

[REDACTED]
PALM DESERT, CA
[REDACTED]

3/12/2006

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OFFICE OF DEFECT INVESTIGATION
NHTSA
DEPARTMENT OF TRANSPORTATION
400 7TH SW
WASHINGTON, DC 20590

REFERENCE RECALL NUMBER NHTSA # 96V017
1995 AUDI MODEL VIN NUMBER WAUBA88C9SA [REDACTED]

Gentlemen

The above recall deals with defective ignition switches and asserts that VW of America has not complied with curing the issue.

The recall calls for correction notwithstanding age of car, mileage, ownership, etc etc

My original ignition switch would have been replaced in Atlanta at the time of the recall, date unknown. I purchased it new 3/1/95.

My next switch failed and was replaced at my expense by Ogaer Audi in Woodland Hills, Ca. in the summer of 99. That replacement failed very shortly thereafter. On or about 9/1/99, Desert European Motors, Rancho Mirage, Ca replaced the Ogaer switch and secured reimbursement of the Ogaer charge as it was only a month or two into a 12 month warranty.

This switch replacement of 9/1/99 turned out to be just the first of a series of 5 or more to date.

The mileage on this auto was then 42770 as per records at Desert European Motors. They also have all the records of the next 5 or 6 ignition switches put in between 9/1/99 and now. The 2/1/06 mileage on this auto is 68377. I thought that 5 or 6 switches at about \$158.00 each

over 25607 miles or about 4000 per year was absurd. On investigation, I learned that this issue is not unique to me at all.

It seemed obvious that Audi/VW continues to use defective switches which they say fail from heat, forcing me to change them more often than the oil.

I asked Desert European Service Manager, C Wallace, to obtain reimbursement from Audi for 5 or 6 switches at \$150 per. In time he relayed a good will offer to settle the issue with repayment for the one most recent repair. That is unacceptable and I appeal to your office to get VW to comply with the spirit of the recall, which they obviously abused by risking my safety due to failures of electrical things, ie horn, lights etc etc.

If there is another step I should take to get reimbursed for whatever the Desert European records say, please advise.

Thank you

[REDACTED]
cc: VW OF AMERICA, AUBURN HILLS, MI
AMY L STEIN, ESQ C/O COOKSEY ET AL
C WALLACE

Amy Marie
4/5/06