



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

**Vehicle Owner's Questionnaire**

To Report Vehicle Safety Defects

DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

11-JUL-2008

Repository

Reference No.

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**OWNER INFORMATION (Type or Print)**

Name

Address

City LANESVILLE

State IN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA In the absence of an authorized Signature of Owner

manufacturer of your vehicle?  YES  NO  
 your name or address to the vehicle manufacturer.

Date 7/21/08

**VEHICLE INFORMATION**

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

WAUED54B2YN

Make

AUDI

Model

A6

Model Year

2000

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)

01-JUN-2007

Failure Mileage

80000

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 2000 AUDI A6. THE INSTRUMENT PANEL FAILED. THE CONTACT PURCHASED THE VEHICLE IN 2007 AND THE LIGHTS ON THE INSTRUMENT PANEL HAVE NEVER COMPLETELY WORKED. WHEN IT IS COLD OUTSIDE, THE LIGHTS ILLUMINATE BRIGHT ENOUGH TO BE VISIBLE. IN WARM TEMPERATURES, THE LIGHTS WERE VERY LOW AND VERY DIM. THE DEALER HAS NOT BEEN INSPECTED BY THE DEALER. THE CONTACT WAS INFORMED THAT IN ORDER TO HAVE IT REPAIRED, HE WOULD NEED TO REPLACE THE ENTIRE INSTRUMENT PANEL CLUSTER. WHEN THE LIGHTS ARE DIM, HE IS UNABLE TO SEE WHAT GEAR THE VEHICLE IS IN OR DETECT IF THERE WAS A POSSIBLE FAILURE WITH THE ENGINE. THE FAILURE MILEAGE WAS 80,000 AND CURRENT MILEAGE WAS 97,000.

Screen is NOT visible AND is used to ADVISE DRIVER OF MANUFACTURERS - AS IT IS - WARNING SOUND - AND YOU CAN'T TELL WHAT IS HAPPENING - 95% OF CLUSTER IS FUNCTIONAL EXCEPT SCREEN.

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.