



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

NOV 3 2009

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

14-OCT-2009

Repository ☐

Reference No.

10287380

OWNER INFORMATION (Type or Print)

Name

Address

City

VALLEY VILLAGE

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

same

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

WA1KK78R89A

Make

AUDI

Model

Q5

Model Year

2009

Date Purchased

09/16/2009

Dealer's Name and Telephone Number

Dusnak Audi 626-449-0770

Engine: 3.2
No: Cylinders

Fuel Type:

gas.

Original Owner

☐

Dealer's City

Pasadena

State

CA

Zip Code

91105

V6.

Transmission Type

DSG

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Defective transmission

Incident Date(s)

29-JUN-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Failure Mileage

2900

Failure Speed

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

Number of Deaths

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 2009 AUDI Q5. WHEN EVER THE CONTACT WOULD DOWN SHIFT FROM 2ND TO FIRST GEAR, THE VEHICLE SUDDENLY BEGAN TO LUNGE FORWARD. THE DEALER INFORMED THE CONTACT THAT THE TRANSMISSION NEEDED TO BE REPLACED. THE CONTACT NOTICED THE PROBLEM IMMEDIATELY AFTER THE VEHICLE WAS PURCHASED. THE CURRENT AND FAILURE MILEAGES WERE 2900.

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)

According to transmission literature, a car with a defective transmission should not be driven while waiting on back order parts, as failure can result in loss of power and accident. Dealer did not advise this to avoid lemon law procedures - transmission has now been replaced entirely and manufacturer is offering a replacement vehicle after told of this report and BBB auto line arbitration. I want a refund for time & damages.

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**



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

RUSNAK

267-337 West Colorado Boulevard • Pasadena • CA 91105
Service & Parts 626-585-8188 • Office & Sales 626-449-0770

CELL: [REDACTED]

CUSTOMER NO. 212303	NAME HENRY PEREZ		9842 TAG NO. G413	INVOICE DATE 06/30/09	INVOICE NO. AUCS540183
[REDACTED] VALLEY VILLAGE, CA [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 1,871	COPIES DP SEA BLUE	STOCK NO. 491012
	YEAR MAKE / MODEL 09/AUDI/Q5 3.2/4DR SUV QTR ATT			DELIVERY DATE 05/16/09	DELIVERY MILES 55
	VEHICLE I.D. NO. WA1KK78R89A [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R. DATE 06/29/09
RE [REDACTED]	BUSINESS PHONE	COMMENTS			MILEAGE MO: 1880

LABOR & PARTS

J# 1 21AUZ CHECK AND ADVISE TECH(S): 9982 WARRANTY
CLIENT STATES BETWEEN SECOND GEAR AND 1ST GEAR TRANS KICKS
UP HILL AND DOWN HILL, HARD SHIFT // CHECK AND ADVISE //
/// MUST SEE JIM ///
TRANS SOFTWARE UPDATE REQUIRED
CONTACT # DR-336664
ROADT TESTED TO VERIFY CONCERN, RAN GFF TEST TO CHECK FAULTS
FAULT P150C00 PRESENT. CONTACTED HOTLINE, RECOMMENDED
PERFORMING TRANS ADAPTATION AND CLEARING FAULTS, WITH
REQUEST OF MORE VALUE BLOCKS. PERFORMED TRANS ADAPTATION
ROAD TEST, SENT IN MVB'S AND FAULT CLEARED, AND VEHICLE NO
LONGER SHIFTING HARD. CONTACTED HOTLINE WITH FINDINGS
HOTLINE CONTACTED ZF ENGINEER. ZF ENGINEER STATED A
FLASH TO UPDATE TRANS SOFTWARE WAS IN THE WORKS AND WILL
BE AVAILABLE SOON. RECOMMENDED TO SHIP VEHICLE. CONCERN IS
NOT PRESENT AT THIS TIME, BUT MAY RETURN DUE TO TRANS
SOFTWARE LEVEL

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 53AUZWASH CAR WASH TECH(S): 9982 WARRANTY
OFFER VIP CUSTOMER STATUS, COMPLIMENTARY CAR WASH & MOTORIST
ASSIST. FREE RUSNAK-VIP LICENSE PLATE FRAME. PERFORM HAND WA
SH OF EXTERIOR OF VEHICLE, CLEAN WHEELS WITH WHEEL CLEANER,
HAND DRY EXTERIOR.
DONE AS A COURTESY AT NO CHARGE TO CUSTOMER.

JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$150.00 (+TAX)

COMMENTS
CHECK TRANSMISSION

RECOMMENDATIONS
CALLED CUSTOMER @ 5:40 THAT VEHICLE IS READY FOR PICKUP 06/30/09

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

RUSNAK

267-337 West Colorado Boulevard • Pasadena • CA 91105
Service & Parts 626-585-8188 • Office & Sales 626-449-0770

CELL: [REDACTED]

CUSTOMER NO. 212303		NAME HENRY PEREZ		9842	TAG NO. G413	INVOICE DATE 06/30/09	INVOICE NO. AUCS540183
[REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE 1,871	CCS DP	SEA BLUE	STOCK NO. 491012
VALLEY VILLAGE, CA [REDACTED]		YEAR MAKE/MODEL 09/AUDI/Q5 3.2/4DR SUV QTR ATT				DELIVERY DATE 05/16/09	DELIVERY MILES 55
[REDACTED]		VEHICLE I.D. NO. WA1KK78R89A [REDACTED]				SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]		F.T.E. NO.		P.O. NO.		R. DATE 06/29/09	R. O. TIME
RE [REDACTED]	BUSINESS PHONE	COMMENTS					MILEAGE MO: 1880
TOTALS							

YOUR SATISFACTION IS OUR #1 PRIORITY AT RUSNAK AUDI PASADENA AND WE ARE COMMITTED TO PROVIDING SUPERIOR CUSTOMER SERVICE! IF YOU HAVE ANY QUESTIONS REGARDING YOUR SERVICE VISIT, JUST CONTACT OUR SERVICE MANAGER CHRIS SPARTALIS AT 626-229-2857. EXPERIENCE A HIGHER STANDARD: THE RUSNAK STANDARD

" WE GUARANTEE OUR AUDI PARTS AND LABOR FOR 12 MONTHS OR 12,000 MILES WHICH EVER COMES FIRST. PORSCHE PARTS AND LABOR ARE GUARANTEED FOR 24 MONTHS AND UNLIMITED MILEAGE ON RETAIL PURCHASES ONLY. FAILED PARTS DUE TO MIS-USE, NEGLIGENCE OR NORMAL WEAR IS NOT COVERED, THE GUARANTEE IS VALID ONLY IF THE VEHICLE IS RETURNED TO OUR SERVICE DEPARTMENT UNLESS IT IS NOT REASONABLE TO DO SO, IN WHICH CASE YOU MUST OBTAIN PRIOR AUTHORIZATION FROM THE DEPARTMENT MANAGER FOR EITHER OUR AUDI OR PORSCHE FACILITY. "

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE

RUSNAK

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Service & Parts 626-585-8188 • Office & Sales 626-449-0770

CUSTOMER NO. 212303		HENRY PEREZ		9842 TAG NO. G465	07/07/09	INVOICE # A0CS540918
[REDACTED] VALLEY VILLAGE, CA [REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE 2,131	07/07/09	STOCK # 491012
		VEHICLE # 05/ADD1/Q5 3.2/4DR SUV QTR ATT			05/16/09	DELIVERY MILES 55
		VEHICLE I.D. NO. K K 7 8 R 8 9 A [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO.			P.O. NO.	07/07/09
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS				MILEAGE 2140

LABOR & PARTS

J# 1 21AUZ CHECK AND ADVISE TECH(S):9982 WARRANTY
CLIENT STATES AS VEHICLE SLOW DOWN CLIENT FILLS THE
TRANSMISSION CLUCKING // MUST SEE JIM ////
/// CHECK AND ADVISE ///
VALVE BODY ON ORDER
SOP

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 53AUZ-INT.RENT DISCRETIONARY RNTL TECH(S):9982 INTERNAL
RUSNAK WILL PAY FOR YOUR RENTAL CAR UP THRU THE DAY YOUR
VEHICLE IS COMPLETED. RUSNAK IS NOT LIABLE FOR ANY UPGRADE.
FUEL, MILES, INSURANCE OR DAMAGE TO THE RENTAL VEHICLE.
YOU ARE RESPONSIBLE FOR ADDITIONAL DAYS.
LOANER VEHICLE PROVIDED.

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 53AUZWASH CAR WASH TECH(S):9982 WARRANTY
OFFER VIP CUSTOMER STATUS. COMPLIMENTARY CAR WASH. MOTORIST
ASSIST. FREE RUSNAK VIP LICENSE PLATE FRAME. PERFORM HAND WA
SH OF EXTERIOR OF VEHICLE, CLEAN WHEELS WITH WHEEL CLEANER,
HAND DRY EXTERIOR.
DONE AS A COURTESY AT NO CHARGE TO CUSTOMER.

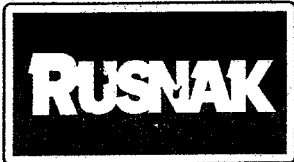
JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND	INV#	INV.DATE	DESCRIPTION	TOTAL - SUBLET	INTERNAL
JOB # 2	540918				CARDENAS LOANER	0.00	INTERNAL

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$150.00 (+TAX)

COMMENTS
CHECK TRANSMISSION

RECOMMENDATIONS
CALLED AT 5:05, 7/7/09, CAR READY. 1 DAY RENTAL



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Service & Parts 626-585-8188 • Office & Sales 626-449-0770

CUSTOMER NO. 212303		NAME HENRY PEREZ		AGE 9842	TAG NO. G581	DATE 07/24/09	INVOICE NO. AUCS542758
[REDACTED] VALLEY VILLAGE, CA		LABOR RATE	LICENSE NO.	MILEAGE 2,428	COLOR DP SEA BLUE	STOCK # 491012	
		YEAR/MAKE/MODEL 09/AUDI/Q5 3.2/4DR SUV QTR ATT				DELIVERY DATE 05/16/09	DELIVERY MILES 55
		VEHICLE I.D. NO. WA1KK78R89A				SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO.		P.O. NO.		R. DATE 07/24/09	R.O. TIME
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS					MILEAGE MO: 2439

LABOR & PARTS
J# 1 21AUZ CHECK AND ADVISE TECH(S):9982 WARRANTY
SPECIAL ORDER PART REF TO RO# 540918 FOR MEGATRONIC
MECHATRONICS UNIT TACS # DR-336664 ZF # 20934
SEE RO 540918 FOR DIAG. MECHATRONICS UNIT REPLACEMENT
RECOMMENDED BY TECHNICAL ASSISTANCE HOTLINE. REPLACED
MECHATRONICS UNIT. REMOVED REAR SUBFRAME FOR ACCESS.
INSTALLED. FILLED TRANS. RAN GFF TO UNLOCK MODULE. ROAD
TESTED GOOD. CONCERN CORRECTED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	9	G-060-162-A2	ATF OIL		WARRANTY
JOB # 1	1	8R0-927-158	MECHATRON.		WARRANTY
JOB # 1	1	09E-321-371-A	GASKET		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2 07AUZ CHECK AND ADVISE TECH(S):9982
CLIENT STATES TIRE PRESSURE LIGHT IS ON ///
// CHECK AND ADVISE ///
PUNCTURE IN LEFT REAR
NOT REPAIRABLE, DECLINED REPLACEMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

J# 3 53AUZWASH CAR WASH TECH(S):9982 WARRANTY
OFFER VIP CUSTOMER STATUS. COMPLIMENTARY CAR WASH. MOTORIST
ASSIST. FREE RUSNAK VIP LICENSE PLATE FRAME. PERFORM HAND WA
SH OF EXTERIOR OF VEHICLE. CLEAN WHEELS WITH WHEEL CLEANER.
HAND DRY EXTERIOR.
DONE AS A COURTESY AT NO CHARGE TO CUSTOMER.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$150.00 (+TAX)

COMMENTS
SPECIAL ORDER PART / TIRE PRESSURE LIGHT

RECOMMENDATIONS
CALLED CUSTOMER ABOUT LEFT REAR TIRE THAT IT HAS A NAIL ON THE
SIDE WALL IS NOT REPAIRABLE CLIENT DECLINED TO REPLACE AT THIS
TIME 07/24/09
CALLED CUSTOMER @ 3:22 THAT VEHICLE IS REDAY FOR PICKUP 07/24/09

Copies -

CELL: [REDACTED]

212303

HENRY PEREZ

9842

G581

07/24/09

AUCS542758

2,428 DP SEA BLUE 491012

VALLEY VILLAGE, CA

09/AUDI/Q5 3.2/4DR SUV QTR ATT

05/16/09

55

W A 1 K K 7 8 R 8 9 A [REDACTED]

07/24/09

MO: 2439

LABOR & PARTS

J# 1 21AUZ

CHECK AND ADVISE

TECH(S):9982

WARRANTY

SPECIAL ORDER PART REF TO RO# 540918 FOR MEGATRONCI
MECHATRONICS UNIT TACS # DR-336664 ZF # 20934
SEE RO 540918 FOR DIAG. MECHATRONICS UNIT REPLACEMENT
RECOMMENDED BY TECHNICAL ASSISTANCE HOTLINE. REPLACED
MECHATRONICS UNIT, REMOVED REAR SUBFRAME FOR ACCESS.
INSTALLED, FILLED TRANS. RAN GFF TO UNLOCK MODULE, ROAD
TESTED GOOD. CONCERN CORRECTED

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	9		G-060-162-A2	ATF OIL	
JOB # 1	1		8R0-927-158	MECHATRON.	
JOB # 1	1		09E-321-371-A	GASKET	

JOB # 1 TOTAL PARTS

WARRANTY
WARRANTY
WARRANTY

0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2 07AUZ

CHECK AND ADVISE

TECH(S):9932

CLIENT STATES TIRE PRESSURE LIGHT IS ON ///
// CHECK AND ADVISE ///
PUNCTURE IN LEFT REAR
NOT REPAIRABLE, DECLINED REPLACEMENT

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
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JOB # 2 TOTAL PARTS

0.00

JOB # 2 TOTAL LABOR & PARTS

0.00

J# 3 53AUZWASH

CAR WASH

TECH(S):9982

WARRANTY

OFFER VIP CUSTOMER STATUS, COMPLIMENTARY CAR WASH, MOTORIST
ASSIST, FREE RUSNAK VIP LICENSE PLATE FRAME. PERFORM HAND WA
SH OF EXTERIOR OF VEHICLE, CLEAN WHEELS WITH WHEEL CLEANER,
HAND DRY EXTERIOR.
DONE AS A COURTESY AT NO CHARGE TO CUSTOMER.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
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JOB # 3 TOTAL PARTS

0.00

JOB # 3 TOTAL LABOR & PARTS

0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING

ORIGINAL ESTIMATE OF \$150.00 (+TAX)

COMMENTS

SPECIAL ORDER PART / TIRE PRESSURE LIGHT

RECOMMENDATIONS

CALLED CUSTOMER ABOUT LEFT REAR TIRE THAT IT HAS A NAIL ON THE
SIDE WALL IS NOT REPAIRABLE CLIENT DECLINED TO REPLACE AT THIS
TIME 07/24/09

CALLED CUSTOMER @ 3:22 THAT VEHICLE IS REDAY FOR PICKUP 07/24/09

CELL: [REDACTED]

212303

HENRY PEREZ

9842

G581

07/24/09

AUCS542758

2,428 DP SEA BLUE 491012

VALLEY VILLAGE, CA [REDACTED]

09/AUDI/Q5 3.2/4DR SUV QTR ATT

05/16/09

55

W A 1 K K 7 8 R 8 9 A [REDACTED]

07/24/09

MO: 2439

TOTALS-----

YOUR SATISFACTION IS OUR #1 PRIORITY AT RUSNAK AUDI PASADENA
AND WE ARE COMMITTED TO PROVIDING SUPERIOR CUSTOMER SERVICE!
IF YOU HAVE ANY QUESTIONS REGARDING YOUR SERVICE VISIT, JUST
CONTACT OUR SERVICE MANAGER CHRIS SPARTALIS AT 626-229-2857.
EXPERIENCE A HIGHER STANDARD: THE RUSNAK STANDARD

" WE GUARANTEE OUR AUDI PARTS AND LABOR FOR 12 MONTHS OR
12,000 MILES WHICH EVER COMES FIRST. PORSCHE PARTS AND LABOR
ARE GUARANTEED FOR 24 MONTHS AND UNLIMITED MILEAGE ON RETAIL
PURCHASES ONLY. FAILED PARTS DUE TO MIS-USE, NEGLECT OR
NORMAL WEAR IS NOT COVERED, THE GUARANTEE IS VALID
ONLY IF THE VEHICLE IS RETURNED TO OUR SERVICE DEPARTMENT
UNLESS IT IS NOT REASONABLE TO DO SO, IN WHICH CASE YOU MUST
OBTAIN PRIOR AUTHORIZATION FROM THE DEPARTMENT MANAGER FOR
EITHER OUR AUDI OR PORSCHE FACILITY. "

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE

RUSNAK

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Service & Parts 626-585-8188 • Office & Sales 626-449-0770

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY RECOMMENDATIONS FROM RO# 542758 CALLED CUSTOMER ABOUT LEFT REAR TIRE THAT IT HAS A NAIL ON THE

DATE	REPAIR ORDER NO.	MILEAGE	ADVISOR	REPAIR DESCRIPTION	REPAIR DATE
07/24/09	542758	2123	9882	07AUZ	CHECK AND ADVISE
07/07/09	540918	2131	9882	53AUZWASH	CAR WASH
			9882	21AUZ	CHECK AND ADVISE
			9882	53AUZ-INT.RENT	DISCRECTIONAY RNTL
			9882	53AUZWASH	CAR WASH

SALESPERSON NO. 5858 GEORGE PAU

S E R V I C E

STATE REG#

THEREBY ACKNOWLEDGE COPY OF MY WARRANTY RIGHTS UNDER THE EXPRESS WARRANTIES RETURN ACT.	VIN: WATKK78R89A		YEAR/MAKE/MODEL: 09/AUDI/Q5 3.2/4DR SUV QTR ATT		PRODUCTION DATE: 491012	STOCK NO.: 544266	LICENSE NO.: 544266		
	CUSTOMER NO.: 212303		SERVICE CONTRACT: 05/16/09		DELIVERY MILES: 55	SELLING DEALER NO.: 08/06/09	R.O. DATE: 08/06/09		
	COLOR: DP SEA BLUE PRL/B		CONTRACT NO.:		EXPIRATION DATE:	EXPIRATION MILES:	TAX NO.: G686		
	TURBO: ☐ M/MC: ☐ AIR COND.: ☐ P.S.: ☐ TRANS: ☐ MILEAGE: 2,569		ADVISOR NO.: 9842	ADVISOR: HENRY PEREZ					
CALL WHEN READY ☐ YES ☐ NO	RE: VALLEY VILLAGE, CA		BUSINESS PHONE:		ALL PARTS ARE WORTHLESS IF OTHERWISE SPECIFIED BY A REPUTABLE PARTS I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. NO GUARANTEE ON THIS WORK. PLEASE READ REVERSE SIDE. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. THIS WARRANTY IS VOID IF THE VEHICLE IS USED FOR RACE OR OTHER ILLEGAL PURPOSES. THIS WARRANTY IS VOID IF THE VEHICLE IS USED FOR RACE OR OTHER ILLEGAL PURPOSES.			ESTIMATES DO NOT INCLUDE SALES TAX LAWYER CHARGES (EXCEPT ON A WRAP) NOT A WAIVER OF RIGHTS NATURE BLUE	
SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO	TIME RECEIVED: 10:37am	DATE/TIME PROMISED: 08/06/09 01:00pm	PRIORITY: 3	SIGNED AND RECEIVED: ☒					
APPOINTMENT ☐ YES ☒ NO	DATE OWNER NOTIFIED OF REPAIR COMPLETION:		FUEL GAUGE: E 1/4 1/2 3/4 F	CELL: 544266					

ORIGINAL CUSTOMER ESTIMATE: TOTAL 150.00

COMMENTS:
CLIENT HEAR'S POPPING AND CREEKING SOUND

1 **W 02AUZ** CHECK AND ADVISE
CLIENT STATES WHILE DRIVING VEHICLE DOSE NOT FILL CONFORABLE
DRIVING VEHICLE // CHECK AND ADVISE //

2 **W 02AUZ1** CHECK AND ADVISE
CLIENT STATES WHILE TEST DRIVING VEHICLE HEAR'S A POPING
AND CREEKING SOUND // CHECK AND ADVISE //

3 **W * 53AUZWASH** CAR WASH
OFFER VIP CUSTOMER STATUS, COMPLIMENTARY CAR WASH, MOTORIST
ASSIST, FREE RUSNAK VIP LICENSE PLATE FRAME. PERFORM HAND WA
SH OF EXTERIOR OF VEHICLE, CLEAN WHEELS WITH WHEEL CLEANER,
HAND DRY EXTERIOR.

BY LATE YOU MAY CHOOSE ANOTHER LICENSED SMOG FACILITY
TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH
THE SMOG CHECK TEST INDICATES ARE NECESSARY.

TERMS: CASH OR THE FOLLOWING CREDIT CARDS
MASTERCARD • VISA • AMEX
WE DO NOT ACCEPT OUT OF STATE
OR TWO PARTY CHECKS.

SMOG CHECKS ONLY
MONDAY THRU FRIDAY 7:00 AM TO 5:00 PM
WEDNESDAY OPEN UNTIL 6:00 PM
NO VEHICLES RELEASED AFTER 6:00 PM
EXCEPT ON WEDNESDAY AFTER 6:00 PM

HAZARDOUS WASTE DISPOSAL: AS A RESULT OF FEDERAL AND
STATE MANDATED MANAGEMENT REGULATIONS, A SMALL
AMOUNT WILL BE CHARGED FOR THE DISPOSAL OF HAZARDOUS
WASTE GENERATED BY THE REPAIRS OF YOUR VEHICLE.
HAZARDOUS WASTE ITEMS ARE: OIL, OIL FILTERS, SOLVENTS,
TIRES, BATTERIES, AC/CLUTCH, GASOLINE, ANTIFREEZE, ETC. THIS
AMOUNT HAS BEEN INCLUDED IN YOUR ORIGINAL ESTIMATE.

WE GUARANTEE OUR LABOR:
JAGUAR - 12 MONTHS UNLIMITED MILEAGE
MERCEDES-BENZ - 24 MONTHS UNLIMITED MILEAGE
BENTLEY - 12 MONTHS UNLIMITED MILEAGE
PORSCHE - 24 MONTHS UNLIMITED MILEAGE
VOLVO - AUDI - 12 MONTHS OR 12,000 MILES
WHICHEVER OCCURS FIRST. GUARANTEE VALID ONLY IF RETURNED
TO OUR SERVICE DEPARTMENT FOR ADJUSTMENTS. **544266**

WE GUARANTEE OUR LABOR:
JAGUAR - 12 MONTHS UNLIMITED MILEAGE
MERCEDES-BENZ - 24 MONTHS UNLIMITED MILEAGE
BENTLEY - 12 MONTHS UNLIMITED MILEAGE
PORSCHE - 24 MONTHS UNLIMITED MILEAGE
VOLVO - AUDI - 12 MONTHS OR 12,000 MILES
WHICHEVER OCCURS FIRST. GUARANTEE VALID ONLY IF RETURNED
TO OUR SERVICE DEPARTMENT FOR ADJUSTMENTS. **544266**

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RUSNAK

267-337 West Colorado Boulevard • Pasadena • CA 91105
Service & Parts 626-585-8188 • Office & Sales 626-449-0770

CELL: [REDACTED]

CUSTOMER NO. 212303		HENRY PEREZ		9847 TAG NO. G686	08/10/09	INVOICE # AUCS544266
[REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE 2,569	COPI SEA BLUE	STOCK # 491012
VALLEY VILLAGE, CA [REDACTED]		09/AUG/05 3.2/4DR SUV QTR ATT			05/16/09	DELIVERY MILES 55
[REDACTED]		VEHICLE ID. K K 7 8 R 8 9 A [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]		F.T.E. NO.			P.O. NO.	R. 08/06/09
[REDACTED]		BUSINESS PHONE			COMMENTS	
[REDACTED]		[REDACTED]			MILEAGE NOT 2580	

LABOR & PARTS

J# 1 02AUZ CHECK AND ADVISE TECH(S): 9982 INTERNAL
CLIENT STATES WHILE DRIVING VEHICLE DOSE NOT FILL CONFORABLE, *Customer states transmission is not operating properly.*
DRIVING VEHICLE // CHECK AND ADVISE //
CAR IS PERFORMING TO FACTORY DESIGN.
VEHICLE IS PERFORMING TO FACTORY DESIGN.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 02AUZ1 CHECK AND ADVISE TECH(S): 9982 INTERNAL
CLIENT STATES WHILE TEST DRIVING VEHICLE HEAR'S A POPING
AND CREEKING SOUND // CHECK AND ADVISE //
LOOSE FRONT SYSPENSION BOLTS.
RETORQUE BOLTS. FOUND PRE WORK DONE BY RUSNAK AUDI
FOUND RATTLE CAUSES BY IMPROPERLY TORQUE BOLT BY RUSNAK AUDI
LAST VISIT, NOT A WARRANTY DEFECT-INTERNAL REPAIR COST
TO RUSNAK AUDI.
RE-TORQUE FRONT SYSPENSION BOLTS.
AND TRANSMISSION COOLER LINE CLAMPS.

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 53AUZWASH CAR WASH TECH(S): 9982* INTERNAL
OFFER VIP CUSTOMER STATUS. COMPLIMENTARY CAR WASH+ MOTORIST
ASSIST. FREE RUSNAK VIP LICENSE PLATE FRAME. PERFORM HAND WA
SH OF EXTERIOR OF VEHICLE. CLEAN WHEELS WITH WHEEL CLEANER.
HAND DRY EXTERIOR.
DONE AS A COURTESY AT NO CHARGE TO CUSTOMER.

JOB # 3 TOTAL LABOR & PARTS 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$150.00 (+TAX)

COMMENTS
CLIENT HEAR'S POPPING AND CREEKING SOUND

RECOMMENDATIONS
CALLED CUSTOMER @ 1:24 THAT VEHICLE IS READT FOR PICKUP 08/10/09
L/MESS ON CELL # [REDACTED]
//////////



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CELL: [REDACTED]

CUSTOMER NO. 212303	HENRY PEREZ		9847 TAG NO. G963	INVOICE NO. 10/09/09	INVOICE # AUC5548593
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 2,887	COPIES DP SEA BLUE	STOCK # 491012
VALLEY VILLAGE, CA	VEHICLE MAKE/MODEL 09/AUD1/Q5 3.2/4DR SUV QTR ATT			DEALER DATE 05/16/09	DELIVERY MILES 55
	VEHICLE I.D. NO. WA1KK78R89A			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R. DATE 09/21/09	R.O. TIME
BUSINESS PHONE	COMMENTS				MILEAGE MD: 2985

LABOR & PARTS

J# 1 21AUZ CHECK AND ADVISE TECH(S):9512 WARRANTY
CLIENT STATES WHEN SLOWING DOWN INTO A STOP FILLS
TRANSMISSION KICK OR JURK DOWN WHEN VEHICLE IS COLD //
// ALSO FROM THIRD TO SECOND GEAR JURKS ///
// JIM WAS ABLE TO DUPLICATE CONCERN OF CUSTOMER ///
// MUST SEE JIM BEFORE WORKING ON VEHICLE ///
UPDATE ON SHIFTING FROM 2-1.
PERFORMED UPDATE ON TCM. TEST DRIVE HAD SAME PROBLEM CALLED
HOT LINE CASE NUMBER MG-375759 CAR WAS ESCALATED TO AUDI
REP. TECH WAS ASKED TO REPLACE TRANSMISSION AND PERFORM
ADAPTION. REMOVED AND REPLACE TRANSMISSION AND PERFORM
IMMOBLIZER AND PERFORM TEST DRIVE FOR ADAPTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	0B6-300-036-FX-001	AUTOM TRAN		WARRANTY
JOB # 1	1	N-911-298-01	CYL SCREW		WARRANTY
JOB # 1	2	8K0-253-115-A	GASKET		WARRANTY
JOB # 1	2	8K0-253-115-D	GASKET		WARRANTY
JOB # 1	12	N-911-308-01	NUT		WARRANTY
JOB # 1	2	N-911-507-01	CYL SCREW		WARRANTY
JOB # 1	2	1K0-253-141-M	CLAMP		WARRANTY
JOB # 1	7	N-911-296-01	CYL SCREW		WARRANTY
JOB # 1	1	N-911-292-01	CYL SCREW		WARRANTY
JOB # 1	1	N-911-532-01	CYL SCREW		WARRANTY
JOB # 1	-1	0B6-300-036-FX-001	CORE RETURN		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2 34AUZ CHECK AND ADVISE TECH(S):9512 WARRANTY
CLIENT STATES WIPER SPARY JET ON LEFT SIDE IS TOO HIGH ///
// CHECK AND ADVISE ///
ADJUSTMENT.
E
PERFORMED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

J# 3 53AUZ-INT.RENT DISCRETIONARY RNTL TECH(S):9512 INTERNAL
RUSNAK WILL PAY FOR YOUR RENTAL CAR UP THRU THE DAY YOUR
VEHICLE IS COMPLETED. RUSNAK IS NOT LIABLE FOR ANY UPGRADE,
FUEL, MILES, INSURANCE OR DAMAGE TO THE RENTAL VEHICLE.
YOU ARE RESPONSIBLE FOR ADDITIONAL DAYS.
LOANER VEHICLE PROVIDED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	

*This letter was sent at end
Sept. while car in shop waiting
on new transmission

Audi Customer Relations
Reference Number 90243770

My name is [REDACTED] and am currently leasing a brand new 2009 Audi Q5. In May I went to Rusnak Pasadena and got my car, unfortunately this car has been only nightmares since the beginning. My car has a defective transmission and has been in the shop a total of 5 times (currently, my Q5 its there in Pasadena's Rusnak under Chris Spartalis, Service Manager, supervision) since September 21st.

After the 4Th time, I met with two reps from Audi Corp Stefan Mathews and Mechanic Jose Quijano and we did a test drive in which I pointed out the problem to them, at the end I requested them (Audi) to repurchase the car, they both asked me if I would consider a replacement Q5 or a new transmission, I declined under the statement that being a new model I did not want to keep experiencing more problems and that I would get a different car, and not necessarily and Audi, Mathews told me that to let me off the contract would be hard, but if I considered his options it would be doable. I did not understand why in the warranty I have the choice to a replacement OR refund, but he would only consider the first option a viable one, so I took a further step and called the BBB Auto Line and went through the arbitration process.

At the arbitration Audi said I just had taken the car for the transmission problems 2 out of the four times, which it's not true, and also stated that the car was operating up to the code and to standard conditions which it's also not true as I repeat, the car is currently in the shop. When the arbitrator test drove the car she did not feel the jerking and default as per her driving style and her lack of experience with this type situations. So she ruled for me to keep the car. I have filed a complaint against this arbitrator as she failed to recognize what even the Audi rep pointed out as the car being defective at the moment of test driving. Also this arbitrator expressed comments from both parties that were her concept but not reality, and she is currently under a thorough investigation as the arbitration was recorded.

Now, in the 5Th attempt to fix the car, Audi corporate has decided its **beyond repair**, so what I been expressing since the beginning its that the transmission it's not fixable and the car needed to be recalled, so now instead they have placed an order for a new transmission. Let me remind you that the Mechatronics, or computer that regulates the transmission has already been replaced in one of the attempts to fix the car. My point being is that this car under the lemon law qualifies as a lemon and Audi Corp has done everything in their power to get away with this situation and avoid their responsibility to their customers. They have lied to my face and the truth it's that I leased a lemon!

As you may understand am frustrated and tired as how this situation is going. I've had this car for 5 months and have not been able to enjoy it nor to have any type of satisfaction for my decision of purchase of this vehicle. I have been more than patient with all the staff and personnel, I have been cooperative and more important, I have been truly HONEST, some concept that Audi has been able to forget. Never thought Audi Corp would behave this way and not take responsibility for a defective product. I feel mistreated and taken advantage of, am angry that after 15 years and 7 vehicles I switched from BMW to Audi. Of course everybody around me tells me this car is a lemon and just to return it, but it's not that simple, I have talked to different people at the BBB auto line, mechanics, lawyers and others out of my circle to understand and listen, and see if am wrong or there is something in this situation that am missing but no one seems to agree with the way Audi has handled the situation, not even the Audi people at Rusnak, but they won't put it in writing afraid of the consequences or that's what they tell me. They have been very supportive in trying to fix the car but they just can't.

While in the process I have filled "New Car Owner Questionnaires" from JD Power & Assoc and other two companies for my experience with my new car and I have been speaking the truth, and how this car it's not what its expected from a New Vehicle, am also posting my situation through Facebook, Twitter, and posting comments on different Auto Blogs including "Audi Q5 Owners forum" "Automobile Community" "CarSpace" "Auto Magazine" among others to expose the truth that I share with your staff at Rusnak Pasadena, THE 2009 Q5 DOES NOT MEET THE STANDARDS OF AUDI VEHICLES, I have nothing but negative things to say at the moment and for sure I have turn six customers away from Audi Q5's and Audi cars in general as no one wants to be treated the way I have. It's a general surprise as people don't expect this treatment from a Company like Audi, and like me, they are disappointed. The more I talk to people the more they want to know, the general answer is that they were thinking of getting an Audi, but now, they WONT! And they thank me.

Audi Corp is forcing me into a car that does not reach quality standards.

Looking forward for a prompt answer to this matter, thank you for your time,

Sincerely,

[Redacted Signature]

Doug
Audi of America
Arbitration Department

(248) 754-3657 contact person I just

started talking to 800-33-09-