Customer Letter Example

Audi of America, Inc.

3800 Hamlin Road
Auburn Hills, MI 48326

April 2004

Subject: **Safety Recall JA**
2004 Model Year Audi TT 3.2L Direct Shift Vehicles
Replace Dual Clutch

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 safety defect exists in some 2004 model year Audi TT vehicles with a 3.2 liter engine and -6-speed direct shift automatic transmission. Our records show that you are the owner of one of these vehicles.

What Is The Problem?
The clutch in affected vehicles was not welded to specifications. This could lead to degraded performance of the clutch inside the transmission after an indefinite period of use, causing the clutch to lose its ability to provide input torque to the transmission without prior warning. If this happens, the vehicle could roll, putting you at risk for a crash.

What Will Audi Do?
We will replace the dual clutch in your vehicle.

What We Would Like You To Do
Please contact your authorized Audi dealer and arrange for an appointment so that the clutch on your vehicle can be replaced without delay. This service will take about ten hours and will be free of charge.

Reimbursement of Expenses
If you have previously paid for replacement of the clutch, 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 (JA)
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

Enclosure