

Audi South Africa - Poor After Service

Audi South Africa's poor service and quality standards.

On the 03 October 2013 I purchased an Audi Q3 from Audi Arcadia branch, collected the vehicle new with no problem however I am was disappointed to say that that was the only pleasurable experience since the purchase of the vehicle. The vehicle has been in and out of dealerships due to a problem with the Engine or electronics. I have made numerous complaints about the vehicle and have reached a point where I can no longer accept the vehicle back in to my possession. I am now 9 months pregnant and have constant anxiety about when the next malfunction incident will occur and how this experience can not only place me but my unborn baby in danger.

Apart from the inconvenience, this problem has also caused me to incur a lot of emotional distress at a very crucial stage in my life.

Below are the listed incidences that I have had to endure during the 3 month period of the vehicle being in my possession.

16 November 2013 - Vehicle 1st Incident with the vehicle malfunction Rosebank

18 November 2013 - Vehicle sent to Audi Four ways Service consultant Kathy Skinner

Audi Fourways - Service Consultant feedback: "The vehicle seems to have a factory fault, however in communication with the factory for technical assistance."

Thereafter reported that they are unable to identify where the fault could be.

They confirmed that they will be sending the vehicle to the original dealer (Arcadia) for them to sort it out.

Feedback from Audi Arcadia:

Audi Arcadia - Sales Consultant Morgan Makhubela: "The vehicle had minor wiring problems and they have been fixed. All the faults are clear."

I was thereafter guaranteed that the vehicle will not give me problems as I was travelling to Mafikeng.

Vehicle returned on 29th November 2013 to my possession.

30 November 2013 08:30 - Had the 2nd incident with the vehicle malfunction Carletonville N14 on route Mafikeng

Audi Constacia (west rand) Service consultant Peter - "Their immediate assumption is the tracker as they are unable to identify they problem and they disabled the tracker prior to clearing faults."

Vehicle returned on 04 December 2013 to my possession.

Netstar was contacted to re-connect the tracking device as Audi had disconnected it from the vehicle on the same day of collection.

01 January 2014 18:30 - Had the 3rd incident with the vehicle malfunction Fourways.

Vehicle was collected and sent to Audi Arcadia.

Audi Arcadia - Sales Consultant Morgan Makhubela - "They are unable to trace the origin of the faults and await a previous report from Audi Constantia (08 Jan 2014)"

To date there has not been any solid resolution regarding the problem with the vehicle.

The car was kept at their dealership for numerous testing from the 1st Jan 2014 to the 25th Jan 2014 .

17:00 on the 25th Jan 2014 the vehicle was brought back to me with the removal of the tracker device and the confirmation that no other faults should occur on the vehicle.

On the 31st Jan 2014 18:30. The vehicle stalled once more with the same faults as previously reported.

I am now certain that I cannot be guaranteed the safety of the vehicle and no longer prepared to deal with Audi in the future.

I would like advice as to how to deal with this matter going forward.

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