



Spring 2024

Dear BMW Owner:

BMW's commitment to its customers starts with creating The Ultimate Driving Machine®. This commitment includes meeting, and even exceeding, emissions regulations. Towards that end, BMW Engineering will need to evaluate customers' vehicles in the Denver metropolitan area during the next few months.

Our records show you own a BMW that may meet our program criteria. Our partners Automotive Testing and Development Services (ATDS), with offices in Ann Arbor, MI and TRP of North America ("TRP") in Aurora, Colorado, will conduct the research. ATDS will procure a number of BMW customer cars and TRP will test them.

Several incentives for participation are offered, including a free loaner vehicle, as outlined in the attached ATDS letter. In addition, your participation will help in the effort to lower vehicle emissions and, thus, help protect our environment. In any case, we sincerely hope that you will consider volunteering your own Ultimate Driving Machine® for our tests and help support improving our air for our future generations

We hope you offer your BMW for these tests. If you do, and are chosen to participate, we will test your vehicle in strict accordance with Federal and California regulations. All testing will be done by TRP. During the process, BMW may find it necessary or technically appropriate to make repairs, or adjustments or replace certain parts. These optional steps may be carried out by a local authorized BMW center, or by TRP, but always at **no cost** to you. We guarantee that only genuine BMW replacement parts will be used and BMW service processes followed.

We assure you that ATDS's and TRP's experienced staff will handle your BMW with the utmost care and respect and will be returned to you as quickly as possible. Most vehicles can be processed in less than a week, but we ask participants to please check with ATDS for the most up-to-date time estimate.

Should you choose not to participate, we'd greatly appreciate the return of the enclosed pre-stamped reply card with all requested information. (If you need assistance in locating your BMW's vehicle identification number [VIN], your owner's manual has details.) If you own more than one BMW, we ask that you reply regarding only the vehicle(s) listed in the ATDS letter. Please also indicate if you no longer own a BMW or received this letter in error.

If you have any questions, please feel free to call our Customer Relations and Services team at 1-800-831-1117, Monday through Thursday from 9:00 a.m. to 9:00 p.m., and Friday from 9:00 a.m. to 6:00 p.m. ET, or email CustomerRelations@bmwusa.com. Referring to Service Information Bulletin [SIB] # **800 05 20**, you may also contact a BMW dealership for information about the program.

Company
BMW of North America, LLC

300 Chestnut Ridge Road
Woodcliff Lake, NJ 07675

Mailing Address
PO Box 1227
Westwood, NJ 07675-1227

Telephone
(800) 831-1117

Email
CustomerRelations@bmwusa.com

Thank you for your support and cooperation.

Sincerely,

Environmental Engineering Department, EG-8-US-21
BMW of North America, LLC

^[1] If you received this letter even though you asked BMW not to send you mail, we apologize. The Environmental Protection Agency requires us to mail to all possible candidates.

^[2] Detailed information about this program can be found at <https://www.govinfo.gov/content/pkg/FR-2006-01-17/pdf/06-74.pdf> and at <https://www.arb.ca.gov/regact/2012/leviighg2012/levfrorev.pdf>.

