

August 2011

Dear Mr./Ms. XXXX:

BMW X3, VIN xxxxxxxx

Our records indicate that you are the owner of the above-referenced BMW X3. As part of ongoing quality analysis at BMW, we have determined the rear window defroster may fail to operate properly due to a manufacturing error with the rear window.

To ensure your vehicle is operating as designed, the rear window should be replaced. At your earliest convenience, please contact your authorized BMW center to arrange a service appointment. The window replacement will take approximately four hours to complete; there is no charge for this service.

Should you have any questions, the BMW Customer Relations and Services department is available Monday through Friday from 9:00 a.m. to 9:00 p.m., Eastern Time, at 1-800-831-1117 or via email at [CustomerRelations@bmwusa.com](mailto:CustomerRelations@bmwusa.com).

Thank you for your prompt attention to this matter.

Sincerely,

BMW of North America, LLC  
Customer Relations and Services