

Customer Letter Example (USA)

December 2006

**Subject: Safety Recall JR
2006-2007 Model Year Audi A8
Airbag Control Module Software Update**

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 2006-2007 model year Audi A8 vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Audi has determined that in cases where a weak battery exists, it is possible that a low voltage condition could cause the airbag control unit to improperly set a fault code. If this occurs, the passenger side frontal airbag will become deactivated; however, both the airbag warning light in the instrument cluster as well as the "PASSENGER AIR BAG OFF" telltale in the center of the instrument panel will illuminate and provide visual warning to the driver. The passenger side frontal airbag would not deploy in the case of a frontal crash.

What Audi Will Do

In order to correct this defect, the software for the airbag control module will be updated.

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 forty minutes 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 a software update for the airbag control module, 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 (JR)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-866-892-2834*

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