

CL-10217160-9304

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

2008 JAN 28 AM 10: 21

Date January 01, 2008

Re: VIN – TRUWT28N121 [REDACTED]

cc: National Highway Traffic Safety Administration
Vehicle Safety Division
4007th Street, SW Rm. 5232
Washington, D.C. 20590

Green Welling LLP
c/o Charles Marshall
595 Market Street, suite 2750
San Francisco, California 94105

Audi Client Relations:

I'm writing with what must be a familiar issue to Audi AG and Audi of America by now. Our 2002 Audi TT Coupe recently developed problems with the instrument cluster and is causing a serious safety issue with operation of the vehicle. I have copied 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 (gauge cluster printed circuit board) has been problematic on A4, A6, and 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 identically 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 our 2002 Audi TT. Our fuel and temperature gauges no longer function properly. As such, there is no way to know the actual level of fuel in the car and the actual engine operating temperature. We have already run out of fuel and been stranded on the road because of the faulty fuel gauge. I am highly concerned with not being able to dependably monitor these engine conditions and the constant distraction caused by thinking about the gauges do not work while operating the car. I am also concerned that I have no way of knowing definitively if the engine is operating too hot thus risking catastrophic engine damage. Our TT is model year 2002 and currently has less than 20k miles of service.

After considerable effort researching this issue, I've found that Audi in the United Kingdom (Audi UK) 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

NM
2/1/08
KB

consideration here in the United States, and due to the hazards presented by this defect and Audi's refusal to issue a voluntary recall.

The part in question has failed on a sizable percentage of 1999-2005 Audi vehicles, according to Audi's own service centers, and may fail on any pre-2005 car at any time, regardless of warranty status.

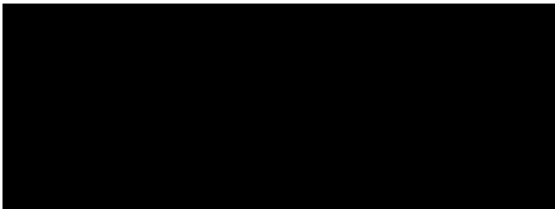
Audi reportedly resolved the design and manufacturing problems that cause these gauge cluster failures after the 2003 model year and placed upgraded service parts into the dealer channel, according to our local Audi dealer and service provider. Despite these remedial steps, Audi has offered no special consideration to owners affected by the problem outside of the vehicle's normal warranty and expects owners to pay over \$900.00, plus the cost of installation 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 fuel & temperature the vehicle is unsafe as designed.

I will accept nothing less than full warranty coverage of a cluster diagnostic service and replacement of our vehicle at our local dealership Audi of Dover, NH.

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,



Contact info:



Stratham, NH
Phone: 

Encl:

Citations of Instrument Cluster Problems

Green Welling LLP Files Class Action Lawsuit against Audi of America for
Defective Instrument Clusters

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

<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.

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

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

2. Small sample of Audi TT Owners with failed clusters:

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

3. BBA Remanufacturing Rebuilds these "Problem" clusters:

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

4. Edmunds CarTalk Forums – Audi TT Failed Clusters:

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

5. British Broadcasting Corporation Consumer Watchdog Segment:

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

<http://www.google.com/search?hl=en&q=bbc+watchdog+audi+tt+cluster&btnG=Search>