

## Customer Letter Example (USA)

December 2006

**Subject: Safety Recall JN**  
**1998 – 2004 Audi A6 Sedan and Avant and**  
**2001 – 2005 allroad quattro Vehicles equipped with Halogen Low Beam**  
**Rerouting of the Headlight Switch Wiring Harness with Installation of a Jumper Wiring Harness**

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 1998-2004 model year Audi A6 Sedan and Avant and some 2001-2005 model year allroad quattro vehicles. Our records show that you are the owner of one of these vehicles.

### **What Is The Problem?**

Audi has found evidence of a potential defect in the wiring circuit on the subject vehicles that could lead to overheating or fire if certain connector pins in the headlight switch connector come into contact with each other.

### **What Audi Will Do**

In order to correct this defect, dealers will reroute the wiring harness by installing a jumper wiring harness.

### **What We Would Like You To Do**

Please contact your authorized Audi dealer and arrange for an appointment without delay. This service will take about one and one half hours and will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

### **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 repairs relating to overheating or a fire in the area of 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 complete this work free of charge within a reasonable time, please call or write to:

*Audi of America, Inc.*  
*Attn: Customer Relations – Hills East (JN)*  
*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; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov/>.

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

Audi Product Compliance

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2006 Audi of America, Inc. All Rights Reserved.