



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 100148

Date Received

Repository ☐

Reference No.
10227991

2008 JUN -2 PM 12:31
16-MAY-2008

OWNER INFORMATION (Type or Print)

Name

Address

City

MIAMI

State

FL

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 5/21/2008

VEHICLE INFORMATION

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

TRUSC28N7

Make

AUDI

Model

TT

Model Year

2002

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

117000 DIGITAL INSTRUMENT PANEL

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

03-MAR-2003

Failure Mileage

4267

Failure Speed

0

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

0

Number of Deaths

0

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).

TL*THE CONTACT OWNS A 2002 AUDI TT. WHILE DRIVING AT AN UNKNOWN SPEED, THE INSTRUMENT PANEL LIGHTS FADED OUT AND THE ODOMETER AND FUEL GAUGE READINGS WERE INACCURATE. AFTER A FEW DAYS, THE INSTRUMENT PANEL DISPLAY WAS COMPLETELY ILLEGIBLE. ALSO, THE CONTACT HAD TO MAKE SEVERAL ATTEMPTS TO START THE VEHICLE. ONCE IT STARTED, THE VEHICLE WOULD STALL MOMENTS LATER. THE VEHICLE WAS TOWED TO THE DEALER AND THEY REPLACED THE INSTRUMENT CLUSTER FOR FREE BECAUSE IT WAS UNDER WARRANTY. CURRENTLY, THE VEHICLE IS EXPERIENCING THE SAME FAILURES, BUT THE VEHICLE IS NO LONGER UNDER WARRANTY. THE CONTACT WOULD BE RESPONSIBLE FOR THE REPAIR COSTS. THE VEHICLE HAS NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS 4,267 AND CURRENT MILEAGE WAS 26,400.

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.

26058B

179119

THE COLLECTION

INVOICE

200 Bird Road, Coral Gables, FL 33146 Tel: (305) 446-5555
www.thecollection.com

MV - 00154

MVR - 9410054

MIAMI, FL

HOME: [REDACTED] US: [REDACTED] 08

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SERVICE ADVISOR: 2417 DESMOND PERRYMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
M.BLUE	02	AUDI TT/180	TRUSC28N721		4267/4267		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JAN2002			17:30 14MAR03		99.00	CASH	13MAR2003
R.O. OPENED		READY	OPTIONS: STK:9825 DLR				
13:00 12MAR03		17:10 13MAR03					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A VEHICLE TOWED -SPOKE WITH CLIENT AND HE STATES LIGHTS AT INSTRUMENT CLUSTER WERE ON (ALL TYPES OF LIGHTS) AND CAR WOULDN'T START CAUSE: INSTR CLUSTER LIT UP BUT CAR W ONT START, CHECK SYS WITH 5051 90251900 REMOVE AND INSTALL INSTRUMENT CLUSTER 8577WA94A (N/C)							
1 8N1-920-980-X INSTCLSTR (N/C)							
27003900 RESTORING ELECTRICAL POWER PROCEDURE 8577WA94A (N/C)							
01290003 VAS 5051/5052 FAULT FINDING DIAGNOSIS 8577WA94A (N/C)							
FC: 902588MM42							
PART#:							
COUNT:							
CLAIM TYPE: W2							
AUTH CODE:							

ABS AND CLUSTER NOT COMMUNICATING WITH ECU CAUS ING ENGINE CONTROL UNIT TO SHUT DOWN CAR, VEHIC LE WILL START BUT SHUTS OFF, POWER AT ALL THREE CONN. OF INSTR CLUSTER R/R CLUSTER AND REPROGR AM.

B** LOANER AUDI

L LOANER CAR

8577 IERA

(N/C)

SUBL E/PRISE 470596 1709 3/13

IERA

(N/C)

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATION, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP. PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES, AS POSSIBLE.

Thank you for giving The Collection Service Department this opportunity to service your automotive needs. If you have any questions about your bill or are not completely satisfied with the repairs as performed, please contact your service advisor or our customer relations representative.

LIMITED WARRANTY: The only warranties applying to the parts installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Refer to the back of your customer copy for individual parts and labor guarantees. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE, AND RECEIPT OF INVOICE COPY HEREOF.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DEDUCTIONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY