



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

OR AGENCY USE ONLY 100148

Date Received 13-JUN-2018 JUL 27 2013	Repository <input type="checkbox"/>
	Reference No. 11101630
Daytime Telephone Number [REDACTED]	E-mail Address
Evening Telephone Number	

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City ALBANY State GA 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 WA1LFAFP1DA [REDACTED]	Make AUDI	Model Q5	Model Year 2013
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 24-NOV-2017 14-NOV-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 060000 ENGINE (PWS), 110000 ELECTRICAL SYSTEM	Failure Mileage 27000	Failure Speed
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police Y
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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 OWNED A 2013 AUDI Q5. WHILE DRIVING AT AN UNKNOWN SPEED, SMOKE WAS SEEN UNDER THE HOOD. THE CONTACT WAS NOT ABLE TO COAST THE VEHICLE TO THE SIDE OF THE ROAD DUE TO HEAVY TRAFFIC ON THE INTERSTATE. THE CONTACT WAS ABLE TO EXIT THE VEHICLE WITHOUT INJURIES. THE VEHICLE BURST INTO FLAMES, WHICH WERE EXTINGUISHED BY THE FIRE DEPARTMENT. A POLICE REPORT WAS FILED. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TOWED TO AN INSURANCE LOT WHERE IT WAS DEEMED DESTROYED. THE VEHICLE WAS NOT TAKEN TO A DEALER OR AN INDEPENDENT MECHANIC TO DETERMINE THE CAUSE OF THE FAILURE. THE VIN WAS INCLUDED IN NHTSA CAMPAIGN NUMBERS: 17V622000 (ELECTRICAL SYSTEM) AND 18V229000 (ENGINE AND ENGINE COOLING). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND OPENED CASE NUMBER [REDACTED]. THE APPROXIMATE FAILURE MILEAGE WAS 27,000.

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.

Dear Chief Randy Reid,

I am writing this letter to summarize the events of the incident that occurred to me on November 14th 2017.

I was driving to work in my 2013 Audi Q5 on I-75 North, suddenly the dashboard started flashing and then the car just shut down, in the middle of I-75 around 9:15 AM in Atlanta. Smoke was coming out of the hood and then it was on fire. Firstly, I called 911 then panic started to rise, and I was trying to just get out of the car, the car had stopped in the 2nd lane from the right shoulder; I couldn't get anyone to stop so I could get out, morning rush and all I suppose. Finally, a man who was in the right lane, was nice enough stop and ask me what is going on. I said my car just stopped and I have a bad feeling, I just want to get out, he said he will stop his car and told me to quickly get out of the passenger side door, I was grateful to be able to get out, the man said he can't wait with me as he is late for work. While trying to hurry I fell and hurt my knee while trying to get out the car. I was just waiting for the Fire Department and the Atlanta Police to arrive, they finally did, and Fire Department took care of burning car. GA State Patrol Trooper also did his report, I was and I suppose I still am shaken up from this incident but still went into work.

What goes on and on in my mind is that this car that my dad bought for me back on February 16, 2013; it was brand new, when this incident happened it only had under 28K miles on it, I had always went to a certified Audi dealership for its service and maintenance. Enclosed you will find all car service invoices that were done on my car. A copy of my car purchase receipt, the recall notices I still receive on the Q5. The Fire Report from the Fire Marshall, who said he has never seen a car melt the way mine did, also some photos of the car from the incident.

Back in August 2017, the car AC was blowing hot air, and when I got in touch with Audi Gwinnett about needing to get in to have that taken care of they acted like they were too busy and could not accommodate me (during this time, I was driving from Albany, GA to come to work) I tried to soldier through the AC not working for almost 2 weeks, then I couldn't bear it any longer and I called Audi Atlanta and told them I needed to come in to have my AC looked at, they asked for my phone number to look up my account and then they said there was a recall on my car and that I needed to get in immediately; they will provide a loaner car for the interim period where they needed to keep my car and fix this so called issue. I was disappointed with the lack of care by Audi Gwinnett and called Audi of America to make a formal complaint against them. (I have the reference number and the email from the Audi of America representative) I even told her that I never get any recall correspondence. (This email correspondence also enclosed)

When my dad made the claim to our insurance, the person of contact Wendy, was informed that this incident seems to be due to the negligence on Audi's part. This might have happened due to some recall that I was never contacted for. Not sure how thorough she was in her notes.

On January 3rd, my brother called and told them that we no longer have the car because it was on fire in the middle of a busy interstate. Audi of America wasn't that proactive, and some lady named Anne said a person from Claims will contact us. That never happened. Also, on January 3rd, the insurance paid out 'total loss settlement' for \$27,338.00

On January 11th, my dad randomly on Audi's Facebook page commented on some car picture giving the summary of the incident that happened to me and how no one from Audi contacted us, he just wanted to know why something like this would happen to a well-maintained car. That got their attention and a representative got in touch and said if we're talking to lawyers they can't talk to us. We preferred not to involve any third parties at the moment.

The week of January 15th someone contacted me and also my dad, they wanted to know where the car was and that they were going to send an engineer to look at it.

By the week of the 22nd they called back to summarize what they said was that since my insurance company got rid of the car there is no way for them to proceed with their inspection and that if there was a manufacture defect the insurance company would have put Audi on notice and not salvaged the car.

The timing of all this was convenient, my dad even got in touch with the insurance and got the information as to the location of the car, the car had been 'sold' on January 17th, and shipped on January 22nd, and when Audi called back with saying they cannot proceed; the car was still only on its way to the salvaged place in California. We gave them all the information needed and they did not want to do anything. Apparently, you need an 'engineer' to look at it, can they not just fly someone out there? These were all just excuses in my opinion, knowing that the car was crucial evidence and they did nothing to figure out if this was re-call related. Sure, my insurance is at fault too, they probably got some random person to examine the car not an Audi certified 'engineer', if the car had a manufacture defect or not. But the timing of this is just so bizarre to me. They took their sweet time, and as soon as they knew the car is gone, the evidence is GONE they pull this. Every step of the way my dad let Wendy and also Rick, who is our insurance representative know that he is going to contact Audi, because he wanted answers from Audi at least if not accountability. Yet they still salvaged the car. Audi was also contacted prior to the insurance salvaging the car, had they only been competent enough to call back their client. If it had not been for the Facebook post we would still be trying to contact them.

To be honest, it's not about the money, it's about big corporations like these doing anything and everything they can not to take blame and responsibility. My knee is messed up, I cannot do the activities that I used to be able to before this life changing incident happened. Sure, I didn't go to the hospital during the time of this incident. But I was in between jobs and did not have insurance and couldn't add on to the financial burden to my dad, and myself. I was so traumatized I did not drive for weeks, and I am still afraid of sitting in the car. I have sleepless nights where I swear I can smell the way the engine was melting, that smell is something else. I cannot for the life of me get it out of my head. I just wish things could go back to normal. I know psychological trauma is hard to prove, I know that my insurance has paid for what the car was worth at the moment. But what about car manufactures like Audi what happens to them? Clearly it was an issue with the car, or else why am I still getting recall notices? What about the next girl who might not be so lucky as me and who might actually die in an Audi due to their incompetence.

Please contact me at [REDACTED] or email me at [REDACTED] with any other questions you may have.

Your time in this matter is greatly appreciated.

I look forward to hearing from you.

Kindest Regards,

[REDACTED]

RETAIL PURCHASE AGREEMENT

Dealership License #: _____

Deal #: _____

Purchaser's Name: _____

Date: 02/16/2013

Address: _____

ALBANY, GA _____

County: LEE

Home Telephone: _____

Work Telephone: _____

DOB: _____

Social Security #: _____

D.L./State I.D.#: _____

Issuing State: GA

Exp. Date: _____

The above information has been requested so that we may verify your identity in accordance with the USA Patriot Act. By signing below, you represent that you are at least 18 years of age and have authority to enter into this Agreement. The Odometer Reading for the Vehicle you are purchasing is accurate unless indicated otherwise. Please refer to the Federal Mileage Statement for full disclosure.

YEAR 2013	MAKE AUDI	MODEL Q5	COLOR BLACK	STOCK NO. _____
SERIAL NO. MAILFAEP1DA _____	ODOMETER READING <input type="checkbox"/> Not Accurate 12		SALESPERSON BURRIS, BYRON	
THE VEHICLE IS: <input checked="" type="checkbox"/> NEW <input type="checkbox"/> USED		PRIOR USE DISCLOSURE: <input type="checkbox"/> DEMONSTRATOR <input type="checkbox"/> FACTORY OFFICIAL <input type="checkbox"/> RENTAL <input type="checkbox"/> OTHER		

WARRANTY STATEMENT		CASH PRICE OF VEHICLE	44679.37
<p>We are selling this Vehicle to you AS-IS and we expressly disclaim all warranties, express or implied, including any implied warranties of merchantability and fitness for a particular purpose, unless the box beside the "Used Vehicle Limited Warranty Applies" is marked below, or we enter into a service contract with you at the time of, or within 90 days of, the date of this transaction. Any warranties by a manufacturer or supplier other than our Dealership are theirs, <u>not</u> ours, and only such manufacturer or supplier shall be liable for performance under such warranties. We neither assume nor authorize any other person to assume for us any liability in connection with the sale of the vehicle and the related goods and services.</p> <p>CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.</p> <p><input type="checkbox"/> Used Vehicle Limited Warranty Applies. We are providing the attached Used Vehicle Limited Warranty in connection with this transaction. Any implied warranties apply for the duration of the Limited Warranty.</p>		OTHER GOODS/SERVICES	
		TAX	3176.38
		FEES DOC	599.00
		TAG & TITLE	38.00
		WARRANTY RHTS	3.00
		ELECTRONIC FILING FEE	98.50
TRADE-IN VEHICLE INFORMATION		TOTAL SELLING PRICE	48594.25
Year: _____ Make: _____ Model: _____ Color: _____		LESS: TRADE-IN ALLOWANCE	N/A
Serial No: _____ Odometer Reading: _____ <input type="checkbox"/> Not Accurate			N/A
Trade-In Allowance: _____ Balance Owed & Lienholder: _____		SUBTOTAL	48594.25
OTHER MATERIAL UNDERSTANDINGS AND INTEGRATED DOCUMENTS			N/A
PLEASE SEE ATTACHED DELIVERY CONFIRMATION		GAP	299.00
PLEASE SEE ATTACHED AGREEMENT TO ARBITRATE		CARE FREE	820.00
<input type="checkbox"/> IF BOX IS MARKED, PLEASE SEE ATTACHED SPOT DELIVERY AGREEMENT		TOTAL DUE	49713.25
<input type="checkbox"/> DEPOSIT/PARTIAL PAYMENT: The sum of \$ _____ was received from you as a Deposit/Partial Payment. It is <u>not</u> refundable, except as set forth in this Agreement. In the case of a deposit, we will refrain from selling the Vehicle for _____ days.		DEPOSIT/PARTIAL PAYMENT	10000.00
<input type="checkbox"/> If this box is marked, the Vehicle you are purchasing must pass an Emissions Inspection. Please see the attached Certificate of Emission Inspection or Waiver.			N/A
X _____		UNPAID BALANCE DUE	39713.25

I have read and accept the terms and conditions of this Agreement, including the terms and conditions that appear on the reverse side, and hereby acknowledge that this Agreement is complete and accurately reflects the agreements between the Dealership and myself. I further acknowledge receipt of a copy of this Agreement. This Agreement shall not become binding until accepted by an Authorized Dealership Representative.

Purchaser: _____

Accepted by Authorized Dealership Representative _____

Purchaser: _____

ADDITIONAL AGREEMENTS BETWEEN THE DEALERSHIP AND PURCHASER(S)

- Terms Used In This Agreement:** This Retail Purchase Agreement contains the following words and phrases that appear throughout this Agreement and have particular meanings:
 - Agreement** - Means this Retail Purchase Agreement together with any documents incorporated into this Agreement by reference, whether such reference is made in this Agreement or in the document itself.
 - You, Your** - Means the Purchaser identified on the front side of this Agreement.
 - We, Us, Our** - Means the Dealership that is identified on the front side of this Agreement and its Authorized Representatives.
 - Manufacturer** - Means the company that manufactured the vehicle.
 - Vehicle** - Means the vehicle that you are purchasing from us as described on the front of this Agreement.
 - Trade-in Vehicle** - Means the vehicle you are delivering to us as part of this transaction as identified on the front side of this Agreement.
- Our Right to Increase the Price:** We may increase the price of the Vehicle after we accept this Agreement if the Trade-in Vehicle is reappraised, new equipment is required by state or federal law, or the increase is caused by state or federal tax rate changes. If the price is increased, you may cancel this Agreement provided that the cancellation occurs prior to you taking delivery of the purchased Vehicle.
- Manufacturer's Design Changes:** In the event the Manufacturer changes or modifies the design of or any part or accessory of the Vehicle after your order for the Vehicle has been entered by us, you will not have any claim or right against us if the Vehicle does not contain such changes or modifications, nor shall we be required to effect such changes or modifications to the Vehicle.
- Purchaser Representations and Warranties:** Purchaser represents, warrants and affirms to the Dealership that (a) Purchaser is not purchasing a new Vehicle for resale or export within the period beginning on the date the Vehicle title is issued to Purchaser and ending on the date one (1) year thereafter; Purchaser confirms that the Dealership is relying on this representation and agrees that the Dealership would not sell the Vehicle to Purchaser without this representation. If the Dealership is required by the Vehicle manufacturer to forfeit or repay any manufacturer incentives, allowance and/or special pricing, or if the Dealership suffers any loss or harm as a result of Purchaser's breach of this provision, Purchaser agrees to indemnify and hold the Dealership harmless from any such cost, loss or harm suffered as a result of or arising because of Purchaser's breach; (b) the Deposit/Partial Payment and any amounts due to the Dealership have been paid in full, any check given to the Dealership will be honored by Purchaser's Bank, and that no part of the Deposit/Partial Payment has been loaned to Purchaser by the Dealership or any third party; (c) all statements made by Purchaser in this Agreement and any other documents completed in connection with this transaction are true and correct; and (d) Purchaser is who he/she has represented himself/herself to be and Purchaser has purchased the vehicle for his/her own use and not on behalf of another person, unless Purchaser has disclosed otherwise to the Dealership.
- Our Failure to Deliver Vehicle:** You agree that we are not liable for any damages resulting from our failure to deliver the Vehicle in accordance with this Agreement if the failure is caused by the manufacturer, an accident, fire, act of nature or any other causes beyond our control. This Agreement may be renegotiated or canceled if the Vehicle is not delivered to you as specified on the front side of this Agreement.
- Your Representations Regarding the Trade-In Vehicle:** Any Trade-In Vehicle delivered by you to us in connection with this transaction shall be accompanied by a Certificate of Title or documents sufficient to enable us to obtain a Certificate of Title to the Trade-In Vehicle in accordance with applicable state law. You warrant that the Trade-In Vehicle delivered to us is properly titled to you, has never been titled as or declared a salvage, junk, rebuilt, flood or lemon buyback vehicle; that you have the right to sell or otherwise convey such vehicle; that such vehicle is free and clear of liens or encumbrances, except as may be noted on the front side of this Agreement; that all air pollution control equipment is on the vehicle and appears properly connected and undamaged; and, unless you have told us otherwise, that you have not removed equipment from the vehicle subsequent to our appraisal and that the odometer reading shown is accurate.
- Trade-In Vehicle Payoff:** If you are delivering a Trade-In Vehicle in connection with this transaction and the actual amount of the Balance Owed on the Trade-In Vehicle is greater than the amount of the Balance Owed as listed in this Agreement, you agree to pay the difference to us. If the actual amount of the Balance Owed is less than the amount listed, we will pay or credit the difference to you.
- Our Appraisal of Your Trade-In Vehicle:** If you are delivering a Trade-In Vehicle to us in connection with this transaction and the delivery will not be made until delivery of the Vehicle being purchased from us, we shall have the right to reappraise your Trade-In Vehicle at the time of delivery. The reappraised amount shall be the amount allowed for the Trade-In Vehicle in this transaction. If you are dissatisfied with the reappraisal, you may cancel this Agreement provided that the cancellation occurs prior to you taking delivery of the purchased Vehicle.
- Remedies Upon Cancellation:** If this Agreement is cancelled (a) pursuant to Paragraph 2, 5, 7, or 12; or (b) before this Agreement is signed by an authorized Representative of the Dealership, your Deposit/Partial Payment will be returned to you provided that the Vehicle is returned to us in the same condition as delivered to you, normal wear and tear excepted. If, however, this Agreement is cancelled because you fail to perform your obligations under this Agreement, including but not limited to, any failure to take delivery of or to pay the agreed upon price for the Vehicle or you make any false or inaccurate statements or representations to us, we will retain an amount equal to any actual damages we incur due to your default, any reasonable expenses incurred by us in connection with preparing or reconditioning the Trade-In Vehicle for sale, and any expenses incurred by us for repossession of the vehicle and/or the collection of amounts owed by you to us. If you have delivered a Trade-In Vehicle to us, the Trade-In Vehicle will be returned to you if we have not already sold it. If we have sold the Trade-In Vehicle prior to your cancellation, you will be paid the agreed-upon Trade-In Allowance. Regardless of whether your Trade-In has been sold or is returned to you, you agree to pay us the Balance Owed on the Trade-In Vehicle that we have paid to the Lienholder on your behalf, including any negative equity (the difference between the Trade-In Allowance and the Balance Owed to the Lienholder). You agree to pay the cost of repairing any damage and any other losses, liabilities, damages, claims, costs and expenses arising out of your use, possession and control of the Vehicle. We may keep any portion of the amount you have paid to us as a Deposit/Partial Payment or Trade-In Allowance we owe to you to offset against the amount you owe us, if the actual amount you owe to us is greater than the amount of the Deposit/Partial Payment, you agree to pay the difference to us.
- Your Default and the Dealership's Remedies:** In the event of any failure by you to perform your obligations under this Agreement, including but not limited to, any failure to take delivery of or to pay the agreed upon price for the Vehicle or any breach by you of a warranty or representation made by you, we shall be permitted to retain an amount equal to any actual damages we incur due to your default.
- Other Products and Lending Sources:** You are not required to purchase any other goods or services from us, nor are you required to finance the Unpaid Balance Due under this Agreement with a particular lending source. In the event this Agreement includes a charge for other goods or services for which you must complete an application for coverage, and for any reason such coverage cannot be provided, you will receive a credit for the amount charged. If the cost of other goods or services was included in the amount to be financed in connection with this transaction, then this credit will be applied to the outstanding balance you owe to the lender. If we assist you to obtain financing for this transaction, the Annual Percentage Rate may be negotiated with us and we may receive a fee, commission or other compensation from the Lender.
- Our Satisfaction Guarantee Policy:** If you are purchasing a New or Used Vehicle and are not completely satisfied with the vehicle, you may return it to us and cancel this Agreement within three (3) business days from the Date of this Agreement (with the day of purchase as the first day) and before the vehicle has been driven 300 miles from the Odometer Reading on the front of this Agreement, whichever comes first. The vehicle must be returned to our General Manager at the Dealership where you purchased it in the exact condition that it was delivered to you in, without any damage or excessive wear and tear. If you obtain financing on your own behalf, the title must be free and clear of any liens or encumbrances. You may only return a vehicle under this Satisfaction Guarantee one time within a twelve (12) month period. Upon the return of the vehicle, we will refund all deposits and other amounts paid by you in accordance with this Paragraph 12 and Paragraph 9 above. The sale of vehicle insurance, credit life or disability insurance, and/or any related expenses are separate transactions from the vehicle purchase and are the sole responsibility of the Purchaser, but we will assist you with the cancellation of these coverages. Our liability and the total of all benefits paid or payable under this Satisfaction Guarantee shall not exceed the actual amount of cash paid or other consideration provided by you to us in connection with your purchase of the vehicle. By providing this Satisfaction Guarantee, we are in no way creating a warranty of any kind on the vehicle. Please see the front of this Agreement, the Buyers Guide (if applicable) and any Limited Warranty documents for applicable warranty information.
- CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY)** The information you see on the window form for this Vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale. **SPANISH TRANSLATION:** Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.
- GOVERNING LAW:** THE TERMS AND CONDITIONS OF THIS AGREEMENT (INCLUDING ANY DOCUMENTS WHICH ARE A PART OF THIS TRANSACTION OR INCORPORATED HEREIN BY REFERENCE) AND ANY SALE HEREUNDER WILL BE GOVERNED BY THE LAWS OF THE STATE OF GEORGIA.
- LIMIT ON DAMAGES:** PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.
- Entire Agreement and Signing Other Documents:** The front and back of this Agreement and any documents incorporated by reference comprise the entire Agreement affecting this transaction. No other Agreement or understanding of any nature has been made. You agree to sign any and all documents necessary to complete the terms of this transaction.

CUSTOMER #:

capitaleurocars



www.capitaleurocars.com

INVOICE

PORSCHE VOLKSWAGEN VOLVO
3963 W. Tennessee St. Tallahassee, FL 32304
Phone 850-574-3777 Fax 850-575-7893
MV-76860

ALBANY, GA

PAGE 1

HOME: CONT: SERVICE ADVISOR: 878 CAMERON CLIFTON
BUS: CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	13	AUDI Q5	WA1LFAFP1DA		3544/3544	T5429	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16FEB13 DD			WAIT 20DEC13			CASH	20DEC13
R.O. OPENED	READY	OPTIONS: ENG:2.0_Liter_F.I._Turbo					
10:51 20DEC13	13:23 20DEC13						

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

A CUSTOMER REQUESTS 5K SERVICE
 CAUSE: SERVICE DUE
 03050013 5K AUDI SERVICVE
 354 WA (N/C)
 1 06J-115-403-J OIL FILTER (N/C)
 1 N-013-815-7 WASHER (N/C)
 5 ZVW-352-540-S ENGINE OIL (N/C)
 FC: 030511 002
 PART#:
 COUNT:
 CLAIM TYPE: 1AM
 AUTH CODE:
 030500

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 3544 PERFORM 5K SERVICE

B CUSTOMER SAYS THERE IS A WHISTLE NOISE FROM AROUND THE LEFT AND RIGHT
 MIRRORS AT HIGHWAY SPEEDS.
 R REPAIR

354 CA 0.00 0.00 0.00 TOTAL LINE B: 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
 3544 NO UNUSUAL NOISES

C PERFORM 24AD CAMPAIGN

CAUSE: 24AD
 24702599 CAMPAIGN 23F1
 354 WA (N/C)
 FC: 24AD99 002
 PART#:
 COUNT:
 CLAIM TYPE: 710
 AUTH CODE:
 247025

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

DISCLAIMER OF WARRANTIES

Any warranties on the products 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.

No refunds, returns or exchanges on electrical or special ordered items. Returned merchandise subject to 20% handling charge. All special ordered parts must be paid for 100% in advance. No refunds or returns after 10 days.

In case of litigation for collection of this bill, attorney's fees and court costs will be paid by the customer.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
DISCOUNT	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

X

CUSTOMER #: [REDACTED]

capitaleurocars



INVOICE

www.capitaleurocars.com

ALBANY, GA [REDACTED]

PAGE 2

PORSCHE VOLKSWAGEN VOLVO
3963 W. Tennessee St. - Tallahassee, FL 32304
Phone 850-574-3777 - Fax 850-575-7899
MV-76860

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 878 CAMERON CLIFTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	13	AUDI Q5	WA1FAFP1DA [REDACTED]		3544/3544	T5429	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16FEB13 DE			WAIT 20DEC13			CASH	20DEC13
R.O. OPENED	READY	OPTIONS: ENG:2.0_Liter_F.I._Turbo					
10:51 20DEC13	13:23 20DEC13						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
3544	PERFORM	ECM	UPDATE				

D PERFORM 48K8 CAMPAIGN
CAUSE: 48K8
48402599 48K4
354 WA (N/C)
FC: 48K899 002
PART#: [REDACTED]
COUNT: [REDACTED]
CLAIM TYPE: 710
AUTH CODE: [REDACTED]
484025

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
3544 PERFORM POWER STEERING UPDATE

E PERFORM COURTESY MULTI POINT INSPECTION A \$49.95 VALUE***PERFORM
COURTESY VEHICLE WASH/ VACUUM A \$19.95 VALUE
MPIA PERFORM COURTESY MULTI POINT INSPECTION A
\$49.95 VALUE***PERFORM COURTESY VEHICLE
WASH/ VACUUM A \$19.95 VALUE

354 CA 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

DISCLAIMER OF WARRANTIES

Any warranties on the products 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.

No refunds, returns or exchanges on electrical or special ordered items. Returned merchandise subject to 20% handling charge. All special ordered parts must be paid for 100% in advance. No refunds or returns after 10 days.

In case of litigation for collection of this bill, attorney's fees and court costs will be paid by the customer.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
DISCOUNT	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

X



CUSTOMER #:

INVOICE

Audi Gwinnett

1-85 AT GWINNETT PLACE AUTO MALL
3180 SATELLITE BLVD. - DULUTH, GA 30098
(678) 258-2522
SERVICE DIRECT: (678) 258-2552
www.GwinnettAudiOfDuluth.com

ALBANY GA
HOME: CONT:N/A
BUS: CELL:

PAGE 1

SERVICE ADVISOR: 4466 GLEN PHELTS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	13	AUDI Q5	WA1LFAPP1DA		7370/7371	T0242	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16FEB13 DD			WAIT 25SEP15		128.00	CASH	25SEP15
R.O. OPENED	READY	OPTIONS:	STK:ADA	TRN:A			
08:12 25SEP15	09:42 25SEP15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PERFORM INTERMEDIATE SERVICE USING CASTROL EDGE PROFESSIONAL (15,000-35,000-55,000-75,000-95,000-115,000 MILES)						
	03150013 MAINTENANCE 15000 MLS/24000 KM						
	2967 WA						(N/C)
	1 06J-115-403-Q OIL FILTER						(N/C)
	1 N-013-815-7 WASHER						(N/C)
	1 8K0-819-439-B POLLENFILT						(N/C)
	49 G-052-167-S0 ENGINE OIL EDGE PROFESSIONAL						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

7370 Service due, 15k service completed.

B	87D9						
	87091900 PRESSURE SWITCH REMOVE+REINSTALL						
	2967 WA						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

7370 Open recall, R&I AC pressure sensor inspected no further work needed, production number 2 54412.

C	CUSTOMER REQUEST TO PERFORM COMPLIMENTARY 30 POINT INSPECTION BY GWINNETT AUDI.						
	30PT CUSTOMER REQUEST TO PERFORM COMPLIMENTARY 30 POINT INSPECTION BY GWINNETT AUDI.						
	2967 IAS						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

7371

D	PERFORM COURTESY SERVICE WASH \$14.95 (CHARGE TO SERVICE GOODWILL)						
	WASH PERFORM COURTESY SERVICE WASH \$14.95 (CHARGE TO SERVICE GOODWILL)						
	2967 IAS						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

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

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.



CUSTOMER #: [REDACTED]

INVOICE

Audi Gwinnett

1-85 AT GWINNETT PLACE AUTO MALL
3180 SATELLITE BLVD. DULUTH, GA 30096
(678) 258-2522
SERVICE DIRECT: (678) 258-2552
www.GwinnettAudiOfDuluth.com

ALBANY, GA

PAGE 2

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 4466 GLEN PHELTS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	13	AUDI Q5	WAILFAPP1DA [REDACTED]	[REDACTED]	7370/7371	T0242	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16FEB13 DD			WAIT 25SEP15		128.00	CASH	25SEP15
R.O. OPENED	READY	OPTIONS:		STK:ADA	TRN:A		
08:12 25SEP15	09:42 25SEP15						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

Thank you for choosing Audi of Gwinnett for your automotive needs. We appreciate that you have chosen us, if you have any questions or concerns please contact me Josh Campbell at 678-258-2562 or email at joshcampbell@audigwinnett.com

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
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

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

Complimentary Vehicle Service Inspection

Audi Service



Customer: _____ Email: DJ [REDACTED]

Audi Model: _____ Year: _____ Plate: _____ Mileage: 2370 VIN: _____

Requires Immediate Attention Requires Further Attention

Inspection Result Acceptable

Maintenance Schedule

OK Check Factory-Scheduled Maintenance Schedule

Engine, Fluids and Filters

- AdBlue Fluid (if applicable on diesel applications) N/A
- Engine Oil Condition
- Hoses for Heating, AC and Coolant
- Engine Air Filter
- Air Conditioning and Pollen Filter
- OK Filled Windshield Washer Fluid
- OK Filled Engine Oil Level
- OK Filled Brake Fluid Level
- OK Filled Coolant Reservoir Fluid Level

Exterior, Suspension and Drive Components

- Shocks / Struts and Suspension Components
- Steering and Steering Linkages
- Exhaust System (leaks, damage, loose parts)
- Transmission / Clutch Operation and Linkages / CV Boots
- Windshield Condition
- Wiper Operation / Wiper Wear and Spray Nozzles
- Electrical Inspection (horns, signals, lights—interior and exterior)

Electronics

- OK Check Audi MMI® and Navigation Updates
- OK Check ElsaPro for Vehicle Updates

Comments

Dealer Signature _____

Customer Signature _____

Tire Wear Inspection

Tire pressure set to:*

- Left-Front Tire _____ PSI
- Right-Front Tire _____ PSI
- Left-Rear Tire _____ PSI
- Right-Rear Tire _____ PSI
- Spare Tire _____ PSI

under 3/32" remaining 3/32" to 5/32" remaining 6/32" remaining
 *Factory-recommended specifications.

Brake Pad Wear

- Left-Front Pads _____
- Right-Front Pads _____
- Left-Rear Pads _____
- Right-Rear Pads _____

OK Check Emergency Brake Operation

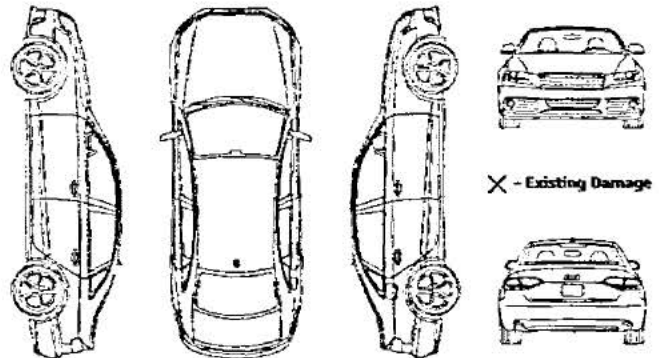
under 5 mm remaining 6 to 9 mm remaining 10 mm remaining
 under 3 mm remaining* 4 to 8.5 mm remaining 9.5 mm remaining*
 *Audi Q7 only.

Battery Condition

- OK Check for Clean Terminals (no corrosion)
- OK Check for Properly Mounted Housing
- OK Check Battery for Damage

Vehicle Road Test

- Steering
- Braking
- Performance



Damage Notes (Service Consultant: Provide repair quote.)

...of state, mandated inspections or other procedures required by law. Dealer must provide, and customer must approve,

CUSTOMER #: [REDACTED]

capitaleurocars

The Better Way To Service



www.capitaleurocars.com

INVOICE

PORSCHE VOLKSWAGEN VOLVO
3963 W. Tennessee St. Tallahassee, FL 32304
Phone 850-574-3777 Fax 850-575-7898

PAGE 1

Repair Shop Registration Number: MV-76860

ALBANY, GA [REDACTED]
HOME: [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 480 JOE TROZZO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	13	AUDI Q5	WA1LFAF91DA [REDACTED]		14478/14478	T8286

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16FEB13 DD			WAIT 19NOV16			CASH	11NOV16

R.O. OPENED	READY	OPTIONS:
13:19 11NOV16	14:39 11NOV16	ENG:2.0_Liter_F.I._Turbo

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

A PERFORM 15000 MILE SERVICE AS PER CUSTOMER REQUEST
CAUSE: F

03150013 15K AUDI SERVICE							
177 WA							(N/C)
1 06J-115-403-Q OIL FILTER							(N/C)
49 G-052-167-S0 GAS ENGINE OIL							(N/C)
1 N-013-815-7 WASHER							(N/C)
1 N-016-027-6 PLUG							(N/C)
1 VW8K0-819-439-B POLLENFILT							(N/C)
60052950 SLIDING ROOF CLEAN							
177 WA							(N/C)

FC:
PART#:
COUNT:
CLAIM TYPE: 110
AUTH CODE:

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
--------	------	--------	------	--------	------	---------------	------

B CS CAMPAIGN 82B8							
CAUSE: CAMPAIGN 82B8							
27068950 BATTERY CHARGED							
177 WA							(N/C)
82182599 NON TIME							
177 WA							(N/C)

FC:
PART#:
COUNT:
CLAIM TYPE: 710

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	

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By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.	
DATE	CUSTOMER SIGNATURE
	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE
	PLEASE PAY THIS AMOUNT

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business.

CUSTOMER #:

capitaleurocars

The Better Way To Service



www.capitaleurocars.com

PORSCHE VOLKSWAGEN VOLVO
3863 W. Tennessee St. Tallahassee, FL 32304
Phone 850-574-3777 Fax 850-575-7898

INVOICE

PAGE 2

Repair Shop Registration Number: MV-76860

ALBANY, GA

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 480 JOE TROZZO

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE, R.O. OPENED, READY, OPTIONS, ENG:2.0_Liber_F.I._Turbo, LINE OPCODE, TECH TYPE, HOURS, LIST, NET, TOTAL

AUTH CODE:
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
CAMPAIGN 82B8 PERFORMED SOFTWARE UPDATE FOR CAMPAIGN 82B8

C CS CAMPAIGN 17F9
CAUSE: CAMPAIGN 17F9
17264199 INSPECT VEHICLE-CHECK 20 MBAR VALVE NOT
PRESENT: INSTALL REPAIR KIT
177 WA (N/C)
1 06H-198-542-A REPAIR KIT (N/C)
FC:
PART#:
COUNT:
CLAIM TYPE: 710
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
CAMPAIGN 17F9 CHECKED FOR 20MBAR VALVE, FOUND NOT PRESENT. INSTALLED
REPAIR KIT FOR CAMPAIGN 17F9

D PERFORM COURTESY MULTI POINT INSPECTION A \$49.95 VALUE***PERFORM
COURTESY VEHICLE WASH/ VACUUM A \$19.95 VALUE
MPFA PERFORM COURTESY MULTI POINT INSPECTION A
\$49.95 VALUE***PERFORM COURTESY VEHICLE
WASH/ VACUUM A \$19.95 VALUE
177 CA 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
14478 RECOMMEND FRONT AND REAR WIPER BLADES

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, CAPITAL SAVINGS, SALES TAX, and PLEASE PAY THIS AMOUNT.

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CUSTOMER #: [REDACTED]

capitaleurocars



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www.capitaleurocars.com

INVOICE

PORSCHE VOLKSWAGEN VOLVO
3963 W. Tennessee St. Tallahassee, FL 32304
Phone 850-574-3777 Fax 850-575-7998

ALBANY, GA [REDACTED]

PAGE 3

Repair Shop Registration Number: MV-76860

HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 480 JOE TROZZO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	13	AUDI Q5	WA1LFAFP1DA [REDACTED]		14478/14478	T8286	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16FEB13 DD			WAIT 19NOV16			CASH	11NOV16
R.O. OPENED	READY	OPTIONS:	ENG:2.0_Liter_F.I._Turbo				
13:19 11NOV16	14:39 11NOV16						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

WAIT CREATED 2016-11-07
11:56:00AM TAKEN BY CHR ISTA
ZEUCH

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DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	DESCRIPTION	TOTALS
			LABOR AMOUNT	0.00
			PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES *	0.00
			TOTAL CHARGES	0.00
			CAPITAL SAVINGS	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER #: [REDACTED]



Audi Gwinnett

1-85 AT GWINNETT PLACE AUTO MALL
3180 SATELLITE BLVD. • DULUTH, GA 30096
(678) 258-2522
SERVICE DIRECT; (678) 258-2552
www.GwinnettAudiOfDuluth.com

INVOICE

PAGE 1

ALBANY, GA [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 4466 GLEN PHELTS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	13	AUDI Q5	WA1LFAFP1D [REDACTED]	[REDACTED]	18463/18463	T226	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16FEB13 DD			15:00 04APR17		143.00	CASH	04APR17
R.O. OPENED	READY	OPTIONS:	STK:ADA [REDACTED]	TRN:A			
10:41 04APR17	13:19 04APR17						

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

A CUSTOMER REQUESTS 35,000 MILE SERVICE USING CASTROL EDGE PROFESSIONAL CAUSE:

- 03310013 MAINTENANCE 35000 MLS/55000 KM
- 5277 WA
- 1 06J-115-403-Q OIL FILTER
- 1 N-013-815-7 WASHER
- 49 G-052-167-S0 ENGINE OIL EDGE PROFESSIONAL
- 1 8K0-819-439-B STAUBFILT.
- 4 06H-905-601-A SPARK PLUG

(N/C)
(N/C)
(N/C)
(N/C)
(N/C)
(N/C)

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

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 18463 PERFORMED 35K SERVICE: LOF, SCAN, RESET SERVICE REMINDER,
 REPLACED SPARK PLUGS, REPLACED CABIN FILTER, TESTED BATTERY FAILED,
 TOPPED FLUIDS, SET TIRE PRESSURES.

B PERFORM 30 POINT INSPECTION OF VEHICLE
 30PT PERFORM 30 POINT INSPECTION OF VEHICLE
 5277 CA 0.00 0.00 0.00 TOTAL LINE B: 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C WASH VEHICLE
 WASH WASH VEHICLE
 5277 CA 0.00 0.00 0.00 TOTAL LINE C: 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D PERFORM 19M1
 CAUSE:
 27068950 BATTERY LOAD
 5277 WA (N/C)

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	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES *	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]

INVOICE



Audi Gwinnett

1-85 AT GWINNETT PLACE AUTO MALL
3180 SATELLITE BLVD. - DULUTH, GA 30096
(678) 258-2522
SERVICE DIRECT: (678) 258-2552
www.GwinnettAudiOfDuluth.com

ALBANY, GA [REDACTED]
HOME [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL [REDACTED]

PAGE 2

SERVICE ADVISOR: 4466 GLEN PHELTS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	13	AUDI Q5	WA1LFAFP1DA [REDACTED]	[REDACTED]	18463/18463	T226	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16FEB13 DD			15:00 04APR17		143.00	CASH	04APR17
R.O. OPENED	READY	OPTIONS:	STK:ADA [REDACTED]	TRN:A			
10:41 04APR17	13:19 04APR17						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
19472599		SOFTWARE UPDATE		5277 WA			(N/C)

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

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
18463 CONNECTED BATTERY MAINTAINER. UPDATED SOFTWARE PER 19M1 RVU.

E PERFORM 69P1
CAUSE: .
69610099 AIRBAG INFLATOR CANISTER
5277 WA
1 D-308-SP5-A1 WAX

(N/C)
(N/C)

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

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00
18463 APPLIED PROTECTIVE WAX PER 69P1 RVU.

Thank you for choosing Audi of Gwinnett for your automotive needs. We appreciate that you have chosen us, if you have any questions or concerns please contact me Josh Campbell at 678-258-2562 or email at joshcampbell@audigwinnett.com

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OF REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

***SHOP SUPPLY COSTS:** We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$100.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
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

Complimentary Vehicle Service Inspection

Audi Service 
 T 226 DJT RO# [REDACTED]

Customer: _____ Email: _____
 Model: _____ Year: _____ Plate: _____ Mileage: 18463 VIN: _____

Requires Immediate Attention Requires Further Attention Inspection Result Acceptable Filled N/A

Vehicle Inspection

- Check Factory Maintenance Schedule
- Maintenance Book Filled Out
- Check Audi MMI® and Navigation Updates
- Check ELSA for Vehicle Updates

Fluids

- Engine Oil Condition
- Engine Oil Level
- Brake Fluid Level
- Coolant Reservoir Fluid Level
- Windshield Washer Fluid
- Fluid Leaks (i.e., coolant, engine oil, transmission, etc.)
- Hoses for Heating (A/C and Coolant)
- AdBlue Fluid (TDI only)

Filters

- Engine Air Filter
- Air Conditioning and Pollen Filter

Exterior, Suspension and Drive Components

- Shocks / Struts and Suspension Components
- Steering and Steering Linkages
- Exhaust System (leaks, damage, loose parts)
- Transmission / Clutch Operation and Linkages / CV Boots
- Windshield Condition
- Wiper Operation / Wiper Wear and Spray Nozzles
- Electrical Inspection (horns, signals, lights—interior and exterior)

Comments

Dealer Signature

Customer Signature

Tire Wear Inspection

Tire pressure set to:*

under 3/32" remaining 3/32" to 5/32" remaining 6/32" remaining
 *Factory-recommended specifications.

<input checked="" type="checkbox"/>	Left Front Tire	<u>6/32</u>	PSI <u>36</u>
<input checked="" type="checkbox"/>	Right Front Tire	<u>6/32</u>	PSI <u>36</u>
<input checked="" type="checkbox"/>	Left Rear Tire	<u>6/32</u>	PSI <u>36</u>
<input checked="" type="checkbox"/>	Right Rear Tire	<u>6/32</u>	PSI <u>36</u>
<input type="checkbox"/>	Spare Tire		PSI

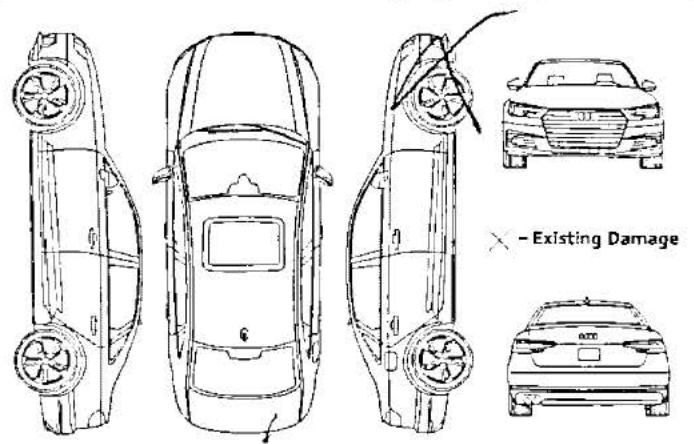
Brake Wear

under 5 mm remaining 6 to 9 mm remaining 10 mm remaining
 under 3 mm remaining* 4 to 8.5 mm remaining* 9.5 mm remaining*
 *Audi Q7 only.

<input checked="" type="checkbox"/>	Left Front Pads	<u>9 mm</u>
<input checked="" type="checkbox"/>	Right Front Pads	<u>9 mm</u>
<input checked="" type="checkbox"/>	Left Rear Pads	<u>8 mm</u>
<input checked="" type="checkbox"/>	Right Rear Pads	<u>8 mm</u>
<input checked="" type="checkbox"/>	OK	Emergency Brake Operation

Battery Condition

Check Battery for Condition (if accessible)



Vehicle Free of Damage

Damage Notes (Service Consultant: Provide repair quote.)



CUSTOMER #: [REDACTED]

* INVOICE *

Jim Ellis Audi Atlanta

5805 Peachtree Blvd.
Atlanta, GA 30341
Phone: (770) 454-8200
www.jimellis.com

ALBANY, GA [REDACTED]

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 74461 DAVID MADDOX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	13	AUDI Q5	WA1LEAFP1DA [REDACTED]		25816/25817	T929.	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05SEP17 IS			WAIT 08SEP17		0.00	CASH	07SEP17
R.O. OPENED	READY	OPTIONS: DLR:407A09					

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

A KENDALL R. 8095
KR8095 KENDALL R. 8095
1780 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUSTOMER STATES PERFORM OPEN CAMPAIGN 20Z8 FUEL PUMP FLANGE
CAUSE: .

MISC CUSTOMER STATES PERFORM OPEN CAMPAIGN 20Z8
FUEL PUMP FLANGE
1780 W (N/C)
1 8R0-863-385 FOIL (N/C)

200 CASH

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

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
25816 REMOVED REAR SEAT AND FRAME AND INSPECTED FUEL PUMP FLANGE,
NO ISSUES FOUND, INSTALLED TAPE TO FLANGE AND RE-INSTALLED SEAT AND
FRAME TO VEHICLE.

C CUSTOMER STATES A/C IS BLOWING WARM
DIAG2 BEGIN ADVANCED DIAGNOSIS--A/C IS BLOWING
WARM

AE 172.B

1780 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
25816 DIAGNOSED FAULTY A/C HIGH PRESSURE SWITCH REMOVED AND
REPLACED WITH NEW SWITCH, ERASED ALL FAULTS, A/C SYSTEM NOW COOLING
PROPERLY.

D WAITER.
MISC WAITER.
1780 ISP (N/C)

Please read carefully the statement below, and sign, 72 hours after completion of work on the vehicle, I will incur a storage fee of \$10.00 a day, I, the undersigned, agree to pay all court costs and a reasonable attorney's fee and, or collection agency fee.

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE
ALL PARTS REMOVED WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE.

"The Factory Warranty constitutes all of the warranties with respect to the seller 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 and the seller neither assumes nor authorizes an other person to assume for it any liability in connection with the sale of this item/items."

AUTHORIZATION FOR REPAIR AND DISCLAIMER FOR DELAY, LOSS OR DAMAGE

I hereby authorize the repair work herein 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. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X

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



CUSTOMER #: [REDACTED]

Jim Ellis Audi Atlanta

* INVOICE *

5805 Peachtree Blvd.
Atlanta, GA 30341
Phone: (770) 454-8200
www.jimellis.com

ALBANY, GA [REDACTED]

PAGE 2

HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 74461 DAVID MADDOX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	13	AUDI Q5	WALLFAFP1DA [REDACTED]		25816/25817	T929.	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05SEP17 IS							
05SEP17 DD			WAIT 08SEP17		0.00	CASH	07SEP17
R.O. OPENED		READY		OPTIONS: DLR:407A09			
15:53 06SEP17		11:35 07SEP17					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL			
PARTS:				0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

E MULTI POINT INSPECTION

CAUSE: 0

MPI MULTI POINT INSPECTION

1780 C

0.00

0.00

RF COMPLIANCE FEE

2.95

2.95

PARTS: 0.00 LABOR: 0.00 OTHER: 2.95 TOTAL LINE E: 2.95

F** A/C PRESSURE/TEMPERATURE SENSOR. FAULTY

DIAGS CUSTOMER APPROVED DIAGNOSIS TIME--A/C

PRESSURE SWITCH

1780 C

237.00

237.00

1 4H0-959-126-B SENSOR

102.09

1 7H0-820-896 SEAL RING

3.04

PARTS: 105.13 LABOR: 237.00 OTHER: 0.00 TOTAL LINE F: 342.13

25816 DIAGNOSED FAULTY A/C HIGH PRESSURE SWITCH REMOVED AND REPLACED WITH NEW SWITCH, ERASED ALL FAULTS, A/C SYSTEM NOW COOLING PROPERLY.

EST: 526.28 07SEP17 07:34 SA: 74461

CUSTOMER PAY SUPPLY FEE FOR REPAIR ORDER 18.96

Please read carefully the statement below, and sign, 72 hours after completion of work on the vehicle, I will incur a storage fee of \$10.00 a day, I, the undersigned, agree to pay all court costs and a reasonable attorney's fee and, or collection agency fee.

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE
ALL PARTS REMOVED WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE.

"The Factory Warranty constitutes all of the warranties with respect to the seller 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 and the seller neither assumes nor authorizes an other person to assume for it any liability in connection with the sale of this item/items."

AUTHORIZATION FOR REPAIR AND DISCLAIMER FOR DELAY, LOSS OR DAMAGE

I hereby authorize the repair work herein 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. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	237.00
PARTS AMOUNT	105.13
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	21.91
TOTAL CHARGES	364.04
LESS INSURANCE	0.00
SALES TAX	8.69
PLEASE PAY THIS AMOUNT	372.73

IMPORTANT SAFETY RECALL

Audi of America, Inc.



Audi

November 2017

[REDACTED]
ALBANY, GA [REDACTED]

This notice applies to your vehicle: WA1LFAFP1DA [REDACTED]

NHTSA: 17V622

IMPORTANT!
Information about Safety Recall 80C5 – Auxiliary Heater

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2013-2016 model year Audi A4 sedan, allroad, Audi Q5, A5 Coupe, and A5 Cabriolet vehicles. Our records show that you are the owner of a vehicle affected by this action.

THIS RECALL REPAIR IS NOT YET AVAILABLE.

We will send another letter as soon as the recall work can be completed on your vehicle.

Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
+1 800 253 2834
www.audiusa.com

Recall Description: The electrical connector of the auxiliary heater is susceptible to contact corrosion, which may cause the auxiliary heater to fail and/or cause the wires to overheat and melt. Melting wires may lead to an open circuit, but can also lead to overheating which can result in a fire.

Precautions You Should Take: Owners are advised to immediately use the Multi Media Interface (MMI) in the vehicle to turn off the supplemental heater (auxiliary heater). Instructions on how to do this are included with this letter. If you would prefer to have your authorized Audi dealer do this for you, please schedule an appointment. Disabling the auxiliary heater using the MMI should take just a few minutes and will be done free of charge.

If you should have any questions about this communication, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.audiusa.com and enter your Vehicle Identification Number (VIN).

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

00190487

80C5_INTERIM_USA

IMPORTANT SAFETY RECALL



Audi

Audi Safety Recall 80C5 - How to Turn Off the Supplemental Heater (Auxiliary Heater)

IMPORTANT!

- Because vehicle settings are key-specific, the steps to turn off the supplemental heater (auxiliary heater) must be completed for ALL keys assigned to your vehicle.
- Performing a "factory reset" may turn the auxiliary heater feature back on.
- Please keep this with your owner's manual for future reference.

Vehicles with Navigation

- From the MMI Control Panel, press the "CAR" button **OR** press the "Menu" button and rotate the control knob and select "Car" by depressing the control knob.
 - Note: The steps to reach this screen may vary depending on the vehicle.
- From the MMI Control Panel, select "Car systems" by pressing the lower left selection button on the console.
- Rotate the control knob and select "A/C" by depressing the control knob.
- Rotate the control knob and select "Suppl. Heater" by depressing the control knob.
- A dropdown menu will appear. Rotate the control knob and select "Off" by depressing the control knob.
- The auxiliary heater is now OFF and should stay off after the next key cycle.
- Repeat for each additional key assigned to the vehicle.

Vehicles without Navigation (Concert Series Radio Systems)

- From the MMI Control Panel, press the "CAR" button.
- Select "A/C" by pressing the lower right selection button on the MMI Control Panel.
- Rotate the control knob and select "Suppl. Heater" by depressing the control knob.
 - Note: Depending on the Climate Control system, the only selection available could be just the "Suppl. Heater".
- A dropdown menu will appear. Rotate the control knob and select "Off" by depressing the control knob.
- The auxiliary heater is now OFF and should stay off after the next key cycle.
- Repeat for each additional key assigned to the vehicle.

IMPORTANT SAFETY RECALL



Audi

Audi of America, Inc.

December 2017

[REDACTED]
ALBANY, GA [REDACTED]

This notice applies to your vehicle: WA1LFAFP1DA [REDACTED]

NHTSA: 17V622

Subject: Safety Recall 80C5 – Auxiliary Heater
Certain 2013-2016 Model Year Audi A4 sedan, allroad, Audi Q5, A5 Coupe and A5 Cabriolet

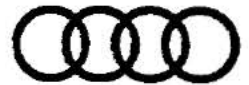
Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2013-2016 model year Audi A4 sedan, allroad, Audi Q5, A5 Coupe, and A5 Cabriolet vehicles. Our records show that you are the owner of a vehicle affected by this action.

Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
+1 800 253 2834
www.audiusa.com

- What is the issue?** The electrical connector of the auxiliary heater is susceptible to contact corrosion, which may cause the auxiliary heater to fail and/or cause the wires to overheat and melt. Melting wires may lead to an open circuit, but can also lead to overheating which can result in a fire.
- What will we do?** To correct this defect, your authorized Audi dealer will replace the auxiliary heater. This work will take about three hours to complete and will be performed for you free of charge.
- What should you do?** Please contact your authorized Audi dealer without delay to schedule this recall repair. For your convenience, you can also visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.
- Precautions you should take** Owners are advised to immediately use the Multi Media Interface (MMI) in the vehicle to turn off the supplemental heater (auxiliary heater).
- Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.
- Reimbursement of Expenses** If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.
- Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.

IMPORTANT SAFETY RECALL



Audi

Checking your vehicle for open Recalls and Service Campaigns To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.audiusa.com and enter your Vehicle Identification Number (VIN).

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection

March 2018

Vehicle Identification Number ending with DA [REDACTED]

Dear Audi Owner,

Our records show your vehicle needs service to complete open recall(s). As soon as possible, please contact your authorized Audi dealer to have this work completed free of charge. For a list of authorized Audi dealers in your area, please visit www.audiusa.com or call the Audi Customer Experience Center at 1-800-253-2834.

If you've recently had the necessary work completed, we thank you.

80C5 SAFETY RECALL - AUXILIARY HEATER



Audi

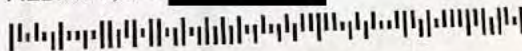
AUDI OF AMERICA, INC.
PO BOX 217022
AUBURN HILLS, MI 48321-7022

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE
PAID
AUDI

RECALL CAMPAIGN REMINDER

DA [REDACTED] 00043559

[REDACTED]
100 CHIMNEY
ALBANY, GA [REDACTED]



IMPORTANT SAFETY RECALL

Audi of America, Inc.



Audi

June 2018

ALBANY, GA

This notice applies to your vehicle: WA1LFAP1DA

NHTSA: 18V229

IMPORTANT!

Information about Safety Recall 19N4 - After Run Coolant Pump

THIS RECALL REPAIR IS NOT YET AVAILABLE. We will send another letter as soon as the recall work can be completed on your vehicle.

Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
+1 800 253 2834
www.audiusa.com

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2013-2017 model year Audi vehicles equipped with a 2.0L TFSI gasoline engine. Our records show that you are the owner of a vehicle affected by this action. At this time, the recall repair is not yet available; however we anticipate being able to begin recall repairs in late 2018.

Recall Description: In certain vehicles equipped with a 2.0L TFSI gasoline engine, the electric coolant pump may experience a short circuit and/or overheat. A short circuit or overheating within the electric coolant pump may lead to a fire resulting in vehicle or other property damage.

What You Need to Do:

- ✓ **Contact your Audi dealer without delay if the EPC light comes on.**
An illuminated EPC light can mean that the coolant pump in your vehicle is blocked. For **FREE**, your dealer will diagnose the reason for the EPC light and also replace the coolant pump for **FREE** if necessary.
- ✓ **Until Safety Recall 19N4 has been completed on your vehicle, Audi recommends parking your vehicle outdoors as a precaution.**
- ✓ **Contact your dealer or Audi if you have any concerns about your vehicle.**
Your authorized Audi dealer knows your vehicle best, and has the tools and information necessary to address your vehicle concerns. If you should have any questions about this communication, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.audiusa.com and enter your Vehicle Identification Number (VIN).

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

IMPORTANT SAFETY RECALL



Audi

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection

[REDACTED]

Fwd: [REDACTED] Reference # [REDACTED] ; September 7, 2017; IS

1 message

To: [REDACTED]

Mon, Jul 9, 2018 at 6:34 PM

----- Forwarded message -----

From: **Audi Customer Experience Center** <AudiCustomerExperienceCenter@audi.com>

Date: Thu, Sep 7, 2017 at 12:08 PM

Subject: [REDACTED] Reference # [REDACTED] ; September 7, 2017; IS

To: [REDACTED]

Dear [REDACTED]

Thank you for contacting us in regard to your 2013 Audi Q5 . This email is being sent to provide you with my contact information and your reference number for your case with us at the Audi Customer Experience Center. You may find your reference number in the subject line of this email.

You may contact me via email at AudiCustomerExperienceCenter@audi.com, or by phone at + 1 800 822 2834.

Kind regards,

Ina

Customer Experience Advocate

Audi of America, Inc.
Customer Experience
3800 Hamlin Road
Auburn Hills, MI 48326
United States of America
Tel. +1 800 822 2834
Fax. +1 248 754 6521

http [REDACTED]



[REDACTED]

Fwd: IAA information

1 message

Mon, Jul 9, 2018 at 6:53 PM

To: [REDACTED]

----- Forwarded message -----

From: [REDACTED] >

Date: Wed, Jan 24, 2018 at 4:05 PM

Subject: Fwd: IAA information

To: dananderson@yahoo.com, "Kanyak, David" <extern.David.Kanyak@audi.com>

Cc: [REDACTED]

Mr. Anderson,

I spoke to my insurance and they said this is where the Audi Q5 is located (see forwarded email below) they have not auctioned it off.

Please contact me in regards to anything with this Q5 incident, as I was the one who has been trying to get in contact with Audi for several weeks. Please make arrangements to pick it up if you need and do an inspection as you deem fit.

My phone number is [REDACTED]

Sincerely,
[REDACTED]

----- Forwarded message -----

From: **GFB Claims** <gfbclaims@gfb.org>

Date: Wed, Jan 24, 2018 at 3:51 PM

Subject: IAA information

To: [REDACTED]

- 1930 Rex Road
Lake City, GA 30260
(P) 404-366-2298
- (F) 404-366-1011

IAA stock # [REDACTED]



Always the Home TeamSM

Confidentiality Notice: This electronic message and its contents are privileged and confidential information intended solely for the use of the addressee. If you are not the intended recipient, you are hereby notified that any dissemination, distribution, copying or other use of this message and its contents is strictly prohibited. If you have received this electronic message in error, please delete and destroy this message and all copies from your system and notify the sender immediately by telephone or by email.

[REDACTED]

Fwd: Re: Audi Q5 - Reference # [REDACTED]

1 message

Mon, Jul 9, 2018 at 6:55 PM

To: [REDACTED]

----- Forwarded message -----

From: [REDACTED]
Date: Mon, Feb 26, 2018 at 5:33 PM
Subject: Fwd: Re: Audi Q5 - Reference # [REDACTED]
To: brucegolf@comcast.net

----- Forwarded message -----

From: **Kanyak, David** <extern.David.Kanyak@audi.com>
Date: Mon, Jan 29, 2018 at 9:11 AM
Subject: RE: Re: Audi Q5 - Reference # [REDACTED]
To: [REDACTED]

Dear [REDACTED]

I have been made aware of the recent social media outreach regarding the Audi of America's position in regards to your concern. As stated below, Audi of America will not be fulfilling your expectations of being provided assistance at this time. Our position remains unchanged.

Regards,

David Kanyak

Customer Case Specialist

Audi of America, Inc.
Customer Experience
3800 Hamlin Road
Auburn Hills, MI 48326
United States of America
Tel. +1 248 754 3367
<mailto:david.kanyak@audi.com>
<http://www.audiusa.com>



From: Daniel Anderson [mailto:dannander@yahoo.com]
Sent: Friday, January 26, 2018 3:05 PM
To: [REDACTED]
Cc: Kanyak, David
Subject: Fw: Re: Audi Q5 - Reference # [REDACTED]

Please see below, I have corrected a typo. I apologize for my mistake. Regards, Dan

Daniel M. Anderson
6 Heather Lane
Hawthorn Woods, IL
60047-1660
847 438 7534 Phone/Fax

----- Forwarded Message -----

From: Daniel Anderson <dannander@yahoo.com>
To: "David.Kanyak@audi.com" <David.Kanyak@audi.com> [REDACTED]
Cc: Daddy [REDACTED]
Sent: Friday, January 26, 2018, 12:29:01 PM CST
Subject: Re: Audi Q5 - Reference #180045755

[REDACTED] Your emails and phone contacts have been reviewed with Audi Management. The incident with your Q5 is regrettable however you/your father have settled the claim with your insurance co. and if the insurance co. felt that Audi was responsible, they would have put Audi on notice and NOT disposed of the vehicle. We are not in the position to coordinate with M&S Auto Salvage Inc. in the window of opportunity available as they now own the vehicle salvage and are not obligated to Audi in any way. We do not have someone available travel to the west coast on short notice. I told your father your argument is with your insurance co. not Audi. Unfortunately we **cannot** offer you any assistance at this time. Regards, Dan

Daniel M. Anderson
6 Heather Lane
Hawthorn Woods, IL
60047-1660
847 438 7534 Phone/Fax

On Thursday, January 25, 2018, 2:59:12 PM CST [REDACTED] te:

To Whom It May Concern,

So my dad talked to a lady on the phone at the IAA Stock, and when he explained the situation she said the car is en route to California but has not been delivered to the M+S Auto Salvage yet.

IAA Stock # 404 - 366 - 2298

Sold: 1/17/18

Shipped: 1/22/18

M+S Auto Salvage Inc.

12090 Whittier Blvd


Whittier, CA 90660

562-693-7777

Carlos at M+S Auto said he won't hold the car for much longer, even when it delivers. We have done everything on our end, so please make arrangements to get who you need to that is going to inspect the car. If not, we will be going forward with pursuing legal counsel. The car is considered evidence, and Audi of America not doing everything in their power to do a thorough inspection is very negligent.

We have been trying to contact Audi since end of December, on January 3th we spoke to Ann 1-800-822-2834 who said Claims will contact us (that clearly never happened) Called again January 9th, and the claims person wasn't in.

So please do not be under the impression that this all just recently started off some Facebook post. Who knew all my dad had to do was comment on Audi of America's Facebook page to get any sort of movement on this incident. If Ann had been competent enough to get someone to call back the car would still be at IAA Stock in Georgia, and all this wouldn't be a race against time.

Anyhow, feel free to contact my dad at 

Thank you.

Prepared By: AFD
Prepared Date: 12/04/2017

CITY OF ATLANTA
Fire Incident

FDID: 06001 Incident Number: [REDACTED] Exposure number: 0

E - Location Information

Loc Type: STREET ADDRESS
Address: [REDACTED] HW Bldg: Apt:
City: ATLANTA State: GA Zip: [REDACTED]
Fire Box: 5072 Station: 23 Census Tract:

Cross Street/Directions:

E - Incident Type: (131) PASSG VEH FIRE

D - Aid Information

Aid Given or Received:

E1 - Date/Time Information

Alarm Date	Time	Arrival Date	Time	Controlled Date	Time	Cleared (last unit) Date	Time
11/14/2017	08:47	11/14/2017	08:50			11/14/2017	09:35

E2 - Shifts and Alarms

Shift: A # Alarms: District:

E3 - Special Studies

ID#: Value:

F - Actions Taken

Primary Action Taken : (11) EXTINGUISH
Secondary Action Taken(1): (12) SALVAGE & OVERHAUL
Secondary Action Taken(2): (81) INCIDENT COMMAND

G1 - Resources

	Apparatus	Personnel
Suppression:		1 4
EMS :	0	0
Other :	0	0

G2 - Estimated Dollar Losses & Values

Prepared By: AFD
Prepared Date: 12/04/2017

PAGE2

CITY OF ATLANTA
Fire Incident

FDID: 06001 Incident Number: [REDACTED] Exposure number: 0

		Property	Contents
Estimated Loss :	\$0	\$0	
Pre-Incident Value:	\$0	\$0	

H1 - Casualties

		Fire Service	Civilian
Fatalities:	0	0	
Injuries :	0	0	

J - Property Use: (100) ASSEMBLY/NOT DETERMINED

K2 - OWNER

Name: UNK UNK
Address:

L - Remarks

ONE VEHICLE FULLY INVOLVED IN THE ENGINE COMPARTMENT ONLY. NO FIRE DAMAGE TO INTERIOR OF VEHICLE. FIRE BURNED HOT ENOUGH TO COMPLETELY BURN OFF THE HOOD. USED 500 GALLONS THROUGH AN 1 3/4 HANDLINE TO EXTINGUISH. REPLACED 2 SECTIONS OF HOSE DUE TO OIL AND GASOLINE EXPOSURE TO HOSE JACKETS. NO INJURIES. HERO ON SCENE ALONG WITH APD. RIGHT TWO LANES OF I 75 NB SHUT DOWN DURING OPERATION. DRIVER OF VEHICLE STATED THAT SHE LOST POWER AND VEHICLE STALLED IN LANE 2 AND THEN FIRE ERUPTED AS SOON AS IT STOPPED. THERE WAS A LARGE AMOUNT OF OIL AND GASOLINE COMING FROM ENGINE COMPARTMENT WHICH HELP TO FUEL THE SPREAD OF FIRE. NO INJURIES.

H - Property Details

B1 - Residential Units: Not Residential
B2 - Buildings Involved: Buildings Not Involved
B3 - Acres Burned: None

C - On-site Materials or Products

None

D - Ignition

D1 - Area of fire origin: (00) OTHER
D2 - Ignition heat source: (00) HEAT SOURCE, OTHER
D3 - Item First Ignited: (00) ITEM FIRST IGNITED, OTHER

CITY OF ATLANTA
Fire Incident

FDID: 06001 Incident Number: [REDACTED] Exposure number: 0

Fire spread was confined to object of origin

D4 - Type of Material: (00) TYPE OF MATERIAL FIRST IGNITED

E1 - Cause of Ignition: (2) UNINTENTIONAL

E2 - Factors Contributing to Ignition

Contributing Factor 1: (UU) UNDETERMINED

E3 - Human Factors Contributing to Ignition

No Human Factors Contributing to Ignition

F1 - Equipment Involved in Ignition

No Equipment Involved in Ignition

G - Fire Suppression Factors

No Fire Suppression Factors

H1 - Mobile Property Involved

Involvement: (3) Involved in ignition, and burned

H2 - Mobile Property Type & Make

Mobile property type: (11) PASSENGER CAR
Mobile property make: (AU) AUDI
Mobile property model: Q5
Year: 2013
License Plate Number: UNK
State:
VIN Number: UNK

I - Structure Information

I1 - Structure Type:

J - Structure/Fire Information

J1 - Fire Origin:
Story of fire origin:
J2 - Fire Spread: (1) CONFINED TO OBJECT OF ORIGIN

Prepared By: AFD
Prepared Date: 12/04/2017

CITY OF ATLANTA
Fire Incident

FDID: 06001 Incident Number: [REDACTED] Exposure number: 0

J3 - # Stories Damaged:
 minor damage: significant damage:
 heavy damage: extreme damage:

*K - Type of Material Contributing
Most to Flame Spread*

K1 - Item contrib. most:
K2 - Type of material:

L - Detectors

M - Automatic Extinguishing System

M1 - Presence:

N - Authorization

(GARN02) Officer in charge ID	SIGNATURE ON FILE Garner, Brian K	CAPT Position/Rank	Salaried Assignment	11/29/2017 MM DD YYYY
(GARN02) Member making report ID	SIGNATURE ON FILE Garner, Brian K	CAPT Position/Rank	Salaried Assignment	11/29/2017 MM DD YYYY

GEORGIA DEPARTMENT OF PUBLIC SAFETY
VEHICLE TOW RECEIPT

RECIPIENT COPY

CASE NUMBER

DATE/TIME 11/14/2017 9:47:23 AM	COUNTY FULTON	CITY	OTHER NUMBER	OPERATIONAL COUNTY
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NO HOLD - MAY BE RELEASED

OWNER	FIRST NAME	MIDDLE NAME	LAST NAME	SUFFIX NAME	TELEPHONE
	ADDRESS			CITY	STATE ZIP CODE
<input type="checkbox"/> OWNER PRESENT OR <input type="checkbox"/> OWNER NOTIFICATION ATTEMPTED		<input type="checkbox"/> OWNER NOTIFICATION ATTEMPTS		<input type="checkbox"/> OWNER NOTIFICATION SUCCESSFUL	

DRIVER	NAME FIRST	LAST NAME	SUFFIX NAME	TELEPHONE
	ADDRESS			CITY
		STATE	ZIP CODE	

YEAR	MAKE	MODEL	VEHICLE STYLE	VEHICLE COLOR	TAG STATE / NUMBER	VIN	ODOMETER
2013	AUDI	Q5	MP	BLK	GA [REDACTED]	WA1LFAPP1DA [REDACTED]	[REDACTED]
DIE/EMPIV		REG TAG DATE / TMS		ID NUMBER	NAME		

VEHICLE / TRAILERS	REASON VEHICLE TOWED CRASH								
	POWER UNIT	MAKE	YEAR	COLOR	UNIT NO	VEHICLE IDENTIFICATION NO	TAG NO	STATE	EXP DATE
	TRAILER 1	MAKE	YEAR	COLOR	UNIT NO	VEHICLE IDENTIFICATION NO	TAG NO	STATE	EXP DATE
	TRAILER 2	MAKE	YEAR	COLOR	UNIT NO	VEHICLE IDENTIFICATION NO	TAG NO	STATE	EXP DATE

TOW	TOW SELECTION TYPE	LOCATION VEHICLE INVENTORIED / TOWED FROM
	ROTATION WRECKER	I-75 NORTH / HOWELL MILL RD/NB ONLY/MM252B
	TOWING SERVICE	DAY TELEPHONE
	FUTOS	404-876-7358
ADDRESS	CITY / STATE / ZIP	NIGHT TELEPHONE
2050 LIDDELL DR N.E.	ATLANTA, GA	

STORAGE	VEHICLE STORAGE LOCATION	DAY TELEPHONE	NIGHT TELEPHONE
	FUTOS	404-876-7358	
	ADDRESS	CITY / STATE / ZIP	
2050 LIDDELL DR N.E.	ATLANTA, GA		

VEHICLE INVENTORY & DAMAGE	<input type="checkbox"/> CELLULAR PHONE (MAKE/MODEL) <input type="checkbox"/> RADAR DETECTOR (MAKE/MODEL) <input type="checkbox"/> STEREO SYSTEM (RADIO / CD / TAPE /) <input type="checkbox"/> CB RADIO / 2 WAY RADIO <input type="checkbox"/> TRAILER HITCH PROPERTY IN VEHICLE	<input type="checkbox"/> WHEEL COVERS QTY <input type="checkbox"/> CUSTOM RIMS QTY TIRE(S)	INDICATE VEHICLE DAMAGE 	MARK AREA OF DAMAGE <input type="checkbox"/> UNDERCARRIAGE <input type="checkbox"/> OVERTURN <input type="checkbox"/> WINDSHIELD <input checked="" type="checkbox"/> FIRE <input type="checkbox"/> TRAILER <input type="checkbox"/> NO DAMAGE
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OFFICER COMMENTS
TRAFFIC CRASH [REDACTED]

NO HOLD - MAY BE RELEASED

WE THE UNDERSIGNED OFFICER(S) AND TOW DRIVER, HEREBY CERTIFY THAT THE ABOVE LISTED JOINT PROPERTY INVENTORY IS CORRECT TO THE BEST OF OUR KNOWLEDGE.

[Handwritten Signature]

SIGNATURE OF TOW TRUCK DRIVER	DATE	SIGNATURE OF OFFICER	RANK AND NAME OF OFFICER	ORG / UNIT	OFFICER NUMBER
			TFC2 GARDNER, A	GSPC/POST	0737
PRINTED NAME OF TOW TRUCK DRIVER					

STATE OF GEORGIA TRAFFIC CRASH

Georgia State Patrol
 Georgia Department of Public Safety
 P. O. Box 1456
 Atlanta, Georgia 30371-1456

DRIVER EXCHANGE

Crash Number	Reporting Agency GEORGIA DEPARTMENT OF PUBLIC SAFETY	Reporting Agency Case Number	Reporting Agency CAD Number
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CRASH IDENTIFIERS

County of Crash FULTON	City or Place of Crash <input type="checkbox"/> City Limits	Crash Date/Time 11/14/2017 09:30 AM	Reported Date/Time 11/14/2017 09:35 AM
Roadway Description for Location of Occurrence I-75 NORTH / HOWELL MILL RD/NB ONLY/MM252B			

VEHICLE

V01	Year 2013	Make AUDI	Model Q5	Color BLK	State GA	License Number	Registration expires 1/16/2018	<input type="checkbox"/> Permanent Registration	VIN WA1LFAPP1DA
Owner Name	Owner Mailing Name	Owner Last Name	Owner Suffix	Owner Business (if not Person)					
Address Other			City ALBANY	State GA	Zip Code				
Insurance Company GEORGIA FARM BUREAU MUTUAL INS	Insurance Policy Number								

PERSON RECORD

Person Type DRIVER	MM#	Vehicle# V01	First Name	Middle Name	Suffix
Address	City ALBANY	State GA			
Phone Number	Phone Number (Other)	Other Comments (Write in)			

REPORTING OFFICER

ID Number 0737	Rank TFC2	Name GARDNER, A	Truck / Post GSPC/POST	Officer Agency GEORGIA DEPARTMENT OF PUBLIC SAFETY	Post Phone Number 404-899-4372
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GEORGIA STATE PATROL

Your crash (accident) has been investigated by:

TFC2 GARDNER, A 0737

Your crash (accident) case number is:



Your crash (accident) report may be completed and ready for release in 3-5 business days.

After that time, you may call to inquire if the report is complete anytime

Monday to Friday 8:00 AM to 4:00 PM at: 404-699-4372

Please have this paper with you as it has all pertinent information you need.

You may pick up the report

Monday - Friday 8:00 AM - 4:00 PM

DIRECTIONS -

Georgia State Patrol Post GSP POST 9 is located at:

3993 AVIATION CIR

ATLANTA, GA 30336

404-699-4372

If you wish to obtain your crash report by e-mail, please do the following:

Send your request, including the crash report number to:

openrecords@gsp.net

If you wish to obtain your crash report through the U.S. Mail, please do the following:

Send your request, including the crash report number along with a self-addressed stamped envelope to:

GADPS- Open Records Unit

P.O. Box 1456

Atlanta, GA 30371

404.624.7591

If you have sustained a traumatic brain injury and/or spinal cord injury due to a motor vehicle crash and are a legal Georgia resident you may be eligible to apply for grants for your post-hospital care and rehabilitation.

Georgia's Brain and Spinal Injury Trust Fund Commission can provide funding for wheelchairs and other durable medical equipment, assistive technology, post-injury therapies, personal support services, home modifications, transportation and more.

For more information call us at 1-888-233-5760 or visit us on the web at www.bsitf.state.ga.us

We're on Facebook at www.Facebook.com/BSITFC

*If you are interested in a career with the Georgia Department of Public Safety please visit our website
dps.georgia.gov/careers*



