[redacted]

MAY 2 4 2010

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INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

May 14, 2010

Subject: Audi A6, VIN WAULT64BX3N[redacted]
Your form letter of October 2009 - Emissions Service Action 28F2/J1
Ignition Coil Inspection/Replacement

Regarding:
- My letter to you of April 16, 2010 regarding same and request for Reimbursement
- My second letter to you of April 26, 2010 asking for a reply
- Your form letter of April (no date) 2010

Dear Sirs,

It has now been four weeks since I wrote to you. I have received no reply or an acknowledgement of my letter.

In the meantime on May 10th I brought my vehicle to your Dealer - Jack Daniels Audi in Saddle River, New Jersey in response to your letter of April (no date) 2010. They replaced all of the Ignition Coils, including the ones that were previously replaced. I was not charged for this service.

Please reply with a status of my request for reimbursement for the previous expenses that I have incurred.

Yours truly,

[redacted]

Encl.
- Letter to Audi of America April 16, 2010
- Invoice 6419 CIM Motorsports, October 6, 2008, $159.68
- American Express Credit Card payment slip to same, October 6, 2008, $159.68
- Invoice 8934 CIM Motorsports, April 12, 2010, $159.24
- American Express Credit Card payment slip to same, April 12, 2010, $159.24
- Letter to Audi of America April 26, 2010

Cc: Better Business Bureau, 150 White Plains Road, Suite 107, Tarrytown, NY 10591
New York State Consumer Protection Board, 5 Empire State Plaza, Suite 2101, Albany, New York 12223
Consumer Frauds Bureau, New York State Attorney General, Westchester Regional Office, 101 East Post Road, White Plains, NY 10601-5008
National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, West Building, Washington, DC 20590 USA
American Express, P.O. Box 981540, El Paso, Texas 79998

[redacted] Tuxedo, New York [redacted] Telephone [redacted]

ET
060710
TGW

# Audi of America, Inc.

Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
United States of America
www.audiusa.com

April 2010

**Subject: Voluntary Emissions Service Action 28F2/J1**
**Ignition Coil Inspection/Replacement**

Dear Audi Owner of VIN WAULT64BX3N[redacted]

As part of Audi's ongoing commitment to customer satisfaction and long-term vehicle reliability, we are writing to inform you of a voluntary emissions service action affecting the ignition coils in some Audi vehicles. Our records show that your vehicle is affected by this action.

**What is the issue?**
Vehicles affected by this action may have ignition coils that could malfunction under certain conditions. If this happens, the malfunction indicator lamp (MIL) will illuminate to let you know that the vehicle may experience some deterioration in performance. Please refer to your vehicle owner's manual for additional information when the MIL comes on, and if necessary, you should take your vehicle to the nearest authorized Audi dealer for diagnosis and repair as soon as possible. In some cases, a malfunctioning ignition coil may cause a vehicle to exceed Federal and/or California emissions standards.

**What will Audi do?**
Your authorized Audi dealer has sufficient parts stock on hand to service your vehicle. Dealers will inspect and, as necessary, install new ignition coils in your vehicle. If your vehicle has other open actions, your dealer can address them for you at this service appointment as well.

**What we would like you to do**
Please contact your dealer and arrange for an appointment at your convenience. This service will take about two hours and will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

**Lease vehicles**
If you are the lessor and registered owner of the vehicle identified in this action, please forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

**Have you changed your address or sold the vehicle?**
If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Service help from us**
If you have any questions regarding this emissions service action, please visit our website at www.audiusa.com/coils.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your continued satisfaction with your vehicle. Thank you for your continued loyalty!

Sincerely,

Audi of America, Inc.

AB2 49S

[redacted]

Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

April 26, 2010

Subject: Audi A6, VIN WAULT64BX3N[redacted]
Your letter of October 2009 - Emissions Service Action 28F2/J1
Ignition Coil Inspection/Replacement

Regarding: My letter to you of April 16, 2010 regarding same and request for reimbursement

Dear Sirs,

It has been ten days since I wrote to you. I have received no reply or an acknowledgement of my letter.

I have again visited your website www.audiusa.com/coils and found that my service is still scheduled for sometime between June and August 2010.

Please reply with a status of my request reimbursement for these expenses.

Yours truly,

[redacted]

Encl. Letter to Audi of America April 16, 2010
Invoice 6419 CIM Motorsports, October 6, 2008, $159.68
American Express Credit Card payment slip to same, October 6, 2008, $159.68
Invoice 8934 CIM Motorsports, April 12, 2010, $159.24
American Express Credit Card payment slip to same, April 12, 2010, $159.24

[redacted] Tuxedo, New York [redacted] Telephone [redacted]

[redacted]

Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326

April 16, 2010

Subject: Audi A6, VIN WAULT64BX3N[redacted]
Your letter of October 2009 - Emissions Service Action 28F2/J1
Ignition Coil Inspection/Replacement

Dear Sirs,

I have been patiently waiting for notification from you that the required parts are in stock at my dealer allowing for an appointment to be made for me to bring my car in for service. This is in accordance with the directions in your subject letter.

Last week using the update search on your website www.audiusa.com/coils I found that my service is scheduled for sometime between June and August 2010.

Well, my car could not wait that long. Last week the Check Engine light illuminated and began flashing. The car became questionable to drive. I promptly brought it to a nearby reputable mechanic. His repair invoices for ignition coil replacement is enclosed. Also enclosed is a prior invoice for ignition coil replacements. Obviously there is a serious problem with these coils, no doubt the reason behind your subject Action 28F2/J1.

I request reimbursement for these expenses. Copies of my credit card payment slips are also enclosed as your letter has instructed.

Your prompt review of this matter, as well as your expeditious refund will be anticipated.

Meanwhile, I will continue to wait for your notification that the parts have finally become available in sufficient quantity that I can schedule an appointment with your dealer.

Yours truly,

[redacted]

Encl. Invoice 6419 CIM Motorsports, October 6, 2008, $159.68
American Express Credit Card payment slip to same, October 6, 2008, $159.68
Invoice 8934 CIM Motorsports, April 12, 2010, $159.24
American Express Credit Card payment slip to same, April 12, 2010, $159.24

[redacted] Tuxedo, New York [redacted] Telephone [redacted]

# C I M Motorsports

04/12/2010

41 Smith Clove Rd.
Central Valley, NY 10917
845 928 6683
Ny State Registered # 7093116

Invoice #8934

[redacted]
Tuxedo NY [redacted]
[redacted]

2003 AUDI A6-S6 SERIES AWD QUATTRO
3.0L DOHC ELECTRONIC FI
Tag: Mileage 151,218
ID: WAULT64BX3N[redacted]

| Labor | Amount |
|---|---|
| R & R IGNITION COIL | $54.00 |
| | $54.00 |

| Part No. | Parts | Quantity | Each | |
|---|---|---|---|---|
| | IGNITION COIL #4,5,6 | 3.00 | $30.59 | $91.77 |
| | | | | $91.77 |

| Service charges | |
|---|---|
| HAZARDOUS WASTE FEE | $0.00 |
| SHOP SUPPLIES | $1.50 |
| | $1.50 |

| | |
|---|---|
| Subtotal | $147.27 |
| Tax | $11.97 |
| Total | $159.24 |

An express mechanics lien is acknowledged on the above vehicle to secure the amount of repairs thereto, until such time as cash payment has been made in full. It is understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control. Upon signing this repair order it is accepted as a complete and comprehensive description of the repair work done on this vehicle.

DATE_____ SIGNED_____

---

CIM MOTORSPORTS, INCORPORATED
41 SMITH CLOVE RD.
CENTRAL VALLEY, NY 10917
(845)928-6683
MID 887882888899763

Merchant ID: 888888888763

**Sale**

XXXXXXXXXXX[redacted]
AMEX Entry Method: Swiped

Total: $ 159.24

04/12/10 13:33:55
Invl#: 000001 Appr Code: 552899
Approvd: Online Batch#: 000791

Customer Copy
THANK YOU!
COME AGAIN!

# C I M Motorsports

**41 Smith Clove Rd.**
**Central Valley, NY 10917**
**845 928 6683**
**Ny State Registered # 7093116**

10/06/2008

Invoice #6419

[redacted]
Tuxedo NY [redacted]
[redacted]

2003 AUDI A6-S6 SERIES AWD QUATTRO
3.0L DOHC ELECTRONIC FI
Tag:
ID: WAULT64BX3N[redacted]
Mileage 109,598

| | | | | Amount |
|---|---|---|---|---|
| | **Labor** | | | |
| | R & R IGNITION COIL | | | $85.00 |
| | | | | **$85.00** |
| **Part No.** | **Parts** | **Quantity** | **Each** | |
| | IGNITION COIL | 2.00 | $30.59 | $61.18 |
| | | | | **$61.18** |
| | **Service charges** | | | |
| | HAZARDOUS WASTE FEE | | | $0.00 |
| | SHOP SUPPLIES | | | $1.50 |
| | | | | **$1.50** |

| | |
|---|---|
| **Subtotal** | **$147.68** |
| **Tax** | **$12.00** |
| **Total** | **$159.68** |

An express mechanics lien is acknowledged on the above vehicle to secure the amount of repairs thereto, until such time as cash payment has been made in full. It is understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control. Upon signing this repair order it is accepted as a complete and comprehensive description of the repair work done on this vehicle.

DATE_____ SIGNED_____

Sale

Entry Method: Swiped

Total: $ 159.68

10/06/08 18:22:21

Invd: 0000004 Appr Code: 597132

Approd: Online Batch#: 000359

Customer Copy
THANK YOU
COME AGAIN!!

Audi of America, Inc.

Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
United States of America
www.audiusa.com

October 2009

**Subject: Upcoming Voluntary Emissions Service Action 28F2/J1**
**Ignition Coil Inspection/Replacement**

Dear Audi Owner:

As part of Audi's ongoing commitment to customer satisfaction and long-term vehicle reliability, we are writing to inform you of an upcoming voluntary emissions service action affecting the ignition coils in some Audi vehicles. Our records show that your vehicle, vehicle identification number (VIN) WAULT64BX3N[redacted] one of these vehicles.

Vehicles affected by this action may have ignition coils that could malfunction under certain conditions. If this happens, the malfunction indicator lamp (MIL) will illuminate to let you know that the vehicle may experience some deterioration in performance. Please refer to your vehicle owner's manual for additional information when the MIL comes on, and if necessary, you should take your vehicle to the nearest authorized Audi dealer for diagnosis and repair as soon as possible. In some cases, a malfunctioning ignition coil may cause a vehicle to exceed Federal and/or California emissions standards.

As a valued customer, your satisfaction is our utmost priority, and we are working diligently to acquire the parts needed for your vehicle. Once your dealer has sufficient parts stock on hand, we will notify you via first-class mail. At that time, you can schedule an appointment with your authorized Audi dealer to inspect and, as necessary, install new ignition coils in your vehicle.

As long as your vehicle is not experiencing an ignition coil malfunction, we ask that you please wait until you receive your campaign notification letter before contacting your dealer for a repair appointment. **Until then, please rest assured – if at *any time* your vehicle should experience an ignition coil malfunction, your authorized Audi dealer will diagnose and repair your vehicle for this condition at no cost to you.**

This no-charge diagnosis and repair covers only malfunctioning ignition coils. It does not cover any damage or malfunctions caused by outside influence, such as damage due to an accident, vehicle misuse or neglect, or storm damage. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) are required to bring the vehicle up to factory specifications are not covered. Any malfunctions of non-ignition coil electrical and mechanical vehicle components remain covered by the terms of the New Vehicle Limited Warranty.

Please be aware that sometimes used, obsolete, and/or non-approved aftermarket replacement ignition coils can be found at independent repair shops and over the internet. Customers should avoid used and/or non-approved aftermarket replacement ignition coils, as these components may not perform properly and could damage your vehicle.

If you have previously paid for ignition coil replacement out-of-pocket, the enclosed form explains how to request reimbursement. You can also visit our website for additional information. We will be pleased to review your reimbursement request. Customers who receive reimbursement will still be eligible for the inspection and, if necessary, installation of new ignition coils in their vehicle once parts become available.

If you are the lessor and registered owner of the vehicle identified in this action, please forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

If you have any questions regarding this upcoming voluntary emissions service action, please visit our website at www.audiusa.com/coils.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your continued satisfaction with your vehicle. Thank you for your continued loyalty!

Sincerely,

Audi of America, Inc.

[redacted]
Tuxedo, NY [redacted]

WESTC PM 18 MAY 2010 10

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE, West Bldg.
Washington, DC 20590