

Customer Letter Example (Canada)

July 2006

**Subject: Emissions Service Action JM
2002 Model Year Audi A4 1.8L Turbo Engine Vehicles
Replace Crankcase Breather Hose**

Dear Audi Owner:

We are writing to inform you of an emissions service action on some 2002 model year Audi A4 1.8L turbo engine vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

The crankcase breather hose on some vehicles may deteriorate over time and become cracked or broken. If this happens, crankcase emissions can be released into the atmosphere, oil leakage or engine starting problems may occur, or the MIL light may illuminate.

What Will Volkswagen Do?

Install a new crankcase breather hose free of charge.

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 and to accommodate the daily workshop schedule.

Service Action Expiration

This action is effective for up to 100,000 miles or for up to ten years from the vehicle warranty start date, whichever occurs first, after which time it expires and will no longer be performed as a service action. Please retain this letter in the vehicle's glove compartment with the owner's literature accompanying the vehicle.

Reimbursement of Expenses

If you have previously paid for a crankcase breather hose repair out-of-pocket, we would be pleased to review your reimbursement request. The enclosed form explains how to request reimbursement.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, please 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, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

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 Canada
Attn: Customer Relations – Hills East (JM)
P.O. Box 842, Stn. A
Windsor, ON N9A 9Z9
1-800-822-2834

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your continued satisfaction with your vehicle. Thank you for your continued loyalty!

Sincerely,

Audi Product Quality & Technical Service

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. ©2006 Audi of America, Inc. and Audi Canada. All Rights Reserved.