

Customer Letter Example (United States)

June 2008

Subject: Safety Recall JY / 20L8

2001 – 2004 Model Year Audi A6 quattro® vehicles equipped with 2.7L, 2.8L, or 3.0L engine

2001 – 2005 Model Year Audi allroad quattro® vehicles equipped with 2.7L or 4.2L engine

Reinforce Fuel Tank Rollover Valve Nipple

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 2001-2004 model year Audi A6 quattro vehicles and some model year 2001-2005 allroad quattro vehicles.

What Is The Issue?

The aging of the plastic material in the fuel tank rollover valve – combined with bending stress from the aluminum ventilation line to the rollover valve nipple – may lead to cracking of the nipple. If this happens, a fuel leak may result. A fuel leak in the presence of an ignition source could lead to a vehicle fire.

What Audi Will Do

To prevent or repair cracking at the nipple, we will reinforce the nipple on the rollover valve.

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 six 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.

To help expedite this repair, we ask that the fuel level in your vehicle be at approximately one-quarter (1/4) tank or less on the day of your scheduled appointment, if possible.

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 moved, 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 repair or replacement of the fuel tank due to leaking at the fuel tank rollover valve nipple, 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 (JY / 20L8)
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

The 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. ©2008 Audi of America LLC and Audi Canada. All Rights Reserved.