

JAN 1 2019

CL-11133126-4169

Mr. Randy Reid Chief

Correspondence Research Division

Dec 15, 2018

ODI #11133126

Office of Defects Investigation, Enforcement

1200 New Jersey Avenue SE

Washington, DC 20590

Dear Mr. Reid;

(copy attached)

This follows my November Letter in which I summarized my Engine Failure experience on September 13, 2018 near Yuma Arizona.

During my conversations with Audi America Consumer advocates, I was asked whether I had run out of gas. I had not. I had only driven approximately 150 miles since my last fill-up, but the engine failure experience would have been similar to an out of fuel situation.

Having no advice from Audi on a proposed repair date, friends suggested I simply get rid of the car.

In early October I contacted the sales manager to ask whether Audi San Diego would be willing to purchase my Q5. The manager said he would "check into it" and get back to me. He never did.

Several weeks later when returning a rental vehicle to the San Diego Airport I stopped by the dealer to check on the status of my repair. I was advised that there was no ETA on the parts, but the problem was probably a "fuel vapor lock" and if Audi San Diego had chosen to buy the car it would simply be disposed of at a local automobile auction.

On November 20, 2018, 9 weeks after I had the Audi towed to Audi San Diego I was advised that the repair parts had been received, installed and the car was ready for pickup.

Enclosed is a copy of the work order/.invoice that accompanied the car when I had it shipped to my home in Vail Colorado.

It appears that Audi San Diego was aware of the "Vapor Lock" problem but chose not to deal with it.

It would also appear that since Audi Corporation has a repair kit available for the "vapor lock" problem that they also must be aware of a design problem in the 2014 Audi.

Had the failure occurred in a more complex driving situation with a less experienced driver would the outcome have had more serious consequences?

Sincerely

Pittsburgh PA

GA

AS

1/31/A

CUSTOMER #:



Audi San Diego

9010 MIRAMAR ROAD · San Diego, CA 92126
(858) 578-8600 · (858) 348-4136 Fax
www.audisandiego.com

INVOICE

SERVICE AND PARTS HOURS

MON - FRI: 7:00 A.M. - 6:00 P.M.
SAT: 8:00 A.M. - 4:00 P.M.

PITTSBURGH, PA

PAGE 1

HOME

BUS:

CELL:

SERVICE ADVISOR: 3041945 GEORGE GUSHULAK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	14	AUDI Q5	WA1LFAFP4E		37769/37769	T4617	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 IS							
01JAN14 DD			16:00 30NOV18		190.00	CASH	26NOV18
R.O. OPENED		READY	OPTIONS: ENG:2.0 Liter Turbo F.I.				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CLIENT STATES THAT THE MIL AND THE EPC LIGHT CAME ON tow in from Yuma
- CAR WHEN ACTS UP CRANKS AND WILL NOT START

27 STARTER, CURRENT

47336 CA

3047336 CA

1 8K0-298-112-G REP.SET

688.50

950.00

950.00

1 8R0-919-051-E FUEL UNIT

398.04

398.04

398.04

1 8R0-201-263-A CAP

26.93

26.93

26.93

1 1J0-919-133-B WASHER

20.25

20.25

20.25

PARTS: 1133.72 LABOR: 950.00 OTHER: 0.00 TOTAL LINE A: 2083.72

37769 VERIFIED CONCERN. FOUND DTC P310B (Low fuel pressure control,
fuel pressure outside tolerance) TECH FOUND TSB THAT INSTRUCTS TECH TO
REPLACE THE FUEL PUMP AND INSTALL FUEL VAPOR LOCK KIT. TECH PERFORMED
REPLACEMENT OF FUEL PUMP ASSEMBLY AND FUEL VAPOR KIT AND VERIFIED
PROPER ENGINE OPERATION

B PERFORM TIRE PRESSURE INSPECTION, RESET AND STORE TIRE PRESSURES IN
TPMS.

44TPA PERFORM TIRE PRESSURE INSPECTION, RESET AND
STORE TIRE PRESSURES IN TPMS.

3047336 CA

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

37769 PERFORMED INSPECTIONS. RESET TPMS

C CUSTOMER REQUESTING TO PERFORM COMPLIMENTARY MULTI-POINT INSPECTION.
CAUSE: AS REQUESTED

WCI CUSTOMER REQUESTING TO PERFORM COMPLIMENTARY
MULTI-POINT INSPECTION.

3047336 IWCI

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

37769 PERFORMED INSPECTIONS

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. ☐ Some Parts Not Returnable	LABOR AMOUNT	
				☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)		PARTS AMOUNT	
Revised Estimate	\$					GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
☐ Tire pressure check/inflation service was performed. RF psi LF psi RR psi LR psi ☐ Customer declined tire pressure check/inflation service.						TOTAL CHARGES	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received for had the opportunity to inspect any replaced parts as requested by you.						LESS INSURANCE	
DATE	CUSTOMER SIGNATURE		AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE			SALES TAX	
						PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #:



Audi San Diego

9010 MIRAMAR ROAD · San Diego, CA 92126
 (858) 578-8600 · (858) 348-4136 Fax
 www.audisandiego.com

INVOICE

SERVICE AND PARTS HOURS

MON - FRI: 7:00 A.M. - 6:00 P.M.
 SAT: 8:00 A.M. - 4:00 P.M.

PITTSBURGH, PA

PAGE 2

HOME:

BUS:

CELL:

SERVICE ADVISOR: 3041945 GEORGE GUSHULAK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	14	AUDI Q5	WA1LFAFP4E		37769/37769	T4617	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 IS							
01JAN14 DD			16:00 30NOV18		190.00	CASH	26NOV18

R.O. OPENED READY OPTIONS: ENG:2.0_Liter_Turbo_F.I.

14:23 14SEP18 07:51 26NOV18

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
00	GENERAL AND USED CAR					0.00	0.00
	3047336	CA					0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

EST: 169.00 14SEP18 14:23 SA: 87

EST: 2,269.00 26NOV18 07:50 SA: 3041945
 CONTACT: 858 (858) 578-8600

0

Thank you for servicing with Audi San Diego.
 We appreciate your business!

www.AudiSanDiego.com

This dealer is required by law to charge a nonrefundable \$1 California battery fee and refundable deposit for each lead-acid battery purchased.

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL	DESCRIPTION	TOTALS
\$	\$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)	COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law. ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. ☐ Some Parts Not Returnable	LABOR AMOUNT	950.00
				☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)		PARTS AMOUNT	1133.72
Revised Estimate	\$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)		GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
☐ Tire pressure check/inflation service was performed. RF psi LF psi RR psi LR psi ☐ Customer declined tire pressure check/inflation service. Initials						WASTE DISPOSAL COSTS *	0.00
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE						TOTAL CHARGES	2083.72
						LESS INSURANCE	0.00
						SALES TAX	87.86
						PLEASE PAY THIS AMOUNT	2171.58

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

Audi San Diego
Powered by Excellence

Audi San Diego

9010 Miramar RD

San Diego California
92126

858-549-6003

Customer information

Street

Zip code

Cardholder Signature

Transaction information

MOTO

Date: 11/26/2018 10:32 AM
Merchant ID: 10000150
Terminal ... 00000001
Invoice No.: [REDACTED]
Amount: \$2,171.58
Card Number: [REDACTED]
Response M.: Approved
Auth Code: 07770B
Auth Mode: Issuer
Processed as: MASTERCARD
Entry Method: Manual
Trace No.: [REDACTED]
Reference No.: [REDACTED]
Match AVS: Not Match Z
Match ZIP: Match Z
Match C...: Match M
Client ID: [REDACTED]
User ID: geg81_dms

I Agree to Pay Above Total Amount According to Card Issuer Agreement (Merchant Agreement if Credit Voucher)
Merchant / Customer Copy

COPY

Mr. Randy Reid

Chief Correspondence Officer, Office of Defects Investigation Enforcement

Thank you for your response to my concern about the safety issue which I reported to NHTSA on October 1. Understandably, you questioned the need for the vehicle VIN number. This was given to your representative verbally on October 1, but at the time she was unable to locate the vehicle's information from the VIN # I provided. The attached enclosures will provide this requested data

Notification has been given to the 3 Audi Dealers involved, Consumer Advocates with Audi America have been notified, but I'm not aware of any contact with the Manufacturer.

Following is a summary of my experience with my 2014 Audi Q5 from Sept 13 to the present.

While traveling Southbound on US highway 95 about 50 miles north of Yuma Az. The engine just quit. No power, no power steering and no power brakes. I was traveling about 70-75 MPH and was able to drive the car onto the very narrow right hand shoulder off of the active traffic lanes. The engine symbol was now lit as were the letters EPC on the instrument panel.

In over 65 years of driving I've never had a failure like this and while having an engine quit in the Desert is inconvenient, my real fear was if it had happened while passing another vehicle on this high speed two lane highway with oncoming traffic there would not have been an escape route and the result could have been more serious.

Since I was in a remote area in the desert, there was no cell phone reception but fortunately a 911 operator answered so I could explain my situation. She notified the State Patrol who was to come to my assistance. After about 1/2 hour the car started, so I drove to the nearest mile marker, paused to call the 911 operator with my whereabouts and to cancel the need for the State Patrol.

I proceeded with the car performing normally until I reached Yuma AZ where US Hwy 95 turns west and is the same as 16th street. After making the turn and travelling at normal city speed the Engine quit again. This time I was able to coast diagonally into the right turn lane about 200 yards from the nearest intersection.

At this point and with cell phone reception I could call AAA for towing assistance as well as Audi San Diego for advice, who told me to have the vehicle towed to their facility (178 miles from Yuma).

Yuma Sheriff Deputies arrived shortly thereafter to investigate and to insist on moving my car even knowing that I had already called for assistance however shortly after their arrival the car again started and I was able to drive to the nearest motel spend the night and arrange for a flatbed towing vehicle the next day, Sept 14. The car has been at Audi San Diego ever since.

Initially I was told that the car needed a fuel pump then a few days later some kind of gasket, then some type of cap and most recently a Venti Kit and after that parts that needed to be shipped from Germany with no anticipate ETA..

I remained in San Diego for an additional three days after a conference to learn the status of the car, or lack thereof and had to rent a vehicle pick up personal belongings from the Audi and return to my starting point in Vail Colorado.

Contacts with Audi San Diego have been numerous the most recent being a very apologetic call on October 31 from the service department advising that they still had no ETA on whatever repair kit was necessary. He said that he has been with Audi for 28 years and has never seen a time where there was such a problem getting parts from Audi Germany and that it was a national problem, not just with Audi San Diego.

You mentioned in your memo that if you open an investigation that you would provide the manufacturer with a complete copy of this report. I would welcome such an investigation and would be most happy to answer any questions they may have.

Attached is a complete file from the purchase of the Vehicle in Sewickley PA to all of the Maintenance records from Glenwood Springs Audi in Colorado to the work order from San Diego Audi on September 14, 2018.

Also enclosed are some personal notes /records I've made during this episode, notes on the correspondence to Audi America and a report I filed with a "Consumer Affairs" organization who track product issues.

I could give more detail in this memo, and on contacts I've made, but trust that the enclosures will be sufficient.

Sincerely,

Pittsburgh PA

[REDACTED]
[REDACTED]
Pittsburgh, PA [REDACTED]

PITTSBURGH
PA 150
02 JAN '19
PM 5 L



US POSTAGE

\$ 00.68

First-Class

Mailed From 15219

01/02/2019

032A 0061836297

Mr. Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation, Enforcement
1200 New Jersey Avenue SE
Washington, DC 20590

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