



Sunday, 16 February 2003

Audi Customer Services
PO Box 400
Walsall
WS5 4XX

Ref: - W4 KTT Audi TT 225 Coupe

To Ema Jones (Customer Services Manager)

Hi Ema,

Many thanks for your letter ref: CC/184/2146777/EJ and the service centre voucher, this has gone a long way in addressing the inconvenience suffered. I'm sure you have had many other contacts about the coil pack issue and whilst the money helps I am really looking for reassurance of reliability in the car and peace of mind.

As I am still concerned about the reliability of my car and having suffered 2 failures in 2 months am forever thankful at the end of every journey that I have completed it. Obviously not a feeling I should need to be having.

You mentioned that Audi were looking into the fault and it does appear that later 2003 spec cars, certainly in the TT models, very few have been reported and this in itself is implying the later revision J of TT packs is a good part.

With regards to the recent press releases, the Watchdog program aired and the American VAG CEO announcement to change all coil packs regardless of failure, I am really looking for one thing.....

I fully appreciate that stocks are short and supply must outstrip demand to allow for positive action to be taken and in light of my 2 failures, both of which were replacements to the old troublesome H type of coil pack so I still feel that I have 4 chances if imminent failure at any time any place.

- Will you confirm in writing to me that when stocks are available I am entitled to have my coilpacks changed to the revised "J" type or whatever is deemed to be a quality replacement.

Assuming all current production is revised and expected to be a part worthy of reliability expectations then this would be what I would expect and need it in writing as it would simplify my dealings with the Audi Service centre. At the moment they are either under restriction to discuss or genuinely unaware of how to proceed other than fixing already broken or breaking down cars.

I am not after any kind of jump in priority, I'd just like to be able to walk into the dealer and say I've had 2 failures, Audi CS agree that I should have a set of revised coil packs and could you order a set for me and put me on the queue so I can get them replaced as soon as possible.

Whilst you also mentioned that replacing only failed packs will avoid the chance of replacing a good pack.....the number of reported failures implies that ALL H type packs are unreliable and it's a question of WHEN not IF, they will fail and that "when" is likely to be within 20000 miles judging by the reported incidents. Even if it only effects a batch within the H pack production run as I have suffered 2 failures its safe to assume that the other 2 are from the same bad batch...whilst the 2 H

replacements may give good service I don't feel comfortable knowing how many H's have failed to leave those in my car.

I would really appreciate that you could authorise the replacement of my H packs to the later revision as I am almost ready to try and obtain the good coil packs myself from an alternative supplier who has small stocks of J parts arriving which would put my out of pocket at further £200 odd pounds at least.

I would also appreciate it if you would commit a statement to me about the following as I am aware of a number of owners in the UK TT Owners club that are in this position: -

- What are you going to do for owners who are out of warranty and have paid for coilpacks and labour in light of the quality issue?
- Will those owners be entitled to refunds on the parts and labour costs incurred?
- Will those owners still be entitled to replacement vehicles and revised pack replacement along with in-warranty customers.

This is purely for information which I would like to publish to the other TT owners. I would hope that some policy has been agreed by now and some clear definitions on your process for dealing with the warranty and non-warranty owners.

Yours sincerely

Waheed Khan
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