



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

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

2003 JUN 16 AM 9:05

FOR AGENCY USE ONLY 100079

Date Received

Repository ☐

Reference No.
10017560

OWNER INFORMATION (Type or Print)

Name

Address

City MENLO PARK

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to use your name or address to the vehicle manufacturer?
Signature of Owner

☐ YES ☒ NO
Date 6/11/03

VEHICLE INFORMATION

Make

AUDI

Model

A4

Model Year

1997

Date Purchased

8/97

Dealer's Name and Telephone Number

Park Place Audi / University Park Audi

Engine:

No. Cylinders

Fuel Type:

Premium

Original Owner

Dealer's City

Dallas, TX

State

Zip Code

Transmission Type

Auto

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code:

061110 ENGINE AND ENGINE COOLING; ENGINE: GASOLINE; BELTS AT

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
24-APR-2003

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTN16A8C036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(es).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

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

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).

THE TIMING BELT BROKE, WHICH CAUSED DAMAGE TO THE ENGINE. *JB

The timing belt tensioner rod broke prematurely causing timing belt failure. The timing belt failure then led to damage to main of the intake and exhaust valves in the engine. Manufacturer knows of defect with part as the company has redesigned the part to be put in cars at time of belt change. However, company has never notified users that the part has a high risk of failure after the 60,000 mile mark. The company has advised to change the belt in the 90,000 - 105,000 range. My part failed at 72,000 miles.

Side, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration 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)

There are a # of other people I have contacted who have had this problem. For me, the cost of repair was over \$4,000 for a defect the company knew it had. I have contacted several other owners w/ this problem and would be willing to provide their documentation. This is the second most complained about problem with this vehicle, yet there has been no recall or technical advisory. Both the 1st and 2nd problems had recalls issued. Please look into procuring the company for a recall.

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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

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



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http://www.dhs.gov/government