

## Customer Letter Example (U.S.A.)

July 2010

Subject: Service Action Campaign 43A9/J9  
Model Years 2007- 2008 Audi RS4 vehicles  
Dynamic Control Suspension Service (DRC)  
Vehicle Identification Number <VIN\_HERE>

Dear Audi RS4 Owner:

Some RS4 customers have reported shock absorber leaks with the Dynamic Ride Control (DRC) suspension system. As a valued customer, your satisfaction is our utmost priority, so we are addressing this issue.

### What will Audi do?

We have developed improved shock absorbers for your vehicle and the necessary parts are now available to provide all RS4 customers an update. This update will be free of charge and includes the replacement of all four shocks.

### What we would like you to do

Please contact an authorized Audi dealer and arrange for an appointment at your earliest convenience. While this update could take approximately five hours, please keep in mind that your dealer may need additional time for the preparation of the repair and must plan according to their daily workshop schedule. However, if your vehicle's suspension system has been modified from the original specifications, any work required to repair, replace or return it to the original factory specifications is not covered under this campaign.

### Service Action Expiration

This action is effective through June 29, 2012, after which time it will expire and will no longer be performed as a service action campaign.

### 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 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.

### Reimbursement of Expenses

If you have previously paid for repairs to the DRC suspension system, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request as soon as it is received. Please also be aware that we will install the improved shock absorbers even if you are eligible for reimbursement of previous repair expenses.

### Service help from us

If you have any questions regarding this action, please contact Audi Customer Relations by phone or mail at:

*Audi of America, Inc.  
Attn: Customer Relations – Hills East (43A9/J9)  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
1-800-253-2834*

We appreciate the opportunity to update your vehicle so that it will continue to meet your high expectations. Thank you for your continued loyalty!

Sincerely,

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. ©2010 Audi of America, LLC and Audi Canada. All Rights Reserved.

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