

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint ----- 11458614-----
Date: Thursday, July 14, 2022 8:14:32 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Wednesday, July 13, 2022 11:57 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Re: Follow up to ODI Complaint ----- 11458614-----

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.

Thank you for your time .

[REDACTED]

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Sent: Tuesday, June 28, 2022 8:14 AM
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint ----- 11458614-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

28-MAR-2022

Repository ☐Reference No.
11458614**OWNER INFORMATION (Type or Print)**

Name

Address

City

Skokie

State

IL

ZIP Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 INFORMATION17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
WUACGFF5F1MAKE
AUDIModel
A3Model Year
2015

Date Purchased

Dealer's Name and Telephone Number
Audi Morton Grove 8479988000Engine:
No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City: Morton Grove

STATE
ILZIP Code
60053

Transmission Type

☐ Antilock Brakes
☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
01-DEC-2019**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Components Codes: 140000 AIR BAGS

Failure Mileage
68000.0

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM1 9ABC036)

☐ Original Requirement
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

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 part is available).

The contact owns a 2015 Audi A3. The contact received notification of NHTSA Campaign Number: 21V198000 (Air Bags) however, the part to do the recall repair was not yet available. The contact stated that the manufacturer exceeded a reasonable amount of time for the recall repair immediately and failed to act. The manufacturer was made aware of the issue and upon multiple requests for help or advice refused to aid in any way. The contact stated that the Audi presence system fault warning chime and light was illuminated. The contact stated that the passenger's side airbag warning light AND passenger seat belt warning would illuminate whether there was a passenger seated in the seat or not. The approximate failure mileage was 50,000. Parts distribution disconnect. Scheduled for 3 service appointments, sent home twice AFTER arrival for appointment with no heads up, no courtesy call saying the part wasn't in stock. Severely poor customer service from Audi Morton Grove who did nothing better the situation

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 take 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.