

NHTSA ccmMercury Routing Slip



Printed: 7/18/2018

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

CL-11113728-2946

NHTSA #: ES18-002596

Rec'd Date: 7/18/2018

Referred By: NAD-200

XREF #:

Doc Type: GEN

Doc Date: 7/8/2018

Delivery: REG

Address To: NOA-02

Due Date: 8/16/2018

S10 #:

DOT/I #:

RMP #:

Subject: LETTER TO DEPUTY ADMINISTRATOR KING IN REGARDS TO "SAFETY RECALL 19N4 -- AFTER RUN COOLANT PUMP" WHICH WARNS THAT THE VEHICLE MAY EXPERIENCE A SHORT CIRCUIT AND/OR OVERHEAT AND A STATEMENT NOTING: " THIS RECALL REPAIR IS NOT YET AVAILABLE

Ack Date:

Ack By:

Signed For:

Sign Office: DEPUTY
ADMINISTRATOR

Signature: HEIDI R. KING

Cleared Date:

Cleared By:

Cleared For:

File Loc:

XREF File:

Closed Date:

Added By: TMAPP x62870

Modified By: TAMMY.MAPP

Most Recent Comment:

2018 JUL 18 P 12:47

Author:



WARREN OH

Tel:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	7/18/2018	8/16/2018	
NCC-010	CONCUR	7/18/2018		
NOA-003	CONCUR	7/18/2018		
NOA-002	SIGN	7/18/2018		

10-2

RR
7-20-18
LD

July 8, 2018

National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.
West Building
Washington, DC 20590
ATTN: Heidi King, Deputy Administrator

2018 JUL 18 P 12

Dear Administrator King:

I call your attention to a serious public safety matter that may involve hundreds or perhaps thousands of Americans. That matter is caused by the sale by Audi of America of their 2017 Model Q5 Sport Utility Vehicle (SUV) which was manufactured using defective and potentially dangerous parts. I purchased such a vehicle in August of 2016. More specifically, I call your attention to the enclosed "Safety Recall 19N4 -- After Run Coolant Pump" which warns that the vehicle "***may experience a short circuit and/or overheat." That, in turn, "***may lead to a fire resulting in vehicle or other property damage."

What is most egregious about the enclosed recall notice is this statement in bold: **"THIS RECALL REPAIR IS NOT YET AVAILABLE."** Further down in the notice appears: "At this time, the recall repair is not yet available; however, we anticipate being able to begin recall repairs in late 2018." As if that in itself were not astonishing enough, the second "What you Need to Do:" states **"Until Safety Recall 19N4 has been completed on your vehicle, Audi recommends parking your vehicle outdoors as a precaution."** What if I have no choice but to park the vehicle in an enclosed parking garage? I could potentially causing harm to other persons and/or their property.

After I received the notice, I called the manager of Audi of Bedford, Ohio where I purchased the vehicle, to inform him that this situation is unacceptable from a consumer safety standpoint. I demanded that Audi repurchase the vehicle from me. He referred me to a Rob Meteer, Region Case Expert, Audi CXC, who informed me that he would report the matter to Audi. Approximately 2 weeks later he called to inform me that they would not repurchase the vehicle but that, if I am concerned about it, they would replace the defective pump with an identical one until the corrective pump is received. I stated that that was no solution at all. Why would I go to the trouble of replacing a defective part with another one, only to face the same potentially dangerous situation for my family and me?

Administrator King, this leaves the consumer with no remedy. This is an inherently defective and unsafe product being marketed to Americans with no corrective action available until some unidentified date later this year, leaving all Q5 drivers precariously driving a vehicle which may catch fire. I will not sell the vehicle to anyone else, since I could be knowingly endangering the lives of others.

I am asking for your immediate attention to this matter, before it causes serious injury, death and/or property damage to Americans. As the person in charge of the governmental entity charged with overseeing the safety of Americans on the highway, I would expect immediate and decisive action

Warren, Ohio

OTHER OFFICE LOCATIONS

Boardman, Ohio
East Liverpool, Ohio
Middlefield, Ohio

ES18-002596

on your part to force Audi to repurchase these vehicles. The courtesy of a prompt response will be appreciated.



Cc: R. Mateer – via regular mail

Audi of America, Inc.

Customer Experience

3800 Hamlin Road

Auburn Hills, MI 48326

Tel: 248-754-3372

General Manager, Audi of Bedford – via regular mail

19400 Rockside Rd.

Bedford, OH 44146

440-359-3600

IMPORTANT SAFETY RECALL

Audi of America, Inc.



Audi

June 2018

WARREN, OH

This notice applies to your vehicle: WA1L2AFP8HA

NHTSA: 18V229

IMPORTANT!

Information about Safety Recall 19N4 – After Run Coolant Pump

THIS RECALL REPAIR IS NOT YET AVAILABLE. We will send another letter as soon as the recall work can be completed on your vehicle.

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

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 2013-2017 model year Audi vehicles equipped with a 2.0L TFSI gasoline engine. Our records show that you are the owner of a vehicle affected by this action. At this time, the recall repair is not yet available; however we anticipate being able to begin recall repairs in late 2018.

Recall Description: In certain vehicles equipped with a 2.0L TFSI gasoline engine, the electric coolant pump may experience a short circuit and/or overheat. A short circuit or overheating within the electric coolant pump may lead to a fire resulting in vehicle or other property damage.

What You Need to Do:

- ✓ **Contact your Audi dealer without delay if the EPC light comes on.**
An illuminated EPC light can mean that the coolant pump in your vehicle is blocked. For **FREE**, your dealer will diagnose the reason for the EPC light and also replace the coolant pump for **FREE** if necessary.
- ✓ **Until Safety Recall 19N4 has been completed on your vehicle, Audi recommends parking your vehicle outdoors as a precaution.**
- ✓ **Contact your dealer or Audi if you have any concerns about your vehicle.**
Your authorized Audi dealer knows your vehicle best, and has the tools and information necessary to address your vehicle concerns. If you should have any questions about this communication, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.

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 still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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

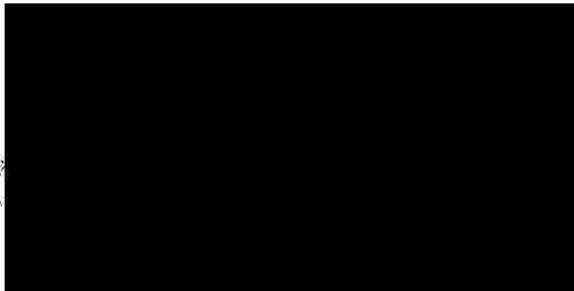


Audi

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection



Warren, Ohio

CLEVELAND OH 4410

200 JUL 2018 PM 5.1



Attn: Heidi King, Deputy Administrator
National Highway Traffic Safety
Administration
1200 New Jersey Ave., SE
West Building
Washington, DC 20590

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