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INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

CL-11021989-8232

MAY 12 2017

Ashland, OR

NHTSA
1200 New Jersey Ave, SE
Washington DC 20590

Dear NHTSA,

This letter is a formal complaint regarding the Audi Safety Recall 6902 for 2005 – 2011 A6 Frontal Airbag Inflator (Takata). I own a 2008 Audi A6 Sedan and received a recall notice. The letter notified me that I must first schedule and then return my A6 to the nearest Audi dealer for repair. It further states that this is not a permanent fix and I will be notified again after this repair is done for another repair for a permanent fix.

I live in Ashland, Oregon, 15 miles north of the California border, home of Southern Oregon University and the widely acclaimed Shakespeare festival. According to www.audiusa.com, the nearest Audi dealer is in Bend, OR over 3.5 hours and 185 miles away. I called the Audi Customer Experience hotline and explained this to them, they verified that was correct and further stated this repair could only be done at the nearest, Bend, Oregon Audi dealer.

This would necessitate over 7 hours of round-trip driving, several hours for to complete the temporary repair/recall and this process would then need to be repeated yet again for the permanent repair. So, in total, I would be looking at approximately 18 hours, 750 miles of travel and wear and tear on my vehicle/person and missing time from work to accomplish the full 2 step recall.

I feel that this is puts a severe and undue burden on me (versus Audi) to accomplish something that is their responsibility to fix, therefore my complaint to you. I would like you to compel Audi to do one of the following:

- Have Audi come to my location to perform the repair/recall,
 - Have Audi ship the parts to a nearby repair facility and have them pay for the repair facility to perform the recall,
- or
- Have Audi reimburse me for the standard IRS mileage charge of \$0.535 plus meals/lodging and lost wages for me to make the trip up to Bend, Oregon.

I appreciate your prompt attention and support on this matter.

Sincerely,

MAN
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LP

Ashland, OR

MEDFORD OR 975

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1200 NEW JERSEY AVE, SE
WASHINGTON D.C. 20590

