



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

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

April 19, 2007

[REDACTED]  
[REDACTED]  
Lake Mills, WI [REDACTED]

NVS-216 nlm  
Ref. No. 10187919

Dear [REDACTED],

Thank you for your correspondence dated March 26, 2007 concerning smoke, fire, and inadvertent air bag deployment in your model year (MY) 2001 Audi A4. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence on April 5, 2007.

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 cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

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 have reviewed our database in an effort to identify whether a safety defect trend exists with regard to smoke followed by inadvertent air bag deployment in MY 2001 Audi A4 vehicles. At this time, there is no report similar to that which you encountered; therefore, there is insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention.

[REDACTED], while frustrating, the refusal of the dealer to provide you with another loaner car does not relate to motor vehicle safety within the meaning of our authorizing statute. If you have not done so, you may 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



www.nhtsa.dot.gov  
**nhtsa**  
people saving people

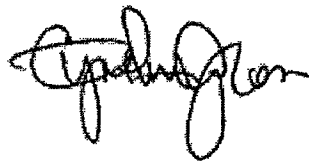
VEHICLE SAFETY HOTLINE  
888-327-4236

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>.

We regret any problems you may be experiencing with your vehicle. However, to the extent that your statement about either repairing or replacing your (MY) 2001 Audi A4 is directed toward this agency, please be informed that we are neither required nor authorized to do so. A provision of State law cannot bind the Federal government in this fashion. We note that the particular provision to which you refer is, in fact, directed at the manufacturer of the vehicle. We suggest you continue to work closely with the manufacturer to resolve your concerns.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

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