

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI# 11365744
Date: Tuesday, November 10, 2020 10:19:10 AM

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Issue with NHTSA and Audi

I'm very upset with NHTSA and Audi. I submitted a complaint with NHTSA on 10/22/20 and the complaint number is 11365744. I then took the vehicle into the dealership for them to look at the problem. Well it turns out that the dealership's service department has had a number of complaints just like mine. It also turns out that Audi has a fix for the problem. The fix is a software update 37M6. I'm glad the issue has been fixed on my vehicle but the real issue is that NHTSA and Audi are aware of this fix but both of these entities are not requiring the fix to be made via a gov't issued recall. Audi calls this fix a "Campaign". Audi is avoiding the standard practices of the NHTSA by referring to this problem and fix as a Campaign which is outside of the normal Technical Service Bulletin and Safety Recall process. Has no one at NHTSA or Audi learned the lessons of the GM debacle with the ignition switch. This cover up by NHTSA/DOT and Audi is a complete and utter disgrace. To allow Audi to operate outside of the NHTSA system is a complete failure. NHTSA needs to mandate Audi issue a Safety Recall ASAP!

[REDACTED] - See the complaint number above and complaint [REDACTED] for more details.

[REDACTED]
Quality Control Analyst



8300 Greensboro Drive, Suite 600, McLean, VA 22102

240-247-8812 (Desk) | 240-241-5625 (Fax) | www.telesishq.com

Contracting Vehicles: GSA FSS 70, GSA 8(a) STARS II, CIO SP3 (SB), Seaport-e, ITES-3S, RS3

Certifications: CMMI-DEV2; CMMI-SVC3; ISO20000; ISO9001; ISO27001

Partnerships: MS SILVER-Devices & Deployment; AWS Standard Consulting Partner; Blackberry Authorized Reseller Partner

DOWNLOAD OUR TELESIS JOBS Mobile App from:

App Store, iOS Version: <https://itunes.apple.com/us/app/telesis-jobs/id1364104100?mt=8>

Google Play, Android Version: <https://play.google.com/store/apps/details?id=com.telesisjobs>

Check out our current job openings at: <http://www.telesishq.com/careers/search-open-jobs/>

Ask me how you can earn up to \$3,000 with TELESIS Employee Referral Program!

This email and any files transmitted with it are confidential and are intended solely for the use of the individual or entity to whom they are addressed and may contain information that is confidential, proprietary, or otherwise subject to legal protection.

Sent from [Mail](#) for Windows 10