

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

National Highway Traffic Safety Administration 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received MAR 05 2021 30-NOV-2020	Repository <input type="checkbox"/> Reference No. 11377117
OWNER INFORMATION (Type or Print)			
Name		Dealer Telephone Number	
Address		E-mail Address	
City	State	ZIP Code	Dealer Telephone Number
BOGART	GA		
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WAU3G8FC8DN		MAKE AUDI	Model Year 2013
Date Purchased 03/03/2018	Dealer's Name and Telephone Number 614-889-2571 Midwestern Auto Group (MAG) Audi		Engine: No: Cylinders 6
Original Owner <input type="checkbox"/>	Dealer's City Dublin	STATE OH	ZIP Code 43017
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 01-NOV-2020
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Components Codes: 100000 POWER TRAIN, 060000 ENGINE (PWS)		Failure Mileage 75338.0	Failure Speed Ø
Catalytic Converter			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make n/a	Tire Model (Name or Number) n/a	Tire Size (Example P215/65R15) n/a	
DOT No. (Example DOTM1 9ABC036)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code	Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Make: n/a	Date Manufactured: n/a	Model No./Name: n/a	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), Failure(s), Crash(es), Injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured Ø	Number of Deaths Ø
		Reported to Police N	
Narrative Description of Incident(s), Crash(es), Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old parts available).			
TL* THE CONTACT OWNS A 2013 AUDI A7. THE CONTACT STATED THAT THE VEHICLE FAILED TO RESPOND WHILE DEPRESSING THE ACCELERATOR PEDAL, WITHOUT WARNING. THE CONTACT SPOKE TO THE MANUFACTURER AND WAS REFERRED TO AN AUTHORIZED DEALER TO HAVE THE VEHICLE SERVICED. THE CONTACT DROVE THE VEHICLE TO AN INDEPENDENT MECHANIC WHERE HE WAS INFORMED THAT THE CATALYTIC CONVERTER WAS DEFECTIVE. THE MECHANIC WAS UNABLE TO PROVIDE THE REPAIR FOR A LACK PARTS TO REPAIR THE VEHICLE. THE MANUFACTURER NOTIFIED THE CONTACT THAT THE VEHICLE NEEDED TO BE TAKEN TO AN AUTHORIZED AUDI DEALER FOR SERVICE. THE MANUFACTURER DECLINED TO PAY FOR THE REPAIRS TO THE VEHICLE. THE CONTACT STATED THAT THE NEAREST DEALER WAS NEARLY TWO HOURS AWAY AND THAT THE VEHICLE WAS NOT ABLE TO BE SERVICED AT THE TIME. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 75,338.			
please see attached			

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEET(S)

The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



Import Car Doctors
 1900 West Broad Street
 Athens, GA 30606
 (706) 353-6006
 importcardoctors@gmail.com
 http://www.importcardoctors.com

Invoice for RO

Service Advisor: Joe Ingram
 Date Created: 11/02/20 at 08:05 AM EST
 Client: [REDACTED]
 Vehicle: 2013 Audi A7 Quattro Base

Bogart, GA Phone: [REDACTED]	2013 Audi A7 Quattro Base 3.0L V6 (CTUA) Supercharged GAS FI VIN: WAU3GBFC8DN [REDACTED] License: [REDACTED] Color: N/A Odometer In: 75338 / Out: 75339	RO [REDACTED]
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Client concerns:

- CEL is On
- Noise from right front

1 - Level 1 Diagnostic Testing	
Labor:	Level 1 Diagnostic Testing
✓ Authorized on 11/02/20 at 08:05 AM EST	
	\$129.99

2 - Catalytic Converter	
Labor:	Catalytic Converter R&R - Right
Parts:	Catalytic Converter 1
	Engine Mount 1
	Exhaust Pipe Gasket 1
	Exhaust Pipe Gasket 1
✓ Authorized on 11/06/20 at 01:08 PM EST	
Subtotal \$1,936.41 + est. Tax \$70.93	\$2,007.34

I consent to receiving text messages regarding services via automated technology to the cell phone number on file. I acknowledge that I do not have to provide this consent to receive services. Message and data rates may apply. Most repairs come with a 36 month/36,000-mile nationwide parts and labor warranty, whichever expires first, unless otherwise noted on estimate or invoice. Re-manufactured, economy, or discounted parts will receive a 12 month/12,000-mile parts-only warranty. Work performed for and paid by a warranty company will receive a 12 month/12,000 parts and labor warranty unless otherwise stated on estimate or invoice. Customer supplied parts and used parts include no warranty unless otherwise noted. For warranty information on covered repairs outside of 25 miles, please call 1-866-588-0728 to contact one of 7,500 in-network locations. Warranted repairs cannot exceed the original cost of repair. Alignments come with 3 month/3000-mile warranty assuming no negligence/non-controllable conditions exist, (for example, collision/road hazard damage resulting in misalignment).

Total Repair Order & Signature:

Total Jobs: \$2,066.40
 Total Fees: \$38.78
 Subtotal: \$2,105.18
 Taxes: \$70.93
 Grand Total: \$2,176.11
BALANCE DUE: \$0.00

Authorized by [Signature]

Completed Transactions					
11/09/20	[REDACTED]	\$1,176.11	Credit Card Payment	Mastercard**** Auth: 05164P [REDACTED]	Chip Mastercard AID:A0000000041010 ARC:Z3
11/02/20	[REDACTED]	\$1,000.00	Credit Card Payment	Mastercard**** Auth: 70604P [REDACTED]	Chip Mastercard AID:A0000000041010 ARC:Z3

The issue was detected on Sunday, 10/25/2020, when I left my neighborhood and the 2013 Audi A7 was not going the speed the speedometer was indicating. So, I turned around immediately as the car was not functional. I called Audi Customer Service the same day, Sunday 10/25/2020, but Audi Customer Service was not open. I called Audi again at 8am (est) on Monday, 10/26/2020, and explained to the Audi Customer Service there was an issue and I googled it and it may be the catalytic converter or something with the transmission and it was not driveable. She asked if I could take it to an Audi Dealer which was about 2 hours away and a 2 hour distance was not driveable and it would probably not be good with emissions if it was the catalytic converter. She agreed and recommended I take the car to the closest reputable shop even if it was not an Audi dealer to get to diagnose and get the issue repaired/replaced. So, the same day, Monday 10/26/2020, I took it to the closest shop in Athens, GA (invoice included) on that serviced foreign cars (such as Audi). The issue was the catalytic converter and I got the part replaced on 10/30/2020. I called Audi the week of 11/2/2020 and explained to them the situation again and the catalytic converter was the issue and was replaced at \$2,1176.11 and should be under federal warranty as it was below 80,000 miles (mine was 75,338 miles). Audi said that they would not reimburse as the replacement was not made at an Audi Dealer. I mentioned to them that Audi Customer

Service advised me to seek the closest shop for repair/replace. An Audi Case # [REDACTED] was opened and denied reimbursement because the repair/replacement was not made at an Audi Dealer. I mentioned to Audi this is not right or fair when the catalytic converter is under federal warranty for 80,000 miles and Audi Customer Service was the one that recommended me to take the car to the closest shop even if it's not an Audi Dealer. They also mentioned they need it to be at an Audi Dealer because they cannot guarantee the work. I mentioned to them what guarantee would you need to provide when the catalytic converter sheared (not just broke) off the car mounting bracket. I said the SHEARING of the catalytic converter should tell you that it's a manufacturer's defect and these are driver safety and emissions issues. I still have the defective part. I believe this is a safety issue and an emissions issue.

Also, the week of 11/9/2020, I spoke to the Joel Ball (734-214-4238) from the EPA and he said with your circumstance, they should be reimbursing you as it is under federal warranty.

Warm Regards,

[REDACTED]

Bogart, GA [REDACTED]

Mobile [REDACTED]



↑
MOUNTING BRACKET
SHEARED OFF FROM
THE CATALYTIC CONVERTER.
THIS SEEMS TO BE A SAFETY
CONCERN & EPA ISSUE WITH
EMISSIONS.

