



ZF Great Britain

Sales and Service Organisation

03 March 2006

Dear Mr Farrow

Thank you for your letter dated 25.02.06.

I am sorry that you feel disappointed with your BMW 530D's transmission performance.

As you will appreciate ZF supply a transmission to BMW and every car model has an influence on transmission characteristics. ZF work with the manufacturer to produce a solution which suits the car manufacturer's requirements.

Our engineer has examined the transmission in question with regard to its individual performance and has stated that it is in order. We will write to BMW to bring your concern to their attention as finally it is a BMW and its performance in the vehicle falls under their responsibility.

No doubt they will call us if they need our support. We will certainly look for their response to this concern.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'John Poore', with a horizontal line underneath.

John Poore
Managing Director