



Subject **Dick Lovett Swindon**
Date **March 7, 2006**
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I have read the response of Mr John Poore, Managing Director of ZF Great Britain, stating that the individual performance of the transmission is fully in order. As the vehicle manufacturer, we can confirm the above car is performing to BMW specifications and no further technical work is necessary.

In conclusion, I regret that you have had cause to contact us under these circumstances and trust that you understand our final position on this matter.

Yours sincerely

A handwritten signature in black ink that reads 'Marian Luff'. The signature is written in a cursive, flowing style.

Marian Luff
Customer Service Executive

cc. Keith Hallett – Service Manager, Dick Lovett Swindon