

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

JUN 02 2010

[REDACTED]
BRATTLEBORO, VT [REDACTED]
[REDACTED]

EXECUTIVE SECRETARIAT

2010 JUN -1 P 3:38

RECEIVED - NHTSA

ADMINISTRATOR
NHTSA
1200 New Jersey Ave. S.E.
Washington, DC 20590
(RECALL: JY/20L8)

VIN#: WAULT64B23N [REDACTED]

Re: Fuel Level Sensor damaged due to recall repair

Sirs;

May 24, 2010

In May of 2009 I complied with the Rollover Nipple recall by taking my car to Flynn Audi in Pittsfield MA.

I brought the car to Flynn at approximately 11:45 AM and got it back at about 3:00 PM the same day.

I was pleased to note the Flynn had filled my gas tank; in accord with the letter from Audi I brought the car in with less than $\frac{1}{4}$ tank. Unfortunately, as I drove the 70 miles back to my home the fuel level decreased to less than $\frac{1}{4}$ and the warning light came on.

Since then, the warning light goes on and off without regard to how much fuel is in the tank (see attached photo), and I smell gasoline particularly in the AM when I go to my garage. I cannot rely on the fuel gauge because it sometimes shows full when it has less than $\frac{1}{4}$ tank. I have run out of gas twice, once on a country road in midwinter. To prevent that from occurring again I now fill my tank based on the odometer. In addition, the "check engine light" goes on and off periodically.

I made dozens of frustrating calls to Audi customer service, and finally, they arranged to have the problem checked at Flynn Audi on April 20th of this year (see invoice). Flynn said they didn't have the part they needed to repair the defect and that they would call me when the part arrived. They estimated the repair at \$483.64, I am still waiting for a phone call or email telling me that the part has arrived.

KB
061510
TGW

The day after the car was returned to me when I first called Flynn about the fuel gauge problem, I asked if they had dropped the gas tank to repair the nipple...they said they had not!

Now, however, after having found the details of the recall on line at your site I discover that not only was it necessary for Fynn to lower the tank to make the repair but that they also had to disconnect the exhaust system which may account for the anomalous Check Engine signal.

When a repair due to a recall seems to cause other problems who is responsible? I brought my car to Flynn with no fuel gauge problem and got it back with the problems described above. While the fuel gauge problem I am experiencing is only a major inconvenience, the smell of gas and the check engine light may indicate something more serious.

Please note that the protocol procedure requires a 6 Hour waiting period to allow the adhesive us to cure; Flynn released my car after just 3 hours!

Audi does not seem to want to help. Is there anything NHTSA can do?

Sincerely,



enclosures

cc: Audi Customer Relations (JY/2018)
3499 West Hamlin Rd
Rochester Hills, M 48309

Attn: Christian Bokich

Invoice #: 119527

Tag #: T2448

Customer #: 7188741885

Service

Advisor: 86 TIM CONROW

FLYNN AUDI

600 Merrill Road
Pittsfield, MA 01201
Telephone: (413) 443-4702
Fax: (413) 442-4515

BRATTLEBORO, VT

HOME:

BUS:

CELL:

EMAIL:

COLOR	YEAR	MAKE/MODEL			VIN		LICENSE	MILEAGE IN	MILEAGE OUT
SILVER	03	AUDI A6			WAULT64B23N			117084	117084
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
12MAY03			WAIT 20APR10		88.00	CASH	20APR10	12:32 20APR10	14:13 20APR10

OPTIONS: ENG:3.0 Liter AXI:RADIO/0499

Pothole Special

Rotate and balance tires- inspect steering, suspension and undercarriage, perform front end alignment.

\$159.95

(add \$30.00 for all wheel drive vehicles) Coupon must be presented at time of service. Offer not valid with any other coupons.

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUSTOMER STATES WHEN TANK IS FULL THE LOW LIGHT IS ON INTERMITTENTLY-
SINCE RECALL PERFORMED; STATES FUEL LEVEL IS INACCURATE-
ESTIMATE PROVIDED ESTIMATE FOR AREA OF CUSTOMER CONCERN

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

117084 CHECK THE FAULT MEMORY OF THE INSTRUMENT CLUSTER ; THERE WAS A FAULT FOR THE FUEL LEVEL SENSOR G RIGHT SIDE ; ESTIMATE TO REPLACE \$483.64

B PERFORM 28F3 RECALL
CAUSE: PERFORM 28F2 RECALL
28202099 REPLACE IGNITION COILS

1WAR03
6 06C-905-115-M IGNIT.COIL

FC: 28F299 002
PART#: 06C-905-115-M

COUNT:
CLAIM TYPE: 710

AUTH CODE:

28202

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00

117084 REPLACE ALL SIX COILS; NOTE: CONNECTORS TO COILS BROKEN

\$5.00 off for your email address

Present this coupon and your current email address to receive \$5.00 off your next service visit

Offer not valid on state inspection or with any other coupons

Must present coupon at service desk One time offer only.

"STATE OF THE ART"
BODY SHOP
FREE ESTIMATES

COMMITTED TO EXCELLENCE
THANK YOU

FLYNN AUDI

ASK ABOUT OUR NEW
AUTO DETAILING SHOP

DISPOSAL OF HAZARDOUS WASTE
The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

APPOINTMENTS: (413) 443-4702

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
OTHER SHOP / ENVIRON	0.00
TOTAL CHARGES	0.00
DEDUCTIBLE / ADJ.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



Brattleboro, VT

BRATTLEBORO VT 05701

24 MAY 2010 PM 2 T



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