

# BMW



November 2021

**VIN:**

Dear

I hope you're enjoying the innovative and exciting driving experience of your electrified BMW! We are thrilled that you have chosen to drive with us on the road to electrification.

I am writing to you today regarding a previous Safety Recall on your vehicle. In the Fall of 2020, your vehicle was affected by Safety Recall 20V-601 concerning the high-voltage battery. Our records indicate this vehicle received an initial remedy repair to address the recall. After extensive additional analysis, BMW has determined that additional repair to your vehicle's battery module(s) is necessary. As such, a Safety Recall has now been re-issued for your BMW. I'm sorry to have to relay this news to you. Please take note of the following steps:

First, as your safety is critically important to us, I want to let you know of the following information:

1. The vehicle should not be plugged in for charging. This could lead to a short-circuit and, in rare cases, a thermal event.
2. The vehicle can continue to be driven; however, it must be driven in hybrid mode only. Do not use sport mode or the shift paddles (if equipped) as this will charge the battery.

Next, while an In-Car Notification and official letter regarding this recall will be sent to you shortly, I wanted to address this matter with you directly and convey my sincere apologies. We have prioritized the repair of your vehicle, and the replacement parts are available now. This repair, as with all recalls, comes at no cost to you.

Lastly, we would like to offer you \$1000 as a goodwill gesture for your inconvenience, via Chase QuickPay or ISG check.

To redeem your cash offer and address further questions regarding this recall, we have made a dedicated BMW Customer Relations hotline available to assist you. Please reach out to speak with a representative at 1-855-269-3361. Our expert representatives can assist you in arranging for a repair or any other questions you may have.

Thank you for your continued patience and your trust in the BMW brand. Together with you, we look forward to shaping a sustainable and electrified future.

Yours sincerely,

**Company**

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BMW Group Company

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