

CSC - 10026742-9009

**Customer Letter Example (United States)**

July 2008

**Subject: Warranty Extension for 2000 - 2003 Model Year Audi A4 or Audi TT  
Equipped with 1.8L Turbo Engine**

Dear Audi Owner or Lessee,

We are writing to inform you that Audi is providing revised maintenance instructions and a warranty extension covering certain timing belt tensioner system related repairs on 2000 - 2003 model year Audi A4 and Audi TT vehicles equipped with 1.8L Turbo engines. Our records show that you are the owner of one of these vehicles.

**IF YOU NO LONGER OWN OR LEASE THE VEHICLE, PLEASE DELIVER THIS LETTER, AND THE ENCLOSED MAINTENANCE BOOKLET INSERT AND CLASS ACTION SETTLEMENT NOTICE, TO THE CURRENT OWNER OR LESSEE, IF KNOWN.**

**What is the Issue?**

Some Audi owners and lessees have reported internal engine damage resulting from a broken timing belt. If the timing belt of your vehicle were to break, the engine will not run and may sustain serious internal damage.

**The Class Action Settlement**

The programs which are outlined in this letter are part of a proposed settlement of a class action concerning this issue. The settlement has been preliminarily approved by the United States District Court for the Central District of California, and a formal Notice, also approved by the Court, is enclosed with this letter. The Notice explains the terms of the Settlement and your options in detail. Please read it carefully.

Please note that the revised maintenance recommendations and the extended warranty will go into effect immediately whether or not the proposed class action settlement is approved by the Court.

**What Will Audi Do?**

Audi is implementing an extended warranty for timing belt related engine damage for 2000 - 2003 model year Audi A4 and Audi TT vehicles equipped with the 1.8L Turbo engines to 105,000 miles, regardless of time in service. This extended warranty is fully transferable to any subsequent owner. This extended warranty does not affect - and is in addition to - any other applicable warranty covering your vehicle. This extended warranty does not cover replacement or repair of the timing belt system as part of scheduled maintenance or as indicated by inspection of the system.

In addition to the extended warranty, Audi is providing an inspection of your vehicle's timing belt and tensioner system, free of charge during your next scheduled maintenance at a mileage of up to 105,000. The extended warranty will be voided if this inspection is not completed at an authorized Audi dealer within 1,500 miles of the next scheduled maintenance as required in the owner's manual or maintenance guide that was provided with your vehicle. **This inspection and other inspections required in the revised maintenance instructions included with this letter must be performed in order to qualify for the extended warranty. Be sure to retain proof of these inspections.**

If your vehicle has more than 105,000 miles, and the originally installed timing belt has previously been replaced, you may obtain a free inspection on or before September 30, 2008 at any authorized Audi dealer.

Audi will cover necessary engine repairs if a broken timing belt causes a malfunction in your engine at or before 105,000 miles and you have had the timing belt and tensioner system inspection completed within 1,500 miles of the next scheduled maintenance.

This warranty extension does not cover normal wear and tear or engine damage due to improper maintenance or timing belt or tensioner system repair or replacement which occurs as a result of recommended inspections.

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 of Canada, Inc. All Rights Reserved.

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