

**Audi of America, Inc.**



3800 Hamlin Road  
Auburn Hills, MI 48326

July 2004

**Subject: 1998–2004 Model Year Audi A6/S6, 2003 RS6 and  
2001–2004 allroad quattro Vehicles  
Install Plastic Cover On Driver's Side Support On Crossmember  
and Apply Felt To Left Crossmember End**

Dear Audi Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Audi has decided that a defect, which relates to motor vehicle safety, exists in some model year 1998–2004 Audi A6/S6, 2003 RS6, and 2001–2004 allroad quattro vehicles. Our records show that you are the owner of one of these vehicles.

**What is the Problem?**

Audi has found that, under rare circumstances, physical contact of a left driver's side dashboard structure element could cause abrasion of a wiring harness resulting in an electrical short, which if that occurs could result in a fire originating in the left dashboard area.

**What Will Audi Do?**

In order to correct this defect, we will install a protective cover shield in the left dashboard area to prevent abrasion of this wiring harness.

**What We Would Like You to Do**

Please contact your authorized Audi dealer and arrange for an appointment so that this repair can be performed on your vehicle without delay. This service will take approximately one-half hour and will be free of charge. Your dealer may need additional time for the preparation of the repair as well as to accommodate the daily workshop schedule.

**Reimbursement of Expenses**

If you have previously paid for repairs relating to the left side driver's crash element contacting the headlight switch wiring harness, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

**Service Help From Us**

If your authorized Audi dealer fails or is unable to remedy the defect free of charge within a reasonable time, please call or write to:

*Audi of America, Inc.  
Attn: Customer Relations (JC)  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
1-800- 822-2834*

If you still cannot obtain satisfaction, you may file a complaint with: Administrator, National Highway Traffic Safety Administration, U.S. Department of Transportation, 400 Seventh Street SW, Washington, DC 20590. Telephone: (888) 327-4236.

We regret any inconvenience this matter may cause. Thank you for your continued loyalty.

Sincerely,

**Maria Cotter  
Product Compliance**