



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

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100079

Date Received: 10-OCT-2003  
Repository:   
Reference No.: 10042750

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**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: [Redacted]  
City: FRANKLIN LAKES State: NJ Zip Code: [Redacted]  
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]  
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner: [Redacted] Date: 10/31/2003

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: **WALYP64B31N14B044**  
Make: AUDI Model: **TR-ROADSTER ALL ROAD** Model Year: 2003  
Date Purchased: 10/12/01 Dealer's Name and Telephone Number: **TOWN AUDI 201 568 5200** Engine: No. Cylinders: 6 Fuel Type: GAS  
Original Owner:  Dealer's City: **ENGLWOOD** State: **NJ** Zip Code: **07631**  
Transmission Type: **AUTO**  Antilock Brakes  Cruise Control Powertrain: **AWD**  
Vehicle Component Code: 190000 TIRES  
Multiple Failure: 3

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 10-OCT-2003 Failure Mileage: 14000 Failure Speed: [Redacted]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: **PIRELLI** Tire Model (Name or Number): **PIRELLI** Tire Size (Example P215/65R15): **P225/55R17**  
DOT No. (Example: DOTM18ABC036): **XTEN 8867 240V**  Original Equipment  Prior Repair Failure Location: [Redacted]  
Tire Component Code: 190000 TIRES Tire Failure Type: [Redacted]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] Installation System: [Redacted]  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

**APPLICABLE INCIDENT INFORMATION**  
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash:  Yes  No Fire:  Yes  No  
Number of Persons Injured: [Redacted] Number of Deaths: [Redacted] Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events 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 old part is available).

ALL FOUR ORIGINAL TIRES WERE REPLACED BY THE CONSUMER AT 14,000 MILES. DEALER PROVIDED 90% ON THE SECOND SET OF TIRES, AND AT 25,000 MILES, TIRES NEEDED TO BE REPLACED AGAIN PIRELLI, SIZE# P225/55R17, DOT# UNKNOWN. \*AK  
**TIRES WITH THIS DEGREE OF PREMATURE WEAR ARE UNSAFE. SEE ATTACHED LETTER TO AUDI.**

October 28, 2003

Mr Len Hunt, President  
Audi of America  
Corporate Headquarters  
3800 Hamlin Road  
Auburn Hills, MI 48326

Dear Mr Hunt:

I am the owner of a 2001 Allroad. It is my sixth Audi and, as always, a pleasure to drive. However, a dangerous situation has developed with the Pirelli tires chosen by Audi for this car. In December 2002 we had to replace all four evenly but totally worn tires at 14,500 miles. Recently, the car was parked with the wheels turned such that I noticed the tires are again evenly and nearly totally worn; not enough tread remaining to drive any part of the upcoming winter. We are now at only 25,000 miles. If I had not noticed the prematurely unsafe condition of these tires, an accident may well have ensued. Owners should expect 40,000 miles of safe driving from these tires.

It came to my attention that there is a recall regarding 2001 Model Year Audi A6 Vehicles with 2.7L Engines to replace tires. Although it appears that Pirelli is not mentioned, they were the tire of choice for 2.7L A6's. The Allroad is not included in the recall even though it is a 2.7L A6. The reason for the recall is officially listed as a Vehicle Load Problem. There may not be a Vehicle Load Problem with the Allroad but it is a sure thing that the Pirelli tires on the Allroad are not proper for the Allroad.

I have spoken to my dealer, Town in Englewood, NJ and the Audi 800 number. The Service Rep at Town did examine the tires and agreed that all four tires were worn and worn evenly. He called Audi whose response was "deal with Pirelli". I received the same response from the 800 number. I consider the Pirelli tires on this car so unsafe that I will not put a Pirelli tire on this car again. Therefore, I will not deal with Pirelli.

The owner of Town Audi has offered to replace two of the tires at cost, if I replace the other two, which they have done for other Allroad owners. To add insult to possible injury, the "cost" quoted was \$30 per tire more than what I could purchase them for at a tire dealer and they were the same Pirelli's. After some discussion, Town Audi has offered Bridgestone's, the brand being used in the recall.

In conclusion, I feel Audi has a dangerous situation and a potential public relations nightmare brewing. I have also shared my concern with the NHTSA; a copy is attached. I also feel that Audi has so far treated a loyal fan with utter disregard. Audi should do the right thing and rectify this safety problem for me and for other effected Allroad owners.

[Redacted]

Sincerely,

[Redacted]

cc: NHTSA

# ART'S TIRE SERVICE

Factory Tire Distributors  
 225 GOFFLE ROAD, HAWTHORNE, NJ 07507  
 Computerized Front End Service, Shocks & Brakes  
 TEL. (973) 423-0088

**BRAKE AND FRONT END SPECIALISTS • MONROE SHOCKS**



CUSTOMER CODE NO		FORM NO		DATE
SHIP TO			SALESMAN	
			WORK PHONE NO	
			HOME PHONE NO	
CHASE ORDER NO	CREDIT CARD NO	MAKE & YEAR OF VEHICLE	LICENSE NO & STATE	
VEHICLE NO	VEHICLE SERIAL NO	ODOMETER READING	OTHER INFORMATION	

ITEM NO	QTY	SIZE	DESCRIPTION	PLY	UNIT PRICE	EX. FRI.	REMARKS
			<p><i>ADD PIRELLI                      REPLACEMENT                      1/2 PRICE</i></p>				

REMARKS:	TAXABLE AMOUNT	BILLING STATUS
	SALES TAX	
	NON-TAX AMOUNT	
	INVOICE TOTAL	

RECEIVED BY: _____ CUSTOMER SIGNATURE	I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purpose of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. Conditions not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond our control. Storage will be charged commencing 48 hours after repairs are completed.  All parts removed will be discarded unless otherwise instructed.	CUSTOMER SIGNATURE _____ ALL Claims and returns MUST be accompanied by this bill
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**CUSTOMER COPY**