



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

2007 NOV -2 PM 2:38

1200 New Jersey Avenue SE
Washington, DC 20590

[REDACTED]

Shoreline, WA [REDACTED]

NVS-216 nlm
Ref. # 10206108

Dear Mr. [REDACTED]:

Thank you for your correspondence dated October 2, 2007, concerning the instrument cluster in your model year (MY) 2000 Audi S4 vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) on October 15, 2007.

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.

In order for ODI to initiate an investigation, consumer complaints and other available data are carefully examined to determine whether a defect may exist. A brochure explaining the investigation process is enclosed. We appreciate the report you provided. Reports from motorists are a very important source of information for us. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to instrument cluster problems or ABS pump failure in MY 2000 Audi S4 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.

Regarding your request for the replacement of the cluster, this does not fall under our jurisdiction. We suggest you continue to work with Audi of America to resolve your concern. You may also contact the Federal Trade Commission (FTC). The 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>.

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/ivog>. 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 "Ronald B. Fields".

Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure:
Motor Vehicle Defects and Recall Campaigns brochure