

**Customer Letter Example (United States)**

&lt;MONTH YEAR&gt;

&lt;CUSTOMER NAME&gt;

&lt;CUSTOMER ADDRESS&gt;

&lt;CUSTOMER CITY STATE ZIPCODE&gt;

**Vehicle Identification Number (VIN):** <VIN>**Subject: Service Action 19i4/L4 – Radiator Mountings  
2009-2011 Model Year Audi A6 3.0L TFSI Vehicles**

Dear Audi Owner,

As a valued Audi customer, your satisfaction is our utmost priority. We are writing to you today about how we intend to address/prevent an issue that some customers have experienced regarding coolant leaks from the charge air cooler on their Audi A6 3.0L TFSI vehicles.

**What is the issue?** Some Audi A6 3.0L TFSI customers have reported small coolant leaks from the air charge cooler on their vehicles. We have identified the radiator mountings installed in production as the cause of these small leaks.

**What will we do?** Your authorized Audi dealer will install improved radiator mountings on your vehicle at no cost to you. On average, this repair will take about two hours to complete. **Please note that this repair will be available for you free of charge only until March 31, 2015.** After that, any remaining applicable warranty will apply.

**What should you do?** In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule your repair. This will allow your dealer time to plan ahead and ensure that the required parts are available for your vehicle on your scheduled appointment date.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. 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.

**Can we assist you further?** If you have any questions regarding this repair, please contact us at:  
*Audi of America, Inc.*  
*Attn: Customer Relations (19i4/L4)*  
*3800 Hamlin Road, Auburn Hills, MI 48326*  
*1-800-253-2834*

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your Audi A6 continues to meet and exceed your expectations. Thank you for your continued loyalty!

Sincerely,

Audi Product Quality &amp; Technical Service

## Customer Letter Example (Canada)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**Vehicle Identification Number (VIN):** <VIN>

**Subject: Service Action 19i4/L4 – Radiator Mountings  
2009-2011 Model Year Audi A6 3.0L TFSI Vehicles**

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**Can we assist you further?** If you have any questions regarding this repair, please contact us at:  
Audi Canada  
Attn: Customer Relations (19i4/L4)  
P.O. Box 842, Stn. A, Windsor, ON N9A 6P2  
1-800-822-2834

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your Audi A6 continues to meet and exceed your expectations. Thank you for your continued loyalty!

Sincerely,

Audi Product Quality & Technical Service