

10109461

December 23, 2004

2005 JAN -7 AM 12:07

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NSA - 10.01, 400 7th Street, SW
Washington, DC 20590
USA

Dear Madams / Sirs,

Re: 2000 Audi A6 Avant
VIN WAULH24BXYN

- defect notice to install plastic cover on crossmember and apply felt to left crossmember end - July 2004
- Service Action JE to check front suspension lower control arms - August 2004

I write to bring your attention to my recent correspondence (all copies attached) with Audi of America in connection with significant repair expenses to correct problems which are either related to the above DOT recall notices or else caused by problems that should be brought to DOT's attention. My letters to Audi of America have not been answered. The following briefly summarizes events for your information:

- the 2000 Audi A6 Avant vehicle - VIN WAULH24BXYN - is a US-imported and US-specified car purchased from an Audi dealership in New Jersey. In the summer of 2004 my employer relocated me to Toronto, Canada and the vehicle was shipped from the U.S. with my other household effects
- In October 2004 an electrical short disabled the vehicle and required extensive repairs for smoke and parts / wiring replacement. Much of the damage is very close to the problem described in Audi of America's July 2004 recall letter ("fire originating in the left dashboard area"). The dealership has verbally advised that the damage was not connected to the recall and required me to pay \$2,234.31 for the repairs. I also incurred \$537.32 for towing and car hire expenses. In following up with Audi's customer service, I was again verbally advised that the dealership claimed no connection between the vehicle damage and the recall notice, but my written request for reimbursement has not been replied to
- This vehicle has required some work to meet Canadian specifications (e.g. daytime running lights). While this was being done, the dealership carried out work on the upper control arms and CV boots. Again, this is very close to the JE recall notice for the lower control arms. Again, I was required to pay \$931.59 to have the arms and CV boots replaced. This was also brought to Audi customer service attention with no reaction.

JEAN
1/13/05

I am concerned that I have paid for repair work that may be required under DOT recall notices. If indeed the repair expenses are not covered by DOT recall notices, then the nature of the damage should be brought to DOT's attention. In particular, the electrical short on the driver's side behind the dashboard resulted in much smoke, a strong burning plastic smell, and complete immobilization of the vehicle. There may well have been a fire risk. This should not be happening in an upscale and expensive vehicle such as this that is only 4 years old. The replacement of the upper control arms and rubber boots (where the recall mentions lower control arms and rubber boots) is also a matter that should be investigated since it is very similar to corrective action required under Service Action JE.

I believe that I should be rightfully reimbursed for the above expenses (\$3,703.22) by Audi of America. In any case, I believe DOT should investigate the circumstances of the electrical short and the control arms in the context of the recall notices.

The Audi dealership, Audi of America, and my local insurance company have all had some involvement in investigating the vehicle damage and I am sure would be able to provide the required information.

I look forward to your reply and action. Thank you for your help.

Copies of all relevant correspondence are enclosed.

Yours truly

Toronto
Ontario
Canada

*Letter to
Audi of America*

27 October 2004

Audi of America - Customer Service

Attention: Sally Eberley
Fax: (248) 754 6504

Dear Sally,

Re: 2000 Audi A8 Avant
WAULH24BXYN
Your file ref. #40408852

I write further to our several telephone conversations in the last two weeks regarding the electrical short damage to the above car. As of yesterday I collected my car and paid all amounts due in full to the dealership for all damage repair. I request reimbursement for repair and related costs from Audi of America. For your information, the following is a summary of events:

- On October 14th while driving in Toronto there was an electrical short with significant smoke and a strong burning smell from the driver-side dashboard in the steering wheel well area. I called Audi emergency roadside assistance for help, who dispatched a tow truck. The car was taken to Downtown Fine Cars at 164 Avenue Road in Toronto
- The service was managed by James Williams at the dealership at (416) 961-6820. I had asked James to look at the cause of the short and to see if it was related to the July 2004 notice regarding the wiring harness defect. The dealership was also asked to perform the necessary work to allow this US-specified car to meet Canadian specifications since I had brought the car with me with my job transfer from New York to Toronto
- The dealership advised that the electrical short was not related to the July 2004 notice. The dealership completed all repair work for the electrical short, repair work for the July 2004 notice and the August 2004 Service Action JE condition (lower control arms), a large amount of additional service work, a local safety and emission inspection, and work for Canadian specification requirements (daytime running lights, etc.)

The above facts have been shared with you in detail in several telephone conversations.

I would like to bring the following to your attention:

- It is highly unusual for a late-model and upscale Audi A6 Avant to have this type of electrical short. The damage was extensive and required several labour hours to repair. James Williams at the dealership confirmed that he has not seen a prior event like this

- This car has always been serviced and maintained at an Audi dealership: initially Town Motor Cars in Englewood, NJ and now Downtown Fine Cars in Toronto, ON. You will note that even minor work for Canadian daytime running lights was done through an Audi dealership rather than through a local automotive repair shop. Furthermore, a large amount of other service work was performed by the dealership while it was in for the electrical short damage repairs. I am and remain an Audi enthusiast.

- I understand that the dealership has provided information to Audi of America. I appreciate the efforts on your part as customer advocate. However, in near-daily calls to the customer helpline I have received only 1 return message with meaningful help

- I have incurred significant costs in addressing the electrical short, itemized as follows:

Towing charges	\$123.32
12-day car rental for service period	\$414.00
Electrical short damage repair (parts and labour)	\$1942.88 + \$291.43 tax

All invoice copies are attached.

I would appreciate your reviewing the above and the results of Audi of America's own investigation. I would appreciate reimbursement for the above costs incurred. Audi should follow up with the cause of this electrical short.

Please feel free to contact the undersigned to discuss any of the above.

Thank you

Toronto, Ont.

Canada

1st letter to Audi - Oct 27 2004

MODE = MEMORY TRANSMISSION

START-OCT-27 13:48

END-OCT-27 13:52

FILE NO. 744

STN NO.	COMM.	ADDR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	OK	0	12-87548384	010-010	00:04:00

416 974 4785- -----

27 October 2004

Audi of America - Customer Service

Attention: Sally Eberley
Fax: (248) 734 8504

Dear Sally,

Re: 2000 Audi A6 Avant
WAUJLH248XYN
Your file ref. #40408852

I write further to our several telephone conversations in the last two weeks regarding the electrical short damage to the above car. As of yesterday I collected my car and paid all amounts due in full to the dealership for all damage repair. I request reimbursement for repair and related costs from Audi of America. For your information, the following is a summary of events:

- On October 14th while driving in Toronto there was an electrical short with significant smoke and a strong burning smell from the driver-side dashboard in the steering wheel well area. I called Audi emergency roadside assistance for help, who dispatched a tow truck. The car was taken to Downtown Fine Cars at 164 Avenue Road in Toronto.

- The service was managed by James Williams at the dealership at (416) 681 8520. I had asked James to look at the cause of the short and to see if it was related to the July 2004 notice regarding the wiring harness defect. The dealership was also asked to perform the necessary work to allow this US-specified car to meet Canadian specifications since I had brought the car with me with my job transfer from New York to Toronto.

- The dealership advised that the electrical short was not related to the July 2004 notice. The dealership completed all repair work for the electrical short, repair work for the July 2004 notice and the August 2004 Service Action JE condition (lower control arms), a large amount of additional service work, a local safety and emission inspection, and work for Canadian specification requirements (daytime running lights, etc.)

The above facts have been shared with you in detail in several telephone conversations.

Canada

2nd letter to Audi - Nov 19 2004

MODE = MEMORY TRANSMISSION

START-NOV-19 18:15

END-NOV-19 18:18

FILE NO.=796

STN NO.	COMM.	ADDR NO.	STATION NAME/TEL NO.	PAGES	DURATION
001	OK	2	99054285834	013/013	00:02:01

416 974 4786- *****



RBC
Royal Bank

FACSIMILE TRANSMISSION

Riz Ahmed
Vice President
RBI - Knowledge Based Industries

Royal Bank of Canada
20 King Street West
Ground Floor
Toronto
Ontario M5H 1C4
CANADA

Tel: (416) 974 5172

Fax: (416) 974 4786

Cell: (416) 627 8791

riz.ahmed@rbc.com

DATE: 19 November 2004

TO: Danielle - Audi Customer Advocate

FAX: (905) 428 5834

As discussed on Tuesday Nov 16th, here is a full copy of correspondence sent by me to your US colleague Sally Eberley. I would appreciate a reply since this continues to be a serious matter pending since October

Thank you

Riz Ahmed

The contents of this telecommunication are governed by the laws of Banker-client privilege and contain confidential information intended only for the person(s) named above. Any other distribution, copying or disclosure is strictly prohibited. If you have received this telecommunication in error, please notify us immediately by telephone and return the original transmission to us by mail without making a copy.

If you do not receive all the pages, please call (416) 974 5172 or (416) 974 2813

Recall re. dash board
electrical short

Audi of America, Inc.



Audi

3800 Horton Road
Auburn Hills, MI 48328

July 2004

**Subject: 1998-2004 Model Year Audi A6/S6, 2003 RS6 and
2001-2004 allroad quattro Vehicles
Install Plastic Cover On Driver's Side Support On Crossmember
and Apply Felt To Left Crossmember End**

Dear Audi Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Audi has decided that a defect, which relates to motor vehicle safety, exists in some model year 1998-2004 Audi A6/S6, 2003 RS6, and 2001-2004 allroad quattro vehicles. Our records show that you are the owner of one of these vehicles.

What is the Problem?

Audi has found that, under rare circumstances, physical contact of a left driver's side dashboard structure element could cause abrasion of a wiring harness resulting in an electrical short, which if that occurs could result in a fire originating in the left dashboard area.

What Will Audi Do?

In order to correct this defect, we will install a protective cover shield in the left dashboard area to prevent abrasion of this wiring harness.

What We Would Like You to Do

Please contact your authorized Audi dealer and arrange for an appointment so that this repair can be performed on your vehicle without delay. This service will take approximately one-half hour and will be free of charge. Your dealer may need additional time for the preparation of the repair as well as to accommodate the daily workshop schedule.

If you are the lessor and registered owner of the vehicle identified in this recall, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Reimbursement of Expenses

If you have previously paid for repairs relating to the left side driver's crash element contacting the headlight switch wiring harness, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Recall re
control arms & rubber boots

Audi of America, Inc.



3500 Hann Road
Auburn Hills, MI 48003

August 2004

**Subject: Service Action JE
1998 – 2000 Model Year Audi A6 Vehicles
Check Front Suspension Lower Control Arms**

Dear Audi Owner:

We are writing to inform you of a service action on some 1998 – 2000 model year Audi A6 vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Audi has found that in rare cases one or both front suspension lower control arms on affected vehicles can exhibit wear, even though the damage to the rubber boots is not obvious. If the rubber boots of the front suspension lower control arms become damaged, this can lead to premature wear and, in isolated cases, to failure of one or both front suspension lower control arms, mainly on high-mileage vehicles.

What Will Audi Do?

In order to identify and correct this condition, we will inspect both front suspension lower control arms on your vehicle.

The affected control arm(s) will be replaced free of charge if one or both front suspension control arms are worn or the rubber boots are degraded and you can provide documentation of maintenance completed by an authorized Audi dealer or professional licensed repair facility according to the maintenance schedule for your vehicle.

If one or both front suspension lower control arms are worn and the rubber boots are damaged due to external influence, or if your vehicle has been repaired with non-genuine Audi parts, any necessary repairs will not be covered under this action.

Please note that other suspension components are not covered by this service action.

What We Would Like You To Do

Please contact your authorized Audi dealer and arrange for an appointment so that this check can be performed without delay. This check itself will typically take about one-half hour. However, your dealer may need additional time for the preparation of the check as well as to accommodate the daily workshop schedule.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**