



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

February 23, 2007

Maple Lake, MN

NVS-216 mw
Ref. No. 10181647

Dear

Thank you for contacting the National Highway Traffic Safety Administration's (NHTSA) on January 20, 2007 concerning problems with your 1999 Audi A6 vehicle. NHTSA's Office of Defects Investigation (ODI) received your correspondence on January 31, 2007. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We sympathize with you concerning the service reimbursement problem you are experiencing with Volkswagen of America, Inc., however, this does not fall under our jurisdiction. You may ask your dealership for a meeting with the Carousel Audi district manager regarding your problem. If you have not done so, you may also consider contacting the Federal Trade Commission (FTC). The FTC has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

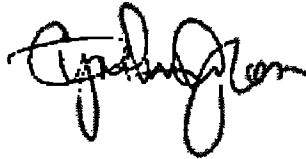
A search of ODI's recall database has revealed that there is a safety-related defect recall (06V198) on certain Audi A6 vehicles that may relate to the problem you describe and that was influenced by an ODI investigation. We have enclosed a copy of the recall summary for your information. Please contact your local Audi dealership or Audi of America for further details and have your make, model, model year and vehicle identification number available for their information.



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

Additionally, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. If you go directly to the Recalls page, <http://www-di.nhtsa.dot.gov/cars/problems/recalls/recallsearch.cfm>, you can search for recalls based on vehicle or recall number.

Sincerely,

A handwritten signature in black ink, appearing to read 'Cynthia Glass', written in a cursive style.

Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure:

NHTSA's Office of Defects Investigation Recall #06 V 198 000