



Office of Defects Investigation

VOQ Confirmation

Your Complaint Information is successfully submitted.

Your Confirmation number (ODI Number) is ~~10050691~~ 10057879

Your Complaint Information

Consumer Information

Name : Eduardo Greco
 Org. Name :
 Address :
 City, State, Zip : San Juan, PR
 OTHER:
 Daytime Phone :
 Evening Phone :
 Email :
 Web :
 Fax :

Complaint Information

Description : ABS & BRAKE lights at instrument panel turn on and off intermittently, along with beeping alerts. The dealer says the ABS Control Module is dead. The car warranty has ended recently. The problem is happening on every 1996 - 2001 A4 (mine is a 2000 A4 1.8T). On the Bentley Publishers Technical Discussion Board you could find several cases along with one that AUDI USA replaced at no cost on an A4 already out of warranty (owner name Jim Harper at Stevens Creek Audi Dealer in San Jose, CA). On the AudiWorld Forum the number of cases is endless.

Incident Date : 12/1/2003 Fire : No
 Num. Fatalities : 0 Crash : No
 Num. Returns : 1 Property Damage : No
 Num. Injured : 0 Police Report : No
 Referral Source : INTERNET CHAT ROOM

Vehicle Information

VIN : WAUAC2803YAO31940 Purchase Date : 9/29/1999
 Year, Make and Model : 2000/AUDI/A4 Original Owner : Yes
 # of Cylinders : 4 Trans. Type : AUTOMATIC

Engine Size :	1.8	VehicleDetails Usage :	UNKNOWN
Cruise Control :	Yes	Antilock Brakes :	Yes
Current Mileage :	55000	Speed :	25
Failure Mileage :	55000	Powertrain :	FRONT WHEEL DRIVE
Body Style :	4-DOOR	Fuel System :	TURBO
Fuel Type :	GAS		

Vehicle Component Information

Component 1:	SERVICE BRAKES, HYDRAULIC/ANTILOCK-CONTROL UNIT/MODULE	OEM:	Yes
--------------	--	------	-----

Vehicle Dealer Information

Is Dealer :	1		
Name :	Gomez Hernandez Kennedy	Dealer Type :	SALES DEALER
Address :	Marshall Ave. Kennedy San Juan, PR		
Dealer Phone:	787-277-0505	Dealer Fax:	787-277-0707
Email:	vmgomez@gomezeurope.com		

120

Jimenez, Alberto

From: Doernberg, David on behalf of TIS
Sent: Friday, January 23, 2004 2:22 PM
To: Jimenez, Alberto
Subject: FW: Complaint # 10050691

Hi Al:

Could someone in your Office help him, please?

Thank you,

David
ext. 64947

-----Original Message-----

From: [REDACTED]
Sent: Monday, December 29, 2003 3:03 PM
To: TIS
Subject: Complaint # 10050691

What is the status of this complaint?

[REDACTED]
San Juan, PR
Home [REDACTED], Cel [REDACTED]
Fax [REDACTED]
[REDACTED]

Do you Yahoo!?
[Free Pop-Up Blocker - Get it now](#)

1/30/2004

Jimenez, Alberto

To: [REDACTED]
Subject: Your report 10050691.

[REDACTED] We regret any inconvenience our delay in responding to your e-mail may have caused you. Your e-mail was received by the Office of Defects Investigation on January 23, 2004. Internet Vehicle Owner's Questionnaires (IVOQ) reports are automatically transferred into our complaint data base. In searching for your report it was discovered that IVOQ confirmation No. 1005069 was assigned to another person's complaint. Your report is not in the data base. Presently, the theory is that your report and another person's report were in contention (both reports were submitted at the same time on December 18, 2003) for the same Certification number and your report was not entered into the system. This rarely happens. The solution of this problem is currently being worked on. Your report is being entered manually into the data base. Your new Certification number is 10057879.

However, we do appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to assist us in identifying potential safety defects to determine whether an investigation is warranted. We have reviewed our database in an effort to identify a safety defect trend with regard to 1996 through 2001 Audi A4 vehicles with ABS problems which you described. At this time, there is insufficient evidence to initiate a safety defect investigation at this time.

By separate mail I'm providing you with a booklet that explains our investigation process.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Office of Defects Investigation, Correspondence Research Division, at: (202) 493-0576.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement