

BMW



Dear BMW Owner / Lessee:

VIN: _____

BMW of North America is dedicated not only to providing premium vehicles for our customers, but exceptional service as well. To ensure our vehicles are of the highest industry standards, BMW performs ongoing quality analyses throughout a model's life cycle.

Description of Issue

During a recent quality analysis, it was determined that vehicle software may not make it possible for you to use the **BMW digital key card** in the way that it was intended.

Description of Repair

Until the software can be corrected, the BMW digital key card has been removed from the car and the BMW digital key functions in the myBMW app have been temporarily deactivated. The vehicle can still be operated with the regular key fobs.

We will contact you when the software is available and ask you contact the service department of your authorized BMW center to arrange a service appointment. Your vehicle will then receive a software update, a new BMW digital key card, and the BMW digital key functions in the myBMW app will be reactivated. The work will be performed free of charge by your authorized BMW center.

Additional Information

Should you have any questions, please contact your authorized BMW center or BMW Customer Relations and Services at 1-800-831-1117 or via email at CustomerRelations@bmwusa.com.

BMW remains committed to maintaining the highest level of automotive excellence, and we apologize for any inconvenience this repair may cause.

I have read and agree with the statements and accept delivery of the above referenced vehicle.

Company
BMW of North America, LLC
BMW Group Company

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PO Box 1227
Westwood NJ 07675-1227

Telephone
(800) 525-7417

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(201) 930-8362

E-mail
CustomerRelations@
bmwusa.com

Internet
bmwusa.com

Signature BMW Owner/Lessee

Date

Printed Name BMW Owner/Lessee