



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

1200 New Jersey Avenue SE
Washington, DC 20590

CL-10212785-3633

January 9, 2008

[REDACTED]
Stonington, CT [REDACTED]

NVS-216 et
Ref. No. 10212785

Dear [REDACTED]:

Thank you for your correspondence dated November 8, 2007, concerning the problem you encountered with your model year (MY) 2000 Audi A6. The Rhode Island Office of the Attorney General referred your correspondence to the National Highway Traffic Safety Administration (NHTSA). The Office of Defects Investigation received your correspondence on December 17, 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. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. A review of our database relative to fuel tank failure in MY 2000 Audi A6 vehicles revealed insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.

With regard to your request for financial assistance from Audi for expenses you incurred to repair your MY 2000 Audi A6, please be advised this does not fall under our jurisdiction. We recommend that you continue to work with Audi.

Additionally, if you have not done so, you may consider contacting 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/ivoq>. 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 cursive script that reads "Ronald B. Fields".

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

cc: Rhode Island State Attorney General