

# Volkswagen Financial Services

Finance. Insurance. Fleet. Mobility.



Mr Darren Williamson  
28 Heywood Boulevard  
WIRRAL  
CH613XF

11 March 2021

**Agreement Reference:** 440136064801

Dear Mr Williamson

Thank you for your request with regards to a Subject Access Data Request for the above mentioned agreement. We have processed your request and you will find enclosed:

- Complaint notes
- Previous correspondence sent via email in regards to your complaint

If you have any queries regarding this information please feel free to write to the address on the letter or alternatively call 0800 912 3560.

Yours sincerely

Fiona Fletcher  
Customer Resolutions Executive  
Volkswagen Financial Services  
Telephone Number 0800 912 3560  
Email [subjectaccessrequests@vwfs.co.uk](mailto:subjectaccessrequests@vwfs.co.uk)

Volkswagen Financial Services  
Brunswick Court  
Yeomans Drive  
Blakelands  
Milton Keynes  
MK14 5LR  
[myvwfinance.vwfs.co.uk](http://myvwfinance.vwfs.co.uk)

Volkswagen Financial Services is a trading name of Volkswagen Financial Services (UK) Limited, Brunswick Court, Yeomans Drive, Blakelands, Milton Keynes, MK14 5LR, which is authorised and regulated by the Financial Conduct Authority (FCA).

Volkswagen Financial Services (UK) Limited Financial Services Register number is 311988.

Registered Office: As above.

Registered in England  
No. 2835230.

# VOLKSWAGEN FINANCIAL SERVICES

UNITED KINGDOM

ABBREVIATION	DESCRIPTION
1 Link	Remarketing Stock Management System used by VWFS and BCA
Addacs	Automatic direct debit amendment and cancellation services
Advance Notice	Notice period (14 days) given to payer of a change in collection date of rental
ANGLIA	Repossession Agents
ARLS	Accepting Repudiation Letter Sent
Arrears	Payments to which the Company is entitled and has not received
ATP	Arrangement to Pay
AUDDIS	Automatic direct debit Instruction Service
BACS	Bankers Automatic Clearing System
Baseline date	The date a payment will be collected
BCA	British Car Auction
BDM	Business Development Manager
Bermans	Solicitors assisting in debit recovery
Billed	Payments that have entered into the Finance system
BPID	Business Party Identification
BVRLA	British Vehicle Rental & Leasing Association
CAIS	Credit Account Information Sharing
CAP	Car Auction Price
CAP	Independent valuation guide used to determine prices for vehicles using age and mileage (car auction price)
CAR	Collection and Recoveries
CBP	Customer Business Partnership - SAP system for updating finance Customer details
CC	Congestion Charge
CCA	Consumer Credit Act
CCD	Consumer Credit Directive
CED	Contract End Date
CH	Contract Hire
CHAPS	Same day bank transfer
CHLS	Code entered in SCS to produce a Chaser Letter
CIC	Customer interaction centre, application for recording customer contact interactions also known as CRM
Cis/Dialogue	System used by Volkswagen & Audi that holds vehicle information e.g. Servicing history
CMS	Customer Management System
Connect OnLine	Finance Point of Sale Application System
Contra-settlement	Where a new agreement is processed and simultaneously settles another
CRA's	Credit Reference Agency
CRD	Customer Record Database
Credit Style	Debt Cancelling Agents and Solicitors

CRM	Customer Relationship Management - System for accessing and updating customer Agreements
CRYSTAL	Repossession Agents
CS	Customer Services
CSC	Customer Service Centre
CSD	Customer and Supplier database
CVA	Company Voluntary Arrangement
DD	Direct Debit
DDI	Direct Debit Instruction sent by us to the bank electronically as the authority to debit that account
DDM	Direct Debit Mandate
DN	Default Notice
Doc	Document
DOCA	Deed of Company Arrangement
DVLA	Driver and Vehicle Licensing Agency
EDMS	Electronic Storage of documents
Eiger	Record system of bank accounts lodged with the bank and rejected by the bank
EOC	End of Contract
Estate	A deceased person's collective assets & liabilities
ET	Early Termination
Executor	A person appointed by a testator (i.e. The deceased person) to carry out the terms of his/her will.
Experian	Provider of Asset Registration and Credit Reference Data
Fair Market Value	Market value of a vehicle
Fast Track	DVLA system for faster turnaround of V5's - also known as V712 Easement
FCM	Fixed-Cost Maintenance
FL	Finance Lease
FLA	Finance Leasing Association
FOL	Finance OnLine (Database that receives and processes finance applications)
Formal Extension	Secondary contract for fixed term and rental
Formal notification	Where evidence of the fact of death has been provided, e.g. Coroner's interim certificate or death certificate
FOS	Financial Services Ombudsman
FPS	Fixed-Price Servicing
GAD	Government Actuarial Department. Formula for all Regulated settlement figures.
GPP	Guaranteed Payment Protection Insurance
GVT	Goods Vehicle Test
GWG	Goodwill Gesture
HB	Handbacks

HP	Hire Purchase
HPI	Provider of Asset Registration Data
Inc	Inc Direct - Brand mailing house
Inf Ext	Informal Extension
Informal Notification	Where we have been told of a customer's death but have yet to see evidence
IP	Insolvency Practitioner
IP	The purchaser of the vehicle who is claiming title
IRS	Repossession Agents
IT	Information Technology
IVA	Individual Voluntary Arrangement
JCA	RepossessionAgents
Keeper Enquiry	A check performed via the DVLA to establish who the vehicle is registered to.
Kestrel	VWFS Bespoke system. Old system for storing all information regarding VW Contract Hire vehicles
KIT	Company Intranet
LBA	Letter before recovery also known as LBR
LBR	Letter before recovery also known as LBA
Legal Collection	We have been unable to collect a Contract Hire vehicle at the end of the lease so passed to specialist agents to collect.
Litigation Team	A Team within Collections responsible for preparing cases for legal action
LL	Longlife
LP	Lease Purchase
LQC	Liquidation Queue in SCS
LTI	Code entered in SCS to show a non standard letter has been issued
M9999	Motability Account
Manheim	Company who sell some of our vehicles via their auctions
MOT	Ministry of Transport Test
NA	Non Arrears
NBC	New Business Centre
NCI	Nil Cost Invoice
NoD	Notice of Dispute
OTP	Option to Purchase Fee
PCI	Pre Contractual Information
PCN	Penalty Charge Notice
PCP	Personal Contract Plan
PDC	Payment Date Changes
PNOD	Pre-NOD Queue in SCS
POD	Proof of Delivery
PP	Partial Payments
PPI	Payment Protection Insurance
Pref ET	Preferential Early Termination Figure
Preferential Settlement	A settlement figure below that to which the Company is entitled under the Consumer Credit (Early Settlement) Regulations
Recovery Agent	A Company acting on our behalf to recover a vehicle

Referrals	British Car Auction are having difficulty arranging the inspection & collection of the vehicle and referred to us for more information
Repo	Repossession Database
RFL	Road Fund Licence
ROW	Right of Withdrawal
Rule of 78	Settlement formula as per Early Settlement Regulations (1984) of the Consumer Credit Act. Still used for unregulated cases
S & R	Supporting & Reporting
S/F	The difference between the balance outstanding and the sum due (Shortfall)
S/F	Settlement Figure
SAP	Systems Applications and Products Data Processing (Finance / Billing system)
SCS	SAP Collections System
SLI	Groups factor ordering systems
SQ	Settlement Quote
SQD	Satisfactory Quality Dispute
STE	Short Term Extension
Surrender Letter	Contract Hire vehicles handed back early pending payment of the Early Termination figure
T & C	Terms & Conditions
T & D	Time & Distance
TCM	Total Contract Mileage
TFL	Transport for London
Title	The legal right to ownership of asset
U/W	Underwriting
V10	Vehicle Licensing Application
V11	Vehicle Licence Application/SORN Declaration
V317	Transferring a Vehicle Registration Number
V5	Registration Document
V62	Vehicle Registration Document Application Form
V712	Number given to letters sent by DVLA to customers informing them that someone has applied for a V5 for their vehicle.
V778\1	Retention of Vehicle Registration Number
V948	Local Office Authorisation Certificate for making new plates
VCR	Vehicle Condition Report
VDS	Vehicle Disposal system
VGL	Volkswagen Group Leasing
VIN	Vehicle Identification Number (Chassis number)
Virtual Terminal	On Line Debit Credit Facility
VMS	Groups Vehicle Management System
VOSA	Vehicle & Operator Services Agency
VQS/RAC	Independent inspection companies
VRM	Vehicle Registration Mark
VRO	Vehicle Registration Office
VS	Voluntary Surrender
VT	Voluntary Termination
VWFS	Volkswagen Financial Services
WEF	With Effect From

## Correspondence:-

This section will include a copy of all letters previously sent from Volkswagen Financial Services to you (the data subject). The correspondence is derived from a range of systems, such as Smartview, Customer Relationship Management (CRM) and Customer Management System (CMS).

**Smartview:** A web based document storage and retrieval system.

**CRM:** An internal system used to manage and retain customer data and interaction.

**CMS:** An internal system used to record customer interaction

You may expect to find, where applicable:

- ✓ Welcome Letters
- ✓ Statement of Account
- ✓ Annual statements
- ✓ Settlement quotation letters
- ✓ Balloon reminder letters
- ✓ Collections letters relating to payment arrears
- ✓ Hand back / Voluntary Termination letters etc.

It may not include:

- ✗ Letters relating to any complaint outcome, as these will be supplied in a separate section.

# Respond:-

Respond is a system used to manage information relating to all complaints submitted to us and enables agents to track complaint progression.

You may expect to find within this:

- ✓ Details of your complaint handler
- ✓ Copies of any letters/notes previously sent to you as part of your complaint
- ✓ Details of any decisions made by the Financial Ombudsman Service

It will not include:

- ✗ Any legally privileged information
- ✗ Details of any goodwill/redress payments made to you

[REDACTED]

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**From:** Wirral Chauffeurs <info@wirralchauffeurs.co.uk>  
**Sent:** 12 February 2021 11:54  
**To:** Customer Resolutions  
**Cc:** wirralchauffeurs@btinternet.com  
**Subject:** Re: RET-250596

**Categories:** [REDACTED]

Dear [REDACTED]

I do not accept that you are rejecting my claim. The car was faulty from new and therefore you are responsible for it as the lender.

Just because the air-conditioning took a few months to come to light that the gases have been leaking into the cabin every time I drove the car this meant that the fault was there from delivery. I will supply dates and evidence shortly.

Also the door locking mechanism was faulty from new and it has taken Cheshire Oaks Audi nearly 2 years to finally admit there was a problem and they are currently replacing all door modules and locking mechanisms. Hopefully this cures the problem (but I've lost all faith in this car ever being reliable).

I also asked you to forward a copy of the emails from Audi Chester and I am still awaiting them.

On Fri, 29 Jan 2021 at 11:29, Customer Resolutions <[customerresolutions@vwfs.co.uk](mailto:customerresolutions@vwfs.co.uk)> wrote:

“Please be aware that email is not a secure method of communication. Sharing information, particularly personal information, via this channel is done so at your own risk. By responding to this email you are confirming acceptance of this risk.”

Good morning Mr Williamson,

Thank you for your time earlier today.

As discussed please find attached a copy of your final response letter.

Kind regards,

Customer Resolutions Executive (Vehicles)

Customer Operations Department

VOLKSWAGEN FINANCIAL SERVICES (UK) LIMITED

0800 912 3573

[customerresolutions@vwfs.co.uk](mailto:customerresolutions@vwfs.co.uk)



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When you choose to contact us by email, we will need to identify you and we may ask for your name, address and telephone number for security purposes. No email method of communication is 100% secure and there is a risk of interception. For your protection, we advise that you do not include any unnecessary personal details and/or account information.

--

Kind Regards

Darren/Jill Williamson

WIRRAL CHAUFFEURS

EXEC-ONE

<http://www.wirralchauffeurs.co.uk/>

Exec One Group Limited (Corporate bookings)

<https://www.exec-one.com/>

(07962) 061201 (Darren)

(0151) 648 3871 (office)

Visit our wedding campers

<https://www.funkycampersuk.com/>

**From:** [REDACTED]  
**Sent:** 18 November 2020 12:51  
**To:** [REDACTED] Customer.Services; Customer Resolutions  
**Cc:** [REDACTED]  
**Subject:** RE: Rejection of car DK19 ZYW

**Categories:** [REDACTED]

Good afternoon

I have had a conversation with this customer and I believe he has had a conversation with someone from the VWFS team (I am not sure who and what the content of the conversation was). I have received a note from [REDACTED] below advising that from a AUK perspective the case is closed, and to follow a rejection procedure.

RDC: AU2112165X - Rejection of car - DK19 ZYW



customer.services@audi.co.uk

To [REDACTED]



CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

\*\*\*\*\*ONLY FOR USE IN CENTRE COMMUNICATIONS\*\*\*\*\*

Good afternoon [REDACTED]

Thank you very much for your email.

If you are looking towards support for the customer, you will need to follow the correct rejection/support process as with any customer on the Audi Hub.

We as Audi UK Customer Services are not in position to advise if there is any support available. This would need to come from VWFS and the rejections/car change team. If there is no support from either party, then it would be down to yourselves to manage the customers expectations with regards to how he wishes to proceed.

Kind regards

[REDACTED]  
Customer Relations Manager  
01137 334 245  
Audi UK

Tel 0800 699 888  
Email [customer.services@audi.co.uk](mailto:customer.services@audi.co.uk)

Please note this reference number is not authority to submit any goodwill claims. For any goodwill claims, please follow the correct process.

In a discussion with the customer on Monday evening his outstanding issues relate to the following:

1. Involuntary locking and unlocking of the doors (safety issue)
2. Adapting to the driving characteristics of the car (Pre-Safe and Mild Hybrid Tech)

I believe the second point is able to be overcome and I am going to suggest we get the car back in and finally bottom out the issue with the door locks.

I have made our position very clear that we will not accept a rejection of the vehicle (nor should VWFS) and given that it has now done 63562 miles this will not change in my view. However, if the faults with the doors remain unfixable then we could be in a different and far more expensive and protracted situation with the customer.

In order to maintain this customer in the Brand and prevent a further escalation (which I believe is perfectly possible), we need to agree a package between us that we can all be happy with to retain Mr Williamson as a loyal Audi Customer. Can we therefore either set up a Teams call, or Conference Call to agree this and we can then move forwards. We also need significant support from Audi Technical to advise on the next steps that we should take.

Mr Williamson is expecting a call from me today, and I will put that call in, but we need to move quickly and crucially "as one" in a coordinated fashion to bring this matter to a conclusion.

Can you please come back to me as a matter of urgency.



Many thanks

Cheshire Oaks Audi | Longlooms Road East | Ellesmere Port | Cheshire | CH65 9LF  
Tel: 0151 357 8066 | Mobile: 07467 445754 | [www.inchcape.co.uk/audi](http://www.inchcape.co.uk/audi)

<h2>AFTERSALES ARE OPEN</h2>  <p><b>THE FOLLOWING MEASURES REMAIN IN PLACE:</b></p> <ul style="list-style-type: none"><li>• Utilise PPE on all customer vehicles</li><li>• All vehicles thoroughly sanitised</li><li>• Increased hygiene measures across our dealerships</li><li>• Please comply with the law and wear a face covering</li></ul>	<h2>SALES ARE STILL HERE TO HELP</h2> <p><b>OUR SHOWROOMS ARE TEMPORARILY CLOSED, HOWEVER:</b></p> <ul style="list-style-type: none"><li>• Sales teams are available to discuss your requirements</li><li>• Reserve your vehicle of choice online or over the phone</li><li>• Safely collect your new vehicle when convenient</li><li>• Full social distancing and hygiene measures in place</li></ul>
<p><b>It's important that you can visit our dealership safely. To find out more about the additional safety protocols we have put in place please visit <a href="http://Inchcape.co.uk/covid19-info/">Inchcape.co.uk/covid19-info/</a></b></p>	

**From:** [REDACTED]  
**Sent:** 10 November 2020 16:40  
**To:** [REDACTED] 'customer.services@audi.co.uk' ; 'Customer Resolutions'  
**Subject:** FW: Rejection of car DK19 ZYW

Good afternoon

Please see below a notice of intended rejection from our mutual customer Mr Darren Williamson.

I have mentioned to Mr Williamson that we will need to work together to find a resolution for him. I am conscious and understand that from recent complaints VWFS are requiring 8 weeks to resolve an intended rejection for a customer. I am not sure if this is definitively the case, but can you clarify.

I do not believe we should be agreeing a rejection given that the vehicle had covered 55119 miles when last with us in July, and will now be close to 60000 miles. I will be advising the customer that this is our position. Attached is a copy of the customers' current settlement figure and below a screenshot from our [REDACTED] system showing a summary of the history of the vehicle.

I very much doubt that Mr Williamson will accept this position and we remain ready and willing to either change his vehicle or indeed provide a solution for him to sell the car to us, but this will need some support from VWFS and the Brand to reach an equitable solution. Bearing this in mind can you please clarify what your position will be and what support you can provide, and we can then construct some options to talk through with Mr Williamson.

If you need any further information from me, please let me know.

Kind regards

Cheshire Oaks Audi | Longlooms Road East | Ellesmere Port | Cheshire | CH65 9LF  
Tel: 0151 357 8066 | Mobile: 07467 445754 | [www.inchcape.co.uk/audi](http://www.inchcape.co.uk/audi)

File Reports Tools Vehicle options Help Service Connect

DK19ZYW Audi A8 Diesel Saloon L 50 TDI Quattro 4dr Tiptronic

Vehicle | Secondary details | Current | Warranties | Vehicle history | Associated vehicles | CRM documents

POS account code:  Filter Filter not applied Print History

Code	Date	Mileage	Details	WIP	Account	Value	Invoice	Branch
WAR	29/07/20	55119	65/Repair under warranty	42031	w6599999	4248.78	65615436	A65
SER	03/07/20	55119	65/LLS	42323	V0000011	194.18	65614097	A65
CAN	18/03/20	0	65/38027-cancelled	9999		0.00	00000000	A65
WAR	04/02/20	46723	65/Repair under warranty	32412	w6599999	4150.70	65609330	A65
SER	14/11/19	36553	65/??,000 Mile Service	32611	V0000011	374.09	65604952	A65
SER	14/11/19	36553	65/Service plan	32611	c6500050	594.00	65604951	A65
WAR	14/11/19	36553	65/Repair under warranty	31470	w6599999	141.60	65604927	A65
SER	14/11/19	36553	65/Service Plan	32611	c6500050	0.00	65604923	A65
WAR	13/11/19	36553	65/AC concern	31470	c6500050	0.00	65604922	A65
	01/03/19	0	61/N/317174 Mr. D Williamson	0	v6500010	0.00	02674553	
	01/03/19	0	61/N/317174 Mr. D Williamson	0	v6500010	0.00	02674552	
	01/03/19	0	61/N/317174 Mr. D Williamson	0	v6500010	0.00	01680078	
SAL	01/03/19	12	61/VS(N) Sale: DK19ZYW	0	v0059765	0.00	01680078	A65

Service

Last service: 01/07/2020 @ 55119 Last MOT date: / /

Next service due: 02/11/2020 @ 65119 MOT due: 01/03/2022

Date last work: 17/07/2020 @ 55119 Return parts:

Service contract number: 0 Next emissions check date: / /

Timing belt mileage: 0 or 0 Months Emissions: 148.0

## AFTERSALES ARE OPEN

THE FOLLOWING MEASURES REMAIN IN PLACE:

- Utilise PPE on all customer vehicles
- All vehicles thoroughly sanitised
- Increased hygiene measures across our dealerships
- Please comply with the law and wear a face covering



## SALES ARE STILL HERE TO HELP

OUR SHOWROOMS ARE TEMPORARILY CLOSED, HOWEVER:

- Sales teams are available to discuss your requirements
- Reserve your vehicle of choice online or over the phone
- Safely collect your new vehicle when convenient
- Full social distancing and hygiene measures in place

It's important that you can visit our dealership safely. To find out more about the additional safety protocols we have put in place please visit [Inchcape.co.uk/covid19-info/](http://Inchcape.co.uk/covid19-info/)

From: wirral chauffeurs <[wirralchauffeurs@btinternet.com](mailto:wirralchauffeurs@btinternet.com)>  
 Sent: 05 November 2020 15:04  
 To: [Redacted]  
 Cc: [Redacted]  
 Subject: RE: Rejection of car DK19 ZYW

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Thank you for your quick response to my complaint.

[REDACTED] (the Mechanic) are fully aware of most of the issues with this vehicle that have been ongoing from new.

I originally raised my concerns with Audi Finance and they passed me on to Audi customer care and then said that I need to deal directly with the dealership that sold the vehicle. It appears to me that nobody wants to take responsibility.

You have my permission to contact Audi Finance for the current settlement figure (although I have attached a copy dated today).

I am expecting a phone call from Audi Finance on 16 November 2020 to find out where we are up to.

----- Original Message -----

From: [REDACTED]  
To: "wirral chauffeurs" <[wirralchauffeurs@btinternet.com](mailto:wirralchauffeurs@btinternet.com)>  
Cc: [REDACTED]  
Sent: Thursday, 5 Nov, 20 At 14:06  
Subject: RE: Rejection of car DK19 ZYW

Good afternoon Mr Williamson

Thank you for your e mail. I am really sorry to hear of the issues that you have reported.

I will investigate the matter with our Aftersales team and we will also need to liaise with VWFS (Audi Finance).

Can you please let me know if you have raised a case with VWFS (Audi Finance) yet? In order to obtain an up to date settlement figure, we need your consent to obtain this. Can you please confirm this by return e-mail.

I would anticipate that we will be able to come back to you with initial findings and outline next steps by Monday.

Many thanks

[REDACTED]

**Cheshire Oaks Audi | Longlooms Road East | Ellesmere Port | Cheshire | CH65 9LF**

Tel: 0151 357 8066 | Mobile: 07467 445754 | [www.inchcape.co.uk/audi](http://www.inchcape.co.uk/audi)

**Early Settlement**

Total settlement

**AUDI AB SAL L 50TDI QTR TIP**  
Personal Contract Plan 480135064801

This quote takes into account all of your scheduled payments received and cleared to date. As such, you should continue to make your monthly payments until the settlement figure has been received in full. We have calculated your settlement figure in accordance with The Consumer Credit (Early Settlement) Regulations 2004, details of which can be found [here](#).

Enquiry on 05 Nov 2020      Enquiry valid until 03 Dec 2020

Outstanding balance  
Interest saving  
Arrears  
Total settlement amount

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**From:** wirral chauffeurs <[wirralchauffeurs@btinternet.com](mailto:wirralchauffeurs@btinternet.com)>

**Sent:** 04 November 2020 10:45

**To:** [REDACTED]

**Subject:** Rejection of car DK19 ZYW

**CAUTION:** This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear [REDACTED]

I am writing with regards to my vehicle: Audi A8L, Registration: DK19 ZYW.

I took ownership of this vehicle on 1st March 2019,

The retail price was £105,920

I entered into a financial Agreement (Deposit paid) on 12th Nov 2018.

I am a long term Audi advocate; having owned A8s for the last twelve years. As an Aeronautical Engineer by trade, I have always been impressed with the build quality and engineering that has gone into this flagship vehicle.

My past three A8s have been a pleasure to own and have rarely let me down. The latest A8L that I ordered in March 2018 was cancelled due to a Dealership (Inchcape Chester) error (missing options), which meant after waited for seven months for my chosen car, I had to reorder a new one resulting in a extra four month delay.

Since delivery of this vehicle, several major faults have been identified, all reported to your Dealership (Inchcape Chester). This has caused considerable stress and inconvenience: impeding my business as a professional Chauffeur.

The vehicle was proven to be unfit for purpose within six months of purchase. And has on going problems that are unacceptable. All issues have been recorded with your Dealership, and whilst attempts to remedy the mechanical/electrical problems have been carried out, further damage during the process was caused by your Dealership. This damage was recorded in writing, whereby Inchcape acknowledged and took responsibility.

On 14th November 2019, your Dealership offered £250.00 goodwill. I have not accepted this offer as deem it unsatisfactory given the ongoing problems the vehicle is still experiencing.

Multiple problems still exist. Whilst various problems have been rectified, others have become worse. Serious safety issues still remain; the doors lock without warning, a delay in throttle response is evident, and I am aware of a clunking with the steering.

I list some of the issues so far:

October 2019

Air-conditioning not working

Rear door fault

Nearside rear monitor rattles

Dashboard rattles unless I open the glove box

Paddle up shifts don't work

Strange tyre wear

Comfort armrest mechanism faulty

Front cup holder 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 before the car will actually go. (Major safety issue).

9/12/19

**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.

3/2/20

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

All work carried out but dashboard still rattling and monitor is in wrong position so cant be adjusted to watch at a comfortable angle.

13/7/20

Told I would probably have a courtesy car if not somebody would give me a lift back to my unit (only five minutes away).

██████████ said he would check out thing air-conditioning fault and see if it was acceptable. **I told him there is no way it is acceptable for the air-conditioning gases to empty every six months.**

I was told that there were no courtesy cars available and that the service manager would give me a lift but he had just gone onto a conference call.

Kept waiting for two hours in dealership before I left and finally drove my own car home. **This is not an acceptable way to treat any customer but particularly one who has invested in one of your best cars.**

16/7/20

■ 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

■ rang to tell me that the windscreen was about to go in the car but unfortunately they've been some damage to an 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

4/8/20

A rear passenger complained that he couldn't turn off the rear seat massager as the remote had lost Wi-Fi connection. He was complaining it was very uncomfortable but 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. (About 5 minutes).

15/8/20

Car locked itself with keys in. (In 12 years of A8 ownership this is the first time this has ever happened).

Noticed windscreen badly fitted

16/8/20

N/S Rear door locking itself randomly and rattles when it does it.

24/9/20

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

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 that is being carried out today.

October 2020

Although slightly better the vehicle is still dangerously sluggish pulling out of junctions (major safety issue).

**Rear doors are still locking themselves almost daily and one day the offside rear door made a constant opening and closing noise, which was very disconcerting. Following your dealership finally admitting**

**there is a known issue with the door module and reprogramming it with the updated software it is worse than ever.**

I therefore write to make your Dealership fully aware of these on going problems, and seek a satisfactory resolution at your earliest convenience.

I wish to also bring your attention to the poor after-sales customer care I have received, causing further unnecessary stress. Apparently, my purchase was the highest spec car ever sold by your Dealership, but your staffs' after-sales customer care lacked lustre and trust, causing me to lose confidence from purchasing from your Dealership ever again. But more importantly, the vehicle's faults exhibited within six months that are on going to date, have now caused me to lose faith in Audi itself. This is extremely disappointing, having been such an avid fan of this brand for years.

I therefore seek a mutually agreed settlement to compensate for my vehicle's faults (past and present). In addition to the time, stress and inconvenience I have suffered whilst Inchcape Chester attempted to rectify my vehicle, and the subsequent damage they caused in the process. Such faults on my extremely valuable purchase should never have been present. I should never have been subjected to such poor quality in both my vehicle and customer care.

Unfortunately after being extremely patient and giving you every opportunity to rectify the faults I am now left with no option other than to reject the car.

I seek a refund and notice of collection of the car at your earliest convenience.

Thank you for your time and considered response.

Stay Safe

Darren Williamson

Wirral Chauffeurs

<http://www.wirralchauffeurs.co.uk/>

Exec One Group Limited (Corporate bookings)

<https://www.exec-one.com/>

(07962) 061201 (Darren)

(0151) 648 3871 (office)

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Stay Safe

Darren Williamson

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Visit our wedding campers

<https://www.funkycampersuk.com/>



[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 27 January 2021 10:55  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Rejection of car DK19 ZYW

Hi [REDACTED]

I have had Mr Williamson booked in the last 2 Monday to drop off for parts to be fitted that we currently have in stock, he has failed to show both times. I will be trying to book him in again today.

Thanks

---

**From:** [REDACTED]  
**Sent:** 27 January 2021 10:51  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Rejection of car DK19 ZYW

**CAUTION:** This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

“Please be aware that email is not a secure method of communication. Sharing information, particularly personal information, via this channel is done so at your own risk. By responding to this email you are confirming acceptance of this risk.”

Good morning All,

I have been allocated this case to look into.

I have had a good look and also run this past my senior and we are both in agreement that the issues the customer has experienced occurred outside of our responsibility (6 months) also as the customer accepted the repairs at the time he cannot then ask to reject the vehicle.

I have attempted to call the customer but have been unable to get through. I will continue to call and advise of or stance in regards to this.

Should you require any further assistance please let me know.

Kind regards,

[REDACTED]  
Customer Resolutions Executive (Vehicles)  
Customer Operations Department  
VOLKSWAGEN FINANCIAL SERVICES (UK) LIMITED  
0800 912 3573  
[customerresolutions@vwfs.co.uk](mailto:customerresolutions@vwfs.co.uk)



**From:** [REDACTED]  
**Sent:** 18 November 2020 12:51  
**To:** [REDACTED] Customer.Services <[customer.services@audi.co.uk](mailto:customer.services@audi.co.uk)>; Customer Resolutions <[customerresolutions@vwfs.co.uk](mailto:customerresolutions@vwfs.co.uk)>  
**Cc:** [REDACTED]  
**Subject:** RE: Rejection of car DK19 ZYW

Good afternoon

I have had a conversation with this customer and I believe he has had a conversation with someone from the VWFS team (I am not sure who and what the content of the conversation was). I have received a note from [REDACTED] below advising that from a AUK perspective the case is closed, and to follow a rejection procedure.

RDC: AU2112165X - Rejection of car - DK19 ZYW

 customer.services@audi.co.uk  
To: [REDACTED]

 Reply  Reply All  Forward  ...  
Thu 12/11/2020 13:45

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

\*\*\*\*\*ONLY FOR USE IN CENTRE COMMUNICATIONS\*\*\*\*\*

Good afternoon [REDACTED]

Thank you very much for your email.

If you are looking towards support for the customer, you will need to follow the correct rejection/support process as with any customer on the Audi Hub.

We as Audi UK Customer Services are not in position to advise if there is any support available. This would need to come from VWFS and the rejections/car change team. If there is no support from either party, then it would be down to yourselves to manage the customers expectations with regards to how he wishes to proceed.

Kind regards

[REDACTED]  
Customer Relations Manager  
01137 334 245  
Audi UK

Tel 0800 699 888  
Email [customer.services@audi.co.uk](mailto:customer.services@audi.co.uk)

Please note this reference number is not authority to submit any goodwill claims. For any goodwill claims, please follow the correct process.

In a discussion with the customer on Monday evening his outstanding issues relate to the following:

1. Involuntary locking and unlocking of the doors (safety issue)
2. Adapting to the driving characteristics of the car (Pre-Safe and Mild Hybrid Tech)

I believe the second point is able to be overcome and I am going to suggest we get the car back in and finally bottom out the issue with the door locks.

I have made our position very clear that we will not accept a rejection of the vehicle (nor should VWFS) and given that it has now done 63562 miles this will not change in my view. However, if the faults with the doors remain unfixable then we could be in a different and far more expensive and protracted situation with the customer.

In order to maintain this customer in the Brand and prevent a further escalation (which I believe is perfectly possible), we need to agree a package between us that we can all be happy with to retain Mr Williamson as a loyal

Audi Customer. Can we therefore either set up a Teams call, or Conference Call to agree this and we can then move forwards. We also need significant support from Audi Technical to advise on the next steps that we should take.

Mr Williamson is expecting a call from me today, and I will put that call in, but we need to move quickly and crucially “as one” in a coordinated fashion to bring this matter to a conclusion.

Can you please come back to me as a matter of urgency.

Many thanks

[Redacted]

Cheshire Oaks Audi | Longlooms Road East | Ellesmere Port | Cheshire | CH65 9LF  
Tel: 0151 357 8066 | Mobile: 07467 445754 | [www.inchcape.co.uk/audi](http://www.inchcape.co.uk/audi)

<h2>AFTERSALES ARE OPEN</h2>  <p><b>THE FOLLOWING MEASURES REMAIN IN PLACE:</b></p> <ul style="list-style-type: none"><li>• Utilise PPE on all customer vehicles</li><li>• All vehicles thoroughly sanitised</li><li>• Increased hygiene measures across our dealerships</li><li>• Please comply with the law and wear a face covering</li></ul>	<h2>SALES ARE STILL HERE TO HELP</h2> <p><b>OUR SHOWROOMS ARE TEMPORARILY CLOSED, HOWEVER:</b></p> <ul style="list-style-type: none"><li>• Sales teams are available to discuss your requirements</li><li>• Reserve your vehicle of choice online or over the phone</li><li>• Safely collect your new vehicle when convenient</li><li>• Full social distancing and hygiene measures in place</li></ul>
<p><b>It's important that you can visit our dealership safely. To find out more about the additional safety protocols we have put in place please visit <a href="http://Inchcape.co.uk/covid19-info/">Inchcape.co.uk/covid19-info/</a></b></p>	

**From:** [Redacted]  
**Sent:** 10 November 2020 16:40  
**To:** [Redacted] 'customer.services@audi.co.uk' ; 'Customer Resolutions'  
**Subject:** FW: Rejection of car DK19 ZYW

Good afternoon

Please see below a notice of intended rejection from our mutual customer Mr Darren Williamson.

I have mentioned to Mr Williamson that we will need to work together to find a resolution for him. I am conscious and understand that from recent complaints VWFS are requiring 8 weeks to resolve an intended rejection for a customer. I am not sure if this is definitively the case, but can you clarify.

I do not believe we should be agreeing a rejection given that the vehicle had covered 55119 miles when last with us in July, and will now be close to 60000 miles. I will be advising the customer that this is our position. Attached is a copy of the customers' current settlement figure and below a screenshot from our [Redacted] system showing a summary of the history of the vehicle.

I very much doubt that Mr Williamson will accept this position and we remain ready and willing to either change his vehicle or indeed provide a solution for him to sell the car to us, but this will need some support from VWFS and the Brand to reach an equitable solution. Bearing this in mind can you please clarify what your position will be and what support you can provide, and we can then construct some options to talk through with Mr Williamson.

If you need any further information from me, please let me know.

Kind regards

DK19ZYW Audi A8 Diesel Saloon L 50 TDI Quattro 4dr Tiptronic

Vehicle | Secondary details | Current | Warranties | Vehicle history | Associated vehicles | CRM documents |

POS account code: [redacted] Filter Filter not applied Print History

Code	Date	Mileage	Details	WIP	Account	Value	Invoice	Branch
WAR	29/07/20	55119	65/Repair under warranty	42031	w6599999	4248.78	65615436	A65
SER	03/07/20	55119	65/LLS	42323	V0000011	194.18	65614097	A65
CAN	18/03/20	0	65/38027-cancelled	9999		0.00	00000000	A65
WAR	04/02/20	46723	65/Repair under warranty	32412	w6599999	4150.70	65609330	A65
SER	14/11/19	36553	65/??,000 Mile Service	32611	V0000011	374.09	65604952	A65
SER	14/11/19	36553	65/Service plan	32611	c6500050	594.00	65604951	A65
WAR	14/11/19	36553	65/Repair under warranty	31470	w6599999	141.60	65604927	A65
SER	14/11/19	36553	65/Service Plan	32611	c6500050	0.00	65604923	A65
WAR	13/11/19	36553	65/AC concern	31470	c6500050	0.00	65604922	A65
	01/03/19	0	61/N/317174 Mr. D Williamson	0	v6500010	0.00	02674553	
	01/03/19	0	61/N/317174 Mr. D Williamson	0	v6500010	0.00	02674552	
	01/03/19	0	61/N/317174 Mr. D Williamson	0	v6500010	0.00	01680078	
SAL	01/03/19	12	61/VS(N) Sale: DK19ZYW	0	v0059765	0.00	01680078	A65

Service

Last service: 01/07/2020 @ 55119  
 Next service due: 02/11/2020 @ 65119  
 Date last work: 17/07/2020 @ 55119  
 Service contract number: [redacted] 0  
 Timing belt mileage: [redacted] 0 or [redacted] 0 Months

Last MOT date: / /  
 MOT due: 01/03/2022  
 Return parts: [redacted]  
 Next emissions check date: / /  
 Emissions: 148.0

## AFTERSALES ARE OPEN

THE FOLLOWING MEASURES REMAIN IN PLACE:

- Utilise PPE on all customer vehicles
- All vehicles thoroughly sanitised
- Increased hygiene measures across our dealerships
- Please comply with the law and wear a face covering

## SALES ARE STILL HERE TO HELP

OUR SHOWROOMS ARE TEMPORARILY CLOSED, H

- Sales teams are available to discuss your re
- Reserve your vehicle of choice online or ov
- Safely collect your new vehicle when conve
- Full social distancing and hygiene measures

**It's important that you can visit our dealership safely. To find out more about the additional safety pro have put in place please visit [Inchcape.co.uk/covid19-info/](http://Inchcape.co.uk/covid19-info/)**

From: wirral chauffeurs <[wirralchauffeurs@btinternet.com](mailto:wirralchauffeurs@btinternet.com)>  
 Sent: 05 November 2020 15:04  
 To: [redacted]  
 Cc: [redacted]  
 Subject: RE: Rejection of car DK19 ZYW

**CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.**

Hello [REDACTED]

Thank you for your quick response to my complaint.

[REDACTED] (the Mechanic) are fully aware of most of the issues with this vehicle that have been ongoing from new.

I originally raised my concerns with Audi Finance and they passed me on to Audi customer care and then said that I need to deal directly with the dealership that sold the vehicle. It appears to me that nobody wants to take responsibility.

You have my permission to contact Audi Finance for the current settlement figure (although I have attached a copy dated today).

I am expecting a phone call from Audi Finance on 16 November 2020 to find out where we are up to.

----- Original Message -----

From: [REDACTED]

To: "wirral chauffeurs" <[wirralchauffeurs@btinternet.com](mailto:wirralchauffeurs@btinternet.com)>

Cc: [REDACTED]

Sent: Thursday, 5 Nov, 20 At 14:06

Subject: RE: Rejection of car DK19 ZYW

Good afternoon Mr Williamson

Thank you for your e mail. I am really sorry to hear of the issues that you have reported.

I will investigate the matter with our Aftersales team and we will also need to liaise with VWFS (Audi Finance).

Can you please let me know if you have raised a case with VWFS (Audi Finance) yet? In order to obtain an up to date settlement figure, we need your consent to obtain this. Can you please confirm this by return e-mail.

I would anticipate that we will be able to come back to you with initial findings and outline next steps by Monday.

Many thanks

[REDACTED]

**Cheshire Oaks Audi | Longlooms Road East | Ellesmere Port | Cheshire | CH65 9LF**

Tel: 0151 357 8066 | Mobile: 07467 445754 | [www.inchcape.co.uk/audi](http://www.inchcape.co.uk/audi)

## Early Settlement

Total settlement

**AUDI A8 SAL L 50TDI QTR TIP**  
Personal Contract Plan 440136064801

This quote takes into account all of your scheduled payments received and cleared to date. As such, you should continue to make your monthly payments until the settlement figure has been received in full. We have calculated your settlement figure in accordance with The Consumer Credit (Early Settlement) Regulations 2004, details of which can be found [here](#).

Enquiry on  
05 Nov 2020

Enquiry valid until  
03 Dec 2020

Outstanding balance

Interest saving

Arrears

Total settlement amount

**From:** wirral chauffeurs <[wirralchauffeurs@btinternet.com](mailto:wirralchauffeurs@btinternet.com)>

**Sent:** 04 November 2020 10:45

**To:** [REDACTED]

**Subject:** Rejection of car DK19 ZYW

**CAUTION:** This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear [REDACTED]

I am writing with regards to my vehicle: Audi A8L, Registration: DK19 ZYW.

I took ownership of this vehicle on 1st March 2019,

The retail price was £105,920

I entered into a financial Agreement (Deposit paid) on 12th Nov 2018.

I am a long term Audi advocate; having owned A8s for the last twelve years. As an Aeronautical Engineer by trade, I have always been impressed with the build quality and engineering that has gone into this flagship vehicle.

My past three A8s have been a pleasure to own and have rarely let me down. The latest A8L that I ordered in March 2018 was cancelled due to a Dealership (Inchcape Chester) error (missing options), which meant after waited for seven months for my chosen car, I had to reorder a new one resulting in a extra four month delay.

Since delivery of this vehicle, several major faults have been identified, all reported to your Dealership (Inchcape Chester). This has caused considerable stress and inconvenience: impeding my business as a professional Chauffeur.

The vehicle was proven to be unfit for purpose within six months of purchase. And has on going problems that are unacceptable. All issues have been recorded with your Dealership, and whilst attempts to remedy the mechanical/electrical problems have been carried out, further damage during the process was caused by your Dealership. This damage was recorded in writing, whereby Inchcape acknowledged and took responsibility.

On 14th November 2019, your Dealership offered £250.00 goodwill. I have not accepted this offer as deem it unsatisfactory given the ongoing problems the vehicle is still experiencing.

Multiple problems still exist. Whilst various problems have been rectified, others have become worse. Serious safety issues still remain; the doors lock without warning, a delay in throttle response is evident, and I am aware of a clunking with the steering.

I list some of the issues so far:

October 2019

Air-conditioning not working

Rear door fault

Nearside rear monitor rattles

Dashboard rattles unless I open the glove box

Paddle up shifts don't work

Strange tyre wear

Comfort armrest mechanism faulty

Front cup holder 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 before the car will actually go. (Major safety issue).

9/12/19

### **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.

3/2/20

Car went in for new rear mirror plus cowling plus dashboard rattle.

All work carried out but dashboard still rattling and mirror is in wrong position so can't be adjusted to watch at a comfortable angle.

13/7/20

Told I would probably have a courtesy car if not somebody would give me a lift back to my unit (only five minutes away).

██████████ said he would check out thing air-conditioning fault and see if it was acceptable. **I told him there is no way it is acceptable for the air-conditioning gases to empty every six months.**

I was told that there were no courtesy cars available and that the service manager would give me a lift but he had just gone onto a conference call.

Kept waiting for two hours in dealership before I left and finally drove my own car home. **This is not an acceptable way to treat any customer but particularly one who has invested in one of your best cars.**

16/7/20

████ 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

████ rang to tell me that the windscreen was about to go in the car but unfortunately they've been some damage to an 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

4/8/20

A rear passenger complained that he couldn't turn off the rear seat massager as the remote had lost Wi-Fi connection. He was complaining it was very uncomfortable but 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. (About 5 minutes).

15/8/20

Car locked itself with keys in. (In 12 years of A8 ownership this is the first time this has ever happened).

Noticed windscreen badly fitted

16/8/20

N/S Rear door locking itself randomly and rattles when it does it.

24/9/20



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

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 that is being carried out today.

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Unfortunately after being extremely patient and giving you every opportunity to rectify the faults I am now left with no option other than to reject the car.

I seek a refund and notice of collection of the car at your earliest convenience.

Thank you for your time and considered response.

Stay Safe

Darren Williamson

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When you choose to contact us by email, we will need to identify you and we may ask for your name, address and telephone number for security purposes. No email method of communication is 100% secure

and there is a risk of interception. For your protection, we advise that you do not include any unnecessary personal details and/or account information.

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 10 November 2020 16:40  
**To:** [REDACTED] Customer.Services; Customer Resolutions  
**Subject:** FW: Rejection of car DK19 ZYW  
**Attachments:** Screenshot 2020-11-05 at 14.51.25.png  
**Categories:** [REDACTED]

Good afternoon

Please see below a notice of intended rejection from our mutual customer Mr Darren Williamson.

I have mentioned to Mr Williamson that we will need to work together to find a resolution for him. I am conscious and understand that from recent complaints VWFS are requiring 8 weeks to resolve an intended rejection for a customer. I am not sure if this is definitively the case, but can you clarify.

I do not believe we should be agreeing a rejection given that the vehicle had covered 55119 miles when last with us in July, and will now be close to 60000 miles. I will be advising the customer that this is our position. Attached is a copy of the customers' current settlement figure and below a screenshot from our [REDACTED] system showing a summary of the history of the vehicle.

I very much doubt that Mr Williamson will accept this position and we remain ready and willing to either change his vehicle or indeed provide a solution for him to sell the car to us, but this will need some support from VWFS and the Brand to reach an equitable solution. Bearing this in mind can you please clarify what your position will be and what support you can provide, and we can then construct some options to talk through with Mr Williamson.

If you need any further information from me, please let me know.

Kind regards

[REDACTED]  
**Cheshire Oaks Audi | Longlooms Road East | Ellesmere Port | Cheshire | CH65 9LF**  
Tel: 0151 357 8066 | Mobile: 07467 445754 | [www.inchcape.co.uk/audi](http://www.inchcape.co.uk/audi)

File Reports Tools Vehicle options Help Service Connect

DK19ZYW Audi A8 Diesel Saloon L 50 TDI Quattro 4dr Tiptronic

Vehicle | Secondary details | Current | Warranties | Vehicle history | Associated vehicles | CRM documents

POS account code: [REDACTED] Filter Filter not applied Print History

Code	Date	Mileage	Details	WIP	Account	Value	Invoice	Branch
WAR	29/07/20	55119	65/Repair under warranty	42031	w6599999	4248.78	65615436	A65
SER	03/07/20	55119	65/LLS	42323	V0000011	194.18	65614097	A65
CAN	18/03/20	0	65/38027-cancelled	9999		0.00	00000000	A65
WAR	04/02/20	46723	65/Repair under warranty	32412	w6599999	4150.70	65609330	A65
SER	14/11/19	36553	65/??,000 Mile Service	32611	V0000011	374.09	65604952	A65
SER	14/11/19	36553	65/Service plan	32611	c6500050	594.00	65604951	A65
WAR	14/11/19	36553	65/Repair under warranty	31470	w6599999	141.60	65604927	A65
SER	14/11/19	36553	65/Service Plan	32611	c6500050	0.00	65604923	A65
WAR	13/11/19	36553	65/AC concern	31470	c6500050	0.00	65604922	A65
	01/03/19	0	61/N/317174 Mr. D Williamson	0	v6500010	0.00	02674553	
	01/03/19	0	61/N/317174 Mr. D Williamson	0	v6500010	0.00	02674552	
	01/03/19	0	61/N/317174 Mr. D Williamson	0	v6500010	0.00	01680078	
SAL	01/03/19	12	61/VS(N) Sale: DK19ZYW	0	v0059765	0.00	01680078	A65

Service

Last service: 01/07/2020 @ 55119 Last MOT date: / /

Next service due: 02/11/2020 @ 65119 MOT due: 01/03/2022

Date last work: 17/07/2020 @ 55119 Return parts:

Service contract number: 0 Next emissions check date: / /

Timing belt mileage: 0 or 0 Months Emissions: 148.0

## AFTERSALES ARE OPEN

THE FOLLOWING MEASURES REMAIN IN PLACE:

- Utilise PPE on all customer vehicles
- All vehicles thoroughly sanitised
- Increased hygiene measures across our dealerships
- Please comply with the law and wear a face covering



## SALES ARE STILL HERE TO HELP

OUR SHOWROOMS ARE TEMPORARILY CLOSED, HOWEVER:

- Sales teams are available to discuss your requirements
- Reserve your vehicle of choice online or over the phone
- Safely collect your new vehicle when convenient
- Full social distancing and hygiene measures in place

**It's important that you can visit our dealership safely. To find out more about the additional safety protocols we have put in place please visit [Inchcape.co.uk/covid19-info/](http://Inchcape.co.uk/covid19-info/)**

**From:** wirral chauffeurs  
**Sent:** 05 November 2020 15:04  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Rejection of car DK19 ZYW

**CAUTION:** This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hello [REDACTED]

Thank you for your quick response to my complaint.

[REDACTED] (the Mechanic) are fully aware of most of the issues with this vehicle that have been ongoing from new.

I originally raised my concerns with Audi Finance and they passed me on to Audi customer care and then said that I need to deal directly with the dealership that sold the vehicle. It appears to me that nobody wants to take responsibility.

You have my permission to contact Audi Finance for the current settlement figure (although I have attached a copy dated today).

I am expecting a phone call from Audi Finance on 16 November 2020 to find out where we are up to.

----- Original Message -----

From: [REDACTED]

To: "wirral chauffeurs" <[wirralchauffeurs@btinternet.com](mailto:wirralchauffeurs@btinternet.com)>

Cc: [REDACTED]

Sent: Thursday, 5 Nov, 20 At 14:06

Subject: RE: Rejection of car DK19 ZYW

Good afternoon Mr Williamson

Thank you for your e mail. I am really sorry to hear of the issues that you have reported.

I will investigate the matter with our Aftersales team and we will also need to liaise with VWFS (Audi Finance).

Can you please let me know if you have raised a case with VWFS (Audi Finance) yet? In order to obtain an up to date settlement figure, we need your consent to obtain this. Can you please confirm this by return e-mail.

I would anticipate that we will be able to come back to you with initial findings and outline next steps by Monday.

Many thanks

[REDACTED]

**Cheshire Oaks Audi | Longlooms Road East | Ellesmere Port | Cheshire | CH65 9LF**

Tel: 0151 357 8066 | Mobile: 07467 445754 | [www.inchcape.co.uk/audi](http://www.inchcape.co.uk/audi)

**Early Settlement**

Total settlement

**AUDI AB SAL L SOTDI QTR TIP**  
Personal Contract Plan 480136068901

This quote takes into account all of your scheduled payments received and cleared to date. As such, you should continue to make your monthly payments until the settlement figure has been received in full. We have calculated your settlement figure in accordance with The Consumer Credit (Early Settlement) Regulations 2004, details of which can be found [here](#).

Enquiry on 05 Nov 2020	Enquiry valid until 03 Dec 2020	Outstanding balance Interest saving Arrears	Total settlement amount
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**From:** wirral chauffeurs <[wirralchauffeurs@btinternet.com](mailto:wirralchauffeurs@btinternet.com)>

**Sent:** 04 November 2020 10:45

**To:** [REDACTED]

**Subject:** Rejection of car DK19 ZYW

**CAUTION:** This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear [REDACTED]

I am writing with regards to my vehicle: Audi A8L, Registration: DK19 ZYW.

I took ownership of this vehicle on 1st March 2019,

The retail price was £105,920

I entered into a financial Agreement (Deposit paid) on 12th Nov 2018.

I am a long term Audi advocate; having owned A8s for the last twelve years. As an Aeronautical Engineer by trade, I have always been impressed with the build quality and engineering that has gone into this flagship vehicle.

My past three A8s have been a pleasure to own and have rarely let me down. The latest A8L that I ordered in March 2018 was cancelled due to a Dealership (Inchcape Chester) error (missing options), which meant after waited for seven months for my chosen car, I had to reorder a new one resulting in a extra four month delay.

Since delivery of this vehicle, several major faults have been identified, all reported to your Dealership (Inchcape Chester). This has caused considerable stress and inconvenience: impeding my business as a professional Chauffeur.

The vehicle was proven to be unfit for purpose within six months of purchase. And has on going problems that are unacceptable. All issues have been recorded with your Dealership, and whilst attempts to remedy the mechanical/electrical problems have been carried out, further damage during the process was caused by your Dealership. This damage was recorded in writing, whereby Inchcape acknowledged and took responsibility.

On 14th November 2019, your Dealership offered £250.00 goodwill. I have not accepted this offer as deem it unsatisfactory given the ongoing problems the vehicle is still experiencing.

Multiple problems still exist. Whilst various problems have been rectified, others have become worse. Serious safety issues still remain; the doors lock without warning, a delay in throttle response is evident, and I am aware of a clunking with the steering.

I list some of the issues so far:

October 2019

Air-conditioning not working

Rear door fault

Nearside rear monitor rattles

Dashboard rattles unless I open the glove box

Paddle up shifts don't work

Strange tyre wear

Comfort armrest mechanism faulty

Front cup holder 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 before the car will actually go. (Major safety issue).

9/12/19

### **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.

3/2/20

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

All work carried out but dashboard still rattling and monitor is in wrong position so cant be adjusted to watch at a comfortable angle.

13/7/20

Told I would probably have a courtesy car if not somebody would give me a lift back to my unit (only five minutes away).

██████████ said he would check out thing air-conditioning fault and see if it was acceptable. **I told him there is no way it is acceptable for the air-conditioning gases to empty every six months.**



I was told that there were no courtesy cars available and that the service manager would give me a lift but he had just gone onto a conference call.

Kept waiting for two hours in dealership before I left and finally drove my own car home. **This is not an acceptable way to treat any customer but particularly one who has invested in one of your best cars.**

16/7/20

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

rang to tell me that the windscreen was about to go in the car but unfortunately they've been some damage to an 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

4/8/20

A rear passenger complained that he couldn't turn off the rear seat massager as the remote had lost Wi-Fi connection. He was complaining it was very uncomfortable but I was unable to pull over and stop as I was on the motorway therefore customer had to wait until the message switched itself off. (About 5 minutes).

15/8/20

Car locked itself with keys in. (In 12 years of A8 ownership this is the first time this has ever happened).

Noticed windscreen badly fitted

16/8/20

N/S Rear door locking itself randomly and rattles when it does it.

24/9/20

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

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 that is being carried out today.

October 2020

Although slightly better the vehicle is still dangerously sluggish pulling out of junctions (major safety issue).

**Rear doors are still locking themselves almost daily and one day the offside rear door made a constant opening and closing noise, which was very disconcerting. Following your dealership finally admitting**

**there is a known issue with the door module and reprogramming it with the updated software it is worse than ever.**

I therefore write to make your Dealership fully aware of these on going problems, and seek a satisfactory resolution at your earliest convenience.

I wish to also bring your attention to the poor after-sales customer care I have received, causing further unnecessary stress. Apparently, my purchase was the highest spec car ever sold by your Dealership, but your staffs' after-sales customer care lacked lustre and trust, causing me to lose confidence from purchasing from your Dealership ever again. But more importantly, the vehicle's faults exhibited within six months that are on going to date, have now caused me to lose faith in Audi itself. This is extremely disappointing, having been such an avid fan of this brand for years.

I therefore seek a mutually agreed settlement to compensate for my vehicle's faults (past and present). In addition to the time, stress and inconvenience I have suffered whilst Inchcape Chester attempted to rectify my vehicle, and the subsequent damage they caused in the process. Such faults on my extremely valuable purchase should never have been present. I should never have been subjected to such poor quality in both my vehicle and customer care.

Unfortunately after being extremely patient and giving you every opportunity to rectify the faults I am now left with no option other than to reject the car.

I seek a refund and notice of collection of the car at your earliest convenience.

Thank you for your time and considered response.

Stay Safe

Darren Williamson

Wirral Chauffeurs

<http://www.wirralchauffeurs.co.uk/>

Exec One Group Limited (Corporate bookings)

<https://www.exec-one.com/>

(07962) 061201 (Darren)

(0151) 648 3871 (office)

Visit our wedding campers

<https://www.funkycampersuk.com/>

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Inchcape Retail includes the following companies, all of which have the VAT Registration No. GB243611193, are Registered in England & Wales and have their Registered Office at First Floor, Unit 3140, Park Square, Solihull Parkway, Birmingham Business Park, Birmingham, B37 7YN;

Inchcape Retail Limited (Co.No. 194561) is authorised and regulated by the Financial Conduct Authority. It has the

Appointed Representatives of Chapelgate Motors Limited (Co.No. 2841981), Gerard Mann Limited (Co.No. 660644), The Cooper Group Limited (Co.No. 821770), Inchcape Park Lane Limited (Co.No. 4560841) and Armstrong-Massey Holdings Limited (Co.No. 2474466).

---

Stay Safe

Darren Williamson

Wirral Chauffeurs

<http://www.wirralchauffeurs.co.uk/>

Exec One Group Limited (Corporate bookings)

<https://www.exec-one.com/>

(07962) 061201 (Darren)

(0151) 648 3871 (office)

Visit our wedding campers

<https://www.funkycampersuk.com/>

[REDACTED]

---

**From:** Customer Resolutions  
**Sent:** 29 January 2021 11:30  
**To:** 'wirralchauffeurs@btinternet.com'  
**Subject:** RET-250596  
**Attachments:** RET-250596-Final Response Letter (Regulated) - Audi-Williamson.pdf

“Please be aware that email is not a secure method of communication. Sharing information, particularly personal information, via this channel is done so at your own risk. By responding to this email you are confirming acceptance of this risk.”

Good morning Mr Williamson,

Thank you for your time earlier today.

As discussed please find attached a copy of your final response letter.

Kind regards,

[REDACTED]  
Customer Resolutions Executive (Vehicles)  
Customer Operations Department  
VOLKSWAGEN FINANCIAL SERVICES (UK) LIMITED  
0800 912 3573  
[customerresolutions@vwfs.co.uk](mailto:customerresolutions@vwfs.co.uk)



[REDACTED]

---

**From:** Customer Resolutions  
**Sent:** 18 February 2021 13:46  
**To:** 'Wirral Chauffeurs'  
**Subject:** RE: RET-250596

"Please be aware that email is not a secure method of communication. Sharing information, particularly personal information, via this channel is done so at your own risk. By responding to this email you are confirming acceptance of this risk."

Good afternoon Mr Williamson,

Thank you for your email.

I am sorry you are unhappy with my decision, should you remain unhappy with my resolution you next steps are to refer your case to the Financial Ombudsman Service.

In regards to the emails from the retailer this has been sent to our Subject Access Team who will action this and send them to you direct. The request was put in on 29 January 2021 please allow 28 days for the request to be processed.

Kind regards,

[REDACTED]  
Customer Resolutions Executive (Vehicles)  
Customer Operations Department  
VOLKSWAGEN FINANCIAL SERVICES (UK) LIMITED  
0800 912 3573  
[customerresolutions@vwfs.co.uk](mailto:customerresolutions@vwfs.co.uk)



**From:** Wirral Chauffeurs  
**Sent:** 12 February 2021 11:54  
**To:** Customer Resolutions  
**Cc:** [wirralchauffeurs@btinternet.com](mailto:wirralchauffeurs@btinternet.com)  
**Subject:** Re: RET-250596

Dear [REDACTED]

I do not accept that you are rejecting my claim. The car was faulty from new and therefore you are responsible for it as the lender.

Just because the air-conditioning took a few months to come to light that the gases have been leaking into the cabin every time I drove the car this meant that the fault was there from delivery. I will supply dates and evidence shortly.

Also the door locking mechanism was faulty from new and it has taken Cheshire Oaks Audi nearly 2 years to finally admit there was a problem and they are currently replacing all door modules and locking mechanisms. Hopefully this cures the problem (but I've lost all faith in this car ever being reliable).

I also asked you to forward a copy of the emails from Audi Chester and I am still awaiting them.

On Fri, 29 Jan 2021 at 11:29, Customer Resolutions <[customerresolutions@vwfs.co.uk](mailto:customerresolutions@vwfs.co.uk)> wrote:

“Please be aware that email is not a secure method of communication. Sharing information, particularly personal information, via this channel is done so at your own risk. By responding to this email you are confirming acceptance of this risk.”

Good morning Mr Williamson,

Thank you for your time earlier today.

As discussed please find attached a copy of your final response letter.

Kind regards,



Customer Resolutions Executive (Vehicles)

Customer Operations Department

VOLKSWAGEN FINANCIAL SERVICES (UK) LIMITED

0800 912 3573

[customerresolutions@vwfs.co.uk](mailto:customerresolutions@vwfs.co.uk)



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When you choose to contact us by email, we will need to identify you and we may ask for your name, address and telephone number for security purposes. No email method of communication is 100% secure and there is a risk of interception. For your protection, we advise that you do not include any unnecessary personal details and/or account information.

--

Kind Regards

Darren/Jill Williamson

WIRRAL CHAUFFEURS

EXEC-ONE

<http://www.wirralchauffeurs.co.uk/>

Exec One Group Limited (Corporate bookings)

<https://www.exec-one.com/>

(07962) 061201 (Darren)

(0151) 648 3871 (office)

Visit our wedding campers

<https://www.funkycampersuk.com/>

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 27 January 2021 10:51  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Rejection of car DK19 ZYW

“Please be aware that email is not a secure method of communication. Sharing information, particularly personal information, via this channel is done so at your own risk. By responding to this email you are confirming acceptance of this risk.”

Good morning All,

I have been allocated this case to look into.

I have had a good look and also run this past my senior and we are both in agreement that the issues the customer has experienced occurred outside of our responsibility (6 months) also as the customer accepted the repairs at the time he cannot then ask to reject the vehicle.

I have attempted to call the customer but have been unable to get through. I will continue to call and advise of or stance in regards to this.

Should you require any further assistance please let me know.

Kind regards,

[REDACTED]  
Customer Resolutions Executive (Vehicles)  
Customer Operations Department  
VOLKSWAGEN FINANCIAL SERVICES (UK) LIMITED  
0800 912 3573  
[customerresolutions@vwfs.co.uk](mailto:customerresolutions@vwfs.co.uk)



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**From:** [REDACTED]  
**Sent:** 18 November 2020 12:51  
**To:** [REDACTED] Customer.Services ; Customer Resolutions  
**Cc:** [REDACTED]  
**Subject:** RE: Rejection of car DK19 ZYW

Good afternoon



I have had a conversation with this customer and I believe he has had a conversation with someone from the VWFS team (I am not sure who and what the content of the conversation was). I have received a note from [REDACTED] below advising that from a AUK perspective the case is closed, and to follow a rejection procedure.

RDC: AU2112165X - Rejection of car - DK19 ZYW



customer.services@audi.co.uk

To [REDACTED]

Reply Reply All Forward ...

Thu 12/11/2020 13:45

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

\*\*\*\*\*ONLY FOR USE IN CENTRE COMMUNICATIONS\*\*\*\*\*

Good afternoon [REDACTED]

Thank you very much for your email.

If you are looking towards support for the customer, you will need to follow the correct rejection/support process as with any customer on the Audi Hub.

We as Audi UK Customer Services are not in position to advise if there is any support available. This would need to come from VWFS and the rejections/car change team. If there is no support from either party, then it would be down to yourselves to manage the customers expectations with regards to how he wishes to proceed.

Kind regards

[REDACTED]  
Customer Relations Manager  
01137 334 245  
Audi UK

Tel 0800 699 888  
Email [customer.services@audi.co.uk](mailto:customer.services@audi.co.uk)

Please note this reference number is not authority to submit any goodwill claims. For any goodwill claims, please follow the correct process.

In a discussion with the customer on Monday evening his outstanding issues relate to the following:

1. Involuntary locking and unlocking of the doors (safety issue)
2. Adapting to the driving characteristics of the car (Pre-Safe and Mild Hybrid Tech)

I believe the second point is able to be overcome and I am going to suggest we get the car back in and finally bottom out the issue with the door locks.

I have made our position very clear that we will not accept a rejection of the vehicle (nor should VWFS) and given that it has now done 63562 miles this will not change in my view. However, if the faults with the doors remain unfixable then we could be in a different and far more expensive and protracted situation with the customer.

In order to maintain this customer in the Brand and prevent a further escalation (which I believe is perfectly possible), we need to agree a package between us that we can all be happy with to retain Mr Williamson as a loyal Audi Customer. Can we therefore either set up a Teams call, or Conference Call to agree this and we can then move forwards. We also need significant support from Audi Technical to advise on the next steps that we should take.

Mr Williamson is expecting a call from me today, and I will put that call in, but we need to move quickly and crucially "as one" in a coordinated fashion to bring this matter to a conclusion.

Can you please come back to me as a matter of urgency.

Many thanks

[REDACTED]  
Cheshire Oaks Audi | Longlooms Road East | Ellesmere Port | Cheshire | CH65 9LF  
Tel: 0151 357 8066 | Mobile: 07467 445754 | [www.inchcape.co.uk/audi](http://www.inchcape.co.uk/audi)

## AFTERSALES ARE OPEN



### THE FOLLOWING MEASURES REMAIN IN PLACE:

- Utilise PPE on all customer vehicles
- All vehicles thoroughly sanitised
- Increased hygiene measures across our dealerships
- Please comply with the law and wear a face covering

## SALES ARE STILL HERE TO HELP

### OUR SHOWROOMS ARE TEMPORARILY CLOSED, HI

- Sales teams are available to discuss your re
- Reserve your vehicle of choice online or ov
- Safely collect your new vehicle when conve
- Full social distancing and hygiene measures

It's important that you can visit our dealership safely. To find out more about the additional safety pro  
have put in place please visit [Inchcape.co.uk/covid19-info/](https://www.inchcape.co.uk/covid19-info/)

From: [REDACTED]

Sent: 10 November 2020 16:40

To: [REDACTED] 'customer.services@audi.co.uk' ; 'Customer Resolutions'

Subject: FW: Rejection of car DK19 ZYW

Good afternoon

Please see below a notice of intended rejection from our mutual customer Mr Darren Williamson.

I have mentioned to Mr Williamson that we will need to work together to find a resolution for him. I am conscious and understand that from recent complaints VWFS are requiring 8 weeks to resolve an intended rejection for a customer. I am not sure if this is definitively the case, but can you clarify.

I do not believe we should be agreeing a rejection given that the vehicle had covered 55119 miles when last with us in July, and will now be close to 60000 miles. I will be advising the customer that this is our position. Attached is a copy of the customers' current settlement figure and below a screenshot from our [REDACTED] system showing a summary of the history of the vehicle.

I very much doubt that Mr Williamson will accept this position and we remain ready and willing to either change his vehicle or indeed provide a solution for him to sell the car to us, but this will need some support from VWFS and the Brand to reach an equitable solution. Bearing this in mind can you please clarify what your position will be and what support you can provide, and we can then construct some options to talk through with Mr Williamson.

If you need any further information from me, please let me know.

Kind regards

[REDACTED]  
Cheshire Oaks Audi | Longlooms Road East | Ellesmere Port | Cheshire | CH65 9LF  
Tel: 0151 357 8066 | Mobile: 07467 445754 | [www.inchcape.co.uk/audi](https://www.inchcape.co.uk/audi)

File Reports Tools Vehicle options Help Service Connect

CRM Shortcuts Find record:  **DK19ZYW Audi A8 Diesel Saloon L 50 TDI Quattro 4dr Tiptronic**

Vehicle | Secondary details | Current | Warranties | Vehicle history | Associated vehicles | CRM documents

POS account code:   Filter not applied

Code	Date	Mileage	Details	WIP	Account	Value	Invoice	Branch
WAR	29/07/20	55119	65/Repair under warranty	42031	w6599999	4248.78	65615436	A65
SER	03/07/20	55119	65/LLS	42323	V0000011	194.18	65614097	A65
CAN	18/03/20	0	65/38027-cancelled	9999		0.00	00000000	A65
WAR	04/02/20	46723	65/Repair under warranty	32412	w6599999	4150.70	65609330	A65
SER	14/11/19	36553	65/??,000 Mile Service	32611	V0000011	374.09	65604952	A65
SER	14/11/19	36553	65/Service plan	32611	c6500050	594.00	65604951	A65
WAR	14/11/19	36553	65/Repair under warranty	31470	w6599999	141.60	65604927	A65
SER	14/11/19	36553	65/Service Plan	32611	c6500050	0.00	65604923	A65
WAR	13/11/19	36553	65/AC concern	31470	c6500050	0.00	65604922	A65
	01/03/19	0	61/N/317174 Mr. D Williamson	0	v6500010	0.00	02674553	
	01/03/19	0	61/N/317174 Mr. D Williamson	0	v6500010	0.00	02674552	
	01/03/19	0	61/N/317174 Mr. D Williamson	0	v6500010	0.00	01680078	
SAL	01/03/19	12	61/VS(N) Sale: DK19ZYW	0	v0059765	0.00	01680078	A65

Service

Last service:  @  Last MOT date:

Next service due:  @  MOT due:

Date last work:  @  Return parts:

Service contract number:  Next emissions check date:

Timing belt mileage:  or  Months Emissions:

## AFTERSALES ARE OPEN

THE FOLLOWING MEASURES REMAIN IN PLACE:

- Utilise PPE on all customer vehicles
- All vehicles thoroughly sanitised
- Increased hygiene measures across our dealerships
- Please comply with the law and wear a face covering



## SALES ARE STILL HERE TO HELP

OUR SHOWROOMS ARE TEMPORARILY CLOSED, HOWEVER:

- Sales teams are available to discuss your requirements
- Reserve your vehicle of choice online or over the phone
- Safely collect your new vehicle when convenient
- Full social distancing and hygiene measures in place

**It's important that you can visit our dealership safely. To find out more about the additional safety protocols we have put in place please visit [Inchcape.co.uk/covid19-info/](http://Inchcape.co.uk/covid19-info/)**

From: wirral chauffeurs <[wirralchauffeurs@btinternet.com](mailto:wirralchauffeurs@btinternet.com)>  
 Sent: 05 November 2020 15:04  
 To: [Redacted]  
 Cc: [Redacted]  
 Subject: RE: Rejection of car DK19 ZYW

**CAUTION:** This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hello [Redacted]

Thank you for your quick response to my complaint.

[REDACTED] (the Mechanic) are fully aware of most of the issues with this vehicle that have been ongoing from new.

I originally raised my concerns with Audi Finance and they passed me on to Audi customer care and then said that I need to deal directly with the dealership that sold the vehicle. It appears to me that nobody wants to take responsibility.

You have my permission to contact Audi Finance for the current settlement figure (although I have attached a copy dated today).

I am expecting a phone call from Audi Finance on 16 November 2020 to find out where we are up to.

----- Original Message -----

From: [REDACTED]

To: "wirral chauffeurs" <[wirralchauffeurs@btinternet.com](mailto:wirralchauffeurs@btinternet.com)>

Cc: [REDACTED]

Sent: Thursday, 5 Nov, 20 At 14:06

Subject: RE: Rejection of car DK19 ZYW

Good afternoon Mr Williamson

Thank you for your e mail. I am really sorry to hear of the issues that you have reported.

I will investigate the matter with our Aftersales team and we will also need to liaise with VWFS (Audi Finance).

Can you please let me know if you have raised a case with VWFS (Audi Finance) yet? In order to obtain an up to date settlement figure, we need your consent to obtain this. Can you please confirm this by return e-mail.

I would anticipate that we will be able to come back to you with initial findings and outline next steps by Monday.

Many thanks

[REDACTED]

**Cheshire Oaks Audi | Longlooms Road East | Ellesmere Port | Cheshire | CH65 9LF**

Tel: 0151 357 8066 | Mobile: 07467 445754 | [www.inchcape.co.uk/audi](http://www.inchcape.co.uk/audi)

**Early Settlement**

Total settlement

**AUDI AB SAL L SOTDI QTR TIP**  
Personal Contract Plan 48013606893

This quote takes into account all of your scheduled payments received and cleared to date. As such, you should continue to make your monthly payments until the settlement figure has been received in full. We have calculated your settlement figure in accordance with The Consumer Credit (Early Settlement) Regulations 2004, details of which can be found [here](#).

Enquiry on 05 Nov 2020

Enquiry valid until 03 Dec 2020

Outstanding balance  
Interest saving  
Arrears  
Total settlement amount

---

**From:** wirral chauffeurs <[wirralchauffeurs@btinternet.com](mailto:wirralchauffeurs@btinternet.com)>

**Sent:** 04 November 2020 10:45

**To:** [REDACTED]

**Subject:** Rejection of car DK19 ZYW

**CAUTION:** This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear [REDACTED]

I am writing with regards to my vehicle: Audi A8L, Registration: DK19 ZYW.

I took ownership of this vehicle on 1st March 2019,

The retail price was £105,920

I entered into a financial Agreement (Deposit paid) on 12th Nov 2018.

I am a long term Audi advocate; having owned A8s for the last twelve years. As an Aeronautical Engineer by trade, I have always been impressed with the build quality and engineering that has gone into this flagship vehicle.

My past three A8s have been a pleasure to own and have rarely let me down. The latest A8L that I ordered in March 2018 was cancelled due to a Dealership (Inchcape Chester) error (missing options), which meant after waited for seven months for my chosen car, I had to reorder a new one resulting in a extra four month delay.

Since delivery of this vehicle, several major faults have been identified, all reported to your Dealership (Inchcape Chester). This has caused considerable stress and inconvenience: impeding my business as a professional Chauffeur.

The vehicle was proven to be unfit for purpose within six months of purchase. And has on going problems that are unacceptable. All issues have been recorded with your Dealership, and whilst attempts to remedy the mechanical/electrical problems have been carried out, further damage during the process was caused by your Dealership. This damage was recorded in writing, whereby Inchcape acknowledged and took responsibility.

On 14th November 2019, your Dealership offered £250.00 goodwill. I have not accepted this offer as deem it unsatisfactory given the ongoing problems the vehicle is still experiencing.

Multiple problems still exist. Whilst various problems have been rectified, others have become worse. Serious safety issues still remain; the doors lock without warning, a delay in throttle response is evident, and I am aware of a clunking with the steering.

I list some of the issues so far:

October 2019

Air-conditioning not working

Rear door fault

Nearside rear monitor rattles

Dashboard rattles unless I open the glove box

Paddle up shifts don't work

Strange tyre wear

Comfort armrest mechanism faulty

Front cup holder 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 before the car will actually go. (Major safety issue).

9/12/19

### **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.

3/2/20

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

All work carried out but dashboard still rattling and monitor is in wrong position so cant be adjusted to watch at a comfortable angle.

13/7/20

Told I would probably have a courtesy car if not somebody would give me a lift back to my unit (only five minutes away).

██████████ said he would check out thing air-conditioning fault and see if it was acceptable. **I told him there is no way it is acceptable for the air-conditioning gases to empty every six months.**

I was told that there were no courtesy cars available and that the service manager would give me a lift but he had just gone onto a conference call.

Kept waiting for two hours in dealership before I left and finally drove my own car home. **This is not an acceptable way to treat any customer but particularly one who has invested in one of your best cars.**

16/7/20

■ 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

■ rang to tell me that the windscreen was about to go in the car but unfortunately they've been some damage to an 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

4/8/20

A rear passenger complained that he couldn't turn off the rear seat massager as the remote had lost Wi-Fi connection. He was complaining it was very uncomfortable but 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. (About 5 minutes).

15/8/20

Car locked itself with keys in. (In 12 years of A8 ownership this is the first time this has ever happened).

Noticed windscreen badly fitted

16/8/20

N/S Rear door locking itself randomly and rattles when it does it.

24/9/20

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

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 that is being carried out today.

October 2020

Although slightly better the vehicle is still dangerously sluggish pulling out of junctions (major safety issue).

**Rear doors are still locking themselves almost daily and one day the offside rear door made a constant opening and closing noise, which was very disconcerting. Following your dealership finally admitting**

**there is a known issue with the door module and reprogramming it with the updated software it is worse than ever.**

I therefore write to make your Dealership fully aware of these on going problems, and seek a satisfactory resolution at your earliest convenience.

I wish to also bring your attention to the poor after-sales customer care I have received, causing further unnecessary stress. Apparently, my purchase was the highest spec car ever sold by your Dealership, but your staffs' after-sales customer care lacked lustre and trust, causing me to lose confidence from purchasing from your Dealership ever again. But more importantly, the vehicle's faults exhibited within six months that are on going to date, have now caused me to lose faith in Audi itself. This is extremely disappointing, having been such an avid fan of this brand for years.

I therefore seek a mutually agreed settlement to compensate for my vehicle's faults (past and present). In addition to the time, stress and inconvenience I have suffered whilst Inchcape Chester attempted to rectify my vehicle, and the subsequent damage they caused in the process. Such faults on my extremely valuable purchase should never have been present. I should never have been subjected to such poor quality in both my vehicle and customer care.

Unfortunately after being extremely patient and giving you every opportunity to rectify the faults I am now left with no option other than to reject the car.

I seek a refund and notice of collection of the car at your earliest convenience.

Thank you for your time and considered response.

Stay Safe

Darren Williamson

Wirral Chauffeurs

<http://www.wirralchauffeurs.co.uk/>

Exec One Group Limited (Corporate bookings)

<https://www.exec-one.com/>

(07962) 061201 (Darren)

(0151) 648 3871 (office)

Visit our wedding campers

<https://www.funkycampersuk.com/>

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Inchcape Fleet Solutions Limited (Co.No. 837940) is authorised and regulated by the Financial Conduct Authority, Registered in England & Wales with Registered Office at First Floor, Unit 3140, Park Square, Solihull Parkway, Birmingham Business Park, Birmingham, B37 7YN. VAT Registration No. GB243611193

Inchcape Retail includes the following companies, all of which have the VAT Registration No. GB243611193, are Registered in England & Wales and have their Registered Office at First Floor, Unit 3140, Park Square, Solihull Parkway, Birmingham Business Park, Birmingham, B37 7YN;

Inchcape Retail Limited (Co.No. 194561) is authorised and regulated by the Financial Conduct Authority. It has the



Appointed Representatives of Chapelgate Motors Limited (Co.No. 2841981), Gerard Mann Limited (Co.No. 660644), The Cooper Group Limited (Co.No. 821770), Inchcape Park Lane Limited (Co.No. 4560841) and Armstrong-Massey Holdings Limited (Co.No. 2474466).

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Stay Safe

Darren Williamson

Wirral Chauffeurs

<http://www.wirralchauffeurs.co.uk/>

Exec One Group Limited (Corporate bookings)

<https://www.exec-one.com/>

(07962) 061201 (Darren)

(0151) 648 3871 (office)

Visit our wedding campers

<https://www.funkycampersuk.com/>

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 29 January 2021 11:32  
**To:** Subject Access Requests  
**Subject:** DK19ZYW - RET-250596

Good morning Team,

Mr Williamson would like copies of the emails between us and the retailer to be sent to him.

I have advised of time scales for this to be sent.

Kind regards,

[REDACTED]  
Customer Resolutions Executive (Vehicles)  
Customer Operations Department  
VOLKSWAGEN FINANCIAL SERVICES (UK) LIMITED  
0800 912 3573  
[customerresolutions@vwfs.co.uk](mailto:customerresolutions@vwfs.co.uk)



# Audi Financial Services

Finance. Insurance. Fleet. Mobility.



Mr Darren Williamson  
28 Heywood Boulevard  
Wirral  
CH613XF

06 December 2020

Agreement Number: 440136064801  
Vehicle Registration: DK19ZYW  
Our Reference Number: RET-250596

Dear Mr Williamson

Further to our last communication we want to assure you that we are still working on resolving your complaint. At VWFS we are committed to our customers and their experience with us.

Following the Government's advice to protect against the Coronavirus outbreak in the UK we are experiencing an increase in customer contact at present and therefore it is taking longer than usual for us to provide you with a suitable solution, we are sorry for this delay.

We are prioritising customers in the most vulnerable situations and therefore would ask that you do not contact us unless it is urgent. As soon as we are able to provide you with a resolution we will contact you.

If you have any further queries about your finance agreement please visit our website: [customer.vwfs.co.uk](http://customer.vwfs.co.uk)

Thank you for your understanding and patience during this uncertain time.

Yours sincerely

Customer Resolutions  
0800 912 3573  
[customerresolutions@vwfs.co.uk](mailto:customerresolutions@vwfs.co.uk)

Audi Financial Services is a trading name of Volkswagen Financial Services (UK) Limited, Brunswick Court, Yeomans Drive, Blakelands, Milton Keynes MK14 5LR, which is authorised and regulated by the Financial Conduct Authority (FCA).

Volkswagen Financial Services (UK) Limited financial services register number is 311988.

Registered office as above.

Registered in England number 2835230

# Audi Financial Services

Finance. Insurance. Fleet. Mobility.



Mr Darren Williamson  
28 Heywood Boulevard  
Wirral  
CH613XF

04 January 2021

Agreement Number: 440136064801  
Vehicle Registration: DK19ZYW  
Our Reference Number: RET-250596

Dear Mr Williamson

Further to our last communication we want to assure you that we are still working on resolving your complaint. At VWFS we are committed to our customers and their experience with us.

Following the Government's advice to protect against the Coronavirus outbreak in the UK we are experiencing an increase in customer contact at present and therefore it is taking longer than usual for us to provide you with a suitable solution, we are sorry for this delay.

As your complaint has now reached 8 weeks, you have the right to refer your complaint to the Financial Ombudsman Service, free of charge within six months of the date of this correspondence.

If you are eligible and do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

The Financial Ombudsman Service can be contacted at:

Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Telephone: 0800 023 4567  
Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

The FOS Consumer leaflet is available on their website but should you require a copy of the FOS Consumer leaflet, please let us know and this will be posted to you.

We are prioritising customers in the most vulnerable situations and therefore would ask that you do not contact us unless it is urgent. As soon as we are able to provide you with a resolution we will contact you.

If you have any further queries about your finance agreement please visit our website: [customer.vwfs.co.uk](http://customer.vwfs.co.uk)

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Volkswagen Financial Services (UK) Limited financial services register number is 311988.

Registered office as above.

Registered in England number 2835230

Thank you for your understanding and patience during this uncertain time.

Yours sincerely

Customer Resolutions  
0800 912 3573  
[customerresolutions@vwfs.co.uk](mailto:customerresolutions@vwfs.co.uk)

# Audi Financial Services

Finance. Insurance. Fleet. Mobility.



Mr Darren Williamson  
28 Heywood Boulevard  
Wirral  
CH613XF

15 November 2020

Agreement Number: 440136064801  
Vehicle Registration: DK19ZYW  
Our Reference Number: RET-250596

Dear Mr Williamson

Thank you for your contacting Audi Financial Services on 10 November 2020, we acknowledge receipt of your complaint.

We are committed to our customers and the experience they have through every step of their journey with us. This includes when they are unhappy with our service or products. We will assign a dedicated Executive to your case who will be in touch to provide you with any progress and may ask for further information to reach a conclusion to your complaint.

We aim to reach a resolution at the earliest opportunity and within eight weeks. However, following the Government's advice to protect against the Coronavirus outbreak in the UK we are experiencing an increase in customer contact at present and therefore it is taking longer than usual for us to provide you with a suitable solution, we are sorry for this delay.

We have included within this correspondence a copy of our Customer Concern Policy for your information.

We are prioritising customers in the most vulnerable situations and therefore would ask that you do not contact us unless it is urgent. As soon as we are able to provide you with a resolution we will contact you.

If you have any further queries about your finance agreement please visit our website: [customer.vwfs.co.uk](http://customer.vwfs.co.uk)

Thank you for your understanding and patience during this uncertain time.

Yours sincerely

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0800 912 3573  
[customerresolutions@vwfs.co.uk](mailto:customerresolutions@vwfs.co.uk)

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Registered in England  
number 2835230



# Audi Financial Services

Finance. Insurance. Fleet. Mobility.



Mr Darren Williamson  
28 Heywood Boulevard  
Wirral  
CH613XF

29 January 2021

Agreement Number: 440136064801  
Vehicle Registration: DK19ZYW  
Our Reference Number: RET-250596

Dear Mr Williamson

Thank you for contacting Audi Financial Services on 10 November 2020, I am sorry you have had cause to complain.

## Your Complaint

I understand you are disappointed with the quality of your A8. You are unhappy you experienced multiple issues since your contract started. In addition you are unhappy a courtesy car was not provided during the repairs. Due to the issues you would like to reject your A8.

## My Investigation

Further to our conversation on 29 January 2021, I am sorry for any inconvenience caused by the issues you have experienced.

As the finance company we are responsible for your vehicle at the point of sale and any inherent faults apparent from this time.

If the item isn't of suitable quality then the customer will have a right to pursue their complaint with the lender and the supplier. But provided the item was of suitable quality at the time of sale, the lender doesn't have any ongoing liability with respect to problems which might develop over the course of the agreement. The lender isn't responsible for any repairs which the car might require, unless these relate to a fault which was present at the time of sale.

Under the Consumer Rights Act your right to reject is limited to 30 days from the date the vehicle was purchased. For any issues occurred within the first six months from purchase we have one attempt to repair it. After the first six months the burden is on the consumer to prove that the product was faulty at the time of delivery if they want to pursue a claim for repair or replacement.

I appreciate your expectations of reliability and build quality are high when you purchase an Audi and any failure is most disappointing, however there is always a possibility of any component failing during its lifetime. It is for this reason all new vehicles are supplied with a comprehensive three years or 60,000 miles warranty, whichever arrives first.

Audi UK will endeavour to repair any vehicle under the terms of the warranty and will try to minimise any inconvenience during the required repairs; please continue to liaise with Cheshire Oaks Audi and Audi UK regarding your Manufacturer's warranty.

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Regarding the supply of a courtesy vehicle, I confirm there is no provision within your agreement to ensure you are provided a hire car whilst your A8 is with a garage for repairs. Further, the supply of a courtesy vehicle is provided by the retailer based on their discretion and availability.

### **My Decision**

In light of the above information I am unable to uphold your complaint. Audi Financial Services are unable to consider vehicle rejection.

You have the right to refer your complaint to the Financial Ombudsman Service, free of charge but you must do so within six months of the date of this correspondence.

If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

The Financial Ombudsman Service can be contacted at:

Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Telephone: 0800 023 4 567  
[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Thank you for contacting us and providing us with the opportunity to review your complaint.

Yours sincerely

Sarah Bernard  
Customer Resolutions Executive  
0800 9123 573  
[customerresolutions@vwfs.co.uk](mailto:customerresolutions@vwfs.co.uk)