

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 137

Date Received

25-APR-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

860900

 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) (Listed at front of windshield or drivers door)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
WAUBA24B8XN071471	AUDI	A6	1999	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo
☐ New ☒ Used	City _____ State _____ Zip Code _____	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 ☐ Motorbell ☒ 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 06114000 06136000	Part Name(s) FUEL:FUEL TANK ASSEMBLY:GAUGE:FUEL FUEL:FUEL PUMP	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 0	Date(s) of Failure(s) 25-APR-2000 Mileage at Failure(s) 9500 Vehicle Speed at Failure(s) 0	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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER HAS BEEN HAVING PROBLEMS WITH FUEL SENDING UNIT AND FUEL GAUGE. IT SHOWS TANK IS FULL WHEN THERE IS NO FUEL IN TANK. BUT DEALER DOESN'T HAVE THE PARTS TO REPAIR THE PROBLEM. *AK

CONTINUED ON BACK

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 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 197 Date Rec'd: <u>00 MAY 30 AM 9:40</u> 25-APR-2000 OFFICE DEFECTS INVESTIGATION	
OWNER INFORMATION (Type or Print) [Redacted] 605220		Reference No. 860900 Work Number [Redacted] Home Number [Redacted]	
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 <u>1 / 1</u>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) WAUBA24B8XN071471		Vehicle Make AUDI	Vehicle Model A6
		Vehicle Year 1999	Current Odometer Reading 9,025
Purchase Date 6-30-99 ☒ New ☐ Used	Dealer's Name <u>DAVE STRONG AUDI</u> City <u>SALT LAKE CITY</u> State <u>UT</u> Zip Code <u>84111</u>		Engine Size (CID/CC/L) <u>2.8L</u> No Cylinders <u>6</u> ☐ Turbo ☐ Diesel ☒ Gas ☒ Fuel Injection
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
		Drive Train ☐ Front ☐ Rear ☒ 4-Wheel	Vehicle Type ☒ Car ☐ Sport Utl ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other
		Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 08114000 06136000	Part Name(s) FUEL:FUEL TANK ASSEMBLY:GAUGE:FUEL FUEL:FUEL PUMP		Location ☐ Left ☐ Right ☐ Front ☐ Rear
		Failed Part(s) ☒ Original ☐ Replacement	
No of Failures 0	Date(s) of Failure(s) <u>25-APR-2000</u> Mileage at Failure(s) <u>8500</u> Vehicle Speed at Failure(s) <u>0</u>		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 0	Number of Fatalities 0
		Estimated Property Damage	Reported to Police ☐ Yes ☒ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
CONSUMER HAS BEEN HAVING PROBLEMS WITH FUEL SENDING UNIT AND FUEL GAUGE. IT SHOWS TANK IS FULL WHEN THERE IS NO FUEL IN TANK. BUT DEALER DOESN'T HAVE THE PARTS TO REPAIR THE PROBLEM. *AK <i>Checked with dealer on 5-9-00 regarding status of the part. They stated that there was such a huge backlog they didn't know when the part would arrive. It could be months.</i>			
CONTINUE ON BACK IF NEEDED			
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INVOICE

Dave Strong's

PORSCHE·AUDI·VOLKSWAGEN

1045 SOUTH STATE STREET

SALT LAKE CITY, UTAH 84111

801-531-9900

PAGE 1

SERVICE ADVISOR: 64 DAVID ALLRED

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
ANDORRA RE	99	AUDI A6 SEDAN QUATTR	WAUBA24B8XK07471	700YME	8597/8598	T7022
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
30JUN1999			15:00 24APROC		74.00	CASH
R.O. OPENED	READY	OPTIONS: STK:69190 ENG:2.8 Liter				
24APR00	24APR00					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CK	FUEL	GUAGE	IS STUCK ON FULL			
		AM ORDERED	FUEL	SENDING UNITS			
		25	CPA			0.00	0.00

Important
You will receive a
Customer Satisfaction survey
in the next few days.
If for any reason you cannot rate us
EXCELLENT
please contact your service
advisor immediately.
Your "complete satisfaction"
is our No. 1 goal. Thank You!
Dave Strong's
(801) 531-9900

I hereby authorize the following repair work to be done along with the necessary material, and hereby grant you, and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. Customer authorizes the dealer to submit any repairs if necessary. Storage charge of 5.00/day will commence 72 hours after repairs are completed. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court costs. I represent and warrant that I am the owner (or the authorized agent of the owner) of the vehicle described on this page and do hereby agree to be responsible for all costs incurred pursuant to this order.

Customer is hereby notified that the vehicle described on this repair order is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles or personal property have been left in the vehicle, and dealer is not responsible for inspection thereof.

CUSTOMER
ACKNOWLEDGMENT X

NOTICE OF WARRANTY DISCLAIMERS: "The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller, DAVE STRONG'S, Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose. And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

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

CUSTOMER COPY