

Orlando, FL

2008 FEB -8 AM 8: 22

January 28, 2008

In regards to: 2001 Audi TT (1.8) - (Vin: TRUTC28N1 [REDACTED])

Audi of America
Client Relations
3499 West Hamlin Road
Rochester Hills, MI, 48309
Fax: 248-754-6504

Dear Audi Client Relations:

I presently own an 2001 Audi TT that I purchased in September, 2003 in Orlando, FL. Last summer, I contacted you regarding a failed instrument cluster. You contacted the Orlando dealer on my behalf but I am apparently not a "good enough" customer to warrant consideration of a "goodwill claim".

I am again writing to you about this issue. The more I learn about the instrument cluster problem, the more convinced I become that Audi USA should replace the cluster free of charge. The failure of the cluster is a safety hazard and Audi has been well aware of the problem for some time. I have copied the National Highway Traffic and Safety Administration on this letter as well as the law firm of Green Welling LLP, a firm that has indicated intent to file a class action lawsuit against Audi of America on behalf of California owners.

It is my understanding that Audi has reportedly refused to extend warranty consideration to U.S. TT owners affected by failed instrument clusters while 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 my 2001 Audi TT. My fuel gauge is unreliable and the liquid crystal display has failed. It no longer provides readable information. As a result, safety warnings are not provided in a meaningful way. Presently, the convertible top light remains on but the Audi Dealer cannot determine the problem, other than to suggest replacing the convertible sensor for the third time...a cost of over \$400.

As previously indicated, it is my understanding 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 consideration here in the United States.

The part in question has failed on a sizable percentage of 1999-2005 Audi vehicles, according to Audi's own service centers, and has partially failed on my car.

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, engine speed or vehicle speed, the vehicle is unsafe as designed.

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I will accept nothing less than full warranty coverage of a cluster replacement of my vehicle at our local dealership in Orlando. I shouldn't have to be a "good customer" to receive proper care on a safety related item.

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,


cc: National Highway
Traffic Safety Administration Vehicle Safety Division
400 7th Street, SW Rm. 5232
Washington, D.C. 20590

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