

Audi Canada



Toronto, ON  
CANADA

RE: 2007 Audi RS4  
Case:  
Owner:  
VIN:

Dear

Thank you for contacting Audi Customer CARE requesting information on your 2007 Audi RS4 and similar vehicles that have had valve deposit concerns. I was sorry to learn of the concern with the carbon buildup. Per our conversation of August 10, 2009 at 7:48 p.m., I am providing you a written response.

I contacted Mr. Bjorn Surmann, Service Manager at Queensway Audi, who advised some factors that will reduce the accumulation of valve deposits would be to use wall-nut shell blasting techniques, the highest quality fuel, and placing additives in the tank every fourth or fifth fuel up. Please understand that as the weather temperatures become hotter, the buildup has a tendency to worsen and can cause a loss of engine performance.

To further assist you with your selection of fuel, I would recommend that you visit the website for Top Tier Gasoline. It provides you a list of the gasoline retailers that meet their high grade standard for fuel, information on deposit control standards to reduce any negative impact on the vehicle's responsiveness, and more. The website link is:  
<http://www.toptiergas.com/index.html>.

Though our information concerning vehicles that have or had a valve deposit concern is propriety information, please be assured that your comments are taken seriously. I have documented your suggestion for a campaign to be established for the valve deposits. If I may be of further assistance, please do not hesitate to contact me at Audi Customer CARE at +1 800 822 2834.

Sincerely,

Brandon Wade  
Audi Customer Advocate  
Audi Canada, Inc.

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August 14, 2009	Date

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