

N5F-010

CL-11257580-6751

Reference: Safety Recall 69Z4

CC: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590

Vehicle: WAU3FLFF5F [REDACTED]

Dear Audi Representative,

I am writing in response to the recent safety recalls associated with the 2015 A3. My vehicle has less than 60,000 miles on the odometer. Three weeks ago without warning the engine stopped working while in transit on a major California freeway (405). The car would not accelerate when the accelerator was depressed. Specifically, it will not accelerate above 10 miles per hour. Given the most recent safety recalls associated with the passenger side air bag failing to deploy when the light on the dashboard is lit (which it does on my automobile), I could have been serious injured if I had been struck by another car when the engine stopped working.

I find this kind of craftsmanship very upsetting for a "luxury vehicle."

Furthermore, upon taking the car to the local dealership:

Audi Fletcher Jones

375 Bristol St, Costa Mesa, CA 92626

I was told they did not know what the issue was with the engine. I would need to purchase an entirely new engine at the expense of over \$8,000. And they would only guarantee that new engine for 12,000 miles or 12 months. Really, the quality of your engines are so poor you only certify for 12 months? Or 1/10th the expected total mileage of the vehicle?

When asked about the recall, I was told there was nothing they could do, they had not fix for the safety issue.

I have a car with a failed engine, without air bags, that fails without warning and an incompetent service department in capable of diagnosing a problem despite having the car for 3 weeks. This lack of quality is unacceptable, this lack of safety is unacceptable and let me assure you I will make it my mission to unload this lemon as quickly as possible and spread the word as much as I can the poor quality and workmanship that can be anticipated from an Audi.

I should be paying nothing for these repairs and you should be paying me full blue book to take this liability off my hands.

Sincerely,

[REDACTED]

NM
10/2/19
AS

RR

August 2019

NEWPORT BEACH, CA

This notice applies to your vehicle: WAU3FLFF5F

NHTSA: 19V474

IMPORTANT!**A SAFETY RECALL HAS BEEN ISSUED FOR YOUR VEHICLE****Safety Recall 69Z4 – Passenger Occupant Detection System (PODS)**

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 2015-2019 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

Recall Description: Due to a loose contact at the connector, the passenger occupant detection system (PODS) may detect an error and switch off the passenger airbag even though the seat may be occupied. As designed, a warning light in the instrument panel comes on together with an acoustic warning sound and an error message is displayed in the instrument cluster. The airbag indicator light shows "passenger airbag off". In the event of a crash there would be an increased risk of injury to the occupant seated in the front passenger seat if the passenger airbag is switched off/not working.

THIS RECALL REPAIR IS NOT YET AVAILABLE.

We will send another letter as soon as the recall work can be completed on your vehicle.

Please note! Should an error occur, vehicle occupants will be alerted of a PODS system problem by illumination of the airbag warning light and by the status of the Passenger Airbag OFF indicator light. If this happens, contact your nearest Audi dealership and arrange to have the vehicle inspected/repaired without delay.

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 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.

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.

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