



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 100192

Date Received

16-FEB-2005

Repository

Reference No.

10111617

OWNER INFORMATION (Type or Print)

Name

Address

City

WHITEHOUSE STATION

State NJ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

CELL

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an YES NO
Signature of Owner _____ Date 3/06/05

VEHICLE INFORMATION

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

WAUED64B11N

Make

AUDI

Model

A6

Model Year

2001

Date Purchased

Dealer's Name and Telephone Number

PAUL MILLER AUDI

Engine:

No: Cylinders

Fuel Type:

Gas

Original Owner

Dealer's City

PARSIPPANY

State

NJ

Zip Code

07054

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

FRONT WHEEL DRIVE

ALL

Vehicle Component Code

141100 AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

23-NOV-2004

Failure Mileage

50000

54262

Failure Speed

50

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: DOTM9ABC036)

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

1

Number of Deaths

0

Reported to Police

Y

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).

VEHICLE WAS GOING ABOUT 50 MPH AND WAS INVOLVED IN AN ACCIDENT. VEHICLE A PULLED IN FRONT OF VEHICLE B AND STOPPED SHORT, FORCING VEHICLE B TO REAR END VEHICLE A. IN THE PROCESS, THE AIR BAGS FAILED TO DEPLOY. OWNER CONTACTED THE MANUFACTURER AND WAS TOLD THAT THE VEHICLE WAS NOT HIT AT THE RIGHT ANGLE TO ACTIVATE THE AIR BAGS. *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 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)

Attached is police report, repair bill, photographs of damaged auto & copy of fax sent to Audi Consumer Service with details of accident, repairs and injuries.

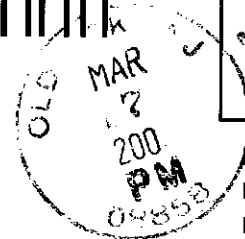
ATTACH ADDITIONAL SHEETS IF NECESSARY

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



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

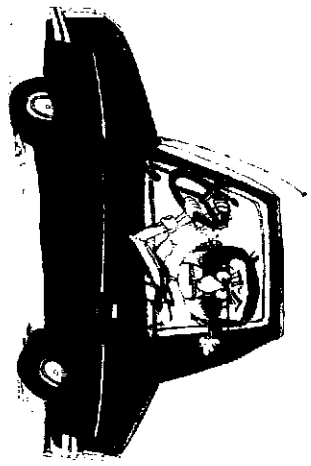
DASH2DOT

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
www.nhtsa.dot.gov/hotline

2005 MAR 28 10:11:00

Email sent to Audi on 1/17/05 – no response

Complaint to Audi Consumer Service to:

Rachel 800-822-2834

Called on 1/19/2005 to discuss accident. Said they would call back. Did not.

Called again on 1/20/05 - Heather – Said the assigned person was Annette

Johnson who would call.

FAX

To: Annette Johnson - 800-822-2834 X 43529

Date: 2/7/05

Re: Case # 50016903

Private Line - 248-754-3529

Fax number: 248-754-6521

From: [REDACTED]

Phone and Fax # [REDACTED]

ACCIDENT:

On November 23, 2004 at about 1:30 PM, I was in an auto accident on route 78, East, local lane, just past left turn onto Route 24. A car pulled ahead of me, and stopped abruptly in fast lane. I had no alternative but to hit her it. I was dazed and my chest hurt. Air bags did not inflate. An Essex County sheriff witnessed the accident confirming the above, also mirrored exactly as stated in the police report. The driver of the other car stated that she did pull in front of me and stopped. The car door on my side was jammed, forced open by the police.

INJURY:

I was taken to the Newark Beth Israel Medical Center by ambulance where I was evaluated in the Emergency Room. Examination, laboratory work, ECG's, chest X-rays, a CT scan, and cardiac ultrasound tests were done. Despite severe chest pain I chose to go home under my husband's care. He is a cardiac surgeon and able to attend to any emergency that might arise.

The severe chest pain continued for two weeks. I was unable to dress or undress myself for the first week, could not climb into bed without help, or simply washing myself. After two weeks, on December 13, 2004, I returned to the hospital in an emergency, after conferring with the Director of the Non-Invasive Laboratory who spoke to me from Boston, to get another ultra sound evaluation. That showed that I had a small residual pericardial effusion, but that the ventricular function (ejection fraction) had returned to normal having been depressed on the first study two weeks earlier. The conclusion was that I had had a cardiac contusion, small pericardial effusion, and possible fracture of a costo-chondral junction or plate of the sternum.

My chest pain gradually subsided, but even as of January 15, 2005, I still had sternal pain whenever I stretch or cough. In addition, the accident, occurring just before Christmas when I routinely do my shopping, prevented me from enjoying the holidays.

Would any of this happened if the air bags had fired as they are supposed to do?

THE AUDI REPAIR PROBLEMS.

#1 The car had been towed to the police depot on Chancellor Avenue in Irvington where we went to recover documents and belongings from it, anticipating that it would be declared totaled. From there, after it was evaluated by the USAA appraiser, it was taken to Linden Autobody for repair. The repairs were very slow because, according to Neal at Linden, he did not receive the needed parts from Audi. At the end, when almost all was finished there was another 10 day delay waiting for parts not previously noted to be needed. During this interval I rented a car, that exceeded the allowable \$900 by \$211.36 which we paid.

No one has been able or has been willing to explain the failure of the airbags to deploy.

#2 We retrieved the car on January 5, 2005. On driving it home, I noticed that the emergency light was flashing intermittently. The next morning I was unable to start the car. It was towed by AAA to Audi in Parsippany, where eventually they found that a power unit beneath the floor board was soaking wet and had shorted out. This was replaced, and the car returned to us January 12, 2005. The USAA agent, Mr. Bob Smith, approved the additional coverage \$1,379.63 by USAA. In the interim I again was forced to rent a car, once again cost \$283.02.

#3 On driving the car home (about 30 miles) I noticed that the console under the gear shift was so hot that I could not touch it. My husband called Audi who said they would ask their technicians what to do. We did not get an answer till the evening when we were told to drive it and let them know if it recurred. The next morning I drove about 20 miles to a gas station for gas and turned off the car motor. Then the car would not start. The attendant tried to jump the battery but failed the first time. Twenty minutes later he was successful. We then had the car towed once again to Audi by AAA.

#4 Again I rented a car from January 17th to 20th, for another charge of \$147.88. Then we noticed for the first time that there was an oil leak. We took the car back to Audi where it stayed from January 28th to February 1st. Audi loaned me a car this time.

#5 There is now a rattling, scraping noise from the front end upon starting the car. I drove the car again to Audi who said it was the auxiliary fan before the regular fan gets started, stating that this is found in the A6 Audis. The noise was never there before the accident, and the front end was the area of worst accident damage.

As of this writing, aside from my weeks of physical injury, we have incurred the following **out-of-pocket expenses**:

Deductible for car repairs	\$500.00
Car rental 11/24/04 to 12/24/04	\$211.36
Car rental 12/31/04 to 1/7/05	\$283.02
Car rental 1/17/05 to 1/20/05	\$147.88
Beth Israel Med Center 11/23/04	\$668.00
Ambulance (charged \$1,392 – no info as yet)	?
Total	\$1810.26

Monday, February 07, 2005

LINDEN AUTO BODY
License #:00392a
The Ultimate In Auto Body Repair Technologies
740 E. Elizabeth Avenue
Linden, NJ 07036
(908)486-9100 Fax: (908)486-9144

PRELIMINARY ESTIMATE

Written By: NEIL SHUTTNER #00392A
Adjuster:

Insured: [REDACTED] Claim # [REDACTED]
Owner: [REDACTED] Policy # [REDACTED]
Address: [REDACTED] Deductible: \$500.00
WHITEHOUSE STATIO, NJ [REDACTED] Date of Loss:
Day: Type of Loss: Collision
Evening: Point of Impact: 12. Front

Inspect LINDEN AUTO BODY Business: (908)486-9100
Location: 740 E. Elizabeth Avenue
Linden, NJ 07036

Insurance USAA Day: (180)053-8222
Company: 9800 FREDRICKSBURG ROAD Days to Repair
SAN ANTONIO, TX 78288

2001 AUDI A6 QUATTRO 6-2.7L-T 4D SED GRAY Int:GRAY
VIN: WAUED64B11N [REDACTED] Lic: LT360R NJ Prod Date: 06/2001 Odometer: 54262
Air Conditioning Rear Defogger Tilt Wheel
Cruise Control Telescopic Wheel Intermittent Wipers
Climate Control Keyless Entry Theft Deterrent/Alarm
Body Side Moldings Dual Mirrors Traction Control
Fog Lamps Clear Coat Paint Power Steering
Power Brakes Power Windows Power Locks
Power Driver Seat Power Passenger Seat Power Mirrors
Power Trunk/Tailgate AM Radio FM Radio
Stereo Cassette Search/Seek
Equalizer CD Player Anti-Lock Brakes (4)
Driver Air Bag Passenger Air Bag Front Side Impact Air Ba
4 Wheel Disc Brakes Positraction Cloth Seats
Bucket Seats Automatic Transmission Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRONT BUMPER				
2		O/H front bumper			2.8	
3	Repl	Bumper cover V6	1	497.55	Incl.	2.6
4		Add for Clear Coat				1.0
5	Repl	LT Trim V6	1	57.05	Incl.	
6	Repl	LT Cover washer nozzle V6	1	12.15	Incl.	0.2
7		Add for Clear Coat				0.1
8	Refn	RT Cover washer nozzle V6				0.2

PRELIMINARY ESTIMATE

2001 AUDI A6 QUATTRO 6-2.7L-T 4D SED GRAY Int:GRAY

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAIN'
9		Overlap Minor Panel				
10		Add for Clear Coat				0.0
11	Repl	License bracket V6	1	64.93	0.2	
12		FRONT LAMPS				
13	Repl	LT Headlamp assy from VIN Y046632	1	297.34	Incl.	
14		Aim headlamps			0.5	
15	R&I	LT Repeater lamp			Incl.	
16	R&I	RT Repeater lamp			0.2	
17	Repl	RT Headlamp assy from VIN Y046632	1	297.35	Incl.	
18	Repl	LT Pressure cyl	1	103.88	Incl.	
19		INFORMATION LABELS				
20	Repl	AC label 2.7 liter	1	2.75	0.2	
21		COOLING				
22	Repl	Radiator support	1	217.40	7.0	
23		Evacuate & recharge			m 1.4	
24		Refrigerant recovery			m 0.4	
25	Repl	LT Outer seal	1	3.05		
26	Repl	Inner seal	1	5.28		
27	Repl	Louver	1	8.60		
28	Repl	Upper seal	1	3.00		
29	Repl	Fan blade	1	42.87	m Incl.	
30	Repl	Serpentine belt	1	34.50	m 0.6	
31*	Repl	Radiator auto trans	1	299.40	m Incl.	
32	Repl	Fan clutch	1	165.33	m Incl.	
33	Repl	Tension pulley	1	82.38	m 0.5	
34	Repl	Fan clutch bracket ✓	1	161.42		
35		HOOD & GRILLE				
36*	Repl	Hood V6	1	523.47	1.5	3.0
37		Overlap Minor Panel				-0.2
38		Add for Clear Coat				1.1
39		Add for Underside(Complete)				1.5
40	Repl	Lock & switch V6	1	32.03	0.3	
41	Repl	LT Front seal	1	16.28	Incl.	
42	Repl	LT Support strut	1	46.48	0.3	
43	Repl	RT Support strut	1	46.48	0.3	
44	Repl	Safety catch V6	1	69.80	Incl.	
45	Repl	Grille V6	1	90.40	Incl.	
46	Repl	Nameplate "QUATTRO" V6	1	26.23	Incl.	
47		WINDSHIELD				
48	Repl	LT Washer nozzle heated	1	35.43	0.2	
49	Repl	Washer reservoir	1	68.00	Incl.	
50		AIR CONDITIONER & HEATER				
51	Repl	Fan assy	1	190.52	m 0.6	
52	Repl	Condenser 2.7 liter	1	391.25	m Incl.	
53	Repl	Grille	1	8.32		
54	Repl	Upper support	1	47.38		

PRELIMINARY ESTIMATE

2001 AUDI A6 QUATTRO 6-2.7L-T 4D SED GRAY Int:GRAY

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
55		FENDER				
56	Repl	LT Fender V6	1	249.43	2.5	2.2
57		Overlap Major Adj. Panel				-0.4
58		Add for Clear Coat				0.4
59		Add for Edging				0.5
60		Add for Clear Coat				0.1
61		Deduct for Overlap			-0.5	
62	Blnd	RT Fender V6				1.1
63	Repl	LT Support bracket	1	18.40	0.2	
64	Repl	LT Fender liner V6	1	27.78	Incl.	
65		FRONT DOOR				
66	Blnd	LT Door shell				1.1
67	R&I	LT Belt w'strip outer			0.3	
68	R&I	LT R&I mirror			0.3	
69*	R&I	LT Window guide			0.3	
70	R&I	LT Handle, outside			0.5	
71	R&I	LT R&I trim panel			0.6	
72		STEERING GEAR & LINKAGE				
73	Repl	Reservoir	1	49.42 m	0.8	
74#	Rpr	SET UP			2.0	
75#	Rpr	PULL FRONT UNIBODY			2.0 F	
76#	Rpr	LEFT APRON ASSEMBLY			2.5	0.4
77*	Repl	Pulley 2.7 liter	1	59.45	0.8	
78		ENGINE / TRANSAXLE				
79	Repl	LT Upper timing cvr	1	44.12 m	0.4	

Subtotals ==> 4396.90 29.7 15.0

Parts		4396.90
Body Labor	27.7 hrs @ \$ 42.00/hr	1163.40
Paint Labor	15.0 hrs @ \$ 42.00/hr	630.00
Frame Labor	2.0 hrs @ \$ 42.00/hr	84.00
Paint Supplies	15.0 hrs @ \$ 20.00/hr	300.00

SUBTOTAL \$ 6574.30
Sales Tax \$ 6574.30 @ 6.0000% 394.46

GRAND TOTAL \$ 6968.76

ADJUSTMENTS:
Deductible 500.00
Insurer Prepaid Amount 6255.22

CUSTOMER PAY \$ 6755.22
INSURANCE PAY \$ 213.54

PRELIMINARY ESTIMATE

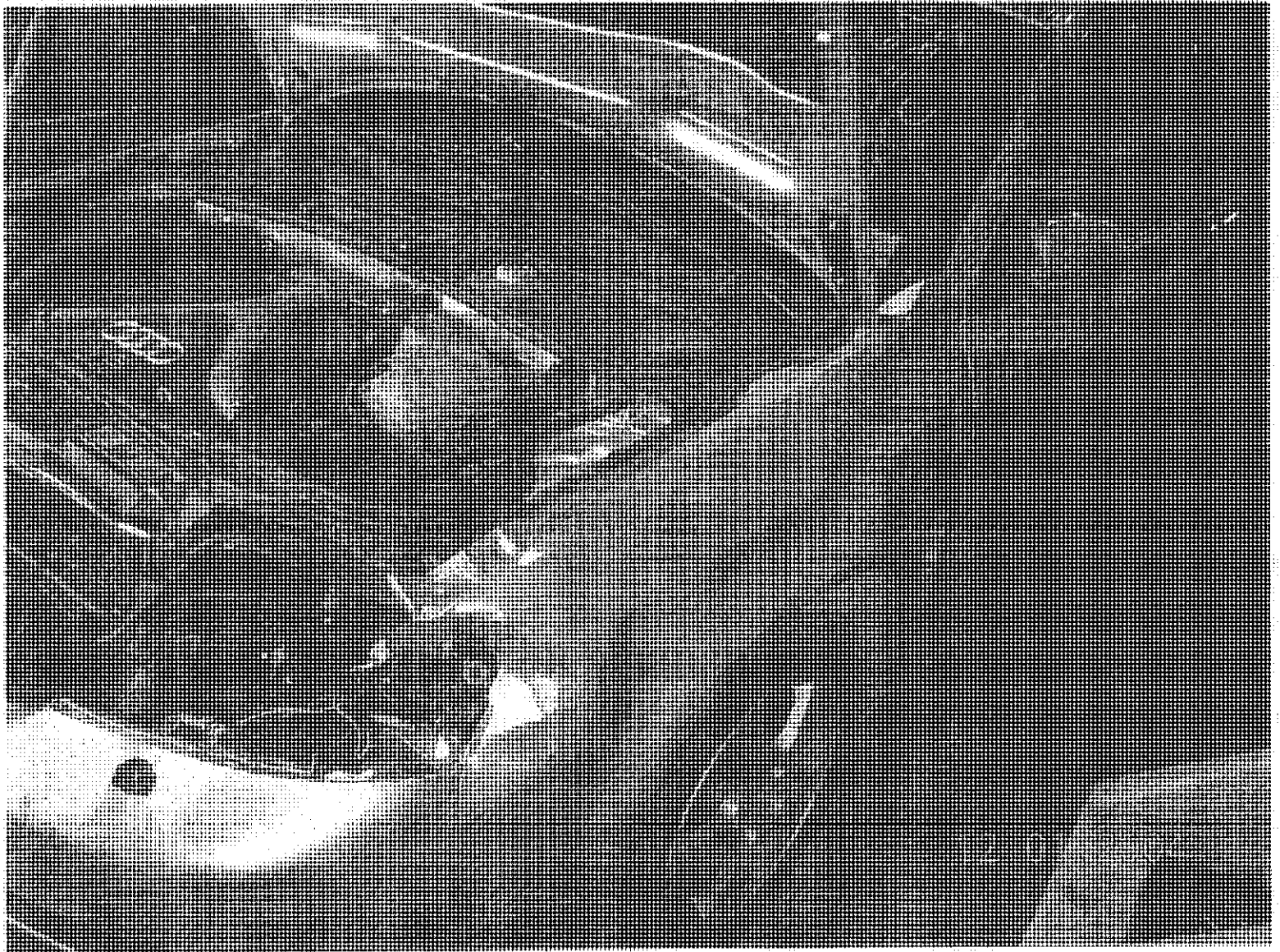
2001 AUDI A6 QUATTRO 6-2.7L-T 4D SED GRAY Int:GRAY

"IF ALTERNATIVE QUALITY REPLACEMENT PARTS HAVE BEEN INCLUDED IN THIS APPRAISAL, THE SOURCE FOR THESE PARTS HAS ALSO BEEN DISCLOSED. IF ALTERNATIVE QUALITY REPLACEMENT PARTS AS LISTED ON THIS APPRAISAL ARE ULTIMATELY USED IN THE REPAIR OF YOUR VEHICLE, THE WARRANTY ON SUCH PARTS WILL BE EQUAL TO OR GREATER THAN, THE PARTS BEING REPLACED, AS STATED IN USAA'S LIMITED PARTS WARRANTY. USAA WARRANTS THAT THE PARTS USED ON YOUR VEHICLE WILL BE OF LIKE KIND AND QUALITY, FUNCTION, FIT, AND CORROSION PROTECTION AS THE PART OR PARTS THEY REPLACE. USAA REQUIRES THE USE OF CAPA-CERTIFIED PARTS FOR ANY SHEET METAL REPLACEMENT PARTS SUBJECT TO CAPA CERTIFICATION"

ANY PERSON WHO KNOWINGLY FILES A STATEMENT OF CLAIM CONTAINING ANY FALSE OR MISLEADING INFORMATION IS SUBJECT TO CRIMINAL AND CIVIL PENALTIES.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ERA1351 Database Date 11/2004, CCC Data Date 11/2004, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/o labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Part which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Prices are provided by National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries. Some parts that are described as Recon. may be OE Surplus parts or other OE parts offered at a special pricing discount. For further clarification please review the Suppliers List attached to this estimate, or consult the appraiser or estimator.

CCC Pathways - A product of CCC Information Services Inc.



DATE CREATED: 2004-12-01 14:09:06

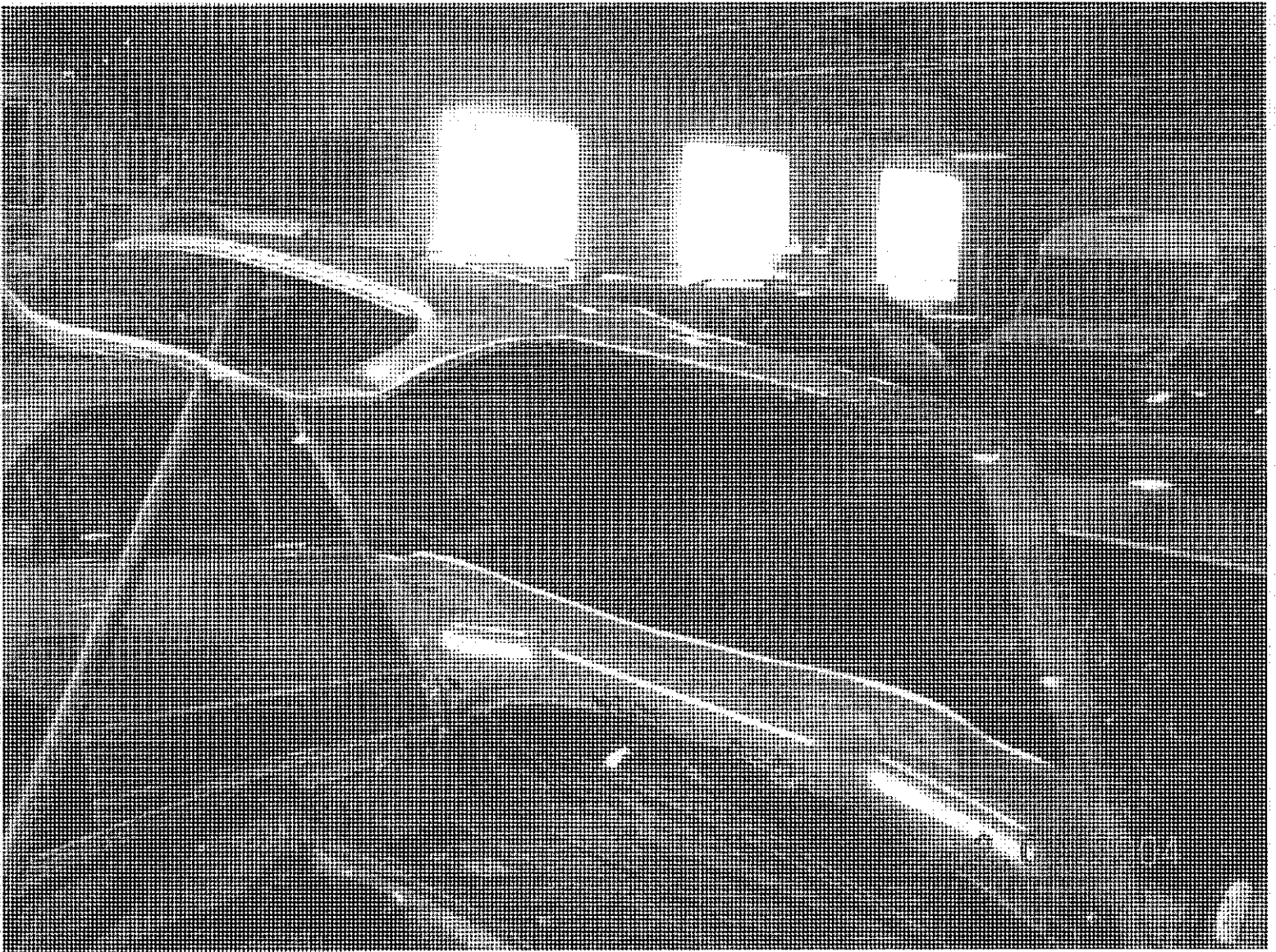
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Field Assignment Management Report Version 1.0

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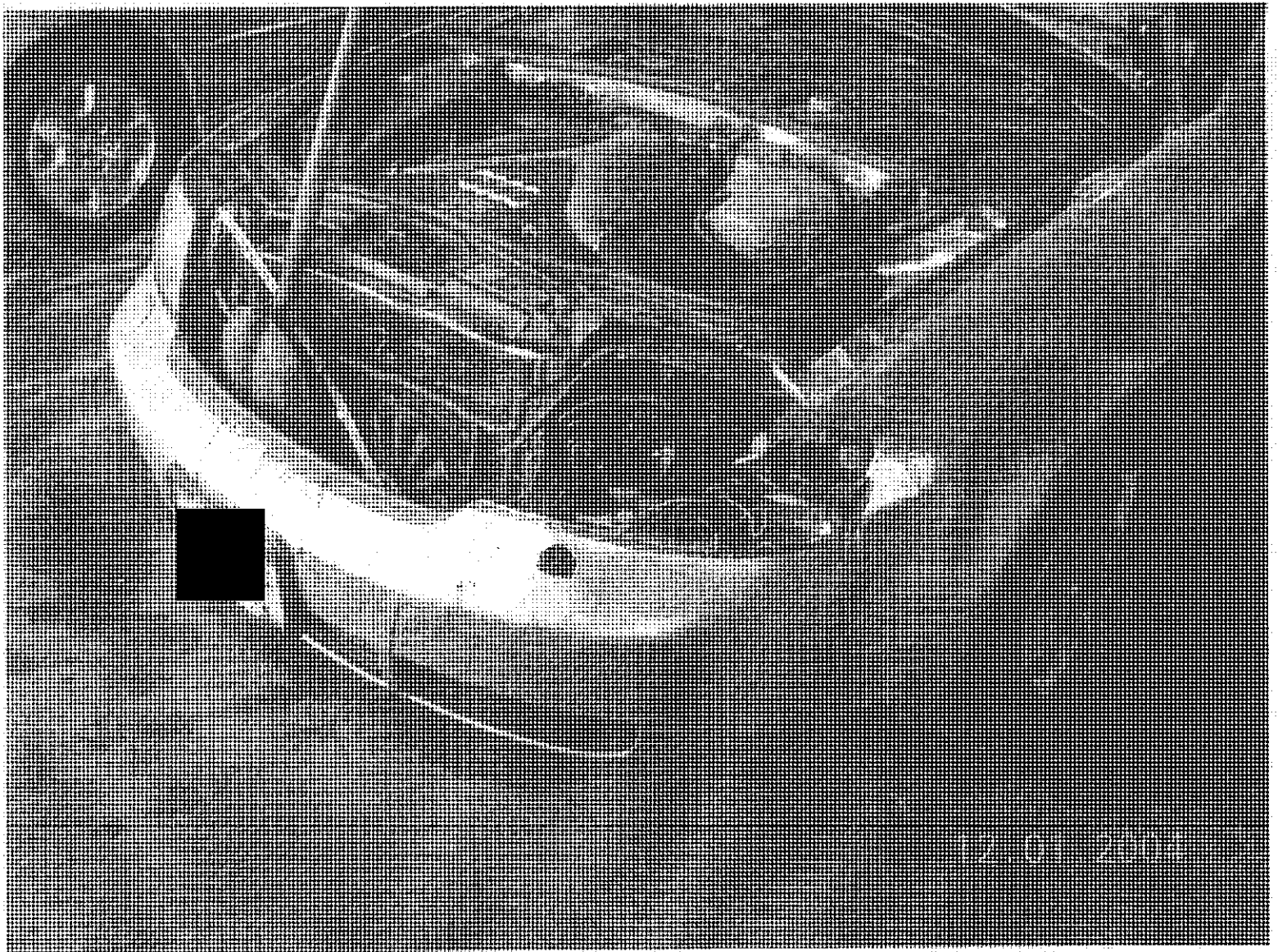
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DESCRIPTION: MR

Field Assignment Attachment Note Version 1.0

CREATED: 2009-12-01 14:08:46 ORIGIN: FILE

MR



DATE CREATED: 2004-12-01 14:08:38
DESCRIPTION: MN

Field Assignment Attachment Raza Version 1.0
CREATED: 2004-12-01 14:08:38 ORIGIN: FILE

MN

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).