

NHTSA ccmMercury Routing Slip



Printed: 2/15/2006

NHTSA #: ES06-000916	Rec'd Date: 2/15/2006	Referred By: NEC-110
XREF #:	Doc Type: CNG	Doc Date: 1/18/2006
Delivery: MESSENGER ENV.	Address To: DOT/I	Due Date: 2/28/2006
S10 #:	DOT/I #: 2006-7101	RMP #:
Subject: LTR FM [REDACTED] (OR) OWNER OF AUDI VEHICLE DEFECTIVE ABS/BRAKE COMPUTER CONTROL MODULE SUGGEST NHTSA RECALL VEHICLES AND AUDI TO REPLACE ABS DEFECT AT THEIR EXPENSE REPLY TO THE PORTLAND, OREGON OFFICE DOT/I 2006-7101		
Ack Date:	Ack By:	Signed For:
Sign Office: EXTERNAL AFFAIRS	Signature: HARRINGTON	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: AANDREWS x62543	Modified By: LOGLESBY	
Most Recent Comment:		

Author:

[REDACTED]

WASHINGTON, DC [REDACTED]
Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	2/15/2006	2/28/2006	
	Return Process	2/15/2006		2/15/2006
ODI	REPLY	2/15/2006	2/24/2006	
NVS-010	INFORMATION	2/15/2006		2/15/2006
NIA-110	INFORMATION	2/15/2006		2/15/2006

2006 FEB 15 PM 21

*Andrews
2/15/06*

COMMITTEE
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RULES AND ADMINISTRATION
INDIAN AFFAIRS
SPECIAL COMMITTEE ON ASIAN

United States Senate

WASHINGTON, DC

January 18, 2006

Ms. Nicole Nason
Assistant Secretary for Government Affairs
U.S. Department of Transportation
400 Seventh Street, SW, Room 10408
Washington, DC 20590

Dear Ms. Nason:

Please find attached a copy of a letter I recently received from [redacted] requesting an automobile part recall. In an effort to provide my constituent with an appropriate reply, I would be grateful for your thorough review of this situation and appreciate any information you could provide regarding this matter.

After you have completed your review, please send your findings and comments to my Portland office at [redacted] Portland, Oregon [redacted]. Questions concerning this matter may be directed to [redacted] of my staff [redacted].

Thank you in advance for your attention to this request.

Sincerely,

[redacted signature block]

[redacted]
Enclosure

EXECUTIVE SECRETARIAT
FEB 15 A 9 52
TRAFFIC SAFETY ADMIN

[redacted]
PRINTED ON RECYCLED PAPER

2006-7101
8506-000916

January 12, 2006

[Redacted]

Portland,
Oregon [Redacted]

Dear [Redacted]

Enclosed are copies of my most recent e-mail to:
David Geanakopoulos,
Director, Industry-Government Relations,
Volkswagen of America

and the rejection letter from:
Michael Harris,
After Sales Regional Coordinator,
Audi Executive Office.

I have been trying since August 2005 to get Audi to replace my defective ABS/Brake computer control module at their expense based on the fact that said module was defective and a recall should have been issued. It is my contention that (after many complaints ?); Audi recognized the defects in the "A" module, initiated the manufacture of a new "E" replacement module to correct the defects of the "A" module. However my investigation has shown that Audi has issued no recall and/or service advisory of any kind, leaving many thousands of drivers and Audi service techs ignorant of the dangerous condition. After repeated phone calls and e-mails to Volkswagen of America, all to no avail, I again turn to your office for help.

I believe this is a safety defect, a recall should be issued and replacement made at Audi's expense.

Thank you for your help.

Sincerely,
[Redacted]

Sunriver, Or.

Phone [Redacted]

From: [REDACTED]
 Subject: audi defect
 Date: December 12, 2005 6:27:03 PM PST
 To: [REDACTED]

Dear [REDACTED]

When I spoke to Christin last Wednesday Dec. 7, she said you had done all you could and I should check with customer care. She also commented that "I didn't buy from an Audi dealer and thus it wasn't certified or warranted." I bought my 1st. Audi from Boardwalk Audi in Plano, Texas, an Audi dealer where the certification was a fraud and the so called 100,000 mile warranty that went with it, proved to be meaningless. (see prior communications) Why would I trust another purchase from any so called "certified and warranted" Audi dealer?

The current situation with my second Audi is as follows;

Based on my personal experience and preliminary investigation efforts, it is my contention that Audi America:

- #1 ... Early on, Audi and/or it's suppliers recognized defects in the ABS/Brake computer module # 8E0814111X ...
 - #2 ... Initiated the manufacture of a replacement ABS/Brake computer module # 8E0814111E to correct the defective unit;
 - #3 ... Audi failed in it's responsibility under federal law, to issue a recall or notification of any kind to either the Audi owners of the defective computer module "A" or to Audi service departments nationwide.
 - #4 ... There are thousands of Audi owners driving the highways with the defective ABS/BRAKE system computer module "A" still installed in their vehicle putting them at risk of serious injury and/or death and with no knowledge of the replacement module "E".
 - #5 ... It would appear that Audi is in violation of the National Highway Traffic Safety Administration's policy regarding recalls to NOT RECALL and/or NOTIFY Audi owners of the defective ABS control module "A" and the new replacement module "E".
 - #6 ... According to the Internet there was ONE RECALL issued for 2000 Audi A8 Quattro Sedan V8-2.8L "ECM update for false cat converter DTG's" and 29 SERVICE BULLETINS. I never received this recall notification and it might have explained last week's check engine light problem that came on for five days and finally went out. The tech at Genere said to ignore it. ????
- I will review with Inht.

CONCLUSION :

It is a reasonable assumption that Audi wouldnt manufacture a replacement for the defective module "A" if there were very few incidents. One must draw the conclusion that there were and still are, thousands and thousands of defective "A" modules driving around for an accident to happen.

Based on this recently discovered new information I believe Audi should reevaluate their decision on this matter and reimburse me for the expense to remove the defective "A" module and install the new "E" module.

I await your response.

Sincerely,
 Warmest personal wishes,

[REDACTED]



December 15, 2005
050363260

[REDACTED]
BEND OR
USA

Customer Care
Star Center West
NLS Corporate Center
3400 West Main
Rochester Hills, MI 48309
Tel: (800) 822-2884

RE: 2000 Audi A6
VIN: WAUEH2

Dear [REDACTED]

First, I would like to offer our most sincere apologies to you for the concerns that you have experienced with your vehicle during your ownership experience. We understand that repairs, no matter when they occur, are never a welcomed part of owning a vehicle.

It is our intention to assist clients whenever possible. For this reason we have provided a comprehensive Limited New Vehicle Warranty. The Limited New Vehicle Warranty period for your vehicle was 3 years or 50,000 miles, whichever occurs first. This warranty covers any repair to correct a manufacturer's shortcoming in materials or workmanship. When you purchased your vehicle through a private sale, it was already two years outside of the manufacturer's warranty.

In regards to the concern you had with the ABS control unit and subsequent diagnosis by Carrera Motors in August 2005, this is a repair that unfortunately we would not be able to financially assist you with due to the age and mileage of your vehicle. As you've pointed out in your correspondence, this ABS control unit is a very important part of your braking system. If there are other customers with similar model year vehicles experiencing similar concerns, we are in a position to gather and investigate such allegations in order to increase customer satisfaction.

[REDACTED] we regret that we could not provide you with a favorable answer. We thank you again for contacting us and for providing us the opportunity to address this matter.

Sincerely,


Michael Harris
After Sales Regional Coordinator
Audi Executive Office