

CL-10186857-3408

[REDACTED]
[REDACTED]
Milwaukee, WI [REDACTED]

March 20, 2007

Audi of America
Client Relations
3499 West Hamlin Road
Rochester Hills, MI 48309
Re: VIN TRUWT28N91 [REDACTED]

cc: National Highway Traffic Safety Administration
Vehicle Safety Division
400 7th Street SW – Room 5235
Washington, DC 20590

Audi Client Relations:

I'm writing with what must be a familiar issue to you by now. My 2001 Audi TT Coupe developed problems with the instrument gauge cluster just after the warranty period ended in 2004, 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 instrument gauge cluster problem on 1999-2005 Audis.

My tachometer, speedometer, fuel gauge and temperature gauge no longer function and the multifunction liquid crystal display does not indicate readable information. As such, there is no way to know the level of fuel in the car, the engine operating temperature, the engine speed and the vehicle speed.

Audi AG and Audi of America have been aware of the instrument gauge cluster failure problems for several years, and the same part (gauge cluster printed circuit board) has been problematic on A4, A6, and other Audi cars built between 1999 and 2005, according to Audi's own service centers and service bulletins. Audi has reportedly refused to extend warranty consideration in the United States to owners affected by the dangerous and endemic failure of this poorly designed and manufactured part.

After considerable effort researching this issue, I've found that Audi in the United Kingdom (Audi UK) has offered no-cost replacements to owners affected by gauge cluster failures, due to the dangerous nature of a failed instrument gauge cluster. I'm asking for the same consideration here in the United States; that is for Audi of America to cover the cost of a replacement instrument gauge cluster, plus the cost of labor, for my 2001 Audi TT at International Autos in West Allis, Wisconsin.

As additional documentation, I've also included a number of the independent resources I found while researching this issue. Each is cited separately, but several hundred independent claims of cluster failure are available on the Internet. Audi has addressed these problems in the United Kingdom, and should consider a recall of the affected parts in the United States to ensure consumer and motorist safety.

Sincerely,
[REDACTED]
[REDACTED]

Attachment: Citations of Instrument cluster problems

11:42 AM 3/28/07

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NAR
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1. Audi UK Repairs failed 1999-2005 clusters free of charge:
<http://www.tt-forum.co.uk/tforumbbs/viewtopic.php?t=56067>
2. Small sample of Audi TT Owners with failed clusters:
<http://forums.audiworld.com/tt/messages/1555652.phtml>
3. BBA Remanufacturing Rebuilds these "Problem" clusters:
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. British Broadcasting Corporation Consumer Watchdog Segment:
<http://www.wak-tt.com/ttdashpod/ttdashpod.wmv>