

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 05-DEC-2019	Repository ☐ Reference No. 11287072
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
SPRING VALLEY		NY			
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 WA1CKAFP1AA		Make AUDI	Model Q5	Model Year 2010	
Date Purchased 12/11/2018	Dealer's Name and Telephone Number Tallman			Engine: 3.2 No: Cylinders 6	Fuel Type: super
Original Owner ☐	Dealer's City Simon NY	State NY	Zip Code 10901		
Transmission Type auto	☐ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure: Misfiring and other	Incident Date(s) 09-OCT-2019	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 060000 ENGINE (PWS) check engine, other I change coils, spark and plug			Failure Mileage 140000	Failure Speed *	
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 2010 AUDI Q5. THE CONTACT STATED THAT THE VEHICLE MISFIRED WHILE DRIVING AND THE ENGINE WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS TAKEN TO AUDI NYACK (127 NY-59, NYACK, NY 10960, (845) 353-7300) WHERE THE INTAKE COIL AND SPARK PLUGS WERE REPLACED. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED. THE VEHICLE WAS TAKEN BACK TO THE SAME DEALER, BUT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 140,000.					
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 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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

on top of that the car is only good
for [REDACTED] when rain comes or
showing everything get wet ~~and~~
I am still paying monthly for the car
I want to the dealer address the problem
it was not helping but blaming everything
on me. ~~now~~ we will stop paying in December
2020, I cannot drive the car because I'm
afraid to drive it.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:
Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owners Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



CUSTOMER #:



Audi Nyack

127 Route 59

Nyack, NY 10960

Phone: (845) 353-7300

www.AudiNyack.com

INVOICE

PAGE 2

SPRING VALLEY, NY

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 4526 ROBIN SCANNAPIECO Facility #

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
	10	AUDI Q5		WA1CKAFP1AA			129416/129416		T4055
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
24OCT09 DD			18:00 28DEC18			159.00	CASH	03JAN19	
R.O. OPENED		READY		OPTIONS: ENG:3.2 Liter F.I.					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C					PERFORMED COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION \$79.50 VALUE.		
					CAUSE: PERFORMED COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION \$79.50 VALUE.		
					CI PERFORMED COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION \$79.50 VALUE.		
					3261 ISP		(N/C)
PARTS:				0.00	LABOR:	0.00	OTHER:
				0.00		0.00	TOTAL LINE C:
							0.00

D					WASH AND VACUUM VEHICLE		
					CAUSE: COMPLEMENTARY WASH AND VACUUM OF VEHICLE		
					WASH WASH AND VACUUM VEHICLE		
					3261 ISP		(N/C)
PARTS:				0.00	LABOR:	0.00	OTHER:
				0.00		0.00	TOTAL LINE D:
							0.00

IMPORTANT NOTICE TO CLIENTS

UNLESS ADVISED (IN WRITING) TO CONTRARY, WITHIN 10 DAYS OF THE DATE OF THIS ORDER, WE SHALL CONSIDER REPAIRS COMPLETED AS SATISFACTORY. ANY QUESTIONS CONCERNING THIS REPAIR ORDER MUST BE ACCOMPANIED BY THIS COPY. ANY DISPUTE, LEGAL PROCEEDING, OR COURT CLAIM WITH RESPECT TO THIS AGREEMENT SHALL BE ADJUDICATED IN AN APPROPRIATE COURT IN WESTCHESTER COUNTY ONLY. STORAGE CHARGES WILL BE IMPOSED 3 DAYS AFTER COMPLETION OF REPAIRS AT \$25.00 PER DAY.

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. 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.

I AUTHORIZE AND APPROVE ALL ADD-ON REPAIRS LISTED.

X

CLIENT SIGNATURE

SPECIAL

ASK ABOUT OUR CERTIFIED
PRE-OWNED AUDI PROGRAM.

LOANER VEHICLES ARE
AVAILABLE
ON AN APPOINTMENT BASIS.

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

PHONE FAX
Sales (845) 353-7300 (845) 818-3940
Service (845) 689-3400 (845) 818-3598
Parts (845) 353-4870 (845) 818-3788

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Audi Nyack

127 Route 59

Nyack, NY 10960

Phone: (845) 353-7300

www.AudiNyack.com

INVOICE

SPRING VALLEY, NY

PAGE 1

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 4526 ROBIN SCANNAPIECO

Facility

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	10	AUDI Q5	WA1CKAFP1A		129416/129416	T4055
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
24OCT09 DD			18:00 28DEC18		159.00	CASH
R.O. OPENED	READY	OPTIONS: ENG:3.2_Liter_F.I.				
08:07 28DEC18	17:35 03JAN19					

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

A 20BJ 01 FUEL PUMP FLANGE RECALL PARTS ORDERED

CAUSE: 20BJ

20315599 PERFORM 20BJ

3261 W

(N/C)

1 8R0-919-679-C FLANGE

(N/C)

1 1J0-919-133-B WASHER

(N/C)

1 8E0-201-263-G COUPLPIECE

(N/C)

1 8E5-886-373 GROMMET

(N/C)

1 8R0-863-385 FOIL

(N/C)

1 1K0-919-231 HOUSING

(N/C)

20312099 Repair wire harness connector

3261 W

(N/C)

3 000-979-025-EA WIRES

(N/C)

2 000-979-243-E WIRE SET

(N/C)

3 000-979-940 CONNECTOR

(N/C)

2 000-979-942 CONNECTOR

(N/C)

FC: 20BJ99 002

PART#: 8R0-863-385

COUNT:

CLAIM TYPE: 710

AUTH CODE:

*01

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

MILEAGE IN: 129416. TECH INSPECTED FUEL FLANGE AND FOUND THAT FLANGE WAS LEAKING FUEL AND THAT FUEL PUMP WIRING WAS DAMAGED BY FUEL CONTAMINATION. TECH REMOVED AND REPLACED FUEL FLANGE AND REPLACED FUEL PUMP CONNECTOR AND REPLACED ALL 5 PINS AT FUEL PUMP CONNECTOR. TECH REASSEMBLED AND VERIFIED REPAIRS WITH TEST DRIVE. MILEAGE OUT:129418

B RIDE HOME CUST NO

MIS MISCELLANEOUS REPAIR

3261 ISP

(N/C)

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

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I AUTHORIZE AND APPROVE ALL ADD-ON REPAIRS LISTED.

X

CLIENT SIGNATURE

SPECIAL

ASK ABOUT OUR CERTIFIED

PRE-OWNED AUDI PROGRAM.

LOANER VEHICLES ARE

AVAILABLE

ON AN APPOINTMENT BASIS.

DESCRIPTION**TOTALS**

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

PHONE FAX
Sales (845) 353-7300 (845) 818-3940
Service (845) 688-3400 (845) 818-3598
Parts (845) 353-4870 (845) 818-3758

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Audi Nyack
127 New York 59
Nyack, NY 10960
914-220-0609

SALE

TID: 0000MVH REF# [REDACTED]
Batch # [REDACTED] RRN: 325394756353
11/21/19 15:39:13
APPR CODE: 07405A
VISA [REDACTED] Chip

AMOUNT \$890.17

APPROVED

CHASE VISA
AID: A0000000031010
TVR: 00 80 00 80 00
TS: E8 00

Thank You
Please Come Again

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CUSTOMER #:

**Audi Nyack**

127 Route 59

Nyack, NY 10960

Phone: (845) 353-7300

www.AudiNyack.com

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PAGE 2

SPRING VALLEY, NY

HOME:

CONT:

BUS:

CELL:

Facility #

SERVICE ADVISOR: 4526 ROBIN SCANNAPIECO

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
	10	AUDI Q5		WA1CKAFP1AA		143478/143478		T4008A
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
24OCT09 DD			16:30 19NOV19			159.00	CASH	20NOV19

R.O. OPENED READY OPTIONS: ENG:3.2 Liter F.I.

14:24 19NOV19 14:24 20NOV19

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

CC CREATED 2019-11-19
 10:50:00AM TAKEN BY MELIS SA
 REYES

IMPORTANT NOTICE TO CLIENTS

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I AUTHORIZE AND APPROVE ALL ADD-ON REPAIRS LISTED.

X

CLIENT SIGNATURE

SPECIAL

ASK ABOUT OUR CERTIFIED
 PRE-OWNED AUDI PROGRAM.

LOANER VEHICLES ARE
 AVAILABLE
 ON AN APPOINTMENT BASIS.

DESCRIPTION	TOTALS
LABOR AMOUNT	477.00
PARTS AMOUNT	406.20
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	883.20
LESS INSURANCE	61.82
SALES TAX	68.79
PLEASE PAY THIS AMOUNT	890.17

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Audi Nyack

127 Route 59

Nyack, NY 10960

Phone: (845) 353-7300

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INVOICE

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SPRING VALLEY, NY

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 4526 ROBIN SCANNAPIECO Facility #

COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN / OUT		TAG
	10	AUDI Q5	WA1CKAF1AA			143478/143478		T4008A
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
24OCT09 DL			16:30 19NOV19		159.00	CASH	20NOV19	
R.O. OPENED		READY	OPTIONS: ENG:3.2 Liter F.I.					

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

A C/S CHECK ENGINE LIGHT CAME BACK ON//REPLACE SPARK PLUGS AND COILS AS PER ESTIMATE

MIS REPLACE SPARK PLUGS

4952 C

159.00 159.00

5 06E-905-115-F IGNIT.COIL

50.85 50.85 254.25

MIS REPLACE OILS

4952 C

318.00 318.00

1 06E-905-115-G IGNIT.COIL

50.85 50.85 50.85

6 W0133-2060475 SPARK PLUGS

16.85 16.85 101.10

PARTS: 406.20 LABOR: 477.00 OTHER: 0.00 TOTAL LINE A: 883.20

REPLACED COILS AND SPARK PLUGS AS REQUESTED, ERASED EXISTING FAULTS, TEST DRIVE TO VERIFY REPAIR, SCANNED FOR MIS FIRE FAULTS AFTER TEST DRIVE NO FAULTS FOUND.

B PERFORM MULTI-POINT COMPLIMENTARY INSPECTION

CI PERFORMED COMPLIMENTARY MULTI-POINT VEHICLE

INSPECTION \$79.50 VALUE.

4952 ISP

(N/C)

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

PERFORMED COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION AS REQUESTED.

C WASH AND VACUUM VEHICLE

CAUSE: COMPLEMENTARY WASH AND VACUUM OF VEHICLE

WASH WASH AND VACUUM VEHICLE

4952 ISP

(N/C)

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

LOYALTY LOYALTY DISCOUNT

C

-61.82 -61.82

EST: 900.00

19NOV19 14:24 SA: 4526

IMPORTANT NOTICE TO CLIENTS

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I AUTHORIZE AND APPROVE ALL ADD-ON REPAIRS LISTED.

X

CLIENT SIGNATURE

SPECIAL

ASK ABOUT OUR CERTIFIED

PRE-OWNED AUDI PROGRAM.

LOANER VEHICLES ARE

AVAILABLE

ON AN APPOINTMENT BASIS.

DESCRIPTION**TOTALS**

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY

THIS AMOUNT

PHONE FAX

Sales (845) 353-7300 (845) 878-3940

Service (845) 889-3400 (845) 818-3598

Parts (845) 353-4870 (845) 818-3758

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CUSTOMER COPY

DUTCH AUTO SERVICE

162 EAST RT 59
 SPRING VALLEY, NY 10977
 Tel: 845-352-1130 • Fax: 845-352-1129
 dutchauto@optonline.net • dutchautony.com

Invoice

Date: 08-19-2019 3:00 PM

Estimate: [REDACTED]

R/O: [REDACTED]

Customer [REDACTED]

Cell: [REDACTED]

Vehicle 2010 Audi Q5 Premium
 3.2 GAS
 WA1CKAFP1AA [REDACTED]

Miles In: 133,000
 Miles Out: 133,000
 License Plate: [REDACTED]

Customer Issues and
Advisories**Work Description**

p0117 coolant temp sens
 p0306 cylinder 6
 p0301 cylinder 1
 p0117 coolant temp sens
 p0306 cylinder 6
 p0301 cylinder 1

Work Performed

Castrol Synthetic Oil & Filter Change-Up to 5 Qts

Labor	Tech	Hrs	Price	Discount	Total
Castrol Synthetic Oil & Filter Change-Up to 5 Qts		1.00	74.95	0.00%	74.95

Castrol Synthetic Oil & Filter Change-Up to 5 Qts	SubTotal	\$74.95
--	-----------------	----------------

Castrol Full Synthetic

Labor	Tech	Hrs	Price	Discount	Total
Castrol Full Synthetic		1.00	12.99	0.00%	12.99

Parts	Part No	Qty	Price	Discount	Total
NA	OIL	1.00	0.00	0.00%	0.00

Castrol Full Synthetic	SubTotal	\$12.99
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ADDITIONAL LABOR CHARGE SUV & VAN

Labor	Tech	Hrs	Price	Discount	Total
ADDITIONAL LABOR CHARGE SUV & VAN		1.00	2.50	0.00%	2.50

ADDITIONAL LABOR CHARGE SUV & VAN	SubTotal	\$2.50
--	-----------------	---------------

Air Filter

Labor	Tech	Hrs	Price	Discount	Total
Replace - Air Filter Element		0.20	95.00	0.00%	19.00
Replace - Cabin Air Filter / Purifier		0.40	95.00	0.00%	38.00

Parts	Part No	Qty	Price	Discount	Total
Air Filter	CHLSA10484	1.00	35.57	0.00%	35.57
Cabin Air Filter	CHLCAF1857P	0.00	36.21	0.00%	0.00

Air Filter	SubTotal	\$92.57
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Oil Filter

Parts	Part No	Qty	Price	Discount	Total
Oil Filter	CHLS10160	0.00	0.00	0.00%	0.00

CUSTOMER #:



Audi Nyack

127 Route 59

Nyack, NY 10960

Phone: (845) 353-7300

www.AudiNyack.com

INVOICE

DUPLICATE 2

PAGE 2

SPRING VALLEY, NY

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 4526 ROBIN SCANNAPIECO Facility #

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	10	AUDI Q5	WA1CKAPP1AA		143354/143354	T4026	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24OCT09 DD			WAIT 10NOV19		159.00	CASH	18NOV19

R.O. OPENED READY OPTIONS: ENG:3.2_Liter_F.I.

12:11 02NOV19 13:00 18NOV19

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
							(N/C)

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

D** HEADLIGHT BULBS

BULB REPAIR/ REPLACE BULB(S) AS REQUESTED

4952 C

159.00 159.00

2 N-103-201-02 BULB

30.64 30.64 61.28

PARTS:	61.28	LABOR:	159.00	OTHER:	0.00	TOTAL LINE D:	220.28
--------	-------	--------	--------	--------	------	---------------	--------

REPLACED BOTH FRONT HEADLIGHT BULBS AS REQUESTED/NEEDED DUE TO BOTH HEADLIGHT BULBS BLOWN. BOTH HEADLIGHTS WORK

10OFF 10% OFF DISCOUNT

C

-174.76 -174.76

WAIT CC CREATED 2019-10-30

04:18:00PM TAKEN BY EDGAR

ROSARIO

IMPORTANT NOTICE TO CLIENTS

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I AUTHORIZE AND APPROVE ALL ADD-ON REPAIRS LISTED.

X

CLIENT SIGNATURE

SPECIAL

ASK ABOUT OUR CERTIFIED

PRE-OWNED AUDI PROGRAM.

LOANER VEHICLES ARE

AVAILABLE

ON AN APPOINTMENT BASIS.

DESCRIPTION**TOTALS**

LABOR AMOUNT	1113.00
PARTS AMOUNT	634.62
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1747.62
LESS INSURANCE	174.76
SALES TAX	131.73
PLEASE PAY THIS AMOUNT	1704.59

PHONE FAX
Sales (845) 353-7300 (845) 818-3940
Service (845) 889-3400 (845) 818-3598
Parts (845) 353-4870 (845) 818-3758

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127 Route 59

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Phone: (845) 353-7300

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DUPLICATE 2

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SPRING VALLEY, NY

HOME:

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CELL:

Facility #

SERVICE ADVISOR: 4526 ROBIN SCANNAPIECO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	10	AUDI Q5	WA1CKAFP1AA		143354/143354	T4026	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24OCT09 DD			WAIT 10NOV19		159.00	CASH	18NOV19
R.O. OPENED		READY	OPTIONS: ENG:3.2 Liter F.I.				

12:11 02NOV19 13:00 18NOV19

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A DIAG FOR CHECK ENGINE LIGHT
MIS DIAG

4952 C		954.00	954.00
1 06E-133-619 DRIVE UNIT	531.77	531.77	531.77
1 000-979-025-E WIRE SET	34.52	34.52	34.52
1 000-979-940 CONNECTOR	7.05	7.05	7.05

PARTS: 573.34 LABOR: 954.00 OTHER: 0.00 TOTAL LINE A: 1527.34

VERIFIED CUSTOMER COMPLAINT, SCANNED FOR FAULTS, GOT FAULTS FOR CYLINDER 5&6 MISFIRE AND ALSO INTAKE MANIFOLD VALVE STUCK OPEN, R&I COILS AND SPARK PLUGS FOR CYLINDER 5&6, FOUND THAT SPARK PLUGS ARE AFTER MARKET AND CYLINDER 5 COIL AFTER MARKET, RECOMMENDED REPLACEMENT OF ALL SPARK PLUGS AND COILS AND ALSO REPLACEMENT OF INTAKE MANIFOLD VALVE AND RE-EVALUATE CHECK ENGINE LIGHT. PART IS ON ORDER. REPLACED MANIFOLD VALVE AS REQUESTED, SCANNED CAR FOR FAULTS, FAULT DID NOT GO AWAY FOR INTAKE MANIFOLD, TESTED WIRE FROM ECM TO SENSOR ON VALVE, GOT AN OPEN CIRCUIT, LOOKED UP WIRING DIAGRAM SO FIND SPLICE FOR INTAKE MANIFOLD VALVE. WHILE FIND SPLICE NOTICE THAT 3 WIRE FROM CONNECTOR HOUSING FOR INTAKE MANIFOLD VALVE WAS LOSE/NOT CONNECTED, PERFORMED WIRING REPAIR. SCANNED FOR FAULTS, FAULT FOR INTAKE MANIFOLD GONE, TEST DROVE AND RE SCANNED FOR FAULTS, NO FAULTS FOUND

B PERFORM MULTI-POINT COMPLIMENTARY INSPECTION

CI PERFORMED COMPLIMENTARY MULTI-POINT VEHICLE
INSPECTION \$79.50 VALUE.

4952 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 (N/C)

PERFORMED COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION AS REQUESTED. NOTICE BOTH FRONT HEADLIGHT BULBS OUT, REAR LICENCE PLATE BRACKET DAMAGED, AND DRIVER SIDE REAR LICENCE PLATE BULB OUT. RECOMMENDED REPLACEMENT.

C WASH AND VACUUM VEHICLE

CAUSE: COMPLEMENTARY WASH AND VACUUM OF VEHICLE

WASH WASH AND VACUUM VEHICLE

IMPORTANT NOTICE TO CLIENTS

UNLESS ADVISED (IN WRITING) TO CONTRARY, WITHIN 10 DAYS OF THE DATE OF THIS ORDER, WE SHALL CONSIDER REPAIRS COMPLETED AS SATISFACTORY. ANY QUESTIONS CONCERNING THIS REPAIR ORDER MUST BE ACCOMPANIED BY THIS COPY. ANY DISPUTE, LEGAL PROCEEDING, OR COURT CLAIM WITH RESPECT TO THIS AGREEMENT SHALL BE ADJUDICATED IN AN APPROPRIATE COURT IN WESTCHESTER COUNTY ONLY. STORAGE CHARGES WILL BE IMPOSED 3 DAYS AFTER COMPLETION OF REPAIRS AT \$25.00 PER DAY.

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. 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.

I AUTHORIZE AND APPROVE ALL ADD-ON REPAIRS LISTED.

X

CLIENT SIGNATURE

SPECIALASK ABOUT OUR CERTIFIED
PRE-OWNED AUDI PROGRAM.

LOANER VEHICLES ARE

AVAILABLE

ON AN APPOINTMENT BASIS.

DESCRIPTION TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY

THIS AMOUNT

PHONE FAX
Sales (845) 353-7300 (845) 818-3940
Service (845) 889-3400 (845) 818-3598
Parts (845) 353-4870 (845) 818-3758
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CUSTOMER COPY



120 New Jersey

AVENUE SE
WASHINGTON, DC

205 90

Village Spring

TD

W44-306

NO: 11287072
Follow up a complaint



THIS ENVELOPE IS RECYCLABLE AND MADE WITH 30% POST CONSUMER CONTENT



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