BMW
United Kingdom

Your reference	76561
Your message dated	February 25, 2006
From	BMW Customer Service
Telephone	(01344) 426565
Fax	(01344) 480545
E-mail	customer.service@bmw.co.uk
Date	March 7, 2006
Subject	**BMW 530d Touring – EO05 LZX** **Dick Lovett Swindon**

Dear Mr Farrow

I am in receipt of your letter dated February 25, 2006 regarding your disappointment with the ZF transmission fitted to your BMW 5 Series. I was sorry to learn of your concerns and, on behalf of BMW UK, regret the frustration this matter has caused.

I have taken the opportunity to discuss your case internally with our ZF Support Engineer who assessed your vehicle on February 20, 2006. He informed me that he carried out a thorough inspection and road test of your vehicle to replicate the difficulties you were having with your car in respect of a delay when pulling away after slowing to a near stop.

Our engineer investigated your complaint of a perceived delay in vehicle acceleration after slowing to a near stopped condition. Under these conditions (with economy drive mode selected) the transmission stays in 2nd gear for as long as possible. When the throttle pedal is depressed to accelerate away just prior to the car coming to a complete stop, there is a reduction in engine torque that lasts for approximately 0.5 seconds while 1st gear is selected. This is in order to make the gear change as smooth as possible for customer comfort. This is concept related and is due to the need to reduce the very high engine torque transmission into the gearbox.

All BMW diesel automatic transmissions drive in this manner because the acceleration torque is so high that you, as driver, sense a delay. We believe this condition is not dangerous and will not have a detrimental effect towards any of the transmission components.

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