

AUG 27 2013

CL-10536289-6847

Media, PA

August 19, 2013

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington, D. C. 20590

Dear Sir/Madam:

My wife and I are the original joint owners of an 2000 Audi A6 2.8 Avant Quatro Station Wagon, VIN WAULH64BXYN [REDACTED]. The car has 163,016 miles on it.

On 7/30/13 we smelled a very strong gasoline odor coming from the car. The following day we drove the car to Garttmeyer Automotive in Wayne, PA where we have carefully maintained the car since it came off warranty. On 7/31/13 Garttmeyer removed the rear seat (under which the fuel tank is located) and found fuel staining all around the sending unit. Garttmeyer allowed the car to sit overnight and found the fuel tank wet with fuel again. Garttmeyer checked with Identifix which faxed to Garttmeyer a recall bulletin that contained information consistent with the condition of the car.

This tank failure will be the second fuel tank that we have had to replace on the car. In March 2006 when the car was only 6 years old and with 78,025 miles on it, we had to replace the gas tank at a cost to us then of \$2,249.27. After that repair had been made by Garttmeyer, I telephoned Audi to complain. When I spoke with their representative, I was not told of any recall, and not told of any similar customer experiences, and my request that they pay at least for the tank was refused. I told them that a fuel leak like that was not acceptable quality and my leaking tank should be reported to auto safety officials. He assured me that the report would be filed—I doubt that it ever was.

So here we are today looking at a second fuel tank replacement, the third tank for our car when one counts the original factory-installed tank at purchase. I have copies of the Audi Safety Recall Circular Code: 20L8/JY (originally issued in 2008) and revised in January 2009. My first fuel tank failure occurred two years before the 2008 recall. The official recall covers the model years 2001 through 2005, my car is a 2000, but the defect in my 2000 model is the same defect as in the later models. I find it incredible that Audi did not know that the identical safety defect was in the 2000 model. May be by 2008 Audi thought they were home free on defects in the earlier model year. The new fuel tank purchased by Garttmeyer in 2006 was purchased from YBH (the Audi dealer that sold us our car in 2000) and would be the newer design fuel tank (if there had been any redesign by then). That new tank was purchased well within period covered by the recall, though Audi does not appear to have publically acknowledged their fuel tank problem until 2008 when the recall was issued. It is hard to believe that Audi at a minimum, and likely YBH were not aware of fuel tank problems in 2006. Audi apparently was not explicit about the problem details and the fix for the fuel tank safety problem until

the 2008 recall. As I first stated, my wife and I are the original owners, our address and car registration have never changed, but we never received a recall notice on the defective fuel tanks.

Based on the copy of the recall notice I received from Garttmeyer, I telephoned Audi customer relations at Audi of America in Rochester Hills, MI 48309 (1-800-253-2834). Audi assigned a case number, #130535300. Customer relations told me to take the car to an Audi dealer. Since the car is unsafe to drive, Garttmeyer had it towed to YBH Audi on West Chester Pike, Edgemont, PA 19028 (610-356-9000). The car was towed there on 8/8 or 8/9/13. YBH is where we bought the Audi new on 6/29/2000. To date (in addition to the \$2,249.27 spent in 2006) I have incurred \$871.25 of expense having Garttmeyer identify the gas leak problem and tow the car to YBH. This morning I received a telephone call from the Service Consultant at YBH who said that Audi was not responsible for the needed repairs.

So, due to substandard engineering and lack of recall notices, we have been driving about in a Molotov cocktail. The dangerous leaky gas tank is directly under the rear seat, on which we had located the infant car seat for our 2 ½ year old granddaughter. The present unsafe gas tank aside, our car is clean and well-maintained, but we are facing another major expense to fix a problem caused by Audi's substandard engineering---a problem we should not have had. This gas tank has destroyed the value of our car.

I believe we have been sold a defectively designed, unsafe car by a manufacturer that does not stand behind its product. I would appreciate any assistance you can provide me.

Sincerely,

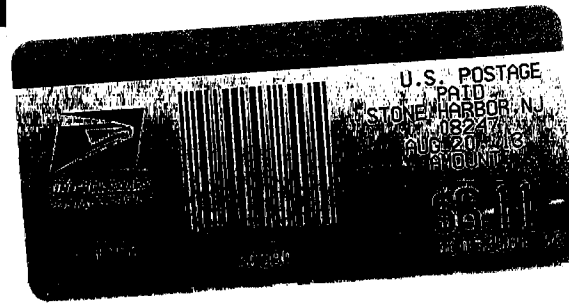
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