

Registration: DK19 ZYW.  
Financial agreement: 440136064801

Issue 3: Rear Steering Fault (**SEVERE SAFETY ISSUE**)

23 November 2020

I was driving the car when the steering started to fight me followed by the suspension collapsing and a list of faults appearing instantly on the dashboard:

*Steering fault*

*Suspension fault*

*Start stop system fault etc.*

I turned the car off. Got out and cycled the locking system got back in the car started it up and the faults had cleared. At the time I had no idea that this malfunction could've been life threatening.

I booked the car in with Cheshire Oaks to have this fault investigated, with multiple other issues.

4 December 2020

I went to collect the vehicle and was told that there was a fault with the rear wheel steering module. When I asked if they had ordered it the response was, they couldn't order it if the fault isn't showing on the cars computer system and according to Cheshire Oaks there had been no fault showing.

Unknown to the service manager I had carried out a full VCDS check the day before the car went in. I could only conclude that either the technician had cleared the faults and grossly misled the service manager? And/or the service manager was then unethically misleading me. Either scenario was unacceptable, unprofessional and highly unreasonable.

I left the showroom extremely angry at the treatment afforded me but chose to defuse my anger before I entered into any confrontation. After getting in the vehicle, and starting the ignition, the faults started scrolling immediately on the dashboard. I have video evidence of this, timed and dated. This raised my anger further and given my sheer frustration, I decided it wiser to confront the service manager later given my anxiety levels. I attempted to drive away in order to calm down but as I did, the suspension collapsed and the steering jilted to one side.

Alarmingly, I realised I was driving a potential death trap and decided to try and make it back to in front of the showroom which was only 20m away. I left the engine running with the faults scrolling on the dashboard in order that the service manager could view it. On witnessing this he inappropriately

responded by saying, “oh wonderful, now that we can see the faults we can do something about it. It’ll just take us five minutes “. I was too shocked to interact any further and so allowed the vehicle to, once again, be examined by the technician.

Over an hour later, I was finally given the update that although they had cleared the fault, no matter what they did, they could not turn off the airbag light. Cheshire Oakes Audi insisted on retaining the vehicle, deemed a serious safety issue.

The vehicle remained in their workshop for over two weeks. I went to collect it and was told that the steering module was causing the list of errors. The service manager then explained it was on backorder. I asked him when it would be available and he told me that they would not be ordering it because they had cleared the fault and re-calibrated the module. I was then given the car back to drive in this extremely dangerous condition. The following day, the faults re-occurred making the car extremely dangerous to drive once again.

I experienced difficulty booking the vehicle in to have the work done as it was next to impossible to get a courtesy car, which would have rendered me carless.

In January 2021 driving down my local Road (20 mph limit) the steering started to go to the right I turn the steering wheel 90° to the left it continued going to the right. Later on that day I was driving on the dual carriageway (40 mph limit) and just after the central reservation finished the car started to steer me to the right into oncoming traffic.

**This could’ve resulted in severe damage/injury/death.**

Fortunately I managed to wrestle the car back into my lane and slowed right down.

I contacted Cheshire Oakes Audi to book the vehicle in as I was experiencing more and more dangerous malfunctions every time I drove my vehicle. However, I was told the service manager was unavailable but an email would be sent to him. I waited three days for a response, to no avail. After making several telephone calls and waiting a week for a response, the service manager finally rang me. He informed me he had not returned my call because he thought I was really busy?! Terrible customer care and completely irrelevant! I was driving a seriously malfunctioning vehicle, that HE had sold me!

The vehicle was eventually booked in and a few weeks later, after changing their mind and replacing a magnet instead of the module it was ready for collection.

I have lost all confidence in both the Dealership and my vehicle. I am extremely anxious and wary when driving this vehicle, no longer a pleasure

but each journey met with trepidation and dread; justified given the dangerous faults this vehicle has presented.

I have absolutely lost all confidence with this vehicle and there can be no guarantee it will not malfunction further. Cheshire Oakes Audi are knowingly placing myself and others at serious risk every time I drive! I am appalled you do not share my grave concern and should I be involved in a future accident, I will hold Cheshire Oakes Audi fully responsible, if caused by further malfunctions. You have copious amounts of written evidence regarding my dangerous unpredictable vehicle.

I now drive the car very cautiously and I'm not sure if it's psychological but I quite often feel that the steering it's not working, as it should. Fortunately there have been no major incidents since the last repair (19 February 2021)

**I implore you to accept this vehicle is seriously dangerous, and has been faulty from 1 March 2019, whereby my Consumer Rights must be upheld.**

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