

Customer Letter Example (United States)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Service Action 20U3/L9 – Install Misfueling Guard
Certain 2010-2012 Model Year Audi A3 TDI® Clean Diesel Engine Vehicles**

Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction and vehicle reliability, we are writing to you today about a service action campaign designed to help prevent your TDI® Clean Diesel engine vehicle from being inadvertently misfueled from a gasoline pump. Our records show that you are the owner of a vehicle eligible for this service.

What is the issue? As diesel engine passenger vehicles become more popular, auto manufacturers have seen an increase in the number of misfueling cases where diesel engine vehicles are mistakenly fueled with gasoline. The resulting fuel system contamination can lead to costly repairs that are not covered under warranty.

What will we do? As an additional safeguard to help prevent a gasoline fuel pump nozzle from being used to fuel your TDI® Clean Diesel engine vehicle, your authorized Audi dealer will install a misfueling guard in the fuel filler neck of your vehicle. Additionally, a new fuel filler neck cap will also be installed. This work will take less than one hour and will be performed for you free of charge.

Please note: The misfueling guard is designed to prevent a gasoline fuel pump nozzle from entering your vehicle's fuel filler neck, thereby reducing the risk of fuel system contamination from gasoline. Even with this guard installed, please remind anyone who refuels your vehicle that it requires diesel fuel, and to double-check the fuel pump to ensure the correct fuel is selected before filling the tank.

This service action will be available for you free of charge only until May 31, 2015. If you wish to have the misfueling guard installed after that date, your dealer's normal parts and labor cost associated with this repair 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 this service.

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 Experience (20U3/L9)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-253-2834

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 (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Vehicle Identification Number (VIN): <VIN>

**Subject: Service Action 20U3/L9 – Install Misfueling Guard
Certain 2010-2012 Model Year Audi A3 TDI® Clean Diesel Engine Vehicles**

Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction and vehicle reliability, we are writing to you today about a service action campaign designed to help prevent your TDI® Clean Diesel engine vehicle from being inadvertently misfueled from a gasoline pump. Our records show that you are the owner of a vehicle eligible for this service.

What is the issue?

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What will we do?

As an additional safeguard to help prevent a gasoline fuel pump nozzle from being used to fuel your TDI® Clean Diesel engine vehicle, your authorized Audi dealer will install a misfueling guard in the fuel filler neck of your vehicle. Additionally, a new fuel filler neck cap will also be installed. This work will take less than one hour and will be performed for you free of charge.

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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 Canada
Attn: Customer Relations (20U3/L9)
P.O. Box 842, Stn. A, Windsor ON N9A 6P2
1-800-822-2834

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

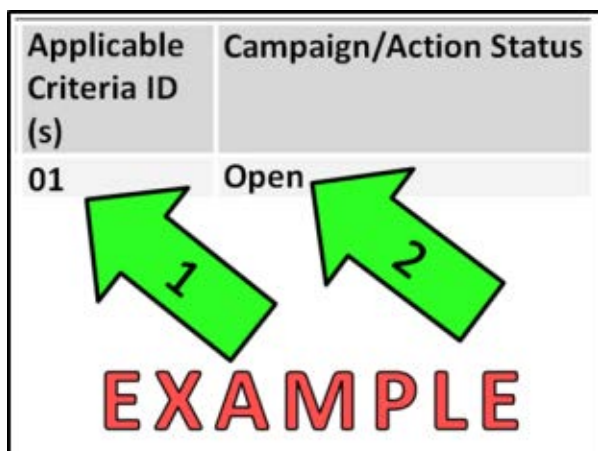
If there are questions regarding the work procedure:

- U.S. dealers, contact Warranty
- Canadian dealers, open an ATA ticket using concern group “Compliance_Recall Assistance (C)”

Required Parts:

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	5K0 201 400	Misfueling Guard Kit

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	143.564.8MG.21	Supplement (USA and CAN ENG)
1	143.564.8MG.42	Supplement (CAN FR)



Section A – Identify Criteria and Check for Open Status



Tip: On the date of repair, print this screen and keep a copy with the repair order.

- Enter the VIN in ElsaWeb and proceed to the “Campaign/Action” screen.
- ⇐ Ensure that the Status is “Open” <arrow 2>.
- ⇐ Note the Applicable Criteria ID <arrow 1> for use in determining the correct work to be done and associated parts.

Continue to Section B



Section B – Install Misfueling Guard Kit

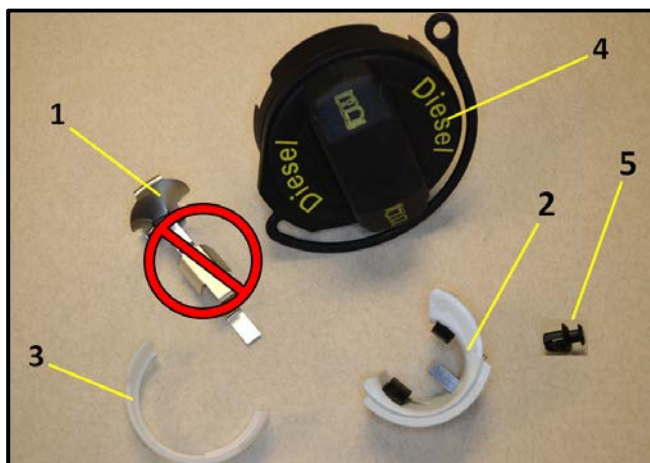
- Open the fuel filler door.
- ⇐ Remove the fuel cap and the fuel cap tether <circle> from the vehicle.



Tip: If the customer has installed their own locking or aftermarket fuel filler cap, be sure to return the old fuel cap to the customer.



Note: Please ensure the customer is properly advised about this modification to their vehicle



- ⇐ The misfueling guard kit p/n - 5K0 201 400 consists of five pieces (left) which must be installed in the following order:

NOTE: DO NOT INSTALL the spring loaded flap insert <1>.

1. Spring loaded flap insert. (**NOT USED**)
2. Fuel filler lockout mechanism.
3. Plastic retaining ring.
4. Replacement fuel cap w/tether.
5. Mounting pin for fuel cap tether (not used on A3 models).



Note: The plastic mounting pin (#5 above) included in the misfueling guard kit is not used on A3 models, and can be discarded.



- ⇐ Insert the lockout mechanism into the filler neck and rotate from right-to-left <arrow> to seat properly into position.



Tip: The right side of the mechanism must be placed into the filler neck opening first.



⇐ During installation the lockout mechanism must remain to the right of the right tab in the filler neck opening <circle>.

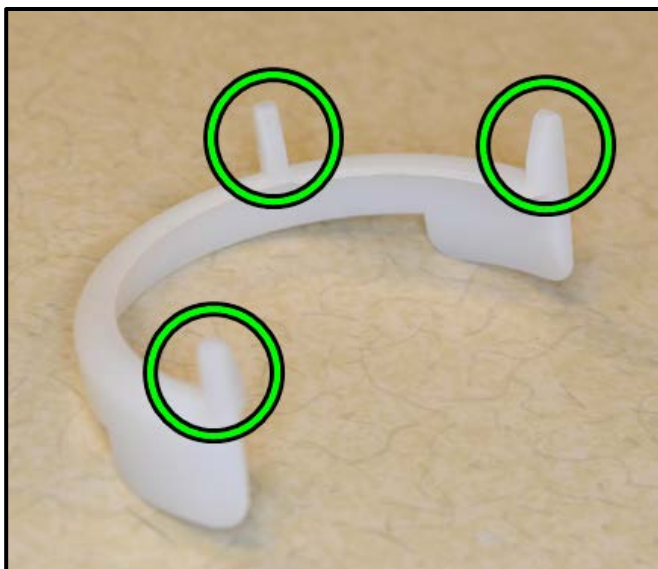
- With the right side of the lockout mechanism properly lined up, press the left side into the filler neck.



⇐ Align the lockout mechanism with the tabs in the filler neck, then push the lockout mechanism down into the filler neck until it is fully seated <as shown>.



Tip: The fuel filler lockout mechanism is fully seated into position when it bottoms out against the fuel filler neck <as shown>.



⇐ The retaining ring is installed into the filler neck with the alignment pins <circles> facing toward the fuel tank.



⇐ Insert the retaining ring into the filler neck <arrow>.

- The ring will lock into place at both the 9 o'clock and the 3 o'clock positions when fully seated against the lockout mechanism.



- Install the replacement fuel cap.

⇐ Attach the fuel cap tether <circle>.

Proceed to section C for **Owner Manual Supplement** and Parts Return/Disposal

SECTION C: **Owner Manual Supplement** and Parts Return/Disposal

Owner Manual Supplement

Please ensure an owner manual supplement is handed to the customer or put in the glove box.

	Part Number
USA	143.564.8MG.21
OR	
CAN ENG	143.564.8MG.21
CAN FR	143.564.8MG.42

Parts Return/Disposal

Properly destroy and dispose of removed parts in accordance with all state/local requirements once the parts are listed on the Parts Destruction and Core Disposition report, unless otherwise indicated and/or requested for return.



Note: Please ensure the customer is properly advised about this modification to their vehicle

ALL WORK IS COMPLETE