

DOT Auto Safety Hotline Vehicle Owner's Questionnaire

TO REPORT VEHICLE SAFETY DEFECTS

1-888-DASH-3-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

Date Received

O_d_or _____

r_t_or _____

o_d_r _____

u_p_fr _____

10119337

Reference No.

2005 APR 29 AM 7:02

Daytime Telephone Number

OWNER INFORMATION (Type or Print)

1		Apt. No.	
2		Zip Code	
City <i>Millersville</i>	State <i>MD</i>	Zip Code	

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 *04/27/05*

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (17 Digits) <i>WAULED28D8XA</i>		Make <i>Audi</i>	Model <i>A4</i>	Year <i>1999</i>
Purchased Date <i>01/11/01</i>	Dealer's Name <i>NACAL Connection</i>	Engine Size (CID/CC/L) <i>6</i>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection	
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's City <i>New Castle</i>	State <i>DE</i>	Zip Code <i>19720</i>	No. Cylinders <i>6</i>
Manufacture Date (on driver's door or pillar) <i>July 30, 1999</i>	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Restraint System <input checked="" type="checkbox"/> Driver's Air Bag <input type="checkbox"/> Motorist <input checked="" type="checkbox"/> Passenger's Air Bag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> 3-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drivetrain <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Utility <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other		Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 3-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) <i>Right front Lower Rear control arm</i>	Location <input type="checkbox"/> Left <input checked="" type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Complete Tire Size	DOT No.	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No	
No. of Failures	Date(s) of Failure(s)	Vehicle Speed at Failure(s):	
	Mileage at Failure(s)		

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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Narrative Description of incident(s), failure(s), crash(es), and injury(ies).

Car making thumping noise on braking, thought by local service garage to be related to front control arm problem. After spending \$950.00 for front-end tubes to eliminate them as the source, we received a recall notice - attached from Audi for the lower control arms. We believe the problem to be a design or mfg defect problem. Friend of mine has the same problem with a Passat. We contacted Audi but refused to authorize repair. Audi Dealer diagnosed the problem to be the right front lower rear control arm making noise. Action seems needed to determine if this is a pervasive problem with this Audi vehicle.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 801. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

We have read articles about problem control arms leading to failure and loss of vehicle control. Vehicle has not yet been repaired and Audi was advised if failure of control arm results in accident they may be liable. They seemed unhelpful but promise to report this in the computer file on the claim. Ref # 50130101. Be Audi claim spoke with William various occasions after the problem confirmed by their dealer Schmitt's Garage, Inc, 5225 Gormica, Hunt, Brownsville, NY 716 683 3343

Vehicle currently only has 46,000 miles

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 78173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NA.TL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
 National Highway Traffic Safety Administration
 Office of Defects Investigation, NSA-10.01
 400 7th Street, SW
 Washington, DC 20590



Complete and return or place in your car manual for future use



VEHICLE OWNER'S QUESTIONNAIRE (V00Q)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

DASH 2 DOT

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

11/14/04
4/14
Dan...
Drop off Wed Evening
Car will be
ready by Monday

Audi of America, Inc.



3000 Hamlin Road
Auburn Hills, MI 48306

November 2004

Subject: Service Action JE
1996-2000 Model Year Audi A4 Vehicles
2000 Model Year Audi S4 Vehicles
1997-2000 Model Year Audi A8 Vehicles
Check Front Suspension Lower Control Arms

Dear Audi Owner:

We are writing to inform you of a service action on some 1996-2000 model year Audi A4 vehicles, some 2000 model year Audi S4 vehicles and some 1997-2000 model year Audi A8 vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Audi has found that in rare cases one or both front suspension lower control arms on affected vehicles can exhibit wear, even though the damage to the rubber boots is not obvious. If the rubber boots of the front suspension lower control arms become damaged, this can lead to premature wear and, in isolated cases, to failure of one or both front suspension lower control arms, mainly on high-mileage vehicles.

What Will Audi Do?

In order to identify and correct this condition, we will inspect both front suspension lower control arms on your vehicle.

The affected control arm(s) will be replaced free of charge if one or both front suspension control arms are worn or the rubber boots are degraded and you can provide documentation of maintenance completed by an authorized Audi dealer or professional licensed repair facility according to the maintenance schedule for your vehicle.

If one or both front suspension lower control arms are worn and the rubber boots are damaged due to external influence, or if your vehicle has been repaired with non-genuine Audi parts, any necessary repairs will not be covered under this action.

Please note that other suspension components are not covered by this service action.

What We Would Like You To Do

Please contact your authorized Audi dealer and arrange for an appointment so that this check can be performed without delay. This check itself will typically take about one-half hour. However, your dealer may need additional time for the preparation of the check as well as to accommodate the daily workshop schedule.

Audi strongly recommends that you continue to follow the maintenance schedule as prescribed in the Owner's Manual for your vehicle.

This action is effective through March 31, 2006, after which time it will expire. Please retain this letter in the vehicle glove compartment with the vehicle Owner's Manual.

Reimbursement of Expenses

If you have previously paid for a front suspension lower control arm repair, you may be entitled to reimbursement if you can provide documentation of maintenance completed by an authorized Audi dealer or professional licensed repair facility according to the maintenance schedule for your vehicle. We would be pleased to review your reimbursement request. The enclosed form explains how to request reimbursement.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, please forward this information immediately via first class mail to the lessee.

Service Help from Us

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

*Audi of America, Inc.
Attn: Customer Relations (JE)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-822-2834*

We regret any inconvenience this matter may cause. Thank you for your continued loyalty.

Sincerely,



Maria Cotter
Audi Service & Quality

**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).**