

Customer Letter Example (CANADA)

January 2007

**Subject: Service Action JT
2007 Model Year Audi Q7
Replace Owner's Manual**

Dear Audi Owner:

We are writing to inform you of a service action on some 2007 model year Audi Q7 vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

The owner's manual installed into affected vehicles during production contains incorrect wheel bolt tightening torque values. However, all dealer service documentation was correctly published. Any wheel service performed at an authorized Audi dealer would have been performed to the correct tightening torque specifications.

What Audi Will Do

Audi will replace the owner's manual with a new one containing the correct wheel bolt tightening torque values.

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 ten minutes and will be free of charge. 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 Canada
Attn: Customer Relations (JT)
P.O. Box 842, Stn. A
Windsor, ON N9A 9Z9
1-800-822-2834*


We regret any inconvenience this matter may cause. Thank you for your continued loyalty!

Audi Product Compliance

Manual Details


When placing your order on the Compliance Ordering Portal the Owner Manual Part Number will be displayed with an 'REC' suffix.

ITEM	Part Number	Part Number Online Ordering
USA Owner's Manual:	WSA 2745614L023	(WSA 2745614L023REC)
CAN (English) Owner's Manual:	WSA 2745614L022	(WSA 2745614L022REC)
CAN (French) Owner's Manual:	WSA 2745614L042	(WSA 2745614L042REC)

 Note: The above owner's manual numbers are applicable **ONLY** for vehicles affected by the JT campaign.

Work Procedure

- Remove folder containing owner's vehicle documentation from the glove compartment.
- Remove existing owner's manual from folder and replace with revised manual

 Note: Replace **ONLY** the owner's manual. Other vehicle documents must not be replaced (e.g. maintenance booklet, radio booklet, etc.)

- Place folder containing owner's vehicle documentation into the glove compartment
- Destroy old owner's manual

END OF WORK