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CL-10202677-3966

August 28, 2007

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

Re: 2001 Audi TT (1.8) Quattro - (Vin TRUWT28N91 [REDACTED])

Audi Client Relations:

I presently own a 2001 Audi TT quattro that I purchased in June 2004 from a Nebraska dealer. For some time now, the instrument cluster on my vehicle has been malfunctioning. It is my understanding that the cost of the repair is \$1,000+. As I began to research the problem on-line, I found that the failure of the instrument cluster is widespread and affects many Audi TT's produced for the model years 2000 - 2003.

As you may recall, my model year TT was also the subject of class action law-suits resulting from faulty tires. Audi ultimately replaced defective tires and settled a class action lawsuit. Audi took the right course of action in this case, although belatedly and with much resistance.

In my opinion, the instrument cluster problem is similar. There is clearly a widespread problem that Audi of America fails to acknowledge. The LED panel is not readable, as well as the fuel Gauge not reading correctly. My car has 20,500 miles, which is way below the warranty miles if this car were still covered.

Also, my ESP light is intermittently coming on, which according to my findings on the internet is also a common problem that will most likely be very expensive to repair.

Apparently, the list of failures relating to the instrument panel is quite long. From my reading of numerous Audi forums, many people have had serious, and often dangerous, instrument panel failures. More troubling is the fact that Audi in the United Kingdom will replace the cluster at no cost. I find it inexplicable that Audi of America does not offer the same consideration.

Therefore, I request that you provide full warranty coverage for the replacement of my instrument cluster at my local dealership (Plaza Audi in St. Louis). This is also a 120 mile trip one way to my closest dealership. Please let me know when I can schedule a repair.

Sincerely,

[REDACTED]
Columbia, MO

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

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