

From: [REDACTED]

May 26, 2012

Sea Island, GA [REDACTED]
U.S.A.

JUN - 1 2012

To: The responsible of COMPLAINT #10459296
U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defect Investigation (NVS-210)
1200 New Jersey Avenue West Building
Washington, DC 20590

Sir or Madame,

Please find enclosed:

a) email correspondence with Cps. (Jatelia Johnson
of Jally Honda who is coordinating the
repairs to my car and who first signaled
to me that my car had a DANGEROUS
CONDITION).

b) the confirmation of my claim with my
insurance

c) the inspection report and email correspondence
between Cps Johnson and the insurance
Company.

The Reason for My Complaint: Audi states
1. There is NO RECALL FOR THIS CONDITION!
2. The WARRANTY HAS EXPIRED!

XFINITY Connect

± Font Size ±

RE: Your Auto Claim Confirmation - PD508-022688524-01**From :** Natalie Johnson <njohnson@nalleyauto.com>

Mon, May 21, 2012 01:27 PM

Subject : RE: Your Auto Claim Confirmation - [REDACTED]**To :** [REDACTED]**Reply To :** njohnson@nalleyauto.com

Good Morning!

Yes, I will be contacting Patti Penn this morning. Today is when she is scheduled to receive the official findings report from the Fire Damage Inspector. Once she has reviewed that, I expect Liberty Mutual to have instructions for us on how to proceed. That may be through them (Liberty Mutual) as an insurance claim, it may mean pursuing Audi and asking them for their assistance. I will be asking her to share the results of the Fire Damage Inspector's report with the representative from Audi who I spoke with Thursday.

I will also ask Ms. Penn if we can proceed with the maintenance you requested. I understand how anxious you are to get your car back, and I will keep working toward that goal!

Thanks again,
Natalie Johnson

Nalley Honda- Service Department
178 Altama Connector
Brunswick, GA 31525

912-267-7000 ext. 332

From: [REDACTED]**Sent:** Monday, May 21, 2012 8:46 AM**To:** njohnson@nalleyauto.com**Subject:** Re: Your Auto Claim Confirmation - [REDACTED]

Natalie hello,

I am guessing you will be contacting Patti Penn today.
Question!? If the wiring harness burned or melted under the passenger seat, are there two in my car? Is there not also a harness under the driver's seat? Should it not be checked also?

The Fire Expert alluded to a 'notice' to Audi techs about the wire harness(s). If that is the case, you might ask Ms Penn if the other harness (if there are two?) should not be verified also.

Wow! Three whole days without seeing or communicating with you. I am missing my Audi!

Young lady, you are in control of this thing and I am liking your methodology.

FACT: the car has a 'dangerous condition' which Joe has found!

WHO is responsible for correcting that condition?

With pressure from Liberty Mutual, it may become a 'Recall'.

I thank you both!

From: "Natalie Johnson" <njohnson@nalleyauto.com>**To:** [REDACTED]**Sent:** Wednesday, May 16, 2012 10:48:35 AM**Subject:** RE: Your Auto Claim Confirmation - [REDACTED]

Good morning, [REDACTED]

I hope you don't mind my emailing, just wanted to update you and thought I might save you a phone call.

We have received the wiring harness for the Audi's power passenger seat yesterday. We are still waiting on the Fire Damage Inspector from Liberty Mutual to assess the damage and confer with Joe Lowther on its original cause. I left a message with Patricia Penn this morning, who we both spoke with last week, so she should be getting back to me today about how soon we can expect the inspector. Once that person arrives, I will of course continue with our claim to your extended warranty company, begin repairs and complete the maintenance you requested.

If you should hear from a representative of your insurance company or extended warranty company, I'm sure you'll let me know. Thanks again, we'll talk soon.

Sincerely,
Natalie Johnson

Nalley Honda- Service Department
178 Altama Connector
Brunswick, GA 31525

912-267-7000 ext. 332

From: [REDACTED]
Sent: Thursday, May 10, 2012 12:17 PM
To: njohnson@nalleyauto.com
Subject: Re: Your Auto Claim Confirmation - [REDACTED]

Hi!
We have just spoken and I would definitely like for you to coordinate this, as the appraiser's opinion confirming the garage's findings as to what caused the short in the wiring harness, will be extremely important in presenting this claim to the warranty company.
I thank you Natalie,
[REDACTED]

From: "Natalie Johnson" <njohnson@nalleyauto.com>
To: [REDACTED]
Sent: Thursday, May 10, 2012 8:24:38 AM
Subject: RE: Your Auto Claim Confirmation - [REDACTED]

Hi [REDACTED]
Thank you for forwarding this information. This will be helpful once we've established the original cause of the electrical trouble that occurred under the passenger seat, to do that we continue to wait for the new wiring harness to arrive. I will keep you informed!

Natalie Johnson
Nalley Honda Service Department
178 Altama Connector
Brunswick, GA 31525
912-267-7000

From: [REDACTED]
Sent: Wednesday, May 09, 2012 9:15 PM
To: njohnson@nalleyauto.com
Subject: Fwd: Your Auto Claim Confirmation - [REDACTED]

Nathalia hello and good day to you,
Here is the confirmation from the Liberty Mutual Claims Department.
Thank you for all your help!
[REDACTED]

From: "Liberty Mutual Claims Department" <KAREEN.KENNEDY-BOHLER@LibertyMutual.com>
To: [REDACTED]

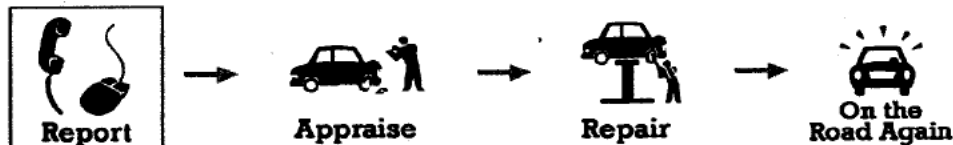
Sent: Monday, May 7, 2012 5:07:08 PM

Subject: Your Auto Claim Confirmation - [REDACTED]



Your Auto Claim

We're With You Every Step of the Way:



Your Claims Representative

Kareen Kennedy-Bohler

Tel: (800) 637-0757

Ext. 74401

Fax: (877) 202-4607

LAKE MARY, FL

Email Me

Central Mailing Address:

Liberty Mutual - APD

P.O. Box 100129

Marietta, GA 30061

My Supervisor:

Lisa Cunningham

Tel: (800) 637-0757

Ext: 84414

My name is Kareen Kennedy-Bohler, the Customer Claims Representative assigned to handle your claim. My goal is to provide you with excellent service. Please do not hesitate to call me or **email** me if you have any questions. My contact information is to the left.

We appreciate your business and are committed to handling your claim as promptly and as conveniently for you as possible. Below are some details about your claim and links to helpful information on our website, all part of our roadmap for returning you to the road again.

Kareen Kennedy-Bohler
Claims Service Team 5

You may view your claims documents by visiting the **Liberty Mutual eService website**. The eService website provides the ability to securely view your claims documents. If you have previously registered for eService, simply enter your User Name and Password on the login page. If you are new to eService, you can Register at anytime with your Policy Number(s). You will need to register each policy separately. If you have any questions or need help, please select the "Contact Us" link within eService.

Your Claim Detail

Claim Information

Claim Number: [REDACTED]

Date of Loss: **04/30/2012**

VIN: **WAULT64B24N** [REDACTED]

Vehicle Make: **AUDI**

Model: **A6**

Year: **2004**

Coverage: **Comprehensive**

Your **Deductible**: **\$500.00**

Appraisal

I will contact you within one business day to schedule your appraisal.

Frequently Asked Questions

What kinds of parts will be used to repair my vehicle?

What is Liberty Mutual's direct repair program?

Will this impact the amount of my premium?

Additional Information

Getting your vehicle appraised and repaired

What is the difference between Collision and Comprehensive insurance for my automobile?

How will the payment be made?

What is a deductible?

What should I do if my repair shop finds additional damage not shown on my estimate?

What happens if my car cannot be repaired and it is declared a total loss?

What do I do if I need a car while my own car is being repaired?

Do I need additional insurance for my rental car?

Glossary of terms

NOTICE: This communication is intended only for the use of the addressee named herein and may contain privileged and/or confidential information. If you are not the intended recipient of this e-mail, you are hereby notified that any dissemination, distribution or copying of this e-mail, and any attachments thereto, is strictly prohibited. If you have received this e-mail in error, please notify me via return e-mail or via telephone (you may call collect) and permanently delete the original and any copy of any e-mail and any printout thereof.

If you do not wish to receive future electronic communications from Liberty Mutual, please contact me via return e-mail or via telephone. The confidentiality of Internet E-mail cannot be guaranteed. Information you send over Internet E-mail could be viewed by persons other than the intended recipients. Therefore, you should not include any account numbers, credit card numbers, passwords, home address or other private information in your E-mail messages.

©2006 Liberty Mutual Insurance Company. All Rights Reserved.

No virus found in this incoming message.

Checked by AVG - www.avg.com

Version: 8.5.455 / Virus Database: 271.1.1/4986 - Release Date: 05/08/12 18:35:00

No virus found in this incoming message.

Checked by AVG - www.avg.com

Version: 8.5.455 / Virus Database: 271.1.1/4986 - Release Date: 05/09/12 18:38:00

No virus found in this incoming message.

Checked by AVG - www.avg.com

Version: 8.5.455 / Virus Database: 271.1.1/5010 - Release Date: 05/19/12 18:34:00

Home TV Connect Account Shop Help | Security

Hi, tomheeter2 | Sign Out

Email Usage: 1% of 10 GB

Email Search

Home Email Voice Address Book Calendar Text Messaging Preferences Update

Folders

Inbox (67)
Sent
Drafts
Spam (2)
Trash

New Get Mail Reply Reply to All Forward Delete Move Spam Print

CLOSE Update

Sent By: "Natalie Johnson" <njohnson@naileyaudio.com> On: May 05/22/12 4:33 PM

To: [REDACTED]
Reply to: njohnson@naileyaudio.com"Natalie Johnson"
+ Add to Address Book

Hi Mr. Heeter,

Just wanted to send you a quick update. This afternoon I received the inspection report that I requested from Liberty Mutual, if they have not forwarded you a copy and you would like it, I will be happy to forward one to you. I sent a copy of the report, including photos, to Brad Hollister at Audi. Audi maintains that there are no open recalls on your vehicle. I still expect to hear back from the representatives at Audi by Thursday at the latest.

Thanks Again,
Natalie Johnson

Nailey Honda- Service Department
178 Altama Connector
Brunswick, GA 31525
912-267-7000 ext. 332

(c)
Complaint # 10459296

The report of the inspection!

PROMOTIONS

Someone
Searched for U?

Email Marketing -
Free

Ad Info Ad Feedback

XFINITY Connect

tomheeter2@comcast.net

± Font Size -

FW: [REDACTED] **Claim#** [REDACTED]**From :** Natalie Johnson <njohnson@nalleyauto.com>

Tue, May 22, 2012 09:18 PM

Subject : FW: [REDACTED]

1 attachment

To : [REDACTED]**Reply To :** njohnson@nalleyauto.com**From:** Penn, Patricia [mailto:PATRICIA.PENN@LibertyMutual.com]**Sent:** Tuesday, May 22, 2012 2:37 PM**To:** njohnson@nalleyauto.com**Subject:** [REDACTED]

Attached is a copy of Centro's report of the Fire Inspection.

Thank you,

Patti Penn

Sr. Claims Adjuster

Fire & Theft Total Loss Unit

Tel. 1-800-637-0757, ext. 74379

Fax# 1-877-496-3381

Email: patricia.penn@libertymutual.com

Voip: 72-74379

Notice: The information contained in this electronic mail transmission is intended by Liberty Mutual for the use of the named individual or entity to which it is directed and may contain information that is privileged or otherwise confidential. If you have received this electronic mail transmission in error, please delete it from your system without copying or forwarding it, and notify the sender of the error by reply e-mail or by telephone (collect), so that the sender's address records can be corrected.

From: Natalie Johnson [mailto:njohnson@nalleyauto.com]**Sent:** Tuesday, May 22, 2012 2:16 PM**To:** Penn, Patricia**Subject:** RE: Request for Information

Hi Ms. Penn,

The vehicle referred to in my previous email is a 2004 Audi A6 Quattro, the VIN is WAULT64B24N [REDACTED]

Thanks again,

Natalie Johnson

Nalley Honda- Service Department

178 Altama Connector

Brunswick, GA 31525

912-267-7000 ext. 332

From: Penn, Patricia [mailto:PATRICIA.PENN@LibertyMutual.com]**Sent:** Tuesday, May 22, 2012 1:01 PM**To:** njohnson@nalleyauto.com**Subject:** RE: Request for Information

Hi Natalie.

Please indicate the year, make, model and vin to coincide with email.

Thank you,

Patti Penn
Sr. Claims Adjuster
Fire & Theft Total Loss Unit
Tel. 1-800-637-0757, ext. 74379
Fax# 1-877-496-3381
Email: patricia.penn@libertymutual.com
Voip: 72-74379

Notice: The information contained in this electronic mail transmission is intended by Liberty Mutual for the use of the named individual or entity to which it is directed and may contain information that is privileged or otherwise confidential. If you have received this electronic mail transmission in error, please delete it from your system without copying or forwarding it, and notify the sender of the error by reply e-mail or by telephone (collect), so that the sender's address records can be corrected.

From: Natalie Johnson [mailto:njohnson@nalleyauto.com]
Sent: Tuesday, May 22, 2012 12:48 PM
To: Penn, Patricia
Subject: Request for Information

To Whom It May Concern,

My name is Natalie Johnson and I am a Service Advisor at Nalley Automotive in Brunswick, Georgia. Our repair facility currently has custody of our mutual customer, Thomas Heeter's, 2004 Audi A6 Quattro. We have had [REDACTED] vehicle in our facility for several weeks. He reported that the vehicle's front passenger seat motor was not operating, and also that the vehicle had lost power while being driven. Diagnostic inspection of the seat motor and its components revealed evidence of melting and/or burning of some of the components of the passenger seat motor which prompted us to contact you at Liberty Mutual. [REDACTED] and I, acting on his behalf also contacted the customer service department of Audi's Corporate Headquarters. Subsequently, you folks at Liberty Mutual dispatched a Fire Damage Expert to visit our facility and inspect and report on the damage to [REDACTED] Audi. I speak for both [REDACTED] and myself when I thank you for the promptness and professionalism with which he conducted his work.

The reason for my writing today is to formally request that the results of the Fire Damage Expert's inspection of [REDACTED] Audi be made available to share with the customer service representatives from Audi, including any photos that were taken. [REDACTED] wishes to share this information with Audi so they may determine whether the damage to his vehicle is or should be included in any Safety Recall they have or will issue. If there are any other steps that need to be taken to facilitate this, I ask that you make me aware so I can comply with those requirements. The claim number to reference is [REDACTED]

Thank you again for your attention in this matter,

Natalie Johnson

Nalley Honda- Service Department
178 Altama Connector
Brunswick, GA 31525

912-267-7000 ext. 332

No virus found in this incoming message.

Checked by AVG - www.avg.com

Version: 8.5.455 / Virus Database: 271.1.1/5012 - Release Date: 05/21/12 18:34:00

No virus found in this incoming message.

Checked by AVG - www.avg.com

Version: 8.5.455 / Virus Database: 271.1.1/5012 - Release Date: 05/21/12 18:34:00



inspection.mht

544 KB



Printable Copy of Report (large photos)

Pdf Copy of Report (large photos)

Order Information

Client LIBERTY MUTUAL/FT. LAUDERDALE
Claim ID [REDACTED]
Order Date 5/14/12 7:25 AM
Inspector DD102
Contract Number 1-800-637-0757
Insured Party [REDACTED]
Vehicle Year 2004
Vehicle Make AUDI
Vehicle Model A6
Vehicle VIN Number WAULT64B24N [REDACTED]
Vehicle Mileage 94800

Inspection Location

Name NALLEY HONDA BRUNSWICK
Address 178 ALTAMA CONNECTOR
City BRUNSWICK
State, Zip GA, 31525
Phone (912) 267-7000
Contact NATALIE JOHNSON

Adjuster Name PATTI PENN
Extension 74379

Reason For Inspection

PLEASE INSPECT TO DETERMINE CAUSE & ORIGIN OF FIRE. CHECK FOR SIGNS OF FLUID LEAKS THAT MAY HAVE IGNITED. ANY PINCHED OR DAMAGED WIRING THAT COULD HAVE STARTED THE FIRE. ALSO CHECK FOR MODIFICATIONS, UNFUSED WIRING, ETC THAT MAY HAVE STARTED THE FIRE.

Report Information

Inspection Date 5/17/2012 1:20:00 PM
Vehicle Year 2004
Vehicle Make AUDI
Vehicle Model A-6 QUATTRO SEDAN
Current VIN Number WAULT64B24N [REDACTED]
Vehicle Production Date 08/03
Current Mileage 94648
Vehicle Mileage Originally Submitted as 94500
Vehicle Trim SEDAN
Labor Rate / Type 116 PROVIDED VERBALLY
Engine Type 3.0 L V-6
Engine Emissions CALIFORNIA
Transmission / Model AUTO-
Wheel Drive Type ALL WHEEL DRIVE (AWD)
Vehicle Plate # [REDACTED]

Engine Oil Level	Full	Engine Oil Condition	Fair
Coolant Level	Full	Coolant Condition	Fair
Transmission Level	Drained	Transmission Condition	N/A

Power Steering Level	Full	Power Steering Condition	Fair
Brake fluid Level	Full	Brake Fluid Condition	Fair
Front Differential Fluid Level	N/A	Front Differential Fluid Condition	Poor
Rear Differential Fluid Level	Drained	Rear Differential Fluid Condition	N/A
Transfer Case Level	N/A	Transfer Case Condition	N/A
Oil Filter Brand	NOT VISIBLE	Sample Taken	N
		Sample Type	

Miscellaneous Comments

SPEEDO FROM RO DUE TO ALL ELECTRICAL DISCONNECTED

Commercial Use ?	NO
Signage ?	NO
Modifications ?	NO
Collision ?	NO
Tow Hitch ?	NO
Towed or Driven In	DRIVEN
Belts	OK
Hoses	OK
Do All Tires Match?	YES
Tire Size	235/45-17
Factory Tire Size	SAME
Overall Condition	GOOD

Customer's Complaint on Repair Order

LIST FOR SERVICING BUT PAGE 2 LINE 3 CHECK BATTERY, VEHICLE STOPPED WHEN DRIVING AND PAGE 3 LINE 5 PASSENGER SEAT INOP 05/03/2012 NALLEY HONDA

Facility Repair Order

6036863

State of Assembly (be specific)

PASSENGER SEAT AND CARPET REMOVED TO EXPOSE WIRING HARNESS IN RIGHT FRONT FLOOR AREA

Related Recalls, TSB's, or Service History?

INSPECTOR PHONED AN AUDI DEALER AND VERIFIED NO OUTSTANDING RECALLS ON VEHICLE

Inspection Findings

VERIFIED ELECTRICAL SHORT CIRCUITS ON RIGHT SIDE OF THE INTERIOR ELECTRICAL HARNESS-- HARNESS FOR RIGHT POWER SEAT ASSY WAS BADLY SHORTED AND IT CAUSED SUBSEQUENT DAMAGE TO ADJACENT WIRE HARNESSES FROM INSULATION MELTING AND WIRES BURNING--SEAT HARNESS APPEARED TO HAVE A BEND AND KINK IN WRAPPED SECTION WHICH WOULD MOVE, TWIST, AND BEND FROM SEAT MOVEMENT AND PULLING ON THE HARNESS DURING THE YEARS OF VEHICLE USE--THIS HARNESS RUNS UP TO A PLUG JUNCTION AT RIGHT KICKPANEL WHICH TIES INTO THE MAIN HARNESS AT THAT POINT-- THE SEAT HARNESS MUST BE REPLACED AS WELL AS A CAREFUL CHECK OF OTHER HARNESSES THAT RECEIVED THE SUBSEQUENT MELTING OF

INSULATION--ALSO MAIN HARNESS HAS A SMALL PAIR OF WIRES THAT APPEAR TO HAVE MELTED AND ARE INTEGRAL WITH THE MAIN HARNESS AND PASS THRU THE FIRWALL -- INSPECTOR ALSO SUGGESTS INSPECTING UNDER THE REAR SEAT FOR ANY SUB DAMAGE TO OTHER HARNESSES-- POWER SEAT ASSEMBLY APPEARED TO HAVE NO VISIBLE DAMAGE AS THE WIRING AT THE END OF THE HARNESS IN THE PLUG CONNECTORS AND THE CONNECTORS AT THE SEAT HAVE NO VISIBLE DAMAGE NO MODIFICATIONS TO THE VEHICLE WIRING WERE FOUND AND NO MODIFICATIONS TO VEHICLE FOUND

Measurements of Components

Cause of Failure

SHORTING OF SEAT HARNESS WIRING UNDER PASSENGER CARPETING FROM MOVEMENT AND KINK IN HARNESS WHEN ASSEMBLED AND SUB DAMAGE TO ADJACENT WIRE HARNESSES

Recommendations for Repair

REPLACE ALL HARNESSES WITH DEFECTIVE OR DAMAGED WIRES AND/OR INSULATION

Inspector Signoff

Images

Upload Date: 5/17/2012 5:50:26 PM

Notes: VIN



Notes: VIN

Esc -Exit Page Down/Up - Next/Previous Image



Upload Date: 5/17/2012 5:50:26 PM

Notes: REAR & LICENSE



Notes: REAR & LICENSE

Esc -Exit Page Down/Up - Next/Previous Image



Upload Date: 5/17/2012 5:50:26 PM

Notes: LEFT

Upload Date: 5/17/2012 5:50:26 PM

Notes: RIGHT



Notes: LEFT
Esc -Exit Page Down/Up - Next/Previous Image



Notes: RIGHT
Esc -Exit Page Down/Up - Next/Previous Image



Upload Date: 5/17/2012 5:50:26 PM

Notes: FRONT



Notes: FRONT
Esc -Exit Page Down/Up - Next/Previous Image



Upload Date: 5/17/2012 5:50:29 PM

Notes: ENGINE



Notes: ENGINE
Esc -Exit Page Down/Up - Next/Previous Image



Upload Date: 5/17/2012 5:50:29 PM

Notes: ENGINE DATA

Upload Date: 5/17/2012 5:50:29 PM

Notes: RIGHT SIDE PASSENGER COMPT--
ELECTRICAL SHORT LOCATED AND
MOSTLY ISOLATED TO THIS AREA



Notes: ENGINE DATA

Esc -Exit Page Down/Up - Next/Previous Image



Notes: RIGHT SIDE PASSENGER COMPT-ELECTRICAL SHORT LOCATED AND MOSTLY ISOLATED TO THIS AREA

Esc -Exit Page Down/Up - Next/Previous Image

Upload Date: 5/17/2012 5:50:29 PM

Notes: WIRING HARNESS FOR PASSENGER SEAT--THIS IS MAIN FAILED COMPONENT--BLACK COVERING AND THREE COLORED PLUGS ON LEFT SIDE



Notes: WIRING HARNESS FOR PASSENGER SEAT--THIS IS MAIN FAILED COMPONENT--BLACK COVERING AND THREE COLORED PLUGS ON LEFT SIDE

Esc -Exit Page Down/Up - Next/Previous Image

Upload Date: 5/17/2012 5:50:29 PM

Notes: SEAT HARNESS PLUGS--UNSCATHED--THIS INDICATES DAMAGE TO HARNESS--NOT SEAT OR SWITCHES



Notes: SEAT HARNESS PLUGS--UNSCATHED--THIS INDICATES DAMAGE TO HARNESS--NOT SEAT OR SWITCHES

Esc -Exit Page Down/Up - Next/Previous Image

Upload Date: 5/17/2012 5:50:31 PM

Notes: MAIN PART OF HARNESS THAT BURNED/SHORTED

Upload Date: 5/17/2012 5:50:31 PM

Notes: BLACK WRAPPING AT BOTTOM TO SEAT--NOTE KINK IN COVER AND THEN BURNE, MELTED WIRING--RED/BLUE WIRE APPEARS TO HAVE SOME CORROSION



Notes: MAIN PART OF HARNESS THAT BURNED/SHORTED
Esc -Exit Page Down/Up - Next/Previous Image



Notes: BLACK WRAPPING AT BOTTOM TO SEAT-
-NOTE KINK IN COVER AND THEN BURNE,
MELTED WIRING-RED/BUE WIRE APPEARS TO
HAVE SOME CORROSION
Esc -Exit Page Down/Up - Next/Previous Image



Upload Date: 5/17/2012 5:50:31 PM

Notes: OTHER HARNESSES WITH MELTED INSULATION INTERMIXED



Notes: OTHER HARNESSES WITH MELTED INSULATION INTERMIXED
Esc -Exit Page Down/Up - Next/Previous Image



Upload Date: 5/17/2012 5:50:31 PM

Notes: ID TAG ON SEAT HARNESS



Notes: ID TAG ON SEAT HARNESS
Esc -Exit Page Down/Up - Next/Previous Image



Upload Date: 5/17/2012 5:50:31 PM

Notes: AGAIN

Upload Date: 5/17/2012 5:50:34 PM

Notes: AGAIN--



Notes: AGAIN
Esc -Exit Page Down/Up - Next/Previous Image



Notes: AGAIN--
Esc -Exit Page Down/Up - Next/Previous Image

Upload Date: 5/17/2012 5:50:34 PM

Notes: OTHER HARNESSSES FOR CONSOLE
HAD INSULATION DAMAGED AND WIRING
EXPOSED



Notes: OTHER HARNESSSES FOR CONSOLE
HAD INSULATION DAMAGED AND WIRING
EXPOSED
Esc -Exit Page Down/Up - Next/Previous Image

Upload Date: 5/17/2012 5:50:34 PM

Notes: SOME TWISTED PAIRS FOR CAN
BUSS HAVE DAMAGE



Notes: SOME TWISTED PAIRS FOR CAN
BUSS HAVE DAMAGE
Esc -Exit Page Down/Up - Next/Previous Image

Upload Date: 5/17/2012 5:50:34 PM

Notes: RED/BLUE WITH CORROSION ON
END

Upload Date: 5/17/2012 5:50:34 PM

Notes: MANY DAMAGED WIRES



Notes: RED/BUE WITH CORROSION ON END
Esc -Exit Page Down/Up - Next/Previous Image



Notes: MANY DAMAGED WIRES
Esc -Exit Page Down/Up - Next/Previous Image



Upload Date: 5/17/2012 5:50:36 PM

Notes: SEAT SWITCHES AND MOTORS
UNDAMAGED SO FAR--



Notes: SEAT SWITCHES AND MOTORS
UNDAMAGED SO FAR--
Esc -Exit Page Down/Up - Next/Previous Image



Upload Date: 5/17/2012 5:50:36 PM

Notes: SEAT SWITCHES APPEAR OK



Notes: SEAT SWITCHES APPEAR OK
Esc -Exit Page Down/Up - Next/Previous Image



Upload Date: 5/17/2012 5:50:36 PM

Notes: HARNESS PLUGS AT SEAT NOT
DAMAGED--NO INSULATION DAMAGE

Upload Date: 5/17/2012 5:50:36 PM

Notes: BURN MARK ON SPONGE
SOUNDPROOFING UNDER CARPET



Notes: HARNESS PLUGS AT SEAT NOT DAMAGED--NO INSULATION DAMAGE
Esc -Exit Page Down/Up - Next/Previous Image



Notes: BURN MARK ON SPONGE SOUNDPROOFING UNDER CARPET
Esc -Exit Page Down/Up - Next/Previous Image



Upload Date: 5/17/2012 5:50:36 PM

Notes: BATRTERY DISCONNECTED



Notes: BATRTERY DISCONNECTED
Esc -Exit Page Down/Up - Next/Previous Image



Upload Date: 5/17/2012 5:50:40 PM

Notes: POSITION OF HARNESS--WHEN SEAT MOVES IT MOVES HARNESS AND TWISTS WIRING AT POINT OF FAILURE



Notes: POSITION OF HARNESS--WHEN SEAT MOVES IT MOVES HARNESS AND TWISTS WIRING AT POINT OF FAILURE
Esc -Exit Page Down/Up - Next/Previous Image



Upload Date: 5/17/2012 5:50:40 PM

Notes: HARNESS CONNECTORS AT RIGHT KICK PANEL--GREEN PLUG DAMAGED, 2 OTHERS DAMAGED AND HARNESS UPPER RIGHT THRU FIREWALL HAS SOME BARE WIRES

Upload Date: 5/17/2012 5:50:40 PM

Notes: AGAIN



Notes: HARNESS CONNECTORS AT RIGHT KICK PANEL--GREEN PLUG DAMAGED, 2 OTHERS DAMAGED AND HARNESS UPPER RIGHT THRU FIREWALL HAS SOME BARE WIRES
Esc -Exit Page Down/Up - Next/Previous Image



Notes: AGAIN
Esc -Exit Page Down/Up - Next/Previous Image

Upload Date: 5/17/2012 5:50:40 PM

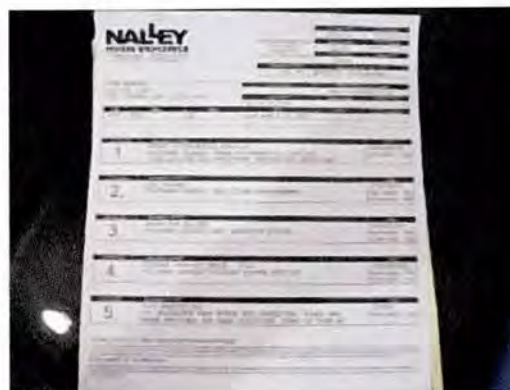
Notes: CLOSE UP WILL REVEAL MANY BURNED WIRES



Notes: CLOSE UP WILL REVEAL MANY BURNED WIRES
Esc -Exit Page Down/Up - Next/Previous Image

Upload Date: 5/17/2012 5:50:40 PM

Notes: RO-1



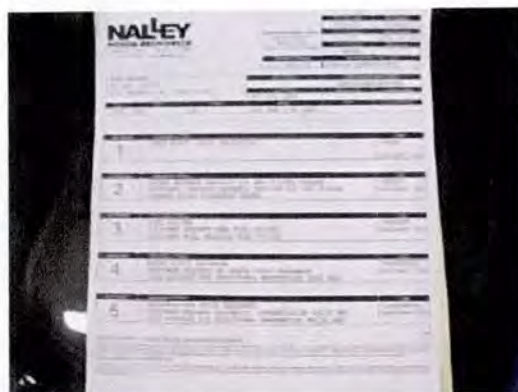
Notes: RO-1
Esc -Exit Page Down/Up - Next/Previous Image

Upload Date: 5/17/2012 5:50:42 PM

Notes: AGAIN

Upload Date: 5/17/2012 5:50:42 PM

Notes: RO-2 NOTE #3 VEHICLE HAS SHUT OFF WHILE DRIVING--SCAN PULLED INDICATED LARGE AMP DRAW



Notes: AGAIN

Esc -Exit Page Down/Up - Next/Previous Image



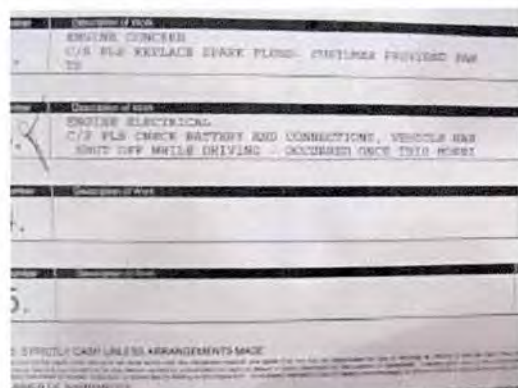
Notes: RO-2 NOTE #3 VEHICLE HAS SHUT OFF WHILE DRIVING--SCAN PULLED INDICATED LARGE AMP DRAW

Esc -Exit Page Down/Up - Next/Previous Image



Upload Date: 5/17/2012 5:50:42 PM

Notes: CLOSE UP #3



Notes: CLOSE UP #3

Esc -Exit Page Down/Up - Next/Previous Image



Upload Date: 5/17/2012 5:50:42 PM

Notes: CLOSE UP #5



Notes: CLOSE UP #5

Esc -Exit Page Down/Up - Next/Previous Image



Upload Date: 5/17/2012 5:50:42 PM

Notes: TIRES



Notes: TIRES

Esc -Exit Page Down/Up - Next/Previous Image



Print postage online - Go to usps.com/postageonline

United States Postal Service®

DELIVERY CONFIRMATION™



0311 2550 0003 0664 2703

Flat Rate
Mailing Envelope

For Domestic and International Use

Visit us at usps.com

PRIORITY MAIL
POSTAGE REQUIRED.

PLEASE PRESS HERE

U.S. POSTAGE
PRIORITY MAIL
ST. SIMONS ISLAND
31522
MAY 26, 12
AMOUNT

\$5.90



any amount of mailable material may be enclosed, as long as the envelope is not modified, and the contents are entirely confined within the envelope with the adhesive provided as the means of closure.

INTERNATIONAL RESTRICTIONS APPLY:

**5-POUND WEIGHT LIMIT ON
INTERNATIONAL APPLIES**

Customs forms are required. Consult the International Mail Manual (IMM) at pe.usps.gov or ask a retail associate for details.

From/Expéditeur:

Sea Island, GA

To/Destinataire:

The Responsible of COMPLAINT #10459296
US Department of Transportation
National Highway Traffic Safety Administration
Office of Defect Investigation (NHTSA-210)
1200 New Jersey Avenue West Building
WASHINGTON, DC 20590

Country of Destination/Pays de destination:

WASHINGTON, DC 20590



USPS packaging products have been awarded Cradle to Cradle Certification™ for their ecologically-intelligent design. For more information go to mbdc.com/usps
Cradle to Cradle Certified™ is a certification mark of MDC.



Recycled



EP14F

This packaging is the property of the U.S. Postal Service® and is provided solely for use in sending Priority Mail® shipments.