

Customer Letter Example (United States – Except California)

Vehicle Identification Number (VIN): <VIN>

Criteria: <CRITERIA>

Subject: Emissions Service Action 23L2/L7
Differential Pressure Sensor/ECM Software
2009-2012 MY Audi Q7 3.0L TDI 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 some potential emissions-related issues that some customers have experienced in certain 2009-2012 MY Audi Q7 3.0L TDI vehicles.

- What is the issue?**
- In some vehicles, corrosion can form in the differential pressure sensor, causing the Malfunction Indicator Light (MIL) to come on.
 - In some vehicles under certain driving conditions, the MIL may come on due to an issue with the Engine Control Module (ECM) software.

If the MIL is on because of either issue, your vehicle will not pass an IM (emissions) inspection. Please note that your vehicle may be subject to one or both of these issues.

What will we do?

As needed, your authorized Audi dealer will install updated Engine Control Module (ECM) software and/or a new differential pressure sensor on your vehicle at no cost to you. This work can take up to two hours to complete.

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 (if needed) are available for your vehicle on your scheduled appointment date.

IMPORTANT!

Please note that if the ECM in your vehicle has been “chipped,” “tuned,” or otherwise modified from original factory specifications with aftermarket components and/or software, work needed to repair, replace, or return the ECM to original factory specifications is NOT covered under this action.

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.

Reimbursement of Expenses

If you have previously paid for repairs relating to the conditions described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Can we assist you further?

If you have any questions regarding this repair, please contact us at:
Audi of America, Inc.,
Attn: Customer Experience (23L2/L7)
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 hope you are enjoying the exceptional performance and fuel economy of your TDI® Clean Diesel vehicle, and we wish you many more miles of driving pleasure. Thank you for your continued loyalty!

Sincerely,
Audi Quality & Technical Service

Customer Letter Example (CALIFORNIA ONLY)

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Criteria: <CRITERIA>

Subject: **Emissions Service Action 23L2/L7
Differential Pressure Sensor/ECM Software
2009-2012 MY Audi Q7 3.0L TDI Vehicles**

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Important information for California Vehicle Owners – California Regulations

California regulations require that this campaign be completed prior to the time 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.

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Audi Quality & 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. ©2013 Audi of America LLC and Audi Canada. All Rights Reserved.

Customer Letter Example (Canada)

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Criteria: <CRITERIA>

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*Audi Canada
Attn: Customer Relations (23L2/L7)
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 where you can check to see if this or any other action may be open on your vehicle.

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