



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

16-APR-2007

Reference No.
10188022

OWNER INFORMATION (Type or Print)

Name

Address

City PROSSER

State WA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO
In the absence of an address, please provide the name and address to the vehicle manufacturer.
Signature of Owner Date

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
WAULL44E75N

Make
AUDI

Model
A8

Model Year
2005

Date Purchased
11-JUL-05

Dealer's Name and Telephone Number
STEVE HAHN VOLKSWAGEN AUDI

Original Owner

Dealer's City
YAKIMA

State
WA

Zip Code

Engine:
No: Cylinders 8

Fuel Type:
Gas

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control
Adaptive Cruise Control

Powertrain
ALL WHEEL DRIVE

Vehicle Component Code
185000 VEHICLE SPEED CONTROL:CRUISE CONTROL

Multiple Failure: 40

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
15-NOV-2005
up to present

Failure Mileage
10000

Failure Speed
70

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(es).)

Crash

☐ Yes ☒ No

Prior

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

0

0

N

Narrative Description of Incident(s), Crash(es), and Injury(es).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
i.e. parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2005 AUDI A8. WHILE DRIVING 70 MPH WITH THE CRUISE CONTROL ACTIVATED THE CONTACT HEARD A BELL SOUND AND THE CRUISE CONTROL FAILED. THE VEHICLE DECELERATED, BUT DID NOT SHUT OFF. THE VEHICLE WAS TAKEN TO A DEALER APPROXIMATELY TEN TIMES, BUT THE CAUSE OF FAILURE COULD NOT BE DETERMINED. THE DEALER STATED THAT THE FAILURE WAS A NORMAL CHARACTERISTIC OF THE VEHICLE. THE VEHICLE HAS NOT BEEN REPAIRED. THE CURRENT MILEAGE WAS 23,800, AND FAILURE MILEAGE WAS 10,000. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

February 21, 2007

██████████

Prosser, WA ██████████

Phone # ██████████

Dear Steve Hahn,

We bought our first Audi in Germany in the 1986 and fell in love with it. Since that time we have been long time customers of Steve Hahn Audis, purchasing 3 more brand new Audis from you. On July 11, 2005 we treated ourselves to a gorgeous and *very expensive* Audi A-8 (brand new, off the lot). Although we love the car, we have had a continuing problem with the Adaptive Cruise Control. It randomly turns itself off as we drive the free-ways. I've lost track of the number of times I've had the car in to have the problem repaired. In fairness to your staff they have done everything their "tech" people have told them to do but they have not been able to fix it.

On January 31, 2007 we left the car with your service people for three weeks (while on a cruise) hoping to get the problem fixed once and for all. But we were told they had not been able to fix it. They said when they test drove the car the ACC sensor blocked sign on the dash board came on 4 times but only stopped cruising 2 of those times. The tech people told your service people that there is nothing further they can do. We think this is *unacceptable!*

We live in Prosser. In returning home this afternoon (having picked up the car from your dealership) by the time I got to Granger, the bell rang, the cruise turned off and I could not re-start it until I got to Sunnyside. Then 4 miles out of Prosser, the whole thing happened again and I could not re-start it before turning in to Prosser. My Prosser friend ██████████ also drives an A-8 (the same year as ours). She tells me her ACC *never* turns itself off, no matter what the road conditions are or what the traffic is like.

This \$75,000 automobile is still under warranty and we know we should not have to live with this problem for the duration. In fact it's a *safety issue* because when it shuts itself off, the bell rings, distracting the driver as you loose the power. And, when you drive a car of this magnitude you constantly depend on cruise control to stay within the speed limit.

In conclusion, I am asking for your help with this problem. What should we do? I'm asking you to personally contact me. We deserve a car that works.

Sincerely,

██████████

over →

In fairness to Steve Hahn, he did contact me. He said he would speak w/ Audi but there was nothing further he could do. His mechanics had done everything Audi had suggested but still the problem exists

We have reported this safety issue to the Better Business Bureau. The Case # is AUD0739993.

11:32:58 US/Eastern

02/19/2007

11:52:26 US/Eastern

02/19/2007

13:30:14 US/Eastern

02/19/2007

13:54:34 US/Eastern

Open: Consultant in Process

Open: Technician in Process

Open: Technician in Process

* during the test drives this weekend, but did not stop cruising 2 of those times.

Tech called back stating that he has NOT duplicated concern > tech has performed sensor adjustment, and also replaced ACC sensor/module with no help. I will forward case to product support (younger) on his input. I will call dealer back with update 509-981-2195

Asper product support (Younger) >>>> This can and does happen, if the system cannot detect something for a period of time it is not sure if it is working or not. It is not sure if there is nothing to see or that it cannot see anything. Then it gives you the ACC blocked status. Since the tech verified no faults and sensor alignment there is nothing further we can do. ALSO > if it is raining out > this can also induce message for ACC operation.

Relayed message to tech over phone.

The owner's man does address the rain problem but it does not address the open road problem. Talking @ Audi they even threw in if the temperature is between 23°- 41°F it could potentially kick off. That is not addressed in the manual.

So we have an open case going with Audi the # is 70121196.

After over a year of trying to fix the problem, the above (top right) is the final report which we do not think is acceptable,

Technical Assistance

Job Number: 5923754

ViN:

Sales Code:

Engine Code:

License Plate Number:

Customer Number:

User Name: bobolson

Model Year Code:

Model Description:

Transmission Code:

Final Drive Code:

Customer Name Abbreviated:

Service Advisor Name:

View/Update Ticket

Ticket Information

Date Opened:02/08/2007

Ticket Status:Open: Technician in Process

Access Code:160730 -

Dealer Code:423D34

Technician Code:bobolson

Concern Type:

Case Number:

Corporate Contact:

Technician Name:

Electrical

FN-57815 1-

Scott Story

Bob Olson

Vehicle Information

ViN:WAULL44E75N

Model:4E251L

Mileage/Kilometer:26572

Make:AUDI

Model Year:2005

Engine Code:4.2L

Attach Another File

Help

Attachment Type:

(select)

File:

Browse...

Enter required worksheet information:

Select a worksheet

Edit

Update this Ticket

Send

Close

View Tickets

Ticket Report History

Date	Updated By	Status	Description
02/08/2007		Initiated	Issue Opened by Dealership
18:37:35:US/Eastern			
02/08/2007		Initiated	ACC quits randomly. 2 times in a 40 mile drive on freeway, clear conditions.
18:37:35:US/Eastern			
02/09/2007		Open: Consultant in Process	Customer Comments: ACC quits randomly. 2 times in a 40 mile drive on freeway, clear conditions
11:46:53:US/Eastern			
02/09/2007		Open: Consultant in Process	Workshop Findings: Parts manager verified concern 1 time only. This occurred on a straight road, and may happen within a 40 mile period. NO dte's, previously performed acc sensor adjust.
11:46:53:US/Eastern			
02/09/2007		Open: Consultant in Process	perform acc sensor alignment > get before and after specs. Tech to call back if large difference for before/after specs with collections service attached
11:46:53:US/Eastern			
02/13/2007		Open: Dealer Updated	I ran the ACC setup routine, the old value is .33 deg. The GFF says not to adj if value is less than .500deg + or -. I did the fine adj anyway and the current value is 0 deg. We will test the car tonite and tomorrow on the highway.
16:39:51:US/Eastern			
02/14/2007		Open: Dealer Updated	ACC still drops out (ACC blocked).
17:27:08:US/Eastern			
02/14/2007		Open: Consultant in Process	check wiring at acc sensor. swap sensor.
17:33:43:US/Eastern			
02/19/2007		Open: Dealer Updated	ACC unit was replaced and adjusted, ACC still drops out with no traffic ahead and clear weather. New symptom, the warning "ACC blocked" came on 4 times

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).