Customer Letter Example (USA)

August 2006

Subject: Safety Recall JP

2006 Model Year Audi A3 Replace Side Curtain Airbag

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 2006 model year Audi A3 vehicles. Our records show that you are the owner of one of these vehicles.

What is the Problem?

As a result of a supplier quality issue during the production of the airbag, either the left or the right side curtain airbag inflation module may leak. In the event of a crash, the airbag may not inflate as designed, increasing the risk of injury to the occupants.

What Audi Will Do

In order to correct this defect, we will remove the affected left or right side curtain airbag and replace with a new airbag.

What We Would Like You to Do

Please contact your authorized Audi dealer and arrange for an appointment without delay. This service will take approximately four 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. Also, please bring all keys for your vehicle so they can be properly adapted to ensure that the remote control works properly.

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 side curtain airbag, 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 (JP) 3499 West Hamlin Road Rochester Hills, MI 48309 1-800-822-2834

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

Audi Product Compliance

Customer Letter Example (CANADA)

August 2006

Subject: Safety Recall JP

2006 Model Year Audi A3 Replace Side Curtain Airbag

Dear Audi Owner:

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicles Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in some 2006 model year Audi A3 vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

As a result of a supplier quality issue during the production of the airbag, either the left or the right side curtain airbag inflation module may leak. In the event of a crash, the airbag may not inflate as designed, increasing the risk of injury to the occupants.

What Audi Will Do

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Reimbursement of Expenses

If you have previously paid for replacement of the side curtain airbag, 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 Canada Attn: Customer Relations (JP) P.O. Box 842, Stn. A Windsor, ON N9A 9Z9 1-866-892-2834

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

Audi Product Compliance