



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

1200 New Jersey Avenue SE  
Washington, DC 20590

April 8, 2008

[REDACTED]  
Bothell, WA [REDACTED]

NVS-216 mec  
Ref. # 10222751

Dear [REDACTED]:

Thank you for your correspondence dated March 6, 2008, concerning the problems you encountered with your model year (MY) 2000 Audi TT Quattro vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on March 20, 2008.

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. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect is warranted.

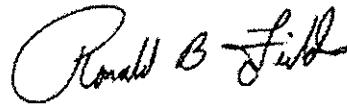
A review of our database relative to problems associated with the instrument cluster in MY 2001 Audi TT vehicles revealed insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention.

We sympathize with you concerning your request for full warranty coverage of the replacement of the instrument cluster; however, this type of request does not fall under our jurisdiction. 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 black ink, appearing to read "Ronald B. Fields". The signature is fluid and cursive, with the first name "Ronald" being the most prominent.

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