Customer Letter Example

Audi of America, Inc.



April 2005

SUBJECT: Safety Recall JH

2003-2004 Model Year Audi A4 Cabriolet and 2004 Model Year Audi S4 Cabriolet Vehicles

Replace Xenon Headlight Reflectors

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 2003-2004 model year Audi A4 Cabriolet and some 2004 model year Audi S4 Cabriolet vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Audi has found that it is possible for the xenon headlight reflector coating to degrade over time. If this happens, headlight brightness can decrease over time, affecting the driver's field of view and increasing the risk of a crash.

What Will Audi Do?

In order to correct this defect, the left and right xenon headlight reflectors will be replaced.

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 less than two hours; however, your dealer may need additional time for the preparation of the repair as well as to accommodate the daily workshop schedule. This work will, of course, be performed for you free of charge.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses

If you have previously paid for replacement of the xenon headlight reflectors, 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 complete this work free of charge within a reasonable time, please call or write to:

Audi of America, Inc.

Attn: Customer Relations – Hills East (JH)

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