

Vehicle: Audi A8L,
Registration: DK19 ZYW.
Financial agreement: 440136064801
Registration Date: 1st March 2019,
The retail price was £105,920

Issue 1: Involuntary locking and unlocking of the doors (safety issue)

21 March 2019

I first noticed that the central locking was making a strange noise (sounded as though the mechanism had come away from a clip or runner). I also noticed that the rear nearside monitor was making a rattling sound. I reported this to the workshop and was asked to bring it in the following day. Unfortunately I was too busy to do so and decided that these were probably simple faults that could be rectified at the first service.

14 November 2019

The service department were unable to find any fault with the central locking. This continued every time the car came in for warranty work/servicing. The locking mechanism got worse as time went on and one day that rear offside door made several unlocking and locking operations randomly. I also had all the doors locked themselves whilst the keys were in the car.

Consumer Rights Act 2015:

New legislation stipulates dealers will have only one chance at repair or replacement – unless otherwise agreed. They cannot make repeated attempts to fix a problem, and if they fail, buyers are entitled to a full or partial refund.

12th of February 2021

Eventually Cheshire Oaks Audi agreed that there was a fault with the central locking system and tried to fix it by replacing all four-control units (£2054.67)

Unfortunately this did not work and the Central locking system is still faulty. Even this morning I caught my wife laughing at me as I tried over and over again to gain access to the vehicle. (19 April 2021)