

DP04-001

BMW

3/29/04

ATTACHMENT 3

VOLUME II OF III

PART 1 OF 5



Customer Service Request Detail # 1-116839722

Customer

Name: [REDACTED]
 Preferred Communication Method:
 Work #: [REDACTED]
 Home #:
 Cell #:
 Street Address: [REDACTED]
 Apt/Suite:
 City/State/Zip: Dallas, GA [REDACTED]

Service Request

Service Request #: 1-116839722
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 11/8/03 05:08PM
 Created By: DIMaria, Melissa
 Rep Assigned: DIMaria, Melissa
 Date Assigned: 11/8/03 05:08PM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 11/8/03 05:40PM
 Close Rep: DIMaria, Melissa
 Issue Note: Customer wants buyback because she needs a new transmission.

Vehicle

Chassis # (US): PL00428
 Chassis # (Non - US):
 Year: 2004
 Model: 325Ci
 Mileage:
 Sale: 6/27/03 12:00AM
 In Service Date: 6/27/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
3V05	REPLACEMENT/REPURCHASE REQUEST (L	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
Writer advised customer repurchase not available, would repair under warranty.

Attachments

File Name	Comments



Customer Service Request Detail # 1-116939722

Activity Status:	Done	Activity Updated:	11/8/03 08:16PM
Activity Type:	Customer Interaction	Activity Updated By:	DMaria, Melissa
Activity Assigned To:	DMaria, Melissa	Email From:	
Activity Created:	11/8/03 05:09PM	Email To:	
Activity Created By:	DMaria, Melissa		
Activity Description:	Customer wants buyback because she needs a new transmission.		
Note Created: 11/8/03 05:08PM		Note Created By: DMaria, Melissa	Note Type: Customer Interaction
Customer wants a new car because she states she needs a new transmission and this has depleted her confidence in the vehicle. Writer advised to have car repaired under warranty and she said no, that was not acceptable.			
Activity Status:	Done	Activity Updated:	11/8/03 05:37PM
Activity Type:	Dealer Interaction	Activity Updated By:	DMaria, Melissa
Activity Assigned To:	DMaria, Melissa	Email From:	
Activity Created:	11/8/03 05:33PM	Email To:	
Activity Created By:	DMaria, Melissa		
Activity Description:	Writer spoke with BM, Steve at Global Imports.		
Note Created: 11/8/03 05:36PM		Note Created By: DMaria, Melissa	Note Type: Dealer Interaction
Writer spoke with Steve who states customer does need transmission replaced and they ordered it this morning when car was brought in. The vehicle has 10,000 miles.			
Activity Status:	Done	Activity Updated:	11/8/03 05:38PM
Activity Type:	Customer Interaction	Activity Updated By:	DMaria, Melissa
Activity Assigned To:	DMaria, Melissa	Email From:	
Activity Created:	11/8/03 05:37PM	Email To:	
Activity Created By:	DMaria, Melissa		
Activity Description:	Writer advised customer.		
Note Created: 11/8/03 05:37PM		Note Created By: DMaria, Melissa	Note Type: Customer Interaction
Writer advised customer that we will not repurchase her vehicle at this time, that it will be replaced and repaired under warranty and if she has repeat issues she can call us back.			



Customer Service Request Detail # 1-124766435

Customer

Name: [REDACTED]
 Preferred Communication Method: Call Phone
 Work #: [REDACTED]
 Home #: [REDACTED]
 Cell #: [REDACTED]
 Street Address: [REDACTED]
 Apt/Ste: [REDACTED]
 City/State/Zip: CA

Service Request

Service Request #: 1-124766435
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 12/1/03 04:08PM
 Created By: Sells, Anthony
 Rep Assigned: Sells, Anthony
 Date Assigned: 12/1/03 04:08PM
 Assigned Dealer: VALLEY BMW
 Identified Dealer: VALLEY BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 12/11/03 08:14PM
 Close Rep: Sells, Anthony
 Issue Note: Customer would like BMW to repurchase vehicle b/c trans still not corrected

Vehicle

Chassis # (US): JT20372
 Chassis # (Non - US):
 Year: 2004
 Model: 325Ci
 Mileage: 5,000
 Sale:
 In Service Date:

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	TRANSMISSION - AUTOM	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
Center to schedule FSE appointment for possible repair/repurchase.

Attachments

File Name	Comments



Customer Service Request Detail # 1-124766435

Activity Status:	Done	Activity Updated:	12/1/03 04:10PM
Activity Type:	Customer Interaction	Activity Updated By:	Sells, Anthony
Activity Assigned To:	Sells, Anthony	Email From:	
Activity Created:	12/1/03 04:08PM	Email To:	
Activity Created By:	Sells, Anthony		
Activity Description:	Trans still not corrected, customer wants trade assist/buyback.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	12/1/03 04:10PM
Activity Type:	Dealer Interaction	Activity Updated By:	Sells, Anthony
Activity Assigned To:	Sells, Anthony	Email From:	
Activity Created:	12/1/03 04:10PM	Email To:	
Activity Created By:	Sells, Anthony		
Activity Description:	Left vm for Bruce Peters, srvc mgr @ Valley BMW, CA (209) 575-0289, asking for a call back.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	12/8/03 02:23PM
Activity Type:	Dealer Interaction	Activity Updated By:	Sells, Anthony
Activity Assigned To:	Sells, Anthony	Email From:	
Activity Created:	12/8/03 02:17PM	Email To:	
Activity Created By:	Sells, Anthony		
Activity Description:	Spoke to Bruce Peters, srvc mgr @ Valley BMW, CA (209) 575-0289		

Note Created: 12/8/03 02:21PM	Note Created By: Sells, Anthony	Note Type: Dealer Interaction
-------------------------------	---------------------------------	-------------------------------

Bruce stated that he would contact customer today for an FSE appointment and possible repurchase.

Activity Status:	Done	Activity Updated:	12/8/03 02:23PM
Activity Type:	Customer Interaction	Activity Updated By:	Sells, Anthony
Activity Assigned To:	Sells, Anthony	Email From:	
Activity Created:	12/8/03 02:23PM	Email To:	
Activity Created By:	Sells, Anthony		
Activity Description:	Left vm @ (408) 505-5472 stating srvc mgr will be calling for FSE appointment.		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200335600266

Customer

Name: [REDACTED]
 Preferred Communication Method:
 Work #: [REDACTED]
 Home #: [REDACTED]
 Cell #: [REDACTED]
 Street Address: [REDACTED]
 Apt/Suite: [REDACTED]
 City/State/Zip: Baltimore, MD [REDACTED]

Service Request

Service Request #: 200335600266
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 12/22/03 04:51PM
 Created By: Smith, Allison
 Rep Assigned: Smith, Allison
 Date Assigned: 12/22/03 04:51PM
 Assigned Dealer:
 Identified Dealer: BMW OF TOWSON
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/21/04 09:54AM
 Close Rep: Smith, Allison
 Issue Note: Cust. unhappy w/ 6th repair since purchase in July

Vehicle

Chassis # (US): FL00741
 Chassis # (Non - US):
 Year: 2004
 Model: 325CI
 Mileage: 19,000
 Sale: 7/11/03 12:00AM
 In Service Date: 7/11/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMISIE

Solution Notes

Solution
Customer contacting writer when she decides what kind of goodwill she wants or what she wants to do w/ car issue.

Attachments

File Name	Comments



Customer Service Request Detail # 200335600266

Activity Status:	Done	Activity Updated:	12/23/03 03:17PM
Activity Type:	Customer Interaction	Activity Updated By:	Smith, Allison
Activity Assigned To:	Smith, Allison	Email From:	
Activity Created:	12/22/03 04:52PM	Email To:	
Activity Created By:	Smith, Allison		
Activity Description:	Cust. unhappy w/ 8th repair since purchase in July		

Note Created: 12/22/03 04:52PM Note Created By: Smith, Allison Note Type: Customer Interaction

Cust. is frustrated w/ vehicle's repair history since new purchase in July. She has had the transmission replaced twice already. Today she is taking the car in because she claims the car was shaking when she put the foot on the accelerator. Cust. said she needs a new veh. and she is frustrated w/ the issues it is having. Cust. said she is speaking w/ Serv. Mgr. Chuck Jeffrey on 12/22 about the issues w/ her vehicle. Writer told customer to call after she spoke w/ Chuck and writer had chance to speak w/ Chuck.

Activity Status:	Done	Activity Updated:	12/22/03 05:06PM
Activity Type:	Customer Interaction	Activity Updated By:	Frankenburg, Mark
Activity Assigned To:	Frankenburg, Mark	Email From:	
Activity Created:	12/22/03 05:06PM	Email To:	
Activity Created By:	Frankenburg, Mark		
Activity Description:	cust called in, wants car bought back. Says car been in 6 times since July.		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	12/23/03 03:50PM
Activity Type:	Customer Interaction	Activity Updated By:	Smith, Allison
Activity Assigned To:	Smith, Allison	Email From:	
Activity Created:	12/23/03 03:17PM	Email To:	
Activity Created By:	Smith, Allison		
Activity Description:	Cust. has no confidence in her vehicle.		

Note Created: 12/23/03 03:18PM Note Created By: Smith, Allison Note Type: Customer Interaction

Cust. called to say the issue w/ car was a coil that needed to be replaced. She has no confidence in her veh. She is not happy w/ the vehicle and she doesn't want to keep the car. Thinks something is wrong, and wants something to be done for her by BMW. Writer explained this was a process that wouldn't be done overnight, and the people the writer needs to talk to won't be back in the office till Monday--after the holidays. Writer asked the customer to be pat. and writer would call her back on Monday.

Activity Status:	Done	Activity Updated:	12/30/03 05:48PM
Activity Type:	Dealer Interaction	Activity Updated By:	Smith, Allison
Activity Assigned To:	Smith, Allison	Email From:	
Activity Created:	12/30/03 05:36PM	Email To:	
Activity Created By:	Smith, Allison		
Activity Description:	Writer spoke w/ Chuck Jeffrey ser.mgr.		

Note Created: 12/30/03 05:36PM Note Created By: Smith, Allison Note Type: Dealer Interaction



Customer Service Request Detail # 200335600268

Chuck and writer went over the cust. issues and concerns. Chuck noted the issues she had for the first 5 times in shop were all related to a trans. issue that BMW was having, and on the 6th time the FSE came and fixed the problems. And the coil issue was fixed. Chuck feels the cust. veh. is fixed, and because of the 19K miles she is probably not a candidate for a buyback. He wants to offer the customer an extended maint. warranty to 6yr/100k miles. Chuck said if she is leaning offer her 2months of a lease payment. Chuck told writer to contact him after writer speaks to customer, and let him know what she thinks.

Activity Status: Done
Activity Type: Customer Interaction
Activity Assigned To: Smith, Allison
Activity Created: 12/30/03 08:48PM
Activity Created By: Smith, Allison
Activity Description: Writer spoke w/ customer

Activity Updated: 12/30/03 08:51PM
Activity Updated By: Smith, Allison
Email From:
Email To:

Note Created: 12/30/03 08:48PM

Note Created By: Smith, Allison

Note Type: Customer Interaction

Writer told cust. about conversation w/ Chuck and offered her the 6yr/100k maint. Cust. wants to think about it, and wanted writer to ask Chuck for a mileage ext. of 125 or 150. Cust. wants to return to subject on Friday after she has time to think about it and writer got answer from Chuck. Writer calling Chuck in the a.m.

Activity Status: Done
Activity Type: Dealer Interaction
Activity Assigned To: Smith, Allison
Activity Created: 1/8/04 12:18PM
Activity Created By: Smith, Allison
Activity Description: Writer spoke w/ service mgr. Chuck

Activity Updated: 1/8/04 12:22PM
Activity Updated By: Smith, Allison
Email From:
Email To:

Note Created: 1/8/04 12:18PM

Note Created By: Smith, Allison

Note Type: Dealer Interaction

12/31 Writer spoke w/ Chuck on New Year's eve and Chuck said he could not extend the maint. warranty offer to over the 100K miles. Writer waiting for customer to call about her decision making, customer asked to let writer know she had some thinking to do.

Activity Status: Done
Activity Type: Customer Interaction
Activity Assigned To: Smith, Allison
Activity Created: 1/15/04 12:42PM
Activity Created By: Smith, Allison
Activity Description: Writer spoke w/ customer

Activity Updated: 1/21/04 09:43AM
Activity Updated By: Smith, Allison
Email From:
Email To:

Note Created: 1/15/04 12:42PM

Note Created By: Smith, Allison

Note Type: Customer Interaction

Customer said she just recovered from an illness, and will contact



Customer Service Request Detail # 200335703245

Customer

Name: [REDACTED]
 Preferred Communication Method:
 Work #:
 Home #:
 Cell #:
 Street Address:
 Apt/Site:
 City/State/Zip:

Service Request

Service Request #: 200335703245
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 12/23/03 10:26AM
 Created By: Werrick, Kevin
 Rep Assigned: Werrick, Kevin
 Date Assigned: 12/23/03 10:26AM
 Assigned Dealer:
 Identified Dealer: THOMPSON BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 12/25/03 12:44PM
 Close Rep: Werrick, Kevin
 Issue Note: cust has 3 perfect stalling issue

Vehicle

Chassis # (US): PL00220
 Chassis # (Non - US):
 Year: 2004
 Model: 325Ci
 Mileage: 6,000
 Sale:
 In Service Date:

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
8L03	OVERALL QUALITY	TRANSMISSION - AUTOMAT	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
 center is supposed to contact the cust and set up an appointment to have the car diagnosed.

Attachments

File Name	Comments



Customer Service Request Detail # 200335703245

Activity Status:	Done	Activity Updated:	12/23/03 10:28AM
Activity Type:	Customer Interaction	Activity Updated By:	Wenrick, Kevin
Activity Assigned To:	Wenrick, Kevin	Email From:	
Activity Created:	12/23/03 10:28AM	Email To:	
Activity Created By:	Wenrick, Kevin		
Activity Description:	cust has 3 series stalling issue		

Note Created: 12/23/03 10:28AM Note Created By: Wenrick, Kevin Note Type: Customer Interaction

cust wants his car fixed immediately or placed into a loaner car until it is fixed. writer said we would look into it and call him back @

Activity Status:	Done	Activity Updated:	12/24/03 02:22PM
Activity Type:	Dealer Interaction	Activity Updated By:	Wenrick, Kevin
Activity Assigned To:	Wenrick, Kevin	Email From:	
Activity Created:	12/24/03 02:22PM	Email To:	
Activity Created By:	Wenrick, Kevin		
Activity Description:	called srvc mgr 216-340-3800 Mark Ambolino left vm regarding 818 24 07 03		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	12/28/03 11:38AM
Activity Type:	Dealer Interaction	Activity Updated By:	Wenrick, Kevin
Activity Assigned To:	Wenrick, Kevin	Email From:	
Activity Created:	12/28/03 11:38AM	Email To:	
Activity Created By:	Wenrick, Kevin		
Activity Description:	Mark called back and left vm		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	12/28/03 12:38PM
Activity Type:	Dealer Interaction	Activity Updated By:	Wenrick, Kevin
Activity Assigned To:	Wenrick, Kevin	Email From:	
Activity Created:	12/28/03 12:38PM	Email To:	
Activity Created By:	Wenrick, Kevin		
Activity Description:	called Mark and he stated that he will call the cust to set up an appointment and set them up with a rental		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	12/28/03 12:43PM
Activity Type:	Customer Interaction	Activity Updated By:	Wenrick, Kevin
Activity Assigned To:	Wenrick, Kevin	Email From:	
Activity Created:	12/28/03 12:42PM	Email To:	
Activity Created By:	Wenrick, Kevin		
Activity Description:	called cust @ 610-831-1871		

Note Created: 12/28/03 12:42PM Note Created By: Wenrick, Kevin Note Type: Customer Interaction



Customer Service Request Detail # 200335703245

called cust left vm and told him that the dealer will take the car, diagnose the problem and set him up with a loaner... and that the dealer should be calling him to set everything up. cust advised to call back if he has any more questions.





Customer Service Request Detail # 200335703344

Customer

Name: [REDACTED]
 Preferred Communication Method: [REDACTED]
 Work #: [REDACTED]
 Home #: [REDACTED]
 Cell #: [REDACTED]
 Street Address: [REDACTED]
 Apt/Ste: [REDACTED]
 City/State/Zip: Coral Gables, FL [REDACTED]

Service Request

Service Request #: 200335703344
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 12/23/03 01:11PM
 Created By: Wood, Amber
 Rep Assigned: Wood, Amber
 Date Assigned: 12/23/03 01:11PM
 Assigned Dealer:
 Identified Dealer: BRAMAN BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 12/23/03 01:16PM
 Close Rep: Wood, Amber
 Issue Note: car needs new transmission, cust want to file lemon law

Vehicle

Chassis # (US): FL00710
 Chassis # (Non - US):
 Year: 2004
 Model: 325Ci
 Mileage: 4,986
 Sale: 8/19/03 12:00AM
 In Service Date: 8/19/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV05	REPLACEMENT/REPURCHASE REQUEST (L	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
Apologized for situation, advised that we will not repurchase vehicle but will replace transmission under warranty.

Attachments

File Name	Comments



Customer Service Request Detail # 200335703344

Activity Status:	Done	Activity Updated:	12/23/03 01:16PM
Activity Type:	Customer Interaction	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	12/23/03 01:12PM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	car needs new transmission, cust want to file lemon law		

Note Created: 12/23/03 01:12PM

Note Created By: Wood, Amber

Note Type: Customer Interaction

Customer's daughter drives the car and customer wants a replacement b/c the transmission needs to be replaced. States that the transmission doesn't always engage when the car is cold. Daughter drives the car at college and has taken it to Capital Eurocars and was told that the car was fine. Now car is at Bremen and they have ordered a new transmission. Customer states that he did not buy/lease this car to have these problems and that he would like us to replace it. Writer apologized for situation and told customer that our obligation is to repair the car under warranty. Center has already ordered transmission and customer's daughter is driving a new Honda loaner until repairs are complete. Writer apologized for situation and advised customer we will not repurchase car but we will replace transmission. Customer states that if another transmission problem occurs, he will proceed with lemon law.



Customer Service Request Detail # 200336502959

Customer

Name: [REDACTED]
 Preferred Communication Method:
 Work #:
 Home #:
 Cell #:
 Street Address: [REDACTED]
 Apt/Ste:
 City/State/Zip: Warsaw, NC [REDACTED]

Service Request

Service Request #: 200336502959
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 12/31/03 04:46PM
 Created By: Bekdelman, Jason
 Rep Assigned: Bekdelman, Jason
 Date Assigned: 12/31/03 04:46PM
 Assigned Dealer:
 Identified Dealer: TOM WILLIAMS IMPORTS
 Date Received:
 Receive Rep:
 Date Closed: 12/31/03 06:04PM
 Close Rep: Bekdelman, Jason
 Issue Note: Cust stts that his vehicle is defective and would like out of the vehicle

Vehicle

Chassis # (US): FL02316
 Chassis # (Non - US):
 Year: 2004
 Model: 325Ci
 Mileage: 1,800
 Sale: 11/24/03 12:00AM
 In Service Date: 11/24/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV05	REPLACEMENT/REPURCHASE REQUEST (L	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
 Writer apologized to the cust for the situation, and informed him that the trans issue will be addressed under terms of the warranty. Writer ref the customer to the center for further assistance.

Attachments

File Name	Comments



Customer Service Request Detail # 200336502959

Activity Status:	Done	Activity Updated:	12/31/03 04:58PM
Activity Type:	Customer Interaction	Activity Updated By:	Baldeman, Jason
Activity Assigned To:	Baldeman, Jason	Email From:	
Activity Created:	12/31/03 04:55PM	Email To:	
Activity Created By:	Baldeman, Jason		
Activity Description:	Cust stts that his vehicle is defective and would like out of the vehicle		

Note Created: 12/31/03 04:55PM

Note Created By: Baldeman, Jason

Note Type: Customer Interaction

Cust stts that he was sold a defective vehicle, and that both Tom Williams Imports and BMW NA know this. Cust stts that he is being told by the center that he needs a trans replacement, and stts that he is not confident that this will rectify the problem. The customer stts he has yet to take the vehicle to the center, and stts that replacing the transmission is not satisfactory. Writer apologized to the cust for the situation, and informed him that the trans issue will be addressed under terms of the warranty. Writer ref the customer to the center for further assistance.



Customer Service Request Detail # 200400709983

Customer

Name: [REDACTED]
 Preferred Communication Method: [REDACTED]
 Work #: [REDACTED]
 Home #: [REDACTED]
 Cell #: [REDACTED]
 Street Address: [REDACTED]
 Apt/Ste: [REDACTED]
 City/State/Zip: Ocala, FL [REDACTED]

Service Request

Service Request #: 200400709983
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 1/7/04 04:52PM
 Created By: Sayre, Adrienne
 Rep Assigned: Sayre, Adrienne
 Date Assigned: 1/7/04 04:52PM
 Assigned Dealer: GAINESVILLE BMW
 Identified Dealer: GAINESVILLE BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 2/12/04 02:09PM
 Close Rep: Sayre, Adrienne
 Issue Note: I refuse a new tranny, I demand a replacement vehicle

Vehicle

Chassis # (US): FL02578
 Chassis # (Non - US):
 Year: 2004
 Model: 325Ci
 Mileage: 1,000
 Sale: 12/2/03 12:00AM
 In Service Date: 12/2/03 12:00AM

Cost Breakdown

BR Code	BR Code Desc	Main Group	Defect Code	Defect Code Desc
8V03	REPLACEMENT/REPURCHASE REQUEST (L	TRANSMISSION - AUTOMAT	2400	TRANSMISSION - AUTOMATIC TRANSMIS
8V38	RETAILER REFERRED CUSTOMER TO 800 #	GENERAL	0028	PRODUCT/QUALITY- DISSATISFACTION

Solution Notes

Solution
 tranny replaced in vehicle, spoke w/ female at 352.622.2888, she adv. she would let Mr. Kroher know I called, closing pending contact
 spoke w/ Mr. Kroher, he adv. he is still unhappy w/ the vehicle, I adv. BMW was not in the position to repurchase it at this time
 Brandt at CORE replied, adv. this is no need for escalation, vehicle will continue to be repaired under warranty

Attachments

File Name	Comments



Customer Service Request Detail # 200400709983

Activity Status:	Done	Activity Updated:	1/7/04 08:12PM
Activity Type:	Customer Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	1/7/04 04:53PM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	I refuse a new tranny. I demand a replacement vehicle.		

Note Created: 1/7/04 08:07PM

Note Created By: Sayre, Adrienne

Note Type: Customer Interaction

The customer advised he will expect nothing but a replacement vehicle. He advised the center referred him here because his vehicle needs a new transmission. The customer feels the vehicle is too new and should not require such a repair. The customer assures me this will go as high as it needs to until BMW replaces the car. I advised I would need to follow up with the center.

Activity Status:	Done	Activity Updated:	1/7/04 08:07PM
Activity Type:	Dealer Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	1/7/04 05:04PM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	spoke w/ Alex in service at Gainesville BMW, he adv. a tranny is on order, center not willing to trade assist. cust.		

Note Created: 1/7/04 08:04PM

Note Created By: Sayre, Adrienne

Note Type: Dealer Interaction

Alex advised the vehicle has the SES problem where there is a delay in shifting from park to drive. He advised he already emailed Guy Carlton, FSE for market 23, for assistance in expediting a new transmission to the center. Alex advised the center is not interested in participating in a trade assist as this is a product issue. I advised I would notify the market team of the customer's request.

Activity Status:	Done	Activity Updated:	1/13/04 07:46PM
Activity Type:	Corporate Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	1/13/04 07:46PM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	emailed Idin Pinesch, SR Market Liaison, so he can review this customer's request		

Note Created: 1/13/04 07:46PM

Note Created By: Sayre, Adrienne

Note Type: Corporate Interaction



Customer Service Request Detail # 200400709983

Original Message
From: Sayre, Adrienne
Sent: Tuesday, January 13, 2004 7:45 PM
To: Pirastah, Idin
Subject: Michael Krober PL02578 BMW of Gainesville 200400709983

PL02578 325Ci 2004
1000 miles
BMW of Gainesville

Idin,

I'd like your thoughts on this. This customer's vehicle is affected by the transmission delay in the E48. The customer is adamant that he does not want this vehicle any longer even if the transmission is replaced. He assured me that he will pursue this as high as possible to get the resolution he is looking for. Can you tell me if you feel we can replace this vehicle, or continue to repair it under warranty?

Thanks,
Adrienne

Activity Status:	Done	Activity Updated:	1/18/04 11:52AM
Activity Type:	Corporate Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	1/18/04 11:51AM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	emailed idin to see if we can get an answer soon		

Note Created: 1/18/04 11:51AM

Note Created By: Sayre, Adrienne

Note Type: Corporate Interaction



Customer Service Request Detail # 200400709983

-----Original Message-----

From: Sayre, Adrienne
Sent: Friday, January 16, 2004 11:51 AM
To: Pirasteh, Idin
Subject: FW: Michael Kroiter PL02578 BMW of Gainesville 200400709

Idin,

Would you mind following up on this issue today?

Thanks,
Adrienne

-----Original Message-----

From: Sayre, Adrienne
Sent: Wednesday, January 14, 2004 9:19 AM
To: Pirasteh, Idin
Subject: RE: Michael Kroiter PL02578 BMW of Gainesville 200400709

It's all in the SR, but the center does not empathize with the customer at all. I believe there is a tranny on order. The vehicle went in for service last week.

-----Original Message-----

From: Pirasteh, Idin
Sent: Wednesday, January 14, 2004 9:16 AM
To: Sayre, Adrienne
Subject: RE: Michael Kroiter PL02578 BMW of Gainesville 200400709

What is the current status of the repair? Parts ordered? Time car has spent down? Does the Service Manager empathize with this customer at all?

Thank you,

Idin J. Pirasteh
Southern Region Market Liaison
BMW of North America
800.831.1117
Direct--814.788.7947
Fax--814.788.2488

-----Original Message-----

From: Sayre, Adrienne
Sent: Tuesday, January 13, 2004 7:48 PM
To: Pirasteh, Idin
Subject: Michael Kroiter PL02578 BMW of Gainesville 200400709983

Michael Kroiter
PL02578 325CI 2004
1000 miles
BMW of Gainesville

Idin,

I'd like your thoughts on this. This customer's vehicle is affected by the transmission delay in the E48. The customer is adamant that he does not want this vehicle any longer even if the transmission is replaced. He assured me that he will pursue this as high as possible to get the resolution he is looking for. Can you tell me if you feel we can replace this vehicle, or continue to repair it ...



Customer Service Request Detail # 200400709883

... under warranty?		...	
Thanks, Adrienne			
Activity Status:	Done	Activity Updated:	1/16/04 03:16PM
Activity Type:	Field Interaction	Activity Updated By:	Pirasteh, Idin
Activity Assigned To:	Pirasteh, Idin	Email From:	
Activity Created:	1/16/04 03:16PM	Email To:	
Activity Created By:	Pirasteh, Idin		
Activity Description:	contacting AMM-not avail, s/w FSE Guy Carlton		
Note Created: 1/16/04 03:16PM		Note Created By: Pirasteh, Idin	
		Note Type: Field Interaction	
<p>-----Original Message----- From: <input type="checkbox"/> Pirasteh, Idin Sent: <input type="checkbox"/> Friday, January 16, 2004 2:45 PM To: <input type="checkbox"/> Sayre, Adrienne Subject: <input type="checkbox"/> RE: Michael Krohar FL02578 BMW of Gainesville 200400709</p> <p>Adrienne,</p> <p>I spoke with FSE Guy Carlton in AMM Dennis Tepper's absence. He is speaking for the Market Team -they are not inclined to help the customer into another vehicle. Guy mentioned that he can trade it in for another car (but we know he'll end up taking a bath on the deal). What they are interested in doing is offering something in the form of parts, accessories, lifestyle items, or other creative options that may satisfy (I know it's not likely) the customer. If you could get him out of the mindset of getting out of the car, then we may work with him on a goodwill basis, if he is not interested in that, there would not be a lot that BMW could help him with. Let me know your thoughts.</p> <p>Thank you,</p> <p>Idin J. Pirasteh Southern Region Market Liaison BMW of North America 800.831.1117 Direct-814.789.7647 Fax-814.789.2465</p>			
Activity Status:	Done	Activity Updated:	1/22/04 09:36AM
Activity Type:	Dealer Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	1/22/04 09:29AM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	spoke w/ Alex at Gainesville, he adv. the tranny was repl. and vehicle returned to cust. on 1/12/04		
Note Created: 1/22/04 09:33AM		Note Created By: Sayre, Adrienne	
		Note Type: Dealer Interaction	
<p>Alex advised his FSE helped to expedite a transmission to the center. He advised the transmission was replaced and the vehicle was returned to the customer on 1/12/04. He advised the customer was satisfied with this and did not ask for any form of goodwill.</p>			



Customer Service Request Detail # 200400709983

Activity Status:	Done	Activity Updated:	1/22/04 09:36AM
Activity Type:	Customer Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	1/22/04 09:35AM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	spoke w/ female at 352.622.2558, she adv. she would let Mr. Krober know I called		

Note Created: 1/22/04 09:37AM Note Created By: Sayre, Adrienne Note Type: Customer Interaction

I spoke with [redacted] advised the vehicle is working perfectly now and there are no outstanding concerns. I advised I was following up on a conversation I had had with [redacted] a few weeks ago. I asked [redacted] to let [redacted] know I called asked him to return the call if he needed to.

Activity Status:	Done	Activity Updated:	2/11/04 10:08AM
Activity Type:	Customer Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	2/11/04 09:59AM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	spoke w/ cust. he adv. he is unhappy w/ the vehicle and no longer wants it		

Note Created: 2/11/04 10:04AM Note Created By: Sayre, Adrienne Note Type: Customer Interaction

I spoke with [redacted] who advised the vehicle has been fixed but claims it has not been driven. He advised he is unhappy that BMW will not take the vehicle back and inquired about what his options were. I apologized and advised that BMW was not in the position to repurchase his vehicle at this time. The customer found this unacceptable and thanked me for the call.

Activity Status:	Done	Activity Updated:	2/11/04 10:08AM
Activity Type:	Corporate Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	2/11/04 10:08AM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	Jesse feels NJ should review this		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	2/11/04 10:10AM
Activity Type:	Corporate Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	2/11/04 10:08AM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	left w/m for Brandi Doff at CORE, asking her to review SR and call me back		

Note Created: Note Created By: Note Type:



Customer Service Request Detail # 200400709683

Activity Status:	Done	Activity Updated:	2/12/04 01:02PM
Activity Type:	Corporate Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	2/12/04 01:01PM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	emailed Brandl at NJ, asking for her to review the SR		

Note Created: 2/12/04 01:01PM

Note Created By: Sayre, Adrienne

Note Type: Corporate Interaction

-----Original Message-----
From: Sayre, Adrienne
Sent: Thursday, February 12, 2004 1:02 PM
To: Doll, Brandl
Cc: Cusumano, Jess
Subject: Michael Krofner 200400709683

Hi Brandl,

I wanted to follow up on the voicemail I left you. Would you review this SR and let me know if you feel it should be escalated?

Thanks,
Adrienne
X 858a

Activity Status:	Done	Activity Updated:	2/12/04 02:08PM
Activity Type:	Corporate Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	2/12/04 02:06PM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	Brandl replied, adv. this is no need for escalation, vehicle will continue to be repaired under warranty		

Note Created: 2/12/04 02:08PM

Note Created By: Sayre, Adrienne

Note Type: Corporate Interaction

-----Original Message-----
From: Brandl.Doll@bmwna.com [mailto:Brandl.Doll@bmwna.com]
Sent: Thursday, February 12, 2004 1:42 PM
To: Adrienne.Sayre@bmwna.com
Subject: FW: The following has been assigned to you at the recommendation of L cells.

Adrienne-
I'm sorry. I got confused because I got two of these yesterday- I thought it was the same customer.
The answer is the same though. With these customers, we are repairing the vehicle only.
Thanks,
brandl



Customer Service Request Detail # 200400904564

Customer

Name: [REDACTED]
 Preferred Communication Method:
 Work #:
 Home #:
 Call #:
 Street Address: [REDACTED]
 Apt/Ste:
 City/State/Zip: Middle River, MD [REDACTED]

Service Request

Service Request #: 200400904564
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 1/20/04 01:04PM
 Created By: Sayre, Adrienne
 Rep Assigned: Sayre, Adrienne
 Date Assigned: 1/20/04 01:04PM
 Assigned Dealer: RUSSEL BMW
 Identified Dealer: RUSSEL BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/27/04 03:04PM
 Close Rep: Sayre, Adrienne
 Issue Note: tranny delay issue; locks; trunk; climate control; all repeat concerns

Vehicle

Chassis # (US): FL00300
 Chassis # (Non - US):
 Year: 2004
 Model: 325CI
 Mileage: 14,000
 Sale:
 In Service Date:

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS
SV17	REPEAT REPAIR/COMEBACK	CHASSIS ELECTRICAL - G	6121	LOCKING - CENTRAL LOCKING SYSTEM
SV17	REPEAT REPAIR/COMEBACK	BODY - FENDERS, HOOD,	4100	BODY - FENDERS, HOOD, ROOF, TRUNK
SV17	REPEAT REPAIR/COMEBACK	HEATING & A/C - SYSTEM	6400	HEATING & A/C - SYSTEMS

Solution Notes

Solution
 left w/m for cust. at 410.336.8384 adv. she should continue working w/
 center and service manager

Attachments

File Name	Comments



Customer Service Request Detail # 200400904564

Activity Status:	Done	Activity Updated:	1/9/04 04:35PM
Activity Type:	Customer Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	1/9/04 01:05PM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	trans delay issue; locks; trunk; climate control; all repeat concerns		

Note Created: 1/9/04 02:38PM Note Created By: Sayre, Adrienne Note Type: Customer Interaction

The customer called in with many concerns regarding her vehicle. She claims she needs a new transmission, the drive-away locks have never worked properly, the climate control is recalled? and her trunk will not latch. The customer is very frustrated with the vehicle and the amount of servicing it has needed. The customer claims also, she was told that the transmission pan is cracked and she will have to pay for it to be replaced. I advised the customer I would need to look into this issue and call her back.

Activity Status:	Done	Activity Updated:	1/9/04 02:34PM
Activity Type:	Dealer Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	1/9/04 02:34PM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	left vfm for Adam Raw, service manager at Russel BMW, asking for a return call		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	1/14/04 09:28AM
Activity Type:	Dealer Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	1/14/04 09:28AM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	left 2nd vfm for Adam Raw, asking for a return call		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	1/14/04 09:45AM
Activity Type:	Dealer Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	1/14/04 09:45AM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	Adam returned my call, adv. 2 ROs, 3 days in service, no compensation at this time		

Note Created: 1/14/04 09:45AM Note Created By: Sayre, Adrienne Note Type: Dealer Interaction



Customer Service Request Detail # 200400904564

Adam advised the center is currently waiting on a transmission for the customer's vehicle. Adam advised BMW is still willing to warranty the transmission replacement if the customer pays for the denied transmission pan (per Scott Mayo, FSE for market 18.) He advised for the locking concern, the customer asked for the driveway locks to be programmed, he advised they were on 12/17/03 and if they are not working, she needs to bring the vehicle back in. He advised there was no duplication of the trunk latch concern. Adam advised also, recall # 61 11 03 was performed on the recall on 12/17/03 (reprogram the lamp control module.) Adam advised the climate control could put a draw on the battery if used more than twice prior to the recall. He advised on 11/10/03, there was a hesitation on a cold start concern and programming fixed it. Adam advised the customer does not have an appointment scheduled yet and he advised when she comes in they will try again to duplicate the trunk concern and address the locks if they are not working properly.

Activity Status:	Done	Activity Updated:	1/14/04 08:55AM
Activity Type:	Customer Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	1/14/04 08:55AM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	left w/m for cust. at 410.336.8384 adv. she should continue working w/ center and service manager		

Note Created:	Note Created By:	Note Type:
---------------	------------------	------------

Activity Status:	Done	Activity Updated:	1/27/04 03:04PM
Activity Type:	Customer Interaction	Activity Updated By:	Grossberger, Dan
Activity Assigned To:	Grossberger, Dan	Email From:	
Activity Created:	1/27/04 02:53PM	Email To:	
Activity Created By:	Grossberger, Dan		
Activity Description:	Cust called		

Note Created:	1/27/04 02:53PM	Note Created By:	Grossberger, Dan	Note Type:	Customer Interaction
---------------	-----------------	------------------	------------------	------------	----------------------

Cust site trying to get veh towed to dealer for this work. Cust site she wants a veh without problems. Cust site she must pay for transmission pan b/c trans being replaced. Cust site third time for electrical repair. Cust site rental is waiting. Writer assisted w/ RSA.



Customer Service Request Detail # 200402004378

Customer

Name: [REDACTED]
 Preferred Communication Method: [REDACTED]
 Work #: [REDACTED]
 Home #: [REDACTED]
 Cell #: [REDACTED]
 Street Address: [REDACTED]
 Apt/Bldg: [REDACTED]
 City/State/Zip: Edison, NJ [REDACTED]

Service Request

Service Request #: 200402004378
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 1/20/04 10:28AM
 Created By: Osborn, Jon
 Rep Assigned: Osborn, Jon
 Date Assigned: 1/20/04 10:28AM
 Assigned Dealer: OPEN ROAD BMW
 Identified Dealer: OPEN ROAD BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/28/04 08:15PM
 Close Rep: Osborn, Jon
 Issue Note: Transmission engagement issue

Vehicle

Chassis # (US): PL00852
 Chassis # (Non - US):
 Year: 2004
 Model: 325CI
 Mileage:
 Sale: 8/15/03 12:00AM
 In Service Date: 8/15/03 12:00AM

Code Descriptions

SF Code	SF Code Desc	Main Group	Defect Code	Defect Code Desc
SV2B	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
Asked cust to please send more info.

Attachments

File Name	Comments



Customer Service Request Detail # 200402004378

Activity Status:	Done	Activity Updated:	1/20/04 10:37AM
Activity Type:	Email - Inbound	Activity Updated By:	Osborn, Jon
Activity Assigned To:	Osborn, Jon	Email From:	rogers@optonline.net
Activity Created:	1/14/04 08:04AM	Email To:	<ProductQuestions@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Products and Services		

Note Created:	Note Created By:	Note Type:
		<p>1/14/2004 8:02:14 AM</p> <p>Name: <input type="checkbox"/> [REDACTED] Address: <input type="checkbox"/> [REDACTED] <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> City: <input type="checkbox"/> Edison State: <input type="checkbox"/> NJ Zip: <input type="checkbox"/> [REDACTED] E-mail: <input type="checkbox"/> [REDACTED]</p> <p>Day Phone: <input type="checkbox"/> [REDACTED] Available From: <input type="checkbox"/> 9 A.M. Eastern Time until 9 A.M. Eastern Time Second Phone: <input type="checkbox"/> 9088124870 Available From: <input type="checkbox"/> 9 A.M. Eastern Time until 9 A.M. Eastern Time Fax: <input type="checkbox"/></p> <p>Model: <input type="checkbox"/> 325Ci Year: <input type="checkbox"/> 2004 VIN: <input type="checkbox"/> 0682</p> <p>Date Purchased: <input type="checkbox"/> 08/12/2003 Purchased From: <input type="checkbox"/> Open Road BMW State: <input type="checkbox"/> NJ</p> <p>Servicing Dealer: <input type="checkbox"/> Open Road BMW City: <input type="checkbox"/> Edison State: <input type="checkbox"/> NJ</p> <p>Question: I am currently having major problems with my car and as it stands, no one at my dealership can help. The car seems to not want to go forward when put in drive after standing for a long period then without warning jumps forward. I was told that BMW is aware of this problem and that my car might need a new transmission—I WANT THIS FIXED NOW BEFORE I INJURE OR DESTROY SOMEONE OR SOMETHING DUE TO THE CAR JUMPING FORWARD! I currently have bought a 2008 wagon and a 2004 r1150r BMW motorcycle so I have invested a good sum of money into your company. As you expect your payments in a timely manner, I expect my car to be fixed in a timely manner—if you cannot do this then replace the car! It is a new car, it should not be having transmission problems—if this is the case, I will involve the lemon law.</p> <p>Very disappointed customer</p> <p>Roger Williams</p>

Activity Status:	Done	Activity Updated:	1/20/04 10:30AM
Activity Type:	Customer Interaction	Activity Updated By:	Osborn, Jon
Activity Assigned To:	Osborn, Jon	Email From:	
Activity Created:	1/20/04 10:29AM	Email To:	
Activity Created By:	Osborn, Jon		
Activity Description:	Transmission engagement issue		



Customer Service Request Detail # 200402004378

Note Created: 1/20/04 10:29AM	Note Created By: Osborn, Jon	Note Type: Customer Interaction
Please see inbound e-mail for info.		
Activity Status: Done	Activity Updated: 1/20/04 10:38AM	
Activity Type: Email - Outbound	Activity Updated By: Osborn, Jon	
Activity Assigned To: Osborn, Jon	Email From: CustomerRelations@bmwusa.com	
Activity Created: 1/20/04 10:30AM	Email To: rogerw@optonline.net	
Activity Created By: Osborn, Jon		
Activity Description: RE: Products and Services [1-137726608]		
Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200402004378

Dear Mr. Williams:

Thank you for contacting BMW of North America, LLC regarding the concern with your 2004 BMW 325CI. I am sorry to read of your dissatisfaction with your 2004 325I. Please accept my apologies for your frustration and for the time spent dealing with these issues.

Please be assured that the quality of our vehicles receives our constant attention. Even in its most basic form the motor vehicle of today is a very complex unit. When the various comforts, convenience and safety options are considered, the complexity increases. Despite our best efforts, a problem may occur with a particular vehicle or component. If you could please send me the complete vehicle identification number, mileage on the BMW, approximate date the car was in the BMW center for this concern and the representative of your BMW center you were working with, then I will be more than happy to further investigate this matter with Open Road BMW.

I look forward to hearing back from you. If you have any further questions, please respond to this e-mail or contact the Customer Relations Department at 1-800-831-1117, Monday through Friday from 9:00 A.M. to 8:00 P.M., Eastern Standard Time.

Sincerely,
Jon Osborn
Customer Relations and Services
Representative

Original Message

From: rgserv@optonline.net
Sent: 1/20/2004 12:00:00 AM
To: ProductQuestions@bmwusa.com
Subject: Products and Services

1/14/2004 8:02:14 AM

Name: [REDACTED]
Address: [REDACTED]

City: Edison
State: NJ
Zip: [REDACTED]
E-mail: [REDACTED]

Day Phone: [REDACTED]
Available From: 9 A.M. Eastern Time until 9 A.M. Eastern Time
Second Phone: 9086124670
Available From: 9 A.M. Eastern Time until 9 A.M. Eastern Time
Fax:

Model: 325CI
Year: 2004
VIN: 0682

Date Purchased: 08/12/2003
Purchased From: Open Road BMW
State: NJ

Servicing Dealer: Open ...



Customer Service Request Detail # 200402004378

<p>... Road BMW City: <input type="checkbox"/> Edison State: <input type="checkbox"/> NJ</p> <p>Question: I am currently having major problems with my car and as it stands, no one at my dealership can help. The car seems to not want to go forward when put in drive after standing for a long period then without warning jumps forward. I was told that BMW is aware of this problem and that my car might need a new transmission—I WANT THIS FIXED NOW BEFORE I INJURE OR DESTROY SOMEONE OR SOMETHING DUE TO THE CAR JUMPING FORWARD! I currently have bout a 2003 wagon and a 2004 r1150r BMW motorcycle so I have invested a good sum of money into your company. As you expect your payments in a timely manner, I expect my car to be fixed in a timely manner—if you cannot do this then replace the car! It is a new car, it should not be having transmissions problems—if this is the case, I will invoke the lemon law.</p> <p>Very disappointed customer Roger Williams</p>	
--	--

Activity Status:	Done	Activity Updated:	1/27/04 10:14AM
Activity Type:	Customer Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	1/27/04 10:07AM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	cust. called in, wants to know how long it will take to get a new transmission		

Note Created:	1/27/04 10:08AM	Note Created By:	Sayre, Adrienne	Note Type:	Customer Interaction
---------------	-----------------	------------------	-----------------	------------	----------------------

<p>This customer called in with further concerns regarding the hesitation issue. He would like to know how long it will take to get a new transmission. The customer is also upset that his vehicle does not have BMW Assiset. I advised the customer when his vehicle was produced, the BMW Assiset was not part of the premium package. The customer disagrees and claims he paid for it. I advised the customer he did not pay for it because it was not available on the Ser at that time. I advised if the center mislead him, he needs to address that with them. The customer inquired about a retro fit for the BMW Assiset. I advised I was not aware of one, but would look into it for him just in case.</p>	
---	--

Activity Status:	Done	Activity Updated:	1/27/04 10:18AM
Activity Type:	Dealer Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	1/27/04 10:18AM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	call w/in for Fabian Benicci, service manager at Open Road BMW, asking for a return call		

Note Created:		Note Created By:		Note Type:	
---------------	--	------------------	--	------------	--



Customer Service Request Detail # 200402705297

Customer

Name: [REDACTED]
 Preferred Communication Method:
 Work #: [REDACTED]
 Home #:
 Cell #:
 Street Address:
 Apt/Ste:
 City/State/Zip:

Service Request

Service Request #: 200402705297
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 1/27/04 01:00PM
 Created By: Conrad, Toby
 Rep Assigned: Conrad, Toby
 Date Assigned: 1/27/04 01:00PM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/27/04 01:21PM
 Close Rep: Conrad, Toby
 Issue Note: complaint about service

Vehicle

Chassis # (US): PL02250
 Chassis # (Non - US):
 Year: 2004
 Model: 328Ci
 Mileage:
 Sale:
 In Service Date:

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
8V29	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
oil disconnected, customer upset about replaced transmission

Attachments

File Name	Comments



Customer Service Request Detail # 200402705297

Activity Status:	Done	Activity Updated:	1/27/04 01:18PM
Activity Type:	Customer Interaction	Activity Updated By:	Conrad, Toby
Activity Assigned To:	Conrad, Toby	Email From:	
Activity Created:	1/27/04 01:10PM	Email To:	
Activity Created By:	Conrad, Toby		
Activity Description:	complaint about service		

Note Created:	1/27/04 01:12PM	Note Created By:	Conrad, Toby	Note Type:	Customer Interaction
---------------	-----------------	------------------	--------------	------------	----------------------

customer adv he is upset that his transmission was replace and he feels that the value has been lowered. Apologized that he feels that way but there is no real issue or proof of that. Tried to discuss with customer but his phone disconnected while we were discussing	
--	--



Customer Service Request Detail # 200402805712

Customer

Name: [REDACTED]
 Preferred Communication Method:
 Work #: [REDACTED]
 Home #: [REDACTED]
 Cell #: [REDACTED]
 Street Address: [REDACTED]
 Apt/Ste:
 City/State/Zip: Sparks, NV [REDACTED]

Service Request

Service Request #: 200402805712
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 1/28/04 02:11PM
 Created By: Young, Tricia
 Rep Assigned: Young, Tricia
 Date Assigned: 1/28/04 02:11PM
 Assigned Dealer:
 Identified Dealer: BILL PEARCE BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 2/16/04 08:02PM
 Close Rep: Young, Tricia
 Issue Note: 2nd transmission on replacement vehicle

Vehicle

Chassis # (US): PL02217
 Chassis # (Non - US):
 Year: 2004
 Model: 325CI
 Mileage:
 Sale: 11/28/03 12:00AM
 In Service Date: 11/28/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV05	REPLACEMENT/REPURCHASE REQUEST (L	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
closed...customer satisfied

Attachments

File Name	Comments



Customer Service Request Detail # 200402805712

Activity Status:	Done	Activity Updated:	1/28/04 02:12PM
Activity Type:	Email - Inbound	Activity Updated By:	Young, Tricia
Activity Assigned To:	Young, Tricia	Email From:	fa9633@netzaro.net
Activity Created:	1/28/04 01:13PM	Email To:	<CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Slabel		
Activity Description:	Other		

Note Created:	Note Created By:	Note Type:
---------------	------------------	------------

	FormId: 1001 Comments: I bought a 2004 325ci for my wife in June last year. BMW gave up trying to fix it in September and replaced the car. The new car is going on transmission number 2 today. I want out of the lease and to have my deposit returned. This has cause nothing but inconvenience and stress to me and my wife. Please advise. phone: [REDACTED] AccountNo: VIN: WBABD33404PL02217 From: [REDACTED] Subject: Other RouteCode1: RouteCode2: RouteCode3: Section: Priority Email ModelYear: 2004 MfgNm: BMW ModelNm: 325Ci firstName: [REDACTED] lastName: [REDACTED] ContactBy: Email ContactPhone: [REDACTED] ContactTime: address1: [REDACTED] address2: address3: city: Sparta state: NY zip: [REDACTED] HomePhone: WorkPhone: email: Vins: WBABD33404PL02217 UserName: [REDACTED]
--	--

Activity Status:	Done	Activity Updated:	1/28/04 02:13PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Slabel
Activity Assigned To:	Young, Tricia	Email From:	CustomerRelations@bmwusa.com
Activity Created:	1/28/04 02:11PM	Email To:	[REDACTED]
Activity Created By:	Young, Tricia		
Activity Description:	RE: Other [1-141625737]		

Note Created:	Note Created By:	Note Type:
---------------	------------------	------------



Dear [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2004 325Ci. I apologize for the frustration and inconvenience you have experienced. Currently, I am researching your situation and will be contacting you shortly with further information. I appreciate your patience in the interim.

If you have any further questions, please respond to this e-mail or contact the Customer Relations Department at 1-800-831-1117, Monday through Friday from 8:00 A.M. to 9:00 P.M., Eastern Standard Time. Thank you for contacting BMW.

Sincerely,

Tricia Young
Customer Relations and Services
Representative

-----Original Message-----

From: [REDACTED]
Sent: 1/28/2004 12:00:00 AM
To: CustomerRelations@bmwusa.com
Subject: Other

formid: 1001

Comments: I bought a 2004 325ci for my wife in June last year. BMW gave up trying to fix it in September and replaced the car. The new car is going on transmission number 2 today. I want out of the lease and to have my deposit returned. This has cause nothing but inconvenience and stress to me and my wife. Please advise.

phone: [REDACTED]
AccountNo:
VIN: WBABD33404PL02217

From: [REDACTED]
Subject: Other

RouteCode1:
RouteCode2:
RouteCode3:

Section: Priority Email
ModelYear: 2004
MfgName: BMW
ModelName: 325Ci

firstName: [REDACTED]
lastName: [REDACTED]
ContactBy: Email
ContactPhone: [REDACTED]
ContactTime:

address1: [REDACTED]
address2:
address3:
city: ...



Customer Service Request Detail # 200402805712

		... Sparks state: NV zip: 89432 HomePhone: [REDACTED] WorkPhone: email: [REDACTED] Vms: WBAB033404PL02217 UserName: Karl Nieberlein	
Activity Status:	Done	Activity Updated:	1/28/04 04:36PM
Activity Type:	Email - Inbound	Activity Updated By:	Young, Tricia
Activity Assigned To:	Young, Tricia	Email From:	fas6633@netzero.net
Activity Created:	1/28/04 04:31PM	Email To:	<CustomerRelations@bmnausa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	RE: Other [1-141625737]		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200402805712

I just spoke to the Service Manager, Jeff Leathers at Bill Pearce. He said they put a defective transmission in to replace the other defective transmission. The car is not roadworthy. The District Manager Bob Whitehouse is going to make this months payment because the car will be down until a new transmission can be flown in from germany. I want out of this BMW more than anything. I have filed a complaint with the National Highway Traffic Safety Administration requesting an investigation into BMW. I was not the only one, there were other complaints of the very same problem. I appreciate your help in this matter.-Karl

-----Original Message-----

From: CustomerRelations@bmwusa.com [mailto:CustomerRelations@bmwusa.com]

Sent: Wednesday, January 28, 2004 11:13 AM

To:

Subject: RE: Other [1-141625737]

Dear Mr. Neibartstein:

Thank you for contacting BMW of North America, LLC regarding your 2004 325Ci. I apologize for the frustration and inconvenience you have experienced. Currently, I am researching your situation and will be contacting you shortly with further information. I appreciate your patience in the interim.

If you have any further questions, please respond to this e-mail or contact the Customer Relations Department at 1-800-831-1117, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. Thank you for contacting BMW.

Sincerely,

Tricia Young
Customer Relations and Services
Representative

-----Original Message-----

From: ka8533@netzro.net
Sent: 1/28/2004 12:00:00 AM
To: CustomerRelations@bmwusa.com
Subject: Other

formid: 1001

Comments: I bought a 2004 325ci for my wife in June last year. BMW gave up trying to fix it in September and replaced the car. The new car is going on transmission number 2 today. I want out of the lease and to have my deposit returned. This has cause nothing but inconvenience and stress to me and my wife. Please advise.
phone: [REDACTED]
AccountNo:
VIN: WBABD33404PL02217

From: ...



Customer Service Request Detail # 200402805712

	<p>Subject: Other</p> <p>RouteCode1: RouteCode2: RouteCode3:</p> <p>Section: Priority Email ModelYear: 2004 MfgNm: BMW ModelNm: 325Ci</p> <p>FirstName: LastName: ContactBy: Email ContactPhone: ContactTime:</p> <p>address1: address2: address3: city: Sparks state: NV zip: HomePhone: WorkPhone: email: Vna: WBAB033404PL02217</p> <p>UserName: Karl Nieberlein</p>
--	---

Activity Status: Done	Activity Updated: 2/2/04 01:45PM
Activity Type: Dealer Interaction	Activity Updated By: Young, Tricia
Activity Assigned To: Young, Tricia	Email From:
Activity Created: 2/2/04 01:40PM	Email To:
Activity Created By: Young, Tricia	
Activity Description: Bill Pearce BMW (775) 828-2100	

Note Created: 2/2/04 01:45PM	Note Created By: Young, Tricia	Note Type: Dealer Interaction
------------------------------	--------------------------------	-------------------------------

Writer left a VM for a return call from Jeff Leathers.

Activity Status: Done	Activity Updated: 2/7/04 01:08PM
Activity Type: Dealer Interaction	Activity Updated By: Young, Tricia
Activity Assigned To: Young, Tricia	Email From:
Activity Created: 2/7/04 01:08PM	Email To:
Activity Created By: Young, Tricia	
Activity Description: VM recvd 02/02/04 8:48pm	

Note Created: 2/7/04 01:08PM	Note Created By: Young, Tricia	Note Type: Dealer Interaction
------------------------------	--------------------------------	-------------------------------

VM recvd from Jeff Leathers requesting a callback @ (775) 828-2100 ext 231



Customer Service Request Detail # 200402805712

Activity Status:	Done	Activity Updated:	2/12/04 01:55PM
Activity Type:	Dealer Interaction	Activity Updated By:	Young, Tricia
Activity Assigned To:	Young, Tricia	Email From:	
Activity Created:	2/12/04 01:52PM	Email To:	
Activity Created By:	Young, Tricia		
Activity Description:	Jeff Leathers @ (775) 828-2100 ext 231		

Note Created:	2/12/04 01:54PM	Note Created By:	Young, Tricia	Note Type:	Dealer Interaction
---------------	-----------------	------------------	---------------	------------	--------------------

Writer spoke with Jeff who advised the customer got a new transmission and has received his lease payment. Jeff spoke to the customer two days and states he is happy.

Activity Status:	Done	Activity Updated:	2/18/04 08:02PM
Activity Type:	Email - Inbound	Activity Updated By:	Young, Tricia
Activity Assigned To:	Young, Tricia	Email From:	
Activity Created:	2/18/04 03:40PM	Email To:	<CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	RE: Other [1-141825737]		

Note Created:		Note Created By:		Note Type:	
---------------	--	------------------	--	------------	--



I have not heard a reply yet. Did a decision get made?

-----Original Message-----

From: CustomerRelations@bmwusa.com [mailto:CustomerRelations@bmwusa.com]

Sent: Wednesday, January 28, 2004 11:13 AM

To: [REDACTED]
Subject: RE: Other [1-141828737]

Dear [REDACTED]:

Thank you for contacting BMW of North America, LLC regarding your 2004 325Ci. I apologize for the frustration and inconvenience you have experienced. Currently, I am researching your situation and will be contacting you shortly with further information. I appreciate your patience in the interim.

If you have any further questions, please respond to this e-mail or contact the Customer Relations Department at 1-800-831-1117, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. Thank you for contacting BMW.

Sincerely,

Tricia Young
Customer Relations and Services
Representative

-----Original Message-----

From: [REDACTED]
Sent: 1/28/2004 12:00:00 AM
To: CustomerRelations@bmwusa.com
Subject: Other

Formid: 1001

Comments: I bought a 2004 325ci for my wife in June last year. BMW gave up trying to fix it in September and replaced the car. The new car is going on transmission number 2 today. I want out of the lease and to have my deposit returned. This has cause nothing but inconvenience and stress to me and my wife. Please advise.
phone: [REDACTED]

Account No:
VIN: WBABD33404PL02217

From [REDACTED]
Subject: Other

RouteCode1:
RouteCode2:
RouteCode3:

Section: Priority Email
ModelYear: 2004
WgnName: ...



Customer Service Request Detail # 200402805712

		... BMW ModelName: 325Ci	
		FirstName: [REDACTED] LastName: [REDACTED] ContactBy: Email ContactPhone: [REDACTED] ContactTime:	
		address1: [REDACTED] address2: address3: city: Sparks state: NV zip: [REDACTED] HomePhone: [REDACTED] WorkPhone: email: [REDACTED] Vine: WBA8D38404PL02217 UserName: [REDACTED]	
Activity Status:	Done	Activity Updated:	2/18/04 08:02PM
Activity Type:	Email - Outbound	Activity Updated By:	Young, Tricia
Activity Assigned To:	Young, Tricia	Email From:	CustomerRelations@bmwusa.com
Activity Created:	2/18/04 05:58PM	Email To:	[REDACTED]
Activity Created By:	Young, Tricia		
Activity Description:	RE: Other [1-141625737]		
Note Created:	Note Created By:	Note Type:	



Dear [REDACTED]

I apologize, it was my understanding from speaking with Jeff Leathers that all information had been communicated to you. Although we empathize with your situation, we are sorry to inform you that BMW of North America, LLC cannot honor your request to buy your vehicle. Your vehicle was repaired and you were reimbursed a lease payment. If you have any further questions, please respond to this e-mail or contact the Customer Relations Department at 1-800-831-1117, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time.

Sincerely,

Tricia Young
Customer Relations and Services
Representative

-----Original Message-----

From: [REDACTED]
Sent: 2/18/2004 12:00:00 AM
To: <CustomerRelations@bmwnusa.com>
Subject: Other [1-141626737]

I have not heard a reply yet. Did a decision get made?

-----Original Message-----

From: CustomerRelations@bmwnusa.com [mailto:CustomerRelations@bmwnusa.com]

Sent: Wednesday, January 28, 2004 11:13 AM
To: [REDACTED]
Subject: RE: Other [1-141626737]

Dear [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2004 325Ci. I apologize for the frustration and inconvenience you have experienced. Currently, I am researching your situation and will be contacting you shortly with further information. I appreciate your patience in the interim.

If you have any further questions, please respond to this e-mail or contact the Customer Relations Department at 1-800-831-1117, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. Thank you for contacting BMW.

Sincerely,

Tricia Young
Customer Relations and Services
Representative

-----Original Message-----

From: [REDACTED]
Sent: 1/28/2004 12:00:00 AM
To: ...



Customer Service Request Detail # 200402805712

	<p>... CustomerRelations@bmwusa.com Subject: Other</p> <p>formId: 1001</p> <p>Comments: I bought a 2004 325ci for my wife in June last year. BMW gave up trying to fix it in September and replaced the car. The new car is going on transmission number 2 today. I want out of the lease and to have my deposit returned. This has cause nothing but inconvenience and stress to me and my wife. Please advise.</p> <p>phone: [REDACTED] AccountNo: VIN: WBABD33404PL02217</p> <p>From: [REDACTED] Subject: Other</p> <p>RouteCode1: RouteCode2: RouteCode3:</p> <p>Section: Priority Email ModelYear: 2004 MfgName: BMW ModelName: 325CI</p> <p>firstName: [REDACTED] lastName: [REDACTED] ContactBy: Email ContactPhone: [REDACTED] ContactTime:</p> <p>address1: [REDACTED] address2: address3: city: Sparta state: NV zip: 89432 HomePhone: [REDACTED] WorkPhone: email: [REDACTED] Vin: WBABD33404PL02217</p> <p>UserName: [REDACTED]</p>
--	---



Customer Service Request Detail # 200402808036

Customer

Name: [REDACTED]
 Preferred Communication Method:
 Work #:
 Home #:
 Cell #:
 Street Address: [REDACTED]
 Apt/Suite:
 City/State/Zip: Warsaw, NC [REDACTED]

Service Request

Service Request #: 200402808036
 Brand: BMW
 Type: Potential Lemon Law
 Current Status: Open
 Date Opened: 1/28/04 04:34PM
 Created By: Elklach, Michael
 Rep Assigned: Elklach, Michael
 Date Assigned: 1/28/04 04:34PM
 Assigned Dealer: TOM WILLIAMS IMPORTS
 Identified Dealer: TOM WILLIAMS IMPORTS
 Date Resolved:
 Resolve Rep:
 Date Closed:
 Close Rep:
 Issue Note: Car needs new transmission.

Vehicle

Chassis # (US): PL02218
 Chassis # (Non - US):
 Year: 2004
 Model: 325CI
 Mileage:
 Sale: 11/24/03 12:00AM
 In Service Date: 11/24/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Default Code	Default Code Desc
8V05	REPLACEMENT/REPURCHASE REQUEST (L	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution

Attachments

File Name	Comments
Parker	
Parker - Alabama AG	
Parker - Receipt of No	
Parker, 2-23-04	
Parker, Thomas	



Customer Service Request Detail # 200402806036

Activity Status:	Done	Activity Updated:	1/29/04 10:44AM
Activity Type:	General	Activity Updated By:	Eldsch, Michael
Activity Assigned To:	Eldsch, Michael	Email From:	
Activity Created:	1/29/04 04:35PM	Email To:	
Activity Created By:	Eldsch, Michael		
Activity Description:	Car needs new transmission.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	1/29/04 11:28AM
Activity Type:	Customer Interaction	Activity Updated By:	Eldsch, Michael
Activity Assigned To:	Eldsch, Michael	Email From:	
Activity Created:	1/29/04 11:28AM	Email To:	
Activity Created By:	Eldsch, Michael		
Activity Description:	cust sent letter advising that mit team is deciding on request		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	1/29/04 12:20PM
Activity Type:	Customer Interaction	Activity Updated By:	Walsh, George
Activity Assigned To:	Walsh, George	Email From:	
Activity Created:	1/29/04 12:20PM	Email To:	
Activity Created By:	Walsh, George		
Activity Description:	Fed Ex. 7825 5996 8325.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/3/04 10:03AM
Activity Type:	Customer Interaction	Activity Updated By:	Eldsch, Michael
Activity Assigned To:	Eldsch, Michael	Email From:	
Activity Created:	2/3/04 02:14PM	Email To:	
Activity Created By:	Eldsch, Michael		
Activity Description:	called cust .left vm...call not returned...cust wrote letter in response		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/5/04 03:53PM
Activity Type:	General	Activity Updated By:	Eldsch, Michael
Activity Assigned To:	Eldsch, Michael	Email From:	
Activity Created:	2/5/04 03:13PM	Email To:	
Activity Created By:	Vasovich, Leonora		
Activity Description:	Defect Notification - Atty General of State of Alabama.		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200402800036

Activity Status:	Done	Activity Updated:	2/5/04 04:10PM
Activity Type:	Dealer Interaction	Activity Updated By:	Eldsch, Michael
Activity Assigned To:	Eldsch, Michael	Email From:	
Activity Created:	2/5/04 04:10PM	Email To:	
Activity Created By:	Eldsch, Michael		
Activity Description:	called the center to learn if they had responded to Alabama Atty Gen's letter...told no		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/10/04 11:41AM
Activity Type:	General	Activity Updated By:	Eldsch, Michael
Activity Assigned To:	Eldsch, Michael	Email From:	
Activity Created:	2/10/04 11:41AM	Email To:	
Activity Created By:	Eldsch, Michael		
Activity Description:	letter sent to Alabama AG's office in response to request		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/10/04 11:42AM
Activity Type:	Field Interaction	Activity Updated By:	Eldsch, Michael
Activity Assigned To:	Eldsch, Michael	Email From:	
Activity Created:	2/10/04 11:42AM	Email To:	
Activity Created By:	Eldsch, Michael		
Activity Description:	copy of letter to Alabama AG's office sent to ANM		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/19/04 10:18AM
Activity Type:	Customer Interaction	Activity Updated By:	Eldsch, Michael
Activity Assigned To:	Eldsch, Michael	Email From:	
Activity Created:	2/19/04 10:18AM	Email To:	
Activity Created By:	Eldsch, Michael		
Activity Description:	called cust who advised a letter has been written to BMW in response to the state AG sharing BMW's response with cust		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/20/04 02:50PM
Activity Type:	Customer Interaction	Activity Updated By:	Eldsch, Michael
Activity Assigned To:	Eldsch, Michael	Email From:	
Activity Created:	2/20/04 02:50PM	Email To:	
Activity Created By:	Eldsch, Michael		
Activity Description:	cust sent letter asking when new car will be delivered		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200402806036

Activity Status:	Done	Activity Updated:	2/24/04 11:35AM
Activity Type:	Dealer Interaction	Activity Updated By:	Elkisch, Michael
Activity Assigned To:	Elkisch, Michael	Email From:	
Activity Created:	2/23/04 02:57PM	Email To:	
Activity Created By:	Elkisch, Michael		
Activity Description:	placed call to GM at center to discuss letter and cust response..left vm...call not returned		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/23/04 09:57AM
Activity Type:	Field Interaction	Activity Updated By:	Elkisch, Michael
Activity Assigned To:	Elkisch, Michael	Email From:	
Activity Created:	2/23/04 09:57AM	Email To:	
Activity Created By:	Elkisch, Michael		
Activity Description:	opoke w/AMM & discussed next steps with cust in resp to letter. AMM generally agreed		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/23/04 10:06AM
Activity Type:	Field Interaction	Activity Updated By:	Elkisch, Michael
Activity Assigned To:	Elkisch, Michael	Email From:	
Activity Created:	2/23/04 10:06AM	Email To:	
Activity Created By:	Elkisch, Michael		
Activity Description:	AMM sent e-mail sugg review strategy with legal prior to response to letter		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/23/04 10:16AM
Activity Type:	Corporate Interaction	Activity Updated By:	Elkisch, Michael
Activity Assigned To:	Elkisch, Michael	Email From:	
Activity Created:	2/23/04 10:16AM	Email To:	
Activity Created By:	Elkisch, Michael		
Activity Description:	fw'd copy of cust letter to legal dept...copy to AMM		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/24/04 11:31AM
Activity Type:	Corporate Interaction	Activity Updated By:	Elkisch, Michael
Activity Assigned To:	Elkisch, Michael	Email From:	
Activity Created:	2/24/04 11:31AM	Email To:	
Activity Created By:	Elkisch, Michael		
Activity Description:	legal dept had question about sva history of vsh		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200402806036

Activity Status:	Done	Activity Updated:	2/24/04 11:32AM
Activity Type:	Corporate Interaction	Activity Updated By:	Eldsch, Michael
Activity Assigned To:	Eldsch, Michael	Email From:	
Activity Created:	2/24/04 11:32AM	Email To:	
Activity Created By:	Eldsch, Michael		
Activity Description:	writer responded that there is no evc history as cust has not brought car into a BMW center for any diagnosis		

Note Created:	Note Created By:	Note Type:
---------------	------------------	------------

Activity Status:	Done	Activity Updated:	2/24/04 11:33AM
Activity Type:	Corporate Interaction	Activity Updated By:	Eldsch, Michael
Activity Assigned To:	Eldsch, Michael	Email From:	
Activity Created:	2/24/04 11:33AM	Email To:	
Activity Created By:	Eldsch, Michael		
Activity Description:	legal advised letter was fine to go		

Note Created:	Note Created By:	Note Type:
---------------	------------------	------------

Activity Status:	Done	Activity Updated:	2/24/04 11:34AM
Activity Type:	Field Interaction	Activity Updated By:	Eldsch, Michael
Activity Assigned To:	Eldsch, Michael	Email From:	
Activity Created:	2/24/04 11:34AM	Email To:	
Activity Created By:	Eldsch, Michael		
Activity Description:	AMM agreed with letter to cust		

Note Created:	Note Created By:	Note Type:
---------------	------------------	------------

Activity Status:	Done	Activity Updated:	2/24/04 11:35AM
Activity Type:	Customer Interaction	Activity Updated By:	Eldsch, Michael
Activity Assigned To:	Eldsch, Michael	Email From:	
Activity Created:	2/24/04 11:35AM	Email To:	
Activity Created By:	Eldsch, Michael		
Activity Description:	letter sent to cust advising that no new car will provided until diagnosis of trans prob and repair attempted as stated in wty		

Note Created:	Note Created By:	Note Type:
---------------	------------------	------------



Customer Service Request Detail # 200406200108

Customer

Name: [REDACTED]
 Preferred Communication Method:
 Work #: [REDACTED]
 Home #:
 Cell #:
 Street Address:
 Apt/Ste:
 City/State/Zip:

Service Request

Service Request #: 200406200108
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 3/2/04 10:08AM
 Created By: Frost, James
 Rep Assigned: Frost, James
 Date Assigned: 3/2/04 10:08AM
 Assigned Dealer:
 Identified Dealer: VALLEY AUTO WORLD, INC.
 Date Received:
 Resolve Rep:
 Date Closed: 3/2/04 02:47PM
 Close Rep: Frost, James
 Issue Note: I am completely dissatisfied w/ the failure of my transmission so early in the ownership.

Vehicle

Chassis # (US): FL02517
 Chassis # (Non-US):
 Year: 2004
 Model: 325CI
 Mileage: 500
 Sale:
 In Service Date:

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS
SV07	GOODWILL ASSISTANCE REQUEST	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
Failure was due to GM5 transmission concern and is replaced and car will be returned tomorrow. Due to frustrations Alan Jones at Valley will reimburse payment via SA Program.

Attachments

File Name	Comments



Customer Service Request Detail # 200408200108

Activity Status:	Done	Activity Updated:	3/2/04 10:17AM
Activity Type:	Customer Interaction	Activity Updated By:	Frost, James
Activity Assigned To:	Frost, James	Email From:	
Activity Created:	3/2/04 10:12AM	Email To:	
Activity Created By:	Frost, James		
Activity Description:	I am completely dissatisfied w/ the failure of my transmission so early in the ownership.		

Note Created: 3/2/04 10:12AM Note Created By: Frost, James Note Type: Customer Interaction

Customer called in last night completely dissatisfied that her transmission had failed on this car so early in the ownership experience. She said that her son works at this Center and that she has spoken to the sales department and the service department about this matter. She said that she is completely dissatisfied w/ us that we would allow this to happen. She said that it took them 6 minutes to get the car from P to D and the for the car to engage. She said that this issue was somewhat present when they last drove the car and not the sales department doesn't really have an answer for her as to why they didn't have the service department switch the transmission before they bought the car. She said that she wants us to buy the car back because of this matter.

Note Created: 3/2/04 10:14AM Note Created By: Frost, James Note Type: Corporate Interaction

Apologized for frustration and found out through speaking to customer that the car was brought in today and that they have a replacement transmission for another customer who has been dragging their feet to bring their car in and they will be placing this in her car to rectify this concern. Explained that I would be upset, but told her that we are not going to buy the car back at this point due to this matter. Explained that once the new transmission is in the car she will not have this problem any longer. Asked her if there was anything else that we can do to help her make this experience better short of buying the car back?

Note Created: 3/2/04 10:18AM Note Created By: Frost, James Note Type: Customer Interaction

She said that Allen Jones told her that they are totally sorry and feel terrible about this matter and she indicated that he said that they would reimburse her a couple of lease payments if she wanted and referred her to us to initiate this; this is what she wants?

Note Created: 3/2/04 10:17AM Note Created By: Frost, James Note Type: Corporate Interaction

Told her that I would follow up w/ [redacted] and discuss and see what we can get done and then call her back to discuss further.

Activity Status:	Done	Activity Updated:	3/2/04 02:02PM
Activity Type:	Dealer Interaction	Activity Updated By:	Frost, James
Activity Assigned To:	Frost, James	Email From:	
Activity Created:	3/2/04 01:50PM	Email To:	
Activity Created By:	Frost, James		
Activity Description:	Called Valley and spoke to service manager Allen Jones regarding this customer and payment offer. See notes.		

Note Created: 3/2/04 01:57PM Note Created By: Frost, James Note Type: Dealer Interaction

Allen confirmed that repairs that are needed are due to the GMS transmission concern. He said that he spoke to her again this morning regarding this and said that the transmission repairs are already complete and that the customer has a rattle in the car somewhere that they are diagnosing right now. He feels confident that they will have this rectified and have the car back to her tomorrow at some point. He also confirmed that he would Self Authorize a lease payment due to her troubles and dissatisfaction for this matter.

Note Created: 3/2/04 02:01PM Note Created By: Frost, James Note Type: Corporate Interaction



Customer Service Request Detail # 200406200108

Thanked him for the update on repairs and his intentions of reimbursing for lease payment. Told him that I would follow up w/ her.			
Activity Status:	Done	Activity Updated:	3/2/04 02:03PM
Activity Type:	Dealer Interaction	Activity Updated By:	Frost, James
Activity Assigned To:	Frost, James	Email From:	
Activity Created:	3/2/04 02:03PM	Email To:	
Activity Created By:	Frost, James		
Activity Description:	Chassis # for this car is PL02817.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	3/2/04 02:45PM
Activity Type:	Customer Interaction	Activity Updated By:	Frost, James
Activity Assigned To:	Frost, James	Email From:	
Activity Created:	3/2/04 02:45PM	Email To:	
Activity Created By:	Frost, James		
Activity Description:	Called customer at work # and advised that transmission replaced and that [REDACTED] will reimburse payment for frustration.		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 1-107647601

Customer

Name: [REDACTED]
 Preferred Communication Method:
 Work #: [REDACTED]
 Home #: [REDACTED]
 Cell #:
 Street Address: [REDACTED]
 Apt/Site:
 City/State/Zip: Dayton, OH [REDACTED]

Service Request

Service Request #: 1-107647601
 Brand: BMW
 Type: Potential Lemon Law
 Current Status: Closed
 Date Opened: 10/9/03 11:37AM
 Created By: Elkach, Michael
 Rep Assigned: Elkach, Michael
 Date Assigned: 10/9/03 11:37AM
 Assigned Dealer:
 Identified Dealer: FRANK Z IMPORTS
 Date Received:
 Receive Rep:
 Date Closed: 11/4/03 01:31PM
 Close Rep: Elkach, Michael
 Issue Note: Repeated visits to dealer for transmission problems

Vehicle

Chassis # (US): PL24288
 Chassis # (Non - US):
 Year: 2004
 Model: 325CI convertible
 Mileage:
 Sale: 12/13/03 12:00AM
 In Service Date: 5/22/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOM	2400	TRANSMISSION - AUTOMATIC TRANSMISSION

Solution Notes

Solution
Customer trade-assisted out of vehicle into an X5.

Attachments

File Name	Comments
letter	
letter, invoice	



Customer Service Request Detail # 1-107647801

Activity Status:	Done	Activity Updated:	10/9/03 03:18PM
Activity Type:	General	Activity Updated By:	Elkisch, Michael
Activity Assigned To:	Elkisch, Michael	Email From:	
Activity Created:	10/9/03 11:37AM	Email To:	
Activity Created By:	Elkisch, Michael		
Activity Description:	general		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	10/9/03 03:18PM
Activity Type:	Dealer Interaction	Activity Updated By:	Elkisch, Michael
Activity Assigned To:	Elkisch, Michael	Email From:	
Activity Created:	10/9/03 03:14PM	Email To:	
Activity Created By:	Elkisch, Michael		
Activity Description:	spoke w/ Jerry Shyne at center to confirm if veh with customer...cust to p/up veh tonight at center		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	10/10/03 09:00AM
Activity Type:	General	Activity Updated By:	Pascala, Audrey
Activity Assigned To:	Pascala, Audrey	Email From:	
Activity Created:	10/10/03 09:00AM	Email To:	
Activity Created By:	Pascala, Audrey		
Activity Description:	FED EX #7916 9090 2348 10/10/03		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	10/10/03 12:13PM
Activity Type:	Customer Interaction	Activity Updated By:	Gniatkowski, Lisa
Activity Assigned To:	Gniatkowski, Lisa	Email From:	
Activity Created:	10/10/03 12:06PM	Email To:	
Activity Created By:	Gniatkowski, Lisa		
Activity Description:	Cust called in requesting to know if BMW received her letter. Confirmed we did.		

Note Created: 10/10/03 12:06PM Note Created By: Gniatkowski, Lisa Note Type: Customer Interaction

Explained Michael will be assisting cust but to give him a couple of days to respond because we just got the letter. Cust said the dealer is asking her to come in and test drive the car again. Cust is tired of having to do that and wants to know her options. Advised her to follow recommendation of dealer until Michael calls her.

Activity Status:	Done	Activity Updated:	10/13/03 09:24AM
Activity Type:	Customer Interaction	Activity Updated By:	Pineah, Idin
Activity Assigned To:	Pineah, Idin	Email From:	
Activity Created:	10/13/03 09:19AM	Email To:	
Activity Created By:	Pineah, Idin		
Activity Description:	cust contacted to see if she saw Michael Rechar veh issues.		



Customer Service Request Detail # 1-107647601

Note Created: 10/13/03 09:23AM		Note Created By: Pinetah, Idin		Note Type: Customer Interaction	
Cust requested I leave an email for Mike to adv that cust would like call back.					
Activity Status:	Done	Activity Updated:	10/13/03 09:31AM		
Activity Type:	Corporate Interaction	Activity Updated By:	Pinetah, Idin		
Activity Assigned To:	Pinetah, Idin	Email From:			
Activity Created:	10/13/03 09:30AM	Email To:			
Activity Created By:	Pinetah, Idin				
Activity Description:	sent email to Michael Elksch.				
Note Created: 10/13/03 09:31AM		Note Created By: Pinetah, Idin		Note Type: Corporate Interaction	
Would like a call back [REDACTED]					
Thank you, Idin J. Pinetah BMW Group 800.831.1117 Direct—814.789.7647 Fax—814.789.2455					
Activity Status:	Done	Activity Updated:	10/13/03 01:42PM		
Activity Type:	Customer Interaction	Activity Updated By:	Conrad, Toby		
Activity Assigned To:	Conrad, Toby	Email From:			
Activity Created:	10/13/03 01:27PM	Email To:			
Activity Created By:	Conrad, Toby				
Activity Description:	cust wants out of the car				
Note Created: 10/13/03 01:29PM		Note Created By: Conrad, Toby		Note Type: Customer Interaction	
Cust adv car not going into gear. Dealer has replaced Module. This is an intermittent problem that the dealer cannot duplicate. Cust adv she has spoken with Serv Manager and he adv he will be looking at the car today					
Activity Status:	Done	Activity Updated:	11/4/03 01:31PM		
Activity Type:	Customer Interaction	Activity Updated By:	Elksch, Michael		
Activity Assigned To:	Elksch, Michael	Email From:			
Activity Created:	10/14/03 08:24AM	Email To:			
Activity Created By:	Elksch, Michael				
Activity Description:	called cust back to learn veh back at center for trans prob...advised cust CR will get date today from FSE and advise cust				
Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	10/14/03 10:35AM		
Activity Type:	Field Interaction	Activity Updated By:	Elksch, Michael		
Activity Assigned To:	Elksch, Michael	Email From:			
Activity Created:	10/14/03 10:35AM	Email To:			
Activity Created By:	Elksch, Michael				
Activity Description:	spoke w/FSE Barry Bedrak who advised he will insp veh on 10/22				
Note Created:		Note Created By:		Note Type:	



Customer Service Request Detail # 1-107647601

Activity Status:	Done	Activity Updated:	10/14/03 11:15AM
Activity Type:	Dealer Interaction	Activity Updated By:	Elkisch, Michael
Activity Assigned To:	Elkisch, Michael	Email From:	
Activity Created:	10/14/03 11:11AM	Email To:	
Activity Created By:	Elkisch, Michael		
Activity Description:	SEE NOTE		

Note Created: 10/14/03 11:15AM

Note Created By: Elkisch, Michael

Note Type: Dealer Interaction

spoke w/ Jerry Bwayne Svc Mgr at center who advises veh is at center and he cannot dupl prob...he also tells writer that veh is out of svc for 23 days thus far, making the 10/22 FRA a problem w/Ohio Lemon Laws (90 Days is qualification)...Jerry explains that he has tried various attempts to resolve matter such as Tech Hotline off DCS and spoken with engineering in NJ...cust is currently in dealer loaner and that is fine

Activity Status:	Done	Activity Updated:	10/14/03 11:16AM
Activity Type:	Field Interaction	Activity Updated By:	Elkisch, Michael
Activity Assigned To:	Elkisch, Michael	Email From:	
Activity Created:	10/14/03 11:16AM	Email To:	
Activity Created By:	Elkisch, Michael		
Activity Description:	spoke w/ Mike Hardy ANM who asked to have writer leave VM so he can fwd to FSE for earlier FRA date to avoid Lemon Law prob w/90 Days		

Note Created:

Note Created By:

Note Type:

Activity Status:	Done	Activity Updated:	10/20/03 09:47PM
Activity Type:	Customer Interaction	Activity Updated By:	Elkisch, Michael
Activity Assigned To:	Elkisch, Michael	Email From:	
Activity Created:	10/16/03 04:57PM	Email To:	
Activity Created By:	Elkisch, Michael		
Activity Description:	SEE NOTE		

Note Created: 10/16/03 04:58PM

Note Created By: Elkisch, Michael

Note Type: Customer Interaction

cust called to advise that she has been told by dealer that he has sent the control module to engineering in BMW for recalibration....cust asked about this as it has been done before...writer assured cust that mit team was now involved and they are supplying center with more advice than previously known....cust advised that for the last 2 visits at center no paperwork was issued...cust told to inquire w/serc mgr but this would be recorded for protection of cust and BMW

Activity Status:	Done	Activity Updated:	10/16/03 05:16PM
Activity Type:	Field Interaction	Activity Updated By:	Elkisch, Michael
Activity Assigned To:	Elkisch, Michael	Email From:	
Activity Created:	10/16/03 05:16PM	Email To:	
Activity Created By:	Elkisch, Michael		
Activity Description:	updated mit team on cust call		

Note Created:

Note Created By:

Note Type:



Customer Service Request Detail # 1-107647601

Activity Status:	Done	Activity Updated:	10/20/03 09:48PM
Activity Type:	Customer Interaction	Activity Updated By:	Eldsch, Michael
Activity Assigned To:	Eldsch, Michael	Email From:	
Activity Created:	10/20/03 03:46PM	Email To:	
Activity Created By:	Eldsch, Michael		
Activity Description:	called cust to confirm that veh has been fixed and returned to her...left VM		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	10/20/03 08:32PM
Activity Type:	Customer Interaction	Activity Updated By:	Eldsch, Michael
Activity Assigned To:	Eldsch, Michael	Email From:	
Activity Created:	10/20/03 06:32PM	Email To:	
Activity Created By:	Eldsch, Michael		
Activity Description:	spoke with cust who advised that prob just happened again w/trans..will wait another day then return veh to center		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	10/20/03 08:52PM
Activity Type:	Field Interaction	Activity Updated By:	Eldsch, Michael
Activity Assigned To:	Eldsch, Michael	Email From:	
Activity Created:	10/20/03 08:52PM	Email To:	
Activity Created By:	Eldsch, Michael		
Activity Description:	advise AMM Mike Hardy of situation		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	10/23/03 05:58PM
Activity Type:	Field Interaction	Activity Updated By:	Eldsch, Michael
Activity Assigned To:	Eldsch, Michael	Email From:	
Activity Created:	10/23/03 05:58PM	Email To:	
Activity Created By:	Eldsch, Michael		
Activity Description:	spoke w/ Mike Hardy who advised he would trade asset cust out of veh...cust will be contacted by center		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	10/23/03 05:58PM
Activity Type:	Customer Interaction	Activity Updated By:	Eldsch, Michael
Activity Assigned To:	Eldsch, Michael	Email From:	
Activity Created:	10/23/03 05:58PM	Email To:	
Activity Created By:	Eldsch, Michael		
Activity Description:	spoke w/ cust and advise BMW will trade asset cust out of veh...cust advise there will be some some usage fee... cust not happy re: fee		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 1-107647601

Activity Status:	Done	Activity Updated:	10/31/03 09:33AM
Activity Type:	Field Interaction	Activity Updated By:	Elkisch, Michael
Activity Assigned To:	Elkisch, Michael	Email From:	
Activity Created:	10/31/03 09:33AM	Email To:	
Activity Created By:	Elkisch, Michael		
Activity Description:	Phil Polnatto advises that numbers to trade out of our coming from his mgr		

Note Created:	Note Created By:	Note Type:
---------------	------------------	------------

Activity Status:	Done	Activity Updated:	11/4/03 01:30PM
Activity Type:	Field Interaction	Activity Updated By:	Elkisch, Michael
Activity Assigned To:	Elkisch, Michael	Email From:	
Activity Created:	11/4/03 01:30PM	Email To:	
Activity Created By:	Elkisch, Michael		
Activity Description:	Phil Polnatto confirmed cust has signed releases and is now in an X5.		

Note Created:	Note Created By:	Note Type:
---------------	------------------	------------



Customer Service Request Detail # 200335206789

Customer

Name: [REDACTED]
 Preferred Communication Method: Work Phone
 Work #: [REDACTED]
 Home #: [REDACTED]
 Cell #: [REDACTED]
 Street Address: [REDACTED]
 Apt/Suite: [REDACTED]
 City/State/Zip: Wilmington, NC [REDACTED]

Service Request

Service Request #: 200335206789
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 12/18/03 09:43PM
 Created By: Frankenburg, Mark
 Rep Assigned: Haggard, Sean
 Date Assigned: 1/16/04 09:58AM
 Assigned Dealer:
 Identified Dealer: SCHAEFFER BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/16/04 12:13PM
 Close Rep: Frankenburg, Mark
 Issue Note: customer seeking lease payment for time down

Vehicle

Chassis # (US): PL24058
 Chassis # (Non - US):
 Year: 2004
 Model: 325Ci convertible
 Mileage: 7,000
 Sale: 4/24/03 12:00AM
 In Service Date: 4/24/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL03	OVERALL QUALITY	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
 informed cust no goodwill. no further action necc.
 Cust being reimbursed \$548.38, one month lease pymnt, for time out of
 the vehicle and issues w/ vehicle. Rmbrsmnt to be facilitated by serv mgr,
 per Steve Nabet, AMM.

Attachments

File Name	Comments



Customer Service Request Detail # 200335206789

Activity Status:	Done	Activity Updated:	12/18/03 03:52PM
Activity Type:	Customer Interaction	Activity Updated By:	Frankenburg, Mark
Activity Assigned To:	Frankenburg, Mark	Email From:	
Activity Created:	12/18/03 03:43PM	Email To:	
Activity Created By:	Frankenburg, Mark		
Activity Description:	cust complaining about car		

Note Created: 12/18/03 03:44PM Note Created By: Frankenburg, Mark Note Type: Customer Interaction

Schaefer, Wilmington, NC. Pass door rattling, window shaking. Transmission just replaced today. This was the 10th time in for svc. About 7,000 miles on car. Early in morn, car wouldn't go for 45 seconds. Cust can be reached at 910-452-6434. Svc advisor was Tony Venrice.

Activity Status:	Done	Activity Updated:	12/18/03 03:52PM
Activity Type:	Dealer Interaction	Activity Updated By:	Frankenburg, Mark
Activity Assigned To:	Frankenburg, Mark	Email From:	
Activity Created:	12/18/03 03:52PM	Email To:	
Activity Created By:	Frankenburg, Mark		
Activity Description:	Rt msg for Tony Venrice		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	12/18/03 04:43PM
Activity Type:	Customer Interaction	Activity Updated By:	Frankenburg, Mark
Activity Assigned To:	Frankenburg, Mark	Email From:	
Activity Created:	12/18/03 04:41PM	Email To:	
Activity Created By:	Frankenburg, Mark		
Activity Description:	spkw Tony		

Note Created: 12/18/03 04:41PM Note Created By: Frankenburg, Mark Note Type: Customer Interaction

Tony says that cust has bought at least 3 cars from his dr. Car has been down about 10 days over its life. Tony says he's not willing to sell with a payment. Customer requested a prnt.

Activity Status:	Done	Activity Updated:	1/2/04 02:26PM
Activity Type:	Customer Interaction	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	1/2/04 02:20PM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	customer would like reconsideration for a lease payment.		

Note Created: 1/2/04 02:21PM Note Created By: Wood, Amber Note Type: Customer Interaction

Writer advised customer that I would look into assistance, however might take a week or so due to holidays, customer understood.



Customer Service Request Detail # 200335206789

Activity Status:	Done	Activity Updated:	1/2/04 02:26PM
Activity Type:	Dealer Interaction	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	1/2/04 02:26PM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	left message for service manager Mike to get days out of service		

Note Created:	Note Created By:	Note Type:
---------------	------------------	------------

Activity Status:	Done	Activity Updated:	1/2/04 05:01PM
Activity Type:	Dealer Interaction	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	1/2/04 05:00PM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	writer had message from Tony		

Note Created: 1/2/04 05:00PM	Note Created By: Wood, Amber	Note Type: Dealer Interaction
------------------------------	------------------------------	-------------------------------

Tony stated that it took one day for the transmission replacement but the car has been down a total of 13 days.

Activity Status:	Done	Activity Updated:	1/2/04 06:32PM
Activity Type:	Corporate Interaction	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	1/2/04 06:32PM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	e-mailed market liaison Idin Pinatiah for lease payment.		

Note Created:	Note Created By:	Note Type:
---------------	------------------	------------

Activity Status:	Done	Activity Updated:	1/8/04 11:53AM
Activity Type:	Corporate Interaction	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	1/8/04 11:53AM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	e-mailed Idin Pinatiah for update on lease payment.		

Note Created:	Note Created By:	Note Type:
---------------	------------------	------------

Activity Status:	Done	Activity Updated:	1/8/04 11:18AM
Activity Type:	Customer Interaction	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	1/8/04 11:18AM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	left message for customer advising that am still working on issue.		

Note Created:	Note Created By:	Note Type:
---------------	------------------	------------



Customer Service Request Detail # 200335206780

Activity Status:	Done	Activity Updated:	1/16/04 09:57AM
Activity Type:	Customer Interaction	Activity Updated By:	Haggard, Sean
Activity Assigned To:	Haggard, Sean	Email From:	
Activity Created:	1/16/04 09:50AM	Email To:	
Activity Created By:	Haggard, Sean		
Activity Description:	Cust called in upset he has never recd any update on a possible lease pymnt mbrmnt.		

Note Created: 1/16/04 09:52AM Note Created By: Haggard, Sean Note Type: Customer Interaction

The cust advd this is his third BMW and he was out of the vehicle approx. 15 days for a BMW issue and has been to the center approx. 10 times for vehicles issues, door and window issues. The cust was nice and advd his other two BMW's have been great this car has just been difficult. Advd the cust writer would research the cust request for a lease mbrmnt of \$848.36 and contact the cust back.

Activity Status:	Done	Activity Updated:	1/16/04 12:13PM
Activity Type:	Field Interaction	Activity Updated By:	Haggard, Sean
Activity Assigned To:	Praseth, Idin	Email From:	
Activity Created:	1/16/04 10:01AM	Email To:	
Activity Created By:	Praseth, Idin		
Activity Description:	contacting ANM Steve Nabet to consider acct for cust.		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	1/16/04 10:10AM
Activity Type:	Corporate Interaction	Activity Updated By:	Haggard, Sean
Activity Assigned To:	Haggard, Sean	Email From:	
Activity Created:	1/16/04 10:10AM	Email To:	
Activity Created By:	Haggard, Sean		
Activity Description:	Spoke w/ Idin, Southern Liaison, who will get answer for lease mbrmnt from market team.		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	1/16/04 11:30AM
Activity Type:	Field Interaction	Activity Updated By:	Haggard, Sean
Activity Assigned To:	Haggard, Sean	Email From:	
Activity Created:	1/16/04 11:29AM	Email To:	
Activity Created By:	Haggard, Sean		
Activity Description:	E-mail from Idin, Southern Region		

Note Created: 1/16/04 11:29AM Note Created By: Haggard, Sean Note Type: Field Interaction



Customer Service Request Detail # 200335206789

Amber and Sean,

I spoke with AMM Steve Nabet regarding this customer. The issue is that Tony is not the service manager, Jay Murphy is. Steve found that Tony approached Jay about it in such a way that Jay denied it with the idea of keeping knowledge of Self Auth exclusive to the Service Manager's position and above. At any rate, now that Tony is out of the loop, and Jay had a chance to review it himself, the center will contact the customer to request an lease invoice so the center can process a self auth lease payment to the customer.

Thank you,

Edin J. Piretch
Southern Region Market Liaison
BMW of North America
800.831.1117
Direct—614.789.7647
Fax—614.789.2485

Activity Status:	Done	Activity Updated:	1/16/04 11:30AM
Activity Type:	Customer Interaction	Activity Updated By:	Haggard, Sean
Activity Assigned To:	Haggard, Sean	Email From:	
Activity Created:	1/16/04 11:30AM	Email To:	
Activity Created By:	Haggard, Sean		
Activity Description:	Left a vtn for the cust to call writer. Left message at 910-452-8434.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/16/04 12:10PM
Activity Type:	Customer Interaction	Activity Updated By:	Haggard, Sean
Activity Assigned To:	Haggard, Sean	Email From:	
Activity Created:	1/16/04 12:10PM	Email To:	
Activity Created By:	Haggard, Sean		
Activity Description:	Spoke w/ the cust and advised he will receive a lease mbrmnt for \$645.38 from his BMW center. The cust was very thankful.		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200400709886

Customer

Name: [REDACTED]
 Preferred Communication Method: [REDACTED]
 Work #: [REDACTED]
 Home #: [REDACTED]
 Cell #: [REDACTED]
 Street Address: [REDACTED]
 Apt/Ste: [REDACTED]
 City/State/Zip: DUBLIN, CA [REDACTED]

Service Request

Service Request #: 200400709886
 Brand: BMW
 Type: Potential Lemon Law
 Current Status: Closed
 Date Opened: 1/7/04 01:33PM
 Created By: Jones-Carver, Jennifer
 Rep Assigned: Jones-Carver, Jennifer
 Date Assigned: 1/7/04 01:33PM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/7/04 02:16PM
 Close Rep: Jones-Carver, Jennifer
 Issue Note: Customer felt need to let BMW NA know about two major issues with brand new vehicle.

Vehicle

Chassis # (US): FL25401
 Chassis # (Non - US):
 Year: 2004
 Model: 325Ci convertible
 Mileage:
 Sale: 7/27/03 12:00AM
 In Service Date: 7/27/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMI
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	COOLING SYSTEM COMP	1700	COOLING SYSTEM COMPONENTS

Solution Notes

Solution
 Writer advised cust. that she would note his issues in computer and that it would be reviewed by upper mgmt and forwarded to appropriate dept. for further review. Writer advised cust. to discuss options w/ crsr if veh. appears to be a lemon.

Attachments

File Name	Comments



Customer Service Request Detail # 200400709886

Activity Status:	Done	Activity Updated:	1/7/04 02:12PM
Activity Type:	Customer Interaction	Activity Updated By:	Jones-Carver, Jennifer
Activity Assigned To:	Jones-Carver, Jennifer	Email From:	
Activity Created:	1/7/04 01:52PM	Email To:	
Activity Created By:	Jones-Carver, Jennifer		
Activity Description:	Customer felt need to let BMW NA know about two major issues with brand new vehicle.		

Note Created: 1/7/04 01:56PM

Note Created By: Jones-Carver, Jennifer

Note Type: Customer Interaction

Customer stated that he purchased vehicle in July as a fun, family, weekend vehicle. Customer stated that he has only driven the vehicle 600 miles. In August, he took veh. in because air conditioning was not working properly. Cntr told him that the air compressor was bad and replaced it. Customer then stated that he has had problems getting vehicle to go forward when first starting the vehicle after it has been idle for a few days. Customer finally took vehicle in for service on Dec. 20 and cntr told him that he needs a new transmission due to a leaking transmission valve. (Cntr told him that due to leak vehicle was not getting enough power/pressure to move forward.) Customer stated that cntr has been great and has advised that FBE will look at vehicle on Jan. 16 and possibly go ahead and make repair to existing transmission or a rebuilt one will be ordered. Customer stated that the purpose of his call is really to make someone at BMW NA aware of these two unique situations. Customer is not so much upset as perplexed by how this could happen. Customer also stated that the purpose of the call was not to pursue a buy back due to lemon law at this point but did state that he would consider it if something else "major" needs to be replaced/repaired on vehicle. Writer advised customer to let cntr correct the problem with transmission, see how vehicle drives after that and of course, take veh. to cntr immediately should anything else "odd" occur with vehicle. Writer advised that if anything else does occur with vehicle, cust. may want to familiarize himself with lemon law parameters for state of California and at that point, if he feels he has a lemon, he may want to discuss a trade assist with cntr where he purchased the vehicle. Writer gave cust. her contact info and advised him that he could call back in future with any additional questions or concerns regarding vehicle.



Customer Service Request Detail # 200402105039

Customer

Name: [REDACTED]
 Preferred Communication Method:
 Work #: [REDACTED]
 Home #: [REDACTED]
 Cell #: [REDACTED]
 Street Address:
 Apt/Site:
 City/State/Zip:

Service Request

Service Request #: 200402105039
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 1/21/04 08:01PM
 Created By: Thompson, Michael
 Rep Assigned: Thompson, Michael
 Date Assigned: 1/21/04 08:01PM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/28/04 08:11PM
 Close Rep: Thompson, Michael
 Issue Note: Transmission has failed and customer is demanding a buyback.

Vehicle

Chassis # (US): PL27832
 Chassis # (Non - US):
 Year: 2004
 Model: 326Ci convertible
 Mileage:
 Sale:
 In Service Date:

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
8V29	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMS

Solution Notes

Solution
Frank is working with F&S and the customer to assist with vehicle lease.

Attachments

File Name	Comments



Customer Service Request Detail # 200402105039

Activity Status:	Done	Activity Updated:	1/21/04 08:13PM
Activity Type:	Customer Interaction	Activity Updated By:	Thompson, Michael
Activity Assigned To:	Thompson, Michael	Email From:	
Activity Created:	1/21/04 08:02PM	Email To:	
Activity Created By:	Thompson, Michael		
Activity Description:	Transmission has failed and customer is demanding a buyback.		

Note Created:	Note Created By:	Note Type:
---------------	------------------	------------

Activity Status:	Done	Activity Updated:	1/21/04 08:13PM
Activity Type:	Dealer Interaction	Activity Updated By:	Thompson, Michael
Activity Assigned To:	Thompson, Michael	Email From:	
Activity Created:	1/21/04 08:12PM	Email To:	
Activity Created By:	Thompson, Michael		
Activity Description:	Called center and left vm for Frank R. service manager.		

Note Created:	Note Created By:	Note Type:
---------------	------------------	------------

Activity Status:	Done	Activity Updated:	1/21/04 08:58PM
Activity Type:	Dealer Interaction	Activity Updated By:	Thompson, Michael
Activity Assigned To:	Thompson, Michael	Email From:	
Activity Created:	1/21/04 08:58PM	Email To:	
Activity Created By:	Thompson, Michael		
Activity Description:	Mike Fritz sales manager called to inform that frank is working with Fax to have vehicle inspected.		

Note Created:	Note Created By:	Note Type:
---------------	------------------	------------



Customer Service Request Detail # 200402600056

Customer

Name: [REDACTED]
 Preferred Communication Method:
 Work #:
 Home #:
 Cell #:
 Street Address: [REDACTED]
 Apt/Suite:
 City/State/Zip: New Orleans, LA [REDACTED]

Service Request

Service Request #: 200402600056
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 1/26/04 10:23AM
 Created By: Wood, Amber
 Rep Assigned: Wood, Amber
 Date Assigned: 1/26/04 10:23AM
 Assigned Dealer:
 Identified Dealer: PEAKE BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/26/04 10:40AM
 Close Rep: Wood, Amber
 Issue Note: car needs new transmission cust. wants loaner

Vehicle

Chassis # (US): FL27989
 Chassis # (Non - US):
 Year: 2004
 Model: 325Ci convertible
 Mileage: 2,200
 Sale: 12/9/03 12:00AM
 In Service Date: 12/9/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV12	RENTAL/ALTERNATE/LOANER VEHICLE REC	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
Advised customer that center would have rental.

Attachments

File Name	Comments



Customer Service Request Detail # 20040260056

Activity Status:	Done	Activity Updated:	1/28/04 10:37AM
Activity Type:	Customer Interaction	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	1/28/04 10:24AM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	car needs new transmission cust. wants loaner		
Note Created: 1/28/04 10:24AM		Note Created By: Wood, Amber	
Note Type: Customer Interaction			
Customer's transmission needs to be replaced and he is upset that the center won't give him a loaner car. He purchased the car at Hellmark but they are too far away to go back. Customer also stated that Hellmark over charged him and no one from the Pease Sales dept. would ever return his calls. Writer advised I would try to get him a rental.			
Activity Status:	Done	Activity Updated:	1/28/04 11:27AM
Activity Type:	Dealer Interaction	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	1/28/04 11:27AM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	left message for Service Manager Randy to get loaner		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	1/28/04 03:18PM
Activity Type:	Dealer Interaction	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	1/28/04 02:54PM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	writer spoke with Service Manager Randy who refused to give customer alternate transportation...		
Note Created: 1/28/04 02:54PM		Note Created By: Wood, Amber	
Note Type: Dealer Interaction			
Randy stated that b/c the customer didn't buy his car there he will not even give him a rental car b/c the customer will want one every time. No feasibility. Randy also stated that his warranty reviews indicate that he spends too much money on rentals.			
Activity Status:	Done	Activity Updated:	1/28/04 03:13PM
Activity Type:	Corporate Interaction	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	1/28/04 03:11PM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	spoke with Idin Firsiroti, southern Illeton, to see if we can get a rental.		
Note Created:		Note Created By:	
Note Type:			



Customer Service Request Detail # 200402600056

Activity Status:	Done	Activity Updated:	1/28/04 07:07PM
Activity Type:	Customer Interaction	Activity Updated By:	Wenrick, Kevin
Activity Assigned To:	Wenrick, Kevin	Email From:	
Activity Created:	1/28/04 06:51PM	Email To:	
Activity Created By:	Wenrick, Kevin		
Activity Description:	CCI looking for an update		
Note Created: 1/28/04 07:04PM		Note Created By: Wenrick, Kevin	Note Type: Customer Interaction
writer told cust that we cannot say if a rental has been approved yet. cust states he needs to know ASAP as he is taking the car in tomorrow. writer told cust we would give a message to Amber to have her call him as soon as she gets in tomorrow morning.			
Activity Status:	Done	Activity Updated:	1/29/04 10:32AM
Activity Type:	Corporate Interaction	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	1/29/04 10:30AM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	received e-mail from market liaison advising that we would put customer in rental.		
Note Created: 1/29/04 10:31AM		Note Created By: Wood, Amber	Note Type: Corporate Interaction
AMM Dan Leslie would contact center and let them know to give rental.			
Activity Status:	Done	Activity Updated:	1/29/04 10:33AM
Activity Type:	Customer Interaction	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	1/29/04 10:33AM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	left message for customer advising that center would provide rental.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200402805788

Customer

Name: [REDACTED]
 Preferred Communication Method:
 Work #: [REDACTED]
 Home #: [REDACTED]
 Cell #: [REDACTED]
 Street Address: [REDACTED]
 Apt/Ste:
 City/State/Zip: Uchfield, NH [REDACTED]

Service Request

Service Request #: 200402805788
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 1/28/04 03:23PM
 Created By: Bagley, Jim
 Rep Assigned: Bagley, Jim
 Date Assigned: 1/28/04 03:23PM
 Assigned Dealer:
 Identified Dealer: TULLEY BMW
 Date Resolved:
 Receive Rep:
 Date Closed: 2/3/04 10:48AM
 Close Rep: Bagley, Jim
 Issue Note: cust waiting for new trans since July

Vehicle

Chassis # (US): PL25844
 Chassis # (Non - US):
 Year: 2004
 Model: 325Ci convertible
 Mileage: 10,000
 Sale: 6/28/03 12:00AM
 In Service Date: 6/28/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
8V29	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
called cust; part should be arriving soon; vehicle should be repaired in the next week or two; dealer will call when part ready

Attachments

File Name	Comments



Customer Service Request Detail # 200402805788

Activity Status:	Done	Activity Updated:	1/28/04 03:24PM
Activity Type	Customer Interaction	Activity Updated By:	Begley, Jim
Activity Assigned To:	Begley, Jim	Email From:	
Activity Created:	1/28/04 03:24PM	Email To:	
Activity Created By:	Begley, Jim		
Activity Description:	cust waiting for new trans since July		

Note Created:	Note Created By:	Note Type:
----------------------	-------------------------	-------------------

Activity Status:	Done	Activity Updated:	1/28/04 03:24PM
Activity Type	Dealer Interaction	Activity Updated By:	Begley, Jim
Activity Assigned To:	Begley, Jim	Email From:	
Activity Created:	1/28/04 03:24PM	Email To:	
Activity Created By:	Begley, Jim		
Activity Description:	called Tulley svc mgr; said F&E told him we can't order new trans		

Note Created:	Note Created By:	Note Type:
----------------------	-------------------------	-------------------

Activity Status:	Done	Activity Updated:	1/28/04 03:34PM
Activity Type	Corporate Interaction	Activity Updated By:	Begley, Jim
Activity Assigned To:	Begley, Jim	Email From:	
Activity Created:	1/28/04 03:34PM	Email To:	
Activity Created By:	Begley, Jim		
Activity Description:	sent email to Bryan S. to check on part		

Note Created:	Note Created By:	Note Type:
----------------------	-------------------------	-------------------

Activity Status:	Done	Activity Updated:	1/28/04 03:34PM
Activity Type	Corporate Interaction	Activity Updated By:	Begley, Jim
Activity Assigned To:	Begley, Jim	Email From:	
Activity Created:	1/28/04 03:34PM	Email To:	
Activity Created By:	Begley, Jim		
Activity Description:	sent email		

Note Created:	1/28/04 03:34PM	Note Created By:	Begley, Jim	Note Type:	Corporate Interaction
----------------------	-----------------	-------------------------	-------------	-------------------	-----------------------

<p>Candia Hynds WBABW53474PL25844 Tulley BMW 10,000 miles</p> <p>This customer bought the vehicle on June 28th last year and before she even left the dealer noticed a problem. She continued to contact the dealer and they later became aware that you have to get a new transmission. I talked to the service manager at Tulley and he admits the customer has been waiting since July for a new transmission. When I asked him if he went through his F&E to expedite this situation he said the F&E told him you cannot order a new transmission yet???? Can you check on the backorder of the new transmissions for this customer. Let me know what you find out.</p>	
---	--



Customer Service Request Detail # 200402805788

Activity Status:	Done	Activity Updated:	1/30/04 11:42AM
Activity Type:	Corporate Interaction	Activity Updated By:	Begley, Jim
Activity Assigned To:	Begley, Jim	Email From:	
Activity Created:	1/30/04 11:42AM	Email To:	
Activity Created By:	Begley, Jim		
Activity Description:	sent email to Bryan S. asking assistance in locating a trans for this customer		

Note Created:	Note Created By:	Note Type:
---------------	------------------	------------

Activity Status:	Done	Activity Updated:	1/30/04 02:23PM
Activity Type:	Corporate Interaction	Activity Updated By:	Begley, Jim
Activity Assigned To:	Begley, Jim	Email From:	
Activity Created:	1/30/04 02:21PM	Email To:	
Activity Created By:	Begley, Jim		
Activity Description:	rec'd email from [redacted] see notes		

Note Created:	1/30/04 02:21PM	Note Created By:	Begley, Jim	Note Type:	Corporate Interaction
---------------	-----------------	------------------	-------------	------------	-----------------------

Activity Status:	Done	Activity Updated:	1/30/04 02:22PM
Activity Type:	Corporate Interaction	Activity Updated By:	Begley, Jim
Activity Assigned To:	Begley, Jim	Email From:	
Activity Created:	1/30/04 02:21PM	Email To:	
Activity Created By:	Begley, Jim		
Activity Description:	rec'd email from Bryan		

Note Created:	1/30/04 02:21PM	Note Created By:	Begley, Jim	Note Type:	Corporate Interaction
---------------	-----------------	------------------	-------------	------------	-----------------------

Per Barry:

We have plenty of "remanufactured" transmissions in stock. Again, these are brand new units. The part number is 24 00 7 E27 938. The P88 or ANM must send an email to Lucas J., my assistant, with the VIN requesting the transmission.

Activity Status:	Done	Activity Updated:	1/30/04 02:22PM
Activity Type:	Dealer Interaction	Activity Updated By:	Begley, Jim
Activity Assigned To:	Begley, Jim	Email From:	
Activity Created:	1/30/04 02:22PM	Email To:	
Activity Created By:	Begley, Jim		
Activity Description:	called Gena (svc mgr) to give part number and directions for ordering; waiting on call back		

Note Created:	Note Created By:	Note Type:
---------------	------------------	------------



Activity Status:	Done	Activity Updated:	2/2/04 02:23PM
Activity Type:	Dealer Interaction	Activity Updated By:	Begley, Jim
Activity Assigned To:	Begley, Jim	Email From:	
Activity Created:	2/2/04 02:23PM	Email To:	
Activity Created By:	Begley, Jim		
Activity Description:	called Gene to make sure he got message; waiting on call back		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/3/04 10:43AM
Activity Type:	Customer Interaction	Activity Updated By:	Begley, Jim
Activity Assigned To:	Begley, Jim	Email From:	
Activity Created:	2/3/04 10:43AM	Email To:	
Activity Created By:	Begley, Jim		
Activity Description:	called cust; part should be arriving soon; vehicle should be repaired in the next week or two; dealer will call when part ready		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/3/04 10:44AM
Activity Type:	Dealer Interaction	Activity Updated By:	Begley, Jim
Activity Assigned To:	Begley, Jim	Email From:	
Activity Created:	2/3/04 10:44AM	Email To:	
Activity Created By:	Begley, Jim		
Activity Description:	Spoke w/ John; Gene's assistant; he will make sure part is ordered and contact customer		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200403007655

Customer

Name: [REDACTED]
 Preferred Communication Method:
 Work #: [REDACTED]
 Home #: [REDACTED]
 Cell #: [REDACTED]
 Street Address: [REDACTED]
 Apt/Suite:
 City/State/Zip: Celebration, FL [REDACTED]

Service Request

Service Request #: 200403007655
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 1/30/04 10:51AM
 Created By: Dryer, Isaac
 Rep Assigned: Dryer, Isaac
 Date Assigned: 1/30/04 10:51AM
 Assigned Dealer:
 Identified Dealer: FIELDS BMW - LAKELAND
 Date Received:
 Receive Rep:
 Date Closed: 2/12/04 02:12PM
 Close Rep: Dryer, Isaac
 Issue Note: Cust is frustrated with # of repairs on his new car and would like some compensation.

Vehicle

Chassis # (US): PL27091
 Chassis # (Non - US):
 Year: 2004
 Model: 325Ci convertible
 Mileage: 4,500
 Sale: 10/30/03 12:00AM
 In Service Date: 10/30/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV12	RENTAL/ALTERNATE/LOANER VEHICLE REQ	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
Sent letter

Attachments

File Name	Comments
200403007655	



Customer Service Request Detail # 200403007655

Activity Status:	Done	Activity Updated:	1/30/04 10:53AM
Activity Type:	Customer Interaction	Activity Updated By:	Dryer, Isaac
Activity Assigned To:	Dryer, Isaac	Email From:	
Activity Created:	1/30/04 10:51AM	Email To:	
Activity Created By:	Dryer, Isaac		
Activity Description:	Cust is frustrated with # of repairs on his new car and would like some compensation.		

Note Created: 1/30/04 10:51AM Note Created By: Dryer, Isaac Note Type: Customer Interaction

Cust states current issues are gas light coming on, door handle catches as it is pulled to open, and the transmission needs replaced. Cust has appt on Tues for tranny. Cust is unable to get a loaner car any longer and must drive 2 cars 100 miles round trip to have veh srv. Cust [REDACTED]

Activity Status:	Done	Activity Updated:	1/30/04 11:03AM
Activity Type:	Dealer Interaction	Activity Updated By:	Dryer, Isaac
Activity Assigned To:	Dryer, Isaac	Email From:	
Activity Created:	1/30/04 10:53AM	Email To:	
Activity Created By:	Dryer, Isaac		
Activity Description:	863-816-1234 Fields, spoke to Joe per advisor		

Note Created: 1/30/04 10:57AM Note Created By: Dryer, Isaac Note Type: Dealer Interaction

2x in for 3-4 hours, 3rd time was out of veh 2 days, 1 day for tranny. Gas lid fuel light states no faults, adjusted the door latch, but states car door is opening as convertible door should.

Activity Status:	Done	Activity Updated:	2/5/04 12:06PM
Activity Type:	Customer Interaction	Activity Updated By:	Dryer, Isaac
Activity Assigned To:	Dryer, Isaac	Email From:	
Activity Created:	2/5/04 12:05PM	Email To:	
Activity Created By:	Dryer, Isaac		
Activity Description:	L/M for cust stating door is normal and gas light couldn't be duplicated. Asked how tranny works		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	2/5/04 05:51PM
Activity Type:	Customer Interaction	Activity Updated By:	Dryer, Isaac
Activity Assigned To:	Dryer, Isaac	Email From:	
Activity Created:	2/5/04 05:47PM	Email To:	
Activity Created By:	Dryer, Isaac		
Activity Description:	Cust not happy with dealings with BMW and wants to see if BMW will make it right w/ compensation.		

Note Created: 2/5/04 05:50PM Note Created By: Dryer, Isaac Note Type: Customer Interaction

Cust would like a letter stating apology and how we can make it better.



Customer Service Request Detail # 200403007655

Activity Status:	Done	Activity Updated:	2/12/04 02:10PM
Activity Type:	Customer Interaction	Activity Updated By:	Dryer, Isaac
Activity Assigned To:	Dryer, Isaac	Email From:	
Activity Created:	2/11/04 08:47PM	Email To:	
Activity Created By:	Dryer, Isaac		
Activity Description:	Wrote letter.		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200403401884

Customer

Name: [REDACTED]
 Preferred Communication Method:
 Work #:
 Home #:
 Cell #:
 Street Address: [REDACTED]
 Apt/Suite:
 City/State/Zip: Orland Park, IL [REDACTED]

Service Request

Service Request #: 200403401884
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 2/3/04 10:49AM
 Created By: Thompson, Michael
 Rep Assigned: Thompson, Michael
 Date Assigned: 2/3/04 10:49AM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 2/3/04 10:54AM
 Close Rep: Thompson, Michael
 Issue Note: Cust had trans. proble with unit

Vehicle

Chassis # (US): PL28377
 Chassis # (Non - US):
 Year: 2004
 Model: 325CI convertible
 Mileage:
 Sale: 12/15/03 12:00AM
 In Service Date: 12/15/03 12:00AM

Code Descriptions

SRL Code	SRL Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
 Denied customer assistance for BMW assist for full warranty period. BMW repaired unit under manufactures warranty.

Attachments

File Name	Comments



Customer Service Request Detail # 200403401884

Activity Status:	Done	Activity Updated:	2/3/04 10:54AM
Activity Type:	Customer Interaction	Activity Updated By:	Thompson, Michael
Activity Assigned To:	Thompson, Michael	Email From:	
Activity Created:	2/3/04 10:52AM	Email To:	
Activity Created By:	Thompson, Michael		
Activity Description:	Cust.had trans. proble with unit		

Note Created: 2/3/04 10:53AM

Note Created By: Thompson, Michael

Note Type: Customer Interaction

BMW had them in a loaner and repaired. cust. bmw assist for free for life of unit.



Customer Service Request Detail # 200403505270

Customer

Name: [REDACTED]
 Preferred Communication Method:
 Work #: [REDACTED]
 Home #: [REDACTED]
 Cell #: [REDACTED]
 Street Address: [REDACTED]
 Apt/Ste:
 City/State/Zip: Palm City, FL [REDACTED]

Service Request

Service Request #: 200403505270
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 2/4/04 09:28AM
 Created By: Hawley, Darlene
 Rep Assigned: Hawley, Darlene
 Date Assigned: 2/4/04 09:28AM
 Assigned Dealer:
 Identified Dealer: BRAMAN MOTORCARS
 Date Received:
 Receive Rep:
 Date Closed: 2/4/04 09:33AM
 Close Rep: Hawley, Darlene
 Issue Note: waiting on transmission-feels safety issue

Vehicle

Chassis # (US): PL247D5
 Chassis # (Non - US):
 Year: 2004
 Model: 325Ci convertible
 Mileage:
 Sale: 5/18/03 12:00AM
 In Service Date: 5/18/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
8V28	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
advised not safety issue. apologized for delay.

Attachments

File Name	Comments



Customer Service Request Detail # 200403505270

Activity Status:	Done	Activity Updated:	2/4/04 09:31AM
Activity Type:	Customer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	2/4/04 09:30AM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	walking on transmission		
Note Created: 2/4/04 09:30AM		Note Created By: Hawley, Darlene	Note Type: Customer Interaction
advised BMW's position is that it is not safety issue.			



Customer Service Request Detail # 200403505275

Customer

Name: [REDACTED]
 Preferred Communication Method: [REDACTED]
 Work #: [REDACTED]
 Home #: [REDACTED]
 Cell #: [REDACTED]
 Street Address: [REDACTED]
 Apt/Ste: [REDACTED]
 City/State/Zip: Palm Bay, FL [REDACTED]

Service Request

Service Request #: 200403505275
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 2/4/04 09:38AM
 Created By: Piresteh, Idin
 Rep Assigned: Piresteh, Idin
 Date Assigned: 2/4/04 09:38AM
 Assigned Dealer:
 Identified Dealer: THE IMPORTED CAR STORE INC
 Date Received:
 Receive Rep:
 Date Closed: 2/27/04 06:08PM
 Close Rep: Piresteh, Idin
 Issue Note: Cust complaining about transmission delay issue, wants to know when it will be handled.

Vehicle

Chassis # (US): PL24226
 Chassis # (Non-US):
 Year: 2004
 Model: 325Ci convertible
 Mileage:
 Sale: 5/22/03 12:00AM
 In Service Date: 5/22/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
PT05	PARTS AVAILABILITY	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
Cntr will repair veh once tranny arrives. Closing SR pending cust contact.

Attachments

File Name	Comments



Customer Service Request Detail # 200403505275

Activity Status:	Done	Activity Updated:	2/10/04 09:54AM
Activity Type:	Customer Interaction	Activity Updated By:	Bardwell, Judy
Activity Assigned To:	Pirasteh, Idin	Email From:	
Activity Created:	2/4/04 08:41AM	Email To:	
Activity Created By:	Pirasteh, Idin		
Activity Description:	Cust complaining about transmission delay issue, wants to know when it will be handled.		

Note Created:	Note Created By:	Note Type:
---------------	------------------	------------

Activity Status:	Done	Activity Updated:	2/10/04 09:54AM
Activity Type:	Dealer Interaction	Activity Updated By:	Bardwell, Judy
Activity Assigned To:	Pirasteh, Idin	Email From:	
Activity Created:	2/4/04 08:41AM	Email To:	
Activity Created By:	Pirasteh, Idin		
Activity Description:	contacting avo mgr Bob Ackardiga.		

Note Created:	2/4/04 08:42AM	Note Created By:	Pirasteh, Idin	Note Type:	Dealer Interaction
---------------	----------------	------------------	----------------	------------	--------------------

Bob adv that he has already submitted the order for the new tranny to FSE
Guy Carlton

Activity Status:	Done	Activity Updated:	2/10/04 09:54AM
Activity Type:	Field Interaction	Activity Updated By:	Bardwell, Judy
Activity Assigned To:	Pirasteh, Idin	Email From:	
Activity Created:	2/4/04 09:54AM	Email To:	
Activity Created By:	Pirasteh, Idin		
Activity Description:	contacting FSE Guy Carlton,		

Note Created:	2/4/04 11:27AM	Note Created By:	Pirasteh, Idin	Note Type:	Field Interaction
---------------	----------------	------------------	----------------	------------	-------------------

contacting FSE Guy Carlton, adv that trans is on order, should be at the
cntr within a couple of weeks, confirmed that if cntr rec'd trans for a
another, like vsh, trans can be installed in that one. Guy did adv that the
issue will not leave cust stranded on the road. He also suggested that
when shifting out of park or reverse, the issue is lessened by going directly
into sport automatic mode.

Activity Status:	Done	Activity Updated:	2/10/04 09:54AM
Activity Type:	General	Activity Updated By:	Bardwell, Judy
Activity Assigned To:	Bardwell, Judy	Email From:	
Activity Created:	2/10/04 09:54AM	Email To:	
Activity Created By:	Bardwell, Judy		
Activity Description:	reviewed ar jr		

Note Created:	Note Created By:	Note Type:
---------------	------------------	------------



Customer Service Request Detail # 200403505275

Activity Status:	Done	Activity Updated:	2/23/04 08:08PM
Activity Type:	Dealer Interaction	Activity Updated By:	Pirasteh, Idin
Activity Assigned To:	Pirasteh, Idin	Email From:	
Activity Created:	2/13/04 08:58PM	Email To:	
Activity Created By:	Pirasteh, Idin		
Activity Description:	contacting onlr to ahw svc mgr Bob Ackridge to see if veh has been brought into svc or if trans arrived yet. LVM		
Note Created:	2/18/04 08:25PM	Note Created By:	Pirasteh, Idin
		Note Type:	Dealer Interaction



Customer Service Request Detail # 200403805504

Customer

Name: [REDACTED]
 Preferred Communication Method: [REDACTED]
 Work #: [REDACTED]
 Home #: [REDACTED]
 Cell #: [REDACTED]
 Street Address: [REDACTED]
 Apt/Ste: [REDACTED]
 City/State/Zip: Windsor, CA [REDACTED]

Service Request

Service Request #: 200403805504
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 2/4/04 03:34PM
 Created By: Young, Tricia
 Rep Assigned: Young, Tricia
 Date Assigned: 2/4/04 03:34PM
 Assigned Dealer: PRESTIGE IMPORTS
 Identified Dealer: PRESTIGE IMPORTS
 Date Resolved:
 Resolve Rep:
 Date Closed: 2/12/04 01:30PM
 Close Rep: Young, Tricia
 Issue Note: Financial Services

Vehicle

Chassis # (US): PL28979
 Chassis # (Non-US):
 Year: 2004
 Model: 325Ci convertible
 Mileage:
 Sale: 12/28/03 12:00AM
 In Service Date: 12/28/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
8V08	TECHNICAL ASSISTANCE / INFORMATION	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
dealer to assist customer

Attachments

File Name	Comments



Activity Status:	Done	Activity Updated:	2/4/04 03:39PM
Activity Type:	Email - Inbound	Activity Updated By:	Young, Tricia
Activity Assigned To:	Young, Tricia	Email From:	Marcoret@comcast.net
Activity Created:	2/3/04 09:55AM	Email To:	CustomerRelations@bmwusa.com
Activity Created By:	Administrator, Siebel		
Activity Description:	Financial Services		

Note Created:	Note Created By:	Note Type:
		2/3/2004 9:54:37 AM
		Name: <input type="checkbox"/> Mrs. Margaret R Marcotte Email: <input type="checkbox"/> Marcoret@comcast.net Home Phone: <input type="checkbox"/> 7076388388 Work Phone: <input type="checkbox"/> 8108937872 Fac: <input type="checkbox"/> Subject: <input type="checkbox"/> Other
		Referred Via: re-ContactUs
		Question / Request: I just bought a new 325Ci. The transmission is acting up and the dealership informed me that this is a known problem and because the car is new there are no replacements at this time. This is unacceptable to me. When will transmissions be available for these cars. Had I been told this I would not have purchased a BMW. I would like resolution to my problem immediately. I purchased my new car at Prestige BMW in Santa Rosa, Ca. Thanks for your prompt attention in resolving this issue.

Activity Status:	Done	Activity Updated:	2/4/04 03:36PM
Activity Type:	Dealer Interaction	Activity Updated By:	Young, Tricia
Activity Assigned To:	Young, Tricia	Email From:	
Activity Created:	2/4/04 03:34PM	Email To:	
Activity Created By:	Young, Tricia		
Activity Description:	Prestige Imports		

Note Created:	Note Created By:	Note Type:
2/4/04 03:34PM	Young, Tricia	Dealer Interaction
<p>Writer spoke with Ron and Ron V. (service manager). The customer has a slight hesitation but is driveable. The customer is second on their list for the part when it becomes available. Writer explained customer comments to both Rons. Ron V. advised he would e-mail his zone rep to see if a part can be obtained for this customer.</p>		

Activity Status:	Done	Activity Updated:	2/4/04 03:40PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Young, Tricia	Email From:	CustomerRelations@bmwusa.com
Activity Created:	2/4/04 03:37PM	Email To:	Marcoret@comcast.net
Activity Created By:	Young, Tricia		
Activity Description:	RE: Financial Services [1-143872110]		

Note Created:	Note Created By:	Note Type:



Dear [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2005 325Ci convertible. I am sorry to read of your concerns with your transmission. Currently, I am researching your situation and will be contacting you shortly with further information. I appreciate your patience in the interim.

If you have any further questions, please respond to this e-mail or contact the Customer Relations Department at 1-800-831-1117, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. Thank you for choosing BMW.

Sincerely,

Tricia Young
Customer Relations and Services
Representative

Original Message

From: [REDACTED]
Sent: 2/4/2004 12:00:00 AM
To: CustomerRelations@bmwusa.com
Subject: Financial Services

2/3/2004 8:54:37 AM

Name: [REDACTED]
Email: [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Fax:
Subject: Other

Referred Via: na-ContactUs

Question / Request:

I just bought a new 325Ci. The transmission is acting up and the dealership informed me that this is a known problem and because the car is new there are no replacements at this time. This is unacceptable to me. When will transmissions be available for these cars. Had I been told this I would not have purchased a BMW. I would like resolution to my problem immediately. I purchased my new car at Prestige BMW in Santa Rosa, Ca. Thanks for your prompt attention in resolving this issue.



Customer Service Request Detail # 200404101939

Customer

Name: [REDACTED]
 Preferred Communication Method:
 Work #: [REDACTED]
 Home #: [REDACTED]
 Cell #: [REDACTED]
 Street Address: [REDACTED]
 Apt/Bldg:
 City/State/Zip: Surfside Beach, SC [REDACTED]

Service Request

Service Request #: 200404101939
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 2/10/04 05:37PM
 Created By: Sells, Anthony
 Rep Assigned: Sells, Anthony
 Date Assigned: 2/10/04 05:37PM
 Assigned Dealer: FOWLER MOTORS, INC.
 Identified Dealer: FOWLER MOTORS, INC.
 Date Resolved:
 Resolve Rep:
 Date Closed: 2/19/04 01:01PM
 Close Rep: Sells, Anthony
 Issue Note: Customer upset b/c he has to wait on a transmission, now climate control problem.

Vehicle

Chassis # (US): PL25127
 Chassis # (Non - US):
 Year: 2004
 Model: 325CI Convertible
 Mileage: 10,000
 Sale: 8/12/03 12:00AM
 In Service Date: 8/12/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
PT05	PARTS AVAILABILITY	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
Spoke to Jason Holt, srvc adv, vehicle fixed and delivered, customer happy.

Attachments

File Name	Comments



Customer Service Request Detail # 200404101939

Activity Status:	Done	Activity Updated:	2/10/04 06:41PM
Activity Type:	Customer Interaction	Activity Updated By:	Sells, Anthony
Activity Assigned To:	Sells, Anthony	Email From:	
Activity Created:	2/10/04 05:38PM	Email To:	
Activity Created By:	Sells, Anthony		
Activity Description:	Customer upset b/c he has to wait on a transmission, now climate control problem		

Note Created:	2/10/04 06:36PM	Note Created By:	Sells, Anthony	Note Type:	Customer Interaction
---------------	-----------------	------------------	----------------	------------	----------------------

(843) 468-0704 cell

Note Created:	2/10/04 05:40PM	Note Created By:	Sells, Anthony	Note Type:	Customer Interaction
---------------	-----------------	------------------	----------------	------------	----------------------

Writer agreed to research a possible ETA on the transmission. Writer agreed to contact customer within 48 hours.

Activity Status:	Done	Activity Updated:	2/18/04 12:59PM
Activity Type:	Dealer Interaction	Activity Updated By:	Sells, Anthony
Activity Assigned To:	Sells, Anthony	Email From:	
Activity Created:	2/18/04 12:59PM	Email To:	
Activity Created By:	Sells, Anthony		
Activity Description:	Spoke to Jason Hill, svc adv, vehicle fixed and delivered, customer happy.		

Note Created:		Note Created By:		Note Type:	
---------------	--	------------------	--	------------	--



Customer Service Request Detail # 200404900265

Customer

Name: [REDACTED]
 Preferred Communication Method:
 Work #: [REDACTED]
 Home #: [REDACTED]
 Cell #: [REDACTED]
 Street Address: [REDACTED]
 Apt/Bldg:
 City/State/Zip: Enterprise, AL [REDACTED]

Service Request

Service Request #: 200404900265
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 2/18/04 01:36PM
 Created By: Wenrick, Kevin
 Rep Assigned: Wenrick, Kevin
 Date Assigned: 2/18/04 01:36PM
 Assigned Dealer:
 Identified Dealer: BREWSBAKER BMW
 Date Resolved:
 Reopen Rep:
 Date Closed: 2/18/04 01:53PM
 Close Rep: Wenrick, Kevin
 Issue Note: cust states that he is having tranny problems and wants to file a complaint.

Vehicle

Chassis # (US): PL25204
 Chassis # (Non - US):
 Year: 2004
 Model: 325Ci convertible
 Mileage: 8,600
 Sale: 8/27/03 12:00AM
 In Service Date: 8/27/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
writer noted complaint and apologized

Attachments

File Name	Comments



Customer Service Request Detail # 200404900265

Activity Status:	Done	Activity Updated:	2/18/04 01:52PM
Activity Type:	Customer Interaction	Activity Updated By:	Werrick, Kevin
Activity Assigned To:	Werrick, Kevin	Email From:	
Activity Created:	2/18/04 01:37PM	Email To:	
Activity Created By:	Werrick, Kevin		
Activity Description:	cust states that he is having tranny problems and wants to file a complaint.		

Note Created: 2/18/04 01:38PM

Note Created By: Werrick, Kevin

Note Type: Customer Interaction

cust is upset that he is having an engagement issue with his car. cust states he has had 1 tranny replaced back in July. Cust wants to know if this new tranny will fix his car this 2nd time. writer told him these are new trannies with updated parts, and that this should fix his problem. cust wanted to let us know of the situation so that if problems continue, there is something to reference.



Customer Service Request Detail # 200405600252

Customer

Name: [REDACTED]
 Preferred Communication Method:
 Work #: [REDACTED]
 Home #: [REDACTED]
 Cell #: [REDACTED]
 Street Address: [REDACTED]
 Apt/Suite:
 City/State/Zip: Clark, N. [REDACTED]

Service Request

Service Request #: 200405600252
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 2/25/04 01:41PM
 Created By: Jones-Carver, Jennifer
 Rep Assigned: Van Allen, Matt
 Date Assigned: 3/3/04 08:51AM
 Assigned Dealer: OPEN ROAD BMW
 Identified Dealer: OPEN ROAD BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 3/3/04 11:30AM
 Close Rep: Jones-Carver, Jennifer
 Issue Note: Cust. feels she has lemon—would like replacement/trade assist.

Vehicle

Chassis # (US): PL28470
 Chassis # (Non - US):
 Year: 2004
 Model: 325Ci convertible
 Mileage: 4,000
 Sale: 6/18/03 12:00AM
 In Service Date: 6/18/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
BV05	REPLACEMENT/REPURCHASE REQUEST (L	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
 Writer left vm message for cust. to advise car is working on present concerns with veh. and will follow up with cust. directly w/ regards to appropriate next steps.
 fwd. to special product investigation
 Closed. Refer to Special Product Investigation for resolution.

Attachments

File Name	Comments



Customer Service Request Detail # 200405900252

Activity Status:	Done	Activity Updated:	2/25/04 01:52PM
Activity Type:	Customer Interaction	Activity Updated By:	Jones-Carver, Jennifer
Activity Assigned To:	Jones-Carver, Jennifer	Email From:	
Activity Created:	2/25/04 01:47PM	Email To:	
Activity Created By:	Jones-Carver, Jennifer		
Activity Description:	Cust. feels she has lemon—would like replacement/trade assist.		

Note Created: 2/25/04 01:47PM Note Created By: Jones-Carver, Jennifer Note Type: Customer Interaction

Cust. stated that she loves her car but is beginning to feel that she has a lemon...cust. stated that transmission has been replaced once and now is being replaced a second time; onr has also changed computer in vehicle. Cust. stated that both she and a technician at onr have gotten locked in the vehicle and trunk popped open once (on its own) while she was driving. Cust. stated that she purchased another vehicle to have on hand when this one is in the shop; however, this is beginning to be a bit ridiculous. Cust. would like to have vehicle replaced with a new one. Writer advised she will contact SM to discuss appropriate solution for this situation. Cust. contact # [REDACTED] (h).

Activity Status:	Done	Activity Updated:	2/25/04 01:52PM
Activity Type:	Dealer Interaction	Activity Updated By:	Jones-Carver, Jennifer
Activity Assigned To:	Jones-Carver, Jennifer	Email From:	
Activity Created:	2/25/04 01:52PM	Email To:	
Activity Created By:	Jones-Carver, Jennifer		
Activity Description:	Writer contacted SM Fabian, asking for call back.		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	3/1/04 02:26PM
Activity Type:	Dealer Interaction	Activity Updated By:	Jones-Carver, Jennifer
Activity Assigned To:	Jones-Carver, Jennifer	Email From:	
Activity Created:	2/27/04 02:48PM	Email To:	
Activity Created By:	Jones-Carver, Jennifer		
Activity Description:	Fabian called to speak with writer on 2/25/04.		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	3/1/04 02:47PM
Activity Type:	Customer Interaction	Activity Updated By:	Jones-Carver, Jennifer
Activity Assigned To:	Jones-Carver, Jennifer	Email From:	
Activity Created:	3/1/04 02:26PM	Email To:	
Activity Created By:	Jones-Carver, Jennifer		
Activity Description:	Cust's mother called to speak w/ writer on her daughter's behalf to provide veh. status update.		

Note Created: 3/1/04 02:26PM Note Created By: Jones-Carver, Jennifer Note Type: Customer Interaction



Customer Service Request Detail # 200405600252

Cust's mother advised that her daughter picked up the vehicle on Friday and stated that while driving the vehicle Friday evening, it turned once while at highway speed and once while at 25 mph. [redacted] advised that her daughter had to push on the brakes four or five times before the vehicle would stop downing (brakes pulsated while she attempted to push on them). [redacted] advised that her daughter is petrified of the vehicle and due to present problems with current vehicle combined with a horrible past experience with another vehicle (cust's brother was killed while driving one of owner's previous vehicles that had a problem that cnr refused to check out appropriately), she no longer wants this vehicle. Writer apologized and stated that she will contact SRM to discuss what the appropriate next step should be. Cust.'s mother thanked writer. [redacted] also advised that she contacted cnr to let them know what was going on w/ the vehicle.

Activity Status:	Done	Activity Updated:	3/1/04 02:46PM
Activity Type:	Dealer Interaction	Activity Updated By:	Jones-Carver, Jennifer
Activity Assigned To:	Jones-Carver, Jennifer	Email From:	
Activity Created:	3/1/04 02:39PM	Email To:	
Activity Created By:	Jones-Carver, Jennifer		
Activity Description:	Writer left vm for Fabian, updated him on current status of veh. and asked for call back to determine next step w/ veh.		

Note Created:	Note Created By:	Note Type:
---------------	------------------	------------

Activity Status:	Done	Activity Updated:	3/1/04 05:17PM
Activity Type:	Dealer Interaction	Activity Updated By:	Jones-Carver, Jennifer
Activity Assigned To:	Jones-Carver, Jennifer	Email From:	
Activity Created:	3/1/04 05:08PM	Email To:	
Activity Created By:	Jones-Carver, Jennifer		
Activity Description:	SRM called to speak to writer.		

Note Created: 3/1/04 05:08PM	Note Created By: Jones-Carver, Jennifer	Note Type: Dealer Interaction
------------------------------	---	-------------------------------

Writer advised of situation with former vehicle cust. owned and stated that perhaps previous experience is contributing to some of the fears associated with current vehicle's "issues." Fabian advised that vehicle was towed to cnr this morning, cnr will soon for codes Tuesday and advised that he will send an e-mail to FSE with results to help determine next steps. Writer stated that she will advise cust. that cnr will follow up with cust. directly from here on out.

Activity Status:	Done	Activity Updated:	3/1/04 05:17PM
Activity Type:	Customer Interaction	Activity Updated By:	Jones-Carver, Jennifer
Activity Assigned To:	Jones-Carver, Jennifer	Email From:	
Activity Created:	3/1/04 05:14PM	Email To:	
Activity Created By:	Jones-Carver, Jennifer		
Activity Description:	Writer left vm message for cust.; advised cnr is working on present concerns with veh. and will follow up with cust. directly w/ re: to next steps.		

Note Created:	Note Created By:	Note Type:
---------------	------------------	------------



Customer Service Request Detail # 200405600252

Activity Status:	Done	Activity Updated:	3/3/04 09:11AM
Activity Type:	Field Interaction	Activity Updated By:	Den Blaker, Kevin
Activity Assigned To:	Den Blaker, Kevin	Email From:	
Activity Created:	3/3/04 09:46AM	Email To:	
Activity Created By:	Den Blaker, Kevin		
Activity Description:	email from PSE Steve Green		
Note Created: 3/3/04 09:46AM		Note Created By: Den Blaker, Kevin	Note Type: Field Interaction
notice from steve green regarding customer complaint of vehicle surging. assign to m. van allen to pursue as SPI			



Customer Service Request Detail # 1-115697644

Customer

Name: [REDACTED]
 Preferred Communication Method: Call Phone
 Work #: [REDACTED]
 Home #: [REDACTED]
 Cell #: [REDACTED]
 Street Address:
 Apt/Sta:
 City/State/Zip: CA

Service Request

Service Request #: 1-115697644
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 11/3/03 01:59PM
 Created By: Sells, Anthony
 Rep Assigned: Sells, Anthony
 Date Assigned: 11/3/03 01:59PM
 Assigned Dealer: VALLEY BMW
 Identified Dealer: VALLEY BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 11/5/03 09:38PM
 Close Rep: Sells, Anthony
 Issue Note: Customer states that vehicle going in for the forth time for trans issues

Vehicle

Chassis # (US): JT20372
 Chassis # (Non - US):
 Year: 2004
 Model: 325CI 4ULEV
 Mileage: 4,300
 Sale:
 In Service Date:

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
Informed customer that vehicle will be corrected by the dealer.

Attachments

File Name	Comments



Customer Service Request Detail # 1-115897644

Activity Status:	Done	Activity Updated:	11/3/03 02:10PM
Activity Type:	Customer Interaction	Activity Updated By:	Sells, Anthony
Activity Assigned To:	Sells, Anthony	Email From:	
Activity Created:	11/3/03 02:00PM	Email To:	
Activity Created By:	Sells, Anthony		
Activity Description:	Customer states that vehicle going in for the forth time for trans issues		
Note Created: 11/3/03 02:03PM		Note Created By: Sells, Anthony	Note Type: Customer Interaction
Scott Summers, Bruce are helping customer @ Valley BMW			
Note Created: 11/3/03 02:08PM		Note Created By: Sells, Anthony	Note Type: Customer Interaction
Customer was inquiring about lemon law. Writer advised that any legal issues would have to go through BMW Legal Dept, however Writer would be happy to look into this issue for her. Customer was pleased. Writer agreed to contact center to see what course of actions are taking place to correct the vehicle. Customer stated that center was told to replace item(s). Center had to order parts. Once parts arrive, center will attempt to correct surging/lurching issue.			
Activity Status:	Done	Activity Updated:	11/5/03 08:34PM
Activity Type:	Dealer Interaction	Activity Updated By:	Sells, Anthony
Activity Assigned To:	Sells, Anthony	Email From:	
Activity Created:	11/5/03 08:22PM	Email To:	
Activity Created By:	Sells, Anthony		
Activity Description:	Spoke to Bruce Peters, srvs mgr @ Valley BMW, CA (209) 675-0269		
Note Created: 11/5/03 08:33PM		Note Created By: Sells, Anthony	Note Type: Dealer Interaction
Bruce stated that Jim Morrow, FSE, has determined what is causing this issue and has instructed center how to completely correct the issue.			
Activity Status:	Done	Activity Updated:	11/5/03 08:34PM
Activity Type:	Customer Interaction	Activity Updated By:	Sells, Anthony
Activity Assigned To:	Sells, Anthony	Email From:	
Activity Created:	11/5/03 08:34PM	Email To:	
Activity Created By:	Sells, Anthony		
Activity Description:	Informed customer that vehicle will be corrected by the center.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200401403296

Customer

Name: [REDACTED]
 Preferred Communication Method:
 Work #:
 Home #:
 Cell #:
 Street Address: [REDACTED]
 Apt/Ste:
 City/State/Zip: Wilmington, DE [REDACTED]

Service Request

Service Request #: 200401403296
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 1/14/04 07:10PM
 Created By: Hand, Greg
 Rep Assigned: Behaw, Marek
 Date Assigned: 1/21/04 02:14PM
 Assigned Dealer:
 Identified Dealer: UNION PARK BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 2/8/04 02:38PM
 Close Rep: Hand, Greg
 Issue Note: Transmission hesitation, cust wants a new car

Vehicle

Chassis # (US): KR28167
 Chassis # (Non - US):
 Year: 2004
 Model: 325i
 Mileage: 1,000
 Sale: 12/11/03 12:00AM
 In Service Date: 12/11/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
8V08	REPLACEMENT/REPURCHASE REQUEST (L	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIE

Solution Notes

Solution
Advised customer that BMW will replace the transmission as necessary, but not the vehicle. No warranty history in DCS so far. Transmission will be replaced. Letter with BMW offer mailed to the cust.

Attachments

File Name	Comments
Reed	
Reed, Ariana	



Customer Service Request Detail # 200401403296

Activity Status:	Done	Activity Updated:	1/14/04 07:12PM
Activity Type:	Email - Inbound	Activity Updated By:	Hand, Greg
Activity Assigned To:	Hand, Greg	Email From:	customer.service@bmw.com
Activity Created:	1/14/04 08:18PM	Email To:	bmwagcom@bmwusa.com
Activity Created By:	Administrator, Siebel		
Activity Description:	Customer service inquiry from www.bmw.com (english)		

Note Created: 1/14/04 07:12PM

Note Created By: Hand, Greg

Note Type: Customer Interaction

Closed by phone.

Sender's comments:
I purchased a new 2004 BMW 326i on 12/11/03 from Union Park BMW, Wilmington, DE, VIN # WBAEV33454KZ28157. The car was ordered from your factory on or about 11/1/03.
For the last week I have had a problem with the transmission - when first started in the morning the car takes 5 - 10 seconds for the gears to engage. This is an automatic transmission!
On 1/13/04 I took the car to the service center at Union Park BMW in Wilmington, DE. They informed me the car would require a new transmission. I am very disappointed and extremely frustrated. I do not want a car were the transmission must be replaced at 1000 miles. I spoke with the salesman, Victor Ostrow at Union Park and he said there is nothing he or Union Park can do. I called your Customer Relations telephone and spoke to Greg. He was very discourteous, rude and unhelpful. I feel BMW is giving me the run around.
I do not want a new, \$8,000 car in which the transmission has been replaced. I feel BMW sold me a defective automobile and now is not willing to do what it takes to satisfy the customer. I want my money back or a new car. I do not want a car that is new with a replaced transmission.
I understand this problem has surfaced on atleast three(3) new 2004 325i's in our area.
I hope you do what is required to make me a satisfied customer by refunding my money or giving me a new car that is not defective.

Sender's given name: [REDACTED]
Sender's family name: [REDACTED]
Sender's e-mail: [REDACTED]
Street address: [REDACTED]
Postal code: [REDACTED]
Town / suburb / city: Wilmington, DE
Country: USA
Telephone: [REDACTED]
Fax: [REDACTED]
BMW model of interest:
Age:
BMW Motorist owner:
Brand of current car:
Model of current car:
Year of current car:
Planned purchase of new vehicle:
Profession:
Learned of BMW website through:

The mandatory legal disclaimer (authorized to use personal information for present process) has been selected: true
The optional legal disclaimer (authorized to use personal information in general) has been selected:



Customer Service Request Detail # 200401403296

Activity Status:	Done	Activity Updated:	1/14/04 07:50PM
Activity Type:	Email - Inbound	Activity Updated By:	Hand, Greg
Activity Assigned To:	Hand, Greg	Email From:	[REDACTED]
Activity Created:	1/14/04 08:44PM	Email To:	<ProductQuestions@bmwusa.com>
Activity Created By:	Administrator, Stibel		
Activity Description:	Products and Services		

Note Created: 1/14/04 07:50PM

Note Created By: Hand, Greg

Note Type: Customer Interaction

Closed by phone on SR #200401403296.

1/14/2004 8:44:11 PM

Name: [REDACTED]
 Address: [REDACTED]

 City: Wilmington
 State: DE
 Zip: [REDACTED]
 E-mail: [REDACTED]

Day Phone: [REDACTED]
 Available From: 9 A.M. Eastern Time until 4 P.M.
 Second Phone: na
 Available From: 9 A.M. Eastern Time until 9 A.M. Eastern Time
 Fax:

Model: 325i
 Year: 2004
 VIN: KR28167

Date Purchased: 12/11/03
 Purchased From: Union Park BMW
 State: DE
 Servicing Dealer: Union Park BMW
 City: Wilmington
 State: DE

Question:
 Dear Mr. Tom Purves;

I purchased a new 2004 BMW 325i on 12/11/03 from Union Park BMW, Wilmington, DE, VIN # WBAEV33464KR28167. The car was ordered from your factory on or about 11/1/03.
 For the last week I have had a problem with the transmission - when first started in the morning the car takes 5 - 10 seconds for the gears to engage. This is an automatic transmission!
 On 1/13/04 I took the car to the service center at Union Park BMW in Wilmington, DE. They informed me the car would require a new transmission. I am very disappointed and extremely frustrated. I do not want a car where the transmission must be replaced at less than 1000 miles. I spoke with the salesman, Victor Cabrow at Union Park and he said there is nothing he or Union Park can do. I called your Customer Relations telephone and spoke to Greg. He was very discourteous, rude and unhelpful. I feel BMW is giving me the run around.
 I do not want a new, 35,000 car in which the transmission has been replaced. I feel BMW sold me a defective automobile and now is not willing to do what it takes to satisfy the customer. I want my money back or a new car. I do not want a car that is supposed to be new with a replaced transmission.
 I understand this problem has surfaced on atleast three(3) new 2004 325is in our area.
 I hope you do what is required to make me a satisfied customer by refunding my money or giving me a new car that is ...



Customer Service Request Detail # 200401403296

		... not defective.	
Activity Status:	Done	Activity Updated:	1/14/04 07:11PM
Activity Type:	Customer Interaction	Activity Updated By:	Hand, Greg
Activity Assigned To:	Hand, Greg	Email From:	
Activity Created:	1/14/04 07:11PM	Email To:	
Activity Created By:	Hand, Greg	Activity Description: Transmission hesitation, cust wants a new car. I advised that BMW would replace the transmission, but not the entire car. Cust hung up.	
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/21/04 02:57PM
Activity Type:	General	Activity Updated By:	Balwes, Marek
Activity Assigned To:	Balwes, Marek	Email From:	
Activity Created:	1/21/04 02:14PM	Email To:	
Activity Created By:	Vlasovich, Ladnors	Activity Description: Email to Germany attached. Reassigned to CORE.	
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/22/04 01:58PM
Activity Type:	General	Activity Updated By:	Balwes, Marek
Activity Assigned To:	Balwes, Marek	Email From:	
Activity Created:	1/22/04 01:31PM	Email To:	
Activity Created By:	Balwes, Marek	Activity Description: Letter to Tom Purves attached.	
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/22/04 04:12PM
Activity Type:	Dealer Interaction	Activity Updated By:	Balwes, Marek
Activity Assigned To:	Balwes, Marek	Email From:	
Activity Created:	1/22/04 03:57PM	Email To:	
Activity Created By:	Balwes, Marek	Activity Description: Spoke with Scott serv manager.	
Note Created: 1/22/04 03:58PM		Note Created By: Balwes, Marek	
		Note Type: Dealer Interaction	
Veh needs new transmission. It has a delay when cold. Cust was told that this is very unfortunate but transmission will be replaced and veh will be fine. Cust feels that the veh is defective. Serv manager called her and told her that parts are in. She has not called back to confirm when the veh can come in. Repair should take one day.			



Customer Service Request Detail # 200401403296

Activity Status:	Done	Activity Updated:	1/22/04 04:20PM
Activity Type:	Customer Interaction	Activity Updated By:	Belwas, Marek
Activity Assigned To:	Belwas, Marek	Email From:	
Activity Created:	1/22/04 04:12PM	Email To:	
Activity Created By:	Belwas, Marek		
Activity Description:	Spoke with cust		

Note Created: 1/22/04 04:13PM Note Created By: Belwas, Marek Note Type: Customer Interaction

Veh has only 800 miles and she will not have this transmission replaced. Every one wanted to take her money but nobody wants to help her. I explained that transmission will be replaced and this should not happen again. She will not take anything less than buyback or replacement.

Activity Status:	Done	Activity Updated:	1/23/04 08:35AM
Activity Type:	Field Interaction	Activity Updated By:	Belwas, Marek
Activity Assigned To:	Belwas, Marek	Email From:	
Activity Created:	1/23/04 08:34AM	Email To:	
Activity Created By:	Belwas, Marek		
Activity Description:	Email to AMM		

Note Created: 1/23/04 08:34AM Note Created By: Belwas, Marek Note Type: Field Interaction

—Original Message—
 From: Belwas, Marek
 Sent: Friday, January 23, 2004 8:35 AM
 To: Staley, John ZU-V-18
 Subject: KR28167, Arleen Reed, 2004 325i, 600 miles, UNION PARK E
 John,
 [redacted] veh needs a new transmission. At 532 miles it developed delay when cold. Cust will not accept transmission replacement. She stated that for such a brand new vehicle, major repair like this is not acceptable. I spoke with the serv manager yesterday. They already have parts and informed cust about it. It will take only one day to perform this repair. Cust even did not call the dealer back. She refuse to get this repair done and demands replacement or money back.
 I tried to explain to her that we stand behind the product and although it is very unfortunate that this repair is necessary but once is done veh will be fine. She didn't accept my explanation.
 John, please let me know what you would like to do.
 Thank you
 Marek Belwas
 Customer Relations and Services
 Representative
 Ph 201-573-7728
 Fax 201-505-9086



Customer Service Request Detail # 200401403296

Activity Status:	Done	Activity Updated:	1/23/04 09:15AM
Activity Type:	Field Interaction	Activity Updated By:	Bahwa, Marek
Activity Assigned To:	Bahwa, Marek	Email From:	
Activity Created:	1/23/04 09:13AM	Email To:	
Activity Created By:	Bahwa, Marek		
Activity Description:	Email to ANM. Please disregard below activity.		

Note Created: 1/23/04 09:14AM

Note Created By: Bahwa, Marek

Note Type: Field Interaction

-----Original Message-----
 From: Bahwa, Marek
 Sent: Friday, January 23, 2004 9:14 AM
 To: Drozdowski, Lou ZU-V-15
 Subject: KR28187, Arleen Reed, 2004 325i, 600 miles, UNION PARK B
 Lou,
 [REDACTED] veh needs a new transmission. At 532 miles it developed delay when cold. Cust will not accept transmission replacement. She stated that for such a brand new vehicle, major repair like this is not acceptable. I spoke with the serv manager yesterday. They already have parts and informed cust about it. It will take only one day to perform this repair. Cust even did not call the dealer back. She refuses to get this repair done and demands replacement or money back.
 I tried to explain to her that we stand behind the product and although it is very unfortunate that this repair is necessary but once it is done veh will be fine. She didn't accept my explanation.
 Lou, please let me know what you would like to do.
 Thank you
 Marek Bahwa
 Customer Relations and Services
 Representative
 Ph 201-573-7729
 Fax 201-505-9085

Activity Status:	Done	Activity Updated:	1/23/04 10:17AM
Activity Type:	Corporate Interaction	Activity Updated By:	Bahwa, Marek
Activity Assigned To:	Bahwa, Marek	Email From:	
Activity Created:	1/23/04 10:13AM	Email To:	
Activity Created By:	Bahwa, Marek		
Activity Description:	Email from Kevin Rendt from BMW AG. He will respond to the cust with a letter. Please see notes.		

Note Created: 1/23/04 10:13AM

Note Created By: Bahwa, Marek

Note Type: Corporate Interaction



Customer Service Request Detail # 200401403298

<input type="checkbox"/> [Redacted] Wilmington, Delaware USA			
January 16, 2004 VA 31			
Kevin.Randl@bmw.de January 22, 2004 BMW 325i, VIN: KR28157 First registration: December 11, 2003 BMW Dealer: Union Park BMW			
Dear [Redacted]			
Thank you for your e-mail, which we have received January 20th, 2004.			
Please be assured, that we would like each customer to experience faultless performance from our product from the outset on as BMW cars are manufactured to the highest specifications and the mentioned necessary replacement of your transmission is definitely regrettable and certainly not representative of the BMW 325i. We would like to sincerely apologize for the inconvenience and time you have spent dealing with this issue.			
As it is extremely difficult for us to handle all matters directly from our remote position here in Munich, Germany, we have contacted our subsidiary, BMW of North America, who is solely responsible for all after-sales activities in the USA. They have informed us that the replacement of the transmission will be covered under warranty. We have nevertheless asked our Customer Relations Management to follow up with you concerning any further issues. Please expect to be contacted by them shortly.			
We thank you for giving us the opportunity to offer our comments and trust that you are in accordance with this response.			
Yours sincerely,			
Bayerische Motoren Werke Aktiengesellschaft Service i.V. <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> i.V.			
Ch. Weber <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> K. Randl Warranty Markets <input type="checkbox"/> <input type="checkbox"/> Warranty Markets			
Activity Status:	Done	Activity Updated:	1/23/04 02:25PM
Activity Type	Customer Interaction	Activity Updated By:	Balwa, Marek
Activity Assigned To:	Balwa, Marek	Email From:	
Activity Created:	1/23/04 02:25PM	Email To:	
Activity Created By:	Balwa, Marek		
Activity Description:	Cus's husband James Reed left vm. He wants me to call him on Mon, 302-761-2233		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200401403296

Activity Status:	Done	Activity Updated:	1/27/04 12:24PM
Activity Type:	Customer Interaction	Activity Updated By:	Bahwa, Marek
Activity Assigned To:	Bahwa, Marek	Email From:	
Activity Created:	1/27/04 12:24PM	Email To:	
Activity Created By:	Bahwa, Marek		
Activity Description:	Left message for cust's husband.		

Note Created:	Note Created By:	Note Type:
---------------	------------------	------------

Activity Status:	Done	Activity Updated:	1/27/04 02:08PM
Activity Type:	Customer Interaction	Activity Updated By:	Bahwa, Marek
Activity Assigned To:	Bahwa, Marek	Email From:	
Activity Created:	1/27/04 02:08PM	Email To:	
Activity Created By:	Bahwa, Marek		
Activity Description:	Cust's husband called.		

Note Created:	1/27/04 02:08PM	Note Created By:	Bahwa, Marek	Note Type:	Customer Interaction
---------------	-----------------	------------------	--------------	------------	----------------------

He says that his wife is not going to accept transmission replacement. She is very disappointed that this happened. I explained that we are obligated to fix the veh but not to replace it. However, we are still working on it and as soon as I know what will be done I will let him know.

Activity Status:	Done	Activity Updated:	1/27/04 02:09PM
Activity Type:	Field Interaction	Activity Updated By:	Bahwa, Marek
Activity Assigned To:	Bahwa, Marek	Email From:	
Activity Created:	1/27/04 02:08PM	Email To:	
Activity Created By:	Bahwa, Marek		
Activity Description:	Spoke with Lou Drozdowski		

Note Created:	1/27/04 02:09PM	Note Created By:	Bahwa, Marek	Note Type:	Field Interaction
---------------	-----------------	------------------	--------------	------------	-------------------

We will probably fix the veh not replace it. He will speak with FSE and the dealer. Will call me back.

Activity Status:	Done	Activity Updated:	1/28/04 11:59AM
Activity Type:	Customer Interaction	Activity Updated By:	Bahwa, Marek
Activity Assigned To:	Bahwa, Marek	Email From:	
Activity Created:	1/28/04 11:59AM	Email To:	
Activity Created By:	Bahwa, Marek		
Activity Description:	Spoke with Scott. Transmission in cust refuses to bring the veh in.		

Note Created:	Note Created By:	Note Type:
---------------	------------------	------------

Activity Status:	Done	Activity Updated:	1/28/04 12:17PM
Activity Type:	Field Interaction	Activity Updated By:	Bahwa, Marek
Activity Assigned To:	Bahwa, Marek	Email From:	
Activity Created:	1/28/04 12:14PM	Email To:	
Activity Created By:	Bahwa, Marek		
Activity Description:	Spoke with AMM		



Customer Service Request Detail # 200401403296

Note Created: 1/28/04 12:16PM		Note Created By: Bahwas, Marek		Note Type: Field Interaction	
Cust needs to bring the veh in for the repair. When the repair is done we can pay for something cust chooses to get or do: dinner show tickets accessories, etc: up to \$500					
Activity Status:	Done	Activity Updated:	1/29/04 02:52PM		
Activity Type:	Customer Interaction	Activity Updated By:	Bahwas, Marek		
Activity Assigned To:	Bahwas, Marek	Email From:			
Activity Created:	1/29/04 02:52PM	Email To:			
Activity Created By:	Bahwas, Marek				
Activity Description:	Left message for cust				
Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	1/30/04 11:16AM		
Activity Type:	Customer Interaction	Activity Updated By:	Bahwas, Marek		
Activity Assigned To:	Bahwas, Marek	Email From:			
Activity Created:	1/30/04 11:12AM	Email To:			
Activity Created By:	Bahwas, Marek				
Activity Description:	Cust called back.				
Note Created: 1/30/04 11:13AM		Note Created By: Bahwas, Marek		Note Type: Customer Interaction	
Cust will not take anything less than buy back or replacement. I asked them (husband and wife) if there was anything else they could accept. Will discuss and get back to me.					
Activity Status:	Done	Activity Updated:	1/30/04 03:13PM		
Activity Type:	Customer Interaction	Activity Updated By:	Bahwas, Marek		
Activity Assigned To:	Bahwas, Marek	Email From:			
Activity Created:	1/30/04 03:13PM	Email To:			
Activity Created By:	Bahwas, Marek				
Activity Description:	Cust left vm asking for call. I called them and got vm.				
Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	1/30/04 04:18PM		
Activity Type:	Customer Interaction	Activity Updated By:	Bahwas, Marek		
Activity Assigned To:	Bahwas, Marek	Email From:			
Activity Created:	1/30/04 04:00PM	Email To:			
Activity Created By:	Bahwas, Marek				
Activity Description:	Cust called.				
Note Created: 1/30/04 04:00PM		Note Created By: Bahwas, Marek		Note Type: Customer Interaction	
Cust is willing to accept the repair only if we issue a letter that will state: if one of the major components fails in the next 12 months the veh will be taken back for full refund.					



Customer Service Request Detail # 200401403296

Activity Status:	Done	Activity Updated:	2/2/04 01:35PM
Activity Type:	Field Interaction	Activity Updated By:	Bahwas, Marek
Activity Assigned To:	Bahwas, Marek	Email From:	
Activity Created:	2/2/04 01:35PM	Email To:	
Activity Created By:	Bahwas, Marek		
Activity Description:	Spoke with AMM. He will speak with MM reg cust's request.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/4/04 09:23AM
Activity Type:	Field Interaction	Activity Updated By:	Bahwas, Marek
Activity Assigned To:	Bahwas, Marek	Email From:	
Activity Created:	2/4/04 09:23AM	Email To:	
Activity Created By:	Bahwas, Marek		
Activity Description:	Spoke with AMM. He has not heard from MM yet		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/4/04 09:27PM
Activity Type:	Field Interaction	Activity Updated By:	Bahwas, Marek
Activity Assigned To:	Bahwas, Marek	Email From:	
Activity Created:	2/4/04 09:27PM	Email To:	
Activity Created By:	Bahwas, Marek		
Activity Description:	Left message for AMM. He was at Northwest BMW but not avail to take ph call.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/4/04 04:48PM
Activity Type:	Field Interaction	Activity Updated By:	Bahwas, Marek
Activity Assigned To:	Bahwas, Marek	Email From:	
Activity Created:	2/4/04 04:48PM	Email To:	
Activity Created By:	Bahwas, Marek		
Activity Description:	Spoke with AMM. I will write a letter and email it to him for approval.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/4/04 04:51PM
Activity Type:	Customer Interaction	Activity Updated By:	Bahwas, Marek
Activity Assigned To:	Bahwas, Marek	Email From:	
Activity Created:	2/4/04 04:51PM	Email To:	
Activity Created By:	Bahwas, Marek		
Activity Description:	Informed cust that we are still working on this file.		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200401403296

Activity Status:	Done	Activity Updated:	2/5/04 10:11AM
Activity Type:	Field Interaction	Activity Updated By:	Balwas, Marek
Activity Assigned To:	Balwas, Marek	Email From:	
Activity Created:	2/5/04 10:10AM	Email To:	
Activity Created By:	Balwas, Marek		
Activity Description:	Email to ANM with letter for approval.		

Note Created: 2/5/04 10:11AM Note Created By: Balwas, Marek Note Type: Field Interaction

-----Original Message-----
 From: Balwas, Marek
 Sent: Thursday, February 05, 2004 10:11 AM
 To: Drozdowski, Lou ZU-V-18
 Subject: FW: KR28157, Arson Road, 2004 326i, 800 miles, UNION PA
 BMW

Lou,

I have attached a letter that I would like to mail to this customer. Please see if there is anything you would like me to change.

Thank you

Marek Balwas
 Customer Relations and Services
 Representative
 Ph 201-573-7729
 Fax 201-505-9065

<< File: Readrepurthoffer.doc >>

Activity Status:	Done	Activity Updated:	2/5/04 11:08AM
Activity Type:	Field Interaction	Activity Updated By:	Balwas, Marek
Activity Assigned To:	Balwas, Marek	Email From:	
Activity Created:	2/5/04 11:08AM	Email To:	
Activity Created By:	Balwas, Marek		
Activity Description:	Spoke with ANM. We made necessary corrections to the letter.		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	2/5/04 11:10AM
Activity Type:	Customer Interaction	Activity Updated By:	Balwas, Marek
Activity Assigned To:	Balwas, Marek	Email From:	
Activity Created:	2/5/04 11:10AM	Email To:	
Activity Created By:	Balwas, Marek		
Activity Description:	Left message for cust		

Note Created: Note Created By: Note Type:



Customer Service Request Detail # 200401403296

Activity Status:	Done	Activity Updated:	2/8/04 11:05AM
Activity Type:	Customer Interaction	Activity Updated By:	Bahwa, Marek
Activity Assigned To:	Bahwa, Marek	Email From:	
Activity Created:	2/8/04 11:05AM	Email To:	
Activity Created By:	Bahwa, Marek		
Activity Description:	Left message for cust.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/8/04 11:30AM
Activity Type:	Customer Interaction	Activity Updated By:	Bahwa, Marek
Activity Assigned To:	Bahwa, Marek	Email From:	
Activity Created:	2/8/04 11:30AM	Email To:	
Activity Created By:	Bahwa, Marek		
Activity Description:	I will fax letter to the cust. They will review and call me back.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/8/04 11:52AM
Activity Type:	Customer Interaction	Activity Updated By:	Bahwa, Marek
Activity Assigned To:	Bahwa, Marek	Email From:	
Activity Created:	2/8/04 11:52AM	Email To:	
Activity Created By:	Bahwa, Marek		
Activity Description:	Letter faxed to the cust. Ph [REDACTED]		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/8/04 01:53PM
Activity Type:	Customer Interaction	Activity Updated By:	Bahwa, Marek
Activity Assigned To:	Bahwa, Marek	Email From:	
Activity Created:	2/8/04 01:53PM	Email To:	
Activity Created By:	Bahwa, Marek		
Activity Description:	Cust wants me to change one paragraph in the letter.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/8/04 02:04PM
Activity Type:	Field Interaction	Activity Updated By:	Bahwa, Marek
Activity Assigned To:	Bahwa, Marek	Email From:	
Activity Created:	2/8/04 02:04PM	Email To:	
Activity Created By:	Bahwa, Marek		
Activity Description:	Email to AMM		

Note Created:	2/8/04 02:04PM	Note Created By:	Bahwa, Marek	Note Type:	Field Interaction
---------------	----------------	------------------	--------------	------------	-------------------



Customer Service Request Detail # 200401403286

Original Message
 From: Bahwa, Marek
 Sent: Friday, February 06, 2004 2:05 PM
 To: Drosdowski, Lou ZU-V-18
 Subject: FW: KQ26157, Arleen Reed, 2004 325i, 600 miles, UNION PA
 BMW

Lou,

I spoke with [REDACTED] today. They reviewed our letter and requested following changes:

4th paragraph in our letter says:
 In addition to the above commitment BMW NA agree to replace or repurchase this vehicle if the replacement transmission fails within 12 months from the date of the repair.

She wants us to change it to:
 In addition to the above commitment BMW NA will replace your vehicle with a new 2004 or 2005 BMW 325i or repurchase this vehicle at the original purchase price if the replacement transmission fails within 12 months from the date of the repair.

Can we accept requested changes?

Please let me know. (Have a nice weekend if I don't hear from you today)

Regards,
 Marek Bahwa
 Customer Relations and Services
 Representative
 Ph 201-573-7729
 Fax 201-505-9065

Activity Status:	Done	Activity Updated:	2/9/04 01:28PM
Activity Type:	Field Interaction	Activity Updated By:	Bahwa, Marek
Activity Assigned To:	Bahwa, Marek	Email From:	
Activity Created:	2/9/04 01:28PM	Email To:	
Activity Created By:	Bahwa, Marek		
Activity Description:	Spoke with ANM. Requested changes are acceptable. I can send the letter out.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/9/04 01:46PM
Activity Type:	Customer Interaction	Activity Updated By:	Bahwa, Marek
Activity Assigned To:	Bahwa, Marek	Email From:	
Activity Created:	2/9/04 01:46PM	Email To:	
Activity Created By:	Bahwa, Marek		
Activity Description:	I informed cust that letter will be faxed and mailed to her.		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200401403296

Activity Status:	Done	Activity Updated:	2/9/04 01:47PM
Activity Type:	Customer Interaction	Activity Updated By:	Bahwa, Marek
Activity Assigned To:	Bahwa, Marek	Email From:	
Activity Created:	2/9/04 01:47PM	Email To:	
Activity Created By:	Bahwa, Marek		
Activity Description:	Faxed letter to the cust.		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	2/9/04 02:29PM
Activity Type:	Customer Interaction	Activity Updated By:	Bahwa, Marek
Activity Assigned To:	Bahwa, Marek	Email From:	
Activity Created:	2/9/04 02:29PM	Email To:	
Activity Created By:	Bahwa, Marek		
Activity Description:	Cust accepted the letter.		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	2/9/04 02:38PM
Activity Type:	Customer Interaction	Activity Updated By:	Bahwa, Marek
Activity Assigned To:	Bahwa, Marek	Email From:	
Activity Created:	2/9/04 02:38PM	Email To:	
Activity Created By:	Bahwa, Marek		
Activity Description:	Letter mailed to the cust TRK 792567362400		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	2/9/04 02:37PM
Activity Type:	Field Interaction	Activity Updated By:	Bahwa, Marek
Activity Assigned To:	Bahwa, Marek	Email From:	
Activity Created:	2/9/04 02:37PM	Email To:	
Activity Created By:	Bahwa, Marek		
Activity Description:	FYI email to AMM		

Note Created: 2/9/04 02:37PM Note Created By: Bahwa, Marek Note Type: Field Interaction



Customer Service Request Detail # 200401403298

Original Message

From: Balwes, Marek
Sent: Monday, February 09, 2004 2:37 PM
To: Drozdowski, Lou ZD-V-18
Subject: FW: KR28167, Arlean Reed, 2004 328L, 600 miles, UNION PA
BMW

FYI,

Lou,

Letter has been mailed to the cust. She will make an appointment to have
the transmission replaced.

Thank you

Marek Balwes
Customer Relations and Services
Representative
Ph 201-673-7729
Fax 201-605-6065



Customer Service Request Detail # 200402805583

Customer

Name: [REDACTED]
 Preferred Communication Method:
 Work #:
 Home #:
 Cell #:
 Street Address: [REDACTED]
 Apt/Ste:
 City/State/Zip: Germantown, TN [REDACTED]

Service Request

Service Request#: 200402805583
 Brand: BMW
 Type: Inquiry
 Current Status: Closed
 Date Opened: 1/28/04 11:28AM
 Created By: Blazer, Anthony
 Rep Assigned: Blazer, Anthony
 Date Assigned: 1/28/04 11:28AM
 Assigned Dealer:
 Identified Dealer: ROADSHOW BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/28/04 11:36AM
 Close Rep: Blazer, Anthony
 Issue Note: Why am I getting a re-manufactured transmission

Vehicle

Chassis # (US): KR28269
 Chassis # (Non - US):
 Year: 2004
 Model: 325i
 Mileage:
 Sale: 12/20/03 12:00AM
 In Service Date: 12/12/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
5Y29	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
Advised customer that the tranny the he will be receiving is practically brand new.

Attachments

File Name	Comments



Customer Service Request Detail # 200402805583

Activity Status:	Done	Activity Updated:	1/28/04 11:32AM
Activity Type:	Customer Interaction	Activity Updated By:	Blazer, Anthony
Activity Assigned To:	Blazer, Anthony	Email From:	
Activity Created:	1/28/04 11:30AM	Email To:	
Activity Created By:	Blazer, Anthony		
Activity Description:	Why am I getting a re-manufactured transmission		
Note Created: 1/28/04 11:30AM		Note Created By: Blazer, Anthony	
Note Type: Customer Interaction			
Customer stated that he spoke with the service manager and the service manager told him that the transmission that he will be receiving is a re-manufactured tranny. Customer wants to know if the tranny he will be receiving has old parts? Writer advised the customer that he would look into the issue and call the customer back.			
Activity Status:	Done	Activity Updated:	1/28/04 11:33AM
Activity Type:	Corporate Interaction	Activity Updated By:	Blazer, Anthony
Activity Assigned To:	Blazer, Anthony	Email From:	
Activity Created:	1/28/04 11:32AM	Email To:	
Activity Created By:	Blazer, Anthony		
Activity Description:	Spoke with Casey Roach		
Note Created: 1/28/04 11:32AM		Note Created By: Blazer, Anthony	
Note Type: Corporate Interaction			
Casey advised the writer that "Re-manufactured transmission" is just merely terminology. The only used part on the tranny is the bell housing. All internal parts are new.			
Activity Status:	Done	Activity Updated:	1/28/04 11:33AM
Activity Type:	Customer Interaction	Activity Updated By:	Blazer, Anthony
Activity Assigned To:	Blazer, Anthony	Email From:	
Activity Created:	1/28/04 11:33AM	Email To:	
Activity Created By:	Blazer, Anthony		
Activity Description:	Advised customer of Casey's answer. Customer was satisfied.		
Note Created:		Note Created By:	
Note Type:			



Customer Service Request Detail # 200403402162

Customer

Name: [REDACTED]
 Preferred Communication Method: [REDACTED]
 Work #: [REDACTED]
 Home #: [REDACTED]
 Cell #: [REDACTED]
 Street Address: [REDACTED]
 Apt/Ste: [REDACTED]
 City/State/Zip: Shreveport, LA [REDACTED]

Service Request

Service Request #: 200403402162
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 2/3/04 04:44PM
 Created By: Frost, James
 Rep Assigned: Frost, James
 Date Assigned: 2/3/04 04:44PM
 Assigned Dealer:
 Identified Dealer: ORR BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 2/4/04 12:59PM
 Close Rep: Frost, James
 Issue Note: I am concerned about warranty repairs this early into
 car's life; I would like to talk to BMW rep?

Vehicle

Chassis # (US): KR20635
 Chassis # (Non - US):
 Year: 2004
 Model: 328i
 Mileage: 1,000
 Sale: 12/12/03 12:00AM
 In Service Date: 12/12/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL03	OVERALL QUALITY	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS
SV29	SERVICE - PRODUCT ISSUE	COOLING SYSTEM COMP	1741	COOLING SYSTEM COMPONENTS ELECT
SV29	SERVICE - PRODUCT ISSUE	COOLING SYSTEM COMP	1741	COOLING SYSTEM COMPONENTS ELECT

Solution Notes

Solution
 Apologized for concerns and frustration on these issues this early since
 delivery. Reassured that car is fine and that value is fine, but that we
 created history under the VIN for future reference if needed.

Attachments

File Name	Comments



Customer Service Request Detail # 200403402162

Activity Status:	Done	Activity Updated:	2/4/04 12:59PM
Activity Type:	Customer Interaction	Activity Updated By:	Frost, James
Activity Assigned To:	Frost, James	Email From:	
Activity Created:	2/3/04 05:21PM	Email To:	
Activity Created By:	Frost, James		
Activity Description:	I am concerned about warranty repairs this early into car's life; I would like to talk to BMW rep?		

Note Created: 2/4/04 12:47PM

Note Created By: Frost, James

Note Type: Customer Interaction

Customer called in frustrated and concerned about the value and longevity of the car due to recent issues w/ the car right out of the box on the owners experience. This customer's car has had issue w/ the failure of the GMC transmission regarding the delayed engagement upon start up. They have replaced the transmission w/ the updated one. He has also had the auxiliary cooling fan replaced because it was just continuously run after the car was turned off and also had hydraulic pulleys replaced. He wanted to speak to the Market Team directly about these concerns and about his concerns w/ the quality and longevity of the car.

Note Created: 2/4/04 12:50PM

Note Created By: Frost, James

Note Type: Corporate Interaction

I apologized for the frustration on these issues. Explained that the pulley and fan issues are ones that are not really a current problem on these year and model of cars to date. We did discuss the transmission concern and I reassured him that these are new transmissions and that he confirmed that the concerns has been rectified. Advised that I can't give out the cell #s for the Market Team, but assured him that the car's value has not been lessened by these component replacements. Explained I understand his concern this early on and that we have created case history to that effect in case he should need this in the future to use.



Customer Service Request Detail # 200403600664

Customer

Name: [REDACTED]
 Preferred Communication Method:
 Work #:
 Home #:
 Cell #:
 Street Address:
 Apt/Ste:
 City/State/Zip: Coral Gables, FL [REDACTED]

Service Request

Service Request #: 200403600664
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 2/5/04 09:53AM
 Created By: Sells, Anthony
 Rep Assigned: Sells, Anthony
 Date Assigned: 2/5/04 09:53AM
 Assigned Dealer: SOUTH MOTORS BMW
 Identified Dealer: SOUTH MOTORS BMW
 Date Resolved:
 Reactive Rep:
 Date Closed: 2/10/04 12:58PM
 Close Rep: Van Allen, Matt
 Issue Note: Customer upset w/ # of problems w/ vehicle

Vehicle

Chassis # (US): KR28924
 Chassis # (Non - US):
 Year: 2004
 Model: 325i
 Mileage: 1,400
 Sale:
 In Service Date:

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	ENGINE - GENERAL	1000	ENGINE - GENERAL
SV17	REPEAT REPAIR/COMEBACK	TRANSMISSION - AUTOMAT	2400	TRANSMISSION - AUTOMATIC TRANSMIS
SL08	OVERALL QUALITY	Body Interior - Mirrors, Locks	5100	Body Interior - Mirrors, Locks, Windows

Resolution Notes

Solution
Closed. Refer to Special Product Investigation for resolution.

Attachments

File Name	Comments



Customer Service Request Detail # 200403600664

Activity Status:	Done	Activity Updated:	2/5/04 10:10AM
Activity Type:	Customer interaction	Activity Updated By:	Sells, Anthony
Activity Assigned To:	Sells, Anthony	Email From:	
Activity Created:	2/5/04 09:56AM	Email To:	
Activity Created By:	Sells, Anthony		
Activity Description:	Customer upset w/ # of problems w/ vehicle		

Note Created:	2/5/04 09:56AM	Note Created By:	Sells, Anthony	Note Type:	Customer interaction
---------------	----------------	------------------	----------------	------------	----------------------

Vehicle has had trans replaced. Vehicle has had an electrical problem (turn signal and brake light bulb going out) and wind leak. Vehicle now has a stumbling problem.

Note Created:	2/5/04 10:00AM	Note Created By:	Sells, Anthony	Note Type:	Customer interaction
---------------	----------------	------------------	----------------	------------	----------------------

Customer has no faith in the vehicle anymore. Customer would like a sub of collateral or out of the lease. Writer explained that the process usually takes a week to 10 days to get an answer, customer just asked to be "kept in the loop".

Activity Status:	Done	Activity Updated:	2/5/04 02:30PM
Activity Type:	Dealer interaction	Activity Updated By:	Sells, Anthony
Activity Assigned To:	Sells, Anthony	Email From:	
Activity Created:	2/5/04 02:30PM	Email To:	
Activity Created By:	Sells, Anthony		
Activity Description:	Left msg for Alex Diaz, srvc mgr @ South Motors BMW, FL (305) 255-2200, asking for a call back.		

Note Created:		Note Created By:		Note Type:	
---------------	--	------------------	--	------------	--

Activity Status:	Done	Activity Updated:	2/10/04 12:57PM
Activity Type:	Field interaction	Activity Updated By:	Van Allen, Matt
Activity Assigned To:	Van Allen, Matt	Email From:	
Activity Created:	2/10/04 12:56PM	Email To:	
Activity Created By:	Van Allen, Matt		
Activity Description:	Customer in accident and no airbags deployed.		

Note Created:	2/10/04 12:56PM	Note Created By:	Van Allen, Matt	Note Type:	Field interaction
---------------	-----------------	------------------	-----------------	------------	-------------------

Left vm for Tony Sells, re: SPI will handle this case from here. Rec'd notice from Don Peiner, AMH.



Customer Service Request Detail # 200405600101

Customer

Name:	[REDACTED]
Preferred Communication Method:	
Work #:	
Home #:	
Cell #:	
Street Address:	[REDACTED]
Apt/Ste:	
City/State/Zip:	Augusta, GA [REDACTED]

Service Request

Service Request #:	200405600101
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	2/25/04 10:37AM
Created By:	Bagley, Jim
Rep Assigned:	Bagley, Jim
Date Assigned:	2/25/04 10:37AM
Assigned Dealer:	
Identified Dealer:	
Date Received:	
Receive Rep:	
Date Closed:	2/25/04 10:30AM
Close Rep:	Bagley, Jim
Issue Note:	cust wanted his concerns noted w/ his trans issue

Vehicle

Chassis # (US):	KR2Z7102
Chassis # (Non - US):	
Year:	2004
Model:	325i
Mileage:	
Sale:	11/25/03 12:00AM
In Service Date:	11/25/03 12:00AM

Code Descriptions

BR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
8V29	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
look note as requested

Attachments

File Name	Comments



Customer Service Request Detail # 200405600101

Activity Status:	Done	Activity Updated:	2/25/04 10:38AM
Activity Type:	Customer Interaction	Activity Updated By:	Begley, Jim
Activity Assigned To:	Begley, Jim	Email From:	
Activity Created:	2/25/04 10:38AM	Email To:	
Activity Created By:	Begley, Jim		
Activity Description:	cust wanted his concerns noted w/ his trans issue		
Note Created:	Note Created By:	Note Type:	