

Customer Letter Example (United States)

September 2008

Subject: Safety Recall 37D5/J2
1996-2003 Audi A8 with 5-speed Automatic Transmission
Automatic Transmission Locking Cable Modification

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 1996-2003 model year Audi A8 vehicles equipped with a 5-speed automatic transmission. Our records show that you are the owner of one of these vehicles.

What is the issue?

Audi has decided that the affected vehicles have an automatic transmission locking cable that may move out of position over time. With the locking cable out of position, the shifter can be moved out of the PARK position even if the ignition key is not in the ignition lock. This could allow the vehicle to roll, causing a crash without warning.

What Will Audi Do?

In order to correct this defect, we will modify the automatic transmission locking cable by installing an adjusting piece that will secure the locking cable in place.

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 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, the law requires you to forward this information via first class mail to the lessee within 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 repairs to the automatic transmission locking cable, 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 amount of time, please call or write to:

*Audi of America, Inc.
Attn: Customer Relations (37D5/J2)
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

September 2008

Customer Letter Example (Canada)

September 2008

Subject: Safety Recall 37D5/J2
1997-2003 Audi A8 with 5-speed Automatic Transmission
Automatic Transmission Locking Cable Modification

Dear Audi Owner:

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in some 1997-2003 model year Audi A8 vehicles equipped with a 5-speed automatic transmission. Our records show that you are the owner of one of these vehicles.

What is the issue?

Audi has decided that the affected vehicles have an automatic transmission locking cable that may move out of position over time. With the locking cable out of position, the shifter can be moved out of the PARK position even if the ignition key is not in the ignition lock. This could allow the vehicle to roll, causing a crash without warning.

What Will Audi Do?

In order to correct this defect, we will modify the automatic transmission locking cable by installing an adjusting piece that will secure the locking cable in place.

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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 repairs to the automatic transmission locking cable, 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 amount of time, please call or write to:

*Audi Canada
Attn: Customer Relations (37D5/J2)
P.O. Box 842, Stn. A
Windsor, ON N9A 9Z9
1-800-253-2834*

We look forward to providing this service for you. Thank you for your continued loyalty!

Audi Product Compliance

September 2008