

Customer Letter Example (United States)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Customer Satisfaction Campaign 24U8/K9  
Engine Wiring Harness Overlay & ECM Programming  
2011-2012 MY Audi R8 and R8 Spyder**

Dear Audi Owner:

In our continuing quest to improve customer satisfaction, we've identified a need to address an issue with the Malfunction Indicator Light (MIL) on certain 2011-2012 Audi R8 and R8 Spyder vehicles. Our records show that you are the owner of one of these vehicles.

**What is the problem?**

Under certain driving conditions the MIL may come on even though the vehicle is operating correctly. If the MIL is on because of this issue, your vehicle may not pass an IM (emissions) inspection.

**What will Audi do?**

In order to prevent this problem from occurring, your authorized Audi R8 dealer may need to install an engine wiring harness overlay and/or update the programming in the Engine Control Module (ECM). This work will be performed at no cost to you.

**What We Would Like You to Do**

Please contact your authorized Audi R8 dealer to schedule a repair appointment at your earliest convenience. This work will take about one full day, and will be performed at no cost to you. 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 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 of America, Inc.  
Attn: Customer Relations (24U8/K9)  
3800 Hamlin Road  
Auburn Hills, MI 48326  
1-800-253-2834*

We also invite you to visit our website at [www.audiusa.com](http://www.audiusa.com) where you can check to see if this or any other action may be open on your vehicle.

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

## Customer Letter Example (Canada)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Customer Satisfaction Campaign 24U8/K9  
Engine Wiring Harness Overlay & ECM Programming  
2011-2012 MY Audi R8 and R8 Spyder**

Dear Audi Owner:

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### **What is the problem?**

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### **What will Audi do?**

In order to prevent this problem from occurring, your authorized Audi R8 dealer may need to install an engine wiring harness overlay and/or update the programming in the Engine Control Module (ECM). This work will be performed at no cost to you.

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### **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 you have any questions regarding this action, please contact Audi Customer CARE by phone or mail at:

*Audi Canada  
Attn: Customer Relations (24U8/K9)  
P.O. Box 842, Stn. A  
Windsor, ON N9A 6P2  
1-800-822-2834*

We also invite you to visit our website at [www.audi.ca](http://www.audi.ca) where you can check to see if this or any other action may be open on your vehicle.

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 Technical Service