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NEF-010

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) OCT 1 2017
October 1, 2017

The Administrator

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE

Washington, DC 20590

Attached please find a copy of a letter I have addressed to Audi of America regarding a recall on my frontal passenger air bag.

I don't seem to be getting anywhere on having this problem fixed, and wonder if you have any suggestions/advice for me in this matter.

Thanks for your attention to this matter.

West Hartford, CT

ET
10-10-17
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October 1, 2017

Audi of America

P. O. Box 2127022

Auburn Hills, MI 48321-9802

Attn: Customer Protection

Re: 2005 Audi A5 - Vin No. WAUDG68E95A [REDACTED]

You wrote me in March 2017 to advise that there is a safety recall on my frontal passenger airbag. You indicated that a recall repair was not yet available, and I would be advised when parts would be available.

I called you to get some information, I was told that replacements were being made for Audi cars located in hot and humid areas.

I called my Audi dealer, Hoffman Audi of East Hartford and they advised that they expected to get parts at the end of September. I then made an appointment for October 3rd to have this problem taken care of. Now it appears that there is no replacement available at this time for my car. I called Audi of America and they confirmed this, and advised that they do not know when the part would be available.

So, for the past 6 months, I have not had a passenger in the front seat. I became an "UBER" driver by having any passengers sit the rear of the car. Or, I have had to have others drive.

In effect, I do not have full use of my vehicle, and I am wondering for how long this situation will last. I would like an answer from Audi on this matter.

[REDACTED]
[REDACTED]
West Hartford, CT [REDACTED]

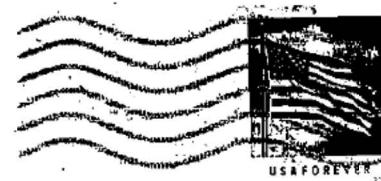
cc: Administrator, National Highway Traffic Safety Administration



West Hartford, CT

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