

**BMW**

November 2006

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Dear BMW Owner:

At BMW of North America we are committed to maintaining a level of automotive and service excellence that exceeds your expectations now and in the future.

It is with regret that we inform you that the Telematics Control Unit in your vehicle may malfunction. This means that your BMW Assist services, consisting of location-based Automatic Collision Notification, Emergency Assistance and Enhanced Roadside Assistance, may not be available for use.

Kindly contact your authorized BMW center to arrange a service appointment to have the Telematics Control Unit corrected. This repair will take approximately one day depending on your BMW center's workshop schedule. BMW of North America, LLC will cover all necessary repair costs as well as provide you with alternate transportation if necessary.

If you own a cellular phone, we recommend that during this period of possible BMW Assist service unavailability and until your vehicle is repaired, you program "911" (or your locally recognized emergency phone number) and BMW Roadside Assistance, (800) 332-4269 into your phone. In the event of an emergency, you will have to directly dial 911 or your local emergency services phone number.

**Company**  
BMW of North America, LLC  
BMW Group Company

**Mailing address**  
PO Box 1227  
Westwood, NJ  
07675-1227

**Telephone**  
(800) 831-1117

**Fax**  
(201) 930-8362

**E-mail**  
customer.relations@  
bmwna.com

**Website**  
bmwusa.com

~~We sincerely apologize for this inconvenience. If you have any questions, please feel~~  
free to contact your authorized BMW center or BMW of North America through our website at [www.bmwusa.com](http://www.bmwusa.com) or by calling Customer Relations and Services at (800) 831-1117.

Sincerely,

A handwritten signature in black ink that reads "Alan E. Harris".

Alan E. Harris  
Vice President  
Aftersales