



Audi

Audi of America, Inc.

Audi of America, Inc.
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**Subject: Upcoming Voluntary Emissions Service Action 28F2/J1
Ignition Coil Inspection/Replacement**

Dear Audi Owner:

As part of Audi's ongoing commitment to customer satisfaction and long-term vehicle reliability, we are writing to inform you of an upcoming voluntary emissions service action affecting the ignition coils in some Audi vehicles. Our records show that your vehicle, vehicle identification number (VIN) WUARU78E67N is one of these vehicles.

Vehicles affected by this action may have ignition coils that could malfunction under certain conditions. If this happens, the malfunction indicator lamp (MIL) will illuminate to let you know that the vehicle may experience some deterioration in performance. Please refer to your vehicle owner's manual for additional information when the MIL comes on, and if necessary, you should take your vehicle to the nearest authorized Audi dealer for diagnosis and repair as soon as possible. In some cases, a malfunctioning ignition coil may cause a vehicle to exceed Federal and/or California emissions standards.

As a valued customer, your satisfaction is our utmost priority, and we are working diligently to acquire the parts needed for your vehicle. Once your dealer has sufficient parts stock on hand, we will notify you via first-class mail. At that time, you can schedule an appointment with your authorized Audi dealer to inspect and, as necessary, install new ignition coils in your vehicle.

As long as your vehicle is not experiencing an ignition coil malfunction, we ask that you please wait until you receive your campaign notification letter before contacting your dealer for a repair appointment. **Until then, please rest assured – if at *any time* your vehicle should experience an ignition coil malfunction, your authorized Audi dealer will diagnose and repair your vehicle for this condition at no cost to you.**

This no-charge diagnosis and repair covers only malfunctioning ignition coils. It does not cover any damage or malfunctions caused by outside influence, such as damage due to an accident, vehicle misuse or neglect, or storm damage. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) are required to bring the vehicle up to factory specifications are not covered. Any malfunctions of non-ignition coil electrical and mechanical vehicle components remain covered by the terms of the New Vehicle Limited Warranty.





Please be aware that sometimes used, obsolete, and/or non-approved aftermarket replacement ignition coils can be found at independent repair shops and over the internet. Customers should avoid used and/or non-approved aftermarket replacement ignition coils, as these components may not perform properly and could damage your vehicle.

If you have previously paid for ignition coil replacement out-of-pocket, the enclosed form explains how to request reimbursement. You can also visit our website for additional information. We will be pleased to review your reimbursement request. Customers who receive reimbursement will still be eligible for the inspection and, if necessary, installation of new ignition coils in their vehicle once parts become available.

If you are the lessor and registered owner of the vehicle identified in this action, please forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification. 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.

If you have any questions regarding this upcoming voluntary emissions service action, please visit our website at www.audiusa.com/coils.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your continued satisfaction with your vehicle. Thank you for your continued loyalty!

Sincerely,
Audi of America, Inc.