

U.S. Department  
of TransportationNational Highway  
Traffic Safety  
Administration

DOT Auto Safety Hotline

## Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT  
1-888-327-4236  
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 150

Date Received

01-FEB-2000

 Od\_or \_\_\_\_\_  
 rt\_dt \_\_\_\_\_  
 od\_rt \_\_\_\_\_  
 up\_ltr \_\_\_\_\_

Reference No.

855932

 Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  YES  NO  
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

## VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) <small>(Listed at front of windshield or drivers side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
WAUGES443MN026754	AUDI	200	1991	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

## FAILED COMPONENT(S)/PART(S) INFORMATION

Component 15600000	Part Name(s) EQUIPMENT:ELECTRIC EQUIPMENT:RADIO:TAPE DECK ETC.	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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## APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)


Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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## NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THE CAPACITOR FOR THE REAR SPEAKER AMPLIFIER WILL SHORT OUT WHICH COULD CAUSE REAR SPEAKER TO CATCH ON FIRE. DEFECT IS SAME AS RECALL98V284000.. BUT THIS MAKE AND MODEL WAS NOT INCLUDED DUE TO VIN. \*AK

CONTINUED ON BACK PLEASE

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.

 DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire (VOQ)</b> NATIONALWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		<b>FOR AGENCY USE ONLY</b> 160 Date Received 01-FEB-2000 OFFICE DEFECTS INVESTIGATION	
U.S. Department of Transportation National Highway Traffic Safety Administration		Od or _____ Not 38 _____ od_r _____ ap_tr _____ Reference No. 855932	
<b>OWNER INFORMATION (Type or Print)</b> [Redacted]		Work Number _____ Home Number _____	
Do you authorize NHTSA to use the information you provide on this questionnaire in the absence of a signed release from you? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		Date <u>2/7/2000</u>	
<b>VEHICLE INFORMATION</b>			
Vehicle Identification Number (VIN) (located at the base of the windshield on driver's side) <b>WAUGES443MN026754</b>	Vehicle Make <b>AUDI</b>	Vehicle Model <b>200</b>	Vehicle Year <b>1991</b>
Current Odometer Reading <b>113,247</b>		Purchase Date _____	
Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) <b>2.3 L</b> No Cylinders <b>5</b>	
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used		<input type="checkbox"/> Turbo Diesel <input checked="" type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection	
Transmission Type <input checked="" type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Ut Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Component <b>15800000</b>	Part Name(s) <b>EQUIPMENT:ELECTRIC EQUIPMENT:RADIO:TAPE DECK ETC.</b>	Location <input checked="" type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures <b>1</b>	Date(s) of Failure(s) <u>1/15/99</u> Mileage at Failure(s) <u>105,000</u> Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>APPLICATION INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured _____	Number of Fatalities _____
Estimated Property Damage _____		Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<b>NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)</b>			
<b>THE CAPACITOR FOR THE REAR SPEAKER AMPLIFIER WILL SHORT OUT WHICH COULD CAUSE REAR SPEAKER TO CATCH ON FIRE. DEFECT IS SAME AS RECALL98V284000., BUT THIS MAKE AND MODEL WAS NOT INCLUDED DUE TO VIN. *AK</b>			
<i>The rear speaker failure in my car was not accompanied by either smoke or fire. However I am personally acquainted with several instances in which an Audi 1991 model 200 did suffer severe fire</i>			
CONTINUE ON BACK IF NEEDED			
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.			



December 24, 1999

COPY

Audi of America, Inc.  
Attn: Customer Relations  
3800 Hamlin Road  
Auburn Hills, MI 48326

Dear Sirs,

As the owner of a 1991 Audi 200 Quattro sedan (WAUGE5443MN026754), I am writing to express concern about a safety hazard. I have heard a number of firsthand reports from owners of my same model and year who have had smoke and fire damage caused by a defective rear speaker unit (Bose). The few incidents of actual combustion of which I have become aware seem to represent an alarming statistic, given the extremely small *total* number (approximately 900 sedans) of '91 200 Quattro vehicles that were imported. Most (if not all) of these vehicles came equipped with factory-installed Bose rear speakers with integral amplifiers.

I had the opportunity to inspect one of the vehicles (WAUGE5443MN025510) that was damaged by a fire originating in a rear speaker unit, and I can attest to the severity of the damage. In fact, as a result of that particular vehicle's speaker-fire, it was *repurchased* by Audi of America and later resold with an extended (one-year) complete factory warranty. Over the past year or so, reports from members of an informal Internet group of Audi car-owners indicate there is a very high rate of rear-speaker problems in the '91 200 model. These problems include: (1) amplifier noise/distortion, such as occurred in my own car and in numerous others, (2) smoke in several cases and (3) fire in at least two cases. I'm aware of two incidents of *total vehicle loss* from speaker fires, although I can surmise that Audi's own records would have more data. To my knowledge, there have been no personal injuries from such incidents, although the potential for injury or loss of life should be obvious.

Bose Corporation acknowledges that a supply of defective capacitors was used in the speaker amplifiers they made during the (1990) period when your 1991 model-year cars were manufactured. In fact, you are probably aware that these defective capacitors were also used in amplified speakers made for Nissan Infiniti Q45 cars of that period. This defect was judged by Nissan to be sufficiently serious to justify a factory recall (last year) of the Q45 Infiniti models. However Audi of America has not yet taken a similar step (nor taken any other public action to make owners aware of the problem). I've enclosed a copy of the Infiniti recall information.

As you can understand, I am extremely concerned about the possibility of serious property damage and personal injury that might be caused by my 1991 Audi because of the defect in its rear speaker(s). Can Audi offer any information about the extent to which speakers with the defective capacitors were installed in the 1991 model-year production (i.e., is it limited to a specific model, to a limited VIN interval or factory)? Or, are the Bose rear speakers in all the 1991 Audi 200 cars (and perhaps other 1991 models, such as the V8) to be regarded as suspect?

I hope you can offer me some assurance that my family (and our Audi) is in no significant danger from combustion of the rear amplifiers. Otherwise I urge you to take some corrective action before the situation results in further loss and even serious injury. In fact, I have disconnected my car's rear speakers until this matter is clarified to my satisfaction. It is quite embarrassing to explain this to friends and associates.

I am—and hundreds of other Audi 200 quattro owners are—generally enthusiastic about Audi design and philosophy. Although many '91 200 quattro owners also own (or have owned) other Audis, including current models, we take special satisfaction in the unique '91 200 Quattro and its combination of solid luxury and high-performance 20-valve turbocharged engine. We often go to great effort and expense to maintain these cars to high standards. My current '91 200 Quattro is the second (of this same model) that I have owned! I expect to continue my association with the Audi line, and therefore I hope that Audi will support my confidence in its *Vorsprung durch Technik*—that you will speak out on this matter and voluntarily take whatever steps are warranted.

I will appreciate your prompt attention and cooperation for I expect nothing less from a company that prides itself in setting (rather than merely following) standards for vehicle safety.

Very truly yours,



cc: NHTSA (Administrator)  
200Q20V mailing list  
quattrolist

enc: NHTSA Campaign ID 98V284000

NHTSA CAMPAIGN ID Number: 98V284000  
Component: EQUIPMENT:ELECTRIC EQUIPMENT:RADIO:TAPE DECK ETC.  
Manufacturer: NISSAN MOTORS CORPORATION  
Mfg. Campaign #: 98V284000  
Year: 1991  
Make: INFINITI  
Model: Q45  
Potential Number of Units Affected: 28970  
Manufactured From: JUN 1990 To: JUN 1992  
Year of Recall: '98  
Type of Report: Vehicle  
Summary:

**Vehicle Description:** Passenger vehicles equipped with Bose rear speakers that have an integral amplifier. A conductive bridge can form between two lines of the circuit board pattern when there is accumulated electrolyte leaked from a capacitor and high humidity conditions. This can close a transistor on the circuit board which causes overheating.

This condition could result in smoke or flame and possibly the speaker catching fire.

Dealers will replace the circuit board with a new board that has been coated. Owner notification is expected to begin January 4, 1999. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Nissan at 1-800-NISSAN1 (1-800-647-7261). Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).  
<http://www.nhtsa.dot.gov/cars/problems/recalls/recmmy5.cfm>