

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)				FOR AGENCY USE ONLY 100148	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 11-SEP-2013	Repository ☐ Reference No. 10543019
		OWNER INFORMATION (Type or Print)		Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]
Name [REDACTED]		Address [REDACTED]		Evening Telephone Number [REDACTED]	
City GREENVALE		State NY	Zip Code [REDACTED]		
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 WAUDH74F88N [REDACTED]		Make AUDI	Model A6	Model Year 2008	
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 ☐ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 01-AUG-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: BRAKES (PWS)				Failure Mileage 65000	Failure Speed 60
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: DOTM9ABC036)		☐ 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 2008 AUDI A6. THE CONTACT STATED WHILE TRAVELING APPROXIMATELY 60 MPH, HE ATTEMPTED TO DECELERATE BUT THE BRAKES SEIZED. THE CONTACT ALSO MENTIONED THAT SMOKE AND EXTREME HEAT EMITTED FROM THE FRONT BRAKES. THE VEHICLE WAS TAKEN TO THE DEALER WHO STATED THAT THE ROTORS NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE VEHICLE WAS RETURNED TO THE DEALER AND THE ABS SYSTEM WAS REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 65,000.					
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 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)

BRAKES WERE LOCKING UP @ 10MPH - TO
60 MPH. FRONT BRAKES WERE ALMOST ON
FIRE FROM HEAT. AUDI STATED THAT THEY
HAVE ~~SHIMMER~~ SAME PROBLEM Q7 THAT SHARES
SAME BODY AS THE A6 I HAVE. THE TECH
DEPT ADVISED ABS UNIT REPLACEMENT / WHEN THAT
DID NOT WORK THEY SUGGESTED MASTER BRAKE BE
REPLACED. AUDI COULD NOT EXPLAIN WHY THE ON
BOARD COMPUTER ATTACH ADDITIONAL SHEETS IF NECESSARY
SYSTEM WAS NOT SHOWING ANY
SIGN OF FAILURE. THE CAR HAS ON GOING PROBLEM
WITH BRAKE FAILURE. CAR WAS BACK IN SHOP
THREE TIMES / FOR A TOTAL OF
10 DAYS TO FIGURE OUT
REPAIR.

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



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AUDI LYNBROOK
 843 Sunrise Highway
 LYNBROOK, NEW YORK 11563
 (516) 887-5300
 www.audilynbrook.com
 Facility #: 7116064



Audi

Barbara

CELL: [REDACTED]

CUSTOMER NO 520910		ADVISOR CHRISTINA HELLEMEY	TAG NO. 115 570	INVOICE DATE 11/27/13	INVOICE NO. AUCS78311
[REDACTED] GREENVALE, NY [REDACTED]		LABOR RATE 130.00	LICENSE NO. [REDACTED]	MILEAGE 68,505	COLOR BLUE/
		YEAR / MAKE / MODEL 08/AUDI/A6 3.2	DELIVERY DATE 07/31/08		DELIVERY MILES
		VEHICLE I.D. NO. W A U D H 7 4 F 8 8 N	SELLING DEALER NO.		PRODUCTION DATE
RESIDENCE PHONE [REDACTED]		BUSINESS PHONE	R. O. DATE 11/19/13		
COMMENTS		MO: 68506			

JOB# 1 CHARGES

LABOR
 J# 1 02AUZ0 INSPECT BRAKES TECH(S): 267 318 WARRANTY

CUSTOMER STATES SAME PROBLEM IS HAPPENING
 NO LIGHTS ON DASH, HAPPENS INTERMITTENT AT SLOW SPEEDS
 BRAKES LOCK UP, CHECK AND REPORT
 FEELS VIBRATION, MUST DRIVE CAR TO GET HOT AND CHECK
 CUSTOMER STATES SAME PROBLEM NO LIGHTS ON DASH, BRAKES
 LOCK UP, FEELS VIBRATION, ROAD TEST WITH CUSTOMER,
 VERIFIED BRAKES LOCK UP AFTER 11 MILES HIGHWAY DRIVING
 INSPECTED BRAKE RESERVOIR FOUND CAP SEAL DISTORTED
 CHECKED BOOSTER, OK, CONTACT TECHLINE CASE#1180758
 ADVISED TO PERFORM BRAKE FLUSH, REPLACE MASTER CYLINDER
 AND RESERVOIR, FLUSHED SYSTEM 4 TIMES, RECHECKED AFTER
 REPLACEMENT WITH MULTIPLE ROAD TESTS, OPERATING AS
 DESIGNED
 ADVISED CUSTOMER MASTER CYLINDER CONTAMINATED SYSTEM

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
	1		4B3-611-021	CYLINDER	
	1		8E0-611-301-G	RESERVOIR	
	4		B-000-750-M3	BRAKEFLUID	
					TOTAL - PARTS

SUBLET PO# 3089 VEND INV# 5157 INV DATE 11/26/13 INV# 5157 BRC

TOTAL - SUBLET

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX AUCS JOB# 1 TOTAL

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
 LOANER SEE CHRISTINA

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE
 THOSE MADE BY THE MANUFACTURER. THE SELLER
 HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES,
 EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED
 WARRANTY OF MERCHANTABILITY OR FITNESS FOR A
 PARTICULAR PURPOSE. AND NEITHER ASSUMES NOR
 AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT
 ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID
 PRODUCTS.

LABOR AND PARTS ARE WARRANTED FOR 90 DAYS
 OR 4000 MILES, WHICHEVER OCCURS FIRST.

LIMITED EXPRESS WARRANTY

Warranty on Original Equipment Parts
 installed is 12 months or 12000 miles.
 All other parts and labor is covered for 90
 days or 4000 miles, whichever comes first.
 The dealer hereby limits any implied
 warranties of merchantability and fitness
 to the same period.

CUSTOMER ACKNOWLEDGES
 REC. OF COPY X

**CUSTOMER SATISFACTION
 IS OUR
 NUMBER 1 CONCERN**

*Thank you
 for this opportunity to serve you.*



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843 Sunrise Highway
LYNBROOK, NEW YORK 11563
(516) 887-5300
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Facility #: 7116064



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CUSTOMER NO.	520910	ADVISOR	CHRISTINA HELLEMEY	TAG NO.	570	INVOICE DATE	11/27/13	CELL:	[REDACTED]
		LABOR RATE	130.00	LICENSE NO.	[REDACTED]	MILEAGE	68,505	INVOICE NO.	AUCS78311
		YEAR / MAKE / MODEL	08/AUDI/A6 3.2			COLOR	BLUE/	STOCK NO.	
	GREENVALE, NY	VEHICLE I.D. NO.	W A U D H 7 4 F 8 8 N			DELIVERY DATE	07/31/08	DELIVERY MILES	
		F.T.E. NO.		P.O. NO.		SELLING DEALER NO.		PRODUCTION DATE	
RESIDENCE PHONE	[REDACTED]	BUSINESS PHONE		COMMENTS		R.O. DATE	11/19/13		

MO: 68506

TOTALS

NYS LAW REQUIRES US TO ACCEPT & MANAGE WASTE TIRES FROM VEHICLES IN EXCHANGE FOR AN EQUAL NUMBER OF NEW TIRES THAT WE SELL OR INSTALL. WE ARE REQUIRED TO CHARGE A SEPARATE AND DISTINCT WASTE TIRE MANAGEMENT AND RECYCLING FEE OF \$2.50 FOR EACH NEW TIRE WE SELL. ANY ADDITIONAL TIRE MANAGEMENT RECYCLING COSTS ARE INCLUDED IN THE ADVERTISED PRICE OF THE NEW TIRE.

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

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LABOR AND PARTS ARE WARRANTED FOR 90 DAYS OR 4000 MILES, WHICHEVER OCCURS FIRST.

LIMITED EXPRESS WARRANTY

Warranty on Original Equipment Parts installed is 12 months or 12000 miles. All other parts and labor is covered for 90 days or 4000 miles, whichever comes first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

CUSTOMER ACKNOWLEDGES
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CUSTOMER SIGNATURE



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520910

GREENVALE, NY

CHRISTINA HELLEMEY

115

311

08/29/13

AUCS74071

130.00

66,060 BLUE/

08/AUDI/A6 3.2

07/31/08

W A U D H 7 4 F 8 8 N

08/20/13

MO: 66061

JOB# 1 CHARGES

LABOR
J# 1 02AUZ0 INSPECT BRAKES TECH(S):181 267 620.00
CLIENT STATES BRAKES FEEL AS IF THEY DO NOT RELEASE WHEN
IN USE
CUSTOMER STATES BRAKES LOCKED UP
ON THE WAY HERE. CAR WAS SHAKING, NO POWER, DOES NOT
MOVE IN NEUTRAL
HAPPENS WHEN HOT
FOUND BRAKES LOCKED UP, PERFORMED GUIDED FAULT FINDING
CONTACT TECHLINE CASE # 1139786, ADVISED TO REPLACE
ABS UNIT, REPLACED ABS UNIT, BLEED BRAKE SYSTEM, ROAD TEST
RECHECK OK

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Thank you

for this opportunity to serve you.

JOB# 1 TOTALS

LABOR

620.00

JOB# 2 CHARGES

JOB# 1 JOURNAL PREFIX AUCS JOB# 1 TOTAL

620.00

LABOR
J# 2 01AUZ0 ENGINE TECH(S):181
SPLIT CUSTOMER = % WARRANTY = % 0.00
CUSTOMER STATES LOSS OF POWER
WANTS TECH TO DRIVE VEHICLE HAPPENS WITHIN 10 MINS
OF DRIVING CHECK AND REPORT
AUDI TO PAY HALF OF PART PRICE AS PER AUDI DISTRICT
REP, SEE LINE 1 FOR REPAIRS, GOODWILL ASSISTANCE

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
1		4F0-614-517-AC	ABSUNIT	1000.50
		SPLIT	CUSTOMER = % WARRANTY = %	
			TOTAL - PARTS	1000.50

WARRANTY
1000.50

JOB# 2 TOTALS

PARTS

1000.50

JOB# 2 JOURNAL PREFIX AUCS JOB# 2 TOTAL

1000.50

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$1720.00 (+TAX)

COMMENTS
NEEDS LOANER

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LYNBROOK, NEW YORK 11563
(516) 887-5300
www.audilynbrook.com
Facility #: 7116064

520910

GREENVALE, NY

CHRISTINA HELLEMEY 115 311 08/29/13 CELL: [REDACTED] AUCS74071
130.00 [REDACTED] 66,060 BLUE/
08/AUDI/A6 3.2 07/31/08
W A U D H 7 4 F 8 8 N [REDACTED]

08/20/13

MO: 66061

TOTALS-----

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FEE OF \$2.50 FOR EACH NEW TIRE WE SELL. ANY ADDITIONAL TIRE
MANAGEMENT RECYCLING COSTS ARE INCLUDED IN THE ADVERTISED
PRICE OF THE NEW TIRE.

TOTAL LABOR....	620.00
TOTAL PARTS....	1000.50
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	139.77

TOTAL INVOICE \$ 1760.27

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CUSTOMER ACKNOWLEDGES
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CUSTOMER SIGNATURE

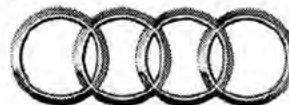
DUPLICATE INVOICE



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AUCS73934



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AUCS73934

CUSTOMER NO. 520910		ADVISOR CHRISTINA HELLEMEY 115		TAG NO. 221		INVOICE DATE 08/16/13		INVOICE NO. AUCS73934	
GREENVALE, NY		LABOR RATE 130.00		MILEAGE 65,940		COLOR BLUE/		STOCK NO.	
		YEAR / MAKE / MODEL 08/AUDI/A6 3.2				DELIVERY DATE 07/31/08		DELIVERY MILES	
		VEHICLE I.D. NO. WAUDH74F88N				SELLING DEALER NO.		PRODUCTION DATE	
RE		BUSINESS PHONE		F.T.E. NO.		P.O. NO.		R.O. DATE 08/16/13	
		COMMENTS						REPRINT# 1	

CELL: [REDACTED] MO: 65942

JOB# 1 CHARGES

LABOR

J# 1 02AUZO INSPECT BRAKES TECH(S) 181 260.00

CLIENT STATES FRONT BRAKES ARE SMOKING AND ROTORS ARE WEARING DOWN. SOP PARTS - SEE CHRISTINA SOP HERE CHECK AND REPORT ROTORS BELOW WEAR LIMIT REPLACED FRONT ROTORS, MODIFIED BRAKE PADS, ROAD TEST WITH CUSTOMER, OK

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----

2 4F0-615-301-E BRAKE DISC 126.36 252.72

TOTAL - PARTS 252.72

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

SC10 10% SERVICE CARD DISCOUNT LABOR -26.00

P10 PARTS 10% OFF -25.27

TOTAL - MISC -51.27

JOB# 1 TOTALS

LABOR 260.00

PARTS 252.72

MISC -51.27

JOB# 1 JOURNAL PREFIX AUCS JOB# 1 TOTAL 461.45

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$1470.00 (+TAX)

COMMENTS-----

DROP OFF FRIDAY - CHRISTINA

FOS
430 19

ABS

REPAIR OF
FRONT BRAKES
REDONE
CORRECTLY