



State of Rhode Island and Providence Plantations

DEPARTMENT OF ATTORNEY GENERAL

150 South Main Street • Providence, RI 02903

(401) 274-4400

TDD (401) 453-0410

2007 DEC 17 AM 8:37

Patrick C. Lynch, Attorney General

CL-10212785 - 1915
~~XXXXXXXXXXXX~~

December 6, 2007

United States Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

To Whom It May Concern:

Enclosed please a copy of a complaint this office received from a consumer. I am forwarding this complaint to your office for review as you have jurisdiction over the matters involved.

I would appreciate it if you would inform me of any action you take concerning this complaint so that it may be included in our file. Thank you for your attention in this matter.

If you have any questions, please feel free to contact me at the Consumer Protection Unit at (401) 274-4400, ext. 2224.

Sincerely,

Yaremi Grullon
Investigator
Consumer Protection Unit

Enclosure:

ET/107
KB

RECEIVED

November 8, 2007

NOV 13 2007

Dear Attorney General Lynch
Dept. of Attorney General
Executive Office

The enclosed letter and supporting documentation details a problem that I hope you can assist my wife and I with. Before you read the letter and details, I wanted you to know that I was a former Pawtucket, RI resident. I knew your family in the days when your Dad was Mayor. I graduated from Tolman High School in 1974 and was one of two Junior Rotarians representing [redacted] It was at that time I met your brother [redacted] who was one of two Junior Rotarian representatives from St. Raphael's.

Although you probably do not remember me or my family, we had a lot of friends in common, including the [redacted] I would like your advice or assistance in trying to resolve the issue described in the associated documentation. We currently reside in Connecticut and I have copied the Attorney General in my state as well. However, the dealership and repair was done at a RI dealership and the problem is not just related to one state, it could affect vehicles in the entire country, if not several countries.

Should you need to contact my wife or myself, please feel free to contact us at:

[redacted]

Stonington, CT

[redacted] (home)
[redacted] s cell)
[redacted] cell)

Our e-mail addresses are:

[redacted]

Thank you for your time and consideration.

[redacted]

November 6, 2007

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

Re: Case [REDACTED]

Dear Audi Customer Relations,

Thank you for taking the time to listen to my concerns regarding the fuel tank replacement of our 2000 Audi A6 2.7T on October 31, 2007. (This call was with a Ms. Lisa Malear.)

We did not receive a call from the dealer by November 2nd regarding financial assistance with this repair. We did contact Mr. Spenceley at Inskip Audi in Warwick RI on 11/2/2007 to let him know that we had placed the above call to you. He asked only if we still wanted to proceed with the repair which, of course we had to, due the safety risk associated with a gas leak of any type. As I explained to you during our October 31st conversation, I do not have any concerns about the service provided by Inskip. When the repair was completed on November 3rd we asked Mr. Spenceley if Audi was going to offer us any financial assistance with the repair. His response was simply that you were not.

Today I placed a follow-up call to Audi's Customer Care Advocate and spoke with a young lady named Nichole. I explained the above and that I was inquiring about how I would appeal the decision shared with me by the dealer? Nichole very pleasantly explained to me that Audi does not have an appeal process and that they would stand behind their dealer's decision. As I shared with Nichole in the conversation today, *if anyone had explained to me that the dealer's decision was final*, that I might not have proceeded with the repair. However, as neither Ms. Malear nor Mr. Spenceley had shared that the decision was solely in the hands of the dealer with us, we did proceed with, and pay for, this costly repair. This lack of information was, of course, politely apologized for by Nichole who then simply reiterated that the dealer's decision stands. Your customer advocates are well trained.

I asked Nichole what recourse I had with Audi since I believe that these vehicles, and probably thousands of others on the road, have a true safety issue. Nichole thanked me for what I had already reported and stated that if there were enough complaints Audi would consider a "campaign". I explained to Nichole that if Audi would not respond to my concerns that I would need to escalate my concerns, possibly to the Connecticut Attorney General. I find it impossible to believe that Audi does not have an appeal process or any mechanisms to follow a concern beyond the dealer's decision.

The vehicle has been repaired with a cost of [REDACTED]. The repair bill is attached. The fuel tank had one area on the top where a disk-like white part was inserted that leaked enough fuel to "puddle" in several areas on the top of the tank that were lower (as evidenced by the visible stains) and eventually to also run down the tank and create a puddle in our garage when the tank was normally filled. There were two other similar parts that appeared to have a contact point as well, but only this one was leaking. The one disk that was leaking was on the top of the tank on the forward left side. The stains from this were commented upon by Mr. Spenceley, my husband, and myself when we picked up the repaired vehicle.

Concerns and the facts known to us are:

1. First and foremost, *a fuel leak is a tremendous safety concern*
2. The vehicle had "puddles" of fuel on the top of the tank; it leaked enough so that you could smell fuel inside the vehicle and when parking near it, and our garage filled with fumes on several occasions before it leaked enough to form a puddle under the vehicle so we could determine the source
3. If anyone had tossed a burning cigarette near this vehicle we may have had an explosion on our hands, the car was parked in a high school parking lot daily
4. If owners should not talk on cell phones while fueling a car, surely the gasoline fumes that were pouring from this vehicle caused this same potential risk
5. This is a plastic tank with no moving parts that is a key component of designing, engineering, and maintaining a safe vehicle due to the obvious potential for hazards relating to gasoline:
 - a. *Fuel tanks should be engineered to last more than the six years in which this one failed*

- b. *Fuel tanks should not be a reason for safety concerns especially in the normal life expectancy of a vehicle*
 - c. *All tanks and parts thereof should be properly installed and tested, why did only one of three of these parts fail?*
 - d. *Fuel tanks should never fail under the circumstances of normal usage and age (this vehicle has had less than normal usage and is only six years old)*
 6. Discussion and research among other Audi owners has shown this same issue to be known across several Audi models and model years; *please see attached notations from forums and technical discussions*
 7. Vehicle was purchased new by my mother:
 - a. 73 years old with a flawless driving record, who lives in Northern Florida, garaged the vehicle; no exposure to snow, salt, freezing temperatures during her ownership
 - b. Vehicle was never in an accident
 - c. Received regular service based on months since last service due to low mileage; I have all her repair records
 - d. Problem with lights dimming – multiple services attempted, this is still a problem with this vehicle that the dealer in Florida could not correct and we have not attempted to correct
 - e. Problem with the front end and curb, addressed with a recall after more than usual damage occurred in a curbed parking space – Recall LQ completed per her records
 - f. Vehicle was never involved in any of the damage due to the hurricanes in Florida as her area was minimally affected
 - g. When we purchased it from her 2 years ago it had 18,800 miles recorded
 8. When we purchased the vehicle in June of 2005 we completed the transfer of ownership information and sent it in to Audi, yet when I called in on October 31st there was no record of this
 9. In the two years that we have owned the vehicle:
 - a. Routine service has been completed, new tires etc have been installed as needed
 - b. Vehicle has been garaged
 - c. 21,000 miles in just over 2 years, this is not heavy usage
 - d. Inskip will confirm the vehicle is in excellent condition

Additionally we have located a recall, NHTSA Recall No. 01V157/Audi Recall No. LH, that is related to replacing a fuel sending unit. According to the dealer this vehicle was not eligible for this repair based on the VIN number. We would like Audi to confirm that this recall does not apply as replacing this sending unit would have included dropping the tank and accessing the same area that was leaking.

Because of the expense of this repair on a vehicle with less than 40,000 miles, the tremendous safety concern, the premature failure of one of three inserted parts, and the fact that in our opinion this is a publicly documented problem with this model and several model years, we are asking Audi to assist us with the cost of this repair that had to be completed immediately to eliminate the potential safety risk for our family, our home, and anyone who might have been near this vehicle with something as simple as a lit cigarette or a cell phone. I am requesting a written response from Audi regarding this matter.

Sincerely,

[REDACTED]
Stonington, CT
[REDACTED]

cc:
Attorney General Richard Blumenthal
Office of the Connecticut Attorney General
55 Elm St.
Hartford, CT 06106

Mr. William Spenceley
Service Advisor Inskip Audi
UAG West Bay IAU, LLC
1517 Bald Hill Road
Warwick, RI 02886

[REDACTED]
Attorney General Patrick G. Lynch
Office of the Rhode Island Attorney General
150 South Main Street
Providence, RI 02903

United Auto Group
Inskip Audi
13400 Outer Drive West, Suite 36B
Detroit, Michigan 48239-4001



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Audi gas tank leak

Posted: 03/18/07
08:46 PM

New User | Posts: 1 | Joined: 03/07

Our 1999 A6 Audi is leaking gas like crazy. Anyone else having the same problem? Expensive to replace and we can't drive the car until the tank is replaced.

[Post Reply](#)

Posted: 03/26/07
10:00 PM

New User | Posts: 2 | Joined: 03/07

Cracked Plastic Tanks-No moving parts-Another Audi first.

I started having the same problem with a 1998 Audi A6 Quattro. Leaks like crazy when full. Smells and dangerous!

Mech checked out. Crack in Plastic!!!!!! \$600 labor and \$1300 tank.

There are recycled tanks available. Mech does not like to install used parts, but no choice

[Post Reply](#)

Posted: 09/26/07
08:59 PM

New User | Posts: 1 | Joined: 09/07

2003 A6 2.7T - Same issue, some plastic part at top of the tank. Experienced gas dripping with tank over 3/4 full. Happened all of the sudden. Garage in house reeked of gas one evening, lucky it didn't blow the whole house up. Lucky for me, covered under certified pre-owned warranty (car at 47K now). Really, who makes a friggin gas tank out of plastic?

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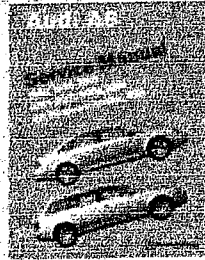
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Replies: 7 Pages: 1



Posts: 1
 From: Columbus, OH
 Registered: Nov 14, 2006

2001 2.7 Quattro Fuel Leak

[Reply](#)

Posted: Nov 14, 2006
 3:15 PM

I have a 01 A6 2.7 that is leaking fuel. The spot of fuel appears on the driver's side of the vehicle under the tank and only then the tank is full to 3/4 full. This problem started after the tank was possibly overfilled (I had a great price on fuel and took advantage). The dealership wants \$1962.00 to replace the tank with the hypothesis that this was caused by a cracked "fuel rollover valve". Does this sound accurate, is their another fix, does 10 hours of labor to replace a fuel tank sound right?



Posts: 1
 Registered: Sep 4, 2007

Re: 2001 2.7 Quattro Fuel Leak

[Reply](#)

Posted: Sep 4, 2007
 12:47 AM

> I have a 01 A6 2.7 that is leaking fuel. The spot of fuel appears on the driver's side of the vehicle
 > under the tank and only then the tank is full to 3/4
 > full. This problem started after the tank was

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> possibly overfilled (I had a great price on fuel and > took advantage). The dealership wants \$1962.00 to > replace the tank with the hypothesis that this was > caused by a cracked "fuel rollover valve". Does this > sound accurate, is their another fix, does 10 hours > of labor to replace a fuel tank sound right?

HEY, please if you will, did you ever find a inexpensive fix for your leak or am I out the \$1700 plus they are telling me...
Thanks

electrical problem.
A6 1998-2004, S6 2002 and later, allroad 2001 and later, rs6 2003 and later (C5)

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Posts: 85
From: Beavercreek, OH
Registered: Dec 11, 2004

Re: 2001 2.7 Quattro Fuel Leak [Reply](#)
Posted: Sep 4, 2007 9:30 PM

Do you have a code for an EVAP leak? I would think that if the rollover valve was crack or leaking that the EVAP system would malfunction. I guess you could put in enough fuel to do damage on the rollover valve, but there are plenty of area for this system to leak. The only way to tell is to drop the tank and inspect components.

NOCODE

Posts: 2
Registered: Sep 13, 2007

Re: 2001 2.7 Quattro Fuel Leak [Reply](#)
Posted: Sep 13, 2007 12:43 PM

I have the *exact* same problem as the original poster, on my '02 2.7T A6. I don't have a code for the EVAP. I've looked in all the fuel sender well ports to see if there's any leaks around the caps, and no. My next guess is there's an external line that runs from the drivers-side fuel sender up to the top fuel sender. I'm thinking this might be cracked.


I did over-fill exactly once on this car, but that was because after we drained the tank of old fuel, (it was abandoned), the fuel gauge only registered 3/4 of a

tank.

I'm wondering if the overfill popped a line, or since it'd been sitting for a couple of years if the rubber on it just cracked.

In any case, I'm wondering how disastrous the financial impact would be to have them drop the tank, to either a) replace this line or b) replace the EVAP valve widget.


Greg

Re: 2001 2.7 Quattro Fuel Leak  [Reply](#)

Posts: 1
Registered: Sep 19, 2007

Posted: Sep 19, 2007 1:54 PM

I have a 2004 2.7 Quattro A6 and took it into the shop with the same issue. They think the fuel line on top of the fuel tank has a leak and this is what is needing to be replaced. Because it's a time consuming job and the tank would need to be removed they're quoting me \$1000.


Re: 2001 2.7 Quattro Fuel Leak  [Reply](#)

Posts: 8
From: Northern VA
Registered: Feb 26, 2006

Posted: Oct 15, 2007 11:26 AM

I just had that done on my wife's 2001 Avant 2.8. Fortunately it was under the 100k certification, but it ran out this July and she called me this morning stating that it might be happening again.

NoooooOOOO! I hope that is not the case, but it appears to be common around now. I also have a friend who just gave up his E55 AMG because of the same issue that happened twice in a months' time. He only had 42k on the odo. Is this a german car thing?

Re: 2001 2.7 Quattro Fuel Leak  [Reply](#)

Posts: 1
Registered: Oct 27, 2007

Posted: Oct 27, 2007 1:24 PM

I am glad I found this website! I woke up this morning and my whole house smelled from the fuel leak in the exact same place! I too am outside the 100k warranty. Any solutions besides writing an \$1800-\$2100 check? I am asking you guys since I am not going to bother calling for a tow on Saturday when I already know the dealer is closed.

Re: 2001 2.7

Quattro Fuel Leak

 [Reply](#)

Posts: 2

Registered: Sep 13, 2007

Posted: Oct 29, 2007
9:49 AM

My tech guy swears its this valve leak, that's welded to the tank. So they've ordered a new tank. Total replacement cost is \$2300. I'm livid.


I'll be even more livid if I ever find out it was just a leaky vent line hose along the top of the tank.

I'm currently still waiting for them to finish my car (Been 3 days so far)

My shop's labor rate is \$128/hr. Hopefully yours is somewhere near reasonable (\$80/hr)

g

Replies: 7 Pages: 1

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Length of ownership **Not supplied**

Doors **4**

Performance **6/10**

Practicality **4/10**

Reliability **6/10**

Value for money **2/10**

Overall value **5/10**

210757's recommendation

Good Points

Bad Points

General Comments

The [Audi A6 1.8T](#) car rides nicely and handles well in inclement weather. However, per the regional after sales manager, "with the luck of the Irish", a portion of the gas tank is not protected. As a result of normal in town driving, my gas tank has a crack in it. This to me is a design flaw that creates a safety hazard. Audi has refused to cover it under warranty. We also had problems with the brakes right from the get go and had to have them replaced very early.

210757's review has yet to be rated - *Be the first!*

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RECALL INFORMATION

Volkswagen of America, Inc.

Models: Audi A6 **Years:** 1998-2001

Number Involved: 58,000

Defect: Sulfur in fuel interacts with certain additives found in widely available gasoline causing sulfur to become deposited on the contact points of three fuel sending units mounted inside the fuel tank. This could cause the fuel gauge to read full while the fuel tank may not in fact be full or could be empty. Running out of fuel without warning while the fuel gauge indicates that there is sufficient fuel in the tank could lead to safety problems.

Remedy: Dealers will remove the existing fuel level sending units and replace them with fuel level sending units using a new alloy composed of gold, silver, and a small amount of nickel, which will not chemically react with sulfur. (VW/Audi will also call back vehicles that were repaired under a previous recall last June in order to install the updated fuel sending units). The manufacturer has reported that owner notification began May 11, 2001. Owners who do not receive the free remedy within a reasonable time should contact Audi at 1-800-822-8987.

<http://injury.findlaw.com/defective-dangerous-products/recall.feeds/nhtsa/2001/07/pr37-01.htm.html>

11/3/01

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