

CL-10185817-1427

12 MAY 12 11 7:41

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

Sedona 2/27/07

Re: VIN # TRUUT28N71

cc: Mr. Alan Gettner, Esq
Patterson, Belknap, Webb&Tyler LLP
1133 Avenue of the Americas
New York, NY 10036

cc: National Highway Traffic Safety Admin.
Vehicle Safety Division
400 7th Street, SW Rm. 523
Washington, D.C. 20590

cc: Audi Scottsdale
att. Todd Miller
6855 E McDowell Rd
Scottsdale AZ 85257

Audi Client Relations:

To set the record straight up front: I am an Audi fan and have always raved about my 2001 Audi TT Roadster and my excellent service experience, inspiring several of my friends to buy an Audi.

It is therefore doubly disappointing to me that I have to write about an obviously familiar issue to you. My 2001 Audi TT with 40'000 miles developed the infamous instrument cluster problems. In my case, it was a serious safety issue, because the headlights and all instrument lights went out and the car was stalling intermittently while I was driving at night.

Audi AG and Audi of America have been aware of instrument cluster failures for several years. Audi has reportedly refused to extend warranty consideration to owners affected by the dangerous and endemic failure of a faulty part. However, Audi UK acknowledged the problem and chose to replace all failed clusters free of charge in the United Kingdom and to refund customers who had already spent money for the cluster replacement.

I'm writing to ask Audi of America to cover the cost of the instrument cluster for my 2001 Audi TT. My Audi dealer was kind enough to grant me a small rebate on the repair, but I sensed his frustration that Audi would not do more for their customers.

Audi has acknowledged the problems by placing functioning instrument clusters in later models and by placing upgraded service parts into the dealer channel. Despite these remedial steps, Audi has offered no special consideration to owners affected by the problem outside of the vehicle's normal warranty and expects owners to pay over \$800.00, plus the cost of installation to replace a part that was malfunctioning regularly.

Judging from the information gathered on the internet, the only correct action to preserve Audi's integrity and reputation would be a cost free replacement or a recall.

I will accept nothing less than a full refund of my repair cost at the dealership.

Please do not destroy my enthusiasm for Audi.

Best regards

Sedona AZ

Selected internet references:

1. Audi UK Repairs failed 1999-2005 clusters free of charge:

<http://www.tt-forum.co.uk/ttforumbbs/viewtopic.php?t=56067>

2. Small sample of Audi TT Owners with failed clusters:

<http://forums.audiworld.com/tt/mmsgs/1555652.phtml>

3. BBA Remanufacturing Rebuilds these "Problem" clusters:

[http://www.bba-reman.com/content.aspx?content=audi tt dashboard failing](http://www.bba-reman.com/content.aspx?content=audi+tt+dashboard+failing)

4. Edmunds CarTalk Forums - Audi TT Failed Clusters:

<http://townhall-talk.edmunds.com/direct/view/f0e9e94>

5. Audi TT car club

<http://www.audittcca.com/discussions/auditt/00002890>