

CL-10222837-3658

2008 MAR 26 AM 9:13

March 18, 2008

Ms. Kathleen C. DeMeter, Director
Office of Defects Investigation Enforcement
National Highway Traffic & Safety Administration
400 7th Street, SW
Washington, DC 20590

Dear Ms. DeMeter:

I am writing you today with regard to an intermittent, yet dangerous, issue I have been having with my brand new 2008 Audi A6. The details of the possible defect have been outlined in the attached letter which I have sent to the Executive Director of Service & Parts for Audi in Michigan.

To summarize, I purchased this vehicle in November of 2007. Since that time, the car has shut off completely while I was driving during speeds of up to 65 mph on the highway. It has happened, so far, three times. There have been 3 other people in the car with me during two times that this has occurred. It has been back to Audi Service, two different service locations, and both of these facilities are telling me that they cannot find anything wrong with the car.

This is a serious issue and I am concerned for my safety as well as the safety of any occupants who may be in the car when this happens again. Due to the fact that I cannot get any satisfaction from Audi, I am appealing to you for your help.

I am driving a brand new car which has already put my life , as well as others, in danger.

Sincerely,



Hampton Bays, NY 


Enc: Copy of letter to Director of Service & Parts for Audi
Copies of two work orders from Audi Service Centers

AA
03/26/08
KB

March 18, 2008

Mr. Eric Johnson,
Exec. Dir. Service & Parts
Audi of America
3800 Hamlin Road
Auburn Hills, MI 48326

Dear Mr. Johnson:

I am writing to you at this time to inform you of an issue I am having with my new 2008 Audi A6. For some background, I purchased the vehicle November 21, 2007 from Atlantic Audi, 193-205 Sunrise Highway, West Islip, NY.

Approximately 1 month later, I was driving this vehicle on Sunrise Highway travelling in excess of 65 mph. The car suddenly just died and shut off. I lost my steering and had a very difficult time trying to pull the car over to the shoulder so I could attempt to restart it. I managed to somehow move the car to the shoulder. The car was completely dead at this time. It did start again once I turned the key. At this time, I assumed it may have been my error, even though I was not sure what I could have done. I did not report it to Audi at that time.

In January, 2008, I was driving in this car with my wife. I slowed down at a red light, and once again, the car turned off. No warning....just died. It did, once again, restart when I turned the key. This time I realized that there is something very wrong with this vehicle. I called Atlantic Audi and was assured by them that they could put the car on a diagnostic computer and they will be able to see where the fault was. Also, while I was speaking with the Service Manager, Alex, at this location, the salesperson, Ryan, who sold me the car walked over to me to ask what was wrong. When I told him what happened, he stated that he had the same problem with the A4 that he was driving.

The car remained at Atlantic Audi for a few days. Then I was told they could find nothing wrong. Against my better judgment, I took the car back and began driving it again.

Last week, I was driving with my wife and two of my friends. Once again, the car just died while I was driving approximately 40 mph. I called Atlantic Audi again and they stated that there was nothing else they could do as they could not find anything wrong with this vehicle. I complained to your office and you referred me to Storms Motors, a very reputable Audi dealership in Southampton, NY.

I spoke with the service manager at that location, John. He had the car for a week. They drove it around for a few days and the car did not do anything unusual. I was told, once again, that there is nothing wrong with this vehicle.

I am now driving a car which I do not feel safe in. I am writing to you to get some answers. It is not possible that myself as well as 3 other people have witnessed this issue and Audi cannot find anything wrong. I am concerned that I will be driving on a highway and the car will shut down and I will not be able to steer over to a shoulder. This could result in myself or anyone else in this car being severely injured or killed.

I am also sending a copy of this letter to the National Transportation and Safety Administration as well as Audi Headquarters in Ingolstadt, Germany, as this is a serious problem which has not been addressed. It will become a bigger issue for Audi if something happens to me or my family due to this obvious defect with this car.

I am appealing to you for your help and look forward to hearing from you soon with a resolve to this issue.

Sincerely,

[REDACTED]

Hampton Bays, NY [REDACTED]

[REDACTED]

Enc: Copy of Work Order No. AUCS11580 from Atlantic Audi
Copy of Work Order from Storms Motors

cc: National Transportation & Safety Administration
Audi Headquarters, Ingolstadt, Germany



(631) 587-3400
 Fax (631) 587-4349
 www.atlantic-audi.com

CELL: 516-782-5679

CUSTOMER NO.	ADVISOR GROSS	TAG NO. 2840	INVOICE DATE 02/21/08	INVOICE NO. AUCS11580
	LABOR RATE 110.00	LICENSE NO.	COLOR 4,413 LT SILV MET	STOCK NO. A81158
	YEAR / MAKE / MODEL 08/AUDI/A6 3.2 SEDAN/4DR SDN QTR ATT	MILEAGE 4,413	DELIVERY DATE 11/27/07	DELIVERY MILES
HAMPTON BAYS, NY	VEHICLE I.D. NO. W A U D H 9 4 F 5 8 N		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 02/16/08	
				MO: 4413
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES

LABOR # 1 01AUZ
 TECH(S): 9802
 ENGINE
 CUSTOMER STATES THAT WHILE DRIVING ON THE HIGHWAY, CUSTOMER WENT TO ACCELERATE AND CAR HAD NO POWER, STALLED SCAN SYSTEMS FOR FAULTS, NO FAULTS FOUND AT THIS TIME PERFORMED EXTENDED ROAD TESTS, RECHECKED SYSTEMS FOR FAULTS NONE FOUND AT THIS TIME. CAR IS OPERATING TO MANUFACTURE SPEC AT THIS TIME

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

LABOR AND PARTS ARE WARRANTED FOR 90 DAYS OR 4000 MILES, WHICHEVER OCCURS FIRST.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	06E-115-562-A	FILTERELEM	TOTAL - PARTS	0.00
JOB# 1 TOTALS					0.00

JOB# 2 CHARGES

LABOR # 2 11AUZ
 TECH(S): 9802
 TRANSMISSION
 CUSTOMER STATES THAT SOMETIMES WHEN GOING TO PASS ON THE HIGHWAY SOMETIMES CAR HESITATES TEST DROVE VEHICLE, CHECK FOR FAULTS. NO FAULTS FOUND CAR OPERATING TO SPEC AT THIS TIME

LIMITED EXPRESS WARRANTY
 Warranty on Original Equipment Parts installed is 12 months or 12000 miles. All other parts and labor is covered for 90 days or 4000 miles, whichever comes first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

CUSTOMER ACKNOWLEDGES REC. OF COPY X
CUSTOMER SATISFACTION IS OUR NUMBER 1 CONCERN

JOB# 2 TOTALS					0.00
---------------	--	--	--	--	------

JOB# 3 CHARGES

LABOR # 3 01AUZO
 TECH(S): 9802
 ENGINE
 CUSTOMER STATES THAT WHEN STARTING CAR IN THE AM, THERE IS A BANGING NOISE REPEATEDLY STRARTED CAR NO SIGN OF BANGING NOISE CAR OPERATING TO SPEC AT THIS TIME

Thank you
 for this opportunity to serve you.

JOB# 3 TOTALS					0.00
---------------	--	--	--	--	------

JOB# 4 CHARGES

LABOR # 4 28AUZ15
 TECH(S): 9802
 5,000 MILE SERVICE
 OWNER REQUEST 5,000 MILE SERVICE. MAINTENANCE
 PERFORMED 5,000 MILE SERVICE. SEE ATTACHED CHECK SHEET 03050085 90

JOB# 4 TOTALS					0.00
---------------	--	--	--	--	------

STORMS MOTORS, INC.

691 COUNTY RD. 39A * PO DRAWER 6032
 SOUTHAMPTON, NY 11968
 631-283-1600 * 631-287-3000
 FAX 631-287-6671
 www.stormsmotors.com

5167825679

155022

INVOICE

DUPLICATE 1
 PAGE 1



HAMPTON BAYS, NY
 HOME:
 CELL:

BUS:

SERVICE ADVISOR: 27 JOHN KNAPP

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GY	08	AUDI A604DSD	WAUDH94F58N		5126/5326		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	RO. NO.	RATE	PAYMENT	INV. DATE
21NOV07 IS							
21NOV07 DI			08:30 12MAR08		115.00	CASH	18MAR08
R.O. OPENED	READY	OPTIONS:				TIME IN	
10:28 11MAR08	12:19 18MAR08	ENG:3.1 Liter F.I.					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES	VEH WILL DIE WHILE DRIVING ON HIGHWAY					
	MISC SEE	TECH NOTES					
		10 CPA 0.00				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

5326 CHECKED FOR FAULTS AND FOUND NONE. ROADTESTED AND VEHICLE DROVE TO SPEC. CHECKED BATTERY CABLES AND ALL VAC LINES AND FOUND OK. CANNOT DUPLICATE CUST COMPLAINT CONTACTED AUDI TECH LINE AND WAS ADVISED TO CHECK FUEL PRESSURE AND TEST DRIVE AGAIN. TECH LINE ACCESS CODE 305446. CHECKED FUEL PRESSURE AND FOUND LINE PRESSURE AT 6 BAR AND HOLDING AT 3.75 BAR ALL TO SPEC. ROAD TESTED TOTAL OVER 150 MILES AND CANNOT DUPLICATE CONCERN. AUDI TECH LINE NEEDS COMPLAINT TO BE VERIFIED TO CONTINUE.

B	CUST STATES	WILL TRY TO SET CRUISE CONTROL AND VEH WILL GO TO 95 MILE AN HOUR AND LERCH FOWARD					
	MISC	ROADTESTED VEH 200MLS FOR CUST CONCERN DID NOT EXPERIENCE ANY PROBLEMS IN ROADTEST					
		CRUISE CONTROL FUNCTION OPER TO SPEC				0.00	0.00
		10 CPA 0.00					
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

5326 ROADTESTED WHILE SETTING CRUISE CONTROL AT DIFFERENT SPEEDS AND OPERATES TO SPEC. NO FAULTS STORED

CUSTOMER COPY

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD. STORAGE CHARGES WILL BE IMPOSED 7 DAYS AFTER COMPLETION OF REPAIRS AT \$20.00 PER DAY.

CUSTOMER AUTHORIZATION X

N.Y.S REGISTERED REPAIR SHOP NO. 1522317

SERVICE HOURS
 TUESDAY - SATURDAY
 8:00 AM - 4:30 PM

Misc. hazardous waste clause: A fee of 2% of labor with a maximum of \$10.00 is included for the expense of disposal of hazardous materials used during the service of your vehicle. Applicable items are: carburetor cleaner, battery cleaner, aerospray, rags, etc.

DESCRIPTION	TOTAL
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Thank You!
 CUSTOMER COPY