

Customer Letter Example (United States)

March 2008

Subject: **Safety Recall JX / 70D1
2008 Model Year Audi TT Coupe
Replace C-Pillar Trim Cover Clip**

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 2008 model year Audi TT Coupe vehicles. Our records show that you are the owner of one of these vehicles.

What is the issue?

Certain MY 2008 Audi TT Coupe vehicles were produced with C-pillar trim cover clips that do not provide adequate retention. In the event of a deployment of the rear pyrotechnic safety belt, the C-pillar trim cover may become detached from the sheet metal due to low retention force of the trim clip. The detached trim cover could pose a risk of personal injury for vehicle front seat occupants.

What Will Audi Do?

In order to prevent the conditions described above, we will replace the clip holding the front of the C-Pillar trim cover on affected vehicles.

What We Would Like You to Do

Please contact your authorized Audi dealer and arrange for an appointment without delay. This service will take less than 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 letter, please forward this information via first class mail to the lessee.

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 C-pillar trim cover, the enclosed form explains how to request reimbursement.

Service Help From Us

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable amount of time, please call or write to:

*Audi of America, Inc.
Attn: Customer Relations (JX / 70D1)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-253-2834*

If you still cannot obtain satisfaction, you may file a complaint with: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., 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