DP04-001

BMW

3/29/04

ATTACHMENT 3

VOLUME II OF III

PART 5 OF 5

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

A subsidiary of BMW AG

BMW of North America, LLC

Customer Service Request Detail # 200404205830

Customer

Name:	[redacted]
Preferred Communication Method:	
Work #:	
Home #:	
Cell #:	
Street Address:	[redacted]
Apt/Ste:	
City/State/Zip:	Hopewell Jct, NY[redacted]

Vehicle

Chassis # (US):	PN33171
Chassis # (Non - US):	
Year:	2004
Model:	330xi
Mileage:	2,600
Sale:	12/20/03 12:00AM
In Service Date:	12/20/03 12:00AM

Service Request

Service Request #:	200404205830
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	2/11/04 11:05AM
Created By:	Smith, Allison
Rep Assigned:	Smith, Allison
Date Assigned:	2/11/04 11:05AM
Assigned Dealer:	
Identified Dealer:	BMW OF THE HUDSON VALLEY
Date Resolved:	
Resolve Rep:	
Date Closed:	2/11/04 11:13AM
Close Rep:	Smith, Allison
Issue Note:	Intermittant issue w/ starting car and it not going into drive, it revving but not going into drive.

Code Descriptions

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

Solution Notes

Solution
Customer contacting writer if issue reoccurs after second service appointment.

Attachments

File Name	Comments

Created: 3/4/04 03:18PM
By Customer Relation Dept

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Customer Service Request Detail # 200404205830

Activity Status:	Done	Activity Updated:	2/11/04 11:10AM
Activity Type	Customer Interaction	Activity Updated By:	Smith, Allison
Activity Assigned To:	Smith, Allison	Email From:	
Activity Created:	2/11/04 11:07AM	Email To:	
Activity Created By:	Smith, Allison		
Activity Description:	Intermittent issue w/ starting car and it not going into drive, it revving but not going into drive.		

Note Created: 2/11/04 11:07AM	Note Created By: Smith, Allison	Note Type: Customer Interaction

Cust. said he is not calling to complain, but to inquire what the issue could be w/ his vehicle starting and not going into drive. he said it happens intermittently where it starts doesn't go into drive but revs. Took into shop, they had for two days and could not reproduce the issue and gave car back to customer, and it happened to customer twice again. Writer told customer to take car into shop and ask them to have it longer, maybe a week until the issue occurs. Cust. waiting till issue happens again then making another appointment w/ dealership.

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BMW of North America, LLC

Customer Service Request Detail # 200404900236

Customer

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

Service Request

Service Request #:	200404900236
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	2/18/04 01:05PM
Created By:	Labelzky, Karen
Rep Assigned:	Labelzky, Karen
Date Assigned:	2/18/04 01:05PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	2/18/04 01:06PM
Close Rep:	Labelzky, Karen
Issue Note:	Cold Start Transmission

Vehicle

Chassis # (US):	PN33237
Chassis # (Non - US):	
Year:	2004
Model:	330xi
Mileage:	
Sale:	12/10/03 12:00AM
In Service Date:	12/10/03 12:00AM

Code Descriptions

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

Solution Notes

Solution
go to dealer

Attachments

File Name	Comments

Created: 3/4/04 02:10PM
By Customer Relation Dept

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BMW of North America, LLC

Customer Service Request Detail # 200404900236

Activity Status:	Done	Activity Updated:	2/18/04 01:07PM
Activity Type	Email - Inbound	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	[redacted]
Activity Created:	2/18/04 10:18AM	Email To:	<cocomments@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Cold Start Transmission		

Note Created:	Note Created By:	Note Type:

formid: 1002

Comments: I am having difficulty engaging my transmission into Drive when
the trans is cold from over night. It takes up to 15 seconds for the Drive to engage and the car to move forward. I have seen that many people
are having the same problem on a web site: bmwnation.com

I called my BMW dealer in Hickory, NC and he never heard of the problem but is willing to look into the problem. What does BMW know about this problem and are you replacing the transmissions with new ones at no charge. I only have 2,300 miles on this car and the problem has been with me for a while I just didn't believe I could have such a problem with my first BMW. My son just bought his first BMW last week, also a 330.

Please advise your suggestions and resolution

Sincerely
[redacted]

AccountNo:
VIN: WBAEW53464PN33237

From: [redacted]
Subject: Cold Start Transmission

RouteCode1:
RouteCode2:
RouteCode3:

Section: Owners' Comments
ModelYear: 2004
MfgNme: BMW
ModelNme: 330xi

firstName [redacted]
lastName [redacted]
ContactBy: Phone
ContactPhone [redacted]
ContactTime: 6-7 PM EST

address1: 405 Bay Harbour Road
address2:
address3:
city: Mooresville
state: NC
zip: [redacted]
HomePhone: [redacted]
WorkPhone:
email [redacted]
Vins: ...

Created: 3/4/04 02:19PM
By Customer Relation Dept

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Customer Service Request Detail # 200404000236

	... WBAEW53464PN33237 UserName: [redacted] Urgency: Regarding: NetworkScreenName:

Activity Status:	Done	Activity Updated:	2/18/04 01:08PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Labatzky, Karen	Email From:	CustomerRelations@bmwusa.com
Activity Created:	2/18/04 01:05PM	Email To:	[redacted]
Activity Created By:	Labatzky, Karen		
Activity Description:	RE: Cold Start Transmission [1-147677731]		

Note Created:	Note Created By:	Note Type:

Dear [redacted]

Thank you for contacting BMW of North America, LLC regarding the issue you are experiencing with your BMW. Please accept my apologies for the frustration and inconvenience this issue has caused. Since we are not trained in technical matters, may I suggest you contact your authorized BMW center as they are in the best position to advise in this matter? Your BMW center is equipped with a team of technicians that are trained specifically to work with BMW's. The service department at your authorized BMW center receives the most up-to-date service information from BMW engineers.

Should you need it, you will find a complete listing of authorized BMW centers, categorized by name, state or zip code, on our website at www.bmwusa.com. 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 Labetzky
Customer Relations & Services
Representative

----Original Message----

From: [redacted]
Sent: 2/18/2004 12:00:00 AM
To: <cccomments@bmwusa.com>
Subject: Cold Start Transmission

formId: 1002

Comments: I am having difficulty engaging my transmission into Drive when
the trans is cold from over night. It takes up to 15 seconds for the Drive to engage and the car to move forward. I have seen that many people
are having the same problem on a web site: bmwnation.com

I called my BMW dealer in Hickory, NC and he never heard of the problem but is willing to look into the problem. What does BMW know about this problem and are you replacing the transmissions with new ones at no charge. I only have 2,300 miles on this car and the problem has been with me for a while I just didn't believe I could have such a problem with my first BMW. My son just bought his first BMW last week, also a 330.

Please advise your suggestions and resolution

Sincerely,
[redacted]

AccountNo:
VIN: WBAEW53464PN33237

From: [redacted]
Subject: Cold Start Transmission

RouteCode1:
RouteCode2:
RouteCode3:

Section: Owners' ...

	... Comments ModelYear: 2004 MfgName: BMW ModelNme: 330xi firstName: [redacted] lastName: [redacted] ContactBy: Phone ContactPhone: [redacted] ContactTime: 6-7 PM EST address1: [redacted] address2: address3: city: Mooresville state: NC zip: [redacted] HomePhone: [redacted] WorkPhone: email: [redacted] Vins: WBAEW53464PN33237 UserName: [redacted] Urgency: Regarding: NetworkScreenName:

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BMW of North America, LLC

Customer Service Request Detail # 200407600287

Customer

Name:	[redacted]
Preferred Communication Method:	
Work #:	
Home #:	[redacted]
Cell #:	
Street Address:	
Apt/Ste:	
City/State/Zip:	Ho Ho Kus, NJ [redacted]

Service Request

Service Request #:	200407600287
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	3/16/04 02:15PM
Created By:	Hawley, Darlene
Rep Assigned:	Hawley, Darlene
Date Assigned:	3/16/04 02:16PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	3/16/04 02:19PM
Close Rep:	Hawley, Darlene
Issue Note:	prod diesel

Vehicle

Chassis # (US):	PL28500
Chassis # (Non - US):	
Year:	2004
Model:	325Ci Convertible
Mileage:	
Sale:	1/30/04 12:00AM
In Service Date:	1/30/04 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
apologized and doc'd

Attachments

File Name	Comments

Created: 3/16/04 10:03AM
By Customer Relation Dept

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BMW of North America, LLC

Customer Service Request Detail # 200407880287

Activity Status:	Done	Activity Updated:	3/18/04 02:18PM
Activity Type	Customer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	3/18/04 02:16PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	prod diesel		

Note Created: 3/18/04 02:16PM	Note Created By: Hawley, Darlene	Note Type: Customer Interaction
BMW sedel didn't work when she first picked up. also had to have transmission replaced. customer happy w dir but unhappy w actual problems w veh. writer apologized.		

Created: 3/18/04 10:59AM
By: Customer Relation Dept

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BMW of North America, LLC

Customer Service Request Detail # 200407800369

Customer

Name:	[redacted]
Preferred Communication Method:	
Work #:	[redacted]
Home #:	
Cell #:	
Street Address:	
Apt/Ste:	
City/State/Zip:	New York, NY [redacted]

Service Request

Service Request #:	200407800369
Brand:	BMW
Type:	Customer Update
Current Status:	Closed
Date Opened:	3/18/04 03:53PM
Created By:	Piraiah, Idin
Rep Assigned:	Piraiah, Idin
Date Assigned:	3/18/04 03:53PM
Assigned Dealer:	
Identified Dealer:	ATHENS BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	3/18/04 05:15PM
Close Rep:	Piraiah, Idin
Issue Note:	AMM Susan Mulley requested that I contact cust to apologized for the wait he exp'd due to GM5 trans

Vehicle

Chassis # (US):	PL24448
Chassis # (Non - US):	
Year:	2004
Model:	325CI Convertible
Mileage:	7,000
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 was VERY appreciative of the call and wanted us to be involved, and was thankful for that. He adv that he would look at some of the online offerings and would get back to me in a couple of weeks. Closing SR until cust calls back.

Attachments

File Name	Comments

Created: 3/19/04 10:53AM
By Customer Relation Dept

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Customer Service Request Detail # 200407800359

Activity Status:	Done	Activity Updated:	3/18/04 04:52PM
Activity Type	Field Interaction	Activity Updated By:	Pirasteh, Idin
Activity Assigned To:	Pirasteh, Idin	Email From:	
Activity Created:	3/18/04 03:58PM	Email To:	
Activity Created By:	Pirasteh, Idin		
Activity Description:	AMM Susan Muffley requested that I contact cust to apologized for the wait he exp'd due to GM5 trans		

Note Created: 3/18/04 03:58PM	Note Created By: Pirasteh, Idin	Note Type: Customer Interaction

Susan sugg'd me offer cust a nice dinner and evening out to try and address his concern for the wait he experienced in the course the trans replacement.

Activity Status:	Done	Activity Updated:	3/18/04 06:16PM
Activity Type	Customer Interaction	Activity Updated By:	Pirasteh, Idin
Activity Assigned To:	Pirasteh, Idin	Email From:	
Activity Created:	3/18/04 04:52PM	Email To:	
Activity Created By:	Pirasteh, Idin		
Activity Description:	contacting cust to discuss concerns and to offer goodwill gesture to re-instill some faith in the brand.		

Note Created: 3/18/04 06:09PM	Note Created By: Pirasteh, Idin	Note Type: Customer Interaction

Cust was very disconcerted w/the fact that his veh needed a new transmission. Cust was also concerned w/the fact that the tranny replacement took so long. I adv cust that we would like to send him to a nice night out or to offer some BMW parts&accessories, along with lifestyle item if he so chooses. Cust was VERY appreciative of the call and wanted us to be involved, and was thankful for that. He adv that he would look at some of the online offerings and would get back to me in a couple of weeks.

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Customer Service Request Detail # 200406500162

Customer

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

Service Request

Service Request #:	200406500162
Brand:	BMW
Type:	Complaint
Current Status:	Open
Date Opened:	3/5/04 10:56AM
Created By:	Moore, Helen
Rep Assigned:	Moore, Helen
Date Assigned:	3/5/04 10:56AM
Assigned Dealer:	PERILLO BMW, INC.
Identified Dealer:	FIELDS BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	
Close Rep:	
Issue Note:	New car required new transmission. Problem still persists. Refer to #200400200286.

Vehicle

Chassis # (US):	PM61554
Chassis # (Non - US):	
Year:	2004
Model:	325xi
Mileage:	700
Sale:	11/24/03 12:00AM
In Service Date:	11/24/03 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution

Attachments

File Name	Comments
Zun Zun_RO	

Created: 3/19/04 10:53AM
By Customer Relation Dept

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Customer Service Request Detail # 200406500182

Activity Status:	Done	Activity Updated:	3/5/04 04:59PM
Activity Type	General	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/5/04 10:57AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	New car required new transmission. Problem still persists.Letter is attached.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/5/04 04:59PM
Activity Type	Dealer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/5/04 04:58PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	service will fax RO		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/8/04 04:53PM
Activity Type	Customer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/8/04 04:53PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	new "remen" tranny not working correctly. still same delayed engagement. happened right away. got car in Nov. ill investigate. in shop now.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/8/04 11:56AM
Activity Type	Dealer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/8/04 11:56AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	spoke to Brian, SM, new style tranny, havent duplicated problem, delayed engage. cust want center to drive again? ill let them know. he'll fax ROs.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/9/04 01:09PM
Activity Type	Dealer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/9/04 01:09PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	spoke to Tommy in service, will fax 1 more RO		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200406500162

Activity Status:	Done	Activity Updated:	3/9/04 01:11PM
Activity Type	Dealer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/9/04 01:11PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	ROs faxed, see attached		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/9/04 01:30PM
Activity Type	Customer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/9/04 01:30PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	l/m car is ready but service will drive again overnight if he desires. no problem found.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/10/04 12:00PM
Activity Type	Customer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/10/04 12:00PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	cust called. picked up car b/c needed loaner back. intermittent problem w/tranny. wants to know car is safe.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/12/04 01:23PM
Activity Type	Field Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/12/04 01:22PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	emailed AMM		

Note Created: 3/12/04 01:23PM	Note Created By: Moore, Helen	Note Type: Field Interaction

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Customer Service Request Detail # 200406500162

---Original Message---
From: Moore, Helen
Sent: Friday, March 12, 2004 1:23 PM
To: Lance, Jeffrey ZU-V-41
Subject: [redacted] PM61554, Fields BMW

Jeff,

This customer [redacted] has a 2004 325i VIN PM61554 with 2143 miles. He purchased this car (his first BMW) on November 24, 2003. He had his transmission replaced on January 6, 2004 by Fields BMW. He complains he still feels a delay in the transmission after shifting from Reverse to Drive. Fields BMW checked his transmission on March 8 but they were unable to duplicate the problem. The customer says it is intermittent. The customer wants to make sure the vehicle is safe to drive. Do you think the FSE should check it out? Please let me know what you think.

Regards,

Helen Moore
BMW NA Representative
Phone: (201) 573-7601
Fax: (201) 505-9085

Activity Status:	Done	Activity Updated:	3/12/04 01:26PM
Activity Type	Customer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/12/04 01:26PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	l/m for cust, contacted market team to discuss, I will contact him again next week.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/12/04 04:59PM
Activity Type	Customer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/12/04 04:59PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	told cust AMM would like to meet on march 25th. cust would like to go to Perillo. I see if March 17th is ok with AMM		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/12/04 05:05PM
Activity Type	Field Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/12/04 05:05PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	emailed AMMs		

Note Created: 3/12/04 05:05PM	Note Created By: Moore, Helen	Note Type: Field Interaction

—Original Message—
From: Moore, Helen
Sent: Friday, March 12, 2004 5:06 PM
To: Heckenbach, Kevin ZU-V-41
Cc: Lance, Jeffrey ZU-V-41
Subject: RE: [redacted], PM61554, Fields BMW
Importance: High

Kevin,

This customer below would like his transmission checked to make sure it is safe. Originally I asked Jeff Lance since the customer goes to Fields BMW but the customer would like to go to Perillo so he can run over while he is at work. I know you will be there on Wed March 17th for Balej Bogdan. Would you be able to check out this car as well? What time would be good for you? maybe we can talk on Monday. Let me know. Have a great weekend!!

Regards,

Helen Moore
201-573-7601

—Original Message—
From: Lance, Jeffrey ZU-V-41
Sent: Friday, March 12, 2004 3:42 PM
To: Moore, Helen
Subject: RE: [redacted], PM61554, Fields BMW

HELEN,

WE WILL BE AT FIELDS BMW AGAIN ON 3-25-04 THURSDAY.PLEASE INVITE THE CUSTOMER TO COME IN.

REGARDS,

JEFF LANCE

—Original Message—
From: Moore, Helen
Sent: Friday, March 12, 2004 1:23 PM
To: Lance, Jeffrey ZU-V-41
Subject: [redacted], PM61554, Fields BMW

Jeff,

This customer [redacted] has a 2004 325i VIN PM61554 with 2143 miles. He purchased this car (his first BMW) on November 24, 2003. He had his transmission replaced on January 6, 2004 by Fields BMW. He complains he still feels a delay in the transmission after shifting from Reverse to Drive. Fields BMW checked his transmission on March 8 but they were unable to duplicate the problem. The customer says it is intermittent. The customer wants to make sure the vehicle is safe to drive. Do you think the FSE should check it out? Please let me know what you think.

Regards,

Helen Moore
BMW NA Representative
Phone: (201) 573-7601
Fax: (201) 505-9085

Activity Status:	Done	Activity Updated:	3/16/04 11:24AM
Activity Type	Field Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/16/04 11:19AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	AMM asked if cust would drop off Tues night. sit overnight. FSE and foreman start cold. check again after it sits during the day.		

Note Created: 3/16/04 11:20AM	Note Created By: Moore, Helen	Note Type: Field Interaction

I will email AMM and cc FSE if cust can drop it off. told AMM Fields BMW did let it sit but the problem is intermittent and they were unable to duplicate it.

Activity Status:	Done	Activity Updated:	3/16/04 11:42AM
Activity Type	Customer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/16/04 11:42AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	l/m for cust		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/16/04 10:01AM
Activity Type	Customer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/16/04 10:01AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	l/m for cust at work		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/16/04 01:37PM
Activity Type	Customer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/16/04 01:37PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	cust l/m can bring in car tonight, needs rental		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/16/04 01:46PM
Activity Type	Dealer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/16/04 01:46PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	SM Bob Murphy will arrange for rental car for cust. cust must be there before 6 pm.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200405500162

Activity Status:	Done	Activity Updated:	3/16/04 01:51PM
Activity Type	Customer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/16/04 01:47PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	cust will bring in car before 5 pm. problem occured yesterday after leaving work. FSE and shop foreman will test drive, cust will get rental		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/16/04 01:58PM
Activity Type	Field Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/16/04 01:57PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	emailed FSE and AMM		

Note Created: 3/16/04 01:58PM	Note Created By: Moore, Helen	Note Type: Field Interaction

-----Original Message-----
From: Moore, Helen
Sent: Tuesday, March 16, 2004 1:55 PM
To: Heckenbach, Kevin ZU-V-41; Sajdak, Robert ZU-V-41
Subject: [redacted] PM61554, Fields BMW
Importance: High

Kevin,

I got in touch with the customer today and he will be dropping off his car tonight at Perillo BMW. He told me he experienced the delayed engagement again yesterday afternoon after the car sat while he was at work. I spoke to Bob Murphy and he said he will arrange to put the customer in a rental car. If you need anything else, just let me know. Customers cell is [redacted] in case you need it.

Regards,

Helen
201-573-7801

-----Original Message-----
From: Moore, Helen
Sent: Friday, March 12, 2004 5:05 PM
To: Heckenbach, Kevin ZU-V-41
Cc: Lance, Jeffrey ZU-V-41
Subject: RE: [redacted] PM61554, Fields BMW
Importance: High

Kevin,

This customer below would like his transmission checked to make sure it is safe. Originally I asked Jeff Lance since the customer goes to Fields BMW but the customer would like to go to Perillo so he can run over while he is at work. I know you will be there on Wed March 17th for Balaj Bogdan. Would you be able to check out this car as well? What time would be good for you? maybe we can talk on Monday. Let me know. Have a great weekend!!

Regards,

Helen Moore
201-573-7801

-----Original Message-----
From: Lance, Jeffrey ZU-V-41
Sent: Friday, March 12, 2004 3:42 PM
To: Moore, Helen
Subject: RE: [redacted] PM61554, Fields BMW

HELEN,

WE WILL BE AT FIELDS BMW AGAIN ON 3-25-04 THURSDAY.PLEASE INVITE THE CUSTOMER TO COME IN.

REGARDS,

JEFF LANCE

-----Original Message-----
From: Moore, Helen
Sent: Friday, March 12, 2004 1:23 PM
To: Lance, Jeffrey ZU-V-41
Subject: [redacted] PM61554, ...

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BMW of North America, LLC

Customer Service Request Detail # 200406500162

... Fields BMW

Jeff,

This customer [redacted] has a 2004 325i VIN PM81554 with 2143 miles. He purchased this car (his first BMW) on November 24, 2003. He had his transmission replaced on January 6, 2004 by Fields BMW. He complains he still feels a delay in the transmission after shifting from Reverse to Drive. Fields BMW checked his transmission on March 8 but they were unable to duplicate the problem. The customer says it is intermittent. The customer wants to make sure the vehicle is safe to drive. Do you think the FSE should check it out? Please let me know what you think.

Regards,

Helen Moore
BMW NA Representative
Phone: (201) 573-7801
Fax: (201) 505-9085

Activity Status:	Done	Activity Updated:	3/17/04 09:28AM
Activity Type	General	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/17/04 09:27AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	AMM read email		

Note Created: 3/17/04 09:28AM Note Created By: Moore, Helen Note Type: General

-----Original Message-----
From: Heckenbach, Kevin ZU-V-41
Sent: Tuesday, March 16, 2004 8:52 PM
To: Moore, Helen
Subject: Read [redacted] PM81554, Fields BMW
Importance: High

Your message

To: Heckenbach, Kevin ZU-V-41; Sajdak, Robert ZU-V-41
Subject: [redacted] PM81554, Fields BMW
Sent: 3/16/2004 1:58 PM

was read on 3/16/2004 8:52 PM.

Activity Status:	Done	Activity Updated:	3/17/04 09:29AM
Activity Type	General	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/17/04 09:28AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	FSE read email		

Note Created: 3/17/04 09:28AM Note Created By: Moore, Helen Note Type: General

---Original Message---
From: Sajdak, Robert ZU-V-41
Sent: Tuesday, March 16, 2004 6:44 PM
To: Moore, Helen
Subject: Read: [redacted] PM61554, Fields BMW
Importance: High

Your message

To: Heckenbach, Kevin ZU-V-41; Sajdak, Robert ZU-V-41
Subject: [redacted] PM61554, Fields BMW
Sent: 3/16/2004 1:58 PM

was read on 3/16/2004 6:44 PM.

Activity Status:	Done	Activity Updated:	3/17/04 04:16PM
Activity Type	Field Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/17/04 04:13PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	AMM called		

Note Created:	Note Created By:	Note Type:
3/17/04 04:13PM	Moore, Helen	Field Interaction

Road tested car after sitting overnight. test ok. tech put on lifted, looked ok. redesigned tranny was installed. FSE test drove for a long time. they will leave it overnight again tonight and recheck in the morning. FSE won't be there so shop foreman will test drive tomorrow. tranny goes into gear fine. if the cust still feels there is a problem, he will have to try to duplicate it for someone at the center.

Activity Status:	Done	Activity Updated:	3/18/04 02:57PM
Activity Type	Field Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/18/04 02:57PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	AMM called. did verify problem. call him back		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/18/04 02:57PM
Activity Type	Field Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/18/04 02:57PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	l/m for AMM		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200406500162

Activity Status:	Done	Activity Updated:	3/19/04 09:34AM
Activity Type	Field Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/19/04 09:34AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	AMM l/m		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/19/04 09:37AM
Activity Type	Field Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/19/04 09:34AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	called AMM, Kevin H. verified problem. car needs new tranny.the engagement is 3 seconds. shortage of supply, ordered one.		

Note Created:	Note Created By:	Note Type:
3/19/04 09:36AM	Moore, Helen	Field Interaction

Kevin didnt call cust. Ask Jeff Lance if he wants to offer any goodwill. Gary R. in Perillo knows.

Activity Status:	Done	Activity Updated:	3/19/04 09:42AM
Activity Type	Field Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/19/04 09:41AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	emailed Jeff Lance AMM		

Note Created:	Note Created By:	Note Type:
3/19/04 09:42AM	Moore, Helen	Field Interaction

----Original Message----
From: Moore, Helen
Sent: Friday, March 19, 2004 9:42 AM
To: Lance, Jeffrey ZU-V-41
Subject: RE: [redacted] PM61554, Fields BMW

Jeff,

I talked to Kevin H. yesterday, they verified the customers complaint of delayed engagement. He said the car needs another new tranny. The car was bought at fields and is normally serviced there so Kevin said I should talk to you about goodwill. Can I offer any goodwill to the customer when I tell him this? I think Kevin said the transmissions are on backorder so they cust will need to drive his car like this for a little while. he said the delay is only about 3 seconds. Let me know what you think.

Regards,

Helen Moore
201-573-7601

----Original Message----
From: Moore, Helen
Sent: Friday, March 12, 2004 5:06 PM
To: Heckenbach, Kevin ZU-V-41
Cc: Lance, Jeffrey ZU-V-41
Subject: RE: [redacted] PM61554, Fields BMW
Importance: High

Kevin,

This customer below would like his transmission checked to make sure it is safe. Originally I asked Jeff Lance since the customer goes to Fields BMW but the customer would like to go to Perillo so he can run over while he is at work. I know you will be there on Wed March 17th for Balej Bogdan. Would you be able to check out this car as well? What time would be good for you? maybe we can talk on Monday. Let me know. Have a great weekend!

Regards,

Helen Moore
201-573-7601

----Original Message----
From: Lance, Jeffrey ZU-V-41
Sent: Friday, March 12, 2004 3:42 PM
To: Moore, Helen
Subject: RE: [redacted], PM61554, Fields BMW

HELEN,

WE WILL BE AT FIELDS BMW AGAIN ON 3-26-04 THURSDAY.PLEASE INVITE THE CUSTOMER TO COME IN.

REGARDS,

JEFF LANCE

----Original Message----
From: Moore, Helen
Sent: Friday, March 12, 2004 1:23 PM
To: Lance, Jeffrey ZU-V-41
Subject: [redacted] PM61554, Fields BMW

Jeff,

This customer [redacted] has a 2004 325i ...

... VIN PM61654 with 2143 miles. He purchased this car (his first BMW) on November 24, 2003. He had his transmission replaced on January 6, 2004 by Fields BMW. He complains he still feels a delay in the transmission after shifting from Reverse to Drive. Fields BMW checked his transmission on March 8 but they were unable to duplicate the problem. The customer says it is intermittent. The customer wants to make sure the vehicle is safe to drive. Do you think the FSE should check it out? Please let me know what you think. Regards, Helen Moore BMW NA Representative Phone: (201) 573-7801 Fax: (201) 505-9085	...

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Customer Service Request Detail # 200406800209

Customer

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

Service Request

Service Request #:	200406800209
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	3/8/04 11:37AM
Created By:	Grossberger, Dan
Rep Assigned:	Grossberger, Dan
Date Assigned:	3/8/04 11:37AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	3/8/04 11:43AM
Close Rep:	Grossberger, Dan
Issue Note:	Cust sts angry about trans replaced.

Vehicle

Chassis # (US):	PM60451
Chassis # (Non - US):	
Year:	2004
Model:	325xi
Mileage:	
Sale:	10/23/03 12:00AM
In Service Date:	10/23/03 12:00AM

Code Descriptions

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

Solution Notes

Solution
writer apologized and documented.

Attachments

File Name	Comments

Created: 3/19/04 10:53AM
By Customer Relation Dept

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Customer Service Request Detail # 200406800209

Activity Status:	Done	Activity Updated:	3/8/04 11:42AM
Activity Type	Customer Interaction	Activity Updated By:	Grossberger, Dan
Activity Assigned To:	Grossberger, Dan	Email From:	
Activity Created:	3/8/04 11:38AM	Email To:	
Activity Created By:	Grossberger, Dan		
Activity Description:	Cust sts angry about trans replaced.		

Note Created: 3/8/04 11:38AM	Note Created By: Grossberger, Dan	Note Type: Customer Interaction

Cust sts I was told this is big problem why didn't tell me. Writer apologized. Cust sts I am in a BMW loaner. Writer adv I'm sorry nobody told you. Cust sts ok but I am dissatisfied.

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Customer Service Request Detail # 200407600130

Customer

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

Service Request

Service Request #:	200407600130
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	3/15/04 11:13AM
Created By:	Begley, Jim
Rep Assigned:	Begley, Jim
Date Assigned:	3/16/04 11:13AM
Assigned Dealer:	
Identified Dealer:	CAPITAL CITIES IMPORTED CARS
Date Resolved:	
Resolve Rep:	
Date Closed:	3/16/04 11:39AM
Close Rep:	Begley, Jim
Issue Note:	cust concerned w/ getting a new trans at such an early point

Vehicle

Chassis # (US):	PR07013
Chassis # (Non - US):	
Year:	2004
Model:	325xi
Mileage:	
Sale:	12/17/03 12:00AM
In Service Date:	12/17/03 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
called cust; trans should be in later this week; veh ready at that time

Attachments

File Name	Comments

Created: 3/18/04 10:33AM
By Customer Relation Dept

Activity Status:	Done	Activity Updated:	3/16/04 11:16AM
Activity Type	Customer Interaction	Activity Updated By:	Begley, Jim
Activity Assigned To:	Begley, Jim	Email From:	
Activity Created:	3/16/04 11:15AM	Email To:	
Activity Created By:	Begley, Jim		
Activity Description:	cust concerned w/ getting a new trans at such an early point		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/16/04 11:38AM
Activity Type	Dealer Interaction	Activity Updated By:	Begley, Jim
Activity Assigned To:	Begley, Jim	Email From:	
Activity Created:	3/16/04 11:16AM	Email To:	
Activity Created By:	Begley, Jim		
Activity Description:	Called John (svc mgr); trans will be in late this week; veh ready at that time		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/16/04 11:38AM
Activity Type	Customer Interaction	Activity Updated By:	Begley, Jim
Activity Assigned To:	Begley, Jim	Email From:	
Activity Created:	3/16/04 11:38AM	Email To:	
Activity Created By:	Begley, Jim		
Activity Description:	called cust; trans should be in later this week; veh ready at that time		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200407600181

Customer

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

Service Request

Service Request #:	200407600181
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	3/16/04 12:16PM
Created By:	Dillon, Amy Jo
Rep Assigned:	Dillon, Amy Jo
Date Assigned:	3/16/04 12:16PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	3/16/04 12:19PM
Close Rep:	Dillon, Amy Jo
Issue Note:	delay transmission engagement

Vehicle

Chassis # (US):	PM60386
Chassis # (Non - US):	
Year:	2004
Model:	325xi
Mileage:	
Sale:	10/28/03 12:00AM
In Service Date:	10/28/03 12:00AM

Code Descriptions

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

Solution Notes

Solution
advised that service appt should address issue

Attachments

File Name	Comments

Created: 3/16/04 10:53AM
By Customer Relation Dept

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Customer Service Request Detail # 200407500181

Activity Status:	Done	Activity Updated:	3/16/04 12:19PM
Activity Type	Email - Inbound	Activity Updated By:	Dillon, Amy Jo
Activity Assigned To:	Dillon, Amy Jo	Email From:	bpmedh80@aol.com
Activity Created:	3/16/04 11:15AM	Email To:	<cscomments@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	delay transmission engagement		

Note Created:	Note Created By:	Note Type:

formid: 1002

Comments: I love my bmw, only problem is delayed transmission engagement
after vehicle sits overnight. The colder the temperature the longer the delay.Have appt. with Daniels BMW on april 7.Any info you can supply will be greatly appreciated. I drove car from Pa to FL and back, no other problems, vehicle drove as I expected, fabulous.
phone: [redacted]
AccountNo:
VIN: WBAEU33454PM80388

From: [redacted]
Subject: delay transmission engagement

RouteCode1:
RouteCode2:
RouteCode3:

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

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

address1: [redacted]
address2:
address3:
city: Meadville
state: PA
zip: [redacted]
HomePhone: [redacted]
WorkPhone:
email: [redacted]
Vins: WBAEU33454PM80388

UserName: [redacted]
Urgency:
Regarding:
NetworkScreenName:

Activity Status:	Done	Activity Updated:	3/16/04 12:20PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Dillon, Amy Jo	Email From:	CustomerRelations@bmwusa.com
Activity Created:	3/16/04 12:17PM	Email To:	[redacted]
Activity Created By:	Dillon, Amy Jo		
Activity Description:	RE: delay transmission engagement [1-153871711]		

Note Created:	Note Created By:	Note Type:

Dear [redacted]

Thank you for contacting BMW of North America, LLC regarding the concerns with the transmission in your 2004 BMW 325xi. I apologize for the inconvenience and frustration this situation has caused.

You are taking the correct steps to address this issue. The service department at Daniels BMW is in the best position to assist you with your concerns. Currently, I do not have access to the information you are requesting from this location.

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

Sincerely,
Amy Jo Dillon
Customer Relations and Services
Representative

----Original Message----

From: [redacted]
Sent: 3/16/2004 12:00:00 AM
To: <occomments@bmwusa.com>
Subject: delay transmission engagement

formid: 1002

Comments: I love my bmw, only problem is delayed transmission engagement
after vehicle sits overnight. The colder the temperature the longer the delay.Have appt. with Daniels BMW on april 7.Any info you can supply will be greatly appreciated. I drove car from Pa to FL and back, no other problems, vehicle drove as I expected, fabulous.
phone: [redacted]
AccountNo:
VIN: WBAEU33454PM60386

From: [redacted]
Subject: delay transmission engagement

RouteCode1:
RouteCode2:
RouteCode3:

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

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

address1 [redacted]
address2:
address3:
city: Macungie
state: PA
zip: [redacted]
HomePhone: ...

	[redacted] WorkPhone: email: [redacted] Vins: WBAEU33454PM60386 UserName: [redacted] Urgency: Regarding: NetworkScreenName:

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BMW of North America, LLC

Customer Service Request Detail # 200407600224

Customer

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

Vehicle

Chassis # (US):	PR06860
Chassis # (Non - US):	
Year:	2004
Model:	525xi
Mileage:	700
Sale:	12/30/03 12:00AM
In Service Date:	12/30/03 12:00AM

Service Request

Service Request #:	200407600224
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	3/16/04 01:06PM
Created By:	Eastwood, Allison
Rep Assigned:	Eastwood, Allison
Date Assigned:	3/16/04 01:06PM
Assigned Dealer:	
Identified Dealer:	PERILLO BMW, INC.
Date Resolved:	
Resolve Rep:	
Date Closed:	3/17/04 02:21PM
Close Rep:	Eastwood, Allison
Issue Note:	Upset new car needs a new transmission, wants new car or trade.

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
informed customer we would repair car under warranty and she could contact center for more info.

Attachments

File Name	Comments

Created: 3/19/04 10:53AM
By Customer Relation Dept

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Customer Service Request Detail # 200407690224

Activity Status:	Done	Activity Updated:	3/16/04 01:11PM
Activity Type	Customer Interaction	Activity Updated By:	Eastwood, Allison
Activity Assigned To:	Eastwood, Allison	Email From:	
Activity Created:	3/16/04 01:06PM	Email To:	
Activity Created By:	Eastwood, Allison		
Activity Description:	Upset new car needs a new transmission, wants new car or trade.		

Note Created: 3/16/04 01:06PM | Note Created By: Eastwood, Allison | Note Type: Customer Interaction

Customer thought her car was a slow start because of the cold Chicago weather, but is now v.upset to find out she needs a new transmission. Customer thinks she should get a new car instead of a new transmission. She thinks BMW NA should replace her vehicle, and she thinks her car will be faulty in the future after this repair. Customer said she bought a new car that should work w/ no problems. Customer said the sales staff at Perillo told her it was BMW NA's responsibility for the transmission problem. Writer calling center. WRiter let customer know w/ faulty parts we fix the car under warranty not replace the car.

Activity Status:	Done	Activity Updated:	3/16/04 01:11PM
Activity Type	Dealer Interaction	Activity Updated By:	Eastwood, Allison
Activity Assigned To:	Eastwood, Allison	Email From:	
Activity Created:	3/16/04 01:11PM	Email To:	
Activity Created By:	Eastwood, Allison		
Activity Description:	Left vmail for srvmgr Bob Murphy to call writer		

Note Created: | Note Created By: | Note Type:

Activity Status:	Done	Activity Updated:	3/16/04 01:50PM
Activity Type	Dealer Interaction	Activity Updated By:	Eastwood, Allison
Activity Assigned To:	Eastwood, Allison	Email From:	
Activity Created:	3/16/04 01:43PM	Email To:	
Activity Created By:	Eastwood, Allison		
Activity Description:	Bob called writer back.		

Note Created: 3/16/04 01:44PM | Note Created By: Eastwood, Allison | Note Type: Dealer Interaction

Bob let writer know they were fixing the customer's vehicle under warranty. Bob said the warranty is there to fix faulty and defective parts.Bob said if the customer doesn't like BMW fixing the car or the answer to the issue s/he can discuss w/ the AMM and FIE that will be in his center tomorrow. Writer contacting customer and letting her know her car will continue to be fixed.

Activity Status:	Done	Activity Updated:	3/17/04 01:43PM
Activity Type	Customer Interaction	Activity Updated By:	Grossberger, Dan
Activity Assigned To:	Grossberger, Dan	Email From:	
Activity Created:	3/17/04 01:39PM	Email To:	
Activity Created By:	Grossberger, Dan		
Activity Description:	Cust called		

Note Created: 3/17/04 01:40PM | Note Created By: Grossberger, Dan | Note Type: Customer Interaction

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Customer Service Request Detail # 200407600224

Cust asked for Tom Pervee. Cust stts total lack of response from Rep. Writer apologized and asked for vin. Writer adv your called her yesterday. Cust stts but I left a message and she hasn't called back. Writer adv we normally take about 48 hours to get to the bottom of an issue, I'm sure she will contact you once you has an update. Cust stts can't you help? Writer adv I don't want to duplicate her efforts I can see she is on top of this issue. Writer adv if you don't feel she's doing her job I can give you her supervisor but I see that she has done a lot of activity. Cust stts ok, well just tell her I called.

Activity Status:	Done	Activity Updated:	3/17/04 02:13PM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	3/17/04 02:11PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	Customer wants car bought back or replaced		

Note Created: 3/17/04 02:12PM Note Created By: Labatzky, Karen Note Type: Customer Interaction

Advised the customer that we are obligated to repair vehicle. Apologized for the frustration this has caused. Suggested she contact the SMngr and see if she can meet w/ the rep tomorrow. Customer also very upset that Allison had not called her back yet. Allison took her call.

Activity Status:	Done	Activity Updated:	3/17/04 02:16PM
Activity Type	Customer Interaction	Activity Updated By:	Eastwood, Allison
Activity Assigned To:	Eastwood, Allison	Email From:	
Activity Created:	3/17/04 02:14PM	Email To:	
Activity Created By:	Eastwood, Allison		
Activity Description:	Customer wanted to know status of issue she called about yesterday.		

Note Created: 3/17/04 02:16PM Note Created By: Eastwood, Allison Note Type: Customer Interaction

Writer let customer know her car would not be bought back, but BMW would fix the car under warranty. Customer was mad writer did not call her back immediately about issue. Writer let customer know area market team would be at center tomorrow if she had questions she could stop or call and ask them.

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Customer Service Request Detail # 200407800410

Customer

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

Vehicle

Chassis # (US):	PM61669
Chassis # (Non - US):	
Year:	2004
Model:	325xi
Mileage:	
Sale:	2/20/04 12:00AM
In Service Date:	2/20/04 12:00AM

Service Request

Service Request #:	200407800410
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	3/18/04 05:05PM
Created By:	Jones-Carver, Jennifer
Rep Assigned:	Jones-Carver, Jennifer
Date Assigned:	3/18/04 05:05PM
Assigned Dealer:	
Identified Dealer:	NEW COUNTRY MOTOR CARS, INC.
Date Resolved:	
Resolve Rep:	
Date Closed:	3/18/04 06:36PM
Close Rep:	Jones-Carver, Jennifer
Issue Note:	Cust. complaint regarding second situation where veh. needs new transmission.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	REPLACEMENT/REPURCHASE REQUEST (U	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
Writer advised cust's salesman that per market liaison, BMW will replace transmission and will not offer any add'l assistance. Mr. Merriweather stated he already got cust. to understand this and stated that cntr may offer cust. something at dealer level.

Attachments

File Name	Comments

Created: 3/19/04 10:51AM
By Customer Relation Dept

A subsidiary of BMW AG

BMW of North America, LLC

Customer Service Request Detail # 200407800410

Activity Status:	Done	Activity Updated:	3/18/04 05:44PM
Activity Type	Customer Interaction	Activity Updated By:	Jones-Carver, Jennifer
Activity Assigned To:	Jones-Carver, Jennifer	Email From:	
Activity Created:	3/18/04 05:05PM	Email To:	
Activity Created By:	Jones-Carver, Jennifer		
Activity Description:	Cust. complaint regarding second vehicle that needs new tranmission.		

Note Created: 3/18/04 05:10PM Note Created By: Jones-Carver, Jennifer Note Type: Customer Interaction

Cust's original salesperson Todd Merriweather called and put customer on speaker phone to discuss situation with new vehicle. Cust. stated that cntr advised her that she needs a new transmission on her brand new veh. Writer advised cust. that as the manufacturer we are only obligated to replace the defective component under warranty and advised that it will not diminish the value of the vehicle in any way. Writer stated that this is not a situation where we would take back the vehicle. Cust.'s husband asked in what types of situations do we take back the vehicle. Writer advised that each situation is handled on a case by case basis and she cannot answer that. Cust. persisted and stated that there are obviously specific situations in which BMW will buy back the veh. Writer advised that she cannot comment on that and that in this situation we are simply going to replace the defective component. Cust. stated that she traded in previous vehicle with 57,000 miles on it because cntr advised that it needed a new transmission; cust. stated that she took a loss to purchase new vehicle and now she has the brand new vehicle and is being told that this veh. now also needs a new transmission. Writer advised cust. to discuss situation w/ sales manager and general manager at cntr. Writer advised that GM may be willing to discuss matter with BMW's regional manager for area to see if we can offer any assi. to help cntr resolve situation to cust's satisfaction in an attempt to maintain customer loyalty and retention. Writer then stated that she will also send an e-mail through our department rep to regional manager just giving him a "heads up" about customer's "unique" circumstances. Writer provided her contact info to cust. and then spoke with Mr. Merriweather. Writer provided Mr. Merriweather with AMUR's name and apologized for putting cntr "on the spot" but advised that we will simply replace transmission without any intervention on cntr's part on customer's behalf. Mr. Merriweather stated that he understood.

Activity Status:	Done	Activity Updated:	3/18/04 05:45PM
Activity Type	Corporate Interaction	Activity Updated By:	Jones-Carver, Jennifer
Activity Assigned To:	Jones-Carver, Jennifer	Email From:	
Activity Created:	3/18/04 05:44PM	Email To:	
Activity Created By:	Jones-Carver, Jennifer		
Activity Description:	Writer sent market liaison Mike Thompson e-mail addressing cust's issue.		

Note Created: 3/18/04 05:44PM Note Created By: Jones-Carver, Jennifer Note Type: Corporate Interaction

Mike:

[redacted]

Current vehicle: 2004 325xi
VIN: PM61669
Production date: 10/16/03
In service date:2/20/04
Mileage: ?
Center had advised vehicle needs new transmission

Previous vehicle: 1999 323i
VIN: FP5687
Mileage: 57,000
Traded this in for above vehicle because center advised that vehicle needs new transmission; declined repair and pursued new vehicle purchase.

This customer's original salesperson Todd Merriweather called while the customer was sitting in his office. He put the customer on speaker phone and basically asked what BMW could do to resolve situation to customer's satisfaction. Apparently, customer traded in her previous vehicle, a 1999 323i, because center advised that it needed a new transmission (at 57,000 miles). Customer chose not to have repair made and traded vehicle in (taking a loss) for new vehicle, 2004 325xi. Center just advised customer that she needs a new transmission on new vehicle as well. Customer was understandably upset. I advised customer that we are only obligated to replace the defective component and advised that customer should discuss the situation with GM as perhaps the center would like to try to resolve the situation to customer's satisfaction at dealer level (customer retention). I advised customer and salesperson to present situation to GM at center to see if he would be willing to contact AMM (George Alvord) to see if BMW would be willing to offer any asst. I advised customer that I would open a service request on this end, contact market liaison in our department so that he may give AMM a "heads up" about this particular "unique" situation.

Thanks,
Jennifer

Activity Status:	Done	Activity Updated:	3/18/04 05:56PM
Activity Type	Corporate Interaction	Activity Updated By:	Thompson, Michael
Activity Assigned To:	Thompson, Michael	Email From:	
Activity Created:	3/18/04 05:55PM	Email To:	
Activity Created By:	Thompson, Michael		
Activity Description:	sent rep. email		

Note Created: 3/18/04 05:56PM Note Created By: Thompson, Michael Note Type: Corporate Interaction

Jennifer,
BMW will honor the manufactures warranty and repair the vehicle under those guidelines. The center would be the best party to try and assist this customer.

Thanks,
Michael

Activity Status:	Done	Activity Updated:	3/18/04 06:36PM
Activity Type	Dealer Interaction	Activity Updated By:	Jones-Carver, Jennifer
Activity Assigned To:	Jones-Carver, Jennifer	Email From:	
Activity Created:	3/18/04 06:31PM	Email To:	
Activity Created By:	Jones-Carver, Jennifer		
Activity Description:	Writer called to speak to salesman Todd Merriweather.		

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Customer Service Request Detail # 200407800410

Note Created: 3/18/04 06:33PM	Note Created By: Jones-Carver, Jennifer	Note Type: Dealer Interaction
Writer advised Mr. Merriweather that we will replace transmission and not the vehicle. Mr. Merriweather stated that he basically got the customer calmed and explained to her that she is not going to get a new vehicle. Mr. Merriweather stated that cntr will try to do something for them at dealer level.		

Created: 3/19/04 10:53AM
By:Customer Relation Dept

A subsidiary of BMW AG

BMW of North America, LLC

Customer Service Request Detail # 200407100331

Customer

Name:	[redacted]
Preferred Communication Method:	
Work #:	[redacted]
Home #:	
Cell #:	
Street Address:	
Apt/Ste:	
City/State/Zip:	Kirkwood, MO[redacted]

Service Request

Service Request #:	200407100331
Brand:	BMW
Type:	Complaint
Current Status:	Open
Date Opened:	3/11/04 02:21PM
Created By:	Moore, Helen
Rep Assigned:	Moore, Helen
Date Assigned:	3/11/04 02:21PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	
Close Rep:	
Issue Note:	unhappy with remanufactured tranny

Vehicle

Chassis # (US):	PL12171
Chassis # (Non - US):	
Year:	2004
Model:	330CI
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
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS
SV29	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
sent transmission letter and BMW speedometer desk clock

Attachments

File Name	Comments
Kerrick	
kerrick_2	

Created: 3/19/04 10:03AM
By Customer Relation Dept

A subsidiary of BMW AG

BMW of North America, LLC

Customer Service Request Detail # 200407100331

Activity Status:	Done	Activity Updated:	3/12/04 04:50PM
Activity Type	General	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/11/04 02:21PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	Letter addressed to James McDowell is attached.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/12/04 04:49PM
Activity Type	Corporate Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/12/04 04:49PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	Team lead said to send customer nanny letter and some nice gifts.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/15/04 04:18PM
Activity Type	Customer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	3/15/04 04:18PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	sent transmission letter and BMW desk clock		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/16/04 11:43AM
Activity Type	Customer Interaction	Activity Updated By:	Walsh, George
Activity Assigned To:	Walsh, George	Email From:	
Activity Created:	3/16/04 11:43AM	Email To:	
Activity Created By:	Walsh, George		
Activity Description:	Fed Exll 7917 9692 6577.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200407400085

Customer

Name:	[redacted]
Preferred Communication Method:	
Work #:	[redacted]
Home #:	
Cell #:	
Street Address:	
Apt/Ste:	
City/State/Zip:	Pasadena, TX [redacted]

Vehicle

Chassis # (US):	PL42048
Chassis # (Non - US):	
Year:	2004
Model:	330Ci Convertible
Mileage:	
Sale:	6/23/03 12:00AM
In Service Date:	6/6/03 12:00AM

Service Request

Service Request #:	200407400085
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	3/14/04 04:51PM
Created By:	Labatzky, Karen
Rep Assigned:	Labatzky, Karen
Date Assigned:	3/14/04 04:51PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	3/14/04 04:54PM
Close Rep:	Labatzky, Karen
Issue Note:	Request for Contact

Code Descriptions

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

Solution Notes

Solution
see email

Attachments

File Name	Comments

Created: 3/19/04 10:53AM
By: Customer Relation Dept

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BMW of North America, LLC

Customer Service Request Detail # 200407400065

Activity Status:	Done	Activity Updated:	3/14/04 04:53PM
Activity Type	Email - Inbound	Activity Updated By:	Lebatzky, Karen
Activity Assigned To:	Lebatzky, Karen	Email From:	[redacted]
Activity Created:	3/13/04 05:33PM	Email To:	lbkySurvey@bmwusa.com
Activity Created By:	Administrator, Siebel		
Activity Description:	Request for Contact		

Note Created:	Note Created By:	Note Type:

Name: [redacted]
Address1: 4206 CHIPLEY DRIVE
Address2:
City: PASADENA
State: TX
Province:
Zip: [redacted]
Phone: [redacted]

Description: Transmission slipping during cold starts. When putting in drive during the first start of the day, the engine would rev up to about 2000-3000 rpm before it would move. The dealer would decide to put a RWFD transmission in the car.
VIN: WBABW53484PL42048

Activity Status:	Done	Activity Updated:	3/14/04 04:54PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Lebatzky, Karen	Email From:	lsbysurvey@bmwusa.com
Activity Created:	3/14/04 04:51PM	Email To:	[redacted]
Activity Created By:	Lebatzky, Karen		
Activity Description:	RE: Request for Contact [1-163584737]		

Note Created:	Note Created By:	Note Type:

Dear [redacted]

Thank you for contacting BMW of North America, LLC regarding your survey comments. Thank you for taking the time to write to us. This letter is in response to your concerns regarding the transmission replacement on your 2004 BMW 330Ci Convertible with VIN-WBABW53484PL42048.

This repair is covered under the BMW New Vehicle Limited Warranty for 4 years or 50,000 miles, whichever comes first. This Warranty allows, new or remanufactured, original BMW parts to be used in repairing the vehicle under Warranty. All remanufactured components are subjected to the same BMW Group quality and testing guidelines used for new parts. Original remanufactured components are adjusted to meet advanced technical developments. It is the opinion of BMW of North America, LLC, that repairing a vehicle using BMW original parts, and following approved repair guidelines, protects the value throughout the life of your vehicle.

We hope this information addresses your concerns and wish you continued driving pleasure in your BMW.

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

Sincerely,
Karen Lebetzky
Customer Relations & Services
Representative

---Original Message---

From: [redacted]
Sent: 3/14/2004 12:00:00 AM
To: ISkySurvey@bmwusa.com
Subject: Request for Contact

Name: [redacted]
Address1: [redacted]
Address2:
City: PASADENA
State: TX
Province:
Zip: [redacted]
Phone: [redacted]

Description: Transmission slipping during cold starts. When putting in drive during the first start of the day, the engine would rev up to about 2000-3000 rpm before it would move. The dealer would decide to put a RMFD transmission in the car.
VIN: WBABW53484PL42048

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BMW of North America, LLC

Customer Service Request Detail # 200407500200

Customer

Name:	[redacted]
Preferred Communication Method:	
Work #:	[redacted]
Home #:	
Cell #:	
Street Address:	
Apt/Ste:	
City/State/Zip:	Highland Park, IL[redacted]

Service Request

Service Request #:	200407500200
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	3/15/04 12:07PM
Created By:	Pirsteh, Idin
Rep Assigned:	Pirsteh, Idin
Date Assigned:	3/15/04 12:07PM
Assigned Dealer:	
Identified Dealer:	KARL KNAUZ MOTORS
Date Resolved:	
Resolve Rep:	
Date Closed:	3/15/04 02:33PM
Close Rep:	Pirsteh, Idin
Issue Note:	Why doesn't BMW have a fix for my veh issue?

Vehicle

Chassis # (US):	PL42270
Chassis # (Non - US):	
Year:	2004
Model:	330Ci convertible
Mileage:	6,500
Sale:	8/13/03 12:00AM
In Service Date:	8/13/03 12:00AM

Code Descriptions

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

Solution Notes

Solution
Adv cust that the cntr has direction on what needs to be done to address the issue, referred my contact info to cust if needed.

Attachments

File Name	Comments

Created: 3/16/04 10:53AM
By Customer Relation Dept

A subsidiary of BMW AG

BMW of North America, LLC

Customer Service Request Detail # 200407500200

Activity Status:	Done	Activity Updated:	3/15/04 02:13PM
Activity Type	Customer Interaction	Activity Updated By:	Pirasteh, Idin
Activity Assigned To:	Pirasteh, Idin	Email From:	
Activity Created:	3/15/04 12:14PM	Email To:	
Activity Created By:	Pirasteh, Idin		
Activity Description:	Why doesn't BMW have a fix for my veh issue?		

Note Created: 3/15/04 12:15PM Note Created By: Pirasteh, Idin Note Type: Customer Interaction

Cust indicated that the tranny is displaying aptoms of what we know to be the GM5 issue(delayed gear engagment during the first start of the day. I assured cust that I the cntr has a direct idea of what the repair is (rpl the tranny-didn't tell cust that), I adv cust that even as the issue is effecting his veh, it is possible to drive the veh w/the shift lever in sport mode. Adv cust that the cntr has direction on what needs to be done to address the issue, referred my contact info to cust if needed.

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BMW of North America, LLC

Customer Service Request Detail # 200407600306

Customer

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

Vehicle

Chassis # (US):	PL43914
Chassis # (Non - US):	
Year:	2004
Model:	330Ci convertible
Mileage:	
Sale:	1/21/04 12:00AM
In Service Date:	1/21/04 12:00AM

Service Request

Service Request #:	200407600306
Brand:	BMW
Type:	eResponse
Current Status:	Closed
Date Opened:	3/16/04 02:21PM
Created By:	Lebatzky, Karen
Rep Assigned:	Lebatzky, Karen
Date Assigned:	3/16/04 02:21PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	3/16/04 02:25PM
Close Rep:	Lebatzky, Karen
Issue Note:	Transmission slip in Drive

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
see email

Attachments

File Name	Comments

Created: 3/16/04 10:53AM
By Customer Relation Dept

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BMW of North America, LLC

Customer Service Request Detail # 200407600308

Activity Status:	Done	Activity Updated:	3/18/04 02:25PM
Activity Type	Email - Inbound	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	[redacted]
Activity Created:	3/18/04 12:51PM	Email To:	<ocoommente@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Transmission slip in Drive		

Note Created:	Note Created By:	Note Type:

formid: 1002

Comments: Hello,
I have a concern about the transmission and how it takes so long for the car to start moving when put in drive after being parked for a few hours. The car hardly moves and the engine revs freely for about 5 seconds and then all of a sudden takes off abruptly. I have tried letting the engine run for a minute in park, no help. I have to back out into the street and then sit there in the traffic while I wait for the car to decide it is time to go. The dealer says this is normal? Give me a break. This is not safe and does not seem to be good for the car either. Otherwise the car seems to be great. Any info that can help me with this would be appreciated.
phone: [redacted]
AccountNo:
VIN: WBABW534X4PL43914

From: [redacted]
Subject: Transmission slip in Drive

RouteCode1:
RouteCode2:
RouteCode3:

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

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

address1: [redacted]
address2: [redacted]
address3:
city: Annapolis
state: MD
zip: [redacted]
HomePhone: [redacted]
WorkPhone:
email: [redacted]
Vins: WBABW534X4PL43914

UserName: [redacted]
Urgency:
Regarding:
NetworkScreenName:

Created: 3/19/04 10:54AM
By Customer Relation Dept

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BMW of North America, LLC

Customer Service Request Detail # 200407600308

Activity Status:	Done	Activity Updated:	3/18/04 02:26PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Labatzky, Karen	Email From:	CustomerRelations@bmwusa.com
Activity Created:	3/18/04 02:21PM	Email To:	[redacted]
Activity Created By:	Labatzky, Karen		
Activity Description:	RE: Transmission slip in Drive [1-153971747]		

Note Created:	Note Created By:	Note Type:

Dear [redacted]

Thank you for contacting BMW of North America, LLC regarding the issue you are experiencing with your BMW. Although I am not a technician, this certainly does not sound normal. I am sorry for the inconvenience this has caused. I would like to contact your servicing BMW center on your behalf. Please respond to this e-mail with the name of your service advisor and BMW center where you took your BMW in for service.

If you have any further questions, please respond to this e-mail or contact the Customer Relations Department at 1-800-831-1117, Monday through Friday from 9:00 A.M. to 6:00 P.M., Eastern Standard Time.

Sincerely,
Karen Labatzky
Customer Relations & Services
Representative

----Original Message----

From: [redacted]
Sent: 3/18/2004 12:00:00 AM
To: <occomments@bmwusa.com>
Subject: Transmission slip in Drive

formid: 1002

Comments: Hello,
I have a concern about the transmission and how it takes so long for the car to start moving when put in drive after being parked for a few hours. The car hardly moves and the engine revs freely for about 6 seconds and then all of a sudden takes off abruptly. I have tried letting the engine run for a minute in park, no help. I have to back out into the street and then sit there in the traffic while I wait for the car to decide it is time to go. The dealer says this is normal? Give me a break. This is not safe and does not seem to be good for the car either. Otherwise the car seems to be great. Any info that can help me with this would be appreciated.
phone: [redacted]
AccountNo:
VIN: WBABW534X4PL43914

From: [redacted]
Subject: Transmission slip in Drive

RouteCode1:
RouteCode2:
RouteCode3:

Section: Owners' Comments
ModelYear: 2004
MigName: ...

	... BMW ModelNme: 330CIC firstName: [redacted] lastName: [redacted] ContactBy: Em[redacted] ContactPhone: [redacted] ContactTime: address1: [redacted] address2: [redacted] address3: city: Annapolis state: MD zip [redacted] HomePhone: [redacted] WorkPhone: email: [redacted] Vine: WBABW534X4PL43614 UserName: [redacted] Urgency: Regarding: NetworkScreenName:

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BMW of North America, LLC

Customer Service Request Detail # 200407000341

Customer

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

Service Request

Service Request #:	200407000341
Brand:	BMW
Type:	eResponse
Current Status:	Closed
Date Opened:	3/10/04 01:43PM
Created By:	Labatzky, Karen
Rep Assigned:	Labatzky, Karen
Date Assigned:	3/10/04 01:43PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	3/10/04 03:56PM
Close Rep:	Labatzky, Karen
Issue Note:	Other

Vehicle

Chassis # (US):	KM34207
Chassis # (Non - US):	
Year:	2004
Model:	330i
Mileage:	
Sale:	1/5/04 12:00AM
In Service Date:	1/5/04 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
see email

Attachments

File Name	Comments

Created: 3/19/04 10:54AM
By Customer Relation Dept

A subsidiary of BMW AG

BMW of North America, LLC

Customer Service Request Detail # 200407000341

Activity Status:	Done	Activity Updated:	3/10/04 03:54PM
Activity Type	Email - Inbound	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	[redacted]
Activity Created:	3/9/04 06:03PM	Email To:	<CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Other		

Note Created:	Note Created By:	Note Type:

formId: 1001

Comments: My vehicle seems to be experiencing transmission issues. The vehicle is equipped with an automatic steptronic transmission. Upon a cold start, engaging the transmission in drive will take up to 10 to 15 seconds to engage. Is this normal for this vehicle? The transmission does not seem to slip when placing it into reverse.
phone: [redacted]
AccountNo: 4000392601
VIN: WBAEV53464KM34207

From: [redacted]
Subject: Other

RouteCode1:
RouteCode2:
RouteCode3:

Section: Priority Email
ModelYear: 2004
MfgNme: BMW
ModelNme: 330i

firstName: [redacted]
lastName: [redacted]
ContactBy: [redacted]
ContactPhone: [redacted]
ContactTime:

address1: [redacted]
address2:
address3:
city: Monrovia
state: CA
zip: [redacted]
HomePhone: [redacted]
WorkPhone:
email: [redacted]
Vins: WBAEV53464KM34207

UserName: [redacted]

Activity Status:	Done	Activity Updated:	3/10/04 03:55PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Labatzky, Karen	Email From:	CustomerRelations@bmwusa.com
Activity Created:	3/10/04 01:43PM	Email To:	[redacted]
Activity Created By:	Labatzky, Karen		
Activity Description:	RE: Other [1-162578932]		

Note Created:	Note Created By:	Note Type:

Dear [redacted]

Thank you for contacting BMW of North America, LLC regarding the transmission issue you are currently experiencing. Please accept my apologies for the inconvenience, however, since I am not in a position to advise you on technical matters, may I suggest contacting your local BMW center?

Should you need it, you will find a complete listing of authorized BMW centers, categorized by name, state or zip code, on our website at www.bmwusa.com. 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.

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

Sincerely,
Karen Lebatzky
Customer Relations & Services
Representative

---Original Message---

From: [redacted]
Sent: 3/10/2004 12:00:00 AM
To: <CustomerRelations@bmwusa.com>
Subject: Other

formid: 1001

Comments: My vehicle seems to be experiencing transmission issues. The vehicle is equipped with an automatic electronic transmission. Upon a cold start, engaging the transmission in drive will take up to 10 to 15 seconds to engage. Is this normal for this vehicle? The transmission does not seem to slip when placing it into reverse.
phone: [redacted]
AccountNo: 4000392601
VIN: WBAEV53464KM34207

From: [redacted]
Subject: Other

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: Monrovia
state: ...

	..., CA zip: [redacted] HomePhone: [redacted] WorkPhone: eMail: [redacted] Vins: WBAEV53454KM34207 UserName: [redacted]

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BMW of North America, LLC

Customer Service Request Detail # 200407200403

Customer

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

Service Request

Service Request #:	200407200403
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	3/12/04 04:08PM
Created By:	Dryer, Isaac
Rep Assigned:	Dryer, Isaac
Date Assigned:	3/12/04 04:08PM
Assigned Dealer:	
Identified Dealer:	BRIAN HARRIS BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	3/12/04 05:08PM
Close Rep:	Dryer, Isaac
Issue Note:	Cust needed new transmission and does not want car back

Vehicle

Chassis # (US):	KM33653
Chassis # (Non - US):	
Year:	2004
Model:	330i
Mileage:	600
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
SL03	OVERALL QUALITY	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
Writer apologized and stated that BMWNA will not buy back a car with this situation and to speak to the sales dept for assistance to get out of the veh.

Attachments

File Name	Comments

Created: 3/19/04 10:54AM
By Customer Relation Dept

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BMW of North America, LLC

Customer Service Request Detail # 200407200403

Activity Status:	Done	Activity Updated:	3/12/04 04:10PM
Activity Type	Customer Interaction	Activity Updated By:	Dryer, Isaac
Activity Assigned To:	Dryer, Isaac	Email From:	
Activity Created:	3/12/04 04:07PM	Email To:	
Activity Created By:	Dryer, Isaac		
Activity Description:	Cust needed new transmission and does not want car back		

Note Created: 3/12/04 04:07PM Note Created By: Dryer, Isaac Note Type: Customer Interaction

Cust does not have confidence in the new transmission and will leave the veh and seek legal action. Writer apologized and stated that BMWNA will not buy back a car with this situation and to speak to the sales dept for assistance to get out of the veh.

Activity Status:	Done	Activity Updated:	3/12/04 04:23PM
Activity Type	Dealer Interaction	Activity Updated By:	Dryer, Isaac
Activity Assigned To:	Dryer, Isaac	Email From:	
Activity Created:	3/12/04 04:20PM	Email To:	
Activity Created By:	Dryer, Isaac		
Activity Description:	Called Mike Amorosso srv mgr at Brian Harris to ask if cust qualifies for any buyback, L/M		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	3/12/04 04:34PM
Activity Type	Corporate Interaction	Activity Updated By:	Dryer, Isaac
Activity Assigned To:	Dryer, Isaac	Email From:	
Activity Created:	3/12/04 04:23PM	Email To:	
Activity Created By:	Dryer, Isaac		
Activity Description:	Email to Richard		

Note Created: 3/12/04 04:30PM Note Created By: Dryer, Isaac Note Type: Corporate Interaction

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Customer Service Request Detail # 200407200403

—Original Message—
From: Dryer, Isaac
Sent: Friday, March 12, 2004 4:24 PM
To: Kenton-Weeks, Richard
Subject: FW: What Mele spoke to [redacted] about trans replacement on his 04 330i on Wed. No SR

Hey - This cust said he talked to a male with an English accent, I'm guessing this was you:) I opened a new SR and documented his concerns and told him we would not buy his car back b/c of a transmission replacement. I will close after I hear back from the service mgr to confirm this.

Isaac

—Original Message—
From: Dryer, Isaac
Sent: Friday, March 12, 2004 3:58 PM
To: Customer Relations
Subject: What Mele spoke to [redacted] about trans replacem on his 04 330i on Wed. No SR

Isaac Dryer
Customer Relations and Services Representative
800-831-1117 X7662
VM 614-799-7662
isaac.dryer@bmwfs.com

Activity Status:	Done	Activity Updated:	3/12/04 05:56PM
Activity Type	Dealer Interaction	Activity Updated By:	Dryer, Isaac
Activity Assigned To:	Dryer, Isaac	Email From:	
Activity Created:	3/12/04 05:56PM	Email To:	
Activity Created By:	Dryer, Isaac		
Activity Description:	Message from Mike stating not a buyback situation		

Note Created:	Note Created By:	Note Type:

Created: 3/19/04 10:54AM
By Customer Relation Dept

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BMW of North America, LLC

Customer Service Request Detail # 200407700420

Customer

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

Vehicle

Chassis # (US):	KM34083
Chassis # (Non - US):	
Year:	2004
Model:	330I
Mileage:	
Sale:	2/26/04 12:00AM
In Service Date:	2/26/04 12:00AM

Service Request

Service Request #:	200407700420
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	3/17/04 03:48PM
Created By:	Young, Tricia
Rep Assigned:	Young, Tricia
Date Assigned:	3/17/04 03:48PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	3/17/04 03:48PM
Close Rep:	Young, Tricia
Issue Note:	transmission concerns

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
closed w/apology

Attachments

File Name	Comments

Created: 3/19/04 10:54AM
By Customer Relation Dept

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BMW of North America, LLC

Customer Service Request Detail # 200407700420

Activity Status:	Done	Activity Updated:	3/17/04 03:47PM
Activity Type	Email - Inbound	Activity Updated By:	Young, Trisia
Activity Assigned To:	Young, Trisia	Email From:	[redacted]
Activity Created:	3/17/04 03:24PM	Email To:	<CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Other		

Note Created:	Note Created By:	Note Type:

formid:1001

Comments: I'm just coming in my 3rd week of ownership with my new 330i bought from Long Beach, CA BMW. It is my first BMW after owning different
Japanese cars. I thought I'll try something different. So far overall I'm happy with the car. There are two issues that I am troubled so far. The right-side mirror tilt feature has been acting up. There are times that it refuses to tilt down when engaged in reverse. I even double checked to make sure that my mirror switch is on the left side. It started working again but it bugs me that this is happening.
Second. The car has not been run for two days over the weekend. When I started the car the next day, backed off from my garage and put my gear to Drive. I slowly pressed the gas pedal and the car would not move but has revved around 2.5 RPM. All of a sudden the car lunches and I immediately applied the brakes. Traction Control Light turnes on momentarily and everything was back to normal. My wife even commented why I was showing
off that morning by screeching the tires.
I did not mind this problem up until I was looking at different BMW boards over the Internet and came across this Service Bulletin Board that apparently BMW NA have put out describing the exact situation I had experience. "SIB 24 07 03 Feb 2004 GM5 Delayed P to D Engagement in Cold
Start" If this is the case that means my Brand New $40K car will need a new transmission. I am discouraged that I will have to go through this situation with a new car. I have never experience trouble like this before with my previous cars. I already called the service department including my sales person. Service states that they are not aware of this problem and can only schedule me for an appointment on a week day and refused to
assign me a loaner, I went ahead and scheduled it for Monday, March 22, 2004. I spoke with a service person named Tom at Long Beach BMW. I also
spoke with my sales person Richard Petri who is by the way the best Sales Person I have encountered by far. But I still yet to discuss with him on getting me a loaner because I also do work and it looks like this will not be a one day job. Anyway, I'm writing this to gives you a heads up in-case I encounter problems with service and I don't know maybe you can help me make this a hassle free situation. Better yet give me a problem free brand new car (I wish, right?), It just really hurts thinking that my brand new BMW will most likely need a transplant. The outcome of this experience will definately put an impact on my car decisions in the future. Thanks BMW for making me believe that I am driving "The Ultimate Driving Machine"
because it sure does not feel like it.
phone: [redacted]
AccountNo: 1000261892
VIN: WBAEV53434KM34083

From: ...

[redacted]
Subject: Other

RouteCode1:
RouteCode2:
RouteCode3:

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

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

address1: [redacted]
address2:
address3:
city: Harbor City
state: CA
zip: [redacted]
HomePhone: [redacted]
WorkPhone:
email: [redacted]
Vin: WBAEV[redacted]

UserName: [redacted]

Activity Status:	Done	Activity Updated:	3/17/04 03:48PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Young, Tricia	Email From:	CustomerRelations@bmwusa.com
Activity Created:	3/17/04 03:48PM	Email To:	[redacted]
Activity Created By:	Young, Tricia		
Activity Description:	RE: Other [1-154308906]		

Note Created:	Note Created By:	Note Type:

Dear [redacted]

Thank you for contacting BMW of North America, LLC regarding the problems you are having with your BMW. I am sorry to read of your dissatisfaction. Please be assured that the quality of our vehicles receives our constant attention. Even in its most basic form, the motor vehicle of today is a very complex unit. When the various comfort, convenience and safety options are considered, the complexity increases. Despite our best efforts, a problem may occur with a particular vehicle or component.

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

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

Sincerely,

Tricia Young
Customer Relations and Services
Representative

---Original Message---

From: [redacted]
Sent: 3/17/2004 12:00:00 AM
To: <CustomerRelations@bmwusa.com>
Subject: Other

formid: 1001

Comments: I'm just coming in my 3rd week of ownership with my new 330i bought from Long Beach, CA BMW. It is my first BMW after owning different
Japanese cars. I thought I'll try something different. So far overall I'm happy with the car. There are two issues that I am troubled so far. The right-side mirror tilt feature has been acting up. There are times that it refuses to tilt down when engaged in reverse. I even double checked to make sure that my mirror switch is on the left side. It started working again but it bugs me that this is happening.
Second. The car has not been run for two days over the weekend. When I started the car the next day, backed off from my garage and put my gear to Drive. I slowly pressed the gas pedal and the car would not move but has revved around 2.5 RPM. All of a sudden the car lunches and I immediately applied the brakes. Traction Control Light turnes on momentarily and everything was back to normal. My wife even commented why I was showing
off that morning by screeching the tires.
I did not mind this problem up until I was looking at different BMW boards over the Internet and came across this Service Bulletin Board that apparently BMW NA have put out describing the exact situation I had experience. "SIB 24 07 03 Feb 2004 GM5 Delayed P to D Engagement in Cold
Start" If this is the case that means my Brand New $40K car will need a new transmission. I am discouraged that I will have to go through this situation with a new car. I have never experience trouble like this before with my previous cars. I already called the service department including my sales person. Service states that they are not aware of this problem and can only schedule me for an appointment on a week day and refused to
assign me a loaner, I went ahead and scheduled it for Monday, March 22, 2004. I spoke with a service person named Tom at Long Beach BMW. ...

... I also
spoke with my sales person Richard Patri who is by the way the best Sales Person I have encountered by far. But I still yet to discuss with him on getting me a loaner because I also do work and it looks like this will not be a one day job. Anyway, I'm writing this to gives you a heads up in-case I encounter problems with service and I don't know maybe you can help me make this a hassle free situation. Better yet give me a problem free brand new car (I wish, right?). It just really hurts thinking that my brand new BMW will most likely need a transplant. The outcome of this experience will definately put an impact on my car decisions in the future. Thanks BMW for making me believe that I am driving "The Ultimate Driving Machine"
because it sure does not feel like it.
phone: [redacted]
AccountNo: 1000261892
VIN: WBAEV53434KM34083

From: [redacted]
Subject: Other

RouteCode1:
RouteCode2:
RouteCode3:

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

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

address1: [redacted]
address2:
address3:
city: Harbor City
state: CA
zip: [redacted]
HomePhone: [redacted]
WorkPhone:
email: [redacted]
Vin: WBAEV53434KM34083

UserName: [redacted]

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Customer Service Request Detail # 200406800544

Customer

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

Vehicle

Chassis # (US):	PN32563
Chassis # (Non - US):	
Year:	2004
Model:	330xi
Mileage:	
Sale:	12/1/03 12:00AM
In Service Date:	12/1/03 12:00AM

Service Request

Service Request #:	200406800544
Brand:	BMW
Type:	Complaint
Current Status:	Open
Date Opened:	3/8/04 04:40PM
Created By:	Valdez, Frederick
Rep Assigned:	Valdez, Frederick
Date Assigned:	3/8/04 04:40PM
Assigned Dealer:	
Identified Dealer:	HASSEL MOTORS, INC.
Date Resolved:	
Resolve Rep:	
Date Closed:	
Close Rep:	
Issue Note:	Dissatisfied with need for installation of Remanufactured Transmission.

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

Created: 3/18/04 10:34AM
By Customer Relation Dept

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Customer Service Request Detail # 200406800544

Activity Status:	Done	Activity Updated:	3/8/04 05:04PM
Activity Type	Customer Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	3/8/04 04:40PM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	See Note.		

Note Created: 3/8/04 04:41PM | Note Created By: Valdez, Frederick | Note Type: Customer Interaction

Fred , please call this customer.

He called Rich Breiue in WLHQ

He is a [redacted] bought a 2004 330d and is having trans problems and in no way wants a rebuilt transmission for his new car. Vin is PN32563 bought at Hassel BMW

His number is [redacted]

Thanks
Milton

Activity Status:	Done	Activity Updated:	3/8/04 05:18PM
Activity Type	Customer Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	3/8/04 05:16PM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	spoke to cust, he demands a new transmission, he said he'll wait [redacted]		

Note Created: 3/8/04 05:17PM | Note Created By: Valdez, Frederick | Note Type: Customer Interaction

He informed that BMWNA has a working relationship with his congregation and all he said he even ate lunch with Mr. Purves last week at a function. He asks for is a "new" transmission, not a "remanufactured" one. He said he will wait for one.

Activity Status:	Done	Activity Updated:	3/8/04 05:27PM
Activity Type	Field Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	3/8/04 05:18PM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	email to AMM--Peter McCabe		

Note Created: 3/8/04 05:26PM | Note Created By: Valdez, Frederick | Note Type: Field Interaction

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Customer Service Request Detail # 200406800544

—Original Message—
From: Valdez, Frederick
Sent: Monday, March 08, 2004 5:27 PM
To: McCabe, Peter ZU-V-13
Subject: Re: [redacted] / PN32553 / Reman'd transmission installation at Hassel BMW
Importance: High

Re: [redacted] / PN32553 / Reman'd transmission installation at Hassel BMW

Peter!

How are ya!

...and the battle of the "remanufactured" transmission debate continues!

The above customer called Rich Breslue attempting to get through to Mr. Purves. The call was referred to me. Apparently, the customer complained of a delayed hesitation in his transmission and Hassel recommended they'd replace the transmission, but with a "reman'd" one.

The customer informed that BMWNA has a "working relationship" with his congregation in the form of some type of sponsorship. The cust said he even ate lunch with Mr. Purves last week at a function.

The customer is asking for a "new" transmission, not a "remanufactured" one. He said he will even wait for one. Didn't Vlodek send out an email stating that all replacement transmission are "new". Do we know if these "new" transmissions are still being labeled with reman'd part numbers?

I write this email to ask if you know whether or not we can accommodate the customer for this request...I know we wouldn't fulfill his other alternative resolution which would be to replace the car.

Let me know.

Thanks,

Fred

Activity Status:	Done	Activity Updated:	3/9/04 12:24PM
Activity Type	General	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	3/9/04 12:24PM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	SI 24-07-03 informs car up to 12/03 prod are affected by MG5 issue. Cust's car is 9/30/03 production, sales date: 12/01/03		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/9/04 03:14PM
Activity Type	Field Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	3/9/04 03:14PM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	discussed issue with Nina Englert, LM for Peter McCabe to discuss possible trade out of car.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/9/04 03:58PM
Activity Type	Field Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	3/9/04 03:55PM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	spoke with AMM--Peter McCabe, he informed that this scenario does not warrant a buyback, he will consider a "production pull" by asking Barry Goldberg		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/10/04 02:18PM
Activity Type	Corporate Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	3/9/04 04:03PM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	email to Barry Goldberg--Parts		

Note Created: 3/9/04 04:16PM	Note Created By: Valdez, Frederick	Note Type: Corporate Interaction

---Original Message---
From: Valdez, Frederick
Sent: Tuesday, March 09, 2004 4:17 PM
To: Goldberg, Barry ZU-4-35
Subject: Re: [redacted] / PN32583 / Reman'd transmission installation at Hassel BMW
Importance: High

Re: [redacted] / PN32583 / Reman'd transmission installation at Hassel BMW

Hello Barry,

Above is a customer that AMM--Peter McCabe and I are trying to assist. The customer has an '04 330Xi (9/03 production) that is exhibiting signs of delayed engagement when shifting from R to D.

The customer objects to the installation of what he believes a "remanufactured" transmission is. The center and I have informed the customer of exactly what a reman'd transmission involves, but he isn't hearing it. From what I understand, even if a new transmission is installed into a car, the part number is still labeled as remanufactured.

Would it be possible to do a "production pull" of a transmission for this customer's car and if this is possible, what would the associated costs be?

Can you let me know when you have the chance?

Thanks,

Fred

Activity Status:	Done	Activity Updated:	3/10/04 02:08PM
Activity Type	Corporate Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	3/10/04 02:07PM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	reply email from Barry Goldberg--Parts		

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Customer Service Request Detail # 200406800544

Note Created: 3/10/04 02:08PM	Note Created By: Valdez, Frederick	Note Type: Corporate Interaction

----Original Message----
From: Goldberg, Barry ZU-A-36
Sent: Tuesday, March 09, 2004 4:43 PM
To: Valdez, Frederick
Cc: McCabe, Peter ZU-V-13
Subject: RE: [redacted] / PN32553 / Remanf'd transmission installation at Hassel BMW

Hello Fred,

Despite the fact that these transmissions are in our stock using "remanufactured" part numbers, they are brand new. The only difference between the transmission we have in stock and the one we would pull from the production line is the ten day to two week waiting period.

Vlodek did send an email to the field explaining that all these units were new. The only reason we use the remanufactured part number is to accommodate the warranty system that does not "recognize" a new part number.

I will forward Vlodek's email to you.

How many miles are on this vehicle?

Regards,

Barry

Activity Status:	Done	Activity Updated:	3/10/04 02:21PM
Activity Type	Corporate Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	3/10/04 02:18PM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	email to BArry Goldberg--Parts		

Note Created: 3/10/04 02:18PM	Note Created By: Valdez, Frederick	Note Type: Corporate Interaction

----Original Message----
From: Valdez, Frederick
Sent: Wednesday, March 10, 2004 2:10 PM
To: Goldberg, Barry ZU-A-36
Cc: McCabe, Peter ZU-V-13
Subject: RE:

Barry,

Thanks for email and the update regarding this issue.

The car has 1600 miles on it.

Fred

Activity Status:	Done	Activity Updated:	3/11/04 10:46AM
Activity Type	Corporate Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	3/11/04 10:45AM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	email from Barry Goldberg--Parts		

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Customer Service Request Detail # 200406800544

Note Created: 3/11/04 10:46AM	Note Created By: Valdez, Frederick	Note Type: Corporate Interaction

—Original Message—
From: Goldberg, Barry ZU-A-38
Sent: Thursday, March 11, 2004 9:33 AM
To: Valdez, Frederick
Cc: McCabe, Peter ZU-V-13
Subject: RE:

Hi Fred,

We've placed a "Pull from Production" order for this transmission. I would expect it to arrive here sometime late next week.

Regards,

Barry

Activity Status:	Done	Activity Updated:	3/11/04 11:05AM
Activity Type	Corporate Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	3/11/04 11:01AM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	discussed issue with Nina Englert		

Note Created: 3/11/04 11:01AM	Note Created By: Valdez, Frederick	Note Type: Corporate Interaction

this goodwill gesture is a one-time only offer and the customer will need to sign a "confidentiality agreement"

Activity Status:	Done	Activity Updated:	3/15/04 10:28AM
Activity Type	Customer Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	3/11/04 06:14PM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	inform cust of resolution		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/12/04 09:59AM
Activity Type	Field Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	3/12/04 09:59AM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	spoke to AMM--Peter McCabe, he will let Tim Magoolihan--Hansel Srv Mgr know of the resolution		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/15/04 10:28AM
Activity Type	Field Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	3/12/04 03:32PM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	emailed General Release to AMM--Peter McCabe for approval.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/15/04 10:29AM
Activity Type	Field Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	3/15/04 10:28AM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	AMM--Peter McCabe approves release, he forwarded email to Hassel to keep them in the loop.		

Note Created: 3/15/04 10:29AM	Note Created By: Valdez, Frederick	Note Type: Field Interaction

-----Original Message-----
From: McCabe, Peter ZU-V-13
Sent: Friday, March 12, 2004 7:26 PM
To: Valdez, Frederick
Cc: 'Timothymacco@aol.com'; 'Tim2mcc@aol.com'
Subject: RE: [redacted] / PN32563 / Remanfd transmission installation at Hassel BMW

Fred,
It works for me please have the customer sign it and get it back to you so we can do the replacement.

Tim / Dennis
One the customer has signed the confidentiality agreement let do the replacement with the new trans.

Peter McCabe

Activity Status:	Done	Activity Updated:	3/16/04 08:25AM
Activity Type	Customer Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	3/15/04 10:29AM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	Inform cust of resolution and confidentiality agreement. LM await callback.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/15/04 11:06AM
Activity Type	Customer Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	3/15/04 11:06AM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	LM for cust to discuss resolution		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200406800544

Activity Status:	Done	Activity Updated:	3/18/04 10:08AM
Activity Type	Customer Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	3/18/04 10:07AM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	Spoke to cust		

Note Created: 3/18/04 10:08AM	Note Created By: Valdez, Frederick	Note Type: Customer Interaction

Cust accepts resolution and will sign confidentiality agreement. Cust also mentioned that he is looking for assistance with buying a 525i. In addition, he mentioned that he has worked with Karen Vandemeular here at BMWNA regarding an exchange program that he would like assistance with again this year. Cust will wait to receive faxed copy of General Release--Confidentiality agreement.

Activity Status:	Open	Activity Updated:	3/18/04 10:56AM
Activity Type	Customer Interaction	Activity Updated By:	Valdez, Frederick
Activity Assigned To:	Valdez, Frederick	Email From:	
Activity Created:	3/18/04 10:56AM	Email To:	
Activity Created By:	Valdez, Frederick		
Activity Description:	Fax General Release to cust--516.239.0859		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200407100301

Customer

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

Service Request

Service Request #:	200407100301
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	3/11/04 01:54PM
Created By:	Kimum, Fran
Rep Assigned:	Kimum, Fran
Date Assigned:	3/11/04 01:54PM
Assigned Dealer:	
Identified Dealer:	FLEMINGTON BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	3/17/04 04:36PM
Close Rep:	Kimum, Fran
Issue Note:	GM Transmission

Vehicle

Chassis # (US):	PN33292
Chassis # (Non - US):	
Year:	2004
Model:	330xi
Mileage:	3,000
Date:	12/23/03 12:00AM
In Service Date:	12/23/03 12:00AM

Code Descriptions

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

Solution Notes

Solution
Flemington is going to replace the transmission

Attachments

File Name	Comments

Created: 3/19/04 10:34AM
By Customer Relation Dept

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Customer Service Request Detail # 200407100301

Activity Status:	Done	Activity Updated:	3/11/04 01:54PM
Activity Type	Field Interaction	Activity Updated By:	Kimum, Fran
Activity Assigned To:	Kimum, Fran	Email From:	
Activity Created:	3/11/04 01:54PM	Email To:	
Activity Created By:	Kimum, Fran		
Activity Description:	Matt asked me to call customer who is having a transmission issue		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/11/04 02:24PM
Activity Type	Customer Interaction	Activity Updated By:	Kimum, Fran
Activity Assigned To:	Kimum, Fran	Email From:	
Activity Created:	3/11/04 02:21PM	Email To:	
Activity Created By:	Kimum, Fran		
Activity Description:	sw David who has 7 BMW's his new car needs a new trans		

Note Created: 3/11/04 02:22PM	Note Created By: Kimum, Fran	Note Type: Customer Interaction

He is concerned that he is getting a remanufactured one. Per Matt the one they are going to put in is new so I told him that. He wasn't happy that the new car needed work but he said if its new there should be no problem. He wants to know when his wife can d/o the car and can she get a loaner. I told him that I would find out.

Activity Status:	Done	Activity Updated:	3/11/04 02:23PM
Activity Type	Dealer Interaction	Activity Updated By:	Kimum, Fran
Activity Assigned To:	Kimum, Fran	Email From:	
Activity Created:	3/11/04 02:23PM	Email To:	
Activity Created By:	Kimum, Fran		
Activity Description:	I left a message for Mike Ricciardi		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/11/04 02:24PM
Activity Type	Field Interaction	Activity Updated By:	Kimum, Fran
Activity Assigned To:	Kimum, Fran	Email From:	
Activity Created:	3/11/04 02:24PM	Email To:	
Activity Created By:	Kimum, Fran		
Activity Description:	I left a vm for Matt Russell		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/15/04 05:23PM
Activity Type	Customer Interaction	Activity Updated By:	Dryer, Isaac
Activity Assigned To:	Dryer, Isaac	Email From:	
Activity Created:	3/15/04 05:13PM	Email To:	
Activity Created By:	Dryer, Isaac		
Activity Description:	Cust is upset that he may be getting a remanufactured transmission		

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Customer Service Request Detail # 200407100301

Note Created: 3/15/04 06:14PM	Note Created By: Dryer, Isaac	Note Type: Customer Interaction

Cust states that he is calling the service center and telling them not to put in a replacement transmission until it is determined that the transmission used for replacement is a new transmission (not a remanufactured). Cust demands a new transmission be put into his veh or he will let it sit and collect dust and file for Lemon Law. Cust also stated that he would like his money back if he gets a remanufactured trans. Writer advised cust that the warranty booklet states the BMW center will use new or authorized remanufactured parts to repair the problem. Cust is also seeking legal advice. Cust would like a call from the owner of this issue at [redacted] before Thurs March 18, b/c cust is going out of town.

Note Created: 3/15/04 06:21PM	Note Created By: Dryer, Isaac	Note Type: Customer Interaction

---Original Message---
From: Dryer, Isaac
Sent: Monday, March 15, 2004 5:22 PM
To: Kimum, Fran
Subject: SR 200407100301 [redacted] and his GM transmission issue...

Fran,

This cust would like a call to discuss his issue. I documented our conversation in the SR with his phone #.

Thanks,

Isaac Dryer
Customer Relations and Services Representative
800-831-1117 X7662
VM 614-766-7662
isaac.dryer@bmwfs.com

Activity Status:	Done	Activity Updated:	3/16/04 06:39AM
Activity Type	Dealer Interaction	Activity Updated By:	Kimum, Fran
Activity Assigned To:	Kimum, Fran	Email From:	
Activity Created:	3/16/04 06:39AM	Email To:	
Activity Created By:	Kimum, Fran		
Activity Description:	Mike svc mgr left a vmail		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/16/04 06:42AM
Activity Type	Dealer Interaction	Activity Updated By:	Kimum, Fran
Activity Assigned To:	Kimum, Fran	Email From:	
Activity Created:	3/16/04 06:42AM	Email To:	
Activity Created By:	Kimum, Fran		
Activity Description:	I left a vmail for Mike		

Note Created:	Note Created By:	Note Type:

Created: 3/19/04 10:54AM
By Customer Relation Dept

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Customer Service Request Detail # 200407100301

Activity Status:	Done	Activity Updated:	3/16/04 12:08PM
Activity Type	Customer Interaction	Activity Updated By:	Kimum, Fran
Activity Assigned To:	Kimum, Fran	Email From:	
Activity Created:	3/16/04 12:03PM	Email To:	
Activity Created By:	Kimum, Fran		
Activity Description:	Customer is very unhappy. Does not want a reman or reconditioned trans in his		

Note Created: 3/16/04 12:07PM Note Created By: Kimum, Fran Note Type: Customer Interaction

new car. He cant get in touch with anyone over at his center and feels that he just wants out of this car. He has a 745i 2003 and has had problems and he thinks he lost faith in BMW

Activity Status:	Done	Activity Updated:	3/16/04 12:08PM
Activity Type	Field Interaction	Activity Updated By:	Kimum, Fran
Activity Assigned To:	Kimum, Fran	Email From:	
Activity Created:	3/16/04 12:06PM	Email To:	
Activity Created By:	Kimum, Fran		
Activity Description:	I left a vmail for Matt		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	3/16/04 03:20PM
Activity Type	Field Interaction	Activity Updated By:	Kimum, Fran
Activity Assigned To:	Kimum, Fran	Email From:	
Activity Created:	3/16/04 03:19PM	Email To:	
Activity Created By:	Kimum, Fran		
Activity Description:	sw Matt and went over the issues that David is having w/the word reman		

Note Created: 3/16/04 03:20PM Note Created By: Kimum, Fran Note Type: Field Interaction

He wished me to let the customer know that we will stand behind any issues

Activity Status:	Done	Activity Updated:	3/16/04 03:20PM
Activity Type	Customer Interaction	Activity Updated By:	Kimum, Fran
Activity Assigned To:	Kimum, Fran	Email From:	
Activity Created:	3/16/04 03:20PM	Email To:	
Activity Created By:	Kimum, Fran		
Activity Description:	sw David and he said wasnt happy that we arent taking him out of car he wob		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	3/17/04 01:15PM
Activity Type	Customer Interaction	Activity Updated By:	Duncan, Mollie
Activity Assigned To:	Duncan, Mollie	Email From:	
Activity Created:	3/17/04 01:14PM	Email To:	
Activity Created By:	Duncan, Mollie		
Activity Description:	customer called in wanting to speak with Fran		

Note Created: 3/17/04 01:15PM Note Created By: Duncan, Mollie Note Type: Customer Interaction

customer said he has left 3 vm's for Fran with no return call, and has done the same for Mike at the dealership. advised customer that writer would send email to Fran on his behalf, requesting callback at [redacted] cell phone.

Activity Status:	Done	Activity Updated:	3/17/04 04:29PM
Activity Type	Dealer Interaction	Activity Updated By:	Kimum, Fran
Activity Assigned To:	Kimum, Fran	Email From:	
Activity Created:	3/17/04 04:25PM	Email To:	
Activity Created By:	Kimum, Fran		
Activity Description:	sw Mike Riccardi and he doesnt know what to do because customer does not want the trans put in his car		

Note Created: 3/17/04 04:28PM Note Created By: Kimum, Fran Note Type: Dealer Interaction

He said that the car is there and he needs my help.

Activity Status:	Done	Activity Updated:	3/17/04 04:31PM
Activity Type	Customer Interaction	Activity Updated By:	Kimum, Fran
Activity Assigned To:	Kimum, Fran	Email From:	
Activity Created:	3/17/04 04:29PM	Email To:	
Activity Created By:	Kimum, Fran		
Activity Description:	sw Mr Shaw and we went over his concerns. He is afraid that the trans wont be safe		

Note Created: 3/17/04 04:30PM Note Created By: Kimum, Fran Note Type: Customer Interaction

I told him that there is a chance this is a new trans or if its not the service mgr said they are terrific and safe. He said okay he will allow the work. I told him that I would have the service mgr look over the work

Activity Status:	Done	Activity Updated:	3/17/04 04:31PM
Activity Type	Dealer Interaction	Activity Updated By:	Kimum, Fran
Activity Assigned To:	Kimum, Fran	Email From:	
Activity Created:	3/17/04 04:31PM	Email To:	
Activity Created By:	Kimum, Fran		
Activity Description:	sw Mike and told him the conversation. He thanked me and promised that he will look over the car.		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	3/17/04 04:33PM
Activity Type	Field Interaction	Activity Updated By:	Kimum, Fran
Activity Assigned To:	Kimum, Fran	Email From:	
Activity Created:	3/17/04 04:33PM	Email To:	
Activity Created By:	Kimum, Fran		
Activity Description:	I left Matt a detailed vm telling him that this situation is taken care of and Mike will change the trans		

Note Created: Note Created By: Note Type: