

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Form Approved: O.M.B. No. 2127-0008

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

Date Received

09-MAR-2014

Repository ☐

Reference No.
10568063

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

TAMARAC

State

FL

Zip Code

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

WA1LFAFP6EA

Make

AUDI

Model

Q5

Model Year

2014

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

03-MAR-2014

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, BRAKES (PWS)

Failure Mileage

29000

Failure Speed

0

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: DOTM9ABC036)

☐ 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(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

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

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).

THIS IS THE THIRD INCIDENT WHERE THE CAR CAME TO A STOP, WITH NO THROTTLE RESPONSE, WHEN I MADE A HARD LEFT TURN (U-TURN FROM A STANDING STOP) INSTEAD OF ACCELERATING AS EXPECTED.

THERE APPEAR TO BE SEVERAL THOUSAND SIMILAR COMPLAINTS IN YOUR DATABASE, FROM MANY DIFFERENT MAKES, WHERE THE ABS SYSTEM CUTS POWER TO THE ENGINE INSTEAD OF ALLOWING A RAPID ACCELERATION FROM A STANDING START, WHEN THERE IS NO TRACTION PROBLEM, AND CUTTING THE POWER CREATES AN IMMEDIATE RISK OF CRASH BY ONCOMING TRAFFIC.

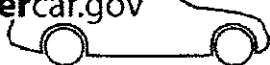
THE CAR WAS 'DEAD' FOR ABOUT TWO SECONDS AND THEN POWER WAS RESTORED, ALLOWING ME TO AVOID BEING HIT BY ONCOMING TRAFFIC. BUT THE BIGGER ISSUE APPEARS TO BE THAT THE ABS SYSTEM WILL SOMETIMES CUT POWER FOR NO REASON, ENDANGERING THE DRIVER AND VEHICLE. THIS IS APPARENTLY WIDELY DOCUMENTED AND ONGOING SINCE AT LEAST THE YEAR 2000, AND NOT SPECIFIC TO AUDI. UPDATED 3/20/14* LJ

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 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.

safercar.gov



MAR 19 2014

ID Number Search Results

Recalls	Investigations	Complaints	Service Bulletins
N/A	N/A	1	N/A

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

Date Complaint Filed: 03/09/2014

Component(s): POWER TRAIN, SERVICE BRAKES

Date of Incident: 03/03/2014

NHTSA ID Number: 10568063

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): WA1LFAFP6EA..

SUMMARY:

THIS IS THE THIRD INCIDENT WHERE THE CAR CAME TO A STOP, WITH NO THROTTLE RESPONSE, WHEN I MADE A HARD LEFT TURN (U-TURN FROM A STANDING STOP) INSTEAD OF ACCELERATING AS EXPECTED. THERE APPEAR TO BE SEVERAL THOUSAND SIMILAR COMPLAINTS IN YOUR DATABASE, FROM MANY DIFFERENT MAKES, WHERE THE ABS SYSTEM CUTS POWER TO THE ENGINE INSTEAD OF ALLOWING A RAPID ACCELERATION FROM A STANDING START, WHEN THERE IS NO TRACTION PROBLEM, AND CUTTING THE POWER CREATES AN IMMEDIATE RISK OF CRASH BY ONCOMING TRAFFIC. THE CAR WAS 'DEAD' FOR ABOUT TWO SECONDS AND THEN POWER WAS RESTORED, ALLOWING ME TO AVOID BEING HIT BY ONCOMING TRAFFIC. BUT THE BIGGER ISSUE APPEARS TO BE THAT THE ABS SYSTEM WILL SOMETIMES CUT POWER FOR NO REASON, ENDANGERING THE DRIVER AND VEHICLE. THIS IS APPARENTLY WIDELY DOCUMENTED AND ONGOING SINCE AT LEAST THE YEAR 2000, AND NOT SPECIFIC TO AUDI.

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153

Please note correction(s):
 "ABS" should be changed to
 "ABS and/or ESC".

Thank you.

AD



From: NHTSAHotline@teleshq.com
Sent: Tuesday, March 11, 2014 3:24 PM
To: [REDACTED]
Subject: Revision to complaint 10568063 ISSUE=613018 PROJ=12

Follow Up Flag: Follow up
Flag Status: Flagged

When replying, type your text above this line.

Notification of Case Change (All times are GMT-0400)

Workspace: NHTSA Hotline Center
Case: Revision to complaint 10568063
Case Number: 613018

Date: 03/11/2014 **Time:** 15:24:26
Creation Date: 03/10/2014 **Creation Time:** 21:51:35

Symptom:

Entered on 03/11/2014 at 15:24:26 EDT (GMT-0400) by BOL:

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

You can make corrections or additions to your complaint by mailing your information to the Department of Transportation with a printed copy of your complaint.

A copy of your complaint can be printed from the NHTSA web site at www.nhtsa.dot.gov 24 hours after submission on the Vehicle Safety Hotline. The Office of Defect Investigation Number is required to search for your complaint.

Please mail the corrected information to:

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

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S."

Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

Entered on 03/10/2014 at 21:51:34 EDT (GMT-0400) by nhtsa.webmaster@dot.gov:

Sender Name: [REDACTED]
Sender Email: [REDACTED]
Subject: Revision to complaint 10568063

Comments: When I posted this complaint I said "ABS" but should have said "ABS and/or ESC" because I am not in fact sure of which system is the problem, or whether the two systems are integrated. Is it possible to revise, correct, or add to the complaint so as to correct that please? Thank you.

Contact Information:

Last Name: [REDACTED] **First Name:** [REDACTED]
Email Address: [REDACTED]

From:

[REDACTED]

[REDACTED]

Tamara, FL

MIAMI FL 33

12 MAR 2014 PM 2:11



TO

U.S. Dept. of Transportation
NHTSA - (NUS-210)
Office of Defects Investigations
1200 New Jersey Avenue, SE
West Building
Washington, DC. 20590

20590

