


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation <b>National Highway Traffic Safety Administration</b>	<b>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)</b> <b>Vehicle Owner's Questionnaire</b> 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 28-AUG-2014 OCT 09 2014	Repository <input type="checkbox"/>
<b>OWNER INFORMATION (Type or Print)</b>			
Name <span style="background-color: black; color: black;">[REDACTED]</span>		Daytime Telephone Number <span style="background-color: black; color: black;">[REDACTED]</span>	
Address <span style="background-color: black; color: black;">[REDACTED]</span>		E-mail Address NOEMAIL@UNK.GOV	
City SUNLAND	State CA	Zip Code <span style="background-color: black; color: black;">[REDACTED]</span>	
Evening Telephone Number <span style="background-color: black; color: black;">[REDACTED]</span>			
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).			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WAUJGAF6CN <span style="background-color: black; color: black;">[REDACTED]</span>		Make AUDI	Model A6
		Model Year 2012	
Date Purchased 4/2012	Dealer's Name and Telephone Number Santa Monica Audi (866) 982-5667		Engine: No: Cylinders 6
Original Owner <input checked="" type="checkbox"/>	Dealer's City Santa Monica	State CA	Zip Code 90401
Fuel Type: Gas			
Transmission Type Auto	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain AWD	Multiple Failure: Incident Date(s) 20-AUG-2014
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)		Failure Mileage 66000	Failure Speed Varies
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make Pirelli Pzero	Tire Model (Name or Number) Pzero Max	Tire Size (Example P215/65R15) P255/35ZR20	
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location: A-A	
Tire Component Code		Tire Failure Type:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:		Failed Part:	
<b>APPLICABLE INCIDENT INFORMATION</b>			
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2012 AUDI A6. THE CONTACT STATED THAT FUEL FUMES APPEARED UNDER THE HOOD AND THROUGH THE AIR CONDITIONER VENTS. THE DEALER DIAGNOSED THE PRESENCE OF A FUEL LEAK. THE VEHICLE WAS REPAIRED AND THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 66,000.			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>			
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.			

[REDACTED]  
Sunland CA [REDACTED]

August 28, 2014

RE: 2012 Audi A6  
VIN: WSUJGAF6C [REDACTED]  
File ID Number: [REDACTED]

Dear Sir:

On or around 8/10/2014 I noticed a slight odor of gasoline when driving which became more prominent and stronger each day until around 8/17/14 when the odor was so strong it was dizzying. I raised my hood and from that moment on I knew it was coming from my Audi A6. I called Keyes Audi in Van Nuys to schedule an appointment. The soonest appointment available was on 8/19/2014.

I drove to the dealership and my advisory tech Liz Martinez told me how sever the odor was and couldn't believe I drove the vehicle in as opposed to towing it in. I must admit I was afraid of there being a fire but thankfully none occurred.

The dealer found a fuel leak from "torn" lines and claimed no responsibility for the leak or torn lines. Liz Martinez, when describing the leak to me over the phone, said that some sort of "rodent" or "furry animal" must have "chewed" up the gas lines from underneath the vehicle.

Upon picking up my car 9 days later, I spoke to technician 488 Jose Ramirez who said "it's not covered under the emissions warranty because the leak was not a result from a design or manufacturing issue". With no other options I authorized the \$1,220.00 repair bill.

Looking at the two parts, first the hose and the steel lines which run the bottom of the vehicle that connect to the fuel tank, I found no evidence of rodent marks or animal tampering nor could I see any compromise in the metal lines which the dealer showed me. The tech claimed that the leaks were caused due to "torn (tampered) fuel lines from outside influences".

There are three reasons I believe this issue should be resolved and covered by the dealer/manufacturer. First, this is a very odd occurrence for a maintenance issue and it's in the best interest of Audi to figure out what happened in my case and potentially others especially since "fuel leaks" could have a very dangerous outcome if not proactively handled to prevent reoccurrence. Second my A6 did not exceed the 7 years/ 70,000 mile California Emissions Warranty coverage limits for fuel lines which specifically mentions there coverage and therefore should be covered under warranty. Thirdly Audi already is aware of and has issued a recall on other makes in the Audi line i.e. 2013-2014 S6 and the S7 for fuel line

leaks "due to manufacturing tolerance issues". To wit, I believe my fuel line leak issue in my 2012 A6 is the same fuel line leak issue mention in the 2013-14 recall which I can assure you were not caused by a furry animal or rodent.

Either way the decision goes on whether to accept responsibility for this fuel line issue, I love my Audi, and don't want to lose confidence with the manufacturing of these vehicles especially with potential issues that could result in a fire. I want assurances that the newly repaired line will withstand the tolerances of day to day driving without it again resulting in a leaking fuel line and hose.

Sincerely,

