



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, DC 20590

[REDACTED]  
Pikesville, MD [REDACTED]

NEF-109 ela  
Ref. No. 11298053

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2018 Audi Q5 vehicle. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). I am pleased to respond.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. We received a previous report from you regarding your vehicle problem through our [www.nhtsa.gov](http://www.nhtsa.gov) website on January 8, 2020. Please note that when a motorist contacts NHTSA, their complaint does not automatically open a formal investigation by our agency. We entered the information from your report into our complaint database and our staff reviewed it to determine if a safety defect trend exists that may require our attention. NHTSA staff may follow up and contact a vehicle owner who submitted a complaint if we require additional information.

NHTSA is reviewing the safety and reliability of all advanced driver aid systems in manufacturers' vehicles across the industry. ODI has received reports similar to yours and is reviewing all available data concerning allegations of Audi's Pre-Sense Collision Avoidance System being too sensitive in MY 2018 Q5 vehicles. While we continue to review this issue, we have not opened any investigations nor reached any determinations at this time. We added your letter to our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at [https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls\\_808795.pdf](https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf).

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design,

construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive style with a large, stylized "R" and "R" at the beginning and end.

Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement