

11



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 100222

Date Received
2004 SEP 29 AM 10: 22
02-SEP-2004

Repository
Reference No.
10090323

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City LANSDALE State PA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number
Same

E-mail Address

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 9/29/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
WAUED64B71N [REDACTED] Make AUDI Model A6 Model Year 2001

Date Purchased July 22, 2004 Dealer's Name and Telephone Number DON ROSEN IMPORTS 610-279-4100 Engine: 2.7T Fuel Type: Gas
Original Owner Dealer's City CONSHOHOCKEN State PA Zip Code 19428

Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain ALL WHEEL DRIVE Vehicle Component Code 091200 FUEL SYSTEM, OTHER:STORAGE:FUEL GAUGE SYSTEM
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 09-AUG-2004 Failure Mileage 23960 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: DOTM19ABC036) 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 _____ Number of Deaths _____ 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).

THE FUEL GAUGE WAS DEFECTIVE, IT READ HALF A TANK WHEN WAS REALLY EMPTY. CONSUMER RAN OUT OF GAS ON A BUSY HIGHWAY. VEHICLE WAS SERVICED BY THE DEALER. UNDER THE CERTIFICATION PROGRAM THE DEFECT SHOULD HAVE BEEN FOUND. *AK

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 authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond 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.

— COPY —

██████████
██████████
Lansdale, PA ██████████
August 19, 2004

Audi Customer Relations
3800 Hamlin Road
Auburn Hills, MI 48326

Re: Audi A6 2.7T complaint (reference #804004488)

VIN# WAUED64B71N ██████████

To Whom It May Concern:

I recently purchased a pre-certified 2001 Audi A6 2.7T with 23,000 miles on the odometer from Don Rosen Porsche/Audi located in Conshohocken, PA. My car was disabled on a local major road after owning the vehicle for 3 weeks. My Audi ran out of gas because of an inaccurate fuel gauge. Apparently, my car never had the fuel tank sending unit recall performed by an authorized Audi service center under the NHTSA Campaign 01V157000. This causes the fuel gauge to read full while the fuel tank may not in fact be full or could be empty.

My wife and I could have been seriously injured or killed in a motor vehicle accident because of this fuel tank sender defect. Fortunately, with the help of some good Samaritans driving by my disabled car, we managed to get my vehicle off to the side of the highway. If this incident occurred on a crowded turnpike or expressway, the situation could have been catastrophic.

How could Audi have missed such an important defect under the pre-certified Audi program? Each vehicle must go through 300 checkpoints in order to be certified. Where should I place the blame, on the dealer (Don Rosen) or on Audi of America? Clearly, one or both of them are at fault!

My first experience calling the Audi Help Line was also not a very pleasant situation. I could not understand the operator who spoke with a heavy accent. I had to repeat to her the necessary information about my car and my location several times. I had to wait almost an hour in the heat and high humidity for the flat bed tow truck to arrive. My A6 was towed to Holbert Porsche /Audi in Warrington, PA. This was the nearest Audi dealer for service. Thanks to their very quick and excellent service, my car was back on the road in two days.

This car was my second Audi; the first car was a 1998 A6 with the 2.8L engine. I hope that I can rely on your company in the future for making a reliable, dependable and safe car. There must be a better way to insure that Audi recalls are completed on all new and pre-owned vehicles.

Please have someone contact me immediately from your corporate office. I can be reached at the address and phone number listed below:

[REDACTED]
[REDACTED]
Lansdale, PA [REDACTED]

Phone: [REDACTED]

The reason that I have owned German cars now and in the past is due to their engineering, quality control and safety. I presently own a Porsche Boxster as well as the 2001 Audi A6.

Sincerely,

[REDACTED]