

**DP04-001**

**BMW**

**3/29/04**

**ATTACHMENT 4**

**VOLUME III OF III**

**PART 1 OF 5**

**Case no.**  
2481005

**Status date**  
6/12/03

**Dealer**  
020586, Northwest BMW

**Subject**  
GM5 : No Fwd on Inclimbe

**Status**  
Recommendation approved

**Date created**  
6/12/03

**Reporter**  
Lee

**Phone no / Availability  
(from/to)**  
410 902 8700

**VIN no. (last 7 digits)**  
PL10236

**Vehicle identification no.**  
WBABD53484PL10236

**E series**  
E46

**Engine**  
M54

**Production date**  
4/7/03

**Gearbox**  
AUT

**Model**  
330CI

**First registration**  
5/10/03

**Country version**  
USA

**Body**  
COUPE

**Steering**  
LL

**Mileage**  
3857 mls

**Workshop visits**  
1

**Fault**

**Fault location**  
Drive train, Transmission standard,  
Automatic transmission

**Nature of fault**  
Operates incorrectly,  
Operation

**Condition**  
Stopped

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

**Defect Code**

**Defect text**

**Module**

**Area**  
Powertrain

**Fault code**

**Measure performed**

**Measure no.**

**Subject**

**Customer complaint (In customer's own words)**  
No Fwd on Inclimbe

**Workshop fault description and presumed cause**

After R

Only when cold

**Work performed**

Called HL

**Work performed effective**

Yes

**Tester diagnosis performed**

Yes

**Urgency**

Info only

**Released Measure**

Measure no.

Subject

**Previous recommendations/queries/ additional information**

Recommendation 6/12/03 1:23 PM Yves Lauber

Change the transmission

**New Additional Information****Assigned report****Vehicle return**

From

Northwest BMW

To

Date

Tech. Office ref. case

No

Keep defective part

No

**Internal note****New internal note**

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**Case no.**  
2573970

**Subject**  
GM5 : Delay in Drive

**Status date**  
7/1/03

**Status**  
Recommendation  
approved

**Date created**  
6/30/03

**Dealer**  
026613, Devon Hill Motors

**Reporter**  
Rob ext 210

**Phone no / Availability  
(from/to)**  
6106879350

**VIN no. (last 7 digits)**  
PL40503

**Vehicle identification no.**  
WBABW53474PL40503

**E series**  
E46

**Engine**  
M54

**Production date**  
4/4/03

**Gearbox**  
AUT

**Model**  
330CI

**First registration**  
5/10/03

**Country version**  
USA

**Body**  
CABRIO

**Steering**  
LL

**Mileage**  
3631 mls

**Workshop visits**  
1

**Fault**

**Fault location**  
Drive train, Transmission standard,  
Automatic transmission

**Nature of fault**  
Operates incorrectly

**Condition**  
While driving

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

**Defect Code**

**Defect text**

**Module**

**Area**  
Powertrain

**Fault code**

**Measure performed**

**Measure no.**

**Subject**

**Customer complaint (In customer's own words)**

trs delay in drive

---

**Workshop fault description and presumed cause**

reverse fine - then delay in drive first time in the morning  
no FC of level is OK (40C)

---

**Work performed**

called the hotline

---

**Work performed effective**

Yes

**Tester diagnosis performed**

Yes

**Urgency**

Info only

---

**Released Measure**

**Measure no.**

**Subject**

---

**Previous recommendations/queries/ additional information**

Recommendation 7/1/03 3:08 PM Yves Lauber

Same > change the transmission

Additional information 6/30/03 2:26 PM Damien Forster

try to put more oil inside the trs - test tomorrow morning > if still delay >> change the trs

**New Additional Information**

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**Assigned report**

---

**Vehicle return**

**From**

Devon Hill Motors

**To**

**Keep defective part**

**Tech. Office ref. case**

No

No

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**Internal note**

**New Internal note**

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**Case no.**  
3005988

**Subject**  
GM5 : Delayed D

**Status date**  
9/4/03

**Status**  
Recommendation approved

**Date created**  
9/4/03

**Dealer**  
082900, Motor Werks BMW

**Reporter**  
Tony

**Phone no / Availability  
(from/to)**  
847 381 8900

**VIN no. (last 7 digits)**  
PL10785

**Vehicle identification no.**  
WBABD53404PL10785

**E series**  
E48

**Engine**  
M54

**Production date**  
5/8/03

**Gearbox**  
AUT

**Model**  
330CI

**First registration**  
6/27/03

**Country version**  
USA

**Body**  
COUPE

**Steering**  
LL

**Mileage**  
3300 mls

**Workshop visits**  
1

**Fault**

**Fault location**  
Drive train, Transmission standard,  
Automatic transmission

**Nature of fault**  
Operates incorrectly,  
Operation

**Condition**  
Stopped

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

**Defect Code**

**Defect text**

**Module**

**Area**  
Powertrain

**Fault code**

**Measure performed**

**Measure no.**

**Subject**

**Customer complaint (in customer's own words)**

Delayed D

**Workshop fault description and presumed cause**

30 sec. Only first thing the morning

R OK

**Work performed**

Oil checked OK

**Work performed effective**

Yes

**Tester diagnosis performed**

Yes

**Urgency**

Info only

**Released Measure**

Measure no.

Subject

**Previous recommendations/queries/ additional information**

Recommendation 9/4/03 11:23 AM Yves Lauber

Change the transmission

**New Additional Information****Assigned report****Vehicle return**

From

To

Date

Motor Werks BMW

Tech. Office ref. case

Keep defective part

No

No

**Internal note****New Internal note**

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**Case no.**  
2910959

**Status date**  
8/20/03

**Dealer**  
022006, BMW of Fairfax

**Subject**  
GM5 : Delayed D

**Status**  
Recommendation approved

**Date created**  
8/20/03

**Reporter**  
Mike

**Phone no / Availability  
(from/to)**  
571 237 3099

**VIN no. (last 7 digits)**  
PL41418

**E series**  
E46

**Gearbox**  
AUT

**Country version**  
USA

**Mileage**  
2717 mis

**Vehicle Identification no.**  
WBABW534X4PL41418

**Engine**  
M54

**Model**  
330CI

**Body**  
CABRIO

**Workshop visits**  
1

**Production date**  
6/22/03

**First registration**  
6/23/03

**Steering**  
LL

**Fault**

**Fault location**  
Drive train, Transmission standard,  
Automatic transmission

**Nature of fault**  
Operates Incorrectly,  
Operation

**Condition**  
Stopped

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

**Defect Code**

**Defect text**

**Module**

**Area**  
Powertrain

**Fault code**

**Measure performed**

**Measure no.**

**Subject**

**Customer complaint (in customer's own words)**

Delayed D



**Workshop fault description and presumed cause**

Approx 4 sec., first thing the morning

**Work performed**

Oil checked OK

**Work performed effective**

Yes

**Tester diagnosis performed**

Yes

**Urgency**

Info only

**Released Measure****Measure no.****Subject****Previous recommendations/queries/ additional information**

Recommendation 10/9/03 2:01 PM Yves Lauber

Back with the same complaint

&gt; EGS for reprogramming

Recommendation 8/20/03 9:11 AM Yves Lauber

Change the transmission

**New Additional Information****Assigned report****Vehicle return****From**

BMW of Fairfax

**To****Date****Tech. Office ref. case**

No

**Keep defective part**

No

**Internal note****New Internal note**

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**Case no.**  
2868974

**Status date**  
8/13/03

**Dealer**  
004181, Continental Motors

**Subject**  
GM5 : Delay in Drive

**Status**  
In process by tech. Office

**Date created**  
8/13/03

**Reporter**  
Rolly

**Phone no / Availability (from/to)**  
760 722-1868

**VIN no. (last 7 digits)**  
PL40309

**Vehicle identification no.**  
WBABW53404PL40309

**E series**  
E46

**Engine**  
M54

**Production date**  
3/28/03

**Gearbox**  
AUT

**Model**  
330CI

**First registration**  
5/8/03

**Country version**  
USA

**Body**  
CABRIO

**Steering**  
LL

**Mileage**  
8158 mis

**Workshop visits**  
1

**Fault**

**Fault location**

Drive train, Transmission standard, Automatic transmission

**Nature of fault**

Operates incorrectly

**Condition**

While driving

**Defect**

**Main group**

24 Automatic Transmission

**Subgroup**

00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

**Defect Code**

**Defect text**

**Module**

**Area**

Powertrain

**Fault code**

**Measure performed**

**Measure no.**

**Subject**

**Customer complaint (In customer's own words)**

trs is having a delay in drive at cold condition

---

**Workshop fault description and presumed cause**

trs is delayed in drive in the morning  
no FC and oil level and condition are OK

---

**Work performed**

called the hotline

---

**Work performed effective**

Yes

**Tester diagnosis performed**

Yes

**Urgency**

Info only

---

**Released Measure**

**Measure no.**

**Subject**

---

**Previous recommendations/queries/ additional information**

Additional information 9/24/03 12:41 PM Damien Forster

Same complaint with the new trs at 7725 miles.

Tech is sending me the EGS.

Additional information 8/22/03 4:31 PM Damien Forster

car is working fine

Additional information 8/13/03 12:18 PM Damien Forster

Tech. need to change the complete trs

**New Additional Information**

---

**Assigned report**

---

**Vehicle return**

**From**

Continental Motors

**To**

**Date**

**Tech. Office ref. case**

No

**Keep defective part**

No

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**Internal note**

**New Internal note**

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**Case no.**  
2848083

**Subject**  
GM5 : Delayed D

**Status date**  
8/8/03

**Status**  
Recommendation approved

**Date created**  
8/8/03

**Dealer**  
069000, Rallye Motors LLC

**Reporter**  
Emtiaz

**Phone no / Availability  
(from/to)**  
516 826 1000

**VIN no. (last 7 digits)**  
PL41083

**Vehicle identification no.**  
WBABW53454PL41083

**E series**  
E46

**Engine**  
M54

**Production date**  
5/5/03

**Gearbox**  
AUT

**Model**  
330CI

**First registration**  
5/30/03

**Country version**  
USA

**Body**  
CABRIO

**Steering**  
LL

**Mileage**  
1312 mls

**Workshop visits**  
1

**Fault**

**Fault location**  
Drive train, Transmission standard,  
Automatic transmission

**Nature of fault**  
Operates Incorrectly,  
Operation

**Condition**  
Stopped

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

**Defect Code**

**Defect text**

**Module**

**Area**  
Powertrain

**Fault code**

**Measure performed**

**Measure no.**

**Subject**

**Customer complaint (In customer's own words)**

Delayed D

**Workshop fault description and presumed cause**

After R (3 sec.), vehicle cold only

**Work performed**

Oil checked OK

**Work performed effective**

Yes

**Tester diagnosis performed**

Yes

**Urgency**

Info only

**Released Measure****Measure no.****Subject****Previous recommendations/queries/ additional information**

Recommendation 12/10/03 11:38 AM Yves Lauber

Change the Fwd clutch

Recommendation 8/19/03 1:34 PM Yves Lauber

Customer is waiting and pb is getting worth

&gt; No part available this week, so change the transmission

Recommendation 8/8/03 3:06 PM Yves Lauber

Change the clutch (done myself)

**New Additional Information****Assigned report****Vehicle return****From**

Rallye Motors LLC

**To****Date****Tech. Office ref. case**

No

**Keep defective part**

No

**Internal note****New Internal note**

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**Case no.**  
2838085

**Subject**  
GM5 : delay at cold condition

**Status date**  
8/7/03

**Status** **Date created**  
In process by tech. Office 8/7/03

**Dealer**  
004837, Robert A. Smith, Inc.

**Reporter** **Phone no / Availability**  
Tom (from/to)  
818 590 4272

**VIN no. (last 7 digits)**  
PL10804

**Vehicle identification no.**   
WBABD53494PL10804

**E series**  
E48

**Engine**  
M54

**Production date**  
4/25/03

**Gearbox**  
AUT

**Model**  
330CI

**First registration**  
6/4/03

**Country version**  
USA

**Body**  
COUPE

**Steering**  
LL

**Mileage**  
1491 mls

**Workshop visits**  
1

**Fault**

<b>Fault location</b>	<b>Nature of fault</b>	<b>Condition</b>
Drive train, Transmission standard, Automatic transmission	Operates incorrectly	While driving

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

**Defect Code**

**Defect text**

**Module**

**Area**  
Powertrain

**Fault code**

**Measure performed**

<b>Measure no.</b>	<b>Subject</b>

**Customer complaint (In customer's own words)**

trs is having delay in drive at cold condition

---

**Workshop fault description and presumed cause**

delay 3sec. in the morning : Reverse is OK but drive is delayed  
Tech. readjust the oil level 3 weeks ago > still the same complaint

---

**Work performed**  
called the hotline

---

**Work performed effective**

Yes

**Tester diagnosis performed**

Yes

**Urgency**

Info only

---

**Released Measure**

**Measure no.**

**Subject**

---

**Previous recommendations/queries/ additional information**

Additional information 8/12/03 11:34 AM Damien Forster  
car seems to be fine over the week end

Additional information 8/7/03 2:13 PM Damien Forster

I changed the complete input shaft and C1 sub assembly > tech. will tell me on Friday if car still  
having delay or not

VB Identification : 5084 - 03784

Additional information 8/7/03 10:23 AM Damien Forster

I will change the input shaft to fix the car on Thursday August 7th

**New Additional information**

---

**Assigned report**

---

**Vehicle return**

**From**

Robert A. Smith, Inc.

**To**

**Date**

**Tech. Office ref. case**

No

**Keep defective part**

No

---

**Internal note**

**New internal note**



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**Case no.**

2809967

**Subject**

GM5 : Delayed D

**Status date**

8/4/03

**Status**

Recommendation approved

**Date created**

8/4/03

**Dealer**

098255, Fields Motorcars of Florida, Inc.

**Reporter**

Richard

**Phone no / Availability (from/to)**

407 828 2100

**VIN no. (last 7 digits)**

PL40078

**Vehicle identification no.**

WBABW53474PL40078

**E series**

E46

**Engine**

M54

**Production date**

3/13/03

**Gearbox**

AUT

**Model**

330CI

**First registration**

4/22/03

**Country version**

USA

**Body**

CABRIO

**Steering**

LL

**Mileage**

3681 mls

**Workshop visits**

3

**Fault****Fault location**Drive train, Transmission standard,  
Automatic transmission**Nature of fault**Operates incorrectly,  
Operation**Condition**

Stopped

**Defect****Main group**

24 Automatic Transmission

**Subgroup**

00 Automatic gearbox / ECVT (symptom defect codes)

**Location****Defect Code****Defect text****Module****Area**

Powertrain

**Fault code****Measure performed****Measure no.****Subject****Customer complaint (In customer's own words)**

Delayed D

**Workshop fault description and presumed cause**

First thing the morning (8 sec.)

**Work performed**

Oil checked OK

**Work performed effective**

Yes

**Tester diagnosis performed**

Yes

**Urgency**

Info only

**Released Measure**

Measure no.

Subject

**Previous recommendations/queries/ additional information**

Recommendation 8/4/03 2:04 PM Yves Lauber

Change the transmission

**New Additional Information****Assigned report****Vehicle return**

From

Fields Motorcars of Florida, Inc.

To

Date

Tech. Office ref. case

No

Keep defective part

No

**Internal note****New Internal note**

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**Case no.**  
2794008

**Status date**  
7/31/03

**Dealer**  
026776, Thompson BMW

**Subject**  
GM5 : Slips in D after R

**Status**  
Recommendation approved

**Date created**  
7/31/03

**Reporter**  
Ralf

**Phone no / Availability  
(from/to)**  
215 340 3900

**VIN no. (last 7 digits)**  
PL40445

**E series**  
E46

**Gearbox**  
AUT

**Country version**  
USA

**Mileage**  
3725 mls

**Vehicle identification no.**  
WBABW53484PL40445

**Engine**  
M54

**Model**  
330CI

**Body**  
CABRIO

**Workshop visits**  
1

**Production date**  
4/3/03

**First registration**  
5/12/03

**Steering**  
LL

**Fault**

**Fault location**  
Drive train, Transmission standard,  
Automatic transmission

**Nature of fault**  
Operates incorrectly,  
Operation

**Condition**  
Stopped

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

**Defect Code**

**Defect text**

**Module**

**Area**  
Powertrain

**Fault code**

**Measure performed**

**Measure no.**

**Subject**

**Customer complaint (in customer's own words)**

Slips in D after R

**Workshop fault description and presumed cause**

Only when cold

**Work performed**

Test drove other vehicles &gt; same

Does not seem to be a problem, in fact shift is not firm but smooth

**Work performed effective**

Yes

**Tester diagnosis performed**

Yes

**Urgency**

Info only

**Released Measure**

Measure no.

Subject

**Previous recommendations/queries/ additional information**

Recommendation 7/31/03 1:50 PM Yves Lauber

Reprogram EGS and DME

**New Additional Information****Assigned report****Vehicle return**

From

Thompson BMW

To

Date

Tech. Office ref. case

Keep defective part

No

No

**Internal note****New internal note**

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**Case no.**  
2759979

**Subject**  
GM5 : delay in drive

**Status date**  
7/25/03

**Status** Date created  
In process by tech. Office 7/25/03

**Dealer**  
024285, BMW of Charlotteville

**Reporter** Phone no / Availability  
David Walmonski (from/to)  
434 295-7727

**VIN no. (last 7 digits)**  
PL24124

**Vehicle identification no.**  
WBABW33414PL24124

**E series**  
E46

**Engine**  
M54

**Production date**  
3/17/03

**Gearbox**  
AUT

**Model**  
325CI

**First registration**  
5/17/03

**Country version**  
USA

**Body**  
CABRIO

**Steering**  
LL

**Mileage**  
1940 mls

**Workshop visits**  
1

**Fault**

Fault location	Nature of fault	Condition
Drive train, Transmission standard, Automatic transmission	Operates incorrectly	While driving

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

**Defect Code**

**Defect text**

**Module**

**Area**  
Powertrain

**Fault code**

**Measure performed**

**Measure no.** Subject

**Customer complaint (In customer's own words)**

trs is having delay in drive

---

**Workshop fault description and presumed cause**  
 dealy in drive only in the morning by first engagement  
 oil is OK and no FC

---

**Work performed**  
 called the hotline

---

**Work performed effective**  
 Yes

**Tester diagnosis performed**  
 Yes

**Urgency**  
 info only

---

**Released Measure**

**Measure no.**

**Subject**

---

**Previous recommendations/queries/ additional information**

Additional information 7/25/03 3:28 PM Damlen Forster  
 tech. told me that the oil level is fine by 30C - change the complete trs

**New Additional Information**

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**Assigned report**

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**Vehicle return**

**From**  
 BMW of Charlottesville

**To**

**Date**

**Tech. Office ref. case**

**Keep defective part**

No

No

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**Internal note**

**New Internal note**

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**Case no.**  
3006999

**Subject**  
GM5 : Delayed D

**Status date**  
9/4/03

**Status**  
Recommendation approved

**Date created**  
9/4/03

**Dealer**  
059127, BMW of North Haven

**Reporter**  
Safad

**Phone no / Availability  
(from/to)**  
203 239 7373

**VIN no. (last 7 digits)**  
PL41127

**Vehicle identification no.**  
WBABW534X4PL41127

**E series**  
E46

**Engine**  
M54

**Production date**  
5/7/03

**Gearbox**  
AUT

**Model**  
330CI

**First registration**  
7/8/03

**Country version**  
USA

**Body**  
CABRIO

**Steering**  
LL

**Mileage**  
853 mls

**Workshop visits**  
1

**Fault**

**Fault location**  
Drive train, Transmission standard,  
Automatic transmission

**Nature of fault**  
Operates incorrectly,  
Operation

**Condition**  
Stopped

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

**Defect Code**

**Defect text**

**Module**

**Area**  
Powertrain

**Fault code**

**Measure performed**

**Measure no.**

**Subject**

**Customer complaint (In customer's own words)**

Delayed D



**Workshop fault description and presumed cause**

Only when cold (first shift the morning)

**Work performed**

Oil checked OK

**Work performed effective**

Yes

**Tester diagnosis performed**

Yes

**Urgency**

Info only

**Released Measure**

Measure no.

Subject

**Previous recommendations/queries/ additional information**

Recommendation 11/20/03 11:29 AM Yves Lauber

Same &gt; Change the transmission

Recommendation 9/4/03 4:33 PM Yves Lauber

Remove the transmission from the car.

Change the Fwd clutch (done by myself on 23SE03)

**New Additional information****Assigned report****Vehicle return**

From

To

Date

BMW of North Haven

Tech. Office ref. case

Keep defective part

No

No

**Internal note****New internal note**

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**Case no.**  
3029986

**Subject**  
GM5 : delay

**Status date**  
9/8/03

**Status**  
In process by tech. Office

**Date created**  
9/8/03

**Dealer**  
026167, BMW of Austin

**Reporter**  
Chris Schupt

**Phone no / Availability  
(from/to)**  
1512 343-3500

**VIN no. (last 7 digits)**  
PL00823

**Vehicle identification  
no.**  
WBABD33414PL00823

**E series**  
E46

**Engine**  
M54

**Production date**  
4/25/03

**Gearbox**  
AUT

**Model**  
325Ci

**First registration**  
5/28/03

**Country version**  
USA

**Body**  
COUPE

**Steering**  
LL

**Mileage**  
5466 mls

**Workshop visits**  
1

**Fault**

**Fault location**

**Nature of fault**

**Condition**

Drive train, Transmission standard, Automatic transmission

Operates incorrectly

While driving

**Defect**

**Main group**

24 Automatic Transmission

**Subgroup**

00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

**Defect Code**

**Defect text**

**Module**

**Area**

**Fault code**

Powertrain

**Measure performed**

**Measure no.**

**Subject**

**Customer complaint (in customer's own words)**

trs has delay in drive

---

**Workshop fault description and presumed cause**

trs is delayed in drive first time in the morning. 3-4 sec and bang into gear  
reverse is fine

---

**Work performed**

called the hotline

---

**Work performed effective**

Yes

**Tester diagnosis performed**

Yes

**Urgency**

Info only

---

**Released Measure**

Measure no.

Subject

---

**Previous recommendations/queries/ additional information**

Additional information 9/8/03 11:00 AM Damien Forster  
soft 8630 > tech. need to change the complete trs

---

**New Additional information**

---

**Assigned report**

---

**Vehicle return**

From

To

Date

BMW of Austin

Tech. Office ref. case

Keep defective part

No

No

---


**Internal note**

**New internal note**

---

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<b>Case no.</b> 3261262	<b>Subject</b> GM5 : delay in drive	
<b>Status date</b> 10/10/03	<b>Status</b> In process by tech. Office	<b>Date created</b> 10/10/03
<b>Dealer</b> 076881, Hammersley BMW	<b>Reporter</b> John	<b>Phone no / Availability (from/to)</b> 1434 385-6226

<b>VIN no. (last 7 digits)</b> PL24216	<b>Vehicle identification no.</b> WBABW33484PL24216	
<b>E series</b> E46	<b>Engine</b> M54	<b>Production date</b> 3/24/03
<b>Gearbox</b> AUT	<b>Model</b> 325CI	<b>First registration</b> 7/16/03
<b>Country version</b> USA	<b>Body</b> CABRIO	<b>Steering</b> LL
<b>Mileage</b> 1831 mls	<b>Workshop visits</b> 1	

<b>Fault</b>		
<b>Fault location</b> Drive train, Transmission standard, Automatic transmission	<b>Nature of fault</b> Operates incorrectly	<b>Condition</b> Gear/driving position, When shifting gears/driving positions, In D

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

<b>Defect Code</b>	<b>Defect text</b>	
<b>Module</b>	<b>Area</b> Powertrain	<b>Fault code</b>

<b>Measure performed</b>	
<b>Measure no.</b>	<b>Subject</b>

**Customer complaint (In customer's own words)**

trs delayed in drive - 30sec

---

**Workshop fault description and presumed cause**

customer complaining about a delay in drive first time in the morning only  
not duplicate yet  
soft 8630

---

**Work performed**

called the hotline

---

**Work performed effective**

Yes

**Tester diagnosis performed**

Yes

**Urgency**

Info only

---

**Released Measure**

Measure no.

Subject

---

**Previous recommendations/queries/ additional information**

Additional information 10/10/03 11:06 AM Damien Forster  
Technician will send the EGS to Yves in order to reprogram it

**New Additional Information**

---

**Assigned report**

---

**Vehicle return**

From

To

Date

Hammersley BMW

Tech. Office ref. case

Keep defective part

No

No

---


**Internal note**

**New internal note**

---

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<b>Case no.</b> 3246954	<b>Subject</b> E46 M54 delayed fwd engagement	
<b>Status date</b> 10/23/03	<b>Status</b> Recommendation approved	<b>Date created</b> 10/19/03
<b>Dealer</b> 015673, Moses BMW	<b>Reporter</b> Dave Roush	<b>Phone no / Availability (from/to)</b> 304-722-4900

<b>VIN no. (last 7 digits)</b> PL10232	<b>Vehicle identification no.</b> WBABD53494PL10232	
<b>E series</b> E46	<b>Engine</b> M54	<b>Production date</b> 4/7/03
<b>Gearbox</b> AUT	<b>Model</b> 330CI	<b>First registration</b> 5/19/03
<b>Country version</b> USA	<b>Body</b> COUPE	<b>Steering</b> LL
<b>Mileage</b> 5268 mls	<b>Workshop visits</b> 2	

<b>Fault</b>		
<b>Fault location</b> Drive train, Transmission standard, Automatic transmission	<b>Nature of fault</b> Operates incorrectly	<b>Condition</b> Gear/driving position

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**  
07 Automatic transmission, forward gears, vehicle stationary

**Defect Code**

**Defect text**

<b>Module</b> 46	<b>Area</b> Powertrain	<b>Fault code</b>
---------------------	---------------------------	-------------------

<b>Measure performed</b>	
<b>Measure no.</b>	<b>Subject</b>

**Customer complaint (In customer's own words)**

On first start the transmission will not engage forward gears until after about 5 seconds

---

**Workshop fault description and presumed cause**

Confirmed complaint 1 time

---

**Work performed**

Fluid level/cond both OK

---

**Work performed effective**

No

**Tester diagnosis performed**

Yes

**Urgency**

Info only

---

**Released Measure**

Measure no.

Subject

---

**Previous recommendations/queries/ additional information**

Recommendation 10/23/03 11:21 AM Yves Lauber

EGS reprogrammed > Back for the same Pb

> Change the transmission

Additional Information 10/9/03 9:07 AM George Barlow

FYI fwd to GM

**New Additional Information****Assigned report**

3225989 GM5 Delayed Engagement

---

**Vehicle return**

From

Moses BMW

To

Date

Tech. Office ref. case

No

Keep defective part

No

---

**Internal note****New internal note**

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**Case no.**

3218971

**Subject**

GM5 : delay in drive

**Status date**

10/3/03

**Status**

In process by tech.

**Date created**

10/3/03

**Dealer**

066739, Southpointe BMW

**Reporter**

Law SF

**Phone no / Availability (from/to)**

1941 923-2700

**VIN no. (last 7 digits)**

PL41176

**Vehicle Identification**

no.

WBABW53414PL41176

**E series**

E46

**Engine**

M54

**Production date**

5/8/03

**Gearbox**

AUT

**Model**

330CI

**First registration**

8/10/03

**Country version**

USA

**Body**

CABRIO

**Steering**

LL

**Mileage**

5068 mis

**Workshop visits**

1

**Fault****Fault location**Drive train, Transmission standard,  
Automatic transmission**Nature of fault**

Operates incorrectly

**Condition**Gear/driving position, When shifting  
gears/driving positions, In D**Defect****Main group**

24 Automatic Transmission

**Subgroup**

00 Automatic gearbox / ECVT (symptom defect codes)

**Location****Defect Code****Defect text****Module****Area**

Powertrain

**Fault code****Measure performed****Measure no.****Subject****Customer complaint (in customer's own words)**



delayed in drive

---

**Workshop fault description and presumed cause**

delay in drive at cold condition after a reverse  
oil level and condition fine - soft 8630

---

**Work performed**

called the hotline

---

**Work performed effective**

Yes

**Tester diagnosis performed**

Yes

**Urgency**

Info only

---

**Released Measure**

**Measure no.**

**Subject**

---

**Previous recommendations/queries/ additional information**

Additional information 10/3/03 4:54 PM Damlen Forster

Fedex tracking # 7929 8304 9105

Additional information 10/3/03 2:03 PM Damlen Forster

I reprogrammed the EGS on October the 3rd with 863D

Additional information 10/3/03 2:02 PM Damlen Forster

Tech. send me the EGS in order to put the latest software

**New Additional Information**

---

**Assigned report**

---

**Vehicle return**

**From**

Southpointe BMW

**To**

**Keep defective part**

**Date**

**Tech. Office ref. case**

No

No

---

**Internal note**

**New Internal note**

---

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**Case no.**  
3218953

**Subject**  
GM5 : delay in drive

**Status date**  
10/3/03

**Status**  
In process by tech.  
Office

**Date created**  
10/3/03

**Dealer**  
062900, Motor Werks BMW

**Reporter**  
Steve Krause ext.303

**Phone no / Availability (from/to)**  
847 3818900

**VIN no. (last 7 digits)**  
PL24004

**Vehicle identification no.**  
WBABW33424PL24004

**E series**  
E46

**Engine**  
M54

**Production date**  
3/7/03

**Gearbox**  
AUT

**Model**  
325Ci

**First registration**  
4/22/03

**Country version**  
USA

**Body**  
CABRIO

**Steering**  
LL

**Mileage**  
6700 mls

**Workshop visits**  
1

**Fault**

**Fault location**  
Drive train, Transmission standard,  
Automatic transmission

**Nature of fault**  
Operates incorrectly

**Condition**  
Gear/driving position, When shifting  
gears/driving positions, In D

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

**Defect Code**

**Defect text**

**Module**

**Area**  
Powertrain

**Fault code**

**Measure performed**

**Measure no.**

**Subject**

**Customer complaint (In customer's own words)**

delayed in drive

---

**Workshop fault description and presumed cause**  
 delay in drive at cold condition after a reverse  
 oil level and condition - soft 8830

---

**Work performed**  
 called the hotline

---

**Work performed effective**  
 Yes

**Tester diagnosis performed**  
 Yes

**Urgency**  
 info only

---

**Released Measure**

Measure no.	Subject
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**Previous recommendations/queries/ additional information**

Additional information 10/15/03 12:20 PM Damien Forster  
 technician drove the car yesterday for 10 miles to increase the adapts. This morning the car is still  
 not driving fine for 100 feet and then car slam into gear

Additional information 10/14/03 2:53 PM Damien Forster  
 Tech complaining again but he need to drive the car for more miles and test again

Additional information 10/3/03 11:23 AM Damien Forster  
 Tech. will send the EGS to Yves

**New Additional Information**

---

**Assigned report**

3225989 GM5 Delayed Engagement

---

**Vehicle return**

From	To	Date
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Motor Werks-BMW

**Tech. Office ref. case**

**Keep defective part**

No

No

---

**Internal note**

**New Internal note**

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**Case no.**  
3197023

**Status date**  
10/1/03

**Dealer**  
036614, Holloway BMW

**Subject**  
GM5 : Delayed D

**Status**  
Recommendation approved

**Reporter**  
Ken

**Date created**  
10/1/03

**Phone no / Availability  
(from/to)**  
803 772-0000

**VIN no. (last 7 digits)**  
PL40407

**E series**  
E46

**Gearbox**  
AUT

**Country version**  
USA

**Mileage**  
5794 mls

**Vehicle identification no.**  
WBABW53404PL40407

**Engine**  
M54

**Model**  
330CI

**Body**  
CABRIO

**Workshop visits**  
1

**Production date**  
4/3/03

**First registration**  
5/9/03

**Steering**  
LL

**Fault**

**Fault location**  
Drive train, Transmission standard,  
Automatic transmission

**Nature of fault**  
Operates Incorrectly,  
Operation

**Condition**  
Stopped

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

**Defect Code**

**Defect text**

**Module**

**Area**  
Powertrain

**Fault code**

**Measure performed**

**Measure no.**

**Subject**

**Customer complaint (In customer's own words)**

Delayed D

**Workshop fault description and presumed cause**

When cold only

**Work performed**

Called HL

**Work performed effective**

Yes

**Tester diagnosis performed**

Yes

**Urgency**

Info only

**Released Measure**

Measure no.

Subject

**Previous recommendations/queries/ additional information**

Recommendation 10/1/03 10:59 AM Yves Lauber

Send EGS for reprogramming

**New Additional Information****Assigned report****Vehicle return**

From

To

Date

Holloway BMW

Tech. Office ref. case

Keep defective part

No

No

**Internal note****New Internal note**

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**Case no.**  
3196994

**Subject**  
GM5 : Delayed D

**Status date**  
10/1/03

**Status**  
Recommendation approved

**Date created**  
10/1/03

**Dealer**  
016345, Yark BMW

**Reporter**  
Bernie

**Phone no / Availability (from/to)**  
419 842 7938

**VIN no. (last 7 digits)**  
PL10432

**Vehicle identification no.**  
WBABD53464PL10432

**E series**  
E46

**Engine**  
M54

**Production date**  
4/15/03

**Gearbox**  
AUT

**Model**  
330CI

**First registration**  
6/14/03

**Country version**  
USA

**Body**  
COUPE

**Steering**  
LL

**Mileage**  
7030 mls

**Workshop visits**  
1

**Fault**

**Fault location**  
Drive train, Transmission standard,  
Automatic transmission

**Nature of fault**  
Operates incorrectly,  
Operation

**Condition**  
Stopped

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

**Defect Code**

**Defect text**

**Module**

**Area**  
Powertrain

**Fault code**

**Measure performed**

**Measure no.**

**Subject**

**Customer complaint (In customer's own words)**

Delayed D



**Workshop fault description and presumed cause**

When cold only

**Work performed:**

Called HL

**Work performed effective**

Yes

**Tester diagnosis performed**

Yes

**Urgency**

Info only

**Released Measure****Measure no.****Subject****Previous recommendations/queries/ additional information**

Recommendation 10/1/03 1:50 PM Yves Lauber

Send EGS for reprogramming

**New Additional Information****Assigned report****Vehicle return****From**

Yark BMW

**To****Date****Tech. Office ref. case**

No


**Keep defective part**

No

**Internal note****New Internal note**

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<b>Case no.</b> 3188001	<b>Subject</b> TRANSMISSION DELAYED ENGAGEMENT	
<b>Status date</b> 10/14/03	<b>Status</b> Recommendation approved	<b>Date created</b> 9/30/03
<b>Dealer</b> 010692, Frank Z Imports	<b>Reporter</b> Gerald Swayne	<b>Phone no / Availability (from/to)</b> 9378905323

<b>VIN no. (last 7 digits)</b> PL24805	<b>Vehicle identification no.</b> WBABW33434PL24805	
<b>E series</b> E46	<b>Engine</b> M54	<b>Production date</b> 4/12/03
<b>Gearbox</b> AUT	<b>Model</b> 325CI	<b>First registration</b> 5/13/03
<b>Country version</b> USA	<b>Body</b> CABRIO	<b>Steering</b> LL
<b>Mileage</b> 8497 mls	<b>Workshop visits</b> 1	

<b>Fault</b>		
<b>Fault location</b> Drive train	<b>Nature of fault</b> Fails to operate	<b>Condition</b> Gear/driving position

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**  
20 Automatic transmission engagement delay (from N or P)

<b>Defect Code</b>	<b>Defect text</b>
--------------------	--------------------

<b>Module</b> 46	<b>Area</b> Powertrain	<b>Fault code</b>
---------------------	---------------------------	-------------------

**Measure performed**

<b>Measure no.</b>	<b>Subject</b>
--------------------	----------------

**Customer complaint (in customer's own words)**

WHEN COLD STARTING THE TRANSMISSION IS DELAYED ENGAGEMENT IN FORWARD GEARS AND WILL NOT MOVE FOR SEVERAL SECONDS AND WHEN RPM'S REACHES 3000

**Workshop fault description and presumed cause**

TECHNICIAN STARTED CAR COLD AND DUPLICATED SYMPTOM

PERFORMED BMW SERVICE TEST, NONE FOUND.

CHECKED FLUID LEVEL AND IT IS OK

GM TRANS #0899699

GS-20

**MESSAGES AND RESULTS**

PART#, PROGRAMMED CONTROL MODULE 7531730

PART#, BASIC CONTROL MODULE 7526396

HARDWARE# 29, DIAGNOSIS INDEX 10, SOFTWARE INDEX 86, AMENDMENT INDEX 30.

**Work performed**

NONE AT THIS TIME, PUMA REPORT

CALLED TECH HOTLINE AND YVES WASN'T AVAILABLE, SO I GENERATED A PUMA REPORT

**Work performed effective**

No

**Tester diagnosis performed**

Yes

**Urgency**

Urgent

**Released Measure**

Measure no.

Subject

**Previous recommendations/queries/ additional information**

Additional information 10/28/03 4:48 PM George Barlow

Thank you

Additional information 10/28/03 4:35 PM Gerald Swayne

this customer is working a trade assist with our sales manager to get out of this car and into another model.

i have spoke to yves

Additional information 10/28/03 8:06 AM Todd Gillies

Contact us at the hotline so we can put you in contact with GM rep.

Additional information 10/24/03 2:37 PM Gerald Swayne

Customer has called in stating that the trans still has a delayed engagement when going from reverse to drive ie. backing out of garage and into street then shift into drive there is a delay at that time and is intermittent. doesn't happen every time.

any other suggestions please contact me. she is coming in on saturday to talk to the sales manager, she is at a point where she is afraid to drive the car.

Additional information 10/20/03 9:54 AM George Barlow

OK

Additional information 10/20/03 9:37 AM Gerald Swayne

Vehicle is in today, we will pull egs and send fedex for reprogramming.  
thank you

Recommendation 10/15/03 9:54 AM Yves Lauber  
Send EGS for reprogramming

Recommendation 10/14/03 5:42 PM Brian Sime  
I will have Yves contact you.

Additional information 10/14/03 5:36 PM Gerald Swayne

This customer called back into the service dept today stating that the car is back to doing the same thing as before the control unit was reprogrammed, so at this point it appears that both egs units that were reprogrammed are still having problems.

please let me know what we can do as soon as possible.

thank you jerry swayne svc mgr.

Additional information 9/30/03 10:02 AM George Barlow

Please call hotline with fluid level/cond, and trans serial #

#### New Additional Information

---

#### Assigned report

3225969 GM5 Delayed Engagement

---

#### Vehicle return

From	To	Date
Frank Z Imports		
Tech. Office ref. case	Keep defective part	
No	No	

---

#### Internal note

#### New internal note

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**Case no.**  
3181977

**Subject**  
GM5 : delay in drive

**Status date**  
11/5/03

**Status**  
Recommendation  
approved

**Date created**  
9/29/03

**Dealer**  
004251, Peter Pan BMW

**Reporter**  
Steve Bainbridge

**Phone no / Availability (from/to)**  
850 333 0483

**VIN no. (last 7 digits)**  
PL10013

**Vehicle identification no.**  
WBABD53484PL10013

**E series**  
E46

**Engine**  
M54

**Production date**  
3/8/03

**Gearbox**  
AUT

**Model**  
330CI

**First registration**  
4/7/03

**Country/version**  
USA

**Body**  
COUPE

**Steering**  
LL

**Mileage**  
4663 mls

**Workshop visits**  
1

**Fault**

**Fault location**  
Drive train, Transmission standard,  
Automatic transmission

**Nature of fault**  
Operates incorrectly

**Condition**  
Gear/driving position, When shifting  
gears/driving positions, In D

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

**Defect Code**

**Defect text**

**Module**

**Area**  
Powertrain

**Fault code**

**Measure performed**

**Measure no.**

**Subject**

**Customer complaint (In customer's own words)**

delay in drive

---

**Workshop fault description and presumed cause**

trs is delayed in drive at cold condition  
soft 8630 - oil level and condition OK

---

**Work performed**  
called the hotline

---

**Work performed effective**  
Yes

**Tester diagnosis performed**  
Yes

**Urgency**  
Info only

---

**Released Measure**

Measure no.	Subject
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---

**Previous recommendations/queries/ additional information**

Additional information 1/16/04 3:52 PM Damien Forster  
Input shaft changed on Jan 13th

Recommendation 11/5/03 5:16 PM Yves Lauber  
Vehicle back (5.908 miles)  
> change the oil

Additional information 10/8/03 6:57 PM Damien Forster  
EGS reprogrammed to 863D

Additional information 9/29/03 2:03 PM Damien Forster  
I will reprogram the EGS on October 6th, 2003 with the new soft TEIC863D

**New Additional information**

---

**Assigned report**

3225989 GM5 Delayed Engagement

---

**Vehicle return**

From	To	Date
Peter Pan BMW		
<b>Tech. Office ref. case</b>	<b>Keep defective part</b>	
No	No	

---

**Internal note**

New internal note

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**Case no.**  
3172953

**Subject**  
GM5 : Delayed D

**Status date**  
9/26/03

**Status**  
Recommendation approved

**Date created**  
9/26/03

**Dealer**  
010692, Frank Z Imports

**Reporter**  
Jeff

**Phone no / Availability  
(from/to)**  
937 890-5323

**VIN no. (last 7 digits)**  
PL24238

**Vehicle identification no.**  
WBABW33454PL24238

**E series**  
E46

**Engine**  
M54

**Production date**  
3/25/03

**Gearbox**  
AUT

**Model**  
325Ci

**First registration**  
5/22/03

**Country version**  
USA

**Body**  
CABRIO

**Steering**  
LL

**Mileage**  
4589 mls

**Workshop visits**  
1

**Fault**

**Fault location**  
Drive train, Transmission standard,  
Automatic transmission

**Nature of fault**  
Operates incorrectly,  
Operation

**Condition**  
Stopped

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

**Defect Code**

**Defect text**

**Module**

**Area**  
Powertrain

**Fault code**

**Measure performed**

**Measure no.**                      **Subject**

**Customer complaint (In customer's own words)**  
Delayed D



**Workshop fault description and presumed cause**

When cold only

**Work performed**

Called HL

**Work performed effective**

Yes

**Tester diagnosis performed**

Yes

**Urgency**

Info only

**Released Measure**

Measure no.

Subject

**Previous recommendations/queries/ additional information**

Recommendation 9/28/03 5:17 PM Yves Lauber

Send EGS for reprogramming

**New Additional Information****Assigned report****Vehicle return**

From

Frank Z Imports

To

Date

Tech. Office ref. case

No


Keep defective part

No

**Internal note****New Internal note**

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<b>Case no.</b> 3169963	<b>Subject</b> TRANSMISSION HAS DELAYED ENGAGEMENT	
<b>Status date</b> 9/26/03	<b>Status</b> Recommendation approved	<b>Date created</b> 9/26/03
<b>Dealer</b> 010692, Frank Z Imports	<b>Reporter</b> Gerald Swayne	<b>Phone no / Availability (from/to)</b> 9378905323

<b>VIN no. (last 7 digits)</b> PL24238	<b>Vehicle identification no.</b> WEABW33454PL24238	
<b>E series</b> E46	<b>Engine</b> M54	<b>Production date</b> 3/26/03
<b>Gearbox</b> AUT	<b>Model</b> 325CI	<b>First registration</b> 5/22/03
<b>Country version</b> USA	<b>Body</b> CABRIO	<b>Steering</b> LL
<b>Mileage</b> 4589 mis	<b>Workshop visits</b> 3	

<b>Fault</b>		
<b>Fault location</b> Drive train	<b>Nature of fault</b> Fails to operate	<b>Condition</b> Gear/driving position

**Defect**  
**Main group**  
24 Automatic Transmission  
**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)  
**Location**  
20 Automatic transmission engagement delay (from N or P)

<b>Defect Code</b>	<b>Defect text</b>
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<b>Module</b> 46	<b>Area</b> Powertrain	<b>Fault code</b>
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<b>Measure performed</b>	
<b>Measure no.</b>	<b>Subject</b>

**Customer complaint (in customer's own words)**  
WHEN CAR IS 1ST STARTED COLD CAR WILL NOT MOVE IN FORWARD OR REVERSE GEAR FOR APPROX. 10 TO 15 SECONDS

Workshop fault description and presumed cause  
NO CODES AND COULD NOT DUPLICATE

Work performed  
CHECK FOR CODES  
NONE STORED

Work performed effective: No      Tester diagnose performed: Yes  
Urgency  
Reply requested

Released Measure  
Measure no.                      Subject

Previous recommendations/queries/ additional information

Additional information 11/4/03 8:18 AM Todd Gillies  
OK

Additional information 11/3/03 5:04 PM Gerald Swayne  
I spoke with this customer on 10/31/03 and he said he will wait for the new piston to be available versus replacing with the current available trans, yves let me know when you have the repair finalized and we will get this car back in.  
thank you; jerry ewayne

Additional information 10/28/03 4:49 PM George Barlow  
Thank you

Additional information 10/28/03 4:38 PM Gerald Swayne  
customer has called in with complaint of delayed engagement from reverse to drive  
I have spoke with yves  
I have left a message with the customer to call me back

Additional information 10/28/03 8:05 AM Todd Gillies  
Thanks for the update.

Additional information 10/24/03 2:39 PM Gerald Swayne  
we have installed the egs and I have driven the car in reverse and driven it cold. I will give vehicle back to customer and advise him to call me monday as to the status of the trans engagement.

Recommendation 10/15/03 9:57 AM Yves Lauber  
Send the EGS for reprogramming (2nd revision)

Additional information 10/13/03 10:04 AM Brian Sims  
Thanks for all the info. I reported this case to Viodek Olczak.

Additional information 10/13/03 9:14 AM Gerald Swayne  
As per your recommendation I drove the car in reverse several times wednesday afternoon, I parked.

the car overnite and started car thursday morning the trans engaged immediately so we called the customer for pick up. she has contacted the consumer affairs on thursday before she picked up the car inquiring about her lemon law rights. she picked up the car approx 4:00 on thursday 10/8/03 and approx 1 hour later she brought it back for same delayed engagement problem. I could not duplicate the symptom. I put her in a loaner car and friday morning the technician and I started the car and engaged the transmission with no delay problem, I had the customer pick-up the car on friday night and we started the car and the trans had no delayed engagement, she took the car and brought it back on saturday, I started the car this morning and I did not experience a delayed engagement, she no longer wants this vehicle, I will email my reps mike hardy and samy eedrak.

Additional information 10/8/03 11:51 AM George Barlow

Thank you

Additional information 10/8/03 11:33 AM Gerald Swayne

We recieved the egs control unit today and installed in vehicle.

started car and put in drive, the trans engaged but it slipped when accelerating for about 10 feet then the trans fully engaged and the tyres chirped. please call me with what our next step will be. I left a voice mail for yves.

toll free 1-800-890-1633

Recommendation 9/26/03 12:36 PM Todd Gillies

Please call hotline to be put in touch with a GM rep.

#### New Additional Information

#### Assigned report

3225989 GM5 Delayed Engagement

#### Vehicle return


From	To	Date
Frank Z Imports		
Tech. Office ref. case	Keep defective part	
No	No	

#### Internal note

#### New Internal note

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<b>Case no.</b> 3161975	<b>Subject</b> Trans slipping	
<b>Status date</b> 9/25/03	<b>Status</b> Recommendation approved	<b>Date created</b> 9/25/03
<b>Dealer</b> 068500, Park Avenue BMW	<b>Reporter</b> Samuel Gennace	<b>Phone no / Availability (from/to)</b> 201-843-4889 8-4:30

<b>VIN no. (last 7 digits)</b> PL11272	<b>Vehicle identification no.</b> WBABD63444PL11272	
<b>E series</b> E46	<b>Engine</b> M54	<b>Production date</b> 6/11/03
<b>Gearbox</b> AUT	<b>Model</b> 330Ci	<b>First registration</b> 7/22/03
<b>Country version</b> USA	<b>Body</b> COUPE	<b>Steering</b> LL
<b>Mileage</b> 2322 mls	<b>Workshop visits</b> 1	

<b>Fault</b>		
<b>Fault location</b> Drive train	<b>Nature of fault</b> Operates incorrectly	<b>Condition</b> Gear/driving position

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

<b>Defect Code</b>	<b>Defect text</b>	
<b>Module</b>	<b>Area</b> Powertrain	<b>Fault code</b>

<b>Measure performed</b>	
<b>Measure no.</b>	<b>Subject</b>

**Customer complaint (In customer's own words)**  
When sitting overnight trans initially slips when put into drive or reverse then is ok

**Workshop fault description and presumed cause**

trans slips when put in gear after sitting overnight

---

**Work performed**

fluid level and condition ok  
no faults in memory

---

**Work performed effective**

No

**Tester diagnosis performed**

Yes

**Urgency**

Reply requested

---

**Released Measure**

Measure no.

Subject

---

**Previous recommendations/queries/ additional information**

Recommendation 10/2/03 8:59 AM Yves Lauber

Keep the vehicle 2/3 days and test every morning P-R-D.

The pb occurs only when the vehicle is cold, first engagement.

Note that it is normal to have a slight delay engagement (1 sec. max) due to the information circulation. But it shouldn't slip.

Additional information 9/30/03 1:44 PM Samuel Gennace

Customer that problem still exists

I will schedule an appointment to verify

Recommendation 9/26/03 9:24 AM Yves Lauber

Will reprogram the EGS today

Additional information 9/25/03 7:38 PM Damien Forster

Yves will contact the tech. this friday

Recommendation 9/25/03 12:31 PM Todd Gillies

Please contact hotline so we can forward you over to a GM rep. they are aware of this condition.

**New Additional Information****Assigned report****Vehicle return**

From

To

Date

Park Avenue BMW

Tech. Office ref. case

Keep defective part

No

No

---

Internal note

New Internal note

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**Case no.**  
3153118

**Subject**  
GM5 : delay in drive

**Status date**  
9/24/03

**Status**  
In process by tech.  
Office

**Date created**  
9/24/03

**Dealer**  
004181, Continental Motors

**Reporter**  
Roy and Brian techline

**Phone no / Availability (from/to)**  
760 722-1868

**VIN no. (last 7 digits)**  
PL40309

**Vehicle identification no.**  
WBABW53404PL40309

**E series**  
E46

**Engine**  
M54

**Production date**  
3/28/03

**Gearbox**  
AUT

**Model**  
330CI

**First registration**  
5/8/03

**Country version**  
USA

**Body**  
CABRIO

**Steering**  
LL

**Mileage**  
7725 mis

**Workshop visits**  
2

**Fault**

**Fault location**  
Drive train, Transmission standard,  
Automatic transmission

**Nature of fault**  
Operates incorrectly

**Condition**  
Gear/driving position, When shifting  
gears/driving positions, In D

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

**Defect Code**

**Defect text**

**Module**

**Area**  
Powertrain

**Fault code**

**Measure performed**

**Measure no.**

**Subject**

**Customer complaint (In customer's own words)**



trs is delayed

---

**Workshop fault description and presumed cause**

trs delay in drive - the trs was changed for the same complaint at 6156 miles : CN# 2868974  
oil level OK

---

**Work performed**  
called the hotline

---

**Work performed effective**  
Yes

**Tester diagnosis performed**  
Yes

**Urgency**  
Info only

---

**Released Measure**

Measure no.	Subject
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---

**Previous recommendations/queries/ additional information**

Additional information 11/12/03 11:43 AM Damien Forster  
Nov 11th I went to the dealer > car not available (Vlodeck know about the issue)

Additional information 10/20/03 4:38 PM Damien Forster  
as of today car OK with calibration 86D2

Additional information 10/15/03 3:22 PM Damien Forster  
EGS reprogrammed with "863D second issue"

Additional information 10/13/03 6:08 PM Damien Forster  
trs serial number 846138 ZU - tech and FSE are trying to duplicate the problem Tuesday 14th of  
October morning

Additional information 10/8/03 2:07 PM Damien Forster  
customer still complaining : car will be a dealership for verification

Additional information 9/29/03 11:58 AM Damien Forster  
I will reprogram the EGS on Thursday October 2nd, 2003

Additional information 9/24/03 12:50 PM Damien Forster  
tech is sending me the EGS

**New Additional Information**

---

**Assigned report**

---

**Vehicle return**

From	To	Date
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<http://dcswwebprod1:57001/puma/case/get.do?oid=3153118&linkSearch=-1>

3/19/2004

Continental Motors

Tech. Office ref. case  
No

Keep defective part  
No

---


Internal note

New Internal note

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<b>Case no.</b> 3127000	<b>Subject</b> GM5 : delay in drive	
<b>Status date</b> 9/19/03	<b>Status</b> In process by tech. Office	<b>Date created</b> 9/19/03
<b>Dealer</b> 052800, Karl Knauz Motors, Inc.	<b>Reporter</b> Mike Bohlman	<b>Phone no / Availability (from/to)</b> 847 604-5000

<b>VIN no. (last 7 digits)</b> PL40245	<b>Vehicle identification no.</b> WBABW53404PL40245	
<b>E series</b> E46	<b>Engine</b> M54	<b>Production date</b> 3/24/03
<b>Gearbox</b> AUT	<b>Model</b> 330CI	<b>First registration</b> 5/10/03
<b>Country version</b> USA	<b>Body</b> CABRIO	<b>Steering</b> LL
<b>Mileage</b> 6468 mis	<b>Workshop visits</b> 1	

**Fault**

<b>Fault location</b> Drive train, Transmission standard, Automatic transmission	<b>Nature of fault</b> Operates incorrectly	<b>Condition</b> Gear/driving position, When shifting gear/driving positions, In D
--	--	--

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

<b>Defect Code</b>	<b>Defect text</b>	
<b>Module</b>	<b>Area</b> Powertrain	<b>Fault code</b>

**Measure performed**

<b>Measure no.</b>	<b>Subject</b>
--------------------	----------------

**Customer complaint (in customer's own words)**

delay in drive

---

**Workshop fault description and presumed cause**

delay in drive at cold condition  
oil level and condition OK  
soft 8630

---

**Work performed**

called the hotline

---

**Work performed effective**

Yes

**Tester diagnosis performed**

Yes

**Urgency**

Info only

---

**Released Measure**

**Measure no.**

**Subject**

---

**Previous recommendations/queries/ additional information**

Additional information 10/27/03 3:26 PM Damien Forster

Still "slippage" for 15-20 sec and then bang into gear first time in the morning > customer unhappy  
>> change the complete trs

Additional information 10/8/03 3:32 PM Damien Forster

EGS reprogrammed today and sent back with soft 863D

Additional information 9/30/03 6:06 PM Damien Forster

Tech. need to send me the EGS for reprogramming

Additional information 9/19/03 2:42 PM Damien Forster

wait for GMS more investigation

**New Additional Information**

---

**Assigned report**

---

**Vehicle return**

**From**

Karl Knauz Motors, Inc.

**To**

**Date**

**Tech. Office ref. case**

No

**Keep defective part**

No

---


**Internal note**

New Internal note

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<b>Case no.</b> 3110989	<b>Subject</b> GM5 : delay in drive	
<b>Status date</b> 9/18/03	<b>Status</b> In process by tech. Office	<b>Date created</b> 9/18/03
<b>Dealer</b> 026776, Thompson BMW	<b>Reporter</b> Ryan	<b>Phone no / Availability (from/to)</b> 216 340-3900

<b>VIN no. (last 7 digits)</b> PL42258	<b>Vehicle identification no.</b> WBABW53444PL42256	
<b>E series</b> E46	<b>Engine</b> M54	<b>Production date</b> 7/18/03
<b>Gearbox</b> AUT	<b>Model</b> 330CI	<b>First registration</b> 8/12/03
<b>Country version</b> USA	<b>Body</b> CABRIO	<b>Steering</b> LL
<b>Mileage</b> 1670 mis	<b>Workshop visits</b> 1	

<b>Fault</b>		
<b>Fault location</b> Drive train, Transmission standard, Automatic transmission	<b>Nature of fault</b> Operates incorrectly	<b>Condition</b> Gear/driving position, When shifting gears/driving positions, In D

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

<b>Defect Code</b>	<b>Defect text</b>	
<b>Module</b>	<b>Area</b> Powertrain	<b>Fault code</b>

<b>Measure performed</b>	
<b>Measure no.</b>	<b>Subject</b>

**Customer complaint (in customer's own words)**

trs delayed in drive

---

**Workshop fault description and presumed cause**

delay in drive first time in the morning when it cold - delay in drive after a reverse (5 secs) at 35F  
oil level and condition OK - soft 8630

---

**Work performed**

called the hotline

---

**Work performed effective**

Yes

**Tester diagnosis performed**

Yes

**Urgency**

Info only

---

**Released Measure**

Measure no.

Subject

---

**Previous recommendations/queries/ additional information**

Additional information 9/18/03 11:40 AM Damien Forster  
wait for GMS further investigation

---

**New Additional information**

---

**Assigned report**

---

**Vehicle return**

From

Thompson BMW

To

Keep defective part

Date

Tech. Office ref. case

No

No

---

**Internal note**

**New internal note**

---

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**Case no.**  
3104003

**Subject**  
GM5 : Delay in drive

**Status date**  
9/29/03

**Status**  
Recommendation  
approved

**Date created**  
9/17/03

**Dealer**  
022817, Towson Automotive, Inc.

**Reporter**  
Terry

**Phone no / Availability (from/to)**  
571 233 1904

**VIN no. (last 7 digits)**  
PL00741

**Vehicle identification no.**  
WBABD33474PL00741

**E series**  
E46

**Engine**  
M54

**Production date**  
5/2/03

**Gearbox**  
AUT

**Model**  
325Ci

**First registration**  
7/11/03

**Country version**  
USA

**Body**  
COUPE

**Steering**  
LL

**Mileage**  
8681 mls

**Workshop visits**  
1

**Fault**

**Fault location**  
Drive train, Transmission standard,  
Automatic transmission

**Nature of fault**  
Operates incorrectly

**Condition**  
Gear/driving position, When shifting  
gears/driving positions, In D

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

**Defect Code**

**Defect text**

**Module**

**Area**  
Powertrain

**Fault code**

**Measure performed**

**Measure no.**

**Subject**

**Customer complaint (In customer's own words)**



tr delayed in drive

---

**Workshop fault description and presumed cause**

Delay in drive after a reverse at cold condition : delay 2-3 sec - 55F in the morning  
oil condition and level is OK

---

**Work performed**  
called the hotline

---

**Work performed effective**

Yes

**Tester diagnosis performed**

Yes

**Urgency**

Info only

---

**Released Measure**

**Measure no.**

**Subject**

---

**Previous recommendations/queries/ additional information**

Recommendation 10/20/03 2:19 PM Yves Lauber

Vehicle back for the exact same complaint > Change the transmission

Recommendation 9/29/03 1:31 PM Yves Lauber

Send EGS for reprogramming

Additional information 9/17/03 2:46 PM Damien Forster

Tech. need to wait for GMS further investigation

**New Additional Information**

---

**Assigned report**

---

**Vehicle return**

**From**

Towson Automotive, Inc.

**To**

**Date**

**Tech. Office ref. case**

No

**Keep defective part**

No

---

**Internal note**

**New Internal note**

---

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**Case no.**  
3083001

**Subject**  
GM5 : Delay in drive

**Status date**  
9/15/03

**Status**  
In process by tech. Office

**Date created**  
9/15/03

**Dealer**  
098628, Fields BMW

**Reporter**  
Bill

**Phone no / Availability  
(from/to)**  
847 438 6948

**VIN no. (last 7 digits)**  
PL10111

**Vehicle identification no.**  
WBABD53484PL10111

**E series**  
E48

**Engine**  
M54

**Production date**  
3/31/03

**Gearbox**  
AUT

**Model**  
330CI

**First registration**  
5/3/03

**Country version**  
USA

**Body**  
COUPE

**Steering**  
LL

**Mileage**  
6786 mls

**Workshop visits**  
1

**Fault**

**Fault location**  
Drive train, Transmission standard,  
Automatic transmission

**Nature of fault**  
Operates incorrectly

**Condition**  
While driving

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

**Defect Code**

**Defect text**

**Module**

**Area**  
Powertrain

**Fault code**

**Measure performed**

**Measure no.**

**Subject**

**Customer complaint (in customer's own words)**

trs is delayed

**Workshop fault description and presumed cause**

delay in drive first time in the morning  
no fault and oil condition is OK

**Work performed**

called the hotline

**Work performed effective**

Yes

**Tester diagnosis performed**

Yes

**Urgency**

Info only

**Released Measure**

Measure no.

Subject

**Previous recommendations/queries/ additional information**

Additional information 10/14/03 3:09 PM Damien Forster  
TRS changed car OK > as of today the trs was sent back to Montvale a week ago

Additional information 9/30/03 7:13 PM Damien Forster  
Same complaint after driving the car for 45 minutes > change the complete trs

Additional information 9/29/03 1:24 PM Damien Forster  
to much calls. at 00 value. Technicien need to drive the car more and re-print the adapts tomorrow.

Additional information 9/29/03 12:30 PM Damien Forster  
car is not OK according to the technicien this morning. Customer is still complaining about a "elips in drive after lacing up when the car is cold".

Check the adapation values.

Additional information 9/25/03 3:04 PM Damien Forster  
EGS reprogrammed by Damien on September the 25th.

Additional information 9/15/03 11:56 AM Damien Forster  
wait for GMS more investigation

**New Additional Information****Assigned report****Vehicle return**

From

To

Date

Fields BMW

Tech. Office ref. case

Keep defective part

<http://dcswwebprod1:57001/puma/case/get.do?oid=3083001&lnkSearch=-1>

3/19/2004

No

No

---

**Internal note**

**New internal note**

---

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**Case no.**  
3082981

**Subject**  
GM5 : delay in drive

**Status date**  
10/16/03

**Status**  
Recommendation  
approved

**Date created**  
9/15/03

**Dealer**  
048900, Dick Horrigan BMW

**Reporter**  
John Blutz

**Phone no / Availability**  
(from/to)  
610 7771500

**VIN no. (last 7 digits)**  
PL40050

**Vehicle identification no.**  
WBABW53474PL40050

**E series**  
E46

**Engine**  
M54

**Production date**  
3/11/03

**Gearbox**  
AUT

**Model**  
330CI

**First registration**  
4/14/03

**Country version**  
USA

**Body**  
CABRIO

**Steering**  
LL

**Mileage**  
4099 mls

**Workshop visits**  
1

**Fault**

**Fault location**  
Drive train, Transmission standard,  
Automatic transmission

**Nature of fault**  
Fails to operate

**Condition**  
While driving

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

**Defect Code**

**Defect text**

**Module**

**Area**  
Powertrain

**Fault code**

**Measure performed**

**Measure no.**

**Subject**

**Customer complaint (In customer's own words)**

tr is delayed in drive

---

**Workshop fault description and presumed cause**

tr is delayed in drive after reverse first time in the morning

---

**Work performed**

called the hotline

---

**Work performed effective**

Yes

**Tester diagnosis performed**

Yes

**Urgency**

Info only

---

**Released Measure**

Measure no.

Subject

---

**Previous recommendations/queries/ additional information**

Recommendation 10/16/03 4:25 PM Yves Lauber

EGS reprogrammed > OK for 10 days, but now the problem is here again.

Customer doesn't want to hear about reprogramming anymore (buy-back situation).

> Change the transmission

Additional Information 9/15/03 11:25 AM Damien Forster

Tech. need to wait until end of the week

**New Additional information**

---

**Assigned report**

---

**Vehicle return**

From

Dick Horrigan BMW

To

Date

Tech. Office ref. case

No

Keep defective part

No

---

**Internal note**

**New Internal note**

---

**Case no.**  
3082978

**Status date**  
9/15/03

**Dealer**  
086499, Jim Brown C., Inc.

**Subject**  
GM5 : delay in reverse

**Status**  
In process by tech. Office

**Date created**  
9/15/03

**Reporter**  
Eric Parker

**Phone no / Availability  
(from/to)**  
440 205 6418

**VIN no. (last 7 digits)**  
PL40342

**E series**  
E46

**Gearbox**  
AUT

**Country version**  
USA

**Mileage**  
6169 mls

**Vehicle identification no.**  
WBABW53494PL40342

**Engine**  
M54

**Model**  
330CI

**Body**  
CABRIO

**Workshop visits**  
2

**Production date**  
3/31/03

**First registration**  
5/28/03

**Steering**  
LL

**Fault**

**Fault location**  
Drive train, Transmission standard,  
Automatic transmission

**Nature of fault**  
Operates incorrectly

**Condition**  
While driving

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

**Defect Code**

**Defect text**

**Module**

**Area**  
Powertrain

**Fault code**

**Measure performed**

**Measure no.**

**Subject**

**Customer complaint (in customer's own words)**

trs is delayed in reverse



**Workshop fault description and presumed cause**

Tech changed the TCC sol. according to Bill (tech line) still the same complaints  
oil is fine but delay in reverse first time in the morning  
soft 8630

**Work performed**

called the hotline

**Work performed effective**

Yes

**Tester diagnosis performed**

Yes

**Urgency**

Info only

**Released Measure**

Measure no.

Subject

**Previous recommendations/queries/ additional information**

Additional information 9/15/03 11:12 AM Damien Forster

After changing the TCC sol. same complaint > tech need to change the complete trs (and need to call me back after changing the trs)

**New Additional Information****Assigned report****Vehicle return**

From

Jim Brown C., Inc.

To

Date

Tech. Office ref. case

No

Keep defective part

No

**Internal note****New internal note**

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**Case no.**  
3058038

**Subject**  
GM5 : delay in drive

**Status date**  
9/11/03

**Status**  
In process by tech.  
Office

**Date created**  
9/11/03

**Dealer**  
077922, Fowler Motors, Inc.

**Reporter**  
Jod Todd

**Phone no / Availability (from/to)**  
843 3474271

**VIN no. (last 7 digits)**  
PL00389

**Vehicle identification no.**  
WBABD33484PL00389

**E series**  
E48

**Engine**  
M54

**Production date**  
4/9/03

**Gearbox**  
AUT

**Model**  
325CI

**First registration**  
6/2/03

**Country version**  
USA

**Body**  
COUPE

**Steering**  
LL

**Mileage**  
7527 mis

**Workshop visits**  
1

**Fault**

**Fault location**  
Drive train, Transmission standard,  
Automatic transmission

**Nature of fault**  
Operates incorrectly

**Condition**  
Gear/driving position, When shifting  
gears/driving positions, In D

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

**Defect Code**

**Defect text**

**Module**

**Area**  
Powertrain

**Fault code**

**Measure performed**

**Measure no.**

**Subject**

**Customer complaint (in customer's own words)**

trs is delayed

---

**Workshop fault description and presumed cause**

delay in drive at cold condition : first time in the morning 13 sec, after 2 hours still delay but not so bad

all level fine and condition OK - no fault

---

**Work performed**

called the hotline

---

**Work performed effective**

Yes

**Tester diagnosis performed**

Yes

**Urgency**

Info only

---

**Released Measure**

**Measure no.**

**Subject**

---

**Previous recommendations/queries/ additional information**

Additional information 9/11/03 12:07 PM Damlen Forster  
I told to the tech. to wait : probleme still under investigation.

**New Additional information**

---

**Assigned report**

---

**Vehicle return**

**From**

Fowler Motors, Inc.

**To**

**Date**

**Tech. Office ref. case**

No

**Keep defective part**

No

---

**Internal note**

**New Internal note**

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**Case no.**  
3043979

**Subject**  
GM5 : Delay in drive

**Status date**  
9/9/03

**Status**  
In process by tech. Office

**Date created**  
9/9/03

**Dealer**  
024335, BMW of San Diego

**Reporter**  
Deren Maxwell

**Phone no / Availability (from/to)**  
1858 5606050

**VIN no. (last 7 digits)**  
PL25587

**Vehicle identification no.**  
WBABW33424PL25587

**E series**  
E46

**Engine**  
M54

**Production date**  
5/16/03

**Gearbox**  
AUT

**Model**  
325CI

**First registration**  
6/23/03

**Country version**  
USA

**Body**  
CABRIO

**Steering**  
LL

**Mileage**  
3003 mls

**Workshop visits**  
1

**Fault**

**Fault location**

Drive train, Transmission standard, Automatic transmission

**Nature of fault**

Operates incorrectly

**Condition**

While driving

**Defect**

**Main group**

24 Automatic Transmission

**Subgroup**

00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

**Defect Code**

**Defect text**

**Module**

**Area**

Powertrain

**Fault code**

**Measure performed**

**Measure no.**

**Subject**

**Customer complaint (In customer's own words)**

tre is having a delay

---

**Workshop fault description and presumed cause**  
 delay in drive first time in the morning  
 soft 863D

---

**Work performed**  
 called the hotline

---

**Work performed effective**  
 Yes

**Tester diagnosis performed**  
 Yes

**Urgency**  
 Info only

---

**Released Measure**

Measure no.	Subject
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**Previous recommendations/queries/ additional information**

Additional Information 10/8/03 1:58 PM Damien Forster  
 I just reprogrammed the EGS to 863D > car is OK

Additional Information 9/9/03 2:32 PM Damien Forster  
 Tech. need to wait until GMS decide to change the shaft or reprogram

**New Additional information**

---

**Assigned report**

---

**Vehicle return**

From	To	Date
BMW of San Diego		
<b>Tech. Office ref. case</b>	<b>Keep defective part</b>	
No	No	

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**Internal note**

**New internal note**

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**Case no.**  
3263552

**Subject**  
GM5 : delay in drive

**Status date**  
10/10/03

**Status**  
In process by tech.  
Office

**Date created**  
10/10/03

**Dealer**  
004618, R.L. Niello Company, Inc.

**Reporter**  
Bob Vigus

**Phone no / Availability (from/to)**  
918 486 1011

**VIN no. (last 7 digits)**  
PL24172

**Vehicle identification no.**  
WBABW33414PL24172

**E series**  
E46

**Engine**  
M54

**Production date**  
3/20/03

**Gearbox**  
AUT

**Model**  
325CI

**First registration**  
5/31/03

**Country version**  
USA

**Body**  
CABRIO

**Steering**  
LL

**Mileage**  
5400 mls

**Workshop visits**  
1

**Fault**

**Fault location**  
Drive train, Transmission standard,  
Automatic transmission

**Nature of fault**  
Operates incorrectly

**Condition**  
Gear/driving position, When shifting  
gears/driving positions, In D

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

**Defect Code**

**Defect text**

**Module**

**Area**  
Powertrain

**Fault code**

**Measure performed**

**Measure no.**

**Subject**

**Customer complaint (in customer's own words)**

delay in drive

---

**Workshop fault description and presumed cause**

delay in drive first time in the morning  
oil is OK

---

**Work performed**

called the hotline

---

**Work performed effective**

Yes

**Tester diagnosis performed**

Yes

**Urgency**

Info only

---

**Released Measure**

**Measure no.**

**Subject**

---

**Previous recommendations/queries/ additional information**

Additional information 10/20/03 4:21 PM Damien Forster  
as of today car is OK

Additional information 10/17/03 3:41 PM Damien Forster  
still delay, need to drive again

Additional information 10/13/03 3:34 PM Damien Forster  
EGS reprogrammed Monday October 13th

Additional information 10/10/03 11:25 AM Damien Forster  
technicians will send me the EGS

**New Additional Information**

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**Assigned report**

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**Vehicle return**

**From**

R.L. Nello Company, Inc.

**To**

**Date**

**Tech. Office ref. case**

No

**Keep defective part**

No

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**Internal note**

**New Internal note**

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**Case no.**  
3263975

**Subject**  
GM5 : delay in drive

**Status date**  
10/10/03

**Status**  
In process by tech.  
Office

**Date created**  
10/10/03

**Dealer**  
004637, Robert A. Smith, Inc.

**Reporter**  
Tom BF

**Phone no / Availability (from/to)**  
818 346-3144

**VIN no. (last 7 digits)**  
PL10807

**Vehicle Identification no.**  
WBABD53414PL10807

**E series**  
E46

**Engine**  
M54

**Production date**  
5/10/03

**Gearbox**  
AUT

**Model**  
330CI

**First registration**  
8/16/03

**Country version**  
USA

**Body**  
COUPE

**Steering**  
LL

**Mileage**  
1428 mls

**Workshop visits**  
1

**Fault**

**Fault location**  
Drive train, Transmission standard,  
Automatic transmission

**Nature of fault**  
Operates incorrectly

**Condition**  
Gear/driving position, When shifting  
gears/driving positions, In D

**Defect**

**Main group**  
24 Automatic Transmission

**Subgroup**  
00 Automatic gearbox / ECVT (symptom defect codes)

**Location**

**Defect Code**

**Defect text**

**Module**

**Area**  
Powertrain

**Fault code**

**Measure performed**

**Measure no.**

**Subject**

**Customer complaint (In customer's own words)**

trs delayed in drive

---

**Workshop fault description and presumed cause**  
 delay in drive at cold condition in the morning  
 soft ?

---

**Work performed**  
 called the hotline

---

**Work performed effective**  
 Yes

**Tester diagnosis performed**  
 Yes

**Urgency**  
 Info only

---

**Released Measure**

**Measure no.**

**Subject**

---

**Previous recommendations/queries/ additional information**

Additional information 2/5/04 7:19 PM Damien Forster  
 Shaft and oil changed Feb 04th > car OK

Additional information 11/5/03 4:53 PM Damien Forster  
 New input shaft installed as of Nov 5th and oil will be changed

Additional information 11/4/03 2:09 PM Damien Forster  
 Nov 4th : same complaint : I will do change the input shaft on Wednesday Nov 5th

Additional information 10/13/03 2:53 PM Damien Forster  
 car reprogrammed : there was a soft 8550 for a 325i programmed in the EGS, so I had to update to 86 and then 3D

Additional information 10/10/03 2:36 PM Damien Forster  
 I will reprogram the EGS

**New Additional information**

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**Assigned report**

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**Vehicle return**

**From**

**To**

**Date**

Robert A. Smith, Inc.

**Tech. Office ref. case**

**Keep defective part**

No

No

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Internal note

New internal note

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