

Registration: DK19 ZYW.
Financial agreement: 440136064801

Issue 2: Air Conditioning Leak

14 November 2019

This was the date of the first service with Cheshire Oaks Audi.
The Air Conditioning had failed at this point.

Numerous faulty items were replaced but unfortunately no leak could be found on the air-conditioning system after a full check. To resolve this problem the Air Conditioning was simply topped up.

Whilst I questioned the logic behind this resolution, I trusted Cheshire Oakes Audi and their professionalism. However, I remained doubtful that merely topping up the gas would remedy the fault. Consequently, I was proven right and the air conditioning failed again within 8 ½ months.

29 July 2020

The Air Conditioning failed again but this time the workshop were able to trace the leak.

The vehicle went in to Cheshire Oaks Audi to be completely stripped so that the faulty evaporator behind the dashboard could be replaced. This was a warranty claim (£4248.78). I was devastated that my new expensive car had to be completely dismantled in order to replace this faulty part.

The timeline from taking delivery of the vehicle 1 March 2019 to 14 November 2019 (when the air-conditioning was shown to have failed) was 8 1/2 months. Cheshire Oakes Audi refilled the gas on 14 November 2019. However, by 29 July 2020 the gas had leaked causing the air conditioning to fail again; the same time it had taken from the first leak; 8 1/2 months.

This clearly identifies that the air-conditioning was leaking from new.

It is reasonable to assume the vehicle was faulty when Cheshire Oakes Audi sold it to me.

Consumer Rights Act 2015:

If a defect is found after 30 days, but within six months, buyers are entitled to request a repair, replacement or refund. The law assumes the fault was there at the time of delivery, unless the seller can prove it wasn't.

The invoice from Cheshire Oakes Audi shows their acceptance of this fault; unequivocally proving the vehicle was faulty when they sold it to me.

Therefore, my Consumer Rights to return the vehicle should not be affected.
