

Mr Keith

Ihre Zeichen  
Ihre Nachricht vom  
Abt./Absender  
Telefon  
Fax  
e-mail  
Datum  
Thema

April 13, 2006  
VS-31, Ms Deutschmann  
382 – 57624  
382 – 41748  
Meike.Deutschmann@bmw.de  
May 4, 2006  
BMW 530d  
BMW Dealer: Dick Lovett Swindon

Dear Mr Farrow,

Thank you for your correspondence addressed to Dr Panke. Please accept our response which we have been asked to send you on his behalf. Kindly excuse the delay in responding.

We were naturally very concerned that you have felt it necessary to contact us directly regarding your dissatisfaction with the transmission quality of your BMW 530d and with the support you have received from our subsidiary, BMW (UK) Limited. Your enclosed correspondence was read with interest and has been duly noted.

Your concerns are certainly of interest to us. Therefore, we have forwarded a copy of your letter to the Service Management at our subsidiary in the UK for their review. Whilst we deeply regret that you are disappointed with the transmission of your vehicle, we, however, can only support the comments found in Ms Luff's correspondence to you dated March 7, 2006. She has thoroughly investigated your concerns with the ZF Support Engineer who personally assessed your vehicle in February 2006 and has comprehensively explained the concept related functionality of the transmission.

Please be assured that our colleagues are fully committed to ensuring the overall satisfaction of all BMW owners with their vehicles. Therefore, they have investigated your concerns and have gone to a great extent to provide you with the assistance you have received thus far. We are therefore very sorry to hear that BMW UK's response does not meet with your expectations. Please be advised that after careful review of this matter, we can only reiterate that your car is performing to BMW specifications and no action is deemed necessary at this point in time.

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40-10-00 05.04

