

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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 23-OCT-2015 OCT 2015	Repository ☐ Reference No. 10785621		
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
WICHITA		KS			
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		Make	Model	Model Year	
WAULT68EX5A		AUDI	A4	2005	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
Original Owner ☐	Dealer's City		No: Cylinders		
State		Zip Code			
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
☐ Cruise Control				23-SEP-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: ENGINE (PWS)			Failure Mileage	Failure Speed	
			118000	35	
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	Failure Location:			
☐ Prior Repair					
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			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).					
TL* THE CONTACT OWNS A 2005 AUDI A4. WHILE DRIVING AT 35 MPH, "LOW OIL PRESSURE, TURN ENGINE OFF AND PULL OVER" WAS DISPLAYED ACROSS THE MESSAGE BOARD. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE OIL PUMP NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 118,000.					
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.					

1-13-16

To whom it may concern,

I am writing to include more information in my complaint against Audi. The issue that I am having is a low oil pressure indicator light that comes on after I've been driving for 30-45 minutes. I have to pull the car over and turn it off for a few minutes, then start it again to get the light to shut off. After taking it to an independent mechanic, the problem was diagnosed as a gradual oil pump failure that is common to my year and model of Audi, as well as many other cars that all use the same pump.

My first concern is my personal safety when driving the vehicle. If the oil pump fails while I'm driving at high speeds (70 mph on the highway, for example) my engine will also fail. Not only will the car be totaled (the cost of the repair likely being more than the current value of the vehicle), but there is also the potential of a multiple car accident at high speeds. Even at normal speeds on main roadways, the oil pump could cause the engine to fail, and result in a multiple car accident that could be fatal to myself and other drivers on the road.

My second concern is a moral issue. Audi already knows about the problem, but has never volunteered to do a recall on the faulty parts. Several components in these particular oil pumps fail due to faulty engineering including the tensioners, sprocket, and hex key on the drive shaft. Gradual wear of these parts also pollutes the engine oil with metal dust, which can cause further damage and eventual failure. A YouTube video by [REDACTED] goes into detail about the parts that fail, and why. That video can be found here:

[REDACTED]

As the video shows, Audi knows about these problems, and has released a delete kit designed to replace the faulty parts with better-engineered parts that solve the failure. However, the consumer is left with the financial burden of both the delete kit and installation after the oil pump has already failed (assuming that the car was not wrecked in the process). Other videos on YouTube have been uploaded by drivers who have experienced the same issues. Searching online for "2005 Audi Oil Pump Failure" will also bring up countless threads on different forums from frustrated consumers who have had their engines ruined, cars damaged, and have paid huge sums of hard-earned money to fix a problem that should be Audi's responsibility. I understand that these videos and posts cannot be used as solid evidence against Audi, but I do ask that you please take them into consideration during your investigation.

Audi should be held responsible for their faulty engineering, and for continuing to charge consumers large sums of money to repair a problem that they continue to ignore. This responsibility should come in the form of a mandatory recall on the oil pump used in my year and model of Audi, as well as in other cars with the same pump.

Thank you so much for your time and consideration. I look forward to hearing back from you so that this problem can be resolved for myself and other Audi drivers.

Sincerely,

[REDACTED]