

Plate no: 1324

Reg: 1/3/19

Accelera tyres £120 inc 20/9/19 27K

October 2019

Full oil service/inspection service including oil/air/Pollen and fuel filter

October 2019

air-conditioning not working

Rear door fault

Windscreen washer fault/washer bottle empties quickly

Nearside rear monitor rattles

Dashboard rattles unless I open the glove box

Paddle up shifts don't work

Strange tyre wear

Comfort arm rest mechanism faulty

Front cupholder broken.

Nearside monitor and rear makes strange musical sound randomly.

Windscreen wipers hit A pillar during heavy rain.

There is a big delay sometimes when you pulling out of a junction with called the car will actually go.

November 2019

Philip groom said that my next Audi service would include an inspection service as well.

\*\*Quoted £337.50 (£375 -10%) for a major service on Jills Audi TTS including spark plugs long life oil service filter and inspection service  
Gearbox service was £225 -10%\*\*

\*\*Ask about two years unlimited mileage warranty\*\*

\*\*get copy of last service in writing\*\*

ask about drawings for rear seat removal

why were prices quoted for TTS not including VAT

Dash cam

9/12/19

Hi Phil

Since Paul last look at my Audi:

Good points:

The rattling rear monitor is much better.

The comfort armrest is working perfectly.

The windscreen wipers are working well and are not hitting the "A" pillar any more.

The air-conditioning seems to be working fine but I'm obviously a little bit concerned that no fault could be found.

Not so good points:

Unfortunately the fact that the rear monitor is so quiet has meant that I can now hear the dashboard rattle clearly. The only way to stop the rattle is to open the golf glove box whilst driving. (Not really a suitable solution on such an expensive quality vehicle).

One of the rear monitors makes a random tune.

The cup holder worked fine but then lasted less than a week before it broke again.

I asked about the two year unlimited mileage warranty to be put in writing but I'm still waiting for this.

I would like it in writing that my next service on my A8L includes an Inspection service as discussed.

I'm a little bit disappointed that the prices you quoted for the TTS oil service and gearbox service did not include VAT.

3/2/20

Car went in for new rear monitor plus Cowling plus dashboard rattle.

All work done but dashboard still rattling and rear monitor in wrong position

18/5/20

Applied for payment deferral for three months to be added on the end of contract

13/7/20

Kept waiting for two hours in service department before I left and finally drove my own car home

16/7/20

Phil rang me from service department to explain that the whole of the inside of the car had to be removed and in the process a few bits got broken one which is on backorder so I won't get the car back till the end of next week. It was definitely the evaporator that was faulty and had been from new.

23/7/20

Phil rang to tell me that the windscreen was about to go in the car but unfortunately they've been some damage to a armrest so a replacement one has been ordered and will be hopefully ready on the 28th

28/7/20

Got the car back until the part arrives

Spoke to Jenni at Audi customer care

0800 699888

She suggested speaking to head of business at Cheshire Oaks

Stephen.Fisher2@inchcape.co.uk

4/8/20

Customer complained that he couldn't turn off the rear seat massager as the remote had lost Wi-Fi connection. I was unable to pull over and stop as I was on the motorway therefore customer had to wait until the massage switched itself off

15/8/20

Car locked with keys in  
Noticed windscreen badly fitted

16/8/20

NS Rear door locking itself and rattling when it does it.  
Oil level on minimum?? 56718ml

24/9/20

The mechanic nicked the printed circuit board on the light for the rear centre console and is now has to be ordered again. The product is on backorder so car will have another day off the road.

Phil is going to send an email stating that the car has a two year unlimited mileage warranty

A recall is being installed on the ECU for the lag on acceleration

There is apparently a common issue with the control module on the central locking which is a lengthy update which is being carried out today.

23/11/20

Warnings:

Steering fault

Suspension fault

Start stop system fault

2/12/20

Matt finally rang up from Audi Cheshire Oaks. He told me that the mechanic has not been able to find the clunking on the nearside drivetrain. He also told me that he'd checked if the doors locked themselves but because it was raining he hadn't waited long enough. The car has now been in the workshop for nearly a week and I was promised it will be put into Audi (Germany) main computer system to be diagnosed and hopefully resolved. This has not been done. It appears that in nearly a week the car has hardly been touched.

I informed Matt that the windscreen surround also needed sorting and the handbrake needs adjusting because pulling off from stationary with the auto hold button activated causes a jerk unless extreme caution is taken.

4/12/20

Went to pick the car up awaiting two modules and latches to arrive in about two weeks plus ball joints so hopefully solve the conking problem.

Told by Matt that the ECU was holding no information regarding the faults that I'd reported just before it went in (which I sent pictures of via email) as soon as I

got in the car to drive off all the faults appeared and as a driver the steering went crazy.

Finally collected the car after two weeks in the service department. Only to be told that the steering module was causing the list of errors. Matt then explained it was on backorder. I asked when it would be in and he told me they wouldn't be ordering it because there was no fault shout showing now that they had cleared it and re-calibrated the module.

The following day the faults re-occurred making the car undrivable once again.

Also notice that even though I'd asked for them to sort out the windscreen surround because it was badly fitted it hadn't been touched.

Now noticing problems with the satnav not remembering my home address and also the automatic handbrake turning it sent self off randomly.

Was told by Matt that apparently there was a problem with production models pre-my date with lower ball joints being faulty. He said that he couldn't find any issue with mine even though they appear to be over compressed. Since receiving the car back the N/S clunking has got worse especially whilst turning left and also the right hand side has started to clunk now.

When the steering module arrived Matt rang me and said he would have an EV vehicle ready for me fully charged on Monday morning. Monday came and he rang me to tell me that it only had 7 miles range on it which wouldn't even get me home. He then said he was going on Christmas leave and would be back on the 31 December 2020 and he would ring me to arrange repair to the vehicle.

I waited for a phone call it never came and the phone got worse and worse in the Audi until it became dangerous to drive.

I rang Cheshire Oaks only to be told Matt was unavailable but they would send an email to him. I waited three days for a response to know avail.

I rang Cheshire Oaks Audi again and once again an email was sent to Matt. He eventually rang me back but then explained there were no EV vehicles available. He then told me he was off until the following week and he would ring me on Monday and hopefully be able to sort out a suitable replacement vehicle.

Matt didn't ring me my car became extremely dangerous to drive so I tried to ring him again. Of course he was on the phone as usual so the receptionist sent him an email.

I waited over a week for a response again to know avail. I rang again on Wednesday 24th January as usual Matt was on the phone and couldn't take my call. This time I asked the receptionist to mark the email as urgent. A few hours later Matt rang me back.

He said the reason he hasn't rung me was because he thought I will be really busy. It's very difficult for a chauffeur to be really busy when he has a faulty car that he can't use. He also explained that the courtesy car sat here waiting for me for the last few weeks (strange because last conversation was there were none available).

15 January 2021 spoke to Jason from Audi Finance he's extended the payment holiday until 15th March.

He said that the SQD team were dealing with the rejection of vehicle and the Audi complaint reference is: RET-250596

26 January 2021.

Sara rang from Audi Finance. Had a 45 minute conversation telling her about many of the faults including the new ones. She said because the first fault was recorded in November 2019 there's nothing they can do about it.

I explained that the air-conditioning had been faulty from day one as had the door lock mechanism

Took car to Cheshire Oaks 26 February 2021 and was told I would hopefully get the car back on Friday 28th February. On Friday Matt rang to say that there had been another bulletin (seems to be a lot of bulletins for my car) said it was a fault with a magnet on the steering rack rather than the module. He ordered it expecting it for next Wednesday. Although he said he was going to ring me on Wednesday I have no contact neither did I on Thursday.

Finally got the car back after two weeks in the workshop. The day before it came back I asked Matt what was happening with the windscreen surround of that was badly fitted. He said he would order one and it will be fitted in the morning. Remind me when the car was ready and when I asked him about the windscreen surround he said that fitted like a glove.

The following day I noticed that there was a fresh dent in the bonnet and a couple of days later I noticed that the windscreen surround has not been changed. After ringing Matt he said that the windscreen surround he changed was the rain channel on one of the eight pillars not the trim that runs across the scuttle panel.

A couple of days later I noticed the buttons for the seat memory on the passenger door weren't fitted correctly.

10 April 2021

Still waiting for a response from Stephen and Matt regarding A statement confirming that the car was faulty from new.

Even though all the door locking mechanisms and modules were replaced it has made no difference. Also the car has lots of rattles on all surfaces except smooth motorways

12 April 2021

Spoke to Stephen Fisher IR for 37 minutes.

I mentioned that I have been driving a death trap with faulty steering and even though it took them two years to replace the central locking system they have not managed to fix it.

He suggested I wrote a new email and he will get together with Audi financial Audi UK and Audi technical and try and come up with a package for me.

I asked if I could have a statement off either the technician who had worked on the car or the service manager to state in their opinion that the vehicle had been faulty from new. That is the fact that the air-conditioning took several months to run out therefore the fault of been there from either the production line or shortly afterwards

21 April 2021

Went to see Matt Whitaker at Audi Cheshire Oaks. Explained had problems with the rattling door panels and he noticed that they weren't fitted correctly. I also mention that the centre vents rattled unless you put it away (closed it). He said that there was also a 70 plate Audi S8 in which it had the centre Evans replaced twice and it was still rattling therefore he described this as "how they are designed".

I told him that in that case it was a bad design that you wouldn't expect on £100,000 vehicle.

I also mention that last time the car was in the bonnet got dented and he said he would fix it and the time before somebody left a Biro mark on the drivers seat which I fixed. I also showed him a video of how difficult the doors were to open even with the key in your hand and explain that we are we still having major daily problems with the locking mechanisms. He had a look at the scuttle panel and said he would order one and in case it needed replacing but he will get it sorted when the car came in.

26/4/21

Rang COA to see if I could get my car in earlier. Was told that Matt was with a customer and would ring me back later. He didn't.

27 April 2021

Took my son to school this morning and he put his hands on the dashboard, I asked him what he was doing and he replied "you don't expect a car the cost over £100,000 to have plastic rattles all over the place. "So true

Went to get my car at 18.15 with the keys in my pocket. I was trying to get in the boot by using the sensor under the bumper but nothing worked so I pressed the boot release to open the boot and to my embarrassment the car alarm went off.

4/5/21

Car into Cheshire Oaks to have the door locking mechanism looked out again and the new rattles sorting and the dent in the bonnet fixing

7 May 2021

Got my vehicle back after it I've been in the Audi Cheshire Oaks workshop for another whole week (once again without a courtesy car) I decided to video

myself going to the car to see if the locking mechanism of been fixed and found that I couldn't get in the car. I rang Cheshire Oaks and asked to speak to Matt and after waiting for approximately one hour I realised he was not going to ring back as promised so I rang and spoke to Colin in service and I couldn't believe when he told me that he didn't appreciate me ringing this late on a Friday just before close of business. If I was the arguing type I would've told him that I'd rung an hour earlier and was awaiting a return call as promised.

The car had been in the workshop to have the locks sorted and the rattles fixed. The first time I approached the car with the key I found it impossible to get in with the key this entry after trying all four doors.

I then went for a drive to check that the rattles had been fixed. Unfortunately I realise that although it was slightly better there were still a number of major rattles. Considering 170 miles worth of fuel have been used since I dropped it off this is disappointing to say the least.

I then came back home and took my wife out in the vehicle so that she could try and locate the source of the rattles. We even resorted to her travelling in the boot to see if any were coming from in there.

I then got my wife to drive the car while I sat in different seats and it was quite obvious that the main raffle was coming from the rear parcel shelf and the nearside monitor.

I also mentioned to Colin that I noticed a small scratch has appeared on the front nearside wing. Fortunately I think I will be able to buff this out myself.

11/5/21

Went for a test drive with Matt. He can hear the rattling in the back shelf and also worked out that it was the front passenger headrest that was also making a noise. He's ordered one which is probably a factory order. I told him about the wait outside and lock themselves in the last couple of weeks but fortunately a couple of days later this happened twice. Also rear door locks are still not right.

26 June 2021

Oil and filter change 74,308 miles

Air filter changed

July 2021

Noticed one of the rear monitors was making the crazy sound again as if it's broken

23 August 2021

Sent an email to Matt regarding the headrest that was ordered 11th May 21 He told me the he had order at the factory and then it got cancelled and that he was going to have a look at it when I came in for a service (that I booked but never went to). He is now booked it in for 20th September to have a look at it??

7 September 2021

Nearside rear door soft close mechanism completely failed (Video available)

9 September 2021

Went to go to work in my car and as soon as I started it several warnings came up stating a problem with the steering I'm not to drive the car. I tried to drive it but the steering was impossible to turn. I went in and got my wife to go out and move the car for me and videoed it.

10 September 2021

Audi technician came and plugged his computer into the car. He then said the only solution is a new steering rack as there is a processor fault and it showing a problem with the magnets. I explain to him I had a wedding in two days time and the customers had specifically booked my vehicle. He said he would arrange for a suitable car to be delivered from enterprise car hire.

Enterprise rang me and said they can't supply a suitable car but they will try and get me a hire car for Tuesday.