

DP04-001

BMW

3/29/04

ATTACHMENT 3

VOLUME II OF III

PART 4 OF 5



Customer Service Request Detail # 200400709738

Activity Status:	Done	Activity Updated:	1/7/04 11:34AM
Activity Type:	Customer Interaction	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	
Activity Created:	1/7/04 11:23AM	Email To:	
Activity Created By:	Dillon, Amy Jo		
Activity Description:	mirrors are not working; no power in the AM when in drive		

Note Created: 1/7/04 11:23AM Note Created By: Dillon, Amy Jo Note Type: Customer Interaction

Cust states that she has been back to the orig Sr's since she purchased this vehicle for issues w/the mirrors. Cust states that the mirrors weren't work first, but now when the tilt down function activates, the mirror won't come back up. Cust states that she is also having an issue w/lack of power in the AM when she puts the vehicle into drive. Cust states that she spoke to her service advisor, Stavan, about this problem and he advised her that the vehicle needs to be warmed up. Cust states that she doesn't feel this is an appropriate answer. Cust states that the orig has not looked at the vehicle for this issue. Apologized to cust. Advised that I would contact the orig

Activity Status:	Done	Activity Updated:	1/7/04 11:34AM
Activity Type:	Dealer Interaction	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	
Activity Created:	1/7/04 11:34AM	Email To:	
Activity Created By:	Dillon, Amy Jo		
Activity Description:	left vm for Mark Kaiser, service mgr		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	1/7/04 11:35AM
Activity Type:	Customer Interaction	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	
Activity Created:	1/7/04 11:35AM	Email To:	
Activity Created By:	Dillon, Amy Jo		
Activity Description:	cust's contact number is 480-889-7131		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	1/9/04 03:43PM
Activity Type:	Dealer Interaction	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	
Activity Created:	1/9/04 03:43PM	Email To:	
Activity Created By:	Dillon, Amy Jo		
Activity Description:	left vm for Mark Kaiser, service mgr		

Note Created: Note Created By: Note Type:



Customer Service Request Detail # 200400709738

Activity Status:	Done	Activity Updated:	1/12/04 07:55PM
Activity Type:	Dealer Interaction	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	
Activity Created:	1/12/04 07:34PM	Email To:	
Activity Created By:	Dillon, Amy Jo		
Activity Description:	spoke to Rob Breeze, service director		

Note Created: 1/12/04 07:55PM

Note Created By: Dillon, Amy Jo

Note Type: Dealer Interaction

Spoke to Rob Breeze, service director. Rob advised that the cust is coming in tomorrow to address transmission issue. Rob advised that they will look @ the mirror tomorrow also.



Customer Service Request Detail # 200400904488

Customer

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

Service Request

Service Request #: 200400904488
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 1/9/04 10:32AM
 Created By: Conrad, Toby
 Rep Assigned: Conrad, Toby
 Date Assigned: 1/9/04 10:32AM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/9/04 10:54AM
 Close Rep: Conrad, Toby
 Issue Note: New car needs a new transmission

Vehicle

Chassis # (US): PL42084
 Chassis # (Non - US):
 Year: 2004
 Model: 330Ci convertible
 Mileage:
 Sale: 8/23/03 12:00AM
 In Service Date: 8/23/03 12:00AM

Code Descriptions

BR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV28	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
documented complaint

Attachments

File Name	Comments



Customer Service Request Detail # 200400904488

Activity Status:	Done	Activity Updated:	1/8/04 10:35AM
Activity Type:	Customer Interaction	Activity Updated By:	Conrad, Toby
Activity Assigned To:	Conrad, Toby	Email From:	
Activity Created:	1/8/04 10:32AM	Email To:	
Activity Created By:	Conrad, Toby		
Activity Description:	New car needs a new transmission		

Note Created: 1/8/04 10:33AM

Note Created By: Conrad, Toby

Note Type: Customer Interaction

Starling BMW will be replacing the transmission. Apologized to customer



Customer Service Request Detail # 200401303130

Customer

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

Service Request

Service Request #: 200401303130
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 1/13/04 09:47AM
 Created By: Smith, Allison
 Rep Assigned: Smith, Allison
 Date Assigned: 1/13/04 09:47AM
 Assigned Dealer:
 Identified Dealer: VISTA MOTOR COMPANY
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/13/04 10:14AM
 Close Rep: Smith, Allison
 Issue Note: Repair concerns w/ customer's new veh.

Vehicle

Chassis # (US): PL40451
 Chassis # (Non - US):
 Year: 2004
 Model: 330CI convertible
 Mileage: 7,800
 Sale: 5/31/03 12:00AM
 In Service Date: 5/21/03 12:00AM

Code Descriptions

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

Solution Notes

Solution
Customer's concerns noted and will be in contact w/ BMW if future issues occur.

Attachments

File Name	Comments



Customer Service Request Detail # 200401303130

Activity Status:	Done	Activity Updated:	1/13/04 10:01AM
Activity Type:	Customer Interaction	Activity Updated By:	Smith, Allison
Activity Assigned To:	Smith, Allison	Email From:	
Activity Created:	1/13/04 09:49AM	Email To:	
Activity Created By:	Smith, Allison		
Activity Description:	Repair concerns w/ customer's new		

Note Created: 1/13/04 09:57AM

Note Created By: Smith, Allison

Note Type: Customer Interaction

Guest concerned about the repair issues w/ her 04 330dc. She has only owned in for 7 months, but claims to have had it in the shop multiple times for things. Twice the passenger door wouldn't open, once the driver's door wouldn't (this has been fixed). Trunk lights working intermittently (this has been fixed), delay from reverse to drive (transmission replaced and now fixed), and the radiator light has gone on (this is being fixed tomorrow—service told her it was due to the transmission repair). Writer went through issues w/ customer and told her to keep in touch if more issues occur, but everything has been fixed up to now, and hasn't reoccurred. Guest thanked writer for putting her at ease about issues, and will be in touch w/ writer when problems persist.



Customer Service Request Detail # 200401607123

Customer

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

Service Request

Service Request #: 200401607123
 Brand: BMW
 Type: Inquiry
 Current Status: Closed
 Date Opened: 1/16/04 11:06AM
 Created By: Labatzky, Karen
 Rep Assigned: Labatzky, Karen
 Date Assigned: 1/16/04 11:06AM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/16/04 11:25AM
 Close Rep: Labatzky, Karen
 Issue Note: transmission replaced, used remanufactured,
 unacceptable

Vehicle

Chassis # (US): FLA2567
 Chassis # (Non - US):
 Year: 2004
 Model: 330Ci convertible
 Mileage:
 Sale:
 In Service Date:

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
this is policy

Attachments

File Name	Comments



Customer Service Request Detail # 200401607123

Activity Status:	Done	Activity Updated:	1/18/04 11:58AM
Activity Type:	Email - Inbound	Activity Updated By:	Labetzky, Karen
Activity Assigned To:	Labetzky, Karen	Email From:	CarNut2000@delrayco.com
Activity Created:	1/18/04 08:37PM	Email To:	<ProductQuestions@bmwnusa.com>
Activity Created By:	Administrator, Stibel		
Activity Description:	Products and Services		

Note Created:	Note Created By:	Note Type:
		<p>1/9/2004 5:39:17 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"/> Delray Beach State: <input type="checkbox"/> <input type="checkbox"/> 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 5 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"/> [REDACTED]</p> <p>Model: <input type="checkbox"/> 330CiCa Year: <input type="checkbox"/> 2004 VIN: <input type="checkbox"/> FL42587</p> <p>Date Purchased: <input type="checkbox"/> 10/09/03 Purchased From: <input type="checkbox"/> Ft. Lauderdale BMW/ State: <input type="checkbox"/> FL</p> <p>Servicing Dealer: <input type="checkbox"/> Ft. Lauderdale BMW City: <input type="checkbox"/> Delray Beach State: <input type="checkbox"/> FL</p> <p>Question: Just a note of disappointment. On October 9th I purchased a new BMW 330CiCa. Very shortly after the purchase, and with less than 500 miles, I found the transmission acting up. When the vehicle was cold, upon placing the car in drive, the car would not move. A visit to the dealership revealed the car had a bad transmission. On January 8th I brought the car in for the new transmission. It was installed, but to my surprise, it was not a new transmission, it was a rebuilt transmission. The car only has 1800 miles on it. I also complained that the drivers seat upper left bolster was losing its color. The dealer advised me that this was normal, and they would fix it this time but the factory does not warranty the seats. Again, only 1800 miles, did I purchase the wrong vehicle? I hope not, but I am disappointed in the fact that a new car, rebuilt transmission, and are the seats covered under the warranty for defects in materials? I hope that my ownership experience is not a disappointment in the future. Looking forward to your comments. Thank you. [REDACTED]</p>

Activity Status:	Done	Activity Updated:	1/18/04 11:58AM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Stibel
Activity Assigned To:	Labetzky, Karen	Email From:	CustomerRelations@bmwnusa.com
Activity Created:	1/18/04 11:08AM	Email To:	CarNut2000@delrayco.com
Activity Created By:	Labetzky, Karen		
Activity Description:	RE: Products and Services [1-136554427]		



Note Created:

Note Created By:

Note Type:

Dear [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your concerns with a remanufactured transmission. I am sorry that you find using a remanufactured transmission unacceptable. I assure you that the remanufactured transmission does not translate to diminished quality. You may wish to refer to your Service and Warranty Information booklet. Here you can find information concerning BMW using remanufactured parts.

In regards to the leather on your seat, I am pleased to hear that your BMW center was able to assist you with this situation. Since the leather is dyed and you have a convertible, the UV rays and normal wear may cause some fading. This is normal and is not considered a defect. BMW does offer Cleaning and Care products that help maintain the appearance of your BMW. For pricing and availability, please contact the parts department of your local BMW center.

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

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

Sincerely,
Kewen Libabky
Customer Relations and Service
Representative

—Original Message—

From: [REDACTED]
Sent: 1/18/2004 12:00:00 AM
To: ProductQuestions@bmwna.com
Subject: Products and Services

1/18/2004 5:39:17 PM

Name: [REDACTED]
Address: [REDACTED]
City: [REDACTED] Delray Beach
State: [REDACTED] FL
Zip: [REDACTED]
E-mail: [REDACTED]

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

Model: [REDACTED] 330Ci
Year: [REDACTED] 2004
VIN: [REDACTED] PL42587

Date Purchased: [REDACTED] 10/09/03
Purchased From: [REDACTED] FL ...



Customer Service Request Detail # 200401607123

	<p>... Lauderdale BMW State: <input type="checkbox"/> FL</p> <p>Servicing Dealer: <input type="checkbox"/> Ft. Lauderdale BMW City: <input type="checkbox"/> Delray Beach State: <input type="checkbox"/> FL</p> <p>Question: Just a note of disappointment. On October 9th I purchased a new BMW 330Ci. Very shortly after the purchase, and with less than 500 miles, I found the transmission acting up. When the vehicle was cold, upon placing the car in drive, the car would not move. A visit to the dealership revealed the car had a bad transmission. On January 5th I brought the car in for the new transmission. It was installed, but to my surprise, it was not a new transmission, it was a rebuilt transmission. The car only has 1600 miles on it. I also complained that the drivers seat upper left bolster was losing its color. The dealer advised me that this was normal, and they would fix it this time but the factory does not warranty the seats. Again, only 1600 miles, did I purchase the wrong vehicle? I hope not, but I am disappointed in the fact that a new car, rebuilt transmission, and are the seats covered under the warranty for defects in materials? I hope that my ownership experience is not a disappointment in the future. Looking forward to your comments. Thank you. [REDACTED]</p>
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Customer Service Request Detail # 200402104747

Customer

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

Service Request

Service Request #: 200402104747
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 1/21/04 11:21AM
 Created By: Shelton, Bryan
 Rep Assigned: Shelton, Bryan
 Date Assigned: 1/21/04 11:21AM
 Assigned Dealer:
 Identified Dealer:
 Date Received:
 Resolve Rep:
 Date Closed: 2/25/04 08:32PM
 Close Rep: Shelton, Bryan
 Issue Note: cust upset that new car needs trans

Vehicle

Chassis # (US): PL43877
 Chassis # (Non - US):
 Year: 2004
 Model: 330CI convertible
 Mileage:
 Sale: 12/3/03 12:00AM
 In Service Date: 12/3/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV31	QUALITY CONTINUATION PROGRAM	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMI

Solution Notes

Solution
trans replaced and cust has veh.

Attachments

File Name	Comments



Customer Service Request Detail # 200402104747

Activity Status:	Done	Activity Updated:	1/21/04 11:22AM
Activity Type:	Customer Interaction	Activity Updated By:	Shelton, Bryan
Activity Assigned To:	Shelton, Bryan	Email From:	
Activity Created:	1/21/04 11:21AM	Email To:	
Activity Created By:	Shelton, Bryan		
Activity Description:	cust upset that new car needs trans		

Note Created: 1/21/04 11:21AM

Note Created By: Shelton, Bryan

Note Type: Customer Interaction

cust sd that he purchased veh in December and immediately noticed the hesitation on cold start from the trans. Cust sd that the dealer has a trans on order, but they do not know when one will be available. Cust either wants the trans now or a new veh that works. I adv I would research to see when part will be there.

Activity Status:	Done	Activity Updated:	1/28/04 04:17PM
Activity Type:	Dealer Interaction	Activity Updated By:	Shelton, Bryan
Activity Assigned To:	Shelton, Bryan	Email From:	
Activity Created:	1/28/04 04:17PM	Email To:	
Activity Created By:	Shelton, Bryan		
Activity Description:	left message w/ recep for Dan, serv mgr at South Bay		

Note Created:

Note Created By:

Note Type:

Activity Status:	Done	Activity Updated:	2/8/04 10:31AM
Activity Type:	General	Activity Updated By:	Bardwell, Judy
Activity Assigned To:	Bardwell, Judy	Email From:	
Activity Created:	2/8/04 10:31AM	Email To:	
Activity Created By:	Bardwell, Judy		
Activity Description:	reviewed sr jib		

Note Created:

Note Created By:

Note Type:

Activity Status:	Done	Activity Updated:	2/11/04 05:59PM
Activity Type:	Dealer Interaction	Activity Updated By:	Shelton, Bryan
Activity Assigned To:	Shelton, Bryan	Email From:	
Activity Created:	2/11/04 05:59PM	Email To:	
Activity Created By:	Shelton, Bryan		
Activity Description:	left message in Robert Arrubaster's VM		

Note Created:

Note Created By:

Note Type:

Activity Status:	Done	Activity Updated:	2/19/04 03:02PM
Activity Type:	Dealer Interaction	Activity Updated By:	Shelton, Bryan
Activity Assigned To:	Shelton, Bryan	Email From:	
Activity Created:	2/19/04 03:02PM	Email To:	
Activity Created By:	Shelton, Bryan		
Activity Description:	left message in Roberts VM		



Customer Service Request Detail # 200402104747

Note Created:	Note Created By:	Note Type:
Activity Status: Done Activity Type: Dealer Interaction Activity Assigned To: Shelton, Bryan Activity Created: 2/25/04 06:12PM Activity Created By: Shelton, Bryan Activity Description: Robert in mgt, I spoke to Tammy		
Activity Updated: 2/25/04 06:13PM Activity Updated By: Shelton, Bryan Email From: Email To:		
Note Created: 2/25/04 06:12PM	Note Created By: Shelton, Bryan	Note Type: Dealer Interaction
Tammy sd it appears that the Trans may have been fixed, but she would check the file and call me back		
Activity Status: Done Activity Type: Dealer Interaction Activity Assigned To: Shelton, Bryan Activity Created: 2/25/04 06:31PM Activity Created By: Shelton, Bryan Activity Description: recvd message from tammy		
Activity Updated: 2/25/04 06:32PM Activity Updated By: Shelton, Bryan Email From: Email To:		
Note Created: 2/25/04 06:31PM	Note Created By: Shelton, Bryan	Note Type: Dealer Interaction
Tammy sd that the trans was replaced and cust has veh.		



Customer Service Request Detail # 200402206814

Customer

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

Service Request

Service Request #: 200402206814
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 1/22/04 07:42PM
 Created By: Labetzky, Karen
 Rep Assigned: Labetzky, Karen
 Date Assigned: 1/22/04 07:42PM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/22/04 07:46PM
 Close Rep: Labetzky, Karen
 Issue Note: upset that they need new transmission w/ only 300 miles

Vehicle

Chassis # (US): PL43663
 Chassis # (Non - US):
 Year: 2004
 Model: 330Ci convertible
 Mileage:
 Sale: 12/1/03 12:00AM
 In Service Date: 12/1/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
5V29	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
escalated

Attachments

File Name	Comments



Customer Service Request Detail # 200402206814

Activity Status:	Done	Activity Updated:	1/22/04 07:44PM
Activity Type:	Email - Inbound	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	vzofio@yahoo.com
Activity Created:	1/18/04 02:46PM	Email To:	<ProductQuestions@bmnusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Products and Services		

Note Created:	Note Created By:	Note Type:
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	<p>1/18/2004 1:46:03 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"/> Garden City State: <input type="checkbox"/> NY 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 6 P.M. Second Phone: <input type="checkbox"/> Available From: <input type="checkbox"/> 9 A.M. Eastern Time until 9 A.M. Eastern Time Fac: <input type="checkbox"/> [REDACTED]</p> <p>Model: <input type="checkbox"/> 330ci Year: <input type="checkbox"/> 2004 VIN: <input type="checkbox"/> PL43993</p> <p>Date Purchased: <input type="checkbox"/> 12/03/03 Purchased From: <input type="checkbox"/> State: <input type="checkbox"/> NY</p> <p>Servicing Dealer: <input type="checkbox"/> Hessel Motors, Inc. City: <input type="checkbox"/> Garden City State: <input type="checkbox"/> NY</p> <p>Question: As noted above I took title of my 330ci on December 3, 2003. As of January 18, 2004 I was told by the service department at Hessel Motors that I am in need of a new transmission I have only 354 miles on my new car and I need a new transmission! I cannot tell you how dismayed and disappointed I am to have purchased a quality automobile like a BMW only to find I will not have a "new" car after all. The dealer, Hessel Motors, has ordered a new transmission but I would like to know exactly how long BMW has known they had a transmission problem associated with my VIN. And I would sure like to know if I was allowed to take title of a car with a "suspect" transmission. I am extremely upset and would like to hear from someone at BMW.</p>
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Activity Status:	Done	Activity Updated:	1/22/04 07:48PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Labatzky, Karen	Email From:	CustomerRelations@bmnusa.com
Activity Created:	1/22/04 07:42PM	Email To:	vzofio@yahoo.com
Activity Created By:	Labatzky, Karen		
Activity Description:	RE: Products and Services [1-138684967]		

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 having with your BMW. I am sorry to read about this issue, I am also sorry to say that there is no information to suggest that BMW was aware of this issue prior to delivery. Please be assured that the quality of our vehicles receives our constant attention. Even in its most basic form, the motor vehicle of today is a very complex unit. When the various comfort, convenience and safety options are considered, the complexity increases. Despite our best efforts, a problem may occur with a particular vehicle or component.

We work on a continual basis to improve our services. BMW is committed to automotive excellence and superior service. We are here to work with you and your BMW center, 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 1-800-631-1117, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time.

Sincerely,
Keren Labetsky
Customer Relations & Services
Representative

—Original Message—

From: [REDACTED]
Sent: 1/22/2004 12:00:00 AM
To: ProductQuestions@bmwusa.com
Subject: Products and Services

1/18/2004 1:45:03 PM

Name: [REDACTED]
Address: [REDACTED]
City: Garden City
State: NY
Zip: [REDACTED]
E-mail: [REDACTED]

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

Model: 330i
Year: 2004
VIN: PL43699

Date Purchased: 12/03/03
Purchased From: [REDACTED]
State: NY

Servicing Dealer: Hessel Motors, Inc.
City: Garden City
State: NY

Question:
As noted above I took title of my 330i on December 3, 2003. As of January 18, 2004 I was told by the service department at Hessel Motors that I am in need of a new transmission I have only 354 miles on my ...



Customer Service Request Detail # 200402206814

	<p>... new car and I need a new transmission! I cannot tell you how dismayed and disappointed I am to have purchased a quality automobile like a BMW only to find I will not have a "new" car after-all. The dealer, Hassel Motors, has ordered a new transmission but I would like to know exactly how long BMW has known they had a transmission problem associated with my V14. And I would sure like to know if I was allowed to take title of a car with a "suspect" transmission. I am extremely upset and would like to hear from someone at BMW.</p>
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Customer

Name: [REDACTED]
 Preferred Communication Method:
 Work #: [REDACTED]
 Home #: [REDACTED]
 Cell #: [REDACTED]
 Street Address: [REDACTED]
 Apt/Ste:
 City/State/Zip: Boca Raton, FL 33433-1000

Service Request

Service Request #: 200402705288
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 1/27/04 12:54PM
 Created By: Sayra, Adrienne
 Rep Assigned: Sayra, Adrienne
 Date Assigned: 1/27/04 12:54PM
 Assigned Dealer: BRAMAN MOTORCARS
 Identified Dealer: BRAMAN MOTORCARS
 Date Resolved:
 Resolve Rep:
 Date Closed: 2/23/04 02:10PM
 Close Rep: Sayra, Adrienne
 Issue Note: multiple concerns, tranny hesitation issue, cust. wants a trade assist

Vehicle

Chassis # (US): FLA2795
 Chassis # (Non - US):
 Year: 2004
 Model: 330Ci convertible
 Mileage:
 Sale: 10/27/03 12:00AM
 In Service Date: 10/27/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	Body Interior - Mirrors, Locks	5121	DOOR LOCKS, HANDLES & TRIM - FRON
SV17	REPEAT REPAIR/COMEBACK	Body Interior - Mirrors, Locks	5136	REAR SIDE WINDOWS (COUPE)
SV17	REPEAT REPAIR/COMEBACK	Radio, CD, OBC, Nav, Alarm	6677	AIRBAGS FRONT, SIDE HEAD PROTECTIO
SV17	REPEAT REPAIR/COMEBACK	BODY - FENDERS, HOOD,	4182	REAR TRUNK LID
SV05	REPLACEMENT/REPURCHASE REQUEST (L	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
 tranny replaced in vehicle, center working w/ cust.

Attachments

File Name	Comments



Customer Service Request Detail # 200402705286

Activity Status:	Done	Activity Updated:	1/27/04 01:00PM
Activity Type:	Customer Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	1/27/04 12:55PM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	multiple concerns, tranny hesitation issue, cust. wants a trade assist		

Note Created: 1/27/04 12:56PM Note Created By: Sayre, Adrienne Note Type: Customer Interaction

This customer called in very unhappy with his vehicle. He claims there are many problems with the vehicle and he feels it should be replaced. He advised the passenger side door will open intermittently, the side mirrors work intermittently, the ABS light comes on and goes off, the trunk lock works sometimes and the vehicle will hesitate while shifting into gear at cold start. The customer advised he is waiting on a return call from the center. I advised I would follow up with them and call him back.

Activity Status:	Done	Activity Updated:	1/27/04 01:00PM
Activity Type:	Dealer Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	1/27/04 01:00PM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	left w/m for Bill Godby, service manager at Bremen Motorcars, asking for a return call		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	1/27/04 01:36PM
Activity Type:	Dealer Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	1/27/04 01:34PM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	Bill returned my call, adv. he will call cust. to set up an appt., gave him cust's list of concerns		

Note Created: 1/27/04 01:34PM Note Created By: Sayre, Adrienne Note Type: Dealer Interaction

Bill advised the vehicle as been in before, once for a window general module to be replaced and for the one touch window to be reinitialized. I gave Bill the customer's list of concerns and he advised he would follow up with the customer in arranging an appointment.

Activity Status:	Done	Activity Updated:	1/28/04 10:14AM
Activity Type:	Customer Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	1/28/04 10:14AM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	spoke w/ cust. he adv. the center is bringing the vehicle in today for diag. RI tu on 1/30/04		

Note Created: Note Created By: Note Type:



Customer Service Request Detail # 200402705288

Activity Status:	Done	Activity Updated:	1/30/04 06:01PM
Activity Type:	Customer Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	1/30/04 06:01PM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	spoke w/ cust. he adv. dealer just picked vehicle up yesterday, he is VERY unhappy w/ this issue		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	2/2/04 02:52PM
Activity Type:	Dealer Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	2/2/04 02:48PM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	spoke w/ Bill Godby, he adv. vehicle is ready to be released to the customer, tranny on order		

Note Created:	2/2/04 02:48PM	Note Created By:	Sayre, Adrienne	Note Type:	Dealer Interaction
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Bill advised the cable was loose in the passenger door, the trunk lid catch was replaced, sensor mat for the right front seat was replaced, and a transmission is on order (hesitation while shifting into drive.) He advised the customer's concern with the side mirrors was not duplicated and they were working as designed. He advised the customer's sales person will be the one to take the vehicle to the customer.

Activity Status:	Done	Activity Updated:	2/8/04 12:00PM
Activity Type:	Dealer Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	2/8/04 12:00PM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	spoke w/ Bill, he adv. Don Barber auth'd tranny on 2/2/04, expects it early next week at center, will follow up then		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	2/11/04 09:59PM
Activity Type:	Dealer Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	2/11/04 03:59PM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	left w/m for Bill Godby, asking for an update on this customer's car		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200402705288

Activity Status:	Done	Activity Updated:	2/11/04 05:17PM
Activity Type:	Dealer Interaction	Activity Updated By:	Seyre, Adrienne
Activity Assigned To:	Seyre, Adrienne	Email From:	
Activity Created:	2/11/04 05:17PM	Email To:	
Activity Created By:	Seyre, Adrienne		
Activity Description:	BMW adv. the tranny is expected 2/13/04 and will be installed the following week		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200403007780

Customer

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

Service Request

Service Request #: 200403007780
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 1/30/04 02:29PM
 Created By: Begley, Jim
 Rep Assigned: Begley, Jim
 Date Assigned: 1/30/04 02:29PM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/30/04 02:40PM
 Close Rep: Begley, Jim
 Issue Note: Trans problem; delay going into drive

Vehicle

Chassis # (US): FL44081
 Chassis # (Non - US):
 Year: 2004
 Model: 330Ci convertible
 Mileage:
 Sale:
 In Service Date:

Code Descriptions

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

Solution Notes

Solution
 Cust will not give info; will not listen to suggestions; will not go to dealer; recording conversations; and hung up; closing b/c never clearly explained situation

Attachments

File Name	Comments



Customer Service Request Detail # 200403007780

Activity Status:	Done	Activity Updated:	1/30/04 02:38PM
Activity Type:	Customer Interaction	Activity Updated By:	Begley, Jim
Activity Assigned To:	Begley, Jim	Email From:	
Activity Created:	1/30/04 02:31PM	Email To:	
Activity Created By:	Begley, Jim		
Activity Description:	Trans problem; delay going into drive; says too much play in shifter		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200403506278

Customer

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

Service Request

Service Request #: 200403506278
 Brand: BMW
 Type: Complaint
 Current Status: Open
 Date Opened: 2/4/04 09:43AM
 Created By: Moors, Helen
 Rep Assigned: Moors, Helen
 Date Assigned: 2/4/04 09:43AM
 Assigned Dealer: BMW OF FORT MYERS
 Identified Dealer: BMW OF FORT MYERS
 Date Resolved:
 Resolve Rep:
 Date Closed:
 Close Rep:
 Issue Note: remanufactured transmission, loose shifter

Vehicle

Chassis # (US): PL44031
 Chassis # (Non - US):
 Year: 2004
 Model: 330Ci convertible
 Mileage: 1,447
 Sale:
 In Service Date:

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
5V29	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution

Attachments

File Name	Comments
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Customer Service Request Detail # 200403505278

Activity Status:	Done	Activity Updated:	2/4/04 10:28AM
Activity Type:	Customer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	2/4/04 09:48AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	problem with shifter and remanufactured transmission		

Note Created: 2/4/04 09:47AM

Note Created By: Moore, Helen

Note Type: Customer Interaction

oust spoke to Ohio twice and he got no where. he needed a new transmission which was installed but he wants a new tranny, not a remanufactured tranny. he claims this is not legal to call them reman if they are new and he does not expect BMW to do something like this. his shifter is also not the same since the new tranny. he asked the center about it but they said they couldn't do anything. I said I would set up an appointment with the market team. his lawyer said he could claim lemon but the customer is trying to solve it without going there. he is considering selling all his BMWs. he bought 3 new ones in the last 18 months. he owned 5 or 6. he also says his tranny doesn't feel the same now. I said I would ask the market team to look at that as well if they make an appointment. he picked up the car at the performance center in Spartanburg. he spoke with Kenneth bright, 3 series manager when he was there. the button to put down all windows was inop but the center fixed that. the key memory was erased and they re-coded it when the new tranny was installed. so he was his shifter looked and and he wants an explanation on the reman. tranny. i will contact the market team and get back to him this week.

Activity Status:	Done	Activity Updated:	2/9/04 11:24AM
Activity Type:	Field Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	2/9/04 11:24AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	emailed AMM		

Note Created: 2/9/04 11:24AM

Note Created By: Moore, Helen

Note Type: Field Interaction

-----Original Message-----
From: Moore, Helen
Sent: Monday, February 09, 2004 11:25 AM
To: Gaulk, David ZU-V-24
Subject: Savage, PL44031, BMW of Fort Myers

David,

This customer, [REDACTED] has a 2004 330Ci, VIN PL44031 with 1447 miles on it. SR # 200403505278. He had a GM5 transmission with the delayed engagement problem so he has had that replaced. Now he complains his "shifter has 1" of play." He took it to BMW of Fort Myers # 22081 where they said no adjustment could be made. Do you think Don Barbler should look into this or is there nothing that can be adjusted?

Kind regards,

Helen Moore
BMW NA
Customer Relations and Services
Phone: 201-573-7901
Fax: 201-930-8982



Customer Service Request Detail # 200403506278

Activity Status:	Done	Activity Updated:	2/9/04 01:17PM
Activity Type:	Field Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	2/9/04 01:17PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	AMM emailed		

Note Created: 2/9/04 01:17PM

Note Created By: Moore, Helen

Note Type: Field Interaction

-----Original Message-----
 From: Caulk, David ZU-V-24
 Sent: Monday, February 09, 2004 12:19 PM
 To: Moore, Helen
 Cc: Barber, Don ZU-V-24
 Subject: RE: Savage, PL44031, BMW of Fort Myers

No, I don't think Don should look at this. The shifter is not going to be any different than it was. He just notices something now. I don't want to escalate these thoughts in his mind by getting Don involved.

-----Original Message-----
 From: Moore, Helen
 Sent: Monday, February 09, 2004 11:28 AM
 To: Caulk, David ZU-V-24
 Subject: Savage, PL44031, BMW of Fort Myers

David,

This customer, [REDACTED] has a 2004 330Ci, VIN PL44031 with 1447 miles on it. BR # 200403506278. He had a GM5 transmission with the delayed engagement problem so he has had that replaced. Now he complains his "shifter has 1" of play." He took it to BMW of Fort Myers # 22081 where they said no adjustment could be made. Do you think Don Barber should look into this or is there nothing that can be adjusted?

Kind regards,

Helen Moore
 BMW NA
 Customer Relations and Services
 Phone: 201-673-7801
 Fax: 201-630-8362

Activity Status:	Done	Activity Updated:	2/9/04 02:03PM
Activity Type:	Customer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	2/9/04 01:55PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	called cust		

Note Created: 2/9/04 01:58PM

Note Created By: Moore, Helen

Note Type: Customer Interaction

called cust the Market Team said the shifter was repaired within BMW specs. cust is irate and does not accept this response. he says nobody even looked at the car so we can not make a decision based on that. I told him it was based on the centers analysis. he will write to Tom Purves. I told him I was part of the executive offices who works for Tom Purves. He demands I go higher to get a better response. I will get back to him.



Customer Service Request Detail # 200403505278

Activity Status:	Done	Activity Updated:	2/9/04 02:28PM
Activity Type:	Dealer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	2/9/04 02:03PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	called center		

Note Created: 2/9/04 02:08PM Note Created By: Moore, Helen Note Type: Dealer Interaction

Brandon said according to the tech no further adjustment could be made. It was not in an RO so couldn't send it to me.

Activity Status:	Done	Activity Updated:	2/9/04 02:28PM
Activity Type:	Corporate Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	2/9/04 02:28PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	asked Team Lead, Brandt, for advice and she suggested the customer try another center.		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	2/10/04 10:21AM
Activity Type:	Customer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	2/10/04 10:04AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	called cust		

Note Created: 2/10/04 10:04AM Note Created By: Moore, Helen Note Type: Customer Interaction

told cust my team lead and I came up with the option of trying another center. he said it is 1 1/2 hours but I said it was up to him. he asked what would that do and I told him maybe it just needs someone else to look at it. he could try his center as well. which ever he wants. he asked about his remanufactured tranny. I told him I have a letter I can send him. he asked me to read it to him. I did and he requested I send it to him. he said so you acknowledge it is remanufactured, I told him "yes it is labeled remanufactured."

Activity Status:	Done	Activity Updated:	2/10/04 10:21AM
Activity Type:	Customer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	2/10/04 10:20AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	sent letter about remanufactured tranny. see attached		

Note Created: Note Created By: Note Type:



Customer Service Request Detail # 200403505278

Activity Status:	Done	Activity Updated:	2/10/04 11:58AM
Activity Type:	Customer Interaction	Activity Updated By:	Wallah, George
Activity Assigned To:	Wallah, George	Email From:	
Activity Created:	2/10/04 11:58AM	Email To:	
Activity Created By:	Wallah, George		
Activity Description:	Fed Ex 7017 7117 0876.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	2/12/04 02:34PM
Activity Type:	Corporate Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	2/12/04 02:34PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	Milton called, he talked with Ken Bracht the PA who received a call from the customer		

Note Created: 2/12/04 02:28PM	Note Created By: Moore, Helen	Note Type: Corporate Interaction
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Milton discussed with Penny. they know the AHM already said they would not have the F&E look at the car. they suggested asking again since loan is involved. the cust can not have a new tranny installed since his has already been replaced. cust wants a new car. the shifter has play and he is unhappy. customer has owned multiple BMWs. Ken would like an update. I will discuss the options with Penny.

Activity Status:	Done	Activity Updated:	2/12/04 02:55PM
Activity Type:	Corporate Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	2/12/04 02:52PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	spoke with Penny Mamo		

Note Created: 2/12/04 02:52PM	Note Created By: Moore, Helen	Note Type: Corporate Interaction
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Penny suggested asking BMW of Fort Myers to call the customer and request they bring the car back and see if another adjustment can be made. maybe this will ease the customers mind.

Activity Status:	Done	Activity Updated:	2/12/04 04:28PM
Activity Type:	Dealer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	2/12/04 04:28PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	im for BM		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200403505278

Activity Status:	Done	Activity Updated:	2/13/04 11:20AM
Activity Type:	Dealer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	2/13/04 11:20AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	SM Aldo l/m call on cell		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	2/13/04 11:20AM
Activity Type:	Dealer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	2/13/04 11:20AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	l/m for SM on cell		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	2/17/04 11:04AM
Activity Type:	Dealer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	2/17/04 10:58AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	talked to SM, he said to call Brandon, the SA.		

Note Created: 2/17/04 11:01AM	Note Created By: Moore, Helen	Note Type: Dealer Interaction
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Aldo said I could tell Brandon we spoke and ask him to call the cust and ask him to bring the car in to go for a test drive with the shop foreman. If it can be adjusted, fix it. If it is working normally, show the cust it is ok.

Activity Status:	Done	Activity Updated:	2/17/04 11:45AM
Activity Type:	Dealer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	2/17/04 11:42AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	talked to Brandon, SA		

Note Created: 2/17/04 11:43AM	Note Created By: Moore, Helen	Note Type: Dealer Interaction
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Brandon will call the cust and ask him to come in to go for a test drive with the shop foreman. If it shows it needs to be adjusted, then do it. If it is ok, the shop foreman should explain there is nothing wrong with it. Brandon will call me afterwards with an update. the customer complaint is when it goes into drive, it doesnt feel stiff and locked into position.



Customer Service Request Detail # 200403506278

Activity Status:	Done	Activity Updated:	2/17/04 11:48AM
Activity Type:	Corporate Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	2/17/04 11:48AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	emailed Ken Bracht, PA		

Note Created: 2/17/04 11:48AM

Note Created By: Moore, Helen

Note Type: Corporate Interaction

---Original Message---

From: Moore, Helen
 Sent: Tuesday, February 17, 2004 11:49 AM
 To: Bracht, Ken ZU-B-13
 Subject: Paul Savage, PL44031, 2004 330cdo

Ken,

You contacted Milton regarding this customer because he is unhappy with his remanufactured transmission and the "play in his shifter". I have talked to Penny about it and we have asked the center, BMW of Fort Myers to contact the customer. They will call the customer and ask him to come in to go for a test drive with the shop foreman. If it shows it needs to be adjusted, then they will do it. If it is ok, the shop foreman will explain there is nothing wrong with it. The service advisor, Brandon, will call me afterwards with an update.

Kind regards,

Helen Moore
 BMW NA
 Representative
 (201) 873-7801

Activity Status:	Done	Activity Updated:	2/17/04 11:48AM
Activity Type:	General	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	2/17/04 11:48AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	Ken out of office 01 Feb 23rd		

Note Created: 2/17/04 11:48AM

Note Created By: Moore, Helen

Note Type: General

I will be out of the office beginning February 18th and not returning until February 23rd.

If you have 3 Series or X3 product related questions, please contact Sergio Carvajal at Sergio.Carvajal@bmwna.com or 201-307-4071.

If you have a question about the X3 launch, please contact Lee Nadler at lee@sharpmarketing.net or 646-567-8305.

Activity Status:	Done	Activity Updated:	2/18/04 01:06PM
Activity Type:	Corporate Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	2/18/04 01:06PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	Ken Bracht emailed		

Note Created: 2/18/04 01:06PM

Note Created By: Moore, Helen

Note Type: Corporate Interaction



Customer Service Request Detail # 200403505278

-----Original Message-----
 From: Bracht, Ken ZU-B-13
 Sent: Tuesday, February 17, 2004 10:48 PM
 To: Moore, Helen
 Subject: RE: [REDACTED] PL44031, 2004 330dc

He's already done this. He wants an FSE to look at it.

[REDACTED] has purchase several BMWs and has bought 2 this year. His son also has one. If we don't make him happy, we will lose him.

Please let me know what happens.

-Ken

-----Original Message-----
 From: Moore, Helen
 Sent: Tuesday, February 17, 2004 11:48 AM
 To: Bracht, Ken ZU-B-13
 Subject: [REDACTED] PL44031, 2004 330dc

Ken,

You contacted Milton regarding this customer because he is unhappy with his remanufactured transmission and the "play in his shifter". I have talked to Perry about it and we have asked the center, BMW of Fort Myers to contact the customer. They will call the customer and ask him to come in to go for a test drive with the shop foreman. If it shows it needs to be adjusted, then they will do it. If it is ok, the shop foreman will explain there is nothing wrong with it. The service advisor, Brandon, will call me afterwards with an update.

Kind regards,

Helen Moore
 BMW NA
 Representative
 (201) 873-7801

Activity Status:	Done	Activity Updated:	2/28/04 11:50AM
Activity Type:	Dealer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	2/28/04 11:50AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	spoke to Aldo, SM, he didnt know if we contacted the cust, brandon will call me back to let me know if he did.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/1/04 11:42AM
Activity Type:	Corporate Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/1/04 11:39AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	milton called. paul savage talked to Ken Bracht (PA) he gave cust Nina's #.		

Note Created:	Note Created By:	Note Type:
3/1/04 11:40AM	Moore, Helen	Corporate Interaction

Milton talked to cust. cust hung up on him. wants a call right away otherwise cust is going to lawyer. told Milton center was supposed to call and have shop foreman go for a ride. they obviously haven't called him. I will contact them and then call the customer.



Customer Service Request Detail # 200403505278

Activity Status:	Done	Activity Updated:	3/1/04 11:42AM
Activity Type:	Dealer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/1/04 11:42AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	left urgent message for Aldo Milanes to call me back		

Notes Created:	Notes Created By:	Notes Type:
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Activity Status:	Done	Activity Updated:	3/1/04 11:55AM
Activity Type:	Dealer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/1/04 11:55AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	spoke to SRM Aldo Milanes		

Notes Created:	3/1/04 11:55AM	Notes Created By:	Moore, Helen	Notes Type:	Dealer Interaction
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SM said cust called this morning. not upset. he is coming in next Wed. to drive with shop foreman. SM said Don Barber and David Gaulk will be there next week so they will "tweak" their schedule to fit him in when they are there. Aldo promised to call the cust when he knows the day they will be there. I will contact the cust to tell him this.

Activity Status:	Done	Activity Updated:	3/1/04 12:12PM
Activity Type:	Customer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/1/04 12:06PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	cust refuse to deal with me further. will only speak to Nina. cust wants new tranny, not a remanufactured one.		

Notes Created:	3/1/04 12:07PM	Notes Created By:	Moore, Helen	Notes Type:	Customer Interaction
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told cust, center was supposed to call him to ask him to come in. they didn't. they told him that when he happened to call this morning. told him SM will call cust when the AMM or FSE will be there next week and squeeze him in. cust think it is only because he is making noise now. he said I wrote him off with the letter I sent him. I told him he requested that letter and I was still talking with the center who must have forgotten to call him. he will get in touch with his lawyers if Nina doesn't call him since she is the only one with power. he doesn't want the remanufactured tranny, he wants a new one put in.

Activity Status:	Done	Activity Updated:	3/1/04 01:08PM
Activity Type:	Corporate Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/1/04 01:08PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	told Milton the update. he said to call or email Ken with the update. I should discuss with penny tomorrow. Nina is out until Thurs.		

Notes Created:	Notes Created By:	Notes Type:
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Customer Service Request Detail # 200403505278

Activity Status:	Done	Activity Updated:	3/1/04 01:15PM
Activity Type:	Corporate Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/1/04 01:15PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	emailed Ken Bracht update		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	3/1/04 01:34PM
Activity Type:	Corporate Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/1/04 01:34PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	Ken Emailed		

Note Created:	3/1/04 01:34PM	Note Created By:	Moore, Helen	Note Type:	Corporate Interaction
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-----Original Message-----
From: Bracht, Ken ZU-B-13
Sent: Monday, March 01, 2004 1:24 PM
To: Moore, Helen
Cc: Engler, Nina ZU-A-8
Subject: RE: [REDACTED] PL44031, 2004 330cic

Helen,

Please, please listen to this customer's needs. He has called me 4 times and is probably ready to write a letter to Mr. Purves. If you need help on this please get Nina involved.

I really do not want to get another phone call from this customer other than "I've been handled." I can relate to [REDACTED] frustration.

FYI—BMW may have to perform a recall on the GM-5 transmission. NHTSA has received a complaint and it may escalate to a full recall, however it is tough to tell because it is in the early stages and I don't completely understand the process. (Do not discuss this transmission with customers until you have an official explanation.)

-Ken

-----Original Message-----
From: Moore, Helen
Sent: Monday, March 01, 2004 1:15 PM
To: Bracht, Ken ZU-B-13
Subject: [REDACTED] PL44031, 2004 330cic

Ken,

I talked to [REDACTED] this morning and told him the service manager said the PSE/AMM will be there next week so he will call the customer when he knows what day the cust should bring in his car. I was in touch with the center and they were supposed to contact him last week. They even told the customer this when he called them this morning. I will give you an update when I have more info for you.

Regards,
Helen Moore



Customer Service Request Detail # 200403506278

Activity Status:	Done	Activity Updated:	3/1/04 01:35PM
Activity Type:	Field Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/1/04 01:34PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	emailed FBE		

Note Created: 3/1/04 01:36PM

Note Created By: Moore, Helen

Note Type: Field Interaction

---Original Message---
 From: Moore, Helen
 Sent: Monday, March 01, 2004 1:34 PM
 To: Berbler, Don ZL-V-24
 Subject: Savage, PL44031, BMW of Fort Myers
 Importance: High

Don,

This customer [redacted] has a 2004 330Ci, VIN PL44031 with 1500 miles on it. SR # 200403506278. He had a GM5 transmission with the delayed engagement problem so he has had that replaced. He is very upset that a remanufactured transmission has been installed. Now he complains his "shifter has one inch of play." He took it to BMW of Fort Myers # 22081 where the tech made an adjustment but no further adjustment could be made. I was talking to Aldo Milanes (SM) today and he said you will be at BMW Fort Myers sometime next week and he would try to squeeze the customer in while you were there. This issue has now gone to Nina Engle's attention so I wanted to run this by you to see if you would mind checking out this customer's complaint. If this is ok, please let me know when you will be there.

Kind regards,

Helen Moore
 BMW NA
 Customer Relations and Services
 Phone: 201-673-7801
 Fax: 201-930-6362

Activity Status:	Done	Activity Updated:	3/2/04 10:07AM
Activity Type:	Field Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/2/04 10:06AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	FBE emailed, customer could bring in car March 3rd		

Note Created: 3/2/04 10:06AM

Note Created By: Moore, Helen

Note Type: Field Interaction



Customer Service Request Detail # 200403505278

Original Message
 From: Barbler, Don ZU-V-24
 Sent: Tuesday, March 02, 2004 7:43 AM
 To: Moore, Helen
 Subject: RE: [REDACTED] PL44031, BMW of Fort Myers

Helen,

I shall be at Ft. Myers BMW on Wednesday, March 3rd could the customer bring the vehicle in at this time?

Regards,

Don Barbler
 881-844-4437 Cell

Original Message
 From: Moore, Helen
 Sent: Monday, March 01, 2004 1:34 PM
 To: Barbler, Don ZU-V-24
 Subject: [REDACTED] PL44031, BMW of Fort Myers
 Importance: High

Don,

This customer, [REDACTED] has a 2004 330Ci, VIN PL44031 with 1500 miles on it. SR # 200403505278. He had a GM5 transmission with the delayed engagement problem so he has had that replaced. He is very upset that a remanufactured transmission has been installed. Now he complains his "shifter has one inch of play." He took it to BMW of Fort Myers # 22081 where the tech made an adjustment but no further adjustment could be made. I was talking to Aldo Milneso (SM) today and he said you will be at BMW Fort Myers sometime next week and he would try to squeeze the customer in while you were there. This issue has now gone to Nina Engler's attention so I wanted to run this by you to see if you would mind checking out this customer's complaint. If this is ok, please let me know when you will be there.

Kind regards,

Helen Moore
 BMW NA
 Customer Relations and Services
 Phone: 201-673-7901
 Fax: 201-930-8382

Activity Status:	Done	Activity Updated:	3/2/04 10:09AM
Activity Type:	Corporate Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/2/04 10:07AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	spoke to Perry Marro. Brandl should call customer as Nina's deputy. ask customer to bring in the car.		

Note Created: 3/2/04 10:07AM Note Created By: Moore, Helen Note Type: Corporate Interaction

Perry said to call the SM at the center and tell them this customer is in row. to make the appointment for him when the FSE is there.



Customer Service Request Detail # 200403505278

Activity Status:	Done	Activity Updated:	3/2/04 02:30PM
Activity Type:	Corporate Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/2/04 02:30PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	spoke to Team Lead about this customer, she will call as Nina's deputy		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/2/04 02:37PM
Activity Type:	Customer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/2/04 02:31PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	Brandl (TL) called cust. she asked if he could bring in his car tomorrow. cust cant. asked if we could pick it up. we can't.		

Note Created:	3/2/04 02:34PM	Note Created By:	Moore, Helen	Note Type:	Customer Interaction
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cust has an appointment next wed. we will see if FSE will be around but doubt it since he is there tomorrow. customer wants a new transmission. brandl explained we are allowed to use remanufactured ones and all the inside parts that wear and tear are brand new. customer is thinking about lemon law. wants to talk to Nina when she returns.	
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Activity Status:	Done	Activity Updated:	3/2/04 02:37PM
Activity Type:	Corporate Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/2/04 02:37PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	Brandl (TL) said to email Don to say cust cant make it tomorrow, will he be there next week? discuss with SM and Nina.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/2/04 02:41PM
Activity Type:	Field Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/2/04 02:41PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	emailed AMM, cust cant make it tomorrow		

Note Created:	3/2/04 02:41PM	Note Created By:	Moore, Helen	Note Type:	Field Interaction
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Customer Service Request Detail # 200403505278

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

From: Moore, Helen
Sent: Tuesday, March 02, 2004 2:40 PM
To: Barbler, Don ZU-V-24
Subject: RE: [REDACTED] PL44031, BMW of Fort Myers

Don,

The customer is unable to bring in his car tomorrow but he has an appointment next Wednesday (3/10). You won't be there next week will you? If you are not, I will ask the shop foreman to try to help the customer. please let me know.

Regards,

Helen
201-573-7801

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

From: Barbler, Don ZU-V-24
Sent: Tuesday, March 02, 2004 7:43 AM
To: Moore, Helen
Subject: RE: [REDACTED] PL44031, BMW of Fort Myers

Helen,

I shall be at Ft. Myers BMW on Wednesday, March 3rd could the customer bring the vehicle in at this time?

Regards,

Don Barbler
961-644-4437 Cell

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

From: Moore, Helen
Sent: Monday, March 01, 2004 1:34 PM
To: Barbler, Don ZU-V-24
Subject: [REDACTED] PL44031, BMW of Fort Myers
Importance: High

Don,

This customer, [REDACTED] has a 2004 330Ci, VIN PL44031 with 1500 miles on it. SR # 200403505278. He had a GMS transmission with the delayed engagement problem so he has had that replaced. He is very upset that a remanufactured transmission has been installed. Now he complains his "shifter has one inch of play." He took it to BMW of Fort Myers # 22061 where the tech made an adjustment but no further adjustment could be made. I was talking to Aldo Milanes (SM) today and he said you will be at BMW Fort Myers sometime next week and he would try to squeeze the customer in while you were there. This issue has now gone to Nina Engler's attention so I wanted to run this by you to see if you would mind checking out this customer's complaint. If this is ok, please let me know when you will be there.

Kind regards,

Helen Moore
BMW NA
Customer Relations and Services
Phone: 201-573-7801
Fax: 201-630-8362



Customer Service Request Detail # 200403505278

Activity Status:	Done	Activity Updated:	3/3/04 08:38AM
Activity Type:	Field Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/3/04 08:37AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	FSE emailed		

Note Created: 3/3/04 08:38AM

Note Created By: Moore, Helen

Note Type: Field Interaction

-----Original Message-----
From: Barbler, Don ZU-V-24
Sent: Tuesday, March 02, 2004 2:23 PM
To: Moore, Helen
Subject: RE: [REDACTED] PL44031, BMW of Fort Myers

Helen,

I shall be in Atlanta the week of March 8th - 12th.

Regards,

Don B.
551-844-4437

-----Original Message-----
From: Moore, Helen
Sent: Tuesday, March 02, 2004 2:40 PM
To: Barbler, Don ZU-V-24
Subject: RE: [REDACTED] PL44031, BMW of Fort Myers

Don,

The customer is unable to bring in his car tomorrow but he has an appointment next Wednesday (3/10). You won't be there next week will you? If you are not, I will ask the shop foreman to try to help the customer. please let me know.

Regards,

Helen
201-573-7801

-----Original Message-----
From: Barbler, Don ZU-V-24
Sent: Tuesday, March 02, 2004 7:43 AM
To: Moore, Helen
Subject: RE: [REDACTED] PL44031, BMW of Fort Myers

Helen,

I shall be at Ft. Myers BMW on Wednesday, March 3rd could the customer bring the vehicle in at this time?

Regards,

Don Barbler
551-844-4437 Cell

-----Original Message-----
From: Moore, Helen
Sent: Monday, March 01, 2004 1:34 PM
To: Barbler, Don ZU-V-24
Subject: [REDACTED] PL44031, BMW of ...



Customer Service Request Detail # 200403505278

... Fort Myers
Importance: High

Don,

This customer () has a 2004 330Ci, VIN PL44031 with 1500 miles on it. SR # 200403505278. He had a GM5 transmission with the delayed engagement problem so he has had that replaced. He is very upset that a remanufactured transmission has been installed. Now he complains his "shifter has one inch of play." He took it to BMW of Fort Myers # 22081 where the tech made an adjustment but no further adjustment could be made. I was talking to Aldo Milanese (SM) today and he said you will be at BMW Fort Myers sometime next week and he would try to squeeze the customer in while you were there. This issue has now gone to Nina Engle's attention so I wanted to run this by you to see if you would mind checking out this customer's complaint. If this is ok, please let me know when you will be there.

Kind regards,
Helen Moore
BMW NA
Customer Relations and Services
Phone: 201-873-7801
Fax: 201-830-8382

Activity Status:	Done	Activity Updated:	3/3/04 03:20PM
Activity Type:	Dealer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/3/04 03:20PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	told SM cust couldnt come today so have the Shop foreman look at the car with the customer next wednesday.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	3/4/04 02:07PM
Activity Type:	Corporate Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/4/04 02:07PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	spoke to Nina about cust. I will get part number and check with Vlodek if this tranny was new. she will talk to cust after.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	3/4/04 02:08PM
Activity Type:	Dealer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/4/04 02:08PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	service will fax RO with replaced tranny		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200403600642

Customer

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

Service Request

Service Request #: 200403600642
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 2/5/04 02:00PM
 Created By: Koeser, Stephen
 Rep Assigned: Koeser, Stephen
 Date Assigned: 2/5/04 02:00PM
 Assigned Dealer:
 Identified Dealer: CUNNINGHAM BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 2/5/04 02:28PM
 Close Rep: Koeser, Stephen
 Issue Note: Needs replacement transmission - cust want "new" one, not one rebuilt.

Vehicle

Chassis # (US): PL43085
 Chassis # (Non - US):
 Year: 2004
 Model: 330Ci Convertible
 Mileage:
 Sale: 11/8/03 12:00AM
 In Service Date: 11/8/03 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
Explained to the customer that he was getting a remanufactured transmission that is as good or better than a "new" one.

Attachments

File Name	Comments



Customer Service Request Detail # 200403600842

Activity Status:	Done	Activity Updated:	2/8/04 03:25PM
Activity Type:	Customer Interaction	Activity Updated By:	Kossar, Stephen
Activity Assigned To:	Kossar, Stephen	Email From:	
Activity Created:	2/5/04 02:01PM	Email To:	
Activity Created By:	Kossar, Stephen		
Activity Description:	Needs replacement transmission - cust want "new" one, not one rebuilt.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	2/8/04 08:28AM
Activity Type:	Customer Interaction	Activity Updated By:	Kossar, Stephen
Activity Assigned To:	Kossar, Stephen	Email From:	
Activity Created:	2/8/04 03:28PM	Email To:	
Activity Created By:	Kossar, Stephen		
Activity Description:	Left msg for customer to call after speaking with his friend Adrienne who brought this matter to the attention of Sally Sellerol		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	2/8/04 08:28AM
Activity Type:	Customer Interaction	Activity Updated By:	Kossar, Stephen
Activity Assigned To:	Kossar, Stephen	Email From:	
Activity Created:	2/8/04 08:28AM	Email To:	
Activity Created By:	Kossar, Stephen		
Activity Description:	Spoke with customer. Explained the difference between new, used and remanufactured transmissions.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	2/8/04 02:22PM
Activity Type:	Dealer Interaction	Activity Updated By:	Kossar, Stephen
Activity Assigned To:	Kossar, Stephen	Email From:	
Activity Created:	2/8/04 02:22PM	Email To:	
Activity Created By:	Kossar, Stephen		
Activity Description:	Spoke to Svc Mgr, Ben Alexander, to give him heads up that customer was concerned.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	2/8/04 02:24PM
Activity Type:	Customer Interaction	Activity Updated By:	Kossar, Stephen
Activity Assigned To:	Kossar, Stephen	Email From:	
Activity Created:	2/8/04 02:24PM	Email To:	
Activity Created By:	Kossar, Stephen		
Activity Description:	Left msg. for customer that I talked to Svc Mgr.		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200403702652

Customer

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

Service Request

Service Request #: 200403702652
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 2/5/04 10:55AM
 Created By: Shelton, Bryan
 Rep Assigned: Shelton, Bryan
 Date Assigned: 2/5/04 10:55AM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 2/19/04 03:37PM
 Close Rep: Shelton, Bryan
 Issue Note: cust upset about trans

Vehicle

Chassis # (US): FL43827
 Chassis # (Non - US):
 Year: 2004
 Model: 330Ci convertible
 Mileage:
 Sale: 12/2/03 12:00AM
 In Service Date: 12/2/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
31/31	QUALITY CONTINUATION PROGRAM	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
NEW transmission was placed in car - no additional assistance

Attachments

File Name	Comments



Customer Service Request Detail # 200403702652

Activity Status:	Done	Activity Updated:	2/8/04 10:57AM
Activity Type:	Customer Interaction	Activity Updated By:	Shelton, Bryan
Activity Assigned To:	Shelton, Bryan	Email From:	
Activity Created:	2/8/04 10:56AM	Email To:	
Activity Created By:	Shelton, Bryan		
Activity Description:	cust upset about trans		

Note Created:	2/8/04 10:56AM	Note Created By:	Shelton, Bryan	Note Type:	Customer Interaction
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cust ad that his veh only has 500 miles on it and it needs another transmission. Cust ad that Lauderdale BMW told him that they will be putting a remanufactured one in and the cust was not happy. I adv that these are actually new, but labeled remanufactured. Cust ad that the dr wants him to pick up his car and return loaner until the trans is ready. Cust does not feel safe driving his car. I will research.

Activity Status:	Done	Activity Updated:	2/11/04 12:28PM
Activity Type:	Dealer Interaction	Activity Updated By:	Shelton, Bryan
Activity Assigned To:	Shelton, Bryan	Email From:	
Activity Created:	2/11/04 12:28PM	Email To:	
Activity Created By:	Shelton, Bryan		
Activity Description:	left message for John, serv mgr at Lauderdale		

Note Created:		Note Created By:		Note Type:	
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Activity Status:	Done	Activity Updated:	2/12/04 10:27AM
Activity Type:	Dealer Interaction	Activity Updated By:	Shelton, Bryan
Activity Assigned To:	Shelton, Bryan	Email From:	
Activity Created:	2/12/04 10:27AM	Email To:	
Activity Created By:	Shelton, Bryan		
Activity Description:	movd vm from John		

Note Created:		Note Created By:		Note Type:	
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Activity Status:	Done	Activity Updated:	2/12/04 10:28AM
Activity Type:	Dealer Interaction	Activity Updated By:	Shelton, Bryan
Activity Assigned To:	Shelton, Bryan	Email From:	
Activity Created:	2/12/04 10:28AM	Email To:	
Activity Created By:	Shelton, Bryan		
Activity Description:	left message in John's VM		

Note Created:		Note Created By:		Note Type:	
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Customer Service Request Detail # 200403702652

Activity Status:	Done	Activity Updated:	2/18/04 03:37PM
Activity Type:	Dealer Interaction	Activity Updated By:	Shelton, Bryan
Activity Assigned To:	Shelton, Bryan	Email From:	
Activity Created:	2/18/04 03:34PM	Email To:	
Activity Created By:	Shelton, Bryan		
Activity Description:	spoke to John Keising		

Note Created: 2/18/04 03:35PM

Note Created By: Shelton, Bryan

Note Type: Dealer Interaction

John ad that the cust dropped of the rental car that they had given him at a gas station behind the car dealership with the keys in it on a Sunday and then went on vacation. John ad that the dr finished the work that following Fri 2/13 and called the cust, and left several messages. John ad that the work order was closed out on Mon 2/16 and the cust picked up the veh some time after that.



Customer Service Request Detail # 200404000825

Customer

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

Service Request

Service Request #: 200404000825
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 2/9/04 10:04AM
 Created By: Conrad, Toby
 Rep Assigned: Conrad, Toby
 Date Assigned: 2/9/04 10:04AM
 Assigned Dealer:
 Identified Dealer: MORRISTOWN BMW
 Date Resolved:
 Receive Rep:
 Date Closed: 2/9/04 10:07AM
 Close Rep: Conrad, Toby
 Issue Note: Transmission slip

Vehicle

Chassis # (US): FL40816
 Chassis # (Non - US):
 Year: 2004
 Model: 330Ci Convertible
 Mileage:
 Sale:
 In Service Date:

Code Descriptions

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

Solution Notes

Solution
referred customer to dealer for diagnostic

Attachments

File Name	Comments



Customer Service Request Detail # 200404000825

Activity Status:	Done	Activity Updated:	2/9/04 10:08AM
Activity Type:	Customer Interaction	Activity Updated By:	Conrad, Toby
Activity Assigned To:	Conrad, Toby	Email From:	
Activity Created:	2/9/04 10:04AM	Email To:	
Activity Created By:	Conrad, Toby		
Activity Description:	Transmission slip		

Note Created: 2/9/04 10:04AM

Note Created By: Conrad, Toby

Note Type: Customer Interaction

customer adv having trans slip, dealer is saying there is no fix for it at this time. Asked if he talked to the Serv Manager yet. He adv no. Referred him to Serv Manager first and if there is still not resolution to call us back



Customer Service Request Detail # 200404101880

Customer

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

Service Request

Service Request #:	200404101880
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	2/10/04 04:28PM
Created By:	Dillon, Amy Jo
Rep Assigned:	Dillon, Amy Jo
Date Assigned:	2/10/04 04:28PM
Assigned Dealer:	[REDACTED]
Identified Dealer:	CHAPMAN BMW
Date Resolved:	[REDACTED]
Resolve Rep:	[REDACTED]
Date Closed:	2/13/04 07:05PM
Close Rep:	Dillon, Amy Jo
Issue Note:	upset that trans had to be replaced

Vehicle

Chassis # (US):	FL44201
Chassis # (Non - US):	[REDACTED]
Year:	2004
Model:	330Ci Convertible
Mileage:	[REDACTED]
Sale:	12/22/03 12:00AM
In Service Date:	12/22/03 12:00AM

Code Descriptions

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

Solution Notes

Solution
apologized to cust

Attachments

File Name	Comments



Customer Service Request Detail # 200404101880

Activity Status:	Done	Activity Updated:	2/10/04 04:32PM
Activity Type:	Email - Inbound	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	pa1swr@ac1.com
Activity Created:	2/3/04 08:11PM	Email To:	<ProductQuestions@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Products and Services		

Note Created:	Note Created By:	Note Type:
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2/3/2004 7:10:27 PM

Name: [REDACTED]
 Address: [REDACTED]

 City: Mesa
 State: AZ
 Zip: [REDACTED]
 E-mail: [REDACTED]

Day Phone: [REDACTED]
 Available From: 1 P.M. until 7 P.M.
 Second Phone: None
 Available From: 9 A.M. Eastern Time until 9 A.M. Eastern Time
 Fax:

Model: 330Ci
 Year: 2004
 VIN: P44201

Date Purchased: 12/18/03
 Purchased From: Chapman BMW Scottsdale Arizona
 State:

Servicing Dealer: Chapman BMW
 City: Mesa
 State: AZ

Question:
 I wish to discuss this with a Factory Service Rep, primarily the one who is assigned to Chapman BMW. Since the day I took possession of this vehicle there has been a problem with the Transmission not going into "DRIVE GEAR" when it is first driven, the situation has worsened during the past week to where it has a 20 to 30 second delay before going into gear and it takes approx 1500 rpm's to do it, when it gets into gear it lurches forward. I took the vehicle to Chapman yesterday and was given a rent car to use until repairs were complete. Today I was informed by the Service Asset Mgr Ms Jennifer Mahoney that the entire Transmission would have to be replaced and it would take 2 to 4 days for a replacement part I was told to come back to Chapman to return the Rental Vehicle and drive my Vehicle home until repairs could be completed, that they would not put me in a replacement Unit. I assure you folks at BMW will accept any Liability from any accident associated with this faulty Transmission.. 1st I can't believe I was delivered a new BMW with a defective Transmission, 2nd I find it hard to believe BMW would want us to drive a vehicle with a Faulty and dangerous Transmission. 3rd Is this the famous BMW Service that goes with the "Ultimate Driving Machine?" I have owned three new BMW's all purchased from this Dealer I am not happy with your service. Now I have to make additional trips back and forth to rectify problems with a brand new vehicle. I do not feel safe in letting my wife drive this vehicle (it is her car), so I will garage it until the new Transmission is replaced. Please have someone contact me regarding this issue.

[REDACTED]



Customer Service Request Detail # 200404101880

Activity Status:	Done	Activity Updated:	2/10/04 05:43PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Dillon, Amy Jo	Email From:	CustomerRelations@bmwusa.com
Activity Created:	2/10/04 04:29PM	Email To:	palaanoh@aol.com
Activity Created By:	Dillon, Amy Jo		
Activity Description:	RE: Products and Services [1-143869331]		

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 frustration and inconvenience you have experienced with your 2004 BMW 330Ci Convertible.

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. Of course, this explanation does not relieve the inconvenience or expense of dealing with problems when they arise.

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

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

Sincerely,
Amy Jo Dillon
Customer Relations and Services
Representative

—Original Message—

From: [REDACTED]
Sent: 2/10/2004 12:00:00 AM
To: ProductQuestions@bmwusa.com
Subject: Products and Services

2/3/2004 7:10:27 PM

Name: [REDACTED]
Address: [REDACTED]

City: Mesa
State: AZ
Zip: [REDACTED]
E-mail: [REDACTED]

Day Phone: [REDACTED]
Available From: 1 P.M. until 7 P.M.
Second Phone: None
Available From: 9 A.M. Eastern Time until 9 A.M. ...



Customer Service Request Detail # 200404101880

... Eastern Time
Fax:

Model: 830Ci
Year: 2004
VIN: F44201

Date Purchased: 12/18/03
Purchased From: Chapman BMW Scottsdale Arizona
State:

Servicing Dealer: Chapman BMW
City: Mesa
State: AZ

Question:
I wish to discuss this with a Factory Service Rep, primarily the one who is assigned to Chapman BMW. Since the day I took possession of this vehicle there has been a problem with the Transmission not going into "DRIVE GEAR" when it is first driven, the situation has worsened during the past week to where it has a 20 to 30 second delay before going into gear and it takes approx 1500 rpm's to do it, when it gets into gear it lurches forward. I took the vehicle to Chapman yesterday and was given a rent car to use until repairs were complete. Today I was informed by the Service Asst Mgr Ms Jennifer Mahoney that the entire Transmission would have to be replaced and it would take 2 to 4 days for a replacement part I was told to come back to Chapman to return the Rental Vehicle and drive my Vehicle home until repairs could be completed, that they would not put me in a replacement Unit. I assume you folks at BMW will accept any Liability from any accident associated with this faulty Transmission. 1st I can't believe I was delivered a new BMW with a defective Transmission. 2nd I find it hard to believe BMW would want us to drive a vehicle with a Faulty and dangerous Transmission. 3rd Is this the famous BMW Service that goes with the "Ultimate Driving Machine?" I have owned three new BMW's all purchased from this Dealer. I am not happy with your service. Now I have to make additional trips back and forth to rectify problems with a brand new vehicle. I do not feel safe in letting my wife drive this vehicle (it is her car), so I will garage it until the new Transmission is replaced. Please have someone contact me regarding this issue.

Activity Status:	Done	Activity Updated:	2/13/04 08:30PM
Activity Type:	Dealer Interaction	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	
Activity Created:	2/10/04 04:32PM	Email To:	
Activity Created By:	Dillon, Amy Jo		
Activity Description:	spoke to Garrett O'Dell, service mgr		

Note Created:	2/13/04 08:28PM	Note Created By:	Dillon, Amy Jo	Note Type:	Dealer Interaction
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Garrett O'Dell advised that the transmission was replaced and the car picked up the vehicle on 2/4.

Activity Status:	Done	Activity Updated:	2/13/04 08:32PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Dillon, Amy Jo	Email From:	CustomerRelations@bmwna.com
Activity Created:	2/13/04 08:30PM	Email To:	
Activity Created By:	Dillon, Amy Jo		
Activity Description:	transmission replacement [1-147241212]		

Note Created:		Note Created By:		Note Type:	
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Customer Service Request Detail # 200404101880

	<p>Dear [REDACTED]</p> <p>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.</p> <p>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.</p> <p>We work on a continual basis to improve our services. BMW is committed to automotive excellence and superior services. We are here to work with you and your BMW center, so please do not hesitate to call us with any questions and/or concerns.</p> <p>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.</p> <p>Sincerely, Amy Jo Dillon Customer Relations and Services Representative</p>
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Activity Status:	Done	Activity Updated:	2/13/04 07:03PM
Activity Type:	Email - Inbound	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	PALAMOH@aol.com
Activity Created:	2/13/04 08:55PM	Email To:	CustomerRelations@bmwusa.com
Activity Created By:	Administrator, Siebel		
Activity Description:	Re: transmission replacement [1-147241212]		

Notes Created:	Notes Created By:	Notes Type:
		<p>I understand cars have mechanical failures and problems. I was more concerned about the treatment I received from your Dealer (Chapman BMW) (and their Service Dept.) I took the car in for a Transmission problem, the next AM they called and said the Trans had to be replaced, and made me bring the next car back, forced us to drive a car w/ a faulty Trans back home, and then called the next day to bring it back as the Trans was now in. We live a considerable distance from BMW, pretty bad service and customer relations as well</p>



Customer Service Request Detail # 200404405314

Customer

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

Service Request

Service Request #: 200404405314
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 2/13/04 10:28AM
 Created By: Labatzky, Karen
 Rep Assigned: Labatzky, Karen
 Date Assigned: 2/13/04 10:28AM
 Assigned Dealer: BMW GALLERY
 Identified Dealer: BMW GALLERY
 Date Resolved:
 Resolve Rep:
 Date Closed: 2/18/04 07:48AM
 Close Rep: Labatzky, Karen
 Issue Note: transmission has to be replaced

Vehicle

Chassis # (US): PL42854
 Chassis # (Non - US):
 Year: 2004
 Model: 330CI convertible
 Mileage: 1,500
 Sale:
 In Service Date:

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
applied

Attachments

File Name	Comments



Customer Service Request Detail # 200404405314

Activity Status:	Done	Activity Updated:	2/13/04 10:31AM
Activity Type:	Email - Inbound	Activity Updated By:	Labetzky, Karen
Activity Assigned To:	Labetzky, Karen	Email From:	[REDACTED]
Activity Created:	2/9/04 02:30PM	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 experienced difficulty with the transmission on my new BMW. I am scheduled to have the transmission replaced on February 10th. I experienced difficulty with acceleration from a cold start and with the engineer being am only able to crawl along for some distance until the car warms up. My dealer has informed me that there is a "quiet recall" on this transmission and it is only being replaced if the customer complains. Being a Mercedes owner (two), I am not accustomed to such activities. I have never experienced any major repairs with either Mercedes in the entire time I have owned them. I am disappointed that BMW would try to hide something as significant as a problem with a transmission in a \$55K automobile. We also need to have the driverside window motor replaced. What's with all of these problems? I thought BMW was a top shelf automobile.</p> <p>phone: [REDACTED] AccountID: VIN: WBABW53464PL42864</p> <p>From: [REDACTED] Subject: Other</p> <p>RouteCode1: RouteCode2: RouteCode3:</p> <p>Section: Priority Email ModelYear: 2004 MfgName: BMW ModelName: 330CIC</p> <p>firstName: [REDACTED] lastName: [REDACTED] ContactBy: Email ContactPhone: [REDACTED] ContactTime:</p> <p>address1: [REDACTED] address2: address3: city: Scituate state: MA zip: 02066 HomePhone: [REDACTED] WorkPhone: email: [REDACTED] Vinc: WBABW53464PL42864</p> <p>UserName: [REDACTED]</p>



Customer Service Request Detail # 200404405314

Activity Status:	Done	Activity Updated:	2/13/04 10:32AM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Labatzky, Karen	Email From:	CustomerRelations@bmwusa.com
Activity Created:	2/13/04 10:29AM	Email To:	[REDACTED]
Activity Created By:	Labatzky, Karen		
Activity Description:	RE: Other [1-144880737]		

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

Thank you for contacting BMW of North America, LLC regarding the issues you are experiencing with your BMW. 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.

Please accept my apologies for the frustration and inconvenience this issue has caused.

We are here to work with you and your BMW dealer, so please do not hesitate to call us with any questions and/or concerns. If you have any further questions, please respond to this e-mail or contact the Customer Relations Department at 1-800-831-1117, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time.

Sincerely,
Karen Labatzky
Customer Relations & Services
Representative

—Original Message—

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

formid: 1001

Comments: I have experienced difficulty with the transmission on my new BMW. I am scheduled to have the transmission replaced on February 10th. I experienced difficulty with acceleration from a cold start and with the engine racing am only able to crawl along for some distance until the car warms up. My dealer has informed me that there is a "quiet recall" on this transmission and it is only being replaced if the customer complains. Being a Mercedes owner (two), I am not accustomed to such activities. I have never experienced any major repairs with either Mercedes in the entire time I have owned them. I am disappointed that BMW would try to hide something as significant as a problem with a transmission in a \$65K automobile. We also need to have the driverside window motor replaced. What's with all of these problems? I thought BMW was a top shelf automobile.
phone: [REDACTED]



Customer Service Request Detail # 200404405314

	<p>AccountNo: VIN: WBABW53484PL42954</p> <p>From: [REDACTED] Subject: Other</p> <p>RouteCode1: RouteCode2: RouteCode3:</p> <p>Section: Priority Email ModelYear: 2004 MfgName: BMW ModelName: 330CIC</p> <p>firstName: [REDACTED] lastName: [REDACTED] ContactBy: Email ContactPhone: [REDACTED] ContactTime:</p> <p>address1: [REDACTED] address2: address3: city: Scituate state: MA zip: 02068 HomePhone: [REDACTED] WorldPhone: email: [REDACTED] Vins: WBABW53484PL42954</p> <p>User Name: [REDACTED]</p>
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Activity Status: Done	Activity Updated: 2/13/04 02:29PM
Activity Type: Email - Inbound	Activity Updated By: Lebatzky, Karen
Activity Assigned To: Lebatzky, Karen	Email From: [REDACTED]
Activity Created: 2/13/04 02:22PM	Email To: CustomerRelations@bmwusa.com
Activity Created By: Administrator, Siebel	
Activity Description: RE: Other [1-144880737]	

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

Thank you for responding to my Email, however, I am not in the least bit consoled by your note. I cannot believe that any quality control was passed on the BMW 330 that my husband and I purchased. I might add that my name is Inez, and I am a female not MFL.

I have some real concerns with the reliability of this vehicle. There are 1600 miles on this car and the transmission has failed, the driver-side window has failed, and now there is a recall on the programming of the radio. What is going to happen next????? I'll tell you. The vehicle has been at the BMW dealer all this week having the transmission replaced. Now I am told that the new transmission is also giving a faulty reading and that I must wait for a third transmission to come from BMW.

We now own a Mercedes E430 and a Mercedes ML320 and have never experienced such sloppy workmanship in either of those vehicles and I must say they have every comfort, convenience and safety option and are equally complex as the BMW. As you can tell, I am extremely disappointed in my new BMW 330. I look forward to a resolution of all this issues and the faster the better.

[REDACTED]

Dear [REDACTED]

> Thank you for contacting BMW of North America, LLC regarding the issues you are experiencing with your BMW. 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.

> Please accept my apologies for the frustration and inconvenience this issue has caused.

> We are here to work with you and your BMW center, so please do not hesitate to call us with any questions and/or concerns. If you have any further questions, please respond to this e-mail or contact the Customer Relations Department at 1-800-831-1117, Monday through Friday from 9:00 A.M. to 8:00 P.M., Eastern Standard Time.

> Sincerely,
> Karen Labatzky
> Customer Relations & Services Representative

—Original Message—

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



... Other

formid: 1001

Comments: I have experienced difficulty with the transmission on my new BMW. I am scheduled to have the transmission replaced on February 10th.

I experienced difficulty with acceleration from a cold start and with the engine racing and only able to coast along for some distance until the car winds up. My dealer has informed me that there is a "quiet recall" on this transmission and it is only being replaced if the customer complains. Being a Mercedes owner (two), I am not accustomed to such activities. I have never experienced any major repairs with either Mercedes in the entire time I have owned them. I am disappointed that BMW would try to hide something as significant as a problem with a transmission in a \$55K automobile. We also need to have the driverside window motor replaced. What's with all of these problems? I thought BMW was a top shelf automobile.

phone: [REDACTED]

AccountNo:

VIN: WBAEW63484PL42964

From: [REDACTED]

Subject: Other

RouteCode1:

RouteCode2:

RouteCode3:

Section: Priority Email

ModelYear: 2004

ModelName: BMW

ModelLine: 330CiC

firstName: [REDACTED]

lastName: [REDACTED]

ContactBy: Email

ContactPhone: [REDACTED]

ContactTime:

address1: [REDACTED]

address2: [REDACTED]

address3:

city: Boluete

state: MA

zip: [REDACTED]

HomePhone: [REDACTED]

WorkPhone:

email: [REDACTED]

Vin: WBAEW63484PL42964

UserName: [REDACTED]

Activity Status:	Done	Activity Updated:	2/13/04 04:37PM
Activity Type:	Customer Interaction	Activity Updated By:	Labetzky, Karen
Activity Assigned To:	Labetzky, Karen	Email From:	
Activity Created:	2/13/04 03:30PM	Email To:	
Activity Created By:	Labetzky, Karen		
Activity Description:	customer called and left message		

Note Created: 2/13/04 03:31PM Note Created By: Labetzky, Karen Note Type: Customer Interaction



Customer Service Request Detail # 200404405314

Dear [REDACTED]

Thank you for responding to my Email, however, I am not in the least bit consoled by your note. I cannot believe that any quality control was passed on the BMW 330 that my husband and I purchased. I might add that my name is [REDACTED], and I am a female not MR.

I have some real concerns with the reliability of this vehicle. There are 1500 miles on this car and the transmission has failed, the driver-side window has failed, and now there is a recall on the programming of the radio. What is going to happen next????? Please tell me. The vehicle has been at the BMW dealer all this week having the transmission replaced. Now I am told that the new transmission is also giving a faulty reading and that I must wait for a third transmission to come from BMW.

We now own a Mercedes E430 and a Mercedes ML320 and have never experienced such sloppy workmanship in either of these vehicles and I must say they have every comfort, convenience and safety option and are equally complex as the BMW. As you can tell, I am extremely disappointed in my new BMW 330. I look forward to a resolution of all this issues and the faster the better.

[REDACTED]

Activity Status:	Done	Activity Updated:	2/17/04 02:48PM
Activity Type:	Dealer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	2/17/04 02:31PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	781-882-4588 Epoca to Don		

Note Created:	2/17/04 02:41PM	Note Created By:	Labatzky, Karen	Note Type:	Dealer Interaction
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Don said that they did tell customer that a second trans would need to be ordered but this was a misunderstanding. Actually, this is just the first and the customer's car should be ready tomorrow.

Activity Status:	Done	Activity Updated:	2/17/04 02:46PM
Activity Type:	Email - Outbound	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	CustomerRelations@bmnwusa.com
Activity Created:	2/17/04 02:42PM	Email To:	[REDACTED]
Activity Created By:	Labatzky, Karen		
Activity Description:	Transmission [1-147958075]		

Note Created:		Note Created By:		Note Type:	
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Customer Service Request Detail # 200404405314

Dear [REDACTED]

Thank you for your patience while I researched your concern. Again, please accept my apologies for the frustration and inconvenience these issues have caused.

I have learned that your BMW center, BMW Gallery, advised you that this would be the second transmission for your BMW. They were actually mistaken and the transmission is being replaced once. Also, I have discussed your concerns with Don in service, he advised your BMW should be ready tomorrow.

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,
Karen Labatzky
Customer Relations & Services
Representative

Activity Status:	Done	Activity Updated:	2/18/04 07:46AM
Activity Type:	Email - Inbound	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	[REDACTED]
Activity Created:	2/18/04 05:45AM	Email To:	CustomerRelations@bmwnusa.com
Activity Created By:	Administrator, Siebel		
Activity Description:	RE: Other (1-144880737)		

Note Created:	Note Created By:	Note Type:
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Dear Karen Labatzky,

I am still waiting for a response to my Email below and to my unanswered telephone call. Since I sent this Email and tried to reach you by telephone, I have received the J.D. Power Vehicle Quality Survey and the Dunham & Zolweg Survey. I would prefer to complete these surveys with a better feeling for our new BMW 330 than I currently have. Hopefully, I will receive some feasible explanation as to the troubles we have incurred with our new vehicle. And some reassurance that we have not purchased a "LEMON". I look forward to hearing from you very shortly so I may respond effectively to these surveys.

My telephone number is [REDACTED]

Dear Karen,

Thank you for responding to my Email, however, I am not in the least bit consoled by your note. I cannot believe that any quality control was passed on the BMW 330 that my husband and I purchased. I might add that my name is [REDACTED] and I am a female not MR.

I have some real concerns with the reliability of this vehicle. There are 1500 miles on this car and the transmission has failed, the driver-side window has failed, and now there is a recall on the programming of the radio. What is going to happen next????? I'll tell you. The vehicle has been at the BMW Dealer all this week having the transmission replaced. Now I am told that the new transmission is also giving a faulty reading and that I must wait for a third transmission to come from BMW.

We now own a Mercedes E430 and a Mercedes ML320 and have never experienced such stoppage workmanship in either of these vehicles and I must say they have every comfort, convenience and safety option and are equally complex as the BMW. As you can tell, I am extremely disappointed in my new BMW 330. I look forward to a resolution of all this issue and the faster the better.

[REDACTED]

> Dear [REDACTED]

> Thank you for contacting BMW of North America, LLC regarding the issues you

> are experiencing with your BMW. 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.

> Please accept my apologies for the frustration and inconvenience this issue

has

> ...



... caused.
We are here to work with you and your BMW center, so please do not
hesitate to
call us with any questions and/or concerns. If you have any further
questions,
please respond to this e-mail or contact the Customer Relations
Department at
1-800-531-1117, Monday through Friday from 9:00 A.M. to 9:00 P.M.,
Eastern
Standard Time.

Sincerely,
Karen Labadzky
Customer Relations & Services
Representative

—Original Message—

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

formid: 1001

Comments: I have experienced difficulty with the transmission on my new
BMW. I am scheduled to have the transmission replaced on February
10th.

I experienced difficulty with acceleration from a cold start and with the
engineer racing am only able to crawl along for some distance until the
car warms up. My dealer has informed me that there is a "quiet recal" on
this transmission and it is only being replaced if the customer complains.
Being a Mercedes owner (two), I am not accustomed to such activities. I
have never experienced any major repairs with either Mercedes in the
entire time I have owned them. I am disappointed that BMW would try to
hide something as significant as a problem with a transmission in a \$55K
automobile. We also need to have the driverside window motor replaced.
What's with all of these problems? I thought BMW was a top shelf
automobile.

phone: [REDACTED]
Accounted:
VIN: WBABW53404FL42854

From: [REDACTED]
Subject: Other

RouteCode1:
RouteCode2:
RouteCode3:

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

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



Customer Service Request Detail # 200404405314

	<p>▼ ContactInfo: ▼ address1: ▼ address2: ▼ address3: ▼ city: Schaumburg ▼ state: MA ▼ zip: ▼ HomePhone: ▼ WorkPhone: ▼ email: ▼ Vins: W0ABW03404FL4264 ▼ UserName: inoeheny</p>
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Activity Status:	Done	Activity Updated:	2/18/04 07:46AM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Stabel
Activity Assigned To:	Labetzky, Karen	Email From:	CustomerRelations@bmwusa.com
Activity Created:	2/18/04 07:40AM	Email To:	
Activity Created By:	Labetzky, Karen		
Activity Description:	RE: Other [1-144880737]		

Note Created:	Note Created By:	Note Type:
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I assume you did not receive my e-mail from yesterday sent to [REDACTED] Here it is again:

Dear [REDACTED]

Thank you for your patience while I researched your concerns. Again, please accept my apologies for the frustration and inconvenience these issues have caused.

I have learned that your BMW center, BMW Gallery, advised you that this would be the second transmission for your BMW. They were actually mistaken and the transmission is being replaced once. Also, I have discussed your concerns with Don in service, he advised your BMW should be ready tomorrow.

In addition, 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. For this reason, your vehicle has a 4-year or 50,000 mile warranty against defects in materials or workmanship.

Should you continue to experience issues with your BMW, we are here to assist you in any way that we can. Please do not hesitate to contact us.

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,
Karen Labatzky
Customer Relations & Services
Representative

—Original Message—

From: [REDACTED]
Sent: 2/18/2004 12:00:00 AM
To: CustomerRelations@bmwusa.com
Cc: [REDACTED]
Subject: Other [1-144880737]

Dear Karen Labatzky,

I am still waiting for a response to my Email below and to my unanswered telephone call. Since I sent this Email and tried to reach you by telephone, I have received the J.D. Power Vehicle Quality Survey and the Dunbarman & Zolweg Survey. I would prefer to complete these surveys with a better feeling for our new BMW 330 than I currently have. Hopefully, I will receive some feasible explanation as to the trouble we have incurred with our new vehicle. And some reassurance that we have not purchased a "LEMON". I look forward to hearing from you very shortly so I may respond effectively to these surveys.

My telephone number is [REDACTED]



Dear Karen,

Thank you for responding to my Email, however, I am not in the least bit consoled by your note. I cannot believe that any quality control was passed on the BMW 330 that my husband and I purchased. I might add that my name is [redacted] and I am a female not MFL.

I have some real concerns with the reliability of this vehicle. There are 1800 miles on this car and the transmission has failed, the driver-side window has failed, and now there is a recall on the programming of the radio. What is going to happen next????? I'll tell you. The vehicle has been at the BMW Dealer all this week having the transmission replaced. Now I am told that the new transmission is also giving a faulty reading and that I must wait for a third transmission to come from BMW.

We now own a Mercedes E430 and a Mercedes ML320 and have never experienced such sloppy workmanship in either of these vehicles and I must say they have every comfort, convenience and safety option and are equally complex as the BMW. As you can tell, I am extremely disappointed in my new BMW 330. I look forward to a resolution of all this issue and the faster the better.

[redacted]

> Thank you for contacting BMW of North America, LLC regarding the issues you are experiencing with your BMW. 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.

> Please accept my apologies for the frustration and inconvenience this issue has caused.

> We are here to work with you and your BMW center, so please do not hesitate to call us with any questions and/or concerns. If you have any further questions, please respond to this e-mail or contact the Customer Relations Department at 1-800-831-1117, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time.

> Sincerely,
> Karen Labatzy
> Customer Relations & ...



	Services Representative
	-----Original Message-----
	From: [REDACTED]
	Sent: 2/13/2004 12:00:00 AM
	To: CustomerRelations@bmwusa.com
	Subject: Other
	formid: 1001
	Comments: I have experienced difficulty with the transmission on my new BMW. I am scheduled to have the transmission replaced on February 10th.
	I experienced difficulty with acceleration from a cold start and with the engineer racing am only able to crawl along for some distance until the car warms up. My dealer has informed me that there is a "quiet recall" on this transmission and it is only being replaced if the customer complains.
	Being a Mercedes owner (two), I am not accustomed to such activities. I have never experienced any major repairs with either Mercedes in the entire time I have owned them. I am disappointed that BMW would try to hide something as significant as a problem with a transmission in a \$55K automobile. We also need to have the driverside window motor replaced.
	What's with all of these problems? I thought BMW was a top tier automobile.
	phone: [REDACTED]
	AccountNo: [REDACTED]
	VIN: WBABW63464PL42954
	From: [REDACTED]
	Subject: Other
	RouteCode1:
	RouteCode2:
	RouteCode3:
	Sector: Priority Email
	ModelYear: 2004
	ModelName: BMW
	ModelName: 330CK
	FirstName: [REDACTED]
	LastName: [REDACTED]
	ContactBy: Email
	ContactPhone: [REDACTED]
	ContactTime:
	address1: [REDACTED]
	address2:
	address3:
	city: Solvate
	state: MA
	zip: [REDACTED]
	HomePhone: [REDACTED]
	WorkPhone:
	email: [REDACTED]
	Vin: WBABW63464PL42954
	UserName: inzhenny



Customer

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

Service Request

Service Request #: 200405100057
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 2/20/04 09:47AM
 Created By: Frost, James
 Rep Assigned: Frost, James
 Date Assigned: 2/20/04 09:47AM
 Assigned Dealer:
 Identified Dealer: BRAMAN MOTORCARS
 Date Received:
 Resolve Rep:
 Date Closed: 2/27/04 01:00PM
 Close Rep: Frost, James
 Issue Note: This car is having problems idling and I am having problems w/ the transmission having performance.

Vehicle

Chassis # (US): PL43848
 Chassis # (Non - US):
 Year: 2004
 Model: 330Ci convertible
 Mileage: 2,300
 Sale: 12/03 12:00AM
 In Service Date: 12/03 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
SV17	REPEAT REPAIR/COMEBACK	ENGINE - INTERNAL & EXT	1100	ENGINE DIES
SV06	REPLACEMENT/REPURCHASE REQUEST (L	ENGINE - INTERNAL & EXT	1100	ENGINE DIES

Solution Notes

Solution
 Car has been to Braman for two repairs for the car having rough idle, but w/ two different failures. Car had faulty fuel injector and on this recent visit the car had a DME reprogram. Left voice mail for customer to call back discuss these concerns.

Attachments

File Name	Comments



Customer Service Request Detail # 200405100057

Activity Status:	Done	Activity Updated:	2/20/04 09:58AM
Activity Type:	Customer Interaction	Activity Updated By:	Frost, James
Activity Assigned To:	Frost, James	Email From:	
Activity Created:	2/20/04 09:53AM	Email To:	
Activity Created By:	Frost, James		
Activity Description:	This car is having problems dying and I am having problems w/ the transmission having performance.		

Note Created: 2/20/04 09:53AM Note Created By: Frost, James Note Type: Customer Interaction

Customer called and said that he is having problems w/ this car and he said that he is so frustrated because he has had a previous BMW w/ us and said that this one had so many problems previously that we almost declared that one a lemon and bought the car back. He said that he has had concerns w/ this car dying while driving and Braman determined that this issue was due to a faulty fuel injector. He said that he is still having problems w/ the car dying and he said that he is also having problems w/ the transmission which he described as the GM5 transmission concern. He wanted to know if we would buy the car back and get him into another unit?

Note Created: 2/20/04 09:55AM Note Created By: Frost, James Note Type: Corporate Interaction

Apologized for the concerns that he has had w/ this car to date and the experience on the last one. Indicated that I want to help and if this situation qualifies for us to buy the car back then I would start those proceedings, but I also don't want to indicate that we are automatically going to do that. Explained that I would like to review history on the car and follow up w/ Braman to discuss and put game plan together. Explained that the transmission concerns are one that I think I know exactly what it is and the solution would be to replace the transmission.

Note Created: 2/20/04 09:57AM Note Created By: Frost, James Note Type: Corporate Interaction

During call w/ customer it automatically dropped. Chris from BMW Asset came on the line and said that he was speaking w/ customer and transferred the call through to us, but it dropped. I explained that I don't have any contact information for him in his profile, but that I would contact Braman and begin follow up on this matter and then hopefully get some contact #s for the customer that way.

Activity Status:	Done	Activity Updated:	2/24/04 02:56PM
Activity Type:	Customer Interaction	Activity Updated By:	Seyra, Adrienne
Activity Assigned To:	Seyra, Adrienne	Email From:	
Activity Created:	2/24/04 02:50PM	Email To:	
Activity Created By:	Seyra, Adrienne		
Activity Description:	cust. called in, more than unhappy w/ vehicle, demands that it be replaced		

Note Created: 2/24/04 02:52PM Note Created By: Seyra, Adrienne Note Type: Customer Interaction

This customer called in VERY upset about his vehicle and the amount of service it has needed. The customer feels he has a lemon and inquired on the Lemon Law for FL. The customer claims the vehicle has stalled 10 times in the 2000 miles that he has owned the vehicle, the transmission has been replaced and the DME may need to be sent to NJ for reprogramming. The customer feels the only resolution to these issues is to replace the vehicle. I advised I would speak with the representative he spoke with on Friday and ask that he be contacted as well as the center. The customer's contact phone number is: 561.451.1444.



Customer Service Request Detail # 200405100057

Activity Status:	Done	Activity Updated:	2/24/04 02:58PM
Activity Type:	Corporate Interaction	Activity Updated By:	Sayre, Adrienne
Activity Assigned To:	Sayre, Adrienne	Email From:	
Activity Created:	2/24/04 02:55PM	Email To:	
Activity Created By:	Sayre, Adrienne		
Activity Description:	emailed James Froot to notify that cust. called in		

Note Created: 2/24/04 02:58PM Note Created By: Sayre, Adrienne Note Type: Corporate Interaction

-----Original Message-----
 From: Sayre, Adrienne
 Sent: Tuesday, February 24, 2004 2:58 PM
 To: Froot, James
 Subject: [REDACTED] 200405100057

Hi James,

This customer called in. I updated the SR. He wants out of this car. His phone number is: [REDACTED]

Thanks,
 Adrienne

Activity Status:	Done	Activity Updated:	2/27/04 01:08PM
Activity Type:	Dealer Interaction	Activity Updated By:	Froot, James
Activity Assigned To:	Froot, James	Email From:	
Activity Created:	2/27/04 12:58PM	Email To:	
Activity Created By:	Froot, James		
Activity Description:	Called Braumen to speak to Bill Godby. See notes.		

Note Created: 2/27/04 01:04PM Note Created By: Froot, James Note Type: Dealer Interaction

Spoke to Bill Godby the service manager on this issue w/ the car. He said that the car was in there this week for problems w/ the car dying and w/ a rough idle. He said that on the first visit in January the car had a faulty fuel injector which caused the misfires and the problems the rough idling. On this recent visit even though the experience the customer had w/ the car is the same the repair was different, which is that they reprogrammed the DME to resolve this concern. Bill said that the car should be back in the hands of the customer.

Note Created: 2/27/04 01:07PM Note Created By: Froot, James Note Type: Corporate Interaction

Thanked Bill for the update and just told him customer is concerned w/ the issues the car has had this early in the ownership experience. Explained that I will reach out to the customer to discuss the repairs and to work w/ him on his frustrations.

Activity Status:	Done	Activity Updated:	2/27/04 01:08PM
Activity Type:	Customer Interaction	Activity Updated By:	Froot, James
Activity Assigned To:	Froot, James	Email From:	
Activity Created:	2/27/04 01:08PM	Email To:	
Activity Created By:	Froot, James		
Activity Description:	Left voice mail for customer at mobile #. Request call back to discuss repairs and his frustrations.		

Note Created: Note Created By: Note Type:



Customer Service Request Detail # 200405600018

Customer

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

Service Request

Service Request #: 200405600018
 Brand: BMW
 Type: Inquiry
 Current Status: Closed
 Date Opened: 2/25/04 06:58AM
 Created By: Dillon, Amy Jo
 Rep Assigned: Dillon, Amy Jo
 Date Assigned: 2/25/04 06:58AM
 Assigned Dealer:
 Identified Dealer:
 Date Received:
 Resolve Rep:
 Date Closed: 2/28/04 09:00AM
 Close Rep: Dillon, Amy Jo
 Issue Note: transmissions concerns

Vehicle

Chassis # (US): FL44082
 Chassis # (Non - US):
 Year: 2004
 Model: 330Ci convertible
 Mileage:
 Sale:
 In Service Date:

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
apologized to cust; referred to the cntr to address concerns

Attachments

File Name	Comments



Customer Service Request Detail # 200405800018

Activity Status:	Done	Activity Updated:	2/25/04 08:58AM
Activity Type:	Email - Inbound	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	worlman@rose.net
Activity Created:	2/16/04 08:33AM	Email To:	<ProductQuestions@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Products and Services		

Note Created:	Note Created By:	Note Type:
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2/16/2004 9:28:28 AM

Name: [REDACTED]
 Address: [REDACTED]

 City: Thomasville
 State: GA
 Zip: [REDACTED]
 E-mail: [REDACTED]

Day Phone: [REDACTED]
 Available From: 9 A.M. Eastern Time until 6 P.M.
 Second Phone: 229-228-4249
 Available From: 5 P.M. until 7 P.M.
 Fax:

Model: 380Ci
 Year: 2004
 VIN: PL44062

Date Purchased: 2/5/04
 Purchased From: Capital Eurocars
 State: FL

Servicing Dealer: SAME
 City: Thomasville
 State: FL

Question:
 This vehicle seems to have a transmission malfunction that is widely known to BMW. There is slippage when shifting from R to D. Data indicates that this problem was known to exist for several months, suggesting I received a vehicle with a KNOWN defect and safety hazard. I have been unable to find any information on a recall, which I'm confident BMW has / or will issue.
 I have not contacted the dealer regarding this issue, as I fully expect there is information available to owners to share with their service center. I'm appalled that BMW would allow a dealer (whose sales team functioned admirably) to sell a vehicle with a problem so widely known. I am also confident that with BMW's reputation for quality, and with less than two weeks and 600 miles on the vehicle BMW will replace the vehicle with one that has been verified to have this problem corrected. Please advise the status of this issue and provide information on a satisfactory resolution.

Thank you in advance for your attention to this matter.
 [REDACTED]



Customer Service Request Detail # 200405600018

Activity Status:	Done	Activity Updated:	2/25/04 08:58AM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Dillon, Amy Jo	Email From:	CustomerRelations@bmwusa.com
Activity Created:	2/25/04 08:58AM	Email To:	worntan@ross.net
Activity Created By:	Dillon, Amy Jo		
Activity Description:	RE: Products and Services [1-147857209]		

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.

May I suggest that you contact the service department at your authorized BMW center regarding this issue? The service department can diagnose the issue with your 2004 BMW 330Ci Convertible and address any questions you may have about this situation. The service department is in the best position to address your concerns.

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

Sincerely,
Amy Jo Dillon
Customer Relations and Services
Representative

—Original Message—

From: [REDACTED]
Sent: 2/25/2004 12:00:00 AM
To: <ProductQuestions@bmwusa.com>
Subject: Products and Services

2/15/2004 9:23:23 AM

Name: [REDACTED]
Address: [REDACTED]

City: Thomesville
State: GA
Zip: [REDACTED]
E-mail: [REDACTED]

Day Phone: [REDACTED]
Available From: 9 A.M. Eastern Time until 5 P.M.
Second Phone: 229-228-4348
Available From: 5 P.M. until 7 ...



	<p>... P.M. Fac: <input type="checkbox"/></p> <p>Model: <input type="checkbox"/> 330Ci Year: <input type="checkbox"/> 2004 VIN: <input type="checkbox"/> PL44052</p> <p>Date Purchased: <input type="checkbox"/> 2/5/04 Purchased From: <input type="checkbox"/> Capital Eurocars State: <input type="checkbox"/> FL</p> <p>Servicing Dealer: <input type="checkbox"/> SAME City: <input type="checkbox"/> Thomsaville State: <input type="checkbox"/> FL</p> <p>Question: This vehicle seems to have a transmission malfunction that is widely known to BMW. There is slippage when shifting from R to D. Data indicates that this problem was known to exist for several months, suggesting I received a vehicle with a KNOWN defect and safety hazard. I have been unable to find any information on a recall, which I'm confident BMW has / or will issue.</p> <p>I have not contacted the dealer regarding this issue, as I fully expect there is information available to owners to share with their service center. I'm appalled that BMW would allow a dealer (whose sales team functioned admirably) to sell a vehicle with a problem so widely known. I am also confident that with BMW's reputation for quality, and with less than two weeks and 500 miles on the vehicle BMW will replace the vehicle with one that has been verified to have this problem corrected. Please advise the status of this issue and provide information on a satisfactory resolution.</p> <p>Thank you in advance for your attention to this matter.</p> <p>██████████</p>
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Customer Service Request Detail # 200405700105

Customer

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

Service Request

Service Request #: 200405700105
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 2/26/04 10:47AM
 Created By: Hand, Greg
 Rep Assigned: Hand, Greg
 Date Assigned: 2/26/04 10:47AM
 Assigned Dealer:
 Identified Dealer: LEITH BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 2/26/04 11:28AM
 Close Rep: Hand, Greg
 Issue Note: Speaker distortion, trans replacement x2

Vehicle

Chassis # (US): FL4327D
 Chassis # (Non - US):
 Year: 2004
 Model: 330CI convertible
 Mileage: 2,000
 Sale: 12/27/03 12:00AM
 In Service Date: 12/27/03 12:00AM

Code Descriptions

BR Code	BR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	0512	SPEAKERS
SV17	REPEAT REPAIR/COMEBACK	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
Retailer said they are replacing the transmission again due to a pump noise. Speaker problem still unidentifiable

Attachments

File Name	Comments



Customer Service Request Detail # 200405700105

Activity Status:	Done	Activity Updated:	2/26/04 10:54AM
Activity Type:	Customer Interaction	Activity Updated By:	Hand, Greg
Activity Assigned To:	Hand, Greg	Email From:	
Activity Created:	2/26/04 10:48AM	Email To:	
Activity Created By:	Hand, Greg		
Activity Description:	Speaker distortion, trans replacement x2		

Note Created: 2/26/04 10:51AM

Note Created By: Hand, Greg

Note Type: Customer Interaction

Customer said that he has to repeat problems: 1) the speakers have quite a bit of distortion and he finds displeasure with. Retailer replaced the subwoofer, but the problem persists. 2) The auto transmission was replaced per the BIR for the shift from reverse to drive problem. The replacement transmission does the same thing. The car is still at the retailer for another transmission.

Activity Status:	Done	Activity Updated:	2/26/04 11:18AM
Activity Type:	Corporate Interaction	Activity Updated By:	Hand, Greg
Activity Assigned To:	Hand, Greg	Email From:	
Activity Created:	2/26/04 11:18AM	Email To:	
Activity Created By:	Hand, Greg		
Activity Description:	Emailed Tom Rumolo and Nina Engler to advise of this transmission situation. See note.		

Note Created: 2/26/04 11:18AM

Note Created By: Hand, Greg

Note Type: Corporate Interaction

Tom & Nina,
Customer [redacted]
Retailer: Leith BMW
SR # 200405700105
VIN: WBABW89434PL43270

[redacted] had his transmission replaced because of the shifting from reverse to drive delay. The replacement is so recent that mainframe doesn't even have the warranty claim yet.

[redacted] went to pick up the car yesterday from Leith BMW, but the problem still happened with the new transmission.

This may be a "one-off" occurrence and we certainly hope that it is.

I haven't spoken to the retailer yet, but I will today to find out what steps they are taking to remedy this situation. I will keep you posted with the results.

Greg Hand
BMW USA Market Liaison
E-mail: greg.hand@bmwfs.com
Toll Free: 800-831-1117 x6197
Direct: 614-718-8187
Fax: 614-789-7187

Activity Status:	Done	Activity Updated:	2/26/04 11:26AM
Activity Type:	Dealer Interaction	Activity Updated By:	Hand, Greg
Activity Assigned To:	Hand, Greg	Email From:	
Activity Created:	2/26/04 11:19AM	Email To:	
Activity Created By:	Hand, Greg		
Activity Description:	Called Service Dept to gather info about transmission replacement		



Customer Service Request Detail # 200405700106

Note Created: 2/26/04 11:28AM		Note Created By: Hand, Greg		Note Type: Dealer Interaction	
<p>Spoke with the service department at Leith BMW. The problem is not the same thing. They replaced the transmission and the transmission pump was excessively noisy so they did not deliver the vehicle to the customer. The Service Manager is currently in touch with the Tech Hotline to determine whether another transmission will resolve this new problem.</p>					
Activity Status: Done		Activity Updated: 2/26/04 11:27AM			
Activity Type: Corporate Interaction		Activity Updated By: Hand, Greg			
Activity Assigned To: Hand, Greg		Email From:			
Activity Created: 2/26/04 11:28AM		Email To:			
Activity Created By: Hand, Greg					
Activity Description: Emailed Tom Ruffolo and Nina Englert with an update. See note					
Note Created: 2/26/04 11:27AM		Note Created By: Hand, Greg		Note Type: Corporate Interaction	
<p>Tom & Nina,</p> <p>Quick update on this situation. I just spoke with the service department at Leith BMW. The problem is not the same thing. They replaced the transmission and the transmission pump was excessively noisy so they did not deliver the vehicle to the customer. The Service Manager is currently in touch with the Tech Hotline to determine whether another transmission will resolve this new problem.</p> <p>I apologize for the confusion with the previous email. It appears that this is indeed a "one-off" situation.</p> <p>Thank you.</p> <p>Greg Hand BMW USA Market Liaison E-mail: greg.hand@bmwofna.com Toll Free: 800-831-1117 x6197 Direct: 814-718-6197 Fax: 814-786-7197</p>					



Customer Service Request Detail # 200405700217

Customer

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

Service Request

Service Request #: 200405700217
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 2/28/04 01:38PM
 Created By: Frost, James
 Rep Assigned: Frost, James
 Date Assigned: 2/28/04 01:38PM
 Assigned Dealer:
 Identified Dealer:
 Date Received:
 Resolve Rep:
 Date Closed: 2/28/04 01:48PM
 Close Rep: Frost, James
 Issue Note: I am not happy w/ the replacement of the transmission that I just had done on the car!

Vehicle

Chassis # (US): PL40887
 Chassis # (Non - US):
 Year: 2004
 Model: 330Ci convertible
 Mileage:
 Sale: 1/23/04 12:00AM
 In Service Date: 7/30/03 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

Solution Notes

Solution
 Apologized for the transmission replacement so soon and his frustration w/ this. This is regarding the GM5 delayed transmission concern.

Attachments

File Name	Comments



Customer Service Request Detail # 200405700217

Activity Status:	Done	Activity Updated:	2/26/04 01:46PM
Activity Type:	Customer Interaction	Activity Updated By:	Frost, James
Activity Assigned To:	Frost, James	Email From:	
Activity Created:	2/26/04 01:38PM	Email To:	
Activity Created By:	Frost, James		
Activity Description:	I am not happy w/ the replacement of the transmission that I just had done on the car!		

Note Created: 2/26/04 01:38PM

Note Created By: Frost, James

Note Type: Customer Interaction

Customer recently had work done and had the entire transmissio replaced due to the GM5 transmission issue w/ the delayed reaction once the car was put in gear from reverse to drive. He said that the parts information indicates that the part is a remanufactured part # so he is concerned w/ the replacement of the transmission so soon in the life of the car and he is concerned that he is not getting a new transmission. Very unhappy about this matter.

Note Created: 2/26/04 01:43PM

Note Created By: Frost, James

Note Type: Corporate Interaction

Confirmed that this is an issue that we have been dealing w/ for a few weeks now and that there is a program or SB out there for it. Explained that he is not getting a remanufactured transmission, but the part # is a remanufactured transmission. Assured him that the new transmission will not have these performance concerns and that the replacement transmission is the same as a new transmission in his eyes and is fully warranted. Explained to him that it's ok to be upset by this because I would be as well, but that the new or updated transmission is there to correct this concern. Explained to him to give it some time and drive the car and he will come to see that.



Customer Service Request Detail # 200406300121

Customer

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

Service Request

Service Request #: 200406300121
 Brand: BMW
 Type: Complaint
 Current Status: Open
 Date Opened: 3/3/04 10:34AM
 Created By: Sala, Anthony
 Rep Assigned: Sala, Anthony
 Date Assigned: 3/3/04 10:34AM
 Assigned Dealer: CENTER BMW
 Identified Dealer: CENTER BMW
 Date Resolved:
 Resolve Rep:
 Date Closed:
 Close Rep:
 Issue Note: Customer upset b/c vehicle in for trans problems

Vehicle

Chassis # (US): FL43798
 Chassis # (Non - US):
 Year: 2004
 Model: 330Ci convertible
 Mileage: 3,500
 Sale: 12/4/03 12:00AM
 In Service Date: 12/4/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
5V17	REPEAT REPAIR/COMEBACK	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution

Attachments

File Name	Comments



Customer Service Request Detail # 200406300121

Activity Status:	Done	Activity Updated:	3/3/04 04:08PM
Activity Type:	Email - Inbound	Activity Updated By:	Young, Tricia
Activity Assigned To:	Young, Tricia	Email From:	slava.nichroman@hotmail.com
Activity Created:	3/2/04 03:02PM	Email To:	CustomerRelations@bmwusa.com
Activity Created By:	Administrator, Siebel		
Activity Description:	BMW Site Assistance		

Note Created:	Note Created By:	Note Type:
		<p>3/2/2004 2:51:23 PM</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"/> http://www.bmwusa.com/Contact/ContactSiteRep.htm Browser: <input type="checkbox"/> Internet Explorer Version: <input type="checkbox"/> 6.0 Platform: <input type="checkbox"/> Windows 98</p> <p>Network Connection: <input type="checkbox"/> DSL/ISDN via Other Installed Plugins: <input type="checkbox"/> Macromedia Flash 8.0 or later NO <input type="checkbox"/> QuickTime 6.0 or later NO</p> <p>Error Comments: Having major transmission problems with brand new 330Ci</p>

Activity Status:	Done	Activity Updated:	3/3/04 11:04AM
Activity Type:	Customer Interaction	Activity Updated By:	Sells, Anthony
Activity Assigned To:	Sells, Anthony	Email From:	
Activity Created:	3/3/04 10:38AM	Email To:	
Activity Created By:	Sells, Anthony		
Activity Description:	Customer upset b/c vehicle in for trans problems		

Note Created:	Note Created By:	Note Type:
3/3/04 10:43AM	Sells, Anthony	Customer Interaction
		<p>Customer wants vehicle fixed. Customer feels that the only way to fix the car is to put in a new trans. Customer would like to know exactly what was wrong with vehicle. Customer would like to speak to the FSE that worked on the vehicle. Writer explained that I will request that, however due to time constraints, it may not be possible. Customer understood. Writer stated that possible the shop foreman could explain what was wrong and what was done to correct that problem.</p>
3/3/04 10:44AM	Sells, Anthony	Customer Interaction



Customer Service Request Detail # 200400501018

Customer

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

Service Request

Service Request #:	200400501018
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	1/5/04 05:06PM
Created By:	Hawley, Darlene
Rep Assigned:	Hawley, Darlene
Date Assigned:	1/5/04 05:06PM
Assigned Dealer:	
Identified Dealer:	IRVINE BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	1/9/04 05:24PM
Close Rep:	Hawley, Darlene
Issue Note:	cust not getting calls back from dir ??

Vehicle

Chassis # (US):	3M34018
Chassis # (Non - US):	
Year:	2004
Model:	330i
Mileage:	
Sale:	12/16/03 12:00AM
In Service Date:	12/16/03 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
new transmission, cust has veh back

Attachments

File Name	Comments



Customer Service Request Detail # 200400501018

Activity Status:	Done	Activity Updated:	1/5/04 05:17PM
Activity Type:	Customer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	1/5/04 05:10PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	cust not getting calls back		

Note Created: 1/5/04 05:11PM

Note Created By: Hawley, Darlene

Note Type: Customer Interaction

cust spok w rep previously (no BR) and was advcd it sounded like she had a transmission problem. rep advcd she may get a new transmission or new veh. writer clarified WITH failed repeat repair attempts. 1st action is always to repair veh. cust dissat bc she has not rovd any 7u since frtlay even after leaving messages w dr today. apologized. customer also needs to know about a loaner or alternate trans. advcd would check w dr for status of both veh and possible alt transportation.

Note Created: 1/5/04 05:14PM

Note Created By: Hawley, Darlene

Note Type: Customer Interaction

949 495 6531

Activity Status:	Done	Activity Updated:	1/5/04 05:18PM
Activity Type:	Dealer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	1/5/04 05:16PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	Im for eddy waist to cb		

Note Created:

Note Created By:

Note Type:

Activity Status:	Done	Activity Updated:	1/5/04 04:32PM
Activity Type:	Dealer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	1/5/04 04:32PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	Im for Eddy K again		

Note Created:

Note Created By:

Note Type:

Activity Status:	Done	Activity Updated:	1/5/04 05:07PM
Activity Type:	Customer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	1/5/04 05:00PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	it cust		

Note Created: 1/5/04 05:00PM

Note Created By: Hawley, Darlene

Note Type: Customer Interaction



Customer Service Request Detail # 200400501018

customer advised new transmission was put in and she is picking up today. advised she feels this is 2nd repair attempt per advice from Irvine asset mgr that the transmission issue caused the Re-boot (Intake) valve to be replaced. (valve repair last Friday @ 8 Bay) advised cannot advise on service and how they are related. further that one may have likely caused/affected the other but it is not same exact repair. customer fears something may go wrong again w transmission and that it has 'depreciated' the value of the veh. writer advised the decision to replace a part is the prerogative of the manufacturer, further cannot guarantee that nothing more will happen w transmission but if it does, the situation would have to be reviewed @ that time.



Customer Service Request Detail # 200401607082

Customer

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

Service Request

Service Request #: 200401607082
 Brand: BMW
 Type: Inquiry
 Current Status: Closed
 Date Opened: 1/16/04 10:28AM
 Created By: Dillon, Amy Jo
 Rep Assigned: Dillon, Amy Jo
 Date Assigned: 1/16/04 10:28AM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/16/04 10:28AM
 Close Rep: Dillon, Amy Jo
 Issue Note: Transmission

Vehicle

Chassis # (US): KM33285
 Chassis # (Non - US):
 Year: 2004
 Model: 330i
 Mileage:
 Sale: 10/30/03 12:00AM
 In Service Date: 10/30/03 12:00AM

Code Descriptions

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

Solution Notes

Solution
referred to the ont:

Attachments

File Name	Comments



Customer Service Request Detail # 200401607082

Activity Status:	Done	Activity Updated:	1/18/04 10:27AM
Activity Type:	Email - Inbound	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	[REDACTED]
Activity Created:	1/18/04 12:53AM	Email To:	<ccocomm@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Transmission		

Note Created:	Note Created By:	Note Type:
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	<p>formid: 1002</p> <p>Comments: When I back out of my garage in the morning after the car has been sitting all night, I put the car in drive and the transmission slips as though I had the clutch pushed in. I have an automatic! It seems to only do it when the car has been sitting all night or for an extended period of time such as in the evening when I leave the office.</p> <p>phone: AccountNo: VIN: WBAEV834X4K033285</p> <p>From: [REDACTED] Subject: Transmission</p> <p>RouteCode1: RouteCode2: RouteCode3:</p> <p>Section: Owners' Comments ModelYear: 2004 MfgName: BMW ModelName: 330i</p> <p>FirstName: [REDACTED] LastName: [REDACTED] ContactBy: Email ContactPhone: ContactTime:</p> <p>address1: [REDACTED] address2: address3: city: Elk Grove state: CA zip: [REDACTED] HomePhone: WorldPhone: email: [REDACTED] Vinc: WBAEV834X4K033285</p> <p>UserName: [REDACTED] Urgency: Regarding: NetworkScreenName:</p>
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Activity Status:	Done	Activity Updated:	1/18/04 10:28AM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Dillon, Amy Jo	Email From:	CustomerRelations@bmwusa.com
Activity Created:	1/18/04 10:23AM	Email To:	THEEGA@AOL.COM
Activity Created By:	Dillon, Amy Jo		
Activity Description:	RE: Transmission [1-138310123]		



Note Created:	Note Created By:	Note Type:
		<p>Dear [REDACTED]</p> <p>Thank you for contacting BMW of North America, LLC regarding the concerns you have with your transmission. We appreciate your business and apologize for the frustration you are experiencing from this situation.</p> <p>May I suggest that you contact the service department at your authorized BMW center regarding this issue? The service department can address your concerns and determine if a problem with the transmission exists. Currently, I do not have access to the information you are requesting from this location.</p> <p>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.</p> <p>Sincerely, Amy Jo Dillon Customer Relations and Services Representative</p> <p>-----Original Message-----</p> <p>From: [REDACTED] Sent: 1/16/2004 12:00:00 AM To: oopomvents@bmwusa.com Subject: Transmission</p> <p>formid: 1002</p> <p>Comments: When I back out of my garage in the morning after the car has been sitting all night, I put the car in drive and the transmission slips as though I had the clutch pushed in. I have an automatic. It seems to only do it when the car has been sitting all night or for an extended period of time such as in the evening when I leave the office.</p> <p>phone: AccountNo: VIN: WBAEV534X4G033285</p> <p>From: [REDACTED] Subject: Transmission</p> <p>RouteCode1: RouteCode2: RouteCode3:</p> <p>Section: Owners' Comments ModelYear: 2004 MfgName: BMW ModelName: 330i</p> <p>FirstName: [REDACTED] LastName: [REDACTED] ContactBy: Email ContactPhone: ContactTime:</p> <p>address1: [REDACTED] address2: address3: city: ...</p>



Customer Service Request Detail # 200401807082

	<p>... Elk Grove state: CA zip: 95620 HomePhone: WorkPhone: email: [REDACTED] Vine: WBAEV534X4KM33285</p> <p>UserName: [REDACTED] Urgency: Regarding: NetworkScreenName:</p>
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Customer Service Request Detail # 200402805550

Customer

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

Service Request

Service Request #: 200402805550
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 1/28/04 10:49AM
 Created By: Conrad, Toby
 Rep Assigned: Conrad, Toby
 Date Assigned: 1/28/04 10:49AM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/28/04 11:00AM
 Close Rep: Conrad, Toby
 Issue Note: Transmission replacement, customer upset

Vehicle

Chassis # (US): KMS4295
 Chassis # (Non - US):
 Year: 2004
 Model: 330i
 Mileage:
 Sale: 12/16/03 12:00AM
 In Service Date: 12/16/03 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 TRANSMIE

Solution Notes

Solution
adv customer we can review once vehicle is fixed

Attachments

File Name	Comments



Customer Service Request Detail # 200402805550

Activity Status:	Done	Activity Updated:	1/28/04 11:00AM
Activity Type	Customer Interaction	Activity Updated By:	Conrad, Toby
Activity Assigned To:	Conrad, Toby	Email From:	
Activity Created:	1/28/04 10:50AM	Email To:	
Activity Created By:	Conrad, Toby		
Activity Description:	Transmission replacement, customer upset		

Note Created: 1/28/04 10:50AM

Note Created By: Conrad, Toby

Note Type: Customer Interaction

Customer upset that the transmission needs replaced at such an early time. The dealer is saying there is a three - four week wait for the part. Customer feels that this is a safety concern and feels that she should be compensated. Adv her she needs to have the car diagnosed first (has not been to dealer yet) before possible compensation can be discussed. She will set up appointment



Customer Service Request Detail # 200403402008

Customer

Name:	[REDACTED]
Preferred Communication Method:	
Work #:	[REDACTED]
Home #:	[REDACTED]
Cell #:	
Street Address:	[REDACTED]
Ap/Store:	
City/State/Zip:	Riverbank, CA [REDACTED]

Service Request

Service Request #:	200403402008
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	2/3/04 01:22PM
Created By:	Hawley, Darlene
Rep Assigned:	Hawley, Darlene
Date Assigned:	2/3/04 01:22PM
Assigned Dealer:	
Identified Dealer:	WEBER BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	2/24/04 07:46PM
Close Rep:	Hawley, Darlene
Issue Note:	5 days in shop in 2 1/2 yrs of ownership

Vehicle

Chassis # (US):	KM33775
Chassis # (Non - US):	
Year:	2004
Model:	330i
Mileage:	
Sale:	1/16/04 12:00AM
In Service Date:	1/16/04 12:00AM

Code Descriptions

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

Solution Notes

Solution
veh is being repaired @ selling dr (Weber)

Attachments

File Name	Comments



Customer Service Request Detail # 200403402006

Activity Status:	Done	Activity Updated:	2/3/04 01:53PM
Activity Type:	Customer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	2/3/04 01:23PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	5 days in shop in 2 1/2 wks of ownership		
Note Created: 2/3/04 01:23PM		Note Created By: Hawley, Darlene	Note Type: Customer Interaction
rattle in vsh below seat. addressed twice. alignment out. it still exists. transmission has also been replaced. 5 days in shop. Gary Turgeon - sales mgr.			
Note Created: 2/3/04 01:25PM		Note Created By: Hawley, Darlene	Note Type: Customer Interaction
200 804 0003			
Activity Status:	Done	Activity Updated:	2/4/04 07:27PM
Activity Type:	Dealer Interaction	Activity Updated By:	Wilson, Tonya
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	2/3/04 01:46PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	tt Gary - Weber		
Note Created: 2/3/04 01:46PM		Note Created By: Hawley, Darlene	Note Type: Dealer Interaction
discussed any possibility of getting customer out of vsh this early on in purchase (as per customer request) ?? Gary advcd no. Gary advcd service work is being done @ Valley - they discovered transmission problem. Gary questioned BMW participation?? writer advcd no answer on that yet. writer advcd will have to fu on ensuring necessary repairs are done at this point. gary will cb if any more information... writer advcd will check on repair w Valley. Valley is closer to customer.			
Activity Status:	Done	Activity Updated:	2/4/04 07:06PM
Activity Type:	Dealer Interaction	Activity Updated By:	Wilson, Tonya
Activity Assigned To:	Wilson, Tonya	Email From:	
Activity Created:	2/4/04 07:05PM	Email To:	
Activity Created By:	Wilson, Tonya		
Activity Description:	call from Gary @ Weber req callback..sent message to Darlene.		
Note Created: 2/4/04 07:06PM		Note Created By: Wilson, Tonya	Note Type: Dealer Interaction
He stated that Weber is not going to just take him out of the veh....Maybe the Market Team will provide a few lease payments.. He would like a callback. He wants you to follow up w/ the cust as well.			
Activity Status:	Done	Activity Updated:	2/10/04 07:03PM
Activity Type:	Dealer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	2/10/04 06:49PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	tt Renee @ Valley		
Note Created: 2/10/04 06:49PM		Note Created By: Hawley, Darlene	Note Type: Dealer Interaction



Customer Service Request Detail # 200403402006

<p>advised it came in for rattling / wandering & they diagnosed transmission problem. veh was aligned and transmission was ordered. cust picked up veh before drnbg could find the rattle (in general left rear 1/4 panel area). rns & tires switched by Weber. as far as he knows, cust is contacting Weber for another car.</p>			
<p>Activity Status: Done Activity Type: Dealer Interaction Activity Assigned To: Hawley, Darlene Activity Created: 2/10/04 07:00PM Activity Created By: Hawley, Darlene Activity Description: @ Gary</p>	<p>Activity Updated: 2/10/04 07:02PM Activity Updated By: Hawley, Darlene Email From: Email To:</p>		
<p>Note Created: 2/10/04 07:01PM</p>		<p>Note Created By: Hawley, Darlene Note Type: Dealer Interaction</p>	
<p>advised they picked up the cust veh (hr away) and delivered a loaner. they are working on rattle and alignment. not done anything for transmission yet. writer advised as far as Valley concerned, the alignment was addressed and they have ordered a loaner for veh.</p>			
<p>Activity Status: Done Activity Type: Customer Interaction Activity Assigned To: Hawley, Darlene Activity Created: 2/10/04 08:03PM Activity Created By: Hawley, Darlene Activity Description: @ cust</p>	<p>Activity Updated: 2/10/04 08:08PM Activity Updated By: Hawley, Darlene Email From: Email To:</p>		
<p>Note Created: 2/10/04 08:04PM</p>		<p>Note Created By: Hawley, Darlene Note Type: Customer Interaction</p>	
<p>advised writer has discussed w sales - Weber, and service @ valley. advised veh cannot be taken back at this pt-- we have to be given oppy to repair.</p>			
<p>Activity Status: Done Activity Type: Dealer Interaction Activity Assigned To: Hawley, Darlene Activity Created: 2/10/04 08:08PM Activity Created By: Hawley, Darlene Activity Description: @ Ron ? svc @ Weber</p>	<p>Activity Updated: 2/10/04 08:10PM Activity Updated By: Hawley, Darlene Email From: Email To:</p>		
<p>Note Created: 2/10/04 08:08PM</p>		<p>Note Created By: Hawley, Darlene Note Type: Dealer Interaction</p>	
<p>writer just wanted to confirm he new Valley had transmission on order... he is aware and calling him in morning.</p>			
<p>Activity Status: Done Activity Type: Dealer Interaction Activity Assigned To: Hawley, Darlene Activity Created: 2/24/04 07:40PM Activity Created By: Hawley, Darlene Activity Description: Ron d to advise</p>	<p>Activity Updated: 2/24/04 07:45PM Activity Updated By: Hawley, Darlene Email From: Email To:</p>		
<p>Note Created: 2/24/04 07:40PM</p>		<p>Note Created By: Hawley, Darlene Note Type: Dealer Interaction</p>	

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Customer Service Request Detail # 200403402006

cust veh has been down 3-5 wks now. veh had alignment issues and dr could not adjust it. cust is wanting out of veh @ this pt and Ron is working on this. He has advcd both ANM and FSE. He is waiting for ob from FSE for advce on this final repair. Ron just wanted to make us aware. writer thanked him for calling in.



Customer Service Request Detail # 200403402035

Customer

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

Service Request

Service Request #:	200403402035
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	2/3/04 01:50PM
Created By:	Labatcky, Karen
Rep Assigned:	Labatcky, Karen
Date Assigned:	2/3/04 01:50PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	2/3/04 01:55PM
Close Rep:	Labatcky, Karen
Issue Note:	Auto Transmission Problems

Vehicle

Chassis # (US):	KM33382
Chassis # (Non - US):	
Year:	2004
Model:	330i
Mileage:	
Salc:	
In Service Date:	

Code Descriptions

SFR Code	SFR Code Desc	Main Group	Defect Code	Defect Code Desc
5V08	TECHNICAL ASSISTANCE / INFORMATION	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
no recalls, go to dealer to get issue diagnosed instead of trying to fix via phone/e-mail

Attachments

File Name	Comments



Customer Service Request Detail # 200403402035

Activity Status:	Done	Activity Updated:	2/3/04 01:05PM
Activity Type:	Email - Inbound	Activity Updated By:	Labetzky, Karen
Activity Assigned To:	Labetzky, Karen	Email From:	charles.jones@redstone.army.mil
Activity Created:	2/1/04 02:22AM	Email To:	<ccomments@bmwusa.com>
Activity Created By:	Administrator, Global		
Activity Description:	Auto Transmission Problems		

Note Created:	Note Created By:	Note Type:
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format: 1002

Comments: I'm the owner of a 2004, 330IA w/Performance Package, 6000 miles. I would like to know if there have been any recalls on auto transmissions for 330IA between 2001-2004. I have experienced/notice the following problems:

1. When the car has been parked overnight or all day there is a 5-8 seconds delay before the transmission will engage. The delays have lasted up to 5 minutes in very cold temperatures.
2. I have experienced delays when attempting to accelerate into traffic, passing, merging into traffic, and accelerating to change lanes. I have been in several near collisions due to my transmission problems.
3. I have notice that most of the time fast take-off causes delays/heaviness and the DSC light flashes.
4. Sometimes when reducing speed in Drive or Sport Drive the transmission feels as if it trying to down shift.
5. After getting up around 50-55 mph and pressing the accelerator to increase speed the car begins to pick up speed slowly at first then faster.

This is suppose to a high performance car that does not perform very well. So I am looking for some answers before returning the car to the dealer. I have spoken to 3 BMW Dealers about these problems and got 3 different responses. In Huntsville, Alabama near where I live, Century BMW said they were aware of the problem and were awaiting a solution from BMW to fix the transmission problems. While in Arlington, Texas on business for the past 2 weeks, I spoke with Moritz BMW and they said that they were aware of the transmission problem and the transmission must be replace to correct the problems. So I call Tom Williams BMW in Birmingham, Alabama where I purchase the car and they were not aware of any transmission problems. So it brings me to this point of collecting information before taking my car back to the dealer. PLEASE RESPOND ASAP.

Thank, [REDACTED]

phone: [REDACTED]

AccountNo: 1000244577

VIN: WBAEV534B4GM33382

From: [REDACTED]

Subject: Auto Transmission Problems

RouteCode1:

RouteCode2:

RouteCode3:

Section: Owners' Comments

ModelYear: 2004

MfgName: BMW

ModelName: 330I

FirstName: [REDACTED]

LastName: ...



Customer Service Request Detail # 200403402036

	<p>ContactBy: Email ContactPhone: ContactTime: address1: address2: address3: city: Harvest state: AL zip: HomePhone: WorkPhone: email: Vln: WBAEY03484KM33382 UserName: Urgency: Regarding: NetworkScreenName:</p>
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Activity Status:	Done	Activity Updated:	2/3/04 01:56PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Labatzky, Karen	Email From:	CustomerRelations@bmwusa.com
Activity Created:	2/3/04 01:50PM	Email To:	charles.jones@redstone.army.mil
Activity Created By:	Labatzky, Karen		
Activity Description:	RE: Auto Transmission Problems [1-143143210]		

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 issues you are experiencing with your BMW. Our records show that your BMW with chassis number KM43382, has no outstanding recalls.

I am sorry to hear about your concerns regarding the transmission in your BMW. From this location, I cannot confirm if any of these BMW centers correctly, or in error, diagnosed your vehicle. May I suggest that you have a technician performed diagnostic tests rather than trying to determine both cause and correction from a mere description? We are here to work with you and your BMW center, please do not hesitate to call us with any questions and/or concerns.

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

Sincerely,
Karen Labatzky
Customer Relations & Services
Representative

Original Message

From: [REDACTED]
Sent: 2/3/2004 12:00:00 AM
To: ooccomments@bmwusa.com
Subject: Auto Transmission Problems

format: 1002

Comments: I'm the owner of a 2004, 330IA w/Performance Package, 6000 miles. I would like to know if there have been any recalls on auto transmissions for 330IA between 2001-2004. I have experienced/noticed the following problems:

1. When the car has been parked overnight or all day there is a 5-80 seconds delay before the transmission will engage. The delays have lasted up to 5 minutes in very cold temperatures.
2. I have experienced delays when attempting to accelerate into traffic, passing, merging into traffic, and accelerating to change lanes. I have been in several near collisions due to my transmission problems.
3. I have notice that most of the time fuel take-off causes delays/heaviness and the DSC light flashes.
4. Sometime when reducing speed in Drive or Sport Drive the transmission feels as if it trying to down shift.
5. After getting up around 60-65 mph and pressing the accelerator to increase speed the car begins to pick up speed slowly at first then faster.

This is suppose to a high performance car that does not performance very well. So I am looking for some answers before returning the car to the dealer. I have spoken to 3 BMW Dealers about these problems and got 3 different responses. In Huntsville, Alabama near where I live, Century BMW said they were aware of the problem and were awaiting a solution from BMW to fix the transmission problems. While in Arlington, Texas on business for the past 2 weeks, I spoke with Noritz BMW and they said that they were aware of the transmission problem and the transmission must be replace to correct the problems. So I call Tom Williams BMW in ...



Customer Service Request Detail # 200403402035

	<p>... Birmingham, Alabama where I purchase the car and they were not aware of any transmission problems. So it brings me to this point of collecting information before taking my car back to the dealer. PLEASE RESPOND ASAP.</p> <p>Thank, [REDACTED]</p> <p>phone: [REDACTED] AccountNo: 1000344577 VIN: WBAEV53484K033382</p> <p>From: [REDACTED] Subject: A20 Transmission Problems</p> <p>RouteCode1: RouteCode2: RouteCode3:</p> <p>Section: Owners' Comments ModelYear: 2004 MfgNm: BMW ModelNm: 330i</p> <p>firstName: [REDACTED] lastName: [REDACTED] ContactBy: Email ContactPhone: [REDACTED] ContactTime:</p> <p>address1: [REDACTED] address2: address3: city: Harvest state: AL zip: [REDACTED] HomePhone: [REDACTED] WorkPhone: email: [REDACTED] Vins: WBAEV53484K033382</p> <p>UserName: yog330i Urgency: Regarding: NetworkScreenName:</p>
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Customer Service Request Detail # 200405600473

Customer

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

Service Request

Service Request #: 200405600473
 Brand: BMW
 Type: Complaint
 Current Status: Open
 Date Opened: 2/25/04 05:38PM
 Created By: Young, Tricia
 Rep Assigned: Young, Tricia
 Date Assigned: 2/25/04 05:38PM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed:
 Close Rep:
 Issue Note: rebuilt transmission

Vehicle

Chassis # (US): KME34123
 Chassis # (Non - US):
 Year: 2004
 Model: 330i
 Mileage:
 Sale: 12/18/03 12:00AM
 In Service Date: 12/18/03 12:00AM

Code Descriptions

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

Solution Notes

Solution

Attachments

File Name	Comments



Customer Service Request Detail # 200405600473

Activity Status:	Done	Activity Updated:	2/25/04 05:37PM
Activity Type:	Email - Inbound	Activity Updated By:	Young, Tricia
Activity Assigned To:	Young, Tricia	Email From:	wjensen115@yahoo.com
Activity Created:	2/25/04 01:00PM	Email To:	CustomerRelations@bmwnusa.com
Activity Created By:	Administrator, Siebel		
Activity Description:	Vehicle Products		

Note Created:	Note Created By:	Note Type:
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FormId: 1001

Comments: I just had my "NEW" BMW in for service at ONLY 1,699 miles. It needed a transmission and a radio replacement after only 1,400 miles or so. Question, why would I be serviced with a REBUILT TRANSMISSION AND RADIO on a car that costs this much? I am not satisfied at all. Yes I know it has a warranty, but that is not the point. The fact is, NEW parts need to be used. Reliability and confidence that my wife will not break down on trips is more to the point. Please respond with options:
 1. Replace car
 2. Take car back and get me out of this lease.

Just a note, Faulstich BMW has done what they are authorized to do in this case from what they said. I am not dissatisfied with Faulstich. I am with BMW. This may be my last BMW and the others in my office are also surprised at the service performed with REBUILT PARTS on a BRAND NEW CAR.

[REDACTED]

phone: [REDACTED]
 Account No: 4000990628
 VIN: WBAEV63404KM34123

From: [REDACTED]
 Subject: Vehicle Products

RouteCode1:
 RouteCode2:
 RouteCode3:

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

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

address1: [REDACTED]
 address2:
 address3:
 city: Lititz
 state: PA
 zip: [REDACTED]
 HomePhone: [REDACTED]
 WorkPhone:
 email: ...



Customer Service Request Detail # 200405600473

		Vid: WBP2V03400000473	
		UserName: [REDACTED]	
Activity Status:	Done	Activity Updated:	2/25/04 06:38PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Shelby
Activity Assigned To:	Young, Tricia	Email From:	CustomerRelations@bmwusa.com
Activity Created:	2/25/04 05:38PM	Email To:	[REDACTED]
Activity Created By:	Young, Tricia		
Activity Description:	RE: Vehicle Products [1-149406995]		
Note Created:	Note Created By:	Note Type:	



Dear [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2004 330i. I apologize for the frustration and inconvenience you have experienced. Currently, I am researching your situation and will be contacting you shortly with further information. I appreciate your patience in the interim.

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

Sincerely,

Tricia Young
Customer Relations and Service
Representative

—Original Message—

From: [REDACTED]
Sent: 2/25/2004 12:00:00 AM
To: CustomerRelations@bmwna.com
Subject: Vehicle Products

formid: 1001

Comments: I just had my "NEW" BMW in for service at ONLY 1,899 miles. It needed a transmission and a radio replacement after only 1,400 miles or so.

Question, why could I be serviced with a REBUILT TRANSMISSION AND RADIO on

a car that costs this much?

I am not satisfied at all

Yes I know it has a warranty, but that is not the point. The fact is, NEW parts need to be used. Reliability and confidence that my wife will not break down on trips is more to the point.

Please respond with options:

1. Replace car
2. Take car back and get me out of this lease.

Just a note, Faulkner BMW has done what they are authorized to do in this case from what they said. I am not dissatisfied with Faulkner. I am with BMW.

This may be my last BMW and the others in my office are also surprised at the service performed with REBUILT PARTS on a BRAND NEW CAR.

[REDACTED]
phone: [REDACTED]
AccountNo: 4000390528
VIN: WBAEV83404KM34123

From: [REDACTED]
Subject: Vehicle Products

RouteCode1:
RouteCode2:
RouteCode3:

Section: Priority Email
ModelYear: ...



	<p>... 2004 BrigName: BMW ModelName: 330i BrigName: [REDACTED] LastName: [REDACTED] ContactBy: Email ContactPhone: [REDACTED] ContactTime: address1: [REDACTED] address2: address3: city: Litz state: PA zip: [REDACTED] HomePhone: [REDACTED] WorkPhone: email: [REDACTED] Vins: WBAEV83404KM34123 UserName: [REDACTED]</p>
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Customer Service Request Detail # 200336202357

Customer

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

Service Request

Service Request #: 200336202357
 Brand: BMW
 Type: Inquiry
 Current Status: Closed
 Date Opened: 12/29/03 01:28PM
 Created By: Dillon, Amy Jo
 Rep Assigned: Dillon, Amy Jo
 Date Assigned: 12/29/03 01:28PM
 Assigned Dealer:
 Identified Dealer:
 Date Received:
 Resolve Rep:
 Date Closed: 12/29/03 01:31PM
 Close Rep: Dillon, Amy Jo
 Issue Note: cold start issues

Vehicle

Chassis # (US): PN32883
 Chassis # (Non - US):
 Year: 2004
 Model: 330xi
 Mileage:
 Sale: 10/31/03 12:00AM
 In Service Date: 10/31/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
BY08	TECHNICAL ASSISTANCE / INFORMATION	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
referred to the cntr

Attachments

File Name	Comments



Customer Service Request Detail # 200336202357

Activity Status:	Done	Activity Updated:	12/28/03 01:31PM
Activity Type:	Email - Inbound	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	[REDACTED]
Activity Created:	12/27/03 04:22PM	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: When I first start the car in the morning and put it in drive, the transmission seems to take a while to engage
phone:
AccountNo:
VIN: WBAEW63474PN32663
From: [REDACTED]
Subject: Other
RouteCode1:
RouteCode2:
RouteCode3:
Section: Priority Email
ModelYear: 2004
MfgNm: BMW
ModelNm: 330xi
firName: [REDACTED]
lastName: [REDACTED]
ContactBy: Email
ContactPhone:
ContactTime:
address1: [REDACTED]
address2:
address3:
city: Staten Island
state: NY
zip: [REDACTED]
HomePhone:
WorkPhone:
email: [REDACTED]
Vin: WBAEW63474PN32663
UserName: ascarmbd@bmw

Activity Status:	Done	Activity Updated:	12/28/03 01:31PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Dillon, Amy Jo	Email From:	CustomerRelations@bmwusa.com
Activity Created:	12/28/03 01:28PM	Email To:	[REDACTED]
Activity Created By:	Dillon, Amy Jo		
Activity Description:	RE: Other [1-132820888]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200336202357

Dear [REDACTED]

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

May I suggest that you contact the service department at your authorized BMW center regarding this issue? The service department can determine if a problem exists and, if a problem is detected, provide recommendations to address it. 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
National Customer Relations
Representative

Original Message

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

formid: 1001

Comments: When I first start the car in the morning and put it in drive, the transmission seems to take a while to engage

phone:
AccountNo:
VIN: WBAEWS3474PN32663

From: [REDACTED]
Subject: Other

RouteCode1:
RouteCode2:
RouteCode3:

Section: Priority Email
ModelYear: 2004
Highline: BMW
ModelName: 330d

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

address1: [REDACTED]
address2:
address3:
city: Staten Island
state: NY
zip: [REDACTED]
HomePhone:
WorkPhone:
email: ...

A subsidiary
of BMW AG

BMW of North America, LLC



Customer Service Request Detail # 200336202357

	Vine: WBAE-H63474PN-2885 UserName: esperimz@obmw
--	---



Customer

Name: [REDACTED]
 Preferred Communication Method:
 Work #: 2017483200
 Home #: 2015870004
 Cell #:
 Street Address: [REDACTED]
 Apt/Ste:
 City/State/Zip: Tenafly, N.J. [REDACTED]

Service Request

Service Request #: 200402800443
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 1/26/04 05:37PM
 Created By: Jones-Carver, Jennifer
 Rep Assigned: Jones-Carver, Jennifer
 Date Assigned: 1/26/04 05:37PM
 Assigned Dealer:
 Identified Dealer: DIFEO BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 2/24/04 11:00AM
 Close Rep: Dlak, Christopher
 Issue Note: Cust. told that vehicle needs a new transmission and he is very upset.

Vehicle

Chassis # (US): PN33185
 Chassis # (Non - US):
 Year: 2004
 Model: 330d
 Mileage:
 Sale:
 In Service Date:

Code Descriptions

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

Solution Notes

Solution
customer getting new vehicle-cust will call back if hee any further concerns

Attachments

File Name	Comments



Customer Service Request Detail # 200402800443

Activity Status:	Done	Activity Updated:	2/2/04 04:48PM
Activity Type:	Customer Interaction	Activity Updated By:	Jones-Carver, Jennifer
Activity Assigned To:	Jones-Carver, Jennifer	Email From:	
Activity Created:	1/29/04 05:38PM	Email To:	
Activity Created By:	Jones-Carver, Jennifer		
Activity Description:	Cust. told that vehicle needs a new transmission and he is very upset.		

Note Created: 2/2/04 04:48PM Note Created By: Jones-Carver, Jennifer Note Type: Customer Interaction

Cust. contact #: 201/667-0004 (h) and 201/745-3200 (w).

Activity Status:	Done	Activity Updated:	2/2/04 04:47PM
Activity Type:	Dealer Interaction	Activity Updated By:	Jones-Carver, Jennifer
Activity Assigned To:	Jones-Carver, Jennifer	Email From:	
Activity Created:	2/2/04 04:48PM	Email To:	
Activity Created By:	Jones-Carver, Jennifer		
Activity Description:	Writer left vm message for SM Mike Gruber, asking for call back on ETA of transmission for this cust.		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	2/12/04 12:13PM
Activity Type:	Dealer Interaction	Activity Updated By:	Jones-Carver, Jennifer
Activity Assigned To:	Jones-Carver, Jennifer	Email From:	
Activity Created:	2/12/04 12:13PM	Email To:	
Activity Created By:	Jones-Carver, Jennifer		
Activity Description:	Writer left vm message for SM.		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	2/13/04 10:53AM
Activity Type:	Customer Interaction	Activity Updated By:	Jones-Carver, Jennifer
Activity Assigned To:	Jones-Carver, Jennifer	Email From:	
Activity Created:	2/12/04 12:17PM	Email To:	
Activity Created By:	Jones-Carver, Jennifer		
Activity Description:	Writer left vm message for customer at work #.		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	2/13/04 10:53AM
Activity Type:	Dealer Interaction	Activity Updated By:	Jones-Carver, Jennifer
Activity Assigned To:	Jones-Carver, Jennifer	Email From:	
Activity Created:	2/13/04 10:52AM	Email To:	
Activity Created By:	Jones-Carver, Jennifer		
Activity Description:	SM left writer a vm message on 2/12/04, advising cust. is getting a new vehicle.		

Note Created: Note Created By: Note Type:



Customer Service Request Detail # 200402600443

Activity Status:	Done	Activity Updated:	2/13/04 10:58AM
Activity Type:	Dealer Interaction	Activity Updated By:	Jones-Carver, Jennifer
Activity Assigned To:	Jones-Carver, Jennifer	Email From:	
Activity Created:	2/13/04 10:53AM	Email To:	
Activity Created By:	Jones-Carver, Jennifer		
Activity Description:	Writer left vm message for SM, asking for call back.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/13/04 11:02AM
Activity Type:	Customer Interaction	Activity Updated By:	Jones-Carver, Jennifer
Activity Assigned To:	Jones-Carver, Jennifer	Email From:	
Activity Created:	2/13/04 10:55AM	Email To:	
Activity Created By:	Jones-Carver, Jennifer		
Activity Description:	Writer spoke with cust.		
Note Created: 2/13/04 10:55AM		Note Created By: Jones-Carver, Jennifer	
		Note Type: Customer Interaction	
Cust. advised that he received e-mail from SM advising that they were making arrangements to get customer a new vehicle. Cust. stated that he has not spoken with anyone at onr yet. Writer advised that cust. may call her back should he have any addl questions or concerns and provided contact info. Cust. thanked writer.			



Customer Service Request Detail # 200403600726

Customer

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

Service Request

Service Request #: 200403600726
 Brand: BMW
 Type: eResponse
 Current Status: Closed
 Date Opened: 2/6/04 11:28AM
 Created By: Osborn, Jon
 Rep Assigned: Osborn, Jon
 Date Assigned: 2/6/04 11:28AM
 Assigned Dealer:
 Identified Dealer: FOREIGN MOTORS WEST
 Date Received:
 Resolve Rep:
 Date Closed: 2/10/04 07:51AM
 Close Rep: Osborn, Jon
 Issue Note: Products and Services

Vehicle

Chassis # (US): PN33519
 Chassis # (Non - US):
 Year: 2004
 Model: 390xi
 Mileage:
 Sale: 1/2/04 12:00AM
 In Service Date: 1/2/04 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

Solution Notes

Solution
Srv mgr will be contacting cust and working with him directly on situation.

Attachments

File Name	Comments



Customer Service Request Detail # 200403600725

Activity Status:	Done	Activity Updated:	2/5/04 11:35AM
Activity Type:	Email - Inbound	Activity Updated By:	Osborn, Jon
Activity Assigned To:	Osborn, Jon	Email From:	[REDACTED]
Activity Created:	1/28/04 10:22PM	Email To:	<ProductQuestions@bmwusa.com>
Activity Created By:	Administrator, Global		
Activity Description:	Products and Services		

Note Created:	Note Created By:	Note Type:
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	<p>1/28/2004 8:20:20 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"/> Westwood State: <input type="checkbox"/> MA Zip: <input type="checkbox"/> [REDACTED] E-mail: <input type="checkbox"/> [REDACTED]</p> <p>Day Phone: <input type="checkbox"/> Available From: <input type="checkbox"/> 9 A.M. Eastern Time until 9 A.M. Eastern Time 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"/> BMW 330d Year: <input type="checkbox"/> 2004 VIN: <input type="checkbox"/> PN33519</p> <p>Date Purchased: <input type="checkbox"/> 1/2004 Purchased From: <input type="checkbox"/> Foreign Motors West State: <input type="checkbox"/> MA</p> <p>Servicing Dealer: <input type="checkbox"/> same City: <input type="checkbox"/> Westwood State: <input type="checkbox"/></p> <p>Question: I have a dealer documented defective transmission, which I have come to find out is a well know problem with some 3 series vehicles. Although it is to be repaired, I would like to know if a recall is to be issued, as this put me in a very dangerous driving situation shortly after I bought the car. Furthermore, if the car could potentially have a major problem, why was it sold to me in the first place? Very unhappy with my first BMW purchase given this set of circumstances. Any proposed compensation for my time and aggravation?</p>
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Activity Status:	Done	Activity Updated:	2/5/04 11:31AM
Activity Type:	Dealer Interaction	Activity Updated By:	Osborn, Jon
Activity Assigned To:	Osborn, Jon	Email From:	
Activity Created:	2/5/04 11:28AM	Email To:	
Activity Created By:	Osborn, Jon		
Activity Description:	Left vm for Lance Mitchell svr mgr.		

Note Created: 2/5/04 11:28AM	Note Created By: Osborn, Jon	Note Type: Dealer Interaction
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<p>Left vm for svr mgr advising this cust is looking for compensation for his time in and time waiting for a new transmission. Asked Lance to call me back with any info on this cust and if he felt this was something we should look into for cust.</p>	
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Customer Service Request Detail # 200403600725

Activity Status:	Done	Activity Updated:	2/5/04 11:36AM
Activity Type:	Email - Outbound	Activity Updated By:	Osborn, Jon
Activity Assigned To:	Osborn, Jon	Email From:	CustomerRelations@bmwnusa.com
Activity Created:	2/5/04 11:31AM	Email To:	[REDACTED]
Activity Created By:	Osborn, Jon		
Activity Description:	RE: Products and Services [1-141979745]		

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

Thank you for contacting BMW of North America, LLC regarding the concern with your 2004 BMW 330xi. We regret to learn of the problem you are experiencing with your BMW. Currently, I am researching your issue with Foreign Motors West and will be contacting you shortly with further information. I appreciate your patience in the interim.

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

Sincerely,
Jon Osborn
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 2/5/2004 12:00:00 AM
To: ProductQuestions@bmwnusa.com
Subject: Products and Services

1/28/2004 9:20:20 PM

Name: [REDACTED]
Address: [REDACTED]

City: Westwood
State: MA
Zip: [REDACTED]
E-mail: [REDACTED]

Day Phone:
Available From: 9 A.M. Eastern Time until 9 A.M. Eastern Time
Second Phone:
Available From: 9 A.M. Eastern Time until 9 A.M. Eastern Time
Fax:

Model: BMW 330xi
Year: 2004
VIN: PN33519

Date Purchased: 1/2004
Purchased From: Foreign Motors ...



Customer Service Request Detail # 200403600725

... West State: MA Servicing Dealer: <input type="checkbox"/> same City: <input type="checkbox"/> Westwood State: <input type="checkbox"/>	
Question: I have a dealer documented defective transmission, which I have come to find out is a well know problem with some 3 series vehicles. Although it is to be repaired, I would like to know if a recall is to be issued, as this put me in a very dangerous driving situation shortly after I bought the car. Furthermore, if the car could potentially have a major problem, why was it sold to me in the first place? Very unhappy with my first BMW purchase given this set of circumstances. Any proposed compensation for my time and aggravation?	

Activity Status: Done Activity Type: Dealer Interaction Activity Assigned To: Osborn, Jon Activity Created: 2/5/04 11:54AM Activity Created By: Osborn, Jon Activity Description: Spoke w/Lance	Activity Updated: 2/5/04 12:06PM Activity Updated By: Osborn, Jon Email From: Email To:
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Note Created: 2/5/04 12:03PM Note Created By: Osborn, Jon Note Type: Dealer Interaction

Lance advised he had several customers waiting for new transmissions and had not even ordered one yet his cost was way down the list. Lance advised he will call customer and work with him directly to get him what will make him happy. Lance felt it would be best addressed by letting him work directly with customer.

Activity Status: Done Activity Type: Email - Outbound Activity Assigned To: Osborn, Jon Activity Created: 2/5/04 12:06PM Activity Created By: Osborn, Jon Activity Description: <No Subject> [1-144382053]	Activity Updated: 2/5/04 12:10PM Activity Updated By: Administrator, Siebel Email From: Customers.Relations@bmwusa.com Email To: glcarnell@yahoo.com
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Note Created: Note Created By: Note Type:

Dear Valued Customer,

I have spoken with Lance Mitchell Service Manager of Foreign Motors West. Mr. Mitchell will be contacting you directly to speak with you about your transmission concern and offer any assistance he can. Thank you for your patience while researching this concern.

Sincerely,
 Jon Osborn
 Customer Relations and Services Representative

Activity Status: Done Activity Type: Email - Inbound Activity Assigned To: Osborn, Jon Activity Created: 2/7/04 08:38AM Activity Created By: Administrator, Siebel Activity Description: RE: Products and Services [1-141879745]	Activity Updated: 2/9/04 08:28PM Activity Updated By: Osborn, Jon Email From: Email To: ProductQuestions@bmwusa.com
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Note Created:	Note Created By:	Note Type:
	<p>Dear Mr Osborn,</p> <p>Thank you for responding to my email. The service manager, Lance Mitchell called me yesterday to discuss my concerns. I have no doubt that an attempt to fix my automobile will occur, and I have no complaints with the service department at my dealership.</p> <p>My issues are:</p> <p>1) Why was a brand new vehicle sold to me with a known major defect? It is common knowledge via the BMW car enthusiast forums that this problem has existed for some time with the defective parts coming from a GM factory in France.</p> <p>2) What are BMW NA plans to keep me as a customer?</p> <p>[REDACTED]</p> <p>ProductQuestions@bmwusa.com wrote:</p> <p>Dear [REDACTED]</p> <p>Thank you for contacting BMW of North America, LLC regarding the concern with your 2004 BMW 330d. We regret to learn of the problem you are experiencing with your BMW. Currently, I am researching your issue with Foreign Motors West and will be contacting you shortly with further information. I appreciate your patience in the interim.</p> <p>Thank you for choosing BMW. If you have any further questions, please respond to this e-mail or contact the Customer Relations Department at 1-800-831-1117, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time.</p> <p>Sincerely, Jon Osborn Customer Relations and Services Representative</p> <p>—Original Message—</p> <p>From: [REDACTED] Sent: 2/3/2004 12:00:00 AM To: ProductQuestions@bmwusa.com Subject: Products and Services</p> <p>1/28/2004 9:20:20 PM</p> <p>Name: [REDACTED] Address: [REDACTED]</p> <p>City: Westwood State: MA Zip: [REDACTED] E-mail: [REDACTED]</p> <p>Day Phone: Available From: 9 A.M. Eastern Time until 9 A.M. Eastern Time Second Phone: Available From: 9 A.M. Eastern Time until 9 A.M. ...</p>	



Customer Service Request Detail # 200403600725

	<p>... Eastern Time Fax:</p> <p>Model: BMW 330td Year: 2004 VIN: PN33519</p> <p>Date Purchased: 1/2004 Purchased From: Foreign Motors West State: MA</p> <p>Servicing Dealer: same City: Westwood State:</p> <p>Question: I have a dealer documented defective transmission, which I have come to find out is a well know problem with some 3 series vehicles. Although it is to be repaired, I would like to know if a recall is to be issued, as this put me in a very dangerous driving situation shortly after I bought the car. Furthermore, if the car could potentially have a major problem, why was it sold to me in the first place? Very unhappy with my first BMW purchase given this set of circumstances. Any proposed compensation for my time and aggravation?</p> <p>Do you Yahoo? Yahoo! Finance: Get your refund fast by filing online <http://us.rd.yahoo.com/evt=22055/http://www.yahoo.com/filing.html></p>
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Activity Status:	Done	Activity Updated:	2/9/04 08:28PM
Activity Type:	Email - Outbound	Activity Updated By:	Osborn, Jon
Activity Assigned To:	Osborn, Jon	Email From:	CustomerRelations@bmwusa.com
Activity Created:	2/9/04 05:22PM	Email To:	[REDACTED]
Activity Created By:	Osborn, Jon		
Activity Description:	RE: Products and Services [1-141879746]		

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

Please be assured that the quality of our vehicles receives our constant attention. Even in its most basic form, the motor vehicle of today is a very complex unit. When the various comfort, convenience and safety options are considered, the complexity increases. Despite our best efforts, a problem may occur with a particular vehicle or component.

We work on a continual basis to improve our services. BMW is committed to automotive excellence and superior service. We are here to work with you and your BMW center. I have contacted Lance Mitchell, Service Manager of Foreign Motors West, who is to contact you and expedite this repair issue. If you should experience future issues with your vehicle, we will address them according to the New Vehicle Limited Warranty guidelines.

Sincerely,
Jan Geborn
Customer Relations and Services
Representative

—Original Message—

From: [REDACTED]
Sent: 2/6/2004 12:00:00 AM
To: ProductQuestions@bmwusa.com
Subject: Products and Services [1-141978746]

Dear Mr Geborn,

Thank you for responding to my email. The service manager, Lance Mitchell called me yesterday to discuss my concerns. I have no doubt that an attempt to fix my automobile will occur, and I have no complaints with the service department at my dealership.

My issues are:

1) Why was a brand new vehicle sold to me with a known major defect? It is common knowledge via the BMW car enthusiast forums that this problem has existed for some time with the defective parts coming from a GM factory in France.

2) What are BMW NA plans to keep me as a customer?

[REDACTED]
ProductQuestions@bmwusa.com wrote:

Dear [REDACTED]

Thank you for contacting BMW of North America, LLC regarding the concern with your 2004 BMW 330d. We regret to learn of the problem you are experiencing with your BMW. Currently, I am researching your issue with Foreign Motors West and will be contacting you shortly with further information. I appreciate your patience in the interim.

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



... Standard Time.

Sincerely,
Jon Osborn
Customer Relations and Services
Representative

—Original Message—

From: [REDACTED]
Sent: 2/9/2004 12:00:00 AM
To: ProductQuestions@bmwusa.com
Subject: Products and Service

1/28/2004 9:20:20 PM

Name: [REDACTED]
Address: [REDACTED]

City: Westwood
State: MA
Zip: [REDACTED]
E-mail: [REDACTED]

Dry Phone:
Available From: 9 A.M. Eastern Time until 9 A.M. Eastern Time
Second Phone:
Available From: 9 A.M. Eastern Time until 9 A.M. Eastern Time
Fax:

Model: BMW 330d
Year: 2004
VIN: PN33E19

Date Purchased: 1/2004
Purchased From: Foreign Motors West
State: MA

Servicing Dealer: same
City: Westwood
State:

Question:
I have a dealer documented defective transmission, which I have come to find out is a well know problem with some 3 series vehicles. Although it is to be repaired, I would like to know if a recall is to be issued, as this put me in a very dangerous driving situation shortly after I bought the car. Furthermore, if the car could potentially have a major problem, why was it sold to me in the first place? Very unhappy with my first BMW purchase given the set of circumstances. Any proposed compensation for my time and aggravation?

Do you Yahoo!?
Yahoo! Finance: Get your refund fast by filing online
<<http://us.rd.yahoo.com/evt=22055/http://taxes.yahoo.com/filing.html>>



Activity Status:	Done	Activity Updated:	2/10/04 07:51AM
Activity Type:	Email - Inbound	Activity Updated By:	Osborn, Jon
Activity Assigned To:	Osborn, Jon	Email From:	[REDACTED]
Activity Created:	2/10/04 07:42AM	Email To:	ProductQuestions@bmwna.com
Activity Created By:	Administrator, Siebel		
Activity Description:	RE: Products and Services [1-141879745]		

Note Created:	Note Created By:	Note Type:
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Mr Osborn:
Your reply, is on the whole, accurate; however, it does not address the 2 simple questions I asked.

I will be taking this matter to another source for reconciliation

GRL

ProductQuestions@bmwna.com wrote:

Dear [REDACTED]

Please be assured that the quality of our vehicles receives our constant attention. Even in its most basic form, the motor vehicle of today is a very complex unit. When the various comfort, convenience and safety options are considered, the complexity increases. Despite our best efforts, a problem may occur with a particular vehicle or component.

We work on a continual basis to improve our services. BMW is committed to automotive excellence and superior service. We are here to work with you and your BMW center. I have contacted Lance Mitchell, Service Manager of Foreign Motors West, who is to contact you and expedite this repair issue. If you should experience future issues with your vehicle, we will address them according to the New Vehicle Limited Warranty guidelines.

Sincerely,
Jon Osborn
Customer Relations and Services
Representative

—Original Message—

From: [REDACTED]
Sent: 2/9/2004 12:00:00 AM
To: ProductQuestions@bmwna.com
Subject: Products and Services [1-141879745]

Dear Mr Osborn,

Thank you for responding to my email. The service manager, Lance Mitchell called me yesterday to discuss my concerns. I have no doubt that an attempt to fix my automobile will occur, and I have no complaints with the service department at my dealership.

My issues are:

- 1) Why was a brand new vehicle sold to me with a known major defect? It is common knowledge via the BMW car enthusiast forums that this problem has existed for some time with the defective parts coming from a GM factory in France.
- 2) What are BMW NA plans to keep me as a ...



... customer ?

ProductQuestions@bmwusa.com wrote:

Dear [REDACTED]

Thank you for contacting BMW of North America, LLC regarding the concern with your 2004 BMW 330d. We regret to learn of the problem you are experiencing with your BMW. Currently, I am researching your issue with Foreign Motors West and will be contacting you shortly with further information. I appreciate your patience in the interim.

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

Sincerely,
Jan Osborn
Customer Relations and Service
Representative

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

From: [REDACTED]
Sent: 2/8/2004 12:00:00 AM
To: ProductQuestions@bmwusa.com
Subject: Products and Services

1/28/2004 9:20:20 PM

Name: [REDACTED]
Address: [REDACTED]

City: Westwood
State: MA
Zip: [REDACTED]
E-mail: [REDACTED]

Day Phone:
Available From: 9 A.M. Eastern Time until 9 A.M. Eastern Time
Second Phone:
Available From: 9 A.M. Eastern Time until 9 A.M. Eastern Time
Fax:

Model: BMW 330d
Year: 2004
VIN: PN33519

Date Purchased: 1/2004
Purchased From: Foreign Motors West
State: MA

Servicing Dealer: same
City: Westwood
State:

Question:
I have a dealer documented defective transmission, which I have come to find out is a well know problem with some 3 series vehicles. Although it is to be repaired, I would like to know if a recall is to be ...