

DP04-001

BMW

3/29/04

ATTACHMENT 4

VOLUME III OF III

PART 5 OF 5

Case no.
3844096

Status date
1/23/04

Dealer
004251, Peter Pan BMW

Subject
GM5 : delay in drive

Status
In process by tech. Office

Reporter
Steven Bainbridge

Date created
1/23/04

Phone no / Availability
(from/to)
650 349-9077

VIN no. (last 7 digits)
KM34282

E series
E46

Gearbox
AUT

Country version
USA

Mileage
134 mls

Vehicle identification no.
WBAEV53494KM34282

Engine
M54

Model
330i

Body
LIM

Workshop visits
1

Production date
11/8/03

First registration
12/13/03

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 delayed in drive

Workshop fault description and presumed cause
delay in drive

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 1/23/04 4:21 PM Damien Forster
I will change the shaft or the complete trs

New Additional Information

Assigned report

Vehicle return

From

To

Date

Peter Pan BMW

Tech. Office ref. case

Keep defective part

No

No

Internal note

New Internal note

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Case no.
3828108

Status date
1/21/04

Dealer
021390, Beverly Hills BMW

Subject
GM5 : delay in drive

Status
In process by tech. Office

Reporter
Sean Clemens

Date created
1/21/04

Phone no / Availability
(from/to)
310 864 8622

VIN no. (last 7 digits)
PL27632

E series
E46

Gearbox
AUT

Country version
USA

Mileage
1384 mls

Vehicle identification
no.
WBABW33424PL27632

Engine
M54

Model
325Ci

Body
CABRIO

Workshop visits
1

Production date
10/1/03

First registration
11/22/03

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 delayed

Workshop fault description and presumed cause

delay in drive at cold condition
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 1/23/04 6:28 PM Damien Forster
Input shaft done Jan 22nd (technician will put new oil in tranny)

Additional information 1/21/04 5:20 PM Damien Forster
change the trs or the shaft ?

New Additional Information

Assigned report

Vehicle return

From

To

Date

Beverly Hills BMW

Tech. Office ref. case

Keep defective part

No

No

Internal note

New internal note

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Case no.
3828081**Subject**
GM5 : delay**Status date**
1/21/04**Status**
In process by tech. Office**Date created**
1/21/04**Dealer**
004942, Nick Alexander Imports**Reporter**
Sadowski**Phone no / Availability**
(from/to)
323 583-1901**VIN no. (last 7 digits)**
PL41743**Vehicle identification**
no.
WBABW634X4PL41743**E series**
E46**Engine**
M54**Production date**
8/10/03**Gearbox**
AUT**Model**
330CI**First registration**
8/31/03**Country version**
USA**Body**
CABRIO**Steering**
LL**Mileage**
2845 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)**

delay in drive

Workshop fault description and presumed cause

trs delayed at cold condition

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 1/21/04 5:56 PM Damien Forster
change the complete trs

New Additional information

Assigned report

Vehicle return

From

Nick Alexander Imports

To

Date

Tech. Office ref. case

No

Keep defective part

No

Internal note

New Internal note

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Case no.
3828080

Status date
1/21/04

Dealer
075248, Assael Automotive Inc.

Subject
GM5 : delay i ndrive

Status
In process by tech. Office

Reporter
Tony

Date created
1/21/04

Phone no / Availability
(from/to)
1626 3584269

VIN no. (last 7 digits)
KM34253

Vehicle Identification
no.
WBAEV53424KM34253

E series
E46

Engine
M54

Production date
11/5/03

Gearbox
AUT

Model
330i

First registration
12/30/03

Country version
USA

Body
LIM

Steering
LL

Mileage
1145 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)

tr delayed in drive

Workshop fault description and presumed cause
delay in drive at cold condition

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 1/23/04 8:25 PM Damien Forster
Input shaft done Jan 22nd (technician will put new oil in tranny)

Additional information 1/21/04 5:48 PM Damien Forster
I will change the input shaft Jan 22nd

New Additional information

Assigned report

Vehicle return

From
Assael Automotive Inc.

To

Date

Tech. Office ref. case
No

Keep defective part
No

Internal note

New internal note

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Case no.
3827201**Subject**
GM5 : delay in drive**Status date**
1/21/04**Status**
In process by tech.
Office**Date created**
1/21/04**Dealer**
004355, Center BMW**Reporter**
David Keirstead**Phone no / Availability (from/to)**
818 9079995**VIN no. (last 7 digits)**
PL43798**Vehicle identification no.**
WBABW53414PL43798**E series**
E46**Engine**
M54**Production date**
10/21/03**Gearbox**
AUT**Model**
330Ci**First registration**
12/4/03**Country version**
USA**Body**
CABRIO**Steering**
LL**Mileage**
1851 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

Workshop fault description and presumed cause
delay in drive at cold condition

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 3/5/04 3:20 PM Damien Forster
Customer still complaining but for me (INPA saving) there is no delay !!!
Technicien will change the trs.

Additional information 1/23/04 8:26 PM Damien Forster
Input shaft done Jan 22nd (technicien will put new oil in tranny)

Additional information 1/21/04 1:49 PM Damien Forster
I will do the repair Jan 22nd

New Additional Information

Assigned report

Vehicle return

From

To

Date

Center BMW

Tech. Office ref. case

Keep defective part

No

No

Internal note

New Internal note

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Case no.
3827162**Status date**
1/21/04**Dealer**
024335, BMW of San Diego**Subject**
GM5 : delay in drive**Status**
In process by tech.
Office**Date created**
1/21/04**Reporter**
Raece**Phone no / Availability (from/to)**
1858 5605050**VIN no. (last 7 digits)**
KR28080**Vehicle Identification no.**
WBAEV33474KR28080**E series**
E46**Engine**
M54**Production date**
11/8/03**Gearbox**
AUT**Model**
325i**First registration**
12/20/03**Country version**
USA**Body**
LIM**Steering**
LL**Mileage**
652 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

oil is OK - 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 1/21/04 1:12 PM Damien Forster
change the complete trs (brand new car)

New Additional Information

Assigned report

Vehicle return

From

BMW of San Diego

To

Date

Tech. Office ref. case

No

Keep defective part

No

Internal note**New Internal note**

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Case no.
3827093**Subject**
GM5 : delay in drive**Status date**
1/21/04**Status**
In process by tech.
Office**Date created**
1/21/04**Dealer**
020288, Century West LLC**Reporter**
Joe Turnipseed**Phone no / Availability (from/to)**
818 505-7400**VIN no. (last 7 digits)**
PL10602**Vehicle identification no.**
WBABD53454PL10602**E series**
E46**Engine**
M54**Production date**
4/25/03**Gearbox**
AUT**Model**
330CI**First registration**
6/27/03**Country version**
USA**Body**
COUPE**Steering**
LL**Mileage**
4668 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

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 1/23/04 6:22 PM Damien Forster

Shaft done Jan 22nd (technician will put new oil in tranny)

Additional information 1/21/04 3:26 PM Damien Forster

I will change the input shaft

New Additional information

Assigned report

Vehicle return

From

Century West LLC

To

Date

Tech. Office ref. case

No

Keep defective part

No

Internal note

New internal note

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Case no.
3827075**Status date**
1/21/04**Dealer**
077986, Cutter BMW**Subject**
GM5 : delay in drive**Status**
In process by tech.
Office**Date created**
1/21/04**Reporter**
Graig x3304**Phone no / Availability (from/to)**
805 682-2000**VIN no. (last 7 digits)**
PL10727**Vehicle identification no.**
WBABD53434PL10727**E series**
E46**Engine**
M54**Production date**
5/7/03**Gearbox**
AUT**Model**
330CI**First registration**
6/28/03**Country version**
USA**Body**
COUPE**Steering**
LL**Mileage**
5500 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

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 2/12/04 7:10 PM Damien Forster

I will do the repair Thursday 19th

Additional information 1/21/04 1:21 PM Damien Forster

change the tra

New Additional information

Assigned report

Vehicle return

From

Cutter BMW

To

Date

Tech. Office ref. case

No

Keep defective part

No

Internal note

New Internal note

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Case no.

3801399

Subject

GM5 : delay in drive

Status date

1/16/04

Status

In process by tech. Office

Date created

1/16/04

Dealer

075249, Asael Automotive Inc.

Reporter

Tonny

Phone no / Availability

(from/to)

800 202 9205

VIN no. (last 7 digits)

PL43739

Vehicle Identification

no.

WBABW53474PL43739

E series

E46

Engine

M54

Production date

10/18/03

Gearbox

AUT

Model

330CI

First registration

12/14/03

Country version

USA

Body

CABRIO

Steering

LL

Mileage

2644 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)**

tra delayed

Workshop fault description and presumed cause
delay in drive at cold condition

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 1/23/04 6:24 PM Damien Forster
Input shaft done Jan 22nd (technician will put new oil in tranny)

Additional information 1/16/04 5:10 PM Damien Forster
I will change the input shaft

New Additional information

Assigned report

Vehicle return

From

Assael Automotive Inc.

To

Date

Tech. Office ref. case

No

Keep defective part

No

Internal note

New Internal note

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Case no.
3801396

Status date
1/16/04

Dealer
010731, East Bay Automotive Company

Subject
GM5 : delay in drive

Status
In process by tech. Office

Reporter
Willy

Date created
1/16/04

Phone no / Availability
(from/to)
925 525 3476

VIN no. (last 7 digits)
KM34287

Vehicle identification no.
WBAEV53484KM34287

E series
E46

Engine
M54

Production date
11/8/03

Gearbox
AUT

Model
330i

First registration
12/15/03

Country version
USA

Body
LIM

Steering
LL

Mileage
1212 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 delayed

Workshop fault description and presumed cause
delay in drive

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 1/16/04 4:47 PM Damien Forster

New input shaft installed Jan 14th > car OK

New Additional information

Assigned report

3225989 GM5 Delayed Engagement

Vehicle return

From

East Bay Automotive Company

To

Date

Tech. Office ref. case

No

Keep defective part

No

Internal note

New Internal note

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Case no.
3801269

Status date
1/16/04

Dealer
010731, East Bay Automotive Company

Subject
GM5 : delay in drive

Status
In process by tech. Office

Reporter
Bill Beller

Date created
1/16/04
Phone no / Availability
(from/to)
925 463.2565

VIN no. (last 7 digits)
KM33409

Vehicle identification
no.
WBAEV53424KM33409

E series
E46

Engine
M54

Production date
9/25/03

Gearbox
AUT

Model
330i

First registration
11/28/03

Country version
USA

Body
LIM

Steering
LL

Mileage
1544 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 delayed

Workshop fault description and presumed cause
delay in drive at cold condition

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 1/16/04 4:51 PM Damien Forster
Input shaft changed on Jan 14th

New Additional Information

Assigned report

Vehicle return

From
East Bay Automotive Company

To

Date

Tech. Office ref. case
No

Keep defective part
No

Internal note

New internal note

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Case no.
3924074**Status date**
2/5/04**Dealer**
076731, Shelly Eurocars, Inc.**Subject**
GM5 : delay in drive**Status**
In process by tech. Office**Date created**
2/5/04**Reporter**
Glenn Pestana**Phone no / Availability**
(from/to)
808 5971225**VIN no. (last 7 digits)**
PL41194**Vehicle Identification no.**
WBABW53434PL41194**E series**
E46**Engine**
M54**Production date**
5/10/03**Gearbox**
AUT**Model**
330CI**First registration**
10/29/03**Country version**
USA**Body**
CABRIO**Steering**
LL**Mileage**
2251 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 delayed

Workshop fault description and presumed cause

delay in drive at cold condition
oil is OK and no fault stored in EGS

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 2/23/04 5:32 PM Glenn Pestana

Replaced trans 2/13/04, R.O. #98463

Additional Information 2/5/04 12:11 PM Damien Forster

change the complete trs

New Additional Information

Assigned report

Vehicle return

From

Shelly Eurocars, Inc.

To

Date

Tech. Office ref. case

No

Keep defective part

No

Internal note**New Internal note**

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Case no.
3931094

Status date
2/6/04

Dealer
076837, Pacific BMW

Subject
GM5 : delay in drive

Status
In process by tech. Office

Reporter
Daniel (service writer)

Date created
2/6/04

Phone no / Availability
(from/to)
818 552 4725

VIN no. (last 7 digits)
PL24860

E series
E46

Gearbox
AUT

Country version
USA

Mileage
15282 mls

Vehicle Identification
no.
WBABW33404PL24860

Engine
M54

Model
325CI

Body
CABRIO

Workshop visits
1

Production date
4/14/03

First registration
6/19/03

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)

trc delayed

Workshop fault description and presumed cause
delay in drive at cold condition

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 2/20/04 3:11 PM Damien Forster
change the complete trc

Additional information 2/8/04 2:41 PM Damien Forster
I will change the input shaft by end of February

New Additional Information

Assigned report

Vehicle return

From

To

Date

Pacific BMW

Tech. Office ref. case

Keep defective part

No

No

Internal note

New internal note

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Case no.
4158056

Status date
3/15/04

Dealer
004251, Peter Pan BMW

Subject
GM5 : delay in drive

Status
In process by tech. Office

Reporter
Steven Bainbridge

Date created
3/15/04

Phone no / Availability
(from/to)
650 349-9077

VIN no. (last 7 digits)
KM34388

Vehicle identification
no.
WBAEV53434KM34388

E series
E46

Engine
M54

Production date
11/10/03

Gearbox
AUT

Model
330i

First registration

Country version
USA

Body
LIM

Steering
LL

Mileage
1813 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 delayed

Workshop fault description and presumed cause
delay in drive at cold condition

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 3/15/04 7:07 PM Damlen Forster
change the trs

New Additional Information

Assigned report

Vehicle return

From
Peter Pan BMW

To

Date

Tech. Office ref. case
No

Keep defective part
No

Internal note

New internal note

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Case no.
4157079

Status date
3/15/04

Dealer
075249, Asael Automotive Inc.

Subject
GM5 : delay in drive

Status
In process by tech. Office

Reporter
Tony Larson

Date created
3/15/04

Phone no / Availability
(from/to)
1626 3584269

VIN no. (last 7 digits)
PL27794

Vehicle Identification
no.
WBABW33464PL27794

E series
E48

Engine
M54

Production date
10/9/03

Gearbox
AUT

Model
325CI

First registration
12/8/03

Country version
USA

Body
CABRIO

Steering
LL

Mileage
2277 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)

ts delayed

Workshop fault description and presumed cause
delay in drive at cold condition

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 3/15/04 3:03 PM Damien Forster

I will change the shaft March 17th

New Additional Information

Assigned report

Vehicle return

From

Assael Automotive Inc.

To

Date

Tech. Office ref. case

No

Keep defective part

No

Internal note

New Internal note

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Case no.
4156101**Status date**
3/15/04**Dealer**
020648, United BMW**Subject**
GM5 : malfunction**Status**
In process by tech. Office**Reporter**
Bob**Date created**
3/15/04**Phone no / Availability**
(from/to)
878 878 1617**VIN no. (last 7 digits)**
PL28493**Vehicle identification**
no.
WBABW33484PL28493**E series**
E46**Engine**
M54**Production date**
11/5/03**Gearbox**
AUT**Model**
325Ci**First registration**
12/9/03**Country version**
USA**Body**
CABRIO**Steering**
LL**Mileage**
2855 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)**

tra light ON

Workshop fault description and presumed cause

FC035 - gear error 3 stored in EGS

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 3/15/04 5:40 PM Damien Forster

Because of the transmission serial number, (delay in drive) we will change the complete tra

New Additional information

Assigned report

Vehicle return

From

United BMW

To

Date

Tech. Office ref. case

No

Keep defective part

No

Internal note

New Internal note

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Case no.
4156097

Status date
3/15/04

Dealer
076886, BMW of Riverside

Subject
GM5 : delay in drive

Status
In process by tech. Office

Reporter
Glen Bishop

Date created
3/15/04

Phone no / Availability
(from/to)
1909 786-4444

VIN no. (last 7 digits)
KM33886

Vehicle Identification
no.
WBAEV53464KM33886

E series
E46

Engine
M54

Production date
10/8/03

Gearbox
AUT

Model
330i

First registration
2/18/04

Country version
USA

Body
LIM

Steering
LL

Mileage
1947 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 delayed

Workshop fault description and presumed cause
delay in drive

Work performed
there is no transmission available
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 3/15/04 4:58 PM Damien Forster

I will change the shaft March 17th

New Additional Information

Assigned report

Vehicle return

From

BMW of Riverside

To

Date

Tech. Office ref. case

No

Keep defective part

No

Internal note

New Internal note

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Case no.
4146104**Status date**
3/12/04**Dealer**
021851, Tom Williams Imports**Subject**
GM5 : delay in drive**Status**
In process by tech. Office**Reporter**
Josh**Date created**
3/12/04**Phone no / Availability
(from/to)**
1205 12529512**VIN no. (last 7 digits)**
PL26477**Vehicle Identification
no.**
WBABW33404PL26477**E series**
E48**Engine**
M54**Production date**
7/9/03**Gearbox**
AUT**Model**
325CI**First registration**
8/16/03**Country version**
USA**Body**
CABRIO**Steering**
LL**Mileage**
7134 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 delayed in drive

Workshop fault description and presumed cause

delay in drive - 10 secs

trs has already been changed Feb 12th > still delay

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 3/12/04 12:42 PM Damien Forster

Technician need to change teh transmission again and he will give me the serial number

New Additional Information

Assigned report

Vehicle return

From

Tom Williams Imports

To

Date

Tech. Office ref. case

No

Keep defective part

No

Internal note**New Internal note**

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Case no.
4137155**Status date**
3/11/04**Dealer**
022225, BMW NA Workshop West**Subject**
GM5 : delay in drive**Status**
In process by tech. Office**Reporter**
Sandra**Date created**
3/11/04**Phone no / Availability**
(from/to)
805 271-7371**VIN no. (last 7 digits)**
KR27884**Vehicle Identification**
no.
WBAEV33494KR27884**E series**
E46**Engine**
M54**Production date**
11/10/03**Gearbox**
AUT**Model**
325i**First registration**
1/19/04**Country version**
USA**Body**
LIM**Steering**
LL**Mileage**
1043 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)**

tra delayed

Workshop fault description and presumed cause
delay in drive at cold condition

Work performed
called Damlen

Work performed effective
Yes

Tester diagnosis performed
Yes

Urgency
Info only

Released Measure
Measure no.

Subject

Previous recommendations/queries/ additional information
Additional information 3/11/04 6:29 PM: Damlen Forster
I changed the Input shaft in the tranny > car OK

New Additional information

Assigned report

Vehicle return

From
BMW NA Workshop West

To

Date

Tech. Office ref. case
No

Keep defective part
No

Internal note

New internal note

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Case no.
4136144**Status date**
3/11/04**Dealer**
019100, Capital Cities Imported Cars**Subject**
GM5 : malfunction**Status**
In process by tech. Office**Reporter**
Jo**Date created**
3/11/04**Phone no / Availability**
(from/to)
518 4633141**VIN no. (last 7 digits)**
PR07013**Vehicle identification**
no.
WBAEU33404PR07013**E series**
E46**Engine**
M54**Production date**
10/30/03**Gearbox**
AUT**Model**
325XI**First registration**
12/17/03**Country version**
USA**Body**
LIM**Steering**
LL**Mileage**
2777 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-delayed

Workshop fault description and presumed cause
delay in drive at cold condition - 10secs

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 3/11/04 4:24 PM Damien Forster
change the trs

New Additional Information

Assigned report

Vehicle return

From
Capital Cities Imported Cars
Tech. Office ref. case
No

To
Date
Keep defective part
No

Internal note

New internal note

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Case no.
4136131**Status date**
3/11/04**Dealer**
076837, Pacific BMW**Subject**
GM5 : delay in drive**Status**
In process by tech. Office**Reporter**
Jacob**Date created**
3/11/04**Phone no / Availability**
(from/to)
818 489 8902**VIN no. (last 7 digits)**
PL27684**E series**
E46**Gearbox**
AUT**Country version**
USA**Mileage**
3798 mls**Vehicle identification**
no.
WBABW334X4PL27684**Engine**
M54**Model**
325CI**Body**
CABRIO**Workshop visits**
1**Production date**
10/4/03**First registration**
11/15/03**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 delay in drive

Workshop fault description and presumed cause
delayed in drive at cold condition

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 3/11/04 2:20 PM Damien Forster
change the trs

New Additional information

Assigned report

Vehicle return

From
Pacific BMW

To

Date

Tech. Office ref. case
No

Keep defective part
No

Internal note

New Internal note

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Case no.
4136126

Status date
3/11/04

Dealer
068500, Park Avenue BMW

Subject
GM5 : delay in drive

Status
In process by tech. Office

Reporter
Steve x224

Date created
3/11/04
Phone no / Availability
(from/to)
201 8437900

VIN no. (last 7 digits)
PL28390

Vehicle identification no.
WBABW33494PL28390

E series
E46

Engine
M54

Production date
10/30/03

Gearbox
AUT

Model
325CI

First registration
3/1/04

Country version
USA

Body
CABRIO

Steering
LL

Mileage
197 mi

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 delayed

Workshop fault description and presumed cause
delay in drive

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: 3/11/04 2:08 PM Damien Forster
changed forward gear (by Yves)

New Additional Information

Assigned report

Vehicle return

From
Park Avenue BMW

To

Date

Tech. Office ref. case
No

Keep defective part
No

Internal note

New Internal note

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Case no.

4130100

Subject

GM5 : Delayed D

Status date

3/10/04

Status

Recommendation approved

Date created

3/10/04

Dealer

021614, BMW of the Hudson Valley

Reporter

hdadmin 21614

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

845 462-1030

VIN no. (last 7 digits)

PM61444

Vehicle Identification no.

WBAEU33494PM61444

E series

E46

Engine

M54

Production date

10/9/03

Gearbox

AUT

Model

325XI

First registration

11/19/03

Country version

USA

Body

LIM

Steering

LL

Mileage

4701 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 causeNo R also

Work performedCalled HL

Work performed effective

Yes

Tester diagnosis performed

Yes

UrgencyInfo only

Released Measure

Measure no.

Subject

Previous recommendations/queries/ additional information

Recommendation 3/10/04 12:12 PM Yves Lauber

Change the transmission

New Additional information

Assigned report

Vehicle return

From

BMW of the Hudson Valley

To

Date

Tech. Office ref. case

Keep defective part

No

No

Internal noteNew internal note

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Case no.
4122109

Status date
3/9/04

Dealer
021390, Beverly Hills BMW

Subject
GM5 : delay in drive

Status
In process by tech. Office

Reporter
Sean Clemens

Date created

3/9/04

Phone no / Availability
(from/to)
310 358-7880

VIN no. (last 7 digits)
PL28036

Vehicle identification
no.
WBABW33424PL28036

E series
E46

Engine
M54

Production date
10/16/03

Gearbox
AUT

Model
325Ci

First registration
12/31/03

Country version
USA

Body
CABRIO

Steering
LL

Mileage
751 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 delayed

Workshop fault description and presumed cause

delay in drive at cold condition
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 3/9/04 6:48 PM Damien Forster
I will change the shaft March 10th

New Additional Information

Assigned report

3225989 GM5 Delayed Engagement

Vehicle return

From

Beverly Hills BMW

To

Date

Tech. Office ref. case

No

Keep defective part

No

Internal note

New Internal note

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Case no.
4120119

Status date
3/9/04

Dealer
068500, Park Avenue BMW

Subject
GM5 : Delayed D

Status
Recommendation approved

Reporter
Robert Teunissen

Date created
3/9/04

**Phone no / Availability
(from/to)**
201 8437900

VIN no. (last 7 digits)
PR07310

E series
E46

Gearbox
AUT

Country version
USA

Mileage
3491 mls

Vehicle identification no.
WBAEU33464PR07310

Engine
M54

Model
325XI

Body
LIM

Workshop visits
1

Production date
11/5/03

First registration
12/9/03

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

Work performed
Called HL

Work performed effective
Yes
Urgency
Info only

Tester diagnosis performed
Yes

Released Measure
Measure no.

Subject

Previous recommendations/queries/ additional information
Recommendation 3/9/04 11:31 AM Yves Lauber
Change the Fwd clutch

New Additional Information

Assigned report

Vehicle return

From
Park Avenue BMW

To

Date

Tech. Office ref. case
No

Keep defective part
No

Internal note

New internal note

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Case no.
4120106**Status date**
3/9/04**Dealer**
068500, Park Avenue BMW**Subject**
GM5 : Delayed D**Status**
Recommendation approved**Reporter**
Steve**Date created**
3/9/04**Phone no / Availability**
(from/to)
201 8437900**VIN no. (last 7 digits)**
PL01768**E series**
E46**Gearbox**
AUT**Country version**
USA**Mileage**
3422 mls**Vehicle Identification no.**
WBABD334X4PL01768**Engine**
M54**Model**
325CI**Body**
COUPE**Workshop visits**
1**Production date**
9/4/03**First registration**
10/20/03**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 causeWhen cold

Work performedCalled HL

Work performed effective

Yes

Tester diagnosis performed

Yes

UrgencyInfo only

Released Measure

Measure no.

Subject

Previous recommendations/queries/ additional information

Recommendation 3/9/04 10:58 AM Yves Lauber

Change the Fwd clutch

New Additional information

Assigned report

Vehicle return

From

To

Date

Park Avenue BMW

Tech. Office ref. case

Keep defective part

No

No

Internal noteNew Internal note

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Case no.

4111164

Status date

3/8/04

Dealer

004444, Sonnen BMW

Subject

GM5 : delay in drive

Status

In process by tech. Office

Date created

3/8/04

Reporter

Silvain

Phone no / Availability

(from/to)

415 482-2000

VIN no. (last 7 digits)

PN31895

Vehicle identification

no.

WBAEW53414PN31895

E series

E46

Engine

M54

Production date

9/4/03

Gearbox

AUT

Model

330XI

First registration

10/31/03

Country version

USA

Body

LIM

Steering

LL

Mileage

2659 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 delayed

Workshop fault description and presumed cause
delay in drive and in reverse first time in the morning
oil is OK - 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 3/8/04 5:22 PM Damien Forster
change the transmission

New Additional Information

Assigned report

Vehicle return

From

Sonnen BMW

To

Date

Tech. Office ref. case

No

Keep defective part

No

Internal note

New internal note

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Case no.
4110065**Status date**
3/8/04**Dealer**
022225, BMW NA Workshop West**Subject**
GM5 : delay in drive**Status**
In process by tech. Office**Date created**
3/8/04**Reporter**
Sandra**Phone no / Availability**
(from/to)
805 271 -7371**VIN no. (last 7 digits)**
PC13185**Vehicle Identification**
no.
WBAEN33444PC13185**E series**
E46**Engine**
M54**Production date**
11/11/03**Gearbox**
AUT**Model**
325i**First registration**
1/21/04**Country version**
USA**Body**
TOUR**Steering**
LL**Mileage**
2483 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)**

tr delay in drive

Workshop fault description and presumed cause
delayed in drive

Work performed
called Damien

Work performed effective
Yes

Tester diagnosis performed
Yes

Urgency
Info only

Released Measure
Measure no.

Subject

Previous recommendations/queries/ additional information
Additional Information 3/8/04 10:51 AM Damien Forster
I changed the input shaft

New Additional Information

Assigned report

Vehicle return

From
BMW NA Workshop West
Tech. Office ref. case
No

To
Date
Keep defective part
No

Internal note

New Internal note

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Case no.

4110062

Subject

GM5 : Malfunction

Status date

3/8/04

Status

In process by tech. Office

Date created

3/8/04

Dealer

022225, BMW NA Workshop West

Reporter

Sandra

Phone no / Availability(from/to)
805 271-7371**VIN no. (last 7 digits)**

PC12741

Vehicle identificationno.
WBAEN33494PC12741**E series**

E46

Engine

M54

Production date

9/1/03

Gearbox

AUT

Model

325i

First registration

10/28/03

Country version

USA

Body

TOUR

Steering

LL

Mileage

2014 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 delayed in drive

Workshop fault description and presumed cause
delay in drive at cold condition

Work performed
called the hotline

Work performed effective
Yes
Urgency
Info only

Tester diagnosis performed
Yes

Released Measure
Measure no.

Subject

Previous recommendations/queries/ additional information
Additional information 3/8/04 10:37 AM - Damien Forster
I change the input shaft

New Additional Information

Assigned report

Vehicle return

From
BMW NA Workshop West
Tech. Office ref. case
No

To
Date
Keep defective part
No

Internal note

New Internal note

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Case no.
4103138**Status date**
3/5/04**Dealer**
024856, BMW of Fremont**Subject**
GM5 : malfunction**Status**
In process by tech. Office**Reporter**
Burt French**Date created**
3/5/04**Phone no / Availability**
(from/to)
1510 3805900**VIN no. (last 7 digits)**
PL41498**E series**
E46**Gearbox**
AUT**Country version**
USA**Mileage**
11207 mls**Vehicle Identification**
no.
WBABW53414PL41498**Engine**
M54**Model**
330CI**Body**
CABRIO**Workshop visits**
1**Production date**
5/26/03**First registration**
8/30/03**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)**<http://dcswwebprod1:57001/puma/case/get.do?oid=4103138&linkSearch=-1>

3/18/2004

trs delayed

Workshop fault description and presumed cause
delay in drive at cold condition

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 3/5/04 3:40 PM Damien Forster
change the tra

New Additional information

Assigned report

Vehicle return

From

BMW of Fremont

To

Date

Tech. Office ref. case

No

Keep defective part

No

Internal note

New internal note

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Case no. 4103134	Subject GM5 : delay	
Status date 3/5/04	Status In process by tech. Office	Date created 3/5/04
Dealer 004529, Weber BMW	Reporter Gordon Holdsambeck	Phone no / Availability (from/to) 559 4476700

VIN no. (last 7 digits) PL24548	Vehicle Identification no. WBABW33494PL24548	
E series E46	Engine M54	Production date 4/7/03
Gearbox AUT	Model 325CI	First registration 9/1/03
Country version USA	Body CABRIO	Steering LL
Mileage 8505 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 delayed in drive

Workshop fault description and presumed cause
delay in drive at cold condition

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 3/5/04 3:07 PM Damlen Forster
change the complete trs

New Additional Information

Assigned report

Vehicle return

From

To

Date

Weber BMW

Tech. Office ref. case

Keep defective part

No

No

Internal note

New internal note

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Case no.
4103110**Status date**
3/5/04**Dealer**
020288, Century West LLC**Subject**
GM5 : delay in drive**Status**
In process by tech. Office**Date created**
3/5/04**Reporter**
Joe Turnipseed**Phone no / Availability**
(from/to)
818 505-7400**VIN no. (last 7 digits)**
PL43041**Vehicle Identification no.**
WBABW534X4PL43041**E series**
E48**Engine**
M54**Production date**
9/20/03**Gearbox**
AUT**Model**
330CI**First registration**
11/15/03**Country version**
USA**Body**
CABRIO**Steering**
LL**Mileage**
3455 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 having a delay in drive

Workshop fault description and presumed cause
delay in drive at cold condition

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 3/5/04 12:20 PM Damien Forster
I will change the shaft Feb 10th

New Additional Information

Assigned report

3225989 GM5 Delayed Engagement

Vehicle return

From
Century West LLC

To

Date

Tech. Office ref. case
No

Keep defective part
No

Internal note

New Internal note

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Case no. 4103087	Subject GM5 : delay in drive	
Status date 3/5/04	Status In process by tech. Office	Date created 3/5/04
Dealer 017966, New Century BMW	Reporter Arion Kanemaru	Phone no / Availability (from/to) 626 570-8444

VIN no. (last 7 digits) PL42501	Vehicle identification no. WBABW53424PL42501	
E series E46	Engine M54	Production date 7/31/03
Gearbox AUT	Model 330CI	First registration 10/11/03
Country version USA	Body CABRIO	Steering LL
Mileage 2600 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 delayed

Workshop fault description and presumed cause
delay in drive at cold condition

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 3/5/04 3:27 PM Damien Forster
I will install an input shaft

New Additional Information

Assigned report

Vehicle return

From
New Century BMW

To

Date

Tech. Office ref. case
No

Keep defective part
No

Internal note

New internal note

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Case no.
4103078**Status date**
3/5/04**Dealer**
068500, Park Avenue BMW**Subject**
GM5 : Delayed D**Status**
Recommendation approved**Reporter**
Soltys**Date created**
3/5/04**Phone no / Availability**
(from/to)
201-8437900**VIN no. (last 7 digits)**
KM33096**E series**
E46**Gearbox**
AUT**Country version**
USA**Mileage**
1100 mis**Vehicle Identification no.**
WBAEV53474KM33096**Engine**
M54**Model**
330i**Body**
LIM**Workshop visits**
1**Production date**
9/10/03**First registration**
1/24/04**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 causeWhen cold

Work performedCalled HL

Work performed effective

Yes

Tester diagnosis performed

Yes

UrgencyInfo only

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

Previous recommendations/queries/ additional information

Recommendation 3/5/04 2:19 PM Yves Lauber

Change the Fwd clutch

New Additional Information

Assigned report

Vehicle return**From**

Park Avenue BMW

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

No

Keep defective partNo

Internal note**New internal note**

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Case no.
4093118**Status date**
3/4/04**Dealer**
025770, Wide World of Cars, LLC**Subject**
GM5 : Delayed D**Status**
Recommendation approved**Reporter**
Timothy Stone**Date created**
3/4/04**Phone no / Availability
(from/to)**
1845 425-2600**VIN no. (last 7 digits)**
PN33113**E series**
E46**Gearbox**
AUT**Country version**
USA**Mileage**
3739 mls**Vehicle identification no.**
WBAEW534X4PN33113**Engine**
M54**Model**
330XI**Body**
LIM**Workshop visits**
1**Production date**
10/20/03**First registration**
11/22/03**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 causeWhen cold

Work performedCalled HL

Work performed effective

Yes

Tester diagnosis performed

Yes

UrgencyInfo only

Released Measure

Measure no.

Subject

Previous recommendations/queries/ additional information

Recommendation 3/4/04 3:54 PM Yves Lauber

Change the Fwd clutch (Myself on 03/08/04)

New Additional information

Assigned report

Vehicle return

From

To

Date

Wide World of Cars, LLC

Tech. Office ref. case

Keep defective part

No

No

Internal note**New Internal note**

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Case no.

4066062

Status date

3/1/04

Dealer

017988, New Century BMW

Subject

GM5 : delay in drive

Status

In process by tech. Office

Date created

3/1/04

Reporter

Arion Kanamaru

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

826 570-8444

VIN no. (last 7 digits)

PL25588

**Vehicle identification
no.**

WBABW33444PL25588

E series

E48

Engine

M54

Production date

5/16/03

Gearbox

AUT

Model

325Ci

First registration

7/10/03

Country version

USA

Body

CABRIO

Steering

LL

Mileage

3917 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)**

tr is having a delay at cold condition

Workshop fault description and presumed cause
tr delayed

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 3/1/04 12:31 PM Damien Forster

I will change the shaft by mid of February

New Additional Information

Assigned report

Vehicle return

From

New Century BMW

To

Date

Tech. Office ref. case

No

Keep defective part

No

Internal note

New Internal note

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Case no.

4065100

Subject

GM5 : Re delay in drive

Status date

3/1/04

Status

In process by tech. Office

Date created

3/1/04

Dealer

096717, The Bay Emm Vay Store, Inc.

Reporter

Andy x21

Phone no / Availability(from/to)
513 2716700**VIN no. (last 7 digits)**

PL26910

Vehicle identification

no.

WBABW334X4PL26910

E series

E46

Engine

M54

Production date

9/1/03

Gearbox

AUT

Model

325Ci

First registration

9/30/03

Country version

USA

Body

CABRIO

Steering

LL

Mileage

10500 mls

Workshop visits

2

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 having delay going into Drive

Workshop fault description and presumed cause

trs has been changed back in December 2003

trs S/N 1047206

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 3/1/04 12:21 PM Damien Forster

check if the trs is an updated unit ?

no identification > change the trs again

New Additional Information

Assigned report

Vehicle return

From

The Bay Emu Vay Store, Inc.

To

Date

Tech. Office ref. case

No

Keep defective part

No

Internal note**New Internal note**

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Case no.
4065096**Status date**
3/1/04**Dealer**
004497, Import Motors, Inc.**Subject**
GM5 w/ delay drive**Status**
Recommendation
approved**Reporter**
Eldridge dela dela Cruz**Date created**
3/1/04**Phone no / Availability
(from/to)**
925-882-3577**VIN no. (last 7 digits)**
PL24122**E series**
E46**Gearbox**
AUT**Country version**
USA**Mileage**
9754 mls**Vehicle Identification no.**
WBABW33484PL24122**Engine**
M54**Model**
325CI**Body**
CABRIO**Workshop visits**
2**Production date**
3/16/03**First registration**
5/28/03**Steering**
LL**Fault****Fault location**
Drive train, Transmission standard,
Automatic transmission**Nature of fault**
Fails to operate**Condition**
Gear/driving position**Defect****Main group**
24 Automatic Transmission**Subgroup**
00 Automatic gearbox / ECVT (symptom defect codes)**Location**
00 Automatic transmission, complete**Defect Code**
Defect text**Module**
46
Area
Powertrain
Fault code**Measure performed****Measure no.**
Subject**Customer complaint (In customer's own words)**

After going into reverse transmission does not go into drive.

Workshop fault description and presumed cause
Needs transmission.

Work performed
Called hotline-transmission was already replaced.

Work performed effective
No
Urgency
Info only

Tester diagnosis performed
Yes

Released Measure

Measure no.

Subject

Previous recommendations/queries/ additional information

Recommendation 3/1/04 12:07 PM Todd Gilles
Transmission had earlier serial number. Replace transmission.

New Additional information

Assigned report

Vehicle return

From
Import Motors, Inc.

To

Date

Tech. Office ref. case
No

Keep defective part
No

Internal note

New internal note

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Case no.
4061094

Status date
3/1/04

Dealer
068500, Park Avenue BMW

Subject
GM5 : Delayed D

Status
Recommendation approved

Reporter
Steve

Date created
3/1/04

Phone no / Availability
(from/to)
201 8437900

VIN no. (last 7 digits)

PL24974

E series

E46

Gearbox

AUT

Country version

USA

Mileage

8935. mile

Vehicle identification no.

WBABW33444PL24974

Engine

M54

Model

325CI

Body

CABRIO

Workshop visits

1

Production date

4/17/03

First registration

5/31/03

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 causeWhen cold

Work performedCalled HL

Work performed effective

Yes

Tester diagnosis performed

Yes

UrgencyInfo only

Released Measure

Measure no.

Subject

Previous recommendations/queries/ additional information

Recommendation 3/1/04 9:15 AM Yves Lauber

Change the Fwd clutch

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.
4049321**Status date**
2/26/04**Dealer**
036460, Moritz C., Inc.**Subject**
GM5 : Delayed D**Status**
Recommendation approved 2/26/04**Reporter**
Todd Hoerning**Date created**
Phone no / Availability
(from/to)
817 438 5816**VIN no. (last 7 digits)**
PL00201**E series**
E46**Gearbox**
AUT**Country version**
USA**Mileage**
8179 mls**Vehicle identification no.**
WBABD33484PL00201**Engine**
M54**Model**
325CI**Body**
COUPE**Workshop visits**
1**Production date**
3/31/03**First registration**
7/24/03**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

5 sec

Work performedCalled HL

Work performed effective

Yes

Tester diagnosis performed

Yes

UrgencyInfo only

Released Measure

Measure no.

Subject

Previous recommendations/queries/ additional information

Recommendation 2/26/04 3:01 PM Yves Lauber

Change the transmission

New Additional information

Assigned report3225989 GM5 Delayed Engagement

Vehicle return

From

To

Date

Mortiz C., Inc.

Tech. Office ref. case

Keep defective part

No

No

Internal noteNew Internal note

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Case no.
4049295

Status date
2/26/04

Dealer
086846, Rusnak BMW

Subject
GM5 : delay in drive

Status
In process by tech. Office

Reporter
Mark Nicastro

Date created
2/26/04
Phone no / Availability
(from/to)
805 496-8500

VIN no. (last 7 digits)
KM33624

E series
E46

Gearbox
AUT

Country version
USA

Mileage
1720 mls

Vehicle Identification no.
WBAEV53464KM33624

Engine
M54

Model
330i

Body
LIM

Workshop visits
1

Production date
10/8/03

First registration
1/18/04

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 delayed in drive

Workshop fault description and presumed cause
delay in drive at cold condition

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 2/26/04 12:55 PM Damian Forster

I changed the input shaft Feb 25th > car is OK

New Additional Information

Assigned report

3225989 GM5 Delayed Engagement

Vehicle return

From

Rusnak BMW

To

Date

Tech. Office ref. case

No

Keep defective part

No

Internal note

New Internal note

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Case no.
4049292

Status date
2/26/04

Dealer
086846, Rusnak BMW

Subject
GM5 : Delay in drive

Status
In process by tech. Office

Reporter
Mark Nicastro

Date created
2/26/04
Phone no / Availability
(from/to)
805 496-6500

VIN no. (last 7 digits)
PL28458

E series
E46

Gearbox
AUT

Country version
USA

Mileage
1657 mls

Vehicle identification no.
WBABW33464PL28458

Engine
M54

Model
325CI

Body
CABRIO

Workshop visits
1

Production date
11/4/03

First registration
1/8/04

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 delayed in drive

Workshop fault description and presumed cause
delay in drive at cold cold condition

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 2/26/04 12:52 PM Damien Forster

I change the input shaft Tuesday 24th > car is OK

New Additional Information

Assigned report

3225989 GM5 Delayed Engagement

Vehicle return

From

Rusnak BMW

To

Date

Tech. Office ref. case

No

Keep defective part

No

Internal note

New Internal note

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Case no.
4049084**Status date**
2/26/04**Dealer**
075249, Asael Automotive Inc.**Subject**
GM5 : delay in drive**Status**
In process by tech. Office**Reporter**
Lanzetti**Date created**
2/26/04**Phone no / Availability**
(from/to)
1626 3564269**VIN no. (last 7 digits)**
KM34263**E series**
E46**Gearbox**
AUT**Country version**
USA**Mileage**
5000 mls**Vehicle identification no.**
WBAEV53454KM34263**Engine**
M54**Model**
330i**Body**
LIM**Workshop visits**
1**Production date**
11/5/03**First registration**
2/3/04**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)**<http://dcswbprod1:57001/puma/case/get.do?oid=4049084&linkSearch=-1>

3/18/2004

trs delayed in drive

Workshop fault description and presumed cause
delay in drive at cold condition

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 2/28/04 1:04 PM Damien Forster
change the complete trs

New Additional Information

Assigned report

Vehicle return

From
Assael Automotive Inc.
Tech. Office ref. case
No

To
Keep defective part
No

Date

Internal note

New Internal note

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Case no.
4040079

Status date
2/25/04

Dealer
068500, Park Avenue BMW

Subject
GM5 : Delayed D

Status
Recommendation approved

Reporter
Steve

Date created
2/25/04

Phone no / Availability
(from/to)
201 8437900

VIN no. (last 7 digits)
PL25934

E series
E46

Gearbox
AUT

Country version
USA

Mileage
5098 mls

Vehicle Identification no.
WBABW33484PL25934

Engine
M54

Model
325CI

Body
CABRIO

Workshop visits
1

Production date
6/4/03

First registration
6/28/03

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 causeWhen cold

Work performedCalled HL

Work performed effective

Yes

Tester diagnosis performed

Yes

UrgencyInfo only

Released Measure

Measure no.

Subject

Previous recommendations/queries/ additional information

Recommendation 2/25/04 1:39 PM Yves Lauber

Change the Fwd clutch

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.

4040078

Status date

2/25/04

Dealer

068600, Park Avenue BMW

Subject

GM5 : Delayed D

Status

Recommendation approved

Date created

2/25/04

Reporter

Soltys

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

201 8437900

VIN no. (last 7 digits)

PL25417

Vehicle identification no.

WBABW334X4PL25417

E series

E46

Engine

M54

Production date

5/10/03

Gearbox

AUT

Model

325CI

First registration

6/27/03

Country version

USA

Body

CABRIO

Steering

LL

Mileage

7435 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

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 2/25/04 1:35 PM Yves Lauber

Change the Fwd clutch

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.
4029101**Subject**
GM5 : Delayed D**Status date**
2/24/04**Status**
Recommendation approved**Date created**
2/24/04**Dealer**
016855, Morris County Auto Sales, Inc.**Reporter**
Gerardo Rago**Phone no / Availability
(from/to)**
973 4550700**VIN no. (last 7 digits)**
PM61848**Vehicle identification no.**
WBAEU33404PM61848**E series**
E48**Engine**
M54**Production date**
10/15/03**Gearbox**
AUT**Model**
325XI**First registration**
11/14/03**Country version**
USA**Body**
LIM**Steering**
LL**Mileage**
3162 mis**Workshop visits**
2**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)**

Whistle noise when cold

Workshop fault description and presumed cause

Also delayed D engagement when cold. \$ sec and then shudders.

Work performed

Transmission was replaced for Delayed D
#1138363

Work performed effective

Yes

Tester diagnosis performed

Yes

Urgency

Info only

Released Measure

Measure no.

Subject

Previous recommendations/queries/ additional information

Recommendation 2/24/04 1:15 PM Yves Lauber
Change the transmission again

New Additional information

Assigned report

3225989 GM5 Delayed Engagement

Vehicle return

From

Morris County Auto Sales, Inc.

To

Date

Tech. Office ref. case

No

Keep defective part

No

Internal note**New internal note**

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Case no.
4029073

Status date
2/24/04

Dealer
042323, John Roberts Dallas, L.P.

Subject
GM5 : Delayed D

Status
Recommendation approved

Reporter
Kenneth Clayton

Date created
2/24/04

Phone no / Availability
(from/to)
972 2477233

VIN no. (last 7 digits)
PL01020

E series
E46

Gearbox
AUT

Country version
USA

Mileage
5010 mls

Vehicle Identification no.
WBABD33494PL01020

Engine
M54

Model
325Ci

Body
COUPE

Workshop visits
2

Production date
5/15/03

First registration
10/6/03

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
2 minutes

Work performed

Transmission replaced back in mid december for same complaint (New trs # 1113308).

Work performed effective

Yes

Tester diagnosis performed

Yes

Urgency

Info only

Released Measure

Measure no.

Subject

Previous recommendations/queries/ additional information

Recommendation 2/24/04 10:20 AM Yves Lauber

Check if there's a blue strip > No

> Change the transmission

New Additional information

Assigned report

3225989 GM5 Delayed Engagement

Vehicle return

From

John Roberts Dallas, L.P.

To

Date

Tech. Office ref. case

No

Keep defective part

No

Internal note**New internal note**

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Case no.
4024059

Status date
2/23/04

Dealer
004355, Center BMW

Subject
GM5 : delay in drive

Status
In process by tech. Office

Reporter
David Keirstead

Date created
2/23/04

Phone no / Availability
(from/to)
818 9079995

VIN no. (last 7 digits)
PL27807

E series
E46

Gearbox
AUT

Country version
USA

Mileage
1957 mls

Vehicle identification
no.
WBABW33434PL27807

Engine
M54

Model
325Ci

Body
CABRIO

Workshop visits
1

Production date
9/30/03

First registration
11/14/03

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 delayed in drive

Workshop fault description and presumed cause
delay in drive at cold condition

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 2/26/04 4:34 PM Damien Forster

I changed the complete input shaft Feb 24th > car OK

Additional information 2/23/04 12:45 PM Damien Forster

I will change the shaft

New Additional information

Assigned report

3225989 GM5 Delayed Engagement

Vehicle return

From

To

Date

Center BMW

Tech. Office ref. case

Keep defective part

No

No

Internal note

New Internal note

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Case no.

4013084

Subject

GM5 : delay in drive

Status date

2/20/04

Status

In process by tech. Office

Date created

2/20/04

Dealer

017990; Steve Thomas BMW

Reporter

Jim

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

805 842-8878

VIN no. (last 7 digits)

PL24228

Vehicle Identificationno.
WBABW33424PL24228**E series**

E46

Engine

M54

Production date

3/25/03

Gearbox

AUT

Model

325Ci

First registration

5/24/03

Country version

USA

Body

CABRIO

Steering

LL

Mileage

7064 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 delayed in drive or reverse

Workshop fault description and presumed cause
technicien not able to duplicate the problem

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 2/23/04 2:36 PM Damien Forster
Input shaft changed and new oil 8072B will be put in the tranny

Additional information 2/23/04 11:24 AM Damien Forster
there is a delay in drive at cold start - I will change the input shaft this Monday

Additional information 2/20/04 12:41 PM Damien Forster
keep the car over the week end and check the complaint on Monday

New Additional Information

Assigned report

3825179 E83 GM5 Delay in Drive on cold start.

Vehicle return

From
Steve Thomas BMW

To

Date

Tech. Office ref. case
No

Keep defective part
No

Internal note

New Internal note

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Case no.
4003096

Status date
2/19/04

Dealer
068500, Park Avenue BMW

Subject
GM5 : Delayed D

Status
Recommendation approved

Reporter
Steve

Date created
2/19/04

Phone no / Availability
(from/to)
201 8437900

VIN no. (last 7 digits)
PM60221

E series
E46

Gearbox
AUT

Country version
USA

Mileage
1664 mls

Vehicle identification no.
WBAEU33464PM60221

Engine
M54

Model
325XI

Body
LIM

Workshop visits
1

Production date
9/17/03

First registration
12/23/03

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 causeWhen cold

Work performedCalled HL

Work performed effective

Yes

Tester diagnosis performed

Yes

UrgencyInfo only

Released Measure

Measure no.

Subject

Previous recommendations/queries/ additional information

Recommendation 2/18/04 8:52 AM Yves Lauber

Change the Fwd clutch

New Additional Information

Assigned report3825179 E83 GM5 Delay in Drive on cold start.

Vehicle return

From

Park Avenue BMW

To

Date

Tech. Office ref. case

Keep defective part

No

No

Internal note**New Internal note**

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Case no.
3967088

Status date
2/12/04

Dealer
021390, Beverly Hills BMW

Subject
GM5 : delay in drive

Status
In process by tech. Office

Date created
2/12/04

Reporter
Mark Clemens

Phone no / Availability
(from/to)
310 358-7880

VIN no. (last 7 digits)
PL40785

Vehicle identification
no.
WBABW534X4PL40785

E series
E46

Engine
M54

Production date
4/15/03

Gearbox
AUT

Model
330CI

First registration
5/30/03

Country version
USA

Body
CABRIO

Steering
LL

Mileage
2847 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)

tr delayed

Workshop fault description and presumed cause
delay in drive at cold condition

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 2/12/04 5:40 PM Damien Forster
change the complete trs

Additional Information 2/12/04 5:25 PM Damien Forster
change the complete trs or the input shaft ?

New Additional Information

Assigned report

Vehicle return

From
Beverly Hills BMW

To

Date

Tech. Office ref. case
No

Keep defective part
No

Internal note

New Internal note

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Case no.

3967062

Status date

2/12/04

Dealer

017986, New Century BMW

Subject

GM5 : delay in drive

Status

In process by tech. Office

Date created

2/12/04

Reporter

Ken

Phone no / Availability(from/to)
626 570-8444**VIN no. (last 7 digits)**

PL12196

Vehicle identification

no.

WBABD53484PL12196

E series

E48

Engine

M54

Production date

10/4/03

Gearbox

AUT

Model

330CI

First registration

11/15/03

Country version

USA

Body

COUPE

Steering

LL

Mileage

4956 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 delayed in drive

Workshop fault description and presumed cause
delay in drive at cold condition

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 2/26/04 4:36 PM Damien Forster

I changed the complete input shaft Feb 25th > car OK

Additional Information 2/12/04 12:23 PM Damien Forster

I will change the shaft Feb 25th

New Additional Information

Assigned report

Vehicle return

From

New Century BMW

To

Date

Tech. Office ref. case

No

Keep defective part

No

Internal note

New internal note

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Case no.
3958240

Subject
GM : 5 delay in drive

Status date
2/11/04

Status
In process by tech.
Office

Date created
2/11/04

Dealer
021618, Allison Bavarian

Reporter
David Kelch

Phone no / Availability (from/to)
(650)943-1061

VIN no. (last 7 digits)
PL42220

Vehicle identification no.
WBABW53464PL42220

E series
E46

Engine
M54

Production date
7/12/03

Gearbox
AUT

Model
330CI

First registration
8/1/03

Country version
USA

Body
CABRIO

Steering
LL

Mileage
13960 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)

transmission slips for 5-10 sec.s after sitting overnight, especially when cold

Workshop fault description and presumed cause
delay in drive when first starting off

Work performed
called hotline

Work performed effective

No

Tester diagnosis performed

Yes

Urgency

Info only

Released Measure

Measure no.

Subject

Previous recommendations/queries/ additional information

Additional information 2/12/04 11:44 AM Damien Forster
technician will change the complete trs > trs are available

Additional information 2/11/04 1:22 PM George Barlow

Updated transmissions are released as of today. Please reference SIB 24 07 03

New Additional information

Assigned report

Vehicle return

From

Allison Bavarian

To

Date

Tech. Office ref. case

No

Keep defective part

No

Internal note

New Internal note

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Case no.
3958106**Status date**
2/11/04**Dealer**
085258, Shelly BMW**Subject**
GM5 : malfunction**Status**
In process by tech. Office**Date created**
2/11/04**Reporter**
Ben Hutchinson**Phone no / Availability**
(from/to)
714 994-8100**VIN no. (last 7 digits)**
PL28168**Vehicle identification no.**
WBABW33484PL28168**E series**
E46**Engine**
M54**Production date**
10/23/03**Gearbox**
AUT**Model**
325Ci**First registration**
1/17/04**Country version**
USA**Body**
CABRIO**Steering**
LL**Mileage**
600 mls**Workshop visits**
1**Fault****Fault location**

Drive train, Transmission standard, Automatic transmission

Nature of fault

Operates incorrectly

Condition

Gear/driving position

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 at cold condition

Workshop fault description and presumed cause
delay in drive at cold condition

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 2/12/04 4:15 PM Damien Forster
Technician will install the transmission with the S/N 1180505
Additional information 2/11/04 12:02 PM Damien Forster
change the complete trs

New Additional information

Assigned report

Vehicle return

From
Shelly BMW

To

Date

Tech. Office ref. case
No

Keep defective part
No

Internal note

New Internal note

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Case no.
3942056

Status date
2/9/04

Dealer
024335, BMW of San Diego

Subject
GM5 : delay in drive

Status
In process by tech. Office

Reporter
Reece

Date created
2/9/04

Phone no / Availability
(from/to)
1858 5605050

VIN no. (last 7 digits)
PL44248

E series
E46

Gearbox
AUT

Country version
USA

Mileage
662 mls

Vehicle identification
no.
WBABW53444PL44248

Engine
M54

Model
330Ci

Body
CABRIO

Workshop visits
1

Production date
11/8/03

First registration
1/5/04

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 delayed in drive

Workshop fault description and presumed cause
delay in drive at cold condition

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 2/9/04 5:03 PM Damien Forster
change the complete trs

New Additional Information

Assigned report

Vehicle return

From
BMW of San Diego

To

Date

Tech. Office ref. case
No

Keep defective part
No

Internal note

New Internal note

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Case no.
3941081

Status date
2/9/04

Dealer
021294, JRJ Investments, Inc.

Subject
GM5 : delay in drive

Status
In process by tech. Office

Reporter
Less

Date created
2/9/04

Phone no / Availability
(from/to)
702 871-1010

VIN no. (last 7 digits)
KR27737

E series
E48

Gearbox
AUT

Country version
USA

Mileage
3157 mls

Vehicle identification no.
WBAEV33474KR27737

Engine
M54

Model
325i

Body
LIM

Workshop visits
1

Production date
11/4/03

First registration
12/22/03

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 delayed in drive

Workshop fault description and presumed cause
delay in drive at cold condition

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 2/9/04 4:38 PM Damien Forster
change the complet trs

New Additional information

Assigned report

Vehicle return

From
JRJ Investments, Inc.

To

Date

Tech. Office ref. case
No

Keep defective part
No

Internal note

New Internal note

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Case no.
3941062**Status date**
2/9/04**Dealer**
021618, Allison Bavarian**Subject**
GM5 : delay in drive**Status**
In process by tech.
Office**Reporter**
David Kelch**Date created**
2/9/04**Phone no / Availability**
(from/to)
(850)943-1061**VIN no. (last 7 digits)**
PL11088**Vehicle identification no.**
WBABD53404PL11088**E series**
E46**Engine**
M54**Production date**
5/28/03**Gearbox**
AUT**Model**
330CI**First registration**
7/27/03**Country version**
USA**Body**
COUPE**Steering**
LL**Mileage**
6448 mls**Workshop visits**
1**Fault****Fault location**
Drive train, Transmission standard,
Automatic transmission**Nature of fault**
Operates incorrectly**Condition**
Gear/driving position, In
gear/driving position, 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)

Transmission does not engage immediately after starting cold and shifting into gear.

Workshop fault description and presumed cause

clutch filling

Work performed

called hotline

Work performed effective

No

Tester diagnosis performed

Yes

Urgency

Info only

Released Measure

Measure no.

Subject

Previous recommendations/queries/ additional information

Additional information 2/12/04 11:43 AM Damien Forster
technician will change the complete trs > trs are available

Additional information 2/9/04 12:38 PM Todd Gillies
N/A

New Additional Information

Assigned report

Vehicle return

From

Allison Bavarian

To

Date

Tech. Office ref. case

No

Keep defective part

No

Internal note**New Internal note**

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Case no.
3939077**Subject**
GM5 : Delayed D**Status date**
2/9/04**Status**
Recommendation approved**Date created**
2/9/04**Dealer**
065775, BMW of Manhattan, Inc.**Reporter**
Leonard Richards**Phone no / Availability
(from/to)**
212 588 2289**VIN no. (last 7 digits)**
PN33455**Vehicle identification no.**
WBAEW53454PN33455**E series**
E46**Engine**
M54**Production date**
11/7/03**Gearbox**
AUT**Model**
330XI**First registration**
12/8/03**Country version**
USA**Body**
LIM**Steering**
LL**Mileage**
1935 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 causeWhen cold

Work performedOil checked OK

Work performed effective

Yes

Tester diagnosis performed

Yes

UrgencyInfo only

Released Measure

Measure no.

Subject

Previous recommendations/queries/ additional information

Recommendation 2/9/04 10:43 AM Yves Lauber

Change the transmission

New Additional information

Assigned report

Vehicle return

From

To

Date

BMW of Manhattan, Inc.

Tech. Office ref. case

Keep defective part

No

No

Internal note**New Internal note**

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Case no.
3932053**Status date**
2/8/04**Dealer**
034800, Foreign Motors West**Subject**
GM5 Delayed Engagement**Status**
In process by tech. Office**Date created**
2/8/04**Reporter**
Michael J. Murray FSE**Phone no / Availability**
(from/to)
7-4**VIN no. (last 7 digits)**
PR06408**Vehicle Identification**
no.
WBAEU33474PR06408**E series**
E46**Engine**
M54**Production date**
10/23/03**Gearbox**
AUT**Model**
325XI**First registration**
12/10/03**Country version**
USA**Body**
LIM**Steering**
LL**Mileage**
1009 mls**Workshop visits**
1**Fault****Fault location**

Drive train, Transmission standard, Automatic transmission

Nature of fault

Operates incorrectly

Condition

Gear/driving position

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 Engagement

Workshop fault description and presumed causeFaulty C - Clutch

Work performedInstalled Service Part at the center 1/8/04

Work performed effective

Yes

Tester diagnosis performed

No

UrgencyInfo only

Released Measure

Measure no.

Subject

Previous recommendations/queries/ additional information**New Additional Information**

Assigned report

Vehicle return

From

To

Date

Foreign Motors West

Tech. Office ref. case

Keep defective part

No

No

Internal note


2/8/04 12:14 PM Michael Murray

tt

New Internal note

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Case no. 3931100	Subject Trans slips when cold	
Status date 2/8/04	Status Recommendation approved	Date created 2/8/04
Dealer 004603, BMW of Palm Springs	Reporter Michael Spear	Phone no / Availability (from/to) 760-578-8590

VIN no. (last 7 digits) KM33021	Vehicle Identification no. WBAEV53494KM33021	
E series E46	Engine M54	Production date 9/5/03
Gearbox AUT	Model 330i	First registration 10/18/03
Country version USA	Body LIM	Steering LL
Mileage 2797 mls	Workshop visits 1	

Fault		
Fault location Drive train, Transmission standard, Automatic transmission	Nature of fault Operates incorrectly, Gear selection change, Abnormal/incorrect	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 20 Automatic transmission engagement delay (from N or P)		
Defect Code 2400206000	Defect text Automatic transmission engagement delay (from N or P) too high	
Module 46	Area Powertrain	Fault code

Measure performed	
Measure no.	Subject

Customer complaint (In customer's own words)

Car wont move in drive, am, when cold out.

Workshop fault description and presumed cause

Customer left the car overnight and the transmission has a delay after backing up, shifting into drive, then attempting to accelerate. The car seems to move slowly (like slipping) at first then the transmission engages fully. Possible internal problem in trans as in SIB 24 07 03.

Work performed

We thought it may be part of SIB 24 07 03 but the SI doesn't list a 330i as being affected. No faults are stored in the EGS or DME. Transmission serial number is 1030202, part number on trans 7 530 438, transmission is a GM with a ID of 4G ZW. Transmission module program number is 7 533 768, basic number is 7 532 988, hardware number is 29.

Work performed effective	Tester diagnosis performed
---------------------------------	-----------------------------------

No

Yes

Urgency

Reply requested

Released Measure

Measure no.	Subject
--------------------	----------------

Previous recommendations/queries/ additional information

Recommendation 2/8/04 6:27 PM Bill Mulryan

Follow the SIB. This car does have the GM5.

New Additional information

Assigned report

Vehicle return

From	To	Date
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BMW of Palm Springs

Tech. Office ref. case

No

Keep defective part

No

Internal note

New Internal note

Case no.
4183082

Status date
3/18/04

Dealer
046786, Perillo BMW, Inc.

Subject
GM5 : delay in drive

Status
In process by tech. Office

Reporter
Dan

Date created
3/18/04

Phone no / Availability
(from/to)
312 981-0000

VIN no. (last 7 digits)
PM61554

Vehicle identification
no.
WBAEU33454PM61554

E series
E46

Engine
M54

Production date
10/10/03

Gearbox
AUT

Model
325XI

First registration
11/24/03

Country version
USA

Body
LIM

Steering
LL

Mileage
2419 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 delayed

Workshop fault description and presumed cause

delay in drive at cold condition - trs was changed for the same complaint Jan 06th, 2004

S/N 1072701 - no strip

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 3/18/04 3:23 PM Damian Forster

change the trs again

New Additional Information

Assigned report

Vehicle return

From

To

Date

Perillo BMW, Inc.

Tech. Office ref. case

Keep defective part

No

No

Internal note**New Internal note**

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