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US Department of Transportation  
Office of Defects Investigation  
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202-366-7882

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

I wish to bring to your attention the problem facing myself and the thousands of other Audi and VW owners who currently own all 1999 to 2002 models. Although the problem was discovered and corrected in 2003 and up models, a recall was never performed to correct the noncompliance, in accordance with federal law.

The problem involves the OVD 2 unit which communicates the smog test results to the computer and DMV. Although, the vehicle passes the emissions test, it is flunked due to the communication error. The DMV requires this communication and makes no exception. The root of the problem stems from the OVD 2 unit placed into the radio. When the radio is replaced with a non Audi or VW radio the OVD 2 unit is no longer there. According to Rusnak of Thousand Oaks, CA, the price to replace the radio containing the OVD 2 unit, is \$1000 and up. Please note these unsuspecting owners had no knowledge of this flaw and did not have the ability to make a decision based on this important information. Audi/VW neglected to inform them even after discovering it in 2003.

Owners have two choices, replace the radio for an exorbitant fee or get rid of the vehicle before the registration expires. The third choice, notify Audi and request assistance has been the least effective option, since Audi employees have proven to be the most cruel and rude people. Here is a list of their names:

Monique Howard - Blamed me for Audi's failure to report this flaw and refused to assist me  
Heather - Monique's supervisor, Since I was not a loyal Audi customer refused to assist me. (did not repair my vehicle at an Audi dealer and do not plan to purchase another Audi) Hung up on me.  
Yal Omega - Director, stated the OVD 2 unit is under an 8 year warranty and he is unable to assist me. I own a 2000 A Audi, but in 2003, when Audi/VW discovered the flaw, the vehicle was only three years old with 30K miles.  
Brad Hollister - states he represents Scott Kehol Used the same excuse as Yal Omega, Was arrogant and rudest of everyone, refused to assist me and hung up on me.  
Anna Tate, Kim Park and Emma Tate never would return my calls for two days.  
Bret Leupher - Director of operator assistance, refused to assist me when I explained the issue of the above employees not returning my call, his response was to explain it was not his problem and he could not refer me to a higher up employee.  
Peter Donnellan - Director of After Sales does not respond to my calls or fax.

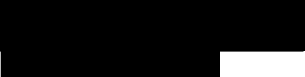
All of the repairs on my Audi have been paid for as it is a responsibility I accept. Audi/VW has demonstrated dishonesty by not disclosing this noncompliance which existed in these vehicles as an item of original equipment, for nine years. Please ensure Audi/VW fulfills their obligation to the thousands of owners to repair and place these vehicles into compliance with the smog test requirements..

Thank you in advance for your assistance.

NM  
083112  
TGW



Simi Valley, CA



2000 Audi A 4