



<Date>

<First Name> <Last Name>

<Company Name>

<Street Address 1>

<Street Address 2>

<City>, <State> <ZIP>

Dear <(Prefix)> <Customer Name>,

<Model>, <VIN>

As we previously wrote to you, the above-referenced vehicle was recently affected by a recall concerning the high-voltage battery. As the safety of our customers is our priority, we directed you to immediately stop charging your vehicle as a precaution.

Recalls of this nature are swiftly communicated to all potentially affected customers, and we recognize this was an unexpected inconvenience.

Based on extensive technical analysis, BMW is pleased to let you know that we've determined that your vehicle's battery is not prone to a shorted circuit. You can safely resume charging the vehicle in addition to using all driving modes.

The service team at your authorized BMW center would be happy to verify the condition of the high-voltage battery during your next scheduled visit or earlier if you prefer.

Should you have any questions, a Customer Relations and Services associate will be glad to assist you. You can reach us at this specially dedicated number: 1-855-269-3361.

Thank you for choosing BMW.

Kind regards,

Customer Relations and Services
BMW of North America, LLC

Company
BMW of North America, LLC

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