



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

DOT Auto Safety Hotline

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

FOR AGENCY USE ONLY 100146

Letter Received
21-JAN-2003
OFFICE INVESTIGATION
Repository
Reference No. 10004197

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: SOLVANG State: CA Zip Code: [REDACTED]
Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Evening Telephone Number: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 2/13/03

VEHICLE INFORMATION

Vehicle Identification Number: WALDKRBCORA166306 Make: AUDI Year: 90 Model Year: 1994
Date Purchased: 2/26/96 Dealer's Name and Telephone Number: Cutler Motors 1-800-676-1595 Engine: No. Cylinders 6 Fuel Type: gasoline
Original Owner: Dealer's City: Santa Barbara, CA State: CA Zip Code: 93105
Transmission Type: automatic Antilock Brakes Cruise Control Powertrain: [REDACTED]
Vehicle Component Code: 116100 ELECTRICAL SYSTEM:IGNITION:SWITCH
Multiple Failures: [REDACTED]

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 23-OCT-2002 Failure Mileage: 62,142 Failure Speed: start-up Diagnosed by dealer as Failed ignition switch

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DOTM1A9ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), call (calls), crash(es), and injury(ies).)

Crash Yes No Fire Yes No
Number of Persons Injured: [REDACTED] Number of Deaths: [REDACTED] Reported to Police: N

Narrative Description of Incident(s), Crash(es), and 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).

CONSUMER STATED THAT THE IGNITION SWITCH MUST BE REPLACE. ELECTRICAL SYSTEM STOPPED. TS

The failure(s) correspond exactly with the consequences described in NHTSA Campaign ID 96V017000: electrical accessories malfunctioned - including turn indicators, lights and horn. The horn failure nearly resulted in a collision. In addition to these malfunctions, I could not turn off the ignition, so I drove 32 miles to the dealer, where the battery was disconnected pending repair. The repair was completed the next day, at a cost of \$230²⁴ (see enclosed repair invoice).
When I told the Service Advisor of the NHTSA recall he contacted AUDI at the number included in the NHTSA campaign, and was told that it wasn't AUDI's problem. I called them too, and got the same answer: "the system" did not recognize any obligation for AUDI to pay for the repair. (see over)

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 a 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I am puzzled - and angered - by the discrepancy between the NHTSA's recall notice, and its reference to the expectation of a "free remedy" from an authorized AUDI dealer, and the stone wall I ran into at AUDI. No explanation of why the recall did not apply to my VIN, just a flat denial of any responsibility because THEIR system didn't acknowledge it. What is the point of NHTSA recall notices if they can be ignored by the manufacturer?

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



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QUESTIONNAIRE**

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TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

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1-888-327-4236

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(DASH) & DOT



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<http://www.nhtsa.gov>

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**