

IMPORTANT SAFETY RECALL

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle:

<VIN>

<MODELYEAR> <BRAND> <MODEL>

NHTSA: 20V153

Audi Recall: 27H2 – STARTER GENERATOR

INTERIM SAFETY RECALL NOTICE FOR YOUR VEHICLE **A recall repair is not yet available**

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

- About this recall:** Moisture may enter the starter generator and lead to an electrical short circuit, which may result in smoldering or potentially a fire.
- What you should do:**
- ✓ If you notice a burning or smoke odor when driving, contact your closest Audi dealer for assistance.
 - ✓ Park your vehicle outdoors if possible until the recall repair can be performed.
 - ✓ Do not wash the engine/engine compartment to help avoid moisture coming into contact with the starter generator.
 - ✓ If you have any vehicle concerns, please reach out to your authorized Audi dealer or Audi Customer Experience at 1-800-253-2834 or via our “Contact Us” page at www.audiusa.com for assistance.
- A recall repair is not yet available.** The recall repair is expected to be available in May 2020. We will send another letter as soon as the recall work can be completed on your vehicle.

Your safety and that of your passengers is our highest priority, and we are working to make a recall repair available as soon as possible. We apologize for any inconvenience this letter may cause.

Sincerely,

Audi Customer Protection



Audi

Audi of America, Inc., 3800 Hamlin Road, Auburn Hills, MI 48326

If you should have any questions about this communication, please contact Audi Customer Experience at 1-800-253-2834 or via our “Contact Us” page at www.audiusa.com. If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., 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>.

To check your vehicle’s eligibility for repair under this or any other recall/service campaign, please visit the Recall/Service Campaign Lookup tool at www.audiusa.com and enter your Vehicle Identification Number (VIN).

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.