



Matthew McCann <msmccann@gmail.com>

Mccann; Reference #05012471; 12/14/2021;

2 messages

AudiTalk@audi.com <auditalk@audi.com>
To: "msmccann@gmail.com" <msmccann@gmail.com>

Tue, Dec 14, 2021 at 1:46 PM

Hello Matthew Mccann,

Thank you for contacting us in regard to your 2018 Audi SQ5. It was a pleasure to speak with you today. Your reference number can be found in the subject line.

While we review your **request** please do not hesitate to contact me with additional inquiries or information. I am easily reached by responding directly to this email. For a more personal experience, you may also contact me via telephone at +1 800 822 2834. After listening to the Audi greeting, select prompt 9, and enter in my extension **43090** to speak with me directly. If I am not available, please leave a voicemail and I will follow up with you at my earliest opportunity.

Kind regards,

Angela P.
Customer Advocate, Audi CXC

To provide you with the best service possible, it's important that you respond to us by replying to this email. Replying outside of this email will result in a delayed response. Thank you for contacting the Audi Customer Experience Center.

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ref:_00D6A4FLg._5003ujtpu5:ref

Matthew McCann <msmccann@gmail.com>
To: "AudiTalk@audi.com" <auditalk@audi.com>

Wed, Dec 15, 2021 at 11:38 AM

Hi Angela,

To be clear, we first spoke on December 3. I did call twice last week to follow up and left voicemails for you. When I spoke to John yesterday on the main phone number I was glad to hear you are okay. Thank you for processing my request. Did you get a chance to speak with Ted Higgins, Service Manager at Newton Audi? And did he send you both repair estimates?

Here is some info on the 11 Audis I've owned:

Audi's Owned

- 1985 5000 (Private Purchase)
- 1988 90 Quattro (Favorite Car Owned)
- 1998 A4 1.8T (New Lease - Paul Miller Audi)
- 2001 A4 1.8T (New Lease - Paul Miller Audi)
- 2000 A6 4.2L (Private Purchase)
- 2011 Q5 3.2L S-Line (Purchased New - Audi of Newton, NJ)
- 2010 A5 2.0T Conv (Purchased Used - Audi of Mendham, NJ)
- 2014 SQ5 (Purchased Used - Nyack, NJ)
- divorce
- 2010 A4 2.0T (Private Purchase)(WAUFFAFL3AN064566)
- 2013 Q5 3.0T (Purchase Used - HolmanGo, Princeton, NJ)(WA1DGAFP0DA036921)
- 2018 SQ5 (WA1C4FU8J2036989)(Purchased Used - Autobahn USA, Westborough, MA)
- *2021 SQ5 in District Green - Next*

I have to say, the 2018 SQ5 I currently own has given me more trouble in 7 months than any of my previous Audis. That says a lot considering I've owned an Audi 5000. I'm really hoping Corporate can help me here as this is a serious issue that I never thought I'd encounter purchasing a 3 year old car. Would love nothing more than to continue owning Audis as the brand matches perfectly with me.

Coincidentally, someone in one of the SQ5 Owner groups on Facebook posted about an engine issue the day after mine which prompted a lengthy thread. It seems that problems with the B9 engines are somewhat common.....see attached. Any idea if Corporate is addressing this issue as a whole?

Thank you for keeping me updated.

Kind regards.....Matt
973-349-6310

[Quoted text hidden]

3 attachments



Facebook 2018 SQ5 Engine Problem 1.jpg
1303K



Facebook 2018 SQ5 Engine Problem 3.jpg
645K



Facebook 2018 SQ5 Engine Problem 2.jpg
1524K