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2007 JUN 19 AM 9:09

STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ANDREW M. CUOMO
ATTORNEY GENERAL

212-416-8294

DIVISION OF ECONOMIC JUSTICE
BUREAU OF CONSUMER FRAUDS AND PROTECTION

June 12, 2007

[redacted]
Brooklyn, NY [redacted]

Our File Number: 2007-628268
Company: Potamkin Auto Center

Dear [redacted]

On behalf of Attorney General Andrew M. Cuomo, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for contacting us.

Very truly yours,

Philip Gamma/jl

Philip Gamma
Bureau of Consumer Frauds
And Protection

cc: National Highway Traffic and Safety Administration
400 7th Street SW
Washington, DC 20590

NM 6/19/07 CC

[redacted]

Brooklyn, NY [redacted]

RECEIVED
NYS Office of the Attorney General
MAY 23 2007
Consumer Frauds Bureau
Albany, New York

May 21, 2007

Office of The Attorney General
Mr. Andrew M. Cuomo
State of New York
The Capitol
Albany, NY 12224-0341

Re: Dispute with AUDI Corporation due to engine damage

Dear [redacted]

Before detailing my problem, I would like to take this opportunity to wish you and your staff much success as you represent the people of New York in resolving complex issues. May God grant you wisdom, understanding, health and strength as you confidently face each new day.

On August 21, 2000 I leased (and subsequently purchased) a used 1997 Audi A4 1.8T Quattro automobile with V.I.N.: WAUCB88D5VA[redacted] from Potamkin Auto Center Ltd., 678 Eleventh Avenue, New York, NY 10019. When I took possession of the car the odometer had registered 45,000 miles. The cost to lease totaled $20, 331. and the cost to purchase totals $8,481. I still owe Capital One Auto Finance $4,000.

Audi notified me of two recalls; **an LE12 recall** at the end of August 2001 and **a JS12 recall** at the end of November 2006. On each occasion, I made an appointment with, and took my car to, Life Quality Automobiles of Bayridge, LLC (a registered Audi dealership), 211 Sixty Third Street, Brooklyn, NY 11220, where the problems were corrected. **Those were the only notices I received.**

My car ran very well and was regularly serviced. Engine oil was changed at 3,000-mile intervals instead of the manufacturer-recommended 7,500. I used my car quite frequently and, since inner city and summer driving can take their toll on the oil's viscosity and not wishing to risk damaging my car's engine, I observed a more frequent oil-change schedule, always using the best brand(s) and correct grade(s) of oil.

On Sunday May 13, 2007, as the odometer registered 90,358 miles, the Oil Pump in my Audi failed causing oil starvation to the engine, which now sounds like a diesel engine. On Monday May 14, 2007, I spoke with my Mechanic, who specializes in repairing German cars (including Audis), and was informed of a problem about which **Audi**

Corporation was fully aware, long before receiving complaints from Audi owners, as my enclosure will prove. Audi's claim is that sludge, 'from the use of inferior engine oil' or 'from infrequent oil changes,' clogs the Oil Pumps in 1997-2004 Audi A4 1.8T's and 1998-2004 Volkswagen Passats. **Audi's website release claims that '...the company has sent letters to about 400,000 Volkswagen Passat and Audi owners informing them of the extended warranty...' I never received a letter from Audi where this 'Oil Sludge' problem is concerned. Audi, in its website release, may be suggesting that owners of its cars need to use a specific brand and grade of oil (by citing the cause of Oil Pump failure) but stops short of informing [us] of the steps required to avoid the problem.**

On Monday May 14, 2007, I e-Mailed Audi Corporation through auditalk@audi.com informing them of and requesting assistance [from Audi] in correcting my problem. I also requested a review of the specific mailing list to know if my name is there and verifying that a letter [pertaining to the 'problem'] was sent to me. Receipt of my letter was acknowledged by 'auditalk' who also informed me they submitted my letter to Audi's Customer Care Department. To date, I have not heard from any member of the Customer Care Team.

I am partially disabled, this is my only car and loss of use has greatly limited my ability to travel. I have not taken the car to be repaired because at this time I could not afford the repair cost and would not appreciate a mechanic's lien being placed on my car. In addition, should Audi decide to cover the cost of repair or replacement dealer participation may be preferred.

I firmly believe that Audi Corporation is liable and respectfully request your assistance in resolving this matter [with Audi]. The Audi website release and my letters to Audi are enclosed.

Your assistance is greatly appreciated.

Sincerely,

[redacted]

Date: Mon, 14 May 2007 17:46:09 -0700 (PDT)

From: [redacted] Add to Address Book Add Mobile Alert

Subject: This problem necessitated a recall (see conversation reference # [redacted] dated 05/14/07)

To: auditalk@audi.com

Dear Sir/Madam,

My AUDI A4 1.8T was acquired from the Potamkin used car dealership in Brooklyn in August 2000. I selected an AUDI for the following reasons:
1) Reliability (since the introduction of the new line of AUDI's)
2) Manufacturer/Distributor/Dealer dedication to Customer satisfaction
3) Beauty
4) Fuel economy
5) Performance and handling

Being ENTIRELY UNAWARE that AUDI Corporate WAS/IS AWARE that the brand and/ or grade of oil widely used [by owners] in the 1.8T's engine resulted in a buildup of sludge thereby causing the Oil Pump to malfunction and further resulting in the narrowing of the engine's oil passages, I have been using that oil which, on May 13, 2007, caused oil pump failure and now my AUDI's engine sounds like a diesel engine.

This condition should have been treated as a recall. Previously, I received two recall notices from you but, in this instance, was never notified.

The extent of engine damage has yet to be determined but I know the cost will be greater than my wallet could bear. What can AUDI Corporate do to assist me? I would like my car to be repaired by the end of this week.

Sincerely,
[redacted]

AUDI OF AMERICA, INC.
3800 HAMLIN ROAD
AUBURN HILLS, MI 48326
800. 822. 2834

Date: Mon, 14 May 2007 18:06:18 -0700 (PDT)

From: [redacted] Add to Address Book Add Mobile Alert

Subject: Re: This problem necessitated a recall (see conversation reference [redacted] dated 05/14/07)

To: audtalk@audi.com

Dear Sir/Madam,

Further, to my previous e-Mail, I have ALWAYS performed on-time oil changes on my AUDI and use the Castrol brand.

Please refer to your 'List of those notified' and let me know if my name appears. Are there any other issues with this model about which I should know?

Sincerely,
[redacted]

Enjoy some healthy debate
in the

Attachments Attachment scanning provided by:

Copy_of_AUDINotice_08312004.jpg (557k) [View]

Subject: RE: SPAM? RE: This problem necessitated a recall (see conversation reference #[redacted] dated 05/14/07)

Date: Tue, 15 May 2007 11:45:38 -0400

From: [redacted] ; Add to Address Book ; Add Mobile Alert

To: [redacted]

[redacted]

From: [redacted]
Sent: Tuesday, May 15, 2007 11:31 AM
To: Audi talk
Subject: SPAM? RE: This problem necessitated a recall (see conversation reference #[redacted] dated 05/14/07)

My telephone number: [redacted]

[redacted]

Dear Sir/Madam,

Thanks for your prompt response. Here is some additional information which may prove helpful.

Vehicle: 1997 AUDI A4 1.8T Quattro
VIN: WAUC888D6VA[redacted]
Modifications: NONE

Sincerely,
[redacted]

[redacted]

Date: Wed, 16 May 2007 20:11:40 -0700 (PDT)

From: [redacted] Add to Address Book Add Mobile Alert

Subject: RE: This problem necessitated a recall (see conversation reference # [redacted] dated 05/14/07)

To: [redacted]

Dear Sir/Madam,

Please remind your Customer Care team that I am awaiting a response from them. I have just one car and my first e-Mail to you is now three days old. Please do your best to resolve this problem as quickly as possible.

Sincerely,
[redacted]

My telephone number is: [redacted]

[redacted]

From: [redacted]
Sent: Monday, May 14, 2007 9:06 PM
To: Auditalk
Subject: Re: This problem necessitated a recall (see conversation reference # [redacted] dated 05/14/07)

Dear Sir/Madam,

Further, to my previous e-Mail, I have ALWAYS performed on-time oil changes on my AUDI and use the Castrol brand.

Please refer to your 'List of those notified' and let me know if my name appears. Are there any other issues with this model about which I should know?

Sincerely,
[redacted]