

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

335

Date Received

08-SEP-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

869759

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 vehicle or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
WAUDC68D01A003881	AUDI	A4	2000	

Purchase Date	Dealer's Name	Engine Size (CID/CC/L)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No. Cylinders	

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

Component 03000000	Part Name(s) BRAKES:SERVICE BRAKES	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 0	Date(s) of Failure(s) 15-AUG-2000 Mileage at Failure(s) 900 Vehicle Speed at Failure(s) 2	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 STATES 2001 AUDI A4 BEGAN TO SMOKE, CONSUMER DROVE 5MIN MORE MINUTES TO A FRIENDS HOUSE AND PARKED IN THE DRIVE WAY, CONSUMER WENT INSIDE OF HOUSE CAR WAS SITTING FOR 20MINUTES, THEN SOMEONE KNOCKED AND TOLD CONSUMER THAT THE CAR WAS SITTING IN THE MIDDLE OF TRAFFIC, CONSUMER SAYS CAR DISENGAGED ON ITS OWN AND ALMOST RAN OVER TWO KIDS, TOOK TO DLR AND THEY SAID BACK BRAKES PADS, AND ROTORS WERE BURNED TO A CRISP, NO CONCLUSION TO WHY THIS HAPPENED OR WHY CAR ROLLED INTO TRAFFIC ON ITS OWN.

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.



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FOR AGENCY USE ONLY 335

Date Received

7-5 PM 12:22

06-SEP-2000

SUMMER INVESTIGATION

Od_or
rt_dt
od_rt
up_ltr

Reference No.

869759

OWNER INFORMATION (Type or Print)

634904

Work Number

Home Number

Do you authorize NHTSA
in the absence of an aut
Signature of Owner

your vehicle?

address to the vehicle manufacturer.

☒ YES ☐ NO

Date / /

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located on driver's side)

WAUDC68D01A003881

Vehicle Make

AUDI

Vehicle Model

A4

Vehicle Year

2000

Current Manufacturer's Suggested Retail Price

12,245.00

Purchase Date

7/31/2000

Dealer's Name

Bell Audi

Engine Siz
(CID/CC/L

☒ Turbo
☐ Diesel
☒ Gas
☐ Fuel Injectio

☒ New ☐ Used

City

Rahway

State

NJ

Zip Code

07065

No Cylinders

4

Transmission Type

☒ Manual
☐ Automatic

Antilock Brakes

☒ Yes
☐ No

Restraint System

☒ 3-Point Belt
☐ Motorbelt
☒ Driverside Airbag
☐ 2-Point Bel
☒ Passengerside Airbag

Cruise Control

☒ Yes
☐ No

Drive Train

☐ Front
☐ Rear
☒ 4-Wheel

Vehicle Type

☒ Car
☐ Van
☐ Minivan
☐ Other

Body Style

☐ 2-Door
☒ 4-Door
☐ Stationwagon
☐ Pick Up
☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
07301000
03270000

Part Name(s)

POWER TRAIN: TRANSMISSION: AUTOMATIC INTERLOCK SYSTEM
BRAKES: HYDRAULIC: SHOE: DISC BRAKE SYSTEM

Location

☐ Left
☐ Front
☐ Right
☐ Rear

Failed Part(s)

☒ Original
☐ Replacement

No. of Failures

0

Date(s) of Failure(s)

15-AUG-2000

Mileage at Failure(s)

900

Vehicle Speed at Failure(s)

0

Failed Part(s)

☒ Yes ☐ No

NHTSA

Previously

☐ Yes ☒ No

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

Please See Attached

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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1/31/01 Driving on Highway, Applied Brakes to exit, w/o Brakes
Brake failure Slid through two stop signs.

CONTINUE ON BACK IF NEEDED

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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)

please see Attached description and documents.

☆ U.S.G.P.O.: 1992-522-987 / 60006

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

BUSINESS REPLY MAIL

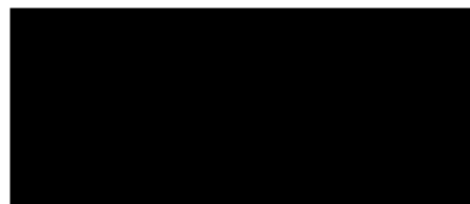
FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**Len Hunt
President Audi of America
3800 Hamlin Rd.
Auburn Hills, M.I. 48326**



February 20, 2001

Dear Mr. Hunt,

After being seriously injured in an auto accident a few years ago, I wanted to find a vehicle with safety standards above all others.

After much research I decided on an Audi and on July 31, 2000 I purchased an A4 Quattro 5 Speed form Bell Audi in Rahway New Jersey (N.J.). But my assurances of Audi safety were soon shattered.

On 8/17/00, less then two weeks after owning this car, I smelled burning coming from my vehicle so I pulled over and parked. Twenty minutes later my car was discovered to have rolled into a major thorough-fare miraculously dodging speeding vehicles and narrowing missing two children on bicycles.

The mechanics notes indicate (see att.) the rear pads and rotors were "cooked" with no explanation for the emergency or rear brake failure. Concerned for my safety and suspicious that no mechanical justification for this incident could be concluded, I sought the dealership's aid in disposing of this vehicle.

After examining the car for three weeks, the manufactures representative for Audi of N.J., Harry Steinberger, stated that the vehicle is "up to factory specification" and to pick my car up.

Seeking another outlet to voice my concern I contacted Kerrie Alelander within Audi of America customer

Service Department who recited the rehearsed statement of Harry Steinberger. Upon pressing her for more knowledge of my brake failure and again concerned for my safety she responded by stating that Audi of America "does not publish diagnosis of a vehicle" and considers that information "private" to the corporation. All further requests to speak to a superior within Audi of America were denied.

My greatest fear for my safety in this vehicle was realized on 1/30/01. On a rainy Tuesday morning while traveling at a high rate of speed on a busy highway I began to exit off a ramp with a hair pin turn. When I applied my brakes the pedal went to the floor of my Audi. I applied them again, but there was nothing. I down shifted abruptly to slow my speed, but slid through two stop consecutive stop signs till I came to a stop. Ten minutes later my brakes returned. The Service Department report indicated no malfunction could be found.

Incensed by this conclusion, I began to investigate similar complaints amongst other Audi Service Centers concerning brake failure. In addition, I contacted the vendors of the braking components; Continental who manufactures the rotors, front brake pads and calipers; T.R.W. who makes the rear pads and master cylinder and Bosch who is responsible for the Anti-Lock Braking System.

What I discovered was alarming. Not only have there been numerous reports of serious issues involving "spongy brakes", but two vendors have reported to Audi concerns about system and component issues in A4 Quattro's.

I can only conclude that audi of America, educated with this knowledge has critically failed to respond to these brake failures and in so doing is nothing less then irresponsible, negligent, and defiantly liable.

How many times must I loose my braking system before Audi of America responds? Must this vehicle damage, injure, maim or kill someone before any action is taken? Or will I or someone else simply become a bottom line statistic while Audi of America calculates an economic solution to a massive braking issue?

After contacting the Attorney Generals office in NJ, they have advised that I begin Lemon Law Action, thwarting a third time assurance. In addition the National Highway Transportation and Safety Authority has filed a complaint to the manufacture on my behalf.

For myself, no other solution exists other then replacing this defective vehicle and restoring my confidence in Audi. Any other conclusion from Audi of America has "Firestone" written all over it.

Sincerely,

***cc: National Transportation Safety Board Authority
National Highway Transportation & Safety
Authority
N.J. Attorney General
Dept. of Transportation
N.J. Dept. Of Law and Public Safety
Mark Herr, Director Of Consumer Affairs***

page 4

cc: (cont.)

*Car & Driver Magazine; Csaba Csere, Editor in
Chief*

*Consumer Report, R.K. Paul; Automotive
Editor in Chief*

Chuck Chudinko; President of Bell Automotive

BELL AUDI

453 LAWRENCE ST.
RAHWAY, N.J. 07086



Service Number (732) 398-8988
Main Number (732) 396-9000
Parts Number (732) 396-9360
Mon. - Fri. - 7:30 - 5:30

SERVICE ADVISOR **MARIO ROSA**

REPORT ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	COPIES PRINTED	INVOICE NO.
17AUG00	18AUG00	1145	WAUDC68D01A003881	2766037	T943		18AUG00	92860
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	COPIES LAB. RATE	DELIVERY DATE	PREPARED BY	S/A
		01	AUDI A4 1.8 Q SDN		72.00	19JUL00	19	19
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCAT OR					
964	967	1145						

A C/S SMOKE COMING FROM REAR WHEEL AREA & PARKING BRAKES DO NOT HOLD
CAUSE: BURNING

4653120 REMOVE AND INSTALL BOTH REAR BRAKE DISCS

25 WA95

2 8D0-615-601-A BRAKE D

1 4D0-698-451-A BRAKPAD

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND S-WIRTS, AND FUEL SYSTEM-WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON. DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

THIS PARTS IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NOTIFIER ASSUMES NO AUTHORITY TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTS. ANYHOW SERVICE, 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 INCIDENTAL DAMAGES, IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT ▶	0.00 ▶

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

THANK YOU FOR CHOOSING BELL AUDI FOR YOUR SERVICE NEEDS. OUR AIM IS TO PROVIDE THE BEST SERVICE AVAILABLE. IF FOR ANY REASON YOU FEEL YOU CAN NOT RATE YOUR SERVICE EXPERIENCE AS "EXCELLENT" PLEASE CONTACT OUR SERVICE DIRECTOR MICHAEL ROPPO, OR MARIO ROSA OUR SERVICE CONSULTANT AT 732-396-8998

**Thank You
For
Choosing
Bell Audi
For All Your
Service Needs**

(P) C/s, smoke from rear - parking brake not holding
 C - Parking brake must have been jammed and cooked pads
 C - inspected entire brake system - replaced rear pads + rotors
 VL - LUCAS - BDES

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	OPER. NO.	TIME	OFF
0.87	1.35	92860	14	AUG 18 9.92	ON
STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	OPER. NO.	TIME	OFF
0.31	0.00	92860	14	AUG 17 17.52	ON

BELL AUDI1453 LAWRENCE ST.
RAHWAY, N.J. 07066
 Service Number (732) 398-8898
 Main Number (732) 398-9000
 Parts Number (732) 396-9360
 Mon. - Fri. - 7:30 - 5:00
SERVICE ADVISOR **CARL MESAROS**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	REPAIR PRINTED	INVOICE NO.
31JAN01	31JAN01	1145	WAUDC68D01A003881	2766037	T663		31JAN01	95539
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	EST. PAY LABOR RATE	ORDER DATE	REPAIR BY	SA
		01	AUDI A4 1.8 Q SDN		72.00	19JUL00	44	2
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION					
11832	11832	1145						

A CUSTOMER STATES CAR HAS A BURNING SMELL**CAUSE: PERFORMED COMPRESSION TEST**

10009999 OIL LEAK TEST

22 WA95

10199999 COMPRESSION TEST

22 WA95

FC: 1019110001

PART#:

COUNT:

CLAIM TYPE: AW

AUTH CODE:

B CUSTOMER STATES BRAKES GO ALL THE WAY TO THE FLOOR**CAUSE: PERFORMED BRAKE FLUID FLUSH**

47010750 BRAKE FLUID FLUSH

22 WA95

FC: 4750110001

PART#:

COUNT:

CLAIM TYPE: AW

AUTH CODE:

C CUSTOMER STATES CHECK CALIPER AND ADVISE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPPLIES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 8,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEMS WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON. DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

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CUSTOMER SIGNATURE

**Thank You
For
Choosing
Bell Audi
For All Your
Service Needs**

CUSTOMER COPY

BELL AUDI1453 LAWRENCE ST.
RAHWAY, N.J. 07065

Service Number (732) 398-8998
Main Number (732) 398-9000
Parts Number (732) 398-9380
Mon. - Fri. - 7:30 - 5:00

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REPORT ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.C. NO.	INVOICE NUMBER	INVOICE NO.
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TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/S
		01	AUDI A4 1.8 Q SDN		72.00	19JUL00	44	2
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION					
11832	11832	1145						

1 CHECKED CALIPER OPERATION/CALIPERS
OPERATING ACCORDING TO FACTORY SPECS
99 MISC TECH LIC#: 0
INSP (N/C)
D CUSTOMER REQUESTS NEXT SERVICE
CAUSE: AUDI-MAINT (N/C)
03110013 10,000 MILE SERVICE
22 WA95 (N/C)
1 06A-115-561-B OIL FIL (N/C)
1 N-013-849-2 WASHER (N/C)
1 ZVP-000-600 TOP FLU (N/C)
6 ZVP-000-300 ENGINE (N/C)
FC: 0311110002
PART#:
COUNT:
CLAIM TYPE: AM
AUTH CODE:
E CUSTOMER STATES WIPERS ARE STREAKING
CAUSE: REPLACED TORN WIPER INSERTS
92272000 WIPER INSERTS
22 WA95 (N/C)
1 200-955-522 INSERTS (N/C)
FC: 9227150002

LIMITED LABOR WARRANTY

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS,OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPPLIES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT >	>

STATEMENT OF DISCLAIMER

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CUSTOMER'S SIGNATURE

**Thank You
For
Choosing
Bell Audi
For All Your
Service Needs**

CUSTOMER COPY

BELL AUDI1453 LAWRENCE ST.
RAHWAY, N.J. 07065
 Service Number 17321 396-8998
 Main Number (732) 396-9000
 Parts Number (732) 396-9380
 Mon. - Fri. - 7:30 - 5:00
SERVICE ADVISOR **CARL MESAROS**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CLST. NO.	TAG NO.	P.O. NO.	INVOICE NUMBER	INVOICE NO.
31JAN01	31JAN01	1145	WAUDC68D01A003881	2766037	T663		31JAN01	95539
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	LOST PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S&A
		01	AUDI A4 1.8 Q SDN		72.00	19JUL00	44	2
MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION					
11832	11832	1145						

 PART#:
 COUNT:
 CLAIM TYPE: AW
 AUTH CODE:

 CUSTOMER STATES THAT CAR IS BURNING OIL FAST
 1 UNABLE TO DUPLICATE CUSTOMERS CONCERN
 AT THIS TIME
 99 MISC TECH LIC#: 0
 INSP (N/C)
LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES WHICHEVER COMES FIRST. FROM THE DATE SUCH REPAIRS WERE COMPLETED THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WORK AND SHORTS, AND FUEL SYSTEM WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE UNPAID CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON. DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR AT NO EXPENSE TO CUSTOMER FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

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** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER SIGNATURE

THANK YOU FOR CHOOSING BELL AUDI FOR YOUR SERVICE NEEDS. OUR AIM IS TO PROVIDE THE BEST SERVICE AVAILABLE. IF FOR ANY REASON YOU FEEL YOU CAN NOT RATE YOUR SERVICE EXPERIENCE AS "EXCELLENT" PLEASE CONTACT OUR SERVICE DIRECTOR CARL MESAROS OR RICHARD MOHAMED OUR SERVICE CONSULTANT AT 732-396-8998

**Thank You
For
Choosing
Bell Audi
For All Your
Service Needs**

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