PLUS TAXES. CUSTOMER IS SEEKING ASSISTANCE WITH THE REPAIR COST. ONE OF MY COLLEAGUES SPOKE WITH WILL AND HE CONFIRMED THE NEEDED REPAIR AND ESTIMATE. HE SAID THE DEALERSHIP WAS APPLY A 10% COUPON UP TO \$500 OF THE REPAIR. I SEE THE CUSTOMER HAS ALREADY APPROVED THE REPAIRS. PAUL AND CHRIS NOT SURE IF WE SHOULD DO MORE. I SEE THE CUSTOMER IS THE ORIGINAL OWNER OF THE VEHICLE, HAD AUDI CARE AND DID THE MAINTENANCE UP TO 45K AT AUDI MINNEAPOLIS. THEY DO OWN TWO AUDI VEHICLES AS WELL, THIS ONE AND 2018 Q7. I ALSO SEE IN THE HISTORY IN 2017 CUSTOMER HAS ALREADY HAD GOODWILL FOR \$1300. CAN YOU GUYS PLEASE REVIEW THIS AND LET ME KNOW WHAT YOUR THOUGHTS ARE ON THIS. BEST REGARDS, CHRIS CAPADAGLI REGION CASE EXPERT, AUDI CXC | | | |
| 11/11/2019 2:08:00 PM | RCE ALERTED DLR OF 60% GOODWILL ASSISTANCE TOWARDS TURBO CHARGER REPAIRS. | | | |

Investigation Summary Report

Category Consumer Complaints

VW's File Number

VIN

Waur2AFD4DN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2013

Report Date

11/5/2019

Mileage

53,000

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

11/11/2019 2:10:00 PM DLR TO OFFER CUST 60% GOODWILL ASSISTANCE TOWARDS TURBO CHARGE REPAIRS. | | | CA TO ALLOW DLR 24 HOURS TO PRESENT OFFER BEFORE CONTACT CUST.

Investigation Summary Report

| Category | Consumer Complaints | | | |
|---------------------------|---|--------------|------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAUW2BFC8GN | [REDACTED] |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S7, 2016 | | | |
| Report Date | 11/15/2019 | Mileage | 79,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 11/15/2019 11:22:00 AM | -MILEAGE- 79000 -DEALERSHIP IN CASE- AUDI EERIE/ -VEHICLE LOCATION- @ THE DLR -WHERE WAS THE VEHICLE PURCHASED? (IF DEALERSHIP, WHICH ONE?) DAY AUDI IN PA -HAS THE DIAGNOSIS BEEN PERFORMED? BOTH TURBOS ARE BLOWN -HAVE REPAIRS BEEN COMPLETED? NO -WHAT IS THE CUSTOMER ASKING FOR? GET THE COST DOWN (DOESNT EXPECT FULL COVERAGE) -HAS THE DEALER DISCOUNTED THE REPAIR? NO -HOW MUCH WAS OFFERED IF SO? \$0 -DETAILED SUMMARY OF CONCERN- BOTH TURBOS ARE BLOWN AND ITS A \$10,000 REPAIR - WHAT DID YOU NOTICE- WHEN PULL UP TO STOP SIGN THE VEH WOULD SHUT OFF AND WOULD HAVE TO PUT IT INTO NUTRAL SO IT DIDNT TURN OFF. WHITE SMOKE WITH REALLY BAD SMELL WAS COMING OUT OF FRONT END. ENGINE LIGHT DIDNT COME ON UNTIL HE GOT TO THE DLR CA-ADVISED SHE WILL NEED TO CALL THE DLR CUST- ACCEPTED | | | |
| 11/15/2019 11:23:00 AM | TO ASK THE DEALERSHIP: -WHAT IS THE DIAGNOSIS? BOTH TURBO PANS WENT -WHAT IS THE COST OF CURRENT REPAIR (PARTS AND LABOR)? \$10,200 -WHAT IS THE OUT OF POCKET COST OF PREVIOUS REPAIRS? NONE -DOES THE CUSTOMER SERVICE WITH YOU REGULARLY? ONLY DONE ONE MAINTENCE AND DONE MAJORITY AT SILWICKLEY. | | | |
| 11/16/2019 2:26:00 PM | 2016 S7 WAUW2BFC8GN [REDACTED] IN-SERVICE= 3/30/2015 CURRENT MILEAGE= 79K ORIGINAL OWNER SELLING DEALER= [REDACTED] AY AUDI SERVICING DEALER= [REDACTED] AUDI ERIE ONLY AUDI ON FILE SEEKING GOODWILL ASSISTANCE ON TURBO REPAIR QUOTE DEALER TOLD CUSTOMER TO CONTACT AOA FOR ASSISTANCE PER CASE NOTES: CUSTOMER STATES WAS ADVISED BY MY SERVICE ADVISOR TIM TO CALL BACK AND ADVISE THAT 100% OF MY SERVICES HAVE BEEN DONE WITH AUDI DEALERS, SEWICKLEY AUDI, DAY AUDI AND COCHRAN AUDI. CUSTOMER ADVOCATE SEEKS IF DEALER DISCUSSED ANY OPPORTUNITIES WITH CUSTOMER REGARDING ASSISTANCE AS ASSISTANCE IS REVIEWED AND DETERMINED AT DEALER LEVEL USING AUDI RESOURCES. CUSTOMER STATES SERVICE ADVISOR TIM TOLD ME TO CALL YOU; HE WAS EMPHATIC THAT I WOULD GET BETTER RESULTS BY ME CALLING MYSELF INSTEAD OF HIM CALLING; HE COACHED ME THAT I SHOULD BE CORDIAL AND NICE; THEN HE TOLD ME TO CALL BACK AND MAKE SURE I LET YOU ALL KNOW THAT I HAVE DONE 100% OF MY SERVICES WITH AUDI DEALERS. -WHAT IS THE DIAGNOSIS? BOTH TURBO PANS WENT -WHAT IS THE COST OF CURRENT REPAIR (PARTS AND LABOR)? \$10,200 -WHAT IS THE OUT OF POCKET COST OF PREVIOUS REPAIRS? NONE -DOES THE CUSTOMER SERVICE WITH YOU REGULARLY? ONLY DONE ONE MAINTENANCE AND DONE MAJORITY AT SEWICKLEY. - WHAT DID YOU NOTICE- WHEN PULL UP TO STOP SIGN THE VEH WOULD SHUT OFF AND WOULD HAVE TO PUT IT INTO NEUTRAL SO IT DIDNT TURN OFF. WHITE SMOKE WITH REALLY BAD SMELL WAS COMING OUT OF FRONT END. ENGINE LIGHT DIDNT COME ON UNTIL HE GOT TO THE DLR WOULD RCE LIKE TO CONTACT SERVICE MANAGER/FIELD? ANY OPPORTUNITIES HERE? CA TO WAIT RCE REVIEW AND CONTINUE HANDLING IN THE MEANTIME | | | |
| 11/25/2019 3:59:00 PM | SEE DOC CENTER: CUSTOMER SENT IN LETTER SAYING... I PURCHASED MY AUDI S-7 FORM DAY AUDI. ALL THE SERVICE ON MY S-7 WAS DONE BY THAT DEALERSHIP UNTIL THEY CLOSED. I HAVE ONLY USED AUDI DEALERS TO SERVICE MY S-7. PLEASE SEE ATTACHED SERVICE RECORDS FROM THE 3 OTHER AUDI DEALERS WHERE SERVICE HAS BEEN PERFORMED. I LOVE MY S-7 AND THIS IS MY SECOND AUDI I PLAN ON GETTING A NEW S-7 OR HOPEFULLY A RS-7 IN THE SPRING. FROM WHAT IVE BEEN TOLD IS THAT BOTH TURBOS ARE NOT FUNCTIONING. THE DEALER IN ERIE WANTS \$10,000.00 TO REPAIR THE PROBLEM. I AM RESPECTFULLY REQUESTING THAT THIS REPAIR BE COVERED (IN WHOLE OR A MAJOR PORTION) BY AUDI. CUSTOMER PROVIDED SOME SERVICE RECORDS (SEE DOC CENTER); IT DOES SHOW HE HAD 25K SERVICE PERFORMED AT 29,339 MILES AND 65K DONE IN 2018 | | | |
| 11/29/2019 4:01:00 PM | [REDACTED] WAUW2BFC8GN [REDACTED] 2016 S7 79,000 MILES AUDI ERIE HI STEVE, I HOPE YOU ENJOYED YOUR TIME OFF. I WOULD LIKE YOUR FEEDBACK CONCERNING THE FOLLOWING CUSTOMER. PLEASE REVIEW AND ADVISE. THE CUSTOMER IS THE ORIGINAL OWNER AND PURCHASED FROM DAY AUDI BACK ON 3/30/15. ALSO THIS IS HIS 2ND AUDI. HE RECENTLY BROUGHT THE VEHICLE INTO SERVICE SINCE HIS VEHICLE WOULD SHUT OFF WHEN PULLING UP TO A STOP SIGN, AS WELL AS WHITE SMOKE WAS COMING FROM THE FRONT OF THE VEHICLE. THE DEALER INDICATED BOTH TURBOS FAILED AND RECOMMENDED TURBOS FOR \$10,200 AND IT LOOKS LIKE THE CUSTOMER HAS SERVICED HIS VEHICLE BETWEEN DAY, AND SEWICKLEY AUDI AS WELL AS AUDI ERIE. CAN YOU PROVIDE YOUR THOUGHTS TOWARDS ASSISTANCE? I LOOK FORWARD IN HEARING FROM YOU. WAIT FIELD CONTACT | | | |
| 12/2/2019 1:00:00 PM | RCE ADVISED: WANTED TO FOLLOW UP REGARDING EMAIL. AASM STATES: CAN OFFER A 50% DISCOUNT TOWARDS THE COST OF THE TURBOS. RCE TO CALL DLR. | | | |

Investigation Summary Report

| Category | Consumer Complaints | | | |
|--------------------------|--|--------------|------------------|--------------------|
| VW's File Number | ██████████ | VIN | WAUR2AFD3EN | ██████████ |
| Owner Or Fleet | ██ | | | |
| Make, Model, Model Year | Audi, A8, 2014 | | | |
| Report Date | 12/10/2019 | Mileage | 77,322 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 12/10/2019 6:16:00 PM | CUSTOMER STATES: YESTERDAY, 12/9, MY VEHICLE COMPLETELY SHUT OFF WHILE MY WIFE AND I WERE DRIVING ON THE HIGHWAY; I WAS DRIVING TO A VERY IMPORTANT POST-SURGERY APPOINTMENT; I WAS ABLE TO GET THE VEHICLE INTO NEUTRAL AND GET IT ONTO THE SHOULDER; TOWED IT TO THE DEALER WHERE IT WAS DIAGNOSED AS A COUPLE OF MY TURBOS ARE GOING BAD IN MY VEHICLE AND NEED TO BE REPLACED, THEY OVERHEATED THE VEHICLE WHICH CAUSED THE VEHICLE SHUT OFF; THIS REPAIR IS GOING TO COST 11K; DEALER HAS BEEN GREAT TO WORK WITH; I WAS LOOKING TO BUY A NEW A8 BUT NOW I QUESTION MYSELF ON THAT BECAUSE OF THIS VEHICLE AND CONSIDERING THE SAFETY OF MY WIFE AND I; WONDERING IF AUDI WOULD BE WILLING TO ASSIST A CUSTOMER WHO IS WILLING AND WANTING TO PURCHASE ANOTHER A8. CUSTOMER SEEKS: GOODWILL REPAIR CUSTOMER ADVOCATE ADVISES: I WOULD BE HAPPY TO REVIEW; TO SET THE PROPER EXPECTATIONS WE DO REVIEW BASED ON LOYALTY TO THE BRAND, LOYALTY TO THE DEALER, MAINTENANCE OF THE VEHICLE, AGE AND MILES AMONG OTHER ITEMS; WILL CALL THE DEALER TO GATHER MORE INFORMATION AND WILL FOLLOW-UP WITH YOU ON 12/12; SENT MY CONTACT INFORMATION VIA EMAIL. CUSTOMER ADVOCATE TO CALL DEALER | | | |
| 12/11/2019 4:36:00 PM | CUSTOMER ADVOCATE STATES: CALLING IN REGARDS TO A MUTUAL CUSTOMER; REACHED OUT TO US FOR ASSISTANCE, WANTING TO GATHER INFORMATION FROM YOU; DIAGNOSIS OF VEHICLE, COST OF REPAIRS FOR THE VEHICLE, COST OF PREVIOUS OUT OF POCKET EXPENSES WITH YOU; HAS THE DEALER OFFERED ASSISTANCE DEALER STATES: CUSTOMER NEEDS TWO TURBOS REPLACED; COST OF THIS REPAIR IS 11,228, CUSTOMER HAS PAID 8,500 OUT OF POCKET FOR REPAIRS WITH US, HE SERVICES WITH US FOR EVERYTHING, DOES NOT GO ANYWHERE ELSE, GREAT CUSTOMER; MANAGER IS IN TRAINING FOR THE WEEK SO AS OF NOW, WE HAVE NOT OFFERED ASSISTANCE. CUSTOMER ADVOCATE TO FOLLOW UP WITH CUSTOMER | | | |
| 12/11/2019 4:44:00 PM | CUSTOMER IS FIRST TIME OWNER, WANTS TO AND PLANS ON PURCHASING AN A8L, WONDERFUL SERVICE HISTORY WITH HIS DEALER, HAS A TOTAL OF 8,500 OUT OF POCKET COSTS FOR REPAIRS ON HIS VEHICLE FROM THIS DEALER. CUSTOMER IS RECOVERING FROM A MAJOR ABDOMINAL SURGERY AND VEHICLE SHUT OFF ON HIM WHILE HE WAS EN ROUTE TO AN IMPORTANT DOCTOR'S APPOINTMENT. SEEKING GOODWILL ASSISTANCE FOR TURBO REPAIR. VEHICLE IS CURRENTLY AT THE DEALER AWAITING REPAIR. -VIN: WAUR2AFD3EN ██████████ -MILEAGE: 77,322 -TREAD: YES -DEALERSHIP IN CASE: AUDI WASHINGTON -VEHICLE LOCATION: AT DEALER -MULTIPLE AUDI OWNER: FIRST TIME AUDI OWNER, PLANS TO PURCHASE MORE, SPECIFICALLY AN A8L -WHERE WAS THE VEHICLE PURCHASED? (IF DEALERSHIP, WHICH ONE?) AUDI WASHINGTON -HAS THE DIAGNOSIS BEEN PERFORMED? YES -HAVE REPAIRS BEEN COMPLETED? NO -WHAT IS THE CUSTOMER ASKING FOR? GOODWILL ASSISTANCE FOR REPAIR -HAS THE DEALER DISCOUNTED THE REPAIR? NO -HOW MUCH WAS OFFERED IF SO? N/A -DETAILED SUMMARY OF CONCERN: 2 TURBOS NEED REPLACEMENT. -WHAT IS THE DIAGNOSIS? TWO TURBOS NEED REPLACEMENT -WHAT IS THE COST OF CURRENT REPAIR (PARTS AND LABOR)? 11, 228 -WHAT IS THE OUT OF POCKET COST OF PREVIOUS REPAIRS? 8,500 UP-TO-DATE -DOES THE CUSTOMER SERVICE WITH YOU REGULARLY? YES, ONLY WITH DEALER, GREAT SERVICE HISTORY | | | |
| 12/13/2019 3:38:00 PM | RCE ADVISED: WANTED TO FOLLOW UP REGARDING VEH THAT NEEDS A TURBO FOR \$14K; CUSTOMER PURCHASED THE VEH CPO AND HAS SERVICED SINCE OWNERSHIP AASM STATES: CAN OFFER 60%; ALSO, CAN SPEAK WITH LARRY TO SEE IF HE CAN OFFER AN ADDITIONAL 15%. RCE ACCEPTS. RCE TO CONTACT DLR. | | | |
| 12/13/2019 4:14:00 PM | ██████████ WAUR2AFD3EN ██████████ 2014 A8 77,322 MILES AUDI WASHINGTON HELLO GENTLEMEN, HAPPY FRIDAY TO YOU BOTH. ██████████, RECENTLY CONTACTED THE CXC SEEKING ASSISTANCE TOWARDS THE TURBO'S. STEVE SMITH, OFFERED A 60% BUT HE WANTED TO KNOW IF YOU CAN OFFER AN ADDITIONAL 15% OFF. IF ADDITIONAL ASSISTANCE CAN BE OFFERED PLEASE FOLLOW UP WITH THE CUSTOMER CUSTOMER TO PROVIDE AN UPDATE AND HIS FINAL PORTION WILL BE BEST REGARDS, | | | |

Investigation Summary Report

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|--------------------------------|--|---------------------|-------------------------|---------------------------|
| Category | Consumer Complaints | | | |
| VW's File Number | [REDACTED] | VIN | WAUR2AFD7EN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2014 | | | |
| Report Date | 12/12/2019 | Mileage | 42,899 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 12/12/2019 5:46:00 PM | CUSTOMER STATE: FRIDAY WAS DRIVING TO THE ART PLACE WITH MY SISTER AND MY VEHICLE STATED IDLING WEIRD TO SLOW DOWN OR STOP, NO WARNING LIGHTS THEN STOPPED; GOT TOWED TO DEALER THEY SAID THE TURBO WENT, THERE ARE OPEN RECALLS ON THE VEHICLE BUT NONE RELATING TO THIS; TURBO SHOULDN'T BE GOING ON THIS VEHICLE; I THINK IT SHOULD BE COVERED, I REFUSE TO PAY \$10,000. SERVICE ADVISOR IS ALEXANDER KNIAZUK 312 628 4202 CUSTOMER SEEKS: GOODWILL ASSISTANCE CUSTOMER ADVOCATE ADVISES: CANNOT GUARANTEE ANYTHING BUT WILL REVIEW; WE REVIEW BASED ON LOYALTY TO DEALER, LOYALTY TO BRAND, AGE AND MILEAGE OF VEHICLE; CASE TO CASE BASIS; GENERALLY A 7-10 BUSINESS DAY REVIEW PROCESS; MY FIRST STEP IS TO REACH OUT TO DLR CUSTOMER ADVOCATE TO EMAIL CONTACT INFO AND CASE NUMBER, CASE PENDING | | | |
| 12/26/2019 11:21:00 AM | DEALER ADVISES: WE OFFERED HIM 50%; HIS PART IS \$5800 AFTER 50%; HE WANTS US TO BE BREAKS AND COOLANT FLUSH AND WANTS US TO HEAVILY DISCOUNT EVERYTHING; HE FINALLY SAID THAT HE WILL PAY 25% FOR THE TURBOS BUT WANTS TO PAY \$6501 OUT THE DOOR FOR BREAKS AND COOLANT FLUSH; FULL PRICE FOR TURBOS IS \$11,656.34; BREAKS WOULD BE \$1,639.09; OFFERED HIM \$8,112, HE DENIED, OFFERED \$7,000, STILL NOT HAPPY; HIS FIRST AUDI, HE DOESN'T SERVICE WITH US; THIRD OWNER, FAR OUTSIDE OF WARRANTY CUSTOMER ADVOCATE ADVISES: WILL LET MY TEAM KNOW THAT YOU HAVE AN OFFER FOR HIM; MORE THAN LIKELY WE WILL IMMEDIATELY BACK DECISION CUSTOMER ADVOCATE TO ESCALATE FOR REVIEW | | | |
| 12/26/2019 11:35:00 AM | TO ASK THE CUSTOMER: -VIN: WAUR2AFD7EN [REDACTED] -MILEAGE: 42,000 -TREAD: DONE -DEALERSHIP IN CASE: AUDI FLETCHER JONES -VEHICLE LOCATION: DLR -WHERE WAS THE VEHICLE PURCHASED? (IF DEALERSHIP, WHICH ONE?) INDEPENDENT -HAS THE DIAGNOSIS BEEN PERFORMED? YES -HAVE REPAIRS BEEN COMPLETED? NO -WHAT IS THE CUSTOMER ASKING FOR? REPAIR COVERED -HAS THE DEALER DISCOUNTED THE REPAIR? NO -HOW MUCH WAS OFFERED IF SO? N/A -DETAILED SUMMARY OF CONCERN: TURBO CHARGER WENT AT 42,000 MILES -FOLLOW-UP DATE DOCUMENTED IN CASE -TO ASK THE DEALERSHIP: -WHAT IS THE DIAGNOSIS? START TEARDOWN TOMORROW MORNING; SM GOING TO SUBMIT FOR GOODWILL -WHAT IS THE COST OF CURRENT REPAIR (PARTS AND LABOR)? (\$1,049.75 FOR JUST TEARDOWN, WILL GO TOWARDS REPAIRS); TURBOS; 50% COVERAGE, CUST DENIAL; ORIGINAL PRICE \$11,656.34 FOR TURBOS; BREAKS: \$1639.09; \$8,112 OFFERED ORIGINALLY, DENIED, OFFERED HIM \$7,000; HE STILL IS NOT HAPPY WITH IT; HE WANTS TO PAY \$6501 FOR EVERYTHING -WHAT IS THE OUT OF POCKET COST OF PREVIOUS REPAIRS? \$209.95 -DOES THE CUSTOMER SERVICE WITH YOU REGULARLY? NO, SECOND TIME | | | |
| 12/26/2019 5:03:00 PM | 2014 A8 WAUR2AFD7EN [REDACTED] APPROX.. 42899 MILES IN SERVICE DATE: 12/23/2013 ONE AUDI ON FILE/ 3RD OWNER SERVICING DEALER: [REDACTED] CUST SEEKS: ADDITIONAL GOODWILL SUPPORT. DEALER ADVISES: WE OFFERED HIM 50%; HIS PART IS \$5800 AFTER 50%; HE WANTS US TO BE BREAKS AND COOLANT FLUSH AND WANTS US TO HEAVILY DISCOUNT EVERYTHING; HE FINALLY SAID THAT HE WILL PAY 25% FOR THE TURBOS BUT WANTS TO PAY \$6501 OUT THE DOOR FOR BREAKS AND COOLANT FLUSH; FULL PRICE FOR TURBOS IS \$11,656.34; BREAKS WOULD BE \$1,639.09; OFFERED HIM \$8,112, HE DENIED, OFFERED \$7,000, STILL NOT HAPPY; HIS FIRST AUDI, HE DOESN'T SERVICE WITH US; THIRD OWNER, FAR OUTSIDE OF WARRANTY CARFAX 12/07/2019 @ 42898 AUDI FLETCHER JONES 10/27/2018 @ 28345 AUDI EXCHANGE ELSA 35K MAINT. 12/8/2017 @ 23267 AUDI DEALER [REDACTED] 25K MAINT. 12/6/2016 @ 17953 AUDI DEALER [REDACTED] 15K MAINT. 2/18/2016 @ 10930 AUDI DEALER [REDACTED] 5 K MAINT. 12/12/2014 @ 5185 AUDI DEALER [REDACTED] U38-PCV VALVE/OIL SEP 10/120 US ONLY ACTIVE 2019-05-24 U28-NVLD EXT 10/120,000 US ONLY ACTIVE 2016-12-08 | | | |
| 12/26/2019 5:30:00 PM | RCE REVIEWED; REASSIGNED TO SME/CA FOR FURTHER REVIEW; PLEASE REVIEW ELSA FOR TURBO EXTENDED WARRANTY; PROVIDE A BASIS FOR FURTHER ASSISTANCE OUTSIDE OF WHAT THE DEALER OFFERED FOR FURTHER REVIEW. | | | |
| 1/2/2020 10:20:00 AM | FROM [REDACTED] SENT: MONDAY, DECEMBER 30, 2019 12:52 PM TO: AUDI CUSTOMER EXPERIENCE CENTER <AUDITALK@AUDI.COM> CC: [REDACTED] SUBJECT: RE: [REDACTED] REFERENCE [REDACTED]; DECEMBER 27, 2019; BC HI BRANDEE: JUST LEFT YOU A MESSAGE. ALTHOUGH I AM PLEASED THAT AUDI HAS DECIDED TO PAY FOR 1/2 OF THE REPAIRS ON THE TURBOS, I REALLY THOUGHT THEY SHOULD HAVE PAID FOR IT ALL. THERE IS NO REASON THIS SHOULD HAVE OCCURRED TO A CAR WITH THIS FEW MILES ON IT. THANKS, [REDACTED] [REDACTED] | | | |

Investigation Summary Report

Category Consumer Complaints

| | | | |
|-------------------------|--|---------|------------------------|
| VW's File Number | ██████████ | VIN | WAUA2AFD0DN ██████████ |
| Owner Or Fleet | MR ██████████ ██████████, CROWN POINT, IN, ██████████ Phone #: | | |
| Make, Model, Model Year | Audi, A8, 2013 | | |
| Report Date | 1/6/2020 | Mileage | 49,969 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|-------------------------|--|
| 1/6/2020 2:02:00 PM | CUST STATES: 2013 A8; 49,000 MILES; GETTING READY TO LEAVE AND VEH DIED; TOWED TO DLR AND THEY SAID BOTH TURBOS ARE GONE; \$11,800 REPAIR; IS THERE ANYTHING AUDI CAN DO; PURCHASED USED FROM INDEPENDENT; FRONT BRAKES AND OIL CHANGE AT DLR; DLR DECLINED TO PROVIDE ASSISTANCE. CUST SEEKS GOODWILL FOR TURBO REPAIR. CA ADVISES: I NEED YOUR VIN; WILL CONTACT DLR; WILL CALL BACK AT LATEST ON 1/10 WITH UPDATE. CUST TO EMAIL VIN TO AUDITALK; CA TO CALL DLR 1/6 TO VERIFY DATE TOWED, DIAGNOSIS, COST, LOYALTY, ASSISTANCE; TO CALL CUST 1/10 TO VERIFY POSSIBLE WARRANTIES/REQUESTS FOR GOODWILL. |
| 1/6/2020 3:49:00 PM | CA SEEKS TO VERIFY DATE TOWED, DIAGNOSIS, COST, LOYALTY, ASSISTANCE; TO CALL CUST 1/10 TO VERIFY POSSIBLE WARRANTIES/REQUESTS FOR GOODWILL. DLR STATES: TOWED IN TODAY 1/6/2020; DIAGNOSED BOTH TURBOS NEED TO BE REPLACED AT \$11,816; CUST PAY 8/2018 FOR 45K SERVICE, 4/2019 FOR FRONT BRAKES, 8/2019 FOR 55K SERVICE, ALIGNMENT AND TIRE ROTATION; CUST DID NOT REQUEST FINANCIAL ASSISTANCE. CA TO FOLLOW UP WITH CUST REQUESTING CUST TO WORK WITH DLR TO ASK FOR ASSISTANCE; CA AWAITS CUST CONTACT WITH VIN. |
| 1/6/2020 8:19:00 PM | SME TO PLEASE REVIEW FOR GOODWILL ASSISTANCE. NO PREVIOUS CASE OR CONCERNS WITH TURBOS; PURCHASED USED FROM INDEPENDENT IN 2018; ONLY AUDI IN FAMILY; SERVICED AT TEAM AUDI 402A57; NO EXTENDED WARRANTY; TOWED TO TEAM AUDI 402A57 TODAY 1/6/2020; DIAGNOSED BOTH TURBOS NEED TO BE REPLACED AT \$11,816; CUST PAY 8/2018 FOR 45K SERVICE, 4/2019 FOR FRONT BRAKES, 8/2019 FOR 55K SERVICE, ALIGNMENT AND TIRE ROTATION; CUST STATED ASKED FOR ASSISTANCE AND DLR DECLINED; DLR STATED CUST DID NOT ASK FOR ASSISTANCE; CUST SEEKS <u>TT</u> ANYTHING AUDI CAN DO <u>TT</u> ; CUST APPEARS TO HAVE PURCHASED A USED VEH AND IS ATTEMPTING TO TAKE CARE OF IT TO THEIR BEST ABILITY WITH DOCUMENTED MAINTENANCE. |
| 1/9/2020 4:22:00 PM | RCE ADVISED: WANTED TO FOLLOW UP REGARDING VEH; IT'S MY UNDERSTANDING THE VEH CURRENTLY NEED TURBOS FOR AROUND \$11K WARRANTY. SA STATES: CORRECT; HE PURCHASED THE VEH ON 8/18 AND HAS PAID FOR THE 45K, 55K AND FRONT BRAKES; SPOKE WITH THE FIELD WHO OFFERED A 50%. RCE SEEKING: IF YOU ARE GOING TO FOLLOW UP WITH THE CUSTOMER TO PRESENT OFFER AND COST. SA STATES: YES. RCE TO ADD A LINE. |
| 1/9/2020 5:04:00 PM | CATEGORY SELECTION : ENGANDENGCOOLING / INOPERABLE - 1 / BOTH TURBOCHARGERS FAILED AT 6 YEARS / 49,000 MILES; |
| 1/14/2020 5:11:00 PM | RCE ADVISED: WANTED TO FOLLOW UP REGARDING THE TURBO VEH THAT'S CURRENTLY AT TEAM AUDI; PROVIDED FEEDBACK FROM THE CUST. AASM STATES: WILL SUPPORT THE OFFER PRESENTED BY THE DLR. CA FOR HANDLING |

Investigation Summary Report

| Category | Consumer Complaints | | | |
|-------------------------|---|--------------|------------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAUK2AFD0FN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S8, 2015 | | | |
| Report Date | 2/5/2020 | Mileage | 42,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 2/5/2020 3:50:00 PM | CUSTOMER STATES; I WAS TOLD TO CALL YOU BY MY DEALER MY CAR DIED HAD IT TOWED IN AND THE DEALER IS TELLING ME MY TURBO FAILED AND IT IS GOING TO BE \$10,779 TO FIX IT AND THEY TOLD ME TO CALL YOU TO SEE IF AOA CAN HELP WITH THESE REPAIRS CUSTOMER ADVOCATE ADVISES; LET ME CALL OVER TO THE DEALER TO SEE IF I CAN GET SOME INFORMATION CUSTOMER ACCEPTS CUSTOMER ADVOCATE ADVISES; OK I HAVE WHAT I NEED TO SEND YOUR CASE UP FOR REVIEW WHEN WE REVIEW FOR GOODWILL WE WILL BE LOOKING AT A FEW THINGS AGE/MILEAGE, MAINT HISTORY, OWNERSHIP, LOYALTY TO BRAND/DEALER, AND THE REPAIR/COST. IT WILL BE 7-10 BUSINESS DAYS TO GATHER THE INFORMATION WE NEED AND ANOTHER 7-10 TO COME TO A DECISION (CUSTOMER ADVOCATE GIVES CASE AND CONTACT INFO) CUSTOMER ACCEPTS CUSTOMER ADVOCATE TO SEND UP FOR GOODWILL REVIEW | | | |
| 2/5/2020 3:57:00 PM | DEALER STATES; TURBO BUSHINGS AND BARINGS FAILED IT IS \$10,700 CUSTOMER ADVOCATE ADVISES; DOES HE SERVICE WITH YOU REGULARLY AND IS THERE ANY OUT OF POCKET SPENDING DEALER STATES; WE HAVE ONLY SEEN THE VEHICLE 3 TIMES AND HAS VERY LITTLE OUT OF POCKET SPENDING WITH US CUSTOMER ADVOCATE ADVISES; DID YOU GUYS OFFER ANY ASSISTANCE DEALER STATES; NO WE DIDN'T CUSTOMER ADVOCATE THANKS CUSTOMER ADVOCATE TO FOLLOW UP WITH CUSTOMER | | | |
| 2/5/2020 4:09:00 PM | CUSTOMER SEEKS GOODWILL ASSISTANCE FOR A FAILED TURBO \$10,700 -VIN WAUK2AFD0FN [REDACTED] -MILEAGE 42K -TREAD YES -DEALERSHIP IN CASE AUDI ERIE -VEHICLE LOCATION DEALER -HAS THE DIAGNOSIS BEEN PERFORMED? YES -HAVE REPAIRS BEEN COMPLETED? NO -WHAT IS THE CUSTOMER ASKING FOR? GOODWILL -HAS THE DEALER DISCOUNTED THE REPAIR? NO -HOW MUCH WAS OFFERED IF SO? N/A -DETAILED SUMMARY OF CONCERN GOODWILL -FOLLOW-UP DATE DOCUMENTED IN CASE YES TO ASK THE DEALERSHIP: -WHAT IS THE DIAGNOSIS? FAILED TURBO -WHAT IS THE COST OF CURRENT REPAIR (PARTS AND LABOR)? \$10,700 -WHAT IS THE OUT OF POCKET COST OF PREVIOUS REPAIRS? VERY LITTLE -DOES THE CUSTOMER SERVICE WITH YOU REGULARLY? ONLY SEEN THE VEHICLE 3 TIMES STARTING IN 2018 | | | |
| 2/6/2020 10:08:00 AM | RCE REVIEW 2015 S8 WAUK2AFD0FN [REDACTED] APPROX. 42K MILES IN SERVICE DATES: 12-15-2014 OUTSIDE NVLW 1 YR 3ND OWNER, 2 AUDIS ON FILE AUDI CAR 15,25,35,45*** 13K MILES & 20 MOS BETWEEN LAST MAINTENANCES PER CARFAX CUSTOMER SEEKS GOODWILL ASSISTANCE FOR A FAILED TURBO \$10,700 DEALERSHIP IN CASE AUDI ERIE -VEHICLE LOCATION DEALER -HAS THE DIAGNOSIS BEEN PERFORMED? YES -HAVE REPAIRS BEEN COMPLETED? NO -WHAT IS THE CUSTOMER ASKING FOR? GOODWILL -HAS THE DEALER DISCOUNTED THE REPAIR? NO -HOW MUCH WAS OFFERED IF SO? N/A -DETAILED SUMMARY OF CONCERN GOODWILL -FOLLOW-UP DATE DOCUMENTED IN CASE YES TO ASK THE DEALERSHIP: -WHAT IS THE DIAGNOSIS? FAILED TURBO -WHAT IS THE COST OF CURRENT REPAIR (PARTS AND LABOR)? \$10,700 -WHAT IS THE OUT OF POCKET COST OF PREVIOUS REPAIRS? VERY LITTLE -DOES THE CUSTOMER SERVICE WITH YOU REGULARLY? ONLY SEEN THE VEHICLE 3 TIMES STARTING IN 2018 1 OPEN RECALL: 20BM 2019-02-12 A-RECALL - FUEL PRESSURE DAMPER WARRANTY EXTS: U38-PCV VALVE/OIL SEP 10/120 US ONLY ACTIVE 2019-05-24 TXD-INADMISSIBLE CHANGE ECU ACTIVE 2018-07-12 U28-NVLD EXT 10/120,000 US ONLY ACTIVE 2016-12-08 | | | |
| 2/6/2020 10:13:00 AM | CUSTOMER ADVOCATE ADVISES; JUST TOUCHING BASE WE ARE REVIEWING YOUR CASE THE TIME FRAME REMAINS THE SAME BUT I WANTED TO MAKE SURE WE HAVE A GOOD EMAIL ADDRESS FOR YOU IN CASE THERE IS ANY INFORMATION WE NEED TO SEND YOU CUSTOMER GIVES EMAIL CUSTOMER STATES; I JUST WHAT YOU TO LET THE PEOPLE LOOKING INTO THIS THAT I'M NOT HAPPY I HAVE BEEN DOING RESEARCH ON THE INTERNET AND IT SEEMS LIKE THERE IS A LOT OF PEOPLE WITH THIS ISSUE AND I WANT TO KNOW WHY AUDI DIDN'T PUT OUT A TSB TO CLEAN THE SCREENS IN THE TURBOS CUSTOMER ADVOCATE ADVISES; AUDI PUTS OUT TSB FOR ISSUES THAT ARE IMPACTING A LARGE NUMBER OF VEHICLE I'M NOT SURE THAT WHAT YOU ARE DESCRIBING IS A WIDE SPREAD ISSUE CUSTOMER ACCEPTS CUSTOMER ADVOCATE TO WAIT FOR REVIEW | | | |

Investigation Summary Report

Category Consumer Complaints

VW's File Number

VIN

WAUR2AFD8EN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2014

Report Date

2/6/2020

Mileage

45,000

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

2/6/2020
10:32:00 AM

CUST STATES: I WAS DRIVING THE VEH FOR MY FATHER AND LAST FRIDAY THE VEH AND WHEN I STOPPED THE VEH IT STALLED. WE TOOK IT TO AN INDEPENDENT HOPING IT WOULD BE SOMETHING SMALL BUT IT TURNS OUT THAT IT IS THE DRIVES TURBO THAT IS BAD. I SEE A LOT ON LINE THAT THERE HAS BEEN AN ISSUE. I WANTED TO KNOW IF THERE ARE ANY WARRANTIES OR RECALLS FOR THIS? | | | CUST SEEKS: WARRANTIES OR RECALLS | | | CA STATES: THERE IS NOTHING ON MY END THAT AM SEEING FOR THIS. HAVE YOU TAKEN IT TO DEALER OR CONTACTED THEM? | | | CUST STATES: NO BUT I WILL DO YOU HAVE A DEALER THAT IS CLOSEST? | | | CA STATES: [REDACTED] WOULD BE THE CLOSEST NUMBER IS [REDACTED] | | | CUST DECLINES FOLLOW UP. | | | CA TO CLOSE CASE NO FURTHER CATION

Investigation Summary Report

| Category | Consumer Complaints | | | |
|-------------------------|--|--------------|------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAUW2AFC2DN | [REDACTED] |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S7, 2013 | | | |
| Report Date | 2/17/2020 | Mileage | 49,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 2/17/2020 3:56:00 PM | <p>CUSTOMER STATES: I OWN 2013 S7 AND MY CAR STOPPED AND SHUT OFF AT AN INTERSECTION AND I WAS EVENTUALLY ABLE TO RESTART IT. I TOOK VEH TO MY MECHANIC AND I WAS TOLD IT WAS A TURBO FAILURE. I WANTED TO CHECK SINCE VEH HAS LOW MILES IF THERE IS ANY WARRANTY OR EXT WARRANTY AND IF THERE IS ANYTHING AUDI CAN DO WITH REPAIR COST CUSTOMER SEEKS: REPAIR ASSISTANCE CUSTOMER ADVOCATE ADVISES: I CAN REVIEW WARRANTY RELATED QUESTION. THE NVLW IS 4YR/50K MILES WOF FROM IN-SERVICE AND THIS VEH WARRANTY ENDED 3/2017 AND IT IS OUR OBLIGATION AS MANUFACTURE TO FIX AND REPAIR VEH UNDER ANY APPLICABLE WARRANTY. AS FAR AS ANY WARRANTY EXT, THIS VEH DOES NOT HAVE THE RELATES TO TURBO. THIS VEH VIN HAS BEEN TUNED WHICH MEANS THERE WAS SOME MODIFICATION DONE ON THE VEH AND GENERALLY WITH THAT CLASSIFICATION THAT VOIDS WARRANTY BUT AS I STATED WARRANTY ENDED BY TIME 3/2017 CUSTOMER STATES: IF THIS IS A KNOWN ISSUE WHY WONT AUDI FIX THIS AND I DID NOT KNOW VEH WAS MODIFIED, I PURCHASED VEH LAST YR VIA PRIVATE SALE CUSTOMER ADVOCATE ADVISES: IF THERE IS SPECIFIC INFO RELATED TO THIS, AUDI IS OBLIGATED TO FIX AND REPAIR VEH UNDER ANY APPLICABLE WARRANTIES WHICH THIS VEH DOES NOT HAVE. THIS VEH HAS MULTIPLE OWNERS AND NO DETAILS RELATED TO KNOWN CONCERN CUSTOMER STATES: I WILL HAVE TO EXPLORE MY OPTIONS, THANK YOU CUSTOMER ADVOCATE ACCEPTS</p> | | | |
| 2/17/2020 4:05:00 PM | <p>CATEGORY SELECTION : ENGANDENGCooling / SYMPTOM NOT SPECIFIED - 1 / TURBO FAILURE;</p> | | | |

Investigation Summary Report

Category Consumer Complaints

VW's File Number

VIN

Waur2AFD7DN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2013

Report Date

2/20/2020

Mileage

59,844

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

2/20/2020
6:38:00 PM

CUSTOMER STATES: MY WIFE WAS DRIVING THE CAR; IT DIED IN THE MIDDLE OF A INTERSECTION; TOOK IT TO AUDI DEALER; I WAS TOLD THE TURBOS ARE BAD; THE SA TOLD ME THIS IS WHAT I HAVE TO EXPECT FROM A 7 YEAR OLD CAR | | | CUSTOMER SEEKS: EXECUTIVE | | | CA ADVISES: YOU CAN EMAIL THE EXECUTIVE FROM YOUR REGION IT IS HIS FIRST DOT LAST NAME AT AUDI.COM | | | CUST THANKS | | | CA TO CLOSE CASE

Investigation Summary Report

| Category | Consumer Complaints | | | |
|--------------------------|---|--------------|------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAUW2AFC9EN | [REDACTED] |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S7, 2014 | | | |
| Report Date | 2/21/2020 | Mileage | 39,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 2/21/2020 4:01:00 PM | CUST STATES: IVE BEEN AN AUDI FAN FOR A LONG TIME AND I FINALLY BOUGHT ONE FROM BMW OF AKRON ON NOV 7TH '19. I JUST FOUND OUT YESTERDAY MY TURBOS ARE BLOWN. MY SON AND I WERE IN AZ AND WE WERE DRIVING HOME FROM THE AIRPORT AND ALL THE SUDDEN I HAD NO RPMS BUT ALL THE ELECTRONICS WERE ON, THEN LOST POWER STERRING AND BRAKES. I ENDED UP HAVING IT TOWED AND TOOK IT TO THE DLR IN TRAVERSE CITY AND THEY CALLED ME YESTERDAY AND TOLD ME THE TURBOS NEED TO BE REPLACED. IF IT HELPS MY CASE AT ALL IVE BEEN DREAMING ABOUT GETTING THIS CAR FOR A LONG TIME AND I DO LOVE IT AND IN MY SMALL TOWN THERES NOT CARS LIKE THIS AROUND CUST SEEKS: GOODWILL REPAIR CA STATES: OK I WILL BUILD A BUSINESS CASE FOR YOU. DO YOU MIND IF I CALL YOU DLR NOW? CUST ACCEPTS. CA TO CALL DLR. | | | |
| 2/21/2020 4:12:00 PM | DLR STATES: DIAGNOSIS IS THAT THE TURBOS ARE FAULTY MY TECH REFERENCED A TSB AND ALSO RECCOMENDED A 4 WHEEL ALIGNMENT WITH DRIVERS ASSISTANCE CALIBRATIONS. COST OF THE REPAIR FOR BOTH WOULD BE 12000 FOR PARTS AND LABOR. HE PURCHASED THE DLR FROM ANOTHER PLACE BUT I THINK IT WAS ONLY A COUPLE MONTHS AGO. | | | |
| 2/21/2020 4:14:00 PM | CUST IS SEEKING GOODWILL ASSISTANCE FOR REPAIR OF TURBOS, PURCHASED VEH ABOUT 3 MONTHS AGO AND HAS BEEN AN AUDI FAN A LONG TIME AND FINALLY GOT ONE. DLR ECCOMENDED A 4 WHEEL ALIGNMENT WITH DRIVERS ASSISTANCE CALIBRATIONS. COST OF THE REPAIR FOR BOTH WOULD BE 12000 FOR PARTS AND LABOR. | | | |
| 3/6/2020 8:47:00 PM | CUST SEEKING ASSISTANCE WITH TURBO REPAIR; 12000 FOR PARTS AND LABOR SME REVIEWED; CUST IS 3RD OWNER OF VEH; HAS OWNED FOR 3 MONTHS/3K MILES; PURCHASED FROM BMW SME DOES NOT SEE BUSINESS CASE | | | |
| 3/12/2020 2:18:00 PM | CA STATES: I WAS JUST CALLING TO LET YOU KNOW YOU KNOW YOUR CASE IS STILL BEING REVIEWED BUT WE AE LOOKING FOR A MORE SPECIFIC EXPECTATION FROM YOU FOR THE LEVEL OF ASSISTANCE YOU ARE REQUESTING FOR THE REPAIR. CUST STATES: I BELIEVE THE REPAIR SHOULD BE FULLY COMPENSATED, IVE OWNED IT FOR 3 MONTHS AND NOW I GET A BILL FOR 6000 DOLLARS. I BUY A 100,000 DOLLAR VEHICLE AND I DRIVE IT FOR 3000 MILES AND THEN THIS HAPPENS. I JUST DONT SEE HOW THIS EVEN HAPPENS. SO FROM A CONSUMERS PERSPECTIVE I DO BELIEVE IT SHOULD BE FULLY COVERED. PLUS, IN MY RESEARCH I HAVE GATHERED THAT AUDI HAS HAD MANY ISSUES WITH TURBOS. CA STATES: I UNDERSTAND, I WILL UPDATE THE CASE ACCORDINGLY AND REACH BACK OUT WITH ANY NEW INFO. CUST ACCEPTS. | | | |
| 3/12/2020 2:22:00 PM | CATEGORY SELECTION : ENGANDENGOOLING / DESIGN / TURBO REPLACEMENT; | | | |
| 3/13/2020 10:34:00 AM | AUDI IS UNABLE TO MEET CUST EXPECTATIONS WITH PROVIDING GOODWILL ASSISTANCE TOWARDS TURBO REPAIRS DUE TO TIME OUTSIDE OF NVLW; NO SERVICE LOYALTY, AND VEH WAS ECM TUNED (TD1) AND MAY HAVE CONTRIBUTED TO THE CURRENT CONCERNS. | | | |

Investigation Summary Report

| Category | Consumer Complaints | | | |
|-------------------------|---|--------------|------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAUW2AFCODN | [REDACTED] |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S7, 2013 | | | |
| Report Date | 3/6/2020 | Mileage | 69,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 3/6/2020 2:19:00 PM | <p>CUSTOMER STATES: MY WIFE AND I WAS DRIVING ON THE FREEWAY. WHEN I WENT TO GET OFF THE CAR DIED WHEN I STOPPED. I HAD IT TOWED TO THE AUDI CONNECTION AND THEY SAID THE TURBO HAD FAILED AND IT WOULD WAS OUTSIDE OF WARRANTY. THE DEALER LET ME KNOW THE COST OF THE REPAIR IS \$10,000. MY CAR ONLY HAS 69,000 ON IT. I AM THE FIRST OWNER AND I TOOK THE CAR TO ALL THE MAINTENANCE APPOINTMENTS. I AM EXTREMELY DISAPPOINTED AND I WANT TO KNOW IF AUDI CAN DO ANYTHING TO HELP WITH THE REPAIR. CUSTOMER SEEKS: GOODWILL ASSISTANCE CUSTOMER ADVOCATE ADVISES: I WILL SEE WHAT OPPORTUNITIES WE MAY HAVE FOR YOU. I WILL HAVE THE LIAISON HERE FOR THAT DEALER REACH OUT TO THEM. I WILL FOLLOW UP WITH YOU TUESDAY AND SEND YOU AN EMAIL WITH MY CONTACT INFORMATION. CUSTOMER ACCEPTS CUSTOMER ADVOCATE TO CALL CUSTOMER, SEND TO SME FOR NO CONTACT DEALER AND GOODWILL REPAIR</p> | | | |
| 3/6/2020 2:49:00 PM | <p>IS THERE A PREVIOUS CASE FOR THIS CONCERN (PLEASE PROVIDE ALL RELATED CASE NUMBERS)? NO NEW, CPO, USED: NEW PURCHASED OR LEASED? PURCHASED WHERE WAS THE VEHICLE PURCHASED? AUDI CONNECTION PURCHASE/LEASE DATE: 03/23/2013 HOW MANY MILES AT TIME OF PURCHASE? 0 # OF AUDIS IN THE FAMILY (INCLUDE VINS): 3 SERVICING DEALER(S): AUDI CONNECTION DOES THE CUSTOMER HAVE AN EXTENDED SERVICE CONTRACT OR EXTENDED WARRANTY? NO BRIEF SUMMARY OF THE CONCERN: THE VEHICLE STOPPED WHILE THE CUSTOMER WAS GETTING OFF THE FREEWAY. THE HAD THE CAR TOWED TO AUDI CONNECTION WHO SAID THE CAR NEEDS A NEW TURBO AND THE REPAIR COST IS \$10,00 IS THERE A CURRENT DIAGNOSIS FROM AN AUTHORIZED AUDI DEALERSHIP (WITHIN 30 DAYS)? Y/N Y WHAT IS THE DIAGNOSIS? ENGINE MOUNTS NEED TO BE REPLACED, AND THE AIR SUSPENSION NEEDED TO BE REPLACED SERVICE AND MAINTENANCE HISTORY AT DEALERSHIP: AUDI CONNECTION, AND INDEPENDENTS HOW LONG HAS THE VEHICLE BEEN DOWN? 8 DAYS MULTIPLE REPAIRS? Y/N NO HAS DEALERSHIP ORDERED THE SAME PART MULTIPLE TIMES? NO WHAT IS THE REPAIR ESTIMATE? \$9571.76 WHO, IF ANYONE, HAS THE CUSTOMER BEEN WORKING WITH AT THE DEALER (SERVICE ADVISOR, SERVICE MANAGER, SHOP FOREMAN, GENERAL MANAGER)? SERVICE ADVISOR LEE HAS THE CUSTOMER ASKED THE DEALER FOR ASSISTANCE? YES OFFER PRESENTED TO CUSTOMER: WILLING TO DISCOUNT PARTS 5 % WHAT IS THE CUSTOMER SEEKING? 100% ADDITIONAL DOCUMENTATION CUSTOMER MAY HAVE TO HELP WITH BUSINESS CASE: OUTSIDE REPAIR ORDER-TTS AND PHOTOS OF ISSUE ARE THERE ANY EXTRAORDINARY CIRCUMSTANCES TO CONSIDER ON CUSTOMER'S BEHALF (MILITARY, TRAVELING, EMERGENCIES, ETC.)? BUSINESS CASE (WHY YOU THINK THE CUSTOMER SHOULD, OR SHOULD NOT BE ASSISTED): BOUGHT CAR NEW FROM DEALER </p> | | | |
| 3/7/2020 2:42:00 PM | <p>CUST SEEKING GOODWILL ASSISTANCE WITH REPAIRS; IS THERE A PREVIOUS CASE FOR THIS CONCERN (PLEASE PROVIDE ALL RELATED CASE NUMBERS)? NO NEW, CPO, USED: NEW PURCHASED OR LEASED? PURCHASED WHERE WAS THE VEHICLE PURCHASED? AUDI CONNECTION PURCHASE/LEASE DATE: 03/23/2013 HOW MANY MILES AT TIME OF PURCHASE? 0 # OF AUDIS IN THE FAMILY (INCLUDE VINS): 3 SERVICING DEALER(S): AUDI CONNECTION DOES THE CUSTOMER HAVE AN EXTENDED SERVICE CONTRACT OR EXTENDED WARRANTY? NO BRIEF SUMMARY OF THE CONCERN: THE VEHICLE STOPPED WHILE THE CUSTOMER WAS GETTING OFF THE FREEWAY. THE HAD THE CAR TOWED TO AUDI CONNECTION WHO SAID THE CAR NEEDS A NEW TURBO AND THE REPAIR COST IS \$10,000 IS THERE A CURRENT DIAGNOSIS FROM AN AUTHORIZED AUDI DEALERSHIP (WITHIN 30 DAYS)? Y/N Y WHAT IS THE DIAGNOSIS? ENGINE MOUNTS NEED TO BE REPLACED, AND THE AIR SUSPENSION NEEDED TO BE REPLACED SERVICE AND MAINTENANCE HISTORY AT DEALERSHIP: AUDI CONNECTION, AND INDEPENDENTS HOW LONG HAS THE VEHICLE BEEN DOWN? 8 DAYS MULTIPLE REPAIRS? Y/N NO HAS DEALERSHIP ORDERED THE SAME PART MULTIPLE TIMES? NO WHAT IS THE REPAIR ESTIMATE? \$9571.76 WHO, IF ANYONE, HAS THE CUSTOMER BEEN WORKING WITH AT THE DEALER (SERVICE ADVISOR, SERVICE MANAGER, SHOP FOREMAN, GENERAL MANAGER)? SERVICE ADVISOR LEE HAS THE CUSTOMER ASKED THE DEALER FOR ASSISTANCE? YES OFFER PRESENTED TO CUSTOMER: WILLING TO DISCOUNT PARTS 5 % WHAT IS THE CUSTOMER SEEKING? 100% ADDITIONAL DOCUMENTATION CUSTOMER MAY HAVE TO HELP WITH BUSINESS CASE: OUTSIDE REPAIR ORDER-TTS AND PHOTOS OF ISSUE ARE THERE ANY EXTRAORDINARY CIRCUMSTANCES TO CONSIDER ON CUSTOMER'S BEHALF (MILITARY, TRAVELING, EMERGENCIES, ETC.)? BUSINESS CASE (WHY YOU THINK THE CUSTOMER SHOULD, OR SHOULD NOT BE ASSISTED): BOUGHT CAR NEW FROM DEALER </p> | | | |
| 3/12/2020 1:50:00 PM | <p>WE NOW HAVE THE CAR, ENGINE WON-T START. DRIVER-TS SIDE TURBO SHAFT IS VERY LOOSE AND COMING APART. PASSENGER SIDE SHOWS A LITTLE PLAY. RECOMMEND REPLACING BOTH TURBOS, EST IS \$8614.00+TX AFTER A 10% DISCOUNT NO MAINTENANCE HISTORY WITH DEALER. UNABLE TO OFFER GOODWILL ASSISTANCE.</p> | | | |

Investigation Summary Report

| Category | Consumer Complaints | | | |
|-------------------------|--|--------------|------------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAUA2AFD0DN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 3/10/2020 | Mileage | 61,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 3/10/2020 1:52:00 PM | TO ASK THE DEALERSHIP: -WHAT IS THE DIAGNOSIS? BOTH TURBOS FAILED -WHAT IS THE COST OF CURRENT REPAIR (PARTS AND LABOR)? \$9240 PLUS TAX -WHAT IS THE OUT OF POCKET COST OF PREVIOUS REPAIRS? -DOES THE CUSTOMER SERVICE WITH YOU REGULARLY? 1ST TIME AT AUDI APPLETON ALL PER SERVICE ADVISOR LOOKING IN ELSA 2014 PRESSURE SWITCH INSTALLED 5K 15K 25K 35K 45K FUEL INJECTOR PROGRAMMED COOLANT PIPE REPLACED BATTERY CHARGED | | | |
| 3/10/2020 9:27:00 AM | CUSTOMER STATES THAT HE WAS DRIVING HIS VEHICLE AND THEN IT SHUT OFF ON HIM; CUSTOMER STATES THAT HE HAD TO HAVE HIS VEHICLE TOWED TO AUDI APPLETON; CUSTOMER STATES THAT THE DEALER ADVISED THAT HE NEEDS HIS TURBOS REPLACED AND THE REPAIR WOULD BE 10K; CUSTOMER STATES THAT HIS SERVICE ADVISOR DANNY ADVISED THAT IT'S ODD THAT THIS IS HAPPENING THIS EARLY; CUSTOMER STATES THAT THE SERVICE ADVISOR GAVE HIM THIS NUMBER TO CALL ABOUT THIS; 3RD AUDI, PURCHASED CPO, SERVICES WITH AUDI MILWAUKEE, SERVICE ADVISOR DANNY LEVINS, CURRENTLY IN A LOANER, 1ST TIME AT AUDI APPLETON CUSTOMER SEEKING TO FIND OUT WHAT CAN BE DONE TO AVOID THIS FROM HAPPENING, IF THIS IS A KNOWN ISSUE, AND IF SOMETHING CAN BE DONE MAINTENANCE WISE, IS IT BAD MECHANICS; ASSISTANCE WITH REPAIR COST CUSTOMER ADVOCATE ADVISED THAT WE CAN MAKE THE PROPER PEOPLE AWARE OF HIS REQUEST; CUSTOMER ADVOCATE ADVISED THAT I WILL CONTACT THE DEALER AND GATHER THE INFORMATION FOR REVIEW; CUSTOMER ADVOCATE ADVISED THAT EACH DEALER IS EMPOWERED BY AUDI TO REVIEW FOR VOLUNTARY REPAIR ASSISTANCE ON BEHALF OF AUDI AND THE DEALER; CUSTOMER ADVOCATE ADVISED THAT SOME THINGS LOOKED AT WHEN REVIEWING ARE THE AGE/MILEAGE, PROPER MAINTENANCE PER AUDI STANDARDS AT AN AUTHORIZED AUDI DEALER, DEALER/BRAND LOYALTY, AND HOW MANY OWNERS THE VEHICLE HAS HAD; CUSTOMER ACCEPTS AND THANKS | | | |
| 3/10/2020 9:56:00 AM | TO ASK THE CUSTOMER: -VIN: WAUA2AFD0DN [REDACTED] -MILEAGE: 61,000 -TREAD: -DEALERSHIP IN CASE: AUDI APPLETON -VEHICLE LOCATION: AUDI APPLETON -WHERE WAS THE VEHICLE PURCHASED? (IF DEALERSHIP, WHICH ONE?): AUDI MILWAUKEE -HAS THE DIAGNOSIS BEEN PERFORMED? YES -HAVE REPAIRS BEEN COMPLETED? NO -WHAT IS THE CUSTOMER ASKING FOR? ASSISTANCE WITH REPAIR -HAS THE DEALER DISCOUNTED THE REPAIR? NO -HOW MUCH WAS OFFERED IF SO? -DETAILED SUMMARY OF CONCERN: CUSTOMER STATES THAT HE WAS DRIVING HIS VEHICLE AND THEN IT SHUT OFF ON HIM; CUSTOMER STATES THAT HE HAD TO HAVE HIS VEHICLE TOWED TO AUDI APPLETON; CUSTOMER STATES THAT THE DEALER ADVISED THAT HE NEEDS HIS TURBOS REPLACED AND THE REPAIR WOULD BE 10K; CUSTOMER STATES THAT HIS SERVICE ADVISOR DANNY ADVISED THAT IT'S ODD THAT THIS IS HAPPENING THIS EARLY; CUSTOMER STATES THAT THE SERVICE ADVISOR GAVE HIM THIS NUMBER TO CALL ABOUT THIS; 3RD AUDI, PURCHASED CPO, SERVICES WITH AUDI MILWAUKEE, SERVICE ADVISOR DANNY LEVINS, CURRENTLY IN A LOANER, 1ST TIME AT AUDI APPLETON -FOLLOW-UP DATE DOCUMENTED IN CASE | | | |
| 3/12/2020 9:36:00 PM | TO ASK THE CUSTOMER: -VIN: WAUA2AFD0DN [REDACTED] -MILEAGE: 61,000 -TREAD: YES -DEALERSHIP IN CASE: AUDI APPLETON -VEHICLE LOCATION: AUDI APPLETON -WHERE WAS THE VEHICLE PURCHASED? (IF DEALERSHIP, WHICH ONE?): AUDI MILWAUKEE CPO 11/2013 -HAS THE DIAGNOSIS BEEN PERFORMED? YES -HAVE REPAIRS BEEN COMPLETED? NO -WHAT IS THE CUSTOMER ASKING FOR? ASSISTANCE WITH REPAIR -HAS THE DEALER DISCOUNTED THE REPAIR? NO -HOW MUCH WAS OFFERED IF SO? -DETAILED SUMMARY OF CONCERN: CUSTOMER STATES THAT HE WAS DRIVING HIS VEHICLE AND THEN IT SHUT OFF ON HIM; CUSTOMER STATES THAT HE HAD TO HAVE HIS VEHICLE TOWED TO AUDI APPLETON; CUSTOMER STATES THAT THE DEALER ADVISED THAT HE NEEDS HIS TURBOS REPLACED AND THE REPAIR WOULD BE 10K; CUSTOMER STATES THAT HIS SERVICE ADVISOR DANNY ADVISED THAT IT'S ODD THAT THIS IS HAPPENING THIS EARLY; CUSTOMER STATES THAT THE SERVICE ADVISOR GAVE HIM THIS NUMBER TO CALL ABOUT THIS; 3RD AUDI, PURCHASED CPO, SERVICES WITH AUDI MILWAUKEE, SERVICE ADVISOR DANNY LEVINS, CURRENTLY IN A LOANER, 1ST TIME AT AUDI APPLETON -FOLLOW-UP DATE DOCUMENTED IN CASE TO ASK THE DEALERSHIP: -WHAT IS THE DIAGNOSIS? BOTH TURBOS FAILED -WHAT IS THE COST OF CURRENT REPAIR (PARTS AND LABOR)? \$9240 PLUS TAX -WHAT IS THE OUT OF POCKET COST OF PREVIOUS REPAIRS? -DOES THE CUSTOMER SERVICE WITH YOU REGULARLY? 1ST TIME AT AUDI APPLETON ALL PER SERVICE ADVISOR LOOKING IN ELSA 2014 PRESSURE SWITCH INSTALLED 5K 15K 25K 35K 45K FUEL INJECTOR PROGRAMMED COOLANT PIPE REPLACED BATTERY CHARGED OIL CHANGE AT 55K 3/2019 | | | |
| 3/16/2020 9:23:00 AM | SA STATES: CONFIRM VEH NEEDS TURBOS, LABOR IS \$1985, AND PARTS ARE \$7225. | | | |

Investigation Summary Report

Category Consumer Complaints

VW's File Number

VIN

WAUW2AFC9GN

Owner Or Fleet

Make, Model, Model Year Audi, S7, 2016

Report Date

3/23/2020

Mileage

56,360

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

3/23/2020
11:28:00 AM

CUST STATES THAT I AM CALLING TO SEE IF YOU COULD SEE IF THERE IS A REPAIR AUDI IS WILLING TO ASSIST ME WITH I WAS DRIVING ON THE HIGHWAY AND THE VEHICLE STALLED ON ME THERE WAS NO WARMING LIGHT THAT CAME ON I PULLED OVER THEN THERE WAS A MESSAGE ON THE DASH STATING THAT THE ELECTRICAL SYSTEM Malfucntion I COULDNT DRVE TE VEHICLE TO A DEALER SO I TOOK IT TO MY LOCAL MACANIC HE THINKS ITS THE TURBOS THE REPAIR IS 11K IS THIS SOMETHING RHAT AUDI IS ABLE TO ASSIST WITH CA ADVISED THAT THE VEHICE IS OUTSIDE ALL WARRANTY WHEN ASKING FOR ASSISTANCE WE LOOK AT THE VEHICLE AGE AND MILAGE THE VEHICLE MUST BE DIAGNOSIS FROM A AUDI DEALER WHICH IS CUSTOMER PAY ITS NOT A GARANTEE BUT I CAN ASSIST I DID SEE A EXT WARRANTY FOR THE PCV VALVE FOR 10Y/120K MILES CUST STATES THAT I REPLACED THAT CAN I SUBMIT FOR A REFUND CA ADVISED THAT YOU CAN SEND THE RECEIPTS TO AUDITALK@AUDI.COM CUST ACCEPTS CA TO WAIT FOR THE CUSTOMER MAIL

4/2/2020
2:52:00 PM

CUST REFUSE TO PAY FOR THE DIAGNOSIS FOR THE TURBOS; OR TAKE VEHICLE TO THE DEALER

Investigation Summary Report

| Category | Consumer Complaints | | | |
|--------------------------|---|--------------|------------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAUW2AFC7GN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S7, 2016 | | | |
| Report Date | 4/7/2020 | Mileage | 55,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 4/7/2020 1:39:00 PM | CUSTOMER STATES; I WAS DRIVING MY VEHICLE THE OTHER DAY AND I WAS ON THE HIGHWAY AND I WAS ABLE TO MAKE IT OFF THE EXIT AND THEN THE VEHICLE KIND OF STALLED ON ME AND I WAS ABLE TO START IT AFTER 3-4 TIMES; I GOT IT TOWED TO THE NEAREST MECHANIC THAT WAS CLOSEST AND HE IS TELLING ME THAT I AM GOING TO NEED NEW TURBO'S; THERE WERE NO WARNING LIGHTS THAT CAME UP ON THE VEH; CUSTOMER SEEKS ASSISTANCE WITH THE COST OF THE TURBO'S CUSTOMER ADVOCATE ADVISED; WE CAN DEFINITELY REVIEW FOR GOODWILL ASSISTANCE; WE LOOK AT THE AGE AND MILEAGE OF THE VEHICLE AS WELL AS DEALER LOYALTY AND BRAND LOYALTY AS WELL; WE WOULD NEED THE VEHICLE DIAGNOSED BY AN AUDI DEALER FIRST TO BE ABLE TO SEE WHAT THE DEALER IS ABLE TO FIND; I KNOW THAT A LOT OF DEALER'S ARE CLOSED; CAN YOU PLEASE TELL ME WHICH DEALER THAT YOU SERVICE WITH CUSTOMER STATES; AUDI DANBURY CUSTOMER ADVOCATE ADVISED; THAT DEALER SERVICE DEPARTMENT IS CLOSED; I CAN SEE THAT AUDI GREENWICH IS OPEN; I CAN CALL OVER TO THEM AND SEE IF THEY ARE ABLE TO MAKE YOU AN APPOINTMENT; CUSTOMER ACCEPTS CUSTOMER ADVOCATE TO CALL DEALER | | | |
| 4/7/2020 1:42:00 PM | CUSTOMER ADVOCATE ADVISED; CUSTOMER ON THE OTHER LINE NEEDING ASSISTANCE WITH MAKING AN APPOINTMENT FOR A DIAGNOSIS; THE VEHICLE IS IN NEED OF NEW TURBO'S ACCORDING TO THE MECHANIC DEALER STATES; YOU CAN TRANSFER THE CUSTOMER OVER CUSTOMER ADVOCATE ACCEPTS CUSTOMER ADVOCATE TO RETURN TO CUSTOMER | | | |
| 4/13/2020 12:12:00 PM | DLR STATES; YOU MIGHT WANT TO GET IN TOUCH WITH RICO (AASM); THE TURBO_T1S NEED TO BE REPLACED BUT I CHECKED FEDERAL EMISSIONS AND THE CAR IS NOT UNDERNEATH THE 7/70 COVERAGE AND RICO IS INVESTIGATING THAT; I PUT IN A REQUEST TO GET GOODWILL ON THIS AS A ONETIME GESTURE OR IT IS GOING TO BE UNDER THE FEDERAL EMISSIONS WARRANTY; WE ARE WAITING FOR RICO; PARTS \$6,800_T1 LABOR \$3,500 CA ACCEPTS AND THANKS CA TO ATTACH ESCALATION TEMPLATE | | | |
| 4/13/2020 12:13:00 PM | -VIN - WAUW2AFC7GN [REDACTED] -MILEAGE_T1 55K -TREAD_T1 IN CASE -DEALERSHIP IN CASE_T1 AUDI GREENWICH -VEHICLE LOCATION_T1 WITH DLR -WHERE WAS THE VEHICLE PURCHASED? (IF DEALERSHIP, WHICH ONE?) - -HAS THE DIAGNOSIS BEEN PERFORMED?_T1 YES -HAVE REPAIRS BEEN COMPLETED? - NO -WHAT IS THE CUSTOMER ASKING FOR?_T1 ASSISTANCE WITH THE COST OF THE REPAIR -HAS THE DEALER DISCOUNTED THE REPAIR? WORKING ON IT WITH AASM -HOW MUCH WAS OFFERED IF SO? WAITING FOR THE AASM TO GET BACK TO THE DLR -DETAILED SUMMARY OF CONCERN_T1 CUST TURBO_T1S ARE FAULTY - FOLLOW-UP DATE DOCUMENTED IN CASE_T1 MONDAY, APRIL 13, 2020 TO ASK THE DEALERSHIP: -WHAT IS THE DIAGNOSIS? DLR STATES THAT WE MIGHT WANT TO GET IN TOUCH WITH RICO (AASM). THE TURBO_T1S NEED TO BE REPLACED BUT I CHECKED FEDERAL EMISSIONS AND THE CAR IS NOT UNDERNEATH THE 7/70 COVERAGE AND THEY ARE INVESTIGATING THAT AND I PUT IN A REQUEST TO GET GOODWILL ON THIS AS A ONETIME GESTURE OR IT IS GOING TO BE UNDER THE FEDERAL EMISSIONS WARRANTY - WHAT IS THE COST OF CURRENT REPAIR (PARTS AND LABOR)? PARTS \$6,800_T1 LABOR \$3,500 -WHAT IS THE OUT OF POCKET COST OF PREVIOUS REPAIRS? NONE -DOES THE CUSTOMER SERVICE WITH YOU REGULARLY? SECOND OWNER OF THE VEH BUT IT LOOKS LIKE FROM ELSA THAT HE DOES ALL THE SERVICES AT AN AUDI DLR AND HE IS LOYAL TO THE DLR_T1S | | | |
| 4/13/2020 6:10:00 PM | SME TO RCE TO REVIEW FOR GOODWILL; OCA TO CONTINUE MAKING FOLLOW-UP AS PROMISED VIN: WAUW2AFC7GN [REDACTED] MODEL: 2016 S7 IN SERVICE: 5/23/2015 TYPE OF OWNERSHIP: SERVICING DEALERSHIP: CONCERN: CUSTOMER IS SEEKING GOODWILL ON TURBO REPLACEMENT FOR PARTS \$6,800 & LABOR \$3,500 (TOTAL: \$10,300). AASM RICO IS CURRENTLY LOOKING INTO REPAIR, BUT SME WANTED TO MAKE RCE AWARE IN CASE THEY NEED TO BE TIED IN AS WELL. CUSTOMER DOES HAVE CALIFORNIA EMISSIONS ACTIVE BUT DOES NOT FALL UDNER U23. CUSTOMER_T1S VEH HAS COMPLETED ALL RECCOMMENDED AUDI CARE INTERVALS THRU 45K. CUSTOMER_T1S VEH CURRENTLY HAS 55K MILES | | | |

Investigation Summary Report

| Category | Consumer Complaints | | | |
|-------------------------|---|--------------|------------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAUR2AFDXDN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 5/5/2020 | Mileage | 93,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 5/5/2020 11:32:00 AM | <p>CUSTOMER STATES: PULLED OUT IN THE MIDDLE OF INTERSECTIONS AND THE VEHICLE STALLED OUT; THE TURBOS WENT OUT ON THE VEHICLE; THE COST OF THE REPAIRS WERE OVER \$9K; THEY SAID LABOR WOULD COST \$3200 AND PARTS WILL BE \$6121; PATRICK THE REGIONAL REP AND SERVICE MANAGER BILL WERE INVOLVED; PATRICK OFFERED 50% OFF OF THE PARTS; I JUST CAN'T REALLY AFFORD AND \$5K-6K REPAIR; THE SERVICE MANAGER BILL SAID HE WOULD LOOK INTO LOWERING THE LABOR COST BUT THAT'S AS MUCH AS HE CAN DO OR THAT I CAN CALL AOA ; I BELIEVE THERE WERE OVERSIGHTS ON THE CPO CERTIFICATION; CUSTOMER SEEKS: GOODWILL ASSISTANCE TO COVER ALL OF THE COST OF PARTS CUSTOMER ADVOCATE ADVISES: TO SET THE RIGHT EXPECTATIONS THE DEALERS CAN MAKE OFFERS OF ASSISTANCE ON BEHALF OF AOA; IF THE SERVICE MANAGER AND ESPECIALLY THE REP WERE INVOLVED THE DECISION IS NOT LIKELY TO CHANGE; WE ESSENTIALLY REVIEW WHAT THEY REVIEWED AND WE REVIEW AS A TEAM AND COLLABORATIVE DECISIONS; I CANNOT GUARANTEE A DIFFERENT OUTCOME CUSTOMER ADVOCATE TO EMAIL CUSTOMER; CUSTOMER ADVOCATE TO CALL DEALER TO ASK THE CUSTOMER: -VIN: WAUR2AFDXDN [REDACTED] -MILEAGE: 93000 -TREAD: COMPLETED -DEALERSHIP IN CASE: AUDI MEADOWLANDS -VEHICLE LOCATION: AT DEALER -HAS THE DIAGNOSIS BEEN PERFORMED? YES; TURBOCHARGERS NEED TO BE REPLACED -WHERE WAS THE VEHICLE PURCHASED? AUDI MEADOWLANDS -HAVE REPAIRS BEEN COMPLETED? NO -WHAT IS THE CUSTOMER ASKING FOR? GOODWILL ASSISTANCE - PARTS COVERED -HAS THE DEALER DISCOUNTED THE REPAIR? YES -HOW MUCH WAS OFFERED IF SO? 50% OFF PARTS -DETAILED SUMMARY OF CONCERN: VEHICLE STALLED OUT IN THE MIDDLE OF THE INTERSECTION; TURBOS WENT OUT ON THE VEHICLE -FOLLOW-UP DATE DOCUMENTED IN CASE: 2 BUSINESS DAYS </p> | | | |
| 5/5/2020 3:32:00 PM | <p>TO ASK THE DEALERSHIP: -WHAT IS THE DIAGNOSIS? NEEDS TURBOS REPLACED -WHAT IS THE COST OF CURRENT REPAIR (PARTS AND LABOR)? 9322; WE SPOKE TO PATRICK AND OFFERED TO COVER ONE TURBO - \$6,200 -WHAT IS THE OUT OF POCKET COST OF PREVIOUS REPAIRS? NONE -DOES THE CUSTOMER SERVICE WITH YOU REGULARLY? NO, LAST TIME IT WAS HERE IT WAS IN AUGUST 2016 </p> | | | |
| 5/5/2020 3:39:00 PM | <p>PLEASE REVIEW; CUSTOMER WAS REFERRED BY THE DEALER TO CALL IN; CUSTOMER STATED PATRICK THE REP AND SM BILL HAVE BEEN INVOLVED ON THE DECISION; I SET TH EEXPECTATIONS THAT THE DECISIONS IS NOT LIKELY TO CHANGE; CUSTOMER REQUESTING PARTS TO BE COMPLETELY COVERED IF POSSIBLE TO ASK THE CUSTOMER: -VIN: WAUR2AFDXDN [REDACTED] -MILEAGE: 93000 -TREAD: COMPLETED -DEALERSHIP IN CASE: AUDI MEADOWLANDS -VEHICLE LOCATION: AT DEALER -HAS THE DIAGNOSIS BEEN PERFORMED? YES; TURBOCHARGERS NEED TO BE REPLACED -WHERE WAS THE VEHICLE PURCHASED? AUDI MEADOWLANDS -HAVE REPAIRS BEEN COMPLETED? NO -WHAT IS THE CUSTOMER ASKING FOR? GOODWILL ASSISTANCE - PARTS COVERED -HAS THE DEALER DISCOUNTED THE REPAIR? YES -HOW MUCH WAS OFFERED IF SO? 50% OFF PARTS -DETAILED SUMMARY OF CONCERN: VEHICLE STALLED OUT IN THE MIDDLE OF THE INTERSECTION; TURBOS WENT OUT ON THE VEHICLE -FOLLOW-UP DATE DOCUMENTED IN CASE: 2 BUSINESS DAYS TO ASK THE DEALERSHIP: -WHAT IS THE DIAGNOSIS? NEEDS TURBOS REPLACED -WHAT IS THE COST OF CURRENT REPAIR (PARTS AND LABOR)? 9322; WE SPOKE TO PATRICK AND OFFERED TO COVER ONE TURBO - \$6,200 -WHAT IS THE OUT OF POCKET COST OF PREVIOUS REPAIRS? NONE -DOES THE CUSTOMER SERVICE WITH YOU REGULARLY? NO, LAST TIME IT WAS HERE IT WAS IN AUGUST 2016 </p> | | | |
| 5/5/2020 5:57:00 PM | <p>SME TO REVIEW FOR GOODWILL; OCA TO MAKE FOLLOW-UPS AS PROMISED VIN: WAUR2AFDXDN [REDACTED] MODEL: 2013 AUDI A8 IN SERVICE: 10/1/2012 TYPE OF OWNERSHIP: CPO SERVICING DEALERSHIP: AUDI MEADOWLANDS CONCERN: CUSTOMER IS SEEKING GOODWILL ON BOTH TURBOS FOR \$3200 IN LABOR AND \$6200 IN PARTS. CUSTOMER STATES THEY PULLED OUT OF AN INTERSECTION AND THE CAR STALLED. VEH HAS ONLY BEEN SERVICED AT AUDI DLR-T S AND CUSTOMER HAS EXTENSIVE CARFAX HISTORY WITH DCH MILLBURN AUDI, MANY REPAIRS HAVE BEEN MADE. CUSTOMER HAS UNDER 100K AND VEH HAS BEEN OUTSIDE OF CPO 1.5 YEARS. DLR AGREED TO COVER 50% OF PARTS. </p> | | | |

Investigation Summary Report

| Category | Consumer Complaints | | | |
|--------------------------|---|--------------|------------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAUW2AFC9EN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S7, 2014 | | | |
| Report Date | 5/11/2020 | Mileage | 84,981 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 5/11/2020 12:03:00 PM | <p>GOOD MORNING CINDY AND PATRICK, HOPE ALL IS WELL! THIS CUSTOMER REACHED OUT FOR ASSISTANCE WITH THE TURBO CHARGER REPAIRS. THE CUSTOMER SEEMS TO HAVE A PRETTY DECENT HISTORY. DO WE SEE ANY OPPORTUNITIES HERE? [REDACTED] 2104 S7 84,981 MILES WAUW2AFC9EN [REDACTED] AUDI CARE 15K THRU 75K ON VEHICLE PURCHASED CPO 2/24/2018 FROM AUDI TOMS RIVER SERVICES @ EATONTOWN CONCERN T1 TURBOS FAILED 15K MILES OVER ON CALIFORNIA EMISSIONS WARRANTY CPO EXPIRED - 2/28/2020 COST - \$14,738.81 VINS IN PROFILE - WAUDH74F97N [REDACTED] 2007 A6 T1 WAUKGAFB2AN [REDACTED] 2010 A6 SERVICE ADVISOR T1 BRIAN STATES - HE IS HAVING WHAT WE CALL A CRANK NO START WITH SOME NOISE UNDER THE HOOD AS WELL; WE DIAGNOSED HIS VEHICLE ON SATURDAY; BOTH OF THE TURBOS NEED TO BE REPLACED, THE SHAFT INSIDE OF THE TURBO IS LOOSE AND FAILED; THIS WAS DUE TO MECHANICAL FAILURE AND NO OUTSIDE INFLUENCE IS PRESENT; IT IS \$14,738.81 FOR THE REPAIR; UNFORTUNATELY, HE IS 2 MONTHS OUTSIDE OF HIS CPO WARRANTY; HE SERVICES WITH US NOW, PRIOR TO THAT HE WAS SERVICING WITH AUDI TOMS RIVER BEFORE THEY CLOSED, HE ALWAYS MAINTAINED THIS VEHICLE WITH AUDI; HE HAS OWNED MULTIPLE AUDI'S; I'D VOUCH FOR HIM AND IF I WERE IN HIS SHOES I WOULD LIKE FOR ANY ASSISTANCE I CAN GET; HE PAID \$155 FOR THE DIAGNOSIS PLEASE LET ME KNOW YOUR THOUGHTS. BEST, THERESE THERESE O T1 BRIEN REGION CASE EXPERT, CXC </p> | | | |
| 5/11/2020 9:40:00 AM | <p>CUSTOMER STATES: I PULLED INTO MY DRIVEWAY ON FRIDAY AND MY VEHICLE STALLED OUT; I HAD IT TOWED TO MY DEALER WHERE THEY TOLD ME THAT MY TURBOCHARGER WENT AND BECAUSE I AM NOT OUTSIDE OF THE CPO WARRANTY I AM LOOKING AT A \$15,000 REPAIR; I CAN'T AFFORD THAT, THIS VEHICLE SHOULD LAST UNTIL AT LEAST 200K MILES; MY SERVICE ADVISOR BRIAN SAID THAT I SHOULD CALL YOU AND ASK ABOUT ASSISTANCE FOR THIS REPAIR CUSTOMER SEEKS: GOODWILL ASSISTANCE CUSTOMER ADVOCATE ADVISES: I WOULD LIKE TO REACH OUT TO THE DEALER TO GATHER FURTHER INFORMATION CUSTOMER ADVOCATE TO CALL DEALER WHILE CUSTOMER HOLDS</p> | | | |
| 5/11/2020 9:47:00 AM | <p>CUSTOMER ADVOCATE STATES: CALLING TO GATHER INFORMATION REGARDING A MUTUAL CUSTOMERS' VEHICLE; THE CURRENCY DIAGNOSIS, COST OF REPAIRS, SERVICE WITH YOU FREQUENTLY, AND ANY OUT OF POCKET COSTS? DEALER STATES: HE IS HAVING WHAT WE CALL A CRANK NO START WITH SOME NOISE UNDER THE HOOD AS WELL; WE DIAGNOSED HIS VEHICLE ON SATURDAY; BOTH OF THE TURBOS NEED TO BE REPLACED, THE SHAFT INSIDE OF THE TURBO IS LOOSE AND FAILED; THIS WAS DUE TO MECHANICAL FAILURE AND NO OUTSIDE INFLUENCE IS PRESENT; IT IS \$14,738.81 FOR THE REPAIR; UNFORTUNATELY, HE IS 2 MONTHS OUTSIDE OF HIS CPO WARRANTY; HE SERVICES WITH US NOW, PRIOR TO THAT HE WAS SERVICING WITH AUDI TOMS RIVER BEFORE THEY CLOSED, HE ALWAYS MAINTAINED THIS VEHICLE WITH AUDI; HE HAS OWNED MULTIPLE AUDI'S; I'D VOUCH FOR HIM AND IF I WERE IN HIS SHOES I WOULD LIKE FOR ANY ASSISTANCE I CAN GET; HE PAID \$155 FOR THE DIAGNOSIS; CUSTOMER ADVOCATE TO RETURN TO CUSTOMER</p> | | | |
| 5/11/2020 9:56:00 AM | <p>CUSTOMER ADVOCATE TO SME FOR GOODWILL REVIEW CUSTOMER IS A 3RD AUDI OWNER; MAINTAINS HIS VEHICLE WITH THIS DEALER AS WELL AS AUDI TOMS RIVER, PRIOR TO THEIR CLOSING; CUSTOMER IS 2 MONTHS OUTSIDE OF CPO WARRANTY BY AGE; CUSTOMER IS 15K MILES OVER ON CALIFORNIA EMISSIONS WARRANTY; CUSTOMER NEEDS HIS TURBOS REPLACED DUE TO MECHANICAL FAILURE -VIN: WAUW2AFC9EN [REDACTED] -MILEAGE: 84,981 -TREAD: YES -DEALERSHIP IN CASE: AUDI EATONTOWN -VEHICLE LOCATION: DEALER -WHERE WAS THE VEHICLE PURCHASED? (IF DEALERSHIP, WHICH ONE?) AUDI TOMS RIVER (CPO) 2/24/2018 -HAS THE DIAGNOSIS BEEN PERFORMED? YES -HAVE REPAIRS BEEN COMPLETED? NO -WHAT IS THE CUSTOMER ASKING FOR? GOODWILL ASSISTANCE -HAS THE DEALER DISCOUNTED THE REPAIR? NO -HOW MUCH WAS OFFERED IF SO? N/A -DETAILED SUMMARY OF CONCERN: CUSTOMER HAD A STALLING CONCERN, UPON DIAGNOSIS THE TURBOCHARGERS WERE DIAGNOSED AS HAVING FAILED, BOTH NEED TO BE REPLACED DUE TO MECHANICAL FAILURE. -WHAT IS THE DIAGNOSIS? TURBOCHARGER REPLACEMENT -WHAT IS THE COST OF CURRENT REPAIR (PARTS AND LABOR)? \$14,738.81 -WHAT IS THE OUT OF POCKET COST OF PREVIOUS REPAIRS? \$155 FOR DIAGNOSTIC -DOES THE CUSTOMER SERVICE WITH YOU REGULARLY? YES, AUDI TOMS RIVER PRIOR</p> | | | |

Investigation Summary Report

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|--------------------------|---|--------------|------------------------|--------------------|
| Category | Consumer Complaints | | | |
| VW's File Number | [REDACTED] | VIN | WAUW2AFC9EN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S7, 2014 | | | |
| Report Date | 5/11/2020 | Mileage | 84,981 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| 5/14/2020 11:35:00 AM | <p>[REDACTED] 2104 S7 84,981 MILES WAUW2AFC9EN [REDACTED] AUDI CARE 15K THRU 75K ON VEHICLE PURCHASED CPO 2/24/2018 FROM AUDI TOMS RIVER SERVICES @ EATONTOWN - BEEN THERE TWICE BUT SERVICES WITH OTHER DEALERS CONCERN T1 TURBOS FAILED 15K MILES OVER ON CALIFORNIA EMISSIONS WARRANTY CPO EXPIRED - 2/28/2020 COST - \$14,738.81 VINS IN PROFILE - WAUDH74F97N [REDACTED] 2007 A6 T1 WAUKGAFB2AN [REDACTED] 2010 A6 SERVICE ADVISOR T1 BRIAN STATES - HE IS HAVING WHAT WE CALL A CRANK NO START WITH SOME NOISE UNDER THE HOOD AS WELL; WE DIAGNOSED HIS VEHICLE ON SATURDAY; BOTH OF THE TURBOS NEED TO BE REPLACED, THE SHAFT INSIDE OF THE TURBO IS LOOSE AND FAILED; THIS WAS DUE TO MECHANICAL FAILURE AND NO OUTSIDE INFLUENCE IS PRESENT; IT IS \$14,738.81 FOR THE REPAIR; UNFORTUNATELY, HE IS 2 MONTHS OUTSIDE OF HIS CPO WARRANTY; HE SERVICES WITH US NOW, PRIOR TO THAT HE WAS SERVICING WITH AUDI TOMS RIVER BEFORE THEY CLOSED, HE ALWAYS MAINTAINED THIS VEHICLE WITH AUDI; HE HAS OWNED MULTIPLE AUDI'S; I'D VOUCH FOR HIM AND IF I WERE IN HIS SHOES I WOULD LIKE FOR ANY ASSISTANCE I CAN GET; HE PAID \$155 FOR THE DIAGNOSIS FIELD UPDATE - </p> | | | |
| 5/14/2020 3:42:00 PM | <p> FROM: O'BRIEN, THERESE SENT: THURSDAY, MAY 14, 2020 3:42 PM TO: 'GOGLIA,CINDY' <CGOGLIA@PENSKEAUTOMOTIVE.COM> CC: KELLEHER, PATRICK <PATRICK.KELLEHER@AUDI.COM> SUBJECT: RE: TURBO CHARGER - QUICK REVIEW - MICHAELS GOOD AFTERNOON CINDY, DID WE CONFIRM THAT THIS VEHICLE IS NOT TUNED T1 SPEC ACTUAL CLEAR? I DID NOT SEE ANYTHING IN ELSA SO I JUST WANTED TO DOUBLE CHECK. IF EVERYTHING IS ALL CLEAR T1 AOA CAN COVER PARTS. LET ME KNOW AND I CAN UPDATE THE CASE T1. BEST, THERESE </p> | | | |
| 5/14/2020 4:49:00 PM | <p> FROM: GOGLIA,CINDY <CGOGLIA@PENSKEAUTOMOTIVE.COM> SENT: THURSDAY, MAY 14, 2020 4:38 PM TO: O'BRIEN, THERESE <EXTERN.THERESE.OBRIEN@AUDI.COM> CC: KELLEHER, PATRICK <PATRICK.KELLEHER@AUDI.COM> SUBJECT: [FROM: EXTERNAL] RE: TURBO CHARGER - QUICK REVIEW - MICHAELS CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. IT IS NOT TUNED </p> | | | |

Investigation Summary Report

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|-------------------------|---------------------|--------------|------------------------|--------------------|
| Category | Consumer Complaints | | | |
| VW's File Number | [REDACTED] | VIN | WAUD2AFD9DN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S8, 2013 | | | |
| Report Date | 5/18/2020 | Mileage | 49,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|--------------------------|---|
| 5/18/2020 5:48:00 PM | <p>FULL EMAIL ATTACHED IN DOC CENTER FROM: [REDACTED] <EHIGGINS@BDOCAP.COM> SENT: FRIDAY, MAY 15, 2020 8:14 AM TO: AUDI CUSTOMER EXPERIENCE CENTER <AUDITALK@AUDI.COM> [REDACTED] SUBJECT: [FROM: EXTERNAL] MY 2013 S8 CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. HELLO, I PURCHASED A USED 2013 S8 FROM MY UNCLE THREE YEARS AGO AND TODAY THE CAR HAS LESS THAN 49,000 MILES ON IT (VIN: WAUD2AFD9DN [REDACTED]). ABOUT A MONTH AGO THE ENGINE STARTED LABORING DURING IDLE, AND WENT AS FAR AS STALLING OUT AT AN INTERSECTION. WHEN I TOOK THE CAR TO THE AUDI OF BURLINGTON DEALERSHIP AND SERVICE CENTER THEY TOLD ME I NEEDED BOTH TURBOS REPLACED (COST ~\$10K). THEY DIDN'T HAVE A CAUSE FOR THE TURBOS FAILING AT SUCH LOW MILEAGE, AND DESPITE THE CAR BEING ON THE OLDER SIDE (7 YEARS), THE FACT THAT IT HAS ONLY ~49K MILES ON IT AND NEEDS A VITAL AND EXPENSIVE PART OF THE ENGINE REPLACED SEEMS COMPLETELY UNACCEPTABLE FOR A PREMIUM LUXURY CAR. I WAS TOLD THIS IS NOT COVERED BY ANY WARRANTY OR RECALL BECAUSE IT'S OUTSIDE OF THE 4 YEAR WINDOW AND I FIND THIS TO BE TOTALLY UNACCEPTABLE GIVEN THE MAGNITUDE OF THE FIX AND THE FACT THAT MY CAR HAS LESS THAN 50K MILES ON IT. I WOULD EXPECT THIS REPAIR TO BE FULLY COVERED BY AUDI. IF THIS IS NOT POSSIBLE, I WILL BE SENDING AN EMAIL TO NHTSA EXPLAINING HOW THE ENGINE STALLED OUT A BUSY INTERSECTION BECAUSE OF THIS PROBLEM AND CAME CLOSE TO LEADING TO A MAJOR ACCIDENT. I AM LUCKY IT DIDN'T LET ME KNOW WHAT YOU CAN DO ABOUT THIS, I WOULD HATE TO HAVE TO PURSUE ALL OTHER AVENUES OF ISSUING FORMAL COMPLAINTS TO THE GOVERNMENT ON ONE OF AUDI'S PREMIER LINES OF VEHICLES. I HOPE YOU HANDLE THIS SITUATION CORRECTLY AND I DON'T HAVE TO PURSUE MY OTHER OPTIONS. THANKS, [REDACTED] THE HEALTH AND SAFETY OF OUR PEOPLE AND COMMUNITIES IS OUR TOP PRIORITY, AS WE ALL DO OUR PART TO HELP</p> |
| 5/26/2020 10:44:00 AM | <p>FROM: AUDI CUSTOMER EXPERIENCE CENTER SENT: TUESDAY, MAY 26, 2020 10:45 AM TO: [REDACTED] SUBJECT: [REDACTED]; REFERENCE [REDACTED]; MAY 26, 2020; DE DEAR MR. [REDACTED] THANK YOU FOR YOUR RECENT EMAIL. I KNOW IT IS EXCITING TO GET AN AUDI AND YOUR 2013 AUDI S8 MUST BE ESPECIALLY SO. I REGRETTED, HOWEVER, TO READ OF YOUR EXPERIENCE WITH THE TURBOCHARGERS IN YOUR VEHICLE AND THE WORK THAT NEEDS TO BE DONE. IT IS MY PLEASURE TO LOOK INTO YOUR REQUEST FOR ASSISTANCE. IN REGARDS TO THESE REQUESTS THERE ARE MANY FACTORS THAT WE TAKE INTO ACCOUNT DURING OUR REVIEW. AMONG THESE, BUT NOT EXCLUSIVELY, ARE THE AGE AND MILEAGE ON THE VEHICLE, CUSTOMER LOYALTY TO THE DEALER NETWORK AND TO THE BRAND. WHEN A VEHICLE HAS SURPASSED ITS NORMAL WARRANTY THE COMPANY STEPS AWAY FROM PAYING FOR REPAIRS AND WE EXPECT THAT THE OWNER WILL STEP IN TO TAKE RESPONSIBILITY FOR THEM. OFFERS OF ASSISTANCE BEGIN AT THE DEALER LEVEL AND WE TYPICALLY SUPPORT ANY OFFERS MADE BY THEM BECAUSE THEY ARE MADE ON OUR BEHALF. WE TRUST THE SERVICE MANAGERS IN THIS BECAUSE THEY ARE ON THE GROUND AND HAVE THE EXPERTISE NECESSARY TO MAKE WISE DECISIONS ON THESE MATTERS. WITH WHOM DID YOU SPEAK AT AUDI BURLINGTON? WAS THERE ANY OFFER OF ASSISTANCE FROM THEM? HOW MUCH WILL THE REPAIR COST? I AM HAPPY TO PURSUE THIS FURTHER FOR YOU. WE CAN MAKE NO GUARANTEES OF ASSISTANCE, MR. [REDACTED] BUT I AM GLAD FOR THE OPPORTUNITY TO EXPLORE. WARM REGARDS, SME TO WAIT FOR CUSTOMER'S RESPONSE.</p> |
| 5/27/2020 10:28:00 AM | <p>SME CONSULTED ELSA PRO; THERE ARE NO SERVICE ACTIONS FOR TURBOCHARGERS RELATED TO THIS VEHICLE; THERE ARE NO WARRANTY EXTENSIONS EITHER; THERE IS A TSB REGARDING THE TURBOCHARGER. SME TO SEND EMAIL TO DEALER.</p> |
| 5/27/2020 10:46:00 AM | <p>FROM: ESTES, DWAIN SENT: WEDNESDAY, MAY 27, 2020 10:47 AM TO: 'DBRODEUR@HERBCHAMBERS.COM' <DBRODEUR@HERBCHAMBERS.COM> SUBJECT: [REDACTED]; VIN WAUD2AFD9DN [REDACTED] 2013 S8; TURBOCHARGERS HELLO DEREK, [REDACTED] SENT US AN EMAIL RECENTLY. HE ALLEGED CONCERNS WITH THE TURBOCHARGER AND SAID THAT THIS SHOULD HAVE BEEN COVERED UNDER A RECALL. I DIDN'T SEE ANY RECALLS OR WARRANTY EXTENSIONS FOR THIS IN ELSA BUT I DID SEE SOMETHING CONCERNING TURBOS IN A TSB. IS THIS WHAT HE IS TALKING ABOUT? CAN YOU CONFIRM THE DIAGNOSIS PLEASE? WHAT IS YOUR ASSESSMENT OF MR. [REDACTED] AS A CANDIDATE FOR GOODWILL? HE SAID HE GOT THE CAR FROM HIS UNCLE. THANK YOU SIR. SME TO SEND EMAIL TO CUSTOMER. </p> |
| 5/27/2020 11:28:00 AM | <p>CUSTOMER IS THE THIRD OWNER; PURCHASED FROM INDEPENDENT FACILITY (PER CARFAX); CUSTOMER ALLEGES HE GOT THE VEHICLE FROM HIS UNCLE; ALLEGES HE HAS OWNED ONE OTHER AUDI; SERVICED AT BERNARDI AUDI AND AUDI BURLINGTON; CONCERN WITH THE TURBOCHARGERS; ABOUT \$9000; ALLEGES THAT THE DEALER OFFERED NO ASSISTANCE. SME TO SEND EMAIL TO CUSTOMER.</p> |

Investigation Summary Report

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|--------------------------------|------------------------|---------------------|-------------------------|---------------------------|
| Category | Consumer Complaints | | | |
| VW's File Number | [REDACTED] | VIN | WAUD2AFD9DN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S8, 2013 | | | |
| Report Date | 5/18/2020 | Mileage | 49,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

5/27/2020 11:49:00 AM FROM: AUDI CUSTOMER EXPERIENCE CENTER | | SENT: WEDNESDAY, MAY 27, 2020 11:48 AM | | TO: [REDACTED] | | SUBJECT: [REDACTED] REFERENCE [REDACTED]; MAY 27 2020; DE | | | HELLO [REDACTED], | | | THANK YOU FOR YOUR RESPONSE. I REGRET THE CONCERN YOU HAD WITH THE PREVIOUS DEALER. | | | I AM CURRENTLY ENGAGING INTERNAL RESOURCES ON YOUR BEHALF. THIS INCLUDES OUR DEALER PARTNERS AT AUDI BURLINGTON AND AREA REPRESENTATIVES WHO ARE IN PLACE TO ASSIST OUR SERVICE DEPARTMENTS. | | | THERE IS NO GUARANTEE OF ASSISTANCE. I RECOGNIZE THAT IT IS FRUSTRATING TO HAVE THE TURBOCHARGERS GO ON YOUR VEHICLE. HAVING SAID THIS WE HAVE NEVER MADE ANY PROMISES ABOUT THE LONGEVITY OF ANY PART. THE VEHICLES ARE MADE BY HUMAN BEINGS AND ARE THUS SUBJECT TO SHORTCOMINGS IN MATERIALS AND WORKMANSHIP. THIS IS THE REASON FOR THE NEW VEHICLE LIMITED WARRANTY. WE PAID FOR EVERY WARRANTY RELATED REPAIR ON YOUR CAR. IT IS OUR EXPECTATION THAT ONCE THE WARRANTY EXPIRES THE CURRENT OWNER OF THE VEHICLE BECOMES RESPONSIBLE FOR ANY OF THOSE REPAIRS. WE CAN LOOK INTO ASSISTANCE, BUT AGAIN IT IS NOT GUARANTEED. | | | I WILL FOLLOW UP WITH YOU NO LATER THAN THE CLOSE OF BUSINESS ON FRIDAY MAY 29, 2020 VIA EMAIL. IF YOU HAVE ANY FURTHER QUESTIONS PLEASE FEEL FREE TO RESPOND TO THIS EMAIL. | | | THANK YOU ONCE AGAIN FOR YOUR CONTACT. | | | WARM REGARDS, | | SME TO WAIT FOR DEALER EMAIL. | |

5/28/2020 8:52:00 AM FROM: [REDACTED] | | SENT: WEDNESDAY, MAY 27, 2020 6:06 PM | | TO: AUDI CUSTOMER EXPERIENCE CENTER <AUDITALK@AUDI.COM> | | SUBJECT: [FROM: EXTERNAL] RE: [REDACTED] REFERENCE [REDACTED]; MAY 27 2020; DE | | | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. | | | I APPRECIATE THAT. I AM ABOUT TO SEND MY TURBOS TO THE DOT / NHTSA SO THEY CAN INSPECT THEM SO PLEASE LET ME KNOW WHAT AUDI IS WILLING TO DO ASAP. | | IF YOU ARE WILLING TO BE FAIR AND REASONABLE ON A MAJOR REPAIR ON ONE OF YOUR FLAGSHIP VEHICLES WITH LESS THAN 50K MILES ON IT, I WON'T PURSUE MY OTHER OPTIONS. | | SME TO ASSIGN TO RCE.

5/28/2020 8:55:00 AM FROM: DEREK BRODEUR <DBRODEUR@HERBCHAMBERS.COM> | | SENT: WEDNESDAY, MAY 27, 2020 11:34 AM | | TO: ESTES, DWAIN <EXTERN.DWAIN.ESTES@AUDI.COM> | | SUBJECT: [FROM: EXTERNAL] RE: [REDACTED]; VIN WAUD2AFD9DN [REDACTED]; 2013 S8; TURBOCHARGERS | | | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. | | | VEHICLE IS OUT OF WARRANTY DUE TO TIME IN SERVICE 2-22-2013. ALSO GAP IN COVERAGE. THE 25K AUDI MAINTENANCE INTERVAL WAS SKIPPED AS WELL. 15K 2015-01-22 35K 2017-04-28. ANY FURTHER QUESTIONS PLEASE LET ME KNOW. | | SME TO REVIEW. | |

5/29/2020 4:45:00 PM FROM: [REDACTED] | | SENT: FRIDAY, MAY 29, 2020 10:26 AM | | TO: AUDI CUSTOMER EXPERIENCE CENTER <AUDITALK@AUDI.COM> | | SUBJECT: [FROM: EXTERNAL] RE: [REDACTED] REFERENCE [REDACTED]; MAY 29, 2020; DE | | | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. | | | PLEASE PROCEED WITH THE REVIEW AND LET ME KNOW WHAT AUDI IS WILLING TO DO. | | | I'LL BE SENDING THE TURBOS TO THE DOT TOMORROW SO WE CAN SEE WHAT THEY HAVE TO SAY, AT THE VERY LEAST THEY WILL HAVE ANOTHER DATA POINT ON THE QUALITY OF THE S8 (OR LACK THEREOF). I'LL ALSO EXPLORE MY OTHER OPTIONS TO AT LEAST GET MY STORY OUT TO PEOPLE, THE FOLLOWING QUOTE FROM A PRIOR EMAIL WILL GO OVER WELL I WOULD IMAGINE: "HAVING SAID THIS WE HAVE NEVER MADE ANY PROMISES ABOUT THE LONGEVITY OF ANY PART. THE VEHICLES ARE MADE BY HUMAN BEINGS AND ARE THUS SUBJECT TO SHORTCOMINGS IN MATERIALS AND WORKMANSHIP." I THINK MOST PEOPLE WOULD AGREE THAT THIS IS A DUMBFOUNDEDLY ARROGANT POSITION FOR A COMPANY TO TAKE ON A \$120K+ VEHICLE. | | YOU HAVE LIKELY LOST WHAT WOULD HAVE BEEN AN AMAZING CUSTOMER FOR LIFE. NOT SURE THERE ARE MANY 28 YEAR OLDS ON THEIR SECOND AUDI, NEVERMIND THAT CAR BEING AN S8. I SEE NO REASON WHY A SERVICE AT 25K MILES CAUSED THE TURBO IMPELLERS TO BE GROUND TO SHIT AT 48K MILES BUT IF THAT'S YOUR POSITION SO BE IT. HIGHLIGHTS THE LACK OF ACCOUNTABILITY AT AUDI, ESPECIALLY ON SUCH AN EXPENSIVE CAR. | |

5/29/2020 4:46:00 PM CUSTOMER IS THE THIRD OWNER; PURCHASED FROM INDEPENDENT FACILITY (PER CARFAX); CUSTOMER ALLEGES HE GOT THE VEHICLE FROM HIS UNCLE; ALLEGES HE HAS OWNED ONE OTHER AUDI; SERVICED AT BERNARDI AUDI AND AUDI BURLINGTON; CONCERN WITH THE TURBOCHARGERS; ABOUT \$9000; ALLEGES THAT THE DEALER OFFERED NO ASSISTANCE; 25K SERVICE MISSING FROM THE RECORDS; CUSTOMER DOES NOT HAVE THIS AND UNDERSTANDS THAT THIS MAY BE A HINDRANCE TO ASSISTANCE; HOWEVER, WANTED TO PROCEED WITH REVIEW ANYWAY. RCE TO REVIEW.

Investigation Summary Report

Category Consumer Complaints

VW's File Number

VIN

WAUD2AFD2DN

Owner Or Fleet

Make, Model, Model Year Audi, S8, 2013

Report Date

6/8/2020

Mileage

48,000

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

6/8/2020
1:36:00 PM

CUSTOMER STATES: HAVING TURBO ISSUES AND THE INDEPENDENT SHOP I TOOK THE VEHICLE TO SAID I SHOULD TAKE IT TO AUDI; DID SOME RESEARCH AND I SEE THIS IS A VERY COMMON ISSUE FOR THESE VEHICLES BUT NO RECALL WAS EVER ANNOUNCED; WHY WAS THERE NO RECALL? IS THERE ANY WARRANTY THAT WOULD HELP WITH THIS? IS AUDI GOING TO STEP-IN AND HELP THE CUSTOMER BECAUSE I SHOULDN'T HAVE TO PAY FOR THIS IN TOTAL; THE VEHICLE ABRUPTLY DIED WHILE DRIVING THE OTHER DAY; VEHICLE IS BEING TOWED TO MY DEALER LATER TODAY. | | | CUSTOMER ADVOCATE ADVISES: CAN APPRECIATE THAT CAR PROBLEMS ARE STRESSFUL AT THE BEST OF TIMES; NO WARRANTY ON THE VEHICLE REGARDING TURBOS; CANNOT SAY WHY A RECALL HASN'T BEEN ANNOUNCED, WE MAKE THOSE DECISION IN CONJUNCTION WITH NHTSA; WE CAN REVIEW FOR GOODWILL BASED ON AGE, MILEAGE, SERVICE HISTORY, BRAND AND DEALER LOYALTY, AND NUMBER OF OWNERS; NO GUARANTEE OF ASSISTANCE; SINCE WE KNOW THE VEHICLE WILL BE AT THE DEALER LATER TODAY, I CAN FOLLOW-UP WITH THEM IN THE NEXT COUPLE OF DAYS TO GET INFORMATION REGARDING THEIR DIAGNOSIS. | | | CUSTOMER THANKS AND ACCEPTS; CUSTOMER ADVOCATE TO CALL DEALER 6/10/2020 FOR DIAGNOSTIC INFORMATION

Investigation Summary Report

Category Consumer Complaints

VW's File Number

VIN

WUAU2AFD5DN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2013

Report Date

6/26/2020

Mileage

39,000

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

6/26/2020 1:07:00 PM CALL FROM OWNER CUST STATES HAVE A 2013 A8 VEHICLE, TOOK IT IN TO AUDI PEABODY FOR STALLING ISSUES; DEALER STATES I NEED BOTH TURBOS REPLACED FOR \$12K; SEEKING IF THERE IS ANY ASSISTANCE FOR THIS REPAIR THROUGH AUDI AND IF THIS IS COMMON WITH MY MILEAGE BEING ONLY 39K. A

6/26/2020 1:08:00 PM TURBOS FAILED

Investigation Summary Report

Category Consumer Complaints

VW's File Number

VIN

WAU32AFDXFN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2015

Report Date

7/6/2020

Mileage

43,000

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

7/6/2020 12:35:00 PM VEH STALLING, WAS TOLD BY MECHANIC TURBOS HAVE FAILED

7/6/2020 12:45:00 PM CALL FROM OWNER CUST STATES: I TOOK MY VEH IN FOR SERVICE DUE TO IT STALLING OUT AND MY MECHANIC SAYS MY TURBOS HAVE FAILED AND I KNOW THIS WILL BE COSTLY REPAIR IS THERE ANYTHING AUDI CAN DO CUST SEEKS: REPAIR ASSISTANCE ADV ADVISES: I CAN CHECK INTO WARRANTY INFORMAT

Investigation Summary Report

Category **Consumer Complaints**

VW's File Number [REDACTED] VIN WAUJ2BFC9DN [REDACTED]

Owner Or Fleet [REDACTED]

Make, Model, Model Year Audi, S6, 2013

Report Date 7/23/2020 Mileage 52,000

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

Date/Time Case Comment

| | |
|--------------------------|--|
| 7/23/2020 4:05:00 PM | LOYALTY INFORMATION IS THIS YOUR FIRST AUDI? NO IF NO, HOW MANY HAVE YOU OWNED? WHERE DO YOU USUALLY SERVICE THE VEHICLE? ARE THERE ANY OTHER AUDI DEALERSHIPS YOU HAVE WORKED WITH IN THE PAST? VEHICLE INFORMATION VIN WAUJ2BFC9DN [REDACTED] MILEAGE 52,000 VEHICLE LOCATION HOME IF THE VEHICLE WAS NOT PURCHASED NEW OR CPO: WHEN DID YOU PURCHASE THE VEHICLE? 9/22/2012 WHO DID YOU PURCHASE IT THROUGH? AUDI MENTORREPAIR INFORMATION DEALERSHIP THE CUSTOMER IS WORKING WITH AUDI ROCHESTER HAVE YOU HAD REPAIRS IN THE PAST? YES IF SO, CAN YOU TELL US ABOUT THEM? NOTHING BIG LIKE THIS ONE HAVE YOU EXPERIENCED THE CURRENT CONCERN BEFORE? NO HAS THE DIAGNOSIS BEEN PERFORMED? YES HAVE REPAIRS BEEN COMPLETED? YES DETAILED SUMMARY OF CONCERN CUST DRIVING THROUGH NY AND THE CAR BROKE DOWN; HAD IT TOWED TO CLOSEST DEALER; NEEDED TURBOS REPLACED WHAT IS THE CUSTOMER ASKING FOR? GOODWILL RIEMBURSEMENT HAS THE DEALER DISCOUNTED THE REPAIR? YES IF SO, HOW MUCH WAS OFFERED? 515 OFF HAVE YOU ASKED THE DEALERSHIP FOR ASSISTANCE? YES SUGGESTED QUESTIONS TO ASK THE DEALERSHIP: WHAT IS THE DIAGNOSIS? HAD UNDERBOOST CODES; BOTH BEARINGS IN TURBOS FAILED; REPLACED TURBOS WHAT IS THE COST OF CURRENT REPAIR (PARTS AND LABOR)? 10,579 IF AN OFFER WAS PRESENTED TO THE CUSTOMER, WHAT WAS IT? 515 WHAT IS THE OUT OF POCKET COST OF PREVIOUS REPAIRS? CUST USUALLY SERVICED WITH AUDI MENTOR DOES THE CUSTOMER SERVICE WITH YOU REGULARLY? NO JUST DRIVING THREW |
| 7/23/2020 4:09:00 PM | CALL FROM OWNER CUST STATES: MY CAR BROKE DOWN ON ME WHILE DRIVING TO NY; I HAD TO HAVE IT TOWED TO THE CLOSEST DEALER; THEY LOOKED AT IT AND IT NEEDED TURBOS; THEY WERE ABLE TO LET ME HAVE A LOANER WHILE THEY FIXED THE CAR; THEY DID DISCOUNT IT BUT IT STILL CAME TO 10,5 |
| 7/23/2020 4:12:00 PM | CALL TO DELAER ADV: CAN YOU HELP ME WITH VEH REPAIR INFO DEALER: CUST HAD VEH TOWED AFTER IT BROKE DOWN; HE WAS DRIVING THROUGH NY; FOUNT UNDER BOOST CODES; BEARINGS FAILED IN BOTH TURBOS; WE REPLACED THEM; WE DID DISCOUNT IT 515 SO IT CAME TO 10579 |
| 7/23/2020 4:19:00 PM | VEH STOPPED RUNNING; CUST HAD TO REPLACE TURBOS |
| 7/29/2020 10:32:00 AM | CALL TO DAVE- SA RCE ADVISED: WANTED TO FOLLOW UP REGARDING THE 2013 S6; SEEKING TO GATHER MORE INFORMATION. SA STATES: HE WAS TRAVELING FROM OHIO AND THE TURBOS BLEW; THE CUSTOMER GAVE AUTHORIZATION TO HAVE THEM REPLACED; VEH IS NO LONGER HERE; WE HAD SOMEONE DRIVE 10 H |
| 7/29/2020 6:14:00 PM | CALL TO AASM- [REDACTED] WAUJ2BFC9DN [REDACTED] 2013 S6 52283 MILES AUDI MECHANICSBURG THIS IS THE ORIGINAL OWNER, PURCHASED AT AUDI MENTOR AND THIS IS HIS 4TH AUDI. WHILE TRAVELING IN PA, THE VEHICLE STOPPED WHILE DRIVING AND THE DEALERSHIP FOUND THE TURBOS NEEDED T |

Investigation Summary Report

Category **Consumer Complaints**

VW's File Number [REDACTED] VIN **WAU32AFD1FN** [REDACTED]

Owner Or Fleet [REDACTED]

Make, Model, Model Year **Audi, A8, 2015**

Report Date **8/13/2020** Mileage **51,000**

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|-------------------------|--|
| 8/13/2020 2:10:00 PM | CALL FROM OWNER CUST STATES: I REALLY NEED YOUR HELP. I HAVE A \$15K REPAIR FOR TURBO CHARGERS AND WE ARE ON VACATION. I WAS DRIVING WE PULLED UP TO A LIGHT AND THE VEH JUST STOPPED GOT IT TOWED TO THE DEALER AND THEN THEY TELL ME THIS. PLEASE HELP. ALSO CAN I PAY FOR THE |
| 8/13/2020 2:11:00 PM | CALL TO DEALER SA MIKEY DEALER STATES: NEVER BEEN HERE BEFORE, BOTH TURBOS AND IT IS \$15000 |
| 8/13/2020 2:14:00 PM | -VIN: WAU32AFD1FN [REDACTED] -MILEAGE: 51K -TREAD: YES -DEALERSHIP IN CASE: AUDI ARLINGTON -VEHICLE LOCATION: DEALER -HAS THE DIAGNOSIS BEEN PERFORMED?: YES -HAVE REPAIRS BEEN COMPLETED?:NO -WHAT IS THE CUSTOMER ASKING FOR? : GW -HAS THE DEALER DISCOUNTED THE REPAIR?: LOOKING INTO IT -HOW MUCH WAS OFFERED IF SO?: N/A -WHERE WAS VEHICLE PURCHASED? INDEPENDENT 12/2017 -DETAILED SUMMARY OF CONCERN -FOLLOW-UP DATE DOCUMENTED IN CASE TO ASK THE DEALERSHIP: -WHAT IS THE DIAGNOSIS?: TURBOS -WHAT IS THE COST OF CURRENT REPAIR (PARTS AND LABOR)?: \$15K -WHAT IS THE OUT OF POCKET COST OF PREVIOUS REPAIRS?: \$7K WITH AUDI INDIANAPOLIS -DOES THE CUSTOMER SERVICE WITH YOU REGULARLY?: YES WITH AUDI INDINAPOLIS |
| 8/13/2020 2:44:00 PM | 04472153; WINWRIGHTL CAR DOWN WHILE TRAVELING; WAU32AFD1FN [REDACTED]; SEEKS GOODWILL VIN: WAU32AFD1FN [REDACTED] 2015 A8 IN-SERVICE 7/26/14 MILEAGE 51,000 2ND OWNER [REDACTED] PURCHASED USED NON-CPO FROM INDEPENDENT 11/28/17 @ 18,387 CONCERN VEHICLE DOWN NEEDS TURBOS SEEKING GOODWILL ON ESTIMATE \$15,000 SERVICES WITH AUDI INDIANAPOLIS HELLO ALL, THIS CUSTOMER REACHED OUT TO US SEEKING VOLUNTARY ASSISTANCE AS THEY BROKE DOWN WHILE ON VACATION. AUDI INDIANAPOLIS HAS STATED HE HAS PAID \$7K OOP ALREADY AT THEIR LOCATION. ANY THOUGHTS ON VOLUNTARY ASSISTANCE? IS THERE A TAC CASE ON THIS ONE? @BENNY THOUGHTS SO WE CAN GET THIS CUSTOMER BACK ON THE ROAD HOME. APPEARS TO BE THE FIRST AUDI. SARA CRAWFIS REGION CASE EXPERT, AUDI CXC AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE CENTER 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA TEL. +1 248 754 3888 FAX. +1 248 754 6521 AUDITALK@AUDI.COM HTTP://WWW.AUDIUSA.COM |

Investigation Summary Report

Category Consumer Complaints

VW's File Number

VIN

WAU32AFD1FN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2015

Report Date

9/17/2020

Mileage

84,000

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

9/17/2020
9:42:00 AM

CALL FROM OWNER CUSTOMER STATES: ROADSIDE TOWED MY VEHICLE IN AUG 30TH ; THE VEHICLE COMPLETELY SHUT OFF; THEN THE CHECK ENGINE LIGHT AND EPC LIGHT CAME ON; THE VEHICLE IS CURRENTLY AT JACK INGRAM MONTGOMERY; I THINK THEY DETERMINED IT IS THE TURBOS; SOMEONE CALLED ME L

Investigation Summary Report

| Category | Consumer Complaints | | | |
|-------------------------|---|--------------|------------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAU32BFC2DN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S7, 2013 | | | |
| Report Date | 9/21/2020 | Mileage | 80,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 9/21/2020 2:28:00 PM | CALL FROM OWNER CUST STATES: I HAVE A 2013 S7 THAT I KEEP MAINTAINED AND HAVE DRIVEN WELL. HOWEVER THE VEH STOPED ON THE HIGHWAY LAST MONDAY AND WE HAD TO SUBMIT IT TO THE SHOP FOR REPAIRS.AUDI SAN FRANCISCO QUOTED US \$16,700 BECAUSE THEY DETERMINED THE TURBO WAS BLOWN. | | | |
| 9/21/2020 3:00:00 AM | MY TURBO HAS BLOWN | | | |
| 9/25/2020 3:53:00 PM | 1ST TIME AUDI OWNER; 1ST LUXURY BRAND EXPERIENCE; CUSTOMER PURCHASED VEHICLE AS A CPO ON 1/22/2015 THROUGH AUDI MONTEREY PENINSULA; CUSTOMER HAS SERVICED THE VEHICLE WITH AUDI PALO ALTO; CUSTOMER IS SEEKING ASSISTANCE WITH A TURBO CHARGER REPAIR; OADV AND ADVOCATE HAVE ATTEMPTED CALLS TO THE DEALER WITH NO RESPONSE; ESCALATING FOR DEALER CONTACT/GOODWILL REVIEWREPAIR QUESTIONS WHERE IS THE VEHICLE? AUDI SAN FRANCISCO HAS THE VEHICLE BEEN DIAGNOSED RECENTLY? IF NO, OFFER TO CONNECT THE CUSTOMER TO THE DEALERSHIP SERVICE DEPARTMENT FOR SCHEDULING AND FOLLOW UP WITH THE CUSTOMER AS NEEDED UNTIL THE DIAGNOSIS IS OBTAINED. YESHAVE YOU BEEN PROVIDED WITH A REPAIR ESTIMATE? \$16,700 HAVE YOU AUTHORIZED REPAIRS AND WHEN? NO DID THE DEALER PROVIDE YOU WITH AN ETA FOR COMPLETION? NO HAVE REPAIRS BEEN COMPLETED? NO IS THIS THE DEALERSHIP THAT YOU TYPICALLY WORK WITH? SERVICE WITH AUDI PALO ALTO HAS THE DEALER DISCOUNTED THE REPAIR? NO HAVE YOU PROVIDED THE DEALER WITH PAST REPAIR/MAINTENANCE ROS FOR CONSIDERATION? N/A DID YOU ASK THE DEALER FOR ASSISTANCE PRIOR TO AUTHORIZING REPAIR? N/A HOW MUCH WAS OFFERED IF SO? 0 WHAT LEVEL OF ASSISTANCE ARE YOU SEEKING? GOODWILL ASSISTANCE (50/50) EXTENUATING CIRCUMSTANCES (MILITARY, FAMILY EMERGENCY, OUT OF TOWN, 6/6 ETC.):LOYALTY QUESTIONS IS THIS YOUR FIRST AUDI? IF NO, WHICH OTHER VEHICLES HAVE YOU OWNED (INCLUDE VINS)? YES -IF CUSTOMER CANNOT PROVIDE ADDITIONAL VINS, CONTINUE ESCALATIONDID YOU PURCHASE YOUR VEHICLE NEW OR CPO? CPO WHICH AUDI DEALERSHIP DID YOU PURCHASE YOUR VEHICLE FROM? AUDI MONTEREY PENINSULA | | | |
| 9/25/2020 5:22:00 PM | @ROB METEER @DANA SESSION PLEASE SEE THE FOLLOWING INFORMATION FROM THE DLR:DEALERSHIP QUESTIONS WHAT IS THE DIAGNOSIS? FAILURE OF TURBO IS THE CONCERN DUE TO OUTSIDE INFLUENCE OR DEFECT? DOESNT LOOK LIKE OUTSIDE INFLUENCE WHAT REPAIR IS RECOMMENDED? REPLACING BOTH TURBOS PLUS VALVES, STRAINERS, GASKETS, HOSES WHAT IS THE COST OF CURRENT REPAIR (PARTS AND LABOR)? PARTS \$8,661 AND LABOR \$5,000 DOES THE CUST SERVICE WITH YOU REGULARLY? FIRST VISIT HERE WHAT IS THE OUT OF POCKET FOR REPAIRS/MAINTENANCE? N/A | | | |
| 9/28/2020 1:24:00 PM | [REDACTED] WAU32BFC2DN [REDACTED] GOOD MORNING JOE, WE WERE CONTACTED BY [REDACTED] IN REGARD TO HIS 2013 S7. THE VEHICLE IS CURRENTLY AT AUDI SAN FRANCISCO AND IS IN NEED OF NEW TURBOS. I SEE YOU HAVE SERVICED THE VEHICLE IN THE PAST AND WANTED TO KNOW IF YOU HAVE ANY RECORD OF CUSTOMER PAY WORK. LET ME KNOW IF YOU HAVE ANY QUESTIONS. THANK YOU, ROB M. REGION CASE EXPERT, AUDI CXC AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE CENTER 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA TEL. +1 800 822 2834 SELECT PROMPT 9 EXT 43372 FAX. +1 248 754 6521 AUDITALK@AUDI.COM HTTP://WWW.AUDIUSA.COM | | | |
| 9/28/2020 1:25:00 PM | [REDACTED] - WAU32BFC2DN [REDACTED] GOOD MORNING ALFRED, WE WERE CONTACTED BY [REDACTED] IN REGARD TO HIS 2013 S7. THE VEHICLE IS CURRENTLY AT AUDI SAN FRANCISCO AND IS IN NEED OF NEW TURBOS. I SEE YOU HAVE SERVICED THE VEHICLE IN THE PAST AND WANTED TO KNOW IF YOU HAVE ANY RECORD OF CUSTOMER PAY WORK. LET ME KNOW IF YOU HAVE ANY QUESTIONS. THANK YOU, ROB M. REGION CASE EXPERT, AUDI CXC AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE CENTER 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA TEL. +1 800 822 2834 SELECT PROMPT 9 EXT 43372 FAX. +1 248 754 6521 AUDITALK@AUDI.COM HTTP://WWW.AUDIUSA.COM | | | |

Investigation Summary Report

Category Consumer Complaints

| | | | |
|-------------------------|----------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAU32BFC2DN [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, S7, 2013 | | |
| Report Date | 9/21/2020 | Mileage | 80,000 |

| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
|-------|-----------------|--------------|------------------|--------------------|
| No | No | No | 0 | 0 |

9/28/2020 1:41:00 PM [FROM: EXTERNAL] RE: [REDACTED] - WAU32BFC2DN [REDACTED] - [REDACTED] | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. HI ROB, WE HAVE COMPLETED CPO WARRANTY REPAIRS AND AUDI-CARE SERVICES ONLY BESIDES THE PURCHASE OF A REAR WIPER BLADE. THE CAR DID COME IN 1 TIME UNDER SELECTA BODY SHOP FOR CAMERA CALIBRATIONS AFTER AN ACCIDENT. PLEASE LET ME KNOW IF YOU HAVE FURTHER QUESTIONS. THANK YOU ON MON, SEP 28, 2020 AT 10:24 AM AUDITALK@AUDI.COM <AUDITALK@AUDI.COM> WROTE: > GOOD MORNING JOE, >> WE WERE CONTACTED BY [REDACTED] IN REGARD TO HIS 2013 S7. THE > VEHICLE IS CURRENTLY AT AUDI SAN FRANCISCO AND IS IN NEED OF NEW TURBOS. I > SEE YOU HAVE SERVICED THE VEHICLE IN THE PAST AND WANTED TO KNOW IF YOU > HAVE ANY RECORD OF CUSTOMER PAY WORK. >> LET ME KNOW IF YOU HAVE ANY QUESTIONS. >> THANK YOU, >> *ROB M.* > REGION CASE EXPERT, AUDI CXC >> AUDI OF AMERICA, INC. > CUSTOMER EXPERIENCE CENTER > 3800 HAMLIN ROAD > AUBURN HILLS, MI 48326 > UNITED STATES OF AMERICA > TEL. +1 800 822 2834 > SELECT PROMPT 9 EXT 43372 > FAX. +1 248 754 6521 > AUDITALK@AUDI.COM > HTTP://WWW.AUDIUSA.COM >>>> -- JOE BRACERO SERVICE MANAGER PORSCHE AUDI BURLINGAME CELL/TEXT: [REDACTED] *IF YOU PREFER TO **SCHEDULE YOUR NEXT SERVICE APPOINTMENT ONLINE, PLEASE SELECT PORSCHE OR AUDI BELOW:* *PORSCHE ONLINE SERVICE SCHEDULER <HTTPS://WWW.PORSCHEBURLINGAME.COM/SCHEDULE_SERVICE.HTM>* *AUDI ONLINE SERVICE SCHEDULER <HTTP://WWW.AUDIBURLINGAME.COM/SERVICE/XTIME.HTM>* <HTTPS://WWW.FACEBOOK.COM/PAGES/RECTOR-PORSCHE-AUDI-OF-BURLINGAME/678222488871001>

9/28/2020 10:50:00 AM RCE REVIEWED CASE: 2013 S7; IN-SERVICE DATE 12/31/2012; 90K MILES; CPO OWNER; PURCHASED 1.22.15 FROM AUDI MONTERREY PENINSULA WITH ABOUT 28K MILES; PURCHASED AUDI CARE 55K-85K; SERVICE WITH AUDI PALO ALTO; AUDI BURLINGAME; AUDI SAN FRANCISCO; HAS SERVICED WITH INDEP; TURBO CHARGER REPLACEMENT; ESTIMATE \$16,700.

9/29/2020 11:52:00 AM RE: [REDACTED] - WAU32BFC2DN [REDACTED] - [REDACTED] | GOOD MORNING ALFRED, I WANTED TO FOLLOW UP ON MY EMAIL FROM YESTERDAY. PLEASE PROVIDE AN UPDATE WHEN YOU HAVE A MOMENT. THANK YOU, ROB M. REGION CASE EXPERT, AUDI CXC AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE CENTER 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA TEL. +1 800 822 2834 SELECT PROMPT 9 EXT 43372 FAX. +1 248 754 6521 AUDITALK@AUDI.COM HTTP://WWW.AUDIUSA.COM ----- ORIGINAL MESSAGE ----- FROM: AUDITALK@AUDI.COM [AUDITALK@AUDI.COM] SENT: 9/28/2020 1:25 PM TO: ALFRED.SHAHGHOLIAN@SWICKARD.COM CC: JON.BITTROLFF@SWICKARD.COM; SCOTT.ALLISON@AUDI.COM SUBJECT: [REDACTED] - WAU32BFC2DN [REDACTED] GOOD MORNING ALFRED, WE WERE CONTACTED BY [REDACTED] IN REGARD TO HIS 2013 S7. THE VEHICLE IS CURRENTLY AT AUDI SAN FRANCISCO AND IS IN NEED OF NEW TURBOS. I SEE YOU HAVE SERVICED THE VEHICLE IN THE PAST AND WANTED TO KNOW IF YOU HAVE ANY RECORD OF CUSTOMER PAY WORK. LET ME KNOW IF YOU HAVE ANY QUESTIONS. THANK YOU, ROB M. REGION CASE EXPERT, AUDI CXC AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE CENTER 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA TEL. +1 800 822 2834 SELECT PROMPT 9 EXT 43372 FAX. +1 248 754 6521 AUDITALK@AUDI.COM HTTP://WWW.AUDIUSA.COM

Investigation Summary Report

Category Consumer Complaints

| | | | | |
|-------------------------|-----------------|--------------|------------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAU32BFC2DN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S7, 2013 | | | |
| Report Date | 9/21/2020 | Mileage | 80,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

9/29/2020 9:44:00 PM [FROM: EXTERNAL] [REDACTED] - WAU32BFC2DN [REDACTED] | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. HELLO ROB, HERE ARE ALL OF THE ROS THAT WE HAVE HAD FOR THIS GUEST SINCE 2015, PLEASE LET ME KNOW IF YOU NEED ANYTHING ELSE. ALFRED SHAHGHOLIAN SERVICE DIRECTOR AUDI PALO ALTO 650-852-1543 WWW.AUDIPALOALTO.COM [CID: [REDACTED]] FROM: AUDITALK@AUDI.COM <AUDITALK@AUDI.COM> SENT: TUESDAY, SEPTEMBER 29, 2020 8:52 AM TO: ALFRED SHAHGHOLIAN <ALFRED.SHAHGHOLIAN@SWICKARD.COM> CC: JON BITTROLFF <JON.BITTROLFF@SWICKARD.COM>; SCOTT.ALLISON@AUDI.COM <SCOTT.ALLISON@AUDI.COM> SUBJECT: RE: [REDACTED] - WAU32BFC2DN [REDACTED] [EXTERNAL EMAIL - USE CAUTION] GOOD MORNING ALFRED, I WANTED TO FOLLOW UP ON MY EMAIL FROM YESTERDAY. PLEASE PROVIDE AN UPDATE WHEN YOU HAVE A MOMENT. THANK YOU, ROB M. REGION CASE EXPERT, AUDI CXC AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE CENTER 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA TEL. +1 800 822 2834 SELECT PROMPT 9 EXT 43372 FAX. +1 248 754 6521 AUDITALK@AUDI.COM HTTP://WWW.AUDIUSA.COM [HTTPS://VWGOA--C.NA124.CONTENT.FORCE.COM/SFC/DIST/VERSION/RENDITIONDOWNLOAD?RENDITION=ORIGINAL_PNG&VERSIONID=0683U00000AG91O&OPERATIONCONTEXT=DELIVERY&CONTENTID=05T3U00000C1OVC&PAGE=0&D=/A/3U000000UZNE/4NT_NU_9ZVCFN_VTFWOPBXQM D2FDAD.NBUCRYFAWLW&OID=00D6A0000004FLG&DPT=NULL&VIEWID=] ----- ORIGINAL MESSAGE ----- FROM: AUDITALK@AUDI.COM [AUDITALK@AUDI.COM] SENT: 9/28/2020 1:25 PM TO: ALFRED.SHAHGHOLIAN@SWICKARD.COM CC: JON.BITTROLFF@SWICKARD.COM; SCOTT.ALLISON@AUDI.COM SUBJECT: [REDACTED] - WAU32BFC2DN [REDACTED] GOOD MORNING ALFRED, WE WERE CONTACTED BY [REDACTED] IN REGARD TO HIS 2013 S7. THE VEHICLE IS CURRENTLY AT AUDI SAN FRANCISCO AND IS IN NEED OF NEW TURBOS. I SEE YOU HAVE SERVICED THE VEHICLE IN THE PAST

9/30/2020 2:47:00 PM [REDACTED] - WAU32BFC2DN [REDACTED] | HI DAN, WE WERE CONTACTED BY [REDACTED] IN REGARD TO HIS 2013 S7. HE INDICATED THAT THE VEHICLE NEEDS TURBOS. HE CONTACTED AUDI SEEKING ASSISTANCE WITH THE COST OF REPAIRS. SCOTT AND I DISCUSSED THIS REQUEST. PLEASE OFFER THE CUSTOMER 15% GOODWILL ASSISTANCE TOWARDS REPAIRS FROM AUDI AND 10% DISCOUNT FROM AUDI SAN FRANCISCO. LET ME KNOW IF YOU HAVE ANY QUESTIONS. THANK YOU, ROB M. REGION CASE EXPERT, AUDI CXC AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE CENTER 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA TEL. +1 800 822 2834 SELECT PROMPT 9 EXT 43372 FAX. +1 248 754 6521 AUDITALK@AUDI.COM HTTP://WWW.AUDIUSA.COM

Investigation Summary Report

| Category | Consumer Complaints | | | |
|---------------------------|---|--------------|------------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAUW2AFC8DN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S7, 2013 | | | |
| Report Date | 10/12/2020 | Mileage | 45,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 10/12/2020 1:04:00 PM | CALL FROM OWNER CUST STATES: I WAS DRIVING TO MY CABIN ABOUT 100 OR SO MILES FRO HOME; MY CHECK ENGINE LIGHT CAME ON AND THEN THE VEH STOPPED WORKING; I HAD IT TOWED TO THE CLOSEST AUDI DEALER; THEY CALLED ME TODAY AND SAID THAT THE TURBOS NEED TO BE REPLACED; I FEEL THE | | | |
| 10/12/2020 1:22:00 PM | REPAIR QUESTIONS WHERE IS THE VEHICLE? DEALER HAS THE VEHICLE BEEN DIAGNOSED RECENTLY? YES IF NO, OFFER TO CONNECT THE CUSTOMER TO THE DEALERSHIP SERVICE DEPARTMENT FOR SCHEDULING AND FOLLOW UP WITH THE CUSTOMER AS NEEDED UNTIL THE DIAGNOSIS IS OBTAINED. HAVE YOU BEEN PROVIDED WITH A REPAIR ESTIMATE? YES HAVE YOU AUTHORIZED REPAIRS AND WHEN? NO DID THE DEALER PROVIDE YOU WITH AN ETA FOR COMPLETION? NO HAVE REPAIRS BEEN COMPLETED? NO IS THIS THE DEALERSHIP THAT YOU TYPICALLY WORK WITH? NO, AUDI MINNEAPOLIS HAS THE DEALER DISCOUNTED THE REPAIR? NO HAVE YOU PROVIDED THE DEALER WITH PAST REPAIR/MAINTENANCE ROS FOR CONSIDERATION? NO DID YOU ASK THE DEALER FOR ASSISTANCE PRIOR TO AUTHORIZING REPAIR? NO HOW MUCH WAS OFFERED IF SO? WHAT LEVEL OF ASSISTANCE ARE YOU SEEKING? AS MUCH AS POSSIBLE EXTENUATING CIRCUMSTANCES (MILITARY, FAMILY EMERGENCY, OUT OF TOWN, 6/6 ETC.): A LITTLE OVER 100 MILES AWAY FROM HOME DRIVING TO HIS CABIN; THIS IS THE FIRST TIME WITH THIS DEALER BUT HIS REGULAR DEALR HE HAS A LOT OF LOYALTY WITHLOYALTY QUESTIONS IS THIS YOUR FIRST AUDI? NO -IF NO, WHICH OTHER VEHICLES HAVE YOU OWNED (INCLUDE VINS)? WUADU78E28N [REDACTED] DID YOU PURCHASE YOUR VEHICLE NEW OR CPO? CPO WHICH AUDI DEALERSHIP DID YOU PURCHASE YOUR VEHICLE FROM? AUDI MINNEAPOLIS TO ASK THE DEALERSHIP:WHAT IS THE DIAGNOSIS? BOTH IMPELLERS FAILED IS THE CONCERN DUE TO OUTSIDE INFLUENCE OR DEFECT? DEFECT WHAT REPAIR IS BEING RECOMMENDED? REPLACE BOTH TURBOS WHAT IS THE COST OF CURRENT REPAIR (PARTS AND LABOR)? 10623.61 DOES THE CUSTOMER SERVICE WITH YOU REGULARLY? VEH WAS BROUGHT IN FOR AN EMERGENCY THIS IS THE FIRST TIME EAU CLAIRE HAS SEEN THEM; CUST SERVICED REGULARLY WITH AUDI MINNEAPOLIS WHAT IS THE OUT OF POCKET COST OF PREVIOUS REPAIRS/MAINTENANCES? 4500 OVER THE LAST 2 YEARS; AUDI CARE MAINTENANCE PACKAGE | | | |
| 10/12/2020 1:37:00 PM | CALL FROM SA SEAN DEALER: BOTH TURBO IMPELLERS HAVE FAILED; THIS IS A PRETTY COMMON THING; BOTH WILL NEED TO BE REPLACED; EST IS 10623.61 7200 IS PARTS CPO EXPIRED IN NOVEMBER AND MAINTENANCE WAS DONE THEN ADV: THANK YOU | | | |
| 10/12/2020 12:58:00 PM | CHECK ENGINE LIGHT; TURBOS NEED TO BE REPLACED | | | |
| 10/12/2020 2:36:00 PM | [REDACTED] - WAUW2AFC8DN [REDACTED] [REDACTED] HI JIM, WE WERE CONTACTED BY [REDACTED] IN REGARD TO HIS 2013 S7. HE INDICATED HE WAS TRAVELING TO HIS CABIN WHEN HE EXPERIENCED VEHICLE PROBLEMS. THE VEHICLE WAS TOWED TO AUDI EAU CLAIRE AND NOT NEEDS TURBOS. HE WAS PROVIDED AN ESTIMATE OF ABOUT \$11,000. HE IS SEEKING ASSISTANCE WITH THE COST OF REPAIRS. PLEASE CONFIRM DIAGNOSIS AND COST OF REPAIRS. I UNDERSTAND THAT THE CUSTOMER SERVICE WITH AUDI MINNEAPOLIS VIA AUDI CARE THROUGH 55,000 MILES. 2013 S7 WAUW2AFC8DN [REDACTED] 47,000 MILES CPO OWNER LET ME KNOW IF YOU HAVE ANY QUESTIONS. THANK YOU, ROB M. REGION CASE EXPERT, AUDI CXC AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE CENTER 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA TEL. +1 800 822 2834 SELECT PROMPT 9 EXT 43372 FAX. +1 248 754 6521 AUDITALK@AUDI.COM HTTP://WWW.AUDIUSA.COM | | | |
| 10/12/2020 2:39:00 PM | [REDACTED] - WAUW2AFC8DN [REDACTED] [REDACTED] HI DAVE, WE WERE CONTACTED BY [REDACTED] IN REGARD TO HIS 2013 S7. HE INDICATED HE WAS TRAVELING TO HIS CABIN WHEN HE EXPERIENCED VEHICLE PROBLEMS. THE VEHICLE WAS TOWED TO AUDI EAU CLAIRE AND NEEDS TURBOS. I UNDERSTAND THAT THE CUSTOMER SERVICE WITH AUDI MINNEAPOLIS VIA AUDI CARE THROUGH 55,000 MILES. PLEASE CONFIRM SERVICE HISTORY AND IF THE CUSTOMER IS CANDIDATE FOR ASSISTANCE. 2013 S7 WAUW2AFC8DN [REDACTED] 47,000 MILES CPO OWNER LET ME KNOW IF YOU HAVE ANY QUESTIONS. THANK YOU, ROB M. REGION CASE EXPERT, AUDI CXC AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE CENTER 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA TEL. +1 800 822 2834 SELECT PROMPT 9 EXT 43372 FAX. +1 248 754 6521 AUDITALK@AUDI.COM HTTP://WWW.AUDIUSA.COM | | | |

Investigation Summary Report

| | | | | |
|-------------------------|---------------------|--------------|------------------------|--------------------|
| Category | Consumer Complaints | | | |
| VW's File Number | [REDACTED] | VIN | WAUW2AFC8DN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S7, 2013 | | | |
| Report Date | 10/12/2020 | Mileage | 45,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

10/12/2020 3:55:00 PM [FROM: EXTERNAL] RE: [REDACTED] - WAUW2AFC8DN [REDACTED] | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. HELLO ROB, [REDACTED] PURCHASED THE VEHICLE FROM US 12.4.2017 WITH 37,096 MILES AND HAS COME TO US FOR ALL HIS MAINTENANCE, SERVICE, AND TIRE NEEDS. THE VEHICLE SEEMS TO HAVE BEEN MAINTAINED AND THE CUSTOMER IS A GOOD CANDIDATE FOR ASSISTANCE. WED BE HAPPY TO TAKE CARE OF IT FOR THE CUSTOMER IF EAU CLAIRE IS BUSY. THANK YOU, BRIAN FITZGERALD ASSISTANT SERVICE MANAGER [DESCRIPTION: CID [REDACTED] AUDI MINNEAPOLIS 9393 WAYZATA BOULEVARD GOLDEN VALLEY, MN 55426 O: 763-744-9307 F: 763-744-9354 BFITZGERALD@CAROUSELMOTOR.COM<MAILTO:BFITZGERALD@CAROUSELMOTOR.COM> FROM: AUDITALK@AUDI.COM <AUDITALK@AUDI.COM> SENT: MONDAY, OCTOBER 12, 2020 1:40 PM TO: DAVID YDSTIE <DYDSTIE@CAROUSELMOTOR.COM> CC: CHRIS.WILKE@AUDI.COM; BRIAN FITZGERALD <BFITZGERALD@CAROUSELMOTOR.COM> SUBJECT: [REDACTED] - WAUW2AFC8DN [REDACTED] - [REDACTED] CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE OF CAROUSEL MOTOR GROUP. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. HI DAVE, WE WERE CONTACTED BY [REDACTED] IN REGARD TO HIS 2013 S7. HE INDICATED HE WAS TRAVELING TO HIS CABIN WHEN HE EXPERIENCED VEHICLE PROBLEMS. THE VEHICLE WAS TOWED TO AUDI EAU CLAIRE AND NEEDS TURBOS. I UNDERSTAND THAT THE CUSTOMER SERVICE WITH AUDI MINNEAPOLIS VIA AUDI CARE THROUGH 55,000 MILES. PLEASE CONFIRM SERVICE HISTORY AND IF THE CUSTOMER IS CANDIDATE FOR ASSISTANCE. 2013 S7 WAUW2AFC8DN [REDACTED] 47,000 MILES CPO OWNER LET ME KNOW IF YOU HAVE ANY QUESTIONS. THANK YOU, ROB M. REGION CASE EXPERT, AUDI CXC AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE CENTER 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA TEL. +1 800 822 2834 SELECT PROMPT 9 - EXT 43372 FAX. +1 248 754 6521 AUDITALK@AUDI.COM<MAILTO:AUDITALK@AUDI.COM> HTTP://WWW.AUDIUSA.COM

10/12/2020 3:58:00 PM AND NEEDS TURBOS. I UNDERSTAND THAT THE CUSTOMER SERVICE WITH AUDI MINNEAPOLIS VIA AUDI CARE THROUGH 55,000 MILES. PLEASE CONFIRM SERVICE HISTORY AND IF THE CUSTOMER IS CANDIDATE FOR ASSISTANCE. 2013 S7 WAUW2AFC8DN [REDACTED] 47,000 MILES CPO OWNER LET ME KNOW IF YOU HAVE ANY QUESTIONS. THANK YOU, ROB M. REGION CASE EXPERT, AUDI CXC AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE CENTER 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA TEL. +1 800 822 2834 SELECT PROMPT 9 EXT 43372 FAX. +1 248 754 6521 AUDITALK@AUDI.COM HTTP://WWW.AUDIUSA.COM

10/13/2020 10:47:00 AM [FROM: EXTERNAL] RE: [REDACTED] - WAUW2AFC8DN [REDACTED] | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. GOOD MORNING, I HAD A REAL NICE CONVERSATION WITH [REDACTED] THIS MORNING IN REGARDS TO AUDI ASSISTANCE WITH THE TURBO REPLACEMENT. HE AGREED TO PAY \$4500.00 PLUS TAX TOWARDS TOTAL REPAIR OF \$8874.57 THANK YOU BOTH FOR YOUR ASSISTANCE WITH THIS. CHRIS I WILL SUBMIT A CAP CLAIM THIS MORNING. JAMES LOHSE SERVICE MANAGER VOLKSWAGEN / AUDI HYUNDAI EAU CLAIRE, WI. 54701 715-834-4162 JIMLOHSE@KENVANCE.COM<MAILTO:JIMLOHSE@KENVANCE.COM> FROM: AUDITALK@AUDI.COM <AUDITALK@AUDI.COM> SENT: MONDAY, OCTOBER 12, 2020 1:36 PM TO: JIM LOHSE CC: CHRIS.WILKE@AUDI.COM SUBJECT: [REDACTED] WAUW2AFC8DN [REDACTED] - [REDACTED] HI JIM, WE WERE CONTACTED BY [REDACTED] IN REGARD TO HIS 2013 S7. HE INDICATED HE WAS TRAVELING TO HIS CABIN WHEN HE EXPERIENCED VEHICLE PROBLEMS. THE VEHICLE WAS TOWED TO AUDI EAU CLAIRE AND NOT NEEDS TURBOS. HE WAS PROVIDED AN ESTIMATE OF ABOUT \$11,000. HE IS SEEKING ASSISTANCE WITH THE COST OF REPAIRS. PLEASE CONFIRM DIAGNOSIS AND COST OF REPAIRS. I UNDERSTAND THAT THE CUSTOMER SERVICE WITH AUDI MINNEAPOLIS VIA AUDI CARE THROUGH 55,000 MILES. 2013 S7 WAUW2AFC8DN [REDACTED] 47,000 MILES CPO OWNER LET ME KNOW IF YOU HAVE ANY QUESTIONS. THANK YOU, ROB M. REGION CASE EXPERT, AUDI CXC AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE CENTER 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA TEL. +1 800 822 2834 SELECT PROMPT 9 - EXT 43372 FAX. +1 248 754 6521 AUDITALK@AUDI.COM HTTP://WWW.AUDIUSA.COM [HTTPS://VWGOA--C.NA124.CONTENT.FORCE.COM/SFC/DIST/VERSION/RENDITIONDOWNLOAD?RENDITION=ORIGINAL_PNG&VERSIONID=0683U00000AG91O&OPERATIONCONTEXT=DELIVERY&CONTENTID=05T3U00000C1OVC&PAGE=0&D=/A/3U000000UZNE/4NT_NU_9ZVCFDN_VTFWOPBXQM D2FDAD.NBUCRYFAWLW&OID=00D6A0000004FLG&DPT=NULL&VIEWID=][HTTPS://VWGOA.MY.SALESFORCE.COM/SERVLET/SERVLET.IMA GESERVER?OID=00D6A0000004FLG&ESID=0183U000009QL7V]

Investigation Summary Report

Category Consumer Complaints

VW's File Number

VIN

WAUF2AFC0DN

Owner Or Fleet

Make, Model, Model Year Audi, S6, 2013

Report Date

10/13/2020

Mileage

91,036

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

10/13/2020 10:17:00 AM DLR EMAIL FROM DLR TO AASM:GOOD MORNING CHRIS, I CURRENTLY HAVE A CUSTOMER WITH A 2013 AUDI S6 WITH 91,032 MILES. VIN WAUF2AFC0DN. CUSTOMER WAS IN FOR HIS YEARLY MAINTENANCE IN SEPTEMBER AND TOOK A TRIP UP NORTH. HIS VEHICLE STALLED ON HIM, WOULD ALSO NOT START AND HAD TO TOW IT BACK TO OUR DEALER. HE IS A VERY GOOD CUSTOMER HERE AT ZIMBRICK AUDI AND THROUGH OUR OTHER ZIMBRICK DEALERS. HE BOUGHT THIS VEHICLE FROM US AND HAS DONE EVERY SCHEDULED MAINTENANCE THROUGH OUR DEALER. HE UNFORTUNATELY NEEDS TURBO REPLACEMENT. CUSTOMER IS UPSET THAT THIS HAS HAPPENED DESPITE HIS REGULAR SERVICE AND HOW HE HAS MAINTAINED HIS VEHICLE. HE HAS DONE SOME RESEARCH AND KNOWS THIS IS A COMMON PROBLEM WITH THIS MODEL. HE REACHED OUT TO AUDI OF AMERICA TO APPEAL FOR COVERAGE BUT WAS UNABLE TO GET AHOLD OF ANYONE BECAUSE OF HOLD TIMES. I TOLD HIM I WOULD REACH OUT OF HIS BEHALF REGARDING THE SITUATION AND REPAIR BECAUSE HE IS A GOOD CUSTOMER AND HIS HISTORY WITH US. THE REPAIR COSTS WARRANTY WOULD BE \$3170 IN LABOR AND \$6937 IN PARTS. CUSTOMER PAY WOULD BE \$11,200.00 PLUS TAX. I AM SEEKING 60% COVERAGE BECAUSE OF HIS HISTORY AND HOW THIS WILL IMPACT FUTURE WILLINGNESS TO CONSIDER AUDI. PLEASE LET ME KNOW IF AOA IS WILLING TO CONTRIBUTE HELP TO THE CUSTOMER.THANK YOU FOR ANY CONSIDERATION GIVEN.

10/13/2020 10:20:00 AM IF CUST CALLS: AUDI WILL SUPPORT AASM AND DLR OFFER OF 50% ASSISTANCE TOWARDS TURBO CHARGER REPAIRS.

10/13/2020 10:22:00 AM TURBO CHARGER NEEDS TO BE REPLACED DUE TO VEH STALLING

Investigation Summary Report

Category Consumer Complaints

VW's File Number

VIN

Waur2AFD7DN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2013

Report Date

10/20/2020

Mileage

56,000

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

10/20/2020 5:08:00 PM TURBO NEEDS REPLACEMENT

10/20/2020 5:11:00 PM CALL FROM OWNER CUSTOMER STATES: I HAVE NEVER HAD A SINGLE ISSUE WITH THIS VEHICLE UNTIL LAST WEEK WHEN THE TURBOS FAILED; I AM QUITE DISAPPOINTED BECAUSE I EXPECTED THE TURBOS TO LAST LONGER THAN 56K; THE REPAIR COST IS QUITE EXPENSIVE WITH THE AUDI DEALER; I AM CALLING

10/20/2020 5:20:00 PM CALL TO DEALER SA - BLAKE - KANSAS CITY AUDI ADVOCATE STATES; SEEKING INFORMATION ON MUTUAL CUSTOMERS VEHICLE DEALER STATES; VEHICLE WOULD NOT STAY RUNNING WHEN IT CAME IN; WE FOUND THE BANK 1 TURBO HAD FAILED; RECOMMENDING TO REPLACE BOTH TURBOS; \$2,640 FOR LABOR AND \$9,050.40 FOR PARTS = \$11,69

Investigation Summary Report

Category Consumer Complaints

VW's File Number

VIN

WAU32AFD8FN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2015

Report Date

11/10/2020

Mileage

0

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

11/10/2020 1:42:00 PM CALL FROM OWNER [REDACTED] CUST STATES: WHILE DRIVING HOME FROM A TRIP VEH STALLED AND HAD VEH TOWED OUT OF POCKET TO AUDI RICHMOND. THEY ARE STATING THAT THE TURBOS NEED TO BE REPLACED. ESTIMATE IS 13,000. ALSO JUST BOUGHT WIFE A NEW Q5 ABOUT A WEEK AGO. ALSO STATES THAT HE WILL R

11/10/2020 1:48:00 PM TURBOS NEED TO BE REPLACED ON VEH

Investigation Summary Report

Category Consumer Complaints

VW's File Number

VIN

WAWW2AFC6DN

Owner Or Fleet

Make, Model, Model Year Audi, S7, 2013

Report Date

12/8/2020

Mileage

61,000

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

12/8/2020 1:26:00 PM IBC:CUST STATES/SEEKS: MY SON HAD THE VEH OVER ... CUST STATES/SEEKS: MY SON HAD THE VEH OVER IN THE WINSTON SALEM AREA AND IT DIED ON HIM AT A STOP LIGHT, GOT IT IN TO THE DLR (AUDI WINSTON SALEM); THEY SAID IT NEEDS THE TURBOS REPLACED AT A COST OF \$11K; SEEMS EXCESSIVE; HOPING FOR SOME HELP ON THIS REP

12/8/2020 7:17:00 PM FROM: CRAWFIS, SARASENT: TUESDAY, DECEMBER 08, 2020 7:17 PM TO: SHAWN MILLSAPS <SMILLSAPS@FLOWAUTO.COM> CC: KOTELES, JOE <JOE.KOTELES@AUDI.COM> SUBJECT: SF [REDACTED]; [REDACTED] WAWW2AFC6DN [REDACTED]; GOODWILL VIN: WAWW2AFC6DN [REDACTED] 2013 S7 IN-SERVICE 3/14/13 MILEAGE 61,000 ORIGINAL OWNER [REDACTED] 1ST AUDI PURCHASING DEALER AUDI CHARLOTTE WITH AUDI CARE NEW SERVICING DEALER AUDI CHARLOTTE WHEN WITHIN AUDI CARE CONCERN TURBOS FAILED SEEKING ASSISTANCE WITH ESTIMATE \$11KHELLO SHAWN, THIS CUSTOMER REACHED OUT TO AOA TODAY WITH CONCERNS ABOUT THE VEHICLE NEEDING TURBOS. CUST STATES/SEEKS: MY SON HAD THE VEH OVER IN THE WINSTON SALEM AREA AND IT DIED ON HIM AT A STOP LIGHT, GOT IT IN TO THE DLR (AUDI WINSTON SALEM); THEY SAID IT NEEDS THE TURBOS REPLACED AT A COST OF \$11K; SEEMS EXCESSIVE; HOPING FOR SOME HELP ON THIS REPAIR AS THE VEHICLE IS RELATIVELY LOW MILEAGE; IM THE ORIGINAL OWNER, BOUGHT AT AUDI CHARLOTTE AND MAINTAINED AT AUDI CHARLOTTE. KIND REGARDS,SARA CRAWFIS

1/29/2021 4:53:00 PM [FROM: EXTERNAL] FWD: CASE [REDACTED] | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. ----- FORWARDED MESSAGE ----- FROM [REDACTED] DATE: FRI, JAN 29, 2021 AT 4:49 PM SUBJECT: CASE # [REDACTED] TO: <AUDITAL@AUDI.COM> MARK, I HOPE YOU ARE DOING FINE. I SPOKE TO YOU IN MID DECEMBER ABOUT MY AUDI S7 TURBO FAILURE WHEN MY SON DROVE TO WINSTON SALEM FROM CHARLOTTE. IT HAS ONLY 61 K MILES AND TAKEN CARE OF ALL SERVICES HERE AT CHARLOTTE AUDI. THE CAR WAS TOWED TO FLOW AUDI AT WINSTON SALEM WHO DID THE DIAGNOSTICS AND ESTIMATES. I ANSWERED ALL THE QUESTIONS YOU HAD, INCLUDING WE HAVE BOUGHT 4 AUDIS IN OUR FAMILY AFTER I BOUGHT FIRST. WE HAVE BEEN VERY HAPPY AND LOVED AUDI, TILL THIS TRAGIC FAILURE OCCURRED. I NEVER HEARD FROM YOU, CALLED AFTER 1 WEEK AND SPOKE TO KATLYN AND REQUESTED YOU CALL ME AND NEVER HEARD BACK. TODAY WHEN I SPOKE TO TRACIE, SHE TOLD ME THAT THERE ARE NO LOYAL SERVICES AT AUDI DEALER. OF COURSE I HAVE TAKEN CARE OF ALL THE SERVICES AT CHARLOTTE (ATTACHING A PDF FILE) AND NOT AT WINSTON SALEM AS I LIVE IN CHARLOTTE. APPARENTLY TURBO FAILURE IN S7 IS A KNOWN ISSUE IN AUDI ZONE AND OTHER SOCIAL MEDIA. APPARENTLY AUDI CHANGED THE MESH TO IMPROVE OIL FLOW, WHICH WE NEVER NOTIFIED. SINCE THE REPAIR COST WAS SO HIGH, NOT HEARD FROM YOU, I WORKED WITH AUDI FLOW SERVICE MANAGER SHAUN TO GET MY CAR TOWED TO EVERYTHING EURO, WINSTON SALEM (WHERE PAST AUDI MECHANIC WORK AND AUDI FLOW WORK CLOSELY WITH THEM) FOR REPAIR AT BETTER PRICE. ONCE THEY PUT A NEW TURBO, IN TEST DRIVE THE ENGINE LOCKED AND NEED TO BE REPLACED. EVEN WITH A USED ENGINE THE ESTIMATE IS 12.5K AND A LOT MORE WITH THE NEW ENGINE. PLUS TURBO COST. I AM DEVASTATED WITH THE SITUATION, ESPECIALLY IT IS NOT MY FAULT AND HIGHLY ENGINEERED CAR AUDI S7 TO HAVE THIS CATASTROPHIC FAILURE AT 61K MILES. I NEED AUDIS HELP HERE, NOT

Investigation Summary Report

Category Consumer Complaints

| | | | | |
|-------------------------|--|--------------|------------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAUW2AFC6DN [REDACTED] | |
| Owner Or Fleet | ? Not Provided Not Provided, ?, ?, ?, ? Phone #: | | | |
| Make, Model, Model Year | Audi, S7, 2013 | | | |
| Report Date | 12/8/2020 | Mileage | 61,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

1/29/2021 5:03:00 PM [FROM: EXTERNAL] CASE [REDACTED] | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. MARK, I HOPE YOU ARE DOING FINE. I SPOKE TO YOU IN MID DECEMBER ABOUT MY AUDI S7 TURBO FAILURE WHEN MY SON DROVE TO WINSTON SALEM FROM CHARLOTTE. IT HAS ONLY 61 K MILES AND TAKEN CARE OF ALL SERVICES HERE AT CHARLOTTE AUDI. THE CAR WAS TOWED TO FLOW AUDI AT WINSTON SALEM WHO DID THE DIAGNOSTICS AND ESTIMATES. I ANSWERED ALL THE QUESTIONS YOU HAD, INCLUDING WE HAVE BOUGHT 4 AUDIS IN OUR FAMILY AFTER I BOUGHT FIRST. WE HAVE BEEN VERY HAPPY AND LOVED AUDI, TILL THIS TRAGIC FAILURE OCCURRED. I NEVER HEARD FROM YOU, CALLED AFTER 1 WEEK AND SPOKE TO KATLYN AND REQUESTED YOU CALL ME AND NEVER HEARD BACK. TODAY WHEN I SPOKE TO TRACIE, SHE TOLD ME THAT THERE ARE NO LOYAL SERVICES AT AUDI DEALER. OF COURSE I HAVE TAKEN CARE OF ALL THE SERVICES AT CHARLOTTE (ATTACHING A PDF FILE) AND NOT AT WINSTON SALEM AS I LIVE IN CHARLOTTE. THE LINK BELOW IS DIAGNOSTIC FROM AN AUTHORIZED AUDI DEALER. [HTTPS://VIDEO.37483.NET/TIMELINE/YJMAAWBYO](https://video.37483.net/timeline/yjmaawbyo) APPARENTLY TURBO FAILURE IN S7 IS A KNOWN ISSUE IN AUDI ZONE AND OTHER SOCIAL MEDIA. APPARENTLY AUDI CHANGED THE MESH TO IMPROVE OIL FLOW, WHICH WE WERE NEVER NOTIFIED. SINCE THE REPAIR COST WAS SO HIGH, NOT HEARD FROM YOU, I WORKED WITH AUDI FLOW SERVICE MANAGER SHAUN TO GET MY CAR TOWED TO EVERYTHING EURO, WINSTON SALEM (WHERE PAST AUDI MECHANIC WORK AND AUDI FLOW WORK CLOSELY WITH THEM) FOR REPAIR AT BETTER PRICE. ONCE THEY PUT A NEW TURBO, IN TEST DRIVE THE ENGINE LOCKED AND NEED TO BE REPLACED. EVEN WITH A USED ENGINE THE ESTIMATE IS 12.5K AND A LOT MORE WITH THE NEW ENGINE. PLUS TURBO COST. I AM DEVASTATED WITH THE SITUATION, ESPECIALLY IT IS NOT MY FAULT AND HIGHLY ENGINEERED CAR AUDI S7 TO HAVE THIS CATASTROPHIC FAILURE AT 61K MILES. I NEED AUDIS HELP HERE, NOT TO MENTION THAT DUE TO COVID, I ALSO LOST MY JOB. I APPRECIATE YOU PLEASE

2/2/2021 12:32:00 PM FLOW WORK CLOSELY > WITH THEM) FOR REPAIR AT BETTER PRICE. ONCE THEY PUT A NEW TURBO, IN TEST > DRIVE THE ENGINE LOCKED AND NEED TO BE REPLACED. EVEN WITH A USED ENGINE > THE ESTIMATE IS 12.5K AND A LOT MORE WITH THE NEW ENGINE. PLUS TURBO COST. >> I AM DEVASTATED WITH THE SITUATION, ESPECIALLY IT IS NOT MY FAULT AND > HIGHLY ENGINEERED CAR AUDI S7 TO HAVE THIS CATASTROPHIC FAILURE AT 61K > MILES. >> I NEED AUDIS HELP HERE, NOT TO MENTION THAT DUE TO COVID, I ALSO LOST MY > JOB. >> I APPRECIATE YOU PLEASE LOOK AT MY CASE AT ITS ENTIRETY AND PROVIDE A > SATISFACTORY SOLUTION TO A VALUED CUSTOMER. >> IM LOOKING FORWARD TO SPEAKING TO YOU. >> HAVE A NICE WEEKEND !!!!! >> REGARDS > [REDACTED] > [REDACTED]

2/2/2021 12:32:00 PM [FROM: EXTERNAL] RE: CASE [REDACTED] | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. MARK, JUST WANT CONFIRMATION FROM YOU THAT YOU ARE ACTIVELY WORKING ON MY CASE ? I APPRECIATE A QUICK RESPONSE, AS I NEED TO GET THE CAR FIXED AND THE SHOP HAS STARTED CHARGING A FEE TO KEEP THE CAR AT THE SHOP. I ALSO NEED MY CAR, IT HAS BEEN ALMOST 2 MONTHS SINCE THE CAR BROKE DOWN AND 7 WEEKS SINCE I FILED IT TO AUDI. THANKS [REDACTED] [REDACTED] ON FRI, JAN 29, 2021 AT 5:02 PM [REDACTED] WROTE: > MARK, > I HOPE YOU ARE DOING FINE. I SPOKE TO YOU IN MID DECEMBER ABOUT > MY AUDI S7 TURBO FAILURE WHEN MY SON DROVE TO WINSTON SALEM FROM CHARLOTTE. > IT HAS ONLY 61 K MILES AND TAKEN CARE OF ALL SERVICES HERE AT CHARLOTTE > AUDI. > THE CAR WAS TOWED TO FLOW AUDI AT WINSTON SALEM WHO DID THE DIAGNOSTICS > AND ESTIMATES. I ANSWERED ALL THE QUESTIONS YOU HAD, INCLUDING WE HAVE > BOUGHT 4 AUDIS IN OUR FAMILY AFTER I BOUGHT FIRST. WE HAVE BEEN VERY HAPPY > AND LOVED AUDI, TILL THIS TRAGIC FAILURE OCCURRED. >> I NEVER HEARD FROM YOU, CALLED AFTER 1 WEEK AND SPOKE TO KATLYN AND > REQUESTED YOU CALL ME AND NEVER HEARD BACK. >> TODAY WHEN I SPOKE TO TRACIE, SHE TOLD ME THAT THERE ARE NO LOYAL SERVICES > AT AUDI DEALER. OF COURSE I HAVE TAKEN CARE OF ALL THE SERVICES AT > CHARLOTTE (ATTACHING A PDF FILE) AND NOT AT WINSTON SALEM AS I LIVE IN > CHARLOTTE. >> THE LINK BELOW IS DIAGNOSTIC FROM AN AUTHORIZED AUDI DEALER. > [HTTPS://VIDEO.37483.NET/TIMELINE/YJMAAWBYO](https://video.37483.net/timeline/yjmaawbyo) > APPARENTLY TURBO FAILURE IN S7 IS A KNOWN ISSUE IN AUDI ZONE AND OTHER > SOCIAL MEDIA. APPARENTLY AUDI CHANGED THE MESH TO IMPROVE OIL FLOW, WHICH > WE WERE NEVER NOTIFIED. >> SINCE THE REPAIR COST WAS SO HIGH, NOT HEARD FROM YOU, I WORKED WITH AUDI > FLOW SERVICE MANAGER SHAUN TO GET MY CAR TOWED TO EVERYTHING EURO, > WINSTON SALEM (WHERE PAST AUDI MECHANIC WORK AND AUDI

2/2/2021 2:52:00 PM TURBO FAILURE.

Investigation Summary Report

| Category | | Consumer Complaints | | |
|-------------------------|---|---------------------|------------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAU32AFC1DN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S7, 2013 | | | |
| Report Date | 2/1/2021 | Mileage | 70,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 2/1/2021 2:04:00 PM | CALL FROM OWNER CUST STATES THAT HE IS HAVING ISSUES WITH HIS VEHICLE; CUST STATES THAT HE IS HAVING A DOUBLE TURBO BLOWN ISSUE; CUST STATES THAT HE WAS WONDERING WHAT AOA IS DOING TO ADDRESS THESE ISSUES; CUST STATES THAT HIS VEHICLE HAS BEEN AT PRESTIGE IMPORTS SINCE F | | | |
| 2/2/2021 9:52:00 AM | FROM: CRAWFIS, SARASENT: TUESDAY, FEBRUARY 02, 2021 9:52 AM TO: BEN VAVRA <BVAVRA@PRESTIGEIMPORTS.NET> CC: JOHNSON, JOSHUA <JOSHUA.JOHNSON@AUDI.COM> SUBJECT: SF [REDACTED] WAU32AFC1DN [REDACTED] GOODWILL VIN: WAU32AFC1DN [REDACTED] 2013 S7 IN-SERVICE 9/18/2012 MILEAGE 70,000 3RD OWNER [REDACTED] PURCHASED USED NON-CPO 5/22/2019 FROM A DODGE DEALER IN BOULDER @ 39,610 SERVICING DEALER SAYS AUDI PRESTIGENOTHING SHOWS ON CARFAX CONCERN NEED 2 TURBOS SEEKING ASSISTANCE WITH ESTIMATE \$12,100 OTHER AUDI OWNED: 2014 Q7 TDI WA1LMAFE4ED [REDACTED] USED NON-CPO STATES 4 OR 5 BUT LIKELY PURCHASED USED SO THEY ARENT IN OUR SYSTEM HELLO BEN, THIS CUSTOMER REACHED OUT TO AOA TO SEEK ASSISTANCE WITH THE NEEDED TURBO REPAIRS. I WAS ONLY ABLE TO FIND ONE OTHER VIN FOR THE CLIENT. SEEKING THOUGHTS ON ASSISTANCE. CUST STATES THAT HE IS HAVING ISSUES WITH HIS VEHICLE; CUST STATES THAT HE IS HAVING A DOUBLE TURBO BLOWN ISSUE; CUST STATES THAT HE WAS WONDERING WHAT AOA IS DOING TO ADDRESS THESE ISSUES; CUST STATES THAT HIS VEHICLE HAS BEEN AT PRESTIGE IMPORTS SINCE FRIDAY; CUST STATES THAT THE OIL BREATHER WAS AN ISSUE; CUST STATES THAT THERE WAS A SERVICE BULLETIN ON IT AND THAT WAS REPLACED; CUST STATES THAT HE IS BEING QUOTED 12K TO REPAIR BOTH TURBOS; CUST STATES THAT HE DOESNT HAVE AN EXTENDED WARRANTY; CUST STATES THAT THIS IS THE 4TH OR 5TH AUDI HES HAD; CUST STATES THAT HE CANT AFFORD TO FIX THE VEHICLE; CUST STATES THAT HIS SA IS RYAN; CUST STATES THAT HE WAS ON THE HIGHWAY AND CLIPPED THE FRONT LEFT PART OF HIS VEHICLE AND HAD TO TAKE IN FOR REPAIRS; CUST STATES WHEN HE TOOK HIS VEHICLE IN FOR THAT REPAIR, EVERYTHING SEEMED FINE, HOWEVER WHEN HE GOT THE VEHICLE BACK, THATS WHEN HE NOTICED ISSUES; CUST STATES THAT THE VEHICLE WAS IDLING ROUGH AND 2 WARNING LIGHTS CAME ON (CEL WAS FLASHING AND THE ECB LIGHT CAME ON); CUST STATES THAT THE VEHICLE WAS STALLING AT STOP LIGHTS; CUST STATES THAT AN INDEP SHOP CLEARED THE CODES AND ADVISED THE CUST TO GO TO AN AUDI DLR; CUST STATES HE DID EXPERIENCE | | | |
| 2/4/2021 10:37:00 AM | CALL TO OWNER ADV TO CUST I WAS CALLING TO PROVIDE YOU WITH AN UPDATE ON YOUR CASE; ADV ADVISED THAT WE HAD THE OPPORTUNITY TO REVIEW HIS REQUEST AND WE WOULD BE IN SUPPORT OF THE DEALERS OFFER OF A DISCOUNT TOWARDS YOUR TURBO REPAIR; ADV ADVISED THAT HE COULD SPEAK | | | |

Investigation Summary Report

| Category | Consumer Complaints | | | |
|--------------------------|--|--------------|------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAUJ2AFC7DM | [REDACTED] |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S6, 2013 | | | |
| Report Date | 2/11/2021 | Mileage | 69,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 2/11/2021 10:05:00 AM | CALL FROM OWNER CUST STATES VEHICLE HAS 69K MILES ON IT; HAVE BEEN REALLY GOOD ABOUT MAINTAINING THE VEHICLE; VEHICLE STOPPED ON ME; HAD IT TOWED TO AUDI FARMINGTON HILLS WHERE THEY ADVISED ME I NEED 2 NEW TURBOCHARGERS FOR \$11400; SEEKING IF AUDI CAN ASSIST WITH COST OF | | | |
| 2/11/2021 10:06:00 AM | TURBOS FAILED | | | |

Investigation Summary Report

Category Consumer Complaints

VW's File Number

VIN

WAU32AFD5FN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2015

Report Date

2/17/2021

Mileage

75,000

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

2/17/2021 1:06:00 PM CALL FROM OWNER CUSTOMER STATES: I HAVE AN A8, I HAD THE 5 YEAR WARRANTY, IT EXPIRED AT THE END OF DECEMBER, UNFORTUNATELY A MONTH AGO. NOW THE TURBO CHARGERS NEED TO BE REPLACED. THATS A \$15,000 DEAL. I CANT AFFORD THAT, DOESNT MAKE SENSE TO PUT THAT KIND OF MONEY IN

2/17/2021 12:56:00 PM TURBO FAILURE, CAR STOPPED MOVING

2/17/2021 3:23:00 PM [REDACTED] | [REDACTED] WAU32AFD5FN [REDACTED] 2015 AUDI A8 75,000 MILES GOOD AFTERNOON, GENTLEMEN! [REDACTED] HAS CONTACTED THE AUDI CUSTOMER EXPERIENCE CENTER SEEKING ASSISTANCE WITH HIS 2015 A8. THE CUSTOMER REPORTS THAT THE TURBOS NEED TO BE REPLACED, AND HIS EXPECTED OUT OF POCKET EXPENSE IS ABOUT \$15,000.00. [REDACTED] PURCHASED THIS VEHICLE CPO IN 2015 WHEN THE CAR HAD A BIT OVER 5,000 MILES. I DO NOT SEE THAT THE VEHICLE HAD AUDI CARE, AND THE MAINTENANCE HISTORY IS THEREFORE UNCLEAR (CARFAX ATTACHED FOR REFERENCE). ELSA DOES THE WHAT APPEARS TO BE SIGNIFICANT REPAIRS WERE COMPLETED ON THE VEHICLE IN THE LATTER HALF OF 2020 UNDER WARRANTY. @PETE CAN YOU OFFER ANY INSIGHT ON THE CUSTOMERS SERVICE HISTORY? HAS HE COMPLETED MAINTENANCE PER THE MANUFACTURERS SPECIFICATIONS? DO YOU FEEL THAT HE IS A CANDIDATE FOR GOODWILL? AS ALWAYS, I APPRECIATE YOUR EXPERTISE AND WILL LOOK FORWARD TO YOUR GUIDANCE. WITH WARM REGARDS, [REDACTED] REGION CASE EXPERT, AUDI CXC AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE CENTER 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA TEL. +1 800 822 2834 FAX. +1 248 754 6521 AUDITALK@AUDI.COM

2/19/2021 12:50:00 PM EMAIL TO PATRICK: AUDI MENDHAM [REDACTED] WAU32AFD5FN [REDACTED] 2015 A8 75,000 CUSTOMER IS SEEKING FOR AUDI TO COVER THE COST OF REPLACING TURBOCHARGERS ESTIMATE IS \$15,000.00.THIS IS [REDACTED] SECOND AUDI VEHICLE (2011 A5 WAUCFAFH2BN [REDACTED] PURCHASED NEW).THE CPO WARRANTY FOR THE VEHICLE EXPIRED AT THE END OF DECEMBER FOR THIS A8.

2/23/2021 9:39:00 AM RE: [REDACTED] | [REDACTED] WAU32AFD5FN [REDACTED] 2015 AUDI A8 75,000 MILES GOOD MORNING, PETE! I HOPE THIS MESSAGE FINDS YOU WELL. WE ARE HOPING TO REVIEW THIS CUSTOMERS MAINTENANCE AND SERVICE HISTORY IN ORDER TO DETERMINE WHETHER GOODWILL CAN BE APPLIED IN THIS SITUATION. CAN YOU PLEASE OFFER YOUR INSIGHT? HAS THE VEHICLE BEEN MAINTAINED ACCORDING TO MANUFACTURER SPECIFICATIONS WITH AUDI MENDHAM? IS THERE OTHER INFORMATION THAT MIGHT BE PERTINENT TO THE CUSTOMERS REQUEST FOR ASSISTANCE? I LOOK FORWARD TO YOUR EXPERTISE AS ALWAYS. BEST, BARBARA A. SMITTER REGION CASE EXPERT, AUDI CXC AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE CENTER 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA TEL. +1 800 822 2834 FAX. +1 248 754 6521 AUDITALK@AUDI.COM ----- ORIGINAL MESSAGE ----- FROM: AUDITALK@AUDI.COM [AUDITALK@AUDI.COM] SENT: 2/17/2021 3:23 PM TO: PHALONSKI@WAGAUTO.COM CC: PATRICK.KELLEHER@AUDI.COM SUBJECT: [REDACTED] [REDACTED] WAU32AFD5FN [REDACTED] 2015 AUDI A8 75,000 MILES GOOD AFTERNOON, GENTLEMEN! [REDACTED] HAS CONTACTED THE AUDI CUSTOMER EXPERIENCE CENTER SEEKING ASSISTANCE WITH HIS 2015 A8. THE CUSTOMER REPORTS THAT THE TURBOS NEED TO BE REPLACED, AND HIS EXPECTED OUT OF POCKET EXPENSE IS ABOUT \$15,000.00. MR. [REDACTED] PURCHASED THIS VEHICLE CPO IN 2015 WHEN THE CAR HAD A BIT OVER 5,000 MILES. I DO NOT SEE THAT THE VEHICLE HAD AUDI CARE, AND THE MAINTENANCE HISTORY IS THEREFORE UNCLEAR (CARFAX ATTACHED FOR REFERENCE). ELSA DOES THE WHAT APPEARS TO BE SIGNIFICANT REPAIRS WERE COMPLETED ON THE VEHICLE IN THE LATTER HALF OF 2020 UNDER WARRANTY. @PETE CAN YOU OFFER ANY INSIGHT ON THE CUSTOMERS SERVICE HISTORY? HAS HE COMPLETED MAINTENANCE PER THE MANUFACTURERS SPECIFICATIONS? DO YOU FEEL THAT HE IS A CANDIDATE FOR GOODWILL? AS ALWAYS, I APPRECIATE YOUR EXPERTISE AND WILL LOOK FORWARD TO YOUR GUIDANCE. WITH WARM REGARDS, BARBARA A. SMITTER REGION CASE EXPERT, AUDI CXC AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE

Investigation Summary Report

Category Consumer Complaints

| | | | | |
|-------------------------|-----------------|--------------|------------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAU32AFD5FN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2015 | | | |
| Report Date | 2/17/2021 | Mileage | 75,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

2/25/2021 3:16:00 PM [FROM: EXTERNAL] RE: [REDACTED] | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. HELLO BARBARA, THE ATTACHED CARFAX AND MAINTENANCE RECORDS SUPPLIED BY THE CUSTOMER SHOW THE CAR WAS FAIRLY WELL MAINTAINED. THERE HAVE BEEN MANY ISSUES WITH THE 4.0 LITER TURBOS FAILING SO BASED ON THAT INFORMATION I WOULD SUGGEST SOME GOODWILL TOWARDS THE REPAIRS MAY BE IN ORDER. I WILL AWAIT YOUR DECISION AFTER YOU DISCUSS WITH PATRICK. THANK YOU, PETE FROM: AUDITALK@AUDI.COM <AUDITALK@AUDI.COM> SENT: TUESDAY, FEBRUARY 23, 2021 9:40 AM TO: PETE HALONSKI <PHALONSKI@WAGAUTO.COM> CC: PATRICK.KELLEHER@AUDI.COM SUBJECT: RE: [REDACTED] [REDACTED] WAU32AFD5FN [REDACTED] 2015 AUDI A8 75,000 MILES GOOD MORNING, PETE! I HOPE THIS MESSAGE FINDS YOU WELL. WE ARE HOPING TO REVIEW THIS CUSTOMERS MAINTENANCE AND SERVICE HISTORY IN ORDER TO DETERMINE WHETHER GOODWILL CAN BE APPLIED IN THIS SITUATION. CAN YOU PLEASE OFFER YOUR INSIGHT? HAS THE VEHICLE BEEN MAINTAINED ACCORDING TO MANUFACTURER SPECIFICATIONS WITH AUDI MENDHAM? IS THERE OTHER INFORMATION THAT MIGHT BE PERTINENT TO THE CUSTOMERS REQUEST FOR ASSISTANCE? I LOOK FORWARD TO YOUR EXPERTISE AS ALWAYS. BEST, BARBARA A. SMITTER REGION CASE EXPERT, AUDI CXC AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE CENTER 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA TEL. +1 800 822 2834 FAX. +1 248 754 6521 AUDITALK@AUDI.COM [IMAGE REMOVED BY SENDER.] ----- ORIGINAL MESSAGE ----- FROM: AUDITALK@AUDI.COM [AUDITALK@AUDI.COM] SENT: 2/17/2021 3:23 PM TO: PHALONSKI@WAGAUTO.COM CC: PATRICK.KELLEHER@AUDI.COM SUBJECT: [REDACTED] [REDACTED] WAU32AFD5FN [REDACTED] 2015 AUDI A8 75,000 MILES GOOD AFTERNOON, GENTLEMEN! MR. [REDACTED] HAS CONTACTED THE AUDI CUSTOMER EXPERIENCE CENTER SEEKING ASSISTANCE WITH HIS 2015 A8. THE CUSTOMER REPORTS THAT THE TURBOS NEED TO BE REPLACED, AND HIS EXPECTED OUT OF POCKET

2/25/2021 4:48:00 PM RE: [FROM: EXTERNAL] RE: [REDACTED] | THANK YOU, PETER! :) @PATRICK - ANY THOUGHTS ON THIS ONE? BABS ----- ORIGINAL MESSAGE ----- FROM: PETE HALONSKI [PHALONSKI@WAGAUTO.COM] SENT: 2/25/2021 3:15 PM TO: AUDITALK@AUDI.COM CC: PATRICK.KELLEHER@AUDI.COM SUBJECT: [FROM: EXTERNAL] RE: [REDACTED] CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. HELLO BARBARA, THE ATTACHED CARFAX AND MAINTENANCE RECORDS SUPPLIED BY THE CUSTOMER SHOW THE CAR WAS FAIRLY WELL MAINTAINED. THERE HAVE BEEN MANY ISSUES WITH THE 4.0 LITER TURBOS FAILING SO BASED ON THAT INFORMATION I WOULD SUGGEST SOME GOODWILL TOWARDS THE REPAIRS MAY BE IN ORDER. I WILL AWAIT YOUR DECISION AFTER YOU DISCUSS WITH PATRICK. THANK YOU, PETE FROM: AUDITALK@AUDI.COM <AUDITALK@AUDI.COM> SENT: TUESDAY, FEBRUARY 23, 2021 9:40 AM TO: PETE HALONSKI <PHALONSKI@WAGAUTO.COM> CC: PATRICK.KELLEHER@AUDI.COM SUBJECT: RE: [REDACTED] [REDACTED] WAU32AFD5FN [REDACTED] 2015 AUDI A8 75,000 MILES GOOD MORNING, PETE! I HOPE THIS MESSAGE FINDS YOU WELL. WE ARE HOPING TO REVIEW THIS CUSTOMERS MAINTENANCE AND SERVICE HISTORY IN ORDER TO DETERMINE WHETHER GOODWILL CAN BE APPLIED IN THIS SITUATION. CAN YOU PLEASE OFFER YOUR INSIGHT? HAS THE VEHICLE BEEN MAINTAINED ACCORDING TO MANUFACTURER SPECIFICATIONS WITH AUDI MENDHAM? IS THERE OTHER INFORMATION THAT MIGHT BE PERTINENT TO THE CUSTOMERS REQUEST FOR ASSISTANCE? I LOOK FORWARD TO YOUR EXPERTISE AS ALWAYS. BEST, BARBARA A. SMITTER REGION CASE EXPERT, AUDI CXC AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE CENTER 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA TEL. +1 800 822 2834 FAX. +1 248 754 6521 AUDITALK@AUDI.COM ----- ORIGINAL MESSAGE ----- FROM: AUDITALK@AUDI.COM [AUDITALK@AUDI.COM] SENT: 2/17/2021 3:23 PM TO: PHALONSKI@WAGAUTO.COM CC: PATRICK.KELLEHER@AUDI.COM SUBJECT: [REDACTED] [REDACTED]

2/25/2021 4:48:00 PM WAU32AFD5FN [REDACTED] 2015 AUDI A8 75,000 MILES GOOD AFTERNOON, GENTLEMEN! [REDACTED] HAS CONTACTED THE AUDI CUSTOMER EXPERIENCE CENTER SEEKING ASSISTANCE WITH HIS 2015 A8. THE CUSTOMER REPORTS THAT THE TURBOS NEED TO BE REPLACED, AND HIS EXPECTED OUT OF POCKET EXPENSE IS ABOUT \$15,000.00. MR. [REDACTED] PURCHASED THIS VEHICLE CPO IN 2015 WHEN THE CAR HAD A BIT OVER 5,000 MILES. I DO NOT SEE THAT THE VEHICLE HAD AUDI CARE, AND THE MAINTENANCE HISTORY IS THEREFORE UNCLEAR (CARFAX ATTACHED FOR REFERENCE). ELSA DOES THE WHAT APPEARS TO BE SIGNIFICANT REPAIRS WERE COMPLETED ON THE VEHICLE IN THE LATTER HALF OF 2020 UNDER WARRANTY. @PETE CAN YOU OFFER ANY INSIGHT ON THE CUSTOMERS SERVICE HISTORY? HAS HE COMPLETED MAINTENANCE PER THE MANUFACTURERS SPECIFICATIONS? DO YOU FEEL THAT HE IS A CANDIDATE FOR GOODWILL? AS ALWAYS, I APPRECIATE YOUR EXPERTISE AND WILL LOOK FORWARD TO YOUR GUIDANCE. WITH WARM REGARDS, BARBARA A. SMITTER REGION CASE EXPERT, AUDI CXC AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE CENTER 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA TEL. +1 800 822 2834 FAX. +1 248 754 6521 AUDITALK@AUDI.COM

Investigation Summary Report

Category Consumer Complaints

| | | | | |
|-------------------------|-----------------|--------------|------------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAU32AFD5FN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2015 | | | |
| Report Date | 2/17/2021 | Mileage | 75,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

2/25/2021 6:13:00 PM RE: [FROM: EXTERNAL] RE: 04673528 | CUSTOMER TOOK OWNERSHIP IN 2016, BUT THE FIRST RECORD OF AN OIL CHANGE BASED ON WHAT WAS PROVIDED WAS IN 2019. WHERE ARE THESE RECORDS EVEN FROM? WE WILL NEED A COMPLETE MAINTENANCE HISTORY W/ COPIES OF ACTUAL INVOICES IN ORDER FOR PARTIAL GOODWILL CONSIDERATION TO EVEN BE MADE. PATRICK KELLEHER AREA AFTER SALES MANAGER - NEW JERSEY AUDI OF AMERICA EASTERN REGION TEL. +1 201 407 6440 [CID:IMAGE001.PNG@01D265A7.04F059D0] FROM: AUDITALK@AUDI.COM <AUDITALK@AUDI.COM> SENT: THURSDAY, FEBRUARY 25, 2021 4:49 PM TO: PHALONSKI@WAGAUTO.COM CC: KELLEHER, PATRICK <PATRICK.KELLEHER@AUDI.COM> SUBJECT: RE: [FROM: EXTERNAL] RE: [REDACTED] THANK YOU, PETER! :) @PATRICK - ANY THOUGHTS ON THIS ONE? BABS ----- ORIGINAL MESSAGE ----- FROM: PETE HALONSKI [PHALONSKI@WAGAUTO.COM] SENT: 2/25/2021 3:15 PM TO: AUDITALK@AUDI.COM CC: PATRICK.KELLEHER@AUDI.COM SUBJECT: [FROM: EXTERNAL] RE: [REDACTED] CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. HELLO BARBARA, THE ATTACHED CARFAX AND MAINTENANCE RECORDS SUPPLIED BY THE CUSTOMER SHOW THE CAR WAS FAIRLY WELL MAINTAINED. THERE HAVE BEEN MANY ISSUES WITH THE 4.0 LITER TURBOS FAILING SO BASED ON THAT INFORMATION I WOULD SUGGEST SOME GOODWILL TOWARDS THE REPAIRS MAY BE IN ORDER. I WILL AWAIT YOUR DECISION AFTER YOU DISCUSS WITH PATRICK. THANK YOU, PETE FROM: AUDITALK@AUDI.COM <AUDITALK@AUDI.COM> SENT: TUESDAY, FEBRUARY 23, 2021 9:40 AM TO: PETE HALONSKI <PHALONSKI@WAGAUTO.COM> CC: PATRICK.KELLEHER@AUDI.COM SUBJECT: RE: [REDACTED] [REDACTED] WAU32AFD5FN [REDACTED] 2015 AUDI A8 75,000 MILES GOOD MORNING, PETE! I HOPE THIS MESSAGE FINDS YOU WELL. WE ARE HOPING TO REVIEW THIS CUSTOMERS MAINTENANCE AND SERVICE HISTORY IN ORDER TO DETERMINE WHETHER GOODWILL CAN BE APPLIED IN THIS SITUATION. CAN YOU PLEASE OFFER YOUR INSIGHT? HAS THE VEHICLE BEEN MAINTAINED ACCORDING

2/25/2021 6:13:00 PM TO MANUFACTURER SPECIFICATIONS WITH AUDI MENDHAM? IS THERE OTHER INFORMATION THAT MIGHT BE PERTINENT TO THE CUSTOMERS REQUEST FOR ASSISTANCE? I LOOK FORWARD TO YOUR EXPERTISE AS ALWAYS. BEST, BARBARA A. SMITTER REGION CASE EXPERT, AUDI CXC AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE CENTER 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA TEL. +1 800 822 2834 FAX. +1 248 754 6521 AUDITALK@AUDI.COM [IMAGE REMOVED BY SENDER.] ----- ORIGINAL MESSAGE ----- FROM: AUDITALK@AUDI.COM [AUDITALK@AUDI.COM] SENT: 2/17/2021 3:23 PM TO: PHALONSKI@WAGAUTO.COM CC: PATRICK.KELLEHER@AUDI.COM SUBJECT: [REDACTED] [REDACTED] WAU32AFD5FN [REDACTED] 2015 AUDI A8 75,000 MILES GOOD AFTERNOON, GENTLEMEN! [REDACTED] HAS CONTACTED THE AUDI CUSTOMER EXPERIENCE CENTER SEEKING ASSISTANCE WITH HIS 2015 A8. THE CUSTOMER REPORTS THAT THE TURBOS NEED TO BE REPLACED, AND HIS EXPECTED OUT OF POCKET EXPENSE IS ABOUT \$15,000.00. MR. [REDACTED] PURCHASED THIS VEHICLE CPO IN 2015 WHEN THE CAR HAD A BIT OVER 5,000 MILES. I DO NOT SEE THAT THE VEHICLE HAD AUDI CARE, AND THE MAINTENANCE HISTORY IS THEREFORE UNCLEAR (CARFAX ATTACHED FOR REFERENCE). ELSA DOES THE WHAT APPEARS TO BE SIGNIFICANT REPAIRS WERE COMPLETED ON THE VEHICLE IN THE LATTER HALF OF 2020 UNDER WARRANTY. @PETE CAN YOU OFFER ANY INSIGHT ON THE CUSTOMERS SERVICE HISTORY? HAS HE COMPLETED MAINTENANCE PER THE MANUFACTURERS SPECIFICATIONS? DO YOU FEEL THAT HE IS A CANDIDATE FOR GOODWILL? AS ALWAYS, I APPRECIATE YOUR EXPERTISE AND WILL LOOK FORWARD TO YOUR GUIDANCE. WITH WARM REGARDS, BARBARA A. SMITTER REGION CASE EXPERT, AUDI CXC AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE CENTER 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA TEL. +1 800 822 2834 FAX. +1 248 754 6521 AUDITALK@AUDI.COM [IMAGE REMOVED BY SENDER.]

Investigation Summary Report

Category Consumer Complaints

| | | | |
|-------------------------|----------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAU32AFD5FN [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, A8, 2015 | | |
| Report Date | 2/17/2021 | Mileage | 75,000 |

| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
|-------|-----------------|--------------|------------------|--------------------|
| No | No | No | 0 | 0 |

3/2/2021 5:36:00 PM FAIRLY WELL MAINTAINED. THERE HAVE BEEN MANY ISSUES WITH THE 4.0 LITER TURBOS FAILING SO BASED ON THAT INFORMATION I WOULD SUGGEST SOME GOODWILL TOWARDS THE REPAIRS MAY BE IN ORDER. I WILL AWAIT YOUR DECISION AFTER YOU DISCUSS WITH PATRICK. THANK YOU, PETE FROM: AUDITALK@AUDI.COM <AUDITALK@AUDI.COM> SENT: TUESDAY, FEBRUARY 23, 2021 9:40 AM TO: PETE HALONSKI <PHALONSKI@WAGAUTO.COM> CC: PATRICK.KELLEHER@AUDI.COM SUBJECT: RE [REDACTED] [REDACTED] WAU32AFD5FN [REDACTED] 2015 AUDI A8 75,000 MILES GOOD MORNING, PETE! I HOPE THIS MESSAGE FINDS YOU WELL. WE ARE HOPING TO REVIEW THIS CUSTOMERS MAINTENANCE AND SERVICE HISTORY IN ORDER TO DETERMINE WHETHER GOODWILL CAN BE APPLIED IN THIS SITUATION. CAN YOU PLEASE OFFER YOUR INSIGHT? HAS THE VEHICLE BEEN MAINTAINED ACCORDING TO MANUFACTURER SPECIFICATIONS WITH AUDI MENDHAM? IS THERE OTHER INFORMATION THAT MIGHT BE PERTINENT TO THE CUSTOMERS REQUEST FOR ASSISTANCE? I LOOK FORWARD TO YOUR EXPERTISE AS ALWAYS. BEST, BARBARA A. SMITTER REGION CASE EXPERT, AUDI CXC AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE CENTER 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA TEL. +1 800 822 2834 FAX. +1 248 754 6521 AUDITALK@AUDI.COM ----- ORIGINAL MESSAGE ----- FROM: AUDITALK@AUDI.COM [AUDITALK@AUDI.COM] SENT: 2/17/2021 3:23 PM TO: PHALONSKI@WAGAUTO.COM CC: PATRICK.KELLEHER@AUDI.COM SUBJECT: [REDACTED] [REDACTED] WAU32AFD5FN [REDACTED] 2015 AUDI A8 75,000 MILES GOOD AFTERNOON, GENTLEMEN! [REDACTED] HAS CONTACTED THE AUDI CUSTOMER EXPERIENCE CENTER SEEKING ASSISTANCE WITH HIS 2015 A8. THE CUSTOMER REPORTS THAT THE TURBOS NEED TO BE REPLACED, AND HIS EXPECTED OUT OF POCKET EXPENSE IS ABOUT \$15,000.00. [REDACTED] PURCHASED THIS VEHICLE CPO IN 2015 WHEN THE CAR HAD A BIT OVER 5,000 MILES. I DO NOT SEE THAT THE VEHICLE HAD AUDI CARE, AND THE MAINTENANCE HISTORY IS THEREFORE UNCLER (CARFAX ATTACHED FOR REFERENCE). ELSA DOES THE WHAT APPEARS TO BE SIGNIFICANT REPAIRS WERE COMPLETED ON THE

Investigation Summary Report

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|--------------------------------|---|---------------------|-------------------------|---------------------------|
| Category | Consumer Complaints | | | |
| VW's File Number | [REDACTED] | VIN | Waur2AFD1DN | [REDACTED] |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 2/24/2021 | Mileage | 120,000 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 2/24/2021 10:39:00 AM | CALL FROM OWNER CUSTOMER STATES: PICKED UP CAR FROM AUDI JACKSON TWO FRIDAYS AGO HAD SOME REPAIR DONE THE BILL WAS \$9054; A FEW DAYS LATER IT STALLED AND DIED ON ME; DIAGNOSIS STATES TURBO IS OUT; REPAIR WOULD BE \$9300; NO ASSISTANCE FROM DEALER; WORKING WITH SA KYLE. CU | | | |
| 2/24/2021 10:55:00 AM | 2ND AUDI; 2ND OWNER, PURCHASED VEHICLE USED JULY 2018 AT AUDI PLANO WHERE IS VEHICLE SERVICED? ARE THERE ANY OTHER DEALERS THE CUSTOMER MAY HAVE WORKED WITH? AUDI JACKSON AND AN INDEPENDENT (WILL EMAIL IN RECEIPT) WHEN WAS THE VEHICLE LAST AT THE DEALER? 2/5 IF THE CUSTOMER IS CURRENTLY WORKING WITH THE DEALERSHIP, WHO ARE THEY WORKING WITH (NAME)? AUDI JACKSON; SA KYLE WHERE IS THE VEHICLE REGISTERED? MS WHAT THE CUSTOMER IS SEEKING AND WHY? CUSTOMER CANT AFFORD THE REPAIR; PAID \$9054 A FEW WEEKS AGO WHAT THE VEHICLE PROBLEM IS, SPECIFICALLY: NEW TURBO AT \$9300 DEALER APPOINTMENT DETAILS? CAR HAS BEEN DOWN AT DEALER SINCE 2/12 | | | |
| 3/12/2021 1:37:00 PM | TURBO FAILURE. | | | |

Investigation Summary Report

Category Consumer Complaints

VW's File Number

VIN

WAUA2AFD1DN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2013

Report Date

3/5/2021

Mileage

38,542

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

3/5/2021 1:00:00 PM RE: FW: [FROM: EXTERNAL] 2011-2018 AUDI A8 4.0T V8 QUATTRO TURBO OIL INLET CAUSES TURBO FAILURE | HI AMELIA, WE HAVE THIS ONE. THANK YOU :) HAVE A GREAT WEEKEND. ----- ORIGINAL MESSAGE ----- FROM: FINE-MORRISON, AMELIA [AMELIA.FINE-MORRISON@AUDI.COM] SENT: 3/5/2021 10:59 AM TO: AOAEXECCUSTSERV@AUDI.COM SUBJECT: FW: [FROM: EXTERNAL] 2011-2018 AUDI A8 4.0T V8 QUATTRO TURBO OIL INLET CAUSES TURBO FAILURE -----ORIGINAL MESSAGE----- FROM: [REDACTED] [REDACTED] SENT: FRIDAY, MARCH 5, 2021 10:40 AM TO: LUCARELLI, MICHELE <MICHELE.LUCARELLI@AUDI.COM>; BROWN, JACOB <JACOB.BROWN@AUDI.COM>; DAHNCKE, MARK <MARK.DAHNCKE@AUDI.COM>; FINE-MORRISON, AMELIA <AMELIA.FINE-MORRISON@AUDI.COM>; KOONS, AMANDA <AMANDA.KOONS@AUDI.COM>; BUCCIARELLI, BIANCA <BIANCA.BUCCIARELLI@AUDI.COM>; MARKUS.DUESMAN@AUDI.DE; DOYLE, ANDREW (VWG-UKA) <ANDREW.DOYLE@AUDI.CO.UK>; CUSTOMER.SERVICES <CUSTOMER.SERVICES@AUDI.CO.UK>; KATHERINE.FEIGLE@AUDI.DE; KOLB, SABRINA (I/GP-U) <SABRINA.KOLB@AUDI.DE>; SABRINE.TANER@AUDI.DE; RUSH, TARA <TARA.RUSH@AUDI.COM>; MICHELE.LUCRARELLI@AUDI.COM; DENNIS, JAMIE <JAMIE.DENNIS@AUDI.COM>; THEMO.RUSCH@AUDI.COM; WHIFFEN, SARA <SARA.WHIFFEN@AUDI.COM>; BRABEC, FILIP (AOA) <FILIP.BRABEC@AUDI.COM>; HERBER.DIESS@VOLTSWAGEN.DE; HERBE.DIESS@VOLTSWAGEN.COM SUBJECT: [FROM: EXTERNAL] 2011-2018 AUDI A8 4.0T V8 QUATTRO TURBO OIL INLET CAUSES TURBO FAILURE CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. GOOD MORNING SIR AND MADAMES, I WANT TO MAKE YOU AWARE OF A RECENT ISSUE IVE ENCOUNTERED WITH MY 2013 AUDI A8 4.0T V8 QUATTRO, THAT COULD HAVE LEFT ME SERIOUSLY INJURED, SERIOUSLY INJURING ANOTHER MOTORIST, OR HAD A FATAL ENDING; THANKFULLY NEITHER OF THE AFOREMENTIONED OCCURRED. A FEW WEEKENDS AGO WHEN EXITING A MAJOR INTERSTATE (I75), MY AUDI UNEXPECTEDLY SHUTOFF IN THE MIDDLE OF THE EXIT RAMP. SITTING IN THE MIDDLE OF THE EXIT RAMP

3/5/2021 1:00:00 PM WASNT THE SAFEST PLACE TO BE, BUT IM GLAD AND THANKFUL THAT THE CAR DIDNT SHUT OFF MOMENTS EARLIER WHILE STILL TRAVELING ALONG THE BUSY INTERSTATE. HAD IT DONE SO, THIS COULD HAVE CAUSED A MAJOR ACCIDENT ALONG I75. BEING THAT THE CAR SHUTOFF WITH NO WARNING AND REFUSED TO RESTART, I HAD THE CAR TOWED TO THE NEAREST AUDI DEALERSHIP FOR A DIAGNOSTICS TO DETERMINE THE ISSUE. THE SERVICE MANAGER EXPLAINED TO ME THAT BOTH TURBOCHARGERS HAD FAILED IN MY AUDI, AND THUS CAUSING THE CAR TO SUDDENLY SHUTOFF. I WAS BAFFLED AT THIS BECAUSE, GRANTED MY CAR IS A 2013, IT WAS WELL MAINTAINED AND HAS ONLY 38,542 MILES ON IT. HOW COULD BOTH TURBOS GO BAD AT THE SAME TIME ON A VEHICLE WITH SUCH LOW MILES? OUT OF CURIOSITY, I ASKED THE SERVICE MANAGER WAS THIS SOMETHING COMMON THAT HES SEEN ON THESE CARS WITH SUCH LOW MILES. IN HIS RESPONSE, HE STATED NO NOT ON A CAR WITH LOW MILES AS MINE, BUT ITS THE NORM ON A CAR WITH ABOUT 50K MILES ON IT. THE SERVICE MANAGER FURTHER EXPLAINED THAT OVER TIME, THE TURBO OIL INLET SCREEN GETS CLOGGED UP AND CAUSES OIL STARVATION IN THE TURBOS, WHICH THEN CAUSES DAMAGE TO THE TURBOS TO WHERE THEYD NEED TO BE REPLACED. LASTLY, I ASKED IS THIS TURBO OIL INLET SCREEN EXAMINED WHEN THE CAR UNDERGOES ITS MANY SERVICE INTERVALS TO PREVENT THIS FROM HAPPENING, HE REPLIED NO AS IT WOULD BE BOTH TIME CONSUMING AND COSTLY AS THEYD HAVE TO TAKE NUMEROUS COMPONENTS OFF OF THE ENGINE IN ORDER TO INSPECT AND UNCLOG THE TURBO OIL INLET SCREEN. AFTERWARDS, HE HANDED ME A CLOSE TO \$13K INVOICE FOR THE REPLACEMENT OF THE TURBOS AND LABOR TO CORRECT AN ISSUE THAT APPEARS TO BE A MANUFACTURING DEFECT. IT DOESNT MATTER HOW WELL ONE TAKES CARE OF THEIR AUDI, AT SOME POINT AROUND THE 50K MILE MARK AND IN MY SITUATION 38,542 MILES; WILL EXPERIENCE DAMAGE TO THE ENGINES TURBOS DUE TO NO FAULT OF THEIR OWN. THE VOLTSWAGEN GROUP PRIDES THEMSELVES ON THE FOUNDATION OF THEIR STRATEGY MODEL AS BEING A COMPANY OF INTEGRITY. THREE OF THE MOST IMPORTANT OF THE "SEVEN KEY PRINCIPLES";

Investigation Summary Report

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|-------------------------|---------------------|--------------|------------------|--------------------|
| Category | Consumer Complaints | | | |
| VW's File Number | [REDACTED] | VIN | WAUA2AFD1DN | [REDACTED] |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 3/5/2021 | Mileage | 38,542 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

3/5/2021 1:00:00 PM "WE ARE HONEST AND SPEAK UP WHEN SOMETHING IS WRONG, WE ARE PROUD OF WHAT WE DO, AND WE KEEP OUR WORD". IM NOT ASKING FOR A HAND OUT, BUT I AM ASKING YOU TO KEEP TRUE TO THIS MODEL AND STEP IN AND RECTIFY THIS ISSUE. AS I ONCE WAS AN INSPIRED NEW CUSTOMER, WHOVE AFTER JOINED THE AUDI FAMILY BECAME LOYAL TO THE BRAND, IVE RECOMMENDED SO MANY FAMILY, FRIENDS, AND CO-WORKERS TO JOIN. BUT IM SADDENED AT THIS SITUATION AS MY CAR IS INOPERABLE DUE TO NO MISHAP OR NEGLECT ON MY BEHALF, ITS BECAUSE A FAULTY TURBO INLET SCREEN. PLEASE, I ASK THAT YOU AS THE EXECUTIVE BODY OF THE VOLTSWAGEN GROUP AND OF AUDI TO RECTIFY THIS SITUATION. BY DOING SO, THIS IS HOW YOU DEMONSTRATE THE INTEGRITY THAT YOUR COMPANY PRIDES ITSELF ON AND ALSO DEMONSTRATES ITS "TOGETHER 2025, SHAPING MOBILITY FOR GENERATIONS TO COME" MISSION STATEMENT MODEL. I SINCERELY THANK EACH OF YOU FOR TAKING THE TIME TO READ THIS AND I THANK YOU IN ADVANCED FOR RECTIFYING THIS SITUATION. SINCERELY [REDACTED] WARMEST REGARDS, MEGHAN NAGEL EXECUTIVE CASE SPECIALIST, AUDI CXC TO PROVIDE YOU WITH THE BEST SERVICE POSSIBLE, ITS IMPORTANT THAT YOU RESPOND TO US BY REPLYING TO THIS EMAIL. REPLYING OUTSIDE OF THIS EMAIL WILL RESULT IN A DELAYED RESPONSE. THANK YOU FOR CONTACTING THE AUDI CUSTOMER EXPERIENCE CENTER. AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE CENTER 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA TEL. +1 248 754 3408 FAX. +1 248 754 6521 AUDITALK@AUDI.COM HTTP://WWW.AUDIUSA.COM

3/5/2021 10:59:00 AM EMAIL: FW: [FROM: EXTERNAL] 2011-2018 AUDI A8 4.0T V8 QUATTRO TURBO OIL INLET CAUSES TURBO FAILURE

3/5/2021 10:59:00 AM FOR A DIAGNOSTICS TO DETERMINE THE ISSUE. THE SERVICE MANAGER EXPLAINED TO ME THAT BOTH TURBOCHARGERS HAD FAILED IN MY AUDI, AND THUS CAUSING THE CAR TO SUDDENLY SHUTOFF. I WAS BAFFLED AT THIS BECAUSE, GRANTED MY CAR IS A 2013, IT WAS WELL MAINTAINED AND HAS ONLY 38,542 MILES ON IT. HOW COULD BOTH TURBOS GO BAD AT THE SAME TIME ON A VEHICLE WITH SUCH LOW MILES? OUT OF CURIOSITY, I ASKED THE SERVICE MANAGER WAS THIS SOMETHING COMMON THAT HES SEEN ON THESE CARS WITH SUCH LOW MILES. IN HIS RESPONSE, HE STATED NO NOT ON A CAR WITH LOW MILES AS MINE, BUT ITS THE NORM ON A CAR WITH ABOUT 50K MILES ON IT. THE SERVICE MANAGER FURTHER EXPLAINED THAT OVER TIME, THE TURBO OIL INLET SCREEN GETS CLOGGED UP AND CAUSES OIL STARVATION IN THE TURBOS, WHICH THEN CAUSES DAMAGE TO THE TURBOS TO WHERE THEYD NEED TO BE REPLACED. LASTLY, I ASKED IS THIS TURBO OIL INLET SCREEN EXAMINED WHEN THE CAR UNDERGOES ITS MANY SERVICE INTERVALS TO PREVENT THIS FROM HAPPENING, HE REPLIED NO AS IT WOULD BE BOTH TIME CONSUMING AND COSTLY AS THEYD HAVE TO TAKE NUMEROUS COMPONENTS OFF OF THE ENGINE IN ORDER TO INSPECT AND UNCLOG THE TURBO OIL INLET SCREEN. AFTERWARDS, HE HANDED ME A CLOSE TO \$13K INVOICE FOR THE REPLACEMENT OF THE TURBOS AND LABOR TO CORRECT AN ISSUE THAT APPEARS TO BE A MANUFACTURING DEFECT. IT DOESNT MATTER HOW WELL ONE TAKES CARE OF THEIR AUDI, AT SOME POINT AROUND THE 50K MILE MARK AND IN MY SITUATION 38,542 MILES; WILL EXPERIENCE DAMAGE TO THE ENGINES TURBOS DUE TO NO FAULT OF THEIR OWN. THE VOLTSWAGEN GROUP PRIDES THEMSELVES ON THE FOUNDATION OF THEIR STRATEGY MODEL AS BEING A COMPANY OF INTEGRITY. THREE OF THE MOST IMPORTANT OF THE "SEVEN KEY PRINCIPLES"; "WE ARE HONEST AND SPEAK UP WHEN SOMETHING IS WRONG, WE ARE PROUD OF WHAT WE DO, AND WE KEEP OUR WORD". IM NOT ASKING FOR A HAND OUT, BUT I AM ASKING YOU TO KEEP TRUE TO THIS MODEL AND STEP IN AND RECTIFY THIS ISSUE. AS I ONCE WAS AN INSPIRED NEW CUSTOMER, WHOVE AFTER JOINED THE AUDI FAMILY BECAME LOYAL TO THE BRAND, IVE RECOMMENDED

Investigation Summary Report

Category Consumer Complaints

VW's File Number

VIN

WAUA2AFD1DN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2013

Report Date

3/5/2021

Mileage

38,542

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

3/5/2021 10:59:00 AM FW: [FROM: EXTERNAL] 2011-2018 AUDI A8 4.0T V8 QUATTRO TURBO OIL INLET CAUSES TURBO FAILURE | -----ORIGINAL MESSAGE-----
FROM: [REDACTED] SENT: FRIDAY, MARCH 5, 2021 10:40 AM TO: LUCARELLI, MICHELE <MICHELE.LUCARELLI@AUDI.COM>; BROWN, JACOB <JACOB.BROWN@AUDI.COM>; DAHNCKE, MARK <MARK.DAHNCKE@AUDI.COM>; FINE-MORRISON, AMELIA <AMELIA.FINE-MORRISON@AUDI.COM>; KOONS, AMANDA <AMANDA.KOONS@AUDI.COM>; BUCCIARELLI, BIANCA <BIANCA.BUCCIARELLI@AUDI.COM>; MARKUS.DUESMAN@AUDI.DE; DOYLE, ANDREW (VWG-UKA) <ANDREW.DOYLE@AUDI.CO.UK>; CUSTOMER.SERVICES <CUSTOMER.SERVICES@AUDI.CO.UK>; KATHERINE.FEIGLE@AUDI.DE; KOLB, SABRINA (I/GP-U) <SABRINA.KOLB@AUDI.DE>; SABRINE.TANER@AUDI.DE; RUSH, TARA <TARA.RUSH@AUDI.COM>; MICHELE.LUCARELLI@AUDI.COM; DENNIS, JAMIE <JAMIE.DENNIS@AUDI.COM>; THEMO.RUSCH@AUDI.COM; WHIFFEN, SARA <SARA.WHIFFEN@AUDI.COM>; BRABEC, FILIP (AOA) <FILIP.BRABEC@AUDI.COM>; HERBER.DIESS@VOLTSWAGEN.DE; HERBE.DIESS@VOLTSWAGEN.COM SUBJECT: [FROM: EXTERNAL] 2011-2018 AUDI A8 4.0T V8 QUATTRO TURBO OIL INLET CAUSES TURBO FAILURE CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. GOOD MORNING SIR AND MADAMES, I WANT TO MAKE YOU AWARE OF A RECENT ISSUE IVE ENCOUNTERED WITH MY 2013 AUDI A8 4.0T V8 QUATTRO, THAT COULD HAVE LEFT ME SERIOUSLY INJURED, SERIOUSLY INJURING ANOTHER MOTORIST, OR HAD A FATAL ENDING; THANKFULLY NEITHER OF THE AFOREMENTIONED OCCURRED. A FEW WEEKENDS AGO WHEN EXITING A MAJOR INTERSTATE (I75), MY AUDI UNEXPECTEDLY SHUTOFF IN THE MIDDLE OF THE EXIT RAMP. SITTING IN THE MIDDLE OF THE EXIT RAMP WASNT THE SAFEST PLACE TO BE, BUT IM GLAD AND THANKFUL THAT THE CAR DIDNT SHUT OFF MOMENTS EARLIER WHILE STILL TRAVELING ALONG THE BUSY INTERSTATE. HAD IT DONE SO, THIS COULD HAVE CAUSED A MAJOR ACCIDENT ALONG I75. BEING THAT THE CAR SHUTOFF WITH NO WARNING AND REFUSED TO RESTART, I HAD THE CAR TOWED TO THE NEAREST AUDI DEALERSHIP

3/5/2021 10:59:00 AM SO MANY FAMILY, FRIENDS, AND CO-WORKERS TO JOIN. BUT IM SADDENED AT THIS SITUATION AS MY CAR IS INOPERABLE DUE TO NO MISHAP OR NEGLIGENCE ON MY BEHALF, ITS BECAUSE A FAULTY TURBO INLET SCREEN. PLEASE, I ASK THAT YOU AS THE EXECUTIVE BODY OF THE VOLTSWAGEN GROUP AND OF AUDI TO RECTIFY THIS SITUATION. BY DOING SO, THIS IS HOW YOU DEMONSTRATE THE INTEGRITY THAT YOUR COMPANY PRIDES ITSELF ON AND ALSO DEMONSTRATES ITS "TOGETHER 2025, SHAPING MOBILITY FOR GENERATIONS TO COME" MISSION STATEMENT MODEL. I SINCERELY THANK EACH OF YOU FOR TAKING THE TIME TO READ THIS AND I THANK YOU IN ADVANCED FOR RECTIFYING THIS SITUATION. SINCERELY, [REDACTED]

3/5/2021 12:51:00 PM AUDI FAMILY BECAME LOYAL TO THE BRAND, IVE RECOMMENDED SO MANY FAMILY, FRIENDS, AND CO-WORKERS TO JOIN. BUT IM SADDENED AT THIS SITUATION AS MY CAR IS INOPERABLE DUE TO NO MISHAP OR NEGLIGENCE ON MY BEHALF, ITS BECAUSE A FAULTY TURBO INLET SCREEN. PLEASE, I ASK THAT YOU AS THE EXECUTIVE BODY OF THE VOLTSWAGEN GROUP AND OF AUDI TO RECTIFY THIS SITUATION. BY DOING SO, THIS IS HOW YOU DEMONSTRATE THE INTEGRITY THAT YOUR COMPANY PRIDES ITSELF ON AND ALSO DEMONSTRATES ITS "TOGETHER 2025, SHAPING MOBILITY FOR GENERATIONS TO COME" MISSION STATEMENT MODEL. I SINCERELY THANK EACH OF YOU FOR TAKING THE TIME TO READ THIS AND I THANK YOU IN ADVANCED FOR RECTIFYING THIS SITUATION. SINCERELY, [REDACTED]

3/5/2021 12:51:00 PM EMAIL: FW: [FROM: EXTERNAL] 2011-2018 AUDI A8 4.0T V8 QUATTRO TURBO OIL INLET CAUSES TURBO FAILURE

Investigation Summary Report

| | | | | |
|-------------------------|--|--------------|------------------|--------------------|
| Category | Consumer Complaints | | | |
| VW's File Number | ██████████ | VIN | WUAU2AFD1DN | ██████████ |
| Owner Or Fleet | ██ | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 3/5/2021 | Mileage | 38,542 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

3/5/2021 12:51:00 PM FW: [FROM: EXTERNAL] 2011-2018 AUDI A8 4.0T V8 QUATTRO TURBO OIL INLET CAUSES TURBO FAILURE | TEAM, PLEASE SEE CUSTOMER EMAIL NOTED BELOW. ██████████ -----ORIGINAL MESSAGE----- FROM: ██████████
 SENT: FRIDAY, MARCH 5, 2021 10:40 AM TO: LUCARELLI, MICHELE <MICHELE.LUCARELLI@AUDI.COM>; BROWN, JACOB <JACOB.BROWN@AUDI.COM>; DAHNCKE, MARK <MARK.DAHNCKE@AUDI.COM>; FINE-MORRISON, AMELIA <AMELIA.FINE-MORRISON@AUDI.COM>; KOONS, AMANDA <AMANDA.KOONS@AUDI.COM>; BUCCIARELLI, BIANCA <BIANCA.BUCCIARELLI@AUDI.COM>; MARKUS.DUESMAN@AUDI.DE; DOYLE, ANDREW (VWG-UKA) <ANDREW.DOYLE@AUDI.CO.UK>; CUSTOMER.SERVICES <CUSTOMER.SERVICES@AUDI.CO.UK>; KATHERINE.FEIGLE@AUDI.DE; KOLB, SABRINA (I/GP-U) <SABRINA.KOLB@AUDI.DE>; SABRINE.TANER@AUDI.DE; RUSH, TARA <TARA.RUSH@AUDI.COM>; MICHELE.LUCARELLI@AUDI.COM; DENNIS, JAMIE <JAMIE.DENNIS@AUDI.COM>; THEMO.RUSCH@AUDI.COM; WHIFFEN, SARA <SARA.WHIFFEN@AUDI.COM>; BRABEC, FILIP (AOA) <FILIP.BRABEC@AUDI.COM>; HERBER.DIESS@VOLTSWAGEN.DE; HERBE.DIESS@VOLTSWAGEN.COM SUBJECT: [FROM: EXTERNAL] 2011-2018 AUDI A8 4.0T V8 QUATTRO TURBO OIL INLET CAUSES TURBO FAILURE CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. GOOD MORNING SIRs AND MADAMES, I WANT TO MAKE YOU AWARE OF A RECENT ISSUE IVE ENCOUNTERED WITH MY 2013 AUDI A8 4.0T V8 QUATTRO, THAT COULD HAVE LEFT ME SERIOUSLY INJURED, SERIOUSLY INJURING ANOTHER MOTORIST, OR HAD A FATAL ENDING; THANKFULLY NEITHER OF THE FOREMENTIONED OCCURRED. A FEW WEEKENDS AGO WHEN EXITING A MAJOR INTERSTATE (I75), MY AUDI UNEXPECTEDLY SHUTOFF IN THE MIDDLE OF THE EXIT RAMP. SITTING IN THE MIDDLE OF THE EXIT RAMP WASNT THE SAFEST PLACE TO BE, BUT IM GLAD AND THANKFUL THAT THE CAR DIDNT SHUT OFF MOMENTS EARLIER WHILE STILL TRAVELING ALONG THE BUSY INTERSTATE. HAD IT DONE SO, THIS COULD HAVE CAUSED A MAJOR ACCIDENT ALONG I75. BEING THAT THE CAR SHUTOFF WITH NO WARNING AND REFUSED TO RESTART,

3/5/2021 12:51:00 PM I HAD THE CAR TOWED TO THE NEAREST AUDI DEALERSHIP FOR A DIAGNOSTICS TO DETERMINE THE ISSUE. THE SERVICE MANAGER EXPLAINED TO ME THAT BOTH TURBOCHARGERS HAD FAILED IN MY AUDI, AND THUS CAUSING THE CAR TO SUDDENLY SHUTOFF. I WAS BAFFLED AT THIS BECAUSE, GRANTED MY CAR IS A 2013, IT WAS WELL MAINTAINED AND HAS ONLY 38,542 MILES ON IT. HOW COULD BOTH TURBOS GO BAD AT THE SAME TIME ON A VEHICLE WITH SUCH LOW MILES? OUT OF CURIOSITY, I ASKED THE SERVICE MANAGER WAS THIS SOMETHING COMMON THAT HES SEEN ON THESE CARS WITH SUCH LOW MILES. IN HIS RESPONSE, HE STATED NO NOT ON A CAR WITH LOW MILES AS MINE, BUT ITS THE NORM ON A CAR WITH ABOUT 50K MILES ON IT. THE SERVICE MANAGER FURTHER EXPLAINED THAT OVER TIME, THE TURBO OIL INLET SCREEN GETS CLOGGED UP AND CAUSES OIL STARVATION IN THE TURBOS, WHICH THEN CAUSES DAMAGE TO THE TURBOS TO WHERE THEYD NEED TO BE REPLACED. LASTLY, I ASKED IS THIS TURBO OIL INLET SCREEN EXAMINED WHEN THE CAR UNDERGOES ITS MANY SERVICE INTERVALS TO PREVENT THIS FROM HAPPENING, HE REPLIED NO AS IT WOULD BE BOTH TIME CONSUMING AND COSTLY AS THEYD HAVE TO TAKE NUMEROUS COMPONENTS OFF OF THE ENGINE IN ORDER TO INSPECT AND UNCLOG THE TURBO OIL INLET SCREEN. AFTERWARDS, HE HANDED ME A CLOSE TO \$13K INVOICE FOR THE REPLACEMENT OF THE TURBOS AND LABOR TO CORRECT AN ISSUE THAT APPEARS TO BE A MANUFACTURING DEFECT. IT DOESNT MATTER HOW WELL ONE TAKES CARE OF THEIR AUDI, AT SOME POINT AROUND THE 50K MILE MARK AND IN MY SITUATION 38,542 MILES; WILL EXPERIENCE DAMAGE TO THE ENGINES TURBOS DUE TO NO FAULT OF THEIR OWN. THE VOLTSWAGEN GROUP PRIDES THEMSELVES ON THE FOUNDATION OF THEIR STRATEGY MODEL AS BEING A COMPANY OF INTEGRITY. THREE OF THE MOST IMPORTANT OF THE "SEVEN KEY PRINCIPLES"; "WE ARE HONEST AND SPEAK UP WHEN SOMETHING IS WRONG, WE ARE PROUD OF WHAT WE DO, AND WE KEEP OUR WORD". IM NOT ASKING FOR A HAND OUT, BUT I AM ASKING YOU TO KEEP TRUE TO THIS MODEL AND STEP IN AND RECTIFY THIS ISSUE. AS I ONCE WAS AN INSPIRED NEW CUSTOMER, WHOVE AFTER JOINED THE

Investigation Summary Report

Category Consumer Complaints

| | | | | |
|-------------------------|-----------------|--------------|------------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAUA2AFD1DN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 3/5/2021 | Mileage | 38,542 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

3/5/2021 12:57:00 PM OF THE EXIT RAMP. SITTING IN THE MIDDLE OF THE EXIT RAMP WASNT THE SAFEST PLACE TO BE, BUT IM GLAD AND THANKFUL THAT THE CAR DIDNT SHUT OFF MOMENTS EARLIER WHILE STILL TRAVELING ALONG THE BUSY INTERSTATE. HAD IT DONE SO, THIS COULD HAVE CAUSED A MAJOR ACCIDENT ALONG I75. BEING THAT THE CAR SHUTOFF WITH NO WARNING AND REFUSED TO RESTART, I HAD THE CAR TOWED TO THE NEAREST AUDI DEALERSHIP FOR A DIAGNOSTICS TO DETERMINE THE ISSUE. THE SERVICE MANAGER EXPLAINED TO ME THAT BOTH TURBOCHARGERS HAD FAILED IN MY AUDI, AND THUS CAUSING THE CAR TO SUDDENLY SHUTOFF. I WAS BAFFLED AT THIS BECAUSE, GRANTED MY CAR IS A 2013, IT WAS WELL MAINTAINED AND HAS ONLY 38,542 MILES ON IT. HOW COULD BOTH TURBOS GO BAD AT THE SAME TIME ON A VEHICLE WITH SUCH LOW MILES? OUT OF CURIOSITY, I ASKED THE SERVICE MANAGER WAS THIS SOMETHING COMMON THAT HES SEEN ON THESE CARS WITH SUCH LOW MILES. IN HIS RESPONSE, HE STATED NO NOT ON A CAR WITH LOW MILES AS MINE, BUT ITS THE NORM ON A CAR WITH ABOUT 50K MILES ON IT. THE SERVICE MANAGER FURTHER EXPLAINED THAT OVER TIME, THE TURBO OIL INLET SCREEN GETS CLOGGED UP AND CAUSES OIL STARVATION IN THE TURBOS, WHICH THEN CAUSES DAMAGE TO THE TURBOS TO WHERE THEYD NEED TO BE REPLACED. LASTLY, I ASKED IS THIS TURBO OIL INLET SCREEN EXAMINED WHEN THE CAR UNDERGOES ITS MANY SERVICE INTERVALS TO PREVENT THIS FROM HAPPENING, HE REPLIED NO AS IT WOULD BE BOTH TIME CONSUMING AND COSTLY AS THEYD HAVE TO TAKE NUMEROUS COMPONENTS OFF OF THE ENGINE IN ORDER TO INSPECT AND UNCLOG THE TURBO OIL INLET SCREEN. AFTERWARDS, HE HANDED ME A CLOSE TO \$13K INVOICE FOR THE REPLACEMENT OF THE TURBOS AND LABOR TO CORRECT AN ISSUE THAT APPEARS TO BE A MANUFACTURING DEFECT. IT DOESNT MATTER HOW WELL ONE TAKES CARE OF THEIR AUDI, AT SOME POINT AROUND THE 50K MILE MARK AND IN MY SITUATION 38,542 MILES; WILL EXPERIENCE DAMAGE TO THE ENGINES TURBOS DUE TO NO FAULT OF THEIR OWN. THE VOLTSWAGEN GROUP PRIDES THEMSELVES ON THE FOUNDATION OF THEIR STRATEGY MODEL AS BEING A COMPANY OF INTEGRITY.

3/5/2021 12:57:00 PM RE: FW: [FROM: EXTERNAL] 2011-2018 AUDI A8 4.0T V8 QUATTRO TURBO OIL INLET CAUSES TURBO FAILURE | HI KATHY!! HAPPY FRIDAY :) WE HAVE THIS ONE AND ARE ALL OVER IT! ----- ORIGINAL MESSAGE ----- FROM: COLLIE, KATHLEEN [KATHY.COLLIE@AUDI.COM] SENT: 3/5/2021 12:50 PM TO: AUDICXCEXECUTIVETEAMMAILBOX@AUDI.COM SUBJECT: FW: [FROM: EXTERNAL] 2011-2018 AUDI A8 4.0T V8 QUATTRO TURBO OIL INLET CAUSES TURBO FAILURE TEAM, PLEASE SEE CUSTOMER EMAIL NOTED BELOW. KATHY -----ORIGINAL MESSAGE----- FROM: [REDACTED] SENT: FRIDAY, MARCH 5, 2021 10:40 AM TO: LUCARELLI, MICHELE <MICHELE.LUCARELLI@AUDI.COM>; BROWN, JACOB <JACOB.BROWN@AUDI.COM>; DAHNCKE, MARK <MARK.DAHNCKE@AUDI.COM>; FINE-MORRISON, AMELIA <AMELIA.FINE-MORRISON@AUDI.COM>; KOONS, AMANDA <AMANDA.KOONS@AUDI.COM>; BUCCIARELLI, BIANCA <BIANCA.BUCCIARELLI@AUDI.COM>; MARKUS.DUESMAN@AUDI.DE; DOYLE, ANDREW (VWG-UKA) <ANDREW.DOYLE@AUDI.CO.UK>; CUSTOMER.SERVICES <CUSTOMER.SERVICES@AUDI.CO.UK>; KATHERINE.FEIGLE@AUDI.DE; KOLB, SABRINA (I/GP-U) <SABRINA.KOLB@AUDI.DE>; SABRINE.TANER@AUDI.DE; RUSH, TARA <TARA.RUSH@AUDI.COM>; MICHELE.LUCRARELLI@AUDI.COM; DENNIS, JAMIE <JAMIE.DENNIS@AUDI.COM>; THEMO.RUSCH@AUDI.COM; WHIFFEN, SARA <SARA.WHIFFEN@AUDI.COM>; BRABEC, FILIP (AOA) <FILIP.BRABEC@AUDI.COM>; HERBER.DIESS@VOLTSWAGEN.DE; HERBE.DIESS@VOLTSWAGEN.COM SUBJECT: [FROM: EXTERNAL] 2011-2018 AUDI A8 4.0T V8 QUATTRO TURBO OIL INLET CAUSES TURBO FAILURE CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. GOOD MORNING SIR AND MADAMES, I WANT TO MAKE YOU AWARE OF A RECENT ISSUE IVE ENCOUNTERED WITH MY 2013 AUDI A8 4.0T V8 QUATTRO, THAT COULD HAVE LEFT ME SERIOUSLY INJURED, SERIOUSLY INJURING ANOTHER MOTORIST, OR HAD A FATAL ENDING; THANKFULLY NEITHER OF THE AFOREMENTIONED OCCURRED. A FEW WEEKENDS AGO WHEN EXITING A MAJOR INTERSTATE (I75), MY AUDI UNEXPECTEDLY SHUTOFF IN THE MIDDLE

Investigation Summary Report

Category Consumer Complaints

VW's File Number

VIN

WAUA2AFD1DN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2013

Report Date

3/5/2021

Mileage

38,542

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

3/5/2021 12:57:00 PM THREE OF THE MOST IMPORTANT OF THE "SEVEN KEY PRINCIPLES"; "WE ARE HONEST AND SPEAK UP WHEN SOMETHING IS WRONG, WE ARE PROUD OF WHAT WE DO, AND WE KEEP OUR WORD". IM NOT ASKING FOR A HAND OUT, BUT I AM ASKING YOU TO KEEP TRUE TO THIS MODEL AND STEP IN AND RECTIFY THIS ISSUE. AS I ONCE WAS AN INSPIRED NEW CUSTOMER, WHOVE AFTER JOINED THE AUDI FAMILY BECAME LOYAL TO THE BRAND, IVE RECOMMENDED SO MANY FAMILY, FRIENDS, AND CO-WORKERS TO JOIN. BUT IM SADDENED AT THIS SITUATION AS MY CAR IS INOPERABLE DUE TO NO MISHAP OR NEGLECT ON MY BEHALF, ITS BECAUSE A FAULTY TURBO INLET SCREEN. PLEASE, I ASK THAT YOU AS THE EXECUTIVE BODY OF THE VOLTWAGEN GROUP AND OF AUDI TO RECTIFY THIS SITUATION. BY DOING SO, THIS IS HOW YOU DEMONSTRATE THE INTEGRITY THAT YOUR COMPANY PRIDES ITSELF ON AND ALSO DEMONSTRATES ITS "TOGETHER 2025, SHAPING MOBILITY FOR GENERATIONS TO COME" MISSION STATEMENT MODEL. I SINCERELY THANK EACH OF YOU FOR TAKING THE TIME TO READ THIS AND I THANK YOU IN ADVANCED FOR RECTIFYING THIS SITUATION. SINCERELY, [REDACTED] TRAIL [REDACTED] WARMEST REGARDS, MEGHAN NAGEL EXECUTIVE CASE SPECIALIST, AUDI CXC TO PROVIDE YOU WITH THE BEST SERVICE POSSIBLE, ITS IMPORTANT THAT YOU RESPOND TO US BY REPLYING TO THIS EMAIL. REPLYING OUTSIDE OF THIS EMAIL WILL RESULT IN A DELAYED RESPONSE. THANK YOU FOR CONTACTING THE AUDI CUSTOMER EXPERIENCE CENTER. AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE CENTER 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA TEL. +1 248 754 3408 FAX. +1 248 754 6521 AUDITALK@AUDI.COM HTTP://WWW.AUDIUSA.COM

3/6/2021 11:23:00 AM [FROM: EXTERNAL] RE: [REDACTED] | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. GOOD MORNING [REDACTED], FIRST, I WOULD LIKE TO THANK YOU AND THE EXECUTIVES FOR TAKING THE TIME TO REVIEW MY EARLIER MESSAGE AS WELL AS YOUR QUICK RESPONSE. BELOW IS THE ANSWERS TO EACH OF THE QUESTIONS YOUVE REQUESTED BELOW: WHICH AUDI DEALERSHIP PROVIDED YOU THIS DIAGNOSIS? AUDI OF HILTON HEAD. WITH WHOM ARE YOU WORKING WITH AT THE DEALERSHIP? CHRIS MCCABE - AUDI SERVICE CONSULTANT; TECHNICIAN - COREY ROBERT STALEY. PLEASE INCLUDE THE REPAIR ESTIMATE ATTACHED IN YOUR REPLY: THE ESTIMATE IS ATTACHED AND TITLED "TURBOCHARGER REPAIR ESTIMATE". WHEN YOU REQUESTED ASSISTANCE WITH THIS REPAIR, WHAT WAS THE DEALERSHIP RESPONSE? I WAS UNAWARE OF THIS SERVICE. HOWEVER, I ASKED FOR A PRICE MATCH IF THE ADVISED PARTS WERE LOCATED ELSEWHERE AT A LOWER PRICE. CHRIS ADVISED THAT HE WOULD HAVE TO VERIFY WITH HIS SERVICE MANAGER IF THAT IS POSSIBLE. IS THIS DEALERSHIP YOUR NORMAL SERVICE/MAINTENANCE DEALERSHIP? YES. IF NO, PLEASE PROVIDE ANY OTHER AUDI DEALERSHIPS HAS THE VEHICLE BEEN PROVIDE THE FULL RECOMMENDED MAINTENANCE EVERY 10,000 MILES OR 12 MONTHS? YES, EVERY 10,000 MILES. IF YES, PLEASE PROVIDE THE AUDI DEALERSHIPS NAMES OR THE INVOICES (INCLUDING PART NUMBERS) FOR MAINTENANCE AND SERVICES PROVIDE BY AN INDEPENDENT? ALL SERVICE RECORDS ARE LABELED AND ATTACHED TO THIS E-MAIL. HAD THE VEHICLE EXHIBITED ANY CONCERNS PREVIOUS TO THIS SITUATION OCCURRING? NO. WHERE IS THE VEHICLE CURRENTLY LOCATED? THE VEHICLE IS STILL CURRENTLY AT THE AUDI OF HILTON HEAD DEALERSHIP. HAVE YOU ARE ANYONE IN YOUR FAMILY CURRENTLY OWN ANOTHER AUDI OR HAVE HAD AUDIS IN THE PAST? NO, THIS IS MY 1ST AUDI. SINCERELY [REDACTED] ON FRIDAY, MARCH 5, 2021, 11:37:56 AM EST, AUDITALK@AUDI.COM <AUDITALK@AUDI.COM> WROTE: GOOD MORNING, YOUR EMAIL TO OUR AUDI EXECUTIVES HAS BEEN RECEIVED.

Investigation Summary Report

Category Consumer Complaints

VW's File Number

VIN

WAUA2AFD1DN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2013

Report Date

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Mileage

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Alleged Fatalities

0

3/8/2021 3:48:00 PM FW: [FROM: EXTERNAL] RE: [REDACTED] | ----- FORWARDED MESSAGE ----- FROM: [REDACTED] SENT: 3/6/2021 11:22 AM TO: AUDITALK@AUDI.COM SUBJECT: [FROM: EXTERNAL] RE: [REDACTED] CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. GOOD MORNING [REDACTED], FIRST, I WOULD LIKE TO THANK YOU AND THE EXECUTIVES FOR TAKING THE TIME TO REVIEW MY EARLIER MESSAGE AS WELL AS YOUR QUICK RESPONSE. BELOW IS THE ANSWERS TO EACH OF THE QUESTIONS YOUVE REQUESTED BELOW: WHICH AUDI DEALERSHIP PROVIDED YOU THIS DIAGNOSIS? AUDI OF HILTON HEAD. WITH WHOM ARE YOU WORKING WITH AT THE DEALERSHIP? CHRIS MCCABE - AUDI SERVICE CONSULTANT; TECHNICIAN - COREY ROBERT STALEY. PLEASE INCLUDE THE REPAIR ESTIMATE ATTACHED IN YOUR REPLY: THE ESTIMATE IS ATTACHED AND TITLED "TURBOCHARGER REPAIR ESTIMATE". WHEN YOU REQUESTED ASSISTANCE WITH THIS REPAIR, WHAT WAS THE DEALERSHIP RESPONSE? I WAS UNAWARE OF THIS SERVICE. HOWEVER, I ASKED FOR A PRICE MATCH IF THE ADVISED PARTS WERE LOCATED ELSEWHERE AT A LOWER PRICE. CHRIS ADVISED THAT HE WOULD HAVE TO VERIFY WITH HIS SERVICE MANAGER IF THAT IS POSSIBLE. IS THIS DEALERSHIP YOUR NORMAL SERVICE/MAINTENANCE DEALERSHIP? YES. IF NO, PLEASE PROVIDE ANY OTHER AUDI DEALERSHIPS HAS THE VEHICLE BEEN PROVIDE THE FULL RECOMMENDED MAINTENANCE EVERY 10,000 MILES OR 12 MONTHS? YES, EVERY 10,000 MILES. IF YES, PLEASE PROVIDE THE AUDI DEALERSHIPS NAMES OR THE INVOICES (INCLUDING PART NUMBERS) FOR MAINTENANCE AND SERVICES PROVIDE BY AN INDEPENDENT? ALL SERVICE RECORDS ARE LABELED AND ATTACHED TO THIS E-MAIL. HAD THE VEHICLE EXHIBITED ANY CONCERNS PREVIOUS TO THIS SITUATION OCCURRING? NO. WHERE IS THE VEHICLE CURRENTLY LOCATED? THE VEHICLE IS STILL CURRENTLY AT THE AUDI OF HILTON HEAD DEALERSHIP. HAVE YOU ARE ANYONE IN YOUR FAMILY CURRENTLY OWN ANOTHER AUDI OR HAVE HAD AUDIS IN THE PAST? NO, THIS IS MY 1ST AUDI. SINCERELY,

3/8/2021 3:54:00 PM RE: FW: [FROM: EXTERNAL] RE: [REDACTED] | GOOD AFTERNOON, THANK YOU FOR THIS REPLY. WE HAVE RETRIEVED THE INFORMATION AND WILL REACH OUT TO THE DEALERSHIP. GENERALLY A REVIEW MAY TAKE UP TO TWO BUSINESS DAYS. ALL OFFERS OF ASSISTANCE COME FROM THE DEALERSHIP LEVEL. WE WILL BE IN TOUCH SHORTLY. ----- ORIGINAL MESSAGE ----- FROM: AUDITALK@AUDI.COM [AUDITALK@AUDI.COM] SENT: 3/8/2021 3:48 PM TO: MEGHAN.NAGEL@AUDI.COM SUBJECT: FW: [FROM: EXTERNAL] RE: [REDACTED] ----- FORWARDED MESSAGE ----- FROM: [REDACTED] SENT: 3/6/2021 11:22 AM TO: AUDITALK@AUDI.COM SUBJECT: [FROM: EXTERNAL] RE: [REDACTED] CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. GOOD MORNING MS. NAGEL, FIRST, I WOULD LIKE TO THANK YOU AND THE EXECUTIVES FOR TAKING THE TIME TO REVIEW MY EARLIER MESSAGE AS WELL AS YOUR QUICK RESPONSE. BELOW IS THE ANSWERS TO EACH OF THE QUESTIONS YOUVE REQUESTED BELOW: WHICH AUDI DEALERSHIP PROVIDED YOU THIS DIAGNOSIS? AUDI OF HILTON HEAD. WITH WHOM ARE YOU WORKING WITH AT THE DEALERSHIP? CHRIS MCCABE - AUDI SERVICE CONSULTANT; TECHNICIAN - COREY ROBERT STALEY. PLEASE INCLUDE THE REPAIR ESTIMATE ATTACHED IN YOUR REPLY: THE ESTIMATE IS ATTACHED AND TITLED "TURBOCHARGER REPAIR ESTIMATE". WHEN YOU REQUESTED ASSISTANCE WITH THIS REPAIR, WHAT WAS THE DEALERSHIP RESPONSE? I WAS UNAWARE OF THIS SERVICE. HOWEVER, I ASKED FOR A PRICE MATCH IF THE ADVISED PARTS WERE LOCATED ELSEWHERE AT A LOWER PRICE. CHRIS ADVISED THAT HE WOULD HAVE TO VERIFY WITH HIS SERVICE MANAGER IF THAT IS POSSIBLE. IS THIS DEALERSHIP YOUR NORMAL SERVICE/MAINTENANCE DEALERSHIP? YES. IF NO, PLEASE PROVIDE ANY OTHER AUDI DEALERSHIPS HAS THE VEHICLE BEEN PROVIDE THE FULL RECOMMENDED MAINTENANCE EVERY 10,000 MILES OR 12 MONTHS? YES, EVERY 10,000 MILES. IF YES, PLEASE PROVIDE THE AUDI DEALERSHIPS NAMES OR THE INVOICES (INCLUDING

Investigation Summary Report

Category Consumer Complaints

| | | | |
|-------------------------|----------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAUA2AFD1DN [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, A8, 2013 | | |
| Report Date | 3/5/2021 | Mileage | 38,542 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

3/8/2021 3:55:00 PM RE: [FROM: EXTERNAL] RE: [REDACTED] | GOOD AFTERNOON, THANK YOU FOR THIS REPLY. WE HAVE RETRIEVED THE INFORMATION AND WILL REACH OUT TO THE DEALERSHIP. GENERALLY A REVIEW MAY TAKE UP TO TWO BUSINESS DAYS. ALL OFFERS OF ASSISTANCE COME FROM THE DEALERSHIP LEVEL. WE WILL BE IN TOUCH SHORTLY. ----- ORIGINAL MESSAGE ----- FROM: [REDACTED] [REDACTED] SENT: 3/6/2021 11:22 AM TO: AUDITALK@AUDI.COM SUBJECT: [FROM: EXTERNAL] RE: [REDACTED] CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. GOOD MORNING [REDACTED], FIRST, I WOULD LIKE TO THANK YOU AND THE EXECUTIVES FOR TAKING THE TIME TO REVIEW MY EARLIER MESSAGE AS WELL AS YOUR QUICK RESPONSE. BELOW IS THE ANSWERS TO EACH OF THE QUESTIONS YOUVE REQUESTED BELOW: WHICH AUDI DEALERSHIP PROVIDED YOU THIS DIAGNOSIS? AUDI OF HILTON HEAD. WITH WHOM ARE YOU WORKING WITH AT THE DEALERSHIP? CHRIS MCCABE - AUDI SERVICE CONSULTANT; TECHNICIAN - COREY ROBERT STALEY. PLEASE INCLUDE THE REPAIR ESTIMATE ATTACHED IN YOUR REPLY: THE ESTIMATE IS ATTACHED AND TITLED "TURBOCHARGER REPAIR ESTIMATE". WHEN YOU REQUESTED ASSISTANCE WITH THIS REPAIR, WHAT WAS THE DEALERSHIP RESPONSE? I WAS UNAWARE OF THIS SERVICE. HOWEVER, I ASKED FOR A PRICE MATCH IF THE ADVISED PARTS WERE LOCATED ELSEWHERE AT A LOWER PRICE. CHRIS ADVISED THAT HE WOULD HAVE TO VERIFY WITH HIS SERVICE MANAGER IF THAT IS POSSIBLE. IS THIS DEALERSHIP YOUR NORMAL SERVICE/MAINTENANCE DEALERSHIP? YES. IF NO, PLEASE PROVIDE ANY OTHER AUDI DEALERSHIPS HAS THE VEHICLE BEEN PROVIDE THE FULL RECOMMENDED MAINTENANCE EVERY 10,000 MILES OR 12 MONTHS? YES, EVERY 10,000 MILES. IF YES, PLEASE PROVIDE THE AUDI DEALERSHIPS NAMES OR THE INVOICES (INCLUDING PART NUMBERS) FOR MAINTENANCE AND SERVICES PROVIDE BY AN INDEPENDENT? ALL SERVICE RECORDS ARE LABELED AND ATTACHED TO THIS E-MAIL. HAD THE VEHICLE EXHIBITED ANY CONCERNS PREVIOUS TO THIS SITUATION

3/8/2021 9:05:00 PM RE: [FROM: EXTERNAL] RE: [REDACTED] | THANK YOU AS WELL. SENT FROM YAHOO MAIL ON ANDROID ON MON, MAR 8, 2021 AT 3:55 PM, AUDITALK@AUDI.COM<AUDITALK@AUDI.COM> WROTE: GOOD AFTERNOON, THANK YOU FOR THIS REPLY. WE HAVE RETRIEVED THE INFORMATION AND WILL REACH OUT TO THE DEALERSHIP. GENERALLY A REVIEW MAY TAKE UP TO TWO BUSINESS DAYS. ALL OFFERS OF ASSISTANCE COME FROM THE DEALERSHIP LEVEL. WE WILL BE IN TOUCH SHORTLY. ----- ORIGINAL MESSAGE ----- FROM: [REDACTED] [REDACTED] SENT: 3/6/2021 11:22 AM TO: AUDITALK@AUDI.COM SUBJECT: [FROM: EXTERNAL] RE: [REDACTED] | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. | GOOD MORNING [REDACTED], FIRST, I WOULD LIKE TO THANK YOU AND THE EXECUTIVES FOR TAKING THE TIME TO REVIEW MY EARLIER MESSAGE AS WELL AS YOUR QUICK RESPONSE. BELOW IS THE ANSWERS TO EACH OF THE QUESTIONS YOUVE REQUESTED BELOW: WHICH AUDI DEALERSHIP PROVIDED YOU THIS DIAGNOSIS? AUDI OF HILTON HEAD. WITH WHOM ARE YOU WORKING WITH AT THE DEALERSHIP? CHRIS MCCABE - AUDI SERVICE CONSULTANT; TECHNICIAN - COREY ROBERT STALEY. PLEASE INCLUDE THE REPAIR ESTIMATE ATTACHED IN YOUR REPLY: THE ESTIMATE IS ATTACHED AND TITLED "TURBOCHARGER REPAIR ESTIMATE". WHEN YOU REQUESTED ASSISTANCE WITH THIS REPAIR, WHAT WAS THE DEALERSHIP RESPONSE? I WAS UNAWARE OF THIS SERVICE. HOWEVER, I ASKED FOR A PRICE MATCH IF THE ADVISED PARTS WERE LOCATED ELSEWHERE AT A LOWER PRICE. CHRIS ADVISED THAT HE WOULD HAVE TO VERIFY WITH HIS SERVICE MANAGER IF THAT IS POSSIBLE. IS THIS DEALERSHIP YOUR NORMAL SERVICE/MAINTENANCE DEALERSHIP? YES. IF NO, PLEASE PROVIDE ANY OTHER AUDI DEALERSHIPS HAS THE VEHICLE BEEN PROVIDE THE FULL RECOMMENDED MAINTENANCE EVERY 10,000 MILES OR 12 MONTHS? YES, EVERY 10,000 MILES. IF YES, PLEASE PROVIDE THE AUDI DEALERSHIPS NAMES OR THE INVOICES (INCLUDING PART NUMBERS) FOR MAINTENANCE AND SERVICES PROVIDE BY

Investigation Summary Report

Category Consumer Complaints

| | | | | |
|-------------------------|-----------------|--------------|------------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAUA2AFD1DN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 3/5/2021 | Mileage | 38,542 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

3/9/2021 10:04:00 AM WILL BE IN TOUCH SHORTLY. ----- ORIGINAL MESSAGE ----- FROM: [REDACTED]
SENT: 3/6/2021 11:22 AM TO: AUDITALK@AUDI.COM SUBJECT: [FROM: EXTERNAL] RE: [REDACTED] | CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. | GOOD MORNING [REDACTED], FIRST, I WOULD LIKE TO THANK YOU AND THE EXECUTIVES FOR TAKING THE TIME TO REVIEW MY EARLIER MESSAGE AS WELL AS YOUR QUICK RESPONSE. BELOW IS THE ANSWERS TO EACH OF THE QUESTIONS YOUVE REQUESTED BELOW: WHICH AUDI DEALERSHIP PROVIDED YOU THIS DIAGNOSIS? AUDI OF HILTON HEAD. WITH WHOM ARE YOU WORKING WITH AT THE DEALERSHIP? CHRIS MCCABE - AUDI SERVICE CONSULTANT; TECHNICIAN - COREY ROBERT STALEY. PLEASE INCLUDE THE REPAIR ESTIMATE ATTACHED IN YOUR REPLY: THE ESTIMATE IS ATTACHED AND TITLED "TURBOCHARGER REPAIR ESTIMATE". WHEN YOU REQUESTED ASSISTANCE WITH THIS REPAIR, WHAT WAS THE DEALERSHIP RESPONSE? I WAS UNAWARE OF THIS SERVICE. HOWEVER, I ASKED FOR A PRICE MATCH IF THE ADVISED PARTS WERE LOCATED ELSEWHERE AT A LOWER PRICE. CHRIS ADVISED THAT HE WOULD HAVE TO VERIFY WITH HIS SERVICE MANAGER IF THAT IS POSSIBLE. IS THIS DEALERSHIP YOUR NORMAL SERVICE/MAINTENANCE DEALERSHIP? YES. IF NO, PLEASE PROVIDE ANY OTHER AUDI DEALERSHIPS HAS THE VEHICLE BEEN PROVIDE THE FULL RECOMMENDED MAINTENANCE EVERY 10,000 MILES OR 12 MONTHS? YES, EVERY 10,000 MILES. IF YES, PLEASE PROVIDE THE AUDI DEALERSHIPS NAMES OR THE INVOICES (INCLUDING PART NUMBERS) FOR MAINTENANCE AND SERVICES PROVIDE BY AN INDEPENDENT? ALL SERVICE RECORDS ARE LABELED AND ATTACHED TO THIS E-MAIL. HAD THE VEHICLE EXHIBITED ANY CONCERNS PREVIOUS TO THIS SITUATION OCCURRING? NO. WHERE IS THE VEHICLE CURRENTLY LOCATED? THE VEHICLE IS STILL CURRENTLY AT THE AUDI OF HILTON HEAD DEALERSHIP. HAVE YOU ARE ANYONE IN YOUR FAMILY CURRENTLY OWN ANOTHER AUDI OR HAVE HAD AUDIS IN THE PAST? NO, THIS IS MY 1ST AUDI. SINCERELY, [REDACTED]

3/9/2021 3:20:00 PM FOR THE MAINTENANCES PROVIDED IN 2017, 2018 AND 2020? ----- ORIGINAL MESSAGE ----- FROM [REDACTED]
[REDACTED] SENT: 3/8/2021 9:05 PM TO: AUDITALK@AUDI.COM SUBJECT: RE: [FROM: EXTERNAL] RE: [REDACTED]
THANK YOU AS WELL. SENT FROM YAHOO MAIL ON ANDROID ON MON, MAR 8, 2021 AT 3:55 PM, AUDITALK@AUDI.COM
<AUDITALK@AUDI.COM> WROTE: GOOD AFTERNOON, THANK YOU FOR THIS REPLY. WE HAVE RETRIEVED THE INFORMATION AND WILL REACH OUT TO THE DEALERSHIP. GENERALLY A REVIEW MAY TAKE UP TO TWO BUSINESS DAYS. ALL OFFERS OF ASSISTANCE COME FROM THE DEALERSHIP LEVEL. WE WILL BE IN TOUCH SHORTLY. ----- ORIGINAL MESSAGE ----- FROM: [REDACTED]
[REDACTED] SENT: 3/6/2021 11:22 AM TO: AUDITALK@AUDI.COM SUBJECT: [FROM: EXTERNAL] RE: [REDACTED]
CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. GOOD MORNING [REDACTED], FIRST, I WOULD LIKE TO THANK YOU AND THE EXECUTIVES FOR TAKING THE TIME TO REVIEW MY EARLIER MESSAGE AS WELL AS YOUR QUICK RESPONSE. BELOW IS THE ANSWERS TO EACH OF THE QUESTIONS YOUVE REQUESTED BELOW: WHICH AUDI DEALERSHIP PROVIDED YOU THIS DIAGNOSIS? AUDI OF HILTON HEAD. WITH WHOM ARE YOU WORKING WITH AT THE DEALERSHIP? CHRIS MCCABE - AUDI SERVICE CONSULTANT; TECHNICIAN - COREY ROBERT STALEY. PLEASE INCLUDE THE REPAIR ESTIMATE ATTACHED IN YOUR REPLY: THE ESTIMATE IS ATTACHED AND TITLED "TURBOCHARGER REPAIR ESTIMATE". WHEN YOU REQUESTED ASSISTANCE WITH THIS REPAIR, WHAT WAS THE DEALERSHIP RESPONSE? I WAS UNAWARE OF THIS SERVICE. HOWEVER, I ASKED FOR A PRICE MATCH IF THE ADVISED PARTS WERE LOCATED ELSEWHERE AT A LOWER PRICE. CHRIS ADVISED THAT HE WOULD HAVE TO VERIFY WITH HIS SERVICE MANAGER IF THAT IS POSSIBLE. IS THIS DEALERSHIP YOUR NORMAL SERVICE/MAINTENANCE DEALERSHIP? YES. IF NO, PLEASE PROVIDE ANY OTHER AUDI DEALERSHIPS HAS THE VEHICLE BEEN PROVIDE THE FULL RECOMMENDED MAINTENANCE

Investigation Summary Report

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|-------------------------|---------------------|--------------|------------------|--------------------|
| Category | Consumer Complaints | | | |
| VW's File Number | [REDACTED] | VIN | WAUA2AFD1DN | [REDACTED] |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 3/5/2021 | Mileage | 38,542 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

3/9/2021 4:26:00 PM IN YOUR REPLY: THE ESTIMATE IS ATTACHED AND TITLED "TURBOCHARGER REPAIR ESTIMATE". WHEN YOU REQUESTED ASSISTANCE WITH THIS REPAIR, WHAT WAS THE DEALERSHIP RESPONSE? I WAS UNAWARE OF THIS SERVICE. HOWEVER, I ASKED FOR A PRICE MATCH IF THE ADVISED PARTS WERE LOCATED ELSEWHERE AT A LOWER PRICE. CHRIS ADVISED THAT HE WOULD HAVE TO VERIFY WITH HIS SERVICE MANAGER IF THAT IS POSSIBLE. IS THIS DEALERSHIP YOUR NORMAL SERVICE/MAINTENANCE DEALERSHIP? YES. IF NO, PLEASE PROVIDE ANY OTHER AUDI DEALERSHIPS HAS THE VEHICLE BEEN PROVIDE THE FULL RECOMMENDED MAINTENANCE EVERY 10,000 MILES OR 12 MONTHS? YES, EVERY 10,000 MILES. IF YES, PLEASE PROVIDE THE AUDI DEALERSHIPS NAMES OR THE INVOICES (INCLUDING PART NUMBERS) FOR MAINTENANCE AND SERVICES PROVIDE BY AN INDEPENDENT? ALL SERVICE RECORDS ARE LABELED AND ATTACHED TO THIS E-MAIL. HAD THE VEHICLE EXHIBITED ANY CONCERNS PREVIOUS TO THIS SITUATION OCCURRING? NO. WHERE IS THE VEHICLE CURRENTLY LOCATED? THE VEHICLE IS STILL CURRENTLY AT THE AUDI OF HILTON HEAD DEALERSHIP. HAVE YOU ARE ANYONE IN YOUR FAMILY CURRENTLY OWN ANOTHER AUDI OR HAVE HAD AUDIS IN THE PAST? NO, THIS IS MY 1ST AUDI. SINCERELY, [REDACTED] [REDACTED] FRIDAY, MARCH 5, 2021, 11:37:56 AM EST, AUDITALK@AUDI.COM <AUDITALK@AUDI.COM> WROTE:GOOD MORNING, YOUR EMAIL TO OUR AUDI EXECUTIVES HAS BEEN RECEIVED. AFTER REVIEW THEY HAVE REQUESTED WE PROVIDE A REPLY ON THEIR BEHALF. MY NAME IS [REDACTED] AND I HANDLE THE RESEARCH, REVIEW AND REPLY ON BEHALF OF ALL OF OUR EXECUTIVES INCLUDING [REDACTED]. PLEASE ACCEPT MY CONTACT ON THEIR BEHALF. WE SINCERELY REGRET TO HEAR OF THE CONCERN EXHIBITED WITH THE VEHICLE LEADING TO THIS REPAIR. WE CAN CERTAINLY UNDERSTAND THE FRUSTRATION THAT MUST COME WITH ANY REPAIR NECESSARY FALLING OUTSIDE OF WARRANTY. WE DO HOPE THAT ONCE A VEHICLE COMES TO THE END OF ITS WARRANTY PERIOD A CUSTOMER WILL CONSIDER AN EXTENDED SERVICE CONTRACT THROUGH THEIR PREFERRED AUDI DEALERSHIP, SHOULD THE COST OF POSSIBLE

3/9/2021 4:26:00 PM RE: [FROM: EXTERNAL] RE: [REDACTED] | GOOD AFTERNOON, NO PROB. I AGREE. HOWEVER IN THE SITUATION MENTIONED BELOW, THE SERVICE TECHNICIAN DROPPED THE BALL BY NOT ADDING THE REQUIRED AMOUNT OF OIL WHEN SERVICING MY VEHICLE. I WAS CONTACTED BY THE SERVICE DIRECTOR A FEW HOURS AGO. HE EXPRESSED AN INTEREST TO ONLY SELL ME A NEW VEHICLE WITH \$1500 OFF OR A CPO VEHICLE WITH \$1000 OFF, BUT ADVISED HE WAS CONSTRAINED TO NOT OFFER ANYTHING TOWARDS THE REPAIRS OF THE TURBOS. KIND REGARDS, SENT FROM YAHOO MAIL ON ANDROID ON TUE, MAR 9, 2021 AT 3:20 PM, AUDITALK@AUDI.COM<AUDITALK@AUDI.COM> WROTE: GOOD AFTERNOON, THANK YOU FOR PROVIDING THIS UPDATED INFORMATION. REGRETTABLY, WE ARE UNABLE TO ATTEST TO HOW A VEHICLE WILL REACT WHEN PROPER MAINTENANCE IS NOT PROVIDED. HOWEVER, WE HAVE ENSURED THE DEALERSHIP HAS BEEN PROVIDED ALL OF THE NECESSARY INFORMATION AND ENGAGED THE PROPER INTERNAL RESOURCES TOWARDS REVIEW. THEY HAVE INDICATED THEY WILL BE REACHING OUT TO YOU TOWARDS ANY OPTIONS AVAILABLE OUTSIDE OF WARRANTY. ----- ORIGINAL MESSAGE ----- FROM: [REDACTED] [REDACTED] SENT: 3/9/2021 10:04 AM TO: AUDITALK@AUDI.COM SUBJECT: RE: [FROM: EXTERNAL] RE: [REDACTED] GOOD MORNING AGAIN [REDACTED], I FORGOT TO MENTION TO YOU THAT DURING MY PREVIOUS SERVICE INTERVAL THE TECHNICIAN DID NOT PUT THE REQUIRED AMOUNT OF OIL IN MY CAR. SEVERAL DAYS AFTER HAVING SERVICE, MY CAR ALERTED "LOW OIL LEVEL". I CALLED THE SERVICE DEPT. AND THEY SUGGESTED THAT I BRING THE CAR BACK IN TO THEM. THEY INSPECTED THE VEHICLE TO VERIFY THERE WERE NO ISSUES, APOLOGIZED AND TOPPED THE OIL TO THE REQUIRED LEVEL. SENT FROM YAHOO MAIL ON ANDROID ON TUE, MAR 9, 2021 AT 8:35 AM, [REDACTED] WROTE:GOOD MORNING,I DO NOT HAVE ANY RECORDS FOR 2017 AND 2018. THE CAR WAS HAVING LESS THAN 3K MILES DRIVEN DURING THAT PERIOD. DURING THE RECALL WORK IN 2018, I WAS ADVISED THAT THE CAR HAVENT REACHED THE MILEAGE FOR THE NEXT SERVICE INTERVAL WHEN

Investigation Summary Report

Category Consumer Complaints

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|-------------------------|-----------------|--------------|------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 3/5/2021 | Mileage | 38,542 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

3/9/2021 7:03:00 AM RE: [FROM: EXTERNAL] RE: [REDACTED] | GOOD MORNING, IN FURTHER REVIEW OF THE INFORMATION PROVIDED, WE ARE ABLE TO FIND THE MAINTENANCE PROVIDED IN OCT. OF 2016 AND ONE IN NOV. OF 2019. SINCE MAINTENANCES ARE NECESSARY EVERY 10,000 MILES OR 12 MONTHS (WHICH EVER OCCURS FIRST), WOULD YOU HAPPEN TO HAVE THE INVOICES FOR THE MAINTENANCES PROVIDED IN 2017, 2018 AND 2020? ----- ORIGINAL MESSAGE ----- FROM: [REDACTED] SENT: 3/8/2021 9:05 PM TO: AUDITALK@AUDI.COM SUBJECT: RE: [FROM: EXTERNAL] RE: [REDACTED] THANK YOU AS WELL. SENT FROM YAHOO MAIL ON ANDROID ON MON, MAR 8, 2021 AT 3:55 PM, AUDITALK@AUDI.COM <AUDITALK@AUDI.COM> WROTE: GOOD AFTERNOON, THANK YOU FOR THIS REPLY. WE HAVE RETRIEVED THE INFORMATION AND WILL REACH OUT TO THE DEALERSHIP. GENERALLY A REVIEW MAY TAKE UP TO TWO BUSINESS DAYS. ALL OFFERS OF ASSISTANCE COME FROM THE DEALERSHIP LEVEL. WE WILL BE IN TOUCH SHORTLY. ----- ORIGINAL MESSAGE ----- FROM: [REDACTED] SENT: 3/6/2021 11:22 AM TO: AUDITALK@AUDI.COM SUBJECT: [FROM: EXTERNAL] RE: [REDACTED] CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. GOOD MORNING [REDACTED], FIRST, I WOULD LIKE TO THANK YOU AND THE EXECUTIVES FOR TAKING THE TIME TO REVIEW MY EARLIER MESSAGE AS WELL AS YOUR QUICK RESPONSE. BELOW IS THE ANSWERS TO EACH OF THE QUESTIONS YOUVE REQUESTED BELOW: WHICH AUDI DEALERSHIP PROVIDED YOU THIS DIAGNOSIS? AUDI OF HILTON HEAD. WITH WHOM ARE YOU WORKING WITH AT THE DEALERSHIP? CHRIS MCCABE - AUDI SERVICE CONSULTANT; TECHNICIAN - COREY ROBERT STALEY. PLEASE INCLUDE THE REPAIR ESTIMATE ATTACHED IN YOUR REPLY: THE ESTIMATE IS ATTACHED AND TITLED "TURBOCHARGER REPAIR ESTIMATE". WHEN YOU REQUESTED ASSISTANCE WITH THIS REPAIR, WHAT WAS THE DEALERSHIP RESPONSE? I WAS UNAWARE OF THIS SERVICE. HOWEVER, I ASKED FOR A PRICE MATCH IF THE ADVISED

3/9/2021 8:36:00 AM ANSWERS TO EACH OF THE QUESTIONS YOUVE REQUESTED BELOW: WHICH AUDI DEALERSHIP PROVIDED YOU THIS DIAGNOSIS? AUDI OF HILTON HEAD. WITH WHOM ARE YOU WORKING WITH AT THE DEALERSHIP? CHRIS MCCABE - AUDI SERVICE CONSULTANT; TECHNICIAN - COREY ROBERT STALEY. PLEASE INCLUDE THE REPAIR ESTIMATE ATTACHED IN YOUR REPLY: THE ESTIMATE IS ATTACHED AND TITLED "TURBOCHARGER REPAIR ESTIMATE". WHEN YOU REQUESTED ASSISTANCE WITH THIS REPAIR, WHAT WAS THE DEALERSHIP RESPONSE? I WAS UNAWARE OF THIS SERVICE. HOWEVER, I ASKED FOR A PRICE MATCH IF THE ADVISED PARTS WERE LOCATED ELSEWHERE AT A LOWER PRICE. CHRIS ADVISED THAT HE WOULD HAVE TO VERIFY WITH HIS SERVICE MANAGER IF THAT IS POSSIBLE. IS THIS DEALERSHIP YOUR NORMAL SERVICE/MAINTENANCE DEALERSHIP? YES. IF NO, PLEASE PROVIDE ANY OTHER AUDI DEALERSHIPS HAS THE VEHICLE BEEN PROVIDE THE FULL RECOMMENDED MAINTENANCE EVERY 10,000 MILES OR 12 MONTHS? YES, EVERY 10,000 MILES. IF YES, PLEASE PROVIDE THE AUDI DEALERSHIPS NAMES OR THE INVOICES (INCLUDING PART NUMBERS) FOR MAINTENANCE AND SERVICES PROVIDE BY AN INDEPENDENT? ALL SERVICE RECORDS ARE LABELED AND ATTACHED TO THIS E-MAIL. HAD THE VEHICLE EXHIBITED ANY CONCERNS PREVIOUS TO THIS SITUATION OCCURRING? NO. WHERE IS THE VEHICLE CURRENTLY LOCATED? THE VEHICLE IS STILL CURRENTLY AT THE AUDI OF HILTON HEAD DEALERSHIP. HAVE YOU ARE ANYONE IN YOUR FAMILY CURRENTLY OWN ANOTHER AUDI OR HAVE HAD AUDIS IN THE PAST? NO, THIS IS MY 1ST AUDI. SINCERELY, [REDACTED] FRIDAY, MARCH 5, 2021, 11:37:56 AM EST, AUDITALK@AUDI.COM <AUDITALK@AUDI.COM> WROTE:GOOD MORNING, YOUR EMAIL TO OUR AUDI EXECUTIVES HAS BEEN RECEIVED. AFTER REVIEW THEY HAVE REQUESTED WE PROVIDE A REPLY ON THEIR BEHALF. MY NAME IS [REDACTED] AND I HANDLE THE RESEARCH, REVIEW AND REPLY ON BEHALF OF ALL OF OUR EXECUTIVES INCLUDING [REDACTED] AND [REDACTED] RUSH. PLEASE ACCEPT MY CONTACT ON THEIR BEHALF. WE SINCERELY REGRET TO HEAR OF THE CONCERN EXHIBITED WITH THE VEHICLE LEADING TO THIS REPAIR. WE CAN

Investigation Summary Report

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|-------------------------|---------------------|--------------|------------------|--------------------|
| Category | Consumer Complaints | | | |
| VW's File Number | [REDACTED] | VIN | WAUA2AFD1DN | [REDACTED] |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
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| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

3/10/2021 7:45:00 AM RE: [FROM: EXTERNAL] RE: [REDACTED] | GOOD MORNING, THANK YOU FOR YOUR FOLLOW UP. AS THE MANUFACTURER, WE ARE ABLE ASSIST WITH ITEMS THAT FALL UNDER THE MANUFACTURERS APPLIED WARRANTIES. WE ARE ABLE TO VERIFY THE VEHICLE HAS FALLEN OUTSIDE OF THOSE PARAMETERS. ANY CONCERNS WITH WORKMANSHIP WOULD BE DISCUSSED DIRECTLY WITH THE DEALERSHIP SO THEY MAY REVIEW THIS CONCERN AND PROVIDE AN AMICABLE OUTCOME. THE DEALERSHIP HAS ENGAGED THE PROPER ENTITIES INTERNALLY FOR REVIEW TOWARDS ANY ASSISTANCE POSSIBLE. WE WOULD SUPPORT THEIR CONTACT AND ANY OFFERS PROVIDED ON BEHALF OF AOA, THE DEALERSHIP IS THE ENTITY WHICH PROVIDES ANY OFFERS OF ASSISTANCE OUTSIDE OF WARRANTY. WE REGRET THE OFFER PROVIDED DOES NOT MEET YOUR EXPECTATIONS. WE DO THANK YOU FOR ALLOWING OUR EXECUTIVES THE OPPORTUNITY TO REVIEW YOU CONCERN AND PROVIDE SUPPORT AS TO THE OUTCOME PROVIDED THROUGH THE DEALERSHIP. ----- ORIGINAL MESSAGE ----- FROM: [REDACTED] [REDACTED] SENT: 3/9/2021 4:26 PM TO: AUDITALK@AUDI.COM SUBJECT: RE: [FROM: EXTERNAL] RE: [REDACTED] GOOD AFTERNOON, NO PROB. I AGREE. HOWEVER IN THE SITUATION MENTIONED BELOW, THE SERVICE TECHNICIAN DROPPED THE BALL BY NOT ADDING THE REQUIRED AMOUNT OF OIL WHEN SERVICING MY VEHICLE. I WAS CONTACTED BY THE SERVICE DIRECTOR A FEW HOURS AGO. HE EXPRESSED AN INTEREST TO ONLY SELL ME A NEW VEHICLE WITH \$1500 OFF OR A CPO VEHICLE WITH \$1000 OFF, BUT ADVISED HE WAS CONSTRAINED TO NOT OFFER ANYTHING TOWARDS THE REPAIRS OF THE TURBOS. KIND REGARDS, SENT FROM YAHOO MAIL ON ANDROID ON TUE, MAR 9, 2021 AT 3:20 PM, AUDITALK@AUDI.COM <AUDITALK@AUDI.COM> WROTE: GOOD AFTERNOON, THANK YOU FOR PROVIDING THIS UPDATED INFORMATION. REGRETTABLY, WE ARE UNABLE TO ATTEST TO HOW A VEHICLE WILL REACT WHEN PROPER MAINTENANCE IS NOT PROVIDED. HOWEVER, WE HAVE ENSURED THE DEALERSHIP HAS BEEN PROVIDED ALL OF THE NECESSARY INFORMATION AND ENGAGED THE PROPER INTERNAL RESOURCES TOWARDS REVIEW. THEY HAVE INDICATED THEY WILL BE REACHING OUT

3/10/2021 7:45:00 AM WE HAVE RETRIEVED THE INFORMATION AND WILL REACH OUT TO THE DEALERSHIP. GENERALLY A REVIEW MAY TAKE UP TO TWO BUSINESS DAYS. ALL OFFERS OF ASSISTANCE COME FROM THE DEALERSHIP LEVEL. WE WILL BE IN TOUCH SHORTLY. ----- ORIGINAL MESSAGE ----- FROM: [REDACTED] [REDACTED] SENT: 3/6/2021 11:22 AM TO: AUDITALK@AUDI.COM SUBJECT: [FROM: EXTERNAL] RE: [REDACTED] CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. GOOD MORNING MS. NAGEL, FIRST, I WOULD LIKE TO THANK YOU AND THE EXECUTIVES FOR TAKING THE TIME TO REVIEW MY EARLIER MESSAGE AS WELL AS YOUR QUICK RESPONSE. BELOW IS THE ANSWERS TO EACH OF THE QUESTIONS YOUVE REQUESTED BELOW: WHICH AUDI DEALERSHIP PROVIDED YOU THIS DIAGNOSIS? AUDI OF HILTON HEAD. WITH WHOM ARE YOU WORKING WITH AT THE DEALERSHIP? CHRIS MCCABE - AUDI SERVICE CONSULTANT; TECHNICIAN - COREY ROBERT STALEY. PLEASE INCLUDE THE REPAIR ESTIMATE ATTACHED IN YOUR REPLY: THE ESTIMATE IS ATTACHED AND TITLED "TURBOCHARGER REPAIR ESTIMATE". WHEN YOU REQUESTED ASSISTANCE WITH THIS REPAIR, WHAT WAS THE DEALERSHIP RESPONSE? I WAS UNAWARE OF THIS SERVICE. HOWEVER, I ASKED FOR A PRICE MATCH IF THE ADVISED PARTS WERE LOCATED ELSEWHERE AT A LOWER PRICE. CHRIS ADVISED THAT HE WOULD HAVE TO VERIFY WITH HIS SERVICE MANAGER IF THAT IS POSSIBLE. IS THIS DEALERSHIP YOUR NORMAL SERVICE/MAINTENANCE DEALERSHIP? YES. IF NO, PLEASE PROVIDE ANY OTHER AUDI DEALERSHIPS HAS THE VEHICLE BEEN PROVIDE THE FULL RECOMMENDED MAINTENANCE EVERY 10,000 MILES OR 12 MONTHS? YES, EVERY 10,000 MILES. IF YES, PLEASE PROVIDE THE AUDI DEALERSHIPS NAMES OR THE INVOICES (INCLUDING PART NUMBERS) FOR MAINTENANCE AND SERVICES PROVIDE BY AN INDEPENDENT? ALL SERVICE RECORDS ARE LABELED AND ATTACHED TO THIS E-MAIL. HAD THE VEHICLE EXHIBITED ANY CONCERNS PREVIOUS TO THIS SITUATION OCCURRING? NO. WHERE IS THE VEHICLE CURRENTLY LOCATED? THE VEHICLE IS STILL CURRENTLY

Investigation Summary Report

| | | | | |
|-------------------------|---------------------|--------------|------------------|--------------------|
| Category | Consumer Complaints | | | |
| VW's File Number | [REDACTED] | VIN | WAUF2AFC0DN | [REDACTED] |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S6, 2013 | | | |
| Report Date | 3/31/2021 | Mileage | 58,117 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|-------------------------|---|
| 3/31/2021 1:36:00 PM | TURBOS NEED TO BE REPLACED |
| 3/31/2021 1:41:00 PM | WHERE IS THE VEHICLE? AUDI NORWELL HAS THE VEHICLE BEEN DIAGNOSED RECENTLY?YES, TURBOS NEED TO BE REPLACED HAVE YOU BEEN PROVIDED WITH A REPAIR ESTIMATE? \$11697 HAVE YOU AUTHORIZED REPAIRS AND WHEN? NO WAITING FOR OUT COME OF REVIEW FROM AOA DID THE DEALER PROVIDE YOU WITH AN ETA FOR COMPLETION?NO THEY ARE NOT ORDERING PARTS UNTIL THE REPAIR IS AUTHORIZED. HAVE REPAIRS BEEN COMPLETED? NO IS THIS THE DEALERSHIP THAT YOU TYPICALLY WORK WITH? CUST STATED HE USES LOCAL SHOPS FOR MINOR REPAIRS AND AUDI NORWELL FOR MAJOR REPAIRS HAS THE DEALER DISCOUNTED THE REPAIR?NO HAVE YOU PROVIDED THE DEALER WITH PAST REPAIR/MAINTENANCE ROS FOR CONSIDERATION? N/A DID YOU ASK THE DEALER FOR ASSISTANCE PRIOR TO AUTHORIZING REPAIR? YES HOW MUCH WAS OFFERED IF SO? SM HAS NOT GOTTEN BACK TO CUST WHAT LEVEL OF ASSISTANCE ARE YOU SEEKING? ASSISTANCE WITH COST OF REPAIR EXTENUATING CIRCUMSTANCES (MILITARY, FAMILY EMERGENCY, OUT OF TOWN, 6/6 ETC.): NA LOYALTY QUESTIONS IS THIS YOUR FIRST AUDI? NO IF NO, WHICH OTHER VEHICLES HAVE YOU OWNED (INCLUDE VINS)? CUST HAS OWNED 8 AUDIS; WILL BE SENDING THE MODEL TYPES AND YEARS OF THE VEHICLES IN AN EMAIL WHEN WAS THE VEHICLE PURCHASED? MARCH 12 2021 DID YOU PURCHASE YOUR VEHICLE NEW OR CPO? USED WHICH AUDI DEALERSHIP DID YOU PURCHASE YOUR VEHICLE FROM? AUDI DUBLIN |
| 3/31/2021 3:27:00 PM | [FROM: EXTERNAL] RE: [REDACTED] [REDACTED] 3/31/2021; CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. JAIME, I WANT TO PERSONALLY THANK YOU FOR LISTENING TO ME TODAY... AND I HOPE AUDI CAN BE OF ASSISTANCE WITH THE ISSUES OF MY RECENT AUDI S6 PURCHASE. PLEASE FIND HEREIN A BRIEF DESCRIPTION OF THE ACTIVES, ISSUE AND CONTACT INFORMATION FROM THE TWO AUDI DEALERS... TO WHOM IT MAY CONCERN, GOOD DAY AND I THANK YOU IN ADVANCE INTO MY RECENT PURCHASE AND MECHANICAL ISSUE AS I AM REACHING OUT TO AUDI USA TO SEE IF THERE IS ANY OPPORTUNITY FOR YOUR ORGANIZATION TO ASSIST WITH MY DILEMMA AS MY VEHICLE DIED (TURBOS) 1 WEEK AFTER PURCHASE (MACH 12, 2021). I HAVE BEEN A LOYAL CUSTOMER OF AUTOS FROM AUDI OVER THE MANY YEARS... AS DEPICTED BELOW... I WAS TOLD AT THE AUDI DUBLIN OH FINANCE CLOSING THAT THERE WAS NO WARRANTY BEING OFFERED AND THERE WAS NO EXTENDED WARRANTY OFFERED AS WELL. I BELIEVED AS PER SALES THERE WAS GOING TO BE A SHORT TERM WARRANTY AS I DROVE 800 MILES TO TRADE IN MY 2013 A7 VEHICLE FOR THE 2013 S6. I HAVE BEEN TRYING TO WORK WITH MAG AUDI TO ASSIST WITH THE FOLLOWING: 1. RETURN THE S6 FOR MY A7 2. RETURN THE S6 AND BUY A DIFFERENT VEHICLE 3. AUDI DUBLIN TO FULLY SERVICE THE VEHICLE OR PROVIDE SOME FINANCIAL ASSISTANCE THE OPTION REGARDING FINANCIAL ASSISTANCE IS PENDING... THE AUDI S6 VEHICLE WAS PURCHASED AT: MAG AUDI 5875 VENTURE DRIVE DUBLIN, OH 43017 614-889-2571 CONTACTS: GM - JUSTIN HOWELL SM - BEN CATALOGNA SEQUENCE OF EVENTS: 1. VEHICLE WAS PURCHASED EFFECTIVE ON MARCH 12, 2021 2. VEHICLE DIED ON MARCH 19, 2021 3. VEHICLE WAS TOWED TO THE FOLLOWING DEALERSHIP ON MARCH 22, 2021 AUDI NORWELL 59 POND STREET NORWELL, MA 02061 781-261-5000 CONTACTS: SERVICE ADVISOR - TOM CANNON AS PER THE AUDI NORWELL THE FOLLOWING ISSUES WERE DIAGNOSED DURING THERE MULTI-POINT INSPECTION: ESTIMATED SERVICE COST \$11,697 INSPECTED |

Investigation Summary Report

Category Consumer Complaints

| | | | | |
|-------------------------|-----------------|--------------|------------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAUF2AFC0DN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S6, 2013 | | | |
| Report Date | 3/31/2021 | Mileage | 58,117 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

3/31/2021 3:27:00 PM TURBO INLETS USING BORESCOPE, TURBOS LOOK TO BE DAMAGED. RECOMMEND TO REMOVE INTAKE THROTTLE BODY TO REALLY INSPECT TURBOS. PRICE QUOTE: 2 TURBO REPLACEMENTS, ALSO REPLACE OIL SCREEN, CHECK VALVE AND VALLEY PAN GASKET AS PER TSB 2044640/9 I HAVE OWNED THE FOLLOWING (8) AUDIS: MID 1970S AND A LATE 1990S MODEL 100 2001 A6; 2003 S8; 2008 S6; 2011 A6; 2013 A7; 2013 S6 NOTE: I AM SURE I CAN GET REGISTRATIONS FOR THESE VEHICLES LISTED... SINCERELY, [REDACTED] SALEM, NH [REDACTED] > ON MAR 31, 2021, AT 1:37 PM, AUDITALK@AUDI.COM WROTE: > HELLO [REDACTED] > > THANK YOU FOR CONTACTING US IN REGARD TO YOUR 2013 AUDI S6. IT WAS A PLEASURE TO SPEAK WITH YOU TODAY. YOUR REFERENCE NUMBER CAN BE FOUND IN THE SUBJECT LINE. > > WHILE WE REVIEW PLEASE DO NOT HESITATE TO CONTACT ME WITH ADDITIONAL INQUIRIES OR INFORMATION. I AM EASILY REACHED BY RESPONDING DIRECTLY TO THIS EMAIL. FOR A MORE PERSONAL EXPERIENCE, YOU MAY ALSO CONTACT ME VIA TELEPHONE AT +1 800 822 2834. AFTER LISTENING TO THE AUDI GREETING, SELECT PROMPT 9, AND ENTER IN MY EXTENSION 43578 TO SPEAK WITH ME DIRECTLY. IF I AM NOT AVAILABLE, PLEASE LEAVE A VOICEMAIL AND I WILL FOLLOW UP WITH YOU AT MY EARLIEST OPPORTUNITY. > > KIND REGARDS, > > JAIME C. > CUSTOMER ADVOCATE, AUDI CXC > > TO PROVIDE YOU WITH THE BEST SERVICE POSSIBLE, ITS IMPORTANT THAT YOU RESPOND TO US BY REPLYING TO THIS EMAIL. REPLYING OUTSIDE OF THIS EMAIL WILL RESULT IN A DELAYED RESPONSE. THANK YOU FOR CONTACTING THE AUDI CUSTOMER EXPERIENCE CENTER. > > AUDI OF AMERICA, INC. > CUSTOMER EXPERIENCE CENTER > 3800 HAMLIN ROAD > AUBURN HILLS, MI 48326 > UNITED STATES OF AMERICA > TEL. +1 800 822 2834 > SELECT PROMPT 9 EXT 43578 > FAX. +1 248 754 6521 > AUDITALK@AUDI.COM > HTTP://WWW.AUDIUSA.COM > > > >

4/1/2021 11:25:00 AM [REDACTED] / [REDACTED] / WAUF2AFC0DN [REDACTED] / 2013 S6 (GOODWILL REQUEST) | HI MICHAEL, I AM REACHING OUT ON BEHALF OF MY COLLEAGUE, [REDACTED] CONTACTED THE CXC LOOKING FOR SOME ASSISTANCE WITH TURBO REPLACEMENT FOR A USED S6 HE JUST PURCHASED. WAUF2AFC0DN [REDACTED] / 2013 S6 IN-SERVICE: 10/1/2012 58,117 MILES PURCHASED USED FROM AUDI DUBLIN IN 3/2021 CUSTOMER STATED HES OWNED 8 AUDIS WE HAVE A TOTAL OF 3 VINS FOR HIM. ACCORDING TO THE CALL NOTES, [REDACTED] PURCHASED THIS VEHICLE 3/12 AND IT DIED ON 3/19, AND HAS BEEN DIAGNOSED AS NEEDING 2 TURBOS FOR \$11,697. CAN YOU PLEASE SHARE YOUR TEAMS FINDINGS? [REDACTED] ADVISED THAT THE TURBOS APPEARED TO BE DAMAGED. ALSO, HAS ANYONE FROM YOUR TEAM BEEN IN COMMUNICATION WITH AUDI DUBLIN ABOUT THE CONCERNS? IM NOT SEEING MUCH OF A CASE FOR GOODWILL HERE. LOOKING FORWARD TO YOUR FEEDBACK. RAY P. REGION CASE EXPERT, AUDI CXC AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE CENTER 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA TEL. +1 800 822 2834 FAX. +1 248 754 6521 AUDITALK@AUDI.COM HTTP://WWW.AUDIUSA.COM

4/1/2021 12:06:00 PM OWNED 8 AUDIS - WE HAVE A TOTAL OF 3 VINS FOR HIM. ACCORDING TO THE CALL NOTES, [REDACTED] PURCHASED THIS VEHICLE 3/12 AND IT DIED ON 3/19, AND HAS BEEN DIAGNOSED AS NEEDING 2 TURBOS FOR \$11,697. CAN YOU PLEASE SHARE YOUR TEAMS FINDINGS? [REDACTED] ADVISED THAT THE TURBOS APPEARED TO BE DAMAGED. ALSO, HAS ANYONE FROM YOUR TEAM BEEN IN COMMUNICATION WITH AUDI DUBLIN ABOUT THE CONCERNS? IM NOT SEEING MUCH OF A CASE FOR GOODWILL HERE. LOOKING FORWARD TO YOUR FEEDBACK. RAY P. REGION CASE EXPERT, AUDI CXC AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE CENTER 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA TEL. +1 800 822 2834 FAX. +1 248 754 6521 AUDITALK@AUDI.COM HTTP://WWW.AUDIUSA.COM <MAILTO:AUDITALK@AUDI.COM HTTP://WWW.AUDIUSA.COM> [HTTPS://VWGOA--C.NA124.CONTENT.FORCE.COM/SFC/DIST/VERSION/RENDITIONDOWNLOAD?RENDITION=ORIGINAL_PNG&VERSIONID=0683U00000AG92R&OPERATIONCONTEXT=DELIVERY&CONTENTID=05T3U00000C1OPV&PAGE=0&D=/A/3U000000UZN9/DMKFYHAKJF_6470KVJX2A_WQAFD KYCQOTYBTE_6SP_0&OID=00D6A0000004FLG&DPT=NULL&VIEWID=][HTTPS://VWGOA.MY.SALESFORCE.COM/SERVLET/SERVLET.IMAGESE RVER?OID=00D6A0000004FLG&ESID=0183U00000CLHJA&FROM=EXT]

Investigation Summary Report

Category Consumer Complaints

| | | | | |
|-------------------------|-----------------|--------------|------------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAUF2AFC0DN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S6, 2013 | | | |
| Report Date | 3/31/2021 | Mileage | 58,117 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

4/1/2021 12:06:00 PM RE: [FROM: EXTERNAL] [REDACTED] / [REDACTED] / [REDACTED] 2013 S6 (GOODWILL REQUEST) | ALL, I SEE THAT THIS WAS RETAILED USED FROM THE TOY BARN AND THEN RETAILED AGAIN THROUGH MAG, SO THIS IS THE 3RD OWNER OF THE VEHICLE.. THE LAST DEALER SERVICE THAT I CAN SEE WAS AT 38,238, 7/5/2017. BEING THAT THIS WAS JUST PURCHASED THE DISCUSSION SHOULD BE WITH THE RETAILER THAT SOLD THE VEHICLE USED (SUCH AS, WAS AN EXTENDED COVERAGE POLICY OFFERED?). THE DISCUSSION WITH MAG ISNT THE RESPONSIBILITY OF THE AUDI NORWELL IN THIS CASE. I DONT SEE AN OPPORTUNITY TO ASSIST WITH GW FUNDS. REG REG CLARKE AREA AFTER SALES MANAGER AUDI OF AMERICA EASTERN REGION 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA MOBILE +1 603.387.7374 MAILTO:REG.CLARKE@AUDI.COM HTTP://WWW.AUDIUSA.COM<HTTP://WWW.AUDIUSA.COM/> [RINGS_BL-RGB] [CID:B4C44D5C-A90B-46EF-97F9-A5B88C54D85E]<HTTPS://INSTAGRAM.COM/AUDI/>[CID:IMAGE003.PNG@01CE5324.7DFDFE230]<HTTP://WWW.FACEBOOK.COM/AUDI/>[CID:IMAGE004.PNG@01CE5324.7DFDFE230]<HTTPS://TWITTER.COM/AUDI/> [CID:IMAGE005.PNG@01CE5324.7DFDFE230] <HTTP://WWW.YOUTUBE.COM/AUDIUSA> [CID:CA32B8FD-69F2-4603-A9AC-2A7581DE28E6] <HTTPS://WWW.LINKEDIN.COM/COMPANY/AUDI-OF-AMERICA> FROM: AUDITALK@AUDI.COM <AUDITALK@AUDI.COM> SENT: THURSDAY, APRIL 1, 2021 11:26 AM TO: MLABRECQUE@AUDINORWELL.COM CC: SMITTER, BARBARA <EXTERN.BARBARA.SMITTER@AUDI.COM>; CLARKE, REGINALD <REG.CLARKE@AUDI.COM> SUBJECT: [FROM: EXTERNAL] [REDACTED] / [REDACTED] / WAUF2AFC0DN [REDACTED] / 2013 S6 (GOODWILL REQUEST) CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. HI MICHAEL, I AM REACHING OUT ON BEHALF OF MY COLLEAGUE, BARBARA. [REDACTED] CONTACTED THE CXC LOOKING FOR SOME ASSISTANCE WITH TURBO REPLACEMENT FOR A USED S6 HE JUST PURCHASED. WAUF2AFC0DN [REDACTED] / 2013 S6 IN-SERVICE: 10/1/2012 58,117 MILES PURCHASED USED FROM AUDI DUBLIN IN 3/2021 CUSTOMER STATED HES

4/2/2021 6:46:00 AM [RINGS_BL-RGB] [CID:B4C44D5C-A90B-46EF-97F9-A5B88C54D85E]<HTTPS://INSTAGRAM.COM/AUDI/>[CID:IMAGE003.PNG@01CE5324.7DFDFE230]<HTTP://WWW.FACEBOOK.COM/AUDI/>[CID:IMAGE004.PNG@01CE5324.7DFDFE230]<HTTPS://TWITTER.COM/AUDI/> [CID:IMAGE005.PNG@01CE5324.7DFDFE230] <HTTP://WWW.YOUTUBE.COM/AUDIUSA> [CID:CA32B8FD-69F2-4603-A9AC-2A7581DE28E6] <HTTPS://WWW.LINKEDIN.COM/COMPANY/AUDI-OF-AMERICA> FROM: AUDITALK@AUDI.COM<MAILTO:AUDITALK@AUDI.COM> <AUDITALK@AUDI.COM<MAILTO:AUDITALK@AUDI.COM>> SENT: THURSDAY, APRIL 1, 2021 11:26 AM TO: MLABRECQUE@AUDINORWELL.COM<MAILTO:MLABRECQUE@AUDINORWELL.COM> CC: SMITTER, BARBARA <EXTERN.BARBARA.SMITTER@AUDI.COM<MAILTO:EXTERN.BARBARA.SMITTER@AUDI.COM>>; CLARKE, REGINALD <REG.CLARKE@AUDI.COM<MAILTO:REG.CLARKE@AUDI.COM>> SUBJECT: [FROM: EXTERNAL] [REDACTED] / [REDACTED] / WAUF2AFC0DN [REDACTED] / 2013 S6 (GOODWILL REQUEST) CAUTION: THIS EMAIL ORIGINATED FROM OUTSIDE THE ORGANIZATION. DO NOT CLICK LINKS OR OPEN ATTACHMENTS UNLESS YOU RECOGNIZE THE SENDER AND KNOW THE CONTENT IS SAFE. HI MICHAEL, I AM REACHING OUT ON BEHALF OF MY COLLEAGUE, BARBARA. [REDACTED] CONTACTED THE CXC LOOKING FOR SOME ASSISTANCE WITH TURBO REPLACEMENT FOR A USED S6 HE JUST PURCHASED. WAUF2AFC0DN [REDACTED] / 2013 S6 IN-SERVICE: 10/1/2012 58,117 MILES PURCHASED USED FROM AUDI DUBLIN IN 3/2021 CUSTOMER STATED HES OWNED 8 AUDIS - WE HAVE A TOTAL OF 3 VINS FOR HIM. ACCORDING TO THE CALL NOTES, [REDACTED] PURCHASED THIS VEHICLE 3/12 AND IT DIED ON 3/19, AND HAS BEEN DIAGNOSED AS NEEDING 2 TURBOS FOR \$11,697. CAN YOU PLEASE SHARE YOUR TEAMS FINDINGS? [REDACTED] ADVISED THAT THE TURBOS APPEARED TO BE DAMAGED. ALSO, HAS ANYONE FROM YOUR TEAM BEEN IN COMMUNICATION WITH AUDI DUBLIN ABOUT THE CONCERNS? IM NOT SEEING MUCH OF A CASE FOR GOODWILL HERE. LOOKING FORWARD TO YOUR FEEDBACK. RAY P. REGION CASE EXPERT, AUDI CXC AUDI OF AMERICA, INC. CUSTOMER EXPERIENCE CENTER 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 UNITED STATES OF AMERICA TEL. +1 800 822 2834 FAX. +1 248 754 6521 AUDITALK@AUDI.COMHTTP://WWW.AUDIUSA.COM<MAILTO:AUDITALK@AUDI.COMHTTP://WWW.AUDIUSA.COM>

Investigation Summary Report

Category Field Reports - FRED

VW's File Number

VIN

WAUW2BFC1DN

Owner Or Fleet

Make, Model, Model Year Audi, S7, 2013

Report Date

6/21/2013

Mileage

8,816

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

6/21/2013
12:00:00 AM

DEALER REPAIR ORDER STATES: CUSTOMER STATES THAT THE VEHICLE IS STALLING AT TIMES WHEN COMING TO A STOP, VEHICLE DIFFICULT TO RESTART AND VEHICL IS RUNNING POORLY. (ROUGH IDLE) | NO FAULTS STORED. TECH VERIFIED CRANK NO START CONDITION, WITH THROTTLE SLIGHTLY APPLIED, VEHICLE STARTS BUT IT WON'T IDLE. TECH TESTED FUEL PRESSURE, INSPECTED FUEL QUALITY, INSPECTED FOR VACUUM LEAKS-ALL OK. TECH UPDATED ECM AND TCM, SAME CONDITION REMAINED. TECH RAN BASIC SETTINGS ON THROTTLE BODY, SAME ISSUE. I DISCUSSED CASE WITH TECH, SUGGESTED CREATING VACUUM LEAK TO SEE IF ENGINE IDLES. TECH STATED ENGINE WOULD START AND IDLE WITH VACUUM LEAK. I SUGGESTED SWAPPING THROTTLE BODY AND RETESTING. NO DONOR TB AVAILABLE, NEW THROTTLE BODY WAS INSTALLED AND SAME CONDITION REMAINED. WE VERIFIED ECM VOLTAGE AND GROUND SUPPLIES, CHECKED FOR MISFIRES, NO MISFIRES WERE RECORDED WITH ENGINE RUNNING ROUGH. AT ONE POINT, WE STARTED THE ENGINE, HELD IT AT 1500RPM'S, AND WE HEARD RATTLING NOISE AT THE ENGINE AND RPM'S WENT TO 4000. WE SHUT THE ENGINE, RESTARTED IT, AND IT IDLED FINE AT THAT POINT. WITH INCREASED RPM'S, THERE'S CRACKLING/RATTLING NOISE AT B1 HIGH PRESSURE PUMP, B2 WAS QUIET. WE REMOVED B1 PUMP, NO OBVIOUS DAMAGE WAS FOUND TO PUMP, FOLLOWER OR CAM LOBE. TECH INSTALLED NEW PUMP, VEHICLE STILL WOULD NOT IDLE. HE INSTALLED ECM, NO IMPROVEMENT. HE HEARD RATTLING NOISE AGAIN AT THE ENGINE. TECH REMOVED AIR BOOTS AT TURBOS AND NOTICED B2 TURBO IMPELLER WOBBLING AND JAMMING AGAINST THE HOUSING. AS SOON AS IMPELLER STOPPED, ENGINE WOULD DIE. TECH REPLACED B2 TURBO AND ENGINE RAN FINE. | BANK 2 TURBO WAS REPLACED.

Investigation Summary Report

Category Field Reports - FRED

VW's File Number

VIN

Waur2AFD0DN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2013

Report Date

3/6/2014

Mileage

25,087

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

3/6/2014 12:00:00 AM CUSTOMER STATES THE CAR WAS RUNNING VERY POORLY AND STALLED, WILL NOT STAY RUNNING. CAR TOWED IN. | THERE WERE MISFIRE AND RICH MIXTURE DTC'S STORED IN THE ECM. MISFIRES HIGHER ON BANK 2. INSPECTION OF THE TURBOCHARGERS REVELED A LARGE QUANTITY OF OIL IN THE BANK 2 TURBO AS WELL AS A BROKEN IMPELLER ON BANK 2. THE IMPELLER WAS STUCK IN THE OPENING TO THE EXHAUST REDUCING EXHAUST FLOW. | REPLACED BOTH TURBOCHARGERS.

Investigation Summary Report

Category Field Reports - FRED

VW's File Number

VIN

Waur2AFD4DN

Owner Or Fleet

?, ?, ?, ? Phone #: N/A

Make, Model, Model Year

Audi, A8, 2013

Report Date

11/4/2015

Mileage

20,456

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

11/4/2015
12:00:00 AM

CUST STATES THAT THE CHECK ENGINE LIGHT IS ON AND VEHICLE STARTED RUNNING ROUGH AND WOULD NOT STAY RUNNING. RAN GFF FOUND RANDOM MISFIRES. ENGINE WOULD START AND DIE IMMEDIATELY. FELT LIKE IT WAS STARVING FOR FUEL. WATCHED MVB FOR FUEL AND FOUND LOW AND HIGH PRESSURE FUEL OK AND HOLDING. CHECKED FUEL SAMPLE AND FOUND OK. HELD PEDAL TO THE FLOOR TO CLEAR OUT FUEL AND ENGINE STARTED UP AND RAN. CLEARED CODES AND TOOK FOR TEST DRIVE AND AFTER A FEW MILES RAN ROUGH AND DIED OUT. ENGINE STARTS AND STALLS. RAN GFF AND NOW FOUND CODES FOR FUEL TRIM SYSTEM TOO RICH ON BOTH BANKS. FOLLOWED TEST PLAN AND SHOWS FUEL TRIMS WITHIN SPEC AND ENDS TEST PLAN. IF I HOLD PEDAL TO FLOOR THE ENGINE WILL START AND STAY RUNNING BUT WILL NOT IDLE. WHILE REVVING ENGINE MAKES STRANGE NOISE AT HIGHER RPMS. | BANK 1 & 2 TURBO SHAFTS HAVE PLAY. TURBO IMPELLER CONTACTED HOUSING. | REPLACE BANK 1 & 2 TURBOS, TURBO OIL FEED CHECK VALVE, SCREEN AND COOLANT LINES FOR TURBOS.

Investigation Summary Report

Category Field Reports - FRED

VW's File Number

VIN

WAUJ2AFC1DN

Owner Or Fleet

Make, Model, Model Year Audi, S6, 2013

Report Date

2/9/2016

Mileage

51,282

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

2/9/2016
12:00:00 AM

THE CUSTOMER STATES THE ENGINE STARTS AND DIES OUT | WORKSHOP FINDINGS: VEHICLE STARTS AND DIES ENGINE WILL NOT RUN. TECH REMOVED THE TURBO INLET PIPES TO INSPECT TURBOS. FOUND BOTH TURBOS HAVE EXCESSIVE SHAFT PLAY AND IMPELLERS WERE BENT RUBBING ON TURBO HOUSING SIDES. THE BANK 2 TURBO WAS PREVIOUSLY REPLACED AT 38,986 MILES, THE BANK 1 TURBO WAS REPLACED AT 44,995 MILES. TAC USED ART TO INSPECT THE OIL FILTER HOUSING, SAW METAL DEPOSITS IN THE OIL. NO TD1 SHOWING AFTER SPEC/ACTUAL, NO MODIFICATIONS NOTED TO THE VEHICLE. TFM ADVISED TO TAKE AN OIL SAMPLE, REMOVE THE LOWER OIL PAN TO INSPECT LOWER END FOR WEAR, AND OIL PAN FOR METAL DEPOSITS, CHECK OIL FILTER CHECK VALVE SHOULD BE ABLE TO PUSH IT UP, INSPECT TURBO OIL SUPPLY LINE SCREENS FOR CLOGGING. TFM USED ART TO INSPECT THE OIL PAN, OIL FILTER CUP, FACTORY OIL FILTER; TURBO OIL FEED LINE SCREEN, AND ENGINE VALLEY. FOUND TURBO OIL FEED SUPPLY LINE SCREEN CLOGGED, TFM ADVISED TO CLEAN OUT THE OIL FILTER CUP, CLEAN THE LOWER OIL PAN, FLUSH THE OIL FEED LINES, REPLACE THE SUPPLY SCREEN, FLUSH OUT THE ENGINE, REPLACE OIL FILTER, REPLACE THE TURBOS. TECH CLEANED LOWER OIL PAN, OIL FILTER HOUSING, REMOVED VALLEY COVER, REPLACED CHECK VALVE AND SCREEN PER ELSA. REPLACED BOTH TURBO CHARGERS, FLUSHED FEED AND RETURN LINES BEFORE INSTALLING, RAN ENGINE FOR 5 MIN, CHANGED OIL AND FILTER. | TECHNICIAN CLEANED LOWER PAN, CLEANED OIL FILTER HOUSING, REMOVED VALLEY COVER, REPLACED CHECK VALVE AND TURBO OIL SUPPLY SCREEN, REPLACED BOTH TURBO CHARGERS, FLUSHED TURBO SUPPLY AND RETURN LINES, REPLACED OIL FILTER.

Investigation Summary Report

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|--------------------------------|--|---------------------|-------------------------|---------------------------|
| Category | Field Reports - FRED | | | |
| VW's File Number | ██████ | VIN | WAUR2AFD8EN | ██████ |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | | |
| Make, Model, Model Year | Audi, A8, 2014 | | | |
| Report Date | 3/16/2018 | Mileage | 46,627 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 3/16/2018 12:00:00 AM | REPAIR ORDER STATES: "REDUCED POWER/ACCELERATION ON HIGHWAY, DIED WHILE AT A STOP, MIL AND EPC LIGHTS ARE ON" TECHNICIAN PERFORMED GFF AND RECEIVED FAULTS CYL.3 MISFIRE DETECTED (P030300), CYL.6 MISFIRE DETECTED (P030600), CYL.7 MISFIRE DETECTED (P030700). INSPECTED TURBOS AND FOUND DAMAGE TO BOTH IMPELLERS AND BANK 1 TURBO IMPELLER NUT HAD COME OFF. PERFORMED SPEC/ACTUAL, NO TD1. VEHICLE HAD A FACTORY OIL FILTER INSTALLED, NO OBVIOUS CONCERNS OF OIL LEAKS OR POOR OIL SUPPLY TO THE TURBOS WAS NOTED. TECHNICIAN TO PERFORM TSB 2044640 | | | |

Investigation Summary Report

Category Field Reports - FRED

VW's File Number

VIN

WAUJ2AFC9DN

Owner Or Fleet

Make, Model, Model Year Audi, S6, 2013

Report Date

5/4/2018

Mileage

64,702

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

5/4/2018
12:00:00 AM

REPAIR ORDER STATES: "CUSTOMER STATES THE VEHICLE DOES NOT STAY RUNNING AT IDLE; PLEASE ADVISE" | TECHNICIAN VERIFIED CONCERN. TFM WAS ONSITE, INSPECTED THE TURBOS AND FOUND DAMAGE TO THE IMPELLERS. | REPLACE TURBOS PER TSB 2044640 INSTRUCTIONS (PARTS ORDERED)

Investigation Summary Report

Category Field Reports - FRED

VW's File Number

VIN

WAU32BFC2DN

Owner Or Fleet

Make, Model, Model Year Audi, S7, 2013

Report Date

8/31/2018

Mileage

61,713

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

8/31/2018
12:00:00 AM

CUSTOMER STATES: "HE WAS ON EAST SIDE OF STATE AND HIS VEHICLE HAD COMPLETE ENGINE FAILURE WHILE DRIVING. CHECK ENGINE LIGHT CAME ON, FOLLOWED BY THE EPC LIGHT AND THEN THE ENGINE QUIT". | DEALER VERIFIED CONCERN AND INSPECTED TURBOCHARGERS FOR DAMAGE. FOUND BANK 1 TURBOCHARGER IMPELLER HAS EXCESSIVE SHAFT PLAY. DEALER DRAINED OIL AND REMOVED LOWER OIL PAN; FOUND PIECES OF WHAT APPEARS TO BE TIMING CHAIN GUIDES. REVIEWED HISTORY; TURBOCHARGERS REPLACED AT 30539 MILES ON 3/19/2016. TFM ADVISED TO REMOVE BOTH UPPER TIMING CHAIN GUIDES FOR INSPECTION. TFM ONSITE, INSPECTED UPPER TIMING CHAINS; FOUND BANK 2 GUIDE HAS EDGE PIECES BROKEN OFF. CHECKED TIMING; NO CONCERNS FOUND AND NO TIMING DTCS STORED. ADVISED DEALER TO REPLACE BOTH TURBOCHARGERS AND INSTALL UPDATED OIL SUPPLY PARTS PER TSB 2044640. ALSO REPLACE BANK 2 UPPER TIMING CHAIN GUIDE. [| |] ORDERED TURBOCHARGES AND BANK 2 UPPER TIMING CHAIN GUIDE.

Investigation Summary Report

Category Field Reports - FRED

VW's File Number

VIN

WAU32AFD1FN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2015

Report Date

6/14/2019

Mileage

63,603

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

6/14/2019
12:00:00 AM

DEALER STATES: "VEHICLE TOWED IN, CUST STATES MIL ON AND STALLS. WAS A COUPLE OF DAYS TILL I WAS ABLE TO LOOK AT, GFF FOR CODES, SEE GFF, HAD A WHISTLE NOISE, BREATHER ISSUE. REPLACED BREATHER AND STARTED CAR, LITTLE ROUGH AT FIRST THEN RICH CODES, SEE 158741940, (ALSO HAS LOT OF MBV IN IT) VEHICLE STALLS AT IDLE, FLOOR TO RESTART AND LOTS OF WHITE SMOKE, ACTS AS THO FLOODING OUT. THIS IS HOW IT ACTED WHEN FIRST PULLED IN ALSO. AIR FILTER CLEAN, NO FUEL PRESSURE CODES, ALTHO I SEE A P060A IN THE TCM, HAPPENED THE FIRST DAY THE ISSUE STARTED, 5/30/19. RELATED?" | VERIFIED THE CONCERN AND HAD TO DEPRESS THROTTLE PEDAL TO THE FLOOR BEFORE VEHICLE WOULD START. CHECKED FAULT CODES P017200: FUEL TRIM,BANK1 SYSTEM TOO RICH AND P017500: FUEL TRIM,BANK2 SYSTEM TOO RICH STORED IN THE ECM. THE TECHNICIAN NOTED THE VEHICLE WAS WHISTLING AT IDLE AND REPLACED THE BREATHER/OIL SEPARATOR VALVE ACCORDING TO TSB 2040644. TACS CASE OPENED AND HE WAS INSTRUCTED TO CHECK THE FUEL QUALITY. CHECK FOR FUEL IN THE OIL AND SWAP G130 WITH A KNOWN GOOD SENSOR. THE TECHNICIAN CHECK FUEL QUALITY, FUEL IN OIL AND SWAPPED O2 SENSORS FROM BANK TO BANK WITHOUT RESOLVING THE ISSUE. TECHNICIAN CALL TFM AND AFTER REVIEWING THE CASE I ADVISED HIM TO CHECK FOR TURBO CHARGER DAMAGE ACCORDING TO TSB 21 ENGINE DIFFICULT TO START, TURBOCHARGER DAMAGED V8 4.0TFSI (2044640/6). THE TURBO CHARGERS WERE INSPECTED AND HE FOUND DAMAGE TO BOTH BANK 1 AND 2 TURBO CHARGER IMPELLORS. AT THIS POINT I ADVISED THE TECHNICIAN TO FOLLOW THE TSB AND WATCH THE VIDEO BEFORE PROCEEDING TO PREVENT FURTHER ISSUES. THE TURBO CHARGERS WERE REPLACED ACCORDING TO THE TSB WITH NO FURTHER ISSUES. | REPLACED TURBOCHARGERS ACCORDING TO TSB 2044640.

Investigation Summary Report

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|--------------------------|--|--------------|------------------|--------------------|
| Category | Field Reports - FRED | | | |
| VW's File Number | ██████ | VIN | WAUW2AFC3GN | ██████ |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | | |
| Make, Model, Model Year | Audi, S7, 2016 | | | |
| Report Date | 7/15/2020 | Mileage | 41,469 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 7/15/2020 12:00:00 AM | CUSTOMER STATES EPC LIGHT IS ON FAULTS P030700 CYL.7 MISFIRE DETECTED, P029900 TURBO/SUPER CHARGER UNDERBOOST, P017500 FUEL TRIM, BANK2 SYSTEM TOO RICH. THE VEHICLE WILL NOT STAY RUNNING AND STALLS OUT. REMOVED THE CHARGE PIPES GOING TO THE TURBOS, BOTH TURBINES HAD EXCESSIVE PLAY WITH OIL LEAKING INTO THE TURBO HOUSINGS FROM THE IMPELLER SHAFTS. THE TECH TO ATTEMPTED TO FOLLOW TSB 2044640 BUT COULD NOT COMPLETE ALL THE TESTS BECAUSE THE VEHICLE DOES NOT STAY RUNNING AND HE DID NOT WANT TO RISK DAMAGING THE ENGINE. VEHICLE TO BE REPAIRED/TURBOS REPLACED AS PER TSB 2044640 | | | |

Investigation Summary Report

Category Field Reports - FRED

VW's File Number

VIN

WAUF2AFC1EM

Owner Or Fleet

Make, Model, Model Year Audi, S6, 2014

Report Date

1/5/2021

Mileage

54,560

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

1/5/2021 12:00:00 AM CAR TOWED TO DEALER, STALLING/STOPPED WHILE DRIVING | THE TECH FOUND BOTH TURBO IMPELLERS LOOSE AND HITTING THE TURBO HOUSING, VEHICLE TO BE REPAIRED FOLLOWING TSB 2044640/9. | PARTS ORDERED

Investigation Summary Report

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| Category | Field Reports - FTIS |
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| VW's File Number | ██████████ | VIN | WAUW2BFC1DN ██████████ |
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|-----------------------|-----------------------|
| Owner Or Fleet | ██████████ ██████████ |
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|--------------------------------|----------------|
| Make, Model, Model Year | Audi, S7, 2013 |
|--------------------------------|----------------|

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|--------------------|----------|----------------|-------|
| Report Date | 6/7/2013 | Mileage | 8,816 |
|--------------------|----------|----------------|-------|

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|--------------|------------------------|---------------------|-------------------------|---------------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|-----------|--------------|
|-----------|--------------|

| | |
|---------------------------------|---|
| <p>6/7/2013 12:00:00 AM</p> | <p>Dealer repair order states: Customer states that the vehicle is stalling at times when coming to a stop, vehicle difficult to restart and vehicle is running poorly. (rough idle) No faults stored. Tech verified crank no start condition, with throttle slightly applied, vehicle starts but it won't idle. Tech tested fuel pressure, inspected fuel quality, inspected for vacuum leaks-all ok. Tech updated ECM and TCM, same condition remained. Tech ran basic settings on throttle body, same issue. I discussed case with tech, suggested creating vacuum leak to see if engine idles. Tech stated engine would start and idle with vacuum leak. I suggested swapping throttle body and retesting. No donor TB available, new throttle body was installed and same condition remained. We verified ECM voltage and ground supplies, checked for misfires, no misfires were recorded with engine running rough. At one point, we started the engine, held it at 1500rpm's, and we heard rattling noise at the engine and rpm's went to 4000. We shut the engine, restarted it, and it idled fine at that point. With increased rpm's, there's crackling/rattling noise at B1 high pressure pump, B2 was quiet. We removed B1 pump, no obvious damage was found to pump, follower or cam lobe. Tech installed new pump, vehicle still would not idle. He installed ECM, no improvement. He heard rattling noise again at the engine. Tech removed air boots at turbos and noticed B2 turbo impeller wobbling and jamming against the housing. As soon as impeller stopped, engine would die. Tech replaced B2 turbo and engine ran fine. Bank 2 turbo was replaced.</p> |
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Investigation Summary Report

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| Category | Field Reports - FTIS | | | |
| VW's File Number | ██████ | VIN | WAUR2AFD0DN | ██████ |
| Owner Or Fleet | ██ | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 2/18/2014 | Mileage | 25,087 | |

| | | | | |
|--------------|------------------------|---------------------|-------------------------|---------------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|--------------------------|--|
| 2/11/2014 1:05:00 PM | ADVISED TO REMOVE THE SPARK PLUGS AND INSPECT FOR LEAKING INJECTORS WITH KEY ON ENGINE OFF. IF NOTHING FOUND, COMPLETELY DRAIN THE FUEL SYSTEM, TRY TO GET AS MUCH FUEL AS POSSIBLE OUT OF THE RAILS AND LINES. FILL WITH FRESH KNOWN GOOD PREMIUM FUEL. REPLACED THE SPARK PLUGS AND RECHECK. UPDATE AND CALL BACK AS NEEDED. THANKS, JASON |
| 2/11/2014 11:46:00 AM | CUSTOMER STATES THE CAR WAS RUNNING VERY POORLY AND STALLED, WILL NOT STAY RUNNING. THE CAR CAME IN AND HAD FAULTS STORED FOR MISFIRES IN ALL CYLINDERS, A SCAN TOOL LOCKUP CAUSED LOSS OF THIS LOG. NO ADDITIONAL FAULTS HAVE BEEN STORED RELATED TO THIS ISSUE, THE CAR IS SMOKING HEAVILY AND BARELY STAYS RUNNING. THE VEHICLE WAS RUN OFF A PRESSURIZED CANISTER OF FRESH FUEL TO VERIFY IT WAS ON CLEAN FUEL WITH NO CHANGE. THE CAR CONTINUES TO MISFIRE HEAVILY, WHEN CHECKING MVB'S WHICH ARE ATTACHED THE FUEL TEMPERATURE AND COOLANT TEMPERATURE ARE ABNORMAL. PLEASE ADVISE ON POSSIBLE NEXT STEP. |
| 2/11/2014 11:46:00 AM | ISSUE OPENED BY DEALERSHIP |
| 2/11/2014 12:11:00 PM | ADVISED THE DEALER TO DISCONNECT AND INSPECT THE CONNECTOR FOR THE N509/N488 VALVE. ADVISED THE DEALER THAT THERE HAVE BEEN SIMILAR REPORTS WHERE COOLANT HAS MIGRATED INTO THE CONNECTOR AND WICKED UP THE HARNESS. ADVISED THE DEALER THAT IF COOLANT IS PRESENT, TO INSPECT THE ECM CONNECTOR. IF PRESENT AT THE ECM, ATTACH PHOTOS AND CALL BACK. IF NO CONCERN AT THE ECM IS NOTED, PLEASE REPLACE THE VALVE, REPAIR/REPLACE THE CONNECTOR, CLEAR ALL FAULTS AND RE-EVALUATE THE CONCERN. THANK YOU, JON. |
| 2/11/2014 12:11:00 PM | CUSTOMER COMMENTS: CUSTOMER STATES THE CAR WAS RUNNING VERY POORLY AND STALLED, WILL NOT STAY RUNNING. THE CAR CAME IN AND HAD FAULTS STORED FOR MISFIRES IN ALL CYLINDERS, A SCAN TOOL LOCKUP CAUSED LOSS OF THIS LOG. NO ADDITIONAL FAULTS HAVE BEEN STORED RELATED TO THIS ISSUE, THE CAR IS SMOKING HEAVILY AND BARELY STAYS RUNNING. THE VEHICLE WAS RUN OFF A PRESSURIZED CANISTER OF FRESH FUEL TO VERIFY IT WAS ON CLEAN FUEL WITH NO CHANGE. THE CAR CONTINUES TO MISFIRE HEAVILY, WHEN CHECKING MVB'S WHICH ARE ATTACHED THE FUEL TEMPERATURE AND COOLANT TEMPERATURE ARE ABNORMAL. PLEASE ADVISE ON POSSIBLE NEXT STEP. |
| 2/11/2014 12:11:00 PM | WORKSHOP FINDINGS: DEALER CALLING IN WITH A STALLING CONCERN. THE DEALER NOTED THAT THE CURRENT LOG IS NOT ALL THE FAULTS THAT WERE PREVIOUSLY STORED. |
| 2/11/2014 12:41:00 PM | BOTH VALVES ALONG WITH THE AFTER RUN COOLANT PUMP WERE DISCONNECTED WITH NO COOLANT MIGRATION FOUND IN THE CONNECTORS, THE ECM WAS ALSO DISCONNECTED AND FOUND TO BE DRY WITH NO SIGNS OF COOLANT. PLEASE ADVISE |
| 2/11/2014 12:51:00 PM | LOG UPDATE |
| 2/14/2014 10:01:00 AM | CALL ME BACK WHEN ALL VALUES ARE OBTAINED @ 248-754-3184. THANKS, DAVE |
| 2/14/2014 8:37:00 AM | ISSUE UPDATED |

Investigation Summary Report

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|-------------------------|--|--------------|------------------|--------------------|
| Category | Field Reports - FTIS | | | |
| VW's File Number | ██████ | VIN | WAUR2AFD0DN | ██████ |
| Owner Or Fleet | ██ | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 2/18/2014 | Mileage | 25,087 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

2/14/2014 9:02:00 AM THE FUEL WAS REMOVED FROM THE TANK THEN FLUSHED, THE HIGH PRESSURE LINES BLED OUT AS BEST AS POSSIBLE AND NEW SPARK PLUGS PUT IN. WHILE THE PLUGS WERE OUT THE INJECTORS WERE CHECKED FOR LEAKAGE BUT NO FUEL WAS FOUND DUMPING INTO THE CYLINDERS WITH KEY ON ENGINE OFF AND PRESSURE IN THE SYSTEM. THE CAR STARTED AND IT RAN SOMEWHAT SMOOTH FOR A SHORT PERIOD OF TIME THEN BEGAN RUNNING VERY POORLY ONCE AGAIN, WILL NOT IDLE AT ALL ON ITS OWN. THE CAR HAS BEEN RUN AROUND 2000 RPM'S FOR A GOOD PERIOD OF TIME TO ENSURE THE HIGH PRESSURE RAILS ARE FLUSHED WITH NO CHANGE. THE CAR IS NOT STORING MISFIRES UNDER THE COUNTERS IN MVB'S AT THIS TIME BUT NOW THROWS FAULTS FOR FUEL TRIM TOO RICH ON BOTH BANKS, THIS LOG HAS BEEN ATTACHED. PLEASE ADVISE.

2/14/2014 9:10:00 AM DEALER TO ATTACH TODAY'S GFF LOG SO WE CAN SEE WHAT CODE IS SETTING.

2/14/2014 9:15:00 AM GFF ATTACHED, FAULTS STORED P0172 AND P0175. THE OTHER FAULTS WERE SET FROM A KEY CYCLE WITH THE SPARK PLUGS OUT OF THE CAR AS THE HARNESS ABOVE THE COILS WAS REMOVED DURING THIS AND WERE CLEARED BEFORE RUNNING THE CAR AND THE MIXTURE FAULTS STORED.

2/14/2014 9:59:00 AM ADVISED TECH TO OBTAIN THE FOLLOWING MVB'S AND CALL BACK WHEN ATTACHED. ABSOLUTE INTAKE PRESSURE, LOAD VALUE, ABSOLUTE, CHARGE AIR TEMPERATURE SENSOR/CHARGE AIR TEMPERATURE SENSOR, COOLANT TEMPERATURE, COOLANT TEMPERATURE ON RADIATOR OUTPUT, ACTUAL VALUE, CYLINDER HEAD TEMPERATURE, ACTUAL VALUE, FUEL PRESSURE RAIL 2, FUEL PRESSURE RAIL 2, SPECIFIED VALUE, CHARGE AIR PRESSURE 2, ACTUAL VALUE, CHARGE AIR PRESSURE, ACTUAL VALUE, CHARGE AIR PRESSURE CONTROL/CHARGE AIR PRESSURE 1, ACTUAL VALUE, CHARGE AIR PRESSURE CONTROL/CHARGE AIR PRESSURE 2, ACTUAL VALUE, LONG-TERM ADAPTATION OF MIXTURE FORMATION, B1, LONG-TERM ADAPTATION OF MIXTURE FORMATION B1 AT IDLE, LONG-TERM ADAPTATION OF MIXTURE FORMATION, B2, LONG-TERM ADAPTATION OF MIXTURE FORMATION B2 AT IDLE, LONG-TERM ADAPTATION OF MIXTURE FORMATION, B2 IN PART LOAD, MEAN INJECTION TIME, TURBOCHARGER 1, TEMPERATURE > EXHAUST CHARGER, TURBOCHARGER 2, TEMPERATURE > EXHAUST CHARGER. THANKS, DAVE

2/17/2014 10:21:00 AM MVB'S ATTACHED WHEN THE CAR WAS COLD THIS MORNING, THE MVB'S ARE AT THE BOTTOM OF THE GFF. THE CAR WAS BRIEFLY STARTED TO PULL IT INSIDE, NO VALUES SEEM OUT OF THE ORDINARY, SOME EXHAUST TEMP READINGS ARE -40, UNSURE IF THESE VALUES ARE DEFAULTS. PLEASE ADVISE

2/18/2014 10:52:00 AM PLEASE UNPLUG THE MAP SENSOR. CYCLE THE IGNITION ON AND THEN OFF, NEXT START THE ENGINE AND NOTE ANY CHANGE TO THE CONCERN. REV THE ENGINE A FEW TIMES AND NOTE IF THE ENGINE IDLES ANY BETTER. UPDATE THE CONTACT AND CALL BACK AS NEEDED. THANKS RAY 248-754-3178

2/18/2014 12:00:00 AM Customer states the car was running very poorly and stalled, will not stay running. Car towed in. | There were misfire and rich mixture DTC's stored in the ECM. Misfires higher on Bank 2. Inspection of the turbochargers revealed a large quantity of oil in the Bank 2 turbo as well as a broken impeller on Bank 2. The impeller was stuck in the opening to the exhaust reducing exhaust flow. | Replaced both turbochargers.

2/18/2014 2:03:00 PM NO CHANGE TO THE CONCERN AFTER THE DEALER DISCONNECTED THE MAP SENSOR. AUDI T AC IS REVIEWING THE CONCERN. THANKS, RAY

2/18/2014 3:07:00 PM ESCALATING THE CONTACT TO THE TFM. THANKS, RAY

2/18/2014 9:02:00 AM TAC IS REVIEWING THE CONCERN AND WILL CONTACT THE TECHNICIAN. THANKS RAY

2/26/2014 2:15:00 PM BANK 2 INJECTORS ORDERED.

Investigation Summary Report

Category **Field Reports - FTIS**

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|-------------------------|-----------------------|---------------------------------|----------------------|
| VW's File Number | [REDACTED] | VIN | WAUR2AFD0 [REDACTED] |
| Owner Or Fleet | [REDACTED] [REDACTED] | ROCHESTER HILLS, MI, [REDACTED] | |
| Make, Model, Model Year | Audi, A8, 2013 | | |
| Report Date | 2/18/2014 | Mileage | 25,087 |

| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
|-------|-----------------|--------------|------------------|--------------------|
| No | No | No | 0 | 0 |

| | |
|--------------------------|---|
| 2/27/2014 5:33:00 PM | THE INJECTORS ARE INSTALLED INTO THE ENGINE. THE ENGINE WILL BE PUT IN THE CAR FIRST THING TOMORROW MORNING AND TESTED. |
| 2/27/2014 7:59:00 AM | BEGIN REMOVING ENGINE SO THAT PARTS CAN BE INSTALLED AS SOON AS THEY ARRIVE. |
| 2/28/2014 11:24:00 AM | MISFIRE ADAPPTIONS WERE RESET WITH NO CHANGE IN RUNNING CONDITION |
| 2/28/2014 2:38:00 PM | ISSUE UPDATED |
| 2/28/2014 9:45:00 AM | THE ENGINE WAS STARTED AND NO CHANGE IN RUNNING OPERATION WAS FOUND. THE ENGINE IS MISFIRING JUST AS IT WAS INCLUDING ON THE CYLINDERS THAT NEW INJECTORS WERE JUST INSTALLED. |
| 3/3/2014 8:52:00 AM | THE INTAKE PIPING TO THE TURBOCHARGERS WAS FULLY REMOVED AND IT WAS FOUND THAT THE BANK 2 TURBINE BEARINGS ARE COMPLETELY DESTROYED, THE TURBINE HAS CONTACTED THE HOUSING AND IS SLIGHTLY BENT. ALSO OIL IS PRESENT IN THIS TURBO AND NOT THE OTHER WHICH COULD BE DUMPING INTO THE COMPUSTION CHAMBERS. BEFORE CHECKING THIS THE EXHAUST GAS PRESSURE WAS CHECKED AND FOUND TO BE 1PSI ON BOTH BANKS. |
| 3/4/2014 11:58:00 AM | ADVISED TO REPLACE BOTH TURBOS AND PERFORM COOLING PIPE TSB. |
| 3/5/2014 9:32:00 AM | THE TURBO'S HAVE BEEN REPLACED AND THE CAR IS RUNNING SMOOTHLY. FAULTS FOR FUEL TRIM TOO RICH WERE PRESENT AND KEPT COMING UP, AFTER CHANGING THE OIL (SMELLED LIKE FUEL) THE CAR IS IDLING WITHOUT ANY FURTHER FAULTS. AFTER PUTTING THE CAR TOGETHER AND A TEST DRIVE I WILL CALL TO VERIFY. |
| 3/5/2014 9:56:00 AM | THE TURBO'S HAVE BEEN REPLACED AND THE CAR IS RUNNING SMOOTHLY. FAULTS FOR FUEL TRIM TOO RICH WERE PRESENT AND KEPT COMING UP, AFTER CHANGING THE OIL (SMELLED LIKE FUEL) THE CAR IS IDLING WITHOUT ANY FURTHER FAULTS. AFTER PUTTING THE CAR TOGETHER AND A TEST DRIVE I WILL CALL TO VERIFY. |
| 3/6/2014 9:19:00 AM | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 3/6/2014 9:19:00 AM | ISSUE UPDATED |

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUR2AFD0DN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2013

Report Date

2/11/2014

Mileage

25,087

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

| | |
|--------------------------|--|
| 2/11/2014 1:05:00 PM | ADVISED TO REMOVE THE SPARK PLUGS AND INSPECT FOR LEAKING INJECTORS WITH KEY ON ENGINE OFF. IF NOTHING FOUND, COMPLETELY DRAIN THE FUEL SYSTEM, TRY TO GET AS MUCH FUEL AS POSSIBLE OUT OF THE RAILS AND LINES. FILL WITH FRESH KNOWN GOOD PREMIUM FUEL. REPLACED THE SPARK PLUGS AND RECHECK. UPDATE AND CALL BACK AS NEEDED. THANKS, JASON |
| 2/11/2014 11:46:00 AM | CUSTOMER STATES THE CAR WAS RUNNING VERY POORLY AND STALLED, WILL NOT STAY RUNNING. THE CAR CAME IN AND HAD FAULTS STORED FOR MISFIRES IN ALL CYLINDERS, A SCAN TOOL LOCKUP CAUSED LOSS OF THIS LOG. NO ADDITIONAL FAULTS HAVE BEEN STORED RELATED TO THIS ISSUE, THE CAR IS SMOKING HEAVILY AND BARELY STAYS RUNNING. THE VEHICLE WAS RUN OFF A PRESSURIZED CANISTER OF FRESH FUEL TO VERIFY IT WAS ON CLEAN FUEL WITH NO CHANGE. THE CAR CONTINUES TO MISFIRE HEAVILY, WHEN CHECKING MVB'S WHICH ARE ATTACHED THE FUEL TEMPERATURE AND COOLANT TEMPERATURE ARE ABNORMAL. PLEASE ADVISE ON POSSIBLE NEXT STEP. |
| 2/11/2014 11:46:00 AM | ISSUE OPENED BY DEALERSHIP |
| 2/11/2014 12:11:00 PM | ADVISED THE DEALER TO DISCONNECT AND INSPECT THE CONNECTOR FOR THE N509/N488 VALVE. ADVISED THE DEALER THAT THERE HAVE BEEN SIMILAR REPORTS WHERE COOLANT HAS MIGRATED INTO THE CONNECTOR AND WICKED UP THE HARNESS. ADVISED THE DEALER THAT IF COOLANT IS PRESENT, TO INSPECT THE ECM CONNECTOR. IF PRESENT AT THE ECM, ATTACH PHOTOS AND CALL BACK. IF NO CONCERN AT THE ECM IS NOTED, PLEASE REPLACE THE VALVE, REPAIR/REPLACE THE CONNECTOR, CLEAR ALL FAULTS AND RE-EVALUATE THE CONCERN. THANK YOU, JON. |
| 2/11/2014 12:11:00 PM | CUSTOMER COMMENTS: CUSTOMER STATES THE CAR WAS RUNNING VERY POORLY AND STALLED, WILL NOT STAY RUNNING. THE CAR CAME IN AND HAD FAULTS STORED FOR MISFIRES IN ALL CYLINDERS, A SCAN TOOL LOCKUP CAUSED LOSS OF THIS LOG. NO ADDITIONAL FAULTS HAVE BEEN STORED RELATED TO THIS ISSUE, THE CAR IS SMOKING HEAVILY AND BARELY STAYS RUNNING. THE VEHICLE WAS RUN OFF A PRESSURIZED CANISTER OF FRESH FUEL TO VERIFY IT WAS ON CLEAN FUEL WITH NO CHANGE. THE CAR CONTINUES TO MISFIRE HEAVILY, WHEN CHECKING MVB'S WHICH ARE ATTACHED THE FUEL TEMPERATURE AND COOLANT TEMPERATURE ARE ABNORMAL. PLEASE ADVISE ON POSSIBLE NEXT STEP. |
| 2/11/2014 12:11:00 PM | WORKSHOP FINDINGS: DEALER CALLING IN WITH A STALLING CONCERN. THE DEALER NOTED THAT THE CURRENT LOG IS NOT ALL THE FAULTS THAT WERE PREVIOUSLY STORED. |
| 2/11/2014 12:41:00 PM | BOTH VALVES ALONG WITH THE AFTER RUN COOLANT PUMP WERE DISCONNECTED WITH NO COOLANT MIGRATION FOUND IN THE CONNECTORS, THE ECM WAS ALSO DISCONNECTED AND FOUND TO BE DRY WITH NO SIGNS OF COOLANT. PLEASE ADVISE |
| 2/11/2014 12:51:00 PM | LOG UPDATE |
| 2/14/2014 10:01:00 AM | CALL ME BACK WHEN ALL VALUES ARE OBTAINED @ 248-754-3184. THANKS, DAVE |
| 2/14/2014 8:37:00 AM | ISSUE UPDATED |

Investigation Summary Report

Category Field Reports - TACS

| | | | |
|-------------------------|----------------------------------|---------|------------------------|
| VW's File Number | ██████████ | VIN | WAUR2AFD0DN ██████████ |
| Owner Or Fleet | ██████████ ██████████ ██████████ | | |
| Make, Model, Model Year | Audi, A8, 2013 | | |
| Report Date | 2/11/2014 | Mileage | 25,087 |

| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
|-------|-----------------|--------------|------------------|--------------------|
| No | No | No | 0 | 0 |

- 2/14/2014 9:02:00 AM THE FUEL WAS REMOVED FROM THE TANK THEN FLUSHED, THE HIGH PRESSURE LINES BLED OUT AS BEST AS POSSIBLE AND NEW SPARK PLUGS PUT IN. WHILE THE PLUGS WERE OUT THE INJECTORS WERE CHECKED FOR LEAKAGE BUT NO FUEL WAS FOUND DUMPING INTO THE CYLINDERS WITH KEY ON ENGINE OFF AND PRESSURE IN THE SYSTEM. THE CAR STARTED AND IT RAN SOMEWHAT SMOOTH FOR A SHORT PERIOD OF TIME THEN BEGAN RUNNING VERY POORLY ONCE AGAIN, WILL NOT IDLE AT ALL ON ITS OWN. THE CAR HAS BEEN RUN AROUND 2000 RPM'S FOR A GOOD PERIOD OF TIME TO ENSURE THE HIGH PRESSURE RAILS ARE FLUSHED WITH NO CHANGE. THE CAR IS NOT STORING MISFIRES UNDER THE COUNTERS IN MVB'S AT THIS TIME BUT NOW THROWS FAULTS FOR FUEL TRIM TOO RICH ON BOTH BANKS, THIS LOG HAS BEEN ATTACHED. PLEASE ADVISE.
- 2/14/2014 9:10:00 AM DEALER TO ATTACH TODAY'S GFF LOG SO WE CAN SEE WHAT CODE IS SETTING.
- 2/14/2014 9:15:00 AM GFF ATTACHED, FAULTS STORED P0172 AND P0175. THE OTHER FAULTS WERE SET FROM A KEY CYCLE WITH THE SPARK PLUGS OUT OF THE CAR AS THE HARNESS ABOVE THE COILS WAS REMOVED DURING THIS AND WERE CLEARED BEFORE RUNNING THE CAR AND THE MIXTURE FAULTS STORED.
- 2/14/2014 9:59:00 AM ADVISED TECH TO OBTAIN THE FOLLOWING MVB'S AND CALL BACK WHEN ATTACHED. ABSOLUTE INTAKE PRESSURE, LOAD VALUE, ABSOLUTE, CHARGE AIR TEMPERATURE SENSOR/CHARGE AIR TEMPERATURE SENSOR, COOLANT TEMPERATURE, COOLANT TEMPERATURE ON RADIATOR OUTPUT, ACTUAL VALUE, CYLINDER HEAD TEMPERATURE, ACTUAL VALUE, FUEL PRESSURE RAIL 2, FUEL PRESSURE RAIL 2, SPECIFIED VALUE, CHARGE AIR PRESSURE 2, ACTUAL VALUE, CHARGE AIR PRESSURE, ACTUAL VALUE, CHARGE AIR PRESSURE CONTROL/CHARGE AIR PRESSURE 1, ACTUAL VALUE, CHARGE AIR PRESSURE CONTROL/CHARGE AIR PRESSURE 2, ACTUAL VALUE, LONG-TERM ADAPTATION OF MIXTURE FORMATION, B1, LONG-TERM ADAPTATION OF MIXTURE FORMATION B1 AT IDLE, LONG-TERM ADAPTATION OF MIXTURE FORMATION, B2, LONG-TERM ADAPTATION OF MIXTURE FORMATION B2 AT IDLE, LONG-TERM ADAPTATION OF MIXTURE FORMATION, B2 IN PART LOAD, MEAN INJECTION TIME, TURBOCHARGER 1, TEMPERATURE > EXHAUST CHARGER, TURBOCHARGER 2, TEMPERATURE > EXHAUST CHARGER. THANKS, DAVE
- 2/17/2014 10:21:00 AM MVB'S ATTACHED WHEN THE CAR WAS COLD THIS MORNING, THE MVB'S ARE AT THE BOTTOM OF THE GFF. THE CAR WAS BRIEFLY STARTED TO PULL IT INSIDE, NO VALUES SEEM OUT OF THE ORDINARY, SOME EXHAUST TEMP READINGS ARE -40, UNSURE IF THESE VALUES ARE DEFAULTS. PLEASE ADVISE
- 2/18/2014 10:52:00 AM PLEASE UNPLUG THE MAP SENSOR. CYCLE THE IGNITION ON AND THEN OFF, NEXT START THE ENGINE AND NOTE ANY CHANGE TO THE CONCERN. REV THE ENGINE A FEW TIMES AND NOTE IF THE ENGINE IDLES ANY BETTER. UPDATE THE CONTACT AND CALL BACK AS NEEDED. THANKS RAY 248-754-3178
- 2/18/2014 12:00:00 AM Customer states the car was running very poorly and stalled, will not stay running. Car towed in. | There were misfire and rich mixture DTC's stored in the ECM. Misfires higher on Bank 2. Inspection of the turbochargers revealed a large quantity of oil in the Bank 2 turbo as well as a broken impeller on Bank 2. The impeller was stuck in the opening to the exhaust reducing exhaust flow. | Replaced both turbochargers.
- 2/18/2014 2:03:00 PM NO CHANGE TO THE CONCERN AFTER THE DEALER DISCONNECTED THE MAP SENSOR. AUDI T AC IS REVIEWING THE CONCERN. THANKS, RAY
- 2/18/2014 3:07:00 PM ESCALATING THE CONTACT TO THE TFM. THANKS, RAY
- 2/18/2014 9:02:00 AM TAC IS REVIEWING THE CONCERN AND WILL CONTACT THE TECHNICIAN. THANKS RAY
- 2/26/2014 2:15:00 PM BANK 2 INJECTORS ORDERED.

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|----------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAUR2AFD0DN [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, A8, 2013 | | |
| Report Date | 2/11/2014 | Mileage | 25,087 |

| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
|-------|-----------------|--------------|------------------|--------------------|
| No | No | No | 0 | 0 |

| | |
|--------------------------|---|
| 2/27/2014 5:33:00 PM | THE INJECTORS ARE INSTALLED INTO THE ENGINE. THE ENGINE WILL BE PUT IN THE CAR FIRST THING TOMORROW MORNING AND TESTED. |
| 2/27/2014 7:59:00 AM | BEGIN REMOVING ENGINE SO THAT PARTS CAN BE INSTALLED AS SOON AS THEY ARRIVE. |
| 2/28/2014 11:24:00 AM | MISFIRE ADAPTIONS WERE RESET WITH NO CHANGE IN RUNNING CONDITION |
| 2/28/2014 2:38:00 PM | ISSUE UPDATED |
| 2/28/2014 9:45:00 AM | THE ENGINE WAS STARTED AND NO CHANGE IN RUNNING OPERATION WAS FOUND. THE ENGINE IS MISFIRING JUST AS IT WAS INCLUDING ON THE CYLINDERS THAT NEW INJECTORS WERE JUST INSTALLED. |
| 3/3/2014 8:52:00 AM | THE INTAKE PIPING TO THE TURBOCHARGERS WAS FULLY REMOVED AND IT WAS FOUND THAT THE BANK 2 TURBINE BEARINGS ARE COMPLETELY DESTROYED, THE TURBINE HAS CONTACTED THE HOUSING AND IS SLIGHTLY BENT. ALSO OIL IS PRESENT IN THIS TURBO AND NOT THE OTHER WHICH COULD BE DUMPING INTO THE COMPUSTION CHAMBERS. BEFORE CHECKING THIS THE EXHAUST GAS PRESSURE WAS CHECKED AND FOUND TO BE 1PSI ON BOTH BANKS. |
| 3/4/2014 11:58:00 AM | ADVISED TO REPLACE BOTH TURBOS AND PERFORM COOLING PIPE TSB. |
| 3/5/2014 9:32:00 AM | THE TURBO'S HAVE BEEN REPLACED AND THE CAR IS RUNNING SMOOTHLY. FAULTS FOR FUEL TRIM TOO RICH WERE PRESENT AND KEPT COMING UP, AFTER CHANGING THE OIL (SMELLED LIKE FUEL) THE CAR IS IDLING WITHOUT ANY FURTHER FAULTS. AFTER PUTTING THE CAR TOGETHER AND A TEST DRIVE I WILL CALL TO VERIFY. |
| 3/5/2014 9:56:00 AM | THE TURBO'S HAVE BEEN REPLACED AND THE CAR IS RUNNING SMOOTHLY. FAULTS FOR FUEL TRIM TOO RICH WERE PRESENT AND KEPT COMING UP, AFTER CHANGING THE OIL (SMELLED LIKE FUEL) THE CAR IS IDLING WITHOUT ANY FURTHER FAULTS. AFTER PUTTING THE CAR TOGETHER AND A TEST DRIVE I WILL CALL TO VERIFY. |
| 3/6/2014 9:19:00 AM | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 3/6/2014 9:19:00 AM | ISSUE UPDATED |

Investigation Summary Report

| | | | | |
|--------------------------------|--|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | ██████████ | VIN | WAUF2AFC6EN | ██████████ |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | | |
| Make, Model, Model Year | Audi, S6, 2014 | | | |
| Report Date | 8/5/2014 | Mileage | 1,333 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 8/5/2014 4:46:00 PM | C/S CAR DIED WHILE DRIVING, LOST POWER AND STALLED | | | |
| 8/5/2014 4:46:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 8/5/2014 4:49:00 PM | CONFIRMED, FOUND NOISE FROM ENGINE WHILE RUNNING, REMOVED TURBO PIPES AND FOUND B2 TURBO NOT SPINNING, EXCESS PLAY, B1 TURBO REPLACED 7/30/2014 FOR SAME REASON. | | | |
| 8/5/2014 4:50:00 PM | B1 TURBO HAS SLIGHT PLAY, 3MM | | | |
| 8/5/2014 5:42:00 PM | CUSTOMER COMMENTS: C/S CAR DIED WHILE DRIVING, LOST POWER AND STALLED | | | |
| 8/5/2014 5:42:00 PM | REVIEWING THIS CASE. ADVISED TO REMOVE THE TURBO FOR INSPECTION AND ATTACH PICTURES. THANKS, CASEY | | | |
| 8/5/2014 5:43:00 PM | IN PROCESS OF REMOVING TURBO, THEN I WILL ATTACH PICTURES | | | |
| 8/6/2014 3:00:00 PM | ADVISED TO CHECK THAT THE OIL CHECK VALVE IN THE FILTER HOUSING IS IN PLACE AND OIL FILTER PROPERLY INSTALLED (INSTALL NEW FILTER) AND REPLACE BOTH TURBOS. IF YOU FIND THE VAVLE MISSING OR FILTER DAMAGED, PLEASE ATTACH PICTURES AND CALL ME BACK. THANKS, CASEY 248-754-3177 | | | |
| 8/6/2014 7:56:00 AM | IN PROCESS | | | |
| 8/7/2014 12:30:00 PM | 2 PICTURES | | | |
| 8/7/2014 12:31:00 PM | 2 PICTURES | | | |
| 8/7/2014 12:32:00 PM | REMOVED FILTER AND INSPECTED, BYPASS LOOKS OK, FILTER AND HOUSING HAVE A LOT OF DEBRIS, MOSTLY NON MAGNETIC, VERY FINE. | | | |
| 8/7/2014 4:49:00 PM | ADVISED TO REPLACE THE ENGINE LONG BLOCK AND BOTH TURBOS AND SAVE THE FILTER. I WILL REMOVE DEALER SUPPLIED PART # 079100032G OFF HOLD. PLEASE CONTACT SPECIAL SERVICES TO ORDER AND USE CASE CODE CM-1179414 TO ORDER. THANKS, CASEY | | | |
| 8/7/2014 4:50:00 PM | PART RELEASE EMAIL HAS BEEN SENT | | | |

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUF2AFC6EN

Owner Or Fleet

?, ?, ?, ? Phone #: N/A

Make, Model, Model Year

Audi, S6, 2014

Report Date

8/5/2014

Mileage

1,333

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

8/7/2014 ORDERED ALL PARTS, THANKS FOR HELP
5:12:00 PM

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|----------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAUJ2AFC1DN [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, S6, 2013 | | |
| Report Date | 1/28/2015 | Mileage | 38,986 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|-------------------------|--|
| 1/28/2015 2:52:00 PM | ISSUE OPENED BY DEALERSHIP |
| 1/28/2015 2:52:00 PM | VEHICLE WILL NOT STAY RUUNING AT AN IDLE.FAULT CODES P017500 AND P017200 IN ECU. |
| 1/28/2015 3:10:00 PM | ADVISED TO INSPECT THE TURBOCHARGERS FOR DAMAGE. UPDATE THE CONTACT AND REPORT THE RESULTS. THANKS, MAT |
| 1/28/2015 3:10:00 PM | CUSTOMER COMMENTS: VEHICLE WILL NOT STAY RUUNING AT AN IDLE.FAULT CODES P017500 AND P017200 IN ECU. |
| 1/28/2015 3:10:00 PM | WORKSHOP FINDINGS: P017500: FUEL TRIM,BANK2 SYSTEM TOO RICH P017200: FUEL TRIM,BANK1 SYSTEM TOO RICH |
| 1/28/2015 3:34:00 PM | FOUND BANK 2 TURBOCHARGER HAS FAILED. |
| 1/28/2015 3:46:00 PM | ADVISED DEALER TO REPLACE THE TURBO (FAILED PART ONLY). MAKE SURE THAT ALL OF THE DEBRIS FROM THE FAILED TURBO IS REMOVED. PLEASE RE-EVALUATE THE FUEL TRIMS AFTER REPAIRS. THANK, JON |
| 1/28/2015 4:08:00 PM | ORDERED TURBO-RED ORDER |
| 2/6/2015 12:16:00 PM | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 2/6/2015 12:16:00 PM | ISSUE UPDATED |

Investigation Summary Report

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|--------------------------------|---|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | ██████████ | VIN | WAUD2AFD8DN | ██████████ |
| Owner Or Fleet | ██ | | | |
| Make, Model, Model Year | Audi, S8, 2013 | | | |
| Report Date | 7/16/2015 | Mileage | 75,453 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 7/16/2015 12:25:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 7/16/2015 12:25:00 PM | WHILE DRIVING THE VEHICLE SHUTS OFF PULLED TO THE SIDE AND STARTED THE VEHICLE AFTER WHEN STARTING THE EPC LIGHT STAYED ON | | | |
| 7/16/2015 2:51:00 PM | INSPECTION FOUND TURBOCHARGERS FAILED. IMPELLORS RUBBING HOUSINGS- SEE ATTACHED PICTURES. WE HAVE NOT SEEN THIS VEHICLE IN OUR SHOP BEFORE. ELSA SERVICE HISTORY SHOWS ONLY A PDI AND A 5K SERVICE AND NO OTHER ENTRIES SINCE SEPT. 2013 EVEN THOUGH IT HAS AUDI CARE AND THERE ARE NOW 75,000 MILES ON IT. PICTURES OF OIL FILTER HOUSING ALSO ATTACHED. WE REMOVED THE LOWER OIL PAN AND FOUND SOME PARTICLES THERE. PICTURES ATTACHED. | | | |
| 7/16/2015 2:52:00 PM | ATTACHED MORE PICTURES. | | | |
| 7/16/2015 2:59:00 PM | OIL PAN PICTURES. OBVIOUSLY IT NEEDS NEW TURBOS BUT WE ARE LOOKING FOR ADVICE ON SIMILAR CASES AND HOW MUCH MORE TO RECOMMEND FOR REPAIRS. WE DON'T WANT TO CONDEMN A MOTOR THAT'S OK OR MISS RECOMMENDING ONE THAT NEEDS TO BE REPLACED. | | | |
| 7/16/2015 3:18:00 PM | ADVISED TECH THAT I WILL REVIEW THIS CASE WITH PRODUCT SUPPORT AND CALL BACK ASAP. PLEASE PERFORM NO FURTHER REPAIRS AT THIS TIME. THANKS, DAVE | | | |
| 7/16/2015 3:18:00 PM | CUSTOMER COMMENTS: WHILE DRIVING THE VEHICLE SHUTS OFF PULLED TO THE SIDE AND STARTED THE VEHICLE AFTER WHEN STARTING THE EPC LIGHT STAYED ON | | | |
| 7/16/2015 3:18:00 PM | WORKSHOP FINDINGS: BRIAN CALLING IN. NO SERVICE HISTORY ON THE VEHICLE AFTER THE 5K SERVICE. CUSTOMER HAS AUDI CARE. ENGINE IS FULL OF CARBON IN THE FILTER AND SLIGHT METAL IN THE OIL PAN. THE TURBOS HAVE EXCESSIVE WEAR. ENGINE RUNS AFTER IT WAS TOWED IN BUT WAS MAKING CLATTERING NOISES. TECH FOUND SLIGHT METAL IN THE PAN AND ATTACHED PICTURES. | | | |
| 7/16/2015 3:26:00 PM | ADVISED TECH THAT I HAVE ESCALATED THIS TO YOUR TFM FOR INSPECTION. THANKS, DAVE | | | |
| 7/16/2015 3:26:00 PM | ISSUE UPDATED | | | |
| 7/17/2015 1:21:00 PM | PICTURES OF REPAIRS; ROAD TESTED OVER 10 MILES ON FREEWAY NO NOISE HEARD | | | |
| 7/17/2015 4:28:00 PM | DISREGARD THE LAST COMMENTS ON THIS CASE. THEY WERE SUPPOSED TO BE ATTACHED TO A DIFFERENT CONTACT FOR ANOTHER VEHICLE. | | | |
| 7/17/2015 6:17:00 PM | TFM ONSITE: INSPECTED THE OIL FILTER HOUSING, OIL LEFT IN THE OIL PAN AND THE TURBOCHARGERS. REVIEWED THE CASE WITH THE SF AND THE TECHNICIAN. THE OIL PAN HAS A LOT OF DEBRIS IN THE OIL PAN AND THE OIL FILTER HOUSING HAS SLUDGE IN IT. I RECOMMEND REPLACING THE ENGINE AND TURBOCHARGERS. THANK YOU, JAKOB. NOT WARRANTY. | | | |
| 7/22/2015 1:47:00 PM | WAITING FOR OWNER OR SERVICE CONTRACT COMPANY TO AUTHORIZE REPAIR. | | | |

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUD2AFD8DN

Owner Or Fleet

Make, Model, Model Year Audi, S8, 2013

Report Date

7/16/2015

Mileage

75,453

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

7/24/2015 OWNER WILL BE TAKING THE VEHICLE FROM OUR SHOP WITHOUT DOING ANY REPAIRS.

2:04:00 PM

7/24/2015 ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED

3:11:00 PM

7/24/2015 ISSUE UPDATED

3:11:00 PM

Investigation Summary Report

| | | | | |
|--------------------------------|---|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | ██████████ | VIN | WAUR2AFD4DN | ██████████ |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 10/6/2015 | Mileage | 20,456 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 10/6/2015 10:07:00 AM | CUST STATES THAT THE CHECK ENGINE LIGHT IS ON AND VEHICLE STARTED RUNNING ROUGH AND WOULD NOT STAY RUNNING. RAN GFF FOUND RANDOM MISFIRES. ENGINE WOULD START AND DIE IMMEDIATELY. FELT LIKE IT WAS STARVING FOR FUEL. WATCHED MVB FOR FUEL AND FOUND LOW AND HIGH PRESSURE FUEL OK AND HOLDING. CHECKED FUEL SAMPLE AND FOUND OK. HELD PEDAL TO THE FLOOR TO CLEAR OUT FUEL AND ENGINE STARTED UP AND RAN. CLEARED CODES AND TOOK FOR TEST DRIVE AND AFTER A FEW MILES RAN ROUGH AND DIED OUT. ENGINE STARTS AND STALLS. RAN GFF AND NOW FOUND CODES FOR FUEL TRIM SYSTEM TOO RICH ON BOTH BANKS. FOLLOWED TEST PLAN AND SHOWS FUEL TRIMS WITHIN SPEC AND ENDS TEST PLAN. IF I HOLD PEDAL TO FLOOR THE ENGINE WILL START AND STAY RUNNING BUT WILL NOT IDLE. WHILE REVVING ENGINE MAKES STRANGE NOISE AT HIGHER RPMS. | | | |
| 10/6/2015 10:07:00 AM | ISSUE OPENED BY DEALERSHIP | | | |
| 10/6/2015 11:02:00 AM | ADVISED TO CHECK THE SPARK PLUGS FOR BUILD UP AND ATTACH PICTURES. ALSO REMOVE THE HOSES FROM THE TURBO TO THE THROTTLE BODIES TO CHECK FOR OIL IN ONE OR THE OTHER. ATTACH PICTURES AND CALL BACK. | | | |
| 10/6/2015 11:02:00 AM | CUSTOMER COMMENTS: CUST STATES THAT THE CHECK ENGINE LIGHT IS ON AND VEHICLE STARTED RUNNING ROUGH AND WOULD NOT STAY RUNNING. RAN GFF FOUND RANDOM MISFIRES. ENGINE WOULD START AND DIE IMMEDIATELY. FELT LIKE IT WAS STARVING FOR FUEL. WATCHED MVB FOR FUEL AND FOUND LOW AND HIGH PRESSURE FUEL OK AND HOLDING. CHECKED FUEL SAMPLE AND FOUND OK. HELD PEDAL TO THE FLOOR TO CLEAR OUT FUEL AND ENGINE STARTED UP AND RAN. CLEARED CODES AND TOOK FOR TEST DRIVE AND AFTER A FEW MILES RAN ROUGH AND DIED OUT. ENGINE STARTS AND STALLS. RAN GFF AND NOW FOUND CODES FOR FUEL TRIM SYSTEM TOO RICH ON BOTH BANKS. FOLLOWED TEST PLAN AND SHOWS FUEL TRIMS WITHIN SPEC AND ENDS TEST PLAN. IF I HOLD PEDAL TO FLOOR THE ENGINE WILL START AND STAY RUNNING BUT WILL NOT IDLE. WHILE REVVING ENGINE MAKES STRANGE NOISE AT HIGHER RPMS. | | | |
| 10/6/2015 11:02:00 AM | WORKSHOP FINDINGS: 15K, 19J1, BATTERY, TIRES OIL LEVEL IS OKAY | | | |
| 10/6/2015 2:13:00 PM | PICTURES ATTACH | | | |
| 10/6/2015 3:19:00 PM | ADVISED DEALER TO REMOVE TURBO PIPES AND INSPECT FOR DAMAGE TO THE IMPELLERS, UPDATE THE CASE WITH PICTURES, THANK YOU | | | |
| 10/6/2015 4:08:00 PM | TURBO PICS ATTACHED | | | |
| 10/6/2015 4:13:00 PM | ISSUE UPDATED | | | |
| 10/6/2015 4:34:00 PM | ISSUE UPDATED | | | |
| 10/9/2015 10:17:00 AM | TFM WAS HERE TO INSPECT THIS CAR, BOTH TURBOS ARE ON ORDER (COMING FROM GERMANY) | | | |

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|----------------------------|---------|------------------------|
| VW's File Number | ██████████ | VIN | Waur2AFD4DM ██████████ |
| Owner Or Fleet | ?, ?, ?, ?, ? Phone #: N/A | | |
| Make, Model, Model Year | Audi, A8, 2013 | | |
| Report Date | 10/6/2015 | Mileage | 20,456 |

| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
|-------|-----------------|--------------|------------------|--------------------|
| No | No | No | 0 | 0 |

| | |
|--------------------------|---|
| 10/9/2015 10:40:00 AM | REPLACE BOTH BANK 1 & 2 TURBOS, REPLACE OIL CHECK VALVE AND SCREEN (OIL STRAINER 079115175F & 079 103 175 C BRASS ONE WAY CHECK VALVE) ALONG WITH OIL AND FILTER. OIL FILTER, TURBOS, CHECK VALVE AND SCREEN WILL BE REQUESTED BACK, SO PLACE EACH PART IN SEPARATE PLASTIC BAGS FOR RETURN BACK TO WARRANTY TEST CENTER. ALSO REPLACE THE TURBO COOLANT LINES WHEN TURBOS ARE OUT (AS OUTLINED IN TSB 2036167, BUT A-TIME THE COOLANT LINES WHILE THE TURBOS ARE BEING REPLACED) |
| 10/9/2015 11:01:00 AM | MAKE SURE PARTS ARE ON RED ORDER AND SUBMIT A PARTS CRITICAL ALERT FOR THE ORDER. |
| 10/15/2015 1:26:00 PM | ISSUE UPDATED |
| 10/15/2015 1:57:00 PM | WORK IN PROGRESS |
| 10/16/2015 4:26:00 PM | REPLACED BOTH TURBOS, CHECK VALVE AND SCREEN AND OIL AND FILTER CHANGE. INSTALLED UPDATED TURBO COOLING LINES AND TEST DROVE TO VERIFY REPAIRS. THANKS |
| 10/29/2015 3:56:00 PM | ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED |
| 10/29/2015 3:56:00 PM | ISSUE UPDATED |

Investigation Summary Report

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|--------------------------------|--|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | ██████████ | VIN | WAU32AFC6DN | ██████████ |
| Owner Or Fleet | | | | |
| Make, Model, Model Year | Audi, S7, 2013 | | | |
| Report Date | 10/23/2015 | Mileage | 66,322 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 10/23/2015 4:54:00 PM | CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND ENGINE WILL NOT STAY RUNNING. CHECKED FOR FAULTS WHEN VEHICLE FIRST ARRIVED AND HAD FAULTS FOR RANDOM AND MULTIPLE MISFIRES IN ECM. DID NOT SAVE INITIAL ODIS LOG DUE TO REPAIR BEING CUSTOMER PAY. WHEN ABLE TO GET ENGINE RUNNING, LOUD RATTLE NOISE FROM BOTH TURBO'S. REMOVED AIR GUIDE PIPES FROM BOTH TURBO'S. FOUND BANK 1 TURBO IMPELLER/COMPRESSOR SHAFT EXTREMELY LOOSE. FOUND BANK 2 TURBO IMPELLER/COMPRESSOR SHAFT LOOSE BUT NOT AS BAD AS BANK 1 TURBO. HAVE ALREADY REPLACED BOTH TURBO'S CUSTOMER PAY DUE TO MILEAGE AND CUSTOMER ABUSE CONTRIBUTING TO DAMAGE. MAKING TAC AT REQUEST OF AASM MICHAEL IMBODEN. | | | |
| 10/23/2015 4:54:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 10/23/2015 5:34:00 PM | CUSTOMER COMMENTS: CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND ENGINE WILL NOT STAY RUNNING. CHECKED FOR FAULTS WHEN VEHICLE FIRST ARRIVED AND HAD FAULTS FOR RANDOM AND MULTIPLE MISFIRES IN ECM. DID NOT SAVE INITIAL ODIS LOG DUE TO REPAIR BEING CUSTOMER PAY. WHEN ABLE TO GET ENGINE RUNNING, LOUD RATTLE NOISE FROM BOTH TURBO'S. REMOVED AIR GUIDE PIPES FROM BOTH TURBO'S. FOUND BANK 1 TURBO IMPELLER/COMPRESSOR SHAFT EXTREMELY LOOSE. FOUND BANK 2 TURBO IMPELLER/COMPRESSOR SHAFT LOOSE BUT NOT AS BAD AS BANK 1 TURBO. HAVE ALREADY REPLACED BOTH TURBO'S CUSTOMER PAY DUE TO MILEAGE AND CUSTOMER ABUSE CONTRIBUTING TO DAMAGE. MAKING TAC AT REQUEST OF AASM MICHAEL IMBODEN. | | | |
| 10/23/2015 5:34:00 PM | I SUGGEST TO REPLACE THE TURBO FEED OIL FILTER SCREEN #3 P/N 079115175F AND IS IN THE VALLEY OF THE ENGINE UNDER THE BREATHER COVER. SEE ELSA. DOUBLE CHECK THE PROPER OIL FILTER WAS INSTALLED AS COMPARED TO A NEW OIL FILTER. THANKS, SCOTT | | | |
| 10/23/2015 5:34:00 PM | WORKSHOP FINDINGS: TECH REPLACED BOTH TURBO'S TECH NOTICED THE OIL FILTER WAS AN AUDI OIL FILTER REMOVED 079115561J NO REPAIR HISTORY IN ELSA SINCE 2013 | | | |
| 10/26/2015 8:49:00 AM | ISSUE SENT TO DEALERSHIP | | | |
| 10/28/2015 11:33:00 AM | OIL FILTER SET FOR ENGINE IS 079 198 405 D. HOWEVER, FILTER ELEMENT ITS SELF IS PART #079 115 561 J. CORRECT OIL FILTER WAS INSTALLED IN VEHICLE. HAVE BEEN WAITING FOR PARTS TO ARRIVE TO FINISH REPAIR. PARTS JUST ARRIVED FEDEX. | | | |
| 10/30/2015 12:57:00 PM | REPAIRS SUCCESSFUL. THANKS FOR YOUR HELP. | | | |

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUJ2AFC1DM

Owner Or Fleet

Make, Model, Model Year Audi, S6, 2013

Report Date

1/21/2016

Mileage

51,282

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

2/9/2016 ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED

4:57:00 PM

2/9/2016 ISSUE UPDATED

4:57:00 PM

Investigation Summary Report

| | | | | |
|--------------------------------|---|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | ██████████ | VIN | Waur2AFD5DN | ██████████ |
| Owner Or Fleet | ██ | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 9/26/2016 | Mileage | 13,138 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 9/26/2016 4:07:00 PM | AFTER PERFORMING PREVIOUS REPAIR, PERFORMED ROAD TEST AND QUALITY CONTROL CHECK. VEHICLE BEGIN TO LACK POWER AND STALL OUT. CHECKED VEHICLE GFF FOUND FAULT CODE P029900: TURBO/SUPER CHARGER UNDERBOOST ERROR TYPE 2 : ACTIVE/STATIC, I REMOVED THE FRONT PIPES AND TUBES, FOUND TURBO TURBINE PROPELLERS WITH EXCESSIVE PLAY AND FOUND HOT SPOTS. | | | |
| 9/26/2016 4:07:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 9/26/2016 4:15:00 PM | ADVISED TECH INSPECT THE OIL FILTER AND HOUSING FOR DEBRIS, MAKE SURE THE CORRECT FILTER IS INSTALLED. ATTACH PHOTOS OF FILTER AND HOUSING, AS WELL AS PICTURES OF THE SUGAR FOUND. THANKS, JEFF | | | |
| 9/26/2016 4:15:00 PM | WORKSHOP FINDINGS: TECH JUST REPLACED ALL OF THE FUEL INJECTORS BECAUSE SOMEONE PUT SUGAR IN THE FUEL TANK. TECH REPLACED THE ENTIRE FUEL SYSTEM THEN DISCOVERED THE P029900 FAULT. TURBO IMPELLERS ARE DAMAGED. FUEL SYSTEM REPLACEMENT WAS COVERED BY INSURANCE COMPANY. | | | |
| 9/29/2016 4:05:00 PM | ISSUE UPDATED | | | |
| 9/29/2016 4:05:00 PM | PLEASE UPDATE WITH ANSWER TO TACS REQUEST THANK YOU! | | | |
| 9/29/2016 8:16:00 PM | WAITING FOR INSURANCE COMPANY FOR APPROVAL....SF | | | |
| 9/30/2016 6:06:00 PM | THANK YOU | | | |

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUF2AFC9DN

Owner Or Fleet

Make, Model, Model Year Audi, S6, 2013

Report Date

9/27/2016

Mileage

38,516

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

| | |
|--------------------------|--|
| 9/27/2016 1:36:00 PM | ADVISED DEALER TO GRAB PHOTOS OF THE OIL. PLEASE GET ONE OF THE TOP BOTTOM AND SIDE. THANKS, HAYDON. |
| 9/27/2016 12:48:00 PM | CUSTOMER STATES CAR DIED WHILE DRIVING. TOWED IN. CAR WILL START NOW BUT ONLY STUMBLES THEN DIES. NO DTC. FOUND BOTH TURBO IMPELLORS VERY LOOSE. TOOK SMALL OIL SAMPLE AND CHECKED, FOUND METAL DEBRIS IN OIL. |
| 9/27/2016 12:48:00 PM | ISSUE OPENED BY DEALERSHIP |
| 9/27/2016 12:49:00 PM | ATTACHED PIC OF OIL SAMPLE |
| 9/27/2016 3:43:00 PM | ATTACHED PIC OF FILTER |
| 9/27/2016 3:46:00 PM | MORE PICS |
| 9/27/2016 3:47:00 PM | LAST PIC. AASM IN DEALER TODAY, HAD HIM INSPECT OIL ALSO. HE VERIFIED METAL IN OIL ALSO. PICTURES NOT SHOWING METAL CLEARLY |
| 9/27/2016 3:52:00 PM | ADVISED TECH THAT I WILL SEND THIS TO PRODUCT SUPPORT AND WILL CALL BACK AFTER REVIEW. THANKS, DAVE |
| 9/27/2016 4:14:00 PM | ADVISED TECH TO DRAIN THE OIL AND CHANGE THE FILTER. CRANK THE ENGINE OVER WITH AN OIL PRESSURE GAUGE INSTALLED TO VERIFY WE ARE BUILDING PRESSURE. CALL BACK WITH FINDINGS. THANKS, DAVE |
| 9/28/2016 1:00:00 PM | ATTACHED PIC OF BOTTOM OF FILTER. CHANGED OIL AND FILTER, AND PERFORMED OIL PRESSURE TEST. CAR STARTED AND RAN FOR A FEW SECONDS AND OIL PRESSURE CAME UP TO 7 BAR THEN WENT DOWN TO APROX 2 BAR THEN ENGINE DIED. |
| 9/28/2016 1:27:00 PM | ADVISED TECH TO REPLACE THE TURBOS. ADVISED TECH TO ALSO REPLACE THE FILTER AND THE SCREEN ALONG WITH ANY O-RINGS NEEDED THAT WE TALKED ABOUT YESTERDAY. ADVISED TECH TO REPLACE THE ENGINE OIL AND FILTER ONE MORE TIME WHEN THE REPAIR IS COMPLETED. TEST DRIVE AND VERIFY NO OIL PRESSURE CONCERNS ARE PRESENT AND REPAIR IS GOOD. THANKS, DAVE |
| 9/30/2016 3:29:00 PM | REPLACED BOTH TURBOS AND LINES AS DISCUSSED WITH TAC CHANGED OIL AGAIN. |
| 9/30/2016 9:01:00 AM | ISSUE SENT TO DEALERSHIP |

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|-------------------------|---------|------------------------|
| VW's File Number | ██████████ | VIN | WAUH2BFC1GM ██████████ |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | |
| Make, Model, Model Year | Audi, S6, 2016 | | |
| Report Date | 12/21/2016 | Mileage | 19,992 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|---------------------------|--|
| 12/21/2016 11:13:00 AM | ISSUE OPENED BY DEALERSHIP |
| 12/21/2016 11:13:00 AM | LOUD GRINDING COMING FROM PASSENGER SIDE TURBO, VEHICLE HAS TROUBLE STAYING RUNNING. HAD NO TURBO RELATED FAULTS. INSPECTED BOTH TURBOS WHILE RUNNING USING CAMERA AND FOUND PASSENGER SIDE ONE TO BE LOCKING UP. DO THESE NEED TO BE REPLACED IN PAIRS? |
| 12/21/2016 11:18:00 AM | ADVISED TECH THAT VEHICLE IS TUNED. REPAIR OR REPLACE AS NECESSARY. THANKS, JEFF |
| 12/21/2016 11:18:00 AM | WORKSHOP FINDINGS: THIS VEHICLE IS TD1 IN WARRANTY KEY. NO 5K IN HISTORY, VEHICLE IS IN FOR 15K NOW. TURBO IS DAMAGED. |
| 12/27/2016 2:07:00 PM | CLOSED |

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAU32AFD9FN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2015

Report Date

1/26/2017

Mileage

32,525

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

2/8/2017 ETA ON ADDITIONAL PARTS TOMORROW 02/09 |

4:26:00 PM

2/13/2017 REPLACED CHECK VALVE, OIL SCREEN AND BREATHER GASKET. CLEANED LINES TO TURBOS. BEFORE STARTING VEHICLE UNPLUGGED G28
12:43:00 PM CRK POS SENSOR TO PRIME OIL LINES. NEW FILTER AND OIL. DROVE VEHICLE THEN CHANGED OIL AND FILTER AGAIN. VEHICLE IS
RUNNING SMOOTH AND STARTS CORRECTLY. SCANNED ONCE MORE AND FAULT NO LONGER STORED.

Investigation Summary Report

| | | | | |
|--------------------------------|---|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | ██████████ | VIN | WAUF2BFC3DN | ██████████ |
| Owner Or Fleet | ?, ?, ?, ?, ? Phone #: N/A | | | |
| Make, Model, Model Year | Audi, S6, 2013 | | | |
| Report Date | 2/16/2017 | Mileage | 51,137 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 2/16/2017 1:18:00 PM | CUST CONCERN OF ENGINE STALLED AT THE END OF A LONG TRAVEL/TRIP. PERFORM GFF-CODE P050A00 FOR COLD START IDLE AIR CONTROL PERFORMANCE. TESTPLAN LEADS TO NO RESULT-WHILE ENGINE IS RUNNING-CRUNCHING SOUND FROM BANK 1 TURBO. REFERED TO TSB# 2044640/1. INSPECTED OIL LEVEL-OK VEHICLE IS FROM PETOSKEY/PURCHASED AND SERVICED AT AUDI OF PETOSKEY. AIR INTAKE TRACK OK, PERFORMED SVM-NO TD1 CODE/TUNE FOUND. REMOVE AIR INTAKE DUCTING-FOUND BANK1 TURBO BEARINGS EXCESSIVLY WORN. CUSTOMER INITIALLY APPROVED REPAIRS-THEN REQUESTED ASSISTANCE FROM AUDI. ASHER BONTREGER REQUESTS TECHLINE CASE BEFORE PROCEEDING WITH REPAIRS PER TSB WITH GOODWILL. | | | |
| 2/16/2017 1:18:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 2/16/2017 2:02:00 PM | ADVISE DEALER TO FOLLOW TSB:2044640 AND REPLACE BOTH TURBO CHARGERS. THANKS MATT | | | |
| 2/16/2017 2:02:00 PM | WORKSHOP FINDINGS: COLD START IDLE AIR CONTROL SYSTEM PERFORMANCE (P050A00) | | | |
| 2/20/2017 8:53:00 AM | ISSUE SENT TO DEALERSHIP | | | |
| 2/21/2017 10:12:00 AM | FOLLOWED TSB#2044640/1- OIL PRESSURE AT IDLE 1.9 BAR, 2.7 BAR AT 2K RPM-OK. REPLACED RELATED PARTS PER TSB AND REASSEMBLE. TESTDRIVE AND RECHECK=OK | | | |

Investigation Summary Report

Category **Field Reports - TACS**

VW's File Number

VIN

WAUF2AFC2EM

Owner Or Fleet

Make, Model, Model Year Audi, S6, 2014

Report Date

2/27/2017

Mileage

53,699

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

2/27/2017 10:12:00 AM CUSTOMER STATES WHEN GETTING IN VEHICLE IN MORNING OR ANY TIME AFTER VEHICLE SITES LONG TIME IS STARTS AND THEN DIES LIKE ITS NOT GETTING GAS THEN HAVING TO START AGAIN THEN ITS STARTS UP AND ITS FINE ROAD TESTED OVER WEEKEND AND VEHICLE RAN FINE TILL SAT MORNING ITS HAPPENED TRIED STARTING THEN DIED IT LIKE RUN OUT OF GAS THEN TURNED OFF AND TRIED AGAIN AND ITS STARTED RIGHT UP SCANNED VEHICLE BEFORE ROAD TESTED NO DTCS RELATING . THEN SCANNED DTCS NOW AND NO DTCS RELATING .

2/27/2017 10:12:00 AM ISSUE OPENED BY DEALERSHIP

2/27/2017 10:27:00 AM ADVISED TO FOLLOW TSB 2044640/1

2/28/2017 5:09:00 PM FOLLOWED TSB ALL OK AND TSB DOES NOT APPLY

3/1/2017 3:58:00 PM AFTER CHECKING FOR TSB AND NOT FINDING ANYTHING ROAD TESTED VEHICLE SOME MORE AND FOUND IT FEELS LIKE FUEL PUMP IS NOT SENDING FUEL TO MOTOR ON START UP . SO WITH SERVICES MANGER AND SHOP FORMAN WE INSTALLED NEW FUEL PUMP THEN I DROVE IT OVER NIGHT THIS MORNING IT WAS RUNNING FINE STARTED UP THEN WHEN GOT TO SHOP | IT SAT FOR ABOUT A HALF HOUR OR LONGER AND WASH GUY TRIED STARTING IN UP AND WOULD NOT START KEPTED CRANKING LIKE IT WAS RUNING OUT OF GAS AND HE TIRED 4 TIMES | BACK TO BACK THEN I WENT OVER AND NOTICED WHEN PUSHING START STOP BUTTON NOTHING WOULD HAPPEN AT POINTS I HAD TO PUT FOOT ON BRAKE TURN CAR ALL THE WAY OFF THEN IT WOULD TRY TO START THEN ON 3RD TRY I GAVE IT GAS AND IT START UP .SICNE THEN NO PROBS ALL DAY AND NOW I HAVE CODES FUEL PSI BANK 2 TOO HIGH

3/1/2017 4:13:00 PM ADVISED TO FOLLOW TSB 2044640/1

3/2/2017 5:15:00 PM SHOP FORMAN WILL INSPECT TURBO

3/3/2017 11:43:00 AM ISSUE UPDATED

3/7/2017 5:05:00 PM INSPCTED TURBOS PHOTOS OF THEM

3/7/2017 5:09:00 PM MORE PHOTOS OF OIL COMING OUT OF OIL LINES ON TOP OF P/S TURBO . P/S TURBO IS CLEAN NO OIL D/S TURBO HAS OIL IN IT

3/7/2017 5:33:00 PM INSIDE TURBO LOOKS OK, SPINS FREELY, NO SIGNS OF RUBBING, BUT THE LINES HAVE SLIGHT LEAKS. REPAIR/REPLACE THE TURBO LINE LEAKS. REPLACE THE J538 FPCM. RE-EVAL. TEST DRIVE. THANKS, SCOTT

3/13/2017 2:08:00 PM REPLACED FUEL PUMP MODULE THEN ROAD TESTED OVER WEEKEND AND AFTER DRIVING TO A LOCATION AFTER A 2 HOURS IT WOULD NOT START THEN TURNED OFF TRIED AGAIN THEN GAVE IT GAS AND IT STARTED UP THAT WAS ON SUN MID DAY THEN AFTER THAT FIND ALL DAY AND NIGHT SCANNED VEHICLE NO DTCS RELATING TO PROBLEM BUT SAME DTCS AS LAST TIME ALSO FOUND TSB FOR CONFERT CONTROL MODULE UPDATE PERFORMED THAT TO DAY AND CHECKED MVB FOR FUEL AND HAVE IN MY GFF LOG

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|----------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAUF2AFC2EN [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, S6, 2014 | | |
| Report Date | 2/27/2017 | Mileage | 53,699 |

| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
|-------|-----------------|--------------|------------------|--------------------|
| No | No | No | 0 | 0 |

- 3/13/2017 2:16:00 PM ECM, TCM, COMFORT MODULES ALL UPDATED. REPLACED IN TANK FUEL PUMP, FPCM J528. STILL HAS INTERM CRANK NO START. NO CODES. TAC ADVISED WE WILL ESCALATE THE CASE DUE TO DAYS DOWN. THANKS, SCOTT
- 3/13/2017 2:17:00 PM ISSUE UPDATED
- 3/14/2017 1:09:00 PM PLEASE PERFORM SVM CODE "01A225" FOR THIS S6. ECM SHOULD UPDATE FROM SW0004 TO SW0006.
- 3/14/2017 1:10:00 PM PERFORM THE FOLLOWING CHECKS: 1. READ THE DTC MEMORY OF THE ECM. 2. READ/ASSESS THE MEASURED VALUE WITH THE ODIS MEASURED VALUE IDENTIFIER IDE09529 "FUEL MASS FLOW FUMIGATION FROM ENGINE OIL". WARM UP THE ENGINE AT IDLE SPEED AND OBSERVE THE ABOVE MEASURED VALUE TOGETHER WITH THE ENGINE OIL TEMPERATURE. THE EVAPORATION PROCESS OF FUEL IN THE ENGINE OIL STARTS AT ABOUT 122°F ENGINE OIL TEMPERATURE. A. IF THE VALUE OF THE FUEL MASS FLOW IS AT LEAST INTERMITTENTLY ABOVE 75 MG/S, THIS CLEARLY POINTS TO A HIGH FUEL SHARE IN THE ENGINE OIL (OVER 0.5 L). IN THIS CASE, THE CONDITION IS CAUSED BY AN EXTREME SHORT DISTANCE OPERATION PROFILE OF THE CUSTOMER. WE RECOMMEND TO CHANGE THE ENGINE OIL AND TO EXPLAIN THE BACKGROUND TO THE CUSTOMER. UPDATE THE ECM WITH SVM CODE 01A225. B. IF THE LIMIT OF 75 MG/S IS NOT EXCEEDED AND THE CONDITION CANNOT BE REPRODUCED, THE DRIVING PROFILE OF THE CUSTOMER BEFORE THE WORKSHOP VISIT MAY HAVE COMPLETELY CONSUMED THE FUEL IN THE ENGINE OIL. IN THIS CASE, WE ALSO RECOMMEND TO ENQUIRE ABOUT THE DRIVING PROFILE OF THE CUSTOMER FOR A POSSIBLE EXPLANATION. IN THIS CASE, ALSO UPDATE THE ECM WITH SVM CODE 01A225. AN OIL CHANGE IS NOT NECESSARY. IN ADDITION CHECK THE FOLLOWING FUEL PRESSURE VALUES: 1. CHECK THE HOLDING PRESSURE OF THE HIGH AND OF THE LOW PRESSURE FUEL PUMP (FUEL PUMP FOR PRE-SUPPLY G6) AT ROOM TEMPERATURE (ABOUT 64-68°F): 1. WARM UP THE ENGINE TO AN OIL TEMPERATURE OF AT LEAST 176°F AND READ THE FOLLOWING MEASURED VALUES: IDE00186 LOW FUEL PRESSURE, ACTUAL VALUE IDE00188 HIGH FUEL PRESSURE, ACTUAL VALUE IDE06212 FUEL PRESSURE HIGH-PRESSURE ACCUMULATOR 2. OBSERVE THE DEVELOPMENT OF THE HIGH FUEL PRESSURE AFTER SWITCHING OFF THE ENGINE (REQUIRED PRESSURE DEVELOPMENT: GRADUAL RISE TO ABOUT 80 BAR IN 10 MINUTES). IF THE PRESSURE DEVELOPMENT IS DIFFERENT, THE CAUSE OF THE CONDITION CAN BE A LEAKING HIGH PRESSURE FUEL INJECTOR. IN THIS CASE, BORESCOPE THE COMBUSTION CHAMBER TO DETERMINE IF THERE IS A LEAK FROM ONE OF THE HIGH PRESSURE FUEL INJECTORS. ALSO, OBSERVE THE PRESSURE BUILD-UP OF THE LOW FUEL PRESSURE AFTER SWITCHING OFF THE ENGINE. IN THE FIRST FIVE MINUTES THE LOW PRESSURE MUST RISE ABOVE 6 BAR AND THE PRESSURE MUST BE HELD FOR ANOTHER 10 MINUTES. IF THE LOW FUEL PRESSURE WAS BUILT UP CORRECTLY BUT DROPS BY MORE THAN 1.5 BAR IN THE FIRST 15 MINUTES, IT CAN BE ASSUMED THAT AT LEAST ONE OF THE HIGH-PRESSURE FUEL PUMPS IS LEAKING. IN THIS CASE REPLACE BOTH HIGH-PRESSURE FUEL PUMPS AND CHANGE THE ENGINE OIL.
- 3/15/2017 11:50:00 AM IDE09529 0.0MG THEN WENT UP ONCE FOR A SECOND THEN WENT TO 0.0 MG HASENT CHAGNGED THEN DID SVM CODED WATCHED IDE00186 AT 530 - 540 RUNNING THEN OFF WENT UP TO 700 NEVER DROPED THEN IDE00188 AT 1.502 RUNNING WHEN WENT UP TWO 2.300 MGS THEN DROPED LESS THEN 15 MINS TO 1.000 MG .. IDE06212 1.4995 - 1.504 RUNNING THEN WENT UP TO 3.000 MG WHEN EGINE OFF EVER DROPPED
- 3/15/2017 4:08:00 PM ISSUE UPDATED
- 3/15/2017 4:27:00 PM TECH CHECKED MVBS AS PER TSB 2046724 (SENT TO DEALER AS DOES NOT COME UP IN ELSA). MVBS FOR HIGH SIDE PRESSURE SYSTEM SHOWS LOSS OF PRESSURE AND AT ONLY 8 BAR AFTER 10-15 MINUTES AFTER ENGINE SHUTOFF. ADVISED TECH TO REMOVE SPARK PLUGS AND CHECK FOR LEAKING FUEL INJECTOR(S). POSSIBLE MORE THAN ONE INJECTOR MAY BE NEEDED.
- 3/20/2017 12:16:00 PM REVIEW ON MVBS FROM TECH SHOW HIGH SIDE FUEL PRESSURE DROP IS ON BANK 1 AFTER REVIEW WITH TAC CONSULTANT. TECH WAS NOTIFIED OF RESULTS OF MVBS READINGS AND WHERE THE PRESSURE LOSS IS OCCURRING AT.
- 3/24/2017 2:17:00 PM INSTALLED ALL 8 INJECTORS AS OF TFM INSTRUCTIONS THEN ROAD TESTED VEHICLE NO DELAY OR ISSUES WITH VEHICLE NO DTCS ALL WORKING TO SPECS WILL RELEASE VEHICLE TO CUSTOMER

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUF2AFC2EM

Owner Or Fleet

Make, Model, Model Year Audi, S6, 2014

Report Date

2/27/2017

Mileage

53,699

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

3/28/2017 VEHICLE HAS BEEN RELEASED

12:22:00 PM

3/31/2017 ISSUE UPDATED

11:34:00 AM

Investigation Summary Report

Category **Field Reports - TACS**

VW's File Number

VIN

WAUF2AFC9FM

Owner Or Fleet

Make, Model, Model Year Audi, S6, 2015

Report Date

4/17/2017

Mileage

25,502

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

- 4/17/2017 1:58:00 PM INSPECT TURBOS ACCORDING TO TSB#2044640 FOUND FAULTY TURBOS ATTACHED PHOTOS..
- 4/17/2017 12:08:00 PM CUSTOMER STATES VEHICLE WAS STALLING OUT IN THE MIDDLE OF THE ROAD, VEHICLE WAS TOWED-IN, VEHICLE RUNNING VERY ROUGH AND CAN BARELY HOLD IDLE. INTERMITTENT RATTLING SOUNDS COMING FROM TURBO AREA. WILL ATTACH VIDEO.
- 4/17/2017 12:08:00 PM ISSUE OPENED BY DEALERSHIP
- 4/17/2017 12:10:00 PM ANOTHER VIDEO ATTACHED
- 4/17/2017 12:20:00 PM ADVISE DEALER TO PERFORM TSB:2044640 AND UPDATE THE TICKET WITH YOUR FINDINGS. THANKS MATT
- 4/17/2017 12:20:00 PM WORKSHOP FINDINGS: NO RELATED DTC'S IN THE ECM | | VEHICLE IS HARD TO START AFTER THE BATTERY WAS REPLACED FOR BEING FAULTY
- 4/17/2017 2:11:00 PM PLEASE PROCEED WITH THE TSB.
- 4/20/2017 11:11:00 PM PLEASE UPDATE CASE WITH CURRENT STATUS.
- 4/24/2017 1:54:00 PM ORDER PARTS..
- 4/26/2017 12:32:00 PM ISSUE SENT TO DEALERSHIP
- 4/26/2017 6:29:00 PM UPON PERFORM TSB#2044640 AND INSPECTING OIL FILTER FOR CORRECT INSTALLATION AND CORRECT FILTER, FOUND METAL PARTICLES ON OIL...
- 4/26/2017 6:35:00 PM ALSO OIL FILTER WAS INSTALL INCORRECTLY HERE IS SOME PICTURES...
- 4/26/2017 6:38:00 PM HERE MORE PICTURES..
- 4/26/2017 6:42:00 PM ADVISED DEALER TO DROP LOWER OIL PAN AND INSPECT FOR DEBRIS. THANKS, HAYDON.
- 4/27/2017 12:04:00 PM UPON REMOVAL OF LOWER OIL PAN FOUND SMALL PIECES OF METAL ON OIL PAN... HERE IS SOME PICTURES...

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUF2AFC9FM

Owner Or Fleet

Make, Model, Model Year Audi, S6, 2015

Report Date

4/17/2017

Mileage

25,502

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

4/27/2017 ADVISED DEALER TO FIND OUT WHEN AND WHERE THE LAST OIL CHANGE WAS PERFORMED.

12:22:00 PM

4/27/2017 SERVICE CONSULTANT CALL CUSTOMER AND ASK ABOUT IF ANY OTHER OIL CHANGE WAS PERFORM BETWEEN SERVICES, CUSTOMER STATES NOT OTHER OIL CHANGE HAS BEEN PERFORM IN BETWEEN SERVICES ACCORDING TO OWNER., LAST SERVICE PERFORM ON DEALER

4:34:00 PM

4/27/2017 ADVISED DEALER TO GET WITH DEALER THAT PERFORMED LAST OIL CHANGE AND ADVISED THEM OF THE SITUATION. THE ENGINE AND TURBOS WILL NEED TO BE REPLACED BUT THIS IS NOT WARRANTY DUE TO OIL FILTER BEING INSTALLED INCORRECTLY. THANKS, HAYDON.

4:38:00 PM

5/8/2017 WAITING ON SPECIAL ORDER PARTS...

1:15:00 PM

5/15/2017 OTHER DEALER WAS CONTACTED. THANK YOU

1:07:00 PM

Investigation Summary Report

| | | | | |
|--------------------------------|--|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | ██████████ | VIN | WAUJ2AFC0DN | ██████████ |
| Owner Or Fleet | ██ | | | |
| Make, Model, Model Year | Audi, S6, 2013 | | | |
| Report Date | 5/16/2017 | Mileage | 82,387 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 5/16/2017 5:33:00 PM | CUSTOMER HAD VEHICLE TOWED IN, LOSS OF POWER WHILE DRIVING UP INTERSTATE. VEHICLE WAS IN AN ACCIDENT PRIOR TO TRAVELING, WAS PICKED UP FROM BODY SHOP DRIVEN 940 MILES PRIOR TO CONCERN, CUSTOMER STATES JUST FILLED WITH GAS PRIOR TO CONCERN. RAN GUIDED FAULT FINDING FOUND CODES PRESENT FOR BANK 1 AND BANK 2 RICH. MEASURING BLOCK FOR SHORT TERM FUEL TRIM SHOWS -25% ON BOTH BANKS, DRAINED AND FILLED WITH KNOWN GOOD FUEL. NO CHANGE. REPLACED HIGH PRESSURE PUMPS AND CHANGE OIL FUEL TRIM CAME DOWN FOR SHORT TIME THEN RETURNED TO -25%. TEST DROVE VEHICLE HAD NO POWER WHEN ACCELERATING. MISFIRES ARE RANDOM ACROSS CYLINDERS. | | | |
| 5/16/2017 5:33:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 5/16/2017 5:41:00 PM | ADVISE DEALER TO INSPECT THE TURBO FOR EXCESSIVE IMPELLER PLAY IF YOU CAN RECORD VIDEO ATTACH IT TO THE CONTACT, NOTE: THE FILE ATTACHMENT SIZE LIMIT IS 10 MB. FOR REDUCING THE FILE SIZE OF PICTURES WITHOUT DRASTICALLY REDUCING QUALITY WE SUGGEST USING THE SNIPPING TOOL IN WINDOWS, WHICH IS TYPICALLY FOUND IN THE FOLLOWING LOCATION: START MENU >>> ALL PROGRAMS >>> ACCESSORIES >>> SNIPPING TOOL. FOR REDUCING THE FILE SIZE OF VIDEOS WITHOUT DRASTICALLY REDUCING QUALITY WE SUGGEST DOWNLOADING A FREE VIDEO COMPRESSION PROGRAM. A RELIABLE SITE TO DOWNLOAD ONE OF THESE PROGRAMS IS DOWNLOAD.CNET.COM/. THANKS MATT | | | |
| 5/16/2017 5:41:00 PM | WORKSHOP FINDINGS: IDLE CONTROL SYSTEM RPM HIGHER THAN EXPECTED (P050700) FUEL TRIM,BANK1 SYSTEM TOO RICH (P017200) FUEL TRIM,BANK2 SYSTEM TOO RICH (P017500) | | | |
| 5/16/2017 6:46:00 PM | VIDOE OF TURBO | | | |
| 5/16/2017 6:53:00 PM | ADVISED DEALER TO PERFORM TSB 2044640/1. THANKS, HAYDON. | | | |
| 5/17/2017 9:19:00 AM | PROVIDED CUSTOMER WITH QUOTE | | | |

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|----------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAUA2AFD9DN [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, A8, 2013 | | |
| Report Date | 6/16/2017 | Mileage | 72,599 |

| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
|-------|-----------------|--------------|------------------|--------------------|
| No | No | No | 0 | 0 |

- 6/27/2017 2:01:00 PM ADVISED CHECK FOR FUEL IN OIL. CHECK CANISTER FOR FUEL. CHECK FOR LEAKING INJECTORS. CHECK THROTTLE BODY FOR BUILD UP, CLEAN AND ADAPT AS NEEDED.
- 6/30/2017 3:20:00 PM SEEMS LIKE VEHICLE HAS INTAKE AIR LEAK. FAULT FOR AIR LEAK IN INTAKE SYSTEM CAME UP. SYSTEM TOO RICH BANK 1 AND BANK 2 IS STILL PRESENT. NEED TO FIND THIS AIR LEAK. I CAN HEAR IT. I SMOKE TESTED IT TOO
- 6/30/2017 5:32:00 PM THANKS FOR THE UPDATE, PLEASE CALL IN IF MORE HELP IS NEEDED.
- 7/5/2017 8:55:00 AM ADVISED TO CHECK THE TURBO IMPELLERS FOR EXCESSIVE PLAY. IF NORMAL, RECOMMENDING TO DOUBLE CHECK FOR LEAKS AROUND THE CRANK SEALS AND ATTACH THE CURRENT FUEL TRIMS.
- 7/10/2017 7:56:00 AM HI CJ, PLEASE MAKE THIS A PRIORITY. CASE HAS BEEN OPEN FOR 24 DAYS
- 7/11/2017 11:04:00 AM ISSUE UPDATED
- 7/11/2017 8:59:00 AM CAR WAS SENT TO AUCTION.NOT HERE.

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUF2AFC1DN

Owner Or Fleet

?, ?, ?, ? Phone #: N/A

Make, Model, Model Year

Audi, S6, 2013

Report Date

10/11/2017

Mileage

74,974

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

10/11/2017
3:22:00 PM

HI THERE, THIS VEHICLE WAS BROUGHT TO US BY THE USED CAR DEPARTMENT OF A DEALERSHIP UP THE ROAD. THEY PURCHASED IT RUNNING OK AND STARTED IT THE OTHER DAY AND IS NOW MISFIRING HEAVILY AND ONLY RUNS IF YOU KEEP IT OFF IDLE BUT ROUGHLY. I HAVE RAN GFF AND FOUND P017200 FUEL TRIM BANK 1 SYSTEM TOO RICH AND P017500 FUEL TRIM BANK 2 SYSTEM TOO RICH. I HAVE HAD THE SPARK PLUGS AND COILS OUT OF THIS CAR AND THEY ARE BURNING CLEAN AND ARE NOT FOULED, CHECKED FOR AIR LEAKS, FOUND NOTHING, RAN SPEC ACTUAL, EVERYTHING OK, CHECKED OIL LEVEL AND CONDITION, OK, THE ODD THING IS IT MISFIRES LIKE CRAZY AND STALLS ON ITS OWN BUT SETS NO FAULT CODES. LOW SIDE FUEL PRESSURE IS GOOD AND HAS GOOD FUEL. DO YOU HAVE ANY FEEDBACK FOR THE DIAGNOSIS ON THIS VEHICLE?

10/11/2017
3:22:00 PM

ISSUE OPENED BY DEALERSHIP

10/11/2017
3:40:00 PM

RECOMMENDING TO REVIEW TSB 2044640/1

10/12/2017
9:30:00 AM

THANK YOU FOR YOUR FEEDBACK, I WILL FOLLOW THIS TSB AND FOLLOW UP WITH ANY FURTHER CONCERNS

10/31/2017
9:16:00 AM

ISSUE UPDATED

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|----------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAU32AFD7FN [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, A8, 2015 | | |
| Report Date | 11/7/2017 | Mileage | 46,865 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|--------------------------|---|
| 11/7/2017 2:59:00 PM | CAR IS A NO START AT THIS TIME. GOT IT TO START ONCE FOR A SHORT PERIOD OF TIME BUT AS SOON AS YOU LET OFF THE GAS IT DIED. HAS A LOW BOOST FAULT AND A HIGH FUEL PRESSURE FAULT BUT NO ENGINE LIGHT ON. INSPECT THE TURBOS AND BOTH HAVE EXCESSIVE PLAY. |
| 11/7/2017 2:59:00 PM | ISSUE OPENED BY DEALERSHIP |
| 11/7/2017 3:11:00 PM | ADVISED TECH TO ATTACH PICTURES OF THE DAMAGE TO THE TURBOS. THANKS, DAVE |
| 11/7/2017 3:11:00 PM | WORKSHOP FINDINGS: TECH FOUND TSB BUT IS UNABLE TO START THE VEHICLE AND CHECK THE OIL PRESSURE. TECH FOUND IMPELLERS SCRAPPING ON THE HOUSING. |
| 11/7/2017 4:33:00 PM | HERE IS THE VIDEO SHOWING THE MOVEMENT OF BOTH TURBO IMPELLER SHAFTS. |
| 11/7/2017 4:43:00 PM | FOLLOW TSB ENGINE DIFFICULT TO START, TURBOCHARGER DAMAGED, V8 4.0TFSI (2044640/1) CHANGE OIL/FILTER ALSO. THANKS, SCOTT |
| 11/8/2017 1:33:00 PM | WORKING ON CAR |
| 11/10/2017 2:44:00 PM | PERFORMED TSB AND REPLACED TURBOS PLEASE CLOSE THANKS |
| 11/10/2017 4:52:00 PM | ISSUE UPDATED |

Investigation Summary Report

Category **Field Reports - TACS**

VW's File Number

VIN

WAUR2AFD8EN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2014

Report Date

12/29/2017

Mileage

82,232

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

12/29/2017 1:27:00 PM ISSUE OPENED BY DEALERSHIP

12/29/2017 1:27:00 PM VEHICLE WILL NOT IDLE. MISFIRE FAULTS ON ALL CYLINDERS. SHORT TERM IS AT FULL RICH. PRESSURE OK. FUEL TYPE OK. COMPRESSION 180 PSI. PLUGS NEW AND BLACK. WILL GO OVER ALL DIAGNOSIS PROCEDURES. ANY IDEAS?

12/29/2017 1:41:00 PM ADVISED DEALER TO RUN CHECK WARRANTY INFO UNDER GUIDED FUNCTIONS IN THE ECM THEN INSPECT TURBOS. THANKS, HAYDON.

12/29/2017 1:41:00 PM WORKSHOP FINDINGS: MISFIRES AT IDLE SMELLS REALLY RICH | | SWAPPED MAP,O2,THROTTLE BODY | | HIGH SIDE HOLDING PRESSURE | | OIL DOESNT SMELL LIKE FUEL

12/29/2017 3:03:00 PM PERFORMED DEALER RUN CHECK. NO TD1. REMOVED INTAKE PIPES ON THE TURBOS TO FIND BOTH IMPELLERS DAMAGED AND BINDING.

12/29/2017 3:04:00 PM GFF

12/29/2017 3:20:00 PM ADVISE DEALER TO REPLACE BOTH TURBO CHARGERS DO TO IMPELLER DAMAGE AND REEVALUATE THE CONCERN. THANKS MATT

12/29/2017 3:29:00 PM THANKS

2/27/2018 8:43:00 AM ISSUE UPDATED

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUF2BFC0EN

Owner Or Fleet

Make, Model, Model Year Audi, S6, 2014

Report Date

1/4/2018

Mileage

87,983

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

1/4/2018 11:56:00 AM CAR TOWED IN SAID IT LOST POWER WHILE DRIVING AND DIED WHEN TRYING TO START LATER, RUNS ROUGH. DROVE IN AND DIED AFTER IDLING. NO CHECK ENGINE LIGHT BUT FAULTS FOR BOTH BANKS RICH. FUEL PRESSURES LOOKED OKAY WHEN CHECKING FOR LEAKING INJECTORS OR PUMPS. FOUND BOTH TURBO COMPRESSOR IMPELLERS DAMAGED WITH BOROSCOPE. PULLED ENGINE OIL FILTER AND FOUND A LOT OF METAL IN BOTTOM OF OIL FILTER HOUSING. WONDERING IF SEEN MANY CASES? HEARD SOME WITH THIS ISSUE HAVE NEEDED AN ENGINE?

1/4/2018 11:56:00 AM ISSUE OPENED BY DEALERSHIP

1/4/2018 12:04:00 PM ADVISED TO PERFORM A SPEC ACTUAL AND FOLLOW TSB 2044640/2

1/4/2018 4:45:00 PM PERFORMED SPEC/ACTUAL AND TSB. QUOTED TURBOCHARGERS PER TSB.

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|----------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAU32AFC8DN [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, S7, 2013 | | |
| Report Date | 1/9/2018 | Mileage | 70,362 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|--------------------------|---|
| 1/9/2018 1:06:00 PM | GFF ID FOR LOG WITH FUEL TRIMS IS [REDACTED] INSPECT TURBO IMPELLERS. NO DAMAGE FOUND. REMOVE INTAKE AND RAN VEHICLE. VEHICLE RAN POORLY AND THEN DIED AFTER 30 SECONDS. PLEASE ADVISE |
| 1/9/2018 10:42:00 AM | ISSUE OPENED BY DEALERSHIP |
| 1/9/2018 10:42:00 AM | VEHICLE IDLES VERY ROUGH FOR A FEW MINUTES THEN DIES. DURING TEST DRIVE VEHICLE RUNS OK BUT WILL DIE AT STOP SIGNS AND WILL BE VERY HARD TO RESTART. RUN GFF. FOUND SPORADIC FUEL TRIM TOO RICH FAULTS. FOUND TSB#2046724/4 INSTRUCTING TO MONITOR HIGH AND LOW SIDE FUEL PRESSURE OVER TIME. THROUGH THIS TSB THE HIGH PRESSURE PUMPS WERE DETERMINED TO BE LEAKING. REMOVE AND REPLACE HIGH PRESSURE PUMPS. VEHICLE SHOWS NO IMPROVEMENT. PLEASE ADVISE |
| 1/9/2018 10:50:00 AM | ADVISE DEALER TO GRAB FUEL TRIMS, ALSO CHECK ENGINE AIR FILTERS AND LEAVE THE AIR BOX OPEN AND SEE IF THERE IS ANY IMPROVEMENT TO THE STARTING CONDITION. THANKS MATT |
| 1/9/2018 10:50:00 AM | WORKSHOP FINDINGS: FUEL TRIM,BANK2 SYSTEM TOO RICH (P017500) FUEL TRIM,BANK1 SYSTEM TOO RICH (P017200) FUEL TRIM,BANK2 SYSTEM TOO RICH (P017500) FUEL TRIM,BANK1 SYSTEM TOO RICH (P017200) OIL CHANGE DONE WHEN HPPF'S REPLACED |
| 1/9/2018 11:32:00 AM | ADVISED TECH TO CHECK THE TURBO IMPELLERS FOR DAMAGE. IF THEY ARE DAMAGED THEN FOLLOW TSB 2044640. THANKS, JEFF |
| 1/9/2018 2:16:00 PM | TURBO IMPELLERS WERE INSPECTED WITH BORESCOPE. WHEN PIPES WERE REMOVED FOUND EXCESSIVE PLAY IN IMPELLERS ON BOTH BANKS. PLEASE ADVISE |
| 1/9/2018 2:19:00 PM | CORRECT GFF LOG ID FOR FUEL TRIM IS [REDACTED] PREVIOUSLY LISTED LOG IS INCORRECT. |
| 1/9/2018 2:25:00 PM | TECH FOUND PLAY IN THE IMPELLERS. ADVISED TECH TO FOLLOW THE TSB AS LISTED BEFORE. THANKS, DAVE |
| 1/10/2018 10:09:00 AM | S.O TURBOCHARGERS AND REQUIRED PARTS |
| 1/10/2018 12:06:00 PM | THANKS |
| 1/10/2018 12:35:00 PM | ISSUE UPDATED |

Investigation Summary Report

| | | | | |
|--------------------------------|---|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | ██████████ | VIN | WAUH2AFC1GN | ██████████ |
| Owner Or Fleet | ?, ?, ?, ?, ? Phone #: N/A | | | |
| Make, Model, Model Year | Audi, S6, 2016 | | | |
| Report Date | 1/24/2018 | Mileage | 27,414 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 1/24/2018 5:16:00 PM | CS CAR IS HARD TO START AND KEEP RUNNING, CAR IS RUNNING VERY RICH SHORT TERM ADAPTIONS AT -25% CAR WILL STAY RUNNING BETTER BUT STILL ROUGH IF OIL CAP IS REMOVED, CHECKED FOR CLOGGED AIR FILTER OR FUEL PRESSURE ANOMALIES WITH GFF MVBS FOUND NOTHING ABNORMAL, FUEL PRESSURE IS WHERE IT SHOULD BE, CLIMBS TO FULL PRESSURE WHEN HIGH PRESSURE FUEL PUMPS ARE UNPLUGGED AND RESETS WHEN CAR IS RESTARED AND PLUGGED BACK IN TO PUMPS. SAW TSB FOR TURBO PROBLEMS, INSPECTED WITH BOROSCOPE AND NO VISUAL DAMAGE TO IMPELLERS AND THEY SPIN UP AS THEY SHOULD, NO ABNORMAL NOISES WHEN CAR IS REVED. ATTEMPTED TO LET CAR COOL AND BOTH TIMES IT STARTED RIGHT UP WITHOUT ISSUE AND BEGINS RUNNING RICH AND STUMBLING SHORTLY AFTER | | | |
| 1/24/2018 5:16:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 1/24/2018 5:23:00 PM | ADVISED DEALER TO PERFORM A COMPRESSION AND LEAKAGE TEST. THANKS, HAYDON. | | | |
| 1/24/2018 5:23:00 PM | WORKSHOP FINDINGS: INTAKE AIR SYSTEM LEAK (P227900) CYL.5 MISFIRE DETECTED (P030500) CYL.1 MISFIRE DETECTED (P030100) HAS TUNING COMPANY LICENSE PLATE FRAME BUT NO TD1 PERFORMED SPEC/ACTUAL AND CHECK WARR INFO | | | |
| 1/25/2018 2:03:00 PM | RAN SPEC ACTUAL AND SENT LOG RUNNING TEST COMPRESSION OK BANK ONE | | | |
| 1/25/2018 3:32:00 PM | COMPRESSION OK 185 -205 PSI | | | |
| 1/25/2018 3:35:00 PM | INJECTORS DON'T APPEAR TO BE LEAKING. BUT PLUGS WERE SOOTED. | | | |
| 1/25/2018 3:53:00 PM | TECH SAYS THE FUEL PRESSURE SEEM OK. TURBOS SPIN FREELY. TAC ADVISED TO REPLACE THE SPARK PLUGS. CHECK THE CATS FOR RESTRICTION. O2 SENSORS LOOK SOOT? IF WE REPLACE THE ECM REMEMBER NOT TO TRANSFER OLD INFO INTO NEW ECM. SELECT CANNOT COM WITH OLD ECM. | | | |
| 1/26/2018 10:38:00 AM | GOOD MORNING EXHAUST ON THIS VEHICLE LOOKS OK. WILL REPLACE PLUGS NOW. | | | |
| 1/26/2018 4:24:00 PM | PLUGS IN | | | |
| 1/29/2018 8:11:00 AM | GOOD MORNING WE HAVE ANOTHER VEHICLE WITH THE SAME ISSUE ALTHOUGH NOT AS BAD. THAT VEHICLE HAS BAD TURBOCHARGERS. I AM GOING TO SEE IF THERE IS A SIMILAR ISSUE. | | | |
| 1/30/2018 7:49:00 AM | GOING TO ATTEMPT TO PULL APART TURBO CHARGE PIPES TODAY TO INSPECT TURBOS FOR DAMAGE, | | | |
| 1/31/2018 2:57:00 PM | COMPRESSION OK PERFORMED TESTS PER TSB 2044640/2. CHECKED WARRANTY INFORMATION. FOUND EXCESSIVE PLAY IN BOTH TURBOCHARGER SHAFTS. THANK YOU. | | | |

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUH2AFC1GN

Owner Or Fleet

?, ?, ?, ? Phone #: N/A

Make, Model, Model Year

Audi, S6, 2016

Report Date

1/24/2018

Mileage

27,414

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

1/31/2018 ISSUE SENT TO DEALERSHIP

8:32:00 AM

2/27/2018 ISSUE UPDATED

8:21:00 AM

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAU43AFD5GM

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2016

Report Date

1/26/2018

Mileage

44,582

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

2/1/2018 2:41:00 PM VEHICLE CAME IN FOR MIL AND OIL CHANGE IN DECEMBER. ADVISED RUN GF TEST PLAN UNDER ECM FOR CHECKING WARRANTY INFO, THEN CHECK WARRANTY KEY IN ELSA, VEHICLE DATA. CLEAN AND INSTALL OIL PAN AND CONTINUE WITH TURBO REPLACEMENT PER TSB 2044640.

2/2/2018 10:39:00 AM COMPLETED PARTS ON ORDER

2/27/2018 8:44:00 AM ISSUE UPDATED

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|----------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAUF2AFC2DN [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, S6, 2013 | | |
| Report Date | 1/29/2018 | Mileage | 56,370 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|-------------------------|--|
| 1/29/2018 1:09:00 PM | ISSUE OPENED BY DEALERSHIP |
| 1/29/2018 1:09:00 PM | VEHICLE WAS TOWED IN. ENGINE WILL START BUT DIES RIGHT AWAY. FOUND IT WILL NOT IDLE BUT WILL STAY RUNNING WHEN GIVEN THROTTLE INPUT. FOUND LOUD NOISE COMING FROM THE BANK2 TURBO CHARGER. FOUND TSB# 2044640/2 WHICH GIVES GUIDE LINES FOR DIAGNOSING TURBO CHARGER FAILURE. WAS ABLE TO PERFORM ALL DIAGNOSTIC STEPS ACCEPT THE OIL PRESSURE TEST BECAUSE THE ENGINE WILL NOT IDLE. I HAVE ATTACHED THE GFF AND PICTURES OF THE TURBO CHARGER. PLEASE ADVISE HOW TO PROCEED. |
| 1/29/2018 1:19:00 PM | TECH TO REMOVE OIL FILTER AND ATTACH PICTURE OF DEBRIS FOUND. CONTINUE WITH TSB AND REPLACE BOTH TURBOS, CHECK VALVES, ETC... CHANGE OIL/FILTER. |
| 1/29/2018 1:19:00 PM | WORKSHOP FINDINGS: TURBO HITTING INSIDE HOUSING PICTURE ATTACHED |
| 1/29/2018 1:26:00 PM | ATTACHED PHOTO OF OIL FILTER HOUSING AS REQUESTED |
| 2/7/2018 11:37:00 AM | STATUS?? |
| 2/13/2018 3:05:00 PM | ISSUE UPDATED |

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|----------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAUF2AFC6DN [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, S6, 2013 | | |
| Report Date | 1/30/2018 | Mileage | 58,043 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|-------------------------|---|
| 1/30/2018 4:59:00 PM | ISSUE OPENED BY DEALERSHIP |
| 1/30/2018 4:59:00 PM | VEHICLE CAME IN, WOULD NOT STAY RUNNING ONCE STARTED. FAULTS FOR IDLE TOO LOW. PULLED INTAKE BOOT FOR B1 TURBO AND USED BORE SCOPE, FOUND SCORING. CHECKED BANK 2, NO ISSUE DETECTED WITH BORE SCOPE. FOUND CHECK LIST FOR 4.0T TURBOCHARGER DAMAGE CHECKLIST. ATTACHED ECM WARRANTY INFO SCAN, PICTURES OF OIL FROM THE OIL FILTER HOUSING. ENGINE DOES NOT RUN VERY WELL, OIL PRESSURE TEST HAS NOT BEEN PERFORMED YET. OIL FILTER WAS INSTALLED CORRECTLY, NO ISSUES WITH THE FILTER DETECTED OTHER THAN HAVING A LOT OF FINE METAL PARTICALS. |
| 1/30/2018 5:09:00 PM | ADVISE DEALER TO DRAIN ALL THE CURRENT ENGINE OIL DO NOT USE THE EVACUATOR. FOLLOW TSB: 2044640 REPLACE BOTH TURBOS, CLEAN THE OIL SUPPLY AND FEED AND RETURN LINES, RUN THE ENGINE AT IDLE FOR 5 MIN AND PERFORM ANOTHER OIL CHANGE. THEN WITH FRESH OIL PERFORM YOUR OIL PRESSURE CHECKS AND MAKE SURE THERE IS NO OIL SUPPLY PROBLEMS. UPDATE THE CONTACT AS NEEDED. THANKS MATT |
| 1/31/2018 2:13:00 PM | PARTS HAVE BEEN ORDERED TODAY (JANUARY 31, 2018) AND THE TURBOS HAVE BEEN PLACED ON RED ORDER. SALES DOC # [REDACTED] WILL UPDATE TICKET WHEN PARTS ARRIVE, NO ETA GIVEN |
| 2/2/2018 4:33:00 PM | ED F UPDATE: ETA OF 2/8/18 FOR TURBOCHARGERS ACCORDING TO PARTS SPECIALISTS TODAY. |
| 2/2/2018 8:49:00 AM | ISSUE SENT TO DEALERSHIP |
| 2/6/2018 12:43:00 PM | ED F UPDATE: TURBO 079-145-722 ETA IS 2/8/18, TURBO 079-145-721 ETA IS " ORDER PENDING AT SUPPLIER" WITH TENTATIVE ETA GIVEN FOR 2/19/2018. |
| 2/8/2018 7:15:00 PM | ED F UPDATE: CLOSING CONTACT DUE TO EXTENDED PARTS ORDER TIME. WILL RE-OPEN ANOTHER CONTACT IF FURTHER ASSISTANCE IS NEEDED |
| 2/8/2018 9:27:00 AM | ED F UPDATE: "722" TURBO HAS ARRIVED TODAY, "721" TURBO STILL PENDING/ON ORDER. |
| 2/9/2018 8:28:00 AM | ISSUE UPDATED |

Investigation Summary Report

| Category | Field Reports - TACS | | | |
|--------------------------------|---|---------------------|-------------------------|---------------------------|
| VW's File Number | ██████████ | VIN | Waur2AFDXDN | ██████████ |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 2/1/2018 | Mileage | 57,191 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 2/1/2018 1:23:00 PM | 1/11/2018 56160 MILES | | | |
| 2/1/2018 1:46:00 PM | PLEASE UPDATE THE CONTACT WITH ALL OF THE PARTS REPLACED DURING THE LAST VISIT. | | | |
| 2/1/2018 1:47:00 PM | -PART NUMBERS | | | |
| 2/1/2018 8:26:00 AM | C/S CAR WILL NOT STALLS AT IDLE SPEEDS. FOUND ENGINE NOISE FROM TURBO AREA R&R INLET PIPE AND LOOSEN CAT FOUND SHAFT BROKEN IN LEFT TURBO (SEE ATTACHED PHOTOS). R&R INLET PIPE FOR RIGHT TURBO AND FOUND EXCESSIVE PLAY IN TURBINE. TURBOS REPLACED RECENTLY AND IS BACK FOR SAME CONCERN. FOLLOWED TSB 2044640/2. PERFORM SPEC/ACTUAL AND HARDWARE VERSION.NO OIL LEAKS FOUNDS. COULD NOT CHECK OIL PRESSURE, VEHICLE WILL NOT IDLE. NO OIL LEAKS FOUND INTERNAL OF TURBOS. VEHICLE HAS CORRECT FACTORY FILTER AND IS CORRECTLY INSTALLED. NO METAL FOUND IN OIL SAMPLE WHEN DRAINING OIL FILTER HOUSING. | | | |
| 2/1/2018 8:26:00 AM | ISSUE OPENED BY DEALERSHIP | | | |
| 2/1/2018 8:41:00 AM | HOW LONG AGO WERE THE TURBOS REPLACED (MILEAGE AND DATE). I DON'T SEE THEM IN WARRANTY HISTORY. | | | |
| 2/5/2018 7:09:00 AM | SEE ATTACHED PIC OF PART NUMBERS USED IN ORIGINAL REPAIR. | | | |
| 2/5/2018 9:45:00 AM | PLEASE ATTACH A PICTURE OF THE OIL FILTER AND THEN REMOVE THE LOWER OIL PAN TO CHECK FOR DEBRIS. | | | |
| 2/6/2018 10:54:00 AM | RECOMMENDING TO CLEAN THE PAN AND CONTINUE FOLLOWING TSB 2044640. MAKE SURE TO FOLLOW ALL INSTRUCTIONS IN THE BULLETIN AND FLUSH OUT THE SUPPLY AND DRAIN LINES FOR THE TURBOS. WHEN ALL INSTRUCTIONS ARE COMPLETED, MEASURE THE OIL PRESSURE AT IDLE AND 2000 RPM ACCORDING TO ELSAPRO. | | | |
| 2/6/2018 7:51:00 AM | SEE ATTACHED PHOTOS | | | |
| 2/6/2018 9:21:00 PM | OIL SUPPLY LINES FREE AND CLEAR OF DEBRIS AND ADEQUATE OIL FLOW THROUGH THEM? | | | |
| 2/9/2018 6:32:00 AM | NEW TURBOS ARE ORDERED. NO ETA, PARTS ON BACK ORDER. | | | |
| 2/9/2018 9:01:00 AM | ISSUE SENT TO DEALERSHIP | | | |

Investigation Summary Report

Category Field Reports - TACS

| | | | | |
|-------------------------|-------------------------|--------------|------------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAUR2AFDXDN [REDACTED] | |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 2/1/2018 | Mileage | 57,191 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

2/13/2018 THANKS FOR THE CASE UPDATES

10:25:00 AM

2/13/2018 TURBO PART NUMBERS 079145722 & 079145721. SALES DOC NUMBERS [REDACTED]

4:24:00 PM

2/13/2018 ISSUE SENT TO DEALERSHIP

4:57:00 PM

2/19/2018 HAS A PCA BEEN SUBMITTED FOR THE TURBOS? I DO NOT SEE ANYTHING IN THE SYSTEM.

8:33:00 PM

2/21/2018 TURBOS ARE HERE AND INSTALLED. RUNNING OIL PRESSURE TEST AND TEST DRIVING TODAY

6:30:00 AM

2/21/2018 ISSUE SENT TO DEALERSHIP

8:44:00 AM

2/23/2018 TURBOS HAVE BEEN REPLACE OIL PRESSURE TESTED GOOD 1.4 - 1.8 BAR. CLEANED OIL SUPPLY LINES. TEST DROVE OVER 2 DAY PERIOD, PERFORM 2ND OIL CHANGE AND RELEASED VEHICLE BACK TO CUSTOMER

7:00:00 AM

Investigation Summary Report

| | | | | |
|--------------------------------|--|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | ██████████ | VIN | WAUR2AFD6EN | ██████████ |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | | |
| Make, Model, Model Year | Audi, A8, 2014 | | | |
| Report Date | 2/1/2018 | Mileage | 86,609 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 2/1/2018 4:35:00 PM | CUSTOMER STATES VEHICLE SHUTS OFF AFTER START UP. CONFIRMED ENGINE SHUTOFF AFTER START UP. RAN GFF, FOUND NO CODES OR FAULTS. INSPECTED ENGINE. FOUND CARBON BUILD UP ON THROTTLE BODY. CLEANED THROTTLE BODY, ATTEMPTED THROTTLE VALVE ADAPTATION. ADAPTATION CANCELED DUE TO REASONS OF SAFETY. SWAPPED WITH NEW THROTTLE BODY, NO ADAPTATION GOES THROUGH. VEHICLE HAS NO IDLE UNLESS PRESSING GAS PEDAL HALF WAY OR MORE. PLEASE ADVISE ON REPAIR. | | | |
| 2/1/2018 4:35:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 2/1/2018 4:39:00 PM | ADVISED TECH TO TO INSPECT THE TURBO IMPELLERS FOR DAMAGE, IF THEY ARE DAMAGED THE PERFORM TSB 2044640/2. THANKS, JEFF | | | |
| 2/5/2018 9:40:00 AM | TURBOS ARE DAMAGED, WAITING FOR APPROVAL FROM CUSTOMER | | | |
| 2/6/2018 10:36:00 AM | INSPECTED TURBOS. FOUND IMPELLERS LOOSE ON BOTH TURBOS. SERVICE MANAGER REQUESTS TAC CONFIRMATION ON REPLACEMENT. | | | |
| 2/6/2018 10:41:00 AM | ADVISE DEALER TO CONTINUE WITH TSB: 2044640/2 AND REEVALUTE THE OIL PRESSURE AFTER TURBO REPLACEMENT. THANKS MATT | | | |
| 2/12/2018 8:27:00 AM | WAITING ON AUTH FOR TURBOS | | | |
| 2/15/2018 11:34:00 AM | ISSUE UPDATED | | | |
| 2/19/2018 11:56:00 AM | ISSUE UPDATED | | | |
| 2/19/2018 5:08:00 PM | CUSTOMER DECLINED REPAIR | | | |
| 2/21/2018 10:07:00 AM | ISSUE UPDATED | | | |

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|-----------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WUAW2AFC8EN [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, RS7, 2014 | | |
| Report Date | 2/6/2018 | Mileage | 89,359 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|--------------------------|---|
| 2/6/2018 3:27:00 PM | CUSTOMER STATES VEHICLE WAS GETTING SLUGGISH... NOW DIES WHEN COMING TO A STOP EXTENSIVE DAMAGE TO TURBO IMPELLERS FOUND |
| 2/6/2018 3:27:00 PM | ISSUE OPENED BY DEALERSHIP |
| 2/6/2018 3:39:00 PM | IMAGES ATTACHED |
| 2/6/2018 3:46:00 PM | ADVISED TECH TO WORK THROUGH THE TSB MINUS CHECKING OIL PRESSURE SINCE THE ENGINE WILL NOT RUN FOR MORE THAN A FEW SECONDS. RECOMMEND TO CHECK THE OIL FILTER HOUSING FOR DEBRIS. ATTACH PHOTOS OF ANY OTHER FINDINGS AND CALL BACK AS NEEDED. THANKS, JEFF |
| 2/9/2018 1:32:00 PM | PARTS ON ORDER THANKS FOR THE CASE UPDATES |
| 2/9/2018 6:31:00 AM | ORDERED NEW TURBOS, ETA IS MONDAY 2/12. WE WILL TAKE OIL PRESSURE TEST AFTER NEW TURBOS ARE INSTALLED. |
| 2/13/2018 10:23:00 AM | STATUS OF PARTS ORDER? |
| 2/13/2018 4:08:00 PM | REPLACED TURBOS PER TSB REPLACED ASSOCIATED COMPONENTS CLEANED ACCUMULATED METAL ETC... ROAD TESTED VEHICLE ON MULTIPLE OCCASIONS ISSUE RESOLVED THANK YOU FOR THE ASSISTANCE |
| 2/14/2018 9:54:00 AM | ISSUE UPDATED |

Investigation Summary Report

| Category | Field Reports - TACS | | | |
|-------------------------|--|--------------|------------------|--------------------|
| VW's File Number | ██████ | VIN | WAUR2AFD4DN | ██████ |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 2/8/2018 | Mileage | 76,808 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 2/8/2018 4:34:00 PM | CUSTOMER WAS DRIVING EARLIER TODAY, AT LOW RPMS, BEGAN TO RUN ROUGH, AT A LIGHT IT DIED OUT. RESTARTED, WAS HARD TO START , GOT IT INTO A GAS STATION AND DIED OUT AGAIN. TOWED IN. I STARTED IT , DROVE IN. RAN OK FOR A COUPLE MINUTES. NOW IT WONT RUN UNDER 1200 RPMS . HAS DTCS FOR RICH FAULTS, SW WAS UPDATED MID DECEMBER FOR 21F2 RECALL. I WAS GOING TO FOLLOW TSB FOR THESE DTCS FOR GAS IN OIL, BUT AFTER HOLDING RPMS AT 200 FOR COUPLE MINUTES, STILL WILL NOT IDLE. | | | |
| 2/8/2018 4:34:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 2/8/2018 4:39:00 PM | ADVISED DEALER TO INSPECT TURBOS. THANKS, HAYDON. | | | |
| 2/8/2018 4:39:00 PM | WORKSHOP FINDINGS: FUEL TRIM,BANK2 SYSTEM TOO RICH (P017500) FUEL TRIM,BANK1 SYSTEM TOO RICH (P017200) | | | |
| 2/9/2018 2:03:00 PM | FOUND TURBO IMPELLER VERY LOOSE, SCORING ON TURBOS. PROVIDED ESTIMATE | | | |
| 2/12/2018 7:47:00 AM | ISSUE SENT TO DEALERSHIP | | | |
| 2/12/2018 9:33:00 AM | THANK YOU | | | |
| 2/27/2018 8:46:00 AM | ISSUE UPDATED | | | |

Investigation Summary Report

| Category | Field Reports - TACS | | | |
|--------------------------|---|--------------|------------------|--------------------|
| VW's File Number | ██████████ | VIN | WAUF2AFC9GN | ██████████ |
| Owner Or Fleet | ██ | | | |
| Make, Model, Model Year | Audi, S6, 2016 | | | |
| Report Date | 2/10/2018 | Mileage | 37,919 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 2/10/2018 4:24:00 PM | CONCERN OF VEHICLE STALLING AND SHAKING, GRINDING NOISE FROM ENGINE. FOLLOWED TSB 2044640/2 FOUND OIL PRESSURE TO BE 2 BAR AT IDLE, AND 3 BAR AT 2K RPM'S. FOUND BOTH TURBO IMPELLORS LOOSE, ALSO SEE IMPELLOR FIN DAMAGE FROM SCRAPING. FOUND INTERCOOLER DAMAGED AND LEAKING COOLANT FROM SOMETHING HITTING FIN. FOUND METAL SHAVINGS ON OIL FILTER. PICTURES SENT. DID NOT GO ANY FURTHER. | | | |
| 2/10/2018 4:24:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 2/10/2018 4:37:00 PM | RECOMMEND REMOVING THE OIL PAN AND SET UP ART SO WE CAN GET A LOOK IN THE PAN TO DETERMINE ENGINE CONDITION. THANKS, DAVE | | | |
| 2/10/2018 4:37:00 PM | WORKSHOP FINDINGS: OIL PRESSURE IS WITHIN SPEC. DAMAGE IS FOUND TO THE INTERCOOLER, BOTH TURBOS. TECH FOUND METAL DEBRIS IN THE OIL FILTER HOUSING. | | | |
| 2/12/2018 1:10:00 PM | ISSUE SENT TO DEALERSHIP | | | |
| 2/12/2018 1:10:00 PM | TECH FOUND MAGNETIC MATERIAL IN THE OIL PAN ALONG WITH OTHER MATERIAL. OIL FILTER IS CORRECT TYPE AND NOT DAMAGED. USED ART FOR PHOTOS. ADVISED TECH TO REPLACE THE ENGINE AND THE TURBOS AND FOLLOW GUIDELINES PER TSB 2018288/6. THANKS, DAVE | | | |
| 2/12/2018 12:59:00 PM | REMOVED OIL PAN AND FOUND METAL DEBRIS | | | |
| 2/12/2018 8:10:00 AM | WILL UPDATE TODAY WHEN TAC OPENS. | | | |
| 2/13/2018 2:00:00 PM | ISSUE UPDATED | | | |
| 2/13/2018 7:39:00 AM | PLEASE NOTE IF THERE ARE ANY DELAYS OR BACK ORDERS WITH THE PARTS NEEDED FOR THE ENGINE REPLACEMENT IN YOUR NEXT CASE UPDATE, IF THERE IS NO FURTHER TECHNICAL HELP NEEDED PLEASE CLOSE THIS CASE, THANK YOU | | | |
| 2/13/2018 8:33:00 AM | ENGINE IS ON BACK ORDER | | | |
| 2/13/2018 8:36:00 AM | ENGINE ON BACK ORDER. CLOSING CASE, THANK YOU. | | | |

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|-------------------------|---------|--------------------|
| VW's File Number | ██████ | VIN | WAUF2AFCXDN ██████ |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | |
| Make, Model, Model Year | Audi, S6, 2013 | | |
| Report Date | 2/21/2018 | Mileage | 74,236 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|-------------------------|---|
| 2/21/2018 5:28:00 PM | ENGINE HARD TO START, RICH FAULTS ON BOTH BANKS, ENGINE WILL NOT IDLE WITHOUT HOLDING FOOT ON THE GAS. WATCHING MEASURED VALUES WHILE HOLDING ENGINE AT INCREASED RPM AND SAW BANKS 1 AND 2 SHORT TERM FUEL TRIMS CLIMB UP TO -25%. CUSTOMER STATES IT DIED AFTER 20 MILES OF INTERSTATE DRIVING WHEN HE WAS COASTING TO A STOP WHEN EXITING THE INTERSTATE. IF I REMOVE THE OIL CAP TO CREATE A MASSIVE VACUUM LEAK, ENGINE WILL IDLE ON ITS OWN. NO ABNORMAL MECHANICAL NOISES FROM ENGINE. FUEL TRIMS AT IDLE WITH THE OIL CAP REMOVED SORT OF EVEN OUT TO -6% LONG TERM AND AROUND 0% SHORT TERM. RAIL PRESSURE AT IDLE IS OK, ABOUT 40 BAR. RAIL PRESSURE HOLDS/CLIMBS AFTER KEY-OFF TO ABOUT 80 BAR. ENGINE OIL DOES NOT PARTICULARLY SMELL OF GASOLINE. ECM SOFTWARE LEVEL IS 0009. CRANKCASE BREATHER WAS REPLACED AT 56,000 MILES IN FEB 2017. VEHICLE ARRIVED COLD FROM THE TOW TRUCK, IS NOW WARMED UP, NO CHANGE IN SYMPTOMS WITH TEMPERATURE. CAN'T GET IT TO IDLE ON ITS OWN WELL ENOUGH TO CHECK MVB IDE09529 FOR THE FUEL VAPOR FROM THE OIL MEASUREMENT. CLOSING OFF EVAP PURGE LINE FROM THE FUEL TANK HAS NO EFFECT ON SYMPTOMS. |
| 2/21/2018 5:28:00 PM | ISSUE OPENED BY DEALERSHIP |
| 2/21/2018 5:35:00 PM | TAC ADVISED TO USE TSB 2044640/2 ENGINE DIFFICULT TO START, TURBOCHARGER DAMAGED, V8 4.0TFSI AS A GUIDE. REPLACE BOTH TURBOS AS UPDATED PARTS AS PER TSB. ALSO CHANGE OIL/FILTER. THANKS, SCOTT |
| 2/21/2018 5:35:00 PM | WORKSHOP FINDINGS: 01 - ENGINE ELECTRONICS (UDS) 4G0906014B 0009 IDLE CONTROL SYSTEM RPM HIGHER THAN EXPECTED (P050700) EXHAUST PRESSURE CONTROL VALVE "B" (P049F00) FUEL TRIM,BANK1 SYSTEM TOO RICH (P017200) FUEL TRIM,BANK2 SYSTEM TOO RICH (P017500) |
| 2/22/2018 9:34:00 AM | CHECKED TURBOCHARGERS FOUND DRIVER SIDE FAILED, COMPRESSOR WHEEL IS DAMAGED/LOOSE AND RUBBING AGAINST THE HOUSING. ADVISED CUSTOMER AND PROCEEDING WITH REPAIR PER TSB. |
| 3/6/2018 12:33:00 PM | ISSUE UPDATED |

Investigation Summary Report

| | | | | |
|--------------------------------|---|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | ██████████ | VIN | WAUF2AFC1DN | ██████████ |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | | |
| Make, Model, Model Year | Audi, S6, 2013 | | | |
| Report Date | 2/21/2018 | Mileage | 70,911 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 2/21/2018 5:53:00 PM | CLIENT STATES VEHICLE STALLS WHEN IDLING, HAS TO PUMP GAS PEDAL TO START VEHICLE. VEHICLE HAS RIGHT FRONT FENDER DAMAGE AND AIR BOX WAS NOT CONNECTED TO TURBO INLET CORRECTLY. POSSIBLE IMPELLER DAMAGE, SCANNED VEHICLE DTC P068A00 ECM RELAY TERMINAL 30 J271, FOLLOWED TSB 2036764/4 SWAPPED RELAY, NO CHANGE. PERFORMED SPEC ACTUAL, NO TD1. CHECKED OIL, OIL LEVEL CORRECT DOES NOT SMELL LIKE FUEL OR LOOK BURNT. WHEN CHECKING MVB ACTUAL HIGH PRESSURE WAS LOWER THEN SPEC ON BOTH BANKS. SWAPPED HIGH PRESSURE FUEL PUMPS, WITH KNOWN BAD ONES FROM AN RS7 BUT AT LEAST OFF THAT CAR VEHICLE WOULD IDLE. AFTER SWAP SAME ISSUE PRESENT. TESTED FUEL 3 PERCENT WATER ALCOHOL CONTENT. PERFORMED FUEL VOLUME AT 4.3 BAR 15 SEC 840 ML OF FUEL. MVB GETING SIGNAL FROM ENGINE SPEED SENSOR FUEL TRIM BANK 2 SYSTEM TO RICH. CHECKED MVB FUEL PRESSURE RAIL PRESSURE ABOVE 6.8. BAROSCOPED IMPELLERS NO METAL FLAKES OR OBVIOUS DAMAGE. PERFORMED TSB 2046440/2, I HAVE NOT FELT THE IMPELLER FOR ANY PLAY. PLEASE ADVISE | | | |
| 2/21/2018 5:53:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 2/21/2018 5:56:00 PM | ADVISED DEALER TO INSPECT IMPELLERS. THANKS, HAYDON. | | | |
| 2/21/2018 7:52:00 PM | TURBO IMPELLERS HAVE A LOT OF PLAY, PNA TURBOS AND GASKETS AT THIS TIME THANKS FOR ALL YOUR HELP | | | |
| 2/27/2018 8:48:00 AM | ISSUE UPDATED | | | |

Investigation Summary Report

Category **Field Reports - TACS**

VW's File Number

VIN

WAUR2AFD9EN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2014

Report Date

3/2/2018

Mileage

72,329

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

| | |
|-------------------------|---|
| 3/2/2018 6:06:00 PM | CEL LIGHT IS ON MISFIRES AND BLOWING WHITE SMOKE WONT HOLD A IDLE SMELLS LIKE OIL BURNING . INSTALLED NEW PLUGS STILL MISSING SWAPPED COIL DOESN'T MATTER OIL LEVEL IS AT MIN |
| 3/2/2018 6:06:00 PM | ISSUE OPENED BY DEALERSHIP |
| 3/2/2018 6:13:00 PM | ADVISED DEALER TO PERFORM A COMPRESSION TEST AND LEAKAGE TEST. IF GOOD INSPECT TURBOS. THANKS, HAYDON. |
| 3/2/2018 6:13:00 PM | WORKSHOP FINDINGS: MISFIRING EVERY CYLINDER |
| 3/5/2018 10:25:00 AM | PERFORMED COMPRESSTION TESTED CYL 1 14.9 BAR CYL 2 15.7 BAR CYL 3 14.9 BAR CYL 4 14.7 BAR CYL 5 15.3 BAR CYL 6 14.6 BAR CYL 7 14.6 BAR CYL 8 15.5 BAR ALL PASSED CHECKED CYL WITH BAR SCOP FOUND CYL 5 HAS LINE IN WALL AND CYL 6 HAS A WERID LOOK TOO IT SENT PICTURES |
| 3/5/2018 10:34:00 AM | ADVISED TECH TO FOLLOW TSB 2044640. THANKS, JEFF |
| 3/5/2018 2:56:00 PM | ISSUE UPDATED |
| 3/5/2018 8:48:00 AM | INSPECTED TURBO FOUND DAMAGED FINS AND OIL IN AIR FILTER AND THROTTLE BODY AND CRANKCASE BREATHER SYSTEM AND BURNING OIL |
| 3/6/2018 10:19:00 AM | REMOVED OIL FILTER WAS INSTALLED CORRECTLY BUT FOUND METAL AND GOLD SPARKLES AND FOUND TWO TABLES BROKEN OFF IN HOUSING |
| 3/6/2018 10:20:00 AM | REMOVED OIL FILTER WAS INSTALLED CORRECTLY BUT FOUND METAL AND GOLD SPARKLES AND FOUND TWO TABLES BROKEN OFF IN HOUSING SEND PIC |
| 3/6/2018 10:23:00 AM | ADVISED DEALER TO REMOVE LOWER OIL PAN AND INSPECT FOR DEBRIS. PLEASE ALSO ATTACH PHOTO OF OIL FILTER. THANKS, HAYDON. |
| 3/6/2018 4:26:00 PM | PHOTOS |
| 3/6/2018 4:27:00 PM | FILTER |
| 3/6/2018 4:28:00 PM | FILTER |

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

Waur2AFD9

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2014

Report Date

3/2/2018

Mileage

72,329

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

3/6/2018 4:40:00 PM ADVISE DEALER TO REPLACE THE LONG BLOCK AND TURBO CHARGERS AND REEVLUTE THE CONCERN. THANKS MATT

3/6/2018 5:21:00 PM CASE CODE

3/14/2018 2:43:00 PM THANKS

3/14/2018 2:44:00 PM THANKS

7/11/2018 8:49:00 AM ISSUE UPDATED

Investigation Summary Report

| Category | Field Reports - TACS | | | |
|-------------------------|--|--------------|------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAUF2AFC0EN | [REDACTED] |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S6, 2014 | | | |
| Report Date | 3/5/2018 | Mileage | 63,888 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 3/5/2018 10:08:00 AM | ADVISED TO REVIEW TSB 2044640/2. | | | |
| 3/5/2018 10:36:00 AM | FOUND DRIVER SIDE TURBO LEAKING OIL AND HAS EXCESSIVE SHAFT PLAY. FINES ON TURBO ARE BENT. | | | |
| 3/5/2018 10:40:00 AM | LOOKS LIKE MOST OF HIS OIL CHANGE INTERVALS WERE LONGER THAN 10K | | | |
| 3/5/2018 10:51:00 AM | RECOMMENDING TO CONTINUE TO FOLLOW THE BULLETIN. | | | |
| 3/5/2018 9:43:00 AM | CUSTOMER DROVE VEHICLE AND WHEN RETURNED TO START VEHICLE IT WOULD NOT START. FOR ME THE VEHICLE STARTS UP WHEN COLD BUT NOW THE ENGINE IS AT OPERATING TEMP AND THE MOTOR JUST CRANKS OVER OR THE ENGINE WILL START AND SHUT OFF IMMEDIATELY UNLESS I GIVE IT SOME GAS AND KEEP IT ALIVE. I FOUND TSB 2046724/5 SEEMED TO FIT HIS CONCERN SO I CHECKED THE FUEL PRESSURES AND EVERYTHING IS OK. FUEL MASS IS 3.9MG/S AT 52.46C. LOW FUEL PRESSURE DROPPED TO 6.6 BAR AFTER 15 MINUTES AND PEAKED AT 7 BAR WITHIN 5 MINUTES. HIGH FUEL PRESSURE PEAKED AT 130-110 BAR. ENGINE OIL TEMP WAS 91C FOR FUEL PRESSURE TESTS. THIS VEHICLE DOES IDLE ROUGH BUT WHEN I REV IT THE ENGINE IS SMOOTH. NO FAULTS STORED BUT WHEN VEHICLE SHOWED UP IT DID HAVE AN EXHAUST FLAP FAULT FOR THE DRIVER SIDE. BUT THE FLAP APPEARS TO BE WORKING RIGHT NOW. FAULT WAS STORED BACK IN NOVEMBER. | | | |
| 3/5/2018 9:43:00 AM | ISSUE OPENED BY DEALERSHIP | | | |
| 3/6/2018 8:05:00 AM | THANK YOU | | | |
| 5/13/2020 5:04:00 PM | ISSUE UPDATED | | | |

Investigation Summary Report

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|--------------------------------|--|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | ██████████ | VIN | WAUR2AFD3DN | ██████████ |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 3/5/2018 | Mileage | 66,796 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 3/5/2018 4:38:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 3/5/2018 4:38:00 PM | MIL ON ENGINE RUNS ROUGH AND WILL STALL OUT. WHEN STARTING ON A COLD START ENGINE RUNS FINE, AS IT WARMS IT WILL BEGIN TO RUN POORLY. IF YOU GIVE IT GAS IT WILL STALL WHEN THE ENGINE COMES BACK TO IDLE. HAVE FOUND PLUGS WERE ALL FOULED. REPLACED PLUGS AND ENGINE OIL/FILTER. TIMING IS OK. COMPRESSION IS 180PSI ON ALL CYLINDERS. ALSO HAS NEW COILS NOW AS THE OLD PLUG BOOTS STUCK TO THE PLUGS AND WOULD NOT COME OUT. ONLY FAULT THAT ALWAYS RETURNS IS FOR THE B1S1 O2 SENSOR HEATER CIRCUIT. ALSO MISFIRE FAULTS WILL SET. CANNOT SEE ANY INCORRECT MVB'S. ALSO CANNOT FIND ANY VACUUM LEAKS TO BE PRESENT. | | | |
| 3/5/2018 4:50:00 PM | ADVISED TECH TO TAKE A FUEL SAMPLE AND CHECK FUEL QUALITY. UNPLUG B1S1 O2 AND NOTE CHANGE. CHECK FOR ANY RAW FUEL IN THE CANISTER. CHECK TURBOS FOR EXCESSIVE SHAFT PLAY. CHECK FOR ANY BOOST LEAKS. | | | |
| 3/5/2018 4:50:00 PM | CUSTOMER COMMENTS: MIL ON ENGINE RUNS ROUGH AND WILL STALL OUT. WHEN STARTING ON A COLD START ENGINE RUNS FINE, AS IT WARMS IT WILL BEGIN TO RUN POORLY. IF YOU GIVE IT GAS IT WILL STALL WHEN THE ENGINE COMES BACK TO IDLE. | | | |
| 3/5/2018 4:50:00 PM | WORKSHOP FINDINGS: HAVE FOUND PLUGS WERE ALL FOULED. REPLACED PLUGS AND ENGINE OIL/FILTER. TIMING IS OK. COMPRESSION IS 180PSI ON ALL CYLINDERS. ALSO HAS NEW COILS NOW AS THE OLD PLUG BOOTS STUCK TO THE PLUGS AND WOULD NOT COME OUT. ONLY FAULT THAT ALWAYS RETURNS IS FOR THE B1S1 O2 SENSOR HEATER CIRCUIT. ALSO MISFIRE FAULTS WILL SET. CANNOT SEE ANY INCORRECT MVB'S. ALSO CANNOT FIND ANY VACUUM LEAKS TO BE PRESENT. | | | |
| 3/8/2018 10:16:00 AM | ISSUE UPDATED | | | |
| 3/8/2018 7:55:00 AM | ISSUE SENT TO DEALERSHIP | | | |
| 3/8/2018 8:22:00 AM | IT WAS FOUND THAT THE TURBOS DO NOT ALWAYS TURN WHEN THE ENGINE IS IN OPERATION. ALSO THEY HAVE A LOT OF SHAFT MOVEMENT WHEN THEY DO SPIN. THE WILL ALSO SUDDENLY STOP MOVING WHILE IN OPERATION. CUSTOMER DECLINED REPLACEMENT AT THIS TIME. CLOSING TICKET AT THIS TIME. | | | |

Investigation Summary Report

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|--------------------------------|--|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | ██████████ | VIN | WAUR2AFD8EN | ██████████ |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | | |
| Make, Model, Model Year | Audi, A8, 2014 | | | |
| Report Date | 3/8/2018 | Mileage | 46,627 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 3/8/2018 4:08:00 PM | CUSTOMER STATES CAR IDLES VERY ROUGH,LACKS POWER, DIED AT STOP, MIL AND EPC LIGHTS. | | | |
| 3/8/2018 4:08:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 3/8/2018 4:19:00 PM | TAC ADVISED TO REPLACE BOTH TURBOS, INTER COOLER, INLET TUBES TO PREVENT ANY DEBRIS TO ENTER THE NEW TURBOS. ALSO USE TSB 2044640/2 ENGINE DIFFICULT TO START, TURBOCHARGER DAMAGED, V8 4.0TFSI FOR TURBO OIL FEED PARTS. INSPECT THE OIL FILTER FOR PARTICLES. JUST CHECKING IF ANY DEBRIS MAY HAVE ENTERED THE OIL SYSTEM. IF FOUND, ATTACH PICTURE AND CALL BACK. THANKS, SCOTT | | | |
| 3/8/2018 4:19:00 PM | WORKSHOP FINDINGS: BANK 1 TURBO IMPELLER NUT CAME OFF AND FLOATED BETWEEN BOTH TURBOS. DAMAGE TO BOTH TURBOS. PICTURES ATTACHED MISFIRE FAULTS: CYL.7 MISFIRE DETECTED (P030700) CYL.6 MISFIRE DETECTED (P030600) CYL.3 MISFIRE DETECTED (P030300) | | | |
| 3/8/2018 4:49:00 PM | PICS FROM OIL DRAINED FROM FILTER HOUSING | | | |
| 3/8/2018 4:56:00 PM | RECOMMEND DROPPING THE OIL PAN AND CLEAN AS NECESSARY. | | | |
| 3/12/2018 8:30:00 AM | ISSUE SENT TO DEALERSHIP | | | |
| 3/13/2018 4:17:00 PM | ISSUE UPDATED | | | |
| 3/13/2018 4:18:00 PM | ADVISED DEALER TO FOLLOW TSB 2044640 | | | |
| 3/13/2018 4:20:00 PM | ISSUE UPDATED | | | |

Investigation Summary Report

| | | | | |
|--------------------------------|--|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | ██████ | VIN | WAUF2AFC9FM | ██████ |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | | |
| Make, Model, Model Year | Audi, S6, 2015 | | | |
| Report Date | 3/9/2018 | Mileage | 47,764 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 3/9/2018 3:34:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 3/9/2018 3:34:00 PM | STALLED/NO START. DTC'S: P050A00 COLD START IDLE AIR CONTROL SYSTEM PERFORMANCE, SPORADIC. U016400 LOST COMMUNICATION WITH HVAC CONTROL MODULE, SPORADIC. P209900 POST CATALYST FUEL TRIM SYSTEM BANK 2 TOO RICH. STATIC. P017500 FUEL TRIM BANK 2 SYSTEM TOO RICH. STATIC. P017200 FUEL TRIM BANK 1 SYSTEM TOO RICH. STATIC. TSB 2044640/2 TURBOCHARGER CHECK LIST: 1 PERFORM TSB 2028842 TRANSMIT WARRANTY INFO. PERFORM SVM - NO UPDATE. 2 HARDWARE VERSION H62 3 CHECK CHARGE AIR SYSTEM. FOUND A POSSIBLE INTAKE LEAK AT RIGHT INTAKE TO FRONT PIPE/COOLER. NO SIGN OF DIRT. 4 ENGINE DOESN'T STAY RUNNING TO CHECK OIL PRESSURE. CRANKED WITH TURBOS OFF AND SAW OIL FLOW FROM OIL SUPPLY LINES. 5 BANK 1 TURBO: HAS EXCESSIVE SHAFT PLAY. BANK 2 TURBO: TURBINE BROKE OFF SHAFT. IMPELLER HITS HOUSING. COKING/SLUDGE IN OIL RETURN. 6 OIL FILTER LOOKS OK. ONE TAB BROKEN OFF FILTER HOUSING WHERE FILTER SNAPS IN. CHECK VALVE IS PROPERLY INSTALLED. 7 OIL IS MILKY/TAN (MOISTURE) WITH BRASS PARTICLES. ADDING PICTURES. PLEASE ADVISE. | | | |
| 3/9/2018 3:38:00 PM | ADDING PICS | | | |
| 3/9/2018 3:45:00 PM | ADDING PICS | | | |
| 3/9/2018 3:48:00 PM | ADDING PICS | | | |
| 3/9/2018 4:21:00 PM | TECH STATES THAT OIL FILTER WAS 079 115 561 J WAS INSTALLED. ADVISED TECH TO CONTINUE WITH TSB 2044640. | | | |
| 3/13/2018 10:00:00 AM | ISSUE SENT TO DEALERSHIP | | | |
| 3/13/2018 10:01:00 AM | WHAT IS THE STATUS OF THE PART ORDER AND REPAIR? | | | |
| 3/15/2018 2:59:00 PM | OIL SUPPLY LINES HAVE DEBRIS INSIDE. REPLACED OIL FEED LINES TO TURBOS. OIL SCREEN AT CHECK VALVE IN VALLEY IS PLUGGED CAUSING TURBOS TO FAIL. REPLACED TURBOS PER TSB. REPAIR IS COMPLETE. RETURNING VEHICLE TO GUEST. | | | |
| 3/15/2018 3:16:00 PM | ISSUE UPDATED | | | |

Investigation Summary Report

| | | | | |
|--------------------------------|---|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | ██████ | VIN | WAUF2AFC2DN | ██████ |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | | |
| Make, Model, Model Year | Audi, S6, 2013 | | | |
| Report Date | 3/12/2018 | Mileage | 62,972 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 3/12/2018 10:56:00 AM | ENGINE WONT IDLE. NO FAULTS STORED. EXTENDED CRANKING. COLLECTED MVB IN GFF. LET VEHICLE SIT 15MIN. THEN MVB'S: 00186 IS 644 KPA, 00188 IS 3.30MPA AND 06212 IS 3.25MPA. | | | |
| 3/12/2018 10:56:00 AM | ISSUE OPENED BY DEALERSHIP | | | |
| 3/12/2018 11:11:00 AM | ADVISED TECH TO INSPECT THE TURBO IMPELLERS FOR DAMAGE. IF DAMAGE IS FOUND THEN FOLLOW TSB 2044640. THANKS, JEFF | | | |
| 3/12/2018 11:11:00 AM | WORKSHOP FINDINGS: NO FAULTS, ENGINE STALLS AFTER START UP. | | | |
| 3/13/2018 5:00:00 PM | INSPECTED TURBO IMPELLERS, FOUND THEM DAMAGED, UNABLE TO MEASURE ENGINE OIL PRESSURE. COLLECTED AND ATTACHED PICS. PERFORMED 17F2, CHECKED WARRANTY CODE VIA ONLINE SERVER CHECK. CAME BACK NEGATIVE. FILLED OUT CHECK LIST FOR TSB#2044640/2. ALREADY ORDERED TURBOS AND RELATED ITEMS INCLUDING SEPERATOR SCREEN AND VALLY CHECK VALVE. | | | |
| 3/19/2018 12:08:00 PM | TURBO'S ARRIVED WILL BE INSTALLING THIS WEEK | | | |
| 3/21/2018 12:21:00 PM | INSTRUCTIONS FOR REPLACEMENT OF TURBOS REQUIRES REPLACEMENT OF ACTUATOR RODS? ANY PARTICULAR REASON? THEY ARE NOT DAMAGED. | | | |
| 3/21/2018 2:02:00 PM | ADVISED TECH TO REPLACE THE ACTUATOR ROD FOR THE TURBOCHARGER PER NOTE IN REPAIR MANUAL. | | | |
| 3/23/2018 11:03:00 AM | TURBOCHARGERS AND ACTUATORS IN, CHANGE ENGINE OIL AND FILTER. NO ISSUES FOUND, TEST DROVE VEHICLE. CALIBRATED RADAR, ADJUSTED HEADLIGHTS. RETURNED VEHICLE TO CUSTOMER. THANKS GENTLMEN | | | |
| 3/23/2018 12:04:00 PM | ISSUE UPDATED | | | |

Investigation Summary Report

| | | | | |
|--------------------------------|--|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | ██████████ | VIN | WAUF2AFC9DN | ██████████ |
| Owner Or Fleet | ██ | | | |
| Make, Model, Model Year | Audi, S6, 2013 | | | |
| Report Date | 3/12/2018 | Mileage | 67,283 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 3/12/2018 4:40:00 PM | CUSTOMER STATES CAR JUST DIED, LOST ALL POWER BEFORE AND IDLES ROUGH AND WONT START/STAY RUNNING. FOUND TSB RELATED TO ISSUE 2044640/2, FOUND TURBOS FAULTY, COULD NOT DO OIL PRESSURE TEST BECAUSE CAR WILL NOT STAY RUNNING, REMOVED OIL FILTER IS OEM, FOUND LOTS OF METAL IN OIL FILTER HOUSING. | | | |
| 3/12/2018 4:40:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 3/12/2018 4:41:00 PM | MORE PICTURES | | | |
| 3/12/2018 4:46:00 PM | ADVISE DEALER TO CLEAN OUT THE OIL SYSTEM, REPLACE THE TURBOS PER THE TSB BUT BEFORE RELEASING THE VEHICLE CHECK THE OIL PRESSURE AND UPDATE THE CONTACT WITH YOUR FINDINGS. THANKS MATT | | | |
| 3/13/2018 4:21:00 PM | TURBO'S ORDERED FROM GERMANY, WIIL UPDATE WITH SALE DOC TOMORROW. | | | |
| 3/14/2018 9:56:00 AM | PART# 079 145 722 SALES DOC # 1017005052 CRITICAL ALERT FILED ETA 3/24/18 | | | |
| 3/16/2018 9:11:00 AM | CLOSING TICKET FOR NOW, WILL RE-OPEN AND UPDATE WHEN PARTS ARE IN AND ENGINE IS RUNNING. | | | |
| 3/16/2018 9:17:00 AM | ISSUE UPDATED | | | |

Investigation Summary Report

| | | | | |
|--------------------------------|---|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | 2300042 | VIN | WAUR2AFDXDN | |
| Owner Or Fleet | | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 3/17/2018 | Mileage | 64,687 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 3/17/2018 1:11:00 PM | YES IT RUNS BETTER AT HIGHER RPMS ONLY BUT STILL MISFIRES AT HIGER RPMS TOO, AT IDLE IT STUMBLES AND DIES OUT, EVEN WITH KNOWN GOOD FUEL AND NEW PLUGS, AND LOW SIDE FUEL PUMP PUMPING OUT THE FUEL INTO A CATCH CONTAINER | | | |
| 3/17/2018 12:21:00 PM | C/S ENGINE RUNS ROUGH AND WILL DIE OUT----FOUND THE FUEL TANK IS FULL AND WAS JUST FILLED BY THE CUSTOMER PRIOR TO THE TOW IN---ENGINE WAS MISFIRING ON ALL 8 CYLINDERS--I REPLACED ALL 8 SPARK PLUGS NO CHANGE---FOUND THE ENGINE WILL RUN OFF OF IDLE, BUT STUMBLES AND DIES AT IDLE---CHECKED LOW SIDE FUEL PRESSURE, DOES NOT HOLD RAIL PRESSURE WHEN THE VEHICLE DIES OUT NO HOLDING PRESSURE---CONNECTED A SEPARATE FUEL INJECTION MACHINE TO THE ENGINE TO ELIMINATE THE LOW SIDE PUMP AS THE CAUSE--FOUND ENGINE STILL DIES AT IDLE WHEN RUNNING BUT WILL RUN OFF IDLE---USED THE CUSTOMERS FUEL THAT WAS IN THE TANK AND ALSO SWAPPED OUT THAT FUEL IN THE FUEL INJECTION MACHINE WITH GOOD FUEL FROM A GAS CAN IN THE SHOP FOUND THE VEHICLE STILL STUMBLES AND DIES AT IDLE---BELIEVE THE LOW SIDE PRESSURE FUEL PUMP IS INDEED WORKING EVEN THOUGH THERE IS NO HOLDING PRESSURE---I LET THE LOW SIDE FUEL PUMP RUN WITH THE ENGINE RUNNING AND RAN A HOSE INTO A FUEL CONTAINER AND IT FILLED UP THE ENTIRE FUEL CONTAINER WITH FUEL WHEN THE ENGINE WAS RUNNING OFF THE SEPARATE FUEL INJECTION MACHINE---THERE IS A FAULT CODE STORED FOR A FUEL PRESSURE SENSOR G247 LOCATED SOMEWHERE UNDER THE RIGHT FRONT ENGINE MOUNT---DO NOT BELIEVE LOW SIDE FUEL PUMP IS BAD OR THAT THE VEHICLE HAS BAD FUEL IN IT--- | | | |
| 3/17/2018 12:21:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 3/17/2018 12:54:00 PM | DOES THE VEHICLE START TO RUN BETTER AT HIGHER RPMS? IVE SEEN BAD TURBOS CAUSE MISFIRING AT IDLE AND STALLING. | | | |
| 3/17/2018 2:03:00 PM | LETS INSPECT TURBO IMPELLERS | | | |
| 3/17/2018 2:49:00 PM | OKAY SOUNDS GOOD WILL DO | | | |
| 3/17/2018 3:00:00 PM | ISSUE SENT TO DEALERSHIP | | | |
| 3/17/2018 3:42:00 PM | VEHICLE IS NO LONGER UNDER WARRANTY---PENDING CUSTOMER APPROVAL--I WENT TO PULL THE CAR OUT OF MY BAY AND DECIDED TO TRY REMOVING THE OIL CAP--WHEN I REMOVE THE OIL CAP WITH THE ENGINE RUNNING NOW THE ENGINE RUNS AT IDLE OKAY---WHEN YOU PUT THE OIL CAP BACK ON IT BEGINS TO STUMBLE AND DIES OUT---THINKING THERE MAY BE A POSSIBLE ISSUE WITH THE BREATHER VALVE, THE ONE IN THE CENTER OF THE VALLEY---ANY INPUT ON THIS? I WOULD CHECK ANOTHER VEHICLE BUT I CANT CURRENTLY FIND ONE OUT IN THE LOT--- | | | |
| 3/17/2018 3:59:00 PM | COULD POSSIBLY BE SOMETHING WITH BREATHER. ID STILL CHECK THE TURBOS THO. | | | |
| 3/20/2018 10:36:00 AM | STILL PENDING CUSTOMER APPROVAL TO CHECK CONDITION OF TURBOS | | | |
| 3/20/2018 10:49:00 AM | ISSUE SENT TO DEALERSHIP | | | |

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUR2AFDXDN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2013

Report Date

3/17/2018

Mileage

64,687

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

3/20/2018 WHAT IS THE STATUS OF THE DIAGNOSIS?

9:34:00 AM

3/21/2018 CUSTOMER APPROVED DIAG, REMOVED TURBO INLET HOSES---CHECKED PLAY IN TURBOCHARGER IMPELLER SHAFTS, FOUND EXCESSIVE
10:44:00 AM PLAY IN BOTH TURBO SHAFTS

3/21/2018 PLEASE FOLLOW TSB FOR DAMAGED TURBOS

11:14:00 AM

3/21/2018 PENDING CUSTOMER APPROVAL FOR REPAIRS

2:16:00 PM

3/21/2018 ISSUE SENT TO DEALERSHIP

3:29:00 PM

3/21/2018 THANK YOU FOR THE UPDATE.

9:54:00 AM

3/22/2018 ISSUE UPDATED

8:09:00 AM

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAU32AFCXDN

Owner Or Fleet

?, ?, ?, ? Phone #: N/A

Make, Model, Model Year

Audi, S7, 2013

Report Date

3/27/2018

Mileage

49,441

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

3/27/2018
6:30:00 PM

GUEST STATES VEHICLE IS BLOWING BLUE SMOKE AND STALLS OUT, VEHICLE IS HARD TO START AND EPC LIGHT IS ON. VEHICLE HAD TO BE PUSHED INTO THE SHOP VEHICLE WAS SCANNED AND RECOVERED FAULT P0299, UNFORTUNATELY TEST PLAN FOR TURBO COULD NOT BE PERFORMED DUE TO VEHICLE WONT STAY RUNNING, INLET TURBO BOOTS WERE REMOVED TO INSPECT PROPELLERS AND FOUND PLAY ON BOTH BUT DRIVERS SIDE TURBO HAD EXCESSIVE PLAY

3/27/2018
6:30:00 PM

ISSUE OPENED BY DEALERSHIP

3/27/2018
6:44:00 PM

VIDEO IS ATTACHED

3/27/2018
7:04:00 PM

PERFORM TSB FOR DAMAGED TURBOS. THANKS, HAYDON.

3/27/2018
8:07:00 PM

WILL DO

Investigation Summary Report

Category **Field Reports - TACS**

VW's File Number [REDACTED] VIN WAUR2AFD4DN [REDACTED]

Owner Or Fleet [REDACTED]

Make, Model, Model Year Audi, A8, 2013

Report Date 4/3/2018 Mileage 90,272

| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
|-------|-----------------|--------------|------------------|--------------------|
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|-------------------------|--|
| 4/3/2018 10:51:00 AM | CUSTOMER STATES HEAVY SHAKING AT IDLE, THEN ENGINE SHUTS OFF,PERFORM GFF FAULT CODES FOR SYSTEM TO RICH. FOLLOW TSB 2046724/5 PERFORM THE ECM UPDATE CHECK ALL SPARK PLUGS AND CYLINDERS COULD NOT FIND ANY LEAKING INJECTORS.FOLLOW THE TSB MVB'S CHECK FUEL SYSTEM IF ITS GETTING TO THE HIGH FUEL PRESSURE PUMPS ITS GETTING FUEL. LET SIT VEHICLE OVER NIGHT IT STARTED BUT SHUTS OFF. |
| 4/3/2018 10:51:00 AM | ISSUE OPENED BY DEALERSHIP |
| 4/3/2018 11:00:00 AM | ADVISED TECH TO FOLLOW THE TSB 2044640/2 AND CHECK FOR ANY TURBO DAMAGE. NOTE FINDINGS IN THE CONTACT AND CALL BACK AS NEEDED. THANKS, DAVE |
| 4/3/2018 11:00:00 AM | WORKSHOP FINDINGS: TECH FOLLOWED TSB FOR SOFTWARE UPDATE AND NO CHANGE. ENGINE STILL WILL NOT START AND STAY RUNNING WITHOUT THROTTLE PEDAL INPUT. |
| 4/3/2018 11:35:00 AM | FOUND LOTS OF PLAY ON THE TURBO SHAFT AND FINS DAMAGE. |
| 4/3/2018 11:38:00 AM | CLOSE |
| 4/5/2018 9:30:00 AM | ISSUE UPDATED |

Investigation Summary Report

| | | | | |
|--------------------------------|--|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | ██████ | VIN | WAUF2AFC4DN | ██████ |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | | |
| Make, Model, Model Year | Audi, S6, 2013 | | | |
| Report Date | 4/10/2018 | Mileage | 57,909 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 4/10/2018 4:24:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 4/10/2018 4:24:00 PM | THE VEHICLE CAME IN 3 WEEKS AGO FOR A OIL SEPARATOR THAT WAS BAD. OIL SEPARATOR WAS REPLACED VEHICLE WAS DRIVEN AND TESTED, THEN CUSTOMER PICKED IT UP. CUSTOMER STATED THAT YESTERDAY THE VEHICLE COULD BARELY START AND HAD TO BE GIVEN THROTTLE TO START AND KEEP RUNNING. I WAS ABLE TO DUPLICATE THE ISSUE. THE VEHICLE WILL NOT STAY RUNNING ON ITS OWN. EVERY PLUGIN AND ALL HOSES WERE CHECKED. WE REMOVED THE OIL CAP AND STARTED THE VEHICLE AND IT RAN PERFECTLY FINE. AS SOON AS YOU PUT THE OIL CAP BACK ON IT CHOKES AND DIES. THERE ARE NO ENGINE CODES FOR THIS FAULT. WE THINK ITS THE SEPARATOR AGAIN. FAULTY PART. PLEASE ADVISE. | | | |
| 4/10/2018 4:33:00 PM | CHECK CRANKCASE VACUUM AT IDLE, COMPARE TO LIKE VEHICLE IF POSSIBLE. CLEAN AND ADAPT THROTTLE BODY AND RECHECK. | | | |
| 4/10/2018 4:33:00 PM | CUSTOMER COMMENTS: THE VEHICLE CAME IN 3 WEEKS AGO FOR A OIL SEPARATOR THAT WAS BAD. OIL SEPARATOR WAS REPLACED VEHICLE WAS DRIVEN AND TESTED, THEN CUSTOMER PICKED IT UP. CUSTOMER STATED THAT YESTERDAY THE VEHICLE COULD BARELY START AND HAD TO BE GIVEN THROTTLE TO START AND KEEP RUNNING. | | | |
| 4/10/2018 4:33:00 PM | WORKSHOP FINDINGS: I WAS ABLE TO DUPLICATE THE ISSUE. THE VEHICLE WILL NOT STAY RUNNING ON ITS OWN. EVERY PLUGIN AND ALL HOSES WERE CHECKED. WE REMOVED THE OIL CAP AND STARTED THE VEHICLE AND IT RAN PERFECTLY FINE. AS SOON AS YOU PUT THE OIL CAP BACK ON IT CHOKES AND DIES. THERE ARE NO ENGINE CODES FOR THIS FAULT. WE THINK ITS THE SEPARATOR AGAIN. FAULTY PART. PLEASE ADVISE. | | | |
| 4/11/2018 12:05:00 PM | I CLEANED THE THROTTLE BODY AND THE VEHICLE WILL NOT RUN UNDER ITS OWN POWER THE OIL CAP HAS TO BE REMOVED FOR IT TO STAY RUNNING. THE PROGRAM WILL NOT LET ME COMPLETE THE ADAPTATION WITH A FAULT CODE. FAULT CODE:RPM HIGHER THAN EXPECTED. DUE TO OIL CAP OFF. HOW WOULD YOU LIKE ME TO PROCEED. | | | |
| 4/11/2018 12:21:00 PM | ATTACH A VACUUM GAUGE TO THE DIPSTICK TUBE AND CHECK VACUUM AT IDLE, OR AS CLOSE AS YOU CAN GET TO IDLE. IF VACUUM IS HIGH, REPLACE THE CRANKCASE BREATHER VALVES. | | | |
| 4/13/2018 12:30:00 PM | ATTEMPTED TEST BUT COULD NOT GET AN ACCURATE READING DUE TO VEHICLE WOULDN'T IDLE WITHOUT OIL CAP OFF. PROCEED WITH REPLACING BREATHER? | | | |
| 4/13/2018 12:34:00 PM | INSTALL A NEW OR KNOWN GOOD BREATHER AND RECHECK. | | | |
| 4/13/2018 12:35:00 PM | ISSUE UPDATED | | | |
| 4/13/2018 12:41:00 PM | ISSUE UPDATED | | | |
| 4/16/2018 2:38:00 PM | STATUS UPDATE?? | | | |
| 4/18/2018 11:18:00 AM | FOUND EXCESSIVE PLAY IN DRIVERS SIDE TURBO TURBINES. POSSIBLY CAUSED BY ORIGINAL OIL SEPARATORS BACK PRESSURE. PHOTOS ARE OF DRIVERS SIDE AND PASSENGER SIDE TURBOS DRIVERS BEING THE ONE WITH OIL ALL OVER IT. | | | |

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUF2AFC4DN

Owner Or Fleet

?, ?, ?, ? Phone #: N/A

Make, Model, Model Year

Audi, S6, 2013

Report Date

4/10/2018

Mileage

57,909

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

4/18/2018 PLEASE FOLLOW ALL STEPS IN TSB 2044640.

11:56:00 AM

4/18/2018 REPLACED OIL SEPARATOR AND PROBLEM CONTINUES. NO CHECK ENGINE LIGHT

8:57:00 AM

4/18/2018 IS YOUR SF INVOLVED IN THIS DIAGNOSIS? PLEASE CALL IN TO DISCUSS.

9:06:00 AM

5/1/2018 ISSUE UPDATED

1:16:00 PM

5/1/2018 REPLACED TURBOS PER TSB 2044640. ISSUE RESOLVED

12:50:00 PM

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|-------------------------|---------|------------------------|
| VW's File Number | ██████████ | VIN | WAUR2AFD5DN ██████████ |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | |
| Make, Model, Model Year | Audi, A8, 2013 | | |
| Report Date | 4/12/2018 | Mileage | 49,858 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|--------------------------|---|
| 4/12/2018 11:51:00 AM | ISSUE OPENED BY DEALERSHIP |
| 4/12/2018 11:51:00 AM | VEHICLE TOWED TO DEALER. CRANKS BUT DOES NOT START. VEHICLE STALLED WHILE DRIVING. FOUND TSB#2046724/5 FOR DTC'S. SOFTWARE IS UP TODAY, FUEL MASS FLOW WAS 0MG/S. HIGH FUEL PRESSURE ACTUAL VALUE WAS 129.3BAR AFTER 10MIN, FUEL PRESSURE HIGH-PRESSURE ACCUMULATOR 2 WAS 99.7BAR AFTER 10MIN, LOW FUEL PRESSURE ACTUAL VALUE WAS 7.22 AFTER 10MIN AND DROPPED TO 6.87 AFTER 15MIN. |
| 4/12/2018 12:07:00 PM | ADVISED TECH TO FOLLOW TSB 2044640. |
| 4/12/2018 12:07:00 PM | WORKSHOP FINDINGS: TECH STATES THAT THERE IS NO SIGNS OF FUEL IN THE OIL. TURBOS HAVE PLAY. |
| 4/25/2018 8:04:00 AM | ISSUE SENT TO DEALERSHIP |
| 4/25/2018 9:01:00 AM | REPLACED TURBO'S |
| 4/25/2018 9:03:00 AM | ISSUE UPDATED |

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

Waur2AFD4DN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2013

Report Date

4/16/2018

Mileage

38,786

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

4/16/2018 6:55:00 PM ISSUE OPENED BY DEALERSHIP

4/16/2018 6:55:00 PM VEHICLE HAS EXTENDED CRANK AND STALLS UNLESS THE ENGINE RPMS IS KEPT ABOVE 1000RPMS.

4/16/2018 7:02:00 PM RECOMMENDING TO FOLLOW TSB 2044640/2

4/17/2018 10:29:00 AM CLOSE

Investigation Summary Report

Category **Field Reports - TACS**

VW's File Number

VIN

Waur2AFD3DN

Owner Or Fleet

Make, Model, Model Year **Audi, A8, 2013**

Report Date

4/18/2018

Mileage

62,069

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

| | |
|--------------------------|---|
| 4/18/2018 10:04:00 AM | COMPLETED GFF AND FOUND FAULTS FOR MISFIRES IN SEVERAL CYLINDERS, ENGINE WITH START AFTER LONG CRANK THEN STALL AND SMOKE FROM THE TAIL PIPE. REMOVED INTAKE PIPES AND FOUND TURBO SHAFTS AND IMPELLERS DAMAGED. REMOVED OIL FILTER AND FOUND METAL IN OIL, REMOVED OIL PAN AND FOUND METAL FRAGMENTS. TOOK PICTURES OF OIL FILTER AND OIL PAN. |
| 4/18/2018 10:04:00 AM | ISSUE OPENED BY DEALERSHIP |
| 4/18/2018 10:05:00 AM | PICTURES. ALSO VEHICLE DOES SHOW TD1 TUNING IN ELSA AND HAS FAULT FOR TRANSMISSION NOT CODED, SUSPECT TUNING TO TRANSMISSION AS WELL. |
| 4/18/2018 10:14:00 AM | ADVISED THAT THERE IS A POSSIBILITY OF BEARING DAMAGE DUE TO METAL IN THE PAN. DEALER TO DISCUSS ENGINE AND TURBO REPLACEMENT WITH CUSTOMER. |
| 4/18/2018 10:14:00 AM | WORKSHOP FINDINGS: VEHICLE IS TD1 |
| 4/18/2018 10:31:00 AM | ISSUE SENT TO DEALERSHIP |
| 4/20/2018 11:45:00 AM | DEALER IS COMMUNICATING RECOMMENDED REPAIRS WITH OWNER. CAR STILL DOWN. |
| 4/22/2018 8:59:00 PM | ISSUE SENT TO DEALERSHIP |
| 4/24/2018 8:47:00 AM | DEALER IS COMMUNICATING RECOMMENDED REPAIRS WITH OWNER. CAR STILL DOWN. |
| 4/24/2018 9:43:00 AM | THANKS FOR THE UPDATE. PLEASE CLOSE THE TICKET IF TECHNICAL HELP IS NO LONGER NEEDED. |
| 4/26/2018 6:36:00 AM | ISSUE UPDATED |

Investigation Summary Report

| | | | | |
|--------------------------------|--|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | ██████████ | VIN | WAUA2AFD3DN | ██████████ |
| Owner Or Fleet | ?, ?, ?, ?, ? Phone #: N/A | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 4/30/2018 | Mileage | 63,815 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 4/30/2018 11:09:00 AM | ISSUE OPENED BY DEALERSHIP | | | |
| 4/30/2018 11:09:00 AM | VEHICLE DOES NOT RUN WELL WANTS TO DIE AND WONT STAY RUNNING. VEHICLE HAS MISFIRES THAT MOVE AROUND. UPON INSPECTION FOUND SHAFT IS BROKEN ON PASSENGER SIDE TURBO AND DRIVER SIDE TURBO HAS EXCESSIVE SHAFT PLAY. | | | |
| 4/30/2018 11:14:00 AM | TAC ADVISED TO FOLLOW ██████████ ENGINE DIFFICULT TO START, TURBOCHARGER DAMAGED, V8 4.0TFSI ALSO INSPECT THE TURBO OIL RETURN LINE FOR RESTRICTION. ALSO INSPECT OIL FILTER HOUSING FOR DEBRIS. IF FOUND, THEN REMOVE OIL PAN AND CLEAN PAN. CHANGE OIL/FILTER. THANKS, SCOTT | | | |
| 5/1/2018 4:08:00 PM | REPLACED BOTH TURBOCHARGERS AS PER THE TSB. VEHICLE NOW RUNS FINE. THANKS. | | | |
| 5/17/2018 11:25:00 AM | ISSUE UPDATED | | | |

Investigation Summary Report

| Category | Field Reports - TACS | | | |
|-------------------------|---|--------------|------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | Waur2AFD9DN | [REDACTED] |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 5/4/2018 | Mileage | 85,723 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 5/4/2018 10:23:00 AM | CUSTOMER CONCERN IS SQUEALING FROM ENGINE AREA WHILE DRIVING. VEHICLE SHUT OFF AND WONT RESTART. RESTARTED WITH FULL THROTTLE. REMOVED TURBO INTAKE TUBE AND FOUND BANK 1 TURBO IMPELLER SHAFT VERY LOOSE. REMOVED O2 SENSORS AND FOUND DEBRIS INSIDE OF CATALYST. REMOVED PLUGS AND NO EVIDENCE OF DEBRIS OR DAMAGE TO CYLINDER WALLS FOUND. REMOVED OIL FILTER AND FOUND TO BE SECURE AND ION THE PROPER POSITION. OIL LEVEL WAS NORMAL. PLEASE ADVISE. | | | |
| 5/4/2018 10:23:00 AM | ISSUE OPENED BY DEALERSHIP | | | |
| 5/4/2018 10:33:00 AM | ATTACHED PICTURES. | | | |
| 5/4/2018 10:39:00 AM | TAC ADVISED TO REPLACE BOTH TURBOS, CONVERTORS, INTERCOOLER, ANYTHING THAT YOU CANNOT CLEAN OUT PROPERLY. FOLLOW TSB 2044640/2 ENGINE DIFFICULT TO START, TURBOCHARGER DAMAGED, V8 4.0TFSI. ALSO INSPECT THE TURBO OIL LINES FOR RESTRICTION/DEBRIS. REPLACE IF NECESSARY. CHANGE OIL/FILTER. THANKS, SCOTT | | | |
| 5/4/2018 10:39:00 AM | WORKSHOP FINDINGS: TURBO COME APART | | | |
| 5/8/2018 11:12:00 AM | ISSUE SENT TO DEALERSHIP | | | |
| 5/11/2018 2:36:00 PM | OPENED IN THE WRONG TECH NAME | | | |
| 5/17/2018 2:17:00 PM | ISSUE UPDATED | | | |

Investigation Summary Report

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|--------------------------------|--|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | [REDACTED] | VIN | WAUA2AFD4DN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 5/7/2018 | Mileage | 48,858 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 5/7/2018 5:09:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 5/7/2018 5:09:00 PM | VEHICLE WONT RUN STEADY HAVE TO STEP ON GAS PEDAL TO HAVE IT TO RUN , AFTER STARTING UP IT RUNS ROUGH AND STALLS WONT IDLE SCAN VEHICLE FOUND P017500: FUEL TRIM,BANK2 SYSTEM TOO RICH ERROR TYPE 2:ACTIVE/STATIC SYMPTOM:22830 STATUS:11101101 NUMBER:P017200: FUEL TRIM,BANK1 SYSTEM TOO RICH ERROR TYPE 2:ACTIVE/STATIC SYMPTOM:22656 STATUS:01100101 MONITOR FUEL PRESSURE IT LOOKED OK ALSO CHECKED ECM SOFTWARE IT HAS LATEST SOFTWARE CHECK ENGINE OIL IT HAS NO FUEL SMELL LEVEL IS OK REQUEST ADVISE ON ISSUE | | | |
| 5/7/2018 5:14:00 PM | TAC ADVISED TO INSPECT THE TURBOS. USE TSB AS A GUIDE: 2044640/2 ENGINE DIFFICULT TO START, TURBOCHARGER DAMAGED, V8 4.0TFSI | | | |
| 5/7/2018 5:14:00 PM | WORKSHOP FINDINGS: P017500: FUEL TRIM,BANK2 SYSTEM TOO RICH P017200: FUEL TRIM,BANK1 SYSTEM TOO RICH | | | |
| 5/9/2018 10:46:00 AM | PERFORMED TESTING FOUND TURBO CHARGERS SHOWING DAMAGE LACK OF LUBRICATION | | | |
| 5/10/2018 3:56:00 PM | CHECK ENGINE AS PER TSB2044640/2 VERIFIED TURBO CHARGERS DAMAGED IMPELLERS BURN OUT , REMOVE ENGINE OIL PAN FOUND BIG CHUNKS OF METAL SEATING IN IT ALSO ENGINE OIL IS VERY DIRTY AND OLD RECOMMEND ENGINE REPLACEMENT ALONG WITH TURBO CHARGERS | | | |
| 5/10/2018 7:20:00 AM | PLEASE FOLLOW TSB 2044640/2 AND THE INSTRUCTIONS IN ELSA, CASE CAN BE CLOSED! | | | |
| 5/11/2018 2:27:00 PM | PLEASE CONTACT TACS FOR FURTHER ASSISTANCE | | | |
| 5/14/2018 7:14:00 AM | WAIT CUSTOMER WARRANTY POLICY. | | | |
| 5/14/2018 8:07:00 AM | PLEASE CLOSE THIS CASE IF NO FURTHER TECHNICAL ASSISTANCE IS NEEDED, THANK YOU | | | |
| 5/15/2018 7:25:00 PM | WAITING FOR CUSTOMER RESPONSE CLOSE TAC THICKE.THANKS | | | |
| 5/17/2018 2:41:00 PM | ISSUE UPDATED | | | |

Investigation Summary Report

Category **Field Reports - TACS**

VW's File Number [REDACTED] VIN W AUR2AFD1DN [REDACTED]

Owner Or Fleet [REDACTED]

Make, Model, Model Year Audi, A8, 2013

Report Date 5/8/2018 Mileage 66,352

| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
|-------|-----------------|--------------|------------------|--------------------|
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|-------------------------|--|
| 5/8/2018 9:35:00 AM | ISSUE OPENED BY DEALERSHIP |
| 5/8/2018 9:35:00 AM | VEHICLE WAS DRIVEN IN BUT THE VEHICLE WILL NOT RUN AND IDLE ON ITS OWN, ONLY FAULT IS P004 SWAPPED O2 SENSOR SIGNALS, CHECKED THE OIL FILTER AND FOUND LOTS OF METAL IN THE FILTER. REMOVED INTAKE TUBES GOING TO THE TURBOS AND FOUND BOTH HAVE PLAY AND ARE DAMAGED. BUT UNABLE TO COMPLETE THE TSB DUE TO THE CAR WONT RUN TO CHECK THE OIL PRESSURE. DUE I QUOTE AND ENGINE DUE TO THE AMOUNT OAF METAL IN THE OIL AND FILTER HOUSING? PLEASE ADVISE |
| 5/8/2018 9:38:00 AM | PLEASE ATTACH PHOTO OF DEBRIS. |
| 5/8/2018 9:39:00 AM | PHOTOS OF THE OIL |
| 5/8/2018 9:44:00 AM | BASED ON THE AMOUNT OF METAL THE OIL DEALER MAY WANT TO RECOMMEND ENGINE AND TURBOS. BOTTOM END DAMAGE IS LIKELY. |
| 5/11/2018 3:42:00 PM | THANK YOU |

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

Waur2AFD7DN

Owner Or Fleet

?, ?, ?, ? Phone #: N/A

Make, Model, Model Year

Audi, A8, 2013

Report Date

5/17/2018

Mileage

77,586

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

5/17/2018 11:53:00 AM ISSUE OPENED BY DEALERSHIP

5/17/2018 11:53:00 AM VEHICLE IN FOR STALLING, HARD TO START AND NOISE FROM ENGINE COMPARTMENT. REMOVED INTAKE PIPES, FOUND TURBO DAMAGED. TSB 2044640/3 DOES NOT COME UP FOR VEHICLE BY VIN. CREATING CONTACT TO VERIFY CONTINUING WITH FOLLOWING TSB FOR DIAGNOSIS/REPAIR. ATTACHED GFF AND PICTURE.

5/17/2018 12:03:00 PM ADVISE DEALER TO USE THE TSB AS A REFERENCE BUT CHECK WITH YOUR WARRANTY ADMIN ON COVERAGE. RECOMMENDING TO REPLACE THE TURBO CHARGERS DUE TO DAMAGE AND BE SURE THE CHECK THE OIL RETURN LINES FOR BLOCKAGE. THANKS MATT

5/18/2018 11:30:00 AM PROCEEDING WITH TSB, THANK YOU.

5/22/2018 5:38:00 PM ISSUE UPDATED

Investigation Summary Report

Category **Field Reports - TACS**

VW's File Number [REDACTED] VIN WAUA2AFD1DN [REDACTED]

Owner Or Fleet [REDACTED]

Make, Model, Model Year Audi, A8, 2013

Report Date 5/18/2018 Mileage 59,145

| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
|-------|-----------------|--------------|------------------|--------------------|
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|--------------------------|--|
| 5/18/2018 11:56:00 AM | ENGINE STARTS WILL NOT IDLE STALLS. HAVE TO DEPRESS ACCELERATOR TO KEEP RUNNING. RUNS ROUGH. FAULT FOR TURBO UNDER BOOST. CANNOT SEE OR HEAR ANY INTAKE LEAKS. CRANKCASE PRESSURE REGULATOR SEEMS TO BE OK. PLEASE ADVISE. |
| 5/18/2018 11:56:00 AM | ISSUE OPENED BY DEALERSHIP |
| 5/18/2018 12:07:00 PM | REVIEWED GFF LOGS AND TECH HAD NOT COMPLETED TEST DRIVE PORTION OF FUNCTION TESTS FOR P0299 DUE TO DIFFICULTY KEEPING CAR RUNNING. RECOMMENDED TO TRY COMPLETING TEST DRIVE TO THE BEST OF HIS ABILITY AND FOLLOW RECOMMENDATION. IF YOU NEED FURTHER ASSISTANCE LET US KNOW. THANK YOU. |
| 5/18/2018 12:44:00 PM | RAN ROAD TEST TO CK TURBO BOOST NO BOOST. REMOVED PIPES FROM TURBOS. FOUND RIGHT SIDE TURBO IMPELLER SHAFT LOOSE. BLADES HITTING HOUSING. NEEDS TURBOS. |
| 5/18/2018 12:47:00 PM | CLOSING CONTACT THANKS |
| 5/18/2018 12:49:00 PM | CLOSING CONTACT THANKS |
| 5/30/2018 4:17:00 PM | ISSUE UPDATED |

Investigation Summary Report

Category **Field Reports - TACS**

VW's File Number

VIN

WAUA2AFD6DN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2013

Report Date

5/18/2018

Mileage

67,292

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

| | |
|-------------------------|---|
| 5/18/2018 1:31:00 PM | CUSTOMER STATES SLOWING DOWN ON FFREWAY VEHICLE BEGAN JERKING AND RUNNING ROUGH AND DIED. WOULDNT RESTART FOR SEVERAL TRIES. WHEN BRINGING VEHICLE IN SHOP FOR FIRST TIME STARTED AND RAN FINE. AFTER SHUTTING OFF AND RESTARTING LATER IT WILL NOT HOLD IDLE AND WILL DIE WITHOUT THROTTLE. CHECKED FUEL DELIVERY RATE AND CHECKS OK. SCANNED RIRST TIME AND FOUND ACTIVE FAULTS FOR BANK 1 AND BANK 2 RICH MIXTURE AND CYL 3,6,7, AND 8 MISDFIRES. CLEARED FAULTS AND STARTED AGAIN NO FAULTS WOULD COME BACK.. CHECKED FUEL PRESSURE AND MOSFIRES WITH MEASURED VALUE BLOCKS. SECOND TIME CYL 1, 4, AND 7 HAD MISFIRES AND BOTH HIGH AND LOW FUEL PRESSURES SEEM TO BE OK. VEHICLE WILL NOT START ON FIRST TRY AND WHNE IT DOES START WILL RUN ROUGH AND DIE AT IDLE WITH NO THROTTLE. |
| 5/18/2018 1:31:00 PM | ISSUE OPENED BY DEALERSHIP |
| 5/18/2018 1:41:00 PM | ADVISED TECH TO PULL UP TSB 2044640/4 IN AUDI SEARCH AND FOLLOW THAT TSB. TSB WAS UPDATED AND SEVERAL MODELS WERE LEFT OUT OF THE UPDATE THAT SHOULD BE THERE. THANKS, DAVE |
| 5/18/2018 2:39:00 PM | TECH CALLED BACK AND STATED THAT TSB 2044640/3 IS ONLY ONE AVAILABLE TO REVIEW. TAC ADVISED TO GO WITH THAT AND ALSO INSPECT TURBO OIL RETURN HOSE FOR RESTRICTION. CHANGE THE OIL/FILTER. THANKS, SCOTT |
| 5/21/2018 9:11:00 AM | WILL PROCEED WITH TSB TURBO REPLACEMENT. WILL CALL BACK IF FURTHER ASSISTANCE NEEDED. PARTS ARE ON BACK ORDER |
| 5/23/2018 2:58:00 PM | ISSUE UPDATED |

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WUAW2AFC7EN

Owner Or Fleet

Make, Model, Model Year Audi, RS7, 2014

Report Date

5/21/2018

Mileage

49,383

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

5/21/2018 1:49:00 PM CUSTOMER STATES CAR STRTDED SHAKING AT IDLE AND DIED

5/21/2018 1:49:00 PM ISSUE OPENED BY DEALERSHIP

5/21/2018 1:57:00 PM NEWEST GFF LOG IS FROM 5/3. TECH IS GOING TO RUN A FRESH GFF SCAN AND GIVE US A CALL BACK. THANK YOU.

5/21/2018 2:25:00 PM ATTACHED NEW GFF LOG, FAULTS ARE STORED BECAUSE OF DISASSEMBLY

5/21/2018 2:39:00 PM TOWED IN. STARTS BUT RUNS ROUGH. NO CODES (CODES IN GFF WERE INDUCED WITH PARTS OFF). RUN SPEC/ACTUAL. TECH FOUND LEFT SIDE TURBO BLADES HIT INSIDE TURBO HOUSING. TAC ADVISED TO USE TSB 2044640 AS A GUIDE. THERE ARE UPDATED PARTS LISTED IN THAT TSB. INSPECT THE OIL SAMPLE. CHANGE OIL FILTER. ALSO INSPECT THE RETURN OIL HOSE FOR RESTRICTIONS. THANKS, SCOTT

5/22/2018 8:25:00 AM FOUND NO DEBRIS IN OIL SAMPLE OR FILTER/COVER, CONTINUING WITH REPAIR AS PER BULLETIN. THANK YOU, ALAN

5/30/2018 5:01:00 PM ISSUE UPDATED

Investigation Summary Report

| | | | | |
|--------------------------------|---|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | ██████████ | VIN | WAUF2AFC3DN | ██████████ |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | | |
| Make, Model, Model Year | Audi, S6, 2013 | | | |
| Report Date | 5/21/2018 | Mileage | 90,125 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 5/21/2018 2:20:00 PM | CRANKS WONT START TRIES TO RUN AND ABLE TO GET CAR TO RUN WITH THROTTLE INPUT. HAVE TO PLAY WITH THE THROTTLE TO KEEP RUNNING NO FAULTS STORED AT THE TIME IT CAME IN NOW HAS CYL 5 6 MISFIRES CHECKED FUEL QUALITY OK. CHECKED FUEL PRESSURE 6.3 BAR ON LOW SIDE. WHEN RUNNING THERE IS A RATTLING NOISE FROM SOUNDS LIKE LEFT SIDE TURBO. | | | |
| 5/21/2018 2:20:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 5/21/2018 2:25:00 PM | ADVISED TECH TO REFER TO TSB 2044640. THANKS, JEFF | | | |
| 5/21/2018 2:32:00 PM | UNABLE TO LOCATE TSB, | | | |
| 5/21/2018 2:58:00 PM | ORDERED PARTS PER TSB. | | | |
| 5/23/2018 9:24:00 AM | ISSUE UPDATED | | | |

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

Waur2AFD5DN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2013

Report Date

5/21/2018

Mileage

82,642

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

5/21/2018 4:43:00 PM CAR TOWED IN, WILL START FOR A SECOND THEN DIE, VERY LOUD RATTLING, RIGHT SIDE TURBO IMPELLER IS BROKEN AND VERY LOOSE. FOUND TSB 2044640. DOES NOT APPLY PER VEHICLE VIN, BUT FOLLOWED ALL CHECKS AS DESCRIBED IN TSB. FOUND A LARGE AMOUNT OF METAL FLAKE IN OIL FILTER HOUSING SEE ATTACHED PICTURE.

5/21/2018 4:43:00 PM ISSUE OPENED BY DEALERSHIP

5/21/2018 5:23:00 PM ADVISED THAT TSB 2044640 APPLIES TO THE VEHICLE. PLEASE CONTINUE TO FOLLOW THE BULLETIN AND CHECK OIL PRESSURE AFTER REPAIRS.

5/22/2018 8:00:00 AM WILL FOLLOW TSB.

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|----------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAU43AFD0GM [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, A8, 2016 | | |
| Report Date | 5/29/2018 | Mileage | 64,696 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|--------------------------|---|
| 5/29/2018 10:11:00 AM | WHAT DID THE PLUGS LOOK LIKE? TAKE A FUEL SAMPLE AND CHECK FUEL QUALITY. CHECK COMPRESSION, CYLINDER LEAKAGE AND RUNNING COMPRESSION ON ALL 8 CYLINDERS. |
| 5/29/2018 10:49:00 AM | ANOTHER TECH RECOMMENDED ME CHECKING THE TURBOS. BOTH IMPELLERS HAVE A LOT OF PLAY AND CAN SEE WHERE THEY ARE SCRAPPING THE HOUSING. |
| 5/29/2018 11:07:00 AM | FOLLOW TSB 2044640. |
| 5/29/2018 11:10:00 AM | FOLLOWING THE TSB ALREADY. CLOSING CASE NOW BECAUSE I'M GOING ON VACATION AFTER TOMORROW AND CAR MAY GO TO ANOTHER TECH. THANK YOU |
| 5/29/2018 2:37:00 PM | ISSUE UPDATED |
| 5/29/2018 9:52:00 AM | CAR MISFIRES AND STALLS. WHEN I FIRST BROUGHT IT IN IT WOULD STAY RUNNING MOST THE TIME. NOW CAN BARELY KEEP IT RUNNING. SWAPPED COILS AND PLUGS AROUND TO SEE IF THERE MIGHT BE ISSUE THERE. NOTHING. AS FAR AS I CAN TELL IT SEEMS TO BE AND ISSUE WITH BANK 2 WITH 5 AND 6 HAVING THE MOST MISFIRES. COMPRESSION TEST. CYLINDER 5 180. CYLINDER 6 180. CYLINDER 7 170. CYLINDER 8 185. THE ATTACHED FILE IS AFTER I CLEARED CODES AND TRIED TO RUN CAR AGAIN. I HAVE THE FILE SAVED FROM BEFORE BUT HAS ADDED CODES NOW DUE TO TESTING. BUT ONLY HAD MISFIRE CODES FOR ALL CYLINDERS WHEN IT WAS BROUGHT IN. |
| 5/29/2018 9:52:00 AM | ISSUE OPENED BY DEALERSHIP |

Investigation Summary Report

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|--------------------------------|--|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | ██████████ | VIN | WAUW2AFC4DN | ██████████ |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | | |
| Make, Model, Model Year | Audi, S7, 2013 | | | |
| Report Date | 5/30/2018 | Mileage | 73,858 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 5/30/2018 5:23:00 PM | CUSTOMER STATES VEHICLE SHUTS OFF WHEN STARTED | | | |
| 5/30/2018 5:23:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 5/30/2018 5:25:00 PM | DUPLICATE CUSTOMER CONCERN DURIGN INITAL INSPECTION. RAN GUIDED FAULT FINDING FOUND MULTIPLES DTC AND MISFIRE. REMOVE TURBI HOSE AND FOUND BOTH TURBO WITH EXCESSIVE PLAY PLEASE ADVICE THANKS | | | |
| 5/30/2018 5:32:00 PM | ADVISED TECH TO FOLLOW THE TSB 2044640/4 FOR THIS CONCERN. THANKS, DAVE | | | |
| 5/30/2018 5:32:00 PM | WORKSHOP FINDINGS: USED ART AND VERIFIED PLAY IN THE TURBO WHERE FINS ARE RUBBING ON THE HOUSING. | | | |
| 5/30/2018 5:46:00 PM | GOT IT THANKS DAVID I KEEP YOU POSTED | | | |
| 6/1/2018 2:18:00 PM | THANK YOU | | | |
| 6/1/2018 3:40:00 PM | ISSUE UPDATED | | | |

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|----------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAUA2AFD3DN [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, A8, 2013 | | |
| Report Date | 6/5/2018 | Mileage | 64,554 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|-------------------------|--|
| 6/5/2018 4:51:00 PM | ISSUE OPENED BY DEALERSHIP |
| 6/5/2018 4:51:00 PM | VEHICLE TOWED IN, CLIENT STATES VEHICLE SPATTERED, DIED, AND WOULD NOT RE-START. FOUND VEHICLE WILL SPORADICALLY START, RUNS FOR A FEW SECONDS AND THEN STALLS. NO DTC'S STORED IN ECM. MISFIRES ON ALL CYLINDERS WHEN IT DOES RUN FOR A FEW SECONDS. REMOVED OIL FILTER AND FOUND EVIDENCE OF METAL IN THE OIL. CORRECT OIL FILTER IS INSTALLED AND IN PROPER POSITION. REMOVED BOOST PIPES FROM BOTH TURBOS. FOUND BANK 2 IMPELLER IS LOOSE AND HAS CONTACTED INTERNAL SURFACE OF TURBO, CAUSING THE METAL FOUND IN THE OIL. BANK 1 IMPELLER HAS PLAY AS WELL, BUT NOT A SEVERE AS BANK 2. VEHICLE IS NO LONGER UNDER NVLW. DUE TO THE METAL FOUND IN THE OIL AND THE EXTENT OF THE DAMAGE TO THE TURBOCHARGER IMPELLER, IT WAS RECOMMENDED TO CLIENT REPLACE THE LONG BLOCK ALONG WITH THE TURBOCHARGERS. CLIENT HAS CONTACTED CXC. AASM HAS REVIEWED THE CASE TODAY AND REQUESTED THAT I OPEN A TACS CASE FOR TRACKING PURPOSES, AS THERE HAVE BEEN OTHER CASES OF TURBO FAILURE. THIS IS THE FIRST TIME VEHICLE HAS BEEN TO THIS DEALER. 5, 15, 25, 35, AND 45K SERVICES ARE LOGGED IN ELSAPRO SERVICE HISTORY. 55K SERVICE WAS PERFORMED BY AUDI OF COLUMBIA, SC. VEHICLE IS 100 MILES OVERDUE FOR 65K SERVICE ACCORDING TO MMI. PICS OF K 2 TURBO IMPELLER AND OF METAL IN OIL FILTER HOUSING ATTACHED. GFF LOG AVAILABLE ON PAPERLESS, ID [REDACTED] |
| 6/5/2018 4:54:00 PM | ADVISED DEALER TO FOLLOW TSB FOR DAMAGED TURBOS. THANKS, HAYDON. |
| 6/5/2018 5:02:00 PM | AASM HAS APPROVED REPAIR, WILL LEAVE TICKET OPEN UNTIL REPAIR IS COMPLETE. THANK YOU. |
| 6/8/2018 9:22:00 AM | ISSUE SENT TO DEALERSHIP |
| 6/13/2018 9:32:00 AM | CLOSING TICKET. PARTS ARE ON RED ORDER. WILL RE-OPEN IF NECESSARY. THANK YOU. |

Investigation Summary Report

| | | | | |
|--------------------------------|---|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | [REDACTED] | VIN | WAU32BFC6DN | [REDACTED] |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S7, 2013 | | | |
| Report Date | 6/11/2018 | Mileage | 72,431 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 6/11/2018 11:40:00 AM | ISSUE OPENED BY DEALERSHIP | | | |
| 6/11/2018 11:40:00 AM | VEHICLE STALLED WHEN AT IDLE. VEHICLE NOW HAS TROUBLE STARTING AT TIMES, STUMBLES OR MISFIRES AT IDLE, STALLS INTERMITTENTLY. GFF ONLY REVEALED FAULT IN TRANS FOR SHIFT FORK. NO TSB, CAN TRANS BE RELATED? ANY EXTRA INFO ON STALLING FOR 4.0L? | | | |
| 6/11/2018 11:44:00 AM | ADVISED TECH TO FOLLOW TSB 2044640/4 AND SEE IF THERE ARE ANY CONCERNS WITH THE TURBOS. IF NOTHING FOUND ADVISED TECH TO GATHER AND INSPECT A FUEL SAMPLE FOR DEBRIS OR CONTAMINATION. THANKS, DAVE | | | |
| 6/15/2018 7:57:00 AM | NO TECHNICIAN UPDATE SINCE 6-11-2018. PLEASE UPDATE THE TICKET WITH THE STATUS OF THE REPAIR. HAVE WE CHECKED THE VEHICLE ACCORDING TO THE TSB LISTED ABOVE. E-MAIL SENT | | | |
| 6/18/2018 5:52:00 AM | PLEASE UPDATE THE TICKET WITH THE STATUS OF THE REPAIR. HAVE WE CHECKED THE TURBO CHARGERS AS STATED IN TSB 2044640/4. NO TECHNICAL UPDATE SINCE 6-11-2018. E-MAIL SENT. | | | |
| 6/18/2018 7:25:00 AM | FOLLOWED TSB, TURBOS ARE FAULTY. ORDERED TURBOCHARGERS. PARTS ARE RED ORDER | | | |
| 6/19/2018 8:25:00 AM | PLEASE CLOSE THE TICKET IF NO FURTHER ASSISTANCE IS REQUIRED. | | | |
| 6/21/2018 11:15:00 AM | PARTS STILL ON ORDER, PARTS NOTIFIED. WILL CLOSE CASE | | | |
| 6/21/2018 7:15:00 AM | E-MAIL SENT TO SHOP FOREMEN TO CLOSE THE TICKET. | | | |
| 6/22/2018 3:05:00 PM | ISSUE UPDATED | | | |

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|-------------------------|---------|------------------------|
| VW's File Number | ██████████ | VIN | WAU32AFD6FN ██████████ |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | |
| Make, Model, Model Year | Audi, A8, 2015 | | |
| Report Date | 6/15/2018 | Mileage | 72,015 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|--------------------------|---|
| 6/15/2018 12:15:00 PM | CAR IS RUNNING ROUGH, AND AFTER ABOUT 2 MINUTES AFTER COLD START WILL NOT HOLD AN IDLE. HAD A P0507 AND WHAT SEEMS LIKE EXCESSIVE CRANKCASE VACUUM, I THEN REPLACED THE BREATHER VALVE, THIS DID NOT CHANGE THE ISSUE. NEW FAULTS DID COME FOR BANK 1 AND 2 TOO RICH. FOUND TSB 2046724/6, PERFORMED THE ECM UPDATE, THIS DID NOT HELP THE RUNNING CONDITION. AS PART OF THE TSB CHECKED THE MEASURED VALUES, THE FUEL PRESSURES ARE WITHIN SPEC, SO IT WOULD NOT APPEAR THAT THE INJECTORS OR THE HIGH PRESSURE PUMPS ARE LEAKING. ALSO WHILE DOING THE BREATHER VISUALLY INSPECTED THE TURBOS FOR ANY DAMAGE, DID NOT FIND ANY PHYSICAL DAMAGE. |
| 6/15/2018 12:15:00 PM | ISSUE OPENED BY DEALERSHIP |
| 6/15/2018 12:23:00 PM | ADVISED TECH TO PERFORM A DELIVERY RATE TEST OF THE IN-TANK FUEL PUMP PER ELSA. IF WITHIN SPEC ADVISED TECH TO CHECK THE FUEL SAMPLE FOR DEBRIS OR CONTAMINATION. IF ALL IS GOOD RECOMMEND TO INSPECT THE TURBOS PER TSB 2044640/4. THANKS, DAVE |
| 6/18/2018 8:49:00 AM | UPON CLOSER INSPECTION FOUND THAT THE BANK 1 TURBOCHARGER HAS EXCESSIVE SHAFT PLAY. THE TURBOS WILL NEED TO BE REPLACED, THEY ARE ON ORDER. |
| 6/21/2018 7:16:00 AM | PARTS ON ORDER...MAKE SURE TO FOLLOW THE TSB AND ELSA FOR THE REPAIR. |
| 6/26/2018 2:14:00 PM | TURBOS ARE ON ORDER=ONE WEEK OUT |
| 6/26/2018 6:41:00 AM | PLEASE UPDATE WITH CURRENT STATUS |
| 6/28/2018 2:00:00 PM | ISSUE UPDATED |

Investigation Summary Report

| | | | | |
|--------------------------------|--|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | ██████████ | VIN | WAU32AFC7DN | ██████████ |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | | |
| Make, Model, Model Year | Audi, S7, 2013 | | | |
| Report Date | 6/18/2018 | Mileage | 78,879 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 6/18/2018 7:09:00 AM | ISSUE OPENED BY DEALERSHIP | | | |
| 6/18/2018 7:09:00 AM | VEHICLE WAS TOWED TO THE DEALER, CUSTOMER STATES THERE WAS A RATTLE COMING FROM THE ENGINE BAY AND THEN THE VEHICLE STALLED. VEHICLE WAS IN ABOUT 2 WEEKS AGO WHERE BOTH TURBOS WERE REPLACED FOLLOWING TSB 2044640/4, AS BANK 2 IMPELLER SHAFT WAS BROKEN. AFTER FURTHER INSPECTION AT THIS VISIT, I FOUND THE BANK 1 IMPELLER SHAFT BROKEN. VERIFIED OIL PRESSURE IS OKAY AND OIL IS BEING SUPPLIED TO THE TURBOS. NO OIL BLOW BY FOUND IN DAMAGED TURBO. WILL BE ORDERING A REPLACEMENT BANK 1 TURBO, VEHICLE IS OUTSIDE OF WARRANTY. FOREMAN SUGGESTED I OPEN A TICKET AND SEE IF THERE WAS ANY ADDITIONAL REPAIR/INFORMATION YOU MAY HAVE BEFORE PROCEEDING | | | |
| 6/18/2018 8:08:00 AM | OIL PRESSURE AT IDLE WAS AROUND 1.6 BAR, @2,000RPM PRESSURE WENT UP TO AROUND 2 BAR. OIL FILTER ALSO LOOKS OKAY NO DEBRIS. REMOVED OIL SUPPLY LINES TO BOTH TURBOS AND CONFIRMED OIL WAS REACHING BOTH TURBOS. NO PLAY OR ISSUES FOUND WITH BANK 2 TURBO | | | |
| 6/18/2018 8:29:00 AM | WAS ALL OF THE PARTS LISTED IN THE TSB REPLACED WITH TURBOS? | | | |
| 6/18/2018 8:45:00 AM | YES, ALL PARTS ON PART LIST OF TSB WERE REPLACED | | | |
| 6/18/2018 9:10:00 AM | REPLACE THE TURBO AS NECESSARY. | | | |
| 6/19/2018 10:59:00 AM | ISSUE UPDATED | | | |
| 6/19/2018 6:50:00 AM | WILL CONTINUE WITH TURBO REPLACEMENT | | | |

Investigation Summary Report

Category **Field Reports - TACS**

VW's File Number

VIN

Waur2AFD9DN

Owner Or Fleet

Make, Model, Model Year **Audi, A8, 2013**

Report Date

6/19/2018

Mileage

43,809

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

6/19/2018 10:13:00 AM I HAVE A 2013 A8 4.0L CUSTOMER COMPLAINT OF CHECK ENGINE LIGHT ON , AND VEHICLE WILL NOT STAY RUNNING AFTER STARTING. VERIFIED CUSTOMER COMPLAINT, VEHICLE HAS EXTENDED CRANK TIMES AND WHEN IT DOES FIRE ENGINE STUMBLES ON ITSELF AND STALLS BACK OUT, HAVE TRIED TO KEEP ENGINE RUNNING WHEN IT CRANKS WITH MODERATE THROTTLE AND WHEN IT REVS YOU CAN AUDIBLY HEAR A LOUD CRUNCHING TYPE NOISE COMING FROM ARERA OF BOTH TURBOS. SCANNED VEHICLE FOR FAULTS , NO ECM FAULTS BUT IN TCM THERE IS P17F900: PARKING LOCK MECHANICAL MALFUNCTION. PLEASE ASSIST IN REPAIR PROCEDURE, THANKS]

6/19/2018 10:13:00 AM ISSUE OPENED BY DEALERSHIP

6/19/2018 10:19:00 AM PLEASE FOLLOW TSB 2044640/4

6/20/2018 2:04:00 PM FOLLOWING WITH REPAIR PROCEDURE TSB 2044640/4 THANK YOU

Investigation Summary Report

Category **Field Reports - TACS**

VW's File Number [REDACTED] VIN W AUR2AFD5DN [REDACTED]

Owner Or Fleet [REDACTED]

Make, Model, Model Year Audi, A8, 2013

Report Date 7/10/2018 Mileage 74,350

| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
|-------|-----------------|--------------|------------------|--------------------|
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|--------------------------|---|
| 7/10/2018 5:12:00 PM | ENGINE STALLS AT IDLE. MIL LIGHT ON WITH CODES P0300, PO302. ENGINE RUNS VERY POORLY AT IDLE. IF YOU REMOVE OIL CAP ENGINE RUNS MUCH BETTER. CHECKED CALIBRATION WITH SVM CODES, AT LATEST CALIBRATION. REMOVED AIR INLET HOSES TO TURBOS AND INSPECTED WITH BOAR SCOPE NO IMPELLAR DAMAGE OBSERVED, BUT WAS NOT ABLE TO CHECK END PLAY. VEHICLE HAD PRESSURE CONTROL VAVLE REPLACED A YEAR AGO. NO HUM NOISE OBSERVED. CLEARED CODES, AND ROAD TESTED VEHICLE UNDER LOAD EPC LIGHT CAME ON AND SET P0299 CODE. |
| 7/10/2018 5:12:00 PM | ISSUE OPENED BY DEALERSHIP |
| 7/10/2018 5:21:00 PM | ADVISED TECH TO THOROUGHLY INSPECT THE TURBO IMPELLERS FOR DAMAGE. THANKS, JEFF |
| 7/10/2018 5:21:00 PM | WORKSHOP FINDINGS: P029900: TURBO/SUPER CHARGER UNDERBOOST |
| 7/11/2018 8:51:00 AM | REMOVED INLET TUBES. FOUND BANK 1 TURBO TO HAVE EXCESSIVE PLAY. QUOTED REPAIR PARTS. |
| 7/13/2018 12:09:00 PM | ISSUE UPDATED |

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUF2BFC7DN

Owner Or Fleet

Make, Model, Model Year Audi, S6, 2013

Report Date

7/11/2018

Mileage

65,374

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

7/11/2018
3:24:00 PM

ISSUE OPENED BY DEALERSHIP

7/11/2018
3:24:00 PM

THE CAR WOULD START WHEN COLD, BUT NO STAY RUNNING VERY LONG.NO DTC'S IN THE ECM. I DID A SPEC. ACTUAL. AND SENT A GFF LOG. TSB#2044640/4 CHECK THE TURBO FOR DAMAGE. THE DRIVER'S SIDE INLET SHAFT HAS PLAY. THE RIGHT SIDE TURBO SHAFT WAS VERY LOOSE AND DIGGING INTO THE HOUSING. THE REPAIR HAS BEEN GOODWILLED. IT HAS TAKEN A WHILE TO GET PARTS AND TIME TO REPAIR. WHEN I REMOVED THE TURBO'S THE RIGHT SIDE SHAFT WAS BROKEN. THE DRIVER'S WAS OK, BUT HAS PLAY. WHEN I REMOVED THE VALLEY COVER TO REPLACE THE SCREEN AND OIL PRESSURE VALVE. THERE WAS A PIECE OF DEBRY ON THE SCREEN. IT COULD HAVE FALLEN INTO THE HOLES FOR THE OIL FEED LINES ON DISASSEMBLY. I JUST WANTED TO SEND A PICTURE TO GET A LITTLE INPUT IF IT COULD BE A ISSUE. THE OLD SCREEN WILL NOT LET ANY LIGHT THROUGH IT. THANKS.

7/11/2018
4:02:00 PM

ADVISE DEALER I WOULD MAKE SURE THE OIL DRAIN LINES ARE CLEAR OF DEBRIS IF OKAY REPLACE THE SCREENS PER THE TSB AND CONTINUE WITH THE TSB. THANKS MATT

7/13/2018
8:47:00 AM

THE OIL FEED LINE AND RETURN LINES ARE CLEAN. THE OLD OIL SCREEN WOULD BARELY LET ANY LIGHT PASS THROUGH. THE CAR IS BACK TOGETHER WITH NO ISSUES. THANKS FOR THE HELP.

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|----------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAUR2AFD3DN [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, A8, 2013 | | |
| Report Date | 7/11/2018 | Mileage | 65,163 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|--------------------------|---|
| 7/11/2018 5:27:00 PM | CUSTOMER STATES THAT THE ENGINE POWER CONTROL LIGHT HAS COME ON AND THAT THE VEHICLE WILL NOT STAY RUNNING. IN ADDITION, IT HAPPENS EVERY TIME THE VEHICLE WAS STARTED AFTER THE WARNING LIGHT CAME ON. VERIFIED THE CUSTOMER CONCERN AND FOUND VEHICLE EPC LIGHT ON. SCANNED THE VEHICLE TO CHECK FOR STORED FAULTS AND FOUND: "P029900: TURBO/SUPER CHARGER UNDERBOOST ERROR TYPE 2: ACTIVE/STATIC", "P050A00: COLD START IDLE AIR CONTROL SYSTEM PERFORMANCE ERROR TYPE 2:ACTIVE/STATIC". PROCEEDED WITH TEST PLAN AND INSPECTED INTAKE SYSTEM AND THROTTLE BODY: FOUND OIL INSIDE THROTTLE BODY. PERFORMED VISUAL INSPECTION INSIDE TURBO INLET PIPES WITH THE BORESCOPE (PICTURES ATTACHED) FOR SIGNS OF OIL LEAKS: FOUND TURBO TURBINE COMING APART. PLEASE ADVISE. |
| 7/11/2018 5:27:00 PM | ISSUE OPENED BY DEALERSHIP |
| 7/11/2018 5:30:00 PM | FOLLOW TSB 2044640/4 ENGINE DIFFICULT TO START, TURBOCHARGER DAMAGED, V8 4.0TFSI REPLACE BOTH TURBOS. AND THE PARTS LISTED IN THE TSB. BE MINDFUL WHEN TRANSFERRING PARTS OVER. INSPECT/REPLACE TURBO OIL RETURN HOSES. THANKS, SCOTT |
| 7/11/2018 5:41:00 PM | PARTS ORDERED. |
| 7/12/2018 10:48:00 AM | OK |
| 7/12/2018 12:32:00 PM | PARTS ARE ON BACK ORDER. |
| 7/12/2018 12:55:00 PM | OK |
| 7/16/2018 12:32:00 PM | PLEASE UPDATE THE TAC TICKET WITH THE PART AND SALES DOC. NUMBERS. |
| 7/16/2018 2:59:00 PM | PART# 079 145 721 DOC# [REDACTED] |
| 7/16/2018 5:46:00 PM | OK |
| 7/18/2018 1:04:00 PM | PARTS ARE TO ARRIVE 07/19/18. WORK WILL START TOMORROW |
| 7/18/2018 2:41:00 PM | THANKS FOR THE UPDATE |
| 7/24/2018 2:04:00 PM | PLEASE UPDATE THE TAC TICKET WITH THE PROGRESS OF THIS REPAIR. |

Investigation Summary Report

Category **Field Reports - TACS**

| | | | | |
|-------------------------|-----------------|--------------|------------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAUR2AFD3DN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 7/11/2018 | Mileage | 65,163 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

7/24/2018 VEHICLE REPAIRS STARTED 7/24/18

3:19:00 PM

7/24/2018 THANKS FOR THE UPDATE.

3:43:00 PM

7/26/2018 REPAIRS SHOULD BE FINISHED BY END OF DAY.

1:15:00 PM

7/26/2018 THANKS FOR THE UPDATE.

1:27:00 PM

7/26/2018 TWO EXHAUST MANIFOLD STUDS NEEDED TO BE ORDERED, ETA TO FINISH 7/27/18

6:12:00 PM

7/27/2018 ISSUE SENT TO DEALERSHIP

8:48:00 AM

7/30/2018 BANK 2 TURBO MAKING NOISE. DIAGNOSING CURRENTLY.

5:11:00 PM

7/30/2018 THANKS FOR THE UPDATE.

5:14:00 PM

7/31/2018 RE-ORDER BANK 2 TURBO. PART# 179-145-721 DOC# [REDACTED]

11:43:00 AM

7/31/2018 THANKS FOR THE UPDATE PAUL.

12:12:00 PM

8/2/2018 ISSUE SENT TO DEALERSHIP

7:14:00 PM

8/3/2018 ISSUE SENT TO DEALERSHIP

12:21:00 PM

8/7/2018 WAITING ON BANK 2 TURBO.

10:22:00 AM

8/7/2018 WAITING ON BANK 2 TURBO.

9:38:00 AM

8/9/2018 TURBO INSTALLED TODAY. WE WILL PERFORM EXTENDED TEST DRIVE TONIGHT

5:20:00 PM

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

Waur2AFD3DM

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2013

Report Date

7/11/2018

Mileage

65,163

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

8/9/2018 OK

6:35:00 PM

8/10/2018 PERFORMED EXTENDED TEST DRIVE. ALL CHECKED OK. WE WILL RELEASE THE VEHICLE TO THE CUSTOMER TODAY, THANKS,

11:13:00 AM

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|----------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAUR2AFD5DN [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, A8, 2013 | | |
| Report Date | 7/17/2018 | Mileage | 48,892 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|--------------------------|--|
| 7/17/2018 2:44:00 PM | CAR DIED WHILE DRIVING. WHEN COLD ENGINE RAN FINE FOR ROUGHLY 30 SECONDS. WHEN WARM IT WILL ONLY START IF GAS PEDAL IS DEPRESSED. WILL ONLY STAY RUNNING IF GAS PEDAL IS PRESSED, ENGINE WILL NOT IDLE. FAULTS P017 AND P0175 BOTH BANKS TOO RICH PRESENT. LOW SIDE FUEL PRESSURE IS BETWEEN 4-6 BAR AND HIGH SIDE FUEL PRESSURE IS BETWEEN 35-60 BAR. HIGH SIDE PRESSURE DOES NOT DROP WITH THE KEY ON AND ENGINE OFF. REMOVED BANK 2 SPARK PLUGS AND THE PLUGS ARE VERY BLACK. ALSO FOUND SOME WETNESS IN 2 OF THE CYLINDERS ON BANK 2, COULD NOT ACTIVELY SEE THE FUEL INJECTORS LEAKING. EXHAUST SMELLS LIKE IT IS RICH. TRIED RUNNING ENGINE ON A DIFFERENT FUEL SOURCE AND HAD THE SAME RESULT. ANY IDEAS? |
| 7/17/2018 2:44:00 PM | ISSUE OPENED BY DEALERSHIP |
| 7/17/2018 2:46:00 PM | ALSO INSPECTED BANK 1 TURBO WITH A MIRROR, NO DAMAGE WAS FOUND. BOTH INLET TUBES HAVE A LARGE AMOUNT OF SUCTION WHEN THE ENGINE IS RUNNING. |
| 7/17/2018 2:52:00 PM | ADVISED TECH TO REVIEW THE HOT TOPIC VIDEO COVERING THE 4.0 TURBOS. RECOMMEND TO REMOVE THE TURBO INLET ELBOWS FOR A THOROUGH INSPECTION OF THE TURBOS. REFER TO THE TSB MATCHING YOUR SYMPTOMS AS WELL. THANKS, JEFF |
| 7/17/2018 3:45:00 PM | IMPELLERS HAVE A LARGE AMOUNT OF PLAY AND SCORING ON THE HOUSINGS. |
| 7/18/2018 12:33:00 PM | ISSUE UPDATED |

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|----------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAUW2AFC3DN [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, S7, 2013 | | |
| Report Date | 7/24/2018 | Mileage | 67,043 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|--------------------------|---|
| 7/24/2018 10:13:00 AM | ADVISE DEALER TO CLEAN OUT THE OIL PAN AND PERFORM TSB: 2044640. THANKS MATT |
| 7/24/2018 9:19:00 AM | CUSTOMER STATES THE ENGINE START AND THEN STALL. FOUND THAT THE ENGINE WILL NOT IDLE AND WILL STAY RUNNING IF THE RPMS ARE INCREASED BUT A LOUD CHATTERING TYPE NOISE IS PRESENT AND INCREASES WITH ENGINE SPEED. NOISE SOUNDS LIKE IT IS COMING FROM THE BOTTOM END. DRAINED OIL AND FOUND A METALLIC SHIMMER IN THE OIL. REMOVED LOWER OIL PAN AND FOUND CHUNKS OF METAL. ATTACHED PHOTOS AND GFF LOG. |
| 7/24/2018 9:19:00 AM | ISSUE OPENED BY DEALERSHIP |
| 7/24/2018 9:24:00 AM | ADVISE DEALER IS ANY OF THE DEBRIS MAGNETIC? PLEASE ALSO GAIN ACCESS TO THE TURBO CHARGERS AND CALL IN WITH ART SET UP FOR INSPECTION. THANKS MATT |
| 7/24/2018 9:24:00 AM | WORKSHOP FINDINGS: P157000: ENGINE CONTROL MODULE (ECM) DISABLED P170100: TRANSMISSION CONTROL UNIT LOCKED |
| 7/24/2018 9:47:00 AM | DEBRIS IS MAGNETIC. ACCESSED TURBOCHARGERS AND VERIFIED THERE IS DAMAGE/EXCESSIVE PLAY PRESENT. THERE IS A VPN CONFLICT WITH OUR PENSKE NETWORK THAT DOES NOT ALLOW ART TO WORK PROPERLY. OUR TFM, GLENN MACGREGOR, HAS BEEN THE ONLY ONE TO SUCCESSFULLY CALL IN WITH ART. I CAN PROVIDE PHOTOS/VIDEOS IF NEEDED. IF REQUIRED, WE CAN GET IN CONTACT WITH GLENN TO SEE WHAT OTHER ACTIONS WILL BE NECESSARY. |
| 7/24/2018 9:49:00 AM | OKAY, PLEASE ATTACH PHOTOS OF THE TURBO DAMAGE TO THE CONTACT FOR REVIEW. THANKS MATT |
| 7/24/2018 9:57:00 AM | PHOTOS ATTACHED. |
| 7/27/2018 4:43:00 PM | PARTS OREDERED. WILL REOPEN IF ISSUE PERSISTS. |

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|-------------------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAU32AFCXDN [REDACTED] |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | |
| Make, Model, Model Year | Audi, S7, 2013 | | |
| Report Date | 7/30/2018 | Mileage | 49,509 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|-------------------------|--|
| 7/30/2018 2:26:00 PM | GUEST TOWED IN VEHICLE STATING VEHICLE WILL STALL WHILE DRIVING AND WILL NOT IDLE, VEHICLE WAS SCANNED AND RECOVERED SEVERAL FAULTS MAIN CONCERN WAS FOR P017200: FUEL TRIM,BANK1 SYSTEM TOO RICH P017500: FUEL TRIM,BANK2 SYSTEM TOO RICH. FUEL PRESSURE, FUEL AIR MIXTURE WERE CHECKED WITH NO CONCERNS NOTED, TURBO WERE CHECKED AND FOUND LEFT SIDE TURBO TURBINE HAD EXCESSIVE PLAY, COMPLETE TURBO WAS REMOVED AND FOUND REAR TURBINE WAS COMPLETELY SEIZED, A PICTURE AND A SMALL VIDEO WERE TAKEN AND ATTACHED. OUR BIG CONCERN IS THIS IS THE SECOND VISIT FOR THIS CONCERN ON 03/27/2018 FAULT P0299 WAS RECOVERED AND FOUND TURBO ON THE RIGHT SIDE HAD SAME CONCERN PICTURES WERE TAKEN AND ATTACH WHEN A CONTACT WAS MADE WHOM ADVISED TO PERFORM TSB 2044640/2, TSB WAS FOUND AND BOTH TURBOS WERE REPLACED ALONG WITH CAT ON BANK ONE, VEHICLE HAS RETURNED WITH LESS THEN 100 MILES AFTER REPAIRS WITH SAME CONCERN ON DIFFERENT BANK ANY SUGGESTIONS AT THIS TIME WILL HELP |
| 7/30/2018 2:26:00 PM | ISSUE OPENED BY DEALERSHIP |
| 7/30/2018 2:28:00 PM | PHOTO |
| 7/30/2018 2:34:00 PM | VIDEO |
| 7/30/2018 2:48:00 PM | WILL REPLY WITH NEXT STEPS. |
| 7/30/2018 3:40:00 PM | PLEASE REPLACE TURBOS AND MAKE SURE YOU ARE FOLLOWING EVERY STEP IN 2044640/2. MAKE SURE TO REPLACE THE SCREENS. ONCE TURBOS HAVE BEEN REPLACED CLEAR OTHER FAULTS AND TEST DRIVE FOR 20 MILES AND SEE IF OTHER FAULTS RETURN. IF THEY DO THEN PLEASE ADDRESS THEM. THANK YOU. |
| 8/1/2018 2:16:00 PM | SPECIAL ORDER TURBO. THEY ARE COMING FROM GERMANY. STILL DON'T HAVE DOC NUMBER . PARTS IS WORKING ON THAT . |
| 8/2/2018 12:59:00 PM | DOC # [REDACTED] PART NUMBER 079145722 CLOSING AT THIS TIME WILL REOPEN IF NEED TO |
| 8/15/2018 5:31:00 PM | ISSUE UPDATED |

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|-------------------------|---------|------------------------|
| VW's File Number | ██████████ | VIN | WAUJ2AFC1DN ██████████ |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | |
| Make, Model, Model Year | Audi, S6, 2013 | | |
| Report Date | 10/11/2018 | Mileage | 56,392 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|---------------------------|--|
| 10/11/2018 4:35:00 PM | CUSTOMER STATES VEHICLE HAS ROUGH IDLE WILL NOT START. VERIFIED. PERFORMED INSPECTION NOTING BOTH B1 AND B2 TURBOCHARGERS HAVE FIN / IMPELLER DAMAGE. PERFORMED INSPECTIONS AND TESTS PER TSB 2044640/4 . VEHICLE HAS AFTERMARKET OIL FILTER. HOWEVER DOES NOT APPEAR CRUSHED. SEE PHOTOS. METAL DEBRIS PRESENT. VEHICLE DOES NOT IDLE. - PERFORMED OIL PRESSURE TEST AT 2K RPM AS VEHICLE WILL RUN AT THAT LOAD. 2.0BAR OF PRESSURE PRESENT WHEN VEHICLE IS ABOVE 80C . OIL CHECK VALVE APPEARS OKAY AND SEATING NORMALLY. B2 TURBO HAS SLIGHT OIL IN INTAKE / B1 IS DRY. ADVISE ON A WARRANTABLE REPAIR WITH AFTERMARKET OIL FILTER AS IT IS NOTED IN TSB AS SOMETHING TO INSPECT. FURTHER ADVISE ON REPLACEMENT OF TURBOCHARGERS AND FEED / RETURN LINES AS DEBRIS IS PRESENT IN OIL. |
| 10/11/2018 4:35:00 PM | ISSUE OPENED BY DEALERSHIP |
| 10/11/2018 4:43:00 PM | PLEASE CONTACT AUDI WARRANTY ON ANY WARRANTY COVERAGE OR CLAIMING QUESTIONS. |
| 10/11/2018 4:46:00 PM | WILL ADVISE MANAGEMENT TO SEE WARRANTY ADMIN. , CLOSE TICKET. |
| 10/12/2018 10:50:00 AM | ISSUE UPDATED |

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUR2AFD1DN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2013

Report Date

12/18/2018

Mileage

80,761

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

12/18/2018 3:37:00 PM CUST STATES THE CAR WILL NOT STAY RUNNING . - TECH - FOUND FAULTY TURBOS . STARTING TO PERFORM TSB 2044640/5. I REMOVED THE OIL FILTER AND THERE IS A GOOD AMOUNT OF METAL IN THE FILTER. SMALL GOLD PARTICLES . I WAS NOT ABLE TO PERFORM THE OIL PRESSURE TEST BECAUSE THE CAR WILL NOT START AND STAY RUNNING WITH THE BAD TURBOS. HOW DO I PROCEED? THANKS

12/18/2018 3:37:00 PM ISSUE OPENED BY DEALERSHIP

12/18/2018 3:50:00 PM ADVISED TECH TO DROP THE OIL PAN AND CHECK FOR METAL/ DEBRIS. ATTACH PHOTOS OF FINDINGS.

12/18/2018 4:33:00 PM PICS ATT

12/18/2018 4:34:00 PM MORE PICS

12/18/2018 4:35:00 PM LAST PIC

12/18/2018 4:40:00 PM ADVISED DEALER TO CLEAN EVERYTHING OUT BEST YOU CAN AND PERFORM TSB.

12/19/2018 5:03:00 PM PERFORMED TSB . CAR DRIVES TO AUDI SPEC . NO NOISE AT THIS TIME

12/20/2018 8:45:00 AM ISSUE UPDATED

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAU32AFD0FN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2015

Report Date

1/7/2019

Mileage

48,063

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

1/7/2019 8:58:00 AM CLIENT STATES EPC LIGHT CAME ON AND VEHICLE DIED OUT. | | 20DES STORED | | P029900: TURBO/SUPER CHARGER UNDERBOOST | ERROR TYPE 2: | ACTIVE/STATIC | | | P008B00: LOW PRESSURE FUEL SYSTEM PRESSURE - TOO HIGH | ERROR TYPE 2: | PASSIVE/SPORADIC | | REMOVED INTAKE PIPE AND FOUNF BOTH PROPELER SHAFT LOOSE OF THE TURBO.

1/7/2019 8:58:00 AM ISSUE OPENED BY DEALERSHIP

1/7/2019 9:12:00 AM ADVISED TECH TO FOLLOW TSB 2044640. THANKS, JEFF

1/10/2019 3:44:00 PM ISSUE UPDATED

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUD2AFD5EN

Owner Or Fleet

Make, Model, Model Year Audi, S8, 2014

Report Date

1/7/2019

Mileage

62,607

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

1/7/2019
12:41:00 PM

ISSUE OPENED BY DEALERSHIP

1/7/2019
12:41:00 PM

VECH TOWED IN STARTS BUT STALLS WILL NOT STAY RUNNING. CHECKED DTC MALF IN TURBOS INSPECTED TURBOS SEVERE SIDE TO SIDE PLAY IN IMPELLERS.

1/7/2019
12:48:00 PM

ADVISED REVIEW WITH THE SERVICE MANAGER AND CUSTOMER TO DECIDE HOW TO PROCEED SINCE THE VEHICLE IS MODIFIED. FOLLOW TSB 2044640/5 AS NEEDED.

1/7/2019
12:48:00 PM

WORKSHOP FINDINGS: TD1-ENGINE ECM MODIFICATION (TUNING)

1/9/2019
2:20:00 PM

GAVE ALL INFO TO SERVICE MANAGER TO MAKE A DECISION. THANKS CASEY

Investigation Summary Report

Category **Field Reports - TACS**

VW's File Number

VIN

WAUJ2AFC1DN

Owner Or Fleet

Make, Model, Model Year **Audi, S6, 2013**

Report Date

1/15/2019

Mileage

34,720

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

| | |
|--------------------------|---|
| 1/15/2019 10:06:00 AM | ADVISE TO BORE SCOPE CYLINDERS TO MAKE SURE THERE IS NO DAMAGE TO THE BLOCK. REPLACE TURBOCHARGERS AND THOROUGHLY FLUSH ALL COMPONENTS THAT COME IN CONTACT WITH OIL |
| 1/15/2019 10:06:00 AM | WORKSHOP FINDINGS: P023800: TURBOCHARGER BOOST SENSOR (A) CIRC. HIGH INPUT P003300: TURBO CHARGER BYPASS VALVE CONTROL CIRCUIT P050B00: COLD START IGNITION TIMING PERFORMANCE P00C000: TURBOCHARGER/SUPERCHARGER BYPASS VALVE "B" CONTROL CIRCUIT |
| 1/15/2019 9:58:00 AM | C/S VEHICLE SPATTERD AND SHUT DOWN, WILL NOT RESTART. TECH INSPECTED AND VERIFIED. ABLE TO GET VEHICLE TO START BUT HEAR TURBO NOISE. INSPECTED AND FOUND BOTH TURBOS DAMAGED. FOLLOWED TSB 2044640/5 AND CHECKED FOR TUNES WITH SPEC ACTUAL, CHECKED SERVICE HISTORY AND FOUND OIL CHANGED COMPLETED, CHECKED FILTER ELEMENT AND FOUND FITTED CORRECTLY, NO OUTSIDE INFLUENCE, TESTED OIL PRESSURE AND FOUND 1.5BAR AT IDLE, 2.5BAR AT 2K RPM. FOUND GOLD METAL FLAKES IN OIL FILTER HOUSING. PLEASE ADVISE NEXT STEP TO TAKE. |
| 1/15/2019 9:58:00 AM | ISSUE OPENED BY DEALERSHIP |
| 1/16/2019 7:59:00 AM | CYLINDERS LOOK GOOD, OIL PRESSURE IS GOOD. AWAITING CUSTOMER DECISION |
| 1/24/2019 11:46:00 AM | ISSUE UPDATED |

Investigation Summary Report

Category **Field Reports - TACS**

VW's File Number

VIN

WAU32AFD5FN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2015

Report Date

1/29/2019

Mileage

51,086

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

| | |
|-------------------------|---|
| 1/29/2019 6:22:00 PM | CUSTOMER CONCERN VEHICLE DIED WHEN COMMING OFF OF OFF RAMP AND WOULD NOT RESTART. CHECKED FOUND ONE RUNNING VEHICLE MAKED GRINDING NOISE FOUND NOISE FROM PASSENGER TURBO REMOVED PIPE TO TURBO INLET AND FOUND SHAFT HAS TONS OF PLAY FOUND TSB2044640/5 |
| 1/29/2019 6:22:00 PM | ISSUE OPENED BY DEALERSHIP |
| 1/29/2019 6:31:00 PM | RECOMMENDING TO CONTINUE WITH THE OIL PRESSURE CHECK PRIOR AS STATED IN THE TSB AS LONG AS THE VEHICLE RUNS. IF IT WON'T RUN, DO IT AFTER THE REPAIR. |
| 1/31/2019 4:29:00 PM | ATTACHED IS OIL PRESSURE READINGS AT IDLE AND 2000RPM MEASUREMENTS DONE COLD PICTURES ARE LABELED IN FILE NAME |
| 1/31/2019 4:36:00 PM | ADVISED DEALER TO LET ENGINE IDLE LONGER AND RE GRAB PRESSURE READINGS |
| 1/31/2019 5:10:00 PM | OIL PRESSURE READINGS |
| 1/31/2019 5:13:00 PM | PICTURES OF OIL FILTER |
| 1/31/2019 5:31:00 PM | ADVISE DEALER TO INSPECT OTHER TURBO AND ATTACH VIDEOS OF SHAFT PLAY ON BOTH TURBOS. FOR REDUCING THE FILE SIZE OF PICTURES WITHOUT DRASTICALLY REDUCING QUALITY WE SUGGEST USING THE SNIPPING TOOL IN WINDOWS, WHICH IS TYPICALLY FOUND IN THE FOLLOWING LOCATION: START MENU >>> ALL PROGRAMS >>> ACCESSORIES >>> SNIPPING TOOL. FOR REDUCING THE FILE SIZE OF VIDEOS WITHOUT DRASTICALLY REDUCING QUALITY WE SUGGEST DOWNLOADING A FREE VIDEO COMPRESSION PROGRAM. A RELIABLE SITE TO DOWNLOAD ONE OF THESE PROGRAMS IS DOWNLOAD.CNET.COM/ . |
| 1/31/2019 6:09:00 PM | DUE TO COMPANY RESTRICTION WE CANNOT DOWNLOAD ANY PROGRAMS WITHOUT OUR I.T. GUY ONLY WAY TO GET VIDEO TO YOU IS VIA EMAIL |
| 1/31/2019 6:19:00 PM | ADVISED TO CONTINUE FOLLOWING THE TSB. |
| 1/31/2019 6:51:00 PM | CRANKED ENGINE OVER WIT SUPPLY LINES OFF TO CHECK FOR OIL FLOW MONUITORED OIL PRESSURE ENGIN D CRANKING BUILDS 1 BAR OF PRESSURE BUT NO OIL COMES OUT OF THE SUPPLY LINES CHECKED DRAIN SIDE AND OIL FLOWS THRU THE TURBOS NOTICED SUPPLY SIDE WAS DRY LOOKING WHEN LINES REMOVED |
| 1/31/2019 7:17:00 PM | SERVICE IS OVERDUE BY 2500 MILES AND ONLY THE 35K (DONE AT 38K) SHOWS IN HISTORY. RECOMMENDING TO OBTAIN THE SERVICE HISTORY AND REVIEW WITH YOUR WARRANTY ADMIN. PLEASE CONTINUE FOLLOWING THE BULLETIN AND WATCH THE VIDEO ASSOCIATED WITH IT. |
| 2/1/2019 1:22:00 PM | AT THIS POINT INITIATED CONTACT WITH WARANTY ADMIN WILL ADVISE OF FINDINGS AND ROUTE WE ARE HEADING |

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAU32AFD5FN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2015

Report Date

1/29/2019

Mileage

51,086

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

2/4/2019 ISSUE SENT TO DEALERSHIP

3:30:00 PM

2/6/2019 CUSTOMER PICKED UP CAR DECLINED REPAIRS AT THIS TIME THANK YOU FOR YOUR ASSISTANCE

1:47:00 PM

Investigation Summary Report

| | | | | |
|--------------------------------|--|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | [REDACTED] | VIN | WAUF2AFC0EN | [REDACTED] |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S6, 2014 | | | |
| Report Date | 2/1/2019 | Mileage | 49,335 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 2/1/2019 1:29:00 PM | C/S-CAR DIED AND WOULDN'T RESTART. TOWED IN. DROVE CAR IN FOUND TURBOS TO HAVE FAILED. FOLLOWED TSB 2044640/5. CAR COLD STARTS GOT IDLE OIL PRESSURE AT 1.4BAR AND AT 2K RPM 2.0BAR. FILTER IS OEM AND INSTALLED CORRECT AND SO IS BYPASS VALVE. BEGAN REPLACEMENT OF TURBOS, WHILE REPLACING STRAINER AND CHECK VALVE FOUND A LITTLE METAL (SMALL CHUNKS) ON DRAIN SIDE UNDER PLATE. DRAINED OIL LOOKED A LITTLE PRISMATIC. | | | |
| 2/1/2019 1:29:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 2/1/2019 2:35:00 PM | RECOMMEND TO CLEAN OUT ANY DEBRIS FOUND. COMPLETE THE TSB THEN RE-EVALUATE AFTER REPAIRS. THANKS, JEFF | | | |
| 2/4/2019 10:00:00 AM | PLEASE CLOSE THE CASE WHEN READY. THANKS, JEFF | | | |
| 2/4/2019 8:10:00 AM | CLEANED OUT ALL DEBRIS FOUND, AND COMPLETED THE TSB. | | | |
| 2/5/2019 12:18:00 PM | ISSUE SENT TO DEALERSHIP | | | |
| 2/5/2019 2:30:00 PM | CLEANED OUT ALL VISIBLE DEBRIS, DRAINED CLEAN OIL THREW TO HELP CLEAN OUT ANY DEBRIS. ASSEMBLED AND TEST DROVE OK. WILL COMPLETE ONE MORE EXTENDED TEST DRIVE. | | | |
| 2/5/2019 3:33:00 PM | THANKS FOR THE UPDATE. | | | |
| 2/8/2019 10:49:00 AM | EXTENDED TEST DRIVE GOOD. FLUIDS GOOD. | | | |
| 2/8/2019 11:49:00 AM | ISSUE UPDATED | | | |

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUR2AFD3DN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2013

Report Date

2/6/2019

Mileage

94,252

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

2/6/2019
2:37:00 PM
ISSUE OPENED BY DEALERSHIP

2/6/2019
2:37:00 PM
VEHICLE TOWED IN AND WILL NOT RUN, VEHICLE DIED ON CUSTOMER WHEN GETTING OFF THE HIGHWAY. VEHICLE WILL HAVE A HARD TIME STARTING AND WILL DIE SOON AFTER. RAN GFF AND FOUND MULTIPLE FAULTS IN ENGINE. P015700: O2 SENSOR CIRC.,BANK2-SENSOR2 LOW VOLTAGE, P219800: O2 SENSOR SIGNAL STUCK RICH BANK 2 SENSOR 1, P209800: POST CATALYST FUEL TRIM SYSTEM BANK 2 TOO LEAN, P227200: O2 SENSOR SIGNAL STUCK LEAN; BANK 2 SENSOR 2, AND P0306, 307,308. WE WANTED TO CHECK FUEL PRESSURE SEEING VEHICLE WAS NOT STARTING AND WE ONLY HAVE 1 BAR OF LOW SIDE FUEL PRESSURE. WE REPLACED THE INTANK PUMP AND FILTER AND ARE NOW RECEIVING 6 BAR OF PRESSURE. VEHICLE WILL STILL NOT STAYING RUNNING. WE CHECKED MVB OF FUEL PRESSURE AND ALL SEEM OK. WE THEN FOUND TSB FOR FAULT P2198 AND TSB 2044640/5 FOR POSSIBLE TURBO ISSUES. WE REMOVED THE AIR PIPE FROM BOTH THROTTLE BODIES AND FOUND NO AIR FLOW FROM BANK 2. WE THEN REMOVED BOTH CHARGER PIPES AND FOUND EXCESSIVE PLAY IN BOTH SHAFTS SEE VIDEOS. WE PERFORMED THE WARRANTY CHECK TEST PLAN AND REMOVED THE OIL FILTER AND INSPECTED, IT IS THE CORRECT OIL FILTER AND WE DID FIND A LOT OF METAL CONTAMINATION IN THE OIL AND FILTER HOUSING. WE COULD NOT DO THE OIL PRESSURE TEST SEEING THE VEHICLE WOULD NOT STAY RUNNING. PLEASE ADVISE THANK YOU.

2/6/2019
2:38:00 PM
BANK ONE VIDEO

2/6/2019
4:30:00 PM
ADVISED TECH TO ATTACH THE PHOTOS OF THE FILTER DEBRIS FOR REVIEW. THANKS, JEFF

2/6/2019
4:31:00 PM
HERE ARE THE PHOTOS OF THE OIL FILTER AND HOUSING.

2/6/2019
4:42:00 PM
ADVISED TECH TO CONTINUE WITH THE TSB AND SKIP THE OIL PRESSURE TEST SINCE THE ENGINE WILL NOT RUN. THERE ARE NO OIL PRESSURE FAULTS AND THE OIL LOOKS ACCEPTABLE FROM THE PHOTOS. YOU COULD CHECK OIL PRESSURE AFTER THE REPAIR IF YOU WOULD LIKE JUST FOR VERIFICATION PURPOSES. THANKS, JEFF

2/7/2019
7:16:00 AM
PARTS ON ORDER FOR TSB.

2/11/2019
12:57:00 PM
ISSUE UPDATED

2/12/2019
8:32:00 AM
PARTS ARRIVED AND WE ARE IN PROCESS OF REPAIR.

2/13/2019
4:29:00 PM
PARTS INSTALLED AND OIL PRESSURE TEST WAS COMPLETED AND AT IDLE AND 80F WAS 1.3BAR BUT 2000RPM WE HAD 2.3-2.4BAR SPEC IS 1.6 +/- .3BAR. NO LEAKS, NO FAULTS PRESENT. PLEASE ADVISE IF THIS IS CORRECT OR INCORRECT VALUES BEFORE VEHICLE IS DRIVEN. THANK YOU

2/13/2019
4:40:00 PM
ADVISE DEALER TO BRING OIL TEMP TO 80 DEGREES CELSIUS, UNPLUG THE N428 AND RECHECK OIL PRESSURE.

2/14/2019
10:10:00 AM
PERFORMED TEST AS STATED. IDLES AT 1.7 BAR FOR A FEW SECONDS THEN JUMPS TO 2.4BAR AT IDLE. WHEN ENGINE IS AT 2000RPM, OIL PRESSURE IS BOUNCING AT 6.0BAR WITH SENSOR UNPLUGGED

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUR2AFD3DN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2013

Report Date

2/6/2019

Mileage

94,252

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

2/14/2019 ADVISE TO TAKE FOR A SHORT TEST DRIVE AT OPERATING TEMP TO SEE IF ANY OIL PRESSURE WARNINGS COME ON OR IF ANY FAULTS SET.
10:37:00 AM

2/15/2019 ISSUE UPDATED
10:49:00 AM

2/18/2019 PLEASE UPDATE CASE WITH CURRENT STATUS OF REPAIRS.
4:15:00 PM

2/19/2019 WE HAVE TEST DRIVEN VEHICLE AFTER DOING ANOTHER OIL CHANGE AND AFTER TEST DRIVING VEHICLE 25 MILES NO CONCERN COULD
1:45:00 PM BE DUPLICATED AND NO FAULTS RETURNED. WE WILL RELEASE THE VEHICLE BACK TO THE CUSTOMER.

2/20/2019 ISSUE UPDATED
2:55:00 PM

Investigation Summary Report

Category **Field Reports - TACS**

VW's File Number [REDACTED] VIN WAUH2AFC6GN [REDACTED]

Owner Or Fleet [REDACTED]

Make, Model, Model Year Audi, S6, 2016

Report Date 2/13/2019 Mileage 38,183

| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
|-------|-----------------|--------------|------------------|--------------------|
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|--------------------------|---|
| 2/13/2019 12:50:00 PM | CUSTOMER STATES THE ENGINE DOES NOT WANT TO START EASILY AND WILL NOT IDLE. VEHICLE IS VERY DIFFICULT TO START AND DOES NOT WANT TO IDLE. J623 STORES FAULT CODES P1750 AND P2279. FOUND THE TURBO IMPELLER HAS CONTACTED THE SIDE OF THE TURBO. FOUND METAL IN THE OIL FILTER HOUSING. |
| 2/13/2019 12:50:00 PM | ISSUE OPENED BY DEALERSHIP |
| 2/13/2019 12:54:00 PM | ADVISED TECH TO TRY AND CHECK THE OIL PRESSURE PER THE TSB IS IF YOU CAN KEEP THE ENGINE RUNNING LONG ENOUGH. THANKS, JEFF |
| 2/13/2019 2:59:00 PM | OIL PRESSURE AT ABOUT 2000 RPMS IS 1.4BAR. SPEC IS 1.6 TO 2.2 BAR. WHILE ATTEMPTING TO IDLE THE OIL PRESSURE IS GOING BELOW ONE BAR. |
| 2/13/2019 3:07:00 PM | ADVISED DEALER TO CLEAN EVERYTHING OUT AND PERFORM TSB. |
| 2/15/2019 1:28:00 PM | PERFORMED THE TSB. |
| 2/15/2019 5:51:00 PM | ISSUE UPDATED |

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|----------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAUR2AFD8DM [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, A8, 2013 | | |
| Report Date | 2/27/2019 | Mileage | 68,515 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|-------------------------|--|
| 2/27/2019 6:19:00 PM | CUSTOMER STATES THAT THE VEHICLE IS STALLING OUT GEST NOTICED AFTER PUTTING FUEL IN CAR. SCANNED VEHICLE SYSTEM GFF ID [REDACTED] FOUND SPORADIC FAULTS FOR MISFIRES, CHECKED FUEL PRESSURE AT IDLE LOW SIDE 4-6 BAR AND HIGH SIDE 1-2 BAR GFF ID [REDACTED] PLEASE ADVISE |
| 2/27/2019 6:19:00 PM | ISSUE OPENED BY DEALERSHIP |
| 2/27/2019 6:24:00 PM | ADVISE DEALER TO FOLLOW TSB 2044640. |
| 2/27/2019 6:24:00 PM | WORKSHOP FINDINGS: P050A00: COLD START IDLE AIR CONTROL SYSTEM PERFORMANCE |
| 3/1/2019 11:27:00 AM | PERFORMED TECH BULLETIN 2044640/5 AND FOUND TURBO CHARGER IMPELLER FINS DAMAGED |
| 3/1/2019 11:43:00 AM | ADVISE DEALER TO CONTINUE TO FOLLOW TSB AND TAKE PHOTOS OF DAMAGED COMPONENTS. |
| 3/1/2019 12:48:00 PM | TECH TO FOLLOW TSB 2044640/5 ENGINE DIFFICULT TO START, TURBOCHARGER DAMAGED V8 4.0TFSI REPLACED BOTH TURBOS AND UPDATED PARTS. ALSO CHANGE OIL/FILTER. BE MINDFUL WHEN TRANSFERRING PARTS OVER. POSSIBLE DEBRIS IN THE INTERCOOLERS/THROTTLE, AND CATALYTIC CONVERTORS. THANKS, SCOTT |
| 3/4/2019 6:04:00 PM | ISSUE SENT TO DEALERSHIP |
| 3/4/2019 6:06:00 PM | AS DISCUSSED PLEASE ADD PICTURES TO THE CONTACT AS OUTLINED IN THE TSB. |
| 3/5/2019 2:54:00 PM | ATTACHED PHOTOS |
| 3/6/2019 12:10:00 PM | CLOSING CASE. THANK YOU FOR YOUR ASSISTANCE. TIM HACKNEY SF |
| 3/6/2019 12:46:00 PM | ISSUE UPDATED |
| 3/6/2019 8:29:00 AM | IF FURTHER ASSISTANCE IS NOT NEEDED PLEASE CLOSE CASE. |

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|-------------------------|---------|------------------------|
| VW's File Number | ██████████ | VIN | WAUF2AFC2GN ██████████ |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | |
| Make, Model, Model Year | Audi, S6, 2016 | | |
| Report Date | 2/28/2019 | Mileage | 33,636 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|--------------------------|--|
| 2/28/2019 11:12:00 AM | ISSUE OPENED BY DEALERSHIP |
| 2/28/2019 11:12:00 AM | THE VEHICLE CAME IN BARELY IDLING. I WOULD STALL OUT. I SCANNED AND NO FAULTS I FOUND THE TSB FOR THE TURBOS I CHECKED THE OIL PRESSURES IT WAS AT 1BAR AT IDLE AND 2BARS AT 2000RPM. NO LEAKS FOUND AND ALL THE HOSES TO THE AND PIPES ARE INSTALLED CORRECTLY I REMOVED THE PIPES TO THE TURBOS AND THE DRIVERS SIDE IMPELLAR HAS OIL AROUND THE HOUSING AND IT IS ALSO LOOSE AND HAS PLAY IN IT |
| 2/28/2019 11:15:00 AM | ADVISED DEALER TO PERFORM TSB. |
| 3/4/2019 6:38:00 AM | ISSUE SENT TO DEALERSHIP |
| 3/4/2019 9:39:00 AM | PARTS ARE HERE. WILL START ON THE JOB TODAY |

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|-------------------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAUH2AFC2GM [REDACTED] |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | |
| Make, Model, Model Year | Audi, S6, 2016 | | |
| Report Date | 3/7/2019 | Mileage | 75,712 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|-------------------------|--|
| 3/7/2019 11:57:00 AM | CUSTOMER IS ADDING 1.5QTS OIL A WEEK, |
| 3/7/2019 12:05:00 PM | DUE TO PLAY IN BOTH TURBOS PLEASE REPLACE AND REEVALUATE CONCERN. ALSO INSPECT PLUGS AND ATTACH PIC IF OILY. VEHICLE IS ABOUT TO HAVE 75K DONE. THANKS. |
| 3/7/2019 9:47:00 AM | CUSTOMER STATE AFTER DRIVING VEHILCE FOR A PERIOD OF TIME AND VEHILCE SEATS ,VEHILCE WILL START AND STALL SOME TIME RPM WILL FLUCTUATE WE ARE ABEL TO DUPLAICATED THE ISSUE WITH RPM GAGE FLUCTUATE,WE RUN SCAN THERE WAS CODE FOR ONE OF THIS ACTUATORS ,(F476 - CYLINDER 8 INTAKE CAM ACTUATOR 1 F477 - CYLINDER 8 INTAKE CAM ACTUATOR 2 F478 - CYLINDER 8 EXHAUST CAM ACTUATOR 1 F479 - CYLINDER 8 EXHAUST CAM ACTUATOR 2)WE ACCIDENTLY CLEAD THE CODE WITH OUT SAVING TRUE OBD,VEHILCE HAD HAVE GAS SAMELL IN PASS FROM THE LEFT REAR WHEEL AREA AND WE HAVE REPLACED EVAP CUNSIER WAS REPLACED NO SAMELL RETURNED AFTER REPAIRS, |
| 3/7/2019 9:47:00 AM | ISSUE OPENED BY DEALERSHIP |
| 3/7/2019 9:51:00 AM | ADVISED DEALER TO INSPECT TURBOS. THANKS, HAYDON. |
| 3/11/2019 8:09:00 PM | PARTS ORDER |
| 3/12/2019 8:47:00 AM | ISSUE SENT TO DEALERSHIP |
| 3/15/2019 3:45:00 PM | PARTS CAME IN WE ARE INSTALLING TURBOS |

Investigation Summary Report

Category **Field Reports - TACS**

VW's File Number [REDACTED] VIN WAUF2BFC2DN [REDACTED]

Owner Or Fleet ? , ? , ? , ? Phone #: N/A

Make, Model, Model Year Audi, S6, 2013

Report Date 3/13/2019 Mileage 74,879

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|--------------------------|--|
| 3/13/2019 11:19:00 AM | ISSUE OPENED BY DEALERSHIP |
| 3/13/2019 11:19:00 AM | VEHICLE CAME INTO THE DEALERSHIP TODAY WITH MIL LIGHT ON. CUSTOMER STATES VEHICLE STALLS. PERFORMED GFF SCAN AND FOUND STATIC FAULT FOR BANK 2 SYSTEM TOO RICH. ALSO BANK 1 AND BANK 2 SYSTEM TOO LEAN AT IDLE. INSTALLED NEW TURBO CHARGERS APPROXIMATELY 1 MONTH AGO. REMOVED CHARGE PIPES FROM TURBO CHARGERS AND FOUND DAMAGE TO THE TURBOS. PLEASE ADVISE |
| 3/13/2019 11:30:00 AM | ADVISE TO REPLACE THE TURBOCHARGERS AGAIN. CLOSELY INSPECT OIL FEED LINE FOR DEBRIS, MAKE SURE INTERCOOLER AND PLUMBING HAVE NO DEBRIS, AND PERFORM LOF SERVICE. |
| 3/13/2019 11:30:00 AM | WORKSHOP FINDINGS: P050700: IDLE CONTROL SYSTEM RPM HIGHER THAN EXPECTED P003300: TURBO CHARGER BYPASS VALVE CONTROL CIRCUIT P017500: FUEL TRIM,BANK2 SYSTEM TOO RICH P017200: FUEL TRIM,BANK1 SYSTEM TOO RICH P004000: O2 SENSOR SIGNALS SWAPPED BANK 1 SENSOR 1/ BANK 2 SENSOR 1 |
| 3/14/2019 7:40:00 AM | ORDERED TURBOS |
| 3/21/2019 10:10:00 AM | ISSUE UPDATED |

Investigation Summary Report

Category **Field Reports - TACS**

VW's File Number [REDACTED] VIN WAUF2AFC0GN [REDACTED]

Owner Or Fleet [REDACTED]

Make, Model, Model Year Audi, S6, 2016

Report Date 3/15/2019 Mileage 36,183

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|-------------------------|---|
| 3/15/2019 2:37:00 PM | CAR IDLES ROUGH. THEN SHUTS DOWN. WAS TOWED IN. REMOVED O2 SENSOR ON TURBO FOUND EXHAUST FIN IN TURBO BENT. |
| 3/15/2019 2:37:00 PM | ISSUE OPENED BY DEALERSHIP |
| 3/15/2019 2:45:00 PM | RUN A "CHECK WAARANTY" SVM. IF PASSES, THEN FOLLOW TSB 2044640/6 ENGINE DIFFICULT TO START, TURBOCHARGER DAMAGED V8 4.0TFSI THANKS, SCOTT |
| 3/15/2019 2:45:00 PM | WORKSHOP FINDINGS: S6 4.0 V8331 A7S, 2016, 4GC5FY, CTGE TURBO DAMAGED SPEC/ACTUAL PERFORMED, NO TD1 IN ELSA |
| 3/20/2019 6:05:00 AM | PLEASE UPDATE WITH CURRENT STATUS PARTS ON ORDER? |
| 3/21/2019 1:32:00 PM | RAN CHECK WARRANTY SVM, EVERYTHING CHECKED OUT OK. REMOVED TURBOCHARGERS, FOUND EXHAUST TURBINE BROKEN. FOLLOWED TSB 2044640/6, REMOVED AND REPLACED TURBOCHARGERS. |

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|----------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAUR2AFD2EN [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, A8, 2014 | | |
| Report Date | 4/1/2019 | Mileage | 64,318 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|------------------------|---|
| 4/1/2019 2:50:00 PM | CLIENT STATES THEY WERE TRAVELING BACK FROM FLORIDA A WARNING POPPED UP FOR START/STOP SYSTEM MALFUNCTION. THE VEHICLE SHUT OFF AND WOULD NOT RESTART. FOUND VEHICLE STARTED OK. PULLED VEHICLE INTO SHOP AND FOUND ENGINE IS RUNNING VERY ROUGH. RAN GFF AND FOUND FAULTS P050A COLD START IDLE AIR CONTROL SYSTEM PERFORMANCE STATIC, P0175 FUEL TRIM BANK 2 SYSTEM TOO RICH STATIC, AMD P0172 FUEL TRIM BANK 1 SYSTEM TOO RICH STATIC. ALONG WITH CYLINDER MISFIRE FAULTS FOR 1 2 4 5 AND 8. FOUND TSB FOR HARD STARTS WITH FUEL TRIM TOO RICH FAULTS. OBSERVED MEASURED VALUE BLOCKS FOR FUEL MASS FLOW FUMIGATION FROM ENGINE OIL AND OIL TEMPERATURE. FOUND AT 50°C FUEL MASS FLOW STAYED AT 0. AS PER TSB DRAINED OIL AND WHEN REPLACING OIL FILTER FOUND EXCESS AMOUNTS OF BRASS SHAVINGS INSIDE THE OIL FILTER HOUSING (PHOTO). REMOVED OXYGEN SENSOR FOR RIGHT SIDE TURB AND CHECKED TURBO FINS/BEARINGS FOR VISIBLE DAMAGE. FOUND DAMAGE TO FINS AND BEARING FACE (PHOTO). |
| 4/1/2019 2:50:00 PM | ISSUE OPENED BY DEALERSHIP |
| 4/1/2019 3:00:00 PM | TAC ADVISED TO REPLACE THE ENGINE - LONG BLOCK. BE MINDFUL WHEN TRANSFERRING PARTS OVER. REPLACE OIL COOLER, OIL FILTER, TURBO LINES, CLEAN TURBO OIL PASSAGES OUT. ALSO PERFORM TSB 2044640/6 AND UPDATE THE TURBO AND CHECK VALVES. THANKS, SCOTT |
| 4/1/2019 3:00:00 PM | WORKSHOP FINDINGS: GOLD METAL FLAKES IN THE OIL FILTER HOUSING AUDI OIL FILTER ONE TURBO IS DAMAGED PICTURES ATTACHED ENGINE STALLED P050A00: COLD START IDLE AIR CONTROL SYSTEM PERFORMANCE P030000: RANDOM/MULTIPLE CYLINDER MISFIRE DETECTED P030100: CYL.1 MISFIRE DETECTED P030200: CYL.2 MISFIRE DETECTED P030400: CYL.4 MISFIRE DETECTED P030500: CYL.5 MISFIRE DETECTED P030800: CYL.8 MISFIRE DETECTED P017200: FUEL TRIM,BANK1 SYSTEM TOO RICH P017500: FUEL TRIM,BANK2 SYSTEM TOO RICH TECH IS AWARE OF TSB 2044640/6 ENGINE DIFFICULT TO START, TURBOCHARGER DAMAGED V8 4.0TFSI |
| 4/1/2019 3:19:00 PM | ISSUE UPDATED |
| 4/2/2019 2:01:00 PM | PLACED LONG BLOCK ON ORDER |

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUW2AFC8GN

Owner Or Fleet

Make, Model, Model Year Audi, S7, 2016

Report Date

4/9/2019

Mileage

43,000

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

4/9/2019 4:42:00 PM CUSTOMER STATES, VEHICLE CAME TO A STOP, STARTED RUNNING ROUGH AND THEN DIED, CHECK ENGINE LIGHT DID NOT COME ON BUT START STOP WARNING CAME ON. VEHICLE WAS DIAGNOSED BY OUR DIAGNOSTIC TECHNICIAN, FOUND BOTH TURBOS HAVE FAILED, TECH BULLETIN 2044640/6 WAS CONSULTED, OIL PRESSURE TEST AND TURBOCHARGER DAMAGE CHECKLIST WERE PERFORMED. OIL PRESSURE READINGS, @ IDLE ACTUAL 1.3 BAR, @2000 RPM 2.2 BAR ACTUAL. TURBO CHARGERS WERE ORDERED. I CURRENTLY INSTALLING THEM NOW, WHEN I REMOVED THE COVER IN THE VALLEY THAT SITS OVER THE STRAINER FOR THE OIL FEED LINES I FOUND METALLIC DEBRIS IN THE CHAMBER THAT THE OIL RETURN LINES DRAIN TO. THE PIECES ARE METALLIC AND I SUSPECT THEY ARE FROM THE LOCKED BEARING ON BANK 2 TURBO ON THE EXHAUST SIDE. NOT SURE HOW TO PROCEED, DO I JUST CLEAN THE DEBRIS OFF OR AM I LOOKING AT A LARGER REPAIR?

4/9/2019 4:42:00 PM ISSUE OPENED BY DEALERSHIP

4/9/2019 4:42:00 PM PICTURE

4/9/2019 4:52:00 PM ADVISED TO CLEAN OUT THE DEBRIS FROM THE VALLEY AND OIL FILTER HOUSING AND CONTINUE WITH THE REPAIR. THANKS, CASEY

4/9/2019 5:11:00 PM THANK YOU AGAIN.

Investigation Summary Report

| | | | | |
|--------------------------------|---|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | [REDACTED] | VIN | WAUW2AFC6GN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S7, 2016 | | | |
| Report Date | 4/19/2019 | Mileage | 43,058 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 4/19/2019 1:42:00 PM | CUSTOMERS CAR WAS TOWED IN 4 DAYS AGO FOR STALLING PROBLEM. FOUND BOTH TURBOS BLOWN AND PROPELLER HITTING THE WALL OF TURBO. REPLACED TURBOS PERFORMED ROAD TEST 10 EASY MILES. 5 HARDER AND 20 ON AND OFF. THE LAST 5 MILES THE CAR STARTED TO STALL OUT. CHECKED FOR AIR LEAKS NO LEAKS FOUND REMOVED CHARGE PIPES TO TURBO FOUND TURBO SHAFT LOOSE AND NUT ON B1 TURBO VERY LOOSE. | | | |
| 4/19/2019 1:42:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 4/19/2019 1:55:00 PM | ADVISED DEALER THAT THE TURBOS WILL NEED TO BE REPLACED AGAIN. BE SURE TO FOLLOW THE TSB A 100% SINCE THAT'S WHY THE TURBOS WENT BAD IN 30 MILES | | | |
| 4/19/2019 1:55:00 PM | WORKSHOP FINDINGS: TECH NEVER CHANGED THE SCREEN PER THE TSB | | | |
| 4/19/2019 2:00:00 PM | | | | |

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|----------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAUR2AFD7EN [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, A8, 2014 | | |
| Report Date | 4/19/2019 | Mileage | 82,712 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|-------------------------|--|
| 4/19/2019 6:00:00 PM | CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND VEHICLE DOES NOT WANT TO RUN AND WHEN IT RUNS IT STALLS OUT. RAN GFF AND FOUND MIS FIRE FAULT AND O2 SENSOR HEATER CONTR. CIRC.(BANK2 SENSOR O2 SENSOR 1. I FOUND THE FOLLOWING TSB TRANSACTION NO.: 2044640/6 I PREFORMED THE OIL PRESSURE CHACK AND OIL PRESSURE WAS FINE. I REMOVED THE INTAKE TUBING AND FOUND THE TURBINES TO HAVE PLAY AND THE LEFT SIDE TURBINE WAS MISSING THE TURBINE NUT AND HAD TURBINE DAMAGE. THE NUT WAS FOUND IN THE INTAKE TUBEING. THIS IS THE GFF LOG WITHT HE SPEC/ACTUAL [REDACTED] PLEASE ADVICE |
| 4/19/2019 6:00:00 PM | ISSUE OPENED BY DEALERSHIP |
| 4/19/2019 6:07:00 PM | PLEASE ATTACH PICTURE OF DAMAGE AND PLAY IN TURBOS. THANKS. |
| 4/19/2019 6:32:00 PM | FIRST PICTURE IS A PICTURE OF THE DAMAGED TURBINE, THE SECOND IS THE SAME TURBINE SHOWING THE PLAY WHILE HELD UP |
| 4/19/2019 7:02:00 PM | PLEASE RUN TEST PLAN FOR P005000 AND REPLACE Z28 IF TEST PLAN INSTRUCTS YOU TO. ALSO REPLACE DAMAGED TURBO. THANKS. |
| 4/22/2019 9:07:00 AM | PREFORMED THEST PLAN FOR Z28 AND IT DID TEST FAULTY PARTS FOR TURBOS AND Z28 HAVE BEEN PLACED ON ORDER THANKS FOR THE ADVICE |

Investigation Summary Report

Category **Field Reports - TACS**

VW's File Number

VIN

WAUF2AFC7EM

Owner Or Fleet

Make, Model, Model Year **Audi, S6, 2014**

Report Date

5/21/2019

Mileage

61,388

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

5/21/2019 4:37:00 PM CUSTOMER STATES VEHICLE WILL NOT STAY RUNNING AND EPC LIGHT IS ON. VERIFIED CUSTOMER CONCERN, VEHICLE IS VERY HARD TO KEEP RUNNING AND HAS NO POWER. PERFORMED WARRANTY INFO TEST, VEHICLE IS NOT TD1. PERFORMED VEHICLE HAS MULTIPLE FAULTS PRESENT, INCLUDING P029900 TURBOCHARGER UNDERBOOST. NOT ABLE TO PERFORM UNBERBOOST TEST DRIVE SAFELY DUE TO THE VEHICLE CONTINUOUSLY KEEPS STALLING. INSPECTED TURBOCHARGERS AND FOUND DAMAGE TO IMPELLAR FINS AND WEAR MARKS ON TURBO HOUSING. DRAINED OIL FILTER FOUND AND FOUND A LOT OF METAL DEBRIS.

5/21/2019 4:37:00 PM ISSUE OPENED BY DEALERSHIP

5/21/2019 4:41:00 PM ADVISED TO CONTINUE FOLLOWING TSB 2044640/6

5/24/2019 7:07:00 AM PERFORMING TURBOCHARGER REPLACEMENT

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|----------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAU32AFD1FN [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, A8, 2015 | | |
| Report Date | 6/7/2019 | Mileage | 63,603 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|-------------------------|---|
| 6/7/2019 1:03:00 PM | PLEASE PERFORM A FUEL QUALITY SAMPLE TEST AND REPLACE IF BAD. IF FUEL IS GOOD REPLACE G130, SWAP THROTTLE BODY WITH KNOWN GOOD UNIT. ALSO CHECK TO SEE IF OIL HAS STRONG FUEL ODOR AND CHANGE IF NEEDED. THANKS. |
| 6/7/2019 1:34:00 PM | ISSUE SENT TO DEALERSHIP |
| 6/7/2019 11:28:00 AM | ISSUE OPENED BY DEALERSHIP |
| 6/7/2019 11:28:00 AM | VEHICLE TOWED IN, CUST STATES MIL ON AND STALLS. WAS A COUPLE OF DAYS TILL I WAS ABLE TO LOOK AT, GFF FOR CODES , SEE GFF, HAD A WHISTLE NOISE, BREATHER ISSUE. REPLACED BREATHER AND STARTED CAR, LITTLE ROUGH AT FIRST THEN RICH CODES, SEE [REDACTED] (ALSO HAS LOT OF MBV IN IT) VEHICLE STALLS AT IDLE, FLOOR TO RESTART AND LOTS OF WHITE SMOKE, ACTS AS THO FLOODING OUT. THIS IS HOW IT ACTED WHEN FIRST PULLED IN ALSO. AIR FILTER CLEAN, NO FUEL PRESSURE CODES, ALTHO I SEE A P060A IN THE TCM, HAPPENED THE FIRST DAY THE ISSUE STARTED, 5/30/19. RELATED? |
| 6/7/2019 5:19:00 PM | TFM SPOKE TO TECHNICIAN EARLIER TODAY 6/7/2019 @ 1:30PM. ADVISED THE TECHNICIAN TO CHECK FOR DAMAGED TURBO CHARGERS ACCORDING TO TSB 21 ENGINE DIFFICULT TO START, TURBOCHARGER DAMAGED V8 4.0TFSI (2044640/6). THE TECHNICIAN REPORTED FINDING THE LEFT SIDE TURBO CHARGER IMPELLOR SCRAPING THE SIDES OF THE TURBO HOUSING. ADVISED TO WATCH VIDEO AND REPLACE BOTH TURBO CHARGERS ACCORDING TO THE TSB 21 ENGINE DIFFICULT TO START, TURBOCHARGER DAMAGED V8 4.0TFSI (2044640/6) AND BE SURE TO REFERENCE ELSA FOR THE LATEST REPLACEMENT PROCEDURES/ REPLACEMENT PARTS. THANKS DAVE |
| 6/11/2019 6:07:00 AM | CARL SINCE NO FURTHER TECHNICAL ASSISTANCE IS REQUIRED AND THE VEHICLE IS NO LONGER UNDER WARRANTY PLEASE CLOSE. THANKS DAVE |
| 6/11/2019 8:15:00 AM | THANKS FOR THE ASSISTANCE |
| 6/14/2019 7:18:00 AM | ISSUE UPDATED |

Investigation Summary Report

Category **Field Reports - TACS**

VW's File Number

VIN

WAU32AFD3FN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2015

Report Date

6/17/2019

Mileage

52,841

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

6/17/2019 3:42:00 PM CHECK ENGINE LIGHT, ENGINE STARTS AND STALLS > TURBO CHARGERS HAVE SEVERE SHAFT PLAY. TURBOS WERE REPLACED LAST MONTH, TSB 2044640/6 WAS FOLLOWED FOR TURBO REPLACEMENT.

6/17/2019 3:42:00 PM ISSUE OPENED BY DEALERSHIP

6/17/2019 3:56:00 PM PLEASE ATTACH PICS OR VIDEO SHOWING PLAY IN TURBO SHAFTS. ALSO RECOMMENDED TO REMOVE OIL FILTER AND INSPECT FILTER AND HOUSING FOR METAL DEBRIS. IF DEBRIS IS FOUND REMOVE OIL PAN FOR FURTHER INSPECTION. THANKS.

6/18/2019 7:39:00 AM BANK ONE TURBO SHAFT PLAY

6/18/2019 8:09:00 AM BANK TWO TURBO SHAFT PLAY

6/19/2019 8:15:00 PM OIL FILTER CUP

6/19/2019 8:46:00 PM OIL PAN

6/19/2019 8:49:00 PM OIL PAN

6/19/2019 8:51:00 PM OIL PAN

6/19/2019 8:54:00 PM OIL PAN. NO BUENO.

6/21/2019 7:15:00 AM CASE NEEDS TO BE UPDATE, CALL TACS FOR NEXT STEPS

6/21/2019 7:26:00 AM HILARIOUS.

6/21/2019 7:28:00 AM CALLED TACS. NO ANSWER. I WILL CALL BACK AT 8:30

6/21/2019 8:39:00 AM BASED ON THE FINDINGS RECOMMEND TO REPLACE THE ENGINE, TURBOS, AND ANY OTHER COMPONENT IN THE ENGINE OIL CIRCUIT. THANKS, JEFF

6/21/2019 9:55:00 AM TYHANK YOU. PARTS ORDERED.

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAU32AFD3FN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2015

Report Date

6/17/2019

Mileage

52,841

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

5/15/2020 ISSUE UPDATED

9:42:00 AM

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

Waur2AFD8DN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2013

Report Date

6/20/2019

Mileage

36,263

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

6/20/2019 1:40:00 PM CUSTOMER STATES VEHICLE IDLES ROUGH AND DIES. FOUND RELATED TURBO CHARGER TSB AND FOUND TURBO CHARGERS DAMAGED. WHILE DETERMINING CAUSE OF TURBO CHARGER FAILURE, FOUND METAL SHAVINGS IN OIL FILTER. DROPPED OIL PAN AND FOUND LARGE AMOUNTS OF METAL DEBRIS IN OIL PAN. REMOVED SPARK PLUGS AND ATTEMPTED TO TURN ENGINE OVER TO SCOPE CYLINDERS AND FOUND ENGINE DIFFICULT TO TURN OVER BY HAND. EXTENDED WARRANTY REQUESTS TAC RECOMMENDATION TO REPLACE TURBO CHARGERS AND LONG BLOCK.

6/20/2019 1:40:00 PM ISSUE OPENED BY DEALERSHIP

6/20/2019 1:47:00 PM RECOMMEND TO REPLACE LONG BLOCK DUE TO METAL IN PAN AND ENGINE HARD TO TURN.

6/20/2019 1:52:00 PM FORWARDED TAC RECOMMENDATION TO EXTENDED WARRANTY. THANK YOU

6/20/2019 3:20:00 PM ISSUE UPDATED

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|----------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAUR2AFD8DN [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, A8, 2013 | | |
| Report Date | 6/24/2019 | Mileage | 63,224 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|--------------------------|---|
| 6/24/2019 2:45:00 PM | ISSUE OPENED BY DEALERSHIP |
| 6/24/2019 2:45:00 PM | CLIENT STATES CHECK ENGINE LIGHT ACTIVE AND VEHICLE STALLS WHEN VEHICLE IS STARTED. CONNECTED BATTERY MAINTAINER AND RAN GFF ON DIAGNOSIS ID# [REDACTED]. VEHICLE HAS MISFIRE RELATED FAULTS AND P029900 - TURBO/SUPER CHARGER UNDERBOOST FAULT. VERIFIED FAN BLADES FOR BANK 2 TURBO BENT/DAMAGED ON EDGES AROUND WALLS OF THE TURBO AND THE NUT IN FRONT OF THE FAN BLADE MISSING. BANK 2 TURBO FAN BLADE HAS EXCESSIVE PLAY/MOVEMENT. BANK 1 TURBO HAS SLIGHT PLAY/MOVEMENT. WAS LOOKING FOR RECOMMENDATION IF ONLY BANK 2 TURBO SHOULD BE CHANGED, OR SHOULD WE GO AHEAD AND CHANGE BOTH? THANKS. |
| 6/24/2019 2:50:00 PM | ATTACHED VIDEO OF FAN BLADE FOR BANK 1 TURBO. |
| 6/24/2019 2:52:00 PM | ATTACHED VIDEO OF FAN BLADE FOR BANK 2 TURBO. |
| 6/24/2019 2:59:00 PM | ADVISE TO PERFORM TSB AS WRITTEN ON BOTH BANKS |
| 6/26/2019 12:52:00 PM | WILL PROCEED WITH TSB#2034999/4 FOR BOTH BANKS. THANK YOU. |
| 10/3/2019 12:58:00 PM | ISSUE UPDATED |

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|----------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAUR2AFD6DN [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, A8, 2013 | | |
| Report Date | 6/27/2019 | Mileage | 56,537 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|--------------------------|---|
| 6/27/2019 10:08:00 AM | RECOMMENDING TO FOLLOW TSB 2044640/6 TO SEE IF THE TURBOS ARE DAMAGED. |
| 6/27/2019 10:08:00 AM | WORKSHOP FINDINGS: TD1-ENGINE ECM MODIFICATION (TUNING) |
| 6/27/2019 9:07:00 AM | FAULTS PRESENT ARE P017500: FUEL TRIM,BANK2 SYSTEM TOO RICH AND P017200: FUEL TRIM,BANK1 SYSTEM TOO RICH. CHANGED OIL AND CHECKED SOFTWARE LEVEL AS PER TSB 2046724/7. ECM SOFTWARE LEVEL UP TO DATE. REMOVED SPARK PLUGS AND FOUND CYLINDER TO BE WET BUT NOT ENOUGH TO SAY IT LOOKS LIKE AN INJECTOR LEAK. VEHICLE WILL HARD START WHETHER HOT OR COLD BUT RUNS BETTER WHEN COLD. ONCE MISFIRES SUBSIDE THE VEHICLE CAN BE DRIVEN BUT WILL QUICKLY START TO RUN VERY ROUGH AT IDLE AND EVENTUALLY STALL. VEHICLE ALSO HAS CAMPAIGN 20BM BUT THERE ARE NO FUEL LEAKS PRESENT. COULD THE REGULATOR CONTAINED IN THE CAMPAIGN CAUSE ANY OF THESE CONCERNS? |
| 6/27/2019 9:07:00 AM | ISSUE OPENED BY DEALERSHIP |
| 7/10/2019 2:52:00 PM | VEHICLE BEING SOLD AS IS. LEFT AND RIGHT TURBOS DAMAGED |

Investigation Summary Report

| | | | |
|--------------------------------|----------------------|----------------|------------------------|
| Category | Field Reports - TACS | | |
| VW's File Number | [REDACTED] | VIN | WAUW2BFC0FN [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, S7, 2015 | | |
| Report Date | 7/11/2019 | Mileage | 70,016 |

| | | | | |
|--------------|------------------------|---------------------|-------------------------|---------------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|-------------------------|--|
| 7/11/2019 4:42:00 PM | CAR WAS TOWED IN DIED WHILE DRIVING. ENGINE LIGHT WAS NOT ON AT THIS TIME. CAR STARTED AND DIED FOR WRITER I GOT IT NEXT MORNING AND STARTED BUT SEEMED ROUGH. WAS ABLE TO BRING INTO SHOP AND THEN AT IDLE IT WAS VERY ROUGH AND GOT BETTER AT HIGHER RPMS. THEN LET GO BACK TO IDLE AND STUMBLER AND DIED. 3/4 TANK OF FUEL AND SMELLS GOOD WHEN TOOK SAMPLE. INSTALLED FUEL TREATMENT. STARTED CAR AND STUMBLER AGAIN AND THEN CLEANED OUT AND IDLED OK. FOUND BULLETIN #2046724/7 FOR UPDATE AND FUEL AIR DEVIATION. SOFTWARE WAS AT 006 AND WAS AT 13,300 MILES ON OIL CHANGE SO PERFORMED LOF AND THEN IDLED OK SO TEST DROVE BUT CAR SEEMED TO HAVE LOW POWER AND STALLED OUT A COUPLE TIMES AGAIN. NO FAULTS IN SYSTEM BUT DID RUN MVB FOR ACTIVE MISFIRES AND WAS SOME ON ANY GIVEN CYLINDER AT IDLE BEFORE THEY WENT AWAY. |
| 7/11/2019 4:42:00 PM | ISSUE OPENED BY DEALERSHIP |
| 7/11/2019 5:26:00 PM | PLEASE REVIEW TSB .: 2044640/6 AND UPDATE WITH YOUR FINDINGS |
| 7/15/2019 1:13:00 PM | ISSUE SENT TO DEALERSHIP |
| 7/15/2019 3:59:00 PM | TRYING TO GET TIME TO LOOK AT. HOPEFULLY BE ABLE TO LOOK INTO TODAY A BIT AND CHECK TURBO INLET. THANKS |
| 7/15/2019 4:51:00 PM | THANKS FOR THE UPDATE |
| 7/15/2019 5:06:00 PM | TURBOS FAULTY DAMAGED IMPELLER WHEEL. WILL FOLLOW BULLETIN AND MAKE ESTIMATE. THANKS CLOSING TICKET |
| 11/1/2019 2:46:00 PM | ISSUE UPDATED |

Investigation Summary Report

| | | | | |
|--------------------------------|---|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | [REDACTED] | VIN | WAU32AFDXFN | [REDACTED] |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2015 | | | |
| Report Date | 7/23/2019 | Mileage | 49,826 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 7/23/2019 6:27:00 PM | CUSTOMER STATES THAT WHILE DRIVING VEHICLE IS DYING. STARTED VEHICLE AND DROVE INTO SHOP, NOTED ROUGH START AND EXTENDED CRANKING AND WHEN AT OPERATING TEMPERATURE IDLE WILL FALL AND STALL OUT VEHICLE. MIL OFF, SPORADIC FAULTS FOR CYL6,7,8 MISFIRE. VEHICLE RUNNING RICH - FUEL ODOR FROM OIL AND EXHAUST. FOUND TSB 2046724/7 APPLIES, PERFORMED SVM AND OIL AND FILTER SERVICE, AFTER TSB PERFORMED, CLEARED STORED FAULTS, ROAD TESTED AND VEHICLE IS PERFORMING SIMILARLY BUT WITH MIL NOW ON, FOUND STATIC FAULTS FOR CYL 6,7,8 MISFIRE. PER TSB - 2044640/6, CHECKED WARRANTY INFO -OK, CHECKED HARDWARE VERSION - H62 - EXAMPLE LISTS H13 AND FOREMAN IS CONCERNED THAT VEHICLE MAY BE 'TUNED' DUE TO VERSION LEVEL, CONTINUED TSB AND FOUND NO INTAKE LEAKS, CHECKED OIL PRESSURE AT IDLE AND 2K RPM - IDLE AT 1.4BAR 2KRPM AT 1.8BAR AND FLUCTUATING SLIGHTLY DUE TO MISFIRE, PERFORMED VISUAL INSPECTION OF TURBO IMPELLARS AND FOUND DRIVER SIDE TURBO FINS ARE RUBBING ON HOUSING - NO OIL MARKS ON CHARGE SIDE, OIL FILTER IS INSTALLED CORRECTLY, NO DAMAGED RETURN OR SUPPLY LINES. PLEASE ADVISE | | | |
| 7/23/2019 6:27:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 7/23/2019 6:36:00 PM | ADVISED TECH REPLACE THE TURBOS AS NEEDED PER THE TSB. THANKS, JEFF | | | |
| 7/23/2019 7:17:00 PM | THANKS FOR INFORMATION, REPAIRS WILL PROCEED AS PER TSB | | | |
| 7/25/2019 10:43:00 AM | ISSUE UPDATED | | | |

Investigation Summary Report

| | | | | |
|--------------------------------|--|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | [REDACTED] | VIN | W AUR2AFDXEN [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2014 | | | |
| Report Date | 8/19/2019 | Mileage | 54,793 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 8/19/2019 3:39:00 PM | GOOD AFTERNOON HAD SOME FUNNY FAULTS FOR THIS FIRST STARTED AND DID SHORT ROAD TEST THEN FELT THAT IT WAS MISFIRING, ALSO STALLED AND HAD HARD TIME RESETTING BUT DID AND EPC LIGHT WAS ON FOUND THAT AFTER CLEARING FAULTS DID NOT WANT TO START BUT DID FOUND BULLETIN FOR TURBO, BUT HAD STACIT FAULT FOR MISFIRES AFTER CLEARING NOW REMOVED INTAKE TUBES FOR TURBO AND LEFT SIDE HAS PLAY IN AND OUT AS WELL AS UP AND DOWN THE RIGHT SIDE ALSO HAS SOME PLAY BUT NOT AS PBAD AS THE LEFT SIDE SHOP FOREMAN WANT TO VERIFY TO REPLACE TURBOS THANKS BRENT | | | |
| 8/19/2019 3:39:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 8/19/2019 3:47:00 PM | ADVISED DEALER THERES A TSB FOR CONCERN. | | | |
| 8/19/2019 3:58:00 PM | THANK YOU BRENT | | | |

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|----------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAUR2AFD5EN [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, A8, 2014 | | |
| Report Date | 10/31/2019 | Mileage | 69,040 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|---------------------------|--|
| 10/31/2019 11:26:00 AM | CLIENT STATES CHECK ENGINE LIGHT ACTIVE AND VEHICLE STALLS WHEN VEHICLE IS STARTED. RAN GFF ON DIAGNOSIS ID: [REDACTED] VEHICLE HAS MISFIRE FAULTS ON ALL CYLINDERS EXCEPT CYLINDER #2. VERIFIED FAN BLADES FOR BANK 2 TURBO BENT/DAMAGED ON EDGES AROUND WALLS OF THE TURBO/TURBO FAN BLADE HAS EXCESSIVE PLAY/MOVEMENT. BANK 1 TURBO HAS SLIGHT PLAY/MOVEMENT. SHOULD BOTH TURBOCHARGER REPLACEMENT BE RECOMMENDED EVEN THOUGH THERE'S NO TURBO UNDERBOOST FAULT STORED? THANKS. |
| 10/31/2019 11:26:00 AM | ISSUE OPENED BY DEALERSHIP |
| 10/31/2019 11:31:00 AM | RECOMMEND TO FOLLOW TSB, AFTER REPAIRS ARE COMPLETE VERIFY ENGINE HAS GOOD OIL PRESSURE. |
| 10/31/2019 11:31:00 AM | WORKSHOP FINDINGS: P030000: RANDOM/MULTIPLE CYLINDER MISFIRE DETECTED P030100: CYL.1 MISFIRE DETECTED P030300: CYL.3 MISFIRE DETECTED P030400: CYL.4 MISFIRE DETECTED P030500: CYL.5 MISFIRE DETECTED P030600: CYL.6 MISFIRE DETECTED P030700: CYL.7 MISFIRE DETECTED P030800: CYL.8 MISFIRE DETECTED |
| 11/4/2019 6:21:00 PM | OKAY. THANKS FOR THE ASSISTANCE. |
| 11/5/2019 8:33:00 AM | ISSUE UPDATED |

Investigation Summary Report

| | | | | |
|--------------------------------|--|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | ██████████ | VIN | WAU32AFD7FN | ██████████ |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | | |
| Make, Model, Model Year | Audi, A8, 2015 | | | |
| Report Date | 11/13/2019 | Mileage | 48,413 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 11/13/2019 3:13:00 PM | COSTUMER CONCERN IS THAT THE VEHICLE HAS DIFFICULTY STARTING AND ACCELERATING, HEARS NOISE FROM UNDER LIKE BELT LOOSE, C/S NO MIL ON. WHILE STARTING VEHICLE THE ENGINE WOULD CRANK BUT NOT START UNLESS ACCELERATOR WAS DEPRESSED, WHILE TEST DRIVING VEHICLE, HESITATION WAS FELT UNDER NORMAL DRIVING, AS LOAD WAS BEING APPLY TO THE SYSTEM VEHICLE STALLED SEVERAL TIMES (MAINLY WHEN TURNING).AFTER PERFORMING GFF FOUND FAULTS: P017500, P017200, P046100 (STATIC AND SPORADIC), INDICATING AN ISSUE UNDER THE TWIN TURBOCHARGE SYSTEM, REMOVED THE INTAKE TUBE AND INSPECTED RIGHT TURBO WHEEL AS SHOWN ON THE ATTACHED DOCUMENTS. FOUND SEVERAL TSBS ON ELSA PRO THAT RELATED TO CONCERN HOWEVER I WILL LIKE TO NOW HOW SHOULD WE PROCEED WITH THIS VEHICLE SINCE BY THE LOOKS OF THE PICTURES THE TURBOCHARGERS HAVE A DAMAGE COMPRESSOR WHEEL ? | | | |
| 11/13/2019 3:13:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 11/13/2019 3:37:00 PM | RECOMMEND TO FOLLOW THE TSB FOR TURBOCHARGER DAMAGE. THANKS, JEFF | | | |
| 11/13/2019 4:12:00 PM | OK THANK YOU I WILL ORDER THE PARTS FOR TSB 2044640/8 AND CLOSE THE TICKET. | | | |
| 11/13/2019 4:19:00 PM | ISSUE UPDATED | | | |

Investigation Summary Report

Category **Field Reports - TACS**

VW's File Number [REDACTED] VIN WAUW2AFC1EN [REDACTED]

Owner Or Fleet [REDACTED]

Make, Model, Model Year Audi, S7, 2014

Report Date 11/19/2019 Mileage 82,387

| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
|-------|-----------------|--------------|------------------|--------------------|
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|---------------------------|---|
| 11/19/2019 4:38:00 PM | CLIENT STATES VEHICLE WILL NOT START ON COLD STARTS. VERIFIED COCNERN LEFT OVERNIGHT FOR COLD START HESITATED TO START AND AFTER THE START VEHICLE IMMEDIATELY DIED. STARTED AGAIN AND RAN ROUGH FOR A MINUTE THEN RAN NORMAL. TEST DROVE AND RAN NORMAL NO ABNORMAL NOISE OR VIBRATIONS. BROUGHT IN AND RAN GFF FOUND NO FAULTS. RAN BATTERY TEST AND FOUND AT 70%. CHECKED TSBS AND FOUND TSB FOR TURBO DAMAGE REMOVED THROTTLE AND CHECKED TURBO FOUND SMALL CHIPS IN THE PROP OF BANK 2 TURBO AND VERY SMALL PLAY IN SHAFT. PLEASE ADVISE |
| 11/19/2019 4:38:00 PM | ISSUE OPENED BY DEALERSHIP |
| 11/19/2019 4:45:00 PM | PLEASE REPLACE THE TURBOS DUE TO DAMAGE AND SEE IF CONCERN IS STILL PRESENT. THANKS. |
| 11/21/2019 10:58:00 AM | WAITING ON CLIENT APPROVAL |
| 11/21/2019 11:50:00 AM | WAITING ON CLIENT APPROVAL |
| 3/26/2020 10:09:00 AM | ISSUE UPDATED |

Investigation Summary Report

| | | | | |
|--------------------------------|---|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | ██████ | VIN | WUAW2AFC5FN | ██████ |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | | |
| Make, Model, Model Year | Audi, RS7, 2015 | | | |
| Report Date | 11/25/2019 | Mileage | 43,584 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 11/25/2019 3:46:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 11/25/2019 3:46:00 PM | VEHICLE WAS TOWED TO DEALER. CUSTOMER STATES THAT THE VEHICLE DIED 3 TIMES WHILE DRIVING AND WOULD NOT RESTART. I REMOVED THE AIR INTAKE AND FOUND LARGE AMOUNTS OF OIL IN THE ENGINE AIR FILTER. I THEN PERFORM AN INSPECTION OF THE TURBO CHARGERS AND FOUND DAMAGE TO THE IMPELLERS. I FOLLOWED TSB 2044640/8 AND RECORDED MY FINDING ON THE SUPPLIED WORKSHEET. ONCE BOTH TURBOS WERE MOVED, I FOUND LARGE CHUNKS OF METAL IN THE VALLEY OF THE ENGINE. I REMOVED THE ENGINE OIL PAN AND FOUND LARGE AMOUNTS OF METAL IN THE OIL PAN AND OIL FILTER. NOTE THAT THE BANK 1 TURBO CHARGER LOST THE HOTSIDE IMPELLER AND IS LODGED INSIDE OF THE CATALYTIC CONVERTER DOWNPIPE. | | | |
| 11/25/2019 3:56:00 PM | ADVISED TECH TO PERFORM THE TSB AND SKIP THE OIL PRESSURE TESTING SINCE WE CANNOT RUN THE ENGINE. THERE WERE NO OIL PRESSURE FAULTS STORED IN THE ECM BEFORE IT STALLED. TEST OIL PRESSURE ONCE REPAIRS ARE COMPLETE. THANKS, JEFF | | | |
| 12/2/2019 7:58:00 AM | ISSUE SENT TO DEALERSHIP | | | |
| 12/4/2019 2:50:00 PM | ISSUE UPDATED | | | |
| 12/4/2019 9:57:00 AM | REPLACED TURBO CHARGERS AND RESTORED VEHICLE TO AN OPERATING CONDITION. TESTED ENGINE OIL PRESSURE. AT IDLE, OIL PRESSURE WAS 21 PSI. AT 2000 RPM, OIL PRESSURE WAS 32 PSI. ALL PRESSURES TAKEN AT 80 DEGREES CELSIUS. VEHICLE IS OPERATING AS DESIGNED AND ALL OIL PRESSURE READINGS ARE WITH IN AUDI SPECIFICATION. | | | |

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUW2AFC9EN

Owner Or Fleet

Make, Model, Model Year Audi, S7, 2014

Report Date

12/10/2019

Mileage

52,082

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

12/10/2019 11:50:00 AM ISSUE OPENED BY DEALERSHIP

12/10/2019 11:50:00 AM PRE-AUTHORIZED DIAGNOSTIC CHARGE. THE CUSTOMER REPORTS THE CAR WAS RUNNING ROUGH AND IT STALLED AND WOULD NOT RESTART. FOUND THAT ONE OF THE TURBOS WAS COMPLETELY SEIZED. UPON REMOVAL OF THE TURBO (WHILE REPLACING BOTH) WE FOUND THE EXHAUST SIDE TURBINE WHEEL WAS FOUND TO BE MISSING. WE FOUND IT LAYING ON THE CAT. I HAVE UPLOADED PICTURES, IT SEEMS TO HAVE INDENTED SOME OF THE HONEYCOMB, SHOULD WE REPLACE THE CAT(S).

12/10/2019 12:15:00 PM RECOMMEND TO REPAIR AS NEEDED PLEASE ALSO REFERENCE TSB 2044640.

12/10/2019 12:31:00 PM YES, WE ARE PERFORMING THE TSB YOU LISTED. I HAVEN'T SEEN A TURBO THAT BAD, THAT IT CAME APART. I WASN'T SURE IF IT WERE SOMETHING YOU HAD SEEN BEFORE AND KNEW THE EXTENT OF THE DAMAGE THAT COULD BE CAUSED FROM THIS. WE WILL PROCEED WITH THE TURBO REPLACEMENT AND REMOVE THE BROKEN TURBO WHEEL.

12/10/2019 12:38:00 PM I PERSONALLY HAVE NOT SEEN THE TURBINE WHEEL COME OFF BUT I HAVE HEARD OF IT HAPPENING.

12/10/2019 3:50:00 PM OK, THANKS FOR THE INFORMATION

12/27/2019 10:59:00 AM ISSUE UPDATED

Investigation Summary Report

Category **Field Reports - TACS**

VW's File Number

VIN

WUAU2AFD3DN

Owner Or Fleet

?, ?, ?, ? Phone #: N/A

Make, Model, Model Year

Audi, A8, 2013

Report Date

1/30/2020

Mileage

93,877

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

1/30/2020 3:55:00 PM CUSTOMER STATES THAT VEHICLE RUNS ROUGH/WONT IDLE WHEN HOT | SCANNED FAULTS P0507 FAULT STORED NOW, ORIGINALLY ONLY RANDOM MISFIRE FAULTS WERE STORED, | VEHICLE HAS EXTENDED CRANK WHEN HOT, AND WONT IDLE, REMOVE OIL CAP AND VEHICLE WILL IDLE | BUT HAS EXTREME VACUUM IN CRANKCASE | WE REPLACED THE BREATHER UNIT AND STILL SAME SYMPTOMS EXSIST | NOTE, THE RS TURBO HAS EXTREME PLAY IN SHAFT AND THE LS TURBO HAS MORE PLAY THEN NORMAL BUT NO DAMAGE SEEN TO THE COMPRESSOR WHEEL THOUGH | PLEASE ADVISE

1/30/2020 3:55:00 PM ISSUE OPENED BY DEALERSHIP

1/30/2020 4:40:00 PM IF THE TURBO IS DAMAGED PLEASE FOLLOW THE TSB FOR DAMAGED TURBOS 2044640. THANKS, JEFF

1/31/2020 10:06:00 AM SORRY FOR THE MISUNDERSTANDING. I DO NOT KNOW IF A DAMAGED TURBO WILL CAUSE THAT CONCERN. THANKS, JEFF

1/31/2020 10:14:00 AM OK THANK YOU

1/31/2020 6:46:00 AM YES I UNDERSTAND THAT BUT I WAS JUST SEEING IF HAVING A DAMAGED TURBO WILL CAUSE EXTREME CRANK CASE VACUUM AND CAUSE VEHICLE NOT TO IDLE | THANK YOU | JEFFREY

2/3/2020 9:56:00 AM ISSUE UPDATED

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUW2BFC2GM

Owner Or Fleet

Make, Model, Model Year Audi, S7, 2016

Report Date

2/11/2020

Mileage

29,371

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

2/11/2020 12:11:00 PM GOOD MORNING, I HAVE A 2016 S7 THAT WAS TOWED TO OUR DEALERSHIP. THE VEHICLE WILL NOT IDLE, WILL START BUT WILL STALL IMMEDIATELY ONCE PLACED IN DRIVE. TURBOCHARGERS IMPELLERS ARE SCRAPING THE HOUSING ON BOTH BANKS AND WILL NOT SPIN AT IDLE. TSB 2044640/8 HAS BEEN REVIEWED. THIS CONTACT IS FOR REPORTING/ CLAIMS PURPOSES AS THERE ARE 0 DTC STORED. PLEASE SEE ATTACHED PHOTOGRAPHS. THANK YOU!

2/11/2020 12:11:00 PM ISSUE OPENED BY DEALERSHIP

2/11/2020 12:15:00 PM ADVISED TECH TO REMOVE THE OIL FILTER AND CHECK FOR DEBRIS IF THE ENGINE CANNOT BE RUN LONG ENOUGH TO CHECK THE OIL PRESSURE. IF NO DEBRIS IS FOUND RECOMMEND TO MOVE FORWARD WITH THE TSB. THANKS, JEFF

2/11/2020 12:32:00 PM THANK YOU! NO FURTHER ASSISTANCE IS REQUIRED

2/17/2020 4:23:00 PM ISSUE UPDATED

Investigation Summary Report

| Category | Field Reports - TACS | | | |
|--------------------------|---|--------------|------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAUD2AFD3EN | [REDACTED] |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, S8, 2014 | | | |
| Report Date | 2/24/2020 | Mileage | 47,732 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 2/24/2020 11:51:00 AM | CUSTOMER STATES AFTER DRIVING VEHICLE FOR 10 MILES OR SO SHUT VEHICLE OFF AND WHEN RESTARTED A SHORT WHILE LATER VEHICLE STARTED AND STALLED IMMEDIATELY 2 TIMES AND THEN TURNED OVER EXCESSIVELY BUT WOULD NOT START, CUSTOMER WAITING A FEW HOURS AND VEHICLE RESTARTED AND THEY DROVE IT TO THE DEALERSHIP. AT THE DEALERSHIP WE STARTED THE VEHICLE COLD SEVERAL TIMES WITH NO ISSUES. AFTER DRIVING VEHICLE 16 MILES TOTAL WHEN VEHICLE IS RUNNING AND STOPPED THE ENGINE SHAKES VIOLENTLY AND BOUNCES THE FRONT SUSPENSION. ONCE ENGINE IS SHUT OFF TRIED TO RESTART AND IT STALLED IMMEDIATELY AND THEN TURNED OVER EXCESSIVELY BUT WOULD NOT START. NO FAULTS STORED IN ECM. LOOKING FOR DIRECTION. | | | |
| 2/24/2020 11:51:00 AM | ISSUE OPENED BY DEALERSHIP | | | |
| 2/24/2020 11:58:00 AM | ADVISED TO PERFORM FUEL DELIVERY RATE TEST PER ELSA CHAPTER 7C6 TRANSFER FUEL PUMP -G6-, CHECKING 7C6 | | | |
| 2/24/2020 2:24:00 PM | CHECKED G6 TRANSFER FUEL PUMP PER ELSA, FUEL VOLUME TEST PASSED- HAD OVER 800 CM3 IN 15SEC. AT 4.3BAR. FUEL PRESSURE TEST PASSED 7BAR PRESSURE WHEN ACTIVATED. FUEL RETENTION TEST PASSED 6.6BAR AFTER PUMP WAS SHUT OFF FOR 10 MINUTES. BEFORE PERFORMING TESTS VEHICLE STILL WOULD NOT START JUST CRANKED EXCESSIVELY. AFTER TESTING VEHICLE WILL START AND RUN BUT SHAKES LIKE IT DID AFTER THE ROAD TEST. | | | |
| 2/24/2020 2:31:00 PM | WEN COLD VEHICLE STARTS NORMALLY. WHEN VEHICLE IS HOT IT IS A CRANK NO START. RECOMMEND TO CHECK THE TURBOS PER TSB 2044640. IF THE TURBOS ARE OK RECOMMEND TO GET THE CONCERN TO HAPPEN AND MONITOR LOW SIDE FUEL PRESSURE AND RAIL PRESSURE MVBS, SEE IF THEY ARE IN SPEC. ALSO SCOPE THE G28 SIGNAL TO SEE IF WE ARE GETTING A PROPER SIGNAL READING, ATTACH A SCREEN SHIT OF THE SCOPE PATTERN. THANKS, JEFF | | | |
| 2/24/2020 3:00:00 PM | REMOVED BOOTS FROM TURBO INLETS, BOTH TURBO IMPELLORS HAVE EXCESSIVE PLAY AND THE FINS OF THE IMPELLORS HAVE CONTACTED THE HOUSING AND ARE BENT BACK/ CURLED FROM THE CONTACT. WILL ORDER TURBO ASSEMBLIES AND NECESSARY PARTS PER TSB:2044640/8 AND ELSA. | | | |
| 2/28/2020 7:53:00 AM | INFORMED CUSTOMER OF FINDINGS AND THEY ARE DECLINING REPAIRS AT THIS TIME. | | | |
| 3/24/2020 4:38:00 PM | ISSUE UPDATED | | | |

Investigation Summary Report

Category **Field Reports - TACS**

VW's File Number

[REDACTED]

VIN

WAU43AFD0GM [REDACTED]

Owner Or Fleet

?, ?, ?, ? Phone #: N/A

Make, Model, Model Year

Audi, A8, 2016

Report Date

3/6/2020

Mileage

99,389

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

| | |
|--------------------------|--|
| 3/5/2020 7:32:00 PM | CLIENT STATES VEHICLE HARD TO START OR DIES IMMEDIATELY AFTER STARTING AT TIMES. WAS INFORMED BY PRODUCT SUPPORT TEAM TO UPLOAD PICKS OF TURBOS, IMPELLER BLADE SCORING MARKS ON BANK 1 TURBO. BANK 2 TURBO HAS SLACK BUT NOT SCORING. PICS OF BOTH TURBOS ATTACHED. |
| 3/5/2020 7:32:00 PM | ISSUE OPENED BY DEALERSHIP |
| 3/6/2020 4:00:00 PM | ADVISED DEALER THAT I WILL REVIEW AND CALL BACK. |
| 3/10/2020 11:23:00 AM | ISSUE SENT TO DEALERSHIP |
| 3/10/2020 12:15:00 PM | THIS ISSUE IS BEING HANDLED BY CLIENT AND AUDI. CLOSING THE CASE. WILL REOPEN IF NEEDED. THANKS |
| 3/10/2020 4:35:00 PM | LEFT TECH VOICEMAIL, PLEASE PERFORM TSB AND IF YOU HAVE ANY ISSUES PLEASE CALL US BACK. |

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUR2AFD9EN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2014

Report Date

3/24/2020

Mileage

105,419

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

3/24/2020 1:56:00 PM CAR HARD TO START YOU HAVE TO HOLD DOWN THE GAS PEDAL TO START THE CAR WHEN STARTED IT STALLS OUT SEE GFF

3/24/2020 1:56:00 PM ISSUE OPENED BY DEALERSHIP

3/24/2020 2:00:00 PM VIDEO ATTACHED

3/24/2020 2:08:00 PM ADVISE DEALER TO PERFORM TSB: 2044640. THANKS MATT

3/24/2020 2:33:00 PM THANK YOU FOR HELP

3/24/2020 2:41:00 PM ISSUE UPDATED

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUD2AFD2DN

Owner Or Fleet

Make, Model, Model Year Audi, S8, 2013

Report Date

4/6/2020

Mileage

63,433

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

| | |
|------------------------|---|
| 4/6/2020 1:33:00 PM | C/S VEHICLE STALLED OUT WHILE DRIVING. THEY TRIED NEW COILS AND PLUGS. FOUND DAMMAGE TO TURBO IMPELLA LEFT SIDE AND METAL SHAVINGS AND IMPELLA CHUNKS FOUND IN THE INTAKE SYSTEM. OIL FILTER IS OEM. DRAINED OIL AND CHECKED FOR DEBRIS AS PER TSB. FPUND DEBRIS HAS AUDI PURE PROTECTION PLAN ADJUSTER WANTED OIL PAN REMOVED AND FOUND METAL CHUNKS IN OIL PAN. ADJUSTER REQUEST WE MAKE A TACH CASE FOR DIRECTION TO TAKE. PLEASE ADVISE |
| 4/6/2020 1:33:00 PM | ISSUE OPENED BY DEALERSHIP |
| 4/6/2020 1:34:00 PM | ALSO CHECKED FOR TD1 VEHICLE IS NOT TUNED. |
| 4/6/2020 1:45:00 PM | CLEAN OUT THE OIL PAN AS NECESSARY AND FOLLOW TSB 2044640/8 AS CLOSELY AS POSSIBLE. |
| 4/6/2020 1:59:00 PM | EVEN WITH THE METAL FOUND IN THE OIL PAN SHOWN IN THE ATTACHED PICTURES YOU ADVISE TO CONTINUE WITH THE REPAIR? |
| 4/6/2020 2:46:00 PM | WE NEED TO GET THE ENGINE RUNNING AND CHECK FOR NOISE OR OIL PRESSURE ISSUES UNLESS THE WARRANTY WANTS TO AUTHORIZE A LONG BLOCK. |
| 4/7/2020 9:08:00 AM | THANK YOU |
| 4/7/2020 9:38:00 AM | ISSUE UPDATED |

Investigation Summary Report

Category **Field Reports - TACS**

VW's File Number

VIN

WAU32AFD6FN

Owner Or Fleet

Make, Model, Model Year **Audi, A8, 2015**

Report Date

5/12/2020

Mileage

47,370

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

5/12/2020 12:00:00 PM
ISSUE OPENED BY DEALERSHIP

5/12/2020 12:00:00 PM
VEHICLE WILL NOT STAY RUNNING. SACN FOR FAULTS FOUND (P009800INTAKE AIR TEMPERATURE SENSOR 2 CIRCUIT HIGH, P00A800INTAKE AIR TEMPERATURE SENSOR 2 BANK 2 CIRCUIT HIGH, P050700 IDLE CONTROL SYSTEM RPM HIGHER THAN EXPECTED,P164E00 OIL PRESSURE REGULATION VALVE ELECTRICAL ERROR, P227900 INTAKE AIR SYSTEM LEAK,P017500 FUEL TRIM,BANK2 SYSTEM TOO RICH). CHECKED SOFTWARE AND ITS UP TO DATE. REMOVED THROTTLE BODY TO INSPECT TURBO AND BOTH OF TURBO PROPELLER'S HAD A LOT OF PLAY. FOUND TSB# TO OPEN TICKET AND PLEASE ADVISE.

5/12/2020 12:07:00 PM
ADVISED TECH TO FOLLOW THE TSB 2044640. THANKS, JEFF

5/14/2020 10:33:00 AM
ISSUE UPDATED

5/14/2020 7:03:00 AM
THANKS

Investigation Summary Report

Category **Field Reports - TACS**

VW's File Number

VIN

WAUJ2AFD5FN

Owner Or Fleet

?, ?, ?, ? Phone #: N/A

Make, Model, Model Year

Audi, A8, 2015

Report Date

6/2/2020

Mileage

60,658

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

| | |
|-------------------------|--|
| 6/2/2020 11:16:00 AM | EVERY TIME YOU START THE CAR ALSO THE CAR STALLS OUT WHEN YOU COME TO A STOP AND TAKES A FEW TRIES TO RESTART |
| 6/2/2020 11:28:00 AM | RECOMMEND TO REFER TO TSB 2044640 UPDATE CONTACT WITH FINDINGS. |
| 6/2/2020 9:12:00 AM | CUSTOMER STATES WARNING MESSAGE STATING START STOP DISABLED MUST RESTART MANUALLY AND CHECK ENGINE LIGHT CAME ON. VEHICLE WAS TOWED IN, TECHNICIAN WAS ABLE TO START THE CAR AND DRIVE INTO THE SHOP. PERFORMED GFF AND FOUND DTC P04A100: EXHAUST PRESSURE CO |
| 6/2/2020 9:12:00 AM | ISSUE OPENED BY DEALERSHIP |
| 6/2/2020 9:54:00 AM | IS THE HARD START INTERMITTENT OR EVERY TIME YOU TRY START THE VEHICLE? |
| 6/2/2020 9:54:00 AM | WORKSHOP FINDINGS: P04A100: EXHAUST PRESSURE CONTROL VALVE "B" LOW |
| 6/3/2020 10:50:00 AM | INSPECTED TURBOCHARGERS ACCORDING TO TSB 2044640 AND FOUND EXCESSIVE SHAFT PLAY FROM BANK2 TURBO CHARGER. FILLED OUT CHECKLIST FORM FOR TURBOCHARGER DAMAGE AND TOOK PICTURES FOR WARRANTY DOCET |
| 6/3/2020 10:54:00 AM | PLEASE ATTACH PHOTO OF DAMAGE FOUND, IF PHOTO DOES NOT SHOW DAMAGE ATTACH SHORT VIDEO OF IMPELLER PLAY. |
| 6/3/2020 11:41:00 AM | SHORT VIDEO |
| 6/3/2020 11:43:00 AM | ATTACHING 2 PHOTO'S |
| 6/3/2020 11:46:00 AM | THANK YOU FOR THE VIDEO/PHOTOS, PLEASE CONTINUE WITH TSB. |
| 6/3/2020 11:49:00 AM | TSB DOES NOT MENTION IF BOTH OR JUST ONE TURBOCHARGER SHOULD BE REPLACED |
| 6/3/2020 12:00:00 PM | REPLACE ONLY THE DAMAGED TURBO. |
| 6/3/2020 12:01:00 PM | THANK YOU PARTS ORDERED |

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUJ2AFD5FN

Owner Or Fleet

?, ?, ?, ? Phone #: N/A

Make, Model, Model Year

Audi, A8, 2015

Report Date

6/2/2020

Mileage

60,658

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

6/3/2020 ISSUE SENT TO DEALERSHIP

12:02:00 PM

6/4/2020 PARTS HAVE ARRIVED AND WILL BEGIN REPAIR LATER THIS AFTERNOON |

11:34:00 AM

6/4/2020 THANK YOU FOR THE UPDATE.

12:33:00 PM

6/9/2020 THANKS FOR THE CASE UPDATES

8:40:00 AM

6/9/2020 REPLACED TURBOCHARGER AND REQUIRED COMPONENTS PER TSB 2044640. PERFORMED ROAD TEST AND VERIFIED PROPER OPERATION. THANK YOU FOR YOUR HELP CLOSING CASE.

9:26:00 AM

6/12/2020 ISSUE UPDATED

9:24:00 AM

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUW2AFC3GN

Owner Or Fleet

?, ?, ?, ? Phone #: N/A

Make, Model, Model Year

Audi, S7, 2016

Report Date

7/10/2020

Mileage

41,469

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

| | |
|--------------------------|---|
| 7/10/2020 1:35:00 PM | RECEIVED A CALL FROM THE SERVICE MANAGER BLANCA SIMPSON ABOUT HOW TO PROCEED WITH THE REPAIR SINCE THE ENGINE WILL NOT STAY RUNNING LONG ENOUGH TO COMPLETE THE UNDERBOOST TEST PLAN, EVEN WHEN APPLY THE THROTTLE SLIGHTLY ENGINE WILL NOT STAY RUNNING. REVIE |
| 7/10/2020 10:50:00 AM | CUSTOMER STATES EPC LIGHT IS ON. CANNOT TEST DRIVE VEHICLE, VEHICLES STALLS OUT. SCAN FOR FAULTS. HAS FAULTS FOR UNDERBOOST, CYLINDER 7 MISFIRE. REMOVED CHARGE PIPES GOING INTO TURBO. OIL SPILLED OUT. BOTH TURBINES HAS EXCESSIVE PLAY. |
| 7/10/2020 10:50:00 AM | ISSUE OPENED BY DEALERSHIP |
| 7/10/2020 10:55:00 AM | ADVISED TECH TO FOLLOW TSB 2044640. THANKS, JEFF |
| 7/10/2020 10:55:00 AM | WORKSHOP FINDINGS: P030700: CYL.7 MISFIRE DETECTED P029900: TURBO/SUPER CHARGER UNDERBOOST P017500: FUEL TRIM,BANK2 SYSTEM TOO RICH |
| 7/10/2020 11:45:00 AM | TSB NEEDS GFF TEST PLAN COMPLETED FOR ANY FAULTS REGARDING TURBO. VEHICLE DOES NOT START. TEST PLAN CAN NOT BE DONE FOR TURBO UNDERBOOST. CALLED TAC WAS ADVISED TO UPDATE CASE AND CONTINUE WITH TURBO REPLACEMENT |
| 7/13/2020 7:33:00 AM | WILL BE PROCEEDING WITH THE REPAIR. THANKYOU |
| 7/14/2020 12:13:00 PM | ISSUE UPDATED |

Investigation Summary Report

| Category | Field Reports - TACS | | | |
|-------------------------|---|--------------|------------------------|--------------------|
| VW's File Number | [REDACTED] | VIN | WAU43AFD1GM [REDACTED] | |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2016 | | | |
| Report Date | 7/10/2020 | Mileage | 53,394 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 7/10/2020 5:53:00 PM | CUSTOMER STATES THAT WHILE DRIVING THERE WAS A CLICKING NOISE AND VEHICLE STARTED TO RUN POORLY. THEY PULLED OVER, SHUT CAR OFF AND CAR WOULD NOT RESTART. VEHICLE WAS TOWED IN. NOISE IS COMING FROM THE TURBOCHARGERS. I AM PERFORMING THE PROCEDURE AS DESCR | | | |
| 7/10/2020 5:53:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 7/10/2020 5:58:00 PM | TAC ADVISED TO CONTINUE WITH THE TSB. CHANGE OIL/FILTER. TEST DRIVE AND RE-EVAL. THANKS, SCOTT | | | |
| 7/10/2020 5:58:00 PM | WORKSHOP FINDINGS: 2016 A8L 4.0L PASS SIDE TURBO BLADES ARE NOT MOVING TECH WAS FOLLOWING THE TSB 204460/8 HOWEVER DISCOVERED DEBRIS IN THE OIL FILTER HOUSING P030000: RANDOM/MULTIPLE CYLINDER MISFIRE DETECTED P03010 | | | |
| 7/14/2020 8:22:00 AM | I WILL CONTINUE WITH THE TSB AS PER OUR DISCUSSION. I WILL GO AHEAD AND CLOSE THE CASE. THANKS FOR THE HELP, HAVE A GOOD DAY! | | | |
| 7/21/2020 9:47:00 AM | ISSUE UPDATED | | | |

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUH2AFC1GN

Owner Or Fleet

Make, Model, Model Year Audi, S6, 2016

Report Date

7/14/2020

Mileage

63,992

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

7/14/2020 2:48:00 PM CUSTOMER STATES VEHICLE DIED IN TRAFFIC. 2 DTCS IN SYSTEM, BOTH TOO RICH CODES, P0172 AND P0175. ENGINE NOISY. TURBOCHARGERS DAMAGED INTERNALLY.

7/14/2020 2:48:00 PM ISSUE OPENED BY DEALERSHIP

7/14/2020 2:51:00 PM RECOMMEND TO FOLLOW TSB 2044640.

7/20/2020 11:49:00 AM AFTER REMOVING TURBOS AND OIL SCRREN COVER, FOUND METAL DEBRIS IN GALLEY. SHOULD I PROCEED WITH TURBO REPLACEMENT, OR ARE MORE PARTS NEEDED? THANK YOU.

7/20/2020 11:56:00 AM ADVISED TECH TO FOLLOW ALL STEPS IN TSB AND REEVALUATE.

7/20/2020 9:58:00 AM ISSUE SENT TO DEALERSHIP

7/21/2020 10:22:00 AM WILL PROCEED WITH TURBO REPLACEMENT, WILL CLOSE CASE AT THIS TIME, WILL REOPEN IF NECESSARY

7/21/2020 10:24:00 AM CLOSING TICKET

7/28/2020 9:44:00 AM ISSUE UPDATED

Investigation Summary Report

Category **Field Reports - TACS**

VW's File Number

VIN

WAUW2AFC8GN

Owner Or Fleet

?, ?, ?, ? Phone #: N/A

Make, Model, Model Year

Audi, S7, 2016

Report Date

7/15/2020

Mileage

37,877

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

| | |
|--------------------------|--|
| 7/15/2020 1:14:00 PM | CUSTOMERS STATES THAT AFTER FILLED WITH GAS, FULL TANK, VEHICLE WOULD NOT IDLE, CUSTOMER DROVE VEHICLE HOME NOW WILL NOT START, DUPLICATED CONCERN, FOUND 2 DTC'S, P209700 AND P017500, FOUND TSB FOR BOTH DTC'S. CAR WILL START AND IDLE IF OIL IS REMOVED, |
| 7/15/2020 1:14:00 PM | ISSUE OPENED BY DEALERSHIP |
| 7/15/2020 1:18:00 PM | THIS IS THE VIDEO, THANKS |
| 7/15/2020 1:23:00 PM | ADVISED TECH TO FOLLOW THE TSB. THANKS, JEFF |
| 7/15/2020 1:23:00 PM | WORKSHOP FINDINGS: P209700: POST CATALYST FUEL TRIM SYSTEM BANK 1 TOO RICH P017500: FUEL TRIM,BANK2 SYSTEM TOO RICH |
| 7/16/2020 12:31:00 PM | WORK IN PROGRESS, INSTALLING BOTH TURBO CHARGER |
| 7/16/2020 12:50:00 PM | TECH CALLED IN REGARDING REPLACING OIL DRAIN TUBE, IF THE TUBE HAS A RESTRICTION INSIDE THEN REPLACE THE TUBE. |
| 7/17/2020 11:47:00 AM | HIEFF. I REPLACED BOTH TURBO CHARGER, AND FOLLOW TSB 2044640/8, CLEARED CODES, NOW CAR STARTED AND IDLE, THANKS FOR YOUR HELP. REGARDS JOSE B. |
| 7/20/2020 12:57:00 PM | ISSUE UPDATED |

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|-------------------------|---------|------------------------|
| VW's File Number | ██████████ | VIN | WAU32AFD8FN ██████████ |
| Owner Or Fleet | ?, ?, ?, ? Phone #: N/A | | |
| Make, Model, Model Year | Audi, A8, 2015 | | |
| Report Date | 8/19/2020 | Mileage | 52,151 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|--------------------------|---|
| 8/19/2020 10:50:00 AM | CAR WILL NOT IDLE .. SHORT TERM FUEL TRIM IS AT -25% BOTH BANKS . . CAR WAS LAST WEEK WITH FAULTY CRANKCASE BREATHER . .BREATHER WAS REPLACED AND CAR WAS DRIVEN AFTER REPAIRS AND RETURNED TO CLIENT (40 MILES) WITH NO ISSUE . .AT THIS POINT I HAVE REMOVED |
| 8/19/2020 10:50:00 AM | ISSUE OPENED BY DEALERSHIP |
| 8/19/2020 10:58:00 AM | ADVISED CHECK FOR TURBO ISSUE PER TSB 2044640/8. CHECK FOR RESTRICTED INTAKE OR EXHAUST. |
| 8/21/2020 3:58:00 PM | ISSUE UPDATED |
| 8/21/2020 8:33:00 AM | SHAFT ON BANK 2 TURBO WAS FOUND TO BE SNAPPED . .TURBOS AND ASSOCIATED PARTS ARE ORDERED AND ARRIVING TODAY . |

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUF2AFC5EM

Owner Or Fleet

Make, Model, Model Year Audi, S6, 2014

Report Date

8/20/2020

Mileage

42,978

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

| | |
|--------------------------|--|
| 8/20/2020 3:44:00 PM | GFF ID# [REDACTED] CUSTOMER STATES ENGINE RUNS ROUGH AND STALLS OUT. 2 FAULTS STORED IN THE ECM. P00A800 AND P009800 FAULTS STORED IN THE ECM. FOUND A HOSE DISCONNECTED/LOOSE. CONNECTED HOSE BACK ON. THIS HOSE HOOKS UP TO THE CHARGE AIR SYSTEM/THROTTLE VAL |
| 8/20/2020 3:44:00 PM | ISSUE OPENED BY DEALERSHIP |
| 8/20/2020 3:51:00 PM | RECOMMEND TO REPLACE BOTH TURBOS AND SEE IF ISSUE STILL PRESENT. THANKS. |
| 8/24/2020 10:38:00 AM | TURBO REPLACEMENT IN PROCESS. |
| 8/24/2020 7:57:00 AM | PLEASE CLOSE THIS CASE |
| 8/26/2020 4:47:00 PM | ISSUE UPDATED |

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|----------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAUW2AFC8DN [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, S7, 2013 | | |
| Report Date | 10/13/2020 | Mileage | 45,146 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|--------------------------|---|
| 10/13/2020 5:47:00 PM | ISSUE UPDATED |
| 10/13/2020 9:09:00 AM | CUSTOMER STATES CAR DIED WHILE DRIVING TOWED IN. COULD BARELY GET CAR TO START AND WOULD NOT RUN WELL AT ALL AND WOULD SHUT BACK DOWN. PUSHED IN AND CHECKED BULLETIN FOR TURBO DAMAGE AND REMOVED THROTTLE VALVES AND INTAKE TUBES TO GET AT TURBO IMPELLARS A |
| 10/13/2020 9:09:00 AM | ISSUE OPENED BY DEALERSHIP |
| 10/13/2020 9:16:00 AM | ADVISED TO PERFORM SPEC ACTUAL/CHECK WARRANTY INFO TO CONFIRM THERE IS NO TUNE, ATTACH PHOTOS OF DAMAGE FOUND, AND FOLLOW TSB 2044640/8 FOR TURBO REPLACEMENT |
| 10/13/2020 9:23:00 AM | PIC OF TURBO DAMAGE |
| 10/13/2020 9:46:00 AM | RAN SPEC ACTUAL, WILL FOLLOW TSB AND GET PARTS ORDERED. THANKS |

Investigation Summary Report

| | | | | |
|--------------------------------|---|---------------------|-------------------------|---------------------------|
| Category | Field Reports - TACS | | | |
| VW's File Number | [REDACTED] | VIN | Waur2AFD1DN | [REDACTED] |
| Owner Or Fleet | [REDACTED] | | | |
| Make, Model, Model Year | Audi, A8, 2013 | | | |
| Report Date | 11/17/2020 | Mileage | 69,516 | |
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |
| Date/Time | Case Comment | | | |
| 11/17/2020 5:56:00 PM | CUSTOMER STATES ENGINE AND EPC LIGHT IS ON AND VEHICLE WILL DYE WHEN COMING TO A STOP. NOTICED VEHICLE CRANKS WHEN STARTING BUT WILL NOT TURN ON UNLESS GAS PEDAL IS DEPRESSED AND WILL DIE IF REACHES BELOW APPROX. 3 THOUSAND RPM. FOUND TSB 21 ENGINE DIFF | | | |
| 11/17/2020 5:56:00 PM | ISSUE OPENED BY DEALERSHIP | | | |
| 11/17/2020 5:58:00 PM | LOG TAKEN ON THE DAY VEHICLE ARRIVED. | | | |
| 11/17/2020 6:16:00 PM | SUGGEST TO CHECK THE TURBO IMPELLERS FIRST TO SEE HOW THEY HAVE FAILED, ATTACH PHOTOS OF FINDINGS. THANKS, JEFF | | | |
| 11/17/2020 6:16:00 PM | WORKSHOP FINDINGS: P209800: POST CATALYST FUEL TRIM SYSTEM BANK 2 TOO LEAN P029900: TURBO/SUPER CHARGER UNDERBOOST | | | |
| 11/25/2020 11:34:00 AM | TALKED WITH TFM AND WAS ADVISED TO REPLACE TURBOS WITH UPDATED LINE WITH SEVERAL FLUSHES. WILL CONTACT IF FURTHER ISSUES. THANK YOU. | | | |
| 11/30/2020 11:38:00 AM | ISSUE UPDATED | | | |

Investigation Summary Report

Category **Field Reports - TACS**

| | | | |
|-------------------------|----------------|---------|------------------------|
| VW's File Number | [REDACTED] | VIN | WAU32AFD7FN [REDACTED] |
| Owner Or Fleet | [REDACTED] | | |
| Make, Model, Model Year | Audi, A8, 2015 | | |
| Report Date | 11/20/2020 | Mileage | 65,285 |

| | | | | |
|-------|-----------------|--------------|------------------|--------------------|
| Crash | Property Damage | Alleged Fire | Alleged Injuries | Alleged Fatalities |
| No | No | No | 0 | 0 |

| Date/Time | Case Comment |
|--------------------------|---|
| 11/20/2020 4:38:00 PM | ENGINE RUNS VERY ROUGH, STALLS, LIGHT SMOKE IN EXHAUST, DETERMINED TURBOCHARGERS DAMAGED, REFERRED TO TSB 2044640/9. INSPECTED COMPRESSOR IMPELLERS. FOUND DEBRIS IMPACT MARKS IN BOTH TURBOS ABOUT SAME POSITION, ALONG WITH HOUSING CONTACT. 1 AFTER MARKET C |
| 11/20/2020 4:38:00 PM | ISSUE OPENED BY DEALERSHIP |
| 11/20/2020 4:42:00 PM | ISSUE UPDATED |
| 11/20/2020 4:43:00 PM | IS IT POSSIBLE TO GET SOME PICTURES WITH BETTER LIGHTING? I CAN'T TELL MUCH FROM THESE. THANKS. |
| 11/20/2020 5:48:00 PM | HERE ARE THE BETTER PICKS, RIGHT TURBO APPEARS TO BE SAND BLASTER, LEFT LOOKS BEAT UP AGAINST COMPRESSOR WHEEL CENTER |
| 11/20/2020 5:55:00 PM | PLEASE REPLACE THE TURBOS. I CANNOT SAY FOR SURE IF THIS WOULD BE COVERED UNDER WARRANTY. THANK YOU. |
| 11/25/2020 2:39:00 PM | ISSUE UPDATED |

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUW2AFC4GN

Owner Or Fleet

Make, Model, Model Year Audi, S7, 2016

Report Date

12/14/2020

Mileage

49,309

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

12/14/2020 5:02:00 PM CUSTOMER REQUEST DIAGNOSIS OF VEHICLE. CUSTOMER STATES HE | WAS DRIVING THE CAR YESTERDAY AND WHEN HE CAME TO A STOP, | AFTER HE STARTED APPLYING THE GAS THE CAR DIED. HE TRIED | TURNING THE CAR BACK ON AND IT WOULDN'T START UNLESS HE WAS | HOLDING THE GA

12/14/2020 5:02:00 PM ISSUE OPENED BY DEALERSHIP

12/14/2020 5:06:00 PM ADVISED TECH TO CONTINUE WITH THE TSB. THANKS, JEFF

12/18/2020 8:31:00 AM ISSUE UPDATED

Investigation Summary Report

Category **Field Reports - TACS**

VW's File Number

VIN

WAUJ2AFD0FN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2015

Report Date

2/26/2021

Mileage

48,780

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

Date/Time

Case Comment

2/26/2021 4:22:00 PM ISSUE OPENED BY DEALERSHIP

2/26/2021 4:22:00 PM VEHICLE IS FEELING STALLING. BOGGING DOWN. ROUGH START. PERFORMED SPEC ACTUAL. PERFORMING TSB 2044640/9 INSPECTED COMPRESSOR WHEEL ON TURBOS. TURBOS HAVE SHAFT PLAY. COMPRESSOR WHEELS HITTING HOUSING. NO SIGNS OF OIL. GRINDING NOISE FROM TURBO ON COLD STA

2/26/2021 4:23:00 PM ISSUE UPDATED

2/26/2021 4:24:00 PM PLEASE ATTACH PICTURES SHOWING DAMAGE TO TURBOS. THANKS.

3/2/2021 11:26:00 AM ATTACHED PICTURES OF DAMAGED IMPELLERS.

3/2/2021 11:31:00 AM PLEASE REPLACE BOTH TURBOS AND RECHECK FOR CONCERN. THANKS.

3/2/2021 9:33:00 AM ISSUE SENT TO DEALERSHIP

3/3/2021 12:49:00 PM TURBOS ON ORDER. ETA END OF NEXT WEEK.

3/3/2021 2:01:00 PM ISSUE SENT TO DEALERSHIP

3/9/2021 8:14:00 AM ADDITIONAL PARTS FOR TURBO REPLACEMENT UNDER TSB 2044640/9?

3/12/2021 6:46:00 AM ISSUE SENT TO DEALERSHIP

3/12/2021 6:46:00 AM PLEASE ADVISE OF CURRENT STATUS

3/12/2021 7:30:00 AM CURRENTLY WORKING ON VEHICLE

3/12/2021 8:29:00 AM THANKS FOR THE UPDATE

Investigation Summary Report

Category Field Reports - TACS

VW's File Number

VIN

WAUJ2AFD0FN

Owner Or Fleet

Make, Model, Model Year Audi, A8, 2015

Report Date

2/26/2021

Mileage

48,780

Crash

No

Property Damage

No

Alleged Fire

No

Alleged Injuries

0

Alleged Fatalities

0

3/15/2021 8:50:00 AM INSTALL NEW TURBOS WITH UPDATED OIL SCREEN AND ALL PARTS PER TSB. CLEARED FAULTS. ROAD TESTED VEHICLE. VEHICLE NO LONGER RUNS ROUGH. OPERATING AS DESIGNED.

3/16/2021 10:06:00 AM ISSUE UPDATED