

[REDACTED]
Westport Connecticut [REDACTED]

[REDACTED]
CL-10209449-5060
2007 NOV 15 PM 1:04

Audi of America
Client Relations
3499 West Hamlin Road
Rochester Hills MI 48309
800 822 2834

November 5, 2007

Re: VIN# TRUUT28NX11 [REDACTED]

cc: National Highway Traffic Safety Administration
Vehicle Safety Division
1200 New Jersey Avenue, SE
West Building
Washington D.C. 20590

Green Welling LLP
attn: Mr. Charles Marshall
595 Market Street, Suite 2750
San Francisco, California 94105
415 477 6700

Dear Audi Client Relations:

I'm writing with what must be a familiar issue to Audi AG and Audi of America by now. My 2001 Audi TT Roadster developed problems with the instrument cluster in 2005, and the problems have grown progressively worse, causing a serious safety issue with operation of the vehicle. I have sent a copy of this letter to 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 Audi TTs. I have also copied the law firm that has filed a class action law suit against Audi of America on behalf of California owners with this specific problem.

Audi AG and Audi of America have been aware of gauge cluster failure problems for several years, and the same part (the gauge cluster printed circuit board) has been problematic on other Audi cars built between 1999 and 2005. Audi has reportedly refused to extend warranty consideration to U.S. TT owners affected by the dangerous and endemic failure of this poorly-designed and manufactured part. However, Audi UK acknowledged the problem and chose to replace all similarly-failed clusters free of charge for United Kingdom TT owners.

I'm writing to ask Audi of America to cover the cost of a replacement gauge cluster and labor for its installation in my 2001 Audi TT. The temperature gauge immediately goes to the far right ("hot") and stays there; the indicating light for the passenger airbag goes on and stays on in cold weather; the oil alert light goes on randomly; and the Check Engine alert is on continuously. As such, there is no way to know the true status of the engine temperature, the airbag reliability, the oil level, or engine check notification.

After spending [REDACTED] in the past two weeks merely to diagnose the failure of the instrument cluster, and after considerable effort researching this issue, I've found that Audi in the United Kingdom 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 by Audi's refusal to issue a voluntary recall.

According to Audi's own service centers, the instrument gauge cluster has failed on a sizable percentage of 1999-2005 Audi vehicles, gets progressively worse over time, and may completely fail on any pre-2005 car.

AA
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KB

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. 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 [REDACTED] plus the cost of labor 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 temperature, oil level, airbag status, and engine check, the vehicle is unsafe as designed.

I will accept nothing less than full warranty coverage of a cluster replacement in my vehicle at my local dealership, Audi of Fairfield (Connecticut), 866 468 0508.

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]

Westport CT [REDACTED]
[REDACTED]

I have been in contact with the law firm that has filed a class action suit against Audi of America for this widespread problem.

HYPERLINK <http://www.classcounsel.com/news/audi.html>

Additionally, the following are just a small sample 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 acknowledged and 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.

Audi UK Repairs failed 1999-2005 clusters free of charge:

HYPERLINK <http://www.tt-forum.co.uk/ttforumbbs/viewtopic.php?t=56067>

<http://www.tt-forum.co.uk/ttforumbbs/viewtopic.php?t=56067>

Small sample of Audi TT Owners with failed clusters:

HYPERLINK <http://forums.audiworld.com/tt/msgs/1555652.phtml>

BBA Remanufacturing rebuilds these "Problem" clusters:

HYPERLINKS <http://www.tt-forum.co.uk/ttforumbbs/viewtopic.php?t=56067>

http://www.bba-reman.com/content.aspx?content=audi_tt_dashboard_failing

Edmunds CarTalk Forums – Audi TT Failed Clusters:

HYPERLINKS <http://www.tt-forum.co.uk/ttforumbbs/viewtopic.php?t=56067>

<http://townhall-talk.edmunds.com/direct/view/f0e9e94>

British Broadcasting Corporation Consumer Watchdog Segment:

HYPERLINK http://www.bbc.co.uk/consumer/tv_and_radio/watchdog/reports/transport/transport_20060124.shtml