

 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 MAR 21 2011 15-FEB-2011	Repository ☐ Reference No. 10382793
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	Evening Telephone Number
NORTH ANDOVER MA 01923			
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		Make	Model
WAUDFAFL8AN		AUDI	A4
Date Purchased	Dealer's Name and Telephone Number	Engine:	Model Year:
	10A AUDI 978-605-2288	No: Cylinders 4	2010
Original Owner	Dealer's City	State	Zip Code
☒	ANDOVER MA	MA	01923
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:
MANUAL	☒ Cruise Control	AUD	Incident Date(s)
11-AUG-2010			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 130000 VISIBILITY		Failure Mileage	Failure Speed
		5000	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: DOTM4L9ABC036)	☐ 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 2010 AUDI A4 QUATTRO. THE CONTACT STATED THAT THE MANUAL WINDSHIELD WIPERS SHUT OFF WHEN THE VEHICLE CAME TO A STOP WHICH WAS ALSO LISTED IN THE OWNERS MANUAL. THE DEALER SPOKE WITH THE MANUFACTURER AND WAS TOLD THAT THIS WAS HOW THE VEHICLE WAS DESIGNED AND THERE WAS NO OVERRIDE OR UPGRADE AT THIS TIME. THE FAILURE MILEAGE WAS 5,000 AND THE CURRENT MILEAGE WAS 15,000.			
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)

ATTENTION IS THE SERVICE PERFORMED ON THE CAR AFTER
COMPLAINT

SEE ITEM D... CONTACT MELISSA

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

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**

200779382



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**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 (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration

CUSTOMER #: 3721451

115413

UNIT# AA0138

Ira



105 Andover St. - Danvers, MA 01923
(978) 805-2288 • (800) 649-7960
Fax: (978) 605-2270
www.iramotorgroup.com

INVOICE

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NORTH ANDOVER, MA

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 8952 RUSSELL A PAROLISI J

COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN/OUT	TAG
ICE SILVER	10	AUDI A4	WAUDFAFL8AN			14969/14985	T240
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15OCT09 DD			17:00 15FEB11		VAR	CASH	15FEB11
		OPTIONS:		STK-440120-BID-125732			

OPTIONS: STK:AA0138 DLR:401A26
ENG:2.0_Liter_Turbo

07:59 15FEB11 16:56 15FEB11
LINE OPCODE TECH TYPE HOURS

A CUSTOMER STATES PERFORM 15,000 MILE SERVICE LIST NET TOTAL

15KC CHANGE OIL AND FILTER, LUBRICATION AS
NECESSARY, REPLACE POLLEN FILTER, SCAN
COMPUTER SYSTEM FOR TROUBLE CODES, CHECK
EXHAUST SYSTEM FOR DAMAGE AND LEAKS, CLEAN
BATTERY CABLES, CHECK FOR FLUID LEAKS, CLEAN
COWL SCREEN, TOP OFF ALL FLUIDS

PAID

FEB 16 2011

9383 CPA

1 06J-115-403-C OIL FILTER

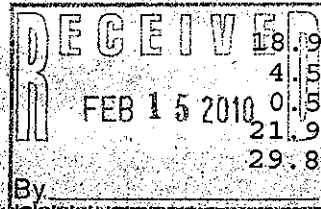
1 N-908-132-02 SCREW

50 G-052-167-S0 ENGINE OIL

1 1271 FUEL SYS FLUSH

1 8K0-819-439-A FILTERELEM

14983 Performed 15k service.



177.00	177.00
18.90	18.90
4.50	4.50
0.55	0.55
21.95	21.95
29.84	29.84

B HUNTER COMPUTERIZED 4 WHEEL ALIGNMENT (AUDI)

12A HUNTER COMPUTERIZED 4 WHEEL ALIGNMENT (AUDI)

9383 CPA

14983 Performed four wheel alignment.

149.95 149.95

C BALANCE AND ROTATE TIRES

B4 BALLANCE ALL 4 TIRES

9383 CPA

14983 Balanced and rotated tires.

89.99 89.99

D CONTACT MELISSA 877-615-2834-43478

99 OTHER

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14983 CONTACTED AUDI AND CREATED CASE NO REPAIRS AT THIS TIME

0.00 0.00

E PERFORM MULTI-POINT VEHICLE INSPECTION. COPY OF FORM ATTACHED PLEASE
SEE YOUR ADVISOR IF YOU HAVE ANY QUESTIONS.

BRM FRONT AT 8MM REAR AT 9MM

9383 CPA

0.00 0.00

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT
UNLESS SPECIFIED OTHERWISE

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

In addition to the charges for parts, labor, tax, etc., Ira Audi also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

Replacement parts and
tires are warranted for
defects in material or
workmanship by the
manufacturer.
Please present your
receipt and the vehicle
to our Service
Department during
normal business hours.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP CHARGE	
TOTAL CHARGES	
DISCOUNTS/INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY