

Dear Mr. Stadler!

The Russian Internet club of Audi car's owners, which united over 40 000 owners of Audi cars, want to thank company Audi about the uncompromising policy provided in maintenance and in high quality of production. The famous quality and attention to details – there are lines which finally allowed owners to make the choice in favor of Audi brand.

Our Internet club could be some kind of the public opinion indicator which shows merits and demerits of Audi cars. Club members has decided to share with Audi AG some supervision's results about an arising problems during car's usage and service and also highlight some questions of Audi's owners which were raised on a forum's pages and were asked to Audi's dealers in Russia and in other past-soviet union states like Ukraine, Belorussia and Kazakhstan.

The major concern from members of our Audi club is a low quality of components provided by company Audi for air suspension of Audi Allroad 4BH 2000-2005 model years. In particular, owners of Audi Allroad of first generation have got a fast failure of new air springs installed at official Audi dealers. Cases of failure have become frequent when the given detail is fail already during one or two weeks after its installation. Though the all dealers carry out warranty on replacement of the leaking air springs on new, many owners of Audi Allroad from different states are afraid to use of the given cars connected with distant travel or departures to the nature.

It would be desirable to note, that falling quality of air sprigs has occurred in 2007 simultaneously to rising of their price in 2 times.

Our members were found and noticed that air springs issued before 2007 stayed good for usage more than 5 years or mileage 150-200 thousands km while air springs issued after 2007 doesn't live even more than 30 thousands km.

Examples of condition and quality of air springs issued till 2007 year



Condition of air spring after 150000 km



Condition of air spring after 180000 km – working surface has a lot of friction mud but no blowout.



Condition of air spring after 180000 km – on sight comprehensive deterioration.

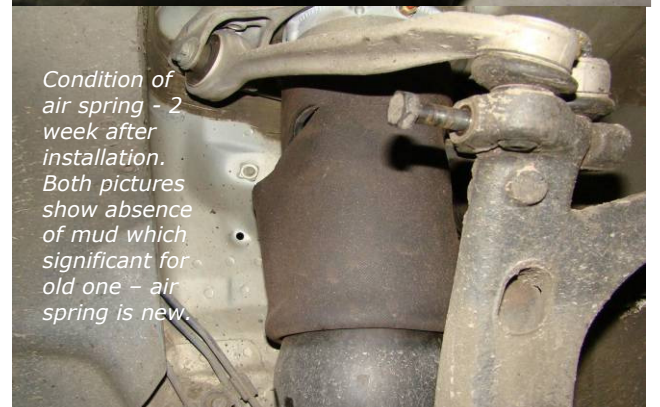
Examples of condition and quality of new air springs issued after 2007 year



Condition of air spring after 15000 km



Condition of air spring - 2 week after installation



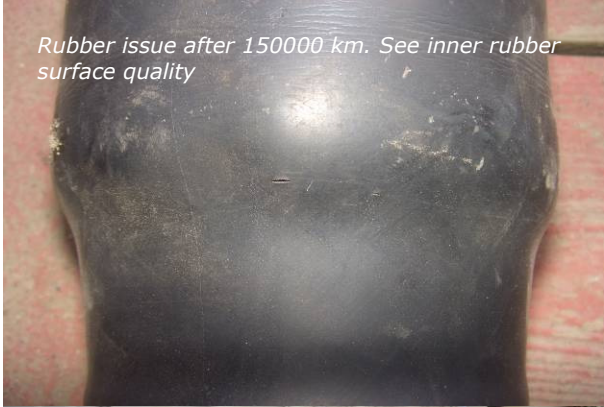
Condition of air spring - 2 week after installation. Both pictures show absence of mud which significant for old one – air spring is new.



Rubber of air spring after 180000 km - comprehensive deterioration.



Rubber of air spring after 8000 km



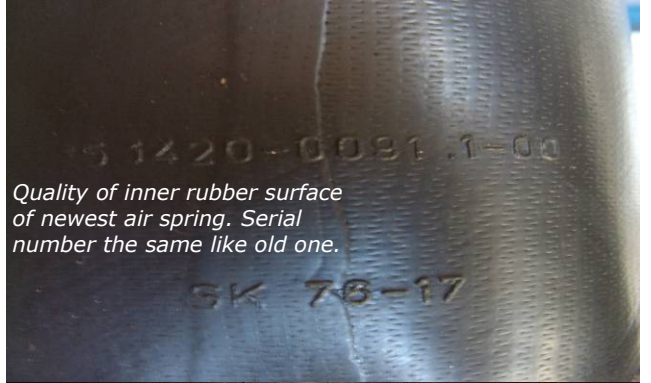
Rubber issue after 150000 km. See inner rubber surface quality



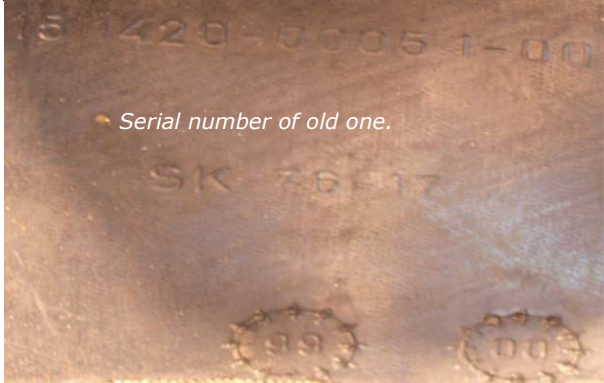
Rubber issue after 8000 km. See inner rubber surface quality



Inner rubber surface quality of oldest air spring



Quality of inner rubber surface of newest air spring. Serial number the same like old one.



Serial number of old one.



Date of manufacture of new one



Pleats and small holes on a inner rubber surface of oldest air spring after long period of usage



One "small" hole in a new air spring after 8000 km

We investigated and compared air springs of "4BH" Allroad versus and air springs established on Allroad "4FH" we have come to conclusion about that 4FH Allroad last generation air springs has an aluminum outer sleeve designed to increase the spring rate and dust cap which protects air springs from dirt. Thereby it prevents rubber damage formation of air spring which is reason of the air compressor failure that is also not so cheap. Audi Allroad has established a reputation of most stylized and ideally adapted car for the past-soviet union states a road condition which was found more admirers among the drivers.

Degradation of quality of spare parts delivered by official dealers and the high price for separated units whose cost more high than technically identical details delivered by other manufacturers will be decrease of consumer interest to the given model of the car and also compels of owners of Audi Allroad to use spare parts and accessories of alien manufacturers. All it has led hereto owners of Audi Allroad to use air springs and air compressor from Arnott Company. Spare parts and components from Arnott Company has a lifetime warranty and price lower three time.

OEM air spring: 4Z7 616051D Front

Last of Dealer's price - 36197 rubles (equivalent 934 Euro) one piece without installation

Arnott's air spring: A-2251 Front (pair)

Front suspension kit (2 pieces) - 23300 rubles + 5000 rubles delivery (equivalent 730 Euro)

OEM air compressor: 4Z7 616007A

Manufacturer - WABCO 415 403 106 0

Last of Dealer's price - 50512 rubles (equivalent 1300 Euro)

Arnott's air compressor: P-2134

Manufacturer - WABCO 415 403 106 0

Arnott's price - 11100 rubles + 5000 rubles delivery (equivalent 405 Euro)

Mercedes' air compressor: 211 320 03 04

Manufacturer - WABCO 415 403 106 0

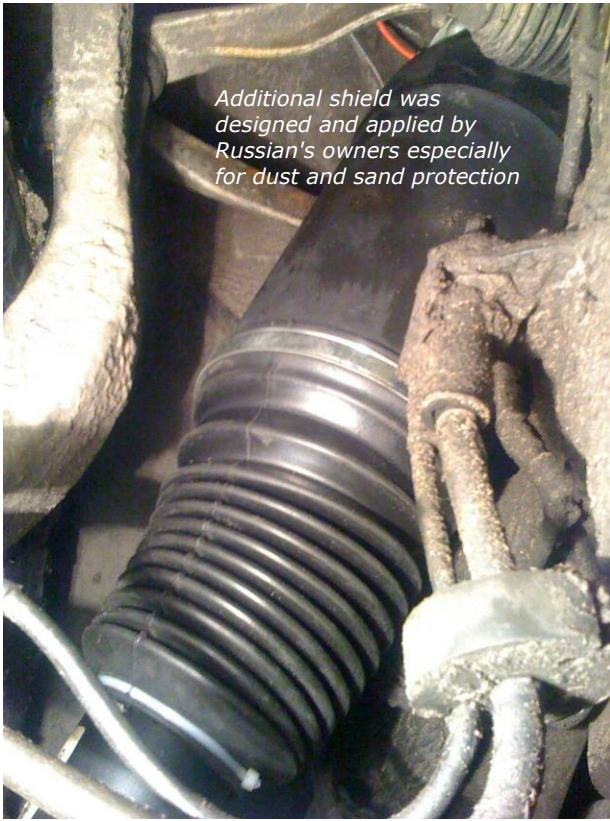
Mercedes' price - 15600 rubles (equivalent 390 Euro)

OEM air springs with "hand made" dust cover (provided by Russian's owners)

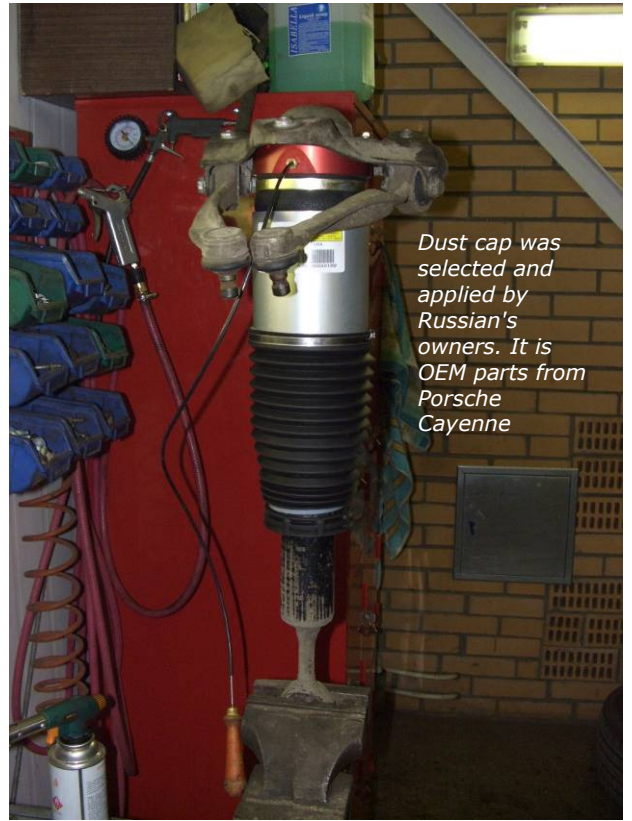


Arnott's air springs





Additional shield was designed and applied by Russian's owners especially for dust and sand protection



Dust cap was selected and applied by Russian's owners. It is OEM parts from Porsche Cayenne

We would like to pay your attention that formation of consumer demand for new cars in Russia and other past-soviet union states in many respects depends on cost, quality and accessibility of delivered spare parts. All members of our club expresses huge hope that our note will assist to revise a situation and service politics by company Audi AG, related with quality of provided air springs, other spare parts for original pneumatic suspensions and the prices to them.

Sincerely yours, Audi club of past-soviet union states and owners of forever young Audi cars.

WAUZZZ4B04N032420

A handwritten signature in blue ink, appearing to be 'K. Yul'.

A handwritten signature in blue ink, appearing to be 'Berinov D.V.', followed by the text 'ALL 03 2,8US'.