

May 12, 2024

Ms. Ann E. Carlson
NHTSA
1200 New Jersey Avenue SE
Washington DC 20590

RE: 2020 Audi A5 Cabriolet – possible safety issue

Dear Ms. Carlson,

I am having a recurring issue with my Audi which I leased new. The 'control box' that controls some safety communications functions has for the second time stopped working.

This is colloquially referred to as the J949 Box. But I believe the office Audi OEM Part Number is 4KE035283B this is the part that controls in-car voice reception.

And that might not alone be a safety issue, although I think one could argue that not being able to be heard via the car to make an emergency call certainly could be.

But I believe this same part regulates emergency communications in the event of an accident. And because of that issue I wanted to draw this to the NHSTA's attention.

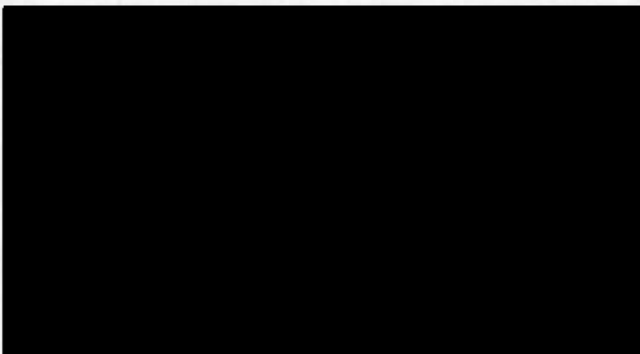
After over a year of complaining to Audi and two letters to the CEO of Audi in Germany, the Audi dealer in New Hampshire was able to fix it. I believe this dealer has acted in good faith.

Other Audi dealers in Massachusetts either denied there was a problem, or admitted there was but couldn't fix it before I took it to the dealer in New Hampshire.

But now this part that was replaced under Warranty back on 12/28/21 (and I've included the receipt here) is once again no longer working.

I believe something that disables voice communication from the vehicle, either for regular use or in the case of an emergency, should be a paid-for recall by the manufacturer by a more reliable part.

And that Audi should repair my vehicle free of charge. Thank you for your time in this matter.



RC



Audi
www.audinashua.com

AUDI NASHUA | NH
170 Main Dunstable Road
Nashua, NH 03060-3638
Tel: (603) 595-1700
Fax: (603) 594-0735
1-800-486-2834

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
12/28/21	
R/O Close Date	status
12/28/21	Pre-Invoice
Mileage In	Mileage Out
30016	30016
Service Advisor / Tag #	
MICHAEL SANTOS/3793	
Vehicle Identification Number	
WAU2NGF501	
Delivery Date	In-Service Date
	04/30/20
Year	License Number
2020	

CONCORD, MA		Work Phone	
		Home Phone	
Year	Make	Model	Body
2020	AUDI	A5 CABRIOLET	PREMIUM 2.0 TFSI
			Color
			BLACK

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - DIAG: INITIAL DIAGNOSIS C/S: CUSTOMER STATES WHEN USING APPLE CAR PLAY AND BLUETOOTH TO ACCEPT A CALL HE IS UNABLE TO HAVE THE CALLER HEAR HIM- HE CAN HEAR THE CALLER-REPAIR AS NEEDED-SOP Installed 4KE035283B :CONTR.UNIT Installed 8W7857705L V04 :SEAT BELT previously ordered parts, under repair order had a previous tac open before. later received a call and also want to replace seatbelt. removed rear bench seat and back rests and removed gateway module and reinstalled new module. put convertible top in service mode and removed driver rear side pillar and lower sill panel. removed and installed new seat belt. reinstalled all remaining parts. ran test plans and coded the module. cleared faults and put vehicle to sleep. road tested vehicle and tested Bluetooth function and verified proper operation of microphones. re scanned vehicle and no faults returned.</p>	<p>Qty: 1 Warranty Qty: 1 Warranty</p>
<p>#2 - LC: AUDI LOANER VEHICLE RESERVATION CUSTOMER REQUESTED A LOANER Sub Total: .00</p>	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



Audi
www.audinashua.com

AUDI NASHUA | NH
170 Main Dunstable Road
Nashua, NH 03060-3638
Tel: (603) 595-1700
Fax: (603) 594-0735
1-800-486-2834

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
12/28/21	
R/O Close Date	Status
12/28/21	Pre-Invoice
Mileage In	Mileage Out
30016	30016
Service Advisor / Tag #	
MICHAEL SANTOS/3793	

[REDACTED]			Work Phone	[REDACTED]	
CONCORD, MA [REDACTED]			Home Phone	[REDACTED]	
Year	Make	Model	Body	Color	License Number
2020	AUDI	A5 CABRIOLET	PREMIUM 2.0 TFSI	BLACK	

Vehicle Identification Number	
WAU2NGF50I	
Delivery Date	In-Service Date
	04/30/20

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#3 - MISC: CUSTOMER STATES CUSTOMER STATES THE VEHICLE TURNS OVER A COUPLE TIMES BEFORE STARTING, IT USED TO START IMMEDIATELY. scanned vehicle and found no faults under the ecm. no related tsb. checked vehicle and starts ok. verify client is using premium fuel.</p> <p>Purchase Order:</p> <p>Please Note: [REDACTED] CUSTOMER REQUESTED A LOANER CREATED 2021-12-20 08:52:00AM TAKEN BY DANIELLE SHAFMAN</p>	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon."

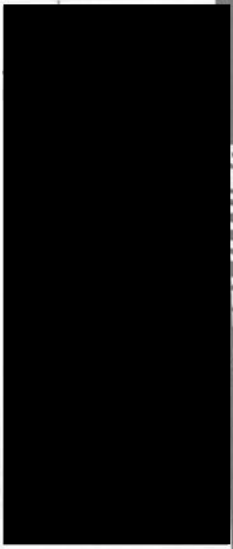
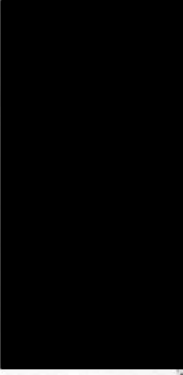
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

CERTIFIED MAIL



Retail



15

Department of Transportation

To: W41-306

Building: DOT

Mailstop: 4 West

Rtg Symbol: NEC, NOA, NIA

External Carrier: PRIORITY

Sender:

DOT

5/20/2024 1:45:14 PM

U.S. POSTAGE PAID
ECM LETTER
CONCORD, MA 01742
MAY 15, 2024

RETURN RECEIPT
REQUEST

MS. ANNE E. CARLSON
NHTSA
1200 NEW JERSEY AVEN
WASHINGTON DC 2059

NEC

20590-

