



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

FOR AGENCY USE ONLY 100147

Date Received

Repository ☐

2003 NOV 17

Reference No.
10042531

OWNER INFORMATION (Type or Print)

Name

Address

City LAGUNA HILLS

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 Date 10/25/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

WAUDA88D2TA142818

Make

AUDI

Model

A4

Model Year

1996

Date Purchased

Dealer's Name and Telephone Number

Rusnak Audi Ph 805 496 8400

Engine:

No. Cylinders 6

Fuel Type:

Original Owner

Dealer's City (Contact: Frank)

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

116100 ELECTRICAL SYSTEM:IGNITION:SWITCH

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

25-AUG-2003

Failure Mileage

Failure Speed

Starter failure due to ignition switch
recall failure

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: DOTM1BABC036)

☐ 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(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

None

Number of Deaths

None

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).

WHEN TRYING TO START VEHICLE IGNITION WOULD NOT TURN. *AK

see reverse side for details of claim
(Please call me at 949 450 4670 with questions)

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-578) This information is requested pursuant to 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)

The starter failure is a direct result of the ignition switch failure which was a recall item. The Dealer (Rusnak, West Lake Village, CA) acknowledged that starter failure was due to ignition switch failure. This is also confirmed by the fact that the Dealer agreed to pay for the cost of the starter part but refused to pay the labor and diagnostics. The total amount given was as follows - Diagnostics \$98, Labor \$294 starter part \$330. Total \$722. The dealer agreed to pay for the starter (\$330) and refused to pay for diagnostics + labor. The actual amount I paid under protest was \$405.91 (copy of receipt attached) for labor + diagnostics. I also paid an amount of \$94.00 for towing from place of failure to the dealer location. So total amount I am claiming from AUDI Corp/Dealer is \$405.91 + \$94.00 = \$499.91
(copy of towing receipt attached)

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

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 72173 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

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
http://www.nhtsa.gov/questionnaire

Sierra Towing



Coronado Valley S.F. Valley Malibu
805-371-4097 818-707-2107 310-456-3004
Toll-Free 1-800-734-1488 Fax 805-371-4097

Corporate & Mailing Office: 2325 Towngate Road Westlake Village CA 91361

DATE IN 09 25 03

NAME

STREET

CITY

C.O.D.

DATE OUT 10/1/03
PHONE

LEGAL OWNER

REQUESTED BY

YEAR AND MAKE

MODEL

COLOR

LICENSE NO.

1991	900T	A4	BLUE
TRANSFER NO.	REPAIR ORDER NO.	SOA	
		0	9
		9	0
		2	9
		1	4
		2	8
		1	5

PURCHASE ORDER NO.

LOCATION OF PICKUP

TAKEN TO

N/B L/V is of 4 in 10 from
3832 Thousand Oaks Blvd Mulholland

EXTRA LABOR

ADDITIONAL TOWING

PREVIOUS DAMAGE

STORAGE FROM

NUMBER DASH

FRONT TOW ☐ REAR TOW ☐

TIME OUT 20:35

TIME IN 18:57

TIME

INVOICE NO.

TO

DAY

11/17/03

LEASE

ENDING

8:54

LEASE

START

8:58

MILES

14

DRIVER

TRUCK NO.

THE UNDERSIGNED, DO HEREBY CERTIFY THAT I AM THE AUTHORIZED
AND INDICATED TO TAKE POSSESSION OF THE VEHICLE DESCRIBED ABOVE
AND ALL LOGICAL PROPERTY THEREIN I WAS NOT AWARE OF ANY
PROPERTY DAMAGE

SIGNED

[Signature]

[Signature]

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARGO OR
ATTACHMENT 1607 IN TANK OR OUTSIDE EQUIPMENT FOR 90 DAY

TOWING	45
LABOR	
ADDITIONAL TOWING	
STORAGE	
WARRANTY	
ADVANCE PAYMENT	
TAX / FEE	
TOTAL	49.00
PAID	94.00
DATE	10/1/03

517X

**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).**