

AUDI CXE – Dealer Email Example

Dealer:

Subject: Safety Recall (e-tron) 93E8

Hello <Audi Service Manager/Director Name>

On behalf of the CXC e-tron outreach team, we are informing you effective August 28, parts are available for e-tron campaign 93E8. Below are some important details about parts ordering and repair.

1. Parts must be ordered by VIN
2. Ordering can be completed through AVA (chat bot)
3. After the repair has been completed, the e-tron must stay at the dealership for **24 hours** before returning the vehicle to the customer
(During the 24 hour time frame, if possible, please fully charge vehicle before returning to customer).

Here are the impacted e-trons for your dealership:

- <VIN #> * <Customer name>
- <VIN #> * <Customer name>
- <VIN #> <Customer name>

*Loaner vehicle was provided

Please contact the customer within the next 24-48 hours to schedule an appointment for the repair.

Audi of America will be notifying your customer(s) tomorrow via email that the recall repair is available and that they will be hearing from you to schedule an appointment.

Once you have scheduled the appointment(s), please respond to this email and advise us so we can make the proper notation in our records.

Again, please take note that part orders are VIN specific , and we request you contact each customer to schedule the repair and provide alternate transportation for 24 hours.

Thank you for partnership and for your extraordinary cooperation. We have shared goals and delivering a premium ownership experience to our customers is what will set us apart from our competitors.

#Kb in motion

Best regards,