

DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 241 Date Received 01-FEB-2000		Od_or _____ Rt_dt _____ od_rt _____ up_ltr _____ Reference No. 855983	
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) (located at front of windshield on drivers side) 1FALP52U3VA273091		Vehicle Make FORD	Vehicle Model TAURUS	Vehicle Year 1997	Current Odometer Reading
Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbell ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Ult. Truck ☐ Motorcycle
Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 05200000	Part Name(s) ENGINE COOLING SYSTEM		Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement	
No of Failures	Date(s) of Failure(s) <u>15-AUG-1999</u> Mileage at Failure(s) <u>62000</u> Vehicle Speed at Failure(s) _____		Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No	
APPLICATION INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)					
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
RECEIVED MANUFACTURER RECALL NOTICE 98B23/ENGINE COOLING SYSTEM. DEALER REFUSED TO HONOR NOTICE BECAUSE VEHICLE WAS NOT IN COMPUTER, BUT CORRECT VIN # WAS ON NOTICE. CAN NHTSA HELP IN THIS MATTER OR PROVIDE INFORMATION ON THIS MATTER. *AK					
CONTINUED ON BACK (SEE)					
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.					

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 241

Date Received

03 FEB 28 AM
01-FEB-2000OFFICE
OF FIVE
OFFETS INVESTOccur
rt dt
6d 8g
up_tr

Reference No.

855983

OWNER INFORMATION (Type or Print)

587788

Work Number

Home Number

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) (If noted at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1FALP52U3VA273091	FORD	TAURUS	1997	

Purchase Date	Dealer's Name <u>Burns Ford</u>	Engine Size (CID/CC/L)	☐ Turbo
☐ New ☒ Used	CIN <u>Huntington</u> State <u>NY</u> Zip Code <u>11743</u>	No Cylinders	☐ Diesel
			☐ Gas
			☐ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☒ Yes ☐ No	☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other	☐ Sport Ult ☐ Truck ☐ Motorcycle ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05200000	Part Name(s) ENGINE COOLING SYSTEM	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) <u>15-AUG-1999</u> Mileage at Failure(s) <u>00000</u> Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

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

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

RECEIVED MANUFACTURER RECALL NOTICE 98B23/ENGINE COOLING SYSTEM. DEALER REFUSED TO HONOR NOTICE BECAUSE VEHICLE WAS NOT IN COMPUTER, BUT CORRECT VIN # WAS ON NOTICE. CAN NHTSA HELP IN THIS MATTER OR PROVIDE INFORMATION ON THIS MATTER. *AK

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.

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail																						
INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)																						
TIRE IDENTIFICATION NO.*																						
D	O	T																		MANUFACTURER/TIRE NAME		SIZE
* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.																						
NARRATIVE DESCRIPTION (CONTINUED)																						

Thank you for your help.

*U.S. Government Printing Office: 1955—623-3901

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATIONWIDE TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590

Feb 15 - Monday 7.30 79.95 Claudia



A. R. Kaduk
Manager
Vehicle Service and Programs
Ford Customer Service Division

Ford Motor Company
P.O. Box 1904
Dearborn, MI 48121-1904

97 Taurus
Vehicle ID #: 1FALP52U3VA273091 98B23

August, 1998

NORTHPORT FORD INC
6233 JERICHO TPKE
COMMACK, NY 11725-2837

|||||

Ford Motor Company is providing a no-charge Service Program, Number 98B23, to owners of certain 1996 and 1997 Taurus and Sable vehicles equipped with 3.0L Vulcan gasoline or ethanol engines.

**Reason For
This Program:**

Engine cooling system flow imbalance and aeration may lead to a discoloration of the coolant. You may also experience additional cooling system concerns, including coolant overflow, coolant smell, lack of heat, coolant leaks or high temperature gauge readings.

NOTE: Some owners of certain 1997 Taurus and Sable vehicles may have previously received a notification letter for similar service under program 98B18; Owner Notification Program 98B23 replaces the previously announced Owner Notification Program 98B18.

**No Charge
Service:**

At no charge to you, your dealer will inspect the cooling system of your vehicle and will install a coolant by-pass kit, if it has not already been installed. If the coolant is discolored, the dealer will also flush the cooling system.

Your vehicle is eligible for this program through February 28, 1999, regardless of mileage.

**How Long
Will It Take?**

The time needed for this service is one-half day. However, due to service scheduling times, your dealer may need your vehicle for one full working day. Please call your dealer for a service date.

**Call Your
Dealer:**

Ask for a service date and if parts are in stock for Program Number 98B23.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week.

When you bring your vehicle in, show the dealer this letter.

If you misplace this letter, your dealer will still do the work, free of charge.

Refunds:

If you paid to have the coolant by-pass kit installed, engine core plugs or the water pump replaced prior to the date of this letter, Ford is offering a full refund. For the refund, please give your paid original receipt to your Ford or Lincoln/Mercury dealer. To avoid delays, do not send receipts to Ford Motor Company.

**Changed Address
Or Sold The
Vehicle?**

Please fill out the enclosed prepaid postcard and mail it to us if you have changed your address or sold the vehicle.

We are taking this action as part of our ongoing efforts to maintain owner confidence in our products. We hope this program will confirm your continued satisfaction in your Ford-built vehicle.

Sincerely,



A. R. Kaduk
Manager
Vehicle Service and Programs

O.N.P.
98B23

OASIS response display for VIN (1FALP52U3VA273091)

1FALP52U3VA273091

02/15/1999 08:00:20

1997 TAURUS

4 DR SEDAN GL

2.0L EFI

710RR11A AX4S 4 SPD AUTO

AXLE CD: 3R

*WARRANTY START DATE 06/07/1997 BUILD DATE 05/23/1997 START ODOM

NO CAMPAIGN MESSAGE(S) FOUND

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

ELIGIBLE FOR CALIFORNIA EMISSIONS WARRANTY

*EXTENDED SERVICE PLAN

NO ESP INFORMATION AVAILABLE

NO REPAIR HISTORY ON VEHICLE

Audi

Parts and Accessories

LIMITED WARRANTY

The following terms of warranty apply to all new Audi factory manufactured parts and accessories sold by Volkswagen of America, Inc. (LIMITED WARRANTY PROGRAM) AND FACTORY REMANUFACTURED PARTS AND ACCESSORIES.

Issued by Volkswagen of America, Inc. (VWUSA)

Free Repair or Replacement of defective parts and accessories for 12 months or 12,000 miles, whichever occurs first.

1. A new warranty of every new and factory remanufactured part and accessory, unopened or distributed by VWUSA and sold as a new or factory remanufactured part or accessory in a retail transaction, will be used to satisfy claims for 12 months or 12,000 miles, whichever occurs first, and will be used for 12 months after the date of delivery of the part or accessory to the original retail customer or until the vehicle in which the part or accessory is installed has been driven 12,000 miles, whichever occurs first. However, no warranty for 6 months or 6,000 miles for parts and accessories and repaired.

If the defective part or accessory was installed by an authorized dealer and the vehicle is brought during this period to the workshop of any authorized Audi dealer, the dealer will, without charge, either repair or replace with a new or factory remanufactured part or accessory.

If the defective part or accessory was sold "OVER THE COUNTER" by the dealer or without charge, return the part or accessory or furnish a new or remanufactured part or accessory. The dealer is required to remove the defective part or accessory, and to install the new or remanufactured part or accessory if any repairable.

If the part was installed during the New Vehicle Warranty period, the part is covered for the remainder of the New Vehicle Warranty period, or for 12 months/12,000 miles, whichever provides the greater coverage.

Damage and Limitations Not Covered by Warranty

1. no one is responsible for damage or malfunctions resulting from:
 - a. misuse, negligence, alteration, accident or fire
2. improper repair of the vehicle.
3. failure to follow maintenance instructions and schedules.

FORD

Parts and Accessories

LIMITED WARRANTY

The dealer warrants as to original parts, repair, parts, and accessories, except to be delivered to factory supplied materials or workmanship will be repaired, replaced, or exchanged for

- Parts and accessories for Ford, Mercury, and Lincoln cars, and light trucks 12 months or 12,000 miles, whichever comes first.
- For a and accessories for sub and heavy-duty trucks 12 months / unlimited miles.

The only requirement of this purchaser is to return the defective part or accessory to the dealer or place of purchase during the warranty period for repair or replacement. The purchaser must have the original invoice for the dealer supplied part or accessory in order to validate the date and mileage on the date of sale or replacement of the original part or accessory.

If the purchaser is traveling or is located in a different locality, and authorized Ford Motor Company Dealer will fulfill the warranty.

THIS WARRANTY DOES NOT COVER PARTS AND ACCESSORIES THAT FAIL DUE TO ABUSE, MISUSE, NEGLIGENCE, ALTERATION, ACCIDENT, RACING, OR THE USE OF NON-FORD PARTS OR PARTS WHICH ARE PLACED AS A PART OF NORMAL MAINTENANCE.

TO THE EXTENT ALLOWED BY LAW, LOSS OF TIME, INCONVENIENCE, LOSS OF USE OF THE VEHICLE, COMMERCIAL LOSS, OR CONSEQUENTIAL DAMAGES ARE NOT COVERED.

THERE IS NO OTHER EXPLICIT WARRANTY OF FORD MOTOR COMPANY - SUPPLIED REPLACEMENT PARTS AND ACCESSORIES.

ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS IS LIMITED TO THE DEGREE OF THIS WRITTEN WARRANTY.

SOME STATES DO NOT ALLOW THE EXCLUSION OF LIMITATIONS ON CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS. THEREFORE, THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT ALWAYS APPLY. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Maintenance and Service Items Not Covered by Warranty
A vehicle's engine, transmission, and other major components are covered by Warranty, but the following services are at the expense of the owner:

1. service, maintenance and repair of the vehicle, including:
 - a. maintenance, service, including: oil, filters, and fluids; and
 - b. the replacement of service items such as spark plugs, gaskets, and filters.

Wear and Tear Items Not Covered by Warranty

3. This warranty does not cover wear and tear items, such as: clutch linings, brake pads, brake drums, windshield wipers, blades, and tires, and accessories, including: steering and power windows, and hubcaps (excluding), tires, shocks, and other items. However, we do cover the cost of labor and materials for the replacement of these items.

No Other Warranties Made

5. THIS WARRANTY IS IN FULL OF ALL OTHER EXPRESS WARRANTIES OF ANY TYPE, MAY BE EITHER THE EXCLUSIVE OR THE ONLY WARRANTY, ANY IMPLIED WARRANTY, IN CLUSION ANY IMPLIED WARRANTY OF MERCHANTABILITY OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED TO THE EXTENT OF THIS WRITTEN WARRANTY. NOTHING IN THIS WARRANTY SHALL BE CONSIDERED AN ADVERTISEMENT, AND THEREIN IS NO ASSUMPTION OF LIABILITY FOR OTHER REPAIRS OR LIABILITY.

Some states do not allow the exclusion of consequential damages, or the limitation on the amount of damages. Therefore, the above exclusions may not apply to you.

Consequential Damage Excluded

6. VWUSA IS NOT RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING: COST OF LOSS OF USE, LOSS OF PROFITS, OR OTHER ECONOMIC LOSSES, FOR TRANSPORTATION OR LOGISTICS.

Some states do not allow the exclusion of consequential damages, or the limitation on the amount of damages. Therefore, the above exclusions may not apply to you.

Other Legal Rights

7. This warranty gives you specific legal rights, and your rights may vary from state to state.

Warranty information may be obtained by writing to:
Audi Customer Relations
Audi of America, Inc.
Post Office Box 100
Auburn Hills, Michigan 48003
or by phone: 1-800-422-8854

**FORD****BURNS FORD, INC.**

369 West Jericho Turnpike • Huntington, New York 11743 • (516) 423-6600

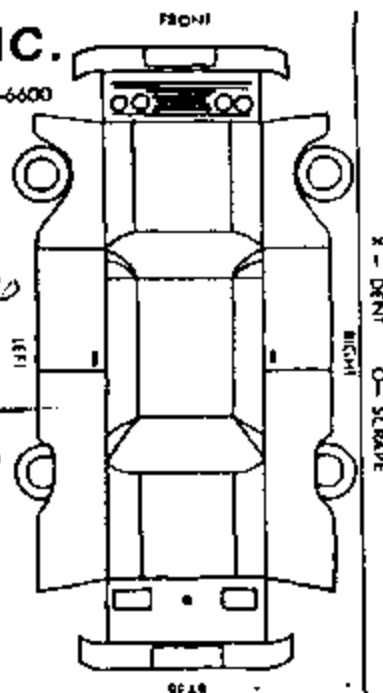
**VEHICLE DATA REF RT
DAMAGE INSPECTION**

Key Tag # 267 NYSI Expires: 5/11/00
Year: 97 Color: Green
Model: Taurus
Plate #: F991SK Mileage: 62635
VIN #: 1A273091

Other Damage _____

**Please Present The Following Items To Your Service Advisor:

This Vehicle Data Report;
Warranty Owner Card (or Vehicle Registration); and
Extended Service Plan (ESP) Card, if you have coverage.



OASIS response display for VIN 1FALP52U3VA273091

1FALP52U3VA273091

01/17/2000 08:34:52

1997 TAURUS

4 DR SEDAN GL

3.0L EFI

710RR11A AX4S 4 SPD TRANSAXLE

AXLE CD: 3R

*WARRANTY START DATE 06/07/1997 BUILD DATE 05/23/1997 START ODOM

NO CAMPAIGN MESSAGE(S) FOUND

LESS THAN TWO DEALER APPROVED AWA REPAIR VISITS PAID TO DATE

ELIGIBLE FOR CALIFORNIA EMISSIONS WARRANTY

*THIS VEHICLE HAD A MORSII CONTACT CLOSED WITHIN THE PAST 180 DAYS

*EXTENDED SERVICE PLAN

NO ESP INFORMATION AVAILABLE

DEALER: Burns Ford Inc

REPAIR DATE: 12/13/1999

WARRANTY CLAIM NUMBER: 107246

060776 M

60776 REPLACED PCV VALVE AS PER NORMAL MAINTENANCE

PART NUMBER	PART DESCRIPTION	QTY	LABOR OP	CONDITION CODE AND DESC
F6DZ 6A666EA	PCV VALVE	001	6666A	82 FREIGHT/PCSTAGE/MAIN

Audi

Parts and Accessories

LIMITED WARRANTY

The following terms and conditions apply to all new or factory remanufactured parts and accessories sold by Volkswagen of America, Inc. LIMITED WARRANTY FOR NEW AND FACTORY REMANUFACTURED PARTS AND ACCESSORIES.

Issued by Volkswagen of America, Inc. (VWA)

Free repair or replacement of defective parts and accessories for 12 months or 12,000 miles, whichever occurs first.

1. VWA warrants that every new and factory remanufactured part and accessory, imported or distributed by VWA and sold as a new or factory remanufactured part or accessory to a retail customer, will be free from defects in material and workmanship under normal use and service for 12 months after the date of delivery of the part or accessory or the original retail customer or until the vehicle in which the part or accessory is installed has been driven 12,000 miles, whichever occurs first. Repairs are warranted for 6 months or 6,000 miles for parts and labor and installed accessories.

If the defective part or accessory was installed by an authorized Audi dealer and the vehicle is brought during this period to the workshop of any authorized Audi dealer, the dealer will, without charge, either repair or replace it with a new or factory remanufactured part or accessory.

If the defective part or accessory was sold "OVER-THE-COUNTER," the dealer will, without charge, repair the part or accessory or furnish a new or remanufactured part or accessory. The labor required to remove the defective part or accessory and to install the new or remanufactured part or accessory is not reimbursable.

If the part was installed during the New Vehicle Warranty period, the part is covered for the remainder of the New Vehicle Warranty period, or for 12 months/12,000 miles, whichever provides the greater coverage.

Damage and Malfunctions Not Covered By Warranty

2. VWA is not responsible for damage or malfunctions resulting from:
 a. misuse, negligence, disrepair, accident or fire;
 b. improper repair of the vehicle;
 c. use of the part or accessory for a competitive purpose; or
 d. failure to follow recommended maintenance requirements.

FORD

Parts and Accessories

LIMITED WARRANTY

The dealer warrants to the original purchaser, retail, fleet, and wholesaler, that Ford parts and accessories found to be defective in factory-supplied material or workmanship will be repaired, replaced, or exchanged for:

- Parts and accessories for Ford Mustang and Lincoln cars, and light trucks: 12 months or 12,000 miles, whichever comes first.
- Parts and accessories for Ford and other series trucks: 12 months/unlimited miles.

The only requirement of the purchaser is to return the defective part or accessory to the dealer's place of business during regular business hours for repair or replacement. The purchaser must have the original customer sale receipt or repair order for a dealer-installed part or accessory in order to validate the date and mileage on the vehicle at the date of sale or installation of the original part or accessory.

If the purchaser is residing at his insured's residence locality, and authorized Ford Motor Company Dealer will find this warranty.

THIS WARRANTY DOES NOT COVER PARTS AND ACCESSORIES THAT FAIL DUE TO MISUSE, MISUSE, NEGLIGENCE, ACCIDENT, RACING, OR THE USE OF NON-FORD PARTS, OR PARTS WHICH ARE REPLACED AS A PART OF NORMAL MAINTENANCE.

IT IS THE LATEST ALLOWED BY LAW, LOSS OF TIME, INCONVENIENCE, LOSS OF USE, OR THE VEHICLE'S OWN REPAIRS, OR CONSEQUENTIAL DAMAGES ARE NOT COVERED.

THIS IS SO OTHER UNLESSED WARRANTY OF FORD MOTOR COMPANY - SUPPLIED REPLACEMENT PARTS AND ACCESSORIES.

ANY EXCEPTED WARRANTY OF MERCHANTABILITY OR FITNESS IS LIMITED TO THE LIMITS OF THIS WRITTEN WARRANTY.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATIONS OF CONSEQUENTIAL OR INCIDENTAL DAMAGES OR LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS. THEREFORE, THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT ALWAYS APPLY. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Maintenance and Service Items Not Covered By Warranty

3. Except where specifically stated and as part of a repair exceeding warranty, the following services are at the expense of the owner:

- a. service adjustments such as tune-up, brake and clutch adjustments;
- b. maintenance services including lubrication, and fluids, oil and filter;
- c. the replacement of service items such as spark plugs, gaskets and filter.

Wear and Tear Items Not Covered By Warranty

4. This warranty does not cover wear and tear items, such as clutch, bearings, brake pads, brake linings, wheels, all wheel drives, replacement bulbs, headlamps, instrument panel light bulbs and between headlight lenses, radio tape head travel cleaning, worn sensors, and other non and or performance items that are a result of normal use or deterioration.

No Other Warranties Made

5. THIS WARRANTY IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES OF VWA. THE MANUFACTURER, THE DISTRIBUTOR, AND THE SELLING DEALER, ANY IMPLIED WARRANTY, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY. NEITHER VWA NOR THE MANUFACTURER ASSUMES, OR AGREES TO ASSUME, ANY LIABILITY FOR DAMAGE TO THE VEHICLE, OR ANY OTHER OBLIGATION OF LIABILITY.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Consequential Damage Excluded

6. VWA IS NOT RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGE, INCLUDING LOST PROFITS OR LOSSES, OR FOR OUT-OF-POCKET EXPENSES FOR SUBSTITUTE TRANSPORTATION OR FOR OTHERS.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

Other Legal Rights

7. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Warranty information may be obtained by writing to:

Audi Customer Relations
 Audi of America, Inc.
 280 Hamilton Road
 Auburn Hills, Michigan 48001
 or by phoning: 1-800-822-2634