

## Customer Letter Example (USA)

November 2006

**Subject: Safety Recall JS**  
**1996-1997 Model Year Audi A4**  
**Replace Ignition Switch**

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 1996-1997 model year Audi A4 vehicles. Our records show that you are the owner of one of these vehicles.

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

As a result of a problem in the production process of the ignition switch, the anchor point of the spring may crack. This could potentially cause the return spring force to be insufficient for returning the ignition key to the running position after starting the engine. This condition causes electrical accessories, such as windshield wipers and headlights to become inoperative, increasing the risk of a crash.

### **What Audi Will Do**

In order to correct this defect, a new ignition switch with an optimized anchor point will be installed.

### **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 hour 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 replacement of the ignition switch, 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 (JS)*  
*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