

Customer Letter Example (USA) - LAUNCH

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: <INSERT NUMBER>

**Subject: Safety Recall 20Y5 – Suction Pump
Certain 2015-2016 Model Year Audi A3 Sedan & Audi A3 Cabriolet Vehicles**

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2015-2016 model year Audi A3 Sedan and Audi A3 Cabriolet vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** The suction pump inside the fuel tank designed to purge fuel from the evaporative emissions (EVAP) system may have been damaged during assembly. This could cause fuel to flow directly into the EVAP system which could, over time, accumulate and cause a leak through the charcoal canister filter element. Leaking fuel, in the presence of an ignition source, may result in a fire.
- What will we do?** To help correct this defect, your authorized Audi dealer will replace the suction pump inside the fuel tank. This work will take less than two hours to complete and will be performed for you free of charge.
- What should you do?** Please contact your authorized Audi dealer without delay to schedule this recall repair. For your convenience, you can also visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.
- Precautions you should take** If you smell fuel in the vehicle, immediately contact the nearest authorized Audi dealer to have the vehicle inspected.
- Additionally, you may experience refueling issues (early stopping of the fuel nozzle and fuel spillback) when fuel accumulates in the EVAP system. If this happens, immediately contact the nearest authorized Audi dealer to have the vehicle inspected.
- Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to 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 condition 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 your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.
- Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.audiusa.com and enter your Vehicle Identification Number (VIN).

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., 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 apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for your continued loyalty!

Sincerely,

Audi Customer Protection