



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

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

## <u>CERTIFIED MAIL</u> RETURN RECEIPT REQUESTED

Mr. John Maddox, Product Compliance Officer Volkswagen of America, Inc. 3800 Hamlin Road Auburn Hills, MI 48326 NVS-213cla EA04-017

Dear Mr. Maddox:

As you know, the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has upgraded its investigation of throttles sticking open in model year (MY) 1998 through 1999 Audi A6 vehicles from a Preliminary Evaluation (PE04-023) to an Engineering Analysis (EA04-017). We have also expanded the scope of the investigation to include MY 1998 through 1999 Audi A4 and Volkswagen Passat vehicles. This letter requests additional information from Volkswagen to assist us in our investigation.

This office has received 26 reports alleging incidents of throttles failing to return to idle while driving in cold ambient temperatures. Nine of the complaints allege multiple incidents of the throttle sticking open and 16 allege that the driver had to turn the ignition "OFF" to control engine speed. A copy of each of the reports is enclosed for your information.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- <u>Subject vehicles</u>: all MY 1996 through 2000 Audi A4, A6 and Volkswagen Passat vehicles and that have been manufactured for sale or lease in the United States.
- Subject components: all throttle body, throttle body temperature management, crankcase ventilation, throttle linkage, and air induction components used as original equipment or service parts on MY 1996 through 2000 Audi A4, A6 and Volkswagen Passat vehicles.
- Volkswagen: Volkswagen AG, Audi AG and Volkswagen of America, Inc., all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Volkswagen, who are or, in or after January 1.



1993, were involved in any way with any of the following related to the alleged defect in the subject vehicles:

- Design, engineering, analysis, modification or production (e.g. quality control);
- b. Testing, assessment or evaluation;
- Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
- d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- Alleged defect: throttle fails to return to idle.
- Document: "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages. notes, annotations, working papers, drafts, minutes, records, audio and video recordings. data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles. studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs. microfilms, microfiches, statements for services, resolutions, financial statements. governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts. administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Volkswagen, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)"also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Volkswagen or not. If a document is not in the English language, provide both the original document and an English translation of the document.

Other Terms: To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Volkswagen has previously provided a document to ODI, Volkswagen may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not stand alone, or be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Volkswagen's response to each request, identify the source of the information and indicate the last date the information was gathered.

- State, by model, engine, and model year, the number of subject vehicles Volkswagen has
  manufactured for sale or lease in the United States. Separately, for each subject vehicle
  manufactured to date by Volkswagen, state the following:
  - Vehicle identification number (VIN);
  - b. Make:
  - c. Model;
  - d. Engine;
  - e. Model Year;
  - f. Date of marrufacture;
  - g. Date warranty coverage commenced; and
  - h. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

- State the number of each of the following, received by Volkswagen, or of which Volkswagen are otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
  - Consumer complaints, including those from fleet operators;
  - Field reports, including dealer field reports;

- c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
- d. Reports involving a fire, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
- e. Property damage claims; and
- Third-party arbitration proceedings where Volkswagen is or was a party to the arbitration; and
- g. Lawsuits, both pending and closed, in which Volkswagen is or was a defendant or codefendant.

For subparts "a" through "d, /e," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "d/e/f/g," provide a summary description of the alleged problem and causal and contributing factors and Volkswagen's assessment of the problem, with a summary of the significant underlying facts and evidence. For items f and g, identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

- Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
  - Volkswagen's file number or other identifier used;
  - The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
  - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
  - d. Vehicle's VIN:
  - Vehicle's make, model and model year;
  - f. Vehicle's mileage at time of incident;
  - g. Incident date;
  - h. Report or claim date;
  - Whether a crash is alleged;
  - Whether property damage is alleged;
  - k. Number of alleged injuries, if any; and
  - Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO DATA." See Enclosure 1, Data Collection Disc, for a preformatted table that provides further details regarding this submission.

- 4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Volkswagen used for organizing the documents. Also, provide dealer copies of the full service histories of each vehicle identified in the enclosed complaints and in the vehicles identified in Volkswagen's information responsive the Request No. 2.
- 5. State, by model, engine, and model year, a total count for all of the following categories of claims, collectively, that have been paid by Volkswagen to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Volkswagen's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Repair date;
- vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code:
- Replacement part number(s) and description(s);
- j. Concern stated by customer; and
- k. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

- 6. Describe in detail the search criteria used by Volkswagen to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Volkswagen on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Volkswagen offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.
- 7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Volkswagen has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include

the latest draft copy of any communication that Volkswagen is planning to issue within the next 120 days.

- 8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Volkswagen. For each such action, provide the following information:
  - Action title or identifier:
  - b. The actual or planned start date;
  - The actual or expected end date;
  - d. Brief summary of the subject and objective of the action;
  - Engineering group(s)/supplier(s) responsible for designing and for conducting the action;
     and
  - f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

- 9. Describe all modifications or changes made by, or on behalf of, Volkswagen in the design, material composition, manufacture, quality control, supply, or installation of the subject components, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
  - a. The date or approximate date on which the modification or change was incorporated into vehicle production;
  - b. A detailed description of the modification or change;
  - c. The reason(s) for the modification or change:
  - d. The part numbers (service and engineering) of the original component;
  - e. The part number (service and engineering) of the modified component;
  - f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
  - g. When the modified component was made available as a service component; and
  - h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Volkswagen is aware of which may be incorporated into vehicle production within the next 120 days.

10. In a letter dated May 11, 1999, Volkswagen notified NHTSA of a defect that could result in insufficient brake assist in approximately 12,500 MY 1997 through 1999 Audi A4 and Volkswagen Passat vehicles operated in the states of Alaska, Colorado, Connecticut, Illinois, Iowa, Maine, Michigan, Montana, Minnesota, Nebraska, New Hampshire, New York, North Dakota, South Dakota, Vermont, Wisconsin, and Wyoming (Recall 99V-131). According to Volkswagen, a control valve in the vacuum hose connecting the brake booster to the intake

manifold may not open or close fully at temperatures below -4° F under certain driving conditions, resulting in insufficient vacuum supply to the booster. A subsequent letter dated September 3, 1999, amended the scope of the recall to include approximately 33,000 additional MY 1997 through 1999 Audi A4 and A6 and Volkswagen Passat vehicles equipped with 2.8L V6 engines and registered in the same set of states. Provide the following information concerning Recall 99V-131:

- Provide copies of all technical reports and presentations that summarize the problem addressed by 99V-131;
- State, by model, engine, and model year, the number of recalled vehicles Volkswagen has repaired under 99V-131;
- State the numbers of incidents associated with the alleged defect that occurred: (1) in vehicles prior to completion of 99V-131 repairs; and (2) in vehicles after completion of 99V-131 repairs;
- d. State the completion dates for 99V-131 repairs for all vehicles that have been involved in incidents of the alleged defect condition;
- e. Provide Volkswagen's assessment of the relationship between the condition addressed by 99V-131 and the alleged defect in the subject vehicles; and
- f. Provide Volkswagen's assessment of the effect of the repairs conducted under 99V-131 on the alleged defect in the subject vehicles. Include in the assessment the effects from proper repairs and the potential effects from improper repairs.
- 11. In a June 23, 2004 meeting with NHTSA staff, representatives from Volkswagen presented information regarding its analysis of the alleged defect. During the meeting, Volkswagen indicated that only a few vehicle inspections and owner interviews had been conducted concerning the alleged defect. Provide the following information concerning Volkswagen's analysis, owner interviews, and vehicle inspections:
  - a. Copies of all material presented or displayed at the June 23, 2004 meeting;
  - A detailed description and chronology of all subsequent efforts to interview owners and inspect incident vehicles; and
  - c. Detailed summaries of all owner interviews and vehicle inspections.
- 12. State the number of subject components that Volkswagen has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale (including the cut-off date for sales, if applicable).

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number). Also identify by make, model and model year, any other vehicles of which Volkswagen is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

13. Provide a schematic and description showing all aspects of the design of the subject components that relate to the control/prevention of throttle icing. Provide Volkswagen's assessment of the environmental and operating conditions that can produce throttle icing in the subject vehicles when subject components are functioning properly. Provide

Volkswagen's assessment of factors that affect throttle ice prevention functionality as a vehicle accumulates time/miles in service.

- 14. Furnish Volkswagen's assessment of the alleged defect in the subject vehicle, including:
  - The causal or contributory factor(s);
  - b. The failure mechanism(s);
  - c. The failure mode(s);
  - d. The risk to motor vehicle safety that it poses:
  - What warnings, if any, the operator and the other persons both inside and outside the
    vehicle would have that the alleged defect was occurring or subject components was
    malfunctioning; and
  - f. The reports included with this inquiry.

This letter is being sent to Volkswagen pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. Volkswagen 's failure to respond promptly and fully to this letter could subject Volkswagen to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$5,000 per day, with a maximum of \$15 million for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. This includes failing to respond to ODI information requests.

If Volkswagen cannot respond to any specific request or subpart(s) thereof, please state the reason why it is utable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Volkswagen does not submit one or more requested documents or items of information in response to this information request, Volkswagen must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Volkswagen's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by October 8, 2004. Please refer to EA04-017 in Volkswagen's response to this letter. If Volkswagen finds that it is unable to provide all of the information requested within the time allotted, Volkswagen must request an extension from Mr. Jeffrey Quandt at (202) 366-5207 no later than five business days before the response due date. If Volkswagen is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Volkswagen then has available, even if an extension has been granted.

If Volkswagen claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Volkswagen must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended (68 Fed. Rog. 44209 et seq; July 28, 2003), to the Office of Chief Counsel (NCC-113), National Highway Traffic Safety Administration, Room 5219, 400 Seventh Street, S.W., Washington, D.C. 20590. Volkswagen is required to submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.

If you have any technical questions concerning this matter, please call Chris Lash of my staff at (202) 366-2370.

Sincerely

Kathleen C. DeMeter, Director Office of Defects Investigation

Enforcement

Enclosure 1, One CD ROM titled Data Collection Disc containing three files Enclosure 2, VOQ reports

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ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 29-879 The Information is requested parameter to enthquity vectod in the Unitional Highway Traffic Sufety Act and authorograph amendments. You are under the responsition to respond this quantionmine. You response may be used to seek the WHEA in determining whether a Natural current should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or Rigation against a resoulacturer, your response, or a statistical seminary thereof, may be used in support of the agency's action.

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Include. If available: Police/Fire Department Report. Photos, and Repair Invoice.

ATTACH ADDITIONAL SHFFTS IF MFCFSSARY
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority varied in the Retional Highway Traffic Safety Act and subsequent amendments, You are under so obligation to respect this quantionnaire. Your response may be used to maint the Reffix in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the MFSA processes with administrative enlargement or Digation against a numeric tarer, your response, or a statistical against y thereof, may be used in support of the against a action.

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Include: Favailable: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY
The Privacy Act of 1974-Public Law 82-578 This information is requested pursuant to subtlerity varied in the littless) Highway Traffic Safety Act and aptropriate services in the littless of the littl

											. Form Aur	atred:	:O.M.B. No. 2127-0050
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Clima Land	<u>/IL L</u>			,	APPLE			T DECRMA				_	
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BRAKE TO TURN OF COLUMN. WHEN THE CONTINUED TO RU SHOULDER OF THE MOTION. SHE SAIL SHE CALLED THE M	MY WIFE HAD A PRETTY BAD EXPERIENCE LAST MONTH WITH THE CRUISE CONTROL. SHE HAD THE CRUISE SET AT 75MPH AND HIT THE BRAKE TO TURN OFF THE CRUISE (VIA PEDAL). WHEN THE CAR DID NOT RESPOND, SHE TURNED OFF THE SWITCH ON THE STEERING COLUMN. WHEN THAT DID NOT STOP THE CRUISE, SHE PUT BOTH FEET ON THE BRAKE AND TRIED TO STOP THE CAR, BUT THE ENGINE CONTINUED TO RUN AGAINST HER EFFORTS. FORTUNATELY, SHE WAS ABLE TO POWER-BRAKE THE CAR, AS IS SHUDDERED, OVER TO THE SHOULDER OF THE HIGHWAY AND BRING THE SPEED DOWN ENOUGH TO SLAM THE TRANSMISSION INTO PARK AND ABRUPTLY STOP THE CAR'S MOTION. SHE SAID AUL FOUR WHEELS WERE SMOKING (BRAKES I WOULD GUESS). SHE TURNED THE CAR OFF,												
PRIOR (\$300). THE	HE CALLED THE MAPLEWOOD AUDI DEALER, WHERE WE JUST HAD THE CAR IN FOR FULL SERVICE AND SCHEDULED CHECK-UP ONE MONTH RIOR (\$300). THE CAR WAS TOWED TO THE DEALER AND KEPT FOR DIAGNOSTIC AND INVESTIGATION BY THE TECH. WHEN THE AUDI TECH JRNED THE CAR ON THE ENGINE IMMEDIATELY REVED BACK UP TO CRUISING RPM AGAIN.											/HEN T	THE AUDI TECH

THE SERVICE DEPT PULLED THE THROTTLE CABLE FROM OUR CAR AND DISCOVERED CRACKS IN THE HOUSING ON THIS CABLE. THEY COULD NO

Include, if available: Police/Fire Department Report. Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS TO NECESSARY
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the Rettoral Highway Traffic Selecty Act and authority abstracts a selection to respect this questionnals. Your response may be used to easier the NHTSA in determining adultion a Manufacturer of the Appropriate action to correct a select defect. If the MHTSA proceeds with administrative enforcement or Rightlys against a manufacturer, your response, or a statistical authority thereof, may be used to support of the agency's action.

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			DO	OT Auto	Safety	Hotline			L_	FOR AGE	CY USE ON	LY :	100148	
U.S. Departm of Transportal				port V	ehicle So	uestion efety Def			Dete F	Received		Rep	ository 🗌	
National High Traffic Safet Administrati	wey y	IM	ERNÉ	(1-B	I-DASH- 96-327-4 .nhtsp.d		otline			12-APR-20	04	Reference No. 10066002		
A41111120000		WNER INFOR	MAT	ION (Ty	ps or Prin	nt)			<u> </u>			Ė	3 4 4 4 4 4 4	
Varne e									Daytime Telephone Number É-mail Addres					
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Do you authorized the state of the state of Ow	of an ev	A to provide : thorization, h	of this i	ess to	chicle? the valid	₩ y de manufi	ecturer.	NO	_					
Signature of On	- T	<del></del>			100				<u> </u>	<del>_</del>				
17 dinit Vohida fda	ntification	Number Locate	ed et b	attom of w		driver's side				Model			Model Year	
17 digit Vehicle (damblication Number Located at bottom of windshield on driver's side   Maika   WALIAA24B3WN1Z3132   AUDI										A6			1998	
Date Purch 04-S&P-01			lame and Telephone Number AUDI 315-699-2651							Engine: No: Cylinders <u>6</u>			Fuel Type: Gas	
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HOTOFALL	III C	ruise Control	'~	<i>(</i> 278) 141)(	,EL DRIVE,		Multiple	Failur	ne: 3					
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e Component C	ode				. ,,,,,,,,,		_			re Failure	? <b>уре</b>			
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rash □Yes XINo	Fire □1v	oc [V] 114			ersons Ini: O		niber of D			rted to Po	lice			
ti 1765   IAINS Surrativo Descrip Measo duscribe ( .e., ports repoire	tion of 1	Incident(5), C ts leading up	to the	falkee,	injury(les) (2) failure	and the con	_	s, a <b>e</b> d	(3) valet		to correct t	he ful	lure;	
I OWN A 1998 A SLOW THE VEHIC	UDI A6 Y	WHICH ON SE	VERA	LOCCAS	IONS HAS									

ENGINE OFF, AFTER RESTARTING THE ENGINE, THE VEHICLE WOULD OPERATE IN A NORMAL FASHION.

THIS PROBLEM EXTREMELY DANGEROUS SITUATION HAS OCCURRED 3 TIMES SINCE I PURCHASED THE VEHICLE (AUDI CERTIFIED PRE-OWNED) AND HAS BEEN REPORTED TO THE LOCAL AUDI DEALER ON SEVERAL OCCASIONS. THEY CAN FIND NOTHING WRONG WITH THE CAR.

Include, F available: Police/Fire Department Report. Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSAR
The Privacy Act of 1874-Public Law 88-579 Tride information is requested pursuent to authority vested in the Partieual Highway Traffic Statety Act and asbeaucant unreadments. You are made no chilipathe to respond this questionnaire. Your response may be used to easiet the PATEA is determining whether a Manufacturer about take appropriate action to correct a strictly defect. If the MATSA proceeds with administrative enforcement or Rigation against a manufacturer, your response, or a statistical summary thorses, may be used in support of the against a section. ATTACH ADDITIONAL SHEETS IF NECESSARY

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	10.00	-	 	

U.S. Department of Transportation

## DOT Auto Safety Hotline

## Vehicle Owner's Question naire To Report Yehicle Sefety Defects

FOR AGENCY USE ONL	Y 100148
ata Received	Repository

Data Version	Repository [.]
13-APR-2004	Reference No. 10065056
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or a statistical recovery thereof, easy be exact a select of the Agency's action.

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U.S. Departmer of Transportation				port Ve	hicle Š	uestion afety Def			Date Net	New Miles	Kep	CONTROL A L		
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Address City				State		Zio Code			Evening 1	Telephone Number				
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Do you authorize In the absence of Signature of Own	r an aut	l to provide a thorization, fi	i copy IHTSA	of this rej WILL NO	iur veh ss to ti Date	he vehicle	図 YES Manufacturer. /	NO						
					VEH	ICLE INFOR	REMATION							
17 digit Vehicle Ident	dification	Number Locate	ed at bo	attom of wh	idshleid on	driver's side				Model		Model Year		
WAUBA24B6XN		ı					AUDI			A6		1999		
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Original Owne	iL	Qealer's City DECATUR	,				State IN	ZbC	ode					
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			(Ph				IT INFORMA L Farentes C			v ((ess), )				
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Marrative Descript	tion of I l) event	incident(8), C ts leading up t	to the	fallere, (2	I) failure :	and its con	saquences,	22d (3	l) what we	es done to correct t	he fai	lurej		
THE THROTTLE ST	ruckoi	DUA 99' YN N	I A6 2.	.8 QUATTI	RO AT 70	MPH ON IN	TERSTATE!	I-65 [l	N INDIANA	APOLIS, IN. IT TOOK	СВОТ	H FEET ON THE		

BRAKE TO STOP THE VEHICLE AND STILL ALMOST HIT SONEONE IN THE REAR (SCARY). I PUT THE CAR IN PARK, IT RED-LINED AND I TURNED OFF THE IGNITION. WHEN I RESTARTED THE CAR THE THROTTLE HAD RESET. FOTUNATELY MY WIFE WAS NOT DRIVING.

ATTACH ADDITIONAL SHEETS IF MECESSARY

Include, if available: Police/Fire Department Report. Photos, and Repoir Invoke.

ATTACH ADDITIONAL SHEETS IF NECESSARY
The Privacy Act of 1974-Public Law \$3-579 This information is requested personal to authority vested in the Religional Highway Traffic Salety Act and makesquent servants. Too are under no obligation to respond this questionnaire. Your response may be used to easier the NITSA in determining whether a Managerians should take appropriate action to correct a safety defect. If the NITSA proceeds with administrative safercament or Rightion against a manufacturer, year response, or a statistical section; hereof, near the sead to support at the agency's action.

Form Asser	HTTT - 1127-0008
FOR AGENCY USE ONL	LY 375
Date Received 12-MAR-2004	Reference No. 10063073
Daytime Telephone Number	E-meil Address
- Layuna rasapan	E-Align September
Evening Telephone Number	
vehicle? YES	סא [
Nodel	Model Year
A6	1999
Engine: No: Cylinders <u>6</u>	Fuel Type:
p Code	]
ponent Code	<u> </u>
1. SYSTEM, GASOLINE	
ure:	
NFORMATION	
RTING A TIRE FAILURE	
Tire Size (Example P215)	3/65R15)
lon:	
Tire Fallure Type	<del></del>
NG A CHOLD SEAT FAILURE	
Model No./Name:	
Nest, and injury(les).)	
Reported to Police	
d (3) what was done to correct th	he fallure;
	<u> </u>
ILLED IN MY WIFE'S AUDI AS QUA: HIM IT WAS HARD TO BELIEVE UN N TO ROUTE HEADED WEST WHEN IAD OVER 35 CARS SENSE I WAS I OTTLE PLATE FREEZES CAUSING TO THIS. WE BOTH KNOW THAT IS A ON THE BRAKES WITH NEW PADS OF THIS. THANKS FOR ANYTHING	INTIL I DROVE THE CAR EN THE CAR JUST TOOK 16 NOW 56, LOTS OF THE CAR TO TAKE OFF A LIE, WHEN I IS 3 DAYS BEFORE
	Date Received  12-MAR-2004  Daytime Telephone Number  Evening Telephone Number  Whicle?  It yes the vehicle menufacturer.  And  Regine: No: Cylinders 6  Engine: No: Cylinders 6  Engine: No: Cylinders 6  Engine: No: Cylinders 6  The Size (Example P215  In:  The Fallure Type  G A CHILD SEAT FAILURE  Model No. (Name:  In: In: In: In: In: In: In: In: In: I

Include. If available: Police/Fre Department Report. Physios. and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Pablic Law 53-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent arrendments. You are under no adaption to respond this questionnels. Your response also be used to make the NATEA is determining whether a Hamefacturer should take appropriate action to correct a safety defect. If the NATEA precedes with administrative enforcement or Regards a season against a resemble type, your response, or a statistical mannersy thereof, may be used in support of the agency's action.

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Signature of Own				cate									
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WVWM063B4X5					1 1					1999			
Date Purchas 01-AUG-99	Number 00		Engine: Fuel Type:  No: Cylinders 6										
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	i I	ruise Control					Multiple Fallure: 1						
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Incident Date(s) 31-JAN-2004	Falku	re Misage 72000	Fai	lure Speed 55						•			
		ADDI	101	AL TEMS TO	BE COMP	ETED	WHENRE	ORTI	NG A.TII	U PAILURE		<u>`</u>	
Tire Make				Tire Model (	Name or Nur	nber)			The	e Size (Example P21	5/65R	15)	
COT No. (Example:	DOTM	ALSABC036)		Origina Prior Ru	l Equipment apair		Fallure Loc	cabion:					
Tire Component Co	de									Falure Type			
		ADDITIO	ML I					_		SEAT FAILURE			
Make:					late Manufa				Model No.	/Hame:			
Seat Type: Installation System: Child Seat Component Code: Failed Part;													
Chad Seat Compon	ent Coo	)A:		Failed Part:	ICABLE IN	TDEN	T THEODY M.	ATTON					
				Please describe il	detail the inc	(dentify)	. Fallurefs), C	restricts	L and into				
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Namative Descript	tion of ) () even	incident(S), ( to leading up	to ti	ee follore, (2)	tellura and 3	be con	enquences,	and (3	) what w	as done to correct (	the fai	kure)	
WHILE DRIVING	NT 55 M	PH VEHICLE	ACCE	LERATED TO	80 MPH. *A	K WH	IEN THE CO	NSUME DID N	R APPLIE	D THE BRAKES, ON TO ACCELERATE U	E FOO	T WAS LIFTED PLACED INTO	

NEUTRAL, TURNED OFF, AND HAD TO STAND ON THE BRAKES IN ORDER TO STOP THE VEHICLE. \*SC

ATTACH ADDITIONAL SHEETS IF NECESSARY

Include, if available: Police/Fire Department Report, Photos, and Repair Invoke.

ATTACH ADDITIONAL SHEETS IF INCRESSARY
The Privacy Act of 1974-Public Law 93-579 Titly Information is requested guresent to anticerty vested to the Notional Highway Traffic Safety Act and subsequent
are administry for any seeler so obligation to respond this questionnaire. Your response risky be used to assist the INTSA in determining whether a Massischurer
should take appropriate action to correct a safety defect. If the INTSA proceeds with administrative enforcement or fitigation against a manufacturer, your response,
or a statistical surrously thereof, may be used in support of the agency's action.

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Netional High Traffic Safet Administrati	y	זאנ	BRM	1-885-1 (1-868 ETawwan	-327-4	236)	otline		16-	MAR-2004		ference No. 052313
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Original Own	er	Dealer's City	, _				State	Zbc	ode			
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•==				lease describe	in detail t	he incident(s).	. Falkreist, C.	rash(es	), and Injury			
Crash XYes □ N		es. 🔀 No		imber of Peri 0			mber of Dea O	ths		ed to Police N		
Marrativa Descrip Please describe ( Le, parts repaire	tion of l 1) even i or repi	incident(8), C to leading up laced (800 T c	ᇥ	sa falkere, (2)	) failura (	and its com	requences,	and (3	b) what we	as done to correct t	he fai	lure;
1998 AUDI 44 O	JATTRO	2.8										

ACCELERATOR THROTTLE STUCK OPEN THIS WINTER SEVERAL TIMES

CAUSING AN ACCIDENT AT MY HOME. \*JB

ATTACH ADDITIONAL SHEETS IF NECESSARY

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. The Printy Act of 1974-Public Law 19-579 This information is requested personnel to authority vested in the fectional Highway Treffic States Act and authorization is meaningerin. You are under no obligation to majorid this quantionamine. Your response may be used to anoth the MITSA in determining whether a Manufacturer should take appropriate action to correct a metry defect. If the MITSA processes why be used to another the MITSA in determining whether a Manufacturer should take appropriate action to correct a metry defect. If the MITSA processes with administrative enforcement or Migation against a manufacturer, your response, are distintical summary thereof, may be used in apport of the agency's action.

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		WNER INFOR	MAT	ION (Type	or Print	) <u> </u>					<u></u>	M & dalayan
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			_				RMATION					
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Original Owner X	<i>-</i>	Dealer's City	<i></i>				State	ZlpC				
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	<u> </u>			PATLE	a) COMP	ONENT(S	)/PART(S	i) INFO	RMATE	OH	_	
Incident Date(s) 20-JAN-2004	Falkr	re Misage	Fallu	ura Speed 61			<del></del>					
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WHILE DRIVING GA	AS PEO	AL STUCK AT	61 M	PH. CONSUM	HER HAD	TO PULL	DUT OF TH	E ROAD	), AND TU	URN OFF THE ENGIN	E. *A	К

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NETFESSARY
The Privacy Act of 1974-Public Law 93-579 This information is requested purturent to settlently vested in the National Highway Traffic Selecty Act and deliverages a singulation to response this questionalise. Your response may be used to seeks the NATSA is determining whether a Manafacturer, should take appropriate action in correct a safety defect. If the NATSA processes 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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U.S. Departmen of Transportatio			icle (	Owner's Q	Question Safety De	nnaire		Oute Rec		_	costary 🔲
National Highway Traffic Safety Administration	way			1-888-DASH (1-888-327- Twww.nhtsa.	1-2-DOT (-4236)			20-	-JAN-2004		ference No. 054473
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			<b>Ch</b>	APPLICAB <u>1880 destito</u> in debil	BLE INCIDEN 8 the incident(s)			i), and injury		-	
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HARD TO STOP VEHICLE WITH A THROTTLE STUCK OPEN. LETTING THE CAR SIT FOR A FEW MINUTES WARMS UP THE THROTTLE BODY ENOUGH THE THE THROTTLE UNSTICKS. \*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invalors.

ATTACH ADDITIONAL SHEETS IN NECESSARY
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vegted in the Metional Highway Triffs Selety Act and subjectional amendments. Yet are under no obligation to respect this guestformal true response may be used to act in HITSA in determining whether a Manufacturer should take appropriate action to connect a select different HITSA proceeds with adjustificative enforcement or Rigation against a manufacturer, your response, or a statistical summary blacked, may be used in support of the agency's action.

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Netional Highy Traffic Safety Administration	'n			1-988-0 (1-898- NET:www.ni	3-327-4 1ht <b>sa</b> .de	4296) lot.gov/h	istline		24	+ FEB-2004		ference No. 1055284
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Include, If available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF MECESSARY

The Privacy Act of 2874-Pable Law 93-579 This information is requested personnt to publishing varied in the internal rightney Traffic Sefety Act and subsequent amendments. You are under se spagnifical to respond this questionners. Your response may be used to sealed the MITSA in determining whether a Manufacturer should be separately action to correct a statety defect. If the MITSA proceeds with an intertrative entercovery or Disprion against a meaning thereof, may be used in support of the squarer's action.

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Name the Description of Incident(S), Crash(ee), and Injury (set).  Please describe (1) availta leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;  i.e. parts repaired or replaced (and if oid part is available).  WHEN THE TEMPERATURE DROPS BELOW ZERO, THE CAR ACCELERATES EVEN AFTER YOU TAKE YOUR FOOT OFF THE GAS PEDAL. IT HAPPENED SEVERAL TIMES LAST WINTER AND AGAIN DURING THIS LAST COLD SPELL IN JANUARY. WE WERE LUCKY TO BE ABLE TO GET THE CAR OFF THE ROAD AND STOPPED. DOWNSHIFTING AND HEAVY BRAKING ALMOST DIDN'T GET IT STOPPED. THE CAR WEN'T TO THE SHOP AGAIN FOR A BANDAID FIX BUT I WAS TOLD BY THE DEALERSHIP THAT SOMETIMES THIS PARTICULAR CAR JUST DOES THAT. I WAS CHARGED \$130.00 FOR THEM TO CLEAN THE THROTTLE BODY AND TOLD THAT I SHOULD REMOVE THE AIR FILTER AND CLEAN THE HOUSING MYSELF OCCASIONALLY. THIS IS ABSOLUTELY UNACCEPTABLE. *18														
Include, If availab	le: Police	/Fire Departs	лео	Report, P	otos	, and	Receir In	volce.		AT	TACH ADD	MOTONAL	SHFF	IS IF NECESSARY
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Morative Please de	e Description escribe (1)	ion of D ) event	Dicident(5), O	to the fi	fa <b>llere</b> , (2)	) fallure a	and Recons	mquencas,	E) bns		as done to correct ti	he fai	Aure;
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I TOO EXPERIENCED A STUCK THROTTLE ON MY 1999 AUDI A6 SEDAN. IT HAPPENED DURING SUB-ZERO WEATHER WHILE I WAS DOING ABOUT 70MPH ON A HIGHWAY. I HAD TO USE BOTH FEET ON THE BRAKE TO PULL OVER AND WHEN I PUT IT IN PARK, IT REDLINED, I SHUT IT OFF AND TURNED IT BACK ON WITHOUT ANY PROBLEMS SINCE. DEALER LOOKED IT OVER AND SAID THEY COULDN'T FIND ANY PROBLEMS WITH THE CAR. I HATE TO THINK WHAT WOULD'VE HAPPENED IT I'D BEEN IN HEAVIER TRAFFIC OR DIDN'T REALIZE THE CAR WASN'T RESPONDING PROPERLY IN TIME.

Include. If available: Police/Fire Department Report, Photos, and Repair Involce,

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privace Act of 1974-Public Law 53-829 This information is requested gurnerably verted in the Button Highway Traffic Selfsty Act and subsequent arrendments. You are under no obligation to carpool this quantitaristic years and the said to exact the RVISA in determining whether a Manufacturer about this agreement of the property of the said to exact the RVISA in determining whether a Manufacturer about this agreement of the property of the p

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of Transports National High Traffic Safet Administrat	tion husty y ion	T INTI	o Report 1-6 (1/ RNET:wa	: Vehicle 189-DAS -586-32 ww.nhtsi	Safety H-2-DC 7-4236 a.dot.g	y Defe ot 5)	ects		09-	-JAN-2004		ference No. 052734
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WHILE TRAVELING ON THE HIGHWAY ON A SUB ZERO (-6 DEGREE F) NIGHT, MY CAR WHICH WAS SET AT 55 MPH ON CRUISE CONTROL, ACCELERATED ON ITS OWN TO 62 MPH, AND THE THROTTLE BECAME STUCK. BRAKING, AND PUSHING THE APPROPRIATE BUTTONS WOULD NOT DISENGAGE THE CRUISE CONTROL. I HAD TO PHYSICALLY PUSH THE FOOT BRAKE AS HARD AS POSSIBLE TO FORCE THE CAR TO A STOP, AND THEN THE CAR WAS STILL ACCELERATING ON ITS OWN WHEN I RELEASED THE BRAKE. AFTER STARTING THE CAR AND TURNING IT OFF 3 TIMES, I FINALLY DISENGAGED THE CRUISE CONTROL AND MADE IT TO MY DESTINATION. ON THE WAY HOME, WITHOUT TOUCHING ANY CRUISE CONTROL FEATURES, THE THROTTLE ONCE AGAIN BECAME STUCK AND WAS TRYING TO ACCELERATE THE CAR. TODAY I HAD THE CAR SERVICED, AND I WAS INFORMED THAT THEY HAD RECEIVED 3 CALLS DURING THE TIME PERIOD I WAS THERE REGARDING A SIMILAR SITUATION WITH VEHICLES THAT CONTAIN THE SAME OR A SIMILAR ENGINE.\*AK

Include, If available: Police/Fire Department Report, Photos, and Repair Invoice,

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-PubSc Law 93-879 This information in expension of the surface yearted in the interest Highway Traffic Safety Act and subsequent excellents. You are under no obligation to emposed this questionable, Your response, way be used to active the RFTSA is determining whether a Hamsfacturar should take appropriate action to correct a safety defect. If the RFTSA precents with appropriate action to correct a safety defect. If the RFTSA precents with appropriate appropriate action against a search cluster, your response, or a statistical passensy thereof, may be used in support of the agency's action.

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MINUTES, YOU CAN START THE CAR AND EVERYTHING IS BACK TO NORMAL. THIS IS A VERY DANGEROUS AND PERHAPS A LIFE THREATENING CONDITION. THE CAR HAS A 2.8 LITER V6 WITH AN AUTOMATIC TRANSMISSION, I HAVE A FRIEND WHO HAD AN AUDI A6 QUATRO (1999) WITH THE SAME 2.8 V6 AND HAD THE SAME ISSUE. AFTER SPENDING SEVERAL HUNDRED DOLLARS TRYING TO GET IT RESOLVED WITH NO LUCK, HE SOLD THE CAR. THIS DOESN'T SOLVE THE PROBLEM, BUT IT MAY KEEP HIS FAMILY ALIVE. \*NLM

Include, if available; Police/Fire Department Report, Photos, and Repair Involce, ATTACH ADDITIONAL SHEETS TE NECESSARY The Privacy Act of 1974-Public Law 92-879 This information is requested present to authority vested in the Notional Highway Traffic Safety Act and subsequent transmissions. You are under no obligation to request bississions from the next to authority vested in the Notional Highway Traffic Safety Act and subsequent throughout the property way be used to ensert the NOTEA in determining whether a Phanticturer should take appropriate action to correct a safety defect. If the RETEA proceeds with administrative enforcement or Rightion equinat a measuracturer, your response, or a statistical assumpty thereof, way he used in support of the agency's action.

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of Transportation		•	DK	leport Vehi 1- <b>289</b> -D			/BCES		<b>l</b>	!	$\vdash$	<del>_</del>
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THROTTLE PEDAL THE PEDAL HAS A HEATING ELEMENT THAT HAS FAILED DUE TO THE RECENT EXTREMLY COLD WEATHER.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Incipile. If available: Police/Fire Department Report. Photos, and Repair Invoice.

The Privacy Act of 1974-Public Law 92-879 This information is requested personnel to authority vested in the Perional Highway Train Select Act and subsequent smeadments. You are under so obligation to respect this questionnels. Your response stay to used to such the NYTON in determining whether a Manufacturar should take appropriate action to correct a making direct. If the NYTON proceeds with administrative enforcement or Higheston against a paradicturar, your response, or a startistical assumency thereof, may be used in apport of the agency's action.

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U.S. Department of Transportation		ikle ( To Rep	T Auto Safet Owner's C port Yehicle	Question Safety De	nnaire		Date Re		_	ostory [
National Highway Traffic Safety Administration			1-888-DASH (1-888-327 Tarww.nhtse	7-4235)	hotline		17	7-F <del>68-</del> 2003		ference No. 1007690
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				DECLE INFO						
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Include, If available: Police/Fire Department Report, Photos, and Repair Invoice,

ATTACH ADDITIONAL SHIFTS IF NECESSARY

The Privacy Act of 1874-Public Law 93-579 This information is requested purposed to auditority vasted in the National Highway Traffic Safety Act and subsequent assentiated. You are seeing no originates to respond this question with Vour response may be used to such title INTSA in determining whether a Remain classes should take appropriate action to correct a safety detect. If the INTSA processes with administrative enteroperative without a manufacturer, your response, or a stabilities surrecary thereof, may be used in support of the agency's action.

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U.S. Department of Transportation			kle	e Owner's Report Vehic	's Que Icle Safe	estion fety Def			Date Rec		_	pository 🔲
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Include, if available: Police/Fire Department Report, Photos, and Repair Invoice,

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974-Public Law 93-879 This information is requested personne to enthodicy varied in the Millians Highway Traffic Safety Act and enhanced manufacturers. You are under no obligation to respond this questionable to expend to assist the HITSA is determining whether a Manufacturer about this appropriate action to correct a safety defect. If the NITSA proceeds with administrative enforcement or Regular as a same in support of the appropriate action to respond to a safety defect. If the NITSA proceeds with administrative enforcement or Regular assistance as a same in support of the appropriate action.

			DOT	Auto:	Safety	Hutline	FOR AGENCY USE ONLY 100092									
U.S. Departme	Veh	To Report Vehicle Safety Defects								ository 🗌						
National High Traffic Safety Administration	1-888-DASH-2-DÖT (1-888-327-4236) INTERNET www.nhtsa.dot.gov/hotilne								-APR-2003	Reference No. 10012218						
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23-JAN-2003					<u> </u>											
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U.S. Department of Transportation National Highway Traffic Safety		T	icle Fo R	e Owner Report Yel 1-888-I (1-888 NETaww.n	r's Qu hicle St DASH-3 3-327-4	uestion afety Def 2-DOT 4236)	lects .		Date Received 23-APR-2002		Reference No. 8008412		
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CREY PHOEND	XVILLE		_	State	PA	Žĺp Code	<b>'</b>		EVELIA :-	PERSONAL PROPERTY.			
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Marrotive Descripti Please duscribe (1) i.e., parts repaired (	) eventi	s kanding up t	to H	be falkste, (2)	) failure (	and its cons	ieque sces,	E) bas	) what we	e done to correct t	ho fal	ime)	
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Include. If available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY
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DOT Auto Sefety Hotline								FC	OR AGENCY USE ON		100145		
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ATTACH ADDITIONAL SHEETS IE NECESSARY

Include, If available: Police/Fire Department Report. Photos, and Repair Involce.

The Privacy Act of 2974-Public Law 93-579 This information is requested parament to authority varied in the Rational Highway Traffic Shirty Act and subsequent amendments. You are major so deligation to respond this questionable. Your response may be used to subject the INTSA in determining whether a Planufacturer should take appropriate action to correct a safety defect. If the INTSA proceeds with ad industriative enforcement or Ridgetton against a seasofucturer, your response, or a statistical suscessity thereof, may be used in support of the agency's action.

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						o Safety Hotline					F	OR AGENCY USE ON	LY 100148			
U.S. Department of Transportation			Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT								Date Received			Repository 🗌		
National Highway Traffic Safety Administration			(1-888-327-4236) INTERNET arww.nhtsa.dot.gov/hotline							29-JAN-2003			Reference No. 10003601			
OWNER INFORMATION (Type or Print)									Daytime	Telephone Number						
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AS HARD	ME OF A 4 I DAS I COU	LANE H LD TO A	IGHWAY WIT AVOID SMASI	H N H!N	O SHOULDE! 3 INTO THE 1	R TO PU VEHICLE	∐ ON S ahe	ITO DU EAD OF	E TO HEAVY • ME THAT S	'SNOV TARTI	N ACCUM ED TO SLO	PEN AT 65MPH. I W ULATION. I HAD ST DW DOWN FOR AN RIGHT LANE AND MY	AND ( UPCO	ON THE BRAKES MING SPEED		
WHERE I FOR A W HOME AT	I TURNED ( /HILE I TRI T A VERY S	DFF TH LED TO LOW A	E KEY, MY BR START IT AG ND CAUTIOU	AKE AIN S PA	S SMOKED A AND IT IMM	ND SME EDIATEL	lled Ly rei	FOR A DUNED	BOUT 15 MI ). WE WERE	NUTE EVEN	S IN ZERO TUALLY A	TEMPERATURES, A BLE TO RESTART AI RY DANGEROUS, LII	AFTER ND DE	LETTING IT SIT		
FOUR DA	AYS AFTER BUS. THE	THE T	SAME SYMPT	IHO MC	S OCCURED.							E HAO TO SLOW FO				
IS FAIRL	Y COMMO!	Y IN VE	RY COLD WE	ATH	ER AND THE	AUDI 50	omi	IÓN OF	CLEANING	THE T	HROTTLE	KS I HAVE LEARNEI BODY DOES NOT P	Z I HA REVE	THIS PROBLEM		
lm Privacy	Act of 1874	-Public I	/Fine Departn aw 93-579 This	Into	mestion is rec	स्मर्थन है ह	Umaries.	t to aut	bortty vasted	i in the	Rafferel H	ACH ADDITIONAL		lanksanna)		
mendment Bould take	is. You are u appropriste	nder vo Petten 1	obligation te re to correct a mé	aty (	nd this questic Select. If the P	xusta ire. Yi OHTSA pro	cente cente	eptroper: be, fifter	way be used t	ناحده مط	AT THE MATE	A in determining what igotion against a man		44		
ra statietk		thereo:	(, may be used	ВΉ	opport of the a	firuck, a s	dies.				•					