

Customer Letter Example (United States – Except California)

<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 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 (CALIFORNIA ONLY)

<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**

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IMPORTANT INFORMATION FOR CALIFORNIA VEHICLE OWNERS

California Regulations

California regulations require that this campaign be completed prior to the time that you renew your vehicle registration. Therefore, **please make sure that this campaign is completed prior to the renewal of your vehicle registration**, and that you furnish proof of completion to the Department of Motor Vehicles (DMV) in the form of a copy of the dealer's repair order, including a signed "Proof of Correction" certificate. You obtain this from your dealer after the campaign has been completed. Please retain the signed "Proof of Correction" certificate with your vehicle records. **DO NOT MAIL THIS FORM** to the DMV, unless requested.

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?

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Service Help from Us

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*Audi of America, Inc.
Attn: Customer Experience (24U8/K9)
3800 Hamlin Road
Auburn Hills, MI 48326
1-866-892-2834*

We also invite you to visit our website at 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
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2011-2012 MY Audi R8 and R8 Spyder**

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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, Str. A
Windsor, ON N9A 6P2
1-800-822-2834*

We also invite you to visit our website at 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

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. ©2012 Audi of America LLC and Audi Canada. All Rights Reserved.