

**SUBJECT****ZF Technical Support via PuMA Cases****MODEL**

All with ZF automatic transmissions

SITUATION

Requests for ZF automatic transmission technical support should be submitted as TC PuMA cases.

INFORMATION

For speedier problem resolution and to reduce repeat repairs, all requests for ZF automatic transmission technical support have to be submitted as TC PuMA cases. This means that for ZF transmissions, all related cases (e.g., parts replacement requests, diagnostic inquiries, transmission parts questions, etc.) should be submitted as TC PuMA cases. This change is for administrative reasons only, and it simplifies the submission process for the technicians.

For example, if a 6HP technical support PuMA case requires a replacement transmission, it does not have to be returned to the technician for a conversion into a TC case.

This new process applies to all vehicles; within, or outside the coverage of BMW Warranties.

Exceptions to this policy are specific repair procedures which are published in Service Information bulletins.

To correctly identify a transmission type installed in a vehicle, always refer to the 3rd letter from the end of the gearbox serial number, found in the vehicle information.

- Automatic Transmission

GM: R

ZF: Z, W or X

- Examples:
 - 4147041W5E – ZF automatic transmission
 - 1236981RTE – GM automatic transmission

This is a 3-month trial. An update to this Service Information bulletin will be published at the end of the 3-month period.

We would greatly appreciate your feedback in this matter.

For questions or comments, please email: tc@bmwna.com.

WARRANTY INFORMATION

Not applicable.

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