

CL-11133126-2220

Mr. Randy Reid

Chief Correspondence Officer, Office of Defects Investigation Enforcement

Thank you for your response to my concern about the safety issue which I reported to NHTSA on October 1. Understandably, you questioned the need for the vehicle VIN number. This was given to your representative verbally on October 1, but at the time she was unable to locate the vehicle's information from the VIN # I provided. The attached enclosures will provide this requested data

Notification has been given to the 3 Audi Dealers involved, Consumer Advocates with Audi America have been notified, but I'm not aware of any contact with the Manufacturer.

Following is a summary of my experience with my 2014 Audi Q5 from Sept 13 to the present.

While traveling Southbound on US highway 95 about 50 miles north of Yuma Az. The engine just quit. No power, no power steering and no power brakes. I was traveling about 70-75 MPH and was able to drive the car onto the very narrow right hand shoulder off of the active traffic lanes. The engine symbol was now lit as were the letters EPC on the instrument panel.

In over 65 years of driving I've never had a failure like this and while having an engine quit in the Desert is inconvenient, my real fear was if it had happened while passing another vehicle on this high speed two lane highway with oncoming traffic there would not have been an escape route and the result could have been more serious.

Since I was in a remote area in the desert, there was no cell phone reception but fortunately a 911 operator answered so I could explain my situation. She notified the State Patrol who was to come to my assistance. After about ½ hour the car started, so I drove to the nearest mile marker, paused to call the 911 operator with my whereabouts and to cancel the need for the State Patrol.

I proceeded with the car performing normally until I reached Yuma AZ where US Hwy 95 turns west and is the same as 16th street. After making the turn and travelling at normal city speed the Engine quit again. This time I was able to coast diagonally into the right turn lane about 200 yards from the nearest intersection.

At this point and with cell phone reception I could call AAA for towing assistance as well as Audi San Diego for advice, who told me to have the vehicle towed to their facility (178 miles from Yuma).

Yuma Sheriff Deputies arrived shortly thereafter to investigate and to insist on moving my car even knowing that I had already called for assistance however shortly after their arrival the car again started and I was able to drive to the nearest motel spend the night and arrange for a flatbed towing vehicle the next day, Sept 14. The car has been at Audi San Diego ever since.

Initially I was told that the car needed a fuel pump then a few days later some kind of gasket, then some type of cap and most recently a Venti Kit and after that parts that needed to be shipped from Germany with no anticipate ETA..

EA
2-7-19
WD

I remained in San Diego for an additional three days after a conference to learn the status of the car, or lack thereof and had to rent a vehicle pick up personal belongings from the Audi and return to my starting point in Vail Colorado.

Contacts with Audi San Diego have been numerous the most recent being a very apologetic call on October 31 from the service department advising that they still had no ETA on whatever repair kit was necessary. He said that he has been with Audi for 28 years and has never seen a time where there was such a problem getting parts from Audi Germany and that it was a national problem, not just with Audi San Diego.

You mentioned in your memo that if you open an investigation that you would provide the manufacturer with a complete copy of this report. I would welcome such an investigation and would be most happy to answer any questions they may have.

Attached is a complete file from the purchase of the Vehicle in Sewickley PA to all of the Maintenance records from Glenwood Springs Audi in Colorado to the work order from San Diego Audi on September 14, 2018.

Also enclosed are some personal notes /records I've made during this episode, notes on the correspondence to Audi America and a report I filed with a "Consumer Affairs" organization who track product issues.

I could give more detail in this memo, and on contacts I've made, but trust that the enclosures will be sufficient.

Sincerely

Pittsburgh PA



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

03-OCT-2018

Reference No.
11133126

OWNER INFORMATION (Type or Print)

Name

Address

City

PITTSBURGH

State

PA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

Make

AUDI

Model

Q5

Model Year

2014

Date Purchased

3-04-14

Dealer's Name and Telephone Number

SEWICKLY Audi 412-657-9110

Engine:

No: Cylinders

4

Fuel Type:

91 octane

Original Owner

☐

Dealer's City

SEWICKLY

State

PA

Zip Code

15143

Transmission Type

☐

Antilock Brakes

Powertrain

☐

Cruise Control

Multiple Failure:

Incident Date(s)

13-SEP-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)

Failure Mileage

37000

Failure Speed

70

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 2014 AUDI Q5. WHILE DRIVING 70 MPH, THE ENGINE TURNED OFF AND THE ELECTRONIC POWER CONTROL INDICATOR ILLUMINATED. THE VEHICLE WAS TOWED TO AUDI SAN DIEGO (9010 MIRAMAR RD, SAN DIEGO, CA 92126) AND REMAINED THERE FOR THREE WEEKS. THE MANUFACTURER WAS ALSO CONTACTED AND DID NOT ASSIST. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 37,000. THE VIN WAS UNAVAILABLE.

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.

CUSTOMER #:

Pittsburgh, PA

HOME:

BUS:

CONT:

CELL:

WORKORDER

PAGE 1



Audi San Diego

 9010 MIRAMAR ROAD · San Diego, CA 92126
 (858) 578-8600 · (858) 348-4136 Fax
 www.audisandiego.com

SERVICE AND PARTS HOURS

MON - FRI: 7:00 A.M. - 6:00 P.M.

SAT: 8:00 A.M. - 4:00 P.M.

BAR # ARD267629 EPA# CAL000369214

SERVICE ADVISOR: 87 GUSHULAK, GEORGE E

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	14	AUDI Q5	WA1LFAFP4EA		37769/		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN14 IS			18:00 14SEP18		169.00	CASH	
01JAN14 DD							
R.O. OPENED		READY		OPTIONS: ENG:2.0_Liter_Turbo_F.I.			
14SEP2018 14:23							

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

A 27 CA CLIENT STATES THAT THE MIL AND THE EPC LIGHT CAME ON
STARTER, CURRENT
EST: TOTAL 169.00

B 44TPA CA PERFORM TIRE PRESSURE INSPECTION, RESET AND STORE
TIRE PRESSURES IN TPMS.

C WCI IWCI CUSTOMER REQUESTING TO PERFORM COMPLIMENTARY
MULTI-POINT INSPECTION.

Preliminary Estimate : \$169.00

*Explored Engine FAILURE
on U.S. Hwy 95 N. of Yuma AZ 9/13/2018*

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY
NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

TEARDOWN/REASSEMBLY: If you authorize teardown of the vehicle or commencement of
repairs, but do not authorize completion of a repair or service, a charge may be imposed for
teardown, reassembly or partially completed work and you agree to pay the same.

It is necessary to disassemble the vehicle to provide an estimated price for repairs. The estimated
teardown and reassembly charge (including parts and labor) is \$
The maximum time for reassembly will be . X

You understand that disassembly may prevent restoration of the vehicle to its former condition.
X

☐ SUBLET REPAIRS: Some repairs must be sublet due to the type of service required. The
location will be disclosed upon request.

PAYMENT TERMS: I agree to pay for all labor and materials simultaneously with delivery of the
vehicle to me or 3 days after receiving notice that the vehicle is ready to be picked up. An
express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor,
materials, storage and/or towing charges. I understand that a storage charge equal to \$
will be assessed and shall accrue daily if I fail to pick up the vehicle within 3 days from the date I
am notified that the repairs have been completed or after the communication of an estimate if I
fail to authorize repairs.

POWER-OF-ATTORNEY: I hereby appoint the Dealership as my attorney-in-fact and authorize it to
sign my name upon any checks, drafts or other forms of payment issued in payment of this
Repair Order. X

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public
roadways for the purpose of testing and/or inspecting the vehicle. The Dealership is not
responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, or
any other cause beyond its control. I authorize the retrieval of on-board data as needed to
facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic
and research purposes.

Customer _____ Date _____

DealerCAP ©2006 ADP (09/10) SERVICE WORKORDER TYPE 2 - SW2C - "LIMITED WARRANTY" - CALIFORNIA - 9694522

PARTS: All parts are new unless otherwise indicated. You may inspect all parts removed from
the vehicle upon request. If our Dealership does not have to return the parts to the
manufacturer or distributor under a warranty arrangement and they are not exempt due to
their size, weight or other factors, they will be returned to you upon request.

☐ Some Parts Not Returnable ☐ Please Save Replaced Parts

ESTIMATE: PLEASE CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY
INITIALING BESIDE ONE OF THE FOLLOWING CHOICES AND INDICATE THE BEST WAY TO
CONTACT YOU IF NECESSARY.

WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ ELECTRONIC EST. _____

By Telephone at: _____ By Fax to: _____

By E-Mail to: _____

PRELIMINARY ESTIMATE \$ _____

DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS.

I hereby designate the individual named below to authorize any additional work not specified or parts
not included in the original written estimated price for parts and labor:

Name of Designee: _____ Phone Number: _____

Fax Number: _____ E-Mail Address: _____

Customer _____ Date: _____

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
\$	\$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate	\$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
CUSTOMER COPY



**Audi
Glenwood Springs**

100 Riverine Road - Glenwood Springs, CO 81601

Ph: (970) 945-5200

AudiGlenwoodSprings.com

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
	ZAC MEDSKER	2685	08/15/18	
	LABOR RATE	35,874 /	COLOR	STOCK NO.
	YEAR / MAKE / MODEL	14/AUDI/Q5/4DR QTRO 2.0T PREM	DELIVERY DATE	DELIVERY MILES
VAIL, CO	VEHICLE ID NO.	W A 1 L F A F P 4 E	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		R.O. DATE	
			08/15/18	
RESIDENTIAL PHONE	BUSINESS PHONE	COMMENTS		

MO:

JOB# 1 CHARGES

LABOR-----
J# 1 02AUZ045 4SK AUDI CARE TECH(S):2650 WARRANTY
DUE FOR SERVICE. PERFORMED 4SK SERVICE. CHANGED OIL AND
FILTER. TOPPED OFF FLUIDS. SET TIRE PRESSURES. RAN CFF SCAN.
RESET SERVICE INDICATOR.
LABOR OP: 03450013-70TU.

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-----	UNIT PRICE-----	WARRANTY
	1	06J-115-403-Q	OIL FILTER			
	49	G-052-167-S0	ENGINE OIL			
TOTAL - PARTS:						0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX AUCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR-----
J# 2 00AUZMPI MULTIPOINT INSP TECH(S):2650 WARRANTY
PERFORM COMPLIMENTARY MULTIPOINT INSPECTION AND CAR WASH
39.95 VALUE
MPI

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX AUCS JOB# 2 TOTAL 0.00

TOTALS

*****	TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. [] *	TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL SUBLET....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG....	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

SERVICE DEPARTMENT HOURS

8:00 a.m. to 5:30 p.m. Monday - Friday

TERMS: All unpaid invoices will accrue interest at the rate of 1.5% per month commencing 45 days after such invoice becomes due and payable until paid in full. Additional storage fees of \$25.00 per day from that date may also apply in the event that the Dealer is required to hold the vehicle for an attorney or to initiate legal action of any kind in order to collect any unpaid sums. Dealer's customer is responsible for and by further signature below agrees to pay all reasonable attorney's or collection fees incurred by the Dealer.

LIMITED WARRANTY: The only warranties applying to this purchase are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, whether express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the selling dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other consequential damages. **NO PARTS OR LABOR WARRANTY WHEN USED PARTS ARE INSTALLED.**

REPAIR ORDER NOTICE: Colorado law provides that imposition of a lien in favor of any person who repairs or restores labor on personal property such as motor vehicles, if the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to the account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

SHOP SUPPLY CHARGES: The Dealer uses standard shop supplies in connection with many vehicle repairs. Consequently a charge is included for supplies used on your vehicle that are not otherwise itemized. Applicable items include nuts and bolts, screws, washers, tape, pins, and many factory accessories such as tools, card, roller and brake cleaners, window sealer, etc.

HAZARDOUS WASTE DISPOSAL CHARGES: Federal and State laws require Dealer to recycle or dispose of certain hazardous materials used in connection with the operation of this repair facility, or in making motor vehicle repairs. Hazardous materials removed may be charged separately as a miscellaneous charge.

SECTION 30-26-1403, COLORADO REVISED STATUTES, REQUIRES RETAILERS TO COLLECT A WASTE TIRE FEE SET BY THE SOLID AND HAZARDOUS WASTE COMMISSION ON THE SALE OF EACH NEW MOTOR VEHICLE TIRE AND EACH NEW TRAILER TIRE.



Thank You!

We Appreciate Your Business



Customer:

Email:

Model:

Year:

Plate:

Mileage:

VIN:

ROF

☒ 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:

Tire Wear Inspection

Tire pressure set to:*

☒ under 3/32" remaining ☐ 3/32" to 5/32" remaining ☒ 6/32" remaining
*Factory-recommended specifications.☒ 9/32" Left Front Tire ~~38~~ PSI☒ 9/32" Right Front Tire ~~38~~ PSI☒ 9/32" Left Rear Tire ~~38~~ PSI☒ 9/32" Right Rear Tire ~~38~~ PSI☒ Spare Tire ☐ PSI

Brake Wear

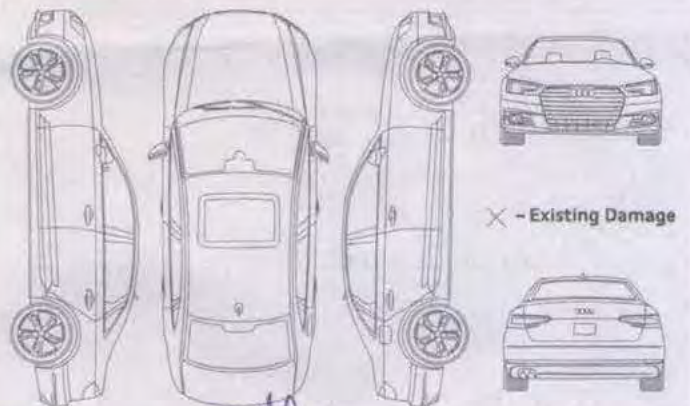
☒ under 5 mm remaining ☐ 6 to 9 mm remaining ☒ 10 mm remaining
☒ under 3 mm remaining* ☐ 4 to 8.5 mm remaining* ☒ 9.5 mm remaining*

*Audi Q7 only.

☒ 12 mm Left Front Pads☒ 12 mm Right Front Pads☒ 12 mm Left Rear Pads☒ 12 mm Right Rear Pads☒ OK Emergency Brake Operation

Comments:

Battery Condition

☒ Check Battery for Condition (if accessible)

X - Existing Damage

☒ Vehicle Free of Damage

Damage Notes (Service Consultant: Provide repair quote.)

Comments:

Dealer Signature

Customer Signature

This inspection does not take the place of state-mandated inspections or other procedures required by law. Dealer must provide, and customer must approve, a written repair estimate before any work recommended by this inspection can be completed.



**Audi
Glenwood Springs**

100 Riverine Road - Glenwood Springs, CO 81601
Ph: (970) 945-5200
AudiGlenwoodSprings.com

March 2019

CUSTOMER NO	ADVISOR DUANE GUETTLER	TAG NO 2292	INVOICE DATE 08/31/17	INVOICE NO
	LABOR RATE	MILEAGE 26,822	COLOR	STOCK #
	YEAR / MAKE / MODEL 14/AUDI/Q5/4DR QTR0 2.0T PREM	DELIVERY DATE 03/04/03	DELIVERY MILES	
VEHICLE I.D. NO. W A 1 L F A F P 4 E	SELLING DEALER NO.	PRODUCTION DATE		
F.T.E. NO.	P.D. NO.	R.O. DATE 08/31/17		
BUSINESS PHONE	COMMENTS			

MO: [REDACTED]

JOB# 1 CHARGES

LABOR
J# 1 02AUZ035 35K AUDI CARE TECH(S):2667
DUE FOR SCHED MAINT. 03310013 205/01500000 10/60052950 50.
COMPLETED 35K MAINT INCLUDING SCAN AND CLEAR USING GFF AND
CLEAN AND LUBE SUNROOF

WARRANTY

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
	1		06J-115-403-Q	OIL FILTER		
	49		G-052-167-S0	ENGINE OIL		
	1		8K0-819-439-B	DUST FILT.		
	4		06H-905-621-A	SPARK PLUG		

TOTAL - PARTS

WARRANTY
WARRANTY
WARRANTY
WARRANTY
0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX AUCS JOB# 1 TOTAL

0.00

JOB# 2 CHARGES

LABOR
J# 2 03AUZ RECALL/CAMPAIGN TECH(S):2667
ELECTRIC COOLANT PUMP RECALL 19M1 CRITERIA 8R
OPEN CAMPAIGN. 27068950 10/19472599 40. COMPLETED SOFTWARE
UPDATE PER CAMPAIGN

WARRANTY

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX AUCS JOB# 2 TOTAL

0.00

JOB# 3 CHARGES

LABOR
J# 3 03AUZ01 RECALL/CAMPAIGN TECH(S):2667
FUEL PUMP FLANGE RECALL 20Z8 CRITERIA 8R
OPEN CAMPAIGN. 72481999 60. INSPECTED FLANGE. NO CRACKS OR
DISCOLORATION. APPLIED PROTECTIVE FILM PER CAMPAIGN

WARRANTY

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
	1		PK20Z88R	FUEL FLANGE RECALL		
	2		8E5-886-373	GROMMET		
	1		8R0-863-385	FOIL		

TOTAL - PARTS

WARRANTY
WARRANTY
WARRANTY
0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX AUCS JOB# 3 TOTAL

0.00

JOB# 4 CHARGES

LABOR
J# 4 03AUZ02 RECALL/CAMPAIGN TECH(S):2667
HEAD CURTAIN AIRBAG RECALL 69P1 CRITERIA 8R
OPEN CAMPAIGN. 69610099 100. APPLIED PROTECTIVE FILM TO
CURTAIN AIRBAGS PER CAMPAIGN

WARRANTY

SERVICE DEPARTMENT HOURS
8:00 a.m. to 5:30 p.m. Monday - Friday

TERMS: All unpaid invoices will accrue interest the rate of 1.5% per month commencing 15 days after such invoice becomes due and payable until paid in full. Additional storage fees of \$25.00 per day from that date may also apply. In the event that the Dealer is required to use the service of an attorney or to initiate legal action of any kind in order to collect any unpaid sums owed, customer is responsible for and by his/her signature below agrees to pay all reasonable attorney's or collection fees incurred by the Dealer.

LIMITED WARRANTY: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the selling dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other consequential damages. **NO PARTS OR LABOR WARRANTY WHEN USED PARTS ARE INSTALLED.**

REPAIR ORDER NOTICE: Colorado law provides from imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle until commencement of an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

SHOP SUPPLY CHARGES: The Dealer uses standard shop supplies in connection with many vehicle repairs. Consequently a charge is included for supplies used on your vehicle that are not otherwise itemized. Applicable items include nuts and bolts, screws, washers, tape, pins, zero spray sealers, solvents, rags, towels, carburetor and brake cleaners, window sealer, etc.

HAZARDOUS WASTE DISPOSAL CHARGES: Federal and State laws require Dealer to recycle or dispose of certain hazardous materials used in connection with the operation of this repair facility, or in making motor vehicle repairs. Hazardous materials removed may be charged separately as a miscellaneous charge.

"SECTION 30-20-1403, COLORADO REVISED STATUTES, REQUIRES RETAILERS TO COLLECT A WASTE TIRE FEE SET BY THE SOLID AND HAZARDOUS WASTE COMMISSION ON THE SALE OF EACH NEW MOTOR VEHICLE TIRE AND EACH NEW TRAILER TIRE."



Thank You!

We Appreciate Your Business



**Audi
Glenwood Springs**

100 Riverine Road - Glenwood Springs, CO 81601

Ph: (970) 945-5200

AudiGlenwoodSprings.com

CUSTOMER NO	ADVISOR	TAG	INVOICE DATE
	NATASHA KLEIN	2610	08/17/16
	LABOR RATE	MILEAGE	COLOR
		20,369	/
	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILE
	14/AUDI/Q5/4DR QTRO 2.0T PREM	03/04/03	
	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
	W A 1 L F A F P 4 E A		
	F.T.E. NO.	P.O. NO.	R.O. DATE
			08/17/16
	BUSINESS PHONE	COMMENTS	

MO:

JOB# 1 CHARGES

LABOR
J# 1 02AUZ025 25K AUDI CARE TECH(S):2380
25K SERVICE
PERFORMED 25K SERVICE CHECKLIST, CHANGED OIL AND FILTER.
TOPPED ALL FLUIDS, CHECKED TIRE PRESSURE, CHECKED LIGHTS.
CHECKED BRAKES, CHECKED DTC MEMORY, LUBRICATED ALL DOORS AND
WIPER ARMS, RESET SERVICE LIGHT..

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
	1	06J-115-403-Q	OIL FILTER		
	49	G-052-167-S0	ENGINE OIL		
				TOTAL - PARTS	

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX AUCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 02AUZ001 FACT BR FLD FLUSH TECH(S):2380
PERFORM AUDI FACTORY BRAKE FLUID FLUSH
AUDI FACTORY BRAKE FLUID FLUSH
PERFORMED AUDI FACTORY BRAKE FLUID FLUSH.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
	2	B-000-750-M2	BRAKEFLUID		
				TOTAL - PARTS	

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX AUCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 03AUZ RECALL/CAMPAIGN TECH(S):2380
Campaign 82B8 Climate control sw update Criteria 01
82B8 UPDATE
PERFORMED 82B8. UPDATED CLIMATE CONTROL SOFTWARE.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX AUCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4 61AUZEXTLIGHT EXT LIGHT TECH(S):2380
C/requests check P&A to replace broken tail light
DRIVER SIDE TAILLIGHT IN BUMPER DAMAGED
REMOVED AND REPLACED DRIVER SIDE TAILLIGHT IN BUMPER.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
	1	8R0-945-095-B	TAILLIGHT	198.00	198.00

SERVICE DEPARTMENT HOURS
8:00 a.m. to 5:30 p.m. Monday - Friday

TERMS: All unpaid invoices will accrue interest at the rate of 1.5% per month commencing 15 days after each invoice becomes due and payable until paid in full. Additional storage fees of \$25.00 per day from that date may also apply. In the event that the Dealer is required to use the services of an attorney or to initiate legal action of any kind in order to collect any unpaid sums owed, customer is responsible for and by his/her signature below agrees to pay all reasonable attorney's or collection fees incurred by the Dealer.

LIMITED WARRANTY: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the selling dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other consequential damages. **NO PARTS OR LABOR WARRANTY WHEN USED PARTS ARE INSTALLED.**

REPAIR ORDER NOTICE: Colorado law provides from imposition of a lien in favor of any person who repairs or bestows labor or personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

SHOP SUPPLY CHARGES: The Dealer uses standard shop supplies in connection with many vehicle repairs. Consequently a charge is included for supplies used on your vehicle that are not otherwise itemized. Applicable items include nuts and bolts, screws, washers, tape, pins, aero spray sealers, solvents, rags, towels, carturetor and brake cleaners, window sealer, etc.

HAZARDOUS WASTE DISPOSAL CHARGES: Federal and State laws require Dealer to recycle or dispose of certain hazardous materials used in connection with the operation of this repair facility, or in making motor vehicle repairs. Hazardous materials removed may be charged separately as a miscellaneous charge.

"SECTION 30-20-1403, COLORADO REVISED STATUTES, REQUIRES RETAILERS TO COLLECT A WASTE TIRE FEE SET BY THE SOLID AND HAZARDOUS WASTE COMMISSION ON THE SALE OF EACH NEW MOTOR VEHICLE TIRE AND EACH NEW TRAILER TIRE."



Thank You!
We Appreciate Your Business



**Audi
Glenwood Springs**

100 Riverine Rd - Glenwood Springs, CO 81601
Ph: (970) 945-5200

SERVICE DEPARTMENT HOURS
8:00 a.m. to 5:30 p.m.
Monday - Friday

R/O Open Date	R/O Number
4/01/15	
R/O Close Date	Status
4/01/15	Pre-Invoice
Mileage In	Mileage Out
15228	15232
Service Advisor / Tag #	
Natasha Klein/7028	

[REDACTED]		Work Phone		Vehicle Identification #	
		Home Phone		WA1LFAP4E7	
VAIL, CO				Delivery Date	In-Service Date
Year	Make	Model	Body	Color	License Number
2014	AUDI	Q5	QUATTRO 4DR 2.0T		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 15KA: CUSTOMER REQUESTS PERFORM 15000 MILE SERVICE Work performed by Bart Obrochta (380) Installed G 052167S0 :ENGINE OIL Qty: 49 Installed N 0138157 :WASHER Qty: 1 Installed 06J115403Q :OIL FILTER Qty: 1 Installed 8K0819439B :POLLENFILT Qty: 1 1.90/ PERFORMED 15K SERVICE CHECKLIST, CHANGED OIL AND FILTER, CHANGED DUST POLLEN FILTER, TOPPED ALL FLUIDS, CHECKED TIRE PRESSURE, CHECKED LIGHTS, CHECKED BRAKES, CHECKED DTC MEMORY, CHECKED UNDERBODY, CHECKED FRONT AND REAR DRIVE AXLES, LUBRICATED ALL DOORS AND WIPER ARMS, SERVICED PANORAMA SUNROOF, RESET SERVICE LIGHT.	Warranty Warranty Warranty Warranty Warranty
#2 - MP1A: MULTI POINT INSPECTION Work performed by Bart Obrochta (380) Sub Total: .00	

All unpaid invoices will accrue interest the rate of 1.5% per month commencing 15 days after such invoice becomes due and payable until paid in full. Additional storage fees of \$25.00 per day from that date may also apply. In the event that Elk Mountain Motors is required to use the service of an attorney or to initiate legal action of any kind in order to collect any unpaid sums owed, customer is responsible for and by his/her signature below agrees to pay all reasonable attorney's or collection fees incurred by Elk Mountain Motors.

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by the dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that Elk Mountain Motors is 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 Elk Mountain Motors 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. The dealership is not responsible for damage due to lack of antifreeze.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

Audi Care - \$900.29

Invoice No. [REDACTED]

INVOICE

Page 1 of 2

Sewickley Audi

526 OHIO RIVER BOULEVARD

SEWICKLEY, PA 15143

PH: (412) 741-6400 · FAX: (412) 741-8248

www.SewickleyCars.com

SERVICE ADVISOR: 478 MATTHEW LIGGETT

YEAR		MAKE/MODEL		VEHICLE IDENTIFICATION	
14		AUDI Q5		WA1LFAFP4EA [REDACTED]	
REPAIR ORDER WRITTEN	DATE READY	TELEPHONE NO.		CUSTOMER NO.	TAG
29MAY14	29MAY14	[REDACTED]		[REDACTED]	[REDACTED]
STOCK NO.		LABOR RATE	DELIVERY DATE	PREPARED BY	
[REDACTED]		114.00	17MAR14		
LICENSE		PO NO.	MILEAGE IN / OUT		S/A
			5322 / 5327		

PITTSBURGH, PA [REDACTED]

Cell: [REDACTED] BUS: [REDACTED]
Email: [REDACTED] | home

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	5000		MILE MAINTENANCE				
CAUSE: 0011							
	03050013		MAINTENANCE 5000 MLS/8000 KM				
	1645	WAF	0.90				(N/C)
	1	06J-115-403-Q	OIL FILTER				(N/C)
	1	N-911-679-01	PLUG				(N/C)
	5	ZVP-000-540	CASTROL 5W40				(N/C)
	1	N-013-815-7	WASHER				(N/C)
FC: 0305110021							
PART#:							
COUNT:							
CLAIM TYPE: 1AM							
AUTH CODE:							
030500							
5322			MAINTENANCE PERFORMED 5000 MILE MAINTENANCE				

B	AT	TIMES	WHEN PULLING OUT FROM A STOP THERE TRANS JERKS INTO GEAR				
	1	ROADTEST	AND CHECK FOR FAULTS-NO PROBLEM FOUND				
	1645	CA	0.20		0.00	0.00	
5322			COULD NOT DUPLICATE CONCERN. NO FAULTS IN SYSTEM				

C	ACOU	P	TIMES WHEN SLOWING DOWN THE VEHICLE WANTS TO TAKE OFF-HARD TO STOP				
	NPF	CAR	IS OPERATING ACCORDING TO MANUFACTURES SPECIFICATIONS				
	1645	CA	0.00		0.00	0.00	

D	NLO	NO	LABOR OPERATION APPLICABLE				
	1645	CA	0.00		0.00	0.00	

Service Department Hours

Monday to Friday 8:00am - 6:00pm

Parts Department Hours

Monday to Friday 8:00am - 5:30pm

offer FREE pick-up at Globe

while out of town.

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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

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 Copy

SALES ORDER AGREEMENT

03/17/2014

The Sewickley Car Store, Inc.

526 Ohio River Boulevard

Sewickley, PA 15143

Telephone 412-741-9331 • Fax 741-7760

DATE

PURCHASER'S NAME

STREET ADDRESS

PITTSBURGH

COUNTY

STATE

RES. PHONE

BUS. PHONE

PLEASE ENTER MY ORDER FOR THE FOLLOWING

☒ NEW☒ CAR☐ USED☐ TRUCK

YEAR 14

MAKE AUDI

MODEL Q5

TYPE SW

COLOR SCUBA-BLUE

TRIM

STOCK NO.

TO BE DELIVERED
ON OR ABOUT

03/17/2014

SALESMAN

SLOTTERBACK

VIN

W41LFAFP4E

USED CAR WARRANTY

SELLING PRICE

\$ 45850.00

DEALER PREPARATION

N/A

FREIGHT

N/A

I state that odometer mileage on VEHICLE BEING PURCHASED

is 45 at time of transfer.

(Check the following statement, if applicable)

☐ I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown.

X

03/17/2014

SIGNATURE OF TRANSFEROR (DEALER OR AUTHORIZED AGENT) DATE

Federal regulations require the odometer mileage to be stated upon transfer of ownership. An inaccurate statement may make the transferor liable for damages to the transferee, pursuant to section 409(a) of the Motor Vehicle Information and Cost Savings Act of 1972, Public Law 92-513.

I state that odometer mileage on USED VEHICLE TRADED-IN

is at time of transfer.

(Check the following statement, if applicable)

☐ I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown.

X

03/17/2014

SIGNATURE OF PURCHASER (TRANSFEROR OF TRADE-IN) DATE

USED CAR TRADE-IN AND/OR OTHER CREDITS
MAKE OF TRADE-IN

STOCK NO.

YEAR

MODEL

BODY

SERIAL NO.

LAST PLATE NUMBER-STATE-YEAR

BALANCE OWED TO

ADDRESS

USED TRADE-IN ALLOWANCE

\$ N/A

BALANCE OWED ON TRADE-IN

\$ N/A

NET ALLOWANCE ON USED TRADE-IN

\$ N/A

DEPOSIT

5000.00

REMARKS

ON LINE REGISTRATION FEE

15.00

TIRE TAX

5.00

FED. EXCISE TAX

N/A

DOC FEE

133.00

TOTAL CASH PRICE OF ABOVE VEHICLE

47013.00

USED CAR TRADE IN ALLOWANCE

N/A

CASH DIFFERENCE

47013.00

STATE & LOCAL TAXES

3250.20

LICENSE, LICENSE TRANSFER, TITLE, REGISTRATION FEE

63.50

TOTAL DELIVERED PRICE

\$ 50356.70

ESTIMATED BALANCE OWED ON TRADE

\$ N/A

DOWN PAYMENT:
SEE STATEMENT ON LEFT FOR DETAILS

\$ 5000.00

UNPAID BALANCE DUE ON DELIVERY
(difference between Items 1 and 2)

\$ 45356.70

Purchaser agrees that this ORDER INCLUDES ALL OF THE TERMS AND CONDITIONS ON BOTH THE FACE AND REVERSE SIDE HEREOF that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. I certify that I am 18 years of age or older, and hereby acknowledge that I have read the terms and conditions of this order, and have received a true copy of this order.

ACCEPTED BY:

DEALER OR HIS AUTHORIZED REPRESENTATIVE

03/17/2014

DATE

COMMONWEALTH OF PENNSYLVANIA

CERTIFICATE OF TITLE FOR A VEHICLE

68

WALLFAFP4E

2014

AUDI

SW

0

BEAT CAP

PRIOR TITLE STATE

3/18/14

000045

0

3/18/14

3/18/14

UNLADEN WEIGHT

GVWR

GVWR

TITLE BRANDS

PITTSBURGH PA

FIRST LIEN FAVOR OF

SECOND LIEN FAVOR OF

FIRST LIEN RELEASED

DATE

BY

AUTHORIZED REPRESENTATIVE

MAILING ADDRESS

PITTSBURGH PA

If a second lienholder is listed upon satisfaction of the first lien, the first lienholder must forward this Title to the Bureau of Motor Vehicles with the appropriate form and fee.

SECOND LIEN RELEASED

DATE

BY

AUTHORIZED REPRESENTATIVE



pennsylvania

DEPARTMENT OF TRANSPORTATION

BARRY J. SCHUCH, P. E.

Secretary of Transportation

D. APPLICATION FOR TITLE AND LIEN INFORMATION-

SUBSCRIBED AND SWORN
TO BEFORE ME

NOTARY

DATE

YEAR

SIGNATURE OF PERSON ADMINISTERING OATH

If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner) CHECK HERE ☐ Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate).

IF NO LIEN, CHECK ☐ IS THIS AN ELTI? (IF YES, FIN REQUIRED) YES ☐ NO ☐

1ST LIENHOLDER FINANCIAL INSTITUTION NUMBER

1ST LIENHOLDER NAME

STREET

CITY

STATE

ZIP

IF NO 2ND LIEN, CHECK ☐ IS THIS AN ELTI? (IF YES, FIN REQUIRED) YES ☐ NO ☐

2ND LIENHOLDER FINANCIAL INSTITUTION NUMBER

2ND LIENHOLDER NAME

STREET

CITY

STATE

ZIP

The undersigned hereby makes application for Certificate of Title for the vehicle described above, subject to the requirements and other legal claims set forth herein.

SIGNATURE OF APPLICANT OR AUTHORIZED OWNER

SIGNATURE OF CO-APPLICANT/TITLE OR AUTHORIZED OWNER

STORE IN A SAFE PLACE - IF LOST APPLY FOR A DUPLICATE - ANY ALTERATION OR ERASURE VOIDS THIS TITLE

DO NOT ACCEPT DOCUMENT WITHOUT VERIFYING THE PRESENCE OF THE LIBERTY BELL WATERMARK

Recall / Service Campaign Lookup

Look up current recalls/service campaigns.

The search tool will return information on applicable recalls/service campaigns with customer notifications made during the last 15 years. For additional information, please contact your authorized Audi dealer or Audi Customer Experience.

Recalls: Recalls address defects relating to motor vehicle safety, and non-compliances with Federal Motor Vehicle Safety Standards. In the interest of safety, any recall affecting your vehicle should be completed without delay.

Service Campaigns: Service campaigns address product technical issues not directly related to safety or compliance, and also can be emissions-related in scope. Service campaigns should be completed promptly in order to help prevent the problem from occurring in your vehicle.

Enter your 17-character VIN (Vehicle Identification Number) to check if any recall/service campaign applies to your Audi. Please consult your Owner's Manual for information on locating your vehicle's VIN, or contact Audi Customer Experience for assistance.

Takata Driver Front Airbag Safety Recall:

To view frequently asked questions regarding the Takata Driver Front Airbag Safety Recall, click [here](#)

TDI Emissions issue:

For information on the 2.0L and 3.0L V6 TDI settlement, click [here](#)

Or to look up the status of a vehicle's Emissions Modification and Extended Emissions Warranty go to:
AudiDieselLookup.com

Vehicle Identification Number

Last Updated Date: Friday, Oct 12, 2018

wa1lfafp4ea [REDACTED]

17

You have entered fewer than the required 17 characters for the VIN. Please check your VIN and try again or contact Audi at 1-800-253-2834 for further information

Please contact Audi Customer Experience for assistance.

Lost Call from George
10/5/2018
Release of Rights Oct 15



**Outpatient Cardiac Rehabilitation Program
Shadyside Hospital
Application and Initial Evaluation**

FAMILY HISTORY: ☐ One or both of my parents, or a brother/sister has had heart disease before the age of 60 years old.

Comments: _____

SYMPTOMS

Respiratory: ☐ I do not get short of breath easily
☐ I get short of breath at rest
☐ I get winded with activities
☐ I can sleep at night with one pillow
☐ I require 2 or more pillow to sleep at night
☐ I usually sleep in a recliner/sitting

Comments: _____

Cardiovascular:

In the past 2 weeks I have experienced:

☐ palpitations ☐ chest heaviness, pain or tightness ☐ dizziness
☐ other _____ ☐ no pain, palpitations or dizziness

Please Explain: _____

SELF CARE – complete only if you have been told you have a weak heart pump or have a history of Heart Failure

Heart Failure: ☐ I have been told I have had heart failure
☐ I have been told I have a "weak" or "damaged" heart
☐ My ankles/legs will swell

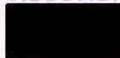
If yes to the above:

☐ I weigh myself daily and understand that a quick weight gain means fluid retention. I know when to call my doctor about my weight gain. I know to watch my sodium intake and to check food labels for sodium content.
☐ I know I should watch my salt/sodium and that I may retain some fluid, but I don't keep a close watch on this. I don't read labels for sodium content.
☐ I do not weigh myself or watch my salt/sodium intake.

Comments: _____

After Run Coolant Pump**REPAIR NEEDED****START DATE**

May 16, 2018

AUDI ACTION CODE**DESCRIPTION**

In certain vehicles equipped with a 2.0L TFSI 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 vehicle fire.

**NHTSA RECALL
NUMBER****18V229****REMEDY**

Replace the coolant pump. Vehicles that did not have the previous Safety Recall 19M1 completed will also receive a software update.

Service Campaigns**There are currently no Service Campaigns listed for your vehicle.**

This system tracks Service Campaigns for which vehicles are subject to repair in the United States. The information provided is subject to change and update. There may be temporary delays in update of information on this site due to a number of factors. For the latest information regarding the status of your vehicle, or of any Audi recall program, please contact your authorized Audi dealer directly or Audi Customer Experience.

Information only covers applicable recalls/service campaigns with customer notifications made during the last 15 years. Your vehicle may also be eligible for updates based upon its warranty status. Please contact your authorized Audi dealer for details. For additional assistance, please contact Audi Customer Experience.

Privacy Policy

Audi of America, Inc. believes in the specifications on this site to be correct at the time of publishing. Specifications, standard equipment, options, fabrics and colors are subject to change without notice. Some features may be unavailable when your vehicle is built. Some vehicles are pictured with options that may be available at extra cost or may not be available on some models. Ask your dealer about availability of options and verify that the vehicle you ordered includes the equipment you ordered. Tires are supplied and warranted by their manufacturer.



An update on the Audi in San Diego

1 message

Thu, Oct 4, 2018 at 3:58 PM

To: George Jacoby <Gjacoby@pghlawoffices.com>

On a couple occasions I've tried to contact the Used Car Dept of San Diego Audi to get a price for my Audi should we decide to sell it. The Manager's name is Geoff Rawe 855-971-8198 ext7146010. I've spoken to assistant once and left messages on Geoff's voice mail with no response yet.

Audi America called San Diego Audi yesterday and were advised that they are still waiting for parts from Germany.

I have also spoken with a nice lady named Angel who is with NHTSA National Highway transportation Safety authority to discuss the safety issue of the engine quitting @ 70 mph in AZ. on 13 Sept. The complaint was filed yesterday with the Office of Defect investigation within above NHSTSA. Our file # is ODI #1133126.

Three days ago I called Marty Slotterbach with Sewickly Audi discussing the possibility of trading my Q5 for something newer if we ever get the car back from San Diego.

He said he would research the "quitting in the desert issue" and get back to me.

Haven't heard back yet.

Regards.

I've renewed the Ram 1500 for another week.

Closing for the Condo may be October 15 or possibly sooner.

**Hank's Q5 & San Diego Audi**

1 message

Mon, Oct 22, 2018 at 11:55 PM

To: George Jacoby <Gjacoby@pghlawoffices.com>

The note I left for Gen'l Mgr Ron Mangseth on Saturday was given to Service Manager Mark, who called me this afternoon.

He reiterated info we've already been given that they still have no ETA on the repair kit or "the Venti kit" as he called it to repair our Audi

He also asked if I'd had any success with "Audi America" and I mentioned the ineffectiveness of the "Customer Advocates" we've contacted.

We briefly discussed costs we've incurred with rentals, hotels etc not yet knowing the cost of the repair.

It sounds like there is frustration on their end also as in Marks 28 years with Audi he said he has never seen a problem nationwide in getting parts from Audi Germany.

Other items covered too numerous to mention are Audi San Diego's purchase or trade with our Q5 and I mentioned the lack

or response from their Sales Dept.

He is concerned with the liability of their having the Q5 on their property for so long and in all likelihood it would be sent to the Auto Auction>

I expect a call from someone in their sales dept for the "good deal" they may offer.



Thank you for your review Henry, What's next?

1 message

ConsumerAffairs <no-reply@consumeraffairs.com>

Tue, Oct 16, 2018 at 2:13 AM

To: [REDACTED]



[REDACTED]

Our Moderation Team is processing your review and we'll email you when it's published.

To track the progress of your review, visit the "Your Reviews" section of your account. If you don't have an account, you can create one [here](#).

We rely on honest, authentic reviews like yours to help educate and inform consumers. Have another experience to share?

[Write a Review](#)



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Write a review

Step 1 of 3

What company are you reviewing?*

Audi



What is the product or department you are reviewing?

2014 Audi Q5

How would you rate your experience?*



Select stars to rate

Summarize your experience in a few words*

Engine quitting on on US Hwy 95,50 miles north of Yuma Arizona

Please provide details about your experience*

THE CAR HAD TO BE TOWED TO THE NEAREST AUDI DEALER IN SAN DIEGO ON SEPTEMBER 14 178 MILES AWAY. NO LOANER CAR WAS OFFERED REQUIRING A RENTAL TO PICK UP PERSONAL PROPERTY IN THE AUTO AT THE SAN DIEGO AUDI DEALER. I'VE HAD NUMEROUS UPDATES ON THE THE NATURE OF THE PROBLEM AND WHEN THE CAR MIGHT BE REPAIRED. THE LATEST INFORMATION 10 DAYS AGO IS THAT THE NECESSARY PARTY SHOULD BE RELEASED FROM GERMANY WHT WEEK OF OCTOBER 15. THE RENTAL IS NOW APPROACHING \$2000 FOR THE 4 WEEKS I'VE HAD IT. AND ONE EMPLOYEE OF SANDIEGO AUDI INFORMED ME THAT THE REPAIR WILL COST \$1600 WITH NO INFORMATION ON WHEN THE REPAIR WILL BE MADE. SUPPORTING INFORMATION ON THE LOCATION OF THE ENGINE FAILURE SHOULD BE AVAILABLE FROM THE 911 OPERATOR IN ARIZONA ON SEPTEMBER 13 AND FROM THE YUMA ARIZONA SHERIFF THE SAME DAY.

More detailed review is better

Review guidelines☐

I certify that this review is based on my own experience and is my genuine opinion of this business, and that I have no personal or business relationship with this organization. I agree to the ConsumerAffairs **Terms of Use**. **Zero tolerance policy**

I'm not a robot

reCAPTCHA
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Write a review

Step 1 of 3

What company are you reviewing?*

Audi



What is the product or department you are reviewing?

2014 Audi Q5

How would you rate your experience?*



Select stars to rate

Summarize your experience in a few words*

Engine quitting on on US Hwy 95,50 miles north of Yuma Arizona

Please provide details about your experience*

BE REMEMBERED THE CRUISE INFORMATION IS ONLY ADD IS THAT THE NECESSARY PARTS SHOULD BE RECEIVED FROM
gERMANY THE WEEK OF OCTOBER 15.

THE RENTAL IS NOW APPROACHING \$2000 FOR THE 4 WEEKS I'VE HAD IT, AND ONE EMPLOYEE OF SAN DIEGO AUDI
INFORMED ME THAT THE REPAIR WILL COST \$1600 WITH NO INFORMATION ON WHEN THE REPAIR WILL BE MADE.
SUPPORTING INFORMATION ON THE LOCATION OF THE ENGINE FAILURE SHOULD BE AVAILABLE FROM THE 911
OPERATOR IN ARIZONA ON SEPTEMBER 13 AND FROM THE YUMA ARIZONA SHERIFF THE SAME DAY.

THE AUDI HAD 35000 MILES ON IT WHEN I HAD THE YEARLY MAINTENANCE PERFORMED AT GLENNWOOD AUDI ON
AUGUST 15 29 DAYS BEFORE THE ENGINE FAILURE. A REPORT HAS BEEN FILED CONCERNING THE SAFETY ISSUE
WITH NHTSA OFFICE OF DEFECT INVESTIGATION.

HENRY J. MADER

More detailed review is better

Review guidelines☐

I certify that this review is based on my own experience and is my genuine opinion of this business, and that I have no personal or business relationship with this organization. I agree to the ConsumerAffairs **Terms of Use**. **Zero tolerance policy**

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Search mail

Compose

Inbox 299

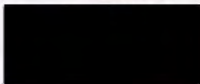
Starred

Snoozed

Important

Sent

Drafts 439



+

Make a call

expect from Audi of America. Please take a few moments of your time to
in a 1 minute survey regarding your recent experience with our Representative
Jodie P. Your feedback is extremely important as it can help improve the
the services as well as your experiences with us.

To access the survey, click here: [Audi Customer Experience feedback](#)

Thank you in advance for your participation.

We look forward to your valuable input!

If you are having problems with the link, copy and paste the following address

browser: <https://smsvi.com/TzcxLsK3>



Audi Customer Experience Survey

Thank you for taking the time to complete our Audi Customer Experience Survey.

Your feedback is extremely important as it can help improve the quality of the services as well as your experiences with us.

Best Regards,

The Audi Customer Experience Center

Computer to check by Pat Doherty
Express dissatisfaction with Safety
Concern 10/5/2018 on Sept 13
on Hwy 45 95 75 M.P.s Worth
of Mexico - 104° when
engine quits - EPC light
etc.

Audi Alameda ~~wasn't~~ ^{only has 5}
departs in dealership.

Kevin P. Hebrich



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

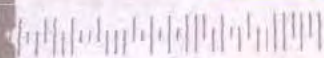
Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



PITTSBURGH, PA



US POSTAGE

\$ 01.63

FIRST-CLASS

Mailed From 15219

12/14/2018

032A 0061836297

W4820-31

Randy Reid, Chief
Correspondence Research Division
US Department of Transportation
National Highway Traffic Safety Admin.
1200 New Jersey Avenue SE
Washington, DC 20590