

[REDACTED]  
Dripping Springs, TX  
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May 19, 2025

NHTSA Headquarters  
1200 New Jersey Avenue SE. West Building  
Washington, DC 20590

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**\*\*Subject: Urgent: Demand for Action on Systemic Coolant Leak Issues in Audi Q7 and Other EA839-Equipped Vehicles, Reimbursement for Affected Owners, and Notification to NHTSA\*\***

Dear Mr. Weissland,

I am writing to you as a concerned Audi Q7 owner, and on behalf of a significant number of fellow Audi customers, to address a persistent and costly issue: systemic coolant leaks affecting Audi Q7 models, particularly those equipped with the 3.0-liter turbocharged V6 (EA839) engine, such as my 2020 Audi Q7 55 TFSI. It pained me to learn that after speaking

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to Audi of America, with Mike (Extension 43252), that Audi is currently not addressing this widespread failure. I have documented my concerns with him over the phone, followed by this letter. This issue is not isolated to the Q7; similar problems are being reported by owners of other Audi models sharing the EA839 engine platform, including the S4, S5, SQ5, and A6/A7 series. These defects are leading to exorbitant repair costs for loyal Audi owners, often occurring shortly after the standard warranty period expires, and raise serious concerns about vehicle safety and reliability.

Numerous Audi Q7 owners, myself included, as well as owners of other EA839-equipped models, have been confronted with unexpected and significant repair bills, frequently exceeding \$3,000, to address failures in the cooling system. Components such as the water pump assembly, thermostat and housing, and the Positive Crankcase Ventilation (PCV) system have been identified as common culprits. The prevalence of these issues is not anecdotal; it is widely documented across various owner forums (e.g., AudiWorld, Audizine, Reddit) and is further substantiated by the class action lawsuit, *\*Fiscina et al. v. Volkswagen Group of America, Inc.\**, which specifically alleges defects in the water pump design leading to premature failure in Audi vehicles, including the Q7 (up to model year 2022) and other models utilizing the 3.0T engine.

The financial burden placed on your customers to rectify what appears to be a manufacturing or design flaw is unacceptable. We invested in Audi vehicles with the expectation of premium engineering and reliability. Instead, we are facing costly out-of-pocket expenses for repairs that should not be necessary on relatively new vehicles.

Beyond the financial strain, these coolant leaks pose a significant safety risk. As detailed in extensive research, failure modes associated with these components can lead to coolant being drawn into the engine's vacuum lines, mixing with engine oil via a faulty PCV system, or entering the intake tract through failing air-to-water intercoolers. Such coolant ingestion can cause engine misfires, drivability issues, and, in severe cases, lead to a cascade of damage resulting in catastrophic engine failure. This potential for sudden engine malfunction or failure while driving presents an undeniable safety hazard to vehicle occupants and other road users. The notion that a premium vehicle could suffer such critical failures due to known component issues is deeply troubling.

We, the affected Audi owners, urge Audi of America to take immediate and decisive action to rectify this situation. We demand the following:

1. **\*\*Full Reimbursement:\*\*** Provide full reimbursement to all owners who have incurred out-of-pocket expenses for the diagnosis and replacement of faulty cooling system components (including, but not limited to, water pumps, thermostats, PCV systems, and related pipework) outside of the standard warranty period.
2. **\*\*Extended Warranty:\*\*** Issue an extended warranty specifically covering these known problematic cooling system components for all affected Audi Q7 vehicles and other models equipped with the EA839 engine experiencing these failures. This warranty should reflect the premature failure rate of these parts.
3. **\*\*Stand Behind Your Product:\*\*** Publicly acknowledge these issues and demonstrate a commitment to your customers by implementing a comprehensive solution that ensures the long-term reliability and safety of our vehicles.

Should Audi of America fail to address these serious issues and meet the reasonable demands outlined above, we will be left with no alternative but to explore all available legal avenues to protect our rights and investments.

Audi has built its reputation on "Vorsprung durch Technik" – advancement through technology. It is time for Audi to apply this principle to customer care and vehicle reliability by addressing these coolant system defects head-on. We trust that you will give this matter the serious attention it deserves and look forward to a prompt and positive response outlining the steps Audi of America will take.

Please be advised that a copy of this letter has also been forwarded to the National Highway Traffic Safety Administration (NHTSA) for their information and potential investigation, given the safety implications of these defects.

Sincerely,

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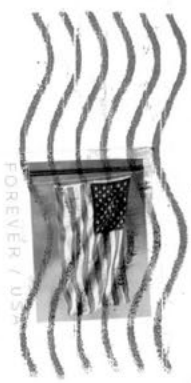
Audi Q7 Owner

VIN [REDACTED]

Dipping Springs, TX



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