

[REDACTED]
[REDACTED]
Orlando, Florida [REDACTED]
[REDACTED]
[REDACTED]

March 6, 2025

National Highway Traffic Safety Administration (NHTSA)

Office of Defects Investigation

1200 New Jersey Avenue SE

Washington, DC 20590

Subject: Vehicle Fire Incident – Safety Complaint Against Audi

Dear NHTSA Office of Defects Investigation,

I am writing to formally submit a safety complaint regarding a dangerous and distressing incident involving my 2017 Audi Q7 (VIN: [REDACTED]), which unexpectedly caught fire on [REDACTED]. Despite an investigation, I have yet to receive a satisfactory explanation or resolution from Audi, leaving me and my family to bear the emotional and financial burdens of this incident. Given the severity of the situation and the potential safety risks to other Audi owners, I am requesting that NHTSA conduct a thorough investigation into this matter.

The fire occurred on the A-ramp approach to the Fort Lauderdale-Hollywood International Airport while my vehicle was being driven by a family friend. According to a witness, flames were seen coming from underneath the vehicle before it became fully engulfed. The driver, [REDACTED], suffered burns to her hand and wrist while attempting to retrieve her purse



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from the burning car and was transported to Broward General Hospital for treatment. Broward County Fire Rescue responded to extinguish the fire, and the Broward County Aviation Department had to close two lanes of the roadway due to fire damage.

One critical detail that has been ignored during this investigation is that [REDACTED] saw a camera-related message appear on the dashboard right before she exited the vehicle. This could be a crucial indicator of an electrical or system malfunction within the car, yet no one has provided any details or explanations about what this message could have meant. Audi has failed to address this or investigate whether it played a role in the fire.

Most concerning is that no mechanical issues were known prior to this incident, and there has been no clear determination of what caused the fire. This has left me deeply troubled about the safety of Audi vehicles and the lack of accountability from the manufacturer.

Since the incident, my family and I have suffered significantly:

1. Emotional Trauma – Not only did I witness my vehicle being destroyed in flames, but my children have also been deeply affected by the experience. They remain fearful of cars, and the incident has left a lasting emotional toll on them.
2. Financial Burden – I had state-minimum insurance coverage through Infinity (Kemper), which did not cover the loss of the vehicle. Despite my repeated efforts to cooperate with them, they neglected my claim and failed to provide proper communication. Instead of working directly with me—the vehicle's owner—they focused solely on trying to contact [REDACTED]. As a result, I was left with no financial recourse, forcing me to continue making payments on a car that no longer exists. Additionally, I lost personal property, including a legally owned firearm, which was completely destroyed in the fire.
3. Unanswered Questions – Despite emergency responders and law enforcement documenting the event, Audi has failed to provide any transparency or accountability regarding the cause of this catastrophic failure. No effort was made to explain the dashboard message or whether it was related to the fire.
4. Credit Damage & Hardship – Losing my vehicle left me unable to move around, severely impacting my ability to maintain financial stability. Without reliable transportation, I struggled to meet financial obligations, and ultimately, this incident led to a negative impact on my credit report. I could no longer afford the payments on a car I no longer had, adding further hardship to an already devastating situation.



This experience has not only left me financially strained but has also shaken my trust in the safety of Audi vehicles. A vehicle should not spontaneously catch fire under normal operating conditions, and it is unacceptable that Audi has failed to provide answers or assistance.

Given the potential risks this defect may pose to other Audi owners, I urge NHTSA to conduct a full and transparent investigation into this fire, determine if similar incidents have occurred, and take appropriate action to ensure public safety. I also request guidance on any further steps I can take regarding compensation and accountability from Audi.

Thank you for your time and consideration. I look forward to your response regarding this urgent safety matter.

Sincerely,



LBIVVRQ9

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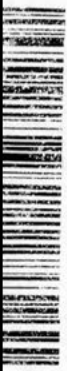
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