

CL-10189009-2555

Audi of America
Client Relations
3499 West Hamlin Road
Rochester Hills, MI, 48309
4/7/07
VIN WAUBA34B9XN [REDACTED]

✓ Cc: National Highway Traffic Safety Administration
Vehicle Safety Division
400 7th Street, SW Rm.5232
Washington, D.C. 20590

Audi Client Relations:

I'm writing with what must be a familiar issue to you now. Our 1999 Audi A6 Quattro developed problems with its gauge cluster just after the warranty period ended 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 gauge cluster problem on 1999-2005 Audis. Audi AG and Audi of America have been aware of 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. Audi has reportedly refused to extend warranty consideration to owners affected by the dangerous and endemic failure of their poorly-designed and manufactured part. Audi UK chose to replace all identically failed clusters free of charge in the United Kingdom. I'm writing to ask Audi of America to cover the cost of a replacement gauge cluster for our 1999 Audi A6 Quattro. Our fuel and temperature gauges 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 or the engine operating temperature. The speedometer and tachometer function only sporadically and provide no way to dependably monitor engine or vehicle speed.

After considerable effort researching this issue, I've found that Audi in the United Kingdom (Audi UK) has offered no-cost replacement to owners affected by gauge cluster failures, due to the dangerous nature of a failed gauge cluster. I'm asking for the same consideration here in the United States due to the hazards presented by this defect and Audi's refusal to issue a voluntary recall. The part in question has failed on a sizable percentage of 1999-2005 Audi vehicles, according to Audi's own service centers, and may fail on any pre-2005 at any time, regardless of warranty status.

Audi reportedly resolved the design and manufacturing problems that cause these gauge cluster failures after the 2003 model year and placed upgraded service parts into the dealer channel, according to our local Audi dealer and service provider. 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 \$700.00, plus the cost of installation to replace a part that was poorly designed and has a very high failure rate.

Because the defect causes a dangerous operating condition, including lack of dependable indications of fuel, temperature, engine speed or vehicle speed, the vehicle is

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unsafe as designed. I will accept nothing less than full warranty coverage at our local dealership (Palisades Audi) of a cluster replacement to restore safe operability of our vehicle.

As the prevalence of the Internet as a research tool for consumers grows, this problem and requests for considerations and refunds will only increase. My reasonable request should be honored; Audi clearly knows about this abnormally high failure rate, and has taken appropriate action in other countries to rectify the problem. Audi and its dealers are aware of the dangerous nature of this failure, and the exact reasons for the problem, which have been corrected in subsequent revisions of the cluster part.

There should be no other response to this request but agreement to replace the cluster at no charge. Additionally, Audi should consider a recall of the affected parts to ensure consumer and motorist safety.

Sincerely yours,

[REDACTED]

[REDACTED]

[REDACTED]

Wurtsboro, New York [REDACTED]