

Customer Letter Example (United States)

September 2007

Subject: **Safety Recall JV**
2006 Model Year Audi A6 Avant Automatic Rear Lid Software

Dear Audi Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in some 2006 model year Audi A6 Avant vehicles. Our records show that you are the owner of one of these vehicles.

What is the issue?

In some 2006 model year Audi A6 Avant vehicles, the vehicle's automatic rear lid includes an electric motor and clutch that work in conjunction with two gas struts to open and close the rear lid, including a manual close function. In rare cases, if one of the struts has a total loss of pressure, the resultant slow movement of the rear lid is interpreted by the software as an intended manual close, and the motor clutch releases to close the rear lid immediately. This can result in an unintended rapid closing of the rear lid with a risk of personal injury.

What Will Audi Do?

In order to prevent the conditions described above, we will install new software on affected vehicles.

What We Would Like You to Do

Please contact your authorized Audi dealer and arrange for an appointment without delay. This service will take approximately one hour 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 letter, please forward this information via first class mail to the lessee.

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.

Reimbursement of Expenses

If you have previously paid for repairs to the rear lid gas struts or motors, the enclosed form explains how to request reimbursement.

Service Help From Us

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable amount of time, please call or write to:

Audi of America, Inc.
Attn: Customer Relations (JV)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-253-2834

If you still cannot obtain satisfaction, you may file a complaint with: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov/>.

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

Audi Product Compliance