

CL-10196962-7473

2007 JUL 10 AM 7:20

Audi of America  
Client Relations  
3499 West Hamlin Road  
Rochester Hills, MI, 48309

Date 6/25/07

Re: WAULC68E32 [REDACTED]

cc: National Highway Traffic Safety Administration  
Vehicle Safety Division  
400 7<sup>th</sup> Street, SW Rm. 5232  
Washington, D.C. 20590

Audi Client Relations:

I'm writing with what must be a familiar issue to you now. My 2002 Audi A4 1.8T has developed problems with its gauge cluster, 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 this 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 my Audi A4 1.8T. My fuel and temperature gauges no longer function properly. As such, there is no way to know the level of fuel in the car or the engine operating temperature which can lead to serious engine and safety problems.

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, and 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 car at any time, regardless of warranty status.

Contact Info:

[REDACTED] Nashua NH [REDACTED]  
PH: [REDACTED]  
VIN# WAULC68E32 [REDACTED]

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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, the vehicle is unsafe as designed.

I will accept nothing less than full warranty coverage at my local dealership (**Audi of Nashua, NH**) of a cluster replacement to restore safe operability of my vehicle.

As the prevalence of the Internet as a research tool for consumers grows, this problem and requests for consideration 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,



Encl: Citations of Instrument cluster problems

The following are a small 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 must now address them for me and the thousands of affected Audi owners in the United States.

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](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.bbc.co.uk/consumer/tv\\_and\\_radio/watchdog/reports/transport/transport\\_20060124.shtml](http://www.bbc.co.uk/consumer/tv_and_radio/watchdog/reports/transport/transport_20060124.shtml)

Contact Info:

Andrea Savoy: [REDACTED] Nashua NH [REDACTED]

PH: [REDACTED]

VIN# WAULC68E32 [REDACTED]