



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



September 18, 2025

[REDACTED]
Orlando, FL [REDACTED]

NEF-109 rrr
Ref. No. 11651230

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2017 Audi Q7 vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. Please accept our sincere sympathy for the injuries sustained by [REDACTED] during the vehicle fire. We also understand your concerns regarding what caused the fire. We reviewed our database to identify whether a safety defect trend exists with engine compartment or powertrain fires in MY 2017 Audi Q7 vehicles. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall. However, we entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf.

Please note that a number of factors, other than a manufacturer's safety defect, can cause a vehicle fire, e.g., leaking fuel, oil and fluids, road debris, lack of maintenance, component wear, engine overheating, etc. When provided with all necessary details and particularly after an opportunity to examine the vehicle, an expert in fire reconstruction can provide an educated opinion as to why a vehicle caught fire. We encourage you to continue to work with Volkswagen/Audi, your dealer, and your insurance company regarding any unresolved issues pertaining to the vehicle fire.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,

[REDACTED]

Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement