



INFORMATION REQUESTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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	Repository <input type="checkbox"/>
02-AUG-2016	Reference No. 10892564
SEP -8 2016	

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
[Redacted]	[Redacted] (H)	[Redacted]
Address	Evening Telephone Number	
[Redacted]	[Redacted] (C)	
City VISTA	State CA	Zip Code [Redacted]

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
WALDKRFP6BA [Redacted]	AUDI	Q5	2011
Date Purchased	Dealer's Name and Telephone Number	Engine:	Fuel Type:
11/26/11	AUDI OF ESCONDIDO (760) 520-6600	No: Cylinders 6	PREMIUM
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code
	ESCONDIDO	CA	92029
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
AUTO	<input checked="" type="checkbox"/> Cruise Control	3.2 LITER V6	Incident Date(s) 18-APR-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS	Failure Mileage	Failure Speed

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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	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).

TL* TAKATA RECALL. THE CONTACT OWNS A 2011 AUDI Q5. THE CONTACT STATED THAT THE DEALER WAS UNABLE TO SUPPLY THE PARTS FOR NHTSA CAMPAIGN NUMBER: 16V078000 (AIR BAGS) BEYOND A REASONABLE TIME FRAME. THE DEALER INDICATED THAT THE PARTS MAY BECOME AVAILABLE UNTIL THE FIRST QUARTER OF 2017. THE CONTACT WAS UNABLE TO DETERMINE WHEN THE VEHICLE WOULD BE REPAIRED. THE MANUFACTURER WAS UNABLE TO PROVIDE A REASONABLE TIME FRAME TO SUPPLY THE PARTS TO THE DEALER. THE VIN WAS NOT AVAILABLE. THE CONTACT HAD NOT EXPERIENCED A FAILURE.

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.

Aug. 29, 2016

To whom it may concern,

Thank you for this opportunity to convey to you my concerns and aggravation that has overwhelmed me for the last six months. The vehicle in question is a 2011 Audi Q5 and is one of the same vehicles that was issued a recall notice earlier this year due to the Takata airbag failures and resulting deaths and injuries. To facilitate this response, I will simply list in chronological order what took place in previous months to warrant this formal complaint to your office.

(1) In March of this year my wife and I went to our Audi dealer to look at the 2016 Audi and to get an estimated trade-in figure for our used Audi. Much to our dismay, the estimate was well below our own figure based on KELLY BLUE BOOK numbers, etc. It wasn't close. We soon after left, disappointed.

(2) In April, 2016, we received formal notice from Audi re. the Takata airbag recall and immediately realized that the notoriously low dealer \$ figure on our 2011 Audi had to be related to the fact that the recall itself would not only effect the cars value, but delay resale of the car until the airbag was replaced.

(3) The Audi recall letter (see attached) made no specific time frame for the replacement airbag to become available, so we patiently waited. By the end of July we lost our patience and I contacted our Audi dealer. He politely informed us that no replacement airbags would be available until early in 2017 and that Audi had no plans to provide loaner cars to those owners effected, contrary to other car manufacturers like Lexus and Honda, who did make loaners available. Interesting enough, the Audi spokesman even candidly mentioned that Honda owners were being given Audi A3 sedans to use! In addition, he mentioned that Honda owned 85% of Takata, which may have accounted for their loaner cars being provided .

At this juncture in time, we realized we had no recourse but to contact your department, as a last resort. Upon doing so on Aug. 2, 2016, we talked to a NHTSA representative who was quite helpful and pleasant. In addition to providing this form to fill out, she also gave us a phone number for Audi to try in a last ditch try for consideration. This we did, to no avail. Audi corporate simply said nothing would or could be done for us.

In closing, please let me make this observation: this reluctance by Audi to help their customers could be related to their extreme \$19 billion hardship re. their other problem with their diesel powered VW's, Audi's, etc. that were tampered with by the parent company. It might seem logical for them to try to save a few million dollars by denying Audi owners their fair due. However, the diesel engine fiasco is NOT putting owners lives at stake, like the issue I

have presented to you does. The compensation/buyback agreement that VW has agreed to and is implementing as we speak seems like a logical direction that this complaint should go. In any event, thanks for hearing me out, and whatever consideration you can afford me in this matter will be appreciated.

Yours truly,


