

**DP04-001**

**BMW**

**3/29/04**

**ATTACHMENT 3**

**VOLUME II OF III**

**PART 2 OF 5**



Customer Service Request Detail # 200402905084

**Customer**

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

**Service Request**

Service Request #: 200402905084  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 1/29/04 05:31PM  
 Created By: Hawley, Darlene  
 Rep Assigned: Hawley, Darlene  
 Date Assigned: 1/29/04 05:31PM  
 Assigned Dealer:  
 Identified Dealer:  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 1/29/04 05:40PM  
 Close Rep: Hawley, Darlene  
 Issue Note: trans replaced. problems early on

**Vehicle**

Chassis # (US): PC13024  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 325i sport wagon  
 Mileage:  
 Sale: 12/1/03 12:00AM  
 In Service Date: 12/1/03 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV00	TECHNICAL ASSISTANCE / INFORMATION	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

Solution
veh is currently repaired. advcd cust complaint

**Attachments**

File Name	Comments



Customer Service Request Detail # 200402905084

Activity Status:	Done	Activity Updated:	1/29/04 05:33PM
Activity Type:	Customer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	1/29/04 05:32PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	trans replaced. problems early on		

Note Created: 1/29/04 05:32PM

Note Created By: Hawley, Darlene

Note Type: Customer Interaction

problems at 2 mos / 2 k miles. serv eng light has come on a few x. veh has been returned. advsd will doc complaint.



Customer Service Request Detail # 200404405388

**Customer**

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

**Service Request**

Service Request #: 200404405388  
 Brand: BMW  
 Type: Inquiry  
 Current Status: Closed  
 Date Opened: 2/13/04 11:51AM  
 Created By: Labetzky, Karen  
 Rep Assigned: Labetzky, Karen  
 Date Assigned: 2/13/04 11:51AM  
 Assigned Dealer:  
 Identified Dealer:  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 2/13/04 09:27PM  
 Close Rep: Labetzky, Karen  
 Issue Note: transmission slippage

**Vehicle**

Chassis # (US): PC12751  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 325i sport wagon  
 Mileage:  
 Sale:  
 In Service Date:

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
8V00	TECHNICAL ASSISTANCE / INFORMATION	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

Solution
please contact dealer

**Attachments**

File Name	Comments



Customer Service Request Detail # 200404405386

Activity Status:	Done	Activity Updated:	2/13/04 03:27PM
Activity Type:	Email - Inbound	Activity Updated By:	Lebatzky, Karen
Activity Assigned To:	Lebatzky, Karen	Email From:	randall_harris@abcglobal.net
Activity Created:	2/8/04 03:51PM	Email To:	<CustomerRelations@bmwna.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Other		

Note Created:	Note Created By:	Note Type:
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formid: 1001

Comments: I just wanted BMW to note that my 04 325i has a problem where the transmission slips when shifting from reverse into drive. The issue is not serious enough to warrant a separate trip to the dealership, but I did want a note in your records that at approximately 2,000 miles the above mentioned problem has surfaced.

Thank you!

[Redacted]

VIN: WBAEN33414PC12751

From: [Redacted]

Subject: Other

RouteCode1:  
RouteCode2:  
RouteCode3:

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

firstName: [Redacted]  
lastName: [Redacted]

ContactBy: Email  
ContactPhone: [Redacted]  
ContactTime:

address1: [Redacted]  
address2:  
address3:  
city: Los Angeles  
state: CA  
zip: 90077  
HomePhone: [Redacted]  
WorkPhone:  
email: [Redacted]

Vin: WBAEV53463KM02590\_WBAEN33414PC12751

UserName: [Redacted]



Customer Service Request Detail # 200404405386

Activity Status:	Done	Activity Updated:	2/13/04 03:28PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Stebel
Activity Assigned To:	Labatzky, Karen	Email From:	CustomerRelations@bmwusa.com
Activity Created:	2/13/04 11:01AM	Email To:	randall_harris@sboglobal.net
Activity Created By:	Labatzky, Karen		
Activity Description:	RE: Other [1-146140563]		

Note Created:	Note Created By:	Note Type:
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Dear [REDACTED]

Thank you for contacting BMW of North America, LLC regarding the transmission in your BMW. We appreciate that you have brought this to our attention. Please accept my apologies for the inconvenience this issue has caused. May I suggest contacting your local BMW center to discuss this issue? We are here to work with you and your BMW center, so please do not hesitate to call us with any questions and/or concerns.

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 5:00 P.M., Eastern Standard Time.

Sincerely,  
Karen Labatzky  
Customer Relations & Services  
Representative

—Original Message—

From: [REDACTED]  
Sent: 2/13/2004 12:00:00 AM  
To: CustomerRelations@bmwusa.com  
Subject: Other

formid: 1001

Comments: I just wanted BMW to note that my 04 325R has a problem where the transmission slips when shifting from reverse into drive. The issue is not serious enough to warrant a separate trip to the dealerhelp, but I did want a note in your records that at approximately 2,000 miles the above mentioned problem has surfaced.

Thank you!

[REDACTED]

VIN: WBAEN3341JPC12761

From: [REDACTED]  
Subject: Other

RouteCode1:  
RouteCode2:  
RouteCode3:

Section: Priority Email  
ModelYear: ...



Customer Service Request Detail # 200404405386

	<p>... 2004 MfgName: BMW ModelName: 325i FirstName: [REDACTED] LastName: [REDACTED] ContactBy: Email ContactPhone: [REDACTED] ContactTime: address: [REDACTED] address2: address3: city: Los Angeles state: CA zip: [REDACTED] HomePhone: [REDACTED] WorkPhone: email: Vmr: WBAEVS3483KMK2000_WBAEN33414PC12751 UserName: RHamis82</p>
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Customer Service Request Detail # 1-117277359

**Customer**

Name:	Larry Kristiansen
Preferred Communication Method:	
Work #:	
Home #:	
Cell #:	
Street Address:	
Apt/Suite:	
City/State/Zip:	

**Service Request**

Service Request #:	1-117277359
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	11/7/03 09:19PM
Created By:	Leberzky, Karen
Rep Assigned:	Leberzky, Karen
Date Assigned:	11/7/03 09:19PM
Assigned Dealer:	
Identified Dealer:	
Date Received:	
Resolve Rep:	
Date Closed:	11/11/03 10:00AM
Close Rep:	Leberzky, Karen
Issue Note:	Stoptronic manual mode

**Vehicle**

Chassis # (US):	FM90883
Chassis # (Non - US):	
Year:	2004
Model:	325xi
Mileage:	
Sale:	11/3/03 12:00AM
In Service Date:	11/3/03 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL06	NEW MODEL FEATURES AND/OR /PRICING	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

Solution
should not harm the car

**Attachments**

File Name	Comments





Customer Service Request Detail # 1-117277359

Activity Status:	Done	Activity Updated:	11/7/03 09:21PM
Activity Type:	Email - Inbound	Activity Updated By:	Labetzky, Karen
Activity Assigned To:	Labetzky, Karen	Email From:	nhlarry@hotmail.com
Activity Created:	11/4/03 08:57PM	Email To:	<ccomments@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Electronic manual mode		

Note Created:	Note Created By:	Note Type:
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	<p>formid: 1002</p> <p>Comments: Can you enter the manual mode while the car is moving, or should it be entered from a standstill?                  phone: [REDACTED]                  AccountNo:                  VIN: WBAEU33454PM80663</p> <p>From: [REDACTED]                  Subject: Steptronic manual mode</p> <p>RouteCode1:                  RouteCode2:                  RouteCode3:</p> <p>Section: Owners' Comments                  ModelYear: 2004                  MfgName: BMW                  ModelName: 325td</p> <p>firstName: [REDACTED]                  lastName: [REDACTED]                  ContactBy: Email                  ContactPhone: [REDACTED]                  ContactTime:</p> <p>address1: [REDACTED]                  address2:                  address3:                  city: Canton                  state: CT                  zip: 06019                  HomePhone: [REDACTED]                  WorkPhone:                  email:                  Vine: WBAEU33454PM80663</p> <p>UserName: [REDACTED]                  Urgency:                  Regarding:                  NetworkScreenName:</p>
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Activity Status:	Done	Activity Updated:	11/7/03 09:21PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Labetzky, Karen	Email From:	CustomerRelations@bmwusa.com
Activity Created:	11/7/03 09:19PM	Email To:	nhlarry@hotmail.com
Activity Created By:	Labetzky, Karen		
Activity Description:	RE: Steptronic manual mode [1-118196212]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 1-117277359

Dear [REDACTED]

I am with BMW of North America, LLC and your Owners' Circle posting has been forwarded to me for response. Thank you for contacting us regarding the transmission in your BMW.

Congratulations on your BMW purchase, how exciting for you!

Certainly, you may go to the STEPTRONIC mode while driving without harming your BMW.

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,  
Karen Labatky  
National Customer Relations  
Representative  
800-831-1117

Original Message

From: [REDACTED]  
Sent: 11/7/2009 12:00:00 AM  
To: oacomment@bmwusa.com  
Subject: Steptronic manual mode

formid: 1002

Comments: Can you enter the manual mode while the car is moving, or should

it be entered from a standstill?

phone: [REDACTED]

AccountNo:

VIN: WBAEU33454PM00003

From: nhlarry@hotmail.com  
Subject: Steptronic manual mode

RouteCode1:

RouteCode2:

RouteCode3:

Section: Owners' Comments

ModelYear: 2004

ModelName: BMW

ModelName: 325d

FirstName: [REDACTED]

LastName: [REDACTED]

ContactBy: Email

ContactPhone: [REDACTED]

ContactTime:

address1: 10 Woodridge Circle

address2:

address3:

city: Canton

state: ...



Customer Service Request Detail # 1-117277359

		... CT zip: 06019 HomePhone: [REDACTED] WorkPhone: [REDACTED] email: [REDACTED] Vine: WBAEU33454PM00663 UserName: nhlaryk Urgency: Regarding: NetworkScreenName:	
Activity Status:	Done	Activity Updated:	11/11/03 09:50AM
Activity Type:	Email - Inbound	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	nhlary@hotmail.com
Activity Created:	11/8/03 03:18PM	Email To:	OCComments@bmwusa.com
Activity Created By:	Administrator, Stabel		
Activity Description:	RE: Stapronic manual mode [1-118196212]		
Note Created:	Note Created By:	Note Type:	



Thanks, Karen. Appreciate the response. I'm enjoying the BMW immensely. I have another question for you: On the steering wheel there's a prompt for the telephone, although I don't have the BMW system installed. I pushed this button the other day, and I heard it ringing. I pushed it again and it stopped. Does this have anything to do with the SOS or Service button in the mirror?

>From: ocoomments@bmwusa.com  
>To: [REDACTED]  
>Subject: RE: Steptronic manual mode [1-116198212]  
>Date: 7 Nov 2003 21:21:58 -0500

>Dear Mr. Kristiansen:

>I am with BMW of North America, LLC and your Owners' Circle posting has been forwarded to me for response. Thank you for contacting us regarding the transmission in your BMW.

>Congratulations on your BMW purchase, how exciting for you!

>Certainly, you may go to the STEPTRONIC mode while driving without harming your BMW.

>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,  
>Karen Libalzy  
>National Customer Relations  
>Representative  
>800-831-1117

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

>From: [REDACTED]  
>Sent: 11/7/2003 12:00:00 AM  
>To: ocoomments@bmwusa.com  
>Subject: Steptronic manual mode

>forumid: 1002

>Comments: Can you enter the manual mode while the car is moving, or should it be entered from a standstill?

>phone: (888) 663-6321

>AccountNo:

>VIN: WBAEUS3464PW00663

>From: [REDACTED]  
>Subject: Steptronic manual ...



Customer Service Request Detail # 1-117277359

	<p>... mode &gt;RouteCode1: &gt;RouteCode2: &gt;RouteCode3: &gt; &gt;Section: Owners' Comments &gt;ModelYear: 2004 &gt;MfgNm: BMW &gt;ModelNm: 325d &gt; &gt;firstName: [REDACTED] &gt;lastName: [REDACTED] &gt;ContactBy: Email &gt;ContactPhone: [REDACTED] &gt;ContactTime: &gt; &gt;address1: [REDACTED] &gt;address2: &gt;address3: &gt;city: Canton &gt;state: CT &gt;zip: [REDACTED] &gt;HomePhone: [REDACTED] &gt;WorldPhone: &gt;email: &gt;Vins: WBAEU33454PM60663 &gt; &gt;UserName: [REDACTED] &gt;Urgency: &gt;Regarding: &gt;NetworkScreenName:</p>
<p>MSN Shopping upgraded for the holidays! Snappier product search... <a href="http://shopping.msn.com">http://shopping.msn.com</a></p>	

Activity Status:	Done	Activity Updated:	11/11/03 10:00AM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Labatzky, Karen	Email From:	CustomerRelations@bmwusa.com
Activity Created:	11/10/03 02:12PM	Email To:	rhiarty@hotmail.com
Activity Created By:	Labatzky, Karen		
Activity Description:	RE: Steptronic manual mode [1-116190212]		

Note Created:	Note Created By:	Note Type:
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You explain that you pressed the talk button on your steering wheel and proceeded to hear ringing. I have inquired to this situation and have learned that this is a known issue with the telematics system. Further more, the BMW assist system is not intended to work through the steering wheel and as far as we can tell, the call never goes to anyone...it will just keep ringing.

If you get an opportunity, may I suggest bringing this to the attention of the service department?

Thank you for contacting BMW.

Sincerely,  
Karen Labatzky  
National Customer Relations  
Representative  
800-831-1117

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

From: [REDACTED]  
Sent: 11/10/2003 12:00:00 AM  
To: OCOComments@bmwusa.com  
Subject: Steptronic manual mode [1-116188212]

Thanks, Karen. Appreciate the response. I'm enjoying the BMW immensely. I have another question for you: On the steering wheel there's a prompt for the telephone, although I don't have the BMW system installed. I pushed this button the other day, and I heard it ringing. I pushed it again and it stopped. Does this have anything to do with the SOS or Service button in the mirror?

>From: OCOComments@bmwusa.com  
>To: nhlarry@hotmail.com  
>Subject: RE: Steptronic manual mode [1-116188212]  
>Date: 7 Nov 2003 21:21:55 -0800

>Dear [REDACTED]  
>  
>I am with BMW of North America, LLC and your Owners' Circle posting has been forwarded to me for response. Thank you for contacting us regarding the transmission in your BMW.  
>  
>Congratulations on your BMW purchase, how exciting for you!  
>  
>Certainly, you may go to the STEPTRONIC mode while driving without harming your BMW.  
>  
>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 ...



Customer Service Request Detail # 1-117277359

... Standard Time.

> Thank you for contacting BMW.

> Sincerely,

> Karen Lebetzky

> National Customer Relations

> Representative

> 800-831-4117

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

> From: rhlarry@hotmail.com  
> Sent: 11/7/2003 12:00:00 AM  
> To: ooccomments@bmwusa.com  
> Subject: Steptronic manual mode

> Formid: 1002

> Comments: Can you enter the manual mode while the car is moving, or should it be entered from a standstill?  
> phone: (888) 893-8321  
> AccountNo:  
> VIN: WBAEU33454PM00683

> From: rhlarry@hotmail.com  
> Subject: Steptronic manual mode

> RouteCode1:  
> RouteCode2:  
> RouteCode3:

> Section: Owners' Comments  
> ModelYear: 2004  
> MfgNm: BMW  
> ModelNm: 325d

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

> address1: [REDACTED]  
> address2:  
> address3:  
> city: Canton  
> state: CT  
> zip: [REDACTED]  
> HomePhone: [REDACTED]  
> WorkPhone:  
> email: [REDACTED]  
> Vins: WBAEU33454PM00683

> UserName: rhlarryk  
> Urgency:  
> Regarding:  
> NetworkScreenName:

MSN Shopping upgraded for the holidays! Smaller product search...  
<http://shopping.msn.com>



Customer Service Request Detail # 1-127818029

**Customer**

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

**Service Request**

Service Request #: 1-127818029  
 Brand: BMW  
 Type: Inquiry  
 Current Status: Closed  
 Date Opened: 12/10/03 05:12PM  
 Created By: Young, Tricia  
 Rep Assigned: Young, Tricia  
 Date Assigned: 12/10/03 05:12PM  
 Assigned Dealer:  
 Identified Dealer:  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 12/10/03 05:14PM  
 Close Rep: Young, Tricia  
 Issue Note: Other

**Vehicle**

Chassis # (US): FMB1322  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 325i  
 Mileage:  
 Sale:  
 In Service Date:

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV00	TECHNICAL ASSISTANCE / INFORMATION	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

Solution
refer to dealer

**Attachments**

File Name	Comments





Customer Service Request Detail # 1-127819029

Activity Status:	Done	Activity Updated:	12/10/03 08:13PM
Activity Type:	Email - Inbound	Activity Updated By:	Young, Tricia
Activity Assigned To:	Young, Tricia	Email From:	wzoro4@aol.com
Activity Created:	11/30/03 10:04PM	Email To:	<CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Slabel		
Activity Description:	Other		

Note Created:	Note Created By:	Note Type:
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formid: 1001

Comments: Every morning I back my BMW out of the garage and on the street. When I put the gear in drive it takes two, three or four seconds to engage in the drive mode. Will this work it self out or is this a problem that should be looked at. The delay in engaging does not occur for the rest of the day, just the first time I use the car.

phone: [REDACTED]

AccountNo:  
VIN: WBAEUS3404PN01322

From: [REDACTED]  
Subject: Other

RouteCode1:  
RouteCode2:  
RouteCode3:

Section: Priority Email  
ModelYear: 2004  
MfgNm: BMW  
ModelNm: 325xi

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

address1: [REDACTED]  
address2:  
address3:  
city: West Caldwell  
state: NJ  
zip: [REDACTED]  
HomePhone: [REDACTED]  
WorkPhone:  
email: [REDACTED]  
Vins: WBAEUS3404PN01322

UserName: [REDACTED]

Activity Status:	Done	Activity Updated:	12/10/03 08:14PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Slabel
Activity Assigned To:	Young, Tricia	Email From:	CustomerRelations@bmwusa.com
Activity Created:	12/10/03 08:12PM	Email To:	[REDACTED]
Activity Created By:	Young, Tricia		
Activity Description:	RE: Other [1-124583044]		

Note Created:	Note Created By:	Note Type:
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Dear [REDACTED]

Thank you for contacting BMW of North America, LLC regarding the problem you are having with your BMW. Your BMW center is equipped with a team of technicians that are trained specifically to work with BMW's. The service manager at your authorized BMW center receives the most up-to-date service information from BMW engineers. The service manager is the best person to consult regarding the issue you are having with your BMW.

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  
National Customer Relations  
Representative

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

From: [REDACTED]  
Sent: 12/10/2009 12:00:00 AM  
To: CustomerRelations@bmwna.us.com  
Subject: Other

formid: 1001

Comments: Every morning I back my BMW out of the garage and on the street. When I put the gear in drive it takes two, three or four seconds to engage in the drive mode. Will this work it self out or is this a problem that should be looked at. The delay in engaging does not occur for the rest of the day, just the first time I use the car.

phone: [REDACTED]  
Account No:  
VIN: WBAEU3340PM01322

From: [REDACTED]  
Subject: Other

RouteCode1:  
RouteCode2:  
RouteCode3:

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

BirthName: [REDACTED]  
LastName: [REDACTED]  
ContactBy: Email  
ContactPhone: [REDACTED]  
ContactTime:

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



Customer Service Request Detail # 1-127618029

	... Caldwell state: NJ zip: [REDACTED] HomePhone: [REDACTED] WorkPhone: [REDACTED] email: [REDACTED] Vinc: WBAEUS3464P101322 UserName: [REDACTED]
--	--



Customer Service Request Detail # 200335306490

**Customer**

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

**Service Request**

Service Request #: 200335306490  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 12/18/03 03:08PM  
 Created By: Young, Tricia  
 Rep Assigned: Young, Tricia  
 Date Assigned: 12/18/03 03:08PM  
 Assigned Dealer:  
 Identified Dealer:  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 12/18/03 03:08PM  
 Close Rep: Young, Tricia  
 Issue Note: automatic transmission issues

**Vehicle**

Chassis # (US): PM01387  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 325i  
 Mileage:  
 Sale: 2/20/04 12:00AM  
 In Service Date: 11/28/03 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV00	TECHNICAL ASSISTANCE / INFORMATION	TRANSMISSION - AUTOMAT	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

Solution
refer to dealer

**Attachments**

File Name	Comments



Customer Service Request Detail # 200335306490

Activity Status:	Done	Activity Updated:	12/19/03 03:08PM
Activity Type:	Email - Inbound	Activity Updated By:	Young, Tricia
Activity Assigned To:	Young, Tricia	Email From:	[REDACTED]
Activity Created:	12/17/03 08:14AM	Email To:	<ccommments@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	automatic transmission issues		

Note Created:	Note Created By:	Note Type:
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formid: 1002

Comments: When will more information be provided on the delay's of engaging the transmission when cold. My car will not go into drive and local BMW dealer says BMW is working on a fix - Please provide update - This is a dangerous defect  
phone: [REDACTED]  
Accounting:  
VIN: WBAAEUS3414PM61367

From: [REDACTED]  
Subject: automatic transmission issues

RouteCode1:  
RouteCode2:  
RouteCode3:

Section: Owners' Comments  
ModelYear: 2004  
MfgNm: BMW  
ModelNm: 325d

FirstName: [REDACTED]  
LastName: [REDACTED]  
ContactBy: Email  
ContactPhone: [REDACTED]  
ContactTime: [REDACTED]

address1: [REDACTED]  
address2:  
address3:  
city: Maple Grove  
state: MN  
zip: 55311  
HomePhone: [REDACTED]  
WorkPhone:  
email: [REDACTED]  
Vine: WBAAEUS3414PM61367

UserName: scooplatt  
Urgency:  
Regarding:  
NetworkScreenName:

Activity Status:	Done	Activity Updated:	12/19/03 03:08PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Young, Tricia	Email From:	CustomerRelations@bmwusa.com
Activity Created:	12/19/03 03:08PM	Email To:	[REDACTED]
Activity Created By:	Young, Tricia		
Activity Description:	RE: automatic transmission issue [1-130176601]		

Note Created:	Note Created By:	Note Type:
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Dear [REDACTED]

Thank you for contacting BMW of North America, LLC regarding the problem you are having with your BMW. I am sorry to read of your dissatisfaction. Your BMW center is equipped with a team of technicians that are trained specifically to work with BMW's. The service manager at your authorized BMW center receives the most up-to-date service information from BMW engineers. The service manager is the best person to consult regarding the issue you are having with your BMW.

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. Happy Holidays!

Sincerely,

Tricia Young  
National Customer Relations  
Representative

—Original Message—

From: [REDACTED]  
Sent: 12/19/2003 12:00:00 AM  
To: occomments@bnwusa.com  
Subject: automatic transmission issues

formid: 1002

Comments: When will more information be provided on the delay's of engaging the transmission when cold. My car will not go into drive and local BMW dealer says BMW is working on a fix - Please provide update - This is a dangerous default:

phone: (783) 773-4663  
AccountNo:  
VIN: WBAEL33414PM81887

From: [REDACTED]  
Subject: automatic transmission issues

RouteCode1:  
RouteCode2:  
RouteCode3:

Section: Owners' Comments  
ModelYear: 2004  
MfgName: BMW  
ModelName: 325d

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

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



Customer Service Request Detail # 200335306490

	<p>... Grove state: MN zip: [REDACTED] HomePhone: [REDACTED] WorkPhone: email: [REDACTED] Vins: WBAEU33414PM01367  UserName: ecrtplatt Urgency: Regarding: NetworkScreenName:</p>
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Customer Service Request Detail # 200336004033

**Customer**

Name: XXXXXXXXXX  
 Preferred Communication Method:  
 Work #:  
 Home #:  
 Cell #:  
 Street Address:  
 Apt/Suite:  
 City/State/Zip:

**Service Request**

Service Request #: 200336004033  
 Brand: BMW  
 Type: eResponse  
 Current Status: Closed  
 Date Opened: 12/28/03 03:04PM  
 Created By: Osborn, Jon  
 Rep Assigned: Osborn, Jon  
 Date Assigned: 12/28/03 03:04PM  
 Assigned Dealer:  
 Identified Dealer:  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 12/29/03 03:13PM  
 Close Rep: Osborn, Jon  
 Issue Note: Other

**Vehicle**

Chassis # (US): PR06280  
 Chassis # (Non-US):  
 Year: 2004  
 Model: 325d  
 Mileage:  
 Sale: 11/25/03 12:00AM  
 In Service Date: 11/25/03 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

Solution
Advised cust to speak w/evr mgr at center for up to date info.

**Attachments**

File Name	Comments





Customer Service Request Detail # 200336004033

Activity Status:	Done	Activity Updated:	12/28/03 03:12PM
Activity Type:	Email - Inbound	Activity Updated By:	Osborn, Jon
Activity Assigned To:	Osborn, Jon	Email From:	[REDACTED]
Activity Created:	12/28/03 03:40PM	Email To:	<CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Other		

Note Created:	Note Created By:	Note Type:
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	<p>Itemid: 1001</p> <p>Comments: 1. New 325xi Auto trans slips after placing in drive. Only 1st time of day. 2. When will the software be available for the key memory features? phone: AccountNo: VIN: WBAEU33424PR06268</p> <p>From: [REDACTED] Subject: Other</p> <p>RouteCode1: RouteCode2: RouteCode3:</p> <p>Section: Priority Email ModelYear: 2004 MfgName: BMW ModelName: 325d</p> <p>FirstName: [REDACTED] LastName: [REDACTED] ContactBy: Phone ContactPhone: [REDACTED] ContactTime:</p> <p>address1: [REDACTED] address2: address3: city: Blue Bell state: PA zip: [REDACTED] HomePhone: WorkPhone: email: [REDACTED] VIN: WBAEU33424PR06268</p> <p>UserName: djwaleh</p>
--	--

Activity Status:	Done	Activity Updated:	12/28/03 03:13PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Osborn, Jon	Email From:	CustomerRelations@bmwusa.com
Activity Created:	12/28/03 03:04PM	Email To:	djwaleh@comcast.net
Activity Created By:	Osborn, Jon		
Activity Description:	RE: Other [1-132789401]		

Note Created:	Note Created By:	Note Type:
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Dear [REDACTED]

Thank you for contacting BMW of North America, LLC regarding the problems you are having with your BMW. Your BMW center is equipped with a team of technicians that are trained specifically to work with BMW's. The service manager at your authorized BMW center receives the most up-to-date service information from BMW engineers. The service manager is the best person to consult regarding the issues you are having with your BMW.

I apologize if this response falls short of your expectations. 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 8:00 P.M., Eastern Standard Time.

Sincerely,  
Jon Osborn  
National Customer Relations  
Representative

Original Message

From: [REDACTED]  
Sent: 12/28/2003 12:00:00 AM  
To: CustomerRelations@bmcnausa.com  
Subject: Other

formid: 1001

Comments: 1. New 325xi Auto trans slips after putting in drive. Only 1st time of day.

2. When will the software be available for the key memory features?  
phone:

AccountNo:  
VIN: WBAELU33424PR00268

From: [REDACTED]  
Subject: Other

RouteCode1:  
RouteCode2:  
RouteCode3:

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

FirstName: [REDACTED]  
LastName: [REDACTED]  
ContactBy: Phone  
ContactPhone: [REDACTED]  
ContactTime:

address1: [REDACTED]  
address2:  
address3:  
city: Blue Bell  
state: ...

A subsidiary  
of BMW AG

BMW of North America, LLC



Customer Service Request Detail # 200336004033

	<p>... PA zip: [REDACTED] HomePhone: WorkPhone: email: [REDACTED] Vms: WBAEL3424PR06288 UserName: djwalsh</p>
--	---



Customer Service Request Detail # 200400200087

**Customer:**

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

**Service Request:**

Service Request #: 200400200087  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 1/2/04 10:38AM  
 Created By: Hand, Greg  
 Rep Assigned: Hand, Greg  
 Date Assigned: 1/2/04 10:38AM  
 Assigned Dealer:  
 Identified Dealer: BMW OF STERLING  
 Date Received:  
 Receive Rep:  
 Date Closed: 1/2/04 10:48AM  
 Close Rep: Hand, Greg  
 Issue Note: Transmission hesitation problem, cust wants a replacement vehicle

**Vehicle:**

Chassis # (US): FRD0840  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 325xi  
 Mileage:  
 Sale: 12/15/03 12:00AM  
 In Service Date: 12/15/03 12:00AM

**Code Descriptions:**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
BY06	REPLACEMENT/REPURCHASE REQUEST (L	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes:**

Solution
I apologized that this occurred and reassured that BMW will take care of the problem 100%.

**Attachments:**

File Name	Comments



Customer Service Request Detail # 200400200087

Activity Status:	Done	Activity Updated:	1/2/04 10:44AM
Activity Type:	Customer Interaction	Activity Updated By:	Hand, Greg
Activity Assigned To:	Hand, Greg	Email From:	
Activity Created:	1/2/04 10:38AM	Email To:	
Activity Created By:	Hand, Greg		
Activity Description:	Transmission hesitation problem, cust wants a replacement vehicle		

Note Created: 1/2/04 10:39AM

Note Created By: Hand, Greg

Note Type: Customer Interaction

Customer has a hesitation in the transmission, and BMW of Sterling is currently replacing the transmission as per the SIB. Customer wants BMW to replace the vehicle because of this. I advised that the warranty will be used to replace the transmission.



Customer Service Request Detail # 200400200295

**Customer**

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

**Service Request**

Service Request #: 200400200295  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 1/2/04 02:52PM  
 Created By: Distributor, FS  
 Rep Assigned: Shelton, Bryan  
 Date Assigned: 1/8/04 01:15PM  
 Assigned Dealer:  
 Identified Dealer: FIELD8 BMW  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 1/16/04 03:32PM  
 Close Rep: Shelton, Bryan  
 Issue Note: transmission replacement

**Vehicle**

Chassis # (US): PM61664  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 325d  
 Mileage:  
 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
EV29	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMS
EV03	WARRANTY ELIGIBILITY	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMS

**Solution Notes**

Solution
did not hear back from cust

**Attachments**

File Name	Comments
ZUN1	



Customer Service Request Detail # 200400200295

Activity Status:	Done	Activity Updated:	1/8/04 01:14PM
Activity Type:	General	Activity Updated By:	Distributor, FS
Activity Assigned To:	Distributor, FS	Email From:	
Activity Created:	1/2/04 02:58PM	Email To:	
Activity Created By:	Distributor, FS		
Activity Description:	transmission replacement		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	1/13/04 05:13PM
Activity Type:	Corporate Interaction	Activity Updated By:	Shelton, Bryan
Activity Assigned To:	Shelton, Bryan	Email From:	
Activity Created:	1/8/04 01:14PM	Email To:	
Activity Created By:	Distributor, FS		
Activity Description:	contact customer		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	1/13/04 05:13PM
Activity Type:	Customer Interaction	Activity Updated By:	Shelton, Bryan
Activity Assigned To:	Shelton, Bryan	Email From:	
Activity Created:	1/13/04 05:13PM	Email To:	
Activity Created By:	Shelton, Bryan		
Activity Description:	left message in owl vm		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200400500703

**Customer**

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

**Service Request**

Service Request #: 200400500703  
 Brand: BMW  
 Type: Potential Lemon Law  
 Current Status: Closed  
 Date Opened: 1/5/04 10:23AM  
 Created By: Smith, Allison  
 Rep Assigned: Valdez, Frederick  
 Date Assigned: 1/16/04 12:46PM  
 Assigned Dealer:  
 Identified Dealer: BMW OF STERLING  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 2/9/04 02:48PM  
 Close Rep: Valdez, Frederick  
 Issue Note: Cust. wants to speak w/ a tech. person to explain the transmission repair being made to her veh.

**Vehicle**

Chassis # (US): PR06840  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 325d  
 Mileage: 1,000  
 Sale: 12/15/03 12:00AM  
 In Service Date: 12/18/03 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 TRANSMIS

**Solving Notes**

**Solution**  
 FBE met and inspected cust's car for a period of 2 hours. Car is fine. Offered universal transmitter and alarm system as goodwill. Cust will keep open mind with vehicle and will let us know if she has any further concerns.

**Attachments**

File Name	Comments
Commonwealth of Virg Tieder Tieder - 2-4-04	





Customer Service Request Detail # 200400500703

Activity Status:	Done	Activity Updated:	1/16/04 09:44PM
Activity Type:	Customer Interaction	Activity Updated By:	Smith, Allison
Activity Assigned To:	Smith, Allison	Email From:	
Activity Created:	1/5/04 10:28AM	Email To:	
Activity Created By:	Smith, Allison		
Activity Description:	Cust. wants to speak w/ a tech. person to explain the transmission repair being made to her veh.		

Note Created:	1/5/04 10:28AM	Note Created By:	Smith, Allison	Note Type:	Customer Interaction
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Cust claims she has done a lot of research on her veh. issue and repair being made to it. She is requesting to speak to the field service tech (and called an asked for his number) to answer her questions. Cust. said she has received different answers to her questions, and she just wants the truth. She purchased her veh. on 12/19, and right away problems w/ the transmission started. She has heard they are trying in a new transmission for her, they are giving her a refurb. transmission, and she heard they are getting the replacement trans. from somewhere in the U.S. She wants to know the truthful answers to her questions: Why is she not getting a new transmission, but a refurb. one

Activity Status:	Done	Activity Updated:	1/16/04 09:44PM
Activity Type:	Dealer Interaction	Activity Updated By:	Smith, Allison
Activity Assigned To:	Smith, Allison	Email From:	
Activity Created:	1/12/04 12:38PM	Email To:	
Activity Created By:	Smith, Allison		
Activity Description:	Writer spoke w/ srv.		

Note Created:		Note Created By:		Note Type:	
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Activity Status:	Done	Activity Updated:	1/23/04 09:54AM
Activity Type:	General	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	1/16/04 12:46PM	Email To:	
Activity Created By:	Vlasovich, Leonora		
Activity Description:	Letter to Tom Purves attached. Customer copied VA Office of Consumer Affairs & Ady General Office.		

Note Created:	1/23/04 09:50AM	Note Created By:	Valdez, Frederick	Note Type:	General
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Cust requests refund and arrangements for new car to be purchased for reasons she believes BMWNA is committing fraudulent activity by "selling known defective cars and replacing transmissions with remanufactured ones"

Activity Status:	Done	Activity Updated:	1/16/04 04:27PM
Activity Type:	Customer Interaction	Activity Updated By:	Kessler, Todd
Activity Assigned To:	Kessler, Todd	Email From:	
Activity Created:	1/16/04 04:27PM	Email To:	
Activity Created By:	Kessler, Todd		
Activity Description:	Customer looking for an update. Customer is waiting on an FSE to look at her car. Call customer at 703/4848519		

Note Created:		Note Created By:		Note Type:	
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Customer Service Request Detail # 200400600703

Activity Status:	Done	Activity Updated:	1/22/04 08:35PM
Activity Type:	Corporate Interaction	Activity Updated By:	Smith, Allison
Activity Assigned To:	Smith, Allison	Email From:	
Activity Created:	1/22/04 08:50PM	Email To:	
Activity Created By:	Smith, Allison		
Activity Description:	Notes from Clair Tieder conversation and conversation w/ service manager.		

Note Created: 1/22/04 08:51PM

Note Created By: Smith, Allison

Note Type: Corporate Interaction

Writer had conversation w/ customer on 1/5:  
Cust. wanted to speak to a technical person about

Note Created: 1/22/04 08:34PM

Note Created By: Smith, Allison

Note Type: Corporate Interaction

From phone conversation on 1/8:  
The customer contacted the 1800 number about talking to technical person in regards to the transmission replacement for her vehicle. She said she was getting confusing information about the repair from the GM, service manager, service tech, aka anyone she was asking about this issue and the repair being made. She kept talking about the X3 and her transmission being one of the same, and if BMW was coming out with the X3 with a "new" transmission in it, why couldn't she get a "new" transmission in here? She was asking a lot of questions: Why is she not getting a new transmission? Why is she not getting an accurate answer about what is going on w/ her car? What has happened to cause this? What are they (BMW) going to do? Are they using a remanufactured part? Customer stated she feels the vehicle is unreliable, and she doesn't have a safe feeling. She doesn't think BMW is handling this in an honest way. She wanted to speak to a field engineer about the issue.

From phone conversation w/ service manager 1/16:  
The service advisor went through the repairs he made on the vehicle, and he told me about the customer. He said she p/u the car today, but she doesn't want it. He said she thinks it is a conspiracy, BMW is selling defective vehicles. The GM told her there was nothing more they can do for her other than stand behind the warranty and fix her car. The service manager said she complained about the rattling in her sunroof, so he replaced all the parts of the sunroof for free, and during the visit he replaced the transmission. He said he was honest with her about everything, and he explained when she saw refurbished transmission, what that meant. He said she just wants out of the car, and she has gone beyond the Dealership and wants BMW NA to respond w/ assistance. He said BMW knowingly sold her a defective product, and he explained to her this was a service action-this is not happening in every vehicle. He said everyone (service manager, salesman, shop foreman, etc.) test drove with her when she came to pick it up to see what if anything they or she could find wrong with the vehicle after the repairs were made.

Note Created: 1/22/04 08:35PM

Note Created By: Smith, Allison

Note Type: Corporate Interaction

Fred, it is possible to pull the big yellow box of text upon on these comments below. Have a great day!

Activity Status:	Done	Activity Updated:	1/23/04 08:00AM
Activity Type:	Dealer Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	1/23/04 08:54AM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	LM for Scott Oliver-Starting BrvMgr		

Note Created: 1/23/04 08:55AM

Note Created By: Valdez, Frederick

Note Type: Dealer Interaction



Customer Service Request Detail # 200400500703

requested update on repair of our's car and whether issue has been discussed with mid team.			
Activity Status:	Done	Activity Updated:	1/27/04 11:14AM
Activity Type:	Dealer Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	1/27/04 11:14AM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	LM for Scott Oliver—Sterling Brvldgr		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	1/27/04 11:58AM
Activity Type:	Field Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	1/27/04 11:18AM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	email to AMM—John Staley		
Note Created:	1/27/04 11:42AM	Note Created By:	Valdez, Frederick
		Note Type:	Field Interaction
—Original Message—			
From: <input type="checkbox"/> [Redacted]			
Sent: <input type="checkbox"/> Tuesday, January 27, 2004 11:49 AM			
To: <input type="checkbox"/> Staley, John ZJJ-V-17; Peters, Pete ZJJ-V-17			
Subject: <input type="checkbox"/> Re: Claire Tieder / PR06840 / BMW of Sterling			
Re: Claire Tieder / PR06840 / BMW of Sterling			
<input type="checkbox"/> 2004 325Xi (1k miles)			
Gentlemen:			
I was hoping you'd be able to consult with me regarding the above customer and her attached letter.			
The customer is crying "foul play" in reference to her car getting a refurb'd transmission. John, I was hoping that Scott Oliver brought this customer to your attention when you were there last week, however, I have two call in to him which have gone unreturned.			
There was recent repair to the transmission in which I'm trying to get the details, however, Mainframe does not show it yet. Because of the number of different parties the customer claims to have contacted, I want to be sure to handle this appropriately and that I have the full scoop of what happened to this car at Sterling.			
After reading the letter, to plainly put it, I want to respond by saying that BMWNA has the prerogative to either repair or replace defective part(s) using new or authorized remanufactured parts. But then again, the customer's main question is why a refurb'd part and not a new part as in the XSI?			
If Scott has shared any info with you regarding this customer or if you can give me direction as to the customer's letter, I'd most certainly appreciate it.			
Regards,			
Fred			



Customer Service Request Detail # 200400500703

Activity Status:	Done	Activity Updated:	1/28/04 03:34PM
Activity Type:	Field Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	1/28/04 03:30PM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	Spoke to ANM—John Staley		

Note Created: 1/28/04 03:31PM      Note Created By: Valdez, Frederick      Note Type: Field Interaction

He did speak with Scott Oliver—Sterling SrMgr and was informed of this cost. The car did need a new transmission, however, the issue that caused this was simply a pusher pump. The customer was to receive a remanufactured transmission which contained all the latest parts and redesign, other than that the transmission is the same casing, but all the internal parts for the most part are new.  
To salvage a customer if need be, we can offer the 6yr/100k mile maintenance OR cover the transmission parts for up to 8 years, or if push comes to shove a replacement car.

Activity Status:	Done	Activity Updated:	1/28/04 03:37PM
Activity Type:	Dealer Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	1/28/04 03:37PM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	spoke briefly with Scott Oliver—Sterling SrMgr who requests a callback b/c he was in a mgmt meeting		

Note Created:      Note Created By:      Note Type:

Activity Status:	Done	Activity Updated:	1/28/04 03:58PM
Activity Type:	Field Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	1/28/04 03:45PM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	Spoke with FSE—Pete Peters		

Note Created: 1/28/04 03:45PM      Note Created By: Valdez, Frederick      Note Type: Field Interaction

He informed that when it comes to a remanufactured part, all internal parts, such as in this case with the transmission are new and meet new car specification. Because the parts come from the spare parts supply, it is termed remanufactured for the aftermarket. The only item that is either new or re-used is the casing/casting which is okay to use because this part is not subject to wear. Even if this part were to be cracked for whatever reason, it could not be used because it would not meet new car specs. Even in the event on the new car assembly, if there was a shortage of new parts, remanufactured parts can be substituted in its place.

Activity Status:	Done	Activity Updated:	1/28/04 04:37PM
Activity Type:	Dealer Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	1/28/04 04:34PM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	Spoke with Scott Oliver—Sterling SrMgr		

Note Created: 1/28/04 04:35PM      Note Created By: Valdez, Frederick      Note Type: Dealer Interaction



Customer Service Request Detail # 200400500703

Scott informed that the cust's issue was addressed by replacing the transmission as per SIS 24-07-03—the car was slipping in 1st gear.			
Activity Status:	Done	Activity Updated:	1/28/04 04:52PM
Activity Type:	Customer Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	1/28/04 04:48PM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	contact cust		
Note Created: 1/28/04 04:51PM		Note Created By: Valdez, Frederick	
Note Type: Customer Interaction			
Lm for cust to return call.			
Activity Status:	Done	Activity Updated:	1/28/04 12:38PM
Activity Type:	Customer Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	1/28/04 12:33PM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	spoke to cust for 50 mins		
Note Created: 1/28/04 12:34PM		Note Created By: Valdez, Frederick	
Note Type: Customer Interaction			
Customer said maybe she is simply disillusioned from this whole situation, but she informed that after the car's transmission was replaced, she has been experiencing issues that she feels aren't to spec. She said the car drives nicely, the car lurches upon acceleration, the acceleration is sticky at start-up and she says with 800 miles on the odo, she is only getting 17MPG. She said that she is scheduled to be at center some time next week. I offered 2/2 or 2/5 for date FSE can inspect the car. She chooses 2/2 at 11am.			
Activity Status:	Done	Activity Updated:	1/29/04 12:38PM
Activity Type:	Field Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	1/29/04 12:37PM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	email from FBE—Pete Peters		
Note Created: 1/29/04 12:37PM		Note Created By: Valdez, Frederick	
Note Type: Field Interaction			
<p>—Original Message—</p> <p>From: <input type="checkbox"/> Peters, Pete ZU-V-17</p> <p>Sent: <input type="checkbox"/> Wednesday, January 28, 2004 3:04 PM</p> <p>To: <input type="checkbox"/> Valdez, Frederick; Staley, John ZU-V-17</p> <p>Subject: <input type="checkbox"/> RE: Rr: [REDACTED] / PR05840 / BMW of Sterling</p> <p><input type="checkbox"/> Hey Fred,</p> <p><input type="checkbox"/> Sorry for the late notice, I will be at Sterling on Monday the 2nd of Feb this will not work for the customer please let me know if the 5th will. If those dates do not work I will be March before I can get back to Sterling.</p> <p><input type="checkbox"/> Pete</p>			



**Customer Service Request Detail # 200400500703**

Activity Status:	Done	Activity Updated:	1/29/04 12:58PM
Activity Type:	Field Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	1/29/04 12:38PM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	email to MKT TEAM		

Note Created: 1/29/04 12:48PM

Note Created By: Valdez, Frederick

Note Type: Field Interaction

-----Original Message-----  
 From:  Valdez, Frederick  
 Sent:  Thursday, January 29, 2004 12:48 PM  
 To:  Peters, Pete ZU-V-17; Staley, John ZU-V-17  
 Subject:  RE: Re: [REDACTED] / PR06840 / BMW of Sterling

Gentlemen:

I think this customer can be salvaged. She is simply "disillusioned" from this whole experience which is the exact way she put it.

On that same note, she said that the car even before the transmission replacement, was exhibiting signs of lurching acceleration, sticky acceleration at start-up, unusually loud driving experience, and that she is only able to obtain 17 MPG.

She informed that she hasn't been this stressed over a car since the late 80's with her Audi and maybe that's why she is being so determined in this case. She said that we should soon be receiving some inquiries from NHTSA and the Attorney General's office.

For the most part she said that she feels she was led to by Sterling and feels that BMWNA is part of some type of cover-up.

Nevertheless, Peter, can you see this car on Mon 2/2 around 11AM-11:30AM? She said that she requested your services from Scott Oliver to address her remaining concerns.

I have not pitched the resolutions I discussed with you John, but it sounds like if there is a resolution that will make this customer happy, it is a full refund.

Frederick

Activity Status:	Done	Activity Updated:	1/29/04 01:03PM
Activity Type:	Field Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	1/29/04 12:58PM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	email reply from FSE--Pete Peters		

Note Created: 1/29/04 12:58PM

Note Created By: Valdez, Frederick

Note Type: Field Interaction

-----Original Message-----  
 From:  Peters, Pete ZU-V-17  
 Sent:  Thursday, January 29, 2004 12:58 PM  
 To:  Valdez, Frederick Staley, John ZU-V-17  
 Subject:  RE: Re: [REDACTED] / PR06840 / BMW of Sterling

Yes Frederick, I can look at the vehicle on Mon. at 11:00 Am. Thanks,



Customer Service Request Detail # 200400500703

<b>Activity Status:</b>	Done	<b>Activity Updated:</b>	1/29/04 01:03PM
<b>Activity Type:</b>	Customer Interaction	<b>Activity Updated By:</b>	Valdez, Frederick
<b>Activity Assigned To:</b>	Valdez, Frederick	<b>Email From:</b>	
<b>Activity Created:</b>	1/29/04 01:03PM	<b>Email To:</b>	
<b>Activity Created By:</b>	Valdez, Frederick		
<b>Activity Description:</b>	Spoke to cust to confirm FSE inspection at Sterling at 11am 2/2 (Mon).		

<b>Note Created:</b>	<b>Note Created By:</b>	<b>Note Type:</b>
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<b>Activity Status:</b>	Done	<b>Activity Updated:</b>	1/29/04 01:04PM
<b>Activity Type:</b>	Dealer Interaction	<b>Activity Updated By:</b>	Valdez, Frederick
<b>Activity Assigned To:</b>	Valdez, Frederick	<b>Email From:</b>	
<b>Activity Created:</b>	1/29/04 01:04PM	<b>Email To:</b>	
<b>Activity Created By:</b>	Valdez, Frederick		
<b>Activity Description:</b>	IM for Scott Oliver—SrvMgr informing of FSE inspection on 2/2 (Mon) at 11am.		

<b>Note Created:</b>	<b>Note Created By:</b>	<b>Note Type:</b>
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<b>Activity Status:</b>	Done	<b>Activity Updated:</b>	2/2/04 03:02PM
<b>Activity Type:</b>	Field Interaction	<b>Activity Updated By:</b>	Valdez, Frederick
<b>Activity Assigned To:</b>	Valdez, Frederick	<b>Email From:</b>	
<b>Activity Created:</b>	2/2/04 03:00PM	<b>Email To:</b>	
<b>Activity Created By:</b>	Valdez, Frederick		
<b>Activity Description:</b>	FSE—Pete Peters updated me on inspection of cust's car		

<b>Note Created:</b>	2/2/04 03:00PM	<b>Note Created By:</b>	Valdez, Frederick	<b>Note Type:</b>	Field Interaction
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Peter informed that there is nothing with the customer's car and that as a show of goodwill, is sending a universal transmitter and alarm-system to the customer. He informed Sterling SrvAdv—Jay Mitchell of offer and cust will let him know if she accepts or if she encounters any further problems.

<b>Activity Status:</b>	Done	<b>Activity Updated:</b>	2/4/04 01:38PM
<b>Activity Type:</b>	Customer Interaction	<b>Activity Updated By:</b>	Valdez, Frederick
<b>Activity Assigned To:</b>	Valdez, Frederick	<b>Email From:</b>	
<b>Activity Created:</b>	2/3/04 10:37AM	<b>Email To:</b>	
<b>Activity Created By:</b>	Valdez, Frederick		
<b>Activity Description:</b>	Letter from Div.of Consumer Protection - Commonwealth of VA attached. Customer sent an official complaint also attached.		

<b>Note Created:</b>	<b>Note Created By:</b>	<b>Note Type:</b>
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<b>Activity Status:</b>	Done	<b>Activity Updated:</b>	2/4/04 01:11PM
<b>Activity Type:</b>	Customer Interaction	<b>Activity Updated By:</b>	Valdez, Frederick
<b>Activity Assigned To:</b>	Valdez, Frederick	<b>Email From:</b>	
<b>Activity Created:</b>	2/4/04 01:08PM	<b>Email To:</b>	
<b>Activity Created By:</b>	Valdez, Frederick		
<b>Activity Description:</b>	f/u with customer		



Customer Service Request Detail # 200400500703

Note Created: 2/4/04 01:10PM		Note Created By: Valdez, Frederick		Note Type: Customer Interaction	
LM for requesting return call.					
Activity Status:	Done	Activity Updated:	2/4/04 02:40PM		
Activity Type:	Customer Interaction	Activity Updated By:	Valdez, Frederick		
Activity Assigned To:	Valdez, Frederick	Email From:			
Activity Created:	2/4/04 02:38PM	Email To:			
Activity Created By:	Valdez, Frederick				
Activity Description:	Spoke to cust				
Note Created: 2/4/04 02:39PM		Note Created By: Valdez, Frederick		Note Type: Customer Interaction	
In a 40 min conversation, cust explained how she is trying to be as open-minded as possible, she will continue to drive the car and will keep us posted.					
Activity Status:	Done	Activity Updated:	2/4/04 02:51PM		
Activity Type:	Customer Interaction	Activity Updated By:	Valdez, Frederick		
Activity Assigned To:	Valdez, Frederick	Email From:			
Activity Created:	2/4/04 02:40PM	Email To:			
Activity Created By:	Valdez, Frederick				
Activity Description:	contact VA Consumer Affairs investigator--Frances Creighton 804-788-2042 ext 82043				
Note Created: 2/4/04 02:48PM		Note Created By: Valdez, Frederick		Note Type: Customer Interaction	
LM requesting return call.					
Activity Status:	Done	Activity Updated:	2/4/04 03:18PM		
Activity Type:	Customer Interaction	Activity Updated By:	Valdez, Frederick		
Activity Assigned To:	Valdez, Frederick	Email From:			
Activity Created:	2/4/04 03:18PM	Email To:			
Activity Created By:	Valdez, Frederick				
Activity Description:	Spoke to Frances Creighton, direct dial# is 804-788-2043				
Note Created: 2/4/04 03:18PM		Note Created By: Valdez, Frederick		Note Type: Customer Interaction	
Updated her with situation, she said thank you and is closing out the file.					
Activity Status:	Done	Activity Updated:	2/9/04 02:48PM		
Activity Type:	General	Activity Updated By:	Valdez, Frederick		
Activity Assigned To:	Valdez, Frederick	Email From:			
Activity Created:	2/9/04 02:28PM	Email To:			
Activity Created By:	Valdez, Frederick				
Activity Description:	Letter from customer dated 2/5/04 attached.				
Note Created:		Note Created By:		Note Type:	





Customer Service Request Detail # 200401200010

**Customer**

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

**Service Request**

Service Request #: 200401200010  
 Brand: BMW  
 Type: Inquiry  
 Current Status: Closed  
 Date Opened: 1/12/04 09:12AM  
 Created By: Thompson, Michael  
 Rep Assigned: Thompson, Michael  
 Date Assigned: 1/12/04 09:12AM  
 Assigned Dealer:  
 Identified Dealer:  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 1/12/04 09:15AM  
 Close Rep: Thompson, Michael  
 Issue Note: Transmission has hesitation, is this common.

**Vehicle**

Chassis # (US): PR08268  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 325d  
 Mileage:  
 Sale: 11/25/03 12:00AM  
 In Service Date: 11/25/03 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
8Y29	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

Solution
Vehicle has not been diag. Apologized for hesitation and referred to center. Documented inquiry.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200401200010

Activity Status:	Done	Activity Updated:	1/12/04 09:15AM
Activity Type:	Customer interaction	Activity Updated By:	Thompson, Michael
Activity Assigned To:	Thompson, Michael	Email From:	
Activity Created:	1/12/04 08:14AM	Email To:	
Activity Created By:	Thompson, Michael		
Activity Description:	Transmission has hesitation, is this common.		
Note Created:	Note Created By:	Note Type:	



**Customer**

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

**Service Request**

Service Request #: 200401307226  
 Brand: BMW  
 Type: Inquiry  
 Current Status: Closed  
 Date Opened: 1/13/04 09:08PM  
 Created By: Young, Tricia  
 Rep Assigned: Young, Tricia  
 Date Assigned: 1/13/04 09:08PM  
 Assigned Dealer:  
 Identified Dealer: BMW GALLERY  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 1/19/04 10:16AM  
 Close Rep: Young, Tricia  
 Issue Note: auto transmission problems

**Vehicle**

Chassis # (US): FM69466  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 325d  
 Mileage:  
 Sale: 10/16/03 12:00AM  
 In Service Date: 10/16/03 12:00AM

**Code Descriptions**

BR Code	BR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

Solution
refer to retailer

**Attachments**

File Name	Comments



Customer Service Request Detail # 200401307226

Activity Status:	Done	Activity Updated:	1/13/04 08:13PM
Activity Type:	Email - Inbound	Activity Updated By:	Young, Tricia
Activity Assigned To:	Young, Tricia	Email From:	selahama@aol.com
Activity Created:	1/13/04 08:33PM	Email To:	<CustomerRelations@bmwna.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Owner		

Note Created:	Note Created By:	Note Type:
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Id: 1001

Comments: I have had trouble getting the car to move after switching gears when it's cold out. I have been told by the dealer that it's the transmission. A friend of mine who owns a 2003 325i had the same problem. I am disappointed that my 2004 still had the same problem when it was already recognized as a common problem in 2003. I was told by the dealer that BMW is aware of the problem due to the change of specification by the vendor for the clutch in the transmission. A new transmission is being ordered for me.

1- Why didn't BMW act faster and not release the cars having the damaged transmission?  
2- How will the new transmission be different. My understanding is that it is made by the same vendor.

phone: [REDACTED]  
AccountNo:  
VIN: WBAEUS3404PM69488

From: [REDACTED]  
Subject: Owner

RouteCode1:  
RouteCode2:  
RouteCode3:

Section: Priority Email  
ModelYear: 2004  
MfgNm: BMW  
ModelNm: 325i

FirstName: [REDACTED]  
LastName: [REDACTED]  
ContactBy: Email  
ContactPhone: [REDACTED]  
ContactTime:

address1: [REDACTED]  
address2:  
address3:  
city: North Easton  
state: MA  
zip: [REDACTED]  
HomePhone: [REDACTED]  
WorkPhone:  
email: [REDACTED]  
VIN: WBAEUS3404PM69488

UserName: [REDACTED]



Customer Service Request Detail # 200401307226

Activity Status:	Done	Activity Updated:	1/13/04 09:19PM
Activity Type:	Email - Inbound	Activity Updated By:	Young, Tricia
Activity Assigned To:	Young, Tricia	Email From:	selehama@aol.com
Activity Created:	1/13/04 08:38PM	Email To:	<CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Other		

Note Created:	Note Created By:	Note Type:
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formid: 1001

Comments: I have received 2 keys from the dealer and also a plastic third key. Is there a metal key available that I should have also received?  
phone: [REDACTED]  
AccountNo:  
VIN: WBAEU33404PM59498

From: [REDACTED]  
Subject: Other

RouteCode1:  
RouteCode2:  
RouteCode3:

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

TelName: [REDACTED]  
LastName: [REDACTED]  
ContactBy: Email  
ContactPhone: [REDACTED]  
ContactTime:

address1: [REDACTED]  
address2:  
address3:  
city: North Easton  
state: MA  
zip: [REDACTED]  
HomePhone: [REDACTED]  
WorkPhone:  
email: [REDACTED]  
vin: WBAEU33404PM59498

UserName: [REDACTED]

Activity Status:	Done	Activity Updated:	1/13/04 09:14PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Young, Tricia	Email From:	CustomerRelations@bmwusa.com
Activity Created:	1/13/04 09:11PM	Email To:	[REDACTED]
Activity Created By:	Young, Tricia		
Activity Description:	RE: Other [1-137857322]		

Note Created:	Note Created By:	Note Type:
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Dear [REDACTED]

Thank you for contacting BMW of North America, LLC regarding the problem you are having with your BMW. I am sorry to hear you are experiencing with your transmission. Since we are not trained in technical matters, I suggest you contact your authorized BMW center as they are in the best position to further advise in this matter.

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: 1/13/2004 12:00:00 AM  
To: CustomerRelations@bmwna.usa.com  
Subject: Other

formid: 1001

Comments: I have had trouble getting the car to move after switching gears when it's cold out. I have been told by the dealer that it's the transmission. A friend of mine who owns a 2003 325i had the same problem.

I am disappointed that my 2004 still had the same problem when it was already recognized as a common problem in 2003.

I was told by the dealer that BMW is aware of the problem due to the change of specification by the vendor for the clutch in the transmission. A new transmission is being ordered for me.

1- Why didn't BMW act faster and not release the cars having the damaged transmission?

2- How will the new transmission be different. My understanding is that it is made by the same vendor.

phone: [REDACTED]  
AccountNo:  
VIN: WBAEU33404PM59498

From [REDACTED]  
Subject: Other

RouteCode1:  
RouteCode2:  
RouteCode3:

Sector: Priority Email  
ModelYear: 2004  
MfgName: BMW  
ModelName: 325i

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



Customer Service Request Detail # 200401307226

		Contact Time: [REDACTED]	
		address1: [REDACTED]	
		address2: [REDACTED]	
		address3: [REDACTED]	
		city: North Easton	
		state: MA	
		zip: [REDACTED]	
		HomePhone: [REDACTED]	
		WorkPhone: [REDACTED]	
		email: [REDACTED]	
		Vins: WBAEU03404PN58400	
		UserName: selhama	
Activity Status:	Done	Activity Updated:	1/13/04 09:18PM
Activity Type:	Email - Outbound	Activity Updated By:	Young, Tricia
Activity Assigned To:	Young, Tricia	Email From:	CustomerRelations@bmwusa.com
Activity Created:	1/13/04 09:18PM	Email To:	[REDACTED]
Activity Created By:	Young, Tricia		
Activity Description:	RE: Other [1-137667833]		
Note Created:	Note Created By:	Note Type:	



Dear [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2004 325d. I hope your BMW is serving you well. As of April, 2003 production, all 3 Series vehicles now have only three (3) keys (two Master keys and one spare). The valet key now services as the valet key.

I hope you find this information useful. 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 Service  
Representative

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

From: [REDACTED]  
Sent: 1/13/2004 12:00:00 AM  
To: CustomerRelations@bmwusa.com  
Subject: Other

formid: 1001

Comments: I have received 2 keys from the dealer and also a plastic third key. Is there a valet key available that I should have also received?

AccountNo:  
VIN: WBAEU3340PM59466

From: [REDACTED]  
Subject: Other

RouteCode1:  
RouteCode2:  
RouteCode3:

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

FirstName: Sarah  
LastName: Elshams  
ContactBy: Email  
ContactPhone: [REDACTED]  
ContactTime:

address1: [REDACTED]  
address2:  
address3:  
city: North Easton  
state: MA  
zip: 02360  
HomePhone: [REDACTED]  
WorkPhone:  
email: ...





Customer Service Request Detail # 200401307226

		Vnr: WBAE133404PM0040s	
		UserName: selehoma	
Activity Status:	Done	Activity Updated:	1/19/04 10:18AM
Activity Type:	Email - Inbound	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	[REDACTED]
Activity Created:	1/16/04 11:46PM	Email To:	<CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Other		
Note Created:	Note Created By:	Note Type:	



formid: 1001

Comments: This is my second email regarding this issue. I haven't heard from you yet!  
I bought my car in Oct 2003 and began experiencing problems when switching gears into Drive when it's cold out. I made an appointment and took in and was told that it's a problem in a clutch within the transmission. I was told that this problem has been commonly seen and that BMW is aware of it, that the vendor for the clutch changed specifications without telling BMW. Again I was told that BMW is aware of the problems and waits until it hears about it from the car owners.  
I have a friend who bought a 325i earlier in 2003 and who has been having the same problem and she told me that she also has to get a new transmission. I find it disturbing that BMW has had this problem since early 2003 and my 2004 still had the same problem. I would like a response to address my concern.  
If BMW was aware then the clutch should have not been used. AND if it was already used, then a notice should have been reads to the dealer and the purchaser (of your 38,000 dollar car) that there may be a problem with the transmission.  
I am deeply disappointed that I bought a BMW with a trust in its manufacturing, yet I have to service it for a new transmission less than 3 months later.....  
Also, what will guarantee that the transmission I am getting 1) will not be defective, 2) is brandnew!

phone: [REDACTED]  
AccountNo: [REDACTED]  
VIN: WBAEU33404PMS9498

From: [REDACTED]  
Subject: Other

RouteCode1:  
RouteCode2:  
RouteCode3:

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

FirstName: [REDACTED]  
LastName: [REDACTED]  
ContactBy: Email  
ContactPhone: [REDACTED]  
ContactTime:

address1: [REDACTED]  
address2: [REDACTED]  
address3: [REDACTED]  
city: North Easton  
state: MA  
zip: [REDACTED]  
HomePhone: [REDACTED]  
WorkPhone: [REDACTED]  
email: [REDACTED]  
Vin: WBAEU33404PMS9498

UserName: [REDACTED]



Customer Service Request Detail # 200401307226

Activity Status:	Done	Activity Updated:	1/19/04 09:39AM
Activity Type:	Dealer Interaction	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	
Activity Created:	1/19/04 09:38AM	Email To:	
Activity Created By:	Dillon, Amy Jo		
Activity Description:	Left via for Charlie Antonio, service mgr		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	1/19/04 10:19AM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Dillon, Amy Jo	Email From:	CustomerRelations@bmwusa.com
Activity Created:	1/19/04 09:38AM	Email To:	
Activity Created By:	Dillon, Amy Jo		
Activity Description:	RE: Other [1-138864450]		

Note Created:	Note Created By:	Note Type:
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Dear [REDACTED]

Thank you for contacting BMW of North America, LLC regarding the problems you are having with your BMW. I apologize for the inconvenience and frustration you have experienced.

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 comfort, convenience and safety options are considered, the complexity increases. Despite our best efforts, a problem may occur with a particular vehicle or component.

I spoke to Charlie Antonio, Service Manager at BMW Gallery in Norwood, and he has advised that you will be dropping off the vehicle on Tuesday. Charlie also advised that the part to repair your vehicle has been ordered. If you have any questions regarding your appointment, please contact Wayne, your Service Advisor, and he can assist you further. The service department at BMW Gallery can be reached at 781-762-2681.

If you have any further questions, please respond to this e-mail or contact the Customer Relations Department at 1-800-821-1117, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time.

Sincerely,  
Amy Jo Dillon  
Customer Relations and Service  
Representative

—Original Message—

From: [REDACTED]  
Sent: 1/19/2004 12:00:00 AM  
To: CustomerRelations@bmwnusa.com  
Subject: Other

formid: 1001

Comments: This is my second email regarding this issue. I haven't heard from you yet!

I bought my car in Oct 2003 and began experiencing problems when switching gears into Drive when it's cold out. I made an appointment and took in and was told that it's a problem in a clutch within the transmission. I was told that this problem has been commonly seen and that BMW is aware of it, that the vendor for the clutch changed specifications without telling BMW. Again I was told that BMW is aware of the problems and waits

until it hears about it from the car owners. I have a friend who bought a 325i earlier in 2003 and who has been having the same problem and she told me that she also has to get a new transmission. I find it disturbing that BMW has had this problem since early 2003 and my 2004 still had the same problem. I would like a response to address my concern.

If BMW was aware then the clutch should have not been used. AND if it was already used, then a notice should have been made to the dealer and the purchaser (of your 38,000 dollar car) that there may be a problem with the transmission.

I am deeply disappointed that I bought a BMW with a trust in its manufacturing, yet I have to service it for a new transmission less than 3 months later....

Also, what will guarantee that the transmission I am getting 1) will not be defective, 2) ...



Customer Service Request Detail # 200401307226

... is brandnew!

phone: (508) 238-0828  
AccountNo:  
VIN: WBAEUS3404PM69498

From: selehama@aol.com  
Subject: Other

RouteCode1:  
RouteCode2:  
RouteCode3:

Section: Priority Email  
ModelYear: 2004  
MfgName: BMW  
ModelNm: 325d

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

address1: [REDACTED]  
address2:  
address3:  
city: North Easton  
state: MA  
zip: [REDACTED]  
HomePhone: [REDACTED]  
WorkPhone:  
email: [REDACTED]  
Vins: WBAEUS3404PM69498

UserName: selehama

Activity Status:	Done	Activity Updated:	1/19/04 10:18AM
Activity Type:	Dealer Interaction	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	
Activity Created:	1/19/04 10:08AM	Email To:	
Activity Created By:	Dillon, Amy Jo		
Activity Description:	Spoke to Charlie Antonio, service mgr		

Note Created: 1/19/04 10:08AM      Note Created By: Dillon, Amy Jo      Note Type: Dealer Interaction

Charlie Antonio, service mgr called back. Charlie advised that the unit ordered a new transmission for the cust and should be in today or tomorrow. Charlie advised that he believes the service advisor provided a little too much detail for the cust via phone which has caused the concern. Charlie advised that the cust has an appt for Wed and will be dropping off the vehicle tomorrow. Charlie advised that they will keep the cust in the loop if the transmission doesn't arrive tomorrow. Thanked Charlie for his time



Customer Service Request Detail # 200401402965

**Customer**

Name: XXXXXXXXXX  
 Preferred Communication Method:  
 Work #: 6167803100  
 Home #:  
 Cell #:  
 Street Address:  
 Apt/Ste:  
 City/State/Zip:

**Service Request**

Service Request #: 200401402965  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 1/14/04 11:12AM  
 Created By: Smith, Allison  
 Rep Assigned: Smith, Allison  
 Date Assigned: 1/14/04 11:12AM  
 Assigned Dealer:  
 Identified Dealer: RALLYE MOTORS LLC  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 1/16/04 12:00PM  
 Close Rep: Smith, Allison  
 Issue Note: Upstart because car takes long time to start in the cold, thinks it is a transmission issue.

**Vehicle**

Chassis # (US): PM61078  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 325xi  
 Mileage: 2,100  
 Sale:  
 In Service Date:

**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 BMW after issue has been addressed.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200401402965

Activity Status:	Done	Activity Updated:	1/14/04 11:39AM
Activity Type:	Customer Interaction	Activity Updated By:	Smith, Allison
Activity Assigned To:	Smith, Allison	Email From:	
Activity Created:	1/14/04 11:20AM	Email To:	
Activity Created By:	Smith, Allison		
Activity Description:	Upset because car takes long time to start in the cold, thinks it is a transmission issue.		

Note Created: 1/14/04 11:20AM

Note Created By: Smith, Allison

Note Type: Customer Interaction

Cust. claims car takes 10 min. to warm up in the cold. Claims he is having transmission issues and Rallye told him they cannot get a new transmission in from BMW NA. Claims he doesn't feel confident new transmission will fix the issues and what will happen in the future. Writer contacting Rallye to see the status of the customer's issue.

Activity Status:	Done	Activity Updated:	1/14/04 11:40AM
Activity Type:	Dealer Interaction	Activity Updated By:	Smith, Allison
Activity Assigned To:	Smith, Allison	Email From:	
Activity Created:	1/14/04 11:38AM	Email To:	
Activity Created By:	Smith, Allison		
Activity Description:	Rallye has no record of the customer in for service w/ concerns about this issue.		

Note Created:

Note Created By:

Note Type:

Activity Status:	Done	Activity Updated:	1/16/04 11:58AM
Activity Type:	Customer Interaction	Activity Updated By:	Smith, Allison
Activity Assigned To:	Smith, Allison	Email From:	
Activity Created:	1/16/04 11:48AM	Email To:	
Activity Created By:	Smith, Allison		
Activity Description:	Writer returned customer's phone call		

Note Created: 1/16/04 11:48AM

Note Created By: Smith, Allison

Note Type: Customer Interaction

Writer spok w/ customer and let him know Rallye has not record of him having this issue. Cust. claims to have spoken to Adam or Andy and Kevin or mgr about issue they both said they should start a list and they'll put him on it and call him when the transmission is in. Writer told customer they don't have this on record, and suggested he contact Rallye to make an appt. to address and diagnose the issue so they have it documented. Writer told customer to contact BMW NA after the transmission issue has been addressed.



Customer Service Request Detail # 200401403084

**Customer**

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

**Service Request**

Service Request #: 200401403084  
 Brand: BMW  
 Type: Potential Lemon Law  
 Current Status: Closed  
 Date Opened: 1/14/04 01:53PM  
 Created By: Shelton, Bryan  
 Rep Assigned: Moore, Lew  
 Date Assigned: 1/29/04 01:48PM  
 Assigned Dealer: PRESTIGE BMW  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 1/27/04 08:29AM  
 Close Rep: Shelton, Bryan  
 Issue Note: cust upset that his trans went out already

**Vehicle**

Chassis # (US): PR08185  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 325xi  
 Mileage:  
 Sale: 12/4/03 12:00AM  
 In Service Date: 12/4/03 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**  
 cust wanted complaint noted.  
 Eng will expedite new transmission will work with Prestige BMW

**Attachments**

File Name	Comments
Klein	





Customer Service Request Detail # 200401403084

Activity Status:	Done	Activity Updated:	1/14/04 01:55PM
Activity Type:	Customer Interaction	Activity Updated By:	Shelton, Bryan
Activity Assigned To:	Shelton, Bryan	Email From:	
Activity Created:	1/14/04 01:53PM	Email To:	
Activity Created By:	Shelton, Bryan		
Activity Description:	cust upset that his trans went out already		
Note Created: 1/14/04 01:53PM		Note Created By: Shelton, Bryan	Note Type: Customer Interaction
cust ad that the veh has a slipping trans and Prentice BMW has a new one on order, but it is taking longer to get than they had thought it would. Cust just wanted this noted.			
Activity Status:	Done	Activity Updated:	1/25/04 01:24PM
Activity Type:	Customer Interaction	Activity Updated By:	Jones-Carver, Jennifer
Activity Assigned To:	Jones-Carver, Jennifer	Email From:	
Activity Created:	1/25/04 01:10PM	Email To:	
Activity Created By:	Jones-Carver, Jennifer		
Activity Description:	Writer advised Brian is out ill and offered to assist cust.		
Note Created: 1/25/04 01:13PM		Note Created By: Jones-Carver, Jennifer	Note Type: Customer Interaction
Cust. stated that he spoke with Brian on 1/22/04 and Brian advised that he would contact ontr and find out when part will be available and follow up with cust. Cust. stated that he has not heard back from Brian or been contacted by center. Writer advised that she will contact ontr on customer's behalf and advise that cust. will drop off vehicle on 1/29/04 (before he leaves on vacation) and will plan to pick up repaired vehicle on 2/09/04 when he returns from vacation.			
Activity Status:	Done	Activity Updated:	1/27/04 09:29AM
Activity Type:	Dealer Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Jones-Carver, Jennifer	Email From:	
Activity Created:	1/25/04 01:18PM	Email To:	
Activity Created By:	Jones-Carver, Jennifer		
Activity Description:	Writer called to speak with BM at ontr.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	1/27/04 09:28AM
Activity Type:	General	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	1/25/04 01:49PM	Email To:	
Activity Created By:	Vlaovich, Leonora		
Activity Description:	Letter from customer attached. Claims car has defective transmission.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200401403084

Activity Status:	Done	Activity Updated:	1/28/04 03:08PM
Activity Type:	Dealer Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	1/28/04 03:08PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Called dealer to get info left msg asked for call back		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	1/27/04 09:11AM
Activity Type:	Engineering Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	1/27/04 09:11AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Spoke to Eng they will call Prestige and expedite new transmission for car Customer notified		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200401403188

**Customer**

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

**Service Request**

Service Request #: 200401403188  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 1/14/04 03:43PM  
 Created By: Frost, James  
 Rep Assigned: Frost, James  
 Date Assigned: 1/14/04 03:43PM  
 Assigned Dealer:  
 Identified Dealer: RALLYE MOTORS LLC  
 Date Received:  
 Resolve Rep:  
 Date Closed: 1/14/04 04:16PM  
 Close Rep: Frost, James  
 Issue Note: My car's transmission slips and Center is ordering part for replacement, do you know what this is?

**Vehicle**

Chassis # (US): PR08026  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 325i  
 Mileage: 700  
 Sale: 12/30/03 12:00AM  
 In Service Date: 12/30/03 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
6V29	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

Solution
This is the GM5 Transmission Ordering Procedures for Delayed Shift Problem. Center is handling as they should be.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200401403186

Activity Status:	Done	Activity Updated:	1/14/04 04:14PM
Activity Type:	Customer Interaction	Activity Updated By:	Frost, James
Activity Assigned To:	Frost, James	Email From:	
Activity Created:	1/14/04 03:46PM	Email To:	
Activity Created By:	Frost, James		
Activity Description:	My car's transmission slips and Center is ordering part for replacement, do you know what this is?		

Note Created: 1/14/04 03:46PM      Note Created By: Frost, James      Note Type: Customer Interaction

Customer said that his transmission is slipping upon initial start up and he called Center made appointment and then the next day was contacted by Center and they said that they are going to order part and will call him when its in to have this installed and make appointment. Customer wanted to know if we knew of this concern?

Note Created: 1/14/04 03:47PM      Note Created By: Frost, James      Note Type: Corporate Interaction

Explained that this is a known issue for the M54 engines and for the production date on this car. Advised they have to order the parts through special procedure and they will call once they get it in. Explained that this is a known issue and we do have fix. Told to wait for Rallye to call back when part is in to replace.



Customer Service Request Detail # 200402206813

**Customer**

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

**Service Request**

Service Request #: 200402206813  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 1/22/04 07:40PM  
 Created By: Hawley, Darlene  
 Rep Assigned: Moore, Law  
 Date Assigned: 2/2/04 11:13AM  
 Assigned Dealer:  
 Identified Dealer: BMW GALLERY  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 2/2/04 02:39PM  
 Close Rep: Hawley, Darlene  
 Issue Note: status of transmission order ?

**Vehicle**

Chassis # (US): PM59438  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 325xi  
 Mileage:  
 Sale: 10/18/03 12:00AM  
 In Service Date: 10/18/03 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
ire to advise center is working BMW to expedite. asked to cb w ?s Car transmission has been replaced customer satisfied

**Attachments**

File Name	Comments
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Customer Service Request Detail # 200402206813

Activity Status:	Done	Activity Updated:	1/25/04 05:28PM
Activity Type:	Email - Inbound	Activity Updated By:	Lebetzky, Karen
Activity Assigned To:	Lebetzky, Karen	Email From:	[REDACTED]
Activity Created:	1/20/04 06:21PM	Email To:	<CustomerRelations@bmwnusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Other		

Note Created:	Note Created By:	Note Type:
		<p>formid: 1001</p> <p>Comments: I have sent two previous emails with no response. I need that all emails are answered within 24 hours. Is that true or is that another broken promise from BMW?</p> <p>phone: [REDACTED]</p> <p>AccountNo:</p> <p>VIN: WBAEU33404PM60498</p> <p>From: [REDACTED]</p> <p>Subject: Other</p> <p>RouteCode1:</p> <p>RouteCode2:</p> <p>RouteCode3:</p> <p>Section: Priority Email</p> <p>ModelYear: 2004</p> <p>ModelName: BMW</p> <p>ModelName: 325i</p> <p>FirstName: [REDACTED]</p> <p>LastName: [REDACTED]</p> <p>ContactBy: Email</p> <p>ContactPhone: [REDACTED]</p> <p>ContactTime:</p> <p>address1: [REDACTED]</p> <p>address2:</p> <p>address3:</p> <p>city: North Easton</p> <p>state: MA</p> <p>zip: [REDACTED]</p> <p>HomePhone: [REDACTED]</p> <p>WorkPhone:</p> <p>email: [REDACTED]</p> <p>Vin: WBAEU33404PM60498</p> <p>UserName: selehama</p>

Activity Status:	Done	Activity Updated:	1/23/04 03:52PM
Activity Type:	Customer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	1/22/04 07:41PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	NOW- status of transmission order ?		

Note Created: 1/22/04 07:41PM	Note Created By: Hawley, Darlene	Note Type: Customer Interaction
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wants answer. dir asked no answer from field rep.

Note Created: 1/22/04 07:41PM	Note Created By: Hawley, Darlene	Note Type: Customer Interaction
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Customer Service Request Detail # 200402208813

608 951 0053			
Activity Status:	Done	Activity Updated:	1/23/04 03:52PM
Activity Type:	Dealer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	1/23/04 03:47PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	It Charles - wrong		
Note Created: 1/23/04 03:48PM		Note Created By: Hawley, Darlene	Note Type: Dealer Interaction
he's been in contact w FSE (Jim Morgan 401 447 3655) continuously and there is no answer yet. everything is being done to expedite and obtain from factory. they are simply limited. "dinh is working w BMW". advcd putting into electronic can help as well. Charlie also advcd he offered to trade her his car in the interim.			
Activity Status:	Done	Activity Updated:	1/23/04 03:53PM
Activity Type:	Customer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	1/23/04 03:51PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	Im w customer		
Note Created: 1/23/04 03:52PM		Note Created By: Hawley, Darlene	Note Type: Customer Interaction
adved no answer yet. advcd dr is working to expedite. asked to ob w 7s			
Activity Status:	Done	Activity Updated:	2/2/04 02:28PM
Activity Type:	Email Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	2/2/04 11:13AM	Email To:	
Activity Created By:	Vasovich, Leonard		
Activity Description:	Correspondance to Germany attached.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	2/2/04 02:22PM
Activity Type:	Dealer Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	2/2/04 02:22PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Car was picked up Customer is pleased		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200402206819

Activity Status:	Done	Activity Updated:	2/2/04 02:28PM
Activity Type:	Customer Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	2/2/04 02:28PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	called customer explained process Customer now satisfied		
Note Created:	Note Created By:	Note Type:	





Customer Service Request Detail # 200402307217

**Customer**

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

**Service Request**

Service Request #: 200402307217  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 1/23/04 02:27PM  
 Created By: Kimun, Fran  
 Rep Assigned: Kimun, Fran  
 Date Assigned: 1/23/04 02:27PM  
 Assigned Dealer:  
 Identified Dealer: BMW OF NORTH HAVEN  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 2/6/04 09:14AM  
 Close Rep: Kimun, Fran  
 Issue Note: not happy with service

**Vehicle**

Chassis # (US): PM61872  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 325d  
 Mileage:  
 Sale: 12/4/03 12:00AM  
 In Service Date: 12/4/03 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
Closed pending the trans coming in will check in 2 weeks customer is getting a new trans on Feb6th plus we are giving her an alarm plus one lesse payment \$360

**Attachments**

File Name	Comments



Customer Service Request Detail # 200402307217

Activity Status:	Done	Activity Updated:	1/28/04 01:44PM
Activity Type:	Email - Inbound	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	edwardmed@yahoo.com
Activity Created:	1/19/04 11:52AM	Email To:	<ProductQuestions@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Products and Services		

Note Created:	1/28/04 10:22AM	Note Created By:	Labatzky, Karen	Note Type:	Email - Inbound
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1/19/2004 10:50:12 AM

Name:  [Redacted]  
 Address:  [Redacted]  
    
 City:  Norwalk  
 State:  CT  
 Zip:  [Redacted]  
 E-mail:  [Redacted]

Day Phone:  [Redacted]  
 Available From:  9 A.M. Eastern Time until 5 P.M.  
 Second Phone:   
 Available From:  6 P.M. until 7 P.M.  
 Fax:

Model:  325XI  
 Year:  2004  
 VIN:  ?

Date Purchased:  12/03  
 Purchased From:  Mauro Motors  
 State:  CT

Servicing Dealer:  Mauro Motors  
 City:  Norwalk  
 State:  CT

Question:  
 My wife [Redacted] Bought this car. This car has 400 miles on it and requires a new transmission - it won't hold fluid. This car is a piece of Junk. Mauro Motors is not responsive. I planned on keeping this car for years now I am afraid the quality is too poor. I think we would get a new car offered to us, one that was built correctly. I looked at the BMW vs the Volvo - I am beginning to think I made a mistake - you really dont want me telling everyone to avoid your products, do you?

1/18/2004 10:50:12 AM

Name:  [Redacted]  
 Address:  [Redacted]  
    
 City:  Norwalk  
 State:  CT  
 Zip:  [Redacted]  
 E-mail:  [Redacted]

Day Phone:  [Redacted]  
 Available From:  9 A.M. Eastern Time until 6 P.M.  
 Second Phone:   
 Available From:  6 P.M. until 7 P.M.  
 Fax:

Model:  325XI  
 Year:  2004  
 VIN:  ?

Date Purchased:  12/03  
 Purchased From:  Mauro Motors  
 State:  CT

Servicing Dealer:  Mauro Motors  
 City:  Norwalk  
 State:  CT

Question:  
 My wife [Redacted] Bought this car. This car has 400 miles on it and requires a new transmission - it won't hold fluid. This car is a piece of Junk. Mauro Motors is not responsive. I planned on keeping this car for years now I am afraid the quality is too poor. I think we would get a new car offered to us, one that was built correctly. I looked at the BMW vs the Volvo - I am beginning to think I made a mistake - you really dont want me telling everyone to avoid your products, do you?

Note Created:	1/28/04 10:22AM	Note Created By:	Labatzky, Karen	Note Type:	Email - Inbound
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Read e-mail on 1/28, closed because of this open contact and customer has discussed issue since the e-mail was sent on the 18th.

Activity Status:	Done	Activity Updated:	1/23/04 02:28PM
Activity Type:	Field Interaction	Activity Updated By:	Kirum, Fran
Activity Assigned To:	Kirum, Fran	Email From:	
Activity Created:	1/23/04 02:28PM	Email To:	
Activity Created By:	Kirum, Fran		
Activity Description:	George asked me to call customer. She had service and she is not happy		

Note Created:		Note Created By:		Note Type:	
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Customer Service Request Detail # 200402307217

Activity Status:	Done	Activity Updated:	1/23/04 02:29PM
Activity Type:	Customer Interaction	Activity Updated By:	Kimun, Fran
Activity Assigned To:	Kimun, Fran	Email From:	
Activity Created:	1/23/04 02:29PM	Email To:	
Activity Created By:	Kimun, Fran		
Activity Description:	I left a vm for Lisa		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	1/27/04 10:51AM
Activity Type:	Customer Interaction	Activity Updated By:	Kimun, Fran
Activity Assigned To:	Kimun, Fran	Email From:	
Activity Created:	1/27/04 10:51AM	Email To:	
Activity Created By:	Kimun, Fran		
Activity Description:	Lisa left a vmail for me to call her 203-227-8548		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	1/27/04 10:52AM
Activity Type:	Customer Interaction	Activity Updated By:	Kimun, Fran
Activity Assigned To:	Kimun, Fran	Email From:	
Activity Created:	1/27/04 10:52AM	Email To:	
Activity Created By:	Kimun, Fran		
Activity Description:	I left a vm for Lisa		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	1/27/04 11:31AM
Activity Type:	Customer Interaction	Activity Updated By:	Kimun, Fran
Activity Assigned To:	Kimun, Fran	Email From:	
Activity Created:	1/27/04 11:20AM	Email To:	
Activity Created By:	Kimun, Fran		
Activity Description:	sw Lisa and she went over all that happened with her new car that made her very upset.		

Note Created:	1/27/04 11:20AM	Note Created By:	Kimun, Fran	Note Type:	Customer Interaction
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<p>She said that after 2 weeks of owning it she brought it in because when she went into drive it felt like it would drive. Kind of like it was stuck. She found out that she needed a new trans she was upset with this. She felt that North Haven wasn't being honest with the problem. She said that eva mgr offered her either 1. alarm (worth around \$1k) 2. cd charged (worth around \$700) or 3. One car payment \$380. She feels that she deserves more. She wants the alarm and a lease payment (she really wants a few). I told her that I would find out what I can do and get back to her. She wants to know what happens after she gets a new trans and has problems. I told her she can call me and we will see.</p>	
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Customer Service Request Detail # 200402307217

<b>Activity Status:</b>	Done	<b>Activity Updated:</b>	1/27/04 11:23AM
<b>Activity Type:</b>	Dealer Interaction	<b>Activity Updated By:</b>	Kimum, Fran
<b>Activity Assigned To:</b>	Kimum, Fran	<b>Email From:</b>	
<b>Activity Created:</b>	1/27/04 11:23AM	<b>Email To:</b>	
<b>Activity Created By:</b>	Kimum, Fran		
<b>Activity Description:</b>	w Dan -no mgr and want over the story. He said that George approved one of the three options and he doesnt know when the new trans will be in		

<b>Note Created:</b>	<b>Note Created By:</b>	<b>Note Type:</b>
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<b>Activity Status:</b>	Done	<b>Activity Updated:</b>	1/27/04 11:24AM
<b>Activity Type:</b>	Field Interaction	<b>Activity Updated By:</b>	Kimum, Fran
<b>Activity Assigned To:</b>	Kimum, Fran	<b>Email From:</b>	
<b>Activity Created:</b>	1/27/04 11:24AM	<b>Email To:</b>	
<b>Activity Created By:</b>	Kimum, Fran		
<b>Activity Description:</b>	I left George a vmail to talk about this customer		

<b>Note Created:</b>	<b>Note Created By:</b>	<b>Note Type:</b>
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<b>Activity Status:</b>	Done	<b>Activity Updated:</b>	1/27/04 02:03PM
<b>Activity Type:</b>	Field Interaction	<b>Activity Updated By:</b>	Kimum, Fran
<b>Activity Assigned To:</b>	Kimum, Fran	<b>Email From:</b>	
<b>Activity Created:</b>	1/27/04 02:01PM	<b>Email To:</b>	
<b>Activity Created By:</b>	Kimum, Fran		
<b>Activity Description:</b>	sw George and we went over everything and he agreed that we can give		

<b>Note Created:</b>	1/27/04 02:02PM	<b>Note Created By:</b>	Kimum, Fran	<b>Note Type:</b>	Field Interaction
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the customer the alarm plus one (or if the trans comes in late we will give her more) lease payments. I told him that Dan will call me as soon as it comes in		
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<b>Activity Status:</b>	Done	<b>Activity Updated:</b>	1/27/04 02:03PM
<b>Activity Type:</b>	Customer Interaction	<b>Activity Updated By:</b>	Kimum, Fran
<b>Activity Assigned To:</b>	Kimum, Fran	<b>Email From:</b>	
<b>Activity Created:</b>	1/27/04 02:03PM	<b>Email To:</b>	
<b>Activity Created By:</b>	Kimum, Fran		
<b>Activity Description:</b>	sw Lisa and gave her the news. She was very happy. She will call me as soon as she gets the call that the trans came in		

<b>Note Created:</b>	<b>Note Created By:</b>	<b>Note Type:</b>
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<b>Activity Status:</b>	Done	<b>Activity Updated:</b>	1/28/04 09:28AM
<b>Activity Type:</b>	Dealer Interaction	<b>Activity Updated By:</b>	Kimum, Fran
<b>Activity Assigned To:</b>	Kimum, Fran	<b>Email From:</b>	
<b>Activity Created:</b>	1/28/04 09:27AM	<b>Email To:</b>	
<b>Activity Created By:</b>	Kimum, Fran		
<b>Activity Description:</b>	sw Dan and he said that Lisa has an appointment on Feb9th w/owner		

<b>Note Created:</b>	1/28/04 09:28AM	<b>Note Created By:</b>	Kimum, Fran	<b>Note Type:</b>	Dealer Interaction
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Customer Service Request Detail # 200402307217

I adv that George Alvord approved payment for alarm and one finance payment \$380. He asked if he can get a copy of her payment book. I told him I would try to send it to him.			
Activity Status:	Done	Activity Updated:	1/29/04 09:28AM
Activity Type	Customer Interaction	Activity Updated By:	Kimum, Fran
Activity Assigned To:	Kimum, Fran	Email From:	
Activity Created:	1/29/04 09:28AM	Email To:	
Activity Created By:	Kimum, Fran		
Activity Description:	I left a vmail for Lisa adv of the appointment and asking her to call m		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/8/04 08:58AM
Activity Type	Customer Interaction	Activity Updated By:	Kimum, Fran
Activity Assigned To:	Kimum, Fran	Email From:	
Activity Created:	2/8/04 08:58AM	Email To:	
Activity Created By:	Kimum, Fran		
Activity Description:	[redacted] called and said that instead of the alarm she wants the cd changer.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/8/04 08:58AM
Activity Type	Dealer Interaction	Activity Updated By:	Kimum, Fran
Activity Assigned To:	Kimum, Fran	Email From:	
Activity Created:	2/8/04 08:58AM	Email To:	
Activity Created By:	Kimum, Fran		
Activity Description:	sw Dan and told him about the CD player. He said thats fine so he will put in the cd changer on her appoint and give her a lease payment		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/8/04 09:00AM
Activity Type	Field Interaction	Activity Updated By:	Kimum, Fran
Activity Assigned To:	Kimum, Fran	Email From:	
Activity Created:	2/8/04 09:00AM	Email To:	
Activity Created By:	Kimum, Fran		
Activity Description:	I emailed George to adv of the change to cd player		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/8/04 09:14AM
Activity Type	Customer Interaction	Activity Updated By:	Kimum, Fran
Activity Assigned To:	Kimum, Fran	Email From:	
Activity Created:	2/8/04 09:14AM	Email To:	
Activity Created By:	Kimum, Fran		
Activity Description:	sw [redacted] and reconf the appointment and told her the change was ok		

A subsidiary  
of BMW AG

BMW of North America, LLC



Customer Service Request Detail # 200402307217

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200403402205

**Customer:**

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

**Service Request**

Service Request #: 200403402205  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 2/3/04 08:49PM  
 Created By: Dryer, Isaac  
 Rep Assigned: Dryer, Isaac  
 Date Assigned: 2/3/04 05:49PM  
 Assigned Dealer:  
 Identified Dealer: DENVILLE BMW  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 2/4/04 01:09PM  
 Close Rep: Dryer, Isaac  
 Issue Note: Cust tranny is slipping when cold

**Vehicle**

Chassis # (US): PMS9455  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 325xi  
 Mileage:  
 Sale: 10/31/03 12:00AM  
 In Service Date: 10/31/03 12:00AM

**Code Descriptions**

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

**Solution Notes**

Solution
L/M for female that enough tranny's will be in stock within a week or two and the dealer will call to sch. the appt.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200403402205

Activity Status:	Done	Activity Updated:	2/3/04 05:53PM
Activity Type:	Customer Interaction	Activity Updated By:	Dryer, Isaac
Activity Assigned To:	Dryer, Isaac	Email From:	
Activity Created:	2/3/04 06:50PM	Email To:	
Activity Created By:	Dryer, Isaac		
Activity Description:	Cust tranny is slipping when cold		

Note Created: 2/3/04 05:52PM      Note Created By: Dryer, Isaac      Note Type: Customer Information

Cust has been waiting for a transmission for 2.5 months. Cust #973-283-0035

Activity Status:	Done	Activity Updated:	2/3/04 05:57PM
Activity Type:	Dealer Interaction	Activity Updated By:	Dryer, Isaac
Activity Assigned To:	Dryer, Isaac	Email From:	
Activity Created:	2/3/04 06:55PM	Email To:	
Activity Created By:	Dryer, Isaac		
Activity Description:	L/M for svr mgr 973-827-0700 for Gerry asking about tranny avail		

Note Created:      Note Created By:      Note Type:

Activity Status:	Done	Activity Updated:	2/4/04 01:09PM
Activity Type:	Dealer Interaction	Activity Updated By:	Dryer, Isaac
Activity Assigned To:	Dryer, Isaac	Email From:	
Activity Created:	2/4/04 01:09PM	Email To:	
Activity Created By:	Dryer, Isaac		
Activity Description:	SRV Mgr states hopefully by the end of the month and will call cust to sch. appt		

Note Created:      Note Created By:      Note Type:





Customer Service Request Detail # 200403702864

**Customer**

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

**Vehicle**

Chassis # (US): PMS0607  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 325d  
 Mileage:  
 Date: 2/21/04 12:00AM  
 In Service Date: 2/21/04 12:00AM

**Service Request**

Service Request #: 200403702864  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 2/6/04 05:05PM  
 Created By: Wenrick, Kevin  
 Rep Assigned: Wenrick, Kevin  
 Date Assigned: 2/6/04 05:05PM  
 Assigned Dealer:  
 Identified Dealer:  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 2/6/04 05:06PM  
 Close Rep: Wenrick, Kevin  
 Issue Note: cust is upset with having to wait 8 weeks for a new tranny (engagement issue)

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
8L17	PRODUCT DESIGN- INQUIRY/COMPLAINT	TRANSMISSION - AUTOM	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

**Solution**  
 apologized to cust but informed him that the tranny is coming from Germany and that there is nothing we can do to speed up the process.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200403702884

Activity Status:	Done	Activity Updated:	2/8/04 05:09PM
Activity Type:	Customer Interaction	Activity Updated By:	Warrick, Kevin
Activity Assigned To:	Warrick, Kevin	Email From:	
Activity Created:	2/8/04 05:07PM	Email To:	
Activity Created By:	Warrick, Kevin		
Activity Description:	cust is upset with having to wait 9 weeks for a new tranny (engagement issue)		
Notes Created:	Notes Created By:	Note Type:	



Customer Service Request Detail # 200404206080

**Customer**

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

**Service Request**

Service Request #:	200404206080
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	2/11/04 03:08PM
Created By:	Young, Tricia
Rep Assigned:	Young, Tricia
Date Assigned:	2/11/04 03:08PM
Assigned Dealer:	
Identified Dealer:	
Date Received:	
Resolve Rep:	
Date Closed:	2/11/04 03:18PM
Close Rep:	Young, Tricia
Issue Note:	transmission

**Vehicle**

Chassis # (US):	PR08408
Chassis # (Non - US):	
Year:	2004
Model:	325i
Mileage:	
Sale:	12/10/03 12:00AM
In Service Date:	12/10/03 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV08	TECHNICAL ASSISTANCE / INFORMATION	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

Solution
service manager to call customer

**Attachments**

File Name	Comments



Customer Service Request Detail # 200404208080

Activity Status:	Done	Activity Updated:	2/11/04 03:12PM
Activity Type:	Email - Inbound	Activity Updated By:	Young, Tricia
Activity Assigned To:	Young, Tricia	Email From:	customer.service@bmw.com
Activity Created:	2/8/04 08:47AM	Email To:	bmwegcom@bmwusa.com
Activity Created By:	Administrator, Siebel		
Activity Description:	Fwd: Customer service inquiry from www.bmw.com (english)		

Note Created:	Note Created By:	Note Type:
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>Data: Thu, 8 Feb 2004 23:11:44 +0100  
>Subject: Customer service inquiry from www.bmw.com (english)  
>Sender: Customer.Service@bmw.com  
>From: Customer.Service@bmw.com  
>To: Customer.Service@bmw.com  
>Reply-To: [REDACTED]

>Sender's comments:  
>To whom it may concern:

>My name is [REDACTED] and I live Natick, Massachusetts (USA). I  
>purchased a 2004 325xi in the early part of December 2003. Almost  
>immediately I was having trouble with the transmission. I called the  
>service department of Foreign Motors West in Natick Massachusetts to let  
>them know that my vehicle was having trouble moving once shifting into  
>drive. The dealership was very responsive and wanted to get the vehicle  
>in to the dealership to be fixed. It took quite a bit of time for me to  
>get the vehicle to the dealership due to my schedule so I was a little  
>disappointed when the dealership did not offer to come pick up the vehicle  
>and drop off a loaner. I did finally get the vehicle to the dealership  
>and after they assessed the problem they wanted me to take back the car  
>until they could order the part that needed to be replaced. Once again I  
>was disappointed because I told them that I could not drive the vehicle  
>because it was unsafe to drive since it was not shifting into  
>drive. After I brought this to their attention they agreed the vehicle  
>was unsafe to drive and they gave me a loaner vehicle. Furthermore, it  
>took several weeks for the dealership to order the part and then several  
>weeks to get the part to fix the vehicle. I have had the loaner vehicle  
>for over a month and today, February 6, 2004 the loaner vehicle which is a  
>2003 330i and has less than a 1,000 miles broke down in my driveway. I  
>called the dealership today to let them know and they let me know that my  
>vehicle is now fixed and I can pick up when I am ready.

>I am very concerned about the BMW product because of all the issues I  
>have  
>had with both of these vehicles. I did not even have my vehicle for a  
>month it was breaking down. I have an issue with paying monthly  
>payments  
>on a brand new vehicle that is breaking down in the first few days of  
>having it and then not having it for over a month. I am very disappointed  
>in the BMW product and hope that I will not have these issues in the  
>future. If you were to ask me would I recommend a BMW product the  
>answer  
>would be no. This vehicle is suppose to be the ultimate driving  
>machine. I am really unsure that is true.

>Regards,  
>[REDACTED]

>Sender's given name: [REDACTED]  
>Sender's family name: ...



Customer Service Request Detail # 200404206080

	<ul style="list-style-type: none"><li>&gt; Sender's e-mail: [REDACTED]</li><li>&gt; Street address: [REDACTED]</li><li>&gt; Postal code: [REDACTED]</li><li>&gt; Town / suburb / city: Natick</li><li>&gt; Country: USA</li><li>&gt; Telephone: [REDACTED]</li><li>&gt; Fax:</li><li>&gt; BMW model of interest:</li><li>&gt; Age:</li><li>&gt; BMW Motored owner:</li><li>&gt; Brand of current car:</li><li>&gt; Model of current car:</li><li>&gt; Year of current car:</li><li>&gt; Planned purchase of new vehicle:</li><li>&gt; Profession:</li><li>&gt; Learnt of BMW website through:</li><li>&gt;</li><li>&gt;</li><li>&gt; The mandatory legal disclaimer (authorised to use personal information for present process) has been selected: true</li><li>&gt; The optional legal disclaimer (authorised to use personal information in general) has been selected: true</li></ul>
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Activity Status:	Done	Activity Updated:	2/11/04 03:12PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Young, Tricia	Email From:	CustomerRelations@bmwusa.com
Activity Created:	2/11/04 03:06PM	Email To:	customer.service@bmw.com
Activity Created By:	Young, Tricia		
Activity Description:	RE: Customer service inquiry from www.bmw.com (english) [1-144377587]		

Note Created:	Note Created By:	Note Type:
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Dear [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 325d. I am sorry to hear of your concerns with your transmission. As a result of your e-mail, I contacted Lance Mitchell Service Manager at Foreign Motors West. Mr. Mitchell informed me that he will research your concerns and contact you directly. Please expect a call from Mr. Mitchell in the next day or two.

Thank you for choosing BMW. 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 Service  
Representative

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

From: customer.service@bmw.com  
Sent: 2/11/2004 12:00:00 AM  
To: bmwagcom@bmwnusa.com  
Subject: Customer service inquiry from www.bmw.com (english)

>Date: Thu, 6 Feb 2004 23:11:44 +0100  
>Subject: Customer service inquiry from www.bmw.com (english)  
>Sender: Customer.Service@bmw.com  
>From: Customer.Service@bmw.com  
>To: Customer.Service@bmw.com  
>Reply-To: [REDACTED]

>  
>Sender's comments:  
>To whom it may concern:

>  
>My name is [REDACTED] and I live Natick, Massachusetts (USA). I  
>purchased a 2004 325xi in the early part of December 2003. Almost  
>immediately I was having trouble with the transmission. I called the  
>service department of Foreign Motors West in Natick Massachusetts to let  
>them know that my vehicle was having trouble moving once shifting into  
>drive. The dealership was very responsive and wanted to get the vehicle  
>in to the dealership to be fixed. It took quite a bit of time for me to  
>get the vehicle to the dealership due to my schedule so I was a little  
>disappointed when the dealership did not offer to come pick up the vehicle  
>and drop off a loaner. I did finally get the vehicle to the dealership  
>and after they assessed the problem they wanted me to take back the car  
>until they could order the part that needed to be replaced. Once again I  
>was disappointed because I told them that I could not drive the vehicle  
>because it was unsafe to drive since it was not shifting into  
>drive. After I brought this to their attention they agreed the vehicle  
>was unsafe to drive and they gave me a loaner vehicle. Furthermore, it  
>took several weeks for the dealership to order the part and then several  
>weeks to get the part to fix the vehicle. I have had the loaner vehicle  
>for over a month and today, February 5, 2004 the loaner vehicle which is a  
>2003 330i and has less than a 1,000 miles broke down in my driveway. I  
>called the dealership today to let them know and they let me know that my  
>vehicle is now fixed and I can pick up when I ...



Customer Service Request Detail # 200404206080

		<p>... am ready.</p> <p>&gt; I am very concerned about the BMW product because of all the issues I have had with both of these vehicles. I did not even have my vehicle for a month it was breaking down. I have an issue with paying monthly payments on a brand new vehicle that is breaking down in the first few days of having it and then not having it for over a month. I am very disappointed in the BMW product and hope that I will not have these issues in the future. If you were to ask me would I recommend a BMW product the answer would be no. This vehicle is suppose to be the ultimate driving machine. I am really unsure that is true.</p> <p>&gt; Remarks: [REDACTED]</p> <p>&gt; Sender's given name: [REDACTED] &gt; Sender's family name: [REDACTED] &gt; Sender's e-mail: [REDACTED] &gt; Street address: [REDACTED] &gt; Postal code: [REDACTED] &gt; Town / suburb / city: Nettic &gt; Country: USA &gt; Telephone: [REDACTED] &gt; Fax: &gt; BMW model of interest: &gt; Age: &gt; BMW Motored owner: &gt; Brand of current car: &gt; Model of current car: &gt; Year of current car: &gt; Planned purchase of new vehicle: &gt; Profession: &gt; Learnit of BMW website through: &gt; &gt; The mandatory legal disclaimer (authorized to use personal information for present process) has been selected: true &gt; The optional legal disclaimer (authorized to use personal information in general) has been selected: true</p>	
Activity Status:	Done	Activity Updated:	2/11/04 03:16PM
Activity Type:	Dealer Interaction	Activity Updated By:	Young, Tricia
Activity Assigned To:	Young, Tricia	Email From:	
Activity Created:	2/11/04 03:14PM	Email To:	
Activity Created By:	Young, Tricia		
Activity Description:	Foreign Motors West		
Note Created: 2/11/04 03:14PM		Note Created By: Young, Tricia	
		Note Type: Dealer Interaction	
Writer spoke with service manager Lance Mitchell. He will contact customer directly and try to get customer some compensation. Lance advised writer to send customer e-mail stating he will be contacting him.			



Customer Service Request Detail # 200404700177

**Customer**

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

**Service Request**

Service Request #: 200404700177  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 2/18/04 11:35AM  
 Created By: Sells, Anthony  
 Rep Assigned: Sells, Anthony  
 Date Assigned: 2/18/04 11:35AM  
 Assigned Dealer:  
 Identified Dealer: BMW OF FAIRFAX  
 Date Received:  
 Receive Rep:  
 Date Closed: 2/18/04 11:55AM  
 Close Rep: Sells, Anthony  
 Issue Note: Customer upset b/c of trans hesitation

**Vehicle**

Chassis # (US): PR06623  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 325xi  
 Mileage:  
 Sale: 12/20/03 12:00AM  
 In Service Date: 12/20/03 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
Writer offered name and ext. for future assistance.

**Attachments**

File Name	Comments





Customer Service Request Detail # 200404700177

Activity Status:	Done	Activity Updated:	2/18/04 11:55AM
Activity Type:	Customer Interaction	Activity Updated By:	Sells, Anthony
Activity Assigned To:	Sells, Anthony	Email From:	
Activity Created:	2/18/04 11:37AM	Email To:	
Activity Created By:	Sells, Anthony		
Activity Description:	Customer upset b/c of trans hesitation		

Note Created: 2/18/04 11:48AM

Note Created By: Sells, Anthony

Note Type: Customer Interaction

Vehicle needs new trans. Customer asked about getting a new vehicle, writer stated that BMW NA would repair the vehicle at this point. Writer offered name and ext. for future assistance.



Customer Service Request Detail # 200405000095

**Customer**

Name: [REDACTED]  
 Preferred Communication Method:  
 Work #:  
 Home #:  
 Cell #:  
 Street Address: [REDACTED]  
 Apt/Bsr:  
 City/State/Zip: Pocono Pines, PA [REDACTED]

**Service Request**

Service Request #: 200405000095  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 2/19/04 10:18AM  
 Created By: Thompson, Michael  
 Rep Assigned: Thompson, Michael  
 Date Assigned: 2/19/04 10:18AM  
 Assigned Dealer:  
 Identified Dealer:  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 3/3/04 02:43PM  
 Close Rep: Thompson, Michael  
 Issue Note: transmission slipping

**Vehicle**

Chassis # (US): PR06911  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 325xi  
 Mileage:  
 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
8V29	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

Solution
Apologized for customers concerns documented his dissatisfaction.

**Attachments**

File Name	Comments



Customer Service Request Detail # 20040500095

Activity Status:	Done	Activity Updated:	2/19/04 10:21AM
Activity Type:	Customer Interaction	Activity Updated By:	Thompson, Michael
Activity Assigned To:	Thompson, Michael	Email From:	
Activity Created:	2/19/04 10:16AM	Email To:	
Activity Created By:	Thompson, Michael		
Activity Description:	Transmission slipped.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	3/3/04 02:43PM
Activity Type:	Customer Interaction	Activity Updated By:	Bardwell, Judy
Activity Assigned To:	Bardwell, Judy	Email From:	
Activity Created:	3/3/04 02:43PM	Email To:	
Activity Created By:	Bardwell, Judy		
Activity Description:	telephoned customer left message jfb		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200405000495

**Customer**

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

**Service Request**

Service Request #: 200405000495  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 2/19/04 04:17PM  
 Created By: Smith, Allison  
 Rep Assigned: Kurn, Fran  
 Date Assigned: 2/26/04 09:21AM  
 Assigned Dealer:  
 Identified Dealer: PRINCETON BMW  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 2/26/04 05:00PM  
 Close Rep: Kurn, Fran  
 Issue Note: info about having a refurb transmission being put into his car.

**Vehicle**

Chassis # (US): PR08003  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 325i  
 Mileage:  
 Sale: 12/1/03 12:00AM  
 In Service Date: 12/1/03 12:00AM

**Code Descriptions**

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

**Resolution Notes**

Solution
customer is getting a new trans

**Attachments**

File Name	Comments



Customer Service Request Detail # 200405000495

Activity Status:	Done	Activity Updated:	2/19/04 08:13PM
Activity Type:	Customer Interaction	Activity Updated By:	Smith, Allison
Activity Assigned To:	Smith, Allison	Email From:	
Activity Created:	2/19/04 04:22PM	Email To:	
Activity Created By:	Smith, Allison		
Activity Description:	Info about having a refurb transmission being put into his car.		

Note Created: 2/19/04 08:08PM      Note Created By: Smith, Allison      Note Type: Customer Interaction

Cust. has a new 8-series and needs to have his transmission replaced. Cust. does not want a refurb. transmission because he has a new car. Cust. said he already heard about what refurb. means from the service dept., but he doesn't care because he claims he doesn't want anyone else's problems. Claims he has had problems w/ other refurbished parts put into past vehicles. Cust. didn't want to speak to writer and wanted to be escalated to the president or higher up. Cust. didn't want to talk to anyone that would tell him the same info. the service dept. did. WRITER escalated call to executive phones.

Note Created: 2/19/04 04:22PM      Note Created By: Smith, Allison      Note Type: Customer Interaction

Cust. has a new 3-series and he

Activity Status:	Done	Activity Updated:	2/19/04 04:48PM
Activity Type:	Customer Interaction	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	
Activity Created:	2/19/04 04:28PM	Email To:	
Activity Created By:	Dillon, Amy Jo		
Activity Description:	cust was transferred to the executive line		

Note Created: 2/19/04 04:30PM      Note Created By: Dillon, Amy Jo      Note Type: Customer Interaction

Cust states that he needs a new transmission and he demands that it is new and not remanufactured. Cust will NOT accept anything else. Apologized to cust. Advised that the cntr can not control what comes into the cntr. Cust states that he knows that and he doesn't care. Cust is demanding to speak to the person that is in charge of this policy. Advised cust that I do not have access to this person or dept. Advised that the parts dept work directly with the BMW centers. Advised cust that this info is in his service and warranty booklet. Cust will not accept any other answer and wants to speak to the appropriate person that is in charge of this policy. Advised cust that I could contact the cntr and ask if the can request a new transmission, but advised that this would not guarantee that a new trans would be delivered to him. Cust states that he has already talked to the cntr and they will not do anything. Cust wants to speak to my supervisor. Advised cust that he should let me call the cntr. Advised that my supervisor will ask if anyone has contacted the cntr. Advised that the supervisor will ask for me to handle the situation if nothing has been done yet. Cust agreed to allow me to contact the cntr and look into the situation. Advised that I would contact the cntr today and ask if we can request a new transmission. Cust can be reached @ [REDACTED]

Activity Status:	Done	Activity Updated:	2/19/04 05:28PM
Activity Type:	Dealer Interaction	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	
Activity Created:	2/19/04 04:46PM	Email To:	
Activity Created By:	Dillon, Amy Jo		
Activity Description:	spoke to John Simosa, service mgr		

Note Created: 2/19/04 04:47PM      Note Created By: Dillon, Amy Jo      Note Type: Dealer Interaction



Customer Service Request Detail # 200405000495

<p>Spoke to John Simose, service mgr. Advised John that the cust is extremely upset that the vehicle will get a refurbished transmission. Asked John if there's any way to attempt to request a new trans through the AMM. John advised that he will ask his AMM tomorrow, but even if the AMM decides to request a new trans there is no guarantee that there will be a new that comes in.</p>			
Activity Status:	Done	Activity Updated:	2/19/04 05:28PM
Activity Type:	Customer Interaction	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	
Activity Created:	2/19/04 05:28PM	Email To:	
Activity Created By:	Dillon, Amy Jo	Activity Description: spoke to cust; advised that the service mgr will request new trans, but no guarantee that it will be a new one	
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/22/04 07:47PM
Activity Type:	Dealer Interaction	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	
Activity Created:	2/22/04 07:47PM	Email To:	
Activity Created By:	Dillon, Amy Jo	Activity Description: sent email to John Simose, service mgr, asking for update	
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/26/04 09:58AM
Activity Type:	Field Interaction	Activity Updated By:	Kirum, Fran
Activity Assigned To:	Kirum, Fran	Email From:	
Activity Created:	2/26/04 09:52AM	Email To:	
Activity Created By:	Kirum, Fran	Activity Description: Matt emailed me asking me to call customer	
Note Created: 2/26/04 09:55AM		Note Created By: Kirum, Fran	
		Note Type: Field Interaction	



From: Russell, Matthew ZU-V-15  
Sent: Thursday, February 25, 2004 9:00 AM  
To: Kimura, Fran ZU-A-51  
Cc: 'Jimmoes@princetonbmw.com'  
Subject: FW: Transmission Replacement - Princeton BMW - URGENT  
Importance: High

From:  
Please call this customer ASAP. He is trying to "go executive". His number  
is at the bottom of the email string below.  
Thanks in advance,  
-Matt

-----Original Message-----  
From: Russell, Matthew ZU-V-15  
Sent: Tuesday, February 24, 2004 9:17 PM  
To: 'John Jimmoes'  
Cc: McDermott, Tim ZU-V-15; Kimura, Fran ZU-A-51  
Subject: RE: Transmission Replacement  
Importance: High

Hi John:  
Sounds like you are doing pretty good with this tough customer. From that  
below email, it appears he does not understand that GM is the exclusive  
supplier to BMW for the GM5 5-speed automatic transmission.

Do what I do and let Customer Relations handle it from here. I am copying  
Fran, our CR team leader, on this email as a courtesy.

Fran, please check Cust Central to see who [REDACTED] contacted at CR. I  
would prefer if the Montreal CR office handle this sensitive customer.  
Thanks in advance for your assistance!

Kind Regards/Mit freundlichen Gruesen/Cordialesen/Un cordil saludo

Matthew Russell  
Assistant Market Manager, Market 15  
BMW of North America, LLC  
toll free 800.828.2438 x8182  
-----Original Message-----  
From: John Jimmoes [mailto:jjimmoes@princetonbmw.com]  
Sent: Tuesday, February 24, 2004 8:34 PM  
To: Matthew.Russell@bmwna.com  
Cc: Tim McDermott  
Subject: Transmission Replacement  
Importance: High

Matt,  
I wanted to forward this e-mail to you from [REDACTED]. This is the  
person who wants a new trans versus a remanufactured one. I spoke  
to [REDACTED] this evening and explained policy to him once again. He  
"doesn't give a damn" about BMW's policy on replacement parts and now  
wants to speak with my area rep. He has called BMW Customer Relations  
and asked that I call you and ask you to call him directly. I explained that  
this is not how we do things, however, I would speak with you and discuss  
this further.  
Thanks Matt.

John  
Princeton BMW / MINI  
800-452-9400 ext. 132

----- Original Message -----  
From: [REDACTED]  
To: ...



Customer Service Request Detail # 200405000495

<p>... jshoos@princetonbmw.com Sent: Tuesday, February 24, 2004 8:52 AM Subject: Thanks</p> <p>Thanks for the call last evening. Would appreciate it if we could get a "good" new transmission not produced by the GM division that produced the first one. Thanks again. Michael</p> <p>[Redacted] Princeton, New Jersey [Redacted]</p>		<p>...</p>	
Activity Status:	Done	Activity Updated:	2/28/04 09:55AM
Activity Type:	Corporate Interaction	Activity Updated By:	Kimur, Fran
Activity Assigned To:	Kimur, Fran	Email From:	
Activity Created:	2/28/04 09:55AM	Email To:	
Activity Created By:	Kimur, Fran		
Activity Description:	I left a vmail for AJ Dillon telling her that im taking over the case		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/28/04 09:56AM
Activity Type:	Dealer Interaction	Activity Updated By:	Kimur, Fran
Activity Assigned To:	Kimur, Fran	Email From:	
Activity Created:	2/28/04 09:56AM	Email To:	
Activity Created By:	Kimur, Fran		
Activity Description:	sw John and went over customer problem with the new trans		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/28/04 10:42AM
Activity Type:	Customer Interaction	Activity Updated By:	Kimur, Fran
Activity Assigned To:	Kimur, Fran	Email From:	
Activity Created:	2/28/04 10:04AM	Email To:	
Activity Created By:	Kimur, Fran		
Activity Description:	sw Michael. He wants a new trans. He will not accept a remanufactured		
Note Created:	2/28/04 10:06AM	Note Created By:	Kimur, Fran
		Note Type:	Customer Interaction
<p>I tried to explain to him why we do replace with a remanu but customer did not want to listen. He feels that he has been leasing from Princeton since 1988 and he will wait for a new one if we dont have them now. He feels that he is afraid that after the lease is over and he buys the car he will have a problem. He will not accept a remanu trans.</p>			





Customer Service Request Detail # 200405000495

Activity Status:	Done	Activity Updated:	2/28/04 10:06AM
Activity Type:	Field Interaction	Activity Updated By:	Kimur, Fran
Activity Assigned To:	Kimur, Fran	Email From:	
Activity Created:	2/28/04 10:06AM	Email To:	
Activity Created By:	Kimur, Fran		
Activity Description:	sw Matt. He will ob		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/28/04 10:36AM
Activity Type:	Field Interaction	Activity Updated By:	Kimur, Fran
Activity Assigned To:	Kimur, Fran	Email From:	
Activity Created:	2/28/04 10:36AM	Email To:	
Activity Created By:	Kimur, Fran		
Activity Description:	Matt called and said that parts told him that customer will get a new trans not remain		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/28/04 10:41AM
Activity Type:	Customer Interaction	Activity Updated By:	Kimur, Fran
Activity Assigned To:	Kimur, Fran	Email From:	
Activity Created:	2/28/04 10:41AM	Email To:	
Activity Created By:	Kimur, Fran		
Activity Description:	sw Michael and told him about the new trans. He was very happy.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/28/04 10:42AM
Activity Type:	Dealer Interaction	Activity Updated By:	Kimur, Fran
Activity Assigned To:	Kimur, Fran	Email From:	
Activity Created:	2/28/04 10:42AM	Email To:	
Activity Created By:	Kimur, Fran		
Activity Description:	I left a vmail for John		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200405700060

**Customer**

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

**Service Request**

Service Request #: 200405700060  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 2/26/04 09:52AM  
 Created By: Randall, Kimberly  
 Rep Assigned: Randall, Kimberly  
 Date Assigned: 2/26/04 09:52AM  
 Assigned Dealer:  
 Identified Dealer: MORRISTOWN BMW  
 Date Received:  
 Receive Rep:  
 Date Closed: 2/27/04 11:15AM  
 Close Rep: Randall, Kimberly  
 Issue Note: Customer had transmission replaced but still having  
 issues with car as per (SKY) documentation

**Vehicle**

Chassis # (US): PM81848  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 325d  
 Mileage:  
 Sale: 11/14/03 12:00AM  
 In Service Date: 11/14/03 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
Morristown BMW is getting customer out of car per Steve Green, FSE.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200405700060

Activity Status:	Done	Activity Updated:	2/26/04 09:54AM
Activity Type:	Corporate Interaction	Activity Updated By:	Randalls, Kimberly
Activity Assigned To:	Randalls, Kimberly	Email From:	
Activity Created:	2/26/04 09:53AM	Email To:	
Activity Created By:	Randalls, Kimberly		
Activity Description:	Customer had transmission replaced but still having issues with car as per ISKY documentation		

Note Created: 2/26/04 09:53AM Note Created By: Randalls, Kimberly Note Type: Corporate Interaction

Jason Beldelman left msg stating he contacted customer from ISKY and customer did not want to comment said vehicle does not work and is "leaving BMW". Adv Jason I would contact customer via phone 808-850-

Activity Status:	Done	Activity Updated:	2/26/04 09:54AM
Activity Type:	Corporate Interaction	Activity Updated By:	Randalls, Kimberly
Activity Assigned To:	Randalls, Kimberly	Email From:	
Activity Created:	2/26/04 09:54AM	Email To:	
Activity Created By:	Randalls, Kimberly		
Activity Description:	reference SR 200402708357		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	2/26/04 09:55AM
Activity Type:	Customer Interaction	Activity Updated By:	Randalls, Kimberly
Activity Assigned To:	Randalls, Kimberly	Email From:	
Activity Created:	2/26/04 09:55AM	Email To:	
Activity Created By:	Randalls, Kimberly		
Activity Description:	Tried to call cust, line was busy		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	2/26/04 10:14AM
Activity Type:	Customer Interaction	Activity Updated By:	Randalls, Kimberly
Activity Assigned To:	Randalls, Kimberly	Email From:	
Activity Created:	2/26/04 10:09AM	Email To:	
Activity Created By:	Randalls, Kimberly		
Activity Description:	called customer, did not really want to tell me anything..		

Note Created: 2/26/04 10:09AM Note Created By: Randalls, Kimberly Note Type: Customer Interaction

explained that transmission was replaced and was having same problems. Has been in Morristown now for 2 weeks and they can't find the problem to fix the car. Parts are on order and will most likely need another transmission replacement. Adv cust. I would contact center and speak with them, told me he didn't want me to. I explained I was going to contact them for update and contact the Market Team as well to bring them up to date. Customer was very hesitant about me helping him.



Customer Service Request Detail # 200405700060

Activity Status:	Done	Activity Updated:	2/26/04 10:24AM
Activity Type:	Field Interaction	Activity Updated By:	Randalls, Kimberly
Activity Assigned To:	Randalls, Kimberly	Email From:	
Activity Created:	2/26/04 10:23AM	Email To:	
Activity Created By:	Randalls, Kimberly		
Activity Description:	email to Jack Krupa and Steve Green		

Note Created: 2/26/04 10:23AM      Note Created By: Randalls, Kimberly      Note Type: Field Interaction

-----Original Message-----  
 From:  Randalls, Kimberly  
 Sent:  Thursday, February 26, 2004 10:24 AM  
 To:  Krupa, Jack ZU-V-14  
 Cc:  Green, Stephen ZU-V-14; Kimuh, Fran ZU-A-51  
 Subject:  Beckler, Anthony PM61848  
 Morristown BMW transmission replacement  
 Importance:  High

Good morning,

On January 29th, we setup to have this customer bring his car to Morristown for transmission replacement. I spoke with customer today after he told I-SKY survey that he was "using us". Customer was very hesitant to speak with me but told me he doesn't have car, has been in Morristown for 2 weeks for the same issue as before. He said Service doesn't know how to fix the car and most likely needs another transmission replacement.

This customer only has 2500 miles on his car and is looking at his second transmission replacement. Is there anything we can do to avoid him taking this further? Perhaps \$500 towards accessories for the car or something else? I called Morristown BMW and spoke with Anna in finance and she said he paid for the car in full so we can't reimburse payments. Please let me know how you would like to handle.

Kimberly Randalls  
 Kimberly Randalls  
 BMW of North America  
 National Customer Relations and Services  
 Representative

Activity Status:	Done	Activity Updated:	2/27/04 09:13AM
Activity Type:	Field Interaction	Activity Updated By:	Randalls, Kimberly
Activity Assigned To:	Randalls, Kimberly	Email From:	
Activity Created:	2/27/04 09:12AM	Email To:	
Activity Created By:	Randalls, Kimberly		
Activity Description:	reply from Jack Krupa,ANM		

Note Created: 2/27/04 09:13AM      Note Created By: Randalls, Kimberly      Note Type: Field Interaction



Customer Service Request Detail # 200405700060

<input type="checkbox"/> <p>-----Original Message-----                  From: <input type="checkbox"/> Krupa, Jack ZU-V-14                  Sent: <input type="checkbox"/> Thursday, February 25, 2004 5:35 PM                  To: <input type="checkbox"/> Green, Stephen ZU-V-14                  Cc: <input type="checkbox"/> Kimun, Fran ZU-A-51; Randalls, Kimberly                  Subject: <input type="checkbox"/> RE: Becker, Anthony <span style="float: right;">PWS1848</span>                  Morristown BMW transmission replacement                  Importance: <input type="checkbox"/> High</p> <p>Steve,</p> <p>Can you see where we are with fixing this?</p> <p>Thanks</p>	
Activity Status: Done Activity Type: Field Interaction Activity Assigned To: Randalls, Kimberly Activity Created: 2/27/04 11:05AM Activity Created By: Randalls, Kimberly Activity Description: reply from Steve Green	Activity Updated: 2/27/04 11:07AM Activity Updated By: Randalls, Kimberly Email From: Email To:
Note Created: 2/27/04 11:05AM      Note Created By: Randalls, Kimberly      Note Type: Field Interaction	
<input type="checkbox"/> <p>-----Original Message-----                  From: <input type="checkbox"/> Green, Stephen ZU-V-14                  Sent: <input type="checkbox"/> Friday, February 27, 2004 11:05 AM                  To: <input type="checkbox"/> Krupa, Jack ZU-V-14                  Cc: <input type="checkbox"/> Kimun, Fran ZU-A-51; Randalls, Kimberly                  Subject: <input type="checkbox"/> RE: Becker, Anthony <span style="float: right;">PWS1848</span>                  Morristown BMW transmission replacement</p> <p>Morristown BMW will trade out of the customer out of vehicle.</p>	
Activity Status: Done Activity Type: Field Interaction Activity Assigned To: Randalls, Kimberly Activity Created: 2/27/04 11:07AM Activity Created By: Randalls, Kimberly Activity Description: email to Steve Green, FSE	Activity Updated: 2/27/04 11:08AM Activity Updated By: Randalls, Kimberly Email From: Email To:
Note Created: 2/27/04 11:07AM      Note Created By: Randalls, Kimberly      Note Type: Field Interaction	
<input type="checkbox"/> <p>-----Original Message-----                  From: <input type="checkbox"/> Randalls, Kimberly                  Sent: <input type="checkbox"/> Friday, February 27, 2004 11:08 AM                  To: <input type="checkbox"/> Green, Stephen ZU-V-14                  Subject: <input type="checkbox"/> RE: Becker, Anthony <span style="float: right;">PWS1848</span>                  Morristown BMW transmission replacement</p> <p>Thank you so much for getting back to me Steve. Did Morristown contact him about this, should I call him to just follow-up?</p>	



Customer Service Request Detail # 200405700060

Activity Status:	Done	Activity Updated:	2/27/04 11:08AM
Activity Type:	Field Interaction	Activity Updated By:	Randalls, Kimberly
Activity Assigned To:	Randalls, Kimberly	Email From:	
Activity Created:	2/27/04 11:08AM	Email To:	
Activity Created By:	Randalls, Kimberly		
Activity Description:	reply from Steve Green,FSE		
Note Created: 2/27/04 11:08AM		Note Created By: Randalls, Kimberly	Note Type: Field Interaction
<input type="checkbox"/> <p>Original Message</p> <p>From: <input type="checkbox"/> Green, Stephen ZU-V-14</p> <p>Sent: <input type="checkbox"/> Friday, February 27, 2004 11:08 AM</p> <p>To: <input type="checkbox"/> Randalls, Kimberly</p> <p>Subject: <input type="checkbox"/> RE: Becker, Anthony PM81848</p> <p>Morristown BMW transmission replacement</p> <p>They will today.</p>			
Activity Status:	Done	Activity Updated:	2/27/04 11:13AM
Activity Type:	Customer Interaction	Activity Updated By:	Randalls, Kimberly
Activity Assigned To:	Randalls, Kimberly	Email From:	
Activity Created:	2/27/04 11:13AM	Email To:	
Activity Created By:	Randalls, Kimberly		
Activity Description:	left msg for cust. advised that Morristown BMW will be contacting him re:vehicle status		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200405700223

**Customer**

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

**Service Request**

Service Request #:	200405700223
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	2/28/04 01:44PM
Created By:	Peyton, Richard
Rep Assigned:	Peyton, Richard
Date Assigned:	2/28/04 01:44PM
Assigned Dealer:	
Identified Dealer:	TOM HESSER BMW
Date Received:	
Resolve Rep:	
Date Closed:	2/28/04 01:47PM
Close Rep:	Peyton, Richard
Issue Note:	cust veh needs new transmission

**Vehicle**

Chassis # (US):	PM01368
Chassis # (Non - US):	
Year:	2004
Model:	325d
Mileage:	
Sale:	2/16/04 12:00AM
In Service Date:	2/16/04 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
writer appoloigized but assured her veh will be better than new and won't affect rest of ownership experience

**Attachments**

File Name	Comments



Customer Service Request Detail # 200405700223

Activity Status:	Done	Activity Updated:	2/26/04 01:45PM
Activity Type:	Customer Interaction	Activity Updated By:	Payton, Richard
Activity Assigned To:	Payton, Richard	Email From:	
Activity Created:	2/26/04 01:45PM	Email To:	
Activity Created By:	Payton, Richard		
Activity Description:	cust veh needs new transmission		
Note Created:	Note Created By:	Note Type:	





Customer Service Request Detail # 200406200122

**Customer**

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

**Service Request**

Service Request #:	200406200122
Brand:	BMW
Type:	Survey
Current Status:	Closed
Date Opened:	3/2/04 10:18AM
Created By:	Distributor, FS
Rep Assigned:	Grossberger, Dan
Date Assigned:	3/2/04 04:33PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	3/3/04 01:50PM
Close Rep:	Grossberger, Dan
Issue Note:	has been waiting a month for new transmission

**Vehicle**

Chassis # (US):	PM59466
Chassis # (Non - US):	
Year:	2004
Model:	325xi
Mileage:	
Sale:	10/2/03 12:00AM
In Service Date:	10/2/03 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
PT05	PARTS AVAILABILITY	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

Solution
writer sent postcard.

**Attachments**

File Name	Comments
clntrale	



Customer Service Request Detail # 200406200122

Activity Status:	Done	Activity Updated:	3/2/04 04:33PM
Activity Type	General	Activity Updated By:	Distributor, FS
Activity Assigned To:	Distributor, FS	Email From:	
Activity Created:	3/2/04 10:18AM	Email To:	
Activity Created By:	Distributor, FS		
Activity Description:	has been waiting a month for new transmission		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	3/2/04 08:03PM
Activity Type	Customer Interaction	Activity Updated By:	Grossberger, Dan
Activity Assigned To:	Grossberger, Dan	Email From:	
Activity Created:	3/2/04 08:03PM	Email To:	
Activity Created By:	Grossberger, Dan		
Activity Description:	Called Cust no answer		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	3/3/04 01:27PM
Activity Type	Customer Interaction	Activity Updated By:	Grossberger, Dan
Activity Assigned To:	Grossberger, Dan	Email From:	
Activity Created:	3/3/04 01:27PM	Email To:	
Activity Created By:	Grossberger, Dan		
Activity Description:	Called Cust no answer		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	3/3/04 01:45PM
Activity Type	Customer Interaction	Activity Updated By:	Grossberger, Dan
Activity Assigned To:	Grossberger, Dan	Email From:	
Activity Created:	3/3/04 01:45PM	Email To:	
Activity Created By:	Grossberger, Dan		
Activity Description:	Sent postcard.		

Note Created:	Note Created By:	Note Type:
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**Customer**

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

**Service Request**

Service Request #: 200406200252  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 3/2/04 12:04PM  
 Created By: Wilson, Tonya  
 Rep Assigned: Barthwell, Judy  
 Date Assigned: 3/2/04 12:40PM  
 Assigned Dealer:  
 Identified Dealer: BMW OF WATERTOWN  
 Date Received:  
 Resolve Rep:  
 Date Closed: 3/4/04 10:05AM  
 Close Rep: Barthwell, Judy  
 Issue Note: Cust upset that trans has to be replaced on a brand new veh.

**Vehicle**

Chassis # (US): PR07102  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 325i  
 Mileage:  
 Sale: 1/24/04 12:00AM  
 In Service Date: 1/24/04 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
left message sent post card to call me jlb

**Attachments**

File Name	Comments



Customer Service Request Detail # 200405200252

Activity Status:	Done	Activity Updated:	3/2/04 12:38PM
Activity Type:	Customer Interaction	Activity Updated By:	Wilson, Tonya
Activity Assigned To:	Wilson, Tonya	Email From:	
Activity Created:	3/2/04 12:04PM	Email To:	
Activity Created By:	Wilson, Tonya		
Activity Description:	Cust upset that trans has to be replaced on a brand new veh.		
Note Created: 3/2/04 12:07PM		Note Created By: Wilson, Tonya	
Note Type: Customer Interaction			
<p>Cust upset that he has to have trans replaced and req to spk w/ the rep that deals w/ his center. He stated that he is very upset that he needs a new trans on a brand new veh...Writer inq what he would like to see BMW do...cust stated that he did not think it was fair that he would have to purchase veh w/ a known problem. writer advised that cust would not be able to spk w/ rep but that center could set up inspection or we could look at time down for repair and discuss other options. Cust stated that he was offended by comments and req to spk w/ sup or rep only...He can be reached at [REDACTED]</p>			
Activity Status:	Done	Activity Updated:	3/2/04 12:32PM
Activity Type:	Dealer Interaction	Activity Updated By:	Wilson, Tonya
Activity Assigned To:	Wilson, Tonya	Email From:	
Activity Created:	3/2/04 12:24PM	Email To:	
Activity Created By:	Wilson, Tonya		
Activity Description:	spke w/ Paul srvc mgr...		
Note Created: 3/2/04 12:25PM		Note Created By: Wilson, Tonya	
Note Type: Dealer Interaction			
<p>he stated that he tried to explain situation to cust...he stated that cust seems to want a new veh and this is not the situation that would warrant such...Situation does not involve any other compensation etc...cust will only be w/ veh for one day..they are returning veh to him tomorrow. He stated that George Alvord is the the amrn..he advised cust that he cannot give the cust the name and # but gave him the cr #...He stated that I could contact George Alvord to see if he would contact cust directly he may or may not...or set up appt w/ him.</p>			
Activity Status:	Done	Activity Updated:	3/2/04 12:33PM
Activity Type:	General	Activity Updated By:	Wilson, Tonya
Activity Assigned To:	Wilson, Tonya	Email From:	
Activity Created:	3/2/04 12:32PM	Email To:	
Activity Created By:	Wilson, Tonya		
Activity Description:	spke w/ Mike Thompson...market lesson for this market.		
Note Created: 3/2/04 12:33PM		Note Created By: Wilson, Tonya	
Note Type: General			
<p>Mike stated that George does not spke w/ cust and that this may be a situation where a sup would need to spke w/ cust to discuss terms of the warranty w/ cust so that he understands BMW stands behind its product.</p>			
Activity Status:	Done	Activity Updated:	3/2/04 12:38PM
Activity Type:	General	Activity Updated By:	Wilson, Tonya
Activity Assigned To:	Wilson, Tonya	Email From:	
Activity Created:	3/2/04 12:38PM	Email To:	
Activity Created By:	Wilson, Tonya		
Activity Description:	email to Judy to inform that cust req sup call back.		



Customer Service Request Detail # 200406200252

Note Created:	Note Created By:	Note Type:
Activity Status: Done	Activity Updated: 3/3/04 01:57PM	
Activity Type: Customer Interaction	Activity Updated By: Bardwell, Judy	
Activity Assigned To: Bardwell, Judy	Email From:	
Activity Created: 3/3/04 01:57PM	Email To:	
Activity Created By: Bardwell, Judy		
Activity Description: telephoned customer per his request left message jfb		
Note Created:	Note Created By:	Note Type:
Activity Status: Done	Activity Updated: 3/4/04 10:04AM	
Activity Type: Customer Interaction	Activity Updated By: Bardwell, Judy	
Activity Assigned To: Bardwell, Judy	Email From:	
Activity Created: 3/4/04 10:04AM	Email To:	
Activity Created By: Bardwell, Judy		
Activity Description: telephoned in, sent customer post card jfb		
Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200406200693

**Customer**

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

**Service Request**

Service Request #: 200406200693  
 Brand: BMW  
 Type: Inquiry  
 Current Status: Closed  
 Date Opened: 3/2/04 09:58PM  
 Created By: Dillon, Arny Jo  
 Rep Assigned: Dillon, Arny Jo  
 Date Assigned: 3/2/04 09:58PM  
 Assigned Dealer:  
 Identified Dealer:  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 3/2/04 10:00PM  
 Close Rep: Dillon, Arny Jo  
 Issue Note: dissatisfied w/ recent repair to vehicle

**Vehicle**

Chassis # (US): FM80451  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 325d  
 Mileage:  
 Sale: 10/23/03 12:00AM  
 In Service Date: 10/23/03 12:00AM

**Code Descriptions**

S/R Code	S/R Code Desc	Main Group	Defect Code	Defect Code Desc
SV08	TECHNICAL ASSISTANCE / INFORMATION	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMISSION

**Solution Notes**

Solution
apologized to cust

**Attachments**

File Name	Comments



Customer Service Request Detail # 200406200693

Activity Status:	Done	Activity Updated:	3/2/04 09:59PM
Activity Type:	Email - Inbound	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	freibottk@yahoo.com
Activity Created:	3/2/04 08:36PM	Email To:	<ProductQuestions@bmwnusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Products and Services		

Note Created:	Note Created By:	Note Type:
		<p>3/2/2004 4:27:00 PM</p> <p>Name: <input type="checkbox"/> [REDACTED]                      Address: <input type="checkbox"/> [REDACTED]  <input type="checkbox"/> [REDACTED]                      City: <input type="checkbox"/> Toms River                      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 4 P.M.                      Second Phone: <input type="checkbox"/> [REDACTED]                      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"/> 325XI                      Year: <input type="checkbox"/> 2004                      VIN: <input type="checkbox"/> PM80451</p> <p>Date Purchased: <input type="checkbox"/> 10/23/03                      Purchased From: <input type="checkbox"/> Circle BMW                      State: <input type="checkbox"/> NJ</p> <p>Servicing Dealer: <input type="checkbox"/> Circle BMW                      City: <input type="checkbox"/> Toms River                      State: <input type="checkbox"/> NJ</p> <p>Question:                      To Whom It May Concern,                      I just wanted to let someone at BMW know that I am very dissatisfied with my new 325XI. I have had a engine delay for the duration of ownership. When starting my BMW, I can't move the car for about 2-3 minutes. I took my car into the dealership this past weekend and was informed that there is problem with the transmission valve. The dealership is working in all ways to repair my vehicle and to make me a happy customer again, however, as a new buyer I am not pleased with this problem. I am a believer that what I bought is the Ultimate Driving Machine. However, I am not completely sure if that is what I actually recieved. Sincerely, [REDACTED]</p>

Activity Status:	Done	Activity Updated:	3/2/04 09:59PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Dillon, Amy Jo	Email From:	CustomerRelations@bmwnusa.com
Activity Created:	3/2/04 09:59PM	Email To:	[REDACTED]
Activity Created By:	Dillon, Amy Jo		
Activity Description:	RE: Products and Services [1-150890755]		

Note Created:	Note Created By:	Note Type:



Dear [REDACTED]

Thank you for contacting BMW of North America, LLC regarding the problems you are having with your BMW. I apologize for the inconvenience and frustration this situation has caused.

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 comfort, convenience and safety options are considered, the complexity increases. Despite our best efforts, a problem may occur with a particular vehicle or component.

We work on a continual basis to improve our services. BMW is committed to automotive excellence and superior service. We are here to work with you and your BMW center, so please do not hesitate to call us with any questions and/or concerns.

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,  
Amy Jo Dillon  
Customer Relations and Services  
Representative

—Original Message—

From: freibatto@yahoo.com  
Sent: 3/2/2004 12:00:00 AM  
To: <ProductQuestions@bmwusa.com>  
Subject: Products and Services

3/2/2004 4:27:00 PM

Name: [REDACTED]  
Address: [REDACTED]  
City: [REDACTED] Toms River  
State: [REDACTED] NJ  
Zip: [REDACTED]  
E-mail: [REDACTED]

Day Phone: [REDACTED]  
Available From: [REDACTED] 9 A.M. Eastern Time until 4 P.M.  
Second Phone: [REDACTED] 212.455.6348  
Available From: [REDACTED] 9 A.M. Eastern Time until 9 A.M. Eastern Time  
Fax: [REDACTED]

Model: [REDACTED] 325Xi  
Year: [REDACTED] 2004  
VIN: [REDACTED] PM80451

Date Purchased: [REDACTED] 10/23/03  
Purchased From: [REDACTED] Circle BMW  
State: [REDACTED] NJ

Servicing Dealer: [REDACTED] Circle BMW  
City: [REDACTED] Toms River  
State: [REDACTED] NJ

Question:  
To Whom it May Concern,  
I just wanted to let someone at BMW know that I am very dissatisfied with my new 325Xi. I have had a engine delay for the duration of ownership. When starting my BMW, I can't move the car for about 2-3 minutes. I ...





Customer Service Request Detail # 200406200693

... took my car into the dealership this past weekend and was informed that there is problem with the transmission valve. The dealership is working in all ways to repair my vehicle and to make me a happy customer again, however, as a new buyer I am not pleased with this problem. I am a believer that what I bought is the Ultimate Driving Machine. However, I am not completely sure if that is what I actually received. Sincerely, Keith Freibott



Customer Service Request Detail # 200406300061

**Customer**

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

**Service Request**

Service Request #: 200406300061  
 Brand: BMW  
 Type: Complaint  
 Current Status: Open  
 Date Opened: 3/3/04 09:14AM  
 Created By: Sayre, Adrienne  
 Rep Assigned: Bahwa, Marek  
 Date Assigned: 3/3/04 02:27PM  
 Assigned Dealer:  
 Identified Dealer: CARBONE BMW  
 Date Resolved:  
 Resolve Rep:  
 Date Closed:  
 Close Rep:  
 Issue Note: cust. finds tranny repl. unacceptable / asked for Cheryl Blenert directly

**Vehicle**

Chassis # (US): PR06299  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 325d  
 Mileage: 3,000  
 Sale: 12/8/03 12:00AM  
 In Service Date: 12/8/03 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

**Attachments**

File Name	Comments