

**DP04-001**

**BMW**

**3/29/04**

**ATTACHMENT 3**

**VOLUME II OF III**

**PART 3 OF 5**



Customer Service Request Detail # 200406300061

Activity Status:	Done	Activity Updated:	3/3/04 09:26AM
Activity Type:	Customer Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	3/3/04 09:15AM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	cust. finds tranny repl. unacceptable / asked for Cheryl Blenert directly		

Note Created: 3/3/04 09:16AM

Note Created By: Sayre, Adrienne

Note Type: Customer Interaction

The customer called in asking for Cheryl Blenert. I asked the customer if Cheryl was working on something for him. The customer advised she was his point of contact in the NJ office. I asked the customer if I could relay a message to Cheryl. The customer advised he needed to speak with a supervisor. I advised there was no supervisor available at the moment and asked if I could assist. The customer advised his vehicle is going in for a new transmission tonight and finds this unacceptable. I advised as soon as BMW was aware there was an issue with the transmission, we updated the transmission and it should alleviate his concerns. The customer advised this is not good enough and he demands that BMW replace the vehicle and again asked for a supervisor. I advised this is an issue that Customer Relations is able to handle and asked if I could relay a message to Cheryl. The customer asked for Cheryl's direct phone number. I advised I did not have that available for him and again offered to relay a message to Cheryl. The customer declined and asked for her voicemail. I transferred him.

Activity Status:	Done	Activity Updated:	3/3/04 09:26AM
Activity Type:	Corporate Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	3/3/04 09:26AM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	emailed Cheryl at CORE to notify her of cust.		

Note Created: 3/3/04 09:26AM

Note Created By: Sayre, Adrienne

Note Type: Corporate Interaction

-----Original Message-----  
 From:  Sayre, Adrienne  
 Sent:  Wednesday, March 03, 2004 9:26 AM  
 To:  Blenert, Cheryl ZU-A-62  
 Subject:  [REDACTED] 200406300061

Good morning Cheryl,

I hope to find you well. [REDACTED] called the BDM this morning asking for you. He referred to you as his contact in the NJ office. I advised the customer you had been out of the office earlier in the week and asked if I could relay a message. He declined and asked for your voicemail or a supervisor. I transferred him to your voicemail and I started a new SR.

[REDACTED]

Thanks,  
 Adrienne  
 X 8558



Customer Service Request Detail # 200406300061

Activity Status:	Done	Activity Updated:	3/3/04 09:41AM
Activity Type:	Corporate Interaction	Activity Updated By:	Young, Tricia
Activity Assigned To:	Young, Tricia	Email From:	
Activity Created:	3/3/04 09:37AM	Email To:	
Activity Created By:	Young, Tricia		
Activity Description:	Transfer form ACORDEL		

Note Created: 3/3/04 09:37AM      Note Created By: Young, Tricia      Note Type: Corporate Interaction

Customer states that her "feels cheated" that his car might need a transmission. Customer states that is not "acceptable". Writer apologized to customer for his feeling cheated. Customer states his car has not been in for service yet and he just wanted to get a "jump start" on this. Writer advised customer that nothing could be done until his car had been looked at. Writer apologized again for his dissatisfaction and advised that we do offer a warranty in the event something like this should happen. Writer advised customer that since this would be his first repair BMW will repair his vehicle, it would not be replaced after one repair. Customer then asked for customer's supervisor. Writer advised customer of ESTEPE and advised she was not in the office yet. Customer thanked writer and hung up.

Activity Status:	Done	Activity Updated:	3/3/04 09:46AM
Activity Type:	Customer Interaction	Activity Updated By:	Cordell, Amanda
Activity Assigned To:	Cordell, Amanda	Email From:	
Activity Created:	3/3/04 09:42AM	Email To:	
Activity Created By:	Cordell, Amanda		
Activity Description:	Cust called in on the svc line		

Note Created: 3/3/04 09:42AM      Note Created By: Cordell, Amanda      Note Type: Customer Interaction

He said that the car needed a new transmission. the car has not been to the dealer and the customer has only described the concern to the dealer over the phone. From the customer, the dealer feels that the car may need a new trans. Adv'd the customer that we are happy to address the repair under the warranty. He stated that he feels that he should not have been sold a car with this concern. Apologized to the customer many times, but advised him the car has not been diagnosed and we will fix the car for him. He demanded supervisor because he didn't like that answer. xfered to Tricia Young.

Activity Status:	Done	Activity Updated:	3/3/04 02:16PM
Activity Type:	Customer Interaction	Activity Updated By:	Osborn, Jon
Activity Assigned To:	Osborn, Jon	Email From:	
Activity Created:	3/3/04 02:08PM	Email To:	
Activity Created By:	Osborn, Jon		
Activity Description:	Cust called looking for Cheryl Banert		

Note Created: 3/3/04 02:08PM      Note Created By: Osborn, Jon      Note Type: Customer Interaction

Cust continually calling in trying to reach Cheryl Banert. Advised she was not in but I would pass a message to her. Cheryl apparently worked with this cust a while back and he wants to talk to her again. Cust has transmission concern, leatherette concern and scratches on his hood. He is going to dealer today to have issues addressed, but has not been there yet. Informed cust we would take care of any concerns we could under warranty and apologized for these issues. Cust states he will address all concerns with dealer today and advised him to speak with my mgr also while there.



Customer Service Request Detail # 200406300061

Activity Status:	Done	Activity Updated:	3/3/04 02:16PM
Activity Type:	Corporate Interaction	Activity Updated By:	Osborn, Jon
Activity Assigned To:	Osborn, Jon	Email From:	
Activity Created:	3/3/04 02:16PM	Email To:	
Activity Created By:	Osborn, Jon		
Activity Description:	Email to Cheryl		

Note Created: 3/3/04 02:16PM      Note Created By: Osborn, Jon      Note Type: Corporate Interaction

Cheryl-

This customer, [REDACTED], keeps calling in asking for you. Advised you were not in but I would pass a message to you. He states you worked with him on an issue quite awhile back with his old car and wanted to work with you again. He is taking car to dealer today for a transmission issue, leatherette concern and scratches on his hood. He believes we should buy his car back b/c he does not want his transmission replaced. We have advised him there was a SIB to address this concern and we would do so under his warranty and that we apologized for his inconvenience. His information is below if you would like to follow up with him.

[REDACTED]

SRL- 200406300061  
FR06299 - 2004 328d

Thanks,  
Jon

Activity Status:	Done	Activity Updated:	3/3/04 03:16PM
Activity Type:	Customer Interaction	Activity Updated By:	Balwa, Marak
Activity Assigned To:	Balwa, Marak	Email From:	
Activity Created:	3/3/04 03:07PM	Email To:	
Activity Created By:	Balwa, Marak		
Activity Description:	Spoke with cust		

Note Created: 3/3/04 03:07PM      Note Created By: Balwa, Marak      Note Type: Customer Interaction

Cust has the following issues with the veh:  
 \*delay when engaging gears-possibly trans will need to be replaced  
 \*scratches on the hood-buffed by the dealer but not good enough  
 \*seatbelt not retracting fast enough  
 \*winning noise in the engine  
 \*blue marks on the seat  
 Cust will not allow to have the transmission replaced. He feels that this veh should not have been sold to him. He demands to have it replaced. I told him that at this time we need to verify the problem.

Activity Status:	Done	Activity Updated:	3/4/04 11:20AM
Activity Type:	Dealer Interaction	Activity Updated By:	Balwa, Marak
Activity Assigned To:	Balwa, Marak	Email From:	
Activity Created:	3/4/04 11:20AM	Email To:	
Activity Created By:	Balwa, Marak		
Activity Description:	Spoke with Michael. He was busy but will call me later about this cust.		

Note Created:      Note Created By:      Note Type:



Customer Service Request Detail # 200406300586

**Customer**

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

**Service Request**

Service Request #: 200406300586  
 Brand: BMW  
 Type: eResponse  
 Current Status: Closed  
 Date Opened: 3/3/04 08:18PM  
 Created By: Dillon, Amy Jo  
 Rep Assigned: Dillon, Amy Jo  
 Date Assigned: 3/3/04 08:18PM  
 Assigned Dealer:  
 Identical Dealer:  
 Date Received:  
 Receive Rep:  
 Date Closed: 3/3/04 08:25PM  
 Close Rep: Dillon, Amy Jo  
 Issue Note: tcu unit

**Vehicle**

Chassis # (US): PR07984  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 325d  
 Mileage:  
 Sale: 2/13/04 12:00AM  
 In Service Date: 2/13/04 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
referred to the service dept.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200406300586

Activity Status:	Done	Activity Updated:	3/3/04 08:24PM
Activity Type:	Email - Inbound	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	none@none.com
Activity Created:	2/29/04 07:17PM	Email To:	<occomments@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	tax unit		

Note Created:	Note Created By:	Note Type:
		FormId: 1002 Comments: I was surprised that my car did not have the equipment to run the ssa system. Why would the car be sent out without the unit? phone: (508) 428-1517 AccountNo: VIN: WBAEU33444PR07984 From: none@none.com Subject: tax unit RouteCode1: RouteCode2: RouteCode3: Section: Owners' Comments ModelYear: 2004 MfgNm: BMW ModelNm: 325d acctNm: [REDACTED] acctNm: [REDACTED] ContactBy: Email ContactPhone: [REDACTED] ContactTime: address1: [REDACTED] address2: address3: city: Marlston Mills state: MA zip: [REDACTED] HomePhone: [REDACTED] WorkPhone: email: none@none.com Vm: WBAEU33444PR07984 UserName: mocrton5 Urgency: Regarding: NetworkScreenName:

Activity Status:	Done	Activity Updated:	3/3/04 08:25PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Dillon, Amy Jo	Email From:	CustomerRelations@bmwusa.com
Activity Created:	3/3/04 08:18PM	Email To:	none@none.com
Activity Created By:	Dillon, Amy Jo		
Activity Description:	RE: tax unit [1-150425886]		

Note Created:	Note Created By:	Note Type:



Dear [REDACTED]

Thank you for contacting BMW of North America, LLC regarding the TCU unit for your 2004 BMW 325d. I apologize for the inconvenience and frustration this situation has caused.

Because of a parts shortage of the TCU, the BMW Assist system could not be activated. We do have the part available now. If you have not contacted your service department of your authorized BMW center, please feel free to make an appointment to have the TCU installed.

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: none@none.com  
Sent: 3/3/2004 12:00:00 AM  
To: <ccomments@bmwusa.com>  
Subject: tcu unit

tcuid: 1002

Comments: I was surprised that my car did not have the equipment to run the abs system. Why would the car be sent out without the unit?

phone: [REDACTED]  
AccountNo:  
VIN: WBAELU33444PR07984

From: none@none.com  
Subject: tcu unit

RouteCode1:  
RouteCode2:  
RouteCode3:

Section: Owners' Comments  
ModelYear: 2004  
Mileage: BMW  
ModelLine: 325d

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

address1: [REDACTED]  
address2:  
address3:  
city: Marlton Nj  
state: NJ  
zip: [REDACTED]  
HomePhone: [REDACTED]  
WorkPhone:  
email: none@none.com  
Vmk: ...

A subsidiary  
of BMW AG

**BMW of North America, LLC**



**Customer Service Request Detail # 200406300586**

... WBAEU3344PR07884

UserName: moocart05

Agency:

Regarding:

NetworkScreenName:





Customer Service Request Detail # 200403505616

**Customer**

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

**Service Request**

Service Request #: 200403505616  
 Brand: BMW  
 Type: Inquiry  
 Current Status: Closed  
 Date Opened: 2/4/04 07:19PM  
 Created By: Dillon, Amy Jo  
 Rep Assigned: Dillon, Amy Jo  
 Date Assigned: 2/4/04 07:19PM  
 Assigned Dealer:  
 Identified Dealer:  
 Date Received:  
 Resolve Rep:  
 Date Closed: 2/6/04 03:00PM  
 Close Rep: Dillon, Amy Jo  
 Issue Note: transmission issue

**Vehicle**

Chassis # (US): PF03969  
 Chassis # (Non-US):  
 Year: 2004  
 Model: 325xi sport wagon  
 Mileage:  
 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
SL03	OVERALL QUALITY	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

Solution
Transmission concerns

**Attachments**

File Name	Comments



Customer Service Request Detail # 200403505616

Activity Status:	Done	Activity Updated:	2/4/04 07:21PM
Activity Type:	Email - Inbound	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	kevintr@sboglobal.net
Activity Created:	1/25/04 12:18PM	Email To:	<CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Other		

Note Created:	Note Created By:	Note Type:
		<p>formid: 1001</p> <p>Comments: I have a problem with the transmission of my 2004 325iT wagon which has only been driven about 900 miles since purchased about 4 weeks ago.</p> <p>The car has the electronic transmission and the build date is 10/03. After backing out from the garage, and the car has sat overnight, when trying to move forward the car does not move for several seconds and the engine rpm's rise without any forward motion. In fact without pressing on the brake the car would roll backwards. I have read that this is a problem experienced by numerous owners. Please advise. I shall also be contacting my dealer.</p> <p>By the way my new Z4 with electronic does not display this misoperational behavior.</p> <p>phone: [REDACTED]</p> <p>AccountNo: VIN: WBAEP33404PF03963</p> <p>From: [REDACTED]</p> <p>Subject: Other</p> <p>RouteCode1: RouteCode2: RouteCode3:</p> <p>Section: Priority Email ModelYear: 2004 MfgName: BMW ModelName: 325iT</p> <p>FirstName: [REDACTED] LastName: [REDACTED] ContactBy: Email ContactPhone: [REDACTED] ContactTime:</p> <p>address1: [REDACTED] address2: address3: city: Madison state: CT zip: [REDACTED] HomePhone: [REDACTED] WorkPhone: email: [REDACTED] VIN: WBAEP33404PF03963_4USBT33403L847712</p> <p>UserName: [REDACTED]</p>



Activity Status:	Done	Activity Updated:	2/4/04 07:22PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Dillon, Amy Jo	Email From:	CustomerRelations@bmwusa.com
Activity Created:	2/4/04 07:18PM	Email To:	kavlntr@aboglobal.net
Activity Created By:	Dillon, Amy Jo		
Activity Description:	RE: Other [1-140961712]		

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 encourage you to work with the service department at your authorized BMW center to address this issue. The service department can diagnose the problem and provide you with the appropriate recommendations to address this issue.

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: kavlntr@aboglobal.net  
Sent: 2/4/2004 12:00:00 AM  
To: CustomerRelations@bmwusa.com  
Subject: Other

formid: 1001

Comments: I have a problem with the transmission of my 2004 325iT wagon which has only been driven about 900 miles since purchased about 4 weeks ago.

The car has the electronic transmission and the build date is 10/03. After backing out from the garage, and the car has sat overnight, when trying to move forward the car does not move for several seconds and the engine rpm's rise without any forward motion. In fact without pressing on the brake the car would roll backwards. I have read that this is a problem experienced by numerous owners. Please advise. I shall also be contacting my dealer.

By the way my new Z4 with electronic does not display this misoperational behaviour.  
phone: ...



	AccountNo: VIN: WBAEP33404PF03663
	From: [REDACTED] Subject: Other
	RouteCode1: RouteCode2: RouteCode3:
	Section: Priority Email ModelYear: 2004 MfgName: BMW ModelName: 325iD
	FirstName: [REDACTED] LastName: [REDACTED] ContactBy: Email ContactPhone: (203) 650-5479 ContactTime:
	Address1: [REDACTED] Address2: Address3: City: Madison State: CT Zip: 06443 HomePhone: [REDACTED] WorkPhone: Email: [REDACTED] VIN: WBAEP33404PF03663_4USBT33403L847712
	UserName: [REDACTED]



Customer Service Request Detail # 1-115697664

**Customer**

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

**Service Request**

Service Request #: 1-115697664  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 11/3/03 02:50PM  
 Created By: Sells, Anthony  
 Rep Assigned: Sells, Anthony  
 Date Assigned: 11/3/03 02:50PM  
 Assigned Dealer:  
 Identified Dealer: PETER PAN BMW  
 Date Received:  
 Resolve Rep:  
 Date Closed: 11/3/03 06:32PM  
 Close Rep: Sells, Anthony  
 Issue Note: Customer states vehicle hesitates upon putting in reverse.

**Vehicle**

Chassis # (US): PL10013  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 330Ci  
 Mileage:  
 Sale: 4/7/03 12:00AM  
 In Service Date: 4/7/03 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
8V17	REPEAT REPAIR/COMEBACK	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

Solution
Documented customer's concerns.

**Attachments**

File Name	Comments



Customer Service Request Detail # 1-115897884

Activity Status:	Done	Activity Updated:	12/7/03 07:31AM
Activity Type:	Customer Interaction	Activity Updated By:	DupCustRemoval, tm
Activity Assigned To:	Sells, Anthony	Email From:	
Activity Created:	11/3/03 02:53PM	Email To:	
Activity Created By:	Sells, Anthony		
Activity Description:	Customer states vehicle hesitates upon putting in reverse.		
Note Created:	11/3/03 02:53PM	Note Created By:	Sells, Anthony
		Note Type:	Customer Interaction
Customer stated that this was addressed once at Peter Pan BMW. A PSE was involved and reprogrammed vehicle. Problem was lessened, however not completely resolved. Issue is now back completely. Customer had not yet contacted Peter Pan. Writer suggested contacting the dealership to have issue addressed again. Writer also agreed to contact center as a follow up to this call.			
Activity Status:	Done	Activity Updated:	12/7/03 07:31AM
Activity Type:	Dealer Interaction	Activity Updated By:	DupCustRemoval, tm
Activity Assigned To:	Sells, Anthony	Email From:	
Activity Created:	11/3/03 08:30PM	Email To:	
Activity Created By:	Sells, Anthony		
Activity Description:	Left vm for Nicole, svc adv @ Peter Pan BMW, with details of issue. Nicole called back and confirmed acknowledgement of issue.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 1-118029380

**Customer**

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

**Service Request**

Service Request #: 1-118029380  
 Brand: BMW  
 Type: Inquiry  
 Current Status: Closed  
 Date Opened: 11/10/03 09:38PM  
 Created By: Lebatzky, Karen  
 Rep Assigned: Lebatzky, Karen  
 Date Assigned: 11/10/03 09:38PM  
 Assigned Dealer:  
 Identified Dealer:  
 Date Received:  
 Receive Rep:  
 Date Closed: 11/10/03 09:46PM  
 Close Rep: Lebatzky, Karen  
 Issue Note: MS auto trans?

**Vehicle**

Chassis # (US): PL11188  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 330Ci  
 Mileage:  
 Sale:  
 In Service Date:

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
8L28	PRODUCT SUGGESTIONS	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

Solution

**Attachments**

File Name	Comments



Customer Service Request Detail # 1-118029380

Activity Status:	Done	Activity Updated:	11/10/03 09:44PM
Activity Type:	Email - Inbound	Activity Updated By:	Labetzky, Karen
Activity Assigned To:	Labetzky, Karen	Email From:	bmw_2k4@hotmail.com
Activity Created:	10/31/03 01:28PM	Email To:	<CustomerService@bmwusa.com>
Activity Created By:	Administrator, Blabel		
Activity Description:	Vehicle Products		

Note Created:	Note Created By:	Note Type:
		<p>FormId: 1001</p> <p>Comments: Hello Everyone</p> <p>Listen, I really hate to sound selfish, but when can the "Coupe lovers" expect to hear some news about the 2004 M3 ?? Are there going to be any major changes, or for that matter, any small changes that you can share with us. One question I have is: Will BMW ever offer the electronic transmission in the M3 versus the SMG ?? I know, I should be shot for ever asking that question. True Sports Cars have manual transmissions, right ??</p> <p>Currently, I'm driving a 2004 330 Ci Coupe, this is my first BMW. One word describes this car: Awesome..... Now, I'm already looking to upgrade to an M3, that's why I'm asking these questions.</p> <p>Thank you for the outstanding work and engineering break-throughs that BMW has made over the years, truly "The Ultimate Driving Machine".</p> <p>Sign Paul Phone: (830) 401-4111 AccountNo: Other VIN: Other</p> <p>From: bmw_2k4@hotmail.com Subject: Vehicle Products</p> <p>RouteCode1: RouteCode2: RouteCode3:</p> <p>Section: Priority Email ModelYear: Other ModelName: Other ModelLine: Other</p> <p>FirstName: LastName: ContactBy: Email ContactPhone: ContactTime:</p> <p>address1: address2: address3: city: Seguin state: TX zip: PhoneHome: WorldPhone: email: Vna: ...</p>





Customer Service Request Detail # 1-118029380

		... WBABDS3404PL11188	
		UserName: bmw2k4coupe	
Activity Status:	Done	Activity Updated:	11/10/03 09:45PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Lehahdy, Karen	Email From:	CustomerRelations@bmwusa.com
Activity Created:	11/10/03 09:36PM	Email To:	bmw_2k4@hotmail.com
Activity Created By:	Lehahdy, Karen		
Activity Description:	RE: Vehicle Products [1-114702914]		
Note Created:	Note Created By:	Note Type:	



Dec 11/10/2008

I am with BMW of North America, LLC and your internet posting has been forwarded to me for response. Thank you for contacting us regarding the 2004 BMW M3. What a great model!

I am happy to say that our website [www.bmwusa.com](http://www.bmwusa.com) has been updated to show the new 2004 BMW M3. I would encourage you to take a look.

In regards to the transmission in the M3, at this time, BMW does not have plans to put a automatic transmission in the M3. I am sorry if this answer 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 9:00 A.M. to 6:00 P.M., Eastern Standard Time.

Thank you for contacting BMW.

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

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

From: [REDACTED]  
Sent: 11/10/2008 12:00:00 AM  
To: [CustomerServices@bmwusa.com](mailto:CustomerServices@bmwusa.com)  
Subject: Vehicle Products

Itemid: 1001

Comments: Hello Everyone

Listen, I really hate to sound selfish, but when can the "Coupe lover's" expect to hear some news about the 2004 M3 ?? Are there going to be any major changes, or for that matter, any small changes that you can share with us. One question I have is: Will BMW ever offer the electronic transmission in the M3 versus the BMG ?? I know, I should be shot for ever asking that question. True Sports Cars have manual transmissions, right ??

Currently, I'm driving a 2004 330 Ci Coupe, this is my first BMW. One word describes this car: Awesome..... Now, I'm already looking to upgrade to an M3, that why I'm asking these questions.

Thank you for the outstanding work and engineering break-throughs that BMW has made over the years, truly "The Ultimate Driving Machine".

[REDACTED]  
Accountid: Other  
VIN: Other

From: [REDACTED]  
Subject: ...



Customer Service Request Detail # 1-118029380

		<b>... Vehicle Products</b>	
		RouteCode1: RouteCode2: RouteCode3:	
		Section: Priority Email ModelYear: Other MfgName: Other ModelName: Other	
		firstName: lastName: ContactBy: Email ContactPhone: ContactTime:	
		address1: address2: address3: city: Seguin state: TX zip: HomePhone: WorkPhone: email: Vins: WBA3D53404PL11100 UserName: bmw2k4coupe	
Activity Status:	Done	Activity Updated:	11/16/03 01:21PM
Activity Type:	Email - Inbound	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	
Activity Created:	11/15/03 06:12PM	Email To:	CustomerRelations@bmwusa.com
Activity Created By:	Administrator, Slabel		
Activity Description:	Attn: Karen Lebatzky		
Note Created:	Note Created By:	Note Type:	



<p><input type="checkbox"/> Karen Lebetzky National Customer Relations Representative 800-831-1117</p> <p>Hello Karen</p> <p>First, let me thank you for the reply about the transmission option for the M3. I have another favor to ask you.</p> <p>I have been hearing that BMW may finally be changing the wheel option on the M3, thank god. Reading some of the forums on the net, I would say that 80% of all M3 owners change out there wheels. So, this move would be awesome.</p> <p>I would like to attach a photo of an M3 with a set Hamann wheels. If at all possible could this photo be forwarded the Corporate? Speaking as a consumer, I feel that these wheels would add touch of class in the wheel department. Not to say, that she isn't already a classy car. But, the old wheels need a face lift.</p> <p>Currently, Hamann only offers these wheels in 18 x 8.5, but if BMW could come up with this style, I would love to see them in the 18 x 8 front and 18 x 9 rear configuration. Either way, this is merely a suggestion. I thank you for your time and hope to see what Corporate decides to do for the M3.</p> <p>Sincerely [REDACTED]</p>			
<p>Is your computer infected with a virus? Find out with a FREE computer virus scan from McAfee. Take the FreeScan now! <a href="http://oem.mcafee.com/clic/obuy/campaign.asp?cid=3963">http://oem.mcafee.com/clic/obuy/campaign.asp?cid=3963</a></p>			
Activity Status:	Done	Activity Updated:	11/16/03 01:22PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Stebel
Activity Assigned To:	Dillon, Amy Jo	Email From:	CustomerRelations@bmwusa.com
Activity Created:	11/16/03 01:20PM	Email To:	[REDACTED]
Activity Created By:	Dillon, Amy Jo		
Activity Description:	RE: Atn: Karen Lebetzky [1-118546304]		
Note Created:	Note Created By:	Note Type:	



Dear [REDACTED]

Thank you for contacting BMW of North America, LLC regarding suggestions for wheel options on the M3. Karen is out of the office, but I have forward a note to her about your wheel suggestion.

We very much appreciate hearing from our loyal owners and thank you for taking the time to share your thoughts with us. I have forwarded your comments to the appropriate department for their review.

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,  
Amy Jo Dillon  
National Customer Relations  
Representative

Original Message

From: [REDACTED]  
Sent: 11/16/2003 12:00:00 AM  
To: CustomerRelations@bmwusa.com  
Subject: Afn: Karen Labetzky

Karen Labetzky  
National Customer Relations  
Representative  
800-831-1117

Hello Karen

First, let me thank you for the reply about the transmission option for the M3. I have another favor to ask you.

I have been hearing that BMW my finally be changing the wheel option on the M3, thank god. Reading some of the forums on the net, I would say that 80% of all M3 owners change out there wheels. So, this move would be awesome.

I would like to attach a photo of an M3 with a set Hamann wheels. If at all possible could this photo be forwarded the Corporate? Speaking as a consumer, I feel that these wheels would add touch of class in the wheel department. Not to say, that she isn't already a classy car. But, the old wheels need a face lift.

Currently, Hamann only offers these wheels in 18 x 8.5, but if BMW could come up with this style, I would love to see them in the 18 x 8 front and 18 x 9 rear configuration. Either way, this is merely a suggestion. I thank you for your time and hope to see what Corporate decides to do for the M3.

Sincerely,  
[REDACTED]

Is your computer infected with a virus? Find out with a FREE computer virus scan from McAfee. Take the FreeScan now!  
<http://clinic.mcafee.com/clinic/buyofcampaign.asp?cid=2083>



Customer Service Request Detail # 1-120317883

**Customer**

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

**Service Request**

Service Request #:	1-120317883
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	11/18/03 12:08PM
Granted By:	Dillon, Amy Jo
Rep Assigned:	Dillon, Amy Jo
Date Assigned:	11/18/03 12:08PM
Assigned Dealer:	
Identified Dealer:	
Date Received:	
Resolve Rep:	
Date Closed:	11/18/03 12:30PM
Close Rep:	Dillon, Amy Jo
Issue Note:	having concerns w/vehicle

**Vehicle**

Chassis # (US):	PL10172
Chassis # (Non - US):	
Year:	2004
Model:	330Ci
Mileage:	
Sale:	5/8/03 12:00AM
In Service Date:	5/8/03 12:00AM

**Code Descriptions**

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

**Solution Notes**

Solution
asked cust to visit the cntr and speak to Tim

**Attachments**

File Name	Comments



Customer Service Request Detail # 1-120317883

Activity Status:	Done	Activity Updated:	11/18/03 12:28PM
Activity Type:	Email - Inbound	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	customer.service@bmw.com
Activity Created:	11/18/03 09:43AM	Email To:	bmwagoom@brwusa.com
Activity Created By:	Administrator, Siebel		
Activity Description:	[Fwd: 2004 330Ci Coupe transmission problems]		

Note Created:	Note Created By:	Note Type:
		<p>&gt;Date: Tue, 18 Nov 2003 10:37:50 +0100 &gt;Subject: [Fwd: 2004 330Ci Coupe transmission problems] &gt;X-OpenMail-Info: 2 &gt;Sender: IR &lt;IR@bmwgroup.com&gt; &gt;From: IR@bmwgroup.com &gt;To: customer.service@bmw.de</p> <p>&gt;&gt;&gt;</p> <p>&gt;BMW Group &gt;Investor Relations &gt;90789 Munich &gt;Tel: +49 89 382 25452 &gt;Fax: +49 89 382 23209 &gt;mailto:ir@bmw.deDate: Mon, 17 Nov 2003 11:33:57 -0600 &gt;Content-Type: message/rfc822</p> <p>&gt;&gt;&gt;</p> <p>&gt;Date: Tue, 18 Nov 2003 10:37:54 +0100 &gt;Subject: 2004 330Ci Coupe transmission problems &gt;MIME-Version: 1.0 &gt;Sender: &gt;Return-Path: &lt;&gt; &gt;From: szaveck@vya.net.com &gt;To: IR@bmwgroup.com &gt;Content-Disposition: inline; filename="2004" &gt;Content-Type: text/plain; charset="iso-8859-1"</p> <p>&gt;&gt;&gt;</p> <p>&gt;I am currently leasing a 2004 330Ci Coupe that I took delivery on in &gt;mid-May 2003. My understanding is that it was built sometime in April &gt;2003. I have experienced a problem with transmission slippage the entire &gt;time I have been in possession of it. I have seen and copied numerous &gt;postings on BMW message boards, particularly www.bmwboard.com, &gt;about the &gt;exact same problem that I have experienced. Some people have had &gt;software &gt;patches installed that help for only a few weeks, while others have had &gt;their transmission replaced, also to no avail. Although the problem &gt;occurs both when putting the car in drive, or going in reverse and then &gt;shifting to drive, this appears to be the best way to demonstrate the &gt;problem to technicians:</p> <p>&gt;&gt;&gt;</p> <p>&gt;On a cold start, put the car in reverse, back up 20 - 40 feet, put it in &gt;drive. Step on the gas and the engine will rev up to 2000 rpm and &gt;gradually start pulling after 3 - 10 seconds. It only does it the first &gt;time on a cold start. It goes away until it is cold for at least 10 hours, &gt;like something is draining down that shouldn't.</p> <p>&gt;&gt;&gt;</p> <p>&gt;I have brought my car into my dealer, Hessel BMW in Freeport, New &gt;York. They attempted a software fix, but it did not help. I am greatly &gt;concerned because this is an issue that has existed for at least 6 months, &gt;and is potentially life threatening: example - when you back out of a &gt;driveway in the morning and the car won't move for 3-10 seconds, you ...</p>



Customer Service Request Detail # 1-120317863

... n:n

>the risk of being hit by another car that doesn't expect to be approaching  
>a car that isn't moving. My dealership advised me to basically just keep  
>driving my car and simply wait around for BMW to address the problem. I  
>subsequently spoke to BMW North America, dealing with an extremely  
>rude  
>gentleman by the name of Todd, who advised me that he had no further  
>information to provide, and that there was nobody else I could speak to in  
>order to get more information.

>My question is this: what is being done to address this problem that has  
>persisted for 6 months? I am certain BMW doesn't want a situation where  
>numerous owners are filing lemon law claims, and I would prefer to not go  
>that route either. This is my first BMW, and I was extremely excited and  
>proud to become an owner. However, this experience, and the lack of  
>response to the problem on BMW's part, has really dampened my  
>excitement.

>Thank you in advance for any information you can provide.

>Best regards,

.....

[REDACTED]

>Garden City, NY

[REDACTED]

>This e-mail is intended only for the addressee named above. This e-mail  
>may  
>contain confidential or privileged information. If you are not the named  
>addressee, you are not authorized to retain, read, copy or disseminate  
>this  
>message or any part of it. In addition, you are hereby notified that any  
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>e-mail by mistake and delete this e-mail from your system.

Activity Status:	Done	Activity Updated:	11/18/03 12:09PM
Activity Type:	Dealer Interaction	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	
Activity Created:	11/18/03 12:09PM	Email To:	
Activity Created By:	Dillon, Amy Jo		
Activity Description:	left message for Tim, service mgr, w/Neil, service receptionist		

Note Created: Note Created By: Note Type:





Customer Service Request Detail # 1-120317883

<b>Activity Status:</b> Done <b>Activity Type:</b> Dealer Interaction <b>Activity Assigned To:</b> Dillon, Amy Jo <b>Activity Created:</b> 11/18/03 12:23PM <b>Activity Created By:</b> Dillon, Amy Jo <b>Activity Description:</b> spoke to Tim, service mgr		<b>Activity Updated:</b> 11/18/03 12:26PM <b>Activity Updated By:</b> Dillon, Amy Jo <b>Email From:</b> <b>Email To:</b>	
<b>Note Created:</b> 11/18/03 12:23PM <b>Note Created By:</b> Dillon, Amy Jo <b>Note Type:</b> Dealer Interaction			
Spoke to Tim, service mgr. Tim advised that the car did look @ the vehicle for a hesitation when going in reverse, but did not look at the vehicle for a revving concern when being put into drive. Tim advised that the way the cust is describing it, it is normal for the vehicle to do that, but he would have to look @ it to be sure. Tim asked that the cust stop by the car and ask for someone to take a look @ it. Tim advised that the cust does not need an appt. Tim advised that he would be out of the office Wed and Thursday, so if the cust would like to him to take a look @ the vehicle, he should stop by the vehicle either Friday or any day next week.			
<b>Activity Status:</b> Done <b>Activity Type:</b> Email - Outbound <b>Activity Assigned To:</b> Dillon, Amy Jo <b>Activity Created:</b> 11/18/03 12:26PM <b>Activity Created By:</b> Dillon, Amy Jo <b>Activity Description:</b> RE: [Fwd: 2004 330Ci Coupe transmission problems] [1-120343423]		<b>Activity Updated:</b> 11/18/03 12:30PM <b>Activity Updated By:</b> Administrator, Siebel <b>Email From:</b> CustomerRelations@bmwna.com <b>Email To:</b> eszwack@hyasnet.com	
<b>Note Created:</b>		<b>Note Created By:</b>	
		<b>Note Type:</b>	



Dear [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your concerns about your 2004 330Ci. I apologize for any inconvenience and frustration you have experienced and appreciate your business.

I spoke to Tim, Service Manager at Hassel BMW. Tim advised that he would be happy to address this issue for you. He has asked that you stop by the center either Friday or any day next week and ask for him. He would like to discuss your concerns with you directly. You do not need an appointment when you visit Hassel 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,  
Amy Jo Dillon  
National Customer Relations  
Representative

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

From: customer.service@bmw.com  
Sent: 11/18/2003 12:00:00 AM  
To: brrwagom@comcast.com  
Subject: [Fwd: 2004 330Ci Coupe transmission problems]

>Date: Tue, 18 Nov 2003 10:37:50 +0100  
>Subject: [Fwd: 2004 330Ci Coupe transmission problems]  
>X-OpenMail-Hops: 2  
>Sender: IR <IR@bmwgroup.com>  
>From: IR@bmwgroup.com  
>To: customer.service@bmw.de

>BMW Group  
>Investor Relations

>80788 Munich  
>Tel: +49 89 382 25452  
>Fax: +49 89 382 23209  
>mailto:ir@bmw.deDate: Mon, 17 Nov 2003 11:33:67 -0500  
>Content-Type: message/rfc822

>Date: Tue, 18 Nov 2003 10:37:54 +0100  
>Subject: 2004 330Ci Coupe transmission problems  
>MIME-Version: 1.0  
>Sender:  
>Return-Path: <@>  
>From: szaveck@ivysnet.com  
>To: IR@bmwgroup.com  
>Content-Disposition: inline; filename="2004"  
>Content-Type: text/plain; charset="iso-8859-1"

>I am currently leasing a 2004 330Ci Coupe that I took delivery on in  
>mid-May 2003. My understanding is that it was built sometime in April  
>2003. I have experienced a problem with transmission slippage the entire  
>time I have been in possession of it. I have seen and copied numerous  
>postings on BMW message boards, particularly www.bmwboard.com,  
>about ...



... the  
>exact same problem that I have experienced. Some people have had  
>software  
>patches installed that help for only a few weeks, while others have had  
>their transmission replaced, also to no avail. Although the problem  
>occurs both when putting the car in drive, or going in reverse and then  
>shifting to drive, this appears to be the best way to demonstrate the  
>problem to technicians:  
>  
>On a cold start, put the car in reverse, back up 20 - 40 feet, put it in  
>drive. Step on the gas and the engine will rev up to 2000 rpm and  
>gradually start pulling after 3 - 10 seconds. It only does it the first  
>time on a cold start. It goes away until it is cold for at least 10 hours,  
>like something is draining down that shouldn't.  
>  
>I have brought my car into my dealer, Massad BMW in Freeport, New  
>York. They attempted a software fix, but it did not help. I am greatly  
>concerned because this is an issue that has existed for at least 8 months,  
>and is potentially life threatening: example - when you back out of a  
>driveway in the morning and the car won't move for 3-10 seconds, you run  
>the risk of being hit by another car that doesn't expect to be approaching  
>a car that isn't moving. My dealership advised me to basically just keep  
>driving my car and simply wait around for BMW to address the problem. I  
>subsequently spoke to BMW North America, dealing with an extremely  
>rude  
>gentleman by the name of Todd, who advised me that he had no further  
>information to provide, and that there was nobody else I could speak to in  
>order to get more information.  
>  
>My question is this: what is being done to address this problem that has  
>persisted for 8 months? I am certain BMW doesn't want a situation where  
>numerous owners are filing lemon law claims, and I would prefer to not go  
>that route either. This is my first BMW, and I was extremely excited and  
>proud to become an owner. However, this experience, and the lack of  
>response to the problem on BMW's part, has really dampened my  
>excitement.  
>  
>Thank you in advance for any information you can provide.  
>  
>Best regards,  
>  
>\*\*\*\*\*  
>[Redacted Name]  
>[Redacted Address]  
>[Redacted City, NY]  
>[Redacted Phone]  
>  
>  
>This e-mail is intended only for the addressee named above. This e-mail  
>may  
>contain confidential or privileged information. If you are not the named  
>addressee, you are not authorized to retransmit, read, copy or disseminate  
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>message or any part of it. In addition, you are hereby notified that any  
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>  
>The sender of this message does not accept liability for any errors or  
>omissions in the contents of this message that arise as a result of e-mail  
>transmission. This message is provided for informational purposes ...

A subsidiary  
of BMW AG

**BMW of North America, LLC**



**Customer Service Request Detail # 1-120317863**

	<p>... and should not be construed as a solicitation or offer to buy or sell any securities. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.</p>
--	--



Customer Service Request Detail # 1-122395846

**Customer**

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

**Service Request**

Service Request #: 1-122395846  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 11/24/03 01:44PM  
 Created By: Hawley, Darlene  
 Rep Assigned: Hawley, Darlene  
 Date Assigned: 11/24/03 01:44PM  
 Assigned Dealer:  
 Identified Dealer:  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 12/15/03 02:48PM  
 Close Rep: Hawley, Darlene  
 Issue Note: BUYBACK- 8x in shop since 10/8 - 11/21 ? 8x for loss of power (twice on highway)

**Vehicle**

Chassis # (US): PD96530  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 330Ci  
 Mileage: 8,999  
 Sale: 10/5/03 12:00AM  
 In Service Date: 6/21/03 12:00AM

**Code Descriptions**

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

**Solution Notes**

Solution
advised center will work w cust directly on offer (collet x-change)

**Attachments**

File Name	Comments



Customer Service Request Detail # 1-122395646

Activity Status:	Done	Activity Updated:	12/15/03 02:44PM
Activity Type:	Customer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	11/24/03 01:45PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	fx in shop since 10/5 ? 3x for loss of power (twice on highway)		
Note Created: 11/24/03 01:45PM		Note Created By: Hawley, Darlene	
Note Type: Customer Interaction			
vsh apurture and loose power; kill rev up and come back down 7 - in for 4th time for this issue. in almost 3 wks this last time. had problems f wk from purch (10/5). Eddy Kels @ Irvine advcd he doesn't know what's going on - no fx yet. customer wants resolution ASAP and reimbursement for time out of car.			
Note Created: 11/24/03 01:49PM		Note Created By: Hawley, Darlene	
Note Type: Customer Interaction			
948 547 0388			
Activity Status:	Done	Activity Updated:	12/15/03 02:44PM
Activity Type:	Dealer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	11/24/03 06:09PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	E Eddy Kels		
Note Created: 11/24/03 06:10PM		Note Created By: Hawley, Darlene	
Note Type: Dealer Interaction			
advcd factory advcd replace main harness and confident it should be fixed. advcd possible offer in another let pmt ( 1 already given ) as cheapest solution . next possible collateral exchange as discussed by sales. ( advcd buyback as last resort)			
Activity Status:	Done	Activity Updated:	12/15/03 02:44PM
Activity Type:	Customer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	11/28/03 01:06PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	it cool		
Note Created: 11/28/03 01:06PM		Note Created By: Hawley, Darlene	
Note Type: Customer Interaction			
customer wants buyback. does not want car anymore - feels that it is unsafe. 4 x for same issue (2x for life-threatening issue). in 30 non-consecutive days.			
Activity Status:	Done	Activity Updated:	12/15/03 02:44PM
Activity Type:	Dealer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	12/2/03 02:44PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	returned Eddy's call. asked to cb		
Note Created:		Note Created By:	
Note Type:			



Customer Service Request Detail # 1-122395646

Activity Status:	Done	Activity Updated:	12/16/03 02:46PM
Activity Type:	Dealer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	12/2/03 03:42PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	tt Eddy		

Note Created: 12/2/03 03:42PM      Note Created By: Hawley, Darlene      Note Type: Dealer Interaction

Eddy ( svc mgr ) advcd DME has been re-programmed 3x and veh in again for 4th. Fix advcd this time is main harness replacement. Fix may only work for a few days as all previous X and veh has been down total of 36-40 days. Eddy advcd customer is interested in a collateral exchange (upgrade ) to a 540i and is willing to pay the 16-20k difference. Eddy feels a collateral exchange is fair.

Activity Status:	Done	Activity Updated:	12/16/03 02:46PM
Activity Type:	Corporate Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	12/2/03 03:50PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	email to sean		

Note Created: 12/2/03 03:51PM      Note Created By: Hawley, Darlene      Note Type: Corporate Interaction

Sean  
 Eddy ( svc mgr ) advcd DME has been re-programmed 3x and veh is in again for 4th. Fix advcd this time (per tech) is main harness replacement. Fix may only work for a few days as all previous times and veh has been down total of 36-40 days. Eddy advcd customer is interested in a collateral exchange (upgrade ) to a 540i and is willing to pay the 16-20k difference. Customer has been advcd of fix by myself and service but no longer wants vehicle. Eddy feels a collateral exchange is fair.

Thanks  
Darlene

Activity Status:	Done	Activity Updated:	12/4/03 04:58PM
Activity Type:	Field Interaction	Activity Updated By:	Haggard, Sean
Activity Assigned To:	Haggard, Sean	Email From:	
Activity Created:	12/4/03 04:58PM	Email To:	
Activity Created By:	Haggard, Sean		
Activity Description:	Fwd issue to Bill Johnson, AMM.		

Note Created: 12/4/03 04:58PM      Note Created By: Haggard, Sean      Note Type: Field Interaction



Customer Service Request Detail # 1-122395846

Hi,  
Please let me know how you would like this cust request handled.  
Thanks,  
Sean Haggard  
BMW & MINI for the Western Region Market  
E-mail: sean.haggard@bmwfs.com  
Toll Free: 800-831-1117 ext.7806  
Direct: 614-789-7608  
Fax: 614-789-2608  
  
09/21/03  
8,000 miles  
1-122395846  
PO96630  
  
Eddie ( svc mgr ) advcd DME has been re-programmed 5x and veh is in again for 4th. Fix advcd this time (par tech) is main harness replacement. Fix may only work for a few days as all previous times and veh has been down total of 35-40 days. Eddy advcd customer is interested in a collateral exchange (upgrade ) to a 540i and is willing to pay the 15-20k difference. Customer has been advcd of fix by myself and service but no longer wants vehicle. Eddy feels a collateral exchange is fair.

Activity Status:	Done	Activity Updated:	12/4/03 04:58PM
Activity Type:	Field Interaction	Activity Updated By:	Haggard, Sean
Activity Assigned To:	Haggard, Sean	Email From:	
Activity Created:	12/4/03 04:58PM	Email To:	
Activity Created By:	Haggard, Sean		
Activity Description:	Roud e-mail from Bill Johnson, AMM.		

Note Created: 12/4/03 04:58PM      Note Created By: Haggard, Sean      Note Type: Field Interaction

Asked Service manager to update me today. Thanks,  
Bill Johnson  
AfterSales Market Manager  
Market32  
Western Region  
BMW of North America, LLC.

Activity Status:	Done	Activity Updated:	12/4/03 05:03PM
Activity Type:	Field Interaction	Activity Updated By:	Haggard, Sean
Activity Assigned To:	Haggard, Sean	Email From:	
Activity Created:	12/4/03 05:02PM	Email To:	
Activity Created By:	Haggard, Sean		
Activity Description:	E-mail to Eddie Klat, serv mgr, requesting he update Bill Johnson, AMM, about cust vehicle and request.		

Note Created: 12/4/03 05:03PM      Note Created By: Haggard, Sean      Note Type: Field Interaction





Mr. Kat,

Can you please get an update to Bill on this cust issue.

Thanks,  
Sean Haggard  
BMW & MINI for the Western Region Market  
E-mail: sean.haggard@bmwna.com  
Toll Free: 800-831-1117 ext.7606  
Direct: 614-789-7608  
Fax: 614-789-2608

-----Original Message-----  
From: Bill Johnson@bmwna.com [mailto:bill.johnson@bmwna.com]  
Sent: Thursday, December 04, 2003 4:26 PM  
To: Sean.Haggard@bmwna.com  
Subject: RE: David Jackson / PD85530 / Irvine BMW

Asked Service manager to update me today. Thanks,

Bill Johnson  
Alternative Market Manager  
Market32  
Western Region  
BMW of North America, LLC.

-----Original Message-----  
From: Haggard, Sean 8F-AM  
Sent: Wednesday, December 03, 2003 9:58 AM  
To: Johnson, Bill ZU-V-32  
Cc: Hawley, Darlene 8F-AM  
Subject: David Jackson / PD85530 / Irvine BMW

Bill,

Please let me know how you would like this cust request handled.

Thanks,

Sean Haggard  
BMW & MINI for the Western Region Market  
E-mail: sean.haggard@bmwna.com  
Toll Free: 800-831-1117 ext.7606  
Direct: 614-789-7608  
Fax: 614-789-2608

6/21/03  
8,999 miles  
1-122395546  
PD85530

Eddie ( svc mgr ) advcd DME has been re-programmed 3x and veh is in again for 4th. Fix advcd this time (per tech) is main harness replacement. Fix may only work for a few days as all previous times and veh has been down total of 35-40 days. Eddie advcd customer is interested in a collateral exchange (upgrade) to a 640i and is willing to pay the 15-20k difference. Customer has been advcd of fix by myself and service but no longer wants vehicle. Eddie feels a collateral exchange is fair.



Customer Service Request Detail # 1-122395646

Activity Status:	Done	Activity Updated:	12/5/03 10:36AM
Activity Type:	Field Interaction	Activity Updated By:	Haggard, Sean
Activity Assigned To:	Haggard, Sean	Email From:	
Activity Created:	12/5/03 10:31AM	Email To:	
Activity Created By:	Haggard, Sean		
Activity Description:	Spoke w/ Bill Johnson, AMM.		

Note Created: 12/5/03 10:31AM      Note Created By: Haggard, Sean      Note Type: Field Interaction

Bill advd he is working w/ Irvine BMW to get the cust in a new vehicle and make the cust whole on his 3-series. Bill advd he is having the center give him the current value of the vehicle so they can figure what sort of contribution the cust and BMW would have to make to get the cust in a 5-series. Bill advd he would keep writer updated.

Activity Status:	Done	Activity Updated:	12/5/03 01:06PM
Activity Type:	Customer Interaction	Activity Updated By:	Frost, James
Activity Assigned To:	Frost, James	Email From:	
Activity Created:	12/5/03 11:37AM	Email To:	
Activity Created By:	Frost, James		
Activity Description:	Customer called in looking for update on this matter w/ his request. See notes.		

Note Created: 12/5/03 01:52PM      Note Created By: Frost, James      Note Type: Corporate Interaction

I reviewed the SR and let him know that Darlene has been very proactive w/ this BR this week since they last spoke. Explained that she has spoken to Center, she has gotten the Market Team involved and that he is currently working w/ Eddie on this one and they will keep us updated on the final offer very soon. Advised that it appears that BMW agree some consideration should be offered. Advised I would let Darlene know he called and that she would follow up when she hears more.

Activity Status:	Done	Activity Updated:	12/5/03 01:56PM
Activity Type:	Corporate Interaction	Activity Updated By:	Frost, James
Activity Assigned To:	Frost, James	Email From:	
Activity Created:	12/5/03 01:56PM	Email To:	
Activity Created By:	Frost, James		
Activity Description:	Emailed D. Hawley and S. Haggard regarding customer call. See notes.		

Note Created: 12/5/03 01:56PM      Note Created By: Frost, James      Note Type: Corporate Interaction

Darlene,  
This customer called in earlier before you came in today, but this has been the first chance I have had to note the SR and let you know. He was looking for an update on this trade asset request he wants and I gave him an overview of what you, Sean & Market Team have done this week. Told him you would follow up once you hear more and he was completely satisfied w/ that. FYI.  
Thank You  
James B. Frost  
BMW Group  
Phone: 800-831-1117  
Direct: 614-789-7328  
Fax: 614-789-7226  
Email: james.frost@bmwfs.com



Customer Service Request Detail # 1-122395646

Activity Status:	Done	Activity Updated:	12/8/03 08:43AM
Activity Type:	Dealer Interaction	Activity Updated By:	Haggard, Sean
Activity Assigned To:	Haggard, Sean	Email From:	
Activity Created:	12/8/03 08:41AM	Email To:	
Activity Created By:	Haggard, Sean		
Activity Description:	E-mail from Eddie Kat, serv mgr.		

Note Created: 12/8/03 08:41AM      Note Created By: Haggard, Sean      Note Type: Dealer Interaction

Sales Department is current working with [redacted] to to a Collateral Exchange Eddie

Activity Status:	Done	Activity Updated:	12/8/03 05:27PM
Activity Type:	Customer Interaction	Activity Updated By:	Pineish, Idin
Activity Assigned To:	Pineish, Idin	Email From:	
Activity Created:	12/8/03 05:15PM	Email To:	
Activity Created By:	Pineish, Idin		
Activity Description:	cust contacted to fu, adv that it seems as though onr is going to work a collateral exchange. Adv to contact sls mgr.		

Note Created:      Note Created By:      Note Type:

Activity Status:	Done	Activity Updated:	12/10/03 02:46PM
Activity Type:	Customer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	12/10/03 04:25PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	It cust		

Note Created: 12/10/03 04:25PM      Note Created By: Hawley, Darlene      Note Type: Customer Interaction

advised of same as 12/8 advice.



Customer Service Request Detail # 1-74175696

**Customer**

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

**Service Request**

Service Request #: 1-74175696  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 6/12/03 06:11PM  
 Created By: Roach, Casey  
 Rep Assigned: Roach, Casey  
 Date Assigned: 6/12/03 06:11PM  
 Assigned Dealer:  
 Identified Dealer: NORTHWEST BMW  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 6/15/03 06:21AM  
 Close Rep: Roach, Casey  
 Issue Note: Use of remanufactured trans. for warranty replacement

**Vehicle**

Chassis # (US): PL10296  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 330CI  
 Mileage: 9,800  
 Sale: 5/10/03 12:00AM  
 In Service Date: 5/10/03 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
PT03	PARTS WARRANTY	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

Solution
Dissatisfied close - cust advised of BMW warranty policy.

**Attachments**

File Name	Comments



Customer Service Request Detail # 1-74175696

Activity Status:	Done	Activity Updated:	6/15/03 08:20AM
Activity Type:	Customer Interaction	Activity Updated By:	Roach, Casey
Activity Assigned To:	Roach, Casey	Email From:	
Activity Created:	6/12/03 06:12PM	Email To:	
Activity Created By:	Roach, Casey		
Activity Description:	Use of remanufactured trans. for warranty replacement		

Note Created: 6/15/03 08:17AM

Note Created By: Roach, Casey

Note Type: Customer Interaction

Cust upset because the dealer is using a remanufactured trans. to replace his current one, and cust feels that BMW should put in a new trans. Writer advised that BMW never replaces trans. with new ones, BMW uses remfg. trans. on all cars on all occasions. Writer also tried to explain that only the housing was recycled, and all other components are new. Writer advised cust that BMW also does this for environmental and ecological reasons. However, cust continued to argue that he should have a brand new trans. and feels that there is no reason to put one in. Advised cust that nothing more that could be done, and cust hung up.



Customer Service Request Detail # 200335004769

**Customer**

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

**Service Request**

Service Request #:	200335004769
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	12/16/03 12:12PM
Created By:	Dillon, Amy Jo
Rep Assigned:	Dillon, Amy Jo
Date Assigned:	12/16/03 12:12PM
Assigned Dealer:	
Identified Dealer:	VOB AUTO SALES
Date Resolved:	
Resolve Rep:	
Date Closed:	12/16/03 01:59PM
Close Rep:	Dillon, Amy Jo
Issue Note:	transmission issue

**Vehicle**

Chassis # (US):	PL10164
Chassis # (Non-US):	
Year:	2004
Model:	330Ci
Mileage:	
Sale:	4/29/03 12:00AM
In Service Date:	4/29/03 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
advised that VOB has ordered parts

**Attachments**

File Name	Comments



Customer Service Request Detail # 200335004789

Activity Status:	Done	Activity Updated:	12/16/03 12:16PM
Activity Type:	Email - Inbound	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	[REDACTED]
Activity Created:	12/9/03 07:28PM	Email To:	<ProductQuestions@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Products and Services		

Note Created:	Note Created By:	Note Type:
		<p>12/9/2003 6:25:28 PM</p> <p>Name: <input type="checkbox"/> [REDACTED]                  Address: <input type="checkbox"/> [REDACTED]  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>                  City: <input type="checkbox"/> Arnold                  State: <input type="checkbox"/> MD                  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"/>                  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"/> 330Ci                  Year: <input type="checkbox"/> 2004                  VIN: <input type="checkbox"/> PL10154</p> <p>Date Purchased: <input type="checkbox"/> 4/29/03                  Purchased From: <input type="checkbox"/> VOB BMW                  State: <input type="checkbox"/> MD</p> <p>Servicing Dealer: <input type="checkbox"/> VOB Bethesda, Md) &amp; TATE                  City: <input type="checkbox"/> Arnold                  State: <input type="checkbox"/> MD</p> <p>Question:</p> <p>When the car is cold, it takes 15 to 20 seconds for the transmission to engage after shifting into "Drive". Once the transmission does engage, the transmission slips for 20 to 30 yards. I have had the car serviced 3 times for this problem. This is a serious safety issue, because I frequently have to back out of a driveway onto a busy street, and I can not move forward to get out of the way of traffic. The car has 7,400 miles.</p>

Activity Status:	Done	Activity Updated:	12/16/03 12:13PM
Activity Type:	Dealer Interaction	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	
Activity Created:	12/16/03 12:12PM	Email To:	
Activity Created By:	Dillon, Amy Jo		
Activity Description:	Spoke to Brian Blakeely, service mgr.		

Note Created:	12/16/03 12:13PM	Note Created By:	Dillon, Amy Jo	Note Type:	Dealer Interaction
Spoke to Brian Blakeely, service mgr; Brian advised the parts are on the way to address cust's issue; crtr will contact cust when parts arrive.					



Customer Service Request Detail # 200335004789

Activity Status:	Done	Activity Updated:	12/18/03 12:15PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Dillon, Amy Jo	Email From:	CustomerRelations@bmwnusa.com
Activity Created:	12/18/03 12:13PM	Email To:	[REDACTED]
Activity Created By:	Dillon, Amy Jo		
Activity Description:	RE: Products and Services [1-127217866]		

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

Thank you for contacting BMW of North America, LLC regarding the concerns with the transmission in your 2004 BMW 330Ci. I apologize for the inconvenience and frustration you have experienced from this issue.

I spoke to Brian Blakeley, Service Manager for VOB Auto Sales. Brian advised that the center has ordered the parts to address this issue and will contact you when the parts arrive. We appreciate your patience in the interim.

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

Sincerely,  
Amy Jo Dillon  
National Customer Relations  
Representative

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

From: [REDACTED]  
Sent: 12/18/2003 12:00:00 AM  
To: ProductQuestions@bmwnusa.com  
Subject: Products and Services

12/18/2003 8:25:28 PM

Name:  [REDACTED]  
Address:  [REDACTED]  
    
City:  Arnold  
State:  MD  
Zip:  [REDACTED]  
E-mail:  [REDACTED]

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

Model:  330Ci  
Year:  2004  
VIN:  PL10164

Date Purchased:  4/29/03  
Purchased ...





		... From: <input type="checkbox"/> VOB BMW State: <input type="checkbox"/> MD	
		Servicing Dealer: <input type="checkbox"/> VOB Bethesda, Md) & TATE City: <input type="checkbox"/> Arnold State: <input type="checkbox"/> MD	
		Question:  When the car is cold, it takes 15 to 20 seconds for the transmission to engage after shifting into "Drive". Once the transmission does engage, the transmission slips for 20 to 30 yards. I have had the car serviced 3 times for this problem. This is a serious safety issue, because I frequently have to back out of a driveway onto a busy street, and I can not move forward to get out of the way of traffic. The car has 7,400 miles.	
Activity Status:	Done	Activity Updated:	12/16/03 01:58PM
Activity Type:	Email - Inbound	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	[REDACTED]
Activity Created:	12/16/03 01:21PM	Email To:	<ProductQuestions@bmwusa.com>
Activity Created By:	Administrator, Stebal		
Activity Description:	Re: Products and Services [1-127217885]		
Note Created:	Note Created By:	Note Type:	



Spoke with VOB today and they confirmed the parts are on the way.  
Thank you  
for your help.

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

From: <ProductQuestions@bmwusa.com>  
To: [REDACTED]  
Sent: Tuesday, December 18, 2003 12:15 PM  
Subject: RE: Products and Services [1-127217000]

Dear [REDACTED]

Thank you for contacting BMW of North America, LLC regarding the  
concerns  
with the transmission in your 2004 BMW 330Ci. I apologize for the  
inconvenience and frustration you have experienced from this issue.

I spoke to Brian Blaksely, Service Manager for VOB Auto Sales. Brian  
advised that the center has ordered the parts to address this issue and will  
contact you when the parts arrive. We appreciate your patience in the  
interim.

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

Sincerely,  
Amy Jo Dillon  
National Customer Relations  
Representative

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

From: [REDACTED]  
Sent: 12/16/2003 12:00:00 AM  
To: ProductQuestions@bmwusa.com  
Subject: Products and Services

12/16/2003 8:28:29 PM

Name: [REDACTED]  
Address: [REDACTED]

City: Annapolis  
State: MD  
Zip: [REDACTED]  
E-mail: [REDACTED]

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

Model: 330Ci  
Year: 2004  
VIN: PL10154

Date Purchased: 4/28/03  
Purchased From: ...



Customer Service Request Detail # 200338004769

	<p>... VOB BMW State: MD</p> <p>Service Dealer: VOB Bethesda, Md) &amp; TATE City: Arnold State: MD</p> <p>Question:</p> <p>When the car is cold, it takes 15 to 20 seconds for the transmission to engage after shifting into "Drive". Once the transmission does engage, the transmission slips for 20 to 30 yards. I have had the car serviced 3 times for this problem. This is a serious safety issue, because I frequently have to back out of a driveway onto a busy street, and I can not move forward to get out of the way of traffic. The car has 7,400 miles.</p>
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**Customer**

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

**Service Request**

Service Request #: 200335103071  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 12/17/03 01:00PM  
 Created By: Warrick, Kevin  
 Rep Assigned: Warrick, Kevin  
 Date Assigned: 12/17/03 01:00PM  
 Assigned Dealer:  
 Identified Dealer: BMW OF SAN FRANCISCO  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 12/17/03 08:32PM  
 Close Rep: Warrick, Kevin  
 Issue Note: cust is upset about getting a rental and the quality of his car

**Vehicle**

Chassis # (US): PL11347  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 330C  
 Mileage: 1,800  
 Sale: 5/21/03 12:00AM  
 In Service Date: 5/21/03 12:00AM

**Code Descriptions**

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

**Solution Notes**

Solution
informed cust to talk to the dealer and that they would try to set him up with a rental

**Attachments**

File Name	Comments



Customer Service Request Detail # 200335103071

Activity Status:	Done	Activity Updated:	12/17/03 02:01PM
Activity Type:	Customer Interaction	Activity Updated By:	Wenrick, Kevin
Activity Assigned To:	Wenrick, Kevin	Email From:	
Activity Created:	12/17/03 01:01PM	Email To:	
Activity Created By:	Wenrick, Kevin		
Activity Description:	cust is upset about getting a rental and the quality of his car		

Note Created:	12/17/03 01:01PM	Note Created By:	Wenrick, Kevin	Note Type:	Customer Interaction
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cust wants a rental car if his car is going to be in for a whi's. cust states his frustration is going up and is upset that this happened at 1600 miles. cust is working with Diamond Limb at the center.

Activity Status:	Done	Activity Updated:	12/17/03 03:21PM
Activity Type:	Dealer Interaction	Activity Updated By:	Wenrick, Kevin
Activity Assigned To:	Wenrick, Kevin	Email From:	
Activity Created:	12/17/03 02:02PM	Email To:	
Activity Created By:	Wenrick, Kevin		
Activity Description:	called dealer at 415-561-4287 left vm for diamond		

Note Created:		Note Created By:		Note Type:	
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Activity Status:	Done	Activity Updated:	12/17/03 03:21PM
Activity Type:	Dealer Interaction	Activity Updated By:	Wenrick, Kevin
Activity Assigned To:	Wenrick, Kevin	Email From:	
Activity Created:	12/17/03 03:21PM	Email To:	
Activity Created By:	Wenrick, Kevin		
Activity Description:	Diamond called back, sent vm to svcs mgr Herb to see if we can get cust into a rental		

Note Created:		Note Created By:		Note Type:	
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Activity Status:	Done	Activity Updated:	12/17/03 05:47PM
Activity Type:	Customer Interaction	Activity Updated By:	Wenrick, Kevin
Activity Assigned To:	Wenrick, Kevin	Email From:	
Activity Created:	12/17/03 05:30PM	Email To:	
Activity Created By:	Wenrick, Kevin		
Activity Description:	cust called looking for an update, informed him we are still waiting for a call back from the dealer.		

Note Created:		Note Created By:		Note Type:	
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Activity Status:	Done	Activity Updated:	12/17/03 05:47PM
Activity Type:	Dealer Interaction	Activity Updated By:	Wenrick, Kevin
Activity Assigned To:	Wenrick, Kevin	Email From:	
Activity Created:	12/17/03 05:47PM	Email To:	
Activity Created By:	Wenrick, Kevin		
Activity Description:	called and left vm for herb to call back		

Note Created:		Note Created By:		Note Type:	
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Customer Service Request Detail # 200335103071

<b>Activity Status:</b> Done		<b>Activity Updated:</b> 12/17/03 08:24PM	
<b>Activity Type:</b> Dealer Interaction		<b>Activity Updated By:</b> Warrick, Kevin	
<b>Activity Assigned To:</b> Warrick, Kevin		<b>Email From:</b>	
<b>Activity Created:</b> 12/17/03 08:21PM		<b>Email To:</b>	
<b>Activity Created By:</b> Warrick, Kevin			
<b>Activity Description:</b> spoke to Shelly Del la cruz in service and she said she would help get the cust into a rental			
<b>Note Created:</b> 12/17/03 08:22PM		<b>Note Created By:</b> Warrick, Kevin	
<b>Note Type:</b> Dealer Interaction			
<b>Shelly said they could get him into a rental but he has to pay up front and then he would get reimbursed from the dealer.</b>			
<b>Activity Status:</b> Done		<b>Activity Updated:</b> 12/17/03 08:27PM	
<b>Activity Type:</b> Customer Interaction		<b>Activity Updated By:</b> Warrick, Kevin	
<b>Activity Assigned To:</b> Warrick, Kevin		<b>Email From:</b>	
<b>Activity Created:</b> 12/17/03 08:24PM		<b>Email To:</b>	
<b>Activity Created By:</b> Warrick, Kevin			
<b>Activity Description:</b> called cust on cell 418-341-7776			
<b>Note Created:</b> 12/17/03 08:26PM		<b>Note Created By:</b> Warrick, Kevin	
<b>Note Type:</b> Customer Interaction			
<b>Informed him to talk to the service dept and that they would get him into a rental but that he would have to pay for it, then get reimbursed.</b>			



Customer Service Request Detail # 200335206768

**Customer**

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

**Service Request**

Service Request #:	200335206768
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	12/18/03 09:20PM
Created By:	Hard, Greg
Rep Assigned:	Hard, Greg
Date Assigned:	12/18/03 09:20PM
Assigned Dealer:	
Identified Dealer:	BRECHT BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	12/18/03 09:21PM
Close Rep:	Hard, Greg
Issue Note:	Transmission shift delays from R to D in cold mornings

**Vehicle**

Chassis # (US):	PL12065
Chassis # (Non - US):	
Year:	2004
Model:	330CI
Mileage:	
Sale:	11/7/03 12:00AM
In Service Date:	11/7/03 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 TRANSME

**Solution Notes**

Solution
Apologized for the problem. He will contact retailer for any further concerns.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200335206768

Activity Status:	Done	Activity Updated:	12/18/03 02:21PM
Activity Type:	Customer Interaction	Activity Updated By:	Hand, Greg
Activity Assigned To:	Hand, Greg	Email From:	
Activity Created:	12/18/03 03:20PM	Email To:	
Activity Created By:	Hand, Greg		
Activity Description:	Transmission shift delays from R to D in cold mornings. Cust wanted to know if there was a bulletin. Referred to retailer.		
Note Created:	Note Created By:	Note Type:	





Customer Service Request Detail # 200335801079

**Customer**

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

**Service Request**

Service Request #: 200335801079  
 Brand: BMW  
 Type: Inquiry  
 Current Status: Closed  
 Date Opened: 12/24/03 10:22AM  
 Created By: Labetzky, Karen  
 Rep Assigned: Labetzky, Karen  
 Date Assigned: 12/24/03 10:22AM  
 Assigned Dealer:  
 Identified Dealer:  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 12/24/03 10:25AM  
 Close Rep: Labetzky, Karen  
 Issue Note: Cold Start Problems with 330ci

**Vehicle**

Chassis # (US): FL12196  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 330CI  
 Mileage:  
 Sale: 11/15/03 12:00AM  
 In Service Date: 11/15/03 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
cannot provide technical answers but we are always working on improving

**Attachments**

File Name	Comments



Customer Service Request Detail # 200335801079

Activity Status:	Done	Activity Updated:	12/24/03 10:24AM
Activity Type:	Email - Inbound	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	kumaha124@aol.com
Activity Created:	12/22/03 02:54AM	Email To:	<ccomments@bmwna.com>
Activity Created By:	Administrator, Sabel		
Activity Description:	Cold Start Problems with 330ci		

Note Created:	Note Created By:	Note Type:
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FormId: 1002

Comments: The car has transmission problems when starting in the morning. Excessively long delay in gear engagement from Park to Drive on the first cold start. Problem occurs on the initial start up of the car. I believe that other BMW owners are experiencing the same issues and has brought this to the attention of BMW. I have scheduled an appointment with the dealership. However, I would like to know the solutions that BMWNA has for such a problem and the steps the company is taking to rectify this. Please advise me. Thank you for your time.

phone: [REDACTED]

AccountNo: [REDACTED]

VIN: WBABD63484PL12196

From: [REDACTED]

Subject: Cold Start Problems with 330ci

RouteCode1:  
RouteCode2:  
RouteCode3:

Section: Owners' Comments  
ModelYear: 2004  
MfgName: BMW  
ModelName: 330CI

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

address1: [REDACTED]  
address2:  
address3:  
city: Torrance  
state: CA  
zip: 90505  
HomePhone: [REDACTED]  
WorkPhone:  
email: [REDACTED]  
Vine: WBABD63484PL12196\_WBAGM63483DS49823

UserName: [REDACTED]  
Urgency:  
Regarding:  
NetworkScreenName:



Customer Service Request Detail # 200335901079

Activity Status:	Done	Activity Updated:	12/24/03 10:25AM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Labatzky, Karen	Email From:	CustomerRelations@bmwusa.com
Activity Created:	12/24/03 10:23AM	Email To:	kumaria124@aol.com
Activity Created By:	Labatzky, Karen		
Activity Description:	RE: Cold Start Problems with 330ci [1-131428103]		

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 issue you are experiencing with your BMW, on behalf of BMW I apologize for the frustration and inconvenience this has caused you. Although we are not in a position to advise on technical matters, 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 dealer, 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 8:00 P.M., Eastern Standard Time.

Sincerely,  
Karen Labatzky  
National Customer Relations  
Representative

P.S. Happy Holidays!

—Original Message—

From: [REDACTED]  
Sent: 12/24/2003 12:00:00 AM  
To: oocovments@bmwusa.com  
Subject: Cold Start Problems with 330ci

format: 1002

Comments: The car has transmission problems when starting in the morning. Excessively long delay in gear engagement from Park to Drive on the first cold start. Problem occurs on the initial start up of the car. I believe that other BMW owners are experiencing the same issue and has brought this to the attention of BMW. I have scheduled an appointment with the dealership. However, I would like to know the solutions that BMWNA has for such a problem and the steps the company is taking to rectify this. Please advise asap. Thank you for your time.

phone: [REDACTED]  
Account No:  
VIN: WBAED063484PL12196

From: [REDACTED]  
Subject: Cold Start Problems ...



Customer Service Request Detail # 200335801079

	<p>... with 330d</p> <p>RouteCode1: RouteCode2: RouteCode3:</p> <p>Section: Owners' Comments ModelYear: 2004 MfgName: BMW ModelName: 330Ci</p> <p>FirstName: Yuchen LastName: Yu ContactBy: Email ContactPhone: [REDACTED] ContactTime:</p> <p>address1: [REDACTED] address2: address3: city: Torrance state: CA zip: 90506 HomePhone: [REDACTED] WorkPhone: email: [REDACTED] Vln: WBAE053484PL12198_WBAGN83453D843823</p> <p>UserName: [REDACTED] Urgency: Regarding: NetworkScreenName:</p>
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Customer Service Request Detail # 200335801088

**Customer**

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

**Service Request**

Service Request #:	200335801088
Brand:	BMW
Type:	eResponse
Current Status:	Closed
Date Opened:	12/24/03 10:31AM
Created By:	Conrad, Toby
Rep Assigned:	Conrad, Toby
Date Assigned:	12/24/03 10:31AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	12/24/03 10:34AM
Close Rep:	Conrad, Toby
Issue Note:	Products and Services

**Vehicle**

Chassis # (US):	PL12380
Chassis # (Non - US):	
Year:	2004
Model:	330Ci
Mileage:	
Sale:	1/10/04 12:00AM
In Service Date:	12/8/03 12:00AM

**Code Descriptions**

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

**Solution Notes**

Solution
adv to have dealer repair vehicle

**Attachments**

File Name	Comments



Customer Service Request Detail # 200335801088

Activity Status:	Done	Activity Updated:	12/24/03 10:33AM
Activity Type:	Email - Inbound	Activity Updated By:	Conrad, Toby
Activity Assigned To:	Conrad, Toby	Email From:	baseline@ucsd.edu
Activity Created:	12/21/03 11:07PM	Email To:	<ProductQuestions@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Products and Services		

<b>Note Created:</b>	<b>Note Created By:</b>	<b>Note Type:</b>
<p>12/21/2003 10:06:49 PM</p> <p>Name: <input type="checkbox"/> [REDACTED]          Address: <input type="checkbox"/> [REDACTED]  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>          City: <input type="checkbox"/> La Jolla          State: <input type="checkbox"/> CA          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 3 P.M.          Second Phone: <input type="checkbox"/> 858-735-6014          Available From: <input type="checkbox"/> 9 A.M. Eastern Time until 3 P.M.          Fax: <input type="checkbox"/></p> <p>Model: <input type="checkbox"/> 330c          Year: <input type="checkbox"/> 2004          VIN: <input type="checkbox"/> PL12380</p> <p>Date Purchased: <input type="checkbox"/> 12-8-2003          Purchased From: <input type="checkbox"/> Shelby BMW          State: <input type="checkbox"/> CA</p> <p>Servicing Dealer: <input type="checkbox"/> BMW San Diego          City: <input type="checkbox"/> La Jolla          State: <input type="checkbox"/> CA</p> <p>Question:          I have driven my brand new BMW330c for three weeks and have discovered the "sliptronic" transmission problem. After only three weeks I am faced with major maintenance? Why sell these cars that need to be recalled? I need answers!</p>		

Activity Status:	Done	Activity Updated:	12/24/03 10:34AM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Conrad, Toby	Email From:	CustomerRelations@bmwusa.com
Activity Created:	12/24/03 10:32AM	Email To:	baseline@ucsd.edu
Activity Created By:	Conrad, Toby		
Activity Description:	RE: Products and Services [1-131243388]		

<b>Note Created:</b>	<b>Note Created By:</b>	<b>Note Type:</b>
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Dear [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your vehicle.

We apologize for the concerns you are having with your vehicle. Your local BMW center will be able to make the appropriate repairs to your vehicle and that should take care of your vehicle 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 8:00 P.M., Eastern Standard Time.

Sincerely,

Toby Conrad  
National Customer Relations  
Representative

—Original Message—

From: [REDACTED]  
Sent: 12/24/2003 12:00:00 AM  
To: ProductQuestions@bmwusa.com  
Subject: Products and Services

12/21/2003 10:08:46 PM

Name:  [REDACTED]  
Address:  [REDACTED]  
   
City:  La Jolla  
State:  CA  
Zip:  [REDACTED]  
E-mail:  [REDACTED]

Day Phone:  [REDACTED]  
Available From:  9 A.M. Eastern Time until 3 P.M.  
Second Phone:  605-735-5014  
Available From:  9 A.M. Eastern Time until 3 P.M.  
Fax:

Model:  330i  
Year:  2004  
VIN:  PL12960

Date Purchased:  12-6-2003  
Purchased From:  Shelly BMW  
State:  CA

Servicing Dealer:  BMW San Diego  
City:  La Jolla  
State:  CA

Question:  
I have driven my brand new BMW330i for three weeks and have discovered the "slipshic" transmission problem! After only three weeks I am faced with major maintenance?! Why sell these cars that need to be recalled? I need answers!



Customer Service Request Detail # 200336402352

**Customer**

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

**Service Request**

Service Request #: 200336402352  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 12/30/03 10:18AM  
 Created By: Sayre, Adrienne  
 Rep Assigned: Sayre, Adrienne  
 Date Assigned: 12/30/03 10:18AM  
 Assigned Dealer:  
 Identified Dealer: BRAMAN MOTORCARS  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 1/2/04 10:05AM  
 Close Rep: Sayre, Adrienne  
 Issue Note: demands repurchase / trans. needs replaced / cust. feels car is not safe

**Vehicle**

Chassis # (US): PL10199  
 Chassis # (Non-US):  
 Year: 2004  
 Model: 330CI  
 Mileage: 5,000  
 Sale: 5/19/03 12:00AM  
 In Service Date: 5/19/03 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
5V05	REPLACEMENT/REPURCHASE REQUEST (U	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

**Solution**  
 center contacting cust. to advise new tranny is there / ANM made aware of cust.'s concerns / cust. aware BMW is not buying this car back

**Attachments**

File Name	Comments





Customer Service Request Detail # 200338402352

Activity Status:	Done	Activity Updated:	12/30/03 10:20AM
Activity Type:	Customer Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	12/30/03 10:17AM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	demands repurchase / trans. needs replaced / cust. feels car is not safe		

Note Created:	12/30/03 10:18AM	Note Created By:	Sayre, Adrienne	Note Type:	Customer Interaction
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This customer is adamant that her vehicle be repurchased. She is irate that her vehicle needs a new transmission and refuses to wait for it until sometime in January. The customer feels the vehicle is no longer safe and demands that BMW terminate her lease. She claims intermittently the vehicle will hesitate for 3 seconds when shifting from reverse to drive. I explained to the customer, being the manufacturer of the vehicle, BMW will stand behind the product and fix the car. The customer advised she will pursue this legally if BMW does not repurchase the vehicle. I advised I would speak with the center and call the customer tomorrow.

Activity Status:	Done	Activity Updated:	12/30/03 02:28PM
Activity Type:	Dealer Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	12/30/03 02:28PM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	left w/m for Bill Godby, service manager at Braman Motorcars, asking for a return call		

Note Created:		Note Created By:		Note Type:	
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Activity Status:	Done	Activity Updated:	12/30/03 04:03PM
Activity Type:	Dealer Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	12/30/03 03:58PM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	Bill returned my call, he adv. the tranny arrived today, cust. has been in 2x for this concern, 12 days down		

Note Created:	12/30/03 04:00PM	Note Created By:	Sayre, Adrienne	Note Type:	Dealer Interaction
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Bill advised the customer's vehicle has only been in service twice for the hesitation concern. He advised the DME was sent to NJ for programming in October 2003 and that did not solve the problem. He advised the new transmission was ordered on 11/21/03 and it was received today. He advised he would be more than happy to speak with the customer if need be and advised this does not look like a buy back situation.

Activity Status:	Done	Activity Updated:	12/30/03 04:08PM
Activity Type:	Corporate Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	12/30/03 04:08PM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	spoke w/ BMW FS, cust.'s lease payment is \$575		

Note Created:		Note Created By:		Note Type:	
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Customer Service Request Detail # 200336402352

Activity Status:	Done	Activity Updated:	12/30/03 04:24PM
Activity Type:	Corporate Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	12/30/03 04:15PM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	emailed Idin Pirasteh, SR Market Liaison, asking for file to be reviewed w/ market 24		

Note Created: 12/30/03 04:15PM

Note Created By: Sayre, Adrienne

Note Type: Corporate Interaction

-----Original Message-----  
 From:  Sayre, Adrienne  
 Sent:  Tuesday, December 30, 2003 4:15 PM  
 To:  Pirasteh, Idin  
 Subject:  [REDACTED] PL10183 Braman Motorcars 200336402352

[REDACTED]

PL10183 330Ci 2004  
 In service date: 5/19/03  
 5,000 miles  
 Braman Motorcars

Please review with David Caulk

The above customer contacted Customer Relations demanding a repurchase. She is very unhappy with the transmission hesitation she is experiencing. I spoke with Bill Godby and he advised a new transmission arrived at the center today for the customer. The customer does not want a new transmission and does not want to give BMW the opportunity to fix the vehicle. Bill advised the vehicle has been in twice for this concern with 12 days of in service time. He and I agree this does not appear to be a repurchase situation, but the customer is adamant that BMW take the car back or she will pursue this legally. If there is any interest to offer the customer compensation with a signed release or anything, she is financed with BMW FS and her payment is \$675.

Thank you,  
 Adrienne  
 X 8866

Activity Status:	Done	Activity Updated:	12/30/03 08:41PM
Activity Type:	Field Interaction	Activity Updated By:	Pirasteh, Idin
Activity Assigned To:	Pirasteh, Idin	Email From:	
Activity Created:	12/30/03 05:32PM	Email To:	
Activity Created By:	Pirasteh, Idin		
Activity Description:	contacting AMM David Caulk.		

Note Created: 12/30/03 05:40PM

Note Created By: Pirasteh, Idin

Note Type: Field Interaction



Customer Service Request Detail # 200336402362

<p>Original Message</p> <p>From: <input type="checkbox"/> Pirasteh, Idin                  Sent: Tuesday, December 30, 2003 5:40 PM                  To: <input type="checkbox"/> Sayre, Adrienne                  Cc: <input type="checkbox"/> Pirasteh, Idin                  Subject: RE: [REDACTED] PL10193 Bremen Motors 200336402</p> <p>Adrienne,</p> <p>There is no legal recourse here. We could push a lease payment to simply please the customer. I did speak w/evr mgr Bill Godby who advised that the transmission has arrived and the customer is going to be contacted for an appointment next week. Bill felt that it would be appropriate to offer something, and AMM David Caulk agreed... even though he is not a fan of a lease payment because he feels that it is not endorsing. They forget about the gesture as soon as the next lease payment is due. I agree with this. Let us pursue with the customer some more 'creative' options, a night on the town, parts and accessories for the vehicle, lifestyle items for them, a nice bottle of wine... We can be creative and possibly meet a customer expectation that will not include buying the car back.</p> <p>Thank you,</p> <p>Idin J. Pirasteh                  Southern Region Market Liaison                  BMW of North America                  800.831.1117                  Direct—614.789.7647                  Fax—614.789.2455</p>		
<p>Activity Status: Done                  Activity Type: Dealer Interaction                  Activity Assigned To: Sayre, Adrienne                  Activity Created: 12/31/03 09:57AM                  Activity Created By: Sayre, Adrienne                  Activity Description: left w/m for Bill Godby, asking for a return call</p>	<p>Activity Updated: 12/31/03 09:57AM                  Activity Updated By: Sayre, Adrienne                  Email From:                  Email To:</p>	
<p>Note Created:</p>	<p>Note Created By:</p>	<p>Note Type:</p>
<p>Activity Status: Done                  Activity Type: Customer Interaction                  Activity Assigned To: Sayre, Adrienne                  Activity Created: 12/31/03 11:54AM                  Activity Created By: Sayre, Adrienne                  Activity Description: spoke w/ cust. who refuses to take the vehicle in, demands BMW terminate her lease, nothing else, transferred to Jess</p>	<p>Activity Updated: 12/31/03 11:54AM                  Activity Updated By: Sayre, Adrienne                  Email From:                  Email To:</p>	
<p>Note Created:</p>	<p>Note Created By:</p>	<p>Note Type:</p>
<p>Activity Status: Done                  Activity Type: Corporate Interaction                  Activity Assigned To: Sayre, Adrienne                  Activity Created: 12/31/03 12:07PM                  Activity Created By: Sayre, Adrienne                  Activity Description: emailed Idin, asking that he update David Caulk about this situation</p>	<p>Activity Updated: 12/31/03 12:08PM                  Activity Updated By: Sayre, Adrienne                  Email From:                  Email To:</p>	



Note Created: 12/31/03 12:08PM

Note Created By: Sayre, Adrienne

Note Type: Corporate Interaction

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

From:  Sayre, Adrienne  
Sent:  Wednesday, December 31, 2003 12:07 PM  
To:  Pirasteh, Idin  
Cc:  Cusumano, Jess  
Subject:  RE: [REDACTED] PL10198 Bremen Motors 200338402

Idin,

As an FYI, please let David Caulk know that the customer is choosing to pursue this legally. I spoke with her this morning, as did Jess, and advised that her new transmission is at the center and the center is ready to install it in her vehicle. I advised the customer that BMW is not in the position at this time to terminate her lease as she has requested. The customer refuses to accept this. I did advise her that BMW would be willing to explore compensation for time without the vehicle, but we wanted to make sure it is 'top first'. She found that unacceptable as well. I am waiting on a return call from Bill Godby.

Thanks,  
Adrienne

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

From:  Pirasteh, Idin  
Sent:  Tuesday, December 30, 2003 5:40 PM  
To:  Sayre, Adrienne  
Cc:  Pirasteh, Idin  
Subject:  RE: [REDACTED] PL10198 Bremen Motors 200338402

Adrienne,

There is no legal recourse here. We could push a lease payment to simply please the customer. I did speak w/ wvc mgr Bill Godby who advised that the transmission has arrived and the customer is going to be contacted for an appointment next week. Bill felt that it would be appropriate to offer something, and AMM David Caulk agreed... even though he is not a fan of a lease payment because he feels that it is not endearing. They forget about the gesture as soon as the next lease payment is due. I agree with this. Let us pursue with the customer some more 'creative' options, a night on the town, parts and accessories for the vehicle, lifestyle items for them, a nice bottle of wine... We can be creative and possibly meet a customer expectation that will not include buying the car back.

Thank you,

Idin J. Pirasteh  
Southern Region Market Liaison  
BMW of North America  
800.831.1117  
Direct-614.789.7647  
Fax-614.789.2486

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

From:  Sayre, Adrienne  
Sent:  Tuesday, December 30, 2003 4:16 PM  
To:  Pirasteh, Idin  
Subject:  [REDACTED] PL10198 Bremen Motors 200338402352

[REDACTED]  
PL10198 330Ci ...



Customer Service Request Detail # 20038402352

... 2004  
In service date: 5/19/03  
5,000 miles  
Bremen Motors

Please review with David Gault:

The above customer contacted Customer Relations demanding a repurchase. She is very unhappy with the transmission hesitation she is experiencing. I spoke with Bill Godby and he advised a new transmission arrived at the center today for the customer. The customer does not want a new transmission and does not want to give BMW the opportunity to fix the vehicle. Bill advised the vehicle has been in twice for this concern with 12 days of in service time. He and I agree this does not appear to be a repurchase situation, but the customer is adamant that BMW take the car back or she will pursue this legally. If there is any interest to offer the customer compensation with a signed release or anything, she is financed with BMW FS and her payment is \$575.

Thank you,  
Adrienne  
X 8888

Activity Status:	Done	Activity Updated:	12/31/03 12:25PM
Activity Type:	Customer Interaction	Activity Updated By:	Cusumano, Jess
Activity Assigned To:	Cusumano, Jess	Email From:	
Activity Created:	12/31/03 12:06PM	Email To:	
Activity Created By:	Cusumano, Jess		
Activity Description:	cust req to speak with writer		

Note Created: 12/31/03 12:10PM      Note Created By: Cusumano, Jess      Note Type: Customer Interaction

Cust and writer reviewed issue. cust said she will not be taking this vehicle in and BMW will be taking it back one way or another. writer advised that BMW will fix the vehicle under the terms of the warranty at this time, but if customer wanted to get rid of the vehicle she may want to contact her financial institution to find what contact termination options she has. cust said she would be contacting her attorney about getting rid of this car and took writer full name. customer hung up

Activity Status:	Done	Activity Updated:	12/31/03 02:20PM
Activity Type:	Dealer Interaction	Activity Updated By:	Sayne, Adrienne
Activity Assigned To:	Sayne, Adrienne	Email From:	
Activity Created:	12/31/03 02:20PM	Email To:	
Activity Created By:	Sayne, Adrienne		
Activity Description:	returned Bill's call, left another voicemail		

Note Created:      Note Created By:      Note Type:

Activity Status:	Done	Activity Updated:	12/31/03 04:49PM
Activity Type:	Dealer Interaction	Activity Updated By:	Sayne, Adrienne
Activity Assigned To:	Sayne, Adrienne	Email From:	
Activity Created:	12/31/03 04:49PM	Email To:	
Activity Created By:	Sayne, Adrienne		
Activity Description:	spoke w/ Bill, he adv. he will still contact the cust. to let her know the part is in, he adv. if she refuses, it will be added to her file		

Note Created:      Note Created By:      Note Type:



Customer Service Request Detail # 200336402352

<b>Activity Status:</b> Done	<b>Activity Updated:</b> 12/31/03 04:57PM
<b>Activity Type:</b> Field Interaction	<b>Activity Updated By:</b> Pireslah, Idin
<b>Activity Assigned To:</b> Pireslah, Idin	<b>Email From:</b>
<b>Activity Created:</b> 12/31/03 04:54PM	<b>Email To:</b>
<b>Activity Created By:</b> Pireslah, Idin	
<b>Activity Description:</b> advising AMM of cust's position.	

Note Created: 12/31/03 04:54PM      Note Created By: Pireslah, Idin      Note Type: Field Interaction

-----Original Message-----  
From:  Pireslah, Idin  
Sent:  Wednesday, December 31, 2003 12:13 PM  
To:  Caulk, David 211A-34  
Subject:  FW: [REDACTED] PL10193 Braman Motorscars 200336402

David, this is FYI- the lady has no case legally, but we don't want this to come to the Market Team as a blindside. See Adrienne's notes below.

Idin J. Pireslah  
Southern Region Market Liaison  
BMW of North America  
800.831.1117  
Direct-814.788.7647  
Fax-814.788.2466

-----Original Message-----  
From:  Seyra, Adrienne  
Sent:  Wednesday, December 31, 2003 12:07 PM  
To:  Pireslah, Idin  
Cc:  Cusumano, Jess  
Subject:  RE: [REDACTED] PL10193 Braman Motorscars 200336402

Idin,

As an FYI, please let David Caulk know that the customer is choosing to pursue this legally. I spoke with her this morning, as did Jess, and advised that her new transmission is at the center and the center is ready to install it in her vehicle. I advised the customer that BMW is not in the position at this time to terminate her lease as she has requested. The customer refuses to accept this. I did advise her that BMW would be willing to explore compensation for time without the vehicle, but we wanted to make sure it is fixed first. She found that unacceptable as well. I am waiting on a return call from Bill Godby.

Thanks,  
Adrienne



Customer Service Request Detail # 200401200173

**Customer**

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

**Service Request**

Service Request #: 200401200173  
 Brand: BMW  
 Type: eResponse  
 Current Status: Closed  
 Date Opened: 1/12/04 12:07PM  
 Created By: Osborn, Jon  
 Rep Assigned: Jasovsky, Seth  
 Date Assigned: 1/12/04 05:11PM  
 Assigned Dealer:  
 Identified Dealer: BAVARIAN MOTOR VILLAGE, LTD.  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 1/20/04 02:36PM  
 Close Rep: Osborn, Jon  
 Issue Note: Other

**Vehicle**

Chassis # (US): FL12198  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 330Ci  
 Mileage:  
 Sale: 11/13/03 12:00AM  
 In Service Date: 11/13/03 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**  
 Advised cust to speak w/ev mgr regarding concerns since he is in best position to advise.  
 Customer is currently working with center on her transmission issue.  
 Closed SR.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200401200173

Activity Status:	Done	Activity Updated:	1/12/04 12:17PM
Activity Type:	Email - Inbound	Activity Updated By:	Osborn, Jon
Activity Assigned To:	Osborn, Jon	Email From:	[REDACTED]
Activity Created:	1/3/04 11:53AM	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>formId: 1001</p> <p>Comments: My transmission is not working properly. When you first put it into Drive after cold start, it doesn't engage for awhile. My BMW Center is taking a list of names and told me that they were going to get transmissions from BMW to replace in the cars that were having the problem. 3 series and X5's. When can I expect to have my transmission replaced? phone: (888) 247-3201 AccountNo: VIN: WBABD63414PL12198</p> <p>From: [REDACTED] Subject: Other</p> <p>RouteCode1: RouteCode2: RouteCode3:</p> <p>Section: Priority Email ModelYear: 2004 MfgName: BMW ModelName: 390Ci</p> <p>firstName: [REDACTED] lastName: [REDACTED] ContactBy: Email ContactPhone: [REDACTED] ContactTime:</p> <p>address1: [REDACTED] address2: [REDACTED] address3: city: Macomb Township state: MI zip: 48044 [REDACTED] HomePhone: [REDACTED] WorkPhone: email: [REDACTED] Vin: WBABD63414PL12198</p> <p>UserName: BeverlyMarvin</p>
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Activity Status:	Done	Activity Updated:	1/12/04 12:18PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Osborn, Jon	Email From:	CustomerRelations@bmwusa.com
Activity Created:	1/12/04 12:08PM	Email To:	bmarvin588@comcast.net
Activity Created By:	Osborn, Jon		
Activity Description:	RE: Other (1-134555791)		

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

Thank you for contacting BMW of North America, LLC regarding your 2004 BMW 330Ci. I am sorry to hear about the issue you are having with the transmission in your 330Ci. Since we are not trained in technical matters or provided with parts availability information at this location, may I suggest you speak directly with the service manager at your authorized BMW Center regarding your concerns as he is in the best position to advise in this matter.

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

Sincerely,  
Jon Osborn  
Customer Relations and Services  
Representative

—Original Message—

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

formid: 1001

Comments: My transmission is not working properly. When you first put it into Drive after cold start, it doesn't engage for awhile. My BMW Center is taking a list of names and told me that they were going to get transmissions from BMW to replace in the cars that were having the problem. 3 series and X3's. When can I expect to have my transmission replaced?

Phone: (566) 247-3201  
AccountNo:  
VIN: WBABD63414FL12198

From: [REDACTED]  
Subject: Other

RouteCode1:  
RouteCode2:  
RouteCode3:

Section: Priority Email  
ModelYear: 2004  
MfgName: BMW  
ModelName: 330Ci

FirstName: [REDACTED]

LastName: [REDACTED]

ContactBy: Email

ContactPhone: [REDACTED]

ContactTime:

Address1: [REDACTED]

Address2:

Address3:

City: Macomb Township

State: MI

Zip: [REDACTED]

HomePhone: ...



Customer Service Request Detail # 200401200173

... WorkPhone: email: Vnu: WBAB063414PL12108 UserName:	
Activity Status: Done Activity Type: Customer Interaction Activity Assigned To: Jasovsky, Seth Activity Created: 1/12/04 04:47PM Activity Created By: Jasovsky, Seth Activity Description: Customer called regarding issues with transmission on the vehicle.	Activity Updated: 1/12/04 08:08PM Activity Updated By: Jasovsky, Seth Email From: Email To:
Note Created: 1/12/04 06:02PM      Note Created By: Jasovsky, Seth      Note Type: Customer Interaction	
Customer called regarding issues with transmission on the vehicle. Customer states that the center has not diagnosed the issue but says there is a transmission on order for her vehicle. As there are no open campaigns for this vehicle - writer offered to call the center to verify that the transmission may be on order. Customer requests a callback at Home.	
Activity Status: Done Activity Type: Dealer Interaction Activity Assigned To: Jasovsky, Seth Activity Created: 1/12/04 04:48PM Activity Created By: Jasovsky, Seth Activity Description: Spoke with Bill Donohue Svc Mgr (248) 997-7700	Activity Updated: 1/12/04 08:08PM Activity Updated By: Jasovsky, Seth Email From: Email To:
Note Created: 1/12/04 08:08PM      Note Created By: Jasovsky, Seth      Note Type: Dealer Interaction	
Spoke with Bill Donohue Svc Mgr (248) 997-7700 who states the complaint was noted in the customer's file - the advisor who noted the complaint was only working at the center for three days. Bill states that he will call customer at her home number and make sure her issue is properly addressed.	
Activity Status: Done Activity Type: Customer Interaction Activity Assigned To: Jasovsky, Seth Activity Created: 1/15/04 01:58PM Activity Created By: Jasovsky, Seth Activity Description: Left VM for customer	Activity Updated: 1/15/04 01:58PM Activity Updated By: Jasovsky, Seth Email From: Email To:
Note Created:      Note Created By:      Note Type:	
Activity Status: Done Activity Type: Dealer Interaction Activity Assigned To: Jasovsky, Seth Activity Created: 1/20/04 02:33PM Activity Created By: Jasovsky, Seth Activity Description: Spoke with Bill Donohue Svc Mgr (248) 997-7700 who states that center is working with the customer.	Activity Updated: 1/20/04 02:33PM Activity Updated By: Jasovsky, Seth Email From: Email To:
Note Created:      Note Created By:      Note Type:	

A subsidiary  
of BMW AG

**BMW of North America, LLC**



**Customer Service Request Detail # 200401200173**

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Customer Service Request Detail # 200401608219

**Customer**

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

**Service Request**

Service Request #: 200401608219  
 Brand: BMW  
 Type: eResponse  
 Current Status: Closed  
 Date Opened: 1/15/04 01:08PM  
 Created By: Dillon, Amy Jo  
 Rep Assigned: Dillon, Amy Jo  
 Date Assigned: 1/15/04 01:08PM  
 Assigned Dealer:  
 Identified Dealer:  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 1/15/04 01:12PM  
 Close Rep: Dillon, Amy Jo  
 Issue Note: Steptronic trans slipping

**Vehicle**

Chassis # (US): PL12167  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 330CI  
 Mileage:  
 Sale: 11/18/03 12:00AM  
 In Service Date: 11/18/03 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
referred to the service mgr

**Attachments**

File Name	Comments



Customer Service Request Detail # 200401506219

Activity Status:	Done	Activity Updated:	1/15/04 01:11PM
Activity Type:	Email - Inbound	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	valines@mindspring.com
Activity Created:	1/13/04 02:18PM	Email To:	<ccomments@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Steptronic trans slipping		

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

Comments: This is the second message; I believe the first did not go.

I have an appointment with BMW of Bellevue, Washington the Friday. The Steptronic transmission for our 330i is slipping. I asked the service advisor if there was a known problem with BMW transmissions and he was not aware of any problem. However, my research of the internet indicates that others have experienced the same problem.

The slippage occurs in the morning. The reverse gear is ok; no slippage. We back out of the garage fine. But, when we want to go forward, the motor races and the BMW does not move forward for 7 to 20 seconds. The slippage was longer when we had a period of cold weather last week when it was below freezing.

My question to you is: Does BMW have a service bulletin out on the slippage problem? Is there a recall on the Steptronic transmission?

Your prompt response will be appreciated. I would like to be informed when I take our new BMW in for repair.

Thanks,

Account No:  
VIN: WBABD63414PL12167

From:  
Subject: Steptronic trans slipping

RouteCode1:  
RouteCode2:  
RouteCode3:

Section: Owners' Comments  
ModelYear: 2004  
MfgName: BMW  
ModelName: 330Ci

FirstName:  
LastName:  
ContactBy: Email  
ContactPhone:  
ContactTime:

address1:  
address2:  
address3:  
city: Kirkland  
state: WA  
zip: 98033  
HomePhone: ...



Customer Service Request Detail # 200401508219

	<p>Vin: WBABD63414PL12187 UserName: mlcvaline Urgency: Regarding: NetworkScreenName:</p>
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Activity Status:	Done	Activity Updated:	1/15/04 01:12PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Dillon, Amy Jo	Email From:	CustomerRelations@bmwusa.com
Activity Created:	1/15/04 01:00PM	Email To:	valine@mindspring.com
Activity Created By:	Dillon, Amy Jo		
Activity Description:	RE: Steptronic trans slipping [1-137803501]		

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

Thank you for contacting BMW of North America, LLC regarding the concerns with the transmission in your 2004 BMW 330Ci. I apologize for the inconvenience and frustration you have experienced.

May I suggest that you speak to the service manager on Friday regarding the availability of a service bulletin on this subject? The service manager can advise you if we have released a service bulletin for this issue. Currently, I do not have access to the information you are requesting from this location.

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: [REDACTED]  
Sent: 1/16/2004 12:00:00 AM  
To: oocommments@bmwnusa.com  
Subject: Steptronic trans slipping

formid: 1002

Comments: This is the second message; I believe the first did not go.

I have an appointment with BMW of Bellevue, Washington the Friday. The Steptronic transmission for our 330 ci is slipping. I asked the service advisor if there was a known problem with BMW transmissions and he was not aware of any problem. However, my research of the internet indicates that others have experienced the same problem.

The slippage occurs in the morning. The reverse gear (a c); no slippage. We back out of the garage fine. But, when we want to go forward, the motor races and the BMW does not move forward for 7 to 20 seconds. The slippage was longer when we had a period of cold weather last week when it was below freezing.

My question to you is: Does BMW have a service bulletin out on the slippage problem? Is there a recall on the Steptronic transmission?

Your prompt response will be appreciated. I would like to be informed when I take our new BMW in for repair.

Thanks

Account No:  
VIN: WBABD63414PL12167

From: [REDACTED]  
Subject: Steptronic ...



	<p>... time slipping</p> <p>RouteCode1: RouteCode2: RouteCode3:</p> <p>Section: Owners' Comments ModelYear: 2004 MfgName: BMW ModelName: 330Ci</p> <p>firstName: [REDACTED] lastName: [REDACTED] ContactBy: Email ContactPhone: [REDACTED] ContactTime:</p> <p>address1: [REDACTED] address2: address3: city: Kirkland state: WA zip: [REDACTED] HomePhone: [REDACTED] WorkPhone: email: [REDACTED] Vins: WBABD53414P-L12167</p> <p>UserName: [REDACTED] Urgency: Regarding: NetworkScreenName:</p>
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Customer Service Request Detail # 200401900221

**Customer**

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

**Service Request**

Service Request #:	200401900221
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	1/19/04 12:44PM
Created By:	Bagley, Jim
Rep Assigned:	Bagley, Jim
Date Assigned:	1/19/04 12:44PM
Assigned Dealer:	
Identified Dealer:	SOUTH BAY BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	1/19/04 02:20PM
Close Rep:	Bagley, Jim
Issue Note:	cust having same issues (cold start)

**Vehicle**

Chassis # (US):	PL10756
Chassis # (Non - US):	
Year:	2004
Model:	530Ci
Mileage:	2,500
Sale:	7/20/03 12:00AM
In Service Date:	6/25/03 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
8V17	REPEAT REPAIR/COMEBACK	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

Solution
explained to cust that nothing to do at this time; call me back w/ issues; dealer saying only in b/c can't dup and FSE won't come out until 3rd visit

**Attachments**

File Name	Comments



Customer Service Request Detail # 200401900221

Activity Status:	Done	Activity Updated:	1/19/04 12:44PM
Activity Type:	Customer Interaction	Activity Updated By:	Begley, Jim
Activity Assigned To:	Begley, Jim	Email From:	
Activity Created:	1/19/04 12:44PM	Email To:	
Activity Created By:	Begley, Jim		
Activity Description:	cust having trans issues (cold start)		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	1/19/04 01:12PM
Activity Type:	Dealer Interaction	Activity Updated By:	Begley, Jim
Activity Assigned To:	Begley, Jim	Email From:	
Activity Created:	1/19/04 12:45PM	Email To:	
Activity Created By:	Begley, Jim		
Activity Description:	called South Bay (Robert avo mgr); he is looking into issue and calling back		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	1/19/04 02:28PM
Activity Type:	Dealer Interaction	Activity Updated By:	Begley, Jim
Activity Assigned To:	Begley, Jim	Email From:	
Activity Created:	1/19/04 02:18PM	Email To:	
Activity Created By:	Begley, Jim		
Activity Description:	Called Robert back; see notes		
Note Created: 1/19/04 02:18PM		Note Created By: Begley, Jim	
		Note Type: Dealer Interaction	
11/2/03 - reprogrammed EGS per tech hotline			
1/7/04 - checked pressure regulator			
1/14/04 - no dup, kept car for extra to try and get the car to fault and won't			
Activity Status:	Done	Activity Updated:	1/19/04 02:23PM
Activity Type:	Customer Interaction	Activity Updated By:	Begley, Jim
Activity Assigned To:	Begley, Jim	Email From:	
Activity Created:	1/19/04 02:23PM	Email To:	
Activity Created By:	Begley, Jim		
Activity Description:	called cust; explained no dup; can't do much at this time; if occurs again take immediately to dealer;		
Note Created:		Note Created By:	



Customer Service Request Detail # 200402004451

**Customer**

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

**Service Request**

Service Request #: 200402004451  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 1/20/04 12:05PM  
 Created By: Frost, James  
 Rep Assigned: Frost, James  
 Date Assigned: 1/20/04 12:05PM  
 Assigned Dealer:  
 Identified Dealer: CUNNINGHAM BMW  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 1/20/04 12:38PM  
 Close Rep: Frost, James  
 Issue Note: I feel as though I have been taken by BMW w/ this concern w/ the transmission.

**Vehicle**

Chassis # (US): PL12085  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 330Ci  
 Mileage: 2,800  
 Sale: 11/7/03 12:00AM  
 In Service Date: 11/7/03 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 TRANSMIS
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS
PT05	PARTS AVAILABILITY	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

**Solution**  
 Apologized for his frustration. His car has the replacement transmission for the GMS issue w/ getting trans. into initial gear. His car was delivered 11/18, but DCS message went out to Centers for the first time on 12/2 so it's not as though they new.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200402004451

Activity Status:	Done	Activity Updated:	1/20/04 12:38PM
Activity Type:	Customer Interaction	Activity Updated By:	Frost, James
Activity Assigned To:	Frost, James	Email From:	
Activity Created:	1/20/04 12:10PM	Email To:	
Activity Created By:	Frost, James		
Activity Description:	I feel as though I have been taken by BMW w/ this concern w/ the transmission.		

Note Created: 1/20/04 12:10PM      Note Created By: Frost, James      Note Type: Customer Interaction

Customer said that he feels as though he has been taken on this issue w/ the GM6 transmission issue of the car. He said that he took the car when it was new and said that the car had the slippage of the transmission issue that the M54 engines have had upon cold start up and when putting the car in reverse. He said that he likes the car, but feels this is something that the Center new about before delivering the car to him. If so, he feels they should not have delivered the car to him. He re-asked for us to extend the warranty on the transmission as he did last week w/ another rep? He said that he is upset that we put a re-manufactured transmission into the car when it was so new and feels like he is being ripped off?

Note Created: 1/20/04 12:33PM      Note Created By: Frost, James      Note Type: Corporate Interaction

I apologized for his frustration level on this matter. Declined the extension of the warranty due to this issue at this time. Explained that if I were in his shoes I too would feel upset knowing that the replacement transmission on this car for this service action was a remanufactured transmission vs. a brand new one that this car had, but what I tried to lean on was that the new transmission was the one that had the fault, but the remanufactured one is one that is operating as it should be and as intended. Explained that at this time we are not offering anything in return for this case other than our apologies. Explained the first DCS message went out to the Center network on 12/2 regarding this issue and his car was delivered on 11/18. Advised that maybe the tech who inspected the car prior delivery might have noticed the hesitation of the gear when putting in reverse, but since no action was out there maybe he assumed new car, it just needs to go through break-in period to work this issue out and not just selling and delivering something that was not what it's supposed to be.



**Customer**

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

**Service Request**

Service Request #: 200404800498  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 2/17/04 05:17PM  
 Created By: Wilson, Tonya  
 Rep Assigned: Wilson, Tonya  
 Date Assigned: 2/17/04 05:17PM  
 Assigned Dealer:  
 Identified Dealer: LAUREL BMW OF WESTMONT  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 3/2/04 05:14PM  
 Close Rep: Wilson, Tonya  
 Issue Note: Cust seeking buyback due to door issues and delayed start (nonduplicable)

**Vehicle**

Chassis # (US): PL10270  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 330CI  
 Mileage: 8,000  
 Sale: 8/28/03 12:00AM  
 In Service Date: 8/28/03 12:00AM

**Code Descriptions**

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

**Solution Notes**

**Solution**  
 advised cust via msg that veh would need to be brought to center for inspection

**Attachments**

File Name	Comments



Customer Service Request Detail # 200404800498

Activity Status:	Done	Activity Updated:	3/1/04 03:48PM
Activity Type:	Customer Interaction	Activity Updated By:	Wilson, Tonya
Activity Assigned To:	Wilson, Tonya	Email From:	
Activity Created:	2/17/04 05:17PM	Email To:	
Activity Created By:	Wilson, Tonya		
Activity Description:	Cust asking buyback due to door issues and delayed start (nonduplicatable)		

Note Created: 2/17/04 05:18PM      Note Created By: Wilson, Tonya      Note Type: Customer Interaction

Cust stated that he is very tired of dealing w/veh. He is asking for buyback a 3rd time. cust stated that while driving veh door blew open, which he believes is related to prev issue w/ door. Cust does not sppt set up for this though. he stated that he is exp issue w/ veh where center cant duplicate but they is a delayed start and the veh loses power sporadically. Center having problems duplicating issue...Cust very irate. He stated that Tony is who he has been working w/ at center and told him it may be 4-6 wks for repair and cust stated that he cant wait for this and has no more patience. He is leaving veh and can be reached at [redacted]

Activity Status:	Done	Activity Updated:	3/1/04 03:48PM
Activity Type:	Dealer Interaction	Activity Updated By:	Wilson, Tonya
Activity Assigned To:	Wilson, Tonya	Email From:	
Activity Created:	2/25/04 06:08PM	Email To:	
Activity Created By:	Wilson, Tonya		
Activity Description:	call to center to apke w/ Tony is arvoe.		

Note Created: 2/25/04 06:09PM      Note Created By: Wilson, Tonya      Note Type: Dealer Interaction

IR vm req callback.

Activity Status:	Done	Activity Updated:	3/1/04 03:48PM
Activity Type:	Dealer Interaction	Activity Updated By:	Wilson, Tonya
Activity Assigned To:	Wilson, Tonya	Email From:	
Activity Created:	3/1/04 03:48PM	Email To:	
Activity Created By:	Wilson, Tonya		
Activity Description:	rec call from Tony req callback.		

Note Created:      Note Created By:      Note Type:

Activity Status:	Done	Activity Updated:	3/2/04 04:58PM
Activity Type:	Dealer Interaction	Activity Updated By:	Wilson, Tonya
Activity Assigned To:	Wilson, Tonya	Email From:	
Activity Created:	3/2/04 04:54PM	Email To:	
Activity Created By:	Wilson, Tonya		
Activity Description:	Tony stated most of the issues have not been able to be duplicated...		

Note Created: 3/2/04 04:58PM      Note Created By: Wilson, Tonya      Note Type: Dealer Interaction

all that he can suggest is cust making sppt to have a road test w/ Jim Mueller arvoe mgr to try and diagnose if they cannot duplicate then not a buyback issue...for Jeff Lance to get involved he would have to duplicate something.



Customer Service Request Detail # 200404800498

Activity Status:	Done	Activity Updated:	3/2/04 08:13PM
Activity Type:	Customer Interaction	Activity Updated By:	Wilson, Tonya
Activity Assigned To:	Wilson, Tonya	Email From:	
Activity Created:	3/2/04 04:58PM	Email To:	
Activity Created By:	Wilson, Tonya		
Activity Description:	IR message for cust advising that BMW unable to accommodate his req.		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200404900141

**Customer**

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

**Service Request**

Service Request #: 200404900141  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 2/18/04 11:30AM  
 Created By: Begley, Jim  
 Rep Assigned: Begley, Jim  
 Date Assigned: 2/18/04 11:30AM  
 Assigned Dealer:  
 Identified Dealer: SOUTH BAY BMW  
 Date Received:  
 Resolve Rep:  
 Date Closed: 2/19/04 08:51AM  
 Close Rep: Begley, Jim  
 Issue Note: trans issue back

**Vehicle**

Chassis # (US): PL10736  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 330Ci  
 Mileage:  
 Sale: 7/20/03 12:00AM  
 In Service Date: 8/25/03 12:00AM

**Code Description**

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

**Solution Notes**

Solution
Closing until vehicle goes in March 1: cust is calling in at that time

**Attachments**

File Name	Comments





Customer Service Request Detail # 200404900141

Activity Status:	Done	Activity Updated:	2/18/04 11:31AM
Activity Type:	Customer Interaction	Activity Updated By:	Begley, Jim
Activity Assigned To:	Begley, Jim	Email From:	
Activity Created:	2/18/04 11:31AM	Email To:	
Activity Created By:	Begley, Jim		
Activity Description:	trans issue back		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/18/04 11:50AM
Activity Type:	Dealer Interaction	Activity Updated By:	Begley, Jim
Activity Assigned To:	Begley, Jim	Email From:	
Activity Created:	2/18/04 11:31AM	Email To:	
Activity Created By:	Begley, Jim		
Activity Description:	called Southbay (Dan evc mgr) bring vehicle in and they will take a look		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/18/04 12:02PM
Activity Type:	Customer Interaction	Activity Updated By:	Begley, Jim
Activity Assigned To:	Begley, Jim	Email From:	
Activity Created:	2/18/04 12:02PM	Email To:	
Activity Created By:	Begley, Jim		
Activity Description:	called cust asked that contact dealer and set appt; cust sits cold start after 2 days; please check then		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/18/04 12:03PM
Activity Type:	Dealer Interaction	Activity Updated By:	Begley, Jim
Activity Assigned To:	Begley, Jim	Email From:	
Activity Created:	2/18/04 12:03PM	Email To:	
Activity Created By:	Begley, Jim		
Activity Description:	called Dan; vehicle only has problems when vehicle sits for 2 days; please let vehicle sit for 2 days before checking		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/19/04 09:49AM
Activity Type:	Customer Interaction	Activity Updated By:	Begley, Jim
Activity Assigned To:	Begley, Jim	Email From:	
Activity Created:	2/19/04 09:49AM	Email To:	
Activity Created By:	Begley, Jim		
Activity Description:	cust called in; appt set for Mar 1		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200406200495

**Customer**

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

**Service Request**

Service Request #: 200406200495  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 3/2/04 04:14PM  
 Created By: Hieber, Ryan  
 Rep Assigned: Hieber, Ryan  
 Date Assigned: 3/2/04 04:14PM  
 Assigned Dealer:  
 Identified Dealer:  
 Date Resolved:  
 Receive Rep:  
 Date Closed: 3/2/04 04:20PM  
 Close Rep: Hieber, Ryan  
 Issue Note: Cust. states that he has had problems with his 2004 330ci.

**Vehicle**

Chassis # (US): PL12151  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 330CI  
 Mileage: 4,000  
 Sale:  
 In Service Date:

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
BL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

Solution
Documented cust. concerns and apologized.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200406200495

Activity Status:	Done	Activity Updated:	3/2/04 04:19PM
Activity Type	Customer Interaction	Activity Updated By:	Hieber, Ryan
Activity Assigned To:	Hieber, Ryan	Email From:	
Activity Created:	3/2/04 04:16PM	Email To:	
Activity Created By:	Hieber, Ryan		
Activity Description:	Cust. states that he has had problems with his 2004 330cl.		

Note Created: 3/2/04 04:17PM

Note Created By: Hieber, Ryan

Note Type: Customer Interaction

Cust. states he has had car in for transmission work. Customer just wanted to document their concerns and writer apologized and provided contact info. for future trans. issues.



Customer Service Request Detail # 1-107143901

**Customer**

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

**Service Request**

Service Request #: 1-107143901  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 10/8/03 09:07AM  
 Created By: Conklin, Cristina  
 Rep Assigned: Conklin, Cristina  
 Date Assigned: 10/8/03 09:07AM  
 Assigned Dealer:  
 Identified Dealer: HOLLOWAY BMW  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 10/22/03 01:17PM  
 Close Rep: Conklin, Cristina  
 Issue Note: Cust states he will not accept a remanufactured transmission. Only wants a new transmission

**Vehicle**

Chassis # (US): PL40447  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 330Ci convertible  
 Mileage: 8,000  
 Sale: 5/15/03 12:00AM  
 In Service Date: 5/15/03 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
SV29	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

Solution
Transmission was replaced w/ new one. Closing BR, pending cust contact.

**Attachments**

File Name	Comments



Customer Service Request Detail # 1-107143901

Activity Status:	Done	Activity Updated:	10/8/03 09:18AM
Activity Type:	Customer Interaction	Activity Updated By:	Conklin, Cristine
Activity Assigned To:	Conklin, Cristine	Email From:	
Activity Created:	10/8/03 09:08AM	Email To:	
Activity Created By:	Conklin, Cristine		
Activity Description:	Cust sits he will not accept a remanufactured transmission. Only wants a new transmission		

Note Created: 10/8/03 09:10AM      Note Created By: Conklin, Cristine      Note Type: Customer Interaction

Cust sits 2 days after he took delivery, he noticed a problem w/ the transmission engaging. Sits it only happened in the morning when the veh was cold. Sits he had to wait for an appt at Peabody, then it was there for 1 day. Sits they weren't able to duplicate the problem. Sits the center adv it might be part of the break-in process. Sits some time later, he took the veh to Dreha-Holloway. Sits veh was there 3 days but they weren't able to duplicate the problem. Sits they also indicated it might be part of break-in period. Sits he returned the veh to the center 15 days ago. Sits the svc mgr drove it for a few days to find the problem and determined the transmission was defective. Sits he was told a new transmission was being shipped out last Friday. Sits it occurred to him yesterday, so he asked if the transmission is new or remanufactured. Sits the center adv it is remanufactured. Sits he doesn't accept. Cust sits he has been a BMW customer for 15 years. Sits it is not fair to him to devalue the veh by replacing the transmission w/ a remanufactured transmission. Sits center offered 6yr extended warranty. While this offer is appreciated, it doesn't make up for the initial devaluation of the veh. Sits he looked into it and this veh qualifies for both MA and NH lemon law. Sits he wants a new transmission to be sent from Germany. (press 0-tell them to pag- ) Adv writer will probably leave msg and allow him to cb when convenient. Cust thanked writer.

Activity Status:	Done	Activity Updated:	10/8/03 10:04AM
Activity Type:	Dealer Interaction	Activity Updated By:	Conklin, Cristine
Activity Assigned To:	Conklin, Cristine	Email From:	
Activity Created:	10/8/03 10:04AM	Email To:	
Activity Created By:	Conklin, Cristine		
Activity Description:	Ltrms for John, svc mgr, gave details, req cb.		

Note Created:      Note Created By:      Note Type:

Activity Status:	Done	Activity Updated:	10/8/03 02:07PM
Activity Type:	Dealer Interaction	Activity Updated By:	Conklin, Cristine
Activity Assigned To:	Conklin, Cristine	Email From:	
Activity Created:	10/8/03 02:07PM	Email To:	
Activity Created By:	Conklin, Cristine		
Activity Description:	Red'd vm from John		

Note Created:      Note Created By:      Note Type:



**Customer Service Request Detail # 1-107143901**

<b>Activity Status:</b>	Done	<b>Activity Updated:</b>	10/8/03 05:09PM
<b>Activity Type:</b>	Dealer Interaction	<b>Activity Updated By:</b>	Conklin, Cristina
<b>Activity Assigned To:</b>	Conklin, Cristina	<b>Email From:</b>	
<b>Activity Created:</b>	10/8/03 05:09PM	<b>Email To:</b>	
<b>Activity Created By:</b>	Conklin, Cristina		
<b>Activity Description:</b>	Lrvm for John, req ob.		

<b>Note Created:</b>	<b>Note Created By:</b>	<b>Note Type:</b>

<b>Activity Status:</b>	Done	<b>Activity Updated:</b>	10/8/03 05:49PM
<b>Activity Type:</b>	Dealer Interaction	<b>Activity Updated By:</b>	Conklin, Cristina
<b>Activity Assigned To:</b>	Conklin, Cristina	<b>Email From:</b>	
<b>Activity Created:</b>	10/8/03 05:49PM	<b>Email To:</b>	
<b>Activity Created By:</b>	Conklin, Cristina		
<b>Activity Description:</b>	Rec'd vm from John		

<b>Note Created:</b>	<b>Note Created By:</b>	<b>Note Type:</b>

<b>Activity Status:</b>	Done	<b>Activity Updated:</b>	10/9/03 11:12AM
<b>Activity Type:</b>	Dealer Interaction	<b>Activity Updated By:</b>	Conklin, Cristina
<b>Activity Assigned To:</b>	Conklin, Cristina	<b>Email From:</b>	
<b>Activity Created:</b>	10/9/03 11:04AM	<b>Email To:</b>	
<b>Activity Created By:</b>	Conklin, Cristina		
<b>Activity Description:</b>	S/w John who adv he got a call from AMM this am. S/s he's been pursuing getting a new tranny since before the cust old BMW.		

<b>Note Created:</b>	10/9/03 11:08AM	<b>Note Created By:</b>	Conklin, Cristina	<b>Note Type:</b>	Dealer Interaction
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<p>S/s the Steven Steuss, AMM req part numbers for new tranny, and he provided them. S/s they are inactive numbers in the US, S/s he's assuming these would be transmissions that would be coming off assembly line. S/s Steven old this sm to verify some info, like the VIN. Adv writer will call cust, assure him it is being pursued and taken care of by the correct person. Req ob from John once the decision is reached, so we're in the loop. Adv he can leave vm w/ the info, if necessary. John verified # and act.</p>		
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<b>Activity Status:</b>	Done	<b>Activity Updated:</b>	10/9/03 11:13AM
<b>Activity Type:</b>	Customer Interaction	<b>Activity Updated By:</b>	Conklin, Cristina
<b>Activity Assigned To:</b>	Conklin, Cristina	<b>Email From:</b>	
<b>Activity Created:</b>	10/9/03 11:13AM	<b>Email To:</b>	
<b>Activity Created By:</b>	Conklin, Cristina		
<b>Activity Description:</b>	Line busy.		

<b>Note Created:</b>	<b>Note Created By:</b>	<b>Note Type:</b>



Customer Service Request Detail # 1-107143901

Activity Status:	Done	Activity Updated:	10/9/03 02:55PM
Activity Type:	Customer Interaction	Activity Updated By:	Conklin, Cristine
Activity Assigned To:	Conklin, Cristine	Email From:	
Activity Created:	10/9/03 02:55PM	Email To:	
Activity Created By:	Conklin, Cristine		
Activity Description:	Rec'd vms from cust req status update. Adv in another office today 817-848-7088.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	10/9/03 02:57PM
Activity Type:	Customer Interaction	Activity Updated By:	Conklin, Cristine
Activity Assigned To:	Conklin, Cristine	Email From:	
Activity Created:	10/9/03 02:57PM	Email To:	
Activity Created By:	Conklin, Cristine		
Activity Description:	Lmvm on 817-848-7088. Adv writer will also alpha pg him, per his req.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	10/9/03 02:58PM
Activity Type:	Customer Interaction	Activity Updated By:	Conklin, Cristine
Activity Assigned To:	Conklin, Cristine	Email From:	
Activity Created:	10/9/03 02:58PM	Email To:	
Activity Created By:	Conklin, Cristine		
Activity Description:	Left msg w/ answering svc.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	10/9/03 04:12PM
Activity Type:	Customer Interaction	Activity Updated By:	Conklin, Cristine
Activity Assigned To:	Conklin, Cristine	Email From:	
Activity Created:	10/9/03 04:12PM	Email To:	
Activity Created By:	Conklin, Cristine		
Activity Description:	Rec'd 2 vms from cust, both w/ no cb #. Cust stts he will cb between patients.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	10/10/03 10:34AM
Activity Type:	Customer Interaction	Activity Updated By:	Conklin, Cristine
Activity Assigned To:	Conklin, Cristine	Email From:	
Activity Created:	10/10/03 10:32AM	Email To:	
Activity Created By:	Conklin, Cristine		
Activity Description:	Lmvm for cust, adv we are in a call ctr, so writer is on phone most of time.		

Note Created: 10/10/03 10:33AM	Note Created By: Conklin, Cristine	Note Type: Customer Interaction
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Adv if he gets another rep, he may ask them to check to see if I will be avail soon.



Customer Service Request Detail # 1-107149901

Activity Status:	Done	Activity Updated:	10/10/03 12:18PM
Activity Type:	Customer Interaction	Activity Updated By:	Conklin, Cristine
Activity Assigned To:	Conklin, Cristine	Email From:	
Activity Created:	10/10/03 12:10PM	Email To:	
Activity Created By:	Conklin, Cristine		
Activity Description:	S/w cust, adv the appropriate people are involved and the area rep is pursuing it.		

Note Created:	10/10/03 12:11PM	Note Created By:	Conklin, Cristine	Note Type:	Customer Interaction
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Sits he adv the avc mgr yesterday evening and they adv that production for this veh has stopped. Sits the avc mgr adv due to this, a new transmission cannot be manufactured. Sits he doesn't understand this since the 2004 model year just began. Sits the avc mgr adv they got the new transmission in and it looks like a new one, but the label on it is remanufactured. Cust sits he doesn't understand what this means. Sits he req the avc mgr find out if it is new and if it is, put it in writing that it is new and not remanufactured. Sits he would be happy w/ that. Adv writer will contact avc mgr and see where it stands now and will call cust this afternoon. Cust asked about CPD warranty and what it entails. Adv it adds an additional 2 yrs after the new veh warranty expires, or 100K miles, whichever comes first, but they are not the same warranties and do not have the same coverage. Referred to website for more details.

Activity Status:	Done	Activity Updated:	10/10/03 08:48PM
Activity Type:	Dealer Interaction	Activity Updated By:	Conklin, Cristine
Activity Assigned To:	Conklin, Cristine	Email From:	
Activity Created:	10/10/03 08:48PM	Email To:	
Activity Created By:	Conklin, Cristine		
Activity Description:	Ltrwn for John, req update.		

Note Created:		Note Created By:		Note Type:	
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Activity Status:	Done	Activity Updated:	10/14/03 10:24AM
Activity Type:	Dealer Interaction	Activity Updated By:	Conklin, Cristine
Activity Assigned To:	Conklin, Cristine	Email From:	
Activity Created:	10/14/03 10:23AM	Email To:	
Activity Created By:	Conklin, Cristine		
Activity Description:	Ltrwn for John, req status update		

Note Created:		Note Created By:		Note Type:	
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Activity Status:	Done	Activity Updated:	10/14/03 11:28AM
Activity Type:	Customer Interaction	Activity Updated By:	Conklin, Cristine
Activity Assigned To:	Conklin, Cristine	Email From:	
Activity Created:	10/14/03 11:28AM	Email To:	
Activity Created By:	Conklin, Cristine		
Activity Description:	S/w cust who req update. Adv writer waiting on cb from avc mgr.		

Note Created:		Note Created By:		Note Type:	
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Customer Service Request Detail # 1-107143901

Activity Status:	Done	Activity Updated:	10/14/03 03:31PM
Activity Type:	Dealer Interaction	Activity Updated By:	Conklin, Cristine
Activity Assigned To:	Conklin, Cristine	Email From:	
Activity Created:	10/14/03 03:31PM	Email To:	
Activity Created By:	Conklin, Cristine		
Activity Description:	Rec'd vm from John asking new transmission came in and they are installing it now. Cust is fine w/ that.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	10/17/03 05:40PM
Activity Type:	Customer Interaction	Activity Updated By:	Conklin, Cristine
Activity Assigned To:	Conklin, Cristine	Email From:	
Activity Created:	10/17/03 05:40PM	Email To:	
Activity Created By:	Conklin, Cristine		
Activity Description:	Lmvr for cust asking if he is satisfied w/ outcome.		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 1-117099383

**Customer**

Name: [REDACTED]  
 Preferred Communication Method:  
 Work #:  
 Home #:  
 Call #:  
 Street Address: [REDACTED]  
 Apt/Ste:  
 City/State/Zip: Ft. Lauderdale, FL

**Service Request**

Service Request #: 1-117099383  
 Brand: BMW  
 Type: Inquiry  
 Current Status: Closed  
 Date Opened: 11/7/03 10:28AM  
 Created By: Young, Tricia  
 Rep Assigned: Young, Tricia  
 Date Assigned: 11/7/03 10:28AM  
 Assigned Dealer:  
 Identified Dealer:  
 Date Received:  
 Receive Rep:  
 Date Closed: 11/12/03 06:54PM  
 Close Rep: Young, Tricia  
 Issue Note: SMG questions

**Vehicle**

Chassis # (US): PJ95185  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 330CI Convertible  
 Mileage:  
 Sale: 11/30/03 12:00AM  
 In Service Date: 11/30/03 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
refer to dealer

**Attachments**

File Name	Comments



Customer Service Request Detail # 1-117008383

Activity Status:	Done	Activity Updated:	11/12/03 08:53PM
Activity Type:	Email - Inbound	Activity Updated By:	Young, Tricia
Activity Assigned To:	Young, Tricia	Email From:	david.solomon@wachoviasec.com
Activity Created:	11/4/03 11:35AM	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 am interested in more info on the SMG, specifically how quickly (milliseconds) does the SMG shift gears in drive and sport modes? and any other technical info. Thanks [REDACTED]

phone: [REDACTED]

AccountNo:

VIN: WBABW53454PJ05185

From: [REDACTED]

Subject: Other

RouteCode1:

RouteCode2:

RouteCode3:

Section: Priority Email

ModelYear: 2004

ModelName: BMW

ModelNm: 330CIC

firstName: [REDACTED]

lastName: [REDACTED]

ContactBy: Email

ContactPhone: [REDACTED]

ContactTime:

address1: [REDACTED]

address2:

address3:

city: Ft. Lauderdale

state: FL

zip: [REDACTED]

HomePhone: [REDACTED]

WorkPhone: [REDACTED]

email: [REDACTED]

Vin: WBABW53454PJ05185

UserName: david solomon

Activity Status:	Done	Activity Updated:	11/12/03 08:54PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Young, Tricia	Email From:	CustomerRelations@bmwusa.com
Activity Created:	11/7/03 10:28AM	Email To:	david.solomon@wachoviasec.com
Activity Created By:	Young, Tricia		
Activity Description:	RE: Other [1-115067354]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 1-117099383

Dear [REDACTED]

Thank you for contacting BMW of North America, LLC regarding the SMG. The SMG is a super feature!

I am with BMW North America LLC and your correspondence has been forwarded to me for response. Regrettably, I cannot provide you with the information you are requesting from this location. Please contact the service manager at your authorized BMW center who is best equipped to address your questions.

Should you need it, you will find a complete listing of authorized centers, categorized by name, state or zip code, on our website at [www.bmwusa.com](http://www.bmwusa.com). You are also always welcome to call us at 1-800-831-1117.

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: 11/7/2003 12:00:00 AM  
To: CustomerRelations@bmwusa.com  
Subject: Other

formid: 1001

Comments: I am interested in more info on the SMG, specifically how quickly (milli/seconds) does the SMG shift gears in drive and sport modes? and any other technical info. Thanks [REDACTED]

phone [REDACTED]  
Account No:  
VIN: WBABW83454PJB6165

From: [REDACTED]  
Subject: Other

RouteCode1:  
RouteCode2:  
RouteCode3:

Section: Priority Email  
ModelYear: 2004  
MfgName: BMW  
ModelName: 390CiC

RefName: ...



Customer Service Request Detail # 1-117099383

	... lastName: [REDACTED] ContactBy: Email ContactPhone: [REDACTED] ContactTime: address1: [REDACTED] address2: address3: city: Ft. Lauderdale state: FL zip: [REDACTED] HomePhone: [REDACTED] WorkPhone: email: [REDACTED] VIN: WBABW6346P05185 UserName: [REDACTED]
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Customer Service Request Detail # 1-119141501

**Customer**

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

**Service Request**

Service Request #:	1-119141501
Brand:	BMW
Type:	Potential Lemon Law
Current Status:	Closed
Date Opened:	11/14/03 09:25AM
Created By:	Leonard, Lucy
Rep Assigned:	Leonard, Lucy
Date Assigned:	11/14/03 09:25AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	11/14/03 09:31AM
Close Rep:	Leonard, Lucy
Issue Note:	Customer has entered into litigation with BMWNA.

**Vehicle**

Chassis # (US):	PL40447
Chassis # (Non - US):	
Year:	2004
Model:	330Ci convertible
Mileage:	
Sale:	6/15/03 12:00AM
In Service Date:	6/15/03 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
CO20	CUSTOMER IN LITIGATION WITH BMW	CUSTOMER IN LITIGATION	CE01	CUSTOMER IN LITIGATION WITH BMW
8L17	PRODUCT DESIGN- INQUIRY/COMPLAINT	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

Solution
No need for response; customer in litigation with BMWNA.

**Attachments**

File Name	Comments



Customer Service Request Detail # 1-119141501

Activity Status:	Done	Activity Updated:	11/14/03 09:27AM
Activity Type:	General	Activity Updated By:	Leonard, Lucy
Activity Assigned To:	Leonard, Lucy	Email From:	
Activity Created:	11/14/03 09:26AM	Email To:	
Activity Created By:	Leonard, Lucy		
Activity Description:	Customer has entered into litigation with BMWNA.		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 1-120950609

**Customer**

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

**Service Request**

Service Request #: 1-120950609  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 11/20/03 10:03AM  
 Created By: Osborn, Jon  
 Rep Assigned: Osborn, Jon  
 Date Assigned: 11/20/03 10:03AM  
 Assigned Dealer:  
 Identified Dealer: THE BMW STORE  
 Date Received:  
 Resolve Rep:  
 Date Closed: 11/28/03 01:28PM  
 Close Rep: Osborn, Jon  
 Issue Note: Cust states he will not pick up his car from dealer until a new transmission is installed.

**Vehicle**

Chassis # (US): FL42458  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 330Ci convertible  
 Mileage: 914  
 Sale:  
 In Service Date:

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
BV17	REPEAT REPAIR/COMEBACK	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

**Solution**  
 Advised cust a new transmission was authorized, but it was on backorder and he could continue to work with his svy mgr for future updates on situation.

**Attachments**

File Name	Comments





Customer Service Request Detail # 1-120950609

Activity Status:	Done	Activity Updated:	11/20/03 10:12AM
Activity Type:	Customer Interaction	Activity Updated By:	Osborn, Jon
Activity Assigned To:	Osborn, Jon	Email From:	
Activity Created:	11/20/03 10:06AM	Email To:	
Activity Created By:	Osborn, Jon		
Activity Description:	Cust states he will not pick up his car from dealer until a new transmission is installed.		

Note Created: 11/20/03 10:06AM      Note Created By: Osborn, Jon      Note Type: Customer Interaction

Cust states he has a stalling issue with his car when attempting to shift into Drive. The car will go into reverse first but when then attempting to engage into drive it stalls out on him. Cust states this is the second time it has occurred and he will not pick up his car until a new transmission is installed and/or he can advise him that we have taken care of the issue with another remedy. Cust states there was supposed to be an engineer from Germany coming to dealer and installing a new clutch pack, however they have decided against this in the meantime and tech support has stated they are going to install a different type of transmission fluid. Cust states he lives on a dangerous street where people run stop signs all the time, and it is not safe for his wife to be driving this car and backing out onto street. Cust is in loaner at this time, but unwilling to go pick up his car or make payments on it as of yet which is not through BMW FS.

Activity Status:	Done	Activity Updated:	11/20/03 10:17AM
Activity Type:	Dealer Interaction	Activity Updated By:	Osborn, Jon
Activity Assigned To:	Osborn, Jon	Email From:	
Activity Created:	11/20/03 10:12AM	Email To:	
Activity Created By:	Osborn, Jon		
Activity Description:	Spoke w/Bob srv mgr at dealer		

Note Created: 11/20/03 10:13AM      Note Created By: Osborn, Jon      Note Type: Dealer Interaction

Bob advised me the cust is not having a stalling issue, but rather an engagement issue with the transmission. Bob confirmed that an engineer was to come to dealer and install new clutch pack, but has since been advised to replace tranny fluid. Dealer has done this and tested car several mornings on a cold start up, and no problems have occurred. Cust has insisted that he will not pick up car until he gets a new transmission, and his wife wants vehicle replaced all together. Bob stated there is a discussion on the BMW round table today regarding this issue, and he believes there will probably be a recall issued to end up replacing transmissions but did not tell cust this info. Bob has already sent a message to his FSE advising of the situation, advised I will relay it as well and be back in contact with him.

Activity Status:	Done	Activity Updated:	11/20/03 10:34AM
Activity Type:	Corporate Interaction	Activity Updated By:	Osborn, Jon
Activity Assigned To:	Osborn, Jon	Email From:	
Activity Created:	11/20/03 10:33AM	Email To:	
Activity Created By:	Osborn, Jon		
Activity Description:	Sent email to Toby Conrad central market liaison.		

Note Created: 11/20/03 10:34AM      Note Created By: Osborn, Jon      Note Type: Corporate Interaction



Customer Service Request Detail # 1-120950609

PL42488-2004-330dc

914 miles

8/31/03

1-120950609

Customer is seeking a new transmission.

This cust has only 914 miles on his car and has had a two time issue with his transmission not engaging into drive. Tech line has advised dealer to change transmission fluid, but this has come after they were told an engineer would be coming to the dealer and installing a new clutch pack. Engineer is not coming to dealer and tranny fluid has been changed.

There are no apparent problems with the car at this point, but dealer has only tested the car for a couple of days on a cold startup. Customer is refusing at this point to come get the car until he gets a new transmission. Bob (sv mgr at dealer) has advised this is a very common issue and there will be a discussion today on it on BMW roundtable, and he believes there is probably going to be a recall issued on the matter and we will end up replacing transmission anyway. Customer is advising if this problem happens again after only changing tranny fluid, he will be pursuing legal matters and end his relationship with BMW. This customer has also had two previous 2-series convertibles. Bob has left a voice message for his FSE Sammy Sedrak advising of the situation, but wanted us to also contact his AMM Mike Hardy to see if we could further assist on the transmission issue.

Activity Status:	Done	Activity Updated:	11/20/03 11:13AM
Activity Type:	Customer Interaction	Activity Updated By:	Osborn, Jon
Activity Assigned To:	Osborn, Jon	Email From:	
Activity Created:	11/20/03 11:13AM	Email To:	
Activity Created By:	Osborn, Jon		
Activity Description:	Contacted cust and advised issue has been escalated to higher authority, and i will advise him when i have further info.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	11/20/03 12:04PM
Activity Type:	Corporate Interaction	Activity Updated By:	Osborn, Jon
Activity Assigned To:	Osborn, Jon	Email From:	
Activity Created:	11/20/03 11:28AM	Email To:	
Activity Created By:	Osborn, Jon		
Activity Description:	Sent email to Team Lead Judy to advise that cust wanted a supervisor callback.		

Note Created:	11/20/03 11:28AM	Note Created By:	Osborn, Jon	Note Type:	Corporate Interaction
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Judy-

This customer called in asking for supervisor, but had never called in here before. I was able to get his information and have already begun working on the situation. When our conversation ended, he still wanted a supervisor and I advised him that you were in a meeting this morning. He is still demanding a call back and can be reached at 513-846-0660. His problem is that he has an engagement issue with his transmission, and has been advised that this is a widespread issue which it actually is at this time. He is demanding a new transmission, but FSE has not authorized one at this point. I am working on trying to get one authorized at this point because there may be a recall on this issue in the near future, but we have not told customer this. He plans to take legal actions if we give him this car back and his issue comes back again.

Thanks,  
Jon



Customer Service Request Detail # 1-120950609

Activity Status:	Done	Activity Updated:	11/21/03 10:53AM
Activity Type:	Corporate Interaction	Activity Updated By:	Conrad, Toby
Activity Assigned To:	Conrad, Toby	Email From:	
Activity Created:	11/21/03 10:53AM	Email To:	
Activity Created By:	Conrad, Toby		
Activity Description:	mailed resp back		

Note Created: 11/21/03 10:53AM      Note Created By: Conrad, Toby      Note Type: Corporate Interaction

We talked about this right. At this point tell the customer that we feel that the fluid change will fix the problem. I understand the concerns about it happening again but until there is something official there is nothing we can really do.

Thanks  
Toby

Activity Status:	Done	Activity Updated:	11/21/03 11:23AM
Activity Type:	Dealer Interaction	Activity Updated By:	Osborn, Jon
Activity Assigned To:	Osborn, Jon	Email From:	
Activity Created:	11/21/03 11:16AM	Email To:	
Activity Created By:	Osborn, Jon		
Activity Description:	Spoke w/Bob svr mgr asking if he heard anything further about the issue.		

Note Created: 11/21/03 11:16AM      Note Created By: Osborn, Jon      Note Type: Dealer Interaction

Bob advised me he will be watching Roundtable to today to get any further info on the topic of concern. He advised me he has two other cars with the same problem at his dealer and FSE just released one new transmission for another car and is working on getting the other one released. FSE and AMM have been made aware of this cust and issue by Bob, and will get back to him regarding a tranny for this car.

Activity Status:	Done	Activity Updated:	11/21/03 11:24AM
Activity Type:	Corporate Interaction	Activity Updated By:	Osborn, Jon
Activity Assigned To:	Osborn, Jon	Email From:	
Activity Created:	11/21/03 11:23AM	Email To:	
Activity Created By:	Osborn, Jon		
Activity Description:	Replied to market liaison regarding my conversation w/Bob svr mgr.		

Note Created: 11/21/03 11:23AM      Note Created By: Osborn, Jon      Note Type: Corporate Interaction

I just spoke with the service manager Bob again, and he advised me he has contacted his FSE again and AMM who are looking into getting a new tranny released. Bob has two other cars with the same problem at dealer right now, and just got one transmission released by FSE. They are working on the second, and will be getting back to Bob in regards to a possible third since the customer knows these other people and what they are getting.

Activity Status:	Done	Activity Updated:	11/24/03 02:20PM
Activity Type:	Customer Interaction	Activity Updated By:	Osborn, Jon
Activity Assigned To:	Osborn, Jon	Email From:	
Activity Created:	11/24/03 02:20PM	Email To:	
Activity Created By:	Osborn, Jon		
Activity Description:	Spoke w/cust to advise that I was still waiting to hear word back.		



Customer Service Request Detail # 1-120950609

Note Created:		Note Created By:		Note Type:	
<p><b>Activity Status:</b> Done  <b>Activity Type:</b> Dealer Interaction  <b>Activity Assigned To:</b> Osborn, Jon  <b>Activity Created:</b> 11/26/03 01:17PM  <b>Activity Created By:</b> Osborn, Jon  <b>Activity Description:</b> Spoke w/Bob regarding update on situation.</p>					
Note Created: 11/26/03 01:24PM		Note Created By: Osborn, Jon		Note Type: Dealer Interaction	
<p>Bob advised me he did get authorization for a new transmission, and is working with FSE to get it expedited faster. Bob is leaving cust in his loaner until repairs are made.</p>					
<p><b>Activity Status:</b> Done  <b>Activity Type:</b> Customer Interaction  <b>Activity Assigned To:</b> Osborn, Jon  <b>Activity Created:</b> 11/26/03 01:24PM  <b>Activity Created By:</b> Osborn, Jon  <b>Activity Description:</b> Spoke w/cust regarding anticipated outcome.</p>		<p><b>Activity Updated:</b> 11/26/03 01:27PM  <b>Activity Updated By:</b> Osborn, Jon  <b>Email From:</b>  <b>Email To:</b></p>			
Note Created: 11/26/03 01:25PM		Note Created By: Osborn, Jon		Note Type: Customer Interaction	
<p>Spoke w/cust and advised him that we did have authorization for new transmission, but it was on backorder and had to come from Germany. Advised it looked like it would take about 4 weeks, but Bob was working with his reps to get it earlier. Let cust know that he could contact Bob directly on these matters, and he could tell him any further updates.</p>					



Customer Service Request Detail # 1-124256423

**Customer**

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

**Service Request**

Service Request #: 1-124256423  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 11/29/03 11:37AM  
 Created By: Young, Tricia  
 Rep Assigned: Roach, Casey  
 Date Assigned: 12/4/03 01:27PM  
 Assigned Dealer:  
 Identified Dealer: D-PATRICK MOTOPLEX  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 12/12/03 08:20PM  
 Close Rep: Young, Tricia  
 Issue Note: Cold start

**Vehicle**

Chassis # (US): FL42818  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 330Ci convertible  
 Mileage:  
 Sale: 10/21/03 12:00AM  
 In Service Date: 10/21/03 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
refer to service manager issue being addressed by retailer. Closed pending further contact.

**Attachments**

File Name	Comments



Customer Service Request Detail # 1-124256423

Activity Status:	Done	Activity Updated:	11/26/03 11:36AM
Activity Type:	Email - Inbound	Activity Updated By:	Young, Tricia
Activity Assigned To:	Young, Tricia	Email From:	jetnod@hotmail.com
Activity Created:	11/27/03 12:18PM	Email To:	<CustomerRelations@bmwnusa.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 a bad problem with my 2004 330ci transmission. On a cold start when I change from R to D my car acts like it is in N till I rev the engine several seconds. My SA at D-Patrick Motors tells me this is normal, but it can not be. I have been in several dangerous situations blocking traffic trying to get the car to move. I know this is a big problem for BMW because I have read about it on 6-8 different chat pages. What is BMW doing to remedy this problem?? I will be taking my car in to the dealer soon, but I know by his comments, the dealership has no idea what to do. Please contact me ASAP and let me know what is going on. Thank you.

phone: [REDACTED]  
AccountNo: 1000234667  
VIN: WBABW53404PL42819

From: [REDACTED]  
Subject: Other

RouteCode1:  
RouteCode2:  
RouteCode3:

Section: Priority Email  
ModelYear: 2004  
MfgName: BMW  
ModelName: 330CI

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

address1: [REDACTED]  
address2: [REDACTED]  
address3:  
city: Vincennes  
state: IN  
zip: [REDACTED]  
HomePhone: [REDACTED]  
WorkPhone:  
email: [REDACTED]  
Vin: WBABW53404PL42819

UserName: [REDACTED]



Customer Service Request Detail # 1-124258423

Activity Status:	Done	Activity Updated:	11/29/03 11:39AM
Activity Type:	Email - Outbound	Activity Updated By:	Young, Tricia
Activity Assigned To:	Young, Tricia	Email From:	CustomerRelations@bmwusa.com
Activity Created:	11/29/03 11:38AM	Email To:	jahod@hotmail.com
Activity Created By:	Young, Tricia		
Activity Description:	RE: Other [1-123748828]		

Note Created:

Note Created By:

Note Type:

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 8:00 P.M., Eastern Standard Time.

Sincerely,

National Customer Relations  
Representative

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

From: [REDACTED]  
Sent: 11/29/2003 12:00:00 AM  
To: CustomerRelations@bmwusa.com  
Subject: Other

formid: 1001

Comments: I have a bad problem with my 2004 330ci transmission. On a cold start when I change from R to D my car acts like it is in N till I rev the engine several seconds. My SA at D-Patriot Motors tells me this is normal, but it can not be. I have been in several dangerous situations blocking traffic trying to get the car to move. I know this is a big problem for BMW because I have read about it on 5-6 different chat pages. What is BMW doing to remedy this problem?? I will be taking my car in to the dealer soon, but I know by his comments, the dealership has no idea what to do. Please contact me ASAP and let me know what is going on. Thank you.

phone: [REDACTED]  
AccountNo: 1000234057  
VIN: WBABW534D4PLA2819

From: \_







Customer Service Request Detail # 1-124256423

Note Created: 12/4/03 01:19PM		Note Created By: Roach, Casey		Note Type: Customer Interaction	
Cust called indicating that he is still having the issue with his vehicle not shifting from Reverse to Drive when the vehicle is cold. Cust confirmed he has taken the vehicle in repeatedly since the weather has gotten colder also. Writer agreed to research and call him back @ [REDACTED]					
Activity Status: Done		Activity Updated: 12/12/03 09:12PM			
Activity Type: Dealer Interaction		Activity Updated By: Roach, Casey			
Activity Assigned To: Roach, Casey		Email From:			
Activity Created: 12/12/03 05:41PM		Email To:			
Activity Created By: Roach, Casey					
Activity Description: Spoke to Terry, asst svc mgr, re details.					
Note Created: 12/12/03 05:42PM		Note Created By: Roach, Casey		Note Type: Dealer Interaction	
Spoke to Terry, asst svc mgr, and he indicates he has spoken to the customer recently. Terry advises that the dealer is aware of the situation and they are working with the Market Team on this, and the customer is working with them. Terry indicates that this will probably become a recall shortly, so the customer is simply waiting for an update at this point.					



Customer Service Request Detail # 1-125173451

**Customer**

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

**Service Request**

Service Request #: 1-125173451  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 12/2/03 01:09PM  
 Created By: Essen, Trisha  
 Rep Assigned: Dillon, Amy Jo  
 Date Assigned: 12/2/03 03:05PM  
 Assigned Dealer:  
 Identified Dealer: BURCHICK BMW  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 1/13/04 02:54PM  
 Close Rep: Dillon, Amy Jo  
 Issue Note: transmission issue

**Vehicle**

Chassis # (US): PL42114  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 330Ci convertible  
 Mileage: 2,600  
 Sale: 8/8/03 12:00AM  
 In Service Date: 8/8/03 12:00AM

**Code Descriptions**

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

**Solution Notes**

Solution
System Generated - For additional detail see email activity cust accepted additional lease pay; cntr is working on transmission issue

**Attachments**

File Name	Comments



Customer Service Request Detail # 1-125173451

Activity Status:	Done	Activity Updated:	12/2/08 03:05PM
Activity Type:	Email - Inbound	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	[REDACTED]
Activity Created:	12/2/08 09:50AM	Email To:	CustomerRelations@bmwusa.com
Activity Created By:	Administrator, Siebel		
Activity Description:	BMW Site Assistance		

Note Created:	Note Created By:	Note Type:
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	<p>12/2/2008 8:49:35 AM</p> <p>Name: <input type="checkbox"/> [REDACTED]          Email: <input type="checkbox"/> [REDACTED]          Home Phone: <input type="checkbox"/> [REDACTED]          Work Phone: <input type="checkbox"/> [REDACTED]          Fax: <input type="checkbox"/> [REDACTED]</p> <p>Referred Via: <input type="checkbox"/> <a href="http://www.bmwusa.com/BMW2003/Templates/ContactUs/ContactSiteRep.aspx?NRMODE=Published&amp;NRORIGINALURL=/Contact/ContactSiteRep.htm&amp;NRNODEGUID={1B02CA3C-1F83-4488-9F02-BA5680872E38}&amp;NRCACHEHINT=NoModifyGuest">http://www.bmwusa.com/BMW2003/Templates/ContactUs/ContactSiteRep.aspx?NRMODE=Published&amp;NRORIGINALURL=/Contact/ContactSiteRep.htm&amp;NRNODEGUID={1B02CA3C-1F83-4488-9F02-BA5680872E38}&amp;NRCACHEHINT=NoModifyGuest</a>          Browser: <input type="checkbox"/> Other          Version: <input type="checkbox"/> 6.0          Platform: <input type="checkbox"/> Windows XP</p> <p>Network Connection: <input type="checkbox"/> LAN via AOL          Installed Plugins:  <input type="checkbox"/> Macromedia Flash 6.0 or later NO  <input type="checkbox"/> QuickTime 6.0 or later NO</p> <p>Error Comments:          I CURRENTLY BOUGHT MY 4TH BMW IN 4 YEARS IN SEPT. IT WAS A 2004 330 CONVERTABLE. I DROVE THE CAR FOR 2 MONTHS, AND NOW THE CAR HAS BEEN IN THE REPAIR SHOP SINCE NOV. 10, 2008. I AM VERY DISCOURAGED WITH THIS CAR AS I AM HAVING THESE</p>
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Activity Status:	Done	Activity Updated:	12/2/08 01:10PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Essen, Trisha	Email From:	Webmaster@bmwusa.com
Activity Created:	12/2/08 01:09PM	Email To:	[REDACTED]
Activity Created By:	Essen, Trisha		
Activity Description:	RE: BMW Site Assistance [1-125080404]		

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

Thank you for your recent e-mail. We appreciate you taking the time to provide us with your comments.

To assist you better, we will forward your inquiry to the appropriate BMW representative to ensure a timely and knowledgeable response.

Thank you for your patience and for visiting our web site.

Best regards,

BMW of North America, LLC

Original Message

From: [REDACTED]  
 Sent: 12/2/2003 12:00:00 AM  
 To: webmaster@bmwusa.com  
 Subject: BMW Site Assistance

12/2/2003 8:48:35 AM

Name:  [REDACTED]  
 Email:  [REDACTED]  
 Home Ph: [REDACTED]  
 Work Phone:   
 Fax:

Referred Via:  <http://www.bmwusa.com/BMW2003/Templates/ContactUs/ContactSiteRep.aspx?NRMODE=Published&NRORIGINALURL=/Contact/ContactSiteRep.htm&NRNODEGUID={18D2CA9C-1F83-44BB-9F02-BA5600872E38}&NRCACHEHINT=NoModifyGuest>  
 Browser:  Other  
 Version:  6.0  
 Platform:  Windows XP

Network Connection:  LAN via AOL  
 Installed Plugins:

- Macromedia Flash 6.0 or later NO
- QuickTime 6.0 or later NO

Error Comments:

I CURRENTLY BOUGHT MY 4TH BMW IN 4 YEARS IN SEPT. IT WAS A 2004 330 CONVERTABLE. I DROVE THE CAR FOR 2 MONTHS, AND NOW THE CAR HAS BEEN IN THE REPAIR SHOP SINCE NOV. 10, 2003.

Activity Status: Done  
 Activity Type: Customer Interaction  
 Activity Assigned To: Dillon, Amy Jo  
 Activity Created: 12/2/03 02:44PM  
 Activity Created By: Dillon, Amy Jo  
 Activity Description: contacted cust at 3157288881

Activity Updated: 12/2/03 03:04PM  
 Activity Updated By: Dillon, Amy Jo  
 Email From:  
 Email To:

Note Created: 12/2/03 02:45PM

Note Created By: Dillon, Amy Jo

Note Type: Customer Interaction



Customer Service Request Detail # 1-125173451

<p>contacted cust. Cust states that he is extremely dissatisfied w/this vehicle. Cust states that the vehicle has been in the cntr 2x's for a stalling issue and transmission issue. Cust states that the first time the vehicle was in the cntr it was there for a wk. Cust states that the current issue w/this transmission the vehicle has been in since 11/10. Cust states that he has contacted a lawyer to get out of the vehicle. Apologized to cust. Advised that I would contact the cntr and look into this situation.</p>			
<p>Activity Status: Done Activity Type: Dealer Interaction Activity Assigned To: Dillon, Amy Jo Activity Created: 12/2/03 03:04PM Activity Created By: Dillon, Amy Jo Activity Description: left message for Paul Samano, service mgr</p>	<p>Activity Updated: 12/2/03 03:04PM Activity Updated By: Dillon, Amy Jo Email From: Email To:</p>		
<p>Note Created:</p>		<p>Note Created By:</p>	
<p>Note Type:</p>			
<p>Activity Status: Done Activity Type: Dealer Interaction Activity Assigned To: Dillon, Amy Jo Activity Created: 12/8/03 08:54PM Activity Created By: Dillon, Amy Jo Activity Description: read vm from Paul, service mgr, on 12/3</p>	<p>Activity Updated: 12/8/03 08:56PM Activity Updated By: Dillon, Amy Jo Email From: Email To:</p>		
<p>Note Created: 12/8/03 08:54PM</p>		<p>Note Created By: Dillon, Amy Jo</p>	
<p>Note Type: Dealer Interaction</p>			
<p>read vm from Paul, service mgr on 12/3; transmission is in and vehicle should be read soon</p>			
<p>Activity Status: Done Activity Type: Dealer Interaction Activity Assigned To: Dillon, Amy Jo Activity Created: 12/17/03 09:22AM Activity Created By: Dillon, Amy Jo Activity Description: spoke to Paul, service mgr</p>	<p>Activity Updated: 12/17/03 09:36AM Activity Updated By: Dillon, Amy Jo Email From: Email To:</p>		
<p>Note Created: 12/17/03 09:23AM</p>		<p>Note Created By: Dillon, Amy Jo</p>	
<p>Note Type: Dealer Interaction</p>			
<p>Spoke to Paul, service mgr. Paul advised that the issue was resolved. Paul advised that the cust read the a lease pay for the time out of service. Paul advised that the cust was upset that the parts weren't available. Paul advised that the engineer from NJ drove up to Burdick on thanksgiving day in order to be there in the AM on Friday to fix the vehicle. Thanked Paul for his time.</p>			
<p>Activity Status: Done Activity Type: Customer Interaction Activity Assigned To: Dillon, Amy Jo Activity Created: 12/17/03 09:37AM Activity Created By: Dillon, Amy Jo Activity Description: left vm for cust asking if he is satisfied w/the situation now; asked for call back if he wants to discuss it further</p>	<p>Activity Updated: 12/17/03 09:37AM Activity Updated By: Dillon, Amy Jo Email From: Email To:</p>		
<p>Note Created:</p>		<p>Note Created By:</p>	
<p>Note Type:</p>			



Customer Service Request Detail # 1-125173451

Activity Status:	Done	Activity Updated:	12/31/03 08:48PM
Activity Type:	Customer Interaction	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	
Activity Created:	12/31/03 08:40PM	Email To:	
Activity Created By:	Dillon, Amy Jo		
Activity Description:	contacted cust @ 315-729-8881		

Note Created: 12/31/03 08:42PM      Note Created By: Dillon, Amy Jo      Note Type: Customer Interaction

Cust states that the transmission is still not running correctly. Cust states that he took the vehicle through a car wash and the vehicle leaks on the passenger and driver side where the convertible top meets the window. Asked cust if he has made an appt to have these issues looked @. Cust states that he has not talked to the cntr about the transmission and was told by the cntr that the leaks are normal. Cust is declining to take the vehicle back to the cntr. Cust states that his attorney has advised him not to go back to the cntr. Apologized to the cust. Cust states that he will get out of this vehicle. Advised that I would be happy to research his request. Advised that in order to address his request the cntr will need to look @ the vehicle again. Cust states that the cntr can call him to make an appt.

Activity Status:	Done	Activity Updated:	1/9/04 02:04PM
Activity Type:	Dealer Interaction	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	
Activity Created:	1/9/04 02:02PM	Email To:	
Activity Created By:	Dillon, Amy Jo		
Activity Description:	appts to Roger Lamica, Service director		

Note Created: 1/9/04 02:02PM      Note Created By: Dillon, Amy Jo      Note Type: Dealer Interaction

appts to Roger Lamica, Service Director. Roger advised of the following service history:

- 1) 9/22 - dlm radio display and passenger side window will not go down; cntr addressed window issue and ordered new radio
- 2) 10/2 - issues w/the top and install radio
- 3) 11/11 - transmission issue; a rep from BMW came to the center and performed transmission update; the vehicle was picked up on 12/5.

Advised Roger that the cust is asking to be taken out of the vehicle. Advised Roger that I would forward the request to Steven Tandrup, AMM.

Activity Status:	Done	Activity Updated:	1/9/04 02:04PM
Activity Type:	General	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	
Activity Created:	1/9/04 02:04PM	Email To:	
Activity Created By:	Dillon, Amy Jo		
Activity Description:	sent email to Mike Thompson, ER market liaison for Steven Tandrup, AMM		

Note Created:      Note Created By:      Note Type:



Customer Service Request Detail # 1-125173451

Activity Status:	Done	Activity Updated:	1/9/04 02:06PM
Activity Type:	Dealer Interaction	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	
Activity Created:	1/9/04 02:05PM	Email To:	
Activity Created By:	Dillon, Amy Jo		
Activity Description:	called Roger Lamica, service director back		

Note Created: 1/9/04 02:06PM      Note Created By: Dillon, Amy Jo      Note Type: Dealer Interaction

called Roger Lamica, service director back and advised cust is still having issue w/the tranny; Roger advised that he would contact Steve Tandrup, AMM directly and ask how to proceed

Activity Status:	Done	Activity Updated:	1/9/04 03:01PM
Activity Type:	Field Interaction	Activity Updated By:	Thompson, Michael
Activity Assigned To:	Thompson, Michael	Email From:	
Activity Created:	1/9/04 02:58PM	Email To:	
Activity Created By:	Thompson, Michael		
Activity Description:	Steve T. AMM offered payment for vehicle.		

Note Created:      Note Created By:      Note Type:

Activity Status:	Done	Activity Updated:	1/9/04 03:01PM
Activity Type:	Corporate Interaction	Activity Updated By:	Thompson, Michael
Activity Assigned To:	Thompson, Michael	Email From:	
Activity Created:	1/9/04 03:01PM	Email To:	
Activity Created By:	Thompson, Michael		
Activity Description:	Let rep. know what the offer is.		

Note Created:      Note Created By:      Note Type:

Activity Status:	Done	Activity Updated:	1/13/04 02:46PM
Activity Type:	Customer Interaction	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	
Activity Created:	1/13/04 02:30PM	Email To:	
Activity Created By:	Dillon, Amy Jo		
Activity Description:	spoke to cust		

Note Created: 1/13/04 02:30PM      Note Created By: Dillon, Amy Jo      Note Type: Customer Interaction

spoke to cust. Advised that mngt has reviewed the situation w/his vehicle. Advised that mngt is happy to offer another lease payl. Advised that mngt does not feel the situation warrants to be taken out of the vehicle. cust states that he loves teh vehicle and he doesn't really want to get rid of it, but he doesn't feel that he should continue to be inconvenienced. Advised cust that I appreciate his sentiments. Advised that we do recognized that he has been inconvenienced. Advised that this is why we are offering another lease payl. Advised that the cntr is working on the situation w/his vehicle and have contacted the appropriate tech staff w/BMW to address the issue. Cust agreed to the lease payl and to allow the cntr to fix the vehicle. Thanked cust for his cooperation. Advised that I would contact the cntr and advise them of the situation.



Customer Service Request Detail # 1-125173451

Activity Status:	Done	Activity Updated:	1/18/04 02:54PM
Activity Type:	Dealer Interaction	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	
Activity Created:	1/13/04 02:46PM	Email To:	
Activity Created By:	Dillon, Amy Jo		
Activity Description:	spoke to Roger Lambo, service director		

Note Created: 1/13/04 02:47PM

Note Created By: Dillon, Amy Jo

Note Type: Dealer Interaction

Spoke to Roger Lambo, service director. Advised that Steven Tenderup, AMM, authorized an additional lease payt for the cust's inconvenience. Advised that the cust has accepted it. Roger advised that he will contact Steven Tenderup re: the situation and will coordinate an appt between the engineer and cust. Roger advised that he will contact the cust today to advise him the only is working on the issue.





Customer Service Request Detail # 1-125865638

**Customer**

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

**Service Request**

Service Request #: 1-125865638  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 12/4/03 01:26PM  
 Created By: Mercer, Michael  
 Rep Assigned: Mercer, Michael  
 Date Assigned: 12/4/03 01:26PM  
 Assigned Dealer:  
 Identified Dealer: BOB SMITH BMW  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 12/4/03 01:48PM  
 Close Rep: Mercer, Michael  
 Issue Note: Cust upset his new car has been at the center for trans issue for 2 weeks.

**Vehicle**

Chassis # (US): PL43128  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 330Ci convertible  
 Mileage:  
 Sale: 11/7/03 12:00AM  
 In Service Date: 11/7/03 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**  
 Per Rick Cook, BMWNA trans specialist will look at car on 12/8. Provided cust my contact info if issue is not addressed at center level.

**Attachments**

File Name	Comments



Customer Service Request Detail # 1-125865638

Activity Status:	Done	Activity Updated:	12/4/03 01:28PM
Activity Type:	Customer Interaction	Activity Updated By:	Mercer, Michael
Activity Assigned To:	Mercer, Michael	Email From:	
Activity Created:	12/4/03 01:28PM	Email To:	
Activity Created By:	Mercer, Michael		
Activity Description:	Cust upset his new car has been at the dealer for trans issue for 2 weeks.		

Note Created: 12/4/03 01:27PM      Note Created By: Mercer, Michael      Note Type: Customer Interaction

Cust sts that car is brand new and has been at the center for 13 days now. Cust wants to know who is involved.

Activity Status:	Done	Activity Updated:	12/4/03 01:44PM
Activity Type:	Dealer Interaction	Activity Updated By:	Mercer, Michael
Activity Assigned To:	Mercer, Michael	Email From:	
Activity Created:	12/4/03 01:30PM	Email To:	
Activity Created By:	Mercer, Michael		
Activity Description:	Called Rick Cook (serv mgr) at Bob Smith BMW		

Note Created: 12/4/03 01:43PM      Note Created By: Mercer, Michael      Note Type: Dealer Interaction

Rick said that the BMWNA transmission specialist is coming in on Friday to repair the trans. He said that if this doesn't work, we will need to look into compensation. At this point he said the trans hesitates when cold, the hesitation has been duplicated once.

Activity Status:	Done	Activity Updated:	12/4/03 01:48PM
Activity Type:	Customer Interaction	Activity Updated By:	Mercer, Michael
Activity Assigned To:	Mercer, Michael	Email From:	
Activity Created:	12/4/03 01:46PM	Email To:	
Activity Created By:	Mercer, Michael		
Activity Description:	Called cust, adv that BMWNA tech is going to look at car on Fri 12/5. Provided contact info if issue is not address'd.		

Note Created:      Note Created By:      Note Type:

Activity Status:	Done	Activity Updated:	12/5/03 12:25PM
Activity Type:	Email - Inbound	Activity Updated By:	Labetzky, Karen
Activity Assigned To:	Labetzky, Karen	Email From:	
Activity Created:	12/5/03 08:39AM	Email To:	<0000000000@bmwusa.com>
Activity Created By:	Administrator, Stabel		
Activity Description:	Repairs		

Note Created:      Note Created By:      Note Type:



formid: 1002

Comments: the car been in the shop for transmission problems than I have  
driven it. It still in the shop now waiting for a repair men to work on  
it.

phone: [REDACTED]  
AccountNo: 1000239670  
VIN: WBABW63404PL43128

From: [REDACTED]  
Subject: Repair

RouteCode1:  
RouteCode2:  
RouteCode3:

Section: Owners' Comments  
ModelYear: 2004  
MfgNm: BMW  
ModelNm: 330CIC

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

address1: [REDACTED]  
address2:  
address3:  
city: Chateworth  
state: CA  
zip: [REDACTED]  
HomePhone: [REDACTED]  
WorkPhone: [REDACTED]  
email: [REDACTED]  
VIN: WBABW63404PL43128

UserName: DBROWN71043  
Urgency:  
Regarding:  
NetworkScreenName:



Customer Service Request Detail # 1-126793490

**Customer**

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

**Service Request**

Service Request #: 1-126793490  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 12/8/03 05:32PM  
 Created By: Ellis, Jeremy  
 Rep Assigned: Ellis, Jeremy  
 Date Assigned: 12/8/03 05:32PM  
 Assigned Dealer:  
 Identified Dealer: BARON BMW  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 12/8/03 05:41PM  
 Close Rep: Ellis, Jeremy  
 Issue Note: vehicle not going into park

**Vehicle**

Chassis # (US): FL48745  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 330Ci convertible  
 Mileage:  
 Sale: 11/29/03 12:00AM  
 In Service Date: 11/29/03 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
Cust to bring car to dealer in the morning. ServM aware and will follow up with customer in the morning.

**Attachments**

File Name	Comments



Customer Service Request Detail # 1-126793490

Activity Status:	Done	Activity Updated:	12/8/03 05:36PM
Activity Type:	Customer Interaction	Activity Updated By:	Ells, Jeremy
Activity Assigned To:	Ells, Jeremy	Email From:	
Activity Created:	12/8/03 05:32PM	Email To:	
Activity Created By:	Ells, Jeremy		
Activity Description:	vehicle not going into park		

Note Created: 12/8/03 05:32PM      Note Created By: Ells, Jeremy      Note Type: Customer Interaction

Cust sits that the vehicle will not go into park. Writer had cust turn vehicle on and place foot on brake and put vehicle from neutral to reverse. Cust sits that the instrument cluster display showed the vehicle going from N to R when the lever was placed in the correct position. Cust sits that the vehicle will not go into Park, the transmission select lever meets resistance. Writer adv cust that this could be a problem with the transmission and not a user or usability error. Writer suggested that customer put vehicle into neutral and apply parking brake and then contact RA to have the vehicle towed. Cust sits that he would prefer that the vehicle not be towed. Cust sits that he will take the vehicle to dealer in the morning. Writer adv that we will contact the dealer on his behalf to give them a heads up that the car will be coming in.

Activity Status:	Done	Activity Updated:	12/8/03 05:37PM
Activity Type:	Dealer Interaction	Activity Updated By:	Ells, Jeremy
Activity Assigned To:	Ells, Jeremy	Email From:	
Activity Created:	12/8/03 05:37PM	Email To:	
Activity Created By:	Ells, Jeremy		
Activity Description:	writer gave heads up to ServM that the vehicle will be coming in. ServM sits that it is probably loose coins stuck in the shifter.		

Note Created:      Note Created By:      Note Type:



Customer Service Request Detail # 1-127758990

**Customer**

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

**Service Request**

Service Request #: 1-127758990  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 12/10/03 07:19PM  
 Created By: Shelton, Bryan  
 Rep Assigned: Shelton, Bryan  
 Date Assigned: 12/10/03 07:19PM  
 Assigned Dealer:  
 Identified Dealer:  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 12/12/03 06:01PM  
 Close Rep: Shelton, Bryan  
 Issue Note: cust upset about problems w/ veh

**Vehicle**

Chassis # (US): FL41372  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 330Ci convertible  
 Mileage:  
 Sale: 6/16/03 12:00AM  
 In Service Date: 6/16/03 12:00AM

**Code Descriptions**

SFL Code	BR Code Desc	Main Group	Defect Code	Defect Code Desc
SLD9	OVERALL QUALITY	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMISSION

**Solution Notes**

**Attachments**

Solution
adv cust that problem is fixed

File Name	Comments



Customer Service Request Detail # 1-127756990

Activity Status:	Done	Activity Updated:	12/10/03 07:28PM
Activity Type:	Customer Interaction	Activity Updated By:	Shelton, Bryan
Activity Assigned To:	Shelton, Bryan	Email From:	
Activity Created:	12/10/03 07:20PM	Email To:	
Activity Created By:	Shelton, Bryan		
Activity Description:	spoke w/ cust		

Note Created: 12/10/03 07:20PM      Note Created By: Shelton, Bryan      Note Type: Customer Interaction

cust ad that her veh had serv at East Bay BMW due to smoke coming out of E. She ad it was in for this serv for 3 or 4 days on Oct 1st. She took it back in for same problem on 11/29 and it has been at East Bay ever since. cust ad that she is concerned about the extent of the problems and would like a trade assist on this due to severity of problem. She ad that Bill Beller, serv dir at dr ad that this was not possible, but she wanted to talk to us about it. I ad that I was not sure if that would be possible, but that I would research the problems and get back to her on this.

Activity Status:	Done	Activity Updated:	12/10/03 07:28PM
Activity Type:	Dealer Interaction	Activity Updated By:	Shelton, Bryan
Activity Assigned To:	Shelton, Bryan	Email From:	
Activity Created:	12/10/03 07:28PM	Email To:	
Activity Created By:	Shelton, Bryan		
Activity Description:	lft message in Bill Beller's Vm at East Bay		

Note Created:      Note Created By:      Note Type:

Activity Status:	Done	Activity Updated:	12/10/03 07:51PM
Activity Type:	Dealer Interaction	Activity Updated By:	Shelton, Bryan
Activity Assigned To:	Shelton, Bryan	Email From:	
Activity Created:	12/10/03 07:49PM	Email To:	
Activity Created By:	Shelton, Bryan		
Activity Description:	Spoke to Bill		

Note Created: 12/10/03 07:49PM      Note Created By: Shelton, Bryan      Note Type: Dealer Interaction

Bill ad that the veh is fixed and is ready to be picked up. He ad that it was ready several days ago, but the customer wanted them to keep it and test it longer. Bill ad that while this is a major repair, it is not one that cannot be fixed correctly or will have lasting effects on veh. Bill ad that there should not be a buyback or assistance in this case. I will call cust to adv

Activity Status:	Done	Activity Updated:	12/11/03 01:50PM
Activity Type:	Customer Interaction	Activity Updated By:	Shelton, Bryan
Activity Assigned To:	Shelton, Bryan	Email From:	
Activity Created:	12/11/03 01:48PM	Email To:	
Activity Created By:	Shelton, Bryan		
Activity Description:	lft message in cust VM		

Note Created: 12/11/03 01:50PM      Note Created By: Shelton, Bryan      Note Type: Customer Interaction

adv that Bill ad that they had fixed car and that they would be no further problems w/ E. If she needs me to call me.



Customer Service Request Detail # 1-128116705

**Customer**

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

**Service Request**

Service Request #:	1-128116705
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	12/11/03 09:29AM
Created By:	Dillon, Amy Jo
Rep Assigned:	Dillon, Amy Jo
Date Assigned:	12/11/03 09:29AM
Assigned Dealer:	
Identified Dealer:	
Date Received:	
Receive Rep:	
Date Closed:	12/15/03 09:41AM
Close Rep:	Dillon, Amy Jo
Issue Note:	transmission is lagging during cold service

**Vehicle**

Chassis # (US):	FL42774
Chassis # (Non - US):	
Year:	2004
Model:	330Ci Convertible
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
SVD8	TECHNICAL ASSISTANCE / INFORMATION	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

Solution
referred to the ontr cntr will contact cust

**Attachments**

File Name	Comments





Customer Service Request Detail # 1-128116705

Activity Status:	Done	Activity Updated:	12/11/03 09:33AM
Activity Type:	Email - Inbound	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	Uncle_Jon@man.com
Activity Created:	12/11/03 05:20AM	Email To:	<CustomerRelations@bmwnusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Other		

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

Comments: I believe my BMW has the stepronic transmission problem as it is very sluggish when first selecting Drive when cold. My dealer said BMW knows about this but I must wait until I receive a letter from BMWUSA before I can have the transmission problem worked on. What is the cause of this problem and when will I be able to get my car fixed? According to what I have been reading on the Internet, this evidently is a widespread problem. Thanks very much! Jon Miller.

phone: [REDACTED]

AccountNo:  
VIN: WBABW63444FL42774

From: Uncle [REDACTED]  
Subject: Other

RouteCode1:  
RouteCode2:  
RouteCode3:

Section: Priority Email  
ModelYear: 2004  
ModelName: BMW  
ModelNm: 330Ci

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

address1: [REDACTED]  
address2:  
address3:  
city: Woodbine  
state: MD  
zip: [REDACTED]  
HomePhone: [REDACTED]  
WorkPhone:  
email:  
VIN: WBABW63444FL42774  
UserName: [REDACTED]

Activity Status:	Done	Activity Updated:	12/11/03 09:33AM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Dillon, Amy Jo	Email From:	CustomerRelations@bmwnusa.com
Activity Created:	12/11/03 09:29AM	Email To:	Uncle_Jon@man.com
Activity Created By:	Dillon, Amy Jo		
Activity Description:	RE: Other [1-128048106]		



Note Created:

Note Created By:

Note Type:

Dear [REDACTED]

Thank you for contacting BMW of North America, LLC regarding the transmission concerns with your 2004 BMW 330Ci Convertible. Congratulations on the recent purchase of your 330Ci Convertible. We appreciate your business.

May I suggest that you continue to work with the service department at your authorized BMW center regarding this issue? The service department has access to service bulletins and can keep you updated on any new information on this subject. Currently, I do not have access to the information you are requesting from this location and am not aware of a letter that will be sent to customers on this subject.

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  
National Customer Relations  
Representative

—Original Message—

From: [REDACTED]  
Sent: 12/17/2003 12:00:00 AM  
To: CustomerRelations@bmwusa.com  
Subject: Other

formid: 1001

Comments: I believe my BMW has the electronic transmission problem as it is very sluggish when first selecting Drive when cold. My dealer said BMW knows about this but I must wait until I receive a letter from BMWUSA before I can have the transmission problem worked on. What is the cause of this problem and when will I be able to get my car fixed? According to what I have been reading on the Internet, this evidently is a widespread problem. Thanks very much! Jan Miller.  
phone: [REDACTED]

AccountNo:  
VIN: WBABW83444FLA2774

From: [REDACTED]  
Subject: Other

RouteCode1:  
RouteCode2:  
RouteCode3:

Section: Priority Email  
ModelYear: 2004  
MfgNm: BMW  
ModelNm: 330CiC

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



Customer Service Request Detail # 1-128116705

		ContactTime: [REDACTED]	
		address1: [REDACTED]	
		address2: [REDACTED]	
		address3: [REDACTED]	
		city: Woodbine	
		state: MD	
		zip: [REDACTED]	
		HomePhone: [REDACTED]	
		WorkPhone: [REDACTED]	
		email: [REDACTED]	
		Vinc: WBABW53444PL42774	
		UserName: [REDACTED]	
Activity Status:	Done	Activity Updated:	12/14/03 09:52AM
Activity Type:	Email - Inbound	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	Uncle_Jon@bmn.com
Activity Created:	12/13/03 06:25AM	Email To:	<CustomerRelations@bmnusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Re: Other [1-128046106]		
Note Created:	Note Created By:	Note Type:	



Thank you very much for your quick reply. From my reading of several internet sites devoted to BMW's, it appears that quite a few people have 2004 E46 cars with automatic transmission problems. Some are claiming that their transmissions are already replaced and their cars are now perfect. Others are reporting up to an 8 week delay in getting a new transmission. The bottom line is that a problem with 2004 automatic transmissions is clearly the case and some people are already getting their cars fixed. Based on my experience, my car has the problem and I would like it fixed as soon as possible. I will speak with my BMW Center again (VOB BMW in Rockville, MD) since their advice to me now seems inconsistent with your advice (e.g., I have to wait for a letter from BMW before they will address my transmission problem). My 2004 330Ci is my third new BMW and I hope that BMWUSA and my BMW Center will stand behind me in getting my car repaired quickly without any "run-around." Thanks again for your email. I will be back in touch after speaking with VOB BMW service department.

Sincerely,

Woodbine, Maryland

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

From: <CustomerRelations@bmwusa.com>

To:

Sent: Thursday, December 11, 2003 9:33 AM

Subject: RE: Other [1-128046106]

Dear [REDACTED]

Thank you for contacting BMW of North America, LLC regarding the transmission concerns with your 2004 BMW 330Ci Convertible. Congratulations on the recent purchase of your 330Ci Convertible. We appreciate your business.

May I suggest that you continue to work with the service department at your authorized BMW center regarding this issue? The service department has access to service bulletins and can keep you updated on any new information on this subject. Currently, I do not have access to the information you are requesting from this location and am not aware of a letter that will be sent to customers on this subject.

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  
National Customer ...



... Relations  
Representative

—Original Message—

From: [REDACTED]  
Sent: 12/11/2009 12:00:00 AM  
To: CustomerRelations@bmwusa.com  
Subject: Other

formid: 1001

Comments: I believe my BMW has the electronic transmission problem as it is very sluggish when first selecting Drive when cold. My dealer said BMW knows about this but I must wait until I receive a letter from BMWUSA before I can have the transmission problem worked on. What is the cause of this problem and when will I be able to get my car fixed? According to what I have been reading on the internet, this evidently is a widespread problem. Thanks very much! Jon Miller.

phone: 410-766-6666  
AccountNo:  
VIN: WBABW63444PL42774

From: [REDACTED]  
Subject: Other

RouteCode1:  
RouteCode2:  
RouteCode3:

Section: Priority Email  
ModelYear: 2004  
MfgName: BMW  
ModelName: 330CIC

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

address1: [REDACTED]  
address2:  
address3:  
city: Woodbine  
state: MD  
zip: [REDACTED]  
HomePhone: [REDACTED]  
WorkPhone:  
email: [REDACTED]  
Vin: WBABW63444PL42774

UserName: [REDACTED]



Customer Service Request Detail # 1-128118705

Activity Status:	Done	Activity Updated:	12/15/03 08:41AM
Activity Type:	Dealer Interaction	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	
Activity Created:	12/15/03 08:31AM	Email To:	
Activity Created By:	Dillon, Amy Jo		
Activity Description:	spoke to Brian Blakesley, service mgr		

Note Created: 12/15/03 08:31AM

Note Created By: Dillon, Amy Jo

Note Type: Dealer Interaction

Spoke to Brian Blakesley, service mgr. Advised that the cust states he is having trans issues. Advised that he was told by someone @ the cntr that he has to receive a letter from BMW before he can get it repaired. Brian advised that he doesn't think anyone @ his cntr would tell the cust that. Advised Brian that I didn't believe that would be the case. Asked Brian if the service rep can contact the cust and set an appt. Brian advised that he would have Peter, cust's service advisor, call the cust.



Customer Service Request Detail # 1-79217026

**Customer**

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

**Service Request**

Service Request #: 1-79217026  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 6/30/03 08:30PM  
 Created By: Young, Tricia  
 Rep Assigned: Young, Tricia  
 Date Assigned: 6/30/03 08:30PM  
 Assigned Dealer:  
 Identified Dealer:  
 Date Received:  
 Resolve Rep:  
 Date Closed: 6/30/03 08:42PM  
 Close Rep: Young, Tricia  
 Issue Note: Product

**Vehicle**

Chassis # (US): PL40603  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 330Ci convertible  
 Mileage:  
 Sale: 5/10/03 12:00AM  
 In Service Date: 5/10/03 12:00AM

**Code Descriptions**

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

**Solution Notes**

**Attachments**

Solution
Complained documented.

File Name	Comments



Customer Service Request Detail # 1-79217028

Activity Status:	Done	Activity Updated:	6/30/03 08:41PM
Activity Type:	Customer Interaction	Activity Updated By:	Young, Tricia
Activity Assigned To:	Young, Tricia	Email From:	
Activity Created:	6/30/03 08:31PM	Email To:	
Activity Created By:	Young, Tricia		
Activity Description:	Product		

Note Created: 6/30/03 08:31PM

Note Created By: Young, Tricia

Note Type: Customer Interaction

Customer states he will never buy another BMW and will not recommend anyone buy another BMW. Customer just wanted to make BMW aware. Customer states he is 24 and this is his first and last BMW. Customer states the service is poor. The whole transmission is being replaced. Writer apologized for his inconvenience but advised the customer we can not compensate him for being w/out his car for one day.





Customer Service Request Detail # 200335103015

**Customer**

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

**Service Request**

Service Request #: 200335103015  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 12/17/03 12:08PM  
 Created By: Conrad, Toby  
 Rep Assigned: Conrad, Toby  
 Date Assigned: 12/17/03 12:08PM  
 Assigned Dealer:  
 Identified Dealer: OTTO'S BMW  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 12/22/03 02:06PM  
 Close Rep: Conrad, Toby  
 Issue Note: transmission problem

**Vehicle**

Chassis # (US): PL43732  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 330Ci convertible  
 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
8LOS	OVERALL QUALITY	TRANSMISSION - AUTOM	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

Solution
transmission repaired wholly, asked customer to call if needs further assist

**Attachments**

File Name	Comments



Customer Service Request Detail # 200335103015

Activity Status:	Done	Activity Updated:	12/17/03 12:11PM
Activity Type:	Customer Interaction	Activity Updated By:	Conrad, Toby
Activity Assigned To:	Conrad, Toby	Email From:	
Activity Created:	12/17/03 12:08PM	Email To:	
Activity Created By:	Conrad, Toby		
Activity Description:	transmission problem		

Note Created: 12/17/03 12:08PM      Note Created By: Conrad, Toby      Note Type: Customer Interaction

cust upset that her transmission failed. Cust feels that this is a safety issue and does not want car. Cust feels she is not getting a straight answer from the dealer as to what they did to fix the car. Adv her I will talk to them and get that info and then contact her at 810-908-7148

Activity Status:	Done	Activity Updated:	12/18/03 11:08AM
Activity Type:	Dealer Interaction	Activity Updated By:	Conrad, Toby
Activity Assigned To:	Conrad, Toby	Email From:	
Activity Created:	12/18/03 11:04AM	Email To:	
Activity Created By:	Conrad, Toby		
Activity Description:	left vm for Steve Basiano, Serv Manager		

Note Created: 12/18/03 11:08AM      Note Created By: Conrad, Toby      Note Type: Dealer Interaction

asked for info on customer case

Activity Status:	Done	Activity Updated:	12/18/03 01:50PM
Activity Type:	Dealer Interaction	Activity Updated By:	Conrad, Toby
Activity Assigned To:	Conrad, Toby	Email From:	
Activity Created:	12/18/03 01:50PM	Email To:	
Activity Created By:	Conrad, Toby		
Activity Description:	left vm for Steve Basiano, Serv Manager		

Note Created:      Note Created By:      Note Type:

Activity Status:	Done	Activity Updated:	12/22/03 04:00PM
Activity Type:	Dealer Interaction	Activity Updated By:	Conrad, Toby
Activity Assigned To:	Conrad, Toby	Email From:	
Activity Created:	12/22/03 04:00PM	Email To:	
Activity Created By:	Conrad, Toby		
Activity Description:	left vm for Steve Basiano, Serv Manager		

Note Created:      Note Created By:      Note Type:

Activity Status:	Done	Activity Updated:	12/22/03 04:03PM
Activity Type:	Corporate Interaction	Activity Updated By:	Conrad, Toby
Activity Assigned To:	Conrad, Toby	Email From:	
Activity Created:	12/22/03 04:03PM	Email To:	
Activity Created By:	Conrad, Toby		
Activity Description:	checked DCS		



Customer Service Request Detail # 200335103015

Note Created: 12/22/03 04:03PM		Note Created By: Conrad, Toby		Note Type: Corporate Interaction	
trans fixed by FSE, all ok					
Activity Status:	Done	Activity Updated:	12/22/03 05:01PM		
Activity Type:	Customer Interaction	Activity Updated By:	Conrad, Toby		
Activity Assigned To:	Conrad, Toby	Email From:			
Activity Created:	12/22/03 04:59PM	Email To:			
Activity Created By:	Conrad, Toby				
Activity Description:	called customer at 810-909-7148, left vm				
Note Created: 12/22/03 04:59PM		Note Created By: Conrad, Toby		Note Type: Customer Interaction	
adv customer looks like repair was made to transmission that should solve problems. adv to call if continuing to have problems					



Customer Service Request Detail # 200335703321

**Customer**

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

**Service Request**

Service Request #:	200335703321
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	12/23/03 12:30PM
Created By:	Harley, Darlene
Rep Assigned:	Harley, Darlene
Date Assigned:	12/23/03 12:30PM
Assigned Dealer:	
Identified Dealer:	FLOW BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	12/31/03 04:38PM
Close Rep:	Harley, Darlene
Issue Note:	wants veh bought back- trans issue

**Vehicle**

Chassis # (US):	PL40391
Chassis # (Non - US):	
Year:	2004
Model:	330Ci convertible
Mileage:	7,000
Sale:	5/10/03 12:00AM
In Service Date:	5/10/03 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
5Y06	TECHNICAL ASSISTANCE / INFORMATION	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

Solution
ordered transmission is being ordered. s/b there next week.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200335703321

Activity Status:	Done	Activity Updated:	12/28/03 12:44PM
Activity Type:	Customer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	12/23/03 12:38PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	wants veh bought back- trans issue		

Note Created: 12/28/03 12:38PM      Note Created By: Hawley, Darlene      Note Type: Customer Interaction

in 3x, total 9 days. does not want new transmission in veh as it would devalue car.. drshp still unsure as to what is wrong. have not yet been able to order a transmission. cust feels unsafe. it is a 'hold 2 minutes before it (transmission) will engage' and it has gotten progressively worse. has been going on since May. worked w Kenny\*\* and Gary

Note Created: 12/23/03 12:43PM      Note Created By: Hawley, Darlene      Note Type: Customer Interaction

338 808 1623

Activity Status:	Done	Activity Updated:	12/28/03 08:22PM
Activity Type:	Customer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	12/23/03 08:21PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	im w ricky elavens - evc mgr		

Note Created:      Note Created By:      Note Type:

Activity Status:	Done	Activity Updated:	12/31/03 04:09PM
Activity Type:	Dealer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	12/31/03 04:08PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	tt Ricky		

Note Created: 12/31/03 04:03PM      Note Created By: Hawley, Darlene      Note Type: Dealer Interaction

advd it's only been in once for transmission. he is ordering the transmission and it should take approx 3 days and he will contact cust. advd late next week probably. cust has had veh back since 12/18 and has been driving it.

Activity Status:	Done	Activity Updated:	12/31/03 04:07PM
Activity Type:	Customer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	12/31/03 04:05PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	im w cust		

Note Created: 12/31/03 04:08PM      Note Created By: Hawley, Darlene      Note Type: Customer Interaction

advd transmission is being ordered and should be in by late next week.



Customer Service Request Detail # 200400709738

**Customer**

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

**Service Request**

Service Request #: 200400709738  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 1/7/04 11:11AM  
 Created By: Dillon, Amy Jo  
 Rep Assigned: Dillon, Amy Jo  
 Date Assigned: 1/7/04 11:11AM  
 Assigned Dealer:  
 Identified Dealer: BMW NORTH SCOTTSDALE  
 Date Received:  
 Resolve Rep:  
 Date Closed: 1/12/04 07:58PM  
 Close Rep: Dillon, Amy Jo  
 Issue Note: mirrors are not working; no power in the AM when in drive

**Vehicle**

Chassis # (US): FL42009  
 Chassis # (Non - US):  
 Year: 2004  
 Model: 330Ci convertible  
 Mileage:  
 Sale: 10/22/03 12:00AM  
 In Service Date: 10/22/03 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
cust has appt tomorrow for tranny

**Attachments**

File Name	Comments