



copy of complaint

EQ-10499530-5221
MAR - 5 2013

2013 AUDI A4

Complaints	Investigations	Recalls	Service Bulletins
5	0	0	12

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.

Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

COMPLAINTS: Displaying 1 - 5 out of 5

Date Complaint Filed: 02/21/2013

Component(s): STEERING

Date of Incident: 01/04/2013

NHTSA ID Number: 10499530

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Volkswagen of America, Inc.

Vehicle Identification No. (VIN): WAUFAFLDN...

← wrong VIN number

SUMMARY:

THE CAR STEERING IS NOTCHY. IT IS HARD TO DRIVE STRAIGHT ON THE HIGHWAY. THE STEERING EITHER CLICKS INTO SLIGHT LEFT OR SLIGHT RIGHT. IT IS UNSAFE BECAUSE IT IS REALLY HARD TO DRIVE THE CAR. PEOPLE HAVE COMPLAINED ON VARIOUS WEBSITES BUT AUDI HAS NOT RECALLED ANYTHING YET AS FAR AS I KNOW. THERE ARE YOUTUBE VIDEO POSTS ALSO. HERE IS ONE.

[HTTP://WWW.YOUTUBE.COM/WATCH?V=MW9M2N3CYM4](http://www.youtube.com/watch?v=MW9M2N3CYM4)

Date Complaint Filed: 02/11/2013

Component(s): STEERING

Date of Incident: 01/30/2013

NHTSA ID Number: 10497799

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Volkswagen of America, Inc.

Vehicle Identification No. (VIN): WAUHFAL4DA...

SUMMARY:

TL* THE CONTACT OWNS A 2013 AUDI A4. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS, THE STEERING BECAME VERY IRREGULAR AND DIFFICULT TO CONTROL CAUSING THE CONTACT TO SWERVE IN AND OUT OF HIGHWAY LANES. THE VEHICLE WAS STOPPED AND SHUT DOWN. AFTER RESTARTING, THE FAILURE CEASED. THE FAILURE RECURRED NUMEROUS TIMES. THE VEHICLE WAS TAKEN TO A DEALER FOR DIAGNOSIS AND THE CONTACT WAS INFORMED THAT THE STEERING WAS OPERATING AS DESIGNED. THE MANUFACTURER WAS NOTIFIED AND STATED THERE WAS NO RECALL AND OFFERED NO OTHER ASSISTANCE. THE VEHICLE HAD NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS 800 AND THE CURRENT MILEAGE 3,600.

Date Complaint Filed: 01/30/2013

Component(s): STEERING

Date of Incident: 12/03/2012

NHTSA ID Number: 10495251

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Volkswagen of America, Inc.

Vehicle Identification No. (VIN): WA1VFAFL9DA...

SUMMARY:

AT ANY SPEED, MOVING THE STEERING WHEEL THROUGH CENTER PRESENTS A "NOTCHY" FEEL, WHERE RESISTANCE IS FELT AND THEN THE WHEEL JUMPS TO ANOTHER POSITION. THESE "NOTCHES" ARE FELT THROUGH ABOUT 10-20 DEGREES OFF CENTER. AT HIGHWAY SPEEDS, THE CAR IS DIFFICULT TO KEEP IN A STRAIGHT LINE AS THE STEERING FIGHTS THE DRIVER TO REMAIN ON-CENTER. THE DEALER, WHEN CONTACTED, REPLACED THE "STEERING RACK", WHICH MADE THE PROBLEM GO AWAY. I HAVE READ A DOZEN OR MORE REPORTS FROM OTHER 2013 AUDI A4/A5/S4/S5/ALLROAD OWNERS REPORTING THE SAME ISSUE, AND AT LEAST ONE REPORTED THAT THE PROBLEM RETURNED AFTER A STEERING RACK REPLACEMENT. MY CONCERN IS THAT THIS IS JUST A TEMPORARY FIX AND THAT THE PROBLEM WILL RECUR. *TR

To whom it may concern,

Complaint Number-1499530

Please UNsubmit this complaint. I wrote down the **wrong VIN** number by accident and the problem has been fixed.

Sincerely,

[REDACTED]

Centerville MD

EASTON MD 21828

24 APR 2008 PM 7:2



US Department of Transportation
National Highway Traffic Safety Admin
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave SE
West Building
Washington DC, 20590

