

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

DOT Auto Safety Hotline

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
 14-JUL-2017
 067-47-2017

Repository
 Reference No.
 11005362

OWNER INFORMATION (Type or Print)

Name [Redacted]
 Address [Redacted]
 City HUNTINGTON STATION State NY Zip Code [Redacted]

Daytime Telephone Number [Redacted]
 Evening Telephone Number [Redacted]

E-mail Address [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: WAUFFAFL8FN [Redacted]
 Make: AUDI Model: A4 Model Year: 2015
 Date Purchased: 9/27/2014 Dealer's Name and Telephone Number: Legend Audi 631-691-7700
 Engine: No: Cylinders: 4 Fuel Type: Unleaded
 Original Owner: Dealer's City: Amityville State: NY Zip Code: 11701
 Transmission Type: Automatic Antilock Brakes: Cruise Control:
 Powertrain: Multiple Failure: Incident Date(s): 28-APR-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 250000 ELECTRONIC STABILITY CONTROL, 280000 BACK OVER PREVENTION, 114000 ELECTRICAL SYSTEM: WIRING
 Failure Mileage: 24000 Failure Speed: 1

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: DOTM19ABC036) 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: Number of Deaths: 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 2015 AUDI A4. APPROXIMATELY ONE WEEK AFTER THE VEHICLE HAD BEEN SERVICED FOR NHTSA CAMPAIGN NUMBER: 17V002000 (ENGINE AND ENGINE COOLING), A FAILURE OCCURRED. WHILE THE CONTACT WAS PARKING THE VEHICLE AT 1 MPH, THE BACKUP SENSOR FAILED AND THE BACKUP WARNING SYSTEM FAILED TO ALERT THE CONTACT OF ANY OBJECTS BEHIND THE VEHICLE. THE VEHICLE WAS TAKEN TO AUDI OF HUNTINGTON (363 E JERICHO TURNPIKE, HUNTINGTON STATION, NY 11746) WHERE IT WAS DIAGNOSED THAT THE SENSOR WIRE HAD BEEN CUT. THE VEHICLE WAS NOT REPAIRED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO STATED THAT THE TWO WIRES WERE NOT CONNECTED AND THAT THE WIRES SEEMED "FRAGILE". THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THEY BELIEVED THE DEALER'S STATEMENT ABOUT THE WIRE BEING CUT. THE APPROXIMATE FAILURE MILEAGE WAS 24,000.

see attached page

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 to 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.



Audi

Luxury Autos of Huntington, Inc. dba Audi of Huntington

363 East Jericho Turnpike HUNTINGTON STATION, NY 11746 Sales: (631) 486-5600 Service: (631) 486-5601 Parts: (631) 486-5614 HOURS: 7:30 A.M. TO 5:00 P.M. MONDAY THROUGH FRIDAY EARLY BIRD SERVICE AVAILABLE

CUSTOMER #: [REDACTED]

INVOICE

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SERVICE ADVISOR: 1815 JENNA DEVITO

DIX HILLS, NY [REDACTED] HOME: [REDACTED] BUS: [REDACTED] CONT: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	15	AUDI A4	WAUFFAFL8FN [REDACTED]		18965/18965	T538	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26SEP16 DL			WAIT 02MAY17		158.00	CASH	02MAY17

R.O. OPENED	READY	OPTIONS:	DLR:
13:52 02MAY17	14:44 02MAY17		[REDACTED]

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES, AFTER PERFORMING SOFTWARE UPDATE CUSTOMER STATES BACK UP CAMERA IS INOP AND SAID DEACTIVATED. CHECK AND REPORT. S16 TECH FOUND PASSENGER SIDE OUTER BACK UP SENSOR WIRE CUT AT CONNECTOR, COST TO REPAIR WIRING \$484.68 PLUS TAX 8935 DAMBROSIO, JOSEPH LIC#: 85D4 CPL 158.00 158.00

PARTS: 0.00 LABOR: 158.00 OTHER: 0.00 TOTAL LINE A: 158.00 18965 SCANNED VEHICLE FOUND FAULT FOR RIGHT SIDE OUTER SENSOR ELECTRICAL MALFUNCTION, REMOVED REAR LOWER COVER FOUND WIRING CUT AT CONNECTOR QUOTED OUT WIRING REPAIR CUSTOMER WILL RETURN FOR FIX

***** WHEN VEHICLE RETURNS COST WILL BE \$326.68 PLUS TAX, ONE HOUR DIAG WILL COME OFF. ***** *YOU MAY RECEIVE AN E-MAIL FROM JD POWERS * *REGARDING YOUR SERVICE EXPERIENCE - PLEASE* *TAKE THE TIME TO RESPOND-IF YOU CANT RATE* *OUR PERFORMANCE AS "TRULY EXCEPTIONAL" THEN* *PLEASE LET US KNOW SO WE CAN ADDRESS YOUR* *CONCERNS BEFORE YOU COMPLETE THE SURVEY **



Note: While the failure of the sensor is one complaint, my chief concern is that when the backup sensors are not working, the car diagnostic makes no mention of this. So if I am backing up thinking the sensors will warn me of any person behind my car, it will not. This will certainly lead to injury or death of pedestrians. As soon as a sensor fails to work, the car should notify the driver immediately. My car does not.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. (See back)

CUSTOMER SIGNATURE

ALL CARS MUST BE PICKED UP BY 5:30 PM

Thank You for Your Patronage!

NYS REPAIR SHOP NO. 7095145

DESCRIPTION	TOTALS
LABOR AMOUNT	158.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	158.00
LESS INSURANCE	0.00
SALES TAX	13.63
PLEASE PAY THIS AMOUNT	171.63