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DEC 19 2006 9:40

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DuBOIS, PENNSYLVANIA

December 18, 2006

Audi of America
Client Relations
3499 West Hamlin Road
Rochester Hills, MI 48309

IN RE: 2001 Audi TT Roadster
Serial No.: TRUUT28NX11 [REDACTED]

Audi Client Relations:

I'm writing with what must be a familiar issue to you now. My 2001 Audi TT Roadster developed problems with its gauge cluster soon after the warranty period ended and the problems have grown progressively worse, causing a serious safety issue with operation of the vehicle. I have copied the National Highway Traffic and Safety Administration on this letter because of the high rate of failure and safety issues associated with the gauge cluster problems on the 1999-2005 Audis.

Audi AG and Audi of American have been aware of gauge cluster failure problems for several years, and the same part (gauge cluster circuit board) has been problematic on A4, A6, TT and other Audi cars built between 1999 and 2005. Audi has reportedly refused to extend warranty consideration to owners affected by the dangerous and endemic failure of this poorly-designed and manufactured part. Audi UK chose to replace all identically failed clusters free of charge in the United Kingdom.

cc
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cc

Page 2
Audi of America
December 18, 2006

I'm writing to ask Audi of America to cover the cost of a replacement gauge cluster for my 2001 Audi TT. My gas gauge does not work and I must remember when I last filled up the tank and check the odometer to see how far I have traveled. This is an extreme inconvenience and I'm just waiting to various other display items to malfunction.

After considerable effort researching this issue, I've found that Audi in the United Kingdom (Audi UK) has offered no-cost replacement to owners affected by gauge cluster failures, due to the dangerous nature of a failed gauge cluster. I'm asking for the same consideration here in the United States, and due to the hazards presented by this defect and Audi's refusal to issue a voluntary recall.

The part in question has failed on a sizable percentage of 1999-2005 Audi vehicles, according to Audi's own service centers, and may fail on any pre-2005 car at any time, regardless of warranty status.

Audi reportedly revealed the design and manufacturing problems that cause these gauge cluster failures after the 2003 model year and placed upgraded service parts into the dealer channel, according to our local Audi dealer and service provider. Despite these remedial steps, Audi has offered no special consideration to owners affected by the problems outside of the vehicle's normal warranty and expects owners to pay over \$700.00, plus the cost of installation to replace a part that was poorly designed and has a very high failure rate.

Because the defect causes a dangerous operating condition, including lack of dependable indications of fuel, temperature, engine speed or vehicle speed, the vehicle is unsafe as designed.

Page 3
Audi of America
December 18, 2006

I will accept nothing less than full warranty coverage at our local dealership, Shield's Motor, of a cluster replacement to restore safe operability of our vehicle.

As the prevalence of the Internet as a research tool for consumers grows, this problem and requests for consideration and refunds will only increase. My reasonable request should be honored. Audi clearly knows about this abnormally high failure rate, and has taken appropriate action in other countries to rectify the problem. Audi and its dealers are aware of the dangerous nature of this failure and the exact reasons for the problem, which have been corrected in subsequent revisions of the cluster part.

There should be no other response to this request but agreement to replace the cluster at no charge. Additionally, Audi should consider a recall of the affected parts to ensure consumer and motorist safety.

Sincerely,



RHM/kr

cc: National Highway Traffic Safety Admin.