


INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received</p> <p>24-MAR-2016</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10851463</p>			
<p>OWNER INFORMATION (Type or Print)</p>					
<p>Name</p> <p>[REDACTED]</p>		<p>Daytime Telephone Number</p> <p>[REDACTED]</p>		<p>E-mail Address</p> <p>[REDACTED]</p>	
<p>Address</p> <p>[REDACTED]</p>		<p>Evening Telephone Number</p> <p>[REDACTED]</p>			
<p>City</p> <p>PASADENA</p>	<p>State</p> <p>CA</p>	<p>Zip Code</p> <p>[REDACTED]</p>			
<p>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).</p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>WA1CCAFP6GA [REDACTED]</p>		<p>Make</p> <p>AUDI</p>	<p>Model</p> <p>SQ5</p>	<p>Model Year</p> <p>2016</p>	
<p>Date Purchased</p> <p>12.27.15</p>	<p>Dealer's Name and Telephone Number</p> <p>RUSNAIR/PASADENA Audi 624.714.3195</p>		<p>Engine:</p> <p>No: Cylinders 4</p>	<p>Fuel Type:</p> <p>91 OCTANE GAS</p>	
<p>Original Owner</p> <p>[REDACTED]</p>	<p>Dealer's City</p> <p>PASADENA</p>	<p>State</p> <p>CA</p>	<p>Zip Code</p> <p>91105</p>		
<p>Transmission Type</p> <p>Automatic</p>	<p><input checked="" type="checkbox"/> Antilock Brakes</p> <p><input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p> <p>4 YEARS - 50,000 MILES</p>	<p>Multiple Failure:</p>	<p>Incident Date(s)</p> <p>22-MAR-2016</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: VISIBILITY/WIPER (PWS)</p>			<p>Failure Mileage</p> <p>3000 2,300</p>	<p>Failure Speed</p> <p>0</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>		
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment</p> <p><input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>			
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>	<p>Date Manufactured:</p>	<p>Model No./Name:</p>			
<p>Seat Type:</p>	<p>Installation System:</p>				
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)</p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police</p> <p>N</p>	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2016 AUDI SQ5. THE CONTACT STATED THAT THE SIZE AND PLACEMENT OF THE DRIVER AND PASSENGER SIDE MIRRORS CAUSED A BLIND SPOT WHEN MAKING TURNS. THE CONTACT ALSO STATED THAT DUE TO THE FAILURE, HE NEARLY CRASHED INTO A PEDESTRIAN. THE CONTACT WAS CONCERNED THAT THE ROAD WAS UNABLE TO BE VIEWED WHICH COULD RESULT INTO A CRASH DUE TO THE FAILURE. THE DEALER WAS CONTACTED AND INFORMED THAT THE VEHICLE WAS FUNCTIONING AS DESIGNED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 3,000.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>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.</p>					

April 22, 2016

U.S Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590-0001

Reference No. 10851463 (Pg. 1/2)

Shortly after purchasing the Audi SQ5 on December 27, 2015 I became aware that the outside mirrors obstructed the path-of-travel view when turning left or right.

I called or emailed Niko Karvunidis, General Manager and Shawn Jordan, Service Manager and Daniel Allen, Technologist at Audi Rusnak in Pasadena, CA to voice my observations and concern that the car was unsafe.

The car was scheduled for inspection with Johnny Borja, Service Consultant at Rusnak on February 8, 2016 and returned to me on February 9, 2016. The mileage was 1,271 and returned to me with 1,278 on the odometer. The inspection invoice number is [REDACTED] and customer number is listed as [REDACTED]

The inspection report listed "[REDACTED] checked operation and all features of side view mirrors, mirrors are like other SQ5 mirror." The conclusion was that the mirrors were operating as design by Audi. In other words nothing would be done to address my safety concerns / driving experience.

I then contacted Audi Customer Experience Center, via their web site, to voice my safety concerns on March 10, 2016. Amanda Grzadzinski (800.822.2834 x 43551), Audi Digital and Social Media Advocate, Audi CXC responded to my inquiry via email with reference # [REDACTED] 3-10-16; AG.

She asked for mileage (2,150), number of Audis owned / leased for myself or family members (none), purchase of an Audi Care Select Scheduled Maintenance Plan (\$2,254), copy of Rusnak service order (# [REDACTED]) and confirmation that the SQ5 had been serviced exclusively at Rusnak (yes) in Pasadena. I complied with all the required information. Some days later she stated in a phone conversation the car was operating as designed.

Since taking delivery of the car I have narrowly avoided pedestrians three times while turning left or right; the first time was after dark when a woman entered the crosswalk after the traffic light changed, the second time occurred on a rainy day a man darted into the cross walk, again, after the light changed and the most recently when I simply could not see a pedestrian due to the mirror blocking my view. In an attempt to improve this condition I have raised and lowered the driver's seat, moved the seat back and forward but nothing works. All three incidents would have been avoided in any other car I have ever owned or rented or driven.

I believe it's time to seriously consider moving on to another vehicle which is safe to operate.

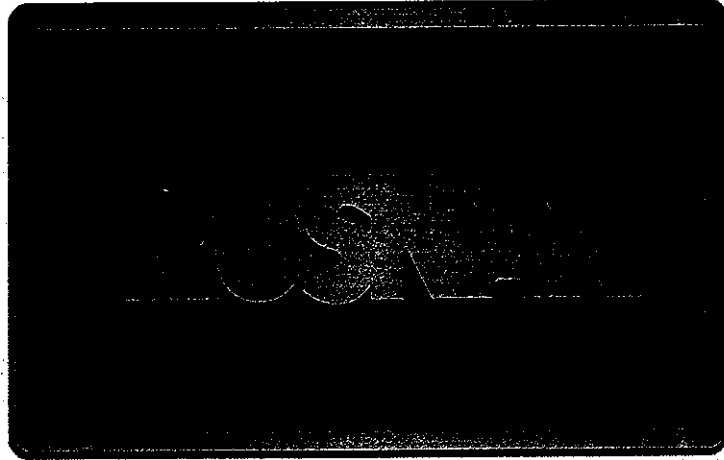
Sincerely,

[REDACTED]

Pasadena, CA [REDACTED]
[REDACTED]

Repair Order # [REDACTED]

REF. No. 10851463



Prepared for
Ronald D Craig
1106 ATCHISON ST
PASADENA, CA 91104-1319
(626)222-9423
Prepared by
Johnny Borja
02/09/2016

Vehicle Information			
Year	Make	Model	Mileage
2016	AUDI	SQ5 3.0 T	1278
VIN	WA1CCA	License	
WA1CCA	FP6GA [REDACTED]		

10851463

Our Commitment

Thank you for choosing Rusnak Audi to handle your vehicle's service needs. In order to provide the quality service you deserve, we have invested in the latest diagnostic equipment and information systems. These help us fully understand your vehicle's service and maintenance requirements so we can service your vehicle in the most comprehensive and economical way possible.

Customer Concern/Request

The following service(s) have been performed on your vehicle:

Customer Issue	Corrective Action
PLEASE CHECK TIRE PRESSURES, INFLATE TO FACTORY RECOMMENDED SPECIFICATIONS, AND DOCUMENT AS NECESSARY	PLEASE CHECK TIRE PRESSURES, INFLATE TO FACTORY RECOMMENDED SPECIFICATIONS, AND DOCUMENT AS NECESSARY
I ACKNOWLEDGE THAT RUSNAK AUDI HAS INFORMED ME TO REMOVE ANY VALUABLES OR MONEY FROM MY VEHICLE. RUSNAK AUDI WILL NOT BE RESPONSIBLE FOR ANY LOST OR MISSING ITEMS.	I ACKNOWLEDGE THAT RUSNAK AUDI HAS INFORMED ME TO REMOVE ANY VALUABLES OR MONEY FROM MY VEHICLE. RUSNAK AUDI WILL NOT BE RESPONSIBLE FOR ANY LOST OR MISSING ITEMS.
GUEST REPORTS THERE IS A RATTLE IN THE MORNING WHEN DRIVING SEE SHAWN - CHECK AND ADVISE	CHECK AND ADVISE - EXTERIOR TRIM
GUEST REPORTS OUTER MIRRORS ARE VERY HARD TO SEE OUT - CHECK AND ADVISE	CHECK AND ADVISE - EXTERIOR TRIM
PERFORM VISUAL MULTI POINT INSPECTION	PERFORM VISUAL MULTI POINT INSPECTION
CUSTOMER STATES REAR ARM REST THAT FOLDS DOWN, CUP HOLDER WONT STAY , CORRECTLY....	CHECK AND ADVISE

Appointment Information

You do not have a service appointment scheduled at this time. It is important to check the condition of your vehicle every 6 months. Please call us at (626)229-2445 to schedule your next appointment.

Comments

Service hours are 7:00am-7:00pm, Monday - Friday Saturday 8:00am - 1:00pm Sunday - Closed

Customer Number: [REDACTED]

INVOICE



Audi

Rusnak/Pasadena Audi

267-337 West Colorado Boulevard
Pasadena, CA 91105
Service & Parts: (626) 585-8188
Office & Sales: (626) 449-0770

#10851463

Page 1 of 3

PASADENA, CA [REDACTED]

Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]

Email: email [REDACTED] home

SERVICE ADVISOR: 9066 JOHNNY BORJA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
Daytona Gr	16	AUDI SQ5 3.0 T	WA1CCAFP6GA [REDACTED]		1271 / 1278	TY468	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27DEC15			16:00 09FEB16		0.00	CASH	09FEB16
R.O. OPENED	READY	OPTIONS: SOLD-STK: [REDACTED] ENG:3.0_Liter_TSFI					
08FEB16	09FEB16						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A PLEASE CHECK TIRE PRESSURES, INFLATE TO FACTORY RECOMMENDED SPECIFICATIONS, AND DOCUMENT AS NECESSARY
 CARB PLEASE CHECK TIRE PRESSURES, INFLATE TO FACTORY RECOMMENDED SPECIFICATIONS, AND DOCUMENT AS NECESSARY

6339	C					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

1271
 CHECK TIRE PRESSURES AND INFLATE TIRES TO PROPER PRESSURES IF NEEDED.
 LEFT FRONT - 41 PSI
 RIGHT FRONT - 41 PSI
 LEFT REAR - 41 PSI
 RIGHT REAR - 41 PSI
 ALSO INSPECT TIRE TREAD DEPTH AND NOTE CURRENT CONDITION OF EACH TIRE.
 LEFT FRONT - /32
 RIGHT FRONT - /32
 LEFT REAR - /32
 RIGHT REAR - /32

B I ACKNOWLEDGE THAT RUSNAK AUDI HAS INFORMED ME TO REMOVE ANY VALUABLES OR MONEY FROM MY VEHICLE. RUSNAK AUDI WILL NOT BE RESPONSIBLE FOR ANY LOST OR MISSING ITEMS.
 REMOVE I ACKNOWLEDGE THAT RUSNAK AUDI HAS INFORMED ME TO REMOVE ANY VALUABLES OR MONEY FROM MY VEHICLE. RUSNAK AUDI WILL NOT BE RESPONSIBLE FOR ANY LOST OR MISSING ITEMS.

6339	C					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C GUEST REPORTS THERE IS A RATTLE IN THE MORNING WHEN DRIVING SEE SHAWN - CHECK AND ADVISE

CAUSE: F

SERVICE-PARTS DEPT. HOURS. MONDAY THRU FRIDAY 7:30 A.M. TO 6:00 P.M. NO VEHICLES RELEASED AFTER 6:00 P.M.	*BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.*	DESCRIPTION	TOTALS
	TERMS: CASH OR THE FOLLOWING CREDIT CARDS MASTERCARD - VISA - AMEX WE DO NOT ACCEPT OUT OF STATE OR TWO PARTY CHECKS	LABOR AMOUNT	
I acknowledge notice and oral approval of an increase in the original estimated price. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED ® = *REBUILT PARTS I hereby authorizes the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. NO GUARANTEE ON RUST WORK. PLEASE READ REVERSE SIDE. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
	SALES TAX		
	PLEASE PAY THIS AMOUNT		

Notice to Consumer: Please read important information on back. BAR REG# ARD003636 EPA # CAD 981672269

CUSTOMER COPY

Customer Number: [REDACTED]

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Page 2 of 3

PASADENA, CA [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Email: email [REDACTED] home

SERVICE ADVISOR: 9066 JOHNNY BORJA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Daytona Gr	16	AUDI SQ5 3.0 T	WA1CCA6P6GA [REDACTED]		1271 / 1278	TY468
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT
27DEC15			16:00 09FEB16		0.00	CASH
R.O. OPENED	READY	OPTIONS: SOLD-STK: [REDACTED] ENG:3.0_Liter_TSF				
08FEB16	09FEB16					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
66-001	CHECK AND ADVISE - EXTERIOR TRIM	6339	W				(N/C)

FC:
PART#:
COUNT:
CLAIM TYPE:
AUTH CODE:
*

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
1271 TEST DRIVE VEHICLE WITH SHOP FOREMAN DANIEL MARTINEZ COULD NOT DUPLICATE CUSTOMER CONCERN AT THIS TIME VEHICLE IS OPERATING LIKE OR SIMILAR MODELS.

D GUEST REPORTS OUTER MIRRORS ARE VERY HARD TO SEE OUT - CHECK AND ADVISE
66-001 CHECK AND ADVISE - EXTERIOR TRIM
6339 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
1271 CHECKED OPERATION AND ALL FEATURES OF SIDE VIEW MIRRORS, MIRRORS ARE LIKE OTHER SQ5 MIRRORS. THE SIDE VIEW MIRRORS HAVE AN AUTO DIM FEATURE CONTROLLED BY THE REAR VIEW MIRROR THAT WHEN THE HEADLIGHTS ARE ON AND THE AUTO DIM SENSOR RECOGNISES BRIGHT LIGHT IT WILL ACTIVATE AND DIM SIDE VIEW MIRRORS AND REAR VIEW MIRROR TO PREVENT DRIVER FROM GETTING GLARE.

E PERFORM VISUAL MULTI POINT INSPECTION
VIS PERFORM VISUAL MULTI POINT INSPECTION
6339 C 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00
1271 PERFORM COMPLIMENTARY MULTI-POINT INSPECTION.

F** CUSTOMER STATES REAR ARM REST THAT FOLDS DOWN, CUP HOLDER WONT STAY CORRECTLY...
02AUZ CHECK AND ADVISE

SERVICE-PARTS DEPT. HOURS. MONDAY THRU FRIDAY 7:30 A.M. TO 6:00 P.M. NO VEHICLES RELEASED AFTER 6:00 P.M.	"BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY."	DESCRIPTION	TOTALS
	TERMS: CASH OR THE FOLLOWING CREDIT CARDS MASTERCARD - VISA - AMEX WE DO NOT ACCEPT OUT OF STATE OR TWO PARTY CHECKS	LABOR AMOUNT	
I acknowledge notice and oral approval of an increase in the original estimated price. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED. ® = *REBUILT PARTS I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. NO GUARANTEE ON RUST WORK. PLEASE READ REVERSE SIDE, SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
SIGNED AND RECEIVED <input checked="" type="checkbox"/>		PLEASE PAY THIS AMOUNT	

Notice to Consumer: Please read important information on back.

BAR REG# ARD003636

EPA # CAD 981672269

CUSTOMER COPY

Customer Number [REDACTED]

INVOICE



Audi

Rusnak/Pasadena Audi

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Service & Parts: (626) 585-8188
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#10851463

PASADENA, CA [REDACTED]

Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]

Email: email [REDACTED] home

SERVICE ADVISOR: 9066 JOHNNY BORJA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
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R.O. OPENED		READY	OPTIONS: SOLD-STK [REDACTED]		ENG:3.0_Liter_TSFI		
08FEB16		09FEB16					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL			
		6339	W				(N/C)			
PARTS:				0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00

1271 TESTED CUP HOLDER WITH A 16.9OZ WATER BOTTLER AND THE WATER BOTTLE HELD IN THE CUP HOLDER. COMPARED TO ANOTHER SQ5 AND OPERATED THE SAME COULD NOT DUPLICATE THE CUSTOMER COMPLAINT AT THIS TIME.

EST: 0.04 08FEB16 18:47 SA: 9066

COMPANY NAME ESP2
 COMPANY PHONE
 POLICY NUMBER TBD
 POLICY TERM 42
 EFFECTIVE DATE 27 DEC 2015
 DEDUCTIBLE 0.00
 MILEAGE LIMIT
 BEGIN MILES 44
 END MILES 42000
 COMPONENTS

SERVICE-PARTS DEPT. HOURS. MONDAY THRU FRIDAY 7:30 A.M. TO 6:00 P.M. NO VEHICLES RELEASED AFTER 6:00 P.M.	*BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.*	DESCRIPTION	TOTALS
	TERMS: CASH OR THE FOLLOWING CREDIT CARDS MASTERCARD · VISA · AMEX WE DO NOT ACCEPT OUT OF STATE OR TWO PARTY CHECKS	LABOR AMOUNT	\$
		PARTS AMOUNT	\$ 0.00
		GAS, OIL, LUBE	\$ 0.00
		SUBLET AMOUNT	\$ 0.00
		MISC. CHARGES	\$ 0.00
		TOTAL CHARGES	\$ 0.00
		LESS INSURANCE	\$ 0.00
		SALES TAX	\$ 0.00
		PLEASE PAY THIS AMOUNT	\$ 0.00

I acknowledge notice and oral approval of an increase in the original estimated price.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED ☉ = *REBUILT PARTS

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. NO GUARANTEE ON RUST WORK.

PLEASE READ REVERSE SIDE, SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE.

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

SIGNED AND RECEIVED X

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EPA # CAD 981672269

CUSTOMER COPY

10851463

Multi-Point Inspection Checklist

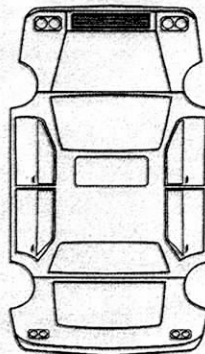
Repair Order # [Redacted]	Customer Information	Vehicle Information
	Name [Redacted] Phone Number [Redacted] Today's Date 02/09/2016	Year 2016 Make AUDI Model SQ530T Mileage 1271
	Email address [Redacted]	VIN WA1CCA6P6GAC [Redacted] State Inspection Due
Legend		
<input checked="" type="checkbox"/> Passed Inspection <input type="checkbox"/> May Require Attention <input type="checkbox"/> Requires Attention NI = Not Inspected NA = Not Applicable * = See Comments		

Check the Following Systems or Components

Lights/Horn/Blades			
Lights: Interior & Exterior, Turn Signals, Hazard, Brake		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Horn Operation		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Front Wiper Blades		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Rear Wiper Blades		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fluids	Fill?		
Window Washer Reservoir		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Coolant Reservoir		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Coolant Protection (Good to ____ °F)		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Engine Oil		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Power Steering Reservoir		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Battery (if not maintenance free)		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Transmission Fluid		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Brake Fluid Reservoir		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Filters			
Engine Air Filter		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fuel Filter		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cabin Air Filter		<input checked="" type="checkbox"/>	<input type="checkbox"/>

Battery		
Battery Condition		<input checked="" type="checkbox"/>
Battery Cables and Connections		<input checked="" type="checkbox"/>
Factory Spec Cold Cranking Amps ____ amps		
Actual Cold Cranking Amps ____ amps		<input checked="" type="checkbox"/>
Inspect for Visual Leaks		
Fuel System and Gas Cap Seating		<input checked="" type="checkbox"/>
Engine, Transmission, Transfer Case, and Brakes		<input checked="" type="checkbox"/>
Engine Cooling System		<input checked="" type="checkbox"/>
Shocks and Struts - leaks and operation		<input checked="" type="checkbox"/>
Inspect for Visual Condition		
Belts: (Engine, A/C, Accessory, and other)		<input checked="" type="checkbox"/>
Air Conditioning Temperature ____ °F		<input checked="" type="checkbox"/>
Exhaust System Components		<input checked="" type="checkbox"/>
Hoses: (Radiator, Power Steering, Heater, and A/C)		<input checked="" type="checkbox"/>
Steering Components and Linkage		<input checked="" type="checkbox"/>
Driveshaft, Drive Axle Boots, and U-joints		<input checked="" type="checkbox"/>

Tire / Brake Wear



Left Front	
<input checked="" type="checkbox"/>	Tire Tread Depth 9 /32"
<input type="checkbox"/>	Tire Wear
<input type="checkbox"/>	Tire Pressure @ 41 Set to
<input checked="" type="checkbox"/>	Brake Lining 10 mm /32"

Right Front	
<input checked="" type="checkbox"/>	Tire Tread Depth 9 /32"
<input type="checkbox"/>	Tire Wear
<input type="checkbox"/>	Tire Pressure @ 41 Set to
<input checked="" type="checkbox"/>	Brake Lining 10 mm /32"

Left Rear	
<input checked="" type="checkbox"/>	Tire Tread Depth 10 /32"
<input type="checkbox"/>	Tire Wear
<input type="checkbox"/>	Tire Pressure @ 41 Set to
<input checked="" type="checkbox"/>	Brake Lining 11 mm /32"

Right Rear	
<input checked="" type="checkbox"/>	Tire Tread Depth 10 /32"
<input type="checkbox"/>	Tire Wear
<input type="checkbox"/>	Tire Pressure @ 41 Set to
<input checked="" type="checkbox"/>	Brake Lining 11 mm /32"

Tire Wear Indicates		
Alignment Needed <input checked="" type="checkbox"/>	Tire Rotation Needed <input checked="" type="checkbox"/>	Wheel Balance Needed <input checked="" type="checkbox"/>

Comments:		
Johnny Borja	Darrin Bitterolf	
Service Advisor	Technician	Customer Signature

POSTNET barcode



Pasadena, CA



REFERENCE #
10851463

U.S. Department of Transportation
National Highway Traffic Safety
Administration
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590-0001