



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 436

Date Received

21-NOV-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

875329

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>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
WAUAC68D9YA156904	AUDI	A4	2000			
Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo			
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	<input type="checkbox"/> Diesel			
			<input type="checkbox"/> Gas			
			<input type="checkbox"/> Fuel Injection			
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input checked="" 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"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag	<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 Util Truck <input type="checkbox"/> Motorcycle
		<input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt				<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07200000	Part Name(s) POWER TRAIN: TRANSMISSION: STANDARD: MANUAL	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
No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ 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 <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)

VEHICLE WAS STILL IN 1ST GEAR WHILE GOING INTO A 3-LANE HIGHWAY. VEHICLE STALLED AT A 90 DEGREE ANGLE. ONCOMING TRAFFIC WAS RACING TOWARDS IT, AND VEHICLE WOULDN'T START, IMPOSSIBLE TO MOVE. VEHICLE WAS PUSHED OUT OFF WAY. VEHICLE ONCE STARTED WOULDN'T MOVE INTO GEAR. A COMPLAINT WAS MADE WITH MANUFACTURER. VEHICLE WAS AT DEALER. THEY DETERMINED A TRANSMISSION FAILURE.*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.

U.S. Department of Transportation National 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 436	
OWNER INFORMATION (Type or Print)		DEFECTS INVESTIGATION		Date Received RECEIVED 21-NOV-2000	
[REDACTED] 56842		Work Number [REDACTED]		Reference No. 876329	
Home Number [REDACTED]		Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Signature of Owner [REDACTED]		Date		12/3/2000	
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)		Vehicle Make		Vehicle Year	
WAUAC68D9YA156904		AUDI		2000	
Vehicle Model		Current Odometer Reading		14000	
A4					
Purchase Date		Dealer's Name		Engine Size (CID/CC/L)	
4/9/2000		BRAMAN MOTORCARS		1.8 L	
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used		City WEST PALM BEACH State FL Zip Code 33409		No. Cylinders 4	
Transmission Type		Antilock Brakes		Restraint System	
<input checked="" type="checkbox"/> Manual <input type="checkbox"/> Automatic		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		<input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Passengerside Airbag	
Cruise Control		Drive Train		Vehicle Type	
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		<input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel		<input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Utl <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <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	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component		Part Name(s)		Location	
07200600		POWER TRAIN: TRANSMISSION: STANDARD: MANUAL		<input checked="" type="checkbox"/> Left <input type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear	
Failed Part(s)		No of Failures		NHTSA Previously Contacted?	
<input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement		Date(s) of Failure(s) 21-NOV-2000 Mileage at Failure(s) APPROXIMATELY 14000 Vehicle Speed at Failure(s) 0 MPH		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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		Fire		Number of Persons Injured	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		0	
Number of Fatalities		Estimated Property Damage		Reported to Police	
0				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
<p>VEHICLE WAS STILL IN 1ST GEAR WHILE GOING INTO A 3-LANE HIGHWAY. VEHICLE STALLED ON WAY AT A 90 DEGREE ANGLE. ONCOMING TRAFFIC WAS RACING TOWARDS IT, AND VEHICLE WOULDN'T START, IMPOSSIBLE TO MOVE. VEHICLE WAS PUSHED OUT OFF WAY. VEHICLE ONCE STARTED WOULDN'T MOVE INTO GEAR. A COMPLAINT WAS MADE WITH MANUFACTURER. VEHICLE WAS AT DEALER. THEY DETERMINED A TRANSMISSION FAILURE. *AK (COMPARE REPAIR ORDER: "DRIVESHAFT BROKEN AT OUTER CV JOINT SPLINES". CAUSE ACCORDING TO SERVICE ADVISOR: "METAL FATIGUE" (?!)) AFTER 14000 MILES.</p> <p>IMPORTANT: THE SERVICE MANAGER (KLAUS) AT BRAMAN</p>					
CONTINUE ON BACK IF NEEDED					
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BRAMAN
IMPORTS, INC.

2901 Okeechobee Blvd.
West Palm Beach, FL 33409
(561) 684-0669

ORDER FOR A MOTOR VEHICLE

STOCK NO. DRIVER

DATE 2-1-00
SALESMAN JAY WEAVER
CITY _____
PHONE _____
LICENSE NO _____



ENTER MY ORDER FOR (ONE) 2000 MAKE Audi TYPE A-4-1.8T BODY 4DR D.O.B. _____
I.D. NUMBER _____ MILEAGE _____ COLOR JASPER / TRAY
VEHICLE DISCLOSURE: VEHICLE IS REPRESENTED TO BE NEW DEMO USED-PRIVATE USED-PREVIOUSLY LEASED USED-EXECUTIVE CAR
 Automatic Transmission Power Steering Power Brakes Radio Heater Air Conditioning Other _____

PRICE OF UNIT	24,111.00
ADDITIONS OR DELETIONS	
Xenon lights	
Air Bags	
TOTAL INCLUDING ACCESSORIES	24,111.00
LESS: ALLOWANCE / TRADE	750.00
CASH DIFFERENCE	23,361.00
DEALER SERVICES: <small>This charge represents costs and profit to the Seller/ Dealer for items such as inspecting, cleaning and adjusting new and used vehicle and preparing documents related to the sale.</small>	489.00
DESTINATION & HANDLING CHARGES	570.00
LEMON LAW	2.00
BATTERY DISPOSAL FEE	1.50
TIRE	5.00
AMOUNT TAXABLE	24,347.50
PLUS: SALES TAX & FEDERAL EXCISE TAXES (IF APPLICABLE)	1,460.85
DEalersHIP PROCESSING FEE FOR LICENSE, TITLE & REGISTRATION OF NEW TRANSFER	90.00
CASH BALANCE DUE	25,898.35
PLUS: USED CAR BALANCE OWED	
INITIAL PARTIAL PAYMENT <input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Credit Card	
CREDIT CARD #	
ADDITIONAL PARTIAL PAYMENT	
C.O.D. (SEE BELOW)	
UNPAID BALANCE OF CASH PRICE	
OPTIONAL MECHANICAL BREAKDOWN CONTRACT	
TOTAL DUE	

USED CAR TRADE-IN AND/OR OTHER CREDITS
YEAR 1987 MAKE Audi MODEL 5000
BODY TYPE 4DR COLOR Gray
I.D. NUMBER WAUFC0446HNO68104
MILEAGE 160,837 LICENSE _____

PLEASE NOTE
PARAGRAPH 4 ON THE REVERSE REQUIRES THAT ALL LIENS AND DEBTS OF EVERY NATURE ARE PAID IN FULL ON THE TRADE-IN EXCEPT THOSE SPECIFICALLY NOTED HEREON. PAYOFFS AND PURCHASERS RESPONSIBILITY ACCUMULATED MILEAGE STATEMENT ON TRADE-IN IS CONTAINED ON A SEPARATE DOCUMENT AND IS MADE A PART HEREOF.

TRADE-IN VERIFICATION & LIENHOLDER INFORMATION

NET TO (BANK) ADDRESS: _____
CITY, STATE & ZIP: _____
ACCOUNT NUMBER: _____
AMOUNT \$: _____ PHONE: _____
GOOD TILL: _____
TITLED TO WHOM: _____
HOW TITLED: _____
VERIFIED BY: _____ VERIFIED ON: _____
AMOUNT \$: _____

AGREEMENT TO CO-OPERATE
THE UNDERSIGNED CUSTOMER IS RECEIVING A CONTRACT FROM OUR BRAMAN DEALERSHIP SECURED BY THE ABOVE DESCRIBED VEHICLE. IN CONSIDERATION THEREOF THE CUSTOMER AGREES TO CO-OPERATE PROMPTLY WITH THIS BRAMAN DEALERSHIP AND ITS AGENTS IN THE CORRECTION OR COMPLETION OF THESE DOCUMENTS, IF DEEMED NECESSARY OR DESIRED BY THIS BRAMAN DEALERSHIP. THIS CUSTOMER UNDERSTANDS THAT THIS MAY INCLUDE CORRECTION OR EXECUTION OF A NEW CONTRACT TO REFLECT THE AGREED TERMS, AND THAT THIS CONTRACT IS NOT BINDING UNTIL ACCEPTED BY THE FINANCIAL INSTITUTION HEREIN CHOSEN.

I CERTIFY THAT ALL PROMISES, UNDERSTANDINGS AND REPRESENTATIONS BETWEEN THIS CUSTOMER AND OUR DEALERSHIP ARE CONTAINED IN THE CONTRACT DOCUMENTS SIGNED BY THE CUSTOMER, THAT I HAVE FULLY EXPLAINED TO THE CUSTOMER WHAT HIS OBLIGATIONS ARE AND THAT THERE ARE NO ORAL OR WRITTEN PROMISES, UNDERSTANDINGS OR REPRESENTATIONS THAT ARE NOT CONTAINED IN THE STANDARD PRINTED DOCUMENTS.

BUYER'S TRADE-IN REPRESENTATIONS -
I, _____ hereby state that the above identified automobile sold to PALM BEACH IMPORTS, INC. has no other liens or encumbrances. All defects and accidents have been disclosed. Purchaser is legal owner. See reverse side.

(Seller's Signature) 2/1/2000

WARRANTY DISCLAIMER -
THE ONLY WARRANTIES APPLYING TO THIS VEHICLE(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING

[REDACTED]
December 4, 2000

Chief Executive Officer (CEO)
Audi of America
3800 Hamlin Road
Auburn Hill, Michigan 48326

Dear Sir:

At 7 a. m on November 21, 2000, I was leaving my subdivision to go to work and had a near death experience in my brand new Audi A4. As I pulled out of my subdivision onto a six-lane major north-south thoroughfare the car stopped in the inside lane causing cars to jam on their brakes or whiz by me blowing their horns. The car did not stall but would not move when I put it into gear and I had to get out of the car in the rush hour traffic and push it to the median. Needless to say, I feared for my life and was trembling as I tried to call for help. It was a similar feeling to being stalled on a railway crossing in the face of an oncoming train.

My husband and I consider it bitter irony that we made the decision to purchase an A4 entirely for safety reasons. At the time of our order in January 2000, it was the only car in its class for about \$25,000 which could be equipped with side curtain airbags and Xenon lights, both of which we ordered from the factory. A comparable (or even superior?) and roomier Volkswagen Passat with the same engine/drivetrain combination would have saved us more than \$5,000 but was not available with the aforementioned extras. We also had a test drive in a Hyundai Sonata with a 6-cylinder engine, automatic transmission, and side impact airbags which we could have driven off the dealer's lot for \$16,000.

The car is a 2000 A4 1.8 turbo which was delivered to me April 9, 2000 and had about 13,800 miles. Most of these miles were driven to and from work, a distance of 70 miles each way on the Florida turnpike at 70 miles per hour. Road service towed the car to the Audi dealer where we purchased it, Braman Motorcars, in West Palm Beach, FL. They determined that the car had a broken CV joint caused by "metal fatigue" according to Victor at the service desk. In my opinion, this is totally unbelievable and unacceptable in a new car. We later learned from Klaus Buchebner, the Service Director at Braman Motorcars, that approximately 5% of the A4's serviced by their dealership have had this same defect. If this is true, and I have no reason to doubt his word, this is scandalous! A problem of this magnitude has not been the subject of a factory recall although service technicians have probably known about it for years.

I don't have to tell you that I have lost all confidence in the safety, and with that I mean the safe operation, of this car. We have not heard yet that Audi has replaced this CV joint with one of higher quality or that the company switched suppliers of this part. Who can assure us that a new CV joint will not suffer from premature metal fatigue again and break without a warning while I am driving? Will I be lucky again and get away with my life? In addition, Braman

Motorcars replaced only the joint that had broken. We have no guarantee that the other side is not weak as well.

When we called Audi of America Client Relations, a woman named Lisa, who called herself a "client advocate" minimized our complaint and was obstructive towards our getting some resolution to the problem, to say the least.

We request a refund of the full purchase price and some assurance that Audi will take some action to prevent similar life threatening CV failures for other unsuspecting A4 owners. Hopefully this can be resolved without legal action on our part.

Sincerely,



VIN: WAUAC68D9YA156904