

 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 22-JUL-2015		Repository ☐ Reference No. 10735829	
OWNER INFORMATION (Type or Print)					
Name			Daytime Telephone Number		Mail Address
Address					
City GALLIANO		State LA	Zip Code		Evening Telephone Number
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WA1CGAFE0FD			Make AUDI	Model Q7	Model Year 2015
Date Purchased 9/27/2014	Dealer's Name and Telephone Number Brian Harris Porsche-Audi (225)754-1500			Engine: v6 No: Cylinders	Fuel Type: gas
Original Owner ☒	Dealer's City Baton Rouge	State LA	Zip Code 70817		
Transmission Type Automatic	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure: yes		Incident Date(s) 15-OCT-2014 approximate still ongoing
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: ENGINE (PWS), 980000 UNKNOWN OR OTHER, FUEL/PROPULSION SYSTEM (PWS)				Failure Mileage 700 approximate	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: 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					
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
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).					
AFTER BUYING MY NEW 2015 AUDI Q7 ON 9/27/14, I STARTED EXPERIENCING HESITATIONS WHEN PULLING OUT INTO TRAFFIC FROM DEAD STOPS. THE VERY FIRST TIME IT HAPPENED I WAS IN THE MEDIAN OF A 4-LANE HIGHWAY WAITING TO TURN LEFT INTO TRAFFIC. I PRESSED THE ACCELERATOR IT STARTED INTO THE LANE OF TRAFFIC THEN STOPPED. I SAT THERE FOR ABOUT 2-3 SECONDS BEFORE IT TOOK OFF. I EXPECTED TO GET HIT. IT WASN'T THE GAS NOR ME. I HAVE BEEN DRIVING FOR 38 YEARS AND DRIVEN OVER 20 VEHICLES AND HAVE NEVER EXPERIENCED THIS BEFORE. IT CONTINUES TO HAPPEN RANDOMLY AND ALWAYS UNEXPECTEDLY SOMETIMES 1 TIME A WEEK SOMETIMES 3 TIMES A WEEK. THE HESITATION IS AS MUCH AS 3-4 SECONDS. ON 4/18/15 I BROUGHT IT IN TO AUDI OF NEW ORLEANS. THEY CALLED STATING THAT THEY COULD NOT DUPLICATE THE PROBLEM AND TO COME PICK IT UP. I PICKED IT UP RIGHT AT CLOSING. UPON LEAVING THE DEALERSHIP, I STOPPED TO WAIT FOR TRAFFIC, PROCEEDED TO MAKE MY RIGHT TURN, AND IT HAPPENED. ON 5/25/15 I BROUGHT IT TO AUDI OF BATON ROUGE, WHICH IS WHERE I BOUGHT IT. THEY CALLED ME ON 5/29/15 AND TOLD ME: THAT THEY COULD NOT DUPLICATE WHAT I WAS EXPERIENCING; THAT THE TECHNICIAN KNEW WHAT I WAS TALKING ABOUT, BUT THAT IS JUST THE WAY THE Q7S ARE; AND THAT THE TECHNICIAN WANTED TO RIDE AROUND WITH ME WHEN I COME TO PICK IT UP. THAT AFTERNOON AND I DROVE AROUND WITH THE TECHNICIAN FIRST IN ANOTHER Q7 THEN IN MY Q7. I COULD NOT REPRODUCE IT WITH EITHER CAR. HOWEVER, THE TECHNICIAN DID TE					
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.					

From: EVOQ@dot.gov

Date: 8/21/2015 7:59:00 AM

To: [REDACTED]

Subject: FW: FW: NHTSA: Follow up to ODI Complaint: ----10735829-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation





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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



[REDACTED]
[REDACTED]
[REDACTED]
Galliano, LA
Work: [REDACTED] (daytime)
Home: [REDACTED] (nighttime)
[REDACTED]

August 26, 2015

ODI Complaint: 10735829

2015 White Audi Q7

VIN: WA1CGAFE0FD [REDACTED]

Date Purchased: 9/27/2014

Amount of Purchase: \$64,952.08

By: [REDACTED]

After purchasing the vehicle I started noticing hesitations when pulling out into traffic from a dead stop. The very first time it happened I was going to my employer's, Grand Isle Shipyard, Inc., main office and pulled into the medium on LA Hwy. 3235 waiting to turn left into traffic. I pressed the accelerator it started into the lane of traffic then stopped. I was like that for about 2-3 seconds before it actually took off. It scares me every time it happens. I have tried to reproduce it several times for several people and I cannot. It doesn't happen all of the time just randomly. Sometimes it is once or twice a week other times it could be once or twice every other week. At first I thought that maybe someone put the wrong gas in it. I instructed everyone who fills it up to always put the premium gas in it not the cheap gas. I thought I was going crazy and that it was something that I was doing, but when I was discussing this with my husband he said he experienced it. He very seldom drives my car. My son also told me he has experienced it on the one occasion that I let him drive it. I monitored the gas filling and found that it was not the gas.

On Saturday, April 18, 2015 I brought it in to the Audi dealership in New Orleans (which is the closest Audi dealership to my home) to have it looked at first thing Monday, April 20, 2015. On the morning of Tuesday, April 21, 2015 I received a call stating that they could not be duplicated and to come pick it up. So I left work on that day early and just barely made it to the dealership before it closed. I picked up my car and proceeded to leave the dealership. I waited for traffic then proceeded my right turn into the traffic and it happened again. I was very shook up and wanted to turn around, but knew the service department was closed so I came home.

I called the Audi dealership in Baton Rouge where I bought it and made an appointment to bring it in there for them to fix the problem. I dropped it off on Monday, May 25, 2015. I received a call on Wednesday, May 27, 2015 informing me that they could not duplicate what I was experiencing. They wanted me to go to Baton Rouge and ride around with the technician, Chris, so I can show him what is happening. It was decided that they would keep it a couple of more days and keep driving it to try to duplicate it. On Friday, May 29, 2015, I received a call stating that the car was ready; that the technician knew what I was talking about, but that is just the way the Q7s are; and that the technician, Chris, wanted to ride around with me when I come to pick it up so that he could explain. I was extremely frustrated. That afternoon I left work at 12:00 and went to Baton Rouge. Not being able to have anyone come with me for the 2 hour drive there and to hear exactly what this dealership/technician was going to tell me, I decided to audio tape my experience. Once I arrived I drove around with the technician first in another Q7. At which time I could not produce the experience. We then changed cars and I drove around with the technician in my Q7 and again could not reproduce the experience. However, the technician did tell me that he knew what I was experiencing.

On June 5, 2015, Audi sent me a survey and wanted to know my opinion on my experience involving the recent servicing of my Audi on May 29, 2015. I filled out the survey honestly and on June 16, 2015 around 4:30 p.m. I spoke with Audi Customer Advocate, Ernika, of Audi of America, Inc. and explained to her what was going on with my automobile. She told me that she needed to contact the technician and would get back with me.

I spoke with Ernika of Audi of America, Inc. again and she told me that the Neil, with Harris Audi of Baton Rouge, told her that they could not reproduce it and suggested that next time it happens for me to make another appointment and ride around with a technician and hopefully I can recreate it. He says it is operating as designed.

It continues to this day to randomly happen.

CUSTOMER #: [REDACTED]

INVOICE

**Audi New Orleans**

3400 N. Causeway Blvd.
Metairie, LA 70002
(504) 838-8000
Fax (504) 613-0518
www.audineworleans.com

PAGE 1

GALLIANO, LA

HOME [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 861 ANTONIO J ROSADO

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
WHITE	15	AUDI Q7		WA1CGAFE0FD		6066/6069		T3250
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
27SEP14 DD			18:00 20APR15			CASH	21APR15	
R.O. OPENED		READY		OPTIONS: SOLD-STK:				

06:49 20APR15 09:18 21APR15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A NEW ORLEANS AUDI LOANER VEHICLE PROVIDED

LOANER DEFAULT

957 HOWARD,DAMIEN PAUL LIC#: 957

ISPA

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B C/S: CUSTOMER STATES WHEN ACCELERATING FROM A STOP VEHICLE IS
HESITATING/BUCKING. GOES THEN SLOWS THEN A FEW SECONDS LATER
ACTUALLY MOVES.

NPF CUSTOMERS CONCERN NOT DUPLICATED AT THIS TIME

957 HOWARD,DAMIEN PAUL LIC#: 957

ISPA

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

can not duplicate

C C/S: CUSTOMER TO DROP OFF VEHICLE SATURDAY 4/18/15 TO PICK UP LOANER.
WORK TO BE DONE 4/20/15

MISC DEFAULT

957 HOWARD,DAMIEN PAUL LIC#: 957

ISPA

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D** CLIENT STATES CHECK AND ADVISE, DOESN'T FEEL THAT A/C IS NOT BLOWING
OUT OF A/C VENTS IN FRONT PROPERLY

NPF CUSTOMERS CONCERN NOT DUPLICATED AT THIS TIME

957 HOWARD,DAMIEN PAUL LIC#: 957

ISPA

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

ran gff not faults found client had a/c blower motor turned all the
way down.

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

**PARTS AND SERVICE
DEPARTMENT HOURS:**

MONDAY - FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 3:00 P.M.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #:



Audi New Orleans

3400 N. Causeway Blvd.
Metairie, LA 70002
(504) 838-8000
Fax (504) 613-0518
www.audineworleans.com

INVOICE

PAGE 2

GALLIANO, LA

HOME: CONT

BUS: CELL:

SERVICE ADVISOR: 861 ANTONIO J ROSADO

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
WHITE	15	AUDI Q7		WA1CGAFE0FD		6066/6069		T3250
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
27SEP14 DD			18:00 20APR15			CASH	21APR15	
R.O. OPENED		READY		OPTIONS: SOLD-STK:				

06:49 20APR15 09:18 21APR15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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CUSTOMER REQUESTED A LOANER CC
CREATED 2015-04- 09 10:49:00AM
TAKEN BY KRISTINA HARTMAN

SHOP CHARGES HAVE BEEN ASSESSED FOR MISC.
MATERIALS & SUPPLIES TO HELP DEFRAY THE COSTS
OF CERTAIN MATERIALS THAT CAN'T BE ACCURATELY
ITEMIZED BUT WHICH ARE GENERALLY USED IN THE
REPAIR & SERVICE OF VEHICLES SUCH AS RAGS,
SMALL AMOUNTS OF FLUID OR OTHER ITEMS NOT
ITEMIZED AS AUTHORIZED BY La R.S. 32:12631



Audi
Truth in Engineering

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

PARTS AND SERVICE DEPARTMENT HOURS:

MONDAY - FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 3:00 P.M.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY



CUSTOMER #: [REDACTED]

Brian Harris Audi12326 Airline Highway
Baton Rouge, 70817
Phone: (888) 710-2914
Fax: (225) 754-1539
www.brianharrisaudi.com

INVOICE

**SERVICE
DEPARTMENT
HOURS**7:30 AM to 5:30 PM
Monday - Friday
8:00 AM - 3:00 PM
Saturday
Closed SundayDUPLICATE 1
PAGE 1

CUT OFF, LA [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6025 DAWN ROBERTS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE-META	15	AUDI Q7 3.0T	WA1CGAFE0FD [REDACTED]		7188/7193	T2307

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27SEP14 DD			17:00 25MAY15			CASH	29MAY15

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK [REDACTED] ENG: CTWB

09:05 25MAY15 10:42 29MAY15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CS SOMETIEMS WHEN PULLING INTO TRAFFIC, THERE IS A SIGNIFICANT

HESITATION AFTER PUHING THE GAS PEDAL.

CAUSE: TEST DROVE ,WORKING AS DESIGNED

37C BRAKES

6023 W (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

WORKING AS AUDI DESIGN.THIS VEHICLE MAY NOT HAVE THE SAME THROTTLE
 RESPONSE AS A OLDER VEHICLE WHICH HAS A CABLE ACTUATED THROTTLE.CHECKED
 FOR FAULTS AND ROAD TESED .SEE SERVICE BULLETIN PRINTOUT. RECOMMEND
 PUTTING VEHICLE IN SPORT MODE WHEN NEEDED.

B CUSTOMER STATES THE PASSANGER SIDE DEFROST WAS NOT WORKING

CAUSE: DEFROST

00C GENERAL

6023 W (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

NO FAULTS AND DEFROST OPERATING AS DESIGNED.HAVE CUSTOMER RETURN IF
 PROBLEM REOCCURS.

Audi

* Supplies include waste disposal, chemicals, shop towels, fender covers, cleaners, nuts, bolts, etc. You are being assessed this charge for miscellaneous materials and supplies whether or not some or all of these materials were used in connections with your repair.
EXCLUSION OF WARRANTIES: Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties. Including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.
AUTHORIZATION FOR REPAIRS: I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages for freezing due to lack of antifreeze.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
*SUPPLIES	0.00
TOTAL CHARGES	0.00
DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00