U.S. Department of Transportation

National Highway Traffic Safety Administration

2008 DEC -5 PM 4:

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 ☐
19-NOV-2008	Reference No. 10249337

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City LANCASTER	State PA	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 __/__/__

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
WAUEA88D4TA	AUDI	A4	1996

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
about 4-5 yrs.	MANHEIM AUTO ACTION.			4	GAS.
Original Owner ☒	Dealer's City LANCASTER	State PA	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 10-NOV-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 060000 ENGINE AND ENGINE COOLING	Failure Mileage 200000	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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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 1996 AUDI A4. THE CONTACT STATED THAT HIS KEYS WERE STUCK IN THE IGNITION. HIS VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER 06V403000 (ELECTRICAL SYSTEM:IGNITION:SWITCH). THE VIN WAS UNKNOWN. THE FAILURE AND CURRENT MILEAGES WERE LESS THAN 200,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

MY KEYS WERE STUCKED IN THE IGNITION SWITCH BECAUSE OF A RECALL ON THE FAULTY IGNITION SWITCH WHICH THE AUDI DEALER REFUSED TO MAKE RIGHT WHEN I TOOK THE CAR TO THEM.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

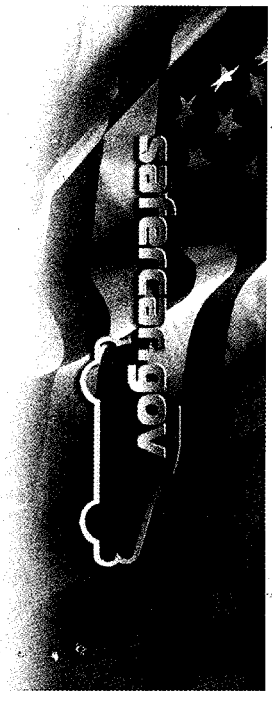
Official Business
Penalty for Private Use $300

**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?

If so:

Use the enclosed form to file a report.

or visit:
www.safercar.gov

or call:
Vehicle Safety Hotline
888-327-4236

NHTSA
www.nhtsa.gov

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

AUTOHAUS LANCASTER
1373 MANHEIM PIKE
LANCASTER, PA 17601
717-299-2801
THANK YOU!!

Sale

ID: 0908
Merchant: 1100008908
11/03/08 15:31
MASTERCARD
XXXXXXXXX
Appr Code: 068822 Invoice#:
Total: $ 46

Customer Copy
THANK YOU!

AUTOHAUS LANCASTER

1373 Manheim Pike Lancaster, PA 176C
Phone (717) 299-2801 * Fax (717) 299-06
www.autohaus.com

NO RETURN WITHOUT PROPER AUTHORIZATION AND THIS INVOICE. NO RETURN ON ELECTRICAL PARTS. NO RETURN (
20% HANDLING CHARGE ON ALL RETURNS.
The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The Seller hereby ex
express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neit... assumes nor authorizes any othe
person to assume for it any liability in connection with the sale of this item/items.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
03 NOV 08		03 NOV 08		59819

SOLD TO

ACCOUNT NO. 98

SHIP TO

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT	
	444		CASH	LANCASTER PA	14:44

QUANTITY ORD.	QUANTITY SHIP	QUANTITY B.O.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	4A0-905-849-B	SWITCH	43.79	43.79	43.79

NOV 3 2008

Hours Mon-Fri 8:00-6:00,Sat 8;00-3;00
All parts with dashes - are OEM
Parts without are aftermarket
!! NO RETURN AFTER 30 DAYS !!
Have a nice day!

CUSTOMER'S SIGNATURE
X

PARTS	43.79
SUBLET	
FREIGHT	0.00
SALES TAX	2.63
TOTAL	$46.42

C & W IMPORTS

872 N. PRINCE ST.
LANCASTER, PENNSYLVANIA 17603
Phone 299-3860   Ron Comfort

Lubrication • *Tires-Batteries* • *Tune-Ups* • *Carburetors* • *Brake Service*

NAME	DATE 11/3/08 A.M. P.M.
ADDRESS	PHONE? Yes ☐ No ☐
WRITTEN BY	PROMISED A.M. P.M.

After 30 days a **1¼% FINANCE CHARGE** will be added to your account. This is an **ANNUAL PERCENTAGE RATE** of **15%** per year.

LUBRICATE ☐ CHANGE OIL ☐ CHANGE FILTER ☐

OPER. No.	INSTRUCTIONS	LABOR
	Replace owner Ign Switch	130 00
	PROMPT · COURTEOUS	
	AUTOMOTIVE SERVICE	
	137 80	
	Air Bag Light on upon arrival	

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and / or your employees permission to operate the car, truck or vehicle herein described on streets, highways or elsewhere for the purpose of testing and / or inspection. An express mechanic's lien is hereby acknowledged on above car, truck or vehicle to secure the amount of repairs thereto.

X____________________

INTERNAL SUMMARY CHARGE	COST

TOTAL GAS, OIL AND GREASE	
TOTAL LABOR	130 00
TOTAL PARTS	
OUTSIDE REPAIRS	
ACCESSORIES	
INSPECTION FEE	
TAX	7 80
TOTAL	137 80

PENNSYLVANIA STATE INSPECTION

STICKER NO.	
REGISTRATION NUMBER	
SERIAL NO.	WAUEA88D4TA
YEAR & MAKE	96 Audi
TYPE	A4 2.8 Quattro
MILEAGE	135076
TIRES	RF LF RR LR
INSPECTED BY	Kev

	REPAIRED OR REPLACED	ADJUSTED	PASS
HORN			
WIPERS			
MIRROR			
LIGHTS: HEAD LIGHTS			
AUXILIARY LAMPS			
CANDLE POWER	R	L	
REAR, LICENSE & STOP LAMPS			
BACK-UP LAMPS			
STOP LAMPS			
TURN SIGNALS			
GLASS			
STEERING: WHEEL PLAY			
SUSPENSION			
ALIGNMENT			
EXHAUST SYSTEM			
BRAKES: APPROVED BRAKE HOSE			
WHEEL PULLED ( )			
% LINING			
BUMPERS, FENDERS, FRAME			
ROAD TEST: BRAKE ADJ.			
STEERING			
EMISSIONS: CAT. CONV.			
F. I. REST.			
PCV VALVE			
EGR VALVE			
AIR			
EVAP C.S.			
GAS CAP			

Quan.	PART NO. AND DESCRIPTION	PRICE	
	Paid Ck		68 90
			68 90
			137 80
	TOTAL PARTS		
	OUTSIDE REPAIRS		
	ACCESSORIES		
	TOTAL ACCESSORIES		

(Signature) Thank You