

CL-10945498-4321
INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

President AUDI of AMERICA Inc.
PO Box 217022
Auburn Hills, MI 48321-7022

January 16, 2017

Re: Consumer Complaint – Unsatisfactory Recalls
Vehicle WA1LFAFP0BA [REDACTED] Audi Q5 2011

JAN 24 2017

To the attention of the President/CEO, Audi of America

I am the owner of an Audi Q5, WA1LFAFP0BA [REDACTED] and have now received two recall notices from you. The first one, dated April 2016, is regarding safety recall 69N1 Takata airbags, the second one, dated November 2016, is regarding recall 16V660 Fuel Pump flange.

After having called my dealership Audi Tyson's Corner many times over the past 9 months, I am still told replacement parts are not available and the repairs will not be performed within any reasonable time.

I think it is absolutely unacceptable to leave consumers to drive your unsafe vehicles for now over 9 months, and make no effort to deal with the issues.

I ask that you either arrange for immediate repair of my vehicle, or provide me with an equivalent replacement vehicle not subject to these recalls. I have notified the National Highway Traffic Safety Administration through their on-line form, and also copy them, as well as my dealer, on this letter.

Thank you in advance for your prompt follow-up. I do not wish to be contacted by phone. I wish to receive resolution of this issue through email [REDACTED] or by letter sent to my home address.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Washington, DC [REDACTED]

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

Owner/President Audi Tysons Corner
598 Leesburg Pike, Vienna, VA 22182

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IMPORTANT SAFETY RECALL

Audi of America, Inc.



Audi

April 2016

WASHINGTON, DC

IMPORTANT!

SAFETY RECALL 69N1 – TAKATA SDI DRIVER FRONTAL AIRBAG

This notice applies to your vehicle: WA1LFAFP0BA

NHTSA: 16V078

Your vehicle is identified as subject to the safety recall described in this letter. A **RECALL REPAIR IS NOT YET AVAILABLE**. You will receive a follow-up letter once it is confirmed that your dealer has parts & repair instructions available to address this safety recall.

Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
+1 800 253 2834
www.audiusa.com

Dear Audi Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi, based on information received from Takata, has decided that a defect, which relates to motor vehicle safety, exists in certain 2010-2014 model year Audi A5 Cabriolet vehicles, and in certain 2009-2013 model year Audi Q5 vehicles equipped with a Takata SDI driver frontal airbag.

Takata has reported that the driver frontal airbag inflator could potentially rupture if the vehicle is involved in a crash where the frontal airbags are designed to deploy. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material, which may result in serious injury or death to vehicle occupants.

While there are no known incidents of any ruptured SDI airbag inflators in any Audi vehicle worldwide, we are planning to conduct this recall as a precautionary measure.

Our records show that you are the owner of a vehicle affected by this action.

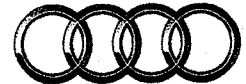
Please note that at the present time we do not have replacement parts available. Audi will notify you by another letter as soon as we can perform this recall on your vehicle.

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.audiusa.com and enter your Vehicle Identification Number (VIN).

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

IMPORTANT SAFETY RECALL

Audi of America, Inc.



Audi

November 2016

WASHINGTON, DC

This notice applies to your vehicle: WA1LFAFP0BA

NHTSA: 16V660

Subject: Safety Recall 20W9 – Fuel Pump Flange

Certain 2009-2012 Model Year Audi Q5 and Certain 2007-2012 Model Year Audi Q7

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2009-2012 model year Audi Q5 and certain 2007-2012 model year Audi Q7 vehicles. Our records show that you are the owner of a vehicle affected by this action.

Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
+1 800 253 2834
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What is the issue? On certain vehicles, the fuel pump flange may develop fine cracks or fissures, which could result in a fuel leak. Leaking fuel, in the presence of an ignition source, could lead to a fire causing injury and/or damage to property.

What will we do? To correct this defect, your authorized Audi dealer will apply a butyl protective film to the fuel pump flange. If cracks are present, the fuel pump flange will be replaced. This work will take about one hour to complete and will be performed for you free of charge.

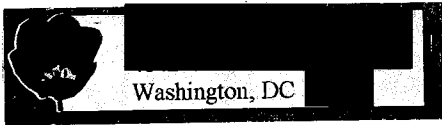
What should you do? Your dealer will have parts available to begin repairing vehicles affected by this recall starting on November 30, 2016. Please contact your authorized Audi dealer at that time to schedule this recall repair. For your convenience, you can also visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

Precautions you should take If you smell fuel in the vehicle, immediately contact the nearest authorized Audi dealer in order to have your vehicle inspected.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.



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U.S. DPT of Transportation
Office of Defects Investigation (NVS-210)
1200 New Jersey Av. SE
Washington, DC 20590

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