

## Safety Petition To Audi Cars and Overseas Military Sales Corporation

To Whom It May Concern,

NHTSA Case #654865

JUL 14 2014 7 July 2014

I have been referred to your office concerning unfortunate safety circumstances that I discovered after finalization of a vehicle purchase. I am a United States Military Service Member. I was assigned to a unit in Germany from 2010 until 2013.

While in Germany I decided to purchase a 2013 Audi Q5 with American specifications through the Overseas Military Sales Corporation dealer at the Auto Exchange located there in Germany where I was assigned. The Overseas Military Sales Corporation Home Office is based in New York. I placed my order for my vehicle in 2012, and I put down \$10,000 dollars on the vehicle at that time to initiate the build process of the vehicle in the Audi Factory in Germany. Not long after that I secured the loan for the remainder of the outstanding balance that I owed to the Overseas Military Sales Corporation Auto Exchange for the vehicle, and I submitted full payment to the Overseas Military Sales Corporation Auto Exchange for my vehicle at that time.

I had my 2013 Audi Q5 built from the ground up in the Audi Factory there in Germany to my specifications, with one exception. I did not have any knowledge at all of what the Audi Rear Seat Entertainment System DVD Monitor mount configuration was like in the vehicle. I was not shown any examples of what options that I had for where or how in the vehicle the Audi Rear Seat Entertainment System DVD Monitors would be mounted. I just assumed that since I was purchasing a \$50,000 dollar vehicle that the Audi Rear Seat Entertainment System DVD Monitors would be mounted in the back of the front seat head rest like they normally are in any other vehicle.

I did not ever at any time see nor take possession of my 2013 Audi Q5 while I was in Germany, because it was not completely built until after I left from Germany. I came back here to the United States in April of 2013. My 2013 Audi Q5 was shipped from Germany and sent to the local Audi dealership here in El Paso, Texas. The first time that I ever laid my eyes on my vehicle that I had already paid for while I was in Germany, was here at the local Audi dealership in El Paso, Texas sometime around June or July time frame of 2013.

I started going through all of the checks, and looking the vehicle over for flaws. I opened up the back doors and I looked inside, and I just instantly got enraged at what I saw in the back passenger cabin compartment area of my new vehicle.

The Audi Rear Seat Entertainment System DVD Monitors are mounted on some really sturdy brackets that protrude out from the backs of the driver and passenger seats approximately four inches to six inches outward and directly toward the faces of the passengers who occupy the back passenger cabin compartment area. It is a guaranteed fact that any and all passengers riding in that back

AM  
72514  
SMD

passenger cabin compartment area would slam their faces directly into those Audi Rear Seat Entertainment System DVD Monitors in the event that a front end collision would occur. I have a little baby whom is not even two years old yet and she has to ride in the back passenger cabin compartment area of that vehicle every day.

I thought up a simple and logical solution to the entire problem. I decided to contact Audi and the Home Office of the Overseas Military Sales Corporation Auto Exchange located in New York and just simply talk sense to them about my safety concerns with the unsafe Audi Rear Seat Entertainment System DVD Monitor mount configuration discrepancy in my vehicle. I spoke with a Mr. Ben Kivovitz whom is the President of the Warranty Department for Overseas Military Sales Corporation Auto Exchange. Mr. Ben Kivovits can be contacted by telephone at (800) 347-7019, or (866) 398-8646, or (516) 682-8646, or (516) 682-8662. The address where Mr. Ben Kivovitz can be reached at is 175 Crossways Park Dr. West, Woodbury, NY 11797. I also contacted Audi Care, and I filed a Case concerning the unsafe Audi Rear Seat Entertainment System DVD Monitor mount configuration in the back of my vehicle. My Audi Care Case Number is (#140464761). **This is my case that I submitted to Audi Care:**

"I was stationed in Germany in the U.S. Military. I purchased a 2013 Audi Q5 through the Military Car Sales in Vilseck, Germany and I had it shipped straight to the United States from Germany. I did not have an opportunity to get a look at the car until it arrived here in the United States in Texas, because I left from Germany before the car was completed. I had the car built at the Audi factory in Germany from the ground up to my specifications, with one exception. I did not have a clear idea of what the configuration of the DVD monitors actually was like. I was not shown any examples of the DVD player configuration prior to requesting that DVD players be installed inside of my vehicle. When I took possession of the vehicle after it was shipped to the Audi Dealership here in Texas, I was shocked when I opened the back door and I saw the two DVD monitors protruding about 6 inches out from the back of the front seats directly towards the back seat passengers faces. When I purchased the vehicle I assumed that the DVD monitors would come mounted in the back of the front seat head rest since I paid \$50,000 dollars for the vehicle. I have expressed my concerns to the military car sales representatives in New York, and I have talked to many people at the Audi dealerships. They all tell me the same story, "That's how they come from the factory". And they do not offer me other options. It is not the cosmetics of the DVD monitors that I am concerned with. Those DVD monitors are a safety hazard in my opinion. I have a little baby that has to ride in the back of that vehicle. Not only my baby, but any other passenger who rides in the back of that vehicle would slam their faces directly into those DVD monitors in the event of a front end impact. I have a safety concern with these DVD monitors, and I need for it to be corrected immediately".

I received a telephone call from a representative from Audi Care approximately one week later after I submitted my Case to them. I received the telephone call on 24 June 2014. The representative from Audi Care stated to me that the vehicle had previously passed both the Federal Inspection and the Texas State Inspection. And that Audi does not and will not have any obligation to correct the unsafe Audi Rear Seat Entertainment System DVD Monitor mount configuration in any way. And Mr. Ben Kivovitz whom is the President of the Warranty Department for Overseas Military Sales Corporation Auto Exchange stated to me in our conversation that the Audi Rear Seat Entertainment System DVD Monitors come that way from the factory in Audi's. He stated to me that Overseas Military Sales

Corporation Auto Exchange is not obligated for the repairs of the unsafe Audi Rear Seat Entertainment System DVD Monitor mount configuration either.

I recently placed a separate inquiry to Audi Care asking about the availability of the Audi Rear Seat Entertainment System from the factory. The Audi representative stated to me that the Audi Rear Seat Entertainment System was available from the factory in the 2013 Audi Q5, but the Audi Rear Seat Entertainment System is not available from the factory in the 2014 Audi Q5. In fact, they do not offer the Audi Rear Seat Entertainment System at all in the 2014 Audi Q5 no matter what package you purchase there is not any kind of Audi Rear Seat Entertainment System offered at all, not even as an additional upgrade accessory. That is probably because they are aware of the safety issues with the mount configuration of the Audi Rear Seat Entertainment System DVD Monitors in the 2013 Audi Q5.

I have spoken with many representatives of the Texas Department of Public Safety, and they agree with my safety concerns on the situation. But, they cannot pursue the problem because it does not fall into the categories included in their inspections. So they referred me to your office. I have previously submitted my case to your office concerning my interests with the unsafe Audi Rear Seat Entertainment System DVD Monitor mount configuration. My Case Number is (#654865).

The persons I have previously spoke with at the Texas Department of Public Safety state that they see reason for my concerns with the safety issue. I will include the contact information for those individuals. Mr. Ronnie Heselmeyer whom works at the Austin, Texas Department of Public Safety can be contacted at (512) 424-2995, Mrs. Beth Warren whom works at the Austin, Texas Department of Public Safety can be contacted at (512) 424-5639, and Mrs. Rosa Romero whom works at the El Paso, Texas Department of Public Safety can be contacted at (915) 849-4052, or (915) 849-4053.

I look forward to hearing from you with regards to a positive outcome in this case. Thank you for your concerns, and have a wonderful day.

Sincerely,

[REDACTED]  
El Paso, Texas [REDACTED]

**Auto Exchange**  
 Kraftfahrzeug-Handels GmbH  
 Westerbachstr, 23C  
 61476 Kronberg/T.S., Germany

Refer to  
 Quote #: **5371350**

**Auto Exchange Buyer's Offer**

Quote Date: **1/21/2013**  
 Data Date: **1/21/2013**

*We thank you for this opportunity to serve you as you serve our country.*

<b>Customer No.</b> [REDACTED]	<b>Special Order</b>
<b>2013 Audi AX Q5 Quattro Premium Plus 2.0T Automatic Tiptronic 8RB52A with PLUS (MCS Model - B52A)</b>	

<p align="center"><u>Delivery/Destination</u></p> <p>Requested Delivery Date to Stateside Dealer or U.S. Port is 7/8/2013.</p> <p>Country: 1 UNITED STATES                  State: TX Texas                  City: FORT WORTH, TX 76107                  Dealer: 85378 FORT WORTH AUDI                  Destination 4TX FORT WORTH, TX</p> <p align="center"><u>Registration</u></p> <p>Country: 1 UNITED STATES                  State: TX Texas</p>	<p align="center"><u>ISR/Location</u></p> <p>ISR: 330 DAVID GOULDEN                  Location: 167 VILSECK AX                  6 GERMANY</p> <p>Phone: 09662 700 7137                  E-Mail: d.goulden@mcs-autoexchange.com</p> <p align="center"><u>Business/Customer</u></p> <p>Segment: W Auto Exchange GMBH                  Customer: M Uniformed Military                  Branch: A U.S. Army</p>
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<b>BASE VEHICLE</b>			
<u>Opt/Pkg</u>		<u>MSRP</u>	<u>Program Price</u>
*MDL	Q5 Quattro Premium Plus 2.0T Automatic Tiptronic	35,900.00	33,721.00

<b>ESSENTIAL ITEMS, DELIVERY AND VALUE-ADDED CHARGES</b>			
<u>Opt/Pkg</u>		<u>MSRP</u>	<u>Program Price</u>
AUMA	Audi Scheduled Maintenance Coverage	800.00	800.00
OPR1	Owner's Protection - 6 Year/75,000 Mile Major Component Coverage	2,099.00	1,799.00
DFRT	Destination	895.00	895.00

<b>TRANSPORTATION, STOCK &amp; DELIVERY CHARGES</b>			
<u>Opt/Pkg</u>		<u>Charge</u>	<u>Program Price</u>
SSPH	Delivery Point Processing Service - Single Unit Priority Handling	495.00	495.00

<b>FACTORY EQUIPMENT, PACKAGES AND UPGRADES ("@" may be changed or upgraded)</b>			
<u>Opt/Pkg</u>		<u>MSRP</u>	<u>Program Price</u>
FE	Federal Emissions	.00	0.00
PLUS	Premium Plus Equipment	.00	0.00
WPS	Premium Plus Package	4,300.00	4,040.00
EXT1	Exterior Paint Group	.00	0.00
INT2	Leather Seating Surfaces Interior Trim Group	.00	0.00
VI	Beige Interior	.00	0.00
2Y2Y	Glacier White Metallic	475.00	446.00
9WM	Rear Seat Entertainment System	1,950.00	1,831.00
4I3	Audi Advanced Key	550.00	516.00

Refer to  
Quote #: 5371350

# Auto Exchange Buyer's Offer

Quote Date: 1/21/2013  
Data Date: 1/21/2013

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<b>Customer No.</b> [REDACTED]	<b>Special Order</b>
<b>2013 Audi AX Q5 Quattro Premium Plus 2.0T Automatic Tiptronic 8RB52A with PLUS (MCS Model - B52A)</b>	

<b>FACTORY EQUIPMENT, PACKAGES AND UPGRADES ("@" may be changed or upgraded)</b>			
Opt/Pkg		MSRP	Program Price
4X4	Rear Side Airbags	350.00	328.00
6W3	Front License Plate Holder	.00	0.00
7TL	Fine Grain Ash Natural Inlays	.00	0.00
PNY	Audi MMI Navigation Plus Package	3,550.00	3,334.00

<b>MAJOR STANDARD EQUIPMENT ("@" may be changed or upgraded)</b>			
Opt/Pkg		MSRP	Program Price
STD	Major Standard Equipment	.00	0.00
2.0T/STD	2.0 TFSI, 4cyl., 211 HP Engine	.00	0.00
AUTO/STD	Automatic Tiptronic Transmission	.00	0.00

Totals: 51,364.00 \$48,205.00

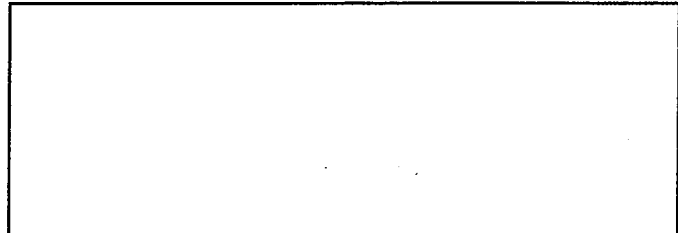
Privileged Milquote® Price: \$48,205.00

**NOTE: State and local Sales tax, license and registration fees and vehicle insurance are not included. All prices and specifications are subject to change until execution of an Order Acceptance. Service members are not automatically exempt from state and local taxes and/or other fees which may be due upon registration of their vehicles stateside.**

Lien Holder: SERVICE CREDIT UNION  
2010 LAFAYETTE ROAD-PO BOX1268  
PORTSMOUTH, NH 03802-1268

Expected Total Down Payment: \$10,000.00  
Expected amount to be Financed: \$38,205.00

Receipt #	Date	Type	Amount
83591	1/24/13	Bank Check	10,000.00
		US dollars \$	10,000.00



Refer to  
Quote #: 5371350

## Auto Exchange Buyer's Offer

Quote Date: 1/21/2013  
Data Date: 1/21/2013

*We thank you for this opportunity to serve you as you serve our country.*

Customer No. [REDACTED]

Special Order

**2013 Audi AX Q5 Quattro Premium Plus 2.0T Automatic Tiptronic  
8RB52A with PLUS (MCS Model - B52A)**

1. Purchaser shall provide a copy of Military Orders or Letter from Commanding Officer or Personnel Office confirming over seas assignment for 30 days or more.
  2. Purchaser acknowledges that this vehicle has been manufactured to meet U.S. Government specifications and may not meet the emission or registration requirements of other countries. If this vehicle is to be used or registered in a country other than the United States, OMSC or ENCS cannot assist Purchaser in any way with modifying this vehicle to meet the emission or registration requirements of that country and the cost of any such modification (if available) shall be entirely the Purchaser's sole responsibility. [An exception is made for certain vehicles which are homologated by OMSC specifically for delivery and registration in Japan and Okinawa.]
  3. Purchaser acknowledges that, if included in this vehicle as ordered, any Sound System, Satellite Radio or Television Voice Communication Equipment, Driver Assistance System, Navigational Equipment, Internet Access Device, Mobile Multimedia System, HD Radio or Satellitebased Security and/or Theft Prevention/Recovery System, may not function properly outside CONUS (the 48 contiguous states and the District of Columbia). OMSC or ENCS cannot assist Purchaser in any way with modifying this vehicle to make these systems operational outside CONUS and the cost of any such modification (if available) shall be entirely the Purchaser's sole responsibility.
  4. Purchaser acknowledges that, if included in this vehicle as ordered, any Trailer Tow Package will require additional equipment at Purchaser's expense before towing. A Drawbar and Hitch Ball are NOT included. A Trailer Hitch Receiver is not included unless specifically listed in the package contents.
  5. Purchaser authorizes the seller to obtain credit reports and/or other personal information, and authorizes the institution financing this vehicle to release to the seller all financing information relative to the purchase of said vehicle.
  6. Purchaser acknowledges that the seller may, when necessary, utilize an Automated Clearing House or Credit/Debit Card to expedite the payment/collection of deposit or other funds.
  7. Purchaser has read this offer, has received a copy and agrees to its terms and conditions.
  8. Purchaser assumes all responsibility regarding shipment of vehicle to CONUS, unless otherwise noted.
  9. Purchaser acknowledges that only official company receipts are valid.
8. For Stateside Deliveries, the purchaser understands the following:
- a. Payment in full must be received at least 30 days before the requested delivery date and must provide proof of financing and/or own funds before this vehicle will be ordered.
  - b. If purchaser changes the delivery destination, the order will be subject to an additional fee of \$525.
  - c. All State/local taxes and registration costs and procedures are the responsibility of the purchaser

**All Purchasers' personal information provided to seller shall be kept in strict confidence in accordance with seller's Privacy Policy.**

Rev: 4/15/10 Auto Exchange

*We thank you for this opportunity to serve you as you serve our country.*

Customer No. [REDACTED]

Special Order

**2013 Audi AX Q5 Quattro Premium Plus 2.0T Automatic Tiptronic  
8RB52A with PLUS (MCS Model - B52A)**

**TERMS AND CONDITIONS OF SALE**

**I. THE PURCHASE ORDER DOCUMENTS CONSISTS OF:**

**A. Buyer's Offer:** This is your (the purchaser's) offer to buy the motor vehicle and optional equipment listed from Auto Exchange Kraftfahrzeug Handels GmbH or if purchasing through a procurement agency, this document shall serve as a statement of specifications needed to reserve your vehicle. It becomes a binding contract upon the mailing of a written acceptance ("Order Acceptance") to you or the procurement agency as required. Auto Exchange is not obligated by this offer until an Order Acceptance is mailed to you or the procurement agency, as applicable.

**B. Order Acceptance:** Your Order Acceptance will be mailed to you and/or the procurement agency acting on your behalf after our sales representative receives your offer or a procurement agency offer on your behalf and deposit. Acceptance of stock orders will be contingent on the availability of the vehicle. We will promptly notify you if the selected vehicle is available and an Order Acceptance will be mailed to you and/or your procurement agency after a vehicle has been reserved. Our Order Acceptance will list the motor vehicle model, color, optional equipment, price, the place and date of delivery. If it is not in compliance with your offer as to price, specifications, or delivery date, you must advise us, in writing, within ten (10) days of receipt with any objections. If the objections cannot be resolved, you will receive a full refund of your deposit.

**C. Pricing:** Your offer will be priced and accepted according to Auto Exchange's Privileged Milquote Price.

**II. PAYMENT**

**A. All money due must be paid to us before delivery to you.** Payment must be in U.S. funds, drawn on banks located in the United States and should be the form of money order, certified check or financial institution funds.

**B. Non-Payment:** Purchaser authorizes Auto Exchange to contact employer with respect to dishonored checks and/or indebtedness resulting from non-payment.

**III. DELIVERY**

**A. Auto Exchange's responsibility is completed upon its actual delivery to you or your agent or in the U.S. when actual delivery is made to you or your agent through a U.S. franchised dealer.**

**B. Hours of Delivery:** Delivery will be made Monday through Friday each week but not on a legal holiday. Delivery hours are 9AM to 4PM.

**C. Obligation to Delivery:** Auto Exchange is responsible to deliver your motor vehicle in accordance with the Order Acceptance. Auto Exchange is not responsible if it cannot deliver your motor vehicle because of strikes & other labor troubles, fires, floods, material or labor shortages, embargoes, stoppage in transit, regulations or orders of government, allocation of vehicles and other products among customers to satisfy bona fide priority requirements, war, terrorism, sabotage, acts of God or the public enemy or any other causes beyond the control of Auto Exchange.

**IV. WARRANTY and SERVICE:**

Auto Exchange expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Auto Exchange neither assumes, nor authorizes any other person to assume for it, any liability in connection with the sale of the vehicle. The only warranty shall be that furnished by the manufacturer, which will be provided to you in writing, and to which you will have sole recourse.

**V. CANCELLATION OF ORDERS:** You may cancel this order only by written notice addressed to Auto Exchange GmbH, Kaiserstrasser 34, 67661 Kaiserslautern, or such other place Auto Exchange may designate.

**A. Cancellation by Purchaser:**

1. You may cancel and receive full refund of money when:
  - a. Notice is sent within three (3) days after placing the order.
  - b. Your order is cancelled before we issue the Order Acceptance.
  - c. You do not qualify for the financing you require and you provide us with the notice within 10 days after signing the buyer's offer.
  - d. Cancellation is due to our failure to comply with the purchase order as to price, specifications or delivery date and you notify us of this failure within ten (10) days of receipt of the Order Acceptance.
  - e. The motor vehicle is produced with specifications other than those contained in the Order Acceptance and upon receipt of our notice, you advise us of your intention to cancel within ten (10) days.
2. You may cancel and receive full refund of deposit, less one percent (1%) of the purchase price, when:
  - a. Cancellation notice is received by us before a stock motor vehicle is actually shipped from a stock location; or
  - b. Cancellation notice is received by us after the Order Acceptance is issued by us but in sufficient time to stop factory production of the motor vehicle.
3. When cancellation is for your convenience or for reasons other than (1) or (2) above you will be subject to financial liability not to exceed \$550 when the price of the vehicle is below \$20,000; or \$550 plus 1% of the purchase price when the price of the vehicle is over \$20,000; or the amount of your deposit, whichever is less.

**B. Cancellation by Auto Exchange:** We may cancel the contract and retain the appropriate amount set forth in A-3 above if you fail to pay the money balance due within fifteen (15) days after the delivery date on our Order Acceptance; or if you fail to take delivery within 60 days of your scheduled delivery date and your account is paid in full.

Unless otherwise specified, the above provisions **V. CANCELLATION OF ORDERS A. and B.** may not be invoked after delivery is completed as defined in **III. DELIVERY.**

**VI. REFUNDS:** Should you cancel this order in accordance with Section V Paragraph A-2 above, one percent (1%) of the purchase price will be deducted from your deposit to cover our administrative cost in processing the order. Should you cancel this order in accordance with Section V Paragraph A-3 or should we cancel this order in accordance with Section V Paragraph B above, we will retain from your deposit up to \$550 plus one percent (1%) of purchase price and the balance will be refunded.

**VII. GENERAL**

**A. Delivery Questions:** All questions should be directed to Auto Exchange GmbH, Kaiserstrasser 34, 67661 Kaiserslautern. Telephone #0631- 351870.

**B. Entire Agreement:** Your Buyer's Offer and our Order Acceptance shall constitute the entire contract. Any oral representations made by sales agent is not binding on Auto Exchange.

**C. Sales Tax:** Sales Tax is not included in this transaction. If you take delivery overseas, you may be responsible for sales or usage tax upon return to the United States at the time of registration of your vehicle. If there is a sales or use tax in the state where you register or take delivery, you are responsible to obtain the proper information on such taxes as well as for payment of tax.

**D. Vehicle Insurance:** Vehicle insurance is not included in this transaction nor is Auto Exchange responsible for any representation made by sales agent regarding insurance. It is your obligation to determine the insurance requirements and make sure you are properly insured before you take delivery. Failure to comply with local law may result in your inability to take delivery.

**E. If you have selected a vehicle manufactured within the Europe Community, then you must make your purchase through an official procurement agency in order for your purchase to be tax free.**

Rev: 6/23/05 AX

Refer to  
Quote #: 5371350

# Auto Exchange Buyer's Offer

Quote Date: 1/21/2013  
Data Date: 1/21/2013

*We thank you for this opportunity to serve you as you serve our country.*



January 24, 2013

Customer Signature

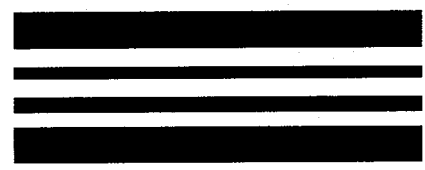
Date

Buyer's Offer Received:

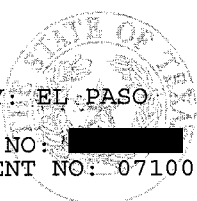
January 24, 2013

Independent Sales Representative

Date



INQUIRY RECEIPT



COUNTY: EL PASO TAC NAME: VICTOR A. FLORES RTC  
 DATE: 07/07/2014 EFFECTIVE DATE: 06/01/2014  
 PLATE NO: [REDACTED] TIME: 01:53PM EXPIRATION DATE: 5/2015  
 DOCUMENT NO: 07100741427113011 EMPLOYEE ID: [REDACTED] TRANSACTION ID: 07131541825135337

OWNER NAME AND ADDRESS  
 [REDACTED]  
 EL PASO, TX [REDACTED]

REGISTRATION CLASS: PASSENGER-LESS/EQL 6000  
 PLATE TYPE: PASSENGER-TRUCK PLT  
 ORGANIZATION:  
 STICKER TYPE: WS

VEHICLE IDENTIFICATION NO: WA1F8F5DA [REDACTED] VEHICLE CLASSIFICATION: PASS-TRK  
 YR/MAKE: 2013/AUDI MODEL: A5 BODY STYLE: LL UNIT NO: COUNTY NO: 71  
 EMPTY WT: 4200 CARRYING CAPACITY: 0 GROSS WT: 4200 TRAILER TYPE:  
 BODY VEHICLE IDENTIFICATION NO: TRAVEL TRLR LNG/WDTH: 0 TIRE TYPE: P  
 REGISTRATION ISSUE DATE: 04/22/2014  
 ODOMETER READING: 7 BRAND: A PREVIOUS PLATE NO: [REDACTED] PREVIOUS EXP MO/YR: 5/2014  
 PREV OWNER NAME: AUTO EXCHANGE KRAFT PREV CITY/STATE: GM, GM PLATE AGE: 1  
 ACTUAL MILEAGE VEHICLE RECORD NOTATIONS PAPER TITLE

TITLE ISSUE DATE: 06/18/2013	REGISTRATION FEES PAID	SALES TAX INFORMATION	
	REGISTRATION \$ 72.75	SALES PRICE \$	48,205.00
DOCUMENT TYPE: REGULAR TITLE		TRADE IN ALLOWANCE \$	0.00
		SALES TAX PAID \$	3,012.81
1ST LIEN DATE: 05/07/2013	CUSTOMER NAME: [REDACTED]		
SERVICE CREDIT UNION	FEES ASSESSED		
PO BOX 1268	INQUIRY	\$	2.00
PORTSMOUTH, NH 03802-1268			
	TOTAL	\$	2.00
2ND LIEN	METHOD OF PAYMENT AND PAYMENT AMOUNT:		
	CASH	\$	2.00
3RD LIEN	TOTAL AMOUNT PAID	\$	2.00



REGISTRATION RENEWAL RECEIPT

COUNTY: EL PASO  
PLATE NO: [REDACTED]  
DOCUMENT NO: 07100741427113011

TAC NAME: VICTOR A. FLORES, RTC  
DATE: 04/22/2014  
TIME: 04:02PM  
EMPLOYER ID: [REDACTED]  
EFFECTIVE DATE: 06/01/2014  
EXPIRATION DATE: 5/2015  
TRANSACTION ID: 07125041749160240

OWNER NAME AND ADDRESS

[REDACTED]

EL PASO, TX [REDACTED]

REGISTRATION CLASS: PASSENGER-LESS/EQL 6000  
PLATE TYPE: PASSENGER-TRUCK PLT  
ORGANIZATION:  
STICKER TYPE: WS

PREVIOUS PLATE NO:  
VEHICLE IDENTIFICATION NO: WALLFBFP5DA [REDACTED] VEHICLE CLASSIFICATION: PASS-TRK  
YR/MAKE: 2013/AUDI MODEL: A05 BODY STYLE: LL UNIT NO:  
EMPTY WT: 4200 CARRYING CAPACITY: 0 GROSS WT: 4200  
BODY VEHICLE IDENTIFICATION NO: TRAVEL TRLR LENGTH: 0

INVENTORY ITEM(S)	YR	FEE ASSESSED		
WINDSHIELD STICKER	2015	WINDSHIELD STICKER	\$	50.75
		REG FEE-DPS		1.00
		CNTY ROAD BRIDGE ADD-ON FEE		10.00
		COUNTY MOBILITY FEE		10.00
		AUTOMATION FEE	\$	1.00
		TOTAL	\$	72.75
VEHICLE RECORD NOTATIONS		METHOD OF PAYMENT AND PAYMENT AMOUNT:		
ACTUAL MILEAGE		CHARGE	\$	72.75
PAPER TITLE		TOTAL AMOUNT PAID	\$	72.75

IMPORTANT DOCUMENT: Please retain for your records.  
THIS RECEIPT TO BE CARRIED IN ALL COMMERCIAL VEHICLES.  
Purchased registration remains with this vehicle and  
will not be refunded if the vehicle is sold.

# TEXAS VEHICLE INSPECTION REPORT

SAFETY ONLY

## Vehicle Identification

Test Date/Time: 06/06/2013, 11:24 AM  
Test Type: INITIAL  
Test: Safety  
Version Number: 1106  
License Number: [REDACTED]  
Vehicle ID Number: WALLFBFP5DA [REDACTED]  
Vehicle Make: AUDI  
Vehicle Model: Q5  
Vehicle Year/Type: 2013 / TRUCK  
Engine Size:  
Cylinders/Ignition:  
Transmission/GVW: / 5368  
Odometer/Fuel Type: 8 / GASOLINE

## Station Identification

Station Name: GARCIA SUBARU EL PASO  
Station/Analyzer Number: 4P40588 / WW540240  
Station Address: 1444 AIRWAY BOULEVAR  
Station City: EL PASO  
Station Zip Code: 79925-0000  
Inspector First Name: RYEN  
Inspector Last Name: COWEN

Safety Inspection Fee: \$ 23.75  
Safety Repair Costs: \$ 0.00  
-----  
Total Inspection Cost: \$ 23.75

## Safety Test Results

Safety Sequence: Passenger Car/Motor Home/Trucks Under 80" Width

All Items Passed

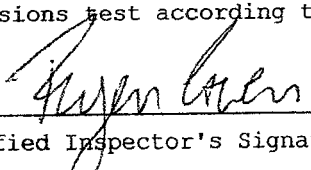
Gas Cap Missing: Gas Cap Testable: Gas Cap Integrity: Safety Items: PASS

Certificate Number Issued: [REDACTED]

OVERALL RESULT: PASS

Vehicles that fail the safety test must be repaired and pass a retest before a safety certificate can be issued.

I certify that I have properly performed the emissions test according to applicable rules and regulations.

  
\_\_\_\_\_  
Certified Inspector's Signature

VIN: WALLFBFP5DA [REDACTED]

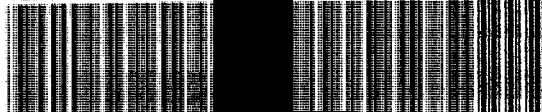


Plate Type: 1, Plate Number: [REDACTED]

TxDot: [REDACTED]



**MILITARY CAR SALES, INC.**

175 Crossways Park West  
Woodbury, NY 11797-2984  
Phone: 516-921-2800

Authorized U.S. representative for  
Auto Exchange Kraftfahrzeughandels GmbH

May 7, 2013

85432

AUDI EL PASO  
1444 AIRWAY BLVD.  
EL PASO, TX 79925  
ATTN: JEFF LOCKE

Customer Name:

Delivery Date: June 17, 2013

Our Factory #: 335379

Vehicle: 2013 Q5 Quattro Premium Plus  
2.0T Automatic Tiptronic

**Dear Military Courtesy Delivery Department,**

Enclosed please find Delivery Instructions and all documents needed to effect a Courtesy Delivery for the above named customer. If the above vehicle has NOT YET ARRIVED at your dealership, please call our toll free number.

**CURRENT STATUS OF OUR CUSTOMER'S ORDER**

Selling Price (Excluding taxes and license fees)	\$ 48,205.00
Funds Received (Includes applicable rebates)	\$ 48,205.00
C.O.D. Balance <u>Due from Customer</u> . . . . .	<del>Paid in Full</del>

**DO NOT DELIVER THE VEHICLE unless you verify with AutoExchange that the above balance (if any) is satisfied.** All C.O.D. funds are payable to *AutoExchange*. Do not accept personal checks greater than \$300 towards C.O.D. balance.

**DO NOT PRE-REGISTER ANY VEHICLE.**

The customer must inspect and officially accept the vehicle before it can be registered.

**THE CUSTOMER IS RESPONSIBLE for all state and local taxes, license, inspection and registration fees.** Collection of taxes is your responsibility as the Delivering Dealer and should be remitted directly to the proper tax authority.

If there is any problem at the time of delivery regarding the C.O.D. balance or any other aspect of this transaction, please call our toll free number for assistance. Thank you for being part of our program for overseas military personnel. Our joint efforts will contribute towards another satisfied customer.

Sales & Services

Angela Koval  
516-682-8603

Enclosures

# Audi Care plan contract

Audi Care offers two different coverage plans: Audi Care scheduled maintenance and Audi Care Plus scheduled maintenance. The coverage plan that applies to YOUR vehicle is indicated by the box checked below. This agreement is only valid once you have signed this contract. See the back of this contract for program details.

## Audi Care scheduled maintenance plan

A3, TT, TTS | MSRP \$750

S4, S4 Cab, RS4, RS4 Cab, S5, S5 Cab, R55, S6, TTRS | MSRP \$850

A4, A4 Cab, A5, A5 Cab, A6, A7, Q5, Q7 | MSRP \$800

A8, S8, R8 | MSRP \$1,000

## Audi Care Plus scheduled maintenance plan

A3, TT, TTS | MSRP \$950

S4, S4 Cab, RS4, RS4 Cab, S5, S5 Cab, R55, S6, TTRS | MSRP \$1,150

A4, A4 Cab, A5, A5 Cab, A6, A7, Q5, Q7 | MSRP \$1,050

A8, S8, R8 | MSRP \$1,550

### Vehicle Information

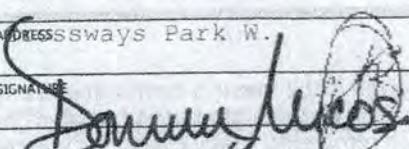
Date: 06/07/13

VIN	WA1FBFP3DA [REDACTED]	CURRENT ODOMETER READING	00005
YEAR	2013	MODEL	Q5
ADDITIONAL EQUIPMENT (Check all that apply)	TURBO <input type="checkbox"/>	QUATTRO <input type="checkbox"/>	DIESEL <input type="checkbox"/>

### Maintenance Contract Holder Information

FI [REDACTED]	LAST NAME	[REDACTED]
ADDRESS [REDACTED]	FORT HOOD TX [REDACTED]	CITY STATE ZIP
(AREA CODE) TELEPHONE NUMBER	SIGNATURE	[REDACTED]

### Dealer Information

SELLING DEALER	Military Sales Group	DEALER NUMBER	96995
DEALER ADDRESS	Sways Park W.	City	Woodbury STATE ZIP 11797
DEALER SIGNATURE		DATE	06/07/13

# Audi Care Agreement

**Plan Coverage:** Audi Care consists of two different coverage plans: Audi Care scheduled maintenance plan and Audi Care Plus scheduled maintenance plan. The details are provided below. The coverage plan that applies to YOUR vehicle is determined by which box has been checked on the front of this contract.

## What These Plans Do Not Cover:

All parts or services not listed in the scheduled maintenance booklet will not be covered under these plans. Examples of those items not covered include, but are not limited to: mechanical breakdown repairs, hoses, brake pads and linings, and wheel alignment and balancing. In addition, Audi of America, Inc., will not pay for plan maintenance services that are performed by any party other than an authorized Audi Dealership, loss of time, inconvenience or other incidental or consequential losses.

## Audi Care scheduled maintenance plan

### PURCHASE

The Audi Care scheduled maintenance plan is available for customer purchase at authorized Audi Dealerships in the U.S. All 2008 model year and newer Audi vehicles, and 2008 and newer Certified pre-owned Audi vehicles are eligible models should you decide to purchase the Audi Care scheduled maintenance plan:

- ▶ The plan can be purchased at the time of the retail sale or lease of the vehicle through an authorized Audi Dealer, or at a later date. When Audi Care is purchased after the sale or lease, the cost is full MSRP. Customer will not be able to roll the cost into their monthly payment. Service intervals that have already been performed will not be prorated. It is highly recommended that customers purchase the plan at the time they purchase their vehicle or before the 15K service interval in order to receive the full cost-savings benefits of Audi Care.
- ▶ The MSRP for this plan is indicated by the box checked on the front of this contract.

### MAINTENANCE

Audi Care scheduled maintenance plan includes:

- ▶ Four regularly scheduled maintenances at the following intervals: 15,000 miles, 25,000 miles, 35,000 miles and 45,000 miles, or one year from the last service, whichever occurs first. Maintenances must be performed within 1,000 miles (before/after) of the manufacturer's scheduled maintenance interval. Any scheduled maintenances not completed within five years from the original vehicle in-service date are excluded.

For complete details regarding scheduled maintenances, please consult your Audi Owner's Manual and Warranty & Maintenance book.

All scheduled maintenances must be completed by an authorized Audi Dealer in order to qualify under this program.

## Audi Care Plus scheduled maintenance plan

### PURCHASE

The Audi Care Plus scheduled maintenance plan is available for customer purchase at authorized Audi Dealerships in the U.S. This plan is available for model year 2007 and newer vehicles. It may only be purchased for vehicles with 40,000 or more miles.

- ▶ The MSRP for this plan is indicated by the box checked on the front of this contract.

### MAINTENANCE

Audi Care Plus scheduled maintenance plan includes:

- ▶ Three regularly scheduled maintenances at the following intervals: 55,000 miles, 65,000 miles and 75,000 miles, or one year from the last service, whichever occurs first. Maintenances must be performed within 1,000 miles (before/after) of the manufacturer's scheduled maintenance interval. Any scheduled maintenances not completed within seven years from the original vehicle in-service date are excluded.

For complete details regarding scheduled maintenances, please consult your Audi Owner's Manual and Warranty & Maintenance book.

All scheduled maintenances must be completed by an authorized Audi Dealer in order to qualify under this program.

## GENERAL TERMS

Audi Care plans cannot be canceled and are non-refundable. No refund will be given if the lease is terminated early or the lease term is less than the coverage period. EXCEPTIONS: In the event a plan vehicle is designated as "totaled" by the insurance carrier, the vehicle owner or lienholder will be reimbursed \$100 for each remaining maintenance. If you request a refund, you must submit your request, including a copy of the contract and proof of totaled vehicle, in writing to the following address: Audi of America, Inc., Customer Relations, 3499 W. Hamlin Road, Rochester Hills, MI 48309. Audi Care and/or Audi Care Plus will also be removed if a plan vehicle has been repossessed by the lienholder.

Audi Care coverage remains with the vehicle for which it was originally purchased and can be used by subsequent vehicle owners. Audi Care plans are non-transferable to subsequent vehicles purchased by the same owner.

This agreement is only valid if this form is signed by the customer.

Audi Care plans are only valid in the country in which they are purchased. The terms of this contract are effective December 5, 2010, and onward until otherwise indicated by Audi of America, Inc.



**SOME PHOTOGRAPHS  
HAVE BEEN  
DAMAGED DURING  
SECURITY  
DOCUMENT SCAN**

# PRIORITY MAIL

FLAT RATE ENVELOPE  
RATE ★ ANY WEIGHT\*

**P**

US POSTAGE AND FEES PAID  
PRIORITY MAIL  
Jul 07 2014  
Mailed from ZIP 79904  
Priority Mail  
Flat Rate Legal Envelope

endicia.com  
071V00819266

**PRIORITY MAIL 2-DAY**

EL PASO TX [REDACTED] 0006

Shipped using PostalMate®  
Pkg: 34398

SHIP US Dept of Transportation  
TO: National Hwy Traffic Safety Administration  
1200 NEW JERSEY AVE SE, WEST BLDG  
OFFICE OF DEFECTS INVESTIGATION (NVS-210)  
WASHINGTON DC 20590-0001

USPS TRACKING #

9405 5102 0083 0324 3582 13

W48-226

