



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

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

May 16, 2007

[REDACTED]
[REDACTED]
Cary, NC [REDACTED]

NVS-216et
Ref # 10189007

Dear [REDACTED]:

Thank you for your correspondence dated April 5, 2007, concerning the bill you received after taking your model year (MY) 1999 Audi A6 vehicle to a dealership for safety-defect repairs. The North Carolina Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). We received your correspondence on April 23, 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 cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We sympathize with you concerning the dealership and the service problems you reported; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or you may continue to work with the North Carolina State Office of the Attorney General regarding your problem.

We reviewed our database in an effort to identify whether a safety defect trend exists with regard to the following vehicle components: tie rods, lower control arms, timing belt, front propshaft seal, cam adjuster seals, valve cover gaskets, suction jet pump and brake fluid problems in MY 1999 Audi A6 vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. 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.



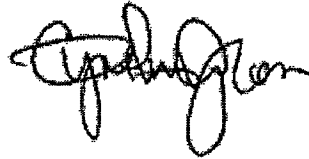
VEHICLE SAFETY HOTLINE
888-327-4236

Additionally, the Federal Trade Commission (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>.

Regarding your concern that there is "a wide spread plan between Audi and the dealers to soak the car owners", we have provided a copy of your report to ODI's Recall Management Division's Consumer Safety Officer, Mr. Richard Willard. For further information, please contact Mr. Willard at 1-800-986-9678, ext. 66544.

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".

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