

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

NEF-010  
21-10965489-7213

February 07, 2017

The Administrator

National Highway Traffic Safety Administration

1200 New Jersey Avenue, SE

FEB 17 2017

Washington, DC 20590

Subject:Audi Recall

Dear Sir/Madam:

We have received the following Recall letters regarding our AUDI Q5-SUV (VIN No. WA1LFAP9BA[REDACTED]):

- Air Bag Replacement;
- Potential for the development of cracks in the fuel pump flange that can result in fuel leak and fire hazard; and
- Engine oil leak/loss.

These recall notices were received in 2016 and to-date the local dealer was unable to fix any of these deficiencies. We are concerned with the safety and fire hazards associated with these faulty conditions. When we called Audi-America (Feb.02, 2017), we did not get any satisfactory response or the time frame or schedule for fixing these faults.

We would appreciate if you can take the necessary action(s) for rectifying these issues. It is our opinion that the Auto Makers' responsibility does not end by sending the Recall notices alone.

We are not sure how many vehicles with these defects are on the National highways and the associated safety and fire hazards to passengers.

We look forward to hearing from you,

[REDACTED]  
Santa Rosa, CA [REDACTED]

NAM  
3817  
SND

IMPORTANT SAFETY RECALL



Audi

Audi of America, Inc.

@8:30AM (PT)

① Called Audi America on Feb. 2, 2017, and I was told they do not have the replacement air bag yet and they can not even give an estimated time when they will be available for replacement! Almost 10 months have elapsed since we received this letter.

② Also received another <sup>Recall</sup> letter regarding cracks that can develop in the fuel pump flange. The reply I got from Audi was, if I can smell gas then they can replace it! I am glad they did not say "wait until the engine catches fire".

April 2016

SANTA ROSA, CA

IMPORTANT!

SAFETY RECALL 69N1 – TAKATA SDI DRIVER FRONTAL AIRBAG

This notice applies to your vehicle: WA1LFAP9BA

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.

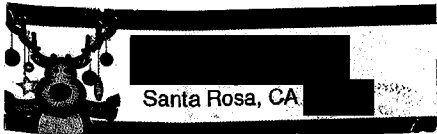
While there are no known incidents of any ruptured SDI airbag inflators in any Audi vehicle worldwide, we are planning to conduct this recall as a precautionary measure.

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.

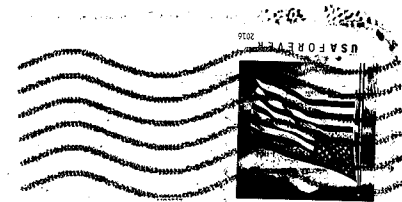
To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at [www.audiusa.com](http://www.audiusa.com) and enter your Vehicle Identification Number (VIN).

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.



SAN FRANCISCO CA 941

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